

# **2022 DOWNTOWN PITTSBURGH RESIDENT SURVEY OVERVIEW**



## 2022 Downtown Resident Survey Overview

### About the Survey

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The Pittsburgh Downtown Partnership (PDP) conducts a resident survey every two years to collect primary data in the form of feedback, opinions, and demographic information of residents who reside in Greater Downtown (Golden Triangle, North Shore, Uptown, Lower Hill, South Shore, and Strip District). The PDP uses the data obtained from this survey to inform decision-making, advocacy, programming efforts, and event planning.

The 2022 Resident Survey, sponsored by Piatt Sotheby's International Realty, is the seventh resident survey conducted since the PDP began data tracking in 2008. Trends across surveys have been analyzed where applicable and to the extent that the data can be reliably compared.

The 2022 Survey was open to Downtown residents electronically from 2/1/2022 through 2/28/2022. Promotional efforts included distribution of physical posters to residential property managers to hang in buildings, as well as targeted social media ads, which ran from 2/7/2022 to 2/28/2022. To further incentivize participation, two randomly selected survey respondents were awarded a \$250 gift card to a Downtown business. In total, the survey received 707 responses, an increase from the last two surveys in 2020 and 2018.

### Results by Section

#### Demographics

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- 67% of survey respondents currently reside in the Golden Triangle while 33% of respondents live in fringe areas of Greater Downtown including: Strip District (11.3%), Uptown (1.6%), Lower Hill (9%), South Shore (.9%), and North Shore (11.3%).
- The majority of respondents identify as female (60%). About 51% of respondents were millennials (ages 25-44 years old). The majority of respondents were white (88%), with 4% Asian, 4% Hispanic/Latino, and 5% Black/African American.
  - The majority of respondents in every survey since 2012 have identified as female.
  - The proportion of younger residents has been steadily increasing, with a 7.4% increase in residents under the age of 25 since 2018.
- 86% of residents have at least a four-year college degree (47% Bachelor's Degree, 25% Master's Degree, and 14% Doctorate Degree). 17% of residents reported total household earnings of \$101k-\$150k, a 6% decrease compared to 2020.
- Households of 1 or 2 people make up 96% of survey respondents, 53% were single and 42% were either married or living as a couple.
- 66% of residents reported that they own a pet.
  - There has been a steady increase in pet ownership year over year from 2012 to 2022, (2016- 62%; 2018-60%; 2020- 57%; 2022- 44%).

- Pet owners were more likely (51%) to agree with the statement that ‘pet owners are accommodated downtown’ than non-pet owners (46%).
- The top three industries where residents work are: Healthcare/Social Work (13%), Professional, Scientific, and Technical Services (12%), and Finance (9%). 10% are retired and 9% are students. 67% of respondents work in Greater Downtown (zip codes: 15222, 15219, and 15212) and 6% of respondents work remotely.
  - Healthcare/ Social Work has been among the top three most common industries where residents work for the last 10 years.
  - The percentage of retired residents increased starting in 2012 until it peaked in 2018. It has been steadily decreasing since and is now around the same percentage it was in 2012 (9%).
  - The percentage of residents who work remotely increased by about 5% since both 2020 and 2018. In those years, approximately 1% of residents worked remotely.
- 50% of respondents anticipate working remotely to some capacity after the pandemic is over.

### **Downtown Living and Safety**

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- The top three reasons residents cited for choosing to live Downtown include: the desire to live in an urban environment (34%), proximity to work (23%), and walkability (12%).
- 83% of respondents reported that they currently rent property and 17% own property.
  - Of the subset of residents who currently rent property, 31% of them would consider purchasing residential real estate Downtown. This number has decreased since 2018 (47.7%) and 2020 (43.1%). However, an “unsure” option was added in 2022, which may have contributed to the lower percentage of residents answering “yes”.
  - The majority of property owners anticipated living downtown for 10+ years.
- 35% of residents moved Downtown from outside of Pennsylvania, 22% moved from Greater City of Pittsburgh neighborhoods, and 13% moved from outside Allegheny County.
  - The percentage of residents reporting moving Downtown from outside of Pennsylvania has been generally increasing since 2008, with this year having the highest percentage reported.
- Shadyside and Lawrenceville were the most common locations other than the Strip District that residents considered in their housing search, each representing 34% of responses. Areas of Greater Downtown located outside of the Golden Triangle including the Strip District (41%) and the North Shore (24%) were in the top neighborhoods considered, the North Shore being fourth. 14% of respondents considered no other area in their search other than the Golden Triangle.
  - Shadyside was also in the top three other locations considered from 2012 to 2018.

- On a numerical scale of 1 - “not satisfied at all” to 9 - “very satisfied,” residents showed a weighted average of 7.4 satisfaction living downtown. The largest subset of residents (37%) ranked their satisfaction with living Downtown as a 9 “very satisfied.”
  - Average satisfaction with the decision to live Downtown in 2022 was 7.4, 7.4 in 2020, and 8.2 in 2018.
  - For every year since 2012, the most frequent response to this question has been “very satisfied”.
- 27% of residents anticipate living Downtown for 10+ years; the average length of years anticipated to live Downtown is 5.4 years.
  - Average years anticipated to live Downtown in 2020 was 5.5 and was 6.8 in 2018
- On average, residents reported having lived at their current residence for 2.1 years.
  - This number has been in steady decline since 2008, when the average number of years a resident lived at their current residence was 4.6.
- Respondents consider the top five positive factors of living Downtown to be walkability (68%), convenience (63%), bars and restaurants (57%), activities and events (52%), and arts and culture (49%). Additionally, 59% of respondents believe that Downtown is headed in the right direction, with 26% being unsure of the direction Downtown is headed and 15% believing Downtown is headed in the wrong direction
  - Residents ages 25-34 make up a higher percentage of respondents who believe downtown is going in the right direction than they do of respondents who believe downtown is going in the wrong direction.
- Residents consider the top five negative factors of living Downtown to be lack of a grocery store (68%), homelessness (52%), availability of parking (38%), panhandling (36%), and cost of living (35%).
- 14% of respondents report themselves or someone in their household being a victim of a crime Downtown (both reported and experienced). This is a 4.5% increase from the percentage in 2020, likely due to the wording change of the question.
  - Respondents who reported a crime victim living in their household were more likely (65%) to report feeling ‘occasionally unsafe’ or ‘unsafe most of the time’ Downtown compared with respondents who did not report a crime victim living in their house (34%).
  - Residents of low income (<\$20,000 a year) were more likely than any other income group (about 20%) to report personal or household experience with crime victimization.
- 52% of respondents reported feeling safe most of the time overall in Downtown and 9% reported always feeling safe overall in Downtown. 81% of respondents feel ‘safe’ or ‘very safe’ during the day Downtown while 29% feel the same at nighttime.
  - Females were more likely (34%) to report feeling ‘not safe at all’ or ‘not too safe’ at night compared to males (17%).
  - Since 2012, the average safety perception Downtown has consistently been higher during the day than at night

- Point State Park, Market Square, and the Allegheny Riverfront Trail were reported as residents' top three most frequently visited places Downtown.
- The three most attended PDP Events are the Market Square Farmer's Market (72%), Light Up Night (69%) and Picklesburgh (60%).

## Retail and Spending

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- The top three most desired retail categories that residents want Downtown are a grocery store (89%), a department store (49%), and a clothing/accessories retailer (40%). Specific grocery store brands that respondents mentioned most included: Trader Joe's (36%), Giant Eagle (27%), and Aldi (19%).
- On average, Downtown residents spend \$258 a month on food and beverages. Residents reported that they spend \$56 per month on services (dry cleaning, fitness, hair salons, etc.), \$43 per month on Downtown retailers (shoes/clothes, department stores, etc.), \$67 per month on entertainment (theater, live music, etc.), and \$62 per month on sporting events.
  - Spending on food and beverages in 2020 was \$301 per month.
  - Spending on services remained the same between 2020 and 2022 at about \$56 a month.
- 70% of residents reported buying their groceries from a store not located Downtown, 21% reported ordering groceries online and having them delivered, and 4% reported buying groceries online and picking them up from the store. Just 5% reported buying groceries from a store located Downtown. Only 22% of residents reported that they are able to find everything they are looking for when shopping 'often' or 'all or almost every time'. 34% reported they 'sometimes' find everything they are looking for and 36% reported they 'rarely' or 'never' find everything they are looking for.
  - The most common items that cannot be found Downtown are grocery and food items (67%).
- Casual dining is the most requested type of restaurant that residents would like to see Downtown, chosen by 35% of respondents. Followed by diner style (15%) and food truck (14%).

## Transportation

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- 37% of all residents selected walking as a mode of transportation that they use, followed by 30% using a personal vehicle for commutes. A secondary mode of transportation was not applicable for 31% of residents; 16% walk as a secondary mode of transportation, followed by use of personal vehicle (15%) and bus system (10.6%).
- 60% of residents lease at least one parking space. Of this subgroup, 88% lease one space 12% lease two spaces.



- 63% of residents showed some level of satisfaction (somewhat satisfied, satisfied, or very satisfied) regarding the availability of parking Downtown; 18% of residents do not use Downtown parking.
- 36% of residents use the protected bike lanes Downtown and 64% of residents do not use the protected bike lanes Downtown.
  - 35% of all bike lane users fall in the 25–34-year-old age group, making it the age group that utilizes the bike lanes more than any other group.

## Conclusion

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The 2022 Downtown Resident Survey findings will guide Downtown stakeholders and residents over the next two years. The response rate for the survey increased to 707 in 2022 from 530 in 2020 and 567 in 2018. Minority response is the highest it has been since the survey began in 2012, and females remain the majority of respondents. New analysis practices were also implemented through JASP statistical software, allowing for further understanding of survey results.

Survey findings over the last 10 years have shown that a grocery store has been the most desired retail category, with Trader Joe's being the most desired grocery store brand for the last four years. Homelessness, panhandling and apparent illegal activities have been consistent topics of concern for Downtown respondents since 2016. Crime victimization increased from 10% in 2020 to over 14% in 2022; however, it is important to note that there was a wording change to the question in 2022 to include unreported crimes.

Spending and dining out frequency have both decreased since previous surveys. The percent of respondents who work at home and anticipate working at home going forward have increased since previous surveys. 2022 was the first year where the main reason for living Downtown was reported as a desire for city living, rather than proximity to work. These findings can most likely be attributed to the ongoing COVID-19 pandemic.

More than half of residents strongly agree that it is easy to travel by foot Downtown and over 60% of residents are at least somewhat satisfied with parking availability. Additionally, pet ownership has been steadily increasing since 2012.



# 2022 DOWNTOWN PITTSBURGH RESIDENT SURVEY



Lumière at 350 Oliver Avenue

The 2022 Downtown Resident Survey was supported by

Piatt

Sotheby's  
INTERNATIONAL REALTY



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# SUMMARY FINDINGS

## Demographic Information

- 91 residential properties were represented

## Living Satisfaction

- 34% of residents chose to live Downtown because of a desire to live in an urban environment
- Downtown's walkability, location convenience, and bars and restaurants have the greatest positive impact on resident's quality of life
- Downtown's lack of a large format grocery store, homelessness, and lack of availability of parking have the greatest negative impact on residents' quality of life

## Public Spaces

- The Market Square Farmers Market is the most-attended PDP event and Market Square is the most-frequently visited public space

## Retail and Spending

- The most desired retailer residents want Downtown is a grocery store and the most desired grocery store brand is Trader Joes
- The most desired retailer brand is Target
- Residents spend an average of \$487 a month at Downtown establishments

## Transportation

- 37% of residents walk to work as their primary mode of transportation
- 25% of residents work at home

## METHODOLOGY

Online survey was open from 2/1/2022 to 2/28/2022

Direct mailing was sent to all property managers with physical posters to hang in buildings

Distributed with assistance of property managers via email and direct postcards to all units in multi-family properties

Targeted social media ads ran from 2/7/2022 to 2/28/2022

707 surveys collected representing 91 properties in Greater Downtown

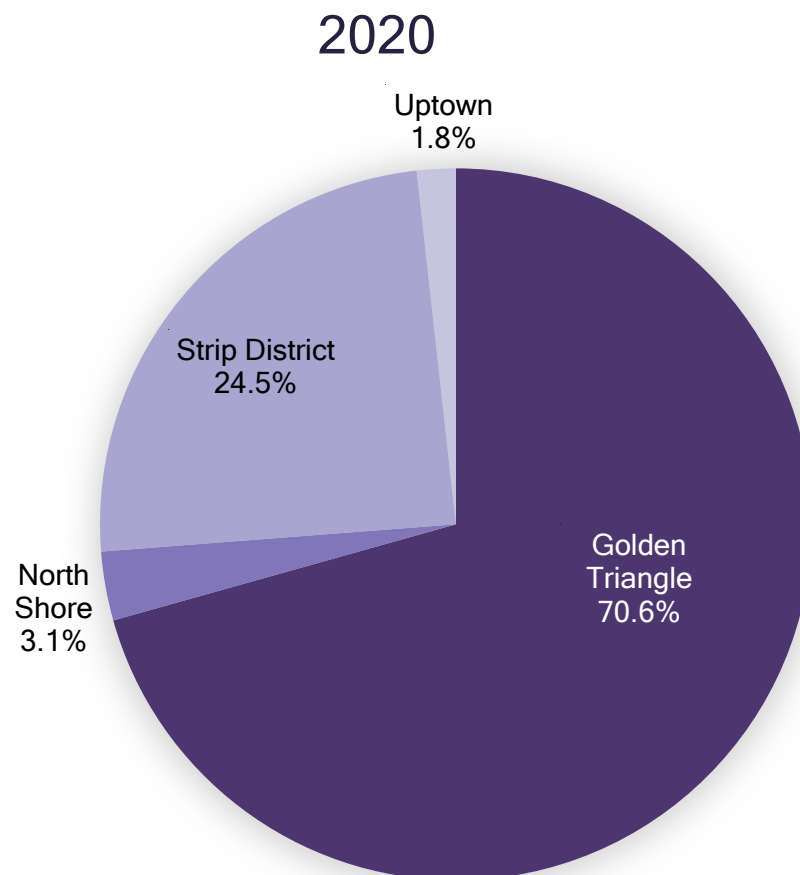
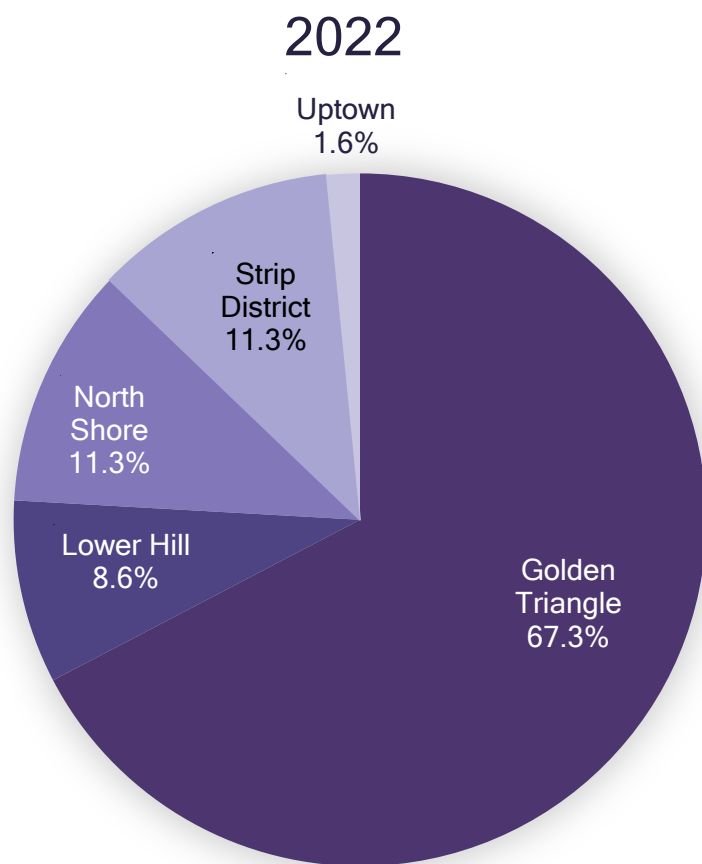
Incentive: two winners won \$250 each in Downtown gift cards

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# DEMOGRAPHIC INFORMATION

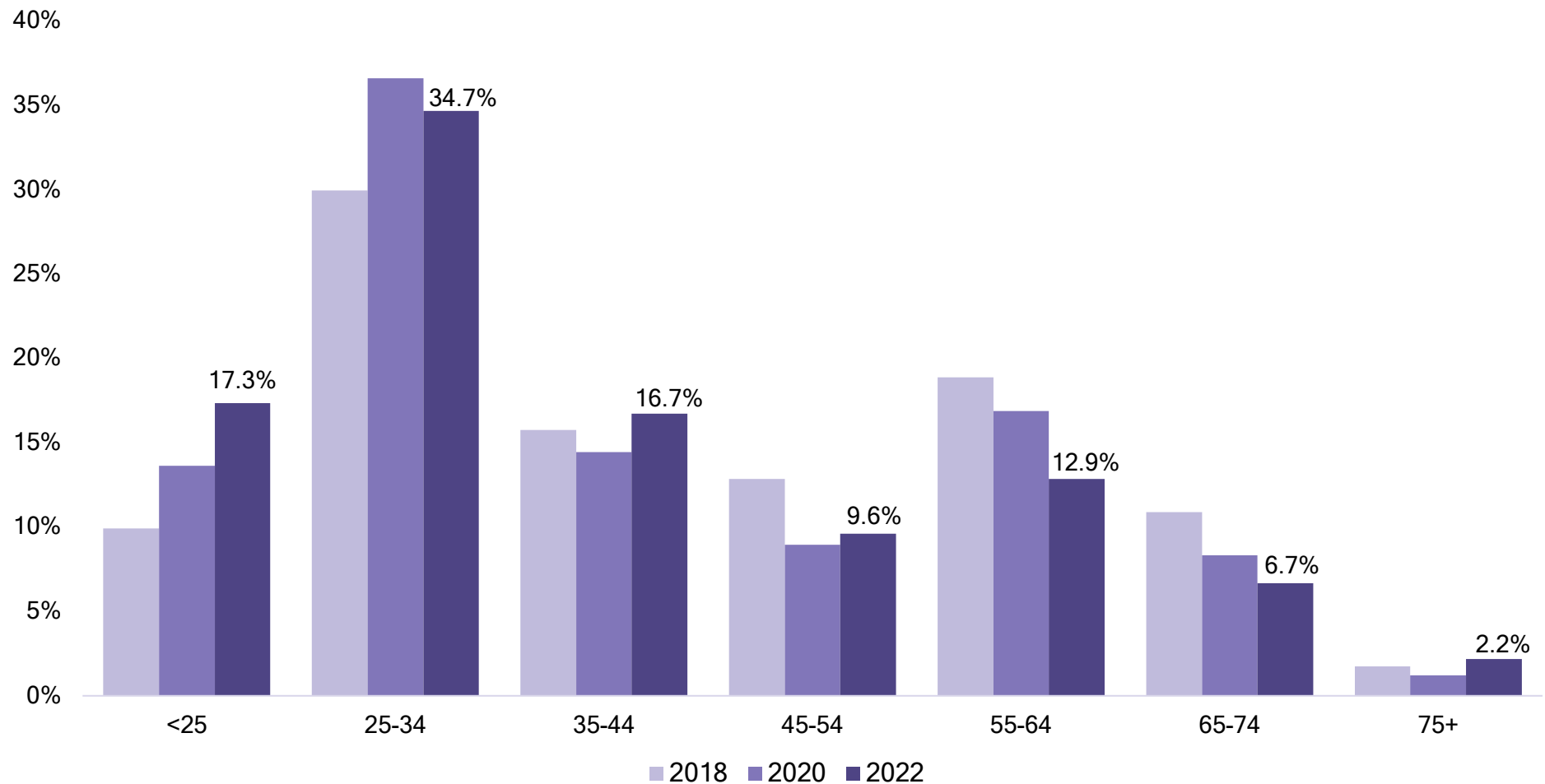
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## DEMOGRAPHIC INFORMATION: RESPONSES BY BUILDING



Q1: Please select your building address from the drop-down box below. If your building is not listed, please select "other" and enter your building name or street address below.  
Number of respondents = n, n= 707

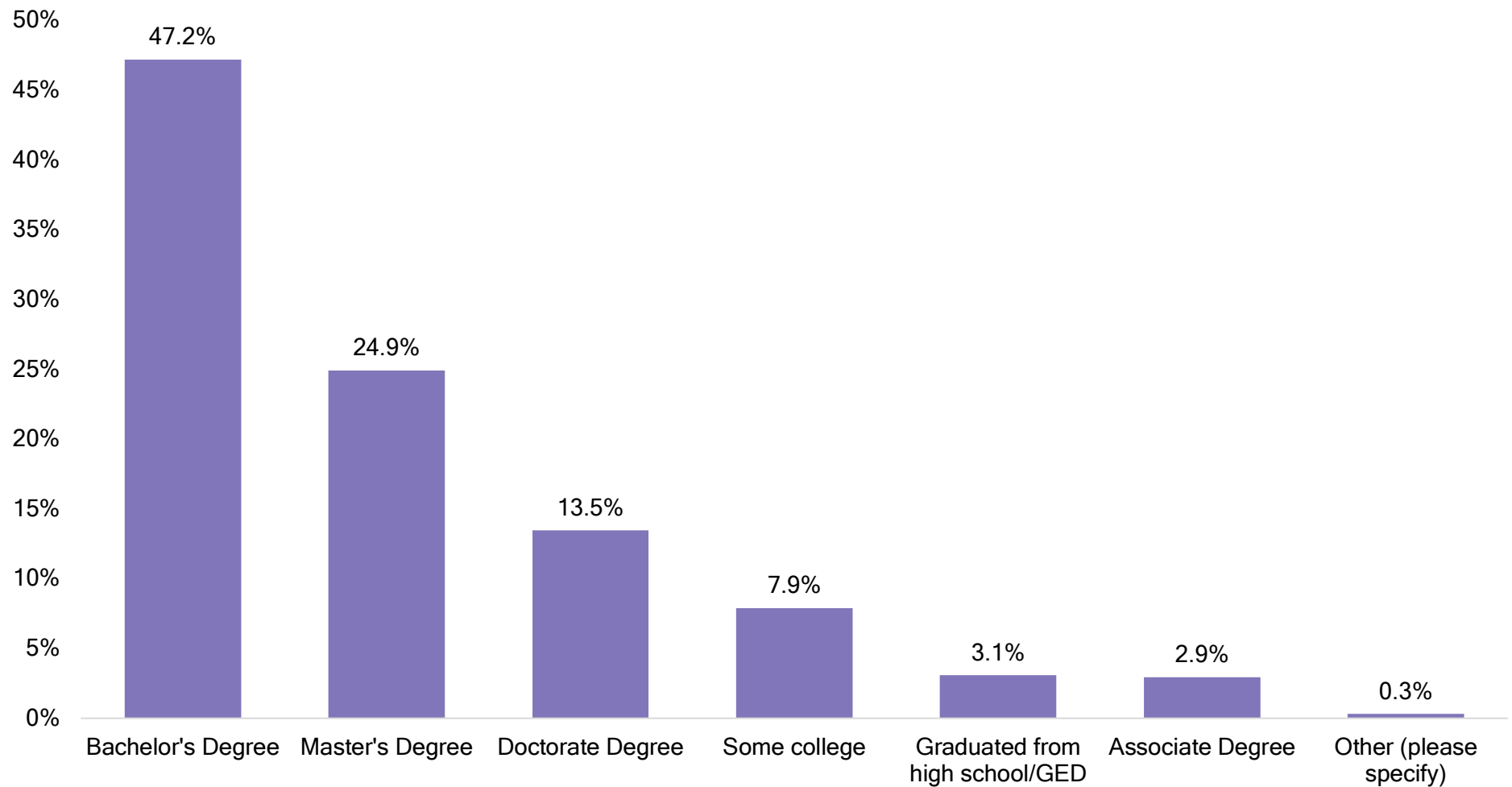
## DEMOGRAPHIC INFORMATION: AGE OF RESIDENTS



Q48: Which range encompasses your age?  
n= 646

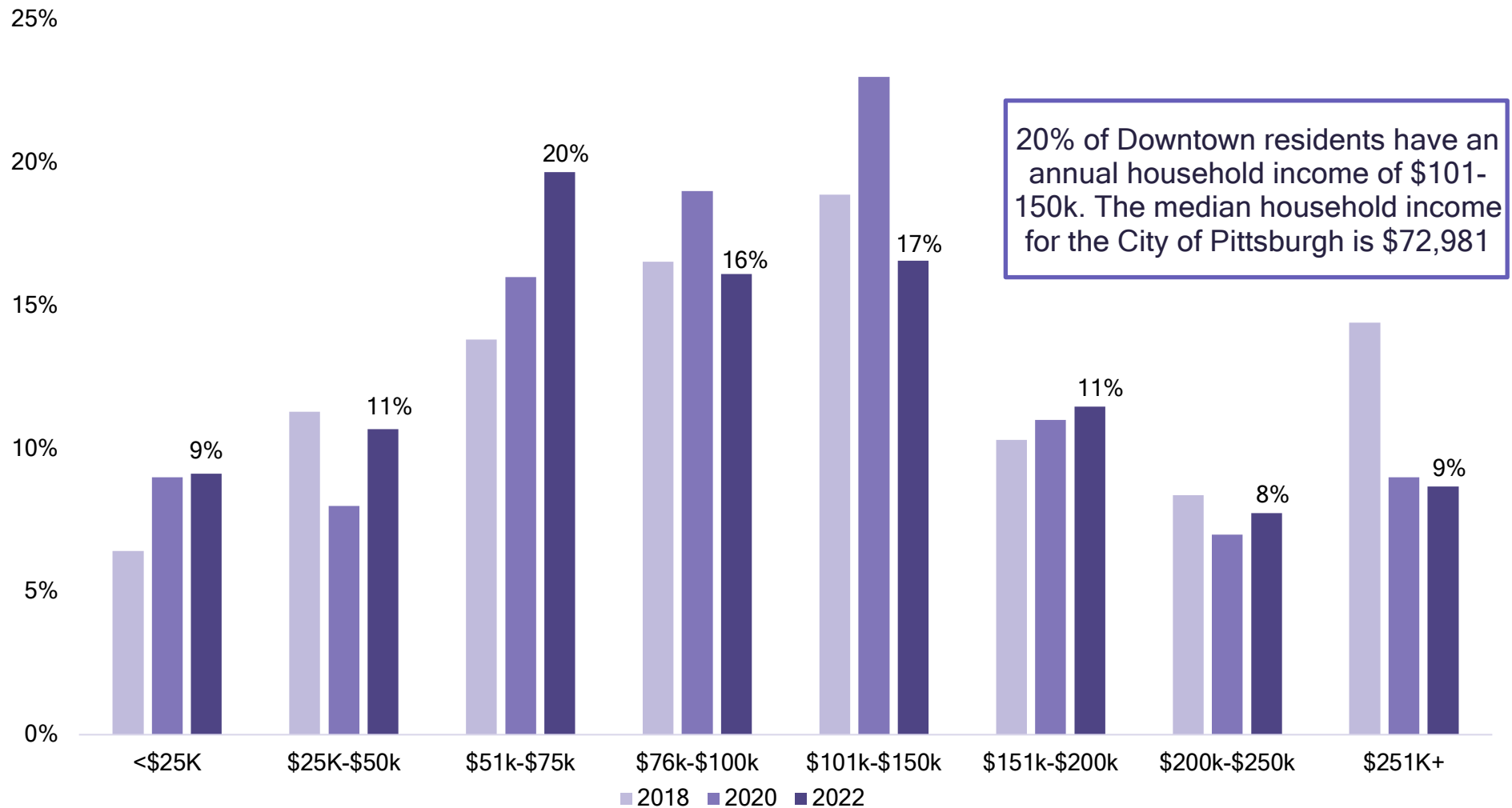


## DEMOGRAPHIC INFORMATION: LEVEL OF EDUCATION



Q48: What is the highest level of education you have completed?  
n= 646

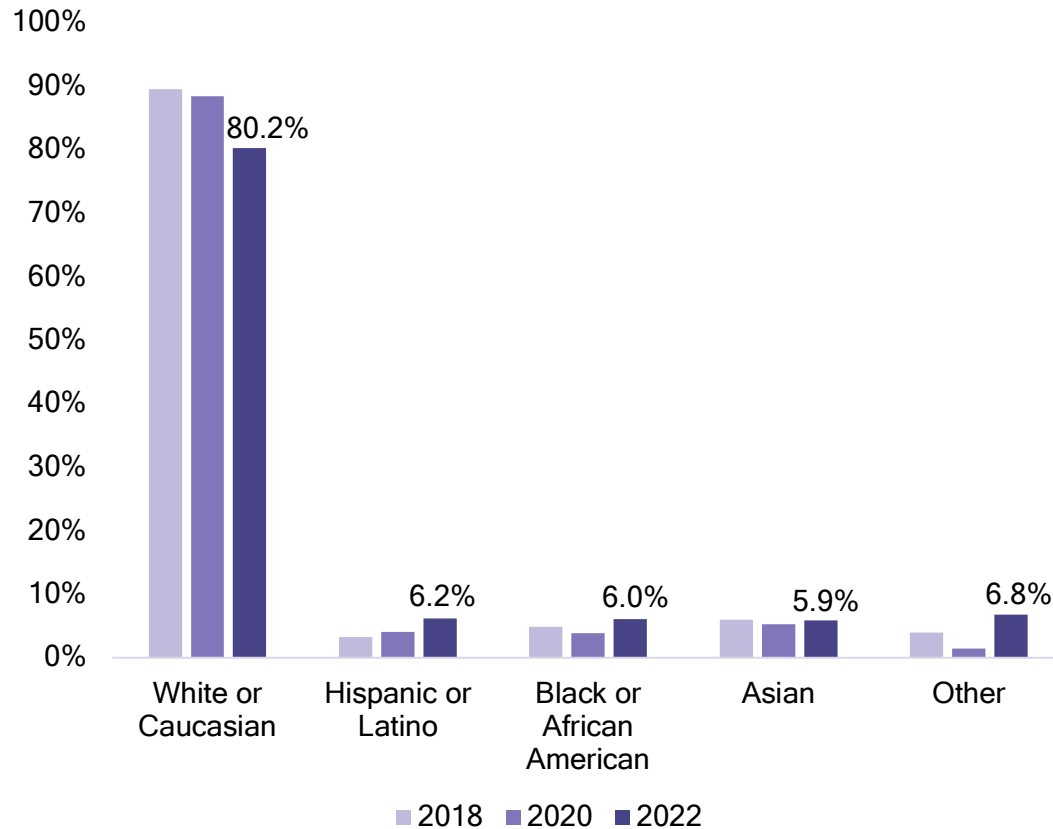
## DEMOGRAPHIC INFORMATION: ANNUAL HOUSEHOLD INCOME



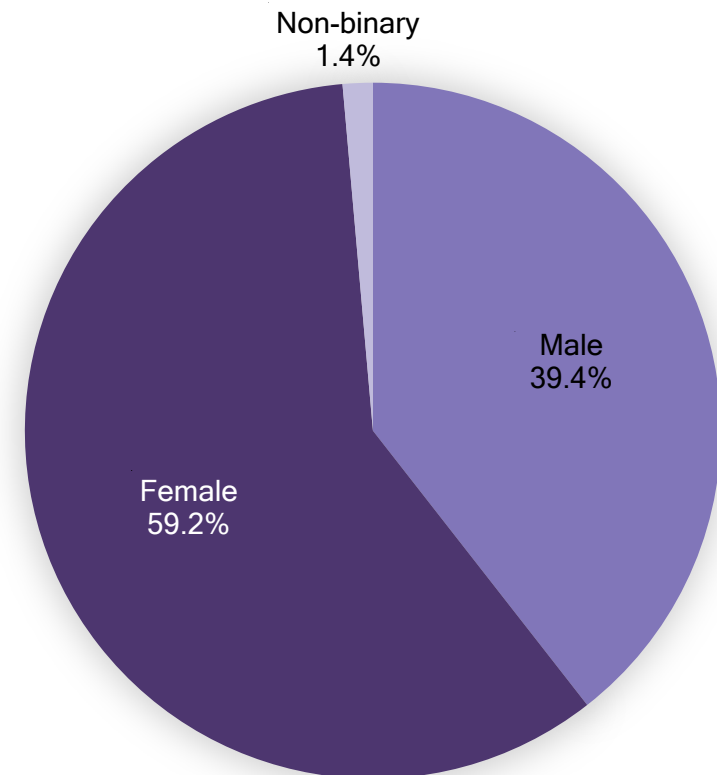
Q52: Which range encompasses your total annual household income?  
n= 646

## DEMOGRAPHIC INFORMATION: GENDER AND RACE

### Race

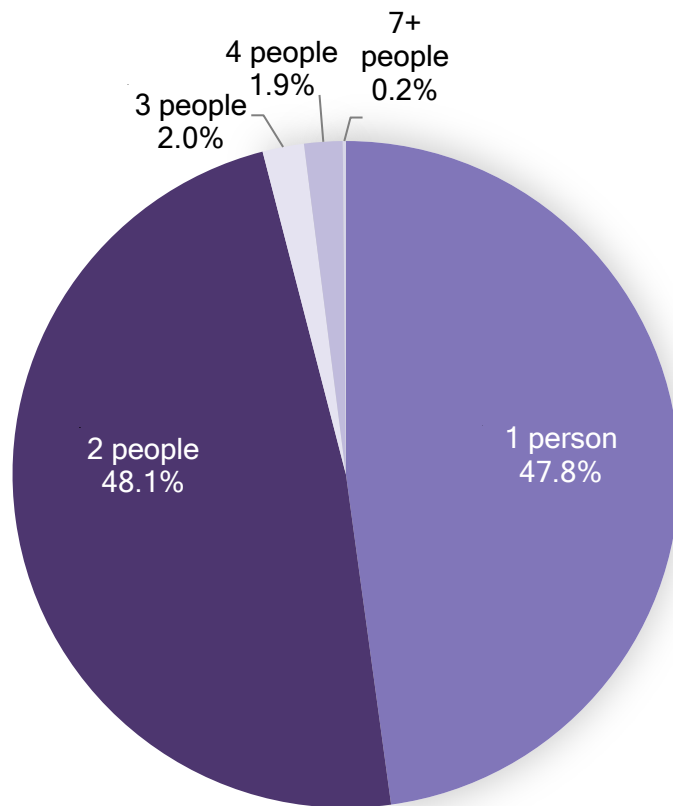


### Gender

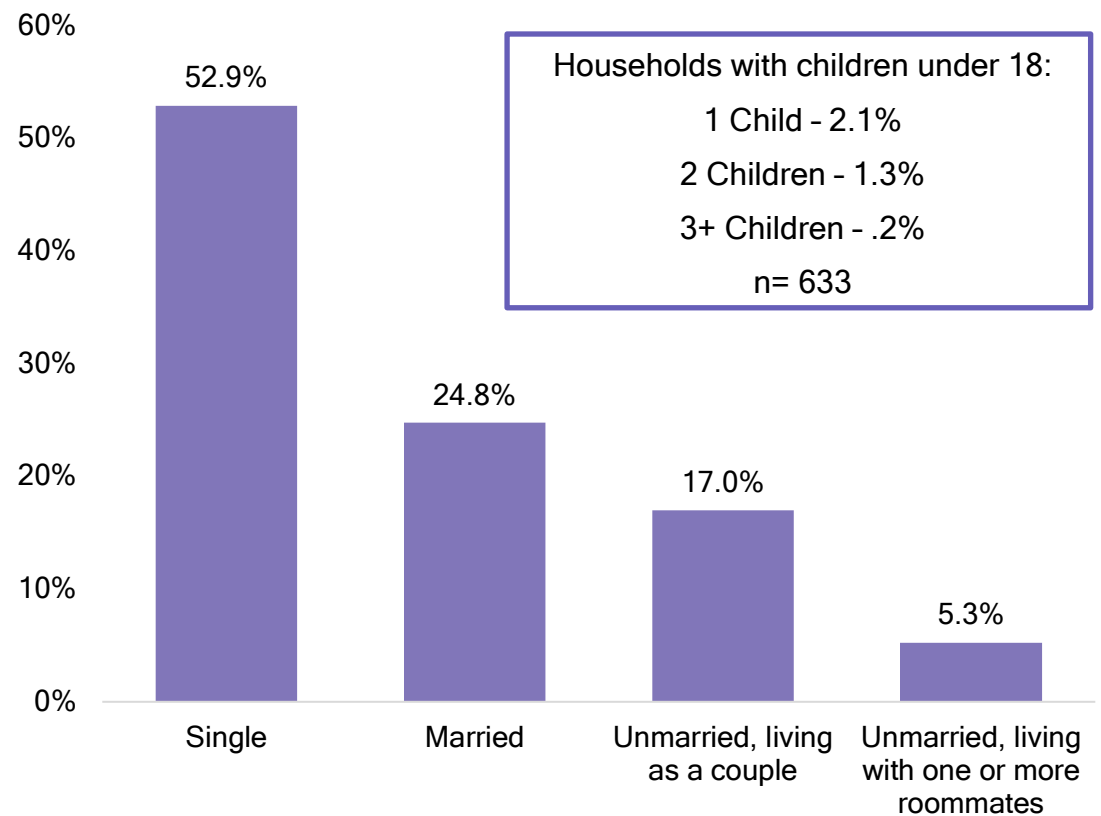


## DEMOGRAPHIC INFORMATION: HOUSEHOLD SIZE AND STATUS

### Household Size



### Living Situation



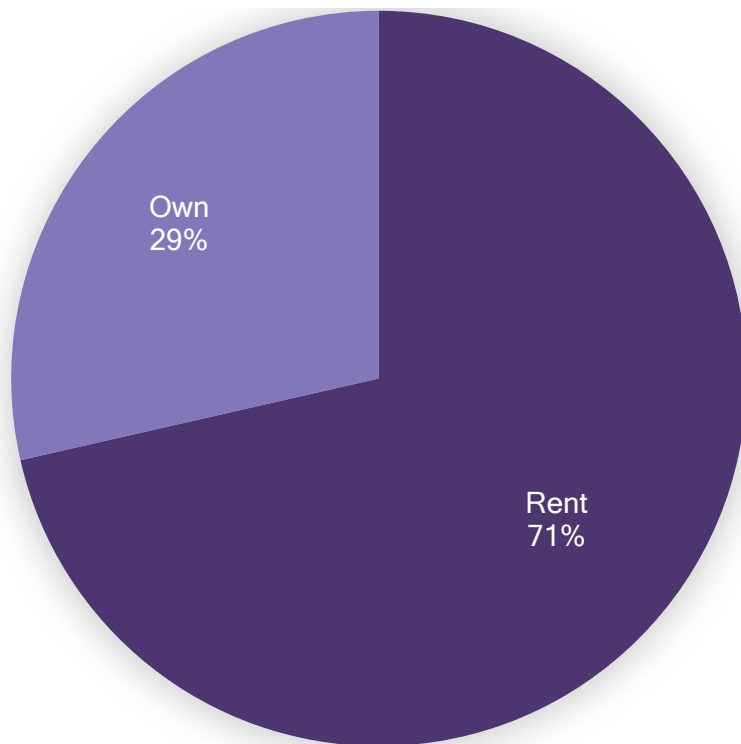
## DEMOGRAPHIC INFORMATION: PET OWNERSHIP

Type of Pet	2018	2020	2022
Owens Dog(s)	22%	22%	28%
Owens Cat(s)	17%	19%	27%
Owens Other Pet	1%	2%	1%
Does Not Own Any Pet	60%	57%	44%

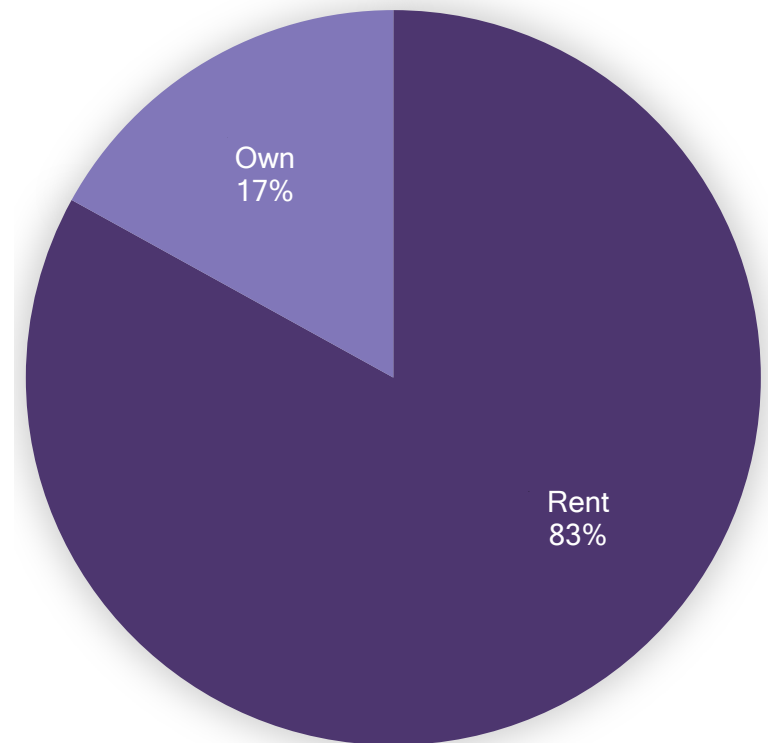
Pet ownership has steadily increased since 2018. 56% of participants in 2022 reported being pet owners, compared to 43% in 2020 and 40% in 2018.

## DEMOGRAPHIC INFORMATION: PRIOR VS. CURRENT RESIDENCE

Prior

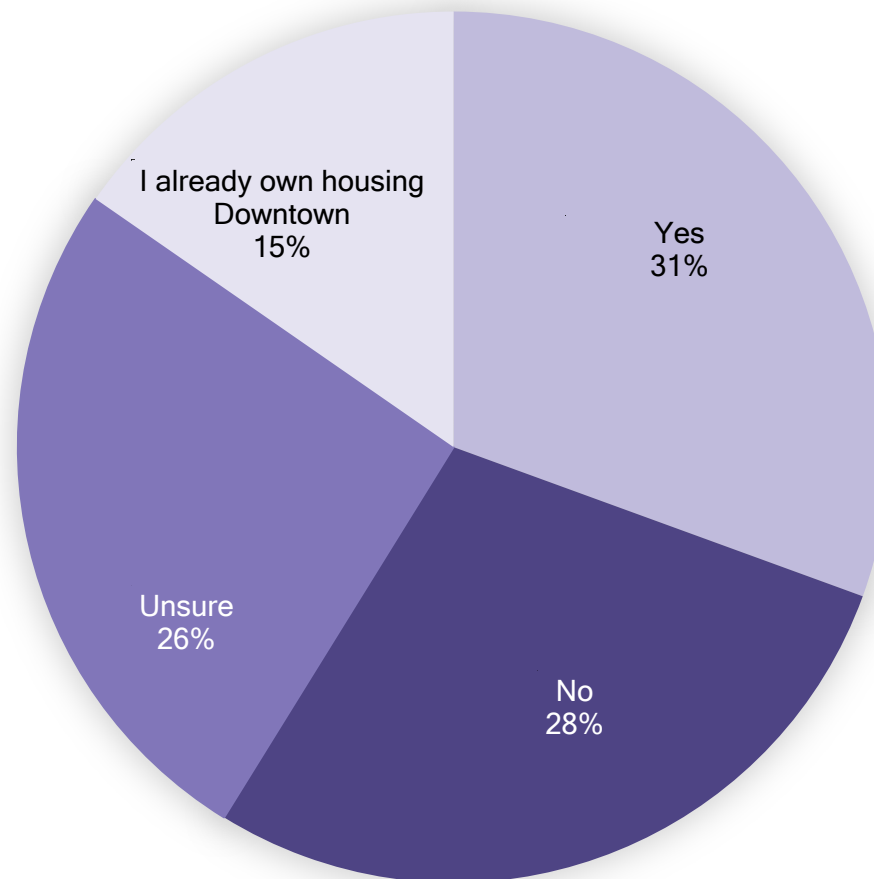


Current



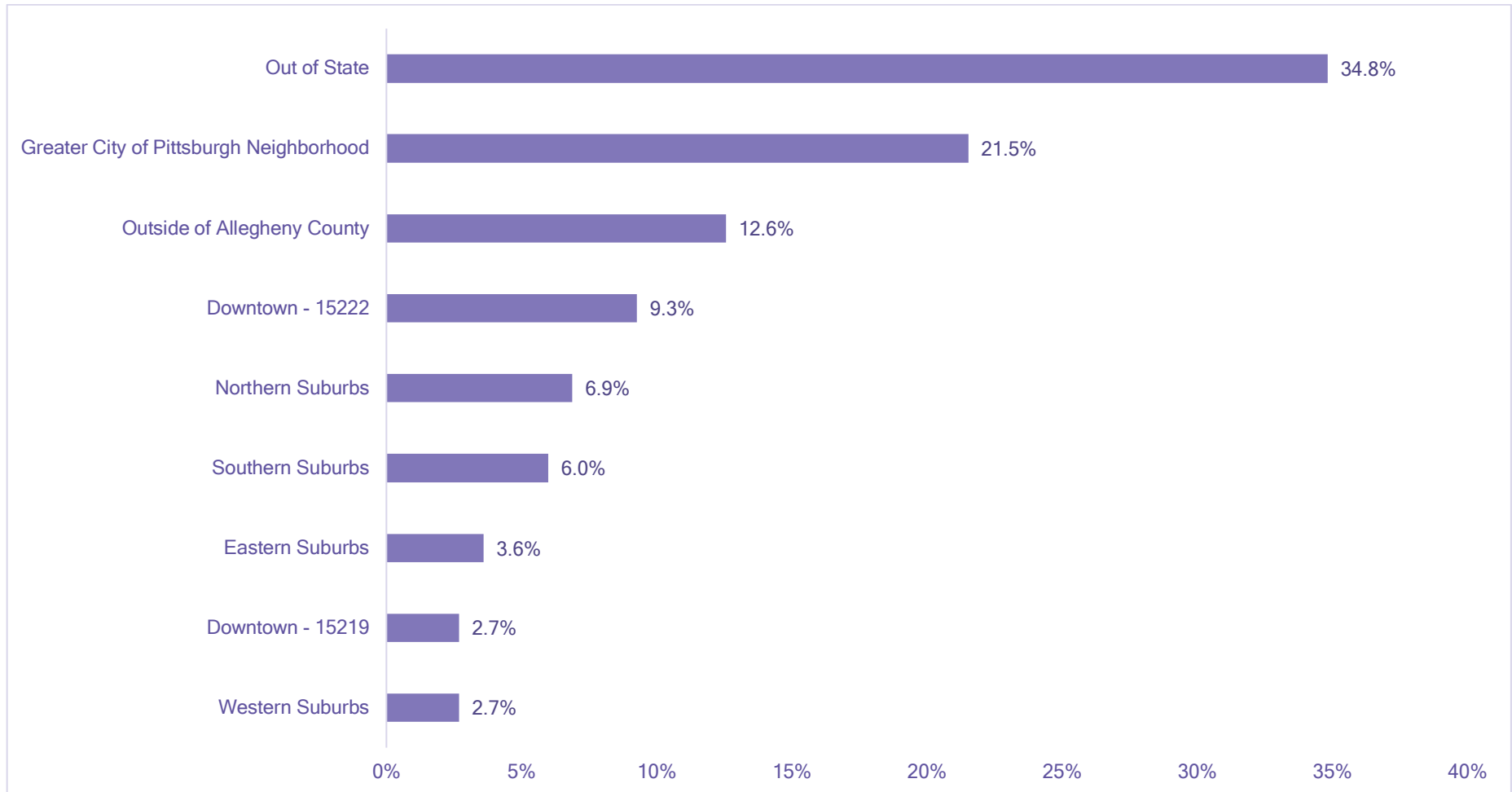


## DEMOGRAPHIC INFORMATION: % OF RENTERS WILLING TO PURCHASE RESIDENTIAL REAL ESTATE DOWNTOWN

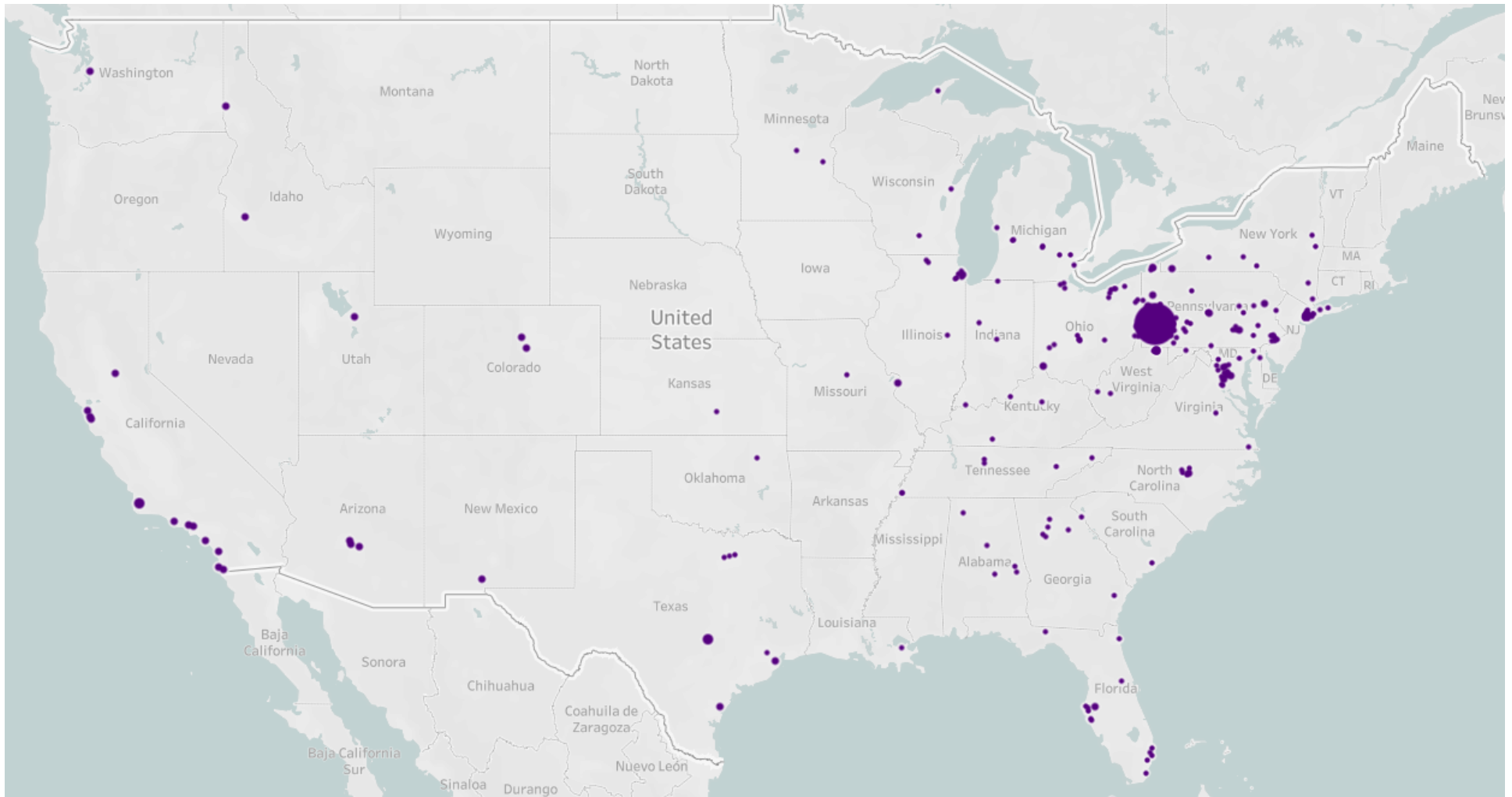


2020 Responses  
Yes: 43.1%  
No: 40.2%  
I already own housing Downtown: 16.7%  
*n= 522*

## DEMOGRAPHIC INFORMATION: LOCATION OF PRIOR RESIDENCE

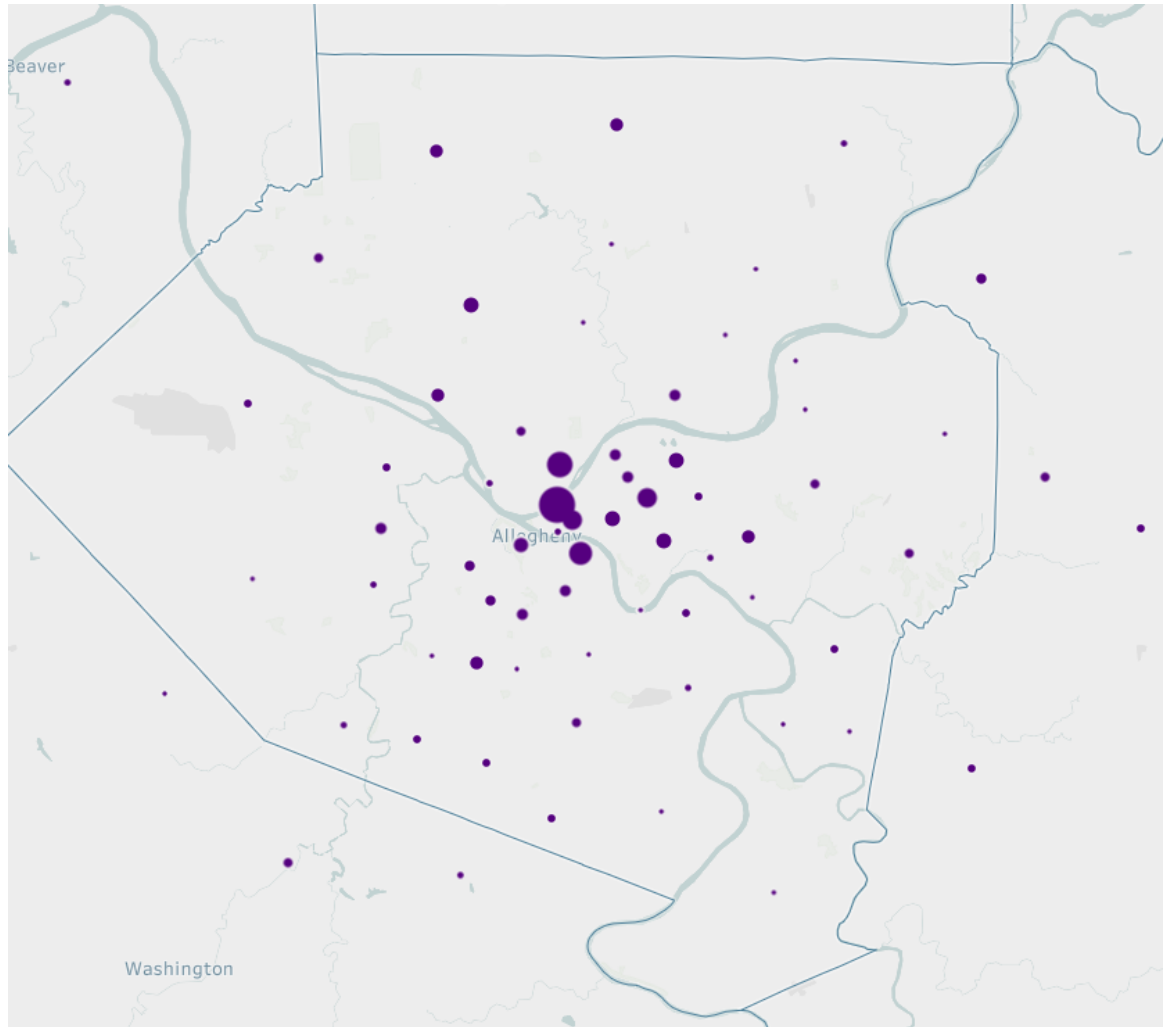


## DEMOGRAPHIC INFORMATION: LOCATION OF PRIOR RESIDENCE MAP



Q7: In what area did you live most recently prior to your current Downtown residence?  
n= 530

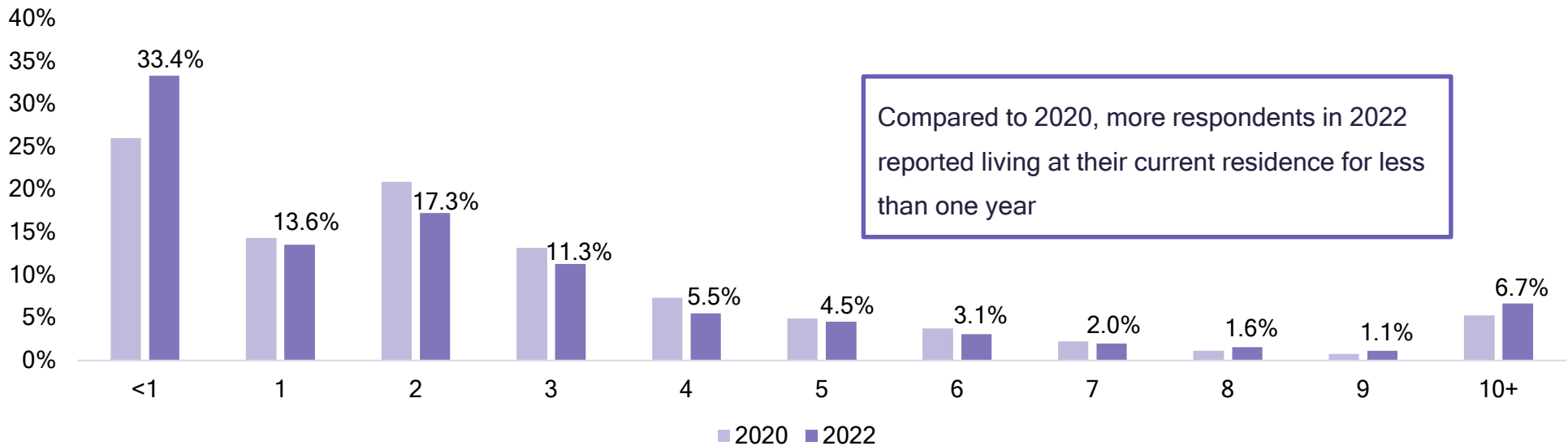
## DEMOGRAPHIC INFORMATION: LOCATION OF PRIOR RESIDENCE, ALLEGHENY COUNTY MAP



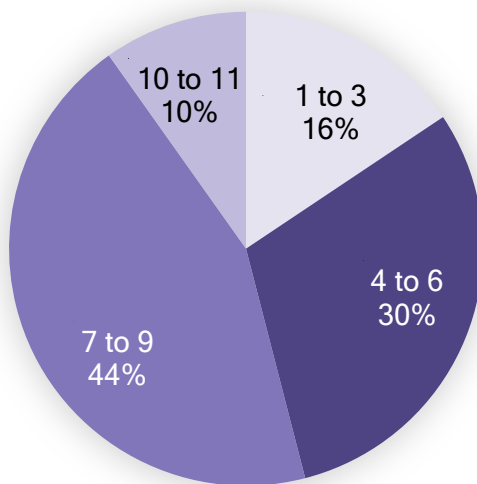
Q7: In what area did you live most recently prior to your current Downtown residence?  
n= 530



## DEMOGRAPHIC INFORMATION: TENURE AT CURRENT RESIDENCE



Number of Months for <1 Year Tenure

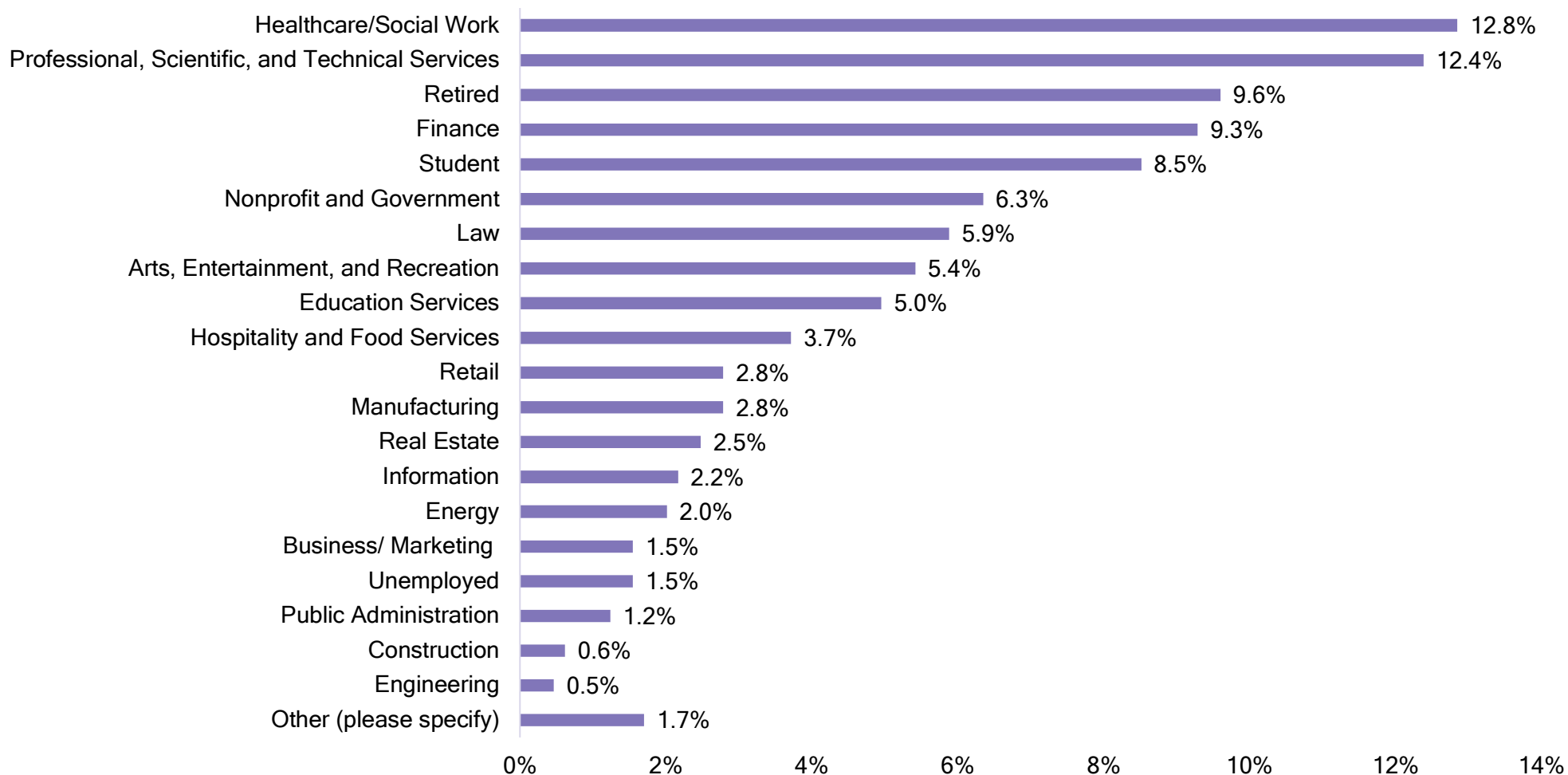


Average Years Spent at Residence

2022	2.1
2020	2.8
2018	2.8



## DEMOGRAPHIC INFORMATION: PROFESSION



Q57: In what industry do you work? Please select "student" if you are a full-time student.

n= 646

\* Industries classified using the United States Census Bureau 2012 North American Industry Classification System



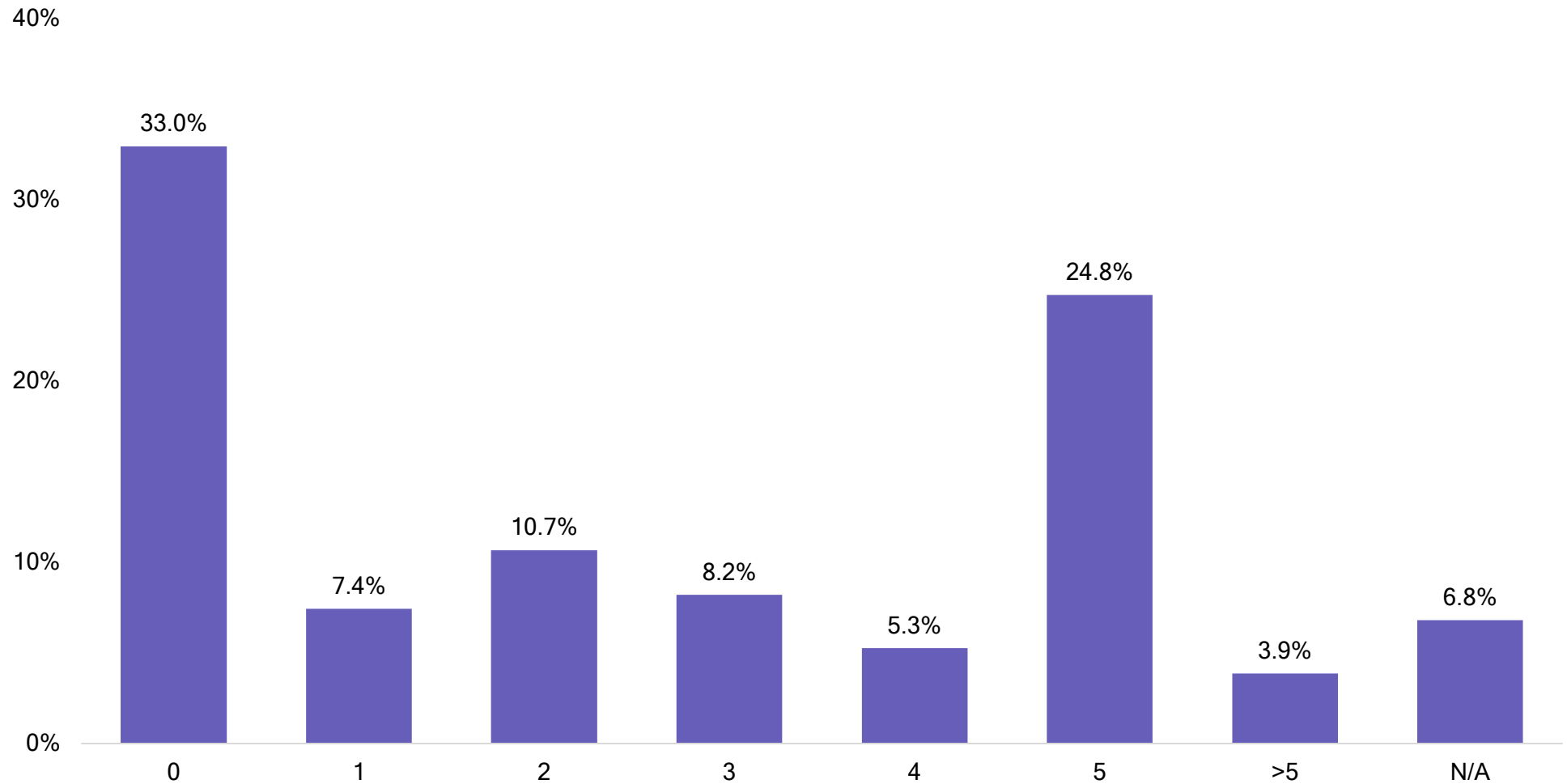
PITTSBURGH  
DOWNTOWN  
PARTNERSHIP

## DEMOGRAPHIC INFORMATION: TOP FIVE WORK ZIP CODES

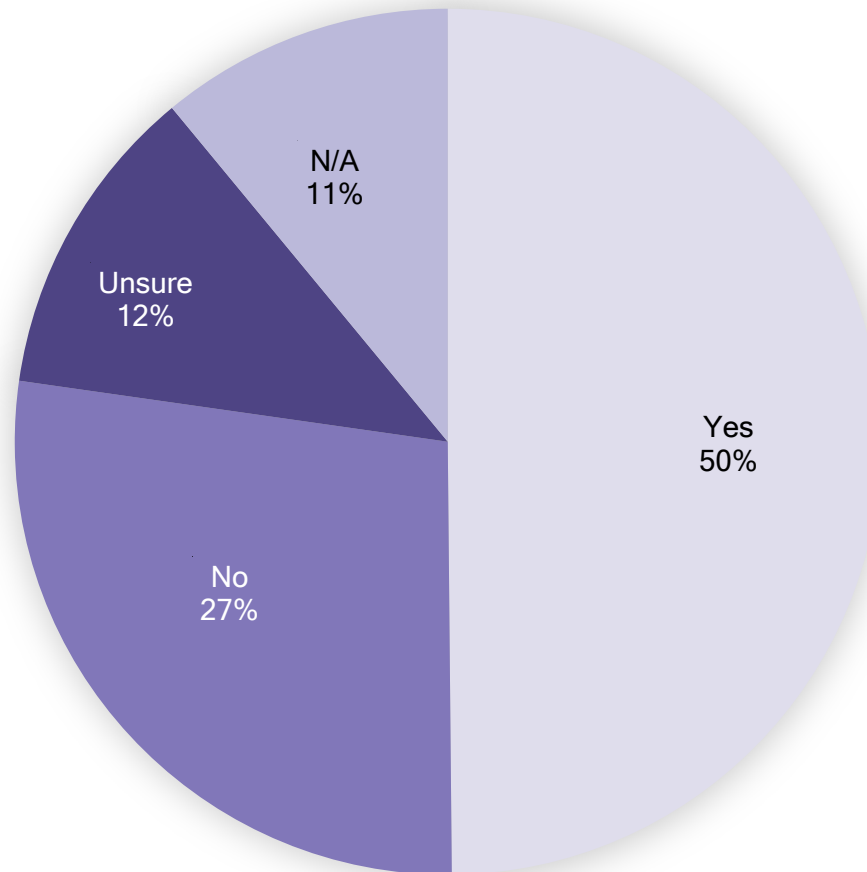
2022		2020	
15222 (Downtown, Strip District)	41.9%	15222 (Downtown, Strip District)	51.9%
15219 (Downtown, South Shore, Uptown, Lower Hill, Hill District)	16.9%	15219 (Downtown, South Shore, Uptown, Lower Hill, Hill District)	14.7%
15212 (North Shore)	8.2%	15212 (North Shore)	5.4%
15213 (Oakland)	5.0%	15213 (Oakland)	4.1%
15260 (North Oakland)	1.5%	15201 (Lawrenceville)	1.8%
Outside of PA	0.4%	Outside of PA	.7%
Remotely	6.1%	Remotely	1.1%
n= 540		n= 443	

Q56: What is the zip code of your workplace/school? If your workplace/school has multiple sites, please select the zip code where you are located most frequently.

## DEMOGRAPHIC INFORMATION: DAYS A WEEK REMOTE WORK



## DEMOGRAPHIC INFORMATION: REMOTE WORK POST- PANDEMIC

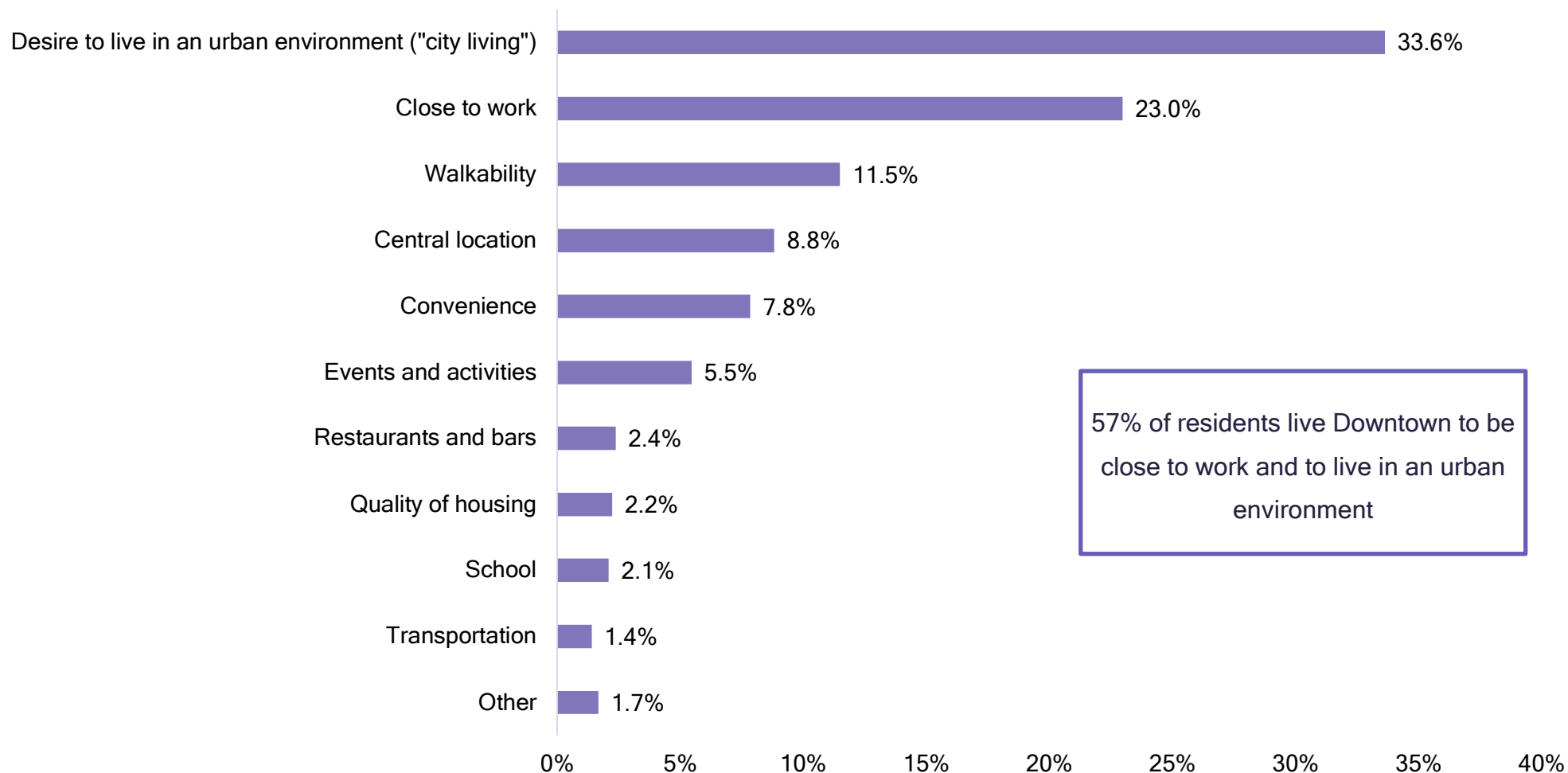


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# LIVING SATISFACTION

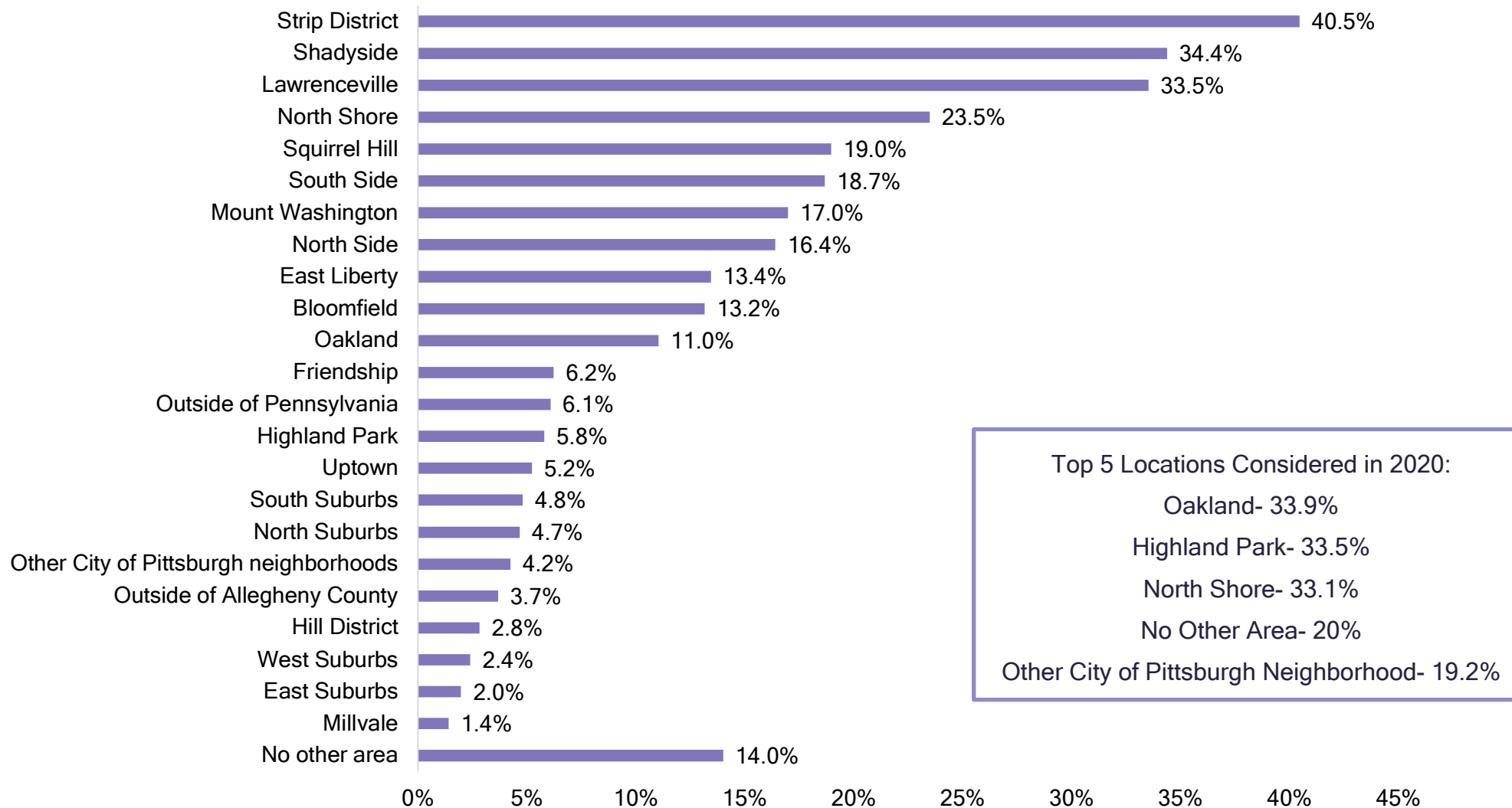
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## LIVING SATISFACTION: REASONS FOR LIVING DOWNTOWN





# LIVING SATISFACTION: OTHER LOCATIONS CONSIDERED

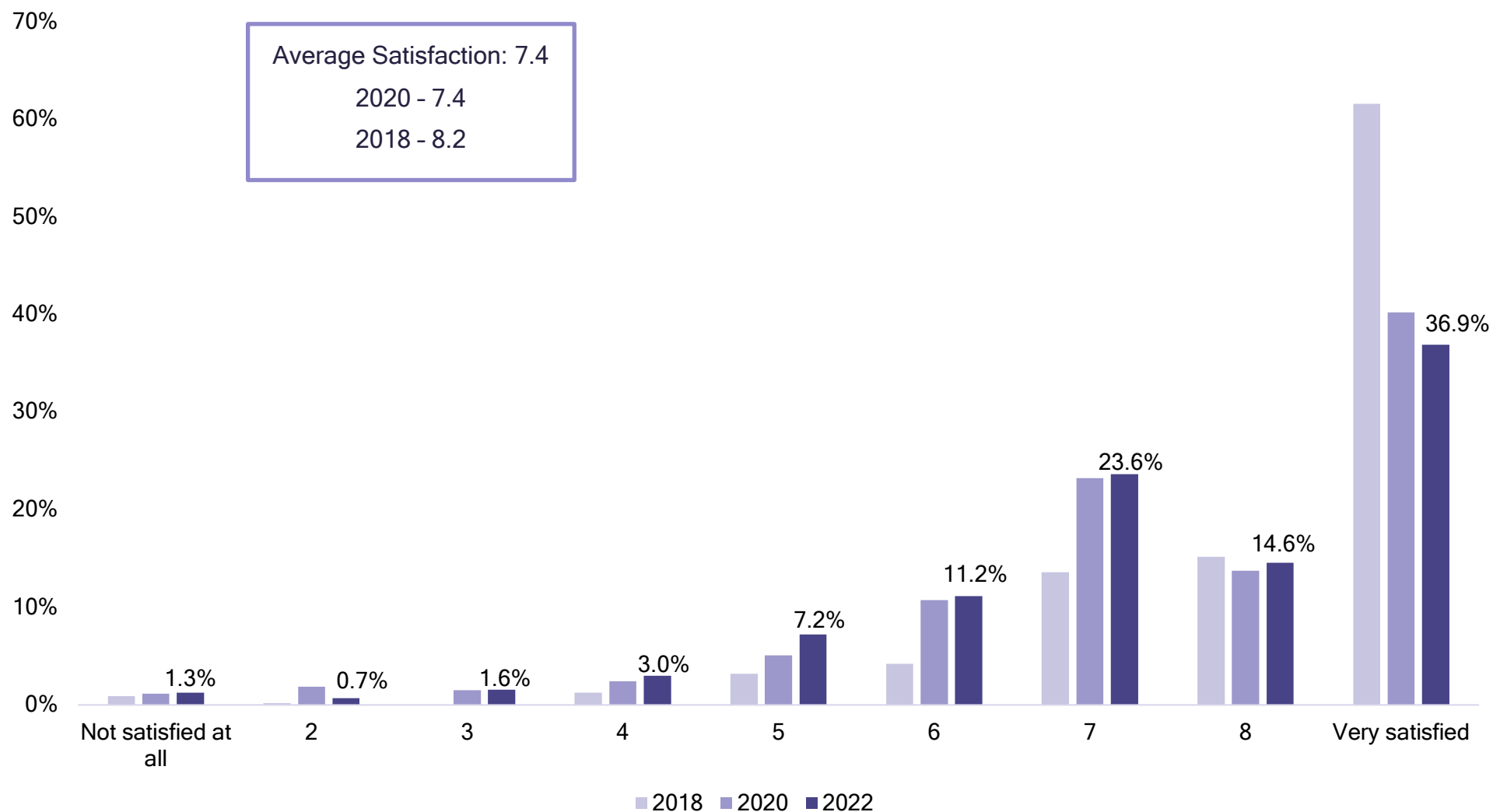


Q10: Prior to moving Downtown, what other neighborhoods/municipalities were included in your housing search?  
Please select all that apply. n= 707

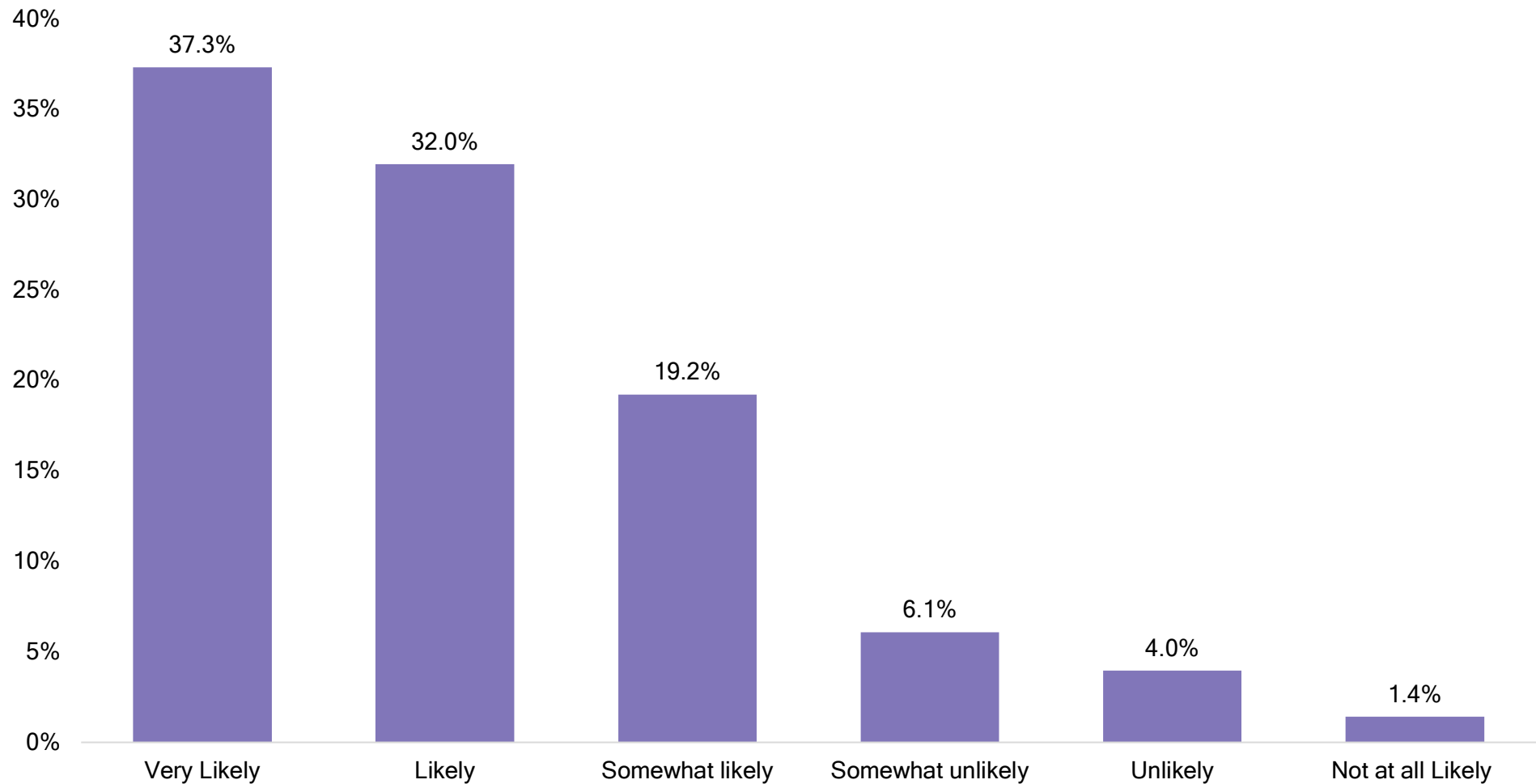


PITTSBURGH  
DOWNTOWN  
PARTNERSHIP

# LIVING SATISFACTION: SATISFACTION WITH LIVING DOWNTOWN

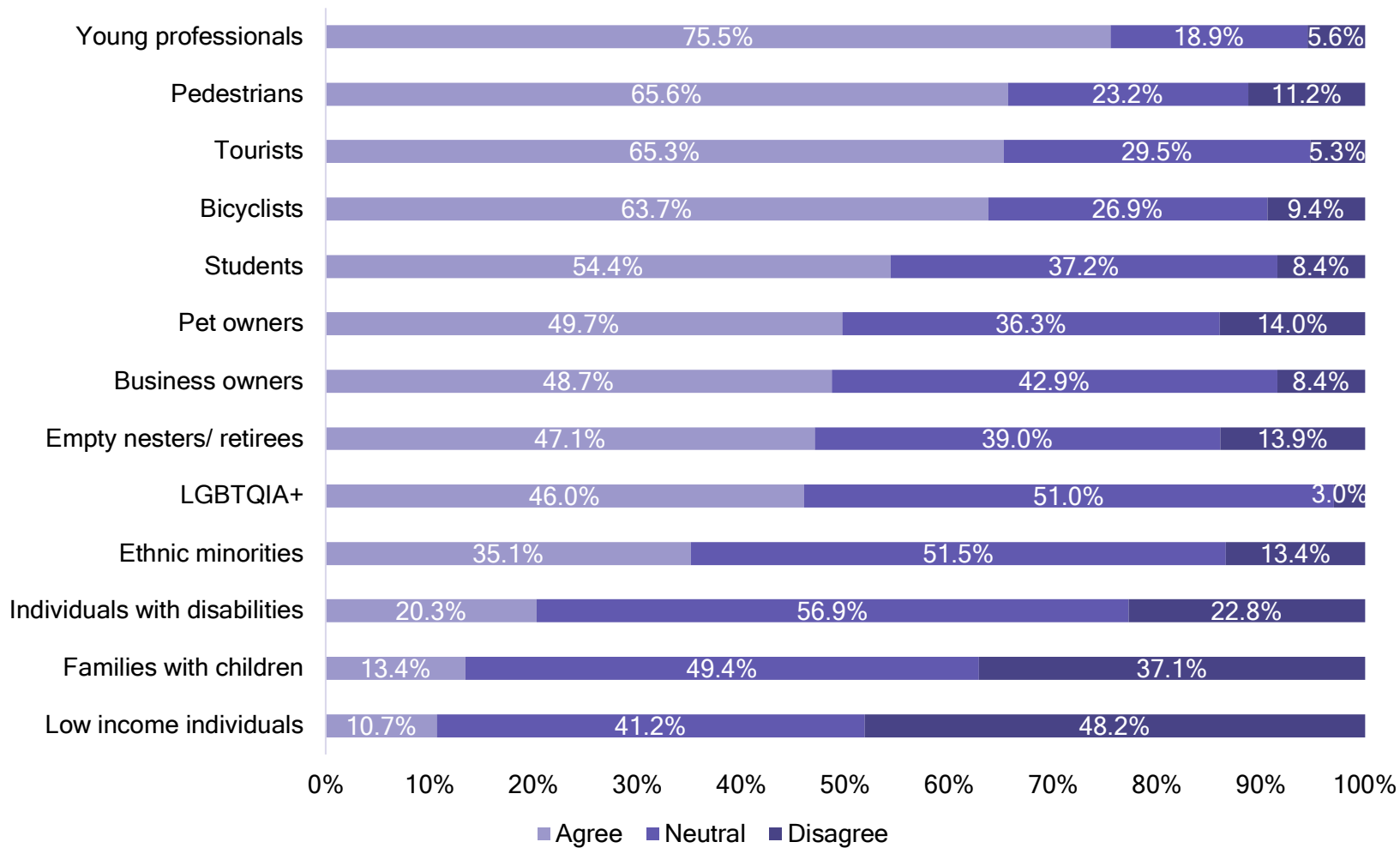


## LIVING SATISFACTION: RECOMMENDING DOWNTOWN LIVING TO OTHERS



Q12: How likely are you to recommend Downtown Pittsburgh to others in your peer group as a place to live?  
*This question was added in 2022*  
n= 707

# LIVING SATISFACTION: ACCOMMODATING GROUPS

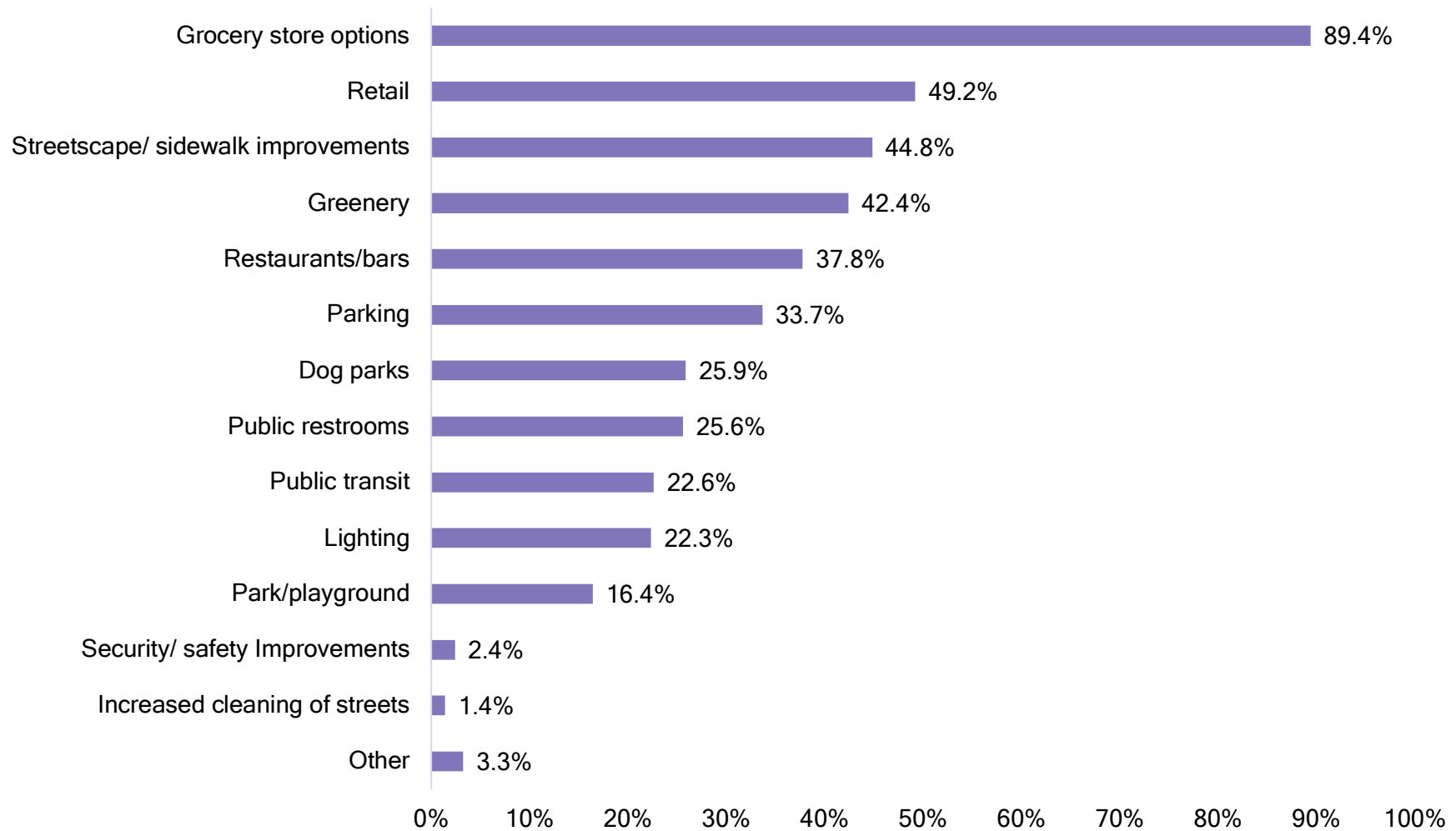


Q14: What is your level of agreement with the statement that Downtown is accommodating to each of the following groups?

*This question was added in 2022*

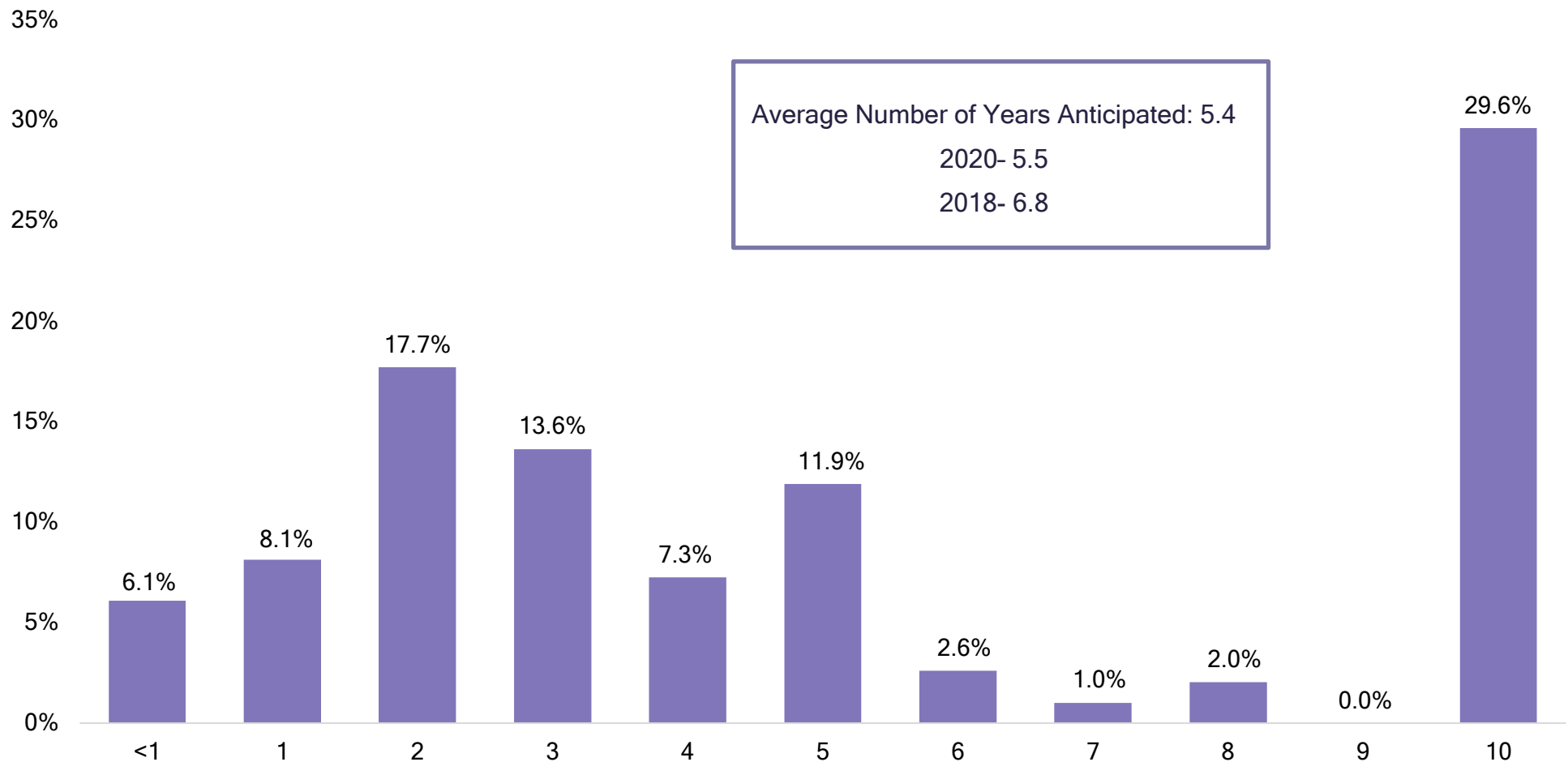
n= 707

## LIVING SATISFACTION: DESIRED AMENITIES

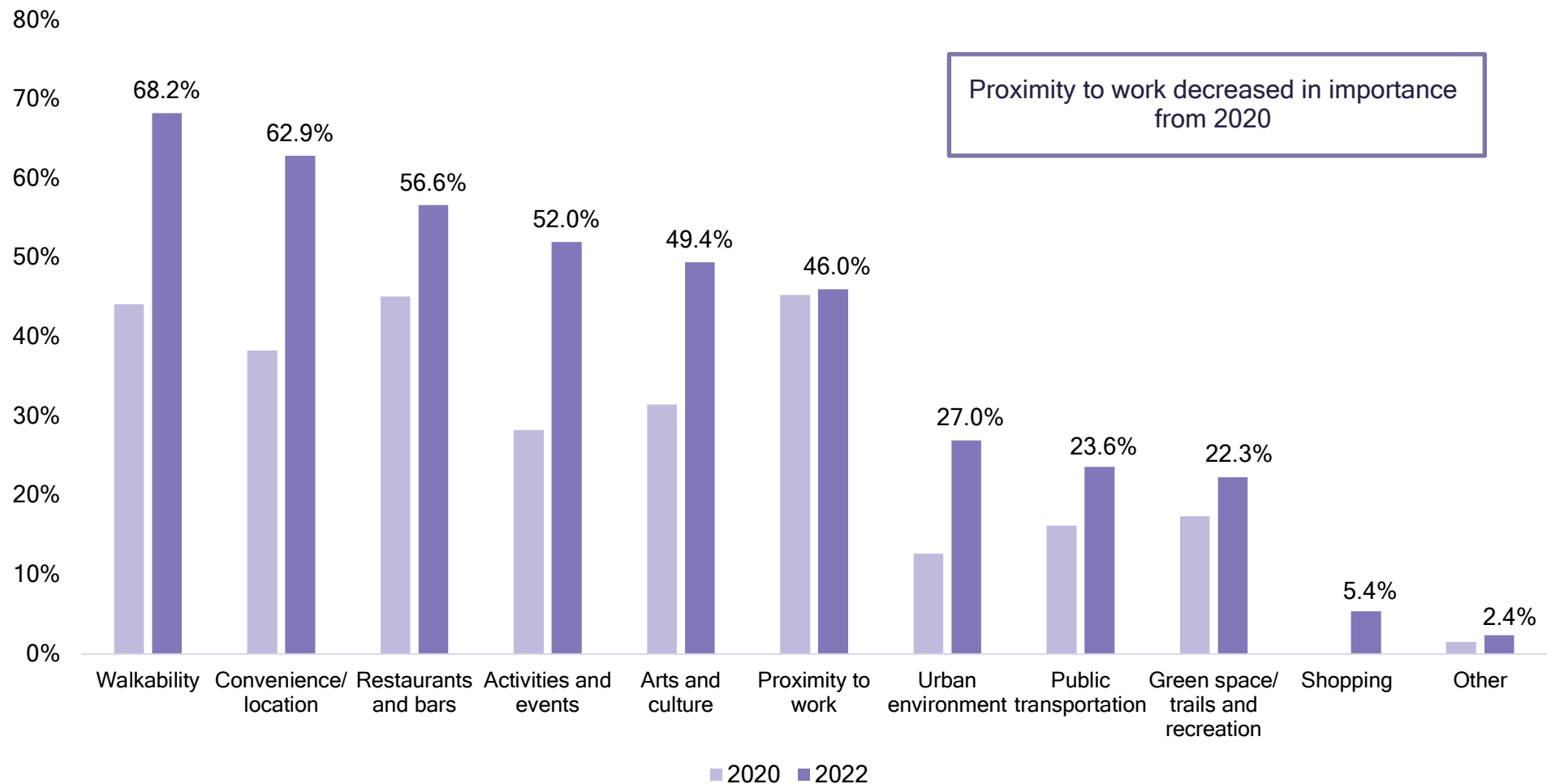


Q15: What specific Downtown amenities and infrastructure improvements would you like to see (choose up to five)  
*The wording of this question was changed in 2022*  
n= 707

## LIVING SATISFACTION: YEARS ANTICIPATED LIVING DOWNTOWN



# LIVING SATISFACTION: POSITIVE FACTORS OF DOWNTOWN LIVING



Q16: What aspects of Downtown living have the greatest POSITIVE impact on your quality of life as a Downtown resident?

(Choose up to five)

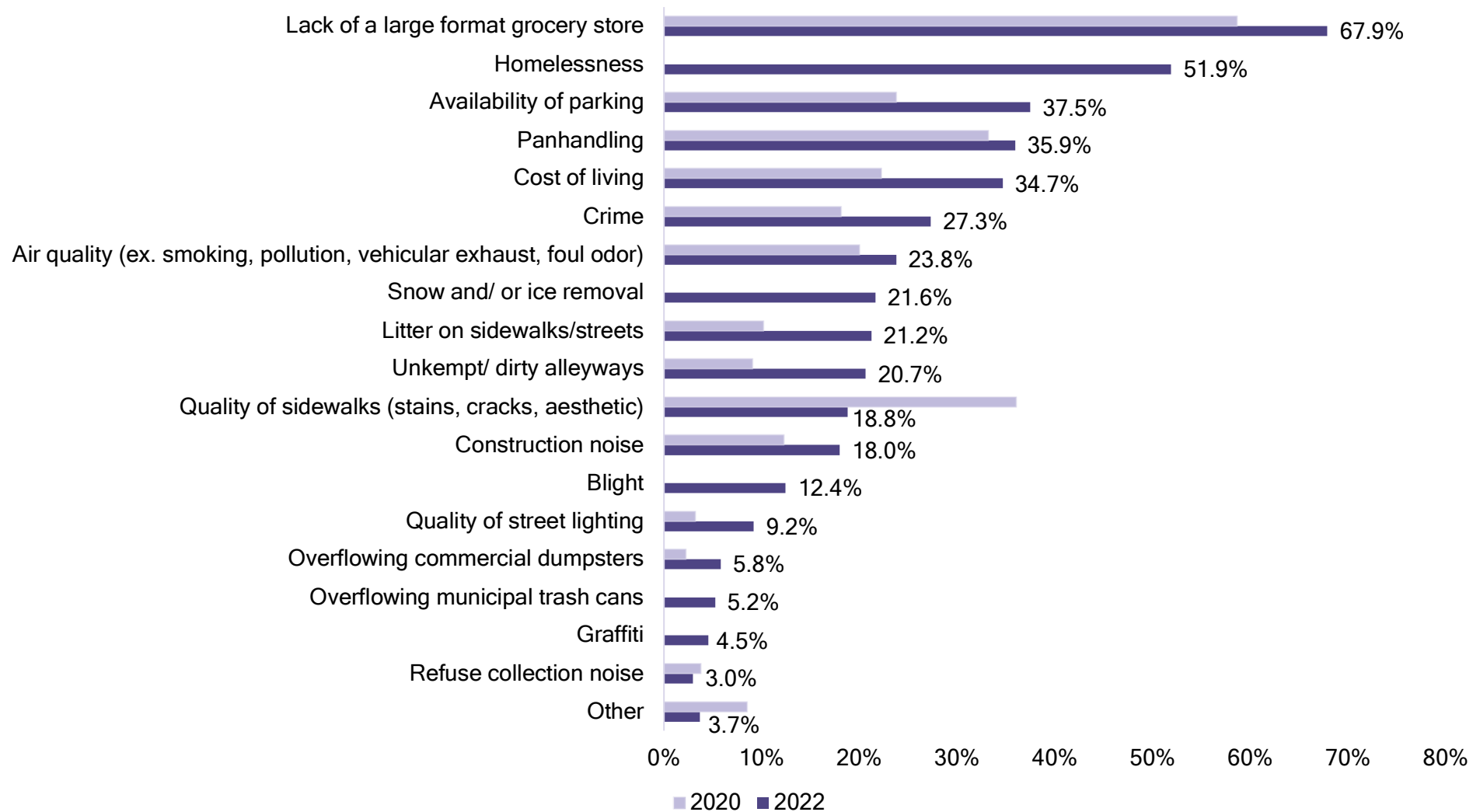
*Respondents could only choose up to three items in 2020*

N=708



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PARTNERSHIP

# LIVING SATISFACTION: NEGATIVE FACTORS OF DOWNTOWN LIVING

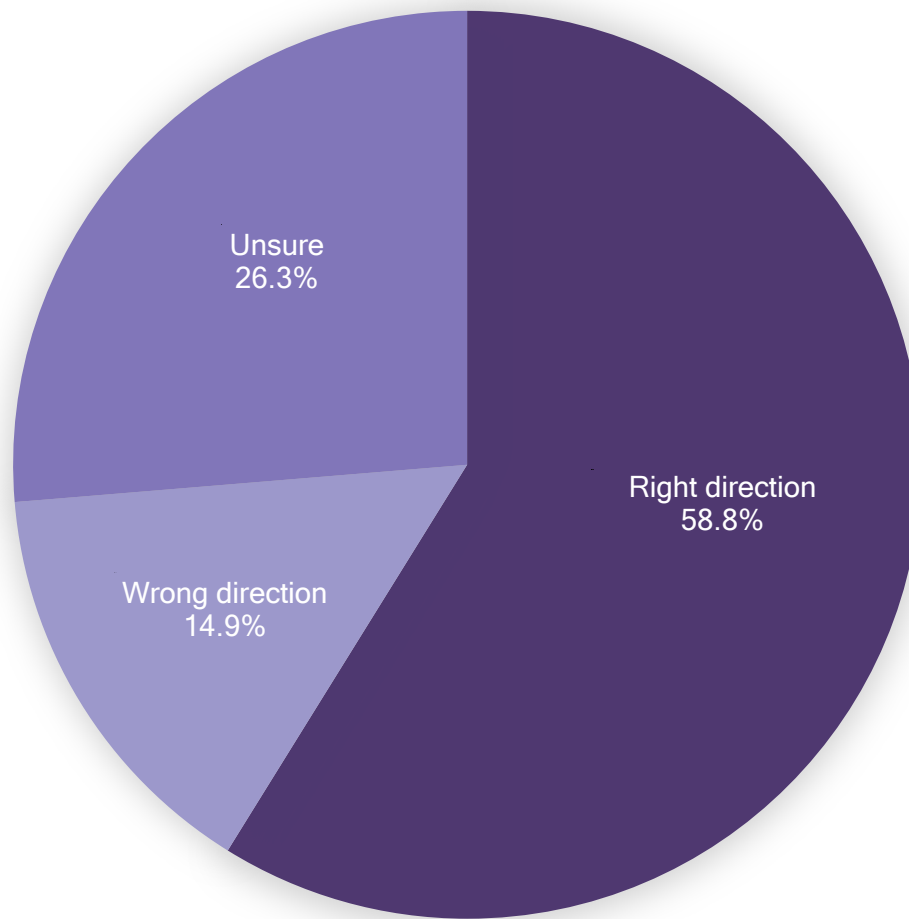


Q17: What aspects of Downtown living have the greatest NEGATIVE impact on your quality of life as a Downtown resident?  
(Choose up to five)  
*Respondents could only choose up to three items in 2020*  
n=707





## LIVING SATISFACTION: DIRECTION OF DOWNTOWN



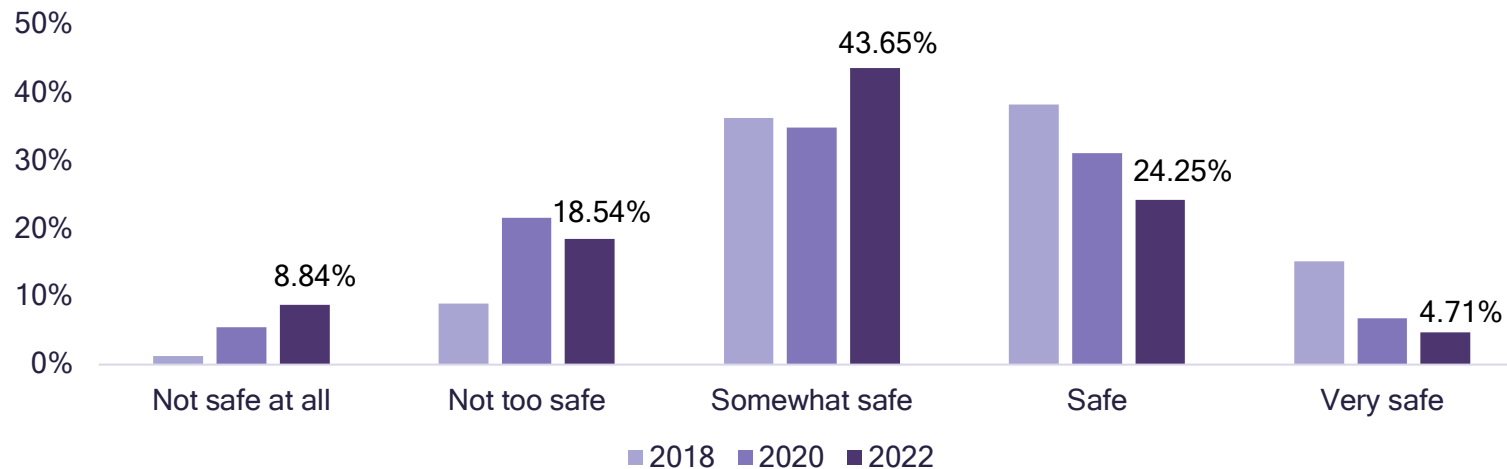
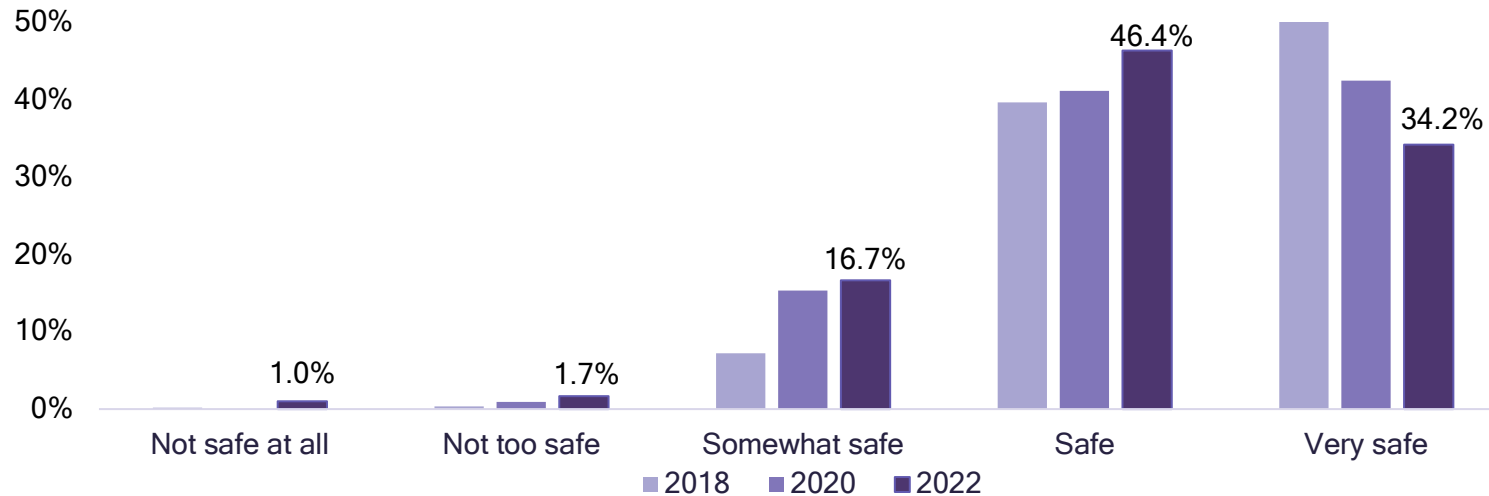
2020 Responses  
Right direction- 63.2%  
Wrong direction- 11.9%  
Unsure- 24.9%

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# SAFETY

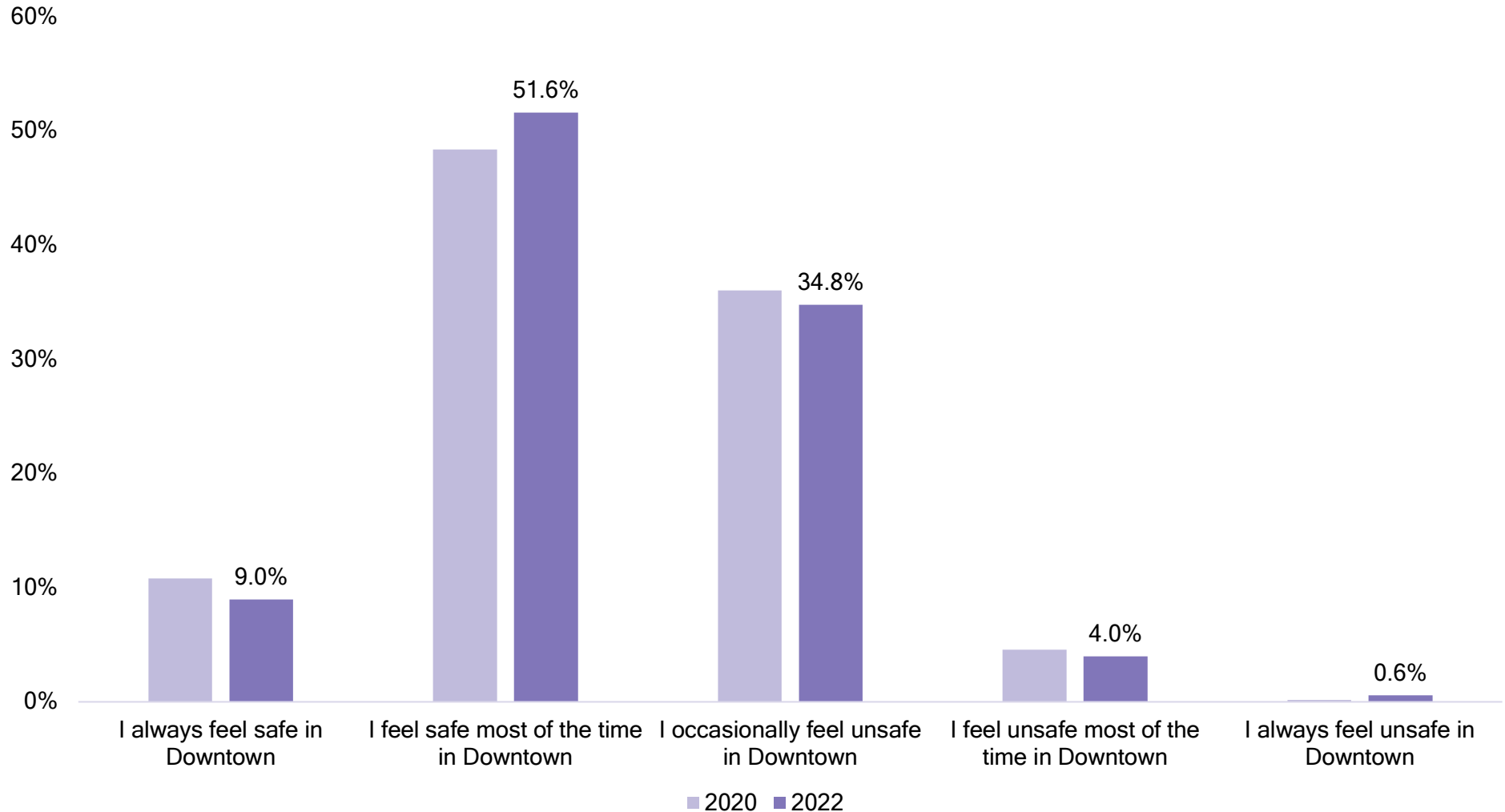
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# SAFETY: PERCEPTION OF SAFETY



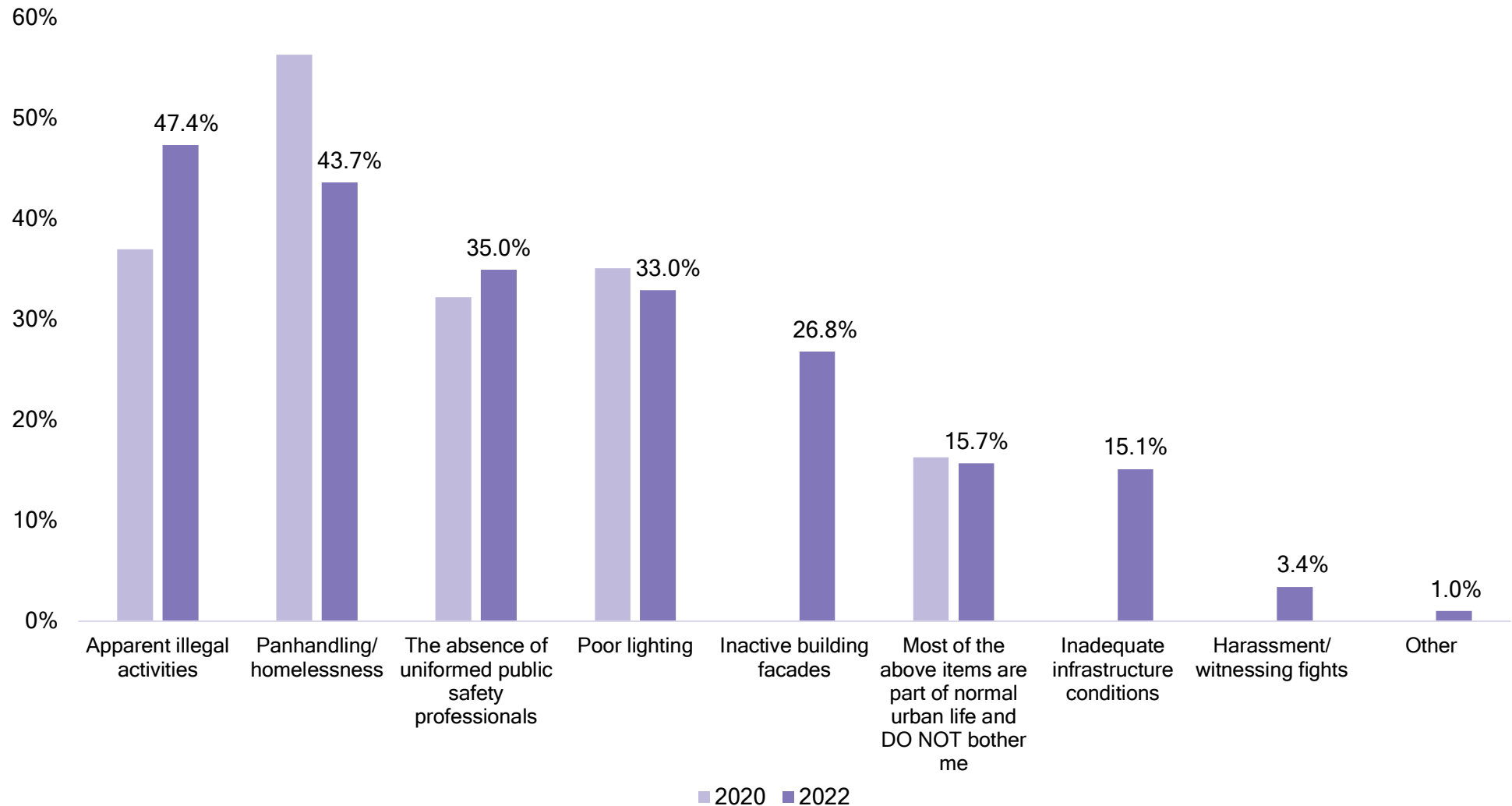
Q18: How safe do you feel in Downtown during the day?  
 Q19: How safe do you feel in Downtown at night?  
 n= 701

## SAFETY: OVERALL PERCEPTION OF SAFETY

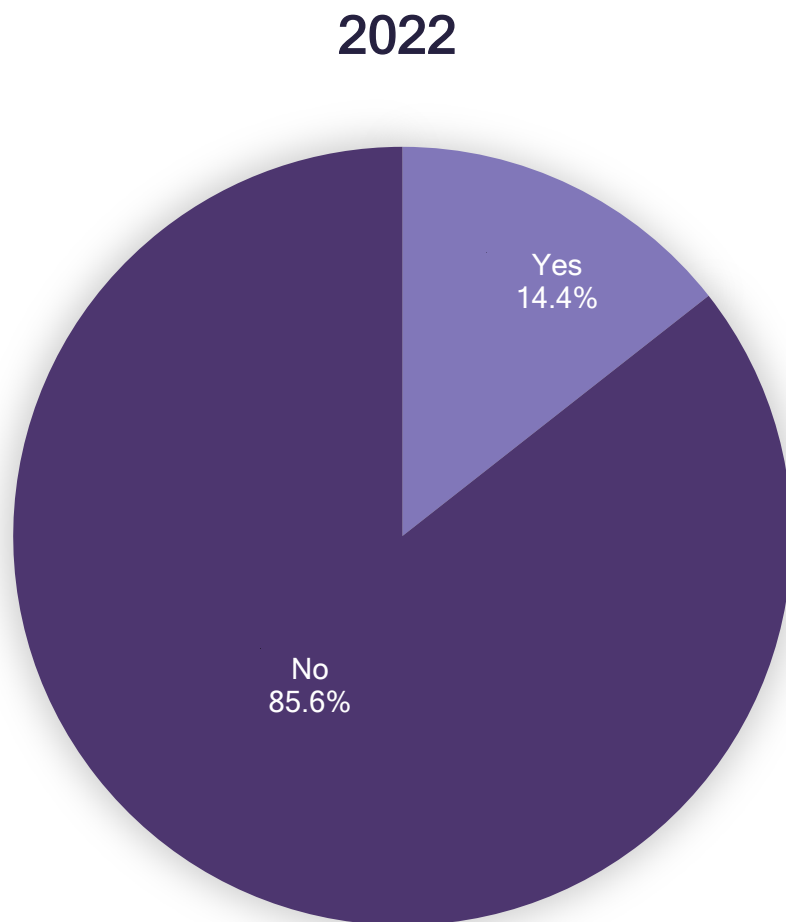


Q20: Please select the statement that most accurately describes your perception of safety in Downtown.  
n= 701

## SAFETY: WHAT SITUATIONS/CONDITIONS MAKE RESIDENTS FEEL UNSAFE



## SAFETY: VICTIMS OF CRIME



2020
Yes- 10.1%
No- 89.9%
2018
Yes- 9.7%
No- 90.3%

Q22: Have you or anyone in your household been the victim of crime in Downtown (both reported and/or experienced)?

*There was a wording change in 2022 to include the line (both reported and/or experienced)*

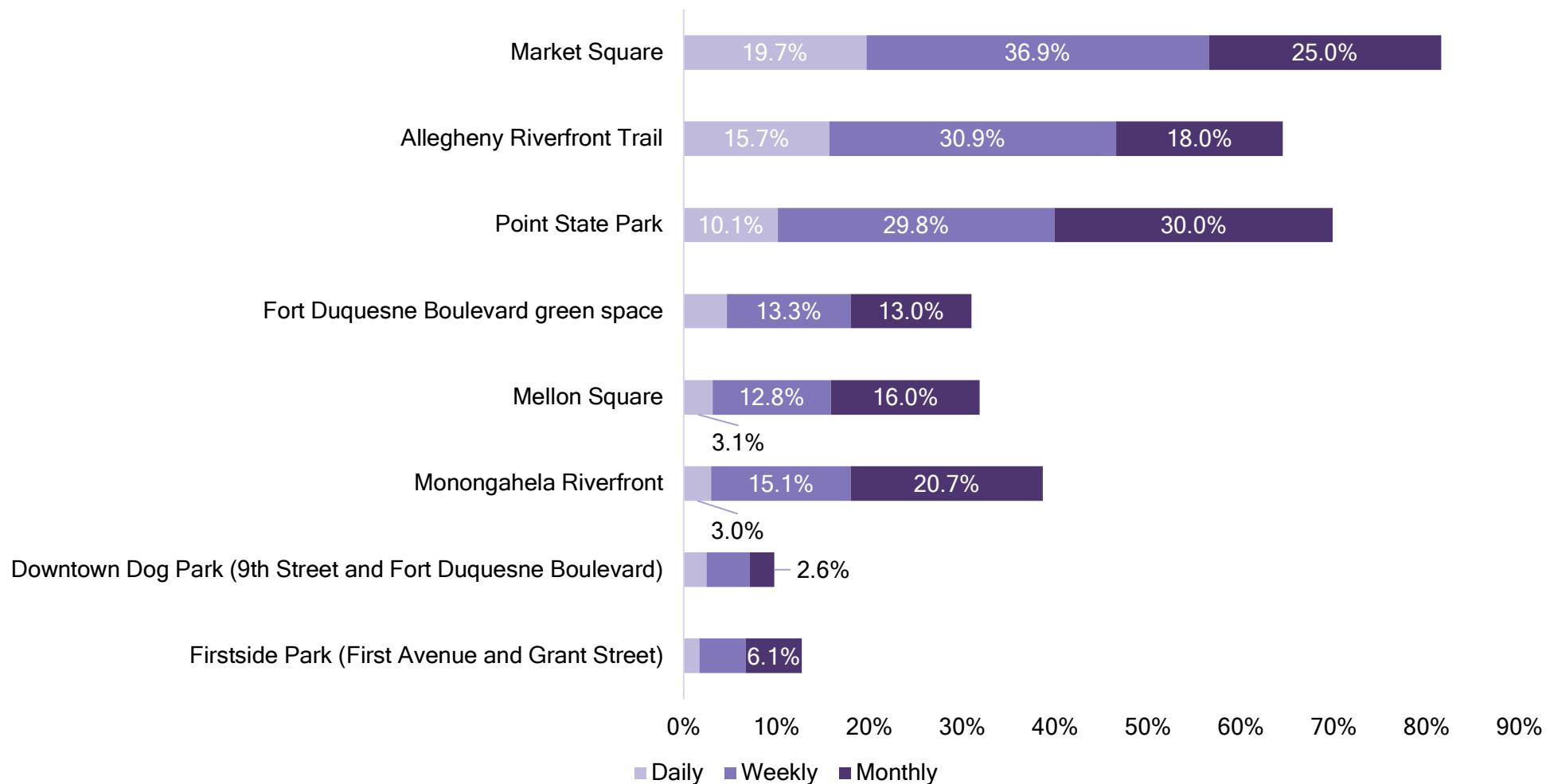
n= 527

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# PUBLIC SPACES

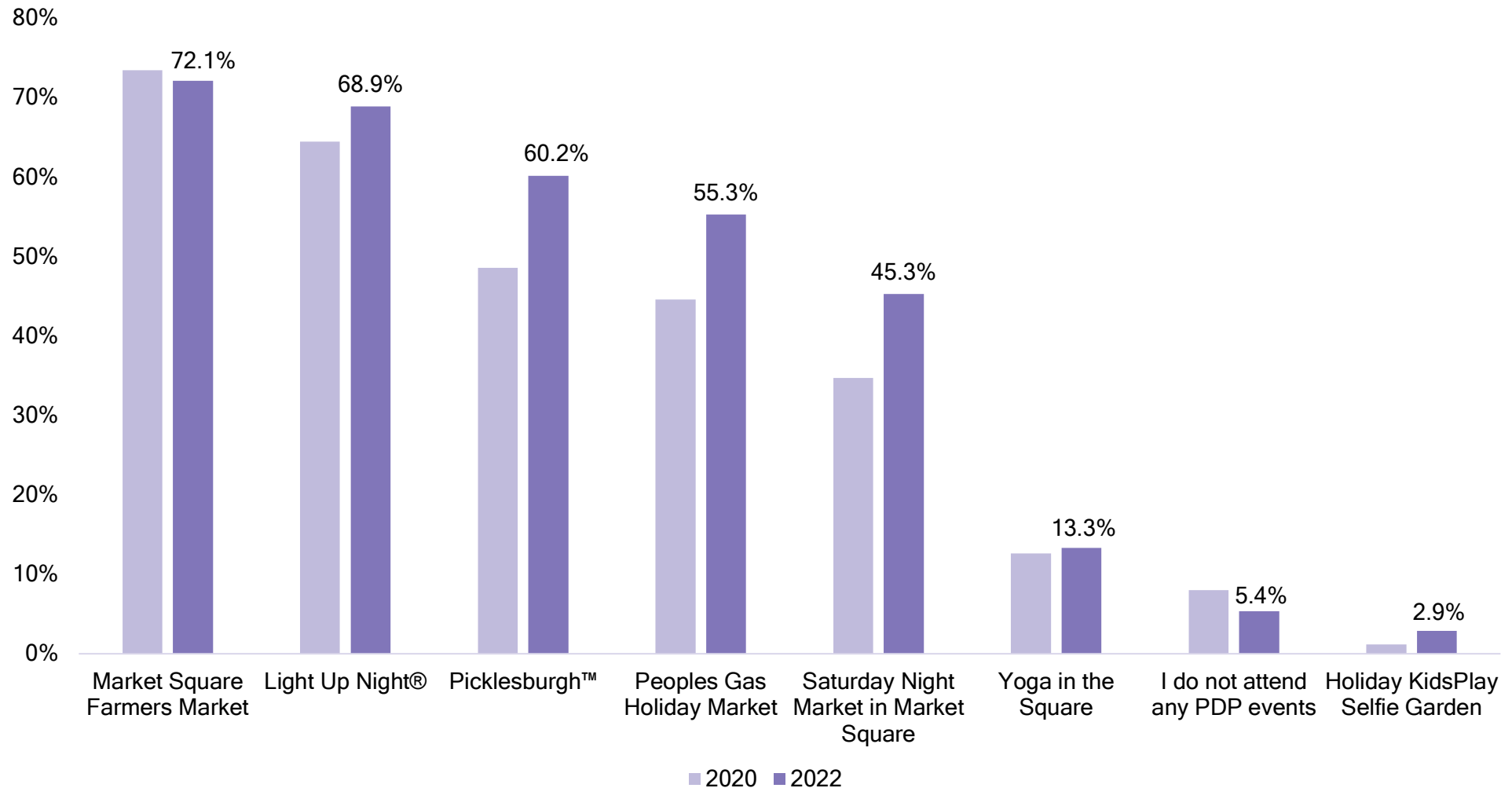
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# PUBLIC SPACES: VISIT FREQUENCY





## PUBLIC SPACES: ATTENDANCE AT PDP PROGRAMS AND EVENTS



Q35: Which of the following Pittsburgh Downtown Partnership events do you attend? Please select all that apply.  
*Note 2020 responses likely reflect attendance during the 2019 events season and the 2022 responses likely reflect the 2021 events season as both surveys closed before the start of the events season for the current year in which the survey was taken.*

n= 653



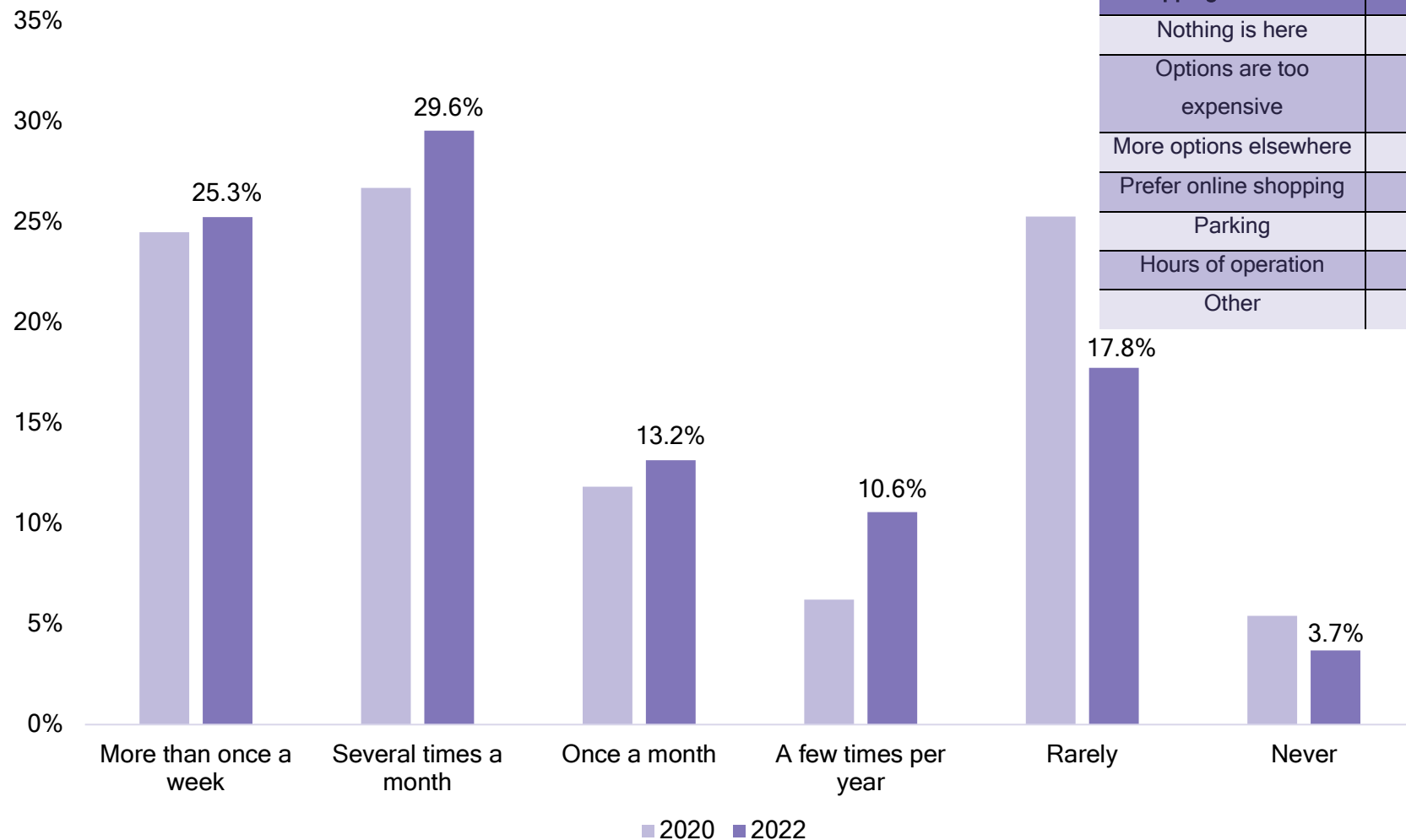
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# RETAIL + SPENDING

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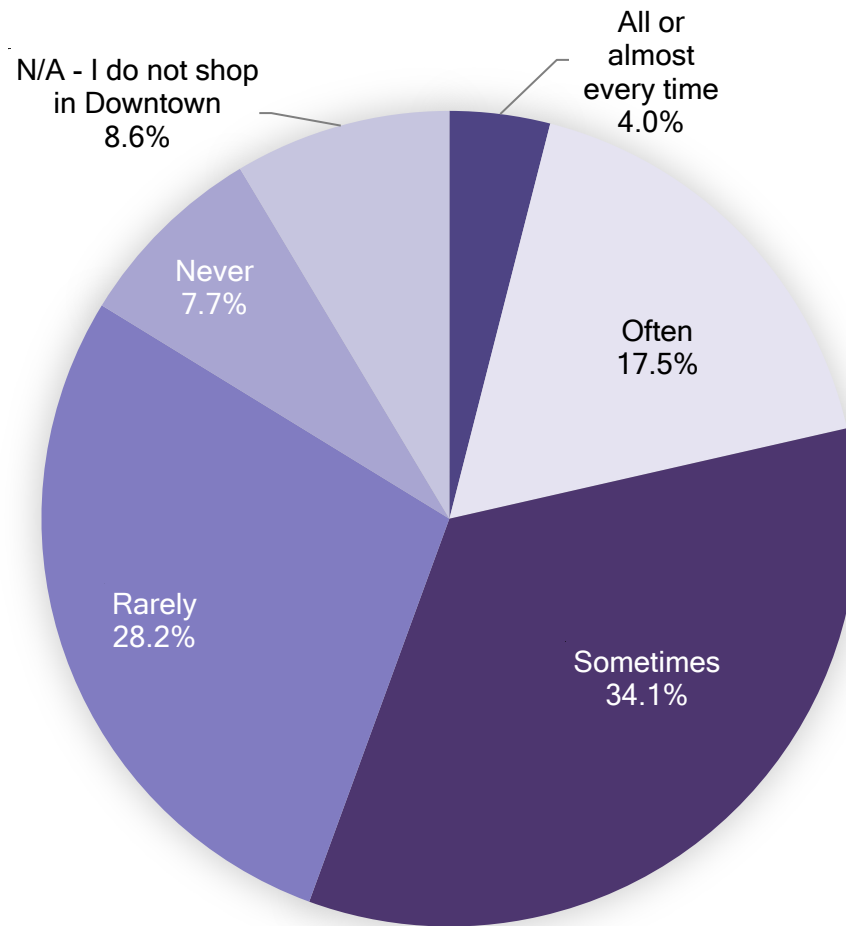
# RETAIL AND SPENDING: FREQUENCY RESIDENTS SHOP DOWNTOWN



Reasons For Not Shopping Downtown	2022	2020
Nothing is here	80%	76%
Options are too expensive	7%	2%
More options elsewhere	7%	8%
Prefer online shopping	6%	6%
Parking	6%	2%
Hours of operation	2%	N/A
Other	3%	5%

Q23: How often do you shop in Downtown? If you do not regularly shop in Downtown, please indicate the reason why.  
n= 653

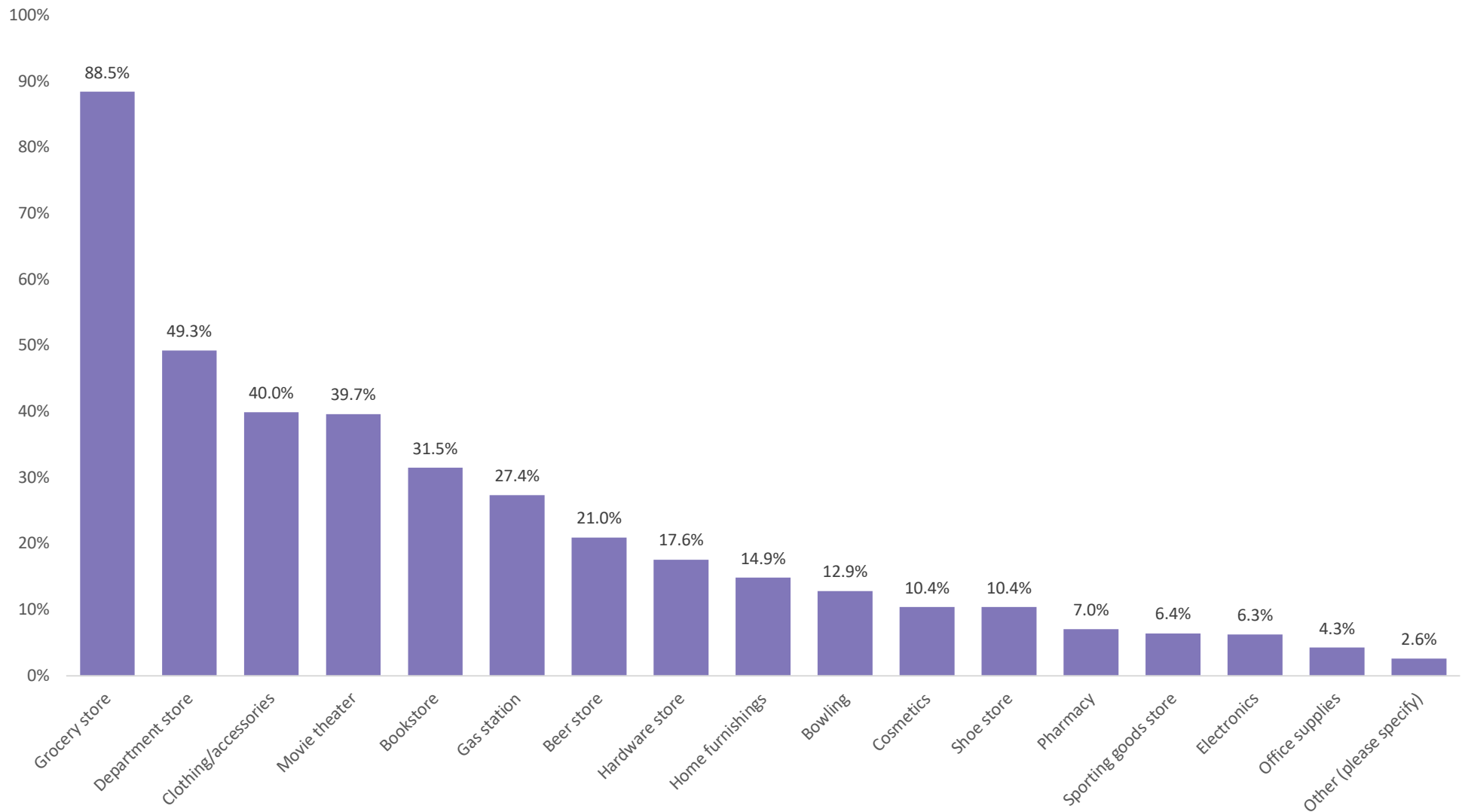
## RETAIL AND SPENDING: ABILITY TO FIND WHAT RESIDENTS WANT TO PURCHASE DOWNTOWN



Type of Item	2022	2020
Grocery/ Item	67%	76%
Clothing/ Shoes	15%	11%
Household Items	9%	6%
Hardware Items	5%	N/A
Other	4%	7%

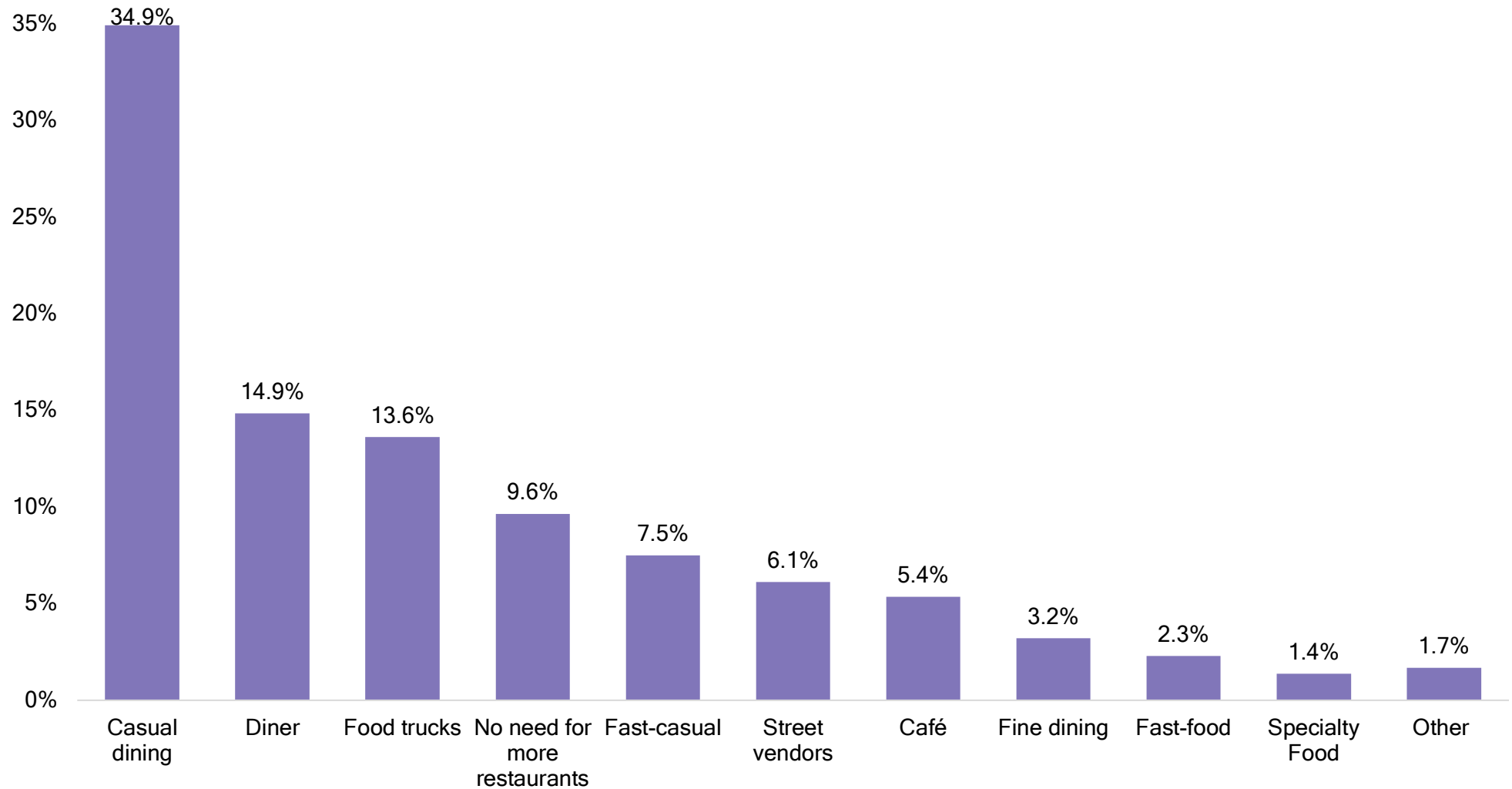
Q24: How often do you find everything that you are looking to purchase when you shop in Downtown? If there are items that you have difficulty finding to purchase in Downtown, please list them. n= 653

# RETAIL AND SPENDING: DESIRED DOWNTOWN RETAILERS



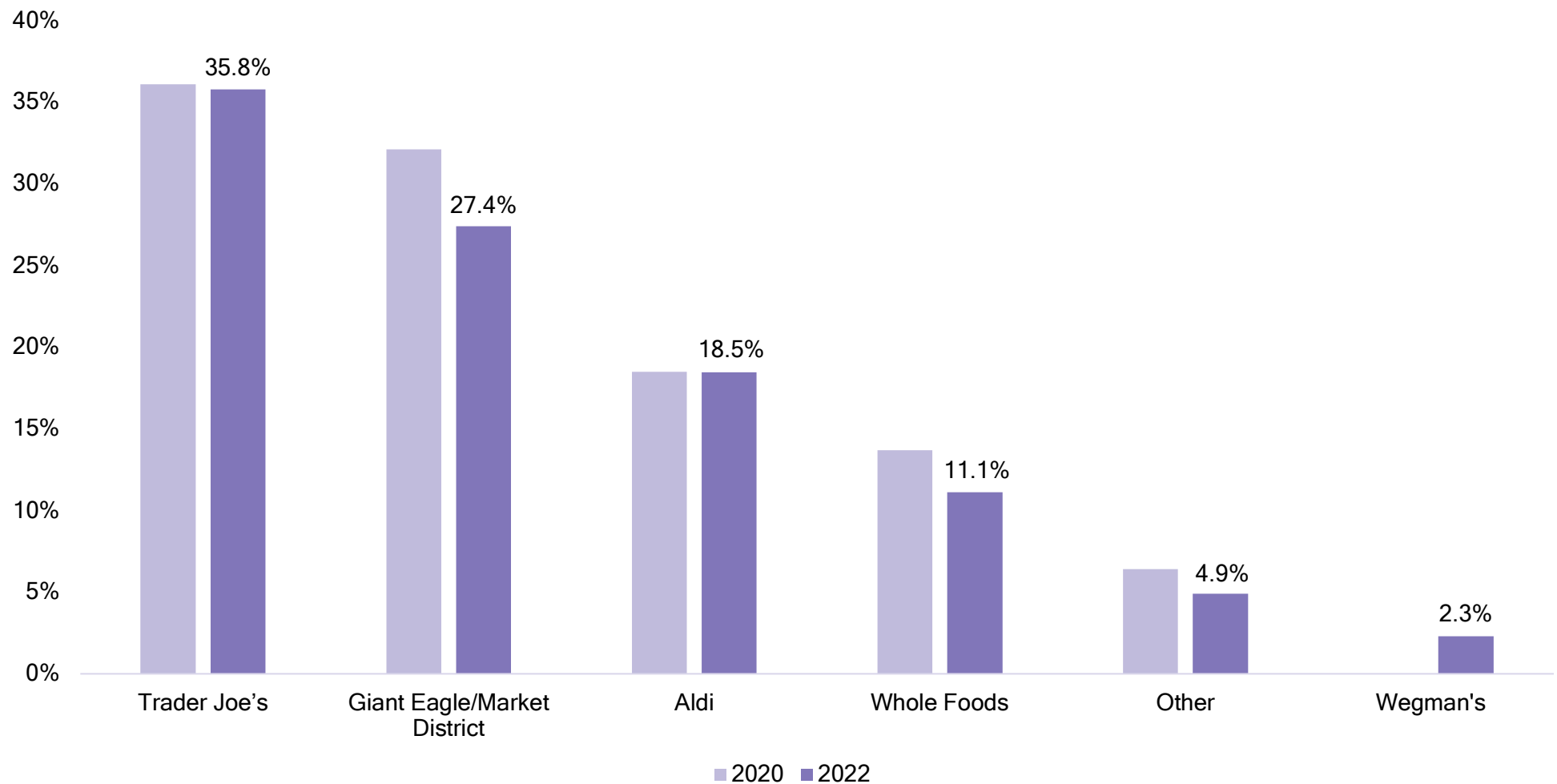
Q25: What retail categories would you like to see more of in Downtown? (Choose up to five)  
 Respondents could only choose up to three items in 2020  
 n= 563

## RETAIL AND SPENDING: DESIRED DOWNTOWN DINING TYPES



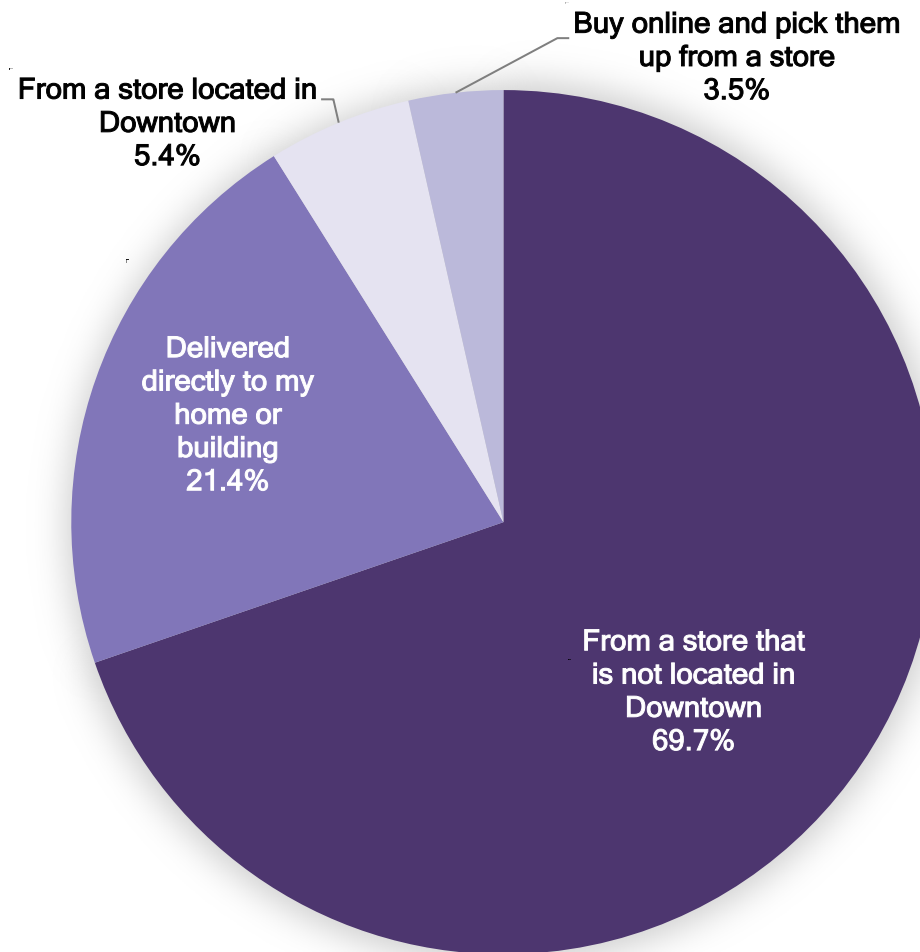
Q26: What type of restaurant would you like to see more of in Downtown? (Choose one)  
n= 653

## RETAIL AND SPENDING: DESIRED BRAND OF DOWNTOWN GROCERY STORE



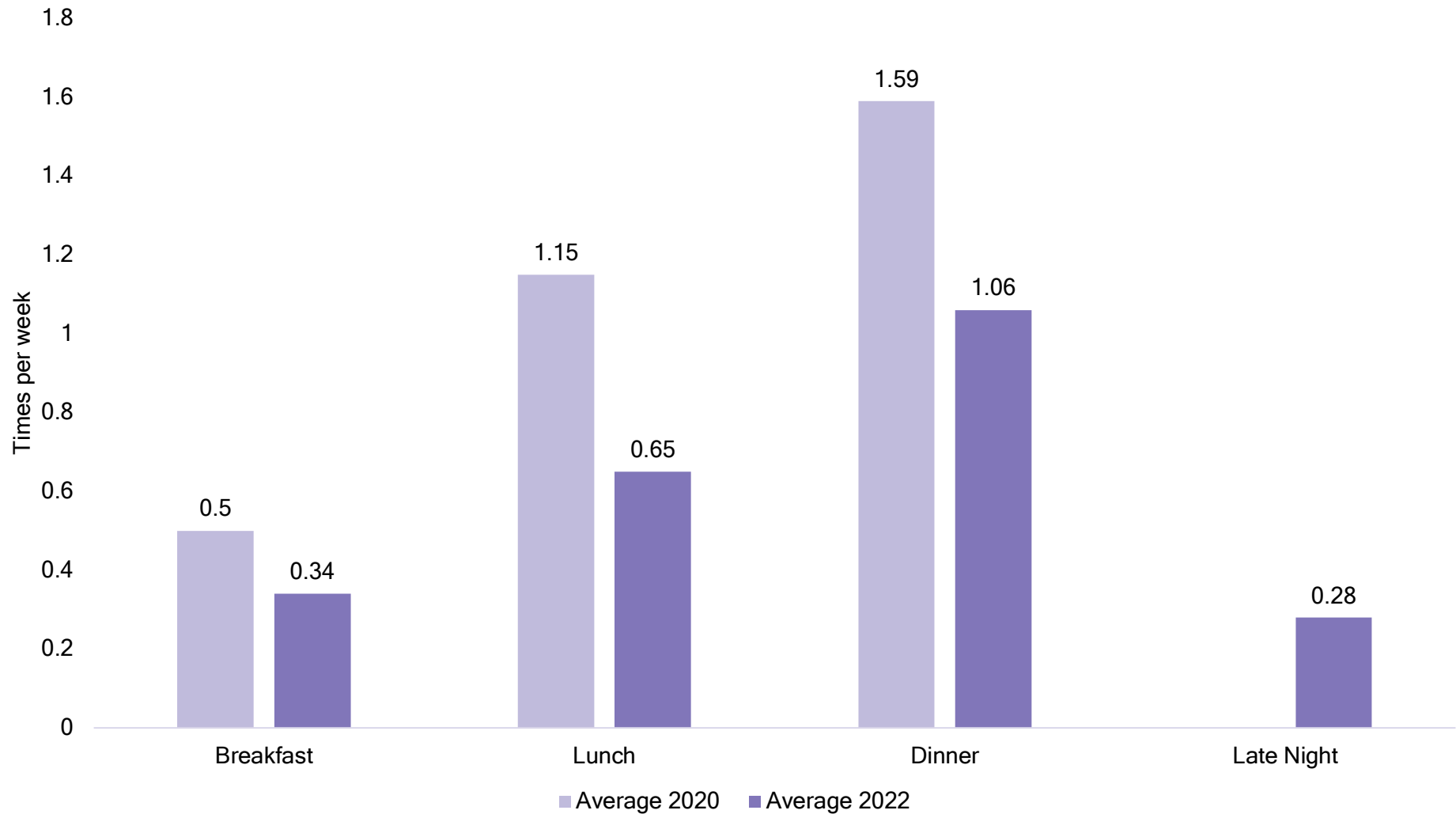
Q27: Indicate which brand of grocery store you would be the most interested to have in Downtown.  
*The dropdown menu was removed in 2022*  
n= 693

## RETAIL AND SPENDING: PRIMARY WAY DOWNTOWN RESIDENTS BUY GROCERIES



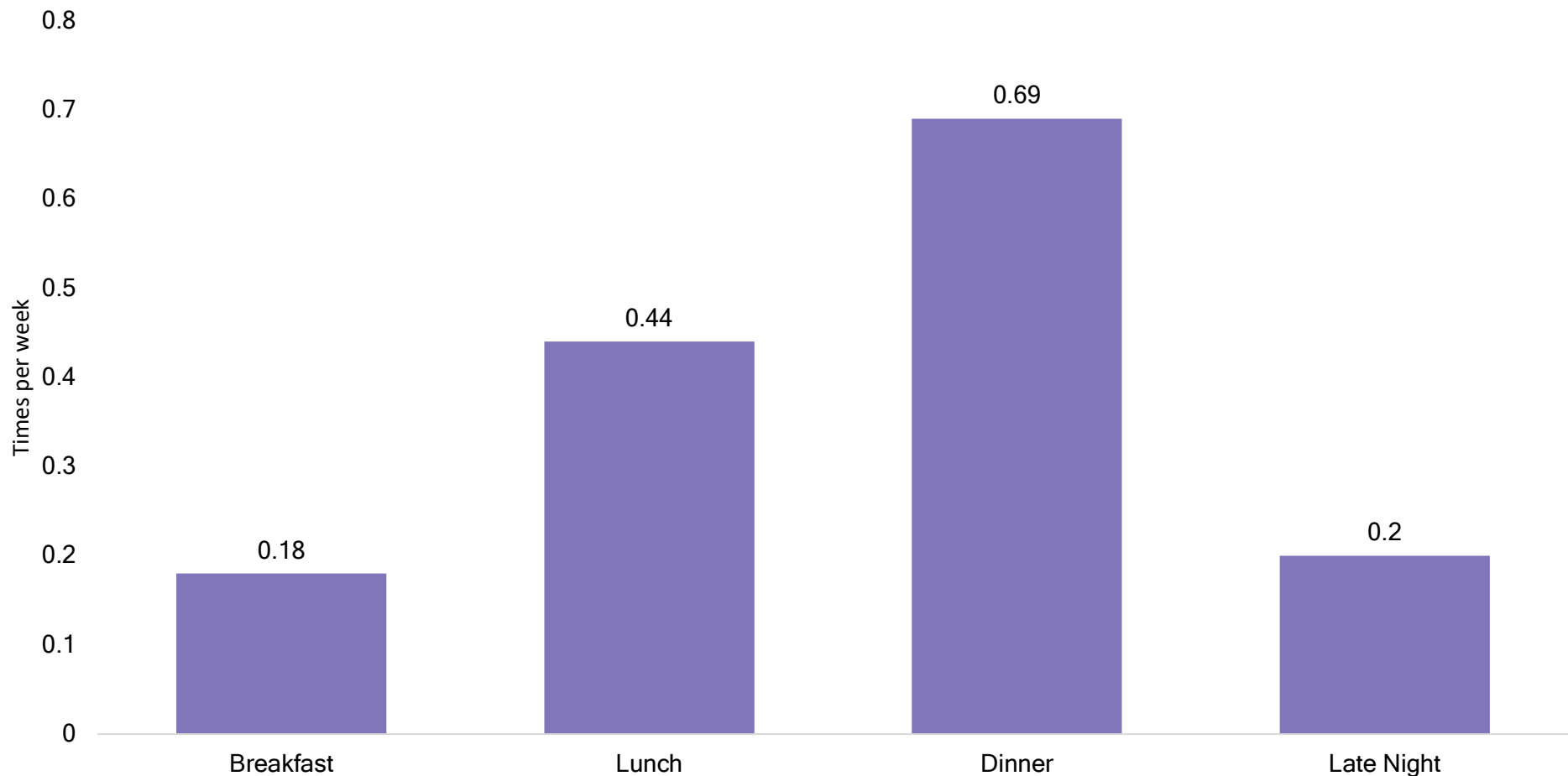


## RETAIL AND SPENDING: FREQUENCY OF DINING OUT PER WEEK



Q31: How often do you order food or dine out in Downtown restaurants? (Both formal and casual dining)  
*Late night was added as a new category in 2022*  
n= 653

## RETAIL AND SPENDING: FREQUENCY OF ORDERING TAKEOUT PER WEEK



Q32: How often do you order takeout or delivery food from Downtown restaurants?  
*Late night was added as a new category in 2022*  
n= 653

## RETAIL AND SPENDING: AVERAGE MONTHLY SPENDING

Average Monthly Spending			
	2018	2020	2022
Food & Beverage (coffee, bakery, restaurants, bars, etc.)	\$301	\$301	\$258
Services (dry cleaner/laundromat, hair salons, health club/spa, etc.)	\$181	\$56	\$56
Entertainment (theater, plays, live music, etc.)	\$90	\$73	\$67
Sporting Events (baseball, hockey, football, soccer, etc.)	\$81	\$65	\$62
Retailers (department stores, shoes/clothing/accessories, etc.)	\$43	\$49	\$43
<b>Total</b>	<b>\$696</b>	<b>\$544</b>	<b>\$486</b>

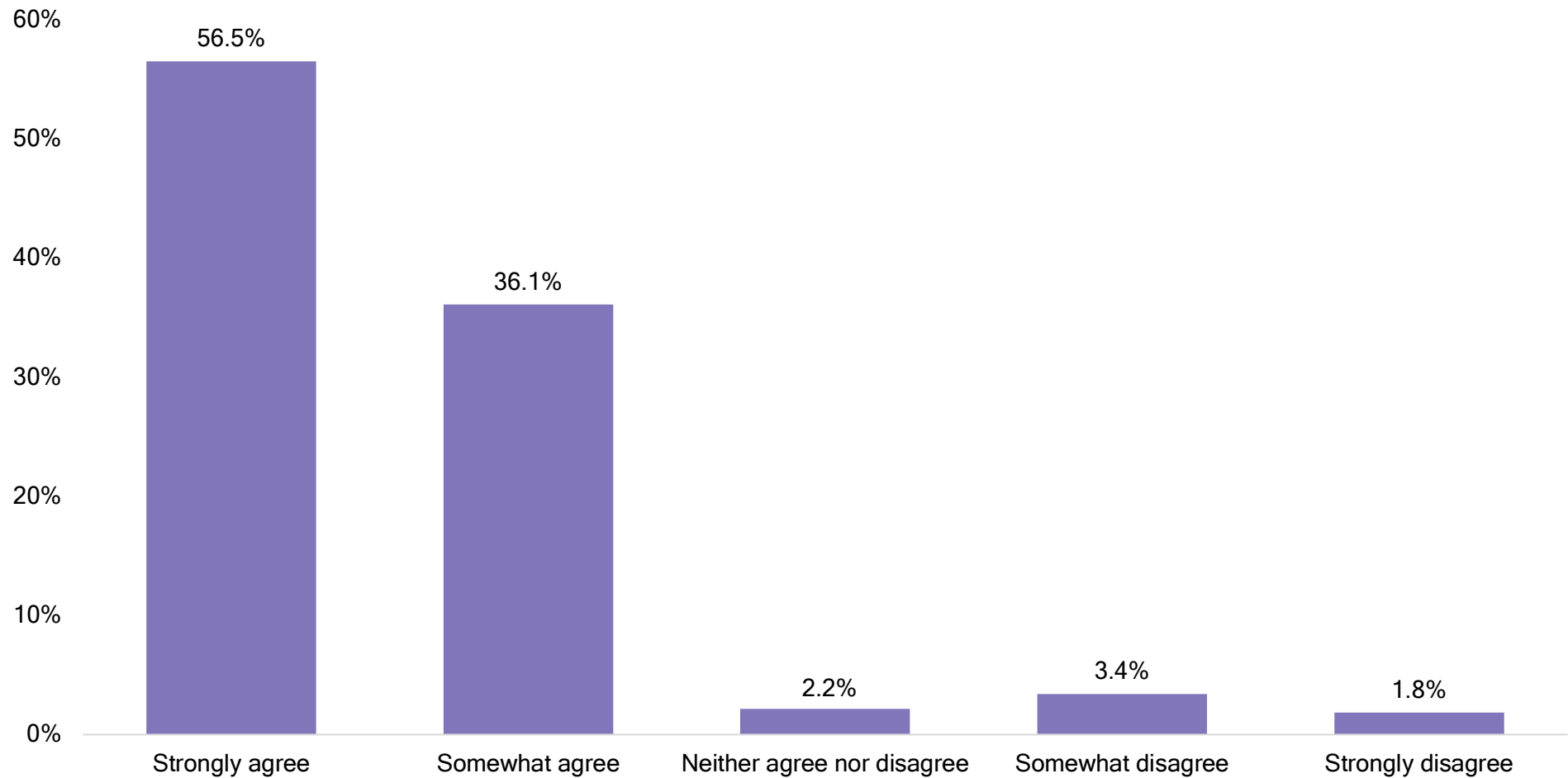
Q33: In a typical month, how much money do you spend at the following Downtown establishments and events? (Enter whole numbers only)  
n= 653

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# TRANSPORTATION

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## TRANSPORTATION: EASE OF TRAVEL



Q40: What is your level of agreement with the following statement: "When I am downtown, it is easy to get around by foot and navigate to my destination."

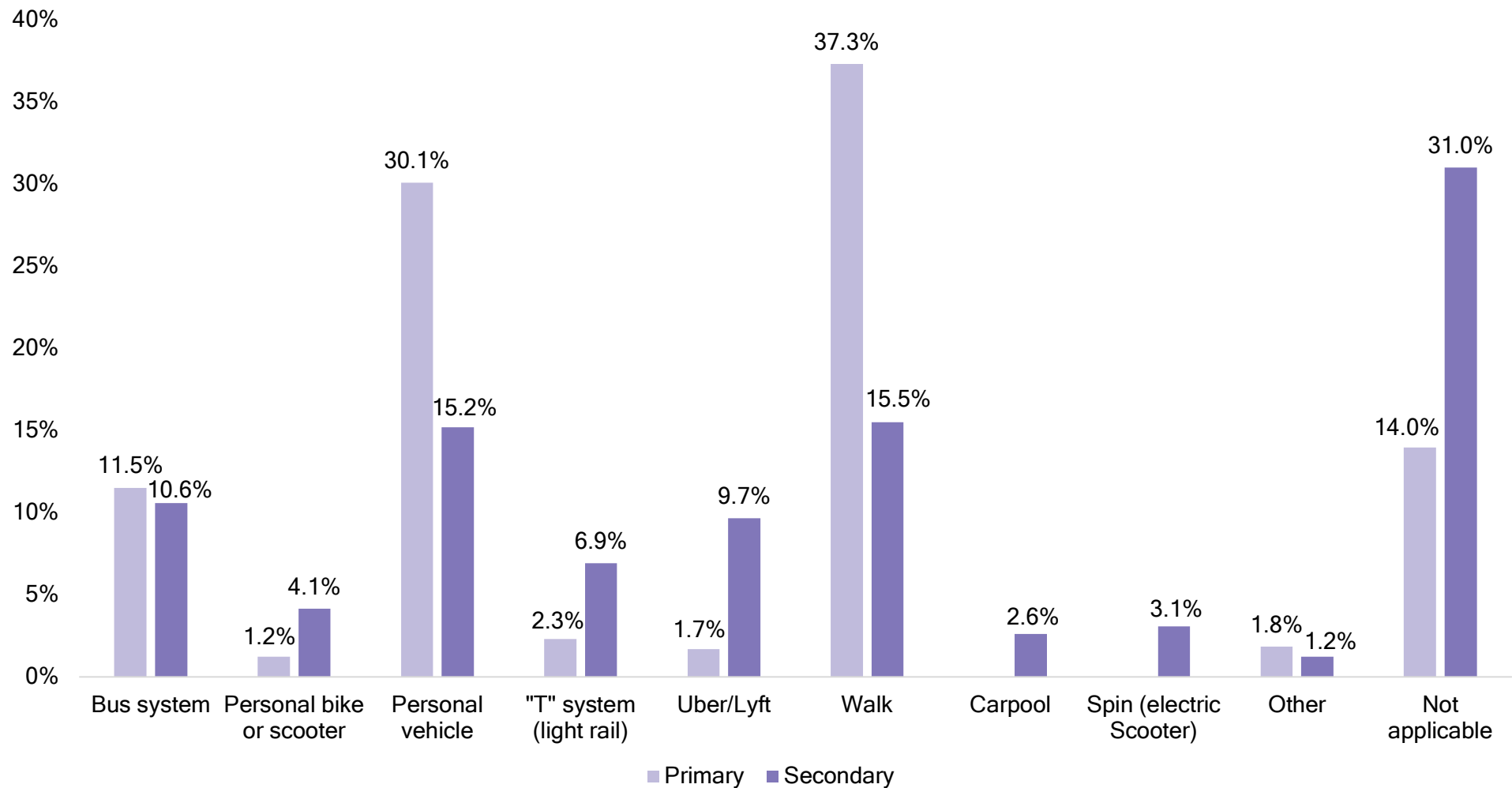
*This question was added in 2022*

n= 651



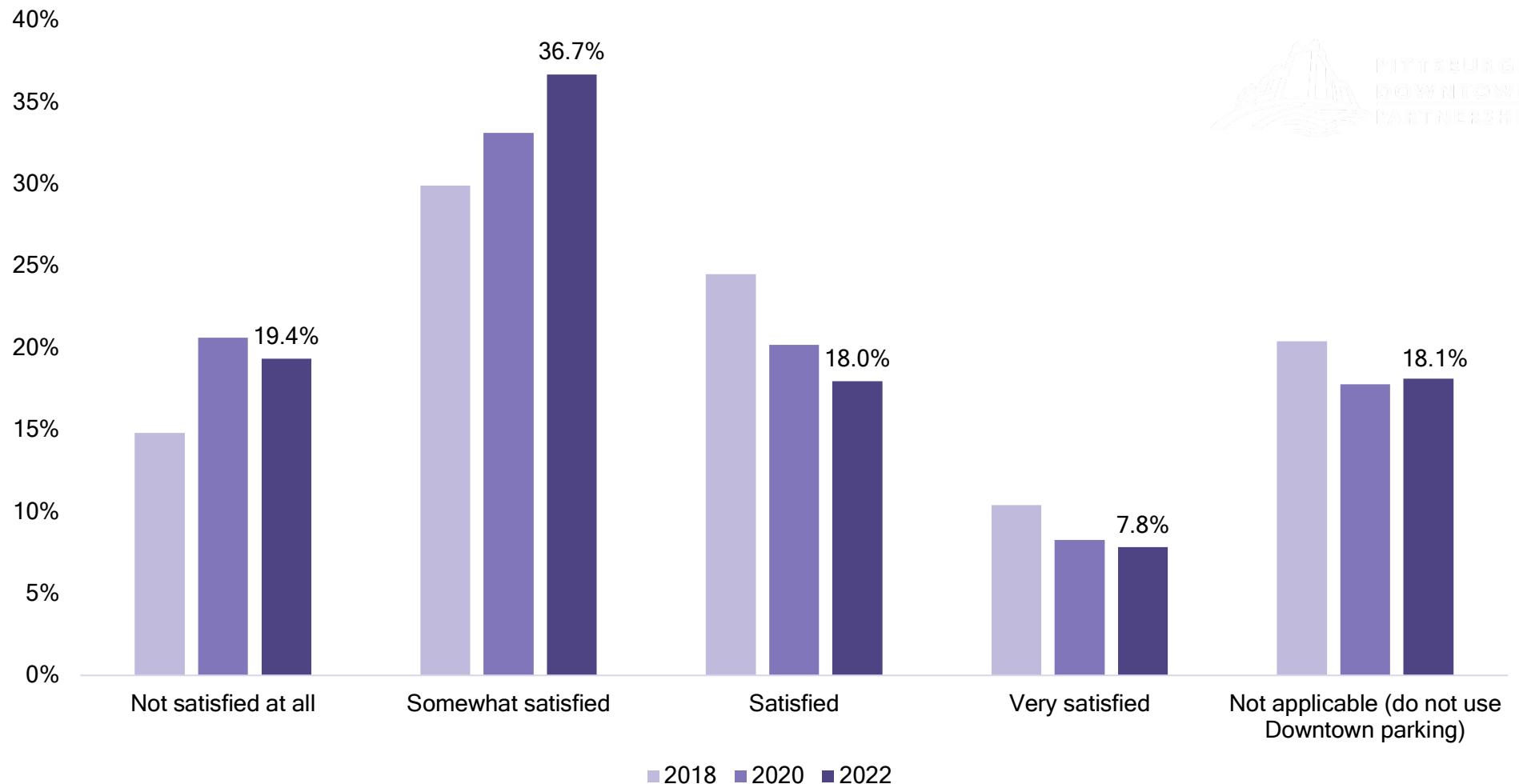
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# TRANSPORTATION: MODES OF TRANSPORTATION TO WORK



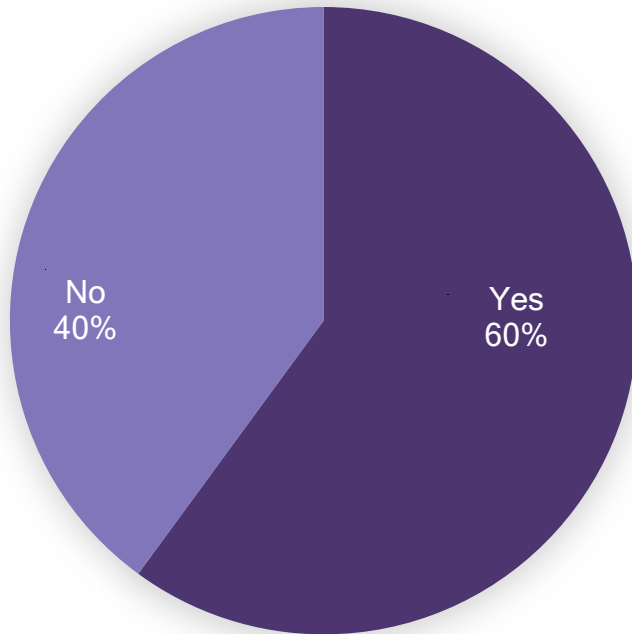
Q41: What is your PRIMARY mode of transportation that you use to commute to work/school?  
 Q42: What is your SECONDARY mode of transportation that you use to commute to work/school?  
 n= 651

## TRANSPORTATION: SATISFACTION OF PARKING DOWNTOWN

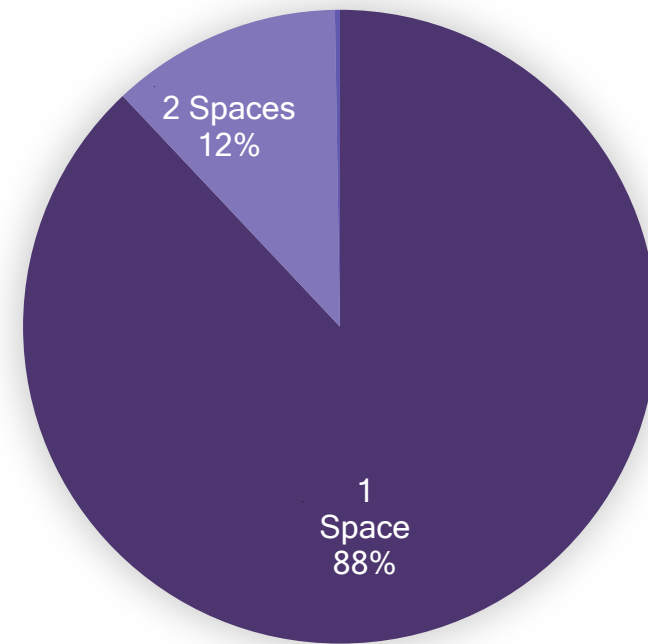


## TRANSPORTATION: PARKING SPACES

Do you currently lease one or more parking spaces?

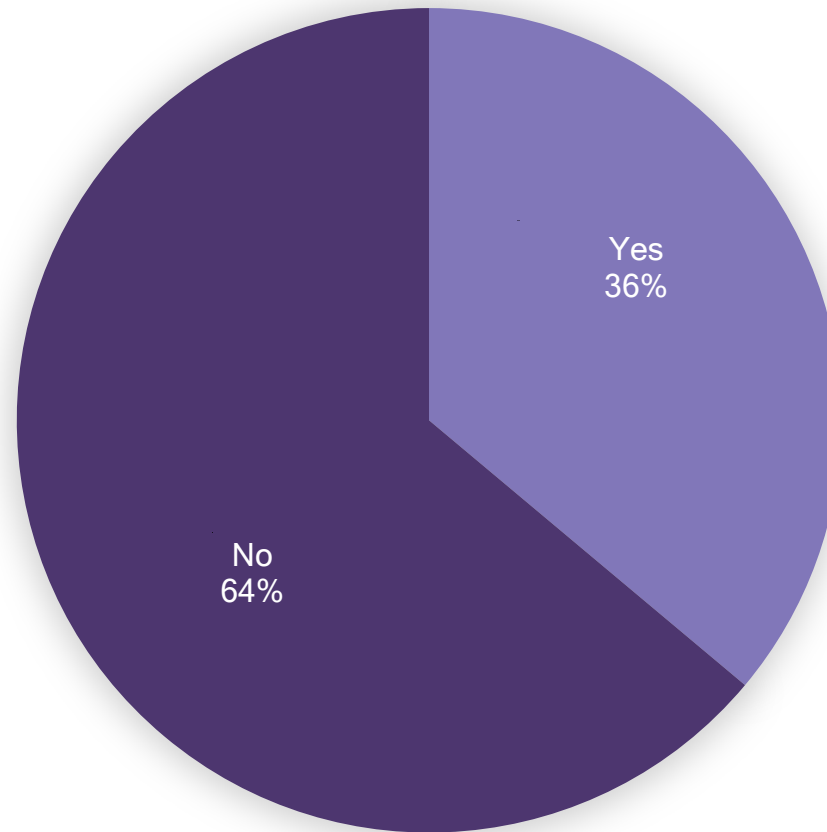


If yes, how many spaces?





## TRANSPORTATION: BIKE LANE USAGE



Q46: do you use the protected bike lanes Downtown?  
n= 651