



# City of Takoma Park Resident Survey 2014

## Report of Results

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# Table of Contents

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<b>Executive Summary</b> .....	<b>2</b>
<b>Survey Background</b> .....	<b>5</b>
Survey Purpose .....	5
Survey Methods .....	5
How the Results Are Reported.....	5
<b>Survey Results</b> .....	<b>8</b>
Quality of Community Life .....	8
Overall Quality of Life .....	8
Community Characteristics .....	10
Reasons for Living in Takoma Park .....	13
Problems in Neighborhood.....	14
Personal Safety .....	16
City Government.....	18
Quality of City and County Government Services .....	18
Ratings of Specific City Government Services.....	19
Action Chart™ and Key Driver Analysis .....	24
Public Trust in Local Government.....	27
Interactions with City Employees .....	29
Takoma Park Police Department.....	31
Takoma Park Facilities and Events .....	38
Communications Outreach .....	40
Information Sources.....	42
Availability of Information about City Government Functions .....	44
Washington Adventist Hospital.....	46
Commercial Opportunities.....	48
Shopping Obstacles .....	48
Additional Comments .....	51
<b>Appendix A: Respondent Demographics</b> .....	<b>52</b>
<b>Appendix B: Responses to Survey Questions</b> .....	<b>56</b>
Complete Set of Frequencies Excluding "Don't Know" .....	56
Complete Set of Survey Frequencies Including "Don't Know" .....	79
<b>Appendix C: Verbatim Responses to Survey Questions</b> .....	<b>107</b>
<b>Appendix D: Survey Results by Demographic and Geographic Groups</b> .....	<b>152</b>
Demographic crosstabulations.....	152
Geographic crosstabulations .....	178
<b>Appendix E: Benchmark Comparisons</b> .....	<b>187</b>
National Benchmark Comparisons .....	190
<b>Appendix F: Survey Methodology</b> .....	<b>199</b>
<b>Appendix G: Survey Materials</b> .....	<b>204</b>

## List of Figures

Figure 1: Overall Quality of Life .....	8
Figure 2: Ratings of Overall Quality of Life Compared Over Time.....	8
Figure 3: Quality of Community Compared Over Time .....	9
Figure 4: Ratings of Community Characteristics Compared Over Time .....	11
Figure 5: Community Characteristics Benchmark Comparisons.....	12
Figure 6: Reasons for Living in Takoma Park Compared Over Time.....	13
Figure 7: Ratings of Neighborhood Problems Compared Over Time.....	15
Figure 8: Ratings of Personal Safety Compared Over Time .....	17
Figure 9: Ratings of Overall Quality of Services Compared Over Time.....	18
Figure 10: Quality of City Services Compared Over Time – Top 11.....	20
Figure 11: City Services Compared Over Time .....	21
Figure 12: Additional City Services .....	23
Figure 13: City of Takoma Park 2014 Action Chart™ .....	26
Figure 14: Ratings of Public Trust .....	27
Figure 15: Government Policy .....	28
Figure 16: Contact with City Employees .....	29
Figure 17: Impression of City Employees Compared Over Time .....	30
Figure 18: Ratings of Effectiveness of Crime Prevention Programs Compared Over Time .....	31
Figure 19: Ratings of Visibility of Takoma Park Police Department Compared Over Time .....	32
Figure 20: Quality of Takoma Park Police Performance.....	33
Figure 21: Self-Reported Crime Victimization Compared Over Time .....	34
Figure 22: Reported Crime to the Police Compared Over Time .....	34
Figure 23: Overall Rating of the Contact with the City's Police Department Compared Over Time .....	35
Figure 24: Ratings of Various Aspects of Contact with Police Compared Over Time .....	36
Figure 25: Suggestions for Improving Takoma Park Police Services .....	37
Figure 26: Use of and Attendance at Takoma Park Facilities and Events Compared Over Time .....	39
Figure 27: Use of City Outreach and Media Sources Compared Over Time .....	41
Figure 28: Information Sources Used for City Government Activities Compared Over Time .....	43
Figure 29: Ratings of Availability of Information about City Government Functions or Activities Compared Over Time .....	45
Figure 30: Washington Adventist Hospital Preferences .....	46
Figure 31: Likelihood of Harm if Washington Adventist Hospital Moves to White Oak Area .....	47
Figure 32: Potential Economic Harm if Washington Adventist Hospital Moves to White Oak Area .....	47
Figure 33: Frequency of Shopping in Takoma Park .....	48
Figure 34: Obstacles to Shopping in Takoma Park.....	49
Figure 35: Services Most Lacking in Takoma Park.....	50
Figure 36: Additional Comments or Suggestions Compared Over Time .....	51

# Executive Summary

## SURVEY BACKGROUND

The City of Takoma Park, Maryland contracted with National Research Center, Inc. (NRC) to conduct a community-wide resident survey. The 2014 Takoma Park Resident Survey serves as a consumer report card for Takoma Park by providing residents the opportunity to rate the quality of life in the City, as well as the community's amenities, service delivery and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. This was the third implementation of the Takoma Park Resident Survey; the first was conducted in 2007 and the second in 2009.

The 2014 Takoma Park Resident Survey was mailed to 3,000 randomly selected Takoma Park households. Of the 2,862 eligible households who received the survey (138 surveys were returned as undeliverable because the address was vacant), 1,071 completed and returned the mailed questionnaire, giving a response rate of 37%. With 1,071 responses, the 95% confidence interval or "margin of error" is plus or minus three percentage points around any given percentage point, and plus or minus two points around average ratings on a 100-point scale.

## KEY FINDINGS

### Takoma Park residents continued to experience a high quality of life.

- ◆ Takoma Park residents rated their overall quality of life highly; 93% said it was "excellent" or "good." This evaluation was much higher than the national benchmark comparison and higher than the 2009 survey rating.
- ◆ At least 84% of respondents rated their neighborhood as a place to live and Takoma Park as a place to raise children as "excellent" or "good;" ratings that were both much higher than the national benchmark.

### Residents generally feel safe in the city, but also cited safety as a concern.

- ◆ When asked to indicate why they choose to live in Takoma Park, the city being safe was selected as a reason by 36% of respondents.
- ◆ When asked to indicate how much of a problem a variety of potential problems were in their neighborhood, crime was rated as at least a "moderate" problem by 38% of survey respondents. However, this rating was significantly lower than the 2009 rating (55% at least a "moderate" problem).
- ◆ At least three-quarters of survey participants felt "somewhat" or "very" safe during the day at five specific locations in the City, with nearly all respondents (96% or more) feeling at least somewhat safe in their neighborhood, the Takoma Metro station and in Old Town/Takoma Junction.
- ◆ Only nine percent of survey respondents reported that they or a household member were the victim of a crime in the past three months.

### Evaluations of City services were favorable and have increased over time.

- ◆ The overall quality of City services was viewed favorably by those completing the survey, with 87% of respondents reporting it as “excellent” or “good.” This rating was higher than that observed in 2009 and was also much higher than the national benchmark.
- ◆ Twenty-one of the 43 City services listed on the survey received an average rating of at least 70 or between “good” and “excellent” (e.g., trash collection, arts and cultural events, appearance of parks, etc.) and the remaining received an average rating higher than 50 (between “fair” and “good” to “good”).
- ◆ Of the 33 items for which comparisons could be made to 2009 results, 24 had received a higher rating in 2014 than in 2009, nine were similar and none were rated lower.
- ◆ National benchmark comparisons were available for 22 of the 43 City services. Nineteen were higher than the benchmark, two were similar and one was lower than the benchmark. Takoma Park Library collections and safety of parks were rated similar to the benchmark and the City's website was rated lower than the benchmark.

### Residents generally feel positive towards the police and would like to see increased police presence in their neighborhoods.

- ◆ Forty-five percent of survey participants reported being in contact with the Police Department in the last 12 months. The quality of that contact was viewed positively by most respondents reporting contact, with an average rating of 65 (about “good”) on the 100-point scale. This score was lower compared to that observed in 2009, and lower than the national benchmark.
- ◆ Residents were given the opportunity to provide suggestions for how they would improve police services in Takoma Park. About 38% of the survey respondents who gave a response would like to see more police presences and patrols; however, this percent was significantly lower than reported in 2009.
- ◆ About three in ten felt the police presence was “very visible” and another 52% felt it was “somewhat visible.” These ratings were similar to those observed in 2009; however the rating for “very” visible increased from 21% in 2009 to 27% in 2014 while the “somewhat” visible rating decreased from 56% in 2009 to 52% in 2014.
- ◆ The survey asked about the City’s Police Department performance in six areas; each of the areas listed received an “excellent” or “good” rating from at least two-thirds of respondents. Responding quickly to citizens’ calls for service received a rating of “excellent” or “good” from 82% of survey respondents. This rating was much higher than the benchmark comparison.

**Overall, residents' assessments of the City of Takoma Park government performance were positive and higher than the national benchmark comparisons.**

- ◆ Survey respondents were asked to rate their level of agreement with three statements about public trust; City government is really run for the benefit of all the people, Takoma Park city government welcomes resident involvement; and I feel included as a part of the Takoma Park community. Over three-quarters of those completing the survey “strongly agreed” or “agreed” with each of these public trust statements.
- ◆ The percent who agreed that the City government was really run for the benefit of all the people and the city government welcomed resident involvement were both much higher than the national benchmark.
- ◆ The 2014 survey asked residents to indicate their level of agreement with nine statements gauging whether or not the City is taking adequate measures to address each issue. Nearly nine in ten survey respondents “strongly agreed” or “agreed” that adequate measures were being taken by the City to protect the natural environment, to provide a variety of recreation opportunities and to reduce solid waste and promote recycling.

# Survey Background

## Survey Purpose

The City of Takoma Park, Maryland contracted with National Research Center, Inc. (NRC) to conduct a community-wide resident survey. The 2014 Takoma Park Resident Survey serves as a consumer report card for Takoma Park by providing residents the opportunity to rate the quality of life in the City, as well as the community's amenities, service delivery and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. This was the third implementation of the Takoma Park Resident Survey, with the first conducted in 2007 and the second in 2009.

The survey's focus on the quality of service delivery and the support for issues facing the City helps the City Council, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Takoma Park government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local governments control to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

## Survey Methods

Households received four mailings each beginning in February 2014. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent the first wave of the survey was sent. The second wave was sent one week after the first. Completed surveys were collected over the following weeks. The survey mailings contained a letter from the City Council inviting the household to participate in the 2014 Resident Survey, a questionnaire in both English and Spanish, and a self-mailing envelope. The fourth and final mailing was a reminder postcard asking residents who had not yet completed and returned the survey to do so.

About 5% of the surveys were returned undelivered because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,862 remaining households, 1,071 completed the survey, providing a response rate of 37%.

Survey results were weighted so that respondent age, gender and Ward of residence were represented in the proportions reflective of all Takoma Park adults. More information about the survey methodology can be found in *Appendix F: Survey Methodology*. A copy of the questionnaire received by respondents can be found in *Appendix G: Survey Materials*.

## How the Results Are Reported

For the most part, frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. On many of the questions in the survey, respondents could answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Responses to Survey Questions*. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs in the report body display the responses from respondents who had an opinion about a specific item. Questions where more

than 20% of respondents reported “don’t know” have been identified in the commentary of the report.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to 100%, it is due to the routine practice of percentages being rounded to the nearest whole number.

### Precision of Estimates

The 95% confidence interval (or “margin of error”) quantifies the “sampling error,” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and is  $\pm 3$  percentage points for this survey with 1,071 respondents. A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 3% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 72% and 78%. This source of uncertainty is called sampling error. In addition to sampling error, other types of “error” such as non-response error may also influence or bias results (i.e., those who did not respond to the survey may have different opinions about the issues covered than those who did respond).

### Comparing Survey Results Over Time

Takoma Park has up to three years of data about resident perceptions of quality of life and quality of services delivered by the city. These comparisons to previous survey results are shown in the body of the report. Where differences in results from 2009 to 2014 are four percentage points or greater (or three points on the 100-point scale), they can be considered significantly higher or lower.

### Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with 1 representing the best rating, the scales had different labels (e.g., 1=“excellent” or 1=“very effective”). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 0-100 scale. If ratings were all “good,” the result would be an average rating of 67. An average rating of 33 would be equivalent to “fair” and 0 would be “poor.” The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The 95% confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus two points on the 100-point scale.

### Benchmark Comparisons

An average rating of about 67 for service quality is at the “good” mark on a 100-point scale that goes from “excellent” to “poor.” Few services actually receive ratings as high as 67 on the 100-point scale, and service ratings range widely. Certain kinds of services tend to be thought

better of by residents in many communities across the country. For example, police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the better comparison is not from one service to another in Takoma Park, but from Takoma Park services to services like them provided by other jurisdictions. This way we can better understand if “good” is good enough for Takoma Park service evaluations.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. In this report, these national benchmark comparisons have been provided when similar questions on the Takoma Park Resident Survey are included in NRC’s database and there are at least five jurisdictions in which the same question was asked, though most questions are compared to more than 100 jurisdictions. Where comparisons are available, Takoma Park results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar to” the benchmark. This evaluation of “higher,” “lower” or “similar to” comes from a statistical comparison of Takoma Park’s rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). Differences of more than two points on the 100-point scale between Takoma Park’s ratings and the average based on the appropriate comparisons from the database are considered “statistically significant,” and thus are marked as “higher” or “lower” the benchmark. When differences between Takoma Park’s ratings and the national benchmarks are two points or less, they are marked as “similar to” the benchmark. In addition to the information provided in the body of the report, more detailed tables showing the comparative data are included in *Appendix E: Benchmark Comparisons*. These tables show the number of communities to which Takoma Park was compared and where Takoma Park’s average rating fell in the rank order of these communities’ ratings.

# Survey Results

## QUALITY OF COMMUNITY LIFE

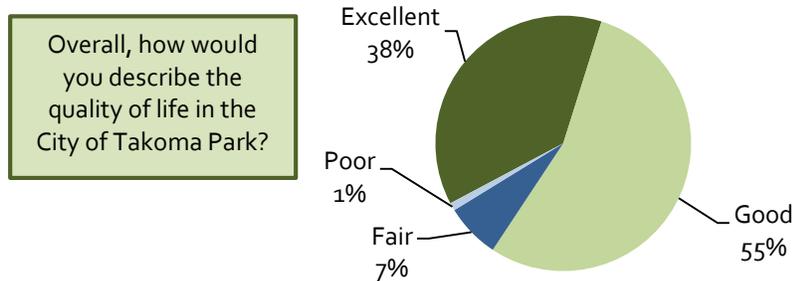
Residents’ ratings of quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The 2014 resident survey asked residents to assess various aspects of the quality of life in Takoma Park ranging from the overall quality of life to Takoma Park as a place to live alone. Survey respondents were also asked to assess a variety of community characteristics, identify their reasons for living in Takoma Park, provide feedback about problems and indicate their perceptions of safety in the community.

### Overall Quality of Life

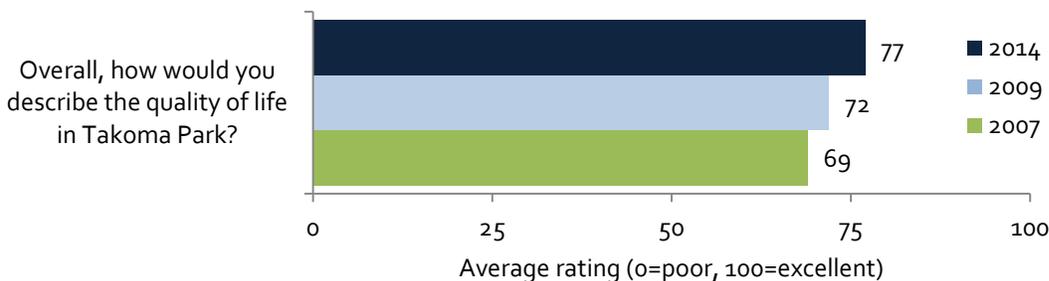
Survey respondents were asked to rate their quality of life in Takoma Park. Overall, residents viewed quality of life in Takoma Park favorably, with 93% rating it as “excellent” or “good” for an average rating of 77 on the 100-point scale (between “good” and “excellent”). This rating was higher than what was observed in 2009. Average ratings given by Takoma Park residents were compared to ratings given by residents of other communities across the country and the rating for overall quality of life in Takoma Park was much higher than the national benchmark (see *Appendix E: Benchmark Comparisons*).

The 2014 survey results were compared by respondent demographic subgroups, as well as the Ward in which the respondent’s household was located (see *Appendix F: Survey Methodology* for more detail on the Ward boundaries). Residents living in Ward 1, 2 and 3 tended to give higher evaluations of the overall quality of life in Takoma Park than did those living in other Wards. Residents who owned their home and were ages 18-54 tended to give higher ratings to the overall quality of life in Takoma Park than did their counterparts (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 1: Overall Quality of Life**



**Figure 2: Ratings of Overall Quality of Life Compared Over Time**



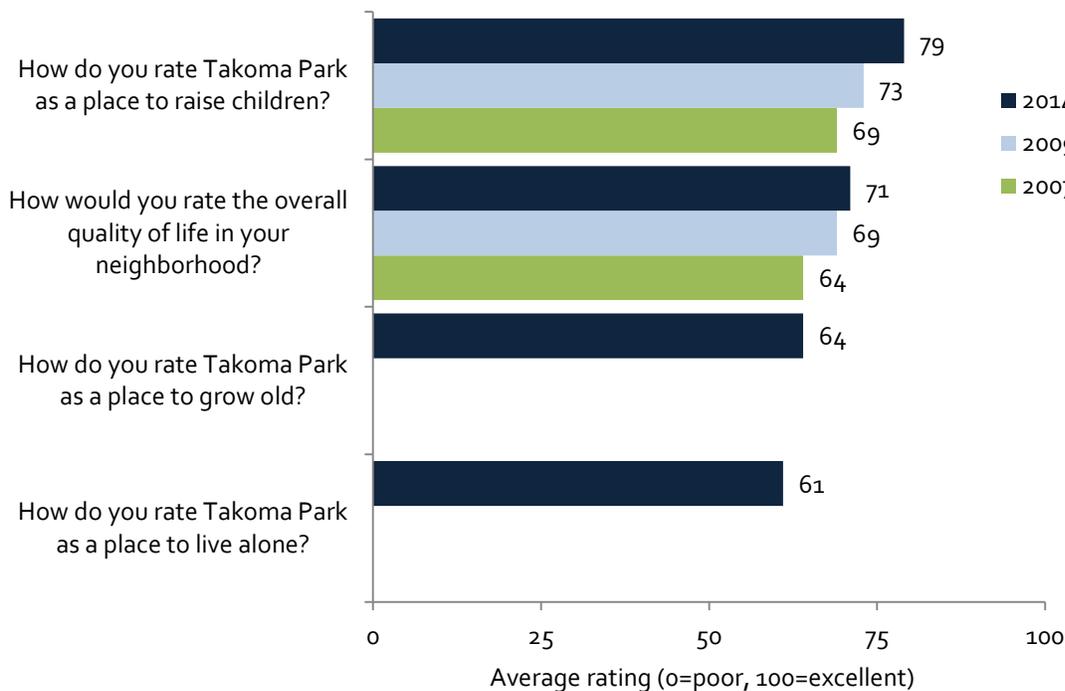
Ratings given by respondents for Takoma Park as a place to raise children and overall quality of life in their neighborhood were similar to the ratings they gave for overall quality of life in the city and were both much higher than the national benchmark (see *Appendix E: Benchmark Comparisons* for more detail on the benchmarks). Takoma Park as a place to raise children was given a higher rating in 2014 compared to 2009 while the overall quality of life in respondent’s neighborhood received a similar rating.

The 2014 survey assessed two new items related to the quality of the community. Takoma Park as a place to grow old received an average rating of 64 on the 100-point scale (about “good”) and Takoma Park as a place to live alone received an average rating of 61 on the 100-point scale (slightly lower than “good”). Benchmark comparisons were not available for these items.

Please note that a relatively large proportion of respondents said “don’t know” when asked to rate Takoma Park as a place to grow old (24% “don’t know”) and Takoma Park as a place to live alone (26%). Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies to each survey question).

Residents living in Ward 1, 2 and 3 tended to give higher evaluations to Takoma Park as a place to raise children, the quality of life in their neighborhood and the city as a place to grow old than did those living in other Wards. Female residents, those who rent their home and those who had an income of less than \$50,000 tended to give higher ratings to Takoma Park as a place to live alone than did their counterparts. Residents who had lived in Takoma park for more than 20 years rated the overall quality of life in their neighborhood higher than those who had lived in Takoma Park for 20 years or less (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 3: Quality of Community Compared Over Time**



## Community Characteristics

In addition to rating aspects of the quality of life in Takoma Park, those completing the questionnaire were also asked to rate various community characteristics. These aspects of living in the Takoma Park community also received favorable ratings, with 9 of the 14 characteristics receiving an average rating at or above “good” on the 100-point scale (see the figure on the following page). Openness and acceptance towards people of diverse backgrounds received the highest average rating (80), followed by access to municipal buildings (79) and sense of community (77). The lowest rated community characteristics were ease of travel by bicycle (average rating of 60, slightly lower than “good”), shopping opportunities (49 between “fair” and “good”) and availability of good quality affordable housing (45, between “fair” and “good”).

Three new characteristics were rated on the 2014 survey; parks and other recreational opportunities, opportunities to be heard and have a say in what happens in Takoma Park and access to good quality healthcare.

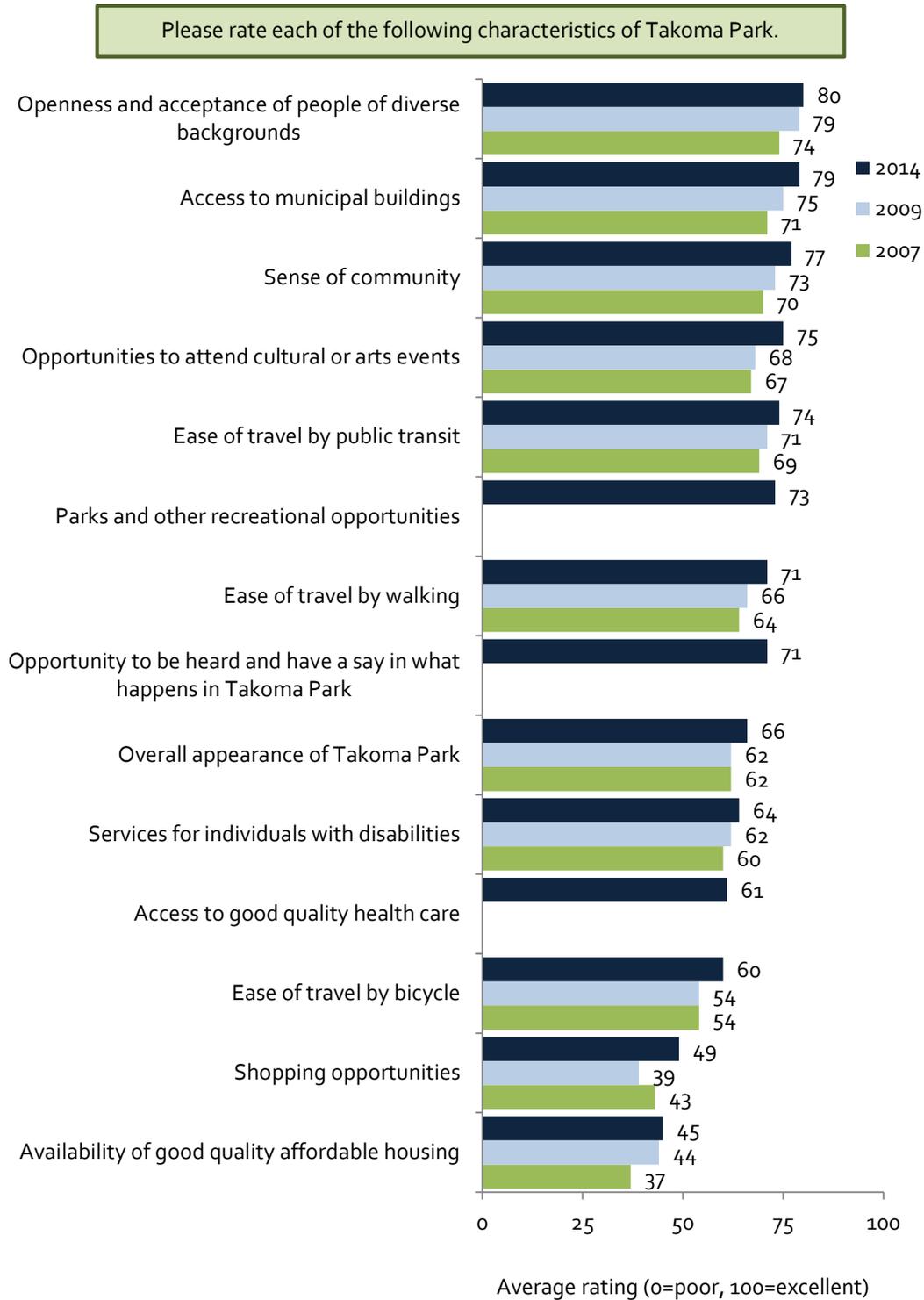
Six of the 14 community characteristics received higher ratings in 2014 compared to 2009: shopping opportunities, ease of travel by bicycle, overall appearance of Takoma Park, opportunities to attend cultural or arts events, sense of community and access to municipal buildings. None of these were rated lower in 2014 where comparisons were available to 2009. The rating for the availability of good affordable quality housing remained similar to the 2009 rating, but was higher than the 2007 rating.

Benchmark comparisons were available for 12 of the 14 community characteristics. Ten were above the benchmark. Availability of good quality affordable housing received a rating similar to the benchmark and shopping opportunities was lower than the benchmark. See Figure 5 or *Appendix E: Benchmark Comparisons* for more information on the benchmark comparisons.

Please note that a relatively large proportion of respondents said “don’t know” when asked to rate services for individuals with disabilities (65% “don’t know”), availability of good quality affordable housing (20%) and access to good quality health care (32%). Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies for each survey question including “don’t know” responses).

Residents living in Ward 4 tended to give higher evaluations to many community characteristics including opportunities to attend cultural or arts events and ease of travel by bicycle, walking and public transit than did those living in other Wards. However, residents living in Ward 4 tended to give ratings among the lower ratings for opportunity to be heard and have a say in what happens in Takoma Park. Those who rent their home and residents aged 18-34 tended to give higher ratings to the overall appearance of Takoma Park, ease of bicycle travel and opportunities to attend cultural events than did their counterparts (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 4: Ratings of Community Characteristics Compared Over Time**



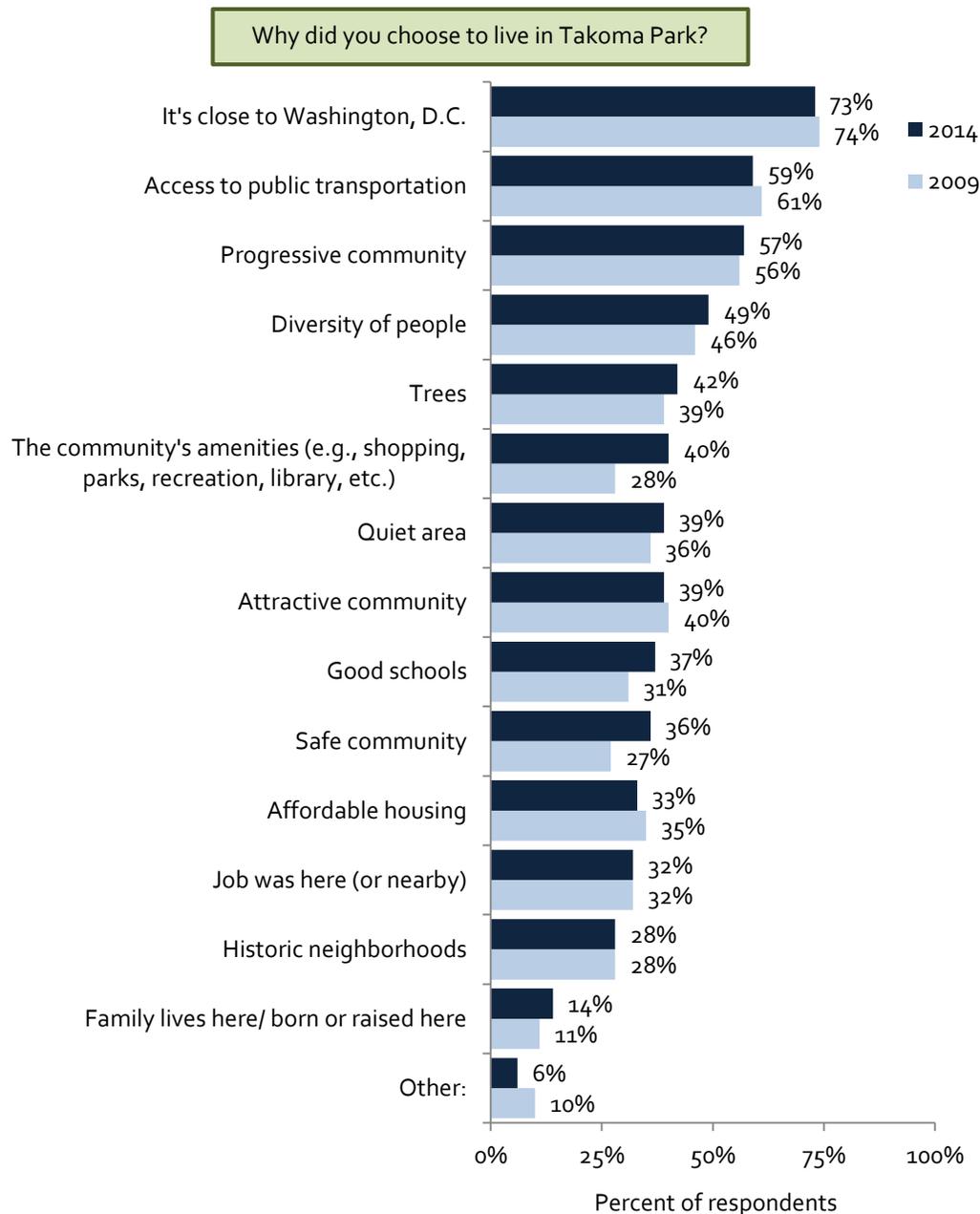
**Figure 5: Community Characteristics Benchmark Comparisons**

	Comparison to benchmark
Sense of community	Much higher
Overall appearance of Takoma Park	Much higher
Opportunities to attend cultural or arts events	Much higher
Shopping opportunities	Lower
Parks and other recreational opportunities	Much higher
Openness and acceptance of people of diverse backgrounds	Much higher
Services for individuals with disabilities	Much lower
Availability of good quality affordable housing	Similar
Ease of travel by bicycle	Much higher
Ease of travel by walking	Much higher
Ease of travel by public transit	Much higher
Access to good quality health care	Much higher

## Reasons for Living in Takoma Park

Those completing the questionnaire were asked why they chose to live in Takoma Park. A list of options was provided from which they could select as many reasons as they wished. The most frequently indicated reason for living in Takoma Park was that it was close to Washington, D.C. (73%). Access to public transportation, that the community is progressive, the diversity of people, and the trees were the other most commonly cited reasons. These were also among the most commonly cited reasons in 2009. Those that selected “other” had the opportunity to write-in their unlisted reason for living in Takoma Park; these “other” responses can be found in *Appendix C: Verbatim Responses to Survey Questions*.

**Figure 6: Reasons for Living in Takoma Park Compared Over Time**



Total may exceed 100% as respondents could select more than one answer.

## Problems in Neighborhood

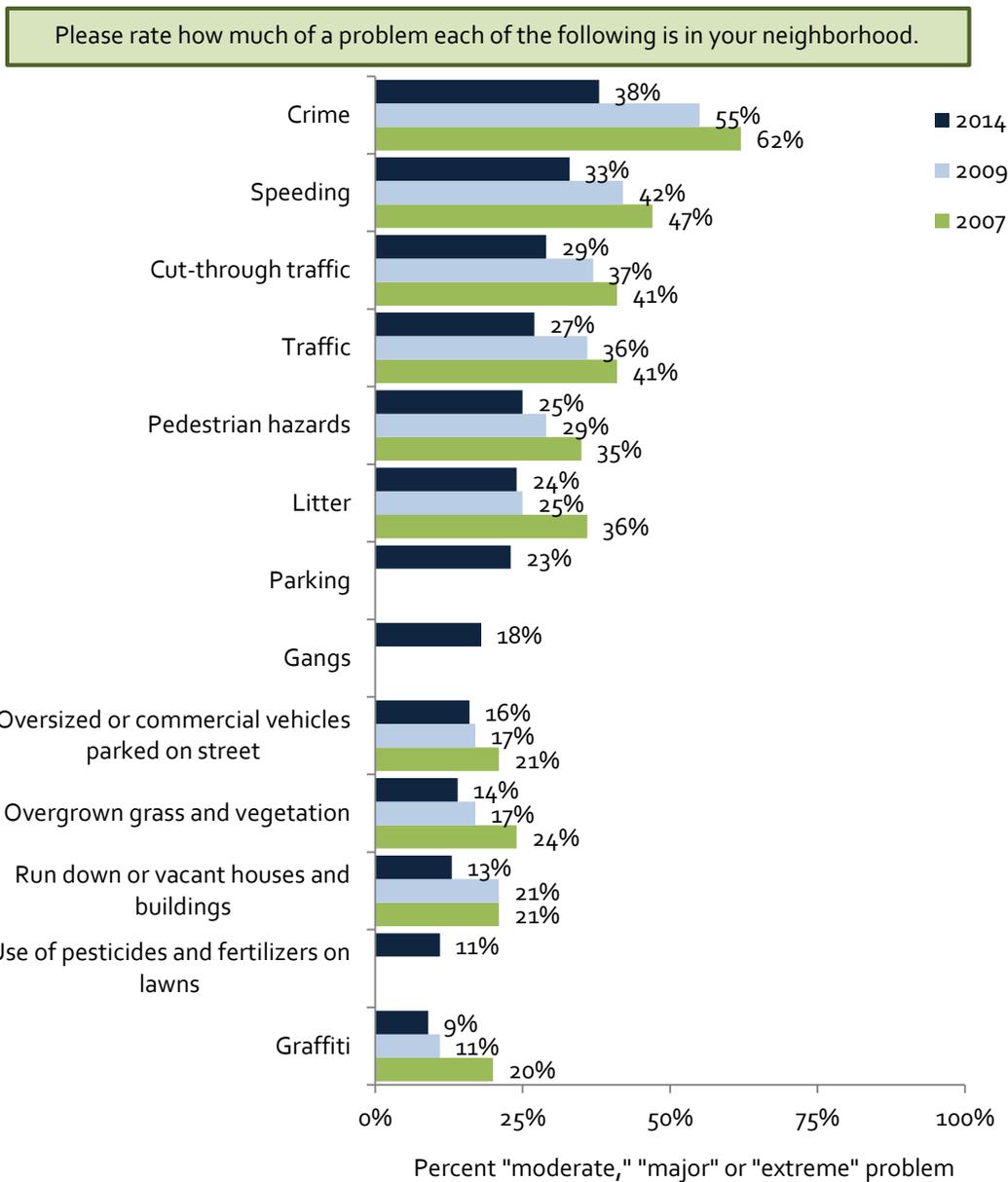
Residents completing the questionnaire rated the extent to which various issues were a problem in their neighborhood. Most did not see these problems in their neighborhood; each of the 13 listed issues were considered at least a “moderate” problem by no more than four in ten residents. Crime was considered to be the most problematic (38% said it was at least a “moderate” problem). Speeding, cut-through traffic and traffic issues were the next most problematic concerns deemed at least a “moderate” problem by about a third of those completing the survey.

Parking, litter and pedestrian hazards were considered a “moderate,” “major” or “extreme” problem by about one-quarter of respondents each. Less than 20% of respondents deemed gangs, oversized or commercial vehicles parked on the street, overgrown grass and vegetation, run down or vacant houses and buildings, use of pesticides and fertilizers on lawns and graffiti as at least a “moderate” problem.

Three new issues were rated on the 2014 survey; these include parking, gangs and use of pesticides and fertilizers on lawns. For the other 10 issues, five were considered less of a problem by those completing the survey in 2014 than in 2009; these issues include crime, speeding, cut-through traffic, traffic and run down or vacant houses and buildings. None were considered more of a problem in 2014 when compared to 2009.

Residents living in Ward 6 tended to consider traffic, speeding and oversized commercial vehicles parked on streets a greater problem than did those living in other Wards. Residents living in Ward 4 were less likely to consider crime as a problem, while those living in Wards 1 and 6 were most likely to consider crime as a problem. Residents aged 55 or older tended to consider more of the issues listed a problem compared to residents aged 18-54. Residents who had lived in Takoma Park for more than 20 years tended to consider traffic, cut-through traffic and speeding as a greater problem compared to residents living in Takoma Park 20 years or less (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

Figure 7: Ratings of Neighborhood Problems Compared Over Time



*In 2009 and 2007, "Speeding" was "Speeding traffic," "Oversized or commercial vehicles parked on street" was "Oversized vehicles and trailers parked on street," "Pedestrian hazards" was "Pedestrian safety" and "Run down or vacant houses and buildings" was "Run down houses and buildings."*

## Personal Safety

In order to gauge residents' feelings of safety around Takoma Park, survey participants were asked to rate how safe or unsafe they felt walking alone around the city both during the day and after dark. Not surprisingly, residents felt safer in all locations during the day than after dark.

At least three-quarters of survey participants felt "somewhat" or "very" safe at each of five specific locations during the day. Nearly all respondents (96% or more, see the figure on the following page) reported feeling at least somewhat safe in their neighborhood, at the Takoma Metro station and in Old Town/Takoma Junction during the day. Feelings of safety were lower in the University/New Hampshire/Crossroads area and in Flower Ave./Piney Branch area.

Between 51% and 76% of respondents reported feeling "somewhat" or "very" safe in Old Town/Takoma Junction, at the Takoma Metro station and in their neighborhood after dark. However, only about four in ten felt safe in the Flower Ave./Piney Branch area after dark (41%) and only three in ten felt safe in the University/New Hampshire/Crossroads area after dark (29%).

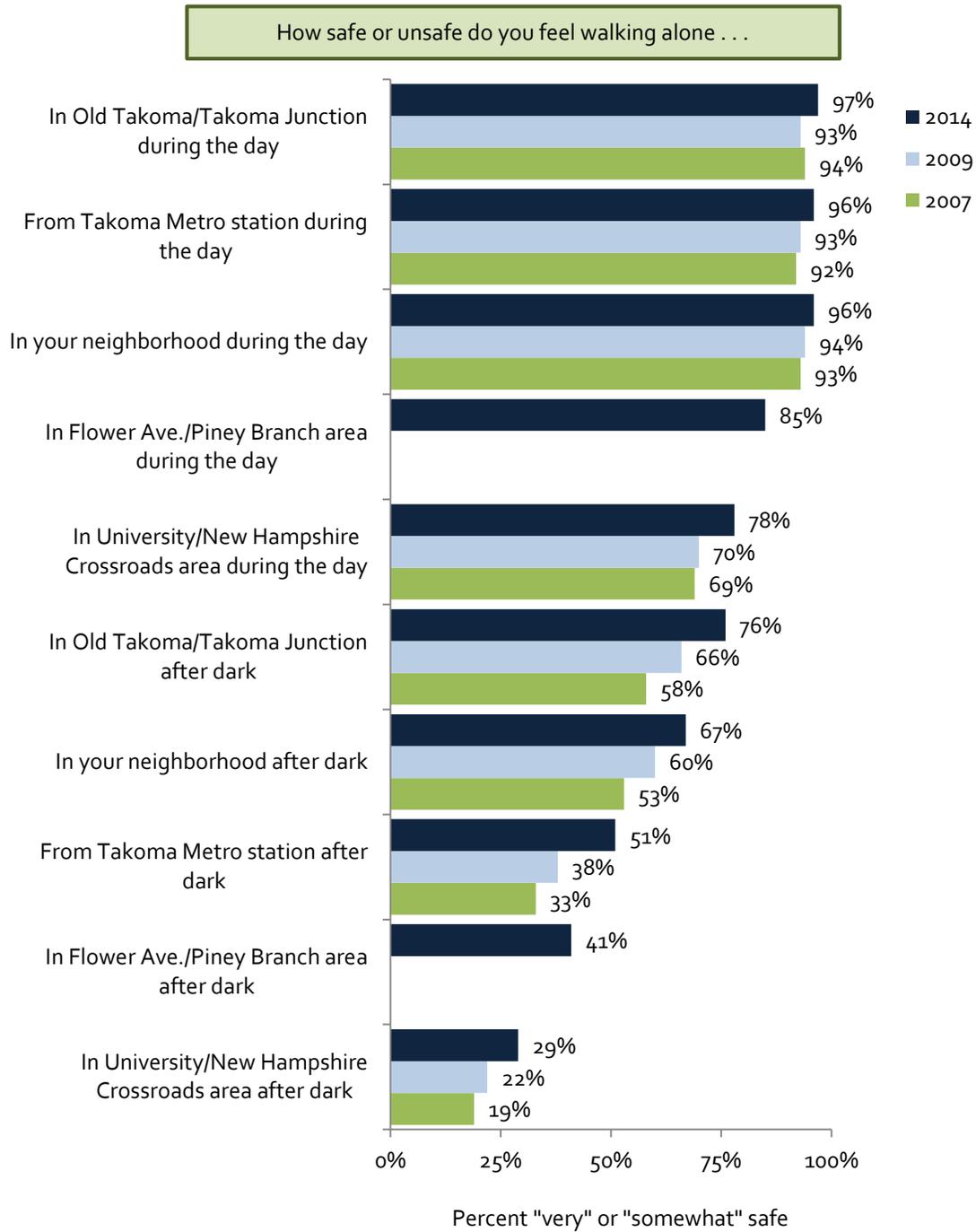
Where ratings were statistically significantly different in 2014 compared to 2009, the safety ratings had improved. Takoma Park residents reported feeling safer in 2014 than in 2009 in University/New Hampshire Crossroads area during the day and after dark, at the Takoma Metro station after dark, in their neighborhood after dark and in Old Takoma/Takoma Junction after dark. The 2014 survey was the first survey iteration to ask about feelings of safety in Flower Ave./Piney Branch area during the day and after dark.

Benchmark comparisons were available for two of the personal safety items included on the Takoma Park Resident Survey. Safety in the neighborhood after dark was rated lower than the benchmark, while safety in the neighborhood during the day was rated similar to the benchmark. See *Appendix E: Benchmark Comparisons* for more information on the benchmark comparisons.

Please note that a relatively large proportion of respondents said "don't know" when asked to rate their feelings of safety in University/New Hampshire Crossroads area during the day (24% "don't know") and after dark (32%), in Flower Ave./Piney Branch area during the day (21%) and after dark (29%). Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies to each survey question).

Residents living in Ward 4 tended to feel less safe in at the Takoma Metro station during the day than did those living in other Wards. Residents living in Ward 1, 5 and 6 gave lower safety ratings for their neighborhood after dark compared to their counterparts. Residents aged 18-34 and those who rent their home tended to feel safer than those 35 and older in most areas of the City (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 8: Ratings of Personal Safety Compared Over Time**



## CITY GOVERNMENT

A significant portion of the 2014 resident survey was devoted to assessing resident perceptions about how well the City of Takoma Park government was performing its job. Those completing the survey were asked to rate the quality of services provided by the City and various aspects of City government operation.

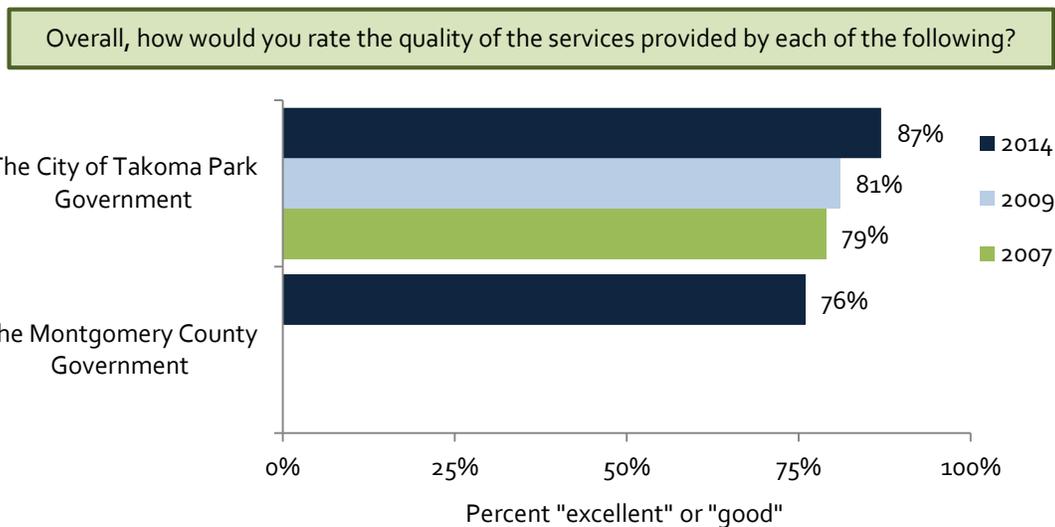
### Quality of City and County Government Services

The overall quality of City services was viewed favorably by those completing the survey, with 87% of respondents reporting it as “excellent” or “good.” This rating was higher than that observed in 2009 and was also much higher than the benchmark see *Appendix E: Benchmark Comparisons*).

The 2014 survey included a new item which asked survey respondents to also rate the overall quality of services provided by the Montgomery County government. The percent rating “excellent” or “good” for the overall quality of County services was slightly lower than the rating for City services at 76% “excellent” or “good” but was also much higher than the benchmark (see *Appendix E: Benchmark Comparisons*).

Residents living in Ward 4 tended to give higher evaluations of the overall quality of County services than did those living in other Wards. No differences by Ward emerged for overall quality of City services. Residents who rented their home, had lived in Takoma Park for five years or less and were aged 18-34 tended to give higher ratings to the overall quality of City services than did their counterparts (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 9: Ratings of Overall Quality of Services Compared Over Time**



## Ratings of Specific City Government Services

Those completing the questionnaire were asked to rate the quality of 43 specific City services. The average ratings given to these services are displayed in Figure 10 and Figure 11 on the following pages. The services receiving the highest ratings were weekly yard waste collection, trash collection, recycling services, safety of City buildings and Takoma Park Library programs, each receiving average ratings of 77 or greater on the 100-point scale (between “good” and “excellent”).

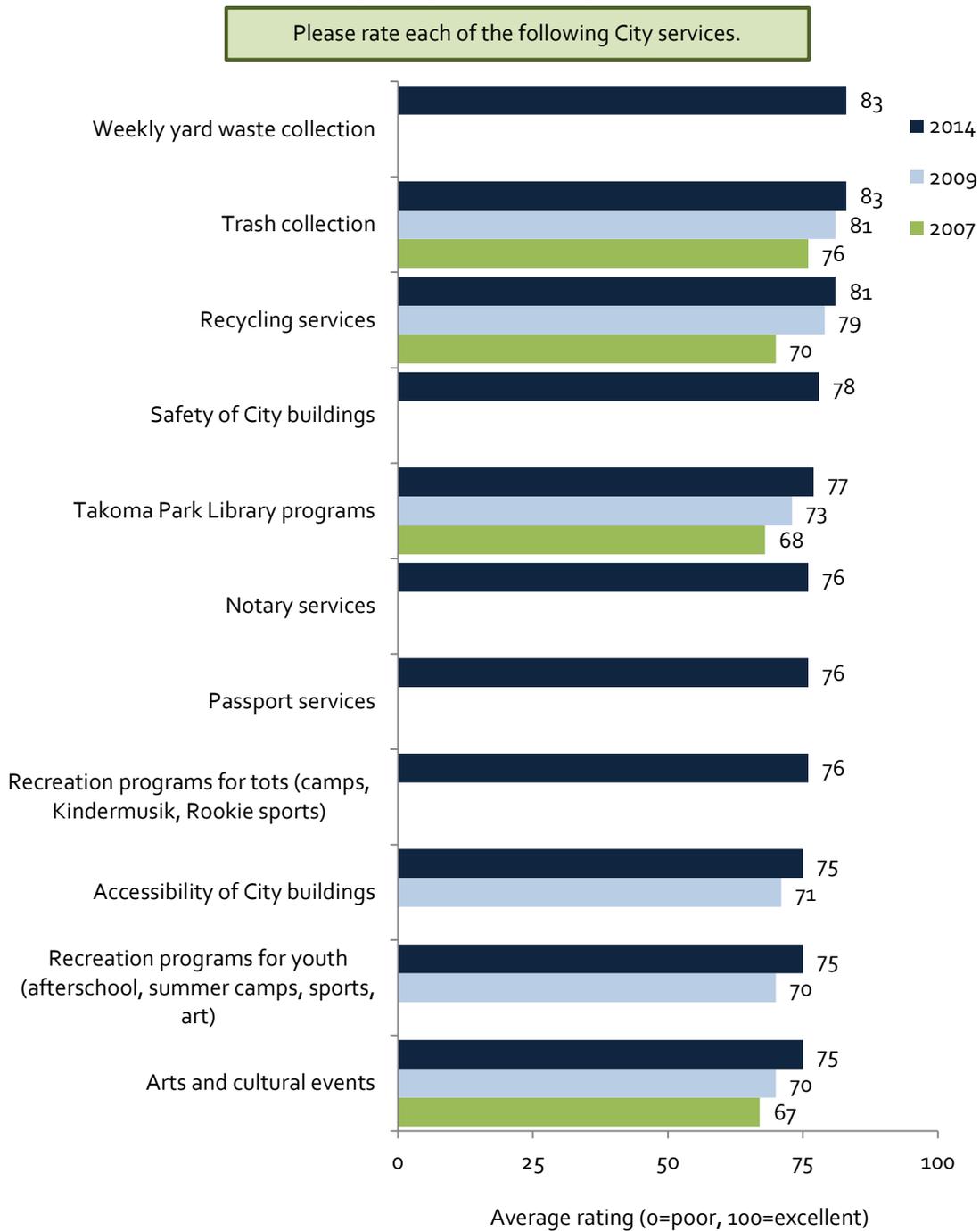
Ten new specific City services were listed on the 2014 survey. Of the 33 items for which comparisons could be made to 2009 results, 24 received a higher rating in 2014 compared to 2009, nine were similar and none were rated lower. The 24 items receiving statistically higher ratings in 2014 compared to 2009 are marked in Figure 11 with a diamond symbol (◆).

Benchmark comparisons were available for 22 of the 43 City services. Nineteen were higher than the benchmark, two were similar and one was lower than the benchmark. Takoma Park Library collections and safety of parks were rated similar to the benchmark and the City’s website was lower than the benchmark. See Figure 11 or *Appendix E: Benchmark Comparisons* for more information on the benchmark comparisons.

Please note that a relatively large proportion of respondents said “don’t know” when asked to rate 29 of the 43 services listed. Those services with “don’t know” responses over 20% are marked in Figure 11 with an asterisk (\*). Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies for each survey question).

Residents living in Ward 1 tended to give higher evaluations to trash collection, fall vacuum leaf collection, and snow and ice removal than did those living in other Wards. Residents living in Ward 4 tended to give higher ratings to safety of parks, and street lighting than did those living in other Wards. In general, residents aged 55 and older gave higher ratings to services like recycling, street sweeping and weekly yard waste collection while residents aged 18-54 tended to give higher ratings to services like appearance of parks, athletic fields and playgrounds and recreation programs for all ages (seniors, adults, youth and tots). Residents who owned their home and those who had lived in Takoma Park for more than six years tended to give higher ratings to services like trash collection, street sweeping and recycling services while those who rented their home or had lived in Takoma Park for five years or less tended to give higher ratings to services like athletic fields and recreational sponsored special events (see *Appendix D: Survey Results by Demographic and Geographic Groups* for other differences that emerged).

Figure 10: Quality of City Services Compared Over Time – Top 11



The top 11 were selected because they each received an average rating of 75 or higher on the 100-point scale on the 1024 survey. The remaining services received a rating below 75 on the 100-point scale.

Figure 11: City Services Compared Over Time

Please rate each of the following City services.	Average rating (0=poor, 100=excellent)			National Benchmark
	2014	2009	2007	
Trash collection	83	81	76	Much higher
Weekly yard waste collection*	83	NA	NA	Much higher
Recycling services	81	79	70	Much higher
Safety of City buildings*	78	NA	NA	NA
Takoma Park Library programs* ♦	77	73	68	NA
Recreation programs for tots (camps, Kindermusik, Rookie sports) *	76	NA	NA	NA
Passport services*	76	NA	NA	NA
Notary services*	76	NA	NA	NA
Arts and cultural events ♦	75	70	67	Much higher
Recreation programs for youth (afterschool, summer camps, sports, art) * ♦	75	70	NA	Much higher
Accessibility of City buildings ♦	75	71	NA	NA
Special recycling drop-off at Public Works* ♦	74	70	NA	NA
Accessibility of parks	74	74	NA	Much higher
Computer Center in Community Center* ♦	74	70	64	NA
Recreation sponsored special events (Halloween, Egg Hunt, movie nights) *	73	70	NA	NA
Online registration for library programs*	73	NA	NA	NA
Appearance of City buildings	72	70	65	Much higher
Athletic fields and playgrounds*	71	68	60	Much higher
Recreation programs for seniors (trips, classes, fitness) *	70	68	NA	NA
Appearance of parks	70	NA	NA	Higher
Online reservation of facilities*	70	NA	NA	NA
Fall vacuum leaf collection ♦	68	64	64	NA
Takoma Park Library collections* ♦	68	62	58	Similar
Online bill payment*	68	NA	NA	NA
Street sign maintenance ♦	67	61	58	NA
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park) *	67	67	59	Higher
Safety of parks ♦	67	58	60	Similar
Online registration for recreation programs*	67	NA	NA	NA
Recreation programs for adults (fitness, art, sports) * ♦	66	62	NA	NA
Enforcement of traffic laws ♦	66	60	54	Much higher
Enforcement of parking regulations* ♦	65	61	59	NA
Snow and ice removal	63	60	58	Much higher
Street sweeping* ♦	63	53	55	Much higher
Stormwater management* ♦	63	57	56	Much higher
Tree maintenance ♦	62	58	53	NA
Landlord and tenant assistance* ♦	62	57	55	NA
City's website (takomaparkmd.gov) * ♦	61	53	57	Much lower
Planning (streetscapes, neighborhood projects) * ♦	60	51	NA	Much higher

Please rate each of the following City services.	Average rating (0=poor, 100=excellent)			National Benchmark
	2014	2009	2007	
City's cable channel programming* ♦	60	52	51	Much higher
Street lighting ♦	58	48	48	Higher
Economic development (business outreach, local business promotion) * ♦	57	38	NA	Much higher
Property maintenance code enforcement* ♦	57	50	48	Much higher
Street and sidewalk repairs and maintenance ♦	52	40	45	Much higher

\*Indicates a "don't know" response above 20%.

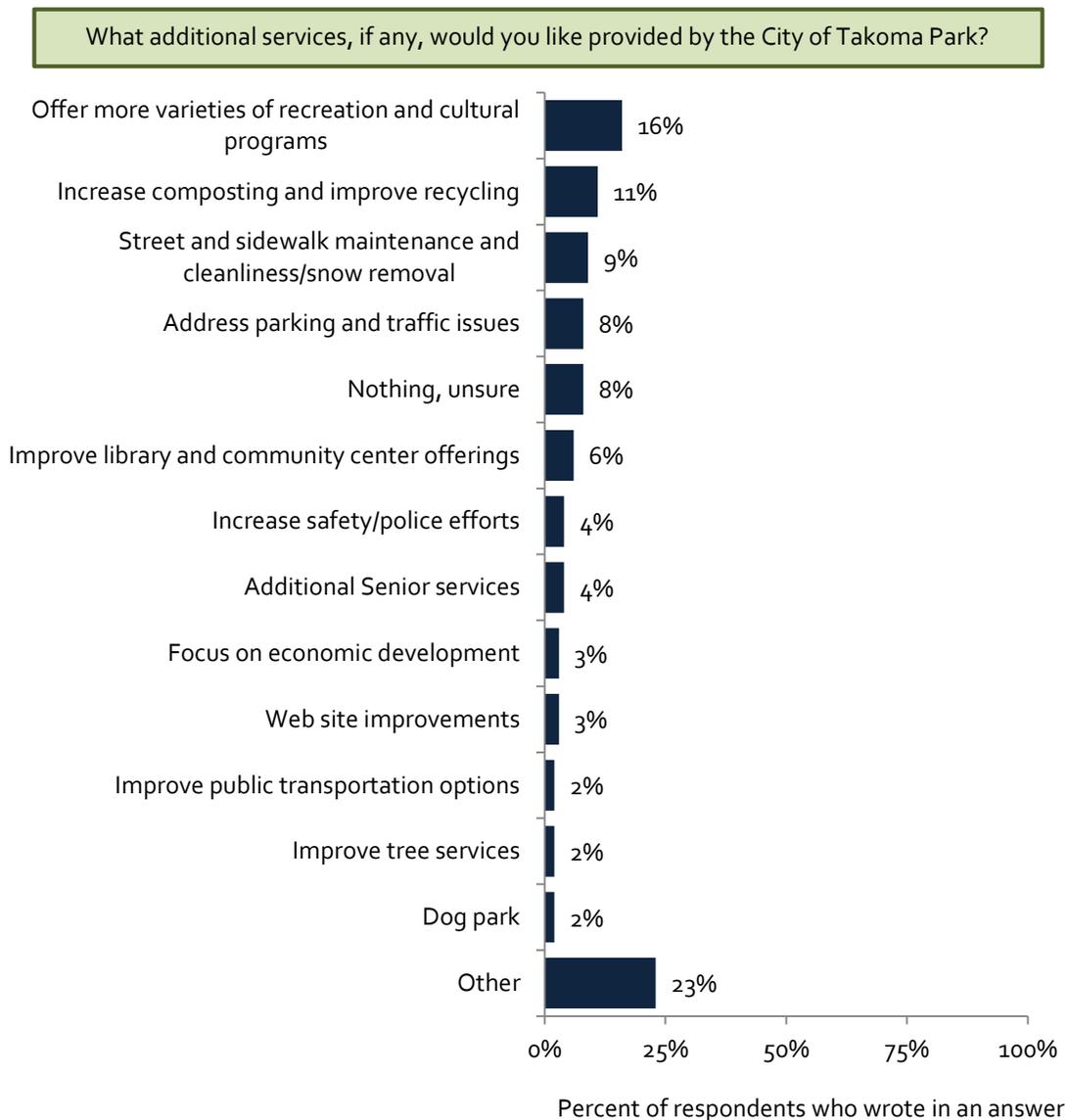
♦Indicates a statistically significant increase from 2009 to 2014.

In 2009, "Fall vacuum leaf collection" was "Leaf pick-up," "Street and sidewalk repair and maintenance" was "Street repairs and maintenance," "Planning (streetscapes, neighborhood projects)" also included "development review" in the parenthetical, "Economic development (business outreach, local business promotion)" was "Economic development (business outreach, commercial area promotion)," "Recreation sponsored special events (Halloween, Egg Hunt, movie nights)" was "Recreation sponsored special events (Halloween, Touch a Truck, movie nights, family trips)," "Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)" was "Recreation/community centers," "City's cable channel programming" was "Quality of programming on the City's cable channel" and "City's website (takomaparkmd.gov)" was "Quality of City's Web site (www.takomaparkmd.gov)."

Survey respondents were given the opportunity to write in their own words, what additional services they would like provided by the City. These responses were reviewed and categorized into groups.

Out of the 1,071 residents who completed the questionnaire, 356 elected to write-in an additional service offering they would like to see offered by Takoma Park. About 16% of the survey respondents who gave a response would like the City to offer more varieties of recreation and cultural programs. About one in ten would like to see increased composting opportunities and recycling improvements and another one in ten wanted more street and sidewalk maintenance including comments about improving the cleanliness. For the other categories fewer than 10% of respondents made a related comment. A quarter of responses were categorized into “other” comments due to the variation and infrequency among responses. Please see *Appendix B: Responses to Survey Questions* for the number of responses categorized to each response and *Appendix C: Verbatim Responses to Survey Questions* for the written responses.

**Figure 12: Additional City Services**



## Action Chart™ and Key Driver Analysis

The Action Chart™ on page 26 summarizes several important measurements of the ratings by residents of City services in one illustration. It shows which services have seen ratings increases or decreases since 2009, how services stack up compared to the benchmark, and which services are “key drivers” of residents’ ratings of the overall quality of local government services.

### “Key Driver” Analysis

Knowing where to focus limited resources to improve residents’ opinions of local government requires information that targets the services that are most important to residents. These may be different services than would be expected; when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety. However, the services that best predict their opinion of the overall quality of government services may be different.

In private sector market research, the analysis that helps to identify the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from this type of analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that it is other factors that predict their buying decisions, things such as frequent flier perks or in-flight entertainment.

In local government, core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important City services. And core services are important. But the Key Driver Analysis digs deeper to identify the less obvious, but more influential services that are most related to residents’ ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) is a statistical analysis that examines the relationship between ratings given by respondents to specific services and the rating given to overall quality of services provided by the City. This type of analysis was conducted for the City of Takoma Park. Those key driver services that correlated most highly with residents’ perceptions about overall City service quality were identified as the key drivers. By targeting improvements in these key services, the City of Takoma Park can focus on the services that have the greatest likelihood of influencing residents’ opinions about overall service quality.

Twenty-three services were included in the KDA for the City of Takoma Park. (Services for which more than 40% of respondents had indicated “don’t know” were excluded from this analysis.) The five services identified as key drivers for the City were:

- ◆ Enforcement of traffic laws
- ◆ Safety of City buildings
- ◆ Trash collection
- ◆ Takoma Park Library programs
- ◆ Special recycling drop-off at Public Works

### Action Chart™

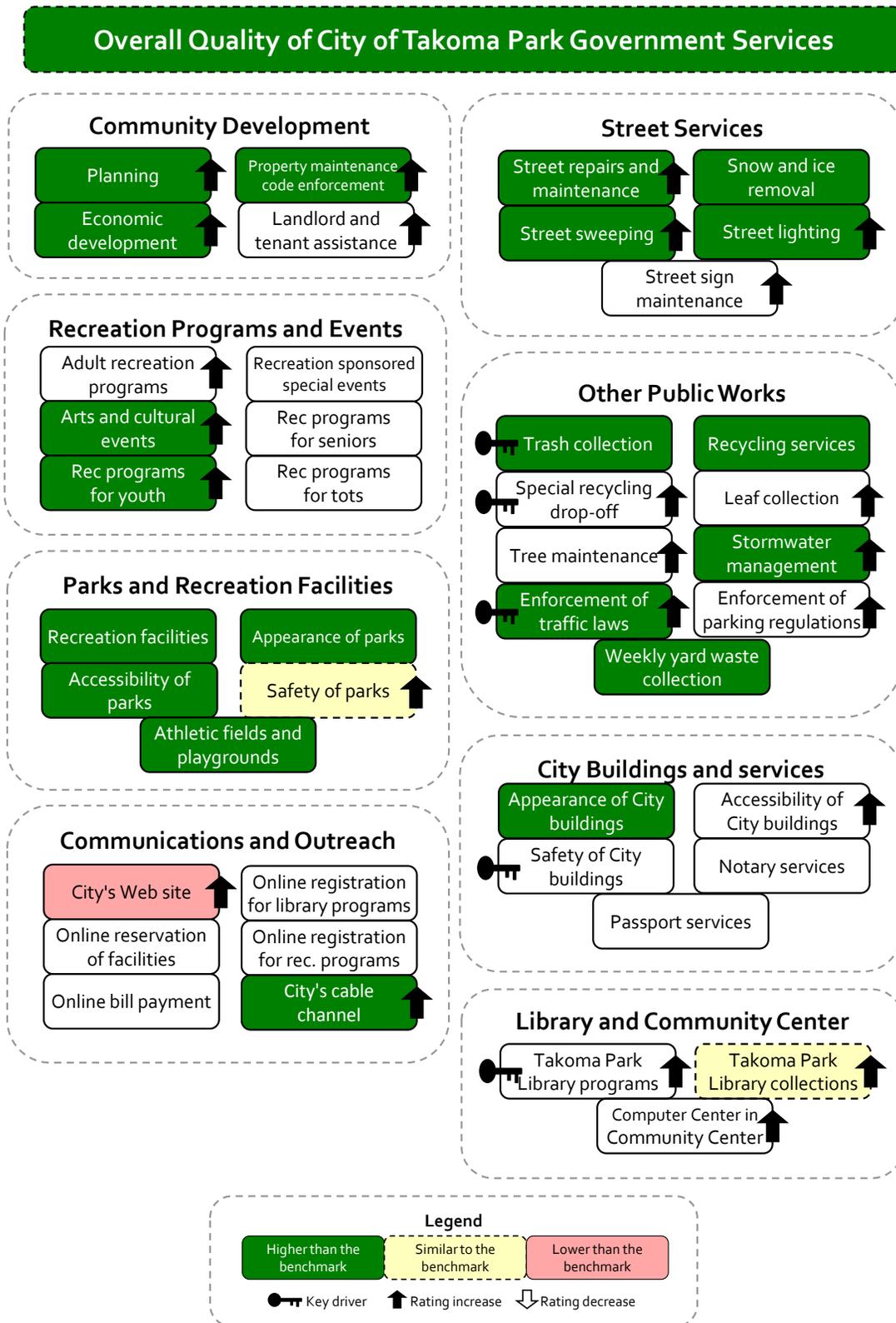
The 2014 City of Takoma Park Action Chart™ on the following page combines three dimensions of performance:

- ◆ **Comparison to the national benchmark.** When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- ◆ **Comparison to the previous survey.** Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the 2009 survey.
- ◆ **Identification of key drivers.** A black key icon next to a service box notes a key driver.

Two of the five “key driver” services could be compared to national benchmarks. Enforcement of traffic laws and trash collection were given ratings by residents higher than the benchmark. Additionally, the Takoma Park Library collections, special recycling drop off and the enforcement of traffic laws each received ratings that were higher in 2014 compared to 2009.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In this case, “key driver” services are remaining stable or trending up and when comparisons are available to the benchmark, they are higher, so the City should continue to maintain vigilance in sustaining the high quality of services provided.

Figure 13: City of Takoma Park 2014 Action Chart™

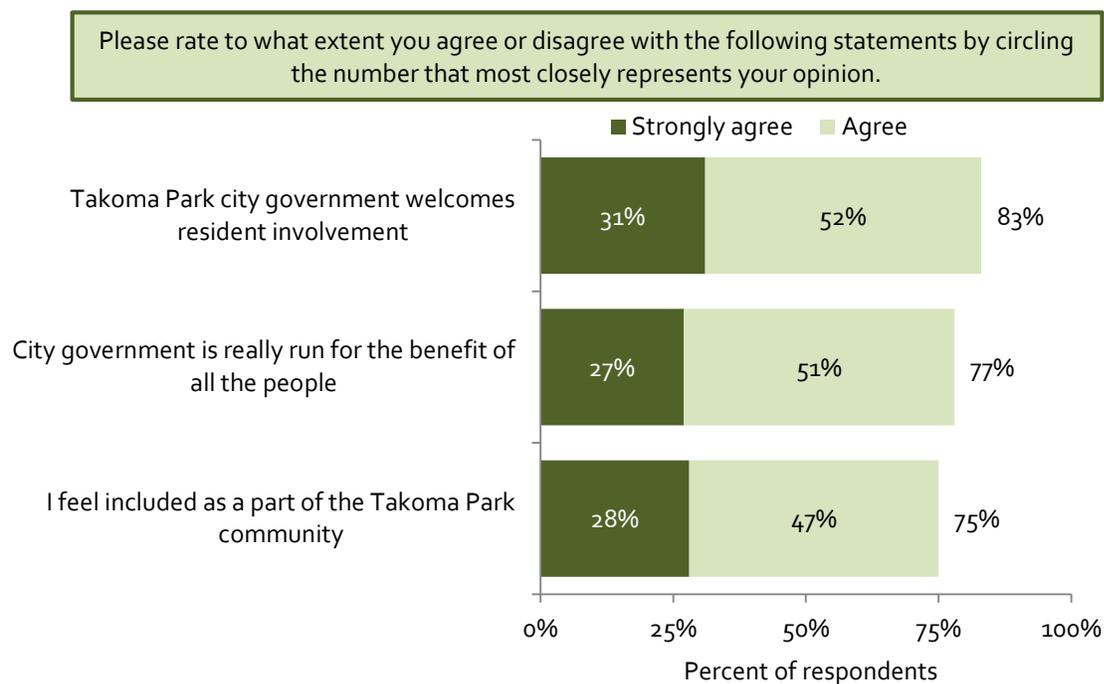


## Public Trust in Local Government

Respondents had the opportunity to indicate their level of agreement with three statements about public trust. These were new questions in 2014 and each was rated highly. Over three-quarters of those completing the survey “strongly agreed” or “agreed” with each public trust statement.

Two of the three public trust statements could be compared to the national benchmark database. The statement that the City government is really run for the benefit of all the people and the statement that the city government welcomes resident involvement were both rated much higher than the benchmark. See *Appendix E: Benchmark Comparisons* for more information on the benchmark comparisons.

**Figure 14: Ratings of Public Trust**

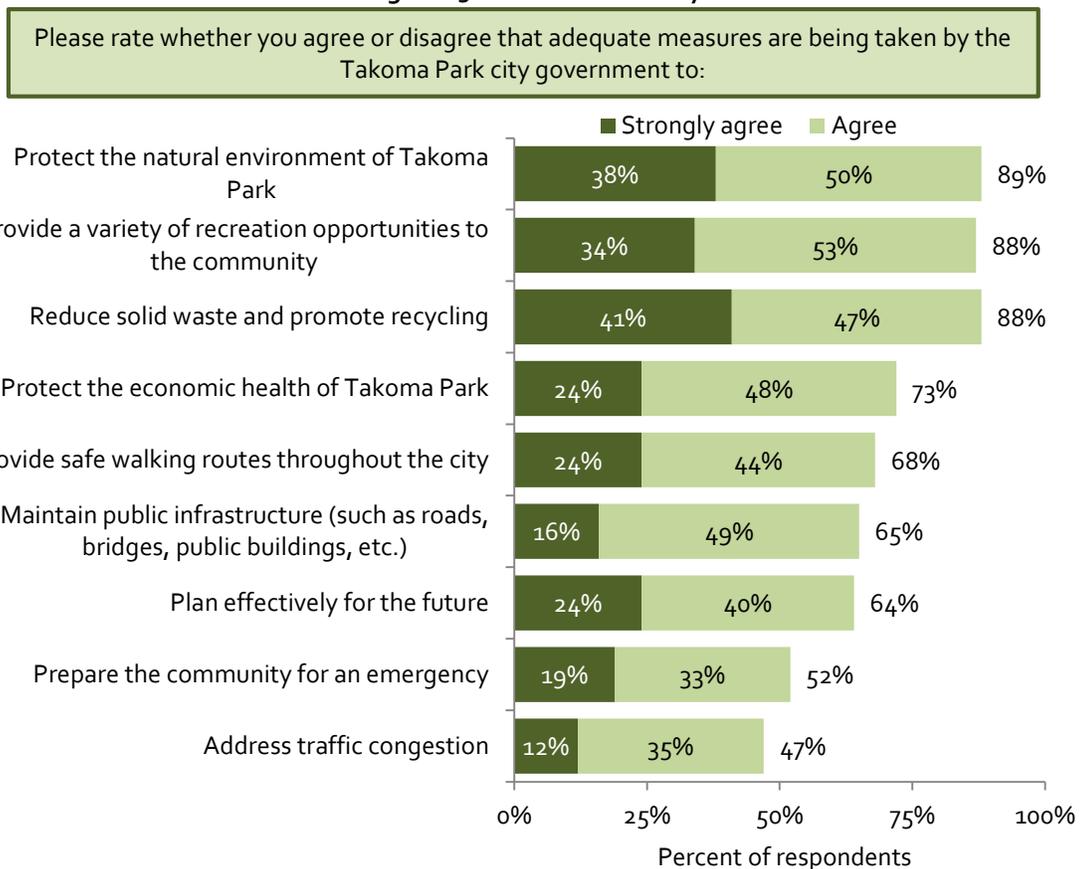


In the 2014 survey residents were asked to indicate their level of agreement with nine statements gauging whether or not the City was taking adequate measures to address an issue. Nearly nine in ten survey respondents “strongly agreed” or “agreed” that adequate measures are being taken to protect the natural environment, to provide a variety of recreation opportunities and to reduce solid waste and promote recycling. About three-quarters of residents agreed that adequate measures were being taken to protect the economic health of Takoma Park and about two-thirds felt the City was providing safe walking routes throughout the city, maintaining public infrastructure and planning effectively for the future. Half or fewer respondents felt adequate measures were being taken to prepare the community for an emergency and to address traffic congestion.

Residents living in Ward 1, 2 and 3 tended to show less agreement with many of the government policy statements than did those living in other Wards. Residents who rented their home tended to show more agreement with many of the government policy statements compared to those who owned their home (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

Please note that a relatively large proportion of respondents said “don’t know” when asked to indicate their level of agreement that adequate measures were being taken to prepare the community for an emergency (30% “don’t know”), to plan effectively for the future (27%) and to protect the economic health of Takoma Park (20%). Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies to each survey question).

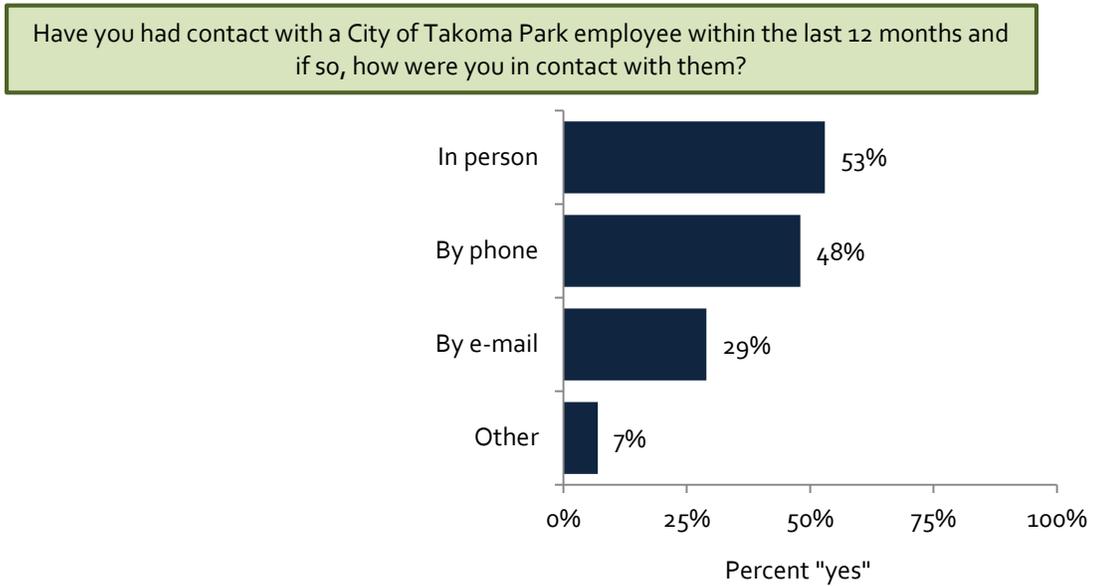
**Figure 15: Government Policy**



## Interactions with City Employees

A portion of the survey was dedicated to measuring the quality of customer services provided by City employees. In the 12 months prior to the survey, 63% of survey respondents had contact with a City employee either in person, by phone, by e-mail, or by other means. Just over half (53%) of respondents had contacted a City employee in person in the previous 12 months, nearly half had contacted a City employee by phone, about one-third had contact with a City employee by e-mail and only seven percent reported having contact with a City employee in an “other” way.

**Figure 16: Contact with City Employees**

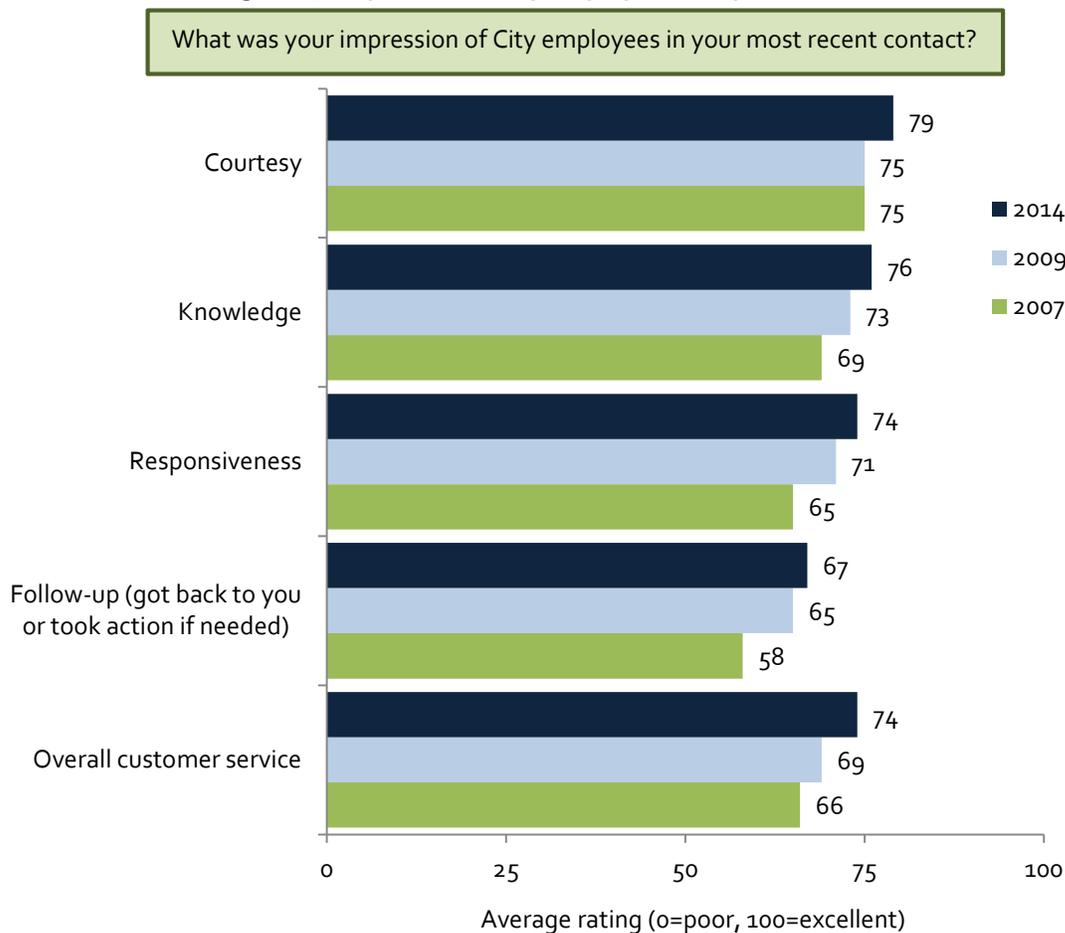


Those who had contact with a City employee, were asked a series of questions about their impression of the employee in their most recent contact. Ratings were generally positive, with each aspect receiving an average rating of about “good” or better. Both the rating for overall customer service and for courtesy received higher scores in 2014 compared to 2009.

When compared to the national benchmark database, knowledge, courtesy, responsiveness and overall customer service were rated much higher than the benchmark. A benchmark comparison was not available for follow-up. See *Appendix E: Benchmark Comparisons* for more information on the benchmark comparisons.

Please note that a relatively large proportion of respondents said “don’t know” when asked to rate each of five impressions of City employees in their most recent contact. Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies to each survey question).

**Figure 17: Impression of City Employees Compared Over Time**



## TAKOMA PARK POLICE DEPARTMENT

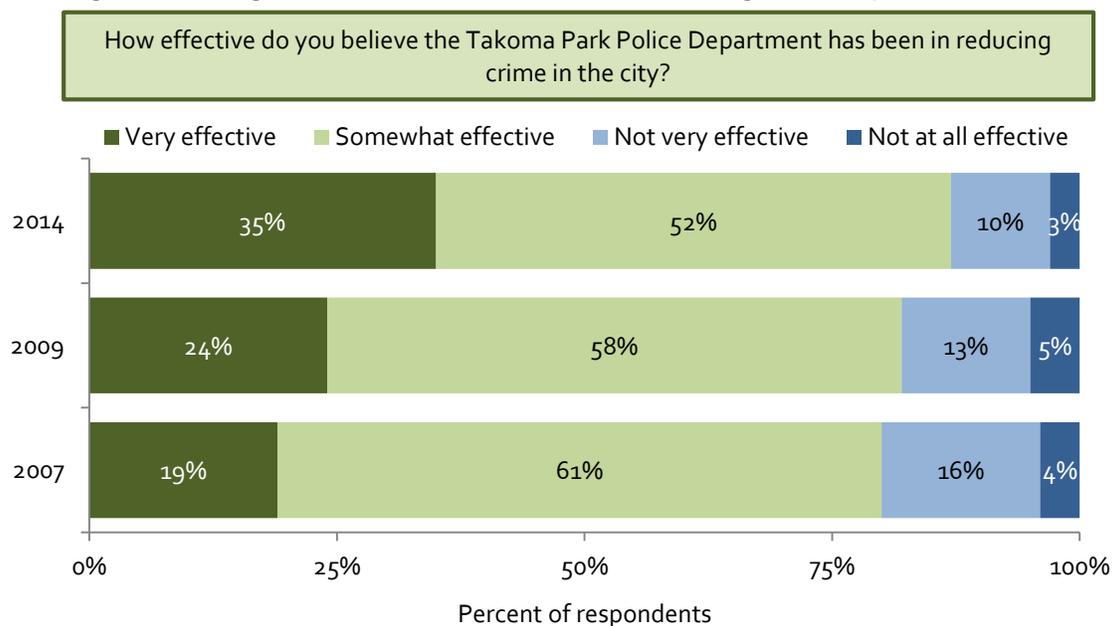
Several questions on the survey were dedicated to police services. Questions ranged from the effectiveness of crime prevention to the quality of respondents' contact with police.

When asked how effective they believe the Takoma Park Police Department has been in reducing crime in the city, nearly 9 in 10 survey respondents said "very" or "somewhat" effective. These ratings were higher than those observed in 2009; the proportion rating this department as "very" effective increased from 24% in 2009 to 35% in 2014.

Residents living in Ward 4, 5 and 6 tended to give higher effectiveness ratings than did those living in other Wards. Residents who rented their home and had a household income of less than \$50,000 a year tended to give higher effectiveness ratings compared to those who owned their home or had a household income of more than \$50,000 a year (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

Please note that a relatively large proportion of respondents (30%) said "don't know" when asked to rate the effectiveness of Takoma Park Police Department reducing crime. Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies to each survey question).

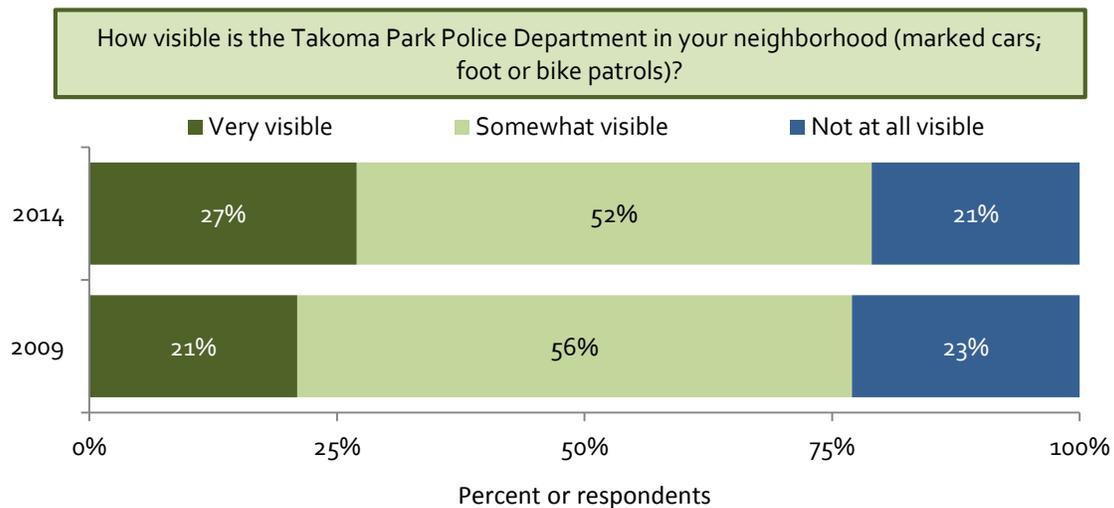
**Figure 18: Ratings of Effectiveness of Crime Prevention Programs Compared Over Time**



Those completing the questionnaire were asked how visible they felt the Takoma Park Police Department was in their neighborhood. About three in ten felt the police presence was “very visible” and another 52% felt it was “somewhat visible.” These ratings were similar to those observed in 2009; however the rating for “very” visible increased from 21% in 2009 to 27% in 2014, while the “somewhat” visible rating decreased from 56% in 2009 to 52% in 2014.

Residents living in Ward 4 tended to give higher visibility ratings than did those living in other Wards. Residents aged 18 to 54, male, black or African American and those who rented their homes tended to give higher visibility ratings compared to their counterparts (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 19: Ratings of Visibility of Takoma Park Police Department Compared Over Time**

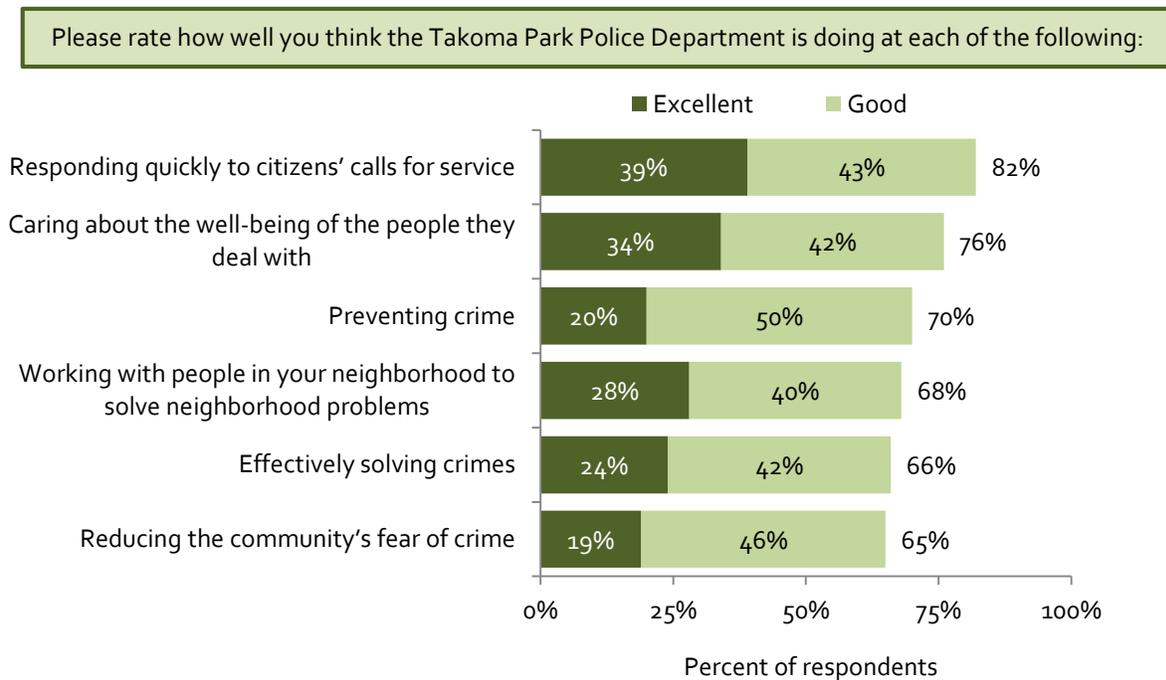


Takoma Park residents were asked a new question in 2014 about the City’s Police Department performance in a variety of areas. Each of the six areas of performance received an “excellent” or “good” rating from at least two-thirds of respondents. Responding quickly to citizens’ calls for service received the highest rating (“excellent” or “good” from 82% of survey respondents). This rating was much higher than the benchmark comparison. Caring about the well-being of the people they deal with received the next highest rating (“excellent” or “good” from 76% of the survey respondents). Seven in ten survey respondents felt the Police department was doing an “excellent” or “good” job preventing crime; a rating similar to the benchmark comparison. See *Appendix E: Benchmark Comparisons* for more information on the benchmark comparisons.

Residents living in Ward 4, 5 and 6 tended to give higher performance ratings than did those living in other Wards. Residents who were black or African American and those who rented their homes tended to give higher performance ratings compared to their counterparts (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

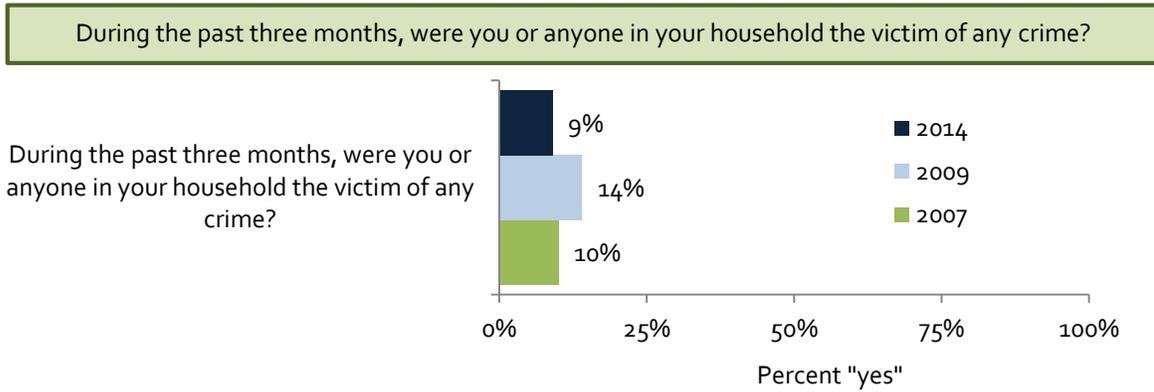
Please note that a relatively large proportion of respondents said “don’t know” when asked to rate each of the six areas of Takoma Park Police performance. Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies to each survey question).

**Figure 20: Quality of Takoma Park Police Performance**

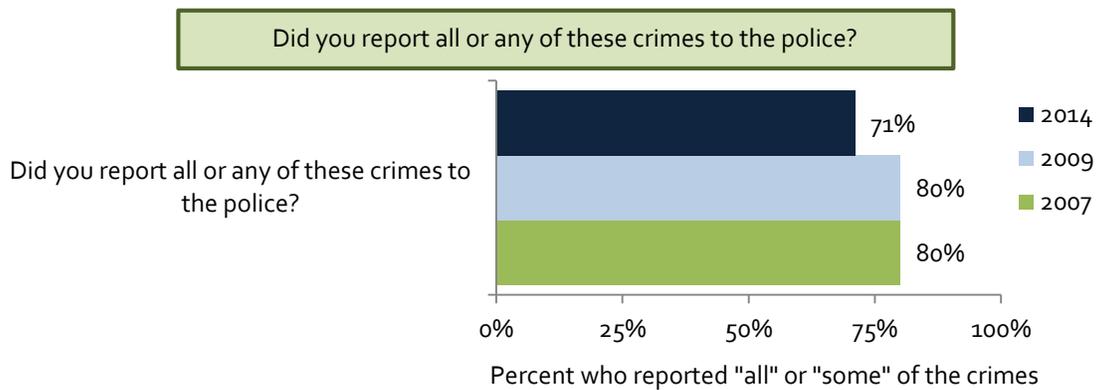


Nine percent of survey participants reported that they or someone in their household had been the victim of a crime in the last three months. This rating was lower than reported in 2009 but similar to the 2007 response. Seventy-one percent of respondents who said they or someone in their household had been the victim of a crime, said they had reported some or all of these crimes to the police. This was a lower proportion than had been observed in 2009 and in 2007

**Figure 21: Self-Reported Crime Victimization Compared Over Time**



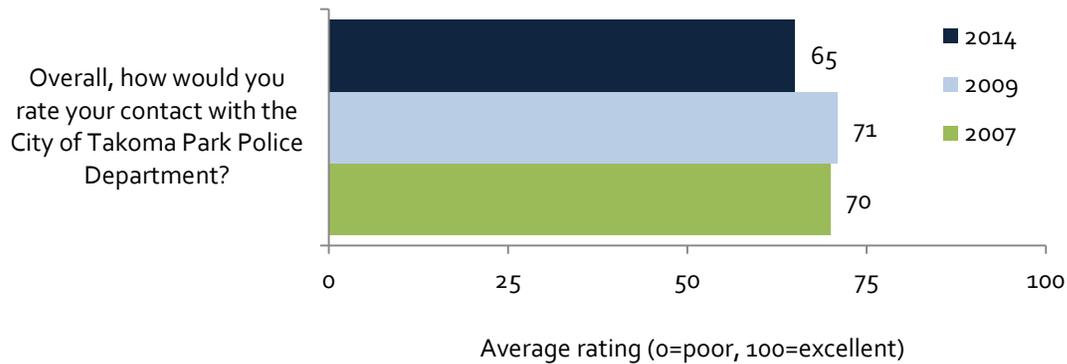
**Figure 22: Reported Crime to the Police Compared Over Time**



Forty-five percent of survey participants reported being in contact with the Police Department in the last 12 months. While contact with the police does not usually happen under the best of circumstances, the quality of that contact was viewed positively by most respondents reporting contact, with an average rating of 65 (about “good”) on the 100-point scale. This score was lower, however, compared to that observed in 2009, and lower than the benchmark.

Residents living in Ward 6 tended to give higher overall ratings to their contact with police than did those living in other Wards. No significant differences emerged across other demographic variables (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 23: Overall Rating of the Contact with the City's Police Department Compared Over Time**

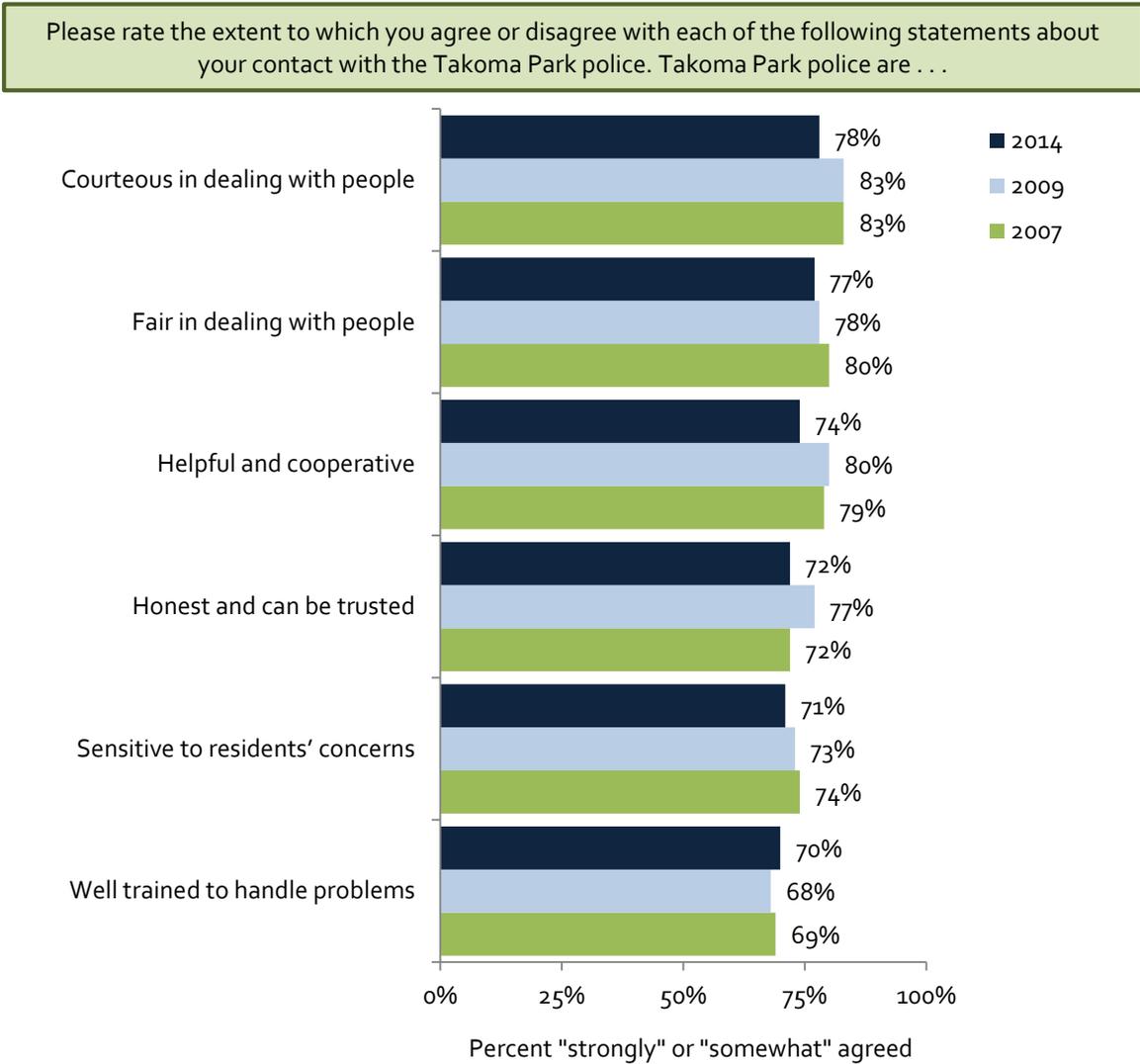


Along with rating contact with the Police Department, those who had contacted the Police Department were given a list of six positive statements about their interaction and asked to rate the extent to which they agreed or disagreed with each. At least seven in ten respondents who had been in contact with the Police Department agreed with each of the statements. Agreement was highest for “courteous in dealing with people,” “helpful and cooperative,” “fair in dealing with people” and “honest and can be trusted;” 72% or more of survey respondents at least “somewhat” agreed with each of these statements.

The ratings for “courteous in dealing with people,” “helpful and cooperative” and “honest and can be trusted” decreased from 2009 to 2014. All other ratings remained similar.

Residents living in Ward 6 gave higher ratings to “helpful and cooperative” and “well trained to handle problems” than did those living in other Wards. Residents aged 18 to 34 gave higher ratings to “fair in dealing with people” and “well trained to handle problems” compared to residents over 34 years old (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 24: Ratings of Various Aspects of Contact with Police Compared Over Time**

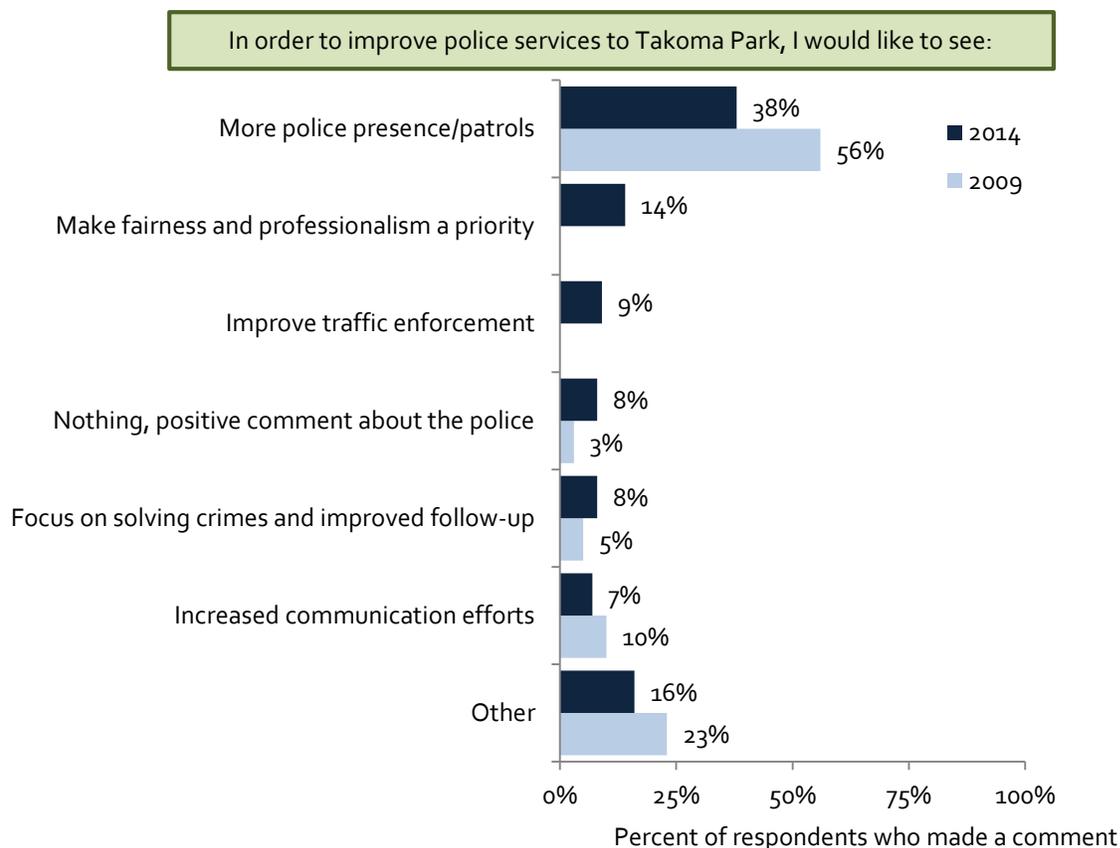


### Suggestions for Improvement of Police Services

Survey recipients were given the opportunity to provide suggestions for how they would improve police services in Takoma Park. Of the 1,071 residents completing the survey, 242 provided a suggestion; these suggestions were then categorized into thematic groups.

About 38% of the survey respondents who gave a response would like to see more police presence and patrols. Compared to 2009, significantly fewer survey respondents pointed this out as something they'd like to see in order to improve police services. About 14% would like to see fairness and professionalism made a priority. In the other categories fewer than 10% of those writing in responses made a related comment. Sixteen percent of responses were categorized into the "other" category due to the variation and infrequency among responses. Please see *Appendix B: Responses to Survey Questions* for the number of responses categorized to each response and *Appendix C: Verbatim Responses to Survey Questions* for the written responses.

**Figure 25: Suggestions for Improving Takoma Park Police Services**



*In 2009, other categories existed (Increased video/technological surveillance with 2%; improved training with 1%; and improved response time with 1%) but were not mentioned frequently enough to warrant a category in 2014. Improve traffic enforcement and make fairness and professionalism a priority were new categories in 2014.*

## TAKOMA PARK FACILITIES AND EVENTS

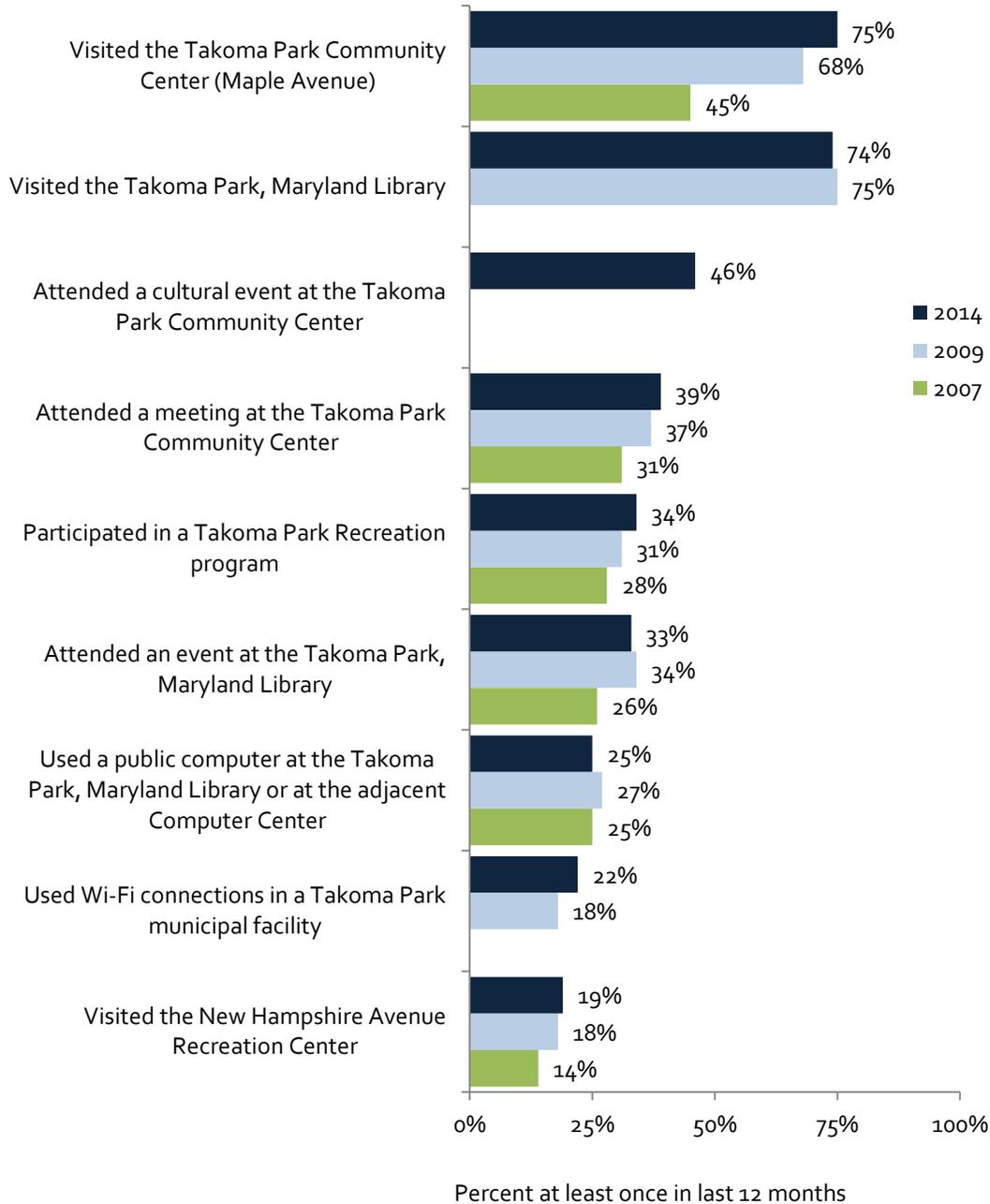
The City provides various facilities and events for the public such as the Takoma Park Library and the Community Center. Residents completing the survey were asked how often they, or a member of their household, had used or attended one of these facilities or events in the last 12 months.

Three-quarters of survey participants had visited the Takoma Park Community Center and the Takoma Park Library at least once in the previous 12 months (see Figure 26 on the next page). Less than half of respondents reported using or attending the other events or facilities in the last 12 months.

Residents living in Ward 4 reported visiting the New Hampshire Avenue Recreation Center more than those living in other Wards. Residents living in Ward 1, 2 and 4 reported visiting the Takoma Park Community Center more than those living in other Wards. Those living in Ward 2 and 4 reporting participating in a Takoma Park recreation program with more frequency than those living in other Wards. Residents aged 34 and older tended to give higher rates of participation or visitation at most of the events and facilities listed compared to those aged 18 to 34 (see *Appendix D: Survey Results by Demographic and Geographic Groups*).

**Figure 26: Use of and Attendance at Takoma Park Facilities and Events Compared Over Time**

In the last 12 months, about how many times have you or other household members done the following things:



## COMMUNICATIONS OUTREACH

In addition to facilities and events, the City provides residents opportunities to participate in City government and ways to keep informed about what is going on in the City. The survey sought to distinguish how often residents use these opportunities or information sources.

The most commonly used resource was reading the City's monthly newsletter; 93% of respondents reported doing this at least once in the previous 12 months, similar to what was observed in 2009 (see Figure 27 on the following page).

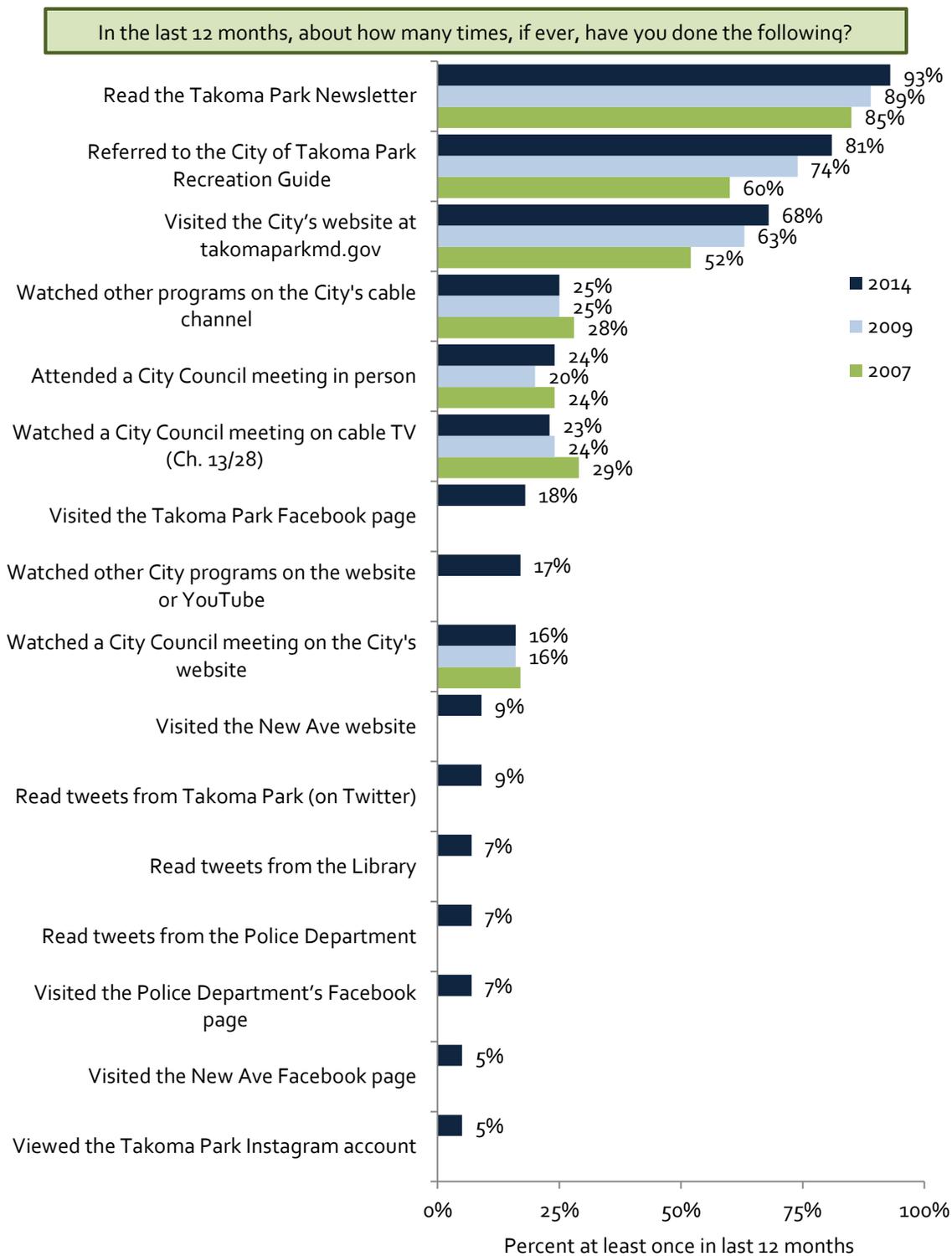
About four in five respondents had referred to the City of Takoma Park *Recreation Guide* at least once in the previous 12 months. This was a greater proportion than in 2009.

About seven in ten residents completing the survey had visited the City's web site at least once in the previous 12 months, up from 63% in 2009 and 52% in 2007.

About a quarter of respondents had watched a City Council meeting on cable TV or attended a City Council meeting in person, or watched other programs on the City's cable channel. Sixteen percent of survey participants had watched a City Council meeting or other programming on the City's website. These proportions were similar compared to 2009.

A variety of new items related to social media were included on this question in 2014. While social media is a growing source of information for community members, it has not yet reached the level of use of more traditional resources. About one in five reported visiting the Takoma Park Facebook page in the last 12 months and slightly fewer reported that they had watched other City programs on the website or YouTube. Less than 10% reported visiting the New Ave website, reading tweets from Takoma Park, reading tweets from the Library, reading tweets from the Police Department or visiting the Police Department's Facebook page. Only five percent reported visiting the New Ave Facebook page or viewing the Takoma Park Instagram account.

**Figure 27: Use of City Outreach and Media Sources Compared Over Time**



*In 2009 and 2007, the scale was never, less than 12 times and 12 or more times while in 2014 the scale was never, rarely, sometimes, usually and always. In 2009, "Watched a City Council meeting on cable TV (Ch. 13/28)" did not reference (Ch. 13/28), "Watched a City Council meeting on the City's website" also included other programming.*

## Information Sources

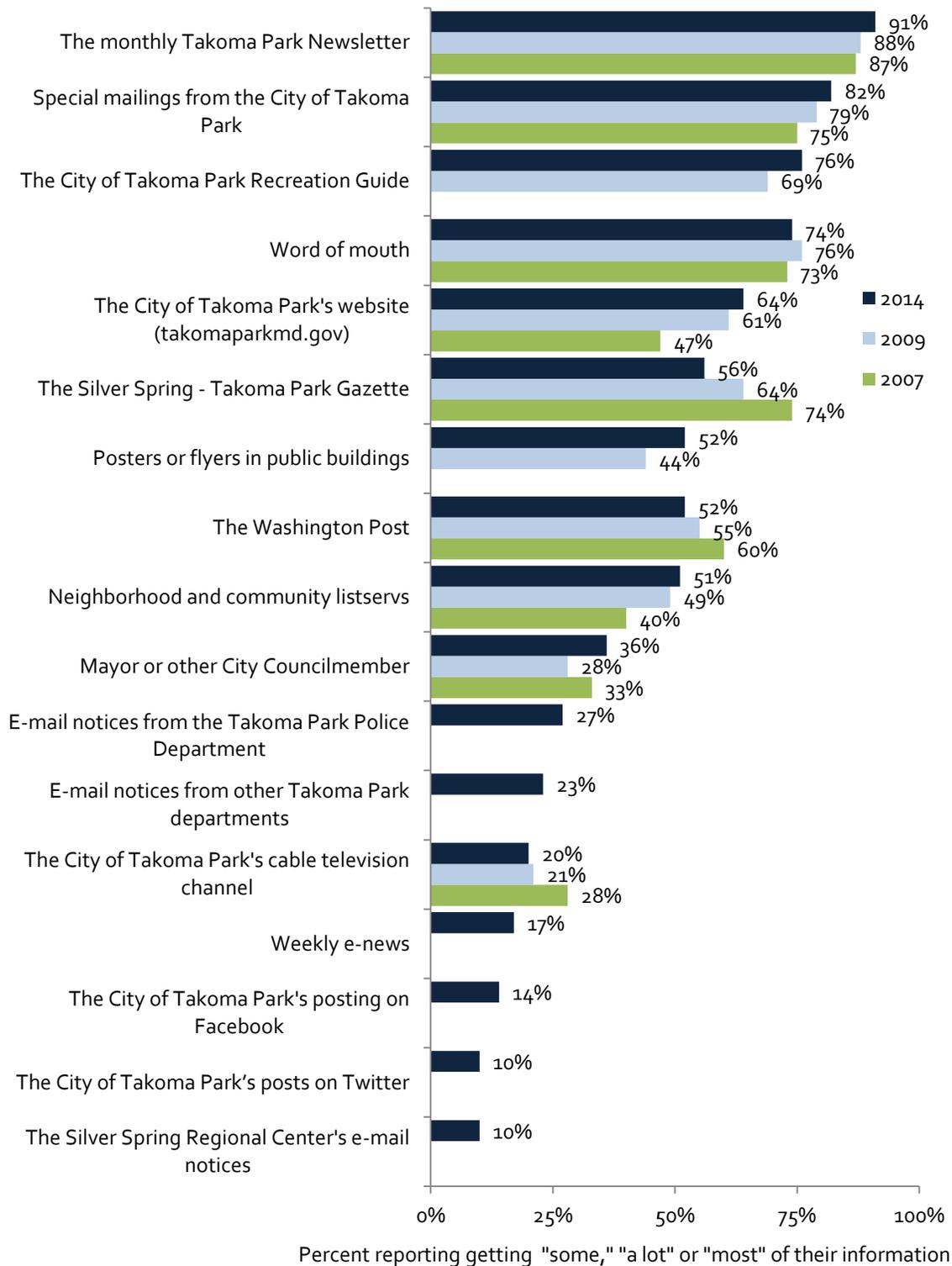
Those completing the Takoma Park Resident Survey were asked whether they got “most,” “a lot,” “some” or “none” of their information about City of Takoma Park government activities from a variety of sources. The four sources used most often to get information about the City of Takoma Park government activities were the monthly *Takoma Park Newsletter*, special mailings from the City, the City of Takoma Park *Recreation Guide* and “word of mouth.” (Please see Figure 28 on the following page.) *The Silver Spring-Takoma Park Gazette* and the City’s website were also frequently cited as sources by respondents.

A variety of new social media items were also included on this question in 2014. About 14% reported getting “some,” “a lot” or “most” of their information from the City of Takoma Park’s posting on Facebook and about one in ten reported the City’s posts on Twitter were a source of information.

Use of *The Silver Spring-Takoma Park Gazette* decreased from 2009 to 2014, while use of the City of Takoma Park *Recreation Guide*, posters for flyers in public buildings and the Mayor or City Councilmember as sources of information increased compared to 2009.

**Figure 28: Information Sources Used for City Government Activities Compared Over Time**

How much information do you get about the City of Takoma Park government activities from each of the following sources?



*In 2009 and 2007, "Neighborhood and community listservs" was "Neighborhood and community e-mail lists."*

## Availability of Information about City Government Functions

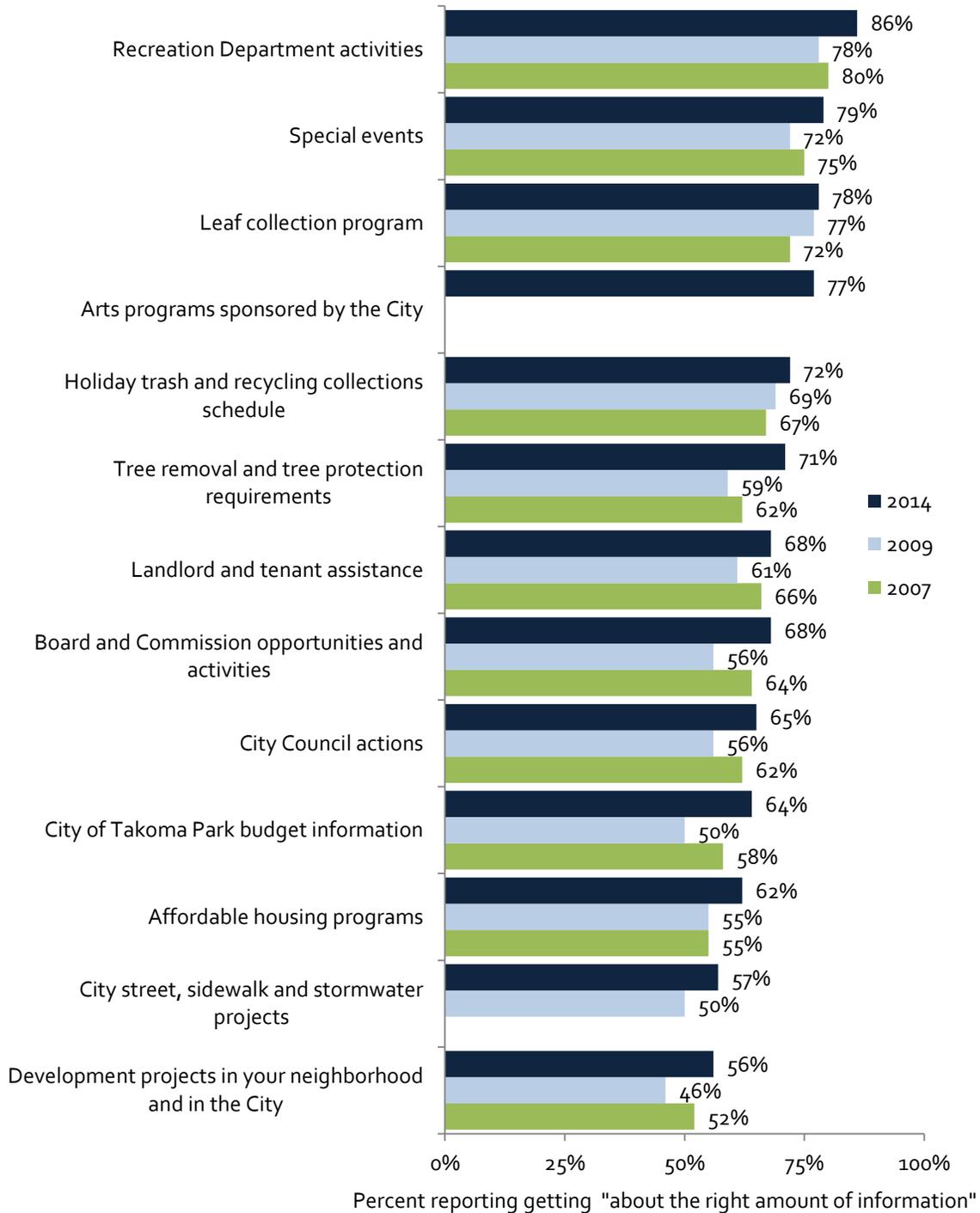
Survey recipients were asked if they felt they received too much, too little or about the right amount of information about various City of Takoma Park government functions or activities. Half or more of those participating in the survey said they got the right amount of information about each function or activity included on the questionnaire (see Figure 29 on the following page).

City street, sidewalk and stormwater projects and neighborhood development projects were the items about which residents were most likely to feel that they did not receive enough information (43% rating “not enough information”) followed by budget information and affordable housing programs (35%). Less than three percent of respondents felt they received “too much information” about each of the 13 listed government functions and activities See *Appendix B: Responses to Survey Questions* for full frequencies to each survey question.

With the exception of the leaf collection program and the holiday trash and recycling collections schedule, there was an increase from 2009 to 2014 in the proportion of respondents feeling like they received “about the right amount of information.”

**Figure 29: Ratings of Availability of Information about City Government Functions or Activities Compared Over Time**

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities:

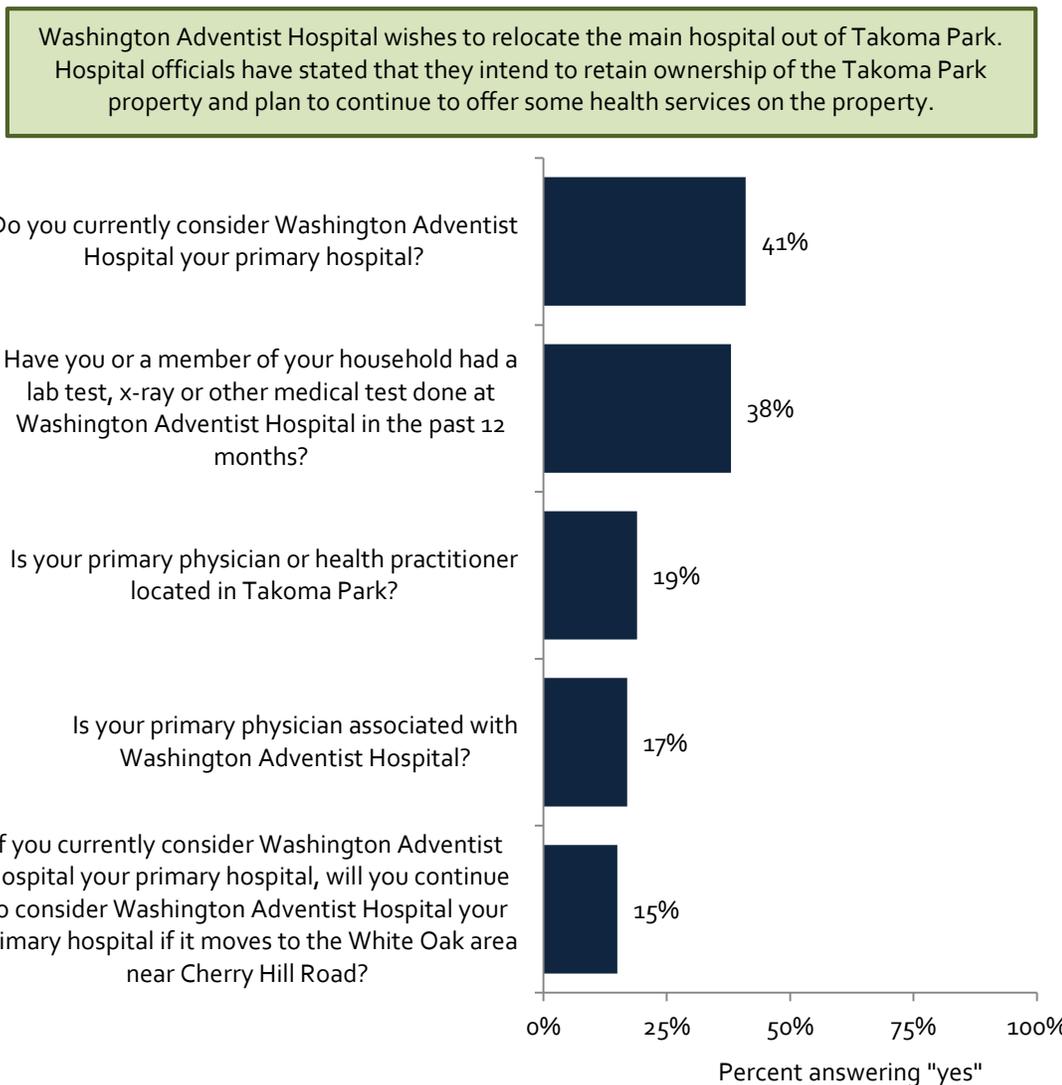


## WASHINGTON ADVENTIST HOSPITAL

Those completing the questionnaire were informed that Washington Adventist Hospital (WAH) intends to move the main hospital out of Takoma Park. Respondents were first asked to indicate “yes” or “no” for a variety of questions about their relationship with WAH. About two in five residents indicated that they currently considered WAH to be their primary hospital and that they or a household member have had a lab test, x-ray or other medical test done at WAH in the last 12 months. About one in five indicated that their primary physician or health practitioner is in Takoma Park and slightly fewer indicated that their primary physician is associated with WAH.

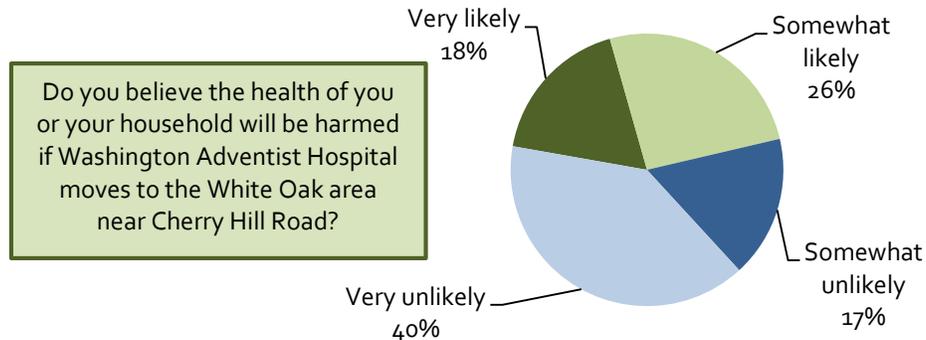
Only about 15% of residents who currently consider WAH their primary hospital will continue to do so if it moves to the White Oak area. Please note that 36% of residents reported “don’t know” when asked this question. Percentages and average ratings shown in the body of the report represent those who had an opinion (see *Appendix B: Responses to Survey Questions* for full frequencies to each survey question).

**Figure 30: Washington Adventist Hospital Preferences**



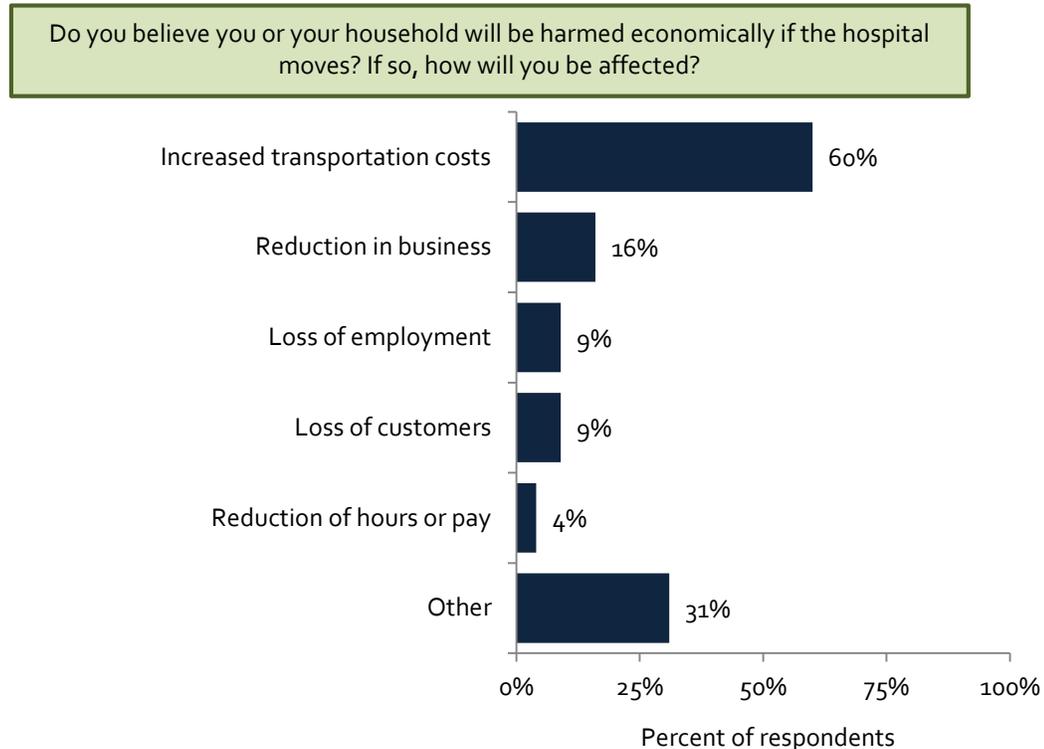
Residents were then asked if they believed their health or the health of their household would be harmed if WAH moves to the White Oak area, a little less than half (44%) reported believing it would be “very” or “somewhat” likely to harm their health while a majority (57%) felt it would be “very” or “somewhat” unlikely to harm their health.

**Figure 31: Likelihood of Harm if Washington Adventist Hospital Moves to White Oak Area**



When asked about potential economic harm if the WAH moves to the White Oak area, about 60% of those with an opinion indicated they would be harmed economically by increased transportation costs. Less than 16% of those with an opinion thought each of the other listed potential economic harms would impact them. Those that selected “other” were asked to specify this “other” potential economic harm of WAH moving; these “other” responses can be found in *Appendix C: Verbatim Responses to Survey Questions*.

**Figure 32: Potential Economic Harm if Washington Adventist Hospital Moves to White Oak Area**



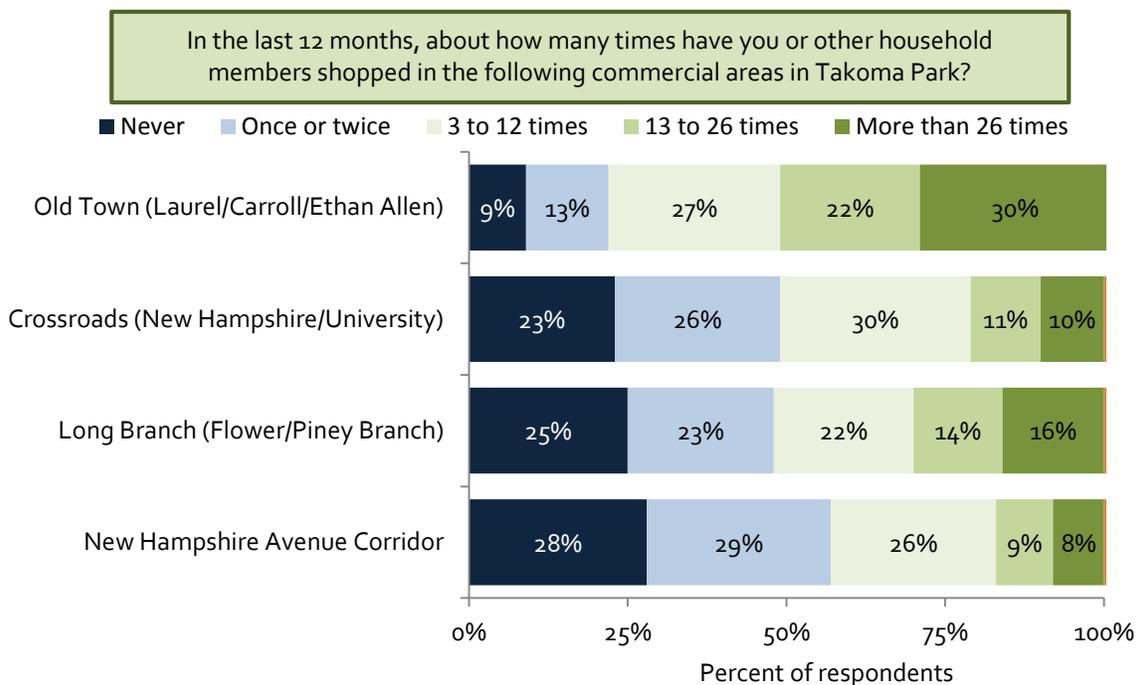
Total may exceed 100% as respondents could select more than one answer.

## COMMERCIAL OPPORTUNITIES

The 2014 survey included a variety of new questions about commercial opportunities in Takoma Park. Questions ranged from asking about frequency of shopping in four commercial areas in the city to obstacles to shopping in those areas and what stores residents felt were most lacking in the city.

Thirty percent of survey respondents reported shopping in Old Town more than 26 times in the last 12 months and only nine percent reported having never shopped in Old Town. Crossroads and Long Branch saw the next most frequent shopping, with 77% of respondents reporting they had shopped in Crossroads at least once in the last 12 months and 75% of respondents reporting they had shopped in Long Branch at least once. About 1 in 10 respondents had shopped at New Hampshire Avenue Corridor more than 26 times in the last 12 months, and 72% had shopped there at least once.

**Figure 33: Frequency of Shopping in Takoma Park**

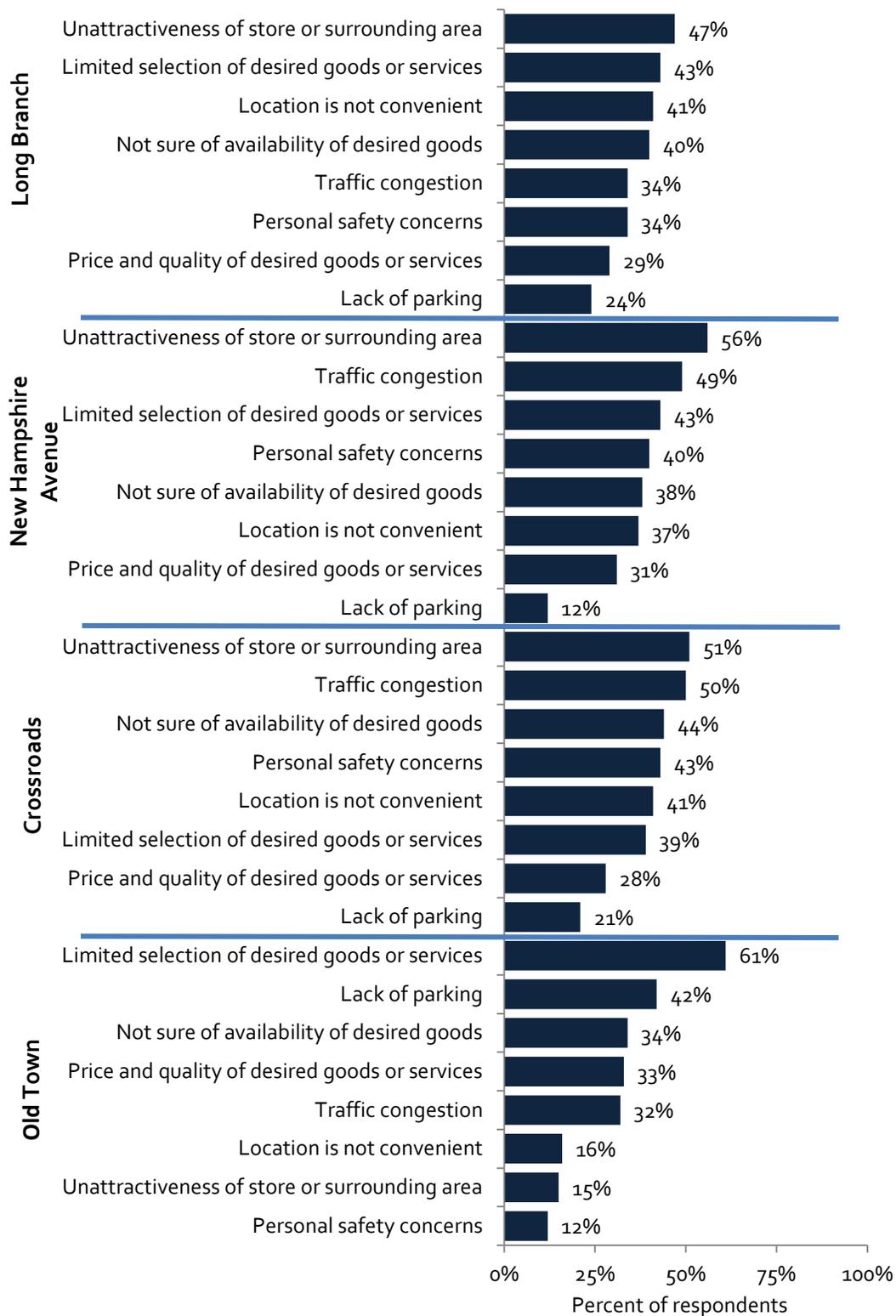


## Shopping Obstacles

Survey respondents were given a list of eight potential obstacles to shopping and asked to indicate whether these were obstacles for any or all of the four commercial areas listed. Unattractiveness of store or surrounding area was reported as the biggest obstacle to shopping in Long Branch, New Hampshire Avenue and Crossroads while lack of parking was least likely to be indicated. (Please see Figure 34 on the following page.) The second biggest shopping obstacle for New Hampshire Avenue and Crossroads was traffic congestion with about half of survey respondents reporting this as an obstacle in each of these two areas. Old Town's biggest obstacle was limited selection of desired goods or services with 61% of respondents indicating this was an obstacle to shopping in that area. Less than two in ten respondents indicated inconvenient location, unattractiveness of stores or the surrounding area or personal safety concerns were obstacles to shopping in Old Town.

**Figure 34: Obstacles to Shopping in Takoma Park**

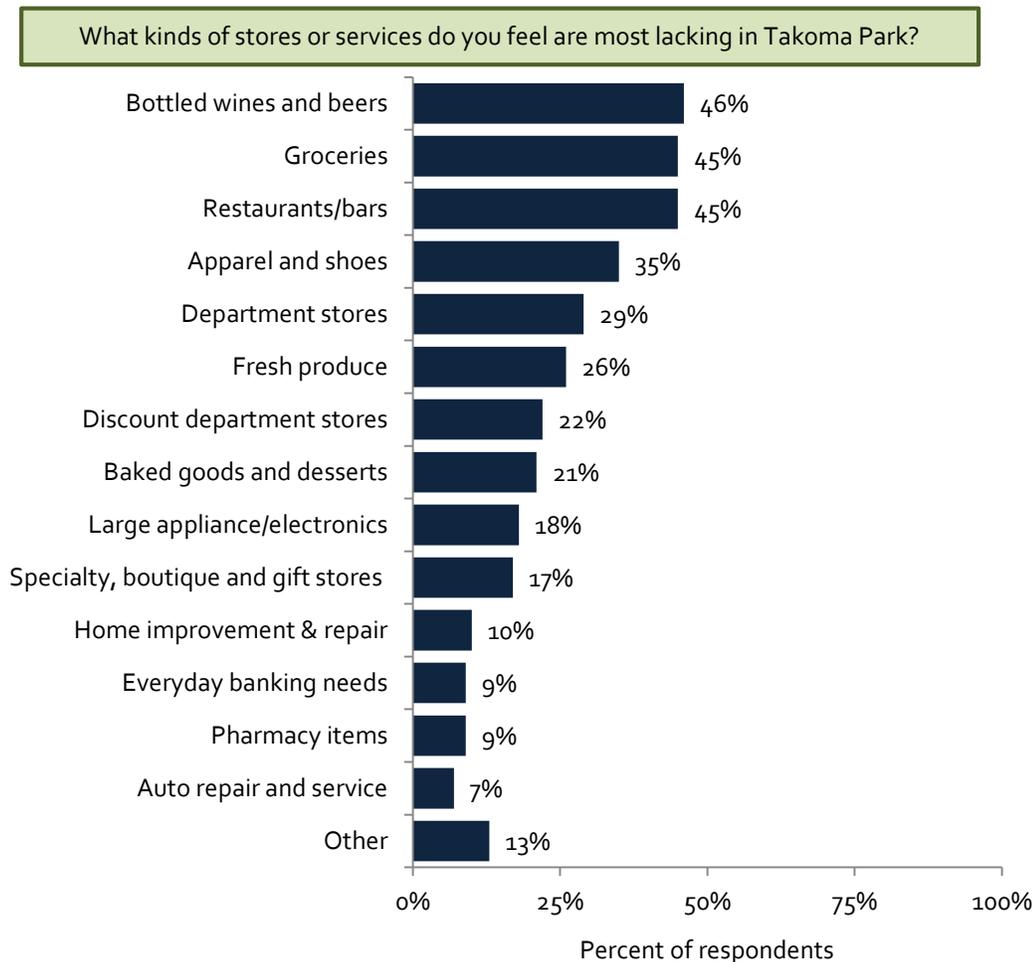
What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?



Total may exceed 100% for each commercial area of Takoma Park as respondents could select more than one answer.

Those completing the questionnaire were asked to indicate what kinds of stores or services they felt were most lacking in Takoma Park. The most frequently mentioned type of store was for bottled wine and beers (46%) followed closely by groceries (45%) and restaurants and bars (45%). Apparel and shoe stores, department stores, fresh produce, discount department stores and baked goods and desserts were the other most commonly cited kinds of stores. For the remaining listed types of stores and services fewer than 20% of survey respondents said they were lacking in the city. Those that selected “other” had the opportunity to write-in an unlisted type of store or service they felt was lacking in Takoma Park; these “other” responses can be found in *Appendix C: Verbatim Responses to Survey Questions*.

**Figure 35: Services Most Lacking in Takoma Park**



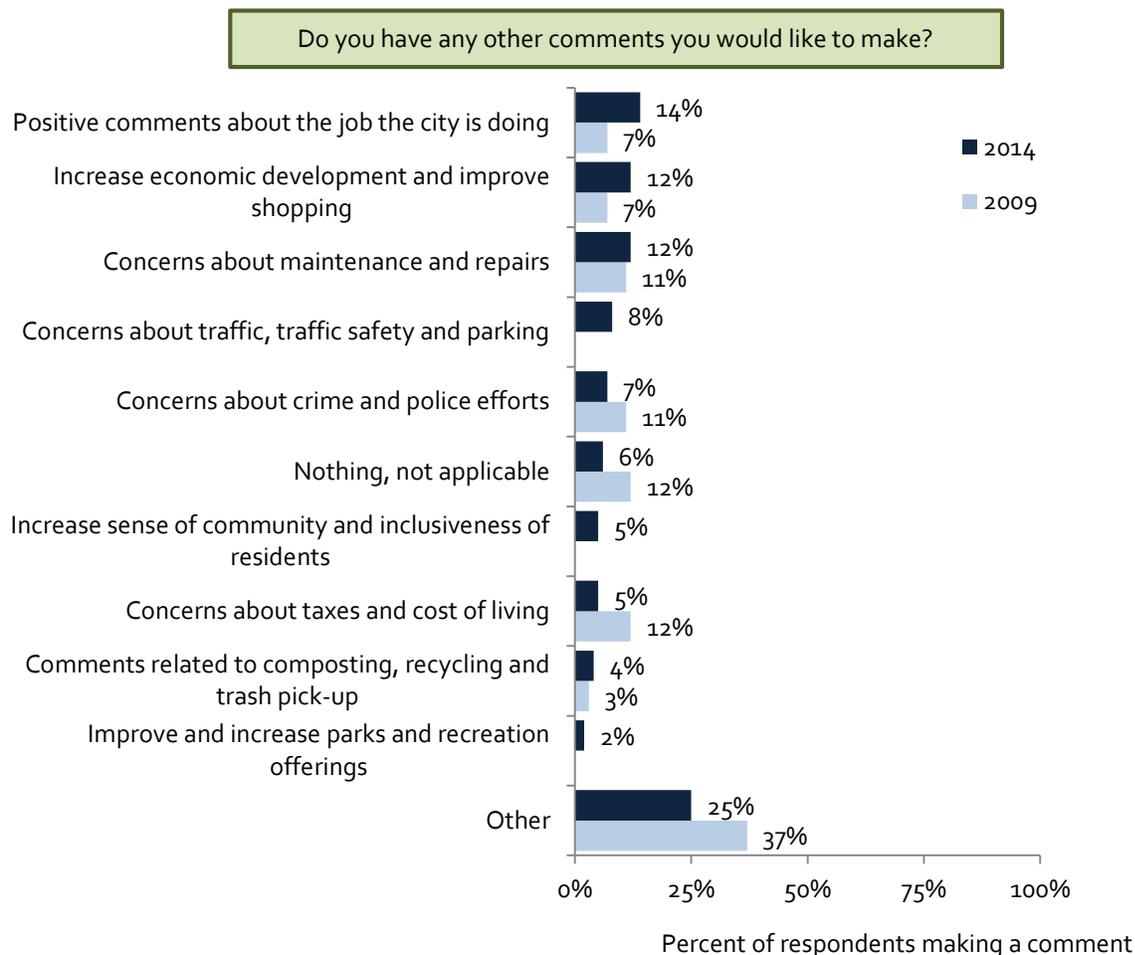
Total may exceed 100% as respondents could select more than one answer.

## ADDITIONAL COMMENTS

At the end of the survey there was a space for respondents to provide “any other comments.” Of the 1,071 residents completing the survey, 466 provided additional comments; these comments were then categorized into thematic groups. All comments can be seen in *Appendix C: Verbatim Responses to Survey Questions*. Responses varied widely, but the most commonly observed themes were positive comments about the job the city is doing (14% of those making a comment), comments about increasing economic development and improving shopping (12%) and concerns about maintenance and repairs (12%). Both the themes of positive comments about the job the city is doing and comments about increasing economic development and improving shopping increased compared to 2009 while concerns about taxes and cost of living decreased from 2009 to 2014 (12% to 5% respectively).

A quarter of responses were categorized as “other” comments due to the variation and infrequency among responses. Please see *Appendix B: Responses to Survey Questions* for the number of responses categorized to each response and *Appendix C: Verbatim Responses to Survey Questions* for the written responses.

**Figure 36: Additional Comments or Suggestions Compared Over Time**



*Concerns about traffic, traffic safety and parking; Increase sense of community and inclusiveness of residents; and improve and increase parks and recreation offering were new categories in 2014.*

## Appendix A: Respondent Demographics

Characteristics of the survey respondents are displayed in the tables and charts on the following pages of this appendix.

**Table 1: Length of Residency**

How many years have you lived in Takoma Park?	Percent of Respondents
One year or less	11%
2 to 5 years	29%
6 to 10 years	17%
11 to 15 years	12%
16 to 20 years	9%
More than 20 years	22%
Total	100%
Mean number of years	13.12
Median number of years	8

**Table 2: Type of Housing Unit**

What best describes your home? Is it in a . . .	Percent of Respondents
One family house detached from any other houses	53%
A duplex or townhouse	2%
A building with three or more apartments or condominiums	43%
Other	2%
Total	100%

**Table 3: Housing Tenure**

Do you rent or own your home?	Percent of Respondents
Rent	48%
Own	52%
Total	100%

**Table 4: Persons per Household**

Counting yourself, how many people live in your household?	Percent of Respondents
One	22%
Two	36%
Three	19%
Four	16%
Five or more	6%
Total	100%
Mean number of people	2.51
Median number of people	2

**Table 5: Presence of Children in Household**

Do any children 12 or under live in your household?	Percent of Respondents
Yes	29%
No	71%
Total	100%

**Table 6: Presence of Teenagers in Household**

Do any teenagers aged between 13 and 17 live in your household?	Percent of Respondents
Yes	10%
No	90%
Total	100%

**Table 7: Presence of Seniors in Household**

Are you or any other member of your household aged 65 or older?	Percent of Respondents
Yes	20%
No	80%
Total	100%

**Table 8: Respondent Annual Household Income**

About how much was your household's total income before taxes in 2013? (Please include in your total income money from all sources for all persons living in your household.)	Percent of Respondents
Less than \$24,999	12%
\$25,000 to \$49,999	21%
\$50,000 to \$99,999	23%
\$100,000 or more	43%
Total	100%

Table 9: Respondent Ethnicity

Are you Spanish/Hispanic/Latino?	Percent of Respondents
No	90%
Yes	10%
Total	100%

Table 10: Respondent Race

What is your race?	Percent of Respondents
White/Caucasian	64%
Black or African American	29%
Asian or Pacific Islander	6%
Other	5%
American Indian or Alaskan native	2%

*Total may exceed 100% as respondents could select more than one answer.*

Table 11: Respondent Education

What was the last grade of school you completed?	Percent of Respondents
0-11 years	2%
High school graduate	7%
Some college, no degree	11%
Associate degree	5%
Bachelor's degree	24%
Graduate or professional degree	52%
Total	100%

Table 12: Respondent Gender

What is your gender?	Percent of Respondents
Male	45%
Female	55%
Total	100%

Table 13: Respondent Age

In which category is your age?	Percent of Respondents
18 to 24 years	1%
25 to 34 years	28%
35 to 44 years	18%
45 to 54 years	23%
55 to 64 years	16%
65 to 74 years	10%
75 years or older	5%
Total	100%

Table 14: Language Spoken in Home

Which languages do you or anyone in your household speak at home? (Please check all that apply.)	Percent of Respondents
English	94%
Spanish	8%
French	8%
Amharic	7%
German	6%
Other	4%
Tigrigna	4%
Russian	2%
Portuguese	1%
Haitian Creole	1%
Chinese	1%

Total may exceed 100% as respondents could select more than one answer.

## Appendix B: Responses to Survey Questions

### COMPLETE SET OF FREQUENCIES EXCLUDING "DON'T KNOW"

The following pages contain responses to each question on the survey, excluding the "don't know" responses. Each table contains both the percent and number of respondents giving a particular response.

Table 15: Question 1

Please rate your quality of life in Takoma Park.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall, how would you describe the quality of life in Takoma Park?	38%	N=399	55%	N=569	7%	N=71	1%	N=5	100%	N=1044
How would you rate the overall quality of life in your neighborhood?	33%	N=342	51%	N=532	13%	N=140	3%	N=26	100%	N=1039
How do you rate Takoma Park as a place to raise children?	48%	N=421	42%	N=368	9%	N=82	1%	N=7	100%	N=878
How do you rate Takoma Park as a place to grow old?	26%	N=209	46%	N=367	22%	N=176	6%	N=44	100%	N=796
How do you rate Takoma Park as a place to live alone?	23%	N=179	43%	N=330	27%	N=210	6%	N=48	100%	N=767

Table 16: Question 2

Please rate each of the following characteristics of Takoma Park.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Sense of community	43%	N=436	46%	N=464	11%	N=108	1%	N=7	100%	N=1015
Opportunity to be heard and have a say in what happens in Takoma Park	34%	N=317	48%	N=453	14%	N=135	3%	N=31	100%	N=936
Overall appearance of Takoma Park	22%	N=231	57%	N=588	19%	N=201	2%	N=18	100%	N=1038
Opportunities to attend cultural or arts events	41%	N=414	45%	N=455	11%	N=116	2%	N=25	100%	N=1009
Shopping opportunities	13%	N=140	34%	N=360	39%	N=414	13%	N=135	100%	N=1049
Parks and other recreational opportunities	37%	N=386	48%	N=499	13%	N=134	2%	N=21	100%	N=1039
Openness and acceptance of people of diverse backgrounds	53%	N=541	37%	N=377	9%	N=90	2%	N=17	100%	N=1025
Access to municipal buildings	46%	N=424	45%	N=411	9%	N=82	1%	N=5	100%	N=923
Services for individuals with disabilities	29%	N=105	42%	N=152	24%	N=86	6%	N=21	100%	N=364
Availability of good quality affordable housing	12%	N=98	31%	N=256	38%	N=316	19%	N=162	100%	N=832
Ease of travel by bicycle	20%	N=182	46%	N=409	26%	N=236	7%	N=65	100%	N=892
Ease of travel by walking	33%	N=341	49%	N=507	15%	N=160	3%	N=27	100%	N=1037
Ease of travel by public transit	39%	N=389	48%	N=480	11%	N=109	2%	N=24	100%	N=1002
Access to good quality health care	21%	N=147	48%	N=339	25%	N=179	6%	N=42	100%	N=707

Table 17: Question 3

Why did you choose to live in Takoma Park?	Percent	Number
Family lives here/ born or raised here	14%	N=152
Job was here (or nearby)	32%	N=338
Good schools	37%	N=389
Trees	42%	N=445
It's close to Washington, D.C.	73%	N=765
Progressive community	57%	N=598
Attractive community	39%	N=415
Safe community	36%	N=380
Historic neighborhoods	28%	N=298
Quiet area	39%	N=407
Amenities (e.g., parks, library, etc.)	40%	N=426
Diversity of people	49%	N=516
Access to public transportation	59%	N=622
Affordable housing	34%	N=355
Participatory government	15%	N=159
Other	6%	N=58
Total	100%	N=1053

*Total may exceed 100% as respondents could select more than one answer.*

Table 18: Question 4

In the last 12 months, about how many times have you or other household members done the following things:	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Visited the New Hampshire Avenue Recreation Center	81%	N=812	11%	N=111	5%	N=54	1%	N=14	1%	N=11	100%	N=1001
Visited the Takoma Park Community Center (Maple Avenue)	25%	N=254	28%	N=284	27%	N=277	11%	N=111	9%	N=95	100%	N=1020
Attended a meeting at the Takoma Park Community Center	61%	N=621	23%	N=239	12%	N=127	2%	N=25	1%	N=6	100%	N=1016
Attended a cultural event at the Takoma Park Community Center	54%	N=542	31%	N=312	13%	N=136	2%	N=17	1%	N=6	100%	N=1013
Participated in a Takoma Park Recreation program	66%	N=664	16%	N=160	10%	N=96	3%	N=35	5%	N=45	100%	N=1001
Visited the Takoma Park, Maryland Library	26%	N=269	20%	N=210	29%	N=294	12%	N=123	13%	N=133	100%	N=1029
Attended an event at the Takoma Park, Maryland Library	67%	N=673	18%	N=181	11%	N=114	2%	N=23	2%	N=19	100%	N=1009
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	75%	N=765	13%	N=133	7%	N=74	3%	N=28	2%	N=24	100%	N=1024
Used Wi-Fi connections in a Takoma Park municipal facility	78%	N=793	10%	N=103	7%	N=69	3%	N=29	2%	N=25	100%	N=1019

Table 19: Question 5

How safe or unsafe do you feel walking alone . . .	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	72%	N=759	24%	N=249	3%	N=32	1%	N=9	100%	N=1048
In your neighborhood after dark	17%	N=173	50%	N=519	26%	N=267	7%	N=76	100%	N=1035
In Old Takoma/Takoma Junction during the day	75%	N=709	22%	N=207	3%	N=24	1%	N=5	100%	N=945
In Old Takoma/Takoma Junction after dark	25%	N=226	50%	N=448	20%	N=177	4%	N=39	100%	N=890
From Takoma Metro station during the day	66%	N=655	31%	N=306	3%	N=34	1%	N=6	100%	N=1000
From Takoma Metro station after dark	10%	N=94	41%	N=385	37%	N=348	12%	N=110	100%	N=938
In University/New Hampshire Crossroads area during the day	33%	N=264	45%	N=357	19%	N=152	3%	N=25	100%	N=798
In University/New Hampshire Crossroads area after dark	5%	N=36	24%	N=170	44%	N=314	27%	N=189	100%	N=708
In Flower Ave./Piney Branch area during the day	44%	N=365	42%	N=347	12%	N=100	3%	N=21	100%	N=832
In Flower Ave./Piney Branch area after dark	9%	N=65	32%	N=239	41%	N=302	18%	N=134	100%	N=739

**Table 20: Question 6**

Please rate how much of a problem each of the following is in your neighborhood.	Not a problem		Minor problem		Moderate problem		Major problem		Extreme problem		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic	41%	N=427	32%	N=331	19%	N=195	5%	N=51	3%	N=28	100%	N=1032
Cut-through traffic	41%	N=420	30%	N=302	19%	N=194	7%	N=70	3%	N=35	100%	N=1021
Speeding	34%	N=350	33%	N=337	21%	N=219	8%	N=81	4%	N=40	100%	N=1027
Oversized or commercial vehicles parked on street	60%	N=620	24%	N=247	10%	N=102	4%	N=41	2%	N=19	100%	N=1029
Parking	47%	N=479	31%	N=315	14%	N=139	4%	N=46	4%	N=46	100%	N=1025
Pedestrian hazards	44%	N=450	31%	N=315	16%	N=164	6%	N=64	3%	N=33	100%	N=1026
Crime	22%	N=225	40%	N=411	30%	N=308	7%	N=73	2%	N=16	100%	N=1032
Gangs	60%	N=606	22%	N=218	13%	N=130	3%	N=26	2%	N=25	100%	N=1006
Graffiti	67%	N=683	24%	N=247	7%	N=68	1%	N=10	1%	N=11	100%	N=1020
Litter	36%	N=368	41%	N=421	16%	N=162	5%	N=53	3%	N=29	100%	N=1034
Overgrown grass and vegetation	58%	N=596	29%	N=295	8%	N=87	4%	N=39	1%	N=13	100%	N=1030
Run down or vacant houses and buildings	64%	N=655	23%	N=239	8%	N=86	3%	N=34	1%	N=15	100%	N=1029
Use of pesticides and fertilizers on lawns	66%	N=653	22%	N=219	6%	N=56	2%	N=21	4%	N=35	100%	N=984

**Table 21: Question 7**

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Percent	Number
Very effective	35%	N=255
Somewhat effective	52%	N=375
Not very effective	10%	N=75
Not at all effective	3%	N=23
Total	100%	N=727

**Table 22: Question 8**

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Percent	Number
Very visible	27%	N=274
Somewhat visible	52%	N=528
Not at all visible	21%	N=212
Total	100%	N=1013

**Table 23: Question 9**

Please rate how well you think the Takoma Park Police Department is doing at each of the following:	Excellent		Good		Fair		Poor		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Preventing crime	20%	N=151	50%	N=372	22%	N=162	8%	N=57	100%	N=742
Reducing the community's fear of crime	19%	N=147	46%	N=356	25%	N=189	10%	N=74	100%	N=767
Responding quickly to citizens' calls for service	39%	N=296	43%	N=328	13%	N=100	5%	N=37	100%	N=761
Effectively solving crimes	24%	N=122	42%	N=211	22%	N=110	11%	N=55	100%	N=497
Caring about the well-being of the people they deal with	34%	N=243	42%	N=305	15%	N=108	9%	N=65	100%	N=721
Working with people in your neighborhood to solve neighborhood problems	28%	N=160	40%	N=226	19%	N=106	13%	N=71	100%	N=563

**Table 24: Question 10**

During the past three months, were you or anyone in your household the victim of any crime?	Percent	Number
Yes	9%	N=94
No	91%	N=943
Total	100%	N=1037

**Table 25: Question 11**

Did you report all or any of these crimes to the police?	Percent	Number
Yes, all of them	60%	N=55
Yes, some of them	11%	N=10
No, reported none of the crimes	28%	N=26
Total	100%	N=91

**Table 26: Question 12**

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Percent	Number
Yes	45%	N=463
No	55%	N=566
Total	100%	N=1029

**Table 27: Question 13**

Overall, how would you rate your contact with the Takoma Park Police Department?	Percent	Number
Excellent	30%	N=139
Good	43%	N=202
Fair	18%	N=86
Poor	8%	N=39
Total	100%	N=466

**Table 28: Question 14**

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are . . .	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Fair in dealing with people	35%	N=153	42%	N=183	15%	N=66	5%	N=20	3%	N=15	100%	N=437
Courteous in dealing with people	36%	N=165	43%	N=197	12%	N=57	7%	N=30	3%	N=13	100%	N=462
Helpful and cooperative	34%	N=156	40%	N=181	18%	N=82	5%	N=22	3%	N=14	100%	N=455
Sensitive to residents' concerns	33%	N=141	38%	N=164	15%	N=63	10%	N=44	4%	N=17	100%	N=429
Honest and can be trusted	35%	N=145	38%	N=159	22%	N=93	2%	N=10	3%	N=13	100%	N=419
Well trained to handle problems	34%	N=136	36%	N=142	20%	N=80	3%	N=14	7%	N=26	100%	N=398

**Table 29: Question 15**

In order to improve police services to Takoma Park, I would like to see:	Percent	Number
More police presence/patrols	38%	86
Increased communication efforts	7%	16
Focus on solving crimes and improved follow-up	8%	18
Nothing, positive comment about the police	8%	18
Improve traffic enforcement	9%	20
Make fairness and professionalism a priority	14%	32
Other	16%	36
Total	100%	225

*Verbatim responses can be found in Appendix C: Verbatim Responses to Survey Questions.*

Table 30: Question 16

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Takoma Park Government	31%	N=283	56%	N=506	10%	N=95	2%	N=22	100%	N=906
The Montgomery County Government	22%	N=182	54%	N=446	20%	N=169	4%	N=34	100%	N=831

Table 31: Question 17

Please rate each of the following City services.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Trash collection	59%	N=583	33%	N=322	6%	N=58	2%	N=23	100%	N=986
Recycling services	57%	N=553	33%	N=315	7%	N=71	3%	N=28	100%	N=968
Weekly yard waste collection	59%	N=468	33%	N=259	8%	N=62	1%	N=8	100%	N=798
Special recycling drop-off at Public Works	42%	N=230	43%	N=235	10%	N=53	5%	N=25	100%	N=544
Fall vacuum leaf collection	34%	N=296	43%	N=371	16%	N=141	7%	N=57	100%	N=865
Tree maintenance	24%	N=186	46%	N=360	21%	N=162	9%	N=68	100%	N=776
Street and sidewalk repairs and maintenance	15%	N=145	40%	N=385	30%	N=280	15%	N=140	100%	N=950
Snow and ice removal	26%	N=270	43%	N=447	23%	N=237	8%	N=78	100%	N=1032
Street sweeping	22%	N=183	50%	N=413	20%	N=167	7%	N=56	100%	N=819
Street lighting	18%	N=186	47%	N=469	26%	N=262	9%	N=91	100%	N=1009
Street sign maintenance	25%	N=226	54%	N=500	18%	N=168	3%	N=26	100%	N=921
Planning (streetscapes, neighborhood projects)	17%	N=129	52%	N=384	24%	N=180	6%	N=44	100%	N=738
Economic development (business outreach, local business promotion)	17%	N=110	47%	N=309	27%	N=178	10%	N=63	100%	N=660
Arts and cultural events	39%	N=347	48%	N=432	11%	N=101	2%	N=17	100%	N=898
Recreation programs for tots (camps, Kindermusik, Rookie sports)	40%	N=195	48%	N=235	10%	N=51	1%	N=6	100%	N=487
Recreation programs for youth (afterschool, summer camps, sports, art)	39%	N=200	49%	N=252	10%	N=52	2%	N=12	100%	N=516
Recreation programs for adults (fitness, art, sports)	25%	N=149	51%	N=300	18%	N=108	5%	N=28	100%	N=586
Recreation programs for seniors (trips, classes, fitness)	33%	N=133	50%	N=202	13%	N=51	5%	N=19	100%	N=406
Recreation sponsored special events (Halloween, Egg Hunt, movie nights)	34%	N=209	52%	N=315	13%	N=76	1%	N=7	100%	N=607
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	24%	N=160	55%	N=369	18%	N=117	3%	N=21	100%	N=666
Athletic fields and playgrounds	31%	N=250	53%	N=422	13%	N=105	2%	N=17	100%	N=794
Appearance of parks	28%	N=273	57%	N=560	13%	N=129	2%	N=19	100%	N=980

Please rate each of the following City services.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Accessibility of parks	35%	N=327	54%	N=515	10%	N=92	1%	N=11	100%	N=945
Safety of parks	24%	N=209	56%	N=496	18%	N=159	3%	N=26	100%	N=891
Appearance of City buildings	29%	N=288	57%	N=558	13%	N=126	1%	N=9	100%	N=981
Accessibility of City buildings	35%	N=301	55%	N=470	9%	N=77	1%	N=8	100%	N=857
Safety of City buildings	42%	N=325	51%	N=396	6%	N=49	1%	N=8	100%	N=778
Enforcement of traffic laws	26%	N=225	52%	N=459	17%	N=148	6%	N=49	100%	N=882
Enforcement of parking regulations	24%	N=200	53%	N=433	15%	N=126	7%	N=61	100%	N=821
Property maintenance code enforcement	19%	N=121	46%	N=295	22%	N=138	13%	N=82	100%	N=636
Stormwater management	20%	N=122	56%	N=341	17%	N=104	7%	N=42	100%	N=610
Landlord and tenant assistance	27%	N=121	44%	N=200	18%	N=79	12%	N=52	100%	N=452
City's cable channel programming	19%	N=71	50%	N=181	22%	N=80	9%	N=32	100%	N=363
City's website (takomaparkmd.gov)	15%	N=107	55%	N=385	25%	N=171	4%	N=31	100%	N=694
Takoma Park Library programs	42%	N=293	48%	N=335	9%	N=63	1%	N=8	100%	N=699
Takoma Park Library collections	28%	N=187	53%	N=359	16%	N=106	4%	N=27	100%	N=680
Computer Center in Community Center	37%	N=143	48%	N=187	14%	N=53	1%	N=3	100%	N=386
Passport services	42%	N=140	46%	N=153	11%	N=37	2%	N=5	100%	N=335
Notary services	44%	N=130	44%	N=132	9%	N=28	3%	N=8	100%	N=298
Online bill payment	30%	N=74	51%	N=127	14%	N=34	6%	N=15	100%	N=251
Online registration for recreation programs	27%	N=96	52%	N=184	15%	N=54	5%	N=17	100%	N=350
Online registration for library programs	33%	N=89	53%	N=141	12%	N=32	1%	N=4	100%	N=265
Online reservation of facilities	34%	N=76	47%	N=103	15%	N=33	4%	N=10	100%	N=221

Table 32: Question 18

What additional services, if any, would you like provided by the City of Takoma Park?	Percent	Number
Dog park	2%	8
Nothing, unsure	8%	29
Additional Senior services	4%	13
Increase composting and improve recycling	11%	39
Increase safety/police efforts	4%	15
Street and sidewalk maintenance and cleanliness/snow removal	9%	31
Offer more varieties of recreation and cultural programs	16%	58
Improve library and community center offerings	6%	21
Web site improvements	3%	11
Address parking and traffic issues	8%	28
Improve tree services	2%	9
Focus on economic development	3%	11
Improve public transportation options	2%	6
Other	23%	81
Total	100%	357

*Verbatim responses can be found in Appendix C: Verbatim Responses to Survey Questions.*

Table 33: Question 19

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to:	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	38%	N=371	50%	N=487	8%	N=79	2%	N=23	1%	N=8	100%	N=969
Protect the economic health of Takoma Park	24%	N=204	48%	N=403	20%	N=168	5%	N=44	2%	N=17	100%	N=836
Plan effectively for the future	24%	N=182	40%	N=298	28%	N=212	5%	N=40	3%	N=21	100%	N=753
Reduce solid waste and promote recycling	41%	N=388	47%	N=453	8%	N=75	3%	N=32	1%	N=9	100%	N=957
Prepare the community for an emergency	19%	N=137	33%	N=243	32%	N=236	11%	N=77	5%	N=34	100%	N=728
Provide a variety of recreation opportunities to the community	34%	N=320	53%	N=502	10%	N=94	2%	N=16	1%	N=6	100%	N=938
Address traffic congestion	12%	N=103	35%	N=297	29%	N=251	19%	N=160	6%	N=49	100%	N=860
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	16%	N=151	49%	N=460	23%	N=214	9%	N=84	4%	N=36	100%	N=945
Provide safe walking routes throughout the city	24%	N=238	44%	N=426	17%	N=169	12%	N=117	3%	N=27	100%	N=978

**Table 34: Question 20**

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total	
City government is really run for the benefit of all the people	27%	N=261	51%	N=491	17%	N=161	4%	N=39	2%	N=18	100%	N=970
Takoma Park city government welcomes resident involvement	31%	N=294	52%	N=501	13%	N=124	3%	N=24	2%	N=19	100%	N=961
I feel included as a part of the Takoma Park community	28%	N=287	47%	N=471	19%	N=188	5%	N=48	1%	N=13	100%	N=1008

**Table 35: Question 21**

Have you had contact with a City of Takoma Park employee within the last 12 months and if so, how were you in contact with them?	No		Yes		Total	
In person	47%	N=471	53%	N=527	100%	N=998
By phone	52%	N=472	48%	N=436	100%	N=909
By e-mail	71%	N=600	29%	N=249	100%	N=849
Other	93%	N=597	7%	N=45	100%	N=642

**Table 36: Question 22**

What was your impression of City employees in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	44%	N=314	45%	N=325	8%	N=59	3%	N=23	100%	N=720
Courtesy	52%	N=376	38%	N=274	8%	N=55	3%	N=24	100%	N=729
Responsiveness	46%	N=328	37%	N=267	10%	N=75	7%	N=51	100%	N=720
Follow-up (got back to you or took action if needed)	38%	N=222	39%	N=227	10%	N=60	13%	N=77	100%	N=587
Overall customer service	42%	N=305	42%	N=302	11%	N=82	4%	N=30	100%	N=719

Table 37: Question 23

In the last 12 months, about how many times, if ever, have you done the following?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Watched a City Council meeting on cable TV (Ch. 13/28)	77%	N=777	11%	N=115	9%	N=93	2%	N=18	0%	N=4	100%	N=1008
Watched a City Council meeting on the City's website	84%	N=845	9%	N=94	6%	N=60	1%	N=6	0%	N=5	100%	N=1009
Watched other programs on the City's cable channel	75%	N=758	12%	N=125	10%	N=97	1%	N=14	1%	N=10	100%	N=1005
Watched other City programs on the website or YouTube	83%	N=824	10%	N=100	6%	N=65	0%	N=4	0%	N=4	100%	N=996
Visited the City's website at takomaparkmd.gov	32%	N=317	20%	N=196	35%	N=355	10%	N=100	3%	N=32	100%	N=1002
Attended a City Council meeting in person	76%	N=759	13%	N=129	9%	N=92	1%	N=11	1%	N=9	100%	N=1001
Read the Takoma Park Newsletter	7%	N=75	7%	N=73	25%	N=254	29%	N=299	32%	N=332	100%	N=1033
Referred to the City of Takoma Park Recreation Guide	19%	N=192	21%	N=206	30%	N=299	18%	N=177	13%	N=125	100%	N=999
Visited the Takoma Park Facebook page	82%	N=808	9%	N=88	5%	N=53	3%	N=25	2%	N=16	100%	N=991
Viewed the Takoma Park Instagram account	95%	N=940	3%	N=29	1%	N=14	0%	N=2	0%	N=4	100%	N=989
Read tweets from Takoma Park (on Twitter)	91%	N=912	4%	N=38	2%	N=20	2%	N=16	1%	N=13	100%	N=999
Visited the New Ave website	91%	N=897	4%	N=43	3%	N=29	1%	N=12	1%	N=5	100%	N=986
Visited the New Ave Facebook page	95%	N=942	3%	N=26	1%	N=12	0%	N=4	0%	N=4	100%	N=988
Visited the Police Department's Facebook page	93%	N=921	4%	N=38	2%	N=19	1%	N=10	1%	N=5	100%	N=993
Read tweets from the Police Department	93%	N=924	2%	N=24	2%	N=20	2%	N=17	1%	N=10	100%	N=994
Read tweets from the Library	93%	N=931	2%	N=21	4%	N=35	1%	N=8	0%	N=3	100%	N=998

Table 38: Question 24

How much information do you get about the City of Takoma Park government activities from each of the following sources?	Most		A lot		Some		None		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Takoma Park's cable television channel	4%	N=45	2%	N=17	14%	N=142	80%	N=804	100%	N=1008
The City of Takoma Park's website (takomaparkmd.gov)	14%	N=144	12%	N=119	38%	N=380	36%	N=360	100%	N=1003
The City of Takoma Park Recreation Guide	10%	N=104	15%	N=154	50%	N=507	24%	N=240	100%	N=1005
Special mailings from the City of Takoma Park	13%	N=127	24%	N=239	46%	N=459	18%	N=183	100%	N=1007
The monthly Takoma Park Newsletter	31%	N=319	27%	N=272	33%	N=335	9%	N=94	100%	N=1020
The City of Takoma Park's posting on Facebook	4%	N=35	3%	N=26	8%	N=81	86%	N=843	100%	N=985
The Washington Post	6%	N=63	8%	N=82	37%	N=375	48%	N=480	100%	N=1000
The Silver Spring - Takoma Park Gazette	6%	N=62	12%	N=123	38%	N=382	44%	N=445	100%	N=1011
The Silver Spring Regional Center's e-mail notices	3%	N=26	1%	N=8	7%	N=70	90%	N=886	100%	N=990
Neighborhood and community listservs	17%	N=166	15%	N=149	19%	N=195	49%	N=492	100%	N=1002
Posters or flyers in public buildings	3%	N=34	7%	N=68	42%	N=417	48%	N=476	100%	N=995
Mayor or other City Councilmember	4%	N=41	8%	N=81	24%	N=242	64%	N=637	100%	N=1000
'Word of mouth'	7%	N=73	20%	N=201	46%	N=459	26%	N=264	100%	N=997
E-mail notices from the Takoma Park Police Department	6%	N=62	8%	N=81	13%	N=130	73%	N=725	100%	N=998
E-mail notices from other Takoma Park departments	4%	N=36	3%	N=34	16%	N=156	77%	N=773	100%	N=999
The City of Takoma Park's posts on Twitter	3%	N=28	1%	N=14	5%	N=53	90%	N=906	100%	N=1001
Weekly e-news	4%	N=37	3%	N=30	10%	N=103	83%	N=830	100%	N=999

**Table 39: Question 25**

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities:	Not enough information		About the right amount of information		Too much information		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
City Council actions	34%	N=333	65%	N=646	1%	N=10	100%	N=990
Special events	20%	N=193	79%	N=781	1%	N=13	100%	N=986
Recreation Department activities	13%	N=131	86%	N=844	1%	N=8	100%	N=983
City street, sidewalk and stormwater projects	43%	N=417	57%	N=554	1%	N=8	100%	N=979
Board and Commission opportunities and activities	31%	N=298	68%	N=661	1%	N=11	100%	N=970
Development projects in your neighborhood and in the City	43%	N=418	56%	N=540	1%	N=13	100%	N=972
Landlord and tenant assistance	29%	N=278	68%	N=645	3%	N=25	100%	N=948
Affordable housing programs	35%	N=336	62%	N=585	3%	N=28	100%	N=949
Leaf collection program	21%	N=201	78%	N=765	2%	N=15	100%	N=981
Holiday trash and recycling collections schedule	26%	N=254	72%	N=709	2%	N=17	100%	N=980
Tree removal and tree protection requirements	28%	N=269	71%	N=689	2%	N=19	100%	N=978
City of Takoma Park budget information	35%	N=342	64%	N=627	1%	N=8	100%	N=977
Arts programs sponsored by the City	21%	N=208	77%	N=754	2%	N=19	100%	N=981

**Table 40: Question 26**

Is your primary physician or health practitioner located in Takoma Park?	Percent	Number
Yes	19%	N=196
No	81%	N=830
Total	100%	N=1026

**Table 41: Question 27**

Is your primary physician associated with Washington Adventist Hospital?	Percent	Number
Yes	17%	N=167
No	83%	N=813
Total	100%	N=980

**Table 42: Question 28**

Have you or a member of your household had a lab test, x-ray or other medical test done at Washington Adventist Hospital in the past 12 months?	Percent	Number
Yes	38%	N=398
No	62%	N=639
Total	100%	N=1037

**Table 43: Question 29**

Do you currently consider Washington Adventist Hospital your primary hospital?	Percent	Number
Yes	41%	N=412
No	59%	N=583
Total	100%	N=995

**Table 44: Question 30**

If you currently consider Washington Adventist Hospital your primary hospital, will you continue to consider Washington Adventist Hospital your primary hospital if it moves to the White Oak area near Cherry Hill Road?	Percent	Number
Yes	15%	N=76
No	85%	N=419
Total	100%	N=496

**Table 45: Question 31**

Do you believe the health of you or your household will be harmed if Washington Adventist Hospital moves to the White Oak area near Cherry Hill Road?	Percent	Number
Very likely	18%	N=162
Somewhat likely	26%	N=236
Somewhat unlikely	17%	N=156
Very unlikely	40%	N=364
Total	100%	N=918

**Table 46: Question 32**

Do you believe you or your household will be harmed economically if the hospital moves? If so, how will you be affected?	Percent	Number
Loss of employment	9%	N=29
Loss of customers	9%	N=29
Reduction in business	16%	N=49
Reduction of hours or pay	4%	N=11
Increased transportation costs	60%	N=187
Other	31%	N=96

*Total may exceed 100% as respondents could select more than one answer.*

**Table 47: Question 33**

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Old Town (Laurel/Carroll/Ethan Allen)	9%	N=89	13%	N=132	27%	N=278	22%	N=230	30%	N=313	100%	N=1041
Crossroads (New Hampshire/University)	23%	N=235	26%	N=271	30%	N=303	11%	N=115	10%	N=100	100%	N=1024
New Hampshire Avenue Corridor	28%	N=280	29%	N=297	26%	N=262	9%	N=91	8%	N=84	100%	N=1014
Long Branch (Flower/Piney Branch)	25%	N=262	23%	N=232	22%	N=232	14%	N=144	16%	N=161	100%	N=1031

**Table 48: Question 34a**

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?		Percent	Number
Old Town	Not sure of availability of desired goods	34%	N=244
	Limited selection of desired goods or services	61%	N=434
	Price and quality of desired goods or services	33%	N=234
	Unattractiveness of store or surrounding area	15%	N=106
	Traffic congestion	32%	N=229
	Lack of parking	42%	N=299
	Personal safety concerns	12%	N=84
	Location is not convenient	16%	N=117

Total may exceed 100% as respondents could select more than one answer.

**Table 49: Question 34b**

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?		Percent	Number
Crossroads	Not sure of availability of desired goods	44%	N=345
	Limited selection of desired goods or services	39%	N=310
	Price and quality of desired goods or services	28%	N=222
	Unattractiveness of store or surrounding area	51%	N=405
	Traffic congestion	50%	N=398
	Lack of parking	21%	N=163
	Personal safety concerns	43%	N=339
	Location is not convenient	41%	N=323

Total may exceed 100% as respondents could select more than one answer.

**Table 50: Question 34c**

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?		Percent	Number
New Hampshire Avenue	Not sure of availability of desired goods	38%	N=309
	Limited selection of desired goods or services	43%	N=349
	Price and quality of desired goods or services	31%	N=256
	Unattractiveness of store or surrounding area	56%	N=460
	Traffic congestion	49%	N=400
	Lack of parking	12%	N=100
	Personal safety concerns	40%	N=324
	Location is not convenient	37%	N=301

*Total may exceed 100% as respondents could select more than one answer.*

**Table 51: Question 34d**

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?		Percent	Number
Long Branch	Not sure of availability of desired goods	40%	N=290
	Limited selection of desired goods or services	43%	N=312
	Price and quality of desired goods or services	29%	N=212
	Unattractiveness of store or surrounding area	47%	N=343
	Traffic congestion	34%	N=245
	Lack of parking	24%	N=178
	Personal safety concerns	34%	N=250
	Location is not convenient	41%	N=300

*Total may exceed 100% as respondents could select more than one answer.*

Table 52: Question 35

What kinds of stores or services do you feel are most lacking in Takoma Park?	Percent	Number
Groceries	45%	N=417
Baked goods and desserts	21%	N=198
Auto repair and service	7%	N=63
Department stores	29%	N=269
Large appliance/electronics	18%	N=164
Fresh produce	26%	N=243
Pharmacy items	9%	N=86
Everyday banking needs	9%	N=82
Discount department stores	22%	N=206
Restaurants/bars	45%	N=418
Bottled wines and beers	46%	N=432
Home improvement & repair	10%	N=94
Apparel and shoes	35%	N=326
Specialty, boutique and gift stores	17%	N=158
Other	13%	N=120

Total may exceed 100% as respondents could select more than one answer.

Table 53: Question 36

Do you have any other comments about the services provided by the City or your experiences in the city you would like to make?	Percent	Number
Concerns about taxes and cost of living	5%	21
Concerns about maintenance and repairs	12%	52
Concerns about crime and police efforts	7%	31
Positive comments about the job the city is doing	14%	64
Increase economic development and improve shopping	12%	54
Comments related to composting, recycling and trash pick-up	4%	17
Concerns about traffic, traffic safety and parking	8%	38
Increase sense of community and inclusiveness of residents	5%	22
Improve and increase parks and recreation offerings	2%	9
Nothing, not applicable	6%	27
Other	25%	111
Total	100%	445

Verbatim responses can be found in Appendix C: Verbatim Responses to Survey Questions.

Table 54: Question 37

How many years have you lived in Takoma Park?	Percent	Number
One year or less	11%	N=112
2 to 5 years	29%	N=302
6 to 10 years	17%	N=171
11 to 15 years	12%	N=123
16 to 20 years	9%	N=93
More than 20 years	22%	N=231
Total	100%	N=1032
Mean number of years	13.12	
Median number of years	8	

Table 55: Question 38

What best describes your home? Is it in a . . .	Percent	Number
One family house detached from any other houses	53%	N=551
A duplex or townhouse	2%	N=25
A building with three or more apartments or condominiums	43%	N=446
Other	2%	N=24
Total	100%	N=1047

Table 56: Question 39

Do you rent or own your home?	Percent	Number
Rent	48%	N=510
Own	52%	N=548
Total	100%	N=1058

**Table 57: Question 40**

Counting yourself, how many people live in your household?	Percent	Number
0	0%	N=4
1	22%	N=234
2	36%	N=377
3	19%	N=202
4	15%	N=162
5	4%	N=46
6	1%	N=13
7	0%	N=2
8	0%	N=1
11	0%	N=1
16	0%	N=1
18	0%	N=1
Total	100%	N=1044
Mean number of people	2.51	
Median number of people	2	

**Table 58: Question 41**

Do any children 12 or under live in your household?	Percent	Number
Yes	29%	N=306
No	71%	N=750
Total	100%	N=1056

**Table 59: Question 42**

Do any teenagers aged between 13 and 17 live in your household?	Percent	Number
Yes	10%	N=107
No	90%	N=941
Total	100%	N=1048

**Table 60: Question 43**

Are you or any other member of your household aged 65 or older?	Percent	Number
Yes	20%	N=208
No	80%	N=843
Total	100%	N=1051

Table 61: Question 44

About how much was your household's total income before taxes in 2013? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$24,999	12%	N=125
\$25,000 to \$49,000	21%	N=212
\$50,000 to \$99,999	23%	N=239
\$100,000 to \$149,999	19%	N=193
\$150,000 to \$199,999	12%	N=126
\$200,000 or more	12%	N=122
Total	100%	N=1017

Table 62: Question 45

Are you Spanish/Hispanic/Latino?	Percent	Number
No	90%	N=931
Yes	10%	N=104
Total	100%	N=1035

Table 63: Question 46

What is your race?	Percent	Number
White/Caucasian	64%	N=650
Black or African American	29%	N=295
Asian or Pacific Islander	6%	N=62
Other	5%	N=52
American Indian or Alaskan native	2%	N=17

Total may exceed 100% as respondents could select more than one answer.

Table 64: Question 47

What was the last grade of school you completed?	Percent	Number
0-11 years	2%	N=24
High school graduate	7%	N=69
Some college, no degree	11%	N=111
Associate degree	5%	N=52
Bachelors degree	24%	N=246
Graduate or professional degree	52%	N=538
Total	100%	N=1041

Table 65: Question 48

What is your gender?	Percent	Number
Male	45%	N=468
Female	55%	N=578
Total	100%	N=1046

Table 66: Question 49

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	28%	N=293
35 to 44 years	18%	N=187
45 to 54 years	23%	N=237
55 to 64 years	16%	N=168
65 to 74 years	10%	N=106
75 years or older	5%	N=51
Total	100%	N=1047

Table 67: Question 50

Which languages do you or anyone in your household speak at home? (Please check all that apply.)	Percent	Number
English	94%	N=982
Spanish	8%	N=86
French	8%	N=83
Amharic	7%	N=75
German	6%	N=62
Other	4%	N=45
Tigrigna	4%	N=45
Russian	2%	N=20
Portuguese	1%	N=13
Haitian Creole	1%	N=11
Chinese	1%	N=9

*Total may exceed 100% as respondents could select more than one answer.*

## COMPLETE SET OF SURVEY FREQUENCIES INCLUDING “DON’T KNOW”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent and number of respondents is shown in each table.

**Table 68: Question 1**

<b>Please rate your quality of life in Takoma Park.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Don't know</b>		<b>Total</b>	
Overall, how would you describe the quality of life in Takoma Park?	38%	N=399	54%	N=569	7%	N=71	1%	N=5	0%	N=2	100%	N=1046
How would you rate the overall quality of life in your neighborhood?	33%	N=342	51%	N=532	13%	N=140	3%	N=26	0%	N=4	100%	N=1043
How do you rate Takoma Park as a place to raise children?	40%	N=421	35%	N=368	8%	N=82	1%	N=7	16%	N=165	100%	N=1043
How do you rate Takoma Park as a place to grow old?	20%	N=209	35%	N=367	17%	N=176	4%	N=44	24%	N=246	100%	N=1042
How do you rate Takoma Park as a place to live alone?	17%	N=179	32%	N=330	20%	N=210	5%	N=48	26%	N=274	100%	N=1041

Table 6g: Question 2

Please rate each of the following characteristics of Takoma Park.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sense of community	42%	N=436	45%	N=464	10%	N=108	1%	N=7	2%	N=23	100%	N=1038
Opportunity to be heard and have a say in what happens in Takoma Park	30%	N=317	44%	N=453	13%	N=135	3%	N=31	10%	N=105	100%	N=1041
Overall appearance of Takoma Park	22%	N=231	56%	N=588	19%	N=201	2%	N=18	0%	N=5	100%	N=1043
Opportunities to attend cultural or arts events	40%	N=414	44%	N=455	11%	N=116	2%	N=25	3%	N=34	100%	N=1043
Shopping opportunities	13%	N=140	34%	N=360	39%	N=414	13%	N=135	0%	N=5	100%	N=1054
Parks and other recreational opportunities	37%	N=386	47%	N=499	13%	N=134	2%	N=21	1%	N=11	100%	N=1050
Openness and acceptance of people of diverse backgrounds	52%	N=541	36%	N=377	9%	N=90	2%	N=17	2%	N=23	100%	N=1048
Access to municipal buildings	40%	N=424	39%	N=411	8%	N=82	0%	N=5	12%	N=126	100%	N=1049
Services for individuals with disabilities	10%	N=105	15%	N=152	8%	N=86	2%	N=21	65%	N=681	100%	N=1045
Availability of good quality affordable housing	9%	N=98	25%	N=256	30%	N=316	16%	N=162	20%	N=210	100%	N=1042
Ease of travel by bicycle	17%	N=182	39%	N=409	22%	N=236	6%	N=65	15%	N=158	100%	N=1051
Ease of travel by walking	33%	N=341	48%	N=507	15%	N=160	3%	N=27	1%	N=12	100%	N=1049
Ease of travel by public transit	37%	N=389	46%	N=480	10%	N=109	2%	N=24	5%	N=48	100%	N=1050
Access to good quality health care	14%	N=147	32%	N=339	17%	N=179	4%	N=42	32%	N=340	100%	N=1048

Table 70: Question 3

Why did you choose to live in Takoma Park?	Percent	Number
Family lives here/ born or raised here	14%	N=152
Job was here (or nearby)	32%	N=338
Good schools	37%	N=389
Trees	42%	N=445
It's close to Washington, D.C.	73%	N=765
Progressive community	57%	N=598
Attractive community	39%	N=415
Safe community	36%	N=380
Historic neighborhoods	28%	N=298
Quiet area	39%	N=407
Amenities (e.g., parks, library, etc.)	40%	N=426
Diversity of people	49%	N=516
Access to public transportation	59%	N=622
Affordable housing	34%	N=355
Participatory government	15%	N=159
Other	6%	N=58

*Total may exceed 100% as respondents could select more than one answer.*

Table 71: Question 4

In the last 12 months, about how many times have you or other household members done the following things:	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Visited the New Hampshire Avenue Recreation Center	78%	N=812	11%	N=111	5%	N=54	1%	N=14	1%	N=11	4%	N=37	100%	N=1038
Visited the Takoma Park Community Center (Maple Avenue)	24%	N=254	27%	N=284	27%	N=277	11%	N=111	9%	N=95	2%	N=17	100%	N=1037
Attended a meeting at the Takoma Park Community Center	60%	N=621	23%	N=239	12%	N=127	2%	N=25	1%	N=6	2%	N=18	100%	N=1034
Attended a cultural event at the Takoma Park Community Center	52%	N=542	30%	N=312	13%	N=136	2%	N=17	1%	N=6	3%	N=29	100%	N=1041
Participated in a Takoma Park Recreation program	65%	N=664	16%	N=160	9%	N=96	3%	N=35	4%	N=45	2%	N=26	100%	N=1026
Visited the Takoma Park, Maryland Library	26%	N=269	20%	N=210	28%	N=294	12%	N=123	13%	N=133	1%	N=10	100%	N=1039
Attended an event at the Takoma Park, Maryland Library	65%	N=673	17%	N=181	11%	N=114	2%	N=23	2%	N=19	2%	N=26	100%	N=1035
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	73%	N=765	13%	N=133	7%	N=74	3%	N=28	2%	N=24	2%	N=17	100%	N=1041
Used Wi-Fi connections in a Takoma Park municipal facility	76%	N=793	10%	N=103	7%	N=69	3%	N=29	2%	N=25	2%	N=21	100%	N=1040

Table 72: Question 5

How safe or unsafe do you feel walking alone . . .	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	72%	N=759	24%	N=249	3%	N=32	1%	N=9	1%	N=5	100%	N=1053
In your neighborhood after dark	16%	N=173	49%	N=519	25%	N=267	7%	N=76	1%	N=15	100%	N=1050
In Old Takoma/Takoma Junction during the day	68%	N=709	20%	N=207	2%	N=24	0%	N=5	10%	N=100	100%	N=1044
In Old Takoma/Takoma Junction after dark	22%	N=226	43%	N=448	17%	N=177	4%	N=39	14%	N=144	100%	N=1034
From Takoma Metro station during the day	63%	N=655	29%	N=306	3%	N=34	1%	N=6	4%	N=44	100%	N=1044
From Takoma Metro station after dark	9%	N=94	37%	N=385	33%	N=348	11%	N=110	10%	N=107	100%	N=1045
In University/New Hampshire Crossroads area during the day	25%	N=264	34%	N=357	14%	N=152	2%	N=25	24%	N=250	100%	N=1048
In University/New Hampshire Crossroads area after dark	3%	N=36	16%	N=170	30%	N=314	18%	N=189	32%	N=331	100%	N=1039
In Flower Ave./Piney Branch area during the day	35%	N=365	33%	N=347	10%	N=100	2%	N=21	21%	N=215	100%	N=1048
In Flower Ave./Piney Branch area after dark	6%	N=65	23%	N=239	29%	N=302	13%	N=134	29%	N=308	100%	N=1047

**Table 73: Question 6**

Please rate how much of a problem each of the following is in your neighborhood.	Not a problem		Minor problem		Moderate problem		Major problem		Extreme problem		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic	41%	N=427	32%	N=331	19%	N=195	5%	N=51	3%	N=28	100%	N=1032
Cut-through traffic	41%	N=420	30%	N=302	19%	N=194	7%	N=70	3%	N=35	100%	N=1021
Speeding	34%	N=350	33%	N=337	21%	N=219	8%	N=81	4%	N=40	100%	N=1027
Oversized or commercial vehicles parked on street	60%	N=620	24%	N=247	10%	N=102	4%	N=41	2%	N=19	100%	N=1029
Parking	47%	N=479	31%	N=315	14%	N=139	4%	N=46	4%	N=46	100%	N=1025
Pedestrian hazards	44%	N=450	31%	N=315	16%	N=164	6%	N=64	3%	N=33	100%	N=1026
Crime	22%	N=225	40%	N=411	30%	N=308	7%	N=73	2%	N=16	100%	N=1032
Gangs	60%	N=606	22%	N=218	13%	N=130	3%	N=26	2%	N=25	100%	N=1006
Graffiti	67%	N=683	24%	N=247	7%	N=68	1%	N=10	1%	N=11	100%	N=1020
Litter	36%	N=368	41%	N=421	16%	N=162	5%	N=53	3%	N=29	100%	N=1034
Overgrown grass and vegetation	58%	N=596	29%	N=295	8%	N=87	4%	N=39	1%	N=13	100%	N=1030
Run down or vacant houses and buildings	64%	N=655	23%	N=239	8%	N=86	3%	N=34	1%	N=15	100%	N=1029
Use of pesticides and fertilizers on lawns	66%	N=653	22%	N=219	6%	N=56	2%	N=21	4%	N=35	100%	N=984

**Table 74: Question 7**

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Percent	Number
Very effective	25%	N=255
Somewhat effective	36%	N=375
Not very effective	7%	N=75
Not at all effective	2%	N=23
Don't know	30%	N=312
Total	100%	N=1039

**Table 75: Question 8**

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Percent	Number
Very visible	26%	N=274
Somewhat visible	51%	N=528
Not at all visible	20%	N=212
Don't know	3%	N=29
Total	100%	N=1042

**Table 76: Question 9**

Please rate how well you think the Takoma Park Police Department is doing at each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Preventing crime	14%	N=151	35%	N=372	15%	N=162	5%	N=57	29%	N=308	100%	N=1050
Reducing the community's fear of crime	14%	N=147	34%	N=356	18%	N=189	7%	N=74	27%	N=280	100%	N=1047
Responding quickly to citizens' calls for service	28%	N=296	31%	N=328	10%	N=100	4%	N=37	28%	N=289	100%	N=1050
Effectively solving crimes	12%	N=122	20%	N=211	11%	N=110	5%	N=55	52%	N=541	100%	N=1039
Caring about the well-being of the people they deal with	23%	N=243	29%	N=305	10%	N=108	6%	N=65	31%	N=330	100%	N=1051
Working with people in your neighborhood to solve neighborhood problems	15%	N=160	22%	N=226	10%	N=106	7%	N=71	46%	N=472	100%	N=1035

**Table 77: Question 10**

During the past three months, were you or anyone in your household the victim of any crime?	Percent	Number
Yes	9%	N=94
No	90%	N=943
Don't know	1%	N=14
Total	100%	N=1051

Table 78: Question 11

Did you report all or any of these crimes to the police?	Percent	Number
Yes, all of them	60%	N=55
Yes, some of them	11%	N=10
No, reported none of the crimes	28%	N=26
Total	100%	N=91

Table 79: Question 12

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Percent	Number
Yes	45%	N=463
No	55%	N=566
Don't know	1%	N=9
Total	100%	N=1038

Table 80: Question 13

Overall, how would you rate your contact with the Takoma Park Police Department?	Percent	Number
Excellent	30%	N=139
Good	43%	N=202
Fair	18%	N=86
Poor	8%	N=39
Don't know	0%	N=2
Total	100%	N=468

Table 81: Question 14

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are. . .	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Fair in dealing with people	32%	N=153	39%	N=183	14%	N=66	4%	N=20	3%	N=15	8%	N=37	100%	N=474
Courteous in dealing with people	35%	N=165	42%	N=197	12%	N=57	6%	N=30	3%	N=13	2%	N=11	100%	N=473
Helpful and cooperative	33%	N=156	38%	N=181	17%	N=82	5%	N=22	3%	N=14	4%	N=21	100%	N=476
Sensitive to residents' concerns	30%	N=141	35%	N=164	13%	N=63	9%	N=44	4%	N=17	10%	N=46	100%	N=475
Honest and can be trusted	31%	N=145	34%	N=159	20%	N=93	2%	N=10	3%	N=13	11%	N=54	100%	N=473
Well trained to handle problems	29%	N=136	30%	N=142	17%	N=80	3%	N=14	5%	N=26	16%	N=76	100%	N=475

Table 82: Question 15

In order to improve police services to Takoma Park, I would like to see:	Percent	Number
More police presence/patrols	38%	86
Increased communication efforts	7%	16
Focus on solving crimes and improved follow-up	8%	18
Nothing, positive comment about the police	8%	18
Improve traffic enforcement	9%	20
Make fairness and professionalism a priority	14%	32
Other	16%	36
Total	100%	225

Verbatim responses can be found in Appendix C: Verbatim Responses to Survey Questions.

Table 83: Question 16

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Takoma Park Government	28%	N=283	50%	N=506	9%	N=95	2%	N=22	11%	N=108	100%	N=1015
The Montgomery County Government	18%	N=182	44%	N=446	17%	N=169	3%	N=34	18%	N=180	100%	N=1011

**Table 84: Question 17**

<b>Please rate each of the following City services.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Don't know</b>		<b>Total</b>	
Trash collection	56%	N=583	31%	N=322	6%	N=58	2%	N=23	6%	N=63	100%	N=1049
Recycling services	53%	N=553	30%	N=315	7%	N=71	3%	N=28	7%	N=77	100%	N=1044
Weekly yard waste collection	45%	N=468	25%	N=259	6%	N=62	1%	N=8	24%	N=250	100%	N=1048
Special recycling drop-off at Public Works	22%	N=230	23%	N=235	5%	N=53	2%	N=25	48%	N=499	100%	N=1042
Fall vacuum leaf collection	28%	N=296	35%	N=371	13%	N=141	5%	N=57	18%	N=185	100%	N=1050
Tree maintenance	18%	N=186	34%	N=360	15%	N=162	7%	N=68	26%	N=271	100%	N=1046
Street and sidewalk repairs and maintenance	14%	N=145	37%	N=385	27%	N=280	13%	N=140	9%	N=93	100%	N=1043
Snow and ice removal	26%	N=270	42%	N=447	22%	N=237	7%	N=78	2%	N=22	100%	N=1054
Street sweeping	18%	N=183	40%	N=413	16%	N=167	5%	N=56	21%	N=217	100%	N=1037
Street lighting	18%	N=186	45%	N=469	25%	N=262	9%	N=91	4%	N=40	100%	N=1049
Street sign maintenance	22%	N=226	48%	N=500	16%	N=168	3%	N=26	11%	N=120	100%	N=1040
Planning (streetscapes, neighborhood projects)	12%	N=129	37%	N=384	17%	N=180	4%	N=44	29%	N=297	100%	N=1036
Economic development (business outreach, local business promotion)	11%	N=110	30%	N=309	17%	N=178	6%	N=63	36%	N=378	100%	N=1037
Arts and cultural events	33%	N=347	41%	N=432	10%	N=101	2%	N=17	14%	N=144	100%	N=1042
Recreation programs for tots (camps, Kindermusik, Rookie sports)	19%	N=195	23%	N=235	5%	N=51	1%	N=6	53%	N=557	100%	N=1044
Recreation programs for youth (afterschool, summer camps, sports, art)	19%	N=200	24%	N=252	5%	N=52	1%	N=12	50%	N=526	100%	N=1042
Recreation programs for adults (fitness, art, sports)	14%	N=149	29%	N=300	10%	N=108	3%	N=28	44%	N=459	100%	N=1045
Recreation programs for seniors (trips, classes, fitness)	13%	N=133	19%	N=202	5%	N=51	2%	N=19	61%	N=635	100%	N=1041
Recreation sponsored special events (Halloween, Egg Hunt, movie nights)	20%	N=209	31%	N=315	7%	N=76	1%	N=7	41%	N=424	100%	N=1030
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	15%	N=160	36%	N=369	11%	N=117	2%	N=21	36%	N=367	100%	N=1034
Athletic fields and playgrounds	24%	N=250	41%	N=422	10%	N=105	2%	N=17	23%	N=242	100%	N=1036
Appearance of parks	26%	N=273	54%	N=560	12%	N=129	2%	N=19	5%	N=56	100%	N=1036
Accessibility of parks	31%	N=327	50%	N=515	9%	N=92	1%	N=11	9%	N=95	100%	N=1040
Safety of parks	20%	N=209	48%	N=496	15%	N=159	2%	N=26	14%	N=149	100%	N=1040

Please rate each of the following City services.	Excellent		Good		Fair		Poor		Don't know		Total	
Appearance of City buildings	28%	N=288	53%	N=558	12%	N=126	1%	N=9	6%	N=64	100%	N=1045
Accessibility of City buildings	29%	N=301	45%	N=470	7%	N=77	1%	N=8	18%	N=189	100%	N=1045
Safety of City buildings	31%	N=325	38%	N=396	5%	N=49	1%	N=8	25%	N=259	100%	N=1038
Enforcement of traffic laws	22%	N=225	44%	N=459	14%	N=148	5%	N=49	16%	N=164	100%	N=1046
Enforcement of parking regulations	19%	N=200	41%	N=433	12%	N=126	6%	N=61	21%	N=223	100%	N=1044
Property maintenance code enforcement	12%	N=121	28%	N=295	13%	N=138	8%	N=82	39%	N=410	100%	N=1045
Stormwater management	12%	N=122	33%	N=341	10%	N=104	4%	N=42	42%	N=434	100%	N=1044
Landlord and tenant assistance	12%	N=121	19%	N=200	8%	N=79	5%	N=52	57%	N=589	100%	N=1041
City's cable channel programming	7%	N=71	17%	N=181	8%	N=80	3%	N=32	65%	N=678	100%	N=1041
City's website (takomaparkmd.gov)	10%	N=107	37%	N=385	17%	N=171	3%	N=31	33%	N=338	100%	N=1032
Takoma Park Library programs	28%	N=293	32%	N=335	6%	N=63	1%	N=8	33%	N=341	100%	N=1040
Takoma Park Library collections	18%	N=187	34%	N=359	10%	N=106	3%	N=27	35%	N=365	100%	N=1045
Computer Center in Community Center	14%	N=143	18%	N=187	5%	N=53	0%	N=3	63%	N=656	100%	N=1042
Passport services	13%	N=140	15%	N=153	4%	N=37	1%	N=5	68%	N=713	100%	N=1048
Notary services	12%	N=130	13%	N=132	3%	N=28	1%	N=8	72%	N=748	100%	N=1046
Online bill payment	7%	N=74	12%	N=127	3%	N=34	1%	N=15	76%	N=787	100%	N=1038
Online registration for recreation programs	9%	N=96	18%	N=184	5%	N=54	2%	N=17	66%	N=693	100%	N=1044
Online registration for library programs	8%	N=89	13%	N=141	3%	N=32	0%	N=4	75%	N=780	100%	N=1045
Online reservation of facilities	7%	N=76	10%	N=103	3%	N=33	1%	N=10	79%	N=820	100%	N=1041

Table 85: Question 18

What additional services, if any, would you like provided by the City of Takoma Park?	Percent	Number
Dog park	2%	8
Nothing, unsure	8%	29
Additional Senior services	4%	13
Increase composting and improve recycling	11%	39
Increase safety/police efforts	4%	15
Street and sidewalk maintenance and cleanliness/snow removal	9%	31
Offer more varieties of recreation and cultural programs	16%	58
Improve library and community center offerings	6%	21
Web site improvements	3%	11
Address parking and traffic issues	8%	28
Improve tree services	2%	9
Focus on economic development	3%	11
Improve public transportation options	2%	6
Other	23%	81
Total	100%	357

*Verbatim responses can be found in Appendix C: Verbatim Responses to Survey Questions.*

Table 86: Question 19

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to:	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	36%	N=371	47%	N=487	8%	N=79	2%	N=23	1%	N=8	7%	N=71	100%	N=1040
Protect the economic health of Takoma Park	20%	N=204	39%	N=403	16%	N=168	4%	N=44	2%	N=17	20%	N=205	100%	N=1040
Plan effectively for the future	18%	N=182	29%	N=298	21%	N=212	4%	N=40	2%	N=21	27%	N=278	100%	N=1031
Reduce solid waste and promote recycling	37%	N=388	43%	N=453	7%	N=75	3%	N=32	1%	N=9	8%	N=84	100%	N=1041
Prepare the community for an emergency	13%	N=137	23%	N=243	23%	N=236	7%	N=77	3%	N=34	30%	N=311	100%	N=1039
Provide a variety of recreation opportunities to the community	31%	N=320	48%	N=502	9%	N=94	2%	N=16	1%	N=6	10%	N=106	100%	N=1045
Address traffic congestion	10%	N=103	29%	N=297	24%	N=251	16%	N=160	5%	N=49	16%	N=168	100%	N=1028
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	14%	N=151	44%	N=460	21%	N=214	8%	N=84	3%	N=36	9%	N=98	100%	N=1043
Provide safe walking routes throughout the city	23%	N=238	41%	N=426	16%	N=169	11%	N=117	3%	N=27	6%	N=64	100%	N=1042

Table 87: Question 20

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
City government is really run for the benefit of all the people	25%	N=261	47%	N=491	15%	N=161	4%	N=39	2%	N=18	8%	N=80	100%	N=1050
Takoma Park city government welcomes resident involvement	28%	N=294	48%	N=501	12%	N=124	2%	N=24	2%	N=19	8%	N=85	100%	N=1046
I feel included as a part of the Takoma Park community	27%	N=287	45%	N=471	18%	N=188	5%	N=48	1%	N=13	4%	N=38	100%	N=1046

Table 88: Question 21

Have you had contact with a City of Takoma Park employee within the last 12 months and if so, how were you in contact with them?	No		Yes		Total	
In person	47%	N=471	53%	N=527	100%	N=998
By phone	52%	N=472	48%	N=436	100%	N=909
By e-mail	71%	N=600	29%	N=249	100%	N=849
Other	93%	N=597	7%	N=45	100%	N=642

Table 89: Question 22

What was your impression of City employees in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	33%	N=314	34%	N=325	6%	N=59	2%	N=23	25%	N=240	100%	N=961
Courtesy	39%	N=376	29%	N=274	6%	N=55	2%	N=24	24%	N=226	100%	N=955
Responsiveness	35%	N=328	28%	N=267	8%	N=75	5%	N=51	24%	N=228	100%	N=948
Follow-up (got back to you or took action if needed)	24%	N=222	24%	N=227	6%	N=60	8%	N=77	37%	N=350	100%	N=937
Overall customer service	32%	N=305	32%	N=302	9%	N=82	3%	N=30	24%	N=231	100%	N=950

Table 90: Question 23

In the last 12 months, about how many times, if ever, have you done the following?	Never		Rarely		Sometimes		Usually		Always		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Watched a City Council meeting on cable TV (Ch. 13/28)	75%	N=777	11%	N=115	9%	N=93	2%	N=18	0%	N=4	3%	N=28	100%	N=1036
Watched a City Council meeting on the City's website	82%	N=845	9%	N=94	6%	N=60	1%	N=6	0%	N=5	3%	N=26	100%	N=1035
Watched other programs on the City's cable channel	74%	N=758	12%	N=125	9%	N=97	1%	N=14	1%	N=10	2%	N=23	100%	N=1028
Watched other City programs on the website or YouTube	81%	N=824	10%	N=100	6%	N=65	0%	N=4	0%	N=4	2%	N=25	100%	N=1021
Visited the City's website at takomaparkmd.gov	31%	N=317	19%	N=196	35%	N=355	10%	N=100	3%	N=32	2%	N=21	100%	N=1023
Attended a City Council meeting in person	74%	N=759	13%	N=129	9%	N=92	1%	N=11	1%	N=9	2%	N=20	100%	N=1021
Read the Takoma Park Newsletter	7%	N=75	7%	N=73	24%	N=254	29%	N=299	32%	N=332	1%	N=8	100%	N=1042
Referred to the City of Takoma Park Recreation Guide	19%	N=192	20%	N=206	29%	N=299	17%	N=177	12%	N=125	2%	N=24	100%	N=1022
Visited the Takoma Park Facebook page	79%	N=808	9%	N=88	5%	N=53	2%	N=25	2%	N=16	3%	N=32	100%	N=1023
Viewed the Takoma Park Instagram account	91%	N=940	3%	N=29	1%	N=14	0%	N=2	0%	N=4	4%	N=43	100%	N=1032
Read tweets from Takoma Park (on Twitter)	89%	N=912	4%	N=38	2%	N=20	2%	N=16	1%	N=13	3%	N=30	100%	N=1029
Visited the New Ave website	87%	N=897	4%	N=43	3%	N=29	1%	N=12	0%	N=5	4%	N=40	100%	N=1026
Visited the New Ave Facebook page	92%	N=942	3%	N=26	1%	N=12	0%	N=4	0%	N=4	4%	N=41	100%	N=1029
Visited the Police Department's Facebook page	90%	N=921	4%	N=38	2%	N=19	1%	N=10	0%	N=5	3%	N=35	100%	N=1028
Read tweets from the Police Department	90%	N=924	2%	N=24	2%	N=20	2%	N=17	1%	N=10	3%	N=33	100%	N=1027
Read tweets from the Library	90%	N=931	2%	N=21	3%	N=35	1%	N=8	0%	N=3	3%	N=33	100%	N=1031

Table 91: Question 24

How much information do you get about the City of Takoma Park government activities from each of the following sources?	Most		A lot		Some		None		Total	
The City of Takoma Park's cable television channel	4%	N=45	2%	N=17	14%	N=142	80%	N=804	100%	N=1008
The City of Takoma Park's website (takomaparkmd.gov)	14%	N=144	12%	N=119	38%	N=380	36%	N=360	100%	N=1003
The City of Takoma Park Recreation Guide	10%	N=104	15%	N=154	50%	N=507	24%	N=240	100%	N=1005
Special mailings from the City of Takoma Park	13%	N=127	24%	N=239	46%	N=459	18%	N=183	100%	N=1007
The monthly Takoma Park Newsletter	31%	N=319	27%	N=272	33%	N=335	9%	N=94	100%	N=1020
The City of Takoma Park's posting on Facebook	4%	N=35	3%	N=26	8%	N=81	86%	N=843	100%	N=985
The Washington Post	6%	N=63	8%	N=82	37%	N=375	48%	N=480	100%	N=1000
The Silver Spring - Takoma Park Gazette	6%	N=62	12%	N=123	38%	N=382	44%	N=445	100%	N=1011
The Silver Spring Regional Center's e-mail notices	3%	N=26	1%	N=8	7%	N=70	90%	N=886	100%	N=990
Neighborhood and community listservs	17%	N=166	15%	N=149	19%	N=195	49%	N=492	100%	N=1002
Posters or flyers in public buildings	3%	N=34	7%	N=68	42%	N=417	48%	N=476	100%	N=995
Mayor or other City Councilmember	4%	N=41	8%	N=81	24%	N=242	64%	N=637	100%	N=1000
'Word of mouth'	7%	N=73	20%	N=201	46%	N=459	26%	N=264	100%	N=997
E-mail notices from the Takoma Park Police Department	6%	N=62	8%	N=81	13%	N=130	73%	N=725	100%	N=998
E-mail notices from other Takoma Park departments	4%	N=36	3%	N=34	16%	N=156	77%	N=773	100%	N=999
The City of Takoma Park's posts on Twitter	3%	N=28	1%	N=14	5%	N=53	90%	N=906	100%	N=1001
Weekly e-news	4%	N=37	3%	N=30	10%	N=103	83%	N=830	100%	N=999

Table 92: Question 25

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities:	Not enough information		About the right amount of information		Too much information		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
City Council actions	34%	N=333	65%	N=646	1%	N=10	100%	N=990
Special events	20%	N=193	79%	N=781	1%	N=13	100%	N=986
Recreation Department activities	13%	N=131	86%	N=844	1%	N=8	100%	N=983
City street, sidewalk and stormwater projects	43%	N=417	57%	N=554	1%	N=8	100%	N=979
Board and Commission opportunities and activities	31%	N=298	68%	N=661	1%	N=11	100%	N=970
Development projects in your neighborhood and in the City	43%	N=418	56%	N=540	1%	N=13	100%	N=972
Landlord and tenant assistance	29%	N=278	68%	N=645	3%	N=25	100%	N=948
Affordable housing programs	35%	N=336	62%	N=585	3%	N=28	100%	N=949
Leaf collection program	21%	N=201	78%	N=765	2%	N=15	100%	N=981
Holiday trash and recycling collections schedule	26%	N=254	72%	N=709	2%	N=17	100%	N=980
Tree removal and tree protection requirements	28%	N=269	71%	N=689	2%	N=19	100%	N=978
City of Takoma Park budget information	35%	N=342	64%	N=627	1%	N=8	100%	N=977
Arts programs sponsored by the City	21%	N=208	77%	N=754	2%	N=19	100%	N=981

Table 93: Question 26

Is your primary physician or health practitioner located in Takoma Park?	Percent	Number
Yes	19%	N=196
No	79%	N=830
Don't know	2%	N=21
Total	100%	N=1047

Table 94: Question 27

Is your primary physician associated with Washington Adventist Hospital?	Percent	Number
Yes	16%	N=167
No	77%	N=813
Don't know	7%	N=70
Total	100%	N=1050

Table 95: Question 28

Have you or a member of your household had a lab test, x-ray or other medical test done at Washington Adventist Hospital in the past 12 months?	Percent	Number
Yes	38%	N=398
No	61%	N=639
Don't know	1%	N=13
Total	100%	N=1050

Table 96: Question 29

Do you currently consider Washington Adventist Hospital your primary hospital?	Percent	Number
Yes	40%	N=412
No	56%	N=583
Don't know	4%	N=45
Total	100%	N=1040

Table 97: Question 30

If you currently consider Washington Adventist Hospital your primary hospital, will you continue to consider Washington Adventist Hospital your primary hospital if it moves to the White Oak area near Cherry Hill Road?	Percent	Number
Yes	10%	N=76
No	54%	N=419
Don't know	36%	N=277
Total	100%	N=772

**Table 98: Question 31**

Do you believe the health of you or your household will be harmed if Washington Adventist Hospital moves to the White Oak area near Cherry Hill Road?	Percent	Number
Very likely	16%	N=162
Somewhat likely	23%	N=236
Somewhat unlikely	15%	N=156
Very unlikely	35%	N=364
Don't know	12%	N=123
Total	100%	N=1041

**Table 99: Question 32**

Do you believe you or your household will be harmed economically if the hospital moves? If so, how will you be affected?	Percent	Number
Loss of employment	9%	N=29
Loss of customers	9%	N=29
Reduction in business	16%	N=49
Reduction of hours or pay	4%	N=11
Increased transportation costs	60%	N=187
Other	31%	N=96

*Total may exceed 100% as respondents could select more than one answer.*

**Table 100: Question 33**

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Old Town (Laurel/Carroll/Ethan Allen)	9%	N=89	13%	N=132	27%	N=278	22%	N=230	30%	N=313	100%	N=1041
Crossroads (New Hampshire/University)	23%	N=235	26%	N=271	30%	N=303	11%	N=115	10%	N=100	100%	N=1024
New Hampshire Avenue Corridor	28%	N=280	29%	N=297	26%	N=262	9%	N=91	8%	N=84	100%	N=1014
Long Branch (Flower/Piney Branch)	25%	N=262	23%	N=232	22%	N=232	14%	N=144	16%	N=161	100%	N=1031

**Table 101: Question 34a**

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?		Percent	Number
Old Town	Not sure of availability of desired goods	34%	N=244
	Limited selection of desired goods or services	61%	N=434
	Price and quality of desired goods or services	33%	N=234
	Unattractiveness of store or surrounding area	15%	N=106
	Traffic congestion	32%	N=229
	Lack of parking	42%	N=299
	Personal safety concerns	12%	N=84
	Location is not convenient	16%	N=117

*Total may exceed 100% as respondents could select more than one answer.*

**Table 102: Question 34b**

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?		Percent	Number
Crossroads	Not sure of availability of desired goods	44%	N=345
	Limited selection of desired goods or services	39%	N=310
	Price and quality of desired goods or services	28%	N=222
	Unattractiveness of store or surrounding area	51%	N=405
	Traffic congestion	50%	N=398
	Lack of parking	21%	N=163
	Personal safety concerns	43%	N=339
	Location is not convenient	41%	N=323

*Total may exceed 100% as respondents could select more than one answer.*

**Table 103: Question 34c**

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?		Percent	Number
New Hampshire Avenue	Not sure of availability of desired goods	38%	N=309
	Limited selection of desired goods or services	43%	N=349
	Price and quality of desired goods or services	31%	N=256
	Unattractiveness of store or surrounding area	56%	N=460
	Traffic congestion	49%	N=400
	Lack of parking	12%	N=100
	Personal safety concerns	40%	N=324
	Location is not convenient	37%	N=301

*Total may exceed 100% as respondents could select more than one answer.*

**Table 104: Question 34d**

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park?		Percent	Number
Long Branch	Not sure of availability of desired goods	40%	N=290
	Limited selection of desired goods or services	43%	N=312
	Price and quality of desired goods or services	29%	N=212
	Unattractiveness of store or surrounding area	47%	N=343
	Traffic congestion	34%	N=245
	Lack of parking	24%	N=178
	Personal safety concerns	34%	N=250
	Location is not convenient	41%	N=300

*Total may exceed 100% as respondents could select more than one answer.*

Table 105: Question 35

What kinds of stores or services do you feel are most lacking in Takoma Park?	Percent	Number
Groceries	45%	N=417
Baked goods and desserts	21%	N=198
Auto repair and service	7%	N=63
Department stores	29%	N=269
Large appliance/electronics	18%	N=164
Fresh produce	26%	N=243
Pharmacy items	9%	N=86
Everyday banking needs	9%	N=82
Discount department stores	22%	N=206
Restaurants/bars	45%	N=418
Bottled wines and beers	46%	N=432
Home improvement & repair	10%	N=94
Apparel and shoes	35%	N=326
Specialty, boutique and gift stores	17%	N=158
Other	13%	N=120

*Total may exceed 100% as respondents could select more than one answer.*

**Table 106: Question 36**

<b>Do you have any other comments about the services provided by the City or your experiences in the city you would like to make?</b>	<b>Percent</b>	<b>Number</b>
Concerns about taxes and cost of living	5%	21
Concerns about maintenance and repairs	12%	52
Concerns about crime and police efforts	7%	31
Positive comments about the job the city is doing	14%	64
Increase economic development and improve shopping	12%	54
Comments related to composting, recycling and trash pick-up	4%	17
Concerns about traffic, traffic safety and parking	8%	38
Increase sense of community and inclusiveness of residents	5%	22
Improve and increase parks and recreation offerings	2%	9
Nothing, not applicable	6%	27
Other	25%	111
Total	100%	445

*Verbatim responses can be found in Appendix C: Verbatim Responses to Survey Questions.*

**Table 107: Question 37**

<b>How many years have you lived in Takoma Park?</b>	<b>Percent</b>	<b>Number</b>
One year or less	11%	N=112
2 to 5 years	29%	N=302
6 to 10 years	17%	N=171
11 to 15 years	12%	N=123
16 to 20 years	9%	N=93
More than 20 years	22%	N=231
Total	100%	N=1032
Mean number of years	13.12	
Median number of years	8	

**Table 108: Question 38**

<b>What best describes your home? Is it in a . . .</b>	<b>Percent</b>	<b>Number</b>
One family house detached from any other houses	53%	N=551
A duplex or townhouse	2%	N=25
A building with three or more apartments or condominiums	43%	N=446
Other	2%	N=24
Total	100%	N=1047

**Table 109: Question 39**

<b>Do you rent or own your home?</b>	<b>Percent</b>	<b>Number</b>
Rent	48%	N=510
Own	52%	N=548
Total	100%	N=1058

Table 110: Question 40

Counting yourself, how many people live in your household?	Percent	Number
0	0%	N=4
1	22%	N=234
2	36%	N=377
3	19%	N=202
4	15%	N=162
5	4%	N=46
6	1%	N=13
7	0%	N=2
8	0%	N=1
11	0%	N=1
16	0%	N=1
18	0%	N=1
Total	100%	N=1044
Mean number of people	2.51	
Median number of people	2	

Table 111: Question 41

Do any children 12 or under live in your household?	Percent	Number
Yes	29%	N=306
No	71%	N=750
Total	100%	N=1056

Table 112: Question 42

Do any teenagers aged between 13 and 17 live in your household?	Percent	Number
Yes	10%	N=107
No	90%	N=941
Total	100%	N=1048

Table 113: Question 43

Are you or any other member of your household aged 65 or older?	Percent	Number
Yes	20%	N=208
No	80%	N=843
Total	100%	N=1051

Table 114: Question 44

About how much was your household's total income before taxes in 2013? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$24,999	12%	N=125
\$25,000 to \$49,000	21%	N=212
\$50,000 to \$99,999	23%	N=239
\$100,000 to \$149,999	19%	N=193
\$150,000 to \$199,999	12%	N=126
\$200,000 or more	12%	N=122
Total	100%	N=1017

Table 115: Question 45

Are you Spanish/Hispanic/Latino?	Percent	Number
No	90%	N=931
Yes	10%	N=104
Total	100%	N=1035

Table 116: Question 46

What is your race?	Percent	Number
White/Caucasian	64%	N=650
Black or African American	29%	N=295
Asian or Pacific Islander	6%	N=62
Other	5%	N=52
American Indian or Alaskan native	2%	N=17

Total may exceed 100% as respondents could select more than one answer.

Table 117: Question 47

What was the last grade of school you completed?	Percent	Number
0-11 years	2%	N=24
High school graduate	7%	N=69
Some college, no degree	11%	N=111
Associate degree	5%	N=52
Bachelor's degree	24%	N=246
Graduate or professional degree	52%	N=538
Total	100%	N=1041

Table 118: Question 48

What is your gender?	Percent	Number
Male	45%	N=468
Female	55%	N=578
Total	100%	N=1046

Table 119: Question 49

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	28%	N=293
35 to 44 years	18%	N=187
45 to 54 years	23%	N=237
55 to 64 years	16%	N=168
65 to 74 years	10%	N=106
75 years or older	5%	N=51
Total	100%	N=1047

Table 120: Question 50

Which languages do you or anyone in your household speak at home? (Please check all that apply.)	Percent of Respondents*	Number
English	94%	N=982
Spanish	8%	N=86
French	8%	N=83
Amharic	7%	N=75
German	6%	N=62
Other	4%	N=45
Tigrigna	4%	N=45
Russian	2%	N=20
Portuguese	1%	N=13
Haitian Creole	1%	N=11
Chinese	1%	N=9

*Total may exceed 100% as respondents could select more than one answer.*

## Appendix C: Verbatim Responses to Survey Questions

Following are verbatim responses to open-ended questions on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order.

### Question 3: Why did you choose to live in Takoma Park? (Other)

- ◆ 1975 affordable.
- ◆ Ability to walk to shops and other necessities
- ◆ Affordable decent MD suburb in 19805 when we acquired house; metro & bus access.
- ◆ Affordable housing 40& years ago. No longer affordable.
- ◆ Affordable housing.
- ◆ Ambience familiar
- ◆ An apartment was available 1958.
- ◆ Artist friendly
- ◆ At the time (1998) housing was affordable.
- ◆ At the times-affordable & close to D.C.
- ◆ Close to my work place
- ◆ Close to veterans facilities
- ◆ Colleague who lived here suggestion.
- ◆ Coop and House of Musical Traditions
- ◆ Could afford house, similar Cohort, current owners were aging in place & accepting.
- ◆ Daughter wanted to go to Blair 15+ yrs-ago
- ◆ Ease & commute for multiple family member to various locations.
- ◆ Eclectic citizens -arts, politics, community activism
- ◆ Educated community, suburban feel but near dc
- ◆ Everybody Sollin up should, coop.
- ◆ Family near
- ◆ Family nearby (but not in Takoma park).
- ◆ Fell in love w/someone who lived here.
- ◆ Found myself here
- ◆ Found rental from friend.
- ◆ Friends
- ◆ Friends here
- ◆ Friends live there.
- ◆ Friends lived here
- ◆ Friends living here
- ◆ Friends living here.
- ◆ Friend's recommendation
- ◆ Gay-friendly
- ◆ Good place to do a lot of walking.
- ◆ Good to raise family small town feel.
- ◆ Got apartment from individual
- ◆ Great neighbors.
- ◆ I moved for particular reasons & stayed for many more.
- ◆ I moved into an unincorporated area of Prince George's County which was annexed into the City of Takoma Park. The house met my requirements.

- ◆ I start to live around this area since care in to us
- ◆ I'm contrarian- like to argue with "progressives."
- ◆ In a highly competitive real estate market we were by people with children who purchase
- ◆ It looks like on inactive community compared to city or schoubs.
- ◆ It's a city with town atmosphere, house prize use right then. Close to Washington DC. Later metro of course.
- ◆ It's in Montgomery country.
- ◆ Long ago my 5 children lived here.
- ◆ Loved the apartment.
- ◆ Made mistake of buying a house here.
- ◆ Main street/small town community
- ◆ Metro
- ◆ Minimum amount of racial discrimination compared to other communities for my racially divers family and economic diversity was important.
- ◆ Most laid back community closest to D.C. Or N.I.H. And not Virginia.
- ◆ My husband lived here when we married.
- ◆ My wife-to be was adamant about TkPk-now, I love it, too.
- ◆ Near friends.
- ◆ Not far to visit Baltimore family.
- ◆ Nuclear free zone.
- ◆ Only safe/affordable community in Moco inside beltway.
- ◆ Parking accessibility (main reason)
- ◆ Progressiveness in unity and diversity of tae people around.
- ◆ Religions.
- ◆ Sense of community
- ◆ Sense of community
- ◆ Sense of community diversity.
- ◆ Sligg creek trail
- ◆ Small size enhances ability to identify with the city.
- ◆ Spouse lives here
- ◆ Spouse was already living here.
- ◆ Strong nonprofit community.
- ◆ Strong real estate resale valve.
- ◆ The architecture of our home.
- ◆ The feeling of home!
- ◆ The house was a perfect fit
- ◆ Thoughtful, open community
- ◆ Takoma park good, easy fran S. Peirr
- ◆ Trail & park.
- ◆ Use a center of the folk more and done some when its moved here in 1984.
- ◆ Walk to shopping
- ◆ Walkable
- ◆ Walkable
- ◆ Walkable.
- ◆ Walking distance to stores
- ◆ Was familiar with various aspects of T.P.
- ◆ Was in military, planned to live close to Nnmc.
- ◆ Was more affordable 30 years ago.
- ◆ We found the house & property we wanted.
- ◆ We liked a house.
- ◆ We liked the house & yard.
- ◆ We moved here 20yrs ago so my husband could attend Mont. Comm. College.

- ◆ When my daughter moved here (then)
- ◆ When we moved here in 1966, housing was very affordable.
- ◆ When we moved here, affordable.
- ◆ Where we live is almost equidistant between downtown Takoma Park and downtown Silver Spring, so we have easy access to two downtown areas. When we moved here, we were also somewhat equidistant between our two jobs (although I wouldn't say that they were nearby). (My job is now closer and accessible by bike.)
- ◆ Yard

**Question 15: In order to improve police services to Takoma Park, I would like to see:**

- ◆ #15 the Takoma police department should have better answers than "I don't know" when a citizen asks for help. No offer to make phone call, or anything like that. Instead a stone wall face and "I don't know. "I hardly call that "good customer service."
- ◆ 1 more targeting of speeders along carroll & flower aves 2 enforcement of jay walking violations at flower & piney beaches (especially at evening).
- ◆ 1. We can day her than to neavlyary 2. Get a youth police officer position knowledge at traiurigo. 3. Give the police a raise and create rehash theri skills and a community police awareness day where citiare can interact with police.
- ◆ 90 cla police parole alye cindarioy able conla jente
- ◆ A "marked" police car a little a more often
- ◆ A change in the parking rules so friends can park in front of our house without a permit for a couple of hours.
- ◆ A little more visibility of the police department in my neighborhoods. Better signage to the departments in the municipal building the basement is hard to find.
- ◆ A police car drive down my street a little more.
- ◆ A program for the young men who gather on the corner of Maple and Sherman Avenues. This has been going on since I moved to the neighborhood in 1990. The police are aware that this corner is their traditional meeting place. / / I believe that our community would have fewer problems if the City of Takoma Park would develop a program for these residents. They appear to be high school drop outs who have no direction for their lives. Out of a need for money they get involved in illegal activities, such as selling drugs. / / Can the community develop a mentoring program for them? Can't their academic needs be given special attention before they drop out of school? Can't they be tutored by our residents? / / They are looking for success as they group together. They want to feel good about themselves, but they know that they have had difficulty in school and probably at home. / / Can't we do better as a community? These young men are not throw aways. They need guidance and care from the adults in the city. / / This issue may not be seen as a police service that is needed. But it becomes a police matter when these boys form gangs and cause problems. / / I would like for a committee to form that would formulate and carry out methods to identify these boys while they are still attending school. Teams of citizens can be organized to tutor and offer guidance to them. Mentors can form healthy relationships with them. They need positive relationships.
- ◆ A proposal for patrolling and surveillance when the purple line is operational
- ◆ A solution to all the home burglaries that have been on-going for almost 12 months.
- ◆ A stronger Takoma Park police presence in Long Branch and the Cross Roads.
- ◆ A system of checks and balances: government oversight.
- ◆ Active preservation my street only occasionally see car drive by never see bike on foot patrol.
- ◆ Add more Police.
- ◆ All police services turned over to Montgomery co.
- ◆ An aggressive and proactive strategy to reduce computer theft from our homes.
- ◆ Annual well publicized meeting of police chief with community to report and hear concerns (questions submitted in advance; moderated to facilitate participation).
- ◆ Any act malicious intent endured by victim should be taken serious with conseral unknown person entering home
- ◆ Article(s) about new officers/older (years of experience on job) about chief senior members of force.
- ◆ As a single woman, I'm amazed by hostility & exclusion towards singles by families. Spoiled children, lack of responsibilities big problem.
- ◆ Assurances that w/aid of crime only st, friends & report accidents of similar nature are recognized.

- ◆ Be more responsive. We called 911 because we thought our neighbor was being beaten by her husband during a loud, aggressive argument and it took them a half hour to make it here. They knocked on the neighbor's door, talked to them for maybe 30 seconds and then left. It was not encouraging.
- ◆ Better communication with and enforcement of animal control laws.
- ◆ Better customer service T.P. Show some concern and attention to citizens concerned about crime.
- ◆ Better investigative follow up on crimes
- ◆ Better no parking signs during 4th of July event! Too many cars towed!!!
- ◆ Better parking at Municipal building.
- ◆ Better parking enforcement better burglary prevention.
- ◆ Better patrolling, quicker and more vigorous follow up on leads, compassion, communication. A sense of urgency about stopping/solving crime instead of merely cataloguing it.
- ◆ Better response to dog attacks.
- ◆ Better street lighting
- ◆ Better supervision of parks better supervision, of noise ordinances.
- ◆ Bring back citizens academy.
- ◆ Calling 911 gets T.P. Police instead of P.G. Co.
- ◆ Capacity strength.
- ◆ Cathy plevy provides excellent service and is always responsive.
- ◆ Clean up Metro at night & maple ave drug market day & night.
- ◆ Clerks should be more professional competent conoienties
- ◆ College degree required, well lit reception desk, more transparency eg. When officer [REDACTED] killed a suspect. Who are the officers? names? faces?
- ◆ Common sense and compassion our contact with the police was a nasty experience in old town wherein we left the car for 2 minutes to get charge for the meter. The officer proceeded to write up a ticket.
- ◆ Communication between DC and tp police along the border Transportation.
- ◆ Community meeting/notifications of crimes in Gozotte I don't have a computer at homes!
- ◆ Continue citizen's academy, ensure police attend comm events like festivals, sides academy & youth programs.
- ◆ Crimes solved
- ◆ Diversity
- ◆ Drv road people skills.
- ◆ During fall and winter months when it is dark early, I would like to see some sort of consistent police presences near and around the metro during the evening commute to reduce armed robberies timed to the commuter.
- ◆ Enforcement of stop signs at Kennebec & Houston Avenues.
- ◆ Fair enforcement of party care about citizens more than themselves.
- ◆ Fairness to everyone.
- ◆ Fairness.
- ◆ Fewer TakPak police officers talking on THEIR cell phones or LOOKING at their computers while driving!
- ◆ Focus on prevention, use of fegways, more tag readers, surveillance cameras, street closures,
- ◆ Follow the lead of officers in determining the priorities of the dept. Officers are a great resource and work very hard to know the community and its needs.
- ◆ Follow through and communication
- ◆ Foot patrols or police cars in my neighborhood and along carroll ave at night fear being attached while walking alone.
- ◆ Frequent patrol on our street in our neighborhood.
- ◆ Grater appreciation that citizens are not inferior simply becuse we don't wear a badge.
- ◆ Hand off's between Takoma park police & park police to be effective. Between the two, neither helps me.
- ◆ Have more of them & focus on old borahen. with county services that deal w/youth population.
- ◆ Higher pay to encourage better retention. Eliminate library & use savings for police department.
- ◆ Honestly, interested to help others.
- ◆ Hore horpacie speabily officers
- ◆ I believe they are doing a good job under challenging circumstances.
- ◆ I don't have the knowledge/training to have solid input.

- ◆ I had a concern about a missing stop sign. I called Tpkp police and they said they knew of problem. I felt an officer should to prevent accidents.
- ◆ I haven't had any experience with the police that made me aware of a need so improvement.
- ◆ I just them or about visit
- ◆ I was approached by a crime victim & called 911. Police responded quickly & competently. But did not show much sensitivity in response to the upset young (15y.o.) victim.
- ◆ I Will like to see a police officer talk to people be accessible be a community helper not that kind of rude , like some of police officer in Takoma Park, special with the Hispanic community.
- ◆ I would like to remind them that they work for the citizens of this city deliberate power plays are unnecessary.
- ◆ I would like to see a more progressive attitude among cops. There are racist TP police officers.
- ◆ I would like to see the police respond to complaints, particularly when called repeatedly to enforce traffic signs in the residents
- ◆ I'd like to see the officers not speed and ignore traffic signals @ the end of their shifts en route to the station.
- ◆ Improve responsiveness to citizens calls.
- ◆ In my limited (recent) dealing with the police department I think they see residents of Old Town Takoma as being spoiled wealthy people.
- ◆ In the summertime make sure residents are quiet outside after 10pm (too many parties & loud people).
- ◆ Keep up the great work! all four times I've had to contact them have been very, very helpful. Thank you so much.
- ◆ Keep up what you're doing!
- ◆ Less defensive behavior & more more problem solving.
- ◆ Less "blaming the victim.
- ◆ Less arrogance and swagger & less anger while doing their job, more report my neighborhoods.
- ◆ Less car parking, less cars break ins, theft from homes
- ◆ Less emphasis on arresting youth for alcohol or marijuana.
- ◆ Less entrapment of moving violation at non necessary stop signs on maple ac (soft stops)
- ◆ Less resources devoted to traffic actually stopping crime.
- ◆ Less robberies and someone caught for the several break-in attempts in our neighborhood.
- ◆ Make sure they know that we have a legal right to photograph their actions in public.
- ◆ More bilingual police.
- ◆ More police presence on the streets, especially during the night.
- ◆ Maybe more patrols (police cars), but I think they may be as good as we can reasonably expect.
- ◆ Money spent on increasing force size and visibility instead of on replacing sidewalks and curbs that were perfectly fine.
- ◆ Monitoring of traffic laws a stop sign on my corner is often ignored by drivers. I reported it a few weeks ago.
- ◆ More attention needs to be paid to safety of commuters walking to and from metro.
- ◆ More bicycle patrols.
- ◆ More bicycle police, better relationships w/neighborhood police.
- ◆ More bike patrols or scooters, etc
- ◆ More cars on patrol
- ◆ More communication between officers following up on crimes and the officer originally on the scene continuity.
- ◆ More communication with neighborhood list serves (even willingness to answer questions on the lists), better neighborhood lighting (esp. Poplar, Gude).
- ◆ More community involvement.
- ◆ More community/neighborhood patrol interach
- ◆ More cooperation with DC police (I live near Eastern Avenue) and probably PG county police.
- ◆ More cops on bikes and on foot.
- ◆ More crime info from police on list serve.
- ◆ More cross jurisdiction visible w/dc police to present/solve crimes of opportunity across dc/md lines.
- ◆ More done to catch thieves.
- ◆ More drive then my neighborhood rowebe ave

- ◆ More drive-bys on my street and a friendly hello.
- ◆ More enforcement of stop signs at Holly/Philadelphia, holt/crescent, along park ave & speeding on Philadelphia.
- ◆ More enforcement of turn restrictions.
- ◆ More enforcement re: running star signs, more patrols in my Takoma junction neighborhoods.
- ◆ More fluent Spanish speakers & Minorities on the force to facilitate interactions w/immigte community.
- ◆ More foot & bicycle patrol. Get out on the cars.
- ◆ More foot patrol's.
- ◆ More foot/bike/sega traffic by officers-at least when the weather is better than this winter Horton show!
- ◆ More friendly presence an Sligo creek pkwy, recreation.
- ◆ More interpersonal contact; ie. When they are on my block-say hello!
- ◆ More knowledge of resources for non-emergency situations.
- ◆ More mark car in ward 6 neighborhood not just the crossroad area.
- ◆ More monitoring of the holly and Philadelphia intersection. People run that stop sign constantly. I and my wife have been almost run over there!
- ◆ More neighborhood patrols.
- ◆ More of a casual & friendly presence out in the community-preferably out of cars-walking or biking.
- ◆ More of them on tool or bike patrol
- ◆ More officers on bike/foot in my neighborhood (nhg)
- ◆ More officers on foot in the neighborhoods, especially the routes to the metro.
- ◆ More officers patrolling neighborhood.
- ◆ More officers visible on bike and at community engagements.
- ◆ More officers. Better lighting. Improved signage. Emergency call boxes. Inter jurisdictional policing.
- ◆ More opportunities for safety tips for parents, like advice on talking to kids about reporting problems, avoiding strangers.
- ◆ More opportunities for the officers to be out of their cars (foot or bike patrols, etc) to establish a more direct presence
- ◆ More patrolling in the streets; advice to home owners on what to do.
- ◆ More patrols, particularly behind the community center and in Takoma-piney branch park.
- ◆ More personal interaction (constructive) with local kids.
- ◆ More police (marked) & unmarked on patrol. Police on bikes.
- ◆ More police at night especially from Metro down pines branch.
- ◆ More police cars at night around Takoma overlook condos
- ◆ More police hired
- ◆ More police of color in my (langley park end of tk pk) neighborhood.
- ◆ More police on manor cir. Catching cut thru traffic lots of kids here
- ◆ More police on streets
- ◆ More police or paliere cadetian bikes
- ◆ More police patrolling & less attention to traffic tickets!
- ◆ More police presence
- ◆ More police presence after dark.
- ◆ More police presence in the neighborhoods
- ◆ More police visibility on new Hampshire, kathland, and hopewell avenues.
- ◆ More police walking or riding bicycles.
- ◆ More police, present in neighborhood
- ◆ More police-crime goose up as economy increases.
- ◆ More policeman!
- ◆ More prescence in my neighborhood
- ◆ More presence at the intersection of Circle ave & prince George's ave, where folks speed & blow through stop sign.
- ◆ More presence in neighborhood.
- ◆ More presence of night (late night).

- ◆ More presence on the sidewalk (walk or bike) rather than drive throughs in car (don't see those either).
- ◆ More preventive services and better customer service. We have had major crime issues on our street.
- ◆ More proactive patrols in areas where burglaries occur.
- ◆ More project like the undercover work of present house breaking into something of help with people walking. Along robberies.
- ◆ More public presence near metro late night.
- ◆ More public relation in the day time outside of "stopping crime" (building relationships and a positive rapport with citizens) and perhaps going out of their way to help certain minorities or groups (esp. those of lesser socio-economic status)
- ◆ More residential patrols. I never see police or my street unless there is a crime. Which there are many of (burglaries/robbers).
- ◆ More structured resident input from a broader, more diverse set of individuals. Chief should be less militants
- ◆ More targeted detective work with follow-up to residents on crime solving progress. More visibility of police.
- ◆ More ticketing of parking violations near piney branch & Flower. More patrolling. More presence on maple Av. More response to gang Graffiti.
- ◆ More visibility in the waco neighborhoods.
- ◆ More visibility & patrols; encouragement (leadership?) of neighborhood watch programs; foot patrols
- ◆ More visibility an the flower ave corridor.
- ◆ More visibility in area near metro Stop, especially 4pm. To midnight.
- ◆ More visibility in Metro station/DC border area.
- ◆ More visibility of police & of police station never quite sure where it is its out of sight.
- ◆ More visibility of police walking in parks in old town and throughout historic & commercial areas & near Metro.
- ◆ More visible police presence constantly, not just when a crime occurs.
- ◆ More visible police presence, speeding enforcement on philadelphia ave
- ◆ More visible presence in neighborhoods near Metro station.
- ◆ More visible when children are released from school.
- ◆ More walking/biking getting to know neighborhoods.
- ◆ My dealings with police recently were good. However I have seen & heard of instances in which they harass teenagers, including my sons.
- ◆ Neighborhood patrols, police presence around metro, focus on pedestrian safety.
- ◆ Neighborhood watch programs
- ◆ Neighborhood/block party meet & greet ix/year
- ◆ New leadership since new chiep crictos & brarins hows gone up neud cortwinty policio ct termers
- ◆ No comment
- ◆ No comments
- ◆ No speed or red-light cameras & this is legalized robbery, nothing less. They make to a very Shitty quality of life.
- ◆ No suggestions.
- ◆ No surveillance cameras-they can be abused by folks like the state police did under Gov. Enrich; who maintained political activities in Takoma park.
- ◆ Not sure overall department seems to be doing a good job.
- ◆ Occasional walking patrols in neighborhood.
- ◆ On foot
- ◆ Our neighborhood has had a notable increase in burglaries over the past year. Many of us have contacted the police department to discuss this and have not had much response. As far as we know they have not arrested anyone for all the break-ins. There has been no visible increase in police either driving or biking by our neighborhood even after all of these burglaries. It is pretty frustrating considering the extra taxes we all pay and the small community we live in. Some neighbors have organized a meeting with the police about this so we will see how that goes. I think the police response to citizens should be one of concern and action, not passivity and sort of a blame the victim approach, which is what we all received.
- ◆ Our police do agree job a just with most county beware our county taxes.
- ◆ Parking enforcement-rigorous.

- ◆ Parking zone process must be improved to obtain permits
- ◆ Patrols in my neighborhood. Stop and chat; get to know me. Enforcing parking area requirements by ticketing vehicles without stickers and stickers that are expired.
- ◆ Patrols occasionally. I only see police driving fast down the street traveling somewhere. Stopping to speak to residents without a particular problem in mind.
- ◆ Pinecrest listers [REDACTED] [the Public Information Officer] regularly ports there. Very helpful. This has been my only interaction
- ◆ Police at around unsafe places during the dark.
- ◆ Police dept. Dropped senior program without notification.
- ◆ Police officers have been seen texting while driving. They should set a better example in light of new laws. In general, this law needs stronger enforcement.
- ◆ Police presence more than just zooming by in their agrad cars.
- ◆ Police presence to deter crime. Police helping to catch & prosecute criminals and keep residents safe.
- ◆ Police service adequate. No delay in service when needed.
- ◆ Police visibility at night in/around parking areas in university area (rite aid or formerly safeway
- ◆ Police were called to handle domestic issue at neighbor's. Took them 20 minutes to come and only asked the woman if every thing was ok in front of her husband. Then left. Were only there for 2 minutes. Need better training to protect abuse victims!!
- ◆ Police were incompetent & uncommunicative in handling a burglary from our home
- ◆ Polite, Caring & responsible to the people whom there are serving.
- ◆ Promptness in response to calls for assistance and increased visibility in our neighborhood.
- ◆ Provide any necessary resources.
- ◆ Removal of the puffed up sgt. A hole who thinks his the puffed up a
- ◆ Results of Cail Jackings, sidewalk hold ups, & theft.
- ◆ Services me ok: just haven't needed to dept.
- ◆ Setting a better example with driving- turn signals, talking on cells while driving, driving very quickly through neighborhoods... But would REALLY like to see them out and just walking around, and on bike patrol. Right now, my small children think policemen are people to be afraid of. I would like them to see otherwise- our TK PK police ARE good guys who are here to help. I would like my kids to see that too.
- ◆ Some sort of substantive oversight over police conduct/fairness.
- ◆ Someone in the department reads weekly crime reports (Washinton Post) over a longer period of time to see trends and be proactive and preventive.
- ◆ Sometimes they don't answer the phone immediately & they are not so nice in conversing.
- ◆ Stop people from running red lights where piney branch & Wayne avenues cross Sligo creek parkway.
- ◆ Stronger enforcement of traffic laws and speeding on the main streets. Enforcement there has a spillover effect into other areas... A "this is our town and you will not break the law here" approach would be good.
- ◆ That their canine unit actually track someone
- ◆ The only interaction our household has had with the Takoma Park police was when my wife needed to get home during the fourth of July parade. We had just moved here and didn't know the street would be closed. The officers who stopped her were unbelievably rude and unpleasant about it. Of course streets may need to be shut down sometimes, but we had expected more professionalism and common courtesy.
- ◆ The police came and took a report of our car that was locked and the door pried open and then the report on email was that the car was unlocked. Then, we called the police to let them know we had located the old phone that was stolen - we had an address on Georgia Ave. - and the police never returned our call. Later, I posted this on the listserve to beware, and police followed up but it was really shoddy police work. I choose to think the TKPK police is better than that but it was a disturbing incident.
- ◆ The police department disbanded let the mo co police/state police serve the city-anyone is better than this gang of bullies thugs!
- ◆ The police shall work more close to neighborhoods.
- ◆ The public more cooperative to work with the police.
- ◆ The speed. Reduced from sligo to lincon
- ◆ The time I had contact with Takoma park police was when I worked in one apartment building, they are the best.
- ◆ There is an illegal bed and breakfast being run on our street the police/code etc. Refuge to address.

- ◆ They should respect the seniors
- ◆ They solved the burglary in my house over a year ago and were there 2 minutes after I called the line. They respond every time we call. I can't think of much they can do to prevent everything that happens in our neighborhoods. They are definitely more visible which is a start.
- ◆ They were dismissive of the problem we reported with no explanation.
- ◆ Traffic help w/cut though traffic people go too fast. We have sidewalks. Cars go wrong way around traffic circle & its' very dangerous police must ticket for this!
- ◆ Training & sensitivity to residents concerns.
- ◆ Unknown
- ◆ Vigorous & sustained effort to prevent crime, esp. Armed robberies & car jackings
- ◆ Walk more beats! get to know the residents. Be nice to people you serve, like say hello and wave to people if you see them crossing the street.
- ◆ Walking beats
- ◆ We find in different area of TP more police station TP police good. I hope they are good to poorer communities is the city.
- ◆ We had a major theft at our house in 2010. The police could not be bothered. They would not follow up on leads we generated. They and Montgomery county police argue about jurisdiction
- ◆ We more car patrols daily, maybe receive a text from the police department when a crime is committed in our community
- ◆ Would like the reports from police to be more readable to the public (e.g., instead of using "Ward", "sector", "3500 block", it would be useful to use location names that most of us are more likely to know. (e.g. near Maple & Sherman Avenue").

### **Question 18: What additional services, if any, would you like provided by the City of Takoma Park?**

- ◆ # 1 is lower taxes, city Gov't should "tend to its knitting" and provide basic city services.
- ◆ #18 make they are librarian good I of the messages in the computer at sign on. For help from unfriendly reference no, no."I know that the budget is tied, but has nothing to do with money.
- ◆ 1) Brighter street like lights in long branch neighborhood 2) Cut down trees that are damaged w/out contacting Arborist.
- ◆ 1) Chief of landlord / tenant services is unresponsive. 2) Rental housing code prohibits secure (double cylinder locks) on doors / windows despite high burglary rates. 3) police advertise home security review but officers act inconvenienced when residents ask 4) tree police is too restrictive.
- ◆ 1) Tree maintenance needs to be more safety conscious vs. Just keeping trees. 2. Pollution program to adult (tax payers) is very limited and even available ones are not suitable in working people. In term of hours!
- ◆ 1) Add more hours for game room for seniors (and adults unless too crowded). 2) More services for seniors and handicapped (eg transportation, upkeep of house, daycare social).
- ◆ 1. Add a dog park. 2. More sidewalks in ward 2.
- ◆ 1. Typing class for teens. 2. Financial responsibility class for teens (credit would/debt, scalnap, investing, etc). 3. More internships/job opportunities for teens.
- ◆ A broader selection of audio books, would be nice but not a grave problem. I love the library!
- ◆ A central location for volunteer services-I'd like to be involved, but not sure where to begin.
- ◆ A lawn service program leg, kids to now lawns and make leaves to which residents can subsouils. Also, while i very much support the city's residents for residential snow removals tax city should make an apten available alloway residents unable to should thier water fail someone to do it to pay into a city food for snow removal from
- ◆ A more accessible recreation center, with a gym & other organized programs.
- ◆ A parking garage in the downtown t.p. Area. I'd like to shop, eat & bike advantage of the farmers market, but don't because of difficulty finding parking.
- ◆ Abolish city wage all services in to waiting city co separate T. Paul is a waste money!
- ◆ About the street access it is not fair that some street close for hours because all residents of Takoma paid taxes and the streets are not for the people who live on. those sign 630`-930 0n certain road are not justifiable people live around or work around should not be restringe to use them. that was a bad decision.
- ◆ Accepting credit cards for payment w/o a surcharge-thats like 30 years out of date.

- ◆ Access to Maryland's Digital Library, more street lights and working street lights, assistance to the historic district businesses so there are fewer vacancies in Historic Downtown Takoma Park
- ◆ Add additional services during extence meditions eg. City shoveling for seniors, please improve the website (should be able to pay all bills), should be able to contact someone with web problems.
- ◆ Additional day of trash pickup 2x/wr upgrade to more efficient street lights.
- ◆ Additional parking for residence of in the building sq 9.30 we count find a park
- ◆ Additional services for illegal aliens.
- ◆ Addressing gang issues I feel less safe every year.
- ◆ Adult exercise classes that start eg 730 pror 8pm or earlier 630 am. More recreation activities for 10 16 year ads.
- ◆ Affordable cultural events @ community center & more of there. It seems underutilized.
- ◆ Affordable summer camp for resident's home working parents & childcare. Chaveasked for recycling for my home lids prevent attracting rodents. Without lids my, desire to recycle is limited because it is a misances/was given only one can un fill up quickly.
- ◆ All that I know are able jobs.
- ◆ Allegheny avenue is a mess following water main replacement. It must be repaired!!
- ◆ An independent inspector/assessor for home improvements & repairs.
- ◆ An ombudsman to help dealings up in city offices. I am currently having a very difficult time communicating with the housing and community development office. I need help.
- ◆ Animal control
- ◆ Annual public meeting with, city code enforcement officers to provide information and receive feedback about city code issues, brief about what is under county enforcement and how to contact country officers.
- ◆ As a single male and in my 30s, I would like more opportunities to: volunteer, feel part of the community as a young professional specifically, more groups/opportunities to meet other people my age to build friendships, bonds, and find activity partners. I feel there is no real night scene, no sports bars, no places to dance (that I know, though I hear there is a ballroom off Carol Ave.), and really just not outlet as a young professional, single person to mingle and meet new people and try new activities that are catered to professionals in their 20s or 30s. I feel i have to go to DC, Rockville, Bethesda, or Silver Spring to find entertainment/recreation in the weekend. Takoma has beautiful scenery and parks, but I've literally met none of my neighbors outside of my 3 floor apartment building since I moved here in 2009. I had considered starting a meet-up (www.meetup.com) group to start a young professional scene, but I've been busy with school and work. If I could just meet more people and feel more part of the grander community (outside of my apartment complex) I would enjoy this area more. Also, a movie theater or theater stage could help build the community and bring people together (I wish the movie theater on Flower Ave. were still active - it's now turning into a church). Maybe free movie screenings in the summer (I've been to DC and Bethesda and Rockville for free screenings but never Takoma), or some more community building events. Thank you. It is a safe and wonderful neighborhood. Have a nice day.
- ◆ Battery collection. Advocate for more mixed-income housing. And auxiliary apartments.
- ◆ Beef up efforts fo make downtown an economic hub. It's at a tripping point and every-higher Rol their in the past.
- ◆ Better bike lanes & bike shore @ metro station
- ◆ Better cable programs involving community more African American working at recreation center, not only Hispanics & Hispanic centers.
- ◆ Better computer services as library & community center more staff assistance, greater printing capability, more services available to seniors: handymen, snow removal, lawn care, transportation.
- ◆ Better computer services at library and community center more assistance for senior for snow removal and lawn care and housing man services.
- ◆ Better coordination with county-the unfinished bike lane/waster water project at the end of grant ave by comm. Ctr. Has been a disaster!
- ◆ Better enforcement of traffic laws to stop cut through traffic speeding & violations. Pleas put in sidewalks on Elm & Lincoln & Boyd!
- ◆ Better enforcement parking by non
- ◆ Better facilities at NH ave, integration w/PG county rec programs.
- ◆ Better integration with other DC/Montgomery county transportation systems, capital bike share was a good step forward. Bus connectivity (including the Iphone app for Montgomery county bus system) needs improvement.

- ◆ Better lighting and safety precautions for people walking home from Takoma Metro After dark.
- ◆ Better lighting at night, especially on eastern ave. I'd like to see more green infrastructure throughout the town trees, rain gardens, green streets. There is a grassy lot on eastern on eastern ave (behind pizza movers). There should be plantings there.
- ◆ Better look
- ◆ Better maintenance of Mason forest pet waste management program.
- ◆ Better security, better police presence particularly during the day when thieves are simply taking advantage of nobody being around.
- ◆ Better snow removal on sidewalks/wheel chair ramps. This past month, many ramps (Carroll & tulip, for example) were blocked by snow until it melted (for many days).
- ◆ Better updates when something (holidays, weather) disturbs normal trash collection.
- ◆ Better use and notification about online payment possibilities.
- ◆ Big recycle bins like the rest of the county. My neighbors got one from the "pilot" program and I've never had the opportunity. Also fenced dog park is a much needed addition.
- ◆ Big recycling bins on wheels like Montgomery County's
- ◆ Bigger library staff are great.
- ◆ Bike lanes; less destructive trash collection no throwing bins into plants & gardens.
- ◆ Can think of nothing at this time.
- ◆ Chemical, paint, air conditioner disposal in town or collection in town to avoid trips to Rockville.
- ◆ Child care for parents using the New Hampshire Avenue workout programs and room.
- ◆ City wide Wi
- ◆ City Wi-Fi circulator bus from municipal bldg. Area to old town.
- ◆ Clean streets more often, trim overgrown grass on carron ave sidewalks, improve appearance of main streets.
- ◆ Co. Locked workspace for indep. Consultants & teleworkers (possibly w/a membership fee) w/high quality internet services.
- ◆ Code enforcement is over done and irrational lighten up!
- ◆ Community connecting with community and housing programs for the 16 17,000 residents of Takoma park.
- ◆ Community party room (Birthday party, wedding friend get together additional service. onal service
- ◆ Community services for middle HS students, after school car share (zipcar) parking place near comm. Center driving lessons for immigrants safe driving for seniors.
- ◆ Compost
- ◆ Compost in more locations (pickup)
- ◆ Compost park up in our neighborhood. I knew some of the city currently has it, but it hasn't come to our neighborhood (between the creeks) yet.
- ◆ Composting
- ◆ Composting household food waste.
- ◆ Composting pickup
- ◆ Composting.
- ◆ Continue food composting we love it! create an dry center find more ways to help homeless.
- ◆ Continue repairing the sidewalks! Neighborhoods are much better looking & friendly with good sidewalks.
- ◆ Could you replace the broken ceiling tiles @ nh rec center
- ◆ Create a resident's guide of local people's expertise/interest areas
- ◆ Create an educational stand where lihecawes on people now logical challenges are ecribed like adhd, moutal issu auh'sm blindness. Dwrifism. Help to educate and courage
- ◆ Curbside pick up of compostable Materials.
- ◆ Daily exercise
- ◆ Decent policing, like we had under previous chief, ron ricucci,
- ◆ Disagree about traffic restrictions along sunnyside streets and adjocurb streets. (6 30-30 dw) to protect the happy few living there.
- ◆ Dk
- ◆ Do we need Arborist, why don't we get rid of this position, waste of tax payers money.
- ◆ Dog park

- ◆ Dog park (s)
- ◆ Dog park!!!
- ◆ Dog park.
- ◆ Dog park.
- ◆ Dog parks
- ◆ Electronic recycling day, Xmas tree recycling mulch use "Big" trash day
- ◆ Elimination of invasive species in our parks and by property owners.
- ◆ Employment opportunities for the developmentally disable!
- ◆ Encourage citizens to sweep sidewalks after they mow take care of trimming plants in the way of sidewalks
- ◆ Enforce laws to enhance pedestrian and bicycle experience. Consider negative effects of events food trucks, street & fairs etc on nearby residents & businesses.
- ◆ Enforce traffic laws for bicyclists using streets, e.g. Stop sign & red light running.
- ◆ Enforcement against RVs/campers being parked on main street/bus routes. They take up too much space and impede easy flow of traffic. (see Houston Ave. Example.) Bus router streets should be cleared by 7am and until 7 PM.
- ◆ Enforcement of rules on sidewalks. Snow removal in parks minimal, net to the pavement, perhaps. 2. People walk alot in TP some use canes wheelchairs.
- ◆ Enforcement of snow removal ordinances for sidewalks, especially business & apt. Bldgs.
- ◆ Expand kitchen waste compost collection.
- ◆ Expansion of curbside compost pick-up. Large wheeled recycling containers. installation of sidewalks where there aren't any.
- ◆ Figure out how to lower taxes
- ◆ Financial literary, home buying services, women's sports team (hobby)
- ◆ Focus more on crime prevention.
- ◆ Food scrap collection for composting
- ◆ For many who can't afford cable or computer services, particularly seniors, many of the senior. Activities are unknown until they've already occurred due to Takoma news letter or Gazette coming later to them.
- ◆ For the high level of taxes that we pay, city services should be much better. Quality
- ◆ Foreign language & aim sign language lessons w/forces locaty common languages (amhane, frends special, etc.), garden consulfation,tool lending, household repair advice
- ◆ Friendly useful help with trees. More weekend rec. Classes. Eco friendly advice. Aging in place.
- ◆ Get a decent search engine for the website. Attract and keep a "real" athletic club with expanded hours and bathing facilities.
- ◆ Get rid of every other speed hump. Or pay for damages due to speed hump.
- ◆ Get rid of ugly speed cameras on Carroll are and its a speed trap to boot.
- ◆ Greater communication w/residents in apartment buildings.
- ◆ Greater interest in the health and quality of sligg creek park
- ◆ Green energy co-operative purchasing program.
- ◆ Help elders & those living alone-esp. Planning for future boomers. Serious multiracial & multiethnic dialog.
- ◆ Help provide community volunteer matching programs. Language classes.
- ◆ Help win bulk trash pick-up Silver spring across from me gets more pick up of bulk waste and less taxes.
- ◆ Hire another arborist!
- ◆ Holistic light refreshments juicing/health bars as alternative of vending machines.
- ◆ Hosting a CSA (consumer supported agriculture) pick up location.
- ◆ How about cutting some to save money! fer cryssakes.
- ◆ I am an older citizen & thoald take more advantage of the program offered. Excellent programs in offered.
- ◆ I am interested in evening classes for adults seems like the could find to lend to be offered during working hours Love the library. Great asset.
- ◆ I believe that the city needs to improve parking availability in old town. Although its promoting business, attracting new restaurants, etc. Parking is often difficult or impossible making access to the restaurants and stores limited.
- ◆ I can't think of any at the moment

- ◆ I dk about additional services; maybe free fitness classes/cultural events? But it sounds like these are already happening. It'd be great to be more aware of things going on though. I haven't lived here long, so maybe that's why but I never hear about these events going on, but it seems like things are happening outside of my condo building.
- ◆ I feel that when 65& people, Living alone, need to get a break on property taxes, compared to double earning households.
- ◆ I have not yet fully explored or utilized services that are already available.
- ◆ I like city streets to be surveyed. A lot of streets I walk to in bad conditions. Like Alleghery ave. Westmore land ave.
- ◆ I love the composting program and I really hope it continues. I would like to know if the City is following up with businesses and home owners who did not adequately remove snow from their sidewalks. I am fairly fit and have fallen twice due to snow and ice and there young kids, older adults who cannot manage the ice and fines should enforce, in my opinion.
- ◆ I miss the tool library. I'd like the special recycling center (eg. For electronics, paint) to be open some weekends (eg one Saturday moving per month).
- ◆ I realize that I may be dreaming in color, but a face-lift for the piney branch elementary pool would be a great city
- ◆ I think its mont. Co., but more regular bus services particular driving commuter hours.
- ◆ I think the city should look at ways to help older residents make their homes and streets accessist! many streets do not have sidewalks and many homes can only be accessed via strairs. Blg. Problem.
- ◆ I think there should be public transport to the pine crest area.
- ◆ I want something done about the eye sore. Apt. Bldgs. Sheets up to windows, wrong size fans, torn blinds, curtains. Exposed un cleaned units etc.
- ◆ I wanted to be part of the food composting pilot program, but i scanned to cheque missed the cut off date.
- ◆ I would actually like fewer services so that my property taxes are reduced. The only important services to me are a strong police force to keep the community safe and great school for my children. The library collection is terrible compared to DC system, I only go to Takoma DC library now.
- ◆ I would appreciate better access too and information about public swimming facilities, such as the pool at piney branch elementary school.
- ◆ I would like a dog park!
- ◆ I would like residential taxes decreased by 10% at least unless this gets pedestrian protection.
- ◆ I would like sunday or evening rec center programs for kids, I would like more fitness classes (like Zemba) at the community center in the evenings.
- ◆ I would like the city arborist to go through the city and if possible tell us if our trees are going to die and fall before they fall.
- ◆ I would like the city to distribute large recycling bins as is done in Silverspring. Most families accumulate more recycling than trash. should enable online payment for Takoma soccer.
- ◆ I would like the City to start a speed bump removal service.
- ◆ I would like the city to work with the power companies to bury the power lines. They are unsightly and lead to repeated power outages and downed wires, which are unsafe.
- ◆ I would like to see more economic development with new restaurants & stores.
- ◆ I would like to see more services for the elderly (i.e. home repairs and maintenance assistance)
- ◆ I would like to see more trash clean up of our streets and side walks, also force owners of stress at strip malls to clear up trash would their property.
- ◆ I would like to see table tennis playing ground. I don't know if available. Top bridged pedestrian crossing is good to make safety & smooth traffic in university blvd.
- ◆ I would love to see the compost pilot program expand to everyone.
- ◆ I would not to pay storm waters will it would suppose to be a on going thing. Just one time #28.02 I don't have a computer.
- ◆ I would prefer that taxes get revenues at from Montg city.
- ◆ I'd like to see more of an emphasis on national awareness, things outside of the city which affect city residents. / / I wonder if the city, rather than providing more events, could encourage residents to come up with their own events - block parties or celebrations of the city's diversity.
- ◆ I'd love more of a network of sustainability ideas, professionals, case studies & ideas to implement.
- ◆ If funding is available, would like to have the tool library again. I'd be willing to volunteer time to staff it.

- ◆ If our tax dollars are going to be used to employ a full time arborist, it would be nice if they were available to provide some services to the community, such as consult on a possibly fatally diseased tree, like the one we have; when we called, we were curtly told that they had no interest in doing anything other than giving the required certification for a tree removal if it came to that.
- ◆ Im 69 and I work full time. There are no senior citizen's courses or events in the evening hours. I would like to see some.
- ◆ I'm happy with level of services.
- ◆ Improve appearance of city especially near junction & near Washington Adventis & University. Encourage more businesses like republic. Provide more free parking garages. Attract a new better Hospital.
- ◆ Improved rec facilities, egg pool.
- ◆ Improved street lighting to help bike riders more bike lanes faster pot
- ◆ Improvements of Takoma park. Library building and its facility.
- ◆ In terms of arts and cultural events, there should be a free outdoor evening concert series in the nice weather months like other neighborhoods and towns have. Somehow the rec programs after school are not drawing a lot of MS kids and that's a shame, they should want to go hang out at the community center. I think the library should have catalog info on-line and then email you when your items are due and the book you requested has come in; because those services aren't offered I use county libraries. The Halloween parade and party is great and so is the July 4th parade. I love the composting program and the snow plowing these past few snowy weeks has been great. I don't think the CIty does enough in terms of small business attraction and retention and promotion. Also, Takoma Junction could be so much more active than it is. Anything the City can do to promote and support our businesses and attract new ones would be good. Finally, if the crime surge continues the way it has been lately people are going to be very worried.
- ◆ Incompetent crossing ground at phila & holly needs to be fired!
- ◆ Information regarding holiday trash collections specially it is different from Montgomery collections schedule.
- ◆ Intermediate to advanced computer classes, cyber security Spanish language program (interm. to advanced) college type cont. Education photo-light adobe room.
- ◆ Invasive species removal.
- ◆ It should stop. It's too expensive and what it has is useful to only a small number of people and I don't want to pay for it.
- ◆ It's very difficult to get assistance from a Notary Public. It would be better to have set Notary Public hours, or a single person who is able to do it at all times.
- ◆ Just a note: inspectors have come to ■■■ lee ave and not enforced/forced my landlord to fix essential electric, water and other structural problems (no power outlets in civing room,no stfir well lighting no hot water)
- ◆ Keep city's website updated
- ◆ Landlord and Tenant Office to visit high-rise apartment properties providing information and Q&A sessions. / Accessible Medical clinics.
- ◆ Large groceries state department state
- ◆ Leaf collection should be over & longer period to get all the leaf fall and please stop blowing leaves on to our properties. Unbelievable. Explain & be reasonable about parking at Takoma park metro station.
- ◆ Less speed bumers (or softer shaper) on hills bicycling hazard
- ◆ Like the addition of curbside food waste recycling.
- ◆ Local maps, tranportation information, and schedules
- ◆ Long term project to bury electric & other utility pole services
- ◆ Longer hours for computer use. More police presents esp. at night bigger library collection. Affordable housing. Better public transportation. More lighting
- ◆ Love the additional of organic waster collection. great job. Also so happy Sunday hours were added for the library. We love the library and public works!
- ◆ Love the new municipal compost program!
- ◆ Major effort to lower income and non-white communities to engage people and extend a variety of services, e.g. Help people to connect with health services and advice,help in dealing with gov. agencies, special help in preventing high school dropouts, job prep for young adults.
- ◆ Make sure store owners shovel sidewalk after snowfalls.
- ◆ Make web site more user friendly - easier to search, less unwieldy.
- ◆ Maybe a tool coop, for residents to borrow/rent equipment.
- ◆ Mediation services pen underserved (language, economic dev.)

- ◆ More access to pools, very few programs for under 5 during non-work times, affordable daycare options/after schools/programs more development of new ave/Takoma 1 crossroads.
- ◆ More adult recreation activities, classes, etc. Most options appear to be for youth or seniors.
- ◆ More affordable house. On apartments park near our neighborhood specifically around. Langly park a we go to far park play ground.
- ◆ More affordable, safe housing.
- ◆ More after school programs for 10 18 yr olds.
- ◆ More area business development, esp. In terms of restaurants, cates, etc. Shopping & eating out are the only problems we've had since moving to Takoma park.
- ◆ More art programs (Rec. Dept) Have exercise room in N.H. Rec. Center open all day not just 2 pm on.
- ◆ More business development and encouragement of the small businesses-like the food truck idea too would like Busboy st. Poets to get here soon! more bars & restaurants, movie theater.
- ◆ More consistency in notary services if arriving at community center between 9 and 5, it would be nice to know a notary is there and not have to call ahead.
- ◆ More concerts
- ◆ More contemporary art programs, more vision in connecting people to experimental arts and recreation, less focus on crafts and folk art music.
- ◆ More DVDs in library for draw. Perhaps a lunch home or lunch center where people could buy a sandwich and meet and greet in areas around com. Center or close by.
- ◆ More emphasis on senior needs and help with home repairs.
- ◆ More for ages 14 18
- ◆ More free or low cost activities for children
- ◆ More garbage can along streets especially near 7-11 and Metro.
- ◆ More help for long time residents need more speed humps, improve our tree trimming around all road sings!!
- ◆ More info about large trash. Collection from home.
- ◆ More info on its history
- ◆ More job search programs post all local and state jobs in the library and recreation cooters
- ◆ More lenient tree management arborist has too much power. Need to support preventive tree cutting.
- ◆ More mini planted areas in my neighborhood. Example: corner of lee & hancock avenues
- ◆ More of a dileneation area space/official space in bldg. Aging assistance for people to stay in own home library seems to be making of efforts.
- ◆ More police patrols, install stop sign, have PEPCO install brighter street lights control door to door salesman.
- ◆ More programming for disabled seniors.
- ◆ More public transit options Ride on is becoming more and more unpredictable.
- ◆ More recreational programs different variety like arts. Not just sports, for non
- ◆ More safety. Stop signed pedestrian crossing at Kennebec & Sligg creek pkwy. It's a dangerous intersection now.
- ◆ More senior fitness charts-can be some classes repeated-hard to get in class.
- ◆ More services for seniors, computer classes.
- ◆ More sidewalks in my neighborhood. Improve timing of traffic lights at Philadelphia/carrol/Ethen Allen.
- ◆ More weekend tots recreation programs (i.e. swimming); weekend or evening yoga for adults
- ◆ My family really likes the compost collection program. We would likes it to be permanent.
- ◆ N/A
- ◆ N/applicable
- ◆ No comment
- ◆ No ideas
- ◆ No specific services.
- ◆ No speed cameras! It's legalized robbery. More enforcement of aggressive, crazy driving-leave people alone who accidently go 41 in a 30.
- ◆ None
- ◆ None
- ◆ None at this time.

- ◆ None at this time.
- ◆ None that I can suggest
- ◆ None we already duplicate these provided by Montgomery county.
- ◆ None, we love it here.
- ◆ None-overtaxed already would prefer getting more Montgomery co services.
- ◆ None-please stop adding programs and reduce our taxes.
- ◆ None-would rather have country based services. Eliminate TP library, police & public works ad only use MC services.
- ◆ Not sure
- ◆ Not sure i'm working & going to school and I don't have a lot of extra time, but i do enjoy living here. Now that i know about the website maybe i'll stay better informed.
- ◆ Not sure it we have a system supporting valueable citizens (handicapped/elderly-living alone, etc) in the event of an emergency.
- ◆ Not sure.
- ◆ Note. Only used library when children were growing (youngest now 42yrs-do not have computer so dont online serv.)
- ◆ Nothing any special items. So for as good
- ◆ Nothing currently but we are news getting to Takoma park the only thing would be updates on construction that infacts traffic congestion area near metro & carroll ave bridge upcoming work.
- ◆ Offer plenty
- ◆ Ombudsman of citizens
- ◆ On ritchie avenue there is a "hideous" circle roundabout placed in the middle of the road that is causing major traffic problems. The city has made it very difficult to park because of unnecessary curb extensions that producte in the street.
- ◆ On time reservation of borles (holds) in city library collection.
- ◆ Online library bill payment. More activities for young professionals
- ◆ Online resource for registig issues that residents would like the city to address eg. Pothdes, water management, etc.
- ◆ Online use of library resources (few e resources); better downtown parking & that isn't so expensive. Recreation opportunities are sparce & don't tap into the resources in the community. Surely then are more subjects that could be offered.
- ◆ Our collection of trash.
- ◆ Parking
- ◆ Parking enforcement at top of willow ave in front of bank of America. Virtually none uses the parking lot & traffic is impeded in all directions.
- ◆ Parking in front of our residence place (Something non-resident) people park in front of our house
- ◆ Parking space Line's on flower ave.
- ◆ Pay police higher salaries (comparable to montgomery county). Consider eliminating Takoma Park's library & use savings for police. Montgomery county has better stocked libraries very closes (s.s. Any branch etc).
- ◆ Perhaps my comments after the section on the police would better fit in here.
- ◆ Permanent parking spaces. When we leave for work somebody will come and park their vehicles front of our house and we have to park our vehicles very far, from are homes
- ◆ Piney branch pool need to upgrade and decent staff my last visit Caucasian female enter locker room. "she hurry up and get out!
- ◆ Ping pong classes, martial arts, continued expansion of compost program, better "third spaces" to hang out after work and outside of home, better tutoring services
- ◆ Please expand the compost curbside program
- ◆ Please get some northern down here to train your snow plan drivers. Doing the job night will save time in addition to the benefits of safety (both drivers & pedestrians ) & traffic.
- ◆ Please let us know about unsafe trees + old trees. Tree service inspection very important! (especially in residential neighborhoods).
- ◆ Please link the Takoma Park library with Montgomery county. The TP library is ridiculously small and there is no ability to order & check out books there from other county libraries. I now go to the Silver spring library.
- ◆ "Please repave the road in change of marking narrow "

- ◆ Please work w/Comcast to clarify services we had major problems with then because we are on mc/PG county line and they could not figure out which country service to provide us.
- ◆ Pool,
- ◆ Possibly more exchange service for service expanded reach out to more seniors.
- ◆ Prioritizing natural quiet clean areas
- ◆ Youth programs for after school.
- ◆ Programas de viviendas asequibles pur que la kenta osta my cota habemos personas que ganamos my poguito y si las hay donde estar
- ◆ Provide composting services for all residents do something about the light at the coop.
- ◆ Public outreach to reduce the number of feral cats & cat "colonies!!!"
- ◆ Public Pool.
- ◆ Public swimming pool lowincome houses of affordable after school program and summer camp
- ◆ Put in trees along nut avenue.
- ◆ Put some directional arrows in the street at bottom of hill @ glenside & N. Hamp
- ◆ Rail road.
- ◆ Really would like library to be part of the Montgomery County system which I use all the time in person and online lending.
- ◆ Recycle styrofoacdm.
- ◆ Regarding street maintenance, I would like to see the speed bumps repaired/modified. They are way too high, causing stress on our cars and bikes, and causing us to speed between speed bumps which is dangerous and uses a lot of gas. This is an issue that a lot of people comment on about Takoma Park. Its a common theme of "locker room" chat conversations.
- ◆ Registration & other online services often get stock some type of stream living needed.
- ◆ Repainting of no parking zone curbs.
- ◆ Repair sidewalks on 6500 blk westmoreland ave we have been waiting... Long deleyed.
- ◆ Reservation of facilities on line: it was not very clear what facilities were available on a particular day. The person on the phone gave us the wrong information. It took a lot of time to reserve & facility, employee was sort of impersonal. The rec department took a month to reimburse our deposit
- ◆ Rugulars chickvas in yards this is hirth pishlovn
- ◆ Salsa lessons!
- ◆ Section & for disabled. Summer job program for teenagers. Better quality for disadvanced people.
- ◆ Senior village-help weekly non-working services.
- ◆ Serious problem of children over dominating rights of other citizens. 2 summers ago has to call police when kids threw rocks at house to dogs, parents act like kids have no responsibilities.
- ◆ Serious, quick and effective code enforcement.
- ◆ Shopping and parking.
- ◆ Shuttle services to metro stations. (Takoma, FT. Totten, and future purple line station). I live in a condo and would like more personalized public transportation.
- ◆ Shuttle turns without Metro standing nearby shopping and city community center
- ◆ Sidewalk on Lincoln ave. I cant walk out my door to take walk no/out dodging traffic the entire lenght of Lincoln.
- ◆ Sidewalk repair seems to be wasting money, tearing up sidewalks and curb corners (that already had ramps) just to replace them with new ones. / I would like to see more pedestrian police activities at the downtown crosswalks. Many drivers speed through even when pedestrians are there. (They seem to think the crosswalk means "warning, be prepared to swerve around pedestrian".)
- ◆ Sidewalks need to be fixed. Lots of cracks, potholes in sidewalks. Smaller streets wl pot holes, and in bad shape need to be repaired. More police on traffic patrol, lots of people do not's stop @ "stop" sinus.
- ◆ Sidewalks on Lincoln ave, near Lincoln/boyd school bus stop in particular. Lincoln is used as a cut through street is dangerous for kids.
- ◆ Snow plowing after big storm was insufficient. Parking lanes remained unplowed and crosswalks weren't clear.
- ◆ Snow removal from sidewalks where there are no houses.
- ◆ Solar subsidies; LEED(green building certification) for homes subsidized, free home energy audits.
- ◆ Some how alleviate traffic on 410

- ◆ Speed bumps on Jackson Ave.
- ◆ Stop property maintenance code enforcement.
- ◆ Street lighting in general is good, but Elm Ave near Forest Park seems to have a frequent burned out light problem; not sure why.
- ◆ Sufficient services already provided.
- ◆ T.P. is insensitive to community character stop ranting weeds on each side of driveway bright duage no one ever parks in front of driveway. Put wires hodgepodge in old town.
- ◆ Takoma Park needs to enforce the regulation for commercial properties to construct privacy barriers between the commercial and residential such as my property for 30 years I received excess from TP and Mo Co. Spring other entry was responsible, until I everything had to put up a fence myself, it is important for the city to support and advocate for its residents against business and help maintain the earthiness of a small town within a big county.
- ◆ Tennis league (adult).
- ◆ Terracycle recycling better recycling website with pictures. TetraBrik recycling pictures.
- ◆ The bike lane on the main street of NH. and SC.
- ◆ The city has done enough.
- ◆ The composting program is an excellent addition. Please continue. The arborist could provide more advisory and planning help.
- ◆ The double taxation on property is not right. Two blocks away, I can be in SS and get the same service. Mont. Co needs to reimburse TP.
- ◆ The garbage & may cling information on the website is incomplete & confusing we law to ask neighbors construction near the metro is mass & no pedestrian walker
- ◆ The hill on Carroll that goes in front of the hospital and intersects with Flower is a place that a lot of bicyclists take (including myself), but the road is falling apart and there is no bike lane, so it isn't particularly safe. It would be nice to see that area, and others like it more conducive to biking. The bike share has been a great step towards encouraging biking as a mode of transportation, and it would be great to see more bike lines as well.
- ◆ The key issue regarding Takoma Park's future is protecting us from crime. In the 20 years I've lived here, this has not been addressed to increase the overall feelings of safety of me, my family or my neighbors
- ◆ The online reservation/rental website for community gardens is incredibly difficult to navigate.
- ◆ The services of the city are too focused on children. More rec. Programs for people with no kids who work. Would like early AM fitness classes, for example.
- ◆ The streets need repair and new pavement. It is old and in bad condition.
- ◆ The Takoma Park library website is horrible and I don't like the active net fees (excessive)
- ◆ The tree program needs more staff wider program to protect & introduce more trees. Care & maintenance is very weak very little support.
- ◆ There should be a 15 min. Grace period for someone to park and walk the dogs
- ◆ There should be an increased focus on emergency preparedness.
- ◆ Takoma Park city is very good city. I like very much
- ◆ Tool rental (lending) & believe we used to have a tool lending trailer at community center.
- ◆ Tool share, bike share, adult career services job postings, resume exchanges.
- ◆ TP badly needs a dog park!
- ◆ Traffic is a concern. Very crowded in old town.
- ◆ Traffic lights at corner of Ethan Allen & Conroy should be adjusted. Too long is wait! Make the lights turn more often for shorter pending time!
- ◆ Tree maintenance-TP is careless with their 200-year trees, etc. TP should provide professional care for specimen trees at the community expense including insect and fungus control, trimming, etc. We have lost 25% of the large oaks in our area in the last 20 years all the city ever does is cut them down. Replacements are tiny and not cared for, they die in 1-2 years. The Arborist told me the problem with TP is too many large oaks!
- ◆ Trips to museums for seniors, kids, whoever. Instead of bingo, knitting, etc. Classes one
- ◆ Universal/citywide composting pickup,
- ◆ Update your website. Recreation online sign ups didn't work for yoga. No
- ◆ Upgrade to the website.
- ◆ Urgent care center if there is 1, & don't know about it also, house zoning feels uneven with McMansions next to bungalows.

- ◆ Use website often.
- ◆ Vinyasa yoga.
- ◆ We have been asking for months for the food waste collection to be extended to elwyn ct !!!!!
- ◆ We live here less than a year and were busy with a new baby, we haven't had time to look around teal good.
- ◆ We really appreciate work of Sanipafian workers of public works. Really responsive & helpful.
- ◆ We really like the composting but we need a second bin or garbage has gone way down.
- ◆ We the seniors would like to see more restaurants, pizza restaurants where we can sit & talk or coffee house. Also a wall green in the area
- ◆ We would like to see a dog park, better/more police patrols, and better snow removal on public sidewalks (particularly those owned by the city or county).
- ◆ Why biased in favor of additional services? It seems to me that taxes are too high and some services should be cut. The only service I would add is the provision of a dog park.
- ◆ Would it cost too much to have the city refine its leaf composting program so that it equals the quality of the compost of college park?
- ◆ Would like more of a police presence in our neighborhood.
- ◆ Would like to have a gym
- ◆ Would love to have a dog park.
- ◆ Young adult recreation groups
- ◆ Youth organized clubs-parent/teen develop ] our future.
- ◆ Youth programs and job training for low income population more effort & support for affordable housing bike lanes connecting to DC: Mont Covna paths.
- ◆ Zero waste goal like. San Francisco, CA, please!

**Question 32: Do you believe you or your household will be harmed economically if the hospital moves? If so, how will you be affected? (Other)**

- ◆ (no retired)
- ◆ Abandoned building will hurt our value property.
- ◆ Adverse effect of development of site
- ◆ Ambulance time to emergency room.
- ◆ Busses may be less frequent.
- ◆ Cost of transportation to Montgomery streets.
- ◆ Could be a loss of property values since the hospital is a community service that is very attractive to residents.
- ◆ Decreased property value
- ◆ Decreased property value.
- ◆ Depends on What's left will the college expand could it grow into & medical college.
- ◆ Distance location.
- ◆ District to White oak/Cherry hill.
- ◆ DK
- ◆ Dk
- ◆ Does not apply
- ◆ Don't believe I will be effected
- ◆ Don't know
- ◆ Don't know
- ◆ Don't know.
- ◆ Emergency services.
- ◆ Emergic care.
- ◆ Experience como lamia puanca visitaniael hospital. Si toda rebiesen tenido una
- ◆ Extra time spend to get service.
- ◆ Fine to get to ER.
- ◆ Health access
- ◆ High cost of out of insurance doc.
- ◆ Hospital is good is to have.

- ◆ Hospital used only in emergency.
- ◆ I care to about clean up when Hosp. Leave want emergency/urgent care.
- ◆ I do not use hospital.
- ◆ I don't know
- ◆ I feel safe & secure with them nears.
- ◆ I volunteer here.
- ◆ If Hosp. Were moved/my stroke would have cost my issues more for acute care of rent of cost.
- ◆ Inconvenience
- ◆ Increased traffic depend in on what are usages is.
- ◆ Increased travel time.
- ◆ It takes more time to get hospital has incase feme get
- ◆ It will impact neighborhood.
- ◆ Its good for community and reside.
- ◆ It's so convenient to have hospital in Takoma Park I hates the idea of they are mouing. I hope not.
- ◆ Lack of access to a close facility.
- ◆ Lack of close emergency care.
- ◆ Lack of emergency health care.
- ◆ Less desirable to new homeowners
- ◆ Less diversity
- ◆ Longer commute in emergency.
- ◆ Longer distance to travel
- ◆ Losing hospital is very unfortunate.
- ◆ Loss appealing to new home buyers.
- ◆ Loss of a comm service
- ◆ Loss of access for a hospital.
- ◆ Loss of close by Er/hospital services.
- ◆ Loss of emergency room services.
- ◆ Loss of ER access.
- ◆ Loss of ER cafe & lab/medical care.
- ◆ Loss of nearly emergency seniors.
- ◆ Loss of tax revenue for cost hg
- ◆ Loss of taxes
- ◆ Loss of taxes to the city
- ◆ Loss of the premier cardiac care unit in the country.
- ◆ Loss of time in an emergency
- ◆ Lower house value
- ◆ Lower property value (no nearby hospital)
- ◆ May affect property values.
- ◆ N/A
- ◆ No
- ◆ No aplica
- ◆ No contact with hospital
- ◆ No effect
- ◆ No effect
- ◆ No effect.
- ◆ No harm
- ◆ No harm

- ◆ No harms
- ◆ No impact
- ◆ No impact
- ◆ No not affection.
- ◆ No programs such as Yoga No immediate local health service.
- ◆ No really
- ◆ None
- ◆ Not affected
- ◆ Not at all
- ◆ Not at all
- ◆ Not at all
- ◆ Not personally but others well.
- ◆ Nothing
- ◆ Ok
- ◆ OK
- ◆ Only if there was an emergency!
- ◆ Poss dog radation of property values if campus determine.
- ◆ Possible adverse effects to impact city services. (Less activity & nuisance property?)
- ◆ Possible loss of life white temergancy care.
- ◆ Possible property value important.
- ◆ Possible reduction in property value
- ◆ Potential loss if we rent our home.
- ◆ Probable loss of good jobs in the community.
- ◆ Property value decline.
- ◆ Property value.
- ◆ Property values
- ◆ Property/rental market loss.
- ◆ Reduced property values.
- ◆ Reduction in value of property we live nearby
- ◆ Retired
- ◆ Risk of death increased.
- ◆ Safety! we need a functioning medical fasility close to home.
- ◆ See answer to #31
- ◆ Seems like less of a positive.
- ◆ Always good to have a hospital in the city
- ◆ This comment does not relate to economic impact. However, I have gone to the hospital several times for emergency care, the last time in December 2013. It is comforting to know that emergency care is close by. This will be lost when the hospital relocates.
- ◆ This effects the residents who work there.
- ◆ This is a terrible hospital my 89 yr old mother who a separated was kept 2 nights in the ER due to no room poor coord among doctor letter go!
- ◆ Time
- ◆ Time increase.
- ◆ Time lost going to the hospital



- ◆ Bookstore
- ◆ Bookstore & coffee shop
- ◆ Bookstore & film rental.
- ◆ Bookstore (but i know the odds are high)
- ◆ Bookstore!
- ◆ Bookstore!!
- ◆ Bookstore, video store, etc.
- ◆ Bookstore.
- ◆ Bookstore.
- ◆ Bookstores
- ◆ Bookstores
- ◆ Bookstores
- ◆ Bookstores!
- ◆ Brew pub
- ◆ Butcher
- ◆ Cafes
- ◆ Cheap dry cleaner.
- ◆ Checkers restarant
- ◆ Childrens clothing.
- ◆ Children's geart clothes.
- ◆ Coffee Shops
- ◆ Coffee shops
- ◆ Comida organica.
- ◆ Consignment Hhuff clothing.
- ◆ Craft/arb supplies & lessons also books
- ◆ Credit union
- ◆ Crossfit/weight lifting gym
- ◆ Current stores fill needs.
- ◆ Deli
- ◆ Deli/breakfast place.
- ◆ Dog park.
- ◆ Dollar stores en dollar general, family dollar
- ◆ Don't buy much save necessities.
- ◆ Drycleaners! affordable / reliable
- ◆ Electronics
- ◆ Entertainment
- ◆ Entertainment, concert/play halls, movie theaters
- ◆ Environmental education.
- ◆ Establish a place for people to drop off used but still usable items (have seen this on cape cod).
- ◆ Ethnic food
- ◆ Fabric store
- ◆ Fish market and butcher.
- ◆ Fish market, book store
- ◆ Fitness center
- ◆ Fitness centers
- ◆ Food carry out shops

- ◆ Freshly prepared food to go (like a marueluns market).
- ◆ Good meats
- ◆ Grocery store coop too expensive
- ◆ Gym
- ◆ Gym, pool
- ◆ Gym/fitness/crossfit
- ◆ Hardware store
- ◆ Hate alcoholic beverages in Takoma Park.
- ◆ Have furnishings/sporting goods.
- ◆ Health clinic.
- ◆ Health insurance providers
- ◆ Health practice.
- ◆ Health services after hospital goes.
- ◆ Home goods, pet supplies.
- ◆ I am happy oak what is available
- ◆ I do not miss the above-they are close enough for my needs.
- ◆ I love ace hardware!
- ◆ Ice cream, real dollar stores.
- ◆ In military let use.
- ◆ Indoor gathering spaces for colder month.
- ◆ Jewish deli
- ◆ Junction area redo
- ◆ Kids/books
- ◆ Liquor store
- ◆ Liquor
- ◆ Liquor store
- ◆ Major liquor store.
- ◆ Men's clothing!
- ◆ Movie theater
- ◆ Music venue
- ◆ Music venue.
- ◆ Need better hardware store, art gallery not pottery etc.
- ◆ Nothing is very good
- ◆ Pet store availability (cats)
- ◆ Plants (especially natives) and garden supply
- ◆ Quality toy store, craft supply store.
- ◆ Raw food restaurants, wellness centers
- ◆ Reasonably porced clothes esp kids.
- ◆ Reasons to choose TkPk more trader joes.
- ◆ Removale/local
- ◆ Safeway Cosco Giant
- ◆ Seafood
- ◆ Shoe & shoe repair
- ◆ Small local bank, credit union.
- ◆ Startbucks and similiar coffee est.
- ◆ Thrift store
- ◆ Too many consingment shops need more restaurants.
- ◆ Tourist attraction to buring in revenue
- ◆ Trader Joes.
- ◆ Tradis persons services i.e. Plumbers carpenters
- ◆ Used Book store

- ◆ Used book store
- ◆ Vet
- ◆ Video American.
- ◆ Walmart store
- ◆ We are not lacking
- ◆ We don't need any more gift stores.
- ◆ We live close to SS, no point in going to TP.
- ◆ What we have seems very good.
- ◆ Women's health center.

**Question 36: Do you have any other comments about the services provided by the City or your experiences in the city you would like to make?**

- ◆ #36 re word questions 21 and 22 of this survey. What if one has had contact with several employees and some were nice and knowledgeable and helpful while others were not? Those questions should be broken down by departments, that way you (and most importantly the city manager) can get a true assessment of what the people in Takoma park really think of the customer service (or lack thereof) provided by the city employees. On the same day I had contact with three different departments in the city. How should I respond to that question then? I responded with the most negative one. But it is not really fair because along the way there were a few helpful people that went out of their way to help.
- ◆ (1) I have had 100% excellent experience with the library and the computer center! thus has been true over many years.(2) I am having a very difficult experience with the housing code office. Completely unreasonable and unhelpful no listening, just talking. I feel bullied and disrespected.
- ◆ (1) I see miles and miles of poorly kept Asphalt, roadway. Our maintenance failure will mean costly major repair and replacement in the new future. (2) Too much regulation of trees. (3) too little economic development (4) costs-and taxes for city services on too high property.
- ◆ (1) The one seriously negative experience I have had in Takoma park is the authoritarian, unfair, and arbitrariness because of the historic preservation commission of Montgomery Co. I presume the city is not disprovided for instruction, (2) When Hurricane sandy destroyed parts of my and my neighbor's homes, no one from the city came by to offer advance/assistance. Fortunately, my neighbors are terrific people, which is why TP is a good place. (3) Maybe this survey should have included more space for written comments.
- ◆ 1) A few years ago a city trash trucks tried to squeeze by another truck and sideswiped my legally parked car. 2) Property taxes are outrageous! It seems to me that lowering taxes eg duplication of services, is very low priority to city government.
- ◆ 1) Focus on needs of low income people 2) Building of community center was not a popular mandate was mismerged.3) Don't kowtow to rich people.
- ◆ 1. Your public works director needs to learn customer service skills. She is not a reasonable person & has difficulty listening to our needs eg. - I can't get her traffic issues on my property taken care of.
- ◆ ■■■ kennewick ave: need some bumper, because peoples drive high speed and need to more light's to there when reining time some area water blocking on the road.
- ◆ A disproportionality small number of the same, people (undemocratic) have too much control over decisions here. The need to be retired or self employed, sometimes 2/household
- ◆ A lot of progress has been made in old town in terms of shopping restaurants etc. But much more work necessary in other areas especially Flower/Piney Branch area which is totally unappealing and safety issue in residential areas around Metro services concern as well as in Flower leb New Ham and Long Branch areas.
- ◆ A lot of street litter comes from the recycling crew, not getting all the curbside pick up into the truck. Parking on west more land near old town is a problem. Park the gazebo needs a name; Takoma Urban park is not good enough. Quality of grass is poor at soccer fields and spring park. Pedestrian lighting on carroll ave in not replaced after a car hits a pole and takes a pole out. City needs recourse against utilities that do under ground work right after the city Resurfaces.
- ◆ A place to sit-a place for contemplation, for parking failure to provide park benches
- ◆ Absolutely HATE the speed cameras / Not a great experience with the Arborist of the city: way too expensive and way too much admin / Taxes are too high for level of service; not sure what we get for that cost?
- ◆ Ace hardware has been the greatest addition! Worry about new restaurants squeezing out established local spots
- ◆ ACE is great, be wise if the farmer grocery store on Carroll (area to TPSSC) those on Flower old be retired not gd owners. Need contemporary clothing for both season.

- ◆ After attending the recent meeting related to crime, we are wondering what is the worth of having our own police department that we pay considerable for. It seems to us that Montgomery County could more than sufficiently meet the City's needs.
- ◆ After Busboys & Poets is established-please no more eateries (except Greg's Summer Delights)!
- ◆ After the activation of the last council, I'd like to see a period of consolidation with a focus on cost efficiency.
- ◆ Again, website could use improvements also, there doesn't seem to be any communications with business property owners in the Aew Hampshire ave corridor to encourage them to encourage a coherent, lively and appealing vision for Takoma Park.
- ◆ Alcohol consumption is no greater than a liquor store being on Carroll. Responsible drinkers have to spend their money outside community.
- ◆ Also our neighborhood needs more sidewalks! 5th avenue/westmore land area has been under construction since at least october and we have received no information or updates about the status/end date.
- ◆ Although selected for the survey. I have very little input to offer.
- ◆ Am excited about commercial developments in downtown TKPK. Definitely adds to quality of life. Wish other commercial centers (Langley, etc.) were not such eyesores.
- ◆ Areas for improvement rec dept camps/after care-we also need sidewalks in word 2 Lincoln & elm.
- ◆ As along time resident just continue to improve community service more daily police patrols, more information from takoma park so, meet and state meeting with neighborhood
- ◆ As mentioend before-public service department and the library is amazing. We are not happy with the customer service of the police department. They are understaffed and not engaged in solutions to crime issues in TKPK. OTBA does a great job downtown promoting the old town business and I hope the city continues to recognize the importance of Old Town as well as the crossroads.
- ◆ As noted in question 18 shuttle bus & Wi
- ◆ Aside from the trees, which are all very pretty. I am disappointed in the "seedy" appearance of the downtown area. Co-op to Metro. We need trees in the BofA packing lot, landscaping/repaving in Olive Linge/Mark's parking lot, nice street lights & landscaping all the way from the co-op-> the metro. It all just looks run down. I really hope they will do some nice landscaping & lighting in front of Takoma Central. Is there any way Bank of America could be permitted to allow to plant crepe myrtle trees down the median in their parking lot to practice a transitional link to the Willow ave residential neighborhood? That is a highly visible corner and it looks terrible.
- ◆ Be more flexible with tee policies for resident's safety. Offer more help in deal with innasive plants, particularly in mediat problems arise from certain households that neglect their properties, end up spread if weeds to neighbors/properties.
- ◆ Because of the topography city-wide wi-fi may be impractical, but I believe the idea should be kept active and a goal. / / Thanks
- ◆ Better street cleaning, more visible police presense, more inforcement of litter laws and housing codes. Enfore laws on juak cars on both public & private property.
- ◆ Better street lighting on carroll ave (between hospital & fire station; esp 1400 block)
- ◆ Bicycle program is a good move. More city concerts would be a good idea (free ones), more parking places are needed at the laurel & carroll areas.
- ◆ Biggest concern is about crime in neighborhoods and break-ins
- ◆ Biggest concern is the crime that cones into our neighborhoods walkability does not help when it is not safe to walk alone at night. The surrounding areas need a care life, redicka in garg tags & services to those in need
- ◆ Biggest problem was not addressed in this survey. High prop taxes are Killine family budgets, no extra money for shopping, most are wasted by city gov. Best way to support community would be cutting taxes instead of noticing jobs for city employees. Sidewalk maintenance is strictly job creation, no purpose to us.
- ◆ Bogus elections, unnecessary and Safety sidewalk repair, profligate budgets, e.g. Community center and its cheap finishing after cost overruns, etc.
- ◆ Brighter street lights more leaf pick ups clean the streets be able to remove trees damaging property.
- ◆ Buck of citizens sanctimonious hypocrites whose embrace of tp
- ◆ Cannot be effective in executing laws of animal services.
- ◆ City council has its own agenda-dosen't reflect agenda of the residents.
- ◆ City government seems remarkably well run, efficient, open.
- ◆ City government tends to be rude & unresponsive at the community center. Police & public works are great.

- ◆ City is based toward adventist institutions although adventists are small proportion of City's diversity. It is obvious that it is all about the money; city cant concebivalize of planning otherwise it seems.
- ◆ City leaders & staff are trying to help the new more diverse TP residents but those residents need to be brought in to only decision making.
- ◆ City must reduce the wait time at traffic lights
- ◆ City of Takoma park employees especially public services trash, recycling & Yardwaste lane pick up.
- ◆ City of takoma park need whole food stores with affordable price. Is not sky rock price
- ◆ City removed aging side walks and replaced them. The new sidewalks are already falling apart and dervis is scattered by traffic. This should take 30 years not 8.1
- ◆ City responds too much to "squecky wheels" without careful through about broader community needs.
- ◆ City trees planted along the curb are not kept trim. There are always limbs on the ground and the branches are so low our homes are blocked from the street.
- ◆ Complete lack of code enforcement it frustrating! My neighbors have several code violations and despite counterss complaints, city staff are slow to respond and take action!!
- ◆ Composting has been great!
- ◆ Computer/tech services
- ◆ Concern about traffic/parking when housing/commercial space opens near Metro.
- ◆ Concern that takoma park will follow trends toward additional mid high rise development which would overburden existing infrastructure (old town area only)
- ◆ Continue that good work
- ◆ Continue to attract millenials by bringing in greater food and retail options. Improve city appearances, make side walks more friendly and safe for pedestrians and increase green into a structure especially around busy streets.
- ◆ Continue to work closely with neighboring turesidictions. Repair canroll ave bridge.
- ◆ Coop isn't good quality or attractive or good service. Aborist allowing too many large oaks to be removed.
- ◆ Council member lies to citizens to get his pet projects approved and sway people his way.
- ◆ Council should consider mater some streets one way due to parking & large vehicles.
- ◆ Council should focus on real problems like fixing potholes & fighting crime, not silly special-interest vihads against weed killers & leaf blowers & for lowering the voting age. Stop wasting time & on stupidity. Encourage residents to Have surveillance cameras on there own property - if wanted do not have city do it can would be abused.
- ◆ Crime #1 concern
- ◆ Crime prevention&walking safety on 410 & caroll
- ◆ Critical need to address parking in old town area-Pen/Waco.
- ◆ Cut down tree or tree limbs lifting to fall & damage property on power lines increase police presence in my neighborhood stop beggars on commercial ave stop unwanted vendors from caseing the house & neighborhood.
- ◆ Do something about blocket sidewalks, failure to keep them clean its a hazard to walk.
- ◆ Don't raise taxes too much my property taxes have increased 10% per year
- ◆ Dpw is grurt i dont think tp should do rgeration the police cannot stup brgrkins new gun high imcrey of crns policie not offictive
- ◆ Ease restrictions regarding removal & replanting fees associates with dangerous or threatening tree removal.
- ◆ Family friendly (guaenes affordable, more affordable family gathering diner affordable but with atmosphere) children camps affordable in summer. Family friendly but affordable ros cobs is best we have but can be expensive to take family eliminate dollers do not have please do not macllip fast food.
- ◆ Farmers market is excellent. Fall leaf pick up-need more pickups on 410 houses and collection needs to extend into january-oak leaves keep falling past Dec. NH ave rec. Ctr need upgraded.
- ◆ Farmer's market is great. Thank you. Health club retail space would be great!
- ◆ Feel very privileged to live hear-would like more inform lending libraries I would like more public efforts to promote racial interaction and interracial community building.
- ◆ For a resident on the periphery (park is near college) & with easy access to Silverspring stores & facilities this is a difficult survey. I've used TP veterinary service moving here 20 yrs ago, restaurants, one ocasionaly coop for groceries-library very of them.
- ◆ For groceries I have to go to 3 places outside TP.

- ◆ For the last twenty years, I have had no positive experiences with the city, (its employees). In particular, I am disappointed and disgusted with the police department.
- ◆ Good job!
- ◆ Great service, great place, love takoma park.
- ◆ Have complained about abandoned house for 20 years with no response.
- ◆ Have never understood why meter parking is unenforced in old town-lost revenue to city. Need better cross-border law enforcement.
- ◆ Hay areas gue no inene inprcient par gueos
- ◆ Help with financing to help tenets purchase (esp rent controlled) penalize landlords/realtors who lie and (regularly) break laws eg construction apt viewings, property & tree removal without written or spoken notice. [REDACTED] Penalize landlords who lie & say they aren't selling property. Hold government community tenant meetings when a property such as [REDACTED] Houston Ave is a source of frequent crime/police calls! waste pickup more careful not to leave trash every a here.
- ◆ Historic society very difficult to work with and take way too much time to get permits etc. They hinder our ability to care for our home in the historic district three seems are crazy-the fact that you have & pay them & pay for tree removal. Republic has been a nice addition but we need more ban/restaurants with variety and not over priced! it would be nice to have stores other than gift stores in old town coop is overpriced and mediocre at best a whole foods or Trader Joes would be awesome!
- ◆ Hodges ln. Really needs a sidewalk, lots of people walk to the metro or to TPES/Piney Branch and it's very unsafe with all the traffic loverflow for school drop off). A crosswalk is necessary at holly net hodes. Holly is TERRIBLE with school traffic.
- ◆ Home owners and businesses are required to clear sidewalks of snow 4 hours after a snowstorm. Yet the gatcha area was covered in ice and up town crosswalks blocked with plowed snow a week after last snow.
- ◆ Homeowners should have the autonomy to do what they wish with trees on their property. The city Arborist is a czar!
- ◆ Honestly, I would greatly reduce the city services to the basics maintenance, lighting crime, library recreational services. The amount of taxes is excessive. It's telling the survey does not ask about taxes.
- ◆ How a bout weekly compost collection?
- ◆ I actually feel the city is too homogenous, intolerant of individuals who are different, especially politically
- ◆ I am concerned about service you will be providing enforcement of the near pesticides ban. The ban is over reading on its over. An over vigours enforcement program would probably move leak takoma park.
- ◆ I am conldando be effects to restrict flow of traffic not for traffic of community why can't maple ave have regular speed bumps (walks speed) Ritchie ave's effects to turn their public street into private driveway.
- ◆ I am disabled and cannot park outside my house on the street because someone is always taking the space. I would like a disability parking. Sign placed outside my house at [REDACTED] Ritchie avenue. The city moved the cerbs so there is no place to park.
- ◆ I am not much of a city person and have lived here for over 2 years to be near family. I moved from the West Coast and find it quite frenetic on the east coast. People, diversity and seasons are wonderful though. My concerns are with the environment, safe and natural environments for our children...but we are in a city with so much traffic and technology offering the good bad and the ugly. That's just the way it is. Takoma Park is a unique setting. I like simplicity and directness...much of that here. / I have found my space in city space. I wonder if it is a good place to grow old...I feel a lot of respect for elders here from the diverse communities woven into the ever-changing fabric that is Takoma Park. Gratitude for all efforts towards sustainability, respect for our earth and ourselves as part of the ecology. Wish this to be reflected more extensively. Gratitude for that direction!
- ◆ I am strongly opposed to homeowners/tenants being required to pay for parking permits in front of their own residence and in their own community. In today's era when police/parking enforcement officers can use a computer to tell exactly where a car is registered, I find it to be absurd that residents need to pay a fee and display a sticker in order to legally park. / / Also, I am strongly opposed to traffic cameras. I'm not sure if these are in place at the request of Takoma Park or if this is a Montgomery County/Maryland initiative, but these are simply a taxation ploy that does nothing to solve the problem of speeding.
- ◆ I am very concerned about burgalaries/car jacking with 2 small kids, I am starting to feel unsafe.
- ◆ I am very disappointed in the city's snow ice removal this year. The city is small in terms of square mileage it should not take days to clear the streets.
- ◆ I am very fortunate to live in takoma park.

- ◆ I appreciate the broad array of services offered by Takoma park we do not feel a need for department store decent department stores, or large appliance stores, Takoma Park has everything else.
- ◆ I appreciate the focus on enabling a progressive environment, would like a more responsive government for maintaining quality of the neighborhoods/safety/etc.
- ◆ I believe the city should freeze or reduce the property tax. Many residents are retired living on a fixed income. If necessary raise the income tax.
- ◆ I bought my condo knowing that the New Hampshire Ave area was "up and coming" and hope that many more reputable, clean, safe businesses come to this area. Currently, safety is my biggest issue on New Hampshire, and Old Town is great but limited with shopping. Would love to see both of these areas grow; congestion is also a huge challenge to growth here.
- ◆ I come into contact with the recreation staff on numerous occasion. They are always polite and height Ms. [REDACTED] at the library is a real gem!
- ◆ I do not believe that currently I have the desired level of engagement with my city but hope to increase my participation in the future.
- ◆ I do not support now illegal about in etc is city dectient.
- ◆ I don't feel that the city caters to certain demographics. If you have a family with small kids then there are opportunities. However, there are not many amenities for single urban professionals. This will become even more important given the number of new apartments being built in Old Takoma. I would also like to see more consistency among the various neighborhoods in Takoma Park and a better way to integrate them (perhaps with a circulator bus). I would also like to see better grocery store options.
- ◆ I don't have any particular things so far
- ◆ I feel I get a high level of service for my taxes my complaint, friendly city employees.
- ◆ I feel that taxes in the county & city are to high & will restrict my ability to live in area after retirement also voting policies in effect delute real citizens voice.
- ◆ I feel the Tk police department is very poor & question if it is work it as a tax prayer. They response very quick to all calls hurt in the 3 times I have called them house braking that car stolen can breaking they have never consequent the purpose, final my car traffic the final it had been found by DC police was sitting in rec demand for several month( 2) made vacant comment (3) Do not response to tollan up in formation that might help approached re culphits ie don't call bank or sure.
- ◆ I feel very unsafe walking in takoma park. Bus service at night is scarce. Lighting is awful and police are not visible. I walk more than a mile to get home.
- ◆ I find it amazing that gang activity and drug dealing takes place in the park behind the police station!!
- ◆ I find it interesting that you don't mention taxes at all. My TP taxes are one of my largest expenses and while I am generally pleased with city services, there is little emphasis on reducing the tax burden.
- ◆ I find the quality & selection to vary tremendously for my every day purposes, so will go to Trader Joes instead of the co op. There are also few reasons for DC/MD residents to visit Tkpk & this hurts the local economy.
- ◆ I hate what the city has done to all the curbs at corners-tripping hazards. Need street lights at entrance to community center (not cobra head). When I leave a meeting at night it's very hard to see.
- ◆ I have a hard time equating services with the huge amount of taxes I pay.
- ◆ I have a major issue with how the tree ordinance is interpreted by our town arborist. He is subjective in his statements and does not take the homeowners loss of property in making decisions.
- ◆ I have been surprised to see how aggressive the traffic police are on Maple Ave. They stop so many people. Are there that many traffic infractions?
- ◆ I have concerns about the expense of urban landscape and other development projects in TP. Taxes are high. I would prefer to lower or stabilize tax rates rather than undertake beautification projects. I would like more. Information on now TP govt. Is prioritizing use of our dollars.
- ◆ I have found the departments I've dealt with to be responsive and helpful. I wish the tree law was more reasonable.
- ◆ I have found the libraries surprisingly unfriendly to small children. Very disappointing as I'd like to go more but feel unwelcome. I go to PG county library insted the children library are very welcoming.
- ◆ I have indicated in some questions that I don't feel adequately informed about some issues/processes. It should be more that recognize that is largely my own responsibility for not seeking out info from available resources.
- ◆ I have lived almost 34yrs in Takoma park and it one of the nice place I have lived I love this city.
- ◆ I have lived in Takoma park since 1958, but my business demands and social activities are in D.C. And Suburban Mary land.

- ◆ I have tried repeatedly to register in Zumba gold through the rec boot I always it is closed to new enrollment TP needs to add more of these classes!
- ◆ I hope small businesses (as opposed to large department stores) well continue to there and be encouraged.
- ◆ I just moved here, which is why there is a lot I don't know.
- ◆ I like it here. We live in an apartment but are looking to move; we can't afford to buy here, though.
- ◆ I like our small town atmosphere. We have a wonderful group of restaurant & can casing get it the malls for the department store.
- ◆ I like Takoma Park. I use the hardware store, the gift shops, the market, occasionally the do-op and professional services. but PLEASE, not another expensive restaurant! A diner might be nice, and/or or a quick coffee/ bagel cafe in old town that is open early.
- ◆ I like the growth in business in Old town but am concerned about loss of parking while traffic may increase, more not less, parking around Metro will make Takoma more accessible.
- ◆ I like the new compost curbside pick up program.
- ◆ I like the new compost recycling program! very efficient!
- ◆ I like the police on bicycles (and in parks around) patrolling live routes to & from the Metro & police cars doing same and want a consequent own presence afternoon 9 p.m.
- ◆ I live in ward 5. I feel like we are the forgotten ward of the city. Our sidewalks along flower are a disaster. The businesses at the long branch cross roads are not well maintained.
- ◆ I live near the co-op and was exasperated when the bus pullover area was removed. The traffic was already bad there and now it's worse. Also, we can't turn left onto Ethan Allen from Woodland because although there's a small sign saying not to block the intersection, everyone ignores it: we need a painted area on the road to designate the intersection. That said, the library, garbage and recycling and composting service, and the dedication of the people on City Council all make me happy. I do not think it has been easy to get information on the new housing developments in Takoma Park and the impact these will have on services or things like parking--parking is already tight in Old Town.
- ◆ I live on Elwyn ct. And I am extremely upset that the garbage trucks come before 7 am they park in to the court and wake up my children. I complained on the city website but it continues.
- ◆ I lived in takoma park city since 2010 & \$ found it is an ideal place to like and raise children its proximity to dc makes it convenient for commuting to and for work in d.c.
- ◆ I love it here. 10 years and counting.
- ◆ I love living and renting here. I appreciate the diversity and welcoming nature of TP. I hope I will be able to afford to buy a house here in the future.
- ◆ I love living here because of the sense of community. I just wish there were more affordable housing options in terms of purchasing, such as townhouses.
- ◆ I love living here!
- ◆ I love living in Takoma Park! thank you!
- ◆ I love living in tp and appreciate the people who take care of our town. Thank you!
- ◆ I love my community and the wonderful people who live here. crime is the number one issue - we do not feel safe and the types of crime are increasingly more significant and make us fearful.
- ◆ I love Takoma park and AM grateful to all the city staff who work behind the scenes. I appreciate Seth Grimes who keeps us all updated on city issues/events on the neighborhood list serves please water the city planted trees in the summer along Carrole ave.
- ◆ I love takoma park and i went to grow old in this location. However, I have to travel to dc or silver spring to buy clothes or to go to whole foods. I would like a little more variety.
- ◆ I love Takoma park and the diversity and services (esp. Fire dept, trash coll., snow removal). I think we should have kept Wah & widened streets & acreage. I find the police officers sub par.
- ◆ I love Takoma park just want more for well-educated that working services.
- ◆ I love Takoma park wacky, wonderful and humane!
- ◆ I love Takoma Park, put have only been here 6 months, so I'm sorry if I couldn't answer his survey very completely. Thanks for keeping TP charming and relatively affordable. And programs.
- ◆ I love Takoma park, the people are friendly & helpful to me as a senior. I like the history. I like the concept of a liveable community.
- ◆ I love the 4th of July parade and the music festivals
- ◆ I love the new restaurants in the last few years. We could use a few more.
- ◆ I love Tkpk born and bread. Here 52 years I'm never leaving. [REDACTED]

- ◆ I love to grow up here, live here, want to raise kids here but as a home owner experiences here diff (much better) than as a renter my apt building is not maintained / regulated properly
- ◆ I love TP! I've lived here over 30 years and plan to stay here. I don't want to see us bring a lot of shopping that will increase traffic. This is a walk able town with near by shopping banking etc. We have dentists, Dr., groceries, yoga, parks, fire, police, and more right here, other activities are very close by don't change TP!
- ◆ I paid for a trash can 2 full months ago and it still hasn't been delivered!
- ◆ I perceive the city as not as friendly for individuals in their 20-30s in terms of opportunities to meet other people in events, gatherings and other social situations. My boyfriend and I would be happy to support any efforts in that direction.
- ◆ I really think a small, owner-owned liquor store selling wine and better and some spirits would do wonders for Takoma Junction in terms of foot traffic and business. It is really lacking and there is zero reason for it. I cannot believe in a progressive neighborhood of Takoma Park, old fashioned blue laws exist. It is just crazy. It would bring the store owner business but also bring more people to shop, in general. Also, the traffic at Takoma Junction area is really a challenge. I realize people are working hard to resolve some of those issues and so I'll just say that I appreciate the efforts and something needs to be done.
- ◆ I recently emailed the city a question about recycling and never heard back
- ◆ I recently joined the police chief advisory board and I appreciate the involvement of the police in the community.
- ◆ I take a cart when shopping. Potholes break carts. No lights on shigo parkway trail. It needs some type of lighting. Keep walking trail in good condition.
- ◆ I think sometimes very vocal groups press the city for changes many may not want expenditures, restrictims (like the pesticide/hubicide measmes now being considered)
- ◆ I think Takoma park is trying to maintain a great community. Enforce by driver speed limits and proper stopping at stop signs will help increase pedestrian safety.
- ◆ I think that things are not available for limit income family no good resorces or quality.
- ◆ I think the city does an excellent job of services though I'd like better stormwater management and this is a great place to live wonderful new businesses arriving - I hope w/o too much gentrification.
- ◆ I think TP city services are terrific.
- ◆ I tried 3 times to sign up for Takoma Park emergency alerts, but they do not come to my cell phone. (They only come to my husband's phone.) would love to receive them.
- ◆ I was born and raised in Takoma park since 1969. I love TP. I would suggest that school buses not be allowed to drive along Sligg creek pkwy, They are too big & noisy & dangerous.
- ◆ I was concerned recently about the lack of sidewalk clearing in old town. I used to know who to call, but I got a recording and no one followed through on my message. While Old Town Ace did a fantastic job of clearing their sidewalks, the sidewalks in front of other businesses were iced over for quite some time. Some sidewalks were never cleared for quite some time (particularly in front of westmoreland park. I realize the park is a county park, but does that make the sidewalk a county responsibility as well -- in which case I realize we can never expect any action there). While winter weather is less frequent these days, I would like the city to work with these businesses and come up with a better plan for action. There is heavy pedestrian traffic in this area and this means that if not cleared, sidewalks turn to ice quickly and become very dangerous. In addition to the danger, this deters patrons from these businesses.
- ◆ I was greatly assisted by [REDACTED] [REDACTED] of Housing Dept on a rent control problem. Rent control enables me to live in Takoma Park.
- ◆ I was happy to see recent tree work. I truly wish our parks were not allowed to become overgrow, havens of poison ivy. I wish our local streets were reasonably paved.
- ◆ I will happy to have Safeway Giant Cosco Lion Food Traders Joe
- ◆ I will like that the city of takoma park take in consideration those hours for certain road , Like sligo ave between 630-930 am , and 4-7 pm. we all paid taxes in takoma park and not fair that people whom live and work around here have to take those road. city prohibit to use them. it is not right
- ◆ I wish mom's (My organic market) would move to the location of the co-op, co-op op still poor choice for food. Need more restaurants & better ones. Need to improve aesthetics of the area. Need to curb traffic.
- ◆ I wish the website would clearly indicate among with city services our tax is are distributed. I understand police/fire what case?
- ◆ I wish there was a Capital One Bank in Old Town, along with the Bank of America and the Sun Trust Bank. The nearest Capital One bank is by the Giant (Eastern and Riggs.which, if I'm not mistaken, has been robbed at least once in the last few months.

- ◆ I would appreciate a park and better on street cycling.
- ◆ I would like to be able to do more online. In moco, you can request bulk trash pickup order a recycling bin, report a road problem, etc. All from the county website. That kind of conference for the city would be great.
- ◆ I would like to have a bolling ally and a very alternative restaurant (formal) also a illouie to that have clamed.
- ◆ I would like to see an end to double property taxation for city and county services.
- ◆ I would like to see greater support for tenants. You allowed rent control to be removed at some buildings and rents were immediately raised 100 & dollers at what was supposed to be affordable housing. What protection to residents have they. 2. Clear notice to tenants a required poster perhaps)about the circumstances that creates a snow ER route or maple ave low many inches. So tenants parked on street here warning b/f being tewed. 3. Required apartment house parking lots to be plowed and early suos to benefit tenants needing to go to work. 4. Remove signs of police right to enter apt. House property thats a given but all the signage makes it look like a low income ghetto.
- ◆ I would like to see lector case of grassy areas especially street & curb. They are always sure grown & ready.
- ◆ I would like to see less speed bumps. Traffic circles or narrowing of travel laws seem more effective in limiting speeding. Many drivers fly over the speed bumps as if they weren't there. They cause additional wear on suspensions, tires & brakes
- ◆ I would like to see mc. Donald in neighbor
- ◆ I would like to see more economic development and less reluctance to have brand names stores and services come to town. Having dingy, locally run shops is not appealing. It's not appealing if the stores are not clean and are not well stocked.
- ◆ I would like to see more evening classes for adults (at rec center).
- ◆ I would like to see some of roads liked forget about sidewalks that people don't walk on.
- ◆ I would like to see the City do more to reduce the double taxation issue with Montgomery County. We pay extremely high taxes to live here, and many of the services we are paying for in Takoma Park, we're paying for with Montgomery County as well. We should give back any services that we are paying for with Montgomery County to the County if they are not giving us a full refund.
- ◆ I'd like city to let people cut down trees so they can have vegetable gardens and so fewer trees crash down on houses and roads.
- ◆ I'd like more groceries but no big safeway or giant. I'd also like more traffic enforcement or a better crosswalk signal at the blanking yellow light at long branch trail in canote ave.
- ◆ I'd like to do more to/the city but my job doesn't allow me much time great potential but many empty stores fronts right now. I think TP could become an environmental learning center.
- ◆ I'd like to know more about e news, social media, etc. Of Takoma Park, but its hard to find out how to be contribution list yet police dept [REDACTED] communication is excellent!
- ◆ I'd like to see the city return to partnering with the Takoma park survival guide & business directory.
- ◆ I'd love to see more things come to Takoma. Please fix the traffic issues at 410 & Coroll ave near the co op its awefull.
- ◆ If I could give the city a worse rating than "poor" for "property maintenance/code enforcement, (#17ee) I would. The city Tolerates homeowners turning their property into garbage dumps or neglecting nearly every aspect of home maintenance, as the case of my neighbor.
- ◆ If one thing would make me move from ward 3 it is the incredible level of noise from barking dogs. They are constant throughout the day and night. They are a nuisance to sleep and relaxation and are a huge drawback to our neighborhood. Please enforce all noise laws and protect dogs from abuse.
- ◆ If the co op expanded its offerings, particularly in meat fresh mean, and produce, then my family would likely spend considerable sums of money there that we now spend at whole foods in Silverspring.
- ◆ If we, old person, can rids free bus on weekend, that will be very convenient for us.
- ◆ I'm a 30 something year old young professional; I would like to meet other people my age and other people in general in the community. I feel some of the cultural events are nice but are geared towards families with chilren and not young professionals or singles. I think www.celebratefairfax.com in Virginia is a great community builder, and I've traveled over there three different years to experience that event. A carnival or fair, a free movie screening, a live play.... those kind of cultural and entertaining events would draw my attention and help build community. Also, perhaps more notices about how I can volunteer and be more active in the community would be nice. I do feel a bit disconnected by the greater community despite liking the area. Thank you. Have a nice day.
- ◆ I'm a photographer. I like taking pictures at the 4th of july parade. It has more charm than the big "downtown TP." parade.

- ◆ I'm curious about why you didn't ask about commercial shopping at Takoma junction. Is there a of lack of alternation being given to the traffic & development issues there.
- ◆ I'm happy to pay taxes for the services the city provides; I am unhappy being double taxed by Montgomery County for services provided by the city and provided better by the city. We are city residents for almost 30 years.
- ◆ I'm proud to live in Takoma Park. From what I can see, the city has always been interested in serving the needs and interests of its citizens (the fact that you are even administering this survey shows that ) and has also been very responsive to their needs. I've always had positive dealings with the city. I've also been impressed with the citizen groups that have emerged around the city. I'm glad that the nature of the city fosters that.
- ◆ I'm relifiling new to the are a court very pleased so far. I'll he now health preston to newford to third ewing of qualification next year
- ◆ I'm shocked by the amount of money that has been spent on replacing sidewalks that seemed perfectly fine. A huge waste of money. Moreover, my car bottom now sometimes scrapes on the sidewalk/apron. Very displeased with this.
- ◆ I'm very disappointed that shop in downtown are generally so pitiful. It could be a destination like Kensington.
- ◆ Improve stores & sell booze!!
- ◆ In my 19 years in residence, generally have good to very good experiences with representative of the city. I was much more involved in community & city activism my first 10 years in TP then now.
- ◆ Include styrofarm in recycling.
- ◆ Interesting how there was only one question about pesticides, and it was based on whether there was a \*perception\* of a problem rather than actual question about use. Why didn't the city use this survey to determine if there was an actual problem with pesticide use/misuse or establish a baseline about usage against which to judge the success or failure of the pesticide ban? Why is it ok to quantify and analyze crime statistics but not pesticide ones? There were no questions about whether people wanted more information from the city in how to reduce their pesticide use, no questions about services for this. (do we want more tweets from each department? Yes we ask that, but do we want information to address an actual problem, rather than just grandstanding, no.) What a wasted opportunity to correct course based on real information rather than fear and hype. I guess I should have answered NO, the police department has not reduced my fear of crime because my neighbors have made me fear gardening, aspects of which have been now criminalized. The sloppy public policy in this area is disgraceful, and a disappointment for me about the quality and integrity of my city government, which until this episode had been a point of pride for me.
- ◆ Is it really necessary to have so many speed humps! It causes Undue day age to vehicles if parents cant territ there children not to play in street, maybe they should not have kids.
- ◆ It appears that new business are impeded greatly by bureaucratic red tape that drags on and on and I suspect deters businesses from coming into the area.
- ◆ It does a good job. Concerned about new construction on maple & Carroll overcrowding & traffic.
- ◆ It is important for the city to keep bow hunting out of Takoma park. Please do not allow the safety distance to change from 150 yds. To 50 yd s.
- ◆ It is too expensive to retire in Takoma park down size & age here. Lack of affordable single family homes \$350.000 & under. Will probably have to leave trik to retire.
- ◆ It seen as through perhaps too much concern of trivial things-a neighbor has been cited for peeling point and it just is not a problem.
- ◆ It would be great to have taxis some where by the metro. Takoma pk needs a fitness facility art gallery, plaza, high paying, jobs, parking, frequent public transportation
- ◆ It would be great to see some reach rectification project ping beach especially between flower ave and caroll ave the area is a real could use some greenscaping/landscaping.
- ◆ It would be lovely to have taxes lowered.
- ◆ It would be nice to offer more affordable youth (structured) programs at the Takoma park com-ctr-chess, yoga, nutrition, tuter etc-youth focused
- ◆ It would great to be able to walk to a large grocery store w/specialty foods & inexpensive produce.
- ◆ Its a bad mistake to let Washington Adventist Hospital leave. They have been here over 100 years. Let them build a parking garage.
- ◆ Its hard to separate Takoma park shopping from Silver spring in fact on a lot of questions plan as likely to use Silverspring as Tp.

- ◆ It's very difficult to purchase beer & wine in Takoma park. The options available on new Hampshire are dismal ; do not offer a good selection. Plus I feel like I'm risking my life going to those stores. Selling alcohol 1 money, think about it. & the traffic light at Carroll & 410 is insane traffic is horrible there.
- ◆ I've lived in Takoma Park for a year and a half (transplant federal employee from New Jersey), and I very much like the culture of the city. I believe I will stay for the long term.
- ◆ I've lived in ward 5 for almost nine years and i can still count the number of times I have seen the TKPK police patrolling on two hands - they are responsive when called. Also, serious concerns since the recession hit about our area going down hill and we are always last in city attention although we have a very active business community at the piney/flower corner. As a result, we spend and use the Silver Spring resource including the long branch library much heavier than TKPK. / / The recent addition of The Republic shows what can happen in TKPK. I would like to see a more aggressive attitude by the city to develop the downtown as a destination helping the folks already there like Olive Lounge, encouraging a more proactive attitude with the building owners and see if we can bring in some more businesses. We are a two restaurants away from becoming a very nice place to hang out - but it won't happen without support or enthusiasm by the government. Having lived in Chicago and Evanston most of my life, I have seen what can happen in a short time and have never impressed by the TKPK government.
- ◆ Just curious why the survey did not ask about shopping in Takoma Junction.
- ◆ Keep it up please!
- ◆ Keep up the good work!
- ◆ Lack of police enforcement of parking; lack of stop signs lack of 14 th lack of tree inspection & removal of dead & on trees with problems with neighbor laterio neighbors
- ◆ "Landlord & tenant assistance need to get better with enforcement the code on landlord! When terrant called about maintenance inside of apartments! "
- ◆ Landlords are treated poorly rules for landlords are too much housing staff makes more and more regulations to the point that apartments availability is dwindling. Housing staff too large for job needed.
- ◆ Leaf collection was really frustrating this year. It should have started much earlier. Would really like to see more sidewalks in my neighborhood to increase the pedestrian safety/kid-friendliness of the neighborhood.
- ◆ Liberalize further historic area building codes like Gaithersburg give tax breaks for eco-freindly property improvement. Perma patio to help trees. gets a tax break in neighborburg.
- ◆ Library programs are excellent need much better street sidewalk maintenance & lightings on poplar & Gude ave. (including foot path).
- ◆ Like most, we are very concerned about crime.
- ◆ Lincoln and Carroll ave, is very dangerous both for pedestrian and cars. I realize Carroll ave is a county road but there are way too many accidents, some requiring occurring at this inter are dawn pl section something needs to be done a stop sign, flashing light or A. Found about!
- ◆ Local maps, transportation availability and schedules
- ◆ Lots of opportunities to participate "fringe" area (ward6) left out no response to registered complaint recars, trash
- ◆ Lounico que yoyonea erecibido son & os combos dela basora para reciclaje enel tiempo que yo me mode para mi casa
- ◆ Love the farmers market. Love the nature lab.
- ◆ Love the rec dept. They are so helpful & offer lots of programs for kids at low cost. Also public works is awesome!
- ◆ Love to have more food shopping, restaurant & bar options
- ◆ Mail service is tenable. Often outgoing mail is not picked up/overlooked for many days. Mail meant for when residences. Frequently delivered to out house. Not leave if there is even a permanant mail comen for our neighborhood, as they seem to change requecently
- ◆ Maintain the traffic light function & coordinate the timing at the carol to Ethan Allen (co op) light and the carol to phil Ave (firehouse) intersection.
- ◆ Make sidewalks wide near Metro I knew it is DC property but try to reference it.
- ◆ Mayor is very responsive to constituents problems in housing dept. Especially relating to accessory apartments
- ◆ Metorar los pargues. Que limpien las caller cuando cae in nieve mas efetiva no so uncarril a gue limpun lor hidranslas. Gue permitan centar lo orbokrguentiban.
- ◆ More bike lanes safe bike routes fix bus stop on 410 by loop (install bus bays) food fix playing field in spring park dangerous house, needs regarding; trees inters w/the soccer bat ball games.

- ◆ More high end restaurants! the appreciated the server options.
- ◆ More parking on flower ave
- ◆ More residential density in old town better retail focus more on ped, bike, transit than cars.
- ◆ More restaurants & bars.
- ◆ More restaurauts & bars please! Beautiful quiet neighborhood & great neighbors, loving it so far for the love of g
- ◆ More security
- ◆ More timely responce and the use of technology to safety to residents. I emailed my request to remove a tree with the application. The approval was "snail-mailed" after the tree fell over.
- ◆ Most of the services provided by WAH are good, except the psychiatric ward and that is a disgrace!
- ◆ must work on NH.and EW. HYW area clean and safe.
- ◆ My neighbors and we continue to be troubled by the attitude and approach taken by the City Arborist toward home owners and more importantly by the management of the Public Works Department toward managing these behaviors. From what we can tell being rude and capricious is accepted. We observe uneven application of the rules with some households being fined while others get a complete pass. If there is any one catalyst to make us dislike Takoma Park, the approach taken toward trees and the protection and enhancement of my property is it. The lack of skilled personnel management in Public Works is manifested in the sloppiness of sidewalk maintenance, randomness in street signage, inappropriate behavior of the arborist. That all said, the staff on the trucks are terrific.
- ◆ My own exprience is that I just want my apartment to get painted again, because are the walls are dirty.
- ◆ Need better code enforcement. Streets are much too dirty, yards are unkept and too many by pass traffic on wildwood dr.
- ◆ Need more restaurants republic is a good step but need more.
- ◆ Need more sidewalks! Need better side street up lighting. Need a new Hampshire ave revitazation silver street!
- ◆ Need to do more to encourage and facilitate non-white participation in the political and public life of the community.
- ◆ Need to have the ride on bus run on new hampshire ave into erskine street.
- ◆ Need to reevaluate parking on ONE side of Aspen Ave. Snow removal is compromised because of two side parking!
- ◆ Need to take a proactive stance with aging urban forest in and around Takoma park are both public and private property!
- ◆ Needs more bars and restaurants
- ◆ New Hampshire are, flower ave, piney beach ave are in terrible condition to compared to the rest of TP. You have to spend much more time & money in Malburg there beautiful housing.
- ◆ New to takoma park friendly community. Schools could be better but one not unacceptable. We like the progressive vibe.
- ◆ No
- ◆ No additional comments.
- ◆ No apartment repair.
- ◆ No comments
- ◆ No comments
- ◆ No place here for questions about ethnic food stores. No place have for questions Farmers markets (both)
- ◆ No, Takoma park is a great place of residence.
- ◆ No.
- ◆ None
- ◆ None at this time

- ◆ Not at this time
- ◆ Not at this time
- ◆ Old town is doing well other areas need development and attention seen it safety issue.
- ◆ Old town parking is horrible parking meters are broken frequently, are hardware was the best thing to old town no speed bumps on flower ave rehab, need through streets.
- ◆ One can find an answer or a solution to a problem by contacting the appropriate Gov't or NGO resource. Tkpk is an urban oasis, tho there is a heightened awareness of crime.
- ◆ One in particular with Takoma Park Police. In the past my children/teens and neighbors children/teens have been harassed by Takoma Park Police for gathering in front of their friends building. The teens are Hispanic and African, There are more tactful ways officers can approach these youngsters instead of accusing them of trespassing other people's property and trying to make a case for them in court because of this. Most youngsters already talk back to everyone to justify themselves when they feel accused of things and i am afraid Takoma Park Police is not trained to work with these youngsters in the Latino or African community. Perhaps providing more training in this area will help, and maybe have more options to where these youngsters can go and meet in Takoma Park.
- ◆ One of the things I would most like to see is an expansion of the Coop. It is more expensive than Whole Foods, yet limited selection particularly in the produce section. I would like to see it succeed and would go more often if they could have a higher volume and perhaps also lower produce prices in the process.
- ◆ Our repeated and multiple requests for assistance with city code violations by a nuisance property went unanswered for 36 months until the county interviewed. Tolerance of these behavior should not be viewed as an effort to foster university in the community.
- ◆ Our sidewalks deoparatly need repair (Allegheny are)
- ◆ Our street has been disastrous to drive on since the water improvement project. In addition some sidewalks are impossible (telephone poles in middle of sidewalk and we have disabled residents) neighbors have said city has not responded much to requests.
- ◆ Overall I love living here and raising my family here. However, I would just point out that for the amount of extra taxes we pay we should expect and get more--more police presence and crime control, more free live music, more festivals/family events, more programs for youth (that they want to do), and quicker solutions to problems when reported. I think the City staff does a good job but they can do better, get more creative, and think outside the box for how to make our community even better. I have lived here 14 years and am ready for some new initiatives, positive changes, beautification, new businesses and programs, and innovative programs to engage all of the residents. Keep up the good work and do more/better for the City!
- ◆ Overall nice place to live. Good public services.
- ◆ Overly aggressive tree protection laws!tearing up and replacing perfectly good sidewalks on piney branch/chestnut ave.waste of money
- ◆ Parking availability in the center of town is horrific! We desperately need this issue addressed, esp. W/ new retail and housing being built.
- ◆ Parking enforcement, is not resident-friendly parking enforcement is lax around parks is public events calling the police for any reason rarely results in follow-up.
- ◆ Parking the people from the apts on Aspen court park up and down Aspen ave. As a result, there is a ton of litter in our yards, they block our walk ways and I've seen a school bus, a fire truck and my neighbors RV get stuck because they couldn't make wide enough turns. Its a huge problem for as street.
- ◆ People in Takoma park complain too much the city is fine, just keep taxes under controls.
- ◆ Philadelphia are needs more pedestrian/bicycle freindly measures traffic coming/speeding in light of the capital Bikeshare additions. Additionally, many homes have overgrown vegetation blocking the sidewalks.
- ◆ Pienso gueca ciudad gasta dinero en proyectos innecesarios enlas calles en mi vecindario.
- ◆ Please add terracycle recycling. Improve trash/recycling website.
- ◆ Please bring a bakery to the junction asap. Also please more quickly on redeveloping the junction and addressing the traffic situation there. There are times when it's really jammed and other times when one is waiting for long red lights when no one is around.
- ◆ Please complete the work on sligo creek parkway, off of new hampshire avenue. It does not appear as if any progress has been made
- ◆ Please consider official traffic signs. Put on utility roles wow solidate 2 signs on 1 pole & get rid of the quite oversize bridge weight sides on pkway branch they are ride bus.
- ◆ Please continue to focus on green space and outtanable energy.
- ◆ Please do something about the property crime and burglary/robbery crisis.

- ◆ Please fix the lights @ the takoma junction near the co op. Stop with the side walks the streets are too narrow.
- ◆ Please lower the property tax base. Homeowners pay an awful lot. Why not stop replacing cut trees that have to be removed. homeowners should not have to pay 4 this.
- ◆ Please make residents keep sidewalks free of vegetation - pls. Continue sidewalk replacement & repair pls. Consider putting telephone/rower lines in old town underground.
- ◆ Please pay more attention to residents in flower ave/pincy beach area. We pay the same taxes and receive unequal services.
- ◆ Please post in the TP newspaper about any available Websites, list servs, online activity I can follow. I do not know where these sites exist.
- ◆ Please realize that not everyone has children, and single adults who aren't senior citizens do exist.
- ◆ Please Synchronize the lights! 410 & Carroll is ridiculous! As well as pincy branch, Blair & Carroll downtown.
- ◆ Please ticket bike commuters who run red lights during rush hour. Yes, i'm a bike commuter!
- ◆ Police checking senior safety when walking to bank and metro buses and subway.
- ◆ Police need to work with park police (esp. When there are sexual assails & keep us informed of such) & DC police to reduce crime, too focused in traffic tickets!
- ◆ Police protection not adequate to control crime.
- ◆ Properties are allowed to look run down for paying such high taxes.
- ◆ Property taxes are far too high for the quality of services provided. Too many city services duplicate county services.
- ◆ Public works dept. Is consistently excellent!
- ◆ Purple line, just let it come.
- ◆ Quiero agregar, algo important, talvez puedan ayudarnos yag nosotros no somos escochatos, tenemos una plaga de chinches & tenemos hirios, ya estamos cansados de esto, vienen a fugimar pero no hace efecto ilogiaplican, les agrade cokgment murhrsina, son in [REDACTED] agforments de [REDACTED] dela can av. Mochasgractas.
- ◆ Quite good but the biggest room is the room for improvement make the good, better and the better, best!
- ◆ Re Crossroads It would be lovely to have a return of decent sewing/yarn goods store, a Discount dept, store, a book store newstand. We deserve it.
- ◆ Reopen flower their as a move & live enforcement venue.
- ◆ Replacement of miles of sidewalk was massive energy & waste! I love our guys who do gar bags / recycle and during the most recent storm I saw one of them getting angry @ a resident they need to learn how to communicate
- ◆ Reserved parking for homes on carroll ave.
- ◆ Revamp Takoma D.C. Shops & continue with smart development while stepping up parking enforcement.
- ◆ Road, light
- ◆ Safety is our families main concern/issue also the size of the high school through that is Moco.
- ◆ Satisfied
- ◆ Seperate cities all mart. County (t. Park, rockville, clay choose, etc,) ave a waste of money merge all services into county!
- ◆ Seria conveniente tener un bar/coffee shop familias can u area de juego para las hinos, mientras padren beben algo can otros padres adultos cugares familiares.
- ◆ Shameless Self-Promotion. The absolute worst management of Mayor and Council meetings; disgraceful. Ludicrous legislation. Failure to include the community in major decisions.
- ◆ Shovel sidewalks for senior citizens who cannot Maintain sidewalks to encourage walking. More comprehensive traffic mgmt. plan. Consistent design plan for street side walk replacement, etc.
- ◆ Sidewalks, sidewalks, sidewalks we need more!
- ◆ Since I live in a 1 person household, my tether to public services is only what I choose to reach out to and for. I may not be a great community participant but appreciate your efforts, some of my ratings are not the highest because I don't have the experience to score as such, possibly short changing the city...sorry about that! Thank you for being proactive!!
- ◆ Some city council decision would be better in referendun farm please return phone calls! Only U.S. Citizens of voting age should vote!
- ◆ Sometimes restrictions/rules are too many and/or too rigid.
- ◆ Staff at community center are not very friendly. Nh rec dept not a safe feeling or well kept location.

- ◆ Start an educational campaign to have pedestrians walk on sidewalks! Despite their presence, many walk on the street and are a hazard for motorists.
- ◆ Stop talking about getting our share of tax returns from MoCo & do it! Consider getting rid of police dept. Can't afford pensions of all our employees.
- ◆ Stores are sufficient for our needs.
- ◆ Street cleaning occurs on/side of street only Question. The need for doing it keep. (Esp same side) on weekly basis.
- ◆ Supporting network & services for aging in place would be good.
- ◆ Takoma is a wonderful place to live. Most their are great. Only thing that really worries me is the encroachment of alcohol in the city.
- ◆ Takoma junction is a terrible traffic bottleneck. Parking in old town is better than it used to be, but still limits commercial opportunity.
- ◆ Takoma junction traffic lights are a mess. Especially for pedestrians & for cars turning from sycamore onto Ethan Allen. Bike share is great, but should I be in front of bond stand.
- ◆ Takoma park doesn't have many services or programs that tailor to younger professional (25-40) demographic unless they have kids lack of affordable housing for younger professionals so most younger folks can't choose to live there long term program as the much population grows older and has less income, so city will have less income taxes available for funding and a higher demand for services.
- ◆ Takoma park is a beautiful community of lively, creative and diverse people. I very much enjoy living here!
- ◆ Takoma park is a great place to live for families. Improve pedestrian safety (assaults, not so much traffic) and relax on the trees.
- ◆ Takoma Park is a great place to live. Thanks for caring!
- ◆ Takoma park is a wonderful place to live, my husband and I am a happy residents for 33 years, both as a couple and as parents. Great place to raise children tolerant, involved
- ◆ Takoma Park is truly a unique place, and I enjoy living here.
- ◆ Takoma park is very family oriented, which is nice but a focus on a slightly younger population would make it livelier, ie. Restaurants & bars that stay open late.
- ◆ Takoma park should take the lead for a visioning process for the future of the city by 2030 that ensures its special character identity and commitment to a diverse, economically vibrant and sustainable community.
- ◆ Taxes are too down high!
- ◆ Taxes are too high for duplication of services.
- ◆ Taxes are very high. The services are generally adequate, but the higher taxes are not equal to services. Silver spring residents pay at least \$1,000 less in taxes with comparable or better services. Silver spring is more affordable.
- ◆ Taxes too high local Govt. Spends too much people are too smug.
- ◆ Teach the people to eat food as grown; fruits, grains vegetables that are available and healthy, so they would be healthy and live long.
- ◆ Thank you to his workers on the city trash and recycling trucks who always wave to my two sons. It seems that city workers make sure things get done right.
- ◆ Thanks to the City for keeping a focus on citizen needs and quality of life. / There does not seem to be a back button on the form but add professional health care services to the list of desired services for the city.
- ◆ The "safe grow zone" initiative is a waste of time and effort better placed elsewhere, such as reducing crime.
- ◆ The amount of money being paid for property tax and other state taxes we should here better roads.
- ◆ The Carroll ave bridge is feeling dangerous and looks horrible. Great chance to spruce up the town's entrance. More parking in old town! Reduce parked cars on maple ave!
- ◆ The city carastres money on curb and of drew way replacement that is unnecessary. Code enforces for housing and public right of way and zealous.
- ◆ The City government does a pretty good job on the whole, but I would like to see some services cut back in order for residents to pay less taxes. / / Further, one way to cut expenses is to stop translating so many government documents into Spanish. I firmly believe we are not helping the Hispanic community to assimilate into America by doing so. My great-grandfather was an immigrant and he learned English so that he could prosper and live the American Dream. Think about it!
- ◆ The city is adjacent to great public transportation, particularly the Metro stop. The city should encourage continued, denser residential development in the corridors leading to/from the Metro.
- ◆ The city is doing very well.

- ◆ The city is only for rich people and not for poor working class. Police target black and Hispanic for harassment, stopping them for walking in area of their home.
- ◆ The city is very welcoming to gays and lesbians and other sexual orientations and i would like the with to help educate the public to be molroy to new age elly all single adults michille
- ◆ The city needs to, repair, large pot hole's, faster.
- ◆ The city's policing system and public communications needs badly education!!!
- ◆ The disruptive, arbitrarily unequal, and bullying tactics used for alleged home code violations stabs home owners in the back and gives takoma park a black eye also is a waste of our taxes.
- ◆ The greatest source of litter is result of garbage collections dropping trash on ground & not picking up. Also, alot people don't put trash in car, but bags, regulations in rips trees planted, dog , located kennebos but died & not replaced bid water them. Intersection at kend & Silgo dangerous because of blanks sept turney right from Sligo mate kenarba. Need stop s.g.n disappointed in towns support of low density car lower density housing news Metro. Higher density near Metro (purple line station) would be much better from environment.
- ◆ The historical society and the arborist are both a huge pain in my butt!
- ◆ The landlord/tenant office should give help to landlords who have been threatened or treated poorly without having to go to court. Also when I was tenant I was treated miserably by the office.
- ◆ The Langley park area needs serious improvement & revitalization. So odes New Hampshire & Ethan Allen mall area. (shoppers food mall & mall across street).
- ◆ The librarians can be quite unfriendly and rude, but i enjoy the library none the less.
- ◆ The main thing that keeps me from feeling like Takoma Park is the ideal city is crime.
- ◆ The manager have too much power in directing the council members to conduct in the ways they chose. Example city works the same contractors are roders who they design & contract projects in the ways.No new ideas or contracts as employed.
- ◆ The mismanagement and lack of leadership in the tp police department is eroding quality of life in tp. The failure of city manager & council and mayor to provide oversight
- ◆ The new restaurant republic is great. More of the same agreecrated! plus we love the farmer's market
- ◆ The police cars should be having visible color not dark one they have now. Since the objective of police is assisting & caution anyone, I believe it should be visible with bright color.
- ◆ The racist confrontation with the city police (not good)
- ◆ The recreation department should work with advance to put the piney beach pool to full use with classes before & after school.
- ◆ The staff of the trash/yard waste/recycling collection are excellent professional friendly, coordinate. The Arborist can be unreasonable: eg won't allow tree planting!
- ◆ The taxes (property) are doubled but the services are comparable to being in other parts of mont co. It is not right.
- ◆ The traffic congestion issue at the crossroads is a real problem. It became exacerbated by the installation of a light on Sycamore St. which before hand was a stop sign. This caused major traffic cut through issues in the neighborhood behind the CO-OP, traffic jams at the parking lot on the Sycamore side of the CO-OP. The timing of the light is a problem as well. The light should be a blinking red light so that if there are no cars on Ethan Allen Ave, the traffic on Sycamore can proceed - this is especially helpful during non-rush hour periods. The traffic jams at the cross roads causes me, and others to regularly find alternative routes through the neighborhoods which is undesirable. I also don't know why they eliminated the pull over are for the buses which further exacerbates the traffic congestion. There seems to be no central nervous system thinking and planning the traffic system in this area.
- ◆ The traffic on Ethan Allen are is dangerously congested since the Sligg Creek Bridge is being repaired, the traffic lights are too long.
- ◆ The traffic on new hampshire ave during the weekends are unbearable. Please consider talks regarding expanding lones or using/implementing an alternative to driving to reduce congestion.
- ◆ The tree ordinances have become so restrictive that they are having undesirable consequences. We and neighbors have kept unsightly and unhealthy trees because of the ordinances, and we have avoided planting any new trees because they would then become subject to the ordinance. Flexibility and common sense could better achieve the goals of being a tree city. / / Efforts to curb traffic intersecting Piney Branch have become overly restrictive. For example, getting from our neighborhood to morning appointments at our doctor's office on Sligo Ave in Silver Spring used to involve a direct trip on Park Valley Road. Now these restrictions have made the trip more than twice as long - not environmentally friendly. Perhaps city residents should be able to

get city decals to exempt them from these traffic restrictions. / / A dog park may be nice to consider so that there is a controlled area for exercising dogs off-leash.

- ◆ The URL months for the online survey didn't work.
- ◆ There are many unattached properties in TP. People leave garbage out, porches filled with old furnadins, grass and weeds not cut at really runs down he whole community.
- ◆ There have been many improvements with restaurants. There is not good options for groceries of clothing.
- ◆ These are to many playas, traffic on saturday is awful. Business should look more exiting!
- ◆ Think the downtown is improving Hardware store, restaurants etc. Parking is needed @ metro!!
- ◆ This form is too detailed and find consuming.
- ◆ This is a great city. We need to look at making it more livable ie. Walkable city wide! this includes side walks, more bike paths, and creating shopping areas where there is few. Also, housing prices are too high. Need more small apartments and town houses.
- ◆ This is a horrible flawed survey! absolutely no questions about which ward we are in. TP is a tale of 2 cities Penlage and racism. This city will never get it until it this!
- ◆ This is as extremely poor survey. Answer options don't match questions see page 5.
- ◆ This may be a city/partnership effort,but I'd love to have a fair trade co op for clothing some can avoid supporting sweat shops.
- ◆ To make a curfew for the kids in the summer time.
- ◆ To please the year round farmers market I go there almost every sunday. I also visit the coop a lot I love the music server provided by house of music traditional love the restaurants in old town by isn't have for tranmite love the restaurants in old town&cant have for busboys & poet to open/Also love folk & street festivals.
- ◆ Too many alarmist manager from [REDACTED]. Could park Florist have a weekly, wagen-at may be on Fridays
- ◆ Too many damn speed bumps! The speeders are making the rest of us suffer.
- ◆ Too many traffic circles
- ◆ Too much development and construction. What made TP desirable (quiet, attractive) is being eroded -- it's become too dense, trafficky and ugly. Will leave when we retire. The city seems to assume that more development is good, and it isn't for those of us who are long-time residents.
- ◆ Tp planners seem to work at making traffic worse adding islands to narran streets, timing signal inter s on ethan than (410) to back up traffic, adding sidewalks to narrow streets when streets are safe to walk. Like it or not we are a society with ctrs tracks!!
- ◆ Traffic congestion in the junction is still unbearable even more so that the bus pull in area was taken out. It seems that the light in that of the fire department is longer. The before.
- ◆ Traffic control measure on EW hwy between NH ave & Carroll are have create more congestion by closing off site streets, permanent during rush hours. Opposite expansion of hospital, firing more, is bad in city health.
- ◆ Tree removal not always practical. Safety of homeowner and accrepanis not considered.
- ◆ Very poor road quality & maintenance, potholes rarely filled. Police cars not visible enough color they are gray don't show up at nights. They should be white.
- ◆ Very shabby appearance of old town area-litter weeds. Seems like it should look at least as good as "city hall" as it's where visitors come as well as residents.
- ◆ Wah needs to leave & Modeluize. Right now it is providing substandard care pulmonologue gave my mother adhay mgesthesia should never have,etc,etc.
- ◆ Wasi coma reciviesta nota en esparol quiciera que ubiera mas informacion en esparoll para entender mejor
- ◆ We also need a grocery store where we can get everything we need. And not travel from store looking for barging
- ◆ We are moving because my children do not feel safe at school.
- ◆ We disagree with the term "cut-through traffic". Rather than restricting traffic, responsible flow-through should be allowed. Key is traffic calming; also, some traffic increases safety by putting eyes on the street. Steps must be taken, however, to ensure pedestrian priority and enforcement of traffic laws, such as noise pollution, stop sign running, speeding, and illegal parking. / Forcing traffic onto overcrowded arteries is less efficient than allowing traffic to disperse through a distributed net of two lane streets. Smaller mixed use residential streets are also a more aesthetic environment than over-wide congested multi-lane streets with inadequate tree canopies and ugly exposed overhead wires. / A separate service we would like the City to invest in is burying the power lines!
- ◆ We enjoy the street festivals in old town.
- ◆ We feel like the city ignores ward 6 sometimes. Give most emphasis to old town.

- ◆ We have concerns about pedestrian safety especially in old town and at the multi way intersections at Carroll / Willow and at the junction.
- ◆ We have felt very welcome in Takoma Park and have been impressed with the variety of programs and activities offered. Thank you.
- ◆ We have only lived in Takoma for 4 months-so that is why we are unsure of some questions.
- ◆ We just moved to Takoma park in January.
- ◆ We love all the parks for children. We wish trash collections would not throw our bins once emptied. We were not satisfied with recent sidewalks repairs. A stoplight or 4 way stop is needed at Carroll & Lincoln. Water drainage at Carroll & Manor circle needs improvement.
- ◆ We love living here but hope Takoma junction gets modernized and more restaurants.
- ◆ We love living in Takoma park and have declined to see career opportunities that would have instead moved.
- ◆ We love T.P.
- ◆ We love Takoma park!!
- ◆ We love the access we have to people who work for the city. And we love the improvements to old Takoma!
- ◆ We love the library. It needs much more space there is not enough parking in old town and at/here the metro! We need a grocery store with more reasonable prices than the co go.
- ◆ We need more sidewalks in residential areas that now lack them.
- ◆ We need more sidewalks and to promote development on New Hampshire Avenue.
- ◆ We need sidewalks on Elm Ave. Between Linden Circle & Larch now!
- ◆ We should permit parking facing either direction on low volume
- ◆ We want the sidewalks repaired and more wheelchair accessible. We want a wider, more level bikeway (right now it acts like a gutter) on Carroll Ave. We want the city's budget to be spent more on sustainability (LED traffic & street lights; mitigated light pollution; carbon neutral by 2020) and less on police (refuse federal government surveillance grants). Higher property taxes on wealthiest with funds going toward more affordable housing units.
- ◆ We would like a higher quality grocery store in the area. The coop is great but selection is too limited. Also, more bar stools! The Olive/Orange is too crowded. We need a gym, too (fitness club).
- ◆ We would like the hospital to stay especially the heart center. We feel that it will be a great loss.
- ◆ When I first located here, I was able to find or buy everything I wanted to maintain my standard of living. Now, I have to travel to Rockville Pike area to shop for quality items.
- ◆ When the city of Takoma Park had assigned days for streets for leaf collection, it was way more sensible than just driving around. That way the whole neighborhood would/could put their leaves to the curb at the same time. And it would be collected all at the same time.
- ◆ While residents pay relatively high property and income taxes, they are worth it for the services we receive. My only 3 areas for improvement are: improving pedestrian walkways and sidewalks around Elm Ave and Lincoln; more practical restaurants / stores in Old Town and less gift/boutique/specialty stores; rising crime rates.
- ◆ Why doesn't Elwyn Ct have food waste collection yet?!?
- ◆ Why do you make the road narrow? It was OK and we don't have any problem with the roads but you are trying to make it narrow instead of repaving it?
- ◆ With leaf pickup, avoid trucks coming up on grass, leaving tire marks & killing grass, in general, improve city-maintained lawn grass after curbs better, as above & city plant trees when one is taken down.
- ◆ Would ask that Arborist duties be more proactive, also ask that tree evaluation services be free of charge.
- ◆ Would like to see coop expand and be infuriated about removal of bus bay on Ethan Allen
- ◆ Would love to see the Takoma Park coop expand as a central indoor/outdoor eating & gathering place for community and anchor to redevelopment of Takoma junction.
- ◆ Would rather have county services than city, require new businesses to provide off street parking.
- ◆ Yes the city property taxes for seniors citizens should be removed or reduced considerably. Some types of special tax rate for seniors.
- ◆ You mailed me 2 copies of this survey-doubled your cost-and probably increase to my property taxes which are already high.
- ◆ You new to the city don't spend a ton of time here too bad you can't weight by results since I haven't explored most city services. I can only observe that my friends (20's 40's) have no interesting coming up my neighborhood (old town) since "there's nothing to do."

- ◆ Your one line survey is not working.
- ◆ Your survey only focuses on the OLD TOWN area. This survey fails to include questions about the Junction area. Thus, your survey is extremely faulty.
- ◆ Youth group affairs services which prevents from drug abuse.

**Question 38: What best describes your home? (Other)**

- ◆ 25 Unit apartment bldg.
- ◆ Apartment franklin
- ◆ Apartment with a 1000 of people
- ◆ Apt above family home
- ◆ Apt building
- ◆ Apt.
- ◆ Apt. Complex
- ◆ Basement apt.
- ◆ Basement apt.
- ◆ Basement option detached house
- ◆ Detached house divided in apartments.
- ◆ Family home with one approved apartment
- ◆ High rise
- ◆ High rise apartment building
- ◆ High rise apartment house.
- ◆ High rise apartments.
- ◆ High risen building
- ◆ High riser building.
- ◆ Hight rise
- ◆ House w/z apartments
- ◆ I house w/supl. Apt.
- ◆ Independent living
- ◆ Mid rise
- ◆ One apt in near.
- ◆ One bed room in a building.
- ◆ One family house w/apt.
- ◆ One family vetached wife basement apt. In law suite.
- ◆ Senior & persons with disabilities apartment with 187 units.
- ◆ Senior building
- ◆ Time with zaputments.
- ◆ Tower
- ◆ Victory tower senior apt.

**Question 46: What is your race? (Other)**

- ◆ 6 nokesh
- ◆ African
- ◆ American
- ◆ Black American.
- ◆ Caribheu
- ◆ Color usa
- ◆ Cuban
- ◆ English
- ◆ Ethiorian!!
- ◆ European American
- ◆ European descent

- ◆ Haitaind
- ◆ Hatian.
- ◆ Hispanic
- ◆ Hispano
- ◆ Hispano
- ◆ Hispano
- ◆ Hisparice American.
- ◆ Homosapian.
- ◆ Human
- ◆ Human
- ◆ Human
- ◆ Human.
- ◆ I am surprised that you are asking this question. This is Takoma Park!!!!
- ◆ Indian
- ◆ Indian
- ◆ Indian (india)
- ◆ Ispano Latino.
- ◆ Italian
- ◆ Jamaican/Maxican.
- ◆ Latina/mulata
- ◆ Latino
- ◆ Lispace
- ◆ Mestizo (Indian & Latin american white)
- ◆ Mexican American
- ◆ Mexican.
- ◆ Mextizo
- ◆ Puerto Rican
- ◆ Puerto Rican Caac.
- ◆ Scandimatral
- ◆ Scandinavian
- ◆ Scots
- ◆ South asian
- ◆ White and black
- ◆ Wife (Africa) daug mixed.

**Question 50: Which languages do you or anyone in your household speak at home? (Other)**

- ◆ Alittle arabic (msa)
- ◆ American sign language
- ◆ American sign language
- ◆ American sign language.
- ◆ Arabic
- ◆ Arabic, sign language
- ◆ Arabic.
- ◆ Arabic.
- ◆ Ash
- ◆ Asian.
- ◆ ASL

- ◆ ASL.
- ◆ Bislama
- ◆ Bosnian
- ◆ Catalon.
- ◆ Chinese
- ◆ Computer
- ◆ Creole.
- ◆ Czech
- ◆ Daniset
- ◆ Dutch
- ◆ Dutch
- ◆ Ewe
- ◆ Farsi
- ◆ Farsi/Arabic.
- ◆ Filinino
- ◆ Filipino
- ◆ Halian.
- ◆ Hawai'ian
- ◆ Hebrew
- ◆ Hebrew
- ◆ Hebrew.
- ◆ Hebrew.
- ◆ Hindi
- ◆ Hindi
- ◆ Hindi Gujarati
- ◆ Italian
- ◆ Italian
- ◆ Italian
- ◆ Italian, Polish, Hungarian.
- ◆ Italian.
- ◆ Jamaican Patios
- ◆ Japanese
- ◆ Japanese.
- ◆ Korean and english
- ◆ Krio
- ◆ Krio
- ◆ Latin
- ◆ Latvian
- ◆ Learning chinese
- ◆ Lithuanian
- ◆ Lithuanian
- ◆ Macedonian
- ◆ Malayalam
- ◆ Mends
- ◆ Nepali,malayalam
- ◆ Norwegian
- ◆ Oromenga
- ◆ Oromiffa.
- ◆ Pig Latin (child).
- ◆ Querhua.
- ◆ Sango

- ◆ Sarcasm
- ◆ Spanish/lightly arabic/lightly
- ◆ Swedish
- ◆ Swedish
- ◆ Tagalog.
- ◆ Tagalog
- ◆ Tagalog
- ◆ Tagalog (filipino)
- ◆ Tamil
- ◆ Tamil (Indian)
- ◆ Tamil, Hindi/Urdu.
- ◆ Telugu
- ◆ Trinidad to Bago.
- ◆ Urdu
- ◆ Vietnamese
- ◆ Vietnamese.
- ◆ Wolof
- ◆ Wolof
- ◆ Yiddish

## Appendix D: Survey Results by Demographic and Geographic Groups

### DEMOGRAPHIC CROSSTABULATIONS

The following pages contain breakdowns of the survey results by demographic subgroups within Takoma Park. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of  $p > .05$ ). Where estimates are given for subgroups, they are less precise. For each subgroup from the survey, the margin of error rises to as much as plus or minus 9.4% for a sample size of 108 (for income less than \$24,999) to plus or minus 4.3% for 515 completed surveys (for Non-Hispanic White race/ethnicity).

Table 121: Quality of Life Ratings by Respondent Age, Gender and Race/Ethnicity

Please rate your quality of life in Takoma Park. (Average rating where excellent=100 and poor=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Overall, how would you describe the quality of life in Takoma Park?	79	76	75	78	75	79	73	76	77
How would you rate the overall quality of life in your neighborhood?	69	73	72	73	70	76	66	65	71
How do you rate Takoma Park as a place to raise children?	80	79	78	80	78	81	75	78	79
How do you rate Takoma Park as a place to grow old?	67	62	64	65	64	62	68	64	64
How do you rate Takoma Park as a place to live alone?	60	59	64	63	59	58	66	61	61

Table 122: Quality of Life Ratings by Respondent Tenure, Income and Length of Residency

Please rate your quality of life in Takoma Park. (Average rating where excellent=100 and poor=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Overall, how would you describe the quality of life in Takoma Park?	75	79	72	76	81	77	76	77	77
How would you rate the overall quality of life in your neighborhood?	67	76	65	68	78	71	70	75	71
How do you rate Takoma Park as a place to raise children?	76	82	74	77	84	78	80	79	79
How do you rate Takoma Park as a place to grow old?	65	64	66	60	66	66	62	64	64
How do you rate Takoma Park as a place to live alone?	64	58	66	58	58	58	63	63	61

**Table 123: Community Ratings by Respondent Age, Gender and Race/Ethnicity**

Please rate each of the following characteristics of Takoma Park. (Average rating where excellent=100 and poor=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Sense of community	78	77	76	78	76	80	74	74	77
Opportunity to be heard and have a say in what happens in Takoma Park	72	72	69	72	70	76	65	67	71
Overall appearance of Takoma Park	70	65	65	67	65	66	68	68	66
Opportunities to attend cultural or arts events	80	75	71	76	73	75	76	73	75
Shopping opportunities	49	49	50	49	49	45	62	47	49
Parks and other recreational opportunities	78	74	69	74	73	74	74	72	73
Openness and acceptance of people of diverse backgrounds	79	84	76	80	81	84	78	74	80
Access to municipal buildings	77	81	78	79	78	80	79	75	79
Services for individuals with disabilities	66	68	60	64	65	61	70	59	64
Availability of good quality affordable housing	48	42	44	45	44	40	51	45	45
Ease of travel by bicycle	62	61	56	61	58	56	69	58	60
Ease of travel by walking	73	71	68	70	71	72	73	67	71
Ease of travel by public transit	76	76	72	73	76	72	82	71	74
Access to good quality health care	62	62	60	62	61	58	68	60	61

**Table 124: Community Ratings by Respondent Tenure, Income and Length of Residency**

Please rate each of the following characteristics of Takoma Park. (Average rating where excellent=100 and poor=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
	Sense of community	74	80	71	73	84	78	76	
Opportunity to be heard and have a say in what happens in Takoma Park	67	75	65	68	78	72	71	69	71
Overall appearance of Takoma Park	68	65	68	67	65	66	66	67	66
Opportunities to attend cultural or arts events	77	73	72	79	75	78	73	72	75
Shopping opportunities	55	44	60	48	42	49	49	50	49
Parks and other recreational opportunities	74	73	73	75	73	74	74	70	73
Openness and acceptance of people of diverse backgrounds	77	83	76	77	85	80	82	77	80
Access to municipal buildings	77	80	76	77	83	76	80	80	79
Services for individuals with disabilities	65	63	64	65	64	64	67	61	64
Availability of good quality affordable housing	48	41	48	50	38	45	44	44	45
Ease of travel by bicycle	64	56	65	59	56	60	60	58	60
Ease of travel by walking	72	70	74	67	71	70	72	70	71
Ease of travel by public transit	77	72	78	71	74	73	76	73	74
Access to good quality health care	63	60	65	55	61	60	62	60	61

**Table 125: Community Participation by Respondent Age, Gender and Race/Ethnicity**

In the last 12 months, about how many times have you or other household members done the following things: (Percent at least once)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Visited the New Hampshire Avenue Recreation Center	12%	24%	18%	19%	19%	16%	25%	20%	19%
Visited the Takoma Park Community Center (Maple Avenue)	66%	79%	78%	75%	75%	77%	78%	68%	75%
Attended a meeting at the Takoma Park Community Center	22%	42%	51%	38%	40%	37%	43%	37%	39%
Attended a cultural event at the Takoma Park Community Center	34%	52%	52%	45%	48%	44%	47%	51%	46%
Participated in a Takoma Park Recreation program	23%	44%	30%	35%	31%	34%	33%	31%	34%
Visited the Takoma Park, Maryland Library	67%	81%	70%	73%	74%	74%	76%	72%	74%
Attended an event at the Takoma Park, Maryland Library	25%	43%	28%	31%	34%	29%	38%	38%	33%
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	23%	27%	25%	24%	26%	18%	40%	28%	25%
Used Wi-Fi connections in a Takoma Park municipal facility	18%	29%	17%	21%	23%	20%	24%	25%	22%

Table 126: Community Participation by Respondent Tenure, Income and Length of Residency

In the last 12 months, about how many times have you or other household members done the following things: (Percent at least once)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Visited the New Hampshire Avenue Recreation Center	18%	19%	20%	18%	18%	16%	24%	16%	19%
Visited the Takoma Park Community Center (Maple Avenue)	70%	80%	71%	75%	78%	69%	81%	77%	75%
Attended a meeting at the Takoma Park Community Center	32%	45%	35%	35%	43%	25%	49%	50%	39%
Attended a cultural event at the Takoma Park Community Center	43%	50%	49%	41%	48%	39%	55%	50%	46%
Participated in a Takoma Park Recreation program	30%	37%	29%	30%	38%	28%	43%	30%	34%
Visited the Takoma Park, Maryland Library	73%	74%	74%	72%	75%	68%	83%	71%	74%
Attended an event at the Takoma Park, Maryland Library	34%	33%	37%	29%	32%	29%	42%	28%	33%
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	33%	18%	41%	25%	14%	23%	28%	25%	25%
Used Wi-Fi connections in a Takoma Park municipal facility	25%	20%	28%	17%	21%	15%	30%	19%	22%

**Table 127: Safety Ratings by Respondent Age, Gender and Race/Ethnicity**

How safe or unsafe do you feel walking alone... (Percent "very" or "somewhat safe")	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
In your neighborhood during the day	97%	96%	95%	95%	97%	97%	98%	93%	96%
In your neighborhood after dark	73%	68%	61%	63%	72%	67%	76%	59%	67%
In Old Takoma/Takoma Junction during the day	100%	96%	96%	97%	97%	98%	99%	95%	97%
In Old Takoma/Takoma Junction after dark	88%	77%	63%	73%	80%	77%	75%	77%	76%
From Takoma Metro station during the day	99%	95%	94%	96%	96%	96%	96%	96%	96%
From Takoma Metro station after dark	61%	51%	42%	45%	59%	49%	58%	51%	51%
In University/New Hampshire Crossroads area during the day	77%	79%	78%	75%	82%	79%	83%	74%	78%
In University/New Hampshire Crossroads area after dark	28%	28%	31%	19%	40%	21%	50%	26%	29%
In Flower Ave./Piney Branch area during the day	88%	85%	84%	83%	90%	84%	88%	86%	85%
In Flower Ave./Piney Branch area after dark	49%	38%	38%	33%	53%	34%	60%	40%	41%

**Table 128: Safety Ratings by Respondent Tenure, Income and Length of Residency**

How safe or unsafe do you feel walking alone.... (Percent "very" or "somewhat safe")	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
In your neighborhood during the day	96%	96%	95%	96%	97%	98%	96%	94%	96%
In your neighborhood after dark	72%	63%	71%	60%	69%	70%	67%	60%	67%
In Old Takoma/Takoma Junction during the day	97%	97%	94%	99%	98%	99%	94%	97%	97%
In Old Takoma/Takoma Junction after dark	82%	71%	74%	78%	77%	85%	71%	68%	76%
From Takoma Metro station during the day	97%	95%	95%	98%	96%	98%	95%	93%	96%
From Takoma Metro station after dark	59%	44%	50%	58%	49%	57%	49%	40%	51%
In University/New Hampshire Crossroads area during the day	80%	77%	77%	81%	79%	81%	76%	77%	78%
In University/New Hampshire Crossroads area after dark	37%	23%	41%	27%	22%	32%	27%	27%	29%
In Flower Ave./Piney Branch area during the day	89%	83%	84%	90%	85%	89%	84%	82%	85%
In Flower Ave./Piney Branch area after dark	47%	36%	50%	38%	37%	48%	37%	35%	41%

Table 129: Problem Ratings by Respondent Age, Gender and Race/Ethnicity

Please rate how much of a problem each of the following is in your neighborhood. (Percent at least a "moderate" problem)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Traffic	20%	29%	29%	27%	26%	26%	24%	29%	27%
Cut-through traffic	20%	32%	34%	32%	26%	30%	24%	34%	29%
Speeding	26%	36%	36%	37%	28%	32%	32%	38%	33%
Oversized or commercial vehicles parked on street	16%	15%	17%	17%	14%	15%	14%	17%	16%
Parking	18%	21%	28%	24%	20%	20%	26%	23%	23%
Pedestrian hazards	29%	26%	21%	24%	26%	28%	16%	28%	25%
Crime	23%	43%	45%	39%	37%	44%	28%	33%	38%
Gangs	16%	19%	19%	15%	21%	14%	23%	22%	18%
Graffiti	6%	8%	12%	9%	9%	7%	9%	11%	9%
Litter	26%	23%	22%	23%	24%	24%	17%	32%	24%
Overgrown grass and vegetation	10%	15%	15%	16%	11%	13%	10%	16%	14%
Run down or vacant houses and buildings	14%	13%	12%	15%	11%	15%	7%	16%	13%
Use of pesticides and fertilizers on lawns	7%	11%	16%	12%	11%	10%	11%	15%	11%

**Table 130: Problem Ratings by Respondent Tenure, Income and Length of Residency**

Please rate how much of a problem each of the following is in your neighborhood. (Percent at least a "moderate" problem)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Traffic	21%	31%	22%	28%	28%	20%	31%	32%	27%
Cut-through traffic	22%	36%	23%	26%	33%	20%	35%	37%	29%
Speeding	28%	38%	31%	32%	34%	25%	39%	37%	33%
Oversized or commercial vehicles parked on street	15%	15%	18%	10%	16%	14%	19%	14%	16%
Parking	24%	21%	30%	19%	17%	19%	24%	28%	23%
Pedestrian hazards	23%	27%	19%	24%	30%	27%	28%	19%	25%
Crime	26%	49%	30%	36%	43%	28%	46%	45%	38%
Gangs	19%	17%	24%	21%	12%	17%	20%	17%	18%
Graffiti	8%	9%	12%	8%	7%	7%	11%	10%	9%
Litter	21%	26%	23%	21%	25%	21%	29%	19%	24%
Overgrown grass and vegetation	12%	15%	12%	16%	13%	12%	15%	14%	14%
Run down or vacant houses and buildings	11%	15%	10%	16%	14%	14%	14%	11%	13%
Use of pesticides and fertilizers on lawns	11%	12%	15%	12%	9%	7%	15%	12%	11%

**Table 131: Police Effectiveness Ratings by Respondent Age, Gender and Race/Ethnicity**

(Average rating where very effective=100 and not at all effective=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	76	71	72	72	74	68	84	71	73

**Table 132: Police Effectiveness Ratings by Respondent Tenure, Income and Length of Residency**

(Average rating where very effective=100 and not at all effective=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
	How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	78	68	80	73	67	76	72	

**Table 133: Police Visibility Ratings by Respondent Age, Gender and Race/Ethnicity**

(Average rating where very visible=100 and not at all visible=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
	How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	54	55	49	50	57	44	74	

**Table 134: Police Visibility Ratings by Respondent Tenure, Income and Length of Residency**

(Average rating where very visible=100 and not at all visible=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
	How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	64	43	66	53	45	54	54	

Table 135: Police Ratings by Respondent Age, Gender and Race/Ethnicity

Please rate how well you think the Takoma Park Police Department is doing at each of the following: (Average rating where excellent=100 and poor=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Preventing crime	66	60	59	61	61	55	73	59	61
Reducing the community's fear of crime	62	58	56	56	61	51	73	55	58
Responding quickly to citizens' calls for service	75	72	70	73	71	71	79	67	72
Effectively solving crimes	62	61	58	60	60	56	71	58	60
Caring about the well-being of the people they deal with	66	67	68	67	66	66	74	61	67
Working with people in your neighborhood to solve neighborhood problems	62	62	61	63	60	58	69	59	61

Table 136: Police Ratings by Respondent Tenure, Income and Length of Residency

Please rate how well you think the Takoma Park Police Department is doing at each of the following: (Average rating where excellent=100 and poor=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Preventing crime	68	54	70	59	54	65	59	59	61
Reducing the community's fear of crime	66	51	68	56	51	62	57	53	58
Responding quickly to citizens' calls for service	74	71	74	73	70	74	71	73	72
Effectively solving crimes	67	54	69	60	52	63	60	57	60
Caring about the well-being of the people they deal with	68	66	70	65	65	66	68	67	67
Working with people in your neighborhood to solve neighborhood problems	64	59	66	62	57	65	59	60	61

**Table 137: Overall Police Rating by Respondent Age, Gender and Race/Ethnicity**

(Average rating where excellent=100 and poor=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Overall, how would you rate your contact with the Takoma Park Police Department?	62	65	67	65	65	63	70	66	65

**Table 138: Overall Police Rating by Respondent Tenure, Income and Length of Residency**

(Average rating where excellent=100 and poor=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Overall, how would you rate your contact with the Takoma Park Police Department?	63	67	67	67	63	62	67	67	65

**Table 139: Police Characteristics Ratings by Respondent Age, Gender and Race/Ethnicity**

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are... (Average rating where strongly agree=100 and strongly disagree=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Fair in dealing with people	80	71	76	75	76	73	81	77	75
Courteous in dealing with people	75	74	78	74	77	74	80	76	75
Helpful and cooperative	77	72	76	73	76	72	80	77	74
Sensitive to residents' concerns	75	69	70	70	73	69	81	70	71
Honest and can be trusted	77	73	75	75	75	73	80	77	75
Well trained to handle problems	77	68	72	71	73	69	75	75	72

**Table 140: Police Characteristics Ratings by Respondent Tenure, Income and Length of Residency**

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are... (Average rating where strongly agree=100 and strongly disagree=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Fair in dealing with people	76	74	77	78	73	78	74	74	75
Courteous in dealing with people	75	76	74	78	75	77	74	76	75
Helpful and cooperative	76	73	78	76	72	76	74	73	74
Sensitive to residents' concerns	73	70	75	71	69	73	72	67	71
Honest and can be trusted	74	75	75	75	74	77	74	72	75
Well trained to handle problems	75	69	78	73	68	74	72	69	72

**Table 141: Overall Service Quality Ratings by Respondent Age, Gender and Race/Ethnicity**

Overall, how would you rate the quality of the services provided by each of the following? (Average rating where excellent=100 and poor=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
The City of Takoma Park Government	75	72	70	72	72	73	75	68	72
The Montgomery County Government	67	65	62	66	63	61	74	64	64

**Table 142: Overall Service Quality Ratings by Respondent Tenure, Income and Length of Residency**

Overall, how would you rate the quality of the services provided by each of the following? (Average rating where excellent=100 and poor=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
The City of Takoma Park Government	74	71	73	72	72	75	72	68	72
The Montgomery County Government	69	60	70	62	62	65	66	61	64

**Table 14.3: City Services Ratings by Respondent Age, Gender and Race/Ethnicity**

Please rate each of the following City services. (Average rating where excellent=100 and poor=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Trash collection	80	84	84	84	81	85	79	84	83
Recycling services	76	83	85	83	79	85	73	81	81
Weekly yard waste collection	78	85	85	86	80	86	77	81	83
Special recycling drop-off at Public Works	71	74	77	77	72	76	70	76	74
Fall vacuum leaf collection	62	70	71	70	67	69	66	68	68
Tree maintenance	66	61	61	62	61	58	67	64	62
Street and sidewalk repairs and maintenance	51	54	51	49	56	49	64	45	52
Snow and ice removal	60	63	64	61	65	63	67	57	63
Street sweeping	57	65	64	65	60	63	69	55	63
Street lighting	57	59	58	57	59	57	64	54	58
Street sign maintenance	68	69	64	67	67	67	71	64	67
Planning (streetscapes, neighborhood projects)	61	60	60	61	60	60	62	60	60
Economic development (business outreach, local business promotion)	59	56	56	59	54	58	58	55	57
Arts and cultural events	78	75	71	74	75	76	73	73	75
Recreation programs for tots (camps, Kindermusik, Rookie sports)	81	76	71	77	74	76	76	76	76
Recreation programs for youth (afterschool, summer camps, sports, art)	83	73	72	74	76	75	76	74	75
Recreation programs for adults (fitness, art, sports)	70	63	66	67	65	65	67	66	66
Recreation programs for seniors (trips, classes, fitness)	73	74	66	73	67	69	69	73	70
Recreation sponsored special events (Halloween, Egg Hunt, movie nights)	78	73	70	75	70	74	72	71	73
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	70	67	63	68	66	67	70	63	67

Please rate each of the following City services. (Average rating where excellent=100 and poor=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Athletic fields and playgrounds	78	71	65	73	70	71	73	70	71
Appearance of parks	75	70	66	72	69	70	73	69	70
Accessibility of parks	79	74	70	75	73	76	74	70	74
Safety of parks	71	66	64	65	68	66	70	66	67
Appearance of City buildings	72	73	70	72	70	72	70	72	72
Accessibility of City buildings	78	75	72	75	74	75	75	74	75
Safety of City buildings	80	79	75	79	76	79	78	76	78
Enforcement of traffic laws	70	65	64	65	67	64	74	62	66
Enforcement of parking regulations	69	64	63	66	64	64	69	61	65
Property maintenance code enforcement	57	58	56	57	58	54	62	56	57
Stormwater management	61	64	65	63	63	63	64	61	63
Landlord and tenant assistance	61	64	61	57	67	63	62	60	62
City's cable channel programming	63	57	61	55	64	55	63	60	60
City's website (takomaparkmd.gov)	61	60	61	60	62	59	67	57	61
Takoma Park Library programs	78	79	74	77	76	79	77	71	77
Takoma Park Library collections	69	69	66	68	68	67	69	68	68
Computer Center in Community Center	77	75	72	75	73	72	77	73	74
Passport services	86	74	74	77	75	78	71	77	76
Notary services	90	72	73	75	77	76	72	80	76
Online bill payment	83	63	65	68	67	62	72	71	68
Online registration for recreation programs	83	64	63	67	68	66	69	68	67
Online registration for library programs	86	68	70	75	70	71	74	72	73
Online reservation of facilities	86	64	67	71	70	66	71	73	70

Table 144: City Services Ratings by Respondent Tenure, Income and Length of Residency

Please rate each of the following City services. (Average rating where excellent=100 and poor=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Trash collection	78	87	78	80	88	80	85	86	83
Recycling services	75	87	72	80	88	77	83	87	81
Weekly yard waste collection	76	87	76	83	87	78	85	87	83
Special recycling drop-off at Public Works	70	78	69	73	80	70	77	77	74
Fall vacuum leaf collection	63	72	66	66	71	64	69	73	68
Tree maintenance	65	59	66	61	59	65	60	60	62
Street and sidewalk repairs and maintenance	55	49	59	48	49	53	53	49	52
Snow and ice removal	61	64	64	60	64	60	64	66	63
Street sweeping	61	65	64	60	64	59	64	66	63
Street lighting	61	56	62	57	55	59	57	58	58
Street sign maintenance	69	65	69	67	66	70	65	65	67
Planning (streetscapes, neighborhood projects)	63	58	64	59	58	59	64	58	60
Economic development (business outreach, local business promotion)	59	55	58	56	57	58	56	56	57
Arts and cultural events	76	74	72	79	74	77	76	69	75
Recreation programs for tots (camps, Kindermusik, Rookie sports)	76	75	73	78	77	79	77	70	76
Recreation programs for youth (afterschool, summer camps, sports, art)	76	73	73	78	75	81	73	69	75
Recreation programs for adults (fitness, art, sports)	67	64	67	69	62	67	66	64	66
Recreation programs for seniors (trips, classes, fitness)	70	71	70	69	72	72	72	66	70
Recreation sponsored special events (Halloween, Egg Hunt, movie nights)	73	73	71	75	74	77	71	72	73
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	69	65	69	67	66	69	66	64	67
Athletic fields and playgrounds	74	70	70	74	70	74	72	66	71

Please rate each of the following City services. (Average rating where excellent=100 and poor=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Appearance of parks	72	69	70	73	69	71	72	67	70
Accessibility of parks	74	74	72	74	75	75	75	71	74
Safety of parks	69	64	68	67	66	68	67	63	67
Appearance of City buildings	70	73	68	72	73	71	73	70	72
Accessibility of City buildings	74	75	73	74	77	75	76	72	75
Safety of City buildings	78	78	76	76	80	80	77	76	78
Enforcement of traffic laws	71	61	69	69	62	70	63	63	66
Enforcement of parking regulations	68	61	67	67	62	68	63	62	65
Property maintenance code enforcement	59	55	61	55	55	58	56	56	57
Stormwater management	62	64	66	61	62	61	65	64	63
Landlord and tenant assistance	61	65	63	56	69	62	65	58	62
City's cable channel programming	62	56	62	59	53	59	62	58	60
City's website (takomaparkmd.gov)	65	57	67	61	56	60	62	59	61
Takoma Park Library programs	77	77	77	74	78	76	79	75	77
Takoma Park Library collections	69	67	71	65	67	68	69	68	68
Computer Center in Community Center	74	75	75	70	75	76	76	70	74
Passport services	74	77	76	74	77	79	76	74	76
Notary services	75	77	76	74	77	81	77	73	76
Online bill payment	73	63	73	65	65	77	64	63	68
Online registration for recreation programs	71	64	72	64	65	71	66	65	67
Online registration for library programs	75	70	75	71	71	80	69	72	73
Online reservation of facilities	74	67	74	64	69	75	67	68	70

**Table 145: Government Policy Ratings by Respondent Age, Gender and Race/Ethnicity**

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: (Average rating where strongly agree=100 and strongly disagree=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
	Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	82	81	79	81	81	79	85	
Protect the economic health of Takoma Park	75	71	71	72	72	68	81	74	72
Plan effectively for the future	74	68	67	70	69	64	78	72	69
Reduce solid waste and promote recycling	79	81	82	82	80	81	85	77	81
Prepare the community for an emergency	61	63	64	61	64	56	74	66	63
Provide a variety of recreation opportunities to the community	81	81	77	80	79	79	81	80	80
Address traffic congestion	58	57	56	56	58	52	68	58	57
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	65	67	65	64	69	62	75	64	66
Provide safe walking routes throughout the city	69	71	66	67	70	65	76	69	69

**Table 146: Government Policy Ratings by Respondent Tenure, Income and Length of Residency**

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: (Average rating where strongly agree=100 and strongly disagree=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
	Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	80	81	82	78	82	80	82	
Protect the economic health of Takoma Park	76	68	77	74	68	74	71	71	72
Plan effectively for the future	74	65	77	69	65	71	69	67	69
Reduce solid waste and promote recycling	79	82	80	77	83	79	81	84	81
Prepare the community for an emergency	65	60	72	59	57	61	65	62	63

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: (Average rating where strongly agree=100 and strongly disagree=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Provide a variety of recreation opportunities to the community	81	78	79	82	79	80	81	78	80
Address traffic congestion	62	53	66	58	50	56	58	56	57
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	70	62	73	64	62	63	69	64	66
Provide safe walking routes throughout the city	73	64	76	67	64	68	72	66	69

Table 147: Government Performance Ratings by Respondent Age, Gender and Race/Ethnicity

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion. (Average rating where strongly agree=100 and strongly disagree=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
City government is really run for the benefit of all the people	78	73	73	75	73	74	75	74	74
Takoma Park city government welcomes resident involvement	78	76	76	79	74	76	76	78	77
I feel included as a part of the Takoma Park community	74	74	74	75	73	74	77	71	74

**Table 148: Government Performance Ratings by Respondent Tenure, Income and Length of Residency**

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion. (Average rating where strongly agree=100 and strongly disagree=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
	City government is really run for the benefit of all the people	75	73	74	75	75	76	74	
Takoma Park city government welcomes resident involvement	76	78	75	79	78	77	76	77	77
I feel included as a part of the Takoma Park community	73	75	71	73	77	73	75	75	74

**Table 149: City Employees Ratings by Respondent Age, Gender and Race/Ethnicity**

What was your impression of City employees in your most recent contact? (Average rating where excellent=100 and poor=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Knowledge	80	75	76	76	77	77	74	77	76
Courtesy	80	78	80	79	80	80	76	81	79
Responsiveness	73	74	74	74	74	74	71	76	74
Follow-up (got back to you or took action if needed)	65	68	69	69	66	68	65	69	67
Overall customer service	75	75	74	75	73	75	73	74	74

**Table 150: City Employees Ratings by Respondent Tenure, Income and Length of Residency**

What was your impression of City employees in your most recent contact? (Average rating where excellent=100 and poor=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Knowledge	76	77	74	76	78	77	76	76	76
Courtesy	78	80	74	81	81	80	79	79	79
Responsiveness	73	74	72	71	76	75	74	73	74
Follow-up (got back to you or took action if needed)	67	67	64	64	70	66	70	66	67
Overall customer service	75	74	71	75	76	75	74	73	74

**Table 151: Civic Engagement by Respondent Age, Gender and Race/Ethnicity**

In the last 12 months, about how many times, if ever, have you done the following? (Percent at least once)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
Watched a City Council meeting on cable TV (Ch. 13/28)	15%	21%	32%	21%	24%	12%	44%	25%	23%
Watched a City Council meeting on the City's website	14%	17%	17%	13%	20%	9%	31%	17%	16%
Watched other programs on the City's cable channel	19%	23%	32%	24%	24%	12%	50%	27%	25%
Watched other City programs on the website or YouTube	14%	19%	18%	15%	20%	11%	30%	20%	17%
Visited the City's website at takomaparkmd.gov	71%	74%	59%	71%	66%	76%	56%	64%	68%
Attended a City Council meeting in person	7%	27%	36%	24%	24%	23%	22%	27%	24%
Read the Takoma Park Newsletter	88%	95%	95%	95%	91%	95%	92%	91%	93%
Referred to the City of Takoma Park Recreation Guide	71%	87%	83%	83%	78%	83%	78%	79%	81%
Visited the Takoma Park Facebook page	21%	20%	15%	18%	19%	21%	15%	16%	18%
Viewed the Takoma Park Instagram account	7%	4%	4%	5%	4%	2%	7%	9%	5%
Read tweets from Takoma Park (on Twitter)	14%	9%	5%	8%	10%	9%	8%	10%	9%
Visited the New Ave website	10%	10%	7%	8%	11%	6%	12%	13%	9%
Visited the New Ave Facebook page	4%	6%	4%	4%	5%	3%	7%	7%	5%
Visited the Police Department's Facebook page	8%	8%	5%	7%	7%	7%	9%	6%	7%
Read tweets from the Police Department	7%	8%	6%	6%	8%	6%	7%	9%	7%
Read tweets from the Library	7%	8%	6%	6%	8%	4%	11%	9%	7%

**Table 152: Civic Engagement by Respondent Tenure, Income and Length of Residency**

In the last 12 months, about how many times, if ever, have you done the following? (Percent at least once)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
Watched a City Council meeting on cable TV (Ch. 13/28)	27%	19%	37%	22%	12%	16%	24%	34%	23%
Watched a City Council meeting on the City's website	19%	13%	28%	12%	9%	12%	19%	19%	16%
Watched other programs on the City's cable channel	30%	20%	40%	23%	13%	16%	28%	34%	25%
Watched other City programs on the website or YouTube	21%	14%	27%	15%	11%	12%	21%	21%	17%
Visited the City's website at takomaparkmd.gov	60%	76%	52%	69%	80%	66%	73%	64%	68%
Attended a City Council meeting in person	15%	32%	23%	19%	26%	9%	33%	37%	24%
Read the Takoma Park Newsletter	90%	96%	87%	94%	96%	93%	92%	95%	93%
Referred to the City of Takoma Park Recreation Guide	77%	84%	72%	85%	84%	79%	83%	83%	81%
Visited the Takoma Park Facebook page	18%	18%	15%	20%	19%	19%	20%	15%	18%
Viewed the Takoma Park Instagram account	7%	4%	8%	5%	2%	5%	5%	4%	5%
Read tweets from Takoma Park (on Twitter)	9%	9%	8%	8%	8%	12%	8%	4%	9%
Visited the New Ave website	7%	11%	11%	8%	7%	9%	10%	8%	9%
Visited the New Ave Facebook page	5%	5%	7%	3%	4%	3%	7%	3%	5%
Visited the Police Department's Facebook page	8%	7%	9%	6%	7%	6%	8%	7%	7%
Read tweets from the Police Department	6%	7%	8%	6%	6%	6%	8%	6%	7%
Read tweets from the Library	9%	5%	12%	4%	4%	7%	7%	5%	7%

**Table 153: Information Sources by Respondent Age, Gender and Race/Ethnicity**

How much information do you get about the City of Takoma Park government activities from each of the following sources? (Average rating where most=100 and none=0)	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			Overall
	18 to 34 years	35 to 54 years	55+ years	Female	Male	White, not Hispanic	Black or African American, not Hispanic	Other	
The City of Takoma Park's cable television channel	19	16	26	17	23	9	41	25	20
The City of Takoma Park's website (takomaparkmd.gov)	66	71	54	63	66	73	52	56	64
The City of Takoma Park Recreation Guide	68	83	75	77	75	77	79	73	76
Special mailings from the City of Takoma Park	73	85	86	84	79	89	77	68	82
The monthly Takoma Park Newsletter	89	91	92	90	92	93	87	89	91
The City of Takoma Park's posting on Facebook	15	16	12	15	13	15	14	14	14
The Washington Post	43	49	62	51	53	58	40	49	52
The Silver Spring - Takoma Park Gazette	42	58	67	54	58	60	55	48	56
The Silver Spring Regional Center's e-mail notices	8	12	11	10	12	7	17	13	10
Neighborhood and community listservs	40	61	47	54	47	63	28	47	51
Posters or flyers in public buildings	46	56	53	56	47	52	50	55	52
Mayor or other City Councilmember	24	36	49	37	35	36	36	35	36
'Word of mouth'	70	77	72	76	70	82	56	71	74
E-mail notices from the Takoma Park Police Department	15	34	30	30	24	33	14	29	27
E-mail notices from other Takoma Park departments	10	30	24	27	18	25	16	25	23
The City of Takoma Park's posts on Twitter	13	10	5	10	9	9	10	12	10
Weekly e-news	12	18	21	19	15	16	20	16	17

Table 154: Information Sources by Respondent Tenure, Income and Length of Residency

How much information do you get about the City of Takoma Park government activities from each of the following sources? (Average rating where most=100 and none=0)	Respondent's Tenure		Respondent's Household Income			Length of Residency			Overall
	Rent	Own	Less than \$50,000	\$50,000-\$99,000	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years	
The City of Takoma Park's cable television channel	28	13	40	17	7	17	21	25	20
The City of Takoma Park's website (takomaparkmd.gov)	57	71	49	62	76	63	71	53	64
The City of Takoma Park Recreation Guide	75	77	73	77	78	75	76	77	76
Special mailings from the City of Takoma Park	76	87	71	83	88	76	84	89	82
The monthly Takoma Park Newsletter	88	93	88	91	93	90	89	95	91
The City of Takoma Park's posting on Facebook	16	13	18	11	14	15	16	11	14
The Washington Post	45	58	43	50	59	46	52	65	52
The Silver Spring - Takoma Park Gazette	50	61	58	47	59	43	61	72	56
The Silver Spring Regional Center's e-mail notices	14	7	17	10	6	8	12	11	10
Neighborhood and community listservs	33	67	30	41	70	44	61	48	51
Posters or flyers in public buildings	56	48	55	52	49	47	57	52	52
Mayor or other City Councilmember	29	42	40	30	37	26	42	47	36
'Word of mouth'	66	80	60	73	83	69	77	76	74
E-mail notices from the Takoma Park Police Department	14	39	17	24	37	19	33	34	27
E-mail notices from other Takoma Park departments	15	29	18	21	26	13	31	24	23
The City of Takoma Park's posts on Twitter	11	8	12	9	8	12	8	6	10
Weekly e-news	15	19	18	16	17	13	19	21	17

## GEOGRAPHIC CROSTABULATIONS

The following pages contain breakdowns of the survey results by Ward within Takoma Park. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of  $p > .05$ ).

**Table 155: Quality of Life Ratings by Ward**

Please rate your quality of life in Takoma Park. (Average rating where excellent=100 and poor=0)	Ward						Overall
	1	2	3	4	5	6	
Overall, how would you describe the quality of life in Takoma Park?	79	80	79	76	72	72	77
How would you rate the overall quality of life in your neighborhood?	80	79	76	70	58	60	71
How do you rate Takoma Park as a place to raise children?	83	86	84	74	71	69	79
How do you rate Takoma Park as a place to grow old?	69	64	64	67	59	63	64
How do you rate Takoma Park as a place to live alone?	64	63	61	66	55	58	61

**Table 156: Community Ratings by Ward**

Please rate each of the following characteristics of Takoma Park. (Average rating where excellent=100 and poor=0)	Ward						Overall
	1	2	3	4	5	6	
Sense of community	81	80	81	75	70	70	77
Opportunity to be heard and have a say in what happens in Takoma Park	77	73	75	66	66	65	71
Overall appearance of Takoma Park	68	68	67	67	66	62	66
Opportunities to attend cultural or arts events	74	75	76	80	76	66	75
Shopping opportunities	47	48	45	55	54	50	49
Parks and other recreational opportunities	73	78	71	75	77	66	73
Openness and acceptance of people of diverse backgrounds	80	85	83	77	78	75	80
Access to municipal buildings	81	79	79	80	77	74	79
Services for individuals with disabilities	63	60	55	76	69	59	64
Availability of good quality affordable housing	39	47	39	54	47	46	45
Ease of travel by bicycle	57	55	57	71	62	58	60
Ease of travel by walking	75	66	74	77	72	58	71
Ease of travel by public transit	78	68	76	78	77	68	74
Access to good quality health care	59	61	61	62	64	60	61

Table 157: Community Participation by Ward

In the last 12 months, about how many times have you or other household members done the following things: (Percent at least once)	Ward						Overall
	1	2	3	4	5	6	
Visited the New Hampshire Avenue Recreation Center	17%	24%	9%	14%	16%	41%	19%
Visited the Takoma Park Community Center (Maple Avenue)	82%	81%	70%	81%	68%	67%	75%
Attended a meeting at the Takoma Park Community Center	42%	43%	35%	37%	33%	46%	39%
Attended a cultural event at the Takoma Park Community Center	52%	50%	42%	49%	48%	36%	46%
Participated in a Takoma Park Recreation program	37%	41%	31%	42%	22%	28%	34%
Visited the Takoma Park, Maryland Library	78%	77%	71%	82%	67%	67%	74%
Attended an event at the Takoma Park, Maryland Library	35%	37%	30%	41%	30%	27%	33%
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	18%	23%	21%	35%	33%	25%	25%
Used Wi-Fi connections in a Takoma Park municipal facility	21%	23%	18%	28%	23%	20%	22%

Table 158: Safety Ratings by Ward

How safe or unsafe do you feel walking alone.... (Percent "very" or "somewhat safe")	Ward						Overall
	1	2	3	4	5	6	
In your neighborhood during the day	97%	97%	98%	92%	96%	94%	96%
In your neighborhood after dark	65%	74%	71%	71%	58%	59%	67%
In Old Takoma/Takoma Junction during the day	96%	98%	97%	97%	98%	94%	97%
In Old Takoma/Takoma Junction after dark	71%	75%	77%	77%	82%	72%	76%
From Takoma Metro station during the day	96%	96%	97%	92%	98%	98%	96%
From Takoma Metro station after dark	49%	38%	55%	60%	50%	59%	51%
In University/New Hampshire Crossroads area during the day	72%	81%	78%	79%	73%	82%	78%
In University/New Hampshire Crossroads area after dark	17%	18%	25%	33%	37%	45%	29%
In Flower Ave./Piney Branch area during the day	84%	84%	88%	85%	86%	86%	85%
In Flower Ave./Piney Branch area after dark	34%	36%	37%	50%	46%	46%	41%

**Table 159: Problem Ratings by Ward**

Please rate how much of a problem each of the following is in your neighborhood. (Percent at least a "moderate" problem)	Ward						Overall
	1	2	3	4	5	6	
Traffic	28%	33%	23%	19%	13%	47%	27%
Cut-through traffic	28%	40%	29%	15%	17%	46%	29%
Speeding	34%	40%	28%	23%	26%	50%	33%
Oversized or commercial vehicles parked on street	14%	8%	15%	12%	18%	30%	16%
Parking	25%	17%	16%	21%	25%	36%	23%
Pedestrian hazards	26%	28%	22%	19%	28%	31%	25%
Crime	47%	35%	39%	18%	38%	52%	38%
Gangs	10%	11%	11%	19%	30%	34%	18%
Graffiti	8%	6%	6%	8%	6%	21%	9%
Litter	21%	20%	15%	23%	36%	32%	24%
Overgrown grass and vegetation	11%	9%	12%	12%	20%	20%	14%
Run down or vacant houses and buildings	7%	14%	11%	8%	24%	16%	13%
Use of pesticides and fertilizers on lawns	9%	11%	9%	13%	11%	18%	11%

**Table 160: Police Effectiveness Ratings by Ward**

(Average rating where very effective=100 and not at all effective=0)	Ward						Overall
	1	2	3	4	5	6	
How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	68	72	68	79	76	74	73

**Table 161: Police Visibility Ratings by Ward**

(Average rating where very visible=100 and not at all visible=0)	Ward						Overall
	1	2	3	4	5	6	
How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	45	43	44	79	61	55	53

**Table 162: Police Ratings by Ward**

Please rate how well you think the Takoma Park Police Department is doing at each of the following: (Average rating where excellent=100 and poor=0)	Ward						Overall
	1	2	3	4	5	6	
Preventing crime	55	58	54	71	65	64	61
Reducing the community's fear of crime	52	56	50	67	63	62	58
Responding quickly to citizens' calls for service	72	72	67	77	76	70	72
Effectively solving crimes	53	58	51	70	68	63	60
Caring about the well-being of the people they deal with	65	65	63	72	71	67	67
Working with people in your neighborhood to solve neighborhood problems	61	58	57	70	65	59	61

**Table 163: Overall Police Rating by Ward**

(Average rating where excellent=100 and poor=0)	Ward						Overall
	1	2	3	4	5	6	
Overall, how would you rate your contact with the Takoma Park Police Department?	64	64	62	66	64	74	65

**Table 164: Police Characteristics Ratings by Ward**

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are... (Average rating where strongly agree=100 and strongly disagree=0)	Ward						Overall
	1	2	3	4	5	6	
Fair in dealing with people	74	73	75	73	75	82	75
Courteous in dealing with people	75	71	74	75	78	83	75
Helpful and cooperative	75	71	70	74	78	82	74
Sensitive to residents' concerns	72	69	67	69	75	80	71
Honest and can be trusted	76	73	73	69	75	81	75
Well trained to handle problems	70	68	67	70	79	81	72

**Table 165: Overall Service Quality Ratings by Ward**

Overall, how would you rate the quality of the services provided by each of the following? (Average rating where excellent=100 and poor=0)	Ward						Overall
	1	2	3	4	5	6	
The City of Takoma Park Government	71	73	72	74	71	71	72
The Montgomery County Government	62	63	65	73	59	65	64

**Table 166: City Services Ratings by Ward**

Please rate each of the following City services. (Average rating where excellent=100 and poor=0)	Ward						Overall
	1	2	3	4	5	6	
Trash collection	90	86	86	83	75	73	83
Recycling services	89	84	86	78	70	72	81
Weekly yard waste collection	90	89	85	81	68	77	83
Special recycling drop-off at Public Works	80	82	74	70	69	66	74
Fall vacuum leaf collection	76	69	69	70	59	62	68
Tree maintenance	62	65	58	70	61	56	62
Street and sidewalk repairs and maintenance	56	53	49	61	41	53	52
Snow and ice removal	68	65	61	65	53	63	63
Street sweeping	68	67	63	68	49	61	63
Street lighting	63	55	56	67	56	53	58
Street sign maintenance	69	67	69	70	64	61	67
Planning (streetscapes, neighborhood projects)	62	58	64	64	56	55	60
Economic development (business outreach, local business promotion)	59	59	61	60	55	45	57
Arts and cultural events	74	75	75	76	78	69	75
Recreation programs for tots (camps, Kindermusik, Rookie sports)	73	76	76	77	79	70	76
Recreation programs for youth (afterschool, summer camps, sports, art)	72	76	77	76	78	67	75
Recreation programs for adults (fitness, art, sports)	65	66	65	70	68	61	66
Recreation programs for seniors (trips, classes, fitness)	72	74	72	70	68	65	70
Recreation sponsored special events (Halloween, Egg Hunt, movie nights)	73	76	75	77	73	64	73
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	67	68	67	67	74	57	67
Athletic fields and playgrounds	70	74	73	74	72	61	71
Appearance of parks	71	74	70	74	70	60	70
Accessibility of parks	75	77	75	75	77	64	74

Please rate each of the following City services. (Average rating where excellent=100 and poor=0)	Ward						Overall
	1	2	3	4	5	6	
Safety of parks	65	68	68	72	65	59	67
Appearance of City buildings	73	72	72	76	68	68	72
Accessibility of City buildings	76	75	75	80	76	67	75
Safety of City buildings	79	75	79	81	79	72	78
Enforcement of traffic laws	62	65	66	74	64	65	66
Enforcement of parking regulations	60	66	66	70	64	61	65
Property maintenance code enforcement	55	60	54	66	57	51	57
Stormwater management	67	68	62	67	55	59	63
Landlord and tenant assistance	67	67	56	69	62	50	62
City's cable channel programming	58	65	45	63	64	59	60
City's website (takomaparkmd.gov)	57	60	57	66	61	63	61
Takoma Park Library programs	77	80	77	75	78	73	77
Takoma Park Library collections	68	70	68	70	66	64	68
Computer Center in Community Center	74	74	76	75	71	72	74
Passport services	77	78	79	74	77	65	76
Notary services	72	79	79	80	74	71	76
Online bill payment	63	73	60	72	75	63	68
Online registration for recreation programs	69	70	58	71	70	66	67
Online registration for library programs	72	76	66	78	71	71	73
Online reservation of facilities	71	77	58	75	71	63	70

**Table 167: Government Policy Ratings by Ward**

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: (Average rating where strongly agree=100 and strongly disagree=0)	Ward						Overall
	1	2	3	4	5	6	
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	81	80	79	82	79	85	81
Protect the economic health of Takoma Park	66	69	70	78	75	77	72
Plan effectively for the future	61	67	66	78	70	76	69
Reduce solid waste and promote recycling	84	82	79	83	78	78	81
Prepare the community for an emergency	56	57	57	70	70	69	63
Provide a variety of recreation opportunities to the community	79	79	78	82	83	77	80
Address traffic congestion	50	54	53	66	64	61	57
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	65	61	66	67	67	71	66
Provide safe walking routes throughout the city	66	64	70	72	71	70	69

**Table 168: Government Performance Ratings by Ward**

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion. (Average rating where strongly agree=100 and strongly disagree=0)	Ward						Overall
	1	2	3	4	5	6	
City government is really run for the benefit of all the people	74	73	72	76	72	78	74
Takoma Park city government welcomes resident involvement	77	75	76	76	79	78	77
I feel included as a part of the Takoma Park community	76	74	75	77	68	73	74

**Table 169: City Employees Ratings by Ward**

What was your impression of City employees in your most recent contact? (Average rating where excellent=100 and poor=0)	Ward						Overall
	1	2	3	4	5	6	
Knowledge	77	74	77	79	75	75	76
Courtesy	81	81	77	81	76	77	79
Responsiveness	75	77	73	73	69	72	74
Follow-up (got back to you or took action if needed)	68	74	66	68	64	58	67
Overall customer service	75	78	73	76	69	73	74

Table 170: Civic Engagement by Ward

In the last 12 months, about how many times, if ever, have you done the following? (Percent at least once)	Ward						Overall
	1	2	3	4	5	6	
Watched a City Council meeting on cable TV (Ch. 13/28)	17%	16%	11%	35%	26%	42%	23%
Watched a City Council meeting on the City's website	13%	10%	8%	25%	24%	24%	16%
Watched other programs on the City's cable channel	16%	18%	12%	38%	29%	43%	25%
Watched other City programs on the website or YouTube	13%	14%	12%	21%	24%	24%	17%
Visited the City's website at takomaparkmd.gov	76%	73%	71%	63%	60%	63%	68%
Attended a City Council meeting in person	30%	25%	22%	18%	20%	28%	24%
Read the Takoma Park Newsletter	90%	96%	97%	89%	90%	93%	93%
Referred to the City of Takoma Park Recreation Guide	80%	93%	81%	76%	74%	79%	81%
Visited the Takoma Park Facebook page	18%	24%	18%	14%	17%	19%	18%
Viewed the Takoma Park Instagram account	3%	3%	4%	8%	9%	4%	5%
Read tweets from Takoma Park (on Twitter)	5%	8%	11%	12%	11%	5%	9%
Visited the New Ave website	4%	7%	7%	8%	13%	19%	9%
Visited the New Ave Facebook page	3%	3%	4%	7%	8%	5%	5%
Visited the Police Department's Facebook page	7%	6%	5%	11%	8%	7%	7%
Read tweets from the Police Department	7%	5%	6%	9%	9%	7%	7%
Read tweets from the Library	5%	5%	5%	13%	7%	7%	7%

Table 171: Information Sources by Ward

How much information do you get about the City of Takoma Park government activities from each of the following sources? (Average rating where most=100 and none=0)	Ward						Overall
	1	2	3	4	5	6	
The City of Takoma Park's cable television channel	15	14	9	34	23	35	20
The City of Takoma Park's website (takomaparkmd.gov)	73	65	68	60	56	59	64
The City of Takoma Park Recreation Guide	76	85	70	76	72	78	76
Special mailings from the City of Takoma Park	87	88	83	75	79	77	82
The monthly Takoma Park Newsletter	88	96	94	87	87	91	91
The City of Takoma Park's posting on Facebook	13	15	13	20	15	11	14
The Washington Post	54	60	56	44	50	43	52
The Silver Spring - Takoma Park Gazette	66	65	55	52	49	44	56
The Silver Spring Regional Center's e-mail notices	6	10	5	18	14	14	10
Neighborhood and community listservs	66	67	56	36	34	37	51
Posters or flyers in public buildings	55	57	50	50	50	50	52
Mayor or other City Councilmember	47	35	29	30	34	45	36
'Word of mouth'	87	80	77	63	66	61	74
E-mail notices from the Takoma Park Police Department	39	35	31	14	14	26	27
E-mail notices from other Takoma Park departments	27	28	23	17	20	19	23
The City of Takoma Park's posts on Twitter	8	7	10	15	10	8	10
Weekly e-news	21	14	15	15	14	24	17

# Appendix E: Benchmark Comparisons

## UNDERSTANDING THE BENCHMARK COMPARISONS

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than libraries. More illuminating is how residents’ ratings of police services compare to opinions about police services in other communities and to resident ratings over time.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the city rate police services lower than ratings given by residents in other cities with objectively “worse” departments. Benchmark data can help that police department – or any City department – to understand how well citizens think it is doing.

While benchmarks help set the basis for evaluation, resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel and politics to help administrators know how to respond to comparative results.

## COMPARISON DATA

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work<sup>1, 2</sup>. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Communities in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all jurisdictions in the database or to subsets of jurisdictions (within a given region or population category or that meet select criteria outlined by the community). Comparisons of Takoma Park’s results were made in this report to all jurisdictions in the database.

Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely,

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<sup>1</sup> Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.

<sup>2</sup> Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The City of Takoma Park’s survey results were compared to communities across the nation.

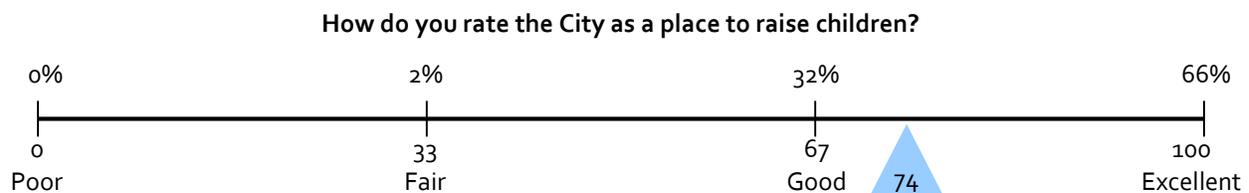
### Putting Evaluations onto the 100-point Scale

Although responses to many of the evaluative questions in the survey were made on a four-point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 10 points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent”=100, “good”=67, “fair”=33 and “poor”=0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

### Example of Converting Responses to the 100-point Scale

How do you rate the City as a place to raise children?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	32%	= $32 \div (100-11) =$	36%	100	= $36\% \times 100 =$	36
Good	46%	= $46 \div (100-11) =$	52%	67	= $52\% \times 67 =$	35
Fair	9%	= $9 \div (100-11) =$	10%	33	= $10\% \times 33 =$	3
Poor	2%	= $2 \div (100-11) =$	2%	0	= $2\% \times 0 =$	0
Don’t know	11%		--			
Total	100%		100%			74



## INTERPRETING THE RESULTS

Average ratings were compared when questions similar to those asked in the Takoma Park's survey were included in NRC's database, and there were at least five peer jurisdictions in which the question was asked. Where comparisons were available, three numbers are provided in the tables starting on the next page. The first column is Takoma Park's rating on the 100-point scale. The second column is the rank assigned to Takoma Park's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of Takoma Park's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Takoma Park's results were noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Takoma Park's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "higher" or "lower" if the difference between Takoma Park's rating and the benchmark is greater than margin of error but less than twice the margin of error; and "much higher" or "much lower" if the difference between Takoma Park's rating and the benchmark is more than twice the margin of error.

Comparisons for a number of items on the survey were not available in the benchmark database (e.g., some of the city services or aspects of government performance). These items are excluded from the benchmark tables.

## NATIONAL BENCHMARK COMPARISONS

Table 172: Question 1 Benchmarks

Please rate your quality of life in Takoma Park.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Overall, how would you describe the quality of life in Takoma Park?	77	86	361	Much higher
How would you rate the overall quality of life in your neighborhood?	71	5	13	Much higher
How do you rate Takoma Park as a place to raise children?	79	80	300	Much higher

Table 173: Question 2 Benchmarks

Please rate each of the following characteristics of Takoma Park.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	77	8	242	Much higher
Overall appearance of Takoma Park	66	108	278	Much higher
Opportunities to attend cultural or arts events	75	6	237	Much higher
Shopping opportunities	49	148	230	Lower
Parks and other recreational opportunities	73	4	10	Much higher
Openness and acceptance of people of diverse backgrounds	80	1	228	Much higher
Services for individuals with disabilities	64	190	209	Much lower
Availability of good quality affordable housing	45	137	242	Similar
Ease of travel by bicycle	60	65	237	Much higher
Ease of travel by walking	71	46	230	Much higher
Ease of travel by public transit	74	1	174	Much higher
Access to good quality health care	61	44	204	Much higher

Table 174: Question 5 Benchmarks

How safe or unsafe do you feel walking alone . . .	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
In your neighborhood during the day	89	143	276	Similar
In your neighborhood after dark	59	243	258	Much lower

**Table 175: Question 9 Benchmarks**

<b>Please rate how well you think the Takoma Park Police Department is doing at each of the following:</b>	<b>Average rating</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Preventing crime	61	143	274	Similar
Responding quickly to citizens' calls for service	72	19	75	Much higher
Working with people in your neighborhood to solve neighborhood problems	61	NA	NA	NA

**Table 176: Question 13 Benchmarks**

<b>Overall, how would you rate your contact with the Takoma Park Police Department?</b>	<b>Average rating</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Overall, how would you rate your contact with the Takoma Park Police Department?	65	95	138	Much lower

**Table 177: Question 16 Benchmarks**

<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	<b>Average rating</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
The City of Takoma Park Government	72	45	336	Much higher
The Montgomery County Government	64	4	169	Much higher

Table 178: Question 17 Benchmarks

Please rate each of the following City services.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Trash collection	83	7	275	Much higher
Recycling services	81	9	285	Much higher
Weekly yard waste collection	83	2	205	Much higher
Street and sidewalk repairs and maintenance	52	129	344	Much higher
Snow and ice removal	63	70	234	Much higher
Street sweeping	63	73	231	Much higher
Street lighting	58	93	256	Higher
Planning (streetscapes, neighborhood projects)	60	5	13	Much higher
Economic development (business outreach, local business promotion)	57	43	223	Much higher
Arts and cultural events	75	1	9	Much higher
Recreation programs for youth (afterschool, summer camps, sports, art)	75	3	26	Much higher
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	67	86	220	Higher
Athletic fields and playgrounds	71	5	43	Much higher
Appearance of parks	70	27	90	Higher
Accessibility of parks	74	4	44	Much higher
Safety of parks	67	22	33	Similar
Appearance of City buildings	72	2	13	Much higher
Enforcement of traffic laws	66	38	299	Much higher
Enforcement of parking regulations	65	NA	NA	NA
Property maintenance code enforcement	57	1	12	Much higher
Stormwater management	63	68	284	Much higher
City's cable channel programming	60	5	25	Much higher
City's website (takomaparkmd.gov)	61	30	32	Much lower
Takoma Park Library collections	68	10	14	Similar

**Table 179: Question 20 Benchmarks**

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
City government is really run for the benefit of all the people	74	1	12	Much higher
Takoma Park city government welcomes resident involvement	77	22	242	Much higher

**Table 180: Question 22 Benchmarks**

What was your impression of City employees in your most recent contact?	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Knowledge	76	63	243	Much higher
Courtesy	79	13	52	Much higher
Responsiveness	74	83	242	Much higher
Overall customer service	74	66	287	Much higher

## COMMUNITIES INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Abilene city, KS.....	6,844	Brownsburg town, IN .....	21,285
Adams County, CO .....	441,603	Bryan city, TX.....	76,201
Airway Heights city, WA .....	6,114	Burleson city, TX .....	36,690
Albany city, OR .....	50,158	Cabarrus County, NC.....	178,011
Albemarle County, VA .....	98,970	Cambridge city, MA.....	105,162
Albert Lea city, MN .....	18,016	Cape Coral city, FL.....	154,305
Altoona city, IA .....	14,541	Cape Girardeau city, MO .....	37,941
Ames city, IA.....	58,965	Carlisle borough, PA.....	18,682
Andover CDP, MA .....	8,762	Carlsbad city, CA .....	105,328
Ankeny city, IA.....	45,582	Cartersville city, GA .....	19,731
Ann Arbor city, MI.....	113,934	Cary town, NC.....	135,234
Annapolis city, MD.....	38,394	Casa Grande city, AZ .....	48,571
Apple Valley town, CA.....	69,135	Casper city, WY .....	55,316
Arlington city, TX.....	365,438	Castle Pines North city, CO.....	10,360
Arlington County, VA .....	207,627	Castle Rock town, CO .....	48,231
Arvada city, CO .....	106,433	Cedar Falls city, IA .....	39,260
Ashland city, OR .....	20,078	Cedar Rapids city, IA.....	126,326
Ashland town, VA .....	7,225	Centennial city, CO.....	100,377
Aspen city, CO .....	6,658	Centralia city, IL .....	13,032
Auburn city, AL .....	53,380	Chambersburg borough, PA .....	20,268
Auburn city, WA.....	70,180	Chandler city, AZ.....	236,123
Aurora city, CO .....	325,078	Chanhasen city, MN.....	22,952
Austin city, TX.....	790,390	Chapel Hill town, NC .....	57,233
Bainbridge Island city, WA .....	23,025	Charlotte city, NC.....	731,424
Baltimore city, MD .....	620,961	Charlotte County, FL .....	159,978
Baltimore County, MD .....	805,029	Charlottesville city, VA .....	43,475
Battle Creek city, MI.....	52,347	Chesterfield County, VA .....	316,236
Bay City city, MI .....	34,932	Chippewa Falls city, WI.....	13,661
Baytown city, TX.....	71,802	Citrus Heights city, CA.....	83,301
Bedford town, MA.....	13,320	Clayton city, MO .....	15,939
Bellevue city, WA .....	122,363	Clive city, IA .....	15,447
Beltrami County, MN .....	44,442	Clovis city, CA .....	95,631
Benbrook city, TX .....	21,234	College Park city, MD .....	30,413
Benicia city, CA .....	26,997	College Station city, TX .....	93,857
Bettendorf city, IA.....	33,217	Colleyville city, TX .....	22,807
Billings city, MT.....	104,170	Collinsville city, IL.....	25,579
Blaine city, MN.....	57,186	Columbia city, MO.....	108,500
Bloomfield Hills city, MI .....	3,869	Columbus city, WI .....	4,991
Bloomington city, IL.....	76,610	Commerce City city, CO .....	45,913
Bloomington city, MN.....	82,893	Concord city, CA.....	122,067
Blue Springs city, MO.....	52,575	Concord town, MA .....	17,668
Boise City city, ID .....	205,671	Conyers city, GA.....	15,195
Boonville city, MO.....	8,319	Cookeville city, TN .....	30,435
Boulder city, CO .....	97,385	Coon Rapids city, MN .....	61,476
Boulder County, CO .....	294,567	Cooper City city, FL .....	28,547
Bowling Green city, KY .....	58,067	Coronado city, CA .....	18,912
Bristol city, TN .....	26,702	Corvallis city, OR .....	54,462
Broken Arrow city, OK .....	98,850	Cross Roads town, TX.....	1,563
Brookfield city, WI.....	37,920	Crystal Lake city, IL .....	40,743
Brookline CDP, MA .....	58,732	Dade City city, FL .....	6,437
Brookline town, NH .....	4,991	Dakota County, MN.....	398,552
Broomfield city, CO .....	55,889	Dallas city, OR .....	14,583

Dallas city, TX .....	1,197,816	Fruita city, CO .....	12,646
Davenport city, IA .....	99,685	Gainesville city, FL .....	124,354
Davidson town, NC .....	10,944	Gaithersburg city, MD .....	59,933
Decatur city, GA .....	19,335	Galveston city, TX .....	47,743
Delray Beach city, FL .....	60,522	Garden City city, KS .....	26,658
Denver city, CO .....	600,158	Gardner city, KS .....	19,123
Derby city, KS .....	22,158	Geneva city, NY .....	13,261
Des Moines city, IA .....	203,433	Georgetown city, TX .....	47,400
Destin city, FL .....	12,305	Gilbert town, AZ .....	208,453
Dewey-Humboldt town, AZ .....	3,894	Gillette city, WY .....	29,087
Dorchester County, MD .....	32,618	Globe city, AZ .....	7,532
Dothan city, AL .....	65,496	Goodyear city, AZ .....	65,275
Douglas County, CO .....	285,465	Grafton village, WI .....	11,459
Dover city, NH .....	29,987	Grand Island city, NE .....	48,520
Dublin city, OH .....	41,751	Greeley city, CO .....	92,889
Duluth city, MN .....	86,265	Green Valley CDP, AZ .....	21,391
Duncanville city, TX .....	38,524	Greenwood Village city, CO .....	13,925
Durham city, NC .....	228,330	Greer city, SC .....	25,515
East Grand Forks city, MN .....	8,601	Gunnison County, CO .....	15,324
East Lansing city, MI .....	48,579	Hailey city, ID .....	7,960
Eau Claire city, WI .....	65,883	Haines Borough, AK .....	2,508
Eden Prairie city, MN .....	60,797	Hallandale Beach city, FL .....	37,113
Edgerton city, KS .....	1,671	Hamilton city, OH .....	62,477
Edina city, MN .....	47,941	Hampton city, VA .....	137,436
Edmonds city, WA .....	39,709	Hanover County, VA .....	99,863
El Cerrito city, CA .....	23,549	Harrisonburg city, VA .....	48,914
El Paso city, TX .....	649,121	Harrisonville city, MO .....	10,019
Elk Grove city, CA .....	153,015	Hayward city, CA .....	144,186
Elk River city, MN .....	22,974	Henderson city, NV .....	257,729
Elko New Market city, MN .....	4,110	Hermiston city, OR .....	16,745
Elmhurst city, IL .....	44,121	High Point city, NC .....	104,371
Encinitas city, CA .....	59,518	Highland Park city, IL .....	29,763
Englewood city, CO .....	30,255	Highlands Ranch CDP, CO .....	96,713
Erie town, CO .....	18,135	Hillsborough town, NC .....	6,087
Escambia County, FL .....	297,619	Holden town, MA .....	17,346
Estes Park town, CO .....	5,858	Holland city, MI .....	33,051
Farmington Hills city, MI .....	79,740	Honolulu County, HI .....	953,207
Fayetteville city, NC .....	200,564	Hooksett town, NH .....	13,451
Fishers town, IN .....	76,794	Hopkins city, MN .....	17,591
Flagstaff city, AZ .....	65,870	Hopkinton town, MA .....	14,925
Flower Mound town, TX .....	64,669	Hoquiam city, WA .....	8,726
Flushing city, MI .....	8,389	Houston city, TX .....	2,099,451
Forest Grove city, OR .....	21,083	Hudson city, OH .....	22,262
Fort Collins city, CO .....	143,986	Hudson town, CO .....	2,356
Fort Smith city, AR .....	86,209	Hudsonville city, MI .....	7,116
Fort Worth city, TX .....	741,206	Huntersville town, NC .....	46,773
Fountain Hills town, AZ .....	22,489	Hurst city, TX .....	37,337
Franklin city, TN .....	62,487	Hutchinson city, MN .....	14,178
Fredericksburg city, VA .....	24,286	Hutto city, TX .....	14,698
Freeport CDP, ME .....	1,485	Hyattsville city, MD .....	17,557
Freeport city, IL .....	25,638	Indian Trail town, NC .....	33,518
Fremont city, CA .....	214,089	Indianola city, IA .....	14,782
Friendswood city, TX .....	35,805	Iowa City city, IA .....	67,862

Jackson County, MI .....	160,248	Menlo Park city, CA .....	32,026
Jefferson City city, MO .....	43,079	Meridian charter township, MI.....	39,688
Jefferson County, CO .....	534,543	Meridian city, ID .....	75,092
Jerome city, ID .....	10,890	Merriam city, KS.....	11,003
Johnson City city, TN .....	63,152	Merrill city, WI .....	9,661
Johnson County, KS .....	544,179	Mesa city, AZ .....	439,041
Jupiter town, FL .....	55,156	Mesa County, CO .....	146,723
Kalamazoo city, MI .....	74,262	Miami Beach city, FL .....	87,779
Kansas City city, MO .....	459,787	Midland city, MI.....	41,863
Kenmore city, WA.....	20,460	Milford city, DE .....	9,559
Kennett Square borough, PA .....	6,072	Minneapolis city, MN.....	382,578
Kirkland city, WA .....	48,787	Mission Viejo city, CA .....	93,305
La Mesa city, CA .....	57,065	Modesto city, CA.....	201,165
La Plata town, MD .....	8,753	Monterey city, CA .....	27,810
La Porte city, TX.....	33,800	Montgomery County, MD.....	971,777
La Vista city, NE.....	15,758	Montgomery County, VA .....	94,392
Lafayette city, CO .....	24,453	Montpelier city, VT.....	7,855
Laguna Beach city, CA .....	22,723	Mooreville town, NC .....	32,711
Laguna Hills city, CA .....	30,344	Morristown city, TN.....	29,137
Lake Oswego city, OR.....	36,619	Moscow city, ID.....	23,800
Lake Zurich village, IL .....	19,631	Mountlake Terrace city, WA .....	19,909
Lakeville city, MN .....	55,954	Munster town, IN .....	23,603
Lakewood city, CO.....	142,980	Muscatine city, IA.....	22,886
Lane County, OR.....	351,715	Naperville city, IL.....	141,853
Larimer County, CO .....	299,630	Needham CDP, MA .....	28,886
Las Cruces city, NM.....	97,618	New Braunfels city, TX .....	57,740
Las Vegas city, NV .....	583,756	New Brighton city, MN .....	21,456
Lawrence city, KS .....	87,643	New Orleans city, LA .....	343,829
League City city, TX .....	83,560	Newport Beach city, CA.....	85,186
Lee County, FL.....	618,754	Newport city, RI .....	24,672
Lewiston city, ME.....	36,592	Newport News city, VA .....	180,719
Lincoln city, NE .....	258,379	Noblesville city, IN.....	51,969
Littleton city, CO .....	41,737	Nogales city, AZ .....	20,837
Livermore city, CA .....	80,968	Norfolk city, VA.....	242,803
Lone Tree city, CO .....	10,218	Norman city, OK .....	110,925
Longmont city, CO.....	86,270	North Las Vegas city, NV.....	216,961
Los Alamos County, NM.....	17,950	Northglenn city, CO .....	35,789
Louisville city, CO .....	18,376	Novato city, CA .....	51,904
Lynchburg city, VA.....	75,568	Novi city, MI .....	55,224
Lynnwood city, WA.....	35,836	O'Fallon city, IL .....	28,281
Madison city, WI .....	233,209	Oak Park village, IL.....	51,878
Mankato city, MN .....	39,309	Oakland Park city, FL .....	41,363
Maple Grove city, MN .....	61,567	Ogdensburg city, NY .....	11,128
Maple Valley city, WA .....	22,684	Oklahoma City city, OK .....	579,999
Maricopa County, AZ .....	3,817,117	Olathe city, KS .....	125,872
Marin County, CA.....	252,409	Olmsted County, MN .....	144,248
Maryland Heights city, MO .....	27,472	Orland Park village, IL .....	56,767
McAllen city, TX.....	129,877	Oshkosh city, WI .....	66,083
McDonough city, GA.....	22,084	Otsego County, MI .....	24,164
McKinney city, TX.....	131,117	Oviedo city, FL .....	33,342
McMinnville city, OR .....	32,187	Paducah city, KY .....	25,024
Mecklenburg County, NC.....	919,628	Palm Coast city, FL.....	75,180
Medford city, OR.....	74,907	Palm Springs city, CA .....	44,552

Palo Alto city, CA .....	64,403	Roswell city, GA .....	88,346
Panama City city, FL .....	36,484	Round Rock city, TX .....	99,887
Papillion city, NE .....	18,894	Royal Oak city, MI .....	57,236
Park City city, UT .....	7,558	Saco city, ME .....	18,482
Parker town, CO .....	45,297	Sahuarita town, AZ .....	25,259
Pasadena city, CA .....	137,122	Salida city, CO .....	5,236
Pasco city, WA .....	59,781	Salt Lake City city, UT .....	186,440
Pasco County, FL .....	464,697	Sammamish city, WA .....	45,780
Peachtree City city, GA .....	34,364	San Antonio city, TX .....	1,327,407
Pearland city, TX .....	91,252	San Carlos city, CA .....	28,406
Peoria city, AZ .....	154,065	San Diego city, CA .....	1,307,402
Peoria County, IL .....	186,494	San Francisco city, CA .....	805,235
Peters township, PA .....	21,213	San Jose city, CA .....	945,942
Petoskey city, MI .....	5,670	San Juan County, NM .....	130,044
Pflugerville city, TX .....	46,936	San Marcos city, TX .....	44,894
Phoenix city, AZ .....	1,445,632	San Rafael city, CA .....	57,713
Pinal County, AZ .....	375,770	Sandy Springs city, GA .....	93,853
Pinehurst village, NC .....	13,124	Sanford city, FL .....	53,570
Piqua city, OH .....	20,522	Sangamon County, IL .....	197,465
Platte City city, MO .....	4,691	Santa Clarita city, CA .....	176,320
Plymouth city, MN .....	70,576	Santa Fe County, NM .....	144,170
Pocatello city, ID .....	54,255	Santa Monica city, CA .....	89,736
Port Huron city, MI .....	30,184	Sarasota County, FL .....	379,448
Port Orange city, FL .....	56,048	Savage city, MN .....	26,911
Port St. Lucie city, FL .....	164,603	Savannah city, GA .....	136,286
Portland city, OR .....	583,776	Scarborough CDP, ME .....	4,403
Post Falls city, ID .....	27,574	Scott County, MN .....	129,928
Prince William County, VA .....	402,002	Scottsdale city, AZ .....	217,385
Provo city, UT .....	112,488	Seaside city, CA .....	33,025
Pueblo city, CO .....	106,595	SeaTac city, WA .....	26,909
Purcellville town, VA .....	7,727	Sevierville city, TN .....	14,807
Queen Creek town, AZ .....	26,361	Shawnee city, KS .....	62,209
Radford city, VA .....	16,408	Sheboygan city, WI .....	49,288
Radnor township, PA .....	31,531	Shorewood city, MN .....	7,307
Rapid City city, SD .....	67,956	Sioux Falls city, SD .....	153,888
Raymore city, MO .....	19,206	Skokie village, IL .....	64,784
Redmond city, WA .....	54,144	Snellville city, GA .....	18,242
Rehoboth Beach city, DE .....	1,327	South Lake Tahoe city, CA .....	21,403
Reno city, NV .....	225,221	South Portland city, ME .....	25,002
Reston CDP, VA .....	58,404	Southborough town, MA .....	9,767
Richmond city, CA .....	103,701	Southlake city, TX .....	26,575
Richmond Heights city, MO .....	8,603	Sparks city, NV .....	90,264
Rifle city, CO .....	9,172	Spokane Valley city, WA .....	89,755
River Falls city, WI .....	15,000	Springboro city, OH .....	17,409
Riverdale city, UT .....	8,426	Springfield city, OR .....	59,403
Riverside city, CA .....	303,871	Springville city, UT .....	29,466
Riverside city, MO .....	2,937	St. Charles city, IL .....	32,974
Rochester city, MI .....	12,711	St. Cloud city, MN .....	65,842
Rochester Hills city, MI .....	70,995	St. Joseph city, MO .....	76,780
Rock Hill city, SC .....	66,154	St. Louis County, MN .....	200,226
Rockford city, IL .....	152,871	St. Louis Park city, MN .....	45,250
Rockville city, MD .....	61,209	Stallings town, NC .....	13,831
Rolla city, MO .....	19,559	State College borough, PA .....	42,034

Sterling Heights city, MI.....	129,699	Watauga city, TX.....	23,497
Sugar Grove village, IL.....	8,997	Wauwatosa city, WI.....	46,396
Sugar Land city, TX.....	78,817	Waverly city, IA.....	9,874
Summit city, NJ.....	21,457	Weddington town, NC.....	9,459
Sunnyvale city, CA.....	140,081	Wentzville city, MO.....	29,070
Surprise city, AZ.....	117,517	West Carrollton city, OH.....	13,143
Suwanee city, GA.....	15,355	West Chester borough, PA.....	18,461
Tacoma city, WA.....	198,397	West Des Moines city, IA.....	56,609
Takoma Park city, MD.....	16,715	West Richland city, WA.....	11,811
Temecula city, CA.....	100,097	Westerville city, OH.....	36,120
Tempe city, AZ.....	161,719	Westlake town, TX.....	992
Temple city, TX.....	66,102	Westminster city, CO.....	106,114
The Woodlands CDP, TX.....	93,847	Weston town, MA.....	11,261
Thornton city, CO.....	118,772	Wheat Ridge city, CO.....	30,166
Thousand Oaks city, CA.....	126,683	White House city, TN.....	10,255
Tualatin city, OR.....	26,054	Whitewater township, MI.....	2,597
Tulsa city, OK.....	391,906	Wichita city, KS.....	382,368
Twin Falls city, ID.....	44,125	Williamsburg city, VA.....	14,068
Tyler city, TX.....	96,900	Wilmington city, NC.....	106,476
Umatilla city, OR.....	6,906	Wilsonville city, OR.....	19,509
Upper Arlington city, OH.....	33,771	Winchester city, VA.....	26,203
Urbandale city, IA.....	39,463	Windsor town, CO.....	18,644
Vail town, CO.....	5,305	Windsor town, CT.....	29,044
Vancouver city, WA.....	161,791	Winston-Salem city, NC.....	229,617
Ventura CCD, CA.....	111,889	Winter Garden city, FL.....	34,568
Vestavia Hills city, AL.....	34,033	Woodland city, CA.....	55,468
Virginia Beach city, VA.....	437,994	Woodland city, WA.....	5,509
Wake Forest town, NC.....	30,117	Wrentham town, MA.....	10,955
Walnut Creek city, CA.....	64,173	Yakima city, WA.....	91,067
Washington County, MN.....	238,136	York County, VA.....	65,464
Washoe County, NV.....	421,407	Yuma city, AZ.....	93,064

# Appendix F: Survey Methodology

## Developing the Questionnaire

General community surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of City amenities, their opinion on policy issues facing the City and their assessment of City service delivery. The resident survey questionnaire for Takoma Park was developed by starting with the version from the previous implementation in 2009. A list of topics was generated for new questions; items and questions were modified to find those that were the best fit for the 2014 project. In an iterative process between City staff and NRC staff, a final seven-page questionnaire was created.

## Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. Ideally, the chosen survey recipients should be representative of all eligible survey recipients. Randomly selecting survey recipients ensures that this will occur.

All households located in the boundaries of Takoma Park were eligible for the survey. Approximately 3,000 households were selected to participate in the survey using a stratified, systematic sampling method from a list of residences provided by the City. (Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.) The City of Takoma Park compiled the list from its rental housing database, State assessment files, street lists by ward and field checks.

Addresses were divided by ward and approximately 500 houses were randomly selected from each of the six Wards. To make sure that survey results could be compared by Ward, the appropriate Ward was ink-jetted onto each survey. This number was then data entered along with the responses to that survey. Additionally, housing units identified as being rentals were over-sampled to compensate for the tendency of residents who own their home to return surveys at a higher rate. An individual within each household was randomly selected to complete the survey using the birthday method. (The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

## Administering the Survey

Households received four mailings each beginning in February 2014. Completed surveys were collected over the following weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent the first wave of the survey was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the City Council inviting the household to participate in the 2014 Resident Survey, a questionnaire in both English and Spanish, and a self-mailing envelope. The fourth and final mailing was a reminder postcard asking residents who had not yet completed the survey and returned it to do so.

The cover letter and survey were mailed to residents in English and Spanish. The cover letter also included a paragraph in French and Amharic that described the contents of the packet, asked residents to find someone to help them complete the survey and provided them with a

number to call where they could complete the survey over the phone with someone who speaks their language.

About 5% of the surveys were returned because they either had incorrect addresses or were received by vacant housing units. Of the 2,862 remaining households, 1,071 completed the survey, providing a response rate of 37%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%.

**Table 181: Response Rate by Ward**

Ward	Number Mailed	Number Undeliverable	Number eligible	Number Returned	Response Rate
1	500	18	482	192	40%
2	500	9	491	186	38%
3	500	8	492	224	46%
4	500	45	455	160	35%
5	500	40	460	167	36%
6	500	18	482	142	29%
<b>Overall</b>	<b>3000</b>	<b>138</b>	<b>2,862</b>	<b>1071</b>	<b>37%</b>

### Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within  $\pm 3$  percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite the best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

### Survey Processing (Data Entry)

Mailed surveys were returned to NRC directly via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

## Analyzing the Results

### *Weighting the Data*

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

The weighting process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data. The results of the weighting scheme for the 2014 Takoma Park Resident Survey are presented in the table on the following page.

Table 182: Takoma Park Weighting Table 2014

Characteristic	Population Norm <sup>1</sup>	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	48%	25%	48%
Own home	52%	75%	52%
Detached unit	53%	72%	53%
Attached unit	47%	28%	47%
<b>Race and Ethnicity</b>			
White alone, not Hispanic	44%	64%	54%
Black	36%	18%	24%
Other	20%	18%	22%
<b>Sex and Age</b>			
Female	54%	60%	55%
Male	46%	40%	45%
18-34 years of age	29%	11%	29%
35-54 years of age	41%	39%	41%
55+ years of age	30%	50%	31%
Females 18-34	16%	7%	16%
Females 35-54	22%	25%	22%
Females 55+	17%	28%	18%
Males 18-34	13%	4%	13%
Males 35-54	19%	14%	19%
Males 55+	13%	22%	13%
<b>Ward*</b>			
Ward 1	17%	23%	18%
Ward 2	17%	22%	17%
Ward 3	17%	22%	21%
Ward 4	17%	10%	15%
Ward 5	17%	11%	16%
Ward 6	17%	13%	13%

<sup>1</sup>US Census 2010 \*Source: Sample list provided by the City of Takoma Park

### **Statistical Analysis**

The electronic dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in Appendix B: Responses to Survey Questions.

Also included are results by selected respondent characteristics (*Appendix D: Survey Results by Demographic and Geographic Groups*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in this appendix.

The key driver analysis was conducted using multiple linear regression. This allows the examination of multiple variables simultaneously, to see which are most closely related to the outcome variable of interest (in this case, ratings of overall quality of services).

## **Appendix G: Survey Materials**

The following pages contain a copy of the cover letters and survey questionnaire.



City of Takoma Park  
7500 Maple Ave.  
Takoma Park, MD 20912

PRESORTED  
FIRST CLASS MAIL  
US POSTAGE  
PAID  
BOULDER, CO  
PERMIT NO. 94



City of Takoma Park  
7500 Maple Ave.  
Takoma Park, MD 20912

PRESORTED  
FIRST CLASS MAIL  
US POSTAGE  
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City of Takoma Park

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If you have already returned the questionnaire, you do not need to do anything. If you still have NOT returned the questionnaire, please take a few moments to find the survey, answer the questions, and mail it as soon as possible using the enclosed postage-paid envelope.

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Important, lire au dessous

# The City of Takoma Park

Office of the City Council

Telephone: (301) 891-7100  
Fax: (301) 270-8794



7500 Maple Avenue  
Takoma Park, MD 20912

February 2014

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Please have the appropriate member of the household spend the few minutes necessary to answer all the questions and return the survey in the enclosed **postage-paid** envelope. Please do so within two weeks of when you receive this in the mail.

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[www.n-r-c.com/survey/takomal.htm](http://www.n-r-c.com/survey/takomal.htm)

We'd like to stress again that your participation in this survey project is very important as relatively few households are being asked to participate. It is also important to follow the instructions, though they may seem odd, for selecting the adult in your household who should fill out the questionnaire. If you have any questions about this survey, please feel free to contact Suzanne Ludlow in the City Manager's Office at (301) 891-7229.

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The Takoma Park City Council

የታኮማ ፓርክ ከተማ ለእርስዎ የሚቀርባቸውን ግልጋሎቶች በሚጥለኩት እና የኑሮ ጥራትን በሚጥለኩት ምን እንደሚሰቡ እንዲነግሩን ጥሩ አጋጣሚ እየፈጠረልዎት ነው። በዚህ ጥናት ውስጥ እንዲሳተፍ በአጋጣሚ የእርስዎ ቤት ተመርጧል። ተያይዞ ያለውን ጥያቄ በእንግሊዝኛ ወይም በስፓኒሽ ማሳሰቢያ ካልቻሉ፤ ይህንን ጥናት ሲገቡ እንዲረዱ እንግሊዝኛ ወይም ስፓኒሽ የሚናገር ጓደኛ ወይም የቤተሰብ አባል ይፈልጉ። ከታኮማ ፓርክ ጋር የሆኑትን አቶ ከሮስ አለምነገድን በ 301 891 7208 በመደወል ሊያናግሩዎ ይችላሉ። እሳቸውም ጥናቱን በስልክ እንዲገቡ ለረድዎት ይችላሉ። የሚጠቅሙ ምላሾች በሙሉ የሚሉ እንደሆኑ ሳይገለጹ ይቆያሉ። እኛ የምንፈልገው ነገር በኖር የእርስዎን ሐሳብ ነው! እባክዎትን ተያይዞ እና ቴምበር ተለጥፎበት በሚገኘው ጋስታ ውስጥ ጨረው ይመልሱልን።

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# La Ciudad de Takoma Park

## Oficina del Concejo Municipal

Teléfono: (301) 891-7100  
Fax: (301) 270-8794



7500 Maple Avenue  
Takoma Park, MD 20912

febrero 2014

Estimado Residente de Takoma Park,

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Las respuestas a las preguntas en las siguientes páginas ayudarán a los miembros del Consejo Municipal, al Administrador de la Ciudad, y a todos nosotros en la Ciudad para servirles más eficazmente a ustedes. Sabemos que la encuesta es larga y detallada, pero encontrará las preguntas interesantes. Ciertamente encontraremos sus respuestas útiles. Es sumamente importante para nosotros saber lo que usted piensa sobre asuntos que afectan la calidad de vida en nuestra comunidad y como gasta la Ciudad los dólares de los pagadores de impuestos.

Para obtener opiniones representativas de los residentes de Takoma Park, hemos ideado una manera sencilla para que usted escoja al adulto (de edad 18 o más) en su hogar quien debiera llenar esta encuesta. **Por favor haga que el adulto de edad 18 o más que haya cumplido años más recientemente complete esta encuesta. El año de nacimiento no juega papel alguno en la selección.** Sus respuestas serán completamente anónimas. Los resultados serán reportados únicamente en forma de grupo.

Por favor haga que el miembro apropiado del hogar dure los pocos minutos necesarios para contestar todas las preguntas y devolver la encuesta en el sobre de **franqueo pagado** adjunto. Por favor hágalo dentro de dos semanas de cuando reciba esto en el correo.

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ጠቃሚ ማሰቢያ፤ እባክዎትን ከታች ያለውን ይመልከቱ  
Important, lire au dessous

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7500 Maple Avenue  
Takoma Park, MD 20912

February 2014

Dear Takoma Park Resident,

About one week ago we sent you this survey that asks for your opinion about how things are going in the City of Takoma Park. If you have already completed the survey and returned it, we thank you and ask you to disregard this letter. **Do not complete the survey a second time.** If you haven't had a chance to get to the survey, please complete it now. We are very interested in obtaining your input.

The City of Takoma Park wants to know what you are thinking about this community and its future. Your household is one of the 3,000 we chose randomly from all of the households in Takoma Park to complete this survey. Your participation is very important to the success of this project.

Answers to the questions on the following pages will help City Council members, the City Manager, and all of us at the City to more effectively serve you. We know the survey is long and detailed, but you should find the questions interesting. We will certainly find your answers useful. It is extremely important for us to know what you think about issues affecting the quality of life in our community and how the City spends taxpayer dollars.

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Fax: (301) 270-8794



7500 Maple Avenue  
Takoma Park, MD 20912

febrero 2014

Estimado Residente de Takoma Park,

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Atentamente,

El Consejo Municipal de Takoma Park

# City of Takoma Park Resident Survey



## Quality of Community

### 1. Please rate your quality of life in Takoma Park.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Overall, how would you describe the quality of life in Takoma Park? .....	1	2	3	4	DK
b. How would you rate the overall quality of life in your neighborhood? .....	1	2	3	4	DK
c. How do you rate Takoma Park as a place to raise children?.....	1	2	3	4	DK
d. How do you rate Takoma Park as a place to grow old? .....	1	2	3	4	DK
e. How do you rate Takoma Park as a place to live alone?.....	1	2	3	4	DK

### 2. Please rate each of the following characteristics of Takoma Park.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Sense of community .....	1	2	3	4	DK
b. Opportunity to be heard and have a say in what happens in Takoma Park .....	1	2	3	4	DK
c. Overall appearance of Takoma Park.....	1	2	3	4	DK
d. Opportunities to attend cultural or arts events .....	1	2	3	4	DK
e. Shopping opportunities.....	1	2	3	4	DK
f. Parks and other recreational opportunities.....	1	2	3	4	DK
g. Openness and acceptance of people of diverse backgrounds.....	1	2	3	4	DK
h. Access to municipal buildings .....	1	2	3	4	DK
i. Services for individuals with disabilities .....	1	2	3	4	DK
j. Availability of good quality affordable housing .....	1	2	3	4	DK
k. Ease of travel by bicycle.....	1	2	3	4	DK
l. Ease of travel by walking .....	1	2	3	4	DK
m. Ease of travel by public transit .....	1	2	3	4	DK
n. Access to good quality health care .....	1	2	3	4	DK

### 3. Why did you choose to live in Takoma Park? (Please check all that apply.)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Family lives here/ born or raised here | <input type="checkbox"/> Progressive community  | <input type="checkbox"/> Amenities (e.g., parks, library, etc.) |
| <input type="checkbox"/> Job was here (or nearby)               | <input type="checkbox"/> Attractive community   | <input type="checkbox"/> Diversity of people                    |
| <input type="checkbox"/> Good schools                           | <input type="checkbox"/> Safe community         | <input type="checkbox"/> Access to public transportation        |
| <input type="checkbox"/> Trees                                  | <input type="checkbox"/> Historic neighborhoods | <input type="checkbox"/> Affordable housing                     |
| <input type="checkbox"/> It's close to Washington, D.C.         | <input type="checkbox"/> Quiet area             | <input type="checkbox"/> Participatory government               |
| <input type="checkbox"/> Other: _____                           |   |   |

### 4. In the last 12 months, about how many times have you or other household members done the following things:

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>	<u>Don't know</u>
a. Visited the New Hampshire Avenue Recreation Center.....	1	2	3	4	5	DK
b. Visited the Takoma Park Community Center (Maple Avenue).....	1	2	3	4	5	DK
c. Attended a meeting at the Takoma Park Community Center.....	1	2	3	4	5	DK
d. Attended a cultural event at the Takoma Park Community Center .....	1	2	3	4	5	DK
e. Participated in a Takoma Park Recreation program .....	1	2	3	4	5	DK
f. Visited the Takoma Park, Maryland Library .....	1	2	3	4	5	DK
g. Attended an event at the Takoma Park, Maryland Library .....	1	2	3	4	5	DK
h. Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center .....	1	2	3	4	5	DK
i. Used Wi-Fi connections in a Takoma Park municipal facility.....	1	2	3	4	5	DK

**5. How safe or unsafe do you feel walking alone . . .**

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
a. In your neighborhood during the day .....	1	2	3	4	DK
b. In your neighborhood after dark .....	1	2	3	4	DK
c. In Old Takoma/Takoma Junction during the day .....	1	2	3	4	DK
d. In Old Takoma/Takoma Junction after dark .....	1	2	3	4	DK
e. From Takoma Metro station during the day .....	1	2	3	4	DK
f. From Takoma Metro station after dark .....	1	2	3	4	DK
g. In University/New Hampshire Crossroads area during the day .....	1	2	3	4	DK
h. In University/New Hampshire Crossroads area after dark .....	1	2	3	4	DK
i. In Flower Ave./Piney Branch area during the day .....	1	2	3	4	DK
j. In Flower Ave./Piney Branch area after dark .....	1	2	3	4	DK

**6. Please rate how much of a problem each of the following is in your neighborhood.**

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Extreme problem</u>
a. Traffic .....	1	2	3	4	5
b. Cut-through traffic .....	1	2	3	4	5
c. Speeding .....	1	2	3	4	5
d. Oversized or commercial vehicles parked on street .....	1	2	3	4	5
e. Parking .....	1	2	3	4	5
f. Pedestrian hazards .....	1	2	3	4	5
g. Crime .....	1	2	3	4	5
h. Gangs .....	1	2	3	4	5
i. Graffiti .....	1	2	3	4	5
j. Litter .....	1	2	3	4	5
k. Overgrown grass and vegetation .....	1	2	3	4	5
l. Run down or vacant houses and buildings .....	1	2	3	4	5
m. Use of pesticides and fertilizers on lawns .....	1	2	3	4	5

**Police Services**

	<u>Very effective</u>	<u>Somewhat effective</u>	<u>Not very effective</u>	<u>Not at all effective</u>	<u>Don't know</u>
<b>7. How effective do you believe the Takoma Park Police Department has been in reducing crime in the city? .....</b>	1	2	3	4	DK

	<u>Very visible</u>	<u>Somewhat visible</u>	<u>Not at all visible</u>	<u>Don't know</u>
<b>8. How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)? .....</b>	1	2	3	DK

**9. Please rate how well you think the Takoma Park Police Department is doing at each of the following:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Preventing crime .....	1	2	3	4	DK
b. Reducing the community's fear of crime .....	1	2	3	4	DK
c. Responding quickly to citizens' calls for service .....	1	2	3	4	DK
d. Effectively solving crimes .....	1	2	3	4	DK
e. Caring about the well-being of the people they deal with .....	1	2	3	4	DK
f. Working with people in your neighborhood to solve neighborhood problems .....	1	2	3	4	DK

**10. During the past three months, were you or anyone in your household the victim of any crime?**

- Yes       No → GO TO QUESTION #12       Don't know → GO TO QUESTION #12

**11. Did you report all or any of these crimes to the police?**

- Yes, all of them       Yes, some of them       No, reported none of the crimes

**12. During the past 12 months, have you had any contact with the Takoma Park Police Department?**

- Yes       No → GO TO QUESTION #16       Don't know → GO TO QUESTION #16

**13. Overall, how would you rate your contact with the Takoma Park Police Department?**

- Excellent       Good       Fair       Poor       Don't know

**14. Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police.**

<u>Takoma Park police are...</u>	<u>Strongly agree</u>	<u>Agree</u>	<u>Neither agree nor disagree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
a. Fair in dealing with people .....	1	2	3	4	5	DK
b. Courteous in dealing with people .....	1	2	3	4	5	DK
c. Helpful and cooperative .....	1	2	3	4	5	DK
d. Sensitive to residents' concerns.....	1	2	3	4	5	DK
e. Honest and can be trusted.....	1	2	3	4	5	DK
f. Well trained to handle problems.....	1	2	3	4	5	DK

**15. In order to improve police services to Takoma Park, I would like to see:**

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**City Services**

**16. Overall, how would you rate the quality of the services provided by each of the following?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Takoma Park Government.....	1	2	3	4	DK
The Montgomery County Government.....	1	2	3	4	DK

**17. Please rate each of the following City services.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Trash collection .....	1	2	3	4	DK
b. Recycling services .....	1	2	3	4	DK
c. Weekly yard waste collection .....	1	2	3	4	DK
d. Special recycling drop-off at Public Works .....	1	2	3	4	DK
e. Fall vacuum leaf collection.....	1	2	3	4	DK
f. Tree maintenance .....	1	2	3	4	DK
g. Street and sidewalk repairs and maintenance .....	1	2	3	4	DK
h. Snow and ice removal .....	1	2	3	4	DK
i. Street sweeping.....	1	2	3	4	DK
j. Street lighting .....	1	2	3	4	DK
k. Street sign maintenance.....	1	2	3	4	DK
l. Planning (streetscapes, neighborhood projects).....	1	2	3	4	DK
m. Economic development (business outreach, local business promotion) .....	1	2	3	4	DK
n. Arts and cultural events .....	1	2	3	4	DK
o. Recreation programs for tots (camps, Kindermusik, Rookie sports) .....	1	2	3	4	DK
p. Recreation programs for youth (afterschool, summer camps, sports, art) ..	1	2	3	4	DK
q. Recreation programs for adults (fitness, art, sports) .....	1	2	3	4	DK
r. Recreation programs for seniors (trips, classes, fitness) .....	1	2	3	4	DK
s. Recreation sponsored special events (Halloween, Egg Hunt, movie nights) ...	1	2	3	4	DK
t. Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park) .....	1	2	3	4	DK
u. Athletic fields and playgrounds .....	1	2	3	4	DK
v. Appearance of parks .....	1	2	3	4	DK
w. Accessibility of parks .....	1	2	3	4	DK
x. Safety of parks.....	1	2	3	4	DK
z. Appearance of City buildings .....	1	2	3	4	DK
aa. Accessibility of City buildings .....	1	2	3	4	DK
bb. Safety of City buildings .....	1	2	3	4	DK

**17. Please rate each of the following City services (continued).**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
cc. Enforcement of traffic laws .....	1	2	3	4	DK
dd. Enforcement of parking regulations .....	1	2	3	4	DK
ee. Property maintenance code enforcement .....	1	2	3	4	DK
ff. Stormwater management .....	1	2	3	4	DK
gg. Landlord and tenant assistance .....	1	2	3	4	DK
hh. City's cable channel programming .....	1	2	3	4	DK
ii. City's website (takomaparkmd.gov) .....	1	2	3	4	DK
jj. Takoma Park Library programs .....	1	2	3	4	DK
kk. Takoma Park Library collections.....	1	2	3	4	DK
ll. Computer Center in Community Center.....	1	2	3	4	DK
mm. Passport services .....	1	2	3	4	DK
nn. Notary services.....	1	2	3	4	DK
oo. Online bill payment .....	1	2	3	4	DK
pp. Online registration for recreation programs.....	1	2	3	4	DK
qq. Online registration for library programs .....	1	2	3	4	DK
rr. Online reservation of facilities.....	1	2	3	4	DK

**18. What additional services, if any, would you like provided by the City of Takoma Park?**

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**19. Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to:**

	<u>Strongly agree</u>	<u>Agree</u>	<u>Neither agree nor disagree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.).....	1	2	3	4	5	DK
Protect the economic health of Takoma Park .....	1	2	3	4	5	DK
Plan effectively for the future .....	1	2	3	4	5	DK
Reduce solid waste and promote recycling.....	1	2	3	4	5	DK
Prepare the community for an emergency .....	1	2	3	4	5	DK
Provide a variety of recreation opportunities to the community.....	1	2	3	4	5	DK
Address traffic congestion.....	1	2	3	4	5	DK
Maintain public infrastructure (such as roads, bridges, public buildings, etc.) .....	1	2	3	4	5	DK
Provide safe walking routes throughout the city.....	1	2	3	4	5	DK

**20. Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.**

	<u>Strongly agree</u>	<u>Agree</u>	<u>Neither agree nor disagree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
City government is really run for the benefit of all the people .....	1	2	3	4	5	DK
Takoma Park city government welcomes resident involvement.....	1	2	3	4	5	DK
I feel included as a part of the Takoma Park community.....	1	2	3	4	5	DK

## Customer Service

21. Have you had contact with a City of Takoma Park employee within the last 12 months and if so, how were you in contact with them?

	No	Yes
a. In person.....	1	2
b. By phone .....	1	2
c. By e-mail .....	1	2
d. Other.....	1	2

22. What was your impression of City employees in your most recent contact?

	Excellent	Good	Fair	Poor	Don't know
a. Knowledge .....	1	2	3	4	DK
b. Courtesy .....	1	2	3	4	DK
c. Responsiveness.....	1	2	3	4	DK
d. Follow-up (got back to you or took action if needed).....	1	2	3	4	DK
e. Overall customer service .....	1	2	3	4	DK

## Communications Outreach

23. In the last 12 months, about how many times, if ever, have you done the following?

	Never	Rarely	Sometimes	Usually	Always	Don't know
a. Watched a City Council meeting on cable TV (Ch. 13/28)....	1	2	3	4	5	DK
b. Watched a City Council meeting on the City's website.....	1	2	3	4	5	DK
c. Watched other programs on the City's cable channel.....	1	2	3	4	5	DK
d. Watched other City programs on the website or YouTube.....	1	2	3	4	5	DK
e. Visited the City's website at takomaparkmd.gov.....	1	2	3	4	5	DK
f. Attended a City Council meeting in person.....	1	2	3	4	5	DK
g. Read the <i>Takoma Park Newsletter</i> .....	1	2	3	4	5	DK
h. Referred to the City of Takoma Park <i>Recreation Guide</i> .....	1	2	3	4	5	DK
i. Visited the Takoma Park Facebook page.....	1	2	3	4	5	DK
j. Viewed the Takoma Park Instagram account .....	1	2	3	4	5	DK
k. Read tweets from Takoma Park (on Twitter).....	1	2	3	4	5	DK
l. Visited the New Ave website .....	1	2	3	4	5	DK
m. Visited the New Ave Facebook page.....	1	2	3	4	5	DK
n. Visited the Police Department's Facebook page .....	1	2	3	4	5	DK
o. Read tweets from the Police Department.....	1	2	3	4	5	DK
p. Read tweets from the Library .....	1	2	3	4	5	DK

24. How much information do you get about the City of Takoma Park government activities from each of the following sources?

	Most	A lot	Some	None
a. The City of Takoma Park's cable television channel.....	1	2	3	4
b. The City of Takoma Park's website ( <a href="http://takomaparkmd.gov">takomaparkmd.gov</a> ) .....	1	2	3	4
c. The City of Takoma Park <i>Recreation Guide</i> .....	1	2	3	4
d. Special mailings from the City of Takoma Park.....	1	2	3	4
e. The monthly <i>Takoma Park Newsletter</i> .....	1	2	3	4
f. The City of Takoma Park's posting on Facebook.....	1	2	3	4
g. <i>The Washington Post</i> .....	1	2	3	4
h. <i>The Silver Spring - Takoma Park Gazette</i> .....	1	2	3	4
i. The Silver Spring Regional Center's e-mail notices.....	1	2	3	4
j. Neighborhood and community listservs .....	1	2	3	4
k. Posters or flyers in public buildings .....	1	2	3	4
l. Mayor or other City Councilmember.....	1	2	3	4
m. "Word of mouth" .....	1	2	3	4
n. E-mail notices from the Takoma Park Police Department.....	1	2	3	4
o. E-mail notices from other Takoma Park departments.....	1	2	3	4
p. The City of Takoma Park's posts on Twitter.....	1	2	3	4
q. Weekly e-news .....	1	2	3	4

25. Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities:	Not enough information	About the right amount of information	Too much information
a. City Council actions .....	1	2	3
b. Special events .....	1	2	3
c. Recreation Department activities.....	1	2	3
d. City street, sidewalk and stormwater projects.....	1	2	3
e. Board and Commission opportunities and activities.....	1	2	3
f. Development projects in your neighborhood and in the City .....	1	2	3
g. Landlord and tenant assistance .....	1	2	3
h. Affordable housing programs .....	1	2	3
i. Leaf collection program.....	1	2	3
j. Holiday trash and recycling collections schedule .....	1	2	3
k. Tree removal and tree protection requirements .....	1	2	3
l. City of Takoma Park budget information .....	1	2	3
m. Arts programs sponsored by the City.....	1	2	3

**Washington Adventist Hospital**

Washington Adventist Hospital wishes to relocate the main hospital out of Takoma Park. Hospital officials have stated that they intend to retain ownership of the Takoma Park property and plan to continue to offer some health services on the property.

	Yes	No	Don't know
26. Is your primary physician or health practitioner located in Takoma Park?.....	1	2	DK
27. Is your primary physician associated with Washington Adventist Hospital? .....	1	2	DK
28. Have you or a member of your household had a lab test, x-ray or other medical test done at Washington Adventist Hospital in the past 12 months? .....	1	2	DK
29. Do you currently consider Washington Adventist Hospital your primary hospital? .....	1	2	DK
30. If you currently consider Washington Adventist Hospital your primary hospital, will you continue to consider Washington Adventist Hospital your primary hospital if it moves to the White Oak area near Cherry Hill Road? .....	1	2	DK
31. Do you believe the health of you or your household will be harmed if Washington Adventist Hospital moves to the White Oak area near Cherry Hill Road? <input type="checkbox"/> Very likely <input type="checkbox"/> Somewhat likely <input type="checkbox"/> Somewhat unlikely <input type="checkbox"/> Very unlikely <input type="checkbox"/> Don't know			
32. Do you believe you or your household will be harmed economically if the hospital moves? If so, how will you be affected? (Please check all that apply.) <input type="checkbox"/> Loss of employment <input type="checkbox"/> Reduction of hours or pay <input type="checkbox"/> Loss of customers <input type="checkbox"/> Increased transportation costs <input type="checkbox"/> Reduction in business <input type="checkbox"/> Other (please specify): _____			

**Commercial Opportunities**

33. In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
a. Old Town (Laurel/Carroll/Ethan Allen) .....	1	2	3	4	5
b. Crossroads (New Hampshire/University) .....	1	2	3	4	5
c. New Hampshire Avenue Corridor .....	1	2	3	4	5
d. Long Branch (Flower/Piney Branch).....	1	2	3	4	5

34. What are your greatest obstacles to shopping in the following commercial areas in Takoma Park? (Please check all that apply.)	Old Town	Crossroads	New Hampshire Avenue	Long Branch
Not sure of availability of desired goods or services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limited selection of desired goods or services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price and quality of desired goods or services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unattractiveness of store or surrounding area .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic congestion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of parking .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety concerns.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location is not convenient.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**35. What kinds of stores or services do you feel are most lacking in Takoma Park? (Please check all that apply.)**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Groceries                   | <input type="checkbox"/> Fresh produce              | <input type="checkbox"/> Bottled wines and beers             |
| <input type="checkbox"/> Baked goods and desserts    | <input type="checkbox"/> Pharmacy items             | <input type="checkbox"/> Home improvement & repair           |
| <input type="checkbox"/> Auto repair and service     | <input type="checkbox"/> Everyday banking needs     | <input type="checkbox"/> Apparel and shoes                   |
| <input type="checkbox"/> Department stores           | <input type="checkbox"/> Discount department stores | <input type="checkbox"/> Specialty, boutique and gift stores |
| <input type="checkbox"/> Large appliance/electronics | <input type="checkbox"/> Restaurants/bars           | <input type="checkbox"/> Other _____                         |

**Additional Comments**

**36. Do you have any other comments about the services provided by the City or your experiences in the city you would like to make?**

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**About You And Your Household**

These last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

**37. How many years have you lived in Takoma Park? ..... \_\_\_\_\_ years**

**38. What best describes your home? Is it in a . . .**

- one family house detached from any other houses
- duplex or townhouse
- building with three or more apartments or condominiums
- other: \_\_\_\_\_

**39. Do you rent or own your home?**

- Rent
- Own

**40. Counting yourself, how many people live in your household? ..... \_\_\_\_\_ people**

**41. Do any children 12 or under live in your household? .....  yes  no**

**42. Do any teenagers aged between 13 and 17 live in your household? .....**

**43. Are you or any other member of your household aged 65 or older? .....**

**44. About how much was your household's total income before taxes in 2013? (Please include in your total income money from all sources for all persons living in your household.)**

- |   |   |
|---|---|
| <input type="checkbox"/> Less than \$24,999   | <input type="checkbox"/> \$100,000 to \$149,999 |
| <input type="checkbox"/> \$25,000 to \$49,999 | <input type="checkbox"/> \$150,000 to \$199,999 |
| <input type="checkbox"/> \$50,000 to \$99,999 | <input type="checkbox"/> \$200,000 or more      |

**45. Are you Spanish/Hispanic/Latino?**

- No
- Yes

**46. What is your race? (Please check all that apply.)**

- American Indian or Alaskan native
- Asian or Pacific Islander
- Black or African American
- White/Caucasian
- Other \_\_\_\_\_

**47. What was the last grade of school you completed?**

- 0-11 years
- High school graduate
- Some college, no degree
- Associate degree
- Bachelors degree
- Graduate or professional degree

**48. What is your gender?**

- Male
- Female

**49. In which category is your age?**

- |                                      |  |
|--------------------------------------|--|
| <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 55-64 years       |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 65-74 years       |
| <input type="checkbox"/> 35-44 years | <input type="checkbox"/> 75 years or older |
| <input type="checkbox"/> 45-54 years |  |

**50. Which languages do you or anyone in your household speak at home? (Please check all that apply.)**

- |                                       |   |                                   |
|---------------------------------------|---|-----------------------------------|
| <input type="checkbox"/> English      | <input type="checkbox"/> German         | <input type="checkbox"/> Spanish  |
| <input type="checkbox"/> Amharic      | <input type="checkbox"/> Haitian Creole | <input type="checkbox"/> Tigrigna |
| <input type="checkbox"/> Chinese      | <input type="checkbox"/> Portuguese     |                                   |
| <input type="checkbox"/> French       | <input type="checkbox"/> Russian        |                                   |
| <input type="checkbox"/> Other: _____ |   |                                   |

Thank you very much for completing this survey. Your opinions and feedback are appreciated.

Please return this survey in the enclosed postage-paid envelope to:

National Research Center, Inc.  
PO Box 549, Belle Mead, NJ 08502

# Encuesta de residentes de la Ciudad de Takoma Park



## Calidad de la comunidad

### 1. Por favor, califique su calidad de vida en Takoma Park.

	<u>Excelente</u>	<u>Buena</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
a. En general, ¿cómo describiría la calidad de vida en Takoma Park? .....	1	2	3	4	NS
b. ¿Cómo calificaría la calidad general de la vida en su vecindario?.....	1	2	3	4	NS
c. ¿Cómo calificaría a Takoma Park como lugar para criar niños?.....	1	2	3	4	NS
d. ¿Cómo calificaría a Takoma Park en cuanto a lugar para llegar a la vejez?.....	1	2	3	4	NS
e. ¿Cómo calificaría a Takoma Park en cuanto a lugar para vivir solo? .....	1	2	3	4	NS

### 2. Por favor, califique cada una de las siguientes características de Takoma Park.

	<u>Excelente</u>	<u>Buena</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
a. Sentido de comunidad .....	1	2	3	4	NS
b. Oportunidad de ser escuchado y tener una voz en lo que sucede en Takoma Park .....	1	2	3	4	NS
c. Apariencia general de Takoma Park .....	1	2	3	4	NS
d. Oportunidades de asistir a eventos culturales o artísticos .....	1	2	3	4	NS
e. Oportunidades de ir de compras .....	1	2	3	4	NS
f. Parques y otras oportunidades recreativas .....	1	2	3	4	NS
g. Apertura y aceptación de personas de orígenes diversos .....	1	2	3	4	NS
h. Acceso a los edificios municipales .....	1	2	3	4	NS
i. Servicios para personas con discapacidades .....	1	2	3	4	NS
j. Disponibilidad de viviendas buenas, de calidad y asequibles.....	1	2	3	4	NS
k. Facilidad para viajar en bicicleta .....	1	2	3	4	NS
l. Facilidad para viajar a pie.....	1	2	3	4	NS
m. Facilidad para viajar en transporte público.....	1	2	3	4	NS
n. Acceso a atención de la salud de calidad.....	1	2	3	4	NS

### 3. ¿Por qué eligió vivir en Takoma Park? (Marque todo lo que corresponda).

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> La familia vive aquí/nació o se crió aquí | <input type="checkbox"/> Comunidad progresista  | <input type="checkbox"/> Servicios (por ej. Parques, biblioteca, etc.) |
| <input type="checkbox"/> El trabajo estaba aquí (o cerca)          | <input type="checkbox"/> Comunidad atractiva    | <input type="checkbox"/> Diversidad de gente                           |
| <input type="checkbox"/> Buenas escuelas                           | <input type="checkbox"/> Comunidad segura       | <input type="checkbox"/> Acceso al transporte público                  |
| <input type="checkbox"/> Árboles                                   | <input type="checkbox"/> Vecindarios históricos | <input type="checkbox"/> Vivienda asequible                            |
| <input type="checkbox"/> Está cerca de Washington, D.C.            | <input type="checkbox"/> Área tranquila         | <input type="checkbox"/> Gobierno participativo                        |
| <input type="checkbox"/> Otro: _____                               |   |  |

### 4. En los últimos 12 meses, ¿cuántas veces ha hecho usted u otros miembros de su hogar las siguientes cosas?

	<u>Nunca</u>	<u>Una o Dos veces</u>	<u>3 a 12 veces</u>	<u>13 a 26 veces</u>	<u>Más de 26 veces</u>	<u>No sé</u>
a. Visitar el Centro Recreativo de New Hampshire Avenue.....	1	2	3	4	5	NS
b. Visitar el Centro Comunitario de Takoma Park (Maple Avenue)..	1	2	3	4	5	NS
c. Asistir a una reunión en el Centro Comunitario de Takoma Park .	1	2	3	4	5	NS
d. Asistir a un evento cultural en el Centro Comunitario de Takoma Park.....	1	2	3	4	5	NS
e. Participar en un programa recreativo de Takoma Park .....	1	2	3	4	5	NS
f. Visitar la Biblioteca de Maryland en Takoma Park .....	1	2	3	4	5	NS
g. Asistir a un evento en la Biblioteca de Takoma Park, Maryland ...	1	2	3	4	5	NS
h. Utilizar una computadora pública en la Biblioteca de Takoma Park, Maryland o en el Centro de Cómputos adyacente ..	1	2	3	4	5	NS
i. Utilizar las conexiones Wi-Fi en un edificio municipal de Takoma Park .....	1	2	3	4	5	NS

**5. ¿Cuán seguro o inseguro se siente caminando solo?**

	<u>Muy seguro</u>	<u>Algo seguro</u>	<u>Algo inseguro</u>	<u>Muy inseguro</u>	<u>No sé</u>
a. En su vecindario durante el día .....	1	2	3	4	NS
b. En su vecindario cuando ya oscureció .....	1	2	3	4	NS
c. En Old Takoma/Takoma Junction durante el día .....	1	2	3	4	NS
d. En Old Takoma/Takoma Junction cuando ya oscureció.....	1	2	3	4	NS
e. Desde la estación de metro de Takoma durante el día .....	1	2	3	4	NS
f. Desde la estación de metro de Takoma cuando ya oscureció .....	1	2	3	4	NS
g. En el área de la Universidad /New Hampshire Crossroads durante el día .....	1	2	3	4	NS
h. En el área de la Universidad / New Hampshire Crossroads cuando ya oscureció .....	1	2	3	4	NS
i. En el área de Flower Ave./ Piney Branch durante el día .....	1	2	3	4	NS
j. En el área de Flower Ave./ Piney Branch cuando ya oscureció.....	1	2	3	4	NS

**6. Por favor, califique en qué medida es un problema cada uno de los siguientes temas en su vecindario**

	<u>No es un problema</u>	<u>Un pequeño problema</u>	<u>Un moderado problema</u>	<u>Un importante problema</u>	<u>Un Extremo problema</u>
a. Tráfico .....	1	2	3	4	5
b. Tráfico de paso .....	1	2	3	4	5
c. Exceso de velocidad .....	1	2	3	4	5
d. Vehículos muy grandes o comerciales estacionados en la calle.....	1	2	3	4	5
e. Estacionamiento .....	1	2	3	4	5
f. Peligros para los peatones.....	1	2	3	4	5
g. Delitos .....	1	2	3	4	5
h. Pandillas .....	1	2	3	4	5
i. Grafiti .....	1	2	3	4	5
j. Basura.....	1	2	3	4	5
k. Pasto y vegetación crecidos .....	1	2	3	4	5
l. Casas y edificios deteriorados o abandonados .....	1	2	3	4	5
m. Uso de pesticidas y fertilizantes en los jardines.....	1	2	3	4	5

**Servicios de policía**

	<u>Muy efectivo</u>	<u>Algo efectivo</u>	<u>No muy efectivo</u>	<u>Para nada efectivo</u>	<u>No sé</u>
7. ¿Cuán efectivo considera que ha sido el Departamento de Policía de Takoma Park en reducir el delito en la ciudad? .....	1	2	3	4	NS

	<u>Muy visible</u>	<u>Algo visible</u>	<u>Para nada visible</u>	<u>No sé</u>
8. ¿Cuán visible es el Departamento de Policía de Takoma Park en su vecindario (Automóviles marcados, patrullas a pie o en bicicleta)? .....	1	2	3	NS

**9. Por favor, califique lo bien que piensa que se está desempeñando el Departamento de Policía de Takoma Park en lo siguiente:**

	<u>Excelente</u>	<u>Bien</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
a. Prevenir delitos .....	1	2	3	4	NS
b. Reducir el miedo que tiene la comunidad al delito .....	1	2	3	4	NS
c. Responder rápidamente a las llamadas de servicio de los ciudadanos.....	1	2	3	4	NS
d. Resolver delitos con eficacia .....	1	2	3	4	NS
e. Preocuparse por el bienestar de la gente con la que tratan.....	1	2	3	4	NS
f. Trabajar con la gente de su vecindario para resolver los problemas del vecindario .....	1	2	3	4	NS

**10. Durante los últimos tres meses, ¿fue usted o alguien en su hogar víctima de algún delito?**

- Sí                       No → VAYA A LA PREGUNTA 12                       No sé → VAYA A LA PREGUNTA 12

**11. ¿Denunció todos o alguno de estos delitos a la policía?**

- Sí, todos ellos                       Sí, algunos de ellos                       No, no denuncié ninguno de los delitos

**12. Durante los últimos 12 meses, ¿ha tenido algún contacto con el Departamento de Policía de Takoma Park?**

Sí

No → VAYA A LA PREGUNTA 16

No sé → VAYA A LA PREGUNTA 16

**13. En general, ¿cómo calificaría su contacto con el Departamento de Policía de Takoma Park?**

Excelente

Bueno

Regular

Deficiente

No sé

**14. Por favor, indique en qué medida está de acuerdo o en desacuerdo con cada una de las siguientes afirmaciones acerca de su contacto con la policía de Takoma Park.**

<u>La policía de Takoma Park es...</u>	<u>Muy de Acuerdo</u>	<u>De acuerdo</u>	<u>Ni de acuerdo ni en desacuerdo</u>	<u>En desacuerdo</u>	<u>Muy en desacuerdo</u>	<u>No sé</u>
a. Justa en su trato con la gente .....	1	2	3	4	5	NS
b. Amable en su trato con la gente.....	1	2	3	4	5	NS
c. Útil y cooperativa .....	1	2	3	4	5	NS
d. Sensible a las preocupaciones de los residentes.....	1	2	3	4	5	NS
e. Honesta y confiable .....	1	2	3	4	5	NS
f. Bien capacitada para manejar problemas.....	1	2	3	4	5	NS

**15. Para mejorar los servicios de la policía de Takoma Park, me gustaría ver:**

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**Servicios de la ciudad**

**16. En general, ¿cómo calificaría la calidad de los servicios provistos por cada uno de los siguientes?**

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
El gobierno de la ciudad de Takoma Park .....	1	2	3	4	NS
El gobierno del condado de Montgomery.....	1	2	3	4	NS

**17. Por favor, califique cada uno de los siguientes servicios de la Ciudad:**

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
a. Recolección de basura .....	1	2	3	4	NS
b. Servicios de reciclado.....	1	2	3	4	NS
c. Recolección semanal de residuos de jardín .....	1	2	3	4	NS
d. Sitio de entrega de reciclables especiales en Obras Públicas.....	1	2	3	4	NS
e. Recolección de hojas en otoño .....	1	2	3	4	NS
f. Mantenimiento de árboles.....	1	2	3	4	NS
g. Mantenimiento y reparación de calles y veredas .....	1	2	3	4	NS
h. Remoción de nieve y hielo.....	1	2	3	4	NS
i. Barrido de calles.....	1	2	3	4	NS
j. Iluminación de calles .....	1	2	3	4	NS
k. Mantenimiento de señales en la calle.....	1	2	3	4	NS
l. Planificación (paisaje urbano, proyectos vecinales) .....	1	2	3	4	NS
m. Desarrollo económico (ayuda a los negocios, promoción de negocios locales) .....	1	2	3	4	NS
n. Arte y eventos culturales.....	1	2	3	4	NS
o. Programas recreativos para infantes (campamentos, Kindermusic, iniciación en deportes).....	1	2	3	4	NS
p. Programas recreativos para la juventud (después de clase, campamentos de verano, deportes, arte) .....	1	2	3	4	NS
q. Programas recreativos para adultos (gimnasia, arte, deportes) .....	1	2	3	4	NS
r. Programas recreativos para adultos mayores (viajes, clases, gimnasia) .....	1	2	3	4	NS
s. Eventos especiales patrocinados por Recreación (Halloween, búsqueda de huevos de Pascua, noches de cine).....	1	2	3	4	NS
t. Instalaciones recreativas (Centro comunitario, Centro Recreativo de la Ave. NH, Parque Heffner) .....	1	2	3	4	NS
u. Campos de deportes y plazas.....	1	2	3	4	NS
v. Aspecto de los parques .....	1	2	3	4	NS
w. Facilidad de acceso a los parques .....	1	2	3	4	NS
x. Seguridad de los parques .....	1	2	3	4	NS
z. Aspecto de los edificios de la Ciudad.....	1	2	3	4	NS

**17. Por favor, califique cada uno de los siguientes servicios de la Ciudad (continuación).**

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
aa. Facilidad de acceso de los edificios de la Ciudad.....	1	2	3	4	NS
bb. Seguridad de los edificios de la Ciudad.....	1	2	3	4	NS
cc. Control de cumplimiento de las leyes de tránsito.....	1	2	3	4	NS
dd. Control de cumplimiento de las reglamentaciones de estacionamiento.....	1	2	3	4	NS
ee. Control de cumplimiento del código de mantenimiento de la propiedad.....	1	2	3	4	NS
ff. Manejo del agua pluvial.....	1	2	3	4	NS
gg. Asistencia a los arrendadores y arrendatarios.....	1	2	3	4	NS
hh. Programación del canal de cable de la Ciudad.....	1	2	3	4	NS
ii. Sitio web de la Ciudad ( <a href="http://takomaparkmd.gov">takomaparkmd.gov</a> ).....	1	2	3	4	NS
jj. Programas de la Biblioteca de Takoma Park.....	1	2	3	4	NS
kk. Colecciones de la Biblioteca de Takoma Park.....	1	2	3	4	NS
ll. Centro de cómputos del Centro Comunitario.....	1	2	3	4	NS
mm. Servicios de pasaportes.....	1	2	3	4	NS
nn. Servicios de notario público.....	1	2	3	4	NS
oo. Pago de facturas online.....	1	2	3	4	NS
pp. Inscripción online para los programas recreativos.....	1	2	3	4	NS
qq. Inscripción online para los programas de la biblioteca.....	1	2	3	4	NS
rr. Reserva online de instalaciones.....	1	2	3	4	NS

**18. ¿Qué servicios adicionales, si los hubiera, desearía que proveyera la Ciudad de Takoma Park?**

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**19. Por favor, diga si está de acuerdo o en desacuerdo en que el gobierno de la ciudad de Takoma Park está tomando las medidas adecuadas para:**

	<u>Muy de Acuerdo</u>	<u>De acuerdo</u>	<u>Ni de acuerdo ni en desacuerdo</u>	<u>En desacuerdo</u>	<u>Muy en desacuerdo</u>	<u>No sé</u>
Proteger el medio ambiente natural de Takoma Park (por ej. espacios abiertos, árboles, calidad del aire, calidad del agua, etc.).....	1	2	3	4	5	NS
Proteger la salud económica de Takoma Park.....	1	2	3	4	5	NS
Planificar efectivamente para el futuro.....	1	2	3	4	5	NS
Reducir los residuos sólidos y promover el reciclado.....	1	2	3	4	5	NS
Preparar a la comunidad para una emergencia.....	1	2	3	4	5	NS
Brindar una variedad de oportunidades recreativas a la comunidad.....	1	2	3	4	5	NS
Tratar el problema de la congestión de tránsito.....	1	2	3	4	5	NS
Mantener la infraestructura pública (como caminos, puentes edificios públicos, etc.).....	1	2	3	4	5	NS
Proporcionar recorridos para caminar seguros en toda la ciudad.....	1	2	3	4	5	NS

**20. Por favor, califique en qué medida está de acuerdo o en desacuerdo con las siguientes afirmaciones, encerrando en un círculo el número que represente mejor su opinión.**

	<u>Muy de Acuerdo</u>	<u>De acuerdo</u>	<u>Ni de acuerdo ni en desacuerdo</u>	<u>En desacuerdo</u>	<u>Muy en desacuerdo</u>	<u>No sé</u>
El gobierno de la Ciudad está realmente dirigido en beneficio de toda la gente.....	1	2	3	4	5	NS
El gobierno de la ciudad de Takoma Park recibe bien la participación de los residentes.....	1	2	3	4	5	NS
Me siento parte de la comunidad de Takoma Park.....	1	2	3	4	5	NS

## Atención al cliente

21. ¿Ha tenido contacto con un empleado de la Ciudad de Takoma Park en los últimos 12 meses, y si lo tuvo, qué tipo de contacto fue?

	No	Sí
a. En persona.....	1	2
b. Por teléfono .....	1	2
c. Por email .....	1	2
d. Otro .....	1	2

22. ¿Cuál fue su impresión sobre los empleados de la ciudad en su contacto más reciente?

	Excelente	Buena	Regular	Deficiente	No sé
a. Conocimientos.....	1	2	3	4	NS
b. Cortesía .....	1	2	3	4	NS
c. Reactividad.....	1	2	3	4	NS
d. Seguimiento (se volvieron a comunicar con usted o actuaron si fue necesario).....	1	2	3	4	NS
e. Atención al cliente en general .....	1	2	3	4	NS

## Servicios de comunicación

23. En los últimos 12 meses, ¿cuántas veces ha hecho usted u otros miembros de su hogar las siguientes cosas?

	Nunca	Raramente	A veces	Usualmente	Siempre	No sé
a. Mirar una reunión del Consejo de la Ciudad en la TV por cable (Canal 13/28) .....	1	2	3	4	5	NS
b. Mirar una reunión del Consejo de la Ciudad en el sitio web de la Ciudad .....	1	2	3	4	5	NS
c. Mirar otros programas en el canal de cable de la Ciudad .....	1	2	3	4	5	NS
d. Mirar otros programas de la Ciudad en el sitio web o YouTube .....	1	2	3	4	5	NS
e. Visitar el sitio web de la ciudad en takomaparkmd.gov .....	1	2	3	4	5	NS
f. Asistir a una reunión del Consejo de la Ciudad en persona .....	1	2	3	4	5	NS
g. Leer el boletín <i>Takoma Park Newsletter</i> .....	1	2	3	4	5	NS
h. Consultar la <i>Guía de Recreación</i> de la ciudad de Takoma Park.....	1	2	3	4	5	NS
i. Visitar la página de Facebook de Takoma Park.....	1	2	3	4	5	NS
j. Ver la cuenta de Instagram de Takoma Park .....	1	2	3	4	5	NS
k. Leer los tweets de Takoma Park (en Twitter) .....	1	2	3	4	5	NS
l. Visitar el sitio web New Ave .....	1	2	3	4	5	NS
m. Visitar la página de Facebook de New Ave .....	1	2	3	4	5	NS
n. Visitar la página de Facebook del Departamento de Policía .....	1	2	3	4	5	NS
o. Leer los tweets del Departamento de Policía .....	1	2	3	4	5	NS
p. Leer los tweets de la Biblioteca .....	1	2	3	4	5	NS

24. ¿Cuánta información obtiene usted acerca de las actividades del gobierno la Ciudad de Takoma Park de cada una de las siguientes fuentes?

	La mayoría	Mucha	Algo	Nada
a. El canal de televisión por cable de la Ciudad de Takoma Park .....	1	2	3	4
b. El sitio web de la Ciudad de Takoma Park ( <a href="http://takomaparkmd.gov">takomaparkmd.gov</a> ) .....	1	2	3	4
c. La <i>Guía de Recreación</i> de la ciudad de Takoma Park.....	1	2	3	4
d. Correos masivos especiales de la Ciudad de Takoma Park .....	1	2	3	4
e. El boletín mensual <i>Takoma Park Newsletter</i> .....	1	2	3	4
f. Los mensajes publicados en Facebook de la Ciudad de Takoma Park .....	1	2	3	4
g. <i>The Washington Post</i> .....	1	2	3	4
h. <i>The Silver Spring - Takoma Park Gazette</i> .....	1	2	3	4
i. Las notificaciones por email del Centro Regional de Silver Spring .....	1	2	3	4
j. Los listados del vecindario y la comunidad .....	1	2	3	4
k. Carteles o panfletos en los edificios públicos .....	1	2	3	4
l. El Alcalde u otro miembro del Consejo de la Ciudad.....	1	2	3	4
m. Boca a boca .....	1	2	3	4
n. Avisos por email del Departamento de Policía de Takoma Park .....	1	2	3	4
o. Avisos por email de otros departamentos de Takoma Park .....	1	2	3	4
p. Los mensajes publicados en Twitter de la Ciudad de Takoma Park .....	1	2	3	4
q. Noticias electrónicas semanales.....	1	2	3	4



35. ¿Qué tipos de tiendas y servicios considera que carece más Takoma Park? (Marque todo lo que corresponda).

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Productos de almacén                  | <input type="checkbox"/> Productos frescos                     | <input type="checkbox"/> Vinos y cervezas en botella                     |
| <input type="checkbox"/> Productos de panadería y postres      | <input type="checkbox"/> Artículos de farmacia                 | <input type="checkbox"/> Mejora y reparaciones del hogar                 |
| <input type="checkbox"/> Reparación y servicio del automóvil   | <input type="checkbox"/> Necesidades bancarias diarias         | <input type="checkbox"/> Vestimenta y zapatos                            |
| <input type="checkbox"/> Tiendas por departamentos             | <input type="checkbox"/> Tiendas por departamento de descuento | <input type="checkbox"/> Tiendas de especialidades, boutique y de regalo |
| <input type="checkbox"/> Grandes electrodomésticos/electrónica | <input type="checkbox"/> Restaurantes/bares                    | <input type="checkbox"/> Otro _____                                      |

### Comentarios adicionales

36. ¿Tiene algún otro comentario acerca de los servicios provistos por la Ciudad o sus experiencias en la ciudad que desee expresar?

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### Acerca de usted y de su hogar

Estas últimas preguntas son acerca de usted y de su hogar. Reiteramos, todas las respuestas a esta encuesta son completamente anónimas y serán informadas sólo en forma grupal.

37. ¿Cuántos años ha vivido en Takoma Park? .....        Años

38. ¿Qué describe mejor su hogar? Es en ...

- una casa unifamiliar separada de otra casas
- un dúplex o casa urbana
- un edificio con tres o más departamentos o condominios
- otro: \_\_\_\_\_

39. ¿Alquila o es propietario de su casa?

- Alquilo
- Propietario

40. Contándolo a usted, ¿cuántas personas en total hay en su hogar? \_\_\_\_\_ personas

       **sí**      **no**

41. ¿Viven en su casa niños menores de 12?.....

42. Vive algún adolescente de entre 13 y 17 años de edad en su hogar? .....

43. ¿Tiene usted o algún otro miembro de su hogar 65 años o más? .....

44. ¿Aproximadamente cuántos fueron los ingresos totales en su hogar antes de impuestos en 2013? (Incluya en sus ingresos totales el dinero proveniente de todas las fuentes para todas las personas que viven en su hogar)

- |  |  |
|--|--|
| <input type="checkbox"/> Menos de \$24,999         | <input type="checkbox"/> Entre \$100,000 y \$149,999 |
| <input type="checkbox"/> Entre \$25,000 y \$49,999 | <input type="checkbox"/> Entre \$150,000 y \$199,999 |
| <input type="checkbox"/> Entre \$50,000 y \$99,999 | <input type="checkbox"/> \$200,000 o más             |

45. ¿Es usted español/hispano/latino?

- No
- Sí

46. ¿Cuál es su raza? ¿Qué edad tiene? (Marque todo lo que corresponda).

- Indígena estadounidense o de Alaska
- Asiático o de las islas del Pacífico
- Negro o Afroamericano
- Blanco / Caucásico
- Otro \_\_\_\_\_

47. ¿Cuál fue el último nivel de escolaridad que completó?

- 0 a 11 años
- Graduado de escuela secundaria
- Algo de universidad, sin título
- Título de Associate
- Título de Bachelor
- Título de posgrado o profesional

48. ¿Cuál es su sexo?

- Hombre
- Mujer

49. ¿En qué categoría se encuentra su edad?

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> 18 a 24 años | <input type="checkbox"/> 55 a 64 años    |
| <input type="checkbox"/> 25 a 34 años | <input type="checkbox"/> 65 a 74 años    |
| <input type="checkbox"/> 35 a 44 años | <input type="checkbox"/> 75 años o mayor |
| <input type="checkbox"/> 45 a 54 años |  |

50. ¿Qué idiomas habla usted o cualquiera de las personas e su hogar en su casa? (Marque todo lo que corresponda).

- |                                      |   |                                   |
|--------------------------------------|---|-----------------------------------|
| <input type="checkbox"/> Inglés      | <input type="checkbox"/> Alemán           | <input type="checkbox"/> Español  |
| <input type="checkbox"/> Amárico     | <input type="checkbox"/> Criollo haitiano | <input type="checkbox"/> Tigrigna |
| <input type="checkbox"/> Chino       | <input type="checkbox"/> Portugués        |                                   |
| <input type="checkbox"/> Francés     | <input type="checkbox"/> Ruso             |                                   |
| <input type="checkbox"/> Otro: _____ |   |                                   |

Muchas gracias por completar esta encuesta. Valoramos su opinión y evaluación.

Por favor regrese esta encuesta en el sobre con franqueo postal pago provisto a:

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PO Box 549, Belle Mead, NJ 08502



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