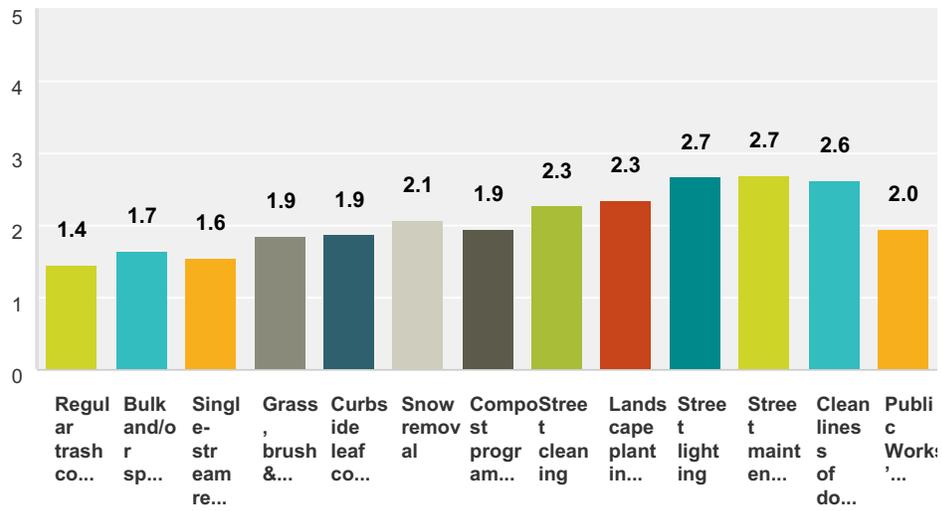


### Q1 Please rate the following Public Works Services.

Answered: 768 Skipped: 4



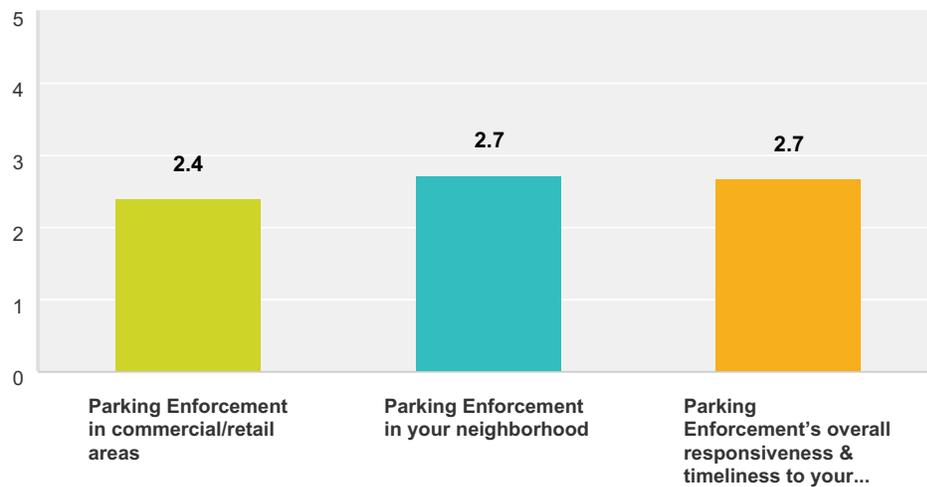
	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
Regular trash collection	59.87% 458.0	28.24% 216.0	3.01% 23.0	1.83% 14.0	0.39% 3.0	6.67% 51.0	765	1.44
Bulk and/or special trash collection	47.25% 361.0	25.79% 197.0	6.54% 50.0	2.09% 16.0	2.49% 19.0	15.84% 121.0	764	1.65
Single-stream recycling collection	55.15% 418.0	25.99% 197.0	4.49% 34.0	1.85% 14.0	2.24% 17.0	10.29% 78.0	758	1.55
Grass, brush & tree limb collection	35.74% 272.0	32.98% 251.0	7.49% 57.0	5.39% 41.0	1.84% 14.0	16.56% 126.0	761	1.86
Curbside leaf collection (Nov-Dec)	34.34% 262.0	34.99% 267.0	7.99% 61.0	4.98% 38.0	1.97% 15.0	15.73% 120.0	763	1.88
Snow removal	31.85% 243.0	34.73% 265.0	10.22% 78.0	7.34% 56.0	4.33% 33.0	11.53% 88.0	763	2.07
Compost program/SMARTLEAF®	21.30% 160.0	17.84% 134.0	8.39% 63.0	1.86% 14.0	2.00% 15.0	48.60% 365.0	751	1.94
Street cleaning	22.81% 172.0	38.06% 287.0	16.84% 127.0	9.15% 69.0	4.38% 33.0	8.75% 66.0	754	2.28
Landscape plantings and roadside tree maintenance	20.74% 157.0	39.89% 302.0	17.44% 132.0	9.91% 75.0	5.15% 39.0	6.87% 52.0	757	2.34
Street lighting	14.55% 111.0	40.24% 307.0	17.43% 133.0	15.73% 120.0	10.62% 81.0	1.44% 11.0	763	2.67
Street maintenance	12.48% 94.0	40.24% 303.0	18.33% 138.0	17.13% 129.0	9.96% 75.0	1.86% 14.0	753	2.71
Cleanliness of downtown area	11.17% 84.0	39.36% 296.0	19.68% 148.0	14.49% 109.0	6.25% 47.0	9.04% 68.0	752	2.62
Public Works' overall responsiveness & timeliness to your inquiries and complaints	29.21% 222.0	28.95% 220.0	8.03% 61.0	3.68% 28.0	3.29% 25.0	26.84% 204.0	760	1.95

## 2014 City of College Park Resident Satisfaction Survey in English

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
Regular trash collection	1.00	5.00	1.00	1.44	0.69
Bulk and/or special trash collection	1.00	5.00	1.00	1.65	0.94
Single-stream recycling collection	1.00	5.00	1.00	1.55	0.88
Grass, brush & tree limb collection	1.00	5.00	2.00	1.86	0.98
Curbside leaf collection (Nov-Dec)	1.00	5.00	2.00	1.88	0.97
Snow removal	1.00	5.00	2.00	2.07	1.11
Compost program/SMARTLEAF®	1.00	5.00	2.00	1.94	1.03
Street cleaning	1.00	5.00	2.00	2.28	1.09
Landscape plantings and roadside tree maintenance	1.00	5.00	2.00	2.34	1.10
Street lighting	1.00	5.00	2.00	2.67	1.22
Street maintenance	1.00	5.00	2.00	2.71	1.19
Cleanliness of downtown area	1.00	5.00	2.00	2.62	1.10
Public Works' overall responsiveness & timeliness to your inquiries and complaints	1.00	5.00	2.00	1.95	1.05

## Q2 Please rate the following Parking Enforcement services.

Answered: 759 Skipped: 13

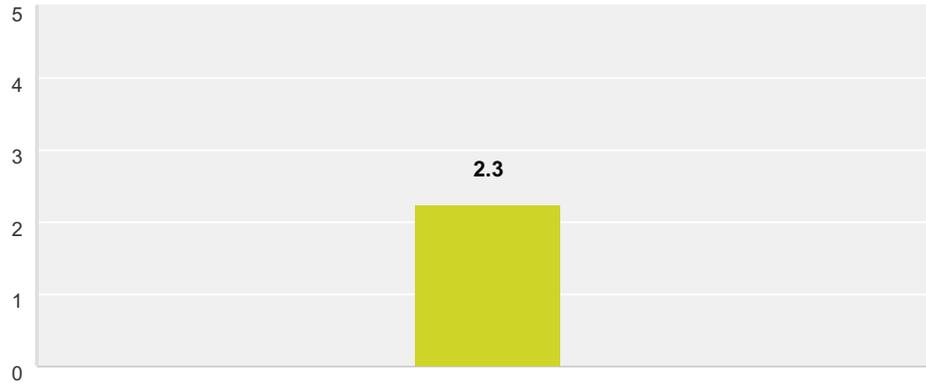


	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
Parking Enforcement in commercial/retail areas	15.10% 114.0	28.48% 215.0	19.87% 150.0	4.64% 35.0	5.17% 39.0	26.75% 202.0	755	2.40
Parking Enforcement in your neighborhood	13.61% 103.0	27.48% 208.0	21.14% 160.0	9.91% 75.0	11.10% 84.0	16.78% 127.0	757	2.73
Parking Enforcement's overall responsiveness & timeliness to your inquiries and complaints	10.65% 80.0	19.57% 147.0	15.85% 119.0	6.13% 46.0	7.46% 56.0	40.35% 303.0	751	2.67

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
Parking Enforcement in commercial/retail areas	1.00	5.00	2.00	2.40	1.10
Parking Enforcement in your neighborhood	1.00	5.00	3.00	2.73	1.25
Parking Enforcement's overall responsiveness & timeliness to your inquiries and complaints	1.00	5.00	2.00	2.67	1.24

**Q3 Please rate the following City service.**

Answered: 755 Skipped: 17



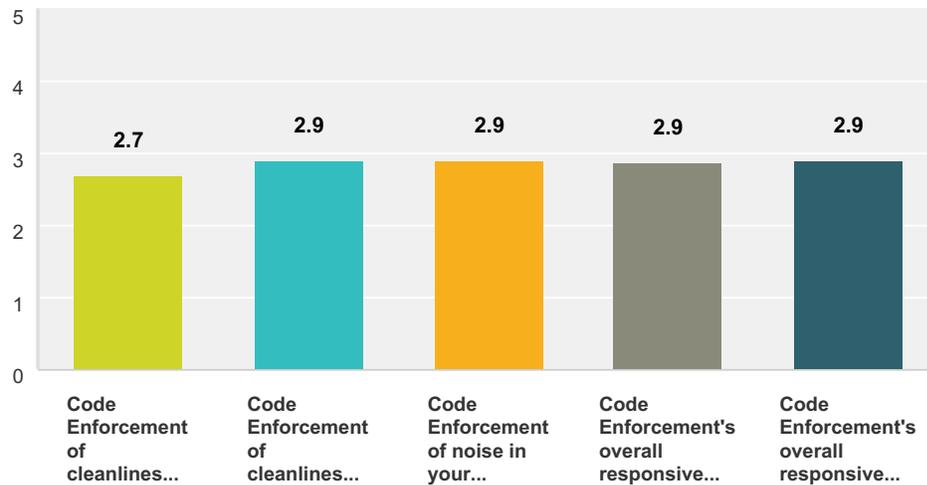
**Animal Control services' overall responsiveness & timeliness to your inquiries and complaints**

	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
Animal Control services' overall responsiveness & timeliness to your inquiries and complaints	14.17% 107.0	15.63% 118.0	10.07% 76.0	3.44% 26.0	3.05% 23.0	53.64% 405.0	755	2.26

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	2.00	2.26	1.16

### Q4 Please rate the following Code Enforcement services.

Answered: 759 Skipped: 13

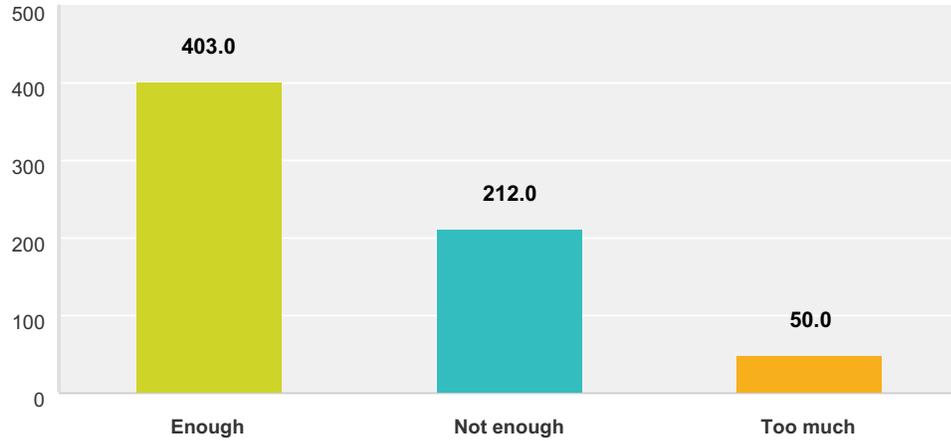


	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
Code Enforcement of cleanliness and property maintenance in commercial / retail areas	7.31% 55.0	27.39% 206.0	16.09% 121.0	10.51% 79.0	5.85% 44.0	32.85% 247.0	752	2.70
Code Enforcement of cleanliness and property maintenance in your neighborhood	8.48% 64.0	29.27% 221.0	13.77% 104.0	14.57% 110.0	12.45% 94.0	21.46% 162.0	755	2.91
Code Enforcement of noise in your neighborhood	9.60% 72.0	27.20% 204.0	13.33% 100.0	12.53% 94.0	13.20% 99.0	24.13% 181.0	750	2.90
Code Enforcement's overall responsiveness to your concerns about the rental property in which you live	4.66% 34.0	12.62% 92.0	12.07% 88.0	4.12% 30.0	6.45% 47.0	60.08% 438.0	729	2.88
Code Enforcement's overall responsiveness and timeliness to your inquiries and complaints	6.03% 45.0	20.91% 156.0	13.14% 98.0	8.71% 65.0	9.12% 68.0	42.09% 314.0	746	2.90

Basic Statistics						
	Minimum	Maximum	Median	Mean	Standard Deviation	
Code Enforcement of cleanliness and property maintenance in commercial / retail areas	1.00	5.00	2.00	2.70	1.12	
Code Enforcement of cleanliness and property maintenance in your neighborhood	1.00	5.00	3.00	2.91	1.27	
Code Enforcement of noise in your neighborhood	1.00	5.00	3.00	2.90	1.31	
Code Enforcement's overall responsiveness to your concerns about the rental property in which you live	1.00	5.00	3.00	2.88	1.23	
Code Enforcement's overall responsiveness and timeliness to your inquiries and complaints	1.00	5.00	3.00	2.90	1.24	

**Q5 Please complete the statement: I feel that the amount of Code Enforcement in my neighborhood is...**

Answered: 665 Skipped: 107



Answer Choices	Responses
Enough (1)	60.60% 403.0
Not enough (2)	31.88% 212.0
Too much (3)	7.52% 50.0
<b>Total</b>	<b>665</b>

Basic Statistics				
<b>Minimum</b> 1.00	<b>Maximum</b> 3.00	<b>Median</b> 1.00	<b>Mean</b> 1.47	<b>Standard Deviation</b> 0.63

**Q6 Please rate the following City service.**

Answered: 754 Skipped: 18



	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
The overall quality of the City of College Park services	24.09% 179.0	50.74% 377.0	10.23% 76.0	7.67% 57.0	3.50% 26.0	3.77% 28.0	743	2.12
The value of City services and programs for your tax dollars	19.16% 142.0	41.16% 305.0	16.46% 122.0	9.45% 70.0	7.83% 58.0	5.94% 44.0	741	2.42

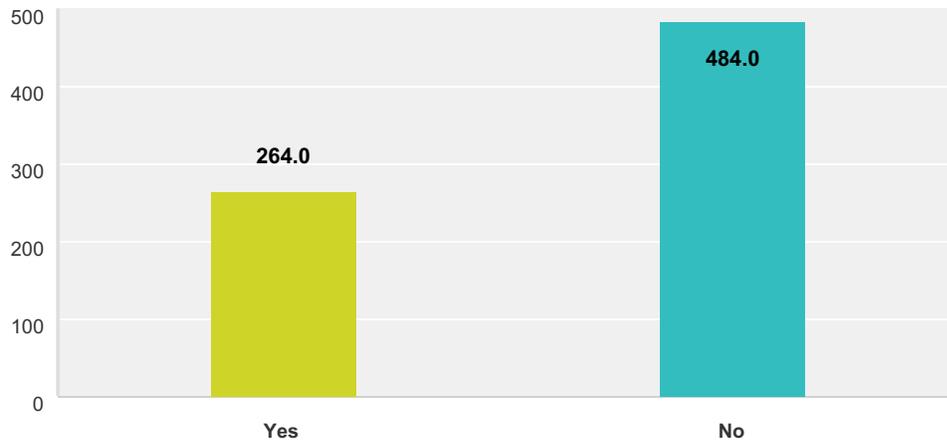
Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
The overall quality of the City of College Park services	1.00	5.00	2.00	2.12	0.99
The value of City services and programs for your tax dollars	1.00	5.00	2.00	2.42	1.16

**Q7 How would you improve our City services?**

Answered: 341 Skipped: 431

### Q8 Are you a Senior (age 62 and up) or a parent with small children?

Answered: 748 Skipped: 24

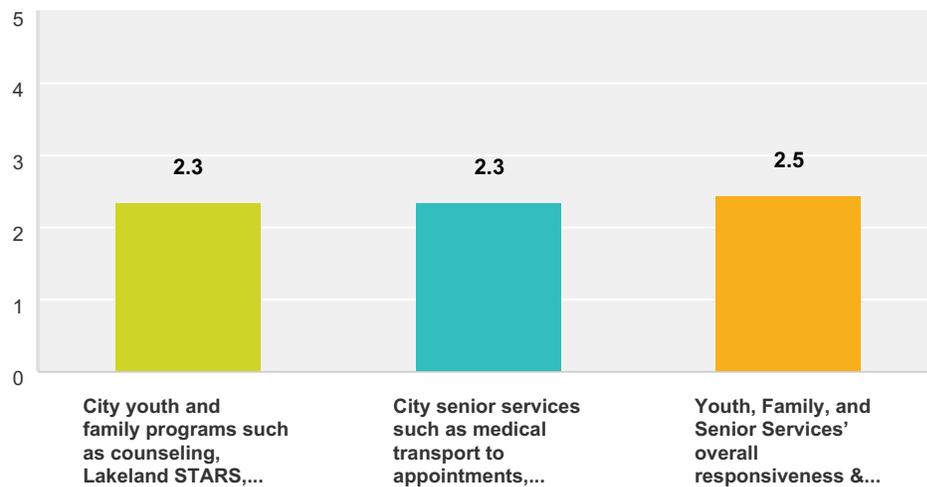


Answer Choices	Responses
Yes (1)	35.29% 264.0
No (2)	64.71% 484.0
<b>Total</b>	<b>748</b>

Basic Statistics				
<b>Minimum</b> 1.00	<b>Maximum</b> 2.00	<b>Median</b> 2.00	<b>Mean</b> 1.65	<b>Standard Deviation</b> 0.48

### Q9 Please rate the following Youth, Family, and Senior Services below.

Answered: 269 Skipped: 503

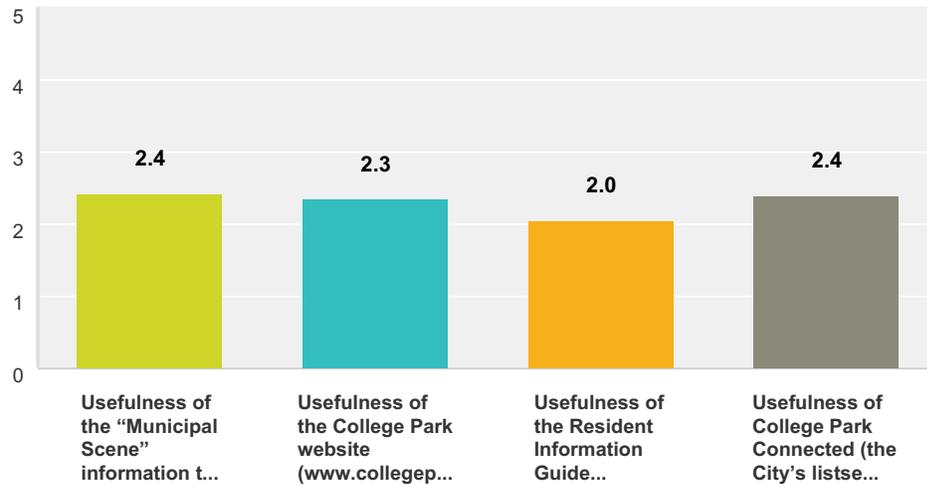


	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
City youth and family programs such as counseling, Lakeland STARS, Halloween Thing, If I Were the Mayor, Egg Hunt, and community outreach	8.18% 22.0	13.75% 37.0	8.92% 24.0	2.97% 8.0	1.86% 5.0	64.31% 173.0	269	2.34
City senior services such as medical transport to appointments, shopping, advocacy, recreation, day trips, and information services	7.12% 19.0	7.12% 19.0	6.37% 17.0	2.25% 6.0	1.50% 4.0	75.66% 202.0	267	2.34
Youth, Family, and Senior Services' overall responsiveness & timeliness to your inquiries and complaints	7.55% 20.0	6.79% 18.0	8.30% 22.0	3.77% 10.0	1.51% 4.0	72.08% 191.0	265	2.46

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
City youth and family programs such as counseling, Lakeland STARS, Halloween Thing, If I Were the Mayor, Egg Hunt, and community outreach	1.00	5.00	2.00	2.34	1.08
City senior services such as medical transport to appointments, shopping, advocacy, recreation, day trips, and information services	1.00	5.00	2.00	2.34	1.17
Youth, Family, and Senior Services' overall responsiveness & timeliness to your inquiries and complaints	1.00	5.00	2.00	2.46	1.18

### Q10 Please rate the following.

Answered: 712 Skipped: 60

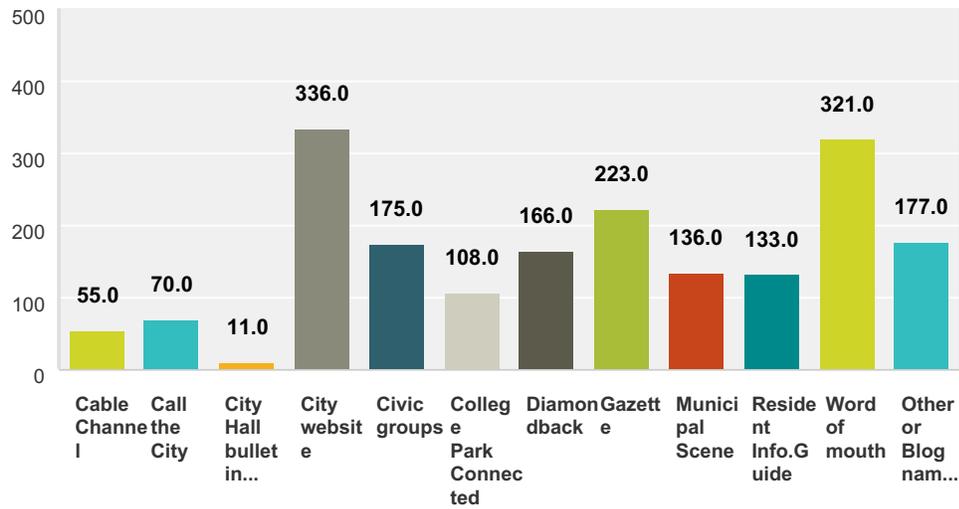


	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't know	Total	Weighted Average
Usefulness of the "Municipal Scene" information that appears twice a month in the Gazette	13.12% 93.0	25.95% 184.0	12.27% 87.0	5.50% 39.0	5.50% 39.0	37.66% 267.0	709	2.43
Usefulness of the College Park website (www.collegeparkmd.gov)	12.96% 92.0	42.11% 299.0	13.66% 97.0	8.31% 59.0	3.24% 23.0	19.72% 140.0	710	2.34
Usefulness of the Resident Information Guide distributed in the Fall	25.32% 179.0	35.93% 254.0	10.47% 74.0	4.95% 35.0	2.69% 19.0	20.65% 146.0	707	2.04
Usefulness of College Park Connected (the City's listserv information system)	9.56% 67.0	17.69% 124.0	10.84% 76.0	2.57% 18.0	3.71% 26.0	55.63% 390.0	701	2.40

Basic Statistics						
	Minimum	Maximum	Median	Mean	Standard Deviation	
Usefulness of the "Municipal Scene" information that appears twice a month in the Gazette	1.00	5.00	2.00	2.43	1.17	
Usefulness of the College Park website (www.collegeparkmd.gov)	1.00	5.00	2.00	2.34	1.00	
Usefulness of the Resident Information Guide distributed in the Fall	1.00	5.00	2.00	2.04	1.00	
Usefulness of College Park Connected (the City's listserv information system)	1.00	5.00	2.00	2.40	1.13	

### Q11 Where do you usually get City information? (Check no more than five)

Answered: 700 Skipped: 72

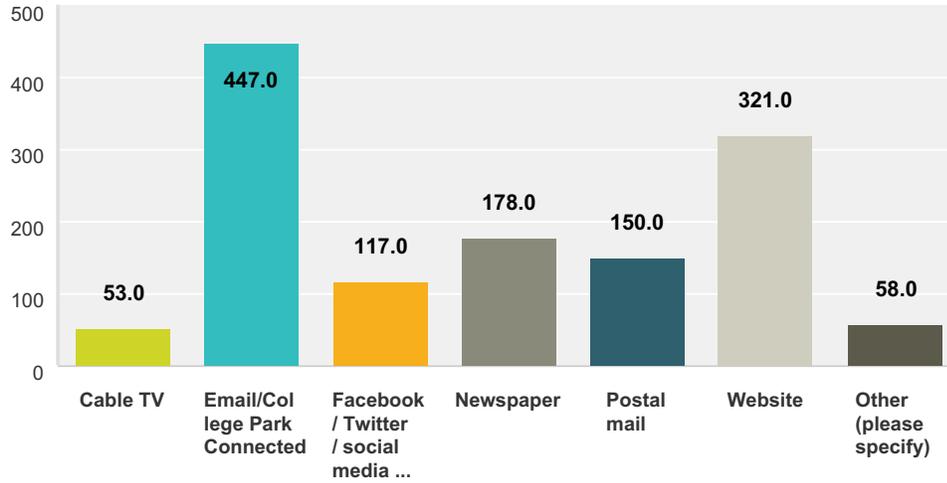


Answer Choices	Responses
Cable Channel (1)	7.86% 55.0
Call the City (2)	10.00% 70.0
City Hall bulletin board (3)	1.57% 11.0
City website (4)	48.00% 336.0
Civic groups (5)	25.00% 175.0
College Park Connected (6)	15.43% 108.0
Diamondback (7)	23.71% 166.0
Gazette (8)	31.86% 223.0
Municipal Scene (9)	19.43% 136.0
Resident Info.Guide (10)	19.00% 133.0
Word of mouth (11)	45.86% 321.0
Other or Blog name (please specify) (12)	25.29% 177.0
<b>Total Respondents: 700</b>	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	12.00	8.00	7.46	3.14

**Q12 What is your preferred method of receiving information about the City?  
(Check no more than three)**

Answered: 701 Skipped: 71

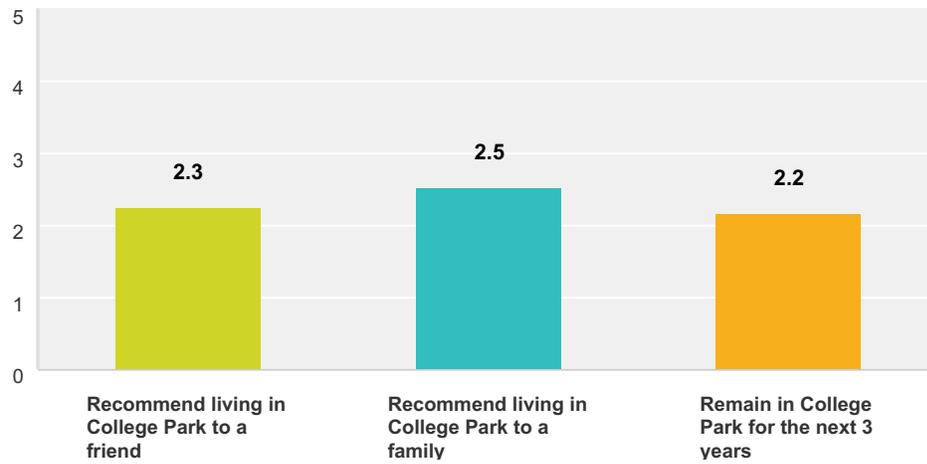


Answer Choices	Responses
Cable TV (1)	7.56% 53.0
Email/College Park Connected (2)	63.77% 447.0
Facebook / Twitter / social media if provided (3)	16.69% 117.0
Newspaper (4)	25.39% 178.0
Postal mail (5)	21.40% 150.0
Website (6)	45.79% 321.0
Other (please specify) (7)	8.27% 58.0
<b>Total Respondents: 701</b>	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	4.00	3.85	1.80

**Q13 On a scale of 1 to 5, with 5 being very likely, how likely are you to:**

Answered: 703 Skipped: 69

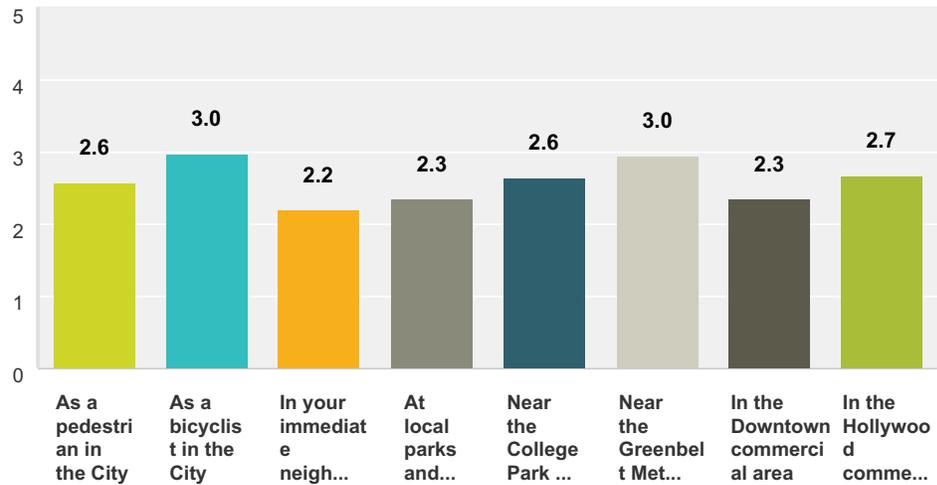


	Very likely - 5 (1)	4 (2)	3 (3)	2 (4)	Very unlikely - 1 (5)	Total	Weighted Average
Recommend living in College Park to a friend	37.32% 262.0	25.78% 181.0	19.94% 140.0	8.97% 63.0	7.98% 56.0	702	2.25
Recommend living in College Park to a family	30.52% 213.0	23.78% 166.0	21.06% 147.0	11.32% 79.0	13.32% 93.0	698	2.53
Remain in College Park for the next 3 years	47.27% 329.0	18.10% 126.0	15.09% 105.0	8.62% 60.0	10.92% 76.0	696	2.18

Basic Statistics						
	Minimum	Maximum	Median	Mean	Standard Deviation	
Recommend living in College Park to a friend	1.00	5.00	2.00	2.25	1.26	
Recommend living in College Park to a family	1.00	5.00	2.00	2.53	1.37	
Remain in College Park for the next 3 years	1.00	5.00	2.00	2.18	1.39	

### Q14 How safe do you feel... ?

Answered: 703 Skipped: 69



	Very safe (1)	Safe (2)	Neutral (3)	Unsafe (4)	Very Unsafe (5)	Total	Weighted Average
As a pedestrian in the City	12.05% 84.0	45.34% 316.0	20.23% 141.0	17.93% 125.0	4.45% 31.0	697	2.57
As a bicyclist in the City	6.88% 46.0	25.86% 173.0	39.91% 267.0	18.54% 124.0	8.82% 59.0	669	2.97
In your immediate neighborhood	22.92% 160.0	48.85% 341.0	16.91% 118.0	8.74% 61.0	2.58% 18.0	698	2.19
At local parks and playgrounds	17.95% 124.0	44.57% 308.0	26.48% 183.0	7.53% 52.0	3.47% 24.0	691	2.34
Near the College Park / UMD Metro Station	9.96% 69.0	38.82% 269.0	32.76% 227.0	14.00% 97.0	4.47% 31.0	693	2.64
Near the Greenbelt Metro Station	6.85% 46.0	28.27% 190.0	37.95% 255.0	15.48% 104.0	11.46% 77.0	672	2.96
In the Downtown commercial area	15.44% 107.0	50.07% 347.0	23.09% 160.0	7.94% 55.0	3.46% 24.0	693	2.34
In the Hollywood commercial area	10.07% 68.0	39.11% 264.0	33.33% 225.0	8.59% 58.0	8.89% 60.0	675	2.67

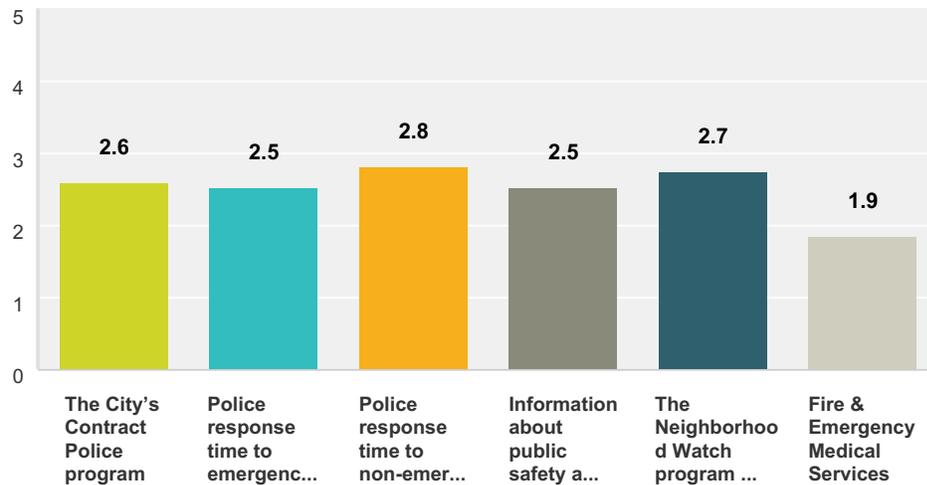
Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
As a pedestrian in the City	1.00	5.00	2.00	2.57	1.05
As a bicyclist in the City	1.00	5.00	3.00	2.97	1.03
In your immediate neighborhood	1.00	5.00	2.00	2.19	0.97
At local parks and playgrounds	1.00	5.00	2.00	2.34	0.97

## 2014 City of College Park Resident Satisfaction Survey in English

Near the College Park / UMD Metro Station	1.00	5.00	3.00	2.64	0.99
Near the Greenbelt Metro Station	1.00	5.00	3.00	2.96	1.08
In the Downtown commercial area	1.00	5.00	2.00	2.34	0.95
In the Hollywood commercial area	1.00	5.00	3.00	2.67	1.06

### Q15 Please rate the following public safety services.

Answered: 697 Skipped: 75



	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
The City's Contract Police program	10.29% 71.0	26.52% 183.0	14.78% 102.0	6.81% 47.0	6.96% 48.0	34.64% 239.0	690	2.60
Police response time to emergency calls	12.17% 84.0	21.88% 151.0	8.41% 58.0	7.10% 49.0	6.09% 42.0	44.35% 306.0	690	2.52
Police response time to non-emergency calls	8.16% 56.0	20.85% 143.0	12.39% 85.0	8.89% 61.0	9.18% 63.0	40.52% 278.0	686	2.83
Information about public safety and crime	16.55% 114.0	35.41% 244.0	16.26% 112.0	9.29% 64.0	8.85% 61.0	13.64% 94.0	689	2.52
The Neighborhood Watch program in your neighborhood	10.67% 73.0	18.86% 129.0	13.89% 95.0	5.26% 36.0	9.94% 68.0	41.37% 283.0	684	2.74
Fire & Emergency Medical Services	24.78% 171.0	28.55% 197.0	6.52% 45.0	2.61% 18.0	1.45% 10.0	36.09% 249.0	690	1.86

Basic Statistics						
	Minimum	Maximum	Median	Mean	Standard Deviation	
The City's Contract Police program	1.00	5.00	2.00	2.60		1.18
Police response time to emergency calls	1.00	5.00	2.00	2.52		1.26
Police response time to non-emergency calls	1.00	5.00	3.00	2.83		1.28
Information about public safety and crime	1.00	5.00	2.00	2.52		1.21
The Neighborhood Watch program in your neighborhood	1.00	5.00	2.00	2.74		1.32

## 2014 City of College Park Resident Satisfaction Survey in English

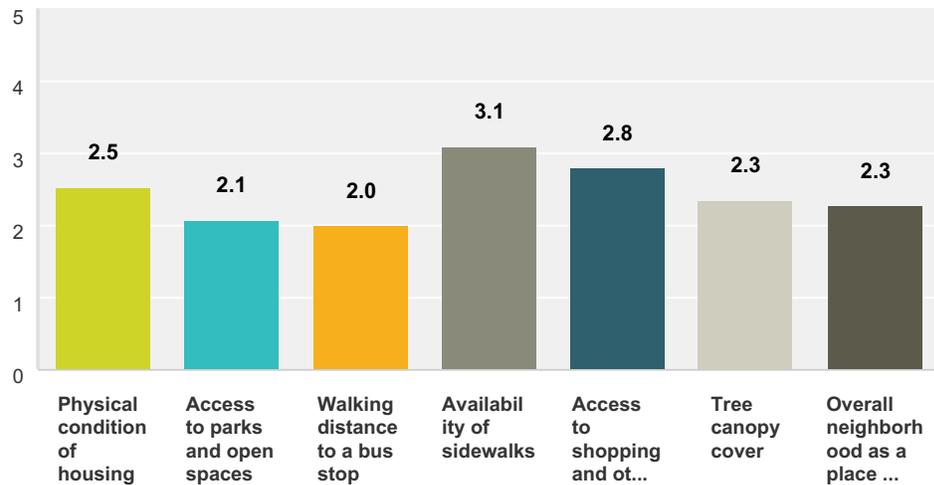
Fire & Emergency Medical Services	1.00	5.00	2.00	1.86	0.92
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**Q16 Specific comments on Police, Fire, and  
Emergency Medical Services or how you  
would improve public safety**

Answered: 200 Skipped: 572

### Q17 Please rate the following for your neighborhood.

Answered: 699 Skipped: 73



	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
Physical condition of housing	11.35% 79.0	50.72% 353.0	15.09% 105.0	16.38% 114.0	5.03% 35.0	1.44% 10.0	696	2.52
Access to parks and open spaces	29.39% 204.0	47.41% 329.0	9.08% 63.0	9.08% 63.0	3.46% 24.0	1.59% 11.0	694	2.08
Walking distance to a bus stop	33.38% 229.0	41.40% 284.0	9.04% 62.0	8.02% 55.0	3.06% 21.0	5.10% 35.0	686	2.01
Availability of sidewalks	13.93% 96.0	29.32% 202.0	14.37% 99.0	15.38% 106.0	25.69% 177.0	1.31% 9.0	689	3.10
Access to shopping and other services	13.89% 96.0	38.06% 263.0	14.47% 100.0	18.23% 126.0	14.33% 99.0	1.01% 7.0	691	2.81
Tree canopy cover	18.42% 126.0	44.01% 301.0	14.18% 97.0	11.11% 76.0	4.53% 31.0	7.75% 53.0	684	2.34
Overall neighborhood as a place to live	22.11% 153.0	48.99% 339.0	11.99% 83.0	11.71% 81.0	4.62% 32.0	0.58% 4.0	692	2.27

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
Physical condition of housing	1.00	5.00	2.00	2.52	1.06
Access to parks and open spaces	1.00	5.00	2.00	2.08	1.03
Walking distance to a bus stop	1.00	5.00	2.00	2.01	1.04
Availability of sidewalks	1.00	5.00	3.00	3.10	1.43

## 2014 City of College Park Resident Satisfaction Survey in English

Access to shopping and other services	1.00	5.00	2.00	2.81	1.29
Tree canopy cover	1.00	5.00	2.00	2.34	1.08
Overall neighborhood as a place to live	1.00	5.00	2.00	2.27	1.08

**Q18 What do you like BEST about your neighborhood?**

Answered: 443 Skipped: 329

**Q19 What do you like LEAST about your neighborhood?**

Answered: 453 Skipped: 319

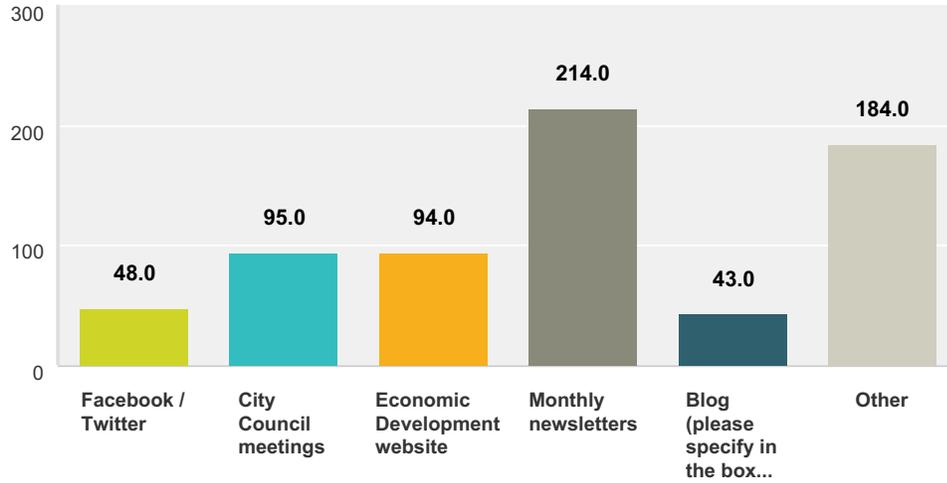
**Q20 What types of businesses do you most frequently leave College Park to patronize?**

Answered: 572 Skipped: 200

Answer Choices	Responses	
1	100.00%	572.0
2	86.01%	492.0
3	63.81%	365.0
4	36.54%	209.0
5	18.53%	106.0

### Q21 How do you learn about College Park economic development news and issues? (Check all that apply).

Answered: 494 Skipped: 278

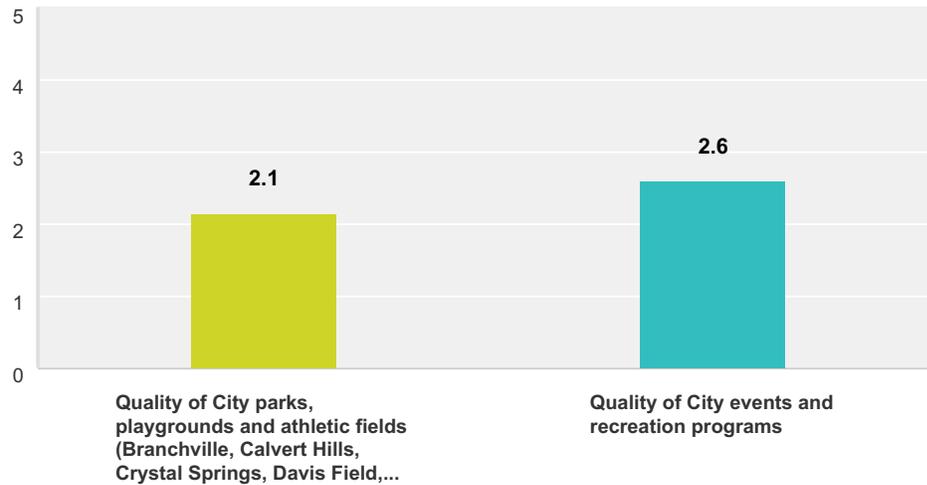


Answer Choices	Responses
Facebook / Twitter (1)	9.72% 48.0
City Council meetings (2)	19.23% 95.0
Economic Development website (3)	19.03% 94.0
Monthly newsletters (4)	43.32% 214.0
Blog (please specify in the box below) (5)	8.70% 43.0
Other (6)	37.25% 184.0
<b>Total Respondents: 494</b>	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	4.00	3.97	1.58

### Q22 Please rate the following service.

Answered: 658 Skipped: 114

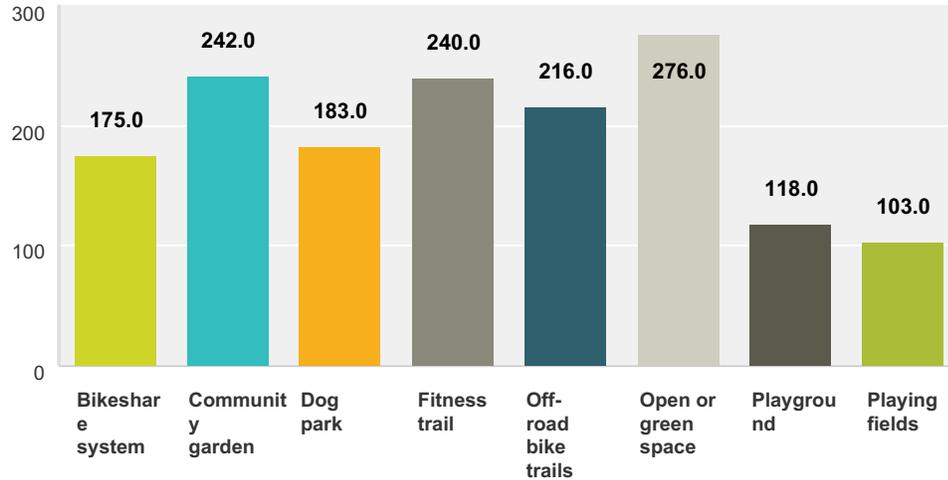


	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
Quality of City parks, playgrounds and athletic fields (Branchville, Calvert Hills, Crystal Springs, Davis Field, Duvall Field, Hollywood, James Adams, Muskogee, Old Town, and The Mews)	21.88% 91.0	43.03% 179.0	11.78% 49.0	7.69% 32.0	2.40% 10.0	13.22% 55.0	416	2.14
Quality of City events and recreation programs	7.25% 43.0	27.66% 164.0	20.74% 123.0	6.75% 40.0	4.38% 26.0	33.22% 197.0	593	2.60

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
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)	1.00	5.00	2.00	2.14	0.99
Quality of City events and recreation programs	1.00	5.00	2.00	2.60	1.03

**Q23 Please check the box for any of the following resources you would like to see in your neighborhood? (Check all that apply)**

Answered: 545 Skipped: 227



Answer Choices	Responses
Bikeshare system (1)	32.11% 175.0
Community garden (2)	44.40% 242.0
Dog park (3)	33.58% 183.0
Fitness trail (4)	44.04% 240.0
Off-road bike trails (5)	39.63% 216.0
Open or green space (6)	50.64% 276.0
Playground (7)	21.65% 118.0
Playing fields (8)	18.90% 103.0
<b>Total Respondents: 545</b>	

Basic Statistics				
<b>Minimum</b> 1.00	<b>Maximum</b> 8.00	<b>Median</b> 4.00	<b>Mean</b> 4.22	<b>Standard Deviation</b> 2.07

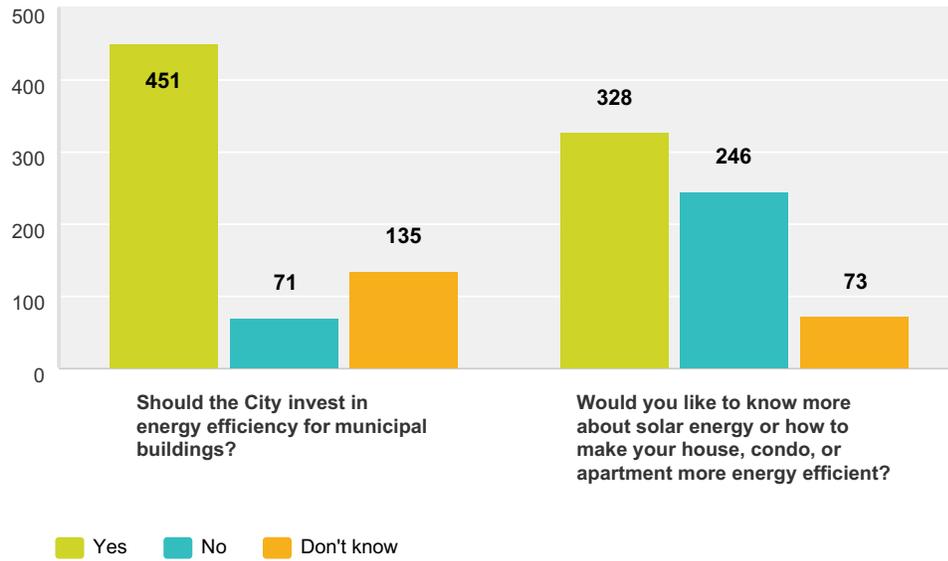
**Q24 Please list recreational activities and events you would like to see in the City.**

Answered: 233 Skipped: 539

Answer Choices	Responses	
A	100.00%	233.0
B	55.79%	130.0
C	30.90%	72.0
D	16.74%	39.0
E	7.73%	18.0

### Q25 Please answer the following.

Answered: 659 Skipped: 113

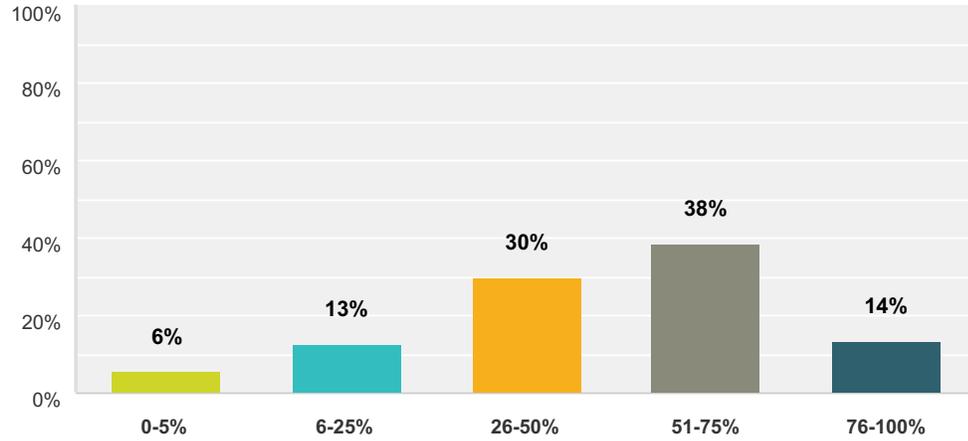


	Yes (1)	No (2)	Don't know	Total	Weighted Average
Should the City invest in energy efficiency for municipal buildings?	68.65% 451	10.81% 71	20.55% 135	657	1.14
Would you like to know more about solar energy or how to make your house, condo, or apartment more energy efficient?	50.70% 328	38.02% 246	11.28% 73	647	1.43

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
Should the City invest in energy efficiency for municipal buildings?	1.00	2.00	1.00	1.14	0.34
Would you like to know more about solar energy or how to make your house, condo, or apartment more energy efficient?	1.00	2.00	1.00	1.43	0.49

**Q26 Please estimate the percentage of trash volume generated by your household that currently is recycled:**

Answered: 659 Skipped: 113

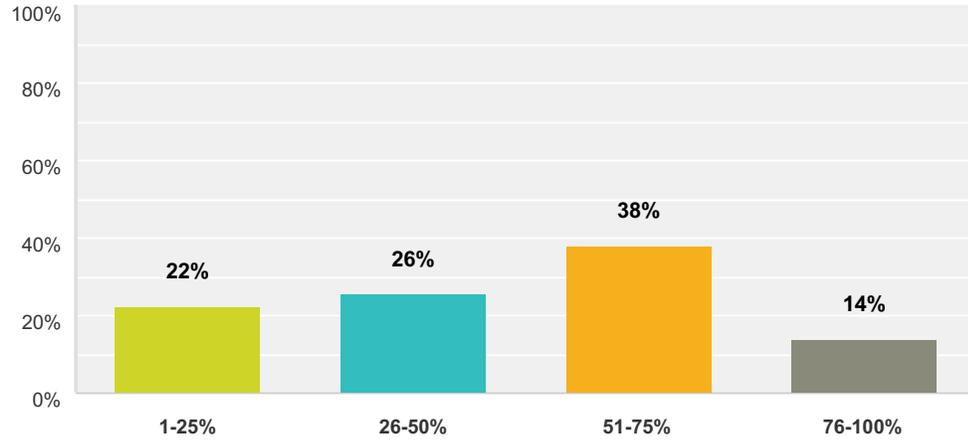


Answer Choices	Responses
0-5% (1)	6% 38
6-25% (2)	13% 84
26-50% (3)	30% 195
51-75% (4)	38% 253
76-100% (5)	14% 89
<b>Total</b>	<b>659</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	4.00	3.41	1.06

**Q27 Please estimate the percentage of trash volume generated by your household that you believe could be recycled:**

Answered: 642 Skipped: 130

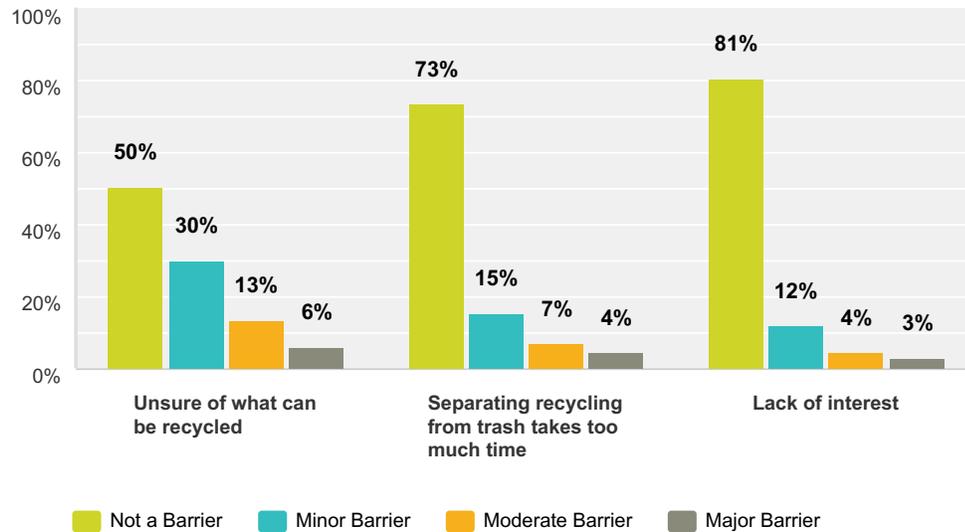


Answer Choices	Responses
1-25% (1)	22% 143.0
26-50% (2)	26% 164.0
51-75% (3)	38% 246.0
76-100% (4)	14% 89.0
<b>Total</b>	<b>642</b>

Basic Statistics				
<b>Minimum</b> 1.00	<b>Maximum</b> 4.00	<b>Median</b> 3.00	<b>Mean</b> 2.44	<b>Standard Deviation</b> 0.98

### Q28 To what extent does each of the following potential barriers affect recycling by your household?

Answered: 660 Skipped: 112



	Not a Barrier (1)	Minor Barrier (2)	Moderate Barrier (3)	Major Barrier (4)	Total
Unsure of what can be recycled	50% 332.0	30% 199.0	13% 88.0	6% 40.0	659
Separating recycling from trash takes too much time	73% 478.0	15% 100.0	7% 45.0	4% 28.0	651
Lack of interest	81% 517.0	12% 76.0	4% 28.0	3% 20.0	641

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
Unsure of what can be recycled	1.00	4.00	1.00	1.75	0.90
Separating recycling from trash takes too much time	1.00	4.00	1.00	1.42	0.80
Lack of interest	1.00	4.00	1.00	1.30	0.70

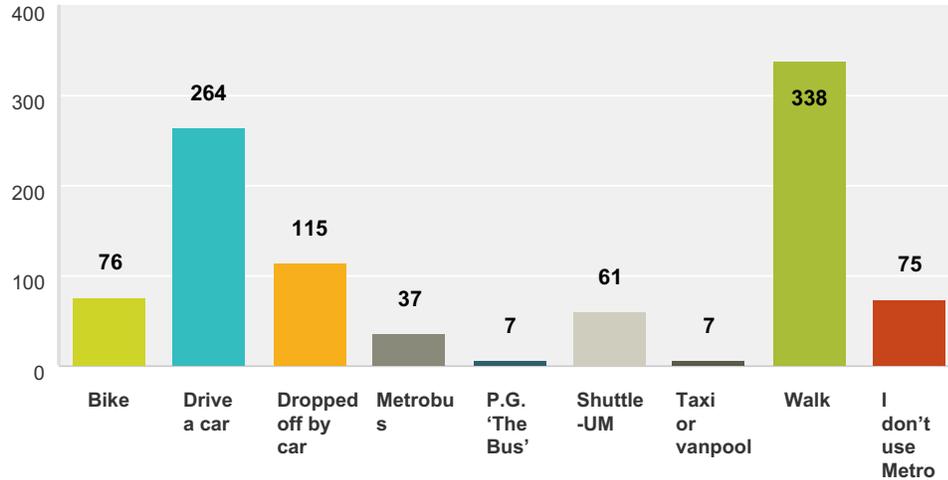
**Q29 What community sustainability programs would you like to see the City pursue?**

Answered: 235 Skipped: 537

Answer Choices	Responses	
A	100.00%	235.0
B	58.72%	138.0
C	32.77%	77.0
D	16.17%	38.0
E	6.81%	16.0

### Q30 How do you usually get to the Metrorail station? (Check the box for the two most typical)

Answered: 664 Skipped: 108

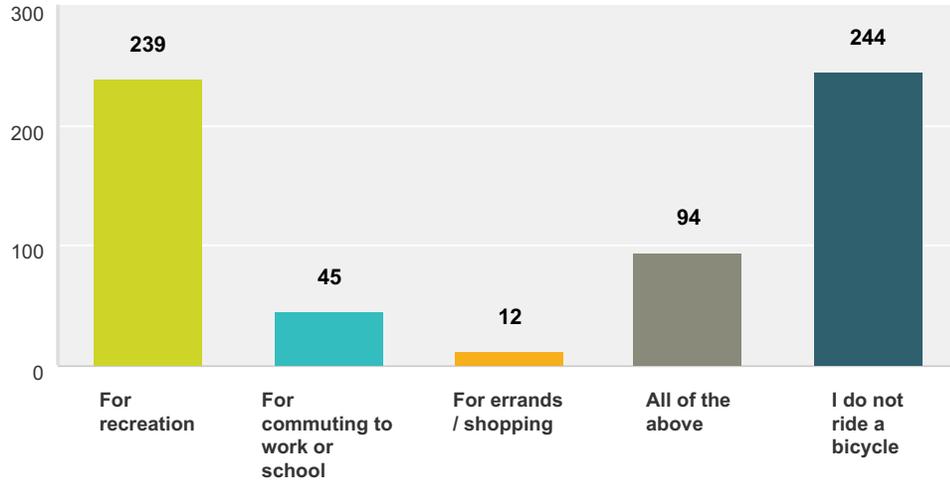


Answer Choices	Responses
Bike (1)	11.45% 76
Drive a car (2)	39.76% 264
Dropped off by car (3)	17.32% 115
Metrobus (4)	5.57% 37
P.G. 'The Bus' (5)	1.05% 7
Shuttle-UM (6)	9.19% 61
Taxi or vanpool (7)	1.05% 7
Walk (8)	50.90% 338
I don't use Metro (9)	11.30% 75
<b>Total Respondents: 664</b>	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	9.00	4.00	5.03	2.93

**Q31 Complete the phrase by choosing the appropriate answer for you. I ride a bicycle...**

Answered: 634 Skipped: 138

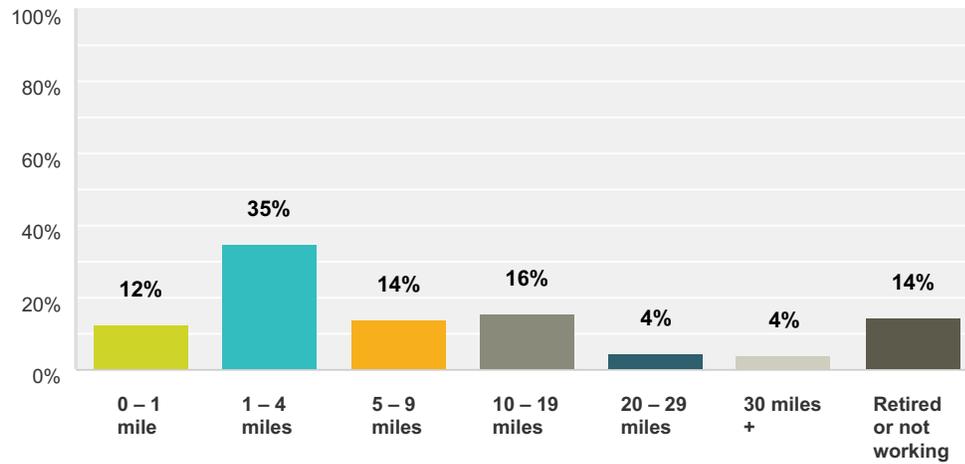


Answer Choices	Responses
For recreation (1)	37.70% 239
For commuting to work or school (2)	7.10% 45
For errands / shopping (3)	1.89% 12
All of the above (4)	14.83% 94
I do not ride a bicycle (5)	38.49% 244
<b>Total</b>	<b>634</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	4.00	3.09	1.80

### Q32 How many miles do you commute each way to work?

Answered: 635 Skipped: 137

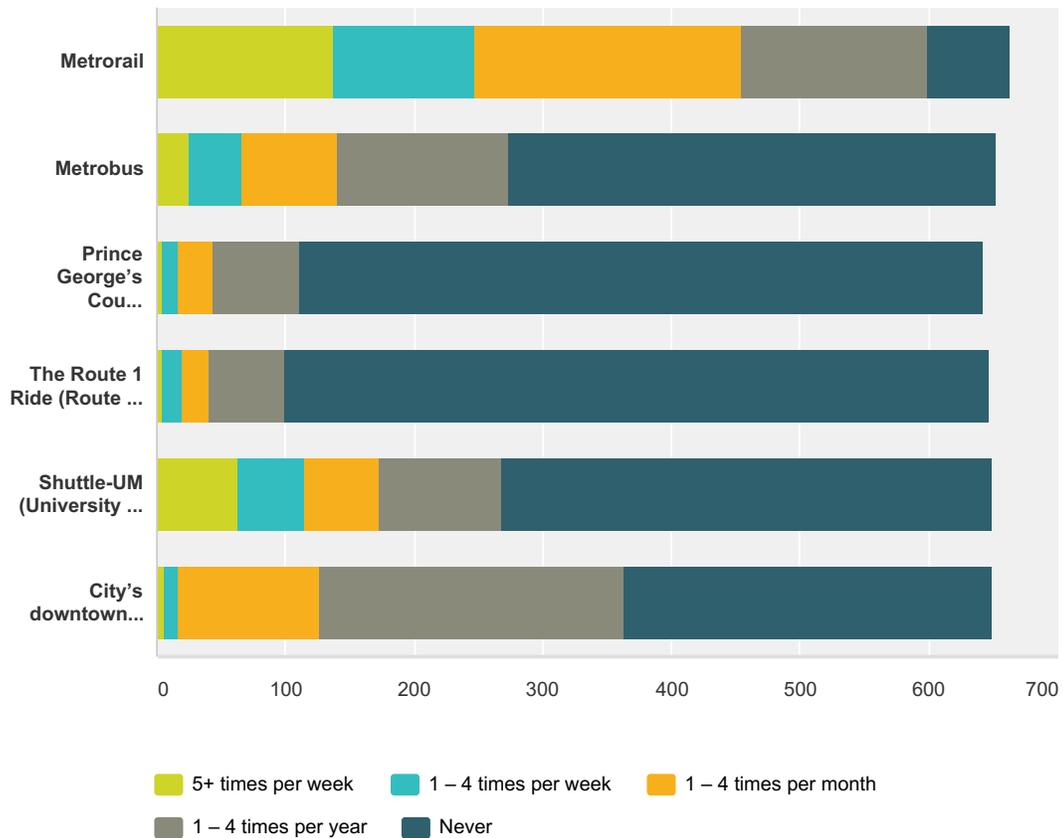


Answer Choices	Responses	
0 – 1 mile (1)	12%	79.0
1 – 4 miles (2)	35%	222.0
5 – 9 miles (3)	14%	89.0
10 – 19 miles (4)	16%	100.0
20 – 29 miles (5)	4%	28.0
30 miles + (6)	4%	26.0
Retired or not working (7)	14%	91.0
<b>Total</b>		<b>635</b>

Basic Statistics				
<b>Minimum</b> 1.00	<b>Maximum</b> 7.00	<b>Median</b> 3.00	<b>Mean</b> 3.34	<b>Standard Deviation</b> 1.93

### Q33 Over the past 12 months, how often has someone in your household used the following?

Answered: 666 Skipped: 106



	5+ times per week (1)	1 – 4 times per week (2)	1 – 4 times per month (3)	1 – 4 times per year (4)	Never (5)	Total
Metrorail	20.66% 137	16.59% 110	31.22% 207	21.87% 145	9.65% 64	663
Metrobus	3.83% 25	6.29% 41	11.35% 74	20.40% 133	58.13% 379	652
Prince George's County THE BUS	0.62% 4	2.02% 13	4.20% 27	10.42% 67	82.74% 532	643
The Route 1 Ride (Route 17 Bus)	0.62% 4	2.32% 15	3.41% 22	9.13% 59	84.52% 546	646
Shuttle-UM (University of Maryland bus service)	9.71% 63	8.01% 52	8.94% 58	14.64% 95	58.71% 381	649
City's downtown parking garage	0.77% 5	1.85% 12	16.77% 109	36.46% 237	44.15% 287	650

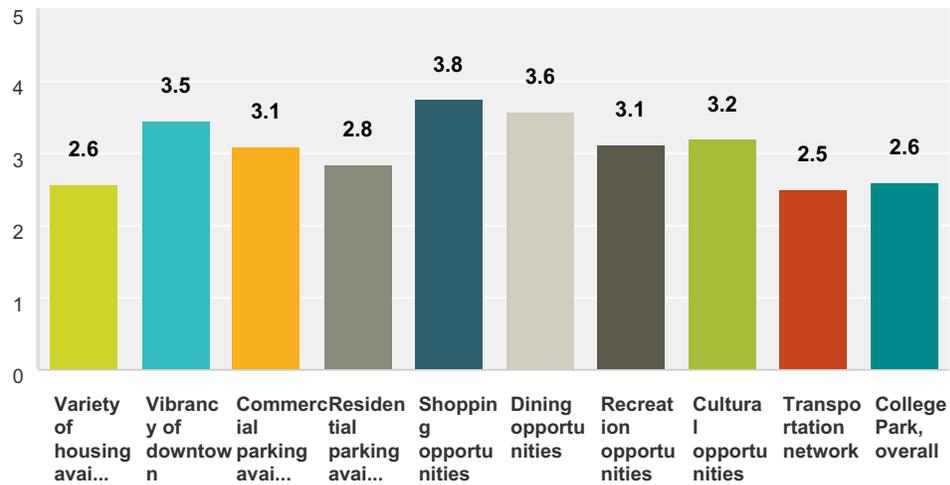
Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation

## 2014 City of College Park Resident Satisfaction Survey in English

Metrorail	1.00	5.00	3.00	2.83	1.25
Metrobus	1.00	5.00	5.00	4.23	1.11
Prince George's County THE BUS	1.00	5.00	5.00	4.73	0.69
The Route 1 Ride (Route 17 Bus)	1.00	5.00	5.00	4.75	0.69
Shuttle-UM (University of Maryland bus service)	1.00	5.00	5.00	4.05	1.37
City's downtown parking garage	1.00	5.00	4.00	4.21	0.84

### Q34 Please rate the following about the City of College Park.

Answered: 661 Skipped: 111



	Excellent (1)	Good (2)	Neutral (3)	Fair (4)	Poor (5)	Don't Know	Total	Weighted Average
Variety of housing available	9.85% 64.0	45.08% 293.0	18.77% 122.0	11.08% 72.0	7.08% 46.0	8.15% 53.0	650	2.57
Vibrancy of downtown	2.61% 17.0	21.32% 139.0	24.08% 157.0	23.16% 151.0	23.16% 151.0	5.67% 37.0	652	3.46
Commercial parking availability	6.09% 40.0	30.44% 200.0	17.35% 114.0	20.09% 132.0	16.29% 107.0	9.74% 64.0	657	3.11
Residential parking availability	9.45% 62.0	40.70% 267.0	14.33% 94.0	15.70% 103.0	14.48% 95.0	5.34% 35.0	656	2.84
Shopping opportunities	2.92% 19.0	14.75% 96.0	19.35% 126.0	28.42% 185.0	32.72% 213.0	1.84% 12.0	651	3.75
Dining opportunities	4.40% 29.0	21.40% 141.0	16.39% 108.0	25.49% 168.0	30.80% 203.0	1.52% 10.0	659	3.58
Recreation opportunities	4.28% 28.0	31.19% 204.0	19.72% 129.0	21.56% 141.0	14.98% 98.0	8.26% 54.0	654	3.13
Cultural opportunities	5.05% 33.0	28.02% 183.0	20.98% 137.0	19.14% 125.0	18.07% 118.0	8.73% 57.0	653	3.19
Transportation network	14.75% 96.0	42.55% 277.0	16.44% 107.0	13.36% 87.0	5.99% 39.0	6.91% 45.0	651	2.50
College Park, overall	8.77% 57.0	50.92% 331.0	16.92% 110.0	16.15% 105.0	6.46% 42.0	0.77% 5.0	650	2.60

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
Variety of housing available	1.00	5.00	2.00	2.57	1.08
Vibrancy of downtown	1.00	5.00	3.00	3.46	1.16

## 2014 City of College Park Resident Satisfaction Survey in English

Commercial parking availability	1.00	5.00	3.00	3.11	1.24
Residential parking availability	1.00	5.00	2.00	2.84	1.26
Shopping opportunities	1.00	5.00	4.00	3.75	1.16
Dining opportunities	1.00	5.00	4.00	3.58	1.25
Recreation opportunities	1.00	5.00	3.00	3.13	1.18
Cultural opportunities	1.00	5.00	3.00	3.19	1.22
Transportation network	1.00	5.00	2.00	2.50	1.11
College Park, overall	1.00	5.00	2.00	2.60	1.06

**Q35 What do you like BEST about College Park?**

Answered: 391 Skipped: 381

**Q36 What do you like LEAST about College Park?**

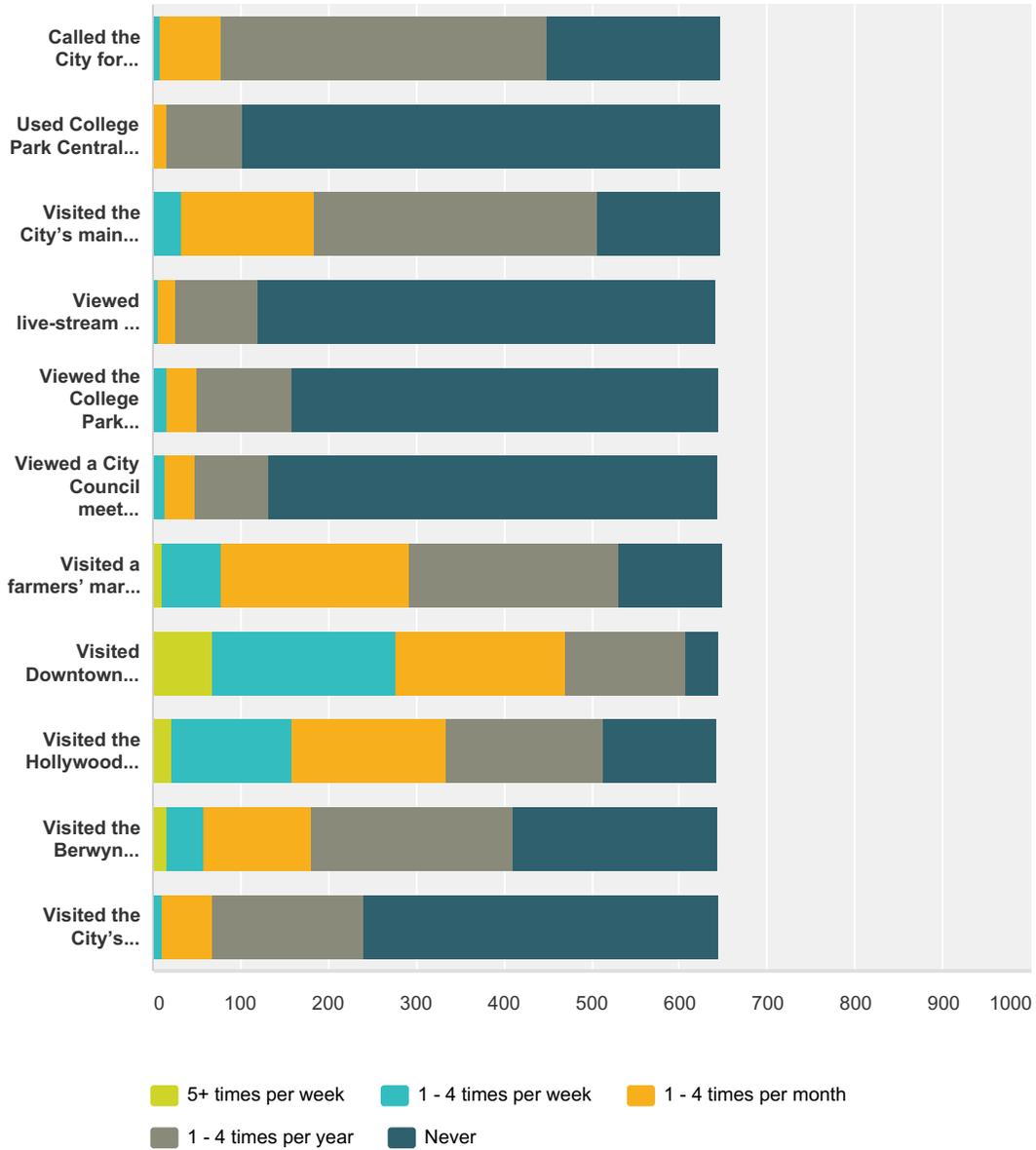
Answered: 412 Skipped: 360

**Q37 What improvements or changes would you like to see in College Park in the next five years?**

Answered: 411 Skipped: 361

### Q38 Over the past 12 months, how often has someone in your household used the following?

Answered: 654 Skipped: 118



	5+ times per week (1)	1 - 4 times per week (2)	1 - 4 times per month (3)	1 - 4 times per year (4)	Never	Total	Weighted Average
Called the City for information or services	0.31% 2.0	0.93% 6.0	10.97% 71.0	57.19% 370.0	30.60% 198.0	647	3.80
Used College Park Central online reporting system (www.collegeparkmd.gov, then select "Report a Problem")	0.15% 1.0	0.31% 2.0	2.16% 14.0	13.29% 86.0	84.08% 544.0	647	3.80
Visited the City's main website, www.collegeparkmd.gov	0.31% 2.0	4.79% 31.0	23.49% 152.0	49.92% 323.0	21.48% 139.0	647	3.57

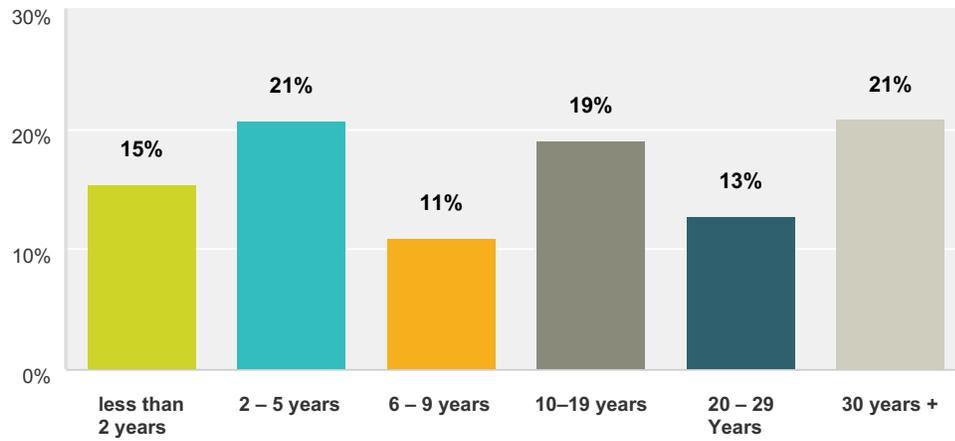
## 2014 City of College Park Resident Satisfaction Survey in English

Viewed live-stream or on-demand playback of a City Council meeting online via our website	<b>0.16%</b> 1.0	<b>0.78%</b> 5.0	<b>3.28%</b> 21.0	<b>14.66%</b> 94.0	<b>81.12%</b> 520.0	641	3.72
Viewed the College Park Cable Channel (Comcast Channel 71; Verizon Channel 25)	<b>0.16%</b> 1.0	<b>2.33%</b> 15.0	<b>5.27%</b> 34.0	<b>16.74%</b> 108.0	<b>75.50%</b> 487.0	645	3.58
Viewed a City Council meeting on Cable TV (either live or rebroadcast)	<b>0.31%</b> 2.0	<b>2.02%</b> 13.0	<b>5.28%</b> 34.0	<b>13.04%</b> 84.0	<b>79.35%</b> 511.0	644	3.50
Visited a farmers' market in College Park	<b>1.54%</b> 10.0	<b>10.62%</b> 69.0	<b>32.77%</b> 213.0	<b>36.92%</b> 240.0	<b>18.15%</b> 118.0	650	3.28
Visited Downtown College Park	<b>10.70%</b> 69.0	<b>32.25%</b> 208.0	<b>30.08%</b> 194.0	<b>21.09%</b> 136.0	<b>5.89%</b> 38.0	645	2.65
Visited the Hollywood commercial district	<b>3.58%</b> 23.0	<b>21.00%</b> 135.0	<b>27.37%</b> 176.0	<b>27.84%</b> 179.0	<b>20.22%</b> 130.0	643	3.00
Visited the Berwyn commercial district	<b>2.49%</b> 16.0	<b>6.53%</b> 42.0	<b>18.97%</b> 122.0	<b>35.93%</b> 231.0	<b>36.08%</b> 232.0	643	3.38
Visited the City's www.shopcollegepark.org website	<b>0.31%</b> 2.0	<b>1.39%</b> 9.0	<b>8.82%</b> 57.0	<b>26.63%</b> 172.0	<b>62.85%</b> 406.0	646	3.66

Basic Statistics						
	Minimum	Maximum	Median	Mean	Standard Deviation	
Called the City for information or services	1.00	4.00	4.00	3.80	0.46	
Used College Park Central online reporting system (www.collegeparkmd.gov, then select "Report a Problem")	1.00	4.00	4.00	3.80	0.51	
Visited the City's main website, www.collegeparkmd.gov	1.00	4.00	4.00	3.57	0.63	
Viewed live-stream or on-demand playback of a City Council meeting online via our website	1.00	4.00	4.00	3.72	0.58	
Viewed the College Park Cable Channel (Comcast Channel 71; Verizon Channel 25)	1.00	4.00	4.00	3.58	0.69	
Viewed a City Council meeting on Cable TV (either live or rebroadcast)	1.00	4.00	4.00	3.50	0.73	
Visited a farmers' market in College Park	1.00	4.00	3.00	3.28	0.76	
Visited Downtown College Park	1.00	4.00	3.00	2.65	0.95	
Visited the Hollywood commercial district	1.00	4.00	3.00	3.00	0.89	
Visited the Berwyn commercial district	1.00	4.00	4.00	3.38	0.82	
Visited the City's www.shopcollegepark.org website	1.00	4.00	4.00	3.66	0.59	

### Q39 How many years have you lived in College Park?

Answered: 655 Skipped: 117

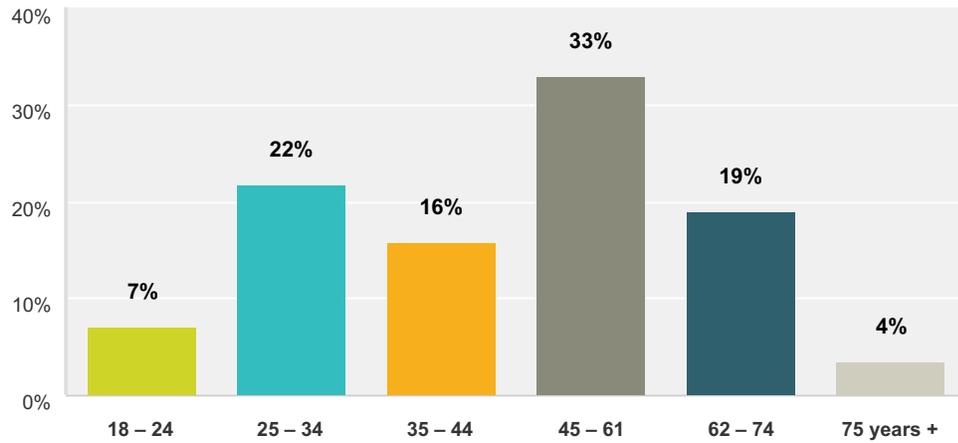


Answer Choices	Responses
less than 2 years (1)	15% 101.0
2 – 5 years (2)	21% 136.0
6 – 9 years (3)	11% 72.0
10–19 years (4)	19% 125.0
20 – 29 Years (5)	13% 84.0
30 years + (6)	21% 137.0
<b>Total</b>	<b>655</b>

Basic Statistics				
<b>Minimum</b> 1.00	<b>Maximum</b> 6.00	<b>Median</b> 4.00	<b>Mean</b> 3.56	<b>Standard Deviation</b> 1.76

### Q40 What is your age?

Answered: 557 Skipped: 215

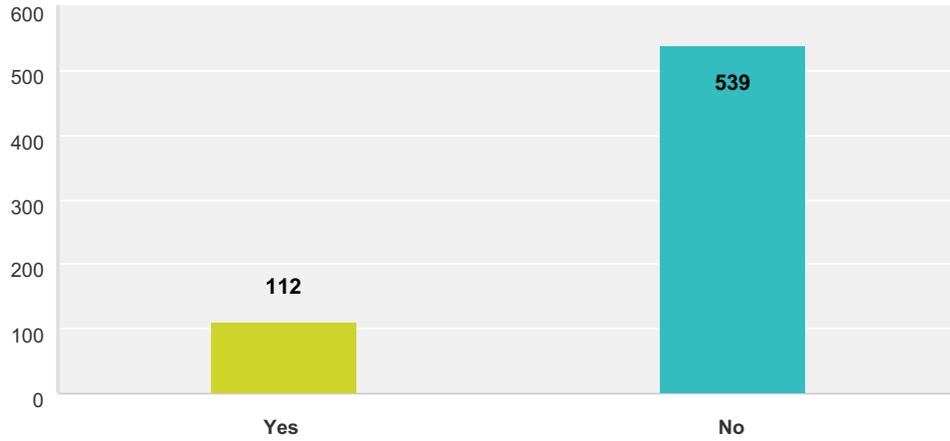


Answer Choices	Responses	
18 – 24 (1)	7%	39.0
25 – 34 (2)	22%	121.0
35 – 44 (3)	16%	88.0
45 – 61 (4)	33%	183.0
62 – 74 (5)	19%	106.0
75 years + (6)	4%	20.0
<b>Total</b>		<b>557</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	4.00	3.46	1.30

### Q41 Are you a University student?

Answered: 651 Skipped: 121

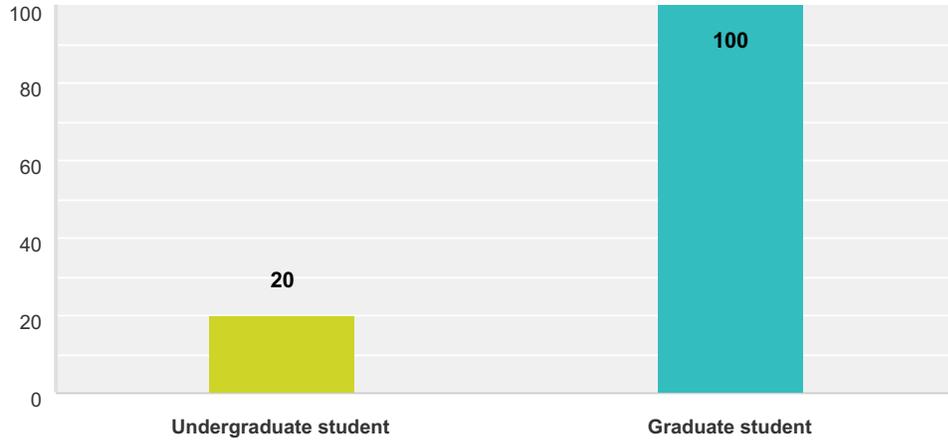


Answer Choices	Responses
Yes (1)	17.20% 112
No (2)	82.80% 539
<b>Total</b>	<b>651</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	2.00	1.83	0.38

**Q42 If yes, are you an undergraduate or graduate (e.g., Masters or Ph.D. program) student?**

Answered: 120 Skipped: 652

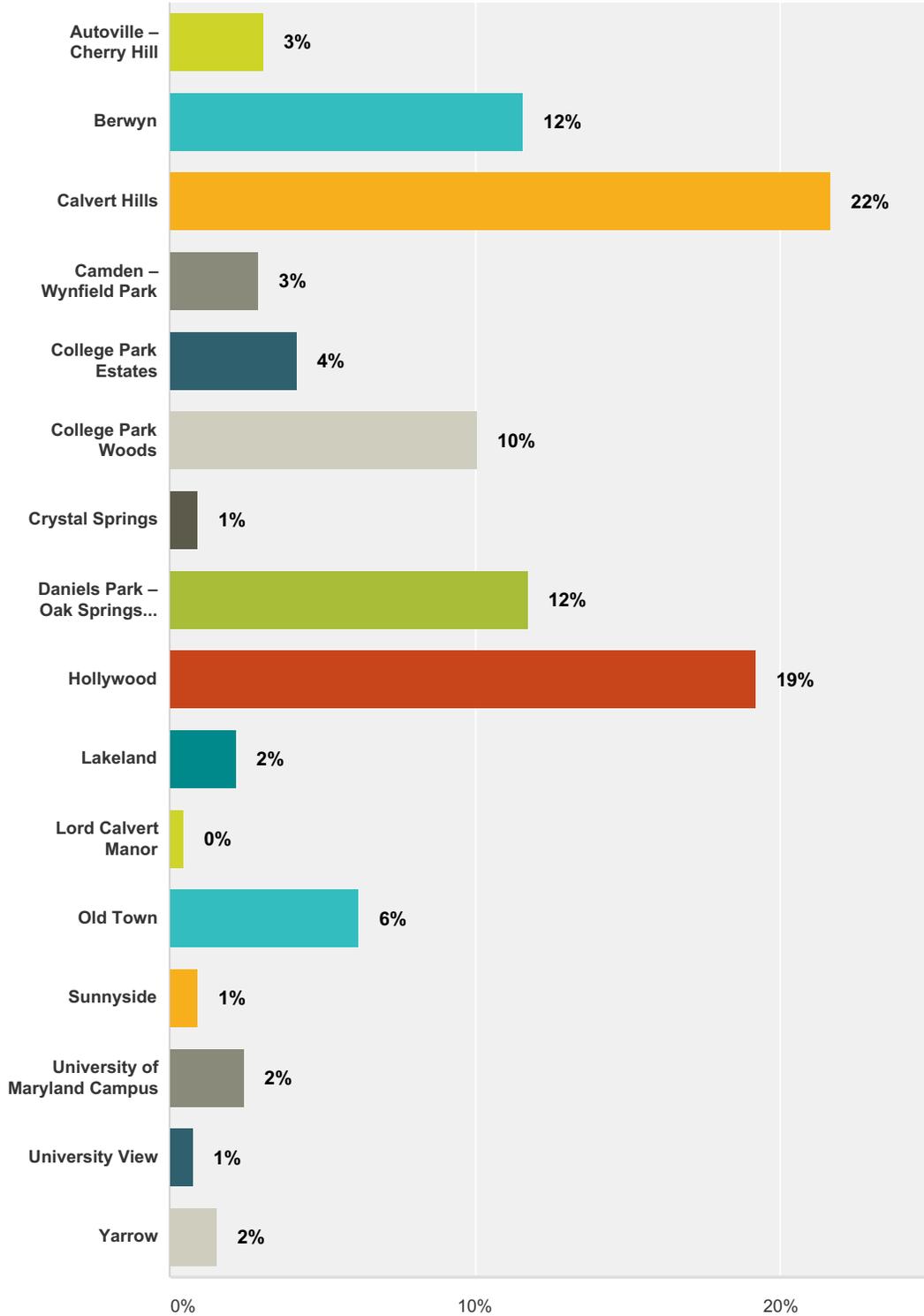


Answer Choices	Responses
Undergraduate student (1)	16.67% 20
Graduate student (2)	83.33% 100
<b>Total</b>	<b>120</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	2.00	1.83	0.37

**Q43 Please check the box next to the City neighborhood in which you live. (Refer to the map for neighborhood boundaries).**

Answered: 646 Skipped: 126



Answer Choices	Responses
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## 2014 City of College Park Resident Satisfaction Survey in English

Autoville – Cherry Hill (1)	3%	20
Berwyn (2)	12%	75
Calvert Hills (3)	22%	140
Camden – Wynfield Park (4)	3%	19
College Park Estates (5)	4%	27
College Park Woods (6)	10%	65
Crystal Springs (7)	1%	6
Daniels Park – Oak Springs –Branchville (8)	12%	76
Hollywood (9)	19%	124
Lakeland (10)	2%	14
Lord Calvert Manor (11)	0%	3
Old Town (12)	6%	40
Sunnyside (13)	1%	6
University of Maryland Campus (14)	2%	16
University View (15)	1%	5
Yarrow (16)	2%	10
<b>Total</b>		<b>646</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	16.00	6.00	6.42	3.70