



The 2018 City of Takoma Park Resident Survey

Report of Results

March 2019



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Contents

Executive Summary	4
Survey Background.....	8
Survey Results.....	11
Quality of Community Life.....	11
Community Fairness and Equity.....	20
Personal Safety	27
Takoma Park Police Department	30
City Government	38
Commercial Opportunities	48
Use of City-Provided or Other Community Amenities.....	52
Communications Outreach	54
Additional Comments.....	60
Appendix A: Responses to Survey Questions	61
Appendix B: Verbatim Responses to Survey Questions	110
Appendix C: Survey Results by Year.....	170
Appendix D: Survey Results by Respondent Characteristics.....	181
Survey Results by Ward	181
Survey Results by Age and Gender of Respondent	194
Survey Results by Ethnicity and Race of Respondent.....	210
Survey Results by Annual Household Income and Length of Residency	226
Survey Results by Type of Housing Unit and Housing Tenure (Rent or Own).....	242
Survey Results by Presence of Children, Teenagers or Older Adults in Household	257
Appendix E: Benchmark Comparisons.....	273
Appendix F: Survey Methodology.....	285
Appendix G: Survey Materials	290

Table of Figures

Figure 1: Overall Quality of Life, 2018	11
Figure 2: Ratings of Overall Quality of Life, 2007-2018.....	11
Figure 3: Quality of Community, 2007-2018.....	12
Figure 4: Ratings of Community Characteristics, Part 1, 2007-2018.....	14
Figure 5: Ratings of Community Characteristics, Part 2, 2007-2018.....	15
Figure 6: Reasons for Living in Takoma Park, 2009-2018.....	17
Figure 7: Ratings of Neighborhood Problems, 2007-2018	19
Figure 8: Reported Experiencing Discrimination, 2018	20
Figure 9: Reports of Discrimination, 2018.....	20
Figure 10: Discrimination Experiences Among Those Who Had Experienced Discrimination, 2018	21
Figure 11: Reports of Discrimination Because of Race or Color by Race and Ethnicity	22
Figure 12: Reports of Discrimination Because of Gender Identity by Gender	22
Figure 13: Reports of Discrimination Because of Sexual Orientation by Sexual Orientation.....	22
Figure 14: Reports of Discrimination Because of Children in Household by Presence of Children or Teenagers in Household	23
Figure 15: Reports of Discrimination Because of Marital Status by Marital Status.....	23
Figure 16: Ratings of City of Takoma Park City Government by Racial Background, 2018	24
Figure 17: Ratings of Quality of Life and Community Characteristics, by Race/Ethnicity	26
Figure 18: Feelings of Safety During the Day, 2007-2018.....	28
Figure 19: Feelings of Safety After Dark, 2007-2018	29
Figure 20: Ratings of Effectiveness of Crime Prevention Programs, 2007-2018.....	30
Figure 21: Ratings of Visibility of Takoma Park Police Department, 2009-2018.....	31
Figure 22: Quality of Takoma Park Police Performance, 2014-2018	32
Figure 23: Self-Reported Crime Victimization, 2007-2018.....	33
Figure 24: Crime Victims Reporting the Crime to the Police, 2008-2018.....	33
Figure 25: Overall Rating of the Contact with the City's Police Department, 2007-2018.....	34
Figure 26: Ratings Various Aspects of Contact with Police Among Those Who Had Interacted with Police, 2007-2018.....	35
Figure 27: Ratings of Interactions with Police by Racial Background, 2018 (Among Those Who Had Interacted with Police)	36
Figure 28: Suggestions for Improving Takoma Park Police Services, 2009-2018	37
Figure 29: Ratings of Overall Quality of Services, 2007-2018.....	38
Figure 30: Quality of City Services (Top 10), 2007-2018.....	40
Figure 31: Ratings of City Services, 2007-2018	41
Figure 32: Additional City Services, 2018.....	43
Figure 33: Ratings of Inclusivity and Government Responsiveness, 2014-2018.....	44
Figure 34: Government Performance	46
Figure 35: Contact with City Employees, 2014-2018.....	47
Figure 36: Impression of City Employees Among Those Who Had Interacted with a City Employee, 2018.....	47
Figure 37: Ratings of Housing Affordability, Condition of Housing and Economic Development	48
Figure 38: Frequency of Shopping in Takoma Park, 2014-2018	49
Figure 39: Goods and Services Sought in Takoma Park Shopping Areas, 2018	50
Figure 40: Stores and Services Most Lacking in Takoma Park, 2014-2018.....	51
Figure 41: Use of Takoma Park Amenities and Services.....	53
Figure 42: Top Information Sources Used for City Government Activities, 2007-2018	55
Figure 43: Less Frequently Used Information Sources Used for City Government Activities, 2007-2018.....	56
Figure 44: Ratings of Availability of Information about City Government Functions or Activities, 2007-2018	58
Figure 45: Attendance at City Council Meetings, 2018	59
Figure 46: Changes That Would Increase Likelihood of Attending a City Council Meeting, 2018.....	59
Figure 47: Additional Comments or Suggestions Compared Over Time	60

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 2018 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 fourth implementation of the Takoma Park Resident Survey; the first was conducted in 2007, the second in 2009 and the third in 2014.

The 2018 Takoma Park Resident Survey was mailed to 3,000 randomly selected Takoma Park households. Of the approximately 2,896 eligible households who received the survey (about 104 of the mailings were returned as undeliverable because the housing unit was vacant or the postal carrier was unable to deliver them as addressed) 826 completed and returned the mailed questionnaire or completed the survey online, giving a response rate of 29%. With 826 responses, the 95% confidence interval or "margin of error" is plus or minus three percentage points around any given percentage point.

Survey Highlights

Takoma Park residents appreciate their community, but are concerned about the cost of housing.

- ◆ Residents viewed quality of life in Takoma Park favorably, with nearly half (47%) considering it excellent and another 44% describing it as good. This evaluation was much higher than the national benchmark comparison and similar to ratings from previous surveys.
- ◆ Ratings given by residents 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, with about 9 in 10 community members considering these as excellent or good. Ratings for both were much higher than the national benchmark comparison.
- ◆ In addition to rating aspects of the quality of life in Takoma Park, those completing the questionnaire were also asked to rate various community characteristics. These aspects of living in the Takoma Park community also received favorable ratings, with 12 of the 19 characteristics receiving a grade of excellent or good by more than 80% of residents. Benchmark comparisons were available for 11 of the 19 community characteristics. Seven of these were higher than the benchmark and four were similar.
- ◆ The lowest rated community characteristics was the availability of good quality affordable housing, which was deemed excellent or good by only 3 in 10 residents. This rating represented a more than 10% decline from 2014.

- ◆ When asked to rate the condition of housing in Takoma Park, respondents were generally positive, with about 7 in 10 giving excellent or good ratings to the physical condition of housing in the city and in their own Ward. However, respondents were less enthusiastic about housing affordability, with only half rating the affordability of their own home as excellent or good (meaning half gave this a rating of only fair or poor), and only 4 in 10 feeling the City's progress over the past five years in the area of creating and preserving affordable housing was excellent or good.

The Takoma Park community is seen by its residents as community that is open and accepting of people with diverse backgrounds.

- ◆ Nearly 9 in 10 residents considered the openness and acceptance towards people of diverse backgrounds in Takoma Park and the sense of community as excellent or good. These ratings were much higher than the benchmark comparisons.
- ◆ When asked why they had chosen to live in Takoma Park, among the more frequently indicated reasons were that Takoma Park is a progressive community and the diversity of people in Takoma Park.
- ◆ Eight in 10 residents agreed that they feel included as a part of the Takoma Park community.
- ◆ The survey was used to explore to what extent residents believe they have experienced discrimination. Relatively few respondents reported being treated unfairly, refused services or experiencing discrimination in Takoma Park. About 5% said they had been discriminated against because of their race or color, and 2% for a disability.
- ◆ Looking at experiences of discrimination by respondent characteristics, it was observed that virtually no white respondents had experienced discrimination because of their race or color, but 8% of black respondents and 14% of respondents of other races, including those identifying with two or more races, had been faced with discrimination in the past year. About 20% of those who identified with a gender other than male or female had experienced discrimination because of their identity, while about 2% of persons identifying as LGBTQ+ experienced discrimination because of their sexual orientation. Six percent of widowed and 2% of divorced people met discrimination because of their marital status.
- ◆ Those completing the survey were asked how good of a job they felt the Takoma Park city government was doing in promoting inclusivity and fairness. Over 8 in 10 agreed that the Takoma Park city government welcomes resident involvement and three-quarters agreed that city government is really run for the benefit of all people. About 6 in 10 residents agreed that the City of Takoma Park was ensuring that resources and services are fairly and equitably allocated throughout the city.

Residents give generally high marks to Takoma Park city government and the services it provides.

- ◆ The overall quality of City services was viewed favorably, with 86% of respondents giving excellent or good evaluations. This rating was similar to what was observed in 2014, but higher than what was seen in 2009 and 2007. The rating was similar to the national benchmark comparison.

- ◆ Those completing the questionnaire were asked to rate the quality of 44 specific City services. The services receiving the highest ratings were related to waste management, including weekly yard waste collection, trash/recycling collection, and compost collection services. Safety and accessibility of City buildings also garnered very positive ratings, as well as Takoma Park Library programs. Each of these received grades of excellent or good by 90% or more of respondents.
- ◆ Of the 40 items for which comparisons could be made to 2014 results, 3 received a higher rating in 2018 compared to 2014, 2 were lower and the rest were similar. The three services receiving a higher rating were fall vacuum leaf collection, snow and ice removal, and the City's website. The two receiving lower ratings were athletic fields and playgrounds and stormwater management.
- ◆ Benchmark comparisons were available for 18 services (a few were a comparison to an average across several items, such as yard waste pickup and fall leaf collection and the recreation services for various age groups). Five services had higher ratings and 13 had similar ratings to the benchmark comparisons. The five services with ratings above the benchmark comparison were trash/recycling collection services, yard waste and fall leaf collection, recreation programs, property maintenance code enforcement and street repairs and maintenance.
- ◆ In the 12 months prior to the survey, 63% of survey respondents had contact with a City employee either in person, by phone, by e-mail, through social media or by other means. City employees were given good grades by residents who had interacted with them; nearly half said their impression was excellent, and another 4 in 10 said it was good.

While most residents have shopped in Takoma Park's commercial areas, often for food, grocery stores were the type of store or service most likely to be considered lacking.

- ◆ The 2018 survey included a variety of questions about shopping and economic development in Takoma Park. The frequency with which residents shop at various commercial areas in the city was assessed, and respondents reflected on what shopping opportunities were missing in Takoma Park.
- ◆ Of the six shopping areas included on the survey, Old Town and Takoma Junction were the shopping areas visited most frequently; each had been visited by just over half of respondents more than once a month in the 12 months prior to the survey. Long Branch and Crossroads had the next most frequent shopping visits. Visitation trended slightly upwards compared to 2014 for those shopping areas that were also included on the 2014 survey, particularly for the New Hampshire Avenue Corridor.
- ◆ The most common reason for patronizing Takoma Park's commercial areas was to purchase food or to eat out. About 9 in 10 residents had shopped for groceries or food items, and three-quarters had gone dining. About two-thirds had sought retail goods, while about two-thirds had looked for household items.
- ◆ While nearly all those completing the survey had shopped for food, and most had had a dining experience in Takoma Park, these were also the types of stores or services most likely to be felt lacking. (It may be that residents are looking for variety or different

types of food purveyors than currently can be found in the community.) Groceries, restaurants/bars, apparel and shoes, and bottled wines and beers were the types of establishments most wanted by respondents. Demand for groceries has increased since 2014, while the desire for restaurants/bars and bottled wines and beers has decreased.

- ◆ When rating community characteristics, grocery shopping was rated positively by fewer than half of respondents. About 7 in 10 gave excellent or good ratings to dining opportunities.

Survey Background

Survey Purpose

The City of Takoma Park, Maryland contracted with National Research Center, Inc. (NRC) to conduct a community-wide resident survey. The 2018 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 fourth implementation of the Takoma Park Resident Survey, with the first conducted in 2007, the second in 2009 and the third in 2014.

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

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

Survey Methods

Households received four mailings each beginning in November 2018. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent the first wave of the survey was sent. The second wave was sent one week after the first. Completed surveys were collected over the following weeks. The survey mailings contained a letter from the City Council inviting the household to participate in the 2018 Resident Survey, a questionnaire in both English and Spanish, and a postage-paid envelope. The fourth and final mailing was a reminder postcard asking residents who had not yet completed and returned the survey to do so.

About 104 of the survey mailings were returned undelivered because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,896 households estimated to have received a survey, 826 completed it, providing a response rate of 29%. The "margin of error" for this survey with 826 respondents is ± 3 percentage points

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

How the Results Are Reported

For the most part, frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. On many of the questions in the survey, respondents could answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Responses to Survey Questions*. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs in the report body display the responses from respondents who had an opinion about a specific item. Questions where more than 20% of respondents reported “don’t know” have been identified in notes to the figures displaying survey results.

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.

Comparing Survey Results Over Time

Takoma Park has up to four years of data about resident perceptions of quality of life and quality of services delivered by the city. These comparisons to previous survey results are shown in the body of the report. Where differences in results from 2014 to 2018 are six percentage points or greater, they can be considered significantly higher or lower.

Benchmark Comparisons

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

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. In this report, these national benchmark comparisons have been provided when similar questions on the Takoma Park Resident Survey are included in NRC’s database and there are at least five jurisdictions in which the same question was asked, though most questions are compared to more than 100 jurisdictions. Where comparisons are available, Takoma Park results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar to” the benchmark. This evaluation of “higher,” “lower” or “similar to” comes from a statistical comparison of Takoma Park’s rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). Differences of more than two points on the 100-point scale between Takoma Park’s ratings and the average based on the

appropriate comparisons from the database are considered “statistically significant,” and thus are marked as “higher” or “lower” the benchmark. When differences between Takoma Park’s ratings and the national benchmarks are two points or less, they are marked as “similar to” the benchmark. In addition to the information provided in the body of the report, more detailed tables showing the comparative data are included in *Appendix E: Benchmark Comparisons*. These tables show the number of communities to which Takoma Park was compared and where Takoma Park’s average rating fell in the rank order of these communities’ ratings.

Survey Results

Quality of Community Life

Residents' ratings of quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. Through the 2018 survey, residents assessed aspects of their quality of life in Takoma Park, identified their reasons for living in the city, provided feedback about neighborhood problems and provided their perceptions on discrimination in the community.

Overall Quality of Life

Overall, residents viewed quality of life in Takoma Park favorably, with nearly half (47%) considering it excellent and another 44% describing it as good. Average ratings given by Takoma Park residents were compared to ratings given by residents of other communities across the country and found to be much higher than the national benchmark (see *Appendix E: Benchmark Comparisons*). Ratings of overall quality of life have remained stable since the first survey conducted in 2007.

Figure 1: Overall Quality of Life, 2018

Overall, how would you describe the quality of life in the City of Takoma Park?

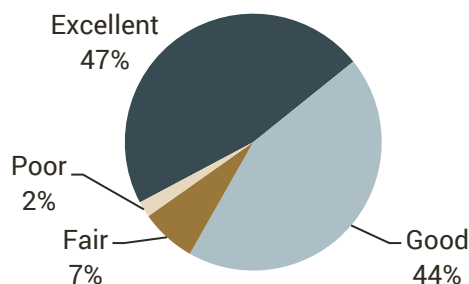
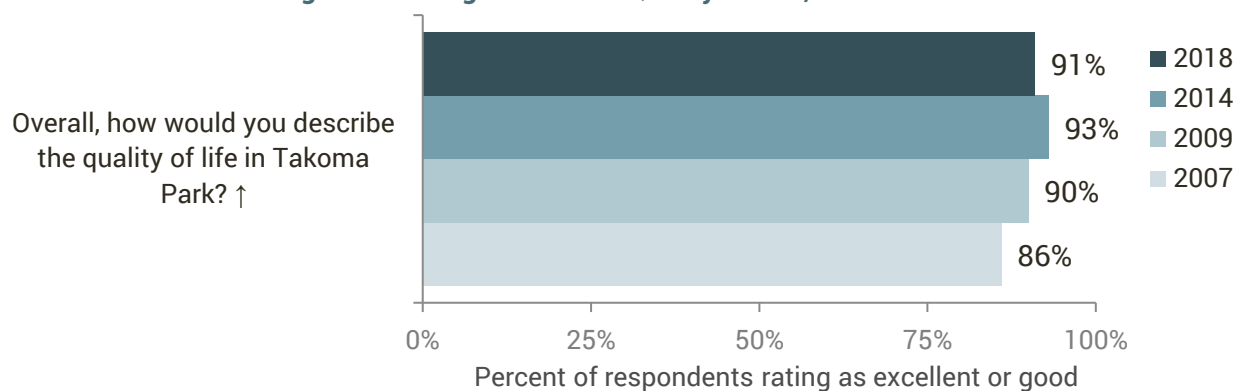


Figure 2: Ratings of Overall Quality of Life, 2007-2018

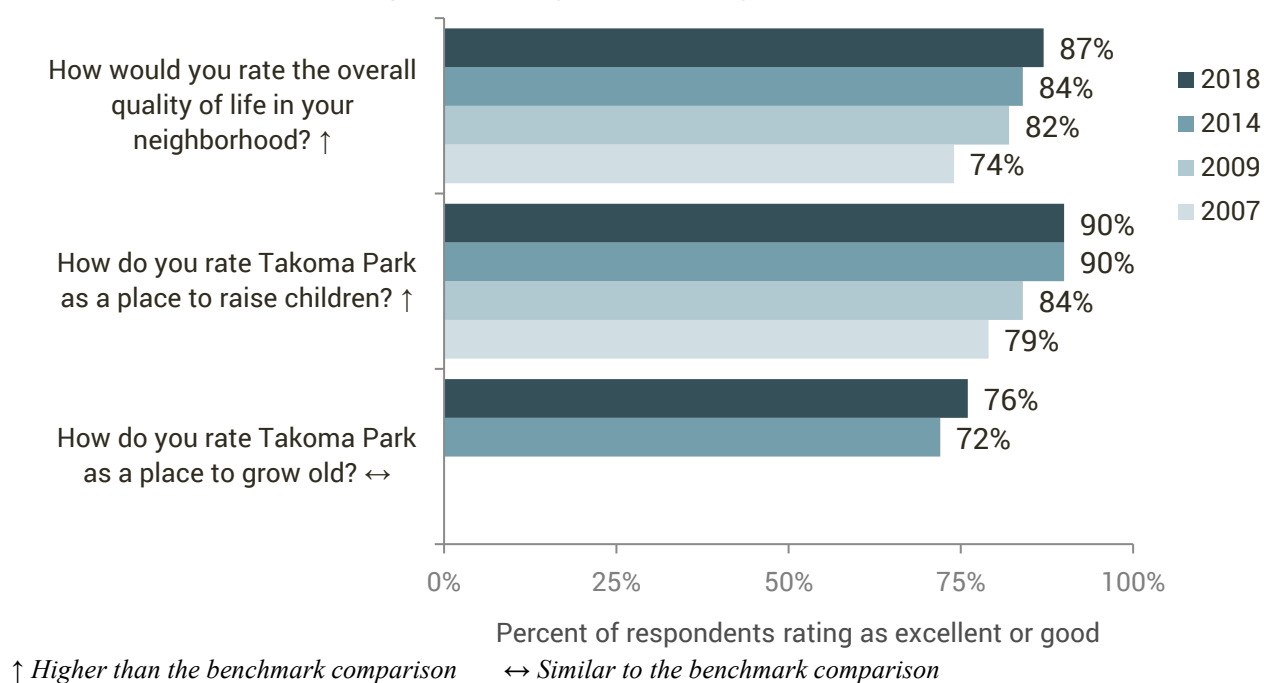


↑Higher than the benchmark comparison

Evaluations given by the community 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; both were much higher than the national benchmark. Ratings have also increased for these items since 2007, but remained stable from 2014 to 2018.

About three-quarters of residents considered Takoma Park an excellent or good place to grow old. This was similar to the benchmark comparison (although there were some differences in wording – most jurisdictions in the comparison group asked about their location as a place to retire).

Figure 3: Quality of Community, 2007-2018



The 2018 survey results were compared by respondent demographic subgroups, as well as the Ward in which the respondent's household was located (see *Appendix D: Survey Results by Respondent Characteristics*; a map of the Ward boundaries can be found in *Appendix F: Survey Methodology*). Residents living in Ward 1, 3 and 4 tended to give higher evaluations of quality of life in Takoma Park, while those living in Ward 5 tended to give the lowest. Residents who owned their home and those who lived in detached single family homes tended to give higher ratings to quality of life in Takoma Park than did their counterparts, but renters and those who lived in multi-family housing units gave higher ratings to Takoma Park as a place to grow old.

Community Characteristics

In addition to rating aspects of the quality of life in Takoma Park, those completing the questionnaire were also asked to rate various community characteristics. These aspects of living in the Takoma Park community also received favorable ratings, with 12 of the 19 characteristics receiving a rating of excellent or good by more than 80% of respondents (see Figure 4 on the next page and Figure 5 on page 15).

Nine in 10 residents gave high marks to access to a local public library, access to city government buildings and access to public transit. Openness and acceptance towards people of diverse backgrounds and sense of community were viewed very favorably in Takoma Park, with nearly 9 in 10 considering these excellent or good. The lowest rated community characteristics were grocery shopping opportunities, access to good quality affordable child care and availability of good quality affordable housing.

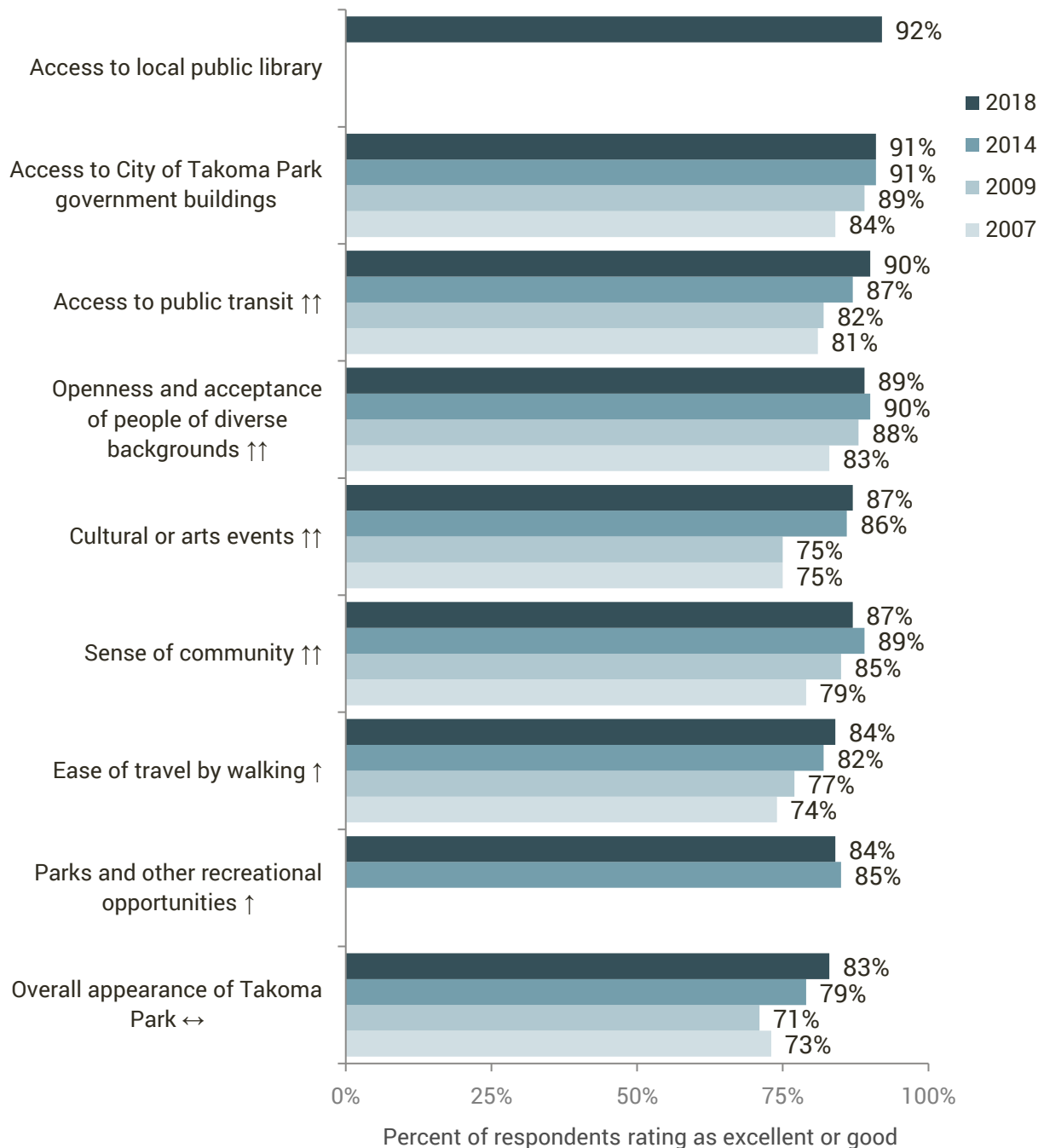
Declines were seen for two of the community characteristics in 2018 compared to 2014; availability of good quality affordable housing decreased from 43% giving a positive rating 2014 to 31% in 2018, while access to good quality health care declined from 69% in 2014 to 63% in 2018. More residents gave positive ratings to services for individuals with disabilities in 2018 (81%) compared to 2014 (71%).

Benchmark comparisons were available for 11 of the 19 community characteristics. Seven of these were higher than the benchmark and four were similar. Openness and acceptance of people of diverse backgrounds, sense of community, access to public transit and cultural or arts events were all much higher than the benchmark comparison.

Residents living in Ward 4 tended to give higher evaluations to many community characteristics including opportunities to attend cultural or arts events and ease of travel by bicycle or walking and public transit than did those living in other Wards. Those who have lived in Takoma Park a shorter amount of time tended to give these characteristics higher ratings when they differed from those who had lived in the community longer, with the exception of access to good quality affordable child care which was rated higher by long-term residents (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 4: Ratings of Community Characteristics, Part 1, 2007-2018

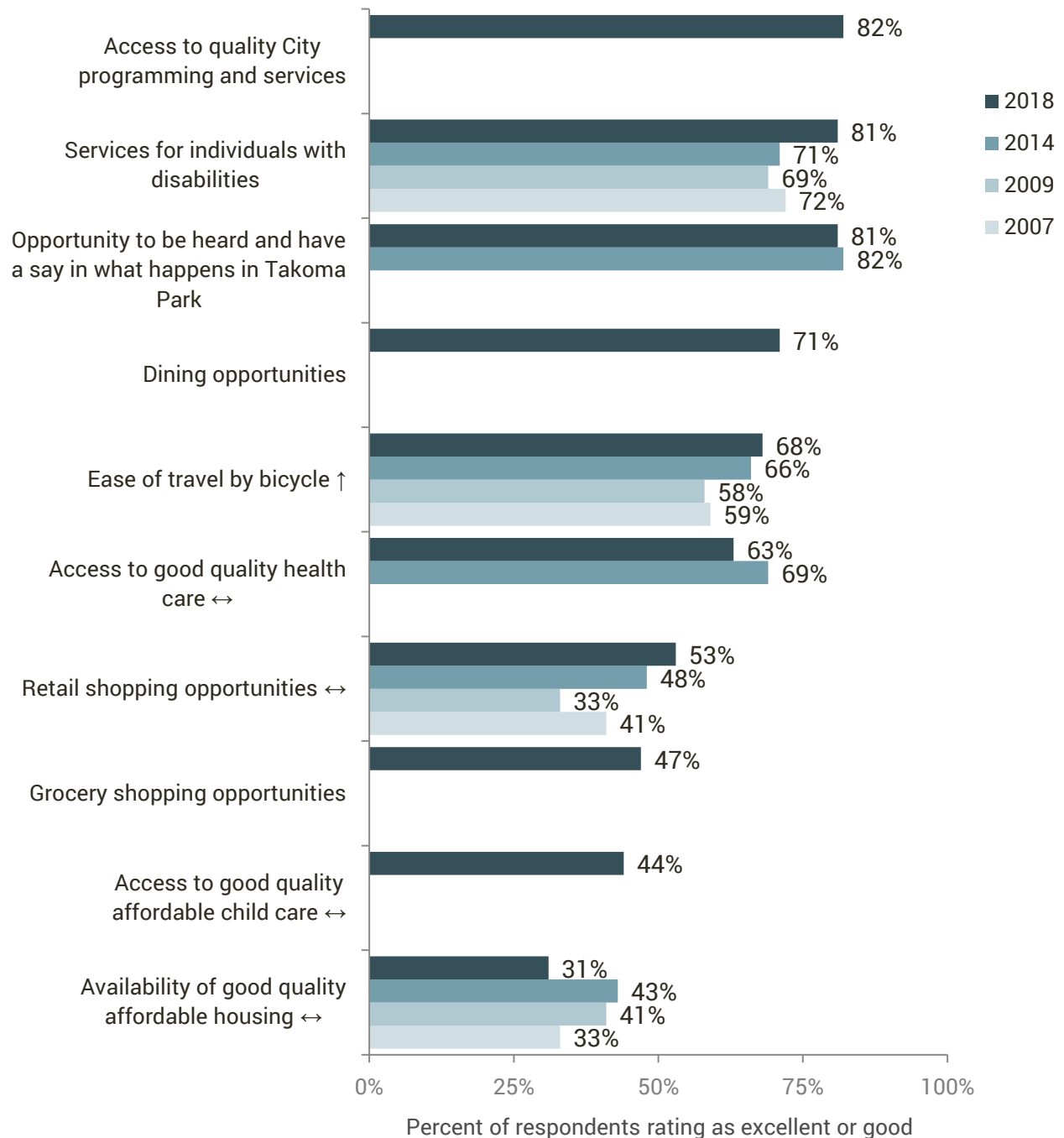
Please rate each of the following characteristics of Takoma Park.



↑↑ Much higher than the benchmark comparison ↑ Higher than the benchmark ↔ Similar to the benchmark
 More than 20% of respondents answered "don't know" when rating services for individuals with disabilities, access to good quality health care and access to good quality affordable child care. Proportions shown in the figure are of those who had an opinion.

Figure 5: Ratings of Community Characteristics, Part 2, 2007-2018

Please rate each of the following characteristics of Takoma Park.

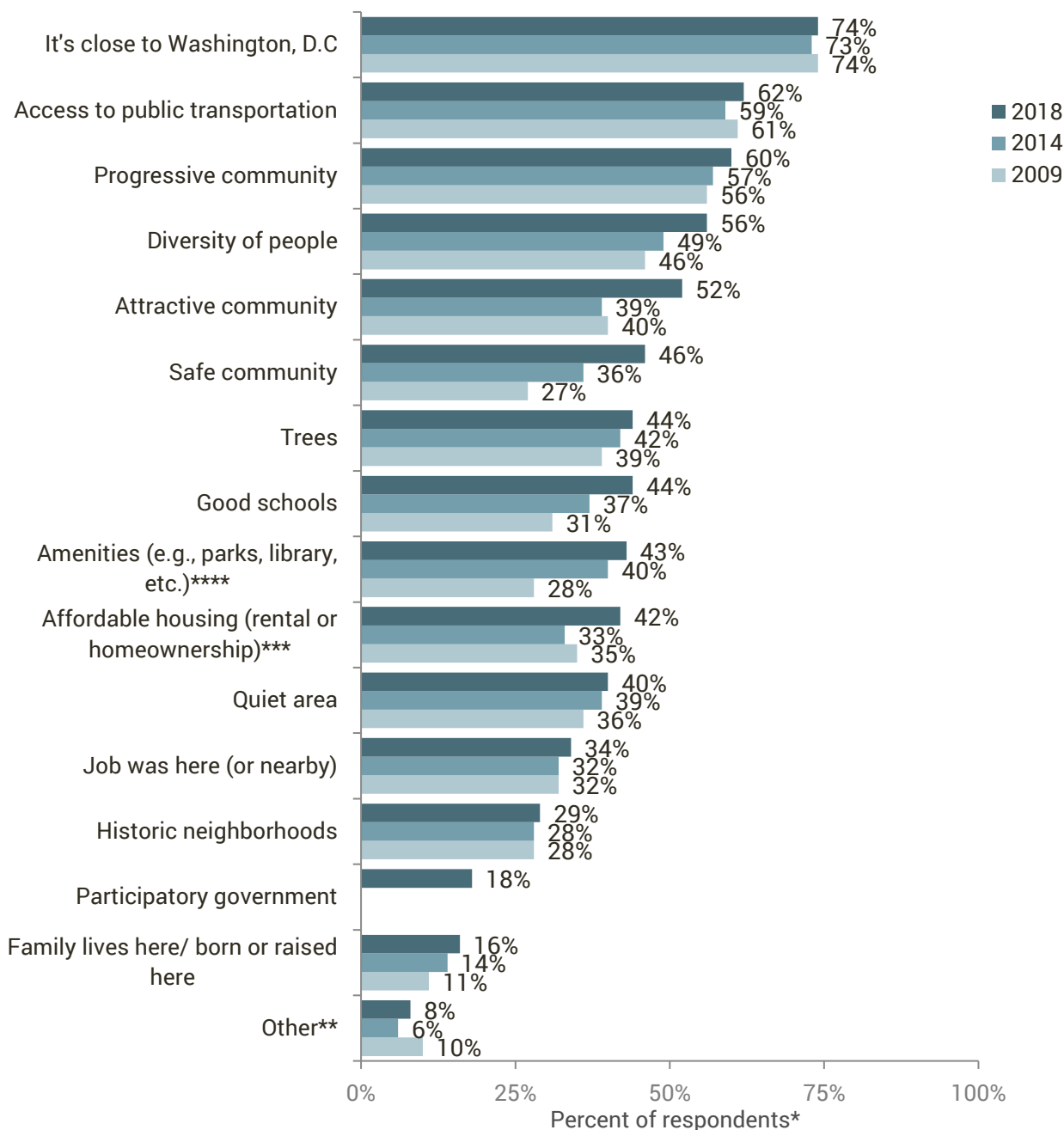


↑ Higher than the benchmark comparison

↔ Similar to the benchmark comparison

Reasons for Living in Takoma Park

The most common reasons given for choosing to live in Takoma Park are the proximity to Washington D.C. and access to public transportation (see Figure 6 on the next page). Also high on the list were that Takoma Park is a progressive community and the diversity of people in Takoma Park. About half chose Takoma Park for being an attractive or safe community which was an increase from 2014 to 2018.

Figure 6: Reasons for Living in Takoma Park, 2009-2018

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

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

*** In 2018, there were two items on the survey related to affordable housing: affordable (rental) housing and affordable homeownership. This graph shows the proportion who checked either one in 2018. Some of the change noted in 2018 may be due to the change on the survey.

Table 7 in Appendix A: Responses to Survey Questions shows that 21% chose affordable homeownership as a reason for living in Takoma Park, and 26% chose affordable rental housing. Figure 6 shows 42% choosing either, as a few people chose both.

**** In 2009, this item was worded "The community's amenities (e.g., shopping, parks, recreation, library, etc.)"

Problems in Neighborhood

Residents rated the extent to which various issues were a problem in their neighborhood. Most of the issues presented were not considered a very big problem with 20% or fewer saying any of them were a major or extreme problem (see Table 10 in *Appendix A: Responses to Survey Questions*). Figure 7 on the next page shows the proportion considering each to be a moderate, major or extreme problem.

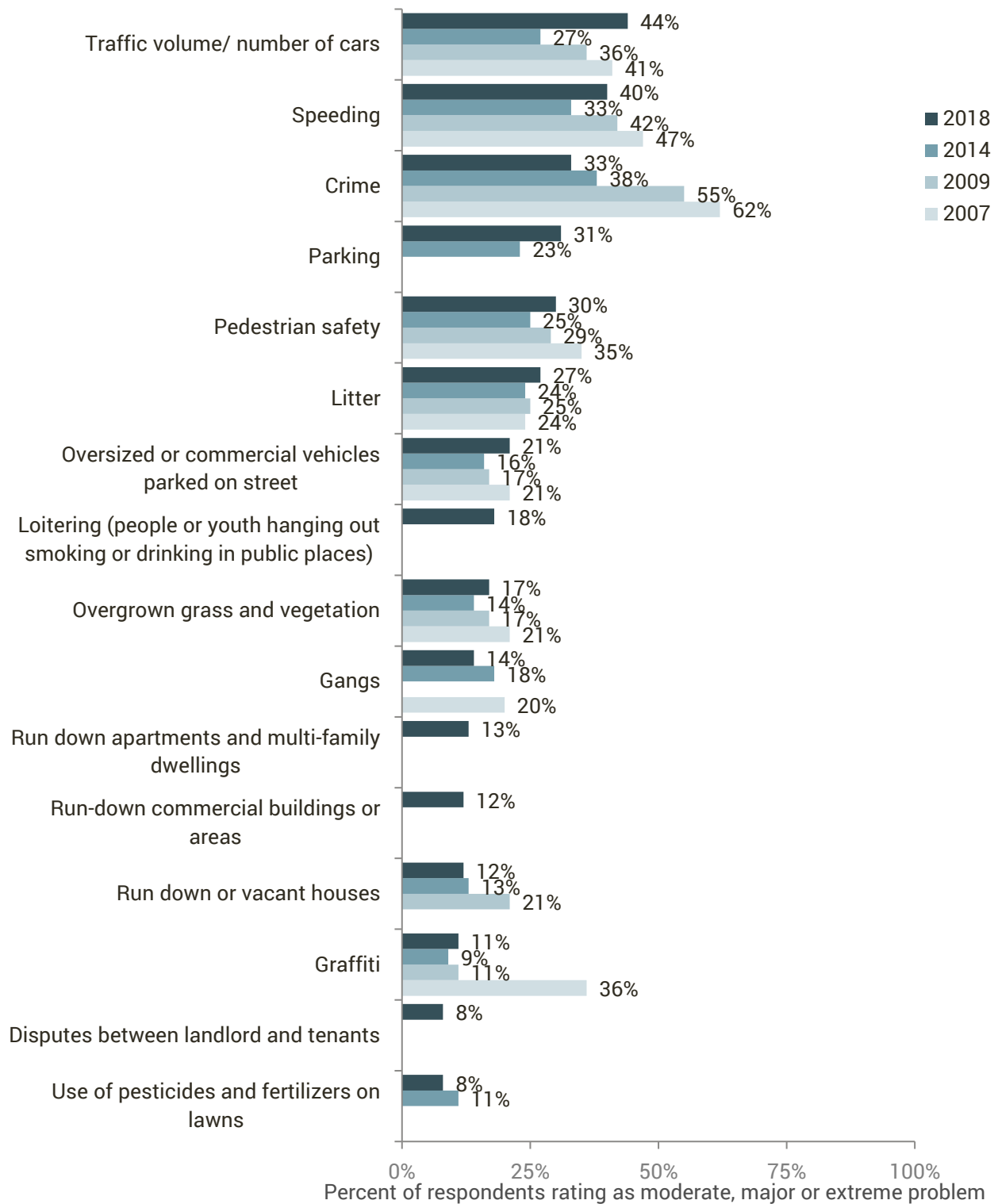
The issues most likely to be considered a neighborhood problem by respondents were traffic volume and traffic speeding; these were considered at least a moderate problem by 4 in 10 residents. The proportion considering these a problem increased significantly from 2014 to 2018, particularly for traffic volume. The proportion considering parking a problem also increased significantly, from 23% in 2014 to 31% in 2018.

Crime was near the top of the list of problems for respondents; however the proportion who said it was at least a moderate problem has decreased dramatically over time, from 62% in 2007 to 33% in 2018.

Gangs were a neighborhood issue for 14% of residents. Run-down buildings and homes were at least a moderate problem for about 1 in 10 residents.

Crime, gangs, graffiti, litter loitering, and run-down buildings were more likely to be considered a problem by those living in Wards 5 and 6 compared to those living in other Wards.

Residents living in Ward 6 tended to consider traffic, speeding and oversized commercial vehicles parked on streets a greater problem than did those living in other Wards (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 7: Ratings of Neighborhood Problems, 2007-2018

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

Community Fairness and Equity

Experiences of Discrimination

As noted earlier, Takoma Park is viewed by its residents as community that is open and accepting of people with diverse backgrounds. As this is an important facet of community, the survey was used to explore to what extent residents experience discrimination. The question was asked as a series of reasons a person might experience discrimination, and respondents were asked whether they had experienced each, yes or no (see question #30 on the questionnaire in *Appendix G: Survey Materials*). Altogether, 9% of respondents reported being treated unfairly, refused services or experiencing discrimination in Takoma Park for any of the listed reasons (including “other”). Some respondents experienced more than one type of discrimination, so the total proportion reporting having experienced discrimination is less than the sum across all the types of discrimination shown in Figure 9. About 5% said they had been discriminated against because of their race or color, and 2% for a disability. Three percent had encountered discrimination for other reasons, and about 1% had been met with discrimination due to their marital status, having children, their gender, their use of a housing choice voucher, or religious preferences. Fewer than 1% had experienced discrimination due to a criminal history, gender identity or sexual orientation.

Figure 8: Reported Experiencing Discrimination, 2018

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services)

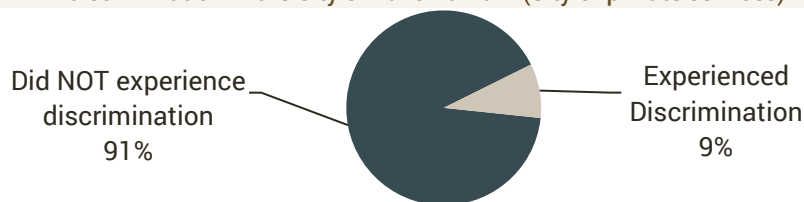
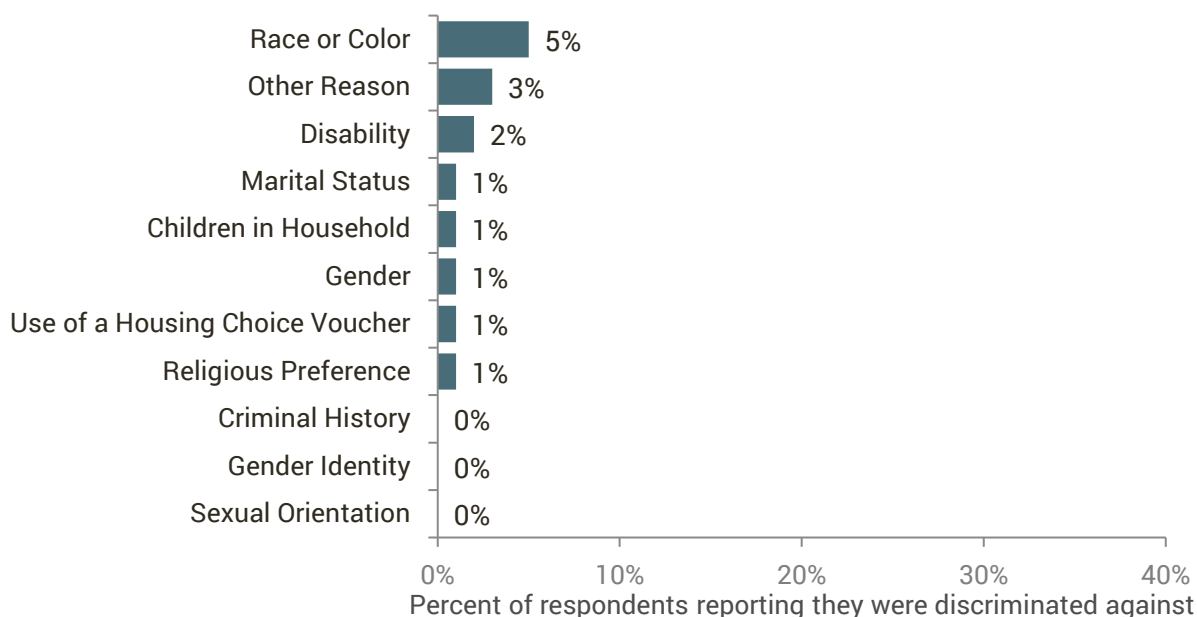


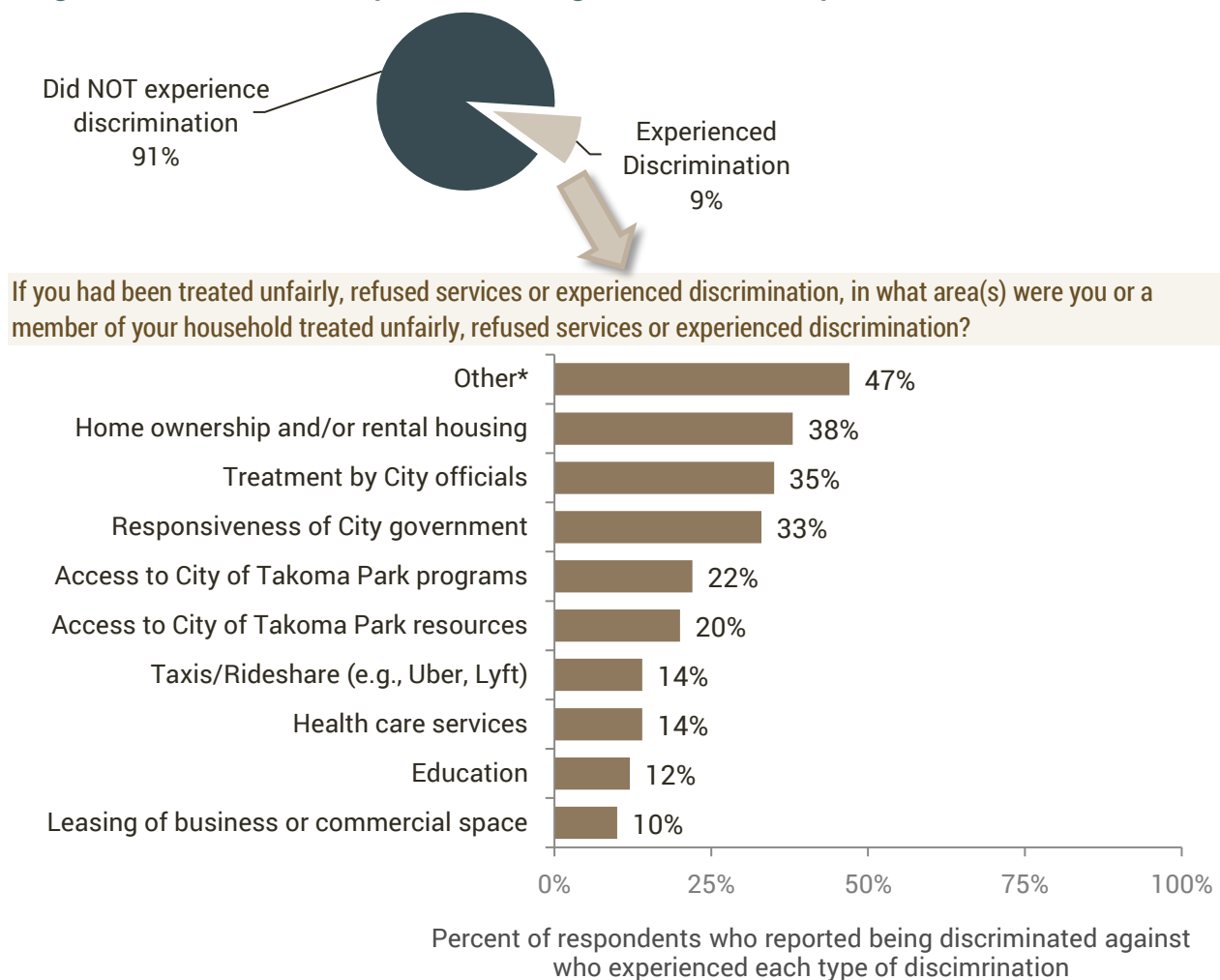
Figure 9: Reports of Discrimination, 2018

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of:



A number of demographic questions were included on the survey that can be used to more closely examine the experiences of those more vulnerable to encountering discrimination. Virtually no white respondents had experienced discrimination because of their race or color, but 8% of Black respondents and 14% of respondents of other races, including those identifying with two or more races, had been faced with discrimination in the past year (see Figure 11 on the next page). About 20% of those who identified with a gender other than male or female had experienced discrimination because of their identity (see Figure 12). About 2% of persons identifying as LGBTQ+ experienced discrimination because of their sexual orientation (see Figure 13). Two percent of those in households with children and 3% of those in households with teenagers had faced discrimination because of the presence of children in their household (see Figure 14). Six percent of widowed and 2% of divorced people met discrimination because of their marital status (see Figure 15). The most common types of discrimination experienced by those reporting experiences were related to housing, treatment by City officials or responsiveness of City government (see Figure 10 below).

Figure 10: Discrimination Experiences Among Those Who Had Experienced Discrimination, 2018



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

Figure 11: Reports of Discrimination Because of Race or Color by Race and Ethnicity

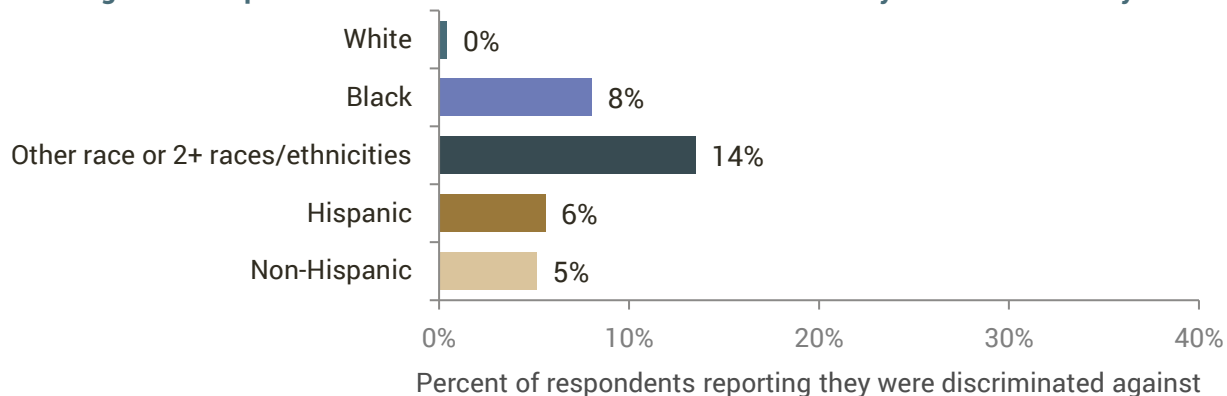


Figure 12: Reports of Discrimination Because of Gender Identity by Gender

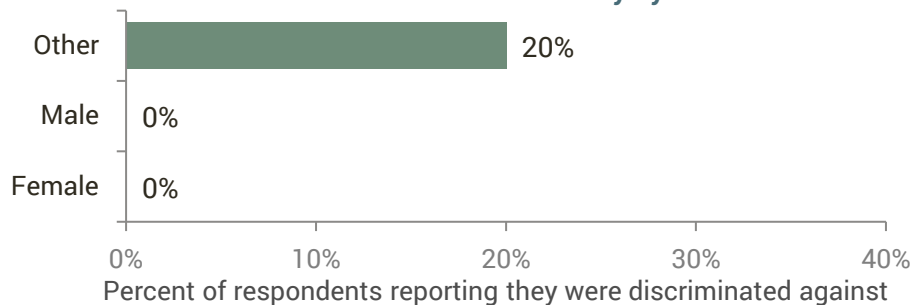
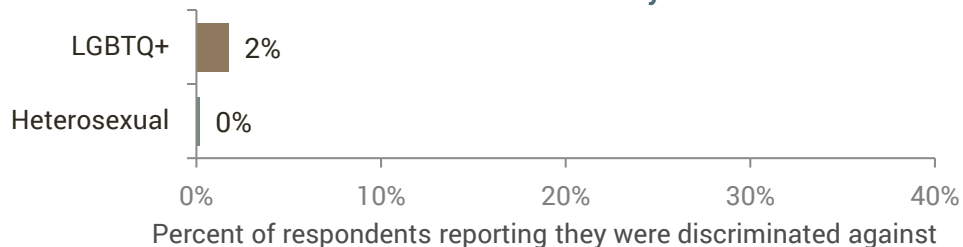


Figure 13: Reports of Discrimination Because of Sexual Orientation by Sexual Orientation



**Figure 14: Reports of Discrimination Because of Children in Household
by Presence of Children or Teenagers in Household**

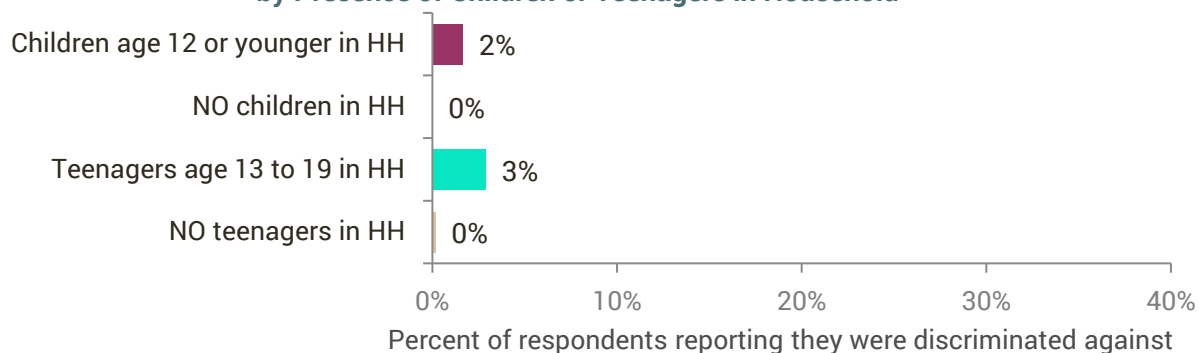
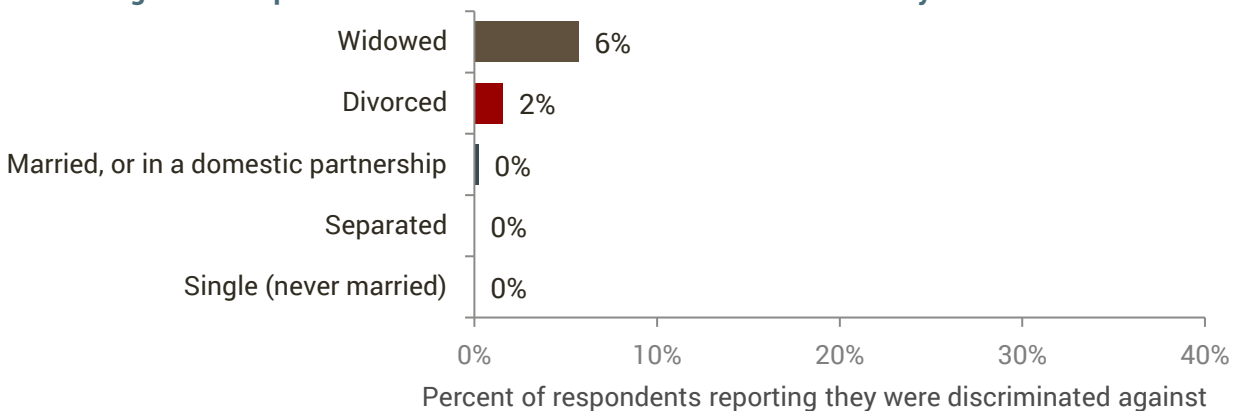


Figure 15: Reports of Discrimination Because of Marital Status by Marital Status

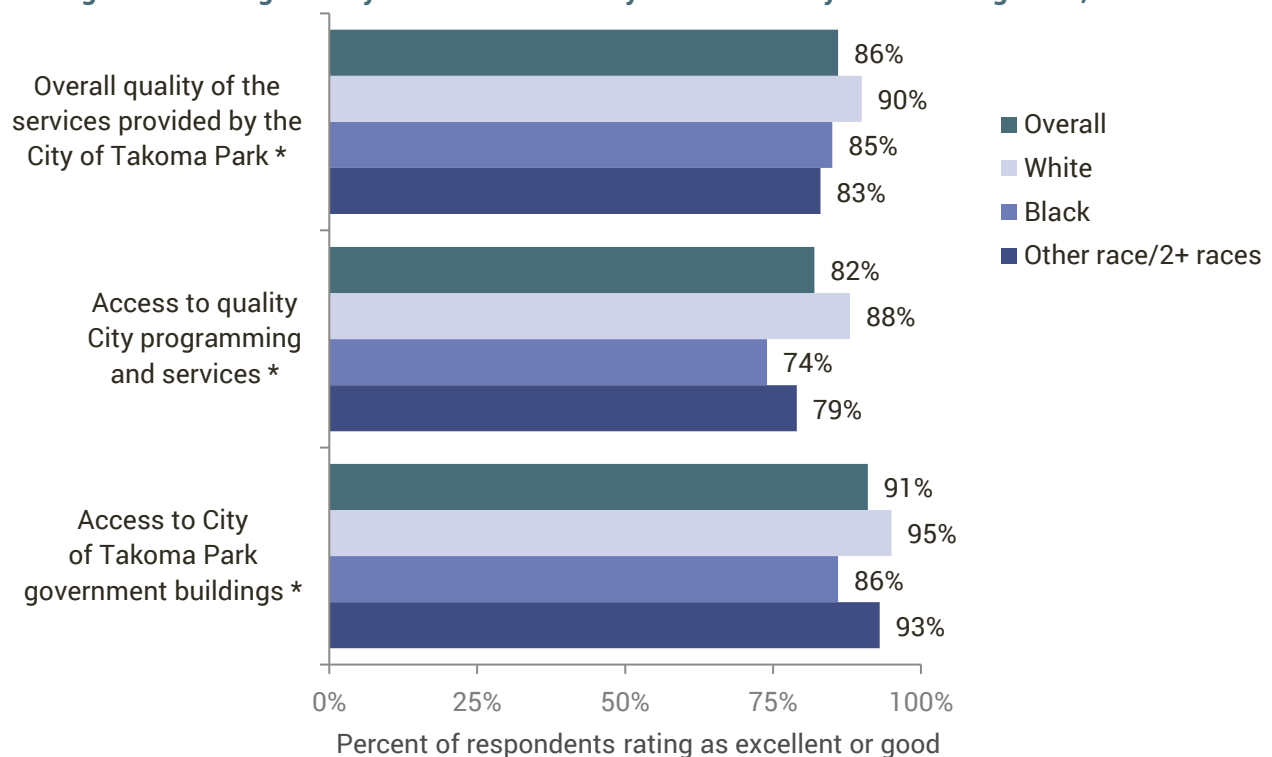


Racial equity

In addition to asking about experiences of discrimination, the survey results can be used to see if those of different racial backgrounds have different opinions of the quality of life in the Takoma Park community and differing ratings of the services provided by the City of Takoma Park or of their interactions with City employees. The tables in the section *Survey Results by Ethnicity and Race of Respondent* in *Appendix D: Survey Results by Respondent Characteristics* provide breakdowns of most of the survey results by the ethnicity of the respondent (whether they identify as Hispanic or not), and by their racial background (categorized as “White,” “Black” or “Other race or 2 or more races”).

While statistically significant differences were not observed for all items, for many there were, demonstrating some disparities in how residents of Takoma Park view their community and local government. As shown in Figure 16 below, those who identified as White were more likely to give positive ratings of City of Takoma Park City services than were those who were Black or of other/multiple races. Community members identifying as White were also more likely to feel their access to quality City programming and services and their access to City government buildings was excellent or good. These differences ranged from 5 percentage points to 14 percentage points. Differences by ethnicity for these items was generally not statistically significant, or was higher for Hispanics compared to Non-Hispanics (see Table 129 and Table 140 in *Appendix D: Survey Results by Respondent Characteristics*).

Figure 16: Ratings of City of Takoma Park City Government by Racial Background, 2018

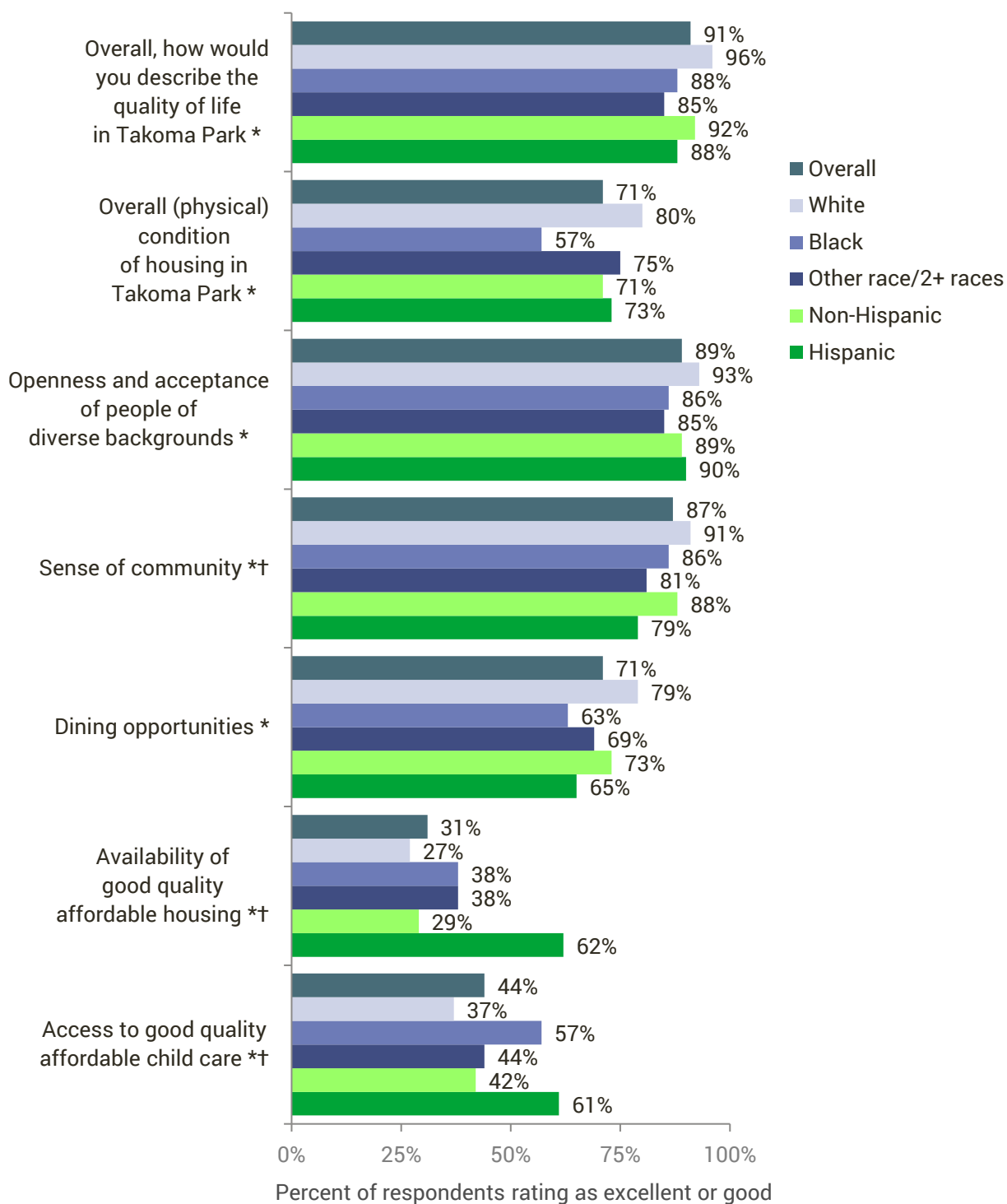


* Differences by race are statistically significant

Figure 20 on the next page shows differences by racial background or ethnicity identification for the overall quality of life in Takoma Park and some community characteristics. Whites and Non-Hispanics gave more positive ratings to the quality of life and sense of community than did Non-Whites and Hispanics. Whites gave more positive ratings to the openness and acceptance of the community toward people of diverse backgrounds than did Non-Whites, but differences by ethnicity were not statistically significant. Ratings of the condition of housing in Takoma Park were more positive for Whites than Non-Whites, but the availability of good quality affordable housing was more positive for Non-Whites and for Hispanics than for Whites and Non-Hispanics. Hispanics

Some other findings of note from *Appendix D: Survey Results by Respondent Characteristics* are:

- Whites and those of other race or multiple races were more likely to think traffic volume, pedestrian safety, litter, and run-down apartments and multi-family dwellings were a problem in their neighborhood than were Blacks. Blacks and those of other race or multiple races were more likely to feel that parking was a problem compared to Whites. Hispanics were more likely to consider speeding, oversized or commercial vehicles parked on street, crime, litter and loitering were neighborhood problems than were Non-Hispanics.
- Blacks and Whites were more likely to have used a public computer at the library than were those of other race or multiple races. Whites were more likely to have used Wi-Fi connections in a Takoma Park City government facility, to have used Recreation Department services, have used public transportation or have ridden a dockless bike than were Blacks or those of other race or multiple races. Non-Hispanics were more likely to have used Recreation Department services than Hispanics.
- There were no notable differences by racial background in ratings of "City government is really run for the benefit of all the people" and "Takoma Park city government welcomes resident involvement." Hispanics gave ratings 8 or 9 points higher than Non-Hispanics to these items, but the differences were not statistically significant.
- Blacks were more likely than Whites and those of other race or multiple races to agree that adequate measures are being taken by the City of Takoma Park government to plan effectively for the future, address traffic congestion, provide safe walking routes throughout the city, provide appropriate monitoring of contractors doing work in the community and ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city. Whites were more likely than Blacks and those of other race or multiple races to feel that the City of Takoma Park provides a variety of recreation opportunities to the community.

Figure 17: Ratings of Quality of Life and Community Characteristics, by Race/Ethnicity

* Differences by race are statistically significant † Differences by ethnicity are statistically significant

Personal Safety

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 (see Figure 18 on the next page for daytime ratings and Figure 19 on page 29 for nighttime ratings).

At least 9 in 10 community members felt somewhat or very safe during the day at each of the seven locations included on the survey. Nearly all (96% or more) reported feeling at least somewhat safe in their neighborhood, at the Takoma Metro station and in Old Town/Takoma Junction during the day. Daytime personal safety ratings were lowest for the University/New Hampshire/Crossroads area (81% reporting feeling very or somewhat safe). Safety ratings during the day have remained stable at all locations over time, except for the University/New Hampshire Crossroads area, which increased in 2014 and 2018 compared to 2007 and 2009.

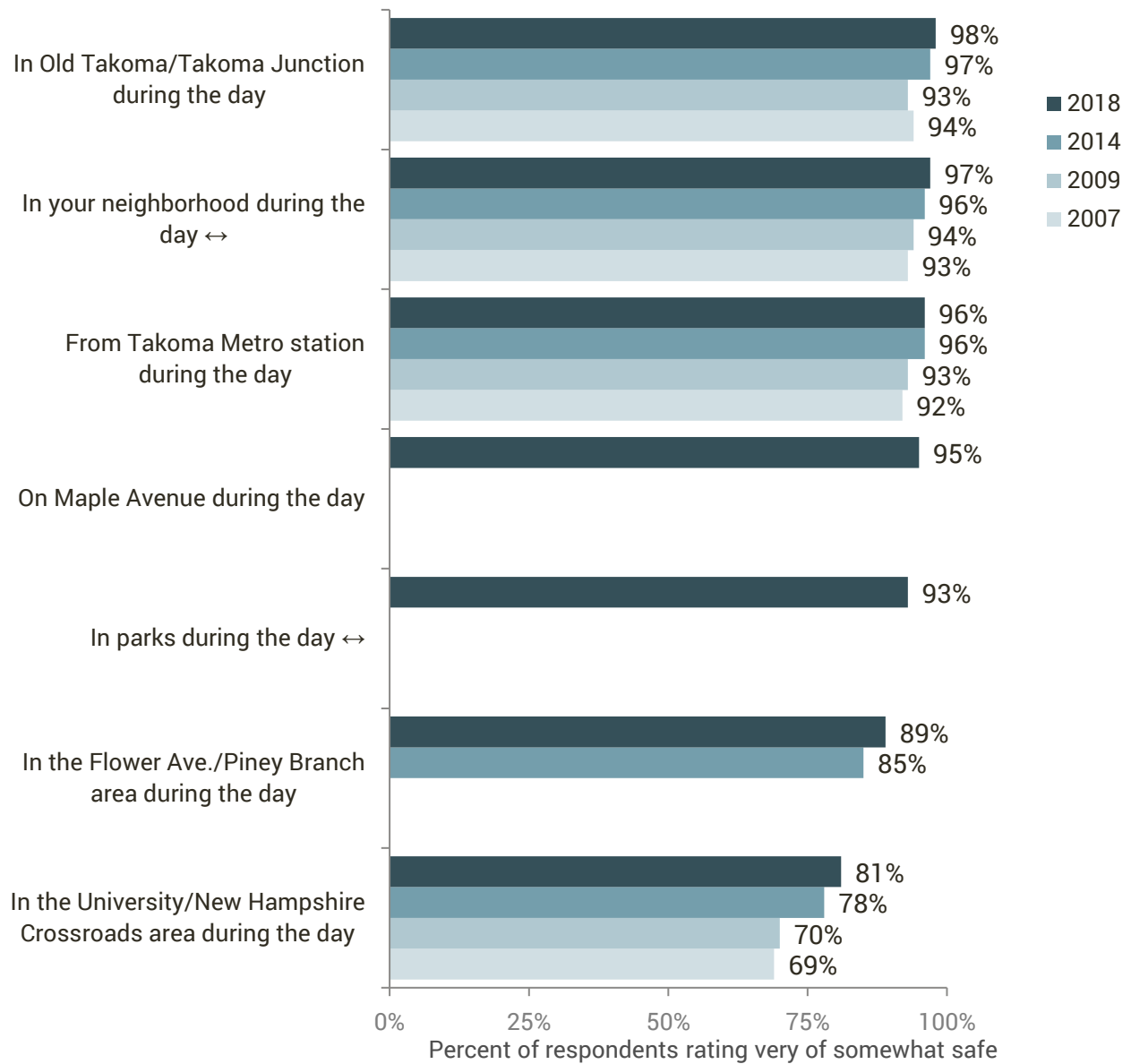
Between 62% and 85% of respondents reported feeling somewhat or very safe in Old Town/Takoma Junction, on Maple Avenue, at the Takoma Metro station and in their neighborhood after dark. However, only about 5 in 10 felt safe in the Flower Ave./Piney Branch area or in parks after dark and only 4 in 10 felt safe in the University/New Hampshire/Crossroads area after dark. Safety ratings have been improving since 2007 for all locations after dark.

Benchmark comparisons were available for six of the personal safety items included on the Takoma Park Resident Survey (in your neighborhood, in parks and in business areas for both day and night); in all six cases, Takoma Park ratings were similar to the national benchmarks. See *Appendix E: Benchmark Comparisons* for more information on the benchmark comparisons.

Residents living in Ward 6 were least likely to feel safe walking alone in their neighborhood after dark, while those in Ward 3 were most likely to feel safe. Younger residents and those who have lived in Takoma Park a shorter time were more likely to feel safe than were older residents and those who have a longer length of residency in Takoma Park (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 18: Feelings of Safety During the Day, 2007-2018

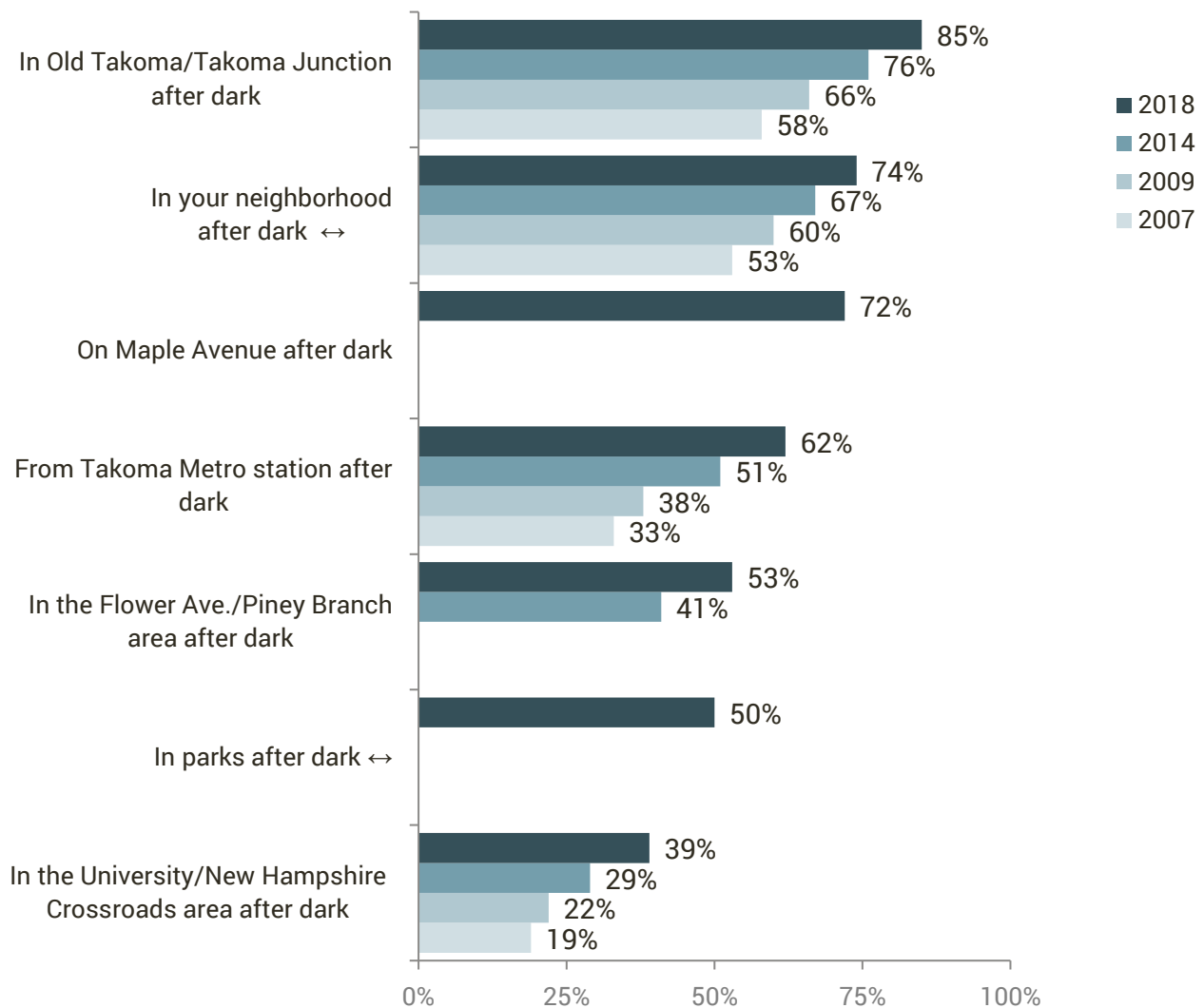
How safe or unsafe do you feel walking alone . . .



↔ Similar to the benchmark comparison The average of business areas was similar to the benchmark comparison

Figure 19: Feelings of Safety After Dark, 2007-2018

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



Percent of respondents rating very or somewhat safe

↔ Similar to the benchmark comparison Additionally, the average of ratings from all business areas was similar to the benchmark comparison

More than 20% of respondents answered "don't know" for the items In the University/New Hampshire Crossroads area after dark and in the Flower Ave./Piney Branch area after dark. Proportions shown in the figure are of those who had an opinion.

Takoma Park Police Department

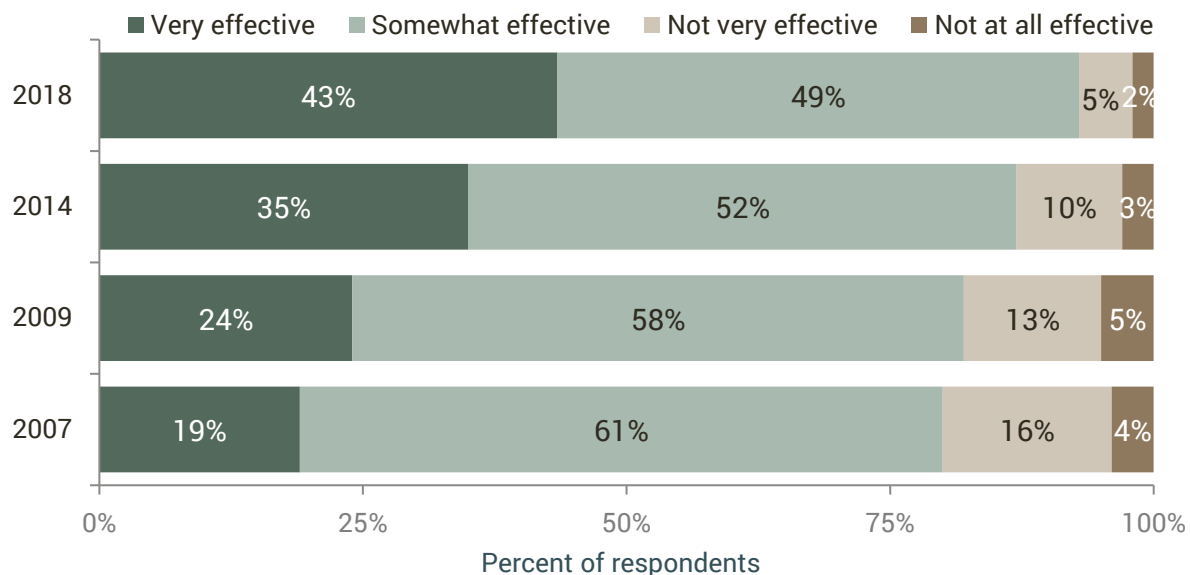
Several questions on the survey were dedicated to police services. Questions ranged from the effectiveness of crime prevention to the quality of respondents' contact with police.

When asked how effective they believe the Takoma Park Police Department has been in reducing crime in the city, more than 9 in 10 residents said very or somewhat effective. These ratings were higher than those observed in 2014. In fact, since the baseline survey in 2007, ratings have increased every survey implementation, with the proportion rating this department as very effective increasing from 19% in 2007 to 43% in 2018.

Female respondents and respondents living in Ward 4 and 6 gave higher effectiveness ratings than did male respondents or those living in other Wards (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 20: Ratings of Effectiveness of Crime Prevention Programs, 2007-2018

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?



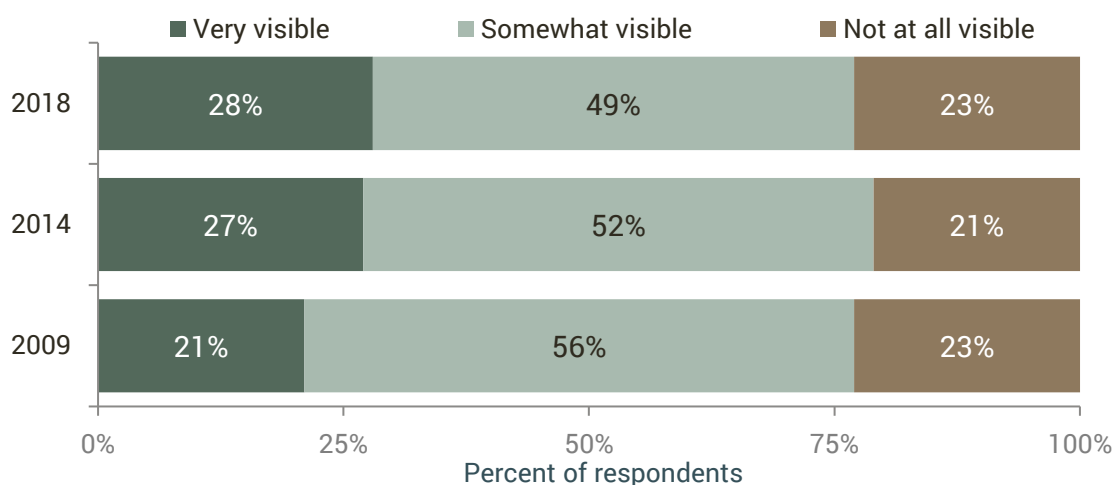
Note: in 2018, 29% of respondents answered "don't know" to this question. Proportions shown in the figure are of those who had an opinion.

Those completing the questionnaire were asked how visible they felt the Takoma Park Police Department was in their neighborhood. About 3 in 10 felt the police presence was very visible and another 5 in 10 considered it somewhat visible. These ratings were similar to those observed in 2014 and a small increase from the proportion considering police presence to be very visible in 2009.

Residents living in Wards 4, 5 and 6 gave higher visibility ratings than did those living in other Wards. Black or African American and Hispanic respondents, those of lower annual household income, renters and those living in multi-family housing units gave higher visibility ratings compared to their counterparts (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 21: Ratings of Visibility of Takoma Park Police Department, 2009-2018

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?

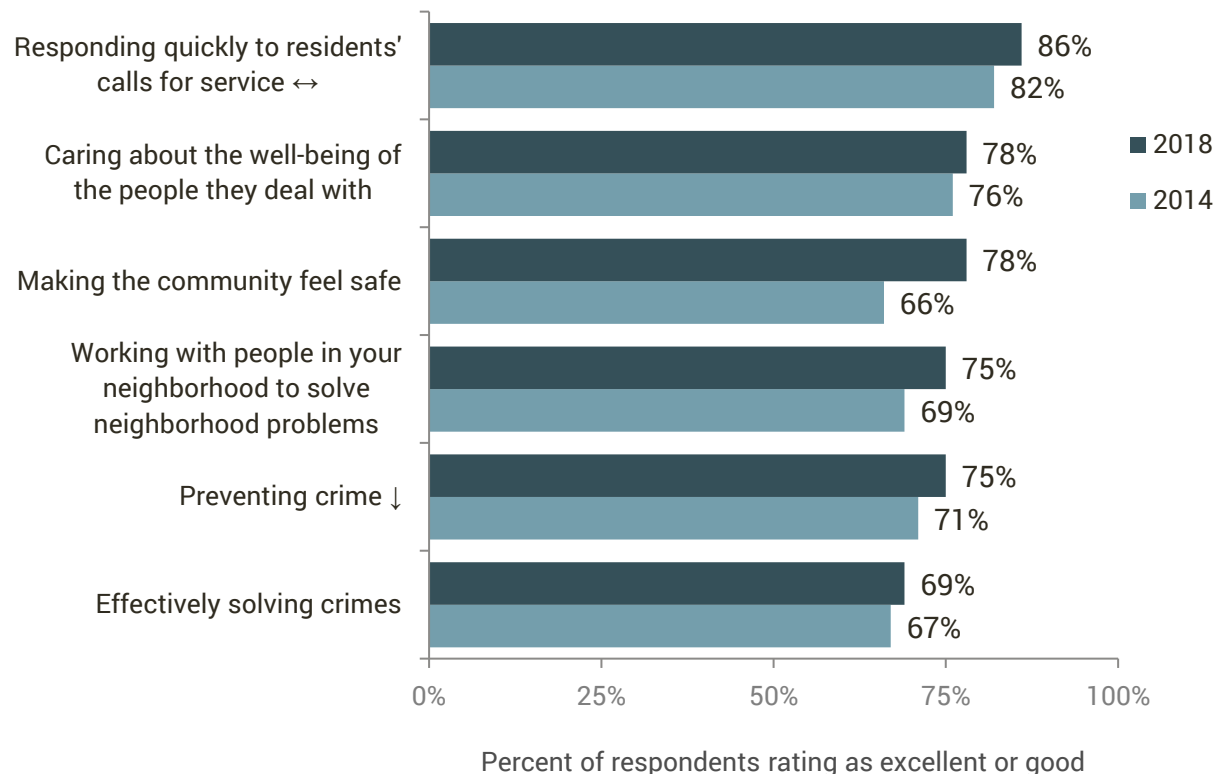


Survey participants evaluated several aspects of the City's Police Department performance. Each of the six areas of performance received an excellent or good rating from at least two-thirds of residents. Responding quickly to residents' calls for service received the highest rating (86% of survey respondents grading response time as excellent or good). This rating was similar to the benchmark comparison. Caring about the well-being of the people they deal with and making the community feel safe received the next highest ratings with nearly 8 in 10 considering these aspects excellent or good. While three-quarters of residents felt the Police department was doing an excellent or good job preventing crime, this rating was lower than the benchmark comparison.

Residents living in Ward 4 tended to give Takoma Park Police higher performance ratings than did those living in other Wards. Black or African American respondents gave higher ratings to the police making the community feel safe than those of other races, while white respondents gave higher ratings than respondents who identified as other races to police caring about the well-being of the people they work with and working with people in your neighborhood to solve neighborhood problems (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 22: Quality of Takoma Park Police Performance, 2014-2018

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



↓ Lower than the benchmark comparison ↔ Similar to the benchmark comparison

Note: Between 15% and 52% gave an answer of "don't know" to these items. This figure shows the proportion among those with an opinion.

Seven percent of survey participants reported that they or someone in their household had been the victim of a crime in the last three months. This rating was lower than reported in 2009 but similar to the 2007 response. About 8 in 10 respondents who said they or someone in their household had been the victim of a crime said they had reported some or all of these crimes to the police. This was similar to what had been observed in 2007 and 2009, but higher than in 2014.

Figure 23: Self-Reported Crime Victimization, 2007-2018

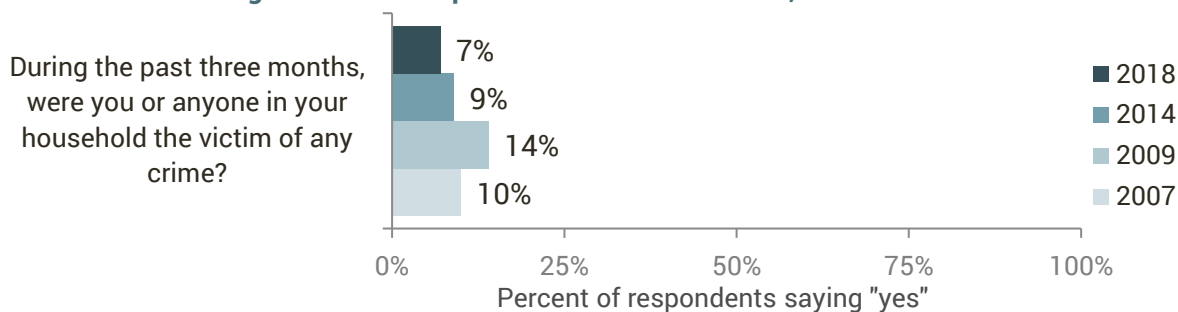
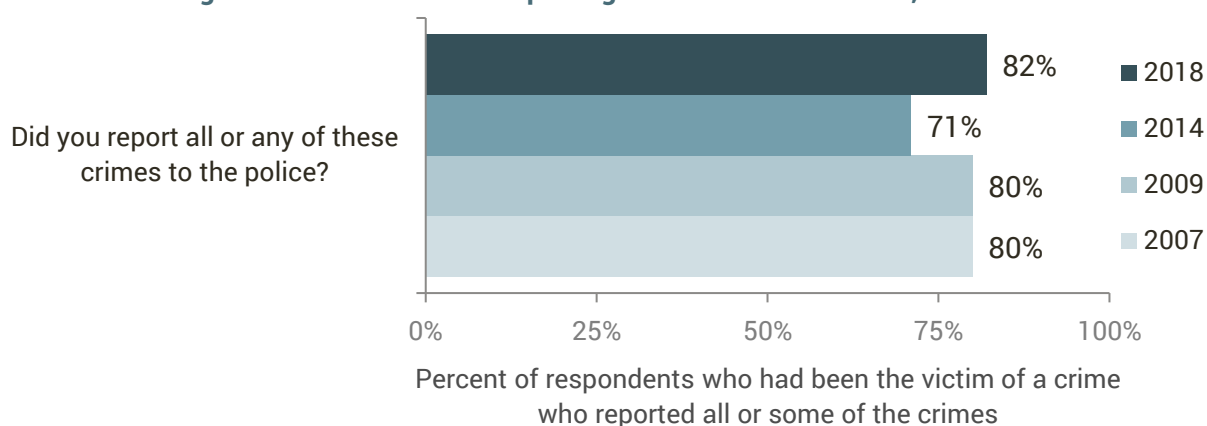


Figure 24: Crime Victims Reporting the Crime to the Police, 2008-2018

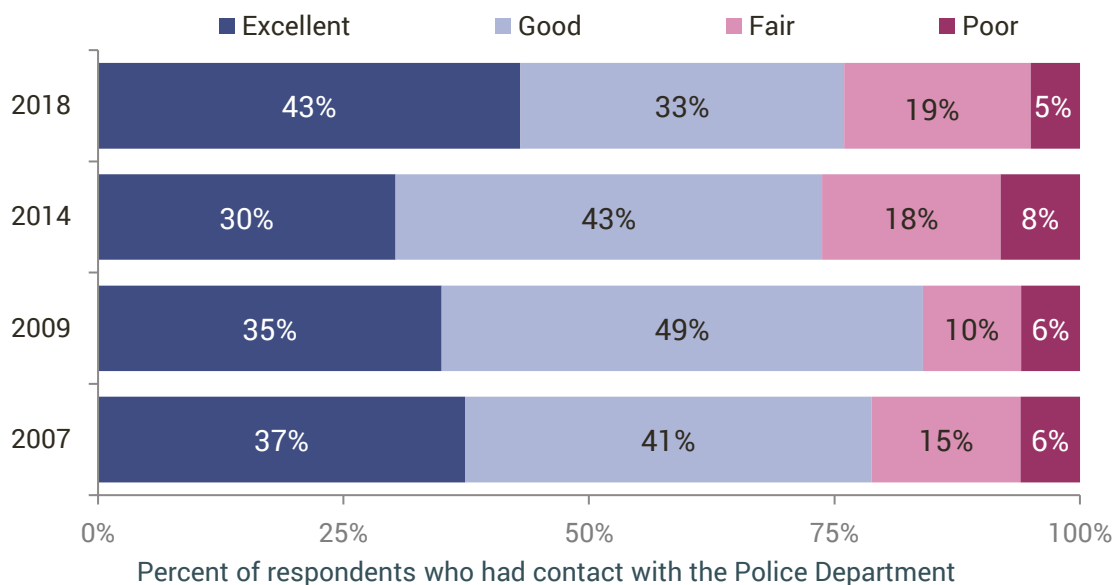


About 4 in 10 survey participants reported having contact with the Police Department in the 12 months prior to the survey (see Table 20 in *Appendix A: Responses to Survey Questions*). While contact with the police does not usually happen under the best of circumstances, the quality of that contact was viewed positively by most respondents reporting contact, with three-quarters rating their encounter as excellent or good. Ratings in 2018 were higher after a decline experienced in 2014.

Residents living in Ward 4 tended to give higher overall ratings to their contact with police, while those living in Ward 5 gave lower ratings (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 25: Overall Rating of the Contact with the City's Police Department, 2007-2018

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

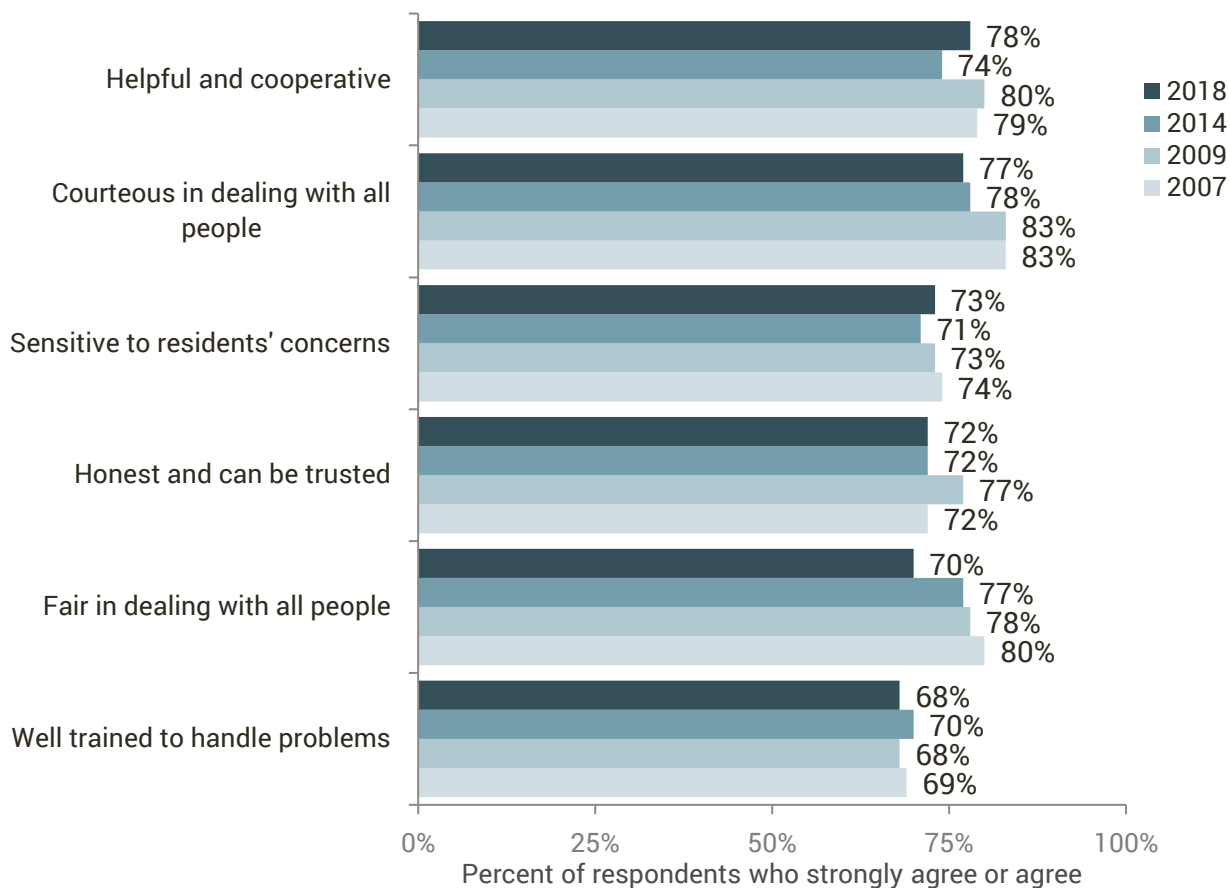


Along with rating their experience with the Police Department, those who had contacted the Police Department were given a list of six positive statements about their interaction and asked to what extent they agreed or disagreed with each. At least two-thirds of respondents who had been in contact with the Police Department agreed with each of the statements. About 8 in 10 agreed that the Takoma Park police were helpful and cooperative and courteous in dealing with people, while about 7 in 10 agreed with the other statements. Most of these indicators have been stable over time, but a decrease was noted in the proportion who thought the Takoma Park police was fair in dealing with all people (70% agreement in 2018 compared to 77% in 2014).

In general, residents living in Wards 1 and 4 gave higher ratings to these items than did those living in other Wards. Older residents, respondents who identified as white and residents who owned their home tended to give higher ratings compared to younger residents, residents who identified as African American or another race and those who rented their home (see *Appendix D: Survey Results by Respondent Characteristics*).

**Figure 26: Ratings Various Aspects of Contact with Police
Among Those Who Had Interacted with Police, 2007-2018**

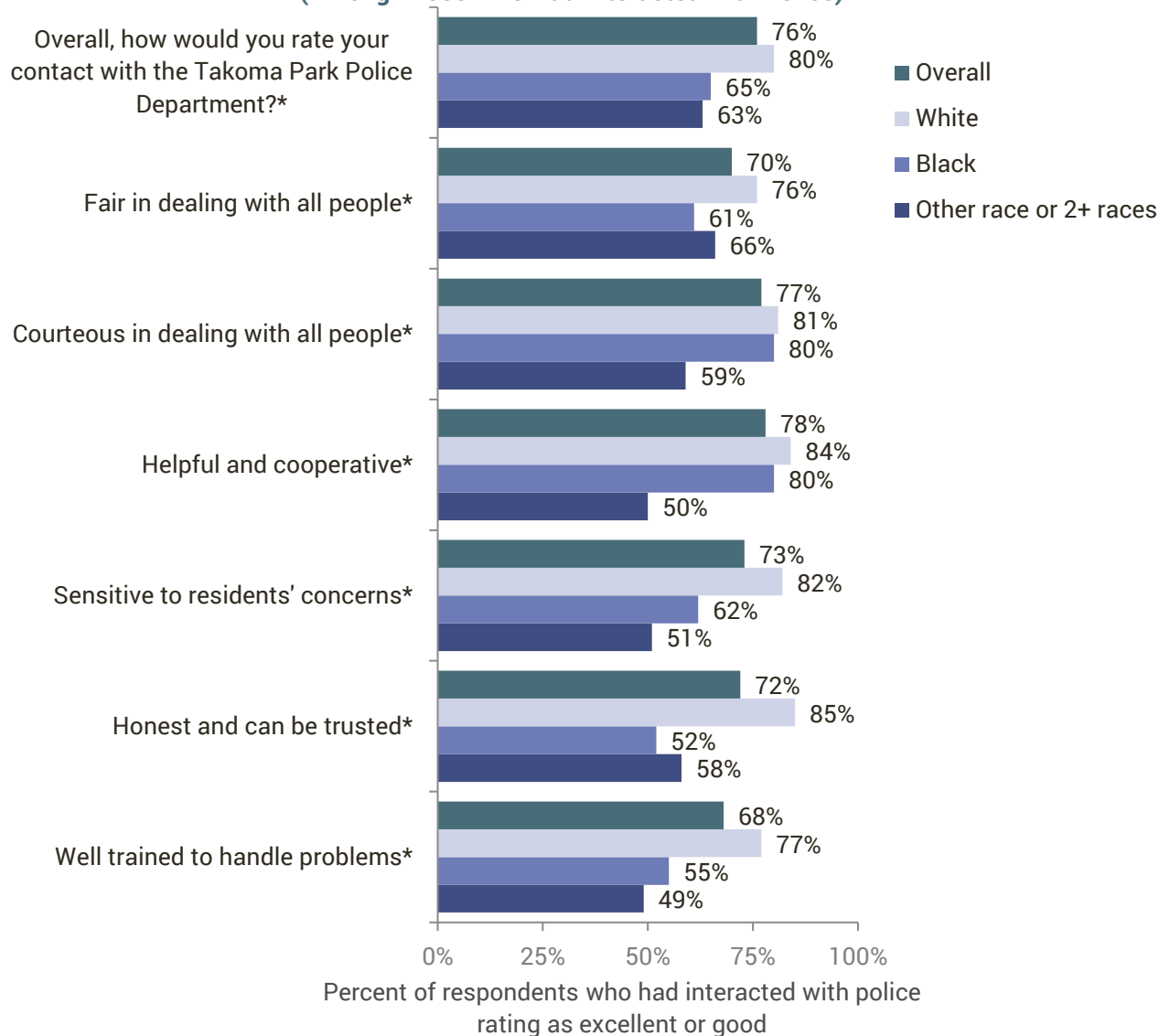
Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are . . .



Note: Between 6% and 22% of respondents gave an answer of "don't know" to these items. This figure shows the proportion among those with an opinion.

Ratings of contact with police was examined by racial identity. As shown in Figure 27 below, Whites tended to give more positive ratings compared to those of other racial backgrounds, although Blacks gave similar ratings to Whites to the courtesy of the police, and to their helpfulness and cooperativeness, while those of another race or two or more races gave lower ratings. Differences between Hispanics and Non-Hispanics were not statistically significant (see Table 137 and Table 138 in *Appendix D: Survey Results by Respondent Characteristics*).

Figure 27: Ratings of Interactions with Police by Racial Background, 2018
(Among Those Who Had Interacted with Police)



* Differences by race are statistically significant

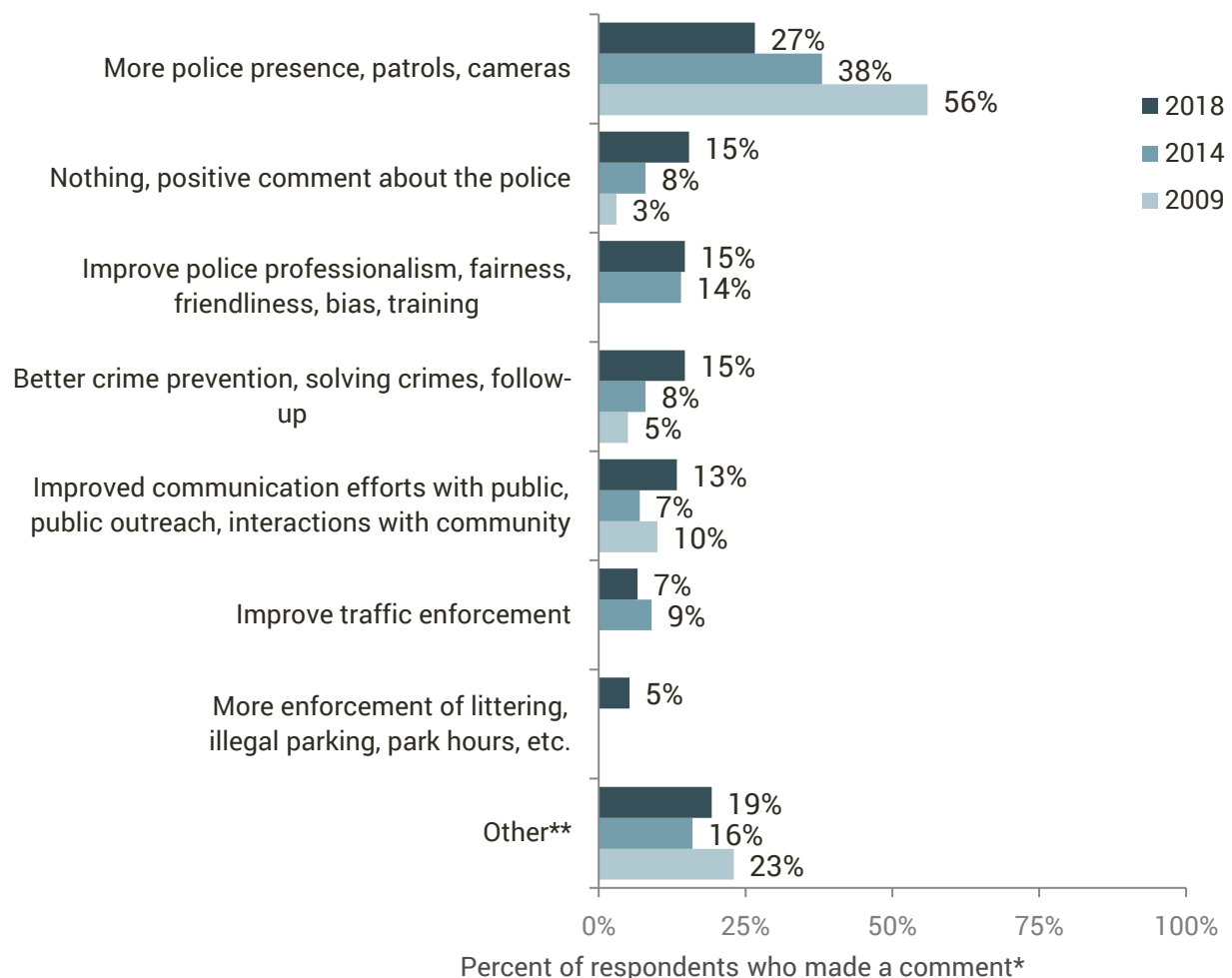
Suggestions for Improvement of Police Services

Survey recipients were given the opportunity to provide suggestions for how they would improve police services in Takoma Park. Of the 826 residents completing the survey, 345 provided a suggestion; these suggestions were then categorized into thematic groups.

About one-quarter of those with a suggestion would like to see more police presence and patrols. Compared to 2014 and 2009, significantly fewer survey respondents pointed this out as something they'd like to see in order to improve police services. About 15% would like improvements in police professionalism and fairness, while another 15% would like to see better crime prevention and crime solving. (Please see *Appendix B: Verbatim Responses to Survey Questions* for the responses as written by respondents.)

Figure 28: Suggestions for Improving Takoma Park Police Services, 2009-2018

What, if anything, would you like to see done to improve Takoma Park police services?



Respondents answered this question in their own words; responses were classified into the categories shown.

**Please see Appendix B: Verbatim Responses to Survey Questions for the verbatim responses

* Total may exceed 100% as respondents could express more than one idea.

City Government

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

Quality of City and County Government Services

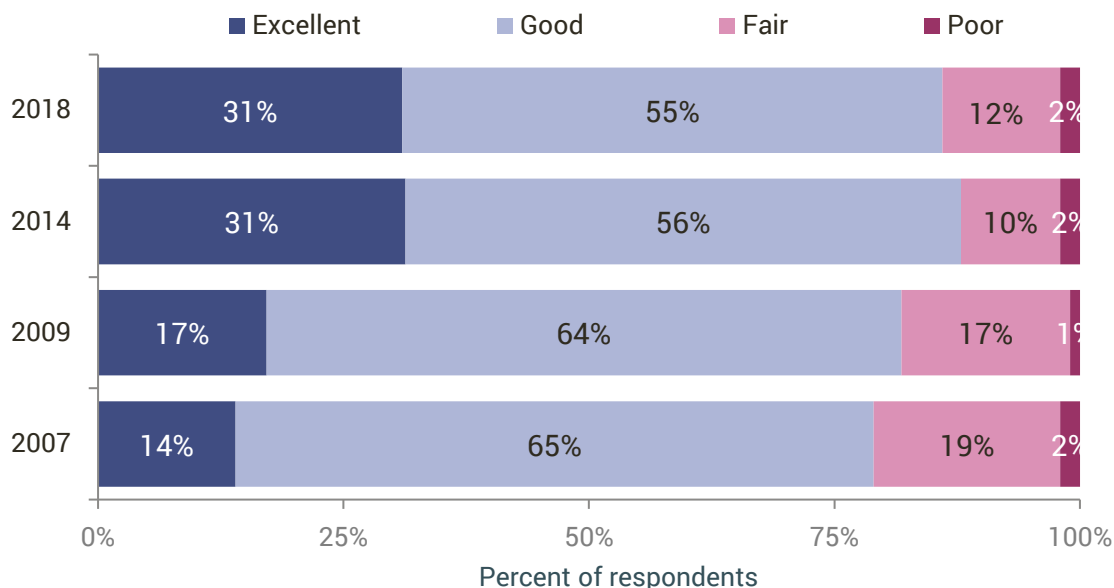
The overall quality of City services was viewed favorably, with 86% of residents giving excellent or good evaluations. This rating was similar to what was observed in 2014, but higher than what was seen in 2009 and 2007. The rating was similar to the national benchmark comparison (see Table 211 in *Appendix E: Benchmark Comparisons*).

Residents were also asked to rate the overall quality of services provided by the Montgomery County government. The percent providing a rating of “excellent” or “good” for the overall quality of County services was 76%; slightly lower than the rating for City services but much higher than the benchmark (see *Appendix E: Benchmark Comparisons*).

Residents living in Wards 1 and 4 gave somewhat higher evaluations of the overall quality of services than did those living in other Wards. Those with children age 12 or younger and residents who did not have older adults in their household gave higher ratings to the overall quality of City services than did those in households that did not include children or that did include older adults (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 29: Ratings of Overall Quality of Services, 2007-2018

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?



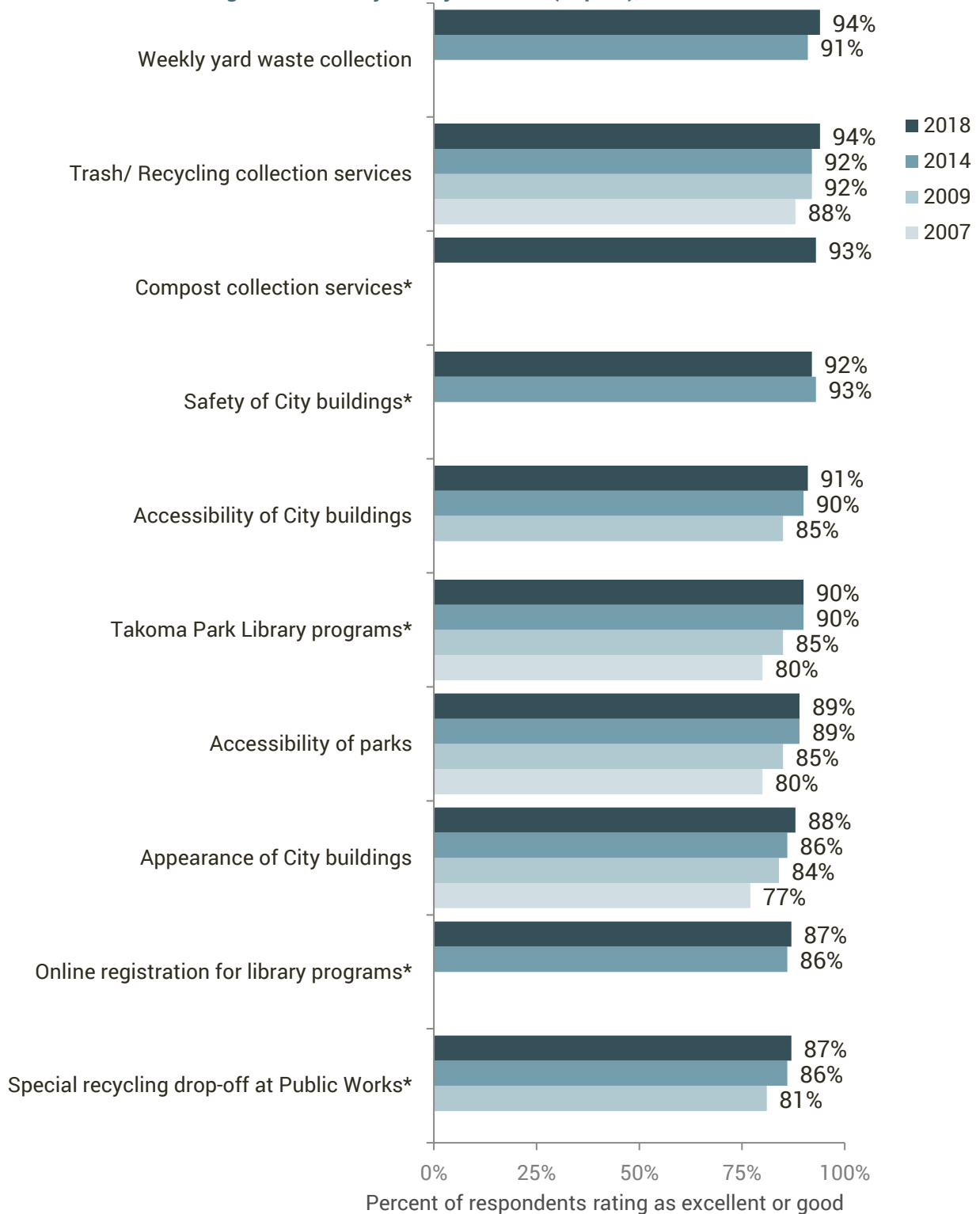
Ratings of Specific City Government Services

Those completing the questionnaire were asked to rate the quality of 44 specific City services. The ratings given to these services are displayed in Figure 30 and Figure 31 on the following pages. The services receiving the highest ratings were related to waste management, including weekly yard waste collection, trash/recycling collection, and compost collection services. Safety and accessibility of City buildings also garnered very positive ratings, as well as Takoma Park Library programs. Each of these received grades of excellent or good by 90% or more of respondents.

Of the 40 items for which comparisons could be made to 2014 results, three received a higher rating in 2018 compared to 2014, two were lower and the rest were similar. The three services receiving a higher rating were fall vacuum leaf collection, snow and ice removal, and the City's website. The two receiving lower ratings were athletic fields and playgrounds and stormwater management.

Benchmark comparisons were available for 18 services (a few were a comparison to an average across several items, such as yard waste pickup and fall leaf collection and the recreation services for various age groups). Five services had higher ratings and 13 had similar ratings to the benchmark comparisons. The five services with ratings above the benchmark comparison were trash/recycling collection services, yard waste and fall leaf collection, recreation programs, property maintenance code enforcement and street repairs and maintenance.

Residents living in Wards 1 and 4 tended to give higher evaluations than did those living in other Wards. Residents aged 55 and older gave higher ratings to street lighting and property code enforcement than did younger residents, but for many of the other services younger residents tended to give higher ratings compared to older residents. Where differences were observed by annual household income, those with higher incomes tended to give more positive ratings than did those with lower incomes; however a few exceptions were found. Those with lower household income gave more positive ratings to street repairs and maintenance, and enforcement of traffic laws (see *Appendix D: Survey Results by Respondent Characteristics* for other differences that emerged).

Figure 30: Quality of City Services (Top 10), 2007-2018

Note: These top 10 services were rated as excellent or good by 87% or more of respondents in 2018.

**More than 20% of respondents gave an answer of "don't know." Proportions shown in the figure are of those who had an opinion.*

Figure 31: Ratings of City Services, 2007-2018

Please rate each of the following City services. Percent rating as "excellent" or "good"	2007	2009	2014	2018	Benchmark Comparison
Trash/ Recycling collection services ↑	88%	92%	92%	94%	Higher
Compost collection services*	.	.	.	93%	NA
Weekly yard waste collection	.	.	91%	94%	Higher
Fall vacuum leaf collection ↑	72%	70%	77%	83%	
Special recycling drop-off at Public Works*	.	81%	86%	87%	NA
Tree maintenance	57%	66%	70%	68%	NA
Street repairs and maintenance	45%	37%	56%	55%	Similar
Sidewalk repairs and maintenance	.	.	.	62%	Similar
Snow and ice removal ↑	64%	68%	70%	76%	Similar
Street sweeping	61%	59%	73%	71%	Similar
Street lighting	51%	49%	65%	67%	Similar
Street sign maintenance	67%	72%	79%	80%	NA
Planning (streetscapes, neighborhood projects)*	.	55%	70%	67%	Similar
Economic development (business outreach, local business promotion)*	.	35%	64%	62%	Similar
Recreation programs for tots (camps, sports, classes)*	.	.	88%	86%	Higher
Recreation programs for youth (afterschool, summer camps, sports, art)*	.	84%	88%	85%	
Recreation programs for adults (fitness, art, sports)*	.	73%	77%	79%	
Recreation programs for seniors (trips, classes, fitness)*	.	78%	83%	81%	
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	78%	82%	86%	86%	NA
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)*	70%	79%	79%	79%	Similar
Athletic fields and playgrounds ↓	70%	79%	85%	79%	
Appearance of parks	.	.	85%	83%	Similar
Accessibility of parks	80%	85%	89%	89%	NA
Appearance of City buildings	77%	84%	86%	88%	NA
Accessibility of City buildings	.	85%	90%	91%	NA
Safety of City buildings*	.	.	93%	92%	NA
Programs for residents who are disabled*	.	.	.	79%	NA
Enforcement of traffic laws	64%	68%	78%	74%	Similar
Enforcement of parking regulations*	70%	73%	77%	73%	NA
Property maintenance code enforcement*	52%	55%	65%	64%	Higher
Stormwater management *↓	66%	65%	76%	66%	Similar
Landlord and tenant assistance*	63%	68%	71%	70%	NA

Please rate each of the following City services. Percent rating as "excellent" or "good"	2007	2009	2014	2018	Benchmark Comparison
City's cable channel programming*	54%	55%	69%	67%	Higher
City's website (takomaparkmd.gov)* ↑	64%	59%	71%	78%	Similar
City's social media presence*	.	.	.	74%	NA
Takoma Park Library programs*	80%	85%	90%	90%	Similar
Takoma Park Library collections*	63%	73%	80%	84%	NA
Computer Center in Community Center*	72%	83%	85%	84%	NA
Passport services*	.	.	87%	85%	NA
Notary services*	.	.	88%	83%	NA
Online bill payment*	.	.	80%	81%	NA
Online registration for recreation programs*	.	.	80%	82%	NA
Online registration for library programs*	.	.	86%	87%	NA
Online reservation of facilities*	.	.	81%	81%	NA

*More than 20% of respondents gave an answer of "don't know" to these items. This figure shows the proportion among those with an opinion.

↑ Indicates a statistically significant increase from 2014 to 2018.

↓ Indicates a statistically significant decrease from 2014 to 2018.

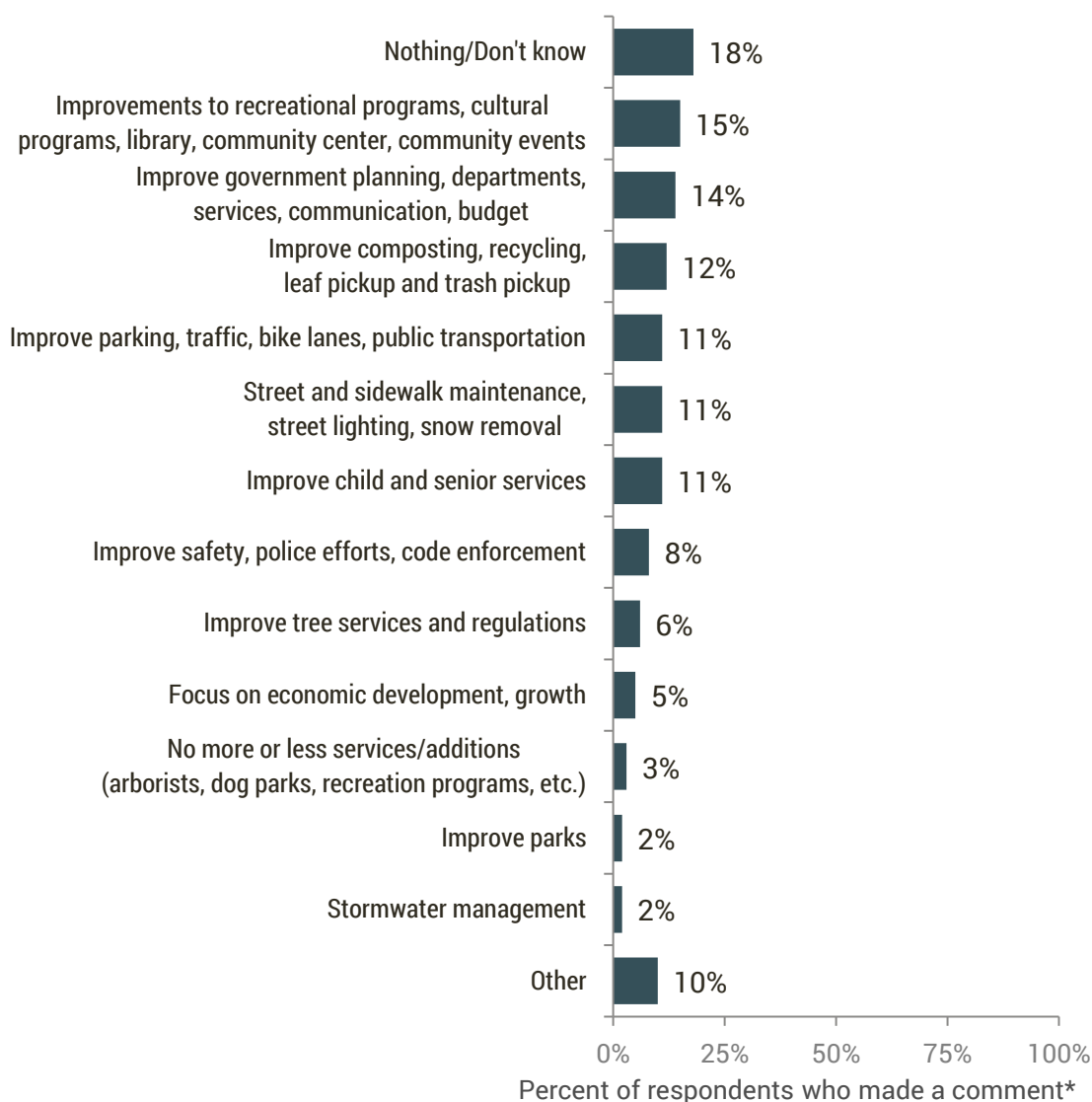
In 2009, "Fall vacuum leaf collection" was "Leaf pick-up," "Street and sidewalk repair and maintenance" was "Street repairs and maintenance," "Planning (streetscapes, neighborhood projects)" also included "development review" in the parenthetical, "Economic development (business outreach, local business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

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

Out of the 826 residents who completed the questionnaire, 268 elected to write-in an additional service offering they would like to see provided by Takoma Park. About 15% of those who suggested a service would like to see improvements to recreation and cultural programs, events and facilities. About 14% would like to see improvements in government planning, communication and services. And while the highest rated services were related to waste collection, 12% of the comments were about improving these services. Please see *Appendix B: Verbatim Responses to Survey Questions* for the detailed responses.

Figure 32: Additional City Services, 2018

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



Respondents answered this question in their own words; responses were classified into the categories shown.

**Please see Appendix B: Verbatim Responses to Survey Questions for the verbatim responses

* Total may exceed 100% as respondents could express more than one idea.

Local Government Performance

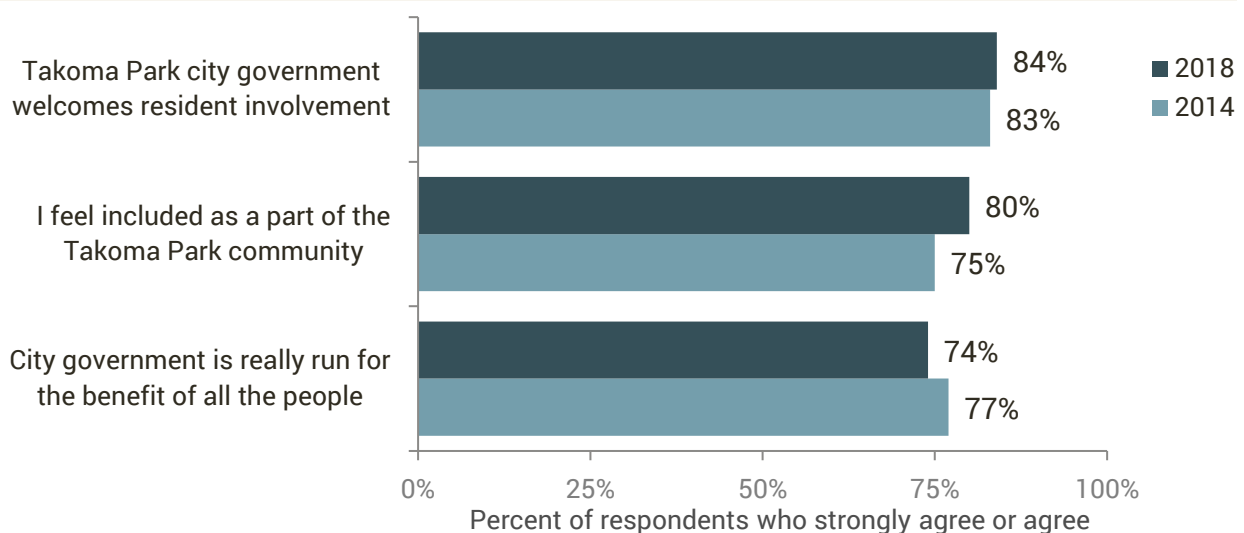
Those completing the survey were asked to indicate their level of agreement with three statements about community inclusivity and local government responsiveness. Three-quarters or more strongly agreed or agreed with each of the statements. Ratings were similar in 2018 to what had been observed in 2014.

Over 8 in 10 community members agreed that the Takoma Park city government welcomes resident involvement and three-quarters agreed that city government is really run for the benefit of all people. Eight in 10 residents agreed that they feel included as a part of the Takoma Park community.

Residents living in Ward 4 were more likely to agree that the city government was being run for the benefit of all people, while those in Ward 5 were less likely to agree. A higher proportion of middle-aged respondents (35-54 years old) agreed with all three items than of those who were younger or older than them (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 33: Ratings of Inclusivity and Government Responsiveness, 2014-2018

Please rate to what extent you agree or disagree with the following statements.



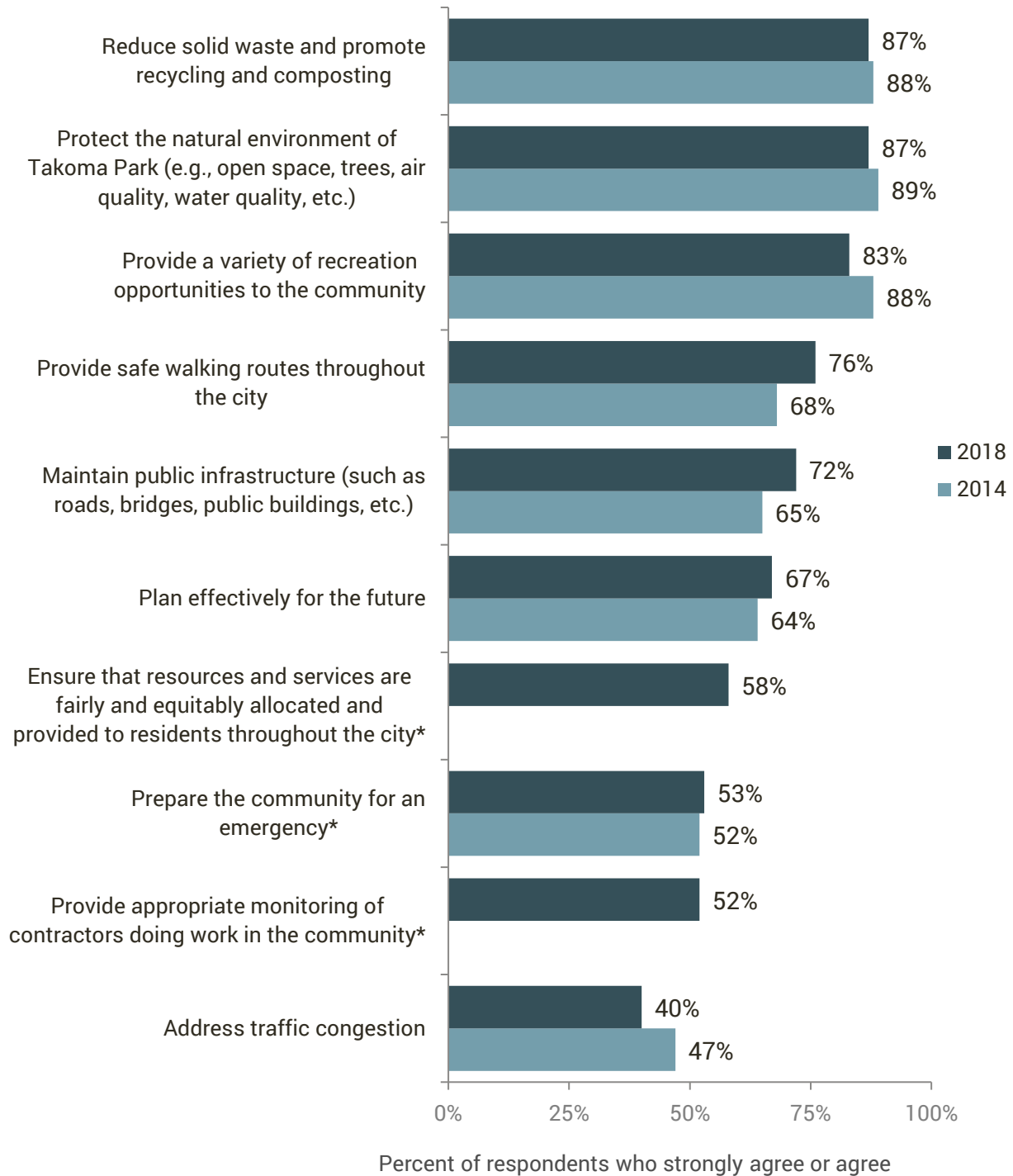
Surveyed residents were also asked how strongly they agreed or disagreed with nine statements gauging whether or not the City was taking adequate measures to address specific issues. Nearly 9 in 10 residents strongly agreed or agreed that adequate measures were being taken to reduce solid waste and promote recycling and to protect the natural environment. About 8 in 10 concurred that City was doing enough to provide a variety of recreation opportunities. About 6 in 10 felt that City was ensuring that resources and services are fairly and equitably allocated throughout the city. Fewer than half of residents felt adequate measures were being taken to address traffic congestion.

Most of these proportions remained stable from 2014 to 2018, but two items showed positive gains: providing safe walking routes throughout the city and maintaining public infrastructure. One item declined, from 47% feeling the City was doing enough to address traffic congestion in 2014 to only 40% in 2018.

Residents living in Wards 4 and 6 were more likely to agree with these statements about government performance than did those living in other Wards. Younger residents gave higher marks than older residents to protection of the natural environment, while older residents gave higher grades than younger residents to preparing the city for an emergency and ensuring fair and equitable distribution of resources and services (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 34: Government Performance

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



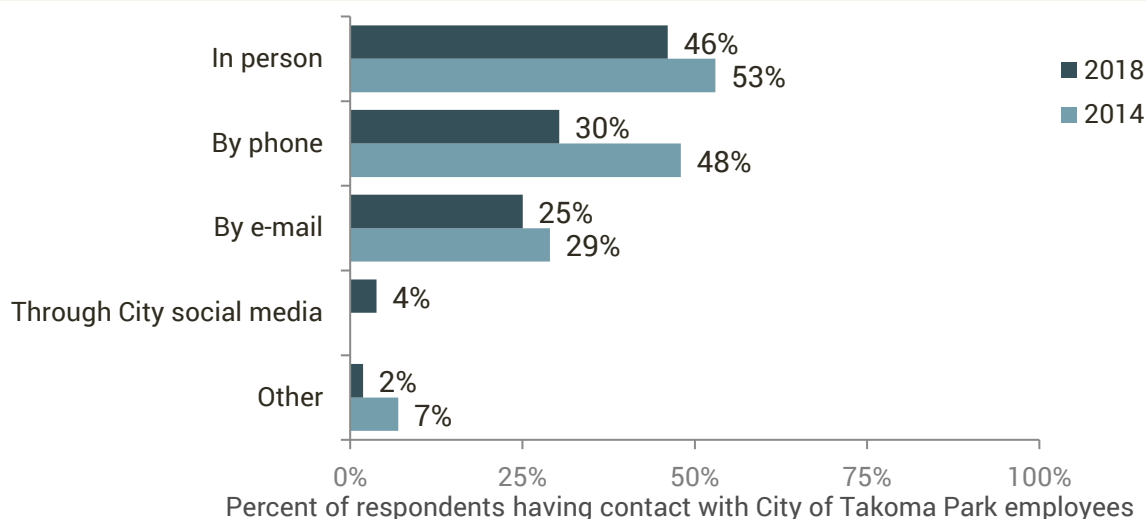
* More than 20% of respondents gave an answer of "don't know" to these items. This figure shows the proportion among those with an opinion.

Interactions with City Employees

In the 12 months prior to the survey, 63% of survey respondents had contact with a City employee either in person, by phone, by e-mail, through social media or by other means. Nearly half (46%) of respondents had contacted a City employee in person in the previous 12 months, about 3 in 10 had contacted a City employee by phone, about one-quarter had contact with a City employee by e-mail, only 4% had interacted with a City employee through social media and 2% in an “other” way.

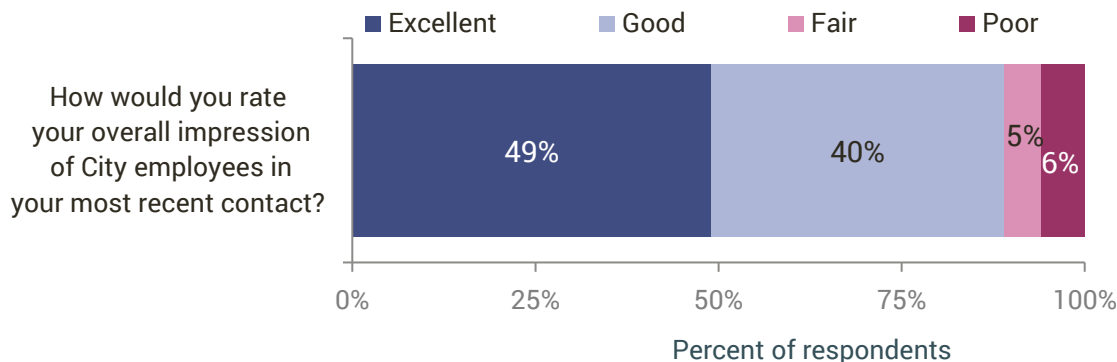
Figure 35: Contact with City Employees, 2014-2018

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



Those who had contact with a City employee were asked to rate their overall impression of City employees in their most recent contact. City employees were given good grades by residents; nearly half said their impression was excellent, and another 4 in 10 said it was good.

**Figure 36: Impression of City Employees
Among Those Who Had Interacted with a City Employee, 2018**



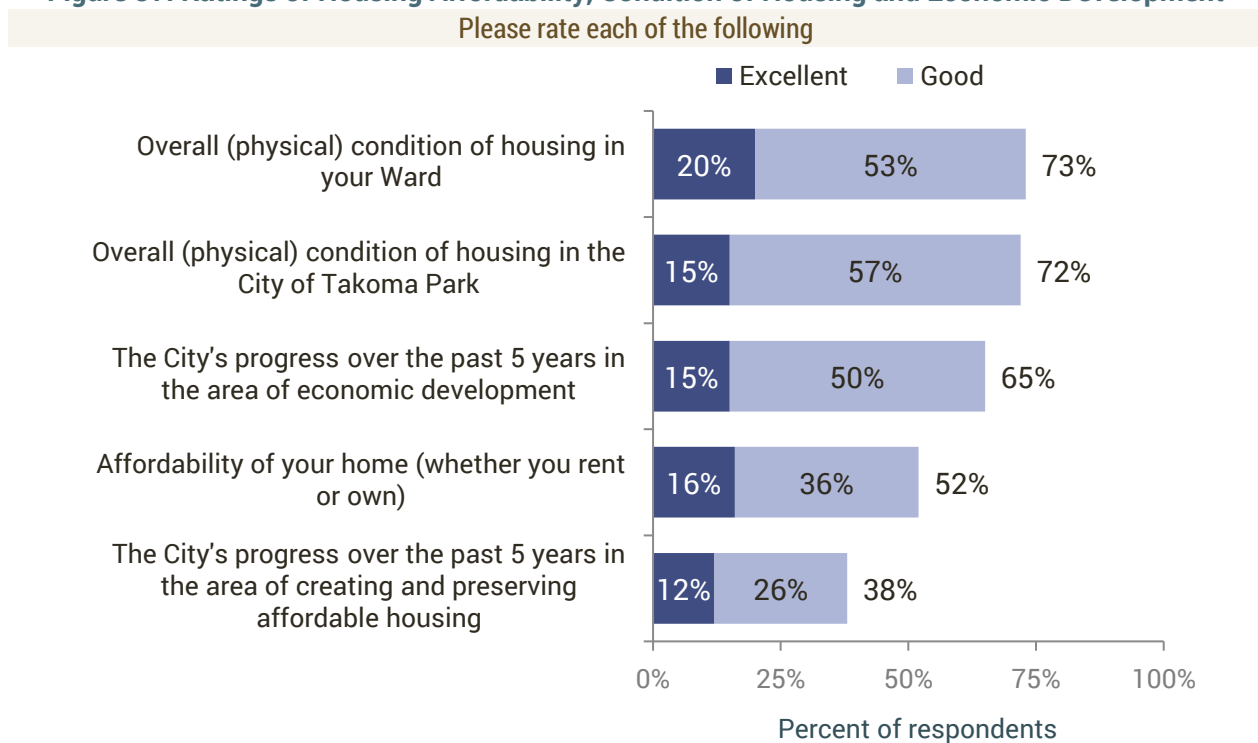
Commercial Opportunities

The 2018 survey included a variety of questions about shopping and economic development in Takoma Park. Evaluations of the City of Takoma Park's progress in creating and preserving affordable housing and the economic health of the community were also solicited. The frequency with which residents shop at various commercial areas in the city was assessed, and respondents reflected on what shopping opportunities were missing in Takoma Park.

Economic Development and Affordable Housing

About two-thirds of residents gave high marks to the City's progress over the past five years in the area of economic development. When asked to rate the condition of housing in Takoma Park, respondents were generally positive, with about 7 in 10 giving excellent or good ratings to the physical condition of housing in the city and in their own Ward. However, residents were less enthusiastic about housing affordability, with only half rating the affordability of their own home as excellent or good (meaning half gave this a rating of only fair or poor), and only 4 in 10 feeling the City's progress over the past five years in the area of creating and preserving affordable housing was excellent or good. (As noted earlier, respondents also gave low grades to the availability of good quality affordable housing in Takoma Park, with only 3 in 10 rating this as excellent or good. This rating also decreased from 2014 to 2018, see Figure 5 on page 15.)

Figure 37: Ratings of Housing Affordability, Condition of Housing and Economic Development

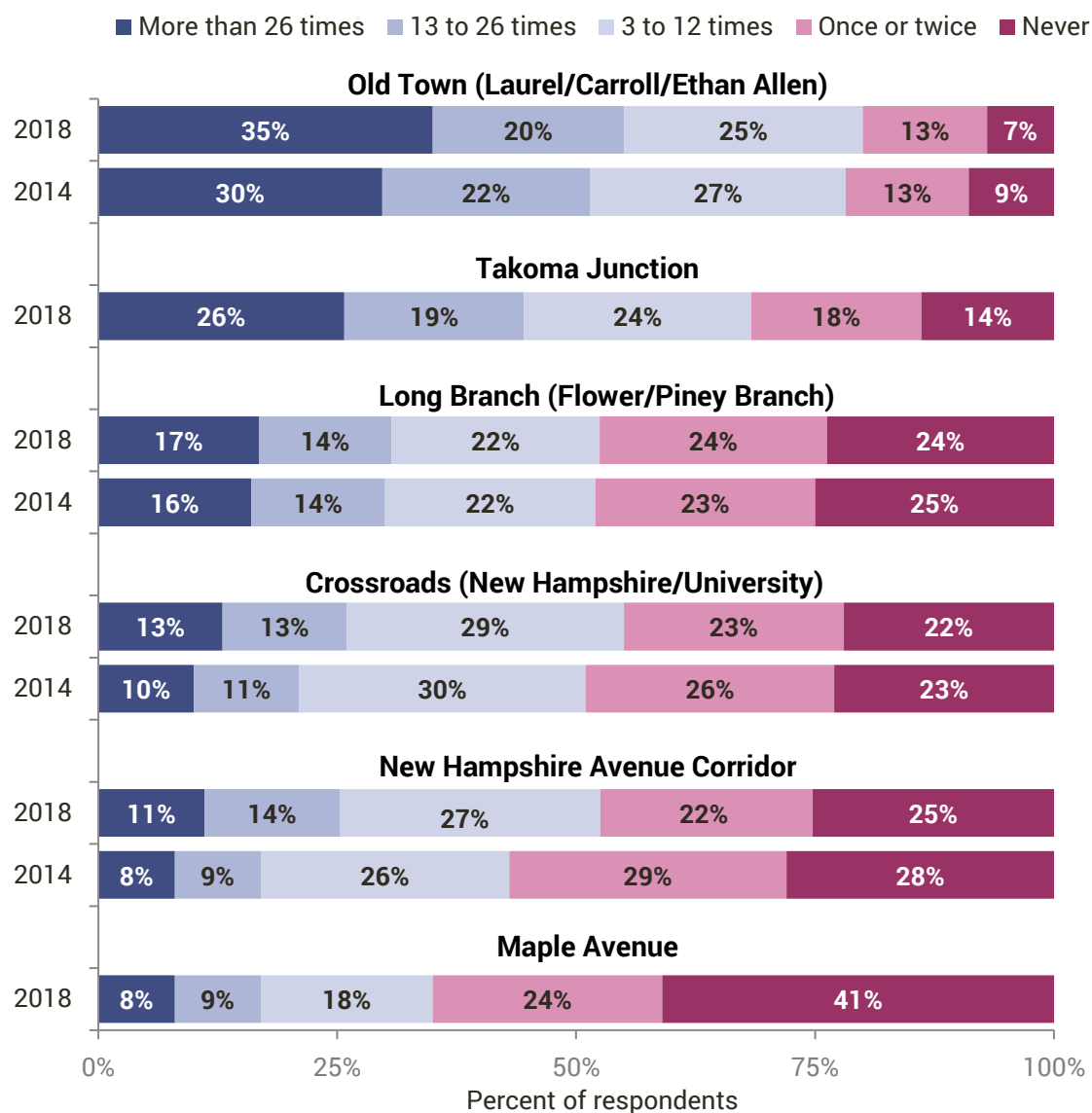


Shopping in Takoma Park

Old Town and Takoma Junction were the shopping areas visited most frequently; each had been visited by just over half of residents more than once a month in the 12 months prior to the survey. Thirty percent of residents reported shopping in Old Town more than 26 times in the 12 months prior to the survey and only 9% reported having never shopped in Old Town. Long Branch and Crossroads had the next most frequent shopping visits. Visitation trended slightly upwards compared to 2014 for those shopping areas that were also included on the 2014 survey, particularly for the New Hampshire Avenue Corridor, although not all these shifts were statistically significant.

Figure 38: Frequency of Shopping in Takoma Park, 2014-2018

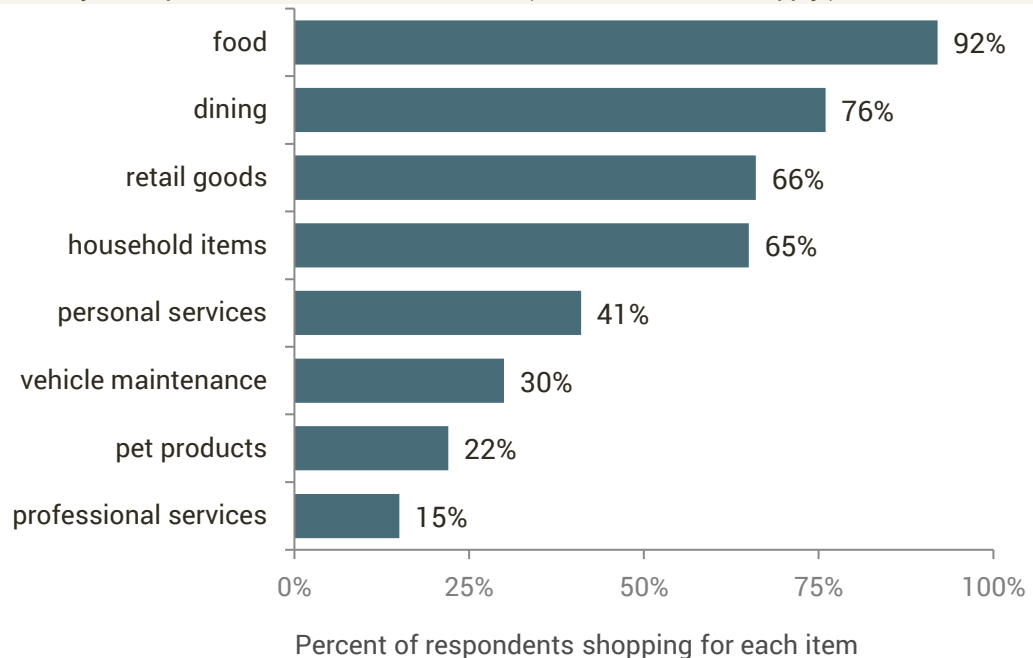
In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park?



The most common reason for patronizing Takoma Park's commercial areas was to purchase food or to eat out. About 9 in 10 respondents had shopped for groceries or food items, and three-quarters had gone dining. About two-thirds of respondents had sought retail goods, while about two-thirds had looked for household items.

Figure 39: Goods and Services Sought in Takoma Park Shopping Areas, 2018

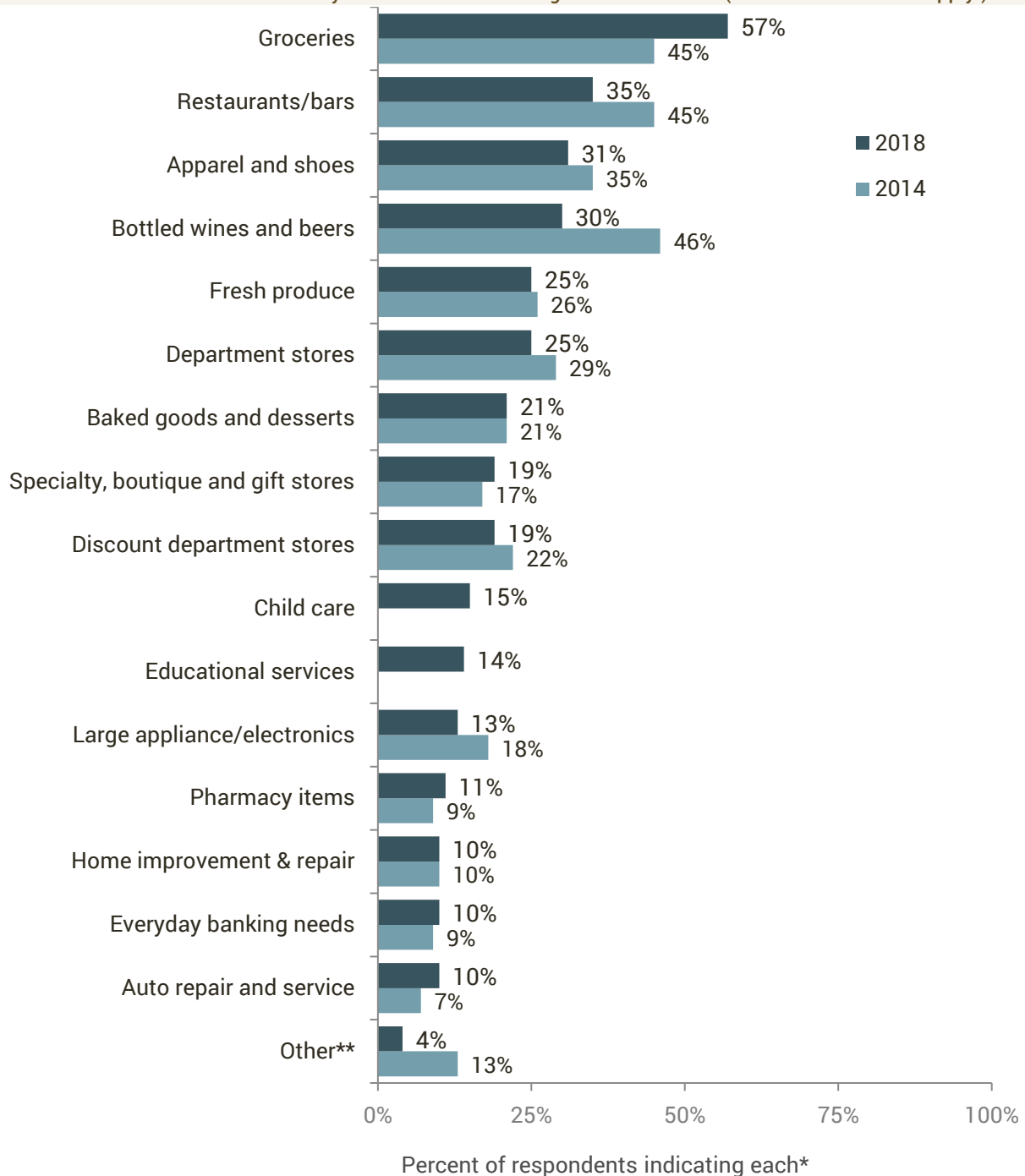
What did you shop for in these commercial areas? (Please check all that apply.)



While nearly all those completing the survey had shopped for food, and most had had a dining experience in Takoma Park, these were also the types of stores or services most likely to be felt lacking. (It may be that residents are looking for variety or different types of food purveyors than currently can be found in the community. In fact, as noted earlier, grocery shopping was rated positively by fewer than half of respondents, although 7 in 10 gave excellent or good ratings to dining opportunities – see Figure 5 on page 15.) Groceries, restaurants/bars, apparel and shoes, and bottled wines and beers were the types of establishments most wanted by respondents (see Figure 40 on the next page). Demand for groceries has increased since 2014, while the desire for restaurants/bars and bottled wines and beers has decreased.

Figure 40: Stores and Services Most Lacking in Takoma Park, 2014-2018

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



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

**Please see Appendix B: Verbatim Responses to Survey Questions for the "other" stores or services recommended by respondents. Some of the "other" responses found in Appendix B were recoded back into the categories included on the survey.

Use of City-Provided or Other Community Amenities

Takoma Park residents completing the survey were asked whether they had engaged in some specific activities in the last 12 months related to a wide variety of amenities in Takoma Park.

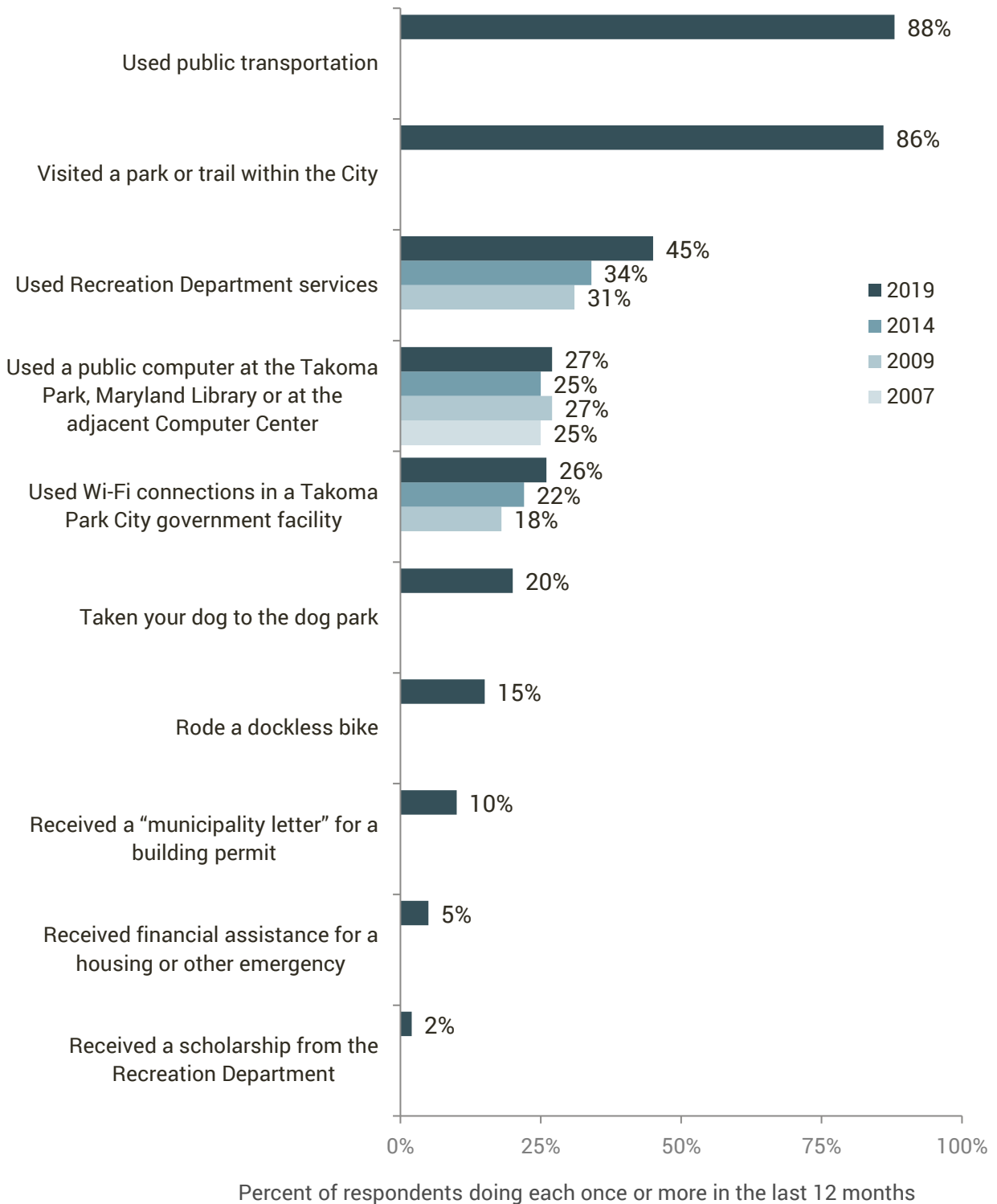
Nearly all respondents, about 9 in 10, had used public transportation at least once in the 12 months prior to the survey (see Figure 41 on the next page). As noted earlier, access to public transportation was given high marks by residents, with 9 in 10 giving a grade of excellent or good -- see Figure 4 on page 14.) Fifteen percent reported having ridden a dockless bike within the past year.

Nearly 9 in 10 had visited a park or used a trail within Takoma Park in the last year and nearly half (45%) reported having used City of Takoma Park Recreation Department services in the last year (an increase from 2014 to 2018). About 2 in 10 residents had taken a dog to the dog park at least once in year prior to the survey.

About one-quarter of respondents said they had used a public computer at the Takoma Park Library or at the Computer Center in the 12 months prior to the survey, similar to what had been observed in previous survey implementations. About one-quarter had used Wi-Fi connections in a Takoma Park City government facility, a small increase over 2009.

Figure 41: Use of Takoma Park Amenities and Services

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



Communications Outreach

Information Sources

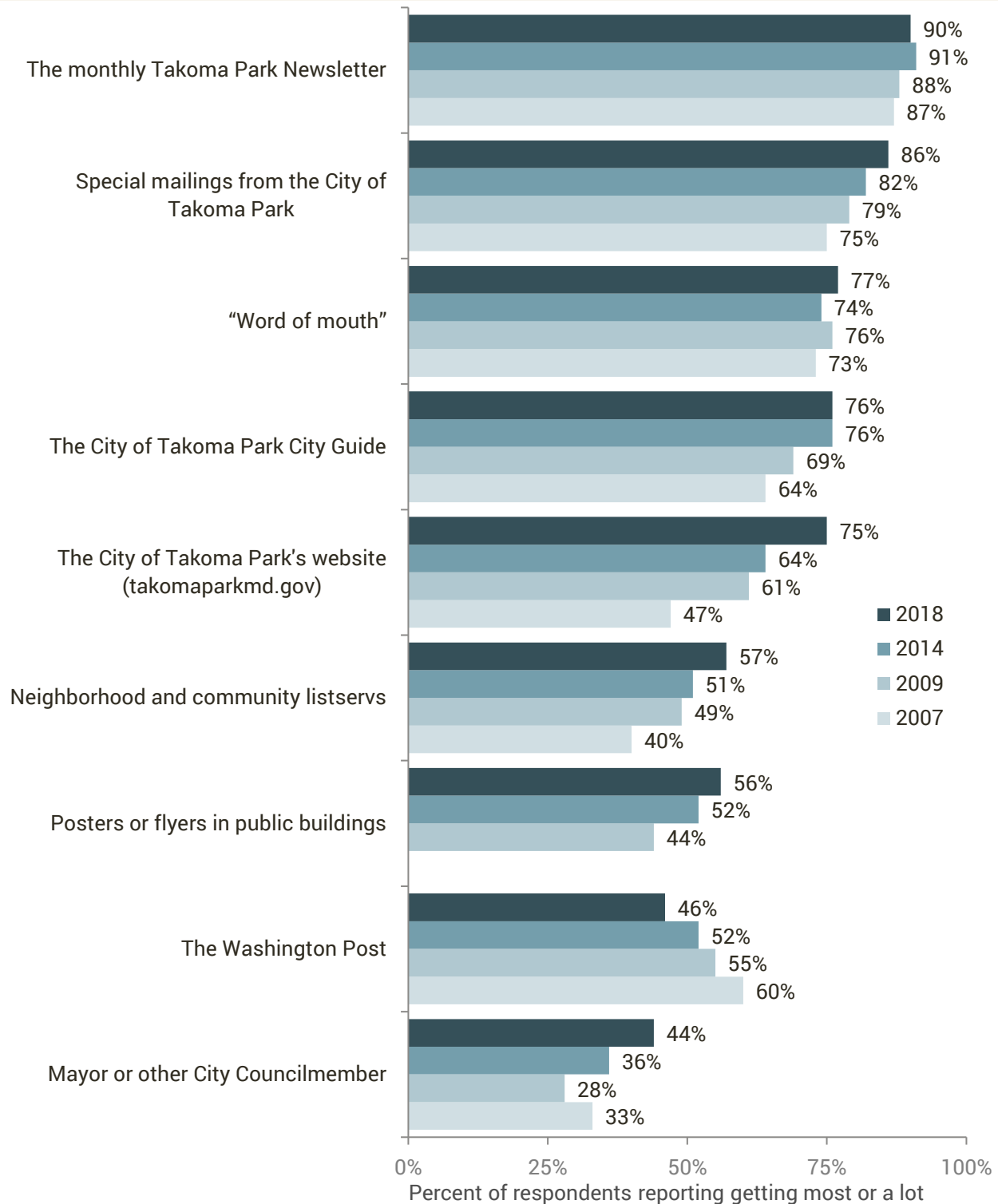
Those completing the Takoma Park Resident Survey were asked whether they got “most,” “a lot,” “some” or “none” of their information about City of Takoma Park government activities from a variety of sources. The four sources used most often to get information about the City of Takoma Park government activities were the monthly *Takoma Park Newsletter*, special mailings from the City, the City of Takoma Park *Recreation Guide* and from friends and family through “word of mouth” (see Figure 42 on the following page.) The proportion of respondents reporting they get most or a lot of their information from the *Takoma Park Newsletter* and by word of mouth has remained fairly constant over the years, while about 10% more reported getting information from special mailings and from the *City Guide* in 2018 compared to 2007.

The number of residents relying on the City of Takoma Park’s website for information has grown significantly since 2007, when just under half of respondents obtained most or a lot of their information about city government activities from the website. In 2018, nearly three-quarters said they get most or a lot of their information about city government from the website. Email notices and the City’s social media sites were used by a smaller proportion of respondents (see Figure 43 on page 56), but increases have been seen over the years. About 2 in 10 residents continue to get information about city government through the City of Takoma Park’s cable television channel.

Over 4 in 10 residents said they get most or a lot of their information from the Mayor or other Councilmembers, an increase over previous years.

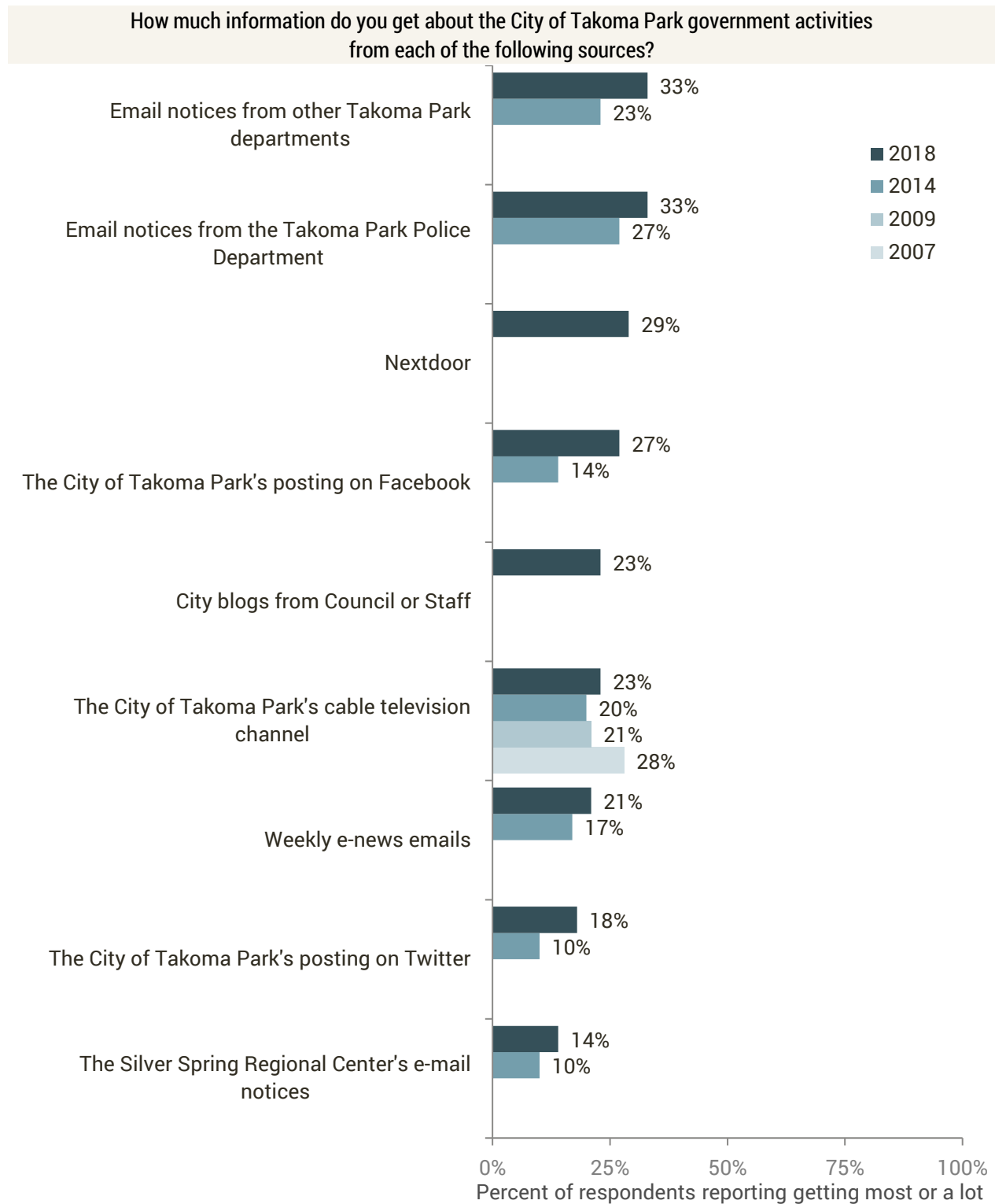
Figure 42: Top Information Sources Used for City Government Activities, 2007-2018

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



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

Figure 43: Less Frequently Used Information Sources Used for City Government Activities, 2007-2018



Availability of Information about City Government Functions

Survey recipients were asked if they felt they received too much, too little or about the right amount of information about various City of Takoma Park government functions or activities. Half or more said they got the right amount of information about each function or activity included on the questionnaire (see Figure 44 on the following page).

Street repair, City street, sidewalk and stormwater projects and neighborhood development projects were the items about which residents were most likely to feel that they did not receive enough information (44% or more choosing “not enough information”) followed by affordable housing programs (41%) and budget information (35%). These were also the areas in 2014 about which respondents felt they had too little information.

Virtually no respondent felt they had received “too much information” about any of the 15 listed government functions and activities (See *Appendix A: Responses to Survey Questions* for full frequencies to each survey question.)

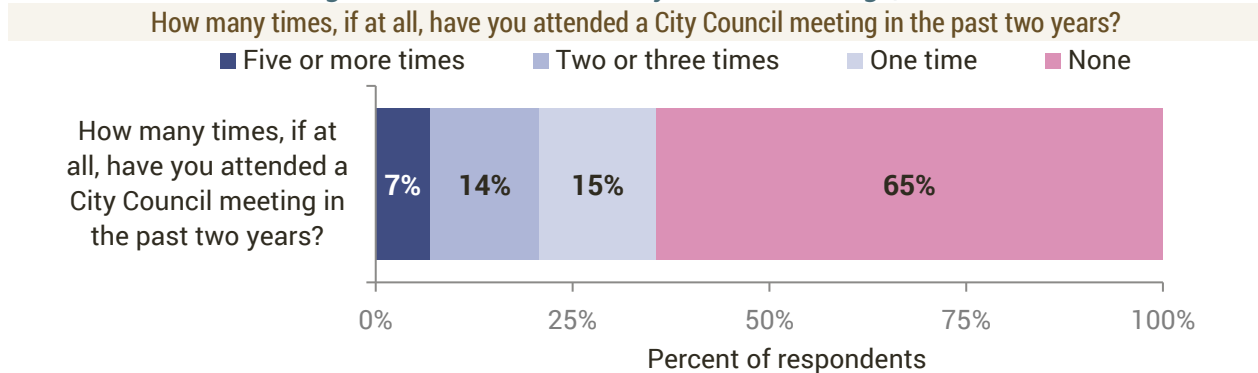
There were three areas in which a decline in the proportion of residents feeling they had enough information was observed: Recreation Department activities, tree removal and tree protection requirements, and arts programs.

Figure 44: Ratings of Availability of Information about City Government Functions or Activities, 2007-2018

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent saying "about the right amount of information"				
	2007	2009	2014	2018
Leaf collection program	72%	77%	78%	79%
Recreation Department activities	80%	78%	86%	76%
Special events	75%	72%	79%	75%
Library programs and special events	.	.	.	74%
Arts programs	.	.	77%	70%
Holiday trash and recycling collections schedule	67%	69%	72%	68%
City Council actions	62%	56%	65%	64%
Board and Commission opportunities and activities	64%	56%	68%	64%
Landlord and tenant assistance	66%	61%	68%	63%
Tree removal and tree protection requirements	62%	59%	71%	62%
City of Takoma Park budget information	58%	50%	64%	60%
Affordable housing programs	55%	55%	62%	57%
City street, sidewalk and stormwater projects	.	50%	57%	55%
Development projects in your neighborhood and in the City	52%	46%	56%	54%
Advance notice of street repair work	.	.	.	53%

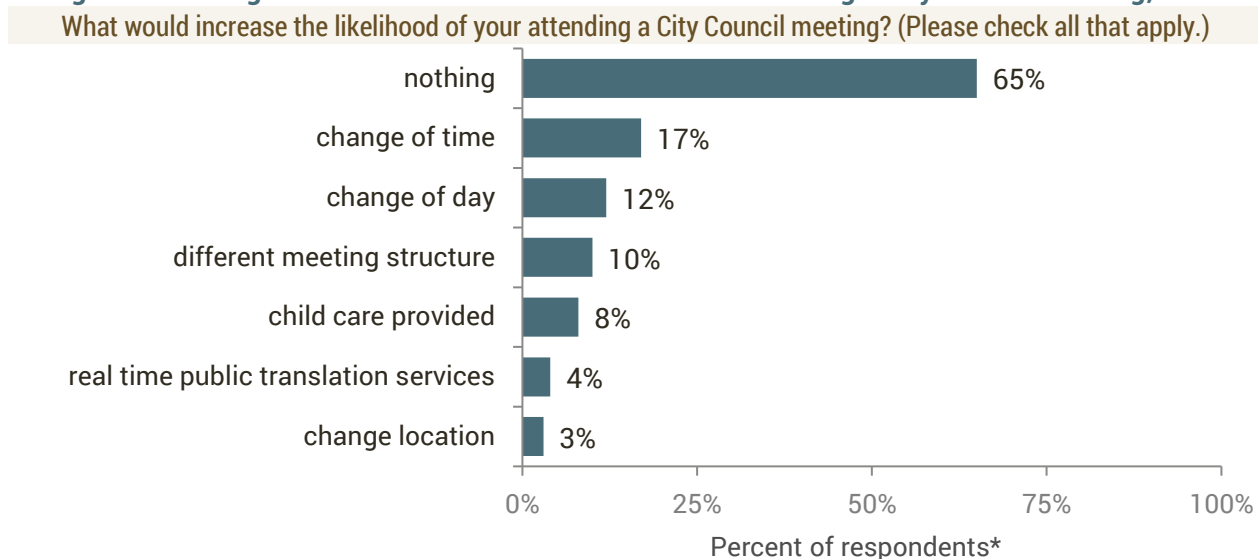
About one-third of those completing the survey said they had attended at least one City Council meeting in the past two years. This is likely an overestimate for the population, as survey recipients who choose to complete the survey may be more likely to be involved with their local government, or there may be a social desirability bias effect, where survey respondents want to give the response they think is more appropriate. Nevertheless, a large majority (two-thirds) said they had not attended a City Council meeting.

Figure 45: Attendance at City Council Meetings, 2018



For two-thirds of respondents, “nothing” was likely to increase their likelihood of attending a City Council meeting. For some respondents, a change of time (17%) or change of day (12%) would increase their likelihood of attending. Nearly 1 in 10 said providing child care would increase the chance they would attend a Council meeting.

Figure 46: Changes That Would Increase Likelihood of Attending a City Council Meeting, 2018



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

Additional Comments

At the end of the survey there was a space for respondents to provide “any other comments.” Of the 826 residents completing the survey, 396 (48%) provided additional comments which were categorized into thematic groups. All comments can be seen in *Appendix B: Verbatim Responses to Survey Questions*. Responses varied widely, but the most commonly observed themes were concerns about taxes and the cost of living (16% of those making a comment), positive comments about the job the city is doing (15%), and concerns about traffic, traffic safety, parking and sidewalks. An increase was seen in the proportion of respondents making comments about taxes and the cost of living compared to 2014.

Figure 47: Additional Comments or Suggestions Compared Over Time

Do you have any other comments about the services provided by the City or your experiences in the city you would like to make?	2009	2014	2018
Nothing, not applicable	12%	6%	18%
Concerns about taxes and cost of living	12%	5%	16%
Positive comments about City services or experiences in the City	7%	14%	15%
Other	37%	25%	12%
Concerns about traffic, traffic safety, parking and sidewalks	0%	8%	11%
Concerns about maintenance and repairs	11%	12%	8%
Increase economic development and improve shopping	7%	12%	7%
Concerns about tree-cutting regulations and permits			6%
Communication issues			5%
Concerns about development			5%
Concerns about crime and police efforts	11%	7%	4%
Comments related to composting, recycling and trash pick-up, and leaf collection	3%	4%	3%
Increase sense of community and inclusiveness of residents	0%	5%	2%
Increase/improve street lighting			1%
Improve and increase parks and recreation offerings	0%	2%	0%

Respondents answered this question in their own words; responses were classified into the categories shown.

Please see Appendix B: Verbatim Responses to Survey Questions for the verbatim responses

** Total may exceed 100% as respondents could express more than one idea.*

Appendix A: Responses to Survey Questions

The full set of responses to each survey question are displayed in the tables in this appendix. Many survey questions included a “don’t know” response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating “don’t know” responses allows for easier comparison between evaluative responses. For questions that included a don’t know response, two sets of tables are provided in this appendix; the first with the “don’t know” responses excluded, to show the proportion of respondents with an opinion giving a response; and the second with the “don’t know” responses included, to allow examination of the magnitude of unfamiliarity with certain items.

Table 1: Question 1 (excluding don’t know responses)

Please rate your quality of life in Takoma Park.	Excellent		Good		Fair		Poor		Total	
Overall, how would you describe the quality of life in Takoma Park?	47%	N=384	44%	N=355	7%	N=59	2%	N=13	100%	N=810
How would you rate the overall quality of life in your neighborhood?	40%	N=326	47%	N=387	10%	N=81	3%	N=21	100%	N=815
How do you rate Takoma Park as a place to raise children?	55%	N=390	36%	N=257	7%	N=48	3%	N=21	100%	N=715
How do you rate Takoma Park as a place to grow old?	32%	N=210	43%	N=281	18%	N=119	6%	N=40	100%	N=650

Table 2: Question 1 (including don't know responses)

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 Takoma Park?	47%	N=384	44%	N=355	7%	N=59	2%	N=13	0%	N=0	100%	N=810
How would you rate the overall quality of life in your neighborhood?	40%	N=326	47%	N=387	10%	N=81	3%	N=21	0%	N=4	100%	N=819
How do you rate Takoma Park as a place to raise children?	48%	N=390	32%	N=257	6%	N=48	3%	N=21	12%	N=99	100%	N=814
How do you rate Takoma Park as a place to grow old?	26%	N=210	34%	N=281	15%	N=119	5%	N=40	20%	N=167	100%	N=817

Table 3: Question 2 (excluding don't know responses)

Please rate each of the following characteristics of Takoma Park.	Excellent		Good		Fair		Poor		Total	
Sense of community	47%	N=366	40%	N=307	10%	N=79	3%	N=21	100%	N=773
Opportunity to be heard and have a say in what happens in Takoma Park	35%	N=264	46%	N=350	13%	N=99	5%	N=41	100%	N=753
Overall appearance of Takoma Park	30%	N=246	52%	N=422	13%	N=105	4%	N=33	100%	N=806
Cultural or arts events	42%	N=330	45%	N=349	11%	N=87	2%	N=12	100%	N=778
Retail shopping opportunities	13%	N=104	40%	N=324	36%	N=289	11%	N=86	100%	N=803
Parks and other recreational opportunities	40%	N=314	45%	N=353	14%	N=109	2%	N=17	100%	N=792
Openness and acceptance of people of diverse backgrounds	51%	N=406	38%	N=305	9%	N=74	2%	N=15	100%	N=799
Access to City of Takoma Park government buildings	48%	N=350	43%	N=315	7%	N=52	2%	N=11	100%	N=729
Services for individuals with disabilities	36%	N=107	45%	N=137	17%	N=52	2%	N=6	100%	N=302
Availability of good quality affordable housing	7%	N=47	24%	N=157	42%	N=273	27%	N=176	100%	N=653
Ease of travel by bicycle	28%	N=188	40%	N=268	26%	N=172	6%	N=42	100%	N=670
Ease of travel by walking	40%	N=325	44%	N=354	15%	N=117	1%	N=12	100%	N=808
Access to public transit	50%	N=400	40%	N=318	9%	N=75	1%	N=5	100%	N=799
Access to good quality health care	22%	N=130	41%	N=247	30%	N=176	7%	N=44	100%	N=596
Access to good quality affordable child care	13%	N=48	31%	N=120	35%	N=132	21%	N=81	100%	N=381
Dining opportunities	23%	N=176	48%	N=371	23%	N=175	6%	N=49	100%	N=771
Grocery shopping opportunities	16%	N=126	32%	N=255	36%	N=287	17%	N=136	100%	N=804
Access to local public library	57%	N=448	35%	N=274	7%	N=58	0%	N=2	100%	N=782
Access to quality City programming and services	39%	N=260	43%	N=288	16%	N=106	3%	N=18	100%	N=672

Table 4: Question 2 (including don't know responses)

Please rate each of the following characteristics of Takoma Park.	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	46%	N=366	39%	N=307	10%	N=79	3%	N=21	2%	N=14	100%	N=788
Opportunity to be heard and have a say in what happens in Takoma Park	33%	N=264	43%	N=350	12%	N=99	5%	N=41	7%	N=55	100%	N=809
Overall appearance of Takoma Park	30%	N=246	52%	N=422	13%	N=105	4%	N=33	1%	N=5	100%	N=811
Cultural or arts events	41%	N=330	44%	N=349	11%	N=87	2%	N=12	3%	N=25	100%	N=802
Retail shopping opportunities	13%	N=104	40%	N=324	36%	N=289	11%	N=86	1%	N=10	100%	N=813
Parks and other recreational opportunities	39%	N=314	43%	N=353	13%	N=109	2%	N=17	3%	N=22	100%	N=814
Openness and acceptance of people of diverse backgrounds	50%	N=406	38%	N=305	9%	N=74	2%	N=15	2%	N=12	100%	N=812
Access to City of Takoma Park government buildings	43%	N=350	39%	N=315	6%	N=52	1%	N=11	10%	N=80	100%	N=809
Services for individuals with disabilities	13%	N=107	17%	N=137	6%	N=52	1%	N=6	62%	N=498	100%	N=800
Availability of good quality affordable housing	6%	N=47	19%	N=157	34%	N=273	22%	N=176	19%	N=157	100%	N=810
Ease of travel by bicycle	23%	N=188	33%	N=268	21%	N=172	5%	N=42	17%	N=135	100%	N=805
Ease of travel by walking	40%	N=325	44%	N=354	14%	N=117	1%	N=12	1%	N=5	100%	N=813
Access to public transit	49%	N=400	39%	N=318	9%	N=75	1%	N=5	2%	N=15	100%	N=814
Access to good quality health care	16%	N=130	31%	N=247	22%	N=176	5%	N=44	26%	N=210	100%	N=807
Access to good quality affordable child care	6%	N=48	15%	N=120	16%	N=132	10%	N=81	53%	N=430	100%	N=811
Dining opportunities	22%	N=176	46%	N=371	22%	N=175	6%	N=49	4%	N=35	100%	N=806
Grocery shopping opportunities	16%	N=126	31%	N=255	35%	N=287	17%	N=136	1%	N=7	100%	N=811
Access to local public library	55%	N=448	34%	N=274	7%	N=58	0%	N=2	3%	N=26	100%	N=807
Access to quality City programming and services	32%	N=260	36%	N=288	13%	N=106	2%	N=18	17%	N=137	100%	N=808

Table 5: Question 3 (excluding don't know responses)

How safe or unsafe do you feel walking alone . . .	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	74%	N=599	24%	N=191	2%	N=17	1%	N=7	100%	N=814
In your neighborhood after dark	32%	N=251	42%	N=335	21%	N=166	5%	N=38	100%	N=789
In parks during the day	65%	N=499	28%	N=214	5%	N=40	1%	N=11	100%	N=764
In parks after dark	15%	N=98	35%	N=230	38%	N=249	13%	N=83	100%	N=660
In Old Takoma/Takoma Junction during the day	75%	N=558	23%	N=172	2%	N=17	0%	N=1	100%	N=747
In Old Takoma/Takoma Junction after dark	40%	N=280	46%	N=321	11%	N=80	3%	N=24	100%	N=704
From Takoma Metro station during the day	69%	N=531	27%	N=209	3%	N=21	1%	N=6	100%	N=767
From Takoma Metro station after dark	25%	N=183	37%	N=267	29%	N=212	9%	N=64	100%	N=725
In the University/New Hampshire Crossroads area during the day	34%	N=227	47%	N=316	15%	N=97	4%	N=27	100%	N=666
In the University/New Hampshire Crossroads area after dark	11%	N=62	28%	N=163	39%	N=226	22%	N=130	100%	N=580
In the Flower Ave./Piney Branch area during the day	47%	N=315	43%	N=290	9%	N=58	2%	N=15	100%	N=678
In the Flower Ave./Piney Branch area after dark	17%	N=98	37%	N=213	34%	N=200	12%	N=72	100%	N=584
On Maple Avenue during the day	66%	N=504	30%	N=225	4%	N=32	0%	N=3	100%	N=764
On Maple Avenue after dark	27%	N=184	45%	N=310	22%	N=152	6%	N=43	100%	N=689

Table 6: Question 3 (including don't know responses)

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	73%	N=599	23%	N=191	2%	N=17	1%	N=7	0%	N=4	100%	N=817
In your neighborhood after dark	31%	N=251	41%	N=335	20%	N=166	5%	N=38	3%	N=27	100%	N=817
In parks during the day	62%	N=499	26%	N=214	5%	N=40	1%	N=11	6%	N=47	100%	N=810
In parks after dark	12%	N=98	29%	N=230	31%	N=249	10%	N=83	18%	N=140	100%	N=800
In Old Takoma/Takoma Junction during the day	69%	N=558	21%	N=172	2%	N=17	0%	N=1	8%	N=64	100%	N=811
In Old Takoma/Takoma Junction after dark	35%	N=280	40%	N=321	10%	N=80	3%	N=24	13%	N=105	100%	N=809
From Takoma Metro station during the day	65%	N=531	26%	N=209	3%	N=21	1%	N=6	5%	N=45	100%	N=812
From Takoma Metro station after dark	23%	N=183	33%	N=267	26%	N=212	8%	N=64	10%	N=80	100%	N=805
In the University/New Hampshire Crossroads area during the day	28%	N=227	39%	N=316	12%	N=97	3%	N=27	18%	N=146	100%	N=812
In the University/New Hampshire Crossroads area after dark	8%	N=62	20%	N=163	28%	N=226	16%	N=130	28%	N=226	100%	N=806
In the Flower Ave./Piney Branch area during the day	39%	N=315	36%	N=290	7%	N=58	2%	N=15	17%	N=136	100%	N=814
In the Flower Ave./Piney Branch area after dark	12%	N=98	27%	N=213	25%	N=200	9%	N=72	27%	N=220	100%	N=803
On Maple Avenue during the day	62%	N=504	28%	N=225	4%	N=32	0%	N=3	7%	N=53	100%	N=817
On Maple Avenue after dark	23%	N=184	38%	N=310	19%	N=152	5%	N=43	15%	N=124	100%	N=813

Table 7: Question 4

Why did you choose to live in Takoma Park?*	Percent	Number
Family lives here/ born or raised here	16%	N=130
Job was here (or nearby)	34%	N=274
Good schools	44%	N=352
Trees	44%	N=353
Affordable (rental) housing	26%	N=209
Participatory government	18%	N=140
Progressive community	60%	N=480
Attractive community	52%	N=414
Safe community	46%	N=367
Historic neighborhoods	29%	N=234
It's close to Washington, D.C	74%	N=588
Amenities (e.g., parks, library, etc.)	43%	N=343
Diversity of people	56%	N=444
Access to public transportation	62%	N=492
Affordable homeownership	21%	N=168
Quiet area	40%	N=316
Other**	8%	N=65

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

** Respondents had the opportunity to write-in an "other" reason; please see Appendix B: Verbatim Responses to Survey Questions for these responses.

Table 8: Question 5 (excluding don't know responses)

In the last 12 months, about how many times have you or other household members done the following things:	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	73%	N=557	16%	N=121	9%	N=65	2%	N=13	1%	N=11	100%	N=767
Used Wi-Fi connections in a Takoma Park City government facility	74%	N=566	14%	N=110	8%	N=63	2%	N=15	1%	N=8	100%	N=762
Visited a park or trail within the City	14%	N=106	13%	N=104	19%	N=151	15%	N=114	39%	N=298	100%	N=773
Taken your dog to the dog park	80%	N=524	5%	N=35	9%	N=58	2%	N=11	4%	N=29	100%	N=657
Received financial assistance for a housing or other emergency	95%	N=716	3%	N=26	1%	N=6	0%	N=1	1%	N=8	100%	N=757
Used Recreation Department services	55%	N=411	19%	N=146	16%	N=119	5%	N=39	5%	N=39	100%	N=754
Received a scholarship from the Recreation Department	98%	N=742	2%	N=16	0%	N=0	0%	N=0	0%	N=3	100%	N=761
Rode a dockless bike	85%	N=636	8%	N=60	4%	N=33	1%	N=9	2%	N=12	100%	N=750
Used public transportation	12%	N=95	8%	N=60	15%	N=113	15%	N=114	51%	N=393	100%	N=776
Received a "municipality letter" for a building permit	90%	N=669	8%	N=58	1%	N=9	0%	N=1	1%	N=5	100%	N=742

Table 9: Question 5 (including don't know responses)

In the last 12 months, about how many times have you or other household members done the following things:	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	73%	N=557	16%	N=121	9%	N=65	2%	N=13	1%	N=11	100%	N=767
Used Wi-Fi connections in a Takoma Park City government facility	74%	N=566	14%	N=110	8%	N=63	2%	N=15	1%	N=8	100%	N=762
Visited a park or trail within the City	14%	N=106	13%	N=104	19%	N=151	15%	N=114	39%	N=298	100%	N=773
Taken your dog to the dog park	80%	N=524	5%	N=35	9%	N=58	2%	N=11	4%	N=29	100%	N=657
Received financial assistance for a housing or other emergency	95%	N=716	3%	N=26	1%	N=6	0%	N=1	1%	N=8	100%	N=757
Used Recreation Department services	55%	N=411	19%	N=146	16%	N=119	5%	N=39	5%	N=39	100%	N=754
Received a scholarship from the Recreation Department	98%	N=742	2%	N=16	0%	N=0	0%	N=0	0%	N=3	100%	N=761
Rode a dockless bike	85%	N=636	8%	N=60	4%	N=33	1%	N=9	2%	N=12	100%	N=750
Used public transportation	12%	N=95	8%	N=60	15%	N=113	15%	N=114	51%	N=393	100%	N=776
Received a "municipality letter" for a building permit	90%	N=669	8%	N=58	1%	N=9	0%	N=1	1%	N=5	100%	N=742

Table 10: Question 6

Please rate how much of a problem each of the following is in your neighborhood.	Not a problem		Minor problem		Moderate problem		Major problem		Extreme problem		Total	
Traffic volume/ number of cars	30%	N=237	26%	N=207	24%	N=186	12%	N=94	8%	N=63	100%	N=787
Speeding	28%	N=217	32%	N=246	25%	N=195	11%	N=82	5%	N=37	100%	N=777
Oversized or commercial vehicles parked on street	48%	N=377	31%	N=239	10%	N=81	7%	N=52	4%	N=32	100%	N=780
Parking	44%	N=334	25%	N=195	17%	N=131	9%	N=69	5%	N=38	100%	N=766
Pedestrian safety	44%	N=342	27%	N=209	20%	N=156	6%	N=45	4%	N=31	100%	N=782
Crime	30%	N=233	37%	N=287	26%	N=203	5%	N=36	2%	N=18	100%	N=778
Gangs	63%	N=480	22%	N=168	9%	N=71	2%	N=16	3%	N=22	100%	N=756
Graffiti	66%	N=509	23%	N=182	8%	N=61	2%	N=15	1%	N=9	100%	N=776
Litter	37%	N=290	36%	N=288	16%	N=130	7%	N=58	3%	N=24	100%	N=789
Overgrown grass and vegetation	52%	N=409	30%	N=239	12%	N=91	4%	N=30	2%	N=14	100%	N=782
Run down or vacant houses	61%	N=475	27%	N=210	9%	N=71	2%	N=13	2%	N=12	100%	N=781
Run down apartments and multi-family dwellings	65%	N=505	22%	N=170	9%	N=70	2%	N=14	2%	N=14	100%	N=773
Run-down commercial buildings or areas	65%	N=499	23%	N=180	8%	N=59	3%	N=20	2%	N=13	100%	N=770
Use of pesticides and fertilizers on lawns	75%	N=572	17%	N=127	6%	N=46	1%	N=8	1%	N=7	100%	N=759
Loitering (people or youth hanging out smoking or drinking in public places)	59%	N=462	23%	N=178	9%	N=73	5%	N=37	4%	N=34	100%	N=784
Disputes between landlord and tenants	74%	N=558	17%	N=132	5%	N=38	2%	N=15	1%	N=10	100%	N=753

Table 11: Question 7 (excluding don't know responses)

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Percent	Number
Very effective	43%	N=240
Somewhat effective	49%	N=277
Not very effective	5%	N=30
Not at all effective	2%	N=13
Total	100%	N=560

Table 12: Question 7 (including don't know responses)

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Percent	Number
Very effective	30%	N=240
Somewhat effective	35%	N=277
Not very effective	4%	N=30
Not at all effective	2%	N=13
Don't know	29%	N=228
Total	100%	N=788

Table 13: Question 8 (excluding don't know responses)

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Percent	Number
Very visible	28%	N=213
Somewhat visible	49%	N=378
Not at all visible	23%	N=175
Total	100%	N=766

Table 14: Question 8 (including don't know responses)

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Percent	Number
Very visible	27%	N=213
Somewhat visible	48%	N=378
Not at all visible	22%	N=175
Don't know	3%	N=22
Total	100%	N=789

Table 15: Question 9 (excluding don't know responses)

Please rate how well you think the Takoma Park Police Department is doing at each of the following:	Excellent		Good		Fair		Poor		Total	
Preventing crime	30%	N=170	46%	N=262	21%	N=119	4%	N=23	100%	N=574
Making the community feel safe	32%	N=215	46%	N=309	18%	N=120	4%	N=28	100%	N=671
Responding quickly to residents' calls for service	47%	N=278	38%	N=226	11%	N=65	3%	N=19	100%	N=589
Effectively solving crimes	30%	N=110	39%	N=145	23%	N=86	7%	N=28	100%	N=368
Caring about the well-being of the people they deal with	36%	N=205	42%	N=241	16%	N=90	6%	N=36	100%	N=572
Working with people in your neighborhood to solve neighborhood problems	33%	N=152	42%	N=194	15%	N=72	10%	N=46	100%	N=464

Table 16: Question 9 (including don't know responses)

Please rate how well you think the Takoma Park Police Department is doing at each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Preventing crime	22%	N=170	33%	N=262	15%	N=119	3%	N=23	27%	N=213	100%	N=787
Making the community feel safe	27%	N=215	39%	N=309	15%	N=120	4%	N=28	15%	N=116	100%	N=787
Responding quickly to residents' calls for service	36%	N=278	29%	N=226	8%	N=65	2%	N=19	25%	N=192	100%	N=780
Effectively solving crimes	14%	N=110	19%	N=145	11%	N=86	4%	N=28	52%	N=407	100%	N=775
Caring about the well-being of the people they deal with	26%	N=205	31%	N=241	12%	N=90	5%	N=36	27%	N=207	100%	N=779
Working with people in your neighborhood to solve neighborhood problems	19%	N=152	25%	N=194	9%	N=72	6%	N=46	41%	N=318	100%	N=782

Table 17: Question 10 (excluding don't know responses)

During the past three months, were you or anyone in your household the victim of any crime?	Percent	Number
Yes	7%	N=57
No	93%	N=718
Total	100%	N=776

Table 18: Question 10 (including don't know responses)

During the past three months, were you or anyone in your household the victim of any crime?	Percent	Number
Yes	7%	N=57
No	91%	N=718
Don't know	1%	N=10
Total	100%	N=786

Table 19: Question 11

Did you report all or any of these crimes to the police?	Percent	Number
Yes, all of them	78%	N=45
Yes, some of them	4%	N=2
No, reported none of the crimes	18%	N=10
Total	100%	N=58

Table 20: Question 12 (excluding don't know responses)

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Percent	Number
Yes	38%	N=299
No	62%	N=482
Total	100%	N=780

Table 21: Question 12 (including don't know responses)

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Percent	Number
Yes	38%	N=299
No	61%	N=482
Don't know	1%	N=6
Total	100%	N=786

Table 22: Question 13 (excluding don't know responses)

Overall, how would you rate your contact with the Takoma Park Police Department?	Percent	Number
Excellent	43%	N=129
Good	33%	N=97
Fair	19%	N=56
Poor	5%	N=15
Total	100%	N=297

Table 23: Question 13 (including don't know responses)

Overall, how would you rate your contact with the Takoma Park Police Department?	Percent	Number
Excellent	43%	N=129
Good	33%	N=97
Fair	19%	N=56
Poor	5%	N=15
Don't know	0%	N=0
Total	100%	N=297

Table 24: Question 14 (excluding don't know responses)

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are...	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total	
Fair in dealing with all people	34%	N=86	35%	N=87	22%	N=54	3%	N=8	6%	N=14	100%	N=249
Courteous in dealing with all people	36%	N=94	41%	N=106	14%	N=37	5%	N=12	4%	N=10	100%	N=258
Helpful and cooperative	35%	N=100	43%	N=123	13%	N=36	4%	N=10	6%	N=16	100%	N=286
Sensitive to residents' concerns	34%	N=90	39%	N=104	17%	N=46	4%	N=10	7%	N=18	100%	N=267
Honest and can be trusted	36%	N=95	36%	N=94	18%	N=47	6%	N=16	4%	N=9	100%	N=260
Well trained to handle problems	36%	N=84	32%	N=76	22%	N=52	6%	N=14	4%	N=10	100%	N=237

Table 25: Question 14 (including don't know responses)

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are...	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Don't know		Total	
Fair in dealing with all people	28%	N=86	29%	N=87	18%	N=54	2%	N=8	5%	N=14	18%	N=55	100%	N=304
Courteous in dealing with all people	31%	N=94	35%	N=106	12%	N=37	4%	N=12	3%	N=10	15%	N=45	100%	N=303
Helpful and cooperative	33%	N=100	41%	N=123	12%	N=36	3%	N=10	5%	N=16	6%	N=17	100%	N=303
Sensitive to residents' concerns	30%	N=90	34%	N=104	15%	N=46	3%	N=10	6%	N=18	12%	N=37	100%	N=304
Honest and can be trusted	31%	N=95	31%	N=94	16%	N=47	5%	N=16	3%	N=9	14%	N=42	100%	N=302
Well trained to handle problems	28%	N=84	25%	N=76	17%	N=52	5%	N=14	3%	N=10	22%	N=65	100%	N=302

Table 26: Question 15

What, if anything, would you like to see done to improve Takoma Park police services?	Percent*	Number
More police presence, patrols, cameras	22%	76
Improved communication efforts with public, public outreach, interactions with community	11%	38
Better crime prevention, solving crimes, follow-up	12%	42
Positive comment about the police	13%	44
Improve traffic enforcement	5%	19
Improve police professionalism, fairness, friendliness, bias, training	12%	42
Better coordination with other jurisdictions, park police	0%	0
More enforcement of littering, illegal parking, park hours, etc.	4%	15
Other	16%	55
Nothing/Don't know	17%	59

Respondents answered this question in their own words; responses were classified into the categories shown. Please see Appendix B: Verbatim Responses to Survey Questions for the verbatim wording of their responses.

* Total may exceed 100% as respondents could express more than one idea.

Table 27: Question 16 (excluding don't know responses)

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to:	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total	
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	38%	N=279	49%	N=364	8%	N=62	4%	N=28	1%	N=7	100%	N=740
Plan effectively for the future	25%	N=163	42%	N=272	20%	N=130	9%	N=57	4%	N=27	100%	N=649
Reduce solid waste and promote recycling and composting	42%	N=310	46%	N=339	8%	N=57	4%	N=26	2%	N=11	100%	N=744
Prepare the community for an emergency	22%	N=130	32%	N=189	33%	N=200	9%	N=53	5%	N=28	100%	N=601
Provide a variety of recreation opportunities to the community	38%	N=284	45%	N=333	14%	N=102	2%	N=11	2%	N=14	100%	N=743
Address traffic congestion	13%	N=87	27%	N=186	27%	N=186	23%	N=156	9%	N=63	100%	N=678
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	20%	N=148	52%	N=380	16%	N=118	9%	N=69	2%	N=15	100%	N=730
Provide safe walking routes throughout the city	25%	N=189	50%	N=373	15%	N=110	8%	N=58	2%	N=12	100%	N=741
Provide appropriate monitoring of contractors doing work in the community	24%	N=103	29%	N=124	30%	N=128	9%	N=39	9%	N=40	100%	N=433
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	20%	N=101	38%	N=187	26%	N=126	8%	N=39	8%	N=39	100%	N=493

Table 28: Question 16 (including don't know responses)

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to:	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Don't know		Total	
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	36%	N=279	47%	N=364	8%	N=62	4%	N=28	1%	N=7	5%	N=40	100%	N=780
Plan effectively for the future	21%	N=163	35%	N=272	17%	N=130	7%	N=57	3%	N=27	16%	N=128	100%	N=777
Reduce solid waste and promote recycling and composting	40%	N=310	44%	N=339	7%	N=57	3%	N=26	1%	N=11	4%	N=33	100%	N=776
Prepare the community for an emergency	17%	N=130	24%	N=189	26%	N=200	7%	N=53	4%	N=28	23%	N=180	100%	N=781
Provide a variety of recreation opportunities to the community	36%	N=284	43%	N=333	13%	N=102	1%	N=11	2%	N=14	5%	N=35	100%	N=779
Address traffic congestion	11%	N=87	24%	N=186	24%	N=186	20%	N=156	8%	N=63	13%	N=97	100%	N=775
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	19%	N=148	49%	N=380	15%	N=118	9%	N=69	2%	N=15	6%	N=50	100%	N=780
Provide safe walking routes throughout the city	24%	N=189	48%	N=373	14%	N=110	7%	N=58	2%	N=12	5%	N=36	100%	N=777
Provide appropriate monitoring of contractors doing work in the community	13%	N=103	16%	N=124	16%	N=128	5%	N=39	5%	N=40	45%	N=350	100%	N=783
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	13%	N=101	24%	N=187	16%	N=126	5%	N=39	5%	N=39	36%	N=283	100%	N=776

Table 29: Question 17 (excluding don't know responses)

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	Percent	Number
Excellent	31%	N=207
Good	55%	N=371
Fair	12%	N=81
Poor	2%	N=15
Total	100%	N=674

Table 30: Question 17 (including don't know responses)

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	Percent	Number
Excellent	29%	N=207
Good	53%	N=371
Fair	11%	N=81
Poor	2%	N=15
Don't know	5%	N=33
Total	100%	N=707

Table 31: Question 18 (excluding don't know responses)

Please rate each of the following City services.	Excellent		Good		Fair		Poor		Total	
Trash/ Recycling collection services	63%	N=484	30%	N=232	5%	N=39	1%	N=8	100%	N=763
Compost collection services	58%	N=325	35%	N=194	5%	N=29	2%	N=11	100%	N=559
Weekly yard waste collection	59%	N=374	35%	N=218	5%	N=31	1%	N=6	100%	N=630
Special recycling drop-off at Public Works	46%	N=223	40%	N=193	11%	N=51	3%	N=13	100%	N=480
Fall vacuum leaf collection	43%	N=294	40%	N=277	13%	N=89	4%	N=29	100%	N=689
Tree maintenance	27%	N=173	41%	N=255	22%	N=140	10%	N=61	100%	N=630
Street repairs and maintenance	14%	N=103	41%	N=299	29%	N=212	15%	N=110	100%	N=724
Sidewalk repairs and maintenance	18%	N=122	44%	N=300	28%	N=188	10%	N=68	100%	N=679
Snow and ice removal	29%	N=201	47%	N=330	18%	N=125	6%	N=39	100%	N=695
Street sweeping	25%	N=155	46%	N=289	22%	N=137	7%	N=42	100%	N=622
Street lighting	21%	N=154	47%	N=351	24%	N=183	8%	N=62	100%	N=750
Street sign maintenance	28%	N=198	53%	N=379	16%	N=118	3%	N=23	100%	N=718
Planning (streetscapes, neighborhood projects)	20%	N=120	47%	N=278	22%	N=134	11%	N=66	100%	N=598
Economic development (business outreach, local business promotion)	24%	N=117	38%	N=191	25%	N=124	13%	N=65	100%	N=497
Recreation programs for tots (camps, sports, classes)	34%	N=149	51%	N=223	12%	N=53	2%	N=10	100%	N=435
Recreation programs for youth (afterschool, summer camps, sports, art)	36%	N=162	49%	N=221	13%	N=60	2%	N=8	100%	N=451
Recreation programs for adults (fitness, art, sports)	23%	N=118	56%	N=285	15%	N=74	7%	N=34	100%	N=511
Recreation programs for seniors (trips, classes, fitness)	29%	N=111	52%	N=201	15%	N=57	4%	N=14	100%	N=383
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	39%	N=237	47%	N=288	13%	N=77	1%	N=5	100%	N=607
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	28%	N=156	51%	N=280	17%	N=95	4%	N=20	100%	N=551
Athletic fields and playgrounds	27%	N=165	52%	N=316	18%	N=113	3%	N=18	100%	N=612

Please rate each of the following City services.	Excellent		Good		Fair		Poor		Total	
Appearance of parks	31%	N=223	53%	N=381	14%	N=104	2%	N=17	100%	N=726
Accessibility of parks	38%	N=266	51%	N=350	9%	N=64	1%	N=10	100%	N=690
Appearance of City buildings	35%	N=249	53%	N=383	10%	N=70	2%	N=17	100%	N=719
Accessibility of City buildings	37%	N=236	54%	N=347	7%	N=47	2%	N=12	100%	N=644
Safety of City buildings	43%	N=251	48%	N=281	8%	N=46	0%	N=2	100%	N=580
Programs for residents who are disabled	36%	N=75	43%	N=90	18%	N=37	3%	N=6	100%	N=209
Enforcement of traffic laws	21%	N=132	53%	N=325	19%	N=114	7%	N=45	100%	N=617
Enforcement of parking regulations	23%	N=138	50%	N=301	17%	N=103	10%	N=58	100%	N=600
Property maintenance code enforcement	19%	N=91	45%	N=218	24%	N=118	12%	N=57	100%	N=483
Stormwater management	22%	N=110	45%	N=228	23%	N=117	11%	N=55	100%	N=509
Landlord and tenant assistance	27%	N=76	43%	N=119	19%	N=51	11%	N=31	100%	N=278
City's cable channel programming	22%	N=55	45%	N=112	28%	N=70	4%	N=10	100%	N=248
City's website (takomaparkmd.gov)	23%	N=128	55%	N=307	20%	N=111	2%	N=14	100%	N=560
City's social media presence	26%	N=105	47%	N=190	24%	N=98	2%	N=8	100%	N=402
Takoma Park Library programs	46%	N=264	45%	N=259	9%	N=52	0%	N=3	100%	N=578
Takoma Park Library collections	34%	N=186	50%	N=275	13%	N=71	3%	N=17	100%	N=549
Computer Center in Community Center	36%	N=116	48%	N=154	15%	N=48	2%	N=5	100%	N=323
Passport services	47%	N=192	39%	N=159	10%	N=40	5%	N=21	100%	N=411
Notary services	39%	N=130	44%	N=146	14%	N=46	3%	N=9	100%	N=331
Online bill payment	33%	N=102	48%	N=149	13%	N=39	6%	N=19	100%	N=308
Online registration for recreation programs	35%	N=126	47%	N=168	13%	N=47	5%	N=18	100%	N=359
Online registration for library programs	38%	N=96	49%	N=121	12%	N=29	2%	N=4	100%	N=250
Online reservation of facilities	30%	N=79	51%	N=132	17%	N=43	2%	N=6	100%	N=259

Table 32: Question 18 (including don't know responses)

Please rate each of the following City services.	Excellent		Good		Fair		Poor		Don't know		Total	
Trash/ Recycling collection services	62%	N=484	30%	N=232	5%	N=39	1%	N=8	2%	N=18	100%	N=781
Compost collection services	42%	N=325	25%	N=194	4%	N=29	1%	N=11	28%	N=220	100%	N=779
Weekly yard waste collection	48%	N=374	28%	N=218	4%	N=31	1%	N=6	18%	N=142	100%	N=772
Special recycling drop-off at Public Works	29%	N=223	25%	N=193	7%	N=51	2%	N=13	38%	N=297	100%	N=777
Fall vacuum leaf collection	38%	N=294	36%	N=277	11%	N=89	4%	N=29	11%	N=87	100%	N=776
Tree maintenance	23%	N=173	33%	N=255	18%	N=140	8%	N=61	18%	N=138	100%	N=768
Street repairs and maintenance	13%	N=103	39%	N=299	27%	N=212	14%	N=110	6%	N=48	100%	N=772
Sidewalk repairs and maintenance	16%	N=122	39%	N=300	25%	N=188	9%	N=68	11%	N=85	100%	N=763
Snow and ice removal	26%	N=201	42%	N=330	16%	N=125	5%	N=39	11%	N=82	100%	N=777
Street sweeping	20%	N=155	37%	N=289	18%	N=137	5%	N=42	20%	N=157	100%	N=779
Street lighting	20%	N=154	45%	N=351	24%	N=183	8%	N=62	4%	N=28	100%	N=778
Street sign maintenance	26%	N=198	49%	N=379	15%	N=118	3%	N=23	7%	N=57	100%	N=775
Planning (streetscapes, neighborhood projects)	16%	N=120	37%	N=278	18%	N=134	9%	N=66	22%	N=165	100%	N=762
Economic development (business outreach, local business promotion)	15%	N=117	25%	N=191	16%	N=124	9%	N=65	35%	N=267	100%	N=765
Recreation programs for tots (camps, sports, classes)	20%	N=149	29%	N=223	7%	N=53	1%	N=10	43%	N=325	100%	N=760
Recreation programs for youth (afterschool, summer camps, sports, art)	21%	N=162	29%	N=221	8%	N=60	1%	N=8	41%	N=316	100%	N=768
Recreation programs for adults (fitness, art, sports)	16%	N=118	37%	N=285	10%	N=74	4%	N=34	33%	N=249	100%	N=760
Recreation programs for seniors (trips, classes, fitness)	14%	N=111	26%	N=201	7%	N=57	2%	N=14	50%	N=383	100%	N=766
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	31%	N=237	38%	N=288	10%	N=77	1%	N=5	20%	N=154	100%	N=761
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	20%	N=156	37%	N=280	12%	N=95	3%	N=20	28%	N=212	100%	N=763

Please rate each of the following City services.	Excellent		Good		Fair		Poor		Don't know		Total	
Athletic fields and playgrounds	22%	N=165	42%	N=316	15%	N=113	2%	N=18	20%	N=149	100%	N=762
Appearance of parks	29%	N=223	50%	N=381	14%	N=104	2%	N=17	5%	N=35	100%	N=762
Accessibility of parks	35%	N=266	46%	N=350	8%	N=64	1%	N=10	9%	N=68	100%	N=758
Appearance of City buildings	32%	N=249	50%	N=383	9%	N=70	2%	N=17	6%	N=47	100%	N=766
Accessibility of City buildings	31%	N=236	45%	N=347	6%	N=47	2%	N=12	16%	N=122	100%	N=765
Safety of City buildings	33%	N=251	37%	N=281	6%	N=46	0%	N=2	23%	N=175	100%	N=755
Programs for residents who are disabled	10%	N=75	12%	N=90	5%	N=37	1%	N=6	72%	N=545	100%	N=754
Enforcement of traffic laws	18%	N=132	43%	N=325	15%	N=114	6%	N=45	18%	N=136	100%	N=753
Enforcement of parking regulations	18%	N=138	40%	N=301	14%	N=103	8%	N=58	21%	N=158	100%	N=758
Property maintenance code enforcement	12%	N=91	29%	N=218	16%	N=118	8%	N=57	36%	N=268	100%	N=752
Stormwater management	15%	N=110	30%	N=228	16%	N=117	7%	N=55	33%	N=247	100%	N=757
Landlord and tenant assistance	10%	N=76	16%	N=119	7%	N=51	4%	N=31	63%	N=481	100%	N=759
City's cable channel programming	7%	N=55	15%	N=112	9%	N=70	1%	N=10	67%	N=509	100%	N=757
City's website (takomaparkmd.gov)	17%	N=128	40%	N=307	15%	N=111	2%	N=14	26%	N=200	100%	N=759
City's social media presence	14%	N=105	26%	N=190	13%	N=98	1%	N=8	46%	N=342	100%	N=743
Takoma Park Library programs	35%	N=264	34%	N=259	7%	N=52	0%	N=3	24%	N=179	100%	N=757
Takoma Park Library collections	25%	N=186	37%	N=275	9%	N=71	2%	N=17	27%	N=202	100%	N=751
Computer Center in Community Center	15%	N=116	20%	N=154	6%	N=48	1%	N=5	57%	N=437	100%	N=760
Passport services	25%	N=192	21%	N=159	5%	N=40	3%	N=21	46%	N=353	100%	N=764
Notary services	17%	N=130	19%	N=146	6%	N=46	1%	N=9	56%	N=428	100%	N=759
Online bill payment	13%	N=102	19%	N=149	5%	N=39	2%	N=19	60%	N=456	100%	N=763
Online registration for recreation programs	17%	N=126	22%	N=168	6%	N=47	2%	N=18	53%	N=402	100%	N=761
Online registration for library programs	13%	N=96	16%	N=121	4%	N=29	1%	N=4	67%	N=506	100%	N=756
Online reservation of facilities	11%	N=79	18%	N=132	6%	N=43	1%	N=6	65%	N=490	100%	N=749

Table 33: Question 19

What additional services, if any, would you like provided by the City of Takoma Park?	Percent*	Number
Improve child and senior services	11%	25
Improve composting, recycling, leaf pickup and trash pickup	12%	29
Improve safety, police efforts, code enforcement	8%	21
Street and sidewalk maintenance, street lighting, snow removal	11%	27
Improvements to recreational programs, cultural programs, library, community center, community events	15%	37
Improve government planning, departments, services, communication, budget	14%	34
Stormwater management	2%	6
Improve parking, traffic, bike lanes, public transportation	11%	27
Improve tree services and regulations	6%	15
Focus on economic development, growth	5%	13
Improve parks	2%	5
No more or less services/additions (arborists, dog parks, recreation programs, etc.)	3%	7
Other	10%	24
Nothing/Don't know	18%	45

Respondents answered this question in their own words; responses were classified into the categories shown. Please see Appendix B: Verbatim Responses to Survey Questions for the verbatim responses.

**Total may exceed 100% as respondents could express more than one idea.*

Table 34: Question 20 (excluding don't know responses)

Please rate to what extent you agree or disagree with the following statements.	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total	
City government is really run for the benefit of all the people	32%	N=229	42%	N=298	17%	N=122	7%	N=48	2%	N=13	100%	N=710
Takoma Park city government welcomes resident involvement	37%	N=258	47%	N=326	11%	N=76	3%	N=21	2%	N=11	100%	N=691
I feel included as a part of the Takoma Park community	32%	N=233	48%	N=358	14%	N=101	4%	N=27	3%	N=20	100%	N=739

Table 35: Question 20 (including don't know responses)

Please rate to what extent you agree or disagree with the following statements.	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Don't know		Total	
City government is really run for the benefit of all the people	30%	N=229	39%	N=298	16%	N=122	6%	N=48	2%	N=13	8%	N=58	100%	N=767
Takoma Park city government welcomes resident involvement	34%	N=258	43%	N=326	10%	N=76	3%	N=21	1%	N=11	9%	N=70	100%	N=761
I feel included as a part of the Takoma Park community	31%	N=233	47%	N=358	13%	N=101	3%	N=27	3%	N=20	3%	N=23	100%	N=762

Table 36: Question 21 Part 1

Have you had contact with a City of Takoma Park employee within the last 12 months?	Percent	Number
No	37%	N=276
Yes	63%	N=478
Total	100%	N=755

Table 37: Question 21 Part 2

In what ways had you interacted?	Percent	Number
In person	74%	N=348
Through City social media	6%	N=29
By phone	49%	N=229
By e-mail	41%	N=189
Other	3%	N=14

This question was only asked of respondents who indicated they had contact with a City employee. Total may exceed 100% as respondents could select more than one answer.

Table 38: Question 21 Part 3

How would you rate your overall impression of City employees in your most recent contact?	Percent	Number
Excellent	49%	N=227
Good	40%	N=186
Fair	5%	N=22
Poor	6%	N=28
Total	100%	N=463

This question was only asked of respondents who indicated they had contact with a City employee.

Table 39: Question 22

How much information do you get about the City of Takoma Park government activities from each of the following sources?	Most		A lot		Some		None		Total	
The City of Takoma Park's cable television channel	4%	N=32	4%	N=33	15%	N=110	77%	N=581	100%	N=756
The City of Takoma Park's website (takomaparkmd.gov)	16%	N=120	15%	N=111	43%	N=321	25%	N=187	100%	N=739
The City of Takoma Park City Guide	14%	N=103	21%	N=155	41%	N=300	24%	N=180	100%	N=737
Special mailings from the City of Takoma Park	13%	N=97	27%	N=204	46%	N=346	14%	N=105	100%	N=752
The monthly Takoma Park Newsletter	30%	N=230	33%	N=252	27%	N=210	10%	N=74	100%	N=766
The City of Takoma Park's posting on Facebook	4%	N=33	8%	N=57	15%	N=110	73%	N=544	100%	N=744
The City of Takoma Park's posting on Twitter	1%	N=10	4%	N=32	12%	N=90	82%	N=604	100%	N=737
The Washington Post	5%	N=36	5%	N=38	36%	N=267	54%	N=405	100%	N=745
The Silver Spring Regional Center's e-mail notices	2%	N=15	3%	N=21	9%	N=63	86%	N=634	100%	N=733
Neighborhood and community listservs	15%	N=115	21%	N=154	21%	N=157	43%	N=315	100%	N=740
Nextdoor	2%	N=18	9%	N=65	18%	N=129	71%	N=523	100%	N=735
Posters or flyers in public buildings	2%	N=16	11%	N=82	43%	N=318	44%	N=331	100%	N=747
Mayor or other City Councilmember	5%	N=39	12%	N=87	27%	N=202	56%	N=420	100%	N=748
City blogs from Council or Staff	3%	N=22	7%	N=50	13%	N=96	77%	N=562	100%	N=731
"Word of mouth"	9%	N=68	23%	N=172	45%	N=338	23%	N=172	100%	N=749
Email notices from the Takoma Park Police Department	4%	N=32	10%	N=76	18%	N=137	67%	N=504	100%	N=749
Email notices from other Takoma Park departments	3%	N=24	8%	N=60	22%	N=163	67%	N=500	100%	N=746
Weekly e-news emails	4%	N=26	6%	N=45	11%	N=82	79%	N=592	100%	N=745

Table 40: Question 23

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	35%	N=256	64%	N=478	1%	N=8	100%	N=742
Special events	23%	N=170	75%	N=561	2%	N=13	100%	N=744
Recreation Department activities	23%	N=168	76%	N=564	1%	N=10	100%	N=741
Library programs and special events	25%	N=186	74%	N=553	1%	N=7	100%	N=746
City street, sidewalk and stormwater projects	44%	N=325	55%	N=404	1%	N=7	100%	N=735
Board and Commission opportunities and activities	36%	N=258	64%	N=466	0%	N=3	100%	N=728
Development projects in your neighborhood and in the City	44%	N=325	54%	N=397	2%	N=14	100%	N=736
Landlord and tenant assistance	34%	N=243	63%	N=451	3%	N=19	100%	N=713
Affordable housing programs	41%	N=290	57%	N=400	2%	N=15	100%	N=705
Leaf collection program	19%	N=143	79%	N=579	2%	N=13	100%	N=735
Holiday trash and recycling collections schedule	31%	N=228	68%	N=504	0%	N=4	100%	N=736
Tree removal and tree protection requirements	36%	N=262	62%	N=448	2%	N=17	100%	N=727
City of Takoma Park budget information	39%	N=286	60%	N=436	1%	N=5	100%	N=728
Arts programs	27%	N=199	70%	N=509	3%	N=22	100%	N=730
Advance notice of street repair work	47%	N=347	53%	N=391	0%	N=4	100%	N=742

Table 41: Question 24

How many times, if at all, have you attended a City Council meeting in the past two years?	Percent	Number
None	65%	N=513
One time	15%	N=114
Two or three times	14%	N=107
Five to 10 times	5%	N=41
11 to 20 times	1%	N=5
21 or more times	1%	N=5
Total	100%	N=784

Table 42: Question 25

What would increase the likelihood of your attending a City Council meeting?	Percent	Number
Change of day	12%	N=84
Change of time	17%	N=119
Different meeting structure	10%	N=66
Change location	3%	N=19
Child care provided	8%	N=55
Real time public translation services	4%	N=26
Nothing	65%	N=443

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

Table 43: Question 26

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Old Town (Laurel/Carroll/Ethan Allen)	7%	N=57	13%	N=101	25%	N=193	20%	N=152	35%	N=266	100%	N=769
Crossroads (New Hampshire/University)	22%	N=165	23%	N=172	29%	N=218	13%	N=101	13%	N=98	100%	N=753
New Hampshire Avenue Corridor	25%	N=186	22%	N=167	27%	N=203	14%	N=103	11%	N=83	100%	N=742
Long Branch (Flower/Piney Branch)	24%	N=186	24%	N=180	22%	N=165	14%	N=103	17%	N=126	100%	N=760
Maple Avenue	41%	N=308	24%	N=177	18%	N=136	9%	N=69	8%	N=59	100%	N=749
Takoma Junction	14%	N=103	18%	N=133	24%	N=184	19%	N=143	26%	N=194	100%	N=757

Table 44: Question 27

What did you shop for in these commercial areas?	Percent	Number
Food	92%	N=707
Retail goods	66%	N=508
Dining	76%	N=588
Personal services	41%	N=316
Household items	65%	N=502
Professional services	15%	N=118
Vehicle maintenance	30%	N=232
Pet products	22%	N=173

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

Table 45: Question 28

What kinds of stores or services do you feel are most lacking in Takoma Park?	Percent*	Number
Groceries	57%	N=390
Baked goods and desserts	21%	N=140
Auto repair and service	10%	N=68
Department stores	25%	N=173
Large appliance/electronics	13%	N=85
Child care	15%	N=102
Fresh produce	25%	N=168
Pharmacy items	11%	N=76
Everyday banking needs	10%	N=67
Discount department stores	19%	N=131
Restaurants/bars	35%	N=237
Bottled wines and beers	30%	N=202
Home improvement & repair	10%	N=70
Apparel and shoes	31%	N=211
Specialty, boutique and gift stores	19%	N=131
Educational services	14%	N=97
Other: Art/Music	0%	N=3
Other: Bookstore	1%	N=8
Other: Cannabis shop	0%	N=1
Other: Crafting/hobby	1%	N=4
Other: Fitness	0%	N=1
Other: Gas station	0%	N=3
Other: Medical/dental	1%	N=4
Other: Movie theater	0%	N=1
Other: Pharmacy items	0%	N=1

What kinds of stores or services do you feel are most lacking in Takoma Park?	Percent*	Number
Other: Swimming pool	0%	N=1
Other**	12%	N=82

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

** Respondents had the opportunity to write-in an other response; please see Appendix B: Verbatim Responses to Survey Questions for these.

Table 46: Question 29 (excluding don't know responses)

Please rate each of the following.	Excellent		Good		Fair		Poor		Total	
Affordability of your home (whether you rent or own)	16%	N=121	36%	N=276	36%	N=274	13%	N=98	100%	N=770
Overall (physical) condition of housing in the City of Takoma Park	15%	N=111	57%	N=425	24%	N=182	4%	N=33	100%	N=751
Overall (physical) condition of housing in your Ward	20%	N=146	53%	N=397	22%	N=164	5%	N=40	100%	N=748
The City's progress over the past 5 years in the area of economic development	15%	N=83	50%	N=272	23%	N=128	12%	N=65	100%	N=549
The City's progress over the past 5 years in the area of creating and preserving affordable housing	12%	N=54	26%	N=119	33%	N=149	29%	N=132	100%	N=455

Table 47: Question 29 (including don't know responses)

Please rate each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Affordability of your home (whether you rent or own)	15%	N=121	35%	N=276	35%	N=274	13%	N=98	2%	N=13	100%	N=782
Overall (physical) condition of housing in the City of Takoma Park	14%	N=111	54%	N=425	23%	N=182	4%	N=33	4%	N=30	100%	N=781
Overall (physical) condition of housing in your Ward	19%	N=146	52%	N=397	21%	N=164	5%	N=40	2%	N=19	100%	N=767
The City's progress over the past 5 years in the area of economic development	11%	N=83	35%	N=272	17%	N=128	8%	N=65	29%	N=224	100%	N=773
The City's progress over the past 5 years in the area of creating and preserving affordable housing	7%	N=54	15%	N=119	19%	N=149	17%	N=132	41%	N=321	100%	N=775

Table 48: Question 30

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of:	Yes		No		Total	
Race or Color	5%	N=39	95%	N=730	100%	N=769
Sexual Orientation	0%	N=3	100%	N=753	100%	N=757
Religious Preference	1%	N=5	99%	N=753	100%	N=758
Use of a Housing Choice Voucher	1%	N=5	99%	N=750	100%	N=755
Gender	1%	N=8	99%	N=752	100%	N=760
Gender Identity	0%	N=1	100%	N=753	100%	N=754
Children in Household	1%	N=4	99%	N=752	100%	N=756
Marital Status	1%	N=4	99%	N=756	100%	N=761
Disability	2%	N=12	98%	N=744	100%	N=756
Criminal History	0%	N=1	100%	N=750	100%	N=751
Other Reason	3%	N=19	97%	N=719	100%	N=738

Table 49: Question 31

If you said yes to at least one of the items in question #30, in what area(s) were you or a member of your household treated unfairly, refused services or experienced discrimination?	Percent	Number
Access to City of Takoma Park resources	20%	N=15
Access to City of Takoma Park programs	22%	N=16
Responsiveness of City government	33%	N=25
Treatment by City officials	35%	N=26
Home ownership and/or rental housing	38%	N=28
Leasing of business or commercial space	10%	N=7
Health care services	14%	N=10
Education	12%	N=9
Taxis/Rideshare (e.g., Uber, Lyft)	14%	N=10
Other	47%	N=35

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

*** Respondents had the opportunity to write-in an "other" area; please see Appendix B: Verbatim Responses to Survey Questions for these responses.*

Table 50: Question 32

Do you have any other comments about the services provided by the City or your experiences in the city you would like to make?	Percent*	Number
Concerns about taxes and cost of living	16%	61
Concerns about maintenance and repairs	8%	29
Concerns about crime and police efforts	4%	14
Positive comments about City services or experiences in the City	15%	57
Increase economic development and improve shopping	7%	25
Comments related to composting, recycling and trash pick-up, and leaf collection	3%	12
Concerns about traffic, traffic safety, parking and sidewalks.	11%	41
Increase sense of community and inclusiveness of residents	2%	9
Improve and increase parks and recreation offerings	0%	1
Communication issues	5%	21
Concerns about tree-cutting regulations and permits	6%	24
Increase/improve street lighting	1%	3
Concerns about development	5%	18
Other	12%	46
Nothing, not applicable	18%	70
Total	100%	384

Respondents answered this question in their own words; responses were classified into the categories shown. Please see Appendix B: Verbatim Responses to Survey Questions for the verbatim responses.

* Total may exceed 100% as respondents could express more than one idea.

Table 51: Question 33

How many years have you lived in Takoma Park?	Percent	Number
2 years or less	16%	N=122
3 to 5 years	18%	N=139
6 to 10 years	19%	N=144
11 to 20 years	19%	N=146
more than 20 years	27%	N=206
Total	100%	N=757
MEAN (AVERAGE)	14.96 years	N=757
MEDIAN	10 years	N=757

Table 52: Question 34

What best describes your home? Is it in a . . .	Percent	Number
One family house detached from any other houses	58%	N=447
Duplex or townhouse	2%	N=15
Building with three or more apartments or condominiums	36%	N=278
Accessory apartment	3%	N=22
Group home/rent a room	2%	N=13
Other**	0%	N=2
Total	100%	N=775

** Respondents had the opportunity to write-in an “other” housing type; please see Appendix B: Verbatim Responses to Survey Questions for these responses.

Table 53: Question 35

Do you rent or own your home?	Percent	Number
Rent	42%	N=326
Own	58%	N=454
Total	100%	N=780

Table 54: Question 36

Counting yourself, how many people live in your household?	Percent	Number
1	23%	N=178
2	29%	N=222
3	20%	N=153
4	18%	N=135
5	6%	N=45
6	3%	N=22
7 or more	2%	N=13
Total	100%	N=770
MEAN (AVERAGE)	2.72 people	N=770

Table 55: Question 37

Do any children 12 or under live in your household?	Percent	Number
Yes	33%	N=251
No	67%	N=520
Total	100%	N=770

Table 56: Question 38

Do any teenagers aged between 13 and 17 live in your household?	Percent	Number
Yes	14%	N=104
No	86%	N=652
Total	100%	N=756

Table 57: Question 39

Are you or any other member of your household aged 65 or older?	Percent	Number
Yes	28%	N=215
No	72%	N=543
Total	100%	N=757

Table 58: Question 40

About how much was your household's total income before taxes in 2017? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$24,999	12%	N=88
\$25,000 to \$49,999	16%	N=119
\$50,000 to \$99,999	21%	N=156
\$100,000 to \$149,999	17%	N=123
\$150,000 to \$199,999	13%	N=92
\$200,000 or more	21%	N=157
Total	100%	N=735

Table 59: Question 41

Are you Spanish/Hispanic/Latino?	Percent	Number
No	90%	N=675
Yes	10%	N=73
Total	100%	N=748

Table 60: Question 42

What is your race?	Percent*	Number
White/Caucasian	57%	N=417
Black or African American	36%	N=262
Asian or Pacific Islander	8%	N=58
American Indian or Alaskan native	3%	N=19
Other	3%	N=25

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

Table 61: Question 43

Which languages do you or anyone in your household speak at home? (Please check all that apply.)	Percent*	Number
English	94%	N=719
Spanish	16%	N=120
Other	9%	N=66
Amharic	8%	N=61
French	6%	N=49
German	2%	N=12
Russian	1%	N=11
Other: Afan Oromo	1%	N=9
Portuguese	1%	N=9
Tigrigna	1%	N=8
Chinese	1%	N=8
Other: Hebrew	1%	N=7
Other: Hindi	1%	N=6
Other: Yoruba	1%	N=5
Other: Dutch	1%	N=5
Other: Japanese	1%	N=5
Haitian Creole	1%	N=4
Other: Vietnamese	0%	N=3
Other: Ewe	0%	N=3
Other: Arabic	0%	N=3
Other: Farsi	0%	N=2
Other: Italian	0%	N=2
Other: American Sign Language	0%	N=2
Other: Urdu	0%	N=2
Other: Czech	0%	N=2

Which languages do you or anyone in your household speak at home? (Please check all that apply.)	Percent*	Number
Other: Thai	0%	N=2
Other: Bengali	0%	N=2
Other: Wolof	0%	N=1
Other: Telugu	0%	N=1
Other: Catalan	0%	N=1
Other: Lakota	0%	N=1
Other: Lithuanian	0%	N=1
Other: Swedish	0%	N=1
Other: Filipino	0%	N=1
Other: Uzbek	0%	N=1
Other: Gujarati	0%	N=1
Other: Sinhalese	0%	N=1
Other: Romanian	0%	N=1
Other: Marathi	0%	N=1
Other: Serbo-Croatian	0%	N=1
Other: Indian	0%	N=0
Other: Zarma	0%	N=0
Other: Tagalog	0%	N=0
Other: krio	0%	N=0

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

** Respondents had the opportunity to write-in an other response; please see Appendix B: Verbatim Responses to Survey Questions for these.

Table 62: Question 44 (excluding don't know responses)

How would you rate the way the City of Takoma Park provides services in your language?	Percent	Number
Excellent	75%	N=498
Good	19%	N=123
Fair	4%	N=29
Poor	2%	N=14
Total	100%	N=663

Table 63: Question 44 (including don't know responses)

How would you rate the way the City of Takoma Park provides services in your language?	Percent	Number
Excellent	66%	N=498
Good	16%	N=123
Fair	4%	N=29
Poor	2%	N=14
Don't know	12%	N=93
Total	100%	N=757

Table 64: Question 45

What was the last grade of school you completed?	Percent	Number
0-11 years	2%	N=18
High school graduate	10%	N=80
Some college, no degree	10%	N=74
Associate degree	6%	N=48
Bachelor's degree	21%	N=159
Graduate or professional degree	51%	N=392
Total	100%	N=770

Table 65: Question 46

What is your gender?	Percent	Number
Male	46%	N=357
Female	53%	N=407
Non-binary	0%	N=2
Prefer to self-describe	0%	N=3
Genderqueer	0%	N=0
Total	100%	N=769

Table 66: Question 47

Which term best describes your sexual orientation? (Please check all that apply.)	Percent *	Number
Heterosexual	80%	N=541
Bisexual	6%	N=38
Gay	5%	N=35
Asexual	5%	N=31
Lesbian	3%	N=20
Queer	2%	N=17
I prefer to self-identify	2%	N=16
Questioning	1%	N=8

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

Table 67: Question 48

What is your marital status?	Percent	Number
Single (never married)	23%	N=180
Married, or in a domestic partnership	60%	N=463
Widowed	6%	N=45
Divorced	8%	N=65
Separated	2%	N=15
Total	100%	N=768

Table 68: Question 49

In which category is your age?	Percent	Number
18-24 years	2%	N=17
25-34 years	20%	N=152
35-44 years	19%	N=145
45-54 years	23%	N=174
55-64 years	13%	N=101
65-74 years	16%	N=121
75 years or older	7%	N=56
Total	100%	N=766

Table 69: Area of Residence (Ward)

Area of Residence (Ward)	Percent	Number
Ward 1	19%	N=160
Ward 2	18%	N=144
Ward 3	17%	N=139
Ward 4	15%	N=125
Ward 5	15%	N=119
Ward 6	16%	N=135
Total	100%	N=822

Appendix B: 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 4: Why did you choose to live in Takoma Park? (Other)

- ◆ 30 years ago it was affordable
- ◆ 50 years ago it was affordable!
- ◆ Access to major streets and roads for commutes - New Hampshire, Georgia, Colesville, University, I-495
- ◆ Affordable housing at the time.
- ◆ Affordable inside housing in 1983.
- ◆ affordable when we purchased, not sure we could do it now
- ◆ Again, this is long ago.... Would not say so now.
- ◆ Ar.
- ◆ Artist, musicians, poet activities.
- ◆ Arts community
- ◆ At the time 1976 Affordable.
- ◆ Back in 2000 anyway.
- ◆ Beautiful place
- ◆ Bikabu.
- ◆ Bungalow architecture!
- ◆ Close to Aikido Dojo on Butternut.
- ◆ Close to hospital.
- ◆ Close to Sligo Creek Trail.
- ◆ Close to UMD.
- ◆ CLOSE TO WHEN I MOVED HERE
- ◆ CLOSE TO WORK & FAMILY & FRIENDS.
- ◆ CLOSED TO GOOD SHOPPING STORES.
- ◆ Dawes schools. These are very few good public high schools in the DC area that are less than 80% white.
- ◆ Ecologically responsible.
- ◆ Families.
- ◆ FARMER'S MARKET.
- ◆ fiancé lived in TKPK
- ◆ food coop
- ◆ Found a good condo to buy.
- ◆ Found a house here in our budget.

- ◆ found a house we wanted to buy
- ◆ Friendly people
- ◆ Friends here.
- ◆ Friends live here.
- ◆ Friends lived here.
- ◆ good place to raise children
- ◆ Had friends in the area.
- ◆ Have a rental property.
- ◆ Have declined over the decades.
- ◆ High Taxes will force me to move.
- ◆ I didn't realize how high taxes were and I refer others against it.
- ◆ I had a friend here.
- ◆ I liked that it was walkable to restau. & stores and the sense of community.
- ◆ I live by Wtl Reed Hosp.
- ◆ It feels like an authentic place, not manufactured.
- ◆ It has a sense of community--a real neighborhood. Farmer's market was a draw.
- ◆ July 4 Parade.
- ◆ Just landed here (wish I hadn't)
- ◆ large, affordable (in 1996!) houses
- ◆ Legacy of Roscoe The Rooster!
- ◆ Liked house.
- ◆ Live in area where people want to be in community.
- ◆ Lots of cats.
- ◆ Lots of friends here.
- ◆ Mark's Kitchen
- ◆ Marriage.
- ◆ Metro access.
- ◆ Musician Community
- ◆ Neighborhood.
- ◆ Neighbors care about each other
- ◆ Note: homes no longer affordable.
- ◆ Outdoor Space
- ◆ Partner already lived here.
- ◆ Prices were not @ the time sky high house.
- ◆ PURCHASED CONDO FROM A FRIEND.
- ◆ Red Line.
- ◆ RELAXING VIBE.
- ◆ right to have pet pigs
- ◆ Sense of community.
- ◆ Sidewalks on both sides of the streets. Lots of kids.

- ◆ Sister lives in Takoma Park.
- ◆ small community
- ◆ TAKOMA PARK INCORPORATED MY PROPERTY.
- ◆ TO TAKE CARE OF AGING MOTHER-IN-LAW.
- ◆ TPSS Food Coop
- ◆ Transportation access.
- ◆ vegan-friendly, pet-friendly
- ◆ WALKABILITY.
- ◆ Walkable
- ◆ Walkable community, sidewalks, farmer's market.
- ◆ WALKABLE.
- ◆ Wanted representation in the Senate.
- ◆ we bought here in 1977, when TP is where people went for affordable starter MoCo homes close to DC
- ◆ We thought it was D.C.
- ◆ Welcoming community.
- ◆ When this house was purchased (1960s).
- ◆ WIFE WANTED TO LIVE HERE.
- ◆ wonderful community for raising a family

Question 15: What, if anything, would you like to see done to improve Takoma Park police services?

- ◆ actions and not just words
- ◆ (1) PROACTIVE STRATEGY TO REDUCE AUTO THEFT AND AUTO BREAK-INS. (2) CAMERAS AT FREQUENT CRIME SITES SUCH AS GAS STATIONS & PARKING LOTS.
- ◆ A follow up on issues of the person reporting problem of crime.
- ◆ A little more presence around the neighborhood (esp. at dark).
- ◆ A little more visibility in my neighborhood would be good.
- ◆ A monthly meeting open to the community with the police to discuss the status of policing in Takoma Park.
- ◆ Actions to get cars to stop for pedestrians in crosswalks.
- ◆ Actually follow up when they say they will. This would to solve crimes.
- ◆ Add a List Serve & regular column in newsletter.
- ◆ Add a speed bump to Eastern Avenue near the metro.
- ◆ All our family's contacts with Takoma police have been positive and professional. Given events in nearby jurisdictions, I would like to be sure we are doing our utmost to provide de-escalation training, subconscious bias training, and training in encounters with people with special needs.
- ◆ Animal Services, i.e. wildlife issues, attended to by professionals who care and are funded
- ◆ As a city, and particularly our police force we have to address issues of racial bias against POC.

- ◆ Attention to addressing racial disparity in policing; ensuring Takoma Park youth are not racially profiled or unfairly criminalized.
- ◆ Based on 45 years living here, I think the police are doing the best they can with this problem. The randomness of crimes of opportunity; socio-economic problems of nearby jurisdictions, make a higher level of success impossible in a free society.
- ◆ Be more familiar about Sligo Creek Sunday closings.
- ◆ Be more visible downtown, at metro stop, at crossroads business intersection, patrolling parks (including Sligo Creek).
- ◆ Be more visible in our neighborhood
- ◆ Become accredited. Discontinue Neighborhood Services Team. Establish Community Policing. Encourage watch areas (not patrols).
- ◆ better communication with the local residents via list serve of crimes in our neighborhood and success or failure to solve these issues.
- ◆ Better coordination with surrounding jurisdictions. More presence near dc border/metro at night especially during commute times.
- ◆ Better enforcement of speeding and stop sign laws
- ◆ Better handling of excessive noise & commercial activity in residential area
- ◆ Better pay, more officers and a city council that lets them do their job.
- ◆ Better policing of parking violations in the streets around Old Town. The streets are very narrow and everyday I see cars parked illegally next to the curbside at a stop sign. This results in making the roadway inaccessible for 2-way traffic on many of the nearby narrow streets. The police's model of enforcement appears to be to wait until a complaint is filed, which is reactive policing and creates an impression on local residents that the police don't care about our daily lives. This is not to say that police resources should be redirected from more pressing matters for parking enforcement, but some proactive parking enforcement would be welcome.
- ◆ Better response time to non-emergency calls; greater enforcement of parking violations (e.g., cars on lawns, cars on sidewalks, cars on corners, etc.).
- ◆ Better speed enforcement and stop sign enforcement, particularly at the intersections near local schools. I don't have a child attending any schools but I cannot believe the amount of stop sign running I see in the areas around the schools.
- ◆ Better, more considerate service at the front desk. Need someone who cares about individuals.
- ◆ Bicycle patrols & enforcement of close passing of cyclists.
- ◆ Can't figure where to go downstairs- ppl behind the glass not necessarily present or responsive.
- ◆ Can't think of anything.
- ◆ Change the parking set up so that guests/friends can park for a couple of hours without a pass at our house without getting a ticket.
- ◆ Check Apt. Parking lot at night.
- ◆ Consistency in long-term Chief position; less attention to aesthetic housing code enforcement with more emphasis on safety related issues in neighborhoods. Preferred white not new stealthy grey cruisers for visibility.

- ◆ CONTINUE COMMUNITY OUTREACH. BETTER TRAFFIC ENFORCEMENT IN THE UNIVERSITY/LANGLEY PARK AREA.
- ◆ Continue to expand community-oriented policing & multicultural training for officers.
- ◆ Continued visibility and training in community relations and volunteerism by police.
- ◆ Continuous, visible preference in high crime, high burglary areas. Forget speed cameras, crack down on aggressive drivers (REALLY speeding where no cameras, passing in turn lanes).
- ◆ Coordinate with home security cameras and install more public security cameras in hotspot areas.
- ◆ Cops out of cars- on street.
- ◆ Crime prevention through increased presence.
- ◆ Cruise around the neighborhood more often. Watch and stop drivers who speed and run stop sign. I pray no one gets hit.
- ◆ Decrease number on payroll.
- ◆ Disarm the police.
- ◆ Disband the department. Merge w/ another, more responsive department.
- ◆ DK.
- ◆ Don't know
- ◆ Don't know enough to say.
- ◆ Don't know.
- ◆ Don't know.
- ◆ Driving thru neighbor streets.
- ◆ Drop the military trappings: uniform, car paint etc.
- ◆ Education! Education! And MORE EDUCATION ABOUT SERVING THE PUBLIC!!
- ◆ Either trained to enforce light noise ordinances, or not enforcing ordinances.
- ◆ Eliminate drugs and illegal immigrants.
- ◆ Enforcement of crosswalk laws. Enforcement in driving while speaking on cell phone.
- ◆ Enforcing park restrictions. A parking permits.
- ◆ Ensure that all police take C.I.T. training.
- ◆ Everything is fine as is
- ◆ Everything.
- ◆ Follow the rules, don't treat teenagers like violent criminals when they're just doing dumb teenager things.
- ◆ Follow up/ responsiveness w/ ongoing investigation.
- ◆ FOOT OR BICYCLE PATROLS.
- ◆ Foot/bicycle patrol.
- ◆ for a while they were on a rampage about cars not coming to a full stop at Maple/Lincoln. I was one and went to court and there were 20 other people there for the same spot! I believed I stopped as did others, but we wondered if warnings could have been tried that day if they were so eager to make their point. Or maybe just to earn \$ for city?

- ◆ Generally great/helpful. I didn't like how they treated a woman picking up her nephew after he had a car accident- they ID.d her & arrested her due to missed cart date. Don't ID people & neither ID if they are a victim. They ran my ID when I reported my Black Lives matter sign stolen.
- ◆ Generally, focus on what many may define as "real" crimes, and not petty crimes like recreational use of drugs whether in private or even public. Empathy goes a long way. Though TBF, generally speaking, they respond very fast and can be helpful in many situations.
- ◆ Get out of cars & do foot patrols, disarm.
- ◆ Good service doing.
- ◆ GREATER PRESENCE IN WARD 6.
- ◆ Greater public awareness of what TP police is doing; it's policing philosophy. Presence where & why. I am aware of concerns with crime & drugs & gang activity in Langley Park shopping area but have not witnessed it personally.
- ◆ Handle issues rather than sending Takoma Park residents to police in other jurisdictions; dissent and turn over to country.
- ◆ Have a better physical presence
- ◆ Have tried a few times to get a home security eval after break-in to no avail.
- ◆ Higher presence in Langley Park
- ◆ Higher visibility.
- ◆ I am happy for everything feel safe.
- ◆ I am not fond of stakeouts at stop signs.
- ◆ I am not in a position to give any suggestion at the times.
- ◆ I am pleased with their community outreach!
- ◆ I am well pleased and can't think of any way for improvements.
- ◆ I can only speak to my own experience, but I've generally found TP police to be prompt a courteous in dealing w/ emergencies.
- ◆ I cannot think of anything, but I have had little contact with the police over time (which is OK)
- ◆ I do not know.
- ◆ I don't know enough to make a noble suggestion.
- ◆ I don't know how but about a year ago our car window got smashed and when we called the police, they said many other Toyota car window had been smashed that night on the streets near the police station. No police officer was aware of it at night and no suspect was ever found.
- ◆ I DON'T KNOW- I DON'T WANT POLICE INTERFERENCE W/ MY LIBERTY- LEAVE ME ALONE & LET ME LIVE IN PEACE WITHOUT POLICE.
- ◆ I don't know.
- ◆ I don't think we have our own police force. It's a double tax.
- ◆ I feel lucky that I have not had to interact or been aware of friends or family who have had problems.

- ◆ I HAVE ALWAYS WONDERED ABOUT THE TRANSITION TO DARKEST COLORS (ALL-BLACK UNIFORMS,) AND VEHICLES AND THE SORT OF MILITARIST LOOK.
- ◆ I have children with mental health problems. Police have had to be called. Mental health professionals tell me to call the police if issues arise. Police have been very good, but are now gettingmad sometimes when I call.
- ◆ I have lived on my Street - Boyd Ave. for 25 years. During that time, I have seen a police car only once or twice. This street is abandoned by everybody working during the day, and so it's easy for criminals to break in during the day. There should be some drive by presence at least 3-4 x a day to help make the neighborhood feel and be safe. My house was broken into about 10 years ago, and the police were great in responding. However the weird thing is that the police said the burglars were in my house for FOUR hours. So they really trashed the place. I think if criminals saw police cars randomly stopped on streets in my neighborhood, especially during the work day, it would be a big improvement. And that wouldn't be a very big time thing to do. I have made this suggestion before. Nothing changed.
- ◆ I have no idea what they're doing. There have been a number of incidents w/ car vandalism & break-ins and I have no idea if they did anything.
- ◆ I have no suggestion.
- ◆ I have not had enough interaction to be able to make any suggestion.
- ◆ I have not had that much personal interaction with TP police, I did hear the current police chief speak at a neighborhood mtg due to rise in home break-ins and was very impressed with his responses & direction of the police staff.
- ◆ I haven't interacted with them so I don't know.
- ◆ I live across the street from a park, which after dark is a place where youth congregate to do drugs & drink. Police should do routine checks of parks after dark, esp. in warm weather to deter this illegal activity.
- ◆ I never see cops walking the beat. They should have a far greater presence in Old Town.
- ◆ I rarely see Takoma Park Police. However, once this 7-11 opens up on New Hampshire/Ethan Allen, I hope they will have a presence so it doesn't get heldup all the time.
- ◆ I really have no complaints but would be good to see police on foot/ not in cars a bit more.
- ◆ I think they would be better off walking the streets and talking to people than holed up in their fancy expensive cars that seem new every year.
- ◆ I want to be assured that the progressive nature of TK PK extends to the police, their policies, their actions, arrests & stops of people.
- ◆ I want to give attention to the people who is living inside the street or Alleys.
- ◆ I wish that the police would enforce traffic laws. People in cars speed and ignore traffic signs consistently.
- ◆ I would like for the City to conduct a formal, actual evaluation of TP Police Services, asking about those areas this survey just asked about but most residents don't know
- ◆ I would like more parking enforcement on residential streets.
- ◆ I would like them to stop announcing the race of people they arrest.

- ◆ I would like to get rid of your TP police dept. & utilize Montgomery county services. It costs too much.
- ◆ I would like to have more of a relationship w/ community police. I should know and recognize my officers.
- ◆ I would like to see Flower Avenue patrolled more (especially in the morning when drivers are speeding and running thru stop signs & school buses.
- ◆ I would like to see more of a police presence in the historic district/Old Town!
- ◆ I would like to see more officers. We know have a apartment building that is active with young people smoking weed all the time its Herve parking.
- ◆ I WOULD LIKE TO SEE THE CARS PARKED IN AREA 1 WITHOUT PERMITS/PASSES TICKETED. I PAY FOR 2 PERMITS IN ORDER TO PARK IN FRONT OF MY HOME. THEY PARK THEREFOR FREE.
- ◆ I would like to see the TP police department show more care, compassion, and be a little more friendly.
- ◆ I'd like the petrol cars to be more fuel efficient and I'd like the police to drive the vehicles less aggressively when possible.
- ◆ I'd like to see more of a presence of them on Houston Court and in the areas around TP where we see the most criminal activity and I'd like to see them ticket for littering.
- ◆ I'D LIKE TO SEE RESPONSE MEASURED TO NEED- WE DON'T NEED THREE COP CARS SHOWING UP BECAUSE SOMEONE WAS REPORTED SMOKING WEED ON THE TRIAL.
- ◆ I'd like to see Takoma police take a more cooperative approach with residents rather than a confrontational approach. Be nice to the kids, chat with people, answer questions in a friendly way
- ◆ I'd like to see them more on my street (Lincoln Avenue) other than speeding through with their sirens on.
- ◆ I'd love to see our force retire the use of tasers. As the parent of a child with a cardiac condition, it's terrifying what such a device could do to a young man like him/anyone else for that matter. These devices are cruel, horrific instruments of torture. We should be above using them. The police department is EXCELLENT at communicating. I've noticed several cops drive past me while TALKING on HANDHELD devices or (literally!) looking down at their computer screens. Come one - hold everyone to the law, even your force!
- ◆ If neighbors call on police about car parked longer than 72 hours in the same spot- check if car owner/resident is unable to move the car!!!! for some reason.
- ◆ I'm not really aware of Tak Pk police services except for my perception of lack of crime. I thank them for their service.
- ◆ I'm very happy to have a local police force. I can't speak to their being well-trained to handle problems- but I have had only positive interactions with our police force.
- ◆ implicit bias and racial equity training, especially as gentrification begins to effect the Langley Park / Crossroads area where there are lots of immigrant communities.
- ◆ Implicit bias training ongoing, i.e. as a continuous part of professional development.
- ◆ Improve community relations. Spend more time on foot talking to the community and less timing driving around in SUVs looking for traffic violations. Try to hire locals who

- live here to work in the PD; do not hire residents of other cities for this work. They are not invested in the community.
- ◆ Improve cooperation/coordination with PG & DC police if criminals take advantage of different jurisdictions.
 - ◆ Improve efforts to prevent and solve property crime at night in residential areas.
 - ◆ Improve the geographical literacy of the dispatch operators and call takers. Increase monitoring & ticketing of cars in residential areas; and at no parking zone atop of Westmoreland Ave.
 - ◆ In April 2017 or so reported robbery night time from my car stealing my medical item and computer/ NO ANSWER!!!
 - ◆ In our neighborhoods crime tends to be burglary or mugging. Difficult to deal with, they did finally catch serial burglars. No real advice except stay visible.
 - ◆ In the past 15 years or so ago the police in our neighborhood were kind, and friendly, part of the community.
 - ◆ INCREASED MONITORING AND TICKETING OF STOP SIGN VIOLATORS.
 - ◆ Increased monitoring of parks after dark.
 - ◆ Input personnel could use sensitivity training. Told my teenage daughter that the color of her hair was why she was being inappropriately followed by a male adult.
 - ◆ Instead of ambushing residents at the Maple/Lincoln intersection for rolling stops- get drivers who don't yield to pedestrians in crosswalks.
 - ◆ IT WOULD BE NICE IF TKPD DID SOME WORK TO ENHANCE DRIVER AWARENESS OF PEDESTRIANS, CROSSWALKS ON MAIN ARTERIES (i.e. CARROLL IN OLD-TOWN) AND RARELY RESPECTED BY UNATTENTIVE/UNAWARE DRIVERS.
 - ◆ Just have them more visible.
 - ◆ Just more police presence at night after dark.
 - ◆ Keep doing your good work listening to the community.
 - ◆ Keep up the good work
 - ◆ Keep up the good work.
 - ◆ Keep up the good work. Your training on dealing with the mental health is always a plus. Especially with the many homeless young adults I observe, converse with and am also related too at least one of them.
 - ◆ La vigilancia es muy importante.
 - ◆ Less dismissive officers when minor crimes reported.
 - ◆ Lessen siren during the night when there is no traffic on road.
 - ◆ Love the new police chief
 - ◆ Luckily we have not had to deal with the Police Department. My perception is that they care about the community and do a good job but I have no firsthand experience.
 - ◆ Make landlord laws less restrictive to encourage new rental housing to be built here.
 - ◆ Más vigilancia y perseguir a los ladrones.
 - ◆ Maybe a bit more visibility around Metro (if possible, given that it's in DC), and Takoma Langley area.
 - ◆ Maybe having a police cruiser go down each street at night.

- ◆ MEET THE PEDESTRIANS. GET TO KNOW EACH OTHER. OFFER TO CHECK THEIR HOME WHEN THEY ARE AWAY ON VACATION & PHONE & DESTINATION.
- ◆ Middle school kids during spring and early fall, frequently terrorize other students and residents-- sometimes block traffic-- at Grant, Holly and Darwin. A crossing guard would make a better difference. I called department dousing an extended fight among students-- was told there would be a delay because of other calls 20 minutes later, a cruiser arrived-- too late.
- ◆ More attention & presence in our neighborhood, especially for traffic issues but also just in general.
- ◆ more bike patrols on Sligo creek trail
- ◆ More cameras would help police catch car thieves & other criminals.
- ◆ More community outreach. It'd be good to know some of the patrol police.
- ◆ MORE CONTACT WITH PUBLIC.
- ◆ More contact with the community.
- ◆ More crime prevention- especially burglaries, robberies.
- ◆ More effective traffic enforcement on Philadelphia Ave going east from Chicago ave to Piney Branch. If officers would just sit in a driveway (not during rush hour when it is bumper to bumper), they would catch buses, trucks, and cars exceeding the 30 MPH speed limit. Residents have asked the police dept numerous times to lower the speed limit to 25 MPH which is consistent with the rest of 410 in TkPk. There are numerous families on this stretch of road and our children are unsafe.
- ◆ More foot and bike patrols- get out of your police cars.
- ◆ More Hispanics on the force !
- ◆ More interaction with kids in poorer neighborhoods.
- ◆ More interaction with residents.
- ◆ More neighborhood contact. More presence in known problem areas.
- ◆ More neighborhood outreach & patrols. Better policing of Takoma / Langley crossroads
- ◆ More neighborhood patrols/presence.
- ◆ more of a friendly presence; make sure they are well compensated and cared for.
- ◆ More of a general presence...perhaps drive by a couple times a week.
- ◆ more of a presence at night
- ◆ More of a presence on Sligo Trail please.
- ◆ More officers
- ◆ More officers.
- ◆ More often common gathers w/ community.
- ◆ More on foot/out of car interaction with community.
- ◆ More outreach/education for the public on: *) specific situations on when and how to call the police (when it's a 911, when it's not) *) specific situations when it might be better to not call and suggestions on intervention / ally strategies. (eg, unfamiliar black person walking in the neighborhood.)
- ◆ More patrol on winding Hill way & 500 blk of Domer.
- ◆ More patrolling around our neighborhood.

- ◆ More patrolling in neighborhoods.
- ◆ More patrolling of local Spring Park at night-sometimes basketball games at 2am during the Summer months-park is supposedly "closed" at dusk...nobody pays attention to the sign
- ◆ More patrolling of the neighborhoods, and not just in response to calls. Reaching out to residents.
- ◆ More patrols on Flower Ave
- ◆ More patrols, more police presence to deter break-ins, burglaries.
- ◆ More police case presence after dark around the neighborhoods adjacent to T.P. Metro Station.
- ◆ More policing in the community. Surveilling the community.
- ◆ More presence along Flower Avenue, other than when a major crime occurs and they have to turn on lights, arrest people, etc.
- ◆ MORE PRESENCE AT DUSK WITH METRO WALKING ROUTES. WILL NOT WALK ALONE IN EYE OR NIGHT.
- ◆ More presence in neighborhood.
- ◆ More presence on Kirtland and Hopewell Ave, as well as New Hampshire & East West.
- ◆ more presence, drive bys
- ◆ More presence.
- ◆ More regular, visible presence. Cars and homes are broken into on a regular basis and to my knowledge the police have only caught one of the perpetrators.
- ◆ More statistics & regular reporting to public about crime investigation results.
- ◆ More tickets for car parked illegally and by fire hydrants.
- ◆ More visibility (bike, segway, electric bikes, walking); more license plate renders, complete agreement for cooperation w/ all surrounding jurisdictions.
- ◆ More visibility in neighborhood
- ◆ More visibility in Takoma overload condominium area.
- ◆ More visibility in the neighborhood, rarely seen. Better communication with residents using texts or emails.
- ◆ More visibility in ward 3 (Kansas/Eastern/New Hampshire Area).
- ◆ More visibility- never patrol my neighborhood stop people running stop signs or put up YIELD SIGNS WALNUT/ ELM/ WESTMORELAND/ PINE BALTIMORE/ PHILADELPHIA.
- ◆ More visibility on busy streets- enforcing STOP signs.
- ◆ More visibility- walking, biking.
- ◆ More visibility, less focus on Sligo Creek traffic enforcement.
- ◆ More visibility.
- ◆ More visibility. Our neighborhood has wares of burglaries. More visibility would be deterrent.
- ◆ More visible driving through neighborhoods especially w/ parks.
- ◆ More visible in commercial areas- we never!! see them, and don't know them.
- ◆ More visible paroling around our neighborhood.

- ◆ More visible patrols would be nice. I have noted police racing to crime scenes in packs rather than converging from different directions where they have been patrolling.
- ◆ MORE WRITING INFORMATION.
- ◆ My contact was asking a question @ the Maple Ave. Ofc. question answered: all good!
- ◆ My interactions with the Takoma Park PD have definitely been the best of pretty much any interactions I've had with police anywhere. It's one of those 'small town feel' aspects of Takoma Park. Unlike a lot of police, it has never felt like they're bored and either don't want to be bothered or are looking to f' someone up. So big thumbs up in their public-facing / community side. But it does feel like burglary, petty theft, and vandalism are increasing in the neighborhoods near NH Ave and that nothing substantive is being done. Don't know if that's borne out by stats though.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ NA
- ◆ Need to step over zealous writing of parking tickets in residential areas.
- ◆ Neighborhood services just picks on poor people, even people who have been victims of tragedy. This is appalling and abusive. Stealing campaign signs was also really nasty. Should do more positive community policing.
- ◆ Night patrol?
- ◆ no
- ◆ No suggestions. I've had two home break-ins in the past. The TPPD responded immediately and helpfully...and solved one of the crimes. They also responded promptly to a false security system alarm.
- ◆ No.
- ◆ No. City services are great!
- ◆ None of them everything okay!!
- ◆ NONE WAS PART OF POLICE ACADEMY FOR THE PK COMMUNITY- IT WAS AWESOME.
- ◆ None.
- ◆ None.
- ◆ NONE.
- ◆ None.
- ◆ Not a thing.
- ◆ Not because they have proven to be ineffective but more \$ and training towards mental health services.

- ◆ not focus on minor problems like not stopping completely at a stop sign when not speeding or pulling people over for tail/break light problems
- ◆ Not having a need for police services, don't know.
- ◆ Not sure haven't had to interact w/ them
- ◆ Not sure, are through enough staff?
- ◆ nothing
- ◆ nothing
- ◆ nothing at this time
- ◆ Nothing I know of.
- ◆ nothing specific; their community oriented policing is great...
- ◆ Nothing.
- ◆ Nothing.
- ◆ Nothing.
- ◆ NOTHING.
- ◆ Offer assessment and recommendations of home theft risk either by on-site visits or through generic/on-line guidelines/risk assessment guidelines.
- ◆ Officers on bikes in our neighborhood after dark gave me the most secure feeling I ever have had living here for 39 years.
- ◆ On the one occasion I have sought help for a break-in the T.P. were excellent. I don't thought they ever solved this crime, but they were responsive to all the critical ways.
- ◆ Our home was broken into in Sept. 2016. We moved in Sept. 2017, and our new home was broken into in Jan. 2018. TKPD has not solved either break-in. Their response to our calls was great, their security walk-through was helpful, but I would prefer that they stop the crime. Also, the neighborhood services has sent several nastygrams to many homes in our neighborhood. Please prioritize solving break-ins over reprimanding us for childrens' toys in the street.
- ◆ Our police are exceptionally responsive and very nice - a big plus of living in Takoma Park and one of the major advantages of having our own city government. Very personal and quick to respond to request for help.
- ◆ Overall I appreciate everything TPPD does, however, I feel some officers have not been as patient or courteous during my interactions. I'd like to see improvement in courtesy and interactions.
- ◆ Overall, doing a good job. Perhaps more visible presence in neighborhoods.
- ◆ Overall, maybe a greater communication of what their job is in the community.
- ◆ PARKING RESTRICTION ENFORCEMENT IN AZALEA GARDENS.
- ◆ Patroll Service ROADS.
- ◆ Patrols in the evening on roads, including Maple avenue, that pedestrians use to walk to/from the metro
- ◆ Pedestrian issues are a problem, as is speeding and I don't ever see that addressed. The few times I've called for something, the dispatcher/operator who answers the phone isn't that pleasant or courteous. Mostly, I can't comment on if they're fair or actually sensitive or honest -- how can a resident measure that?

- ◆ People running stop signs.
- ◆ Pl get rid of it- Montgomery City- 50K \$.
- ◆ Police more use turn signals, if they don't do it, why should we ? Rule of law, no ?
- ◆ Police should tell locals what to look for or worry about when something is going on.
- ◆ Policeman took a report- gave good info, did his job could have been more empathetic.
- ◆ PREVENTION- TAKOMA PARK SEEMS TO BE FREQUENT TARGET FOR PEOPLE OUTSIDE THE NEIGHBORHOOD.
- ◆ Publicly report on deescalation and anti-bias training- and have these frequently.
- ◆ Que no se esconden cuando esperan el tráfico con radar que quiten todas las camaras de las calles.
- ◆ Really don't know.
- ◆ Really like police community events, but would like to see more visible policing when TPMS and PBES get out to deter rough behavior.
- ◆ Really not sure. Still have a border/ jld problem w/ DC & Zanley.
- ◆ Really, not enough interaction to make this judgments, no complaints so far.
- ◆ Replace the speed camera on Carroll Avenue with an traffic officer if speeding is a problem. Otherwise remove the camera. I don't want funds resulting from traffic / speeding tickets going to "For Profit" private companies selling these cameras, even if just partially.
- ◆ Respect the job.
- ◆ Respond quicker & seem more concerned w/ the Roanoke Ave. crime activity.
- ◆ Same type of crime happened four times to me, within few months time. I wish recurring of same crime could be prevented.
- ◆ SCHEDULE GET TOGETHERS (COMMUNITY) & MAKE SURE THE WORD IS PASSED.
- ◆ Seem good.
- ◆ Seems overstaffed for such a small city, but services are very good.
- ◆ Several years ago we called them regarding as wounded animal in our yard and 2 police officers came & took care of it. I do not expect any improvement. They did good job.
- ◆ Speedy dispatch.
- ◆ Sponsoring of community recreation opportunities and facilities. Overall, I love takoma police services!
- ◆ Stop @ stop signs. Set an example! People watch you & follow your lead.
- ◆ Stop being so aggressive.
- ◆ Stop dealing with the present touring company.
- ◆ STOP THE POLICE FROM PARKING ILLEGALLY. SEEING A POLICE CAR PARKED ILLEGALLY SEND THE MESSAGE THAT POLICE ARE ABOVE THE LAW.
- ◆ Stop the routine breaking into cars on 4th & 5th near the VFW.
- ◆ Stop using physical violence when questioning youth in the city; make tours of neighborhoods a priority.
- ◆ Suggestion: Subscribe to the various neighborhood listservs (like North Takoma, contact takoma@inbox.com to request), to see residents' feedback and complaints, and then

work to address them. Or recruit one person in each neighborhood to forward police-related posts to you.

- ◆ T.P police are doing a great job. They could drive through the neighborhood even once in a while.
- ◆ Takoma Park police should increase their presence. Expand body cameras and follow up on victims and perpetrators to ensure things have not escalated. The police should also ticket those oversized business trucks in the neighborhood more frequently and enforce city ordinances with homes that park on the grass or merge driveways and create oversized driveways. Further the city should investigate homeowners who are not reporting that they are renting and/or have multiple renters in an residential home. Home owners want to live in a neighborhood not an apartment village.
- ◆ The department should be accredited, and get rid of Neighborhood Services Team- they just harass poor & elderly people while ignoring other serious problems. And they steal campaign signs!
- ◆ The new chief is doing a good job staying in touch with neighborhood organizations.
- ◆ The police consume the highest share of the city's budget, and our taxes are high and duplicate county services. We should eliminate city police services that the county could provide. We don't need specialized units like SWAT, etc., that are used rarely. I highly doubt this kind efficiency would ever happen, because the city likes to protect its employees and programs. Those of us who prefer more limited services and government don't have much of a voice.
- ◆ The police officers are bullies, with too much time on their hands.
- ◆ There is a lot of minor crime, like packages getting stolen from parks and cars getting broken into- these are a frequent nuisance, and not sure how seriously the TKPK police takes these.
- ◆ There needs to be more consistent and visible presence of police vehicles, offices on bikes and on foot, especially at dusk and dark when people are walking home from work and school.
- ◆ They are doing a good job, I want them to continue.
- ◆ They are racial bias toward toward some minority people Especially if they are nun American and black.
- ◆ They could be more friendly all the residents.
- ◆ They do a good job.
- ◆ They do excellent work in my experience . Make sure they continue to learn to combat unconscious bias.
- ◆ They have always treated me (educated white woman) ok but I have personally witnessed them treating a Spanish speaker horribly, and I once called the police to report an incident and the officer said what I felt were offensive things to my (white) son about how people are going to hate him automatically b/c of the color of his skin. Shocking, really.
- ◆ They really need to look at getting out and meeting the people that they serve, Even when you come up to them they are often reluctant to speak to you. would love to see a police officer come around my street and actually get out of their cruiser and talk to folks.

- ◆ They seem stretched very thin. I'd like to see more speed and parking enforcement in residential neighborhoods. I've seen one or two speed checks or rolling stop checks on Maple Ave, but nothing more than very infrequent.
- ◆ They should frequent the city often.
- ◆ They should be more accepting of our diverse community
- ◆ They were EXCELLENT with us when something happened. No suggestions come to mind.
- ◆ This is a silly question. You're asking me to generalize about how the police treat everyone based on my own personal interaction. It's a flawed question and none of these results are going to tell you much of anything accurate.
- ◆ To develop good working with the neighborhood.
- ◆ To my knowledge the police department is and has done an excellent job. I have no suggestions.
- ◆ TO PAY a little more attention to older resident- we need the help and to know that they have a heart of gold for old age! (smile)
- ◆ Too many traffic violations.
- ◆ TPPD appears aloof from community - rides around in dark cars with tinted windows to be menacing.
- ◆ Traffic cones on intersection of Philly and Maple and Philly and Piney Beach . Some crossing guards let students cross the street against the light. (Don't walk signal).
- ◆ Trained them to be polite & respectful. Some time they over use their power.
- ◆ TRANSPARENCY IN THE NEIGHBORHOOD.
- ◆ Treat residents in the neighborhood with respect and not automatically assume they don't belong. We had a cop respond to the kids on our street setting off fireworks and he came out of his car ready to draw a weapon. in front of the children. playing. My husband has been stopped by cops walking home and asked for ID.
- ◆ TURN UR PROMPTING TO BEAR WITH SERIOUS TRAFFIC PROBLEMS! FIND DURABLE SOLUTIONS.
- ◆ UNIMPRESSIVE RESPONSE TO RASH OF CAR BREAK INS AROUND 2005-2010. ALMOST NO PRESENCE IN OUR NEIGHBORHOOD.
- ◆ Visible patrolling on Eastridge Rd. park.
- ◆ Visible presence walking and driving around town, particularly along Ethan Allen Avenue and New Hampshire Avenue is where I would notice
- ◆ Walk around on foot or on bicycle and be SEEN.
- ◆ Want them to be invited/encouraged to interact w/ youth without adding to their stress or using their off hours.
- ◆ Ward 6 traffic enforcement and pedestrian safety
- ◆ We do not know the impact of not having our own force vs relying on the county force. Is the additional costs a ROI investment?
- ◆ We live just past the 4-way stop at Houston & Flower. I appreciate the police stopping cars that run the stop, but I wish when they pulled them over they didn't block my driveway.

- ◆ weekly updates on our neighborhood listserv. we used to get them from Catherine Pleavy.
- ◆ When Sligo creek incidences are reported to the TP police, they should pay attention and monitor the areas adjacent to the park even if they do not have jurisdiction. They should not just refer the person to the Park Police.
- ◆ When they are in the neighborhood, take their time to contact residents and exchange information vital to safety and good relationship.
- ◆ Work with others in law enforcement to convict [REDACTED] for burglaries and theft in Takoma Park. Then announce the return of many things they stole while they were living in Takoma Park. Their address was [REDACTED] They moved using [REDACTED] on [REDACTED], 20[REDACTED].
- ◆ Would like to know that TP Police are actually patrolling or watching, especially at evening & night hours. I was knocked out and beaten by 4 youths a few years ago less than 150 feet from my front door. The police should get out of their cars so that their presence is known, esp. by gangs from DC.
- ◆ WOULD LIKE TO SEE A PATROL IN MY NEIGHBORHOOD- HAVE A CHANCE TO MEET OFFICERS.
- ◆ Would like to see an emphasis on increasing the policing of pedestrian, cyclist and vehicular laws and interactions.
- ◆ Yes, I was robbed last night he try to kill me with a sharp knife and took my cell phone. I complaint already.
- ◆ Yes, they need to improve the neighborhood safety. The broke the car in the parking lot at night.
- ◆ You are giving good services. Therefore keep it up.
- ◆ You have some power hungry clans on your force that are an embarrassment to law enforcement & reflect poorly on the community.

Question 19: What additional services, if any, would you like provided by the City of Takoma Park?

- ◆ (1) Advance computer courses. (2) Speeding needs to be controlled. (3) The process of removal of tree was difficult because several people gave different advice and we paid three times to get removal of an old Oak tree which was 3/4 hollow/ not ten.
- ◆ (1) Better city planning for stormwater runoff. (2) Much better bike lanes.
- ◆ (1) Encouragement & enforcement of sidewalk snow shoveling by residents- a major winter walkability issue. (2) Stormwater Management projects such as bioswales and rain gardens. (3) Measures to reduce traffic speed and non-local traffic on residential street (a walkability issue).
- ◆ (OK as is.)
- ◆ A cable service to the people of Ta Pk with low monthly service. Instead subscribing to Xfinity high price. Such service could put more money into the treasury for our city.
- ◆ A lot of loose bricks or missing bricks on sidewalks.
- ◆ A PARK WITH A SEATING/BENCHES AND BEAUTIFUL GARDENS (LIKE NYC CENTRAL). CITY WIDE PROVIDED INTERNET SERVICE SMALL FEE FOR PARTICIPATION/USE.
- ◆ A pocket park with a small playground for young children at the corner of Holly and Dogwood.
- ◆ A RATIONAL CONVERSATION ABOUT PARKING FEES, WHICH ARE RIDICULOUS FOR RESIDENTS, AND AS OUR TRAFFIC MANAGEMENT, WHICH IS A GROWING PROBLEM.
- ◆ A REAL STORM WATER MANAGEMENT PROGRAM TO HELP WITH RESIDENTIAL FLOODING- THEY ARE NON-RESPONSIVE.
- ◆ A system of citing people whose house is in disrepair or just a mess that needs to be cleaned up. (My neighbor does not notice a mess!)
- ◆ Ability to renew and pay for parking permits online!
- ◆ accept visa at no charge
- ◆ Accessible compost for apartment and condo buildings.
- ◆ Active cooperation with U.S., state & other agencies in removal of illegal aliens.
- ◆ Additional trash collection along Flower Avenue. It is a mess, especially near Flower / Piney Branch intersection to Wabash. It is a mess! As well, further management of crime (theft) and traffic along the same location.
- ◆ address lack of recreation activities and run down building at NH rec center; more focus on improving university/nh diversity of shopping activities and in Ward 6 in general
- ◆ Advisory services to seniors like myself on how the best manage issues associated with aging.
- ◆ AED/ DEFIBRILLATOR TRAINING FOR ALL RESIDENTS, WHEN DESIRED. PAIR W/ FIRE DEPARTMENT?
- ◆ Alert system for emergency.
- ◆ An improved reaction and fitness center.
- ◆ As a government, and within the parameters of existing revenue, greater focus on basics of infrastructure & safety rather than waste or duplicity of existing County level opportunities for the same "responsibilities". It has always been "worth it" (taxes), however, to have city public works and fire

- ◆ As far as I can see you seem to have everything covered.
- ◆ Assistance for city residents in need of home repair aid.
- ◆ Assistance for low income home owners who wish to stay in their homes instead of selling out to developers. Help people with disabilities. Stop gentrification.
- ◆ Assistance with building rain gardens, landscaping yards to manage stormwater, encourage native plants to home owners.
- ◆ Assisting of hoarders in meeting residential codes
- ◆ Be more reasonable on tree regulations! Rules on tree trimming are too stringent. Having sick trees that aren't allowed to be cut down makes life dangerous.
- ◆ Behind the house trash pickup- could it be reinstated for senior citizens? More police presence- there is virtually none in N. Takoma. Tougher monitoring of college expansion- we lost daycare center, will lose pool- watch out for the trees! How about a city sponsored "free cycle": where people can take furniture & other household items that are reusable.
- ◆ Better care of public parks- weeding, cutting grass, overgrowth.
- ◆ Better compost containers to encourage composting.
- ◆ Better enforcement of traffic violations. Better management of traffic issues in general. More/better services for middle income families e.g., affordable childcare
- ◆ BETTER LIBRARY (MORE BOOKS). LOVE LED LIGHTS! EVENTS IN HAMPSHIRE/LANGLEY.
- ◆ better lighting on streets in neighborhoods. Insufficient lighting invites muggers.
- ◆ Better maintenance of parks, return to scheduled collection of leaves, leaves that are not collected creak hazards on sidewalks, more timely repair of potholes or side streets more frequent trimming of trees overhanging sidewalks.
- ◆ Better online library services for accessing and reserving (like the DC Library has)
- ◆ Better police presence. Public swimming pool (like in DC- Piney Branch pool is terrible!).
- ◆ Better recreational facilities, including a decent swimming pool
- ◆ Better recycling programs. Different bins for paper/plastic/ and glass. Better rec center youth programs- like swimming lessons (and a TKPK public pool).
- ◆ Better understanding of what costs are for same services- like where is our money been spent- and can there be outback to [?].
- ◆ Better upkeep of New Hampshire Re Center, more programs at that facility.
- ◆ Brighter street light bulbs on Devonshire ave
- ◆ Can't think of any.
- ◆ CHECK ON LONELY OLDER SENIORS, LIVING ALONE AND HAVING NO ASSISTANCE.
- ◆ child care
- ◆ Childcare when schools are closed for kids 2 mo-5 years- daycares close & there are no options. More tot programs for working parents- nothing for us on weekends. Overall city services are great!
- ◆ Citizen and policing education should be revisited. I have had bad experiences with police!!
- ◆ City arborist should be available to evaluate the health of trees on resident's property.

- ◆ City needs to focus additional attention to Old Town and Takoma Junction commercial district gardens, including plantings leaves and maintenance.
- ◆ City should stop spending so much on things that are not needed. Do basics better. Don't use this survey as an excuse to do more wasteful things. LOWER TAXES! City often ignores citizen comments. That is very insulting. Public Works performance on Larch Av sidewalk was extremely poor and assault on residents. Fire PW staff! Stop destroying the environment with tons of concrete and wasting our tax dollars.
- ◆ Clear leaves off stormwater drainage system at least annually so they can actually work properly.
- ◆ Clearer schedule for when lead collection is coming
- ◆ Compost collection to individual in condo associations.
- ◆ Composting demonstrations - too much money and fossil fuels are being wasted hauling away yard trimmings. Community gathering place at Takoma Junction. "neighborhood services" is out of control - let people put items on curb for "free cycling", too much control of vegetation.
- ◆ Considering switching to closed bins for recycling. The yellow bins are absurd and cause extreme amounts of litter, particularly on windy days.
- ◆ Cooperation with DC police for safety.
- ◆ Cooperative WiFi citywide. Better parking options for old town (unable to shop or eat because of lack of parking.) more equitable focus on all areas of Takoma, not just old town). Better access to piney branch rd(need left hand turn signal at either Sligo Park or flower Ave. this has become a major headache since restrictions applied on Park Valley. Yearly or seasonal curbside pickup of electronics for recycling at no cost. Need 3-way stop signs at up intersection of Kennebec and Sligo Park.
- ◆ Coordination of all the construction project. Much less emphasis on growing density. Less development.
- ◆ Course on local & regional government could be "targeted" to 16 years voting for first time but we all need it. "Who are these judges?" "Why are we electing this role?" etc.
- ◆ Didn't know- all work and no play makes Johnny a dull boy.
- ◆ DISABILITY SERVICES.
- ◆ Do not go forward with the development next to the COOP. Traffic congestion will be avoided.
- ◆ Do people really watch the City cable channel. I've been here 26 years and never have-- oh, once, when we were in the parade and we wanted to see ourselves, but we now can watch that online, don't need a cable channel!
- ◆ Drop-in child care on the weekends close to a coffee shop or co-working space.
- ◆ Electronic waste collection at public works - and other waste like paint that doesn't go in regular trash. Expanded hours at public works to better accommodate people who work 9-5. Don't make me go to Shady Grove!
- ◆ EMPHASIS ON INTERGENERATIONAL ACTIVITIES. OFTEN, IT FEELS LIKE SENIORS, SCHOOL-AGE KID FACILITIES & COUVA KID FAMILIES MOVE IN SEPARATE SPHERES.
- ◆ Enforce codes for neglected property grounds.
- ◆ Enforcement of noise ordinance.

- ◆ Enforcement of WO Leaf Blowers between non business homes.
- ◆ Everything is excellent.
- ◆ Expansion of fall leaf vacuum service on major roads. 2X/yr. is insufficient service for these areas. Week day pick up on these 2 days makes preparation challenging for working households & causes traffic/parking issues.
- ◆ Fall/winter roadside leaf removal could be improved. We had a large leaf pile that sat for weeks. Sanding & salting could be more timely. We live on a street with a hill. City haven't been as good about prompt action for sanding/salting and flowing the street/hill.
- ◆ Fitness center.
- ◆ Free pick of bulk trash. Free parking pass to vehicles registered to Takoma Park.
- ◆ Free play time for tots in gyms, lighted outdoor facilities for evening use, adult soccer league/pick-up.
- ◆ Free transportation services for the elderly and disabled.
- ◆ Free yard trees (see: TreePhilly in Philadelphia). Document shred day. Solar roof credits.
- ◆ GET RID OF THE ARBORIST.
- ◆ Heffner center needs to be cleaned more frequently.
- ◆ Help for housing code repairs.
- ◆ Here passport service open when it's supposed to be.
- ◆ I can't think of anything.
- ◆ I don't understand all the street repairs, cutting of streets.
- ◆ I have no complaints!
- ◆ I have no suggestions.
- ◆ I have tried repeatedly to get the WSSC manhole covers maintained on Maple Avenue from Tulip to Philadelphia without success. Every time a car goes over them they make loud noises because there are uneven. It's very annoying and could be easily fixed if looked at carefully. I would like tax dollars
- ◆ I know there are different waste collection rules for apartment buildings, but composting for apartments would be wonderful. A little more guidance on recycling (e.g., plastic film and styrofoam) would be useful--I find myself looking those up a lot, but struggling because I live in an apartment.
- ◆ I recognize that employees care and work hard to do their job
- ◆ I wish Rec. Dept. would bring back jazzercise class or aerobics!
- ◆ I would like a better/automatic parking permit renewal. Every 2 years we only know our permit expired when we get a ticket- which is more than the permit!
- ◆ I would like more traffic abatement measures on Flower Ave. More stop signs, more traffic humps etc. I would also like better pothole fixing on Flower Ave and covered bus stops.
- ◆ I would like the city to be more mindful of elderly long- time residents who may hope to age in place. The city's property tax levies are not sustainable for such people, like me who are retired, elderly, and on very limited incomes.
- ◆ I would like the City to work with a developer to create market-rate senior housing. There are so many seniors who will want to stay in Takoma Park and there is no place to age.

- ◆ I would like the dark time to be light on the main street's please.
- ◆ I would like to have more walking trails and better bike lanes, as they interfere with peds.
- ◆ I would like to see better cross walk Safety at the Flower/piney Branch intersection. I fear for pedestrians when /drive There and fear the cars when I am walking or crossing here.
- ◆ I WOULD LIKE TO SEE FITNESS CENTERS OPERATE AT HOURS THAT ALLOW UTILIZATION BY WORKING PEOPLE; RIGHT NOW THE HOURS WORK FOR SENIORS, I WOULD ALSO LIKETO SEE A FITNESS CENTER IN OR NEAR OLDTONOR THE JUNCTION.
- ◆ I would like to see LESS art, recreations, dog parks, sidewalks, and other wasteful distractions. Focus on doing basics well.
- ◆ I would like to see the City provide less services and reduce our property tax burden, which is making living in Takoma Park unsustainable for older homeowners and others on a fixed income.
- ◆ I would like to see the N Hampshire Ave Rec. Ctr. fixed up.
- ◆ I'd like to request installation of sidewalks on 5th ave. It's a hilly road and kids have to walk down in the middle of the road to get to the school bus stop. It's unsafe with all the cars passing by.
- ◆ If it were deemed possible, additional cultural programs to draw in the part of the community that does not now participate would be appropriate.
- ◆ I'm a small landlord and it would be good to have help navigating between city and county jurisdiction issues. Also - bring back flag football for the kids!
- ◆ Improved traffic light management, especially at Takoma Junction. Have to wait 4-5 mins. for light to change to green!
- ◆ In collecting leaves they should follow the date of collecting the leaves.
- ◆ In my living area 7401 New Hamp, after 11 pm my night job. There is no parking I wait till 3 am to find parking.
- ◆ It would be great if Takoma Park's passport services were all-encompassing - that TP would have a one-stop location for taking photos and submitting forms, as well as more convenient hours. Also, could Takoma Park please have a place to recycle plastic bags and other difficult-to-recycle polymers, such as polystyrene.
- ◆ It would be great to have more parks in the city.
- ◆ it would be nice to have fitness room at the community center. The rec center is far from us.
- ◆ It's a bad time to send a survey because it is so hard to get around these days- had 3 deforms between the post office and my home on Baltimore. A map on the website showing the road closure at any given time would really help.
- ◆ It's hard to find out what's happening at the Rec Center. I wish there was an online listing of stuff. For instance, I want to know when my kid can come shoot hoops without signing up for something and it's hard to find that out.
- ◆ Job fair for seniors, employment centers.
- ◆ Keep up the great work. I am proud to be a resident!

- ◆ Kennewick Ave: WE NEED BUMPER & STREET. MORE LIGHTS AND BEHIND THE ROAD MEGA SUPERMARKET. TRASH CANS GIVING SO MUCH BAD SMELL WE ARE GETTING HEALTHY TROUBLE.
- ◆ Large, closed bin should be provided for paper recyclable. Mo. Co. won't provide cuz TP has own trash [?].
- ◆ Leaf pickup on Upper Eastern Ave. Bring more businesses/ development and HOUSING! We need new houses/construction and add economic development.
- ◆ LEAVE PEOPLE ALONE TO LIVE HOWEVER THEY WANT.
- ◆ Less concrete boxes at curbside blocking available parking.
- ◆ LESS services please! I don't want dog park, I don't want compost collection, I don't want such a big Rec program. I don't want eyesore/code violations.
- ◆ Library collection joined with Montgomery county- too small! Keep up the good work!
- ◆ Library programs start too late. Programs for children w/ disabilities.
- ◆ Low-income housing, early childhood care and education, and coaching and aid for pregnant women and new parents would be my top priorities, but I don't know enough about how the city does on these things to offer an assessment.
- ◆ Make help available to seniors and special tax breaks for senior home owners.
- ◆ Make it easier for home owners to get approval to remove trees in poor condition especially that pose a risk to people or buildings, and lower fees for tree permits in these situations. Provide summer camp that includes reading and math to help disadvantaged kids learn- for academics for a couple ho
- ◆ Mas transportes publicas.
- ◆ Maybe a few subtractions are feasible.
- ◆ Me gustaría que hubieran locales para escritos.
- ◆ Modernize the City. Increase social programs for low income families. Increase WiFi and Broadband access. Create common-sense city ordinances for housing that prevents homeowners from grossly distorting the neighborhoods. Control the number of people homeowners can rent to in a single-family home.
- ◆ More activities and engagement in the Langley Park area - the rec center near New Hampshire Ave seems underutilized.
- ◆ More activities for children after school and teens work opportunities.
- ◆ More athletic facilities. E.g Fitness room at the Community Center /Maple street and not just a tiny fitness room at the New Hampshire location; more athletic opportunities for kids in school (basketball, soccer etc)
- ◆ More community art programs -- not programs where an artist makes art for the community, those are good, but more programs where the community comes together to make art. More stages and gallery space to provide new and 'out of the box' artists places to show and perform their work to get noticed. Hyattsville's art district has done this. It always surprises me how hard it is to find out about opportunities for artists, musicians and performers in Takoma Park. You have to know someone or already be part of the group to become part of the group. Also, physically disabled adults under 55 should be able to attend the 55 and over socializing and fitness events. You do not offer 'bone builders' for disabled adults under 55. When I asked for a waiver to be included on a bus trip for Women's History Month, my request was denied because I was 51. What is the

purpose of the 55 and over programs? I'm assuming it's to keep that population engaged, active and healthy. Those are the same goals you (should) have for your disabled population. And along those lines, I'd love to see more emphasis on intergenerational community building activities. Something in addition to 'family' programming, because that word implies intergenerational as long as you have a kid you're connected to and will attend with. And in addition to the existing things like costume parties or egg hunts. More all-ages, all-welcome, group engagement events.

- ◆ more effort to attract and support small businesses
- ◆ More EV car chargers.
- ◆ More exercise programs such as bone builders
- ◆ More fitness classes for adults, such as yoga which is often full before I can get a spot; more bike lanes; better space/furniture/toys/activities for young children at the library; also, I wish the city compost program was open to families in condo buildings
- ◆ More information resources for recycling & composting. Improvements of affordable housing. Keeping the Coop- I'm big fan of the Coop!
- ◆ More lights pole.
- ◆ More methodical sidewalk planning/construction; improve NH Ave recreation center
- ◆ More modern and size metro station. Philadelphia road terrible. Provide large item collection and compost for multifamily condos.
- ◆ More organizing opportunities at community events. Incentives to get car soft streets & increase walking in wooded areas.
- ◆ More performances/programs at the Gazebo.
- ◆ More poor and low-income services
- ◆ More programs to facilitate sustainable living (e.g. , less plastic, reduce energy use, reduced waste).
- ◆ More public activities like fairs & concerts.
- ◆ More sidewalks! Anything to make the community more walkable, especially for those a mile away from downtown.
- ◆ More streamlined process for requesting sidewalks and bike lanes to promote non-car travel.
- ◆ More variety of programs for children, the field @ Silver Spring needs to be maintained better- too many holes/dips in it, the stairs leading from TPESto the parking lot, should either be removed or opened again for use.
- ◆ More wheelchairs occludable transportation for group trips etc.
- ◆ Most of the recreation programs have very limited number of spaces. Therefore, access is very difficult. The conditions of the recreation center are sub-optimal to practice indoor sports. Gym could be improved.
- ◆ Moving commercial vehicles. Blocking traffic at residential areas & parking areas.
- ◆ My big concern over the last several years has been the way tree removal has happened. There are many trees that need to be removed and replaced with new plantings to fend off personal injury/destruction of property because of the age of the trees in our neighborhood. I love living in the historic district but I often fear for people's safety and

peoples' homes because some of our older residents have no regard for the care/maintenance/removal of dying/dead trees.

- ◆ MY IMPRESSION/ OVERALL GRADE OF 'FAR' REFLECTS THE PRICE. AS OUR HOUSEHOLD CITY TAXES HAVE GONE UP DRAMATICALLY OVER THE PAST 10 YEARS.

- ◆ n/a

- ◆ N/A

- ◆ N/A.

- ◆ N/A.

- ◆ N/A.

- ◆ N/A.

- ◆ N/A.

- ◆ NA

- ◆ Need to be forward thinking about seniors' needs as original residents age. Takoma Village services are inadequate. Need moderate-income residence rent continuing care.

- ◆ Neighborhood street cameras at entrances to neighborhoods catch watch programs w/ good signage. License plate #'s neighborhood can we have a Harris Teeter or Trader Joe's? Better sidewalks for all parts of Takoma (not just central). Everything should be connected.

- ◆ NEIGHBORHOOD TRAFFIC CALMING- SPEED REDUCTION; BIO- SWALES/GREEN INFRASTRUCTURE BIKE LANES.

- ◆ no comment

- ◆ None

- ◆ None

- ◆ none

- ◆ None at this time.

- ◆ NONE- JUST GET THE ROADS IN BETTER SHAPE SO I CAN STOP GETTING FLAT TIRES FROM POTHOLES.

- ◆ None that come to mind.

- ◆ None, lower my taxes please and look internal for cost savings.

- ◆ None.

- ◆ None.

- ◆ NONE.

- ◆ None.

- ◆ None.

- ◆ None.

- ◆ Not sure and need to explore what services available for senior job seekers.

- ◆ Not sure where to write this, but I am tired of having so much trouble getting in and out of TP. You have blocked off Hilltop so accessing Piney Branch leaves me 3 poor options. Getting past the intersection at Coop is still tough, and PLEASE can you put a left-hand turn signal at the light at Carroll and Flower (headed toward University)!

- ◆ Notification of street scale gardening visits by landscapes; notifications re. street/utility repair; road closure notifications; a system for punishing people who do not clean after their dogs; use of native plants by city gardens.
- ◆ outdoor facility for hockey
- ◆ Outdoor pool, better fields for sports. Revamp tree commission, State fare uncooperative find fair way to recoup tax. Revenue for county- eliminate tax duplication.
- ◆ Overall good, but would like to see better maintenance of sidewalks to avoid trip hazards, better maintenance of grassy areas, e.g., the triangle park at Baltimore and Albany, and the soccer field in Belle Ziegler Park. Also, a few more Police bike or foot patrols at night would be good.
- ◆ Parking permit required on Hammond Ave 8100 block.
- ◆ Passport services on weekends or evenings.
- ◆ Pave Flower Ave!!
- ◆ Pay more attention to properties that need to be maintained not let them look like a scene from the Addams family.
- ◆ Plastic bag recycling
- ◆ Please- no more! Focus on doing better with what you already do.
- ◆ Please post parking hours on/near meters or on line. There is no way to find out when meters are in effect!!! I have tried!
- ◆ Please tell us what the hell is going on with all the digging up of the streets simultaneously (and why aren't electrical wires being buried at the same time?), cutting people's water off without notice, inability to get out of our neighborhood because penned in by construction, routing of excessive traffic on our street, etc. It's been horrible.
- ◆ Police should be accredited. Should work with residents who have problems and ask for help. Not get lackluster response with no follow up.
- ◆ Programs for adults with developmental disabilities.
- ◆ Public access to a gym for basketball/other activities near Old Town.
- ◆ Public police cameras in hotspots, and coordinate with home security cameras.
- ◆ Public WiFi
- ◆ Public work needs to work!
- ◆ Public works does an amazing job. The service we get during snowstorms is simply amazing. Staff are courteous & efficient.
- ◆ Pursue county and state approvals required to make golf carts street legal in TP. It would help w/ traffic parking, pollution, and quality of life (happiness).
- ◆ Real bathrooms @ parks. My kids won't use the port-a-potty so we end up leaving earlier than planned.
- ◆ REDEVELOP TAKOMA JUNCTION. STOP TREATING THE CO-OP LIKE A DELICATE FLOWER.
- ◆ Re-development of Rec. Center on New Hampshire Ave would be wonderful. It is a nice space but needs to be updated.

- ◆ Reduce recreational services to reduce taxes please, those services don't increase/affect property 'values' so there is small return on investment. Stop the parking enforcement cop from prowling all streets to ticket cars- waste of \$.
- ◆ REDUCE SERVICES SO THAT TAXES CAN BE REDUCED.
- ◆ Remember ward 6 in planning in general but pleased with present & past ward 6 reps.
- ◆ Removal of Janett Smith from Ward 5. COMPOSTING for all, not just houses & less than 10 unit apartments. Develop the junction.
- ◆ REMOVAL OF SNOW ON SIDEWALKS NEXT TO PARK ETC. THAT ARE NOT SHOVELED BY RESIDENTS- FOR EXAMPLE THAT NEXT TO UPPER PORTAL PARK, WHICH IS A MAJOR PEDESTRIAN POINTE TOMETRO.
- ◆ Request USPS for mailboxes in Ward 6. We have NONE on Hillwood Manor (Ward 6).
- ◆ Revise the tree code. It is too strict right now, to the detriment and cost of city residents. Moreover, the existing canopy is old and there does not seem to be an emphasis on having an urban forest that is diverse in terms of its age.
- ◆ Road access to from Sligo Creek to Piney Branch Road. There is no left turn signal to Piney Branch. Ever since Park Valley Road because not used during rush hours. It is very difficult very bad traffic situation.
- ◆ Sad about hospital moving.
- ◆ Same services, better quality.
- ◆ Self defense classes for adults.
- ◆ SENIOR PROGRAMS IN EVENING FOR THOSE THAT SILL WORK DURING THE DAY.
- ◆ SHOULD MAKE IT EASIER FOR RESIDENTS TO OPT OUT OF ZONE-BASED PARKING RESTRICTIONS THAT REQUIRE RESIDENTS TO BUY & POST PERMITS ON VEHICLES- NEEDLES IRRITANT IN OUR NEIGHBORHOOD.
- ◆ Sidewalk on Winding Hill/Domer.
- ◆ Sidewalks in forest park. More Bike shore options (in MD). Ped light signal (near Roscoe).
- ◆ Sin comentario.
- ◆ Small artificial turf fields with lighting for adults to play soccer on in the evenings. Very common in other parts of the world. I'm in a group with about 25 other men (ages 35-55) who rent the covered turf field at Wheaton 4x week to play on.
- ◆ Snow and ice removal and more street lights at night.
- ◆ Someone who knows and cares should be checking on decisions made by Van Zutphen. That may not be what the Tree Commission really does.
- ◆ Special transportation for senior to corner the apartments.
- ◆ Stop wasting money on dog parks until streets and sidewalks work. The City is too responsive to small, vocal groups and does not exercise judgment about how to balance interests and costs.
- ◆ Stormwater management is a big issue for us, with big rains flooding our own and our neighbors basements and washing away our yards. Montgomery County has a rebate program (<https://www.montgomerycountymd.gov/water/rainscapes/about.html>) that Takoma Park residents are not eligible for. We need something similar. We would also love the help of the City Planner to coordinate a plan with the City and among neighbors.
- ◆ Strengths program in accordance of single use plastic waste.

- ◆ Subsidized rain barrel installation. More information on the bus routes that traverse Takoma Park.
- ◆ Supply parking signs on Main Streets such as the block of 7510 -7522 Piney Branch Road. No parking signs are needed to prevent accidents that will happen as cars speed over the hill in front of 7520 Piney Branch Road and for many other reasons.
- ◆ Support the Takoma PK co-op way more effectively, address traffic at the junction.
- ◆ Swimming for the old at heart- at a cost. Takoma village to have a better understanding of old people, in their pick up & deliver. We forget, they drop me because I could not remember my pick-up time. There much be another way?
- ◆ Takoma Park has more work to do.
- ◆ Takoma Park needs to revamp their tree policy, Yes we want to have many trees in T.P. but times have changed there are trees that will be falling and destroying houses and harming people. This is a crisis that needs to be addressed immediately.
- ◆ TAKOMA PARK SHOULD MAKE BICYCLING THE PRIMARY MEANS OF TRANSPORTATION.
- ◆ Tax relief for seniors, better parking.
- ◆ Teach money management for kids and teens
- ◆ Test message updating residents on holiday week trash/recycling/compost schedules.
- ◆ The city does WAY too much, and we pay twice for services that the county otherwise would provide. We need to scale back these programs and ideally transfer many functions to the county: library, elections, code enforcement, special police departments, recreation. The city's many social and environmental programs are largely extracurricular projects for the professional activists who hijack the political process, at the expense of ordinary residents who are just going about their lives and like living close to Metro and downtown.
- ◆ The Dept of Public Works is stuck in the 80s. They need on-line application/payment services. The staff is not very professional. It feels like be in a small midwest town in the 80s, and not in a good way.
- ◆ The development process at Takoma Junction has been horrible. The developer is controlling our council & Mayor. Not listen to citizens!!
- ◆ The intersection of Boston Ave and Philadelphia is very dark. Trees have overgrown the street light. It would be nice to add more light there (may people walk through and there are lots of cars that can't see them).
- ◆ The library is a waste of money. The facility should be converted to smiting else. The tree statute is applied without regard to the actual landscape of a property--people living along the creek line should be able to manage dead and diseased trees that threaten their safety without having to plan more trees. It's an ill thought and invasive ordinance. As well, we should use the county arborist and get rid of the city arborist. It's a duplicate service we shouldn't be spending money on.
- ◆ The way the workers throw the recycling containers back onto the curb is nothing but waste of money because they crack them. This leads to having to replace them more frequently.
- ◆ There are some other religious celebrations other than Halloween and Christmas. I need to give some attentions to others religions celebration specially for kids.

- ◆ There has been a vacant house on our street (Westmoreland) for over a decade! I have called the city about it several times. It is an eyesore. I get legal mumbo jumbo as a response. Entirely unsatisfying!
- ◆ There is a water problem in Takoma Park. Water from one property flows to the next and there is little to be done and no support from the city government, everyone points fingers and tells residents to address amongst themselves. It is a rampant issue on many streets.
- ◆ This is not an additional service, but the walk signs are not long enough in Takoma Park!
- ◆ This is trivial, but I think it'd be nice to have nicer, more charming street signs, especially in the Historic District. Also the library programs are excellent and we'd always love to see more.
- ◆ To reduce length of Red traffic lights. We wait too much too long at traffic lights.
- ◆ To sponsor the painting of murals on local buildings - to enhance the image of TKPK as an artistic community.
- ◆ TP Rec Center post their standard the weekly and monthly schedules online. This would help folks plan to participate in activities.
- ◆ Tree maintenance & trimming assistance for "contributing trees" that residents are required to keep.
- ◆ Tree maintenance on residents' properties!
- ◆ TREE SVC HAS IMPROVED.
- ◆ Trees: The city tells us when we can & cannot remove trees on our property. But I am unaware of what the city provides to residents to help or take care& maintain our aging trees& tree canopy. This task seems to fall on individual ppty owners as far as know. Is there transportation program for seniors? For all city programs- please implement your mission in a way that respects the right and responsibilities of residents, & represents the strong [?] values of Takoma Park. 0266-1-6-1-Q28 I would hate to see big departmental stores in our community. Need to weigh all this in terms of its impact on quality of life.
- ◆ universal pre-K 3 and pre-k 4. we cannot afford to have two children without affordable child care.
- ◆ Ve pasaran una revisión por cada edificio una vez al año para chequear en que condiciones estan para evitar tragedias y precionar para le den un louen mantenimiento.
- ◆ Water drainage consultation.
- ◆ Water hose for Dog Park. Better moisture at Dog Park. People do not care for front lawn, please regulate. There are at least two abandoned properties in two blocks of my house, please regulate 40 Philly 7414 Cedar.
- ◆ Water remediation services/consulting for property owners.
- ◆ We need dedicated bicycle lanes on all major roads and traffic calming on all residential roads (especially Maple Avenue and other areas impacted by NIMB traffic restrictions in the Hilltop, Park Valley, and Mississippi road neighborhood).
- ◆ We need the hospital!!!
- ◆ We spent THOUSANDs on our tree protection plan, in large part because we had to use an air spade. If the town hopes to encourage residents to follow such plans, why not offer the installation of such a plan as an add-on service? Charge a resident by the square

foot/some such... but compete with the companies that are RIPPING residents off. I spent \$3,000 dollars to air spade a total of 9 holes. KNOW how many roots they found? ZERO!!!!

- ◆ We were very disappointed in the city's management of the Takoma Junction decision process. Regardless of what happens, the process was a fiasco of mismanagement and handled in a thoroughly unprofessional manner.
- ◆ Weekday baby class
- ◆ Welcome wagon for new neighbors.
- ◆ When needed, receive a timely call back after reporting a missed compost/waste pick-up rather than the only option being to leave a voice message.
- ◆ Workers sprayed paint on our front driveway and sidewalk for replacement, but replacement never done. I think better project planning is needed for sidewalk replacement.
- ◆ Would like email update on schedule of events of interests (kids, rec dept, etc).
- ◆ Would like to see library open earlier during week.

Question 35: What kinds of stores or services do you feel are most lacking in Takoma Park? (Other)

- ◆ 1) Coffee/tea-type "Socializing spots"; 2) Urgent care medical (for when Adventist moves out)
- ◆ A black box theater/performance space, sound-proofed music rehearsal space (so making music would not disturb people in other rooms) and an art-making studio spaces. Something like the inexpensive rentable comm/rec center meeting rooms, but places that support the needs of the artist takoma residents. I can rent a meeting room for \$15-\$25/hr, but the closest thing you have to a black box is the auditorium which is \$180x4 because there's a 4 hour minimum. This would be amazing if we could create something like this. Also, people who come to participate in art-making or to see performances, eat and drink in nearby restaurants and shop in nearby stores. Win/Win/Win
- ◆ A real bookstore.
- ◆ Affordable lacking.
- ◆ Affordable shops for everyone to shop in.
- ◆ Alternative & holistic health care.
- ◆ Art galleries.
- ◆ Bagel shop
- ◆ Bagelry.
- ◆ Bagels, record store, neighborhood pub.
- ◆ Beauty supply.
- ◆ better stores, not junk or pawn shops
- ◆ Book store.
- ◆ Book store.
- ◆ Book Store. Needlework/Knitting/Fabric Store.
- ◆ books
- ◆ Books!
- ◆ BOOKS, ART & HOBBY SUPPLIES.
- ◆ BOOKSTORE, BAGEL SHOP.
- ◆ Bookstore.
- ◆ Bookstore.
- ◆ bookstores!
- ◆ BREWERY.
- ◆ Bulk food and non packaged goods
- ◆ Butcher.
- ◆ Cafes - there's more demand than supply
- ◆ cannabis store
- ◆ Chocolate Shop!! Yarn & Fabric Shop. Swimming pool outdoor. Art Gallery. Movie Theater. Bookstore.
- ◆ coffee shop
- ◆ Community eating/gathering place.

- ◆ Computer repair now.
- ◆ Computers/Repair.
- ◆ Could really do with a good Tex-Mex Restaurant.
- ◆ Craft supplies.
- ◆ Credit union. More groceries. Outdoor pool.
- ◆ Decent swimming pool.
- ◆ Deli
- ◆ deli
- ◆ Deli.
- ◆ Deli/bagels, urgent care clinic.
- ◆ Dentists
- ◆ Enclosed places for kids to hang out. The city hall/ community center is too far for us.
- ◆ Enough of all stores.
- ◆ Entertainment
- ◆ FABRIC & NOTIONS STORE.
- ◆ fish market
- ◆ Fish market.
- ◆ florist
- ◆ Free parking.
- ◆ Fresh seafood market and a good deli.
- ◆ Gas (at the junction).
- ◆ gas station
- ◆ Gas Station.
- ◆ Gas Station.
- ◆ Giant.
- ◆ Groceries in the Old Town area.
- ◆ groceries not available at the food co-op
- ◆ GYM/ SERVING OLD TOWN/ MAPLE/ TAKOMA JUNCTION/ FITNESS CENTER.
- ◆ Health care, healing (wholistic).
- ◆ High quality bike shop
- ◆ High quality super market.
- ◆ Hobby shops
- ◆ I am happy with our current selection.
- ◆ I am satisfied with the status quo. More stores would add to congestion.
- ◆ I am Sea B of A has left/ closed the Flower Ave. branch.
- ◆ I moved here in 1984 and think that there is now a good balance of shops/services.
- ◆ I really would like grocery shopping- Harris Teeter, safeway.
- ◆ I would hate to see big departmental stores in our community. Need to weigh all this in terms of its impact on quality of life.

- ◆ I'd like to see a Trader Joe's or other more mainstream groceries, regular clothes instead of vintage or hippie do clothes, more reasonable places to dine and drink. Republic isn't the answer.
- ◆ Independent bookstore.
- ◆ JAZZ CLUB, SUSHI RESTAURANT.
- ◆ Keep the Coop & Farmer's Market for fresh produce.
- ◆ Laundry & Stationeries.
- ◆ Liquor.
- ◆ Makerspace, Bravery, Distillery, Indian restaurant.
- ◆ Men's clothing, Crofter.
- ◆ More please!
- ◆ More upscale everything.
- ◆ Movie theater.
- ◆ Movie theater.
- ◆ N/A.
- ◆ New York Jewish Deli Craft & Quilting Store.
- ◆ nightlife type bars
- ◆ NO LAND SPACE FOR ANYTHING ELSE.
- ◆ None
- ◆ none - getting overdeveloped
- ◆ None- more stores= more traffic. This form assumes development is good. It isn't.
- ◆ NONE.
- ◆ NONE.
- ◆ None.
- ◆ None.
- ◆ None.
- ◆ NOTHING LACKING.
- ◆ OFFICE SUPPLIES.
- ◆ office supply
- ◆ Okay with current stores.
- ◆ Once the hospital leaves, medical.
- ◆ Pet food, books.
- ◆ Petite women's clothing and book store.
- ◆ Plant nursery
- ◆ Reasonably priced groceries.
- ◆ REPLACE CVS
- ◆ Restaurants are replacing many of the fun interesting shops- a shame!
- ◆ Rock climbing gym.
- ◆ specialty foods
- ◆ Strip clubs.

- ◆ Takoma Park used to have 4 grocery stores & a Woolworths. Miss them. Also 2 gas stations gone.
- ◆ The shopping is good. I'm not asking for change or development.
- ◆ Thrift Shop/ Microbrewery.
- ◆ Thrift store.
- ◆ Transporte para vinos en caso de actividades después de lora escuera.
- ◆ Vegan bakery/ Bagels & Doughnuts/ Breakfast/ Capitol Cheesecake/ Panem Casual Dining/ Sandwich Shop.
- ◆ We need a deli!!
- ◆ We need more retail around our neighborhood.
- ◆ Whole Fouls/ TJ's.

31. If you said "yes" to at least one of the items in question #30, in what area(s) were you or a member of your household treated unfairly, refused services or experienced discrimination? (Other)

- ◆ Age discrimination by City Manager.
- ◆ At a local business
- ◆ Car maintenance.
- ◆ charged \$1,400 by city to fell a diseased tree.
- ◆ Community
- ◆ Contractor.
- ◆ Essex House Management is very rough and need a [?]. I advised to listen the resident complaints.
- ◆ INAPPROPRIATE TRAFFIC STOP.
- ◆ Listserv commandeered by straight men. I perceive bias against older single
- ◆ Man speaking to me.
- ◆ neighbor on Cedar was racist
- ◆ Neighbors.
- ◆ New Hampshire Ave Corridor.
- ◆ No tax write off landlord did not make Sect. 8 repairs one year before he [?] lower rent [?] paperwork in a previous year (filed an exemption and raised rent \$300).
- ◆ PEOPLE IN DIFFERENT PLACES.
- ◆ Plus some of the business in langle park.
- ◆ POLICE
- ◆ Police
- ◆ Police Department/Public Works.
- ◆ Private establishment
- ◆ Refused to provide services. Lied. Was abusive! (Public Weeks)
- ◆ Restaurant where patron were mostly Spanish.
- ◆ Rudeness of police during traffic stop.
- ◆ service at the COOP
- ◆ Sharp speed bumps are very unpleasant for my disabled partner. As a daily cyclist I care about speeding but those speed bumps are very harsh for someone with severe head & neck problem.
- ◆ The Land Lord didn't treat the tenants fairly. They gave us parking permit & TOWE our car. Commercial cars did not TOWE small cars towe.I do not know why?
- ◆ TP residents treat unfairly those whose political views are not "progressive" enough
- ◆ treatment by police
- ◆ you should have age as a category (there is discrimination of young and old)

Question 32: Do you have any other comments about the services provided by the City or your experiences in the city you would like to make?

- ◆ City services seem to be less available in ward one then they have been before. Information about infrastructure replacement and road repair has been hard to get. The city has not managed these repairs well.
- ◆ (1) Being under the rent control law may not be beneficial in that landlords cannot use the federal tax write-off to be compensated for lower rents. (2) Making it less attractive to accept/keep Sect. 8 vouchers (and make repairs).
- ◆ (1) Massive Takoma Taxes are one of the reasons Takoma is becoming increasingly an upper middle class enclave along with a few pockets of poor/moderate income. (2) The services are plentiful with impersonal bureaucratic overlays. This is a small city with less need for impersonal treatment of citizens. (3) A more detailed public budget would be neat. (4) Such ways like this are unnecessary.
- ◆ (1) POLICE and the public needs to know more than the current policing system. (2) The parking and ticketing system should be abolished altogether or modified.
- ◆ (1) Safety on a New Hampshire is a concern, which, if left, unchecked could be a problem. (2) A large, multi-use rec center would be great. (3) Excessive single family deteriorated going Farrell's. (4) Regular code enforcement could be prioritized. (5) City spends too much time talking too little time doing.
- ◆ (1) The City Council & Mayor did not listen earnestly about citizens concerned about development at Takoma Junction & traffic problems caused by an already awful intersection in the surrounding neighborhoods. (2) Tree permits are absolutely ridiculous, so are the "replant fees." Very expensive and counterproductive.
- ◆ 7401 New Hampshire Ave has been overrun w/ bedbugs for at least three years. The building blames residents & threatened to charge them for treatments so they don't speak up about it. It is inhumane & tragic & a risk that they'll keep spreading throughout the community.
- ◆ A large water vat or some other means of water access at the Dog Park would be nice- It would require a design that could protect it from Vandals.
- ◆ A pedestrian safety needs to be improved on Ethan Allen. No fees for applications (e.g. tie) - is a part of taxes!
- ◆ After living here 30+ years, I find the city to have grown increasingly bureaucratic, distant to residents, and inefficient. Do not see a bright future.
- ◆ Allowing 16 year old to vote before they are self-supporting or have left high school was unwise.
- ◆ Although the city as a whole is diverse we lead very segregated lives within the city. We need to keep working on increasing diversity in everyone's life.
- ◆ An additional grocery store option would be great.
- ◆ Anything that would make it easier for longtime elder homeowners to remain in T.P., especially middle income homeowners.
- ◆ Arborist is very unpleasant. He claimed our tree was dead and it is very much alive!!
- ◆ Arborist takes forever to respond.

- ◆ As a municipality, TP looks strength against County & State decisions, yet has an air of autonomy over its residents in localized decision-making. Inequity of wards& old PG/MoCo cold war with uninified city lingers also.
- ◆ As a recently turned 18 y/o, I recognize that most TKPK businesses are targeting on older audience that being said, there isn't much to do/nightlife for anyone under21, so a large group is ignored.
- ◆ Being old and not being able to hear very well, people will talk fast and very soft, forgetting that I am not 35 anymore, that hurts my feeling very much!
- ◆ Change the parking policy/laws for streets near the metro so that multiple people can visit for a couple of hours and not need a permit or require a phone call to the police department. More like DC when you can park for a couple of hours in a neighborhood without a permit.
- ◆ City Council does not listen to the voices of its constituents. Very frustrating. The Takoma Junction hearings have been a disaster.
- ◆ City manager does not care to help sr. citizens and says we should all just move on. Storm water is huge problem and we are taxed on it with no services.
- ◆ City staff does a poor job of communicating with public - esp. DPW. Does not listen to resident concerns, does not return calls/emails, has a "we know better than you" attitude. While I am a 30+year resident of the city I have a hard time understanding what I receive in return for paying several thousand dollars a year in extra property taxes. City needs provide value-added services over and above the County.
- ◆ City staff is unresponsive to resident concerns. Overall poor management of staff.
- ◆ City staff not very customer friendly, very poor communication. Police lie about policy tickets- issue by mistake & do not rescind. Not getting my money's worth in taxes paid.
- ◆ City taxes too high!!! Get repaid by Co.
- ◆ City wastes too much money on arts and recreation. It seems staff see the budget as a way to indulge in their pet projects rather than responsibly provide needed services. Worst offenders are public works, housing/community development, and recreation. City staff are also very dishonest in how they rationalize and present things to Council so Council consistently makes bad decisions; they are being led around by the nose by staff. Council should be directing staff, not the other way around. Staff think they own the City, not that they work for the residents. They don't understand the meaning of public service. They think it means the public is there to serve them.
- ◆ Closed minds of City Council to listen to alternatives for Junction Development. Big mistake to sell out to NDC.
- ◆ Concerned that economic "growth" has become a buzzword that means denser retail and more stores, which aren't needed. Parking is becoming a major concern, especially toward Carroll and the metro. Traffic in town and at the junction can be quite bad. We don't need more -- we need to look out for those who can barely afford to live here. I don't want to live in Bethesda but I fear Takoma Park is on it's way to becoming Bethesda. Less can be more for quality of life.
- ◆ Crime info should be reported more widely, i.e. sent automatically to all list servs; blogs etc.

- ◆ Daryl in Public Works is great. More Capital Bikeshare stations would be nice. You'd solve all the city's budget woes just by putting a traffic cop at the intersection of Elm & Poplar for a week to write tickets for everyone running the stop sign (Elm & Hickory too) - apparently drivers in Takoma Park think stop signs don't apply to them; probably 80% of cars on Elm don't stop there. Takoma Junction intersection needs to be strategically rethought - esp. Sycamore stoplight. Keep the Washington Adventist emergency room here!
- ◆ Did not even realize the city offered services to citizens in need. My attempts to contact government agencies i.e. services for the people with financial issues resulting from cancer have been fruitless.
- ◆ Do not approved of the designs of stormwater management- ineffective. Property taxes too high force older res. out & reduce affordability see Boyd & Jackson. Schools need access to other language translation for parents. Don't put in more sidewalks. Also concrete used seems poor quality. Inability to bike on Carroll, Ethan Allen.
- ◆ Don't need large items pick-up every week (waste of money). Takoma Park library is duplicative given near MC libraries.
- ◆ Downtown sidewalk near Victory Towers to corner of Columbia Avenue is in very poor condition.
- ◆ Ease up on tree cutting control.
- ◆ Eastern Ave is a mess! Need to finish the projects. Would be great to have more dining options- we end up going to Silver Spring a lot.
- ◆ En el verano que mojan la basura 2 vías a la semana.
- ◆ Excellent services, efficient and caring
- ◆ Format of public sessions of city council meetings is very unproductive and disappointing.
- ◆ Generally, the city is doing a very good job.
- ◆ Good place to live. Not sure how much the well-educated, affluent & mostly white people talk to & really know one less affluent, sometimes less educated, mostly non-white neighbors.
- ◆ Greater on tree removed when it threatens safety and dwelling.
- ◆ Have had good interactions with Dave Burbank as leader of Dungeons and Dragons activity, and with sustainability manager, Gina Mathias. We appreciate their leadership.
- ◆ Have lived here 33 years and love it!
- ◆ heavy bypass vehicle traffic on Erskine St. Heavy auto use by apparent illegal aliens. City reputation as a Sanctuary City.
- ◆ How, as a millennial can I buy a house in Takoma Park?
- ◆ I am concerned about all of the restaurants moving in. We need more cultural events/spaces to balance the eating & drinking.
- ◆ I am concerned by the amount of times & resources spent in Metro development issues - the angst over the Coop Development, and the pesticide laws, come to mine- that are not as important as the big picture issues, such as the lack of affordable housing and the vastly different racial demographics- and economic/class segregation in the city.

- ◆ I am glad to do this survey, as it gives an opportunity to offer feedback to the city. I would like more information of what trash items are recycable, and where these items go to be recycled. Thanks.
- ◆ I am most concerned about fixing loud manhole covers on Maple Avenue, enforcing traffic laws on the streets and move actual police presence in all of T.P. I would like more noise control enforcement when neighbors have loud parties late at night on Maple Avenue.
- ◆ I am not a conservative. I am a moderate-to-progressive person depending on the issue, but I worry that people in Takoma Park may face discrimination based on their political views or affiliation, since most people in the city are very progressive. I don't want to live in a "bubble," but I do support maintaining progressive / open / welcoming values. We should be mindful of this challenge.
- ◆ I am not thrilled about the development proposed for the junction. Crime is a problem in old Town, but traffic and pedestrian safety are even bigger issues!
- ◆ I am sad to see a city become a place where our lower income residents cannot afford to shop or eat out, where low and moderate income people cannot afford to buy ahome.
- ◆ I am senior in Takoma Park, the programs for SR's are very great and very helpful.
- ◆ I am very angry that our Mayor and Council is satisfied that our city is a sanctuary city. Our city refuse to enforce immigration laws. At least "disport" the criminals.
- ◆ I am very concerned about how expensive property taxes are. We may not be able to afford to stay in our home when we retire. We have lives here 19 yrs, and unfortunately I doubt our children will be able to afford to live here.
- ◆ I am very disappointed with the City's handling of the City lot/Food Coop issue. There were many hearings & listening sessions, overwhelming opposition& concerns were ignored & planning and promises disregarded.
- ◆ I am very disappointed.
- ◆ I am very excited about getting more detail, restaurants coffee shops with area within walking distance. I love the access to a pool, park, library, metro and the wonderful sense of community here.
- ◆ I and my neighbors were cited by violations with cracks etc. on retaining walls and some decorative grass vegetation that hung over the side walk. It cost me a lot of money to get the wall fixed and I felt it was excessive to get cited for a problem that was not causing any harm to anyone.
- ◆ I appreciate the respect for youth via programming, voting, civic engagement opportunities.
- ◆ I believe this is a state concern- but the light at Tulip & Carroll Ave- was promised but never delivered (4 way light).
- ◆ I can't communicate with arborist - 2 emails and phone calls go unanswered! I don't know how to manage a worrisome tree. It is frustrating to be bound by restrictions but not get guidance on how to proceed!
- ◆ I commend the city for doing such an excellent job on recycling. Please keep up your recycling efforts!

- ◆ I contacted the Municipal Center about renting the dance studio several times. I was never able to make contact with someone who was able to help me, despite several attempts, and several messages left. I finally gave up, and this was frustrating.
- ◆ I DESIGN SURVEYS FOR A LIVING, YOU SHOULD CUT THE LENGTH OF THIS SURVEY BY 50% TO IMPROVE QUALITY & PARTICIPATION.
- ◆ i didn't think the City Council took adequate notice and the intensity of objections to the concerns re the Takoma Junction Development.
- ◆ I do not know why our taxes are so much more than Silver Spring, but I generally am glad I live here.
- ◆ I don't feel the city govt. (not employees, but politicians) listen to residents on questions of Junction development.
- ◆ I don't like how Mayor & Council handled Takoma Junction Project. Community concerns & expertise largely ignored.
- ◆ I don't think the city should take to heavy a hand in parking or code enforcement.
- ◆ I don't understand why we have to pay for a tree removal permit waiver when the tree is clearly falling over and a danger to life and property.
- ◆ I EMAILED ABOUT COMPOST SERVICE PARTICIPATION ABOUT 6 MONTHS AGO AND NEVER HEARD BACK. CITY NEEDS TO BETTER COORDINATE LARGE TRASH PICKUP QUINCY POPULARMOVE W/ MAKEOUT DUES.
- ◆ I FEEL VERY FORTUNATE TO LIVE IN TAKOMA PARK.
- ◆ I felt as though some council members ignored the overwhelming views of their constituents in voting for the development project at Takoma Junction. While there was certainly disagreement among residents there appeared to be a clear majority against the development. I and others got dismissive and cursory response from council members.
- ◆ I find City employees more responsive and helpful than our elected officials, whose services this survey did not provide an opportunity to discuss. In general, my family feels enormously fortunate to live here.
- ◆ I get around "OK" on the bus system, but living in Hillwood Manor on the "wrong side" of NH Ave from the rest of the city, I do sometimes feel isolated.
- ◆ I had a great deal of difficulty with the city arborist over a tree protection plan. I felt the city requirements were onerous, environmentally incorrect and inappropriate for the situation. It cost me hundreds of dollars to submit an acceptable alternate plan -- even though I did all the research myself and created the alternate plan - but it was my responsibility to pay a licensed arborist to present it -- which he did by telephone. I could have avoided those costs if the city arborist had been willing to do his own research and accept my plan.
- ◆ I have been disappointed by the failure of the city to more easily resolve its differences with the food coop over development of Takoma Junction. Also disappointed by failure of city to more strongly oppose proposed development of area in front of Takoma Metro station. I am not opposed to development but it should be done with caution. Protection of the food coop and preservation of open space in front of metro station that serves as "front door" to Takoma Park should, for example, be priorities. I don't want Takoma Park to turn into another version of Bethesda.

- ◆ I have damage to my home, cars due to neighbors falling limbs & trees and I have the responsibility to pay- I GET RID OF THE ARBORIST!!
- ◆ I have only lived in TP for 6 months
- ◆ I have rented Heffner Center and [?] (Belle Ziegler) park a few times and that has always been positive. The dedication to recycling, composting etc. is great. Let's ban plastic bags!!
- ◆ I have serious concerns about the City's implementation of the tree protection ordinance. First, to be clear, I am very much in support of protecting Takoma Park's trees, and agree, in principal, with the need to regulate changes to our trees. However, there are some serious problems that the City needs to address in how it has chosen to haphazardly implement its tree protection ordinance. It is sloppy and affords the arborist (who, I should say, is well meaning) too much independent decision-making power that appears to be arbitrary and capricious. In total, it took nearly 3 months from start to finish for my contractor to receive a tree protection permit and during this time, the county would not review our building and zoning permits. I should note that I, along with my contractor, were very accommodating in terms of all requests made by the arborist. Nearly all the delays were simply waiting for the arborist to respond to requests, or for the arborist to get back to us with necessary details. In total, however, the remedies required for our tree protection plan resulted in an additional \$70k in construction expenses that we did not anticipate. This is unacceptable. I would add that the City of Takoma Park needs to implement some kind of administrative rule or at least an official policy, enumerating the exact requirements that a property owner/contractor will be responsible for. These do not exist, to any extent, presently. As it is now, the tree protection ordinance is incredibly vague, which leads to clear due process issues because property owners are being subjected to what appear to be arbitrary and capricious requirements with little consistency across similar projects. The reason seems to be fairly clear: The arborist has too much authority to independently decide what is required and receives little to no guidance from his superiors in addition to not being guided by an official policy or administrative rule. To wit: when I emailed the arborist to ask if a tree protection plan was required to plant seeds in my garden or a few petunias, I was told that I did, indeed, need to submit a tree impact assessment. This is patently absurd.
- ◆ I hope every effort is being made to retain the TPSS Coop at the location of Carroll & Ethan Allen. I am disappointed by the decision to build on land that is currently a parking lot next to the Coop. I feel that bldg. & traffic will make that crossroads unbearably dense & congested. Sometimes you just need open specs, to breathe & conduct your business & that's what that parking lot offers to Coop shoppers & the Coop itself.
- ◆ I hope the city can develop its property at the junction. I hope the coop stays. But if not it is important to have a grocery store there. I think the city has done a great job of bringing new restaurants & stores to old town.
- ◆ I know we don't want to be Silver Spring but some chain returns or fast food near the Metro would be nice.
- ◆ I live adjacent to Sligo Creek Parkway near county border and Takoma police seem to work well w/ Montgomery, Prince Georges and US Park Police in regarding to crime reports, groups gathering to smoke spot or drinks in [?].

- ◆ I live on Flower Avenue between Wabash and Piney Branch. We own our home, and have recently remodeled it. We have had many problems with crime, garbage, and traffic. I wish that there would be more police presence along the street (other than when an incident occurs), that there would be concerted effort for garbage remediation along the street, and that there would be more communication about the Flower Avenue Project to residents here regarding progress and what to expect in the near future.
- ◆ i love living here but I do found that at times the buses stop running early or weekends and holidays on Maple Avenue. I work in retail. Thank you.
- ◆ I love living here!
- ◆ I love my town!
- ◆ I love Takoma Park- its location, people activities, govt. accessibility, atmosphere diversity etc.
- ◆ I love Takoma Park! It is a great place to live and raise kids. However, as our nest empties and we contemplate downsizing, there are few affordable housing options that aren't tiny apartments. Wish there were some affordable town houses.
- ◆ I love Takoma Park. In a lot of ways it would make sense for me to move closer to my job (in Baltimore), but the sense of place, community, and history here, plus the controlled rent increases, make me very unlikely to leave. The "moat" around the community center/police station is a bit weird/intimidating.
- ◆ I love Takoma Park. It is a vibrant and diverse community.
- ◆ I love the composting service!!!!
- ◆ I oppose the city voting to develop the lot next to the COOP. This will bring congestion and traffic problems to this area. It is a part of the "Be thesdification" of TK. PK.
- ◆ I really like it here.
- ◆ I really love Sligo Creek Parkway and use it multiple times a week. I also love the community's investment in rain gardens and other stormwater management. The plantings are pretty well maintained, but the storm drains and drains in the rain gardens could use more frequent clearing out due to the incredible amounts of rain we've received this year. Speaking specifically about the drains where Roanoke Ave drains down to Sligo Creek.
- ◆ I remain very unhappy about plans for development in Takoma Junction. The coop will suffer; traffic and pedestrian safety will get worse. I don't see how the Council could support this particularly with the large number of residents who oppose it.
- ◆ I think landscapers should be limited to work on weekdays, and until 5pm. Leaf-blowers should be banned. The city should encourage/incentivize [?] cats. Many streets should be converted to one-way. Parking on corners should not be allowed for safety.
- ◆ I think Takoma Park is a great place to live- lots going on but the events are small-ish and manageable not like a DC event! Love the community center classes and library!
- ◆ I think Takoma Park is an excellent city for introduction of Driverless vehicles. The narrow roads, slow speeds, and crowded parked cars implies that individualized, public access to Driverless vehicles would likely reduce the number of cars needed in town and be accepted and especially safe because the speeds are already slow.
- ◆ I think the city budget does not give enough priority to economy. We a small community, should not be so heavily taxed. I have serious questions about rent control and big ticket

- items like a new library without a referendum. Surplus should go back to the tax payers rather than be regarded as windfalls. Any county reimbursement should go to the intended agency. Can't the city payroll is constantly expanding.
- ◆ I think the city should focus more effort on economic development & affordable housing. The purple line will be a transformative opportunity to enhance the quality of life in the city. The tree ordinance requires significant alteration to reduce the cost of compliance & streamline process for removing hazardous or dangerous trees, particularly due to adverse weather events.
 - ◆ I think the city should focus more on economic development, particularly in creating new affordable housing and retail options, rather than emphasizing keeping neighborhoods "quiet" and "peaceful." Obviously, there is a balance to be struck, but this area cannot resist change and growth and also maintain its values or attract a new generation of families.
 - ◆ I think the city should stay out of real estate development. I do not think they should purchase land. The development projects in the city, regardless of being pro or con, creates poor goodwill between the citizens and the government. The Takoma Junction project is a perfect example. The city should not be in real estate development. In addition, I think the city manager holds too much power in the city for not being an elected official.
 - ◆ I think the people who are active in city actions are not representative of those who live here and are changing the character of the city in miserable ways- too much development.
 - ◆ I think the Takoma Junction development is a disaster. The last thing we need is more congestion in that area.
 - ◆ I think there is some ageism in TP but worse, huge racism. We have an enormous Hispanic population that is under the radar living in horrific housing, Flower Ave (Piney-land) is an eye sore: soon dangerous to drive on.
 - ◆ I think there is too much emphasis on tree protection as crazy. The city should be more accommodating to new housing (e.g. Dorothy Woods, Jackson/ Ethan Allen) as the best way to provide affordable houses.
 - ◆ I think TP is a little obsession about TREES. I'm all for keeping the city green, but to totally stop construction of a house because of a tree is ridiculous. We can/do plant others after all. And some are dangerous.
 - ◆ I want to implement the quality of interactions my husband & I had with Rick Barravecchia, of T.P. Police a year and a half ago (May 2017). He was caring and open to learning from the community, which associates with community policing at its best.
 - ◆ I was approved by city councils. (1) I was appalled by the City Council's actions in Takoma Junction. (2) I am concerned that too bright LED street lighting will severely affect the night time quality of life in my house and in my street. (3) Need more Stormwater Management & streetscape projects.
 - ◆ I was disappointed in the decision re development of the city-owned land between the firehouse and the co-op. I feel that the importance of the co-op, both as an idea and a resource was discontinued.

- ◆ i was surprised by the general attitude of the City Council when it voted to adopt the plans proposal for construction in the parking lot adjoining our food cooperative. It was ready to move forward. many hoped for modification.
- ◆ I was surprised that the City manager did not have on handle on the issues around the Takoma Junction project. She should have done a better job, guiding that project.
- ◆ I wish I could see modern multi faceted library, economic development on New Hampshire Ave, south of Ethan Allen Ave, Trader Joe's.
- ◆ I wish the hospital would not leave. We need it!
- ◆ I wish there was a grocery store in walking distance from Metro. Co-op doesn't count- too small & expensive. Also option for beer/wine.
- ◆ I would like another supermarket besides coop that is larger than the Giant on Flower Ave. But not locate near co-op. Maybe enlarge Giant on Flower A.
- ◆ I would like for Takoma Park to have a center for people of a certain age to get employment coaching, employment centers to help us.
- ◆ I would like the Masonic logo on the Maple Ave bldg. to be removed. It is an eye sore and is offensive to those who know what it stands for.
- ◆ I would like to have more affordable grocery stores such as Trader's Joe, Lidl or similar...
- ◆ I would like to see a protected bike lane on Carroll from university to the junction; I am concerned about the development @the junction - the plans seem to be too ambitious for our community.
- ◆ I would like to see Takoma Park, Maple Avenue and surrounding area become modernized. The most apartment buildings are old and rundown with mice, roach infestation, mold old appliances in the apartments, slumlords.
- ◆ I would like to see the council truly represent their ward instead of voting in their own interest. To see the council truly support our local businesses and not allow developers overrun our city with expensive developments that don't reflect the culture and spirit of Takoma Park.
- ◆ I would like to see the reporting requirements for "rent controlled" units revised, reduced & updated.
- ◆ I'd like more city co-operation on water remediation (my neighbors have too much standing water in their yards- mosquitoes!) and with posting "No through traffic" signs to discovery cut-through traffic in our neighborhoods.
- ◆ I'd like to suggest you use something like a 'mystery shopper' approach to looking at accessing your services. Have someone(s) find the information about a program or service by googling, or by using the search feature on the website. Those are the 2 places where I begin ... but information about calendar events don't necessarily come up in searches -- I have to click the calendar, or open a pdf to discover if something is happening.
- ◆ I'd really like the city to address the lack of sidewalks on 5th ave.
- ◆ Ideally our city will provide supportive housing for citizens with developmental challenges. Also, provide safe walk ways on both sides of the street.
- ◆ If put many 'don't know in my reply, it is because of my own consciously limits of involvement and not because of different entities & the city. As an asylee I look forward to go back to my country.

- ◆ If the Historic Commission is part of the city services, I have been disappointed in them. I have reached at multiple times by email & phone & no one has ever returned my calls/emails.
- ◆ I'm concerned about economic development in Takoma Park, particularly that there is not enough.
- ◆ I'm concerned about the ability of the city to keep on top of development projects. The city needs to contract support that is experienced and knows how to work with contractors. There have been too many mistakes such as the construction of the bridge at Sligo and New Hampshire, and the inability of the Council to keep track of how well NDC is responding to changes requested by the council and the community as well as other issues at the Takoma Junction, and dealing with the traffic situation at the Junction and elsewhere. I wish there was more effort to make the gazebo more user friendly. My understanding is that there was funding but it was used on two benches. There needs to be small tables, or at least some movable chairs to make it appealing and become a place for people to hang out. Thank for the chance to provide my thoughts. My knowledge is limited to the area near Old Town and not the outer areas so my responses are limited.
- ◆ I'M CONCERNED THAT THE CITY IS BECOMING INCREASINGLY UNAFFORDABLE AND THAT WE ARE MORTGAGING OUR TAX BASE THROUGH TOO MANY PROGRAMS.
- ◆ I'm disappointed in the city going forward with inappropriate development at the Junction. Plans call for increased traffic, loss of public place, overdevelopment that will compromise T.P.'s unique character.
- ◆ I'm very pleased overall.
- ◆ In general, the city does way too much and could eliminate many of its services, most of which the county provides. The council and bureaucracy cater to a small band of extreme activists who foist policies and programs on the relatively small base of taxpayers. The tree protection and removal policies are ridiculously invasive, poorly designed, and poorly managed. Digging some holes in your own backyard near trees requires a permit! The arborist has immense power and little accountability. The combination of advocacy and judicial review by the Tree Commission is a farce and provides no meaningful accountability or justice. The tree replacement policy simply gives people incentives to let their trees die and become hazardous, before removing them. Giving neighbors process rights invites meddling in other people's business and property. Repeal the tree protection and removal laws. Convert the arborist's job to managing public property and HELPING home owners manage their trees, rather than acting as an all-powerful czar whose capricious decisions control all landscaping and construction.
- ◆ In harden old fit income.
- ◆ In my experience, there are a lot of interactions across races, there ethnicities, and economic group between kids in school- and between their parents as a result-but not as many of these interactions in the broaden, adult community. I wonder if the city programs might be able to help with that to some extent.
- ◆ In the city house rent is not affordable. Every year increase the amount of rent.
- ◆ Increase property tax relief for older residents. Loosen strict regulations that discourage having an apartment in your home or a backward dwelling. This would increase affordable housing + allow older homeowners to stay.

- ◆ It can sometimes be difficult to communicate with city staff, especially about permits or in public works. Particularly in public works I normally have to call 3-5 times before someone answers the phone. It can also be difficult to get an email response.
- ◆ It feels deluxe to me. Perhaps too deluxe given the services already provided by country. That said, though we pay a lot for them, I do feel we get a lot of value from city.
- ◆ It is a fast growing community that accommodate people from all sphere but need to be more economically viable.
- ◆ IT IS NECESSARY TO HAVE STREET PARKING IN FRONT OF SINGLE FAMILY HOMES. DO NOT LIMIT STREET PARKING. DO NOT TAKE STREET PARKING. DO NOT CREATE DANGEROUS PARKING AREAS WHERE VEHICLES WILL BEDAMAGED. RESTORE PARKING IN FRONT OF SINGLE FAMILY HOMES.
- ◆ It is no secret that the City of Takoma Park has one of the highest property tax rates in the State of Maryland. (<https://www.washingtonpost.com/blogs/all-opinions-are-local/wp/2018/06/07/a-tax-revolt-in-takoma-park/>) The question many of us have is what are we getting in return for all that we give. Other cities have better stores, services, cleaner streets, lower crime and affordable housing. We have lived in the City our entire lives and have seen the surge of renting. We can no longer say we know our neighbors because they either moved because of affordability which ironically in turn brought a surge of renters who are constantly changing so often with their coming and going. People then naturally feel unsafe because they don't know who's new or not. The City needs to re-evaluate its priorities or its leadership. What made Takoma Park awesome was its diversity, progressive values and affordability. The City has abandoned its former strengths to embrace a Washington persona of overspending the tax payers dollars with little benefit for them, and then in turn creating unnecessary programs like speed cameras in the name of security and paying debt.
- ◆ It often seems that the City employees think the citizens owe them a living. It often seems that City employees, especially in Public Works, are careless and unthinking. It often seems that City employees, especially in Public Works, think that a C is a perfectly acceptable grade.
- ◆ IT'S A MYSTERY TO US WHY OUR COMPOST PICK UP GETS SKIPPED ABOVE ONCE A MONTH AND LAST TIME WE CONVEY QUICKLY TO OUR PUBLIC WORKS NO ONE RESPONDING.
- ◆ It's hard to find out what's happening at the Rec Center. I wish there was an online listing of stuff. For instance, I want to know when my kid can come shoot hoops and it's hard to find that out.
- ◆ I've convinced my entire family to move to Takoma Park; in total, that is four separate households (3 on Maple & 1 on Ritchie). We are all likely to be moving away within 2-3 years because homeownership is impossible for us here due to over cost.
- ◆ I've lived 18 years in Ward 2, and 5 years in Ward 6. Services like snow removal, street sweeping, road maintenance, police presence, mail boxes, etc, are 10 times better in Ward 2. Why?!?!?
- ◆ I've never seen the leaf vacuumer live on Flower near Sligo Creek Park.
- ◆ Just wish I felt our concerns @ development at Takoma Junction are being taken seriously. I don't feel they are.

- ◆ JUSTIFY THE NUMBER OF ADMINISTRATIVE EMPLOYEES NEEDED BY A CITY OF THIS SIZE.
- ◆ Kacy is doing a good job - love her newsletter. Get the junction built! City staff is great.
- ◆ KENNEWICK AVE: NEED TO PUT BUMPER, BECAUSE THERE DRIVING HIGH SPEED. THEN THERE MOST OF TIMES UNSAFE FOR RESIDENTS.
- ◆ Leaf collection seems random, we used to get posting on the street for times? All people (including illegal aliens) should be subject to the Law.
- ◆ Library programming is excellent, but the physical space desperately needs improvement and negatively affects who comes to library and what programs can be done.
- ◆ LIBRARY SMELLS LIKE A CAT LITTER BOX. HATE DOCKLESS BIKES/ SCOOTERS (LOVE CAPITAL BIKE SHARE). TAKOMA PARK RECREATION BEFORE- CARE ALLOWED MY CHILD TO BE SPRAYED WITH MACE.
- ◆ Live in a condominium and feel badly that residents often use the recycling bins incorrectly. Would love some advice/mentoring about how to encourage awareness so we don't make your job harder than it already is.
- ◆ Looking forward to junction development & mitigation of junction roads. Hard working city employees and elected officials. NIMBYS exposing underlying opposition to change & racial & ethnic & class biased.
- ◆ Love the free MULCH & TRESS.
- ◆ Lower property taxes!
- ◆ Make city council events known well @ public entertainment events. Encourage grassroots organization beyond govt.
- ◆ Make it easier for homeowners to add accessory apartment or separate art studio in yard.
- ◆ Make Takoma Junction a reality. We know it's DC's Jurisdiction but Eastern Ave is mess! Hope the city will look for development opportunities of New Hampshire Ave.
- ◆ Many of the housing units in and around Houston Ave are in horrible condition - rodents, cockroaches, ceilings falling in. Residents are too fearful to make a complaint. Takoma Park Gov. should be doing more in terms of spot checking and holding horrible landlords accountable.
- ◆ Más vigilancia policial me am rolando muchas veces.
- ◆ Mayor has been excellent to talk to, open & accessible. Lots of trouble w/ former & current arborist.
- ◆ Me falta conocimiento sobre los servicios proporcionados por la ciudad.
- ◆ More affordable housing would be great! Also more greenery in the Takoma-Langley corridor. I go there very rarely b/c it feels so crowded w/ cars & no trees or any greenery there.
- ◆ More books @ the library!
- ◆ MORE CLEAR/TRANSPARENT APPLICATION OF RULES FOR CONSTRUCTION & TREE MANAGEMENT. GLAD TO SEE MORE RESTAURANTS OVER THE YRS.
- ◆ More coordination of utilities & construction. BURY the power lines!

- ◆ More economic development= More walkability! Police are pretty good but should be implementing the most progressive policies in TP. Working parents desperately need more emergency and routine childcare. We're too overwhelmed to figure out how to make it happen, but we need it desperately! Tree laws are insane and don't account for financial reality. 30 days isn't enough time to come up w/ \$ \$ to deal w/ a dying tree.
- ◆ More information about free or low-cost ride services for older residents.
- ◆ More proactive/aggressive enforcement of regulations as commercial development encroaches on residential properties/owners. Easier procedure to procure permit parking for residential streets affected by commercial development.
- ◆ More rental properties needs to be made available. Apartments have no vacancies.
- ◆ More shopping choices; please renew the New Hampshire corridor.. it's an eyesore
- ◆ More tree plantings and better care of older trees.
- ◆ Movement of traffic through the intersections at Ethan Allen/Carroll Ave/Philadelphia Ave appears very inefficient.
- ◆ My biggest concern is high taxes. When I moved here my property taxes were \$800/yr. Now it's over \$8000. Our house was assessed at~ \$70,000 now is~ 600,0
- ◆ My experience with the city has always been excellent and professional yet friendly and pleasant
- ◆ My experience with the town arborist was not positive. He was non-responsive and also difficult to work with.
- ◆ My next door neighbor's house is (greatly) in need of repair. I feel the city should be more involved in giving notices to homeowners who are negligent. Many times it does not involve expenses-just cleaning up a mess!
- ◆ My rent is constantly going up, but not my salary. I have gotten help from DHHS, but cannot go back. I've lived in the area 31 years, I have one degree and plan to go back for another, but financially it will be a struggle. I am raising a child here in Takoma Park. I also encouraged my friend to open a shop in Takoma Park on New Hampshire Avenue. I love it here but the rent and attempting to get rental assistance to stay is a struggle. I face eviction each month.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ NA
- ◆ Need a longer leaf collection period. Had several incidents with large garbage collection missing our large garbage after we paid the fee, and poor follow-up on the issue.
- ◆ Need to pay more attention to affordable housing & access to Metro. Dock-less bikes were nice but rarely see around. Perhaps via services to metro.
- ◆ Neighborhood watch for any criminal activities- theft vandalism, trash, property destruction & trespassing.
- ◆ New Hampshire/ Ethan Allen Ave. Need to change. The area is run down, dirty, and scary at night. All of Takoma is getting fixed except this area.
- ◆ no

- ◆ No
- ◆ no
- ◆ No- but the litter could be addressed.
- ◆ No comments.
- ◆ No complaints.
- ◆ No I enjoy living here. I don't engage much in community events, but its clean, safe, affordable and has everything I need.
- ◆ NO, I BEEN LIVING MORE THE 50 YRS HERE.
- ◆ No.
- ◆ NO.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ NO.
- ◆ NO.
- ◆ NO.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ No.
- ◆ None
- ◆ None.
- ◆ NONE.
- ◆ NONE.
- ◆ NONE.
- ◆ None.
- ◆ NONE.
- ◆ NONE.
- ◆ None.
- ◆ None.
- ◆ None.
- ◆ nope
- ◆ Nope.
- ◆ Not at this time.

- ◆ Not enough information about the water main project on Takoma and Philadelphia.
- ◆ Old town area is well taken care of, the poorer areas of town like piney branch are mostly neglected. Huge disparity in quality of schools based on income and zip code. Need to funnel more resources to flower ave and parts west like piney and langley.
- ◆ On question 26- dining is not shopping if eat in/take out were to be included, it should be its own question.
- ◆ On the whole, TKPK is GREAT! Thank you for all your hard work.
- ◆ Only have 2 issues: (1) I pay more taxes than Silver Spring residents across the street and don't even get a few free bulk trash pickups. (2) As noted before the tree removal policy is burdensome and out of date.
- ◆ Our commute from DC up New Hampshire is significantly impacted by changes to the lights at East West/ Ethan Allen/ New Hampshire & the shoppers shopping center. When they are not synchronized, the commute is miserable. Please stop changing them.
- ◆ Overall I am very happy with services provided by city. I really appreciate opportunities for residents input that are provided ex. Darryl Braithwaite (sp?) tour of city street light replacement options.
- ◆ Overall I feel positively about services and very positively about experiences within Takoma Park
- ◆ Overall I have live here for 19 yrs. love Takoma Park. Had the support from your office of Landlord & tenant affairs "excellent system". Inspection by city we need more. Thank you for allowing me to be here.
- ◆ Overall I like Takoma Park but I would like more diverse shopping including groceries- a little too specialized.
- ◆ Overall- living in Takoma Park is great. Rock Creek Park is amazing and the food options are outstanding. Although, sometimes traffic can be bad during the afternoon especially, because of traffic and road work. Also, the rent in MD is way high and Takoma Park is no exception. But the area feels safe and I enjoy living there.
- ◆ Parking at the Metro is not conducive for us to use Metro as much as we would. The limits on parking make it hard for us to use Metro instead of driving. The intersection of Carrol and Ethan Allen is awful and makes getting into Old Town a burden. This traffic and lack of parking make us often choose to go elsewhere for shopping. We live in Ward 6, so we'd love to see more development along NH Ave and University. I suppose the Purple Line will bring some attention.
- ◆ People in condos are treated like second-class citizen by home owners. I imagine people in apartments are treated like 3rd class citizens.
- ◆ Plant beds were installed but are not kept looking good- brick sidewalls missing bricks. Not enough people clean up in front of their house or business-gives Takoma Park a run down look.
- ◆ Please consider raising rent every years, not fair!!! From \$500 in 1998 to \$1000 2018 studio!!!
- ◆ Please do something to make the traffic light more efficient. A grocery store other than the co-op would be great. Rec center & library need infrastructure improvements. Otherwise, we love living here. It is also difficult to walk w/ a stroller or wheelchair on trash day.

- ◆ please focus more on improving livability in Ward 6 - more frequent bus access to downtown TP, better/more diverse shops, new development and better appearance in U/NH area, improve NH rec center, etc,
- ◆ Please modify tree regulations.
- ◆ Please more street light they need.
- ◆ Please please please fix up Eastern Avenue. I've been on nicer roads in Baghdad.
- ◆ Please prioritize pedestrian traffic safety & enforcement. The crosswalk crossing Carroll at Westmoreland needs more lighting/visibility & enforcement. Drivers run this all the time when pedestrians are in the crosswalks.
- ◆ Police are invisible yet parking ticket guy is seen everywhere, all the time. Extreme hypocrisy in "progressive values"- neighborhood would not tolerate Trump signs. They would have a fit!!!
- ◆ Police have been superb. "Greenery overgrowing sidewalk" person was obnoxious: curt, unclear, basically rude and dismissive and threatening.
- ◆ Police should be more visible in the neighborhood! Need more lighting in my street! Trees are not trim or taken care off as they were!
- ◆ Prior notice about road work would be nice- we found our street (cedar ave), as well as others closed off without notice
- ◆ PROGRAMS OFFERED BY REC. DEPT ARE GREAT!
- ◆ Property taxes are too high; it is unaffordable for us to buy a house in Takoma Park; instead, we live in an old condo building with lots of repair problems.
- ◆ Public works department is outstanding. When I contact Police/or fire they are helpful- but otherwise invisible. No due what City Council/Mayor do to benefit the city.
- ◆ Public works department not very responsive to complaints about storm water drain.
- ◆ Public works provides very poor service for \$'s invested in taxes.
- ◆ Pay attention to neighborhood list serves- address concerns. Perhaps a way for local businesses to advertise cheaply. I believe some government employees at top are paid too much, but you do not want to hear about that. Dog park was a great addition. Hope kids use the skate park.
- ◆ RE question 25: More info about City Council mtgs would encourage me to go.
- ◆ Rec. Dept. has great spirit. Public works employees are amazing- great leadership in Daryl Braithwaite. The library and police services, especially the crossing guards, are totally dedicated and add a lot to community life.
- ◆ RECREATION CENTER AND RECREATION ACTIVITIES ARE TREMENDOUS COMMUNITY ASSET. SO IS LIBRARY AND COMPUTER COWORK.
- ◆ Recreation center needs longer hours and open on Sunday
- ◆ Reduced price bike shade for lower income individuals. Consider restrictions on leaf blowers (like DC has)- terrible for noise, air quality & future health of their operations. Would love to see more retail on Flower Ave. Improve bicycle connectivity between Takoma metro & Takoma Park- bikes have to jump the curb to get to Cedar Ave going north.

- ◆ Regarding affordable housing, there are lots of issues, but our town has seen a seal loss of real loss of rental units because of the perception (of readily) or laws that hut landlords. Also taxes.
- ◆ Related to an earlier question about street lights/safety, there is a great need to have more lights running from the Takoma Metro down Takoma Avenue from one end to the other past Philadelphia. There is sufficient lighting around MC but nowhere else and it is quite dark and scary, thus preventing me from walking home once it is dark. Historically, there have been crimes along that route and adds to my hesitation to walk in the dark bc insufficient lighting.
- ◆ Related to the questions about information: I think the City provides plenty of information. It's there for me to find and read if I want it. I don't read everything that comes to me, whether in the City newsletter, my Councilperson's weekly update (shared through BF Gilbert list), or other means.
- ◆ rent control is a terrible way to obtain affordable housing. Since its inception not a single affordable unit has been built and the existing rental properties are 53% undervalued and that difference is paid by property owners. We need to get rid of rent control and find a more equitable way to help landlords make a fair market profit and get QUALITY affordable housing for those that really need it, i.e, seniors, disabled--the artificial subsidy is driving down housing quality, raising our taxes, and deterring real growth here.
- ◆ Rental Increase has to be revised to make more affordable housing
- ◆ Requested assistance in updating overall physical condition of home. Received no response.
- ◆ RESPONSE TO TELEPHONE CALLS.
- ◆ Revoke the development of the coop parking lot.
- ◆ See #19 regarding academic summer programs and making it easier and cheaper to remove unhealthy trees before they are totally dead and before they fall on someone.
- ◆ See attachment.
- ◆ Senior computer room printing etc. neglect and, computer printing support (free no longer) discontinuation - Seniors should be welcome- New computer system is an outrage.
- ◆ Seniors get more help. Finn.
- ◆ Services in Takoma Park are excellent. Main complaints with living in the city are traffic. I'm also concerned about aging in place and access to hospital/emergency services as the Adventist hospital closes.
- ◆ So far i.e. so good!!
- ◆ Some businesses & opt. properties do not clean sidewalks after snowfalls.
- ◆ Special thanks to the TP Rec Dept. My two sons loved the programs through 8th grade.
- ◆ spending too much leading to higher taxes than neighboring communities, Should spend more time in improving citizen's quality of life and less emphasis on securing more money for city budget, such as the NDC project..
- ◆ Stop the drive-by aesthetic on premis is code violations. Lower my property taxes!
- ◆ Subsidy houses needed.

- ◆ Surface water quality of streams need more attention. Recycle bins too small and uncovered. Residents should be encouraged to donate useable household items, people throw out tons of useful items and garbage just takes it, takes anything makes us lazy. Also TP Police are the nicest I've ever met, they should be a model for de-escalation to their departments. For the first time ever I'm not afraid or pissed at the cop here.
- ◆ Sustaining the Coop is critical as we have no other walking distance grocery. Lack of a walking distance grocery is a primary weakness of our otherwise livable, walking community. Supporting bike path connections to DC is also important for bike commuting. Steep speed bumps are a problem for bike commuters. Speed bumps should be moderate height so cyclists are not endangered.
- ◆ Takoma Junction development has been a travesty. The Mayor and Council are completely tone-deaf to the neighborhood's style and scale- should be completely re-thought.
- ◆ TAKOMA PARK CITY IS CLEAN AND SECURE.
- ◆ Takoma Park is a great place to live. Excellent services and atmosphere but because of high property taxes, city fees, utility costs, it has become unaffordable for seniors, like me on fixed incomes.
- ◆ Takoma Park is a wonderful place to live. I hope the city can attract more neighborhood shops, restaurants and breweries.
- ◆ Takoma park needs a significant economic development plan. There are a handful of dining options, almost zero shops & very few options that I can find in my Cherry Chase. My house is just as expensive, with little amenities.
- ◆ Takoma park police have always been very responsive/helpful. Like the compost collection. Recycling- more specific on what is acceptable for collection leading to better compliance from public include collections or drop off of plastic bags (banned, but we still get them).
- ◆ TAKOMA PARK REALLY LACKS FITNESS OPTIONS. IF THE CITY CANNOT ATTRACT A PRIVATE FITNESS CENTER, IT SHOULD BUILD ONE TO ENABLE THE COMMUNITY TO ACCESS FITNESS OPTIONS.
- ◆ Taxes are too high.
- ◆ Taxes are way too high due to wasteful spending. PW street crews good, but professional staff are dishonest, abusive, incompetent. E.g. tree ordinance good, but multiple arborists have had issues. Common problem is management. Recreation, arts are also wasteful spending.
- ◆ Taxes out of control. Need to consider some reduction of less-used services.
- ◆ Taxes too high! service, improvement for the "in crowd"!! I could go on, but doubt open want to hear.
- ◆ Terrible response to traffic concerns as well as public works issues. Repeated requests for help with no minimal response.
- ◆ Thank You
- ◆ The "affordable" housing options are really low quality- falling apart, loitering drunk/high people and pest problems. Would love to see NICE affordable housing here, and support for long time owners w/ less money!

- ◆ The area around the Mega Mart and the two restaurant by city bank is always stink. Also too much drunks hanging around and drinking in the public. Langle Park is not the safe and lovely place it use to be going back to the 1980.
- ◆ The City Council is ruining Takoma Park by increasing economic development at the cost of horrible traffic and other environmental degradation. An incredible own-goal worthy of Bethesda.
- ◆ The city has not done well overseeing/negotiating with local utilities conducting road work; PEPCO and WSSC have caused a lot of problems in our area. We are also very concerned about the performance of the Urban Forest Manager.
- ◆ The City if focused on affordable housing, low-income services, etc. And that is wonderful. However, there are many who own in Takoma Park and want to see the values of our homes rise. Landlords and those who support development and progress fear attending meetings that are filled with those who oppose anything that is not socialist. Even those of us who are die-hard liberals. Please, progressive does not mean anti-progress. We can find a way to move forward and include everyone without putting a cap on progress. Thank you for standing up to those who opposed development at the Junction. It showed some understanding that we need to move forward and not keep standing still complaining.
- ◆ The city messed up the New Hampshire & Elw Highway intersection- why make traffic worse. STUPID! Who does your traffic stories? Narrowing streets with bumped out islands? Improve intersection at Coop so traffic moves more quickly.
- ◆ The city of Takoma Park gov't has become a bloated self serving institution. It needs to be less proud of itself and focus on reducing the tax burden on residents. Now only the rich can afford to live here.
- ◆ The city should be commended for the extraordinary process to engage citizens input for the Junction redevelopment project. The city went the extra mile to hear from a wide range of citizens.
- ◆ The city should make better decisions on the types of trees planted between the sidewalk and the curb in residential areas. The trees planted along Takoma Ave are huge! They overhang so much and there are places you can't walk on the sidewalk without ducking. Branches are dead and hanging and you have to be careful one doesn't fall on you when walking your dog. They even hang over the street. I think it should be made clearer whether this is the city's responsibility or the residents'. Also the country council should look in to the mail delivery in N. Takoma. We haven't had an assigned nail person for 2-3 years. We do not get mail because of this the post office relies on carriers finishing their territory 1st before they come to ours. Complaints have been made but perhaps the City Council could do more.
- ◆ THE CITY SHOULD PROMOTE THE CHASTITY AND FIDELITY PRINCIPLE, AND SHOULD NOT TREAT SEXUAL DISORDERS AND PERVERSIONS AS THOUGH THEY WERE PERFECTLY NORMAL.
- ◆ The city should take stronger action or demand stronger contracts up front so that business partners such as Washington Adventist Hospital and the Takoma Junction developer are held to their initial promises.
- ◆ The city's approach to assessing tree removal requests when these are clearly justified for health and safety reasons- is absurd and scandalous. And its "Tree Commission"

should be banded. It values large trees well above the safety of persons who live under them.

- ◆ The City's property taxes (similar to MoCo) are on an unsustainable trajectory. City officials and staff cannot keep raising taxes on the vast majority of homeowners to keep making new financial commitments in the form of new services or programs. The City either needs a large infusion of economic development to increase revenue, which is out of its control, or it needs to scale back its programs and services. Otherwise, it risks losing the support of this same group of liberal homeowners as part of a tax revolt. Look at what happened to the MoCo council when that body kept raising property taxes year after year - they got a referendum on their ability to govern in the form of term limits. Takoma Park is looking at the same future if the City's officials do not reconsider its actions.
- ◆ The decision to place roundabout and circles in the middle in the Hampshire Gardens neighborhood and particularly at the junction of Kennewick & Kirklynn created an eye sore, traffic flow issues including problems getting emergency equipment through and a snow removal nightmare. Residents were not listened to in advance and now must live & the very negative consequences they predicted.
- ◆ The garbage less recycling service providers are always very friendly & we appreciate that. Traffic management in our neighborhood is very poor. Sidewalks are often impossible for strollers/wheelchairs.
- ◆ The gas line contractors have been really problematic. They've blocked traffic, torn up the streets, parked their equipment on my front lawn. And, I'd really like to know when Flower Avenue is going to be resurfaced.
- ◆ The lawn fertilizer and pesticide. Police are a waste of time and money. The Takoma Park Junction area is an eyesore. Eminent domain gas stations, core repair lot, & other areas by co-op, to redevelop.
- ◆ The Library, Music Festivals, Takoma Television with Music are excellent. Certainly more is really good too. The city clerk and others in the Community Center are nice. Why is our government very slow ending serious wrongs done by the "Arborists" or "Urban Forest Manager". The policy on waivers and permits for tree removal must be illegal. Bolton and Van Zutphen aren't nice and they don't know what someone in that position should know. Our lives shouldn't be controlled by thieves Geri and Frank. A smith or clowns like Bolton and Van Zutphen.
- ◆ The Mayor, Council Members, and city staff, are dedicated to their jobs and provide excellent service.
- ◆ The over use of leaf blowers on a regular basis I hear the loud sound of blowers, perhaps better about leaf blowers, or outlaw, awareness.
- ◆ The Police Department is fantastic. My family had a very good experience interacting with them during an incident involving our teenage son and his friends. The officers were professional, firm, explained consequences of their actions, but were not harsh. They treated the situation as an educational opportunity, enabling the kids to learn and hopefully preventing future mistakes. Very impressive interaction and why having a community police department is valuable to the community. I am interested in getting more information on how to create more affordable rental housing so that we can continue to have a diverse community. If the city could find more effective ways to

communicate with the community about their activities, that would be helpful. The newsletter has very limited information.

- ◆ The police dept. does a great job in providing information on some things that are not strictly police issues (lost/found pets, weather) & road closures.
- ◆ The removal of the hospital is a big problem. Some hospital services should be retained by the city as non sectarian. I think there is a great need for more multi family owner occupied housing that could be established if the hospital is demolished. Should have more high density housing around transit stations, including the Takoma metro station.
- ◆ The rental bikes everywhere are an eyesore. I've seen over 100 bikes laying around in parks and yards in the last 6 months. They should be required to park in established, commercial areas, where they are more likely to be used.
- ◆ The services and the rent.
- ◆ The services provided by the city have met or exceeded my expectations.
- ◆ The situation with the upcoming development next to the TPSS Food Coop is a complete debacle. All of the fighting and conflict is terrible for the public image of the city, and does not bode well for the future. The leaders of the city have managed the development horribly. ANYTHING which drives the residents of the city apart to this extent is BAD for the city, and causes me to lose faith in the city management as a whole.
- ◆ The Takoma Junction project will be a mess just like Eastern Avenue. Traffic is getting worse developing Takoma Junction will make it a mess!!!
- ◆ The Takoma Junction situation has been a fiasco. Despite a citizen task force, numerous hearings and council meetings, a substantial portion of the community feels that they were not listened to. The city is doing nothing to reduce material consumption or waste. It is certainly good to encourage recycling but that is not enough. Why is the city burning fossil fuels trucking around food waste and yard trimmings and leaves rather than purchasing rat-proof compost bins for the residents and teaching people how to compost? The efforts to reduce energy waste and encourage renewable energy is admirable however. But there is no education about the climate emergency and how residents can reduce their carbon footprint. The "neighborhood services" people are out of control. They are driving around the city looking for minor issues (a few branches over the side walk, a chair out by the street) and putting intimidating notices on people's doors. We left Bethesda for Takoma Park. Do not turn Takoma Park into another Bethesda.
- ◆ The Takoma Park Public Works Dept. is dysfunctional and in need of reform, starting with replacement of the current director.
- ◆ The trash collection truck people are great and should be given a raise. They are always very happy and kind to children.
- ◆ The tree ordinance and how it's enforced needs to be reformed! In the spring of 2016, even though a tree in my front yard was practically dead and in danger of falling on my house in a severe storm, the former arborist (Todd) refused to allow me to cut it down without paying an exorbitant fee to the city or planting a new tree. He did allow (!) me to request that he come back in a few months to see if his decision would change. I contacted the arborist again in August 2016 for him to come out again. He was on vacation at that time and so the city sent someone else to my house to inspect the tree.

He said the tree was clearly dead, which I already knew and had known for months, and needed to be removed immediately.

- ◆ The tree ordinance needs to be reviewed. It is too strict, to the cost and detriment of city residents. Moreover, the city's forest is aging and more attention needs to be paid to younger trees and promoting new growth rather than maintaining old trees. Secondly, we have serious concerns that our neighborhood association is at best defunct, and at worst, that it is being run by a corrupt individual who has not held elections in three years.
- ◆ The tree ordinance needs to be revised. It penalizes people with old trees that should be removed/maintained. Replacement of ecological services of trees should not fall exclusively on owner so fold trees.
- ◆ The tree person never returned my phone calls or emails regarding cutting down a bush.
- ◆ The utility and road works in the area have been constant and badly managed. Sometimes it feels like there is no way to get into or out of our neighborhood because streets are all blocked. Coordination among projects should be improved to space them out. Information about when and how long the projects are under way is confused and misleading. Even the City Council seems not to know what's happening.
- ◆ The WSSC works making traffic untenable roads an eyesore. The tree protection is very overboard make at least one of the music festivals on a Saturday, crack down on aggressive drivers (passing in turn lanes on Piney Beach), make golf carts legal!
- ◆ There are not enough options for rental housing or ownership in the mid-price range, i.e. townhouses, row houses or duplexes. As a 15 year homeowner in Takoma Park who just sold my home as a result of divorce, I cannot afford to purchase something I would want to live in, e.g. not an apartment. Some housing similar to Greenbelt homes or modest row houses would be an asset to the TKPK housing stock. The Andrews school that is for sale would be a great location for mixed-income housing or a co-housing option.
- ◆ There are plenty of shopping opportunities just outside of Takoma Park, such as at PG Mall, in Silver Spring, etc., that I don't think we need shopping opportunities. Except for groceries--we go to 5 different places for groceries, none of which are in Takoma Park. We avoid the Co-Op unless absolutely necessary, and end up shopping in DC, Silver Spring, and PG county for groceries. Even a Yes! Market would be a welcome addition. The Shoppers (which I think is technically in PG) and the Aldi are not serious options either.
- ◆ there are too many questions
- ◆ There has been a lot of talk in our neighborhood regarding WSSC and other street projects, how disruptive they are, and how it does not feel as if anyone is effectively advocating for the residents.
- ◆ There is a grove of trees at the NW end of Lee Jordan field (on Piney Branch) that is very dark at night. It is along the sidewalk and feels unsafe for pedestrians. There is only a crooked street lamp access the street but it does not light up this area.
- ◆ There is a house near us on Cleveland Avenue that is not being adequately maintained, and neighbors have begun to see rats in the area. The City has not been responsive in addressing this
- ◆ There is plenty of room for improvement along the New Hampshire Corridor- need better pedestrian safety, I believe w/ the new purple line stop at University, Pedestrian

- traffic will only increase: also there is plenty of opportunity to make it walkable & more commercial to slow down traffic. I have seen families walking all the time almost get hit.
- ◆ There's a lot of litter in my neighborhood; I don't know what has worked in other parts of the city, but maybe trash cans close to the school bus stops might help? I live in Ward 6
 - ◆ This is a great place to live.
 - ◆ THIS IS A WONDERFUL PLACE TO RAISE A FAMILY & GREAT PLACE TO LIVE NEAR DC WHILE HAVING GREENERY AND COMMUNITY. EXPENSIVE, THOUGH.
 - ◆ THIS QUESTIONNAIRE DOESN'T REALLY ADDRESS HOW I ENGAGE W/ COMMUNITY.
 - ◆ This survey should have a 'very good' option.
 - ◆ Tired of Ward 6 being forgotten and neglected. We are very much the economic engine of TP yet are made to endure terrible franchise / chain development on NH Ave. Where are the homegrown initiatives for the 'new' NH? Public spaces? New retail is often a blight, safety is always an issue. It's time Ward 6 gets the same care and attention as the rest of the municipality.
 - ◆ TKPK completely lacks progress on economic development- why don't we have nicer grocery stores, restaurants, and shops along the New Hampshire Ave Commons. Whatever happened to the "new" NH Ave? We've lived here for 13 years and the area hasn't gotten any nicer. And the childcare options are almost non-existent.
 - ◆ Todo esta excelente y Takoma va pa delante.
 - ◆ Too much policy is driven by volunteer participants in City commissions that are not representative of the community.
 - ◆ Traffic in front of our home is terrible due to the new 7/11 construction. Instead of making a 7/11 they should of added better commercialized centers.
 - ◆ Trash collectors are VERY rough on cans and recycle containers. I wonder if they are paid by the job & not by the HOUR, making it an incentive to rush & throw cans.
 - ◆ Traveling through town as a pedestrian or on a bike is dismal. Street policy should be reduced or eliminated and replaced with bike lanes. Sidewalks especially along Carroll, are terrible.
 - ◆ Tree cutting policy sucks!
 - ◆ Tree protection is too onerous for city homeowners.
 - ◆ Tree regulations are onerous.
 - ◆ Very impressed by the dedication of most members of City Council, & by City Manager. City of TP website generally very good & informative, current. City govt. seems to be different and welcoming of residents' participation.
 - ◆ VERY POSITIVE, FRIENDLY & ACCESSIBLE.
 - ◆ Walkable city. Sad Washington Adventist Hospital is moving away.
 - ◆ Want to drive home my point about meters- please post parking rules! Also, cut-through traffic on my street is bad. Other "fancy" neighborhoods have had massive changes to traffic flow b/c they have free time to raise a fuss, but some of us just do not have time to take this on.
 - ◆ Way too obsessed with sidewalks- they are NOT needed! Staff think the city budget is their personal slush fund for pet projects. Too much \$ for recreation. Public works is corrupt and incompetent. (Short events are very good).

- ◆ We appreciate the city services but none should be added until they can be paid for without raising taxes.
- ◆ We appreciate the dedication and hard work of the Mayor and City Council. Feel like they are truly trying to make TP a great place for all to live.
- ◆ We are looking into doing a renovation and addition to our home. I work in residential design and construction and am worried about the interactions with the arborist. I am not confident in the process and am putting the project off until there is a better way of documenting and getting real feedback in a timely manor.
- ◆ We are lucky to live in Takoma Park - i am terribly proud of my zip code!
- ◆ We are sorely lacking place to buy beer and wine on Carroll near Republic and the hardware store. The co-op isn't convenient to a walk home the metro unless you're already headed all the way out in that direction.
- ◆ We are still very concerned about development by the co-op and its impact on goods, service and traffic. #1 concern for TKPK going forward.
- ◆ We don't want chain retail or restaurants in Takoma Park. What we don't have in Takoma Park, we don't have go far.
- ◆ We have a lot of flooding issues at our property/street that need attention due to the stormwater system & have been trying to get assistance from the city.
- ◆ WE HAVE SEEN A LARGE-SCALE, RAPID TURNOVER OF HOUSES FROM LONG-TIME MINORITY OWNERS TO NEW YOUNG MOSTLY WHITE FAMILIES.
- ◆ We live on a street which Ride On Bus 25 traverses during the week. It is also a narrow street where one side is occupied by parked cars. Inevitably, some idiot will barrel down the street regardless of whether a car is already on its way up/down. The two cars will come face to face, with little room for one to edge to the side to allow the other to pass, resulting in angry exchanges that hold up traffic. Despite a petition to make this street one way - GIVEN THAT IT IS A BUS ROUTE and is a NARROW street - this petition was not accommodated. It would have been a relatively easy fix to make it one way to prevent such idiotic incidences, and to allow the bus to progress down the street easily. But here it stands, the street remains congested.
- ◆ WE LOVE LIVING IN TAKOMA PARK AND WANT THE CITY & POLICE TO CONTINUE TO SUPPORT THE PROGRESSIVE POLICIES OF THE CITY.
- ◆ We need more police presence. In the Houston Ave and Roanoke Ave and Huston CT. I notice lots of people during dark buying and selling drugs. Walking around the neighborhood.
- ◆ we pay separate taxes just for takoma park, which has many young families. could there be more child care subsidies or universal prek 3 and prek 4?
- ◆ We really need a four-way stop sign at the corner of Carroll Avenue and Lincoln (I know it's a county/state government problem, but still...) Lack of licensed child care for infants under 18 months.
- ◆ We would like Takoma Park economic development to focus on local small business that contributes to the value of living in the community rather than subsidizing big development companies, like at the Junction. I am deeply saddened that MC Comm College in TP has chosen to destroy our community pool & gymnasium rather than find a plan that allows it to remain along w/ a new science center.

- ◆ Well satisfied.
- ◆ What is with all the torn up streets in and out of our city? This has been going on for too long.
- ◆ What's the point of community involvement when City Council does what they planned all along? E-W Highway give away; CO-OP vs. new bldg.?
- ◆ Women.
- ◆ WOULD BE GOOD TO HEAR MORE ABOUT HOW TO POLICE MEASURE THEIR OWN EFFECTIVENESS. NOT CLEAR THAT THERE'S REAL VALUE ADDED HERE IN COMPARISON TO COUNTY- ONLY.
- ◆ WOW it is one of the best things to have grown up in Takoma Park in recent memory. Maria Partridge deserves a city award.
- ◆ Yes, I live in Essex house for 10 years since 2008. The management has many complaints from the resident. I started smelling [?] drug like smoking on hall way that enters rooms and affected our way of life. This is serious problem.
- ◆ Yes, I've here more than 3 years. i work unit/night. Please I want police all the time. Thanks.

Appendix C: Survey Results by Year

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “excellent” or “good”, or who were “strongly” or “somewhat agreed” with an item. Responses are shown where question wording from previous surveys was identical or similar to what was included on the 2018 survey. Where differences between years are six percentage points or greater, they can be considered statistically significant.

Table 70: Question 1 by Survey Year

Please rate your quality of life in Takoma Park.				
Percent of respondents rating "excellent" or "good"	2007	2009	2014	2018
Overall, how would you describe the quality of life in Takoma Park?	86%	90%	93%	91%
How would you rate the overall quality of life in your neighborhood?	74%	82%	84%	87%
How do you rate Takoma Park as a place to raise children?	79%	84%	90%	90%
How do you rate Takoma Park as a place to grow old?	.	.	72%	76%

Table 71: Question 2 by Survey Year

Please rate each of the following characteristics of Takoma Park. Percent of respondents rating "excellent" or "good"	2007	2009	2014	2018
Sense of community	79%	85%	89%	87%
Opportunity to be heard and have a say in what happens in Takoma Park	.	.	82%	81%
Overall appearance of Takoma Park	73%	71%	79%	83%
Cultural or arts events	75%	75%	86%	87%
Retail shopping opportunities	41%	33%	48%	53%
Parks and other recreational opportunities	.	.	85%	84%
Openness and acceptance of people of diverse backgrounds	83%	88%	90%	89%
Access to City of Takoma Park government buildings	84%	89%	91%	91%
Services for individuals with disabilities	72%	69%	71%	81%
Availability of good quality affordable housing	33%	41%	43%	31%
Ease of travel by bicycle	59%	58%	66%	68%
Ease of travel by walking	74%	77%	82%	84%
Access to public transit	81%	82%	87%	90%
Access to good quality health care	.	.	69%	63%
Access to good quality affordable child care	.	.	.	44%
Dining opportunities	.	.	.	71%
Grocery shopping opportunities	.	.	.	47%
Access to local public library	.	.	.	92%
Access to quality City programming and services	.	.	.	82%

Table 72: Question 3 by Survey Year

How safe or unsafe do you feel walking alone . . . Percent of respondents rating "very safe" or "somewhat safe"	2007	2009	2014	2018
In your neighborhood during the day	93%	94%	96%	97%
In your neighborhood after dark	53%	60%	67%	74%
In parks during the day	.	.	.	93%
In parks after dark	.	.	.	50%
In Old Takoma/Takoma Junction during the day	94%	93%	97%	98%
In Old Takoma/Takoma Junction after dark	58%	66%	76%	85%
From Takoma Metro station during the day	92%	93%	96%	96%
From Takoma Metro station after dark	33%	38%	51%	62%
In the University/New Hampshire Crossroads area during the day	69%	70%	78%	81%
In the University/New Hampshire Crossroads area after dark	19%	22%	29%	39%
In the Flower Ave./Piney Branch area during the day	.	.	85%	89%
In the Flower Ave./Piney Branch area after dark	.	.	41%	53%
On Maple Avenue during the day	.	.	.	95%
On Maple Avenue after dark	.	.	.	72%

Table 73: Question 5 by Survey Year

In the last 12 months, about how many times have you or other household members done the following things: Percent doing at least once in last 12 months	2007	2009	2014	2018
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	25%	27%	25%	27%
Used Wi-Fi connections in a Takoma Park City government facility	.	18%	22%	26%
Visited a park or trail within the City	.	.	.	86%
Taken your dog to the dog park	.	.	.	20%
Received financial assistance for a housing or other emergency	.	.	.	5%
Used Recreation Department services	.	31%	34%	45%
Received a scholarship from the Recreation Department	.	.	.	2%
Rode a dockless bike	.	.	.	15%
Used public transportation	.	.	.	88%
Received a "municipality letter" for a building permit	.	.	.	10%

Table 74: Question 6 by Survey Year

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as moderate, major or extreme problem	2007	2009	2014	2018
Traffic volume/ number of cars	41%	36%	27%	44%
Speeding	47%	42%	33%	40%
Oversized or commercial vehicles parked on street	21%	17%	16%	21%
Parking	.	.	23%	31%
Pedestrian safety	35%	29%	25%	30%
Crime	62%	55%	38%	33%
Gangs	20%	.	18%	14%
Graffiti	36%	11%	9%	11%
Litter	24%	25%	24%	27%
Overgrown grass and vegetation	21%	17%	14%	17%
Run down or vacant houses	.	21%	13%	12%
Run down apartments and multi-family dwellings	.	.	.	13%
Run-down commercial buildings or areas	.	.	.	12%
Use of pesticides and fertilizers on lawns	.	.	11%	8%
Loitering (people or youth hanging out smoking or drinking in public places)	.	.	.	18%
Disputes between landlord and tenants	.	.	.	8%

Table 75: Question 7 by Survey Year

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	2007	2009	2014	2018
Very effective	19%	24%	35%	43%
Somewhat effective	61%	58%	52%	49%
Not very effective	16%	13%	10%	5%
Not at all effective	4%	5%	3%	2%
Total	100%	100%	100%	100%

Table 76: Question 8 by Survey Year

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	2007	2009	2014	2018
Very visible	0%	21%	27%	28%
Somewhat visible	0%	56%	52%	49%
Not at all visible	0%	23%	21%	23%
Total	0%	100%	100%	100%

Table 77: Question 9 by Survey Year

Please rate how well you think the Takoma Park Police Department is doing at each of the following: Percent rating as "excellent" or "good"	2007	2009	2014	2018
Preventing crime	.	.	71%	75%
Making the community feel safe	.	.	66%	78%
Responding quickly to residents' calls for service	.	.	82%	86%
Effectively solving crimes	.	.	67%	69%
Caring about the well-being of the people they deal with	.	.	76%	78%
Working with people in your neighborhood to solve neighborhood problems	.	.	69%	75%

Table 78: Question 12 by Survey Year

During the past 12 months, have you had any contact with the Takoma Park Police Department?	2007	2009	2014	2018
Yes	40%	44%	45%	38%
No	59%	55%	55%	61%
Don't know	0%	1%	1%	1%
Total	100%	100%	100%	100%

Table 79: Question 13 by Survey Year

Overall, how would you rate your contact with the Takoma Park Police Department?	2007	2009	2014	2018
Excellent	37%	35%	30%	43%
Good	41%	49%	43%	33%
Fair	15%	10%	18%	19%
Poor	6%	6%	8%	5%
Total	100%	100%	100%	100%

Table 80: Question 14 by Survey Year

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. . .				
Percent rating as strongly agree or agree	2007	2009	2014	2018
Fair in dealing with all people	80%	78%	77%	70%
Courteous in dealing with all people	83%	83%	78%	77%
Helpful and cooperative	79%	80%	74%	78%
Sensitive to residents' concerns	74%	73%	71%	73%
Honest and can be trusted	72%	77%	72%	72%
Well trained to handle problems	69%	68%	70%	68%

Table 81: Question 16 by Survey Year

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: Percent rating as strongly agree or agree	2007	2009	2014	2018
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	.	.	89%	87%
Plan effectively for the future	.	.	64%	67%
Reduce solid waste and promote recycling and composting	.	.	88%	87%
Prepare the community for an emergency	.	.	52%	53%
Provide a variety of recreation opportunities to the community	.	.	88%	83%
Address traffic congestion	.	.	47%	40%
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	.	.	65%	72%
Provide safe walking routes throughout the city	.	.	68%	76%
Provide appropriate monitoring of contractors doing work in the community	.	.	.	52%
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	.	.	.	58%

Table 82: Question 17 by Survey Year

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	2007	2009	2014	2018
Excellent	14%	17%	31%	31%
Good	65%	64%	56%	55%
Fair	19%	17%	10%	12%
Poor	2%	1%	2%	2%
Total	100%	100%	100%	100%

Table 83: Question 18 by Survey Year

Please rate each of the following City services. Percent rating as "excellent" or "good"	2007	2009	2014	2018
Trash/ Recycling collection services	88%	92%	92%	94%
Compost collection services	.	.	.	93%
Weekly yard waste collection	.	.	91%	94%
Special recycling drop-off at Public Works	.	81%	86%	87%
Fall vacuum leaf collection	72%	70%	77%	83%
Tree maintenance	57%	66%	70%	68%
Street repairs and maintenance	45%	37%	56%	55%
Sidewalk repairs and maintenance	.	.	.	62%
Snow and ice removal	64%	68%	70%	76%
Street sweeping	61%	59%	73%	71%
Street lighting	51%	49%	65%	67%
Street sign maintenance	67%	72%	79%	80%
Planning (streetscapes, neighborhood projects)	.	55%	70%	67%
Economic development (business outreach, local business promotion)	.	35%	64%	62%
Recreation programs for tots (camps, sports, classes)	.	.	88%	86%
Recreation programs for youth (afterschool, summer camps, sports, art)	.	84%	88%	85%
Recreation programs for adults (fitness, art, sports)	.	73%	77%	79%
Recreation programs for seniors (trips, classes, fitness)	.	78%	83%	81%
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	78%	82%	86%	86%
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	70%	79%	79%	79%
Athletic fields and playgrounds	70%	79%	85%	79%
Appearance of parks	.	.	85%	83%
Accessibility of parks	80%	85%	89%	89%
Appearance of City buildings	77%	84%	86%	88%
Accessibility of City buildings	.	85%	90%	91%
Safety of City buildings	.	.	93%	92%
Programs for residents who are disabled	.	.	.	79%
Enforcement of traffic laws	64%	68%	78%	74%
Enforcement of parking regulations	70%	73%	77%	73%
Property maintenance code enforcement	52%	55%	65%	64%
Stormwater management	66%	65%	76%	66%
Landlord and tenant assistance	63%	68%	71%	70%
City's cable channel programming	54%	55%	69%	67%

Please rate each of the following City services. Percent rating as "excellent" or "good"	2007	2009	2014	2018
City's website (takomaparkmd.gov)	64%	59%	71%	78%
City's social media presence	.	.	.	74%
Takoma Park Library programs	80%	85%	90%	90%
Takoma Park Library collections	63%	73%	80%	84%
Computer Center in Community Center	72%	83%	85%	84%
Passport services	.	.	87%	85%
Notary services	.	.	88%	83%
Online bill payment	.	.	80%	81%
Online registration for recreation programs	.	.	80%	82%
Online registration for library programs	.	.	86%	87%
Online reservation of facilities	.	.	81%	81%

Table 84: Question 20 by Survey Year

Please rate to what extent you agree or disagree with the following statements. Percent rating as strongly or somewhat agree	2007	2009	2014	2018
City government is really run for the benefit of all the people	.	.	77%	74%
Takoma Park city government welcomes resident involvement	56%	58%	83%	84%
I feel included as a part of the Takoma Park community	.	.	75%	80%

Table 85: Question 22 by Survey Year

How much information do you get about the City of Takoma Park government activities from each of the following sources? Percent saying "most" or "a lot"	2007	2009	2014	2018
The City of Takoma Park's cable television channel	28%	21%	20%	23%
The City of Takoma Park's website (takomaparkmd.gov)	47%	61%	64%	75%
The City of Takoma Park City Guide	64%	69%	76%	76%
Special mailings from the City of Takoma Park	75%	79%	82%	86%
The monthly Takoma Park Newsletter	87%	88%	91%	90%
The City of Takoma Park's posting on Facebook	.	.	14%	27%
The City of Takoma Park's posting on Twitter	.	.	10%	18%
The Washington Post	60%	55%	52%	46%
The Silver Spring Regional Center's e-mail notices	.	.	10%	14%
Neighborhood and community listservs	40%	49%	51%	57%
Nextdoor	.	.	.	29%
Posters or flyers in public buildings	.	44%	52%	56%
Mayor or other City Councilmember	33%	28%	36%	44%
City blogs from Council or Staff	.	.	.	23%
"Word of mouth"	73%	76%	74%	77%
Email notices from the Takoma Park Police Department	.	.	27%	33%
Email notices from other Takoma Park departments	.	.	23%	33%
Weekly e-news emails	.	.	17%	21%

Table 86: Question 23 by Survey Year

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent saying "about the right amount of information"				
	2007	2009	2014	2018
City Council actions	62%	56%	65%	64%
Special events	75%	72%	79%	75%
Recreation Department activities	80%	78%	86%	76%
Library programs and special events	.	.	.	74%
City street, sidewalk and stormwater projects	.	50%	57%	55%
Board and Commission opportunities and activities	64%	56%	68%	64%
Development projects in your neighborhood and in the City	52%	46%	56%	54%
Landlord and tenant assistance	66%	61%	68%	63%
Affordable housing programs	55%	55%	62%	57%
Leaf collection program	72%	77%	78%	79%
Holiday trash and recycling collections schedule	67%	69%	72%	68%
Tree removal and tree protection requirements	62%	59%	71%	62%
City of Takoma Park budget information	58%	50%	64%	60%
Arts programs	.	.	77%	70%
Advance notice of street repair work	.	.	.	53%

Table 87: Question 26 by Survey Year

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Percent doing at least once in last 12 months				
	2007	2009	2014	2018
Old Town (Laurel/Carroll/Ethan Allen)	.	.	91%	93%
Crossroads (New Hampshire/University)	.	.	77%	78%
New Hampshire Avenue Corridor	.	.	72%	75%
Long Branch (Flower/Piney Branch)	.	.	75%	76%
Maple Avenue	.	.	.	59%
Takoma Junction	.	.	.	86%

Appendix D: Survey Results by Respondent Characteristics

The following pages contain breakdowns of the survey results by respondent characteristics. 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).

Survey Results by Ward

A map of the Wards can be found in *Appendix F: Survey Methodology*.

Table 88: Question 1 by Ward

Please rate your quality of life in Takoma Park. Percent of respondents rating "excellent" or "good"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Overall, how would you describe the quality of life in Takoma Park?	97%	93%	95%	92%	79%	87%	91%
How would you rate the overall quality of life in your neighborhood?	94%	89%	96%	91%	72%	79%	87%
How do you rate Takoma Park as a place to raise children?	94%	92%	94%	97%	76%	87%	90%
How do you rate Takoma Park as a place to grow old?	73%	70%	71%	88%	79%	72%	76%

Table 89: Question 2 by Ward

Please rate each of the following characteristics of Takoma Park. Percent of respondents rating "excellent" or "good"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Sense of community	90%	94%	92%	95%	70%	78%	87%
Opportunity to be heard and have a say in what happens in Takoma Park	78%	85%	85%	83%	73%	84%	81%
Overall appearance of Takoma Park	83%	82%	88%	90%	75%	78%	83%
Cultural or arts events	88%	90%	84%	97%	75%	89%	87%
Retail shopping opportunities	48%	51%	58%	59%	38%	64%	53%
Parks and other recreational opportunities	89%	92%	88%	82%	73%	77%	84%
Openness and acceptance of people of diverse backgrounds	88%	89%	89%	85%	90%	93%	89%
Access to City of Takoma Park government buildings	96%	93%	92%	89%	83%	92%	91%
Services for individuals with disabilities	77%	79%	77%	76%	90%	84%	81%
Availability of good quality affordable housing	18%	33%	23%	45%	36%	32%	31%
Ease of travel by bicycle	57%	66%	55%	89%	72%	73%	68%
Ease of travel by walking	90%	81%	88%	90%	75%	78%	84%
Access to public transit	94%	88%	91%	92%	85%	88%	90%
Access to good quality health care	47%	61%	64%	70%	73%	68%	63%
Access to good quality affordable child care	40%	25%	29%	64%	52%	59%	44%
Dining opportunities	76%	72%	82%	72%	49%	70%	71%
Grocery shopping opportunities	30%	45%	43%	53%	50%	66%	47%
Access to local public library	97%	93%	90%	92%	87%	92%	92%
Access to quality City programming and services	88%	83%	85%	73%	75%	80%	82%

Table 90: Question 3 by Ward

How safe or unsafe do you feel walking alone . . . Percent of respondents rating "very safe" or "somewhat safe"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
In your neighborhood during the day	97%	97%	99%	99%	96%	94%	97%
In your neighborhood after dark	73%	81%	85%	72%	69%	63%	74%
In parks during the day	96%	94%	97%	92%	92%	87%	93%
In parks after dark	49%	35%	66%	49%	50%	47%	50%
In Old Takoma/Takoma Junction during the day	96%	99%	100%	98%	94%	98%	98%
In Old Takoma/Takoma Junction after dark	83%	85%	94%	76%	86%	86%	85%
From Takoma Metro station during the day	95%	96%	99%	96%	98%	94%	96%
From Takoma Metro station after dark	57%	62%	64%	57%	72%	62%	62%
In the University/New Hampshire Crossroads area during the day	84%	83%	84%	69%	87%	82%	81%
In the University/New Hampshire Crossroads area after dark	26%	28%	38%	40%	56%	44%	39%
In the Flower Ave./Piney Branch area during the day	91%	93%	90%	86%	96%	80%	89%
In the Flower Ave./Piney Branch area after dark	46%	51%	53%	52%	67%	49%	53%
On Maple Avenue during the day	97%	95%	97%	100%	92%	90%	95%
On Maple Avenue after dark	63%	72%	81%	78%	78%	58%	72%

Table 91: Question 5 by Ward

In the last 12 months, about how many times have you or other household members done the following things: Percent doing at least once in last 12 months	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	30%	15%	17%	45%	32%	27%	27%
Used Wi-Fi connections in a Takoma Park City government facility	28%	29%	34%	23%	16%	21%	26%
Visited a park or trail within the City	95%	97%	93%	73%	72%	82%	86%
Taken your dog to the dog park	30%	25%	25%	6%	18%	14%	20%
Received financial assistance for a housing or other emergency	2%	0%	1%	20%	6%	6%	5%
Used Recreation Department services	55%	46%	53%	40%	22%	49%	45%
Received a scholarship from the Recreation Department	1%	0%	0%	8%	0%	7%	2%
Rode a dockless bike	19%	16%	15%	17%	8%	13%	15%
Used public transportation	93%	86%	92%	82%	87%	83%	88%
Received a "municipality letter" for a building permit	19%	9%	16%	3%	2%	7%	10%

Table 92: Question 6 by Ward

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as moderate, major or extreme problem	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Traffic volume/ number of cars	47%	43%	48%	27%	50%	46%	44%
Speeding	41%	38%	40%	30%	40%	53%	40%
Oversized or commercial vehicles parked on street	21%	10%	19%	18%	30%	31%	21%
Parking	27%	21%	29%	31%	45%	39%	31%
Pedestrian safety	25%	30%	27%	22%	34%	42%	30%
Crime	40%	27%	21%	26%	37%	47%	33%
Gangs	7%	8%	8%	6%	29%	30%	14%
Graffiti	3%	4%	1%	7%	35%	23%	11%
Litter	23%	27%	18%	13%	45%	40%	27%
Overgrown grass and vegetation	18%	16%	16%	10%	25%	19%	17%
Run down or vacant houses	13%	12%	15%	0%	20%	14%	12%
Run down apartments and multi-family dwellings	9%	11%	12%	8%	23%	17%	13%
Run-down commercial buildings or areas	8%	11%	9%	3%	18%	22%	12%
Use of pesticides and fertilizers on lawns	8%	9%	11%	1%	10%	9%	8%
Loitering (people or youth hanging out smoking or drinking in public places)	7%	11%	5%	21%	45%	29%	18%
Disputes between landlord and tenants	4%	5%	6%	11%	10%	16%	8%

Table 93: Question 7 by Ward

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Very effective	36%	36%	42%	59%	38%	45%	43%
Somewhat effective	55%	56%	53%	37%	47%	48%	49%
Not very effective	6%	7%	3%	2%	5%	7%	5%
Not at all effective	2%	1%	2%	1%	10%	0%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 94: Question 8 by Ward

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Very visible	13%	12%	15%	58%	34%	42%	28%
Somewhat visible	62%	53%	60%	36%	41%	38%	49%
Not at all visible	24%	35%	24%	5%	25%	20%	23%
Total	100%	100%	100%	100%	100%	100%	100%

Table 95: Question 9 by Ward

Please rate how well you think the Takoma Park Police Department is doing at each of the following: Percent rating as "excellent" or "good"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Preventing crime	67%	78%	78%	88%	66%	74%	75%
Making the community feel safe	71%	82%	84%	93%	63%	75%	78%
Responding quickly to residents' calls for service	88%	86%	89%	84%	76%	88%	86%
Effectively solving crimes	68%	73%	84%	75%	56%	66%	69%
Caring about the well-being of the people they deal with	84%	78%	81%	89%	54%	79%	78%
Working with people in your neighborhood to solve neighborhood problems	75%	75%	80%	83%	58%	73%	75%

Table 96: Question 12 by Ward

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Yes	47%	43%	36%	20%	31%	45%	38%
No	53%	55%	63%	80%	68%	54%	61%
Don't know	0%	2%	1%	0%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Table 97: Question 13 by Ward

Overall, how would you rate your contact with the Takoma Park Police Department?	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Excellent	45%	48%	48%	61%	15%	41%	43%
Good	35%	33%	34%	14%	27%	41%	33%
Fair	19%	16%	18%	25%	37%	8%	19%
Poor	1%	2%	1%	0%	20%	10%	5%
Total	100%	100%	100%	100%	100%	100%	100%

Table 98: Question 14 by Ward

Please rate the extent to which you agree or disagree with each of the following statements about your contact with the Takoma Park police. Takoma Park police are. . .							
Percent rating as strongly agree or agree	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Fair in dealing with all people	84%	64%	66%	92%	32%	74%	70%
Courteous in dealing with all people	86%	67%	74%	96%	73%	76%	77%
Helpful and cooperative	83%	73%	76%	96%	53%	87%	78%
Sensitive to residents' concerns	81%	73%	78%	82%	37%	74%	73%
Honest and can be trusted	85%	68%	74%	82%	35%	75%	72%
Well trained to handle problems	81%	69%	66%	83%	25%	69%	68%

Table 99: Question 16 by Ward

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: Percent rating as strongly agree or agree	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	87%	84%	86%	93%	90%	82%	87%
Plan effectively for the future	53%	59%	60%	89%	62%	81%	67%
Reduce solid waste and promote recycling and composting	91%	86%	89%	89%	78%	88%	87%
Prepare the community for an emergency	45%	35%	48%	66%	55%	68%	53%
Provide a variety of recreation opportunities to the community	87%	83%	87%	93%	69%	75%	83%
Address traffic congestion	29%	31%	28%	62%	41%	56%	40%
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	64%	68%	69%	84%	74%	78%	72%
Provide safe walking routes throughout the city	68%	70%	73%	90%	77%	79%	76%
Provide appropriate monitoring of contractors doing work in the community	36%	39%	35%	69%	55%	72%	52%
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	52%	56%	46%	69%	56%	71%	58%

Table 100: Question 17 by Ward

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Excellent	35%	27%	32%	38%	25%	27%	31%
Good	52%	61%	56%	54%	51%	56%	55%
Fair	12%	10%	11%	5%	15%	18%	12%
Poor	1%	2%	1%	3%	9%	0%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 101: Question 18 by Ward

Please rate each of the following City services. Percent rating as "excellent" or "good"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Trash/ Recycling collection services	98%	96%	96%	94%	90%	87%	94%
Compost collection services	97%	92%	98%	86%	93%	90%	93%
Weekly yard waste collection	99%	96%	99%	91%	86%	88%	94%
Special recycling drop-off at Public Works	88%	92%	95%	93%	68%	81%	87%
Fall vacuum leaf collection	85%	86%	88%	80%	71%	82%	83%
Tree maintenance	66%	62%	68%	77%	58%	74%	68%
Street repairs and maintenance	41%	54%	54%	70%	44%	70%	55%
Sidewalk repairs and maintenance	45%	64%	57%	84%	50%	72%	62%
Snow and ice removal	76%	77%	74%	85%	72%	75%	76%
Street sweeping	70%	62%	65%	84%	76%	72%	71%
Street lighting	68%	62%	63%	80%	67%	64%	67%
Street sign maintenance	80%	78%	80%	91%	71%	80%	80%
Planning (streetscapes, neighborhood projects)	64%	64%	65%	79%	60%	65%	67%
Economic development (business outreach, local business promotion)	64%	60%	57%	83%	48%	56%	62%
Recreation programs for tots (camps, sports, classes)	92%	88%	87%	93%	80%	73%	86%
Recreation programs for youth (afterschool, summer camps, sports, art)	94%	88%	85%	89%	69%	81%	85%
Recreation programs for adults (fitness, art, sports)	86%	82%	81%	85%	61%	73%	79%
Recreation programs for seniors (trips, classes, fitness)	86%	79%	83%	93%	70%	73%	81%
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	94%	89%	86%	88%	72%	84%	86%
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	87%	77%	79%	81%	77%	72%	79%
Athletic fields and playgrounds	80%	82%	72%	85%	78%	73%	79%
Appearance of parks	82%	85%	85%	92%	78%	77%	83%
Accessibility of parks	93%	89%	90%	93%	86%	84%	89%
Appearance of City buildings	88%	91%	90%	86%	86%	84%	88%
Accessibility of City buildings	93%	97%	92%	89%	86%	86%	91%
Safety of City buildings	96%	94%	90%	92%	87%	89%	92%
Programs for residents who are disabled	71%	79%	83%	78%	85%	79%	79%
Enforcement of traffic laws	62%	83%	64%	84%	75%	77%	74%

Please rate each of the following City services. Percent rating as "excellent" or "good"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Enforcement of parking regulations	64%	76%	75%	81%	68%	75%	73%
Property maintenance code enforcement	56%	60%	57%	73%	66%	68%	64%
Stormwater management	56%	68%	60%	79%	54%	77%	66%
Landlord and tenant assistance	82%	68%	93%	75%	61%	62%	70%
City's cable channel programming	60%	72%	60%	64%	73%	70%	67%
City's website (takomaparkmd.gov)	71%	83%	76%	85%	80%	73%	78%
City's social media presence	76%	75%	79%	72%	67%	73%	74%
Takoma Park Library programs	95%	87%	94%	91%	92%	85%	90%
Takoma Park Library collections	86%	85%	80%	87%	87%	78%	84%
Computer Center in Community Center	86%	85%	75%	92%	84%	74%	84%
Passport services	85%	89%	92%	85%	75%	86%	85%
Notary services	84%	82%	94%	80%	76%	85%	83%
Online bill payment	82%	83%	76%	80%	83%	82%	81%
Online registration for recreation programs	87%	88%	70%	83%	95%	74%	82%
Online registration for library programs	95%	89%	72%	92%	98%	80%	87%
Online reservation of facilities	79%	86%	82%	71%	97%	74%	81%

Table 102: Question 20 by Ward

Please rate to what extent you agree or disagree with the following statements. Percent rating as strongly or somewhat agree	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
City government is really run for the benefit of all the people	75%	71%	76%	84%	61%	76%	74%
Takoma Park city government welcomes resident involvement	86%	87%	84%	86%	76%	86%	84%
I feel included as a part of the Takoma Park community	79%	78%	80%	89%	71%	81%	80%

Table 103: Question 22 by Ward

How much information do you get about the City of Takoma Park government activities from each of the following sources? Percent saying "most" or "a lot"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
The City of Takoma Park's cable television channel	8%	16%	14%	43%	37%	28%	23%
The City of Takoma Park's website (takomaparkmd.gov)	84%	76%	84%	64%	60%	75%	75%
The City of Takoma Park City Guide	61%	73%	82%	88%	74%	79%	76%
Special mailings from the City of Takoma Park	90%	93%	87%	77%	82%	85%	86%
The monthly Takoma Park Newsletter	91%	92%	89%	92%	88%	90%	90%
The City of Takoma Park's posting on Facebook	11%	27%	30%	29%	37%	31%	27%
The City of Takoma Park's posting on Twitter	13%	22%	22%	19%	19%	15%	18%
The Washington Post	44%	39%	48%	51%	47%	46%	46%
The Silver Spring Regional Center's e-mail notices	6%	8%	5%	27%	28%	14%	14%
Neighborhood and community listservs	70%	65%	63%	52%	37%	49%	57%
Nextdoor	27%	23%	27%	24%	33%	41%	29%
Posters or flyers in public buildings	59%	51%	56%	74%	48%	47%	56%
Mayor or other City Councilmember	46%	45%	54%	47%	36%	31%	44%
City blogs from Council or Staff	24%	22%	24%	28%	22%	18%	23%
"Word of mouth"	91%	82%	86%	63%	68%	66%	77%
Email notices from the Takoma Park Police Department	38%	27%	34%	34%	35%	27%	33%
Email notices from other Takoma Park departments	35%	29%	32%	44%	27%	31%	33%
Weekly e-news emails	14%	20%	25%	24%	23%	20%	21%

Table 104: Question 23 by Ward

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent saying "about the right amount of information"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
City Council actions	72%	74%	71%	60%	57%	49%	64%
Special events	86%	83%	89%	72%	59%	57%	75%
Recreation Department activities	87%	79%	83%	71%	60%	70%	76%
Library programs and special events	86%	75%	79%	67%	62%	70%	74%
City street, sidewalk and stormwater projects	58%	56%	57%	59%	48%	50%	55%
Board and Commission opportunities and activities	72%	69%	75%	66%	54%	46%	64%
Development projects in your neighborhood and in the City	57%	56%	57%	57%	48%	46%	54%
Landlord and tenant assistance	79%	69%	80%	47%	52%	48%	63%
Affordable housing programs	78%	61%	70%	43%	40%	44%	57%
Leaf collection program	86%	86%	84%	70%	66%	75%	79%
Holiday trash and recycling collections schedule	82%	68%	74%	69%	46%	65%	68%
Tree removal and tree protection requirements	63%	63%	69%	68%	51%	53%	62%
City of Takoma Park budget information	64%	66%	60%	71%	44%	52%	60%
Arts programs	85%	72%	72%	65%	55%	62%	70%
Advance notice of street repair work	52%	48%	53%	59%	45%	60%	53%

Table 105: Question 26 by Ward

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Percent doing at least once in last 12 months	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Old Town (Laurel/Carroll/Ethan Allen)	96%	99%	99%	89%	86%	83%	93%
Crossroads (New Hampshire/University)	67%	84%	78%	75%	70%	95%	78%
New Hampshire Avenue Corridor	62%	85%	74%	82%	61%	87%	75%
Long Branch (Flower/Piney Branch)	66%	74%	70%	75%	95%	77%	76%
Maple Avenue	47%	49%	51%	91%	68%	55%	59%
Takoma Junction	94%	89%	93%	92%	76%	72%	86%

Table 106: Question 29 by Ward

Please rate each of the following. Percent rating as "excellent" or "good"	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Affordability of your home (whether you rent or own)	50%	52%	43%	64%	52%	51%	52%
Overall (physical) condition of housing in the City of Takoma Park	83%	81%	77%	67%	55%	61%	71%
Overall (physical) condition of housing in your Ward	92%	85%	77%	71%	55%	49%	73%
The City's progress over the past 5 years in the area of economic development	67%	64%	57%	75%	55%	68%	65%
The City's progress over the past 5 years in the area of creating and preserving affordable housing	32%	28%	22%	59%	42%	37%	38%

Table 107: Question 30 by Ward

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of: Percent who said they were	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Overall
Race or Color	1%	5%	3%	8%	3%	11%	5%
Sexual Orientation	1%	1%	0%	1%	0%	0%	0%
Religious Preference	1%	1%	0%	1%	1%	0%	1%
Use of a Housing Choice Voucher	0%	1%	0%	2%	0%	1%	1%
Gender	1%	2%	1%	1%	0%	0%	1%
Gender Identity	0%	1%	0%	0%	0%	0%	0%
Children in Household	1%	1%	0%	1%	1%	0%	1%
Marital Status	1%	1%	1%	1%	0%	0%	1%
Disability	2%	1%	0%	4%	1%	1%	2%
Criminal History	0%	1%	0%	0%	0%	0%	0%
Other Reason	2%	5%	4%	2%	0%	1%	3%

Survey Results by Age and Gender of Respondent

Table 108: Question 1 by Age and Gender of Respondent

Please rate your quality of life in Takoma Park. Percent of respondents rating "excellent" or "good"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Overall, how would you describe the quality of life in Takoma Park?	90%	94%	89%	93%	90%	80%	91%
How would you rate the overall quality of life in your neighborhood?	85%	90%	87%	90%	85%	60%	87%
How do you rate Takoma Park as a place to raise children?	86%	92%	91%	93%	88%	80%	90%
How do you rate Takoma Park as a place to grow old?	73%	81%	73%	80%	73%	25%	76%

Table 109: Question 2 by Age and Gender of Respondent

Please rate each of the following characteristics of Takoma Park. Percent of respondents rating "excellent" or "good"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Sense of community	86%	89%	86%	88%	87%	20%	87%
Opportunity to be heard and have a say in what happens in Takoma Park	81%	88%	75%	84%	80%	50%	81%
Overall appearance of Takoma Park	82%	85%	83%	89%	78%	80%	83%
Cultural or arts events	90%	89%	85%	89%	87%	60%	87%
Retail shopping opportunities	48%	56%	56%	58%	50%	40%	53%
Parks and other recreational opportunities	96%	83%	79%	89%	79%	80%	84%
Openness and acceptance of people of diverse backgrounds	92%	92%	84%	88%	92%	60%	89%
Access to City of Takoma Park government buildings	90%	92%	91%	90%	93%	50%	91%
Services for individuals with disabilities	93%	85%	74%	77%	89%	0%	81%
Availability of good quality affordable housing	32%	28%	36%	32%	32%	0%	31%
Ease of travel by bicycle	74%	65%	70%	70%	68%	40%	68%
Ease of travel by walking	82%	87%	82%	86%	83%	40%	84%
Access to public transit	87%	90%	92%	91%	90%	60%	90%
Access to good quality health care	67%	65%	61%	62%	66%	40%	63%
Access to good quality affordable child care	40%	39%	64%	41%	49%	67%	44%
Dining opportunities	76%	74%	66%	74%	70%	40%	71%
Grocery shopping opportunities	43%	48%	51%	49%	48%	20%	47%
Access to local public library	90%	95%	92%	93%	92%	80%	92%
Access to quality City programming and services	89%	85%	73%	84%	80%	40%	82%

Table 110: Question 3 by Age and Gender of Respondent

How safe or unsafe do you feel walking alone . . . Percent of respondents rating "very safe" or "somewhat safe"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
In your neighborhood during the day	98%	98%	96%	98%	96%	80%	97%
In your neighborhood after dark	78%	78%	67%	73%	76%	60%	74%
In parks during the day	100%	96%	87%	93%	93%	80%	93%
In parks after dark	64%	52%	39%	42%	61%	60%	50%
In Old Takoma/Takoma Junction during the day	100%	97%	96%	99%	96%	80%	98%
In Old Takoma/Takoma Junction after dark	90%	89%	75%	83%	88%	60%	85%
From Takoma Metro station during the day	98%	98%	93%	96%	97%	80%	96%
From Takoma Metro station after dark	72%	66%	51%	57%	70%	40%	62%
In the University/New Hampshire Crossroads area during the day	81%	83%	79%	80%	84%	75%	81%
In the University/New Hampshire Crossroads area after dark	36%	43%	37%	34%	45%	25%	39%
In the Flower Ave./Piney Branch area during the day	92%	92%	84%	89%	91%	75%	89%
In the Flower Ave./Piney Branch area after dark	64%	54%	47%	50%	59%	25%	53%
On Maple Avenue during the day	93%	98%	96%	96%	96%	75%	95%
On Maple Avenue after dark	76%	79%	62%	71%	75%	50%	72%

Table 111: Question 5 by Age and Gender of Respondent

In the last 12 months, about how many times have you or other household members done the following things: Percent doing at least once in last 12 months	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	27%	28%	27%	28%	27%	40%	27%
Used Wi-Fi connections in a Takoma Park City government facility	30%	28%	19%	25%	26%	60%	26%
Visited a park or trail within the City	93%	90%	76%	86%	86%	80%	86%
Taken your dog to the dog park	23%	22%	16%	19%	22%	0%	20%
Received financial assistance for a housing or other emergency	4%	2%	10%	6%	4%	0%	5%
Used Recreation Department services	41%	53%	39%	46%	44%	60%	45%
Received a scholarship from the Recreation Department	3%	3%	2%	2%	4%	0%	2%
Rode a dockless bike	26%	17%	6%	11%	21%	0%	15%
Used public transportation	92%	92%	79%	89%	86%	80%	88%
Received a "municipality letter" for a building permit	8%	11%	9%	10%	11%	0%	10%

Table 112: Question 6 by Age and Gender of Respondent

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as moderate, major or extreme problem	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Traffic volume/ number of cars	49%	44%	40%	41%	47%	60%	44%
Speeding	27%	48%	40%	38%	42%	40%	40%
Oversized or commercial vehicles parked on street	29%	18%	22%	19%	23%	40%	21%
Parking	38%	24%	33%	29%	33%	40%	31%
Pedestrian safety	31%	35%	24%	30%	30%	40%	30%
Crime	29%	31%	38%	31%	35%	60%	33%
Gangs	15%	14%	14%	11%	18%	40%	14%
Graffiti	12%	12%	11%	9%	14%	40%	11%
Litter	43%	24%	21%	24%	30%	80%	27%
Overgrown grass and vegetation	20%	17%	16%	12%	24%	20%	17%
Run down or vacant houses	15%	12%	9%	8%	16%	20%	12%
Run down apartments and multi-family dwellings	22%	12%	7%	9%	16%	20%	13%
Run-down commercial buildings or areas	18%	11%	7%	8%	16%	20%	12%
Use of pesticides and fertilizers on lawns	7%	7%	10%	7%	9%	40%	8%
Loitering (people or youth hanging out smoking or drinking in public places)	27%	18%	15%	18%	20%	20%	18%
Disputes between landlord and tenants	5%	9%	10%	7%	10%	60%	8%

Table 113: Question 7 by Age and Gender of Respondent

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Very effective	33%	44%	48%	45%	43%	0%	43%
Somewhat effective	58%	49%	45%	52%	46%	33%	49%
Not very effective	3%	6%	5%	3%	7%	33%	5%
Not at all effective	6%	1%	2%	0%	4%	33%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 114: Question 8 by Age and Gender of Respondent

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Very visible	28%	29%	28%	30%	27%	0%	28%
Somewhat visible	48%	47%	51%	51%	47%	40%	49%
Not at all visible	24%	24%	21%	19%	27%	60%	23%
Total	100%	100%	100%	100%	100%	100%	100%

Table 115: Question 9 by Age and Gender of Respondent

Please rate how well you think the Takoma Park Police Department is doing at each of the following: Percent rating as "excellent" or "good"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Preventing crime	77%	74%	76%	82%	70%	25%	75%
Making the community feel safe	73%	80%	78%	83%	74%	25%	78%
Responding quickly to residents' calls for service	82%	91%	83%	89%	83%	50%	86%
Effectively solving crimes	69%	68%	69%	78%	61%	0%	69%
Caring about the well-being of the people they deal with	67%	81%	80%	79%	77%	50%	78%
Working with people in your neighborhood to solve neighborhood problems	72%	77%	73%	79%	72%	50%	75%

Table 116: Question 12 by Age and Gender of Respondent

During the past 12 months, have you had any contact with the Takoma Park Police Department?	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Yes	43%	39%	34%	35%	41%	60%	38%
No	57%	61%	65%	64%	58%	40%	61%
Don't know	0%	0%	1%	1%	0%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Table 117: Question 13 by Age and Gender of Respondent

Overall, how would you rate your contact with the Takoma Park Police Department?	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Excellent	41%	48%	43%	48%	41%	33%	43%
Good	20%	38%	31%	38%	27%	0%	33%
Fair	26%	13%	20%	13%	22%	33%	19%
Poor	13%	0%	6%	1%	10%	33%	5%
Total	100%	100%	100%	100%	100%	100%	100%

Table 118: Question 14 by Age and Gender of Respondent

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. . . Percent rating as strongly agree or agree	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Fair in dealing with all people	65%	73%	70%	76%	65%	33%	70%
Courteous in dealing with all people	71%	79%	81%	83%	74%	33%	77%
Helpful and cooperative	64%	86%	78%	86%	72%	33%	78%
Sensitive to residents' concerns	60%	79%	73%	80%	67%	33%	73%
Honest and can be trusted	62%	78%	73%	81%	66%	33%	72%
Well trained to handle problems	51%	75%	71%	77%	61%	33%	68%

Table 119: Question 16 by Age and Gender of Respondent

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: Percent rating as strongly agree or agree	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	96%	86%	84%	90%	86%	40%	87%
Plan effectively for the future	65%	70%	69%	75%	63%	20%	67%
Reduce solid waste and promote recycling and composting	86%	88%	89%	90%	86%	80%	87%
Prepare the community for an emergency	42%	53%	59%	55%	51%	20%	53%
Provide a variety of recreation opportunities to the community	83%	83%	82%	87%	79%	60%	83%
Address traffic congestion	37%	39%	46%	47%	35%	0%	40%
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	70%	76%	72%	78%	68%	67%	72%
Provide safe walking routes throughout the city	79%	77%	73%	78%	74%	20%	76%
Provide appropriate monitoring of contractors doing work in the community	49%	53%	56%	56%	52%	0%	52%
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	42%	66%	62%	58%	62%	0%	58%

Table 120: Question 17 by Age and Gender of Respondent

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Excellent	27%	37%	25%	32%	30%	20%	31%
Good	58%	54%	55%	61%	49%	40%	55%
Fair	10%	9%	16%	6%	17%	0%	12%
Poor	4%	1%	3%	2%	3%	40%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 121: Question 18 by Age and Gender of Respondent

Please rate each of the following City services. Percent rating as "excellent" or "good"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Trash/ Recycling collection services	90%	96%	94%	95%	93%	75%	94%
Compost collection services	90%	94%	93%	94%	92%	67%	93%
Weekly yard waste collection	96%	94%	92%	95%	93%	75%	94%
Special recycling drop-off at Public Works	89%	87%	84%	91%	81%	50%	87%
Fall vacuum leaf collection	92%	83%	79%	86%	81%	80%	83%
Tree maintenance	75%	69%	64%	69%	68%	25%	68%
Street repairs and maintenance	52%	58%	56%	59%	53%	50%	55%
Sidewalk repairs and maintenance	65%	63%	60%	65%	60%	50%	62%
Snow and ice removal	80%	77%	75%	76%	78%	67%	76%
Street sweeping	74%	73%	70%	72%	71%	67%	71%
Street lighting	57%	68%	72%	70%	64%	25%	67%
Street sign maintenance	83%	80%	81%	85%	76%	60%	80%
Planning (streetscapes, neighborhood projects)	70%	72%	60%	75%	62%	20%	67%
Economic development (business outreach, local business promotion)	59%	65%	62%	68%	57%	33%	62%
Recreation programs for tots (camps, sports, classes)	95%	84%	84%	90%	82%	67%	86%
Recreation programs for youth (afterschool, summer camps, sports, art)	87%	84%	86%	89%	81%	50%	85%
Recreation programs for adults (fitness, art, sports)	75%	79%	82%	86%	71%	0%	79%
Recreation programs for seniors (trips, classes, fitness)	98%	82%	80%	88%	77%	0%	81%
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	82%	88%	87%	89%	83%	60%	86%
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	81%	76%	83%	84%	74%	40%	79%
Athletic fields and playgrounds	87%	77%	76%	86%	73%	60%	79%
Appearance of parks	90%	82%	82%	87%	81%	80%	83%
Accessibility of parks	90%	89%	89%	89%	90%	80%	89%
Appearance of City buildings	90%	90%	85%	91%	85%	60%	88%

Please rate each of the following City services. Percent rating as "excellent" or "good"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Accessibility of City buildings	93%	90%	90%	94%	88%	40%	91%
Safety of City buildings	96%	89%	91%	92%	91%	50%	92%
Programs for residents who are disabled	84%	82%	75%	81%	80%	0%	79%
Enforcement of traffic laws	75%	74%	76%	79%	71%	33%	74%
Enforcement of parking regulations	70%	76%	73%	82%	67%	33%	73%
Property maintenance code enforcement	55%	64%	70%	73%	58%	0%	64%
Stormwater management	60%	65%	72%	67%	66%	50%	66%
Landlord and tenant assistance	61%	70%	74%	74%	67%	33%	70%
City's cable channel programming	97%	58%	66%	70%	65%	0%	67%
City's website (takomaparkmd.gov)	88%	78%	73%	82%	74%	50%	78%
City's social media presence	85%	74%	62%	72%	76%	0%	74%
Takoma Park Library programs	93%	93%	88%	90%	92%	75%	90%
Takoma Park Library collections	84%	86%	83%	84%	87%	25%	84%
Computer Center in Community Center	92%	85%	81%	86%	84%	33%	84%
Passport services	98%	81%	88%	87%	86%	50%	85%
Notary services	91%	83%	82%	84%	85%	50%	83%
Online bill payment	81%	83%	78%	87%	76%	0%	81%
Online registration for recreation programs	89%	79%	82%	84%	80%	33%	82%
Online registration for library programs	98%	83%	87%	89%	85%	50%	87%
Online reservation of facilities	84%	81%	78%	83%	79%	50%	81%

Table 122: Question 20 by Age and Gender of Respondent

Please rate to what extent you agree or disagree with the following statements. Percent rating as strongly or somewhat agree	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
City government is really run for the benefit of all the people	68%	80%	73%	79%	71%	60%	74%
Takoma Park city government welcomes resident involvement	80%	90%	81%	88%	83%	40%	84%
I feel included as a part of the Takoma Park community	71%	87%	79%	81%	81%	40%	80%

Table 123: Question 22 by Age and Gender of Respondent

How much information do you get about the City of Takoma Park government activities from each of the following sources? Percent saying "most" or "a lot"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
The City of Takoma Park's cable television channel	9%	21%	35%	20%	27%	0%	23%
The City of Takoma Park's website (takomaparkmd.gov)	74%	82%	65%	73%	76%	60%	75%
The City of Takoma Park City Guide	70%	79%	77%	78%	75%	80%	76%
Special mailings from the City of Takoma Park	86%	85%	88%	85%	87%	80%	86%
The monthly Takoma Park Newsletter	88%	89%	93%	89%	92%	80%	90%
The City of Takoma Park's posting on Facebook	36%	29%	19%	28%	27%	0%	27%
The City of Takoma Park's posting on Twitter	28%	21%	9%	15%	23%	0%	18%
The Washington Post	45%	46%	47%	43%	49%	60%	46%
The Silver Spring Regional Center's e-mail notices	12%	15%	12%	13%	14%	0%	14%
Neighborhood and community listservs	44%	68%	54%	59%	55%	40%	57%
Nextdoor	24%	28%	33%	29%	30%	20%	29%
Posters or flyers in public buildings	59%	59%	51%	58%	55%	60%	56%
Mayor or other City Councilmember	24%	46%	55%	40%	49%	20%	44%
City blogs from Council or Staff	18%	25%	25%	21%	26%	0%	23%
"Word of mouth"	76%	80%	74%	78%	76%	80%	77%
Email notices from the Takoma Park Police Department	26%	37%	31%	30%	35%	20%	33%
Email notices from other Takoma Park departments	34%	38%	27%	33%	34%	0%	33%
Weekly e-news emails	27%	21%	16%	19%	22%	0%	21%

Table 124: Question 23 by Age and Gender of Respondent

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent saying "about the right amount of information"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
City Council actions	57%	66%	69%	66%	64%	20%	64%
Special events	65%	78%	79%	78%	73%	40%	75%
Recreation Department activities	65%	79%	81%	76%	77%	40%	76%
Library programs and special events	66%	79%	74%	74%	74%	60%	74%
City street, sidewalk and stormwater projects	43%	57%	63%	50%	63%	40%	55%
Board and Commission opportunities and activities	53%	65%	70%	64%	64%	60%	64%
Development projects in your neighborhood and in the City	38%	62%	57%	53%	56%	40%	54%
Landlord and tenant assistance	51%	67%	68%	60%	68%	60%	63%
Affordable housing programs	49%	60%	60%	51%	64%	40%	57%
Leaf collection program	68%	81%	85%	79%	78%	60%	79%
Holiday trash and recycling collections schedule	53%	68%	79%	69%	67%	80%	68%
Tree removal and tree protection requirements	52%	64%	67%	65%	59%	60%	62%
City of Takoma Park budget information	54%	62%	63%	62%	58%	40%	60%
Arts programs	58%	73%	75%	67%	74%	40%	70%
Advance notice of street repair work	41%	55%	57%	50%	56%	40%	53%

Table 125: Question 26 by Age and Gender of Respondent

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Percent doing at least once in last 12 months	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Old Town (Laurel/Carroll/Ethan Allen)	99%	92%	90%	96%	90%	80%	93%
Crossroads (New Hampshire/University)	77%	80%	77%	78%	79%	80%	78%
New Hampshire Avenue Corridor	78%	75%	74%	72%	80%	40%	75%
Long Branch (Flower/Piney Branch)	75%	77%	76%	78%	75%	40%	76%
Maple Avenue	62%	65%	52%	60%	60%	40%	59%
Takoma Junction	88%	89%	83%	89%	84%	80%	86%

Table 126: Question 29 by Age and Gender of Respondent

Please rate each of the following. Percent rating as "excellent" or "good"	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Affordability of your home (whether you rent or own)	45%	49%	59%	52%	51%	60%	52%
Overall (physical) condition of housing in the City of Takoma Park	75%	67%	75%	73%	70%	80%	71%
Overall (physical) condition of housing in your Ward	68%	72%	77%	75%	71%	80%	73%
The City's progress over the past 5 years in the area of economic development	60%	69%	65%	71%	61%	25%	65%
The City's progress over the past 5 years in the area of creating and preserving affordable housing	27%	40%	45%	40%	38%	0%	38%

Table 127: Question 30 by Age and Gender of Respondent

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of: Percent who said they were	18-34 years old	35-54 years old	55+ years old	Female	Male	Other	Overall
Race or Color	5%	3%	8%	6%	3%	40%	5%
Sexual Orientation	0%	1%	1%	0%	0%	20%	0%
Religious Preference	0%	0%	2%	0%	1%	20%	1%
Use of a Housing Choice Voucher	0%	0%	1%	1%	0%	20%	1%
Gender	0%	1%	1%	1%	0%	20%	1%
Gender Identity	0%	0%	0%	0%	0%	20%	0%
Children in Household	0%	1%	1%	0%	0%	20%	1%
Marital Status	0%	0%	1%	1%	0%	20%	1%
Disability	0%	1%	4%	2%	1%	20%	2%
Criminal History	0%	0%	0%	0%	0%	20%	0%
Other Reason	3%	1%	3%	3%	1%	20%	3%

Survey Results by Ethnicity and Race of Respondent

Table 128: Question 1 by Ethnicity and Race of Respondent

Please rate your quality of life in Takoma Park. Percent of respondents rating "excellent" or "good"	Hispanic	Non- Hispanic	White	Black	Other race or 2+ races	Overall
Overall, how would you describe the quality of life in Takoma Park?	88%	92%	96%	88%	85%	91%
How would you rate the overall quality of life in your neighborhood?	82%	88%	92%	85%	83%	87%
How do you rate Takoma Park as a place to raise children?	84%	91%	94%	88%	85%	90%
How do you rate Takoma Park as a place to grow old?	79%	76%	75%	80%	74%	76%

Table 129: Question 2 by Ethnicity and Race of Respondent

Please rate each of the following characteristics of Takoma Park. Percent of respondents rating "excellent" or "good"	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Sense of community	79%	88%	91%	86%	81%	87%
Opportunity to be heard and have a say in what happens in Takoma Park	89%	81%	86%	81%	77%	81%
Overall appearance of Takoma Park	72%	85%	86%	83%	78%	83%
Cultural or arts events	81%	89%	90%	84%	92%	87%
Retail shopping opportunities	45%	56%	53%	57%	55%	53%
Parks and other recreational opportunities	91%	84%	92%	74%	85%	84%
Openness and acceptance of people of diverse backgrounds	90%	89%	93%	86%	85%	89%
Access to City of Takoma Park government buildings	95%	91%	95%	86%	93%	91%
Services for individuals with disabilities	82%	81%	86%	80%	86%	81%
Availability of good quality affordable housing	62%	29%	27%	38%	38%	31%
Ease of travel by bicycle	87%	67%	63%	81%	69%	68%
Ease of travel by walking	96%	83%	87%	81%	84%	84%
Access to public transit	93%	90%	89%	93%	88%	90%
Access to good quality health care	69%	64%	60%	68%	70%	63%
Access to good quality affordable child care	61%	42%	37%	57%	44%	44%
Dining opportunities	65%	73%	79%	63%	69%	71%
Grocery shopping opportunities	47%	48%	44%	53%	48%	47%
Access to local public library	97%	93%	95%	88%	95%	92%
Access to quality City programming and services	92%	81%	88%	74%	79%	82%

Table 130: Question 3 by Ethnicity and Race of Respondent

How safe or unsafe do you feel walking alone . . . Percent of respondents rating "very safe" or "somewhat safe"	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
In your neighborhood during the day	91%	98%	98%	98%	92%	97%
In your neighborhood after dark	69%	75%	79%	72%	65%	74%
In parks during the day	90%	94%	98%	89%	88%	93%
In parks after dark	72%	49%	55%	50%	44%	50%
In Old Takoma/Takoma Junction during the day	92%	98%	99%	98%	93%	98%
In Old Takoma/Takoma Junction after dark	89%	85%	91%	78%	80%	85%
From Takoma Metro station during the day	95%	97%	98%	96%	91%	96%
From Takoma Metro station after dark	69%	62%	66%	60%	56%	62%
In the University/New Hampshire Crossroads area during the day	75%	83%	84%	79%	83%	81%
In the University/New Hampshire Crossroads area after dark	27%	41%	29%	52%	40%	39%
In the Flower Ave./Piney Branch area during the day	73%	92%	89%	91%	87%	89%
In the Flower Ave./Piney Branch area after dark	43%	55%	52%	62%	43%	53%
On Maple Avenue during the day	84%	97%	97%	96%	94%	95%
On Maple Avenue after dark	59%	75%	72%	79%	71%	72%

Table 131: Question 5 by Ethnicity and Race of Respondent

In the last 12 months, about how many times have you or other household members done the following things: Percent doing at least once in last 12 months	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	21%	28%	28%	34%	17%	27%
Used Wi-Fi connections in a Takoma Park City government facility	16%	27%	35%	14%	15%	26%
Visited a park or trail within the City	80%	87%	95%	67%	93%	86%
Taken your dog to the dog park	29%	19%	24%	12%	23%	20%
Received financial assistance for a housing or other emergency	3%	5%	3%	11%	2%	5%
Used Recreation Department services	33%	47%	54%	33%	39%	45%
Received a scholarship from the Recreation Department	0%	3%	0%	6%	6%	2%
Rode a dockless bike	9%	16%	22%	5%	13%	15%
Used public transportation	83%	88%	93%	78%	86%	88%
Received a "municipality letter" for a building permit	17%	9%	12%	4%	15%	10%

Table 132: Question 6 by Ethnicity and Race of Respondent

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as moderate, major or extreme problem	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Traffic volume/ number of cars	46%	43%	47%	32%	53%	44%
Speeding	53%	39%	42%	35%	42%	40%
Oversized or commercial vehicles parked on street	34%	20%	19%	21%	28%	21%
Parking	41%	30%	26%	36%	36%	31%
Pedestrian safety	31%	30%	32%	22%	33%	30%
Crime	53%	30%	31%	29%	41%	33%
Gangs	18%	14%	10%	20%	13%	14%
Graffiti	18%	11%	7%	18%	11%	11%
Litter	39%	26%	33%	17%	26%	27%
Overgrown grass and vegetation	23%	16%	15%	16%	25%	17%
Run down or vacant houses	13%	12%	14%	8%	17%	12%
Run down apartments and multi-family dwellings	12%	13%	14%	7%	19%	13%
Run-down commercial buildings or areas	17%	11%	11%	10%	17%	12%
Use of pesticides and fertilizers on lawns	9%	8%	9%	4%	12%	8%
Loitering (people or youth hanging out smoking or drinking in public places)	38%	17%	14%	29%	14%	18%
Disputes between landlord and tenants	9%	9%	5%	14%	10%	8%

Table 133: Question 7 by Ethnicity and Race of Respondent

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Very effective	37%	44%	37%	53%	44%	43%
Somewhat effective	52%	49%	58%	41%	41%	49%
Not very effective	7%	5%	5%	3%	12%	5%
Not at all effective	5%	2%	1%	3%	4%	2%
Total	100%	100%	100%	100%	100%	100%

Table 134: Question 8 by Ethnicity and Race of Respondent

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Very visible	55%	25%	17%	48%	23%	28%
Somewhat visible	25%	52%	58%	36%	49%	49%
Not at all visible	20%	23%	25%	16%	27%	23%
Total	100%	100%	100%	100%	100%	100%

Table 135: Question 9 by Ethnicity and Race of Respondent

Please rate how well you think the Takoma Park Police Department is doing at each of the following: Percent rating as "excellent" or "good"	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Preventing crime	81%	75%	74%	82%	73%	75%
Making the community feel safe	85%	78%	77%	85%	73%	78%
Responding quickly to residents' calls for service	78%	87%	89%	87%	80%	86%
Effectively solving crimes	80%	67%	73%	71%	60%	69%
Caring about the well-being of the people they deal with	84%	78%	84%	74%	68%	78%
Working with people in your neighborhood to solve neighborhood problems	87%	73%	80%	75%	62%	75%

Table 136: Question 12 by Ethnicity and Race of Respondent

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Yes	45%	37%	49%	22%	31%	38%
No	55%	63%	51%	78%	68%	61%
Don't know	0%	0%	0%	0%	1%	1%
Total	100%	100%	100%	100%	100%	100%

Table 137: Question 13 by Ethnicity and Race of Respondent

Overall, how would you rate your contact with the Takoma Park Police Department?	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Excellent	64%	42%	45%	42%	40%	43%
Good	22%	32%	35%	23%	23%	33%
Fair	10%	20%	18%	18%	23%	19%
Poor	3%	6%	1%	17%	14%	5%
Total	100%	100%	100%	100%	100%	100%

Table 138: Question 14 by Ethnicity and Race of Respondent

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. . . Percent rating as strongly agree or agree	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Fair in dealing with all people	77%	70%	76%	61%	66%	70%
Courteous in dealing with all people	80%	78%	81%	80%	59%	77%
Helpful and cooperative	78%	79%	84%	80%	50%	78%
Sensitive to residents' concerns	73%	73%	82%	62%	51%	73%
Honest and can be trusted	79%	72%	85%	52%	58%	72%
Well trained to handle problems	73%	67%	77%	55%	49%	68%

Table 139: Question 16 by Ethnicity and Race of Respondent

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: Percent rating as strongly agree or agree	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	84%	88%	91%	88%	84%	87%
Plan effectively for the future	75%	68%	62%	81%	65%	67%
Reduce solid waste and promote recycling and composting	83%	88%	87%	89%	87%	87%
Prepare the community for an emergency	70%	52%	42%	65%	60%	53%
Provide a variety of recreation opportunities to the community	84%	83%	90%	79%	71%	83%
Address traffic congestion	55%	39%	29%	64%	38%	40%
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	81%	72%	68%	81%	79%	72%
Provide safe walking routes throughout the city	81%	76%	73%	85%	74%	76%
Provide appropriate monitoring of contractors doing work in the community	69%	52%	34%	71%	59%	52%
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	69%	58%	52%	70%	61%	58%

Table 140: Question 17 by Ethnicity and Race of Respondent

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Excellent	34%	31%	31%	36%	29%	31%
Good	53%	56%	59%	49%	54%	55%
Fair	11%	11%	9%	11%	14%	12%
Poor	2%	2%	1%	5%	2%	2%
Total	100%	100%	100%	100%	100%	100%

Table 141: Question 18 by Ethnicity and Race of Respondent

Please rate each of the following City services. Percent rating as "excellent" or "good"	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Trash/ Recycling collection services	95%	93%	95%	91%	96%	94%
Compost collection services	87%	93%	94%	90%	91%	93%
Weekly yard waste collection	98%	93%	97%	87%	97%	94%
Special recycling drop-off at Public Works	95%	86%	92%	78%	91%	87%
Fall vacuum leaf collection	86%	83%	87%	78%	84%	83%
Tree maintenance	78%	67%	67%	71%	71%	68%
Street repairs and maintenance	68%	55%	51%	63%	58%	55%
Sidewalk repairs and maintenance	72%	62%	60%	71%	58%	62%
Snow and ice removal	80%	77%	76%	79%	76%	76%
Street sweeping	81%	71%	73%	73%	66%	71%
Street lighting	62%	68%	68%	74%	54%	67%
Street sign maintenance	85%	81%	83%	84%	72%	80%
Planning (streetscapes, neighborhood projects)	76%	67%	68%	70%	70%	67%
Economic development (business outreach, local business promotion)	59%	63%	66%	67%	49%	62%
Recreation programs for tots (camps, sports, classes)	89%	86%	91%	80%	83%	86%
Recreation programs for youth (afterschool, summer camps, sports, art)	89%	84%	88%	79%	91%	85%
Recreation programs for adults (fitness, art, sports)	91%	78%	84%	75%	76%	79%
Recreation programs for seniors (trips, classes, fitness)	90%	81%	89%	79%	83%	81%
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	95%	85%	93%	75%	87%	86%
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	91%	78%	80%	79%	82%	79%
Athletic fields and playgrounds	93%	77%	83%	74%	78%	79%
Appearance of parks	94%	82%	88%	77%	84%	83%

Please rate each of the following City services. Percent rating as "excellent" or "good"	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Accessibility of parks	92%	89%	93%	83%	89%	89%
Appearance of City buildings	92%	88%	91%	82%	90%	88%
Accessibility of City buildings	98%	90%	94%	85%	91%	91%
Safety of City buildings	94%	92%	97%	84%	91%	92%
Programs for residents who are disabled	96%	76%	80%	79%	87%	79%
Enforcement of traffic laws	86%	73%	71%	81%	75%	74%
Enforcement of parking regulations	80%	73%	76%	73%	70%	73%
Property maintenance code enforcement	72%	64%	60%	71%	64%	64%
Stormwater management	71%	66%	63%	75%	66%	66%
Landlord and tenant assistance	91%	67%	77%	64%	77%	70%
City's cable channel programming	84%	64%	82%	60%	69%	67%
City's website (takomaparkmd.gov)	88%	77%	79%	75%	85%	78%
City's social media presence	81%	72%	81%	64%	75%	74%
Takoma Park Library programs	96%	90%	94%	85%	93%	90%
Takoma Park Library collections	89%	84%	85%	84%	81%	84%
Computer Center in Community Center	95%	83%	94%	78%	79%	84%
Passport services	94%	85%	90%	80%	86%	85%
Notary services	97%	82%	86%	82%	87%	83%
Online bill payment	94%	78%	84%	77%	85%	81%
Online registration for recreation programs	90%	81%	85%	76%	84%	82%
Online registration for library programs	97%	85%	91%	80%	92%	87%
Online reservation of facilities	94%	78%	85%	75%	88%	81%

Table 142: Question 20 by Ethnicity and Race of Respondent

Please rate to what extent you agree or disagree with the following statements. Percent rating as strongly or somewhat agree	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
City government is really run for the benefit of all the people	84%	73%	74%	77%	75%	74%
Takoma Park city government welcomes resident involvement	92%	84%	86%	87%	84%	84%
I feel included as a part of the Takoma Park community	84%	80%	82%	86%	71%	80%

Table 143: Question 22 by Ethnicity and Race of Respondent

How much information do you get about the City of Takoma Park government activities from each of the following sources? Percent saying "most" or "a lot"	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
The City of Takoma Park's cable television channel	33%	22%	10%	40%	27%	23%
The City of Takoma Park's website (takomaparkmd.gov)	88%	74%	84%	57%	77%	75%
The City of Takoma Park City Guide	77%	77%	74%	85%	72%	76%
Special mailings from the City of Takoma Park	90%	86%	89%	83%	82%	86%
The monthly Takoma Park Newsletter	83%	92%	90%	95%	84%	90%
The City of Takoma Park's posting on Facebook	28%	27%	29%	21%	37%	27%
The City of Takoma Park's posting on Twitter	20%	18%	20%	14%	22%	18%
The Washington Post	54%	45%	49%	43%	44%	46%
The Silver Spring Regional Center's e-mail notices	30%	12%	6%	23%	21%	14%
Neighborhood and community listservs	49%	58%	66%	39%	61%	57%
Nextdoor	26%	29%	26%	28%	38%	29%
Posters or flyers in public buildings	45%	57%	57%	55%	55%	56%
Mayor or other City Councilmember	31%	44%	46%	41%	36%	44%
City blogs from Council or Staff	20%	23%	25%	20%	24%	23%
"Word of mouth"	77%	77%	88%	62%	72%	77%
Email notices from the Takoma Park Police Department	44%	31%	37%	26%	31%	33%
Email notices from other Takoma Park departments	42%	31%	37%	29%	27%	33%
Weekly e-news emails	36%	19%	24%	16%	17%	21%

Table 144: Question 23 by Ethnicity and Race of Respondent

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent saying "about the right amount of information"	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
City Council actions	62%	65%	71%	52%	70%	64%
Special events	64%	77%	81%	68%	69%	75%
Recreation Department activities	56%	79%	80%	69%	77%	76%
Library programs and special events	59%	76%	78%	68%	74%	74%
City street, sidewalk and stormwater projects	54%	56%	56%	58%	51%	55%
Board and Commission opportunities and activities	47%	66%	70%	56%	62%	64%
Development projects in your neighborhood and in the City	48%	55%	55%	55%	53%	54%
Landlord and tenant assistance	62%	64%	74%	44%	68%	63%
Affordable housing programs	58%	57%	68%	37%	59%	57%
Leaf collection program	71%	80%	85%	66%	82%	79%
Holiday trash and recycling collections schedule	61%	69%	72%	58%	73%	68%
Tree removal and tree protection requirements	53%	63%	67%	52%	62%	62%
City of Takoma Park budget information	58%	61%	66%	48%	66%	60%
Arts programs	64%	71%	77%	59%	70%	70%
Advance notice of street repair work	46%	54%	53%	51%	56%	53%

Table 145: Question 26 by Ethnicity and Race of Respondent

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Percent doing at least once in last 12 months	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Old Town (Laurel/Carroll/Ethan Allen)	90%	93%	98%	86%	89%	93%
Crossroads (New Hampshire/University)	82%	78%	79%	77%	79%	78%
New Hampshire Avenue Corridor	77%	76%	76%	76%	74%	75%
Long Branch (Flower/Piney Branch)	83%	75%	75%	83%	66%	76%
Maple Avenue	72%	58%	51%	74%	58%	59%
Takoma Junction	66%	89%	92%	79%	81%	86%

Table 146: Question 29 by Ethnicity and Race of Respondent

Please rate each of the following. Percent rating as "excellent" or "good"	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Affordability of your home (whether you rent or own)	64%	50%	50%	52%	55%	52%
Overall (physical) condition of housing in the City of Takoma Park	73%	71%	80%	57%	75%	71%
Overall (physical) condition of housing in your Ward	79%	72%	80%	63%	69%	73%
The City's progress over the past 5 years in the area of economic development	82%	64%	67%	65%	68%	65%
The City's progress over the past 5 years in the area of creating and preserving affordable housing	65%	36%	25%	50%	50%	38%

Table 147: Question 30 by Ethnicity and Race of Respondent

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of: Percent who said they were	Hispanic	Non-Hispanic	White	Black	Other race or 2+ races	Overall
Race or Color	6%	5%	0%	8%	14%	5%
Sexual Orientation	4%	0%	1%	0%	1%	0%
Religious Preference	3%	0%	0%	0%	1%	1%
Use of a Housing Choice Voucher	1%	0%	0%	1%	1%	1%
Gender	4%	0%	1%	0%	1%	1%
Gender Identity	1%	0%	0%	0%	1%	0%
Children in Household	3%	0%	1%	0%	1%	1%
Marital Status	1%	0%	0%	0%	1%	1%
Disability	1%	1%	1%	2%	2%	2%
Criminal History	1%	0%	0%	0%	1%	0%
Other Reason	4%	2%	2%	1%	5%	3%

Survey Results by Annual Household Income and Length of Residency

Table 148: Question 1 by Annual Household Income and Length of Residency in Takoma Park

Please rate your quality of life in Takoma Park. Percent of respondents rating "excellent" or "good"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Overall, how would you describe the quality of life in Takoma Park?	87%	90%	95%	90%	95%	88%	91%
How would you rate the overall quality of life in your neighborhood?	86%	86%	89%	85%	92%	88%	87%
How do you rate Takoma Park as a place to raise children?	89%	88%	92%	84%	94%	92%	90%
How do you rate Takoma Park as a place to grow old?	77%	82%	74%	77%	81%	69%	76%

Table 149: Question 2 by Annual Household Income and Length of Residency in Takoma Park

Please rate each of the following characteristics of Takoma Park. Percent of respondents rating "excellent" or "good"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Sense of community	87%	83%	90%	84%	91%	86%	87%
Opportunity to be heard and have a say in what happens in Takoma Park	74%	85%	85%	86%	85%	73%	81%
Overall appearance of Takoma Park	88%	87%	80%	82%	88%	79%	83%
Cultural or arts events	88%	88%	90%	87%	89%	86%	87%
Retail shopping opportunities	70%	53%	46%	50%	60%	53%	53%
Parks and other recreational opportunities	71%	91%	89%	89%	83%	83%	84%
Openness and acceptance of people of diverse backgrounds	80%	94%	93%	94%	90%	84%	89%
Access to City of Takoma Park government buildings	87%	88%	96%	90%	93%	93%	91%
Services for individuals with disabilities	75%	89%	89%	91%	84%	71%	81%
Availability of good quality affordable housing	36%	36%	28%	32%	33%	31%	31%
Ease of travel by bicycle	78%	72%	64%	70%	67%	70%	68%
Ease of travel by walking	83%	82%	88%	82%	86%	87%	84%
Access to public transit	89%	89%	91%	87%	92%	93%	90%
Access to good quality health care	71%	67%	58%	61%	69%	62%	63%
Access to good quality affordable child care	69%	47%	31%	35%	47%	57%	44%
Dining opportunities	69%	74%	73%	74%	77%	62%	71%
Grocery shopping opportunities	59%	53%	38%	43%	54%	48%	47%
Access to local public library	92%	88%	95%	90%	98%	89%	92%
Access to quality City programming and services	67%	88%	87%	84%	88%	71%	82%

Table 150: Question 3 by Annual Household Income and Length of Residency in Takoma Park

How safe or unsafe do you feel walking alone . . . Percent of respondents rating "very safe" or "somewhat safe"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
In your neighborhood during the day	98%	98%	98%	98%	98%	96%	97%
In your neighborhood after dark	69%	79%	77%	80%	79%	61%	74%
In parks during the day	88%	96%	96%	98%	96%	86%	93%
In parks after dark	56%	60%	46%	56%	56%	34%	50%
In Old Takoma/Takoma Junction during the day	95%	98%	99%	98%	99%	96%	98%
In Old Takoma/Takoma Junction after dark	77%	87%	89%	90%	86%	75%	85%
From Takoma Metro station during the day	96%	98%	97%	99%	98%	91%	96%
From Takoma Metro station after dark	64%	71%	60%	75%	63%	43%	62%
In the University/New Hampshire Crossroads area during the day	86%	76%	81%	80%	87%	78%	81%
In the University/New Hampshire Crossroads area after dark	57%	39%	27%	43%	42%	31%	39%
In the Flower Ave./Piney Branch area during the day	86%	95%	89%	92%	93%	83%	89%
In the Flower Ave./Piney Branch area after dark	58%	57%	49%	63%	52%	43%	53%
On Maple Avenue during the day	97%	95%	96%	94%	97%	94%	95%
On Maple Avenue after dark	73%	77%	72%	83%	76%	52%	72%

Table 151: Question 5 by Annual Household Income and Length of Residency in Takoma Park

In the last 12 months, about how many times have you or other household members done the following things: Percent doing at least once in last 12 months	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	41%	34%	19%	24%	32%	27%	27%
Used Wi-Fi connections in a Takoma Park City government facility	20%	21%	29%	22%	31%	24%	26%
Visited a park or trail within the City	66%	87%	96%	90%	86%	84%	86%
Taken your dog to the dog park	7%	19%	27%	23%	18%	18%	20%
Received financial assistance for a housing or other emergency	16%	6%	0%	5%	1%	9%	5%
Used Recreation Department services	30%	40%	55%	40%	51%	43%	45%
Received a scholarship from the Recreation Department	9%	2%	0%	3%	2%	1%	2%
Rode a dockless bike	7%	14%	21%	25%	11%	7%	15%
Used public transportation	80%	88%	92%	89%	89%	83%	88%
Received a "municipality letter" for a building permit	6%	4%	14%	9%	10%	10%	10%

Table 152: Question 6 by Annual Household Income and Length of Residency in Takoma Park

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as moderate, major or extreme problem	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Traffic volume/ number of cars	36%	40%	47%	46%	39%	47%	44%
Speeding	40%	28%	44%	33%	43%	46%	40%
Oversized or commercial vehicles parked on street	21%	24%	19%	19%	20%	25%	21%
Parking	37%	31%	27%	34%	25%	35%	31%
Pedestrian safety	27%	26%	33%	32%	28%	29%	30%
Crime	33%	24%	36%	28%	31%	44%	33%
Gangs	21%	12%	10%	12%	14%	17%	14%
Graffiti	21%	9%	7%	12%	11%	9%	11%
Litter	22%	25%	31%	35%	23%	22%	27%
Overgrown grass and vegetation	15%	17%	18%	19%	15%	17%	17%
Run down or vacant houses	5%	12%	15%	14%	10%	11%	12%
Run down apartments and multi-family dwellings	8%	18%	12%	18%	9%	10%	13%
Run-down commercial buildings or areas	7%	13%	13%	16%	8%	10%	12%
Use of pesticides and fertilizers on lawns	8%	6%	7%	8%	5%	11%	8%
Loitering (people or youth hanging out smoking or drinking in public places)	27%	18%	15%	18%	22%	15%	18%
Disputes between landlord and tenants	18%	5%	5%	4%	14%	8%	8%

Table 153: Question 7 by Annual Household Income and Length of Residency in Takoma Park

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Very effective	56%	33%	38%	42%	45%	44%	43%
Somewhat effective	39%	52%	56%	53%	47%	47%	49%
Not very effective	4%	7%	5%	1%	6%	8%	5%
Not at all effective	0%	8%	2%	4%	2%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 154: Question 8 by Annual Household Income and Length of Residency in Takoma Park

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Very visible	52%	25%	17%	26%	33%	26%	28%
Somewhat visible	34%	57%	54%	49%	46%	50%	49%
Not at all visible	13%	19%	30%	25%	21%	24%	23%
Total	100%	100%	100%	100%	100%	100%	100%

Table 155: Question 9 by Annual Household Income and Length of Residency in Takoma Park

Please rate how well you think the Takoma Park Police Department is doing at each of the following: Percent rating as "excellent" or "good"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Preventing crime	81%	74%	73%	80%	76%	71%	75%
Making the community feel safe	83%	75%	77%	77%	81%	75%	78%
Responding quickly to residents' calls for service	85%	85%	88%	90%	89%	78%	86%
Effectively solving crimes	71%	60%	72%	65%	71%	70%	69%
Caring about the well-being of the people they deal with	75%	71%	82%	71%	84%	77%	78%
Working with people in your neighborhood to solve neighborhood problems	71%	69%	79%	71%	79%	71%	75%

Table 156: Question 12 by Annual Household Income and Length of Residency in Takoma Park

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Yes	28%	21%	49%	41%	36%	38%	38%
No	72%	78%	51%	58%	64%	62%	61%
Don't know	1%	0%	0%	1%	0%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Table 157: Question 13 by Annual Household Income and Length of Residency in Takoma Park

Overall, how would you rate your contact with the Takoma Park Police Department?	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Excellent	43%	32%	47%	45%	41%	47%	43%
Good	30%	33%	32%	25%	40%	30%	33%
Fair	21%	10%	18%	24%	18%	17%	19%
Poor	6%	24%	3%	6%	1%	6%	5%
Total	100%	100%	100%	100%	100%	100%	100%

Table 158: Question 14 by Annual Household Income and Length of Residency in Takoma Park

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. . .	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Percent rating as strongly agree or agree							
Fair in dealing with all people	65%	51%	77%	69%	69%	71%	70%
Courteous in dealing with all people	70%	83%	83%	80%	76%	77%	77%
Helpful and cooperative	83%	61%	82%	76%	83%	75%	78%
Sensitive to residents' concerns	66%	58%	80%	72%	76%	69%	73%
Honest and can be trusted	66%	60%	81%	67%	78%	75%	72%
Well trained to handle problems	59%	38%	79%	65%	72%	68%	68%

Table 159: Question 16 by Annual Household Income and Length of Residency in Takoma Park

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: Percent rating as strongly agree or agree	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	85%	92%	88%	93%	88%	80%	87%
Plan effectively for the future	83%	68%	62%	66%	71%	65%	67%
Reduce solid waste and promote recycling and composting	86%	83%	90%	87%	89%	86%	87%
Prepare the community for an emergency	75%	52%	40%	45%	57%	53%	53%
Provide a variety of recreation opportunities to the community	79%	82%	86%	81%	88%	79%	83%
Address traffic congestion	71%	40%	27%	39%	40%	46%	40%
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	86%	71%	68%	69%	77%	71%	72%
Provide safe walking routes throughout the city	87%	74%	72%	81%	75%	71%	76%
Provide appropriate monitoring of contractors doing work in the community	77%	52%	33%	55%	54%	49%	52%
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	75%	45%	55%	58%	62%	56%	58%

Table 160: Question 17 by Annual Household Income and Length of Residency in Takoma Park

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Excellent	42%	24%	30%	33%	35%	24%	31%
Good	40%	64%	58%	55%	54%	54%	55%
Fair	16%	7%	11%	9%	10%	19%	12%
Poor	2%	5%	1%	3%	1%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 161: Question 18 by Annual Household Income and Length of Residency in Takoma Park

Please rate each of the following City services. Percent rating as "excellent" or "good"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Trash/ Recycling collection services	90%	88%	98%	93%	95%	93%	94%
Compost collection services	85%	92%	97%	94%	92%	93%	93%
Weekly yard waste collection	83%	97%	98%	95%	92%	95%	94%
Special recycling drop-off at Public Works	77%	88%	92%	82%	86%	91%	87%
Fall vacuum leaf collection	77%	85%	87%	83%	83%	83%	83%
Tree maintenance	69%	71%	67%	72%	70%	64%	68%
Street repairs and maintenance	67%	52%	52%	50%	63%	54%	55%
Sidewalk repairs and maintenance	70%	67%	56%	64%	64%	58%	62%
Snow and ice removal	73%	84%	75%	80%	76%	74%	76%
Street sweeping	71%	75%	71%	78%	71%	68%	71%
Street lighting	69%	72%	65%	61%	74%	66%	67%
Street sign maintenance	81%	80%	81%	81%	84%	77%	80%
Planning (streetscapes, neighborhood projects)	67%	75%	67%	70%	70%	62%	67%
Economic development (business outreach, local business promotion)	64%	69%	61%	58%	69%	57%	62%
Recreation programs for tots (camps, sports, classes)	78%	94%	88%	87%	87%	87%	86%
Recreation programs for youth (afterschool, summer camps, sports, art)	81%	88%	86%	82%	86%	88%	85%
Recreation programs for adults (fitness, art, sports)	75%	83%	79%	74%	80%	84%	79%
Recreation programs for seniors (trips, classes, fitness)	77%	91%	85%	86%	83%	82%	81%
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	79%	82%	92%	82%	88%	90%	86%
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	78%	85%	78%	78%	80%	79%	79%
Athletic fields and playgrounds	75%	85%	79%	79%	81%	78%	79%

Please rate each of the following City services. Percent rating as "excellent" or "good"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Appearance of parks	81%	82%	85%	87%	82%	83%	83%
Accessibility of parks	81%	90%	94%	93%	87%	89%	89%
Appearance of City buildings	82%	89%	91%	90%	88%	87%	88%
Accessibility of City buildings	86%	88%	95%	91%	90%	93%	91%
Safety of City buildings	79%	94%	98%	94%	90%	91%	92%
Programs for residents who are disabled	77%	73%	95%	79%	81%	79%	79%
Enforcement of traffic laws	82%	74%	71%	76%	75%	75%	74%
Enforcement of parking regulations	79%	71%	72%	73%	77%	71%	73%
Property maintenance code enforcement	74%	71%	54%	57%	72%	61%	64%
Stormwater management	72%	66%	63%	54%	73%	73%	66%
Landlord and tenant assistance	67%	64%	79%	63%	72%	78%	70%
City's cable channel programming	63%	67%	74%	74%	66%	68%	67%
City's website (takomaparkmd.gov)	74%	86%	78%	81%	81%	73%	78%
City's social media presence	65%	76%	82%	78%	76%	63%	74%
Takoma Park Library programs	84%	91%	95%	92%	93%	85%	90%
Takoma Park Library collections	82%	89%	84%	84%	86%	78%	84%
Computer Center in Community Center	79%	91%	90%	91%	84%	76%	84%
Passport services	81%	94%	87%	79%	86%	90%	85%
Notary services	78%	88%	89%	79%	82%	89%	83%
Online bill payment	83%	74%	82%	78%	83%	84%	81%
Online registration for recreation programs	78%	81%	85%	89%	80%	81%	82%
Online registration for library programs	83%	86%	92%	96%	82%	88%	87%
Online reservation of facilities	84%	67%	85%	83%	81%	80%	81%

Table 162: Question 20 by Annual Household Income and Length of Residency in Takoma Park

Please rate to what extent you agree or disagree with the following statements. Percent rating as strongly or somewhat agree	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
City government is really run for the benefit of all the people	72%	78%	75%	74%	80%	67%	74%
Takoma Park city government welcomes resident involvement	86%	82%	86%	85%	89%	76%	84%
I feel included as a part of the Takoma Park community	80%	79%	83%	79%	86%	73%	80%

Table 163: Question 22 by Annual Household Income and Length of Residency in Takoma Park

How much information do you get about the City of Takoma Park government activities from each of the following sources? Percent saying "most" or "a lot"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
The City of Takoma Park's cable television channel	51%	20%	10%	15%	25%	30%	23%
The City of Takoma Park's website (takomaparkmd.gov)	65%	68%	83%	68%	87%	70%	75%
The City of Takoma Park City Guide	82%	83%	71%	73%	81%	76%	76%
Special mailings from the City of Takoma Park	79%	89%	88%	84%	86%	88%	86%
The monthly Takoma Park Newsletter	91%	91%	90%	88%	91%	94%	90%
The City of Takoma Park's posting on Facebook	35%	29%	23%	32%	28%	20%	27%
The City of Takoma Park's posting on Twitter	26%	11%	18%	26%	17%	9%	18%
The Washington Post	44%	46%	48%	42%	52%	44%	46%
The Silver Spring Regional Center's e-mail notices	27%	17%	5%	11%	18%	12%	14%
Neighborhood and community listservs	39%	47%	71%	49%	65%	57%	57%
Nextdoor	38%	28%	23%	25%	30%	35%	29%
Posters or flyers in public buildings	58%	56%	55%	60%	59%	48%	56%
Mayor or other City Councilmember	50%	36%	43%	31%	49%	57%	44%
City blogs from Council or Staff	31%	17%	22%	23%	23%	24%	23%
"Word of mouth"	60%	72%	88%	70%	82%	82%	77%
Email notices from the Takoma Park Police Department	30%	28%	36%	28%	37%	37%	33%
Email notices from other Takoma Park departments	34%	30%	34%	31%	38%	29%	33%
Weekly e-news emails	22%	19%	20%	23%	22%	17%	21%

Table 164: Question 23 by Annual Household Income and Length of Residency in Takoma Park

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent saying "about the right amount of information"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
City Council actions	63%	57%	70%	59%	69%	68%	64%
Special events	75%	69%	79%	64%	86%	78%	75%
Recreation Department activities	75%	74%	78%	64%	86%	81%	76%
Library programs and special events	77%	67%	76%	63%	86%	75%	74%
City street, sidewalk and stormwater projects	69%	49%	52%	46%	58%	62%	55%
Board and Commission opportunities and activities	58%	61%	69%	56%	70%	69%	64%
Development projects in your neighborhood and in the City	60%	47%	56%	49%	60%	52%	54%
Landlord and tenant assistance	52%	58%	72%	54%	69%	68%	63%
Affordable housing programs	45%	44%	69%	48%	63%	62%	57%
Leaf collection program	76%	75%	82%	68%	81%	90%	79%
Holiday trash and recycling collections schedule	68%	65%	71%	57%	68%	82%	68%
Tree removal and tree protection requirements	65%	60%	61%	54%	64%	67%	62%
City of Takoma Park budget information	64%	53%	63%	54%	64%	64%	60%
Arts programs	69%	59%	76%	61%	79%	71%	70%
Advance notice of street repair work	61%	48%	50%	46%	56%	58%	53%

Table 165: Question 26 by Annual Household Income and Length of Residency in Takoma Park

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Percent doing at least once in last 12 months	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Old Town (Laurel/Carroll/Ethan Allen)	79%	94%	99%	90%	94%	96%	93%
Crossroads (New Hampshire/University)	84%	70%	78%	75%	82%	78%	78%
New Hampshire Avenue Corridor	79%	72%	75%	76%	77%	72%	75%
Long Branch (Flower/Piney Branch)	84%	75%	71%	67%	84%	79%	76%
Maple Avenue	69%	61%	54%	67%	59%	52%	59%
Takoma Junction	67%	93%	93%	86%	85%	90%	86%

Table 166: Question 29 by Annual Household Income and Length of Residency in Takoma Park

Please rate each of the following. Percent rating as "excellent" or "good"	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Affordability of your home (whether you rent or own)	54%	66%	45%	44%	54%	59%	52%
Overall (physical) condition of housing in the City of Takoma Park	60%	77%	76%	73%	69%	75%	71%
Overall (physical) condition of housing in your Ward	63%	76%	77%	70%	73%	80%	73%
The City's progress over the past 5 years in the area of economic development	61%	77%	66%	63%	67%	66%	65%
The City's progress over the past 5 years in the area of creating and preserving affordable housing	54%	32%	31%	35%	41%	41%	38%

Table 167: Question 30 by Annual Household Income and Length of Residency in Takoma Park

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of: Percent who said they were	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	more than 20 years	Overall
Race or Color	10%	3%	3%	4%	2%	9%	5%
Sexual Orientation	0%	1%	1%	0%	0%	0%	0%
Religious Preference	1%	1%	0%	0%	0%	1%	1%
Use of a Housing Choice Voucher	0%	1%	1%	0%	0%	1%	1%
Gender	0%	1%	1%	0%	1%	1%	1%
Gender Identity	0%	1%	0%	0%	0%	0%	0%
Children in Household	0%	1%	1%	0%	1%	1%	1%
Marital Status	1%	1%	0%	0%	0%	1%	1%
Disability	3%	2%	0%	0%	1%	3%	2%
Criminal History	0%	1%	0%	0%	0%	0%	0%
Other Reason	2%	2%	1%	2%	1%	4%	3%

Survey Results by Type of Housing Unit and Housing Tenure (Rent or Own)

Table 168: Question 1 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate your quality of life in Takoma Park. Percent of respondents rating "excellent" or "good"	Detached Single- Family Home	Multi- Family Dwelling/ Other	Rent	Own	Overall
Overall, how would you describe the quality of life in Takoma Park?	94%	87%	88%	93%	91%
How would you rate the overall quality of life in your neighborhood?	91%	83%	85%	90%	87%
How do you rate Takoma Park as a place to raise children?	92%	86%	87%	92%	90%
How do you rate Takoma Park as a place to grow old?	72%	80%	81%	72%	76%

Table 169: Question 2 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate each of the following characteristics of Takoma Park. Percent of respondents rating "excellent" or "good"	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Sense of community	90%	82%	84%	89%	87%
Opportunity to be heard and have a say in what happens in Takoma Park	82%	81%	81%	82%	81%
Overall appearance of Takoma Park	82%	85%	87%	80%	83%
Cultural or arts events	89%	86%	87%	88%	87%
Retail shopping opportunities	53%	56%	59%	50%	53%
Parks and other recreational opportunities	88%	79%	79%	87%	84%
Openness and acceptance of people of diverse backgrounds	90%	87%	89%	89%	89%
Access to City of Takoma Park government buildings	96%	86%	86%	95%	91%
Services for individuals with disabilities	82%	81%	82%	80%	81%
Availability of good quality affordable housing	27%	36%	35%	29%	31%
Ease of travel by bicycle	63%	76%	72%	65%	68%
Ease of travel by walking	86%	83%	83%	86%	84%
Access to public transit	91%	89%	90%	91%	90%
Access to good quality health care	59%	71%	69%	60%	63%
Access to good quality affordable child care	35%	61%	61%	36%	44%
Dining opportunities	73%	70%	75%	70%	71%
Grocery shopping opportunities	43%	55%	57%	41%	47%
Access to local public library	95%	90%	91%	93%	92%
Access to quality City programming and services	85%	75%	76%	85%	82%

Table 170: Question 3 by Type of Housing Unit and Housing Tenure (Rent or Own)

How safe or unsafe do you feel walking alone . . . Percent of respondents rating "very safe" or "somewhat safe"	Detached Single- Family Home	Multi- Family Dwelling/ Other	Rent	Own	Overall
In your neighborhood during the day	97%	98%	98%	96%	97%
In your neighborhood after dark	75%	72%	76%	73%	74%
In parks during the day	94%	92%	93%	94%	93%
In parks after dark	47%	55%	57%	46%	50%
In Old Takoma/Takoma Junction during the day	98%	97%	97%	98%	98%
In Old Takoma/Takoma Junction after dark	87%	82%	82%	87%	85%
From Takoma Metro station during the day	95%	98%	98%	95%	96%
From Takoma Metro station after dark	57%	70%	70%	57%	62%
In the University/New Hampshire Crossroads area during the day	83%	81%	82%	82%	81%
In the University/New Hampshire Crossroads area after dark	30%	48%	52%	29%	39%
In the Flower Ave./Piney Branch area during the day	89%	90%	89%	90%	89%
In the Flower Ave./Piney Branch area after dark	48%	59%	58%	49%	53%
On Maple Avenue during the day	96%	95%	95%	96%	95%
On Maple Avenue after dark	69%	76%	78%	67%	72%

Table 171: Question 5 by Type of Housing Unit and Housing Tenure (Rent or Own)

In the last 12 months, about how many times have you or other household members done the following things: Percent doing at least once in last 12 months	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	22%	36%	37%	21%	27%
Used Wi-Fi connections in a Takoma Park City government facility	30%	21%	23%	28%	26%
Visited a park or trail within the City	95%	75%	75%	94%	86%
Taken your dog to the dog park	25%	13%	13%	24%	20%
Received financial assistance for a housing or other emergency	2%	10%	10%	2%	5%
Used Recreation Department services	55%	31%	31%	55%	45%
Received a scholarship from the Recreation Department	0%	6%	5%	1%	2%
Rode a dockless bike	15%	15%	15%	15%	15%
Used public transportation	90%	84%	85%	89%	88%
Received a "municipality letter" for a building permit	15%	3%	3%	15%	10%

Table 172: Question 6 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as moderate, major or extreme problem	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Traffic volume/ number of cars	50%	36%	37%	49%	44%
Speeding	45%	35%	33%	46%	40%
Oversized or commercial vehicles parked on street	21%	22%	18%	24%	21%
Parking	26%	39%	35%	29%	31%
Pedestrian safety	32%	26%	24%	34%	30%
Crime	37%	28%	25%	39%	33%
Gangs	11%	18%	17%	13%	14%
Graffiti	6%	18%	18%	6%	11%
Litter	25%	30%	30%	26%	27%
Overgrown grass and vegetation	18%	17%	16%	19%	17%
Run down or vacant houses	16%	8%	6%	16%	12%
Run down apartments and multi-family dwellings	11%	14%	12%	13%	13%
Run-down commercial buildings or areas	12%	11%	8%	14%	12%
Use of pesticides and fertilizers on lawns	9%	7%	7%	8%	8%
Loitering (people or youth hanging out smoking or drinking in public places)	8%	33%	30%	11%	18%
Disputes between landlord and tenants	2%	16%	14%	4%	8%

Table 173: Question 7 by Type of Housing Unit and Housing Tenure (Rent or Own)

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Very effective	39%	48%	51%	37%	43%
Somewhat effective	52%	46%	42%	54%	49%
Not very effective	7%	3%	4%	7%	5%
Not at all effective	2%	3%	3%	2%	2%
Total	100%	100%	100%	100%	100%

Table 174: Question 8 by Type of Housing Unit and Housing Tenure (Rent or Own)

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Very visible	15%	46%	42%	18%	28%
Somewhat visible	56%	40%	41%	54%	49%
Not at all visible	29%	14%	16%	28%	23%
Total	100%	100%	100%	100%	100%

Table 175: Question 9 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate how well you think the Takoma Park Police Department is doing at each of the following: Percent rating as "excellent" or "good"	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Preventing crime	72%	79%	80%	71%	75%
Making the community feel safe	77%	79%	81%	76%	78%
Responding quickly to residents' calls for service	86%	84%	87%	84%	86%
Effectively solving crimes	71%	66%	67%	69%	69%
Caring about the well-being of the people they deal with	83%	70%	72%	81%	78%
Working with people in your neighborhood to solve neighborhood problems	77%	70%	70%	77%	75%

Table 176: Question 12 by Type of Housing Unit and Housing Tenure (Rent or Own)

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Yes	47%	26%	30%	44%	38%
No	53%	73%	69%	56%	61%
Don't know	0%	1%	1%	0%	1%
Total	100%	100%	100%	100%	100%

Table 177: Question 13 by Type of Housing Unit and Housing Tenure (Rent or Own)

Overall, how would you rate your contact with the Takoma Park Police Department?	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Excellent	44%	42%	39%	46%	43%
Good	35%	23%	23%	36%	33%
Fair	18%	22%	28%	15%	19%
Poor	2%	12%	10%	3%	5%
Total	100%	100%	100%	100%	100%

Table 178: Question 14 by Type of Housing Unit and Housing Tenure (Rent or Own)

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. . .	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Percent rating as strongly agree or agree					
Fair in dealing with all people	73%	62%	61%	73%	70%
Courteous in dealing with all people	79%	73%	75%	78%	77%
Helpful and cooperative	78%	75%	76%	78%	78%
Sensitive to residents' concerns	77%	61%	63%	76%	73%
Honest and can be trusted	76%	63%	64%	76%	72%
Well trained to handle problems	74%	54%	56%	74%	68%

Table 179: Question 16 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: Percent rating as strongly agree or agree	Detached Single- Family Home	Multi- Family Dwelling/ Other	Rent	Own	Overall
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	86%	90%	92%	84%	87%
Plan effectively for the future	59%	79%	79%	60%	67%
Reduce solid waste and promote recycling and composting	90%	83%	86%	89%	87%
Prepare the community for an emergency	44%	61%	63%	44%	53%
Provide a variety of recreation opportunities to the community	84%	81%	82%	84%	83%
Address traffic congestion	31%	53%	52%	33%	40%
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	69%	77%	76%	69%	72%
Provide safe walking routes throughout the city	71%	83%	83%	71%	76%
Provide appropriate monitoring of contractors doing work in the community	40%	66%	68%	38%	52%
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	53%	65%	65%	53%	58%

Table 180: Question 17 by Type of Housing Unit and Housing Tenure (Rent or Own)

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Excellent	31%	30%	35%	28%	31%
Good	56%	54%	52%	57%	55%
Fair	12%	12%	10%	14%	12%
Poor	1%	4%	4%	2%	2%
Total	100%	100%	100%	100%	100%

Table 181: Question 18 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate each of the following City services. Percent rating as "excellent" or "good"	Detached Single- Family Home	Multi- Family Dwelling/ Other	Rent	Own	Overall
Trash/ Recycling collection services	98%	88%	90%	97%	94%
Compost collection services	96%	87%	90%	94%	93%
Weekly yard waste collection	98%	84%	87%	98%	94%
Special recycling drop-off at Public Works	91%	79%	80%	91%	87%
Fall vacuum leaf collection	86%	78%	78%	86%	83%
Tree maintenance	62%	75%	75%	63%	68%
Street repairs and maintenance	52%	60%	60%	52%	55%
Sidewalk repairs and maintenance	57%	68%	70%	56%	62%
Snow and ice removal	77%	76%	78%	75%	76%
Street sweeping	69%	74%	75%	69%	71%
Street lighting	67%	67%	67%	67%	67%
Street sign maintenance	79%	83%	85%	77%	80%
Planning (streetscapes, neighborhood projects)	63%	73%	72%	64%	67%
Economic development (business outreach, local business promotion)	58%	67%	69%	57%	62%
Recreation programs for tots (camps, sports, classes)	88%	83%	83%	88%	86%
Recreation programs for youth (afterschool, summer camps, sports, art)	86%	84%	83%	87%	85%
Recreation programs for adults (fitness, art, sports)	81%	76%	76%	81%	79%
Recreation programs for seniors (trips, classes, fitness)	82%	82%	81%	83%	81%
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	92%	78%	79%	91%	86%
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	78%	80%	81%	78%	79%
Athletic fields and playgrounds	78%	79%	79%	78%	79%
Appearance of parks	85%	81%	83%	84%	83%
Accessibility of parks	93%	85%	86%	91%	89%
Appearance of City buildings	90%	84%	85%	89%	88%
Accessibility of City buildings	94%	86%	86%	94%	91%
Safety of City buildings	97%	85%	86%	96%	92%
Programs for residents who are disabled	81%	78%	78%	82%	79%

Please rate each of the following City services. Percent rating as "excellent" or "good"	Detached Single- Family Home	Multi- Family Dwelling/ Other	Rent	Own	Overall
Enforcement of traffic laws	71%	79%	80%	71%	74%
Enforcement of parking regulations	72%	75%	76%	71%	73%
Property maintenance code enforcement	58%	71%	69%	60%	64%
Stormwater management	65%	69%	69%	64%	66%
Landlord and tenant assistance	85%	66%	66%	82%	70%
City's cable channel programming	67%	67%	68%	68%	67%
City's website (takomaparkmd.gov)	78%	77%	76%	79%	78%
City's social media presence	78%	69%	69%	78%	74%
Takoma Park Library programs	93%	87%	88%	93%	90%
Takoma Park Library collections	84%	83%	84%	83%	84%
Computer Center in Community Center	85%	83%	82%	85%	84%
Passport services	87%	84%	85%	86%	85%
Notary services	89%	79%	80%	87%	83%
Online bill payment	83%	80%	80%	83%	81%
Online registration for recreation programs	86%	78%	79%	86%	82%
Online registration for library programs	88%	87%	84%	91%	87%
Online reservation of facilities	81%	81%	81%	82%	81%

Table 182: Question 20 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate to what extent you agree or disagree with the following statements. Percent rating as strongly or somewhat agree	Detached Single- Family Home	Multi- Family Dwelling/ Other	Rent	Own	Overall
City government is really run for the benefit of all the people	75%	72%	72%	76%	74%
Takoma Park city government welcomes resident involvement	84%	84%	85%	83%	84%
I feel included as a part of the Takoma Park community	82%	77%	79%	81%	80%

Table 183: Question 22 by Type of Housing Unit and Housing Tenure (Rent or Own)

How much information do you get about the City of Takoma Park government activities from each of the following sources? Percent saying "most" or "a lot"	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
The City of Takoma Park's cable television channel	14%	35%	35%	14%	23%
The City of Takoma Park's website (takomaparkmd.gov)	81%	65%	68%	80%	75%
The City of Takoma Park City Guide	74%	78%	77%	75%	76%
Special mailings from the City of Takoma Park	92%	78%	80%	90%	86%
The monthly Takoma Park Newsletter	92%	88%	88%	92%	90%
The City of Takoma Park's posting on Facebook	22%	34%	34%	22%	27%
The City of Takoma Park's posting on Twitter	17%	19%	24%	14%	18%
The Washington Post	46%	46%	43%	48%	46%
The Silver Spring Regional Center's e-mail notices	7%	23%	21%	9%	14%
Neighborhood and community listservs	70%	38%	41%	68%	57%
Nextdoor	30%	27%	30%	29%	29%
Posters or flyers in public buildings	56%	56%	61%	52%	56%
Mayor or other City Councilmember	48%	38%	38%	49%	44%
City blogs from Council or Staff	23%	22%	23%	23%	23%
"Word of mouth"	88%	63%	66%	86%	77%
Email notices from the Takoma Park Police Department	38%	26%	24%	39%	33%
Email notices from other Takoma Park departments	35%	30%	32%	34%	33%
Weekly e-news emails	20%	22%	21%	21%	21%

Table 184: Question 23 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent saying "about the right amount of information"	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
City Council actions	71%	55%	59%	68%	64%
Special events	84%	64%	67%	82%	75%
Recreation Department activities	85%	64%	68%	82%	76%
Library programs and special events	81%	66%	71%	77%	74%
City street, sidewalk and stormwater projects	58%	50%	53%	57%	55%
Board and Commission opportunities and activities	71%	54%	59%	68%	64%
Development projects in your neighborhood and in the City	58%	49%	54%	54%	54%
Landlord and tenant assistance	77%	46%	46%	76%	63%
Affordable housing programs	72%	38%	40%	70%	57%
Leaf collection program	86%	68%	72%	83%	79%
Holiday trash and recycling collections schedule	75%	59%	62%	73%	68%
Tree removal and tree protection requirements	63%	59%	60%	62%	62%
City of Takoma Park budget information	65%	53%	55%	63%	60%
Arts programs	77%	59%	61%	76%	70%
Advance notice of street repair work	55%	50%	53%	52%	53%

Table 185: Question 26 by Type of Housing Unit and Housing Tenure (Rent or Own)

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Percent doing at least once in last 12 months	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Old Town (Laurel/Carroll/Ethan Allen)	98%	85%	87%	97%	93%
Crossroads (New Hampshire/University)	77%	79%	83%	75%	78%
New Hampshire Avenue Corridor	76%	74%	79%	72%	75%
Long Branch (Flower/Piney Branch)	70%	83%	83%	71%	76%
Maple Avenue	52%	69%	70%	51%	59%
Takoma Junction	93%	76%	79%	91%	86%

Table 186: Question 29 by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate each of the following. Percent rating as "excellent" or "good"	Detached Single-Family Home	Multi-Family Dwelling/ Other	Rent	Own	Overall
Affordability of your home (whether you rent or own)	48%	55%	54%	50%	52%
Overall (physical) condition of housing in the City of Takoma Park	80%	60%	61%	79%	71%
Overall (physical) condition of housing in your Ward	82%	61%	62%	81%	73%
The City's progress over the past 5 years in the area of economic development	66%	63%	63%	66%	65%
The City's progress over the past 5 years in the area of creating and preserving affordable housing	31%	46%	43%	34%	38%

Table 187: Question 30 by Type of Housing Unit and Housing Tenure (Rent or Own)

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of: Percent who said they were	Detached Single- Family Home	Multi- Family Dwelling/ Other	Rent	Own	Overall
Race or Color	4%	7%	5%	5%	5%
Sexual Orientation	0%	1%	0%	1%	0%
Religious Preference	0%	1%	1%	1%	1%
Use of a Housing Choice Voucher	0%	1%	1%	0%	1%
Gender	1%	1%	0%	2%	1%
Gender Identity	0%	0%	0%	0%	0%
Children in Household	0%	1%	0%	1%	1%
Marital Status	0%	0%	0%	1%	1%
Disability	1%	1%	1%	2%	2%
Criminal History	0%	0%	0%	0%	0%
Other Reason	3%	2%	3%	2%	3%

Survey Results by Presence of Children, Teenagers or Older Adults in Household

Table 188: Question 1 by Presence of Children, Teenagers or Older Adults in Household

Please rate your quality of life in Takoma Park. Percent of respondents rating "excellent" or "good"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Overall, how would you describe the quality of life in Takoma Park?	94%	91%	97%	91%	93%	91%	91%
How would you rate the overall quality of life in your neighborhood?	88%	88%	94%	87%	92%	86%	87%
How do you rate Takoma Park as a place to raise children?	93%	89%	93%	90%	91%	90%	90%
How do you rate Takoma Park as a place to grow old?	81%	73%	79%	75%	74%	77%	76%

Table 189: Question 2 by Presence of Children, Teenagers or Older Adults in Household

Please rate each of the following characteristics of Takoma Park. Percent of respondents rating "excellent" or "good"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Sense of community	93%	85%	95%	86%	89%	87%	87%
Opportunity to be heard and have a say in what happens in Takoma Park	92%	77%	89%	81%	78%	84%	81%
Overall appearance of Takoma Park	83%	84%	84%	84%	82%	84%	83%
Cultural or arts events	89%	88%	89%	88%	86%	89%	87%
Retail shopping opportunities	51%	56%	58%	54%	55%	53%	53%
Parks and other recreational opportunities	84%	85%	88%	84%	87%	84%	84%
Openness and acceptance of people of diverse backgrounds	93%	88%	90%	89%	86%	90%	89%
Access to City of Takoma Park government buildings	94%	91%	94%	92%	94%	91%	91%
Services for individuals with disabilities	87%	79%	86%	81%	80%	82%	81%
Availability of good quality affordable housing	31%	33%	26%	32%	41%	30%	31%
Ease of travel by bicycle	66%	70%	69%	68%	72%	68%	68%
Ease of travel by walking	84%	85%	91%	84%	87%	84%	84%
Access to public transit	91%	90%	91%	90%	94%	89%	90%
Access to good quality health care	62%	65%	70%	62%	64%	63%	63%
Access to good quality affordable child care	32%	60%	41%	46%	65%	38%	44%
Dining opportunities	77%	70%	81%	71%	64%	75%	71%
Grocery shopping opportunities	42%	52%	49%	47%	51%	46%	47%
Access to local public library	96%	91%	96%	92%	90%	93%	92%
Access to quality City programming and services	85%	81%	89%	81%	76%	84%	82%

Table 190: Question 3 by Presence of Children, Teenagers or Older Adults in Household

How safe or unsafe do you feel walking alone . . . Percent of respondents rating "very safe" or "somewhat safe"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
In your neighborhood during the day	97%	98%	99%	98%	96%	98%	97%
In your neighborhood after dark	78%	73%	76%	74%	64%	78%	74%
In parks during the day	97%	92%	95%	94%	89%	96%	93%
In parks after dark	55%	48%	48%	51%	38%	55%	50%
In Old Takoma/Takoma Junction during the day	96%	98%	97%	98%	97%	98%	98%
In Old Takoma/Takoma Junction after dark	89%	83%	90%	84%	75%	89%	85%
From Takoma Metro station during the day	97%	96%	97%	96%	92%	98%	96%
From Takoma Metro station after dark	66%	61%	62%	62%	50%	67%	62%
In the University/New Hampshire Crossroads area during the day	82%	82%	85%	82%	78%	83%	81%
In the University/New Hampshire Crossroads area after dark	42%	38%	33%	40%	33%	41%	39%
In the Flower Ave./Piney Branch area during the day	92%	89%	92%	90%	83%	92%	89%
In the Flower Ave./Piney Branch area after dark	56%	53%	50%	55%	40%	59%	53%
On Maple Avenue during the day	98%	94%	97%	95%	95%	96%	95%
On Maple Avenue after dark	80%	68%	75%	71%	58%	78%	72%

Table 191: Question 5 by Presence of Children, Teenagers or Older Adults in Household

In the last 12 months, about how many times have you or other household members done the following things: Percent doing at least once in last 12 months	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center	27%	28%	39%	25%	28%	26%	27%
Used Wi-Fi connections in a Takoma Park City government facility	26%	26%	39%	24%	20%	27%	26%
Visited a park or trail within the City	90%	84%	90%	86%	77%	89%	86%
Taken your dog to the dog park	20%	20%	28%	18%	17%	21%	20%
Received financial assistance for a housing or other emergency	2%	7%	1%	6%	10%	4%	5%
Used Recreation Department services	60%	38%	66%	42%	38%	48%	45%
Received a scholarship from the Recreation Department	7%	1%	1%	3%	0%	4%	2%
Rode a dockless bike	17%	15%	21%	15%	5%	20%	15%
Used public transportation	88%	87%	95%	87%	80%	90%	88%
Received a "municipality letter" for a building permit	13%	9%	15%	10%	12%	10%	10%

Table 192: Question 6 by Presence of Children, Teenagers or Older Adults in Household

Please rate how much of a problem each of the following is in your neighborhood. Percent rating as moderate, major or extreme problem	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Traffic volume/ number of cars	43%	44%	53%	42%	45%	44%	44%
Speeding	49%	36%	52%	39%	43%	38%	40%
Oversized or commercial vehicles parked on street	19%	22%	19%	22%	31%	18%	21%
Parking	24%	34%	27%	32%	39%	28%	31%
Pedestrian safety	33%	28%	36%	28%	25%	31%	30%
Crime	32%	33%	37%	32%	39%	30%	33%
Gangs	11%	15%	13%	14%	15%	13%	14%
Graffiti	9%	12%	10%	11%	14%	9%	11%
Litter	21%	29%	20%	28%	22%	28%	27%
Overgrown grass and vegetation	17%	17%	14%	18%	21%	15%	17%
Run down or vacant houses	14%	11%	13%	12%	15%	12%	12%
Run down apartments and multi-family dwellings	12%	13%	12%	13%	11%	14%	13%
Run-down commercial buildings or areas	14%	10%	9%	12%	14%	11%	12%
Use of pesticides and fertilizers on lawns	8%	8%	8%	8%	11%	7%	8%
Loitering (people or youth hanging out smoking or drinking in public places)	18%	18%	18%	18%	20%	17%	18%
Disputes between landlord and tenants	6%	10%	4%	9%	9%	7%	8%

Table 193: Question 7 by Presence of Children, Teenagers or Older Adults in Household

How effective do you believe the Takoma Park Police Department has been in reducing crime in the city?	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Very effective	44%	43%	34%	45%	49%	41%	43%
Somewhat effective	52%	48%	60%	48%	43%	52%	49%
Not very effective	2%	6%	4%	4%	6%	4%	5%
Not at all effective	2%	3%	3%	3%	2%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 194: Question 8 by Presence of Children, Teenagers or Older Adults in Household

How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)?	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Very visible	30%	27%	28%	29%	30%	28%	28%
Somewhat visible	46%	50%	53%	48%	51%	49%	49%
Not at all visible	23%	22%	20%	23%	19%	23%	23%
Total	100%	100%	100%	100%	100%	100%	100%

Table 195: Question 9 by Presence of Children, Teenagers or Older Adults in Household

Please rate how well you think the Takoma Park Police Department is doing at each of the following: Percent rating as "excellent" or "good"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Preventing crime	79%	74%	78%	76%	70%	78%	75%
Making the community feel safe	83%	76%	81%	78%	78%	79%	78%
Responding quickly to residents' calls for service	91%	84%	93%	85%	77%	89%	86%
Effectively solving crimes	74%	67%	80%	68%	65%	73%	69%
Caring about the well-being of the people they deal with	84%	76%	87%	78%	78%	80%	78%
Working with people in your neighborhood to solve neighborhood problems	80%	73%	84%	73%	73%	76%	75%

Table 196: Question 12 by Presence of Children, Teenagers or Older Adults in Household

During the past 12 months, have you had any contact with the Takoma Park Police Department?	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Yes	43%	35%	54%	35%	33%	38%	38%
No	57%	64%	46%	64%	66%	61%	61%
Don't know	0%	1%	0%	1%	1%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Table 197: Question 13 by Presence of Children, Teenagers or Older Adults in Household

Overall, how would you rate your contact with the Takoma Park Police Department?	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Excellent	51%	41%	53%	44%	43%	45%	43%
Good	35%	31%	34%	31%	28%	32%	33%
Fair	13%	22%	10%	20%	22%	19%	19%
Poor	1%	6%	4%	5%	8%	4%	5%
Total	100%	100%	100%	100%	100%	100%	100%

Table 198: Question 14 by Presence of Children, Teenagers or Older Adults in Household

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. . . Percent rating as strongly agree or agree	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Fair in dealing with all people	79%	66%	78%	69%	67%	74%	70%
Courteous in dealing with all people	84%	76%	81%	78%	77%	82%	77%
Helpful and cooperative	85%	76%	84%	78%	71%	81%	78%
Sensitive to residents' concerns	86%	66%	82%	72%	68%	77%	73%
Honest and can be trusted	81%	70%	85%	70%	69%	77%	72%
Well trained to handle problems	82%	63%	82%	67%	62%	73%	68%

Table 199: Question 16 by Presence of Children, Teenagers or Older Adults in Household

Please rate whether you agree or disagree that adequate measures are being taken by the Takoma Park city government to: Percent rating as strongly agree or agree	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	87%	89%	82%	89%	83%	91%	87%
Plan effectively for the future	70%	66%	61%	69%	64%	69%	67%
Reduce solid waste and promote recycling and composting	89%	87%	90%	87%	87%	89%	87%
Prepare the community for an emergency	54%	52%	38%	55%	56%	52%	53%
Provide a variety of recreation opportunities to the community	80%	85%	87%	82%	81%	86%	83%
Address traffic congestion	35%	44%	30%	43%	48%	38%	40%
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	73%	73%	72%	73%	75%	73%	72%
Provide safe walking routes throughout the city	80%	74%	66%	78%	71%	79%	76%
Provide appropriate monitoring of contractors doing work in the community	49%	55%	40%	54%	55%	51%	52%
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city	66%	56%	64%	58%	62%	58%	58%

Table 200: Question 17 by Presence of Children, Teenagers or Older Adults in Household

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Excellent	43%	25%	37%	30%	27%	32%	31%
Good	49%	59%	54%	55%	54%	57%	55%
Fair	8%	13%	7%	12%	18%	8%	12%
Poor	1%	3%	2%	2%	2%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 201: Question 18 by Presence of Children, Teenagers or Older Adults in Household

Please rate each of the following City services. Percent rating as "excellent" or "good"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Trash/ Recycling collection services	97%	92%	96%	93%	94%	95%	94%
Compost collection services	98%	90%	92%	93%	90%	95%	93%
Weekly yard waste collection	98%	92%	97%	93%	94%	95%	94%
Special recycling drop-off at Public Works	90%	85%	94%	85%	90%	87%	87%
Fall vacuum leaf collection	87%	82%	88%	83%	82%	85%	83%
Tree maintenance	71%	68%	68%	68%	63%	71%	68%
Street repairs and maintenance	62%	53%	57%	55%	55%	56%	55%
Sidewalk repairs and maintenance	65%	61%	61%	62%	61%	63%	62%
Snow and ice removal	79%	76%	80%	77%	77%	78%	76%
Street sweeping	80%	68%	68%	73%	70%	74%	71%
Street lighting	69%	67%	68%	67%	71%	67%	67%
Street sign maintenance	84%	79%	81%	81%	79%	83%	80%
Planning (streetscapes, neighborhood projects)	74%	65%	68%	68%	64%	70%	67%
Economic development (business outreach, local business promotion)	63%	62%	65%	61%	66%	62%	62%
Recreation programs for tots (camps, sports, classes)	86%	87%	88%	86%	87%	88%	86%
Recreation programs for youth (afterschool, summer camps, sports, art)	84%	86%	88%	84%	86%	86%	85%
Recreation programs for adults (fitness, art, sports)	79%	79%	87%	77%	79%	79%	79%
Recreation programs for seniors (trips, classes, fitness)	83%	82%	88%	82%	82%	85%	81%
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	89%	86%	93%	85%	89%	87%	86%
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	76%	81%	84%	78%	83%	79%	79%
Athletic fields and playgrounds	76%	80%	74%	80%	80%	79%	79%

Please rate each of the following City services. Percent rating as "excellent" or "good"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Appearance of parks	84%	84%	77%	84%	85%	84%	83%
Accessibility of parks	90%	89%	90%	89%	91%	90%	89%
Appearance of City buildings	93%	86%	91%	87%	87%	89%	88%
Accessibility of City buildings	94%	89%	93%	90%	92%	91%	91%
Safety of City buildings	93%	91%	93%	91%	90%	94%	92%
Programs for residents who are disabled	94%	74%	92%	77%	82%	82%	79%
Enforcement of traffic laws	78%	74%	77%	74%	75%	75%	74%
Enforcement of parking regulations	76%	74%	78%	74%	74%	75%	73%
Property maintenance code enforcement	68%	63%	69%	63%	69%	64%	64%
Stormwater management	67%	67%	69%	66%	75%	64%	66%
Landlord and tenant assistance	83%	63%	92%	67%	80%	67%	70%
City's cable channel programming	61%	70%	81%	66%	70%	68%	67%
City's website (takomaparkmd.gov)	82%	77%	80%	78%	75%	81%	78%
City's social media presence	79%	71%	84%	72%	65%	77%	74%
Takoma Park Library programs	96%	87%	98%	89%	86%	94%	90%
Takoma Park Library collections	91%	81%	87%	83%	80%	87%	84%
Computer Center in Community Center	90%	82%	95%	82%	80%	88%	84%
Passport services	85%	86%	87%	85%	90%	86%	85%
Notary services	91%	80%	86%	83%	88%	85%	83%
Online bill payment	88%	77%	88%	81%	86%	82%	81%
Online registration for recreation programs	82%	82%	90%	80%	80%	84%	82%
Online registration for library programs	86%	88%	92%	86%	87%	90%	87%
Online reservation of facilities	85%	78%	88%	79%	75%	85%	81%

Table 202: Question 20 by Presence of Children, Teenagers or Older Adults in Household

Please rate to what extent you agree or disagree with the following statements. Percent rating as strongly or somewhat agree	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
City government is really run for the benefit of all the people	82%	71%	85%	73%	74%	76%	74%
Takoma Park city government welcomes resident involvement	91%	81%	91%	83%	81%	87%	84%
I feel included as a part of the Takoma Park community	88%	77%	90%	78%	73%	84%	80%

Table 203: Question 22 by Presence of Children, Teenagers or Older Adults in Household

How much information do you get about the City of Takoma Park government activities from each of the following sources? Percent saying "most" or "a lot"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
The City of Takoma Park's cable television channel	21%	24%	23%	22%	35%	18%	23%
The City of Takoma Park's website (takomaparkmd.gov)	79%	73%	88%	72%	64%	78%	75%
The City of Takoma Park City Guide	77%	76%	84%	75%	77%	75%	76%
Special mailings from the City of Takoma Park	84%	87%	88%	86%	89%	85%	86%
The monthly Takoma Park Newsletter	86%	92%	82%	92%	93%	89%	90%
The City of Takoma Park's posting on Facebook	32%	25%	29%	26%	19%	30%	27%
The City of Takoma Park's posting on Twitter	24%	15%	25%	18%	10%	22%	18%
The Washington Post	45%	47%	46%	46%	46%	47%	46%
The Silver Spring Regional Center's e-mail notices	17%	12%	18%	13%	14%	13%	14%
Neighborhood and community listservs	72%	49%	71%	55%	49%	60%	57%
Nextdoor	23%	33%	26%	30%	37%	26%	29%
Posters or flyers in public buildings	56%	56%	56%	56%	53%	57%	56%
Mayor or other City Councilmember	44%	44%	56%	41%	53%	41%	44%
City blogs from Council or Staff	24%	23%	28%	22%	22%	24%	23%
"Word of mouth"	77%	77%	81%	77%	73%	79%	77%
Email notices from the Takoma Park Police Department	39%	30%	44%	31%	31%	34%	33%
Email notices from other Takoma Park departments	39%	30%	45%	31%	29%	35%	33%
Weekly e-news emails	24%	19%	20%	21%	18%	22%	21%

Table 204: Question 23 by Presence of Children, Teenagers or Older Adults in Household

Please indicate whether you think you receive enough information about each of the following City of Takoma Park government functions or activities: Percent saying "about the right amount of information"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
City Council actions	65%	65%	80%	62%	69%	65%	64%
Special events	78%	76%	85%	74%	80%	75%	75%
Recreation Department activities	77%	77%	93%	74%	79%	75%	76%
Library programs and special events	79%	73%	88%	73%	72%	75%	74%
City street, sidewalk and stormwater projects	54%	55%	61%	54%	62%	53%	55%
Board and Commission opportunities and activities	61%	66%	75%	62%	70%	63%	64%
Development projects in your neighborhood and in the City	56%	53%	65%	52%	57%	53%	54%
Landlord and tenant assistance	63%	64%	67%	62%	67%	64%	63%
Affordable housing programs	56%	59%	69%	56%	61%	58%	57%
Leaf collection program	75%	80%	89%	76%	84%	77%	79%
Holiday trash and recycling collections schedule	63%	71%	70%	68%	80%	65%	68%
Tree removal and tree protection requirements	59%	63%	69%	60%	64%	62%	62%
City of Takoma Park budget information	62%	60%	68%	59%	65%	60%	60%
Arts programs	65%	73%	84%	68%	74%	69%	70%
Advance notice of street repair work	51%	53%	57%	52%	59%	50%	53%

Table 205: Question 26 by Presence of Children, Teenagers or Older Adults in Household

In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park? Percent doing at least once in last 12 months	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Old Town (Laurel/Carroll/Ethan Allen)	92%	93%	96%	92%	93%	93%	93%
Crossroads (New Hampshire/University)	80%	77%	82%	77%	74%	79%	78%
New Hampshire Avenue Corridor	75%	75%	77%	75%	74%	75%	75%
Long Branch (Flower/Piney Branch)	76%	77%	82%	75%	76%	76%	76%
Maple Avenue	61%	59%	61%	59%	56%	60%	59%
Takoma Junction	85%	87%	97%	85%	87%	86%	86%

Table 206: Question 29 by Presence of Children, Teenagers or Older Adults in Household

Please rate each of the following. Percent rating as "excellent" or "good"	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Affordability of your home (whether you rent or own)	48%	53%	54%	51%	60%	48%	52%
Overall (physical) condition of housing in the City of Takoma Park	67%	74%	81%	70%	76%	71%	71%
Overall (physical) condition of housing in your Ward	69%	76%	84%	72%	80%	71%	73%
The City's progress over the past 5 years in the area of economic development	66%	65%	75%	63%	67%	64%	65%
The City's progress over the past 5 years in the area of creating and preserving affordable housing	34%	40%	42%	38%	50%	33%	38%

Table 207: Question 30 by Presence of Children, Teenagers or Older Adults in Household

In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of: Percent who said they were	Children age 12 or younger in HH	NO children in HH	Teenagers age 13 to 19 in HH	NO teenagers in HH	Older adults age 65+ in HH	NO older adults age 65+ in HH	Overall
Race or Color	6%	4%	4%	5%	8%	4%	5%
Sexual Orientation	1%	0%	2%	0%	1%	0%	0%
Religious Preference	1%	0%	3%	0%	1%	1%	1%
Use of a Housing Choice Voucher	0%	0%	1%	0%	2%	0%	1%
Gender	1%	1%	2%	0%	1%	1%	1%
Gender Identity	0%	0%	1%	0%	1%	0%	0%
Children in Household	2%	0%	3%	0%	1%	1%	1%
Marital Status	1%	0%	3%	0%	1%	0%	1%
Disability	1%	2%	3%	1%	2%	1%	2%
Criminal History	0%	0%	1%	0%	1%	0%	0%
Other Reason	2%	3%	2%	2%	2%	2%	3%

Appendix E: Benchmark Comparisons

Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.”

Furthermore, in the absence of national or peer community comparisons, a community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than libraries. More illuminating is how residents’ ratings of police services compare to opinions about police services in other communities and to resident ratings over time.

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

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

Comparison Data

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

Communities in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all

¹ 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.

² 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.

jurisdictions in the database or to subsets of jurisdictions (within a given region or population category or that meet select criteria outlined by the community). Comparisons of Takoma Park's results were made in this report to all jurisdictions in the database.

Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

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

Interpreting the Results

Average ratings were compared when questions similar to those asked in the Takoma Park's survey were included in NRC's database, and there were at least five peer jurisdictions in which the question was asked. Where comparisons were available, three numbers are provided in the tables starting on the next page. The first column is the proportion of Takoma Park survey respondents giving a "positive" rating (e.g., excellent and good or strongly and somewhat agree). The second column is the rank assigned to Takoma Park's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of Takoma Park's average rating to the benchmark.

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

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

National Benchmark Comparisons

Table 208: Question 1 Benchmark Comparisons

Please rate your quality of life in Takoma Park.	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall, how would you describe the quality of life in Takoma Park?	91%	54	454	Higher
How would you rate the overall quality of life in your neighborhood?	87%	2	5	Higher
How do you rate Takoma Park as a place to raise children?	90%	88	380	Higher
How do you rate Takoma Park as a place to grow old?*	76%	86	355	Similar

* Benchmark comparison was community as a place to retire.

Table 209: Question 2 Benchmark Comparisons

Please rate each of the following characteristics of Takoma Park.	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	87%	2	312	Much higher
Overall appearance of Takoma Park	83%	111	357	Similar
Cultural or arts events	87%	11	296	Much higher
Retail shopping opportunities	53%	161	297	Similar
Parks and other recreational opportunities	84%	29	298	Higher
Openness and acceptance of people of diverse backgrounds	89%	1	294	Much higher
Availability of good quality affordable housing	31%	189	303	Similar
Ease of travel by bicycle	68%	46	306	Higher
Ease of travel by walking	84%	29	306	Higher
Access to public transit	90%	1	231	Much higher
Access to good quality health care	63%	109	260	Similar
Access to good quality affordable child care	44%	173	257	Similar

Table 210: Question 3 Benchmark Comparisons

How safe or unsafe do you feel walking alone . . .	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
In your neighborhood during the day	97%	130	356	Similar
In your neighborhood after dark	74%	31	50	Similar
In parks during the day	93%	4	9	Similar
In parks after dark	50%	6	6	Similar
In business areas during the day*	98%	56	316	Similar
In business areas after dark*	85%	10	37	Similar

* Average of Old Takoma/Takoma Junction, University/New Hampshire Crossroads area, Flower Ave./Piney Branch area, on Maple Avenue ratings.

Table 211: Question 7 Benchmark Comparisons

Please rate how well you think the Takoma Park Police Department is doing at each of the following:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Preventing crime	55%	303	363	Lower
Responding quickly to residents' calls for service	65%	6	8	Similar

Table 212: Question 17 Benchmark Comparisons

Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	86%	64	429	Similar

Table 213: Question 18 Benchmark Comparisons

Please rate each of the following City services.	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Trash/ Recycling collection services	94%	4	356	Higher
Weekly yard waste collection/ Fall vacuum leaf collection*	94%	2	270	Higher
Street repairs and maintenance	55%	134	388	Similar
Sidewalk repairs and maintenance	62%	89	323	Similar
Snow and ice removal	76%	57	286	Similar
Street sweeping	71%	87	323	Similar
Street lighting	67%	89	327	Similar
Planning (streetscapes, neighborhood projects)	67%	2	8	Similar
Economic development (business outreach, local business promotion)	62%	78	286	Similar
Recreation programs**	86%	37	327	Higher
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)	79%	76	279	Similar
Appearance of parks	83%	9	41	Similar
Enforcement of traffic laws	74%	88	371	Similar
Property maintenance code enforcement	64%	69	391	Higher
Stormwater management	66%	158	352	Similar
City's cable channel programming	67%	8	204	Higher
City's website (takomaparkmd.gov)	78%	1	19	Similar
Takoma Park Library programs	90%	82	340	Similar

* This comparison is for the average of these two items.

** This comparison is for the average of: Recreation programs for tots (camps, sports, classes), Recreation programs for youth (afterschool, summer camps, sports, art), Recreation programs for adults (fitness, art, sports) and Recreation programs for seniors (trips, classes, fitness)

Communities Included in National Benchmark Comparisons

Adams County, CO	441,603	Billings city, MT.....	104,170
Airway Heights city, WA	6,114	Bloomington city, IN	80,405
Albany city, OR	50,158	Bloomington city, MN	82,893
Albemarle County, VA	98,970	Blue Springs city, MO.....	52,575
Albert Lea city, MN	18,016	Boise City city, ID	205,671
Alexandria city, VA	139,966	Bonner Springs city, KS	7,314
Algonquin village, IL	30,046	Boone County, KY	118,811
Aliso Viejo city, CA	47,823	Boulder city, CO	97,385
American Canyon city, CA	19,454	Bowling Green city, KY.....	58,067
Ames city, IA.....	58,965	Bozeman city, MT	37,280
Ankeny city, IA.....	45,582	Brentwood city, MO.....	8,055
Ann Arbor city, MI.....	113,934	Brentwood city, TN	37,060
Apache Junction city, AZ	35,840	Brighton city, CO	33,352
Arapahoe County, CO.....	572,003	Brighton city, MI.....	7,444
Arkansas City city, AR	366	Bristol city, TN	26,702
Arlington city, TX.....	365,438	Broken Arrow city, OK.....	98,850
Arvada city, CO	106,433	Brookline CDP, MA	58,732
Asheville city, NC.....	83,393	Brooklyn Center city, MN	30,104
Ashland city, OR	20,078	Brooklyn city, OH	11,169
Ashland town, MA.....	16,593	Broomfield city, CO	55,889
Ashland town, VA	7,225	Brownsburg town, IN	21,285
Aspen city, CO	6,658	Buffalo Grove village, IL.....	41,496
Athens-Clarke County unified government ,.....	115,452	Burlingame city, CA.....	28,806
Auburn city, AL	53,380	Cabarrus County, NC.....	178,011
Augusta CCD, GA	134,777	Cambridge city, MA.....	105,162
Aurora city, CO.....	325,078	Canandaigua city, NY.....	10,545
Austin city, TX	790,390	Cannon Beach city, OR.....	1,690
Avon town, CO	6,447	Cañon City city, CO.....	16,400
Avon town, IN	12,446	Canton city, SD	3,057
Avondale city, AZ.....	76,238	Cape Coral city, FL	154,305
Azusa city, CA.....	46,361	Carlisle borough, PA	18,682
Bainbridge Island city, WA	23,025	Carlsbad city, CA.....	105,328
Baltimore city, MD	620,961	Carroll city, IA.....	10,103
Baltimore County, MD	805,029	Cartersville city, GA.....	19,731
Bartonville town, TX	1,469	Cary town, NC	135,234
Battle Creek city, MI	52,347	Castine town, ME	1,366
Bay City city, MI.....	34,932	Castle Rock town, CO.....	48,231
Bay Village city, OH	15,651	Cedar Hill city, TX.....	45,028
Baytown city, TX.....	71,802	Cedar Rapids city, IA.....	126,326
Bedford city, TX.....	46,979	Celina city, TX	6,028
Bedford town, MA.....	13,320	Centennial city, CO	100,377
Bellevue city, WA.....	122,363	Chandler city, AZ.....	236,123
Bellingham city, WA	80,885	Chandler city, TX.....	2,734
Benbrook city, TX	21,234	Chanhassen city, MN	22,952
Bend city, OR	76,639	Chapel Hill town, NC	57,233
Bethlehem township, PA	23,730	Chardon city, OH	5,148
Bettendorf city, IA	33,217	Charles County, MD.....	146,551

Charlotte city, NC	731,424	Denison city, TX	22,682
Charlotte County, FL	159,978	Denton city, TX	113,383
Charlottesville city, VA	43,475	Denver city, CO	600,158
Chattanooga city, TN	167,674	Des Moines city, IA	203,433
Chautauqua town, NY	4,464	Des Peres city, MO	8,373
Chesterfield County, VA	316,236	Destin city, FL	12,305
Clackamas County, OR	375,992	Dover city, NH	29,987
Clarendon Hills village, IL	8,427	Dublin city, CA	46,036
Clayton city, MO	15,939	Dublin city, OH	41,751
Clearwater city, FL	107,685	Duluth city, MN	86,265
Cleveland Heights city, OH	46,121	Durham city, NC	228,330
Clinton city, SC	8,490	Durham County, NC	267,587
Clive city, IA	15,447	Dyer town, IN	16,390
Clovis city, CA	95,631	Eagan city, MN	64,206
College Park city, MD	30,413	Eagle Mountain city, UT	21,415
College Station city, TX	93,857	Eagle town, CO	6,508
Colleyville city, TX	22,807	Eau Claire city, WI	65,883
Columbia city, MO	108,500	Eden Prairie city, MN	60,797
Columbia city, SC	129,272	Eden town, VT	1,323
Columbia Falls city, MT	4,688	Edgerton city, KS	1,671
Commerce City city, CO	45,913	Edgewater city, CO	5,170
Concord city, CA	122,067	Edina city, MN	47,941
Concord town, MA	17,668	Edmond city, OK	81,405
Conshohocken borough, PA	7,833	Edmonds city, WA	39,709
Coolidge city, AZ	11,825	El Cerrito city, CA	23,549
Coon Rapids city, MN	61,476	El Dorado County, CA	181,058
Copperas Cove city, TX	32,032	El Paso de Robles (Paso Robles) city, CA	29,793
Coral Springs city, FL	121,096	Elk Grove city, CA	153,015
Coronado city, CA	18,912	Elko New Market city, MN	4,110
Corvallis city, OR	54,462	Elmhurst city, IL	44,121
Cottonwood Heights city, UT	33,433	Englewood city, CO	30,255
Creve Coeur city, MO	17,833	Erie town, CO	18,135
Cupertino city, CA	58,302	Escambia County, FL	297,619
Dacono city, CO	4,152	Estes Park town, CO	5,858
Dakota County, MN	398,552	Euclid city, OH	48,920
Dallas city, OR	14,583	Fairview town, TX	7,248
Dallas city, TX	1,197,816	Farmers Branch city, TX	28,616
Danville city, KY	16,218	Farmersville city, TX	3,301
Dardenne Prairie city, MO	11,494	Farmington Hills city, MI	79,740
Darien city, IL	22,086	Farmington town, CT	25,340
Davenport city, FL	2,888	Fayetteville city, GA	15,945
Davidson town, NC	10,944	Fayetteville city, NC	200,564
Dayton city, OH	141,527	Fernandina Beach city, FL	11,487
Dayton town, WY	757	Flagstaff city, AZ	65,870
Dearborn city, MI	98,153	Flower Mound town, TX	64,669
Decatur city, GA	19,335	Forest Grove city, OR	21,083
Del Mar city, CA	4,161	Fort Collins city, CO	143,986
DeLand city, FL	27,031	Franklin city, TN	62,487
Delaware city, OH	34,753	Frederick town, CO	8,679

Fremont city, CA.....	214,089	Howard village, WI	17,399
Friendswood city, TX.....	35,805	Hudson town, CO	2,356
Fruita city, CO	12,646	Huntley village, IL	24,291
Gahanna city, OH.....	33,248	Huntsville city, TX.....	38,548
Gaithersburg city, MD.....	59,933	Hurst city, TX	37,337
Galveston city, TX	47,743	Hutchinson city, MN	14,178
Gardner city, KS.....	19,123	Hutto city, TX	14,698
Georgetown city, TX	47,400	Independence city, MO	116,830
Germantown city, TN.....	38,844	Indianola city, IA	14,782
Gilbert town, AZ.....	208,453	Indio city, CA.....	76,036
Gillette city, WY	29,087	Iowa City city, IA	67,862
Glen Ellyn village, IL	27,450	Irving city, TX.....	216,290
Glendora city, CA	50,073	Issaquah city, WA	30,434
Glenview village, IL.....	44,692	Jackson city, MO.....	13,758
Golden city, CO	18,867	Jackson County, MI	160,248
Golden Valley city, MN	20,371	James City County, VA.....	67,009
Goodyear city, AZ	65,275	Jefferson County, NY.....	116,229
Grafton village, WI	11,459	Jefferson Parish, LA	432,552
Grand Blanc city, MI	8,276	Johnson City city, TN.....	63,152
Grants Pass city, OR.....	34,533	Johnston city, IA	17,278
Grass Valley city, CA	12,860	Jupiter town, FL	55,156
Greeley city, CO	92,889	Kalamazoo city, MI	74,262
Greenville city, NC	84,554	Kansas City city, KS	145,786
Greenwich town, CT.....	61,171	Kansas City city, MO	459,787
Greenwood Village city, CO	13,925	Keizer city, OR.....	36,478
Greer city, SC.....	25,515	Kenmore city, WA.....	20,460
Gunnison County, CO.....	15,324	Kennedale city, TX	6,763
Haltom City city, TX.....	42,409	Kent city, WA.....	92,411
Hamilton city, OH	62,477	Kerrville city, TX.....	22,347
Hamilton town, MA.....	7,764	Kettering city, OH.....	56,163
Hampton city, VA	137,436	Key West city, FL	24,649
Hanover County, VA	99,863	King City city, CA.....	12,874
Harrisburg city, SD	4,089	Kingman city, AZ.....	28,068
Harrisonburg city, VA	48,914	Kirkland city, WA.....	48,787
Harrisonville city, MO	10,019	Kirkwood city, MO	27,540
Hastings city, MN	22,172	Knoxville city, IA	7,313
Hayward city, CA	144,186	La Plata town, MD.....	8,753
Henderson city, NV.....	257,729	La Vista city, NE.....	15,758
Herndon town, VA.....	23,292	Laguna Niguel city, CA.....	62,979
High Point city, NC	104,371	Lake Forest city, IL.....	19,375
Highland Park city, IL	29,763	Lake in the Hills village, IL	28,965
Highlands Ranch CDP, CO	96,713	Lake Stevens city, WA.....	28,069
Homer Glen village, IL	24,220	Lake Worth city, FL	34,910
Honolulu County, HI	953,207	Lake Zurich village, IL	19,631
Hooksett town, NH	13,451	Lakeville city, MN.....	55,954
Hopkins city, MN	17,591	Lakewood city, CO.....	142,980
Hopkinton town, MA.....	14,925	Lakewood city, WA.....	58,163
Hoquiam city, WA.....	8,726	Lancaster County, SC.....	76,652
Horry County, SC	269,291	Lane County, OR.....	351,715

Lansing city, MI	114,297	McMinnville city, OR	32,187
Laramie city, WY	30,816	Mecklenburg County, NC	919,628
Larimer County, CO	299,630	Menlo Park city, CA	32,026
Las Cruces city, NM	97,618	Menomonee Falls village, WI	35,626
Las Vegas city, NM	13,753	Mercer Island city, WA	22,699
Lawrence city, KS	87,643	Meridian charter township, MI	39,688
Lawrenceville city, GA	28,546	Meridian city, ID	75,092
Lee's Summit city, MO	91,364	Merriam city, KS	11,003
Lehi city, UT	47,407	Mesa city, AZ	439,041
Lenexa city, KS	48,190	Mesa County, CO	146,723
Lewisville city, TX	95,290	Miami Beach city, FL	87,779
Lewisville town, NC	12,639	Miami city, FL	399,457
Libertyville village, IL	20,315	Middleton city, WI	17,442
Lincolnwood village, IL	12,590	Midland city, MI	41,863
Lindsborg city, KS	3,458	Milford city, DE	9,559
Little Chute village, WI	10,449	Milton city, GA	32,661
Littleton city, CO	41,737	Minneapolis city, MN	382,578
Livermore city, CA	80,968	Minnetrissa city, MN	6,384
Lombard village, IL	43,165	Missouri City city, TX	67,358
Lone Tree city, CO	10,218	Modesto city, CA	201,165
Long Grove village, IL	8,043	Moline city, IL	43,483
Longmont city, CO	86,270	Monroe city, MI	20,733
Longview city, TX	80,455	Monterey city, CA	27,810
Lonsdale city, MN	3,674	Montgomery city, MN	2,956
Los Alamos County, NM	17,950	Montgomery County, MD	971,777
Los Altos Hills town, CA	7,922	Monticello city, UT	1,972
Loudoun County, VA	312,311	Montrose city, CO	19,132
Louisville city, CO	18,376	Monument town, CO	5,530
Lower Merion township, PA	57,825	Moraga town, CA	16,016
Lynchburg city, VA	75,568	Morristown city, TN	29,137
Lynnwood city, WA	35,836	Morrisville town, NC	18,576
Macomb County, MI	840,978	Morro Bay city, CA	10,234
Manassas city, VA	37,821	Mountain Village town, CO	1,320
Manhattan Beach city, CA	35,135	Mountlake Terrace city, WA	19,909
Manhattan city, KS	52,281	Murphy city, TX	17,708
Mankato city, MN	39,309	Naperville city, IL	141,853
Maple Grove city, MN	61,567	Napoleon city, OH	8,749
Maplewood city, MN	38,018	Nederland city, TX	17,547
Maricopa County, AZ	3,817,117	Needham CDP, MA	28,886
Marin County, CA	252,409	Nevada City city, CA	3,068
Marion city, IA	34,768	Nevada County, CA	98,764
Mariposa County, CA	18,251	New Braunfels city, TX	57,740
Marshfield city, WI	19,118	New Brighton city, MN	21,456
Martinez city, CA	35,824	New Concord village, OH	2,491
Marysville city, WA	60,020	New Hope city, MN	20,339
Matthews town, NC	27,198	New Orleans city, LA	343,829
Maui County, HI	154,834	New Smyrna Beach city, FL	22,464
McAllen city, TX	129,877	New Ulm city, MN	13,522
McKinney city, TX	131,117	Newberg city, OR	22,068

Newport city, RI	24,672	Piqua city, OH	20,522
Newport News city, VA	180,719	Pitkin County, CO	17,148
Newton city, IA	15,254	Plano city, TX	259,841
Noblesville city, IN	51,969	Platte City city, MO	4,691
Norcross city, GA	9,116	Pleasant Hill city, IA	8,785
Norfolk city, NE	24,210	Pleasanton city, CA	70,285
Norfolk city, VA	242,803	Polk County, IA	430,640
North Mankato city, MN	13,394	Pompano Beach city, FL	99,845
North Port city, FL	57,357	Port Orange city, FL	56,048
North Richland Hills city, TX	63,343	Port St. Lucie city, FL	164,603
North Yarmouth town, ME	3,565	Portland city, OR	583,776
Novato city, CA	51,904	Powell city, OH	11,500
Novi city, MI	55,224	Powhatan County, VA	28,046
O'Fallon city, IL	28,281	Prince William County, VA	402,002
O'Fallon city, MO	79,329	Prior Lake city, MN	22,796
Oak Park village, IL	51,878	Pueblo city, CO	106,595
Oakland city, CA	390,724	Purcellville town, VA	7,727
Oakley city, CA	35,432	Queen Creek town, AZ	26,361
Oklahoma City city, OK	579,999	Raleigh city, NC	403,892
Olathe city, KS	125,872	Ramsey city, MN	23,668
Old Town city, ME	7,840	Raymond town, ME	4,436
Olmsted County, MN	144,248	Raymore city, MO	19,206
Olympia city, WA	46,478	Redmond city, OR	26,215
Orange village, OH	3,323	Redmond city, WA	54,144
Orland Park village, IL	56,767	Redwood City city, CA	76,815
Orleans Parish, LA	343,829	Reno city, NV	225,221
Oshkosh city, WI	66,083	Reston CDP, VA	58,404
Oshtemo charter township, MI	21,705	Richland city, WA	48,058
Oswego village, IL	30,355	Richmond city, CA	103,701
Ottawa County, MI	263,801	Richmond Heights city, MO	8,603
Overland Park city, KS	173,372	Rio Rancho city, NM	87,521
Paducah city, KY	25,024	River Falls city, WI	15,000
Palm Beach Gardens city, FL	48,452	Riverside city, CA	303,871
Palm Coast city, FL	75,180	Roanoke city, VA	97,032
Palo Alto city, CA	64,403	Roanoke County, VA	92,376
Palos Verdes Estates city, CA	13,438	Rochester city, NY	210,565
Papillion city, NE	18,894	Rochester Hills city, MI	70,995
Paradise Valley town, AZ	12,820	Rock Hill city, SC	66,154
Park City city, UT	7,558	Rockville city, MD	61,209
Parker town, CO	45,297	Roeland Park city, KS	6,731
Parkland city, FL	23,962	Rogers city, MN	8,597
Pasco city, WA	59,781	Rohnert Park city, CA	40,971
Pasco County, FL	464,697	Rolla city, MO	19,559
Payette city, ID	7,433	Roselle village, IL	22,763
Pearland city, TX	91,252	Rosemount city, MN	21,874
Peoria city, AZ	154,065	Rosenberg city, TX	30,618
Peoria city, IL	115,007	Roseville city, MN	33,660
Pflugerville city, TX	46,936	Round Rock city, TX	99,887
Pinehurst village, NC	13,124	Royal Oak city, MI	57,236

Royal Palm Beach village, FL	34,140	St. Cloud city, FL	35,183
Sacramento city, CA	466,488	St. Joseph city, MO	76,780
Sahuarita town, AZ	25,259	St. Joseph town, WI	3,842
Sammamish city, WA	45,780	St. Louis County, MN	200,226
San Anselmo town, CA	12,336	State College borough, PA	42,034
San Diego city, CA	1,307,402	Steamboat Springs city, CO	12,088
San Francisco city, CA	805,235	Sugar Grove village, IL	8,997
San Jose city, CA	945,942	Sugar Land city, TX	78,817
San Marcos city, CA	83,781	Suisun City city, CA	28,111
San Marcos city, TX	44,894	Summit County, UT	36,324
San Rafael city, CA	57,713	Summit village, IL	11,054
Sangamon County, IL	197,465	Sunnyvale city, CA	140,081
Santa Fe city, NM	67,947	Surprise city, AZ	117,517
Santa Fe County, NM	144,170	Suwanee city, GA	15,355
Santa Monica city, CA	89,736	Tacoma city, WA	198,397
Sarasota County, FL	379,448	Takoma Park city, MD	16,715
Savage city, MN	26,911	Tamarac city, FL	60,427
Schaumburg village, IL	74,227	Temecula city, CA	100,097
Schertz city, TX	31,465	Tempe city, AZ	161,719
Scott County, MN	129,928	Temple city, TX	66,102
Scottsdale city, AZ	217,385	Texarkana city, TX	36,411
Sedona city, AZ	10,031	The Woodlands CDP, TX	93,847
Sevierville city, TN	14,807	Thousand Oaks city, CA	126,683
Shakopee city, MN	37,076	Tigard city, OR	48,035
Sharonville city, OH	13,560	Tracy city, CA	82,922
Shawnee city, KS	62,209	Trinidad CCD, CO	12,017
Shawnee city, OK	29,857	Tualatin city, OR	26,054
Sherborn town, MA	4,119	Tulsa city, OK	391,906
Shoreline city, WA	53,007	Tustin city, CA	75,540
Shoreview city, MN	25,043	Twin Falls city, ID	44,125
Shorewood village, IL	15,615	Unalaska city, AK	4,376
Shorewood village, WI	13,162	University Heights city, OH	13,539
Sierra Vista city, AZ	43,888	University Park city, TX	23,068
Silverton city, OR	9,222	Upper Arlington city, OH	33,771
Sioux Center city, IA	7,048	Urbandale city, IA	39,463
Sioux Falls city, SD	153,888	Vail town, CO	5,305
Skokie village, IL	64,784	Ventura CCD, CA	111,889
Snoqualmie city, WA	10,670	Vernon Hills village, IL	25,113
Snowmass Village town, CO	2,826	Vestavia Hills city, AL	34,033
Somerset town, MA	18,165	Victoria city, MN	7,345
South Jordan city, UT	50,418	Vienna town, VA	15,687
South Lake Tahoe city, CA	21,403	Virginia Beach city, VA	437,994
Southlake city, TX	26,575	Walnut Creek city, CA	64,173
Spearfish city, SD	10,494	Warrensburg city, MO	18,838
Spring Hill city, KS	5,437	Washington County, MN	238,136
Springfield city, MO	159,498	Washington town, NH	1,123
Springville city, UT	29,466	Washoe County, NV	421,407
St. Augustine city, FL	12,975	Washougal city, WA	14,095
St. Charles city, IL	32,974	Wauwatosa city, WI	46,396

Waverly city, IA	9,874	Windsor town, CO.....	18,644
Wentzville city, MO	29,070	Windsor town, CT	29,044
West Carrollton city, OH	13,143	Winnetka village, IL.....	12,187
Western Springs village, IL	12,975	Winter Garden city, FL	34,568
Westerville city, OH	36,120	Woodbury city, MN.....	61,961
Westlake town, TX	992	Woodinville city, WA	10,938
Westminster city, CO	106,114	Woodland city, CA	55,468
Weston town, MA	11,261	Wyandotte County, KS	157,505
Wheat Ridge city, CO	30,166	Yakima city, WA	91,067
White House city, TN	10,255	York County, VA	65,464
Wichita city, KS	382,368	Yorktown town, IN	9,405
Williamsburg city, VA	14,068	Yorkville city, IL.....	16,921
Willowbrook village, IL.....	8,540	Yountville city, CA.....	2,933
Wilmington city, NC.....	106,476		
Wilsonville city, OR	19,509		

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 2014. A list of topics was generated for new questions; items and questions were modified to find those that were the best fit for the 2018 project. In addition, focus groups were held with Spanish-speaking and African immigrant residents. These results can be found in a separate document, but some changes were made to the survey based on the focus group findings. 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 random method from a list of residences provided by the City. The City of Takoma Park compiled the list from its rental housing database, State assessment files, street lists by ward and field checks.

Addresses were divided by ward and 500 households were randomly selected from each of the six Wards. To make sure that survey results could be compared by Ward, a different color paper was used to print the survey for each Ward. A code for the color identifying the Ward was then data entered along with the responses to that survey. Additionally, housing units identified as being multi-family were over-sampled to compensate for the tendency of residents who live in single family housing 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 2018. 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 2018 Resident Survey, a questionnaire in both English and Spanish, and a

self-mailing envelope. The fourth and final mailing was a reminder postcard asking residents who had not yet completed the survey and returned it to do so.

The cover letter and survey were mailed to residents in English and Spanish. The cover letter also included a paragraph in French and Amharic that described the contents of the packet, asked residents to find someone to help them complete the survey and provided them with a number to call where they could complete the survey over the phone with someone who speaks their language.

The cover letter also contained a link to a URL where recipients could choose to complete the survey online if they preferred that to doing a hard copy survey. A total of 300 surveys were started online. Of these, several people just looked at the survey, but did not answer any questions, or only answered one. After these were eliminated, NRC next examined the remaining responses to see if multiple responses came from the same IP address. About 30 total surveys were those where at least 2 surveys came from the same IP address. There was one IP address for which more than 2 surveys were found. The IP addresses from which multiple surveys were received were looked up online, to see if these belonged to institutions such as libraries or universities, where legitimately more than one completed survey might come from. They all appeared to be residential ISPs (Internet Service Providers). In many cases where there were two surveys from the same IP address, it appeared as if someone may have started the survey, and then came back and completed the survey at a later session. The most complete survey was retained where more than one survey was obtained from a single IP address. If more than one survey was complete, the one that was completed first was retained.

In the end, a total of 275 online surveys were received, as well as 551 mailed surveys, for a total of 826 completed surveys. Of these 826 surveys, 813 were completed in English and 13 in Spanish.

About 3.5% of the surveys (104) were returned because they either had incorrect addresses or were received by vacant housing units. Of the estimated 2,896 remaining households, 826 completed the survey, providing a response rate of 29%. Typical response rates for a mailed resident survey range from 20% to 35%.

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 a certain number of 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). The margin of error for this survey, with 826 respondents, is $\pm 3\%$.

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 (in this case, the 5-year estimates from the 2017 American Community Survey conducted by the US Census Bureau) or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census data 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.

Initial weights were calculated using an Iterative Proportional Fitting model via a python raking algorithm plug-in to SPSS. These initial weights were trimmed so that no case was given a weight greater than 6. No adjustments were made for design effects. The results of the weighting scheme are presented in the table on the next page. The variables that were used for weighting have been shaded grey.

Table 214: Takoma Park Weighting Table 2018

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	46%	18%	42%
Own home	54%	82%	58%
Detached unit	53%	78%	58%
Attached unit	47%	22%	42%
Race and Ethnicity			
Hispanic	10%	6%	10%
Non-Hispanic	90%	94%	90%
White alone, not Hispanic	48%	73%	51%
Black	36%	13%	33%
Other	15%	14%	15%
Sex and Age			
Female	53%	58%	53%
Male	47%	42%	47%
18-34 years of age	27%	7%	22%
35-54 years of age	41%	39%	42%
55+ years of age	32%	54%	36%
Females 18-34	14%	4%	13%
Females 35-54	22%	23%	20%
Females 55+	18%	31%	19%
Males 18-34	13%	3%	9%
Males 35-54	20%	17%	21%
Males 55+	14%	23%	17%
Ward*			
Ward 1	17%	26%	19%
Ward 2	17%	21%	18%
Ward 3	17%	21%	17%
Ward 4	17%	8%	15%
Ward 5	17%	10%	15%
Ward 6	17%	14%	16%

¹Source: 5-year estimates from the 2017 American Community Survey

*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 A: Responses to Survey Questions*.

Also included are results by selected respondent characteristics (*Appendix D: Survey Results by Respondent Characteristics*). 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.

Takoma Park has up to four years of data about resident perceptions of quality of life and quality of services delivered by the city. These comparisons to previous survey results are shown in the body of the report. Tests of statistical significance were not conducted for comparisons of results by survey year. Instead, a “rule of thumb” using the margin of error for differences in the two samples was used. Given the sample sizes and typical amount of variation observed, differences between survey years were considered significant if they were 6 or more percentage points. Obviously, in some cases there was more or less variation than the average, but for simplicity’s sake, this rule was used in all cases.

Appendix G: Survey Materials

The following pages contain a copy of the postcards, cover letters and survey questionnaire. The cover letters and postcards have a placeholder (bit.ly/XX) for the web survey URL link. The mailhouse inserted the correct link for each Ward into the materials.

Dear Takoma Park Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. If you want, you can also go online now to complete the survey:

bit.ly/XX

Thank you for helping create a better Takoma Park!

Sincerely,

The Takoma Park City Council

Estimado Residente de Takoma Park,
¡No le tomará mucho de su tiempo para marcar una gran diferencia!
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días. Si lo desea, también puede conectarse en línea ahora para completar la encuesta:

bit.ly/XX

¡Gracias por ayudar a crear una Takoma Park mejor!

Atentamente,

El Consejo Municipal de Takoma Park

Dear Takoma Park Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. If you want, you can also go online now to complete the survey:

bit.ly/XX

Thank you for helping create a better Takoma Park!

Sincerely,

The Takoma Park City Council

Estimado Residente de Takoma Park,
¡No le tomará mucho de su tiempo para marcar una gran diferencia!
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días. Si lo desea, también puede conectarse en línea ahora para completar la encuesta:

bit.ly/XX

¡Gracias por ayudar a crear una Takoma Park mejor!

Atentamente,

El Consejo Municipal de Takoma Park

Dear Takoma Park Resident,
It won't take much of your time to make a big difference!
Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. If you want, you can also go online now to complete the survey:

bit.ly/XX

Thank you for helping create a better Takoma Park!

Sincerely,

The Takoma Park City Council

Estimado Residente de Takoma Park,
¡No le tomará mucho de su tiempo para marcar una gran diferencia!
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días. Si lo desea, también puede conectarse en línea ahora para completar la encuesta:

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

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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 2018

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.

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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 Jason Damweber in the City Manager's Office at (301) 891-7202.

Sincerely,

The Takoma Park City Council

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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

December 2018

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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Sincerely,

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La ville de Takoma Park vous donne l'importante possibilité de nous dire ce que vous pensez des services de la ville et de partager votre perception de la qualité de vie ici à Takoma Park. Votre foyer a été choisi au hasard pour participer à cette enquête. Si vous ne pouvez pas compléter le questionnaire inclus en anglais ou en espagnol, veuillez demander à un ami ou membre de votre famille qui parle anglais ou espagnol de vous aider à y répondre. Vous pouvez également appeler le 301-891-7263 et parler à Nic Fontem de la ville de Takoma Park, et il pourra vous aider à compléter l'enquête par téléphone. Toutes les réponses sont complètement confidentielles. Nous avons besoin de votre opinion ! Veuillez nous renvoyer l'enquête dans l'enveloppe pré-timbrée ci-jointe. Merci.

City of Takoma Park Resident Survey

Quality of Community



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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community	1	2	3	4	DK
Opportunity to be heard and have a say in what happens in Takoma Park.....	1	2	3	4	DK
Overall appearance of Takoma Park.....	1	2	3	4	DK
Cultural or arts events	1	2	3	4	DK
Retail shopping opportunities	1	2	3	4	DK
Parks and other recreational opportunities	1	2	3	4	DK
Openness and acceptance of people of diverse backgrounds.....	1	2	3	4	DK
Access to City of Takoma Park government buildings.....	1	2	3	4	DK
Services for individuals with disabilities	1	2	3	4	DK
Availability of good quality affordable housing	1	2	3	4	DK
Ease of travel by bicycle	1	2	3	4	DK
Ease of travel by walking	1	2	3	4	DK
Access to public transit	1	2	3	4	DK
Access to good quality health care.....	1	2	3	4	DK
Access to good quality affordable child care	1	2	3	4	DK
Dining opportunities	1	2	3	4	DK
Grocery shopping opportunities.....	1	2	3	4	DK
Access to local public library.....	1	2	3	4	DK
Access to quality City programming and services	1	2	3	4	DK

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

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	DK
In your neighborhood after dark	1	2	3	4	DK
In parks during the day	1	2	3	4	DK
In parks after dark	1	2	3	4	DK
In Old Takoma/Takoma Junction during the day	1	2	3	4	DK
In Old Takoma/Takoma Junction after dark	1	2	3	4	DK
From Takoma Metro station during the day	1	2	3	4	DK
From Takoma Metro station after dark	1	2	3	4	DK
In the University/New Hampshire Crossroads area during the day	1	2	3	4	DK
In the University/New Hampshire Crossroads area after dark.....	1	2	3	4	DK
In the Flower Ave./Piney Branch area during the day	1	2	3	4	DK
In the Flower Ave./Piney Branch area after dark.....	1	2	3	4	DK
On Maple Avenue during the day	1	2	3	4	DK
On Maple Avenue after dark.....	1	2	3	4	DK

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

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

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

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>	<u>Don't know</u>
Used a public computer at the Takoma Park, Maryland Library or at the adjacent Computer Center.....	1	2	3	4	5	DK
Used Wi-Fi connections in a Takoma Park City government facility..	1	2	3	4	5	DK
Visited a park or trail within the City	1	2	3	4	5	DK
Taken your dog to the dog park	1	2	3	4	5	DK
Received financial assistance for a housing or other emergency	1	2	3	4	5	DK
Used Recreation Department services	1	2	3	4	5	DK
Received a scholarship from the Recreation Department	1	2	3	4	5	DK
Rode a dockless bike.....	1	2	3	4	5	DK
Used public transportation	1	2	3	4	5	DK
Received a "municipality letter" for a building permit.....	1	2	3	4	5	DK

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

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Extreme problem</u>
Traffic volume/ number of cars	1	2	3	4	5
Speeding.....	1	2	3	4	5
Oversized or commercial vehicles parked on street.....	1	2	3	4	5
Parking	1	2	3	4	5
Pedestrian safety	1	2	3	4	5
Crime.....	1	2	3	4	5
Gangs	1	2	3	4	5
Graffiti.....	1	2	3	4	5
Litter.....	1	2	3	4	5
Overgrown grass and vegetation.....	1	2	3	4	5
Run down or vacant houses	1	2	3	4	5
Run down apartments and multi-family dwellings	1	2	3	4	5
Run-down commercial buildings or areas.....	1	2	3	4	5
Use of pesticides and fertilizers on lawns	1	2	3	4	5
Loitering (people or youth hanging out smoking or drinking in public places).....	1	2	3	4	5
Disputes between landlord and tenants	1	2	3	4	5

Police Services

- | | <u>Very effective</u> | <u>Somewhat effective</u> | <u>Not very effective</u> | <u>Not at all effective</u> | <u>Don't know</u> |
|---|-----------------------|---------------------------|---------------------------|-----------------------------|-------------------|
| 7. How effective do you believe the Takoma Park Police Department has been in reducing crime in the city? | 1 | 2 | 3 | 4 | DK |
-
- | | <u>Very visible</u> | <u>Somewhat visible</u> | <u>Not at all visible</u> | <u>Don't know</u> |
|---|---------------------|-------------------------|---------------------------|-------------------|
| 8. How visible is the Takoma Park Police Department in your neighborhood (marked cars; foot or bike patrols)? | 1 | 2 | 3 | DK |

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Preventing crime	1	2	3	4	DK
Making the community feel safe.....	1	2	3	4	DK
Responding quickly to residents' calls for service.....	1	2	3	4	DK
Effectively solving crimes	1	2	3	4	DK
Caring about the well-being of the people they deal with	1	2	3	4	DK
Working with people in your neighborhood to solve neighborhood problems	1	2	3	4	DK

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

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

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

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

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

- ☐ Yes ☐ No → GO TO QUESTION #15 ☐ Don't know → GO TO QUESTION #15

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

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Don't know

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

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

15. What, if anything, would you like to see done to improve Takoma Park police services?

City Services

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

	<u>Strongly agree</u>	<u>Agree</u>	<u>Neither agree nor disagree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
Protect the natural environment of Takoma Park (e.g., open space, trees, air quality, water quality, etc.)	1	2	3	4	5	DK
Plan effectively for the future	1	2	3	4	5	DK
Reduce solid waste and promote recycling and composting.....	1	2	3	4	5	DK
Prepare the community for an emergency	1	2	3	4	5	DK
Provide a variety of recreation opportunities to the community.	1	2	3	4	5	DK
Address traffic congestion	1	2	3	4	5	DK
Maintain public infrastructure (such as roads, bridges, public buildings, etc.).....	1	2	3	4	5	DK
Provide safe walking routes throughout the city	1	2	3	4	5	DK
Provide appropriate monitoring of contractors doing City work in the community	1	2	3	4	5	DK
Ensure that resources and services are fairly and equitably allocated and provided to residents throughout the city.....	1	2	3	4	5	DK

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
17. Overall, how would you rate the quality of the services provided by the City of Takoma Park Government?	1	2	3	4	DK
18. Please rate each of the following City services.					
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Trash/ Recycling collection services	1	2	3	4	DK
Compost collection services	1	2	3	4	DK
Weekly yard waste collection.....	1	2	3	4	DK
Special recycling drop-off at Public Works.....	1	2	3	4	DK
Fall vacuum leaf collection.....	1	2	3	4	DK
Tree maintenance.....	1	2	3	4	DK
Street repairs and maintenance	1	2	3	4	DK
Sidewalk repairs and maintenance	1	2	3	4	DK
Snow and ice removal.....	1	2	3	4	DK
Street sweeping.....	1	2	3	4	DK
Street lighting	1	2	3	4	DK
Street sign maintenance	1	2	3	4	DK
Planning (streetscapes, neighborhood projects)	1	2	3	4	DK
Economic development (business outreach, local business promotion)	1	2	3	4	DK
Recreation programs for tots (camps, sports, classes)	1	2	3	4	DK
Recreation programs for youth (afterschool, summer camps, sports, art)	1	2	3	4	DK
Recreation programs for adults (fitness, art, sports)	1	2	3	4	DK
Recreation programs for seniors (trips, classes, fitness)	1	2	3	4	DK
Recreation sponsored special events (Celebrate Takoma, Halloween, Egg Hunt)	1	2	3	4	DK
Recreation facilities (Community Center, NH Ave Recreation Center, Heffner Park)....	1	2	3	4	DK
Athletic fields and playgrounds.....	1	2	3	4	DK
Appearance of parks	1	2	3	4	DK
Accessibility of parks	1	2	3	4	DK
Appearance of City buildings	1	2	3	4	DK
Accessibility of City buildings	1	2	3	4	DK
Safety of City buildings.....	1	2	3	4	DK
Programs for residents who are disabled	1	2	3	4	DK
Enforcement of traffic laws	1	2	3	4	DK
Enforcement of parking regulations	1	2	3	4	DK
Property maintenance code enforcement.....	1	2	3	4	DK
Stormwater management	1	2	3	4	DK
Landlord and tenant assistance	1	2	3	4	DK
City's cable channel programming	1	2	3	4	DK
City's website (takomaparkmd.gov)	1	2	3	4	DK
City's social media presence	1	2	3	4	DK
Takoma Park Library programs.....	1	2	3	4	DK
Takoma Park Library collections	1	2	3	4	DK
Computer Center in Community Center.....	1	2	3	4	DK
Passport services.....	1	2	3	4	DK
Notary services	1	2	3	4	DK
Online bill payment	1	2	3	4	DK
Online registration for recreation programs	1	2	3	4	DK
Online registration for library programs.....	1	2	3	4	DK
Online reservation of facilities	1	2	3	4	DK

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

20. Please rate to what extent you agree or disagree with the following statements.

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

21. Have you had contact with a City of Takoma Park employee within the last 12 months?

☐ no

☐ yes → In what ways had you interacted?

☐ In person

☐ By phone

☐ By e-mail

☐ Through City social media

☐ Other

How would you rate your overall impression of City employees in your most recent contact?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Communications Outreach

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

	<u>Most</u>	<u>A lot</u>	<u>Some</u>	<u>None</u>
The City of Takoma Park's cable television channel.....	1	2	3	4
The City of Takoma Park's website (takomaparkmd.gov).....	1	2	3	4
The City of Takoma Park <i>City Guide</i>	1	2	3	4
Special mailings from the City of Takoma Park	1	2	3	4
The monthly <i>Takoma Park Newsletter</i>	1	2	3	4
The City of Takoma Park's posting on Facebook.....	1	2	3	4
The City of Takoma Park's posting on Twitter	1	2	3	4
<i>The Washington Post</i>	1	2	3	4
The Silver Spring Regional Center's e-mail notices.....	1	2	3	4
Neighborhood and community listservs	1	2	3	4
Nextdoor	1	2	3	4
Posters or flyers in public buildings.....	1	2	3	4
Mayor or other City Councilmember	1	2	3	4
City blogs from Council or Staff.....	1	2	3	4
"Word of mouth"	1	2	3	4
Email notices from the Takoma Park Police Department.....	1	2	3	4
Email notices from other Takoma Park departments	1	2	3	4
Weekly e-news emails	1	2	3	4

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

	<u>Not enough information</u>	<u>About the right amount of information</u>	<u>Too much information</u>
City Council actions.....	1	2	3
Special events.....	1	2	3
Recreation Department activities	1	2	3
Library programs and special events	1	2	3
City street, sidewalk and stormwater projects.....	1	2	3
Board and Commission opportunities and activities.....	1	2	3
Development projects in your neighborhood and in the City	1	2	3
Landlord and tenant assistance	1	2	3
Affordable housing programs	1	2	3
Leaf collection program	1	2	3
Holiday trash and recycling collections schedule	1	2	3
Tree removal and tree protection requirements	1	2	3
City of Takoma Park budget information	1	2	3
Arts programs.....	1	2	3
Advance notice of street repair work	1	2	3

24. How many times, if at all, have you attended a City Council meeting in the past two years?

- ☐ None ☐ One time ☐ Two to three times ☐ Five to 10 times ☐ 11 to 20 times ☐ 21 or more times

25. What would increase the likelihood of your attending a City Council meeting? (Please check all that apply.)

- ☐ change of day ☐ different meeting structure ☐ child care provided ☐ nothing
☐ change of time ☐ change location ☐ real time public translation services

Commercial Opportunities

26. In the last 12 months, about how many times have you or other household members shopped in the following commercial areas in Takoma Park?

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>
Old Town (Laurel/Carroll/Ethan Allen)	1	2	3	4	5
Crossroads (New Hampshire/University)	1	2	3	4	5
New Hampshire Avenue Corridor	1	2	3	4	5
Long Branch (Flower/Piney Branch)	1	2	3	4	5
Maple Avenue	1	2	3	4	5
Takoma Junction	1	2	3	4	5

27. What did you shop for in these commercial areas? (Please check all that apply.)

- ☐ food ☐ dining ☐ household items ☐ vehicle maintenance
☐ retail goods ☐ personal services ☐ professional services ☐ pet products

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

- ☐ Groceries ☐ Fresh produce ☐ Bottled wines and beers
☐ Baked goods and desserts ☐ Pharmacy items ☐ Home improvement & repair
☐ Auto repair and service ☐ Everyday banking needs ☐ Apparel and shoes
☐ Department stores ☐ Discount department stores ☐ Specialty, boutique and gift stores
☐ Large appliance/electronics ☐ Restaurants/bars ☐ Educational services
☐ Child care ☐ Other _____

29. Please rate each of the following

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Affordability of your home (whether you rent or own)	1	2	3	4	DK
Overall (physical) condition of housing in the City of Takoma Park	1	2	3	4	DK
Overall (physical) condition of housing in your Ward	1	2	3	4	DK
The City's progress over the past 5 years in the area of economic development	1	2	3	4	DK
The City's progress over the past 5 years in the area of creating and preserving affordable housing	1	2	3	4	DK

Community Fairness and Equity

30. In the past 12 months, were you or a member of your household treated unfairly, refused services or experienced discrimination in the City of Takoma Park (City or private services) because of:

	<u>Yes</u>	<u>No</u>
Race or Color	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>
Religious Preference	<input type="checkbox"/>	<input type="checkbox"/>
Use of a Housing Choice Voucher	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>
Gender Identity	<input type="checkbox"/>	<input type="checkbox"/>
Children in Household	<input type="checkbox"/>	<input type="checkbox"/>
Marital Status	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>
Criminal History	<input type="checkbox"/>	<input type="checkbox"/>
Other Reason	<input type="checkbox"/>	<input type="checkbox"/>

31. If you said "yes" to at least one of the items in question #30, in what area(s) were you or a member of your household treated unfairly, refused services or experienced discrimination?

- ☐ Access to City of Takoma Park resources
☐ Access to City of Takoma Park programs
☐ Responsiveness of City government
☐ Treatment by City officials
☐ Home ownership and/or rental housing
☐ Leasing of business or commercial space
☐ Health care services
☐ Education
☐ Taxis/Rideshare (e.g., Uber, Lyft)
☐ Other (specify) _____

Additional Comments

32. Do you have any other comments about the services provided by the City or your experiences in the city 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.

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

34. 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
☐ accessory apartment
☐ group home/rent a room
☐ other: _____

35. Do you rent or own your home?

- ☐ Rent ☐ Own

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

yes no

37. Do any children 12 or under live in your household? ☐ ☐

38. Do any teenagers aged between 13 and 17 live in your household? ☐ ☐

39. Are you or any other member of your household aged 65 or older? ☐ ☐

40. About how much was your household's total income before taxes in 2017? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$24,999 ☐ \$100,000 to \$149,999
☐ \$25,000 to \$49,999 ☐ \$150,000 to \$199,999
☐ \$50,000 to \$99,999 ☐ \$200,000 or more

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

- ☐ English ☐ German ☐ Spanish
☐ Amharic ☐ Haitian Creole ☐ Tigrigna
☐ Chinese ☐ Portuguese
☐ French ☐ Russian
☐ Other: _____

44. How would you rate the way the City of Takoma Park provides services in your language?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor
☐ Don't know

45. 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

46. What is your gender?

- ☐ Male ☐ Female
☐ Non-binary ☐ Genderqueer
☐ Prefer to self-describe: _____

47. Which term best describes your sexual orientation? (Please check all that apply.)

- ☐ Asexual ☐ Bisexual
☐ Gay ☐ Heterosexual
☐ Lesbian ☐ Queer
☐ Questioning
☐ I prefer to self identify: _____

48. What is your marital status?

- ☐ Single (never married)
☐ Married, or in a domestic partnership
☐ Widowed
☐ Divorced
☐ Separated

49. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

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

La Ciudad de Takoma Park

Oficina del Concejo Municipal

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



7500 Maple Avenue
Takoma Park, MD 20912

Noviembre 2018

Estimado Residente de Takoma Park,

La Ciudad de Takoma Park quiere conocer lo que usted está pensando sobre esta comunidad y su futuro. Su hogar es uno de los 3,000 que escogimos al azar de todos los hogares en Takoma Park para completar esta encuesta. Su participación es muy importante para el éxito de este proyecto.

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

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

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

Usted puede completar la encuesta en nuestro sitio en red, si usted prefiere, en:

www.bit.ly/XX

Quisiéramos enfatizar de nuevo que su participación en esta encuesta es muy importante ya que relativamente a pocos hogares se les está pidiendo participar. También es importante seguir las instrucciones, aunque puedan parecer raras, para seleccionar al adulto en su hogar que debiera llenar el cuestionario. Si tiene cualquier pregunta sobre esta encuesta, por favor siéntase en libertad de ponerse en contacto con Jason Damweber en la Oficina del Administrador de la Ciudad al (301) 891-7202.

Atentamente,

El Consejo Municipal de Takoma Park

La Ciudad de Takoma Park

Oficina del Concejo Municipal

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



7500 Maple Avenue
Takoma Park, MD 20912

Diciembre 2018

Estimado Residente de Takoma Park,

Hace como una semana le enviamos esta encuesta que pide sus opiniones sobre cómo andan las cosas en la Ciudad de Takoma Park. Si ya completó la encuesta y la devolvió, le agradecemos y le pedimos ignorar esta carta. **No complete esta encuesta por segunda vez.** Si no ha tenido chance para atender la encuesta, por favor complétela ahora. Nos interesa mucho obtener su opinión.

La Ciudad de Takoma Park quiere conocer lo que usted está pensando sobre esta comunidad y su futuro. Su hogar es uno de los 3,000 que escogimos al azar de todos los hogares en Takoma Park para completar esta encuesta. Su participación es muy importante para el éxito de este proyecto.

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Atentamente,

El Consejo Municipal de Takoma Park

Encuesta para los Residentes de la Ciudad de Takoma Park

Calidad de la Comunidad



1. Por favor clasifique su calidad de vida en Takoma Park.

	<u>Excelente</u>	<u>Buena</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
En general, ¿cómo describiría la calidad de vida en Takoma Park?	1	2	3	4	NS
¿Cómo clasificaría la calidad en general de vida en su vecindario?	1	2	3	4	NS
¿Cómo clasifica a Takoma Park como un lugar para criar niños?	1	2	3	4	NS
¿Cómo clasifica a Takoma Park como un lugar para envejecer?	1	2	3	4	NS

2. Por favor clasifique cada una de las siguientes características de Takoma Park.

	<u>Excelente</u>	<u>Buena</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
Sentido de comunidad.....	1	2	3	4	NS
Oportunidad de ser escuchado y poder opinar sobre lo que sucede en Takoma Park	1	2	3	4	NS
Apariencia en general de Takoma Park	1	2	3	4	NS
Eventos culturales o de artes	1	2	3	4	NS
Oportunidades de compras al por menor	1	2	3	4	NS
Parques y otras oportunidades recreativas	1	2	3	4	NS
Apertura y aceptación de personas de diversos antecedentes	1	2	3	4	NS
Acceso a los edificios de gobierno de la Ciudad de Takoma Park	1	2	3	4	NS
Servicios para individuos con discapacidades	1	2	3	4	NS
Disponibilidad de vivienda de buena calidad económicamente asequible ...	1	2	3	4	NS
Facilidad de viaje en bicicleta.....	1	2	3	4	NS
Facilidad de viaje caminando.....	1	2	3	4	NS
Acceso al tránsito público.....	1	2	3	4	NS
Acceso a un cuidado de salud de buena calidad	1	2	3	4	NS
Acceso a un cuidado económico de buena calidad para niños.....	1	2	3	4	NS
Oportunidades para salir a cenar	1	2	3	4	NS
Oportunidades para compras de víveres	1	2	3	4	NS
Acceso a la biblioteca pública local.....	1	2	3	4	NS
Acceso a la programación y los servicios de buena calidad de la Ciudad ...	1	2	3	4	NS

3. ¿Qué tan seguro(a) o inseguro(a) se siente caminando a solas ...

	<u>Muy seguro</u>	<u>Algo seguro</u>	<u>Algo inseguro</u>	<u>Muy inseguro</u>	<u>No sé</u>
En su vecindario durante el día	1	2	3	4	NS
En su vecindario después de que oscurece.....	1	2	3	4	NS
En parques durante el día	1	2	3	4	NS
En parques después de que oscurece.....	1	2	3	4	NS
En Old Takoma/Takoma Junction durante el día.....	1	2	3	4	NS
En Old Takoma/Takoma Junction después de que oscurece	1	2	3	4	NS
Desde la estación del Metro de Takoma durante el día	1	2	3	4	NS
Desde la estación del Metro de Takoma después de que oscurece	1	2	3	4	NS
En el área de Universidad/New Hampshire Crossroads durante el día	1	2	3	4	NS
En el área Universidad/New Hampshire Crossroads después de que oscurece	1	2	3	4	NS
En el área de Flower Ave./Piney Branch durante el día	1	2	3	4	NS
En el área de Flower Ave./Piney Branch después de que oscurece	1	2	3	4	NS
Sobre la Avenida Maple durante el día.....	1	2	3	4	NS
Sobre la Avenida Maple después de oscuro.....	1	2	3	4	NS

4. ¿Por qué escogió vivir en Takoma Park? (Por favor marque todos los que aplican.)

- | | | |
|--|---|---|
| <input type="checkbox"/> Familia vive aquí/ nació o se crió aquí | <input type="checkbox"/> Comunidad progresiva | <input type="checkbox"/> Servicios(p.ej.,parques,biblioteca,etc.) |
| <input type="checkbox"/> El trabajo estaba aquí (o cercano) | <input type="checkbox"/> Comunidad atractiva | <input type="checkbox"/> Diversidad de gente |
| <input type="checkbox"/> Buenas escuelas | <input type="checkbox"/> Comunidad segura | <input type="checkbox"/> Acceso al transporte público |
| <input type="checkbox"/> Árboles | <input type="checkbox"/> Vecindarios históricos | <input type="checkbox"/> Propiedad de vivienda económica |
| <input type="checkbox"/> Vivienda (de alquiler) económica | <input type="checkbox"/> Está cerca de Washington, D.C. | <input type="checkbox"/> Área silenciosa |
| <input type="checkbox"/> Gobierno participativo | <input type="checkbox"/> Otra: _____ | |

5. Durante los últimos 12 meses, ¿como cuántas veces se han realizado las siguientes cosas por usted u otros miembros de su hogar?:

	<u>Nunca</u>	<u>Una o dos veces</u>	<u>De 3 a 12 veces</u>	<u>De 13 a 26 veces</u>	<u>Más de 26 veces</u>	<u>No sé</u>
Usado una computadora pública en la Biblioteca de Takoma Park, Maryland o en el Centro de Computadoras adyacente.....	1	2	3	4	5	NS
Usado conexiones por Wi-Fi en una instalación del gobierno de la Ciudad de Takoma Park	1	2	3	4	5	NS
Visitado un parque o sendero dentro de la Ciudad	1	2	3	4	5	NS
Llevado a su perro al parque para perros	1	2	3	4	5	NS
Recibido asistencia financiera para una vivienda u otra emergencia.	1	2	3	4	5	NS
Usado servicios del Departamento de Recreación	1	2	3	4	5	NS
Recibido una beca del Departamento de Recreación	1	2	3	4	5	NS
Andado en una bicicleta inteligente de compartir (dockless)	1	2	3	4	5	NS
Usado transporte público	1	2	3	4	5	NS
Recibido una “carta de la municipalidad” para un permiso de construcción	1	2	3	4	5	NS

6. Por favor clasifique qué tanto es un problema cada una de las siguientes cosas en su vecindario.

	<u>No es problema</u>	<u>Problema menor</u>	<u>Problema moderado</u>	<u>Problema mayor</u>	<u>Problema extremo</u>
Volumen del tráfico/ número de carros.....	1	2	3	4	5
Exceso de velocidad.....	1	2	3	4	5
Vehículos demasiado grandes o comerciales estacionados sobre la calle	1	2	3	4	5
Estacionamiento	1	2	3	4	5
Seguridad peatonal.....	1	2	3	4	5
Crimen.....	1	2	3	4	5
Pandillas	1	2	3	4	5
Grafiti	1	2	3	4	5
Basura	1	2	3	4	5
Vegetación y zacate excesivamente crecidos.....	1	2	3	4	5
Casas deterioradas o vacantes	1	2	3	4	5
Apartamentos y residenciales multifamiliares deteriorados.....	1	2	3	4	5
Edificios o áreas comerciales deteriorados	1	2	3	4	5
Uso de pesticidas y fertilizantes sobre el césped	1	2	3	4	5
Vagabundeo (personas o jóvenes pasando el tiempo fumando o tomando en lugares públicos)	1	2	3	4	5
Disputas entre arrendador e inquilinos.....	1	2	3	4	5

Servicios de Policía

	<u>Muy eficiente</u>	<u>Algo eficiente</u>	<u>No muy eficiente</u>	<u>Del todo ineficiente</u>	<u>No sé</u>
7. ¿Qué tan eficiente cree usted que el Departamento de Policía de Takoma Park ha estado en la reducción del crimen en la ciudad?	1	2	3	4	NS

	<u>Muy visible</u>	<u>Algo visible</u>	<u>Del todo no visible</u>	<u>No sé</u>
8. ¿Qué tan visible está el Departamento de Policía de Takoma Park en su vecindario (carros marcados; vigilanciaa pie o en bicicleta)?	1	2	3	NS

9. Por favor clasifique qué tan bien cree usted que el Departamento de Policía de Takoma Park está llevando a cabo cada una de las siguientes cosas:

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
Prevenir el crimen	1	2	3	4	NS
Lograr que la comunidad se sienta segura	1	2	3	4	NS
Responder rápidamente a las llamadas de los residentes para servicio.....	1	2	3	4	NS
Resolviendo crímenes eficientemente.....	1	2	3	4	NS
Preocuparse por el bienestar de las personas con las que tratan	1	2	3	4	NS
Trabajar con personas en su vecindario para resolver problemas del vecindario.....	1	2	3	4	NS

10. Durante los tres meses pasados, ¿fue usted o alguno en su hogar la víctima de algún crimen?
☐ Sí ☐ No → VAYA A LA PREGUNTA #12 ☐ No sé → VAYA A LA PREGUNTA #12

11. ¿Usted reportó todos o alguno de estos crímenes a la policía?
☐ Sí, todos ☐ Sí, algunos ☐ No, no reporté ninguno de los crímenes

12. Durante los 12 meses pasados, ¿ha tenido algún contacto con el Departamento de Policía de Takoma Park?
☐ Sí ☐ No → VAYA A LA PREGUNTA #15 ☐ No sé → VAYA A LA PREGUNTA #15

13. En general, ¿cómo clasificaría su contacto con el Departamento de Policía de Takoma Park?
☐ Excelente ☐ Bueno ☐ Regular ☐ Deficiente ☐ No sé

14. Por favor clasifique hasta qué punto está de acuerdo o en desacuerdo con cada una de las siguientes declaraciones sobre su contacto con la policía de Takoma Park.

<u>La policía de Takoma Park es...</u>	<u>Fuertemente de acuerdo</u>	<u>De Acuerdo</u>	<u>Ni de acuerdo ni en desacuerdo</u>	<u>En Desacuerdo</u>	<u>Fuertemente en desacuerdo</u>	<u>No sé</u>
Justa en el trato con todas las personas	1	2	3	4	5	NS
Cortés en el trato con todas las personas.....	1	2	3	4	5	NS
Útil y colaboradora	1	2	3	4	5	NS
Sensible a las preocupaciones de los residentes.....	1	2	3	4	5	NS
Honesta y se puede confiar en ella.....	1	2	3	4	5	NS
Bien entrenada para tratar con problemas.....	1	2	3	4	5	NS

15. ¿Qué cosa, si hay alguna, le gustaría ver que se hiciera para mejorar los servicios de policía de Takoma Park?

Servicios de la Ciudad

16. Por favor clasifique si usted está de acuerdo o en desacuerdo con que se están tomando medidas adecuadas por el gobierno de la ciudad de Takoma Park para:

	<u>Fuertemente de acuerdo</u>	<u>De Acuerdo</u>	<u>Ni de acuerdo ni en desacuerdo</u>	<u>En Desacuerdo</u>	<u>Fuertemente en desacuerdo</u>	<u>No sé</u>
Proteger el ambiente natural de Takoma Park (p.ej., espacio abierto, árboles, calidad del aire, calidad del agua, etc.)	1	2	3	4	5	NS
Planear eficientemente para el futuro	1	2	3	4	5	NS
Reducir desechos sólidos y promover el reciclaje y el abono.....	1	2	3	4	5	NS
Preparar la comunidad para una emergencia	1	2	3	4	5	NS
Proporcionar una variedad de oportunidades de recreación a la comunidad.....	1	2	3	4	5	NS
Dirigirse a la congestión del tráfico	1	2	3	4	5	NS
Mantener infraestructura pública (tales como caminos, puentes, edificios públicos, etc.)	1	2	3	4	5	NS
Proporcionar rutas seguras por toda la ciudad para caminar.....	1	2	3	4	5	NS
Proporcionar el monitoreo apropiado de contratistas que hacen trabajo de la Ciudad en la comunidad.....	1	2	3	4	5	NS
Asegurarse de que los recursos y los servicios están asignados y proporcionados justamente y equitativamente a los residentes por toda la ciudad	1	2	3	4	5	NS

	<u>Excelente</u>	<u>Buena</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
17. En general, ¿cómo clasificaría la calidad de los servicios proporcionados por el Gobierno de la Ciudad de Takoma Park?	1	2	3	4	NS
18. Por favor clasifique cada uno de los siguientes servicios de la Ciudad.	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
Servicios de recolección de basura/ reciclaje	1	2	3	4	NS
Servicios de recolección de abono.....	1	2	3	4	NS
Recolección semanal de desechos de patio	1	2	3	4	NS
Entrega especial de reciclaje al local de Obras Públicas	1	2	3	4	NS
Recolección de las hojas con el aspirador en el otoño.....	1	2	3	4	NS
Mantenimiento de árboles	1	2	3	4	NS
Reparaciones y mantenimiento de calles	1	2	3	4	NS
Reparaciones y mantenimiento de aceras	1	2	3	4	NS
Eliminación de la nieve y el hielo	1	2	3	4	NS
Barrido de calles	1	2	3	4	NS
Iluminación en las calles.....	1	2	3	4	NS
Mantenimiento de las señales en las calles.....	1	2	3	4	NS
Planificación (apariciencia de calles, proyectos de vecindario)	1	2	3	4	NS
Desarrollo económico (extensión de empresas, promoción de empresas locales)	1	2	3	4	NS
Programas de recreación para niños (campamentos, deportes, clases)	1	2	3	4	NS
Programas de recreación para jóvenes (después de clases, campamentos de verano, deportes, arte)	1	2	3	4	NS
Programas de recreación para adultos (ejercicios físicos, arte, deportes) ..	1	2	3	4	NS
Programas de recreación para adultos de tercera edad (viajes, clases, ejercicios físicos)	1	2	3	4	NS
Eventos patrocinados especiales de recreación (Celebrar Takoma, Halloween, Búsqueda de Huevos)	1	2	3	4	NS
Instalaciones públicas de recreación (Centro de Comunidad, Centro de Recreación NH Ave, Parque Heffner)	1	2	3	4	NS
Campos atléticos y patios de recreo	1	2	3	4	NS
Apariciencia de parques	1	2	3	4	NS
Accesibilidad a parques	1	2	3	4	NS
Apariciencia de edificios de la Ciudad	1	2	3	4	NS
Accesibilidad a edificios de la Ciudad	1	2	3	4	NS
Seguridad de edificios de la Ciudad	1	2	3	4	NS
Programas para residentes discapacitados	1	2	3	4	NS
Cumplimiento de leyes de tráfico	1	2	3	4	NS
Cumplimiento de reglamentos de estacionamiento	1	2	3	4	NS
Cumplimiento del código de mantenimiento de la propiedad	1	2	3	4	NS
Administración de aguas pluviales	1	2	3	4	NS
Asistencia para arrendador e inquilino	1	2	3	4	NS
Programación del canal de cable de la Ciudad	1	2	3	4	NS
Sitio de red de la Ciudad (takomaparkmd.gov)	1	2	3	4	NS
Presencia dela Ciudad en los medios sociales	1	2	3	4	NS
Programas de la Biblioteca de Takoma Park.....	1	2	3	4	NS
Colecciones de la Biblioteca de Takoma Park	1	2	3	4	NS
Centro de Computación en el Centro Comunitario	1	2	3	4	NS
Servicios de pasaporte	1	2	3	4	NS
Servicios notariales.....	1	2	3	4	NS
Pago en línea de facturas	1	2	3	4	NS
Matrícula en línea para programas de recreación	1	2	3	4	NS
Matrícula en línea para programas de biblioteca	1	2	3	4	NS
Reservación en línea de instalaciones públicas	1	2	3	4	NS

19. ¿Cuáles servicios adicionales, si hay alguno, le gustaría que proporcionara la Ciudad de Takoma Park?

20. Por favor clasifique hasta qué punto está usted de acuerdo o en desacuerdo con las siguientes declaraciones.

	<u>Fuertemente de acuerdo</u>	<u>De Acuerdo</u>	<u>Ni de acuerdo ni en desacuerdo</u>	<u>En Desacuerdo</u>	<u>Fuertemente en desacuerdo</u>	<u>No sé</u>
El gobierno de la ciudad realmente funciona para el beneficio de todas las personas	1	2	3	4	5	NS
El gobierno de Takoma Park le da la bienvenida a la participación de los residentes	1	2	3	4	5	NS
Me siento incluido(a) como parte de la comunidad de Takoma Park	1	2	3	4	5	NS

21. ¿Ha tenido contacto con un empleado de la Ciudad de Takoma Park dentro de los últimos 12 meses?

☐ no

☐ sí → ¿De qué maneras había interactuado?

☐ En persona ☐ Por teléfono ☐ Por e-mail

☐ A través de los medios sociales de la Ciudad ☐ Otra

¿Cómo clasificaría su impresión general de los empleados de la Ciudad en su contacto más reciente?

☐ Excelente ☐ Buena ☐ Regular ☐ Deficiente

Alcance de Comunicaciones

22. ¿Cuánta información recibe acerca de las actividades del gobierno de la Ciudad de Takoma Park por medio de cada una de las siguientes fuentes?

	<u>La mayor parte</u>	<u>Mucha</u>	<u>Algo</u>	<u>Ninguna</u>
El canal de televisión por cable de la Ciudad de Takoma Park	1	2	3	4
El sitio de red de la Ciudad de Takoma Park (takomaparkmd.gov).....	1	2	3	4
La <i>City Guide</i> (Guía Ciudadana) de la Ciudad de Takoma Park	1	2	3	4
Correos especiales de la Ciudad de Takoma Park	1	2	3	4
El <i>Takoma Park Newsletter</i> (Boletín Informativo de Takoma Park)	1	2	3	4
La publicación de la Ciudad de Takoma Park en Facebook	1	2	3	4
La publicación de la Ciudad de Takoma Park en Twitter	1	2	3	4
<i>The Washington Post</i>	1	2	3	4
Las notificaciones por e-mail del Centro Regional de Silver Spring.....	1	2	3	4
Listas de distribución del vecindario y de la comunidad	1	2	3	4
Nextdoor (al lado).....	1	2	3	4
Pósteres o volantes en edificios públicos.....	1	2	3	4
El alcalde u otro miembro del Consejo Ciudadano.....	1	2	3	4
Blogs de la ciudad por parte del Consejo o el Personal	1	2	3	4
“De boca en boca”	1	2	3	4
Notificaciones por email desde el Departamento de Policía de Takoma Park.....	1	2	3	4
Notificaciones por email desde otros departamentos de Takoma Park.....	1	2	3	4
Emails semanales de noticias.....	1	2	3	4

23. Por favor indique si usted piensa que recibe suficiente información sobre cada una de las siguientes funciones o actividades del gobierno de la Ciudad de Takoma Park:

	<u>No suficiente información</u>	<u>Más o menos la cantidad correcta de información</u>	<u>Demasiada información</u>
Acciones del Consejo de la Ciudad.....	1	2	3
Eventos especiales	1	2	3
Actividades del Departamento de Recreación	1	2	3
Programas y eventos especiales de la biblioteca	1	2	3
Proyectos de la Ciudad para las calles, aceras y aguas pluviales....	1	2	3
Oportunidades y actividades de la Junta Ejecutiva y Comisiones ..	1	2	3
Proyectos de desarrollo en su vecindario y en la Ciudad.....	1	2	3
Asistencia para arrendador e inquilino.....	1	2	3
Programas de vivienda económicamente asequible	1	2	3
Programa de recolección de hojas.....	1	2	3
Itinerario de recolecciones de basura y reciclaje en días feriados...	1	2	3
Requisitos para la eliminación de árboles y protección de árboles..	1	2	3
Información sobre el presupuesto de la Ciudad de Takoma Park ...	1	2	3
Programas de Artes	1	2	3
Notificación por adelantado de trabajo en reparación de calles.....	1	2	3

24. ¿Cuántas veces ha atendido, si lo ha hecho, una reunión del Consejo Ciudadano durante los dos años pasados?
- ☐ Ninguna ☐ Una vez ☐ Entre 2 y 3 veces ☐ Entre 5 y 10 veces ☐ Entre 11 y 20 veces ☐ 21 veces o más
25. ¿Qué aumentaría la probabilidad de que usted atendiera una reunión del Consejo Ciudadano? (Por favor marque todas las que aplican.)
- ☐ cambio de día ☐ diferente estructura de reunión ☐ proporcionamiento de cuidado de niños ☐ nada
- ☐ cambio de hora ☐ cambio de localización ☐ servicios de traducción pública a tiempo real

Oportunidades Comerciales

26. Durante los últimos 12 meses, ¿como cuántas veces ha comprado usted u otros miembros de su hogar en las siguientes áreas comerciales en Takoma Park?
- | | <u>Nunca</u> | <u>Una o dos veces</u> | <u>De 3 a 12 veces</u> | <u>De 13 a 26 veces</u> | <u>Más de 26 veces</u> |
|---|--------------|------------------------|------------------------|-------------------------|------------------------|
| Old Town (Laurel/Carroll/Ethan Allen) | 1 | 2 | 3 | 4 | 5 |
| Crossroads (New Hampshire/Universidad)..... | 1 | 2 | 3 | 4 | 5 |
| New Hampshire Avenue Corridor | 1 | 2 | 3 | 4 | 5 |
| Long Branch (Flower/Piney Branch) | 1 | 2 | 3 | 4 | 5 |
| Avenida Maple..... | 1 | 2 | 3 | 4 | 5 |
| Takoma Junction | 1 | 2 | 3 | 4 | 5 |
27. ¿Para qué fue de compras en estas áreas comerciales? (Por favor marque todas las que aplican.)
- ☐ comida ☐ par cenar ☐ artículos de hogar ☐ mantenimiento de vehículo
- ☐ bienes al por menor ☐ servicios personales ☐ servicios profesionales ☐ productos para mascotas
28. ¿Qué tipos de tiendas o servicios cree usted que más hacen falta en Takoma Park? (Por favor marque todas las que aplican.)
- ☐ Comestibles ☐ Productos frescos ☐ Vinos y cervezas embotellados
- ☐ Productos de panadería y postres ☐ Artículos de farmacia ☐ De mejoría & reparación de hogar
- ☐ Reparación y servicio de auto ☐ Necesidades bancarias cotidianas ☐ Vestuario y zapatos
- ☐ Tiendas de departamentos ☐ Tiendas de departamento con descuento ☐ Tiendas de especialidad, boutique y regalos
- ☐ Aparatos /electrónicos grandes ☐ Restaurantes/bares ☐ Servicios educativos
- ☐ Cuidado de niños ☐ Otro _____

29. Por favor clasifique cada una de las siguientes cosas

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
Asequibilidad de su hogar (ya sea que alquile o sea dueño(a))	1	2	3	4	NS
Condición general (física) de viviendas en la Ciudad de Takoma Park.....	1	2	3	4	NS
Condición general (física) de viviendas en su Ward (pabellón de la ciudad)	1	2	3	4	NS
El progreso de la Ciudad en el transcurso de los pasados 5 años en el área de desarrollo económico	1	2	3	4	NS
El progreso de la Ciudad en el transcurso de los pasados 5 años en el área de crear y preservar vivienda económicamente asequible.....	1	2	3	4	NS

Justicia y Equidad de la Comunidad

30. Durante los 12 meses pasados, ¿usted o un miembro de su hogar fue tratado injustamente, se le negaron servicios o sintió discriminación en la Ciudad de Takoma Park (servicios ciudadanos y privados) debido a:
- | | <u>Sí</u> | <u>No</u> |
|--|--------------------------|--------------------------|
| Raza o Color | <input type="checkbox"/> | <input type="checkbox"/> |
| Orientación Sexual..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Preferencia Religiosa | <input type="checkbox"/> | <input type="checkbox"/> |
| Uso de Voucher para Escoger Vivienda | <input type="checkbox"/> | <input type="checkbox"/> |
| Género..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Identidad de Género | <input type="checkbox"/> | <input type="checkbox"/> |
| Niños en el Hogar | <input type="checkbox"/> | <input type="checkbox"/> |
| Estado Civil..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Discapacidad | <input type="checkbox"/> | <input type="checkbox"/> |
| Historia Criminal | <input type="checkbox"/> | <input type="checkbox"/> |
| Otra Razón | <input type="checkbox"/> | <input type="checkbox"/> |
31. Si usted respondió que “sí” a por lo menos uno de los temas de la pregunta #30, ¿en cuál(es) área(s) fue tratado injustamente, se le negaron servicios o sintió discriminación usted o un miembro de su hogar?
- ☐ Acceso a los recursos de la Ciudad de Takoma Park
- ☐ Acceso a los programas de la Ciudad de Takoma Park
- ☐ Capacidad de reacción del gobierno de la Ciudad
- ☐ Tratamiento por oficiales de la Ciudad
- ☐ Propiedad de hogar y/o alquiler de vivienda
- ☐ Arrendamiento de espacio empresarial o comercial
- ☐ Servicios de cuidado de salud
- ☐ Educación
- ☐ Taxis/Transporte compartido (p.ej., Uber, Lyft)
- ☐ Otra (especifique) _____

Comentarios Adicionales

32. ¿Tiene usted algún otro comentario sobre los servicios proporcionados por la Ciudad o sus experiencias en la ciudad que le gustaría hacer?

Sobre Usted Y Su Hogar

Las últimas preguntas son sobre usted y su hogar. De nuevo, todas sus respuestas a esta encuesta son completamente anónimas y serán reportadas únicamente en forma de grupo.

33. ¿Cuántos años ha vivido en Takoma Park? años
34. ¿Qué describe mejor su hogar? Está en un(a) . . .
- ☐ casa individual de familia separada de cualquier otra casa
 - ☐ dúplex o townhouse
 - ☐ edificio con tres o más apartamentos o condominios
 - ☐ apartamento secundario
 - ☐ hogar para grupo/alquiler de habitación
 - ☐ otro: _____
35. ¿Usted alquila o es dueño(a) de su propio hogar?
- ☐ Alquilo
 - ☐ Soy dueño(a)
36. Incluyéndose usted mismo, ¿cuántas personas viven en su hogar? personas
- sí no
37. ¿Algún niño de 12 años de edad o menor vive en su hogar?..... ☐ ☐
38. ¿Algún adolescente de 13 a 17 años de edad vive en su hogar? ☐ ☐
39. ¿Es usted u otro miembro de su hogar de 65 años de edad o mayor? ☐ ☐
40. ¿Cómo cuánto fue el ingreso total de su hogar antes de los impuestos en 2017? (Por favor incluya en su total el ingreso de dinero desde todas las fuentes para todas las personas que viven en su hogar.)
- ☐ Menos de \$24,999 ☐ \$100,000 a \$149,999
 - ☐ \$25,000 a \$49,999 ☐ \$150,000 a \$199,999
 - ☐ \$50,000 a \$99,999 ☐ \$200,000 o más
41. ¿Es usted español(a)/hispano(a)/latino(a)?
- ☐ No
 - ☐ Sí
42. ¿Cuál es su raza? (Por favor marque todos los que aplican.)
- ☐ Indígena American o Nativo de Alaska
 - ☐ Asiática o Isleña del Pacífico
 - ☐ Negra o Afroamericana
 - ☐ Blanca/Caucásica
 - ☐ Otra _____
43. ¿Cuáles idiomas habla usted o algún otro en su hogar? (Por favor marque todos los que aplican.)
- ☐ inglés ☐ alemán ☐ español
 - ☐ amhárico ☐ criollo haitiano ☐ tigrina
 - ☐ chino ☐ portugués
 - ☐ francés ☐ ruso
 - ☐ Otro: _____
44. ¿Cómo clasificaría la forma en la cual la Ciudad de Takoma Park proporciona servicios en su idioma?
- ☐ Excelente
 - ☐ Buena
 - ☐ Regular
 - ☐ Deficiente
 - ☐ No sé
45. ¿Cuál fue el último grado escolar que usted completó?
- ☐ 0-11 años
 - ☐ Graduado(a) de Colegio Secundario
 - ☐ Algo de universidad, ningún título
 - ☐ Título de asociado(a)
 - ☐ Título de licenciatura
 - ☐ Título de graduado(a) o profesional
46. ¿Cuál es su género?
- ☐ Masculino
 - ☐ Femenino
 - ☐ No-binario
 - ☐ Género variante
 - ☐ Prefiero auto-describir: _____
47. ¿Cuál término describe mejor su orientación sexual? (Por favor marque todas las que aplican.)
- ☐ Asexual
 - ☐ Bisexual
 - ☐ Homosexual
 - ☐ Heterosexual
 - ☐ Lesbiana
 - ☐ Queer
 - ☐ Inquisitivo
 - ☐ Prefiero auto identificar: _____
48. ¿Cuál es su estado civil?
- ☐ Soltero(a) (nunca casado(a))
 - ☐ Casado(a), o en pareja doméstica
 - ☐ Viudo(a)
 - ☐ Divorciado(a)
 - ☐ Separado(a)
49. ¿En cuál categoría está su edad?
- ☐ 18-24 años
 - ☐ 25-34 años
 - ☐ 35-44 años
 - ☐ 45-54 años
 - ☐ 55-64 años
 - ☐ 65-74 años
 - ☐ 75 años o mayor

Muchas gracias por completar esta encuesta. Sus opiniones y comentarios son apreciados.
Por favor devuelva esta encuesta en el sobre pre-pagado adjunto al:
National Research Center, Inc.; PO Box 549, Belle Mead, NJ 08502



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

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**We want your opinion!
Open for your survey.**

**¡Queremos su opinión!
Abre para su encuesta.**

Dear Takoma Park Resident,
Just a reminder — if you have not yet completed the 2018 Takoma Park Resident Survey, please do!
If you already have completed the survey, you don't need to do anything. But if you have not yet done so, either take a few minutes to find the survey we mailed you, or go online to do the survey at:

bit.ly/XX

Thank you very much!

Sincerely,
The Takoma Park City Council

Estimado Residente de Takoma Park,
¡Simplemente un recordatorio — si aún no ha completado la encuesta de residentes de Takoma Park en 2018, por favor haga!
Si ya completó la encuesta, no necesita hacer nada. Pero si aún no lo ha hecho, tómese unos minutos para encontrar la encuesta que le enviamos, o ir en línea para hacer la encuesta en:

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¡Muchas gracias!

Atentamente,
El Consejo Municipal de Takoma Park

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