

## HOW THE RASS SURVEY MEASURES UP

Utilizing data from the Policy Research & Development (PD&R) Study, “A Picture of Subsidized Households,” HUD regularly compares the demographic data provided by residents on the resident survey with the overall nationwide demographics of public housing residents. The RASS analyses are conducted after each release of the PD&R study. HUD compares the gender, age, race, rent payment, housing tenure, and amount of rent paid with that of survey respondents. The results of this analysis are as follows:

**Gender:** HUD compares the gender of survey respondents with that of the overall public housing population and assesses the overall satisfaction of both categories. The results of this analysis indicated that survey respondents parallel that of the overall public housing resident population. The response variance between the two cohorts was a minimal .0004.

Gender			
Response Category	Percent of Total Survey Respondents	Benchmark – 1998 PD&R Data	Percent Satisfied
Female	21%	25%	88%
Male	79%	75%	84%
Total	100%	100%	

**Age:** HUD compares the age of survey respondents with that of the overall public housing population and assesses the variation in overall satisfaction of all categories. The results of this analysis indicated that survey respondents parallel that of the overall public housing resident population. The response variance between the cohorts was a minimal .003289.

Age			
Response Category	Percent of Total Survey Respondents	Benchmark – 1998 PD&R Data	Percent Satisfied
18 – 24	5%	12%	73%
25 – 34	14%	Mid-Categories  57%	68%
35 – 44	17%		71%
45 – 54	17%		73%
55 – 61	11%		77%
62+	35%	31%	86%
Total	100%		

**Race:** HUD compares the race of survey respondents with that of the overall public housing population and assesses the variation in overall satisfaction of all categories. The results of this analysis indicated that survey respondents parallel that of the overall public housing resident population. The response variance between the cohorts was a minimal .004725.

Race			
Response Category	Percent of Total Survey Respondents	Benchmark – 1998 PD&R Data	Percent Satisfied
Caucasian/White	34%	30%	87%
African American/Black	43%	45%	72%
Asian/Pacific Islander	2%	2%	83%
Native American/Indian	2%	5%	71%

Hispanic	16%	18%	71%
Other	2%	0%	69%
Total	100%	100%	

**Rent Payment:** HUD compares the amount of rent paid by survey respondents with that of the overall public housing population and assesses the variation in overall satisfaction of all categories. The results of this analysis indicated that survey respondents parallel that of the overall public housing resident population. The response variance between the cohorts was a minimal .002656.

<b>Rent Payment</b>			
<b>Response Category</b>	<b>Percent of Total Survey Respondents</b>	<b>Benchmark – 1998 PD&amp;R Data</b>	<b>Percent Satisfied</b>
Less than \$100 per month	14%	Average Rent \$196.25	75%
\$100-\$199 per month	36%		80%
\$200-\$299 per month	23%		80%
\$300-\$399 per month	13%		77%
\$400-\$499 per month	8%		70%
\$500 or more per month	7%		66%
Total	100%		

PD&R average (inflation adjusted) rent:	\$220
RASS weighted average rent:	\$227

**Housing Tenure:** HUD compares the housing tenure of survey respondents with that of the overall public housing population and assesses the variation in overall satisfaction of all categories. The results of this analysis indicated that survey respondents parallel that of the overall public housing resident population. The response variance between the cohorts was very minimal at .00306875.

<b>Housing Tenure</b>			
<b>Response Category</b>	<b>Percent of Total Survey Respondents</b>	<b>Benchmark – 1998 PD&amp;R Data</b>	<b>Percent Satisfied</b>
Less than 6 months	6%	Less Than 1 Year 11%	89%
6 months to 1 year	16%		82%
2 to 5 years	28%		78%
Over 5 years	50%		74%
Total	100%		

In summary, non-response bias analysis results indicate that survey respondent demographics parallel that of the overall public housing population as a whole as provided by the PD&R study. Analysis results further indicate only small variation in satisfaction amongst the demographic groups assessed.

In addition to the comparative analyses with the PD&R study, an overview of the RASS Survey Score results for Fiscal Year 2004 is also available. Please see below:

### I. Overview of Survey Score Results

Figure 1 provides a summary of average survey section results for the 2004 assessment year.

**Figure 1, 2004 Average Survey Section Results**

**Average Survey Satisfaction Rate: 81.2%**

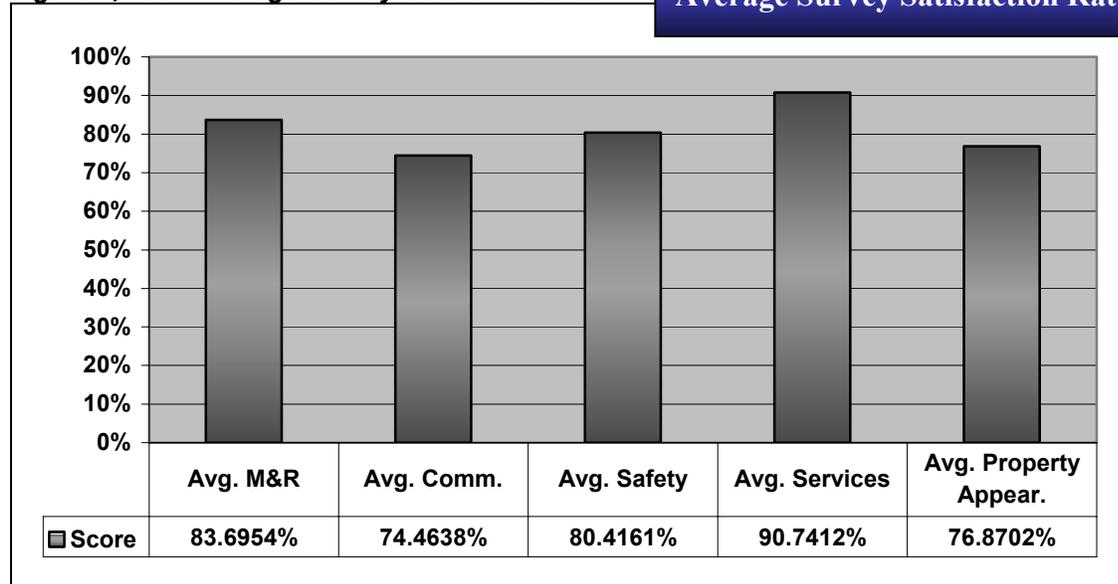
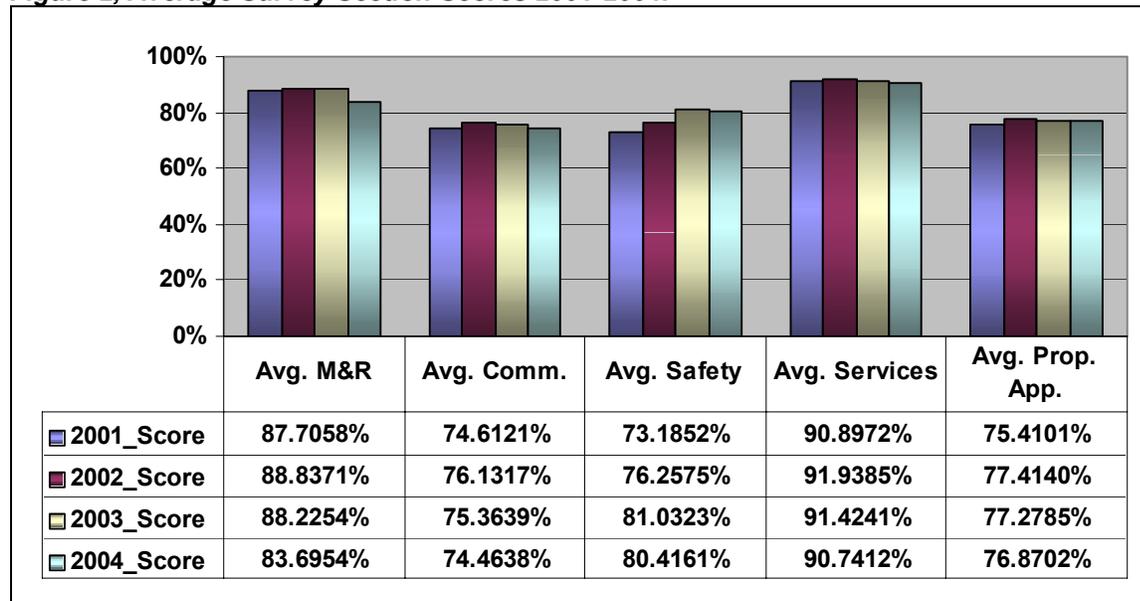


Figure 2 provides a comparison of PHA section scores from assessment year 2001-2004 and Table 1 provides average survey scores from 2001-2004.

**Figure 2, Average Survey Section Scores 2001-2004.**



**Table 1, Average Survey Scores 2001-2004 ( 5 point basis )**

2001 Survey Score	2002 Survey Score	2003 Survey Score	2004 Survey Score
4.018103637	4.105787791	4.133242028	4.061823053

The following facts\* are highlighted:

- Maintenance and Repair (M&R) average score is lower in 2004 than all prior assessment years. From 2003 to 2004, the section score declines by 4.5 percent.
- Average Communication section scores decline from 2002-2004 by approximately 1 percent each year. From 2002-2004, Communications is the lowest scoring survey section.
- The average Safety section score increases by 7.8 percent from 2001-2003, but declines slightly 0.62 percent in 2004.
- Consistent with previous years, Services is the highest scoring survey section in 2004. The average Services section score declines slightly by 0.68 percent from 2003-2004.
- Average Property Appearance remains approximately 77 percent in 2002 and 2003, but declines slightly by 0.41 percent from 2003-2004.
- Average survey scores increase slightly by 0.12 percent from 2001-2003 but decrease by 0.07 percent from 2003-2004. This is reflective of the fact that the average survey section score decreases in all areas from 2003-2004.

\*The SMALL PHA Deregulation began with PHAs with fiscal year end (FYE) 9/30/03. Therefore the above figures do not include many small PHAs with FYE 12/31/03, 3/31/04 and 6/30/04. All eligible PHAs with FYE 9/30/04, however, are included.

Average question level score results by section are provided in sections IA-IE.

**IA. Survey Maintenance and Repair Section**

Question	Response	Count	Percent of Question	Percent of Total
Based on your experience, how satisfied are you with: how easy it was to request repairs?	Satisfied	74806	44.75%	6.42%
	Very Satisfied	70042	41.90%	6.01%
	Dissatisfied	9830	5.88%	0.84%
	Does Not Apply	8295	4.96%	0.71%
	Very Dissatisfied	4194	2.51%	0.36%
	<b>Total</b>		<b>167167</b>	<b>100.00%</b>
Based on your experience, how satisfied are you with: how well the repairs were done?	Satisfied	74314	45.39%	6.38%
	Very Satisfied	59188	36.15%	5.08%
	Dissatisfied	14882	9.09%	1.28%
	Does Not Apply	8994	5.49%	0.77%
	Very Dissatisfied	6335	3.87%	0.54%
	<b>Total</b>		<b>163713</b>	<b>100.00%</b>
Based on your experience, how satisfied are you with: how well you were treated by the person doing the repairs?	Very Satisfied	81128	49.20%	6.96%
	Satisfied	65710	39.85%	5.64%
	Does Not Apply	10634	6.45%	0.91%
	Dissatisfied	4690	2.84%	0.40%
	Very Dissatisfied	2717	1.65%	0.23%
	<b>Total</b>		<b>164879</b>	<b>100.00%</b>
Based on your experience, how satisfied are you with: how well you were treated by the person you contacted for repairs?	Very Satisfied	77999	47.28%	6.69%
	Satisfied	67694	41.03%	5.81%
	Does Not Apply	9188	5.57%	0.79%
	Dissatisfied	6667	4.04%	0.57%
	Very Dissatisfied	3439	2.08%	0.30%
	<b>Total</b>		<b>164987</b>	<b>100.00%</b>
If you called for EMERGENCY maintenance or repairs (for example, toilet plugged up, gas leak, etc.), the work was usually completed in:	Have Never Called	71821	42.93%	6.16%
	Less Than 6 Hours	60379	36.09%	5.18%
	6 to 24 Hours	21613	12.92%	1.85%
	More than 24 Hours	9302	5.56%	0.80%
	Problem Never Corrected	4182	2.50%	0.36%
	<b>Total</b>		<b>167297</b>	<b>100.00%</b>
If you called NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in:	Less Than 1 Week	101837	60.76%	8.74%
	Have Never Called	34114	20.35%	2.93%
	1 to 4 Weeks	18227	10.87%	1.56%
	Problem Never Corrected	8138	4.86%	0.70%
	More than 4 Weeks	5299	3.16%	0.45%
	<b>Total</b>		<b>167615</b>	<b>100.00%</b>
Over the last year, how many times have you called for maintenance or repairs?	1 to 2 Times	85883	50.58%	7.37%
	3 to 4 Times	40953	24.12%	3.51%
	More Than 4 Times	22655	13.34%	1.94%
	Have Never Called	20316	11.96%	1.74%
	<b>Total</b>		<b>169807</b>	<b>100.00%</b>

## IB. Survey Communication Section

Question	Response	Count	Percent of Question	Percent of Total
Are you involved in a resident/tenant organization in your housing property?	No	117440	78.57%	10.52%
	Yes	32041	21.43%	2.87%
	<b>Total</b>	<b>149481</b>	<b>100.00%</b>	<b>13.40%</b>
Do you think management is: courteous and professional with you?	Agree	81592	50.20%	7.31%
	Strongly Agree	58348	35.90%	5.23%
	Disagree	13126	8.08%	1.18%
	Strongly Disagree	7108	4.37%	0.64%
	Does Not Apply	2363	1.45%	0.21%
	<b>Total</b>	<b>162537</b>	<b>100.00%</b>	<b>14.57%</b>
Do you think management is: responsive to your questions and concerns?	Agree	80766	48.96%	7.24%
	Strongly Agree	51952	31.49%	4.66%
	Disagree	19315	11.71%	1.73%
	Strongly Disagree	9244	5.60%	0.83%
	Does Not Apply	3692	2.24%	0.33%
	<b>Total</b>	<b>164969</b>	<b>100.00%</b>	<b>14.78%</b>
Do you think management is: supportive of your resident/tenant organization?	Agree	72686	45.96%	6.51%
	Strongly Agree	45832	28.98%	4.11%
	Does Not Apply	19899	12.58%	1.78%
	Disagree	13051	8.25%	1.17%
	Strongly Disagree	6685	4.23%	0.60%
	<b>Total</b>	<b>158153</b>	<b>100.00%</b>	<b>14.17%</b>
Do you think management provides you information about: maintenance and repair (for example, water shut-off, boiler shut-down, modernization activities)?	Agree	79268	48.48%	7.10%
	Strongly Agree	49172	30.08%	4.41%
	Disagree	17099	10.46%	1.53%
	Does Not Apply	10596	6.48%	0.95%
	Strongly Disagree	7362	4.50%	0.66%
	<b>Total</b>	<b>163497</b>	<b>100.00%</b>	<b>14.65%</b>
Do you think management provides you information about: meetings and events?	Agree	83178	52.77%	7.45%
	Strongly Agree	49617	31.48%	4.45%
	Disagree	11447	7.26%	1.03%
	Does Not Apply	8371	5.31%	0.75%
	Strongly Disagree	5011	3.18%	0.45%
	<b>Total</b>	<b>157624</b>	<b>100.00%</b>	<b>14.13%</b>
Do you think management provides you information about: the rules of your lease?	Agree	87142	54.59%	7.81%
	Strongly Agree	56097	35.14%	5.03%
	Disagree	9619	6.03%	0.86%
	Strongly Disagree	4359	2.73%	0.39%
	Does Not Apply	2416	1.51%	0.22%
	<b>Total</b>	<b>159633</b>	<b>100.00%</b>	<b>14.31%</b>

### IC. Survey Safety Section

Question	Response	Count	Percent of Question	Percent of Total
Do you think any of the following contribute to crime in your property? (mark all that apply) - Bad lighting	Not Marked	130625	75.62%	6.53%
	Marked	42110	24.38%	2.11%
	<b>Total</b>	<b>172735</b>	<b>100.00%</b>	<b>8.64%</b>
Do you think any of the following contribute to crime in your property? (mark all that apply) - Broken locks	Not Marked	155875	90.24%	7.80%
	Marked	16860	9.76%	0.84%
	<b>Total</b>	<b>172735</b>	<b>100.00%</b>	<b>8.64%</b>
Do you think any of the following contribute to crime in your property? (mark all that apply) - Location of housing property	Not Marked	149267	86.41%	7.47%
	Marked	23468	13.59%	1.17%
	<b>Total</b>	<b>172735</b>	<b>100.00%</b>	<b>8.64%</b>
Do you think any of the following contribute to crime in your property? (mark all that apply) - Police do not respond	Not Marked	155138	89.81%	7.76%
	Marked	17597	10.19%	0.88%
	<b>Total</b>	<b>172735</b>	<b>100.00%</b>	<b>8.64%</b>
Do you think any of the following contribute to crime in your property? (mark all that apply) - Resident screening	Not Marked	133401	77.23%	6.67%
	Marked	39334	22.77%	1.97%
	<b>Total</b>	<b>172735</b>	<b>100.00%</b>	<b>8.64%</b>
Do you think any of the following contribute to crime in your property? (mark all that apply) - Residents don't care	Not Marked	122217	70.75%	6.11%
	Marked	50518	29.25%	2.53%
	<b>Total</b>	<b>172735</b>	<b>100.00%</b>	<b>8.64%</b>
Do you think any of the following contribute to crime in your property? (mark all that apply) - Vacant units	Not Marked	157084	90.94%	7.86%
	Marked	15651	9.06%	0.78%
	<b>Total</b>	<b>172735</b>	<b>100.00%</b>	<b>8.64%</b>
How safe do you feel from crime: in your building?	Safe	75484	46.45%	3.78%
	Very Safe	52672	32.41%	2.63%
	Unsafe	17049	10.49%	0.85%
	Does Not Apply	9501	5.85%	0.48%
	Very Unsafe	7813	4.81%	0.39%
	<b>Total</b>	<b>162519</b>	<b>100.00%</b>	<b>8.13%</b>

**Survey Safety Section Cont.**

Question	Response	Count	Percent of Question	Percent of Total
How safe do you feel from crime: in your parking area?	Safe	71789	44.45%	3.59%
	Very Safe	39776	24.63%	1.99%
	Unsafe	24742	15.32%	1.24%
	Does Not Apply	13450	8.33%	0.67%
	Very Unsafe	11745	7.27%	0.59%
	<b>Total</b>		<b>161502</b>	<b>100.00%</b>
How safe do you feel from crime: in your unit/home?	Safe	81256	48.16%	4.06%
	Very Safe	63982	37.92%	3.20%
	Unsafe	14811	8.78%	0.74%
	Very Unsafe	7746	4.59%	0.39%
	Does Not Apply	935	0.55%	0.05%
	<b>Total</b>		<b>168730</b>	<b>100.00%</b>
If management takes action, how would you rate its actions?	Effective	64904	49.33%	3.25%
	Very Effective	37527	28.52%	1.88%
	Ineffective	19741	15.01%	0.99%
	Very Ineffective	9389	7.14%	0.47%
	<b>Total</b>		<b>131561</b>	<b>100.00%</b>
If residents in your property break the rules in the lease that pertain to safety, does management take action?	Yes	75571	45.60%	3.78%
	Don't Know	69364	41.86%	3.47%
	No	20778	12.54%	1.04%
	<b>Total</b>		<b>165713</b>	<b>100.00%</b>

## ID. Survey Services Section

Question	Response	Count	Percent of Question	Percent of Total	
If you had a problem with electricity or heat, how long did it take to fix?	Never had a problem	89218	57.80%	6.90%	
	Less Than 6 Hours	32879	21.30%	2.54%	
	6 to 24 Hours	15934	10.32%	1.23%	
	More than 24 Hours	9046	5.86%	0.70%	
	Problem Never Corrected	7277	4.71%	0.56%	
	<b>Total</b>		<b>154354</b>	<b>100.00%</b>	<b>11.93%</b>
If you had a problem with smoke detectors, how long did it take to fix?	Never had a problem	121381	80.25%	9.38%	
	Less Than 6 Hours	17836	11.79%	1.38%	
	6 to 24 Hours	5324	3.52%	0.41%	
	Problem Never Corrected	3642	2.41%	0.28%	
	More than 24 Hours	3070	2.03%	0.24%	
	<b>Total</b>		<b>151253</b>	<b>100.00%</b>	<b>11.69%</b>
If you had any problems with water or plumbing, how long did it take to fix?	Never had a problem	68263	42.75%	5.28%	
	Less Than 6 Hours	49565	31.04%	3.83%	
	6 to 24 Hours	23110	14.47%	1.79%	
	More than 24 Hours	11914	7.46%	0.92%	
	Problem Never Corrected	6833	4.28%	0.53%	
	<b>Total</b>		<b>159685</b>	<b>100.00%</b>	<b>12.34%</b>
If you had problems with kitchen appliances, how long did it take to fix?	Never had a problem	96649	62.29%	7.47%	
	Less Than 6 Hours	27569	17.77%	2.13%	
	6 to 24 Hours	13595	8.76%	1.05%	
	More than 24 Hours	9158	5.90%	0.71%	
	Problem Never Corrected	8179	5.27%	0.63%	
	<b>Total</b>		<b>155150</b>	<b>100.00%</b>	<b>11.99%</b>
Over the last year, how many problems, if any, have you had with electricity or heat?	Never had a problem	106509	63.27%	8.23%	
	1 to 2 Problems	47160	28.01%	3.65%	
	3 to 4 Problems	8212	4.88%	0.63%	
	More Than 4 Problems	6468	3.84%	0.50%	
	<b>Total</b>		<b>168349</b>	<b>100.00%</b>	<b>13.01%</b>
	Over the last year, how many problems, if any, have you had with kitchen appliances (for example, stove, refrigerator, etc)?	Never had a problem	112336	66.92%	8.68%
1 to 2 Problems		46357	27.62%	3.58%	
3 to 4 Problems		5354	3.19%	0.41%	
More Than 4 Problems		3813	2.27%	0.29%	
<b>Total</b>			<b>167860</b>	<b>100.00%</b>	<b>12.98%</b>
Over the last year, how many problems, if any, have you had with smoke detectors?		Never had a problem	140687	83.47%	10.88%
	1 to 2 Problems	22301	13.23%	1.72%	
	More Than 4 Problems	2834	1.68%	0.22%	
	3 to 4 Problems	2725	1.62%	0.21%	
	<b>Total</b>		<b>168547</b>	<b>100.00%</b>	<b>13.03%</b>
	Over the last year, how many problems, if any, have you had with water or plumbing (for example, toilets, hot water, etc.)?	Never had a problem	78356	46.51%	6.06%
1 to 2 Problems		69870	41.47%	5.40%	
3 to 4 Problems		12205	7.24%	0.94%	
More Than 4 Problems		8043	4.77%	0.62%	
<b>Total</b>			<b>168474</b>	<b>100.00%</b>	<b>13.02%</b>

## IE. Survey Property Appearance Section

Question	Response	Count	Percent of Question	Percent of Total
How often, if at all, are any of the following a problem in your property: abandoned cars?	Never	107642	69.69%	6.30%
	Sometimes	37296	24.15%	2.18%
	Always	4838	3.13%	0.28%
	Most of the time	4687	3.03%	0.27%
	<b>Total</b>	<b>154463</b>	<b>100.00%</b>	<b>9.04%</b>
How often, if at all, are any of the following a problem in your property: broken glass?	Never	98973	65.42%	5.79%
	Sometimes	37659	24.89%	2.20%
	Most of the time	7358	4.86%	0.43%
	Always	7304	4.83%	0.43%
	<b>Total</b>	<b>151294</b>	<b>100.00%</b>	<b>8.85%</b>
How often, if at all, are any of the following a problem in your property: graffiti?	Never	113736	77.55%	6.65%
	Sometimes	23700	16.16%	1.39%
	Always	4702	3.21%	0.28%
	Most of the time	4524	3.08%	0.26%
	<b>Total</b>	<b>146662</b>	<b>100.00%</b>	<b>8.58%</b>
How often, if at all, are any of the following a problem in your property: noise?	Never	63786	41.53%	3.73%
	Sometimes	59046	38.45%	3.45%
	Always	15604	10.16%	0.91%
	Most of the time	15136	9.86%	0.89%
	<b>Total</b>	<b>153572</b>	<b>100.00%</b>	<b>8.99%</b>
How often, if at all, are any of the following a problem in your property: rodents and insects (indoors)?	Never	74373	48.16%	4.35%
	Sometimes	54161	35.07%	3.17%
	Always	14546	9.42%	0.85%
	Most of the time	11339	7.34%	0.66%
	<b>Total</b>	<b>154419</b>	<b>100.00%</b>	<b>9.04%</b>
How often, if at all, are any of the following a problem in your property: trash/litter?	Never	78146	50.77%	4.57%
	Sometimes	47938	31.15%	2.80%
	Always	14792	9.61%	0.87%
	Most of the time	13034	8.47%	0.76%
	<b>Total</b>	<b>153910</b>	<b>100.00%</b>	<b>9.01%</b>
How often, if at all, are any of the following a problem in your property: vacant units?	Never	95981	65.01%	5.62%
	Sometimes	41042	27.80%	2.40%
	Always	5401	3.66%	0.32%
	Most of the time	5208	3.53%	0.30%
	<b>Total</b>	<b>147632</b>	<b>100.00%</b>	<b>8.64%</b>
How satisfied are you with the upkeep of the following areas in your property: common areas (for example, stairways, walkways, hallways, etc.)?	Satisfied	73728	44.24%	4.31%
	Very Satisfied	53248	31.95%	3.12%
	Dissatisfied	17611	10.57%	1.03%
	Does Not Apply	12023	7.22%	0.70%
	Very Dissatisfied	10027	6.02%	0.59%
	<b>Total</b>	<b>166637</b>	<b>100.00%</b>	<b>9.75%</b>
How satisfied are you with the upkeep of the following areas in your property: exterior of buildings?	Satisfied	81976	50.72%	4.80%
	Very Satisfied	50178	31.04%	2.94%
	Dissatisfied	16347	10.11%	0.96%
	Very Dissatisfied	8014	4.96%	0.47%
	Does Not Apply	5115	3.16%	0.30%
	<b>Total</b>	<b>161630</b>	<b>100.00%</b>	<b>9.46%</b>

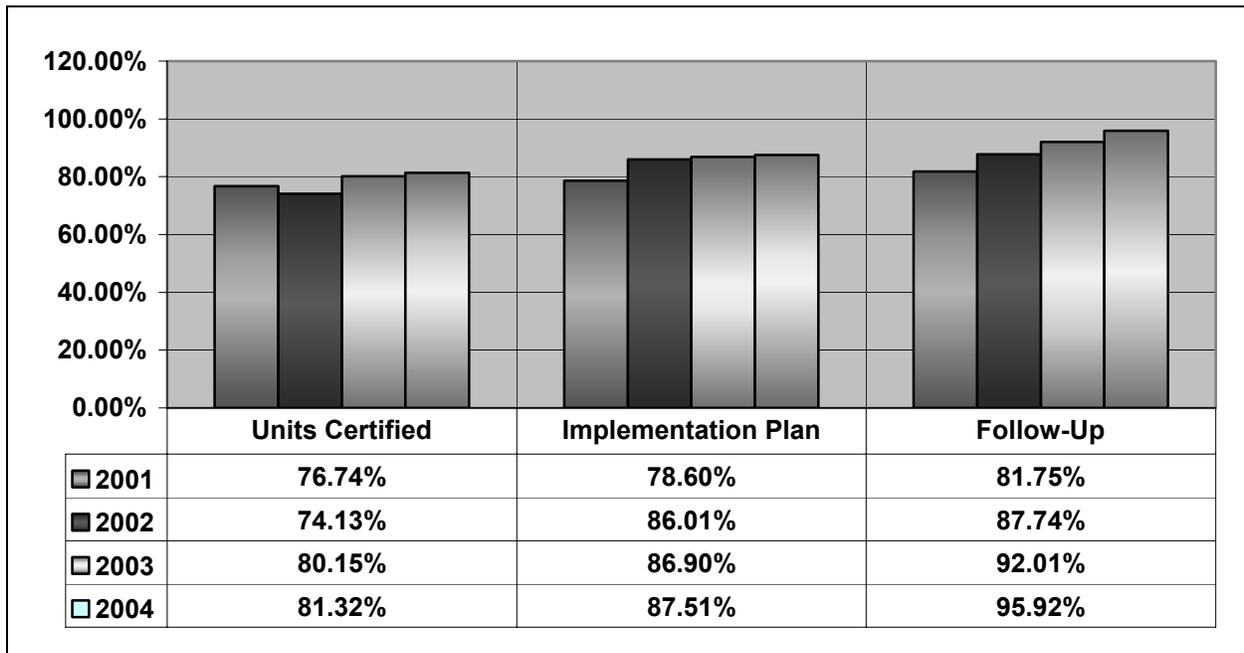
## II. Overview of PHA Certification Results

Table 2 provides PHA certification results for the 2004 assessment year.

**Table 2, 2004 PHA Certification Results**

PHA Certification	Percent Compliant	Non-Compliant
PHA Address Certifications	81.32 %	18.68%
PHA Implementation Plan Certifications	87.51%	12.49%
PHA Follow-Up Plan Certifications <sup>1</sup>	95.92%	4.08%

Figure 3 provides a comparison of 2004 certification results from 2001.



The following facts are highlighted:

- PHA certifications increase steadily across the board since 2001.
- 2004 certifications were the highest across the board since 2001.
- PHA Follow-Up Plans have the highest certification rates. Follow-Up Plan certifications are worth the most points out of all RASS certification requirements (3 points).
- PHA unit address certifications tend to have the lowest certification rates.

<sup>1</sup> Follow-Up Plan compliant numbers include PHAs that were exempted from the Follow-Up Plan due to high survey section scores.

### III. Overview of PHA Response Rate and Undeliverable Rate Results

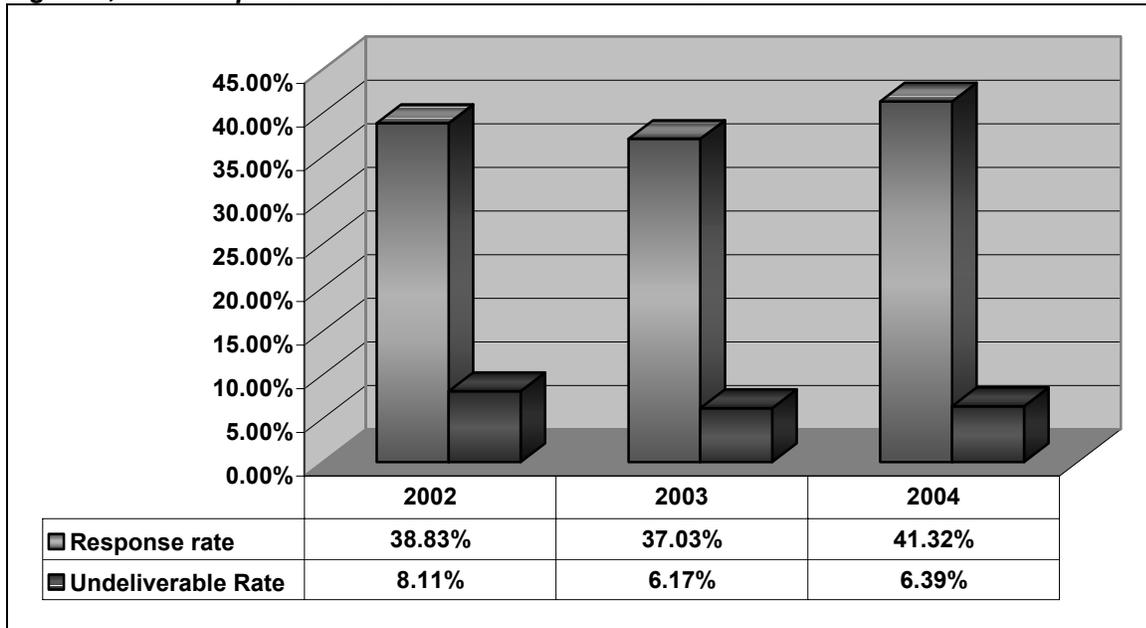
PHA overall response rate for the 2004 assessment year was 41.32 percent with an undeliverable rate of 6.39 percent. Table 3 indicates 2004 PHA response rates and undeliverable rates by FYE and size classification. As shown, very small to high medium PHAs have tended to have higher response rates than large to extra large PHAs for all FYE categories. Very small PHAs in the 12/31 FYE cohort have the highest response rates of all PHAs assessed in 2004.

**Table 3, PHA Response Rates and Undeliverable Rates by FYE and Size Classification**

FYE	Classification	Response Rate	Undeliverable Rate	Surveys Sent	Surveys Scored
3/31/2004	Extra Large (10,000 + Units)	33.60%	10.16%	7,932	2,394
	Large (1,250 – 9,999 Units)	40.29%	8.41%	33,782	12,466
	High Medium (500 – 1,249 units)	47.80%	7.56%	17,337	7,661
	Low Medium (250 – 499 units)	45.29%	8.61%	11,786	4,878
	Small (50- 249 units)	40.82%	5.01%	998	387
	Very Small (1- 49 units)	49.64%	21.71%	175	68
	<b>Total</b>		<b>42.24%</b>	<b>8.42%</b>	<b>72,010</b>
6/30/2004	Extra Large (10,000 + Units)	34.00%	13.76%	39,262	11,513
	Large (1,250 – 9,999 Units)	39.12%	7.56%	55,882	20,207
	High Medium (500 – 1,249 units)	41.68%	7.98%	20,028	7,682
	Low Medium (250 – 499 units)	42.71%	9.99%	11,682	4,491
	Small (50- 249 units)	41.03%	18.55%	1,628	544
	Very Small (1- 49 units)	39.09%	12.27%	277	95
	<b>Total</b>		<b>38.38%</b>	<b>9.89%</b>	<b>128,759</b>
9/30/2004	Extra Large (10,000 + Units)	31.28%	5.06%	13,643	4,268
	Large (1,250 – 9,999 Units)	37.61%	5.43%	34,843	13,104
	High Medium (500 – 1,249 units)	42.41%	5.15%	22,995	9,753
	Low Medium (250 – 499 units)	42.72%	7.07%	18,781	8,024
	Small (50- 249 units)	48.16%	7.67%	18,506	8,912
	Very Small (1- 49 units)	56.98%	7.07%	3,647	2,078
	<b>Total</b>		<b>41.04%</b>	<b>6.02%</b>	<b>112,415</b>
12/31/2004	Extra Large (10,000 + Units)	35.44%	4.14%	30,216	10,264
	Large (1,250 – 9,999 Units)	39.05%	8.62%	39,112	13,957
	High Medium (500 – 1,249 units)	47.88%	7.98%	24,304	10,708
	Low Medium (250 – 499 units)	49.11%	6.99%	16,275	7,434
	Small (50- 249 units)	54.41%	8.07%	21,060	10,535
	Very Small (1- 49 units)	60.52%	13.54%	2,733	1,430
	<b>Total</b>		<b>43.84%</b>	<b>7.31%</b>	<b>133,700</b>

Figure 4 shows response rates and undeliverable rates from 2002-2004 for comparative purposes.

**Figure 4, PHA Response Rates and Undeliverable Rates 2002-2004**



The following facts are highlighted:

- 2004 response rates increase by 2.49 percent since 2002.
- While response rates decline between 2002 and 2003, these rates increase by 4.29 percent between 2003 and 2004.
- Undeliverable rates decline by 1.94 percent between 2002 and 2003, but increase slightly by 0.22 percent in 2004.