7500 Maple Avenue
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City of Takoma Park

Resident Survey 2009

Report of Results

January 2010

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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 2009 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 second implementation of the Takoma Park Resident Survey, with the first having been conducted in 2007.

The 2009 Takoma Park Resident Survey was mailed to 3,000 randomly selected Takoma Park households. Of the 2,843 eligible households who received the survey (157 surveys were returned as undeliverable because the address was vacant), 958 responded to the mailed questionnaire, giving a response rate of 34%. 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.

Summary of Results

Generally, residents were pleased with their quality of life in Takoma Park, characteristics of the community and the quality of City services. Ratings tended to be viewed as about or higher than good on a scale of "excellent," "good," "fair," "poor." When asked if they had any additional comments, the most frequent response revolved around positive comments regarding the City. Residents reported choosing the City as their home most frequently because of its location, the great access to public transportation, the progressive nature of the community and the attractiveness of the community.

When comparing Takoma Park ratings of quality of community life and quality of government operations to those received by other communities across the nation, Takoma Park often received higher ratings than the benchmark (the average of all other communities' ratings). There were 41 items available for comparison; of these, 27 were above their respective benchmark, 6 were similar to the benchmark and 8 were below the benchmark.

Many of the evaluative questions on the 2009 questionnaire were also asked in 2007. Of the 32 items where statistically significant differences between 2007 and 2009 ratings were observed, 29 were positive changes, and only three were negative changes. The three items for which less positive ratings were observed in 2009 than in 2007 were shopping opportunities, quality of the City's web site and street repairs and maintenance.

A special section of the survey was set aside for the Takoma Park Police Department. The majority of survey takers felt that crime prevention programs and community-oriented policing programs were effective in deterring crime. About two in five respondents felt the police presence was "very visible" and another 56% felt it was "somewhat visible" in their neighborhoods. Although contact with the police does not usually happen under the best of circumstances, the quality of that contact was generally viewed positively.

About two-thirds of respondents believed the City of Takoma Park has done an "excellent" or "good" job of preparing the city for an emergency. About two-thirds of respondents said they were aware that every household should have a three day's supply of food, water, medicine and personal

products available in case of an emergency such as a severe storm. Most of those aware of this preparedness measure said they had at least some of these supplies on hand.

Those completing the questionnaire were informed that Washington Adventist Hospital intends to move out of Takoma Park. While hospital officials have stated they intend to retain ownership of the property and may continue to offer some health services on the property, it is likely that there will be some new uses on the property as well. Respondents were asked how important to them various issues were in considering redevelopment of the property. The concerns deemed most important overall were the environmental impact of development, the impact on the City's overall tax base and the impact on local traffic.

As with many local and state governments, the City of Takoma Park may face tough choices when it comes to dealing with budget shortfalls. Respondents were asked if they preferred that the City government reduce levels of service and NOT raise taxes if a budget shortfall is confronted, or that the City increase taxes to maintain existing levels of service. Respondents were fairly evenly divided in their opinion, with 51% supporting a reduction of levels of service and 49% supporting an increase in taxes. A series of options for service reductions were presented to those completing the survey. They were asked to what extent they would support or oppose reducing each service, if the City were to have to reduce some services. The services that half or more of respondents would support reducing were: communications services, recreation-sponsored special events, recreation programs for adults, city community center operating hours and services, and city recreation center operating hours and services. Nearly all respondents (92%) opposed reducing the number of police officers. About three-quarters of respondents opposed reducing the level of street maintenance, reducing recreation programs for youth, reducing recreation programs for teens and reducing economic development services.

On the whole, a majority of survey participants felt they received the right amount of information about City activities and events. The three sources used most often to get information about the City of Takoma Park government activities were the *Takoma Park Newsletter*, *The Takoma Voice* and special mailings from the City. *The Silver Springs-Takoma Park Gazette* and "word of mouth" were also frequently cited by respondents. Use of the City's web site and neighborhood and community e-mail lists increased in 2009 compared to 2007. About 8 in 10 households completing the survey reported they have high-speed Internet access at their home.

Survey Background

What the Survey Was About

The City of Takoma Park, Maryland contracted with National Research Center, Inc. (NRC) to conduct a community-wide resident survey. The 2009 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 second implementation of the Takoma Park Resident Survey, with the first having been conducted in 2007.

The 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 government controls 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.

How the Survey Was Conducted

Households received four mailings each beginning in November 2009. 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 2009 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.

About 5% of the surveys were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,843 remaining households, 958 completed the survey, providing a response rate of 34%.

Survey results were weighted so that respondent age, gender and ward 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 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 marked with a dagger (†) in the figures in the body 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

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95% confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (958 completed surveys). Where estimates are given for subgroups, they are less precise. For each demographic 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).

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., "excellent," "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 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 maintains a database of comparative resident opinion comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated 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 this work[1]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in the proprietary database.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. 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, 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.

Benchmark comparisons have been provided when similar questions on the Takoma Park survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than 100 jurisdictions. Where comparisons are available, Takoma Park results are noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" 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). Differences of more than three 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."

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 jurisdictions to which Takoma Park was compared and where Takoma Park's average rating fell in the rank order of these jurisdictions' ratings.

[1] See, for example:
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.;
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.

Survey Results

Quality of Community Life

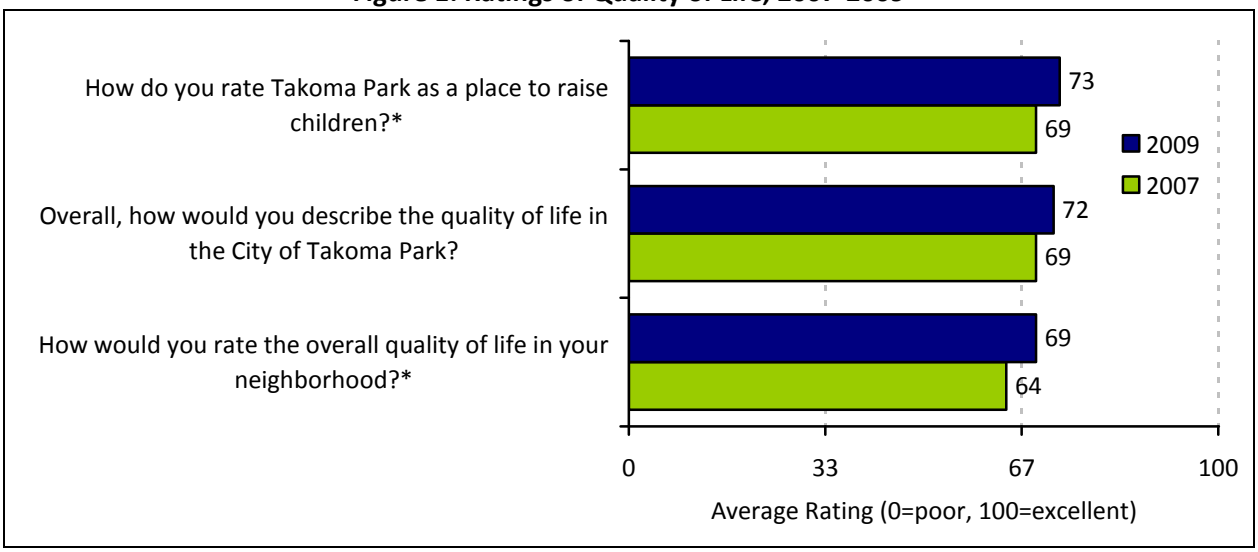
Residents' ratings of quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The Takoma Park Resident Survey contained several question sets related to quality of community life and perceptions of safety in the city.

Overall Quality of Life

Survey respondents were asked to rate their quality of life in Takoma Park, including overall quality of life, as a place to raise children and quality of life in their neighborhood. Overall, residents viewed quality of life in Takoma Park favorably, with an average rating of 72 on the 100-point scale (between "good" and "excellent"). This rating is similar to that observed in 2007.

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. Ratings for these two items have improved compared to 2007.

Figure 1: Ratings of Quality of Life, 2007-2009



**Differences between 2007 and 2009 are statistically significant.*

Comparison to Communities Across the Nation

Average ratings given by Takoma Park residents were compared to ratings given by residents of other jurisdictions across the country. Ratings for overall quality of life and the City as a place to raise children were both rated higher than the average rating received by other jurisdictions. The rating for overall quality of life in neighborhood was similar to that of other communities. A complete set of benchmark comparisons can be seen in *Appendix E: Benchmark Comparisons*.

Figure 2: Quality of Life Benchmark Comparisons

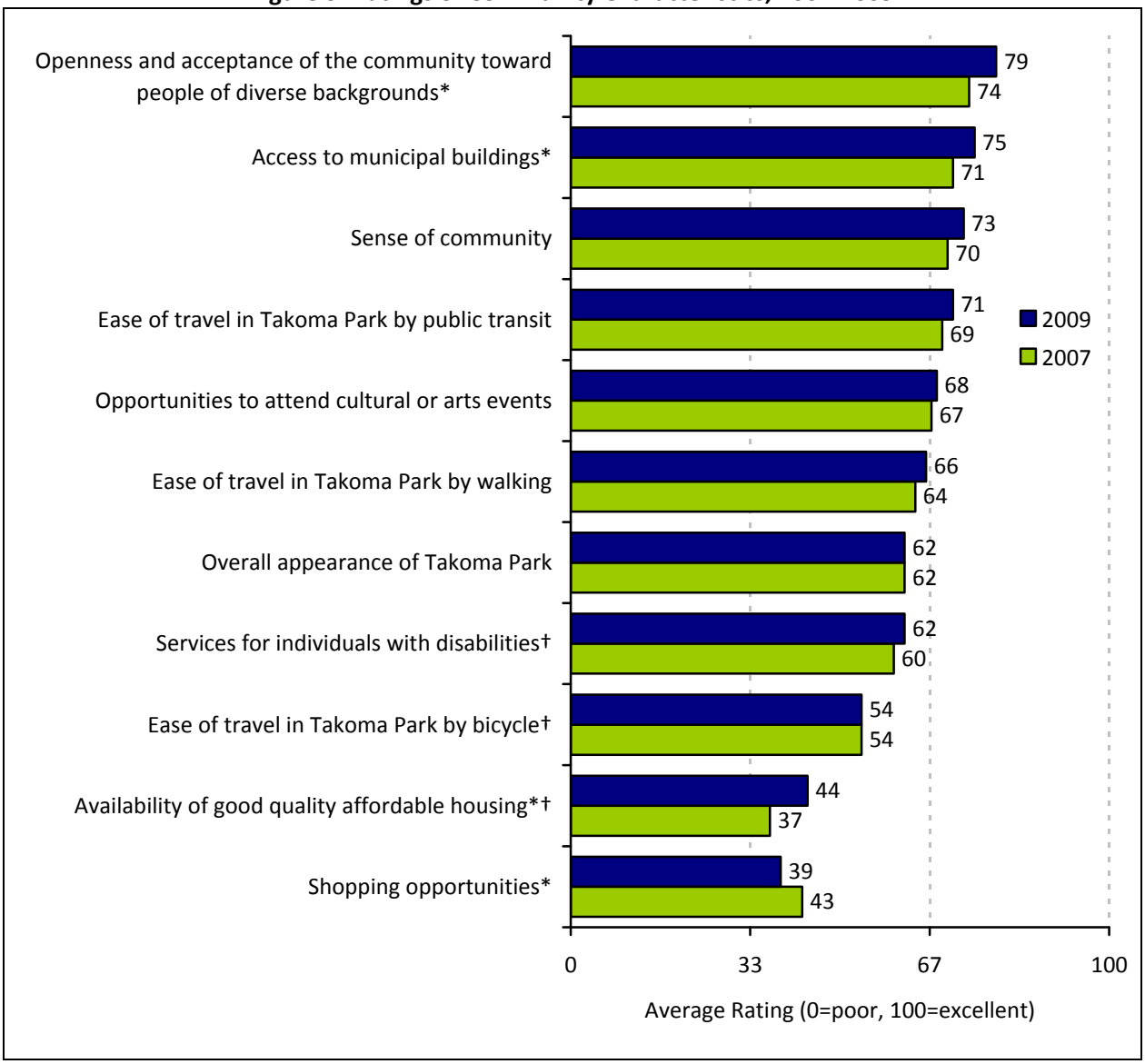
Item	Comparison to Benchmark
How do you rate Takoma Park as a place to raise children?	Above the benchmark
Overall, how would you describe the quality of life in the City of Takoma Park?	Above the benchmark
How would you rate the overall quality of life in your neighborhood?	Similar to the benchmark

Community Characteristics

In addition to rating their overall quality of life in Takoma Park, those completing the questionnaire were asked to rate other aspects of community life. Characteristics of the Takoma Park community also received favorable ratings, with 6 of the 11 characteristics receiving an average rating at or above "good" on the 100-point scale (see Figure 3). Openness and acceptance towards people of diverse backgrounds received the highest average rating (79), followed by access to municipal buildings (75) and sense of community (73).

Several items were given higher ratings in 2009 compared to 2007; these included openness and acceptance of the community toward people of diverse backgrounds, access to municipal buildings, and availability of good affordable housing. One item received lower ratings in 2009 compared to 2007; shopping opportunities received an average rating of 43 in 2007 but only 39 in 2009.

Figure 3: Ratings of Community Characteristics, 2007-2009



**Differences between 2007 and 2009 are statistically significant.*
†More than 20% of respondents reported "don't know" on this item.

Comparison to Communities Across the Nation

Comparisons were available for 10 of the 11 community characteristics. Nine of the 10 were above the benchmark and just one, "shopping opportunities," was below the benchmark.

Figure 4: Community Characteristics Benchmark Comparisons

Item	Comparison to Benchmark
Openness and acceptance of the community toward people of diverse backgrounds	Above the benchmark
Sense of community	Above the benchmark
Ease of travel in Takoma Park by public transit	Above the benchmark
Opportunities to attend cultural or arts events	Above the benchmark
Ease of travel in Takoma Park by walking	Above the benchmark
Overall appearance of Takoma Park	Above the benchmark
Ease of travel in Takoma Park by bicycle	Above the benchmark
Shopping opportunities	Below the benchmark
Availability of good quality affordable housing	Above the benchmark

Reasons for Living in Takoma Park

Those completing the questionnaire were asked why they chose to live in Takoma Park. A set of options was provided from which they could choose their responses. The most frequently indicated reason for living in Takoma Park was that it was close to Washington, D.C. (74%, see Figure 5). Access to public transportation, the diversity of people, that the community is progressive, and that it is attractive were the other most commonly cited reasons. "Other" responses can be found in *Appendix C: Verbatim Responses to Survey Questions.*

Figure 5: Reasons for Living in Takoma Park

Why did you choose to live in Takoma Park? (Please check all that apply.)	Percent of Respondents*
It's close to Washington, D.C.	74%
Access to public transportation	61%
Progressive community	56%
Diversity of people	46%
Attractive community	40%
Trees	39%
Quiet area	36%
Affordable housing	35%
Job was here (or nearby)	32%
Good schools	31%
The community's amenities (e.g., shopping, parks, recreation, library, etc.)	28%
Historic neighborhoods	28%
Safe community	27%
Family lives here/ born or raised here	11%
Other:	10%

** Note: Percents may add to more than 100% as respondents could give more than one answer.*

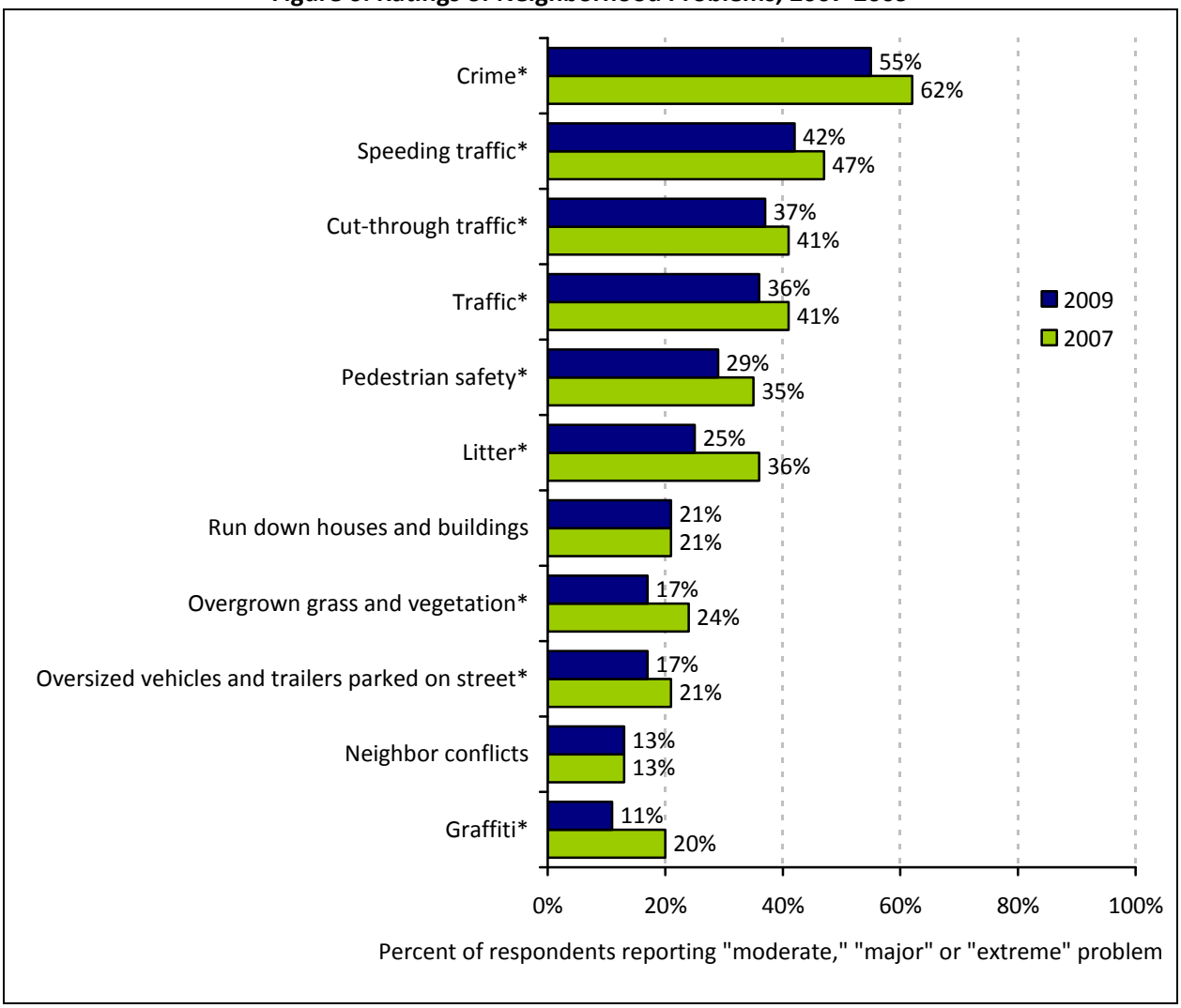
Problems in Neighborhood

Residents completing the questionnaire rated the extent to which various issues were a problem in their neighborhood. Neighborhoods were generally viewed favorably, with only crime being considered at least a "moderate" problem by more than half of the survey respondents (see Figure 6). Traffic issues were the next most problematic concerns, deemed at least a "moderate" problem by about a third of those completing the survey.

Pedestrian safety, litter and run down houses and buildings were considered a "moderate," "major" or "extreme" problem by 21% to 29% of respondents each. Less than 20% of respondents deemed graffiti, neighbor conflicts, oversized vehicles and trailers parked on the street or overgrown grass and vegetation as at least a moderate problem.

Nine of the 11 issues rated were considered less of a problem by those completing the survey in 2009 than in 2007. None were considered more of a problem.

Figure 6: Ratings of Neighborhood Problems, 2007-2009



**Differences between 2007 and 2009 are statistically significant.*

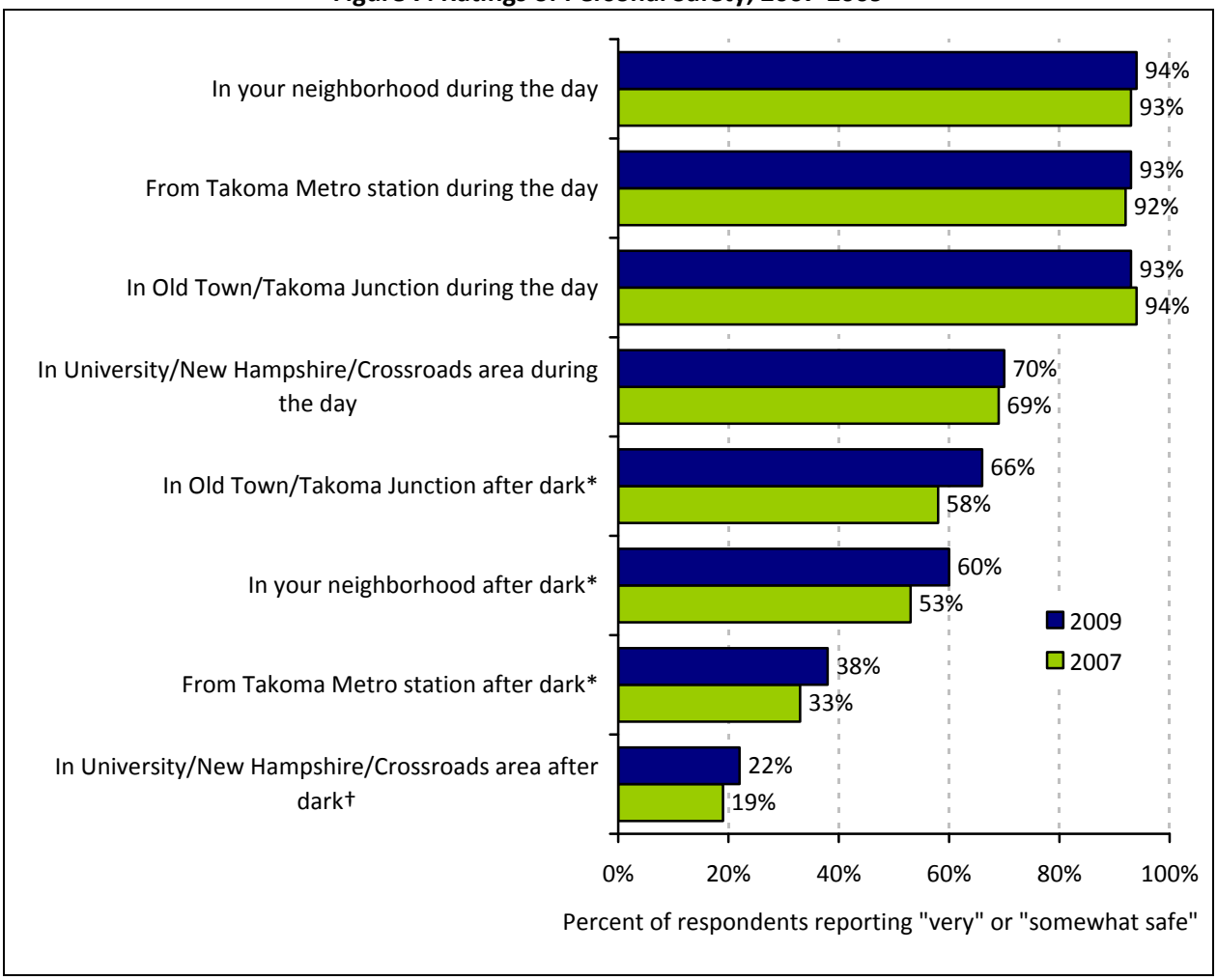
Personal Safety

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 two-thirds of survey participants felt "somewhat" or "very" safe at each location during the day, with nearly all respondents (93% or more, see Figure 7) feeling at least somewhat safe in their neighborhood, 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.

Over half of respondents reported feeling "somewhat" or "very" safe in Old Town/Takoma Junction and their neighborhood after dark. However, only about one-third felt safe at the Takoma Metro station after dark, and 22% in the University/New Hampshire/Crossroads area after dark.

However, where ratings were statistically significantly different in 2009 compared to 2007, the safety ratings had improved.

Figure 7: Ratings of Personal Safety, 2007-2009



**Differences between 2007 and 2009 are statistically significant.*
†More than 20% of respondents reported "don't know" on this item.

Comparison to Communities Across the Nation

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 below the benchmark, while safety in the neighborhood during the day was rated above the benchmark.

Figure 8: Safety Rating Benchmark Comparisons

Item	Comparison to Benchmark
In your neighborhood during the day	Above the benchmark
In your neighborhood after dark	Below the benchmark

City Government

A significant portion of the questionnaire was devoted to assessing resident perceptions about how well the City of Takoma Park government is 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 Government Services

The overall quality of City services was viewed favorably by those completing the survey, with an average rating of about "good" (66) on the 100-point scale. This rating was similar to that observed in 2007. This rating was above the benchmark comparison (see Figure 10).

Figure 9: Ratings of Overall Quality of City Services, 2007-2009

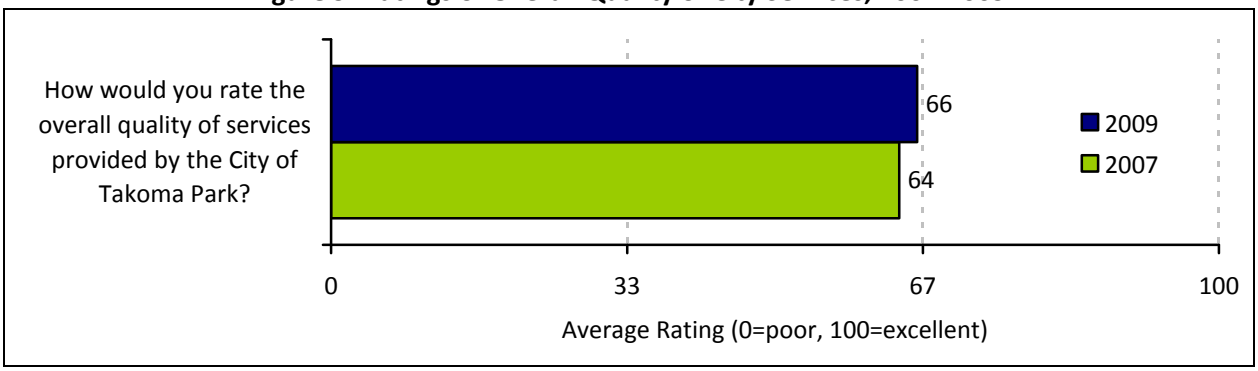


Figure 10: Overall Quality of Services Benchmark Comparison

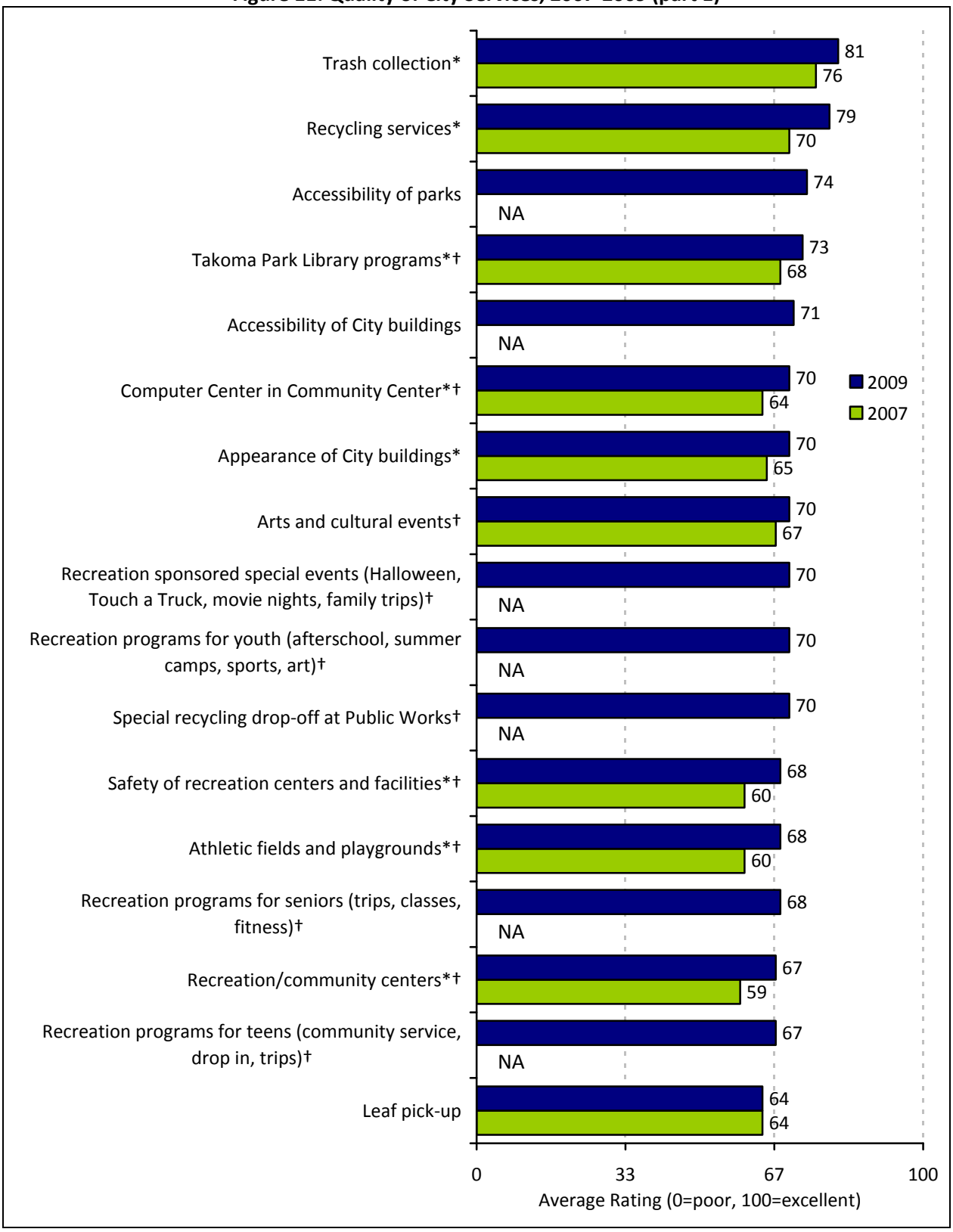
Item	Comparison to Benchmark
How would you rate the overall quality of services provided by the City of Takoma Park?	Above the benchmark

Ratings of Specific City Government Services

Those completing the questionnaire were asked to rate the quality of 35 specific City services. The average ratings given to these services are displayed in Figure 11 and Figure 12 on the next two pages. The services receiving the highest ratings were trash collection, recycling services, accessibility of parks and Takoma Park Library programs, each receiving average ratings of 73 or greater on the 100-point scale.

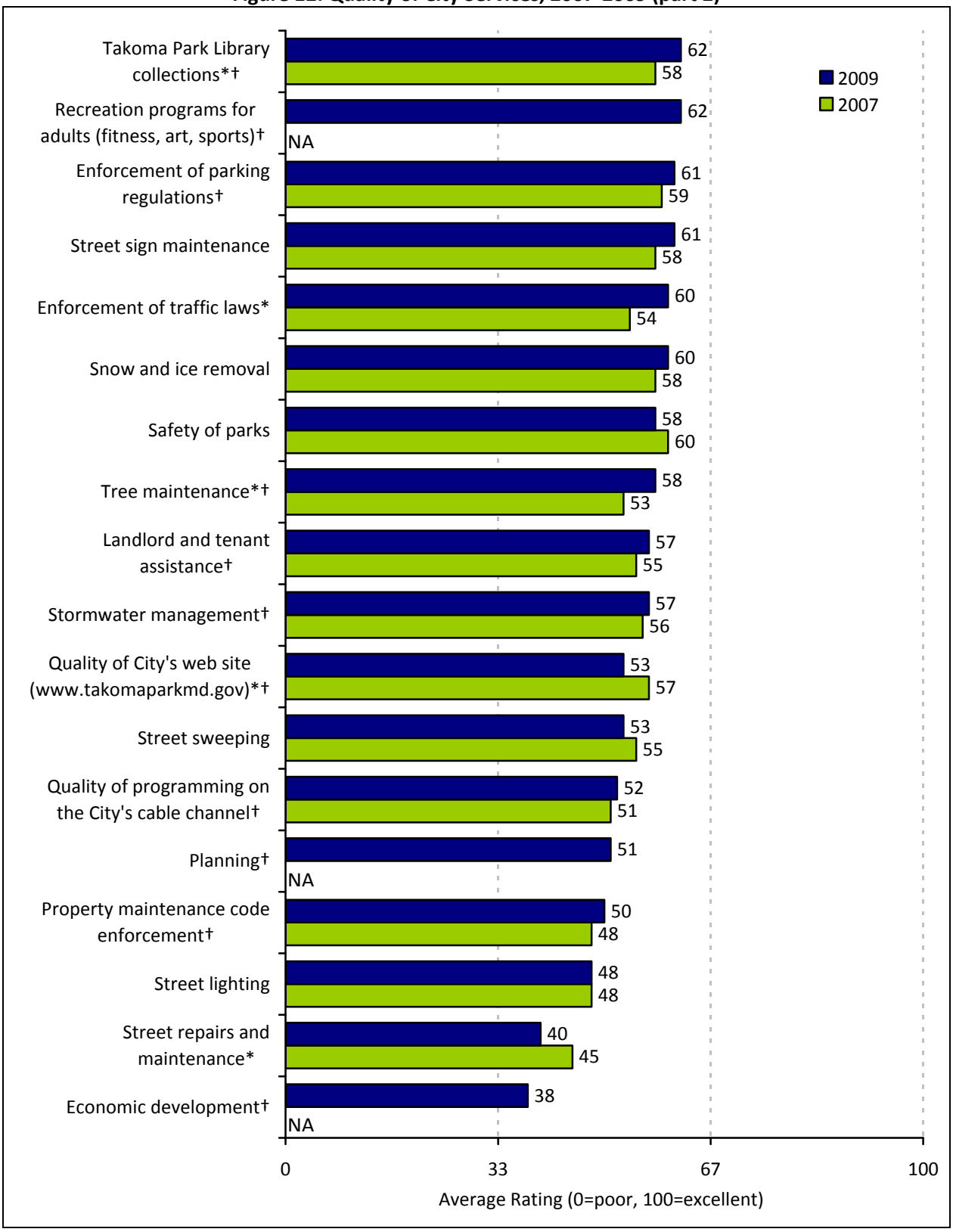
Of the 25 items for which comparisons could be made to 2007 results, 12 had statistically significantly different ratings. Only two of these items were rated lower in 2009 compared to 2007; these two items were street repairs and maintenance and the quality of City's web site. The ten items receiving statistically higher ratings in 2009 compared to 2007 were: trash collection, recycling services, Takoma Park Library programs, appearance of City buildings, Computer Center in Community Center, athletic fields and playgrounds, safety of recreation centers and facilities, recreation/community centers, Takoma Park Library collections, enforcement of traffic laws and tree maintenance.

Figure 11: Quality of City Services, 2007-2009 (part 1)



**Differences between 2007 and 2009 are statistically significant.*
†More than 20% of respondents reported "don't know" on this item.

Figure 12: Quality of City Services, 2007-2009 (part 2)



**Differences between 2007 and 2009 are statistically significant.*
†More than 20% of respondents reported "don't know" on this item.

Comparisons to Communities Across the Country

Benchmark comparisons were available for 17 of the services: nine were above the benchmark, two were similar to the benchmark and five were below the norm. This comparison provides a way to gauge average ratings. For example, planning received one of the lowest average ratings (51), but when comparing this rating to those from other communities, it is observed that this rating is above the benchmark average from other communities.

Figure 13: City Services Benchmark Comparisons

Item	Comparison to Benchmark
Trash collection	Above the benchmark
Recycling services	Above the benchmark
Appearance of City buildings	Above the benchmark
Arts and cultural events	Above the benchmark
Recreation/community centers	Above the benchmark
Takoma Park Library collections	Below the benchmark
Enforcement of traffic laws	Above the benchmark
Snow and ice removal	Above the benchmark
Safety of parks	Below the benchmark
Stormwater management	Above the benchmark
Quality of City's web site (www.takomaparkmd.gov)	Below the benchmark
Street sweeping	Similar to the benchmark
Quality of programming on the City's cable channel	Similar to the benchmark
Planning (development review, streetscapes, neighborhood projects)	Above the benchmark
Street lighting	Below the benchmark
Street repairs and maintenance	Below the benchmark
Economic development (business outreach, commercial area promotion)	Below the benchmark

Action Chart™ and Key Driver Analysis

The Action Chart™ on page 20 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 2007, how services stack up compared to the benchmarks, 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 four services identified as key drivers for the City were:

- Planning (development review, streetscapes, neighborhood projects),
- Recreation/community centers,
- Takoma Park Library collections, and
- Street sweeping.

Action Chart™

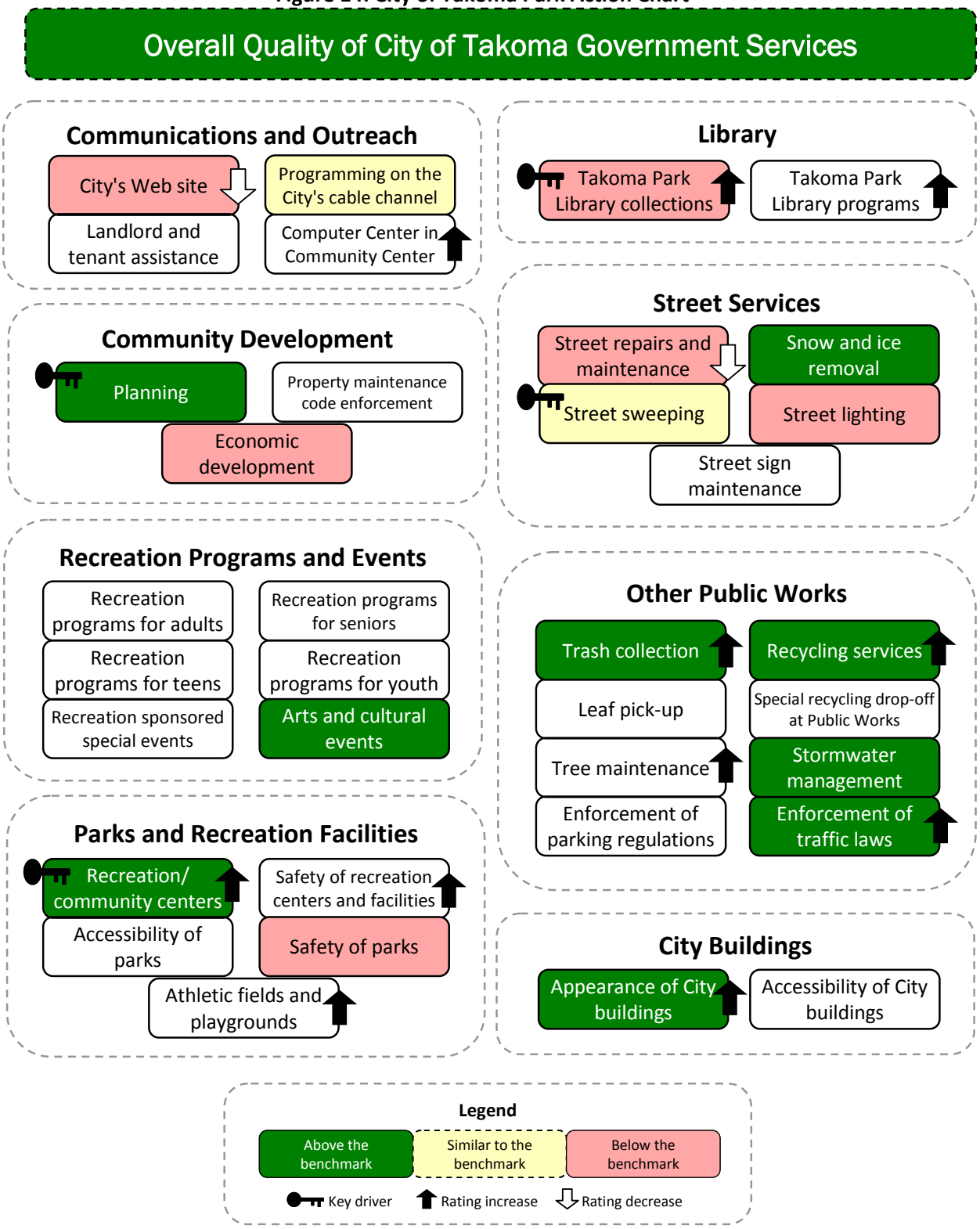
The 2009 City of Takoma Park Action Chart™ on the following page combines three dimensions of performance:

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

All four of the "key driver" services could be compared to national benchmarks. Planning and recreation/community centers were given ratings by residents above the benchmark. Street sweeping was similar to the national benchmark while Takoma Park Library collections were below the national benchmark. However, the Takoma Park Library collections rating has improved in 2009 compared to 2007.

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, the City of Takoma Park may wish to pay particular attention to Library collections and street sweeping. The ratings for planning and the recreation/community centers were above the benchmark comparisons, as was the rating given to overall quality of City services. Special attention may not need to be given to these two services, other than to continue to maintain vigilance in sustaining the high quality of services provided.

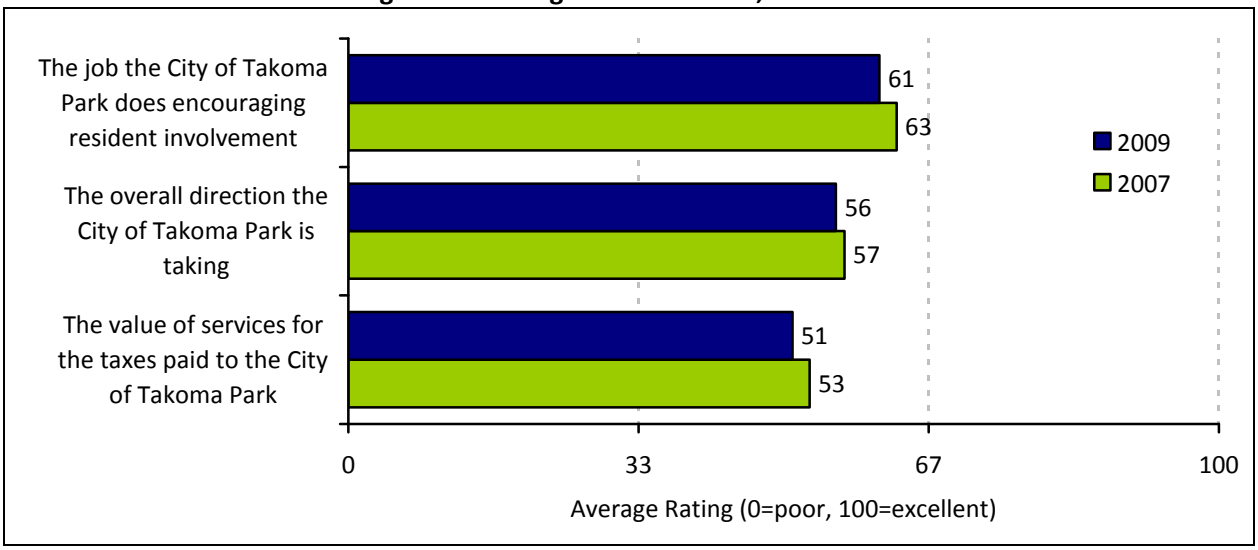
Figure 14: City of Takoma Park Action Chart™



Public Trust in Local Government

Respondents had the opportunity to rate three public trust questions about encouraging resident involvement, the direction the City is taking and the value of services for the taxes paid. Over half of those completing the survey rated each public trust item as "good" or "excellent," with the job the City does at encouraging resident involvement receiving the highest marks. These ratings were similar to those observed in 2007.

Figure 15: Ratings of Public Trust, 2007-2009



These public trust items could be compared to the national benchmark database. For two of the items, the overall direction being taken by the City and the job the City does encouraging resident involvement, ratings were above the benchmark. The rating of the third item, value of services for the taxes paid, was similar to the benchmark comparison.

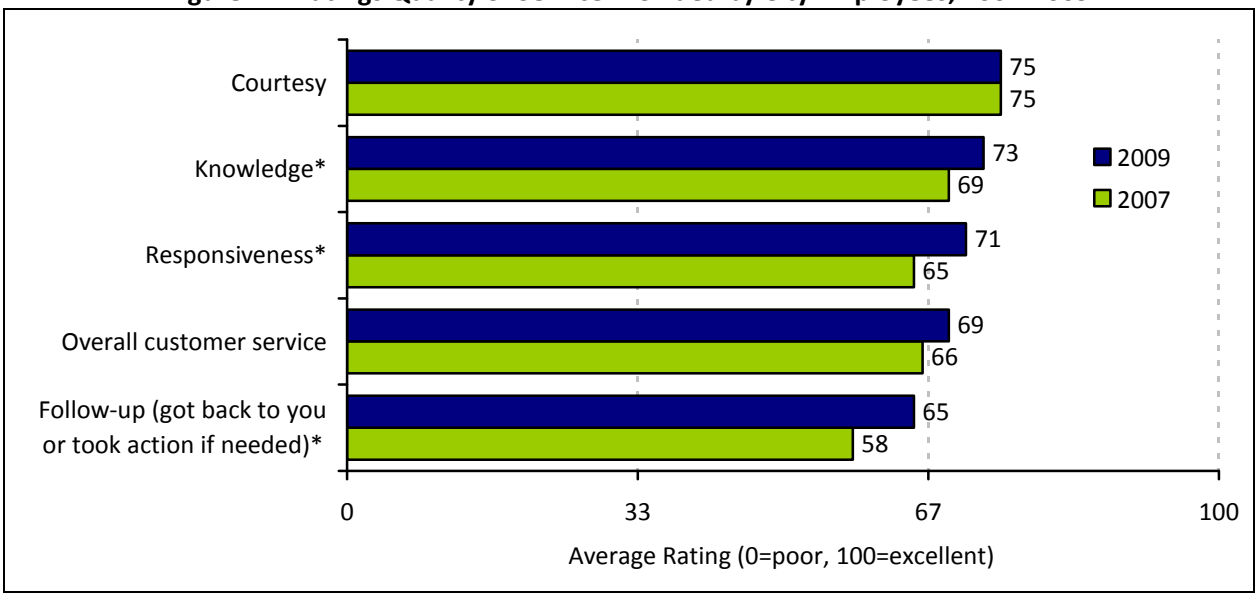
Figure 16: Public Trust Benchmark Comparisons

Item	Comparison to Benchmark
The job the City of Takoma Park does encouraging resident involvement	Above the benchmark
The overall direction the City of Takoma Park is taking	Above the benchmark
The value of services for the taxes paid to the City of Takoma Park	Similar to the benchmark

Interactions with City Employees

A portion of the survey was dedicated to measuring the quality of customer services provided by City employees. Just over half (58%) of those surveyed reported having contact with a City employee in the previous 12 months. These respondents were then asked a series of questions about their impression of the employee in their most recent contact. Ratings were generally positive, with each aspect given an average rating of about "good" or better. Three of the aspects of the interactions rated, knowledge, responsiveness and follow-up, received higher scores in 2009 than compared to 2007.

Figure 17: Ratings Quality of Service Provided by City Employees, 2007-2009



**Differences between 2007 and 2009 are statistically significant.*

Compared to the benchmark, three ratings of customer service were higher. These aspects rated higher than the benchmark included:

- knowledge of employee,
- responsiveness of employee, and
- overall customer service.

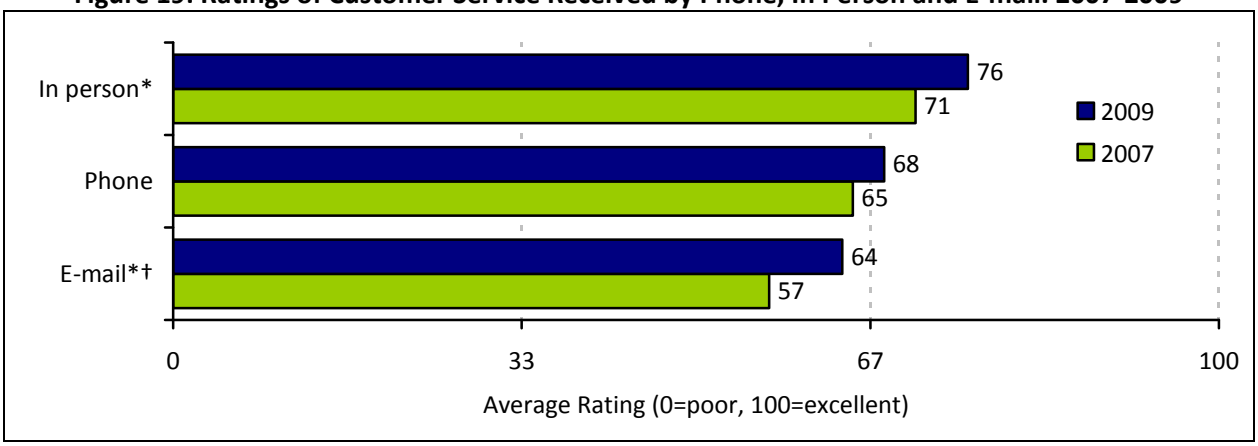
Courtesy of the employee received a rating similar to the benchmark comparison.

Figure 18: City Employee Ratings Benchmark Comparisons

Item	Comparison to Benchmark
Courtesy	Similar to the benchmark
Knowledge	Above the benchmark
Responsiveness	Above the benchmark
Overall customer service	Above the benchmark

In addition to rating the various aspects of customer service provided in their most recent contact, survey participants were asked to rate the customer service they received when their contact was in person, by phone or through e-mail. Not surprisingly, the more personal the contact method, the higher the customer service rating. In person contact received an average rating of 76, above "good" on the 100-point scale, and e-mail (the least personal type of contact) received the lowest rating, 64, or about "good" on the 100-point scale. Phone contact received a rating between in person and e-mail contact. Ratings of in person and e-mail contact have increased significantly since 2007.

Figure 19: Ratings of Customer Service Received by Phone, In Person and E-mail. 2007-2009



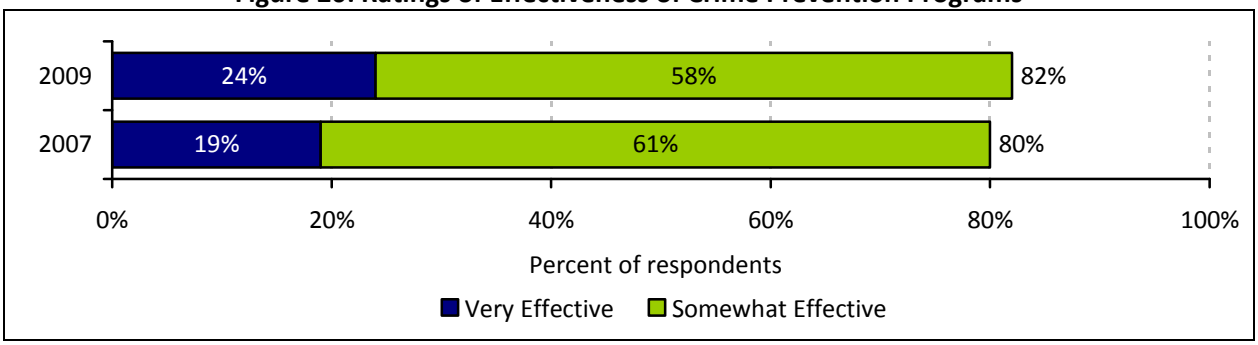
**Differences between 2007 and 2009 are statistically significant.*
†More than 20% of respondents reported "don't know" on this item.

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.

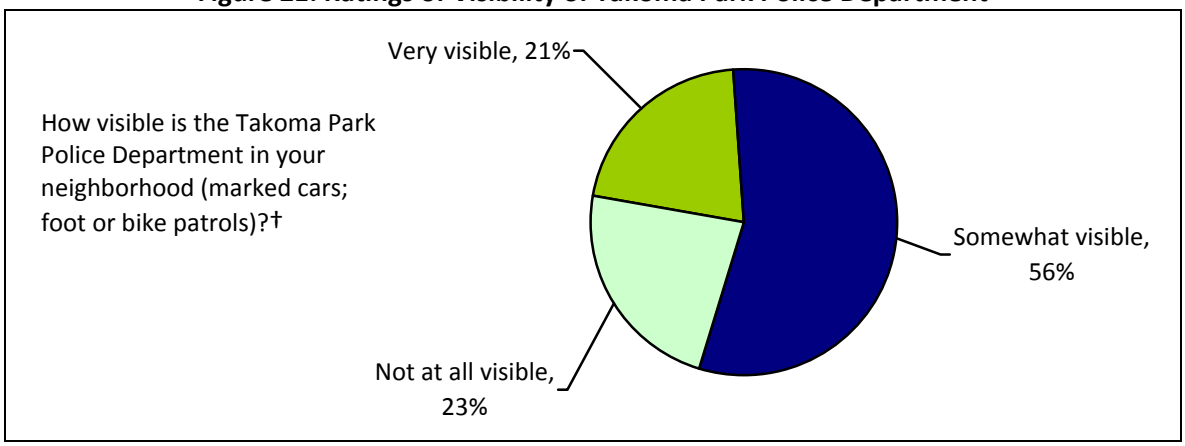
About four out of five survey takers felt that crime prevention programs and community-oriented policing programs were "somewhat" or "very" effective in deterring crime. These ratings were similar to those observed in 2007, although the proportion rating these programs as "very" effective increased from 19% in 2007 to 24% in 2009.

Figure 20: Ratings of Effectiveness of Crime Prevention Programs



Those completing the questionnaire were asked how visible they felt the Takoma Park Police Department was in their neighborhood. About two in five felt the police presence was "very visible" and another 56% felt it was "somewhat visible."

Figure 21: Ratings of Visibility of Takoma Park Police Department



†More than 20% of respondents reported "don't know" on this item.

Fourteen percent of survey participants (see Figure 22) reported that they or someone in their household had been the victim of a crime in the last three months. Among these self-reported crime victims, 80% reported some or all of the crimes that happened to them to the police (see Figure 23).

Figure 22: Self-Reported Crime Victimization

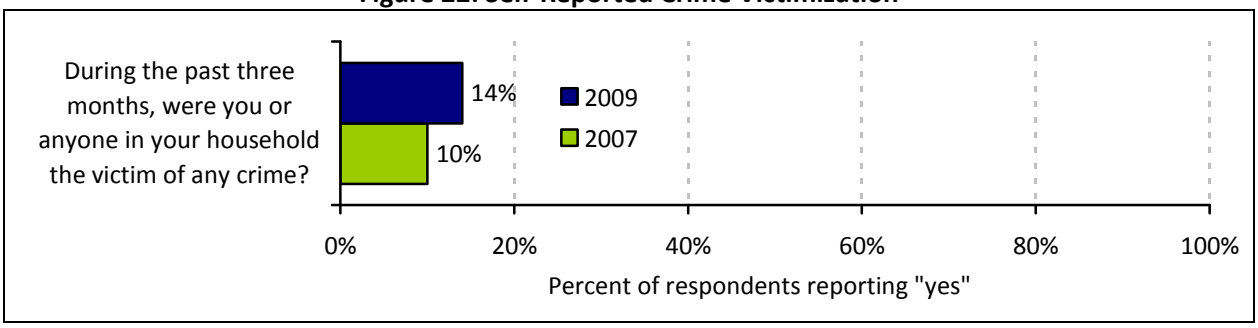
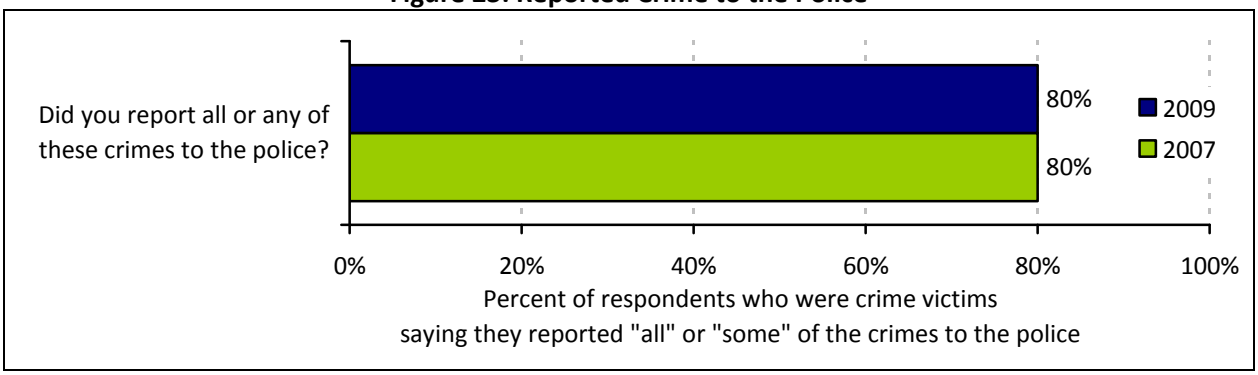


Figure 23: Reported Crime to the Police



Forty-four 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 71 on the 100-point scale. This score was similar to that observed in 2007, and above the benchmark comparison.

Figure 24: Overall Rating of the Contact with the City's Police Department. 2007-2009

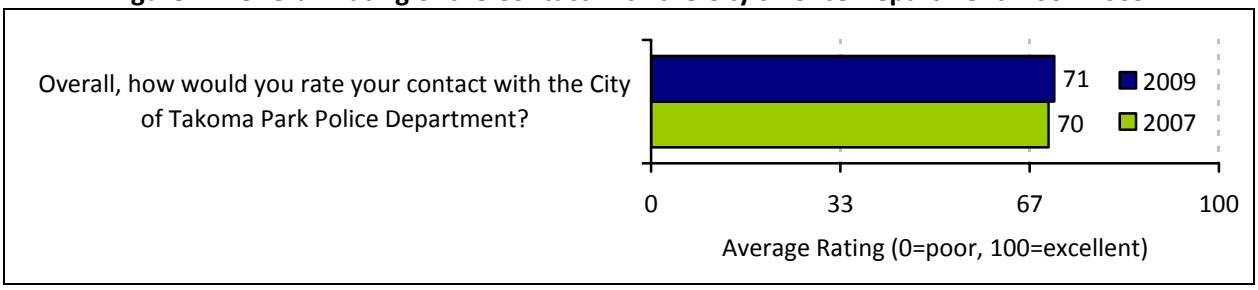
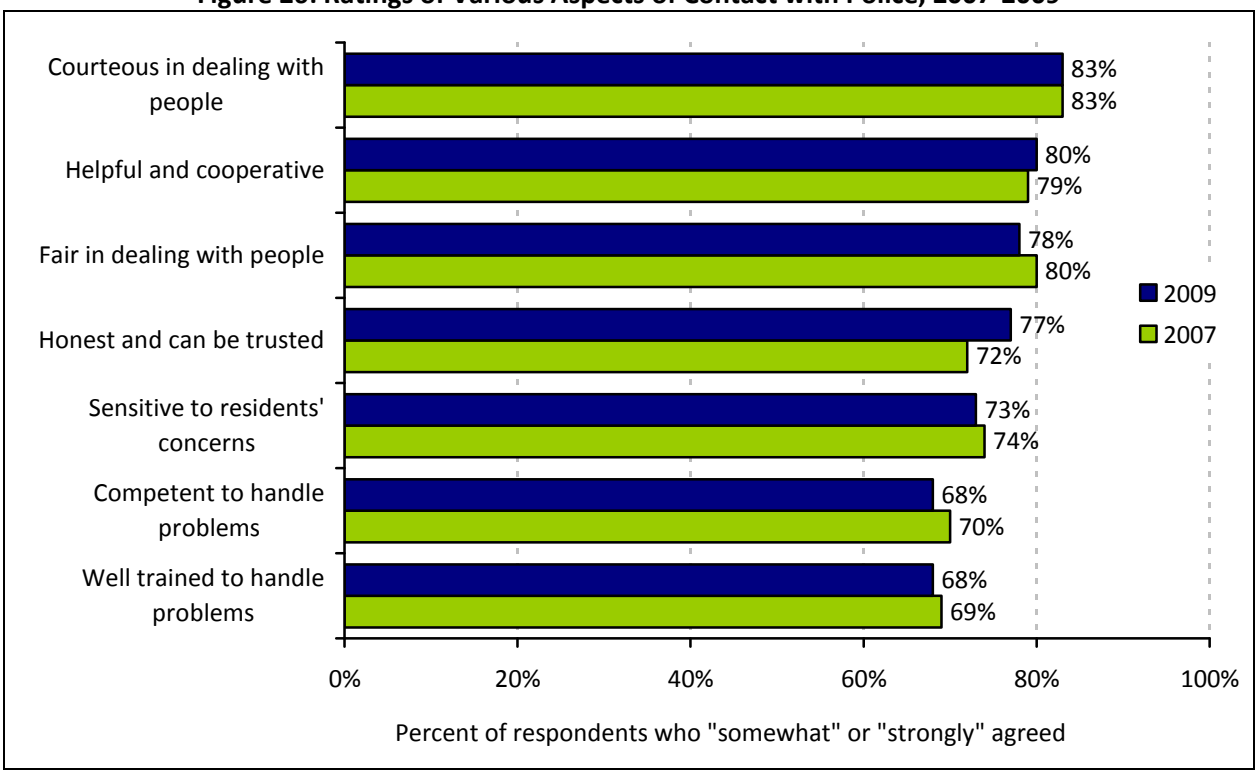


Figure 25: Overall Quality of Services Benchmark Comparison

Item	Comparison to Benchmark
Overall, how would you rate your contact with the City of Takoma Park Police Department?	Above the benchmark

Along with rating contact with the Police Department, those who had contacted the Police Department were given a list of seven positive statements about their interaction and asked to rate the extent to which they agreed or disagreed with each. At least 6 in 10 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;" three-quarters or more of survey respondents at least "somewhat" agreed with each of these statements. All ratings were similar to those observed in 2007.

Figure 26: Ratings of Various Aspects of Contact with Police, 2007-2009



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 958 residents completing the survey, 479 provided a suggestion; these suggestions were then categorized into thematic groups. Figure 27 below shows the proportion of respondents from each ward who gave a response within each category. Verbatim responses to this question can be found in *Appendix C: Verbatim Responses to Survey Questions*.

The most common suggestion given was to increase police presence or to have more patrols, named by over half of those who gave a response. This response was more common among residents of Wards 5 and 6, and less common among those who live in Ward 4.

Figure 27: Suggestions for Improving Takoma Park Police Services

In order to improve police services to Takoma Park, I would like to see:	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
More police presence/patrols	56%	58%	37%	52%	66%	69%	56%
Better/more communication	8%	17%	14%	8%	4%	6%	10%
Enforcing laws/solving crimes	8%	5%	5%	6%	0%	8%	5%
Nothing – made a positive comment about police	7%	0%	2%	2%	4%	0%	3%
Increased video/technological surveillance	2%	0%	4%	2%	0%	2%	2%
Improved training	0%	0%	2%	0%	0%	3%	1%
Improved response time	0%	0%	0%	8%	0%	0%	1%
Other	18%	20%	38%	22%	25%	12%	23%
Total	100%	100%	100%	100%	100%	100%	100%

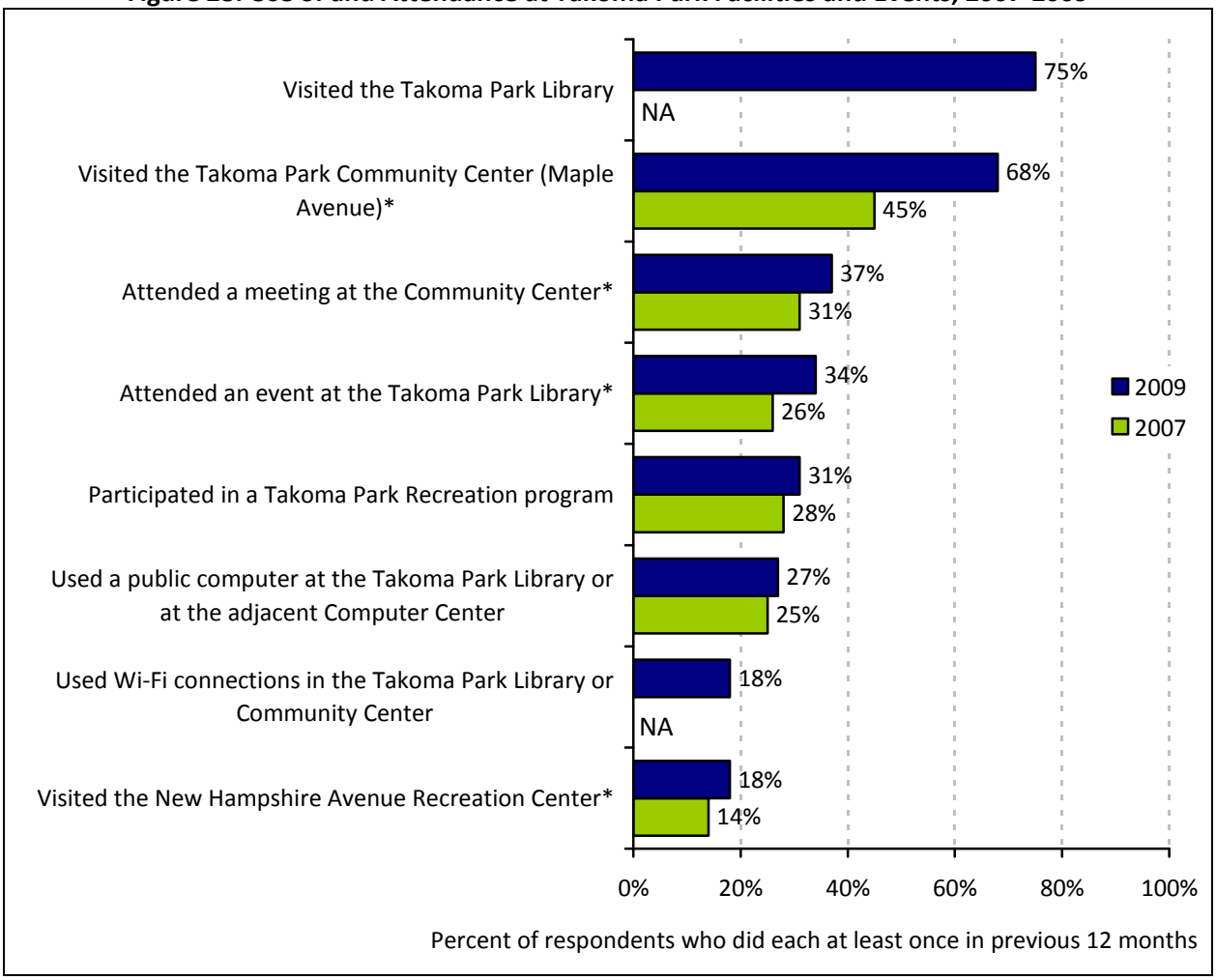
Takoma Park Facilities and Events

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 Library at least once in the previous 12 months. About two-thirds had visited the Takoma Park Community Center.

About a third of respondents had attended a meeting at the Community Center, attended an event at the Takoma Park Public Library or participated in a Takoma Park Recreation program. Nearly 3 in 10 had used a public computer at the Takoma Park Library or the adjacent Computer Center. About 2 in 10 had used the Wi-Fi connections at the Library or Community Center. About 2 in 10 had visited the New Hampshire Avenue Recreation Center.

Figure 28: Use of and Attendance at Takoma Park Facilities and Events, 2007-2009



**Differences between 2007 and 2009 are statistically significant.*

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 any of these opportunities or information sources.

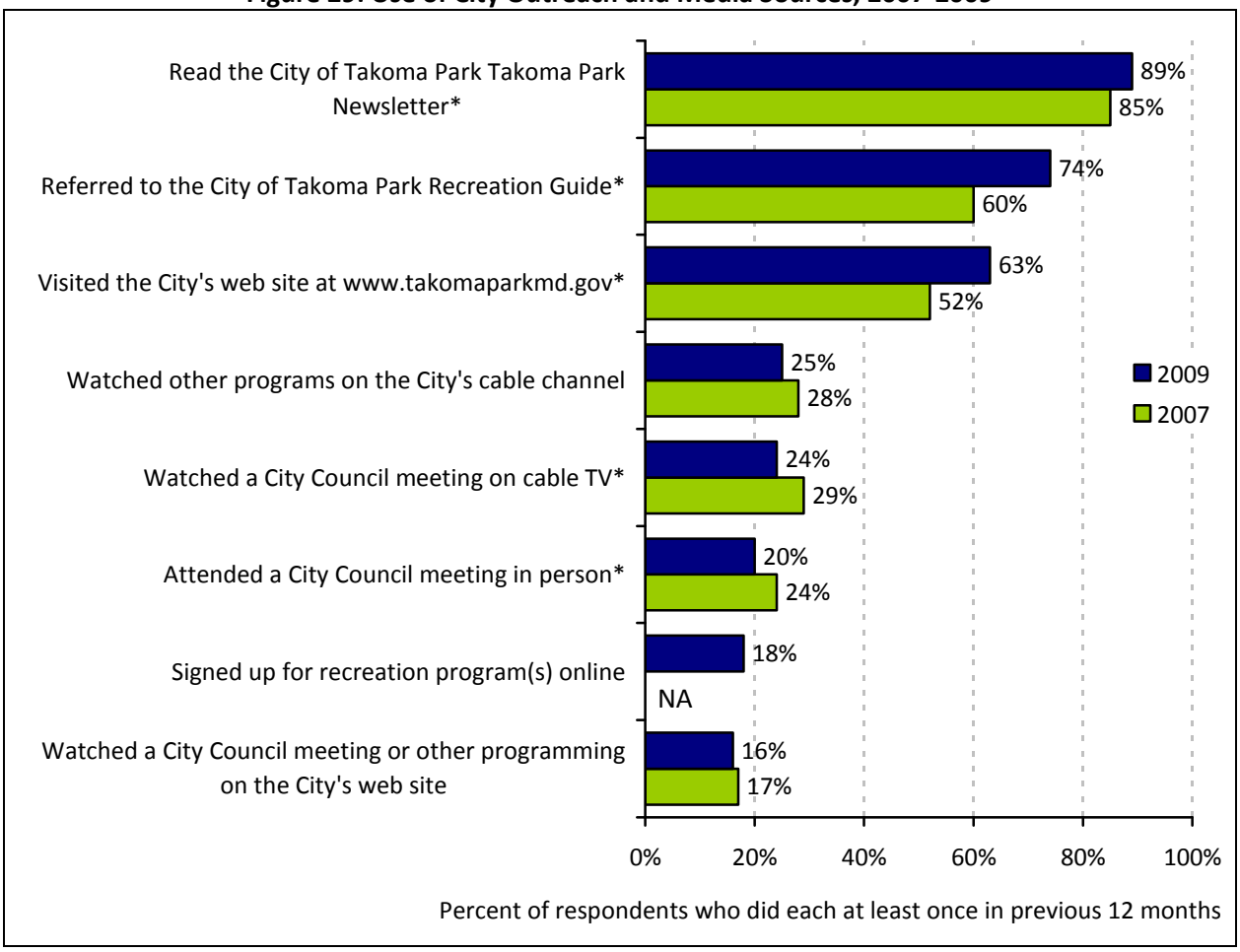
The most commonly used resource was reading the City's monthly newsletter; 89% of respondents reported doing this at least once in the previous 12 months, up from 85% in 2007.

About three-quarters of 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 2007, although in 2007 the survey asked whether respondents had "used" the *Recreation Guide*.

About two-thirds of residents completing the survey had visited the City's web site at least once in the previous 12 months, up from 52% in 2007. About a quarter of respondents had watched a City Council meeting on cable TV, or watched other programs on the City's cable channel. About 20% said they had attended a City Council meeting in person.

Eighteen percent of survey participants had signed up for a recreation program online, and 16% had watched a City Council meeting or other programming on the City's Web Site.

Figure 29: Use of City Outreach and Media Sources, 2007-2009

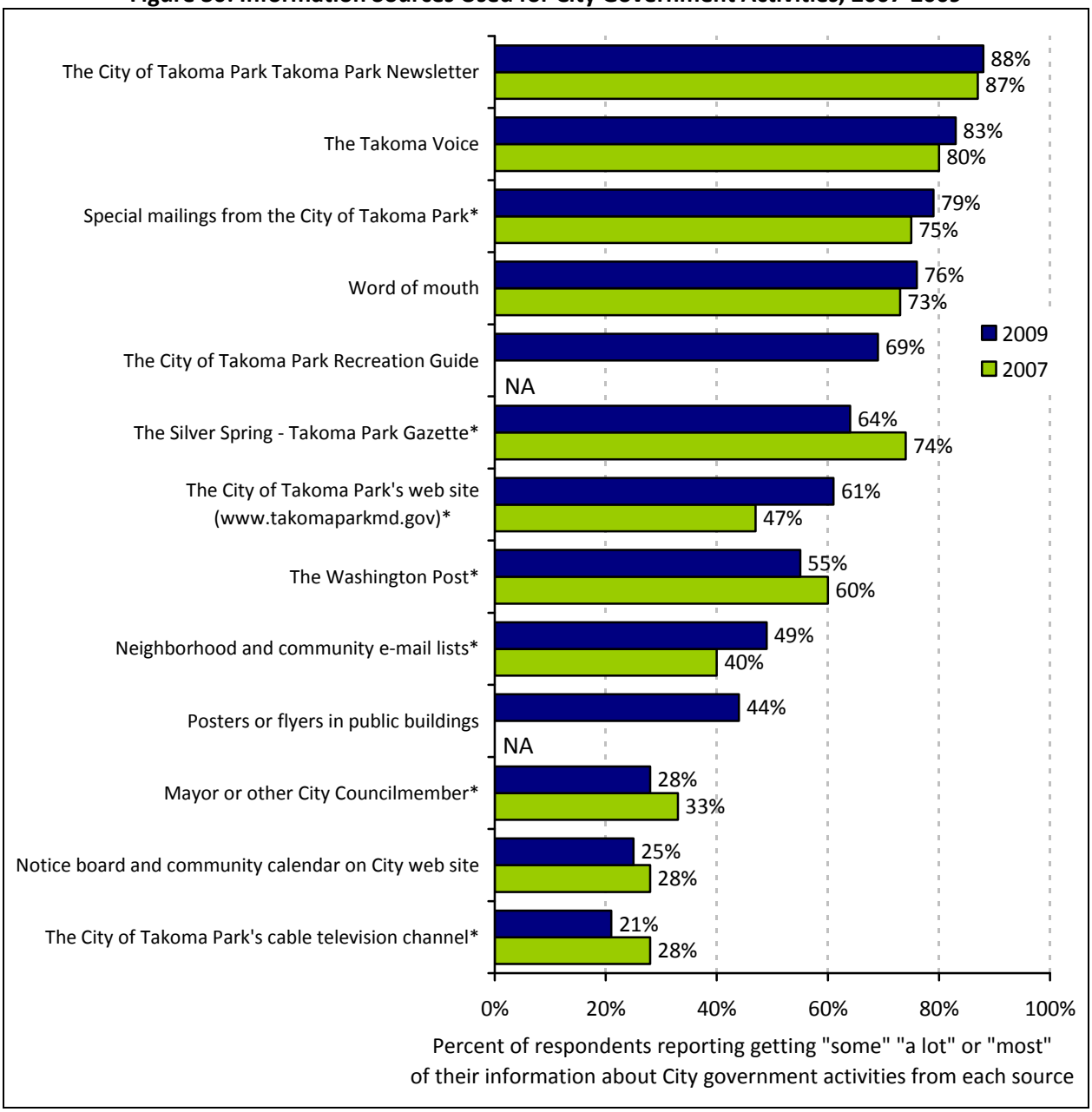


**Differences between 2007 and 2009 are statistically significant.*

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 three sources used most often to get information about the City of Takoma Park government activities were the *Takoma Park Newsletter*, *The Takoma Voice* and special mailings from the City. *The Silver Spring-Takoma Park Gazette* and "word of mouth" were also frequently cited by respondents.

Use of *The Silver Spring-Takoma Park Gazette* and the *Washington Post* decreased since 2007, while use of the City's web site and neighborhood and community e-mail lists increased.

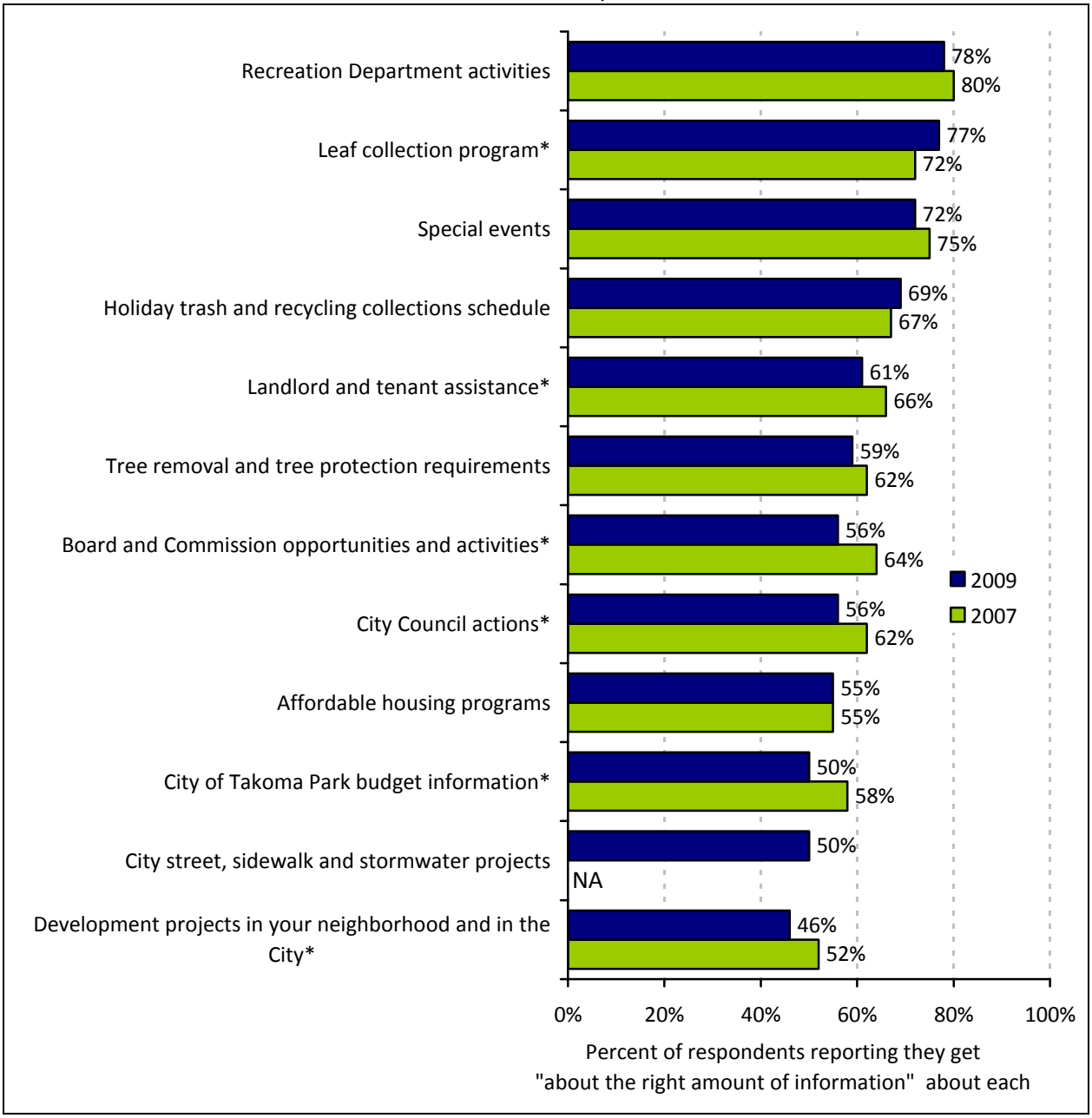
Figure 30: Information Sources Used for City Government Activities, 2007-2009



**Differences between 2007 and 2009 are statistically significant.*

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. Budget information, infrastructure projects and development projects were the items about which residents were most likely to feel that they did not receive enough information. With the exception of the leaf collection program, there was a decrease from 2007 to 2009 in the proportion of respondents feeling like they received enough information.

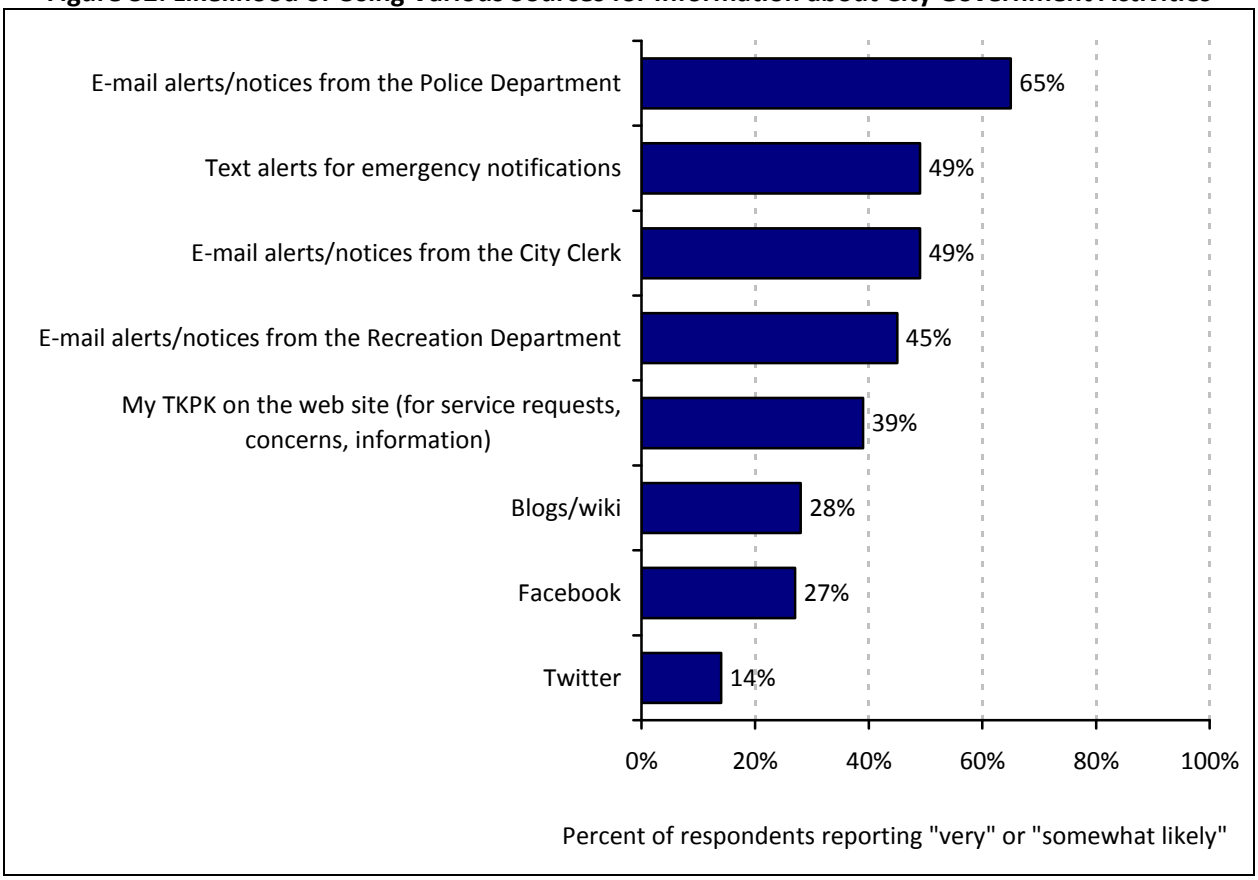
Figure 31: Ratings of Availability of Information about City Government Functions or Activities, 2007-2009



**Differences between 2007 and 2009 are statistically significant.*

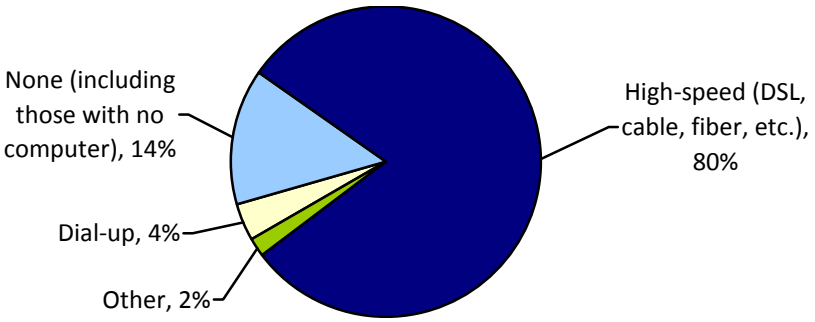
Possible new methods of reaching out to Takoma Park residents were explored through the survey. Those completing the questionnaire were told to think about how they currently get information about events or issues in which they are interested, and to indicate how likely, if at all, they would be to obtain information from the City of Takoma Park about things like public or community meetings, upcoming programs and events or other notices in the various formats. About two-thirds thought they would be "very" or "somewhat likely" to use e-mail alerts or notices from the Police Department. Nearly half were interested in text alerts for emergency notifications. Forty-five percent thought they would be at least "somewhat" likely to receive e-mail alerts or notices from the Recreation Department. About 4 in 10 thought they would use the My TKPK web site. There was less enthusiasm for blogs or wikis, Facebook or Twitter, but nearly 30% thought they might use blogs or Facebook, and 14% thought they would be at least somewhat likely to use Twitter.

Figure 32: Likelihood of Using Various Sources for Information about City Government Activities



Residents' access to various types of media and communications modes was assessed through the survey. About 8 in 10 respondents reported that they have high-speed Internet access at home. Fourteen percent of respondents had no Internet access at home, with the remaining 6% having dial-up or some other type of access.

Figure 33: Type of Internet Access



Respondents also were asked about their access to cable or satellite television services. About a third (32%) of respondents reported that they did not subscribe to either cable or satellite services. Nearly two-thirds (62%) said they subscribed to cable television, and the remaining six percent to satellite. Those who did subscribe were asked who their provider was. As shown in Figure 35, about 6 in 10 of those who subscribed to cable or satellite used Comcast, with another 26% using RCN/Starpower and the remaining 15% using Verizon.

Figure 34: Type of Television Service

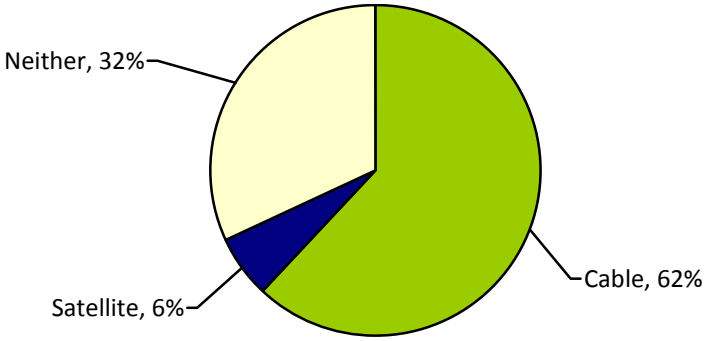
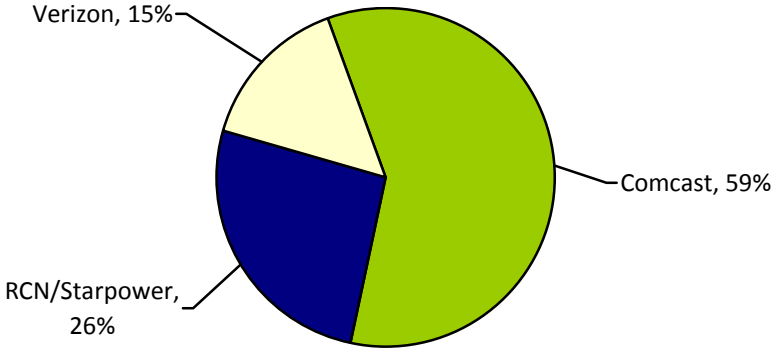


Figure 35: Cable or Satellite Television Service Provider



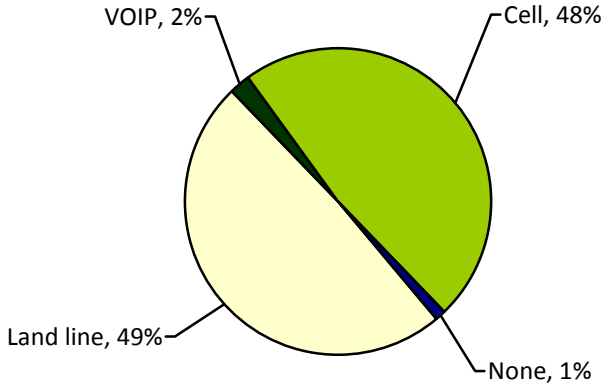
Those completing the survey were queried about the type of phone services they used. A greater proportion of households said they used cell phones than said they used land lines (see Figure 36). Only 1% of surveyed households had no phone coverage at all. When asked which they considered their primary telephone number, respondents were about evenly split between their cell phones (48%) and their land lines (49%, see Figure 37).

Figure 36: Resident Phone Coverage

What types of phones are used by your household? (Please check all that apply.)	Percent of Respondents*
Cell	89%
Land line	67%
VOIP	9%
None	1%

** Percents may add to more than 100% as respondents could give more than one answer.*

Figure 37: Source Considered Primary Telephone Number

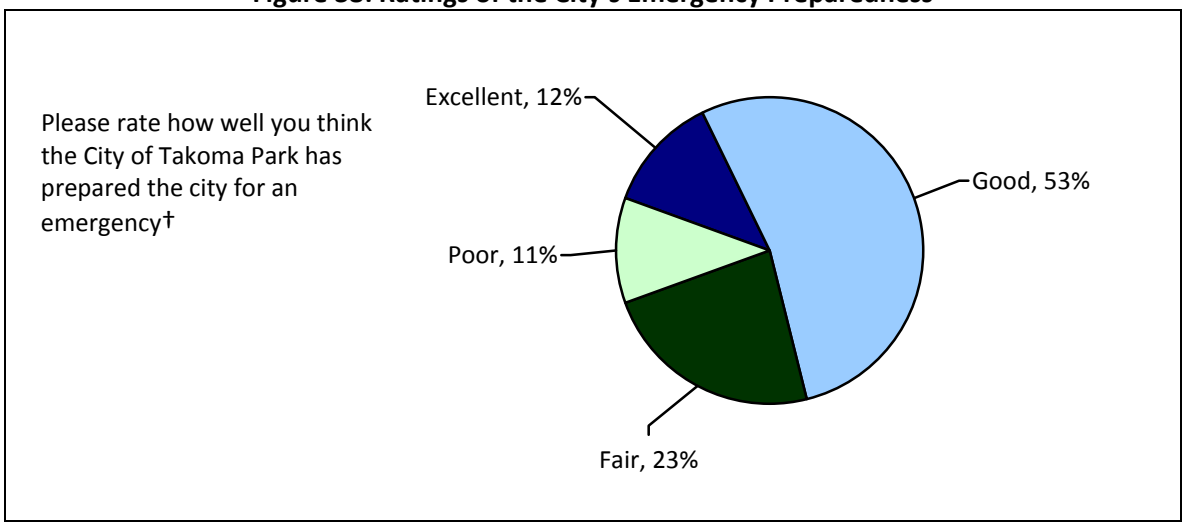


EMERGENCY PREPAREDNESS

A few questions on the survey were devoted to emergency preparedness. Respondents were asked how well they felt the City government has prepared residents for an emergency, and about their own levels of preparedness.

About two-thirds of respondents who had an opinion believed the City of Takoma Park has done an "excellent" or "good" job of preparing the city for an emergency. This rating was similar to the benchmark (see Figure 39). However, over 60% of survey participants had responded "don't know" when asked about how well the City has prepared the community for an emergency (see *Appendix B: Responses to Survey Questions* for the frequencies of responses to each survey question, including the proportion who answered "don't know").

Figure 38: Ratings of the City's Emergency Preparedness



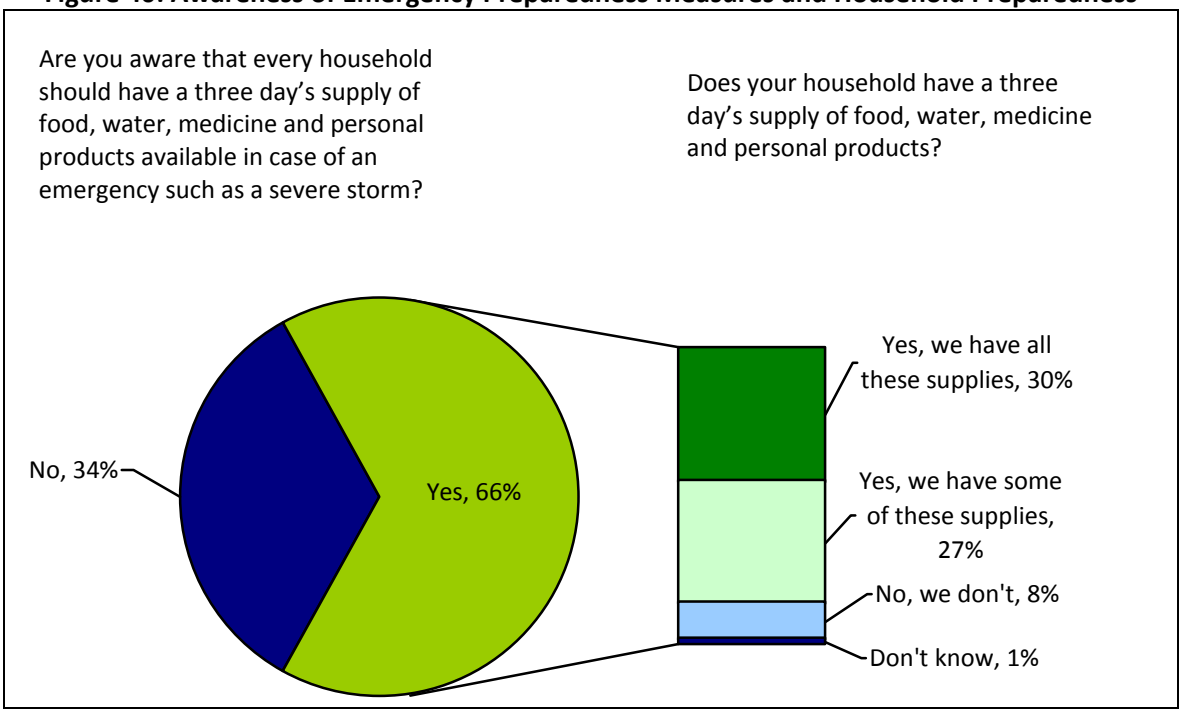
†More than 20% of respondents reported "don't know" on this item.

Figure 39: Emergency Preparedness Benchmark Comparison

Item	Comparison to Benchmark
Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	Similar to the benchmark

About two-thirds of respondents said they were aware that every household should have a three day's supply of food, water, medicine and personal products available in case of an emergency such as a severe storm. Most of those aware of this preparedness measure said they had at least some of these supplies on hand.

Figure 40: Awareness of Emergency Preparedness Measures and Household Preparedness



When asked where they had heard of the need to have such supplies for an emergency, about a quarter said they had heard of it through Montgomery County, about a quarter through the Red Cross, and about a fifth from the Takoma Park Emergency Preparedness Committee. Two-thirds mentioned other sources through which they had learned of this emergency measure.

Figure 41: Source for Learning of Need for Emergency Supplies

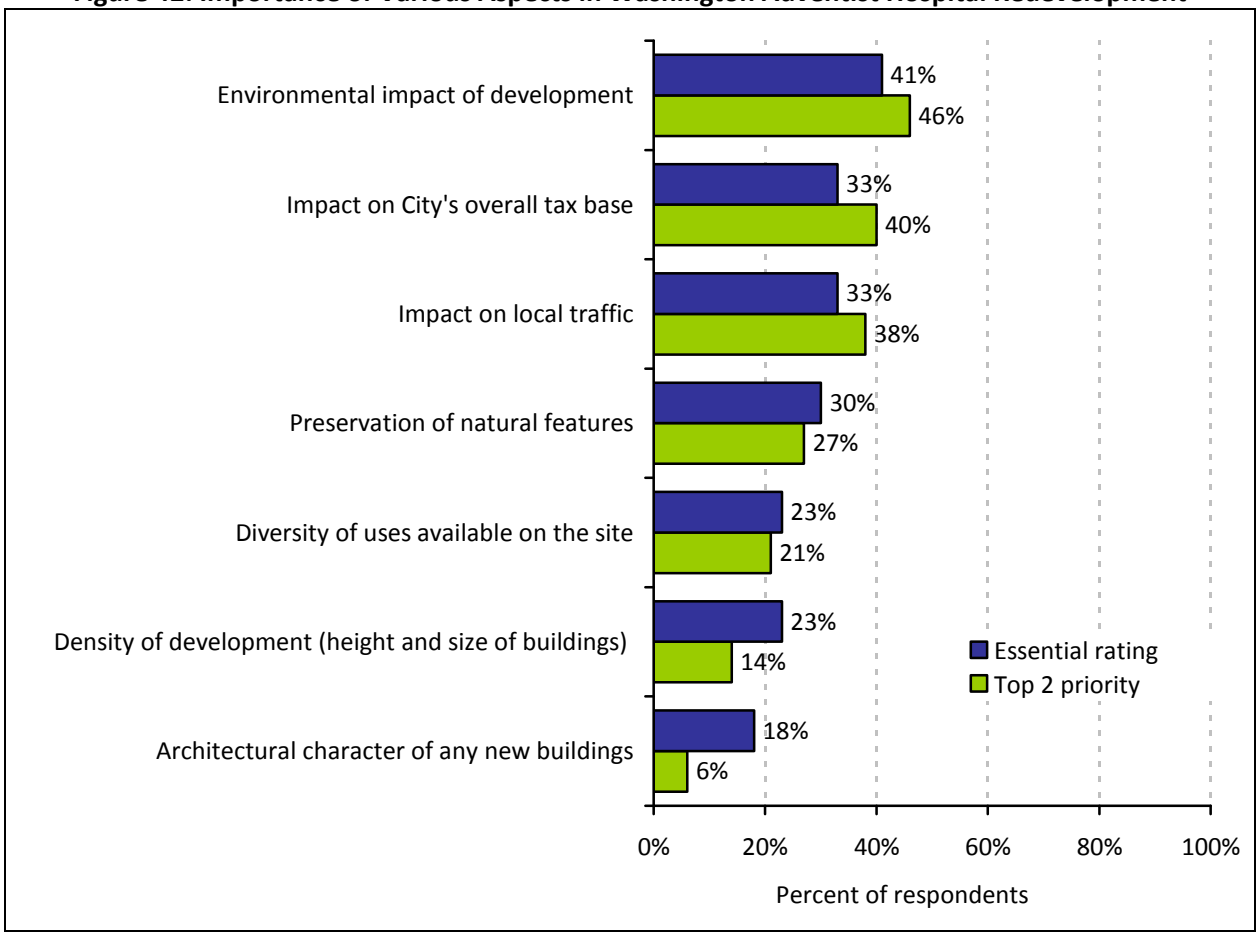
How did you learn of the need to have supplies on hand in the event of an emergency? (Please check all that apply.)	Percent of Respondents Who Were Aware That Every Household Should Have Three Day's Supply of Emergency Supplies*
Montgomery County	24%
Red Cross	24%
Takoma Park Emergency Preparedness Committee (booth at festivals, video on cable television)	21%
Other	65%

** Percents may add to more than 100% as respondents could give more than one answer.*

Washington Adventist Hospital

Those completing the questionnaire were informed that Washington Adventist Hospital intends to move out of Takoma Park. While hospital officials have stated they intend to retain ownership of the property and may continue to offer some health services on the property, it is likely that there will be some new uses on the property as well. Respondents were asked how important to them various issues were in considering redevelopment of the property. The concerns deemed most important overall were the environmental impact of development, the impact on the City's overall tax base and the impact on local traffic.

Figure 42: Importance of Various Aspects in Washington Adventist Hospital Redevelopment



The survey provided a space for respondents to write comments about the future use of the hospital property. Of the 958 survey participants, 355 opted to make a remark. All responses can be seen in *Appendix C: Verbatim Responses to Survey Questions*. The most common response was that respondents wanted some kind of health care services to be provided at the site, or even that they would like the hospital to remain on the property. This sentiment was especially noticeable among those residing in Ward 6, where nearly two-thirds of those who made a comment desired healthcare services on the site.

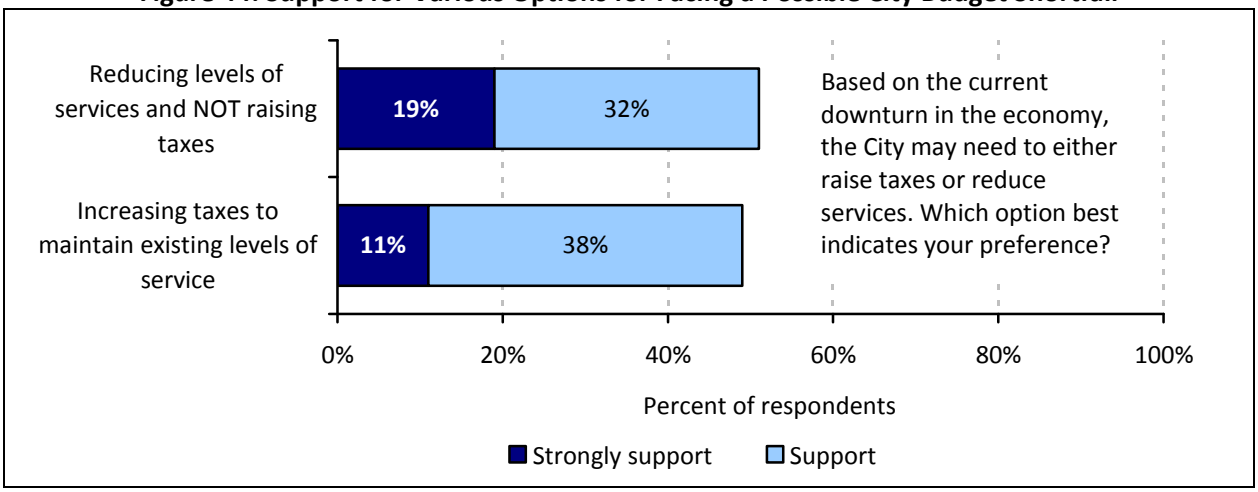
Figure 43: Comments About the Future Use of the Washington Advent Hospital Property

Do you have any comments you would like to make about the future use of the hospital property?	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Healthcare services/want hospital to stay	49%	43%	39%	37%	37%	63%	43%
Residential/commercial	3%	2%	16%	7%	11%	3%	7%
Open Space/parks and recreation	10%	2%	5%	5%	6%	11%	6%
School	2%	2%	7%	7%	5%	1%	4%
None/ no comment	11%	2%	5%	14%	10%	3%	8%
Other	25%	49%	29%	31%	32%	19%	32%
Total	100%	100%	100%	100%	100%	100%	100%

Options for Facing a Possible City Budget Shortfall

As with many local and state governments, the City of Takoma Park may face tough choices when it comes to dealing with budget shortfalls. Respondents were asked if they preferred that the City government reduce levels of service and NOT raise taxes if a budget shortfall is confronted, or that the City increase taxes to maintain existing levels of service. Respondents were fairly evenly divided in their opinion, with 51% supporting a reduction of levels of service and 49% supporting an increase in taxes. Of those who supported reductions in levels of service, a greater proportion (19%) felt strongly about this issue compared to those who supported increasing taxes (11%).

Figure 44: Support for Various Options for Facing a Possible City Budget Shortfall



The relationship between the option preferred by respondents for dealing with a potential budget shortfall and their public trust ratings and ratings of the quality of services provided by the City of Takoma Park was examined. As can be seen in the chart below (Figure 45) and the table on the next page (Figure 46), those who supported increasing taxes gave higher ratings, on average, than did those who supported reducing levels of service.

Figure 45: Average Ratings of Value Received for Taxes Paid by Option Preferred for Dealing with a Potential Budget Shortfall

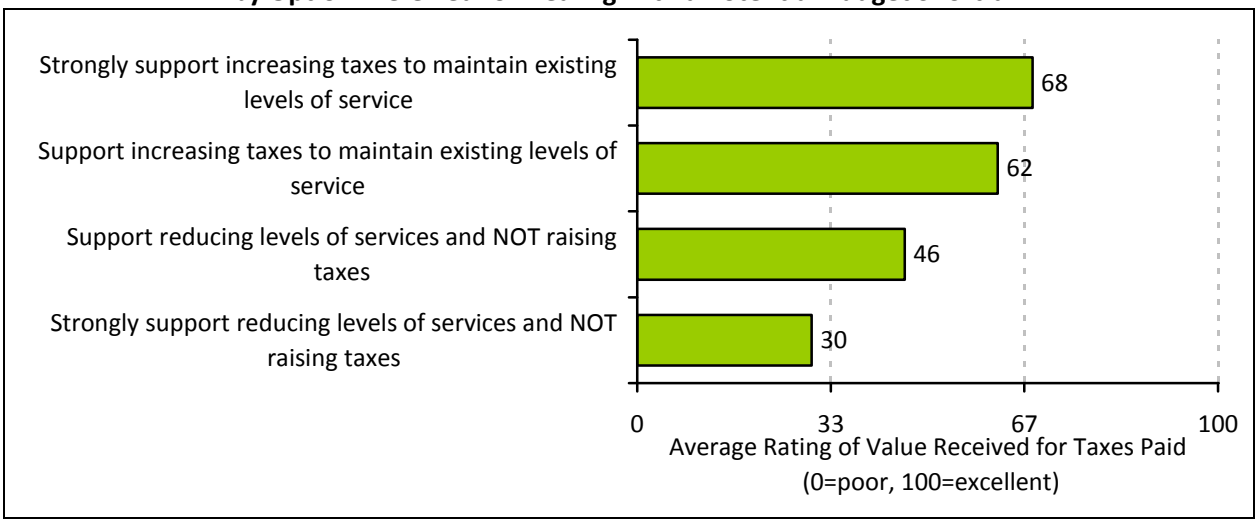


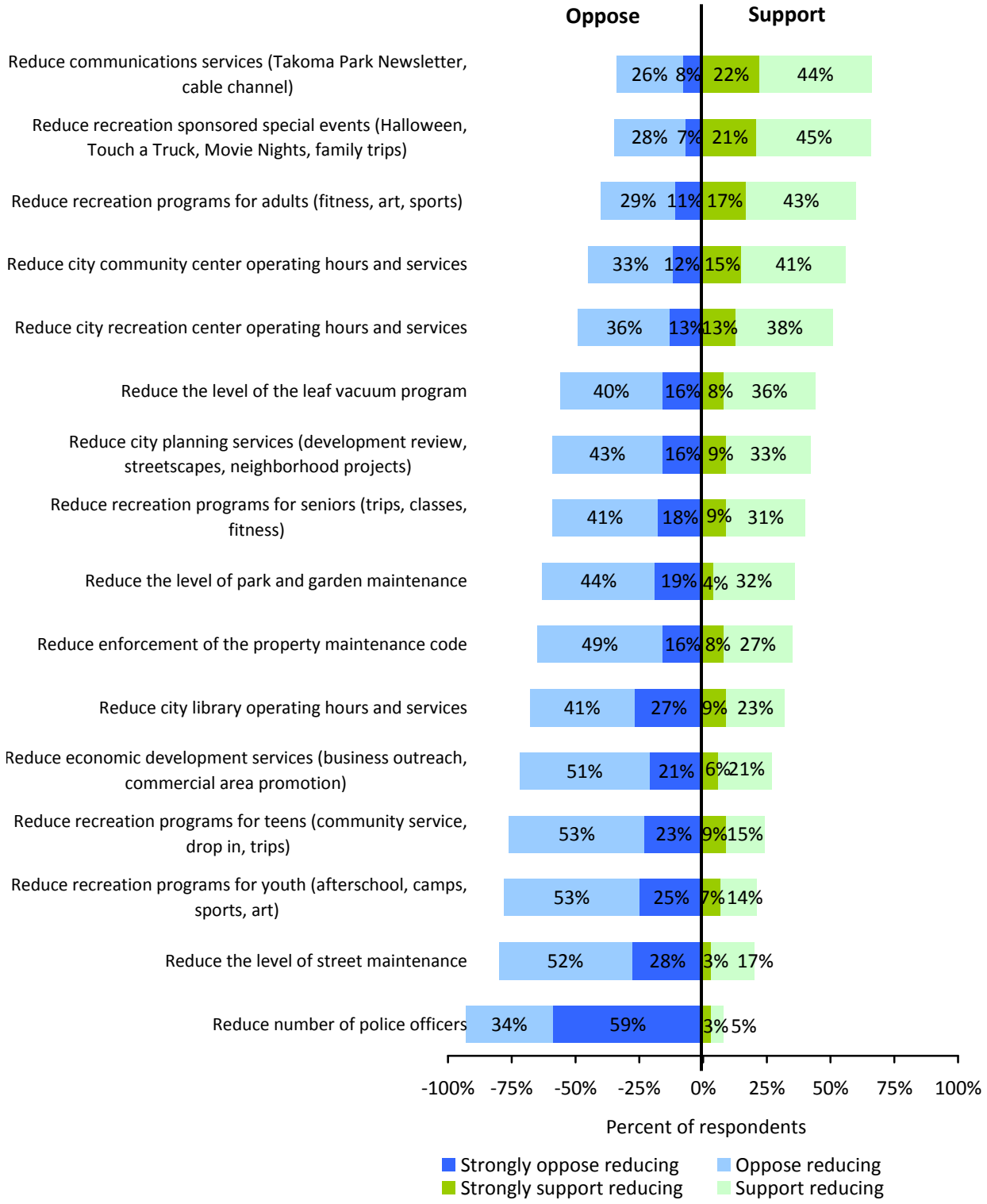
Figure 46: Average Ratings of Overall Quality of Services and Public Trust by Option Preferred for Dealing with a Potential Budget Shortfall

Based on the current downturn in the economy, the City may need to either raise taxes or reduce services. Which option best indicates your preference?	Average Rating on a 100-Point Scale			
	How would you rate the overall quality of services provided by the City of Takoma Park?	The value of services for the taxes paid to the City of Takoma Park	The overall direction the City of Takoma Park is taking	The job the City of Takoma Park does encouraging resident involvement
Strongly support increasing taxes to maintain existing levels of service	76	68	71	70
Support increasing taxes to maintain existing levels of service	69	62	65	64
Support reducing levels of services and NOT raising taxes	64	46	54	61
Strongly support reducing levels of services and NOT raising taxes	56	30	34	52

A series of options for service reductions were presented to those completing the survey. They were asked to what extent they would support or oppose reducing each service, if the City were to have to reduce some services. The proportion supporting or opposing each service option is shown in Figure 47 on the next page. The services that half or more of respondents would support reducing were: communications services, recreation-sponsored special events, recreation programs for adults, city community center operating hours and services, and city recreation center operating hours and services. Nearly all respondents (92%) opposed reducing the number of police officers. About three-quarters of respondents opposed reducing the level of street maintenance, reducing recreation programs for youth, reducing recreation programs for teens and reducing economic development services.

Figure 47: Support For or Opposition to Reducing Certain Services

If Takoma Park were to have to reduce services, to what extent would you support or oppose reducing each of the following services?



The questionnaire asked respondents what one service they thought the City of Takoma Park could afford to cut entirely or substantially reduce. Of the 958 survey participants, 551 wrote in a response. All suggestions can be seen in *Appendix C: Verbatim Responses to Survey Questions*.

The most common response given was to cut or reduce communications services, with many respondents suggesting that more communication could be provided electronically to reduce costs. The next most frequently given suggestions were to cut recreation services or special events.

Figure 48: One Service the City Of Takoma Park Could Afford to Cut Entirely or Substantially Reduce

What do you think is one service that the City of Takoma Park can afford to cut entirely or substantially reduce?	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Cable/newsletter/communications	38%	26%	31%	24%	25%	44%	30%
Recreation Center/classes	10%	13%	23%	8%	10%	10%	12%
Special Events	5%	10%	3%	17%	12%	4%	9%
Leaf vacuum services	1%	7%	4%	0%	8%	7%	4%
Arborist	1%	9%	3%	0%	0%	1%	2%
Library	2%	1%	4%	0%	5%	3%	2%
Street maintenance/sweeping	2%	1%	1%	5%	0%	0%	2%
Police	2%	1%	1%	0%	2%	2%	1%
Code enforcement	1%	3%	1%	0%	1%	0%	1%
City planning	1%	0%	2%	0%	2%	1%	1%
Park and garden maintenance	0%	2%	0%	0%	0%	1%	0%
Other	21%	25%	20%	22%	21%	21%	22%
Don't know	16%	2%	7%	23%	15%	9%	12%
Total	100%	100%	100%	100%	100%	100%	100%

Additional Comments

The survey provided a space for respondents to provide "any other comments." Of the 958 survey participants, 450 wrote in an additional comment. All comments can be seen in *Appendix C: Verbatim Responses to Survey Questions*. Responses varied widely, but the most commonly observed themes were concerns about high taxes in Takoma Park, mentioned by 12% of those making a comment. This concern was strongest in Ward 1. Concerns about needed maintenance and repair were mentioned by about 11% of those making a comment, with a greater proportion of comments related to this concern in Ward 5 compared to other wards. Concerns about crime were mentioned by 11% of those making a comment, with the highest proportion in Ward 3 and the lowest proportion in Ward 4. About 7% of the comments were from people who thought the City was doing a good job or were happy with how things were going in Takoma Park. These positive comments were more common in Wards 4 and 1, and less common in Ward 6.

Figure 49: Additional Comments or Suggestions

Do you have any other comments you would like to make?	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Reduce taxes/costs; concerned about taxes/cost	19%	17%	9%	11%	7%	4%	12%
Concerns about maintenance/repairs	11%	10%	7%	8%	20%	14%	11%
Reduce crime/concerned about crime	11%	7%	19%	3%	15%	14%	11%
City doing a good job; happy with how things are going	10%	6%	4%	11%	6%	2%	7%
Need more economic development	4%	12%	12%	7%	0%	3%	7%
Comments related to recycling/trash	3%	2%	6%	0%	4%	3%	3%
None/NA	5%	6%	5%	37%	11%	11%	12%
Other	36%	41%	38%	23%	36%	49%	37%
Total	100%	100%	100%	100%	100%	100%	100%

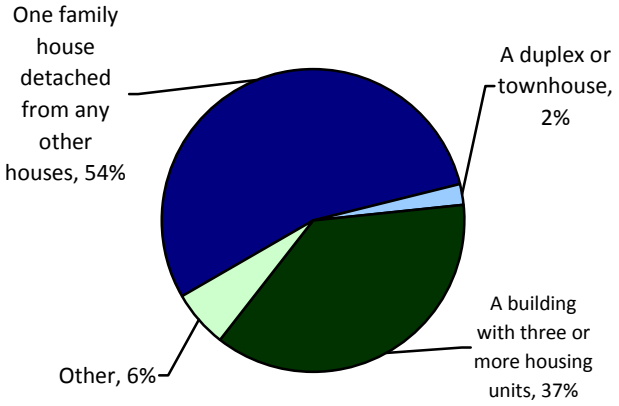
Appendix A: Respondent Demographics

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

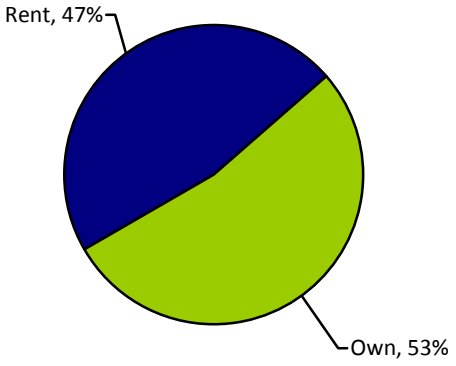
Length of Residency

How many years have you lived in Takoma Park?	Percent of Respondents
One year or less	14%
2 to 5 years	28%
6 to 10 years	19%
11 to 15 years	12%
16 to 20 years	9%
More than 20 years	18%
Total	100%
Mean Number of Years	11.8 years
Median Number of Years	7 years

Type of Housing Unit



Housing Tenure



Persons per Household

Counting yourself, how many people live in your household?	Percent of Respondents
1	24%
2	31%
3	20%
4	20%
5 or more	5%
Total	100%

Presence of Children in Household

Do any children 12 or under live in your household?	Percent of Respondents
Yes	32%
No	68%
Total	100%

Presence of Teenagers in Household

Do any teenagers aged between 13 and 17 live in your household?	Percent of Respondents
Yes	12%
No	88%
Total	100%

Presence of Seniors in Household

Are you or any other member of your household aged 65 or older?	Percent of Respondents
Yes	15%
No	85%
Total	100%

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	12%
Other: _____	9%
French	7%
Amharic	5%
German	3%
Portuguese	2%
Chinese	1%
Haitian Creole	1%
Tigrigna	1%
Russian	0%

** Percents may add to more than 100% as respondents could give more than one answer.*

Respondent Ethnicity

Are you Spanish/Hispanic/Latino?	Percent of Respondents
No	92%
Yes	8%
Total	100%

Respondent Race

What is your race? (Please check all that apply.)	Percent of Respondents*
White/Caucasian	64%
Black or African American	27%
Other	8%
Asian or Pacific Islander	5%
American Indian or Alaskan native	2%

** Percents may add to more than 100% as respondents could give more than one answer.*

Respondent Education

What was the last grade of school you completed?	Percent of Respondents
0-11 years	3%
High school graduate	9%
Some college, no degree	10%
Associate degree	4%
Bachelors degree	27%
Graduate or professional degree	48%
Total	100%

Respondent Annual Household Income

About how much was your household's total income before taxes in 2008? (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 $49,000	23%
$50,000 to $99,999	25%
$100,000 to $149,999	19%
$150,000 to $199,999	12%
$200,000 or more	9%
Total	100%

Respondent Gender

What is your gender?	Percent of Respondents
Male	46%
Female	54%
Total	100%

Respondent Age

In which category is your age?	Percent of Respondents
18 to 24 years	3%
25 to 34 years	29%
35 to 44 years	20%
45 to 54 years	26%
55 to 64 years	10%
65 to 74 years	7%
75 years or older	5%
Total	100%

Appendix B: Responses to Survey Questions

The following pages contain a complete set of responses to each question on the survey.

Question #1

Please rate your quality of life in Takoma Park.	Excellent	Good	Fair	Poor	Don't know	Total
Overall, how would you describe the quality of life in the City of Takoma Park?	27%	63%	9%	1%	0%	100%
How would you rate the overall quality of life in your neighborhood?	25%	56%	17%	1%	1%	100%
How do you rate Takoma Park as a place to raise children?	32%	40%	11%	2%	14%	100%

Question #2

Please rate each of the following characteristics of Takoma Park.	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	36%	48%	13%	3%	1%	100%
Overall appearance of Takoma Park	19%	51%	25%	4%	0%	100%
Opportunities to attend cultural or arts events	30%	42%	20%	4%	3%	100%
Shopping opportunities	8%	25%	43%	24%	1%	100%
Openness and acceptance of the community toward people of diverse backgrounds	50%	34%	10%	2%	4%	100%
Access to municipal buildings	34%	44%	8%	2%	13%	100%
Services for individuals with disabilities	7%	14%	8%	2%	69%	100%
Availability of good quality affordable housing	9%	21%	29%	14%	27%	100%
Ease of travel in Takoma Park by bicycle	11%	31%	23%	8%	27%	100%
Ease of travel in Takoma Park by walking	25%	50%	19%	3%	2%	100%
Ease of travel in Takoma Park by public transit	30%	45%	15%	1%	9%	100%

Question #3

Why did you choose to live in Takoma Park? (Please check all that apply.)	**Percent of Respondents***
It's close to Washington, D.C.	74%
Access to public transportation	61%
Progressive community	56%
Diversity of people	46%
Attractive community	40%
Trees	39%
Quiet area	36%
Affordable housing	35%
Job was here (or nearby)	32%
Good schools	31%
The community's amenities (e.g., shopping, parks, recreation, library, etc.)	28%
Historic neighborhoods	28%
Safe community	27%
Family lives here/ born or raised here	11%
Other:	10%

** Percents may add to more than 100% as respondents could give more than one answer.*

Question #4

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
Traffic	32%	31%	26%	8%	2%	100%
Cut-through traffic	34%	30%	22%	11%	4%	100%
Speeding traffic	28%	30%	27%	11%	5%	100%
Oversized vehicles and trailers parked on street	59%	24%	10%	5%	3%	100%
Neighbor conflicts	64%	23%	9%	2%	3%	100%
Pedestrian safety	39%	32%	20%	6%	3%	100%
Crime	13%	33%	35%	13%	7%	100%
Graffiti	60%	29%	9%	1%	1%	100%
Litter	38%	37%	16%	6%	3%	100%
Overgrown grass and vegetation	55%	28%	11%	4%	2%	100%
Run down houses and buildings	49%	31%	12%	5%	4%	100%

Question #5

How safe or unsafe do you feel walking alone . . .	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	68%	26%	3%	2%	0%	100%
In your neighborhood after dark	12%	47%	28%	12%	1%	100%
In Old Town/Takoma Junction during the day	69%	19%	5%	1%	6%	100%
In Old Town/Takoma Junction after dark	17%	41%	22%	8%	12%	100%
From Takoma Metro station during the day	60%	29%	5%	1%	5%	100%
From Takoma Metro station after dark	6%	29%	37%	20%	8%	100%
In University/New Hampshire/Crossroads area during the day	22%	34%	18%	6%	20%	100%
In University/New Hampshire/Crossroads area after dark	2%	14%	26%	32%	25%	100%

Question #6

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
Visited the New Hampshire Avenue Recreation Center	81%	12%	4%	0%	2%	1%	100%
Visited the Takoma Park Community Center (Maple Avenue)	31%	28%	25%	8%	7%	1%	100%
Attended a meeting at the Community Center	63%	24%	10%	2%	1%	1%	100%
Participated in a Takoma Park Recreation program	68%	13%	10%	4%	4%	1%	100%
Visited the Takoma Park Library	25%	22%	29%	10%	13%	1%	100%
Attended an event at the Takoma Park Library	65%	17%	10%	3%	3%	2%	100%
Used a public computer at the Takoma Park Library or at the adjacent Computer Center	73%	14%	8%	1%	3%	1%	100%
Used Wi-Fi connections in the Takoma Park Library or Community Center	80%	10%	4%	2%	2%	1%	100%

Question #7

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Percent of Respondents
Very effective	18%
Somewhat effective	43%
Not very effective	10%
Not at all effective	4%
Don't know	26%
Total	100%

Question #8

During the past three months, were you or anyone in your household the victim of any crime?	Percent of Respondents
Yes	14%
No	83%
Don't know	2%
Total	100%

Question #9

Did you report all or any of these crimes to the police?	Percent of Respondents
Yes, all of them	73%
Yes, some of them	7%
No, reported none of the crimes	20%
Total	100%

Question #10

During the past 12 months, have you had any contact with the City of Takoma Park Police Department?	Percent of Respondents
Yes	44%
No	55%
Don't know	1%
Total	100%

Question #11

Overall, how would you rate your contact with the City of Takoma Park Police Department?	Percent of Respondents
Excellent	35%
Good	49%
Fair	10%
Poor	6%
Total	100%

Question #12

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police.	**Strongly agree**	**Agree**	**Neither agree nor disagree**	**Disagree**	**Strongly disagree**	**Don't know**	**Total**
Fair in dealing with people	29%	44%	10%	4%	6%	7%	100%
Courteous in dealing with people	32%	48%	9%	4%	4%	4%	100%
Helpful and cooperative	31%	46%	12%	5%	2%	3%	100%
Sensitive to residents' concerns	28%	40%	15%	4%	6%	7%	100%
Honest and can be trusted	34%	37%	12%	3%	5%	8%	100%
Well trained to handle problems	25%	33%	15%	2%	10%	15%	100%
Competent to handle problems	25%	34%	18%	3%	7%	12%	100%

Question #13

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	**Percent of Respondents**
Very visible	20%
Somewhat visible	54%
Not at all visible	22%
Don't know	4%
Total	100%

Question #15

Please rate each of the following City services.	Excellent	Good	Fair	Poor	Don't know	Total
Trash collection	48%	38%	6%	1%	7%	100%
Recycling services	48%	33%	9%	2%	8%	100%
Special recycling drop-off at Public Works	15%	23%	7%	2%	53%	100%
Leaf pick-up	25%	35%	18%	7%	14%	100%
Tree maintenance	12%	34%	17%	6%	30%	100%
Street repairs and maintenance	7%	28%	36%	22%	7%	100%
Snow and ice removal	14%	42%	22%	5%	17%	100%
Street sweeping	10%	34%	21%	10%	26%	100%
Street lighting	11%	36%	34%	15%	3%	100%
Street sign maintenance	16%	48%	20%	5%	12%	100%
Property maintenance code enforcement	8%	24%	14%	11%	43%	100%
Planning (development review, streetscapes, neighborhood projects)	7%	26%	18%	9%	40%	100%
Economic development (business outreach, commercial area promotion)	5%	16%	22%	18%	38%	100%
Recreation programs for youth (afterschool, summer camps, sports, art)	15%	29%	7%	1%	48%	100%
Recreation programs for teens (community service, drop in, trips)	10%	20%	7%	2%	62%	100%
Recreation programs for seniors (trips, classes, fitness)	10%	15%	5%	2%	68%	100%
Recreation programs for adults (fitness, art, sports)	12%	25%	9%	5%	50%	100%
Recreation-sponsored special events (Halloween, Touch a Truck, movie nights, family trips)	17%	28%	9%	1%	45%	100%
Recreation/community centers	17%	38%	12%	2%	31%	100%
Athletic fields and playgrounds	21%	38%	13%	3%	26%	100%
Accessibility of parks	35%	41%	12%	2%	11%	100%
Safety of parks	14%	39%	22%	7%	18%	100%
Safety of recreation centers and facilities	15%	31%	10%	1%	43%	100%
Arts and cultural events	24%	40%	14%	2%	21%	100%
Appearance of City buildings	26%	51%	13%	2%	8%	100%
Accessibility of City buildings	25%	44%	10%	2%	19%	100%
Enforcement of traffic laws	13%	41%	22%	4%	20%	100%
Enforcement of parking regulations	13%	40%	15%	5%	26%	100%
Stormwater management	8%	28%	15%	4%	45%	100%
Landlord and tenant assistance	8%	22%	8%	6%	57%	100%
Quality of programming on the City's cable channel	5%	14%	10%	6%	65%	100%
Quality of City's web site (www.takomaparkmd.gov)	7%	31%	19%	7%	36%	100%
Takoma Park Library programs	22%	30%	8%	2%	38%	100%
Takoma Park Library collections	13%	32%	12%	4%	38%	100%
Computer Center in Community Center	10%	20%	6%	1%	64%	100%

Question #16

How would you rate the overall quality of services provided by the City of Takoma Park?	Percent of Respondents
Excellent	17%
Good	63%
Fair	17%
Poor	1%
Don't know	3%
Total	100%

Question #17

Please rate the following statements by circling the number that most closely represents your opinion:	Excellent	Good	Fair	Poor	Don't know	Total
The value of services for the taxes paid to the City of Takoma Park	8%	38%	28%	10%	16%	100%
The overall direction the City of Takoma Park is taking	9%	46%	20%	7%	18%	100%
The job the City of Takoma Park does encouraging resident involvement	18%	40%	18%	7%	17%	100%

Question #18

Have you had phone, e-mail or in person contact with a City of Takoma Park employee within the last 12 months (including receptionists, inspectors, police, planners, administrators or any others)?	Percent of Respondents
Yes	58%
No	42%
Total	100%

Question #19

What was your impression of City employees in your most recent contact?	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	36%	45%	11%	4%	3%	100%
Courtesy	43%	41%	11%	4%	1%	100%
Responsiveness	40%	38%	13%	7%	1%	100%
Follow-up (got back to you or took action if needed)	28%	29%	11%	10%	21%	100%
Overall customer service	34%	45%	12%	7%	2%	100%

Question #20

How would you rate the customer service you received in your most recent contact by…	Excellent	Good	Fair	Poor	Don't know	Total
Phone	27%	38%	11%	6%	18%	100%
In person	36%	36%	7%	3%	19%	100%
E-mail	13%	18%	4%	6%	59%	100%

Question #21

Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	Percent of Respondents
Excellent	4%
Good	18%
Fair	8%
Poor	4%
Don't know	66%
Total	100%

Question #22

Are you aware that every household should have a three day's supply of food, water, medicine and personal products available in case of an emergency such as a severe storm?	Percent of Respondents
Yes	66%
No	34%
Total	100%

Question #23

Does your household have a three day's supply of food, water, medicine and personal products?	Percent of Respondents
Yes, we have all these supplies	46%
Yes, we have some of these supplies	41%
No, we don't	12%
Don't know	1%
Total	100%

Question #24

How did you learn of the need to have supplies on hand in the event of an emergency? (Please check all that apply.)	Percent of Respondents*
Other:	65%
Montgomery County	24%
Red Cross	24%
Takoma Park Emergency Preparedness Committee (booth at festivals, video on cable television)	21%
* Percents may add to more than 100% as respondents could give more than one answer.	

Question #25

In the last 12 months, about how many times, if ever, have you done the following?	Never	Less than 12 times	12 or more times	Don't know	Total
Watched a City Council meeting on cable TV	73%	21%	3%	3%	100%
Watched a City Council meeting or other programming on the City's web site	82%	14%	1%	3%	100%
Watched other programs on the City's cable channel	73%	21%	3%	3%	100%
Visited the City's web site at www.takomaparkmd.gov	36%	48%	14%	2%	100%
Attended a City Council meeting in person	79%	18%	1%	2%	100%
Read the City of Takoma Park *Takoma Park Newsletter*	10%	48%	39%	2%	100%
Referred to the City of Takoma Park Recreation Guide	25%	58%	14%	2%	100%
Signed up for recreation program(s) online	80%	17%	1%	2%	100%

Question #26

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	1%	5%	15%	79%	100%
The City of Takoma Park's web site (www.takomaparkmd.gov)	11%	13%	37%	39%	100%
The City of Takoma Park Recreation Guide	5%	13%	51%	31%	100%
Special mailings from the City of Takoma Park	8%	19%	52%	21%	100%
The City of Takoma Park *Takoma Park Newsletter*	19%	34%	35%	12%	100%
The Takoma Voice	18%	29%	36%	17%	100%
The Washington Post	7%	10%	39%	45%	100%
The Silver Spring - Takoma Park Gazette	9%	18%	37%	36%	100%
Neighborhood and community e-mail lists	14%	16%	19%	51%	100%
Notice board and community calendar on City web site	1%	3%	21%	75%	100%
Posters or flyers in public buildings	4%	7%	34%	56%	100%
Mayor or other City Councilmember	2%	4%	22%	72%	100%
"Word of mouth"	8%	17%	50%	24%	100%

Question #27

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
City Council actions	43%	56%	1%	100%
Special events	27%	72%	2%	100%
Recreation Department activities	19%	78%	3%	100%
City street, sidewalk and stormwater projects	49%	50%	1%	100%
Board and Commission opportunities and activities	42%	56%	2%	100%
Development projects in your neighborhood and in the City	53%	46%	1%	100%
Landlord and tenant assistance	33%	61%	6%	100%
Affordable housing programs	42%	55%	3%	100%
Leaf collection program	22%	77%	1%	100%
Holiday trash and recycling collections schedule	31%	69%	1%	100%
Tree removal and tree protection requirements	39%	59%	1%	100%
City of Takoma Park budget information	49%	50%	1%	100%

Question #28

Think about how you currently get information about events or issues in which you are interested. How likely, if at all, would you be to obtain information from the City of Takoma Park about things like public or community meetings, upcoming programs and events or other notices in the following formats?	**Very likely**	**Somewhat likely**	**A little bit likely**	**Not at all likely**	**Not applicable or Don't know**	**Total**
E-mail alerts/notices from the Police Department	37%	19%	9%	21%	15%	100%
E-mail alerts/notices from the City Clerk	23%	19%	13%	30%	16%	100%
E-mail alerts/notices from the Recreation Department	22%	16%	17%	29%	15%	100%
Text alerts for emergency notifications	28%	13%	11%	32%	17%	100%
Blogs/wiki	14%	10%	20%	39%	18%	100%
My TKPK on the web site (for service requests, concerns, information)	16%	15%	20%	30%	19%	100%
Facebook	10%	13%	11%	48%	18%	100%
Twitter	5%	6%	7%	63%	19%	100%

Question #29

Washington Adventist Hospital intends to move out of Takoma Park. Hospital officials have stated that they intend to retain ownership of the Takoma Park property and may continue to offer some health services on the property. It is likely that there will be some new uses on the property as well. Please rate how important each of the following considerations and design features are to you. Then indicate which two should receive the highest priority.	**Essential**	**Very important**	**Somewhat important**	**Not at all important**	**Total**
Environmental impact of development	41%	39%	16%	4%	100%
Preservation of natural features	30%	42%	19%	8%	100%
Impact on local traffic	33%	42%	20%	6%	100%
Architectural character of any new buildings	18%	35%	36%	12%	100%
Density of development (height and size of buildings)	23%	33%	31%	12%	100%
Diversity of uses available on the site	23%	33%	29%	16%	100%
Impact on City's overall tax base	33%	38%	24%	5%	100%

Question #29 Highest Priority

Highest Priority (check two only)	**Percent of Respondents***
Environmental impact of development	46%
Impact on City's overall tax base	40%
Impact on local traffic	38%
Preservation of natural features	27%
Diversity of uses available on the site	21%
Density of development (height and size of buildings)	14%
Architectural character of any new buildings	6%

* Percents may add to more than 100% as respondents could give two priorities.

Question #31

Based on the current downturn in the economy, the City may need to either raise taxes or reduce services. Which option best indicates your preference?	Percent of Respondents
Strongly support increasing taxes to maintain existing levels of service	11%
Support increasing taxes to maintain existing levels of service	38%
Support reducing levels of services and NOT raising taxes	32%
Strongly support reducing levels of services and NOT raising taxes	19%
Total	100%

Question #32

If Takoma Park were to have to reduce services, to what extent would you support or oppose reducing each of the following services?	Strongly support reducing	Support reducing	Oppose reducing	Strongly oppose reducing	Don't know	Total
Reduce the level of street maintenance	3%	17%	49%	27%	5%	100%
Reduce the level of park and garden maintenance	4%	30%	41%	18%	7%	100%
Reduce the level of the leaf vacuum program	7%	33%	38%	15%	7%	100%
Reduce number of police officers	3%	4%	32%	56%	5%	100%
Reduce city community center operating hours and services	13%	37%	30%	11%	8%	100%
Reduce city recreation center operating hours and services	12%	34%	33%	12%	9%	100%
Reduce city library operating hours and services	8%	21%	38%	25%	7%	100%
Reduce recreation programs for youth (afterschool, camps, sports, art)	7%	13%	49%	23%	8%	100%
Reduce recreation programs for teens (community service, drop in, trips)	8%	13%	49%	21%	9%	100%
Reduce recreation programs for seniors (trips, classes, fitness)	9%	28%	37%	17%	10%	100%
Reduce recreation programs for adults (fitness, art, sports)	15%	39%	27%	10%	9%	100%
Reduce recreation-sponsored special events (Halloween, Touch a Truck, Movie Nights, family trips)	19%	40%	25%	6%	9%	100%
Reduce city planning services (development review, streetscapes, neighborhood projects)	8%	30%	38%	14%	10%	100%
Reduce economic development services (business outreach, commercial area promotion)	6%	19%	47%	20%	9%	100%
Reduce enforcement of the property maintenance code	7%	24%	43%	14%	12%	100%
Reduce communications services (*Takoma Park Newsletter*, cable channel)	20%	41%	24%	7%	7%	100%

Question #35

How many years have you lived in Takoma Park?	Percent of Respondents
One year or less	14%
2 to 5 years	28%
6 to 10 years	19%
11 to 15 years	12%
16 to 20 years	9%
More than 20 years	18%
Total	100%
Mean Number of Years	11.8 years
Median Number of Years	7 years

Question #36

What best describes your home? Is it in a . . .	Percent of Respondents
One family house detached from any other houses	54%
A duplex or townhouse	2%
A building with three or more apartments or condominiums	37%
Other	6%
Total	100%

Question #37

Do you rent or own your home?	Percent of Respondents
Rent	47%
Own	53%
Total	100%

Question #38

Do you have a computer at home?	Percent of Respondents
No	11%
Yes	89%
Total	100%

Question #38a

What type of internet access do you have at home?	Percent of Respondents With a Computer at Home
Dial-up	4%
High-speed (DSL, cable, fiber, etc.)	91%
Other	2%
None	4%
Total	100%

Question #39

Do you subscribe to cable television or satellite services?	Percent of Respondents
Cable	62%
Satellite	6%
Neither	32%
Total	100%

Question #40

Which cable TV provider do you use?	Percent of Respondents Who Subscribe to Cable Television or Satellite Service
Comcast	59%
RCN/Starpower	26%
Verizon	15%
Total	100%

Question #41

Are you Spanish/Hispanic/Latino?	Percent of Respondents
No	92%
Yes	8%
Total	100%

Question #42

What is your race? (Please check all that apply.)	Percent of Respondents*
White/Caucasian	64%
Black or African American	27%
Other	8%
Asian or Pacific Islander	5%
American Indian or Alaskan native	2%

** Percents may add to more than 100% as respondents could give more than one answer.*

Question #43

What was the last grade of school you completed?	Percent of Respondents
0-11 years	3%
High school graduate	9%
Some college, no degree	10%
Associate degree	4%
Bachelors degree	27%
Graduate or professional degree	48%
Total	100%

Question #44

What is your gender?	Percent of Respondents
Male	46%
Female	54%
Total	100%

Question #45

In which category is your age?	Percent of Respondents
18 to 24 years	3%
25 to 34 years	29%
35 to 44 years	20%
45 to 54 years	26%
55 to 64 years	10%
65 to 74 years	7%
75 years or older	5%
Total	100%

Question #46

Counting yourself, how many people live in your household?	Percent of Respondents
1	24%
2	31%
3	20%
4	20%
5	4%
6	1%
7	0%
Total	100%

Question #47

Do any children 12 or under live in your household?	Percent of Respondents
Yes	32%
No	68%
Total	100%

Question #48

Do any teenagers aged between 13 and 17 live in your household?	Percent of Respondents
Yes	12%
No	88%
Total	100%

Question #49

Are you or any other member of your household aged 65 or older?	Percent of Respondents
Yes	15%
No	85%
Total	100%

Question #50

Which languages do you or anyone in your household speak at home? (Please check all that apply.)	Percent of Respondents*
English	94%
Spanish	13%
French	7%
Amharic	5%
German	3%
Portuguese	2%
Chinese	1%
Arabic	1%
Haitian Creole	1%
Tigrigna	1%
Italian	1%
Russian	<1%
Vietnamese	<1%
Japanese	<1%
Dutch	<1%
Filipino	<1%
Tagalog	<1%
Tamil	<1%
American sign language	<1%
Other: _____	5%

** Percents may add to more than 100% as respondents could give more than one answer.*

Question #51

About how much was your household's total income before taxes in 2008? (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 $49,000	23%
$50,000 to $99,999	25%
$100,000 to $149,999	19%
$150,000 to $199,999	12%
$200,000 or more	9%
Total	100%

Question #52

What types of phones are used by your household? (Please check all that apply.)	Percent of Respondents*
Cell	89%
Land line	67%
VOIP	9%
None	1%

** Percents may add to more than 100% as respondents could give more than one answer.*

Question #53

Which do you consider your primary telephone number?	Percent of Respondents
Land line	49%
Cell	48%
VOIP	2%
None	1%
Total	100%

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)

- 22 years ago!
- Access to I-95
- Access to parks/playgrounds
- Access to Sligo Creek Trail
- Affordable renting (I can't afford to buy here)
- Aikido Dojo on Butternut St. New DC
- Artists abound/Creative community
- Attractive community in some areas
- Availability of a building lot
- Available when I needed one.
- Backyard
- Bought first home in 1941 as a young bride
- But not in D.C.
- Child education
- Church near by
- Church near by
- Close to friends & church
- Close to MCC, when we 1st arrived, liked rent controlled apartments
- Close to private schools
- Close to UMCP
- Close to university at Maryland
- Close to Washington Theological Union
- Coffee shop 1 black coffee & Mark's Kitchen! Moreover/equally important, Sligo Creek is w/in walking distance!
- Community
- Community Identity and town center
- Co-op, savory, dance studio
- Don't know
- Families neighborhood & location
- Family lives here
- Family members lived here
- Farmer's market & Folk festival
- Farmer's market and coop
- Feel of small town, not suburb
- Found a house we liked
- Friendly people, hometown feel, cozy size
- Friends already living here
- Friends lived here
- Friends lived in T.P.
- Friends of friends lived here
- Good neighborhood to walk around in
- Good religious background

- Good transportation to DC
- Good, older houses
- Got married moved here in 1956
- Great natural food stores
- Great place to raise children
- Had a good future
- Heard it was a great place to raise children and was very tolerant.
- Hike bike trail (Sligo)
- Hospital, college railway.
- I am honoured to get an apartment in victory tower.
- I feel at home, walking around & enjoy the uniqueness.
- I have owned my house since 1966.
- I love the trees, Sligo trail, 2 libraries & easy going old town.
- I was misinformed
- Inherited house in 1978
- It is a "Place" not sprawling suburb.
- It was affordable @ the time.
- It's an independent city
- July 4th parade
- Kidding
- Known to be gay-friendly
- LGTB community
- Liked the house
- Lived here over 30 years ago.
- Lots of friends live here
- Lots of Spanish people
- Metro
- Military move
- My future info lived here
- My husband job here included an apartment in his salary
- My husband live in here when we were married
- Nuclear-free zone, the first thing I ever heard about the place.
- Obtaining an apartment was possible
- Only place I could find
- Parents getting old; TP better then N. Virginia
- Park proximity for running, nature, wild life.
- Parks
- Pet-friendly
- Police station near by
- Property annexed into Takoma Park
- Proximity to my job when I moved here.
- Proximity to Univ. of MD
- Quality of neighborhood - cooperation very high & Takoma Park had a district identity/personality vs. Other areas with little or no "character"
- Relative to other places with these other qualities
- Seemed similar to Del Ray neighborhood in Alexandria, Va
- Sense of community
- Sense of community "hometown feel"
- Sense of community & character
- Sidewalks
- Size

- Small parks
- Spouse found house she liked
- Still looking for the guy who shot me and killed my best friend while robbing us-1974.
- Takoma Park Soccer (youth)
- Taxes to high for elders
- TDSS co-op
- The centers of culture & the arts - most of which have been forced to close down and move elsewhere because of rising rents downtown. Now I plan to leave too.
- The small town feel & artist/music community
- The tax of Takoma Park
- Used to be affordable
- Very accepting of alternative lifestyle
- Walkable
- Walkable downtown area
- Was offered an apartment for rent.
- Wife knew about it. It was a real city Easy commute for both of us
- Yard space

Question 14: In order to improve police services to Takoma Park, I would like to see:

- (1) An acknowledgment that we have an extreme crime problem (2) Any evidence that police are trying any new ideas, such as closed-circuit TV cameras, closing certain streets to limit criminals' ability to leave T.P. Quickly (3) Stop "blaming the victim intelligence by constantly implying that crime victims failed to protect themselves
- (1) Get the 911 center to know what streets/areas are in Takoma Park. We had a serious incident in our hood & at least 15 min were lost w/ multiple people giving in 911 whether it was TK PK or Montgomery City responsibility û It was TK PK (2) Police presence needed in top (North) ward 5!
- A few more patrols
- A greater police presence in the community and profit facilities
- A larger presence in Langley Park
- A little more courtesy/respect and understanding form the local police officers. I had a very unpleasant, parking - related experience a few years ago.
- A little more patrolling on residential streets.
- A police station (very small) in the center of town. More police evident on streets at night, "cruising". Less time wasted pestering kids.
- A presence on Sligo Creek Parkway bike/jogging path. I heard on the news that a woman was sexually assaulted there recently. I no longer feel safe running alone.
- A walking beat
- A. More traffic calming strategies B. More advice on avoiding petty crimes C. More coordination between park police & Takoma PK police
- Actually patrol neighborhoods; Get out of the car and meet the residents; control speeding on NH Ave.
- Although! Haven't been to the police dept in the last year, I did have a very traumatic robbery in my house a few years back where the robber cut himself breaking in on the window & almost bled to death in my home. The police responded quickly & professionally. When I later went to the station to report a missing passport (I didn't realize at first it was missing) The woman on duty treated me like an idiot. Those guys are awesome!
- An easy way for residents in the neighborhood to learn details of police activity. We came home one day to find police with dogs searching our front yard and neighbor's, police insisted they were looking for a fellow officer's ear keys! Yes, really! In fact, they were searching for a murder weapon possibly dumped in the area.
- An occasional drive through?
- At dusk and after dark a very visible presence all over TP. And a visible presence during the
- At Garland & Flower stop signs & Central & Garland stop signs - more police cars - very few people stop at stop signs. Thanks for your presence there already.
- At this point in serc. I don't see any reason to have a separate PD from MC.
- Attention to problem w/break-ins in cars & homes. Use newly formed citizens' committee. Get a dog who is successful at following trail of scents.
- Be more concerned about the resident's complaints about burglary of my car & apt.
- Be more sensitive to cultural issues
- Be more visible around where children (youth) playing areas.
- Better communication w/ all residents
- Better monitoring of loud gatherings in Sligo Creek Park
- Better patrolling around the metro after dark.
- Better policing of corner of Maple & Sherman & adjacent bus stop, parking lot & apartment buildings. Noise, loitering, hostility, littering, threatening environment are a problem.
- Better presence on Maple Avenue, cops on foot or bicycle not just in cars.
- Better response time when we report crimes, consistent presence in our neighborhood after school.
- Better trained dispatch (i.e. I called to report drunk driver in Becca Lilly Park and they didn't know where it was). Improve responsiveness to complaints about suspicious activities.
- Better trained, more visible, really community oriented officers
- Better training - especially with teenagers. Better response to complaints about officers
- Bicycles
- Bike patrols in the area between University Blvd & New Hampshire Ave and Old Town.
- Bike patrols on Sligo trail
- Bike patrols on the long branch trail and on the Sligo Creek Trail.

- Bike patrols on trail (Sligo Creek). Required and increased street lights
- Bike/foot patrol on path
- Brighter lights on side streets w/ walking distance of metro use of police to improve safety of people walking home from metro use of video surveillance cameras in high crime areas
- Cameras in problem areas
- Cameras on the streets. We have an alarm system. Maybe a company might give a discount to alarm the whole community.
- Can't think of anything.
- Car/foot/bike patrols on Takoma Ave between metro station & Philadelphia Ave especially near Jequie Park after dark.
- City police need to communicate better and faster with adjacent jurisdictions, need joint response to all border crimes. Police need to keep accreditation
- Community policing-how about walking around the Houston St. Area once in a while?!
- Consider the police call poles. The police are fairly visible, but it is hard to stop quick random crime like muggings. The poles would be a deterrent and was quick bike police to end problem.
- Constant monitoring on flower avenue, especially between Piney Branch & Carroll Avenue
- Continue w/ plain clothes patrolling, maybe in Sligo Creek Park.
- Coordination w/ other jurisdictions to mitigate recent gang violence. More attention paid to areas at dc/pg county border.
- Cops walking the beat, getting to know the neighborhood. Living in town
- County police in Silver Spring the police presence is great, much better than T.P.
- Currently police camp out to give tickets to residents who don't completely stop at stop signs. Even after someone reported suspicious persons in area, nothing done, police should have a phone system where you can get a real person - not just voice mail that is never answered. Focus on crime, not revenue (ticket) generation.
- Custodie la necesidad de comunicar mejor con otras agencias de policia (translation: Watch over the necessity to communicate better with other police agencies)
- Custodie la necesidad de mantener proceso de acreditacion (translation: Watch over the necessity of maintaining the accreditation process)
- Decoy vehicles to catch break ins. Continued improvement with working with the other area police forces.
- Direct traffic more during construction
- Discourage people from hanging out at establishments near Piney Branch/Flower Ave intersection.
- Dr
- Effort to stop crime that results from people following people from metro; efforts to get community involved in reducing crime
- Evening patrols on Sligo Creek Trail where there was recently a sexual assault
- Faster action with handling phone call complaints ex. Fire works
- Faster response time - we called police late at night bk intrude outside and took about 20 min. To arrive at which point he was long gone.
- Faster response when called. Took about 20 mins. To respond to an accident scene!
- Fire the officers - _____ too! - and use Montgomery county police state police.
- Focus on car - break-ins
- Foot & bike patrols inside neighborhood during working hours.
- Foot and bike patrols.
- Foot or bike patrols
- Foot or bike patrols.
- Foot patrol at times
- Foot patrols or bike patrols. Police should stop to chat with residents.
- Foot patrols/more bike patrols
- Friendly officers who greet me & my family instead of officers who seem always to be looking for and anticipating trouble, even from the residents they're trying to protect. Wave to me when you see me walking my dog! Get out of the car! Be more of a presence in my neighborhood!
- Gang bike
- Get rid of TP police dept - We are wasting $

- Greater patrol presence. Continued efforts to improve cross-jurisdictional policing.
- Greater police presence downtown...especially at night a constant visible presence and more in neighborhoods. More regular community meetings for better notification. Better lighting on streets to decrease crime.
- Greater police presence, visibility on the streets (hopefully keep predators away). Flyers or workshops to help residents with certain issues (rape prevention, break-in prevention). Maybe self help classes on defending self from on while in an attack. Also better notification of criminal events in the area such as the recent rape in Sligo Park.
- Greater visibility @ night - especially around the park.
- Here's the problem - I don't know what can be done about the crime. I do not know if the police can help. Seems like we get emails all the time from Cathy about robberies, burglaries, car jackings, etc
- Higher profile around metro station to ensure safety of pedestrians
- Higher visibility, especially at night
- House numbers painted on curb in front of houses this worked very well in Bethesda for ambulances - fire etc.
- I am not out in the neighborhood much. Past service to check home while on vacation has been helpful & courteous.
- I called to report suspicious activity and they laughed at me on the phone. It was very rude and inappropriate behavior.
- I don't know...
- I give TP police high marks! A bit frustrated by 2 parking tickets for parking on left in one-way street. However, quickly resolved with phone call.(_____)
- I have no suggestions. Good job
- I have no suggestions
- I like seeing the police roaming the neighborhoods.
- I live on Lee Ave. The police have been good about coming when I complain about kids, however there are often small groups of men loitering on sidewalks or in the street.
- I think highly of TP police, I don't see them much in my neighborhood, but I hear them (sirens). I believe the sirens 1) Bring more fear 2) Are announcing (wake me up etc). When possible if they could try to not use the sirens in late hours when stopping a nearby car, that would be helpful. Of course they need to use them for safety reasons at other times.
- I think they are doing a good job.
- I think they are doing the best that they can with the resources they have.
- I would
- I would like to see a little more presence in our neighborhood by the police, especially during daytime hours-
- I would like to see more police patrol in my neighborhood day & night.
- I would like to see police patrols on my street more often; I am a regular walker.
- I would like to see some of the youngsters to make busy themselves instead of standing on bus station or shopping center
- I would like to see Takoma Park Police on the street on foot. I would like T. P. Police to stop harassing boys on skate boards!
- I would like to see the house ___ Larch are clean up and the house on the corner of Larch Ave Takoma Pk made speed bump to high can be wider not higher.
- I would like to see them at all. Stop giving unannounced variances to noise ordinances and enforce them instead.
- I would like to see them at the Sunday Food Market 10 am - 2 pm. I would like to meet them & get to know a few of them who patrol the area! No picnics but a different but safe way for them.
- I would like to see the police officer drive around more often liked in the 80 degree & 90 degrees on my Street talking of the residents
- I would need more time to evaluate this issue as I am often away from my Takoma Park home.
- I'm guessing most citizen answer the way.
- Improvement in handling teenager by not condemning them for the wrong they do but understand their difficulty and assist them or re bet them to on letter direct experts with kindness & love.
- In the Langley Park neighborhood, more patrols
- Increase in general routes patrol cars take.
- Increase the consistency of information relayed to the resident party

- Increased patrols; faster response to muggings; better street lighting
- Increased police presence in known high crime areas
- Increased presence of police in neighborhood, improved safety of trails (Sligo Creek) cut through traffic on flower to Sligo is bad-cars speeding and with loud music at night.
- Increased visibility day & night
- Increased visibility in neighborhoods
- Increased visibility/presence of officers around metro station and around cross roads/Langley retail establishments.
- Info in Takoma voice about police training, completion by officers of various training programs, stats should drop in arrives where applicable
- It's ok that we don't see much of the police on our street - We don't feel that unsafe.
- I've never seen any of these. I'd like too.
- Just the drug unit or enforcement, need more agents & competent - I called them before I put in report; no one called me back
- Keeping the status quo
- Less focus on main parking areas less focus on ticketing to educate
- Less people hanging out in front of apt buildings Flower Ave & Piney Branch Rd
- Less people, like kids, testing the doors on cars to see if they reopen.
- Let them understand what is the people is facing a common problem for their daily life. Do people knows what they were trying to do.
- Los policias deben hablar con otras agencias locales de policta direct amente for radio (translation: The police officers should talk with other local agencies direct connect by radio)
- Maintain coordination w/DC and other local law enforcement to address cross-boundary offenders.
- Make residents more aware of when to contact police
- Make sure that police does not discriminate against males in domestic violence situations. More/more visible patrols was definitely a problem in 1995-96; don't know if problem now
- Mas policias vigilando nuestro vecindario (translation: More police watching our neighborhood)
- May be little more restaurant in investigating reports of "suspicious persons", man (African Am) who does odd jobs for me was accosted by police near my home, prior to which came around house into my backyard where I was watering plants, with his gun drawn! He said that they had report of "suspicious black man" in neighborhood. Told them it was my odd jobs only. But he later told me he has been forced in ground when they "caught" him. Seemed a bit much since I had told felling who he was and that he'd just left my pace after finishing work.
- Maybe there should be more police using those segways (sp?) (wheeled walking things) or more on bikes just so they are even more visibles & our on cars
- Montgomery county police take over.
- Montgomery county should replace it
- More assignment in through neighborhood vs. New Hampshire speeding issues.
- More attention to foot & bike patrols. Turn detective work over to the county.
- More attention to routes from metro. Coordinate with D.C./transit police, integrate 911 for those on DC/TP boundary. I am on Eastern Ave.
- More beat cops at Flower & Piney branch and down Flower towards Carroll Ave.
- More bicycle police patrol
- More bicycles and working through the neighborhood less contained inside cars-
- More bike and/or foot patrols instead of cops happing in their cars. Higher arrest/prosecution notes to deter crime. More community engagement
- More bike cops patrolling the neighborhood
- More bike patrol officers in the area surrounding the metro.
- More bike patrols
- More bike/foot patrols
- More cars patrols
- More cars/foot & bike patrols
- More chatting w/ neighbors. Getting to know 1-2 officers by name who are assigned to our neighborhood

- More community engagement/programs and, frankly, as little as the formal police as possible...
- More community outreach
- More cooperation and coordination with MNCPP police in Sligo & Long Branch Parks
- More cooperation with PG counter & DC police tougher sanctions on drivers speeding through residential areas.
- More coordination with D.C. police/prosecutors.
- More coverage
- More daily drive then, bike through to check on houses, suspicious activity, lots of burglars and car break in/thefts in day & night
- More diverse personnel
- More drive around patrols. Enforcement at stop signs (all along Elm, Columbia & poplar)
- More drive through appearances of police cars through neighborhood (Hillwood Manor)
- More drive-by
- More during the night
- More enforcement of the 72 hr parking role, especially as it pertains to trailers
- More foot & bike patrols more police/community meetings/classes/seminar/tips etc.
- More foot and car patrols in neighborhoods and in & around Sligo Creek Park.
- More foot and/or bike patrols
- More foot patrol
- More foot patrol during weekend evening @ Flower & Piney Branch and TKPK metro
- More foot patrol in old town - especially or bicycle after dark
- More foot patrol or bike moving in the area on Dundalk Rd. This has been a rash of house and car breaking.
- More foot patrols
- More foot patrols
- More foot patrols
- More foot patrols & bike patrols
- More foot patrols in old town & along Maple Ave and more neighborhood drive-throughs just for checks.
- More foot patrols, especially at night
- More foot patrols/like patrols around metro after dark.
- More foot traffic police - walking or biking
- More foot, bike or patrol visible during day & night; attention to areas where criminals are starting out.
- More foot/bike patrols - I don't personally know any of the TP police
- More foreign immigrants arrested for violations, instead of just a "slap in the wrist"!
- More frequent drive bys during the day, especially because report of breaking in during the day in my neighborhood have increased recently.
- More frequent drive bys, increased visible presence.
- More frequent now up around the shopping areas and schools.
- More info about cooperation between TP police & those responsible for safety/security in parks & on park trails (Sligo Creek, Long Branch)
- More involvement with youth; seeing police on foot-patrol/meeting officers face to face
- More lighting near Sligo Parkway. Bring back ride on route 25 service throughout day & on weekends, many people in apts. On Maple Ave. Depended on it. W/o it, there is more vehicle traffic.
- More marked cars & bike patrols
- More marked cars patrols in my neighborhood. Meet some of the police in area.
- More neighborhood patrols
- More neighborhood presence via bikes, scooters, or walking
- More night patrols there are lots of car break-ins at night. Also daytime crime near Jequie Park & between Montgomery college & metro is getting worse.
- More of a presence in the neighborhood.
- More of a visible presence
- More officers (on foot or bicycle) at the intersection of Piney branch & Flower Avenues. More frequent neighborhood patrols (cars)

- More officers cruising my neighborhood
- More officers on bikes & foot talking to folks
- More officers on fast patrol or bicycles
- More officers on foot
- More officers on patrol
- More officers on side streets.
- More opportunities for community input. I think the new advisory committee is a great idea.
- More outreach by beat officers, i.e. Stop occasionally to ask about concerns citizen may have if they see you standing in yard instead of just driving by
- More patrol
- More patrol cars
- More patrol cars having routes around the park area. I like to run and there was a young lady raped while ago and now I don't run through the park anymore.
- More patrol cars in our neighborhood.
- More patrol during the day & night
- More patrol especially at around Maple market are where teenager hung around sometimes causing problem.
- More patrol in our neighborhood-but especially through the Sligo Creek bike trail
- More patrol in Takoma/Langley Park area
- More patrolling of the streets at night.
- More patrols
- More patrols at night between subway & municipal building
- More patrols during dark hours
- More patrols in my neighborhood
- More patrols in neighborhoods off NH Ave where most of crime is & Street lighting is inadequate
- More patrols near the metro and walkways from metro. More visibility especially at night.
- More patrols on bike path
- More patrols on Sligo Creek Trail
- More patrols to stop the car break in
- More patrols, esp around parks (Loud profanity, some lighting) around Forest Park
- More patrols. Better monitoring of speeding traffic.
- More police
- More police
- More police
- More police activity on certain areas off Flower Ave that are particularly dark.
- More police around
- More police cars on main streets. Like wildwood drive
- More police cars patrolling the streets at night.
- More police checking seniors buildings during the holiday season.
- More police in neighborhood
- More police in neighborhoods & parks
- More police in the area.
- More police in the streets.
- More police in this neighborhood more often. There is a lot going on around here.
- More police monitor the parking at night
- More police officers around parking lots nightly
- More police officers around the Maple Avenue and Lee Avenue areas.
- More police officers on the street, from Takoma station at night and very early in the morning
- More police officers out on Maple Ave. & out in general on foot, it possible.
- More police officers, better equipment & training, more canine units, less city council oversight and second guessing more aggressive enforcement
- More police officers, specially in the summer time on Maple Ave. (in front of Maple Ave Stores.)

- More police on bicycles
- More police on bikes
- More police on bikes in neighborhoods, sting operations set up in areas where there are frequent burglaries in specific areas.
- More police on bikes. More car patrols on the streets.
- More police on foot or bikes, quicker response times: i.e. More police
- More police out of their cars.
- More police out of their patrol cars
- More police patrol at night.
- More police patrol cars on Carroll Ave
- More police patrols especially on border of TP, more police on staff
- More police patrols in our area. I am a daily walker, some times I don't feel safe.
- More police patrols! Many thanks
- More police presence
- More police presence
- More police presence
- More police presence - in conjunction of county as we are at the Silver Spring border - I have issues w/ crime in Long Branch Park & there is a "pass the book" mentality w/ police operators.
- More police presence and patrols on the street particularly on walk home from metro after park 6-10 pm.
- More police presence around crossroads area. Too many groups of men loitering in public places negatively impacts pedestrian-friendly vibe of town. I don't feel safe.
- More police presence around the metro after dark.
- More police presence at night to reduce crime (car break-ins, etc.) at night.
- More police presence beside pizza movers; more at the metro; foot patrols.
- More police presence driving around.
- More police presence in neighborhood @ dusk & in dark.
- More police presence in our neighborhood. We have cut through traffic -- people go wrong way around traffic circle & no sidewalks -- a huge danger
- More police presence near metro after dark
- More police presence on the streets
- More police presence, especially on foot or bike, which makes it easier to approach the officers and talk to them
- More police presence.
- More police presence.
- More police ride through at night, besides only at 1:30 am.
- More police to deal of crime
- More police visibility
- More police visibility - see them on foot/bike, interacting w/ the community (1 only ever see them in cars)
- More police visibility in university/New Hampshire junction
- More police!
- More police, more patrols
- More police, walking through the neighborhood (out of their cars)
- More police/patrol presence
- More policeman
- More policing around NH Ave (I'd actually like to see another speed camera added between Sligo & Univ. On NH Ave.
- More positive interaction co/the Maple Ave Community.
- More presence - Don't focus on teens & pot please! Focus more on real crime!
- More presence around Sligo Creek Pkwy path
- More presence around Spring Park - New Hampshire Ave area
- More presence at Sherman & Maple where there tends to be gathering of youth who have nothing to do
- More presence of law enforcement officers to deter crime & reign in traffic law violators

- More presence to deter crime. Not in the last 3 months, but we had our car stolen. Recently one neighbor's car broken into and 3 other neighbors crime victims.
- More pro activity regarding parking. Non-emergency respondants do response quickly. Perhaps we need parking code attendants?
- More proactive approach to (1) Car window smashing (chronic in our neighborhood), and (2) Metro muggings.
- More property checking
- More 'random' patrols
- More regular foot patrol around our neighborhood
- More routine presence out of cars in problem areas. Work with park police to have more routine presence in Sligo Creek Park. There is already good response when police are called.
- More routine runs on all streets - just drive through
- More speeding enforcement, better lit main streets
- More stolen cars returned to owners
- More street at night.
- More TPPD visibility near New Hampshire Ave & Poplar.
- More trained police officers that would make random daily rounds. This would make me feel like my taxes are being use properly for our neighborhood safety. To safety with the police department
- More transparent information about how to contact & who to contact about problems. (are there community bulletins? e-mail lists)
- More under cover after dark patrols of high crime areas
- More viable patrols in neighborhoods
- More vigilance to stop speeders on my cut-through street.
- More visibility
- More visibility of our officers, such as; on foot, biking or driving in our neighborhood.
- More visibility
- More visibility
- More visibility
- More visibility
- More visibility & patrols & effort in reducing serious crimes. Less emphasis or traffic enforcement.
- More visibility especially by bike
- More visibility in high-crime areas if possible -Strong relations with police in nearby jurisdictions
- More visibility in marked cars or bikes
- More visibility in Old Town area
- More visibility in our neighborhood when the middle school lets out
- More visibility in the neighborhood (ward 1)
- More visibility in ward 6. Parking enforcement! Speeding enforcement! Drinking in public and littering interdiction!
- More visibility of police car along park areas in university - new Hampshire - crossroads - for crime prevention.
- More visibility of the police - its dangerous driving & having shoot out of side streets & pedestrians stepping out in front of you.
- More visibility would be nice - especially near metro. When commuters return home in the evenings - say 5 to 7pm in the dark winter
- More visibility.
- More visibility.
- More visibility. Better parking enforcement.
- More visibility-especially officers on foot & when in patrol cars, please don't speed.
- More visible patrolling
- More visible patrolling of the 7500-7600 area of Maple Ave - lots of kids hanging out & they can be threatening/violent
- More visible patrols of the areas.
- More visible patrols on Maple near our condo
- More visible patrols, especially at night

- More visible patrols.
- More visible police presence - more proactive traffic monitoring involvement with community; outreach to residents
- More visible police presence 'Foot or on bikes' traffic & speed controls on other Streets besides Maple Ave
- More visible presence
- More visible presence around Metro station to deter muggers - also on surrounding streets
- More visible presence at Maple & Sherman where folks hang out.
- More visible presence in Old Town neighborhoods (Maple, Tulip, Willow, Spruce) and around metro.
- More visible presence on Sligo Creek and Long branch paths.
- More visits to public work after hours
- Move officers walking and biking-working w/ kids in community on safety issues
- Move on patrol - not parked on apartment complex parking lots for hours at a time.
- Much improved website with more integrated links, better visibility of tree ordinances, library programs, and recycling services. Right now a new resident has no idea about some tree rules, some recycling, etc. Unless annual flyer explaining these services & regulations.
- Much more visible police, more success in apprehending criminals
- N/A
- N/A
- Need much stronger presence given increasing crime in town and neighborhood
- Need to have more security at bus stops and at night time.
- Neighborhood meetings
- Never see anyone putting tickets on cars that aren't displaying parking permits (as the they do) or just driving by.
- No change
- No change at least
- No comment
- No suggestions
- Not sure. We've experienced several break ins lately and one rape. I know visibility has been upped in the park
- Nothing at this time. Do not cut police services! Maybe foot patrols in area near the metro at dusk.
- Nothing. they've done a good job communicating w/public and give the sense that they are "on top of things"
- Occasional visible presence to monitor frequently-run stop signs especially at Flower & Jackson and Central & Jackson. It would be nice if the police would stop and say hello to residents
- Officers at the desk (in County Cntr) trained in customer service etiquette more police presence during TK PK festivals-on the streets being walked on to & from event.
- Officers come to more neighborhood meetings.
- Officers interacting with residents at community events, farmers market, etc. I'd be interested if their was an initiative like neighborhood watch led by community & police partnership recent violent crime & very concerned.
- Officers walking around (not under cover)
- On the few occasions where we have contacted the police, they were quick, professional and helpful
- Operators dispense with the long introduction after answering- (".this call is being recorded etc.)
- Out in the community, and for them to respond when we call them.
- Outreach programs to help young men on the streets.
- Park police in Sligo Park
- Parking enforcement
- Partnering with Montgomery Co. Police, community policing allow police to turn in criminals who are illegal, immigrants when arrested.
- Patrol in marked cars especially in the night someone stole my car one Dec 31 night
- Patrol once in a while.
- Patrols of some sort, particularly near Hillwood Manor Park
- People and police officers - intersection - positive communication - other than - tickets, etc. Higher visibility. Dispatch etiquette towards citizens who call.

- Perhaps more foot/ bike patrol- generally a presence - I rarely see difference anywhere in T.P.
- Perhaps more street and neighborhood lighting might encourage more police patrol.
- Permit parking on Boundary Ave & parking enforcement on Boundary Ave
- PGPD and MPD need to speak directly to TPPD by radio. Must have joint response to border crimes. Police need to keep their accreditation
- Piney Branch Rd commuter/parking problems (between Eastern and Philadelphia) resolved so there is consistency w/ordinances as well as more concern for homeowners along this Streets. Too much is conceded to commuters who hinder the appearance w/litter, traffic parking realizations and make the neighborhood less well kept. This area should be, I understand, no parking. The metro lot is many too or less on our expense!
- Police
- Police
- Police bike patrols
- Police biking on Sligo Creek Trail. - Police presence (caused?) on Sligo Creek Pkw for speed limit and pedestrian crossing.
- Police by bike and patrols the city little more.
- Police car in the Conway Avenue block 6700 more often.
- Police cars on my street at the very least once a day or every other day.
- Police cars patrols the neighborhood more often - especially at night.
- Police cars turn off engines when sitting for more than a minute or two. I've seen cop cars with their engines running for an hr! what a waste of gas/tax dollars!
- Police drive by my house weekly; more "unmarked" police cars in Langley University Cross Roads; More visible around Salvation Army ~ Store New Hamp. Ave @ night/more police in general!
- Police must take appropriate measures to record, investigate, and solve crimes and not just pick & choose who they will help in this way: consistency.
- Police near the dogwood & holly street. People tend to drive through the stop sign.
- Police officers obey every law. Saw a police officer run through a stop sign. was disheartening.
- Police on foot or bikes - keeping drugs out of Sligo Park - foot of flower
- Police on foot, talking to residents, getting to know residents in person: one-2-one
- Police on street need to communicate better with other departments. Police should retain accrediation.
- Police out at the time school is over 3:00 to 3:30
- Police patrolling the areas of the community - making themselves visible.
- Police patrols- espec after dark - Can be on bike or hacking a car
- Police presence in my neighborhood
- Police presence more often.
- Police service is ok
- Police speaking to residents.
- Police stop and ask neighbors about any concerns
- Police stop speeding down my street, (used as a cut through). Actually do something about reported crimes
- Police walking in pairs throughout the neighborhood, esp between Metro and business district.
- Policeman be equally accountable to laws; more responsive about repeat problems
- Problem.
- Professional police - ones that obey traffic laws, and arrest criminals
- Put the police on foot/bike patrol. Get them out of the cruisers.
- Que no se escondan con radaros, are esto in lugares visibler. (translation: Don't hide under the radar be in visible places)
- Quicker services (when called come in less than 5 min!)
- Reestablish neighborhood watch program effectively w/ assigned officers and a monthly or bi-monthly meeting
- Regular checks of town parks after dark, especially in summer. Lots of illegal activity takes place (drugs, sex, alcohol). I live near Forest Park and regularly find used condoms & empty alcohol containers. Kids & adults from other neighborhoods (and DC) invade our parks & engage in illegal activity all the time.
- Regular visible police patrols on all routes from the metro. A visible sign or signs on Philadelphia and Maple, etc. Indicating location of police station

- Remember that they (police) are used to trauma, we citizen's are not. Make allowance for us to be stormed /or cluzsal by the crime scene. Shinning flashlights in someone's eyes is asinine.
- Remove cars from public streets when the street is being used to simply store a vehicle
- See attached.
- See the police patrol more especially in the Houston Ct brighten and Flower Ave more there are drug activity that happens all the time.
- See them more often
- Seems fine
- Service provided by Montgomery county police department
- Sharing of information on local list. Whenever crimes of concern are committed/posting in rts on.
- Signs pointing to police station
- Solve the rash of car vandalism, car jacking, robberies etc. In any neighborhood.
- Some community police officers
- Some friendly police officers, I don't always feel like they are approachable to ask general questions of.
- Some of those police officers are overweight. To improve the image of the police department they need to exercise to be in a better position to deal with potential criminals.
- Somebody arrest the person who hired "Civil" out of Cheverly, to do our roads, what a fool you are
- Sometime looking around the street or around shopping centers help in emergency trip.
- Sometimes they are at the Takoma Metro Station during the day - They should be there after dark.
- Strong or smooth connection, cooperation with park police, along Sligo Creek juvenile smoking, drug, drinking is concerning.
- Stronger community policing
- Stronger enforcement of property maintenance codes - too many 'non-class' and 'littered' home & buildings.
- Surveillance camera in known high crime areas
- Surveillance cameras in high crime areas
- Takoma Park not have to follow state and federal mandates
- Takoma should eliminate it's P.D.. And turn policing over to Montgomery county
- Technology - particularly camera-in strategic areas. To look for stolen vehicles & vehicles associated with crimes & Metro areas, Old town, Junction, Maple, New Hampshire Ave.
- Thank you God bless you
- Thank you to our public servants.
- That police officers do not talk on their cell phones while driving! Also that they observe stop signs when not responding to an incident.
- That the police respond to calls as soon as possible
- That they pay attention to real crime like cars going way above speed limits in N.H and only slowing down around cameras.
- The issue of racial profiling addressed. The only times I've been stopped by the police is when I had people of color in my car.
- The main problems I see are petty theft & vandalism (broken car windows things taken from yards-I'm not sure they can stop this in this area.
- The maximum tanding possible; improvements to DNA & fingerprint processing forms; as much community-drive policing as possible; greater success in pg county!
- The occasional patrol car or police bicycle on my street patrolling/showing a presence. In 12 months I saw 1 patrol car, and that is b/c I called to report a crime!
- The police apprehend the person responsible for the sexual assault or Sligo Creek Trail
- The police dept closed and the country police used.
- The police to look after the growing crimes due to the unemployment problems which occurred in the country.
- The recent home break ups & muggings have been scary, but I am not sure what I can suggest the police do.
- The Sligo Creek Trail needs more police presence whether its by the city of Takoma Park or the park service.
- The street patrolled by somebody like as if they cared.
- The T.P. Police dept does a great job catching criminals after the fact; however, I would like to see more preventive measures so the crimes don't happen in the first place!
- The way things here live in the last five month roe need patrols.

- Them often in our streets.
- Them patrol more often
- Them pull guns less often; seen them draw weapons on teens who were not in my opinion doing anything particularly suspicious however I obviously may not know all the facts, but you did ask
- Them stop harassing and following people who lived around here for years find the real crime and stop wasting people's time.
- There are major places in Takoma Park neighborhoods areas that are not safe for the residence. If it is possible better install surveillance cameras or routine patrolling the areas. (Specially there is a specific time in day or night)
- They
- They patrol local street & more visible.
- They seem to be doing a good job
- They wonderfully met the neighbors one evening in response to a local at-home attack nearby. Even better, by the time of the meeting they caught the culprit.
- Tips on securing ones home/street. Incentives for our neighbors to secure their homes
- To see more police at all time morning at Ritchie are evening & nights
- To slow down on Carroll Ave when they aren't on a call & to see them more at community events (ie outside of accident/crime scenes)
- TPPD visit city parks after dark routinely
- Traffic on our tiny street with no sidewalks or calming thanks to our lying council rep who talked residents out of it saying they get $50K, then got a traffic circle in her neighborhood.
- Train them in how to deal with the public in a civil manner.
- Turn off light (traffic) at Tulip/Carroll - red too often for location
- Under cover police on Houston Ave more a lot of drugs dealing
- Understanding that there's a lot of ground to cover we would appreciate more visibility.
- Ver mas circulation de policia en la comunidad. (translation: The police should circulate more in the community)
- Very good job - drive around more
- Very late night patrols of my neighborhood. When high levels of crime occur start using very late night bicycle patrols.
- Video surveillance cameras at high incident areas - such as Tulip & Cedar - Maple between Philadelphia & Sligo, etc.
- Visible teams in hot spots, and around business areas & near metro btw 10pm - 3am
- We have a problem with speeders late at night - high speed using either Carroll or Tulip as a gateway route
- We need them
- We would like to see increased patrols after dark particularly foot and bike patrols on walking routes to from metro.
- When visible (car or other), make eye or verbal contact with residents people on the street. In good weather roll down the car window.

Question 24: How did you learn of the need to have supplies on hand in the event of an emergency? (Other)

- 11-Sep
- 27 yrs military and 17 yrs govt physical security
- After every huricane etc. The radio talkers went on and on.
- All sorts of other
- All three
- All three & media
- American Public Health Assoc
- Articles in newspaper/national news
- As a member of the press, years ago
- At the street festival
- At work, emergency training
- Being a nurse in nursing honest retirement comminute
- Boy scouts
- Boy scouts
- Boy scouts
- Boy scouts
- Briefings at my work place
- By maintaining a shopping list always
- Can't remember. Moved to UA just after 9/11 and learned back then
- Childhood growing up in Wisconsin w/ blizzards and tornadoes
- City newsletter
- Common knowledge
- Common knowledge
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common Sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense
- Common sense!
- Common sense!
- Common sense!
- CT publication

- DC Government
- DHS
- DHS
- DHS
- DK
- DK
- Dod
- Don't know
- Don't recall where perhaps USG.
- Don't remember
- Don't remember
- Don't remember, but not a booth
- Don't remember; probably federal gov't
- Earthquake preparedness in Los Angeles
- Educator IRN job position
- Elementary school
- E-mail
- Emergency info supplied at work
- Emergency preparedness at federal work place
- Emergency preparedness from living in L.A. = earthquake preparedness
- Employer
- Employer
- Employer
- EMT training
- Experience
- Experience of common sense!
- Family
- Family
- Family upbringing - learned as a child
- Fed info, newspaper
- Federal
- Federal employee so at work/common sense!
- Federal gov. After 9/11
- Federal gov., web sites etc. news
- Federal government
- Federal government
- Federal government
- Federal government
- Federal government
- Federal government & websites
- Federal government agency, preparedness information
- Federal government notices
- Federal government, media
- Federal gov't
- Federal gov't
- Federal gov't
- Federal gov't
- Federal gov't
- Federal gov't (DHHS & homeland security)
- Federal govt.
- Federal govt.

- Federal policemen on TV
- Federal website
- Federal/home land security
- Federal government employee
- Feds
- FEMA
- FEMA
- FEMA
- Flyer
- Flyers
- Friend
- Friend
- From past experience of other storms
- From religious group.
- From work
- General articles
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General knowledge
- General media
- General media coverage
- General news
- General news coverage
- General?
- Generally just knew it
- Gen'l Info many sources since 9-11
- Government employee notices & other PSAs.
- Have known for years
- Home and security
- Homeland security
- Homeland security
- Hurricane Katrina survivor
- I am a retired register & nurse (certified emergency nurse)
- I am emergency medical tech & I'm a hospital employee
- I don't remember
- I don't remember.
- I just know
- I'm a grown up. I've lived a long time and under many conditions, including periods after earthquakes.
- I'm a Katrina survivor
- I'm from a tropical island
- In general-federal info
- Internet

- Internet
- Internet
- Internet
- Internet
- Internet/news
- It is what we do! Organization do not need to tell me what to do!
- Job
- Job
- Job department of health and human services
- Known this for years
- LDS church
- Leaflet from TPFD & visit
- Life
- Life experiences
- Literature don't remember the source
- Living in Dc for 5 years
- Local news programs
- Local TV stations
- Magazine from FEMA
- Mailer & federal website
- Mailing
- Mailing received
- Management of victory tower supplied some of the items.
- Mass media
- Mass media - have known this for decades.
- MCPS
- MD awareness programs
- Media
- Media
- Media
- Media
- Media
- Media
- Media at large
- Media promotion
- Media reports, I assume
- Media-newspapers-radio
- Mom
- Montgomery county/cable TV channel.
- Multiple
- Multiple media TV, radio, print
- My 8 year old daughter.
- My common sense
- My father
- My job training awareness
- My mother
- My own knowledge
- My senior citizens building provided information
- My way of life
- National advertising
- National media

- National media
- National media
- National media
- National media immediately following 9/11
- National news
- National news broadcasts.
- National security
- National TV
- National/federal level Awareness & recommendation post 9/11
- Neighborhood list serve
- Neighbors
- News
- News
- News after 9/11
- News media
- News over the years. [Before September 2001]
- Newspaper
- Newspaper
- Newspaper or internet
- News report
- News sources after 9/11
- News sources after 9/11/01
- News, federal gov't
- News/Media
- Newsletter media
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Newspaper & other media
- Newspaper (Washington Post)
- Newspaper coverage
- Newspaper, article
- Newspaper, common sense
- Newspaper, lots of different channels, don't really remember
- Newspaper, radio
- Newspaper, Takoma Voice
- Newspaper/TV public service Annmts.
- Newspaper; activist neighbor; list serve
- Newspapers
- Newspapers
- Newspapers
- Newspapers
- Newspapers
- Newspapers

- Newspapers Washington Post/TP papers
- Newspapers,
- Newspapers, magazines, internet
- Newspapers, radio
- Newspapers, radio, general knowledge
- Newspapers, TV
- No clue.
- None
- None
- Not sure. Mailing
- Old habit from living in the PA mountains
- On decision
- On most media-radio, TV, newspaper
- Osmosis
- Outdoorsman
- Pen newsletter
- Pen newsletter and neighborhood activists
- Per los noticias on Television (translation: television news)
- PSA'S on TV
- Post - September 11 trainings
- Post ice storms business. Don't depend on city
- Press
- Previous experience
- Previous job
- Professional obligations
- Program at work
- PSA - TV
- PSAS
- Radio
- Radio
- Radio (WTOP news)
- Radio stations, local
- Read it somewhere
- Reading newspaper
- Reading the news
- Ready. Gov
- Rumor
- Santido comin (comnion sense)
- School
- Self knowledge
- St. Louis, Missouri
- Standard rule
- T.P. Newsletter
- T.V.
- T.V.
- Tab
- Takoma Newsletter
- Takoma Park news magazine
- Takoma Park Police
- Television
- Television

- Television information
- The management
- The news
- The printed Takoma Park community guide
- Think I got something in mail
- This is such a no-brainer for anyone in the post-nuclear age.
- This survey
- Through experience of crisis. In the past.
- Through walk - newspaper/TV/Radio
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV
- TV & newspapers
- TV & Radio
- TV and newspaper - Washington post
- TV community service broadcasts (none lately)
- TV news
- TV news, general knowledge/common sense
- TV PSA
- TV, national & fed, recommendations.
- TV.
- U.S. Dept. of the interior
- U.S. Government
- U.S. Government
- U.S. Govt (federal)
- Upbringing in other states with regular natural storm of earthquake events.
- US council sight
- US DOD
- US federal gov
- Us government
- Used to be a county employee in another state
- Various sources over years
- Washington Post
- Washington Post
- Wash, D.C. Preparedness plan
- Washington Post
- Washington Post
- Washington Post
- Washington Post
- Washington Post
- Washington Post
- Washington Post/other news outlets
- We are not stupid.
- Weather channel

- Work
- Work
- Work
- Work
- Work
- Work
- Work event at N/H
- Work information
- Work information
- Work place or dc. Programs
- Work security
- Workplace & in the Takoma Newsletter.
- WTOP
- WTOP
- Y2K

Question 28i: Are there any other ways you'd like to receive information about or communicate with the City of Takoma Park?

- (I) instead of text,-email alerts
- A decent navigable web site would be nice.
- A more frequently published news source the voice.
- Agenda mailing - household Takoma Voice - newspaper
- Already using cad/ services
- Anything low cost to the city!
- Are you asking how I get info or how I would like to get?
- Area community association meetings
- Best is council do not shut out in neighborhood list serve - excel our council member of the end then late.
- Better email of city for executing services, & to communicate w/ council members.
- Better website - More attractive, with thorough calendar that you can click on events for more details. Then I could go to website when I want the info. We get too much email, so I don't open most of it. Look at apparent in silverspring.com great calendar.
- By letter
- By mail
- By mail
- By mail
- By mail or phone
- By phone
- By phone
- By phone call
- By phone or mail easy for me
- By Takoma Pk Gazette
- City newsletter
- City of Takoma Park Newsletter
- Co-ordinate with "Voice", consider collaborative newsletter with "Takoma Voice"!
- Don't know
- Don't konw
- Do you have a "news" section on your website
- Don't have email right now
- Don't know
- Don't know
- Don't send insufficient information. I'd like to receive information when I ask for it, when number count calls to get information from a knowledgeable person instead of menus & voice mail, & delayed (or no) response?
- Don't think I get newsletter
- E-mail
- Email & web are good as well as a printed holiday schedule (magnet would be nice to put on fridge).
- Email by the city must not have my address
- Email contact from my council member, mayor. I rarely if ever hear from or read anything by either.
- E-mail good, I don't they have mine or others.
- Email is best
- E-mail list
- Email on events like leaf pick up days
- Email would be a good form of communication if there wasn't too much of it.
- E-mail would work
- Email/emergency alerts would be good but I do not know how to get them
- Existing methods are good
- Face to face
- Feedback phone or email when request is made (sink hole 6 mo. of out repair)

- Flyer - letter
- Flyer at co-op (TPSS in TP)
- Flyers
- Flyers around town
- Flyers in bldg or regular mail
- For me I guess more neighbor or word from neighbors
- From my council member I never hear from her.
- Have ward rep's e-mail address
- Home delivery of notices
- I am old. Don't have website
- I cant read anything
- I do like the print newsletter
- I do not own a computer or use one!
- I don't own those things
- I just wish the information on website was accurate (leaf removal & holiday trash)
- I like getting summaries through my community list serve. All city notices are distributed that way & do not get them directly from any dept.
- I like my listservs
- I like the existing methods. This survey is also a great method to communicate with citizens.
- I like the newsletter
- I like the newsletter that arrives in the mail.
- I like the printed TP newsletter
- I like the TKPK blog idea.
- I like the TP newsletter so I would like that to continue
- I obtain info from "TP Newsletter" & "Takoma Voice"
- I prefer Takoma Park Newsletter
- I read the newsletter the voice & any special mailings.
- I think if I need I write a letter
- I think the mayor should communicate more (or the city manager) with updates on issues. We never hear from either of them.
- I would love a newsletter that came more often. I want to be involved in TP. I love it here. Email would be great.
- I would love to see email notice are sent have info posted to list
- I'd like to find out how to get email alerts
- I'd like to see current-immediate-info on the website-ie-cancellations/closures ie: weather, police info when possible-ex-why is the crime copter hovering
- If this question is actually about interest level in receiving information in these formats, then my responses are different. Email and face book would be great options.
- I'm over saturated with info updates from too many sources.
- Improve the website, add links to all the yahoo list servs, send out e-updated like the police do. Its so easy & efficient - the arborist & library should both have e-updates every 6 months or more!
- Improvement on those mentioned above
- In person public meetings.
- In the mail
- It would be nice to talk to our council person.
- Just put it on the web site
- Just the old-fashioned way, in the mail & through newsletters (paper, not electronic)
- Kill the newsletter and do notices through Takoma Voice
- Letter
- Letters! phone. Never twitter.
- Letters, notices, etc
- Letters.

- Like receiving news in Takoma Park Newsletter/direct mail/or email
- List serve based info.
- List service neighborhood
- Local community/neighborhood groups & their mailed out flyers to your home
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail (The old fashioned kind)
- Mail about leaf pick up, construction
- Mail flyers
- Mail or community signage
- Mail or paper
- Mail/regular post
- Mailing
- Mail-outs
- Midmonth (but not newsletter) educational flyers on how to get educated/involved w/ city activities govt, environment, recreation, community center events
- More face-to-face workshops in ward 6
- More frequent updates to web site
- More T.P. News in Wash Post Sunday paper
- Mostly thru neighborhood list serve
- N/A
- N/A
- N/A
- N/A
- N/A.
- Need better, more responsive phone communication. Leaving voice mails w/no response back is frustrating!
- Need to know information -- postcard
- Neighborhood B.B. Email
- Neighborhood list serve
- Neighborhood mtgs of city council member
- Neighborhood newspapers
- Neighbors
- News letters
- News letters
- News paper
- Newsletter
- Newsletter or web
- Newsletter, regular mailings
- Newsletter, Website work for me.
- Newsletters @ door or mail.
- Newsletters or flyers

- newspaper
- Newspaper, letters.
- No
- No
- No
- No
- No
- No
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- No
- No
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- No
- No
- No
- No
- No - but often snail mailings or flyers come too late!
- No - I'd rather be left alone
- No computer
- No!
- No.
- No.
- No.
- No. Email/text is fine
- None
- None
- None
- Nope
- Not really-in a real emergency you will need to contact people using loud speakers.
- Occasional surveys like this for input!
- On paper!
- On TKPK Cable TV channel
- Outdoor sinage
- Pen list is fine.
- Pen listserves
- Personally or face totally
- Phone - real person website is most efficient

- Phone call
- Police blotter is down. Let's bring it back on line and keep it up to the minute please.
- Police by knock on doors
- Post leaf collection dates in our neighborhood like others get
- Post to neighborhood list serves (as is now done)
- Posted in Victory Towers
- Postings in apt. Buildings.
- Present method seems adequate
- Print media!
- Printed info still works well for me especially detailed info. E-mail is better for time sensitive/urgent info-brief.
- Printed material is usually sufficient.
- Public announcements newspaper, bulletin, etc.
- Public radio
- Put a flyer through the mail store
- Quarterly calendar maybe
- Quarterly newsletter from - or something similar - city council representatives
- Recognizable mailing, like white card w/ red exclamation mark & T.P. Logo w/ on back straight message
- Reg TV channels
- Regular email/list serv grouping the above depts.
- Regular mail
- Requested to sign up but never been responded by police or city clerk!
- Short, well-written e-mail bulletins - along the links of TP police community alerts - telling us of city council activities would be very helpful.
- Siempregue sea espano/me agrada (translation: As long as it is in Spanish/It pleases me)
- Signs
- Slow mail
- Snail mail
- Snail mail
- Snail mail notices. I eventually read them. Would do so quickly if from TP w/ "time sensitive" noted.
- Snail mail(USPS)
- Tak pk newsletter
- Take phone when necessary notices or paper (mail on delivered). In case of various need for info might try E-mail, if no other source responding.
- Takoma Voice
- Takoma Voice
- Telephone
- Text messaging.
- Thanks for doing a great job.
- The city needs to inform residents prior to chopping down trees and to inform by more than 1 hour. You guys stink!
- The green mailings
- The major problem w/ information is that there not enough lead time.
- The newsletter
- The newspaper is best.
- The newspaper is great, but the information is not timely. Events are often put by the time the paper puts out on article on them.
- The Tacoma Park news letter neighborhood list servs
- The ultimate ways to get improvement, very important, particularly as safety concerned.
- The voice, the newsletter already saturated all email-only if emergency on breaking news or urgent
- This is a confusing question. I would be likely to get info on b. And c. Above if they sent those notices. I would look of a blog or my TK PK if they were interesting to read
- Those green notices mailed to us.

- Through telephone calls
- Through the mail
- Too many questions!
- Town hall meetings
- Town hall meetings
- Use poster board at each building and post any information
- USPS mail
- Via mail
- We don't get a mail alerts, notices news - would like to however would be our preferred method of communication
- We get emails from Cathy Plevy on one neighborhood list serve which are very helpful.
- Web page is most effective
- Why has the Gazette stopped
- Word of mouth
- Written word
- Yahoo.com
- Yes - their posters & flyers put in our building
- Yes by mail
- Yes in the newsletter or the gazette
- Yes! phone #/home address fliers
- Yes, by mail
- You would need my contact info. To reach me in these ways

Question 30: Do you have any comments you would like to make about the future use of the hospital property?

- (1) Love to see natural alternative, complementary health care - nutrition, herbalist, acupuncture, massage, training center, midwives, birth center (2) ~ for local food production.
- 1) Wish the hospital was staying they are good, for the community.
- 1. It is important to continue to offer some health services. 2. It is also better to have more community service center specially for you.
- 1. Keep property as a medical facility 2. Add a community clinic
- A community health center would be a good idea
- A community health clinic, with weekend and evening hours, would be nice.
- A health clinic would benefit the neighborhood. A health careers program to inter face with Columbia union college would be great.
- A mess of residential & commercial plus retention of certain hospital services.
- A small business hub; a school, classrooms, community center.
- Acute care center? Plebotomy Lab?
- Add some large retail (grocery store)
- Adding space for "retail" such as restaurant, fitness facility, grocery store, is essential: "destination" the only chance we have to correct previous planning oversights: i.e. No service for Maple Ave residents in walking distance
- Alternative medicine
- Any developments should be vetted through public forum with lead tune. National rating system for proof of carbon footprint & efficiency
- Area demands a hospital on the area
- As many medical uses as can be should be retained, but particularly emergency medical services.
- As the adventist hosp. emergency room has saved the lives of several family members, it worries me that it will no longer be available.
- Avoid dense housing projects.
- Be respectful to neighbors, environment, Sligo Creek.
- Become a non emergency health clinic
- Bring in the midwivery Center!
- Can you keep the emergency room?
- Can't the city or the county take them over entirely? They are a right! Their medical one is shameful - perhaps could use property for community gardens
- City leaders should have more open meetings on these development plans.
- Commercial development to improve tax base
- Community use space, park or recreation use.
- Concerned about increase in traffic Keep open space - add more playing fields.
- Consideration should be given to replacement of health care services, especially for seniors
- Continue health services because children can get sick anytime and we need a near by hospital
- Continue healthcare - please!
- Continue to offer health services to the community on an emergency basis.
- Current facilities should remain.
- Decent size housing lots (min 1/2 acre) would be ok. Do not turn it into a housing/apt complex.
- Development should focus on long term sustainability and long term community needs.
- Development which is sustainable and improves the city's tax base is preferable.
- Disagree with decision to dis-allow expansion by hospital!
- Diverse medical building with many services offered
- DK
- Do not develop property further - undevelop it if possible-try to keep an ER or 24-hour clinic open
- Don't let the city of Takoma, make any decisions on road work surrounding the hospital. Your last time was and still is a disaster
- Don't over develop

- E.D. # 1 - Un departamento de la emergencia debe quedarse en
- E.R. - El departamento de la emergenca debe quedarse en E.L. Pueblo
- Emergency care center or doctor's offices would be great! If's great having a pharmacy there, but not when you can't easily park!
- Encourage medical offices in the complex to stay put.
- End heliopad & helicopters - Too noisy & dangerous. Traffic just right do not increase
- ER care Restaurant & park would be nice.
- Es may conveniente para la comunidad fever in Hospital (translation: Is very convenient for the community to have a hospital)
- Extent medical services to the community
- F. Diversity of health-related uses available on the site
- Fire station should have been relocated to this property rather than remain at complicated Takoma Junction intersection
- First - It is shameful that a handful of vocal citizens drove out TK PK's biggest employer and only hospital - and a nationally recognized hospital at that! If the property eventually falls into disrepair or becomes town homes - those people
- Fix the ingress/egress on Carroll Ave. It is very dangerous.
- Free clinic (Montgomery cares) or similar program to Holy Cross Hospital clinic.
- Glad that WAH will continue to offer services.
- Great site for quality Elder care and perhaps mixed child care. Emergency and heart services should stay!
- Green buildings
- Having an emergency room nearby is important. If there's a way to maintain that element of hospital, w/d be great.
- Health care
- Health care evenly distributed throughout the county is vital
- Health clinics are a great idea, maybe some out patient services would be good too (lab, mammograms, CT scan)
- Health services is a good idea. Other practical businesses (grocery, hardware, etc.) would be welcomed, too.
- Hire a really good architect to do a planning study.
- Holly Cross Hospital is the best hospital
- Hope some health services remain available
- Hope they have an emergency ctr
- How about an ESL school for the community? Or an international resource center that includes ESL classes?
- How about elder care facility and emergency health clinic.
- I am disappointed that they are moving, for I believe that the hospital is important for this community. It serves as a very tangible community bonding force.
- I am furious that the "City" forced out WAH leave them alone.
- I am happy to hear there are plans that it will be used. My biggest concern is that it will be empty like so many storefronts in TP.
- I am looking forward to less late night ambulance traffic (with sirens) so I hope the new use of the property will not bring in anything else that is similarly noisy.
- I am sad to hear this information, because it is definitely convenient for the community but you never know it may come something more information.
- I am way more concerned about the pending Metro station development
- I believe most important is that it brings jobs to the area.
- I didn't know the hospital was leaving.
- I don't know if city receives taxes currently, meaning if hospital is a nonprofit and exempt. However, future uses could generate revenue.
- I feel this effect lot of senior/disable person. A lots of as depend on this hospital it will be bad for all.
- I had no idea that the hospital planned to move, that is a total surprise, why!
- I hope I can used my same dr. At the hospital
- I hope it continues to be used for health care-related services b/c it is conveniently located.
- I hope Takoma Park residents don't need to drive far to get emergency care.

- I hope the hospital will consider a public-private partnership to develop low impact, affordable housing & other mixed use.
- I live right across the hospital and would like it to remain a park with minimal building.
- I love Adventist hospital and I think Takoma Park should try to keep the hospital
- I need med services have used the hospital for over 30 yrs
- I sincerely hope we can have the old W.A.H. Building for a health service. Because the older people is very much in need of a place to go.
- I support dense development.
- I sure hope they retain an emergency room there!
- I think the WAH building should be used to help the older people and the disabled to get treatments. They cannot go way out to the new hospital. This include me also.
- I think it could serve as a model health facility: low income, alternative health & therapy options
- I think it should be used as a training center for Montgomery college nursing program.
- I think it's a shame that Wash. Adventist hospital was permitted to tear down the old "San" buildings!
- I think the city should explore how to transform the facility to be a jobs & small business in incubator/training ground/hub for "green" & "health" oriented businesses
- I think the city should get every commitment from WAH in writing. These people have lied in the past.
- I think we need to be less confrontational, & more accepting of change/development.
- I very much wish to still have health services (esp emergency ones) available & easily accessible at the current site.
- I want a p's health center w/a focus on OB/GYN throughout women's lives, including menopause.
- I will miss the hospital.
- I will miss the security and stability of the hospital there. I wish it would stay
- I wish hospital stay where it is. Not move. One of the reason I loved T.P because of was Adventist hospitals availability it doesn't affect tralmont at all. I lived here 30 yrs.
- I would hope an emergency room operation is maintained.
- I would hope some health services will continue to be offered at the sites as has been proposed. The next closest alternatives are not very convenient.
- I would hope they retain some emergency facilities
- I would like it to be a use that improves our quality of life and community that can benefit people - and it should be maintained so not an eyesore or disrepair-not housing or apartment bldgs.
- I would like to community with
- I would like to have ed environmental quality - but I could only do this.
- I would like to see a Birth Center & midwifes.
- I would like to see commercial uses that would increase tax revenue.
- I would like to see some type of health care services on property for people with health insurance!
- I would like to see the property developed to improve recreational facilities and perhaps homes >$200,000. No clinic!
- I would like to see there (prevention medicine) classes on health eating, exercise classes etc.
- I would love to have a neighborhood outdoor pool. I think this is an ideal part for access to all T.P.
- I would love to see continuing health services at the site - particularly emergency care
- I would love to still have a hospital, including emergency room, there. It has provided great service for our family & my non-profit organization
- I would really like to keep a regular urgent care facility onsite for non-emergency issues. It is very difficult to find one in this area.
- I would think Columbia union college would be able to use it as part of their campus.
- I would think the #1 priority would be continuation of needed health services.
- I'd love to see some kind of health or wellness center where there are programs designed to keep people healthy - I am a drum circle facilitator & could see offering wellness drum circles at this facility
- If a health facility is built that could benefit the community such, as where blood work can be had.
- If the hospital retains ownership, then it is theirs to do what they like within existing zoning constraints.
- If we must have parking lots, please have them under green roofs

- I'm most concerned about having emergency services available for people who may not have money/transportation to get to other sites.
- Important for the city to maintain input at critical junctures. We strongly support a birthing center (midwife); urgent care center (not ER); removal of helipad; fitness/rec facilities
- Improved access between hospital and university blvd widen Carroll Ave to encourage hospital to stay!
- In my opinion, emphasis on the concerns of the status quo.
- Include a really good pharmacy
- Is the hospital a non-profit organization under state & federal law? If so, it can be taxed for unwanted income earners.
- It doesn't belong to city
- It is private property TP runs off the hospital Keep your mans off,
- It is regrettable that government and misguided citizens and politicians all are responsible for this trigger move.
- It is their property, why are you asking these questions? There has been a lot of chatter over this, People who moved in & then complaining about the noise, then try & regulate what will happen to property get the money back from Mt. County which has been ripping us off for years!
- It is tragic that NIMBYS drove the hospital out of Takoma Park - Do everything possible to keep maximal health services there
- It might be a great places to cleanup some more stores and shops to bring in more tax revenue.
- It should include affordable housing for seniors
- It should remain a hospital
- It should remain a medical facility as a sort of "Community clinic" w/PAs, nurses, family planning & parenting services
- It should serve as a medical clinic!
- It shouldn't be allowed to negatively affect surround areas, homes, park, creek traffic.
- It was a travesty that the city did not allow the hospital to use the land as they wanted
- It was profoundly stupid for the city not to do everything possible to keep the hospital here. If all efforts to save the hospital have been forsaken, then retain as much high quality emergency & urgent care & clinic services (primary & specialty) as possible.
- It will be better if the neighborhood people get free all hospital service.
- It would be good to keep a hospital they are there any possibilities
- It would be great if it reflected the community & its interests and wasn't exclusively adventist.
- It would be nice for the hospital to stay and focus to have access to it.
- It would be nice if it would remain a hospital for us.
- It would be nice if they told us what is going to be there.
- It would be nice to have a birthing center on two property given how may young families live on Takoma Park & how many are interested in out-of-hospital births.
- It would be nice to have an emergency clinic
- It would be nice to maintain some health services locally. Perhaps a professional center?
- It would be sad to lose access to convenient heath care.
- It would be small if there was an emergency clinic and same type of sports participation area including a swimming pool
- It would be wonderful to have a well-equipped health club!
- It's a shame that we're losing the hospital. Why?
- It's good & clear to have the hospital.
- It's too bad those NIMBYS chased the hospital off!!!
- I've heard it could include a climbing gym-this would be great!
- Keep a satellite health facility & classes for community
- Keep hospital
- Keep it as a medical facility, which is needed, for this area.
- Keep some health services in area
- Keep some medical services in this area
- Keep the emergency room and add a community-oriented clinic. Free would be good.
- Keep the emergency room open

- Keep the hospital
- Keep the hospital in TP
- Keep the hospital!
- Keep us informed. Health services are good.
- Keeping an emergency area would be useful.
- Keys the hospital!
- La emergencia/elcuidado urgente necesite para permanecer en la ciudad (translation: The emergency/urgent care need to stay in the City)
- Let officials go on retaining property so medical needs of Takoma residents taken cared of.
- Like the hospital, It should serve the needs of the city at large and not be guided by the concerns of the immediate neighborhood. Better yet encourage the hospital to stay and
- Living across the street from the hospital we would very much like to not have further development include more high-river or impede /or make traffic more complex.
- Low-income/mixed income housing? consider loss of jobs - and look for uses with mix of employment
- Maintain essential medical services if possible
- Maintain health services
- Maintaining medical services on the site is important
- Maintenance of general character of current site and encourage developing generalised health services.
- Make Elderly community! keep parking, kitchen etc. Needs to be quality medical services or they should go.
- Make it something useful for the community
- Make residential increase city tax base
- Make the priorities and parameters clear to developers at the outset. Attempts at old town development were a failure - learn from mistakes made.
- Medical and educational
- Medical offices would make a good. Stable addition to the community-I'm always traveling very far out of town for basic services
- Medical services
- Minimize impact on Sligo Creek, encourage pedestrian traffic.
- Mixed use is lovely, but what is most important is preserving the open space on the property, especially where it touches Sligo Creek
- Mixed use to commercial/smell boutique, restaurants, etc.
- Montgomery County should use that building for all social services to be in one building.
- Must offer urgent care
- My daughter who is 34 years old was born there seems a shame that they want to leave
- My main concerns are re impact on traffic and on Sligo Creek
- N/A
- N/A
- N/A
- N/A
- N/A
- NC
- Need mix use with restaurants & entertainment as well
- Need to continue health care.
- Need to keep an emergency room here!
- Need to keep emergency boom here
- Needs to remain as a hospital or offer all health care services
- New to me
- Niuguno
- No
- No
- No
- No

- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No
- No big box stores
- No clinics or low income housing/business development. No development that reduces surrounding community's property value!
- No dev that would increase traffic
- No high - rise developments or multi-family residential
- No hi-rise apts/office buildings, nor development that would change character, livability of area.
- No housing!
- No more tax increases
- No, just be glad when Washington adventist hospital is gone! had several bad experiences there.
- No, just continued disappointment over loss of WAH in TP.
- No.
- None
- None
- None
- None
- None
- Not at present
- Not at this time
- Offer more low cost/no cost clinic and primary care in the Langley/crossroads malls.
- Only very sorry hospital is moving - will leave big hole in community, produce desirability
- Open an incubator for small business in TK PK; invest in local economic development
- Our family has needed to use the emergency for an actual medical emergency. We'd like to see that service continue.
- Outstanding concept to create a health & wellness campus.
- Parking is major problem for the hospital & for future business & know you don't like traffic - but where are we to park?
- Partnership with Washington Adventist University share be maintained if possible
- Perfect for vocational education facility
- Please do not put anti-development zealots in charge of this important project this time.
- Please don't build it out 100% dense. It should be integrated with Sligo Creek Parkland on that side and also include some neighborhood park land.
- Please involve residents in the planning process.
- Please keep ER or urgent care- don't know another hospital nearby
- Please keep Sligo Creek safe & clean
- Please keep the hospital in our area.
- Please maximize the development potential to help keep the city strong

- Please retain your doctors' offices
- Pls. Keep an emergency dept.
- Preservation of natural resources, trees, natural landscape
- Preserve green space on maple at Maple wood
- Pretty park/green space for picnics, walking, etc
- Preventive health - Health life style promotion.
- Priority: Retain ER
- Provide a unique mixed use residential land retail design harmondos, tax producing and a positive force for the community
- Provide childcare
- Quela margencia nolo atienden de immediato (translation: That the emergency don't take them immediately)
- Really to early. Have not given a lot of thought to it.
- Re-plant once that hospital cut down or killed.
- Retain a level of emergency health care.
- Retain access to medical care
- Retain urgent care health services.
- Sad to see hospital go. Anyone interested in another hospital or health clinic?
- School
- Sell the property to a developer.
- Should continue to serve medical needs of T.P., especially the elderly
- Should include village for non profits
- Should work with the county to use eminent domain and take it for building new schools
- Since the land is 3070 parking lot, any mixed use is better than current blight and neglect.
- Some business/stores to get tax revenue
- Some land should become houses or parkland under the tax bore is increased by the new plan.
- Some sort of health/emergency facility is necessary
- Some type of medical facility
- Some type of sports & learning complex. Similar to the one in PG. County near Fed Ex field.
- Something can draw more out-siders (not TP residents) into the city.
- Strongly support continued medical services at the site.
- Suggest use as a tech school/health vocational training cooperative housing for elderly.
- Support health services by including physical exercise option's indoor gym & equipment.
- Support medical related service, senior, housing but not after housing. Not commercial.
- Takoma Park desperately needs restaurant, retail walkable spaces.
- Takoma Park did itself a dis-service by not working with the hospital on its expansion project. We need some kind of hospital or emergency room in Takoma Park. Keep some of the hospital services.
- Takoma Park gov't should have worked harder and be a more flexible to key me hospital this is a huge loss. Keeping some medical services would be wonderful.
- Takoma Park needs a local emergency ward
- Takoma Park needs stronger & more diverse retail + commercial offerings, but Washington Adventist may not be the best place. A strong commercial center should be built up downtown.
- Target/Walmart
- Tax base enlargement
- That what ever comes next is trend-setting in its environmental impacts and alternative health. Sensitivities. Something that reflects the unique interests of this community. Something to be inspired by & proud of
- The city of T.P was very stupid to run off the hospital.
- The city should have done more to keep it as a medical facility
- The cost of maintenance and the effect of the various uses should be comparable for the benefit of neighborhood residents, meaning: make, no mistakes.
- The emergency care and specialized care are most welcome - The major issues around density, over use, traffic and character.
- The existence of the hospital in our neighbor was a great privilege, it would be good to have similar functions.

- The few who ran the hospital out should pay any additional costs/taxes.
- The generation that has "driven" the hospital out is stupid for doing so! A Birth Center should considered. A "Local" hospital is essential to a community!
- The hospital has served me and family well since 1951. I'm saying it has to moved my family when young used ER and candy strips, had two hip replacements my only experience is MD hospital care excellent in event inter
- The hospital should not move at all. It has become a landmark for TKPK.
- The hospital was very important, but it they want to move out we can't stop them; can't retain ownership that property.
- The load minority caused this important institution and resource to leave. This NIMBY attitude has caused reported negative effects in T.P.
- The local traffic that way will be a mess!
- The Mayor & city council made a huge mistake in not supporting the hospital. They cut their nose off inspite of face.
- The presence of the hospital is very important for the community, and it should be considered for the best interest of the community.
- The property is owned by the adventist, they should decide.
- The traffic on that stretch & candle so already bad & makes walking difficult - please don't make it worse.
- There should be a clinic/EM room plus professional offices.
- There should be a clinic-walk in or appt. Based!
- There should be a medical emergency clinic in TP. May be this is a good site for such services.
- They should get the hospital to stay. It was the worst thing ever that the hospital wanted to move
- Think the moves impact on low SES & unins should be taken into account - after that a high density shop/medical or other useful area would be great.
- This is very unfortunate news, and it means that residents will be less likely to survive a serious & life threatening injury/damage.
- This project should include retail space, a health clinic, and low cost, temporary housing.
- This will be a great loss.
- Turn it into a nursing home
- Tuition fee T.P college. With reasonable tuition T.P. International college.
- Use good architecture and landscape architecture (e.g. Sidewalks, plazas, trees, streets) to weave the area into the rest of Takoma Park. This is my neighborhood.
- Use it as an extension to Montgomery Community College
- Use the property for health services and office, and Columbia University needs.
- Use to create programs for kids
- Very troubling that the city let this get away but now need to make the best of it
- Vital to continue some health services
- WAH serves as the emergency room for a wide area. What will be done to provide this critical urgent care?
- WAH has been here forever and supplied our local needs - excellent had the complaints never existed - they could have stayed here to serve to now will have to go so far away per hospital case I'm very unhappy about that
- We are particularly keen to see the green space at the corner of Maple & Maple wood Aves. Preserved as it is use for neighborhood recreation
- We desperately need more local businesses & prices to keep low for daily needs
- We don't want some giant empty lot, or big eye sore skyscraper also don't want increased traffic
- We need a local community hospital for emergencies and general care. Don't take it away! His stood for to get to the kept nearest hospital.
- We will need some health care really - how bout opening a Takoma Park Clinic
- We would like to see the property continued to be used for medical purposes especially heart related issues.
- Wellness programs - prevention & alternative health services. Services for hardest to reach, undersecured, i.e. immigrants, uninsured, of viable youth
- What a shame to lose this facility because the city would not allow expansion. Nimby-ism at its worst.
- What real say will Takoma Park City have in how Washington Adventist uses its land?

- Whatever the new uses will be, I think that some form of urgent medical care should be offered. We've used the ER several times and hate to see it go.
- Whatever the use, the entrance/exit on Carroll Ave needs safety improvements.
- Where is the nearest hospital after WAH closes? This should be mentioned in the newspaper.
- Why is it necessary for the hospital to more?
- Will services remain health related? Is WAH asking city & community for input regarding future use of property? - If so, what and where are those ~?
- Would like continued offerings of "some" health services to be use priority
- Would like medical services available
- Would like the hospital to remain in Takoma Park.
- Would like to see the hospital maintain medical services. It's a real shame the city did not do more to keep the hospital.
- Would like to see well planned mixed use residences and community - health services.
- Would like to set the hospital maintain some health services on the property.
- Would prefer to keep some health services.
- Yes, quit telling Washington Adventist Hospital that they may not expand all they need to, and you will keep them here!
- Yes, that it be used for a variety of purpose and for a livener population
- You should have found a way to keep them in the city!

Question 33: What do you think is one service that the City of Takoma Park can afford to cut entirely or substantially reduce?

- "P" - use web site, neighborhood assoc, etc.
- "P" eliminate cable channel
- (1) Cable channel (2) Recreation special events.
- (1) Hiring contractors to perform public opinion surveys seriously, adult recreation could go.
- (1) TP newsletter (2) Support Josh Wright's proposal to turn street maintenance over to county
- (1) We wouldn't notice it you reduced any services. It's so poor already (2) Dissolve the city and go back to county services. No difference to us.
- (B) Library - county provides superior services. (A) Cops can we get county police??
- 2 x week recycling pick up. Once is enough
- 4th of July parade and fireworks
- A program that could be run by volunteers - Garden Park maintenance or the cable channel.
- Abola aplicacion de codigo (translation: Abolish the code enforcement)
- Adult Ed - Mont City CC & Arlington City CC have better program angry
- Adult rec
- Adult rec programs
- Adult rec programs
- Adult recreation
- Adult recreation
- Affordable housing
- Affordable housing rent control: need more market forces to upgrade deteriorating properties
- All are important - perhaps p. Since we get that info from other sources
- All cuts need to be based on data-if people are using the services they should stay
- All may be retained but several could be reduced (or enlist community volunteers & maintain)
- All social services are of value. Cut back some on all of them.
- Allow people using parks volunteer to maintain.
- Am not well enough informed to comment
- Any services to illegal immigrants.
- Anyone who is sitting doing nothing but talking on their cell phone.
- Anything but what's marked above
- Anything Montgomery county would provide and anything already available from private sector.
- Arborist
- Arborist position can be eliminated.
- Better to make modest cuts to some programs than eliminations program.
- Cable
- Cable channel
- Cable channel
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- Cable channel
- Cable channel
- Cable channel - completely eliminate it.
- Cable channel - temporarily only.
- Cable channel & newsletter.
- Cable channel & newsletter. Put on web.
- Cable channel & Takoma Newsletter - Gazette suffices
- Cable Channel!
- Cable channel, sports for adults.
- Cable channel.
- Cable channel.
- Cable channel.
- Cable channel. Just stream it online.
- Cable channel. Rec programs for adults to seniors.
- Cable channel/does anyone watch?
- Cable channel/newsletters use the web site and although the library is great, it is redundant there are great Mont. Co. Library near by.
- Cable channel; significantly cut recreation; the Langley park community center so underutilized & so as the Maple Ave.
- Cable channel? Except for carrying city council meetings
- Cable channel? We don't have cable
- Cable T.V. (we never watch it)
- Cable t.v. News, etc; adult art, reduce paperwork
- Cable television program, rent control
- Cable TV
- Cable TV
- Cable TV channel
- Cable TV channel
- Cable TV channel
- Cable TV channel - I have never watched it
- Cable TV channel and city newspaper

- Cable TV presence
- Cable TV!! At least cut programming - I don't know anyone who watches it, except to see their kid in the parade. Not worth the cost!
- Cable TV.
- Cable TV. Planning (doesn't county do planning?!)
- Cable/newsletter
- Can eliminate the cable channel - probably be cheaper to make avail. by web casts. People who care all have internet, if have cable. Don't cut the newsletter
- Can TPN go online? I know, what if no pc access
- Canal por cable. (translation: Cable channel)
- Can't cut out anything. The community needs it all. Difficult question 6 years ago I used the rec center, can't rest & used the litsay our children. We walked everywhere in Takoma Park.
- Can't tell there are any! Or What economic development? Tchotchke merchants that overcharge and keep bankers hours?
- Can all be cut, just keep Halloween. 4th of July parade celeb.
- Christmas decorations; parades; 4th of July fireworks
- City government. A mayor & council are absolutely un-needed
- City library
- City library
- City must fight to get more funds from most, county given the services that the city provides and that the county also assesses TP residents for.
- City planning
- City planning & property maintenance
- City planning services
- City planning services
- City planning services
- City planning services are in effective - staff quality questioned - also city manager competence
- City rec center
- City Recreation center
- City way should connect/Montgomery County
- Close the library & use the county libraries; investigate doing that for other services too.
- Code enforcement dept should be cut entirely
- Combine trash/recycling pick-ups to come some day& eliminate separate day for recycling pick up.
- Communication services.
- Communication svcs to one, i.e. Keep newsletter get rid of cable channel
- Communications
- Communications service
- Communications services
- Communications services
- Communications services!
- Communications services-list serves can do it
- Community center hours & services
- Consider cutting cable channel or newsletter/newspaper - I think for people w/out Internet access, one would be necessary. (I would prefer keeping the newsletter.)
- Consolidate all the various programs/projects under recreation programs. If 2, 3 or 4 are similar in nature, pick only one or two to keep & out the area 2 or 3.
- Contracting for legal services from over priced lawyers.
- Could Montgomery county do trash & recycling
- Could reduce property maintenance cope enforcement during recession
- Cut code enforcement
- Cut code enforcement

- Cut staff for rec. Dept. They are too numerous for the number of individuals served. How many City residents is rec. Dept. Servicing?
- D K
- Dissolve city gov't
- Dk
- DK
- DK
- DK
- Dk
- DK
- DK
- DK
- DK
- DK
- Dk
- DK
- DK
- DK
- DK - It should be a shared reduction, If necessary.
- Do not cut any activities/after school programs for older kids and teens.
- Do not know
- Do one leaf vacuum per season-and don't build an auditorium that we cant afford.
- Do we really need an arborist? Could parking enforcement walk instead of drive? Less cars.
- Don't cut all shine of environment but cut the service that needless for resident.
- Don't know
- Don't know
- Don't Know
- Don't know
- Don't know
- Don't know
- Don't know
- Don't know
- Don't know
- Don't know
- Don't know.
- Don't know.
- Don't know.
- Don't know.
- Don't know.
- Don't know?
- Don't think anyone watches that TV channel
- Drop the cable channel!
- Duplicated services with the county see all the # 1'A. Rec dept & cable TV
- Ease tree trimming & removal process.
- Either rec programs for seniors/adults or sponsored special events.
- Eliminate city's urban arborist services completely
- Eliminate local library-join county system
- Eliminate recreation programs. Keep the streets and parks safe, control traffic and citizens and kids will create their own recreation.

- Eneita special #32 a todo aife no se for they renhodld no se gue apinar por fine no tengo mugoue nelaason con taro lito. Porshe no soy dueira decair sola realty wu apartment. De alo be gue teudia fine apinar senia is dueno all edifear fue viso. (translation: Refers to Question 32; states that he or she is not an owner, but a renter)
- Enforcement of property maintenance code
- Enforcement of property maintenance code-in my experience, this is spottily enforced against some homeowners, not at all against most, based primarily on calls from particular discontented people.
- Especial events (translation: Special events)
- Everyone uses the internet, no need for communication services.
- Everything except police (maybe some there too)
- Figure out which programs are the least used
- Folk festivals
- For a short period beautification & promotions programs can be cut.
- Free services!
- Funding of the farmers market on New Hampshire Ave
- G, Kl, P
- Get rid of the arborist!
- Get rid of the arrogant bossy tree inspector!
- Get rid of the cable channel. Keep Takoma Park Newsletter
- Get rid of the tree inspector.
- Giving tickets during leaf removal - (Home owners rake huge piles of leaves "into the street" reducing available street parking!) every year! They should receive the tickets! 7900 N Block Flower Ave
- Halloween events
- Halloween!
- Halloween, movie nights, rec programs for adults (not teens or seniors), streets capes (for now) city library
- Halloween, movie nights. Also I think it's wasteful if you are paying & printed to have this survey translated into other languages.
- Halloween, nocho de pehculas, viajes, eventos especiales etc. (translation: Halloween, movie night, trips and special events, etc.)
- Hard to say - we have only lived here for 3 months.
- Hard to say. Do we need our own fire service!
- Have Montgomery County take over trash & recycling collection (will reduce double taxation)
- Have more industry cover tax base, not struggling residents. Help seniors w/ their home maintenance issues at costs they can afford.
- Hire more volunteers replacing low key/employees eventually would you!
- Hired lobbyist
- Hoja informativa (why not online only) [translation: Informative flyer (why not on line only)]
- House rent especially Essex House, the tenant pay to fix lights, toilet seal etc.
- Housing & Community Development give it back to the county. Letter county give us our money for over lapping services!
- Housing office
- How much do residents use the New Hampshire rec center? Eliminate some of the less popular special events. Keep Halloween & other beloved events. Put a hold on unnecessary beautifying projects (mosaics).
- I (sponsored special events)
- I am not sure if it was city doing it but cut down putting kidney shape cement boxes on the streets like the ones on Walnut Ave (useless) and too many street bumps.
- I can't think of one. Maybe reduce communications, more web & less printed media.
- Recreation sponsored special events
- I believe the average of all families in Takoma Park are financially able to provide for their families
- I don't even have cable
- I don't know
- I don't know
- I don't know

- I don't know
- I don't know enough to say.
- I don't know
- I don't really know enough about use of services to assess which services are relative & underutilized. Do we support the PB pool? Is it being used?
- I have no full information to answer this question
- I hope city is not spending any money support major or city council since they are figureheads, definitely cut their budgets. Business outreach/promo should be cut but not eliminated. Cut all rec special events sponsorships regular rec programs are more important. Do not cut computer center-overall to those of us w/o internet access at home!
- I support, that you need repair roads.
- I think it would be wise to make all communications electronic.
- I think it's best to find out which services are least used/effective & reduce these.
- I think Takoma Park need to help reduce property tax. Which is the cause of some foreclosures in our homes we want to stay in our homes.
- I think that the cable channel is totally unnecessary. The Takoma Park Newsletters is not a primary source of information.
- I wonder about redundant communications efforts-how many people actually watch the cable channel, or use as a main source of info?
- I would like the residents to take care of parks & gardens themselves w/o city involvement.
- I would support a special assessment for more police.
- I'd like info on the extent to which these are used & valued by the community.
- I'd rather pay more taxes than reduce significantly or eliminate a service if we are pushed, perhaps we should turn over police to the county.
- If it is possible adding services and keeping as it is or improving services in recommendable.
- If necessary reduce across the board (except for public safety) economy improves.
- If we encouraged more business in Takoma Park, there would be a bigger tax base, & you might not have to reduce as many services. And we need more commercial options (restaurants, practical shopping)
- If we had to, special events (item L), and rec programs for adults (they are most likely to be able to do those things on their own and have the least amount of time to do them!)
- Illegal immigrants. (Spanish)
- I'm not familiar w/ the program, but from the description above, I'd say L - the special events don't seem that attractive except for Halloween, which families could put in by pooling resources.
- Increase family volunteer opportunities (park & garden maint)
- Installing speed bumps
- It is difficult to rate services we don't use in this way, I'm not sure how popular adult me programs are, for example. I have difficulty with the youth programs question. In my view these would be more widely used if they were consistently high quality. But the quality of supervision has always been questionable.
- It is not about cutting one particular service entirely, It is about eliminating inefficient use of funds across the board including the review of salaries.
- It isn't effective now, so how could it be any less effective?
- It might reduce quality of living in the city.
- Item "L" in the list above in question 32
- Join with the county library, senior, if this helps get county funds & cost
- K
- K. rec programs for adults
- L
- L.
- L. (Family trips, movie night).
- La aplicacion del codigo debe ser eliminada (translation: Code enforcement should be eliminated)
- La aplicacion del codigo ya no es necesario (translation: Code enforcement is no longer necessary)
- Landlord, tenant services

- Landlord/tenant, give to county, code enforcement, Make Mont. Co pick up the tab. We are double taxed for services.
- Leaf blowing - they are biodegradable, anyway.
- Leaf collection
- Leaf collection
- Leaf pick-up does not work at all-either improve or eliminate
- Leaf removal
- Leaf vacuum it seems to occur so seldom that cutting it out would be a small reduction in this service. It seems better to bag the leaves; otherwise piles of potential fire hazardous leaves lay around for weeks/months.
- Leaf vacuum program
- Leaf vacuum program
- Leaf vacuum program
- Leaf vacuum program
- Leaf vacuum program
- Leaf vacuum program - make residents clear it for the area in front of home
- Leaf vacuum program. We can bag our leaves for recycle truck!
- Leave gathering
- Leaves vacuum, tool library.
- Let Montgomery County do the policing.
- Letter "L" above
- Library
- Library
- Library is redundant of S.S. library and collection is, well the last book I checked out on gardening talked about the wonders of using DDT.
- Library, lacks updated material & should be part of city system
- Library, Recreation, Pilots
- Library. I love to read, but have switched 100% to Mont Co. Libraries, which have large collection and are equally accessible. TP library is too small & duplicative.
- Library-redundant w/ Mont. Co., recreation activities
- Local cable television make the Takoma Park Newsletter digital only, get rid of our arborist because he's useless.
- M.
- Mailings. Not police
- Maintain essentials - police, street care, leaf pick-up; encourage small business development to generate taxes. Reduce some rec. Activities and other such non-safety type of functions to save $.
- Make trash pick up less frequent
- Maybe pick up recycling every two weeks instead of every week.
- Maybe rec programs for adults?
- Maybe the recreation center on New Hampshire.
- Maybe we just need to be part of Montgomery county instead of a city.
- Mayor's office
- More efficiency is needed not reduction!
- Most of the planning department but not all. Utilize more citizen involvement w/ some full time staff assistance.
- Most of the services are poor now, why not stop them altogether?
- Need more the formutine
- Need to increase recycling & provide larger bins for paper goods.
- New Hampshire Avenue recreation center
- Newsletter, cable
- Newsletter
- Newsletter & cable channel
- Newsletter & library

- No
- No
- No comment
- No comment.
- No need for cable channel. Newsletter is very helpful, website very helpful
- No opinion
- No se
- No. L : Sponsored special events. We do it ourselves. If leaf pick up is there cut out vacuum. You should show $$ savings to have this make sense.
- None
- None
- None
- None
- None
- None
- None
- None
- None
- None
- None
- None
- None.
- Not cut or reduce services to the city
- Not sure
- Not sure if this qualifies the traffic calming pattern flower taxes can be eliminated
- Not sure, maybe rec sponsored special events
- Nothing
- Nothing
- Nuclear free - does it add to costs?
- O - Property maintenance
- Of course there isn't one. Partner w/ more non profits for services!
- Of those listed above, leaf vacuuming seems most expendable as yard waste collection would presumable continue for bagged leaves or leaves-placed on card. This service offers convenience but is hardly essential.
- Operating hrs of community ctr & library.
- P.
- Parades, "arts" festivals, building more traffic calming fripperies like at Lincoln/Elm Maple Sligo Creek
- Park & Garden
- Park & garden maintenance
- Park and garden maintenance
- Park land management-there are enough nature volunteers to help out in this.
- Parking enforcement
- Paying for services used by illegals, they don't pay taxes!!!
- Perhaps blending B & C after evaluating same could reduce cost of operation.
- Perhaps fewer festivals - film festival, for example, seemed poorly attended
- Perhaps park and garden could come from volunteer efforts w/city guidance.
- Please do not cut code enforcement-Quality environment reinforces crime reduction & there already isn't enough code enforcement.
- Please keep the TP Newsletter! Cut leaf vacuum!
- Plethora of cable television services
- Police
- Police and all services

- Police department = gone
- Police dept - We already pay Montgomery county (end cable access)
- Police might get concert
- Police officers/an enforcement/search offering
- Police service!
- Police, council, city manager
- Police-use MC police instead (If we continue to use TP police it will be impossible to cut them, and I think MC would do better at policing).
- Policing tree removals on residential property
- Printed Takoma Park Newsletter
- Probably the city cable channel, unfortunately
- Property maintenance code - selectively - but continue for low income housing
- Property maintenance code.
- Put out info on Email/kill newsletter or make electronic
- Putting in more speed bumps!
- Putting up unneeded signage
- Rec center, new city gov't bldg. - Try fixing roads, potholes, roppling asphalt!
- Rec department - I don't use it, never have in 30 yrs.
- Rec programs for adults
- Rec programs for adults
- Rec programs for adults and seniors.
- Rec programs for adults are things they can do on their own.
- Rec programs for adults/seniors
- Rec. Sponsored special events
- Recreation
- Recreation - sponsored special events
- Recreation activities for teenagers
- Recreation center
- Recreation department - Cut it out entirely!
- Recreation depts.
- Recreation for adults aged 22-60 yrs.
- Recreation prgms for adults
- Recreation program for adults
- Recreation programs
- Recreation programs
- Recreation programs for adults
- Recreation programs for adults & seniors
- Recreation programs for adults.
- Recreation programs for seniors
- Recreation programs in general because my property taxes are out of control!
- Recreation programs let cable TV be only for coverage of council meetings.
- Recreation services - that is family's responsibility not government!
- Recreation special events
- Recreation special events
- Recreation sponsor special events (letter L)
- Recreation sponsored special events
- Recreation sponsored special events
- Recreation sponsored special events.
- Recreation sponsored special events.
- Recreation sponsored special events. Close enough to DC for free family fun.
- Recreation trips for seniors

- Recreation/library - Mont. Co. Has many rec. Programs, there are many libraries in the area.
- Recreational programs are not essential.
- Recreative programs
- Rec-sponsored special events
- Reduce administrative staff payroll
- Reduce adults recreation program temporarily senior
- Reduce budget for maintenance dept especially purchase of new trucks and new signs. Too many bureaucrats!
- Reduce city & sponsored special events
- Reduce communications services
- Reduce communications services (Takoma Park Newsletter (etc))
- Reduce planning services, need more into on impact of services before making this choice on what I know
- Reduce recreation center operation hours and services.
- Reduce recreation programs for seniors
- Reduce recreation programs for seniors
- Reduce recreation sponsored events
- Reduce recreation sponsors special events (L)
- Reduce services that duplicate those provided by Montgomery county
- Reduce some recreational program/Halloween
- Reduce special events
- Reduce special events (Halloween etc. @ letter (EL))
- Reduce the level of the leaf vacuum program
- Reduce the level of the leaf vacuum program
- Reduce yard waste collection during winter months.
- Reduce/end communications services
- Reduced recreation sponsored special events.
- Remember the "broken window" theory, small things such as trash and graffiti lead to big problems with violence and crime. Teen programs are essential to avert problems.
- Rent control
- Rent control
- Rent control and all the admin. Costs that go with it.
- Residents should bag year on
- Senior programs or development
- Service I (events)
- Services de communication for cable.
- Services for adults
- Shifting to more electronic communication
- Since the traffic cameras is filling your coffers, those who did work on the road can be reduced.
- Special events
- Special events
- Special events
- Special events
- Special events and cable channel
- Special events such as Halloween and movie nights.
- Special events such as Halloween, touch & walk, etc (Business outreach commercial promotion) cable channel
- Speed cameras; subsidies follow-income housing
- Sponsored special event; Rec programs
- Sponsored special events
- Sponsored special events
- Sponsorship of national & international causes-stick to city issues!
- Stop making circle in the middle of the street, it make our traffic worse.

- Stop overpaying city staff. Expect them to work rather than giving them trips. Stop paying consultants to facilitate meetings.
- Street fairs etc.
- Street maintenance
- Street maintenance
- Street maintenance because it is never done.
- Street maintenance crews can be reduced since a lot of crew members just stand around while a few work
- Street sweeping
- Street sweeping
- Substantially reduce based on status quo
- Substantially reduce expenditures for consultants hired for traffic-calming studies, side walk assessments, and resident surveys
- Support reducing cable channel
- T.V. Channel
- Takoma Park newsletter
- Takoma Park Newsletter & cable channel
- Takoma Park Newsletter & cable channel leaf vacuum program
- Taxes in Takoma Park are already very high. I think many recreation services could be reduced, and county services brought in to the city more often. I also think the city cable channel could be cut entirely.
- The arborist
- The arborist position, even in "Tree city", may be a frivolous expense.
- The cable channel
- The cable Channel
- The cable channel
- The cable channel
- The cable channel
- The cable channel
- The cable channel - I didn't even know we had one.
- The cable channel - Is anyone watching?
- The cable channel & the newspaper
- The cable channel (awful).
- The cable channel could be eliminated
- The cable channel not the newsletter, which cost more.
- The cable channel!
- The cable channel, I don't have cable and wouldn't watch it if I did.
- The cable channel.
- The city arborist
- The city arborist
- The city attorney - cut back and put contract up for local every 2 years.
- The city attorney-should be submitted to open bidding - or hire atty full time at reasonable rate - fire arborist - he is unbalanced, rady.
- The city cable because it is not very interesting.
- The city can stop printing TP newsletter and focus on sharing information via website, email, facebook etc.
- The community center.
- The constant, rebuilding of playground enough is enough - our playground doesn't need complete overhands just maintain them
- The construction of additional "speed bumps"
- The karate room, art room, and presentation room, in the rec. Center.
- The library
- The library
- The library - residents are served by Montgomery county libraries, which has more robust services.

- The library-although we use it and support it, the city library is unnecessary expense, especially when the county is funding a new library in Silver Springs.
- The newsletter is horrendous. We have the voice, which is a real newspaper. The newsletter is nothing but propaganda about what an excellent job, city employers are doing. Insults readers, intelligence, E.g. Recent articles saying the city budget was being cut when in fact total spending is increasing.
- The public relations dept. & newsletter.
- The rec center on NH Avenue - no one uses it. Also - The new community center is totally underutilized.
- The size of TP local government. Encourage more resident voluntarism.
- The street maintenance
- The Takoma Park Newsletter, which I-not eve aware of receiving.
- The whole city government, rec center & library duplicate county prgms at Long Branch *Long Branch community etc has plenty
- The whole city. I support dissolving the city.
- There are a lot of city festivals & parades etc, which could be reduced or perhaps combined.... E.g. Folk fest could be at Halloween etc
- There is no one service but cut everything by the same % - I don't hear what % that is
- They are all important
- This is a poorly framed on section no sense for what kind of savings we get for each choice no sense for effectiveness & degrees of reductions what about mobilizing volunteers to fill in some gays. How much tax increase to maintain what we have? Surely there are other ways of appreciating the cruise
- To every extent possible, city should explore substituting volunteer community service (eg. Park garden maintenance) in Liver city provided in jurisdiction where resident can afford to contribute their efforts.
- Toaos lex services see necesari in u area on Takoma Park (translation: All the services are necessary in our area Takoma Park)
- Tool library & the cable network
- Tool library, if we still have it.
- Tough call. Some depends on levels of attendance. Probably programs for adults because they have access to other resources
- TP library
- TP should stop 'carrying out' so many services that county can do better! Join Montgomery County library network. It's better! Join Mntgy County planning process & site review.
- Traffic calming surveys and speed bumps.
- Trash collection - We already pay for that with Mat. Co. Taxes!
- Trash collection?
- Travel recreation programs/operating hours/neighborhood projects/
- Tree enforcement
- Tree monitoring by arborist
- Tree protection enforcement
- Tree Protection Program
- Turn over recycling, code enforcement & detective services to the county
- TV
- TV
- TV
- TV channel
- Useless street planters located in circles in our streets
- Vacuum leaf - They can be picked upon recycle days (like any yard waste) many times mine is cleaned up, prior to a vacuum day - They've all fallen & been collected
- Vacuum leaf pick-up is nice to have but not essential. It's the most expendable thing on your list
- Washington Adventist hospital
- Wasn't aware of much work on this. Redundant services that we should be receiving from Montgomery county - after all, our county taxes are not reduced as residents of TK Pk.
- We cannot afford to reduce any service; Takoma Park is a great place to live. We need all the support to keep in good standing conditions.

- We could cut recycling and give it to Montgomery County
- We know that if you continue to raise our taxes, we will no longer be able to afford the cost of living here.
- What is redundant to Montgomery Co. Services?
- Whatever can be cost - effectively transferred to Montgomery county
- Wonder about cost effectiveness of the TP cable channel
- Wouldn't argue for completely reducing cable/newspaper communications but web, email, text services might be more cost - efficient.

Question 34: Do you have any other comments you would like to make?

- (1) After moving here two & years ago, hazardous property (abandoned) may finally be demolished why so long? (2) By comparison, TP lacks what other areas provide regarding schools, parks, & environmental leadership. (3) Our neighbor is racist and their dog defecates on our lawn. Zero police action.
- (1) Investigate lighting- LED's for all street lights (2) Install some lights along bike path (3) Sustainability plan- Energy food, Transportation
- (1) No one ever returns my calls from the city! (2) This town thinks of itself as special, when in fact it is like most any other community. Stop the feel-good-activism and focus on real, local issues (affordable housing, safety, maintenance, education, etc.)
- (1) Trash pick-up should be twice a week, (2) We shouldn't have to pay for bulk trash pick up, (3) The tree cutting down policy should be revisited.
- (1) We need some smarter ways to increase the tax base by increasing the number of businesses in T.P. Doing something w/ the Adventist site could be part of this solution. (2) If taxes are raised, I won't be able to continue to live here... (3) See comments at bottom of page 6.
- (1) We see the biggest issue as the lack of successful business in the Old town/Takoma Junction area. Its sad/bad to see so many vacant store fronts and turnover. Also If possible to get more information about where our taxes go? i.e. What services we gain by paying high taxes?
- (Also - dog poop on sidewalks is a problem) Your arborist & whoever issues hedge citations need to get a life. Also, people in this town who get worked up about power mowers, leaf blowers, etc. should be ignored by the powers that be since they're baskets cases looking for trouble
- 1 We'd like better explanation of recycling - We mix things all that met never are sure what should be separated. 2 Negotiate us county to get & back. We have highest taxes in the state openly
- 1) Wish the Adventist hospital was staying to talk "Spanish" 2) Speed on New Hampshire Ave is curtailed making it safer 3) The library needs to have a res attitude for pedestrians
- 1. Participating communities in crime prevention 2- Focusing at affordable and save seniors apartments 3- Expanding youth activities
- 1. Support for working class people ($40-50,000/yr/hh) is really lacking in this community 2. Something that would really help is regular community meetings in each ward organized by these council people who are supposed to represent us but who never have contact with us or show respect to us. These could be held at community center at no additional cost to city.
- 17b - I don't know what the "overall direction TP is taking" is - I don't have a sense, & I read the TP voice & TP newsletter, etc. I am concerned about traffic (esp. Cut-through in long - Brach Sligo neighborhood) & safety. I think TP needs an economic development Master Plan & get new business @ junction & OT
- 30-Aesthetics were valued at the expense of healthcare in allowing the hospital to close. A) The streets are too dark at night. This encourages crime. Streets in P.G. County are brightly lit e.g. 600 Brokerage Dr. Mitchellville MD). Why not the same in higher taxed to P ? B) Prop taxes increase too often. Becoming unaffordable to own property-happening quickly. Please stop!
- A small dog park would be nice
- A tighter budget is good b/c it means we need to prioritize our spending and improve our efficiency. I thing the city should have a sustainability staff person - can focus on saving energy/money other environmental tasks + preparing for peak oil + climate change adaptation.
- About the hospital, it's not fair that families have to travel that far to get anything and still don't get anything done all social services should be in that building.
- Again, would prefer raised taxes near reduced services
- Although I consider myself generally well-informed, some questions require knowledge more appropriate to city employees.
- Arborist should allow homeowner to/remove deal/rotten tress from personal property! Counseling any or birth control for youth/pregnancies! Too many in our area!
- As a condominium owner I pay property taxes, but do not receive trash or recycling services from TP city. I have to pay out-of-pocket for those/services, yet my taxes pay for those services to home owners.
- As a new resident of 3 months (prior 2 years in Takoma Park & 23 years in neighboring Takoma DC) appreciate very much this survey thanks. Would like to see timing of lights on. Not Ave adjusted to better accommodate pedestrians crossing to community using public transportation. Lights are too short for crossing.
- As a new resident of T. Pk. from observation, I can feel the love & concern of the leaders here. They really care for the people

- As with many working adults, I regret little time I have available to be more active in local gov't. I hope the city will look into creative ways to bolster neighborhood community
- Attracting a small service fitness center (such as LA fitness) would greatly enhance quality of life; Reduce traffic & change pattern at Carroll/Ethan Allen & in Old town
- Bad streets. No curbs. Indifferent snow removal. Cut off from the rest of the city - until tax time. I'd vote to dissolve the whole thing. Why should I care about something that doesn't care about me?
- Be careful about making cuts! Trying to save money in the short run will damage TP. In the long run be creative about funding resources. Do any of our teen programs qualify for outside grants?
- Better communication with council member.
- Biggest concerns: speeding, litter, burnt out street lamps, struggling retail shops, Sligo Creek water quality best parts: parks, walkability, trees, diversity, independent restaurants/shops
- Bring back giant and safeway food store
- By far the worst problem in TP is violent crime, and our officials and employees do not acknowledge this. Armed robberies etc. Are not acceptable. Key reform idea in general require top employees - e.g. City manager etc - to live in Takoma Park. Ridiculous that B. Mathews lives in rest on!
- Can the services be provided with more efficiency?
- Can't the city let the county take over recycling program? I see no need to duplicate country services. Many people complain of double taxing (county & city) & some neighbors here moved out if T.P. Borders to escape - without using any services.
- Capable, friendly, professional are the qualities I see in almost all TP employees 24-7
- Carroll Ave needs street repairs badly need signs stating driveway on Philadelphia Ave get try off Philadelphia Ave
- Charge for trash services by instituting a "Pay-as-you-throw" system (volume-based fee structure) which is proven to reduce open costs. No garbage-to-energy projects! reduce trash!
- Citizens need to be notified of all new speed camera locations before installations
- City Arborist: unresponsive to injuries at inconsistent enforcement of tree removal rules and regulations.
- City does an overall good job.
- City manager & planning staff should be "Required" to live in the city in order to be hired for the position.
- City needs to attract more businesses & attract more middle-and upper-income families to sustainably support its services.
- City services, especially leaf pick up and road maintenance, have dropped dramatically in the many years I've been in TP. Our council reps (Colleen and Cnty) are unresponsive and their web site links don't work.
- City should reduce/eliminate services that are redundant or county provided e.g. tenant support, etc. better ping & business development would be TP's wisest investment for all.
- City's newsletter is great - I look forward to live with the newsletter & the tree one every month! Let's other to grow the local sewers community & living it wont store fronts.
- Cod enforcement is focused on minor infraction (e.g. Vegetation) while falling down buildings are ignored.
- Code enforcement at function stones is non-existent!
- Create a dog park Maple & Sligo Pk corner; lower speed limit to 15 neighborhood streets: therefore less speed bumps.
- Crime level is unacceptable - I can't go out at night, I feel unsafe even at home
- Cut rent control to increase private investment in multifamily properties
- Diversity training of police - not stopping/targeting minorities.
- Don't know which services are used the most - question of running more efficient services, rather than cutting/reducing services!
- During hard times, the city should minimize all expenditures that do not deal directly w/ public safety, maintenance, & services for youths no raises for any city worker.
- Election workers must not give literacy tests to African - Americans just to discourage them from voting a particular way (i.e., for Obama). Occurred 2/08.
- Eliminate Takoma Park cable
- E-mailed Reuben Snipper over a year ago requesting a pedestrian crosswalk. At the corner of Maplewood & maple (bottom of hill). Nothing was even done. Someone will be seriously injured on killed eventually.
- Enforce illegal immigrant laws
- Enforce the noise ordinance on Sunday. Enforce the tree replacement law w/ canopy trees

- Fire the arborist & abolish position. Pass dutys & money to Mike Welsch hard worker under paid
- Focus on basics, not frills. Roads need repair, residents need safety, basic garbage, recycle, leaf removal. Revive Langley/TK crossroads won't stop there now-too dirty, run down, dangerous.
- For a supposedly progressive city it is completely unwalkable & horrible to the disabled. Many (most?) street have no sidewalks; the sidewalks are not maintained. Tracing them w/ a stroller or and forbid a wheelchair is simply untenable.
- Freeze salaries, etc
- Get more attractive retail outlets into town, e.g. Coffee shops, useful offers (I look forward to the hardware store).
- Get rid of the law prohibiting, cutting down trees. We make a big thing of eating organic food. How can I grow it when I can't get sunlight in? Put up signs telling guests that they may park in only one direction, please.
- Get the hospital to stay
- Good job! Good community, good over-all services.
- Good to see the Carroll Ave repairing ! Still need to do the sidewalks on Carroll near Adventist church/ hospital.
- Great city/community to live in. My main concern is possible increase in crimes against person and property. We need our police force.
- Harlick
- Have people bag their leaves in recycle bags and in city come pick up.
- Hopefully, in the future, we can restore services which have to be reduced i.e.: future fiscal health.
- House owners should maintain their sidewalk and keep them clean. It is hard to be a pedestrian on Carroll Ave.
- How about a outside composting pick-up program. The city could charge a small fee (monthly subscription) and participating residents would get a special trash bin just for fruit & veggie scraps & grass clippings. The city would pick those up weekly, and could then sell rich, composted top soil at the dept of public works!
- How much did this survey cost us "green" city? 3000 x 44 x 8 x.10 = ??? stop wasting our $$
- I am appealing for the authorities in charge to talk to Essex house management to reduce the $25 increase in our rent with effect in January is too much
- I am curious to know why turning public works functions back to the county was not offered as an option to reduce services and cut costs
- I am from Ohio
- I am in general happy w/ Takoma Park's services & government.
- I am increasingly concerned about crime. Many of my neighbors have experienced burglaries; this combined with armed robberies and Sligo Creek sex assault make me feel unsafe. Also, we currently rent and are less likely to buy in TP due to very high property taxes. Many extra city services (library, cable channel, recreation) are unnecessary - provided by Mont Co.
- I am proud by the city adm. The way it handled the streets and river banks.
- I am reluctant to oppose taxes, given the serious threat of cutting services, but our property tax is much higher than Mont Co tax (double taxation?) & has increased 10% a years. We wonder why city & county services are being cut, given those increases.
- I am starting to see road improvements but the streets are still quite bad, especially side streets & the quality of pot-hole maintenance is subpar.
- I am still not happy about how the leaf collection is now done, It would seen to be more cost-efficient if the various streets had set "dates" thereby avoiding the trucks just riding around all the time and neighborhood are more likely to fake specifically at the same time when they know there is a specific date for picking
- I am tired of being double taxed. Ask the county (or fight the county) for tax credit or let them provide services we are double taxed for.
- I am very concerned w/the empty store fronts in Takoma Junction & Downtown Takoma Park. Also the lack of good parking and the lack of metro
- I am very happy living here.
- I am very happy with my life here and would like to live here as I can.
- I appreciate being included in this survey, and value the city's outreach to citizens in this manner.
- I appreciate the opportunity to participate in the survey
- I believe more effort should go into car, cycle & walking transportation. E.g., make more cycle friendly, replace traffic signals with roundabouts. Encourage better dining opportunities

- I could not get information or very little by going to the T.P. Bldg or by calling Planning 301-891-7100 1) about the coming garden and (2) About where public works drop-off site is. Seems to show poor communication among departments.
- I do hope this survey will be very fruitful & rewarding because Takoma Park can use a face lift in some areas.
- I do wish I felt safer on the Sligo Creek Trail, especially near Carroll, I wonder if light in the path would help. Alone- more sidewalks in new Hampshire neighborhood and an out door pool.
- I don't understand where my local property taxes go since I thought my county property taxes cover many of the same services. The city needs to work on increasing its commercial tax base-in existing commercial locations.
- I doubt the value of this questionnaire
- I feel like I don't "see" the services that the city provides. I assume that I am receiving services. I just don't know what they all are.
- I feel that our neighborhood has been forgotten starting with maintenance of houses, polices and activities to promote community cohesiveness. Taxes keep rising but no improvement to our neighborhood.
- I find the police email bulletins with "safety tips" inflammatory and insulting. Over the past years the police have continually responded to violent crimes by asking citizens to clear reasonable daily activities (leaving door unlocked in daytime, walking home from metro through historic district, etc.) While well intentioned I find it annoying solutions.
- I have heard that TP taxes subsidize low-income housing is this true? This should be known to residents.
- I like living in Takoma Park. It is great to live where there are liberals & people who care about people, environment, & peace.
- I like that you did this survey. Thank you.
- I like to supervise myself in service of my own, how can you help me get not involve with all community that race is problem? Not to service all mark & to overmake my situation in everyday life in state hospital of every citizens.
- I liked living here as a child. And I like living here as an adult. Marks kitchen rules!
- I live in Takoma Park since 1987 and early year it was nice to drive on the street now every street has a stop sign and too much. Especially night time no one on the street and stop. Bus prices too high and stop and go for short distance cost too much.
- I live in the historic district. My heat is $500/ month-because you won't let me charge my windows. My income is above $150K, my partners is as well. We can't wait to sell & get out. You are too involved in the wrong
- I live near the flower/wabash area and more lights would be nice. I do not feel this is a safe area to walk around at night.
- I live on Mississippi Ave - The first two bumps coming down the street are terrible. My car always bottoms out and hits the bump. I've replaced the exhaust on the car because of damage.
- I love living in Takoma Park!
- I love living in Takoma Park. I only wish I could afford a house here. I am saving for one, but think the area is out of my price range. I am grateful in the affordable rental apartments.
- I love Takoma Park
- I love Takoma Park and want to be involved. I enjoy the community feel. This is why I returned after I was pregnant.
- I love Takoma Park but the taxes are outrageous. The city needs vacant retail stores to be occupied & additional restaurants would be welcome.
- I love the farmers market good food. I have enjoyed my 53 yrs. living in T.P. My neighborhood is nice & quiet. I enjoy the trees and birds but strongly detest the overgrowth of rats and squirrels.
- I love the poetry signs, the street festivals, inexpensive holiday decorations
- I often see multiple workers tacking jobs that would require seemingly only
- I oppose TK stand on "safe haven" and/or illegal alien sanctuary
- I rated parking enforcement as poor because it is overzealous, knee-jerk ticketing. The web site is an embarrassment and non functional. My council member communicates very well - I never get communicators from the Mayor. Take leaf collection back to a specific window of days. Not on demand, to save money.
- I recommend focusing on what TP does well & those things that can only be done by the city I think our taxes are high for the level of service we receive.
- I think it would make sense to have Takoma Park join the Montgo Co. gov't and get rid of the city council & services. We duplicate services and pay more in taxes to get fewer services than the rest m

- I think that the city and its arts/business promotion people are failing to support the non-governmental and for-profit local centers of culture and gathering. Places like "Sangha" and "Contradiction dance" had to leave the area because they can't afford Asias rent downtown.
- I think the city needs to stop thinking that it can provide unlimited services & concentrate on those for which no equivalent substitute is available.
- I think the rec. Dept of T.P. Should take over the pool at Piney Branch E.S.
- I think this is a great place to live. I like the trees, beautiful old homes, and sense of community/small town feel w/m try's busy metro area
- I think this survey is an example of money that could have been saved in these tight budgetary times. Look at everything when you look for places to cut the budget, I suspect there's plenty of fat. We just did this two years ago!
- I though focus on key gov. Transportation & roads, polices, cut whole programs
- I used to be proud of the area (ward 6) now I am ashamed of the area!
- I value our city services, but am aware of (and not knowledgeable about) discussion of transferring same services to Montgomery county which, if cost effective, would be something I would support
- I want a dog park in Takoma Park also, dogs should be allowed at the farmers market (they are in silver spring!)
- I wish I would see more police presence in the areas of heavy traffic 1) People go around school buses in the morning and speed a lot on Flower Ave in early a.m.
- I would like it to be made safer to walk along the sidewalks on New Hampshire Ave to get to sign Creek Trail maybe more the sidewalk.
- I would like leaf collection to begin earlier. I suggest Nov. 1
- I would like the aborist to be available to check the health of trees on my property.
- I would like to decrease the county taxes for retired residents of Takoma Park
- I would like to feel safe walking on neighborhood streets at night.
- I would like to see each resident with a huge curb size trash barrel. Animals keep getting into my trash, and/ people keep steeling my recycling bucket.
- I would like to see the sidewalks in my neighborhood look like Westmoreland.
- I would like to see the start of a city foundation to provide grants to local artists as well as provide some space for working artists.
- I would like to see the Tree Ordinance interpreted and public education about the interpretation. I was aware to get permit for tree removal and tree impact study if putting on addition/building to house. But what about amending the soil?
- I would prefer that city employees provide our services. However, as long as we are forced to pay identical taxes to the county - we should just.
- I wouldn't mind raising taxes if I felt the current services were adequate. I support more cooperation with Montgomery County's services.
- I'd like to see more promotion of downtown (old town) big & recruiting desired businesses
- I'd like to see some tread installed on wooden bridge in front of hospital on Maple Ave. Gets very slippery!
- If property has a driveway cars belonging to have owner should be parked in driveway not on Maple Ave. Roads that are key access points (such as Maple Ave) should be more appropriately regulated. Police should only be allowed on one side of the streets not allow big thieves couch as moving vans to be parked on was
- I'm a disengaged resident - that's my responsibility.
- I'm worried about the increase in crimes. No longer feel as safe walking even in the daytime. That's very sad.
- Immigration, no one recognizes the fact that the immigration (illegal) is breaking the law. Wake-up before more crimes are committed
- Impact on jobs [Tax base] Impact of hospital leaving area. List nearest hospitals Impact on bus routes/travel/traffic
- Improve the performance of the Takoma Park public works department. Replace the current public works department director.
- In general comment is kids or youngsters must respect their families in general and the community. It would not be for my self but for some body.
- In hard times, amenities are always 1st to go. Can there be another services? What services are essential to the community which are luxuries - Which in gray area between?

- In order to maintain the diversity of the citizens, rent control and minority interest should be viewed very important.
- In response to 911 calls. The communications staff response to calls needs improvement.
- Increase farmer market size increase preschool rec off crimes i.e. Open gym
- Info Pamphlet w/ codes/important info/landlord & tenant given to all tenants at signing of any lease. Online forms. Takoma web address magnets-hard to remember.
- Instead of reducing the services if is better to consider to increase tax for short period of time or consider other means of generating income.
- Is it not a waste of my tax dollar sending two surveys? Ward 6 gets very little attention from Maple Ave may be because we moved in from P.G. City?
- It is a travesty that restaurants have so much trouble here - A bus boys & poets would transform TP in a positive way, for example, You should be welcoming these folks, not discouraging them. It will be great for everyone here be here - business & residents. Contact Andy Shallal and apologize and encourage him to bring.
- It is important to me that TP maintain its 'Green city' image - that it be on the 'cutting edge' environmentally
- It is very wasteful to print multiple copies of this survey in other languages.
- It looks like TPK is looking for ways to save money, but I would like to see the utility wires go under ground. Is that possible?
- It's important to me that the city continue to be hospitable to and supportive of lower-and lower-middle-income residents.
- It's time to review & reduce the tree removal restrictions. Every single tree is not needed, even if most are.
- I've been a homeowner since 1976. The taxes are so high I'm being forced out of my community people in Rockville are outraged by taxes on their homes 1/3 to 1/2 of the taxes I'm paying!
- I've never before now been afraid of my neighborhood (crime) - 1st time in 30 years I don't feel safe
- Jackson/Boyd a 'Pocket Park' in our neighborhood got "upgraded" plantings destroyed concrete poured, turned into a single use little kids playground, and 49K! We has no idea till it was done. That scrap, the park on the other side gets a rain garden and we get a skateboard ramp that's not even used! You robbed us of a park and blighted our home.
- Join the Montgomery county recycling program-big blue bins and reduced costs!
- Just as most families in T.P. The city needs to tighter its belt.
- Keep up the good work
- Keep-up the good service
- La biblioteca necesita libros grandes de impresion (translation: The library needs books with bigger letters)
- Law enforcement is very important. Sidewalks are very important. Outside consultants are not important. We have a knowledgeable city staff. Street maintenance is very important. Stop pouring asphalt for speed humps and start filling pot holes and leveling the cuts in the roads. Stop sending council members to Ocean city
- Library & police dept seem to be the greatest strengths of Takoma Park
- Library is excellent for magazines and staff
- Look back to FY 2002 for level of services and stopping, as economy is going to be stuck at that level. Need to live in our means.
- Lot of badly constructed questions!
- Major roads now resurfaced by state-we need traffic circles @ fire station/coop area-probably 2
- Make our police force visible in old town especially, reduce traffic, get the largest Montgomery county buses off our Streets. They are too big. Keep Streets & Parks safe for pedestrians, kids & bicycles & skate boards, street basketball, sidewalk games. Eliminate the recreation department. Survey T.P citizens more often!
- Make the streets more bike friendly please by reducing parking on them and creating dedicated bike lanes e.g. Maple Avenue, Flower Avenue
- Many of our TP peers have even school age (<age 10) kids. Like us, they are disappointed in the youth rec offerings. We've sent our kids to after school activities & day trips only to hear unpleasant reports about the staff supervising our kids. These opportunities are so convenient & yet its just not worth it if the kids are told to 'shut up' or don't feel safe, happy.
- Maybe information the size of vehicles that thunder down Ethan Allen would help! they tear up the street & make my house shake. I am willing to pay $3k extra per year in property taxes to live here, but not to spend money recently, please fix the pot holes in Ethan Allen before you build an arts center-and do we really need 2.2 million for speed cameras? maybe my facts are off

- Metro does not issue service. High-density housing on Maple does not make sense. City policies seem to discourage-rather than encourage-economic development in Old town & Takoma junction.
- More aggressive actions should be taken against owners of vacant, dilapidated, nuisance properties: particularly: fines, taxes, foreclosures, public distribution of info: home address, phone numbers, etc.
- More fight to crime
- More focus on needs of aging population. Focus is on trees, families w/ children, rights of foreigners, but little focus on late middle age and older.
- More intense investigation of illegal activities mean the Piney branch/flower & university/NH Ave intersections higher class economic development in there
- More police and under cover on Houston Ave
- More support for T.P businesses, keep Washington Adventist hospital in Takoma Park. Let them build parking lot. Don't listen every complaining. A lot of them self needed eras.
- Most of the info on TP that I hear comes from email.
- Most of the reasons why I have not become more involved in the community is my work/school schedule.
- Much as rices designan much as trabayadores para obras gue 10 furder hour can minor trabayadores.
- Must services be cut to avoid raising taxes? Are there ways of saving money through increased efficiency, cutting unnecessary costs?
- N/A
- N/A
- N/A
- N/A
- N/A
- N/A
- N/A
- N/a
- N/C but I love Takoma Park
- Need better lighting in front of community center (at Maple Avenue)
- Need grocery store in Old Towne
- Need more large print books in library!
- Need more support for economic development - too many vacant store fronts! downtown very run down
- Need to keep sidewalks clear from trees and bushes and trash cans
- Need to open restaurants/bars in the neighborhood
- Never reduce emergency services.
- Ningunas inspeceiones costusas (translation: No costly inspections)
- No
- No
- No
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- No
- No
- No more costly surveys
- No other comments
- No real questions about city gov't's effectiveness I think it's poor.
- No, would just like to see more police presence in our neighbors, parks and on the road. I can't tell you how many times a car has run stop signs on side roads and people "jay walking."
- No.
- None
- None
- None
- None
- None
- None
- None at this time
- None, at this time, thank you.
- Not at this time.
- Offer more "fee" based services, so the people utilizing the service pay for what they use rather than pass on to the entire community via higher taxes
- Offered a program to the library-contacted them twice & they never responded.
- Old town Takoma commercial strip is dismal. What innovative ideas are happening to bring in new businesses that are wanted/needed (& not another ticky-tack gift shop). I think there is so much more that can be done in our community to have art/music spaces that use TP's & best resource.
- On #32 - reducing services - this was difficult to be clear about specific services within each category that could be reduced
- On Eastern Avenue, we need sidewalk.
- Our taxes are too high. Takoma Park is a city, not an activist organization, spend tax doubles as if TP was an advisory group, and the city should lose its charter from MD.
- Over all Takoma Park is a great community to live in. I grew up in D.C. close by but spent lots of time here, because of the atmosphere. Just a week here and there.
- Paint speed bumps regularly, turn speed bumps into speed tables. Don't implement traffic calming measures
- Pare malgastando nuestros impuestos en inspecciones!
- Parking-meters - often broken and only take quarters - in 2010?
- Perhaps some programs such as rec programs could be run more efficiently, maximizing volunteer efforts
- Please do not decrease police dept.
- Please give us sidewalks in our neighborhood. SOSCA-- Elm & Lincoln Ave's. Pedestrian safety is always issue esp children.
- Please pave palmer lane!
- Please get RV's off the street - Tree removal on the municipal level would be helpful - We pd. Over $2,000.00 - to remove an oak.
- Please try your best to make Takoma Park an exciting and safe place for babies, kids, preteens, and teens, etc.
- Please work on filling vacant business space-there are plenty of people willing to spend money here-witness Roscoe's Pizza!

- Property & street crime are a real & growing quality or life issue in our North Takoma neighborhood.
- Property maintenance code enforcement is supper. Our neighborhood looks like a jungle, yet nothing is done. Crime and taxes are increasing.
- Property taxes are way too high - They must be reduced or people will move out & no one will move in. Also - The city needs to do more business attraction & retention.
- Property taxes in T.P. Are outrageous when compared to surroundings areas. I am still recovering from the shock of how much my property tax bill is!
- Public safety is our major concern - street crime, long drive otherwise we love living here.
- Put us under county and get rid of city council lower taxes
- Que la sabiduria que brilla ensus mentesy corazones brille entodo momento para reducir gastos enlogue pueda tener espera yhacidarle 10 mejor ala cludady supueblo. Que dios les bendiga. (translation: That the wisdom that shines in your minds and hearts shines all the time to reduce costs in every possible way to the city and town God bless)
- Questions 35-53 are atrocious!
- Rather than reducing services focus on bringing in economic opportunities. It cuts need to be made avoid reducing services that make up TK PK's identity.
- Real estate and city income taxes are prohibitive. I face relocation B/C of high taxes.
- Real estate assessments were done at height of R.E. Bubble, making taxes higher than actual worth of same real estate!
- Recently moved to the area, so not yet fully aware of city's services.
- Reduce special sponsored events
- Reducing costs: volunteers could help with park/garden maintenance. Adult & senior rec programs could charge more rather than be reduced.
- Reducing services to still functional level is better then increasing taxes w/ services same level.
- Regarding affordable housing - it was affordable when I moved here - first in 1972 and then again in 1979. It is not so affordable today.
- Regarding communications: I think the city probably does a good job. If I am out of touch, it's my own fault/lack of initiative/lack of interest.
- Reimbursement 307 due to me re closing the deck to my account from 2006. Effective June 06, 09 I was told to deduct 30 months from the rental 29946.
- Rental property owners can't continue to be in business with the ridiculous rents being charged now.
- Repairing of the streets should be done all at once instead of patching up certain areas (like Carroll Ave. was previously done.) Ethan Allen is currently patched up.
- Sad that Takoma Park has 2 communities - new immigrants (poor), and wealthy Anglos. Hard to meld.
- Safety is our top concern. Protect our community!
- Save the police dept!!! We need to pay attention to basics that keep this place livable & safety - stop giving Mt Cty functions & money when they have already taxed us for the services. If you don't provide the basics, then there is no point in having a "City".
- School traffic guards need training. Children are not being taught any caution in crossing streets they approach and traffic is stopped without regard for crossing intersection etc
- See #'s 14 & 33. The city of T.P. Should phase its self out of existence. There is no need for its services and their un constant co. To. Montgomery co can handle all or it.
- See attached.
- See attachment -
- See more police presence on neighborhood streets
- See roles:- Policy question we should be able to be strategic cost savings post policy work as possible they due on alteration were possible, use volunteers where possible. If the point is saving $ we want to get the most services for our recreations-not enough information here.
- Seems like a lot of city services could be obtained through the county
- Seriously study potential effects of eliminating duplicative city government
- Sidewalks are in very bad shape, especially along Carroll Ave, near the hospital. I have low vision, and walking can be a problem.
- Sligo Creek Park is a vital part of the community and we need to in improve police presence (day and night) traffic/pedestrian safety, and code enforcement in and adjacent to park property.

- Some areas or Carroll avenue (e.g.) not well lighted at night.
- Some traffic signs on dangerous streets need to be adjusted: eg. Elm South of Ethan Allen should be reduced to 15 or 10 mph instead of 25 mph.
- Speed limit enforcement along New Hampshire Avenue seems more focused on generating revenue than protecting public safety. Cameras should be closer to churches and rec center rather than on downhill side of hills in both directions. Stop sicking enforcement in neighborhood has also been utilized like as officers lay in wait at quiet intersections rather than protecting more heavily travelled areas with more foot traffic.
- Stop borrowing money. Pay as you go!
- Stop printing forms in Spanish - speak English! Send illegal immigrants to jail then deport them!
- Storm water backs up from city storm sewer in to well outside my basement door something is wrong w/ storm sewer
- Street crime is a serious issue. I'm most aware of it in ward one and am distressed by day-time robberies and armed robberies.
- Street lighting and sidewalk please!
- Streets need fixing and traffic that passes on Erskine could be better.
- Strongly oppose DC development proposed at metro. Need to preserve Green space. Better agent came home DC.
- Support reduced frequency of services. Oppose tax increase & reduce level of service.
- Survey is targeted to home owners. Aware of lots of crime via listserves don't see many police officers. More efforts to better integrate community - less segregation by income/socioeconomic factors (more community togetherness events). Otherwise, beautiful city.
- Takoma Park's great place to live - diversity & public involvement and strengths – "poor side" of ward 6 needs more attention further development should include property on affordable rental housing.
- Takoma Park cares very little about low income families but has no problem spending millions on new city hall
- Takoma Park could use a designated off-leash area for dogs. There are so many parks, playgrounds, and recreation places for people in this city, but none for dogs despite the decent sized canine population
- Takoma Park government is commendably efficient.
- Takoma Park has higher taxes than Chevy Chase MD but large schools. For our level of taxes, we should have the best schools in the state.
- Takoma Park is a great community. I love the diversity & unique character of the people & neighborhoods. The range quality of services is great. But the roads (eg. potholes, lingering construction) are terrible!
- Takoma Park is a wonderful place to live!
- Takoma Park is one of the best places in the world to live because of its progressive involved citizens lees always keep it that way
- Takoma Park is the best place to live, I wouldn't want to live any place like - sorry I'm late in sending letter to you. I'm old and slow (smile)
- Takoma Park needs to do whatever possible to diversify the amount of retail, commercial + dining options in old town Takoma Junction. Provide attractive incentives for business (cafe, hardware store, wine/beer shop, chain stores welcome i.e. Starbucks, Five Guys)
- Takoma Park seems to be a great neighborhood
- Tax increase ok for as cant it comes back in form of services
- Taxes are almost prohibitive! need to make it easier for new restaurants to set up shop-we are sadly lacking a "Down-Town"-enlarge the farmer's market! It brings many people to TP.
- Taxes are high-not sure that I wouldn't be just as happy in an unincorporated place like Silver Spring we are at an age or "business" that we don't use many of the
- Taxes are too high. Between taxes & health insurance, I spend a majority of my income. Because my retirement account is personal & individual I do not quality currently for the tax credit programs. This is forcing me to consider moving out of Takoma Which is certainly not my preference.
- Taxes are too high - Shut down city hall use space more efficiently.
- Taxes are too high. We are double taxed. Get back from M/C instead of raising taxes
- Taxes in TP are very high. City should investigate what services we can get from the county
- Taxes way too high for what we get. Obtain rebates we deserve from county by suing county in state court.
- Thank you
- Thank you for leading such a great city! Let's get savory cafe back in business!

- Thank you for repaving Carroll. Can we do Ethan Allen next? Bike lanes along both those streets would be very helpful. Also, street lighting between carroll & New Hampshire on Ethan Allen could be improved.
- Thank you for taking the time to ask for my input!
- Thank you for the opportunity to complete this survey please follow up & indicate where survey results can be found.
- Thank you that you give me. This unfortunately and ask me my opinion
- Thanks for sending this survey. I try to stay involved with my community. Now I see I need to actively seek information.
- The 2 most important services rendered are police & park wk. All others are available through the county.
- The Carroll Ave repairs took forever and were extremely incorrect. Please make more careful plans next time. I strongly care about the plans for the Washington adventist site. Make it a very public approval process.
- The circle in the roads and speed the local traffic coming cameras. Into Takoma Park.
- The city has a budget and should start saving money for projects instead of overspending. We all are hurting, do not need more taxes on property, which is way too high!
- The city is far too tolerant of property owners who run down their property dragging neighboring property values down with these. The city acts powerless to remedy severely run-down or dangerous properties.
- The city needs to support the downtown businesses without downtown T.P. Is nothing except a bedroom community.
- The city of Takoma Park gov't has gotten too big. Keep the library. The police, and reduce budget of maintenance people. Too much driving around in big new trucks!
- The city of Takoma Park is a nice place in live. I am pleased by the activities of the administration except the bad boys behavior which as well can be controlled.
- The city of Takoma Park really needs to enforce codes, aesthetics road maintenance etc. The town looks "dirty, tired, decrepit" according to a friend who lives in Burtonsville.
- The city politicians focus too much on policy nonsense that do not affect its citizens; they should focus on the budget, public safety and public works.
- The city should proactively seek to eliminate services that could be/are being provided by the county-all of them
- The city should significantly improve street cleaning, maintenance, leaf removal & snow/ice removal. The current services are terrible.
- The community bldg is supposed to be for the community - it looks sterile, is unfriendly
- The county needs to help us. We pay more taxes than people who live in Potomac & Bethesda & Chevy Chase. Lets stop all the crime we have from illegal aliens able to live in the city.
- The crime issue must be addressed before the reputation of Takoma Park is hurt any more.
- The current city Arborist is combative, rude, and does little to educate the public.
- The downtown area needs more businesses, restaurants, bars, and affordable shopping - right now our entertainment dollars are all spent in silver spring!
- The invasion of the city Arborist on private property is reprehensible. The city code should be changed to apply to real construction not home improvement projects that are small
- The library is an excellent resource, always in high use when I'm there. The farmer's market is one of the best thing convert living here. New businesses on Carroll & Laurel & elsewhere are extremely important.
- The library, community center, recreation centers and the trees and gardens are the essence of TP and should be maintained.
- The mayor & city council need less attitude and more substance, better traffic light control and considerately lights, focus on local issues. If they want to address national issues run for Congress
- The police & fire depts are great. Need more street lights there is areas that are completely dark.
- The primary focus of the city should be safety and traffic related issues followed by certain essential services such as trash collection street maintenance and enforcement of property maintenance codes.
- The property maintenance code is over-enforced and insufficiently notified to new homeowners.
- The questions are ambiguous & subject to several interpretations.
- The recreation department could be eliminated or reduced, provided that Mont, County would take up the slack.

- The single largest issue affecting quality of life in TP is crime. I would fervently support greater effort by the council to find innovative strategies to reduce crime. I appreciate how difficult this is, but nothing else is of comparable importance.
- The specialness of TP is worth the large extra tax we pay.
- The speed bumps are ridiculous. This is a hard place to live when you don't have kids. City seems confused on its identity people in the historic neighborhood behave as if we live in a on Maple, the speed bumps make it very loud.
- The state of our downtown Main St is horrible. We have terrible 'local' stores nobody wants & vacant storefronts. Ridiculous & the city council should be ashamed. It's amazing we have even 1 good restaurant.
- The street is not "D" lit, it's park. Please install sidewalks and lighting all over Takoma Park that is equal (in quality) the lighting and sidewalks that run from old town Takoma to the coop. Pay attention to us!
- The street light at Devonshire & New Hampshire should be repaired/replaced. Lights don't work continuously N. Hamp 6900 block.
- The T.P. arborist inspected a tree for us recently. He didn't inform us of the day he would be coming to inspect the tree. He showed up entered our gated back yard without announcing himself. I asked him if I could help him and he couldn't be so then I forget on his all cell phone to call me who he was and what he was doing in my back yard. He should be glad my dog wasn't out.
- The taxes are ridiculously high. Who exactly mandated the huge, expensive new county center? We support all programs for low-income residents, & safety & basic services, others can go.
- The visitor parking laws leading to have a permit for ever a short visit is absurd; change it.
- There are many T.P. Services that are duplicated by Mont co and we do not receive enough compensation for losses -- we are being double taxed!
- There are not many original home owners here any more. Old friends has gone, not forgotten & think main brown in still here Mrs William and Mrs. Sedelland Mrs. Pollinger.
- There are only 2 issues: 1) Safety in higher of car thefts, muggings, etc. We are not safe in city and of local business that need We have a
- There are quite a number of useless and expensive committees and grants - as an example the arts & humanities council, why the city bypasses on a regular basis when it gives grants.
- There have been - lot of conversations expressing concern about the artist. We have had no issues personally, but are concerned at what we have.
- There seems to be some residents that have cars in their driveways that have not been moved in years, on Cedar for example, What can the city do about this?
- There should be a "very good" option between good & excellent.
- There should be a traffic light at Piney Branch rd and Ritchie Avenue.
- There should be more done to work w/ ride on to keep more local bus service. The 25 route was reduced. People in many apts. Use it. It is now rush hour only, goes to Langley park & no weekend service. This
- There should be more focus on building a sense of community outside the historic district. Also bring FIOS to the area we are held prisoner by com cast.
- This is a great community & great place to live - thank you for soliciting residents opinions!
- This is my second survey. Things are worse in Takoma Park than when I completed my previous survey.
- This is one long survey! Next time, please make it shorter!
- This is too long
- This question are is way too long.
- This survey was quite comprehensive, but entirely too long and redundant. The response will probably be low.
- This survey was too long.
- Thoroughly dislike Takoma Park tree policies; efforts to be "nuclear-free zone" are worthless
- Tk Pk
- Too many homes sitting vacant for years. Some homes from the out side look bad all the time.
- Too many pet holes and speed humps
- To reduce budget, organize volunteer services.
- Too high taxes for residents & businesses. Businesses shouldn't be taxed twice - property, inventory, stock - it's driving them away and new business won't want to establish here. Ex. Tj's, Savory, Chuck & Daves, second hand book store
- Too many multiple families are living in single family homes. Better code enforcement.

- Too many people drive down the middle of the road here. Crime is just unbelievable lately.
- TP is getting worse over time! roads poorly maintained, invisible and non responsive elected officials (especially ward 2).
- TP needs to focus on economic development and success of old town business. OTBA should be better supported and expanded.
- TP residents pay extra tax for services that the county would otherwise provide (trash recycling & so on) I oppose raising taxes to pay for services we don't need.
- TP should do more to promote green tech and conservation. Such as energy coop for electricity consumers, solar/wind promotion, etc
- TP should offer its citizens the opportunity to participate in Mont. Cty's rainscapes program - for better storm water management. TP is lacking on storm water management. Need more citizen/gov. Incentives to protect Sligo Creek.
- Traffic control! Reset lights to allow smooth flow, stop reducing roads by bumping out curbs, get rid of speed "humps", no more traffic circles, (reduce-parking during rush hours)
- Traffic is a major detriment to businesses and pedestrian quality of life.
- Traffic lights in some areas seem to cause back-ups while extended green lights on less travelled side roads have no traffic coming thru - PB anti dale Sligo Creek and Wayne - going East - 50 sec light S.P.G - West - 20 sec - backup - extreme many potholes on PB. Traffic Islands unkept – who is in charge of care?
- Trash, recycling and compostables should all be put out on curb on the same day picked up together.
- Try to avoid laying off workers if services must be reduced.
- Turn trash collection over to Montgomery county for a big improvement in quality and cost.
- Two concerns (1) Police & other dept seem less feasible than should be E.g. Making engraving equipment available at all times, not last 9.5 week days (2) 500 front page
- Very angry of lack of communication about WSSC street work, esp @ night; more restaurants, replace savory!
- Volunteers: we need more co-ordination & emphasis, to replace what may need to be cut because of revenue issues. We need "big" action on chronic problem a co, i.e. Parking at junctions, commercial building of Sherman/Maple.
- We are a small city, actually a town. We do not need career employees at city hall, etc.
- We are resident landlords in a small historic building. Rent control is too low for many agency & control needs, hardship police is on cross; hostile environment for housing providers, who aren't big.
- We do not get sufficient credit from Mont. Co. for municipal functions we do. We are too small to be in the road business. Roads should be maintained by the county. It's too much of a burden for <20,000 people.
- We have too many empty storefronts, I hope we can change that -- traffic is too great and dangerous on Silgo Creek Parkway. Can't wife recent assault that happened on biker/walker trail despite attempt to contact TP police.
- We like living here and hope we can stay after we stop working-not sure we can afford the taxes since they go up always
- We like the area, but wish there were more shopping & restaurants downtown
- We love living in Takoma Park!
- We love our community, we are however, concerned about the rise in crimes (recent rape on Sligo path).
- We need a place to buy cheap fresh food on a daily basis near old town we need more community gardens
- We need a strong police presence in the community. In the economic downturn, safety has become even more important.
- We need more affordable housing options to transition from an apartment to a house - which we aspire to! This is a very elitist community - we need credible ladder to. No way to go up the social ladder in this community!
- We need to make Langley crossroads more a part of TP. We should try harder to be one city.
- We need to preserve the opportunities for our residents to stay here-raising taxes is bad for them.
- We never see most of the services in #32 so it's hard to judge any necessity. Have county take over police force. Is this possible??
- We pay a lot for very little return. I am frustrated by what appears to me to be redundancy with Montgomery county services & very poor substitutes from a small community with far fewer economies of scale
- We really believe Takoma Park is an excellent community and cannot, all hand, more are services provided by the city that doesn't

- We should fold in many services to Mntgy Conty which has better paid better qualified staff for many services e.g. planning, trees' and sidewalks, library, stormwater mngt (larger network at books & other holdings in county library system)
- We should not provide city services that Montgomery cty already provides - either give service back to the county or get tax rebate.
- We spent a fortune renovating our historic home. I expected this area to improve. It has not. Downtown to metro looks like a slum, shabby & run down. I Feel totally unsafe here. As soon as we can sell our house we are leaving!!
- When I visit the community center for an evening meeting there is generally no kids there.
- While walking on Sligo Creek, on three hikes, I have been followed to my apt. by either a single Hispanic men or a car of three or more Hispanic men. Time period: 1-5 pm in the afternoon during the weekend. The men were very aggressive.
- Why do I have to separate my paper recycling when other parts of the county don't? I like the library's mosaic and that T.P. takes care of its trees.
- Why doesn't city lease out part of city hall? It's a behemoth. Also, why are we building a public works behemoth?
- Why don't council members get required to create e-updates & send them out on list servs? It should be part of their job to regularly communicate with us.
- Why not maintain services and avoid raising taxes - i.e. Be more efficient
- With the added property tax, you will be affecting the poor & those retired. You may also keep people from buying in TP.
- Would like police to be more responsive in an emergency.
- Would like to see a greater diversity of viable businesses in downtown Takoma including fine dining, diner, crafts store.
- Would like to see more continuing education/adult education classes For example: Photoshop, in design, illustrator, swimming, vegetarian cooking, bird Watching, gardening
- Would like to see new restaurants and stores (perhaps parks incentives to vendors and/or restrictions for new businesses)
- Would like to see some of the empty store fronts filled w/ gathering place - no more consignment shops!
- Would Montgomery County pick up the leaf service?
- Yes they need to consider more speed bumps on hills where there's stop signs & bus stops people are always running stop signs here both on hills & level Rd's esp. Prince George Ave & Belford Pl.
- Yes! how do you get to repair a spot between one's property and the city of Takoma Park's property (either refused to do it.)
- Yes, I was very upset to learn that our public transit schedule & route has changed that was my main purpose in this location at moved to, we had no say in the matter.
- Yes, please fix so we can walk safely across the street light need to be there before cars hit people.
- You have a tough job.
- You honestly need better assistance to residents who are renting. The living conditions are very poor; landlords don't care
- You neglect my section of town in favor of white section

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

- Afan dromo
- African
- Albanian
- American sign language
- American sign language
- Arabic
- Arabic
- Arabic
- Arabic
- Arabic
- Arabic, mandingo
- ASL
- Bamabara
- Bangali/Bangla
- Czech
- Dutch
- Dutch
- Dutch
- Filipino
- Filipino
- Greek
- Hebrew
- Hickman
- Ibo
- Italian
- Italian
- Italian
- Italian
- Italian
- Japanese
- Japanese
- Japanese
- Khemes, catalan
- Kinyarwanda
- Korean
- L
- Little Spanish
- Mondigo or Bambara
- National language (Philippines)
- Patios
- Philipino
- Pig latin.
- Polish
- Some Spanish & Portuguese
- Spanglish
- Suqarat.
- Tagalog
- Tagolog
- Tagrai (Eritherian)
- Tamil

- Tamil
- Tamil & Malayalam (Indian)
- Tamil and Urdu
- Tigrai (Eritherian)
- Vietnamese
- Vietnamese
- Yibbish
- Yoruba

Appendix D: Survey Results by Demographic Groups

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).

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

	Respondent's Age			Respondent's Gender		Respondent's Race/Ethnicity			
Please rate your quality of life in Takoma Park. Average rating where excellent=100 and poor=0.	**18 to 34 years**	**35 to 54 years**	**55+ years**	**Female**	**Male**	**White, not Hispanic**	**Black or African American, not Hispanic**	**Other**	**Overall**
Overall, how would you describe the quality of life in the City of Takoma Park?	73	72	72	73	71	74	71	69	72
How would you rate the overall quality of life in your neighborhood?	67	69	69	68	70	71	64	67	69
How do you rate Takoma Park as a place to raise children?	72	74	73	77	69	76	68	72	73

Community Characteristic 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	73	73	71	73	73	77	67	67	73
Overall appearance of Takoma Park	62	62	64	63	60	63	62	61	62
Opportunities to attend cultural or arts events	74	63	67	68	67	67	71	64	68
Shopping opportunities	38	36	48	40	39	32	56	41	39
Openness and acceptance of the community toward people of diverse backgrounds	85	78	71	79	80	83	70	78	79
Access to municipal buildings	79	73	75	76	74	77	74	72	75
Services for individuals with disabilities	60	60	67	63	61	62	64	56	62
Availability of good quality affordable housing	47	41	47	44	45	45	52	35	44
Ease of travel in Takoma Park by bicycle	59	51	55	57	51	49	70	50	54
Ease of travel in Takoma Park by walking	67	66	65	67	65	67	68	64	66
Ease of travel in Takoma Park by public transit	71	69	73	72	69	70	76	68	71

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 rating as "extreme," "major" or "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	31%	39%	39%	35%	38%	37%	34%	37%	36%
Cut-through traffic	31%	41%	37%	34%	40%	39%	31%	35%	37%
Speeding traffic	36%	46%	43%	44%	40%	45%	35%	39%	42%
Oversized vehicles and trailers parked on street	17%	17%	19%	16%	20%	16%	17%	19%	17%
Neighbor conflicts	17%	11%	11%	10%	17%	10%	16%	14%	13%
Pedestrian safety	25%	34%	25%	30%	30%	31%	26%	29%	29%
Crime	50%	59%	53%	54%	56%	60%	47%	49%	55%
Graffiti	7%	12%	15%	10%	12%	9%	20%	9%	11%
Litter	23%	26%	24%	23%	26%	24%	26%	25%	25%
Overgrown grass and vegetation	14%	18%	21%	17%	17%	18%	12%	20%	17%
Run down houses and buildings	21%	20%	22%	20%	22%	20%	26%	16%	21%

Safety Ratings by Respondent Age, Gender and Race/Ethnicity

How safe or unsafe do you feel walking alone . . . Percent rating as "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%	94%	92%	93%	96%	96%	91%	94%	94%
In your neighborhood after dark	71%	56%	52%	51%	71%	58%	61%	64%	60%
In Old Town/Takoma Junction during the day	93%	93%	95%	94%	92%	96%	90%	89%	93%
In Old Town/Takoma Junction after dark	72%	66%	55%	62%	71%	69%	65%	60%	66%
From Takoma Metro station during the day	96%	92%	91%	93%	93%	93%	95%	93%	93%
From Takoma Metro station after dark	42%	37%	37%	33%	45%	30%	50%	51%	38%
In University/New Hampshire/Crossroads area during the day	70%	71%	70%	67%	74%	64%	82%	70%	70%
In University/New Hampshire/Crossroads area after dark	21%	19%	30%	21%	23%	13%	39%	24%	22%

Use of Takoma Park Facilities 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 "ever" doing each	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	13%	20%	23%	20%	16%	14%	32%	18%	18%
Visited the Takoma Park Community Center (Maple Avenue)	62%	75%	66%	71%	66%	73%	66%	60%	68%
Attended a meeting at the Community Center	24%	42%	44%	36%	37%	35%	41%	37%	37%
Participated in a Takoma Park Recreation program	26%	36%	28%	33%	29%	29%	37%	33%	31%
Visited the Takoma Park Library	66%	82%	75%	78%	73%	77%	72%	78%	75%
Attended an event at the Takoma Park Library	26%	41%	30%	35%	33%	35%	37%	30%	34%
Used a public computer at the Takoma Park Library or at the adjacent Computer Center	22%	30%	27%	29%	24%	21%	38%	31%	27%
Used Wi-Fi connections in the Takoma Park Library or Community Center	22%	19%	11%	16%	21%	17%	20%	18%	18%

Ratings of Effectiveness of Takoma Park Police Department by Respondent Age, Gender and Race/Ethnicity

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	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	
Very effective	11%	17%	30%	19%	16%	12%	34%	15%	18%
Somewhat effective	40%	45%	44%	42%	45%	45%	39%	45%	43%
Not very effective	9%	11%	9%	8%	12%	11%	7%	7%	10%
Not at all effective	2%	7%	1%	3%	5%	3%	4%	5%	4%
Don't know	39%	20%	16%	29%	22%	28%	16%	27%	26%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Ratings of Visibility of Takoma Park Police Department in Your Neighborhood by Respondent Age, Gender and Race/Ethnicity

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	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	
Very visible	18%	19%	32%	22%	20%	11%	46%	25%	21%
Somewhat visible	59%	57%	48%	55%	57%	64%	38%	52%	56%
Not at all visible	22%	25%	20%	23%	23%	26%	16%	22%	23%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Ratings of Overall Quality of City Services by Respondent Age, Gender and Race/Ethnicity

How would you rate the overall quality of services provided by the City 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	
How would you rate the overall quality of services provided by the City of Takoma Park?	67	65	68	67	65	67	66	64	66

Public Trust Ratings by Respondent Age, Gender and Race/Ethnicity

Please rate the following statements by circling the number that most closely represents your opinion: 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 value of services for the taxes paid to the City of Takoma Park	48	50	57	54	48	52	54	47	51
The overall direction the City of Takoma Park is taking	59	54	59	56	57	57	58	54	56
The job the City of Takoma Park does encouraging resident involvement	65	58	64	61	61	63	62	56	61

Ratings of How Well the City of Takoma Park Has Prepared the City for an Emergency by Respondent Age, Gender and Race/Ethnicity

Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	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	
Excellent	5%	13%	19%	12%	14%	6%	21%	12%	13%
Good	60%	48%	55%	61%	45%	58%	52%	53%	53%
Fair	21%	28%	18%	16%	30%	22%	17%	27%	23%
Poor	14%	11%	8%	12%	11%	15%	10%	8%	11%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Ratings of How Well the City of Takoma Park Has Prepared the City for an Emergency by Respondent Age, Gender and Race/Ethnicity

Please rate how well you think the City of Takoma Park has prepared the city for an emergency. 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	
Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	52	54	61	58	54	52	62	57	56

Awareness of Emergency Preparedness Preparations by Respondent Age, Gender and Race/Ethnicity

Are you aware that every household should have a three day's supply of food, water, medicine and personal products available in case of an emergency such as a severe storm?	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	
Yes	53%	69%	79%	68%	64%	67%	65%	63%	66%
No	47%	31%	21%	32%	36%	33%	35%	37%	34%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Use of Communications Outreach Methods by Respondent Age, Gender and Race/Ethnicity

In the last 12 months, about how many times, if ever, have you done the following? Percent Using 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	18%	22%	38%	21%	28%	15%	52%	17%	24%
Watched a City Council meeting or other programming on the City's web site	13%	17%	17%	12%	20%	9%	35%	11%	16%
Watched other programs on the City's cable channel	21%	23%	34%	22%	28%	14%	50%	27%	25%
Visited the City's web site at www.takomaparkmd.gov	72%	69%	36%	60%	68%	72%	50%	55%	63%
Attended a City Council meeting in person	14%	22%	23%	18%	22%	18%	24%	17%	20%
Read the City of Takoma Park Takoma Park Newsletter	90%	89%	90%	89%	89%	91%	88%	88%	89%
Referred to the City of Takoma Park Recreation Guide	73%	74%	76%	79%	68%	73%	77%	71%	74%
Signed up for recreation program(s) online	16%	23%	12%	22%	14%	17%	22%	18%	18%

Likelihood of Obtaining Information Via Various Methods by Respondent Age, Gender and Race/Ethnicity

How likely, if at all, would you be to obtain information from the City of Takoma Park in the following formats? Percent Rating as "Very" or "Somewhat Likely."	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	
E-mail alerts/notices from the Police Department	64%	73%	47%	63%	68%	69%	63%	61%	65%
E-mail alerts/notices from the City Clerk	49%	55%	36%	47%	53%	52%	47%	47%	49%
E-mail alerts/notices from the Recreation Department	52%	45%	34%	49%	42%	46%	46%	42%	45%
Text alerts for emergency notifications	56%	50%	31%	49%	50%	48%	55%	46%	49%
Blogs/wiki	40%	24%	17%	24%	33%	26%	39%	25%	28%
My TKPK on the web site (for service requests, concerns, information)	50%	38%	19%	38%	41%	40%	41%	34%	39%
Facebook	43%	21%	13%	26%	30%	26%	37%	23%	27%
Twitter	22%	10%	8%	11%	17%	8%	32%	14%	14%

Importance of Considerations for Washington Adventist Hospital by Respondent Age, Gender and Race/Ethnicity

Washington Adventist Hospital intends to move out of Takoma Park. Hospital officials have stated that they intend to retain ownership of the Takoma Park property and may continue to offer some health services on the property. It is likely that there will be some new uses on the property as well. Please rate how important each of the following considerations and design features are to you. Percent Rating as "Essential" or "Very Important."	**Respondent's Age**			**Respondent's Gender**		**Respondent's Race/Ethnicity**			
	18 to 34 years	**35 to 54 years**	**55+ years**	**Female**	**Male**	**White, not Hispanic**	**Black or African American, not Hispanic**	**Other**	**Overall**
Environmental impact of development	84%	78%	80%	83%	77%	81%	76%	84%	80%
Preservation of natural features	75%	70%	75%	74%	71%	74%	70%	72%	73%
Impact on local traffic	70%	78%	72%	80%	68%	73%	73%	79%	74%
Architectural character of any new buildings	48%	54%	56%	54%	51%	49%	54%	59%	52%
Density of development (height and size of buildings)	51%	60%	60%	61%	52%	54%	59%	65%	57%
Diversity of uses available on the site	56%	53%	62%	60%	51%	47%	69%	70%	56%
Impact on City's overall tax base	71%	71%	72%	71%	71%	68%	77%	74%	71%

Preference for Raising Taxes or Reducing Services by Respondent Age, Gender and Race/Ethnicity

Based on the current downturn in the economy, the City may need to either raise taxes or reduce services. Which option best indicates your preference?	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	
Strongly support increasing taxes to maintain existing levels of service	12%	7%	14%	8%	13%	8%	19%	10%	11%
Support increasing taxes to maintain existing levels of service	38%	40%	38%	41%	37%	46%	36%	25%	39%
Support reducing levels of services and NOT raising taxes	32%	33%	31%	33%	31%	27%	30%	47%	32%
Strongly support reducing levels of services and NOT raising taxes	18%	20%	18%	18%	20%	20%	15%	18%	19%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Support for Reducing Various City Services by Respondent Age, Gender and Race/Ethnicity

If Takoma Park were to have to reduce services, to what extent would you support or oppose reducing each of the following services? Percent Who "Strongly Support Reducing" or "Support Reducing."	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	
Reduce the level of street maintenance	26%	18%	15%	18%	22%	18%	22%	24%	20%
Reduce the level of park and garden maintenance	38%	35%	35%	31%	42%	40%	23%	40%	36%
Reduce the level of the leaf vacuum program	49%	44%	33%	43%	45%	46%	39%	40%	43%
Reduce number of police officers	5%	8%	10%	8%	7%	6%	7%	12%	7%
Reduce city community center operating hours and services	51%	59%	53%	52%	59%	60%	28%	64%	55%
Reduce city recreation center operating hours and services	48%	53%	49%	48%	54%	53%	29%	65%	51%
Reduce city library operating hours and services	33%	30%	35%	32%	31%	31%	23%	36%	32%
Reduce recreation programs for youth (afterschool, camps, sports, art)	20%	22%	23%	17%	26%	25%	13%	20%	22%
Reduce recreation programs for teens (community service, drop in, trips)	21%	26%	23%	19%	29%	26%	13%	25%	24%
Reduce recreation programs for seniors (trips, classes, fitness)	42%	41%	36%	35%	47%	46%	19%	40%	41%
Reduce recreation programs for adults (fitness, art, sports)	57%	63%	58%	56%	64%	67%	35%	62%	60%
Reduce recreation sponsored special events (Halloween, Touch a Truck, Movie Nights, family trips)	63%	66%	69%	64%	66%	69%	56%	66%	65%
Reduce city planning services (development review, streetscapes, neighborhood projects)	46%	39%	41%	42%	42%	41%	41%	49%	42%

Quality of Life Ratings by Respondent Tenure and Annual Household Income

Please rate your quality of life in Takoma Park. Average rating where excellent=100 and poor=0.	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Overall, how would you describe the quality of life in the City of Takoma Park?	71	72	70	73	72	72	72
How would you rate the overall quality of life in your neighborhood?	65	71	66	67	66	72	69
How do you rate Takoma Park as a place to raise children?	72	74	70	73	73	74	73

Community Characteristic Ratings by Respondent Tenure and Annual Household Income

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				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Sense of community	70	75	69	68	74	76	73
Overall appearance of Takoma Park	66	59	67	67	61	58	62
Opportunities to attend cultural or arts events	68	67	67	68	70	67	68
Shopping opportunities	48	31	58	50	37	31	39
Openness and acceptance of the community toward people of diverse backgrounds	75	82	67	74	81	84	79
Access to municipal buildings	74	76	73	74	79	75	75
Services for individuals with disabilities	61	64	65	57	66	65	62
Availability of good quality affordable housing	47	40	46	49	39	42	44
Ease of travel in Takoma Park by bicycle	63	48	61	65	56	45	54
Ease of travel in Takoma Park by walking	70	63	67	68	71	62	66
Ease of travel in Takoma Park by public transit	73	69	74	71	71	69	71

Problem Ratings by Respondent Tenure and Annual Household Income

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as "extreme," "major" or "moderate problem."	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Traffic	28%	44%	24%	29%	39%	41%	36%
Cut-through traffic	26%	46%	23%	29%	41%	43%	37%
Speeding traffic	36%	48%	28%	40%	44%	48%	42%
Oversized vehicles and trailers parked on street	15%	20%	19%	18%	18%	17%	17%
Neighbor conflicts	14%	12%	11%	16%	14%	11%	13%
Pedestrian safety	23%	35%	21%	19%	33%	37%	29%
Crime	43%	65%	38%	44%	55%	65%	55%
Graffiti	12%	11%	19%	13%	13%	7%	11%
Litter	22%	27%	17%	25%	26%	24%	25%
Overgrown grass and vegetation	16%	18%	17%	15%	20%	16%	17%
Run down houses and buildings	19%	22%	27%	17%	21%	22%	21%

Safety Ratings by Respondent Tenure and Annual Household Income

How safe or unsafe do you feel walking alone . . . Percent rating as "very" or "somewhat safe."	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
In your neighborhood during the day	93%	96%	87%	97%	98%	95%	94%
In your neighborhood after dark	63%	57%	56%	67%	62%	58%	60%
In Old Town/Takoma Junction during the day	89%	97%	83%	88%	98%	95%	93%
In Old Town/Takoma Junction after dark	67%	66%	53%	72%	67%	64%	66%
From Takoma Metro station during the day	95%	92%	91%	94%	97%	91%	93%
From Takoma Metro station after dark	48%	31%	47%	46%	38%	32%	38%
In University/New Hampshire/Crossroads area during the day	71%	69%	79%	71%	65%	71%	70%
In University/New Hampshire/Crossroads area after dark	27%	17%	32%	35%	15%	15%	22%

Use of Takoma Park Facilities by Respondent Tenure and Annual Household Income

In the last 12 months, about how many times have you or other household members done the following things: Percent "ever" doing each	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Visited the New Hampshire Avenue Recreation Center	17%	20%	25%	19%	14%	18%	18%
Visited the Takoma Park Community Center (Maple Avenue)	65%	72%	80%	63%	70%	71%	68%
Attended a meeting at the Community Center	31%	41%	47%	30%	36%	36%	37%
Participated in a Takoma Park Recreation program	29%	33%	31%	28%	30%	33%	31%
Visited the Takoma Park Library	72%	79%	83%	68%	73%	79%	75%
Attended an event at the Takoma Park Library	30%	37%	42%	29%	24%	41%	34%
Used a public computer at the Takoma Park Library or at the adjacent Computer Center	38%	17%	38%	43%	24%	17%	27%
Used Wi-Fi connections in the Takoma Park Library or Community Center	22%	15%	21%	23%	17%	18%	18%

Ratings of Effectiveness of Takoma Park Police Department by Respondent Tenure and Annual Household Income

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Very effective	24%	12%	41%	17%	17%	12%	18%
Somewhat effective	37%	50%	29%	44%	39%	50%	43%
Not very effective	6%	13%	6%	6%	9%	13%	10%
Not at all effective	4%	4%	2%	4%	4%	5%	4%
Don't know	29%	22%	22%	29%	30%	20%	26%
Total	100%	100%	100%	100%	100%	100%	100%

Ratings of Visibility of Takoma Park Police Department in Your Neighborhood by Respondent Tenure and Annual Household Income

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Very visible	35%	10%	48%	33%	24%	7%	21%
Somewhat visible	44%	66%	43%	47%	53%	65%	56%
Not at all visible	21%	25%	9%	21%	23%	28%	23%
Total	100%	100%	100%	100%	100%	100%	100%

Ratings of Overall Quality of City Services by Respondent Tenure and Annual Household Income

How would you rate the overall quality of services provided by the City of Takoma Park? Average rating where excellent=100 and poor=0.	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
How would you rate the overall quality of services provided by the City of Takoma Park?	69	64	69	69	63	66	66

Public Trust Ratings by Respondent Tenure and Annual Household Income

Please rate the following statements by circling the number that most closely represents your opinion: Average rating where excellent=100 and poor=0.	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
The value of services for the taxes paid to the City of Takoma Park	57	46	58	55	50	47	51
The overall direction the City of Takoma Park is taking	62	52	60	63	57	53	56
The job the City of Takoma Park does encouraging resident involvement	63	60	56	62	63	62	61

Ratings of How Well the City of Takoma Park Has Prepared the City for an Emergency by Respondent Tenure and Annual Household Income

Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Excellent	17%	7%	23%	10%	8%	6%	13%
Good	56%	50%	56%	54%	56%	48%	53%
Fair	20%	27%	15%	33%	13%	31%	23%
Poor	8%	15%	7%	3%	23%	15%	11%
Total	100%	100%	100%	100%	100%	100%	100%

Ratings of How Well the City of Takoma Park Has Prepared the City for an Emergency by Respondent Tenure and Annual Household Income

Please rate how well you think the City of Takoma Park has prepared the city for an emergency. Average rating where excellent=100 and poor=0.	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	60	50	64	57	50	49	56

Awareness of Emergency Preparedness Preparations by Respondent Tenure and Annual Household Income

Are you aware that every household should have a three day's supply of food, water, medicine and personal products available in case of an emergency such as a severe storm?	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Yes	59%	71%	75%	57%	62%	72%	66%
No	41%	29%	25%	43%	38%	28%	34%
Total	100%	100%	100%	100%	100%	100%	100%

Use of Communications Outreach Methods by Respondent Tenure and Annual Household Income

In the last 12 months, about how many times, if ever, have you done the following? Percent Using At Least Once	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Watched a City Council meeting on cable TV	27%	22%	42%	23%	21%	22%	24%
Watched a City Council meeting or other programming on the City's web site	17%	15%	28%	12%	16%	14%	16%
Watched other programs on the City's cable channel	29%	21%	48%	27%	21%	19%	25%
Visited the City's web site at www.takomaparkmd.gov	50%	76%	18%	62%	56%	83%	63%
Attended a City Council meeting in person	14%	24%	23%	11%	21%	21%	20%
Read the City of Takoma Park Takoma Park Newsletter	88%	90%	81%	88%	90%	91%	89%
Referred to the City of Takoma Park Recreation Guide	72%	76%	68%	66%	78%	76%	74%
Signed up for recreation program(s) online	15%	21%	10%	14%	22%	21%	18%

Likelihood of Obtaining Information Via Various Methods by Respondent Tenure and Annual Household Income

How likely, if at all, would you be to obtain information from the City of Takoma Park in the following formats? Percent Rating as "Very" or "Somewhat Likely."	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
E-mail alerts/notices from the Police Department	58%	71%	39%	54%	64%	78%	65%
E-mail alerts/notices from the City Clerk	46%	53%	34%	41%	53%	57%	49%
E-mail alerts/notices from the Recreation Department	51%	41%	37%	51%	49%	46%	45%
Text alerts for emergency notifications	50%	48%	33%	47%	52%	53%	49%
Blogs/wiki	34%	25%	25%	36%	33%	26%	28%
My TKPK on the web site (for service requests, concerns, information)	39%	40%	15%	43%	40%	42%	39%
Facebook	40%	19%	20%	39%	33%	21%	27%
Twitter	26%	5%	23%	21%	14%	8%	14%

Importance of Considerations for Washington Adventist Hospital by Respondent Tenure and Annual Household Income

Washington Adventist Hospital intends to move out of Takoma Park. Hospital officials have stated that they intend to retain ownership of the Takoma Park property and may continue to offer some health services on the property. It is likely that there will be some new uses on the property as well. Please rate how important each of the following considerations and design features are to you. Percent Rating as "Essential" or "Very Important."	**Respondent's Tenure**		**Respondent's Household Income**				
	Rent	**Own**	**Less than $24,999**	**$25,000 to $49,999**	**$50,000 to $99,999**	**$100,000 or more**	**Overall**
Environmental impact of development	81%	79%	73%	85%	80%	80%	80%
Preservation of natural features	77%	69%	76%	81%	73%	69%	73%
Impact on local traffic	72%	76%	71%	70%	74%	78%	74%
Architectural character of any new buildings	54%	51%	67%	60%	46%	51%	52%
Density of development (height and size of buildings)	56%	57%	63%	57%	55%	55%	57%
Diversity of uses available on the site	63%	50%	78%	65%	55%	46%	56%
Impact on City's overall tax base	64%	76%	72%	62%	66%	77%	71%

Preference for Raising Taxes or Reducing Services by Respondent Tenure and Annual Household Income

Based on the current downturn in the economy, the City may need to either raise taxes or reduce services. Which option best indicates your preference?	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Strongly support increasing taxes to maintain existing levels of service	16%	5%	17%	17%	6%	7%	11%
Support increasing taxes to maintain existing levels of service	46%	32%	40%	45%	36%	37%	39%
Support reducing levels of services and NOT raising taxes	26%	38%	28%	27%	43%	29%	32%
Strongly support reducing levels of services and NOT raising taxes	12%	25%	15%	11%	14%	27%	19%
Total	100%	100%	100%	100%	100%	100%	100%

Support for Reducing Various City Services by Respondent Tenure and Annual Household Income

If Takoma Park were to have to reduce services, to what extent would you support or oppose reducing each of the following services? Percent Who "Strongly Support Reducing" or "Support Reducing."	Respondent's Tenure		Respondent's Household Income				Overall
	Rent	Own	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	
Reduce the level of street maintenance	20%	20%	27%	17%	23%	17%	20%
Reduce the level of park and garden maintenance	30%	41%	27%	28%	43%	39%	36%
Reduce the level of the leaf vacuum program	46%	42%	30%	46%	49%	42%	43%
Reduce number of police officers	8%	8%	10%	9%	7%	7%	7%
Reduce city community center operating hours and services	41%	66%	39%	42%	53%	66%	55%
Reduce city recreation center operating hours and services	42%	58%	35%	49%	49%	56%	51%
Reduce city library operating hours and services	25%	37%	32%	26%	27%	35%	32%
Reduce recreation programs for youth (afterschool, camps, sports, art)	16%	26%	18%	19%	21%	24%	22%
Reduce recreation programs for teens (community service, drop in, trips)	16%	30%	15%	20%	23%	29%	24%
Reduce recreation programs for seniors (trips, classes, fitness)	26%	52%	18%	29%	36%	54%	41%
Reduce recreation programs for adults (fitness, art, sports)	43%	73%	26%	47%	54%	78%	60%
Reduce recreation sponsored special events (Halloween, Touch a Truck, Movie Nights, family trips)	59%	70%	53%	61%	65%	69%	65%
Reduce city planning services (development review, streetscapes, neighborhood projects)	40%	43%	35%	34%	52%	40%	42%

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 the City of Takoma Park?	77	73	73	72	68	66	72
How would you rate the overall quality of life in your neighborhood?	77	73	71	66	59	61	69
How do you rate Takoma Park as a place to raise children?	81	72	77	76	65	62	73

Community Characteristic 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	73	76	73	69	59	73
Overall appearance of Takoma Park	68	59	59	66	64	52	62
Opportunities to attend cultural or arts events	68	67	65	71	70	64	68
Shopping opportunities	38	26	34	48	46	46	39
Openness and acceptance of the community toward people of diverse backgrounds	84	83	80	74	80	70	79
Access to municipal buildings	78	77	75	77	74	66	75
Services for individuals with disabilities	70	62	63	67	49	57	62
Availability of good quality affordable housing	44	45	37	48	50	42	44
Ease of travel in Takoma Park by bicycle	49	49	48	67	57	61	54
Ease of travel in Takoma Park by walking	71	58	72	70	67	56	66
Ease of travel in Takoma Park by public transit	75	64	70	74	73	70	71

Problem Ratings by Ward

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as "extreme," "major" or "moderate problem."	Ward						Overall
	1	2	3	4	5	6	
Traffic	39%	41%	33%	32%	26%	50%	36%
Cut-through traffic	35%	43%	42%	24%	28%	51%	37%
Speeding traffic	42%	45%	41%	18%	49%	64%	42%
Oversized vehicles and trailers parked on street	12%	15%	17%	19%	25%	19%	17%
Neighbor conflicts	7%	9%	12%	17%	23%	12%	13%
Pedestrian safety	29%	32%	18%	13%	37%	57%	29%
Crime	59%	55%	60%	34%	57%	64%	55%
Graffiti	8%	4%	9%	15%	16%	18%	11%
Litter	12%	26%	20%	20%	37%	42%	25%
Overgrown grass and vegetation	15%	10%	22%	18%	19%	22%	17%
Run down houses and buildings	16%	12%	26%	20%	32%	18%	21%

Safety Ratings by Ward

How safe or unsafe do you feel walking alone . . . Percent rating as "very" or "somewhat safe."	Ward						Overall
	1	2	3	4	5	6	
In your neighborhood during the day	98%	96%	96%	92%	91%	92%	94%
In your neighborhood after dark	53%	69%	64%	66%	52%	51%	60%
In Old Town/Takoma Junction during the day	96%	94%	94%	84%	95%	95%	93%
In Old Town/Takoma Junction after dark	65%	68%	67%	67%	56%	70%	66%
From Takoma Metro station during the day	90%	92%	94%	92%	98%	93%	93%
From Takoma Metro station after dark	35%	34%	35%	55%	36%	40%	38%
In University/New Hampshire/Crossroads area during the day	75%	64%	73%	81%	60%	70%	70%
In University/New Hampshire/Crossroads area after dark	16%	17%	18%	39%	11%	31%	22%

Use of Takoma Park Facilities by Ward

In the last 12 months, about how many times have you or other household members done the following things: Percent "ever" doing each	Ward						Overall
	1	2	3	4	5	6	
Visited the New Hampshire Avenue Recreation Center	10%	18%	9%	13%	19%	52%	18%
Visited the Takoma Park Community Center (Maple Avenue)	78%	58%	71%	81%	60%	57%	68%
Attended a meeting at the Community Center	41%	36%	39%	45%	26%	29%	37%
Participated in a Takoma Park Recreation program	37%	28%	31%	35%	32%	22%	31%
Visited the Takoma Park Library	87%	77%	79%	84%	58%	59%	75%
Attended an event at the Takoma Park Library	45%	32%	36%	34%	26%	23%	34%
Used a public computer at the Takoma Park Library or at the adjacent Computer Center	29%	21%	22%	31%	31%	27%	27%
Used Wi-Fi connections in the Takoma Park Library or Community Center	17%	12%	16%	24%	26%	15%	18%

Ratings of Effectiveness of Takoma Park Police Department by Ward

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Ward						Overall
	1	2	3	4	5	6	
Very effective	16%	8%	14%	41%	12%	14%	18%
Somewhat effective	46%	51%	42%	25%	48%	50%	43%
Not very effective	12%	8%	15%	4%	6%	13%	10%
Not at all effective	3%	5%	4%	0%	7%	5%	4%
Don't know	24%	29%	25%	30%	28%	18%	26%
Total	100%	100%	100%	100%	100%	100%	100%

Ratings of Visibility of Takoma Park Police Department in Your Neighborhood by Ward

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Ward						Overall
	1	2	3	4	5	6	
Very visible	14%	6%	13%	55%	23%	19%	21%
Somewhat visible	56%	62%	59%	37%	59%	65%	56%
Not at all visible	31%	32%	28%	8%	18%	16%	23%
Total	100%	100%	100%	100%	100%	100%	100%

Ratings of Overall Quality of City Services by Ward

How would you rate the overall quality of services provided by the City of Takoma Park? Average rating where excellent=100 and poor=0.	Ward						Overall
	1	2	3	4	5	6	
How would you rate the overall quality of services provided by the City of Takoma Park?	70	65	67	70	63	60	66

Public Trust Ratings by Ward

Please rate the following statements by circling the number that most closely represents your opinion: Average rating where excellent=100 and poor=0.	Ward						Overall
	1	2	3	4	5	6	
The value of services for the taxes paid to the City of Takoma Park	51	47	51	56	51	52	51
The overall direction the City of Takoma Park is taking	58	50	55	68	56	53	56
The job the City of Takoma Park does encouraging resident involvement	66	54	59	66	62	61	61

Ratings of How Well the City of Takoma Park Has Prepared the City for an Emergency by Ward

Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	Ward						Overall
	1	2	3	4	5	6	
Excellent	14%	7%	13%	14%	15%	9%	13%
Good	52%	50%	40%	60%	55%	59%	53%
Fair	26%	28%	32%	21%	15%	20%	23%
Poor	7%	15%	15%	5%	14%	12%	11%
Total	100%	100%	100%	100%	100%	100%	100%

Ratings of How Well the City of Takoma Park Has Prepared the City for an Emergency by Ward

Please rate how well you think the City of Takoma Park has prepared the city for an emergency. Average rating where excellent=100 and poor=0.	Ward						Overall
	1	2	3	4	5	6	
Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	58	50	50	61	57	55	56

Awareness of Emergency Preparedness Preparations by Ward

Are you aware that every household should have a three day's supply of food, water, medicine and personal products available in case of an emergency such as a severe storm?	Ward						Overall
	1	2	3	4	5	6	
Yes	70%	69%	63%	55%	69%	72%	66%
No	30%	32%	37%	46%	31%	28%	34%
Total	100%	100%	100%	100%	100%	100%	100%

Use of Communications Outreach Methods by Ward

In the last 12 months, about how many times, if ever, have you done the following? Percent Using At Least Once	Ward						Overall
	1	2	3	4	5	6	
Watched a City Council meeting on cable TV	17%	23%	23%	38%	18%	31%	24%
Watched a City Council meeting or other programming on the City's web site	9%	12%	14%	22%	15%	26%	16%
Watched other programs on the City's cable channel	15%	18%	21%	43%	25%	30%	25%
Visited the City's web site at www.takomaparkmd.gov	63%	76%	77%	45%	56%	57%	63%
Attended a City Council meeting in person	23%	19%	24%	17%	15%	16%	20%
Read the City of Takoma Park Takoma Park Newsletter	90%	90%	95%	89%	86%	82%	89%
Referred to the City of Takoma Park Recreation Guide	65%	80%	78%	67%	82%	72%	74%
Signed up for recreation program(s) online	19%	16%	23%	12%	18%	25%	18%

Likelihood of Obtaining Information Via Various Methods by Ward

How likely, if at all, would you be to obtain information from the City of Takoma Park in the following formats? Percent Rating as "Very" or "Somewhat Likely."	Ward						Overall
	1	2	3	4	5	6	
E-mail alerts/notices from the Police Department	68%	72%	68%	55%	66%	57%	65%
E-mail alerts/notices from the City Clerk	49%	50%	53%	49%	50%	44%	49%
E-mail alerts/notices from the Recreation Department	41%	43%	48%	42%	58%	40%	45%
Text alerts for emergency notifications	40%	49%	52%	46%	62%	41%	49%
Blogs/wiki	24%	21%	29%	32%	38%	29%	28%
My TKPK on the web site (for service requests, concerns, information)	35%	36%	47%	30%	42%	42%	39%
Facebook	18%	25%	28%	25%	46%	21%	27%
Twitter	11%	6%	10%	26%	24%	10%	14%

Importance of Considerations for Washington Adventist Hospital by Ward

Washington Adventist Hospital intends to move out of Takoma Park. Hospital officials have stated that they intend to retain ownership of the Takoma Park property and may continue to offer some health services on the property. It is likely that there will be some new uses on the property as well. Please rate how important each of the following considerations and design features are to you. Percent Rating as "Essential" or "Very Important."	**Ward**						**Overall**
	1	**2**	**3**	**4**	**5**	**6**	
Environmental impact of development	80%	78%	80%	78%	83%	82%	80%
Preservation of natural features	75%	79%	63%	72%	73%	75%	73%
Impact on local traffic	76%	74%	69%	67%	84%	78%	74%
Architectural character of any new buildings	58%	48%	51%	63%	46%	49%	52%
Density of development (height and size of buildings)	58%	55%	53%	59%	55%	64%	57%
Diversity of uses available on the site	53%	44%	58%	68%	59%	57%	56%
Impact on City's overall tax base	74%	70%	73%	65%	72%	69%	71%

Preference for Raising Taxes or Reducing Services by Ward

Based on the current downturn in the economy, the City may need to either raise taxes or reduce services. Which option best indicates your preference?	**Ward**						**Overall**
	1	**2**	**3**	**4**	**5**	**6**	
Strongly support increasing taxes to maintain existing levels of service	14%	7%	8%	17%	8%	9%	11%
Support increasing taxes to maintain existing levels of service	33%	37%	43%	31%	54%	34%	39%
Support reducing levels of services and NOT raising taxes	30%	39%	26%	36%	29%	36%	32%
Strongly support reducing levels of services and NOT raising taxes	23%	17%	23%	17%	9%	22%	19%
Total	100%	100%	100%	100%	100%	100%	100%

Use of Takoma Park Facilities by Have Cable Television and Watch City Cable Programming

In the last 12 months, about how many times have you or other household members done the following things: Percent "ever" doing each	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
Visited the New Hampshire Avenue Recreation Center	20%	15%	25%	15%	19%	32%	11%	17%	18%
Visited the Takoma Park Community Center (Maple Avenue)	69%	67%	77%	65%	53%	70%	89%	69%	68%
Attended a meeting at the Community Center	35%	38%	50%	31%	36%	28%	77%	36%	37%
Participated in a Takoma Park Recreation program	33%	28%	42%	27%	27%	49%	35%	31%	31%
Visited the Takoma Park Library	75%	75%	80%	73%	64%	80%	92%	76%	75%
Attended an event at the Takoma Park Library	35%	31%	40%	31%	24%	50%	36%	34%	34%
Used a public computer at the Takoma Park Library or at the adjacent Computer Center	24%	30%	33%	23%	28%	61%	29%	24%	27%
Used Wi-Fi connections in the Takoma Park Library or Community Center	16%	21%	17%	19%	8%	35%	20%	19%	18%

Ratings of Overall Quality of City Services by Have Cable Television and Watch City Cable Programming

How would you rate the overall quality of services provided by the City of Takoma Park? Average rating where excellent=100 and poor=0.	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
How would you rate the overall quality of services provided by the City of Takoma Park?	65	68	67	66	66	77	65	66	66

Public Trust Ratings by Have Cable Television and Watch City Cable Programming

Please rate the following statements by circling the number that most closely represents your opinion: Average rating where excellent=100 and poor=0.	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
The value of services for the taxes paid to the City of Takoma Park	50	52	48	52	45	63	59	51	51
The overall direction the City of Takoma Park is taking	55	58	56	57	53	63	54	57	56
The job the City of Takoma Park does encouraging resident involvement	61	62	62	61	55	61	45	63	61

Ratings of How Well the City of Takoma Park Has Prepared the City for an Emergency by Have Cable Television and Watch City Cable Programming

Please rate how well you think the City of Takoma Park has prepared the city for an emergency. Average rating where excellent=100 and poor=0.	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	54	58	58	53	56	58	78	53	56

Awareness of Emergency Preparedness Preparations by Have Cable Television and Watch City Cable Programming

Are you aware that every household should have a three day's supply of food, water, medicine and personal products available in case of an emergency such as a severe storm?	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
Yes	69%	61%	77%	61%	74%	77%	68%	64%	66%
No	31%	39%	23%	39%	26%	23%	32%	36%	34%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Use of Communications Outreach Methods by Have Cable Television and Watch City Cable Programming

In the last 12 months, about how many times, if ever, have you done the following? Percent Using At Least Once	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
Watched a City Council meeting on cable TV	32%	12%	78%	0%	46%	30%	56%	20%	24%
Watched a City Council meeting or other programming on the City's Web site	18%	11%	45%	3%	26%	14%	41%	13%	16%
Watched other programs on the City's cable channel	32%	11%	80%	0%	41%	39%	50%	21%	25%
Visited the City's Web site at www.takomaparkmd.gov	63%	65%	68%	61%	23%	27%	72%	70%	63%
Attended a City Council meeting in person	22%	16%	36%	13%	22%	1%	66%	19%	20%
Read the City of Takoma Park Takoma Park Newsletter	88%	92%	96%	86%	83%	73%	97%	90%	89%
Referred to the City of Takoma Park Recreation Guide	73%	76%	84%	70%	70%	61%	95%	74%	74%
Signed up for recreation program(s) online	22%	12%	24%	16%	16%	6%	17%	19%	18%

How Much Information Obtained Via Various Methods by Have Cable Television and Watch City Cable Programming

How much information do you get about the City of Takoma Park government activities from each of the following sources? Percent Responding "Most" or "A Lot"	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
The City of Takoma Park's cable television channel	27%	10%	59%	4%	46%	33%	42%	16%	21%
The City of Takoma Park's Web site (www.takomaparkmd.gov)	59%	64%	62%	60%	27%	20%	69%	67%	61%
The City of Takoma Park Recreation Guide	69%	69%	79%	64%	69%	54%	90%	69%	69%
Special mailings from the City of Takoma Park	82%	75%	87%	75%	70%	56%	89%	81%	79%
The City of Takoma Park Takoma Park Newsletter	88%	87%	90%	86%	87%	86%	96%	88%	88%
The Takoma Voice	82%	84%	86%	82%	72%	88%	89%	84%	83%
The Washington Post	59%	51%	67%	50%	55%	55%	70%	55%	55%
The Silver Spring - Takoma Park Gazette	68%	58%	78%	58%	62%	72%	82%	63%	64%
Neighborhood and community e-mail lists	51%	49%	52%	48%	23%	19%	32%	55%	49%
Notice board and community calendar on City Web site	26%	23%	36%	20%	16%	14%	52%	26%	25%
Posters or flyers in public buildings	45%	43%	52%	41%	49%	46%	51%	43%	44%
Mayor or other City Councilmember	30%	23%	45%	20%	33%	29%	60%	26%	28%
"Word of mouth"	79%	73%	82%	73%	62%	72%	89%	78%	76%

How Much Information Obtained About Various Functions and Activities by Have Cable Television and Watch City Cable Programming

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent Responding "About the Right Amount"	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
City Council actions	55%	59%	57%	56%	54%	55%	51%	57%	56%
Special events	71%	74%	73%	71%	59%	74%	84%	73%	72%
Recreation Department activities	80%	77%	81%	77%	68%	79%	78%	80%	78%
City street, sidewalk and stormwater projects	49%	52%	56%	47%	53%	50%	51%	50%	50%
Board and Commission opportunities and activities	54%	59%	57%	55%	55%	54%	49%	56%	56%
Development projects in your neighborhood and in the City	48%	45%	55%	43%	49%	42%	40%	46%	46%
Landlord and tenant assistance	61%	62%	60%	61%	44%	61%	47%	64%	61%
Affordable housing programs	56%	55%	49%	57%	44%	51%	16%	58%	55%
Leaf collection program	77%	78%	76%	77%	73%	78%	60%	78%	77%
Holiday trash and recycling collections schedule	69%	68%	71%	67%	65%	72%	52%	70%	69%
Tree removal and tree protection requirements	58%	62%	58%	60%	50%	52%	43%	61%	59%
City of Takoma Park budget information	49%	52%	52%	48%	51%	45%	48%	50%	50%

Likelihood of Obtaining Information Via Various Methods by Have Cable Television and Watch City Cable Programming

How likely, if at all, would you be to obtain information from the City of Takoma Park in the following formats? Percent Rating as "Very" or "Somewhat Likely."	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
E-mail alerts/notices from the Police Department	66%	65%	67%	64%	46%	38%	42%	70%	65%
E-mail alerts/notices from the City Clerk	49%	50%	55%	46%	41%	30%	55%	51%	49%
E-mail alerts/notices from the Recreation Department	45%	46%	47%	45%	49%	26%	44%	46%	45%
Text alerts for emergency notifications	51%	47%	48%	49%	48%	42%	34%	50%	49%
Blogs/wiki	30%	27%	30%	27%	35%	16%	25%	28%	28%
My TKPK on the Web site (for service requests, concerns, information)	41%	37%	38%	39%	41%	29%	18%	40%	39%
Facebook	24%	34%	27%	28%	40%	28%	0%	28%	27%
Twitter	10%	19%	23%	10%	39%	14%	16%	12%	14%

Preference for Raising Taxes or Reducing Services by Have Cable Television and Watch City Cable Programming

Based on the current downturn in the economy, the City may need to either raise taxes or reduce services. Which option best indicates your preference?	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
Strongly support increasing taxes to maintain existing levels of service	9%	12%	13%	10%	14%	21%	29%	9%	11%
Support increasing taxes to maintain existing levels of service	38%	41%	38%	39%	26%	40%	29%	41%	38%
Support reducing levels of services and NOT raising taxes	31%	34%	30%	33%	33%	37%	41%	31%	32%
Strongly support reducing levels of services and NOT raising taxes	22%	14%	19%	18%	27%	2%	1%	19%	19%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Support for Reducing Various City Services by Have Cable Television and Watch City Cable Programming

If Takoma Park were to have to reduce services, to what extent would you support or oppose reducing each of the following services? Percent Who "Strongly Support Reducing" or "Support Reducing."	Have cable television	Do NOT have cable television	Watched a City Council meeting or other City programming	Did NOT watch any City programming	No computer	Computer but no internet access	Dial-up internet access	High-speed internet access	Overall
Reduce the level of street maintenance	20%	21%	17%	21%	31%	27%	26%	19%	20%
Reduce the level of park and garden maintenance	36%	38%	34%	36%	37%	59%	39%	35%	36%
Reduce the level of the leaf vacuum program	42%	47%	40%	45%	43%	24%	35%	44%	43%
Reduce number of police officers	6%	9%	7%	8%	13%	1%	22%	7%	7%
Reduce city community center operating hours and services	60%	49%	51%	56%	41%	41%	26%	57%	55%
Reduce city recreation center operating hours and services	55%	47%	49%	51%	45%	37%	30%	52%	51%
Reduce city library operating hours and services	35%	27%	33%	31%	30%	25%	31%	32%	32%
Reduce recreation programs for youth (afterschool, camps, sports, art)	24%	17%	21%	21%	12%	18%	25%	22%	22%
Reduce recreation programs for teens (community service, drop in, trips)	27%	18%	26%	22%	12%	13%	18%	25%	24%
Reduce recreation programs for seniors (trips, classes, fitness)	43%	38%	41%	40%	14%	28%	49%	43%	41%
Reduce recreation programs for adults (fitness, art, sports)	61%	61%	55%	61%	32%	24%	33%	64%	60%
Reduce recreation sponsored special events (Halloween, Touch a Truck, Movie Nights, family trips)	65%	66%	63%	66%	51%	44%	72%	66%	65%
Reduce city planning services (development review, streetscapes, neighborhood projects)	45%	38%	40%	42%	43%	50%	53%	42%	42%
Reduce economic development services (business outreach, commercial area promotion)	30%	23%	29%	26%	40%	64%	26%	25%	27%
Reduce enforcement of the property maintenance code	34%	38%	24%	39%	34%	19%	35%	36%	35%
Reduce communications services (Takoma Park Newsletter, cable channel)	66%	67%	55%	71%	47%	57%	67%	68%	66%

Use of Takoma Park Facilities by Presence of Children, Teenagers or Seniors in Household

In the last 12 months, about how many times have you or other household members done the following things: Percent "ever" doing each	Children under 12 in household	NO children in household	Teenagers age 13 to 17 in household	NO teenagers in household	Seniors age 65 and older in household	NO seniors in household	Overall
Visited the New Hampshire Avenue Recreation Center	22%	17%	30%	16%	22%	18%	18%
Visited the Takoma Park Community Center (Maple Avenue)	81%	63%	86%	66%	67%	69%	68%
Attended a meeting at the Community Center	43%	34%	51%	34%	47%	35%	37%
Participated in a Takoma Park Recreation program	53%	21%	50%	28%	28%	31%	31%
Visited the Takoma Park Library	93%	67%	88%	74%	77%	75%	75%
Attended an event at the Takoma Park Library	63%	20%	53%	31%	29%	34%	34%
Used a public computer at the Takoma Park Library or at the adjacent Computer Center	27%	26%	38%	25%	29%	26%	27%
Used Wi-Fi connections in the Takoma Park Library or Community Center	23%	16%	18%	18%	8%	19%	18%

Support for Reducing Various City Services by Presence of Children, Teenagers or Seniors in Household

If Takoma Park were to have to reduce services, to what extent would you support or oppose reducing each of the following services? Percent Who "Strongly Support Reducing" or "Support Reducing."	Children under 12 in household	NO children in household	Teenagers age 13 to 17 in household	NO teenagers in household	Seniors age 65 and older in household	NO seniors in household	Overall
Reduce the level of street maintenance	19%	21%	20%	20%	16%	21%	20%
Reduce the level of park and garden maintenance	30%	39%	36%	36%	31%	37%	36%
Reduce the level of the leaf vacuum program	44%	44%	30%	45%	36%	44%	43%
Reduce number of police officers	6%	8%	7%	8%	8%	8%	7%
Reduce city community center operating hours and services	53%	56%	67%	54%	54%	56%	55%
Reduce city recreation center operating hours and services	44%	54%	55%	50%	50%	51%	51%
Reduce city library operating hours and services	26%	34%	31%	32%	33%	32%	32%
Reduce recreation programs for youth (afterschool, camps, sports, art)	20%	22%	24%	21%	23%	21%	22%
Reduce recreation programs for teens (community service, drop in, trips)	25%	23%	29%	23%	21%	24%	24%
Reduce recreation programs for seniors (trips, classes, fitness)	43%	39%	41%	41%	30%	42%	41%
Reduce recreation programs for adults (fitness, art, sports)	70%	55%	66%	59%	53%	61%	60%
Reduce recreation sponsored special events (Halloween, Touch a Truck, Movie Nights, family trips)	60%	68%	70%	64%	69%	64%	65%
Reduce city planning services (development review, streetscapes, neighborhood projects)	39%	43%	47%	41%	46%	41%	42%
Reduce economic development services (business outreach, commercial area promotion)	21%	30%	37%	26%	40%	25%	27%
Reduce enforcement of the property maintenance code	38%	34%	30%	36%	27%	36%	35%
Reduce communications services (Takoma Park Newsletter, cable channel)	68%	65%	63%	66%	49%	68%	66%

Ratings of Selected City Services by Use of Recreation Programs

Please rate each of the following City services. Average Rating on a 100-Point Scale (0=poor, 100=excellent)	Never participated in a Takoma Park Recreation program in previous 12 months	Participated at least once in previous 12 months	Overall
Recreation programs for youth (afterschool, summer camps, sports, art)	69	72	70
Recreation programs for teens (community service, drop in, trips)	67	68	67
Recreation programs for seniors (trips, classes, fitness)	66	72	68
Recreation programs for adults (fitness, art, sports)	60	66	62
Recreation sponsored special events (Halloween, Touch a Truck, movie nights, family trips)	68	74	70
Recreation/community centers	64	70	67
Safety of recreation centers and facilities	66	72	68

Ratings of Selected City Services by Use of Takoma Park Public Library

Please rate each of the following City services. Average Rating on a 100-Point Scale (0=poor, 100=excellent)	Never visited the Takoma Park Library in previous 12 months	Visited at least once in previous 12 months	Overall
Takoma Park Library programs	66	74	73
Takoma Park Library collections	57	63	62

Appendix E: Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called "In Search of Standards."

> *"What has been missing from a local government's analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems..."*

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. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated 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 this work[2]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government 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" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of street services compare to opinions about street services in other communities?

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 community it intends to protect believe services are not very good compared to

[2] See, for example:
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.;
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.

ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). 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, 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.

For the City of Takoma Park, a benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Resident Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons were available, Takoma Park results were noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmarks. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Takoma Park's rating to the benchmark. In addition, the table below shows the number of communities that were available for comparison, and Takoma Park's ranking among those communities. For example, there were 367 other communities for which a benchmark comparison was available for "overall quality of life." Takoma Park ranked 109th out of 367 for this item. (The total number of jurisdictions always includes Takoma Park as one of the jurisdictions.)

The jurisdictions included in the benchmark comparisons are shown following the table of benchmark comparisons.

Takoma Park Benchmark Comparisons (part 1)

Item	Takoma Park Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
How do you rate Takoma Park as a place to raise children?	73	95	300	Above the benchmark
Overall, how would you describe the quality of life in the City of Takoma Park?	72	109	367	Above the benchmark
How would you rate the overall quality of life in your neighborhood?	69	8	15	Similar to the benchmark
Openness and acceptance of the community toward people of diverse backgrounds	79	1	214	Above the benchmark
Sense of community	73	8	251	Above the benchmark
Ease of travel in Takoma Park by public transit	71	3	164	Above the benchmark
Opportunities to attend cultural or arts events	68	18	245	Above the benchmark
Ease of travel in Takoma Park by walking	66	38	230	Above the benchmark
Overall appearance of Takoma Park	62	122	279	Above the benchmark
Ease of travel in Takoma Park by bicycle	54	72	229	Above the benchmark
Availability of good quality affordable housing	44	85	260	Above the benchmark
Shopping opportunities	39	179	239	Below the benchmark
(Safety in) your neighborhood after dark	65	200	266	Below the benchmark
(Safety in) your neighborhood during the day	90	89	271	Above the benchmark
How would you rate the overall quality of services provided by the City of Takoma Park?	66	96	347	Above the benchmark
Trash collection	81	10	300	Above the benchmark
Recycling services	79	13	270	Above the benchmark
Appearance of City buildings	70	3	15	Above the benchmark
Arts and cultural events	70	1	21	Above the benchmark
Recreation/community centers	67	58	223	Above the benchmark
Takoma Park Library collections	62	60	83	Below the benchmark

Takoma Park Benchmark Comparisons (part 2)

Item	Takoma Park Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
Enforcement of traffic laws	60	98	291	Above the benchmark
Snow and ice removal	60	96	234	Above the benchmark
Safety of parks	58	24	29	Below the benchmark
Stormwater management	57	96	287	Above the benchmark
Quality of City's web site (www.takomaparkmd.gov)	53	21	21	Below the benchmark
Street sweeping	53	166	261	Similar to the benchmark
Quality of programming on the City's cable channel	52	17	28	Similar to the benchmark
Planning (development review, streetscapes, neighborhood projects)	51	11	37	Above the benchmark
Street lighting	48	211	272	Below the benchmark
Street repairs and maintenance	40	229	364	Below the benchmark
Economic development (business outreach, commercial area promotion)	38	177	239	Below the benchmark
The overall direction the City of Takoma Park is taking	56	55	260	Above the benchmark
The value of services for the taxes paid to the City of Takoma Park	51	114	317	Similar to the benchmark
The job the City of Takoma Park does encouraging resident involvement	61	9	276	Above the benchmark
(Employee interaction): Overall customer service	69	97	310	Above the benchmark
(Employee interaction): Courtesy	75	30	74	Similar to the benchmark
(Employee interaction): Knowledge	73	78	274	Above the benchmark
(Employee interaction): Responsiveness	71	83	272	Above the benchmark
Overall, how would you rate your contact with the City of Takoma Park Police Department?	71	3	14	Above the benchmark
Please rate how well you think the City of Takoma Park has prepared the city for an emergency.	56	63	127	Similar to the benchmark

Jurisdictions Included in the Benchmark Comparisons

Jurisdiction	2000 Population
Agoura Hills, CA	20,537
Alamogordo, NM	35,582
Albany, GA	76,939
Albemarle County, VA	79,236
Alpharetta, GA	34,854
Ames, IA	50,731
Andover, MA	31,247
Ankeny, IA	27,117
Ann Arbor, MI	114,024
Arapahoe County, CO	487,967
Archuleta County, CO	9,898
Arkansas City, KS	11,963
Arlington County, VA	189,453
Arvada, CO	102,153
Asheville, NC	68,889
Aspen, CO	5,914
Auburn, AL	42,987
Auburn, WA	40,314
Aurora, CO	276,393
Austin, TX	656,562
Avondale, AZ	35,883
Baltimore County, MD	754,292
Barnstable, MA	47,821
Batavia, IL	23,866
Battle Creek, MI	53,364
Bedford, MA	12,595
Beekman, NY	11,452
Belleair Beach, FL	1,751
Bellevue, WA	109,569
Bellflower, CA	72,878
Bellingham, WA	67,171
Benbrook, TX	20,208
Bend, OR	52,029
Benicia, CA	26,865
Bettendorf, IA	31,275
Billings, MT	89,847
Blacksburg, VA	39,357
Bloomfield, NM	6,417
Blue Ash, OH	12,513
Blue Earth, MN	3,621
Blue Springs, MO	48,080
Boise, ID	185,787
Bonita Springs, FL	32,797
Borough of Ebensburg, PA	3,091
Botetourt County, VA	30,496
Boulder County, CO	291,288
Boulder, CO	94,673
Bowling Green, KY	49,296
Bozeman, MT	27,509
Branson, MO	6,050
Brea, CA	35,410
Breckenridge, CO	2,408
Brevard County, FL	476,230
Brisbane, CA	3,597
Broken Arrow, OK	74,839
Broomfield, CO	38,272
Bryan, TX	34,733
Burlingame, CA	28,158
Burlington, MA	22,876
Calgary, Canada	878,866
Cambridge, MA	101,355
Canandaigua, NY	11,264
Cape Coral, FL	102,286
Carlsbad, CA	78,247
Carson City, NV	52,457
Cartersville, GA	15,925
Carver County, MN	70,205
Cary, NC	94,536
Castle Rock, CO	20,224
Cedar Creek, NE	396
Cedar Falls, IA	36,145
Centralia, IL	14,136
Chandler, AZ	176,581
Chanhassen, MN	20,321
Chanute, KS	9,411
Charlotte County, FL	141,627
Charlotte, NC	540,828
Chesapeake, VA	199,184
Chesterfield County, VA	259,903
Cheyenne, WY	53,011
Chittenden County, VT	146,571
Chula Vista, CA	173,556
Claremont, CA	33,998
Clark County, WA	345,238
Clay County, MO	184,006
Clearwater, FL	108,787
Cococino County, AZ	116,320
College Park, MD	24,657
Collier County, FL	251,377
Collinsville, IL	24,707
Colorado Springs, CO	360,890
Concord, CA	121,780
Concord, NC	55,977
Conyers, GA, GA	10,689
Cooper City, FL	27,939
Coral Springs, FL	117,549
Corpus Christi, TX	277,454
Corvallis, OR	49,322
Coventry, CT	11,504
Craig, CO	9,189
Cranberry Township, PA	23,625
Crested Butte, CO	1,529
Creve Coeur, MO	16,500
Cumberland County, PA	213,674
Cupertino, CA	50,546
Dakota County, MN	355,904
Dallas, TX	1,188,580
Dania Beach, FL	20,061
Davenport, IA	98,359
Davidson, NC	7,139
Daviess County, KY	91,545
Davis, CA	60,308
Daytona Beach, FL	64,112
De Pere, WI	20,559
Decatur, GA	18,147
DeKalb, IL	39,018
Del Mar, CA	4,389
Delaware, OH	25,243
Delhi Township, MI	22,569
Delray Beach, FL	60,020
Denver (City and County), CO	554,636
Des Moines, IA	198,682
Destin, FL	11,119
Dewey-Humboldt, AZ	6,295
District of Saanich,Victoria, Canada	103,654
Douglas County, CO	175,766
Dover, DE	32,135
Dover, NH	26,884
Downers Grove, IL	48,724
Dublin, CA	29,973
Dublin, OH	31,392
Duluth, MN	86,918
Duncanville, TX	36,081
Durango, CO	13,922
Durham, NC	187,038
Duval County, FL	778,879
Eagle County, CO	41,659
East Providence, RI	48,688
Eau Claire, WI	61,704
Edmond, OK	68,315
Edmonton, Canada	666,104
El Cerrito, CA	23,171
El Paso, TX	563,662
Elk Grove, CA	59,984
Ellisville, MO	9,104
Elmhurst, IL	42,762
Englewood, CO	31,727
Ephrata Borough, PA	13,213
Escambia County, FL	294,410
Escanaba, MI	13,140
Eugene, OR	137,893
Eustis, FL	15,106
Evanston, IL	74,239
Fairway, KS	3,952
Farmington, NM	37,844
Farmington, UT	12,081
Fayetteville, AR	58,047
Federal Way, WA	83,259

Fishers, IN 37,835
Flagstaff, AZ 52,894
Florence, AZ 17,054
Flower Mound, TX 50,702
Fort Collins, CO 118,652
Fort Worth, TX 534,694
Freeport, IL 26,443
Fridley, MN 27,449
Fruita, CO 6,478
Gainesville, FL 95,447
Gaithersburg, MD 52,613
Galt, CA 19,472
Georgetown, CO 1,088
Georgetown, TX 28,339
Gig Harbor, WA 6,465
Gilbert, AZ 109,697
Gillette, WY 19,646
Gladstone, MI 5,032
Golden, CO 17,159
Goodyear, AZ 18,911
Grand County, CO 12,442
Grand Junction, CO 41,986
Grand Prairie, TX 127,427
Grandview, MO 24,881
Greenville, SC 10,468
Greenwood Village, CO 11,035
Gresham, OR 90,205
Guelph, Ontario, Canada ... 114,943
Gulf Shores, AL 5,044
Gunnison County, CO 13,956
Gurnee, IL 28,834
Hampton, VA 146,437
Hanau, Germany (U.S. military base) ..... Not available
Hanover County, VA 86,320
Hartford, CT 121,578
Henderson, NV 175,381
Hermiston, OR 13,154
High Point, NC 85,839
Highland Park, IL 31,365
Highlands Ranch, CO 70,931
Hillsborough County, FL 998,948
Honolulu, HI 876,156
Hopewell, VA 22,354
Hoquiam, WA 9,097
Hot Sulphur Springs, CO 521
Howell, MI 9,232
Hudson, NC 3,078
Hudson, OH 22,439
Hurst, TX 36,273
Hutchinson, MN 13,080
Hutto, TX 1,250
Independence, MO 113,288
Indianola, IA 12,998
Irving, TX 191,615
Jackson County, MI 158,422
Jackson County, OR 181,269
James City County, VA 48,102
Jefferson County, CO 527,056
Jefferson Parish, LA 455,466
Joplin, MO 45,504
Jupiter, FL 39,328
Kamloops, Canada 77,281
Kannapolis, NC 36,910
Kearney, NE 27,431
Keizer, OR 32,203
Kelowna, Canada 96,288
Kent, WA 79,524
Kettering, OH 57,502
King County, WA 1,737,034
Kirkland, WA 45,054
Kissimmee, FL 47,814
Kitsap County, WA 231,969
Kutztown Borough, PA 5,067
La Mesa, CA 54,749
La Plata, MD 6,551
La Vista, NE 11,699
Laguna Beach, CA 23,727
Lakewood, CO 144,126
Lane County, OR 322,959
Laramie, WY 27,204
Larimer County, CO 251,494
Lawrence, KS 80,098
Lebanon, NH 12,568
Lebanon, OH 16,962
Lee's Summit, MO 70,700
Lenexa, KS 40,238
Lexington, VA 6,867
Lincolnwood, IL 12,359
Little Rock, AR 183,133
Livermore, CA 73,345
Lodi, CA 56,999
Lone Tree, CO 4,873
Long Beach, CA 461,522
Longmont, CO 71,093
Louisville, CO 18,937
Loveland, CO 50,608
Lower Providence Township, PA 22,390
Lyme, NH 1,679
Lynchburg, VA 65,269
Lynnwood, WA 33,847
Lynwood, CA 69,845
Madison, WI 208,054
Manchester, CT 54,740
Mankato, MN 32,427
Maple Grove, MN 50,365
Maplewood, MN 34,947
Marana, AZ 13,556
Marion, IA 7,144
Maryland Heights, MO 25,756
Maryville, MO 10,581
Maui, HI 128,094
Mauldin, SC 15,224
Mayer, MN 554
McAllen, TX 106,414
Mecklenburg County, NC ... 695,454
Medina, MN 4,005
Melbourne, FL 71,382
Menlo Park, CA 30,785
Meridian Charter Township, MI 38,987
Merriam, KS 11,008
Merrill, WI 10,146
Mesa County, CO 116,255
Mesa, AZ 396,375
Miami Beach, FL 87,933
Milton, GA 30,180
Milton, WI 5,132
Minneapolis, MN 382,618
Mission Viejo, CA 93,102
Mission, KS 9,727
Missoula, MT 57,053
Montgomery County, MD .. 873,341
Montpelier, VT 8,035
Montrose, CO 12,344
Mooresville, NC 18,823
Morgan Hill, CA 33,556
Morgantown, WV 26,809
Moscow, ID 21,291
Mountain View, CA 70,708
Mountlake Terrace, WA 20,362
Multnomah County, OR 660,486
Munster, IN 21,511
Naperville, IL 128,358
Nashville, TN 545,524
Needham, MA 28,911
New Orleans, LA 484,674
New York City, NY 8,008,278
Newport Beach, CA 70,032
Newport News, VA 180,150
Newport, RI 26,475
Normal, IL 45,386
North Branch, MN 8,023
North Las Vegas, NV 115,488
North Palm Beach, FL 12,064
North Port, FL 22,797
North Vancouver, Canada 44,303
Northampton County, VA 13,093
Northern Tier Coalition Community Survey, PA ..... Not available
Northglenn, CO 31,575
Novi, MI 47,386
Oak Park, IL 39,803
Oak Ridge, TN 27,387
Oakland Park, FL 30,966
Oakland Township, MI 13,071

Oakville, Canada 144,738
Ocean City, MD 7,173
Ocean Shores, WA 3,836
O'Fallon, IL 21,910
O'Fallon, MO 46,169
Oklahoma City, OK 506,132
Olathe, KS 92,962
Oldsmar, FL 11,910
Olmsted County, MN 124,277
Olympia, WA 42,514
Orange Village, OH 3,236
Orleans Parish, LA 484,674
Ottawa County, MI 238,314
Overland Park, KS 149,080
Oviedo, FL 26,316
Ozaukee County, WI 82,317
Palatine, IL 65,479
Palm Bay, FL 79,413
Palm Beach County, FL ... 1,131,184
Palm Beach Gardens, FL 35,058
Palm Beach, FL 10,468
Palm Coast, FL 32,732
Palm Springs, CA 42,807
Palo Alto, CA 58,598
Park Ridge, IL 37,775
Parker, CO 23,558
Pasadena, TX 141,674
Pasco County, FL 344,765
Pasco, WA 32,066
Peoria County, IL 183,433
Peoria, AZ 108,364
Peters Township, PA 17,556
Philadelphia, PA 1,517,550
Phoenix, AZ 1,321,045
Pinellas County, FL 921,482
Pinellas Park, FL 45,658
Pitkin County, CO 14,872
Plano, TX 222,030
Port Orange, FL 45,823
Port St. Lucie, FL 88,769
Portland, OR 529,121
Poway, CA 48,044
Prescott Valley, AZ 25,535
Prince Albert, Canada 34,291
Prince William
County, VA 280,813
Prior Lake, MN 15,917
Queen Creek, AZ 4,316
Radford, VA 15,859
Rancho Cordova, CA 55,060
Raymore, MO 11,146
Redding, CA 80,865
Reno, NV 180,480
Renton, WA 50,052
Richland, WA 38,708
Richmond Heights, MO 9,602
Richmond, CA 99,216
Rio Rancho, NM 51,765
Riverdale, UT 7,656
Riverside, IL 8,895
Roanoke, VA 94,911
Rochester, MI, MI 10,467
Rock Hill, SC 49,765
Rockville, MD 47,388
Roswell, GA 79,334
Round Rock, TX 61,136
Rowlett, TX 44,503
Saco, ME 16,822
Safford, AZ 9,232
Salina, KS 45,679
San Francisco, CA 776,733
San Juan County, NM 113,801
San Luis Obispo County, CA 247,900
San Marcos, TX 34,733
San Rafael, CA 56,063
San Ramon, CA 44,722
Sandusky, OH 27,844
Sanford, FL 38,291
Santa Barbara County, CA .. 399,347
Santa Monica, CA 84,084
Sarasota, FL 52,715
Sault Sainte Marie, MI 16,542
Savannah, GA 131,510
Scott County, MN 89,498
Scottsdale, AZ 202,705
Sedona, AZ 10,192
Seminole, FL 10,890
Sheldahl, IA 336
Shenandoah, TX 1,503
Sherman, IL 2,871
Shorewood, IL 7,686
Shrewsbury, MA 31,640
Silverthorne, CO 3,196
Sioux Falls, SD 123,975
Skokie, IL 63,348
Slater, IA 1,306
Smyrna, GA 40,999
Snoqualmie, WA 1,631
South Daytona, FL 13,177
South Haven, MI 5,021
South Lake Tahoe, CA 23,609
Southlake, TX 21,519
Sparks, NV 66,346
Spokane Valley, WA 75,203
Spotsylvania County, VA 90,395
Springboro, OH 12,380
Springville, UT 20,424
St. Cloud, FL 20,074
St. Cloud, MN 59,107
St. Louis County, MN 200,528
Stafford County, VA 92,446
Starkville, MS 21,869
State College, PA 38,420
Staunton, VA 23,853
Steamboat Springs, CO 9,815
Sterling, CO 11,360
Stillwater, OK 39,065
Stockton, CA 243,771
Suamico, WI 8,686
Sugar Grove, IL 3,909
Sugar Land, TX 63,328
Summit County, CO 23,548
Sunnyvale, CA 131,760
Suwanee, GA 8,725
Tacoma, WA 193,556
Takoma Park, MD 17,299
Tallahassee, FL 150,624
Temecula, CA 57,716
Tempe, AZ 158,625
Teton County, WY 18,251
The Colony, TX 26,531
Thornton, CO 82,384
Thousand Oaks, CA 117,005
Thunder Bay, Canada 109,016
Titusville, FL 40,670
Tomball, TX 9,089
Troy, MI 80,959
Tuskegee, AL 11,846
Twin Falls, ID 34,469
Upper Merion
Township, PA 28,863
Urbandale, IA 29,072
Vail, CO 4,531
Valdez, AK 4,036
Vancouver, WA 143,560
Victoria, Canada 78,057
Village of Howard City, MI 1,585
Virginia Beach, VA 425,257
Visalia, CA 91,565
Volusia County, FL 443,343
Wahpeton, ND 8,586
Walnut Creek, CA 64,296
Walton County, FL 40,601
Washington City, UT 8,186
Washington County, MN 201,130
Washoe County, NV 339,486
Waukee, IA 5,126
Wausau, WI 38,426
West Des Moines, IA 46,403
Western Eagle County
Metro Recreation
District, CO ..... Not available
Westerville, OH 35,318
Westminster, CO 100,940
Wethersfield, CT 26,271
Wheat Ridge, CO 32,913
White House, TN 7,220
Whitehorse, Canada 19,058

Whitewater, WI 13,437
Wichita, KS..... 344,284
Williamsburg, VA 11,998
Willingboro Township, NJ 33,008
Wilmington, IL 5,134
Wilmington, NC 90,400
Windsor, CT..... 28,237
Winnipeg, Canada..... 619,544
Winston-Salem, NC..... 185,776
Winter Garden, FL..... 14,351
Winter Park, FL 24,090
Woodbury, MN 46,463
Woodridge, IL..... 30,934
Worcester, MA..... 172,648
Yellowknife, Canada..... 16,541
Yuma County, AZ..... 160,026
Yuma, AZ 77,515

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 2007. A list of topics was generated for new questions; items and questions were modified to find those that were the best fit for the 2009 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. The list was originally compiled to compare against inaccurate 2000 Census address lists.

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 November 2009. 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 2009 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 sentence in French and Amharic instructing residents to turn the cover letter over. On the back of the cover letter was a paragraph in each of the two languages 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 2,843 remaining households, 958 completed the survey, providing a response rate of 34%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%.

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 ±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).

Where estimates are given for subgroups, they are less precise. For each demographic 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).

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 2009 Takoma Park Resident Survey are presented in the table below.

Characteristic	Population Norm[1]	Unweighted Data	Weighted Data
Housing Tenure			
Rent home	55%	25%	47%
Own home	45%	75%	53%
Type of Housing Unit			
Detached unit	47%	74%	54%
Attached unit	53%	26%	46%
Race and Ethnicity			
White alone, not Hispanic	46%	63%	56%
Black	34%	18%	23%
Other	20%	19%	21%
Sex			
Female	54%	62%	54%
Male	46%	38%	46%
Age			
18-34 years of age	33%	12%	33%
35-54 years of age	46%	45%	46%
55+ years of age	21%	44%	21%
Ward*			
Ward 1	18%	23%	18%
Ward 2	17%	22%	18%
Ward 3	18%	21%	19%
Ward 4	18%	11%	17%
Ward 5	16%	11%	16%
Ward 6	13%	13%	12%

[1]US Census 2000 **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 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.

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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

November 2009

Dear Takoma Park Resident,

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.

To get representative opinions of Takoma Park residents, we have devised a simple way for you to choose the adult (age 18 or older) in your household who should fill out this survey. **Please have the adult age 18 or older who most recently had a birthday complete this survey. Year of birth plays no role in the selection.** Your responses will be completely anonymous. Results will be reported in group form only.

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.

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.

Sincerely,

The Takoma Park City Council

የታኮማ ፓርክ ከተማ ለእርስዎ የሚያቀርባቸውን ግልጋሎቶች በሚመለከት እና የኑሮ ጥራትን በሚመለከት ምን እንደሚያስቡ እንዲነግሩን ጥሩ አጋጣሚ እየፈጠረልዎት ነው፤ በዚህ ጥናት ውስጥ እንዲሳተፍ በአጋጣሚ የእርስዎ ቤት ተመርጧል፤ ተያይዞ ያለውን ጥያቄ በእንግሊዘኛ ወይም በስፓኒሺኛ መመለስ ካልቻሉ፤ ይህንን ጥናት ሲሞሉ እንዲረዳዎ እንግሊዘኛ ወይም ስፓኒሺኛ የሚናገር ጓደኛ ወይም የቤተሰብ አባል ይፈልጉ፤ ከታኮማ ፓርክ ጋር የሆኑትን አቶ ኪሮስ አለምሰገድን በ 301 891 7211 በመደወል ሊያናግሩም ይችላሉ፤ እሳቸውም ጥናቱን በስልክ እንዲሞሉ ሊረድዎት ይችላሉ፤ የሚሰጡን ምላሾች በሙሉ የማን እንደሆኑ ሳይገለጹ ይቆያሉ፤ እኛ የምንፈልገው ነገር ቢኖር የእርስዎን ሐሳብ ነው! እባክዎትን ተያይዞ እና ቴምብር ተለጥፎበት በሚገኘው ፓስታ ውስጥ ጨምረው ይመልሱልን፤፤

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ጠቃሚ ማሳሰቢያ፤ እባክዎትን ከታች ያለውን ይመልከቱ
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

November 2009

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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City of Takoma Park Resident Survey

Quality of Community

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

	Excellent	Good	Fair	Poor	Don't know
a. Overall, how would you describe the quality of life in the City of 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

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

	Excellent	Good	Fair	Poor	Don't know
a. Sense of community	1	2	3	4	DK
b. Overall appearance of Takoma Park	1	2	3	4	DK
c. Opportunities to attend cultural or arts events	1	2	3	4	DK
d. Shopping opportunities	1	2	3	4	DK
e. Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	DK
f. Access to municipal buildings	1	2	3	4	DK
g. Services for individuals with disabilities	1	2	3	4	DK
h. Availability of good quality affordable housing	1	2	3	4	DK
i. Ease of travel in Takoma Park by bicycle	1	2	3	4	DK
j. Ease of travel in Takoma Park by walking	1	2	3	4	DK
k. Ease of travel in Takoma Park by public transit	1	2	3	4	DK

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

- ❑ It's close to Washington, D.C.
- ❑ Family lives here/ born or raised here
- ❑ Job was here (or nearby)
- ❑ Good schools
- ❑ Trees
- ❑ Progressive community
- ❑ Attractive community
- ❑ Safe community
- ❑ Historic neighborhoods
- ❑ Quiet area
- ❑ The community's amenities (e.g., shopping, parks, recreation, library, etc.)
- ❑ Diversity of people
- ❑ Access to public transportation
- ❑ Affordable housing
- ❑ Other:_____

4. 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
a. Traffic	1	2	3	4	5
b. Cut-through traffic	1	2	3	4	5
c. Speeding traffic	1	2	3	4	5
d. Oversized vehicles and trailers parked on street	1	2	3	4	5
e. Neighbor conflicts	1	2	3	4	5
f. Pedestrian safety	1	2	3	4	5
g. Crime	1	2	3	4	5
h. Graffiti	1	2	3	4	5
i. Litter	1	2	3	4	5
j. Overgrown grass and vegetation	1	2	3	4	5
k. Run down houses and buildings	1	2	3	4	5

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

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
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 Town/Takoma Junction during the day	1	2	3	4	DK
d. In Old Town/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

6. 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
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 Community Center	1	2	3	4	5	DK
d. Participated in a Takoma Park Recreation program	1	2	3	4	5	DK
e. Visited the Takoma Park Library	1	2	3	4	5	DK
f. Attended an event at the Takoma Park Library	1	2	3	4	5	DK
g. Used a public computer at the Takoma Park Library or at the adjacent Computer Center	1	2	3	4	5	DK
h. Used Wi-Fi connections in the Takoma Park Library or Community Center	1	2	3	4	5	DK

Police Services

	Very effective	Somewhat effective	Not very effective	Not at all effective	Don't know
7. How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	1	2	3	4	5

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

❑ Yes ❑ No → GO TO QUESTION #10 ❑ Don't know→ GO TO QUESTION #10

9. 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

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

❑ Yes ❑ No → GO TO QUESTION #13 ❑ Don't know→ GO TO QUESTION #13

	Excellent	Good	Fair	Poor
11. Overall, how would you rate your contact with the City of Takoma Park Police Department?	1	2	3	4

12. 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
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
g. Competent to handle problems	1	2	3	4	5	DK

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

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

_____

_____

City Services

15. Please rate each of the following City services.

	Excellent	Good	Fair	Poor	Don't know
a. Trash collection	1	2	3	4	DK
b. Recycling services	1	2	3	4	DK
c. Special recycling drop-off at Public Works	1	2	3	4	DK
d. Leaf pick-up	1	2	3	4	DK
e. Tree maintenance	1	2	3	4	DK
f. Street repairs and maintenance	1	2	3	4	DK
g. Snow and ice removal	1	2	3	4	DK
h. Street sweeping	1	2	3	4	DK
i. Street lighting	1	2	3	4	DK
j. Street sign maintenance	1	2	3	4	DK
k. Property maintenance code enforcement	1	2	3	4	DK
l. Planning (development review, streetscapes, neighborhood projects)	1	2	3	4	DK
m. Economic development (business outreach, commercial area promotion)	1	2	3	4	DK
n. Recreation programs for youth (afterschool, summer camps, sports, art)	1	2	3	4	DK
o. Recreation programs for teens (community service, drop in, trips)	1	2	3	4	DK
p. Recreation programs for seniors (trips, classes, fitness)	1	2	3	4	DK
q. Recreation programs for adults (fitness, art, sports)	1	2	3	4	DK
r. Recreation sponsored special events (Halloween, Touch a Truck, movie nights, family trips)	1	2	3	4	DK
s. Recreation/community centers	1	2	3	4	DK
t. Athletic fields and playgrounds	1	2	3	4	DK
u. Accessibility of parks	1	2	3	4	DK
v. Safety of parks	1	2	3	4	DK
w. Safety of recreation centers and facilities	1	2	3	4	DK
x. Arts and cultural events	1	2	3	4	DK
y. Appearance of City buildings	1	2	3	4	DK
z. Accessibility of City buildings	1	2	3	4	DK
aa. Enforcement of traffic laws	1	2	3	4	DK
bb. Enforcement of parking regulations	1	2	3	4	DK
cc. Stormwater management	1	2	3	4	DK
dd. Landlord and tenant assistance	1	2	3	4	DK
ee. Quality of programming on the City's cable channel	1	2	3	4	DK
ff. Quality of City's Web site (www.takomaparkmd.gov)	1	2	3	4	DK
gg. Takoma Park Library programs	1	2	3	4	DK
hh. Takoma Park Library collections	1	2	3	4	DK
ii. Computer Center in Community Center	1	2	3	4	DK

16. How would you rate the overall quality of services provided by the City of Takoma Park?

❑ Excellent ❑ Good ❑ Fair ❑ Poor ❑ Don't know

17. Please rate the following statements by circling the number that most closely represents your opinion:

	Excellent	Good	Fair	Poor	Don't know
a. The value of services for the taxes paid to the City of Takoma Park	1	2	3	4	DK
b. The overall direction the City of Takoma Park is taking	1	2	3	4	DK
c. The job the City of Takoma Park does encouraging resident involvement	1	2	3	4	DK

Customer Service

18. Have you had phone, e-mail or in-person contact with a City of Takoma Park employee within the last 12 months (including receptionists, inspectors, police, planners, administrators or any others)?

❑ Yes ❑ No → GO TO QUESTION #21

19. 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

20. How would you rate the customer service you received in your most recent contact by…

	Excellent	Good	Fair	Poor	Don't know
a. Phone	1	2	3	4	DK
b. In person	1	2	3	4	DK
c. E-mail	1	2	3	4	DK

Emergency Preparedness

21. Please rate how well you think the City of Takoma Park has prepared the city for an emergency.

❑ Excellent ❑ Good ❑ Fair ❑ Poor ❑ Don't know

22. Are you aware that every household should have a three day's supply of food, water, medicine and personal products available in case of an emergency such as a severe storm?

❑ Yes ❑ No → GO TO QUESTION #25

23. Does your household have a three day's supply of food, water, medicine and personal products?

❑ Yes, we have all these supplies ❑ Yes, we have some of these supplies ❑ No, we don't ❑ Don't know

24. How did you learn of the need to have supplies on hand in the event of an emergency? (Please check all that apply.)

❑ Takoma Park Emergency Preparedness Committee (booth at festivals, video on cable television)
❑ Red Cross
❑ Montgomery County
❑ Other:_____

Communications Outreach

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

	Never	Less than 12 times	12 or more times	Don't know
a. Watched a City Council meeting on cable TV	1	2	3	DK
b. Watched a City Council meeting or other programming on the City's Web site	1	2	3	DK
c. Watched other programs on the City's cable channel	1	2	3	DK
d. Visited the City's Web site at www.takomaparkmd.gov	1	2	3	DK
e. Attended a City Council meeting in person	1	2	3	DK
f. Read the City of Takoma Park *Takoma Park Newsletter*	1	2	3	DK
g. Referred to the City of Takoma Park *Recreation Guide*	1	2	3	DK
h. Signed up for recreation program(s) online	1	2	3	DK

26. 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 Web site (**www.takomaparkmd.gov**)	1	2	3	4
c. The City of Takoma Park *Recreation Guide*	1	2	3	4
d. Special mailings from the City of Takoma Park	1	2	3	4
e. The City of Takoma Park *Takoma Park Newsletter*	1	2	3	4
f. *The Takoma Voice*	1	2	3	4
g. *The Washington Post*	1	2	3	4
h. *The Silver Spring - Takoma Park Gazette*	1	2	3	4
i. Neighborhood and community e-mail lists	1	2	3	4
j. Notice board and community calendar on City Web site	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

27. 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

28. Think about how you currently get information about events or issues in which you are interested. How likely, if at all, would you be to obtain information from the City of Takoma Park about things like public or community meetings, upcoming programs and events or other notices in the following formats?

	Very likely	Somewhat likely	A little bit likely	Not at all likely	Not applicable or Don't know
a. E-mail alerts/notices from the Police Department	1	2	3	4	DK
b. E-mail alerts/notices from the City Clerk	1	2	3	4	DK
c. E-mail alerts/notices from the Recreation Department	1	2	3	4	DK
d. Text alerts for emergency notifications	1	2	3	4	DK
e. Blogs/wiki (Web log similar to many online newspapers where online readers can write comments or questions in response to articles or reports from City staff or Council members)	1	2	3	4	DK
f. My TKPK on the Web site (for service requests, concerns, information)	1	2	3	4	DK
g. Facebook	1	2	3	4	DK
h. Twitter	1	2	3	4	DK

i. Are there any other ways you'd like to receive information about or communicate with the City of Takoma Park? _____

Washington Adventist Hospital

29. Washington Adventist Hospital intends to move out of Takoma Park. Hospital officials have stated that they intend to retain ownership of the Takoma Park property and may continue to offer some health services on the property. It is likely that there will be some new uses on the property as well. Please rate how important each of the following considerations and design features are to you. Then indicate which two should receive the highest priority.

	Essential	Very Important	Somewhat Important	Not at all Important	Highest Priority (check two only)
a. Environmental impact of development	1	2	3	4	❑
b. Preservation of natural features	1	2	3	4	❑
c. Impact on local traffic	1	2	3	4	❑
d. Architectural character of any new buildings	1	2	3	4	❑
e. Density of development (height and size of buildings)	1	2	3	4	❑
f. Diversity of uses available on the site	1	2	3	4	❑
g. Impact on City's overall tax base	1	2	3	4	❑

30. Do you have any comments you would like to make about the future use of the hospital property?

_____

_____

Policy Questions

31. Based on the current downturn in the economy, the City may need to either raise taxes or reduce services. Which option best indicates your preference?

- ❑ Strongly support increasing taxes to maintain existing levels of service
- ❑ Support increasing taxes to maintain existing levels of service
- ❑ Support reducing levels of services and NOT raising taxes
- ❑ Strongly support reducing levels of services and NOT raising taxes

32. If Takoma Park were to have to reduce services, to what extent would you support or oppose reducing each of the following services?

	Strongly support reducing	Support reducing	Oppose reducing	Strongly oppose reducing	Don't know
a. Reduce the level of street maintenance	1	2	3	4	DK
b. Reduce the level of park and garden maintenance	1	2	3	4	DK
c. Reduce the level of the leaf vacuum program	1	2	3	4	DK
d. Reduce number of police officers	1	2	3	4	DK
e. Reduce city community center operating hours and services	1	2	3	4	DK
f. Reduce city recreation center operating hours and services	1	2	3	4	DK
g. Reduce city library operating hours and services	1	2	3	4	DK
h. Reduce recreation programs for youth (afterschool, camps, sports, art)	1	2	3	4	DK
i. Reduce recreation programs for teens (community service, drop in, trips)	1	2	3	4	DK
j. Reduce recreation programs for seniors (trips, classes, fitness)	1	2	3	4	DK
k. Reduce recreation programs for adults (fitness, art, sports)	1	2	3	4	DK
l. Reduce recreation sponsored special events (Halloween, Touch a Truck, Movie Nights, family trips)	1	2	3	4	DK
m. Reduce city planning services (development review, streetscapes, neighborhood projects)	1	2	3	4	DK
n. Reduce economic development services (business outreach, commercial area promotion)	1	2	3	4	DK
o. Reduce enforcement of the property maintenance code	1	2	3	4	DK
p. Reduce communications services (*Takoma Park Newsletter*, cable channel)	1	2	3	4	DK

33. What do you think is one service that the City of Takoma Park can afford to cut entirely or substantially reduce?

_____

Additional Comments

34. Do you have any other comments you would like to make?

_____

_____

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.

35. How many years have you lived in Takoma Park? ..... _____ *years*

36. 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: _____

37. Do you rent or own your home?
- ❑ Rent ❑ Own

38. Do you have a computer at home? . . .
- ❑ No
- ❑ Yes → **What type of internet access do you have at home?**
  - ❑ Dial-up
  - ❑ High-speed (DSL, cable, fiber, etc.)
  - ❑ Other _____
  - ❑ None

39. Do you subscribe to cable television or satellite services?
- ❑ Cable
- ❑ Satellite → go to question #41
- ❑ Neither → go to question #41

40. Which cable TV provider do you use?
- ❑ Comcast
- ❑ RCN/Starpower
- ❑ Verizon

41. Are you Spanish/Hispanic/Latino?
- ❑ No ❑ Yes

42. 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_____

43. 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

44. What is your gender?
- ❑ Male ❑ Female

45. In which category is your age?
- ❑ 18-24 years
- ❑ 25-34 years
- ❑ 35-44 years
- ❑ 45-54 years
- ❑ 55-64 years
- ❑ 65-74 years
- ❑ 75 years or older

46. Counting yourself, how many people live in your household? ..... _____ *people*

	yes	no
47. Do any children 12 or under live in your household?	❑	❑
48. Do any teenagers aged between 13 and 17 live in your household?	❑	❑
49. Are you or any other member of your household aged 65 or older?	❑	❑

50. Which languages do you or anyone in your household speak at home? (Please check all that apply.)
- ❑ English
- ❑ Amharic
- ❑ Chinese
- ❑ French
- ❑ German
- ❑ Haitian Creole
- ❑ Portuguese
- ❑ Russian
- ❑ Spanish
- ❑ Tigrigna
- ❑ Other: _____

51. About how much was your household's total income before taxes in 2008? (Please include in your total income money from all sources for all persons living in your household.)
- ❑ Less than $24,999
- ❑ $25,000 to $49,999
- ❑ $50,000 to $99,999
- ❑ $100,000 to $149,999
- ❑ $150,000 to $199,999
- ❑ $200,000 or more

52. What types of phones are used by your household? (Please check all that apply.)
- ❑ Land line ❑ Cell ❑ VOIP ❑ None

53. Which do you consider your primary telephone number?
- ❑ Land line ❑ Cell ❑ VOIP ❑ None

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