



City of College Park 2014 Resident Satisfaction Survey

Dear Resident,

Thank you for requesting a paper version of the 2014 Resident Satisfaction Survey. The City of College Park uses the Resident Satisfaction Survey as a tool to see how well we serve you. The last survey, completed two years ago, provided us with valuable input that helped develop our budget and make improvements to City services.

Please answer the survey based on your personal experiences. Your responses are completely anonymous. Thank you for taking the survey and we look forward to reviewing your response.

Sincerely,

Mayor Andrew Fellows and College Park City Council Members:

District 1:

Fazlul Kabir

Patrick Wojahn

District 2:

P.J. Brennan

Monroe Dennis

District 3:

Robert Day

Stephanie Stulich

District 4:

Alan Hew

Denise Mitchell

Instructions

- One person 18+ years old should complete the survey.
- Answer each question if applicable based on your own experiences.
- Fold the survey and place the survey into the pre-stamped envelope.
- No additional postage necessary (just drop the envelope into the mail).
- Call 240-487-3501 if you have questions.

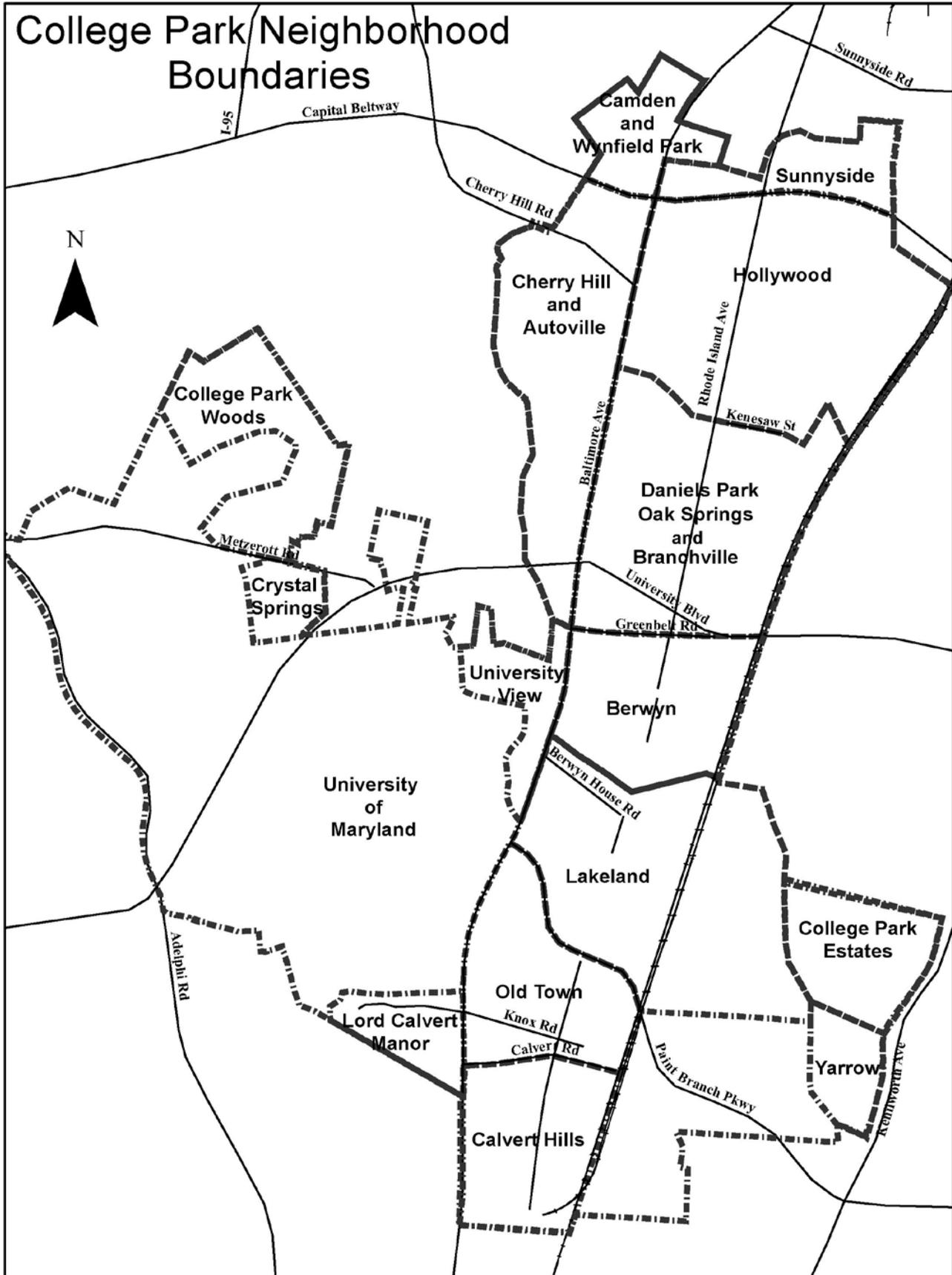
Please return survey by December 19, 2014

**Versión en español
disponible**

It's not too late to complete this survey online!

www.collegeparkmd.gov/survey

Access the online survey at any time until 11:59 P.M., December 19, 2014.



Section I – City Services

1. Please rate the following City services.	Excellent	Good	Neutral	Fair	Poor	Don't Know
A. Public Works services:						
- Regular trash collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Bulk and/or special trash collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Single-stream recycling collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Grass, brush & tree limb collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Curbside leaf collection (Nov-Dec)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Compost program/SMARTLEAF®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Street cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Landscape plantings and roadside tree maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Street maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Cleanliness of downtown area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Public Works' overall responsiveness & timeliness to your inquiries and complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Parking Enforcement services:						
- In commercial/retail areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- In your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Parking Enforcement's overall responsiveness & timeliness to your inquiries and complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Animal Control services:						
- Animal Control's overall responsiveness & timeliness to your inquiries and complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Code Enforcement services:						
Code Enforcement in commercial/retail areas:						
- Cleanliness & property maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Code Enforcement in your neighborhood:						
- Cleanliness & property maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Noise Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Code Enforcement responsiveness to your concerns about the rental property in which you live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Code Enforcement's overall responsiveness & timeliness to your inquiries and complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please complete: I feel that the amount of Code Enforcement in my neighborhood is...						
<input type="checkbox"/> Enough	<input type="checkbox"/> Not enough	<input type="checkbox"/> Too much				

Please rate the following City services.	Excellent	Good	Neutral	Fair	Poor	Don't Know
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E. Youth, Family, and Senior Services: (Answer ONLY if you are a senior or a parent with a child under 18)

- City youth and family programs such as counseling, Lakeland STARS, Halloween Thing, If I Were the Mayor, Egg Hunt, and community outreach
- City senior services such as medical transport to appointments, shopping, advocacy, recreation, day trips, and information services
- Youth, Family, and Senior Services' overall responsiveness & timeliness to your inquiries and complaints

F. General City services:

- The **overall** quality of the City of College Park services
- The value of City services and programs for your tax dollars

How would you improve City services? _____

Section II – Getting City Information

2. Please rate the following:	Excellent	Good	Neutral	Fair	Poor	Don't Know
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- A.** Usefulness of the “Municipal Scene” information that appears twice a month in the Gazette
- B.** Usefulness of the College Park website (www.collegeparkmd.gov)
- C.** Usefulness of the Resident Information Guide distributed in the Fall
- D.** Usefulness of College Park Connected (the City’s listserv information system)

3. Where do you **usually** get City information? (Check no more than five)
- | | | |
|---|---|--|
| <input type="checkbox"/> Gazette | <input type="checkbox"/> City website | <input type="checkbox"/> Call the City |
| <input type="checkbox"/> Diamondback | <input type="checkbox"/> City Hall bulletin board | <input type="checkbox"/> Cable Channel |
| <input type="checkbox"/> College Park Connected | <input type="checkbox"/> Resident Info.Guide | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Municipal Scene | <input type="checkbox"/> Blog: _____ | <input type="checkbox"/> Civic groups |
| | <input type="checkbox"/> Other: _____ | |

4. What is your **preferred** method of receiving information about the City? (Check no more than three)
- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> Email/College Park Connected | <input type="checkbox"/> Postal mail | <input type="checkbox"/> Facebook / Twitter / social media if provided |
| <input type="checkbox"/> Cable TV | | |
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Website | <input type="checkbox"/> Other: _____ |

Section III – Quality of Life

5. On a scale of 1 to 5, with 5 being very likely, how likely are you to:	Very likely			Very unlikely	
A. Recommend living in College Park to a friend	5	4	3	2	1
B. Recommend living in College Park to a family	5	4	3	2	1
C. Remain in College Park for the next 3 years	5	4	3	2	1

6. How safe do you feel...? <i>(leave blank if you don't know that area)</i>	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
A. As a pedestrian in the City	<input type="checkbox"/>				
B. As a bicyclist in the City	<input type="checkbox"/>				
C. In your immediate neighborhood	<input type="checkbox"/>				
D. At local parks and playgrounds	<input type="checkbox"/>				
E. Near the College Park / UMD Metro Station	<input type="checkbox"/>				
F. Near the Greenbelt Metro Station	<input type="checkbox"/>				
G. In the Downtown commercial area	<input type="checkbox"/>				
H. In the Hollywood commercial area	<input type="checkbox"/>				

7. Please rate the following public safety services:	Excellent	Good	Neutral	Fair	Poor	Don't Know
A. The City's Contract Police program	<input type="checkbox"/>					
B. Police response time to emergency calls	<input type="checkbox"/>					
C. Police response time to non-emergency calls	<input type="checkbox"/>					
D. Information about public safety and crime	<input type="checkbox"/>					
E. The Neighborhood Watch program in your neighborhood	<input type="checkbox"/>					
F. Fire & Emergency Medical Services	<input type="checkbox"/>					

G. Specific comments on Police, Fire, and Emergency Medical Services or how you would improve public safety _____

8. Please rate the following for your neighborhood:	Excellent	Good	Neutral	Fair	Poor	Don't Know
A. Physical condition of housing	<input type="checkbox"/>					
B. Access to parks and open spaces	<input type="checkbox"/>					
C. Walking distance to a bus stop	<input type="checkbox"/>					
D. Availability of sidewalks	<input type="checkbox"/>					
E. Access to shopping and other services	<input type="checkbox"/>					
F. Tree canopy cover	<input type="checkbox"/>					
G. Overall neighborhood as a place to live	<input type="checkbox"/>					

9. What do you like **best** about your neighborhood?

10. What do you like **least** about your neighborhood?

Section IV – Economic Development

11. What types of businesses do you most frequently leave College Park to patronize?

12. How do you learn about College Park economic development news and issues?
(Check all that apply).

- | | |
|---|--|
| <input type="checkbox"/> Facebook / Twitter | <input type="checkbox"/> Monthly newsletters |
| <input type="checkbox"/> City Council meetings | <input type="checkbox"/> Blog: _____ |
| <input type="checkbox"/> Economic Development website | <input type="checkbox"/> Other: _____ |
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Section V – Parks and Recreation

13. Please rate the following service:	Excellent	Good	Neutral	Fair	Poor	Don't Know
– Quality of City parks , playgrounds and athletic fields (Branchville, Calvert Hills, Crystal Springs, Davis Field, Duvall Field, Hollywood, James Adams, Muskogee, Old Town, and The Mews)	<input type="checkbox"/>					
– Quality of City events and recreation programs	<input type="checkbox"/>					

14. Please check the box for any of the following resources you would like to see in your neighborhood? <i>(Check all that apply)</i>	<input type="checkbox"/> Bikeshare system	<input type="checkbox"/> Off-road bike trails
	<input type="checkbox"/> Community garden	<input type="checkbox"/> Open or green space
	<input type="checkbox"/> Dog park	<input type="checkbox"/> Playground
	<input type="checkbox"/> Fitness trail	<input type="checkbox"/> Playing fields

15. Please list recreational activities and events you would like to see in the City. _____

Section VI – Environment and Recycling

(Note, some services mentioned below in questions 16 are not currently provided by the City)

16. Please answer the following.	Yes	No	Don't Know	
A. Should the City invest in energy efficiency for municipal buildings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B. Would you like to know more about solar energy or how to make your house, condo, or apartment more energy efficient?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
C. Please estimate the percentage of trash volume generated by your household that currently is recycled:	_____ %			
D. Please estimate the percentage of trash volume generated by your household that you believe could be recycled:	_____ %			
E. To what extent does each of the following potential barriers affect recycling by your household?	Not a Barrier	Minor Barrier	Moderate Barrier	Major Barrier
– Unsure of what can be recycled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Separating recycling from trash takes too much time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Lack of interest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. What community sustainability programs would you like to see the City pursue?

Section VII – Transportation

18. How do you usually get to the Metrorail station? *(Check the box for the **two** most typical)*

<input type="checkbox"/> Walk	<input type="checkbox"/> P.G. 'The Bus'	<input type="checkbox"/> Dropped off by car
<input type="checkbox"/> Bike	<input type="checkbox"/> Shuttle-UM	<input type="checkbox"/> Drive a car
<input type="checkbox"/> Metrobus	<input type="checkbox"/> Taxi or vanpool	<input type="checkbox"/> I don't use Metro

19. Complete the phrase by choosing the appropriate answer for you. I ride a bicycle...

<input type="checkbox"/> For recreation	<input type="checkbox"/> For commuting to work or school	<input type="checkbox"/> I do not ride a bicycle
<input type="checkbox"/> For errands / shopping	<input type="checkbox"/> All of the above	

20. How many miles do you commute each way to work?

<input type="checkbox"/> 0 – 1 mile	<input type="checkbox"/> 10 – 19 miles	<input type="checkbox"/> Retired or not working
<input type="checkbox"/> 1 – 4 miles	<input type="checkbox"/> 20 – 29 miles	
<input type="checkbox"/> 5 – 9 miles	<input type="checkbox"/> 30 miles +	

21. Over the past 12 months, how often has someone in your household used the following?	5+ times per week	1 – 4 times per week	1 – 4 times per month	1 – 4 times per year	Never
A. Metrorail	<input type="checkbox"/>				
B. Metrobus	<input type="checkbox"/>				
C. Prince George's County THE BUS	<input type="checkbox"/>				
D. The Route 1 Ride (Route 17 Bus)	<input type="checkbox"/>				
E. Shuttle-UM (University of Maryland bus service)	<input type="checkbox"/>				
F. City's downtown parking garage	<input type="checkbox"/>				

Section VIII – Rate College Park

22. Please rate the following about the City:	Excellent	Good	Neutral	Fair	Poor	Don't Know
A. Variety of housing available	<input type="checkbox"/>					
B. Vibrancy of downtown	<input type="checkbox"/>					
C. Commercial parking availability	<input type="checkbox"/>					
D. Residential parking availability	<input type="checkbox"/>					
E. Shopping opportunities	<input type="checkbox"/>					
F. Dining opportunities	<input type="checkbox"/>					
G. Recreation opportunities	<input type="checkbox"/>					
H. Cultural opportunities	<input type="checkbox"/>					
I. Transportation network	<input type="checkbox"/>					
J. College Park, overall	<input type="checkbox"/>					

23. What do you like **best** about College Park? _____

24. What do you like **least** about College Park? _____

25. What improvements or changes would you like to see in College Park in the next five years?

Section IX – Miscellaneous

26. Over the past 12 months, how often has someone in your household used the following?	5 + times per week	1 – 4 times per week	1 – 4 times per month	1 – 4 times per year	Never
A. Called the City for information or services	<input type="checkbox"/>				
B. Used College Park Central online reporting system (www.collegeparkmd.gov , then select “Report a Problem”)	<input type="checkbox"/>				
C. Visited the City’s main website, www.collegeparkmd.gov	<input type="checkbox"/>				
D. Viewed live-stream or on-demand playback of a City Council meeting online via our website	<input type="checkbox"/>				
E. Viewed the College Park Cable Channel (Comcast Channel 71; Verizon Channel 25)	<input type="checkbox"/>				
F. Viewed a City Council meeting on Cable TV (either live or rebroadcast)	<input type="checkbox"/>				
G. Visited a farmers’ market in College Park	<input type="checkbox"/>				
H. Visited Downtown College Park	<input type="checkbox"/>				
I. Visited the Hollywood commercial district	<input type="checkbox"/>				
J. Visited the Berwyn commercial district	<input type="checkbox"/>				
K. Visited the City’s www.shopcollegepark.org website	<input type="checkbox"/>				

Section X – About You

27. How many years have you lived in College Park? less than 2 years 6 – 9 years 20 – 29 years
 2 – 5 years 10 – 19 years 30 years +

28. What is your age? 18 – 24 35 – 44 62 – 74
 25 – 34 45 – 61 75 years +

29. Are you a University student? Yes No
 If yes, are you an undergraduate or graduate (e.g., Masters or Ph.D. program) student? Undergraduate student Graduate student

30. Please check the box next to the City neighborhood in which you live.
(Refer to the map for neighborhood boundaries).

<input type="checkbox"/> Autoville – Cherry Hill	<input type="checkbox"/> Hollywood
<input type="checkbox"/> Berwyn	<input type="checkbox"/> Lakeland
<input type="checkbox"/> Calvert Hills	<input type="checkbox"/> Lord Calvert Manor
<input type="checkbox"/> Camden – Wynfield Park	<input type="checkbox"/> Old Town
<input type="checkbox"/> College Park Estates	<input type="checkbox"/> Sunnyside
<input type="checkbox"/> College Park Woods	<input type="checkbox"/> University of Maryland Campus
<input type="checkbox"/> Crystal Springs	<input type="checkbox"/> University View
<input type="checkbox"/> Daniels Park – Oak Springs – Branchville	<input type="checkbox"/> Yarrow

- Thank you for taking the time to complete this survey and improve our city!
- Please fold your completed survey, place it into the pre-stamped envelope, and mail it. No additional postage needed!

Thank you for your participation!