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16. Abstract This study analyzed the experiences of residents relocated from their homes as a result of highway location in several areas in Texas. Interviews were conducted with 165 households (58 percent homeowners and 42 percent renters) from the 1,130 households relocated in the State between January 1971 and January 1973 under the provisions of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970. The typical respondent was Anglo, employed, male about 48 years old. He was a member of a two-person household with annual income of \$6,000 to \$8,000. The median value for acquired properties was approximately \$7,700 (\$8,500 for owners and \$6,800 for renters). Before relocation, monthly housing payments average \$50 for homeowners and \$80 for renters. After relocation, payments rose to \$90 and \$105, respectively. Relocation housing pavements approved under the 1970 Act enabled many respondents to upgrade their housing and neighborhood accommodation. At least 60 percent upgraded their housing, including 40 percent who did so voluntarily by spending more than was necessary merely to secure decent, safe, and sanitary housing or housing comparable to their original homes. About 82 percent of the respondents liked their new house and neighborhood about the same as or better than the previous ones. Supplemental housing payments also encouraged home-ownership. Half of the tenants became owners after relocation. (continued on back)					
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Despite monthly housing payment increases for 90 households, only half of these households thought that their financial position had worsened. Generally, most respondents thought that (1) housing and moving payments were adequate; (2) the relocation program and relationship with the State highway department were either good or very good; and (3) the State highway department successfully solved most of the problems and provided most of the services associated with relocation. Some "unsolved problems," such as financial assistance or dislike of replacement homes, mentioned by relocatees were not capable of solution by the highway department.

ATTITUDES, OPINIONS, AND EXPERIENCES OF RESIDENTS  
DISPLACED BY HIGHWAYS UNDER THE 1970 RELOCATION ASSISTANCE PROGRAM

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## PREFACE

The authors want to express their appreciation to members of the Texas Highway Department for their assistance in this study. Mr. L. E. Clark and Mr. Arthur B. Grace, Jr., of the Right of Way Division 15 gave valuable assistance and guidance in the selection of study districts and the content of the personal interview form. Assistance in data collection was given by Mr. Jack D. Jordan of Division 15, Mr. J. R. Stone of District 2, Mr. Robert H. Schleider, Jr. of District 3, Mr. Jesse A. Snell of District 7, Mr. Elton B. Evans of District 9, and Mr. Raymond E. Stotzer, Jr. of District 21. Also, the various relocation personnel in the above districts provided valuable assistance in locating the displacees.

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The contents of this report reflect the views of the authors who are responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the Federal Highway Administration. This report does not constitute a standard, specification, or regulation.

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## ABSTRACT

This study analyzed the experiences of residents relocated from their homes as a result of highway location in several areas in Texas. Interviews were conducted with 165 households (58 percent homeowners and 42 percent renters) from the 1,130 households relocated in the State between January 1971 and January 1973 under the provisions of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970. The typical respondent was Anglo, employed, male about 48 years old. He was a member of a two-person household with annual income of \$6,000 to \$8,000. The median value for acquired properties was approximately \$7,700 (\$8,500 for owners and \$6,800 for renters). Before relocation, monthly housing payments average \$50 for homeowners and \$80 for renters. After relocation, payments rose to \$90 and \$105, respectively.

Relocation housing pavements approved under the 1970 Act enabled many respondents to upgrade their housing and neighborhood accommodation. At least 60 percent upgraded their housing, including 40 percent who did so voluntarily by spending more than was necessary merely to secure decent, safe, and sanitary housing or housing comparable to their original homes. About 82 percent of the respondents liked their new house and neighborhood about the same as or better than the previous ones. Supplemental housing payments also encouraged home-ownership. Half of the tenants became owners after relocation.

Despite monthly housing payment increases for 90 households, only half of these households thought that their financial position had worsened. Generally, most respondents thought that (1) housing and moving payments were adequate; (2) the relocation program and relationship with the State highway

department were either good or very good; and (3) the State highway department successfully solved most to the problems and provided most of the services associated with relocation. Some "unsolved problems," such as financial assistance or dislike of replacement homes, mentioned be relocatees were not capable of solution by the highway department.

Key: highways, displacement, relocation program, expenses, payments, services, experiences, problems, opinions, and attitudes.



## SUMMARY OF FINDINGS AND CONCLUSIONS

The provisions of the Federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 were implemented in Texas by the Texas Highway Department effective on January 8, 1971. Since that time, many residents, businesses, institutions, and farms displaced by highways have received relocation assistance provided for by the Act.

The purpose of this research endeavor was to evaluate the effectiveness of the latest version of a comprehensive relocation program in reducing monetary losses and other problems caused by highway displacement through a study of the attitudes, opinions, and experiences of displacees who had been recently relocated. This report presents the findings from data collected from a sample of residents (165 out of 1129) who were displaced by urban and rural projects scattered over the State. Of the 165 relocatees interviewed, 95 were owners and 70 were tenants at the time of displacement. The typical head of household was 48 years old, a male, an Anglo, and employed full-time. The typical household was composed of two persons and had an annual income of \$6,000 to \$8,000. A much higher percentage of the owner heads of households were elderly and retired than of the tenant heads of household.

### Conclusions

Briefly summarized, the following conclusions were derived from the survey results:

(1) Dissemination of information about the relocation program effectively reduced the relocatees' opposition to the proposed highway facilities. About 31 percent of the respondent relocatees favored the proposed facility

prior to being informed of available relocation assistance as compared to 51 percent after being informed of such assistance. A higher proportion of the owners than tenants were opposed to the facility before and after being informed of available relocation assistance. About 75 percent of the relocatees were first made aware of the relocation program when contacted by the Texas Highway Department's relocation man.

(2) Public hearings can not be an effective forum to disseminate information concerning the relocation program as long as so few relocatees attend them. Only 15 percent of the respondent relocatees, mostly owners, attended the public hearings. This and other studies show that mainly those opposing the proposed improvement attend the public hearings.

(3) Because of the relocation program, about 80 percent of the relocatees moved into equal or better housing and neighborhoods with less than one-half of them increasing the distance to place of work and other neighborhood facilities. One hundred percent of those whose original dwellings did not meet the safe, decent, and sanitary requirements of the relocation program moved into replacement dwellings that met these requirements. Only six percent of the relocatees thought that they had downgraded the quality of their housing.

(4) The relocation program encouraged the relocatees to be more permanent residents. Fifty-nine percent of the tenants purchased replacement dwellings. Two years after relocation, 88 percent of the relocatees indicated that they were in permanent housing. Immediately prior to relocation, 16 percent of the relocatees had lived in their dwelling less than one year.

(5) The relocation payments for housing were not adequate to cover the additional debt or cash outlays incurred by about 51 percent of the respondent relocatees to obtain a replacement dwelling. Most of the additional cost of housing was due to the fact that over 40 percent of the relocatees voluntarily upgraded beyond the comparable replacement value.

(6) The relocation payment for moving, including the dislocation allowance, was adequate to cover the direct moving expenses of over 95 percent of the respondent relocatees. About 70 percent moved themselves instead of using a commercial mover.

(7) The relocation payments may have influenced some of the relocatees to feel that their overall financial position had not deteriorated even though they had incurred higher monthly housing costs. Seventy-two percent did not feel that their financial position had worsened; while 55 percent incurred higher housing costs.

(8) The relocation program of the Texas Highway Department was given a good or very good rating by 88 percent of the relocatees. Only seven percent of the relocatees gave the program a bad or very bad rating, and five percent gave it a so-so rating. Of the 12 relocatees who gave the program a bad rating, 11 opposed the highway project, 11 either didn't qualify for or were not satisfied with the amount received for a replacement housing payment, 10 were owners (five of which retained their original dwelling), and nine were owners who were dissatisfied with the amount they received for their original dwelling. Those who gave the program a bad rating may represent a small group that could not be satisfied by any level of payments or services, but it would be unfair to apply this assumption to all of the relocatees in the group.

(9) The provisions of the relocation program were diligently carried out by the Texas Highway Department. Over 95 percent of the relocatees believed that they had good or very good relations with the relocation personnel. In fact, the interviewers gained the impression that the relocation personnel went beyond the requirements of the law to aid relocatees in obtaining suitable replacement housing. All of the relocatees were given adequate time to move, but most of them preferred and took three or more months to move. Financial aid and personal assistance were considered the most helpful services received by them.

(10) The provisions of the program were effective in reducing the financial losses and problems of the relocatees. Eighty percent of the tenants and 63 percent of the owners received some form of replacement housing payment, and all the relocatees received a moving payment. Thirty-seven percent of the owners received no replacement housing payment because they retained their original dwelling. Over 80 percent of those who received relocation housing and moving payments considered such payments to be about the right amount. The dissatisfied owners disagreed with the dissatisfied tenants over the size of relocation payments. Most of the owners thought the amount was not enough and most of the tenants thought the amount was too much. The owners were more satisfied with the amount received for relocation housing than with what they received for their original property. Eighty-three percent of the owners were satisfied with their replacement housing payment compared to 55 percent that were satisfied with the amount received for their property. Most of the problems, needs and suggestions mentioned (mainly by owners) were of a financial nature. Eleven percent of the owners suggested that more realistic appraisals should be given on the property taken. Seven percent of the owners disliked their replacement dwelling.

(11) The type of rating given the relocation program usually indicated the kind of attitude that the relocatees would have toward the entire relocation experience. However, about 20 percent of those who gave the program a good or so-so rating were upset with the experience. The characteristics, opinions, and attitudes of these relocatees were different from those who were both satisfied with the relocation program and pleased with the relocation experience and different from those who were both upset with the relocation experience and dissatisfied with the relocation program. For instance, those who were dissatisfied with both the program and experience were more likely to have middle aged and fully employed heads of household; to have occupied their original dwelling longer; to have retained their original dwelling; and upgraded their housing than those who were only upset with the relocation experience. Also, those who were dissatisfied with both the program and experience were more likely to have been against the proposed facility, to have been upset with news of the required move, to have been dissatisfied with the amount received for the original dwelling and for replacement housing than those who were only upset with the relocation experience.

(12) The relocation program was instrumental in changing many of the relocatees' attitudes toward displacement by a highway facility. A comparison of their reaction to the displacement news (initial attitude) with their reaction to the entire relocation experience (attitude at time of interview) revealed that most of the owners changed their attitudes to be more favorable toward displacement.

## Recommendations

Based upon the above findings and conclusions, the following recommendations are made:

(1) Greater effort should be made through the news media and personal contact to inform prospective relocatees early in the planning stages of a proposed highway improvement about the types of relocation assistance that are available to them. A series of neighborhood meetings probably would be more effective than the usual public hearings.

(2) The 90 days period given to locate a suitable replacement dwelling should be increased to at least 180 days to make it conform more closely to the preferred moving time of relocatees.

(3) Consideration should be given to providing further assistance to relocatees who become dissatisfied with their first replacement dwelling shortly after relocation.

(4) Consideration should be given to holding another series of neighborhood meetings, say 90 days before displacement, in order to advise and inform the displacees about the financial consequences of renting or purchasing a replacement dwelling that will require additional debt or cash outlays beyond that to be received under the program. Also, the possible adverse consequences of retaining and moving their original dwelling could be covered at these meetings.

(5) The State should insure that the right of way appraisals are current and that their basis is explained to the property owner.

## IMPLEMENTATION STATEMENT

The findings of this study will enable state and federal agencies to make a critical evaluation of the uniform relocation assistance program as to its effectiveness in reducing the adverse effects on residents. Those interviewed had the opportunity to communicate with the decision-makers and to identify the strengths and weaknesses of the current relocation and right-of-way acquisition programs.

The conclusions presented in this report suggest that some legislative and administrative changes should be made in the current relocation program.

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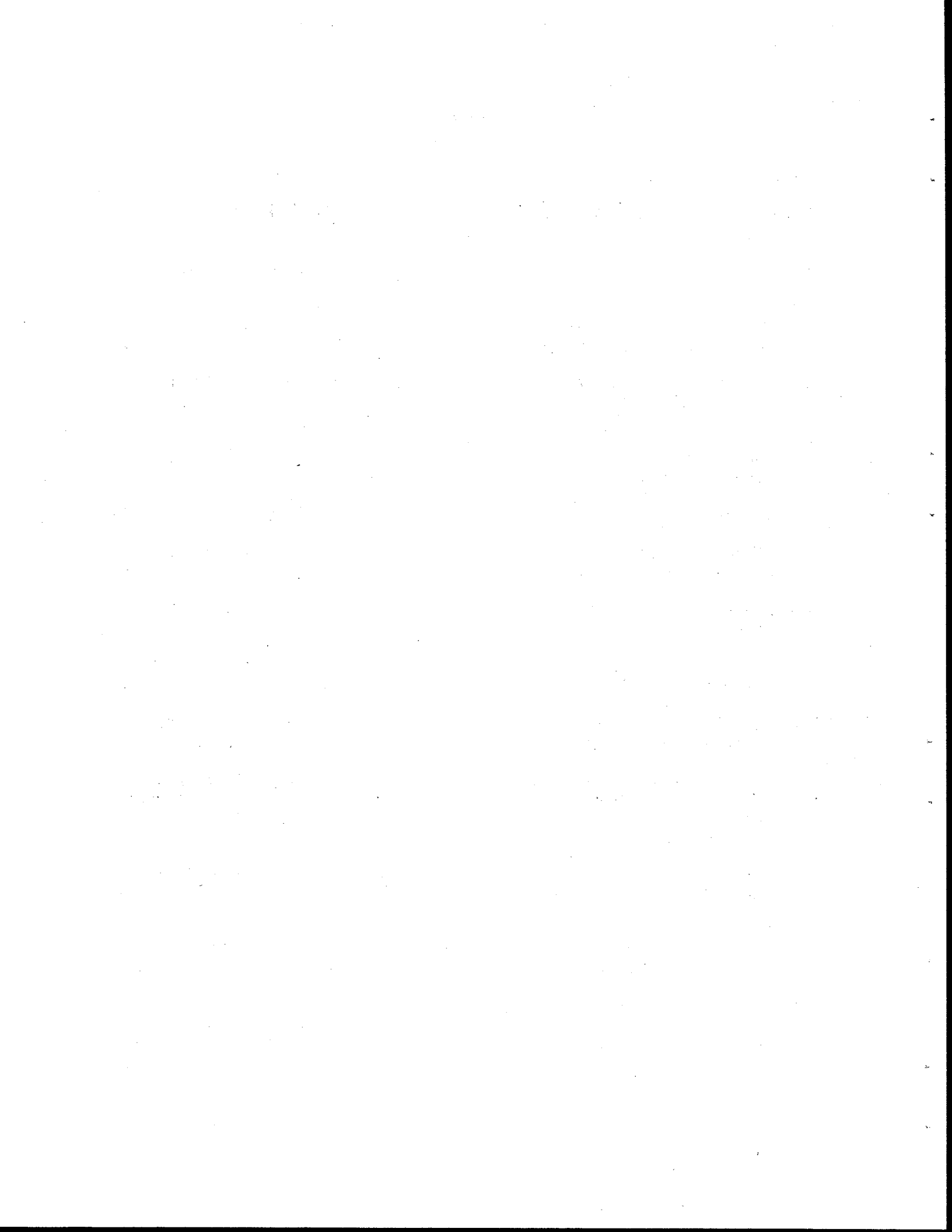
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## INTRODUCTION

### Purpose of Study

The expanded relocation assistance program as provided by the Federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and parallel state legislation was intended to alleviate hardships of residents, businesses, institutions, and farms displaced by right-of-way acquisitions. The 1970 Act provides for a liberal increase in the level of relocation assistance over and above that provided by the 1968 Federal-Aid Highway Act. Both the level of service and the amount of additive payments were increased significantly. The Texas relocation program has been operated under the provisions of the 1970 Act since January 8, 1971.

The expanded relocation program was designed to compensate and mitigate inconvenience to relocatees to such a degree that resistance to highway projects, at least on a purely personal basis, would be greatly reduced if not eliminated. The further effect would be to improve the highway agency's image and permit more efficient acquisitions of right-of-way. To the extent that relocatees under the program are not cognizant of or not satisfied with the relocation assistance provided, the program or its administration may be at fault. At the same time, the improved public relations that had been anticipated will not be fully realized.

A review of the literature revealed that very few studies have dealt with relocatees' attitudes toward relocation. None of these studies dealt with the attitudes of 1970 Act relocatees. Consequently, the Texas Highway Department (THD) in cooperation with the Federal Highway Administration, authorized a study to determine the attitudes of relocatees toward the 1970 relocation program and their current living, business or farming conditions

in relation to conditions before displacement. The specific objectives of the study were as follows:

1. To analyze attitudes of relocatees under the current 1970 relocation assistance program and their suggestions in regard to relocation program provisions, effectiveness, and administration as well as highway programs and highway agency performance and public relations.
2. To analyze suggestions of relocatees regarding the relocation assistance program and other right-of-way practices in terms of maximizing program effectiveness through information and administration.
3. To recommend to the highway agency such steps as may be indicated to improve program practices, public awareness and public acceptance.

The most promising method for developing meaningful results for the study appeared to be field interviews directly with relocatees selected through stratified random sampling. The work plan called for separate surveys of (1) residential relocatees, (2) business and institutional relocatees, and (3) farm relocatees. The last survey has been deleted due to an inadequate number of farm relocatees. This report presents the findings of the first survey.

#### Sample Characteristics

The THD records revealed that 1129 residents had been relocated under the 1970 program by January 31, 1973. Time and budgetary constraints dictated that the field interviews be conducted in areas where relatively large numbers of relocatees were located. Therefore, 12 projects located in five

THD districts and containing 491 (43 percent) of the 1129 relocatees were selected for sampling purposes. The 12 projects were located in or near the following urban areas: Fort Worth, Wichita Falls, San Angelo, Waco, and Edinburg. The need for a stratified random sample was explored by comparing the overall population parameters for urban-rural and owner-tenant strata with parameters for the same strata of the 12 projects combined. The parameters of the 12 projects were not so different from those of the overall population as to limit the application of the findings of a simple random sample drawn from the 12 projects. With such being the case, 165 or about 33 percent of the 491 relocatees were selected in a systematic manner to avoid biasing the sample.

Many of the 491 relocatees of the selected projects were not available for interview (Table 1). Most of them had moved more than 50 miles away or could not be located by the aid of the neighbors, telephone company, city directory, or city records. Of those located and available for interview, 15 were rejected on the grounds of being migrant worker, sick, divorced or separated, or in combined households. The other 165 were interviewed, 95 of which were original owners and 70 were original tenants. Using the THD's urban-rural classification, 90 of the 165 were urban residents and 75 were rural residents. (The rural residents were moved by highway projects located out of the city limits.) Also, 131 of the 165 were displaced to build new highways and 34 were displaced to widen existing highways. Finally, 130 of the 165 were displaced by the State highway system (right of way purchased by city or county) and the remaining 35 by the Interstate highway system (right of way purchased by state).

Tables 2 and 3 show the characteristics of respondent heads of household and households, respectively, by the respondent's tenure at acquisition. The typical head of household was 48 years of age, a male, an Anglo, and employed full-time. The mean age of the owner heads was considerably higher than that of tenant heads. Also, a much higher percentage of the owner heads were retired than that of the tenant heads. The typical household was composed of two persons and had an annual income of \$6,000 to \$8,000. A higher percent of the owner households had annual incomes either under \$4,000 or over \$10,000 than of the tenant households.

A test was made, using the Chi-square ( $\chi^2$ ) statistic, to determine whether the observed frequencies of a two-way cross-classification differ significantly from the expected frequencies. If the computed  $\chi^2$  value exceeds the critical  $\chi^2$  value (for some level of probability, e.g.  $\chi^2_{.05}$ ), then the observed differences are too great to be attributable to the occurrence of chance alone. For two-way classifications, such a result suggests that the classifications are not independent of each other; therefore, inferences can be made to explain the results. Both the .05 and .01 probability levels were used in the text. The computed and critical  $\chi^2$  values, presented in that order, appear in the footnotes of the tables only in cases where the computed  $\chi^2$  value exceeded the critical  $\chi^2$  value for either of the above probability levels. A single asterisk by the computed  $\chi^2$  value, e.g.  $\chi = 10.25^*$ , means that it is significant at the .05 probability level. Two asterisks means that it is significant at the .01 level. The degrees of freedom (d.f.) used and the exceptions made follow the  $\chi^2$  values. Inferences based on the results of these tests appear in the text.



Table 1

Number of Residential Relocates of Selected  
Projects in Sampled Districts According to  
Status and Original Tenure of Relocatee<sup>a</sup>

Status of Relocatee	Original Tenure of Relocatee		
	Owner	Tenant	Total
	-----Number-----		
Status			
Available for Interview			
Interviewed	95	70	165
Rejects <sup>b</sup>	8	7	15
Not Available for Interview			
Moved over 50 miles	15	61	76
Could not locate <sup>c</sup>	13	28	41
Refusals	2	1	3
Miscellaneous	4	3	7
Not Pulled as Alternate <sup>d</sup>	144	40	184
All Relocates of Selected Projects	281	210	491

<sup>a</sup>Sample was taken from selected projects in Districts 2,3,7,9, and 21. Other projects in the State had a combined total of 638 relocates, 288 owners and 350 tenants.

<sup>b</sup>Those who were migrant workers, sick, divorced or separated, and in combined households.

<sup>c</sup>Those who could not be located by the aid of neighbors, telephone company, city directory, and city records.

<sup>d</sup>The quota of 165 interviews was reached before these relocates were contacted.

Table 2

Characteristics of Respondent Heads of Household at  
Time of Interview, by Original Tenure of Respondent

Characteristics of Head of Household	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
<b>Age<sup>a</sup></b>			
Less than 30 years	2	26	28
30 - 39	6	19	25
40 - 49	28	8	36
50 - 59	23	8	31
60 - 69	21	3	24
70 or more years	15	6	21
Mean years	56	39	48
Median years	54	32	48
Minimum years	23	22	22
Maximum years	85	80	85
<b>Sex</b>			
Male	70	58	128
Female	25	12	37
<b>Race or Nationality</b>			
Anglo	75	62	137
Mexican American	17	8	25
Black	3	0	3
<b>Employment Status<sup>b</sup></b>			
Full-time	63	55	118
Part-time	3	4	7
Not Employed	4	5	9
Retired	25	6	31
<b>Occupation</b>			
Owner of business	9	3	12
Professional	8	15	23
Office Worker	9	10	19
Skilled Laborer	19	12	31
Semi-skilled laborer	19	16	35
Other	2	3	5
Not employed/retired	29	11	40
<b>All Respondents</b>	<b>95</b>	<b>70</b>	<b>165</b>

<sup>a</sup> $\chi^2 = 60.66^{**}$ ;  $\chi^2_{.01} = 15.10$ ; 5 d.f.

<sup>b</sup> $\chi^2 = 8.86^*$ ;  $\chi^2_{.05} = 7.81$ ; 3 d.f.

Table 3

Characteristics of Respondent Households at Time  
of Interview, by Original Tenure of Respondent

Characteristic of Household	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Number of Persons per Household			
1	17	10	27
2	36	24	60
3	11	13	24
4	13	11	24
5	8	7	15
6	6	2	8
7 or more	4	3	7
Highest number	14	10	14
Mean number	3.0	3.0	3.0
Persons in Household			
Head of house, <u>no spouse</u> , alone	17	10	27
Others, but no children	4	1	5
With children, no others	5	7	12
With children and others	5	0	5
Head of house <u>with spouse</u> , alone	30	20	50
Other, but no children	4	1	5
With children, no others	29	31	60
With children and others	1	0	1
Annual Household Income <sup>a</sup>			
Less than \$2,000	12	11	23
\$2,000 - \$3,999	25	8	33
\$4,000 - \$5,999	13	7	20
\$6,000 - \$7,999	8	8	16
\$8,000 - \$9,999	1	13	14
\$10,000 or more	31	20	51
Not obtained	5	3	8
All Respondents	95	70	165

<sup>a</sup> $\chi^2 = 20.33^{**}$ ;  $\chi^2_{.01} = 15.10$ ; 5 d.f.; ignoring "not obtained" cells.

## DISSEMINATION OF INFORMATION AND PUBLIC PARTICIPATION

The lack of proper communication with those to be displaced by highway improvements as well as the lack of responsible public participation in the highway planning process can create many problems for government agencies responsible for building new or improved highways. The effectiveness of the relocation program depends, in part, on a timely dissemination of information about the relocation services and payments that are available to each displacee. For instance, the extent to which the features of the relocation program are known and understood at the public hearing stage was thought to influence the level of public opposition to a proposed highway improvement. Therefore, data on information dissemination and public participation were collected and analyzed to determine the effectiveness of the relocation program in reducing public opposition to the proposed facility.

### Prior Knowledge of Proposed Facility, Required Move and Relocation Program

The results of the survey revealed that a large majority of the relocatees knew about the proposed highway improvement less than three years before receiving notification of relocation assistance (Table 4). Owners knew about the facility about twice as long as tenants. For most of the respondents, the length of time between the corridor hearing and date of notification of relocation assistance was greater than the length of time that they knew about the facility (Table 4). A few of the relocatees, especially tenants, had not lived in the community long enough to know about the facility at the time of the public hearing (Table 5). Others apparently didn't remember or underestimated the length of time that they knew about

Table 4

Length of Time That Relocateses Were or Could Have Been  
Aware of the Highway Improvement Before Being Notified to Move,  
by Original Tenure of Respondent

Time Period <sup>a</sup>	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Time Between Corridor Hearing and Notification to Move <sup>b</sup>			
Less than 1 year	5	1	6
1 to 3 years	60	34	94
3 to 5 years	8	27	35
5 or more years	13	4	17
Unknown	9	4	13
Mean years	2.6	2.8	2.7
Median years	2.3	3.0	2.5
Minimum years	0.7	0.7	0.7
Maximum years	7.0	5.6	7.0
Time Knew of Highway Improvement Before Notified to Move <sup>c</sup>			
Less than 1 year	23	31	54
1 to 3 years	39	15	54
3 to 5 years	10	2	12
5 or more years	9	1	10
Didn't know	14	21	35
Mean years	2.1	1.1	1.7
Median years	2.0	0.7	1.0
Minimum years	0.1	0.1	0.1
Maximum years	16.0	9.0	16.0
All Respondents	95	70	165

<sup>a</sup>Data of notification of relocation assistance was used as date of notification to move. Those in the "unknown" and "didn't know" cells were not used in the arrays to compute mean, median, minimum, maximum, and chi-square values.

<sup>b</sup> $\chi^2 = 22.70^{**}$ ;  $\chi^2_{.01} = 11.30$ ; 3 d.f.

<sup>c</sup> $\chi^2 = 16.72^{**}$ ;  $\chi^2_{.01} = 11.30$ ; 3 d.f.

Table 5

Length of Occupancy in Original Dwelling,  
by Original Tenure of Respondent

Length of Occupancy <sup>a</sup>	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Less than 1 year	4	22	26
1 to 5 years	18	38	56
5 to 10 years	23	5	28
10 to 20 years	21	4	25
20 years or over	29	1	30
Mean Years	13.3	3.0	8.9
Median Years	10.8	1.5	5.1
Minimum Years	0.5	0.1	0.1
Maximum Years	35.0	29.4	35.0
All Respondents	95	70	165

<sup>a</sup> $\chi^2 = 66.61$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.

the facility.

The respondent relocatees first received news of the impending displacement from various sources (Table 6). The primary source for owners was through a THD letter, visit, call, or public hearing. The landlord was the primary source for tenants. About one-third of all respondents heard about the required displacement directly from the THD, and 95 percent of them were made aware of the relocation assistance program when contacted by the THD relocation man (Table 6). The law requires that tenant relocatees must be informed of available relocation assistance within 15 days of the beginning of negotiation for their dwelling. Owner relocatees must be informed at the same time that they receive the approved value offer for their property.

#### Attitudes and Actions Toward Proposed Facility

Given the finding that one-third of the relocatees knew about the proposed highway improvement less than one year before being notified to move and that a smaller number knew about the relocation assistance available to them, it is not surprising that over one-third of them were against the proposed facility before notification of relocation assistance (Table 7). A much greater percentage of owners than tenants were against the proposed facility. At least 20 percent of the relocatees, especially owners, changed their attitude toward the proposed facility upon being notified of available relocation assistance (Table 7). Therefore, a majority ended up with a favorable attitude toward the facility prior to relocation. This finding emphasized the importance of disseminating information about the relocation program early in the highway planning process.

The relocatees' position on the proposed facility was not dependent upon their occupation, employment status, age, or nationality.

Table 6

Sources of Information on Required Displacement  
and Awareness of Relocation Program before  
Contacted by Relocation Man, by Original  
Tenure of Respondent

Sources of Information/ Awareness of Program	Original Tenure of Respondent		
	Owner	Tenant	Total
-----Number-----			
How First Informed of Required Displacement <sup>a</sup>			
THD personnel (letter, visit, call or public hearing)	36	16	52
Friends or neighbors	27	13	40
Landlord	5	30	35
News media	19	6	25
Other	7	5	12
Didn't remember	1	0	1
Aware of Relocation Program before Contacted by Relocation Man			
Yes	25	15	40
No	70	53	123
Didn't remember	0	2	2
All Respondents	95	70	165

<sup>a</sup>  $\chi^2=34.78^{**}$ ;  $\chi_{.01}^2 = 13.30$ ; 4 d.f.; ignoring "Didn't remember" cells.



Table 7

Attitudes Toward Proposed Highway Improvement  
 Before and After Notification of Relocation  
 Assistance, by Original Tenure of Respondent

Attitude Toward Proposed Highway Improvement	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Before Notification of Relocation Assistance <sup>a</sup>			
Favored improvement	24	27	51
Against improvement	49	14	63
Indifferent toward it	16	26	42
Didn't know	6	3	9
After Notification of Relocation Assistance <sup>b</sup>			
Favored improvement	43	41	84
Against improvement	38	8	46
Indifferent toward it	13	20	33
Didn't know	1	1	2
All Respondents	95	70	165

<sup>a</sup> $\chi^2 = 19.28^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>b</sup> $\chi^2 = 17.68^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

In order to make an effective impact into the highway planning process, potential relocatees have to take actions in support of their opposing or supporting views of a proposed facility. The findings of this study revealed that only a 30 (15 percent) took any positive action before notification of available relocation assistance (Table 8). All but five of these were owners. About the only action taken was to attend a public hearing held by the THD, and over two-thirds of the relocatees who attended such hearings were opposed to the proposed facility. The types of actions taken were not dependent upon the relocatee's initial attitude toward the facility.

Only five relocatees took some sort of action supporting or opposing the facility after notification of relocation assistance (not shown in tables). Four of the five opposed the facility by either writing to their elected officials or making telephone calls. Merely informing the relocatees of available relocation assistance may have caused some of them to cease their actions opposing the facility.

Relocatees who indicated that they took no actions in regard to the proposed facility were asked to give their reasons. Many of them gave no reason, felt powerless to influence public officials, or felt indifferent (Table 8). As might be expected, many of the tenants felt indifferent. There was a tendency for those favoring the facility to take no action. Several said that they did not know what to do. Working hours prevented a few owners from taking some sort of action, perhaps to attend the public hearings.

Table 8

Actions Taken or Reasons for Inaction to Oppose or  
Support the New Highway Improvement Before Being  
Notified of Available Relocation Assistance,  
by Original Tenure of Respondent

Actions or Reasons for Inaction	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Actions Taken Before Notification			
Attended public hearings	19	5	24
Attended community meetings	3	0	3
Other actions	3	0	3
No Action Taken, Because:			
Felt powerless to influence	24	7	31
Indifferent	9	19	28
Didn't know what to do	5	6	11
Working hours interferred	5	0	5
Favored improvement	2	2	4
Other reasons	4	3	7
No reason given	23	28	51
All Responses	97	70	167
All Respondents	95	70	165

## SELECTION OF REPLACEMENT DWELLING, NEIGHBORHOOD, AND COMMUNITY

The relocation program was designed to help displacees relocate into equal or better housing, neighborhoods, and communities. The "decent, safe, and sanitary" (DS&S) requirements coupled with "comparable replacement housing" requirements were designed to force many of the displacees to upgrade their housing and the area in which they lived. According to the law, the penalty for not obtaining DS&S housing is to forfeit any relocation housing payment that a relocatee might be eligible for. If this requirement is met, the extra cost to upgrade into a DS&S dwelling (up to the comparable replacement value or rent) is borne by the government.

The findings, presented below, indicate the effectiveness of the above program requirements in causing displacees to upgrade. Such findings were also related to the relocatees' attitudes and opinions toward the relocation program, and the results are presented later in this report.

### Replacement Housing

There is always the problem that displacees may not select a satisfactory replacement dwelling and will move again. The extent to which displacees move again after their initial move depends upon many things, such as, a change in jobs, a change in space requirements, a change in financial burden, the availability of preferred housing, the amount of time available for searching, the adequacy of relocation payments, etc. This study revealed that a large majority (76 percent) of the respondent relocatees have remained in their initial replacement dwelling (Table 9). A higher percentage of tenants than owners moved a second time, primarily because they did not consider the first replacement dwelling to be suitable. Several relocatees rented their first replacement dwelling temporarily until they could build or buy a suitable home.

Table 9

Effects of Relocation on Permanence of Replacement Housing,  
by Original Tenure of Respondent

Permanence of Replacement Housing	Original Tenure of Respondent		
	Owner	Tenant	Total
	----- Number -----		
Location of Relocatee at Interview <sup>a</sup>			
Still in initial replacement	80	46	126
Moved to another because:			
First replacement not suitable	7	12	19
Family status change	3	2	5
Job change or distance to job	0	4	4
Other reasons	5	6	11
Relocatee's Opinion of Permanence at Interview <sup>b</sup>			
Housing permanent	92	53	145
Housing not permanent	3	17	20
All Respondents	95	70	165

<sup>a</sup> $\chi^2 = 6.65^{**}$ ;  $\chi^2_{.01} = 6.63$ ; 1 d.f.; with "moved to another" cells combined.

<sup>b</sup> $\chi^2 = 14.96^{**}$ ;  $\chi^2_{.01} = 6.63$ ; 1 d.f.

Approximately two years after displacement, 145 of the respondents had the opinion that they were living in permanent replacement housing (Table 9). Nearly all of those not in permanent housing were originally tenants who had not purchased a replacement dwelling. Thus, it takes over two years for some relocatees to settle into a "permanent" dwelling and some will never settle down at one location.

At the time of interview, the respondents gave varied reasons for selecting their present address as a place to live (Appendix Table 1). High on their list were the following reasons: (1) best price, (2) best dwelling available, and (3) good neighborhood. The latter two were the most liked features of their replacement dwelling or the most missed features of their original dwelling (Appendix Table 1). In fact, 20 (21 percent) of the owners (not including those moving their mobile home) were apparently so attached to their original dwelling that they retained it and moved it to their present address. Ownership of a replacement dwelling was the best liked feature of six former tenants.

The typical original owner dwelling taken for right-of-way was of the single family type having wood siding, five rooms, 1000 square feet of heated area and valued at about \$8,500 (Appendix Tables 2 and 3). The typical original tenant dwelling was also of the single family type having either wood or brick siding, four rooms, and 800 square feet of heated area, and valued at about \$6,800. A higher percentage of tenants than owners lived in duplexes or apartment houses. But a higher percentage of owners than tenants lived in mobile homes.

The typical replacement dwelling was very similar for both original owners and tenants, with that of owners being somewhat larger and more expensive. However, a significant number of tenants whose original dwelling was either

a duplex or apartment house moved into a single family house which they purchased. In fact, 41 (59 percent) of the original tenants purchased (7 paid for and 34 buying) replacement dwellings, whereas, 10 (11 percent) of the original owners rented replacement dwellings. Nearly one-half of the original owners had completely paid for their replacement dwelling. The present relocation program has encouraged tenant displacees, regardless of characteristics, to purchase a replacement dwelling. Also this program has succeeded in encouraging many displacees to upgrade their housing, as will be seen from the findings presented below.

The upgrading of housing determination was evaluated by using three measures: (1) comparison of changes in physical (quantity) characteristics of housing, (2) relocatee's opinion of change in quality of housing, and (3) comparison of changes in housing value or rent. The results using each measure of upgrading are presented below.

#### Physical Upgrading

Using seven quantity changes in housing, one being the DS&S designation which is also a quality measure to some extent, it was found that a majority (61 percent) to the respondent relocatees had upgraded their housing (Table 10). About 58 percent of the owners and 64 percent of the tenants accomplished physical upgrading. (The footnotes under Table 10, define this form of upgrading in more detail.)

Of real significance is the finding that all 24 of the respondents (mostly non-Anglos) whose original dwelling was not considered DS&S moved into DS&S housing (occupied at time of interview). Only four who formerly lived in DS&S housing were residing in non-DS&S housing. One respondent was an elderly person who didn't want any government handouts. Another, in his mid-40's, had financial and emotional problems. The other two, both under 35, had moved again into dwellings with inadequate sewer systems.

Table 10

Quantity Changes in Housing Based on Selected  
Characteristics of Original and Replacement Dwellings,  
by Original Tenure of Respondent

Quantity Changes in Housing	<u>Original Owner</u>			<u>Original Tenant</u>		
	Up- graded	Down- graded	No Change	Up- graded	Down- graded	No Change
	-----Number-----					
<b>Specific Characteristics<sup>a</sup></b>						
Type of housing	3	6	86	19	3	48
Type of construction	22	11	62	14	13	43
Size of living unit	48	24	23	49	14	7
Number of rooms	33	21	41	32	12	26
Number of bedrooms	24	13	58	36	6	28
Number of bathrooms	21	0	74	21	0	49
DS&S designation <sup>b</sup>	18	0	77	6	4	60
<b>Combined Characteristics<sup>c</sup></b>						
	55	21	19	45	13	12

<sup>a</sup>Those who moved into a more permanently constructed, larger, etc., dwelling upgraded their housing. Those who moved into a less permanently constructed, smaller, etc., dwelling downgraded. Those who moved into a dwelling of the same construction, size, etc., as original dwelling made no quantity changes in housing.

<sup>b</sup>Made by asking each respondent about the condition of the original and replacement dwelling and by calculating the habitable floor space requirements for the household. The habitable floor space was considered to be 80 percent of the exterior dimensions of mobile homes and 70 percent for all other dwellings. To be DS&S, the first occupant had to have at least 150 square feet of habitable floor space and at least 100 square feet (70 for mobile homes) for each additional occupant.

<sup>c</sup>Respondents who upgraded more specific characteristics than they downgraded had accomplished overall quantity upgrading of their housing. If the reverse was true, they had downgraded their housing on a quantity basis. If neither was true, they had made no change in their housing.



### Quality Upgrading

In the opinion of 114 (69 percent) of the respondent relocatees, quality upgrading of housing had been accomplished (Table 11). A higher percentage of tenants than owners had the opinion that they had upgraded the quality of their housing, e.g., 80 percent versus 61 percent. Relocatees in rural areas had about the same opinion as those in urban areas. Also, owners who opposed the proposed highway project had about the same opinion as did owners who favored it.

### Economic Upgrading

Using estimated market prices or rents of original and replacement dwellings as measures of upgrading, it was found that 98 (74 percent) of 132 respondents had accomplished economic upgrading of housing (Table 12). Not enough data were available to make this determination on the other 33 relocatees. (The footnotes under Table 12 explain these measures and how they were used.) About 70 percent of the owners and 81 percent of the tenants accomplished economic upgrading.

There was general agreement among the three measures of upgrading, as can be seen below.

Type of Upgrading	Upgrading by Tenure		
	Owner	Tenant	Total
Quantity (physical)	58	64	61
Quality	61	80	69
Economic	70	81	74

Regardless of the type of upgrading, a higher percentage of tenants than owners upgraded their housing.

Table 11

Opinion of Change in Quality of Housing,  
by Original Tenure of Respondent

Opinion of Change in Quality	Original Tenure of Respondent <sup>a</sup>		
	Owner	Tenant	Total
	-----Number-----		
Upgraded			
Much improved	43	37	80
Somewhat improved	15	19	34
About Same	24	11	35
Downgraded			
Somewhat worsened	10	1	11
Much worsened	3	2	5
All Respondents	95	70	165

<sup>a</sup> $\chi^2 = 9.75^*$ ;  $\chi^2_{.05} = 9.49$ ; 4 d.f.

Table 12

Voluntary and Involuntary Economic Changes  
in Housing, by Original Tenure of Respondent

Economic Change in Housing <sup>a</sup>	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Voluntarily Upgraded <sup>b</sup>	37	29	66
Involuntarily Upgraded <sup>c</sup>	18	14	32
No Change or Downgraded <sup>d</sup>	24	10	34
Not Determined <sup>e</sup>	16	17	33
All Respondents	95	70	165

<sup>a</sup>The measures used to determine the value of housing in residential use are as follows: (1) estimated market price or rent of original dwelling, (2) estimated market price or rent of comparable replacement dwelling, and (3) actual or calculated market price or rent of replacement dwelling. The first two were established by the THD and the third by TTI researchers. Changes in tenure of several respondents necessitated the use of gross rent multipliers to calculate a replacement price or rent to compare with the original or comparable price or rent, depending upon type of tenure change. The calculated purchase price for owner-tenant dwellings was generated by multiplying the actual rent for 12 months by 9.5 for single family residences or 7.5 for other dwellings. The calculated rent for tenant-owner dwellings was obtained by dividing the actual purchase price by 12 times 9.5 for single family residences or 7.5 for other dwellings. Also, the estimated rent for original dwellings was considered to be the greater of economic or actual rent. The values of 9.5 and 7.5 are rule of thumb multipliers reported in Boeckh's Manual of Appraisals, 6th edition, 1963.

<sup>b</sup>The purchase price or rent on replacement dwelling was greater than both the estimated purchase price or rent of DS&S comparable replacement and original dwellings.

<sup>c</sup>The purchase price or rent of replacement dwelling was less than or equal to the estimated price or rent of DS&S comparable replacement dwelling and greater than the estimated price or rent of original dwelling.

<sup>d</sup>The purchase price or rent of replacement dwelling was less than or equal to the estimated price or rent of original dwelling.

<sup>e</sup>Not determined due to missing data.

### Replacement Neighborhood and Community

The 1970 relocation program required that the comparable replacement dwellings, upon which relocation housing payments are based, be located in an equal or better neighborhood; in an area not generally less desirable than the dwelling to be acquired in regard to public utilities and public and commercial facilities; and reasonably accessible to the relocatee's place of employment. However, displacees do not have to comply with these requirements when selecting their replacement neighborhood or community. Data were collected and analyzed to indicate how the replacement neighborhoods and communities compared to the original ones. The respondent displacees were asked to compare their original and replacement neighborhoods with respect to the condition of homes, other buildings, lawns, and streets as well as the amount of undesirable business activity, traffic hazards, noise, and air pollution (Appendix Table 4). These factors were used to develop a measure which indicate the extent of neighborhood upgrading accomplished by the respondent relocatees. (This aggregate measure is defined in Footnote b under Table 13.) According to the results shown in Table 13, 136 (82 percent) of the respondents moved into an equal or better neighborhood than the one they came from. A slightly higher percentage of owners than tenants moved into an equal or better neighborhood.

In regard to available community services, 136 (82 percent) of the respondents preferred those at the replacement location or thought that about the same services were available at both locations (Table 14). Owners and tenants had about the same opinion of the change in their community services. The same was true for rural and urban residents.

Table 13

Opinions of Change in Selected Neighborhood Conditions  
Measured Aggregatively by Original Tenure of Respondent<sup>a</sup>

Change in Neighborhood Conditions <sup>b</sup>	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Better Condition	65	50	115
About Same Condition	12	9	21
Worse Condition	18	11	29
All Respondents	95	70	165

<sup>a</sup>Based on the change in the following neighborhood conditions: condition of homes and other buildings, condition of lawns and yards, condition of streets, presence of undesirable business activity, traffic hazards, noise, and air pollution. See Appendix Table 4 for responses on each neighborhood condition.

<sup>b</sup>If a respondent expressed the opinion that more of the neighborhood conditions were better than worse, the respondent was placed in the aggregated "Better Conditions" category. If reversed, he (she) was placed in the "Worse Conditions" category. If a respondent didn't make either category, he (she) was placed in the "About Same Condition" category.

Table 14

Preferences for Community Services,  
by Original Tenure of Respondent

Preferred Location	Original Tenure of Respondent		
	Owner	Tenant	Total
	----- Number -----		
Much prefer replacement location	19	16	35
Somewhat prefer replacement location	14	10	24
About same at both locations	45	32	77
Somewhat prefer original location	8	3	11
Much prefer original location	6	7	13
Didn't know	3	2	5
All Respondents	95	70	165

The respondent relocatees were asked to give their opinion of the change in distances from their original and replacement dwellings to the following neighborhood or community facilities: shopping center (most used), bank, schools, church building (most attended), doctor's office, place of employment (head of household), movie house (most used), public park (most used), homes of relatives and friends, and transit bus stop (Appendix Table 5). Their opinions with respect to changes in distances to the above facilities were used to develop an aggregative measure of change described in Footnote b under Table 15. The results show that over one-half of owners and tenants, alike, lived about the same or a lesser distance from the selected neighborhood facilities (Table 15). In the case of place of employment, a majority of the employed owner and tenant heads of household lived about the same or a lesser distance from work than before.

The above results indicate that a vast majority of the displacess moved into equal or better housing, neighborhoods and communities and that a majority did not increase their travel distances to important facilities (including place of employment) in the neighborhood or community. Therefore, in most instances, the respondents chose replacement dwellings and neighborhoods which satisfied the comparable replacement requirements mentioned earlier. It seems clear that the 1970 relocation assistance program was at least partially responsible for these results being achieved.

Table 15

Opinion of Change in Distance to Selected Facilities  
 Within the Neighborhood or Community as Measured  
 Aggregatively, by Original Tenure of Respondent<sup>a</sup>

Change in Distance to Neighbor- hood or Community Facilities <sup>b</sup>	Original Tenure of Respondent <sup>c</sup>		
	Owner	Tenant	Total
	-----Number-----		
Greater Distance	46	30	76
About Same Distance	25	10	35
Lesser Distance	24	29	53
Didn't know/Not Applicable	0	1	1
All Respondents	95	70	165

<sup>a</sup>Based on the change in distance to most used shopping center, bank, schools, church building, place of employment of head of house, most used movie house and park, homes of friends and relatives, and transit bus stop. See Appendix Table 5 for responses concerning each facility.

<sup>b</sup>If a respondent expressed the opinion that more of the selected facilities were located at a greater than lesser distance, respondent was placed in the aggregated "Greater Distance" category. If reversed, he (she) was placed in the "Lesser Distance" category. If a respondent didn't make either category, he (she) was placed in the "About Same Distance" category.

<sup>c</sup> $\chi^2 = 6.31^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't Know/Not Applicable" cells.



## FINANCIAL EFFECTS OF DISPLACEMENT

As seen in the last section of this report, most of the respondent relocatees upgraded their housing, many beyond the comparable replacement value or rent. This partially forced upgrading affected the relocatees' financial position. The extent to which relocatees are financially affected depends upon how much they upgrade their housing and how much they receive in payments for relocation purposes, including what original owners receive for their dwelling purchased for right-of-way.

It was hypothesized that the relocatees' attitudes toward the relocation agency and the relocation program would vary due to changes in their financial status brought about, in part, by displacement. The following measures of financial effect were developed to test this hypotheses: (1) magnitude of relocation cost-payment differentials, (2) changes in monthly housing payments, and (3) opinions of relocatees.

### Magnitude of Relocation Cost-Payment Differentials

Selected relocation cost-payment differentials give an indication of the adequacy of relocation payments, especially those used to obtain replacement housing, in preventing or reducing the adverse effects of displacement.

Based on the cost-payment differentials for replacement housing of 133 respondents, a majority of the relocatees' costs (not including interest and closing costs) exceeded their payments (Table 16). (The overall cost-payment differentials are presented in Appendix Table 6). This finding indicates that many relocatees increased their debt position or paid additional cash to obtain a replacement dwelling. Therefore, the relocation payment for housing was not adequate to cover these additional outlays caused, in part,

Table 16

Level of Costs versus Payments  
for Replacement Housing and Moving,  
by Original Tenure of Respondent

Cost versus Payment by Type of Payment <sup>a</sup>	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Replacement Housing <sup>b</sup>			
Cost equal or less than payment	40	25	65
Cost more than payment	38	30	68
Not determined	17	15	32
Moving			
Cost equal or less than payment	90	67	157
Cost more than payment	3	1	4
Not determined	2	2	4
All Respondents	95	70	165

<sup>a</sup>Based on respondents' cost-payment differentials shown in Appendix Table 6.

<sup>b</sup>Based on the cost-payment differential received by each respondent. It could be one of following: housing, rent, or downpayment.

by relocatees voluntarily upgrading beyond the comparable replacement value. A few of the relocatees claimed that they could not purchase or rent a comparable replacement dwelling without paying more than the additive supplement received by them.

The cost-payment differentials for moving indicate that very few of the respondent relocatees had moving expenses which exceeded their combined moving payment and \$200 dislocation allowance (Table 16). It is safe to conclude that the moving payment was adequate to cover most direct moving expenses. A majority of the respondents moved themselves instead of using a commercial mover.

Miscellaneous expenses attributed to displacement were incurred by 37 respondents, 26 owners and 11 tenants (Appendix Table 7). Most of these were for utility installations or for repairs on replacement home or yard. These expenses were indirect moving costs and were not used in calculating the moving cost-payment differentials.

#### Changes in Monthly Housing Payments

A majority of the respondents experienced an increase in their monthly housing payments as a result of displacement (Table 17). More owners than tenants experienced such an increase. (Statistics on the levels of and changes in monthly payments are presented in Appendix Table 7).

The above results indicate that most of the relocatees assumed an increased cash flow requirement for housing in their monthly budgets. The median increase was \$13 per month. Since only one respondent reported a change in household income due to relocation, the relocatees' ability to pay additional housing costs declined. Based on a median monthly income of \$580, the increased housing cost amounted about two percent of their income. Therefore, many of them had to reduce their expenditures for other items

Table 17

Effects of Relocation on Monthly  
House Payments and Overall Financial Position,  
by Original Tenure of Respondent

Type of Effect	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Monthly House Payments <sup>a</sup>			
Increased	49	41	90
Decreased	12	13	25
Stayed same	6	6	12
Not determined	28	10	38
Overall Financial Position <sup>b c</sup>			
Much improved	2	7	9
Somewhat improved	16	22	38
About same	42	30	72
Somewhat worsened	25	9	34
Much worsened	9	2	11
Didn't know	1	0	1
All Respondents	95	70	165

<sup>a</sup>Includes taxes and insurance on most dwellings.

<sup>b</sup>Based on opinions of respondents.

<sup>c</sup> $\chi^2 = 14.51^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't know" cells.

within the household budget, in order to handle the increased cost of housing.

### Opinions of Relocates

A subjective evaluation of the overall financial effects of relocation was obtained from each respondent relocatee. The results revealed that a large majority of them expressed the opinion that their financial position had remained the same or improved to some extent (Table 17). A higher percentage of tenants than owners expressed this opinion. Over one-third of the owners indicated that their financial position had worsened. Very few owners or tenants held to the opinion that their financial position could be described as "much improved" or "much worsened".

These findings indicate that many of the relocatees who assumed higher housing payments didn't consider their financial position to have worsened. The same was true for those whose replacement housing costs were greater than their replacement housing payments.

## ATTITUDES TOWARD DISPLACEMENT, RELOCATION PROGRAM AND RELOCATION EXPERIENCE

A series of questions were asked the respondent relocatees to reveal their attitudes toward displacement, the relocation program and the relocation experience. Their responses to these questions were cross-tabulated with each other, with respondent characteristics and with other variables to identify reasons for the relocatees responding in the way they did.

### Attitudes Toward Displacement

The survey revealed that 41 (25 percent) of the respondent relocatees were either mildly or very pleased when they first received news of the impending displacement (Table 18). Another 52 (32 percent) had mixed emotions or didn't know how they felt. The remaining 72 (44 percent) were mildly or very upset. A significant majority of those reacting in a negative manner were original owners.

About one-half of those who reacted negatively to news of the impending displacement gave reasons for feeling as they did. They either liked their original house and/or location or they didn't like the inconvenience of having to move (Table 18). Of those that were pleased with the news, 16 wanted to move and saw personal benefits resulting from it.

There was a strong relationship between the positions of owners regarding their attitude toward the new facility and their reactions toward news of the required move (Table 19). A majority of the owners who were pleased to receive the news that they would have to move were also in favor of the new highway facility. The reverse was true for those who were upset with the news. Later analyses concentrated on original owners to reveal differences in their responses to questions relating to the relocation program and the entire

Table 18

Reactions to News of Required Move with Reasons,  
by Original Tenure of Respondent

Reactions and Reasons	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Reaction to News of Required Move <sup>a</sup>			
Very upset	32	7	39
Mildly upset	21	12	33
Filled with mixed emotions	22	23	45
Mildly pleased	12	12	24
Very pleased	7	10	17
Didn't know	1	6	7
Reasons			
Liked original house and/or location	17	5	22
Inconvenience of move	11	7	18
Wanted to move and saw personal benefit	7	9	16
Indifferent to move	4	8	12
Other	7	1	8
No reason given	50	40	90
All Response	96	70	166
All Respondents	95	70	165

<sup>a</sup> $\chi^2 = 13.83^{**}$ ;  $\chi_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't know" cells.

Table 19

Reactions to News of Required Move Versus Attitude  
Toward Highway Facility, by Original Tenure of Respondent

Attitude Toward Facility by Tenure <sup>a</sup>	Reaction to News of Move			Total
	Pleased or Had Mixed Emotions	Upset	Didn't Know	
	-----Number-----			
Original Owners <sup>b</sup>				
Favored or had mixed emotions	39	17	0	56
Opposed	2	36	0	38
Didn't know	1	0	0	1
Original Tenants				
Favored or had mixed emotions	40	14	7	61
Opposed	3	5	0	8
Didn't know	1	0	0	1
All Respondents	86	72	7	165

<sup>a</sup>After being informed of available relocation assistance.

<sup>b</sup> $\chi^2 = 35.58^{**}$ ;  $\chi_{.01} = 6.63$ ; 1 d.f.; ignoring "Didn't know" cells.



relocation experience. The results are presented where these topics are discussed.

No significant differences in the respondent relocatees' initial attitudes toward displacement were attributable to their age, race, sex, employment status, level of household income, or value of original housing. Also, no differences were due to such factors as urban-rural, highway system, highway improvement.

#### Attitudes Toward Relocation Program

The relocatees' attitudes toward the 1970 Relocation Program were evaluated in terms of their opinions of the program's administration, provisions, and effectiveness. But in order to make such an evaluation on relocated owners, it was first necessary to determine their attitudes toward the amount that they received for their original dwelling taken for right-of-way purposes. This payment, together with the relocation housing supplement, became the primary source of funds available to the relocatee to purchase a replacement dwelling. If the whole property was taken on a negotiated basis, the recommended appraised value of the property, less existing indebtedness, was what the relocatee usually received. (See Appendix Table 3 for frequency distribution of whole property values by tenure.) The majority of owners, excluding those owning trailers only, received a payment for their whole property. The others received a payment only for the part-taken, retaining the remainder of their use or disposal.

Of the 84 relocatees who owned both house and lot of the original property, 46 (55 percent) thought that they received enough for their property (Table 20). Of the remaining 38, there were 36 who expressed the belief that they didn't receive enough. Therefore, a sizeable number of owner relocatees were dissatisfied with the amount received for

Table 20

Original Owners' Opinions of Price Received for Original Property, by Value of Property, Race of Head of Household, Type of Highway Improvement, and Attitude toward Highway Improvement.

Item	Opinion of Price Received for Property			
	Enough	Not Enough	Didn't Know	Total
	-----Number-----			
Value of Original Property <sup>ab</sup>				
Less than \$5,000	15	2	2	19
\$5,000 - \$9,999	17	12	0	29
\$10,000 - \$14,999	10	11	0	21
\$15,000 or more	3	11	0	14
Not determined	1	0	0	1
Race of Head of Household <sup>c</sup>				
Anglo	32	32	1	65
Black	1	2	1	4
Mexican-American	13	2	0	15
Type of Highway Improvement <sup>d</sup>				
New facility	41	18	1	60
Widening	5	18	1	24
Attitude Toward Highway Improvement <sup>e</sup>				
Favored	31	7	0	38
Against	10	25	0	35
Indifferent	5	3	1	9
Didn't know	0	1	1	2
All Respondents	46	36	2	84

<sup>a</sup>Established to compute relocation payments.

<sup>b</sup> $\chi^2 = 14.60^{**}$ ;  $\chi^2_{.01} = 11.30$ ; 3 d.f.; ignoring "Didn't know" and "Not determined" cells.

<sup>c</sup> $\chi^2 = 7.29^{**}$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't know" and "Not determined" cells.

<sup>d</sup> $\chi^2 = 13.44^{**}$ ;  $\chi^2_{.01} = 6.63$ ; 1 d.f.; ignoring "Didn't know" cells.

<sup>e</sup> $\chi^2 = 21.00^{**}$ ;  $\chi^2_{.01} = 5.99$ ; 2 d.f.; ignoring "Didn't know" cells.

their properties even before being relocated under the relocation program. A higher proportion of the dissatisfied group had Anglo heads of households, lived in original housing valued over \$15,000, were located along a highway being widened, and opposed the proposed improvement than those of the satisfied group (Table 20). One might expect the majority of those who were dissatisfied with the amount paid them for their original dwelling to be also dissatisfied with the relocation program and the entire relocation experience. This hypothesis was tested, and the results are presented later in this section.

#### Relocation Program Provisions and Administrations

The relocation program provides for relocatees to be given a minimum of 90 days in which to move after receiving a written notification to move. The results of this study reveals that a majority of the respondents preferred to have a longer period in which to move (Table 21) and that most of them actually took more than three months (90 days) to move by requesting and obtaining one or more extensions. For many relocatees, the actual time was greater than the preferred time. Owners preferred and took a significantly longer period of time to move than did tenants (Table 21). Some of the owners built new homes in which to move into that required more time.

The program provides for displacees to be given relocation information and services over a period extending from the beginning of negotiation for his original dwelling to the completion of the move into his replacement dwelling. Each respondent relocatee was asked about several services that should have been provided to him (Table 22). The two services that were

Table 21

Actual Versus Preferred Moving Time After Receiving Official  
Notification to Move, by Original Tenure of Respondent

Actual/Preferred Moving Time <sup>a</sup>	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Actual Moving Time <sup>b</sup>			
Moved before notified	5	13	18
Less than 3 months	20	22	42
3 to 6 months	21	15	36
6 to 12 months	25	14	39
12 or more months	15	2	17
Not Determined	9	4	13
Mean months	7.4	4.4	6.2
Median months	5.8	3.5	4.2
Minimum months	0.2	0.1	0.1
Maximum months	27.3	17.8	27.3
Preferred Moving Time <sup>c</sup>			
Less than 3 months	6	12	18
3 to 6 months	48	44	92
6 to 12 months	17	6	23
12 or more months	7	2	9
Didn't know	17	6	23
Mean months	5.0	4.5	4.8
Median months	3	3	3
Minimum months	1	1	1
Maximum months	24	90	90
All Respondents	95	70	165

<sup>a</sup>Those in the "Moved before notified", "Not determined", and "Didn't know" cells were not included in the arrays to compute mean, median, minimum, maximum, and chi-square values.

<sup>b</sup> $\chi^2 = 8.67^*$ ;  $\chi^2_{.05} = 7.81$ ; 3 d.f.

<sup>c</sup> $\chi^2 = 8.92^*$ ;  $\chi^2_{.05} = 7.81$ ; 3 d.f.

Table 22

Services Provided, Services Most Helpful, and Additional Services Requested, by  
Original Tenure of Respondent

Type of Services	Original Tenure of Respondent		
	Owner	Tenant	Total
<del>Number</del>			
<b>Services Provided</b>			
Received relocation booklet	91	60	151
Explanation of assistance available	77	57	134
Granted extension of moving date	17	4	21
Given list of available housing	13	7	20
Given personal assistance	10	3	13
Given home financing information	2	5	7
Granted hardship request	4	2	6
Others	8	7	15
All Responses	222	145	367
<b>Services Most Helpful</b>			
Financial aid	44	52	96
Personal assistance	9	3	12
Whole program	9	2	11
Others	5	2	7
None or didn't know	29	11	40
All Responses	96	70	166
<b>Additional Services Requested</b>			
Information <sup>a</sup>	8	4	12
Help in locating residence	3	1	4
Other <sup>b</sup>	4	2	6
None or didn't remember	81	63	144
All Responses	96	70	166
All Respondents	95	70	165

<sup>a</sup>Included requests for information about moving time and the interest differential.

<sup>b</sup>Included requests for help to move quickly due to health to extend moving date, to set date to receive relocation money, to obtain more relocation money, and to obtain rights due to a relocated renter.

provided to a high percentage of the relocatees were (1) receipt of a copy of the relocation booklet and (2) an oral explanation (by relocation personnel) of available relocation assistance. Further probing revealed that 94 percent of the relocatees recalled that the THD had told them about the types of relocation payments that they might be eligible to receive.

Each relocatee was asked to evaluate the services received and indicate which were the most helpful to them. Although not considered a service, per se, the service most often mentioned pertained to the financial aid received (Table 22). More of the tenants than owners mentioned this service. This finding indicates that monetary services were more important to them than the nonmonetary services. But it is important to point out that many of the relocatees did not know which service was the most helpful to them.

When the relocatees were asked to name the types of relocation information or services that they had requested of the THD, the vast majority indicated that none had been requested or that they could not remember (Table 22). Most of the requests were for general information about the move. A few made requests for help in finding a replacement home (comparable to original home), for more relocation money, or for more time to relocate. A higher percentage of owners than tenants requested additional information or services.

Last, the program provides for relocation payments to cover moving expenses and additional expenses incurred to obtain comparable replacement housing. To be reimbursed for the latter, a relocatee must have lived in his original dwelling at least 90 days prior to initiation of negotiation for the dwelling. Also, the type and amount of the housing payment depends upon other criteria presented in Appendix Table 9.

The respondent relocatees were asked to evaluate the relocation payments made to them. The results revealed that 97 (84 percent) of 116 who received a replacement housing payment (housing, rent or downpayment supplement) considered such a payment to be about the right amount (Table 23). (See Appendix Table 10 for responses by type of housing payment.) There were 17 who thought that the payment was either too much or not enough. Owners and tenants expressed somewhat different opinions concerning the adequacy of their housing payment. Nearly all of those who thought that the payment was too much were tenants, and nearly all of those who thought that it wasn't enough were owners. There were 49 (30 percent) relocatees who did not receive a relocation housing payment for one reason or another. The primary reason was that at least one comparable replacement dwelling was available on the market at a price (rent) equal to or lower than that of their original dwelling. Another reason was that 20 owners retained their original dwelling and moved it to a new location. Such a choice made it difficult for them to qualify for a replacement housing payment.

All of the respondent relocatees received a moving payment, and 142 (86 percent) of the 165 thought that the amount was about right (Table 23). Fourteen, primarily tenants, thought that the payment was too much, whereas, six, primarily owners, thought that the amount wasn't enough.

Although not shown in tabular form, eight owners received interest differential payments. Six thought that the amount was about right, and two thought that the amount was not enough. Also, 29 respondents received closing cost payments. Of the 25 who gave an opinion, 24 thought that the payment was about right. One owner thought that it wasn't enough.

The above findings strongly suggest that the tenants who received relocation payments of any kind were pleased with the amount received, with only two

Table 23

Opinion of Adequacy of the Relocation Payments Received,  
by Original Tenure of Respondent

Opinion of Payment by Type	Original Tenure of Respondent		
	Owner	Tenant	Total
Replacement Housing <sup>ab</sup>			
Too much	2	6	8
About Right	50	47	97
Not Enough	8	1	9
Did not know	0	2	2
Received no payment	35	14	49
Moving <sup>c</sup>			
Too much	4	10	14
About right	84	58	142
Not enough	5	1	6
Did not know	2	1	3
All Respondents	95	70	165

<sup>a</sup>Each respondent was asked his opinion of the adequacy of the particular relocation housing payment that he received, e.g. housing, rent, or downpayment supplement. See Appendix Table 10 for responses concerning the specific housing supplement received.

<sup>b</sup> $\chi^2 = 6.10^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't know or Received no payment" cells.

<sup>c</sup> $\chi^2 = 6.60^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't know" cells.



indicating that the payment received was not enough. Since they did not own the property taken, they may have regarded the housing supplement as a gift. On the other hand, the owners who received any kind of payment were not so pleased. Since they owned the property taken, they probably did not regard the housing supplement as a gift.

Although some of the respondent relocatees preferred more time to move or were dissatisfied with services or amounts paid them for their original property and/or for their additional housing costs, the vast majority of them gave the relocation program (as administered by the THD) either a good or very good rating (Table 24). Only 12 respondents, 10 owners and two tenants, gave the program a bad or very bad rating. Also, very few of them indicated that they had a bad or very bad relationship with the relocation personnel of the THD (Table 24). All of these respondents were owners.

An intensive effort was made to identify the unique characteristics of the respondents who gave the relocation program a bad or very bad rating as opposed to those who gave it a so-so, good, or very good rating. This was done to determine what changes, if any, should be made in the program. Personal and household characteristics; occupation and employment status; types of dwelling, types of construction, appraised values, urban and rural locations, lengths of occupancy, types of taking, and methods of acquisition of the original dwelling; and types of highway systems and highway improvements were compared in an attempt to isolate statistically significant differences. No differences were identified. Next, the investigation proceeded to another level. Attitudes toward the proposed facility; actions supporting or opposing the proposed facility; attitudes toward the required move; opinions of amount paid for the original dwelling and disposition of original dwelling; changes in quality, physical characteristics, and value of housing;

Table 24

Evaluation of Relocation Program Administered  
by the THD and Relationship with THD's Relocation Personnel,  
by Original Tenure of Respondent

Evaluation of Relocation Program and Personnel	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
<b>Relocation Program</b>			
Very good program	33	34	67
Good program	46	32	78
So-so program	6	2	8
Bad program	8	0	8
Very bad program	2	2	4
<b>Relocation Personnel</b>			
Very good relationship	63	59	122
Good relationship	26	9	35
So-so relationship	2	0	2
Bad relationship	3	0	3
Very bad relationship	1	0	1
Didn't know	0	2	2
<b>All Respondents</b>	<b>95</b>	<b>70</b>	<b>165</b>

changes in quality of neighborhoods and community services; changes in distances to place of employment and other places in the neighborhood or community; and opinions of the amounts of relocation payments received for replacement housing and moving were compared with the ratings given the program. Significant differences in opinions of the program were identified for five of those variables (Table 25). Those who gave the program a bad rating were more likely to have been: (1) against the proposed facility, (2) living in their original relocated dwelling, (3) dissatisfied with amount received for their original dwelling, (4) dissatisfied with the amount received for replacement housing, and (5) dissatisfied with the amount received for moving than those who gave the program a so-so or good rating. It should be emphasized that not all of those expressing dissatisfaction with the relocation payments wanted higher payments. However, only two who gave the program a bad rating considered the relocation payments to be excessive.

#### Relocation Program Effectiveness

The results presented thus far gave some indication of how effective the relocation program has been in reducing the adverse financial and non-financial effects of forced displacement on residents. It is clear that the respondent relocatees were more dissatisfied with the proposed highway improvement or with the amount received for their property than with the relocation program.

Other indications of the relocation program's effectiveness were revealed in the responses of the relocatees to several open-end questions which gave them an opportunity to mention relocation problems that the THD personnel failed to help them solve and the problems still unsolved, to indicate additional information or services that should have been provided by the THD,

Table 25

Evaluation of Relocation Program Compared to Attitudes Toward  
Facility, Disposition and Payment for Original Dwelling, and Opinions  
of Relocation Payments Received for Housing and Moving.

Item	Evaluation of Program		
	Good or So-So Program	Bad Program	Total
	-----Number-----		
<b>Attitude Toward Facility<sup>ab</sup></b>			
In favor of facility	84	0	84
Against facility	35	11	46
Indifferent toward facility	32	1	33
Didn't know	2	0	2
<b>Disposition of Original Dwelling<sup>c</sup></b>			
Retained original house	15	5	20
Moved original trailer	12	0	12
Replaced original house or trailer	126	7	133
<b>Opinion of Payment Received for Original Dwelling<sup>d</sup></b>			
Enough	45	1	46
Not Enough	27	9	36
Didn't know	2	0	2
Not applicable	79	2	81
<b>Opinion of Payment Received for Replacement Housing<sup>e</sup></b>			
Too much	7	1	8
About right	96	1	97
Not enough	5	4	9
Didn't know	2	0	2
Not applicable	43	6	49
<b>Opinion of Payment Received for Moving<sup>f</sup></b>			
Too much	13	1	14
About right	134	8	142
Not enough	3	3	6
Didn't know	3	0	3
<b>All Respondents</b>	<b>153</b>	<b>12</b>	<b>165</b>

<sup>a</sup>After being informed of available relocation assistance.

<sup>b</sup> $\chi^2 = 26.02^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>c</sup> $\chi^2 = 11.06^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.

<sup>d</sup> $\chi^2 = 10.31^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Not applicable" cells.

<sup>e</sup> $\chi^2 = 32.00^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" and "Not applicable" cells.

<sup>f</sup> $\chi^2 = 16.50^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

and to suggest ways of improving the program of financial assistance. Their responses to these questions were summarized and are presented in Tables 26 and 27.

As far as the problems that the THD personnel failed to help them solve, very few of the relocatees mentioned such problems (Table 26). Most of them mentioned none or didn't know of any. Of the problems mentioned, nine relocatees said that they didn't receive enough financial assistance and three said that they didn't receive any or enough personal assistance. Two claimed that the retention policy was "unfair", thinking that they had to pay too much to retain their dwelling compared to what others paid. This complaint had nothing to do with the relocation program. The retention policy with respect to this program is that a housing supplement will be paid for all costs (to acquire a new site, relocate dwelling, and restore dwelling) that exceed the approved "before" value of the dwelling and site.

Very few of the relocatees mentioned relocation problems that were still unsolved (Table 26). The primary one was that of disliking their replacement residence for one reason or other. The second most mentioned problem was that of not finishing repairs or other work on their replacement residence. Financial problems were mentioned again by several respondents. Nearly all of these problems were mentioned by owners.

Turning to additional information and services that should have been provided, a large majority of the relocatees mentioned none or didn't know of any (Table 27). About one-half of the additional needs mentioned pertained to money. Five respondents needed additional money, and four mentioned the need for more equitable payments to owner. Again, most of those mentioning some need were owners.

Finally, a small number of the respondent relocatees offered suggestions

Table 26

Relocation Problems that THD Personnel Failed to Help  
Solve and Relocation Problems Still Not Solved, by  
Original Tenure of Respondent

Relocation Problems	Original Tenure of Respondent		
	Owner	Tenant	Total
<b>Problems THD Personnel Failed to Help Solve</b>			
Not enough financial assistance	6	3	9
No personal assistance	2	1	3
Unfair retention policy	2	0	2
Misunderstanding on downpayment	0	2	2
Others	3	0	3
Didn't know or none	82	64	146
<b>Problems Still Unsolved</b>			
Dislike of replacement residence	7	0	7
Incompleted work on replacement residence	4	0	4
Financial problems	2	1	3
Lack of Community services	3	0	3
Others	5	1	6
Didn't know or none	74	68	142
<b>All Respondents</b>	<b>95</b>	<b>70</b>	<b>165</b>

Table 27

Additional Information and Services Needed and Suggestions  
for Improving Program of Financial Assistance, by Original  
Tenure of Respondent

Information/Services Needed and Suggestions	Original Tenure of Respondent		
	Owner	Tenant	Total
<b>Additional Information and Services Needed</b>			
Additional money	4	1	5
More equitable payments to owners	4	0	4
More information	1	3	4
Have own appraiser	2	0	2
More assistance to find residence	2	0	2
Additional moving time	1	1	2
Give legal assistance	1	1	2
Didn't know or none	80	64	144
<b>All Responses</b>	<b>95</b>	<b>70</b>	<b>165</b>
<b>Suggestions for Improving Program of Financial Assistance</b>			
Give realistic appraisals	10	0	10
Give more information	2	4	6
Make equitable payments between owners and tenants	2	2	4
Give more time to relocate	3	0	3
Provide help in moving	2	0	2
Make payments promptly	2	0	2
Have appraisers come separately	2	0	2
Others	4	1	5
Didn't know or none	69	63	132
<b>All Responses</b>	<b>96</b>	<b>70</b>	<b>166</b>
<b>All Respondents</b>	<b>95</b>	<b>70</b>	<b>165</b>

for improving the program of financial assistance (Table 27). The suggestion mentioned most frequently by owners was not directed toward the relocation program but toward right-of-way acquisition procedures. Ten owners suggested that the acquiring agency should provide more realistic appraisals. The inferred meaning of this suggestion was that those relocatees thought they ought to have received more for their property. Two other owners suggested that the acquisition agency should have the appraisers come separately. Two owners were also concerned with receiving prompt and equitable payments. The suggestion mentioned most frequently by tenants was that the THD should give out more information. Six made such a suggestion. Two tenants were also concerned with receiving equitable payments.

The results show that more owners than tenants mentioned problems, information or services and made suggestions for improving the program of financial assistance. Most of their problems, needs, and suggestions were of a financial nature, except for the problems still unsolved. Cross-tabulating the respondents' responses to these questions with their overall evaluation of the relocation program revealed that a higher proportion of the relocatees who gave the program a bad rating mentioned problems, needs, or gave suggestions than of those who gave it a so-so or good rating (Appendix Table 11).

If the problems, needs or suggestions of the 12 respondents who gave the program a bad rating are translated into monetary and nonmonetary complaints, the results show that their monetary complaints outnumbered their nonmonetary complaints by three to one (Table 28). Most of these complaints were not directed toward the relocation program. So just changing the provisions or administration of the relocation program probably would not have caused them to change their rating of the program. In the first place, they really didn't want to move. In the second place, they were opposed to the new highway improvement. In the third place, they were unhappy with the amount received for their property. Fourth and last, they were dissatisfied with their replacement dwelling. Therefore, they



Table 28

Complaints of the 12 Respondents Who Gave  
the Relocation Program a "Bad" or "Very Bad" Rating,  
by Type of Complaint

Type of Complaint	Number of Respondents
<b>Monetary Complaints</b>	
Didn't receive a fair price for property	9
Didn't receive enough to move house	2
Tenants received too much	2
Didn't receive downpayment due to sublease	1
Had to pay more than others to retain house	1
Loss rental income	1
<b>Nonmonetary Complaints</b>	
Didn't want to move	4
Wanted help to find house	1
Wanted help to move trees and shrubs	1
City or county official provoked them	1
Husband died during moving period	1
All Responses	24
All Respondents	12

were dissatisfied with everything associated with the relocation experience. They may represent a small group that could not be satisfied by any level of payment or service offered, but it may be unfair to apply this assumption to every relocatee in the group. The interviewers gained the impression that the THD personnel went beyond the requirements of the law to help many of the relocatees to find a suitable replacement dwelling.

The 12 respondents who gave the program a bad rating didn't possess the same characteristics of those who might be generally thought of as being dissatisfied with the highway improvement and program. Those thought most likely to be dissatisfied were non-Anglos, retired, and living in wood frame dwellings. To the contrary, most of them were Anglos and fully employed. Also, their original dwellings were of the single family type and constructed of brick or other permanent materials (Appendix Table 12).

#### Attitudes Toward Relocation Experience

The respondent relocatees were given an opportunity to indicate their attitude toward the entire relocation experience after being relocated from six months to two years. A large majority had been relocated over one year and had enough time to make initial adjustments to the required move. Ninety-eight (59 percent) were mildly pleased or very pleased with the experience, while 42 (25 percent) were mildly upset or very upset (Table 29). The remaining relocatees either had mixed emotions or didn't know. The most dominant attitude toward the relocation experience was that of being very pleased. Tenants were obviously more pleased than owners. A possible reason was that a much higher proportion of the tenants than owners received some form of replacement housing payment. At the same, many of the owners were dissatisfied with the amount they received for their original dwelling.

As was done in the analysis attitudes toward the relocation program,

Table 29

## Attitude Toward Entire Relocation Experience, by Original Tenure of Respondent

Attitude Relocation Experience	Original Tenure of Respondent <sup>a</sup>		
	Owner	Tenant	Total
	-----Number-----		
Very upset with experience	19	3	22
Mildly upset with experience	14	6	20
Had mixed emotions with experience	16	7	23
Mildly pleased with experience	11	20	31
Very pleased with experience	34	33	67
Didn't know	1	1	2
All Respondents	95	70	165

<sup>a</sup> $\chi^2 = 17.56^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Don't know" cells.

respondent attitudes toward the relocation experience were cross-tabulated with many variables to ascertain statistically significant differences. Tables 30, 31 and 32 show the findings of those cross-tabulations that yielded significant differences. In the first place, those who were upset with the entire experience were more likely to have a head of household who was 60 to 70 years old and retired and to have an annual household income of under \$6,000 than those who were pleased or had mixed emotions (Table 30). In the second place, respondents who were upset were more likely to have occupied their original dwelling 20 years or more, moved their original dwelling, downgraded (physically) their housing, and received an inadequate supplemental payment for their replacement housing than those who were pleased or had mixed emotions (Table 31). In the third place, those who were upset were more likely to have been against the proposed facility, upset with news of the required move, dissatisfied with the relocation program, and unhappy with the relocation personnel than those who were pleased or had mixed emotions (Table 32).

The characteristics, opinions, and attitudes of respondents (mainly owners) who were upset with the relocation experience were not necessarily like those of respondents who gave the relocation program a bad rating. In fact, only one-fourth of those who were upset with the relocation experience gave the relocation program a bad rating (Table 32). The other three-fourths were more likely to have a very old and retired head of household, to have occupied their original dwelling under five years, and to have replaced their original dwelling (Table 33). They were more likely to have a favorable attitude toward the facility, to have reacted more favorably to the news of the move, and to have the opinion that the payments received were enough or about right (Table 34). Also, they were less likely to have financial problems that the THD failed to help them solve and to have needed additional

Table 30

Opinions of Entire Relocation Experience, by Age and  
Employment of Head of Household and Annual Household  
Income

Age, Employment Status and Income	Opinion of Relocation Experience			
	Pleased/Had Mixed Emotions	Upset	Didn't Know	Total
	-----Number-----			
<b>Age of Head of Household<sup>a</sup></b>				
Under 30 years old	26	2	0	28
30 - 39 years	21	3	1	25
40 - 49 years	24	11	1	36
50 - 59 years	22	9	0	31
60 - 69 years	12	12	0	24
70 years or more	16	5	0	21
<b>Employment Status<sup>b</sup></b>				
Full-time	92	24	2	118
Part-time	6	1	0	7
Not Employed	7	2	0	9
Retired	16	15	0	31
<b>Annual Household Income<sup>c</sup></b>				
Under \$2,000	15	8	0	23
\$2,000 - \$3,999	21	11	1	33
\$4,000 - \$5,999	11	9	0	20
\$6,000 - \$9,999	26	3	1	30
\$10,000 or more	43	8	0	51
Didn't know	5	3	0	8
All Respondents	121	42	2	165

<sup>a</sup> $\chi^2 = 15.46^{**}$ ;  $\chi^2_{.01} = 15.10$ ; 5 d.f.; ignoring "Didn't know" cells.

<sup>b</sup> $\chi^2 = 10.40^*$ ;  $\chi^2_{.05} = 7.81$ ; 3 d.f.; ignoring "Didn't know" cells.

<sup>c</sup> $\chi^2 = 12.57^*$ ;  $\chi^2_{.05} = 9.49$ ; 4 d.f.; ignoring "Didn't know" cells.

Table 31

Opinions of Entire Relocation Experience by Time Occupied  
Original Dwelling, Disposition of Original Dwelling and  
Opinion of Payment Received for Replacement Housing.

Item	Opinion of Relocation Experience			Total
	Pleased/Had Mixed Emotions	Upset	Didn't Know	
	-----Number-----			
Time Occupied Original Dwelling <sup>a</sup>				
Under one year	22	3	1	26
1 to 5 years	44	11	1	56
5 to 10 years	19	9	0	28
10 to 20 years	19	6	0	25
20 or more years	17	13	0	30
Disposition of Original Dwelling <sup>b</sup>				
Retained original house	9	10	1	20
Moved original trailer	11	1	0	12
Replaced original house or trailer	101	31	1	133
Physical Change in Housing <sup>c</sup>				
Upgraded	82	16	2	100
No change	18	13	0	31
Downgraded	21	13	0	34
Opinion of Payment Received for Replacement Housing <sup>d</sup>				
Too much	7	0	1	8
About right	77	20	0	97
Not enough	3	6	0	9
Didn't know	2	0	0	2
Not applicable	32	16	1	49
All Respondents	121	42	2	165

<sup>a</sup> $\chi^2 = 19.20^{**}$ ;  $\chi^2_{.01} = 13.3$ ; 4 d.f.; ignoring "Didn't know" cells.

<sup>b</sup> $\chi^2 = 9.44^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>c</sup> $\chi^2 = 11.60^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>d</sup> $\chi^2 = 12.10^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" and "Not applicable" cells.

Table 32

Opinions of Entire Relocation Experience by Attitude  
toward Facility, Reaction to News of Move, Evaluation  
of Relocation Program and Relations  
with Relocation Personnel

Item	Opinion of Relocation Experience			Total
	Pleased/Had Mixed Emotions	Upset	Didn't Know	
	-----Number-----			
Attitude toward Facility <sup>ab</sup>				
Favored or indifferent	104	12	1	117
Against facility	16	29	1	46
Didn't know	1	1	0	2
Reaction to News of Move <sup>c</sup>				
Pleased or had mixed emotions	77	9	0	86
Upset with news	37	33	2	72
Didn't know	7	0	0	7
Evaluation of Relocation Program <sup>d</sup>				
Good or so-so program	120	31	2	153
Bad program	1	11	0	12
Relations with Relocation Personnel				
Good or so-so relations	121	36	2	159
Bad relations	0	4	0	4
Didn't know	0	2	0	2
All Respondents	121	42	2	165

<sup>a</sup>After being informed of available relocation assistance.

<sup>b</sup> $\chi^2 = 47.18^{**}$ ;  $\chi_{.01} = 6.63$ ; 1 d.f.; ignoring "Didn't know" cells.

<sup>c</sup> $\chi^2 = 24.55^{**}$ ;  $\chi_{.01} = 6.63$ ; 1 d.f.; ignoring "Didn't know" cells.

<sup>d</sup> $\chi^2 = 25.81^{**}$ ;  $\chi_{.01} = 6.63$ ; 1 d.f.; ignoring "Didn't know" cells.

Table 33

Opinions of Relocation Program and Experience, by Age and Employment,  
 Status of Head of Household, Time Occupied Original Dwelling,  
 and Physical Change in Housing

Item	Opinion of Program and Experience				Total
	P. Not Bad & E. Not Upset	P. Not Bad & E. Upset	P. Bad & E. Upset	Other <sup>a</sup>	
	-----Number-----				
Age of Head of Household <sup>b</sup>					
Under 40 years old	46	5	0	2	53
40 - 59 years	46	14	6	1	67
60 - 69 years	12	7	5	0	24
70 years or over	16	5	0	0	21
Employment Status <sup>c</sup>					
Full-time	91	17	7	3	118
Part-time or not employed	13	2	1	0	16
Retired	16	12	3	0	31
Time Occupied Original Dwelling <sup>d</sup>					
Under one year	22	2	1	1	26
1 to 5 years	43	11	0	2	56
5 to 10 years	19	5	4	0	28
10 to 20 years	19	5	1	0	25
20 or more	17	8	5	0	30
Disposition of Original Dwelling <sup>e</sup>					
Retained original house	10	5	4	1	20
Moved original trailer	11	1	0	0	12
Replaced original house or trailer	99	25	7	2	133
Physical Change in Housing <sup>f</sup>					
Upgraded	81	11	5	3	100
No change	18	10	3	0	31
Downgraded	21	10	3	0	34
All Respondents	120	31	11	3	165

<sup>a</sup>Includes one who rated program bad but wasn't upset with experience.

<sup>b</sup> $\chi^2 = 20.20^{**}$ ;  $\chi_{.01} = 16.8$ ; 6 d.f.; ignoring "Other" or "Didn't know" cells.

<sup>c</sup> $\chi^2 = 10.80^*$ ;  $\chi_{.05} = 9.49$ ; 4 d.f.; ignoring "Other" or "Didn't know" cells.

<sup>d</sup> $\chi^2 = 15.72^*$ ;  $\chi_{.05} = 15.50$ ; 8 d.f.; ignoring "Other" or "Didn't know" cells.

<sup>e</sup> $\chi^2 = 9.87^*$ ;  $\chi_{.05} = 9.49$ ; 4 d.f.; ignoring "Other" or "Didn't know" cells.

<sup>f</sup> $\chi^2 = 11.65^*$ ;  $\chi_{.05} = 9.49$ ; 4 d.f.; ignoring "Other" or "Didn't know" cells.



Table 34

Opinions of Relocation Program and Experience, by Attitude Toward Facility, Reaction to News of Required Move, and Opinion of Payment Received for Original Dwelling and Replacement Housing.

Type of Responses	Opinion of Program and Experience				Total
	P. Not Bad & E. Not Upset	P. Not Bad & E. Upset	P. Bad & E. Upset	Other <sup>a</sup>	
	-----Number-----				
Attitude toward Facility <sup>bc</sup>					
Favored or indifferent	103	12	0	2	117
Against facility	16	18	11	1	46
Didn't know	1	1	0	0	2
Reaction to News <sup>d</sup>					
Pleased or had mixed emotions	76	9	0	1	86
Upset with news	37	22	11	2	72
Didn't know	7	0	0	0	7
Opinion of Payment Received for Original Dwelling <sup>e</sup>					
Enough	33	11	1	1	46
Not enough	16	11	9	0	36
Didn't know	1	1	0	0	2
Not applicable	70	8	1	2	81
Opinion of Payment Received for Replacement Housing <sup>f</sup>					
Too much	6	0	0	2	8
About right	77	19	1	0	97
Not enough	3	2	4	0	9
Didn't know	2	0	0	0	2
Not applicable or no payment	32	10	6	1	49
All Respondents	120	31	11	3	165

<sup>a</sup>Includes those who thought that the program was bad but were not upset with relocation experience as well as those who didn't know.

<sup>b</sup>After being informed of available relocation assistance.

<sup>c</sup> $\chi^2 = 55.87^{**}$ ;  $\chi^2_{.01} = 5.99$ ; 2 d.f.; ignoring "Other" and "Didn't know" cells.

<sup>d</sup> $\chi^2 = 28.73^{**}$ ;  $\chi^2_{.01} = 5.99$ ; 2 d.f.; ignoring "Other" and "Didn't know" cells.

<sup>e</sup> $\chi^2 = 11.44$ ;  $\chi^2_{.01} = 5.99$ ; 2 d.f.; ignoring "Other", "Didn't know", and "Not applicable" cells.

<sup>f</sup> $\chi^2 = 37.87$ ;  $\chi^2_{.01} = 5.99$ ; 2 d.f.; combining "Too much" and "About right" cells and ignoring "Other" and "Not applicable or no payment" cells.

information or services from the THD (Appendix Tables 13 and 14).

The characteristics, attitudes, and opinions of respondents who gave the relocation program a good or so-so rating were not necessarily the same as those of respondents who were pleased or had mixed emotions about the relocation experience (Tables 33 and 34). One-fifth of those who gave the program a good or so-so rating were upset with the relocation experience. The other four-fifths were more likely to have heads of household that were under 40 years old and fully employed. They were more likely to have occupied their original dwelling under one year, to have replaced their original dwelling, and to have upgraded the physical characteristics of their housing. They were more likely to have a favorable attitude toward the facility and to be pleased to receive news of the move. Last, they were more likely to have been pleased with the payments received for their property or for relocation purposes.

The data already presented indicate that many of the relocatees had a different attitude toward the displacement news than toward the entire relocation experience. By comparing their reaction to the displacement news (initial attitude) with their reaction to the entire relocation experience (final attitude), it was determined whether their attitude had changed to be more favorable, remained the same, or less favorable. Since so few of the tenants were upset initially, the above comparison was made on only owners. The results show that almost 50 percent of the owners changed their attitude to be more favorable toward displacement. Only seven changed to be less favorable (Table 35). The other owners did not change their attitude.

The seven whose attitude was less favorable were more likely to have had an indifferent attitude toward the facility, to have indicated that the quality of their housing had not changed, to have thought that their financial condition had remained the same, and to have given the relocation program a

Table 35

Changes in Owner Respondent Attitudes toward Displacement, by Attitude toward Facility, Change in Quality Housing, Effect on Financial Position, Evaluation of Relocation Program and Relations with Relocation Personnel.

Item	Change in Attitude toward Displacement <sup>a</sup>			Total
	More Favorable	Same	Less Favorable	
	-----Number-----			
Attitude toward Facility <sup>bc</sup>				
Favored	23	20	0	43
Indifferent	6	3	4	13
Against	17	19	2	38
Didn't know	0	0	1	1
Change in Quality of Housing <sup>d</sup>				
Improved	32	24	2	58
Same	9	10	5	24
Worsened	5	8	0	13
Effect of Financial Position <sup>e</sup>				
Improved	14	4	0	18
Same	24	13	5	42
Worsened	8	24	2	34
Didn't know	0	1	0	1
Evaluation of Relocation Program				
Good	42	33	4	79
So-so	3	2	1	6
Bad	1	7	2	10
Relations with Relocation Personnel				
Good	46	38	5	89
So-so	0	1	1	2
Bad	0	3	1	4
All Owner Respondents	46	42	7	95

<sup>a</sup>Derived from comparison of respondent's reaction to news of required move with his attitude toward entire relocation experience.

<sup>b</sup>After being informed of available relocation assistance.

<sup>c</sup> $\chi^2 = 16.90^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't know" cells.

<sup>d</sup> $\chi^2 = 10.50^{*}$ ;  $\chi^2_{.05} = 9.49$ ; 4 d.f.

<sup>e</sup> $\chi^2 = 19.80^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't know" cells.

bad rating than those whose attitude remained the same or became more favorable (Table 35). An important result shown here is that four of the seven whose attitude became less favorable toward relocation gave the relocation program a good rating. Apparently, the relocation program's negative effects on respondent attitudes were nil. Instead, the indications are that the relocation program and relocation personnel had significant positive effects on the attitudes of many of the respondents, even those who had an unfavorable attitude toward the facility.

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APPENDIX

Appendix Table 1

Factors Considered in Choosing Replacement Dwelling  
by Original Tenure of Respondent

Factors Considered	Original Tenure of Respondent		
	Owner	Tenant	Total
-----Number-----			
<b>Reasons for Choosing Replacement</b>			
Best for price	24	22	46
Desirable neighborhood	23	17	40
Best available dwelling	17	16	33
Convenient to schools	9	12	21
Preferred rural area	15	3	18
Convenient to work	7	10	17
Convenient to shopping, church, etc.	8	8	16
Previously owned property	9	3	12
Same neighborhood	5	3	8
Same landlord	2	3	5
Other reasons	8	9	17
Nothing or didn't know	8	4	12
<b>All Responses</b>	<b>135</b>	<b>110</b>	<b>245</b>
<b>Most Liked Features of Replacement</b>			
Neighborhood or location	22	22	44
More space or rooms	19	15	34
Better house or yard	20	10	30
Same house	9	0	9
Ownership	0	6	6
Lower cost	2	2	4
Other features	11	6	17
Nothing or didn't know	18	13	31
<b>All Responses</b>	<b>101</b>	<b>74</b>	<b>175</b>
<b>Most Missed Features of Original</b>			
Neighborhood or location	28	11	39
Special features of property	8	5	13
More space	3	5	8
Better house	3	2	5
Other features	8	1	9
Nothing or didn't know	47	47	94
<b>All Responses</b>	<b>97</b>	<b>71</b>	<b>168</b>
<b>All Respondents</b>	<b>95</b>	<b>70</b>	<b>165</b>



Appendix Table 2

Selected Physical Characteristics of the Original  
and Replacement Dwelling, by Original Tenure of Respondent

Physical Characteristic	Original Owner		Original Tenant	
	Original	Replm't.	Original	Replm't.
	-----Number-----			
Type of Dwelling				
Single family house	78	75	36	51
Duplex	5	2	9	2
Mobile home	12	15	5	7
Apartment or sleeping room	0	3	20	10
Type of Construction				
Brick or masonry	18	36	28	30
Other permanent siding	16	7	7	5
Other siding	61	52	35	35
Size of Dwelling (sq. ft.)				
Mean	991	1104	839	1040
Median	998	1050	784	950
Minimum	270	300	308	120
Maximum	1931	2450	1857	2880
Mean Number of Rooms				
All (excluding baths and utility)	5.1	5.3	4.3	4.7
Bedrooms	2.5	2.6	1.9	2.4
Bathrooms	1.2	1.3	1.1	1.3
All Respondents	95	95	70	70

Appendix Table 3

Recommended Appraised Value and Relocation  
Base Value of Original Dwelling Units,  
by Original Tenure of Respondent

Original Dwelling Unit Value	Original Tenure of Respondent		
	Owner	Tenants	Total
	-----Number-----		
Recommended Appraised Value <sup>a</sup>			
Less than \$5,000	30	16	46
\$5,000 to \$10,000	23	40	63
\$10,000 to \$15,000	19	4	23
\$15,000 to \$20,000	14	7	21
\$20,000 or more	9	3	12
Mean dollars	12,226	15,386	13,567
Median dollars	9,101	6,238	7,750
Minimum dollars	1,947	1,686	1,686
Maximum dollars	113,460	462,900	462,900
Relocation Base Value <sup>b</sup>			
Less than \$5,000	18	12	30
\$5,000 to \$10,000	30	31	61
\$10,000 to \$15,000	21	10	31
\$15,000 to \$20,000	12	3	15
\$20,000 or more	2	1	3
Not determined <sup>c</sup>	12	13	25
Mean dollars	9,620	7,862	8,904
Median dollars	8,544	6,840	7,705
Minimum dollars	1,391	1,800	1,391
Maximum dollars	33,850	22,800	33,850
All Respondents	95	70	165

<sup>a</sup>The recommended whole property value divided by the number of dwelling units.

<sup>b</sup>Subject value for relocation purposes. For tenants, the subject value was obtained by multiplying the higher of actual or economic subject rent for 12 months by 9.5 for single family residences and 7.5 for other dwellings.

<sup>c</sup>Original trailer owners and those not eligible for relocation payments other than moving.

Appendix Table 4

Opinion of Change in Selected Neighborhood Conditions,  
by Original Tenure of Respondent

Replm't. Neighborhood Compared to Original Neighborhood	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Condition of Homes and Other Bldgs.			
Better	45	43	88
Worse	9	4	13
Same	35	20	55
Didn't know	6	3	9
Condition of Lawns and Yards			
Better	45	40	85
Worse	12	6	18
Same	32	21	53
Didn't know	6	3	9
Condition of Streets			
Better	40	40	80
Worse	18	7	25
Same	34	21	55
Didn't know	3	2	5
Undesirable Business Activity			
More	11	5	16
Less	36	29	65
Same	40	31	71
Didn't know	8	5	13
Traffic Hazards			
More	20	11	31
Less	49	38	87
About same	26	19	45
Didn't know	0	2	2
Noise			
More	20	10	30
Less	54	40	94
About same	20	18	38
Didn't know	1	2	3
Air Pollution			
More	7	5	12
Less	27	23	50
About same	48	35	83
Didn't know	13	7	20
All Respondents	95	70	165

Appendix Table 5

Opinion of Change in Distance to Selected Facilities  
Within Neighborhood or Community as a Result  
of Relocation, by Original Tenure of Respondent

Distance to Facility	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Shopping Center (most used)			
Greater	45	27	72
Less	20	20	40
About same	30	22	52
Not applicable	0	1	1
Bank			
Greater	46	27	73
Less	15	12	27
About same	27	25	52
Not applicable	7	6	13
Schools <sup>a</sup>			
Greater	19	6	25
Less	13	23	36
About same	15	6	21
Not applicable	48	33	81
Didn't know	0	2	2
Church Building			
Greater	33	20	53
Less	22	18	40
About same	35	21	56
Not applicable	5	11	16
Doctor's Office			
Greater	35	22	57
Less	21	9	30
About same	38	31	69
Not applicable	1	8	9
Place of Employment (HH)			
Greater	31	27	58
Less	17	14	31
About same	27	16	43
Not applicable	20	13	33

<sup>a</sup>  $\chi^2 = 11.89^{**}$ ;  $\chi_{.01} = 9.21$ ; 2 d.f.; ignoring "Not applicable" and "Didn't know" cells.

Appendix Table 5  
Continued

Distance to Facility	Original Tenure of Respondent		
	Owner	Tenant	Total
	Number		
Movie house (most used)			
Greater	13	10	23
Less	8	5	13
About same	23	21	44
Not applicable	51	34	85
Park (most used)			
Greater	15	10	25
Less	9	18	27
About same	28	15	43
Not applicable	43	27	70
Homes of Relatives and Friends			
Greater	31	22	53
Less	13	15	28
About same	50	30	80
Not applicable	1	2	3
Don't know	0	1	1
Transit Bus Stop			
Greater	3	1	4
Less	8	7	15
About same	15	7	22
Not applicable	69	55	124
All Respondents	95	70	165

Appendix Table 6

Relocation Cost-Payment Differentials,  
by Type of Payment<sup>a</sup>

Type of Relocation Payment	Relocation Cost versus Payment		
	Cost	Payment	Difference <sup>b</sup>
	-----Dollars-----		
Housing Supplement (69)			
Mean	-3,490 <sup>c</sup>	1,957	-1,533
Median	-3,350	1,685	0
Minimum	-50,635	11,360	-50,625
Maximum	12,320	0	14,667
Down Payment (36)			
Mean	-2,031	1,271	-760
Median	-1,782	1,260	-116
Minimum	-7,950	0	-480
Maximum	0	3,050	6,590
Rent Supplement (28)			
Mean	-765 <sup>d</sup>	725	-39
Median	-600	735	72
Minimum	-5,568	0	-4,338
Maximum	4,320	1,560	5,537
Moving Payment (161)			
Mean	-63	372	309
Median	-17	375	330
Minimum	1,000	165	-725
Maximum	0	600	600

<sup>a</sup>Includes all respondents considered for a payment, except those whose cost could not be determined. The number used for these calculations is in parentheses.

<sup>b</sup>The minimum difference is the smallest value of any single observation in the array of differences. The maximum and median values also apply to single observations.

<sup>c</sup>The difference between estimated value of original dwelling for relocation purposes and the amount paid for replacement dwelling.

<sup>d</sup>The difference between actual or economic rent paid monthly for original dwelling and the actual or calculated (for owners) rent paid for replacement dwelling times 48 months. The calculated rent was determined through the use of rent multipliers mentioned in the footnotes of Table 12.

Appendix Table 7

Miscellaneous Expenses Attributed to Relocation,  
by Original Tenure of Respondent

Type of Expense	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
Type of Expense			
Utility Installation	13	5	18
Repairs to Home and Yard	9	2	11
Other Expenses <sup>a</sup>	5	5	10
Not Determined	3	0	3
None	65	59	124
All Responses	95	71	166
All Respondents	95	70	165
	-----Dollars-----		
All Miscellaneous Expenses <sup>b</sup>			
Mean	1,030	260	781
Median	480	75	295
Minimum	10	4	4
Maximum	5,000	999	5,000

<sup>a</sup>Includes new furniture costs and additional rental deposits.

<sup>b</sup>For 23 owners and 11 tenants of the above respondents who gave the amount for each expense.

Appendix Table 8

Level of and Change in Monthly Costs  
of Original and Replacement Dwellings,  
by Original Tenure of Respondent

Level/Change in Monthly Payments	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Dollars-----		
Monthly Payments for Original Dwelling <sup>a</sup>			
Mean	51	79	64
Median	40	75	60
Minimum	4	20	4
Maximum	140	170	170
Monthly Payments for Replacement Dwelling <sup>b</sup>			
Mean	87	106	96
Median	77	99	89
Minimum	5	7	5
Maximum	275	250	275
Change in Monthly Payments <sup>c</sup>			
Mean	36	21	29
Median	12	13	13
Minimum	-62	-45	-62
Maximum	184	135	184

<sup>a</sup>Based on dwellings of 73 owners and 62 tenants. Includes taxes and insurance for owners.

<sup>b</sup>Based on dwellings of 74 owners and 66 tenants. Includes taxes and insurance for owners.

<sup>c</sup>Based on dwellings of 67 owners and 60 tenants, where the payments were determined for both the original and replacement dwelling.



Appendix Table 9

Maximum Relocation Payments to Eligible Residential  
Relocates, by Type of Payment

Type of Payment	Maximum Payment
Replacement housing payments	
Housing supplement <sup>a</sup>	} -\$15,000
Increased interest <sup>a</sup>	
Incidental exp. on replm't.	} \$ 4,000 <sup>b</sup>
Downpayment	
Rent supplement	\$ 4,000
Moving payment	
Actual cost	No limit <sup>c</sup>
Schedule cost	} \$ 500
Dislocation allowance	

<sup>a</sup>To qualify for these payments under the 1970 program, original owners must have occupied their original dwelling at least 180 days prior to the date of first offer in negotiation for requisition of the property. To qualify for all other payments, original owners or renters must have occupied their original dwelling at least 90 days prior to the first offer in negotiation.

<sup>b</sup>For all over \$2,000, relocatee must pay 50 percent.

<sup>c</sup>Pays moving expenses (storage, meals, lodging, and transportation) up to 50 miles from the original dwelling.

Appendix Table 10

Opinions of Adequacy of Relocation Payments Received,  
by Original Tenure of Respondent

Opinions by Type of Payment	Original Tenure of Respondent		
	Owner	Tenant	Total
	-----Number-----		
<b>Housing</b>			
Too much	2	-	2
About right	35	-	35
Not enough	7	-	7
No payment	51	-	51
<b>Rent</b>			
Too much	0	2	2
About right	15	21	36
Not enough	1	0	1
Didn't know	0	1	1
No payment	79	46	125
<b>Downpayment</b>			
Too much	-	4	4
About right	-	26	26
Not enough	-	1	1
Didn't know	-	1	1
No payment	-	38	38
<b>All Respondents</b>	<b>95</b>	<b>70</b>	<b>165</b>

Appendix Table 11

Evaluation of Relocation Program, by Type of Service Most Helpful, Requested or Needed; Type of Problem Not Solved or Still Remaining; and Type of Suggestion for Improving Program of Financial Assistance

Type of Service, Problem or Suggestion	Evaluation of Relocation Program		
	Good or So-So	Bad	Total
	-----Number-----		
<b>Most Helpful Service</b>			
Financial	92	4	96
Nonfinancial	29	1	30
None or didn't know	33	7	40
All Responses	154	12	166
<b>Services Requested</b>			
Financial	5	0	5
Nonfinancial	14	2	16
None or didn't know	134	10	144
All Responses	153	12	165
<b>Additional Services Needed</b>			
Financial	7	3	10
Nonfinancial	11	1	12
None or didn't know	136	8	144
All Responses	154	12	166
<b>Problems Not Solved by THD</b>			
Financial	7	6	13
Nonfinancial	4	2	6
None or didn't know	142	4	146
All Responses	153	12	165
<b>Problems Still Remaining</b>			
Financial	3	0	3
Nonfinancial	16	7	23
None or didn't know	137	5	142
All Responses	156	12	168
<b>Suggestions for Improvement</b>			
Financial	14	6	20
Nonfinancial	14	0	14
None or didn't know	126	6	132
All Responses	154	12	166
All Respondents	153	12	165

Appendix Table 12

Characteristics, Opinions, and Attitudes of the 12 Respondents  
Who Gave the Relocation Program a "Bad" or "Very Bad" Rating

Characteristics, Opinions or Attitudes	Number of Respondents
Race of Head of Household	
Anglo	10
Non-Anglo	2
Age of Head of Household	
Under 50 years	4
50 or over	8
Employment Status of Head of Household	
Full-time	8
Not employed or retired	4
Household Composition	
Head of house has spouse	9
Head of house has no spouse	3
Type of Original Dwelling	
Single family dwelling	11
Other	1
Type of Construction of Original Dwelling	
Brick or other permanent dwelling	9
Wood	3
Attitude Toward Displacement News	
Pleased or had mixed emotions	1
Upset	11
Opinion of Change in Financial Postion	
Improved or remained same	4
Worsened	8

Appendix Table 13

Opinions of Relocation Program and Experience, by Reasons for Reaction to News of Move, Services THD was asked to Provide and Additional Information and Services Needed

Type of Responses	Opinion of Program and Experience				Total
	P. Not Bad & E. Not Upset	P. Not Bad & E. Upset	P. Bad E. Upset	Other <sup>a</sup>	
	-----Number-----				
Reasons for Reaction to News of Move					
Liked house and/or location	9	8	5	0	22
Inconvenience of move	15	2	1		18
Wanted to move or saw move as benefit	12	3	0	1	16
Indifferent to move	11	1	0	0	12
Others	3	3	2	0	8
None or didn't know	71	14	3	2	90
All Responses	121	31	11	3	166
Services THD was asked to provide					
Information	8	3	1	0	12
Help in locating another house	3	1	0	0	4
Others	2	3	1	0	6
None or didn't know	108	24	9	3	144
All Responses	121	31	11	3	166
Additional Information and Services Needed					
Pay for incidental expenses	2	0	2	0	4
Make more equitable payment	2	1	1	0	4
Need more information	1	1	1	0	3
Have own appraiser	1	0	1	0	2
Give assistance to find home	1	0	1	0	2
Additional time	2	0	0	0	2
Other	3	1	0	0	4
None or didn't know	108	28	5	3	144
All Responses	120	31	11	3	165
All Respondents	120	31	11	3	165

<sup>a</sup>Includes those who thought that the program was bad but were not upset with experience as well as those who didn't know.

Appendix Table 14

Opinions of Relocation Program and Experience, by Problems that the THD Failed to Help Solve, Problems Still Unsolved, Expenses Not Paid for by the THD, and Suggestion for Improving Financial Program.

Type of Response	Opinion of Program and Experience				Total
	P. Not Bad & E. Not Upset	P. Not Bad & E. Upset	P. Bad & E. Upset	Other <sup>a</sup>	
	-----Number-----				
Problems THD Failed to Help Solve					
Not enough financial assistance	3	0	6	0	9
No personal assistance	1	1	1	0	3
Unfair retention policy	2	0	0	0	2
Misunderstanding on downpayment	0	2	0	0	2
Others	2	0	1	0	3
None or didn't know	112	28	3	3	146
All Responses	120	31	11	3	165
Problems Still Unsolved					
Dislike of replacement residence	1	2	4	0	7
Incomplete work on replacement residence	1	3	0	0	4
Other problems	5	4	3	0	12
None or didn't know	113	22	4	3	142
All Responses	120	31	11	3	165
Expenses Not Paid for by THD					
Utility installations	12	4	2	0	18
Repair of house and yard	9	0	2	0	11
Others (rent deposit, new furniture, etc.)	7	0	3	0	10
None or didn't know	93	27	4	3	127
All Responses	121	31	11	3	166
Suggestions for Improving Financial Program					
Give realistic appraisals	2	4	4	0	10
Give more information	5	1	0	0	6
Make equitable payment between owners and tenants	2	0	1	1	4
Give more time to relocate	3	0	0	0	3
Make payments promptly	2	0	0	0	2
Provide help in moving	1	1	0	0	2
Have appraisers come separately	1	1	0	0	2
Others	5	0	0	0	5
None or didn't know	100	24	6	2	132
All Responses	121	31	11	3	166
All Respondents	120	31	11	3	165

<sup>a</sup>Includes those who thought that the program was bad but were not upset with experience as well as those who didn't know.