



7500 Maple Ave.
Takoma Park, MD 20912

TAKOMA PARK, MD

Resident Survey 2007

REPORT OF RESULTS

January 2008

Prepared by:



3005 30th Street • Boulder, Colorado 80301
t: 303-444-7863 • f: 303-444-1145 • www.n-r-c.com

Table of Contents

Executive Summary	1
Survey Background	1
Methods.....	1
Summary of Results	1
Survey Background	3
Survey Purpose.....	3
Methods.....	3
Survey Administration and Response Rate.....	3
Understanding the Results	4
“Don’t Know” Responses and Rounding.....	4
Confidence Intervals.....	4
Putting Evaluations onto a 100-point Scale.....	4
Comparing Survey Results	4
Survey Results	7
Overall Quality of Life	7
Community Characteristics	9
Reasons for Living in Takoma Park.....	11
Problems in Neighborhood.....	12
Safety Walking Alone.....	14
City Services.....	16
Overall Quality	16
Individual Services	17
Public Trust.....	19
City Employees.....	20
Takoma Park Police Department.....	22
Crime Prevention	22
Victim of a Crime.....	23
Quality of Contact with Police Department	25
Suggestions for Improvement of Police Services.....	27
Community Project: A Gymnasium for the Community Center.....	28
Takoma Park Facilities and Events	30
Communications Outreach.....	32
Additional Comments.....	37
Appendix A: Respondent Demographics.....	38
Appendix B: Survey Results by Demographic Groups.....	41
Appendix C: Complete Set of Normative Comparisons	63
Appendix D: Survey Methodology	67
Appendix E: Verbatim Responses to Survey Questions	70
Appendix F: Survey Instrument and Complete Set of Frequencies.....	107

List of Tables

Table 1: Quality of Life.....	7
Table 2: Quality of Community Characteristics	9
Table 3: Reasons for Living in Takoma Park	11
Table 4: Potential Problems in Neighborhood.....	12
Table 5: Feeling Safe or Unsafe Walking Alone	14
Table 6: Quality of City Services	17
Table 7: Public Trust.....	19
Table 8: Quality of Service Provided by City Employees	20
Table 9: Quality of Customer Service Received by Phone, In Person and E-mail	21
Table 10: Victim of a Crime by Effectiveness of Crime Deterrent	24
Table 11: Reported a Crime by Effectiveness of Crime Deterrent	24
Table 12: Quality of the Contact with the City's Police Department	25
Table 13: Ratings of Contact with Police	26
Table 14: Suggestions for Improving Takoma Park Police Services	27
Table 15: Support for or Opposition to Raising Property Taxes	29
Table 16: Use of and Attendance at Takoma Park Facilities	30
Table 17: Interaction with City Outreach and Media	32
Table 18: Information Sources for City Government Activities	33
Table 19: Available Information for City Government Functions or Activities	35
Table 20: Interest in Alerts Delivered to E-mail or Cellular Telephone.....	36
Table 21: Registered for Alerts by Interest in Alerts Delivered to E-mail or Cellular Telephone	36
Table 22: Additional Comments or Suggestions.....	37
Table 23: Respondent's Length of Residency	38
Table 24: Respondent's Housing Unit Type	38
Table 25: Respondent's Tenure.....	38
Table 26: Computer in Home.....	38
Table 27: Type of Internet Access at Home	38
Table 28: Cable Television or Satellite Service	39
Table 29: Cable Provider Used	39
Table 30: Respondent's Ethnicity	39
Table 31: Respondent's Race.....	39
Table 32: Respondent's Gender	39
Table 33: Respondent's Age.....	39
Table 34: Respondent's Household Size	40
Table 35: Age of Respondent's Household Members.....	40
Table 36: Languages Spoken in Respondent Household	40
Table 37: Respondent's Household Income.....	40

List of Figures

Figure 1: Quality of Life	8
Figure 2: Average Ratings of Quality of Community Characteristics.....	10
Figure 3: Neighborhood Problems	13
Figure 4: Feelings of Safety Walking Alone.....	15
Figure 5: Overall Quality of City Services.....	16
Figure 6: Average Rating of Overall Quality of City Services	16
Figure 7: Average Ratings of Public Trust	19
Figure 8: Contact with a City Employee	20
Figure 9: Average Ratings of Quality of Service Provided by City Employees	21
Figure 10: Average Ratings of Customer Service Received by Phone, In person and E-mail.....	21
Figure 11: Effectiveness of Crime Prevention and Community-Oriented Policing Programs.....	22
Figure 12: Victim of a Crime in the Last 3 Months.....	23
Figure 13: Reported Crime to the Police	23
Figure 14: Respondents Who had Contact with the Police Department in the Last 12 Months	25
Figure 15: Quality of the Contact with the City's Police Department	25
Figure 16: Positive Ratings of Contact with Police	26
Figure 17: Support for the Addition of a Gymnasium to the Takoma Park Community Center	28
Figure 18: Support for the Addition of a Gymnasium to the Takoma Park Community Center	28
Figure 19: Support for Raising Property Taxes	29
Figure 20: Used or Attended a Takoma Park Facility at Least Once in the Last 12 Months.....	31
Figure 21: Interacted at least Once in the Last 12 Months with City Outreach and Media.....	33
Figure 22: Used an Information Source for City Government Activities	34
Figure 23: Have Registered for the Takoma Park Alert System.....	36

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 2007 Takoma Park Resident Survey provides residents the opportunity to rate the quality of life in the City, as well as 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 share their priorities for community planning and resource allocation. This is the first resident survey of Takoma Park residents.

Methods

- The 2007 Takoma Park Resident Survey was mailed to 3,000 randomly selected Takoma Park households. Of the 2,835 eligible households who received the survey, 1,057 responded to the mailed questionnaire, giving a response rate of 37%.
- Survey results were weighted so that respondent tenure and ward were represented in the proportions reflective of the list of residents provided by the City. (For more information, see the full report.) The margin of error is plus or minus three percentage points around any given percentage point, and plus or minus two points around average ratings on a 100-point scale.

Summary of Results

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

When comparing Takoma Park ratings to those received by other communities across the nation, Takoma Park often received higher ratings than the national average. While some ratings were similar to the norm, only 7 of the 41 available comparisons were below the norm.

A special section of the survey was set aside for the Takoma Park Police Department. The majority of survey takers felt that crime prevention programs and community-oriented policing programs were effective in deterring crime. Although contact with the police does not usually happen under the best of circumstances, the quality of that contact was viewed positively and suggestions for improvements to the department largely centered on increasing police presence.

The survey also inquired into residents' perspectives on the addition of a gymnasium to the community center. Support for the gym was high, but dropped significantly when the idea of raising taxes was part of the decision making process. Additionally, a high percent of respondents were undecided on the issue, suggesting that some public awareness campaigns may be needed.

Finally, residents completing the survey relied on printed sources of information more frequently than they attended or viewed a program or meeting. On the whole, residents felt they received the right amount of information about City activities and events and used the Takoma Park newsletter, *The Takoma Voice* and special mailings from the City most often for information.

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 2007 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 is the first iteration of the Takoma Park Resident Survey.

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

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

Methods

Survey Administration and Response Rate

Households received four mailings each beginning in September 2007. Completed surveys were collected over the following five 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 Mayor inviting the household to participate in the 2007 Resident Survey, a questionnaire in both English and Spanish, and a self-mailing envelope. The fourth and final mailing was a reminder postcard asking residents who had not yet completed the survey and returned it to do so.

About 6% of the surveys were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,835 remaining households, 1,057 completed the survey, providing a response rate of 37%.

Understanding the Results

“Don’t Know” Responses and Rounding

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 F: Survey Instrument and Complete Set of Frequencies. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. Questions where more than 20% of respondents reported “don’t know” have been marked with an asterisk (*) in the body of the report.

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

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95% confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,057 completed surveys). Where estimates are given for subgroups, they are less precise. For each demographic subgroup from the survey, the margin of error rises to as much as plus or minus 10% for a sample size of 97 (for race) to plus or minus 5% for 386 completed surveys (for gender).

Putting Evaluations onto a 100-point Scale

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

Comparing Survey Results

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

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

National Normative Database

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: How to do them, how to use them, what they mean*, published by ICMA, we not only articulated the principles for quality survey methods, we pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. We called it, “In Search of Standards,” and argued for norms. “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. We have described our integration methods thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management* and in our first book on conducting and using citizen surveys. Scholars who specialize in the analysis of citizen surveys regularly have relied on our work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City. *Public Administration Review*, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

NRC’s work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. We don’t know what is small or tall without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, we need to know how others rate their services to understand if “good” is good enough. Furthermore, in

the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and harder questions. We need to know how residents' ratings of fire service compare to opinions about fire service in other communities.

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively “worse” departments.

The normative data can help that police department – or any City department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

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

Comparison of Takoma Park to the Normative Database

Normative comparisons have been provided when similar questions on the Takoma Park survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than 100 jurisdictions. Where comparisons are available, Takoma Park results are noted as being “above” the norm, “below” the norm or “similar to” the norm. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Takoma Park's rating to the norm (the average rating from all the comparison jurisdictions where a similar question was asked). 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 “above” or “below” the norm. When differences between Takoma Park's ratings and the national norms are two points or less, they are marked as “similar to” the norm.

In addition to the information provided in the body of the report, more detailed tables showing the comparative data are included in Appendix C: Complete Set of Normative Comparisons. These tables show the number of jurisdictions to which Takoma Park was compared and where Takoma Park's average rating fell in the rank order of these jurisdictions' ratings.

Survey Results

Overall Quality of Life

Survey respondents were asked to rate their quality of life in Takoma Park, including overall quality of life, as a place to raise children and quality of life in neighborhood. Overall residents viewed quality of life in Takoma Park favorably with at least 2 in 10 reporting it as “excellent” and less than 5% reporting any aspect as “poor.”

Scores were converted to a 100-point scale where zero equals poor and 100 equals excellent. Each aspect of quality of life received an average rating of “good” (or 67 on the 100-point scale).

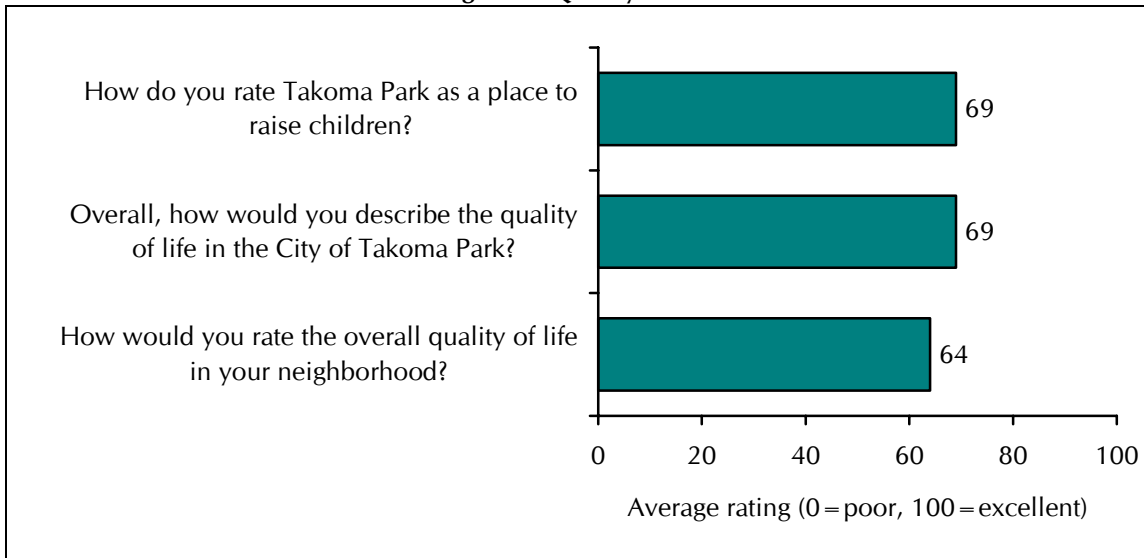
Comparison to Communities Across the Nation

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

Table 1: Quality of Life

Please rate your quality of life in Takoma Park.	Excellent	Good	Fair	Poor	Total	Average rating (0 = poor, 100 = excellent)	Comparison of Takoma Park Rating to Norm
How do you rate Takoma Park as a place to raise children?	31%	48%	17%	4%	100%	69	Above the norm
Overall, how would you describe the quality of life in the City of Takoma Park?	24%	62%	13%	2%	100%	69	Above the norm
How would you rate the overall quality of life in your neighborhood?	22%	52%	22%	4%	100%	64	Similar to the norm

Figure 1: Quality of Life



Comparison by Respondent Subgroups

Respondents living in Wards 1, 2 and 3 reported higher average ratings for quality of life than respondents in Wards 4, 5 or 6. Residents who owned their home and those with higher incomes also reported higher average ratings for aspects of quality of life. A complete set of comparisons by respondent subgroups can be seen in Appendix B: Survey Results by Demographic Groups.

Community Characteristics

Characteristics of the Takoma Park community also received favorable ratings with 6 of the 11 characteristics receiving an average rating at or above “good” on the 100-point scale.

Openness and acceptance towards people of diverse backgrounds received the highest average rating (74), followed by access to municipal buildings (71) and sense of community (70).

Two characteristics were rated as “good:” ease of travel by transit (69) and opportunities to attend cultural events (67). Those services not rated as “good” or above, were between “good” and “fair.” Shopping opportunities (43) and the availability of affordable quality housing (37) received the lowest ratings of the group.

Comparison to Communities Across the Nation

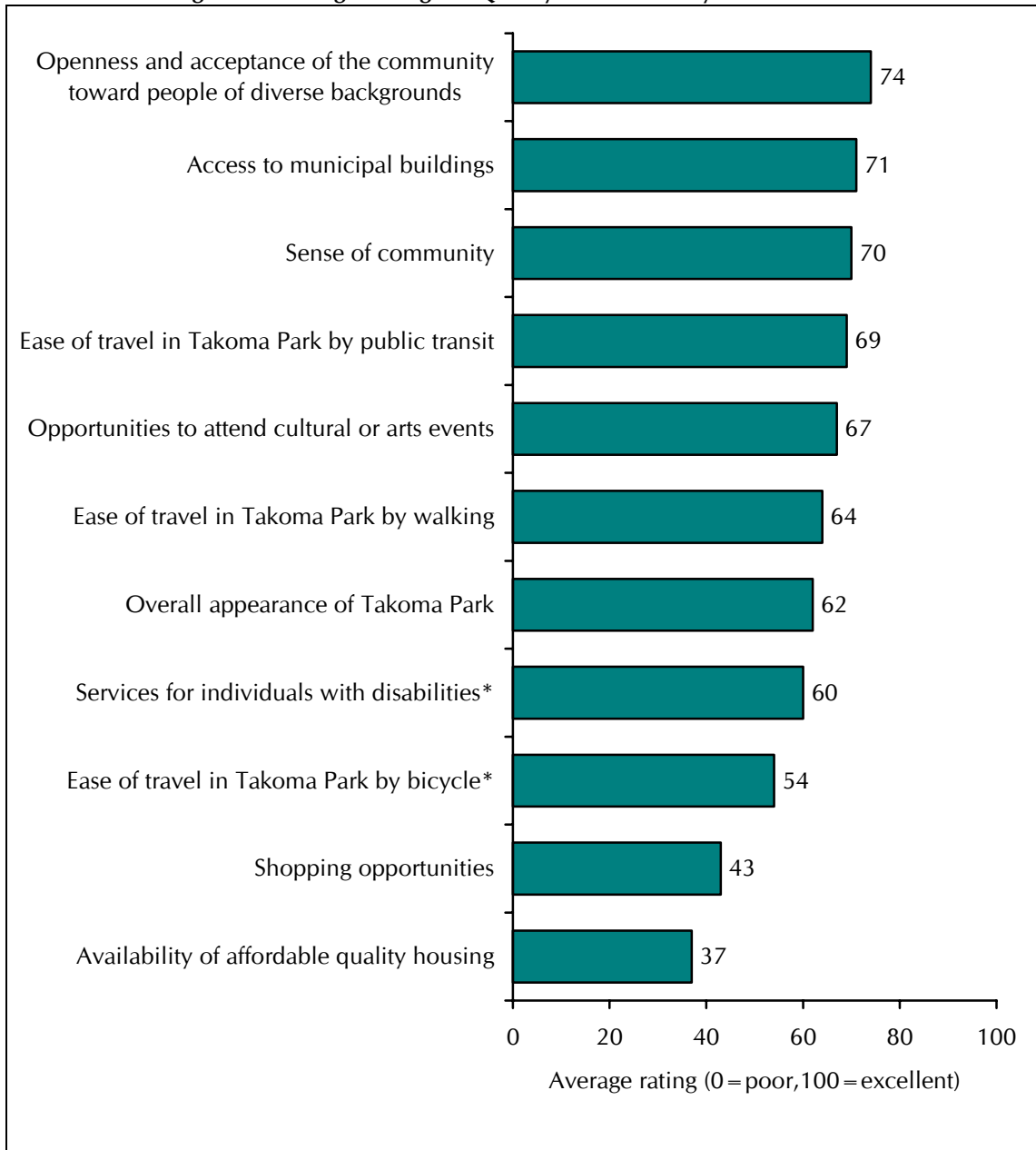
Comparisons were available for 10 of the 11 community characteristics. Eight of the 10 were “above the norm” and just two were “below the norm.” The availability of affordable quality housing received an average rating below the norm given to other communities across the nation. This may be related to the high cost of living in the DC area (higher than a lot of suburban communities in the Midwest or the South, for example).

Table 2: Quality of Community Characteristics

Please rate each of the following characteristics of Takoma Park.	Excellent	Good	Fair	Poor	Total	Average rating (0 = poor, 100 = excellent)	Comparison of Takoma Park Rating to Norm
Openness and acceptance of the community toward people of diverse backgrounds	41%	42%	13%	3%	100%	74	Above the norm
Access to municipal buildings	31%	53%	12%	4%	100%	71	NA
Sense of community	34%	45%	16%	4%	100%	70	Above the norm
Ease of travel in Takoma Park by public transit	29%	53%	16%	2%	100%	69	Above the norm
Opportunities to attend cultural or arts events	29%	46%	21%	4%	100%	67	Above the norm
Ease of travel in Takoma Park by walking	23%	52%	22%	4%	100%	64	Above the norm
Overall appearance of Takoma Park	17%	56%	24%	3%	100%	62	Above the norm
Services for individuals with disabilities*	16%	56%	19%	9%	100%	60	Above the norm
Ease of travel in Takoma Park by bicycle*	14%	45%	30%	11%	100%	54	Above the norm
Shopping opportunities	10%	31%	38%	21%	100%	43	Below the norm
Availability of affordable quality housing	7%	26%	38%	29%	100%	37	Below the norm

*More than 20% of respondents reported “don’t know.”

Figure 2: Average Ratings of Quality of Community Characteristics



**More than 20% of respondents reported "don't know."*

Reasons for Living in Takoma Park

Survey participants were provided a set of 14 reasons for living in Takoma Park and asked to select each of the reasons that applied to them. The highest number of respondents cited the closeness of the City to Washington, D.C. (66%) as their reason for living in Takoma Park. About half enjoyed the access to public transportation (53%) and that Takoma Park was a progressive community (47%). While the availability of quality affordable housing received the lowest rating from residents when rating this characteristic of the community, one-third cited it as a reason for living in Takoma Park. “Other” responses, such as “University of MD nearby by car” can be found in Appendix E: Verbatim Responses to Survey Questions.

Table 3: Reasons for Living in Takoma Park

Why did you choose to live in Takoma Park? (Please check all that apply.)	Percent of respondents*
It's close to Washington, D.C.	66%
Access to public transportation	53%
Progressive community	47%
Diversity of people	43%
Attractive community	39%
Affordable housing	37%
Quiet area	36%
My job or my spouse's job was here (or nearby)	29%
Safe community	29%
The community's amenities (e.g., shopping, parks, recreation, library, etc.)	26%
Good schools	26%
Historic neighborhoods	25%
My family lives here	14%
I was born/raised here	5%
Other	4%

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

Problems in Neighborhood

Residents were given a list of potential neighborhood problems. Neighborhoods were generally viewed favorably with only crime being considered at least a “moderate” problem by more than half of respondents and none of the potential problems being considered at least “major” problem by more than one in five survey takers.

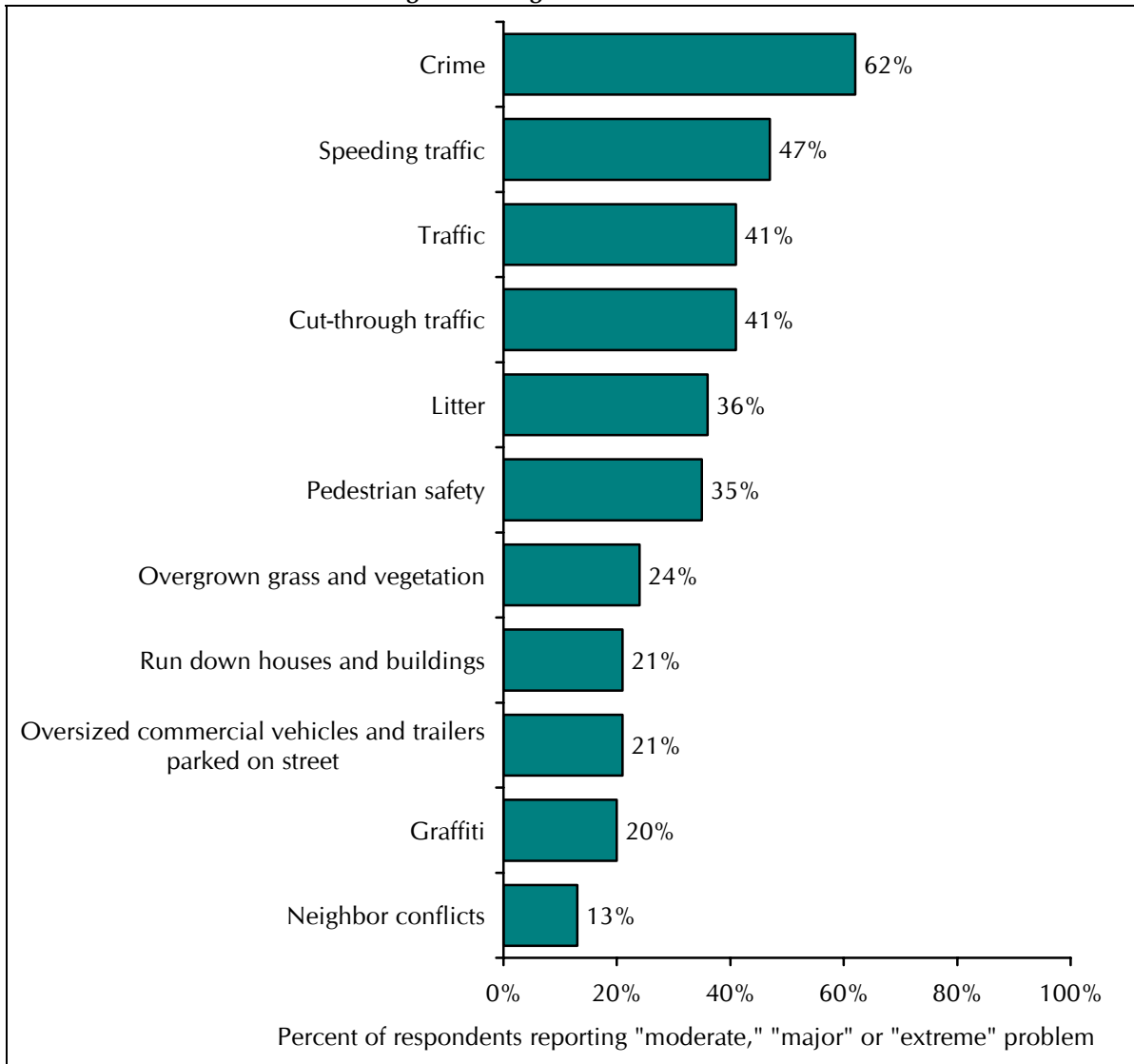
Neighbor conflicts were considered the least problematic with three in five reporting that it was “not a problem” in their neighborhood. Aspects related to appearance were, overall, also not viewed as much of a problem with most being considered “not a problem” by at least two in five survey participants. Litter was the appearance aspect considered most problematic, but only 12% felt it was “major” or “extreme” problem.

Those neighborhood issues most concerning to residents completing the survey were crime and traffic. Crime was considered to be the most problematic with 90% reporting it as at least a “minor” problem and 62% feeling it was at least a “moderate” problem. Of the traffic related issues, speeding traffic was considered the most problematic, then traffic in general, followed by cut-through traffic.

Table 4: Potential Problems in Neighborhood

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
Crime	10%	28%	41%	16%	5%	100%
Speeding traffic	23%	30%	27%	13%	7%	100%
Traffic	25%	35%	26%	11%	4%	100%
Cut-through traffic	28%	30%	24%	12%	6%	100%
Litter	25%	39%	23%	8%	4%	100%
Pedestrian safety	24%	32%	22%	10%	3%	100%
Overgrown grass and vegetation	42%	35%	17%	4%	3%	100%
Run down houses and buildings	45%	34%	14%	5%	2%	100%
Oversized commercial vehicles and trailers parked on street	52%	28%	14%	5%	2%	100%
Graffiti	49%	31%	15%	2%	2%	100%
Neighbor conflicts	62%	26%	9%	2%	2%	100%

Figure 3: Neighborhood Problems



Safety Walking Alone

In order to gauge residents' feelings of safety around Takoma Park, survey participants were asked to rate how safe or unsafe they felt walking alone around the City both during the day and after dark. Not surprisingly, residents felt safer in all locations during the day than after dark. At least two-thirds of survey participants felt "somewhat" or "very" safe at each location during the day, feeling safest in Old Town/Junction and then their neighborhood.

Over half of respondents reported feeling "somewhat" or "very" safe in Old Town/Junction and their neighborhood after dark. However, one-third or less felt safe coming from Metro station or in the University/New Hampshire/Crossroads area after dark. Feelings of safety were rated lowest for the University/New Hampshire/Crossroads; 46% of respondents reported feeling "very" unsafe there after dark.

Comparison to Communities Across the Nation

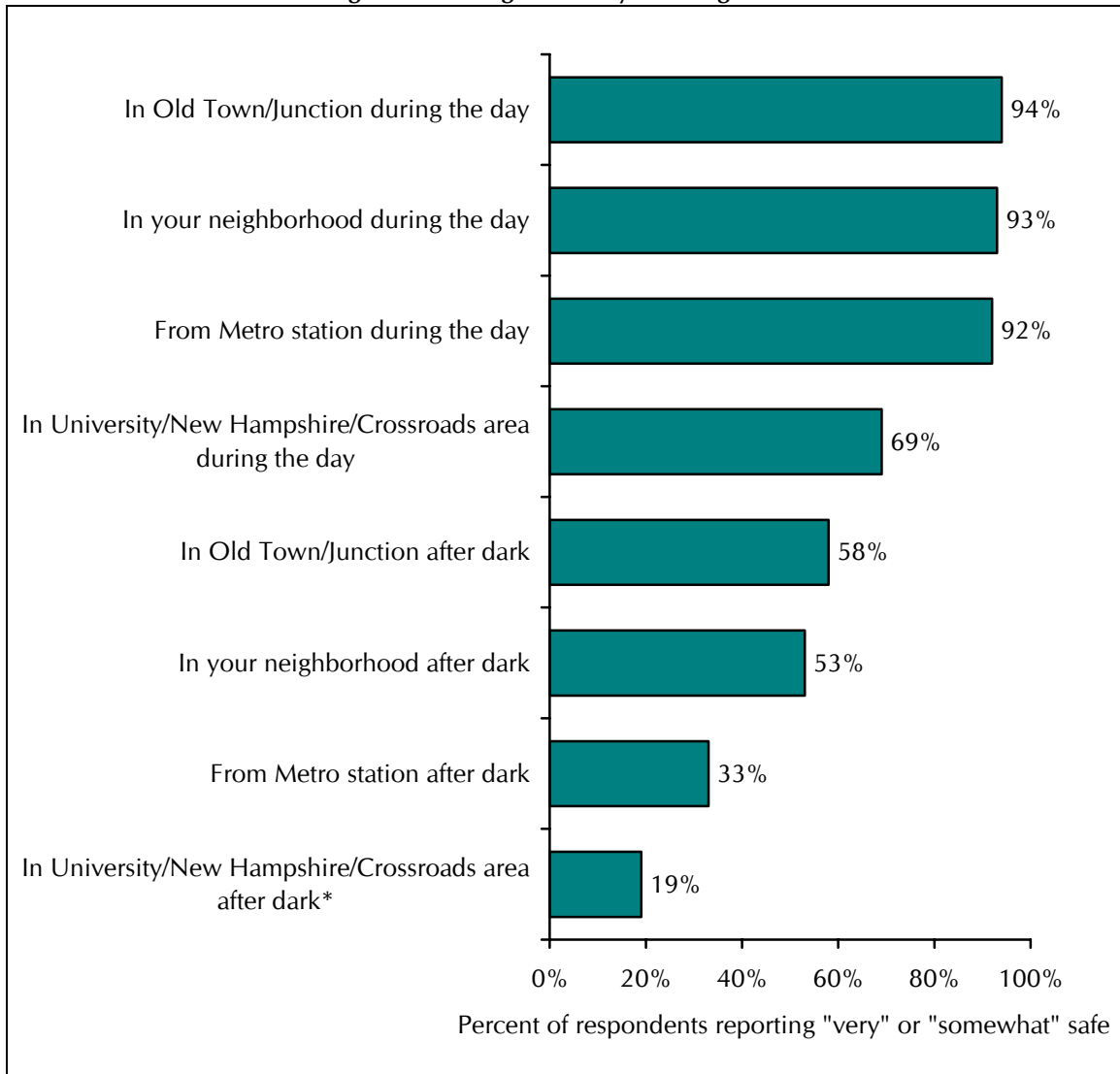
Only two of the eight locations were available for comparison. While over 90% of those surveyed reported feeling "somewhat" or "very" safe in their neighborhood during the day and 53% reported the same about their neighbor after dark, both received average ratings below those given by other communities around the country.

Table 5: Feeling Safe or Unsafe Walking Alone

How safe or unsafe do you feel walking alone:	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Total	Percent "very" or "somewhat" safe	Comparison of Takoma Park Rating to Norm
In Old Town/Junction during the day	66%	28%	5%	1%	100%	94%	NA
In your neighborhood during the day	63%	31%	5%	1%	100%	93%	Below the norm
From Metro station during the day	57%	35%	7%	2%	100%	92%	NA
In University/New Hampshire/Crossroads area during the day	26%	42%	24%	7%	100%	69%	NA
In Old Town/Junction after dark	15%	43%	30%	12%	100%	58%	NA
In your neighborhood after dark	13%	40%	32%	16%	100%	53%	Below the norm
From Metro station after dark	5%	28%	40%	27%	100%	33%	NA
In University/New Hampshire/Crossroads area after dark*	3%	16%	35%	46%	100%	19%	NA

*More than 20% of respondents reported "don't know."

Figure 4: Feelings of Safety Walking Alone



*More than 20% of respondents reported "don't know."

Comparison by Respondent Subgroups

Not surprisingly, females reported feeling less safe than males in all areas after dark. They also felt less safe in the University/New Hampshire/Crossroads area during the day than did males. For more information, please see Appendix B: Survey Results by Demographic Groups.

City Services

Overall Quality

The overall quality of City services was viewed favorably by those completing the survey; 14% thought they were “excellent,” 65% thought they were “good,” 19% said “fair” and just 2% felt they were “poor.”

Comparison to Communities Across the Country

Overall quality of City services received an average rating of 64 (approximately “good” on the 100-point scale). This rating was above that of the average received by other jurisdictions across the country.

Figure 5: Overall Quality of City Services

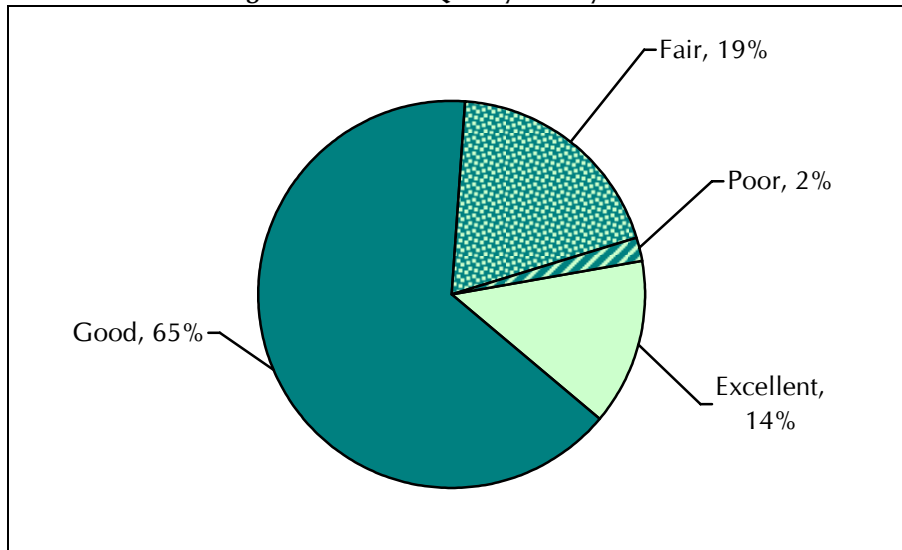
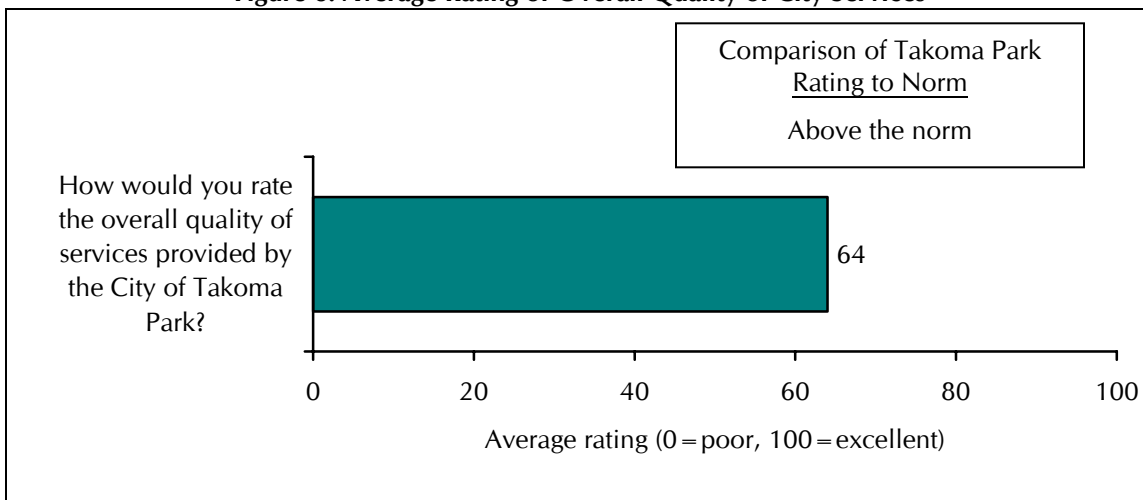


Figure 6: Average Rating of Overall Quality of City Services



Individual Services

Residents receiving the survey were presented a list of 31 services provided by the City to rate as either “excellent,” “good,” “fair” or “poor.” Overall, service quality was viewed favorably, and most services were rated as either “excellent” or “good” by a majority of those surveyed. Trash collection and recycling services were rated the highest; 42% and 37% (respectively) thought these services were “excellent.” Street lighting, property maintenance code enforcement, and street repairs and maintenance received the lowest marks (16%, 21% and 19%, respectively, rated them as “poor”).

Ratings were converted to the 100-point scale for ease of comparison; average ratings ranged from 76 to 45. Seven of the 31 services had average ratings of “good” or higher (67 on the 100-point scale). The remaining services were between “good” (67) and “fair” (33).

Comparisons to Communities Across the Country

Normative comparisons were available for 19 of the services: 12 were above the norm, four were similar to the norm and three were below the norm. This comparison provides a way to gauge average ratings. For example, street repairs and maintenance received the lowest average rating (45), but when comparing this rating to those from other communities, Takoma Park can see that this rating is similar all across the country. Additionally, while Takoma Park Library collections (58) was rated higher than street repairs, this rating was lower than the average reported for library collection in other jurisdictions.

Table 6: Quality of City Services

Please rate each of the following City services.	Excellent	Good	Fair	Poor	Total	Average rating (0 = poor, 100 = excellent)	Comparison of Takoma Park Rating to Norm
Trash collection	42%	46%	11%	1%	100%	76	Above the norm
Recycling services	37%	43%	14%	6%	100%	70	Above the norm
Takoma Park Library programs	27%	53%	17%	3%	100%	68	NA
Accessibility of parks, recreation centers and facilities*	27%	53%	16%	5%	100%	67	NA
Arts and cultural events*	26%	52%	19%	3%	100%	67	Above the norm
Recreational programs*	24%	53%	17%	6%	100%	65	Above the norm
Appearance of City buildings	22%	55%	20%	3%	100%	65	Above the norm
Leaf pick-up	27%	45%	23%	5%	100%	64	NA
The variety of recreational programs offered (classes with staff instruction or supervision)*	22%	54%	18%	7%	100%	64	Above the norm
Computer Learning Center*	25%	48%	24%	4%	100%	64	NA

Annual computer and electronics recycling drop-off*	26%	46%	20%	8%	100%	63	NA
Services for youth*	22%	49%	21%	8%	100%	62	Above the norm
Athletic fields and playgrounds*	17%	54%	22%	7%	100%	60	NA
Safety of parks, recreation centers and facilities*	18%	49%	28%	5%	100%	60	NA
Services for seniors*	20%	48%	24%	8%	100%	60	Above the norm
Recreation centers*	17%	53%	22%	9%	100%	59	Similar to the norm
Range of activities available in parks, recreation centers and facilities*	16%	53%	24%	7%	100%	59	NA
Enforcement of parking regulations*	14%	56%	22%	8%	100%	59	Above the norm
Snow and ice removal	18%	46%	27%	9%	100%	58	Above the norm
Street sign maintenance	13%	54%	25%	7%	100%	58	NA
Takoma Park Library collections*	19%	45%	31%	6%	100%	58	Below the norm
City's Web site (www.takomaparkmd.gov)*	13%	51%	30%	6%	100%	57	Similar to the norm
Stormwater management*	13%	52%	24%	11%	100%	56	Above the norm
Street sweeping	15%	45%	29%	11%	100%	55	Above the norm
Landlord and tenant assistance*	16%	47%	22%	15%	100%	55	NA
Enforcement of traffic laws	11%	53%	24%	12%	100%	54	Similar to the norm
Tree maintenance*	16%	41%	31%	13%	100%	53	NA
Quality of programming on the City's cable channel (City TV-13)*	12%	42%	32%	14%	100%	51	Below the norm
Street lighting	10%	41%	33%	16%	100%	48	Below the norm
Property maintenance code enforcement*	12%	39%	27%	21%	100%	48	NA
Street repairs and maintenance	9%	36%	36%	19%	100%	45	Similar to the norm

*More than 20% of respondents reported "don't know."

Public Trust

Respondents had the opportunity to rate three public trust questions about welcoming resident involvement, the direction the City is taking and the value of services for the taxes paid. Over half of those completing the survey rated each public trust item as “good” or “excellent,” with the job the City does at welcoming resident involvement receiving the highest marks.

Comparison to Communities Across the Nation

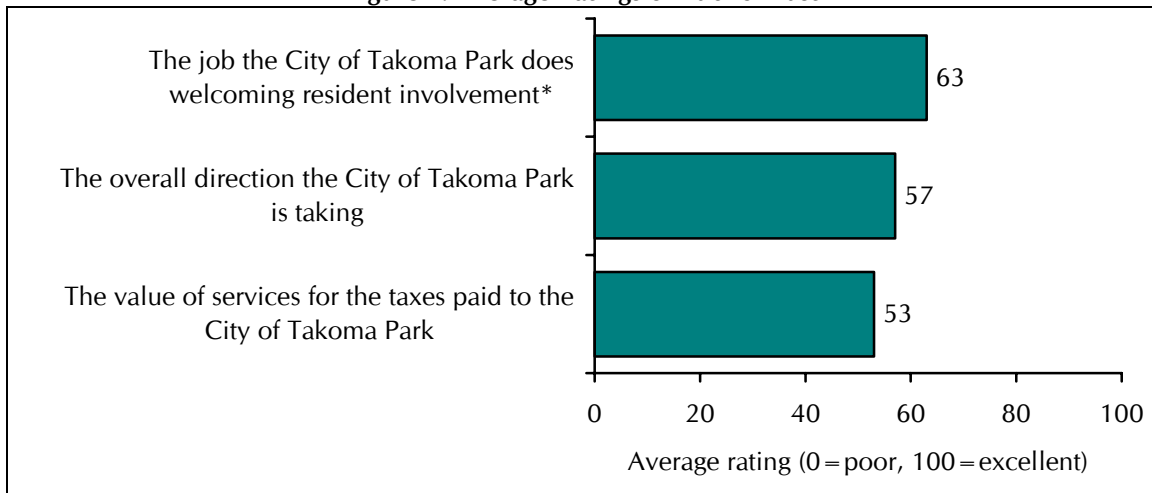
While the average rating of each public trust item was between “good” and “fair” on the 100-point scale, all were either above or similar to the norm. The job the City does welcoming resident involvement was above that of other communities, and the overall direction and the value of services for the taxes paid was similar.

Table 7: Public Trust

Please rate the following statements by circling the number that most closely represents your opinion:	Excellent	Good	Fair	Poor	Total	Average rating (0 = poor, 100 = excellent)	Comparison of Takoma Park Rating to Norm
The job the City of Takoma Park does welcoming resident involvement*	23%	48%	22%	7%	100%	63	Above the norm
The overall direction the City of Takoma Park is taking	12%	53%	26%	8%	100%	57	Similar to the norm
The value of services for the taxes paid to the City of Takoma Park	11%	49%	30%	10%	100%	53	Similar to the norm

**More than 20% of respondents reported “don’t know.”*

Figure 7: Average Ratings of Public Trust



**More than 20% of respondents reported “don’t know.”*

City Employees

A portion of the survey was dedicated to measuring the quality of customer services provided by City employees. Just over half (54%) of those surveyed reported having contact with a City employee in the previous 12 months. These respondents were then asked a series of questions about their impression of the employee in their most recent contact. Ratings were generally positive with at least one-third rating each aspect (courtesy, knowledge, overall customer service, responsiveness and follow-up) as “excellent.”

Comparisons to Communities Across the Nation

Both courtesy and knowledge were rated higher in Takoma Park than in other cities and counties around the country; overall customer service and responsiveness received ratings similar to the norm. A comparison was not available for follow-up.

Figure 8: Contact with a City Employee

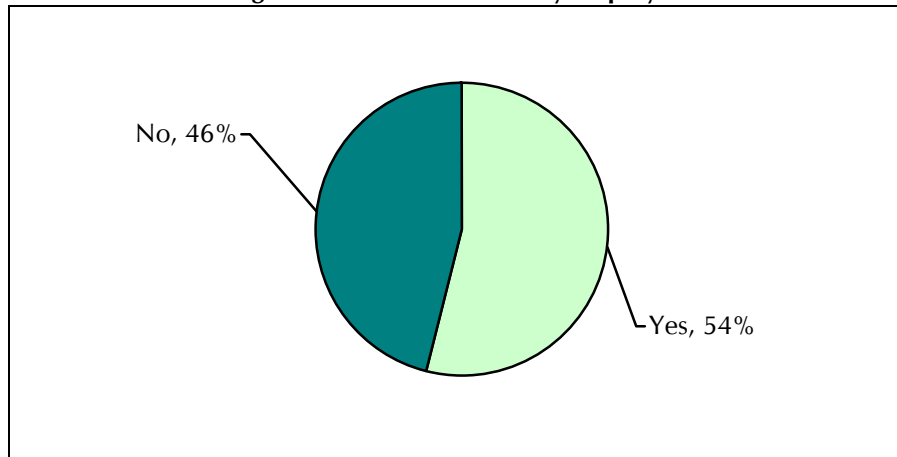
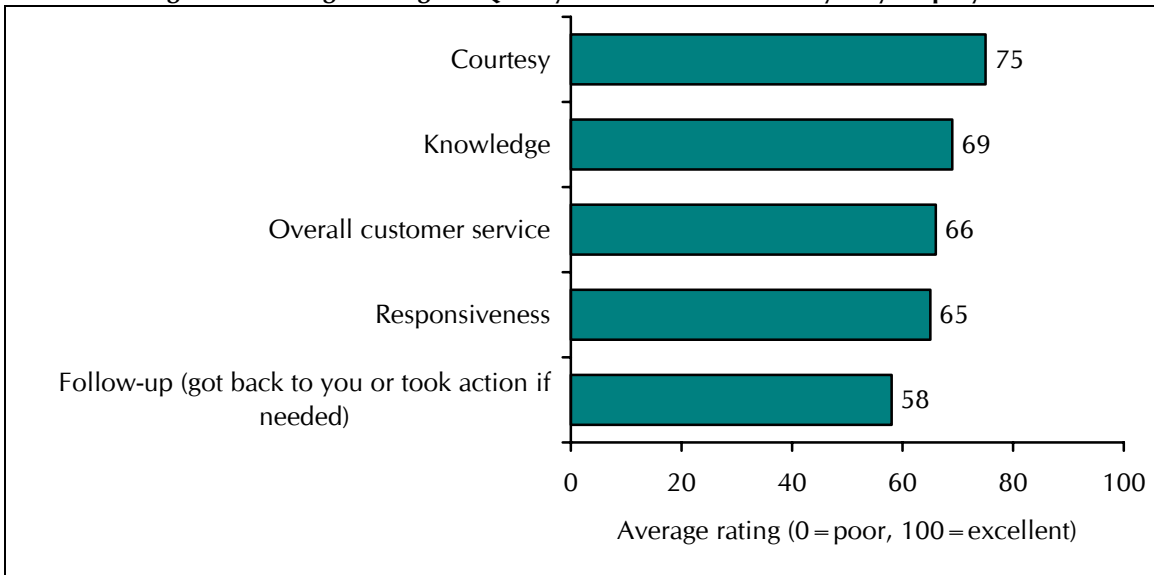


Table 8: Quality of Service Provided by City Employees

What was your impression of City employees in your most recent contact?	Excellent	Good	Fair	Poor	Total	Average rating (0 = poor, 100 = excellent)	Comparison of Takoma Park Rating to Norm
Courtesy	44%	40%	13%	4%	100%	75	Above the norm
Knowledge	33%	48%	13%	6%	100%	69	Above the norm
Overall customer service	32%	42%	17%	8%	100%	66	Similar to the norm
Responsiveness	36%	36%	15%	12%	100%	65	Similar to the norm
Follow-up (got back to you or took action if needed)	32%	32%	16%	20%	100%	58	NA

Responses only from those reporting having contact with a City employee in the last 12 months.

Figure 9: Average Ratings of Quality of Service Provided by City Employees



In addition to rating the various aspects of customer service provided in their most recent contact, survey participants were asked to rate the customer service they received when their contact was in person, by phone or through e-mail. Not surprisingly, the more personal the contact method, the higher the customer service rating. In person contact received an average rating of 71, above “good” on the 100-point scale, and e-mail (the least personal type of contact) received the lowest rating, 57, below “good” on the 100-point scale.

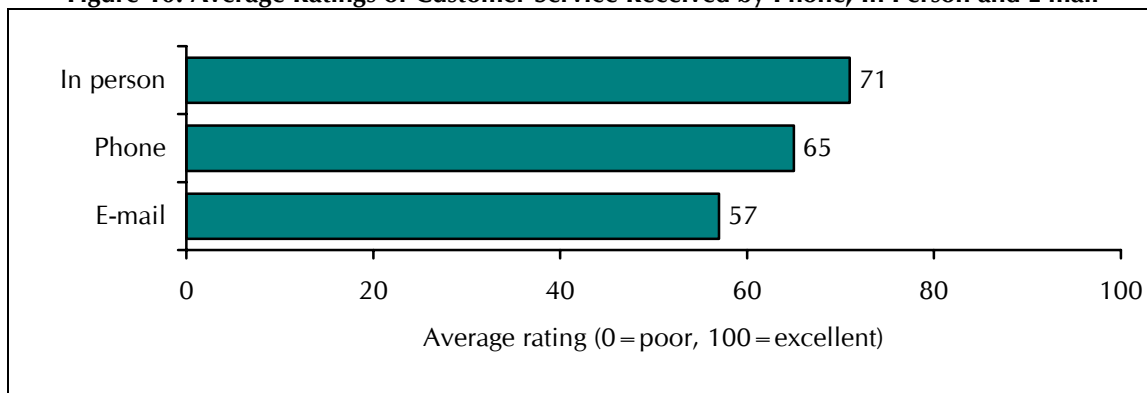
Table 9: Quality of Customer Service Received by Phone, In Person and E-mail

How would you rate the customer service you received in your most recent contact by...	Excellent	Good	Fair	Poor	Total	Average rating (0=poor, 100=excellent)
In person*	37%	44%	13%	6%	100%	71
Phone	31%	42%	16%	10%	100%	65
E-mail*	27%	37%	16%	20%	100%	57

Responses only from those reporting having contact with a City employee in the last 12 months.

**More than 20% of respondents reported “don’t know.”*

Figure 10: Average Ratings of Customer Service Received by Phone, In Person and E-mail



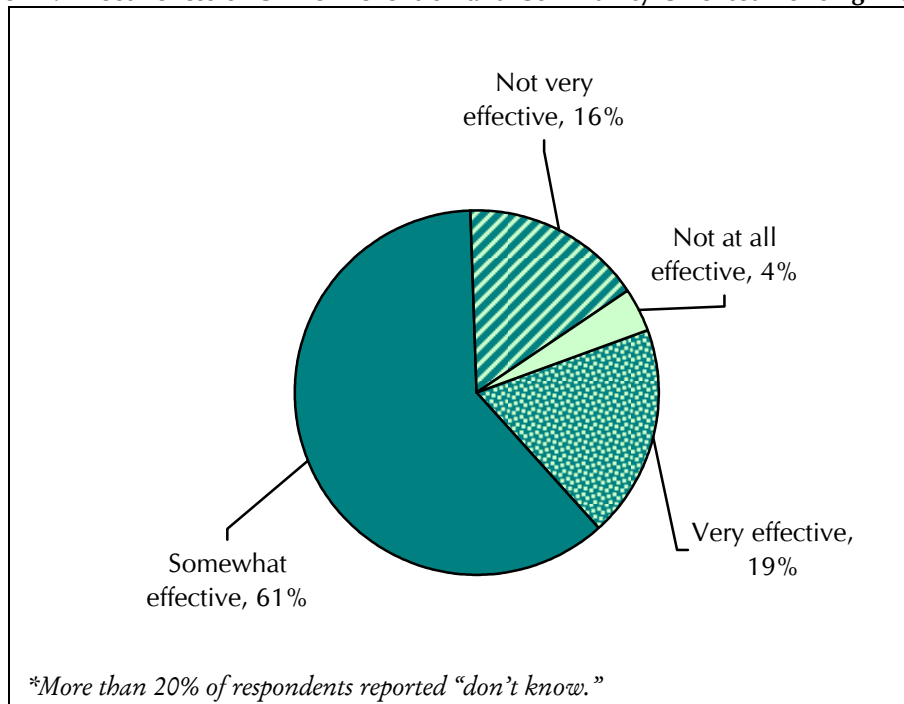
Takoma Park Police Department

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

Crime Prevention

Four out of five survey takers felt that crime prevention programs and community-oriented policing programs were “somewhat” or “very” effective in deterring crime. Sixteen percent thought it was “not very” effective and 4% reported it was “not at all” effective.

Figure 11: Effectiveness of Crime Prevention and Community-Oriented Policing Programs



Victim of a Crime

Just 10% of survey participants reported that they or someone in their household had been the victim of a crime in the last three months. Of this 10%, 70% reported all crimes that happened to them, 8% reported some of them and 22% did not report any of the crimes.

Figure 12: Victim of a Crime in the Last 3 Months

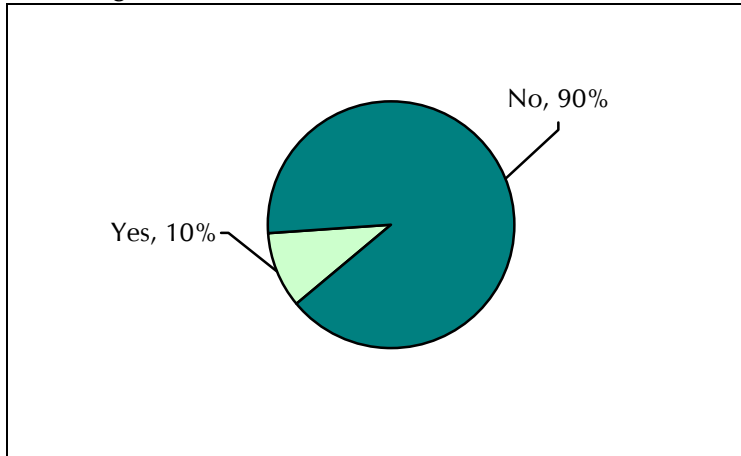
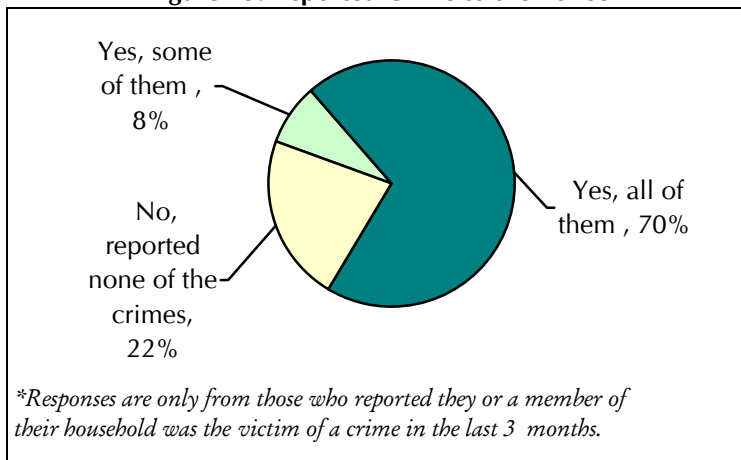


Figure 13: Reported Crime to the Police



Ratings of the effectiveness of the Takoma Park police services were compared by respondents who were victims of a crime and respondents who reported the crime to the police. Not surprisingly, residents who had not been the victim of a crime (either they or a member of their household) in the last three months felt that police services were more effective at crime deterrence than those who had been. However, there was not a difference between those who reported the crimes and those who did not.

Table 10: Victim of a Crime by Effectiveness of Crime Deterrent

How effective do you believe the City of Takoma Park's crime prevention programs and community-oriented policing programs are in deterring crime?	During the past three months, were you or anyone in your household the victim of any crime?		
	Yes	No	Overall
Very effective	1%	18%	16%
Somewhat effective	63%	61%	61%
Not very effective	22%	18%	18%
Not at all effective	13%	4%	5%
Total	100%	100%	100%

Shading indicates a significant difference at the .05 level.

Table 11: Reported a Crime by Effectiveness of Crime Deterrent

How effective do you believe the City of Takoma Park's crime prevention programs and community-oriented policing programs are in deterring crime?	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	Overall
Very effective	2%	0%	6%	2%
Somewhat effective	68%	20%	56%	62%
Not very effective	17%	40%	33%	22%
Not at all effective	14%	40%	6%	13%
Total	100%	100%	100%	100%

Responses only from those who reported that they or a member of their household was the victim of a crime in the last 3 months.

Quality of Contact with Police Department

Four in 10 survey participants reported being in contact with the police department in the last 12 months. While contact with the police does not usually happen under the best of circumstances, the quality of that contact was viewed positively. Contact with the police department received an average rating of 70, above “good” on the 100-point scale.

Figure 14: Respondents Who had Contact with the Police Department in the Last 12 Months

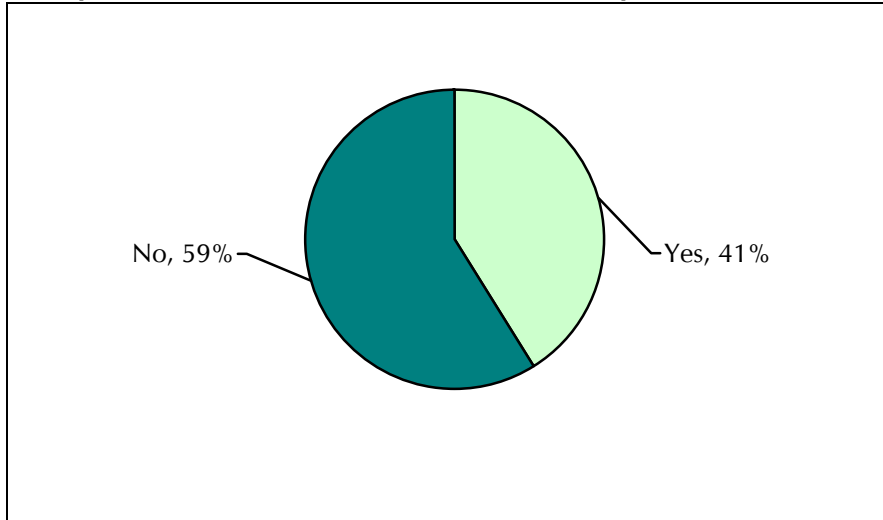


Figure 15: Quality of the Contact with the City's Police Department

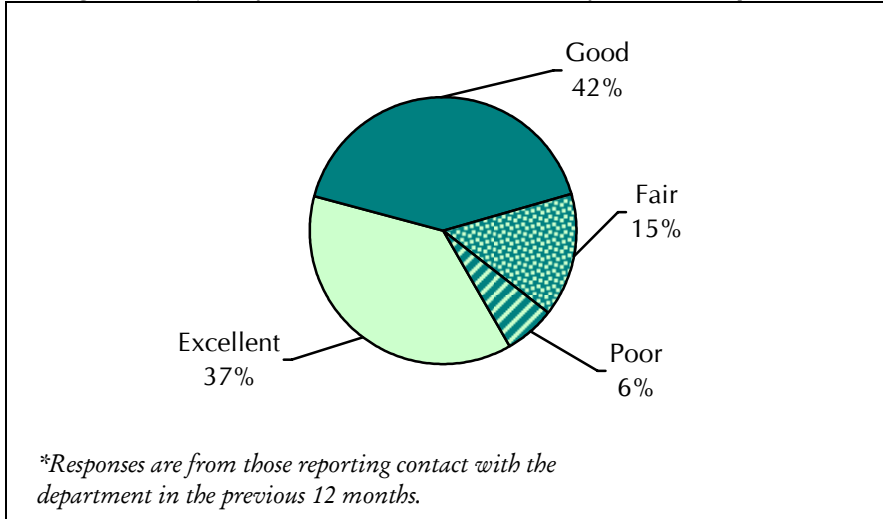


Table 12: Quality of the Contact with the City's Police Department

	Excellent	Good	Fair	Poor	Average rating (0 = poor, 100 = excellent)
Overall, how would you rate your contact with the City of Takoma Park Police Department?	37%	41%	15%	6%	70

Responses are from those reporting contact with the department in the previous 12 months.

Along with rating contact with the police department, participants were given a list of seven positive statements about the police and asked to rate the extent to which they agreed or disagreed with each. At least 6 in 10 respondents who had been in contact with the police department agreed with each of the statements, and 13% or fewer disagreed with any of them. Agreement was highest for “courteous in dealing with people,” 83% reported “agree” or “strongly agree.” “Well trained to handle problems” was agreed upon by the fewest percent of respondents, but 69% still reported “agree” or “strongly agree.”

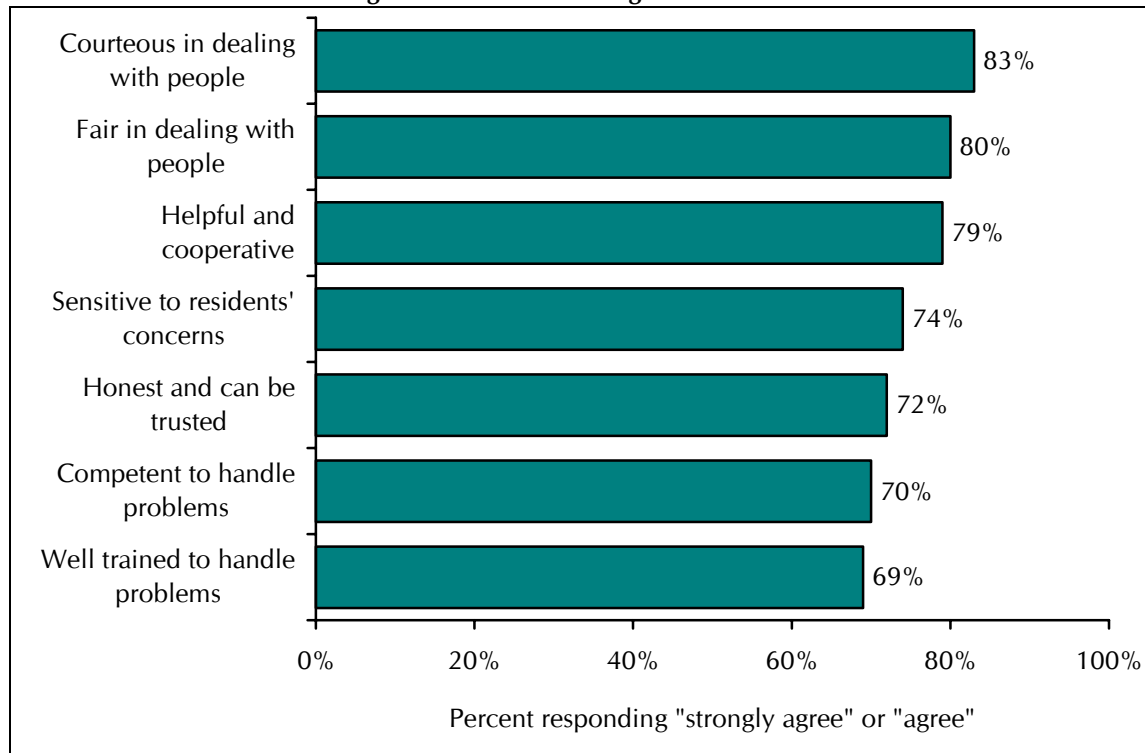
Table 13: Ratings of Contact with Police

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
Courteous in dealing with people	32%	51%	11%	3%	2%	100%
Fair in dealing with people	30%	50%	13%	5%	2%	100%
Helpful and cooperative	31%	48%	13%	6%	2%	100%
Sensitive to residents' concerns	29%	45%	13%	10%	3%	100%
Honest and can be trusted	32%	40%	22%	3%	2%	100%
Competent to handle problems	30%	40%	22%	5%	3%	100%
Well trained to handle problems*	30%	39%	23%	6%	3%	100%

Responses are from those reporting contact with the department in the last 12 months.

**More than 20% of respondents reported “don't know.”*

Figure 16: Positive Ratings of Contact with Police



Responses are from those reporting contact with the department in the last 12 months.

Suggestions for Improvement of Police Services

Residents receiving the survey were given the opportunity to provide suggestions for how they would improve police services in Takoma Park. Of the 1,057 completing the survey, 477 provided a suggestion; these suggestions were then categorized into thematic groups. The majority of responses centered on an increased police presence, 44% mentioned a general increase, 14% wanted more police on foot patrol, 12% suggested more bike or mounted police and 6% recommended an increase in police cars or the visibility of the patrols. “Other” responses, such as “make crime fighting safer and easier for our officers” can be found in Appendix E: Verbatim Responses to Survey Questions.

Table 14: Suggestions for Improving Takoma Park Police Services

In order to improve police services to Takoma Park, I would like to see:	Percent of respondents*
Increased police presence (general)	44%
More police on foot patrol	14%
Community oriented policing	12%
More bike and mounted police	12%
More police cars, increased visibility of cars	6%
Enforcement of speed limits/parking violations	6%
Better dispatch service, easier to contact, better response time	5%
Crime prevention - undercover officers, cameras, etc	5%
Other	22%

**Percents may total to more than 100 as respondents could offer more than one suggestion.*

Community Project: A Gymnasium for the Community Center

The City of Takoma Park would like to add a gymnasium to the Community Center that would allow for indoor recreational activities, as well as large public events. Support for the addition of this gymnasium was high among those completing the survey. Half “strongly” supported this addition and 35% “somewhat” supported it.

Comparison by Respondent Subgroups

Support for the addition of the gym was higher among younger residents, renters and those with less income. More information can be seen in Appendix B: Survey Results by Demographic Groups.

Figure 17: Support for the Addition of a Gymnasium to the Takoma Park Community Center

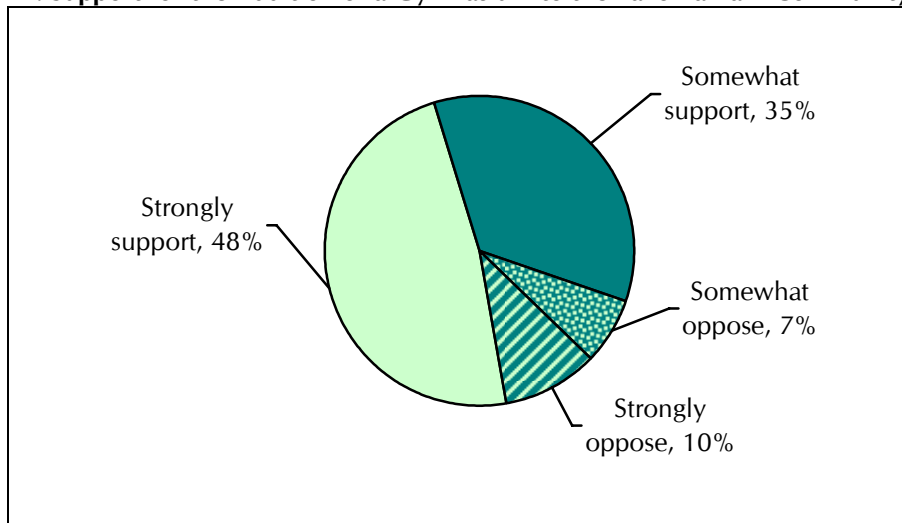
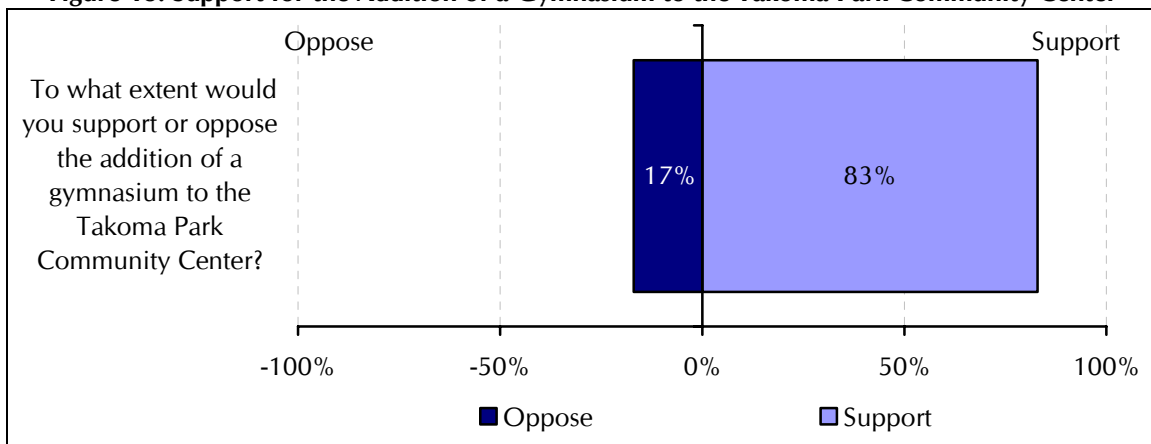


Figure 18: Support for the Addition of a Gymnasium to the Takoma Park Community Center



While the City has currently raised \$1.5 million for the project, the gym will cost \$5 to \$8 million to complete, depending on the exact amenities chosen. This means that the City will need to generate extra revenue in order to complete the project.

One possible funding source would be an increase in property taxes. Support among survey participants dropped as the level of the property tax increased. While a majority (69%) did support the addition of the gym at the \$50/year rate, less than half supported the addition at any of the higher increments.

One thing to note is that around one-quarter of survey participants responded “don’t know” to these questions. This suggests that a meaningful percentage of residents may need additional information before being able to make a decision on this issue.

Comparison by Respondent Subgroups

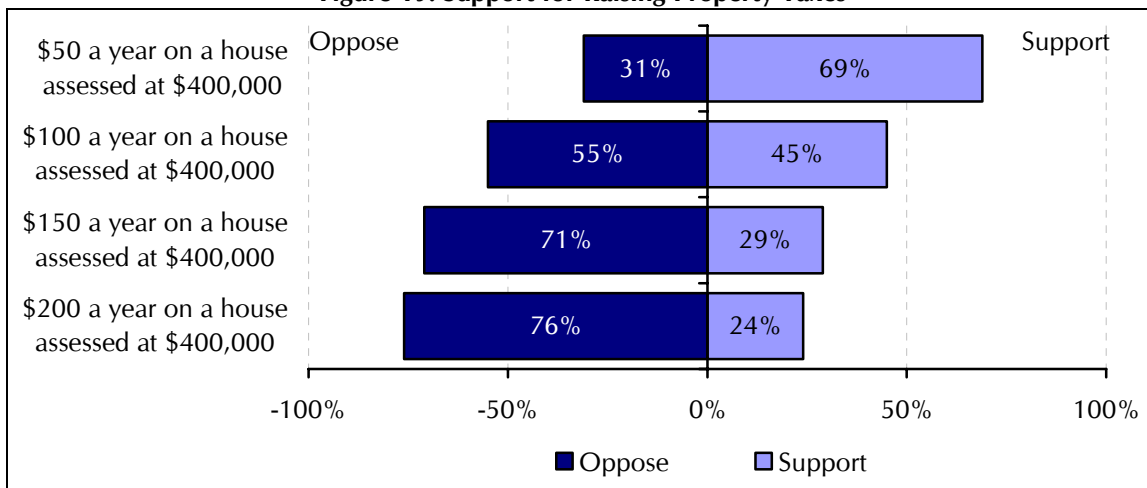
Regardless of respondent demographics, support dropped as the tax increased. However, renters showed higher support than owners, and overall, younger residents reported higher levels of support than older residents. More information on demographic comparisons can be seen in Appendix B: Survey Results by Demographic Groups.

Table 15: Support for or Opposition to Raising Property Taxes

To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center if it were to raise property taxes by:	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
\$50 a year on a house assessed at \$400,000*	40%	29%	6%	25%	100%
\$100 a year on a house assessed at \$400,000*	22%	23%	17%	38%	100%
\$150 a year on a house assessed at \$400,000*	11%	18%	22%	50%	100%
\$200 a year on a house assessed at \$400,000*	10%	14%	16%	60%	100%

*More than 20% of respondents reported “don’t know.”

Figure 19: Support for Raising Property Taxes



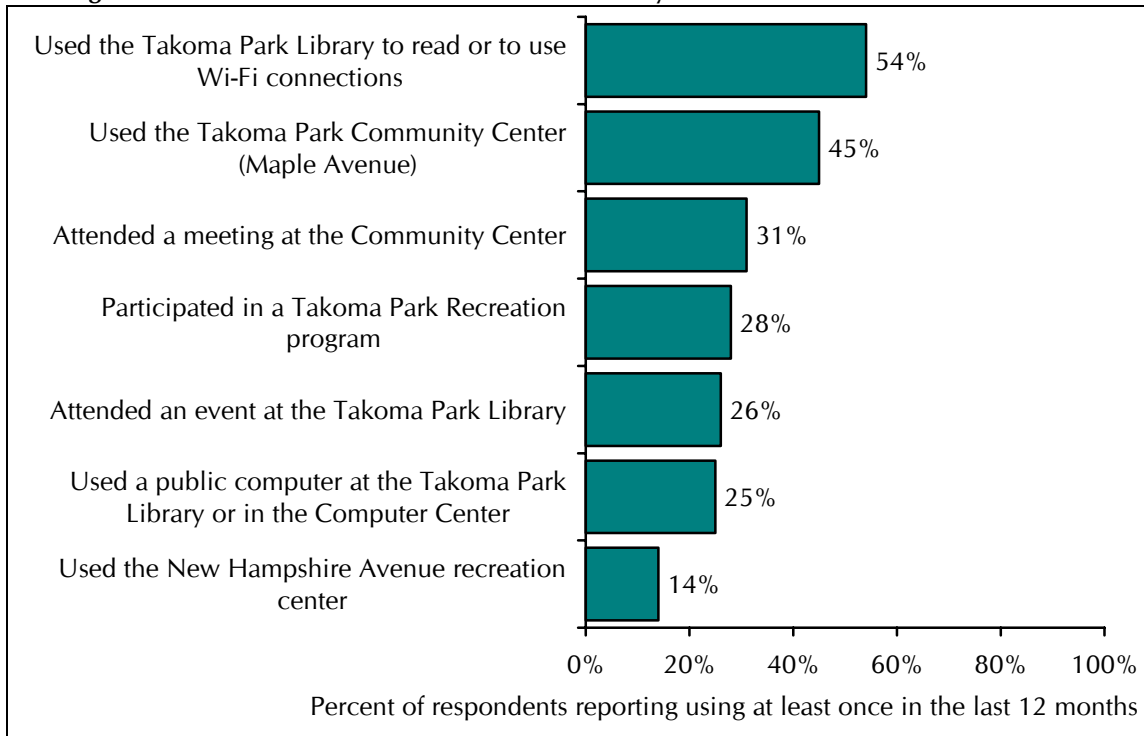
Takoma Park Facilities and Events

The City provides various facilities and events for the public such as the library and the community center. Residents completing the survey were asked how often they, or a member of their household, had used or attended one of these facilities or events in the last 12 months. The highest number of respondents reported using the Takoma Park Library to read or to use Wi-Fi connections; 54% reported doing this at least once. Less than half reported doing any of the remaining activities in the last 12 months. The fewest respondents reported using the New Hampshire Avenue recreation center; just 14% reported using it in the last 12 months.

Table 16: Use of and Attendance at Takoma Park Facilities

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 the Takoma Park Library to read or to use Wi-Fi connections	46%	21%	17%	9%	7%	100%
Used the Takoma Park Community Center (Maple Avenue)	55%	23%	14%	5%	3%	100%
Attended a meeting at the Community Center	69%	20%	9%	2%	0%	100%
Participated in a Takoma Park Recreation program	72%	15%	8%	3%	2%	100%
Attended an event at the Takoma Park Library	74%	17%	7%	2%	1%	100%
Used a public computer at the Takoma Park Library or in the Computer Center	75%	12%	8%	3%	2%	100%
Used the New Hampshire Avenue recreation center	86%	9%	3%	1%	1%	100%

Figure 20: Used or Attended a Takoma Park Facility at Least Once in the Last 12 Months



Communications Outreach

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

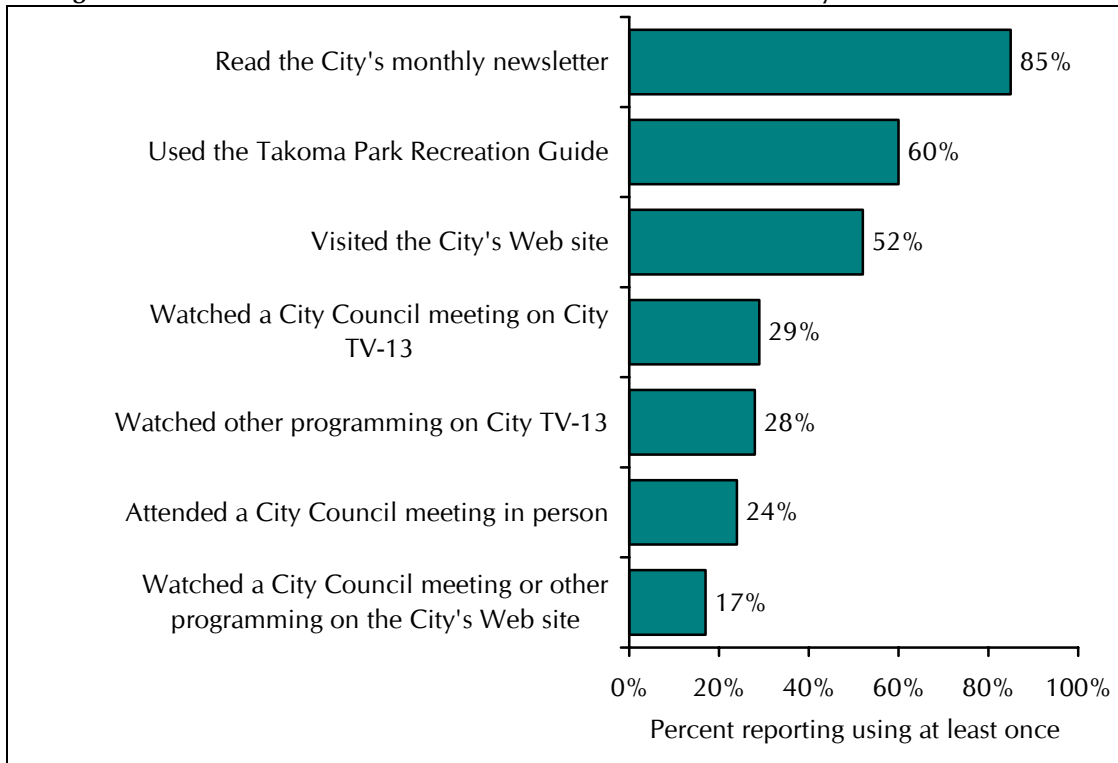
The most commonly used resource was reading the City's monthly newsletter, 85% of respondents reported doing this at least once in the last 12 months and 4 in 10 reported reading it one to three times a month. Half or more of survey participants also used the recreation guide and the City's Web site at least once in the last 12 months (60% and 52%, respectively).

While only 24% reported attending a City Council meeting in person, slightly more than 29% had watched one on City TV-13. The fewest number of respondents reported watching a City Council or other programming on the City's Web site.

Table 17: Interaction with City Outreach and Media

In the last 12 months, about how many times, if ever, have you done the following?	Never	Less than 12 times	1 to 3 times a month	1 to 6 times a week	Daily	Total
Read the City's monthly newsletter	15%	40%	37%	4%	3%	100%
Used the Takoma Park Recreation Guide	40%	44%	14%	2%	1%	100%
Visited the City's Web site at www.takomaparkmd.gov	48%	38%	11%	2%	0%	100%
Watched a City Council meeting on City TV-13	71%	18%	9%	2%	0%	100%
Watched other programming on City TV-13	72%	19%	7%	2%	1%	100%
Attended a City Council meeting in person	76%	20%	3%	1%	0%	100%
Watched a City Council meeting or other programming on the City's Web site	83%	11%	5%	1%	0%	100%

Figure 21: Interacted at Least Once in the Last 12 Months with City Outreach and Media

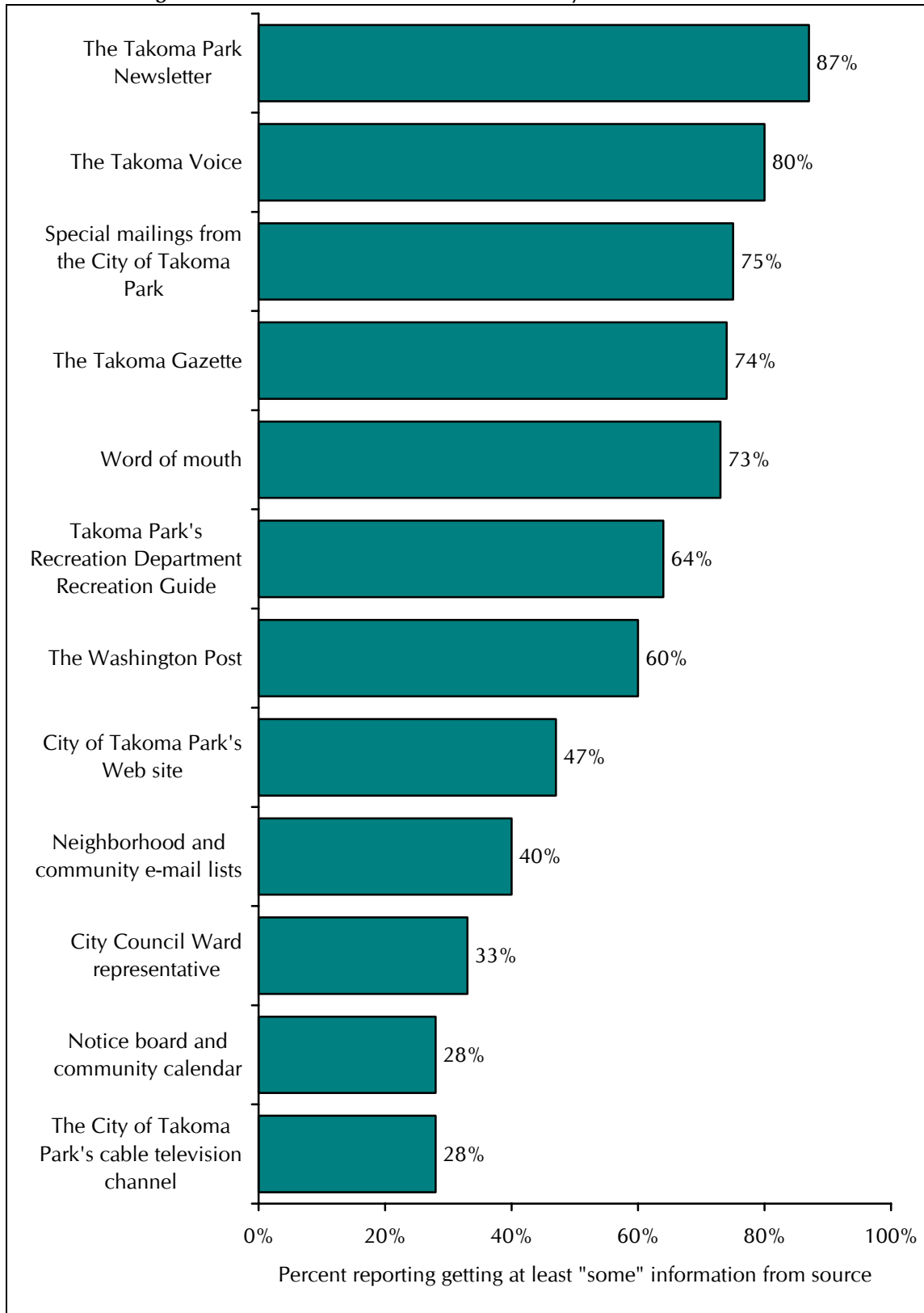


The three sources used most often to get information about the City of Takoma Park government activities were the Takoma Park newsletter, *The Takoma Voice* and special mailings from the City. *The Takoma Gazette* and “word of mouth” were also popular among residents. The notice board/community calendar and City TV-13 were used by the least amount of respondents; 72% reported getting no information from each of these.

Table 18: Information Sources for City Government Activities

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 Takoma Park Newsletter	33%	24%	30%	13%	100%
<i>The Takoma Voice</i>	22%	27%	31%	20%	100%
Special mailings from the City of Takoma Park	9%	16%	50%	25%	100%
<i>The Takoma Gazette</i>	15%	23%	37%	26%	100%
“Word of mouth”	7%	19%	47%	27%	100%
Takoma Park's Recreation Department Recreation Guide	7%	14%	43%	36%	100%
<i>The Washington Post</i>	9%	12%	39%	40%	100%
City of Takoma Park's Web site (www.takomaparkmd.gov)	3%	10%	34%	53%	100%
Neighborhood and community e-mail lists	9%	13%	18%	60%	100%
City Council Ward representative	4%	8%	21%	67%	100%
Notice board and community calendar	3%	5%	20%	72%	100%
The City of Takoma Park's cable television channel (City TV-13)	3%	5%	20%	72%	100%

Figure 22: Used an Information Source for City Government Activities



In order to measure what information residents are getting enough of, not enough of or too much of, the survey had residents rate the level of information they received about various government functions or activities. For the most part residents were pleased with the amount of information they were receiving, with half or more reporting they received the “right amount” of information. Less than 5% of survey respondents reported they received “too much” information on any of the functions or activities. Development and construction projects were the activities that the highest number of residents felt like they received “not enough” information about.

Table 19: Available Information for City Government Functions or Activities

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
Recreation Department activities	17%	80%	2%	100%
Special events	23%	75%	2%	100%
Leaf collection program	26%	72%	2%	100%
Holiday trash and recycling collections schedule	32%	67%	1%	100%
Landlord and tenant assistance	30%	66%	4%	100%
Board and Commission opportunities and activities	33%	64%	2%	100%
City Council actions	37%	62%	2%	100%
Tree removal and tree protection requirements	36%	62%	2%	100%
City of Takoma Park budget information	40%	58%	2%	100%
Affordable housing program	41%	55%	4%	100%
Development projects in your neighborhood and in the City	46%	52%	1%	100%
Construction projects	50%	48%	2%	100%

Only a small percentage (5%) of respondents had signed up for the Takoma Park Alert System (aviso.takomapark.org). One-third of survey participants said that they would like Alerts about street closings and 2 in 10 said that they would like Alerts about building closings and cancellations for recreation programs or activities. Close to two-thirds of those surveyed indicated they would not like to receive Alerts to their e-mail or cellular phone.

Regardless of whether or not a respondent had signed up for the Alert system yet, street closings were of the most interest. Twenty-seven percent of respondents who had registered for Alerts reported that they would not like to receive Alerts.

Figure 23: Have Registered for the Takoma Park Alert System

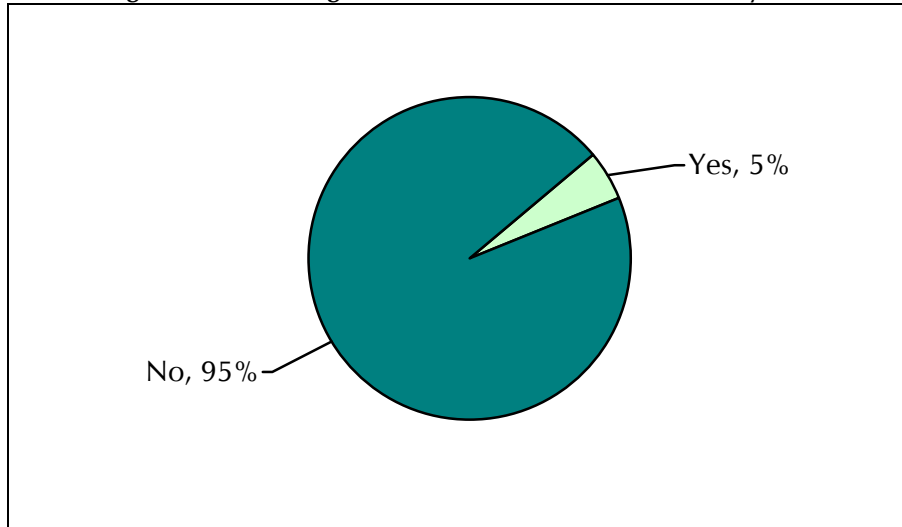


Table 20: Interest in Alerts Delivered to E-mail or Cellular Telephone

Which of the following Alerts would you like delivered to your e-mail or cellular telephone? (Check all that apply)	Percent of respondents*
Street closings	35%
Building closings	20%
Cancellations for recreation programs or activities	18%
I would not like Alerts delivered to my e-mail or cellular phone	62%

*Total may exceed 100 as respondents could select more than one Alert type.

Table 21: Registered for Alerts by Interest in Alerts Delivered to E-mail or Cellular Telephone

Which of the following Alerts would you like delivered to your e-mail or cellular telephone? (Check all that apply) *	Have you registered for the Takoma Park Alert System (aviso.takomapark.org)?	
	Yes	No
Street closings	68%	30%
Building closings	45%	16%
Cancellations for recreation programs or activities	34%	16%
I would not like Alerts delivered to my e-mail or cellular phone	27%	66%

*Total may exceed 100 as respondents could select more than one Alert type.

Additional Comments

The survey provided a space for respondents to provide “any other comments.” Of the 1,057 survey participants, 367 wrote in an additional comment. All comments can be seen in Appendix E: Verbatim Responses to Survey Questions. Responses varied widely, but the most widespread theme revolved around positive comments regarding the City (15%). Code enforcement issues and recreation issues were each mentioned by 12% of those providing a comment.

Table 22: Additional Comments or Suggestions

Do you have any other comments you would like to makes?	Percent of respondents*
Positive comments about the City	15%
Code enforcement, appearance of City, housing, etc	12%
Recreation center, parks, trails, library, pool comments/concerns	12%
Tax issues	11%
Safety concerns/police issues	11%
Housing issues, landlord issues, renters vs. owners	10%
Restaurants, shopping, etc (want more, better quality, no chains, no more empty businesses)	9%
Infrastructure issues: roads, sidewalks, street lights, etc.	8%
Increased communications with City, how communications work	8%
Traffic issues (laws, calming devices, increased public transportation to certain areas)	7%
Recycling, garbage, leaf pick up concerns	6%
City spending priorities/budget issues	6%
City vs. County services, duplicate services concerns - dually taxed, dually served	4%
Immigrants both positive and negative comments	1%
Other	17%

**Percents may total to more than 100 as respondents could offer more than one suggestion.*

Appendix A: Respondent Demographics

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

Table 23: Respondent's Length of Residency

How many years have you lived in Takoma Park?	Percent of respondents
One year or less	11%
2 to 5 years	26%
6 to 10 years	18%
11 to 15 years	13%
16 to 20 years	9%
More than 20 years	22%
Total	100%

Table 24: Respondent's Housing Unit Type

What best describes your home? Is it a . . .	Percent of respondents
One family house detached from any other houses	51%
A duplex or townhouse	2%
A building with three or more apartments or condominiums	42%
Other	6%
Total	100%

Table 25: Respondent's Tenure

Do you rent or own your home?	Percent of respondents
Rent	51%
Own	49%
Total	100%

Table 26: Computer in Home

Do you have a computer at home?	Percent of respondents
No	19%
Yes	81%
Total	100%

Table 27: Type of Internet Access at Home

What type of internet access do you have at home?	Percent of respondents
Dial-up	11%
DSL	43%
Cable broadband	38%
Other	3%
None	5%
Total	100%

Table 28: Cable Television or Satellite Service

Do you subscribe to cable television or satellite services?	Percent of respondents
Cable	60%
Satellite	5%
Neither	35%
Total	100%

Table 29: Cable Provider Used

Which provider do you use?	Percent of respondents
Comcast	66%
Starpower/RCN	30%
Verizon	3%
Total	100%

Table 30: Respondent's Ethnicity

Are you Spanish/Hispanic/Latino?	Percent of respondents
No	95%
Yes	5%
Total	100%

Table 31: Respondent's Race

What is your race? (Please check all that apply.)	Percent of respondents*
American Indian or Alaskan native	2%
Asian or Pacific Islander	5%
Black or African American	30%
White/Caucasian	61%
Other	7%

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

Table 32: Respondent's Gender

What is your gender?	Percent of respondents
Male	39%
Female	61%
Total	100%

Table 33: Respondent's Age

In which category is your age?	Percent of respondents
18 to 24 years	3%
25 to 34 years	15%
35 to 44 years	22%
45 to 54 years	23%
55 to 64 years	20%
65 to 74 years	9%
75 years or older	7%
Total	100%

Table 34: Respondent's Household Size

Counting yourself, how many people live in your household?	Percent of respondents
One	30%
Two	33%
Three	18%
Four	14%
Five or more	5%
Total	100%

Table 35: Age of Respondent's Household Members

	Yes	No	Total
Do any children 12 or under live in your household?	25%	75%	100%
Do any teenagers aged between 13 and 17 live in your household?	11%	89%	100%
Are you or any other members of your household aged 65 or older?	16%	84%	100%

Table 36: Languages Spoken in Respondent Household

Which languages do you or anyone in your household speak at home? (Please check all that apply)	Percent of respondents*
English	93%
Spanish	11%
Vietnamese	0%
Chinese	1%
Russian	2%
Amharic	6%
Farsi	0%
French	7%
Portuguese	1%
Korean	0%
Other	12%

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

Table 37: Respondent's Household Income

About how much was your household's total income before taxes in 2006? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	18%
\$25,000 to \$49,000	25%
\$50,000 to \$99,999	27%
\$100,000 to \$149,999	14%
\$150,000 to \$199,999	8%
\$200,000 or more	7%
Total	100%

Appendix B: Survey Results by Demographic Groups

The following pages contain breakdowns of the survey results by demographic subgroups within Takoma Park. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of $p > .05$). Where estimates are given for subgroups, they are less precise. For each subgroup from the survey, the margin of error rises to as much as plus or minus 10% for a sample size of 97 ("other" race) to plus or minus 5% for 386 completed surveys (gender).

Quality of Life by Age, Gender and Race

Please rate your quality of life in Takoma Park.	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
Overall, how would you describe the quality of life in the City of Takoma Park?	68	69	70	69	70	69	69	73	65	66	70
How would you rate the overall quality of life in your neighborhood?	61	63	66	64	64	64	64	69	59	58	65
How do you rate Takoma Park as a place to raise children?	65	70	70	69	71	66	69	73	65	62	69

Average rating (0=poor,100=excellent)

Quality of Community Characteristics by Age, Gender and Race

Please rate each of the following characteristics of Takoma Park.	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
Sense of community	68	70	69	70	71	68	70	76	63	60	70
Overall appearance of Takoma Park	62	61	64	62	62	61	62	63	63	56	62
Opportunities to attend cultural or arts events	68	66	66	67	68	65	67	68	68	58	67
Shopping opportunities	38	41	48	43	45	41	43	37	55	47	43
Openness and acceptance of the community toward people of diverse backgrounds	76	74	72	74	75	72	74	79	70	60	74
Access to municipal buildings	69	69	73	71	71	70	71	71	74	65	71
Services for individuals with disabilities	54	59	62	60	62	57	60	58	64	57	60
Availability of affordable quality housing	43	35	37	37	36	38	37	34	40	40	37
Ease of travel in Takoma Park by bicycle	55	55	53	54	54	54	54	52	61	47	54
Ease of travel in Takoma Park by walking	67	64	63	64	64	64	64	66	66	54	64
Ease of travel in Takoma Park by public transit	71	69	68	69	70	67	69	68	74	65	70

Average rating (0=poor,100=excellent)

Neighborhood Problems by Age, Gender and Race

Please rate how much of a problem each of the following is in your neighborhood.	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
Traffic	33%	44%	41%	41%	41%	40%	41%	44%	34%	36%	40%
Cut-through traffic	28%	44%	44%	41%	41%	42%	41%	44%	36%	40%	41%
Speeding traffic	30%	52%	47%	46%	44%	49%	46%	50%	38%	42%	46%
Oversized commercial vehicles and trailers parked on street	16%	24%	19%	21%	21%	19%	20%	21%	18%	25%	20%
Pedestrian safety	33%	42%	25%	34%	35%	34%	35%	39%	30%	24%	34%
Crime	50%	66%	60%	61%	62%	59%	61%	61%	59%	60%	60%
Graffiti	11%	25%	19%	20%	19%	21%	20%	17%	24%	24%	19%
Litter	35%	38%	30%	35%	36%	35%	35%	35%	33%	41%	35%
Overgrown grass and vegetation	23%	26%	21%	24%	25%	22%	24%	20%	26%	30%	23%
Run down houses and buildings	22%	24%	17%	21%	22%	19%	21%	20%	18%	26%	20%
Neighbor conflicts	7%	15%	12%	12%	11%	15%	13%	12%	9%	17%	12%

Percent of respondents reporting "moderate," "major" or "extreme" problem

Feelings of Safety by Age, Gender and Race

How safe or unsafe do you feel walking alone...	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
In your neighborhood during the day	93%	95%	91%	94%	94%	93%	94%	96%	93%	87%	94%
In your neighborhood after dark	57%	53%	50%	53%	48%	59%	52%	51%	55%	57%	53%
In Old Town/Junction during the day	96%	96%	92%	95%	95%	94%	94%	96%	94%	88%	95%
In Old Town/Junction after dark	76%	55%	53%	59%	54%	64%	58%	59%	57%	62%	59%
From Metro station during the day	97%	94%	87%	92%	93%	91%	92%	93%	91%	91%	93%
From Metro station after dark	44%	32%	30%	33%	28%	42%	33%	28%	43%	44%	34%
In University/New Hampshire/Crossroads area during the day	70%	72%	66%	70%	67%	73%	69%	67%	76%	69%	70%
In University/New Hampshire/Crossroads area after dark	22%	19%	19%	19%	15%	26%	19%	12%	32%	23%	19%

Percent of respondents reporting "very" or "somewhat" safe

Use of Takoma Park Facilities by Age, Gender and Race

In the last 12 months, about how many times have you or other household members done the following things:	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
Used the New Hampshire Avenue recreation center	10%	16%	13%	14%	12%	16%	14%	8%	23%	12%	13%
Used the Takoma Park Community Center (Maple Avenue)	38%	51%	42%	45%	45%	45%	45%	45%	45%	49%	45%
Attended a meeting at the Community Center	17%	34%	36%	32%	30%	34%	32%	31%	31%	35%	32%
Participated in a Takoma Park Recreation program	18%	32%	28%	28%	29%	26%	28%	26%	32%	29%	28%
Used the Takoma Park Library to read or to use Wi-Fi connections	54%	56%	51%	54%	55%	51%	54%	52%	56%	65%	54%
Attended an event at the Takoma Park Library	23%	34%	19%	26%	26%	26%	26%	27%	22%	34%	26%
Used a public computer at the Takoma Park Library or in the Computer Center	25%	26%	24%	25%	24%	27%	25%	18%	36%	37%	25%

Percent of respondents reporting using at least once

Effectiveness of Deterring Crime by Age, Gender and Race

How effective do you believe the City of Takoma Park's crime prevention programs and community-oriented policing programs are in deterring crime?	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
Very effective	22%	14%	24%	19%	19%	19%	19%	11%	33%	18%	19%
Somewhat effective	55%	68%	54%	60%	62%	59%	60%	66%	53%	58%	61%
Not very effective	19%	14%	18%	16%	15%	18%	16%	19%	12%	17%	16%
Not at all effective	4%	4%	5%	4%	4%	5%	4%	4%	1%	7%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall Quality of City Services by Age, Gender and Race

	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
How would you rate the overall quality of services provided by the City of Takoma Park?	65	62	66	64	65	62	64	66	62	59	64

Average rating (0=poor,100=excellent)

Public Trust by Age, Gender and Race

Please rate the following statements by circling the number that most closely represents your opinion:	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
The value of services for the taxes paid to the City of Takoma Park	56	51	56	53	53	53	53	53	57	50	54
The overall direction the City of Takoma Park is taking	62	54	56	56	58	55	56	55	61	51	57
The job the City of Takoma Park does welcoming resident involvement	64	62	63	63	64	62	63	66	60	55	63

Average rating (0=poor, 100=excellent)

Support for the Addition of a Gymnasium by Age, Gender and Race

	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center?	93%	83%	78%	83%	82%	84%	83%	77%	95%	86%	83%

Percent of respondents reporting "strongly" or "somewhat" support

Support for a Property Tax Increase by Age, Gender and Race

To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center if it were to raise property taxes by:	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
\$50 a year on a house assessed at \$400,000	83%	70%	58%	69%	68%	70%	69%	67%	79%	60%	69%
\$100 a year on a house assessed at \$400,000	58%	48%	32%	45%	41%	50%	45%	47%	44%	39%	46%
\$150 a year on a house assessed at \$400,000	39%	29%	23%	29%	27%	32%	29%	28%	34%	26%	29%
\$200 a year on a house assessed at \$400,000	31%	23%	19%	23%	21%	27%	23%	23%	29%	20%	24%

Percent of respondents reporting "strongly" or "somewhat" support

Communications Outreach by Age, Gender and Race

In the last 12 months, about how many times, if ever, have you done the following?	Respondent's Age				Respondent's Gender			Respondent's Race			
	18 to 34 years	35 to 54 years	55+ years	Overall	Female	Male	Overall	White	Black or African American	Other	Overall
Watched a City Council meeting on City TV-13	20%	30%	32%	29%	29%	29%	29%	21%	44%	29%	29%
Watched a City Council meeting or other programming on the City's Web site	12%	19%	15%	16%	18%	13%	16%	10%	28%	21%	16%
Watched other programming on City TV-13	22%	29%	29%	27%	28%	27%	28%	19%	46%	34%	27%
Visited the City's Web site at www.takomaparkmd.gov	62%	62%	34%	52%	55%	48%	52%	57%	43%	53%	53%
Attended a City Council meeting in person	13%	27%	28%	24%	25%	23%	25%	23%	26%	27%	24%
Read the City's monthly newsletter	75%	89%	83%	84%	84%	84%	84%	85%	89%	77%	85%
Used the Takoma Park Recreation Guide	62%	67%	51%	61%	65%	53%	60%	62%	62%	60%	62%

Percent of respondents reporting participating at least once

Quality of Life by Tenure and Income

Please rate your quality of life in Takoma Park.	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Overall, how would you describe the quality of life in the City of Takoma Park?	66	73	69	65	67	72	73	70
How would you rate the overall quality of life in your neighborhood?	58	70	64	59	57	66	72	64
How do you rate Takoma Park as a place to raise children?	63	75	69	59	63	73	76	70

Average rating (0=poor,100=excellent)

Quality of Community Characteristics by Tenure and Income

Please rate each of the following characteristics of Takoma Park.	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Sense of community	64	75	70	62	64	72	78	70
Overall appearance of Takoma Park	63	61	62	65	62	65	58	62
Opportunities to attend cultural or arts events	67	66	67	68	65	69	65	67
Shopping opportunities	48	38	43	55	50	41	33	43
Openness and acceptance of the community toward people of diverse backgrounds	70	77	74	66	70	74	81	74
Access to municipal buildings	70	71	71	71	74	71	69	71
Services for individuals with disabilities	60	61	60	62	58	59	59	60
Availability of affordable quality housing	39	34	37	43	38	34	35	37
Ease of travel in Takoma Park by bicycle	57	52	54	58	55	55	50	54
Ease of travel in Takoma Park by walking	64	65	64	63	64	64	65	64
Ease of travel in Takoma Park by public transit	71	67	69	74	70	67	68	69

Average rating (0=poor,100=excellent)

Neighborhood Problems by Tenure and Income

Please rate how much of a problem each of the following is in your neighborhood.	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than	\$25,000 to	\$50,000 to	\$100,000 or	Overall
				\$24,999	\$49,999	\$99,999	more	
Traffic	33%	49%	41%	30%	36%	44%	50%	41%
Cut-through traffic	33%	49%	41%	32%	36%	42%	50%	42%
Speeding traffic	37%	56%	46%	36%	44%	44%	55%	46%
Oversized commercial vehicles and trailers parked on street	21%	20%	21%	20%	17%	21%	23%	20%
Pedestrian safety	30%	40%	35%	29%	27%	38%	40%	34%
Crime	57%	65%	61%	53%	62%	59%	65%	60%
Graffiti	21%	19%	20%	22%	21%	18%	18%	20%
Litter	35%	35%	35%	32%	36%	40%	33%	35%
Overgrown grass and vegetation	24%	23%	24%	22%	22%	25%	24%	24%
Run down houses and buildings	21%	21%	21%	20%	20%	21%	23%	21%
Neighbor conflicts	16%	9%	13%	15%	14%	10%	12%	12%

Percent of respondents reporting "moderate," "major" or "extreme" problem

Feelings of Safety by Tenure and Income

How safe or unsafe do you feel walking alone...	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
In your neighborhood during the day	93%	94%	94%	89%	90%	97%	96%	94%
In your neighborhood after dark	54%	51%	52%	46%	52%	54%	55%	53%
In Old Town/Junction during the day	95%	94%	94%	93%	94%	97%	95%	95%
In Old Town/Junction after dark	64%	54%	58%	61%	56%	62%	56%	59%
From Metro station during the day	94%	90%	92%	92%	95%	92%	93%	93%
From Metro station after dark	44%	23%	33%	46%	38%	33%	23%	33%
In University/New Hampshire/Crossroads area during the day	73%	66%	69%	73%	74%	68%	67%	70%
In University/New Hampshire/Crossroads area after dark	25%	13%	19%	26%	26%	17%	12%	19%

Percent of respondents reporting "very" or "somewhat" safe

Use of Takoma Park Facilities by Tenure and Income

In the last 12 months, about how many times have you or other household members done the following things:	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Used the New Hampshire Avenue recreation center	13%	14%	14%	12%	15%	15%	13%	14%
Used the Takoma Park Community Center (Maple Avenue)	42%	49%	45%	35%	48%	44%	49%	45%
Attended a meeting at the Community Center	22%	41%	31%	21%	28%	29%	43%	32%
Participated in a Takoma Park Recreation program	24%	32%	28%	20%	26%	33%	31%	28%
Used the Takoma Park Library to read or to use Wi-Fi connections	53%	55%	54%	50%	57%	51%	56%	54%
Attended an event at the Takoma Park Library	22%	31%	26%	20%	26%	24%	34%	27%
Used a public computer at the Takoma Park Library or in the Computer Center	32%	18%	25%	34%	32%	23%	17%	26%

Percent of respondents reporting using at least once

Effectiveness of Deterring Crime by Tenure and Income

How effective do you believe the City of Takoma Park's crime prevention programs and community-oriented policing programs are in deterring crime?	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Very effective	26%	12%	19%	44%	25%	11%	6%	19%
Somewhat effective	61%	60%	61%	46%	56%	72%	63%	61%
Not very effective	10%	23%	17%	7%	17%	13%	25%	17%
Not at all effective	3%	5%	4%	3%	2%	4%	6%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Overall Quality of City Services by Tenure and Income

	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
How would you rate the overall quality of services provided by the City of Takoma Park?	63	64	64	64	66	64	63	64

Average rating (0=poor,100=excellent)

Public Trust by Tenure and Income

Please rate the following statements by circling the number that most closely represents your opinion:	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
The value of services for the taxes paid to the City of Takoma Park	58	49	53	60	57	53	50	54
The overall direction the City of Takoma Park is taking	59	54	57	60	60	58	53	57
The job the City of Takoma Park does welcoming resident involvement	63	63	63	64	61	63	65	63

Average rating (0=poor, 100=excellent)

Support for the Addition of a Gymnasium by Tenure and Income

	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center?	94%	72%	83%	91%	90%	84%	75%	84%

Percent of respondents reporting "strongly" or "somewhat" support

Support for a Property Tax Increase by Tenure and Income

To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center if it were to raise property taxes by:	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
\$50 a year on a house assessed at \$400,000	84%	60%	69%	69%	72%	71%	68%	70%
\$100 a year on a house assessed at \$400,000	57%	39%	45%	44%	42%	45%	50%	46%
\$150 a year on a house assessed at \$400,000	41%	22%	29%	32%	33%	27%	29%	29%
\$200 a year on a house assessed at \$400,000	36%	17%	23%	21%	33%	20%	23%	24%

Percent of respondents reporting "strongly" or "somewhat" support

Communications Outreach by Tenure and Income

In the last 12 months, about how many times, if ever, have you done the following?	Respondent's Tenure			Respondent's Household Income				
	Rent	Own	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Watched a City Council meeting on City TV-13	29%	29%	29%	33%	30%	27%	26%	29%
Watched a City Council meeting or other programming on the City's Web site	18%	14%	16%	20%	16%	18%	11%	16%
Watched other programming on City TV-13	30%	25%	28%	29%	36%	28%	20%	28%
Visited the City's Web site at www.takomaparkmd.gov	44%	61%	52%	28%	38%	62%	70%	53%
Attended a City Council meeting in person	18%	30%	24%	24%	17%	25%	29%	24%
Read the City's monthly newsletter	79%	89%	84%	76%	81%	90%	87%	85%
Used the Takoma Park Recreation Guide	54%	67%	60%	46%	51%	72%	68%	61%

Percent of respondents reporting participating at least once

Quality of Life by Ward

Please rate your quality of life in Takoma Park.	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
Overall, how would you describe the quality of life in the City of Takoma Park?	76	73	73	63	68	64	69
How would you rate the overall quality of life in your neighborhood?	76	72	70	55	58	52	64
How do you rate Takoma Park as a place to raise children?	79	77	75	62	62	59	69

Average rating (0=poor,100=excellent)

Quality of Community Characteristics by Ward

Please rate each of the following characteristics of Takoma Park.	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
Sense of community	79	74	77	59	70	59	70
Overall appearance of Takoma Park	67	61	64	63	63	54	62
Opportunities to attend cultural or arts events	66	67	68	67	68	65	67
Shopping opportunities	38	39	39	45	40	58	43
Openness and acceptance of the community toward people of diverse backgrounds	78	80	79	67	72	66	74
Access to municipal buildings	74	71	71	74	67	66	71
Services for individuals with disabilities	62	59	59	64	57	56	60
Availability of affordable quality housing	35	36	33	38	44	36	37
Ease of travel in Takoma Park by bicycle	55	53	53	53	59	53	54
Ease of travel in Takoma Park by walking	71	63	70	62	65	57	64
Ease of travel in Takoma Park by public transit	71	66	70	68	72	70	69

Average rating (0=poor,100=excellent)

Neighborhood Problems by Ward

Please rate how much of a problem each of the following is in your neighborhood.	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
Traffic	53%	48%	38%	27%	30%	48%	41%
Cut-through traffic	43%	50%	44%	33%	24%	54%	41%
Speeding traffic	51%	50%	50%	33%	40%	55%	46%
Oversized commercial vehicles and trailers parked on street	19%	15%	18%	21%	21%	29%	20%
Pedestrian safety	38%	35%	31%	17%	39%	49%	35%
Crime	66%	56%	60%	61%	55%	67%	61%
Graffiti	12%	13%	14%	23%	23%	35%	20%
Litter	23%	31%	24%	34%	48%	50%	35%
Overgrown grass and vegetation	19%	22%	21%	19%	27%	36%	24%
Run down houses and buildings	15%	18%	22%	19%	22%	29%	21%
Neighbor conflicts	8%	8%	10%	16%	19%	15%	13%

Percent of respondents reporting "moderate," "major" or "extreme" problem

Feelings of Safety by Ward

How safe or unsafe do you feel walking alone...	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
In your neighborhood during the day	93%	96%	94%	94%	96%	87%	93%
In your neighborhood after dark	52%	65%	53%	48%	55%	45%	53%
In Old Town/Junction during the day	95%	96%	94%	95%	98%	89%	94%
In Old Town/Junction after dark	55%	60%	60%	60%	69%	49%	59%
From Metro station during the day	88%	95%	92%	93%	96%	89%	92%
From Metro station after dark	28%	29%	31%	39%	41%	33%	33%
In University/New Hampshire/Crossroads area during the day	71%	66%	68%	76%	71%	65%	69%
In University/New Hampshire/Crossroads area after dark	12%	16%	15%	26%	18%	25%	19%

Percent of respondents reporting "very" or "somewhat" safe

Use of Takoma Park Facilities by Ward

In the last 12 months, about how many times have you or other household members done the following things:	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
Used the New Hampshire Avenue recreation center	8%	13%	11%	11%	6%	34%	14%
Used the Takoma Park Community Center (Maple Avenue)	54%	47%	51%	54%	36%	30%	45%
Attended a meeting at the Community Center	40%	39%	30%	32%	23%	27%	32%
Participated in a Takoma Park Recreation program	28%	32%	37%	28%	22%	22%	28%
Used the Takoma Park Library to read or to use Wi-Fi connections	59%	56%	56%	58%	41%	53%	54%
Attended an event at the Takoma Park Library	31%	28%	33%	34%	13%	20%	27%
Used a public computer at the Takoma Park Library or in the Computer Center	21%	16%	23%	45%	21%	26%	25%

Percent of respondents reporting using at least once

Effectiveness of Deterring Crime by Ward

How effective do you believe the City of Takoma Park's crime prevention programs and community-oriented policing programs are in deterring crime?	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
Very effective	17%	15%	15%	22%	18%	24%	19%
Somewhat effective	57%	66%	58%	64%	72%	51%	61%
Not very effective	20%	14%	23%	13%	6%	19%	16%
Not at all effective	6%	5%	3%	1%	4%	6%	4%
Total	100%	100%	100%	100%	100%	100%	100%

Overall Quality of City Services by Ward

	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
How would you rate the overall quality of services provided by the City of Takoma Park?	66	67	65	63	63	60	64

Average rating (0=poor,100=excellent)

Public Trust by Ward

Please rate the following statements by circling the number that most closely represents your opinion:	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
The value of services for the taxes paid to the City of Takoma Park	54	50	53	57	54	54	54
The overall direction the City of Takoma Park is taking	56	55	58	59	57	57	57
The job the City of Takoma Park does welcoming resident involvement	66	63	65	59	63	61	63

Average rating (0=poor, 100=excellent)

Support for the Addition of a Gymnasium by Ward

	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center?	76%	75%	80%	96%	88%	87%	84%

Percent of respondents reporting "strongly" or "somewhat" support

Support for a Property Tax Increase by Ward

To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center if it were to raise property taxes by:	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
\$50 a year on a house assessed at \$400,000	64%	60%	68%	80%	82%	70%	70%
\$100 a year on a house assessed at \$400,000	49%	41%	46%	54%	50%	35%	46%
\$150 a year on a house assessed at \$400,000	32%	21%	31%	36%	35%	24%	30%
\$200 a year on a house assessed at \$400,000	27%	16%	23%	31%	28%	19%	23%

Percent of respondents reporting "strongly" or "somewhat" support

Communications Outreach by Ward

In the last 12 months, about how many times, if ever, have you done the following?	Respondent's Ward						Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
Watched a City Council meeting on City TV-13	24%	31%	23%	37%	24%	35%	29%
Watched a City Council meeting or other programming on the City's Web site	13%	15%	12%	19%	11%	29%	16%
Watched other programming on City TV-13	22%	26%	23%	41%	21%	33%	27%
Visited the City's Web site at www.takomaparkmd.gov	55%	57%	64%	35%	55%	46%	52%
Attended a City Council meeting in person	34%	29%	20%	22%	16%	25%	24%
Read the City's monthly newsletter	89%	87%	84%	76%	84%	87%	84%
Used the Takoma Park Recreation Guide	62%	71%	68%	50%	54%	57%	61%

Percent of respondents reporting participating at least once

Appendix C: Complete Set of Normative Comparisons

The following tables show more information about normative comparisons presented in the body of the report. In addition to the average rating, three numbers are provided in the table. The first is the rank assigned to Takoma Park's rating among jurisdictions where a similar question was asked. The second is the number of jurisdictions that asked a similar question. Third, the rank is expressed as a percentile to indicate its distance from the top score. This rank (5th highest out of 25 jurisdictions' results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that Takoma Park's rating is equal to or better than 80% of the ratings from other jurisdictions.

Conversely, 20% of the jurisdictions where a similar question was asked had higher ratings.

Repeated from the report body is the column listing whether each was "above," "below" or "similar to" the norm.

Quality of Life Ratings

	City of Takoma Park Rating	Rank	Number of Jurisdictions for Comparison	City of Takoma Park Percentile	Comparison of Takoma Park Rating to Norm
Overall quality of life	69	77	236	68%	Above the norm
Overall quality of life in your neighborhood	64	5	11	60%	Similar to the norm
Takoma Park as a place to raise children	69	81	198	59%	Above the norm

Characteristics of the Community

	City of Takoma Park Rating	Rank	Number of Jurisdictions for Comparison	City of Takoma Park Percentile	Comparison of Takoma Park Rating to Norm
Sense of community	70	10	157	94%	Above the norm
Overall appearance of Takoma Park	62	71	179	61%	Above the norm
Opportunities to attend cultural or arts events	67	15	140	90%	Above the norm
Shopping opportunities	43	97	140	31%	Below the norm
Openness and acceptance of the community toward people of diverse backgrounds	74	2	130	99%	Above the norm
Services for individuals with disabilities	60	2	7	83%	Above the norm
Availability of affordable quality housing	37	116	191	39%	Below the norm
Ease of travel by bicycle	54	40	140	72%	Above the norm
Ease of travel by walking	64	28	138	80%	Above the norm
Ease of travel by public transit	69	2	91	99%	Above the norm

Safety in Neighborhood

	City of Takoma Park Rating	Rank	Number of Jurisdictions for Comparison	City of Takoma Park Percentile	Comparison of Takoma Park Rating to Norm
In your neighborhood during the day	85	143	179	20%	Below the norm
In your neighborhood after dark	50	185	188	2%	Below the norm

Quality of City Services

	City of Takoma Park Rating	Rank	Number of Jurisdictions for Comparison	City of Takoma Park Percentile	Comparison of Takoma Park Rating to Norm
Trash collection	76	26	202	88%	Above the norm
Recycling services	70	53	172	70%	Above the norm
Street repairs and maintenance	45	120	239	50%	Similar to the norm
Snow and ice removal	58	72	158	55%	Above the norm
Street sweeping	55	81	173	53%	Above the norm
Street lighting	48	131	185	29%	Below the norm
Recreational programs	65	66	185	65%	Above the norm
Variety of recreational programs offered	64	37	120	70%	Above the norm
Recreation centers	59	71	143	51%	Similar to the norm
Arts and cultural events	67	4	21	85%	Above the norm
Appearance of City buildings	65	9	17	50%	Above the norm
Enforcement of traffic laws	54	120	195	39%	Similar to the norm
Stormwater management	56	64	188	66%	Above the norm
Services for seniors	60	55	153	64%	Above the norm
Services for youth	62	22	133	84%	Above the norm
Quality of programming on the City's cable channel (City TV-13)	51	17	24	30%	Below the norm
City's Web site (www.takomaparkmd.gov)	57	28	49	44%	Similar to the norm
Takoma Park Library collections	58	80	96	17%	Below the norm

Overall Quality of City Services

	City of Takoma Park Rating	Rank	Number of Jurisdictions for Comparison	City of Takoma Park Percentile	Comparison of Takoma Park Rating to Norm
Overall quality of services provided by the City	64	73	214	66%	Above the norm

Public Trust

	City of Takoma Park Rating	Rank	Number of Jurisdictions for Comparison	City of Takoma Park Percentile	Comparison of Takoma Park Rating to Norm
The value of services for the taxes paid to the City of Takoma Park	53	114	198	43%	Similar to the norm
The overall direction the City of Takoma Park is taking	57	83	163	49%	Similar to the norm
The job the City of Takoma Park does welcoming resident involvement	63	60	176	66%	Above the norm

City Employees

	City of Takoma Park Rating	Rank	Number of Jurisdictions for Comparison	City of Takoma Park Percentile	Comparison of Takoma Park Rating to Norm
Knowledge	69	71	181	61%	Above the norm
Courtesy	75	22	57	63%	Above the norm
Responsiveness	65	87	179	52%	Similar to the norm
Overall customer service	66	90	204	56%	Similar to the norm

Appendix D: Survey Methodology

Sample Selection

Approximately 3,000 households within the boundaries of Takoma Park were selected to participate in the survey using a stratified, systematic sampling method from a list of residences provided by the City. (Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.) The City of Takoma Park compiled the list from its rental housing database, State assessment files, street lists by ward and field checks. The list was originally compiled to compare against inaccurate 2000 Census address lists.

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

Survey Administration and Response Rate

Households received four mailings each beginning in September 2007. Completed surveys were collected over the following five 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 Mayor inviting the household to participate in the 2007 Resident Survey, a questionnaire in both English and Spanish, and a self-mailing envelope. The fourth and final mailing was a reminder postcard asking residents who had not yet completed the survey and returned it to do so.

About 6% of the surveys were returned because they either had incorrect addresses or were received by vacant housing units. Of the 2,835 remaining households, 1,057 completed the survey, providing a response rate of 37%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%.

Reaching Non-English Speaking Residents

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

In total, the City received two in-language calls that were in regards to general survey questions and not to complete the survey itself. A total of 18 Spanish surveys, and 1,039 English surveys were completed.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,057 completed surveys). 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 10% for a sample size of 97 (for race) to plus or minus 5% for 386 completed surveys (for gender).

Weighting the Data

The demographic characteristics of the survey sample were compared to those available in the sample list provided by Takoma Park and were statistically adjusted to reflect the entire list. The results of the weighting scheme are presented in the following table. The shaded variables were the ones by which survey results were weighted.

Takoma Park, MD Citizen Survey Weighting Table			
Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Own home	45%	69%	48%
Rent home	55%	31%	52%
Ward			
Ward 1	17%	23%	17%
Ward 2	17%	22%	17%
Ward 3	16%	21%	16%
Ward 4	18%	11%	18%
Ward 5	16%	14%	16%
Ward 6	17%	11%	17%

¹Source: Sample list provided by Takoma Park.

Data Analysis

Completed questionnaires were checked for accuracy by NRC staff. The data were then entered and the results analyzed by NRC using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in Appendix F: Survey Instrument and Complete Set of Frequencies.

Also included are results by demographic characteristics (Appendix B: Survey Results by Demographic Groups). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories

of our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendices.

Appendix E: Verbatim Responses to Survey Questions

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

- (1) have been disappointed by many of the original motivations (2) potential for economic development
- (now ex-) husband's job was here
- A friend needed a room mate - I needed a new (better) place to live
- Affordable apts (wish there were single family homes.
- Affordable housing in 1970
- Affordable housing of several part ago-not now.
- Affordable housing; in-state tuition (U.MD, Community College)
- Affordable hsg is changing - we need to protect aff. Hsg.
- Affordable rental/future spouse already here
- And raised here
- Annexed in
- As an independent contractor, this was a central place for clients in area
- At the time we bought in 1997
- Because Takoma academy for our children & the Adventist community
- Because there is an awesome medical genius in the City...
- Been here for over 25 yrs, house paid for.
- Birth of son in Takoma Park
- Bought condo when first available on Maple Ave
- Cannot afford any higher
- Cheapest apartment I could find in a safe neighborhood!
- Chose Takoma Park in 1957
- Close to family members
- Close to hospital
- Close to our church
- Close to U of M
- Close to university of Maryland, cp
- Close to wife's school - UMD
- Community in our neighborhood & like-minded values
- Conditions have changed since time of moving into the Tak Pk.
- Didn't move Hampshire Towers Apts, once PG county-now Takoma Park
- Discovered by accidnet - fell in love in summer of 93
- Diversity
- Environment, trees.
- Environmental emphases - com stove cooperative, etc.
- Eta buen area para vior anles (It's a good area to live [illegible])
- Excellent location logistically.
- Familiarty
- Farmer's market, local newspaper (City newsletter)
- Food cooperative (TPSS coop)
- Found good senior apartment
- Friends here
- Friends here
- Friends live here
- Friends live here
- Good community for children
- Good sidewalks
- Got great price on house
- Got married bought house with apt for mother-in-law to live in.
- Great place to raise family
- Green City
- High percentage of vegetarians
- House annexed into Takoma Park
- House of musical traditions; Sangha, other cultural attractions
- House was available
- Housing at the time was affordable.
- Husband wanted to live here
- Husbands job
- I came here by the government & it is very nice.
- I could not use the GI Bill in DC housing.
- I grew up in Silver Spring & my mother is there. & trees!
- I like the atmosphere
- I needed an apartment and the one I founded was there
- I thought it would be a nice area to raise my kid but now I don't think that
- I was told it was like Berkeley - progressive, tolerant, etc. Its completely the opposite. A bunch of hippicrites.

- If I knew then (when buying my house) what I know. Now, I wouldn't have moved here.
- In Montgomery Co. with good services generally
- Inherited the house.
- its a real "place"
- It's close to the 95 to Baltimore
- Its trees and resulting physical comfort in summer
- I've been renting since 1979
- Long time friends live here
- Looking for housing
- Many other adopted a multiracial children in neighborhood
- Metrorail access; rent control
- Moved in with friends
- My family lives close by. Close to aikido do jo + y.
- My godson and (his) mother are here my church is here; sing in choir
- My late husband's choice
- My then boyfriend bought a house here
- New husband lived here
- Nice downtown area w/many amenities walkable
- No traffic in commute to work
- Non brick attractive house, large garden
- Note - housing was affordable 10 years ago, when we bought. Couldn't say the same now.
- Oxen hill
- Property in Montgomery County was a better deal than Bethesda or Chevy Chase
- Proximity to metro and, when I moved here, an affordable house
- Quaker mtg I was already attending, *old town shops/ambiance, *bulletin bds! (ability to create what I might need in life, or envision, by posting (or finding others') shows-ever changing ideas from babysitting co-op to women's group to spiritual-clients
- Reasonably affordable nice house
- Renting from friends
- Retired
- Running trail - Sligo Creek
- Schools k-3
- Senior citizen building
- Sligo SDA church & Adventist hospital nearby
- Spouses's job
- There is a library. There should be a giant or Safeway in Takoma Park.
- To attend school. Montgomery College.
- TPSS co-op. Artist-friendly area.
- Trees
- Trees
- Trees and parks
- Trees trees trees trees trees trees trees trees.
- Trees, vegetarians, many people with pets
- Unique community
- University of MD nearby by car
- Walking distance to downtown TP business area
- Was an accident - realtor didn't know
- Was once a place of much vegetarianism. Other lives were respected.
- We brought this home in 1966 to raise a family all have grown & left the nest
- We had lived in TP in the early 70s, moved to ca, but when transferred back to DC, chose Takoma Park!
- When we bought in 1966 our house was affordable
- Worship service nearby

Question 13: In order to improve police services to Takoma Park, I would like to see:

- (1) fewer robberies of pedestrians (2) less graffiti/more/faster graffiti removal (3) greater ease in crossing Phil. Ave at Maple for pedestrians
- (1) Improve response to calls regarding loitering and or suspicious activity around apartments in piney branch-Flower Avenue-Domer Avenue area; (2) increase police presence in general
- (1) Mounted police.
- (1) Police need to stop criminals from attacking the public walking the streets of Takoma Park. Since I am not trained as a policeman I can't offer suggestions. If residents are afraid to walk down well travelled streets, Takoma Park cannot be a community one likes to live in.
- (1) visible cooperation with district police along Eastern/Carroll corridor (no just hollow agreements) (2) better & more frequent interaction between TP police and residents. Residents have eyes and ears that can be helpful to police. Show more trust. More bike patrols.
- *Continued rapid & complete response *(accidents, alarms etc.)

- 1) police enforce current laws (illegal parking) around recreational areas (2) police officers lack knowledge of issues. Within a broader context. For example, they deal with issues in isolation instead of seeing patterns and wicer context. (3) police get out of cars - get on foot to see how citizens experience safety around parks and to deter crime & littering.
- 3 or 4 yr ago my car was stolen felt TP police handling was very poor but as I have had no further needs to deal with department do not know if there has been improvements
- A competent officer in the station who can actually help in a situation
- A liaison for my ward so I would know who to call with problems
- A little more patrolling after dark-by Spring Park-activities after dark in Spring Park - sign says no persons allowed, etc.
- A local police officer we could call that we know was our neighborhood officer
- A more visible presence-days go by when I don't see a City police officer or car at all. Walking beats would be a bonus.
- A police officer in our neighborhood every now & then!
- A recent neighborhood home invasion/assault might have been better publicized in the neighborhood, although police follow-up was excellent.
- A stronger police presence in the community.
- A welcome packet for new residents regarding mna regulations i.e. how soon you need to change car's tags
- Active neighborhood watch program on Roanoke Ave between Houston & Hudson.
- Actually patrol neighborhoods; get out of the car and meet the residents; control speeding on NH Ave.
- Additional police-related training provided; opportunities to attend higher education degree driven course offerings.
- Address the issue of condemned &/or abandoned buildings
- All complaints taken seriously!
- All public servants read the book & take classes in non-violent communication!
- All the public housing in the Roanoke Ave./Houston Ave. area closed. And also close the convenience store at the corner of Erie & Flower Ave. It is a magnet for riff-raff.
- Also bus stop. Please getting these people hanging on the street/Maple Ave. (corner store) no respect
- Anything that has done by the police is excellent! I didn't do any wrong.
- Ask for green cards
- Ave los policias crusen las paradas de los buses escolares yo que no son my seguras cuandos los adolescentes toman los buses para it a la escuela oregresara sue casas (That the police cruise the school bus stops because they are not very safe when teenagers take the bus to school or go home to their houses.)
- Ban on pit bulls
- Because I live on Maple Ave @ the store, I'd like to see more presence & less drug dealing! Lots of hand to hand transaction going on!
- Better advertisement of police responsibilities. More presence in the old town & bet New Hampshire Ave & Carroll Ave (Pinecrest neighborhood). Close to DC border
- Better communication after a crime
- Better coordination among all the police services that are responsible for safety at and around the metro station - DC, metro, TPDD & perhaps also moco.
- Better coordination with DC police department & DC dot, regarding traffic & pedestrian safety on Eastern Ave
- Better detective work in resolving home break ins, car thefts, drug activity (crack houses) & car break-ins. Better understanding of who they are committing the crimes and cooperation with external police departments to apprehend the offenders.
- Better follow-thru in some instances
- Better help with neighbor disputes - oversize building & property damage.
- Better noise control in my neighborhood
- Better publicized coordination of DC police to discourage criminals that comit crime in MD and flee to DC.

- Better response rate; greater presence
- Better response to loud noise
- Better street lighting.
- Better trained police officers.
- Better training on MD laws & procedures to protect women from stalking & street harassment. Daily check-in service for seniors; monthly meal/movie for seniors.
- Better/quicker coordination between police and public works, planning, and code enforcement to deal with lighting, abandoned properties, and park maintenance/improvement.
- Bicycle patrols
- Bike cops along Flower Ave-Carroll and Maple Ave.
- Bike police all the time
- Block meetings when there crimes that affect a particular area.
- Blue lite boxes like on a univ campus, that connect to Tkpk police - not 911 dispatchers
- Broken down cars or vans removed from the streets and drive ways. Do something with the circle around Elm & Lincoln Ave.
- Car parked and one officer walking in old town after dark. Till 7 am. One or more officer leading or participating in after school and summer sports contingent on one hour of study.
- Chief Ricucci seems to be trying hard. His initiatives still need time to have their full impact. Co-operation with other jurisdictions is crucial since many criminals cross from DC or PG.
- Clearer coordination & communication with the county on who's responsible in a non-emergency situation.
- Competent well-trained officers - and more of them!
- Contacto can la olicinea de policia (reuniames) (Contact with the Police Department (meetings))
- Continue current polices
- Continue the fare
- Continued/increased street presence
- Cops in bikes/foot I've heard there is not always a timely response. I know of people who have been put on hold when calling in.
- Cops on Flower Ave.
- Cops on the beat; not in their fancy cars
- Cops on the street. They appear to be invisible & come out only to write parking tickets
- Cops walking around interacting with residents.
- Cops walking Maple Ave! The small commercial strip is a magnet for fighting, loitering, loud music late at night etc.
- Crime prevention - especially in high crime areas. The crime page in the Takoma Voice always has multiple entries from 7500-7600 Maple Ave. Lets fix that.
- Dispatch improvements-we had a bike stolen from garage; I had to ask for an officer to be sent. Yes, I called the non-emergency number. Once an officer got here, it was very good.
- Dispatcher improvement - dispatcher forget to send someone out after a motor vehicle accident was reported. Resulted in long wait. Fortunately this was not a crime.
- Don't forget the farther outlying areas of TP, which rarely are patrolled by police.
- Don't know
- Driving through area
- Easier access to report suspicious activities - and to feel that this reporting is being given proper attention.
- Easier access/directions to the Takoma Park police station the entire re-build/design of the municipal bldg was/is poor. Before re-build the municipal bldg used to be easy to access & get thru, now it is very difficult. I stay away as much as possible. It even looks bad, 'old retro look'
- Enforcement of proper pedestrian street crossing. Even when I am driving safely, pedestrians are in the road, not in crosswalks and darting through traffic. It makes driving difficult & dangerous if pedestrians don't follow laws.
- Enforcement of speed limits in neighborhoods

- Enforcement of the leash law - issue fines!! The leash law is a joke in Tkpk and its a shame.
- Equal rights and justice for all citizens regardless of race class or creed.
- Faster response when called to a location.
- Feedback on ongoing crime. Notified when criminals have been caught convicted
- Fewer Bruce Willis look alikes
- Fewer parking tickets? Less speeding down Ethan Allen/410 (police included)
- Fewer rookies, more services turned over to the county where training is better
- Fewer solicitation telephone calls
- Fewer, cars left in front of house (dead and/or stolen)
- Fill all available positions ASAP. Give incentives to the police officers in order to keep them with the department and not going to an other agency.
- Follow up on complaints & calls better email btwn/officers and those involved in their calls
- Foot patrol
- Foot patrols
- Foot patrols
- Foot patrols
- Foot patrols, and bicycle patrols at intersections with stop signs.
- Foot police in the Maple Ave/metro/Carroll Ave area.
- For more police presence
- For now all is well I'm friends with the police in Takoma Park. They are very nice & friendly people.
- Frequent patrolling on Eastern Ave
- Frequent police patrolling
- Frequent/more patrol (police), enforcement or traffic laws
- Get cops out of cars love the new chief-step the right direction
- Get police officers back on the streets as they were many years ago, on bike or foot, - getting to know the youth in the neighborhood. Police must become more of a helpful presence - back to true community policing
- Great!
- Greater coordination with PG County police.
- Greater police presence in old town/junction area
- -Greater police presence on Cedar Avenue - brighter street lights on Cedar Avenue
- Greater police presence on New Hampshire Ave.
- Greater presence - more patrolling, talking/interacting with residents
- Greater visibility patrolling at night.
- Greater visibility/signage for police station I appreciate the improved communication, bike patrols, community visibility - thanks
- Greatly improved police visibility
- Have police care about community; listen to residents; make eye contact;
- High crime areas "cleaned up" - Piney Branch/Flower - New Hampshire area. Car thefts decrease.
- I am satisfied
- I can't say for sure
- I feel they are already doing a great job.
- I have no complaints and so have no suggestions for improvement.
- I have only had 1 face to face conversation with a TP policeman over a stolen bicycle. Otherwise, I never see them except when they're wizzing by in a police car. Never see them on foot anywhere in TP.
- I never see police in my neighborhood.
- I never see them actually interacting w/anyone in the community. We need more effort from police interacting w/community. Also we need more of them on duty during the night, six or seven isn't enough.
- I rarely see police cars and never see officers on foot/bicycle unless something has happen. A more general presence would be nice.

- I think they do a good job. They are visible in the community.
- I was pulled over and placed in handcuffs for no damn reason and was charged a damn thing.
- I will like the police to patrol the neighborhood always mostly early in the morning and late in the night, (dark)
- I would like a phone number to call for reporting small things like unleashed dogs, suspicious activity in playground, etc, and for asking questions about Takoma Park services. Like a "Takoma Park info" number.
- I would like Cpl Rodriqoze elevated in rank. He deserves it!
- I would like police protection where seniors daily walk each day. In Takoma Park high school track.
- I would like to actually see them patrolling my neighborhood and at night at metro and on Carroll.
- I would like to see more patrol cars in our area, especially at nights near the parks.
- I would like to see more policing after dark for people who work late to feel safer.
- I would like to see my apartment stairway clean and with out pipy
- I would like to see police officers interact w/residents.
- I would like to see the police & rec dept working together with our young kids to get to know them & our teens because they need to learn to trust.
- I'd like to see better street lighting on Maple Ave by the large apt-complexes and on Flower Ave near piney branch Ave
- I'd like to see the process or results of the problem that I reported.
- I'm unhappy that the police are limited in arresting illegal immigrants. And that illegal immigrants have the right to vote and have other amenities that us citizens have.
- Improve ways to report suspicious activity - I frequently report screaming & drug deals & never know if there is any follow-up.
- Improved dispatch service - I talked with a dispatcher to report an incident who put me on hold and I was disconnected - twice!
- Improved relations with residents - a curfew set for youths - a decrease in the loitering on Maple Ave - more policing of Maple Ave
- In just the last 3 months, I've been a victim of a break-in and witness to an attempted break in. As a witness, police did not seem very concerned with my privacy. Very, very slow in responding to request for a home security survey, but very professional when they finally showed up to do it.
- Incorporated into the county. The few police officers for this area are too small for this large, transient population/community.
- Increase patrols in residential areas and talk to the residents!!
- Increase the # of police men/women and equip them adequately
- Increase the time and number of patrolling police.
- Increased patrols
- Increased police presence at Takoma junction, the traffic situation - particularly for school children
- Increased police presence in neighborhoods and shopping centers around the crossroads.
- Increased presence in the neighborhood @ random times esp. Monitor entry points on DC/PG County borders
- Increased presence/patrols
- Increased visibility, i.e. "walking the beat", patrol cars regularly driving through neighborhoods.
- Investigation of crimes in Victory Tower; no matter how minor the crime may be and not discriminate based on whom the resident is (based on residential clout @ Victory Tower).
- It would be nice to see police patrols on our neighborhood - Jackson - central-Hilton lots of stop sign running & speeders on Jackson
- Its great
- Jackson Ave - Hilton Ave - Central Ave - almost never see police patrols. People speed down Jackson and run the stop sign at Hilton
- Knowledgeable officers. Would like to see friendly officers who did not have an attitude.

- Late night (after midnight) option to get a ride home/escort from the metro. (I don't have a car, I am a woman, and a few times I've missed the last bus at the metro and had to walk home alone.)
- Less attention paid to the rich neighborhoods that do the complaining and more attention to the poor, growing neighborhoods that need the help. Plus, good statistics reporting.
- Less boys standing over the Maple deli
- Less crime
- Less crime on my street. I would like to feel comfortable going outside by myself after dark.
- Less crime! 9 months ago someone tried to steal car
- Less graffiti
- Less loitering on Maple Ave by and behind piney branch elementary and subshop.
- Less police would be needed if the community would encourage nicer businesses to the area. Also the garbage on New Hampshire is horrible & makes it feel like a not so nice area. More patrol cars & less layer groups of loitering males. I also would like to see more sidewalks! Important for exercise & safety.
- Less SWAT-type apparel - make that none. It's ridiculous to see a small community police dept. Dressed this way (black boots, cargo pants, etc.)
- Make crime fighting safer and easier for our officers.
- Make TPPD phone # more available.
- Mas carros policiales dervante by noche, ese la entocion del metro de Takoma j en la parade de los bcey en Maple Ave. (More police cars driving by the Takoma Metro Station at night and also at the bus stop on Maple Ave.)
- Mas patrol (More patrol)
- Mas vigilancia en el area de p.branch n Flower (More surveillance in the area of P. Branch N. Flower)
- Mas vigilancia entre Maple Ave u Sherman Ave brace que ahi hay venta do drogas (More surveillance between Maple Ave. and Sherman Ave. because they sell drugs there)
- Merge many functions into Montgomery County police - except for street/bike/foot patrols
- Mont. Cty police as well
- More "speed traps" more visibility
- More accountability by officers
- More action when calling the policy to come quickly and take complaints more serious.
- More bike and foot patrols; greater enforcement of 'pedestrian impediment' laws-eg; blocked sidewalks, failure to yield.
- More bike patrols - not only in commercial, but residential area.
- More bike patrols especially on Holly & Cedar Ave during metro non rush (evening) to help the walkers.
- More cars
- More cars
- More cars or even street patrols in our neighborhood. Police rep going around knocking on doors and introducing selves every year or 2.
- More community involvement, more community policing in neighborhoods after dark not just the businesses of old town!
- More community policing
- More consistency in above among officers
- More contact with the community.
- More coopertaion from other jurisdictions to support Takoma Park crime prevention efforts -more patrols near metro at night
- More cops monitoring streets after dark.
- More cops on the street
- More courteous & better trained.
- More DC/Maryland border patrols.
- More drive throughs in 8400 Bk Alley (Flower/piney branch area)

- More drive-by presence and walking the beat!
- More effective crime prevention in adjacent areas of Washington DC and a better economy so there are fewer desperate people, plus police outreach programs to youth
- More effort to stop speeding and stop-sign violations.
- More enforcement of illegally parked untagged vehicles on 4th Avenue
- More enforcement of neighborhood traffic laws (speed, stop signs, etc.) Police presence @ night
- More enforcement, know American Sign Language, interaction with diverse people
- More evening patrols near metro and other higher crime areas.
- More exposure in the neighborhood. Removal of gang signs-shoes on wirelines and graffiti
- More foot + bike patrols
- More foot and bike patrols.
- More foot or bicycle foot patrol. P. Cars with lights on (flashing) is too easy for criminals to dodge or hide from.
- More foot or bike patrols. More Spanish-speaking officers?
- More foot or person patrol not sitting in a car or hiding on a hill
- More foot patrols
- More foot patrols
- More foot patrols and visibility - do not park and sit in cars
- More foot patrols, esp by metro
- More foot/bike patrols.
- More funding in the budget to the police for use in implementing an increased presence
- More gang prevention strategies, activities for teens & young adults
- More involvement in solving residents issues.
- More marked police cars in my neighborhood and more close to the metro and surrounding neighborhoods
- More mounted police
- More mounted police officers
- More neighborhood patrols on foot and bike
- More night car patrol - drive down streets. (Garland Ave. Area - west of Carroll - the part where turns into Silver Spring)
- More non-car patrols.
- More of a police presence in the early morning hours
- More of a presence in my neighborhood
- More of a presents along the Pinecrest community,(due to the extreme presents of - speeders cutting thru the neighborhood).
- More of an interest in preventing or solving petty crimes like auto break-ins, thefts
- More of police patrolling during day/night
- More officers in neighborhood, slower drive bys. City to provide more cars. Who is our community police-officer now?
- More officers in the area walking and talking to the people in there section or beat.
- More officers near & around peters subs at night. Also approaching the professional looking adults who “shake hands” with the young drug dealers. I think they are actually exchanging money for drugs.
- More officers on bicycles, more citizen walking teams, more neighborhood block parties, more off-street residential parking.
- More officers on bicycles; ticketing of motorists who park their vehicles across sidewalks
- More officers on biker around old town/metro
- More officers on foot & bikes around old town and metro
- More officers on Maple
- More officers on patrol through the neighborhoods...ie-patrol cars

- More officers out in neighborhoods esp. near metro (there's more of a presence than there was 6 mos ago, but it is still fairly low.
- More officers patrolling in the neighborhoods. Now I mainly see them on the larger roads.
- More officers patrolling through neighborhoods and not parked on my street with radars to catch people for their quotas.
- More officers walking or biking around town and more police cars patrolling, especially at night around the metro/on routes where muggings are common. Also enforcement of anti-litter and speeding laws.
- More officing in the streets of Takoma Pk
- More on bike/foot
- More on bikes all over town
- More on bikes on the trails & through streets.
- More outreach activities such as q & a sessions, on-home security consultations upon request, maybe even door-to-door introductions
- More outreach.
- More patrol
- More patrol cars in our neighborhood at night our street is very badly lit.
- More patrol cars. Greater presence.
- More patrol cars; and more on foot patrols
- More patrol especially at, night, mostly from Takoma metro station and Takoma junction.
- More patrol on foot
- More patrol visible in neighborhoods
- More patrolling around the metro after dark
- More patrolling around the metro area.
- More patrolling in neighborhood near metro
- More patrolling of neighborhoods after dark
- More patrolling of our neighborhood (Maple Ave) corridor, increased attention to loitering, loud music/cars, graffiti
- More patrolling of streets, by auto-at least.
- More patrols and traffic enforcement in Takoma Langley crossroads
- More patrols in residential areas - stop street muggings and carjackings!
- More patrols near metro after dark
- More patrols thru the neighborhoods
- More patrols, easier way to contact with concerns & questions.
- More plain clothes police on the street
- More police
- More police
- More police
- More police
- More police
- More police and a more evident presence of patrols on Kansas Lane
- More police around neighborhood
- More police at night 12-4am more walking cops
- More police car patrol, not only on main street but different areas in neighborhood.
- More police cars driving in neighborhoods
- More police cars on the streets
- More police cruisers during dark hours through neighborhood on Elm St. 700 block area
- More police cruisers on my street, especially during rush hours. Cars speed on Lincoln Avenue and do not go around the circle. We need a stop sign at Lincoln and Hayward to slow down traffic!!
- More police cruising the neighborhood

- More police drive down my street from time to time.
- More police in areas of the business district at night - more police presence in neighborhoods.
- More police in the naborhood.
- More police in the neighborhood.
- More police late in the night. Weird people walk late in the night by foot.
- More police near the schools & metro
- More police officers
- More police officers doing regular and frequent foot and bicycle patrols
- More police officers on the neighborhood
- More police officers on the streets especially in the night
- More police officers on the streets.
- More police on bicycle walking at otherwise visible patrol esp. During after dark metro community hours and after.
- More police on bicycles. More visibility of police in neighborhoods.
- More police on bikes & walking around town. Not just in cars. Police eating in restaurants, being part of community.
- More police on duty.
- More police on foot
- More police on foot & bikes
- More police on foot/bike in neighborhoods and old town, especially at night.
- More police on street
- More police on the street day & night
- More police out @ night
- More police patrol
- More police patrol after dark
- More police patrol in the community.
- More police patrolling neighborhood
- More police patrolling neighborhoods during the day & night.
- More police patrolling on New Hampshire Ave and also help with traffic speeding car on New Hampshire are along linden 3/larch Ave.
- More police patrolling the N. Hampshire Ave area, especially, the apartments at night
- More police patrols around metro between 6 and 8 pm and on streets when people walk home
- More police patrols on foot/bike/car
- More police patrols on the streets
- More police patrols. The few times I see them they're driving through faster than the motorists.
- More police precense at Maple Ave (7600 block) less litter at 7600 Maple.
- More police prescene on Flower Ave & Maple Ave due to probable criminal activity.
- More police presence
- More police presence - I always police cars parked in parking garage at comm. Center.
- More police presence (to protect merchants)-in old town, junction. Cops on foot or bike, around
- More police presence around town.
- More police presence at night.
- More police presence for pedestrians walking home from metro after dark
- More police presence in neighborhoods where crime or gang-related activity has occurred
- More police presence in old town after dark - or maybe neighborhood meetings with an officer in attendance
- More police presence in our neighborhood
- More police presence in our neighborhood - Boston Ave.
- More police presence in our neighborhood - Flower Avenue
- More police presence in Pincrest addition Eastern Avenue

- More police presence in the community
- More police presence in the Langley Park area @ night.
- More police presence on a continual basis
- More police presence on bikes, or 2 officers per car = fewer cars at calls
- More police presence on Maple Ave at night
- More police presence on Maple Avenue
- More police presence on the streets, efforts to stop speeding on 410
- More police presence on the streets, perhaps more police on bikes
- More police presence to deter crime, particularly in Tulip/Maple area/historic area. Police should have dogs to track criminals. So they don't have to wait for Montgomery County canine.
- More police presence, more quick response when needed
- More police ridding through
- More police to see kid off buses
- More police vehicles near metro after dark, also along Carroll Ave on weekend nights after dark (very late - after 12:00 am)
- More police visibility
- More police walking the main streets
- More police walking the streets around the metro rather than always driving & not making
- More police; speed traps on Carroll Avenue
- More police-community events. National night out once a year is not enough. They need to be more involved be there during the good not only bad.
- More policeman on the street.
- More policing on Eastern Avenue, Walnut & Westmoreland
- More presence during after evening hours.
- More presence of police in neighborhoods near the metro to deter all-too-frequent street crime.
- More presence of TP police, within neighborhoods, on foot or bike; better (brighter) street lights in neighborhoods
- More presence on my street. Also, parking enforcement is inconsistent on my street (Hodges Lane) at dismissal for the elem. school, there are often cars illegally parked and there are always illegally parked cars on Chesnut by Grant.
- More presence/visibility near Flower & Piney Branch-routine speeding along Flower w/little enforcement observed. Unpleasant to walk along and to cross. Speed cameras would be great! They're effective!
- More proactive outreach, more safety training (e.g., how to keep your house safe from theft)
- More programs for the youths/young adults and elderly
- More respect & support for police from the community
- More speed limit enforcement on Carroll Ave past co-op
- More street patrolling especially weekends (drugs [REDACTED])
- More street patrolling in our neighborhood
- More street presence on foot after dark. Cruising vehicles do not deter crime.
- More street presence/more driving around neighborhoods
- More sustained police presence on the neighborhood streets.
- More training to deal with youth
- More undercover detective work, more police patrol and clean up the drug dealer off of the street
- More visibility - we have had cars broken into 6 times in past couple of years
- More visibility in neighborhoods.
- More visible!
- More visibility
- More visibility @ public events

- More visibility about town and along side streets especially on Maple (not just driving to station) and around dark (poorly lit) neighborhoods around the metro. I only see them speeding up & down Carroll on the way to a call.
- More visibility in our area -
- More visibility near metro, in old town
- More visibility of police in neighborhoods more police in general
- More visibility on the street, either by walking patrol or stepped up vehicle patrol.
- More visible patrol on foot/bike more code enforcement regarding construction trucks parked on City street, litter, and cars parked on lawns
- More visible police in our community
- More visibility - police - in old town area as well as Langley Park area
- More well-rounded officers who don't pick on everybody but fight real crime
- Mounted patrols, more bike patrols along Sligo Creek Trail.
- Mounted police
- My biggest concern is the spike in armed robberies/muggings. Its difficult to police but when it happens outside your house at midday, its a big concern.
- My experiences with the police have all been good. My thanks to them.
- My neighbors took some picnic benches last Christmas & their message never reached me so I thought they were stolen. I called the police dept. & an officer came to take a report. He seemed really bored. I didn't get much sympathy. I'd encourage the police to take every call seriously, even if it's Christmas.
- N/a - they seem to be very visible
- Nada, ello asen buen trabajo (Nothing. They do a good job)
- Need to do community patrol. Visibility of police car. Speed & seatbelt check needed.
- Needed any actions that unknown person parked out of state vehicles parked on neighborhood streets. (red area) (residence and apt. Area).
- No change
- No change
- No descrimacion (No discrimination)
- No permit parking!! I can't park my car on the street!!!
- No racial profiling!
- None required.
- Nothing - it is great!
- Nothing comes to mind.
- Nothing to add
- Notify 'immigration' on any illegal immigrants in criminal activity.
- Offices on foot or bike in the neighborhood, not just driving through.
- Overall, they do a hard job very well. I appreciate them and applaud their efforts
- Parking meters used to be fixed- a change in attitude: they really are nasty, break laws create unsafe conditions for motorists, not helpful. We have alot of vigilantes not police!
- Patrol cars on Carroll & Cedar at night
- Patrol cars scouting the neiborhood more often because in the past week I saw 3 rottweilers together unleashed near the playground park at Poplar & Elm Ave. Also I heard them barking in my neighbor yard.
- Patrolling all the time.
- Patrolling.
- Patrols at night; monitoring of speeders on Maple Ave, where car lined street presently possible accidents if speeder overtakes a car.
- People break cars to steel radio in our neighborhood.
- Personas que hablan espanol (People that speak Spanish)

- Please more police presence near DC border and Takoma metro station, especially early evening when after work.
- Police and judges get touch with car thieves
- Police around when school bus is pick up children some car's don't stop
- Police better informed about civic issues, such as what holidays are meter-free, or what to do when folks don't shovel snow.
- Police cars cruising streets during day and particularly at night. Never have I seen this.
- Police cars, bikes..in the neighborhoods & officers get to know neighbors, as well as neighborhoods...- encourage officers to advance education-policing, languages, etc
- Police checking apt parking. Because sometimes people esp guys drink @ our parking lot
- Police communicating with teens in a positive relationship.
- Police foot patrols in town.
- Police have discretion and be instructed to focus on issues that really affect health and safety of residents rather than enforcing laws in a situation when it is clear no harm could occur.
- Police in my neighborhood on foot or on a bike. Ever. At least once, please.
- Police intervene in landlord - tenant relationship. Mostly the landlords don't respect tenants' needs and ignores their requirements.
- Police involvement in many aspects
- Police knows tree ordinance rules in Takoma Park. Sensitive to diversity population interactions and does, not haven an attitude of patronizing when contacted by residents.
- Police obey traffic laws police arrest people for breaking and entering
- Police officers patrolling by foot or bicycle - get out of cars? And extra policing along Carroll Ave businesses hear the junction/TPSS coop area (high crime recently)
- Police on bicycles
- Police on bikes & more bike lanes
- Police on bikes, programs to enforce no littering
- Police out of their cars, walking in the neighborhoods they serve, talking with the residents.
- Police out of their cars, walking on Maple Avenue.
- Police patrol the neighborhoods during the day
- Police patrol the streets day and night.
- Police patrolling Eastern Ave.
- Police patrolling my neighborhood
- Police presence - walking, biking, driving in the neighborhood. All several times a day.
- Police present at senior citizens apt. buildings after dark.
- Police put emphasis on stopping serious crime rather than on parking violations
- Police reachable by dialing "911"
- Police service is good but they need to arrive on time not 30 minutes or hours later.
- Police service is o.k.
- Police should be polite, courteous & respectful to people. Sometimes they abuse their "power".
- Police trained more as social worker or community builders
- Police vehicles on side streets
- Police walking around areas
- Police walking or biking regular beats where they meet & greet residents and developed regular relationships within their beat.
- Police walking their beats, especially in the early evening and at night
- Police/community workshops
- Presence of police at the Hampshire Tower Apts at random times to defer people from hanging around at the parking lot.
- Presence of police in apartment building compounde

- Prevention of crime spill-over from DC & PG counties & DC & PG County residents
- Proactive policing
- Probably more walking k-9 and on foot. (maybe horseback.)
- Publicized information center/service, encouraging ppl to learn about services provided
- Purchase some seagways they could use to patrol the neighborhoods better
- Put an end to loitering after dark at Peters and Maple market.
- Quicker response, when police are needed
- Refrain from calling residents for donation every 2 mo!
- Removed broken down cars take car traffic problem on Elm & Lincoln Ave. Big vans & cars parked on the side, so other cars cannot get pass without going over the yellow line.
- Repeal sanctuary ordinance. Better traffic law enforcement years ago was common to see patrol cars cruise our streets. Now it's rare. We have more police officers & cars, same size City.
- Replace the Crown Victorias (gas guzzlers) eventually with smaller cars
- Returned calls in reference to crimes
- Satisfactory, no comments
- Security cameras mounted in neighborhoods & retail areas
- Situation has improved w/new police chief, but still seems like high incidence of crime for such a small population. Perhaps more visibility of police force.
- Slow down traffic; enforce traffic laws, for example: cars should yield to pedestrians in cross-walks
- Smarter better trained officers focused on violent crime
- Some foot patrol
- Some police in our neighborhood
- Some police on the street
- Someone stationed at the front desk at all times.
- Speed cameras on N. AE between 9pm & 5am on weekends, especially. Undercover male & female officers to curb street crime at bus stops & at metro
- Street cameras, possibly "hot lines" from neighborhoods using im or other computer method
- Street lights for Takoma Ave between piney br & Baltimore and police presence @ metro always
- Stronger police presence in neighborhoods.
- Stronger presence in community. More patrolling in heavier crime areas.
- Taking complaints of excessive dog barking serious & issue citations after the 2nd complaint.
- Takoma Park is safe. Look at activities @ apartment communities in Tkpk.
- Targeting aggressive drivers who endanger pedestrian & bicycle safety.
- That the TPPD is not acting fazzd on previous connections or predispotions to fewer people they know and for some unknown reason favor. Also, they give the appearance of believing that men are rational & women are not.
- That they answer to people calls quickly.
- The commander-in-chief
- The current increased visibility is appreciated. Bikes seem good idea.
- The group of guys who loiter in front of the mini-market on the 7600 block of Maple Ave to be dealt with more aggressively
- The higher the visibility the better for prevention purposes.
- The increase-or perceived increase-of crime is worrisome to me.
- The new police cars have an ominous look. Intimidating.
- The police car frequently in my street (Kirklyn ?)
- The police department sending more police to apt building parking lots at nights.
- The police in Takoma Park always in our neighborhood.
- The police react as if they are not a part of community.

- The police respond to domestic violence immediately [REDACTED]. And be on the lookout for drugs & gangs in/near area.
- The police start obeying traffic laws themselves and to start enforcing the same laws against people they see driving recklessly.
- The police to make a better effort towards racial issues. My husband (who is a firefighter) was wrongly stopped and questioned because of the color of his skin.
- The services seem to be improving under the new police chief
- The TP police be right on the phone when I dial all instead of me getting transferred
- The TP police replaced by county policing services.
- Their present seen during the day and more at night. On foot as well as patrol car.
- Them be more responsive. My dealings with the police haven't been too good, and I don't have a lot of confidence in their abilities.
- Them keep the drug dealers off the corners and from in front of public places
- Them make more referrals to conflict resolution center of Mont. County for neighborhood and family conflicts
- Them not speeding down my street
- Them out on the street!
- Them talking/interacting w/the community instead of not being around
- They more concerned about the elderly
- They're friendly to me!
- Treat "minor" things as seriously as "important" crimes
- True community oriented policing; enforcement of traffic laws (stop signs).
- Try out the stolen car deevy set up that other states have employed to fight the car theft. Also have more visibility of police w/beat cops & bike cops.
- Unarmed "watchers" with police radios on dvtv at high crime sites in early evening
- Updates of neighborhood programs - safety not since 1989-90 have we had any.
- Very good relationship with Takoma Park police
- Very new in the City, don't really know yet about Takoma Park City services.
- Visibility of patrols in area near metro after dark during commute "rush hour"
- Visible "foot patrol" and police presence after dark especially on pedestrian routes from metro.
- Visible police patrol around the metro station (Maple, Cedar, holly) an end to crime on Maple Avenue and Langley/Flower areas etc.
- Visible presence at night in walking routes from metro
- Walking police cus area (DC/, NH crossroads, downtown, TP
- Walking the neighborhood, patrolling for excess noise (music)
- Warnings for minor traffic offenses like parking more responsibility to suspicious activities like reports of cars being entered at night
- We have had limited, but positive, interaction w/TPPD
- We like the changes made by the new chief
- We need more "police presence" in the neighborhood at night and patrols on are side streets after 2400 hours thank you!!
- We need more police on foot or riding bikes through the neighborhoods, on a regular basis (daily) - not just when someone calls.
- We need more police services at night time. 8pm to 5am.
- Whatever the chief wants!
- When using police dog, have the dog sniff evidence (clothing left behind by intruder to my home) before sending dog out to try to locate intruder. In my instance, the dog was not successful & the intruder was never caught. = police incompetence/they refused to allow the dog to sniff evidence.
- Would like police visitation on Cherry & Colby Avenues.

- Would like to see them know the City's codes, or that the City even has codes.

Question 27: Do you have any other comments you would like to make?

- #26 is an awkward question. Why not ask what services I want more info on?
- (1) A recent neighborhood sidewalk project was handled outrageously -totally political. Some gov't members displayed appalling ignorance of topic, engineering was cursory and inadequate, and the entire matter smelled of corruption. (2) Taxes are way too high for service delivered.
- (1) I am concerned about high taxes and especially redundant Montgomery County taxes/services. I don't want to pay for things twice. (2) Use the gym money to maintain pb pool.
- (1) it's absurd that in this day & time, for payment, only check & cash. Why make it difficult to take a class. You can't even register by telephone! (2) Our City taxes are high so I expect excellent City services. Unfortunately some of our services are duplicated by the county (taxes), and the duplicate taxation should be eliminated! (3) instead of building a gymnasium, why not simply take over responsibility for an existing swimming pool and market it as a community resource and asset.
- (1) Property taxes are high, equalling 40% of my annual mortgage (from 1999). (2) Leaf blowers pollute - could they at least be banned on poor air quality days? (3) Tkpk is not bike friendly, for commuting to the subway; great for weekend recreation, but not for commuting (or shopping) by bike.
- (1) Very high-speeding traffic along Ethan Allen is a major neighborhood concern & one that has been raised several times to Tak Park & sha, but nothing seems to be done. (2) intersection of Ethan Allen & NH Ave is a major blight: ugly buildings, marginal businesses, illegal dumping, extremely unsafe. (3) lack of useful retail is major set-back-why 6+ vintage stores, but no bakery, hardware store, bookstore, or any place open after 9pm???
- (1) We need to invest more in upkeep of City athletic fields & parks (2) instead of building a gym, we should use our political influence to get access to school gyms.
- 1 block from Takoma Park police station there is consistent loitering, noise violations & there was a murder - this area is not policed - the owners of stores need to be made responsible for the loitering & noise & litter
- 1-\$5-8 million for gym includes non-gym costs-question #21 is misleading! 2-TP needs to focus on economic development - filling vacant stores!
- 1. Concerned about recent discovery in my neighborhood (lbs) that recycling - yard waste is being collected as trash. 2. Related to #16 - I don't have a sense of the vision of Takoma Park & TP govt - would like this City to be a progressive leader in environmental issues; diverse opportunities for small business, arts & cultural, ethnic business economy issues. 3. Can City explore buying bulk solar power for gov't & residents??
- 1. Leash law for dogs enforced. 2. Home owner with over grow grass & vegetation should be fined. Or county remove negative and charge to their taxes. 3. RVs should not be parked on streets.
- 1. Property taxes are already burdomson. 2. In the random leaf collection, the final collection tends not to work well. Sometimes leaves are left which are never picked up. 3. You asked about crime in the last 3 months, a short time. In the last year or so I and several residents on my block have been robbed, & property of some value stolen. In my case, by smashing a window in my home. No, this was not reported. In the past reporting has not led to positive resalts. Addendum to the enclosed survey: to the City officials of Takoma Park; do you have any idea how much I and some other residents hate the stormwater tax? The reason for this, beyond the obvious one of collecting money, seems to be that the City can get away with it. This add-on is becoming ever more expensive.
- 1-Library needs to be part of Montg County library system or at least receive books for return + be on the county inter/bus return system. 2-High school woods/fields path need trash cans, especially on school grounds around basketball + tennis courts. Kids at school are rendering wild area a major trash + junk area. 3-Need to ease traffic & stop making almost every street one way, have 4 speed humps + traffic lights at every 3rd block.
- 7-eleven store on univ. & Carroll needs policing. Its a 'hangout' & feels unsafe
- A new gym should only be built if the property on NH is sold with the proceeds going towards the new gym. Pressure should put on the owner of Maple Towers to do something w/property. Also the owner of the Jackson on Ritchie.

- a) The library should include books on tape. B) The City is losing some of its best stores (cultural & cherished institutions) because the independent owners receive no support from the City government, including the arts & humanities commission. I'm talking about "Sangha" and "Glad Rags" which promote the arts and made Takoma a desirable place to live."
- Activists are annoying! Also, I reported a small theft to police and they never contacted me with a follow up.
- Affordable housing for low income working people is about to disappear completely - even with help & hoc because of the condos and landlords who no longer want to accept vouchers.
- Affordable single family home, jobs & reminders of up coming events & activities.
- All info should be written & spoken in "English". If you live & work in America you should abide by our rules-!!
- Allowing a bar or two would be nice.
- Although we support providing political asylum to persecuted people, we believe that the City's current implementation exceeds the intent, with the result that Takoma Park is polarizing as non-refugees. Take advantage of the laise faire attitude toward illegal immigration.
- As a new resident of TP, I appreciated the TP business directory & survival guide the previous tenant left. It would be nice to welcome new residents with this guide and/or other useful info to help w/orientation.
- Ask landlords to take better care of the inside and outside of the buildings. Eliminate or decrease drug traffic and increase police support
- Bad choices from the beginning made the community center project a total desacle! Do not add the gymnasium to the TP community center. Stop the projects!
- Barb Matthews is the best City manager ever - and has assembled/leads a first-rate team of City employees thank you!!
- Better (more often) bus service to the metro - more parking at metro (all day) charter public school in TP? - more alternative education
- Better tree removal programs needed better lighting at night. More sidewalks. Safer walking conditions
- Broken roads after a repair for which no prompt action is taken. More transparency in budget decisions especially relating to property taxes. More guidance on the removal & better customer service from the arborist who is non-responsive and at times v. Rude. Street cleaning: which is almost absent in the street. Better care of abandoned properties. In our streets-Allegheny Avenue, there is a house which is raccoon infested & no action has been taken so far.
- Can the City pick up large pieces of trash residents leave on the curb? I've lived here for 11 years - feel like we're losing our sense of community nor enough activities for non-families/singles!
- Can't think of any
- Changes: ensure no \$ duplication & full reimb w/Mont Co, reduce staff size by 10\$ thru workforce-goals analysis, ensuring no "slow" pace of work, staff at phones who are not knowledgeable of the Tk q's & a's and their own dept's total programs & q's & a's, staff answer their phones 80% of the time, cross-training w/in dept's to help callers & walk-ins. Fire officer [REDACTED], since few citizens can access Tk Pk TV & programming is duplicative and unnecessary, either elim City tv-13 or let "key enthusiasts spin it off as separate nonprofit, with this cost-saving, develop "model" program to train retirees/homemakers/fluent refugee-immigrants/college or even h.s. students as drivers & in-home personal assistants (jills-of all-trades) for homebound disabled or elderly citizens (they'd be paid -\$8-10/hr & gain employment "world of work" habits & skills & reference for future employment (pls find & credit me w/idea if you use it!) Add income by charging larger differential to non-tl Pk-residents, developing houses between savory & firehouse as candlelit upscale restaurants (we need more restaurants!! De-incentivize sloppy-rundown businesses on NH Ave & elsewhere...attract an upscale commercial gym/lap pool. Does Tk Pk want to cater only to parents & children?? Then incentivize all delis/restaurants & key shops to saty open 'til 11pm m-su! The town is dead at night. It would generate revenue to shops, attract younger & more diverse residents (e.g. grad students & professors from UMD, discovery employees), create safer metro & streets at night & improve our reputation. I re-stress, we need several nice "white tablecloth"/"candlelit" restaurants! And more activities for young seniors & more services for all seniors & all who are disabled (are there any now?) With a collaborating builder, perhaps over near Pincrest & behind jolee cleaners area (or where church is at poplar & NH, or on land along

sergo building co-housing community for middle-class seniors (weather-controlled walkways indoor) & also create group houses for disabled persons like me who need caretaker/housekeeper & personal assistants & not to be alone. Better advertise Mont co's metro access low-cost taxi & van transp for disabled. Add to City center: study Circles (nat'l nonprofit group sets it up), chapters of amnesty int'l, bread for the world, results, enviro gp meetings...aa, oa, al-anon & such...unstructured freespace for creating visual/art or carfts (byo)...shuttle service to City ctr from all over Tk Pk...walking "route" w/in City ctr for those needing their aerobic exercise when it's too cold out) use City ctr as hq & shelter in terrorist (or similar) threat-have vol's pick-up isolated disabled & seniors

- City budget has been rising too much in recent years. Too much of the budget is for recreation. Need more attention to environmental issues. City used to be a leader, now is falling behind. Some employees, contractors are rude to citizens. Too little effort to work with use City committees. Volunteers feel ignored, so think why bother? Need to stop "mansions" & stop paving over areas - storm water management is not just sewers!
- City government has moved from "live & let live" to maximum control what homeowners can/can't do. Spend too much money on speed bumps because the few complain. Waste money when state is cutting budgets. Focus should be back on police, trash & fire & let the community center activities stop being City responsibility.
- City government here gives liberalism/progressive politics a black eye; always symbolism and lies over actual City services. Impeach Bush & Cheney? How about stormwater treatment & beat cops?
- City has negative vibes toward landlords.
- City of Takoma Park must improve on safety (crime prevention), and traffic issues.
- City policies are biased in favor of renters over homeowners. Duplication of City services and taxes with county results in poor homeownership affordability.
- City recreation programs are unnecessary. Budget should be for grants for low income residents to use county programs.
- City services have dropped considerably in the 12 years I've lived here. Mayor and council reps are unresponsive to constituents trying to deal with public works dept - very rude and unhelpful people leaf pickup and snow removal are terrible. Curbs are broken and cracked but City won't repair.
- City TV-13 needs to be monitored. Very poor audio recording, low volume, tape gets stuck & keeps repeating, etc
- Clean up the commercial areas. Fix the poorly run recreation department. Tell us more about how you spend money. The budget is a joke.
- Control the over speeding of vehicles, street lights, frequent police patrols, control the teenage crime via prevent the private property damage
- Crime is big issue. City does good job with its gardens & landscaping project in public rights of way.
- Customer service, I have found the overall staff at the community center to be very helpful however I have noticed a vast difference w/ [REDACTED] when interacting with people of color! Not a good thing!
- Cut spending & lower taxes as much as possible
- Cut-through traffic on Ritchie Ave., and probably elsewhere is an enormous safety problem-better solutions are needed to reduce the alarming rate of speed in which many cars, school buses & trucks fly past my home.
- Dear people: I am writing to complain about the incredibly high taxes that in irresponsible mayor and City council approve, making it difficult to afford to live in Taxakoma. The magnitude of the mistakes made by our elected officials in constructing the presumed community center, the building with a moat is outrageous. The current building is worse because of the renovations, for example it doesn't even have a kitchen which was found in the un-renovated building. A great building to play hide and seek in because the design results in an incredibly cut up building, which has to be extremely difficult to heat and cool. In fact one of the City council members and soon to be mayor is a builder who certainly didn't use his expertise in the construction. Now the City council awards themselves higher pay checks under the presumption that lower income resident would run for City council; however there is only one contested race and the mayor runs unopposed. The tax rate in Taxakoma is higher than Montgomery County; in fact it's the highest in the state of Maryland. Such high taxes limit the people who can afford to live in Taxakoma. I feel that the City council just prints money, such as this survey, they haven't met a project they wouldn't approve. How much is this survey costing? Another

example of such excessive spending is paying \$105,000 for the study of New Hampshire Avenue corridor without providing proper notification to the local residents, businesses, or even have the mayor or City council members attend the meeting. While I appreciate the diversity of the community, such diversity except for women is not reflected in the City council, so much for the big salary increase. Why are the lights in the community center kept on all night long? What about the green Taxakoma?

- Disabled access to City poor. There no public transportation to folk festival.
- Do away with cable TV channel. Podcost City council meetings instead & save \$ for gym.
- Do not know what info is available - where or when - so do not have it - you may provide it.
- Dog parks
- Don't read a lot of newsletters so can't answer some questions. Question 18-d. Still waiting for a retaining wall to be completed that started back in June. Would like to know what the procedures are to get project completed.
- Don't take over Piney Branch Pool! Don't ban pit bulls! We need to do important stuff & spend our tax money carefully!
- Enforce property maintenance codes. House in front of Wendy's off New Hampshire is terrible.
- Enriar una carta o baletin reusual. (Send a monthly letter or bulletin.)
- Essex house have a lot of mice and roaches in every apartment. The bathroom sink cabinet have holes and should be replaced they never replace things like appliances etc...saying that they don't have money the rent here is too high - higher than anywhere else in the community
- Every ward should have an e-mail list and every council member should post regular updates. I am on other ward's list-Coleen Clay. Because my member is not active online.
- Except for Sundays in Sligo Creek Pk, the biking opportunities are limited, sidewalks are crowded, main streets too dangerous w/speeding cars.
- Far too many cars parked on street because two, three or four families are living in a single family home. Single family houses are ment for single family our code enforcer need to crack-down on this
- Finish renovating the community center- gym auditorium and City offices. The staff works hard. They need a nice place to work.
- Fiscal control a joke. My tax burden outrageous for return get your act together. Stop wasting money. Spend more wisely
- Fourth Ave need brighter street light you can't see it to dark come home at 8:00 pm/& in the morning when you have to leave your home at 6:00am anyone get behind you in the dark
- Frankly, I cannot discern any particular advantage the City of Takoma Park provides above Montgomery County. My neighbors across the street in Silver Spring get better services and better responsiveness. Paying for duplicative inferior services is troubling. Dissolving the City would cut property taxes-50% and the community would do just fine.
- From the lack of space, I conclude you don't really want comments. I also conclude that you are not interested in "bigger" issues or smaller issues. Like what to do when your park is overrun with strangers who are drinking beer & you can't get in or out of your driveway. And have you really changed so much in the last year that experiences had with the City & the police force 18 months ago, for example, don't count?
- Get more tax money from Mont. County un-incorporate if need be. Get rid of Illegals!! Lower our taxes.
- Get the county tax credit for all the services they charge us for but are provided by the City. We are paying double taxes and I'm tired of it!
- Get the teenagers off the corner of Maple & Sherman Ave late @ night.
- Good job!
- Great City - thanks!
- Great place to live. Take care of the trees and flowers please. Watering programs a poss. day or nts?
- Hate that trash pickup is during morning rush hour. Would be nice to have fenced dog park in City
- Have sweeper come a little later so that cars are gone - after 9-930 am & ask this question more often-

- Having owned my house for 10+ years I am concerned about rising property taxes & our ability to move w/in the neighborhood. Would like to see some flexibility in historic area additions for those of us, who are long term residents & now priced out of buying within Takoma Park.
- Hcd is not doing its job - unlicensed rental units actually submit rental roll statements but you don't even notice as can that they don't have a license. Landlords tell you in rental rolls they are exceeding allowable rent but you don't notice or don't care. Set up a database!
- Hello, I appreciate your sending me the survey so I could comment. We bought a historic home in old town Takoma Park 2.5 years ago. We paid over half a million dollars for it. We've put another \$100,000 into it. We bought the house because it was closer to work for both of us, and we thought TP seemed like a charming, liberal & well educated community, and the right place for us. 2.5 years later, we are preparing to put our house on the market and move out. If we can sell the house and not lose money, we will move out in spring of 2008. We are both college educated, have a hhi of over \$200,000 a year, and while many people are forced to remain in communities where they don't feel safe for financial reasons, fortunately we are not. I would never raise a child here. When I leave work in Bethesda, I roll my car windows up once I reach Silver Spring, so no one can stick a gun in my face and rob me. I don't walk anywhere after dark. I could easily metro to work, but I don't, because I won't walk back and forth from the metro after dark. I've seen rats the size of housecats walking down the street in front of my house. Our neighbor told our children "just to throw rocks" at the rats her kids found in their sandbox. When we bought this house, we knew TP was still a little sketchy in terms of safety, but we looked at the development and upgrading of metro accessible communities all over VA and DC, we looked at downtown Silver Spring, and we thought that would happen in TP soon as well, things would start to get better and we'd have made a good bargain. After listening to the residents of TP do nothing but argue over every single proposed development for the last 2.5 years, we realize that's not going to happen. Downtown TP is not a vibrant, inviting community. It is deserted, except for the farmer's market on Sunday. We still don't understand why residents don't see the TP metro area for what it is: seedy, run down and unsafe, and that new housing and residents and services there would correct all those problems, bring more eyes and feet on the street, new restaurants, new shops, new services. Yes the trees are beautiful-but no one's spending time in the park enjoying them, because they'd get mugged. But, we're done. We can't get out fast enough. Good luck with it.
- Help residents to buy homes or houses 2 stop paying rents - I need help to buy one for my little immigrant family (3)
- High taxes.
- Homeowners who do not clean up their yards should be penalized. It need not be on grand scale, but lawn should at least be mowed and debris should not litter the yard as to be a place for snakes or critters to hide.
- Hope for more shopping & restaurants in old town; more City resources for parks & park maintenance; hope for City pool;
- How about spending some money on the Hispanic side of town instead of pretending it does not exist-and acting like we're in Silver Spring? Which part of Takoma Park are you questioning the Takoma Park white-side or the Langley park-Hispanic side full of prostitution- drugs and homeless people I can't answer this survey until you make one that is more specific which side you refer to?
- I also get alot of information from the "Takoma Park business directory & survival guide". Also, the City of Takoma Park should recognize that some Takoma Park children attend Rolling Terrace Elementary School, which should be included in the safe walk to schools campaign and also to recreation dept. activities.
- I am moving out of Takoma Park in about two weeks, not because I don't love Takoma Park but because I prefer to live away from the City in general. If I have to live in this DC area, Takoma Park is the only place I'd like to live.
- I am opposed to rent control
- I am particularly interested in getting up to date information regarding affordable housing.
- I am too old and don't know that much about a lot of Takoma Park activities. I walk with a walker so I can take park in sedentary activities and I read the Takoma Voice when it comes to my mailbox.

- I am very concerned about the inconsistent quality of our police. Some officers are competent & courteous & available to help. Others are bullies (esp. To youth) and I am distressed that they are allowed to have authority in our City.
- I am very concerned about the traffic situation at Takoma junction. My middle schooler cannot take a bus but there is no safe way across the intersection without an adult. The school system and the City must consult on this issue.
- I am very much opposed to the plans of gentrification of Univ Blvd/N. Hampshire crossroads area. I would like to see more affordable housing incentives; and more cultural events and diversity initiatives for African immigrants, African-Americans and Latino populations for more diversity in Takoma Park.
- I am very surprised that the loud roar of a chainsaw is not an uncommon sound and sight in Takoma Park. I also find it strange that along Sligo Creek when park maintenance workers come to remove a fallen tree they will also remove 3 to 5 additional large, upright healthy trees nearby. There should be tougher regulations on this subject, especially when trees are removed for no reason.
- I am very tired of having helicopters buzz our house at all hours as they wait to land at the Adventist Hospital. I am therefore moving my family away.
- I appreciate the recent “beaufication” measures along Maple but the commercial strip at Maple & Sherman is in dire need of improvement.
- I attended the recent NH Ave Charette. I felt it was a tease with no payoff. I cannot see these things happening. I think it was a waste of money.
- I have lived Takoma Park 3 years I didn't participate all the City program. But every thing is wonderful. Some questions I didn't answer.
- I believe there should be a liquor store in downtown old Takoma.
- I believe trash/recycling pickup should be twice a week other than that, I do enjoy living in Takoma Park
- I can illiterate I can't understand.
- I cannot keep reliable telephone service at my residence because of the poor quality of phone lines. I am an educator and I cannot afford to stay in MD, mainly due to the high cost of housing.
- I do not like the current leaf removal system. Huge piles of leaves remain in my neighborhood from Oct-Dec. Not safe!! I have never seen a street sweeper in my neighborhood and I've lived here 23 years!!
- I do not subscribe to cable. Therefore, I rely on word of mouth, neighborhood email lists, Takoma Gazette, Takoma Voice for Takoma Park information. Want more info re: development permits and projects before City approval.
- I don't find the City taking a look at-or paying much attention to-needs of senior residents (not those in medical financial need, but quality of life needs).
- I don't have cable therefore, can't watch TV-13. I have never heard from my ward rep, but I've never sought him/her out either.
- I don't know why my apartment building the New Hampshire towers are restricted to Comcast cable ass. Which very expensive. I think people should have freedom to chose which ever services they want.
- I don't like how much work it takes to reach a real person at the City government office. Too much bureaucracy for the small town I want.
- I enjoy “big City” services in a small town “feel”. My child has gone through the schools and attends high school with some of the kids she met in kindergartn!
- I enjoy living here. I wish there were speed bumps or humps on my street.
- I enjoy the community of Takoma Park for its small town feel. However I have been disappointed in the noticable differences between my Pinecrest neighborhood and those close to old town - we don't have sidewalks, and there is garbage in the streets.
- I feel a bit disconnected from both activities and political issues of Takoma Park (1) because often I learn of things from Tkpk newsletter, of Tk Voice after the fact (2) evening events like City council mtg are difficult as a single parent to get to so it would help to know about what is being discussed before hand to be able to pick & choose & perhaps be able to wag in without being physically present
- I feel people who are renters do not get the same treatment as owners.

- I feel Takoma Park is a pro active City that responds to residents input for a better City for all residents.
- I find TP to be a “landlord” unfriendly community. I will never buy here again. Instead of spending sm on a gym - how about less crime? How about allowing residents in the historic district to replace broken windows? (not allowed.) You make it impossible to live here. I'm selling and leaving I tell people all the time ““stay away from purchasing a home in TP
- I have been a homeowner in TP for 30 years and am appalled at the cronyism in the council and the horrendous waste of property tax dollars. I am looking forward to the day I can sell my house and move out.
- I have been incredibly disappointed with my recent move to Takoma Park. There is such potential for slow, locally owned development (i.e. not Silver Spring) and it is stalled. Downtown I overpopulated with 2nd hand to empty store fronts. Look to the Cap Hill model!
- I have been trying to have ths fences cleared of weeds, the fence door repaired and the nets adjusted at TP middle school and I cannot seem to get anywhere. Please, help. Also are the other two courts going to be renovated? Please, tell the community who is responsible for the maintenance of TP middle school tennis courts. Also will the other two courts be renovated? When the middle school reopened (1999-2000) there were funds from Montgomery County to resurface all 4 courts. I would love to know if this is going to happen. Thank you.
- I have been very disappointed in the response of City inspectors to the new mc mansions being built in violation of codes. I am very disappointed that our neighborhood has no public transportation access.
- I have not been able to reach individual City employees by phone or email. The City directory should specify who is responsible for what tasks so citizens can get in touch.
- I have written two (2) letters to the mayor, sent certified (signed & received by Munich.) But never received any answer!!
- I hope to live here for many yrs & recommend it to family & friends.
- I inclose a letter of opinion for question 21 instead of marking a box. The reason I strongly oppose community project question 21. As of, there is too much that would be spent near Silgo Creek, which has been here for over 305 years, I think that eventually, it would be filled, the walking paths & fields are enough for persons to supervise events, and go out of their way, to be supportive, (understanding) that, projects close to there and in there already, are being overgrown by weeds, bushes, and etc...and it was made around there (projects) for persons to enjoy. I think that somehow, that the activities you mention, should help up keep what was put there before, the thought was even though of, and maintained what is there now,
- I know Virginia is now enforcing laws requiring its citizens to be more active in being responsible for their community. Their are a few folks here who don't want to apply themselves as decent citizens. Drinking in public, sleeping on corners using the sidewalks as public restrooms. Please clean this mess up! This goes for everyone not just for one group or race of people.
- I like living in Takoma Park but I can not afford to buy a house here and I don't want to rent forever. I'll be forced to move away sooner or later. Also, I don't have cable, otherwise I would probably watch City TV 13.
- I like that TP is a nuclear-free zone. I like that TP is a glbt friendly.
- I live in an area with an active community association which is what I like most about living in Takoma Park. Neighbors know and look out for one another.
- I love living here. Just look at all these wonderful people & houses & trees.
- I love living in Takoma Park, but housing is expensive. Also, it would be great to let a good, non-chain restaurant where Taliano's used to be!
- I love living in Takoma Park, but what we are desperately missing is a mid-price restaurant in downtown w/a liquor license. A quality, neighborhood bar I can walk to!
- I love Takoma Park
- I love Takoma Park as my home. My family enjoys the neighborhood and activities we all participate in. Our neighbors are caring and the best.
- I love Takoma Park City. It's good to say that: it's I and my family and Takoma Park forever till death do us part. That's how I feel about the City.

- I love the City, but hate my block, pretty much. Have been here 5 years & can't afford to move. Got new windows that shut out the noise better - cursing, honking horns, loud radios at all hours of the night. Noise enforcement would be nice, but a community watch would be better.
- I love this City - coming from Chicago & Reed its small town spirit charming. Keep up he good work. But keep Piney Branch pool open!!!
- I love Tk. Pk. Great place to live and raise children!
- I love TP unfortunately the increase in housing prices/costs is making it less and less diverse. Solution? Too much self-righteous opinion pushing=even by people I generally agree with.
- I notice that the trash pick-up on the streets (Carroll Ave in particular) which collect from City trash cans also put the recycling in the same truck. This concerns me - is it being recycled or thrown in a landfill?
- I often wonder if my recycling is thrown in the trash. When I leave home, my recycling is gone but my neighbors' is still there!
- I only moved here in April 2007 - so I may not be representative
- I own a condo and a number of the City services are not available to us even though we are taxed the same
- I photograph the July 4th parade each year and enjoy the "hometown" look as the DC parade is very polished and thus?
- I realize I am not very involved with the City governmental activities: thanks for doing this survey.
- I really think we need a gym and also more recreational programs for adults - i.e. - yoga class hosted at community center, water aerobic, tennis lessons, etc
- I recently learned that TP is a sanctuary City for anti American illegal aliens - what am I paying taxes year after year for? - answer - policies I dispise promoted by baby boomer leftists who hate America.
- I recently tried to find out, on the website, if TP had any mediation services for problems with neighbors-I'm in no luck. But my major complaint is we do not have a good sit down table cloth restaurant in TP. For a nice dinner out we have to go to Silver Spring or Bethesda, which is a shame. A major focus should be bringing in a nice neighborhood restaurant somewhere in downtown TP.
- I support the City, but feel like there is a lot of waste (e.g. the terribly designed & overpriced community center) & leaf collection is terrible.
- I think adding the gym would help the youth better instead of them playing outdoors in the dark.
- I think it's a great place to live. I like the overall positive feeling I get from other residents. It's beautiful here and quiet.
- I think Takoma Park is a great place to live, unfortunately housing is too expensive for me to purchase a home.
- I think the City government should focus more on business attraction & retention for old town.
- I think the Takoma Park community is moving in the right direction.
- I think there is more community among homeowners and renters are somewhat shut out.
- I think this survey is silly. There are not real solid questions to issues.
- I think TP has a very high opinion of itself! Much needs to be done to earn this opinion. I find the community very, very "samey" desite the self-given label of being very diverse. All in all, TP has been a big disappointment & quite exclusive.
- I think TP town & City staff & council are usually very responsive. We are spoiled; we expect and get a lot and I am reminded of that whenever I call other jurisdictions for services.
- I tried to find out when phone books would be picked up at web site, no specific info
- I wish I could not automatically receive the TP Park Gazette + Voice-we don't have time to read & is a waste of paper.
- I wish the City would better enforce laws against speeding and littering and key pressure on absentee landlords to maintain their property. I am very disappointed with the way the community center turned out-how long it took, how much it cost, how poorly designed and pedestrian unfriendly it is, how it lacks a gym and parking, and how the construction/materials are poor quality. I am pleased with the way the City arborist cares for and protects trees.

- I would like the City to do more about sustainability efforts in Takoma Park. To preserve green spaces & cut pollution.
- I would like to change this -fire ambulance cannot take a veteran to the va hospital on 50 Irving street where all of our records and doctor are. Thank you.
- I would like to complain again about DC residents and their guests (across from 5th Ave & Eastern) parking and/or working on cars on our Maryland side; as well as constantly making noise (parties/gatherings) late nights nearing/including weekends.
- I would like to see a more extensive recycling program. (compost, more plastics-mtg city is limited w/the plastics it accepts.) The taxes are exorbitant-prohibitive!
- I would like to see better litter control and use of regulations to see that people keep up the appearance of their property.
- I would like to see development and increased police security similar to that of downtown Silver Spring.
- I would like to see less store vacancies and more evening time activity in old town Takoma Park on the weekends.
- I would like to see more small-business retail stores: wine store; hardware store; baby products & gift store.
- I would like to see new and better restaurants come to the community - not chains, however. Greater retail diversity - less shrift stores.
- I would like to see Takoma Park be a leader in progressive politics and, especially, in environmental issues.
- I would like to see the indoor pool at Pinery Branch Elementary operated by either the City of Takoma Park or Montgomery County, with lap lanes available during the entire day, as are other county aquatic facilities. I currently travel 7 miles to MLK to swim laps when I could walk 2 blocks to PB pool.
- I would like to see the survey done electronically. You could either email the random sample or mail them small cards w/a website & passcode that could only be used once. Please stop waisting paper (I got 2 surveys & 1 reminder (card). You could also print on 100% post-consumer paper.
- I would love to be able to buy my own place here, but don't feel like it's possible on a single income
- I would love to see drivers give the pedestrians time to cross the street at the cross walk and don't block that area with their vehicles
- I would love to see more lights on Maple Ave "thank you"
- I'd like to see more restrictive legislation aimed at preventing illegal aliens from leasing properties in this area.
- I'd like to see stronger protection for trees plus more tree planting. I'd like more police protection especially around metro & old town.
- I'd love to see expanded recycling options
- If only the City could eliminate our swamp-loving insects...
- If possible take some action on homeowners who do not maintain their property - house repairs, yard maintenance, etc.
- If we leave Takoma Park, it will be because of the crime and the quality of Piney Branch Elementary school. We'll be sad to go but don't feel safe here.
- I'm glad I live here (I moved here in 6/06) and am very impressed with the parks, the library, and recreation services.
- In general City employees are unresponsive and appear uncaring.
- In Takoma Park, it would be nice to see people walk the walk, not just talk the talk. The difference equals real progressiveness.
- In the 15 yrs I have lived here, my house has been burglarized, bikes have been stolen twice from my yard, and a car was stolen from my driveway, all on separate occasions. Crime is a concern. On the positive side, thank you for offering passport renewal services.
- Increase hours of the recreation center m-f 5am-11pm & sat-sun 8am-7pm
- Intersection of Elm Ave & Ethan Allen incredibly dangerous.
- It would be nice to encourage the development of a small movie theater or at least a venue in which to show films.
- It's a great place to live! I feel very fortunate

- It's too bad that if I were trying to buy a house in Takoma Park today, I wouldn't be able to afford it.
- I've always thought that the TV/cable channel + money spent on them are a waste. No one I know watches them regularly; people comment only about flipping past them. At the same time, the City does a poor job of communicating via the traditional press - it's getting better at web-based media/email, but I find the website often hard to use - not intuitive. Police communications have improved, but we don't see or read regularly about other departments (the newsletter does have library + rec + tenant info, but everyday communications are very lacking-who knew about the stormwater billing cycle change? Who knew about the bike racks all around the City? And will the full results of this survey be published?
- I've only lived in Takoma Park for a short time. It is difficult to know in a short time.
- Just a little to much to the left for me.
- Just moved here - great neighborhood!
- Keep up the good job!
- Keep up the good work
- La municipaldad de Takoma Park es un edificio my bonito totalmente renovado e vicitado el edificio es increible que los padres dejen ir solos a sus hijos y no hay el suficiente personal para vijilar, tenemos que cuida para mantener limpio y en buenas condicions. Nuestra comunidad. (The City of Takoma Park is a pretty building, completely renovated and people visit it. It is incredible that parents let their children go out alone and there is not enough personnel to supervise them. We have to take care to keep our community clean and in good shape.)
- Landlord tenant judge that sympathesizes with the tenant.
- Landlords are treated as low lifes. Not all of us can afford confiscatory prop. taxes to support boondoggles such as the ugly City hall/community center; double taxation: county; exorbitant trash collection fees for apt owners - we have 1 apt., there are 3 people in the house. Do you really think we generate a lot of trash? Too much noise mainly from trucks, e.g. garbage trucks.
- Library has limited collection of readings compared to Montgomery Co. Library system
- Library, recreation, code enforcement could all be done by county--we all pay county taxes. Too many services! Duplicative & costly
- Love impeachment resolution! Sorry to see mayor porter go
- Love it here.
- Love living here!
- Love living here. Would like to see sidewalks extended to streets that don't have them. Can something be done about traffic flow on Route 410 through Takoma Park?
- Make a priority of scheduling improvement projects when it will disrupt local businesses to the least extent.
- Make TenaCity Group owner of 7333 New Hampshire Ave fix the elevators!!
- Make the residential area residential, no commercial truck/van on streets cars should not park on lawn
- Many of the City of Takoma Park employees who are the first point of contact on the telephone and/or in person have poor customer services skills. They do not acknowledge you when you enter the municipal building lobby, approach an information counter, and/or enter their office. They either ignore you or continue the conversation that they are having with a co-worker. They are curt, rude, abrupt, and uninformed. If you can get to someone in the director, manager, or supervisor level you have better luck. It is frustrating when you are unable to get a "human being" on the phone; vmail, vmail, vmail, is all you get. To my knowledge the addition originally planned for the municipal building was s gymnasium. However, the gym was cut from the program and offices for staff were provided and other improvements were made to the existing structure. Also, during planning, design and construction of the renovation of the municipal building, staff was unable to manage the project properly resulting in a poor design and cost overruns. I find the "pit" in front of the building architecturally offensive, unwelcoming to the community, dangerous (especially with the emergency generator sitting there), and confusing in terms of identifying points of entry. Exterior and interior signage is poor from a vehicular perspective and when on foot. Why not just fill in the pit with water and alligators and call it a moat! The highly publicized City mulch from the fall leaf pick-up is more trouble than it is worth. The mulch is full of trash such as plastic bags. In order to use the mulch one has to separate trash from the composted leaves. It is just not worth the aggravation. Why don't you ask Mike Rowe to air a

dirty jobs episode at DPW where the mulch is kept? I was furious when the City cut down all the mature trees along Laurel Avenue to build the streetscape there. Just let a resident ask to cut down a nuisance tree and see what happens to her! Will you please re-time the traffic light at Takoma junction where Ethan Allen (MD rte 410), Carroll Avenue, and various secondary streets converge? And while traffic planners are looking at the light, they need to study the negative impact of the TP/ss coop has on the single eb lane. Patrons in their cars waiting to enter/exit the parking lot block traffic and force people to miss the light on a regular basis. In fact a traffic study of all of the intersections, signalized or not, along MD Rte 410 through the City needs to happen very, very soon. Many/most of the City activists think they live in a commune in Oneida. News flash, we live in an urban area. On the bright side, the new chief of police has great potential and interpersonal skills. And, I cannot wait for the fall election and possibility of new blood in the mayor's office.

- Many people in our neighborhood are putting illegal additions onto their houses without permits (visible) and performing the work in a dangerous and amateurish we are concerned at the lack of City oversight./fashion
- Mi comentario es con respecto a que si eu residente necesita que recolecteu sen tipo de basura que pagan \$10.- por c/ie. Fuera posible en piney branch y ritchie que hiebieran 4 stop. (My commentary is regarding that if a resident needs some kind of trash picked up, like for example, a stove, fridge or furniture, they should have to pay \$10.00 per item. 2.) If possible have a 4 [way] stop at Piney Branch and Ritchie.)
- Montgomery college student parking continues to be a problem in our area.
- More attention needed to south Takoma (Ward 3/Pincrest). Crime and traffic issues require interjurisdictional approaches. Adolescents need activities. Derelict properties and broken street lights encourage crime.
- More info about opportunities for disabled
- More programs for senior citizens during day time. Water aerobics for s.c. in TP
- More restaurants in the area would be nice. Free advertisement for local architects in order to provide residents w/architects who genuinely care about the historic character of TP
- More trash collection at 7600 Maple Ave. block. Less litter by youths gathered there (Chinese take-out)
- More/easier development in old town. Too many empty retail/restaurant spaces
- My answers reflect my recent arrival. I just moved here six (6) weeks ago.
- My car has been disabled because of the holes in the streets.
- My concern about the gym is not the initial outlay but rather the ongoing maintenance & staff costs. More coordination w/MCPS
- My former residence - [REDACTED] Did not provide for/observe recycling pick up. My current residence - [REDACTED] has only one recycle tub for six units. Can more tubs be provided for these small apartment houses? Thanks - am loving living here in Takoma Park
- My home was cited for overgrown shrubs. This seems like a waste of resources-shrub patrolling!
- My landlord needs to receive information about leaf collection & his responsibilities for clearing snow. He lives in Delaware.
- My main concern is with loitering after dark on Maple Ave. There have been times I've been very uncomfortable walking to my home at night.
- My next door neighbor's house is a disgrace (externally). I would like something done about this as it is not remotely consistent with our community's standards of aesthetics, safety and pride. (I live at [REDACTED])
- My street, Flower Ave has many apartment buildings that are not maintained properly. Trash, discarded furniture, appliances sit out for weeks. Specifically the blocks from Piney Branch intersection through the 8300 block.
- Need for good assistance to the disabled.
- Need for inspections of rental apartments more frequently.
- Need improvement on New Hampshire Ave retail at intersection of New Hampshire & Ethan Allen (and directly south)
- Need more affordable housing and services for senior citizens who would like to stay in their own homes. A list of reputable contractors and students willing to shovel walks and leaves.
- Need more on recycling program. Check on landlords who don't have recycling bins
- Need more supervision in rec center of older kids & library after school - too many kids, no supervision we don't like the look of new municipal building. Cover the moat

- Need more teen & young adult based programs - a variety ages 11-25
- Need stronger traffic laws on aggressive driving.
- Need to include more kinds of plastics in recycling program.
- Need to look at some programs for possibility of eliminating to reduce taxes. Too much “fluff”
- Need to make all wards of City feel inclusive. Never go to Langley because harrassed about sexual orientation/not safe. Should look at programs to attract + retain police personnel; ie, scholarship program for children who attend local hs.
- Neighborhood noise and trash gets worse and worse and no one cares!!! The area is a disgrace!!!!
- Neighbors parking their cars in the yard. Using their yard as a garage to work on cars, this is a big problem, running the neighborhood down. What can be done.
- New to TP, so haven't had a chance to experience/take part in much the City has to offer.
- No comments, thank you
- No dog parks; frequent conflicts between dog owners & non dog owners. Also: loud music from moving vehicles
- No hanging around on the streets (the teens) & stores. No gangs to mess up their area;
- No, thanks
- Not enough information from City council actions and mayor.
- Not sure how much info we get from neighborhood list serv vs from the City. E-mail notification works very well.
- Notification about leaf collection, holiday collection and tree removal & protection are relevant & excellent.
- Old town area need bike racks!!
- On the impeachment motion, I wish I had had advance notice of vote. I thought it symbolic and a waste of time.
- Our councilwoman, and our citizens association officers, keep us very well informed about City business and activities & am unable to participate as I did when I was healthier & younger.
- Our house is on Rte 410. Speeding, going through stop signs, and pedestrian safety are major concerns. The City has been of no help in facilitating help from the state.
- Our physical and community isolation in the “werry side” of New Hampshire Avenue makes us feel ignored and not part of the City until tax and fee time. Still don't have curbs at my house, street lights have been out for months, the neighbors gutted their home and left the trash piled up on the lawn. At City hall I have been told I don't live in the City. People hang up on me after reading our English language statement they don't understand. We were better off in PGCO.”
- Our taxes have gone up alot - the assessment on our house has doubled and seems too high. Also, I would not use a gym. Too many building projects go way over budget. I am very concerned about development w/in TP, parking, and attracting businesses. The downtown area of TP is strangely depressed-looking for a flourishing, relatively affluent community, and I'm concerned about development plans/traffic/parking.
- Over the years, services have plummeted and taxes skyrocketed.
- Overall good job being done in Takoma Park.
- Overall the City of Takoma Park is well run. However there is all ways room for improvement. And better police activity with respect to drug activity and theft (home break-ins)
- Overall we love it. I would like to see investment in old town to make it more of a destination, more public music concerts & theatre.
- Overall, I am very satisfied with the government of Takoma Park. It is honest, responsive, competent and efficient.
- Overall, it's a great City to live, no intention of moving out from here.
- Paper recycling needs to be more convenient.
- Pedestrian safety on NH Ave and on Univ. Blvd needs improvement. Exterior appearance of new community center is a major disappointment and eyesore. Please try not to make it even more hideous if gym is built and please take care of trees so that they will soon hide the building.
- Perhaps the rec guide could be limited to online version to save \$

- Pinecrest addition is underserved
- Please - don't ban pit bulls! Do punish irresponsible dog owners.
- Please bring in more restaurants, coffee shops, and even a bar so that we can have nightlife and more eating out options.
- Please can't you do something to keep Wash Adventist Hospital from leaving?
- Please continue the efforts to recover our tax rebate from the county!!
- Please do a better job filling pot-holes. I would like to see a project to take electric and utility wires off of poles and put underground. They are unsightly.
- Please enforce City code. Some houses are falling down are overgrown, and look dangerous. Please do re-/work instead of "impeaching" "the president."
- Please fix/re-set pedestrian signal @ Carroll & Ethan Allan. The timing is off & the wait is terrible.
- Please get rid of permit parking
- Please get this reform on rent ops done. It cannot be that landlords cannot pass on the full extent of cost increases. If you want to subsidize housing then anyone should contribute to that, not just landlords.
- Please move telephone book collection - it makes no sense to collect books in December when new ones are delivered in January!
- Please open Pineybranch Pool again its my most important recreation interest!
- Please see my comment re taxes. For me, the property taxes make it difficult to afford living here (but I would never qualify for assistance). Also I love the farmer's mkt (& banjo man) the folk festival, 4th of July and Halloween celebrations! I think the tax rate in TP is outrageous - we pay much more than Silver Spring and don't get that much back. So I'm opposed to things that don't lower taxes, generally, if not necessary for safety & essential services.
- Please turn over garbage & recycling collection to the county. The City used to have the best recycling program, but now the county leads with its one container that holds all mixed recycling
- Please, we cannot afford a gym
- Police and City organize paid or volunteer education/paid work (or intern)/sports activities coordinated with ward 4 DC. For youth with parents invited also for (1) weeknite, the rest after school and summer.
- Pool at Piney Branch Elementary School should be open to TP residents not just YMCA members. Also, I wonder if resources/services/events would be better if TP was not an isolated municipality in Montgomery County.
- Primary concerns: extremely poor services for leaf pickup, street sweeping & snow removal. Our residence is on Flower Ave. The county services on the Silver Spring side of the street are for superior. Traffic abatement/control is also a major concern as is overall safety & a problem w/increasing gang & criminal activity.
- Problems de los "dwerter" de baserra muchas ratas (Problems of the (illegible) of garbage and too many rats)
- Property tax - way too high for the services we receive - people are leaving area because of it.
- Property taxes are killing all of us and push people out of Takoma Park. Not impressed with finances of TP and how cost are higher than planned-bidding not well done.
- Property taxes are too high!
- Property taxes remain very high; the City doesn't get much rebate from the county, although we duplicate many county services. At least eight (8) neighbors had to leave the City because of high taxes; we may also.
- Protect historic & progressive charactor of Takoma Park! Takoma Park has a budget? I've tried for years to get one, but there's only a vague plan. City employees are overpaid and coddled despite poor services. Infrastructure is neglected. Please provide big recycling cans like the rest of Montgomery County has!
- Q18; my most recent contact was today (10/11/07) with the landlord tenants office. The gentleman provided excellent service. I changed my ratings.
- Question #21 is the one I care about most. The City screwed up and there will be no gym!
- Quiero saber si en TP hay casas de hoc/section 8? Estoy interasada (I would like to know if TP has HOC or Section 8 housing. I'm interested.)

- Raising the rent in my apartment w/a roach infestation was completely wrong nobody cares about Takoma overlook residences.
- Recycling and leaf removal affect each resident daily/weekly - yet the programs seem static and don't pursue continuous improvement.
- Recycling is very important. Not every building recycles and this should be enforced. Landlords should get fined for not recycling. Also, the capital improvement process is a joke. What is a capital improvement & what is a repair this needs to be addressed.
- Regarding question #23. Didn't know Takoma Park had an alert system and the link provided doesn't work.
- Regarding taxes; I love living in Takoma Park & want to raise my children here. We sold our house in DC two years ago in hope of purchasing in TP. Were able to find houses we could afford, but the monthly taxes pushes us over our spending limit. Were still renting!
- Rent control - we have a lot of violations in our apts that are not complete and the land lord continue to raise the rent 60. And up (not good)
- Review staff contributions at rec. dept including (1) salary (2) place of residence outside TP (3) creativity (4) after school programs effectiveness
- Rising/accelerated stormwater fees are excessive.
- Save the indoor swimming pool at the elem school
- Scrap the gymnasium - we have a great YMCA in Silver Spring. Fix rippling pavement on New Hampshire Ave!!
- See #2 also "City bike borrow" program like they run in Vienna Austria. I think TP is a great City and could really use more restraunt/delivery options, improved police presence, and more sidewalks. The crime is probably the one thing that makes me consider leaving TP.
- Should we increase tax for all and only benefit a few? It is important to have family time and build wisdom, self esteem, training, after school homework, chores, creativity, library, use of present...to fullest extent.
- Shut the City down and merge w/the county. There is too much wasted and duplicative efforts. I know folks who have moved across the street simply to avoid the double taxation and to get out of the mess that the City has created.
- Sidewalks would be nice
- So me tree's in the City need too be taken down, some with fallen limb's, rotten tree's
- Solo que todo lo que sea motivo de engrandecer Takoma que to hagan y no hayan negatiuas (Just do everything you can to grow Takoma Park, and there are no negatives.)
- Some of our streets pot holes Maple are at the back of the Adventist hospital and some of the residential areas. Missirol etc?
- Speed "bumps" should be replaced with "humps" especailly on Maple where speed bumps are very painful!! When on the bus!
- Still - county and City functions and fiscal responsibilities are not well delineated and executed I'm interested in an efficient, safe, friendly diverse community not making national policy by the City.
- Storm drain bill twice a year is two much - it was to be a one time deal what happen - I've only seem them clean once
- Stormwater-the City's approach is "don't ask don't tell". If you aren't hooked up that is your problem.
- Street repair seems to be very ineffective in the past several years - "fixes" don't fix the holes etc. And same roads (Carroll Ave at Ethan Allen) need serious, comprehensive repairs.
- Takoma is a safe place to live, easily going to different cities but we need to be careful to go shopping after dark.
- Takoma Park
- Takoma Park at one time in history was a quiet, safe little City or town before politics became the big topic. Losing the WAH is the biggest mistake this City ever made. For people like me who's life was saved at WAH. Thank you.
- Takoma Park could be a gem - the downtown area is enclosed and near the metro. However, the stores are mostly dirty, ridiculous and impractical. We need more restaurants and consumer services.

- Takoma Park desperately needs a facelift downtown - as well as new restaurants to draw foot traffic and improve the community atmosphere downtown. Unfortunately, Savory, Everyday Gourmet and even Marks Kitchen lack visual appeal, are often dirty, and offer a limited set of options. The City should make a concerted effort to recruit enterprise of restranteurs. The increased foot traffic would improve safety and provide a satieny place.
- Takoma Park desperately needs more & better restaurants & cafes. The current places are not very welcoming & inviting!!!!
- Takoma Park irritations: overzealous historic preservation. Lack of flexibility re tree removal & replacements. Threat of crime/harm.
- Takoma Park is a friendly little town I like to live in Takoma Park
- Takoma Park is a great City to live in! Thank you.
- Takoma Park is excellent for anybody looking for residential area. Govt leadership, caring community
- Takoma Park is the best please to live. I am happy to live here my children are safe. The City of Takoma working hard to help the community. For future safety the community each individual is responsible to keep it the same way.
- Takoma Park is truly a great City to live in!!
- Takoma Park needs Wash Adv Hosp! Encourage WAH to stay-work out our differences for the sake of the community we serve!
- Taxes & fees are out-of-control. Storm water management fee is odious.
- Taxes are too high.
- Taxes too high too many regulations
- Thank you for keeping apartment rental rates lower than elsewhere! This was one of few places I could afford my own apartment as a single person. (And still have it be a decent place).
- Thank you!
- Thanks for asking!!
- Thanks for the opportunity to share and thanks to Linda Walker housing
- The “designated sledding street” policy should be better adhered to by City employees that plow the streets.
- The accolade of being a progressive community is not deserved. To be that, you have to walk walk, not just talk talk. There is some importance to this.
- The City council panders to vocal interest groups without consideration of the common good for the City. The council not the staff lacks leadership resulting in the majority of problems within the City.
- The City counsel has covered all areas of Takoma Park information that concerned my needs.
- The City hall was a fiscal and architectural disaster, and continues to be.
- The City is spending too much. Needs to trim budget & reduce taxes-recreation & other feel good programs should be offered via user fee, not general taxes. Much as I like to own a BMW, I know I can only afford a Hyundai, so that's what I buy. I certain don't want to buy a BMW for the whole City!!
- The City needs more diverse stores in old town Takoma Park. We need more restaurants & late night establishments. Parking at the metro should also be free on Friday nights.
- The City needs to enforce the dumpsters that remain in front of houses during construction and the debris around the entire property such as the home at the corner of Conway Avenue and Circle Avenue that's been ongoing for months.
- The City needs to regulate the horrible timing of street lights on main arteries passing through the area. This creates terrible traffic jams.
- The City of Takoma Park is very well government.
- The City of Takoma Park need to publish and inform the community about their agenda and follow up.
- The City of Takoma Park should take care of our (1) police (2) trash (3) roads an only these three things.
- The City provided many services, but our taxes are way to high. My taxes doubled after moving here from another Montgomery County neighborhood. I do not believe that many of these services are worth the money. I would like to see increased trash collection (2x per week) rather than some other “services”.

- The City seems to put a lot of resources into roads & public areas in certain areas, and completely ignore others. I would like to see a more even distribution of maintenance/beautification funds.
- The City should concentrate on basic services (1) police (2) street repair, (3) park maintenance.
- The City should support Piney Branch Pool & make sure it stays open for residents!
- The City should work with the county to control the outrageous prices Comcast demands and encourage other providers to come to the county.
- The City spends money without setting clear priorities.
- The City spends too much time, effort, and money on partisan (i.e. impeaching a republican president) and not enough effort on what it should be doing: reducing car theft, street crime, creating a vibrant shopping/restaurant downtown, and keeping rental properties up to code.
- The code enforcement office is hopelessly disorganized, slow, and unresponsive. My complaint took over a year to resolve, though the inspector said it was the worst violation she had ever seen.
- The community center is a badly designed building. City government is ineffective.
- The community center needs to have a pool. The Silver Spring YMCA is too far. Thank you for the Wi-Fi, although I do not get it in all of my apartment. Can it be strengthened?
- The community is a great place to raise children. The schools are great. The conservation with green life is vital. The hospital locations are important. Transportation is the best.
- The corner of old Carroll Ave & Sligo Creek Parkway has become a very dangerous in the morning. A three-way stop might alleviate the problem.
- The distribution of information is excellent. I would like the recreation department to provide workshops or classes for the public to take on diversity issues so we can all continue to be open-minded and tolerate differences!
- The downtown area needs a complete makeover. The parking is difficult at best - no restaurants worth eating in, no shops to visit regularly.
- The government here is not responsible about money and how it is spent. This includes not being responsible for projects such as the rec center...the mismanagement of that project was incredible.
- The historic rules should permit solar panels and other energy efficiencies! We are concerned about crime - muggings have increased, as well as commercial robberies! Traffic through Takoma junction/coop area is a problem & pedestrians are not safe crossing. The City needs to provide better maintenance of trees in public areas - and to coordinate better with residents about trees.
- The lack of sidewalks, especially near schools, throughout the county, pose a significant threat to young pedestrians. I will not wait for another incident like the deaths along Piney Branch Road, and will take legal action to push City and county to force use of eminent domain for purposes of public safety.
- The light at Ethan Allen should be on the same time scheduled as Philadelphia Avenue. The traffic gets too backed up on Ethan Allen during rush hour both morning and evening. Also at Maple Avenue too.
- The maintenance of Takoma Park trees, one of the City's great assets, have been horribly neglected. Many have died and they are irreplaceable because of their beauty and great age. It's a real environmental disaster for the City.
- The mismanagement of the municipal blvd and excessive cost made me lose confidence in our ability to do it well (a gym constr. project) next time. Our taxes are excessive and we must focus on reducing taxes as a top priority, 2nd only to crime and public safety.
- The playgrounds are excellent and the community is friendly. I am angry about the lack of responsiveness from City govt. Workers. I have had a recent experience with trying to resolve a recreational prog. Question. No one is returning phone calls. This is inexcusable. I am not pleased. I have left several messages.
- The police non-emergency line should have caller ID.
- The property taxes are way too high - we do not live in Potomac - where their taxes are much lower - they need to be more reasonable.
- The quality of the information is more of an issue than the amount of information. City planner Suzanne Ludlow is often wrong or misrepresents situation.
- The questions on this survey are stilted to promote the agenda of the City council. How do I show support for lower taxes and more use of county services for trash pick-up etc. Or that there are too many speed bumps?

that increase wear and tear on our cars? Taxes are way too high, especially with the latest round of assessments.

- The rec. dept. no longer escorts kids from TPeS to after school red. dept. programs eg tennis which limits some kids ability to participate. The rec. dept. should change that.
- The redbud trees on Elm Ave. are a poor choice for a street tree. It's spreading with low branches.
- The rent stabilization program is well-intended but simply illogical. It costs a huge amount & persecutes landlords. If it continues, in a few more years we will have no rental properties.
- The section in Takoma Park where we live is quite safe. Other parts we wouldn't feel as comfortable.
- The tax rate in Montgomery County too high for retiring seniors
- The taxes are ridiculous for the services.
- The website could use major improvements on navigation to information a site visitor is seeking. The current "table of contents" and navigation lists never get me to the information. Also, up-to-date announcements and current info seems lacking. Also, more sidewalks please.
- The whole reason for the community center renovation was to have a gym. That's why I am unwilling to throw more tax money away on that fiasco.
- There are a ton of family & youth-targeted programs--what about interesting things to do, or services for single adults, or gay people w/out kids. I pay a huge amount of taxes here for the same trash, road repair & municipal governance that I could get anywhere--at a lower cost. The rec center is pathetic. The library is pathetic. Re-prioritize your budget before you ask me for more taxes.
- There are about a dozen tall trees in my back yard. I wish to get them cut down. There are a lot of dead limbs on trees that fall off this is very dangerous I can't afford the work that need to be done on a fix income.
- There are many house and properties in TP that are very poorly maintained. The City looks trashy because of these properties. The City should require people to maintain their property in decent condition.
- There is an affordable housing program? Have never heard this--would like more information
- There should be permanent, responsive & substantive relief from onerous property taxes. People should not be done out of their homes by what comes out on social engineering (substituting rich for poor).
- This form is terrible for senior citizens who have vision problems like I do. It should have been on white paper and no questions in black which I tried to answer but could not because of seeing the info.
- This is a great place to live in! The mayor, City council, Colleen Clay are good reps of the City.
- This is a great place to live. The City government is doing an admirable job.
- This is a poorly designed questionnaire and, therefore, not a worthwhile expenditure of taxpayer money. Given the high knowledge base of the TP population, an adhoc group of residents could have done much better.
- This is a very poor means for validating the council's agendas
- This is the first time I have received such questioner in 20 years. It is good progress. To much questions nobody has this much time
- This must be one of the few places where monthly mortgage/escrow payments go up as the principal goes down - in order to cover taxes. We're cut off from the rest of the City by no services, distance, erratic buss schedules. We planned to stay here after retirement, but we know now we'll be going, with no regrets.
- This section should be larger. Sligo Bridge not maintained. Too much speeding traffic on Carroll Ave. Why does all money get directed toward old town improvements...not area near hospital which is in neglect. Hospital closing is a concern. Trees not maintained. Taxes are too high.
- This town is full of hypocrisy. We have high taxes and no revenue. We won't let anything but mom & pop business in here. We have 5 vintage shops in a 1/4 mile area and no place to buy new clothes. No decent restaurant, no place to hear live music, or get a drink or see a film. No place to buy food except an expensive & dirty coop. We have no cabs at the metro where we can't park, no way to get home after dark. This place is a time warp. We have no balance here. They want to raise rents and undermine the working poor, students & elders but we allow corporate landlords a voice in council and the folks who should be there weren't even notified of the hearing. Housing is unaffordable even in my income bracket. We have no economic development here.

- Those 'soft porn' ads in the bus shelters are offensive. All the ads are minibillboards and they give the City a trashy look. They should be removed immediately. They have no place in a 'green City' that wants to encourage its youth to focus on ideas and aspirations other than sex and consumerism.
- Tkpk is beautiful. I love the farmer's market & Sligo Trail. I only wish the #12/13 bus came more often, say, every 2/ min during non-rush hour. (Rush hour times are fine.)
- To be perfectly honest, I'm not sure that I think the services make the large add'l tax burden worth living here. When we retire, we may not be able to remain in our home of 25+ years. This is wrong!
- To inforce landlord codes to be adhere by.
- To whom it may concern - I option not to take a part in this survey at this time - however, I did answer the personal questions. I moved to this area the 26th of June. I have not been a resident for three months. At this time I have no opinion about Takoma Park, MD. Resident of [REDACTED]
- Too few voices control the majority of actions. I suppose it is simply apathy but certainly the majority of decisions I feel are surely made by a minority who are most vocal (NIMBYism at work for sure).
- Too many deer in our yard. Please do something about this. Thanks.
- Too much & was spent on the City hall renovation. The cable channel needs improving. Crime needs to be stopped within the City borders. But in general, Takoma Park is a wonderful, very progressive place to live & raise a family.
- Too much taxes. I hate to see broken glass-bottles-trash when I walk espeually on Ann street.
- Too much time and \$ spent on items with little results.
- Too much traffic on Flower! And Maple!
- TP changed alot within the last 5 years. Due to the positive change and good schools we decided not to move. We got to love TP for many exciting reasons.
- TP government needs to understand that "diversity" includes political diversity. In TP, there is none!
- TP gov't too busy worrying about Burma & nukes. How about taking care of home? Roads are decayed, street lights inadequate. Public works employees are rude. Mayor and council unresponsive.
- TP is a great community and has been great for my son. Seems like the City mismanage the community center. I also don't see why I need to pay both county & City taxes. There should be some changes there.
- TP seems to discourage nice restaurants, driving residents & \$ out of the area to ss & DC. People who have tried to open restaurants, etc., say they have been blocked with overly stringent criteria requirements. Can this be addressed?
- TP's "diversity" welcomes only those whose diversity is politically correct. Leaving one inch of space for comments leads me to believe you're not interested in what I have to say.
- Traffic, noise pollution, and pollution of streams are the biggest problems.
- Tree ordinance & fees are ridiculous!
- Very disappointed with management of construction of community center. I thought it was poorly done and poorly communicated.
- Very worried @ crime - new to Tk Pk and reconsidering I worry about safety
- We are landlords living on the property & find inspectors from Mont. Co. To be hard to read, & very sudden in scheduling inspections. Friends who rent from large landlords have the impression the the big landlords get by with lots of violations, while we small landlords get harassed.
- We could really use some outdoor volleyball courts!
- We do not have children. Children in this community are given disproportionate attention and what passes for independence & spiritedness in children is actually rudeness & self centered? In fact the opposite of community mindedness.
- We enjoy TP but really do feel that Eastern Avenue is often over looked. And we desperately need sidewalks - it is unsafe!!!
- We have a huge problem with stormwater maintenance on lower Cedar Avenue (near Philadelphia). We'd appreciate a stronger, more proactive relationship between the City of TP and WSSC.
- We have asked for City trees to be trimmed & received no response.

- We have found that participation in community groups now is difficult and not welcome if you are old and slightly conservative. When we expressed a different opinion we were called obstructionists. So now we stay home. Residents should be encouraged and helped to become US citizens and until that time they should not vote too much taxpayers' money is spent on bilingual notices. Instead spend the money on teaching English. This should be top priority. Meanwhile children and other residents can help to interpret and to teach. Volunteers can help. Our community has large yards and good playgrounds. Children should not be encouraged to play in the street. Pedestrians should be taught how to cross streets - to look left, then right, then back to left. They should walk left facing traffic. Note, community meetings should be held on lawns, not in the center of the street.
- We have had very poor experiences with programs offered by the rec. Dept: cancelled classes without notification, lost checks, protracted refunds, misinformation, etc. We are very reluctant to try to register our children in these programs. The only notable exception has been kindermusik, which is fantastic.
- We have no sidewalk in front of our house - our kindergarten has to walk to school bus on uneven ground and people throw trash all over the ground. For \$8k/year taxes, that's lame.
- We have to preserve affordable housing we should be a leader in energy efficiency measures for every residence.
- We like it here a lot!
- We live on a state highway, maintained by state. That complicated notifying correct authorities. Other people do not trim growth to 8' above sidewalk. Despicable!
- We live very close to Carroll Ave., and we continue to struggle with fast and loud traffic, especially late at night. We live next to a multi-family house, which generates a lot of noise and parking conflicts.
- We love living here and tell everyone we know how lucky we are to have found this slice of heaven so close to DC.
- We moved here for high quality of life & good schools/good town to raise children and it was exceeded expectations in that regard. Either City or council members should let new and/or current residents know of neighborhood email-lists etc. It is catch-as-catch-can depending on where one's home is located with some neighborhoods having well connected lists & others none. As middle-agers, it's disheartening to see home prices so high that many young families may be priced-out of Takoma park, & it is such a great place for families!
- We must make TP safe - it would be really nice to have businesses - other than thrift shops-downtown...how about a nice pub
- We need a auto pick up service to doctors for elderly and disabled people.
- We need a better cable system. Buildings should be required to be handicap acc doors & walkways
- We need a fenced in dog park.
- We need another cable company in Takoma Park other than Comcast. Comcast seems to be monopolizing us taking advantage
- We need bus services that are on-time and accessible after 12 midnight, most people stay out late on Fri & Sat and taxis will not pick up fares at Takoma station.
- We need community bulletin boards so we can get stupid lost dog and yard sales flyers off our street poles. Plus, we need more curb-side waste receptacles (and we need to empty them regularly and maintain them)
- We need more licensed day care centers.
- We need more restaurants & fewer Chotchsky shops.
- We need more specific information on what can and can not be recycled.
- We need to preserve the economic diversity in town. Hard to do, but our older citizens need to be able to afford to live here as do moderate income people.
- We pay high tax dollars to Mont. County. I don't think that Takoma Park needs to duplicate those services @ citizen expense!
- We perhaps do not avail ourselves of all the options for information available. We love living in Takoma Park, our nuclear free zone
- We really love living in Takoma Park. Our jobs outside TP are intense so we can't spend much time here.
- We use what we need. Tk Pk seems like its got it together in comparison to other places we have lived.

- We would like to see Takoma Park & Montgomery County figure out how to stop taxing us twice for services provided by Takoma Park. This was an issue in the last election, but it hasn't been fixed. Especially since property taxes keep going up, up, up. This seems increasingly wrong.
- Website desperately needs reorganizing & redesign; I have no idea what council meetings are open to the public/when is the "town meeting"? It would be best if that were once a month (once a week is too often)
- We've only been here a year which is why I'm still figuring out and getting acclimated to these systems. Overall, we love it here!
- What made me move here 14 years ago has now done a 180 - unkept neighborhoods, excessive noise, crime, lies about hospital helicopter traffic, 12 years before my road was paved, sloppy services - taxes are too high for what I get!
- When repairing streets, "please do it fast as it causes delays & traffic".
- When you enter the community center you don't know where to go-if you don't talk to someone they don't speak to make you feel welcomed! On a phone call to the City people should ans by saying the dept & their name!
- Why are my tax dollar being used to run a government newspaper?
- Why are there no questions about the quality of our political leadership/representatives?
- Why did we spend so much money on the Takoma Park community center? Why add a gym when some recreation programs are cancelled for low turnout? I doubt my voice makes any difference. How much taxpayer money did we spend on this survey?
- Why does the City not go after the tax rebates due to us from the county?
- Why is there so much crime/armed robbery reports and nobody is patrolling or stopping this. Get on DC border and prevent this. Why not cut your budgets to build the gym promised over 3 years ago. Be smart and get it together. Your a great City with no planning skills. Safety and services, youth , and consistancy.
- Why was the time & money spent (along Carroll) on new plantings - with no follow-up maintenance? Just new weeds exist now. The attention paid to the grooming and overall maintenance of our "main street" (Carroll, Laurel) is absolutely appalling. Do we want this weed & litter infested street to represent our community?!
- Wish TP would increase types of plastic recycled
- With the sheer quantity of large, old trees in Takoma Park, stringent tree protection rules, and relatively frequent downed power lines, I think the town should provide more assistance in tree pruning to prevent unnecessary damage.
- Would be willing to sacrifice services for a property tax break.
- Would like the mailbox at the corner of Devonshire Rd & New Hampshire Ave painted. Has been over 12 yrs & paint is peeling a lot.
- Would like to have more information about services for seniors
- Would like to know more about what will happen to "Taliano's" space & other vacant stores? Why can't we recycle yogurt containers in Takoma Park?
- Would like to see longer hours for bus service (#18 shortens its route after a silly 6 pm!) TP in 70's was lighter on the rules & regulations (landlords) and therefore allowed for diversity in multi-units vs the current single-family homes (2) housing can be safe without meeting the letter of the law. Lighten up!
- Would really like to see restaurants, cafes, even bars in old town & Takoma junction.
- Yes do more about the panhandler's and alcoholic's at bus stop's, store front's up and down Flower Avenue!! Thank you.
- Yes, change the image/perspective that Takoma Park is basically a 'hippie, gay, very far politically left' community. This is the image of Takoma Park in mid and north Montgomery County area towns and communities. Takoma Park is a beautiful, old community but it looked as a place for those who live/think very far left and live on the edge. Very sad.
- Yes, I'm handicap & never received assistance with pick-up service. The supervisor stop by & nothing happened
- Yes, lower my property taxes; do away with our own fire station, police force & City council. In other words return us to Mont. Co. & cut our taxes

- Yes, there were only two leaf collections last year during a 2-month period which was not enough. I need a recycling bin which I called and asked for and never received. Sometimes my recyclables are not picked up so I have to wait another week for pick-up.
- Yes. Do a survey about what types of businesses we would like to see in TP. Then go out and recruit them to locate here. That would really add to quality of life.
- Yes. Why does Mississippi Ave have a Silver Spring zip code. We feel excluded from Takoma Park.
- You have our support for any development projects such as those that have transformed Silver Spring into an attractive destination and community. Also, I would like to read the local newsletters one day and not see a reference to multiple crimes in the "7600 block of New Hampshire."!
- You must concentrate on developing the commercial district into a destination like Silver Spring, Georgetown, or DuPont or Adams Morgan - w/night life, dining, entertainment. No more shitty bead stores or vintage clothes shops!

Question 29: What best describes your home? Is it a... (Other)

- 1 apt
- 2 level house
- 2 unit single house (no common stairwell)
- A building with 11 levels apartments
- A building with two apartments
- An apt. Building (Maple Ave)
- Apartment
- Apartment
- Apartment
- Apartment for seniors
- Apartment.
- Apartments
- Building for seniors, disabled, low income
- Bungalow w/2 apts
- Converted house = apts
- Family house w/rental unit
- High rise apartment
- Hi-rise
- Home
- Sr citizen bldg
- Home 3 apartments
- House converted to apartments
- House divided into 2 apartments
- House divided into 3 apts.
- House w/one apartment
- House with basement apt
- Large apartment building
- One bedroom apartment. We rent apt.
- One family with basement apartment
- One unit apt. Upstairs
- Owner occupied 2 rental units
- Retirement apt.
- Retirement center
- Senior
- Senior apartment
- Senior apartment
- Senior citizen home
- Senior citizen apt.

Question 42: Which languages do you or anyone in your household speak at home? (Other)

- | | | | |
|-------------------------|------------------------|----------------------|---|
| • America sign language | • German | • Italian | • Polish |
| • Arabic | • German | • Italiano | • Polish & German |
| • Arabic | • German albanian | • Japanese | • Sign language |
| • ASL | • German Albanian | • Kinyawwanda | • Street, country, working class, aristocratic and more |
| • ASL | • German Slovenian | • Kiswahili & Kikuyu | • Swahili Arabic |
| • Cambodian | • Grebo | • Krio | • Swedish |
| • Catalan | • Hararish | • Kru dialect | • Tagalog |
| • Creole | • Hebrew | • Latin | • Tagalog |
| • Creole | • Hebrew | • Macedonian | • Tgring |
| • Filipino | • Hindi Gujarati | • German | • Tigrigna |
| • Filipino | • Hindi, used, Panjabi | • Malayalam | • Tigrigna, some German |
| • German | • Hindi/Urdu | • Meow | • Trigriyma |
| • German | • Ibo | • New serseyan | • Turkish |
| • German | • Ibo - Nigerian | • Nigersoa | • Yoruba (Nigeria w/Africa) |
| • German | • Igbo | • Not applicable. | |
| • German | • Indian | • Oromifaa | |
| • German | • Indian (marathi) | • Norwegian | |
| • German | • Indonesia | • Oromo | |
| • German | • Italian | • Pilipino | |
| • German | | • Polish | |

Appendix F: Survey Instrument and Complete Set of Frequencies

The following pages contain the survey instrument, including a complete set of weighted frequencies.

City of Takoma Park Resident Survey



Quality of Community

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Overall, how would you describe the quality of life in the City of Takoma Park?	24%	61%	12%	2%	1%
b. How would you rate the overall quality of life in your neighborhood?	22%	52%	22%	4%	1%
c. How do you rate Takoma Park as a place to raise children?	26%	40%	14%	3%	16%

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Sense of community	33%	44%	16%	4%	2%
b. Overall appearance of Takoma Park	16%	56%	24%	3%	1%
c. Opportunities to attend cultural or arts events	27%	43%	19%	4%	7%
d. Shopping opportunities	10%	30%	37%	21%	1%
e. Openness and acceptance of the community toward people of diverse backgrounds	40%	40%	13%	3%	4%
f. Access to municipal buildings	28%	47%	11%	3%	11%
g. Services for individuals with disabilities	6%	22%	8%	4%	60%
h. Availability of affordable quality housing	6%	21%	30%	23%	20%
i. Ease of travel in Takoma Park by bicycle	10%	34%	23%	8%	25%
j. Ease of travel in Takoma Park by walking	21%	50%	21%	4%	2%
k. Ease of travel in Takoma Park by public transit	26%	48%	15%	2%	9%

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

66% It's close to Washington, D.C.	47% Progressive community	26% The community's amenities (e.g., shopping, parks, recreation, library, etc.)
13% My family lives here	39% Attractive community	43% Diversity of people
4% I was born/raised here	29% Safe community	53% Access to public transportation
29% My job was here (or nearby)	25% Historic neighborhoods	36% Affordable housing
25% Good schools	36% Quiet area	
10% Other: _____		

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

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Extreme problem</u>
a. Traffic	25%	35%	26%	11%	4%
b. Cut-through traffic	28%	30%	24%	12%	6%
c. Speeding traffic	23%	30%	27%	13%	7%
d. Oversized commercial vehicles and trailers parked on street	52%	28%	14%	5%	2%
e. Pedestrian safety	24%	32%	22%	10%	3%
f. Crime	10%	28%	41%	16%	5%
g. Graffiti	49%	31%	15%	2%	2%
h. Litter	25%	39%	23%	8%	4%
i. Overgrown grass and vegetation	42%	35%	17%	4%	3%
j. Run down houses and buildings	45%	34%	14%	5%	2%
k. Neighbor conflicts	62%	26%	9%	2%	2%

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

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
a. In your neighborhood during the day	62%	30%	5%	1%	1%
b. In your neighborhood after dark	12%	39%	31%	15%	3%
c. In Old Town/Junction during the day	58%	25%	4%	1%	12%
d. In Old Town/Junction after dark	12%	36%	25%	10%	17%
e. From Metro station during the day	53%	32%	6%	2%	6%
f. From Metro station after dark	5%	25%	36%	35%	10%
g. In University/New Hampshire/Crossroads area during the day	22%	35%	20%	6%	17%
h. In University/New Hampshire/Crossroads area after dark	2%	12%	26%	35%	24%

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

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>	<u>don't know</u>
a. Used the New Hampshire Avenue recreation center	85%	8%	3%	1%	2%	2%
b. Used the Takoma Park Community Center (Maple Avenue)	54%	23%	14%	5%	3%	2%
c. Attended a meeting at the Community Center	67%	20%	9%	2%	0%	2%
d. Participated in a Takoma Park Recreation program	70%	14%	8%	3%	2%	3%
e. Used the Takoma Park Library to read or to use Wi-Fi connections	45%	20%	17%	8%	7%	2%
f. Attended an event at the Takoma Park Library	72%	16%	7%	2%	1%	2%
g. Used a public computer at the Takoma Park Library or in the Computer Center	73%	12%	8%	3%	2%	2%

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 City of Takoma Park's crime prevention programs and community-oriented policing programs are in deterring crime?	13%	43%	12%	3%	30%

8. During the past three months, were you or anyone in your household the victim of any crime?
 10% Yes 88% No → GO TO QUESTION #10 2% Don't know → GO TO QUESTION #10

9. Did you report all or any of these crimes to the police?
 70% Yes, all of them 8% Yes, some of them 22% No, reported none of the crimes

10. During the past 12 months, have you had any contact with the City of Takoma Park Police Department?
 40% Yes 59% No → GO TO QUESTION #13 1% Don't know → GO TO QUESTION #13

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
11. Overall, how would you rate your contact with the City of Takoma Park Police Department?	38%	42%	16%	6%

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

	<u>Strongly agree</u>	<u>Agree</u>	<u>Neither agree nor disagree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
a. Fair in dealing with people	27%	43%	12%	4%	2%	12%
b. Courteous in dealing with people	31%	49%	11%	3%	2%	4%
c. Helpful and cooperative	30%	46%	13%	5%	2%	4%
d. Sensitive to residents' concerns	26%	40%	12%	8%	3%	11%
e. Honest and can be trusted	27%	34%	18%	3%	2%	16%
f. Well trained to handle problems	23%	30%	18%	5%	2%	22%
g. Competent to handle problems	25%	32%	18%	4%	3%	19%

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

City Services

14. Please rate each of the following City services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Trash collection	39%	43%	10%	1%	6%
b. Recycling services	33%	39%	13%	5%	9%
c. Annual computer and electronics recycling drop-off	10%	17%	8%	3%	62%
d. Leaf pick-up	22%	37%	19%	4%	18%
e. Tree maintenance	12%	30%	23%	9%	26%
f. Street repairs and maintenance	8%	34%	34%	18%	6%
g. Snow and ice removal	17%	43%	25%	8%	8%
h. Street sweeping	13%	37%	24%	9%	18%
i. Street lighting	10%	40%	32%	16%	2%
j. Street sign maintenance	12%	49%	23%	6%	9%
k. Property maintenance code enforcement	7%	23%	16%	12%	40%
l. Recreational programs	15%	33%	11%	4%	38%
m. The variety of recreational programs offered (classes with staff instruction or supervision)	13%	33%	11%	4%	40%
n. Recreation centers	10%	31%	13%	5%	41%
o. Athletic fields and playgrounds	11%	35%	14%	5%	35%
p. Range of activities available in parks, recreation centers and facilities	10%	34%	15%	4%	36%
q. Accessibility of parks, recreation centers and facilities	20%	40%	12%	4%	25%
r. Safety of parks, recreation centers and facilities	12%	33%	19%	4%	32%
s. Arts and cultural events	20%	39%	14%	2%	26%
t. Appearance of City buildings	21%	51%	18%	3%	6%
u. Enforcement of traffic laws	9%	44%	19%	10%	18%
v. Enforcement of parking regulations	10%	41%	16%	6%	27%
w. Stormwater management	7%	29%	13%	6%	45%
x. Services for seniors	6%	15%	8%	3%	68%
y. Services for youth	10%	22%	10%	4%	54%
z. Landlord and tenant assistance	8%	24%	11%	8%	50%
aa. Quality of programming on the City's cable channel (City TV-13)	4%	16%	12%	5%	63%
bb. City's Web site (www.takomaparkmd.gov)	6%	25%	15%	3%	51%
cc. Takoma Park Library programs	16%	31%	10%	2%	41%
dd. Takoma Park Library collections	10%	26%	18%	4%	42%
ee. Computer Learning Center	7%	14%	7%	1%	72%

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

14% Excellent 62% Good 18% Fair 2% Poor 4% Don't know

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. The value of services for the taxes paid to the City of Takoma Park	9%	40%	25%	8%	17%
b. The overall direction the City of Takoma Park is taking	10%	44%	22%	7%	17%
c. The job the City of Takoma Park does welcoming resident involvement	18%	38%	17%	6%	21%

Customer Service

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

54% Yes
46% No → GO TO QUESTION #20

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Knowledge.....	33%	47%	13%	13%	6%
b. Courtesy.....	43%	39%	13%	4%	2%
c. Responsiveness.....	36%	72%	15%	12%	1%
d. Follow-up (got back to you or took action if needed).....	26%	27%	14%	17%	17%
e. Overall customer service.....	32%	42%	17%	8%	1%

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Phone.....	27%	36%	14%	9%	14%
b. In person.....	29%	33%	10%	5%	24%
c. E-mail.....	9%	13%	6%	7%	65%

Community Project

20. The City of Takoma Park is considering the addition of a gymnasium to the Community Center that would allow for indoor recreational activities, as well as large public events. To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center?

43%Strongly support 32%Somewhat support 6%Somewhat oppose 9%Strongly oppose 11%Don't know

21. While the City has currently raised \$1.5 million for the project, the gym will cost from \$5 to \$8 million to complete, depending on the exact amenities chosen. To what extent would you support or oppose the addition of a gymnasium to the Takoma Park Community Center if it were to raise property taxes by:

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
a. \$50 a year on a house assessed at \$400,000.....	30%	22%	4%	19%	25%
b. \$100 a year on a house assessed at \$400,000.....	16%	18%	13%	28%	25%
c. \$150 a year on a house assessed at \$400,000.....	8%	13%	16%	37%	26%
d. \$200 a year on a house assessed at \$400,000.....	8%	10%	12%	44%	27%

Communications Outreach

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

	<u>Never</u>	<u>Less than 12 times</u>	<u>1 to 3 times a month</u>	<u>1 to 6 times a week</u>	<u>Daily</u>	<u>Don't know</u>
a. Watched a City Council meeting on City TV-13.....	67%	17%	9%	2%	1%	4%
b. Watched a City Council meeting or other programming on the City's Web site.....	79%	10%	4%	2%	1%	6%
c. Watched other programming on City TV-13.....	68%	18%	6%	2%	1%	6%
d. Visited the City's Web site at www.takomaparkmd.gov.....	46%	36%	11%	2%	1%	5%
e. Attended a City Council meeting in person.....	73%	20%	3%	2%	1%	4%
f. Read the City's monthly newsletter.....	15%	39%	36%	4%	3%	4%
g. Used the Takoma Park Recreation Guide.....	37%	41%	13%	2%	1%	5%

23. Have you registered for the Takoma Park Alert System (aviso.takomapark.org)?

5% Yes
95%No

24. Which of the following Alerts would you like delivered to your e-mail or cellular telephone? (Check all that apply)

35% Street closings
20% Building closings
18% Cancellations for recreation programs or activities
62% I would not like Alerts delivered to my e-mail or cellular phone

25. 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>
a. <i>The Takoma Park Newsletter</i>	33%	24%	30%	13%
b. The City of Takoma Park’s cable television channel (City TV-13)	3%	5%	20%	72%
c. City of Takoma Park’s Web site (www.takomaparkmd.gov)	3%	10%	34%	53%
d. Takoma Park’s Recreation Department Recreation Guide	7%	14%	43%	36%
e. Special mailings from the City of Takoma Park.....	9%	16%	50%	25%
f. <i>The Takoma Voice</i>	22%	27%	31%	20%
g. <i>The Washington Post</i>	9%	12%	39%	40%
h. <i>The Takoma Gazette</i>	15%	22%	37%	26%
i. Neighborhood and community e-mail lists.....	9%	13%	18%	60%
j. Notice board and community calendar	3%	5%	20%	72%
k. City Council Ward representative.....	4%	8%	21%	67%
l. “Word of mouth”	7%	19%	47%	26%

26. 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>
a. City Council actions.....	36%	62%	2%
b. Special events	23%	76%	2%
c. Recreation Department activities.....	17%	80%	2%
d. Construction projects	50%	48%	2%
e. Board and Commission opportunities and activities.....	33%	64%	2%
f. Development projects in your neighborhood and in the City..	46%	52%	1%
g. Landlord and tenant assistance	30%	66%	4%
h. Affordable housing program.....	41%	55%	4%
i. Leaf collection program.....	26%	72%	2%
j. Holiday trash and recycling collections schedule.....	32%	68%	1%
k. Tree removal and tree protection requirements	36%	62%	2%
l. City of Takoma Park budget information	40%	58%	2%

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

About You And Your Household

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

28. How many years have you lived in Takoma Park?

_____ 13.27 _____ years

29. What best describes your home? Is it a . . .

- 50% one family house detached from any other houses
- 2% a duplex or townhouse
- 42% a building with three or more apartments or condominiums
- 6% other: _____

30. Do you rent or own your home?

- 52% Rent
- 48% Own

31. Do you have a computer at home? . . .

- 19% No
- 81% Yes → What type of internet access do you have at home?
 - 11% Dial-up
 - 44% DSL
 - 38% Cable broadband
 - 3% Other
 - 5% None

32. Do you subscribe to cable television or satellite services?

- 60% Cable
- 5% Satellite → GO TO QUESTION #34
- 35% Neither → GO TO QUESTION #34

33. Which provider do you use?

- 66% Comcast
- 30% Starpower/RCN
- 3% Verizon

34. Are you Spanish/Hispanic/Latino?

- 94% No
- 6% Yes

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

- 2% American Indian or Alaskan native
- 5% Asian or Pacific Islander
- 30% Black or African American
- 61% White/Caucasian
- 7% Other _____

36. What is your gender?

- 39% Male
- 61% Female

37. In which category is your age?

- 3% 18-24 years
- 15% 25-34 years
- 22% 35-44 years
- 23% 45-54 years
- 20% 55-64 years
- 8% 65-74 years
- 7% 75 years or older

38. Counting yourself, how many people live in your household? _____ 2.4 _____ people

yes no

39. Do any children 12 or under live in your household? 25% 75%

40. Do any teenagers aged between 13 and 17 live in your household? 11% 89%

41. Are you or any other members of your household aged 65 or older? 16% 84%

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

- | | |
|---------------|------------------|
| 93% English | 0% Farsi |
| 11% Spanish | 7% French |
| 0% Vietnamese | 1% Portuguese |
| 1% Chinese | 0% Korean |
| 2% Russian | 12% Other: _____ |
| 6% Amharic | |

43. About how much was your household's total income before taxes in 2006? (Please include in your total income money from all sources for all persons living in your household.)

- 18% Less than \$24,999
- 25% \$25,000 to \$49,999
- 27% \$50,000 to \$99,999
- 14% \$100,000 to \$149,999
- 8% \$150,000 to \$199,999
- 7% \$200,000 or more

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.
3005 30th St
Boulder, Colorado 80301**