

Hazleton Community Study

Submitted to:

Greater Hazleton Civic Partnership

Submitted by:

Zogby International

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“Sometimes I want to climb to the mountain top and scream to let people know how wonderful this community is. But the problem is that people don’t even know where the mountain is.”

“Upon entering the city from all sides you are set up to expect a place 50 years behind the times.”

“Consolidate government. That’s pie in the sky, but it would be important to unite what divides us.”

“We must change the political albatross around this community and convey a new message of hope and positivism.”

“The same energy and spirit that was harnessed to reclaim the strip mines and reuse the land must be invigorated again today.”

~ Select Quotes from Community Leaders

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Note to Readers: Whenever the term Hazleton is used, it refers to the entire region and not simply the city. This study found a significant amount of unanimity among area residents, thus a lot of comfort in using the generic term.

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Introduction

Project Objectives

Zogby International (ZI) of Utica, New York was commissioned by the Greater Hazleton Civic Partnership to conduct a multi-phase opinion study in conjunction with developing a community vision for the region. The objectives of the project were as follows:

1. a collection of data on the community's self-image, how people define the community's qualities, strengths, weaknesses, priorities, and outlook
2. establishment of information that leads to a community consensus on the above components
3. use of the process of data collection as a means of allowing as many people as possible into the Visioning Process as participants
4. ultimately the development of a set of priorities for community goals.

In order to best achieve the objectives, the following methodology was used:

Community Survey

A random sample survey of 387 adults in separate households in the Greater Hazleton area was conducted by trained and experienced callers from ZI headquarters in Utica.

Each interviewee was asked approximately 30 questions that included:

- the best thing about living in the area
- what needs the most improvement
- a review of aspects of the quality of life in the area
- a look into the future

Influencer Interviews

A total of 33 opinion leaders were interviewed either face-to-face or by telephone in June. These interviews were mainly open-ended and designed to probe into strengths and weaknesses, common vision, and recommended changes.

Focus Groups

A total of four focus groups were conducted by John Zogby, President and CEO of Zogby International – one among high school students, one among Hispanic immigrants, and two general adult residents. The purpose of the focus groups was to review findings in the first two phases, test and then ultimately reach consensus on proposed solutions.

II. Conclusions and Recommendations

Hazleton is a nice community in which to live. It has all the charm of a small, family-oriented, urban-suburban area, with little crime, a reduced tempo lifestyle, caring people, and a sophisticated network of helping agencies. Residents also believe it is situated ideally geographically – close to major urban centers that are easily accessible via the interstate highway system.

But the community suffers from low self-esteem. Its people have lost confidence in elected officials, its politics are believed to be a laughingstock in the state, and there is a sense that the city and its neighboring townships are orphans of county government.

Indeed, as each of these problems festers, it creates a self-fulfilling prophecy that the area is doomed. The politics of the school system and city hall generate little respect from both the area's leaders and general public. Both leaders and the public feel that Hazleton has little or no clout in the halls of state government. And the fact that the Hazleton area is located in the most isolated wedges of three different counties only feeds the sense of powerlessness.

At the same time, residents are cognizant of the area's major successes. Notably, it is part of the local lore that Hazleton made a significant transition from coal-based to light-industrial based economy. This transition was made by prescient, gifted, local leadership in the 1950s and 1960s. For its reward, Hazleton was named an All-American City in the 1960s.

In addition, the area has built a network of helping agencies that cooperate with each other and could serve as a model for other urban areas and small city regions.

Historically, the area has welcomed immigrants with open arms. Today, it finds itself as a not insignificant port of entry for a new and burgeoning Hispanic community.

Like the Roman god Janus, Hazleton is a community with two faces. On one hand, a nice community, with good, hardworking people and beautiful scenery. On the other hand, a sense that the community is losing its strengths and projecting a negative image to others. In one word, it is the community's "politics" (translated: patronage, corruption, outmoded) that provides the overall framework for what residents sense is wrong with the community. While demographics are destiny and the Hazleton area has experienced all of the changes that have hurt smaller cities in the Snow Belt, it is the "politics" of Hazleton that currently defines much of its self-image.

It is important to note right from the outset of this report that the *process* of conducting this survey project has been as revealing as the content of the public's opinion. In short, while several respondents noted a prevailing apathy in the community, response rates to every level of the project were much higher than average. ZI did not experience any of the usual difficulties in recruiting focus group participants (indeed extra people showed up) and the telephone survey response (72%) was much higher than average and very enthusiastic.

The recommendations that appear below are based on harnessing the enthusiasm and genuine sense of caring that are as much a part of the local persona as any negative self-image. It is hoped that these offerings will be used in an effort to regenerate a new spirit and positive self-image that will position the community for a rebirth not unlike its exciting original CAN-DO days three decades ago.

Based on the findings of all parts of this survey, Zogby International recommends the following for consideration by the Hazleton Area Civic Partnership:

Join Us At the “Top of the Mountain”: An Empowerment Engine

While it may be said that Hazleton has many existing organizations focusing on development, there exists no bona fide citizens’ organization to capture the enthusiasm, talent, and commitment of local citizens. Building a citizens organization should be a seminal project of the Civic Partnership. It needs to be emphasized, as it will be throughout this report, that the process of creating this new body is as important as the mandate of the new group.

The name of the new group should be the “Top of the Mountain”, signifying that the goals must be lofty, inspiring, empowering, and attainable.

Rather than a dues structure, membership should be based on an investment model. Thus, for \$25 or \$30 per share, a household is investing in the future of the community. Households can choose to buy additional shares but would have only one vote in proceedings.

Shares can be sold by local merchants, organizations, and churches. Importantly, the survey revealed that clergy can play a vital role in urging support. In turn, as in other communities, shares can be redeemed for small discounts by participating businesses.

The “Top of the Mountain” should have both major goals, plus shorter-term, more easily attainable projects and activities to enhance a sense of empowerment.

Funds raised should be matched by state grants and private foundations to be used for some or many of the following activities or projects.

Community Service Scholarships

All smaller Northeastern communities have continued to face a brain-drain, but not all can claim that there are actually high school and college graduates who would come back if they could get a good job. “Top of the Mountain” should leverage its funds to create a scholarship program for a small number of students (at first) who would promise to return to work in Hazleton in return for having their tuition at a public college paid. This program needs the full support of CAN-DO board members and other employers who would promise to provide preference to local graduates in good entry level or lower management jobs.

This program should be tested first and offered to a few students. It could also be used for adults who need to return for higher education. But the main idea is to establish a community commitment and a concerted effort to retain educated, productive young people who then could provide an additional base for new leadership.

Community Cleanups

Periodic cleanups are great projects to generate community spirit. There should be a schedule, sponsored by TOM, that focuses on downtown and the neighborhoods. More importantly, a special effort must be made to enhance the interstate and state entry points.

Downtown Greenery and Signage

Downtown has lost its critical mass. In the past, that was represented by the Markle Building and the major department stores. Today, downtowns must be for people first, then commerce will follow. A Downtown for People includes trees, shrubs, flowers, benches, etc. It welcomes people by virtue of its atmosphere.

In addition, downtown needs a theme. This is best represented by use of common signage. Merchants must be encouraged to develop a theme with common lettering and fonts. The state should have some money available, as will the Community Development Block Grant, for the limited funds to establish a thematic look.

Campaign for a New County

Hazleton suffers as much by its isolated location within three different counties as it benefits from its location on the multi-directional interstate highways and proximity to major cities. This isolation is a great source for demoralization. While a campaign for a new county has been tried before and failed, it must be attempted again. Winning remains extremely difficult, but other goals of such a campaign are worth a try.

First, the campaign offers a renewed sense of civic spirit and focus. Second, it creates the possibility of finding new talent and potential new political leadership. Third, it can be used as leverage for establishing a new compact with Luzerne, Carbon, and Schuylkill counties. Finally, it can be based on a new compact with the citizenry and its leaders that can mean a new model of local government cooperation for the state and nation: a new county with just one government.

Consolidation of Local Governments

Building on that last point, we are very aware of all the political, structural, and cultural difficulties that arise from local government consolidation. Nonetheless, it is imperative that it be done. Put in its simplest metaphorical terms: while local government leaders and citizens worry about protecting political turf that was established in the 18th and 19th centuries, their children and grandchildren are at home communicating with Beijing, Taipei, and Sao Paolo. While business people and families are regularly communicating by cellular phone, cellular phone companies must seek access through an endless maize of local zoning boards.

Just as Tom Paine was obliged to write “Common Sense” calling for independence in January 1776 – a time when American Patriots were still toasting to the good health of King George as they went into the battlefields to kill his troops -- this report is a call for a new local configuration in Hazleton. What an intriguing local story: a Pennsylvania community calls for a new county and a new type of single government approach.

It makes a lot of “common sense” to link the two.

Sister City Linkage

Open the windows and doors to the world. Hazleton has been a magnet for immigrants and anything that can be done to expand the horizons of its citizens relieves the pervasive sense of isolation. While efforts have been made in this direction already, establishing more sister cities can provide even more of a sense of connectedness with the global village.

Hazleton: A Caring Tradition

An outsider cannot help but be impressed by the tradition of caring by private agencies and churches. Indeed, there is very little of the turf wars in this field that one sees immediately in the local politics. To enhance the identity of Hazleton and to create a new image to beam to outsiders, the Civic Partnership and United Way should launch a series of seminars and educational programs for local communities in the state and nation providing a model for how helping agencies must cooperate and adjust to meet new realities.

Lost Opportunity/Import Replacement Study

How many goods and services do local businesses purchase outside the region? While not all of these can be replaced locally, there are definitely some goods that can be produced and services rendered by local businesses. A lost opportunity study can help determine which of these are feasible.

The study can then be made a part of CAN-Dos recruitment efforts.

The same spirit that pervaded this community during the challenging years of the 1950s and 1960s is needed again. All the ingredients are still here: progressive civic and spiritual leadership, a strong work ethic, and public will. But there is also the pressure of a strong countervailing negative – outmoded politics based on fiefdoms and patronage that places selfish interest over the community interest; interlocking civic directorates that work on specific projects but miss the bigger picture, a business development agency that is often remote and insular, and an aging public rooted in tradition and missing the horizon.

Yet, there is also a remarkable network of helping agencies that cooperate, care, share burdens on shoestring budgets, and – ultimately – uplift the entire community.

Ironically, this is a very spiritual community – houses of worship are full and clergy are an active and vibrant part of the heart and soul of this community – yet it is a community that has lost its spirit.

The Greater Hazleton Civic Partnership has the responsibility and mandate to renew and regenerate this spirit. *Join us at the Top of the Mountain.*

III. Methodology

The survey of 387 likely voters in the Hazleton area was conducted from June 10 through June 19, 1998. All calls were made from Zogby International headquarters in Utica , New York.

The margin of sampling error is +/- 5.2%. Slight weights were applied to age and gender to more accurately reflect area population demographics.

IV. Sample Characteristics

Characteristic	Frequency	Percent
Total	387	100.0
Hazleton	250	64.5
Butler/Sugarloaf	37	9.6
Foster/Freeland	46	11.9
Black Creek/Conyngham	15	3.9
Carbon County	8	2.0
Schuykill County	31	8.0
Democrat	138	40.2
Republican	106	31.1
Independent	98	28.7
18-29	61	15.9
30-49	125	32.5
50-64	86	22.2
65+	113	29.4
White, non-Hispanic	370	96.9
Hispanic	5	1.4
Other race	7	1.8
Less than high school	32	8.2
High school education	168	43.7
Some college	100	26.0
College graduate+	85	22.1
Roman Catholic	242	63.3
Protestant	88	23.2
Jewish	7	1.7
Other religion/no affiliation	45	11.9
Male	185	48.0
Female	201	52.0
Work outside home	88	44.7
Do not work outside home	109	55.3
Children under 17 at home	117	31.1
No children under 17 at home	260	68.9

V. Telephone Survey: Narrative Summary

Quality of Life

The best thing about life in Hazleton is that it is a “nice community,” according to one in four (24%) respondents, followed by 12.3% who say it is a “safe” place to live.

About one in eight (12.2%) say the worst thing about living in Hazleton is that there is “nothing to do,” while tied for second place are the politics and corruption and the lack of jobs (each cited by about 10%). Table 1 ranks the best and worst of Hazleton.

Table 1. Best and Worst About Life in Hazleton

<i>Best</i>	<i>%</i>	<i>Worst</i>	<i>%</i>
Nice community	24.0	Nothing to do	12.2
Safe/low crime rate	12.3	Politics and corruption	10.5
Small town atmosphere	10.0	Lack of jobs	10.3
Family lives there	7.2	Crime and drugs	8.8
The people	5.4	The people	6.2
Amenities	3.6	Lack of amenities	6.1
Everything	2.2	The location	4.4
Other reasons	17.0	Other reasons	18.8
Not sure/no opinion	18.3	Not sure/no opinion	22.8

Respondents were then asked to rate a list of qualities as they concerned Hazleton. The *overall quality of life* rated the most positive with 64%, followed by 58.2% rating *opportunities for continuing education*. Rating the most negative were *job opportunities for young people* (78.6%) and *night life for young adults* (76.9%).

Table 2 lists and ranks the qualities.

Table 2. Ranking Qualities

<i>Quality</i>	<i>Positive (Exc-Gd)</i>	<i>Negative (Fr-Pr)</i>	<i>Not sure</i>
Overall quality of life	64.0	34.4	1.6
Opportunities for continuing education	58.2	38.2	3.5
Economic prospects for the future	41.9	51.2	6.8
Welcoming new people to the community	41.1	50.8	8.1
Image Hazleton presents to outsiders	38.2	53.0	8.8
The relationship among local area govts	28.7	59.0	12.3
Recreation facilities	28.3	68.0	3.7
Relationship of area officials to the county	24.5	59.3	16.2
Job opportunities for young people	18.4	78.6	3.0
Government and politics	14.9	73.5	11.6
Night life for young adults	12.1	76.9	11.0

Priorities

More than half of the respondents (56.6%) say *attracting new faces to local politics* is a high priority, while roughly half (51%) say bringing *more stores downtown* and *beautifying the entrances into Hazleton* are a high priority. *Consolidating the city and townships* ranks low, with only 23.8% saying it is a high priority. Table 3 ranks the priorities.

Table 3. Ranking Priorities

Priority	High (5-4)	Medium (3)	Low (1-2)	Not sure
Attracting new faces to local politics	56.6	22.1	14.2	7.1
More stores downtown	51.3	20.5	26.0	2.2
Beautifying the entrances into Hazleton	51.0	25.6	20.7	2.7
Cleanup of downtown Hazleton	44.4	34.1	19.1	2.4
White collar jobs	42.9	30.9	20.1	6.2
New county with Hazleton as the county seat	31.5	17.8	39.1	11.6
Consolidating the city and townships	23.8	19.6	47.0	9.5

Active in Community Life

By a narrow margin, a plurality of likely voters say they are not active in community life over those who say they are somewhat active – 44.1% to 42%. Only 13% say they are very active.

Table 4. What Is Effective In Making You Active In Community Life?

Action	Most effective (5-4)	Somewhat effective (3)	Not effective (1-2)	Not sure
A campaign to clean up downtown	43.0	26.2	28.6	2.1
A campaign to clean up neighborhoods	58.8	22.6	16.3	2.3
New citizens' group	54.0	20.9	21.7	4.4
Project for people to get involved in politics	46.0	22.1	26.1	5.7
Creating fund that pays for cmtly projects	55.4	17.2	22.3	5.0
Church urges you to get involved	52.2	20.3	22.4	5.1

Willing to Pay Fee

Overall, slightly more than one in three (37.3%) say they would be willing to pay a fee to join a community organization dedicated to improving Hazleton and its image, while more than half (53.9%) would not be willing to pay such a fee.

Of those who would pay the fee, half say they would only want to spend less than \$20 to join, while one in four (23%) would pay \$50.

Table 4 shows the support for each level of fee.

Table 5. Support for Fee for Community Organization

<i>Fee</i>	<i>Yes</i>	<i>No</i>	<i>Not sure</i>
Overall fee	37.3	53.9	8.7
Percent of those saying <i>yes</i> to overall fee			
<i>Amount of fee</i>	<i>Yes</i>	<i>No</i>	<i>Not sure</i>
Less than \$20	57.0	4.3	38.7
\$20-34	36.8	28.6	34.6
\$50	23.0	44.7	32.3
\$35-49	6.3	55.9	37.8

VI. Influencer Interviews: Summary

A total of 33 community leaders were interviewed in June – 19 in person and 14 by telephone. Below are their responses:

What is the best thing that you can say about life in the Hazleton area?

There is an enormous sense of community, but unfortunately it is stuck in the tradition of how things used to be. The community is riveted in church, ethnic, and inter-familial relationships. There is a very strong sense of cohesion among the “doers” (i.e. those on boards, churches, hospitals, etc.). They are all the same people and there is strong leadership – a core that can think ahead, who are committed and work hard. They are also plugged in. There is a lot going on, but is scattered.

A strong sense of family, an ability to recognize familiar people. We know our neighbors.

It is growing – major companies like Lowe’s and Wal-Mart. They have done research and see long-term, committed, hard-working people.

The small-town atmosphere. Life is simpler, not a lot of complications. There is the positive side of networking. Friendliness, a caring people who help when there is a need. There is relatively little crime.

It is not complicated. It is safe, you don’t have to worry about crime.

The valley has natural beauty.

The closeness to Philadelphia and New York City.

The quality of life. Solid families, good environment (physical and emotional). It is a beautiful area and is close to good things – New York and Philadelphia.

The commitment to family and the commitment to service, especially among the Catholic community. There is a great United Way and wonderful social services.

A very good quality of life. A very nice place to live. It is healthy environmentally.

The quality of the people – the work ethic, family-orientation, religious orientation, the different religions, rich history of the area. There is a lot of talent, a lot of it untapped and unrealized. We saw Leadership Wilkes-Barre, sold the idea to PP &L and the Chamber, then implemented it here.

The people are wonderful, very caring, family-oriented, loyal. There is a sense of community pride. A nice mixture of people.

It is very safe. People still talk to each other. But it’s changing. We are a League of Nations, a melting pot.

It’s pleasant and safe. People care about people. There’s still a sense of community.

A great sense of community, a strong sense of neighborhoods and spirituality. It is a believing community. Lots of houses of worship.

The pace is not hectic, not the hustle-bustle of larger metro areas. I can walk to work. No traffic, I can walk to work. It's more relaxed.

It's comfortable, people are still friendly (especially if you are a lifelong resident).

It's a safe place to raise a child, but I would prefer more multi-cultural diversity. I have not been anywhere else where helping agencies work so well with each other with so little money. A real plus.

A small town where you know your neighbors. It has all the elements of a community. The quality of life is good and it has few of the big city's problems.

The people. It is very comfortable, very easy to live in. The people are very trusting and this is a great geographic spot – especially its proximity to New York City and Philadelphia.

The location, both in terms of geography and physical environment. It is a beautiful area with lots of recreation, decent weather, and is close to major metro areas.

The geographical location. I moved here from the South. Family is close by here, the weather is better, good alternatives for education i.e. private schools.

It is a great community, peaceful, caring, and friendly people. A workable spirit but could do better.

Nothing. It stinks. I'm very discouraged.

It is a simple area to live in. People are hardworking and honest. There are low crime rates. There is a strong sense of community.

The scenery and lifestyle are great.

It is a good place to live, a nice area with beautiful scenery.

A good area to raise children – a low crime rate. People are proud. There is a good work ethic and a strong faith community. Strong ethnic ties.

A small town that is friendly, safe, and a good place to raise children.

A safe community to raise a family. Homespun traditions. Good family environment.

Good people, good quality of life.

What is the worst thing that you can say about life in the Hazleton area?

We are too bogged down in the old ways of doing things, there is a resistance to change. There are too many fractured ideas, too many competing visions. There are too many turf wars—e.g. CAN-DO is composed of bankers and industry representatives, while the Chamber is small business. Lots of leaders but they are like the rings around Saturn, not connected. There needs to be a common goal for the future. The need to change is not articulated well.

It is mean-spirited, dysfunctional, and portrays a very poor image. The community is ridden with controversy, there is very little support for new ideas. Instead, there are lots of efforts to destroy. Too

much negative media coverage. Life-time friends turn on each other. There is a reverse workers' ethic: 'if you have more, you didn't earn it or deserve it'. Everything is bashed here – the city, ethnic groups, teachers, schools. There is a general apathy and getting worse. The newspaper 'Say-So' line feeds discontent and makes things worse. It is probably the same groups of negative people who call and bash.

Hazleton has a bad reputation: people outside think 'coal-mine', but we need to show them we are progressive.

There is a lack of a vision for the area. People have hung their heads for years and feel we don't deserve better. A negative self-image. The political situation is dismal. This is not a good area to grow leaders. The mayor is hostile to the Chamber and CAN-DO.

The distance from Philadelphia and New York.

There are 'mine scars' that spoil the natural beauty of the area.

We are too closed in, too isolated.

The politics. Too many groups are in charge and political pettiness is horrible, especially in the city.

There is not a critical mass of people who make a difference. There is a leadership shortage. The good people have left and are doing well elsewhere.

There are lots of absentee landlords. A loss of familiar family households.

The CAN-DO and Chamber basically are there to perpetuate their jobs. No one is looking out for the big picture.

The politics. A real lack of understanding by politicians on what their role is. Members of boards don't understand their proper role, thus they consider political office only as an opportunity for personal gain (or for family and friends). There are no major firms here. With corporate mergers, no real local leadership.

It is ingrown, incestuous in its leadership. There is a lack of tolerance of minorities and poor people.

There is a 'Hazleton attitude' which is all-prevailing. Within the city it is very closed-minded, incestuous and insidious politically. It is very self-absorbed and self-oriented. People in high places self-perpetuate. Once you settle into Hazleton you become insular. But very different when Quigley was mayor. The negative self-image is lost once you go outside the city. But the negative image hurts: people not from here laugh when they here you are from Hazleton. It is the politics.

The lack of diversity in organizations (especially board members). There is a good-old-by network. There is also bigotry, too much despair and self-doubt. How can we sell how good we are if we don't address this? There is too much parochialism and power struggle.

Lots of young people leave. There is nothing here for young people – especially those in their 20s and 30s.

Too much inner political fighting. It precludes us from rebounding. We need to be able to stop fighting and get things done.

There is a creeping mean-spiritedness in our community life. I don't ever remember it like this before. There is some awful pettiness.

There is a resistance to change, fear of the unknown, a sense of parochialism – 'the old way is the best way'. We have a history of welcoming newcomers, but there is prejudice and backlash. We are losing 1% of our population every year. We educate our kids well, a great school district, but we lose them. The school board's arguing is a problem.

A lack of opportunity for college graduates who would like to come back. A lot would like to come back but don't consider it because there is no perceived opportunity. The community's image is a problem.

Apathy. The calculating self-interest of some people instead of doing things for the community.

There are low expectations in this community for this community. Boards are mostly dominated by people from outside the area.

A cultural problem: the old industrial mentality and patch-town mentality. Thus, there is no cooperation between municipalities or ethnic groups. There is a lack of cohesion. We need to move forward with this cohesion.

There is a tendency for people to hold grudges. They do not forgive and forget. The mayor and magistrate were elected in a campaign that said that local people do not commit crime, "outsiders" do.

The local perception is that the political system is corrupt and not working in the best interests of the community. Things do drag on.

There is a noticeable lack of diversity because young people leave the area. The population is older, blue collar. There is a spirit of meanness, a negative attitude, and a poor work ethic.

The political climate is bad. The leadership is always fighting, especially the school board. The cooperation level is not good.

Too much corruption – from the administration, the school board, the sewer authority, etc.

A lack of white collar jobs. If there were a four year college in the city we would be able to keep more young people.

Strip mines are still here. Everyone wants to dump here.

The lack of activities for teenagers and adults.

The way the school district is run.

The lack of cooperation and trust within the community. No one shares the same vision. Every group and faction is looking out only for themselves. The aging population is not progressive or forward thinking.

Provincialism, power struggles between communities. It hinders growth. Lack of higher paying jobs.

No comment.

The community in general does not have a sense of self-esteem. The weather.

What special resources exist in this community that can be harnessed to enhance the best things?

Penn State is about to offer a 4-year degree in business. It has a new CEO who is willing to listen. This is a community of hard working people, a strong work ethic. But they are not educated enough. We have got to get high school graduates to stay here – to go to Penn State and come back. But they need jobs. CAN-DO must bring in more back office and white collar jobs, less manufacturing, to keep people here. There is a good quality of housing, the area is pretty, the schools are good.

There are enough people here for the right reasons, but they don't come together. There must be a school-business alliance, but there are too many small businesses with no corporate offices. PP &L has been wonderful.

The community is working together to bring industry in. We have land, good transportation, and we can expand the airport.

There are financial resources that are not tapped to full potential. There is some wealth here but they do not spread it around.

There are excellent social service agencies. They are famous for cooperating with each other – better than most places. Little rivalry.

The Penn State Campus. It wants to become a leader, but it hasn't. There is talent. We have got to get more from Penn State.

CAN-DO has been very strong. A premier organization, but perhaps not properly understood.

The 26 United Way agencies. These are the best people committed to connectedness and inclusion.

There are some very bright people. Penn State can be a much better resource than it is. There are some great clergy and able administrators.

Corporations. There are 700 members of the Chamber. Why aren't they used? We need a focus. What do we need to get the job done and how do we pull the right people out.

CAN-DO is wonderful. It has done a lot to create a climate for new industry and new families. Also the Greater Hazleton Health Alliance. The community suffered when they competed. Now there is less duplication. It is very community-oriented (clinics, services at senior centers, training of employees to deal with elderly, transportation). The United Way is great and there is a strong women's Board to deal with women's issues (free exams, teaching CPR, babysitting, information, etc.) Three hundred women attend the annual forum.

The workforce – its abilities, they are not afraid to work, work ethic – all coming from an ethnic tradition.

The newspaper. I often get angry with them. They can be a source for so much good and they do some good things. Community leaders need to widen their focus. There are interlocking directorates but they are not coordinated, nor do they have a vision.

The churches. There is an Interfaith Ministerium that comes together to discuss issues and work together (both service and advocacy). There are 15 Christian churches and 2 synagogues.

There are talented people, especially young people with talent and potential. We also are in a good location to help recoup business. We are near Philadelphia and New York, there is access the interstates, and the scenery is great.

It is hard to say because of self-interest of politicians, but some people are involved and do try to come together. But there is no longevity or continuity. No real solid clear vision.

Extended families are a strong asset, plus a well-established economic development structure.

Our location is a real plus – the 80 and 81 corridor – for economic positioning. The outer fringes are a suburb of New York City and New Jersey. There is available land for growth. A railroad link would be great.

A tremendous senior population. This is a great untapped resource. The school district has a bad image because of the board of directors, but it does lots of good things. We just never get to see the wonderful things the schools do. We lose lots of good kinds to Mountain Top because people feel that school district is better.

A potential workforce that needs to be captured, especially those who have graduated from high school and college. How do we keep them here? We are not taking advantage of that resource.

The central location. We should try to attract white collar jobs and move toward regionalization.

The people are a good resource, willing to cooperate and willing to give time. But they must look out for what is best for the community, not what's best for themselves.

Nothing. We need to change the laws and politicians from the federal level down to town supervisors.

Leaders are doing a pretty good job. A lot of them are committed to the community. The people are the best resource. It is important to get more people involved.

The potential for tourism is there. We need to promote it.

Plenty of land of available to develop recreational areas.

I don't know. I guess the area is okay.

Each special municipality has something to offer. They should work together to focus on political structures, the school board problems, etc. We need to present a unified front. People become apathetic because of so much fighting.

A wealth of intelligence and skills which are not tapped into. The people are apathetic, not willing to participate.

The work ethic should be considered. Geographic location must be stressed to develop a global economy. We are less than two hours from New York City. We must use this in attracting new business.

Use the newspaper to put positive slant on the good things in the community – especially community events.

What special resources exist in this community that can be harnessed to neutralize the worst aspects?

Educate the work force, use the educational resources. John Madden will develop continuing education, but he will know best how to do that once business, industry, and the lower schools articulate their needs so that the colleges can be responsive. Among leaders, everyone knows everyone, but there are too many turf wars and they must be cut out. The Chamber and CAN-DO are always at war and must stop. Penn State should be the catalyst to get the CAN-DO board, the utilities, and the industrial parks together to state their needs. With a new CEO, a fresh start can be made to bring these people together, also the public schools.

There are lots of positive things that happen here. We need to accentuate the positive. We definitely need better people to run for office. Few community leaders will do that because it hurts their business or career. We need to neutralize the ‘let’s find whatever is wrong with this city’ attitude. There is a strong religious group willing to come forward, but they seem to get nowhere.

We need good public relations. We need to tell the world what we have done and who we are. We need to link our Web site with other businesses. The newspaper covers news legitimately, but the positive story has to be gotten out. Because the newspaper is under- staffed, we have to bring the story in. The school board and its antics may be played up too much.

People who recognize deficiencies in local government must do something about it. People lament but no one runs for office nor challenges the mayor.

Empty storerooms that could be sold. We need a draw for downtown. There used to be ARCH – the Alliance to Revitalize Center City Hazleton. Whatever happened to it? There has been a more recent effort to plan for mixed use development under John Quigley. Also streetscape. But one developer had an idea for a mall downtown and when the council did not pass it he vowed to destroy downtown.

The Chamber must play a more important leadership role. It doesn’t understand its role. The Leadership is weak.

CAN-DO and Chamber management are not good managers. Several years ago they looked at other models and felt there should be one strong leader for both. But the Chamber felt that CAN-DO was trying to take over the Chamber.

It is very hard to harness this cancerous, corrupted, fraternal city government. It is almost a Brotherhood – so many people are related. The mayor is related to the school chair and the district justice.

Penn State must integrate into the community. Utilize the spiritual leadership better. There is old money here – Mr. Boscov himself – but it needs to be tapped.

Leadership Hazleton gives younger managers opportunities to learn resources, to network, career opportunities.

Redevelop the strip mines. The city is locked in so we need every parcel of land we can get. All new industry goes outside the city. We need industry in the city. It hurts the tax base. There are two more areas – behind Broad Street and right behind the Elks Club.

The Civic Partnership is a small, positive step. There are people who are trying, but they need to be helped.

Some excellent young people we need to invigorate to run for office. The political leadership hurts. It's time for Martha Herron or Terry Bauder to run for mayor.

The schools need to do a better job, especially the public schools. They don't reach a lot of kids. They forget about the middle or average kids. Students with promise and connections get the attention.

Need to do an end run around certain individuals with bad attitudes; avoid the power-brokers.

The school district. It needs to take a more active role, a more outspoken role in promoting the area. It all starts with kids and their opinion of the area is molded by parents. Kids here have a chip on their shoulder. There is an unwelcome attitude towards outsiders. Teachers, school board, and administrators are needed to counter this.

Our people are the asset. An elderly population, but an active group in the middle age and income levels who want to do things and move forward. We need to redefine civic involvement to make it more appealing. There are wealthy people here. But we lack the ability to fight the challenges. We no longer have the core of economic leaders – banks and companies are only satellites.

The media. The Standard Speaker has done a lot to erode self-esteem in this community. It can be a much more positive force. The Civic Partnership has been formed to erode the negative self-esteem.

I don't know. We need to overcome perceptions of political corruption and that politicians are not working in the best interests of the community. We need to choose better people.

This community needs to develop respect for education. There is no four-year college in the immediate area. Little interest in cultural things, poor shopping districts. There must an improvement in the work ethic and keeping young people here.

The people must get involved and work for the good of the community.

None. People within the community do not get along with each other. There is no cooperation. There is a negative attitude.

It is necessary to get better people running for public office. The political situation is ugly: a lot of corruption. The school board is especially bad. Politicians are only looking out for themselves, not the community.

Move beyond the strip mines and landfills. Stress and improve the natural beauty.

People are moving into the area. We must continue to attract more industry. We have to provide more recreational and cultural activities.

We should maybe form an organization to make changes.

The Tri-Area Recreation Authority is reorganizing and can do some good for the community. When a recent landfill was proposed, people united and fought it. If people can use the same energy to reclaim the strip mines and use the land productively they can be just as effective.

Forming an organization to promote together and more cooperation between municipalities.

No comment.

Working through the school system to enhance a sense of self-worth in young people.

Rate for Me Each of the Following – Excellent, Good, Fair, Poor

Job opportunities for young people

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
	12%	39%	45%	3%

Opportunities for continuing education

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
9%	39%	33%	18%	

Night life for young adults

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
	6%	27%	61%	6%

Overall quality of life

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
9%	67%	21%	3%	

Recreation facilities

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
9%	30%	42%	15%	

Welcoming new people to the community

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
3%	47%	25%	25%	

Government and politics

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
	6%	22%	72%	

Relationship of area officials to the county

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
3%	10%	39%	48%	

Economic prospects for the future

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
13%	47%	25%	16%	

Relationship among local governments in the area

<i>1. Excellent</i>	<i>2. Good</i>	<i>3. Fair</i>	<i>4. Poor</i>	<i>5. Not Sure</i>
	25%	47%	28%	

If you had the power to do one thing to make this community better, what is the first thing you would do?

We need to find a way to bring together those institutions with power and vision to create one vision with commonality. We have got to bring them together, even if they are kicking and screaming. What role can they play together? What is the shared vision and commitment? We need also to talk to the non-leaders, the ordinary people, to see what they are thinking. There are a lot of circles, now to find out where they overlap. CAN-DO has launched the CAN-DO Project – a community entrepreneurial project to grow home-grown businesses. They have commissioned focus groups and they plan a business incubator.

We need to publish an editorial in the newspaper that would highlight the positives. We need also to recruit people to continue that recognition of positives. The Times Leader has forced the Standard Speaker to go negative and that hurts. We need good school board candidates who care about children. Right now people run for the school board who have no concern for kids or schools—they just want to control jobs. The mayor tells us who to hire for teachers.

We have to try to get the governments to work together – especially the three counties. We are in three pieces and each is only a small part of its own county. We are isolated.

Throw the bums out and bring it people who have a passion and vision for the area.

Improve downtown. Try to improve buildings. Fill them up. Spend \$2 million on that instead of widening the street.

Design a new county with Hazleton as the focal point.

Find a Fortune 100 industry to come in. Bring in one solid business.

Consolidate government. That's pie on the sky, but it would be important to unite what divides us.

Overturn the city government and the school board. The previous mayor was wonderful. The school board is despicable, embarrassing, and a shame. I took my children to a school board meeting and it was shameful the way the board carried on. Too many backroom deals. It is the worst way to govern – non-communication with the public.

Consolidate governments. First bring all communities together to create one vision for the future. West Hazleton is flourishing, they have an excellent grant writer who worked for John Quigley and was fired. He now works for West Hazleton and they are booming.

Consolidation should happen but it won't in my lifetime. The Council of Governments is a good move and the Civic Partnership is now helping it move in the right direction.

We need to improve the physical and psychological image the area. If the municipalities could join together, we could leverage with the three counties. But we choose to be isolated. We should try to launch a new county and if it doesn't work, then move to Plan B – something else. There is too much diffusion because there are too many organizations – CAN-DO, Civic Partnership, Chamber, Leadership Hazleton, Council of Governments. But there is too much tearing down, not enough building up.

We have to try to reclaim and recover the downtown area.

The Council of Governments is a good start. We need to bring high tech industry in with good jobs. We already have a start in Valmont and Humboldt. There are poor relations between the city and CAN-DO. Let's start trying to bring in industry to enhance the tax base. Downtown needs to be brightened up – stores and other businesses. They are sponsoring an event called "Don't Close the Doors on Downtown".

Try to address the issues of nightlife, recreation, things that add value to the quality of life. A city park would be great. The Fun Fest must be accentuated.

We need to convey a message of hope to the community. We have to change the political albatross in the community.

We have to try to change some general attitudes among the public – less parochial of an outlook. We need a more open and more tolerant attitude. There is a lot of intolerance of minorities.

Put the people that can make a change in a room and hit them with a lightning bolt: if you don't act now, we could lose. The Council of Governments is a wonderful first step. We are all working on bits of projects in isolation, but no big picture. The CAN-DO child has outgrown the parent. It is a good old boy network and there is some elitism.

Clean it up, more green space downtown, make it more visually appealing to people. There is a poor self-image and some of this could change it people could see a prettier area. The major accesses are ugly – Route 81 is ugly and so is Route 309. You are set up to expect a city 50 years behind the time. We need new politicians.

We must force some of the small power groups (CAN-DO, Chamber of Commerce, politicians) to open doors and share in honest ways how to move forward. We have to go beyond the single interest kind of politics. CAN-DO was originally formed to move the community beyond the coal era – but now

they act mainly as a land leaser and manager. The COG is positive. It is a genuine effort to move beyond the clannish politics, the nepotism, and patronage networks. But there is poor vision, poor problem-solving skills. There is little understanding of grantsmanship. COG has begun dialogue but there is still distrust. For example – Freeland does not cooperate with Butler, etc. And there was a genuine effort to stop the Civic Partnership and visioning process. It took Martha Herron to threaten to withdraw PP&L money from the Chamber and CAN-DO if the process didn't continue.

End the grudges that are held by the mayor, school board, etc. This is the biggest obstacle to progress.

We need to replace politicians who seem to be working for themselves and a small few with people more concerned.

The area needs stronger leadership. Current leaders are too parochial, controlled by a small few, and out of touch. They are not forward thinking. They are set in their ways and afraid of change. People have little faith in their leaders.

Unite the people and get them to participate more.

We need a local sewage treatment plant.

Bring a large white collar employer to the area. It would change the make-up of the city.

Try working together for the good of the community.

Change the school board.

Make changes in the school district.

We should try to have a more active community development program through grants and funding to make changes in the infrastructure. We need a place to gather – a farmers' market, entertainment, an outlet center.

We need a four-year college. It would be a big plus for the area, it would promote jobs and cultural activity.

Bring a federal entity to Broad Street to create 1500 federal jobs.

Get area leaders to cooperate and work together.

VII. Focus Groups Summary

Four focus groups were conducted on July 2. The first group was composed of 10 high school students, the second was among members of the Hispanic community, while the last two groups were composed of adults from throughout the region.

High School Student Focus Group

The students were first asked about their possible future plans. Responses included professional school, government service, the military, engineering, teaching, computers, and drama. Significantly, all 10 students saw themselves leaving the Hazleton area to pursue their careers. Generally, the reasons included the draw of a big city like New York Washington or Philadelphia; weather; and lack of opportunity locally.

All agreed that Hazleton is a good place to live. They liked the fact that there is little crime, it is easy to get around, the community is close-knit and caring. However, they all were very concerned about the “politics” of city hall and the school board. While, no doubt, teenagers reflect what they hear at home, the fact is that these negatives about politics are prevalent, deep, have infected another generation of residents, and are a major problem. “I had a course in US government in school”, one student said, “and they (the school board and city council) do not follow the Constitution.” There was deep disgust expressed for the patronage system and the sense that competence is not the major issue for government and school positions.

To some extent, they agreed, there are things to do in Hazleton. There was a positive sense about the new movie theatre, and the mall, pool, McDonalds, and the new Broad Street coffeehouses. All had knowledge of outdoor activity opportunities, including woods trails for biking and hiking, baseball fields, golf and tennis, basketball, and the ski resort.

Here is a list of what they would like to see:

- a new Angela Park
- shops on Broad Street (“the mall is just not convenient”)
- a teen club on Broad Street
- skating center

There was widespread agreement that things have been tried in the area of recreation, but the efforts did not work out perhaps because of little advertising. They all agreed that Beaners is doing fine. Downtown really needs more offices, shops, and more people.

A very important question we always ask of high school students is whether or not they would stay in their hometown is they could achieve their career there. In this instance, 4 said they would stay, while 6 would still leave. That is encouraging. Why would they stay:

- they like the area and recognize the efforts of CAN-DO
- “I want and need to go to Washington, but I would like to come back after I raise my family
- the area has a lot to offer, but it needs some direction
- the area is moving forward

What is the one thing they would do to make things better?

- expand the Fun Fest; “it’s the only time I see everyone I know. It’s great. It’s the one thing”. There should be more.
- bring back Angela Park
- more stores for Broad Street
- improve the parking on Broad Street
- plant trees and grass. “Make the city green again”.

Hispanic Focus Group

Five representatives of the Hazleton community were interviewed at St. Gabriel’s Rectory. They indicated that the total population of Hispanics was approximately 1,500-2,000, that most are transient, but that more and more are settling down and buying homes. Of those who leave, about half go back home to Mexico or the Dominican Republic, while the other half go to bigger cities.

Recently, 3 Spanish stores have opened, as has a night club in Hartley. This is an indication of longer term status in the community and more of a sense of permanence. At the same time, it was reported, that local retailers and banks are asking for information about the Spanish market. There is also a housing fair, a Red Cross Board member, and other efforts at outreach to the Hispanic community.

There are also serious shortcomings. Area schools are not doing enough to provide ESL programs, there is no Spanish-speaking representative to act as an ombudsman for students and parents, and the children report feelings of isolation from their peers. While there are some changes in the school system – for example, an after school program in one school-- but these are slow in coming. “We need Hispanic people working within the school district.”

Despite these shortcomings, all participants felt that Hazleton is a good place to live: it is quiet, lacks violence, and has little crime. But is it a good place to stay? The reaction was mixed. “For a family that comes here, it is quiet and good for kids. But there is nothing to do. It is too quiet.”

There is a new Hispanic basketball league that is good and is working. There is the beginning of some socializing with the mainstream community. But isolation is still felt.

The real concern, however, is for job security. Hispanics appear to be in the “last hired, first fired” quagmire.

What must be done to improve the community?

- Stop the negative attitude toward new people. The racism must be stopped.
- There must be more of a focus on creating Spanish businesses.
- There must be a Spanish representative in the school district.
- Encourage Hispanics to become citizens and voters.
- Companies must play a larger role in hiring – e.g. giving employees a week with pay to learn some basic English.
- Teach Hispanics their rights as Americans. There is some police brutality.
- Hispanics needs a social organization.
- Hispanics need greater visibility in the community to promote appreciation of their culture and presence.
- Some scholarships to revalidate their degrees and professional licenses in the US.

First Evening Focus Group

There were eleven participants at the 6PM-8PM focus group. We had to break it up at 8PM so that the next group could begin. Thus, in the process itself, it was revealed that there was considerable motivation and interest in the community.

All agreed that Hazleton is a good place to live. The usual comments came up about the community being safe, quiet, family-oriented, caring, and good location. But all agreed that the community is not as good as it used to be.

- “There is a lack of recreation and jobs”.
- The politics are awful”.
- The school system politics are a mess”.
- “There is nothing here for kids”.
- “The quality of education received here is poor”.
- “A lack of good jobs”.
- “There are no parks that are easily accessible. The existing parks are poorly maintained”.
- “The Standard Speaker focuses on good things, but the Times Leader is too negative (especially the call-in line) and that is driving the Standard Speaker to compete”.
- “We can bring in industries, but the jobs are crummy”.
- “The politics are ridiculous. Certain families get the patronage jobs. Our kids get lost of scholarships, but we only ever hear about the school board’s antics”.

But the biggest problem that was discussed for a long time: the community’s loss of spirit. This seriously impacts the image area beams to the outside. There is then a self-fulfilling prophecy because area residents assume that the state and out-of-town residents will feel negative about Hazleton.

What can be done to improve the area? Some ideas were raised and tested. Here is a sampling:

- “There needs to be a clean-up of the entrances to Hazleton, especially from the South and East. It impacts outsiders’ views and our own self-esteem. We need to plant trees, pick up rubbish, plant grass and flowers. It sends the message that we are clean, fresh, alive, and welcoming. A nice-looking community has value to it. The old coal mounds suggest that we are hicks and backward”.
- “There should be incentives for graduates to stay here. CAN-DO can set aside some good jobs and the community should offer scholarships for graduates to come and back and live here.”
- “Downtown is hurt by a bad parking situation. We need a major employer, transportation for non-drivers after 5 PM.”
- “We tried an effort for a new county before. It should be tried again. Maybe it will draw new and better people into politics. With the new county we should also push a package that consolidates our local governments so we become a model for what local governments statewide should do.”

Second Evening Focus Group

Fourteen participants attended the second evening group. There again was a great degree of enthusiasm.

While nearly everyone agreed that the area was a good place to live and cited the same reasons, one person noted that it was not a good place because of the “corruption in schools, government, and police enforcement”.

Generally, the tone of the discussion was positive, but there were these negatives that were raised:

- “There is nothing here for college graduates. Nothing to keep them here.”
- “Good jobs are scarce.”
- “You have to know someone to get a good job.”
- “There are lots of jobs, but the pay is poor.”
- “Night life? What night life?”
- “The new swimming pool was a good idea, but it has turned out to be a joke. It has a lot of problems.”
- “I wasn’t aware that there are new coffeehouses.”
- “The politics stink. There are too many arguments.”
- “My kids used to bring home their friends and fiancés from out of town and I used to be ashamed to have them see how dirty and rundown the city is.”

We again tested some solutions:

- “A community clean up is a good idea. It is a great way to involve civic groups, companies, and kids.”
- “Scholarship to try to keep graduates here are a great idea. Companies have to give first crack to scholarship graduates to ensure that they get good jobs to keep them here. Extend the scholarships to adults for returning to college.”
- “The idea of a new county makes a lot of sense. We are paying for an arena that no one wants.”
- “We need a citizens’ organization that is positive.”

VIII. Open-Ended Responses

In your own words, what is the number one thing that could get someone like you more involved in improving the Hazleton area?

- Something to benefit younger people to stay in area (5)
- More entertainment and things downtown
- More activities for youth (16)
- Tear down the slums and put up good housing
- Industry
- Personal contact
- I'm too old
- More honesty in government
- More info. As far as business and government decisions
- More information
- She is a senior citizen and feels it is up to the young
- Contact or ask people
- Advertising and activity
- More ambitious people
- Everyone works together
- Paying higher salary in the area
- Nothing (36)
- See what is to be done
- Better relations between small communities
- Remove the childishness in the local politics
- An organization with lots of very involved people
- If the community needs me I will do it. If I could be of value
- More involvement for business
- Won't get more involved
- To see people doing the things they want
- Have band
- Less corrupt politics
- Some organizational meeting to form committees and provide training
- Honesty

- Friendly and friendly like groups
- Bring in recreation, there is nothing to do
- If the assignments were more fun
- If she would be asked, she would
- Beautifying area and prospects
- Having organization to include the younger or 50 group
- Time (9)
- Better government leaders for the city
- More money for improvements
- Change in politics, need women in some high ranking jobs
- Organized campaign to help improve structure of Hazleton
- Needs more information
- Get rid of Mexicans
- More crime watch
- Better government (2)
- More endurance (physical)
- Take the people into consideration and help them
- Guarantee people would be listened to
- Have people listen more
- Clean up politics in govt. in your community municipal and school board
- Little more honesty in politics and less concern about school district
- A broader community spirit
- More leaders determined to help clean up
- Can't do much because of age but like to see young people more responsible
- Community has to get involved
- Organization with clear cut goals and no politics
- Adult education
- Cultural events (2)
- If certain people would encourage immigration like; non worker, panhandlers, increased crime
- A strong leader who really brings out the people
- Different age groups
- Organizer and meeting
- Better transportation

- Having people she knows participate in the list of projects mentioned in the survey
- More % of population represented ethnically
- Becoming more informed
- Wouldn't even try
- More prospects for future
- More responsible role models
- Get together with the politics to come up with solutions
- Wouldn't want to
- Hazleton to unite
- Get something downtown
- Change in government
- An organization (2)
- Better communication
- More traffic control and more activity
- Improve jobs
- Get rid of drugs
- Improve attitudes
- Working together, people friendlier
- More acceptance in the community
- Get rind of nepotism in school
- Educational programs for youth outside of school
- Not gonna get involved
- Very good improvement started first
- Knowing that others have similar interests
- Too old
- Knowing who I'd be working with
- New government, new school board
- Less political – people units
- Stop the bickering, stand together
- To school children to help
- Industry in downtown
- Plans are for city
- Specific goal

- Neighbors helping neighbors
- Sr. citizen groups should get involved
- Strong leaders
- Don't know anything that can get him involved
- Many one way streets, change them
- More facility and opportunity
- Stop living in Hazleton
- I am involved/changes in welfare reform
- Showing more concern and offered more for the tax dollar
- Handicapped – hard to get around (2)
- Residents don't care about cleaning the Hazleton area
- Have somebody that would take the ball and start running with it
- Need jobs for younger people (2)
- General citizens participation get involved also
- Encouragement to start new things
- Don't want to be involved (3)
- Community clean up (6)
- Something new revitalizing
- A good leader, I might be more active
- Civic pride
- Forget downtown and let him know who is running the focus group
- If a community organization was formed
- Do not know (7)
- Not interested he is enjoying his retirement
- Have to know the right people, more fairness in job opportunity
- Attention to schools
- Get family politics out
- Money going where it belongs
- Already involved
- To see actual progress being made
- More business involved in beautifying
- Get rid of present politics (3)
- When groups start forming

- If I didn't have to work
- Form a community coalition group
- Can't get too involved (blind)
- Better jobs
- More things to do (2)
- No time
- Better relationship with government to the people
- Only if family and friends get involved
- Between local communities-county government should become more involved with area govt.
- Too old to get involved
- Getting a youth center for the kids
- If I knew more people