

LGBTQ Acceptance and Needs Survey

2018 Survey Results

Prepared for the Franklin County Coalition for Progress

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The findings and conclusions in this report are those of the author and do not necessarily represent the official position of the Franklin County Coalition for Progress.

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Executive Summary

The Franklin County Coalition for Progress (FCCP), a 501 c 3 non-profit organization focused on advancing social justice and equality issues, was interested in gathering information about how individuals living in Franklin County, Pennsylvania felt about the perceived needs and sense of acceptance for the LGBTQ community. Franklin County is a rural county that is dominated by a conservative leaning social milieu. A survey was conducted via social media to gather the information.

The survey sample ($N=402$) was made up of mostly white, well educated, women who had higher household incomes and educational levels than the average individual living in the county. The survey was distributed throughout several community organizations, local and regional newspapers and the Franklin County government's weekly Information and Referral newsletter.

Findings

- Respondents were most comfortable with having individuals identifying as members of the LGBTQ community at their place of worship; 88.5% of them reported being comfortable with this situation. They also reported being comfortable with learning their doctors identified as LGBTQ community members. These were the two highest scoring survey items for level of comfort.
- The two lowest scoring level of comfort survey items were concerning overt signs of affection and the education of school-aged children. Only 83.8% of the respondents were comfortable seeing a same sex couple holding hands. While only 77% of respondents were comfortable with learning their child had a lesson in LGBTQ history.
- Considering the high percentage of respondents (99%) reporting they know someone who is a member of the LGBTQ community, nearly 60% of the respondents believe the county is unwelcoming to the LGBTQ community.
- Over half of the respondents (52.2%) claimed to know of someone who was discriminated against or treated unfairly related to their membership in the LGBTQ community, but only 73% reported a need for legal protections surrounding the workplace and state and local laws.
- It was notable that the needs for social activities or support for older (51.9%) and younger (60%) members of the LGBTQ community was reported at such low levels.
- Educational events about LGBTQ issues was seen as a need for only 67.5% of the respondents.

Recommendations

- Design the survey with the method of analysis in mind, including the statistical software products to be used.
- Consider adding open-ended survey items to elucidate some of the underlying opinions that are the basis of the answer choices made by respondents.
- Expand the distribution of the survey, including alternative formats for individuals who may not have access to the internet, individuals who speak a language other than English, and are geographically dispersed throughout the county.
- Determine the outcomes to be measured, if any.
- Use standard and accepted definitions citing sources, including the use of the US Census preferred race and ethnicity survey items.
- Use culturally competent and person-first language.

LGBTQ Acceptance and Needs Survey 2018

During 2018 individuals living in Franklin County, Pennsylvania came together to gather information and provide support for individuals involved with the LGBTQ community. The Franklin County Coalition for Progress designed a pilot survey asking about the perceived level of acceptance of individuals identifying as members of the LGBTQ community and what the perceived needs were in the county.

The goal of the survey was to describe the perceived level of acceptance and needs in order to begin work on addressing them. The survey team included individuals who identify as members in the county's LGBTQ community.

This report will first explain what the survey team did, the methodology, and give a description of the survey respondents. The next section of the report will describe what was found, the survey results for each survey question. The final section will discuss what was found and highlight areas for potential improvement. The appendices provide the survey with actual counts and percentages and the literal responses to questions. This report discovered, from the perspectives of individuals living in the county, their feelings about acceptance and what services may need to be provided to this community.

Methodology

What did we do?

The survey was designed by members of the FCCP using the Survey Monkey® software. The survey was distributed via social media by the FCCP, the Franklin County Democratic Committee, the Franklin County Information and Referral weekly electronic newsletter, the Pennsylvania State University Mont Alto campus, Shippensburg University, the Public Opinion, Herald Mail Media, and The Shippensburg News-Chronicle Public Opinion. As this was an online opinion survey, there were no eligibility or disqualifying criteria and no informed consent was necessary. The survey was anonymous, however, the last survey item allowed for respondents to leave their contact information so they could be notified of future FCCP events.

Data were collected during April 2018. All surveys were conducted over the internet. The sample ($N=402$) was not randomly obtained and the possibility of survey methodology bias was present.

The survey instrument was self-administered by the survey respondents and required no specialized training to complete. The instrument used was the "*LGBTQ Acceptance and Needs Survey*" (Appendix A). De-identified survey data were given to an epidemiologist who conducts surveys for human services for data analysis.

A rule for handling missing data was established. If missing data were determined to be missing at random, missing unrelated to the actual values of the missing data, the missing data were ignored. For instance if datum about age was missing from a case, analyses based on the available age data were done. Although the analyses were then based on a smaller sample size than the original data set, the literature describing statistical methods for dealing with missing data supports treating missing data in this way because it has been shown to provide unbiased analyses (Cochrane Collaboration, n.d.; Higgins & Green, 2008; Pigott, 2001).

Who did we talk to?

The survey sample was mostly made up of females (66.6%); it was 90% White, 1.3% Hispanic, with the largest percentage of respondents falling in the 35-51 age range (Table 1). These demographic characteristics are not representative of Franklin County race and ethnicity demographics. Franklin County residents are 93.1% White, 3.7% African American, 4.8% Hispanic/Latino, 0.3% Native American, and 1.0% Asian (U.S. Census Bureau, 2015).

The sample reported higher household incomes than the county in general (U.S. Census Bureau, n.d.), with 27.2% of the sample reporting incomes between \$100,000-\$199,999 compared to the overall county percentage of 19.1% for this income range. Higher levels of educational attainment were also reported by the survey sample. Thus, the survey sample was highly educated, white females with greater incomes who were mostly heterosexual and whose personal identity and gender correspond to the sex they were assigned at birth.

Table 1
Demographic Characteristics of Survey Respondents

	Frequency	%
Age (in years)		
Under 18	7	1.7
18-34	117	29.1
35-51	162	40.3
52-71	103	25.6
72+	13	3.2
Sex assigned at birth ^a		
Male	126	31.4
Female	267	66.6
Prefer not to answer	8	2.0
Gender identity		
Cisgender	358	89.1
Transgender	9	2.2
Bigender	5	1.2
Genderqueer	4	1.0
Gender fluid	26	6.5
Sexual orientation		
Strictly heterosexual	270	67.2
Bisexual	39	9.7
Asexual	11	2.7
Strictly gay/lesbian	55	13.7
Pansexual	20	4.9
Unsure/questioning	4	1.0
Queer	3	0.8

Table 1 (continued)

Race/Ethnicity ^b		
White/Caucasian	360	90.0
Black/African American	7	1.8
American Indian /Alaska Native	4	1.0
Asian	6	1.5
Hispanic	5	1.3
Non-Hispanic	2	0.5
Other	16	4.0
Highest level of education ^a		
Did not complete high school	7	1.8
High school/GED	72	17.9
Some college	100	24.9
Bachelor's degree	115	28.7
Master's degree	72	17.9
Advanced graduate work or Ph.D.	35	8.7
Average household income ^c		
\$0-\$24,999/year	37	9.4
\$25,000-\$49,999/year	81	20.6
\$50,000-\$74,999/year	91	23.1
\$75,000-\$99,999/year	67	17.0
\$100,000-\$124,999/year	57	14.5
\$125,000-\$149,999/year	23	5.8
\$150,000-\$174,999/year	14	3.5
\$175,000-\$199,999/year	13	3.3
\$200,000+/year	10	2.5

Note: N=402. ^a n=401. ^b n=400. Race and ethnicity were joined in one survey item. ^cn=393.

Survey Results

What did we find?

The data analyses for the survey items follow, but first a little on statistical methods. Some survey item responses were analyzed as simple counts (frequencies) and percentages. A few items were open-ended questions which yielded literal responses (Appendix B). The survey included statements designed to assess levels of comfort. These Likert-type scale statements had responses that were weighted in the following manner: "Very comfortable" was scored as +2, "Somewhat comfortable" was scored as +1, "Somewhat uncomfortable" was scored as -1, and "Very uncomfortable" was scored as -2.

Since the Likert-type scale is without any standardized differences between each number, a "Very comfortable" answer weighted at 4 points cannot be completely cancelled out by a "Very uncomfortable" answer weighted at 1 point. Three points will remain, thereby, artificially inflating the comfort scores. "Comfort Scores" were determined by calculating the means of the responses. By combining the "Very comfortable" and "Comfortable" responses together and the

“Somewhat uncomfortable” and “Very uncomfortable” responses together, we used the principles of the binomial distribution (essentially converting the four responses into the two distinct, mutually exclusive response categories comfortable and uncomfortable) to determine "Comfort Rates."

One purpose of the survey was to guide decision-making for the larger population from which the sample was obtained, therefore, confidence levels were determined and confidence intervals (CI) were calculated and reported for comfort scores and rates. All analyses of these survey data used a 95% confidence level. A CI calculated using a 95% confidence level defines a range of values that we can be 95% certain contains the larger, general population's mean (score) or proportion (rate).

The CI concept is similar to the concept of "margin of error." The CI is equal to two margins of error and a margin of error is equal to about 2 standard errors (for 95% confidence). Confidence intervals give us an idea of how confident we can be that the results from this survey reflect what we would expect to find if it were possible for us to survey the entire population of Franklin County (Wood, 2014). Confidence intervals are not necessarily symmetrical. They are influenced by the confidence level, variability (standard deviation), and sample size. Smaller sample sizes generate wider intervals with more variability, especially the closer to 0% or 100% the proportions become.

Confidence levels, confidence intervals, and the binominal distribution played important parts in understanding how to go about analyzing the satisfaction statement data for this small sample. To correct for the small sample size with wide CIs that included 0% or 100%, the Adjusted Wald method was used to provide accurate CIs for the satisfaction rates. The Adjusted Wald method (Dransfield & Brightwell, n.d.) is an accepted statistical correction that has been shown to generate accurate intervals for any sample size, even samples as small as 2, "adjusting" the proportion by adding two satisfied responses and two not satisfied responses.

With the explanation of the statistical methods completed, we can now better understand the analyses that follow for Questions 5 through 10 and item 15.

Q5: What is your comfort level in the following situations?

Nearly all survey respondents ($n=401$) answered this survey item. The overall comfort score for this survey item was 1.32, 95% CI [1.16, 1.44] and the overall comfort rate was 83.7%, 95% CI [82.3%, 85.1%].

Table 2

What is your comfort level in the following situations?

	Comfort Score	Comfort Rate
Q5a) Having LGBTQ members at my place of worship. ^a 400	1.5, CI [1.3, 1.6]	88.5%, CI [84.9%, 91.2%]
Q5b) Seeing an LGBTQ co-worker’s wedding picture. ^b	1.37, CI [1.2, 1.5]	84.2%, CI [80.3%, 87.5%]
Q5c) Learning a family member is LGBTQ. ^a	1.33, CI [1.2, 1.45]	84.2%, CI [80.6%, 87.7%]
Q5d) Learning my child’s teacher is LGBTQ. ^c	1.29, CI [1.15, 1.42]	82.9%, CI [78.9%, 86.3%]
Q5e) Learning my doctor is LGBTQ. ^c	1.37, CI [1.24, 1.49]	85.4%, CI [81.6%, 88.6%]

Table 2 (continued)

Q5f) Seeing a same sex couple holding hands. ^d	1.32, CI [1.18, 1.45]	83.8%, CI [79.9%, 87.1%]
Q5g) Learning my child had a lesson on LGBTQ history. ^a	1.06, CI [0.9, 1.21]	77%, CI [72.6%, 80.8%]

Note: n= 401. All CIs used a 95% confidence level. ^an=400. ^bn=401. ^cn=399. ^dn=397.

Q6: Do you know someone who is (check all that apply).

Most survey respondents (n=400) responded to this survey item (Table 3). Nearly all of the respondents reported knowing someone who is “Gay or Lesbian.”

Table 3

Do you know someone who is...?^a

Answer choice	# Respondents (%)
Gay or Lesbian	396 (99)
Bisexual	290 (72.5)
Transgender	229 (57.3)
Queer	137 (34.3)
Asexual	108 (27)
Pansexual	106 (26.5)
Gender fluid	100 (25)
Bigender	27 (6.75)
Genderqueer	52 (13)
Unsure of/questioning queer	94 (23.5)
Other	7 (1.75)

Note: n= 400. ^aRespondents could choose more than one answer.

Q7: Do you believe there are enough support services for the LGBTQ community in Franklin County?

Most survey respondents (n=401) responded to this survey item (Figure 1).

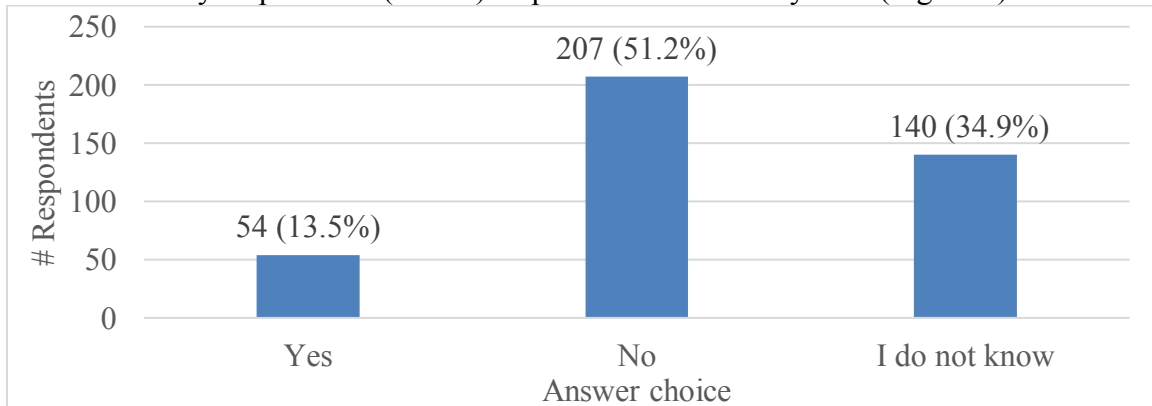


Figure 1. Do you believe there are enough support services for the LGBTQ community in Franklin County?

Q8: In general, do you believe that Franklin County is welcoming and accepting of the LGBTQ community?

All survey respondents ($N=402$) responded to this survey item (Figure 2).

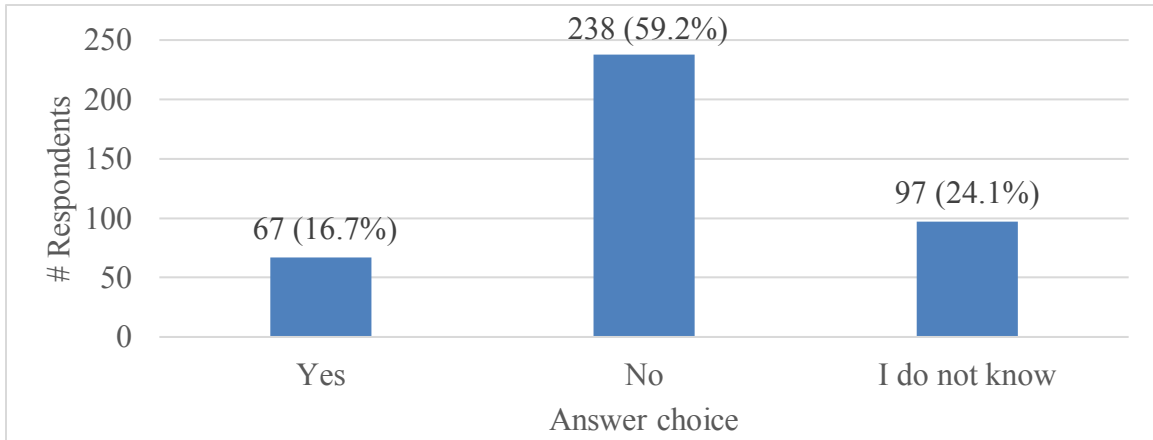


Figure 2. In general, do you believe that Franklin County is welcoming and accepting of the LGBTQ community?

Q9: Do you know someone who is LGBTQ who has been discriminated against or treated unfairly?

All survey respondents ($N=402$) responded to this survey item (Figure 3).

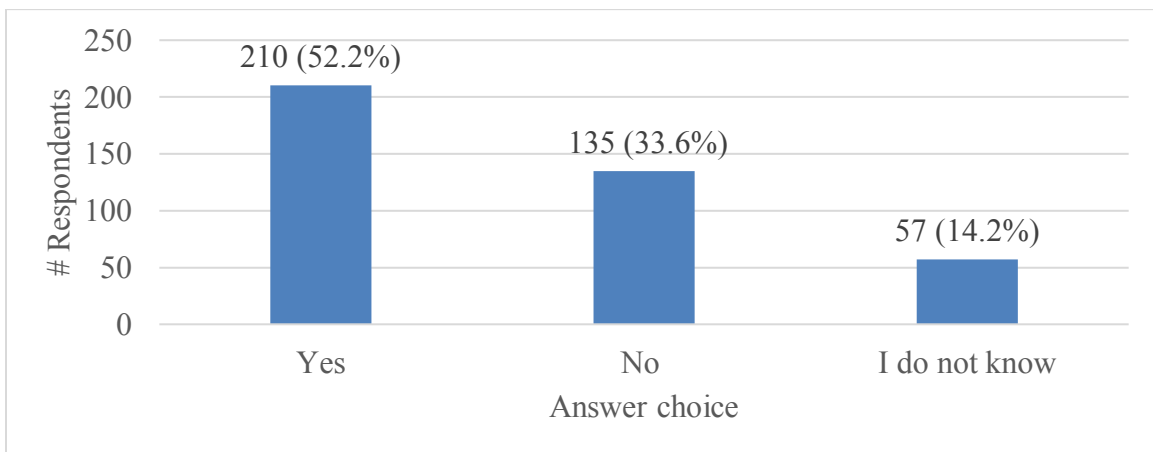


Figure 3. Do you know someone who is LGBTQ who has been discriminated against or treated unfairly?

Q10: What services or support do you feel are needed in Franklin County for the LGBTQ community? (check all that apply)

Most of the survey respondents ($n=395$) responded to this survey item (Table 4).

Table 4

What services or support do you feel are needed in Franklin County for the LGBTQ community?.^a

Type of services or support	# Respondents (%)
Equal protection under state and local laws	289 (73.2%)
Equal protection in the workplace	289 (73.2%)
Support or social activities for LGBTQ community	269 (68.1%)
Support or social activities for LGBTQ seniors	205 (51.9%)
Support or social activities for LGBTQ youth	237 (60%)
Events that educate and inform the community about LGBTQ issues	267 (67.6%)
I do not know	68 (17.2%)

Note: n= 395. ^aRespondents could choose more than one answer.

Q15: Have you heard of the Franklin County Equality Center?

Nearly all survey respondents (n=401) answered this survey item (Figure 4).

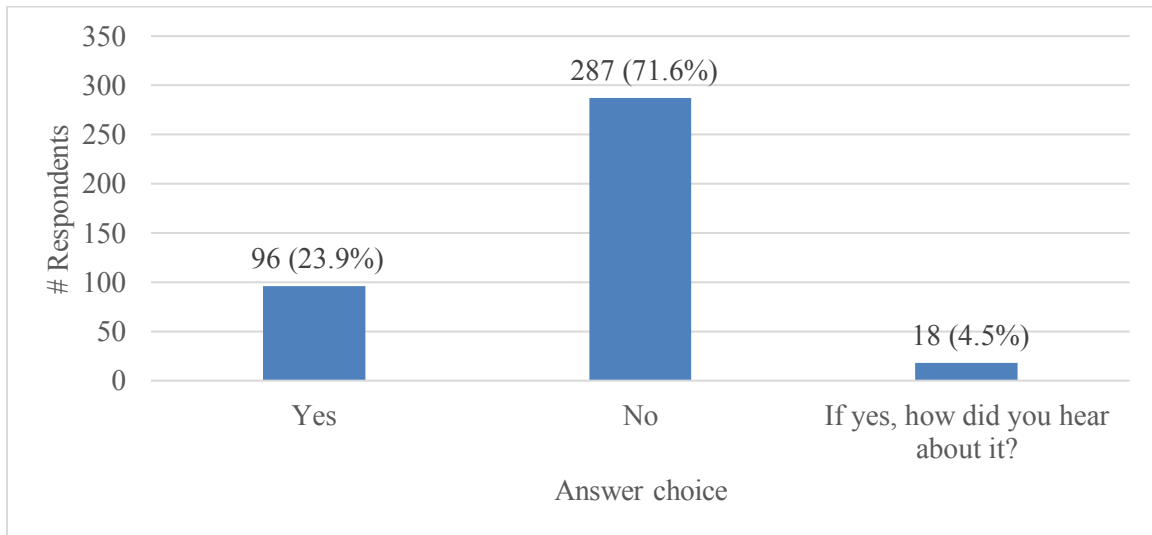


Figure 4. Have you heard of the Franklin County Equality Center?

Findings

Given how the survey was distributed throughout the county, it is not at all surprising that they respondents were educated, white women. It is likely they worked in human services, healthcare services, and education when considering the distribution.

Respondents were most comfortable with having individuals identifying as members of the LGBTQ community at their place of worship; 88.5% of them reported being comfortable with this situation. They also reported being comfortable with learning their doctors identified as LGBTQ community members. These were the two highest scoring survey items for level of comfort.

The two lowest scoring level of comfort survey items were concerning overt signs of affection and the education of school-aged children. Only 83.8% of the respondents were

comfortable seeing a same sex couple holding hands. While only 77% of respondents were comfortable with learning their child had a lesson in LGBTQ history.

This is interesting due to the high percentage of respondents (99%) reporting they know someone who is a member of the LGBTQ community. Common awareness campaigns are built upon the principle that the more members of the LGBTQ community an individual knows, the more accepting the individual will be. This does not appear to be the case for close to 20% of this sample. Nearly 60% of the respondents reported they believed the county is not welcoming and accepting of LGBTQ community members.

Although there is a belief the county is not welcoming and accepting among these survey respondents, they also reported they believe there are not enough support services available to the LGBTQ community. About 20% of the respondents were also unsure of what types of supports were needed. Over half of the respondents (52.2%) claimed to know of someone who was discriminated against or treated unfairly related to their membership in the LGBTQ community. Again, it was interesting that with over half of the respondents knowing someone who had been treated unfairly, only 73% reported a need for legal protections surrounding the workplace and state and local laws. Considering the percentage of women respondents, it was notable that the needs for social activities or support for older (51.9%) and younger (60%) members of the LGBTQ community was reported at such low levels. Events educating the community about LGBTQ issues was seen as a need for only 67.5% of the respondents.

There was a recognition the county may be unwelcoming and unaccepting of members of the LGBTQ community even though it is likely nearly everyone knows someone who identifies as such. This attitude was apparent in the answers to the support and needs survey items. Future surveys and events are needed to better describe what is needed to increase the levels of comfort and acceptance of members of the LGBTQ community in Franklin County.

Recommendations

- Design the survey with the method of analysis in mind, including the statistical software products to be used.
- Consider adding open-ended survey items to elucidate some of the underlying opinions that are the basis of the answer choices made by respondents.
- Expand the distribution of the survey, including alternative formats for individuals who may not have access to the internet, individuals who speak a language other than English, and are geographically dispersed throughout the county.
- State a hypothesis if there is to be hypothesis testing.
- Use standard and accepted definitions citing sources, including the use of the US Census preferred race and ethnicity survey items.
- Use culturally competent and person-first language.
- Determine the outcomes to be measured.

Appendix A



LGBTQ Acceptance and Needs Survey

LGBTQ Acceptance and Needs Survey

The Franklin County Coalition for Progress (FCCP), a non profit the that focuses on social justice and equality issues, and the Franklin County Equality Center (a program of FCCP), would like your input about LGBTQ issues in Franklin County. Please take a few minutes and fill out this survey.

1. How old are you?

- under 18
- 18-34
- 35-51
- 52-71
- 72+

2. What sex were you assigned at birth?

- Male
- Female
- Prefer not to answer

3. What is your gender identity?

- Cisgender: strictly identifying with the sex you were assigned at birth
- Transgender: identifying with a gender that does not correspond to the sex you were assigned at birth
- Bigender: identifying equally as both genders
- Genderqueer: identifying outside of, or beyond, the binary of female and male
- Gender fluid: identifying as male, female, and/or outside the binary at different times

4. What is your sexual orientation?

- Strictly heterosexual: experience sexual or romantic attraction to the opposite sex
- Bisexual: experiencing sexual or romantic attraction to more than one gender
- Asexual: not experiencing sexual or romantic attraction
- Strictly gay/lesbian: experiencing sexual or romantic attraction to the same gender
- Pansexual: experiencing sexual or romantic attraction to people of all gender identities
- Unsure/questioning
- Queer: experiencing sexual or romantic attraction in a way that does not fit into the previously mentioned, dominant norms

5. What is your comfort level in the following situations?

	Very comfortable	Somewhat comfortable	Somewhat uncomfortable	Very uncomfortable
Having LGBTQ members at my place of worship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeing an LGBTQ co-workers wedding picture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning a family member is LGBTQ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning my child's teacher is LGBTQ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning my doctor is LGBTQ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeing a same sex couple holding hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning my child had a lesson on LGBTQ history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Do you know someone who is (check all that apply)?

- Gay or lesbian
- Bisexual
- Transgender
- Queer
- Asexual
- Pansexual
- Other (please specify)
- Gender fluid
- Bigender
- Genderqueer
- Agender
- Unsure of/questioning gender

7. Do you believe there are enough support services for the LGBTQ community in Franklin County?

- Yes
- No
- I do not know

8. In general, do you believe that Franklin County is welcoming and accepting of the LGBTQ community?

- Yes
- No
- I do not know

9. Do you know someone who is LGBTQ who has been discriminated against or treated unfairly?

- Yes
- No
- I do not know

10. What services or support do you feel are needed in Franklin County for the LGBTQ community? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Equal protection under state and local laws | <input type="checkbox"/> Support or social activities for LGBTQ Youth |
| <input type="checkbox"/> Equal protection in the workplace | <input type="checkbox"/> Events that educate and inform the community about LGBTQ issues |
| <input type="checkbox"/> Support or social activities for LGBTQ Community | <input type="checkbox"/> I do not know |
| <input type="checkbox"/> Support or social activities for LGBTQ Seniors | |

11. What is your zip code?

12. What is your race/ethnicity?

- | | |
|--|--|
| <input type="radio"/> American Indian or Alaska Native | <input type="radio"/> White/Caucasian |
| <input type="radio"/> Asian | <input type="radio"/> Hispanic or Latino |
| <input type="radio"/> Black or African American | <input type="radio"/> Non Hispanic |
| <input type="radio"/> Other (please specify) | |

13. What is the highest level of education you have completed?

- | | |
|--|---|
| <input type="radio"/> Did not complete High School | <input type="radio"/> Bachelor's Degree |
| <input type="radio"/> High School/GED | <input type="radio"/> Master's Degree |
| <input type="radio"/> Some College | <input type="radio"/> Advanced Graduate work or Ph.D. |

14. What is your approximate average household income?

- | | |
|---|---|
| <input type="radio"/> \$0-\$24,999 | <input type="radio"/> \$125,000-\$149,999 |
| <input type="radio"/> \$25,000-\$49,999 | <input type="radio"/> \$150,000-\$174,999 |
| <input type="radio"/> \$50,000-\$74,999 | <input type="radio"/> \$175,000-\$199,999 |
| <input type="radio"/> \$75,000-\$99,999 | <input type="radio"/> \$200,000 and up |
| <input type="radio"/> \$100,000-\$124,999 | |

15. Have you heard of the Franklin County Equality Center?

- Yes No

If Yes, how did you hear about it?

16. If you would like to learn about volunteer opportunities with the Franklin County Equality Center please provide your name and contact information.

Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

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