



City of Takoma Park Resident Survey 2014 Supplemental Analysis June 2014

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Respondent Demographics Compared by Respondent Ward

Demographics of the survey respondents compared by respondent ward of residence are displayed in the tables on the following pages of this appendix. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of $p > .05$).

Table 1: Length of Residency Compared by Ward

How many years have you lived in Takoma Park?	Ward						Total
	1	2	3	4	5	6	
One year or less	4%	12%	14%	10%	14%	12%	11%
2 to 5 years	22%	20%	28%	39%	40%	30%	29%
6 to 10 years	20%	19%	13%	16%	18%	12%	17%
11 to 15 years	10%	12%	12%	12%	11%	15%	12%
16 to 20 years	12%	6%	12%	8%	3%	13%	9%
More than 20 years	32%	31%	21%	15%	14%	18%	22%
Total	100%	100%	100%	100%	100%	100%	100%

Table 2: Type of Housing Unit Compared by Ward

	Ward						Total
	1	2	3	4	5	6	
One family house detached from any other houses	82%	78%	65%	17%	18%	42%	53%
A duplex or townhouse	2%	2%	2%	0%	4%	0%	2%
A building with three or more apartments or condominiums	12%	19%	28%	81%	73%	53%	42%
Other	4%	1%	4%	1%	5%	5%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Table 3: Housing Tenure Compared by Ward

Do you rent or own your home?	Ward						Total
	1	2	3	4	5	6	
Rent	25%	27%	41%	82%	77%	47%	48%
Own	75%	73%	59%	18%	23%	53%	52%
Total	100%	100%	100%	100%	100%	100%	100%

Table 4: Persons per Household Compared by Ward

Counting yourself, how many people live in your household?	Ward						Total
	1	2	3	4	5	6	
One	18%	16%	26%	26%	22%	28%	22%
Two	32%	34%	35%	35%	46%	37%	36%
Three	18%	24%	19%	24%	15%	16%	19%
Four	17%	21%	16%	9%	14%	14%	16%
Five or more	14%	6%	4%	6%	3%	5%	6%
Total	100%	100%	100%	100%	100%	100%	100%

Table 5: Presence of Children in Household Compared by Ward

Do any children 12 or under live in your household?	Ward						Total
	1	2	3	4	5	6	
Yes	29%	41%	31%	27%	23%	18%	29%
No	71%	59%	69%	73%	77%	82%	71%
Total	100%	100%	100%	100%	100%	100%	100%

Table 6: Presence of Teenagers in Household Compared by Ward

Do any teenagers aged between 13 and 17 live in your household?	Ward						Total
	1	2	3	4	5	6	
Yes	10%	11%	10%	9%	10%	12%	10%
No	90%	89%	90%	91%	90%	88%	90%
Total	100%	100%	100%	100%	100%	100%	100%

Table 7: Presence of Seniors in Household Compared by Ward

Are you or any other member of your household aged 65 or older?	Ward						Total
	1	2	3	4	5	6	
Yes	31%	25%	11%	17%	16%	19%	20%
No	69%	75%	89%	83%	84%	81%	80%
Total	100%	100%	100%	100%	100%	100%	100%

Table 8: Respondent Annual Household Income Compared by Ward

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.)	Ward						Total
	1	2	3	4	5	6	
Less than \$24,999	9%	3%	7%	21%	19%	17%	12%
\$25,000 to \$49,000	8%	16%	11%	32%	37%	25%	21%
\$50,000 to \$99,999	12%	22%	26%	27%	23%	34%	24%
\$100,000 to \$149,999	24%	24%	25%	13%	13%	11%	19%
\$150,000 to \$199,999	23%	20%	13%	3%	4%	8%	12%
\$200,000 or more	24%	15%	17%	3%	4%	4%	12%
Total	100%	100%	100%	100%	100%	100%	100%

Table 9: Respondent Ethnicity Compared by Ward

Are you Spanish/Hispanic/Latino?	Ward						Total
	1	2	3	4	5	6	
No	96%	93%	89%	83%	88%	90%	90%
Yes	4%	7%	11%	17%	12%	10%	10%
Total	100%	100%	100%	100%	100%	100%	100%

Table 10: Respondent Race Compared by Ward

What is your race?	Ward						Total
	1	2	3	4	5	6	
White/Caucasian	87%	82%	82%	34%	41%	42%	64%
Black or African American	13%	13%	13%	54%	48%	49%	29%
Asian or Pacific Islander	2%	5%	3%	8%	12%	9%	6%
Other	3%	5%	6%	6%	9%	5%	5%
American Indian or Alaskan native	2%	1%	1%	5%	1%	2%	2%

Total may exceed 100% as respondents could select more than one answer.
Significance not tested.

Table 11: Respondent Education Compared by Ward

What was the last grade of school you completed?	Ward						Total
	1	2	3	4	5	6	
0-11 years	1%	1%	1%	7%	3%	3%	2%
High school graduate	4%	2%	2%	14%	7%	14%	7%
Some college, no degree	5%	8%	8%	10%	20%	13%	11%
Associate degree	1%	7%	0%	10%	5%	10%	5%
Bachelors degree	21%	23%	28%	23%	25%	21%	24%
Graduate or professional degree	68%	58%	60%	35%	40%	40%	52%
Total	100%	100%	100%	100%	100%	100%	100%

Table 12: Respondent Gender Compared by Ward

What is your gender?	Ward						Total
	1	2	3	4	5	6	
Male	38%	38%	37%	52%	56%	51%	45%
Female	62%	62%	63%	48%	44%	49%	55%
Total	100%	100%	100%	100%	100%	100%	100%

Table 13: Respondent Age Compared by Ward

In which category is your age?	Ward						Total
	1	2	3	4	5	6	
18 to 24 years	0%	0%	1%	0%	0%	2%	1%
25 to 34 years	18%	18%	30%	44%	39%	19%	28%
35 to 44 years	19%	22%	19%	13%	17%	15%	18%
45 to 54 years	18%	25%	22%	19%	22%	32%	22%
55 to 64 years	20%	16%	20%	12%	10%	17%	16%
65 to 74 years	17%	12%	6%	8%	8%	9%	10%
75 years or older	7%	7%	2%	5%	3%	6%	5%
Total	100%	100%	100%	100%	100%	100%	100%

Table 14: Language Spoken in Home Compared by Ward

Which languages do you or anyone in your household speak at home? (Please check all that apply.)	Ward						Total
	1	2	3	4	5	6	
English	99%	98%	95%	86%	90%	93%	94%
Spanish	6%	12%	7%	8%	9%	8%	8%
French	6%	8%	7%	10%	6%	12%	8%
Amharic	1%	2%	4%	17%	15%	8%	7%
German	5%	11%	4%	3%	7%	6%	6%
Other	5%	6%	3%	0%	3%	11%	4%
Tigrigna	0%	4%	4%	1%	14%	3%	4%
Russian	1%	4%	0%	2%	2%	2%	2%
Portuguese	1%	1%	0%	1%	3%	1%	1%
Haitian Creole	1%	1%	0%	1%	1%	3%	1%
Chinese	0%	1%	0%	2%	0%	1%	1%

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

Significance not tested.

Commercial Opportunities Questions Compared by Ward

Responses to question 33 and question 34 of the survey compared by respondent ward of residence are displayed in the tables on the following pages of this appendix. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of $p > .05$).

Table 15: Question 33 - Old Town (Laurel/Carroll/Ethan Allen)

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Old Town (Laurel/Carroll/Ethan Allen)	Ward						Total
	1	2	3	4	5	6	
Never	2%	4%	2%	14%	14%	22%	9%
Once or twice	5%	7%	8%	21%	19%	22%	13%
3 to 12 times	22%	23%	21%	34%	35%	29%	27%
13 to 26 times	24%	27%	27%	16%	22%	13%	22%
More than 26 times	47%	40%	43%	14%	10%	14%	30%
Total	100%	100%	100%	100%	100%	100%	100%

Table 16: Question 33 - Crossroads (New Hampshire/University)

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Crossroads (New Hampshire/University)	Ward						Total
	1	2	3	4	5	6	
Never	32%	17%	25%	27%	25%	8%	23%
Once or twice	32%	20%	37%	25%	26%	11%	26%
3 to 12 times	27%	44%	26%	26%	28%	26%	30%
13 to 26 times	7%	13%	10%	7%	10%	24%	11%
More than 26 times	2%	6%	2%	15%	11%	31%	10%
Total	100%	100%	100%	100%	100%	100%	100%

Table 17: Question 33 - New Hampshire Avenue Corridor

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? New Hampshire Avenue Corridor	Ward						Total
	1	2	3	4	5	6	
Never	40%	21%	27%	28%	35%	11%	28%
Once or twice	33%	28%	36%	23%	30%	23%	29%
3 to 12 times	22%	33%	23%	30%	21%	28%	26%
13 to 26 times	3%	10%	9%	9%	10%	16%	9%
More than 26 times	2%	8%	6%	11%	5%	23%	8%
Total	100%	100%	100%	100%	100%	100%	100%

Table 18: Question 33 - Long Branch (Flower/Piney Branch)

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Long Branch (Flower/Piney Branch)	Ward						Total
	1	2	3	4	5	6	
Never	32%	18%	29%	31%	9%	33%	26%
Once or twice	22%	25%	33%	23%	5%	24%	23%
3 to 12 times	26%	23%	20%	14%	31%	20%	22%
13 to 26 times	10%	18%	11%	16%	21%	9%	14%
More than 26 times	10%	16%	7%	17%	35%	14%	16%
Total	100%	100%	100%	100%	100%	100%	100%

Table 19: Question 34 - Old Town (Laurel/Carroll/Ethan Allen)

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park? Old Town (Laurel/Carroll/Ethan Allen)	Ward						Total
	1	2	3	4	5	6	
Limited selection of desired goods or services	70%	61%	72%	64%	52%	44%	61%
Lack of parking	33%	53%	34%	41%	48%	46%	42%
Not sure of availability of desired goods	30%	34%	26%	35%	38%	47%	34%
Price and quality of desired goods or services	31%	30%	32%	40%	38%	27%	33%
Traffic congestion	25%	36%	25%	21%	47%	43%	32%
Location is not convenient	7%	8%	15%	14%	29%	30%	16%
Unattractiveness of store or surrounding area	11%	9%	15%	28%	9%	19%	15%
Personal safety concerns	8%	10%	15%	8%	19%	11%	12%

Total may exceed 100% as respondents could select more than one answer.
Significance not tested.

Table 20: Question 34 - Crossroads (New Hampshire/University)

What are your greatest obstacles to shopping in the following commercial areas in Takoma Park? Crossroads (New Hampshire/University)	Ward						Total
	1	2	3	4	5	6	
Unattractiveness of store or surrounding area	45%	63%	55%	42%	50%	45%	51%
Traffic congestion	46%	59%	46%	55%	52%	44%	50%
Not sure of availability of desired goods	52%	40%	41%	55%	41%	32%	44%
Personal safety concerns	39%	50%	50%	45%	29%	38%	43%
Location is not convenient	57%	31%	47%	46%	39%	16%	41%
Limited selection of desired goods or services	40%	43%	31%	40%	36%	49%	39%
Price and quality of desired goods or services	22%	26%	26%	26%	27%	46%	28%
Lack of parking	18%	19%	18%	30%	21%	21%	21%

Total may exceed 100% as respondents could select more than one answer.
Significance not tested.

Table 21: Question 34 - New Hampshire Avenue Corridor

What are your greatest obstacles to shopping in the following commercial areas in Takoma park? New Hampshire Avenue Corridor	Ward						Total
	1	2	3	4	5	6	
Unattractiveness of store or surrounding area	51%	68%	58%	52%	55%	48%	56%
Traffic congestion	48%	45%	42%	56%	57%	52%	49%
Limited selection of desired goods or services	48%	47%	34%	44%	36%	50%	43%
Personal safety concerns	37%	43%	38%	46%	33%	43%	40%
Not sure of availability of desired goods	47%	35%	35%	39%	42%	27%	38%
Location is not convenient	61%	27%	36%	39%	32%	17%	37%
Price and quality of desired goods or services	24%	23%	36%	27%	30%	51%	31%
Lack of parking	11%	10%	8%	17%	13%	21%	12%

Total may exceed 100% as respondents could select more than one answer.
Significance not tested.

Table 22: Question 34 - Long Branch (Flower/Piney Branch)

What are your greatest obstacles to shopping in the following commercial areas in Takoma park? Long Branch (Flower/Piney Branch)	Ward						Total
	1	2	3	4	5	6	
Unattractiveness of store or surrounding area	48%	56%	46%	46%	44%	38%	47%
Limited selection of desired goods or services	48%	41%	30%	43%	54%	48%	43%
Location is not convenient	50%	28%	54%	43%	8%	56%	41%
Not sure of availability of desired goods	55%	37%	37%	45%	20%	41%	40%
Personal safety concerns	30%	29%	33%	49%	44%	27%	34%
Traffic congestion	31%	36%	28%	36%	44%	33%	34%
Price and quality of desired goods or services	29%	24%	30%	37%	26%	30%	29%
Lack of parking	23%	24%	21%	33%	26%	24%	24%

Total may exceed 100% as respondents could select more than one answer.
Significance not tested.

Trash, Recycling and Yard Waste Questions Compared by Ward

Responses (from homeowners) to question 17a, 17b and 17c of the survey compared by respondent ward of residence are displayed in the tables on the following pages of this appendix. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of $p > .05$).

Table 23: Quality of Trash Collection Compared by Ward (Homeowners only)

Trash collection	Ward						Total
	1	2	3	4	5	6	
Excellent	72%	69%	70%	43%	58%	49%	65%
Good	25%	29%	24%	36%	25%	33%	27%
Fair	2%	2%	5%	0%	8%	10%	4%
Poor	1%	0%	1%	0%	0%	0%	0%
Don't know	0%	0%	0%	21%	8%	8%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Table 24: Quality of Recycling Services Compared by Ward (Homeowners only)

Recycling Services	Ward						Total
	1	2	3	4	5	6	
Excellent	75%	66%	74%	45%	57%	47%	66%
Good	22%	29%	19%	31%	27%	37%	26%
Fair	3%	4%	7%	3%	5%	6%	5%
Poor	1%	1%	0%	0%	3%	4%	1%
Don't know	0%	0%	0%	21%	8%	7%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Table 25: Quality of Weekly Yard Waste Collection Compared by Ward (Homeowners only)

Weekly yard waste collection	Ward						Total
	1	2	3	4	5	6	
Excellent	71%	67%	64%	35%	42%	43%	61%
Good	22%	27%	26%	21%	28%	32%	26%
Fair	4%	2%	4%	3%	6%	7%	4%
Poor	0%	0%	0%	0%	0%	3%	0%
Don't know	3%	4%	5%	41%	25%	15%	9%
Total	100%	100%	100%	100%	100%	100%	100%

Survey Questions Compared by Respondent Age

Responses to the survey compared by respondent age are displayed in the tables on the following pages of this appendix. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of $p > .05$).

Table 26: Quality of Life Ratings by Respondent Age

Please rate your quality of life in Takoma Park. (Average rating where excellent=100 and poor=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Overall, how would you describe the quality of life in Takoma Park?	87	79	77	76	77	75	70	77
How would you rate the overall quality of life in your neighborhood?	67	69	73	72	72	73	70	71
How do you rate Takoma Park as a place to raise children?	80	80	81	78	81	77	70	79
How do you rate Takoma Park as a place to grow old?	67	67	62	62	63	66	66	64
How do you rate Takoma Park as a place to live alone?	67	60	56	62	63	69	60	61

Table 27: Community Ratings by Respondent Age

Please rate each of the following characteristics of Takoma Park. (Average rating where excellent=100 and poor=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Sense of community	67	78	78	77	76	78	70	77
Opportunity to be heard and have a say in what happens in Takoma Park	100	72	73	71	70	68	66	71
Overall appearance of Takoma Park	67	70	66	65	65	65	66	66
Opportunities to attend cultural or arts events	80	80	76	73	72	72	65	75
Shopping opportunities	74	49	45	52	49	51	52	49
Parks and other recreational opportunities	100	77	76	73	69	68	67	73
Openness and acceptance of people of diverse backgrounds	100	79	84	85	78	77	67	80
Access to municipal buildings	80	76	82	80	80	77	72	79
Services for individuals with disabilities	.	66	72	66	60	62	57	64
Availability of good quality affordable housing	20	49	41	43	41	48	48	45
Ease of travel by bicycle	87	62	61	61	55	56	58	60
Ease of travel by walking	100	73	69	73	71	67	62	71
Ease of travel by public transit	87	75	74	77	74	71	66	74
Access to good quality health care	100	62	61	63	57	62	64	61

Table 28: Community Participation by Respondent Age

In the last 12 months, about how many times have you or other household members done the following things: (Percent at least once)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Visited the New Hampshire Avenue Recreation Center	0%	12%	25%	24%	18%	20%	17%	19%
Visited the Takoma Park Community Center (Maple Avenue)	100%	65%	80%	78%	77%	83%	68%	75%
Attended a meeting at the Takoma Park Community Center	0%	23%	34%	48%	47%	56%	51%	39%
Attended a cultural event at the Takoma Park Community Center	0%	35%	55%	50%	52%	54%	44%	46%
Participated in a Takoma Park Recreation program	0%	23%	51%	38%	24%	37%	34%	34%
Visited the Takoma Park, Maryland Library	100%	66%	80%	82%	69%	75%	61%	74%
Attended an event at the Takoma Park, Maryland Library	0%	25%	51%	37%	26%	30%	32%	33%
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	60%	23%	24%	31%	25%	27%	23%	25%
Used Wi-Fi connections in a Takoma Park municipal facility	60%	18%	28%	30%	18%	21%	7%	22%

Table 29: Safety Ratings by Respondent Age

How safe or unsafe do you feel walking alone.... (Percent "very" or "somewhat safe")	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
In your neighborhood during the day	100%	97%	97%	95%	95%	99%	87%	96%
In your neighborhood after dark	60%	73%	69%	67%	64%	61%	51%	67%
In Old Takoma/Takoma Junction during the day	100%	100%	99%	93%	97%	97%	90%	97%
In Old Takoma/Takoma Junction after dark	100%	88%	77%	77%	68%	59%	44%	76%
From Takoma Metro station during the day	100%	99%	98%	93%	95%	95%	88%	96%
From Takoma Metro station after dark	60%	61%	52%	49%	45%	43%	31%	51%
In University/New Hampshire Crossroads area during the day	100%	76%	79%	79%	77%	83%	70%	78%
In University/New Hampshire Crossroads area after dark	0%	28%	22%	33%	31%	30%	33%	29%
In Flower Ave./Piney Branch area during the day	0%	88%	88%	83%	86%	85%	75%	85%
In Flower Ave./Piney Branch area after dark	0%	49%	38%	39%	36%	42%	33%	41%

Table 30: Problem Ratings by Respondent Age

Please rate how much of a problem each of the following is in your neighborhood. (Percent at least a "moderate" problem)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Traffic	60%	19%	23%	34%	32%	26%	25%	27%
Cut-through traffic	60%	19%	31%	33%	35%	31%	37%	29%
Speeding	60%	26%	30%	41%	34%	35%	42%	33%
Oversized or commercial vehicles parked on street	0%	17%	11%	18%	16%	15%	22%	16%
Parking	0%	18%	16%	25%	26%	31%	31%	23%
Pedestrian hazards	0%	29%	27%	24%	24%	16%	21%	25%
Crime	40%	23%	43%	43%	47%	46%	38%	38%
Gangs	40%	15%	15%	21%	18%	22%	17%	18%
Graffiti	0%	6%	7%	9%	13%	13%	6%	9%
Litter	0%	27%	19%	26%	22%	22%	20%	24%
Overgrown grass and vegetation	0%	10%	12%	18%	12%	18%	16%	14%
Run down or vacant houses and buildings	0%	15%	12%	14%	15%	11%	4%	13%
Use of pesticides and fertilizers on lawns	0%	7%	8%	13%	15%	16%	16%	11%

Table 31: Police Effectiveness Ratings by Respondent Age

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city? (Average rating where very effective=100 and not at all effective=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	40	77	73	70	70	73	77	73

Table 32: Police Visibility Ratings by Respondent Age

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)? (Average rating where very visible=100 and not at all visible=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	30	55	54	56	49	46	55	53

Table 33: Police Ratings by Respondent Age

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)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Preventing crime	40	67	63	58	56	61	66	61
Reducing the community's fear of crime	0	62	60	57	53	58	62	58
Responding quickly to citizens' calls for service	40	76	76	69	68	71	75	72
Effectively solving crimes	0	64	63	60	56	59	63	60
Caring about the well-being of the people they deal with	67	66	66	68	68	67	68	67
Working with people in your neighborhood to solve neighborhood problems	0	63	65	60	62	59	63	61

Table 34: Overall Police Rating by Respondent Age

Overall, how would you rate your contact with the Takoma Park Police Department? (Average rating where excellent=100 and poor=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Overall, how would you rate your contact with the Takoma Park Police Department?	67	62	64	66	67	70	58	65

Table 35: Police Characteristics Ratings by Respondent Age

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)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Fair in dealing with people	75	80	75	69	74	79	75	75
Courteous in dealing with people	75	75	77	73	77	78	76	75
Helpful and cooperative	75	77	72	71	75	77	76	74
Sensitive to residents' concerns	75	75	71	68	70	73	66	71
Honest and can be trusted	75	77	77	70	73	78	73	75
Well trained to handle problems	75	77	72	65	71	74	71	72

Table 36: Overall Service Quality Ratings by Respondent Age

Overall, how would you rate the quality of the services provided by each of the following? (Average rating where excellent=100 and poor=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
The City of Takoma Park Government	67	75	75	70	67	72	74	72
The Montgomery County Government	87	66	68	63	60	66	64	64

Table 37: City Services Ratings by Respondent Age

Please rate each of the following City services. (Average rating where excellent=100 and poor=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Trash collection	80	80	86	82	84	85	83	83
Recycling services	80	75	85	81	86	83	82	81
Weekly yard waste collection	100	77	86	84	87	84	81	83
Special recycling drop-off at Public Works	100	70	73	75	80	73	74	74
Fall vacuum leaf collection	100	61	70	71	70	71	75	68
Tree maintenance	100	65	65	58	59	63	63	62
Street and sidewalk repairs and maintenance	47	51	56	53	48	50	62	52
Snow and ice removal	67	60	62	64	64	66	61	63
Street sweeping	67	57	64	65	61	66	71	63
Street lighting	53	57	61	58	55	59	64	58
Street sign maintenance	87	68	70	67	62	66	63	67
Planning (streetscapes, neighborhood projects)	100	61	60	61	60	59	63	60
Economic development (business outreach, local business promotion)	67	59	56	57	56	54	59	57
Arts and cultural events	100	78	79	72	73	69	65	75
Recreation programs for tots (camps, Kindermusik, Rookie sports)	.	81	77	75	74	70	63	76
Recreation programs for youth (afterschool, summer camps, sports, art)	67	83	76	70	75	69	66	75
Recreation programs for adults (fitness, art, sports)	67	70	63	63	64	67	69	66
Recreation programs for seniors (trips, classes, fitness)	.	73	78	72	65	66	66	70
Recreation sponsored special events (Halloween, Egg Hunt, movie nights)	67	78	73	72	70	71	69	73
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	100	70	70	65	62	65	61	67
Athletic fields and playgrounds	87	78	74	68	64	66	63	71
Appearance of parks	87	75	73	68	65	67	68	70
Accessibility of parks	87	79	77	72	71	69	67	74
Safety of parks	67	71	69	64	63	65	65	67
Appearance of City buildings	67	72	76	70	71	69	68	72
Accessibility of City buildings	67	78	77	74	74	71	65	75
Safety of City buildings	67	80	82	76	75	75	72	78
Enforcement of traffic laws	67	70	67	63	62	66	67	66
Enforcement of parking regulations	67	69	67	61	60	66	65	65
Property maintenance code enforcement	.	57	60	57	53	58	63	57
Stormwater management	100	60	69	60	64	65	68	63
Landlord and tenant assistance	33	62	66	63	54	67	66	62

Please rate each of the following City services. (Average rating where excellent=100 and poor=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
City's cable channel programming	.	63	62	54	59	63	59	60
City's website (takomaparkmd.gov)	67	61	62	59	60	61	64	61
Takoma Park Library programs	67	78	81	76	74	73	76	77
Takoma Park Library collections	33	70	71	67	64	68	66	68
Computer Center in Community Center	67	77	79	72	70	72	78	74
Passport services	100	85	77	72	75	75	71	76
Notary services	.	90	71	73	73	72	74	76
Online bill payment	100	82	59	65	66	65	60	68
Online registration for recreation programs	.	83	63	64	63	64	64	67
Online registration for library programs	67	87	67	69	72	69	58	73
Online reservation of facilities	.	86	64	64	66	66	74	70

Table 38: Government Policy Ratings by Respondent Age

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)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	85	82	84	79	79	79	80	81
Protect the economic health of Takoma Park	85	75	70	71	71	69	74	72
Plan effectively for the future	85	73	67	69	67	66	73	69
Reduce solid waste and promote recycling	85	79	82	81	82	81	81	81
Prepare the community for an emergency	70	60	60	65	64	62	72	63
Provide a variety of recreation opportunities to the community	100	81	83	79	78	75	76	80
Address traffic congestion	55	58	55	58	56	54	59	57
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	85	65	67	68	64	64	71	66
Provide safe walking routes throughout the city	15	70	71	70	64	67	71	69

Table 39: Government Performance Ratings by Respondent Age

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)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
City government is really run for the benefit of all the people	100	77	74	72	69	76	78	74
Takoma Park city government welcomes resident involvement	85	78	78	75	75	77	79	77
I feel included as a part of the Takoma Park community	70	74	74	73	74	75	76	74

Table 40: City Employees Ratings by Respondent Age

What was your impression of City employees in your most recent contact? (Average rating where excellent=100 and poor=0)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Knowledge	67	81	75	75	75	76	77	76
Courtesy	33	81	80	77	80	79	81	79
Responsiveness	67	74	75	73	74	75	74	74
Follow-up (got back to you or took action if needed)	67	65	70	66	69	70	66	67
Overall customer service	67	75	77	73	73	74	77	74

Table 41: Civic Engagement by Respondent Age

In the last 12 months, about how many times, if ever, have you done the following? (Percent at least once)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Watched a City Council meeting on cable TV (Ch. 13/28)	0%	15%	15%	27%	25%	40%	37%	23%
Watched a City Council meeting on the City's website	0%	14%	11%	22%	16%	21%	14%	16%
Watched other programs on the City's cable channel	0%	20%	15%	29%	26%	41%	30%	25%
Watched other City programs on the website or YouTube	0%	14%	14%	23%	18%	20%	14%	17%
Visited the City's website at takomaparkmd.gov	100%	70%	75%	73%	70%	59%	22%	68%
Attended a City Council meeting in person	0%	7%	18%	34%	35%	40%	30%	24%
Read the Takoma Park Newsletter	100%	88%	97%	93%	95%	95%	95%	93%
Referred to the City of Takoma Park Recreation Guide	40%	71%	89%	84%	82%	87%	75%	81%
Visited the Takoma Park Facebook page	40%	20%	21%	20%	15%	18%	6%	18%
Viewed the Takoma Park Instagram account	0%	7%	3%	5%	2%	8%	4%	5%
Read tweets from Takoma Park (on Twitter)	0%	14%	10%	7%	4%	6%	4%	9%

In the last 12 months, about how many times, if ever, have you done the following? (Percent at least once)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
Visited the New Ave website	40%	10%	8%	11%	9%	8%	0%	9%
Visited the New Ave Facebook page	0%	4%	5%	7%	3%	6%	0%	5%
Visited the Police Department's Facebook page	0%	8%	6%	10%	6%	6%	4%	7%
Read tweets from the Police Department	0%	7%	8%	9%	5%	7%	6%	7%
Read tweets from the Library	0%	7%	7%	8%	3%	8%	8%	7%

Table 42: Information Sources by Respondent Age

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)	In which category is your age?							Overall
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	
The City of Takoma Park's cable television channel	0	19	11	21	17	31	43	20
The City of Takoma Park's website (takomaparkmd.gov)	40	67	76	66	65	49	21	64
The City of Takoma Park Recreation Guide	40	69	86	80	75	74	77	76
Special mailings from the City of Takoma Park	100	73	85	85	89	81	84	82
The monthly Takoma Park Newsletter	100	88	92	91	93	92	89	91
The City of Takoma Park's posting on Facebook	0	15	16	15	11	15	7	14
The Washington Post	40	43	45	53	61	66	58	52
The Silver Spring - Takoma Park Gazette	40	42	55	60	66	69	69	56
The Silver Spring Regional Center's e-mail notices	0	8	13	11	11	15	4	10
Neighborhood and community listservs	40	40	64	60	55	44	27	51
Posters or flyers in public buildings	60	45	55	56	54	55	40	52
Mayor or other City Councilmember	0	24	26	44	48	48	53	36
'Word of mouth'	60	70	78	77	76	73	53	74
E-mail notices from the Takoma Park Police Department	40	15	31	36	32	34	12	27
E-mail notices from other Takoma Park departments	0	11	30	31	23	29	18	23
The City of Takoma Park's posts on Twitter	0	14	12	8	4	8	3	10
Weekly e-news	0	12	14	21	20	23	16	17