

Findings Report for The City of Hyattsville, MD 2015 Resident Satisfaction Survey



Submitted to:

The City of Hyattsville, MD

September 2015

Submitted by:

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Section 1:
Executive Summary



Executive Summary

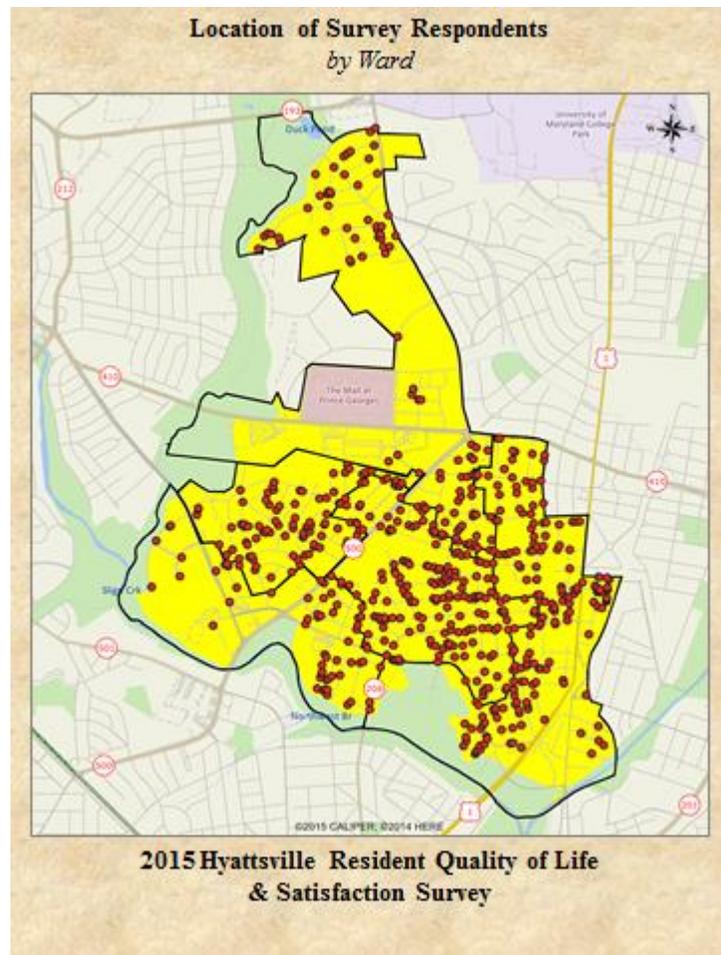
2015 Hyattsville Community Survey Report

Overview and Methodology

ETC Institute administered the *DirectionFinder*® Survey for the second time with residents of the City of Hyattsville, Maryland. The first survey was administered in 2011. The purpose of the survey was to gather citizen feedback to better understand the desires and needs of the community regarding a variety of City services, including public safety, parks and recreation, economic development, street maintenance, customer services, and code enforcement.

Resident Survey. The six-page survey was mailed to a random sample of residents within the City limits of Hyattsville. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. It took an average of 15 to 20 minutes to complete. It was administered to a random sample of 714 residents during the spring of 2015. The overall results of the survey have a precision of at least +/-3.6% at the 95% level of confidence.

GIS Maps: To better understand satisfaction with services provided by the City, ETC Institute geocoded the home address of survey respondents. The map to the right shows the physical distribution of survey respondents. Maps that show the results of the survey based on the location of the respondents' home are provided in Section 3 of this report.



Interpretation of “Don’t Know” Responses: The percentage of persons who gave “don’t know” responses is important because it often reflects the level of utilization of City services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with other communities. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology and major findings
- Charts and graphs depicting the overall results of the survey, including trend comparisons to the 2011 survey
- GIS maps showing the results for selected questions on the survey
- Importance-Satisfaction analysis to help the City use the resident survey data to set priorities
- Benchmarking data that shows how the survey results for Hyattsville compare to residents in communities in the U.S. and in the Mid-Atlantic Region
- Tabular data for the overall results to each question on the survey
- A copy of the survey instrument

Major Findings

- **Satisfaction with Overall Quality of City Services.** Most of the residents surveyed *who had and opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with the overall quality of fire services (83%), solid waste services (82%, **up from 76% in 2011**), and police services (72%, **up from 66% in 2011**). Residents were least satisfied with the overall enforcement of City codes/ordinances (45%) and overall flow of traffic in Hyattsville (38%).
- **City Services Residents Thought were Most Important to Emphasize.** The three major areas that residents thought were most important for the City to emphasize over the next two years were: (1) Overall flow of traffic in Hyattsville, (2) overall quality of economic development, and (3) overall condition of streets/sidewalks.
- **Overall Quality of Life in the City of Hyattsville.** Residents surveyed *who had and opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with Hyattsville as a place to live (85%) and acceptance of diversity in Hyattsville (80%). Residents were least satisfied with the overall quality of health care services (36%) and the overall quality of schools/education (34%).
- **Perceptions of Safety.** The highest perceived levels of safety, based upon the combined percentage of “very safe” and “safe” responses from residents *who had an opinion*, in your neighborhood during the day (89%, **up from 82% in 2011**) and in

your neighborhood at night (62%, **up from 52% in 2011**). Residents felt less safe in commercial and retail areas (55%) and in City parks (51%).

- **Satisfaction with Police Services.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with the overall quality of City police protection (76%, **up from 66% in 2011**), how quickly police respond to calls for service (75%, **up from 70% in 2011**), and how Hyattsville officers interact with residents (65%). Residents were least satisfied with the City’s efforts to prevent crime (56%) and the visibility of police in retail centers (52%, **up from 47% in 2011**).
- **Police Services Residents thought were Most Important to Improve.** The two major areas that residents thought were most important for the City to improve were: (1) The visibility of police in neighborhoods and (2) the City’s efforts to prevent crime.
- **Satisfaction with Transportation & Traffic.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with WMATA Metro service in Hyattsville (79%), WMATA Bus service in Hyattsville (62%) and University of Maryland Shuttle bus (55%). Residents were least satisfied with bicyclist safety in Hyattsville (35%) and overall flow of traffic on major City streets (33%).
- **Transportation & Traffic Items Residents thought were Most Important to Improve.** The two major areas that residents thought were most important for the City to improve were: (1) Overall flow of traffic on major City streets and (2) pedestrian safety in Hyattsville.
- **Satisfaction with Streets & Sidewalks.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with snow removal on major city streets (79%, **up from 66% in 2011**), snow removal on neighborhood streets (71%, **up from 54% in 2011**), and maintenance of streets in your neighborhood (63%). Residents were least satisfied with commercial parking availability (38%) and bike lane availability (32%).
- **Street & Sidewalk Items Residents thought were Most Important to Improve.** The three major areas that residents thought were most important for the City to improve were: (1) Adequacy of street lighting, (2) commercial parking availability, and (3) residential parking availability.
- **Satisfaction with Code Compliance.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with residential property maintenance (55%) and the amount of junk and debris on private property (45%). Residents were least satisfied with aesthetics of commercial properties (43%).

- **Satisfaction with Solid Waste Services.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with residential trash collection services (88%, **up from 83% in 2011**), removal of yard waste (82%), and bulky item pick up/removal services (81%). Residents were least satisfied with removal of white goods (81%).
- **Satisfaction with Park Services.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with the appearance of existing City parks (75%), the number of City parks (63%), and walking and biking trails in the City (62%). Residents were least satisfied with the quality of outdoor athletic facilities (53%).
- **Satisfaction with Programs & Events.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with the quantity of City events & celebrations (64%), the quality of City events & celebrations (63%) and the diversity of City events & celebrations (62%). Residents were least satisfied with the City’s programs and services for seniors and people with disabilities (37%) and the City’s programs and services for immigrants (33%).
- **Program & Event Items Residents Thought were Most Important to Improve.** The two major areas that residents thought were most important for the City to improve were: (1) The City’s programs and services for children and teens and (2) the City’s programs and services for seniors and people with disabilities.
- **Satisfaction with Economic Development.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with the availability of stores and shops (55%) and the availability of restaurants and bars (51%). Residents were least satisfied with the availability of affordable quality housing (47%).
- **How Well Retail/Commercial Areas Meet Needs.** Residents surveyed *who had an opinion*, based upon the combined percentage of “completely meets” and “partially meets” responses, felt their needs were being met for Route One/Baltimore Ave (86%) and Prince George’s Plaza (83%). The area of least met needs was West Hyattsville/Hamilton Street (57%).
- **Satisfaction with City Government.** Residents surveyed *who had an opinion*, based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with their ability to access the City’s staff when they wanted to (60%), the knowledge level of City staff when they contacted them about City issues (55%), and their ability to access the City’s elected officials when they wanted to (53%). Residents were least satisfied with the knowledge level of City’s elected officials when they were contacted about City issues (46%).

Other Findings:

- In 10 years, 76% of respondents believe they will live in a single family home, 16% will live in a townhouse/condo, 3% in an apartment, and 5% in other.
- Sixty percent (60%) of residents eat out at a restaurant 1-2 times per week, 23% eat out zero times per week, 15% eat out 3-6 times per week, 1% eat out 7-10 times per week and 1% eat out 11 or more times per week.
- Sixty-eight percent (68%) of respondents estimate they spend 1%-24% of their income on entertainment, 17% spend 25-49% of their income, 9% spend nothing, 4% spend 50-74%, and 2% spend 75% or more of their income on entertainment.
- Eighty-two percent (82%) of respondents currently learn about City of Hyattsville events and activities through the City Newsletter (The Hyattsville Reporter). Sixty percent (60%) currently get their information through The Hyattsville Life and Times Newspaper (**up from 50% in 2011**), and 46% get their information through neighbors and neighborhood groups (**up from 21% in 2011**).

Trend Analysis

From 2011 to 2015, satisfaction ratings improved or stayed the same in 25 of the 46 areas that were assessed. There were significant increases (4% or more) in 15 of these areas. The areas that had the most significant increases since 2011 are listed below:

- Snow removal on neighborhood streets (+17%)
- Snow removal on major City streets (+13%)
- Feeling of safety in your neighborhood at night (+10%)
- Overall quality of City police protection (+10%)
- Feeling of safety in neighborhood during the day (+7%)
- Cleanliness of major City streets (+7%)
- Overall quality of solid waste services (+6%)
- Overall quality of police services (+6%)
- Overall value received for City taxes & fees (+6%)
- Overall feeling of safety in Hyattsville (+6%)

From 2011 to 2015, satisfaction ratings decreased in 21 of the 46 areas that were assessed. There were significant decreases (4% or more) in 11 of these areas. The areas that had the most significant decreases since 2011 are listed below:

- Ability to access City staff when you want to (-19%)
- Knowledge level of City staff when contacting them about City issues (-14%)
- Overall condition of streets & sidewalks (-13%)
- Feeling of safety in City parks (-10%)

- West Hyattsville/Hamilton Street (-8%)
- Overall maintenance of City streets (-7%)
- Overall quality of economic development (-7%)
- Overall quality of recreation programs & special events (-7%)

How Hyattsville Compares to Other Communities

Hyattsville rated above the national average in 18 of the 37 areas that were assessed. Hyattsville rated significantly higher than the national average (4% or more above) in 15 of these areas. The areas in which Hyattsville rated the most significantly above the national average are listed below:

- Snow removal on neighborhood streets (+20%)
- Overall quality of public transportation (+15%)
- Bulky item pick up/removal services (+14%)
- Snow removal on major City streets (+13%)
- Hyattsville as a City moving in the right direction (+10%)
- Overall effectiveness of communication with the public (+9%)
- Walking and biking trails in the City (+8%)
- Hyattsville as a place to live (+8%)
- Removal of yard waste (+8%)

Hyattsville rated below the national average in 19 of the 37 areas that were assessed. Hyattsville rated significantly lower than the national average (4% or more above) in 16 of these areas. The areas in which Hyattsville rated the most significantly below the national average are listed below:

- Aesthetics of commercial properties (-20%)
- Overall flow of traffic (-20%)
- Hyattsville as a place to raise/education children (-19%)
- Hyattsville as a place to retire (-16%)
- Overall enforcement of city codes/ordinances (-14%)
- Quality of outdoor athletic facilities (-14%)
- Overall condition of streets/sidewalks (-12%)
- Visibility of police in retail centers (-12%)
- Overall feeling of safety in Hyattsville (-11%)

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 4 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, the services that are recommended as the top priorities over the next two years are listed on the follow page:

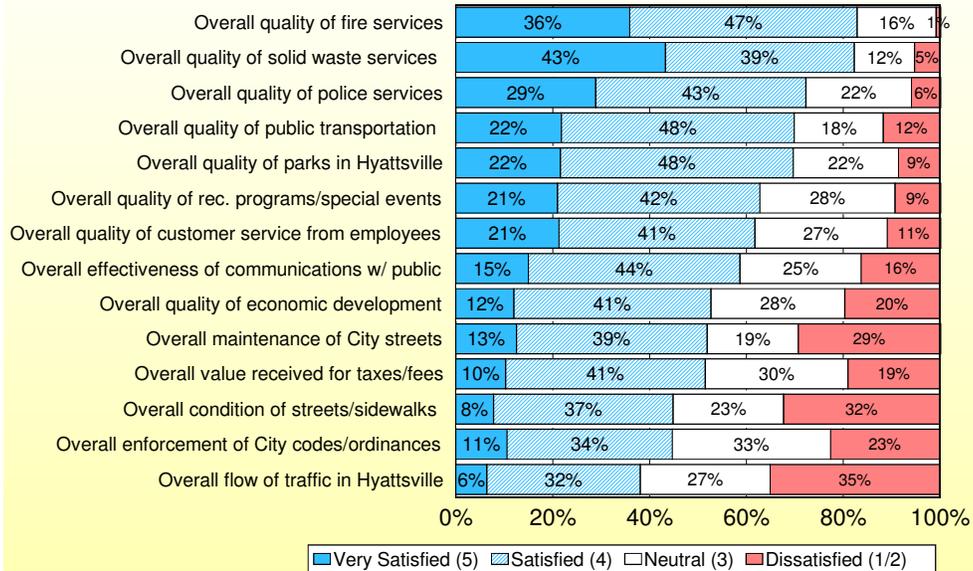
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Overall flow of traffic (IS Rating=0.2600)
 - Condition of streets and sidewalks (IS Rating= 0.1967)
 - Quality of economic development (IS Rating= 0.1764)

- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each area over the next two years are listed below:
 - **Police Services:** visibility of police in neighborhoods and the City's efforts to prevent crime
 - **Transportation and Traffic:** flow of traffic on major City streets and pedestrian safety
 - **Streets and Sidewalks:** Adequacy of street lighting and commercial parking availability

Section 2:
Charts and Graphs

Q1. Overall Satisfaction with City Services

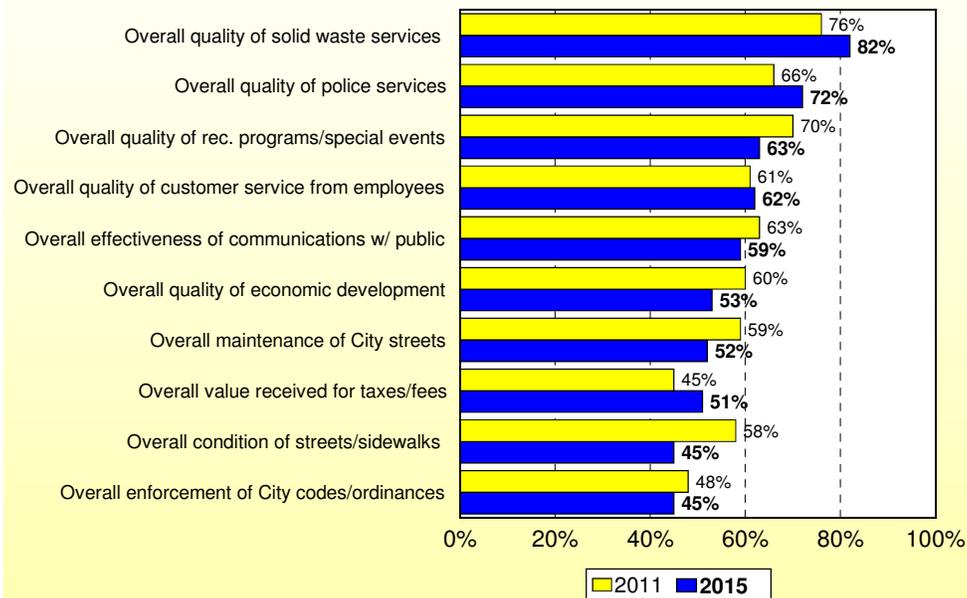
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: Overall Satisfaction with City Services

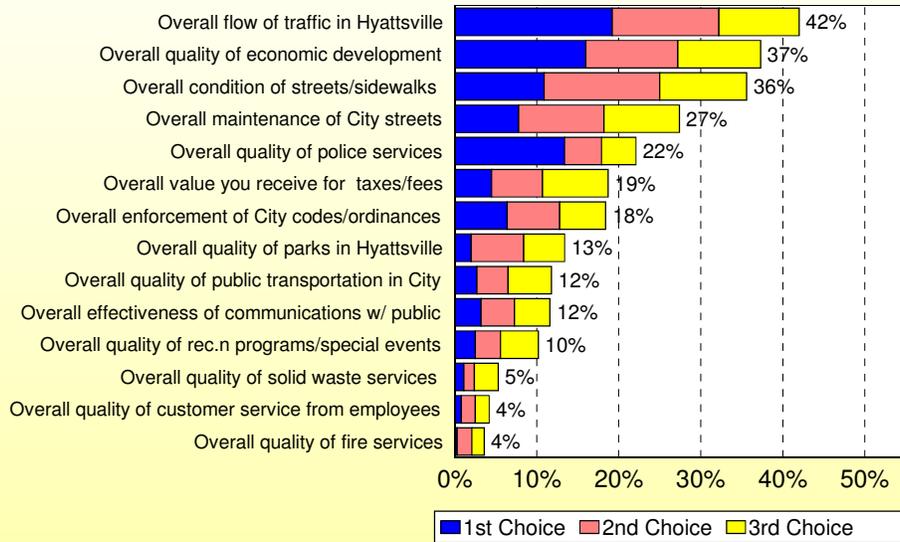
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q2. City Services Items that Should Receive the Most Emphasis from City Officials Over the Next 2 Years

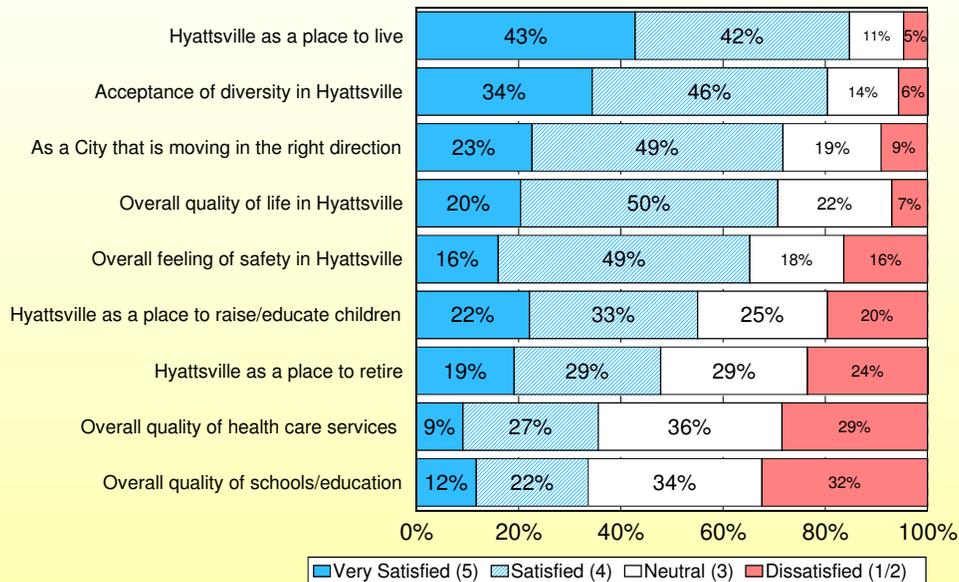
by percentage of respondents who selected the item as one of their top three choices



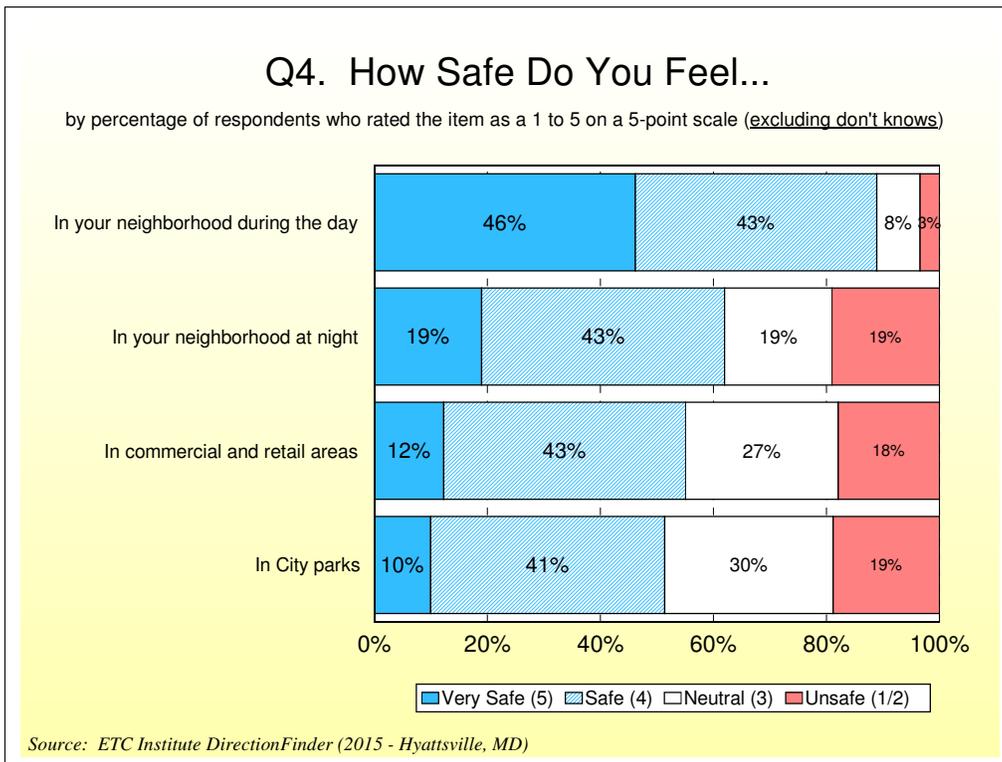
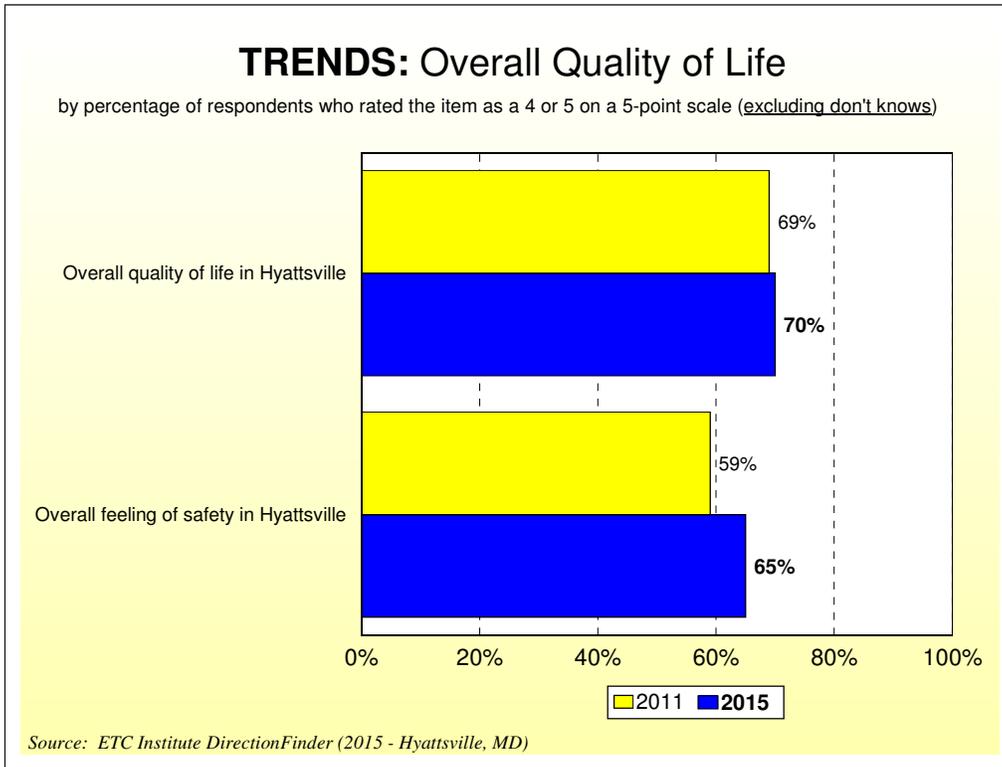
Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

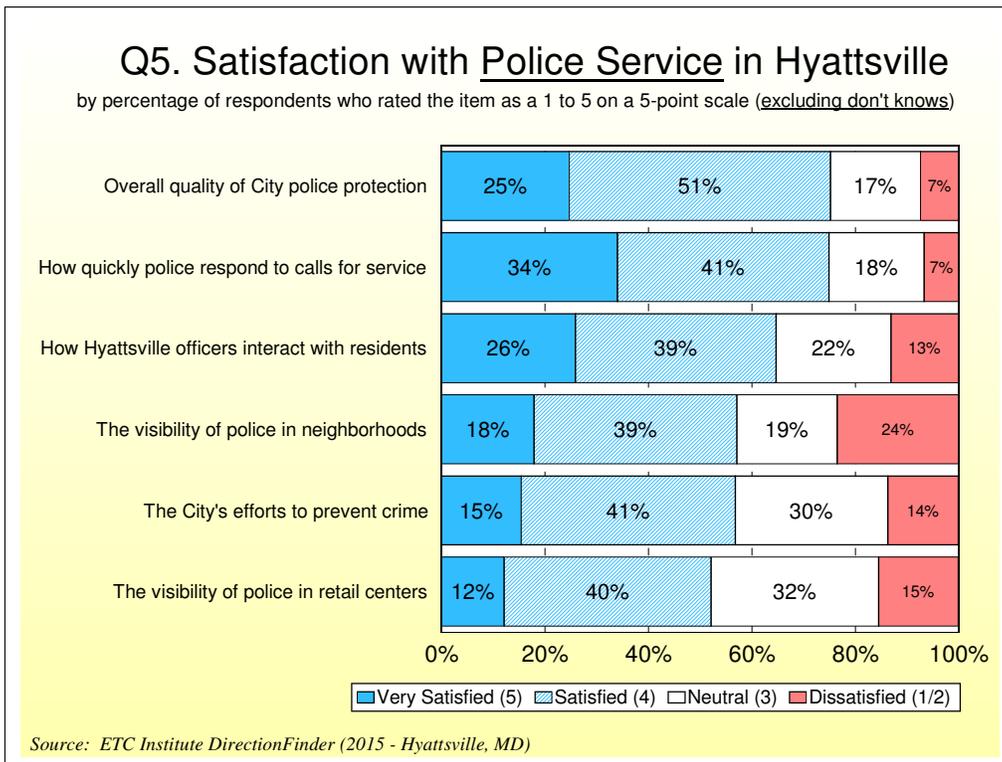
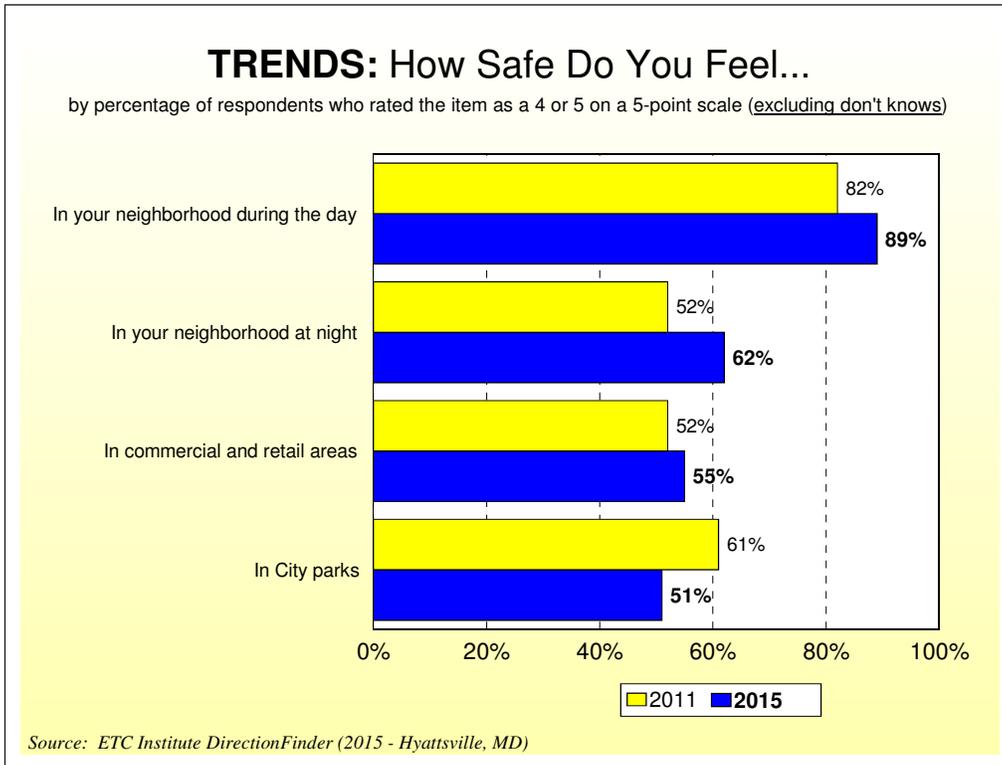
Q3. Overall Quality of Life

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



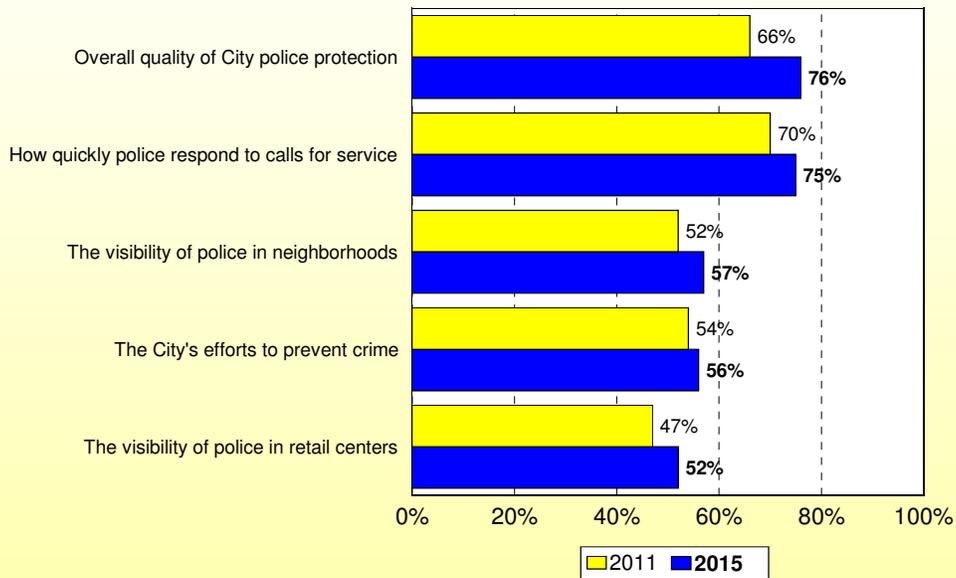
Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)





TRENDS: Satisfaction with Police Service in Hyattsville

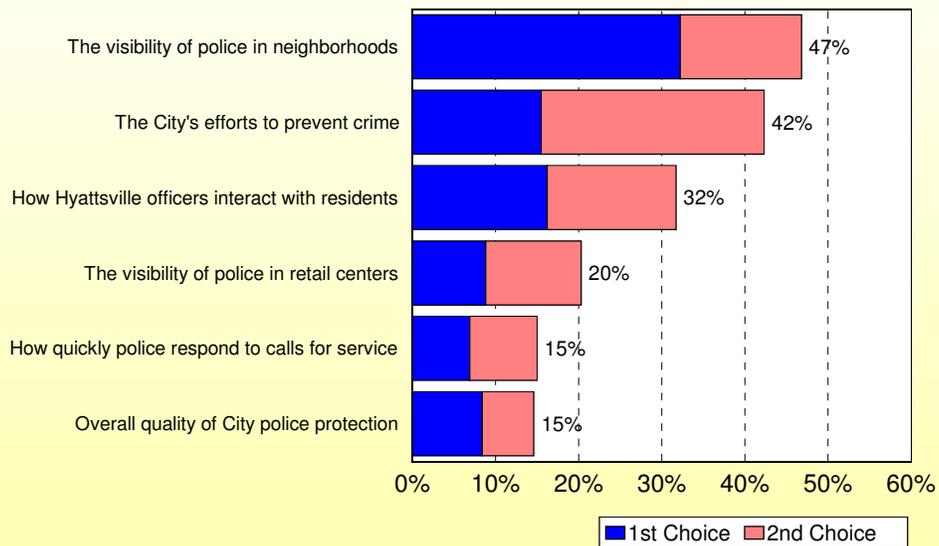
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q6. Police Service Items that are Most Important to Improve

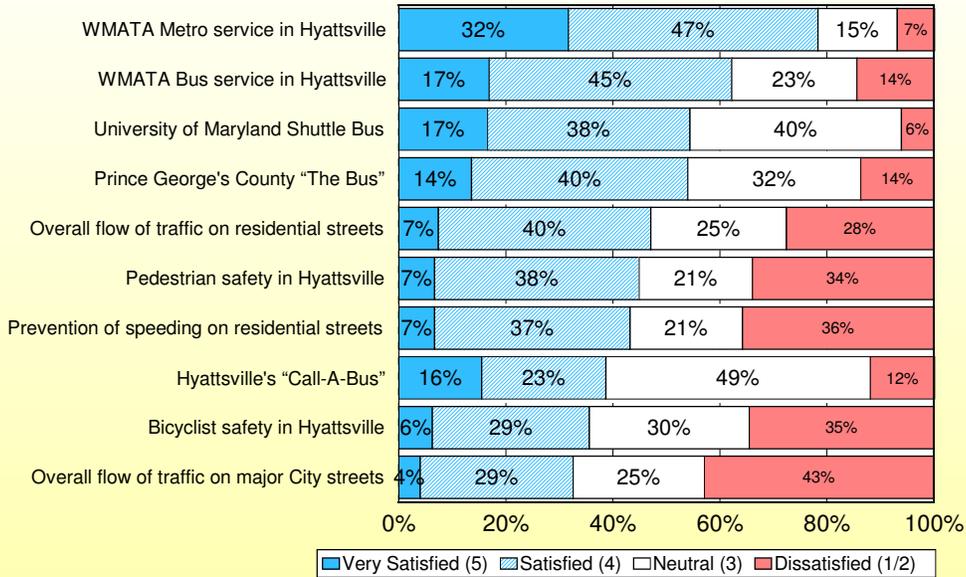
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q7. Satisfaction with Transportation & Traffic

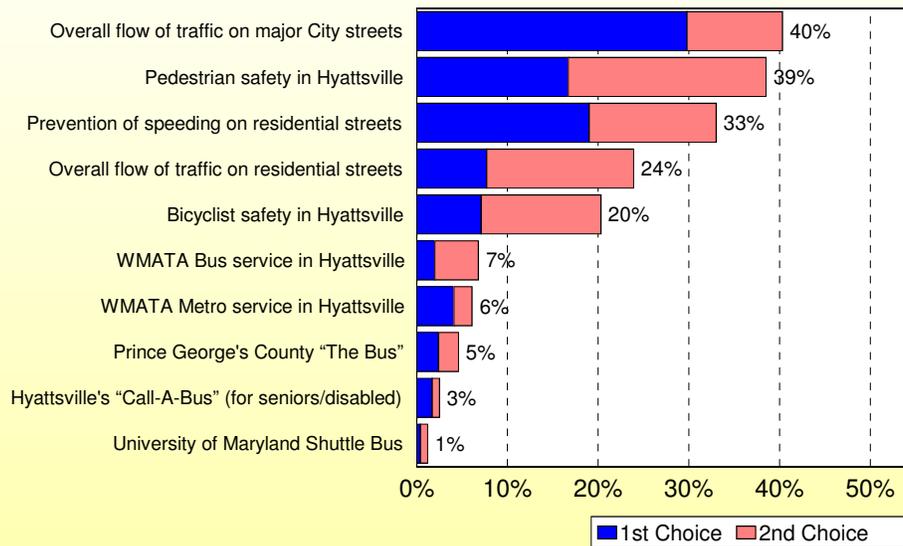
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q8. Transportation & Traffic Items that are Most Important to Improve

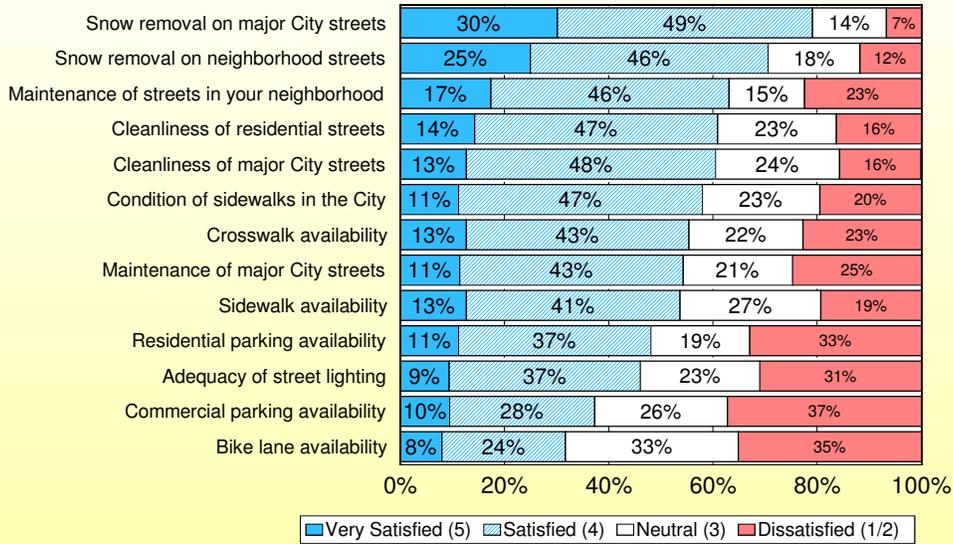
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q9. Satisfaction with Streets & Sidewalks in the City of Hyattsville

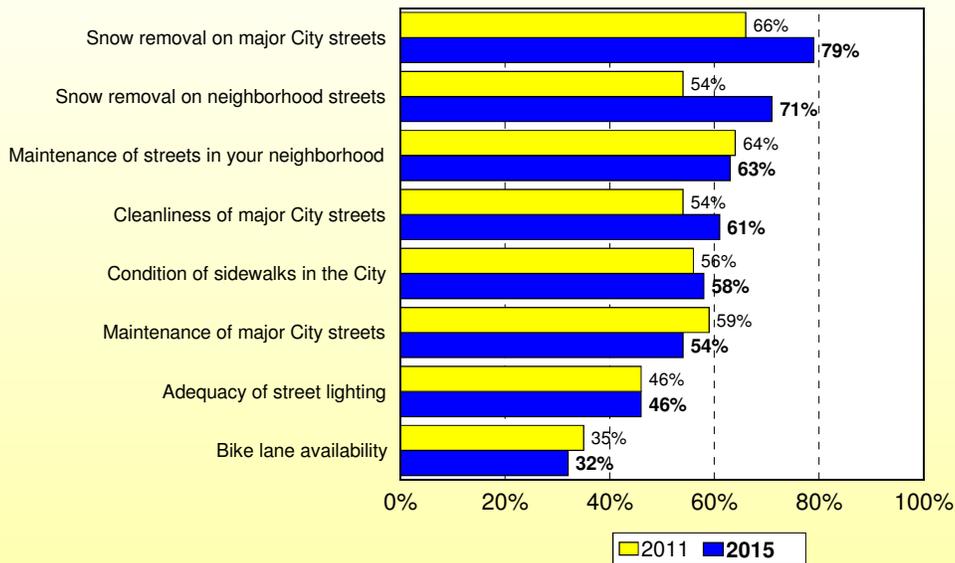
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: Satisfaction with Streets & Sidewalks in the City of Hyattsville

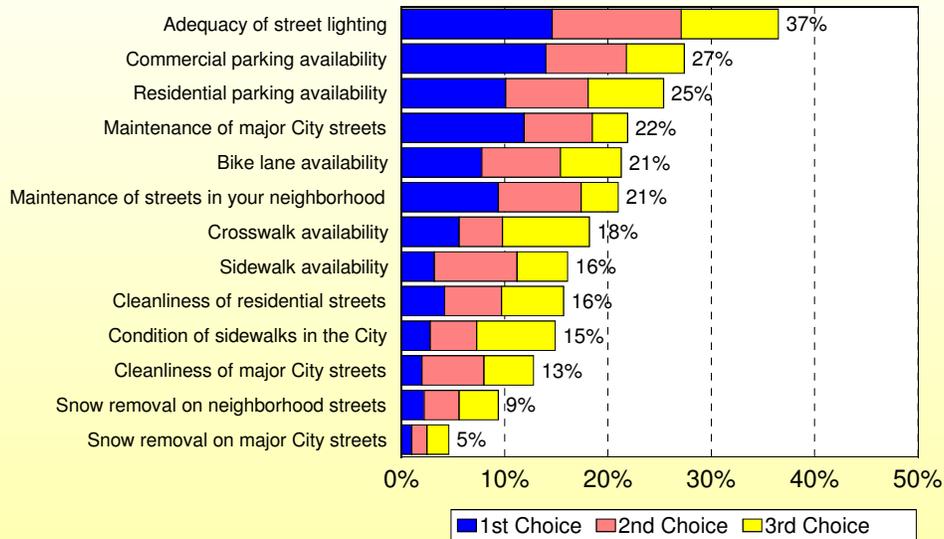
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q10. Street & Sidewalk Items That Are Most Important to Improve

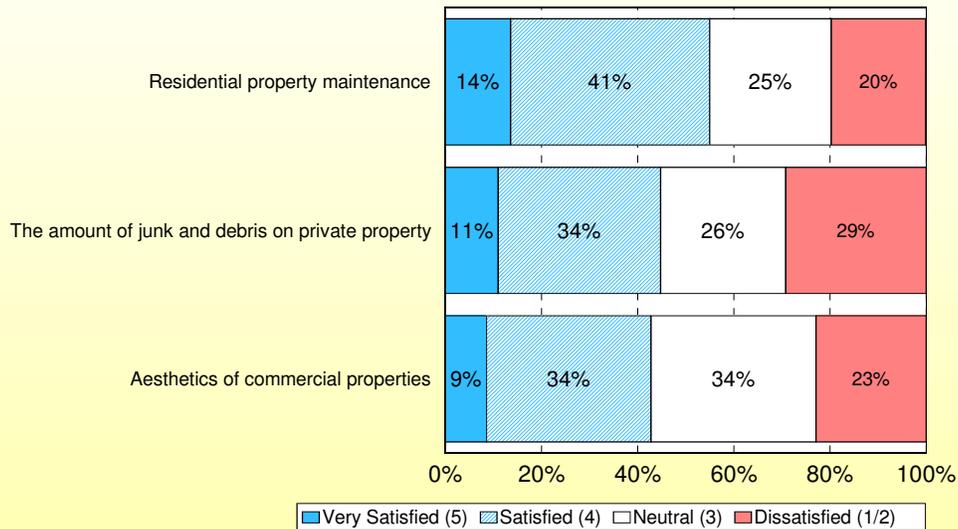
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q11. Satisfaction with Code Compliance in the City of Hyattsville

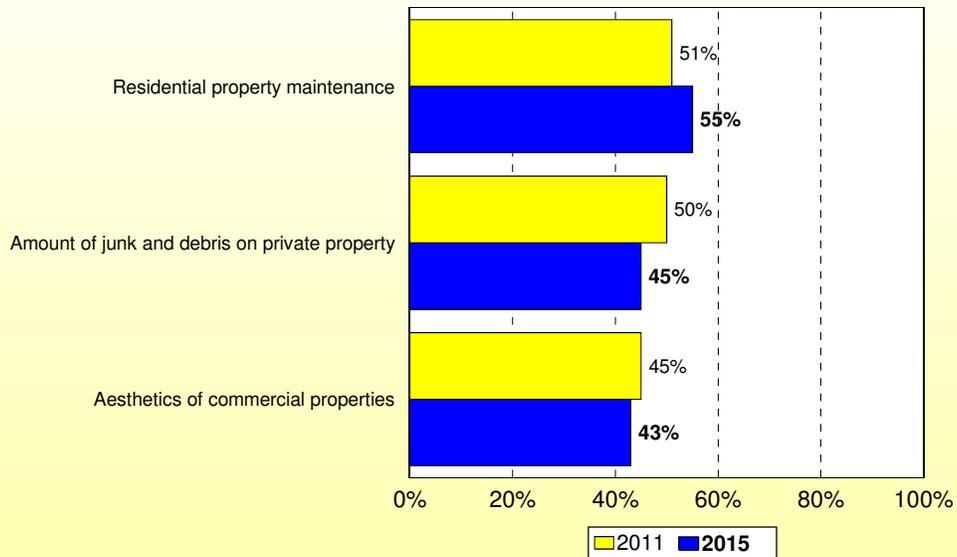
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: Satisfaction with Code Compliance in the City of Hyattsville

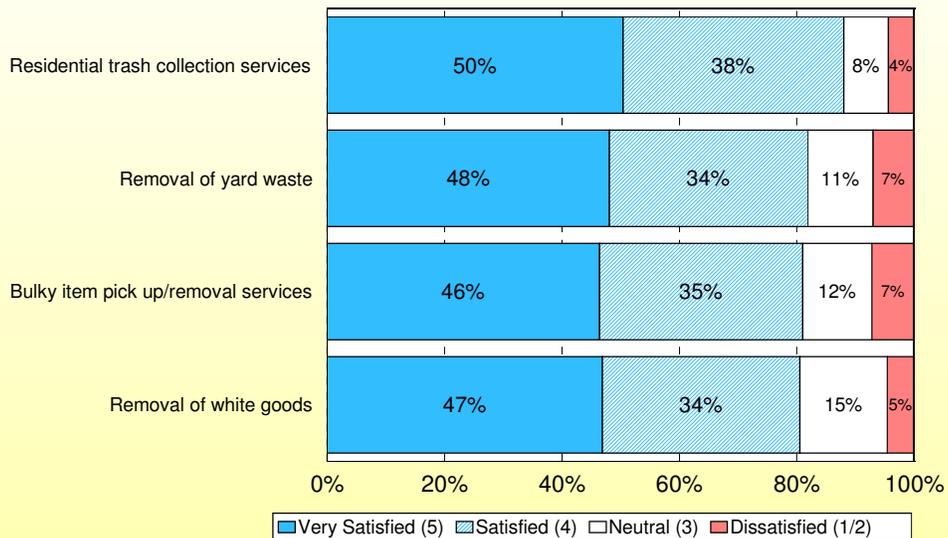
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q12. Satisfaction with Solid Waste Services in the City of Hyattsville

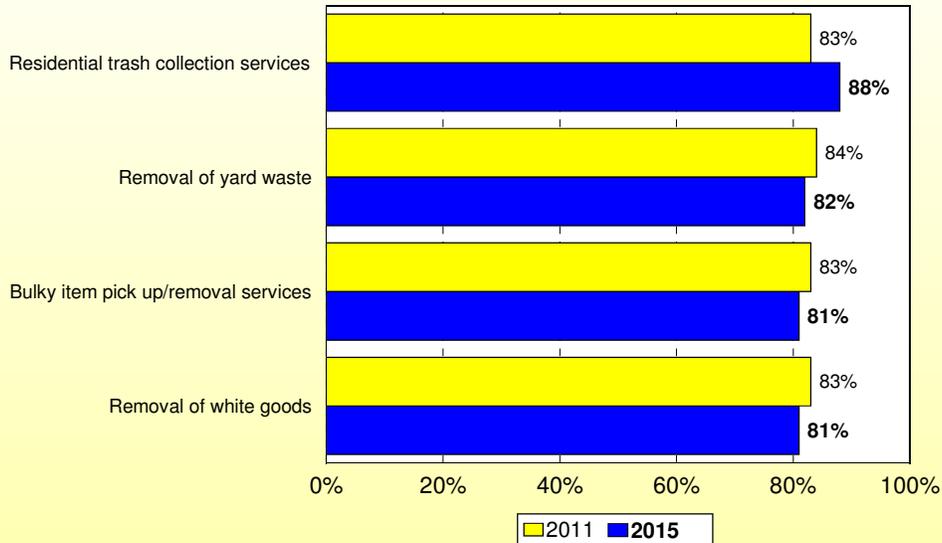
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: Satisfaction with Solid Waste Services in the City of Hyattsville

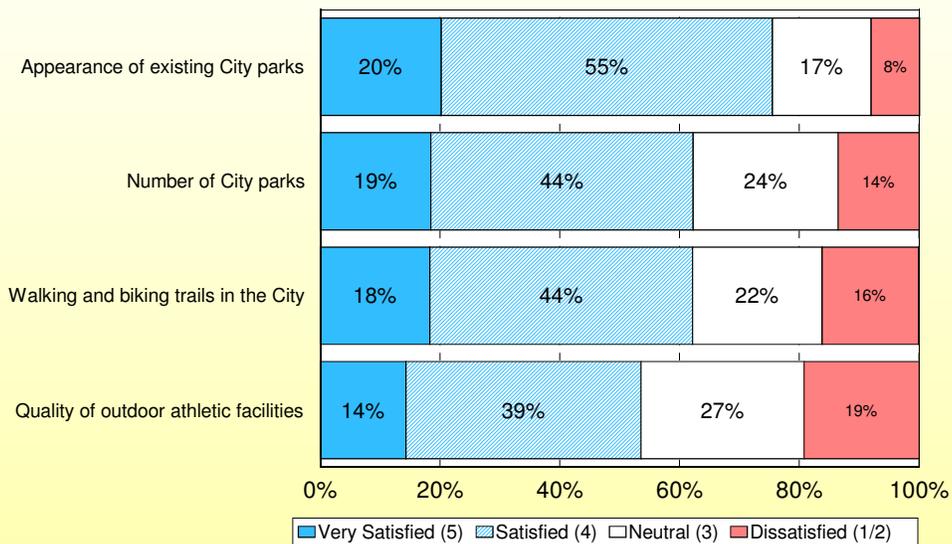
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q13. Satisfaction with Park Services in the City of Hyattsville

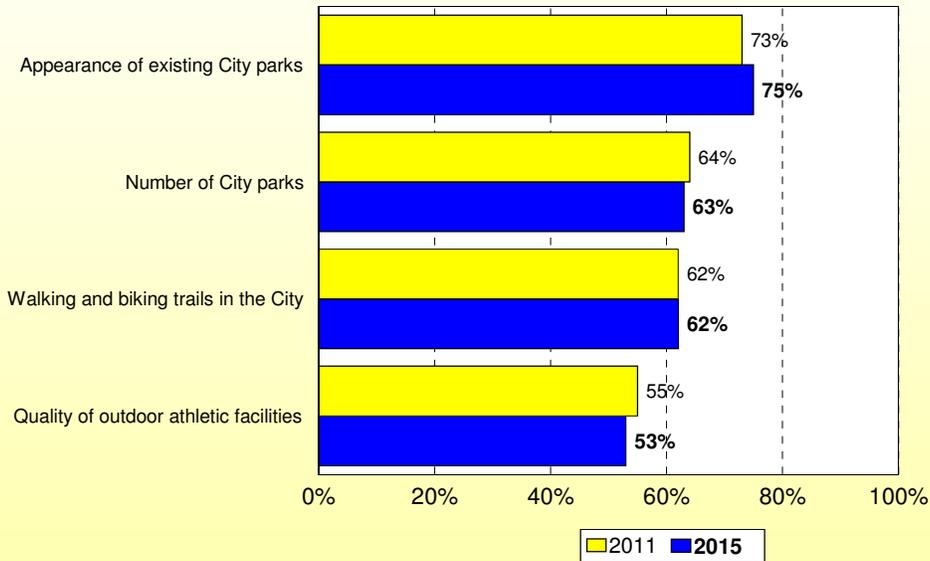
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: Satisfaction with Park Services in the City of Hyattsville

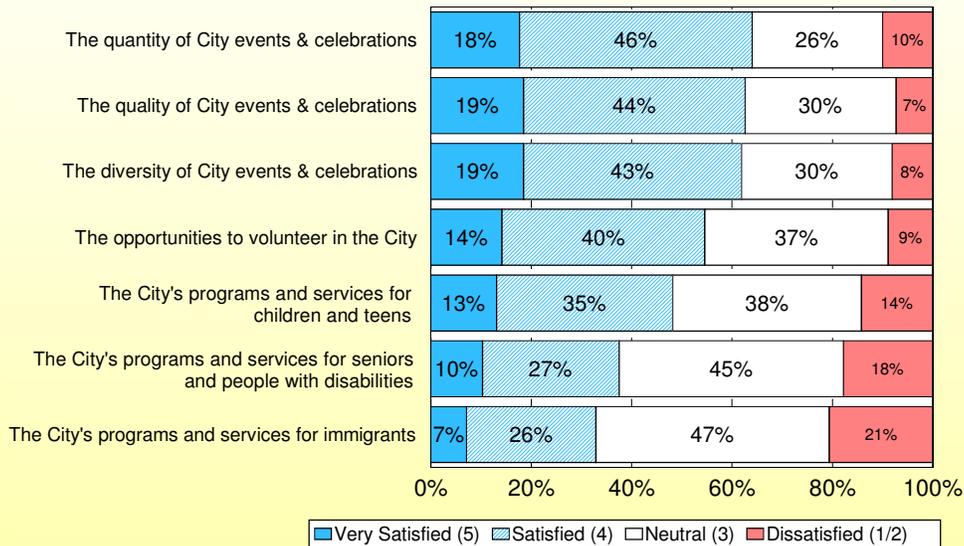
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q14. Satisfaction with Programs & Events in the City of Hyattsville

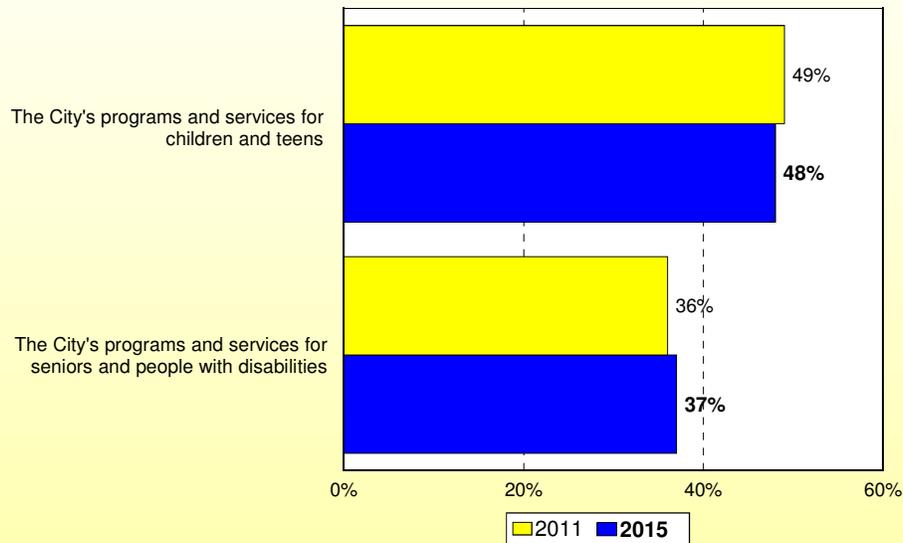
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: Satisfaction with Programs & Events in the City of Hyattsville

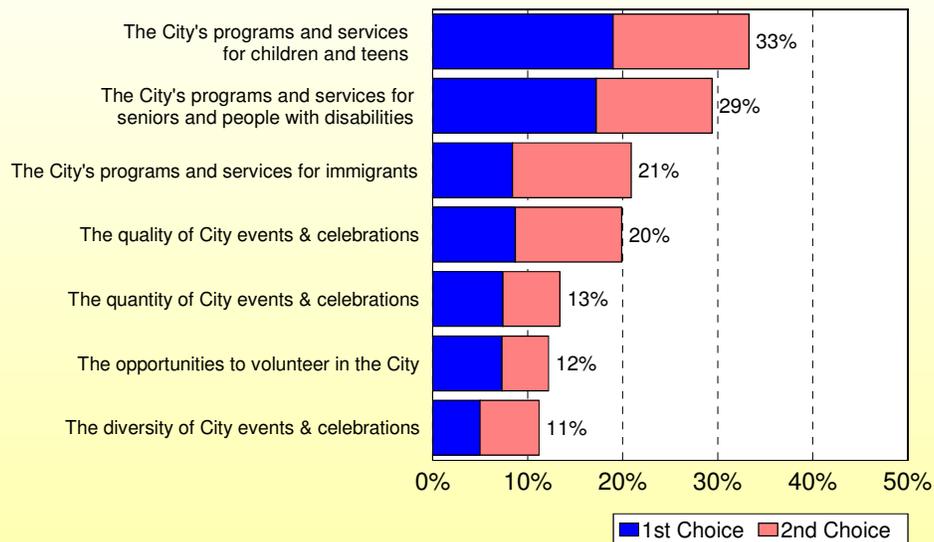
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q15. Programs & Events Items That Are Most Important to Improve

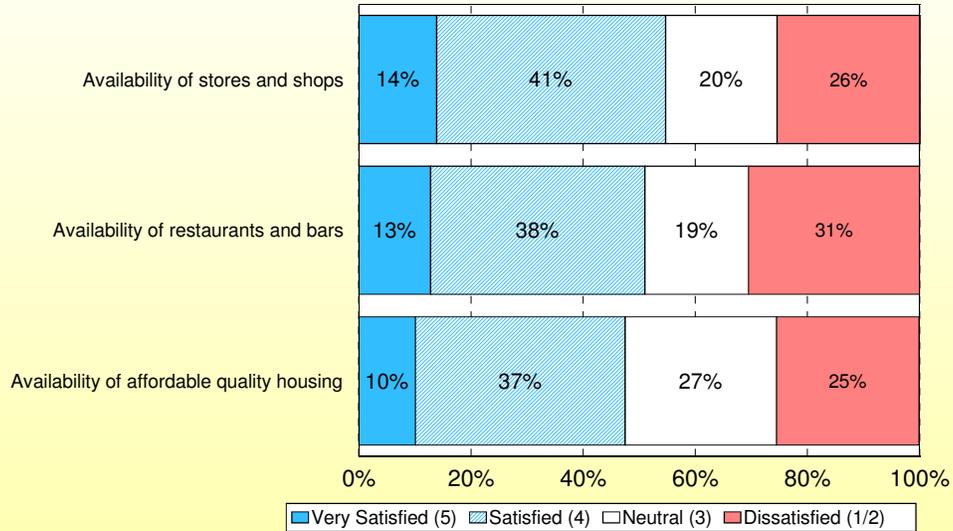
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q16. Satisfaction with Economic Development in the City of Hyattsville

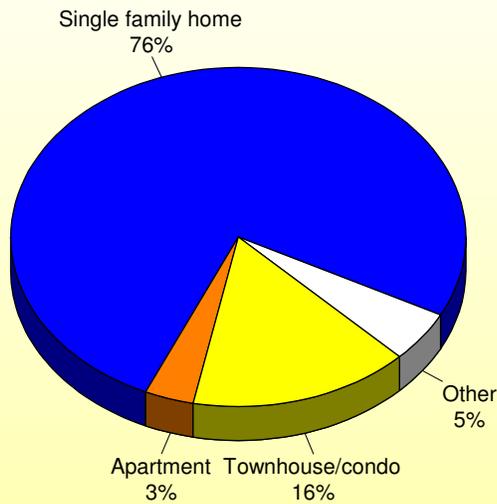
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q17. In 10 years, what type of housing to you expect to live in?

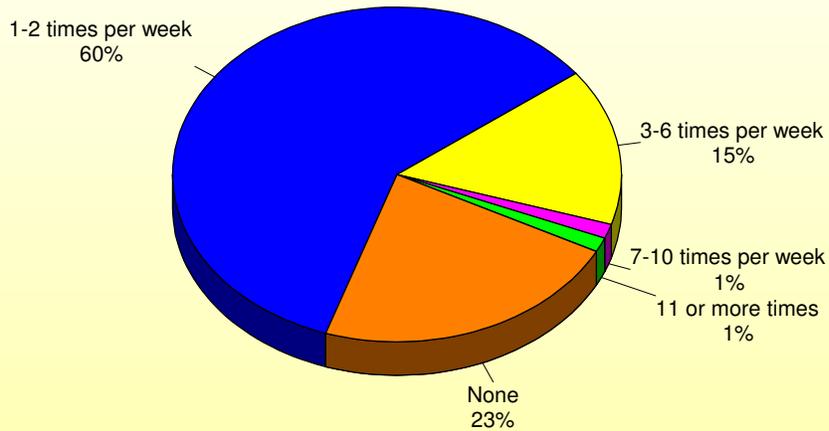
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q18. On average, how many times per week do you and members of your household eat at a restaurant in Hyattsville?

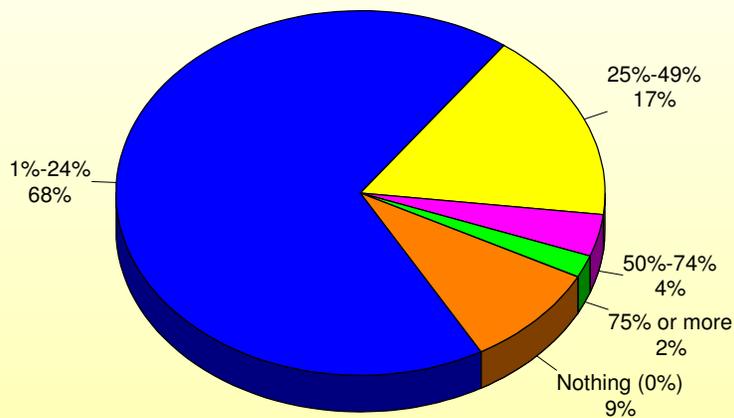
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q19. Approximately what percent of your disposable income do you spend on entertainment in Hyattsville?

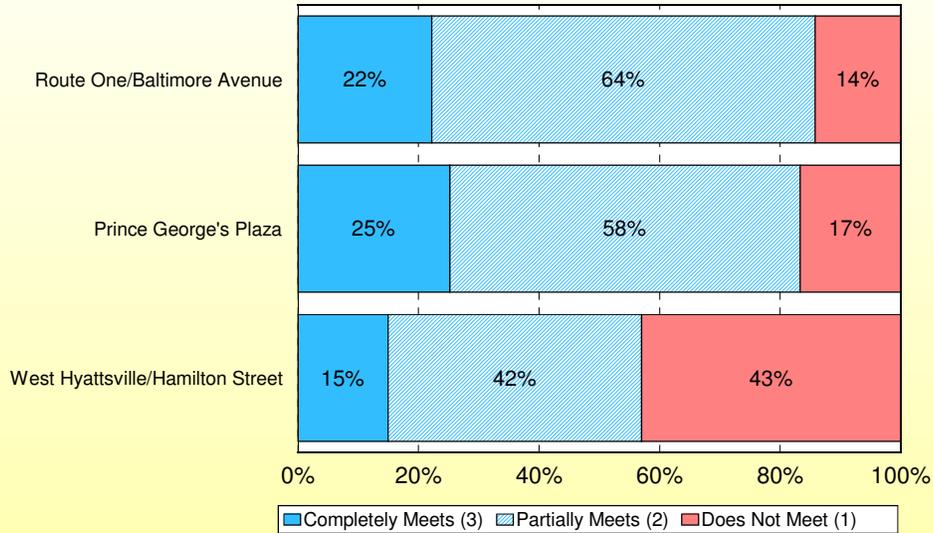
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q20. How Well Retail/Commercial Areas Meet Needs of Households

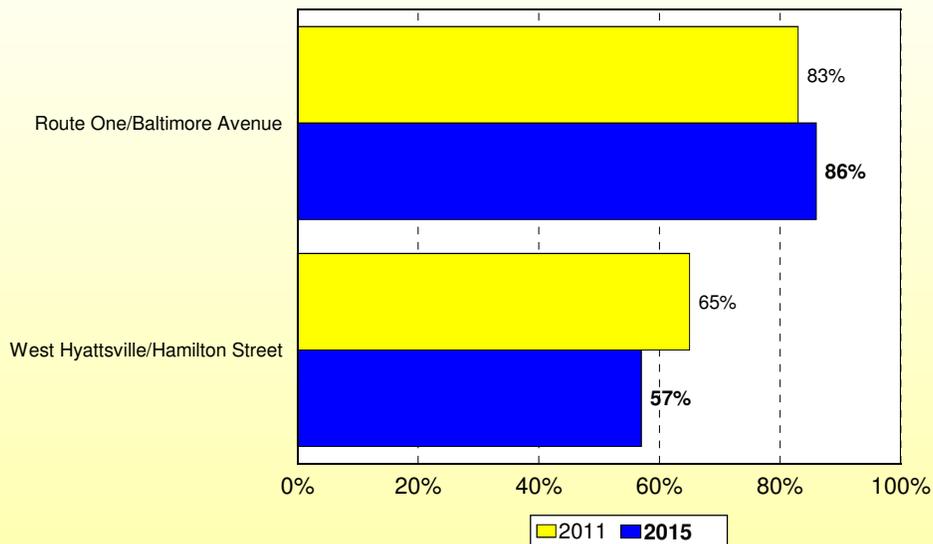
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: How Well Retail/Commercial Areas Meet Needs of Households

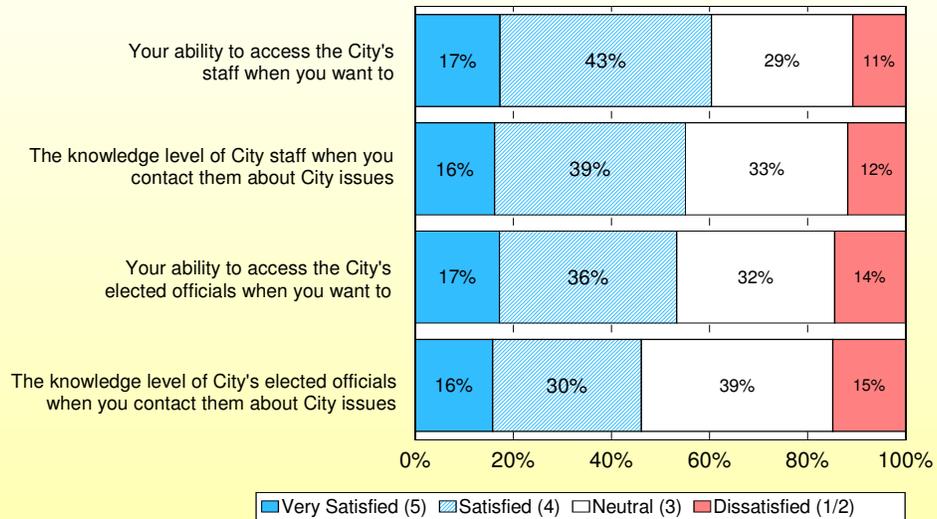
by percentage of respondents who rated the item as a 2 or 3 on a 3-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q21. Satisfaction with City Government in the City of Hyattsville

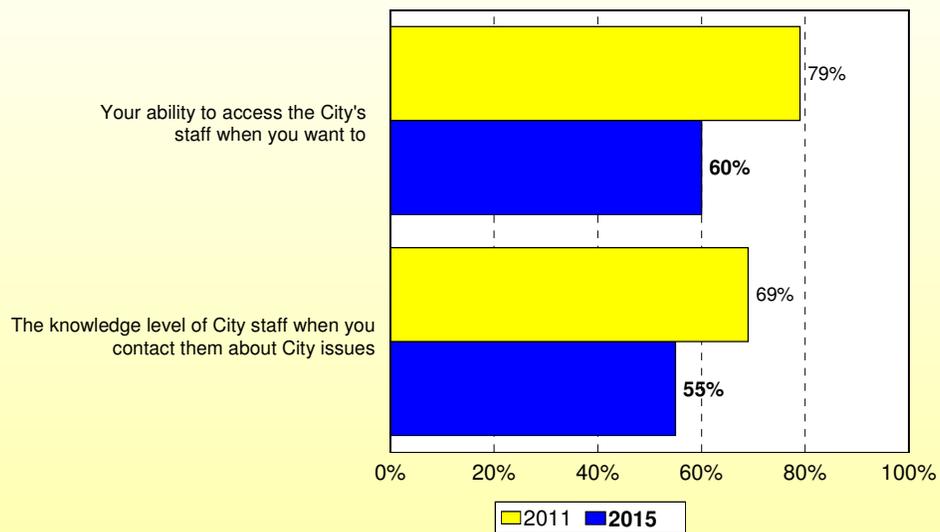
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: Satisfaction with City Government in the City of Hyattsville

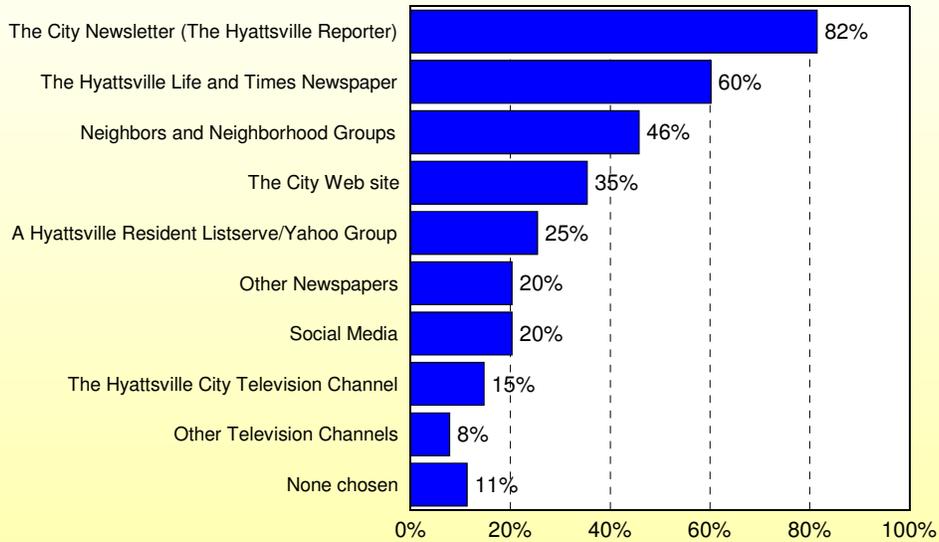
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q22. Current Sources of Information About the City of Hyattsville

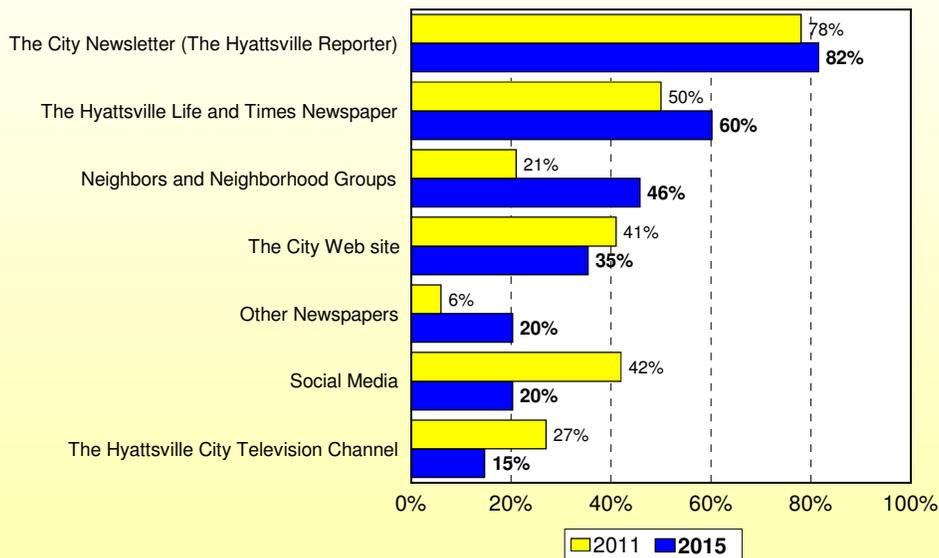
by percentage of respondents (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: Current Sources of Information About the City of Hyattsville

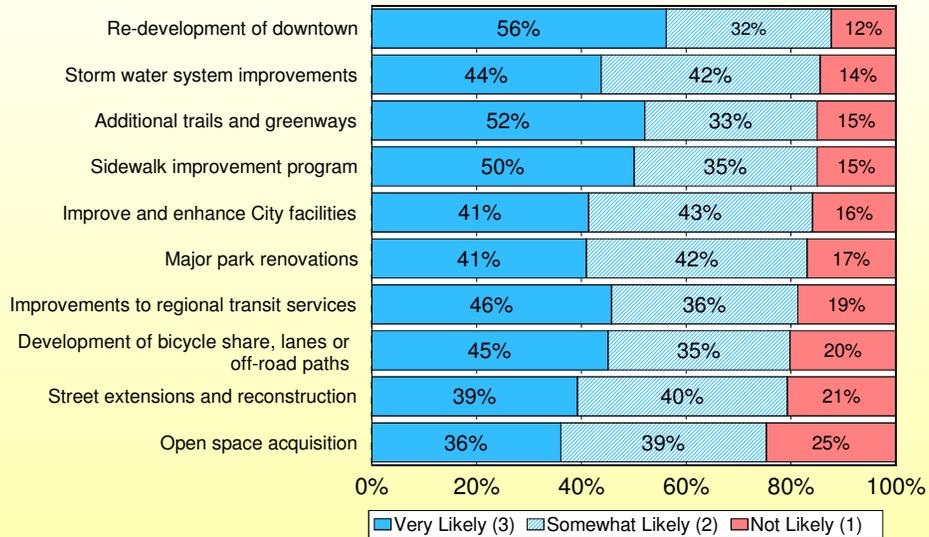
by percentage of respondents (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q23. How Likely Would You Be to Support Investment of City Resources in Capital Project Areas

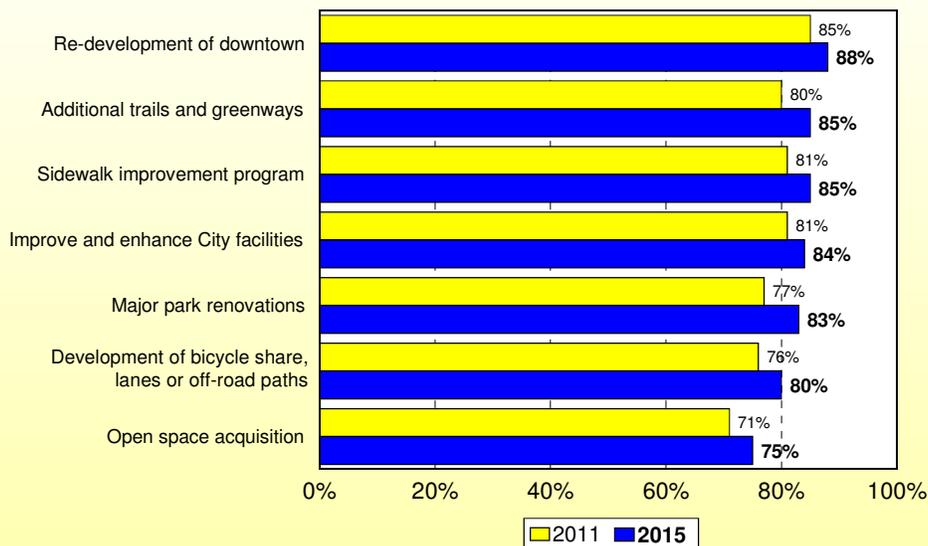
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

TRENDS: How Likely Would You Be to Support Investment of City Resources in Capital Project Areas

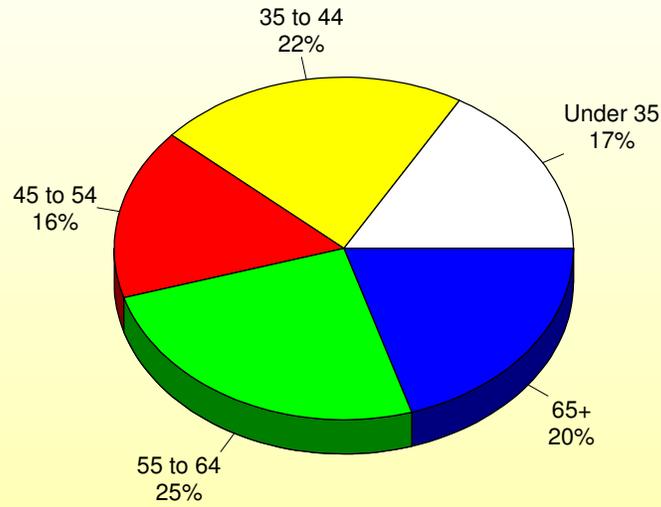
by percentage of respondents who rated the item as a 2 or 3 on a 3-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q24. Demographics: Age of Respondent

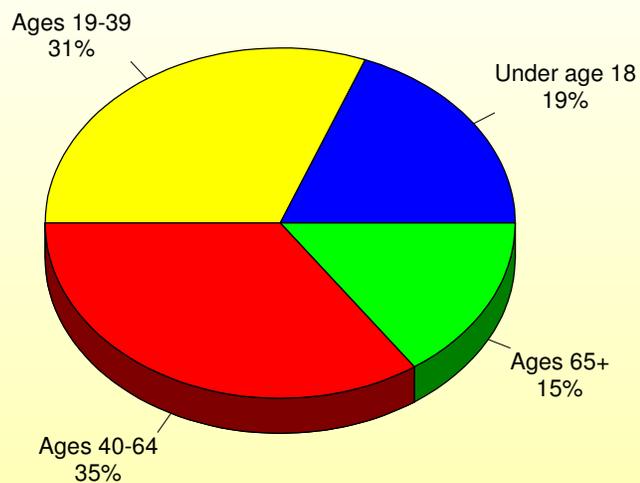
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q25. Demographics: Age of Household Members

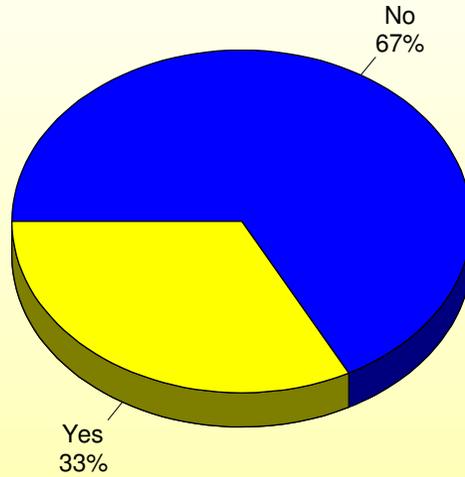
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q26. Demographics: Hispanic or Latin Ancestry

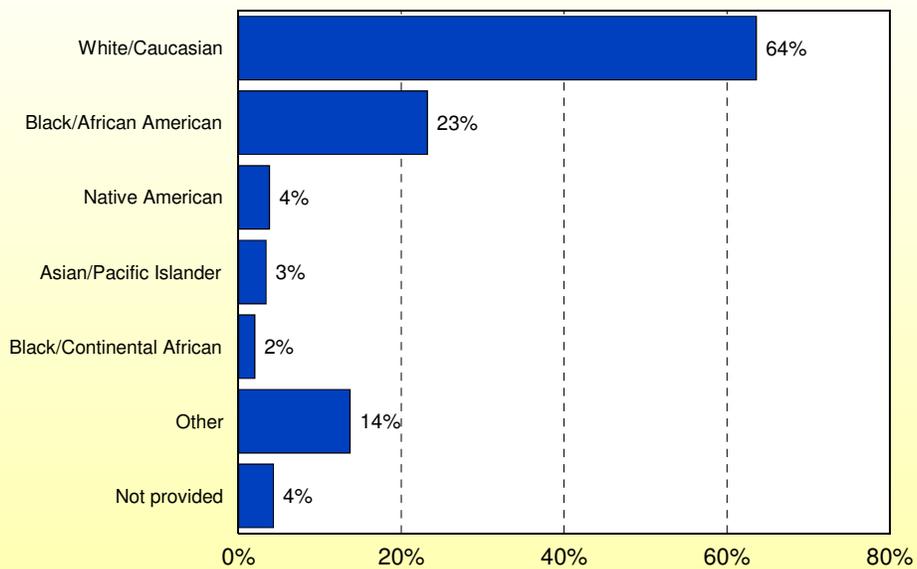
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q27. Demographics: Race

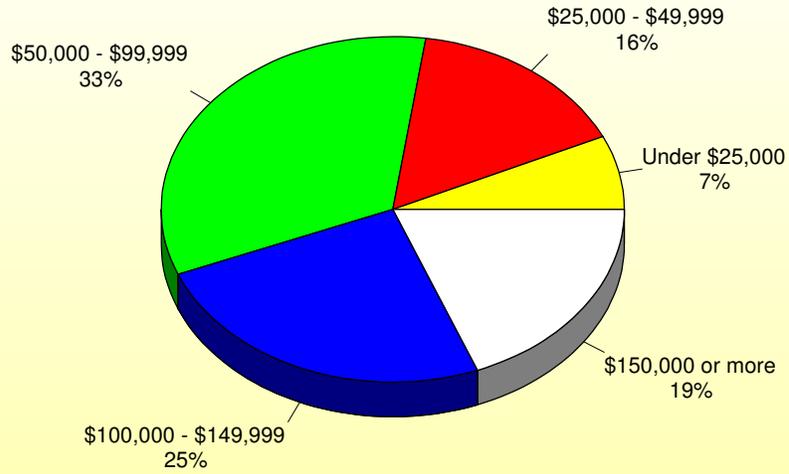
by percentage of respondents (multiple selections possible)



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Q28. Demographics: Household Income

by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Hyattsville, MD)

Section 3: **GIS Maps**

Interpreting the Maps

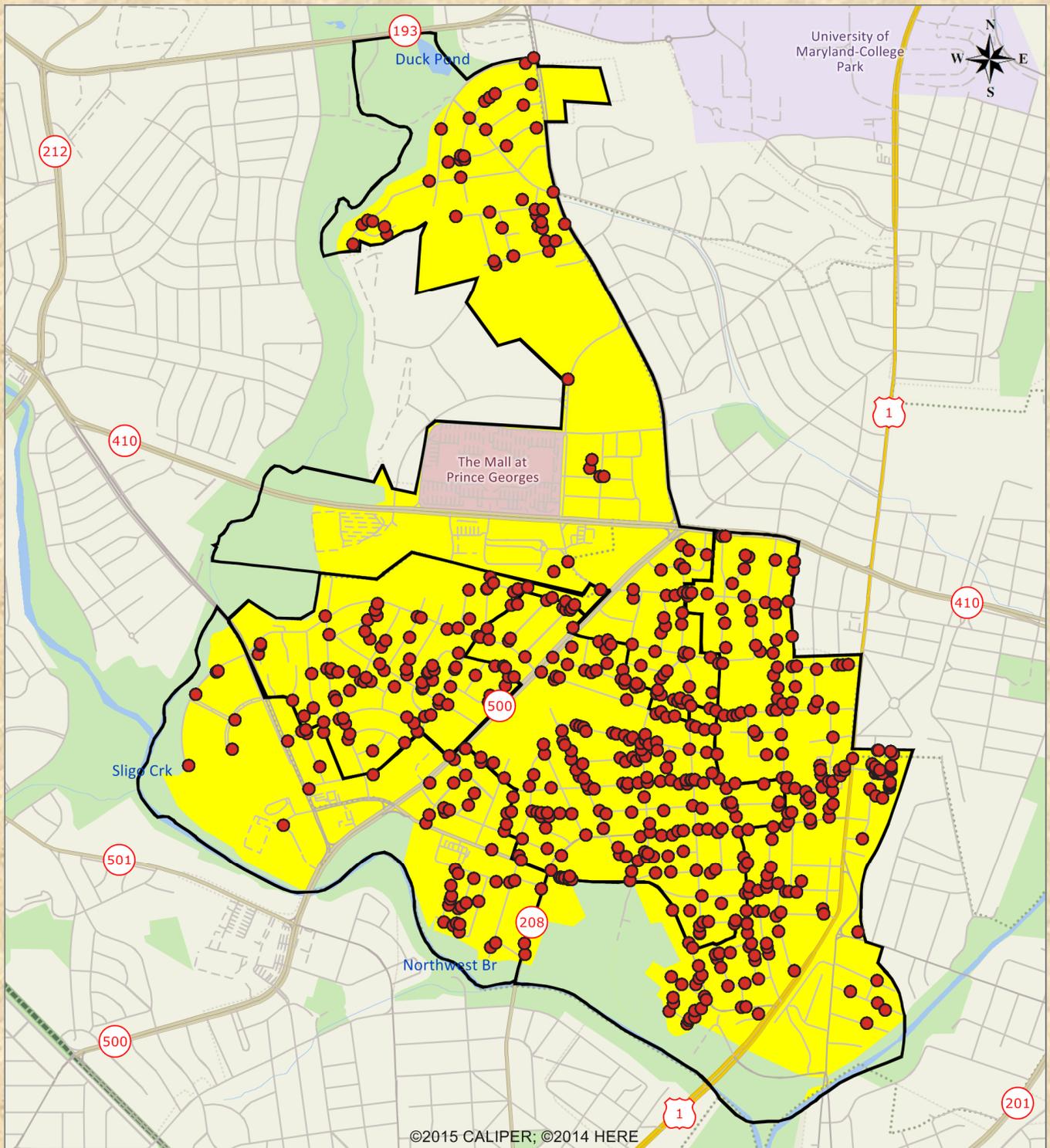
The maps on the following pages show the mean ratings for several questions by Census Block Group in the City of Hyattsville.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

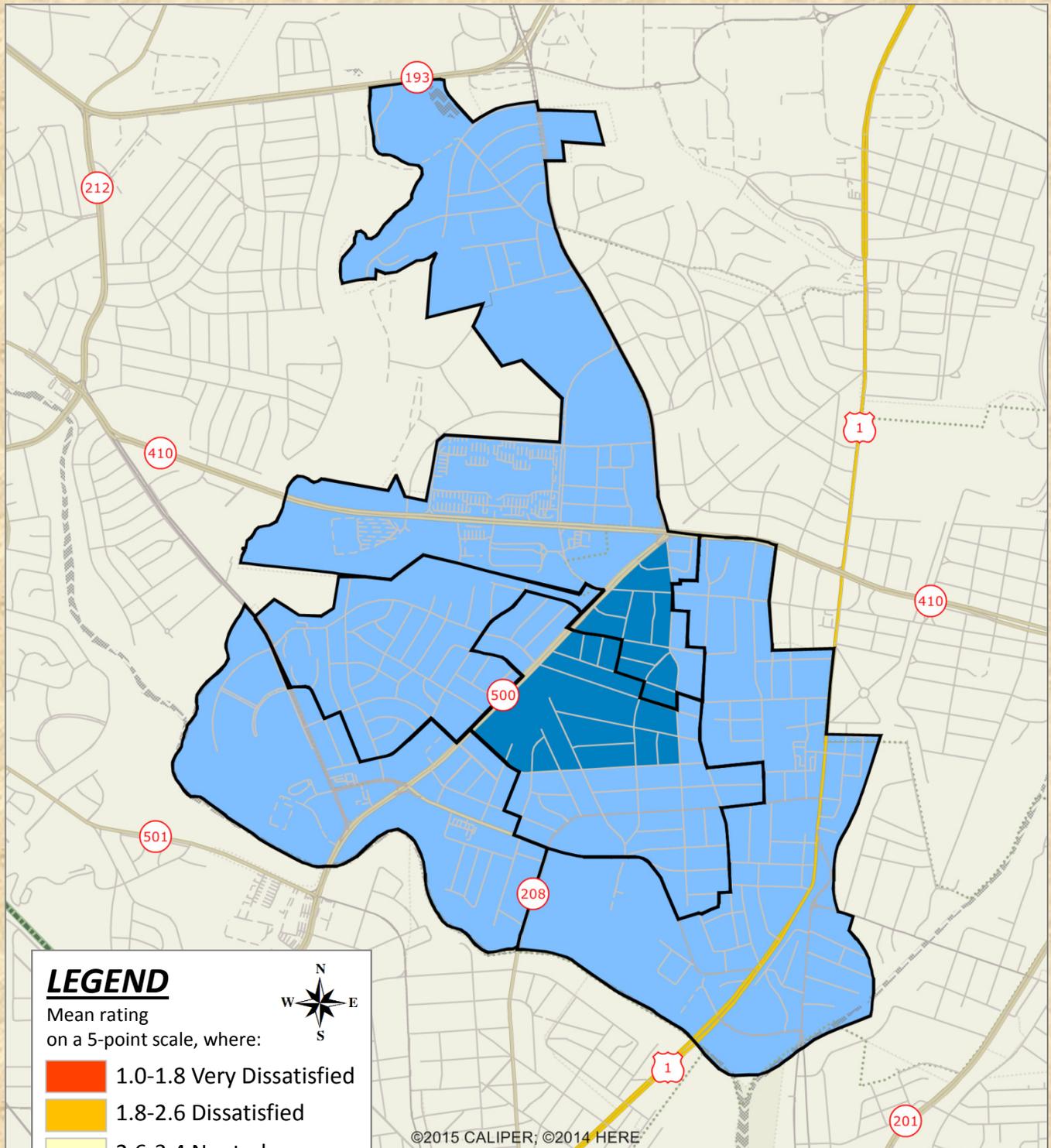
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of “very satisfied” or “satisfied” responses, higher levels of “very safe” or “safe” responses or higher levels of agreement depending upon the type of question.
- **YELLOW** shades indicate NEUTRAL ratings. Shades of yellow generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.
- **DARK/LIGHT RED** shades indicate NEGATIVE ratings. Shades of red generally indicate higher levels of “dissatisfied” or “very dissatisfied” responses, higher levels of “unsafe” or “very unsafe” responses and higher levels of disagreement depending on the question.

Location of Survey Respondents *by Ward*



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Q1a: Overall Satisfaction with Overall Quality of Police Services



LEGEND

Mean rating on a 5-point scale, where:

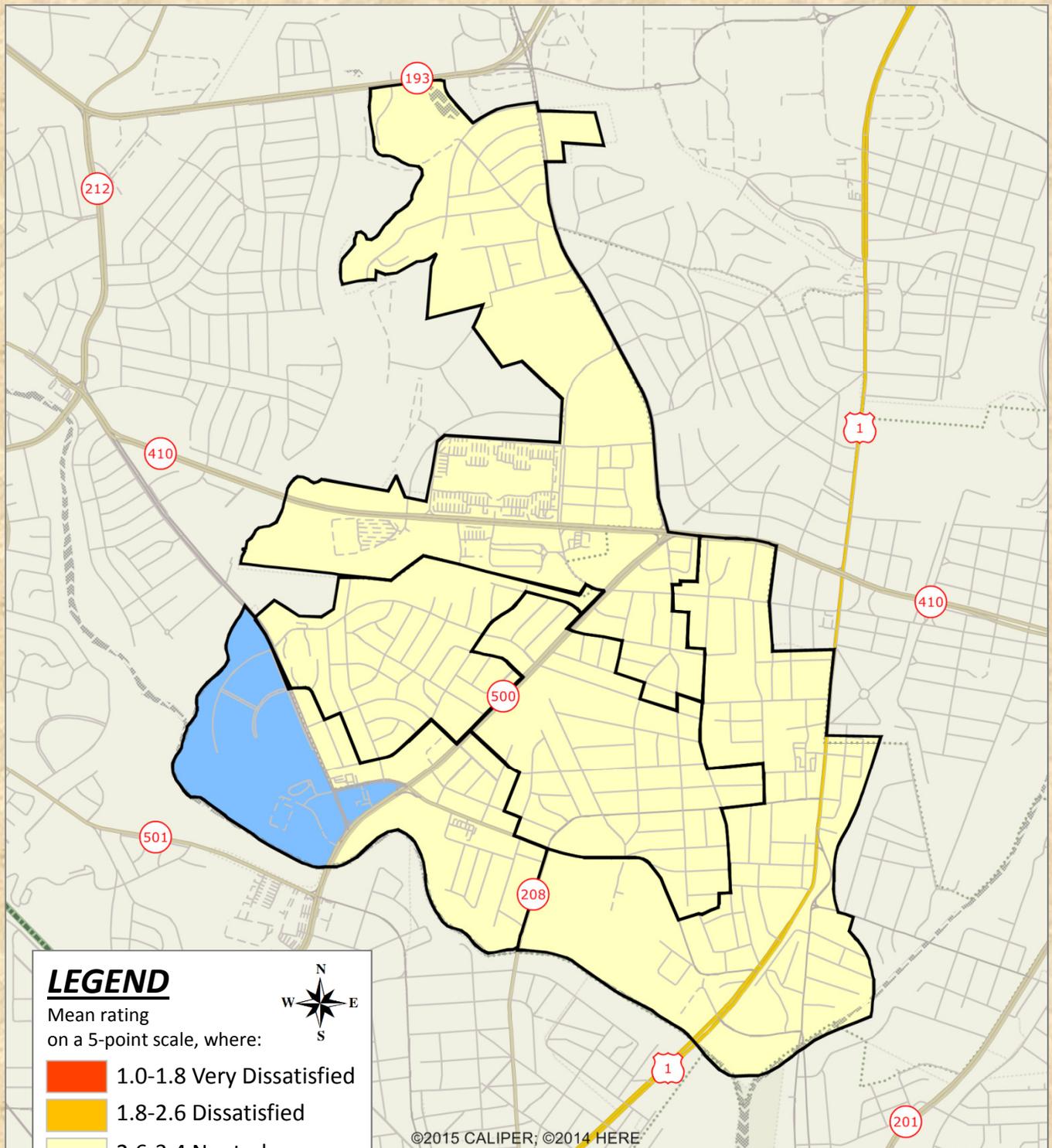
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

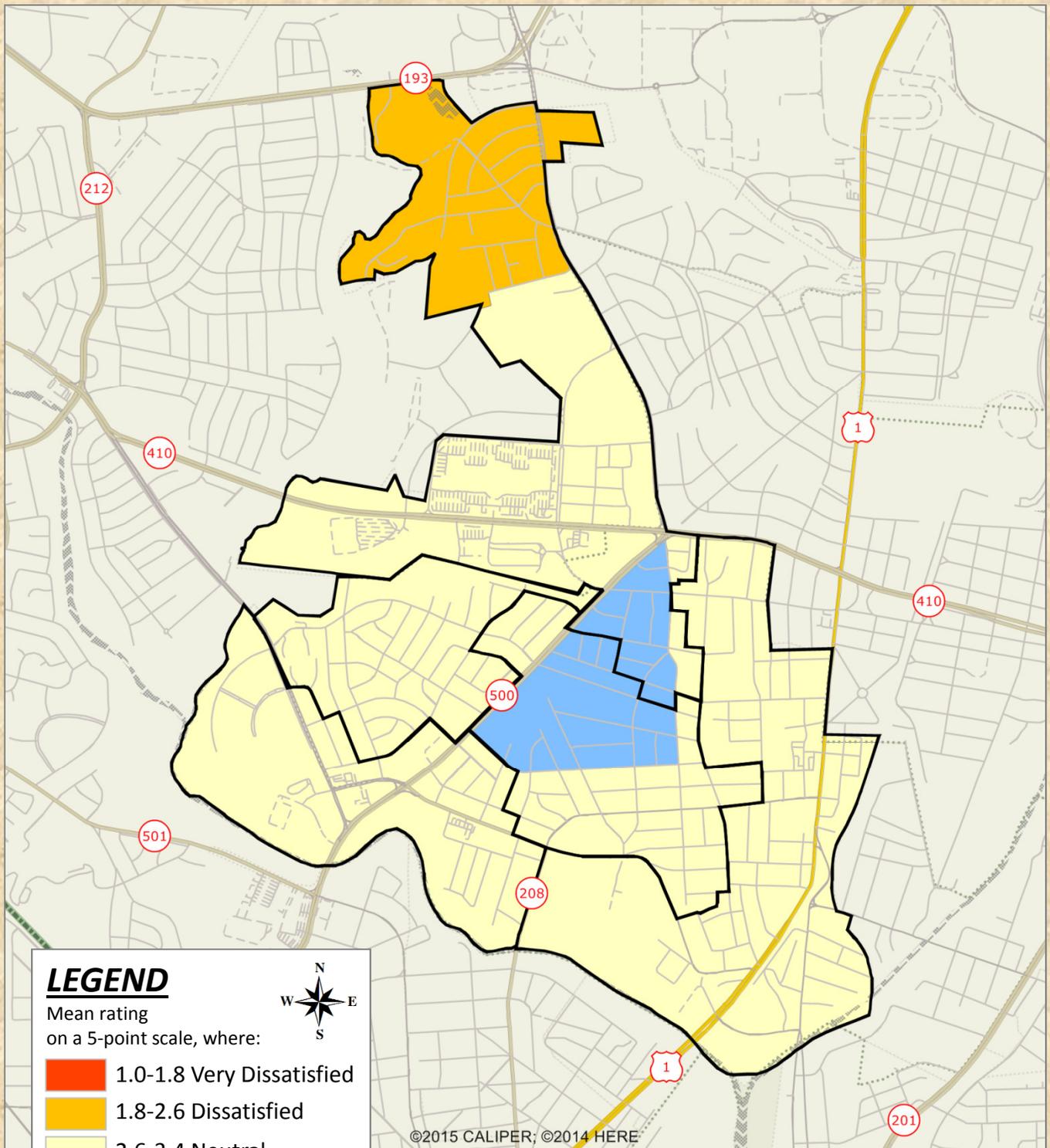
Q1b: Overall Satisfaction with Overall Flow of Traffic in Hyattsville



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1c: Overall Satisfaction with Overall Condition of Streets and Sidewalks in Hyattsville



LEGEND

Mean rating on a 5-point scale, where:

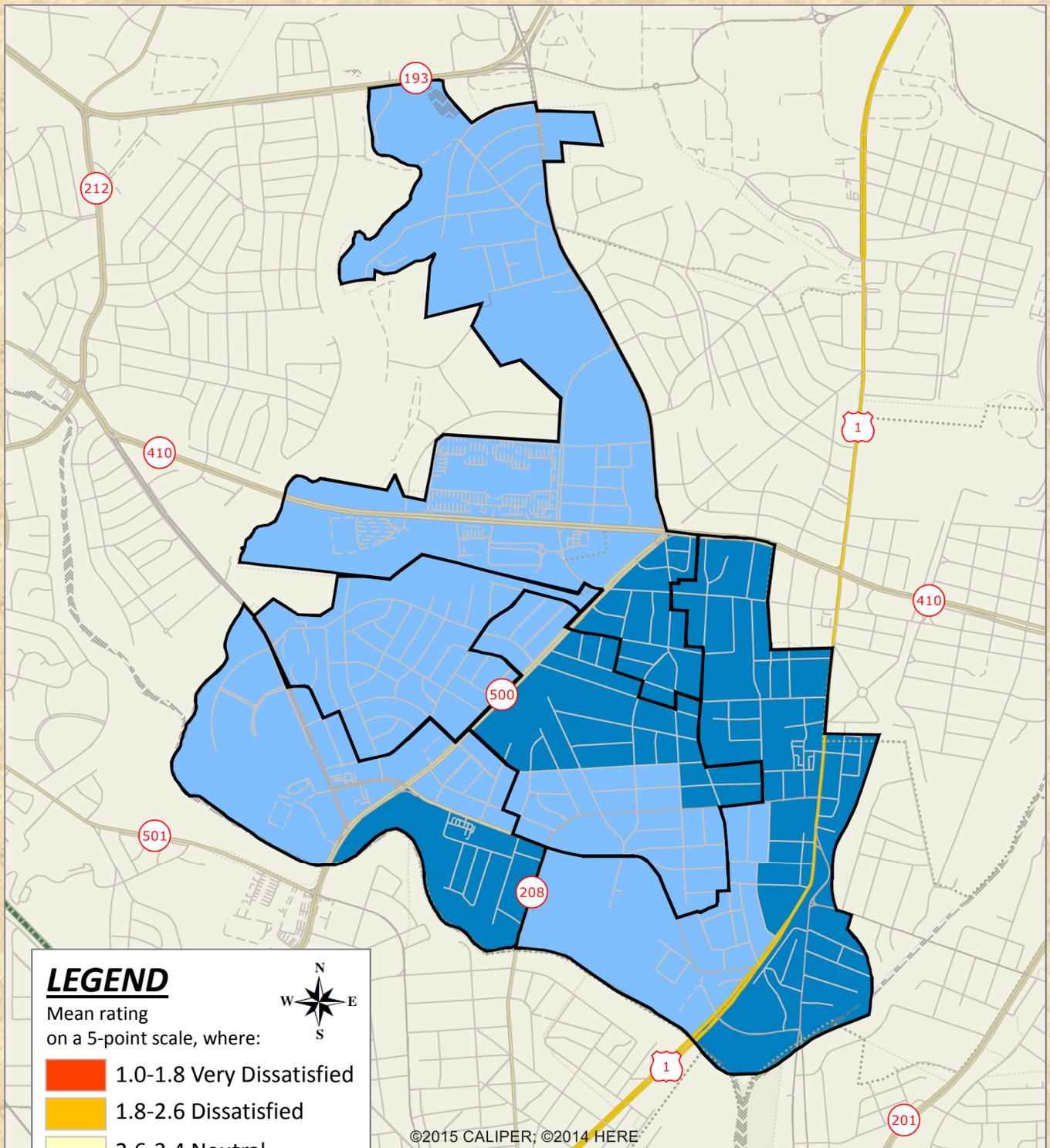
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1d: Overall Satisfaction with Overall Quality of Fire Services



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

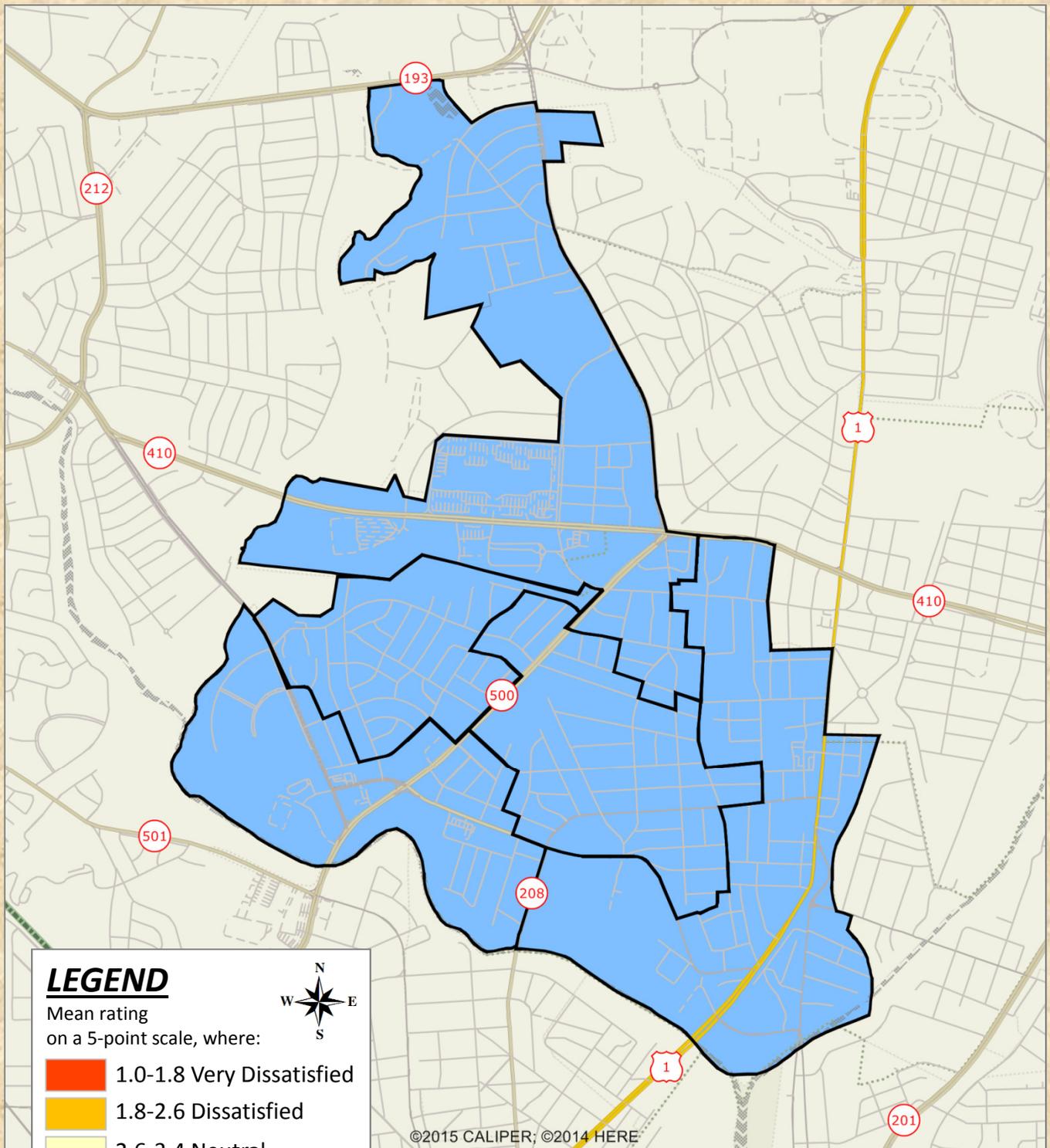


©2015 CALIPER; ©2014 HERE

2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

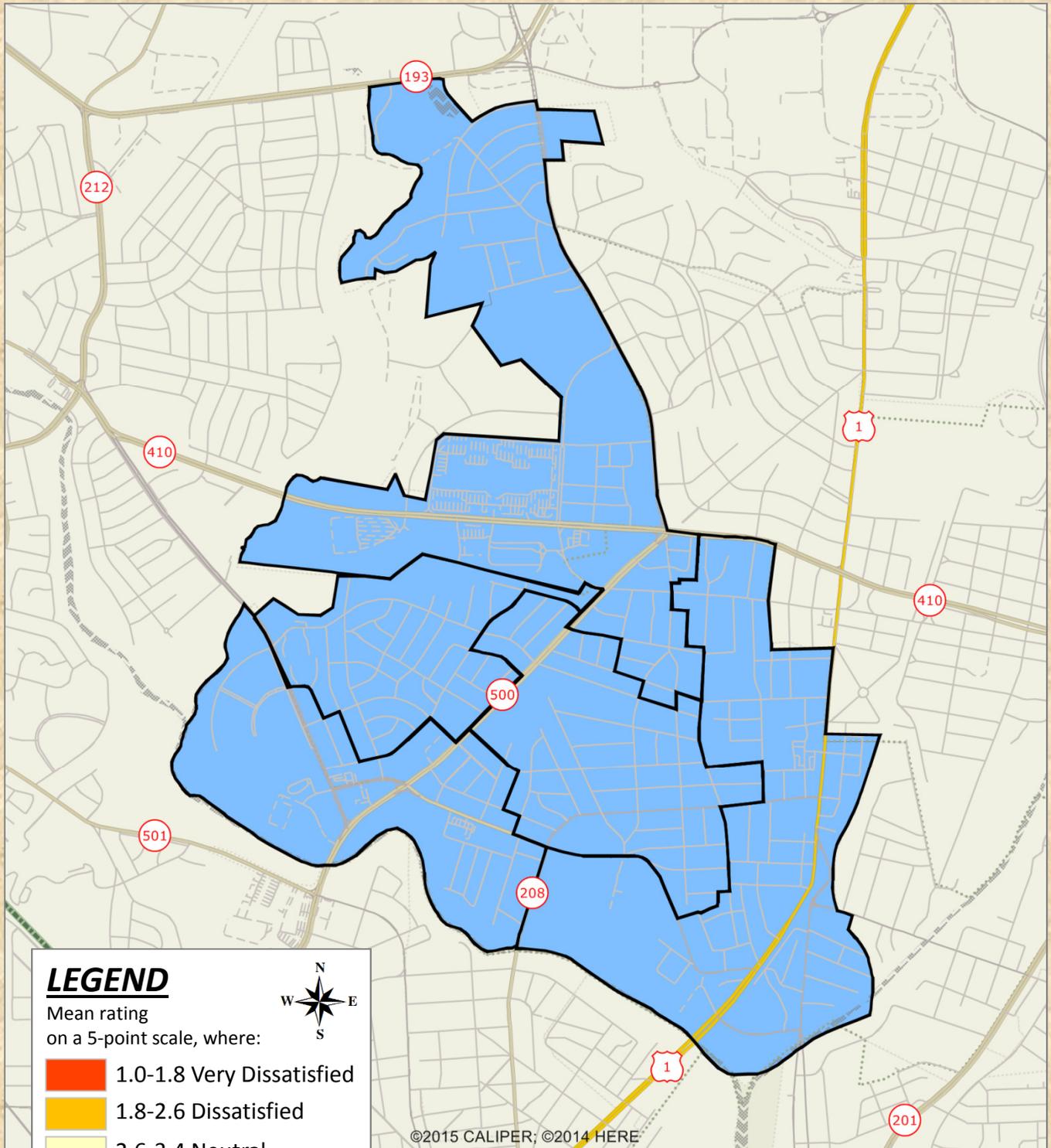
Q1e: Overall Satisfaction with Overall Quality of Recreation Programs/Special Events



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

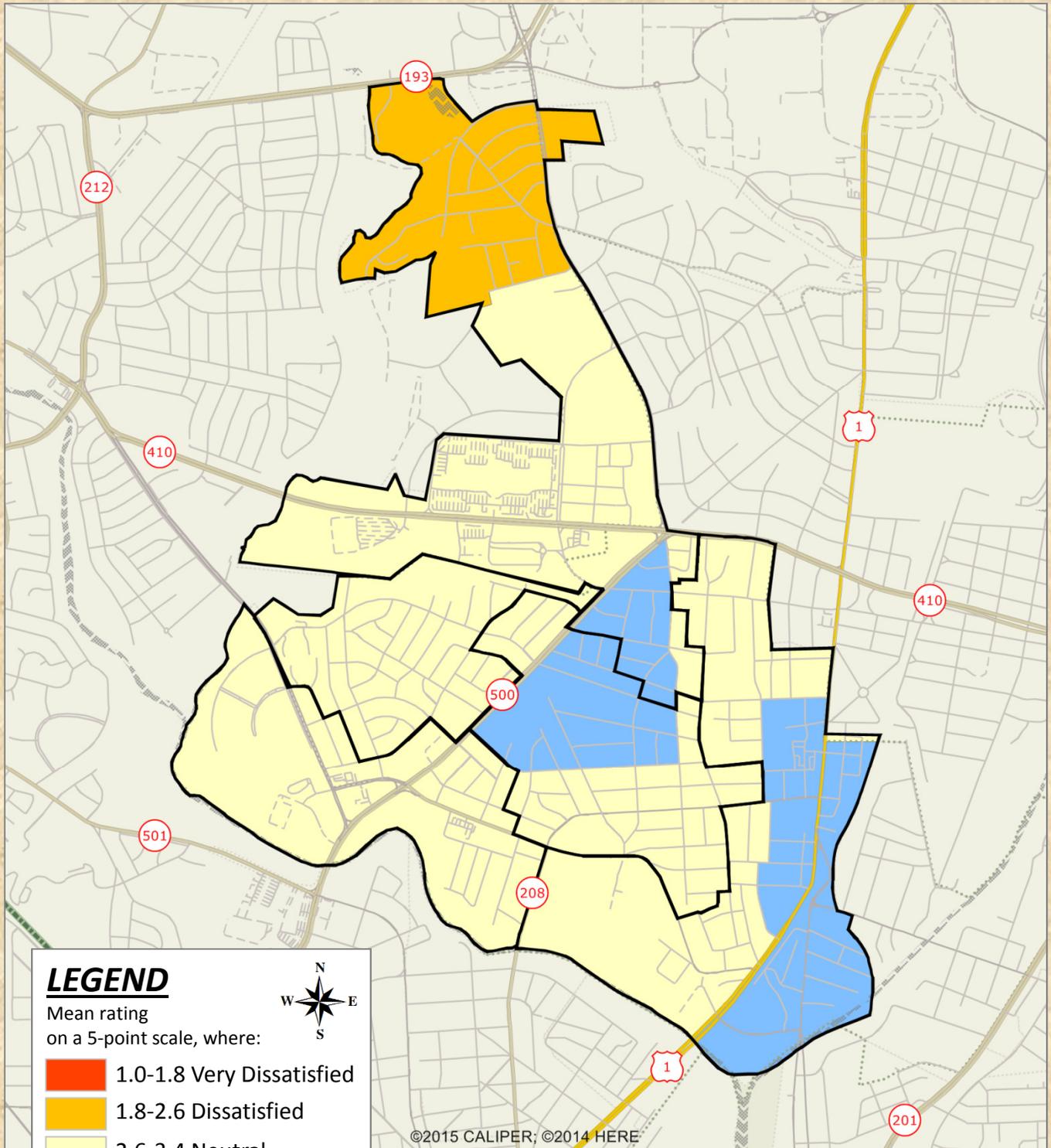
Q1f: Overall Satisfaction with Overall Quality of Parks in Hyattsville



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1g: Overall Satisfaction with Overall Maintenance of City Streets



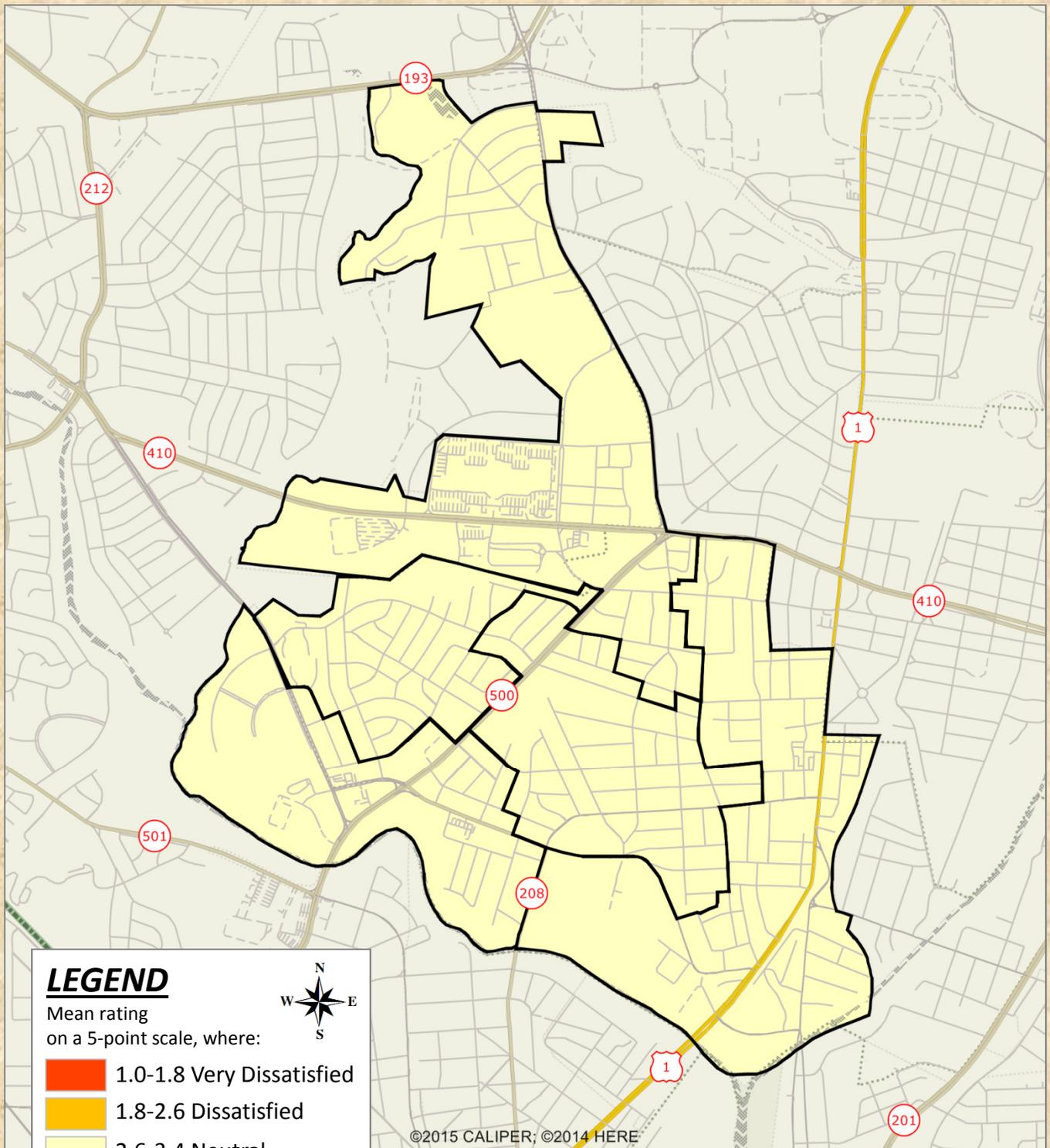
LEGEND
Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

©2015 CALIPER; ©2014 HERE

2015 Hyattsville Resident Quality of Life & Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

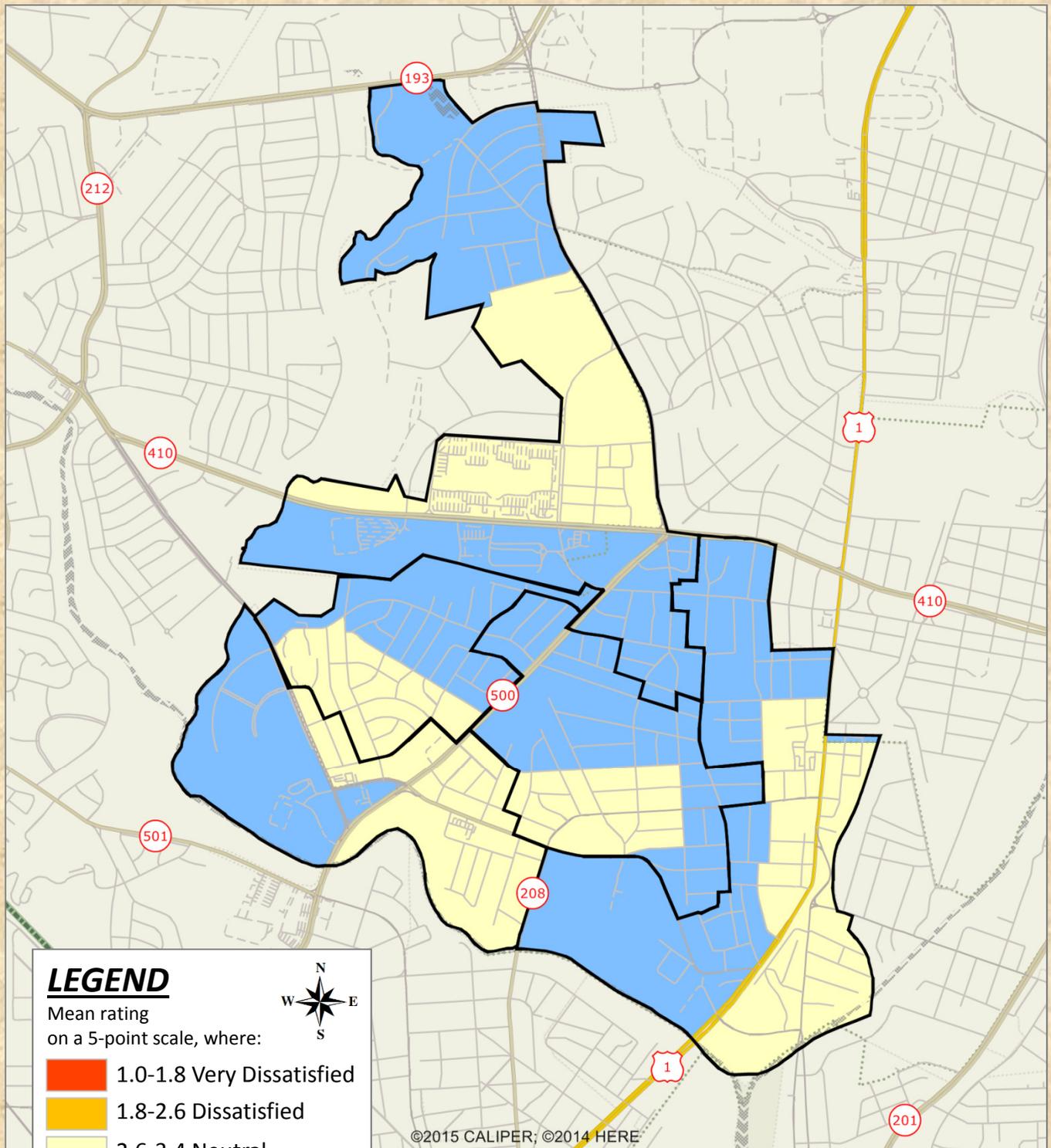
Q1h: Overall Satisfaction with Overall Enforcement of City Codes and Ordinances



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1i: Overall Satisfaction with Overall Quality of Economic Development



LEGEND

Mean rating on a 5-point scale, where:

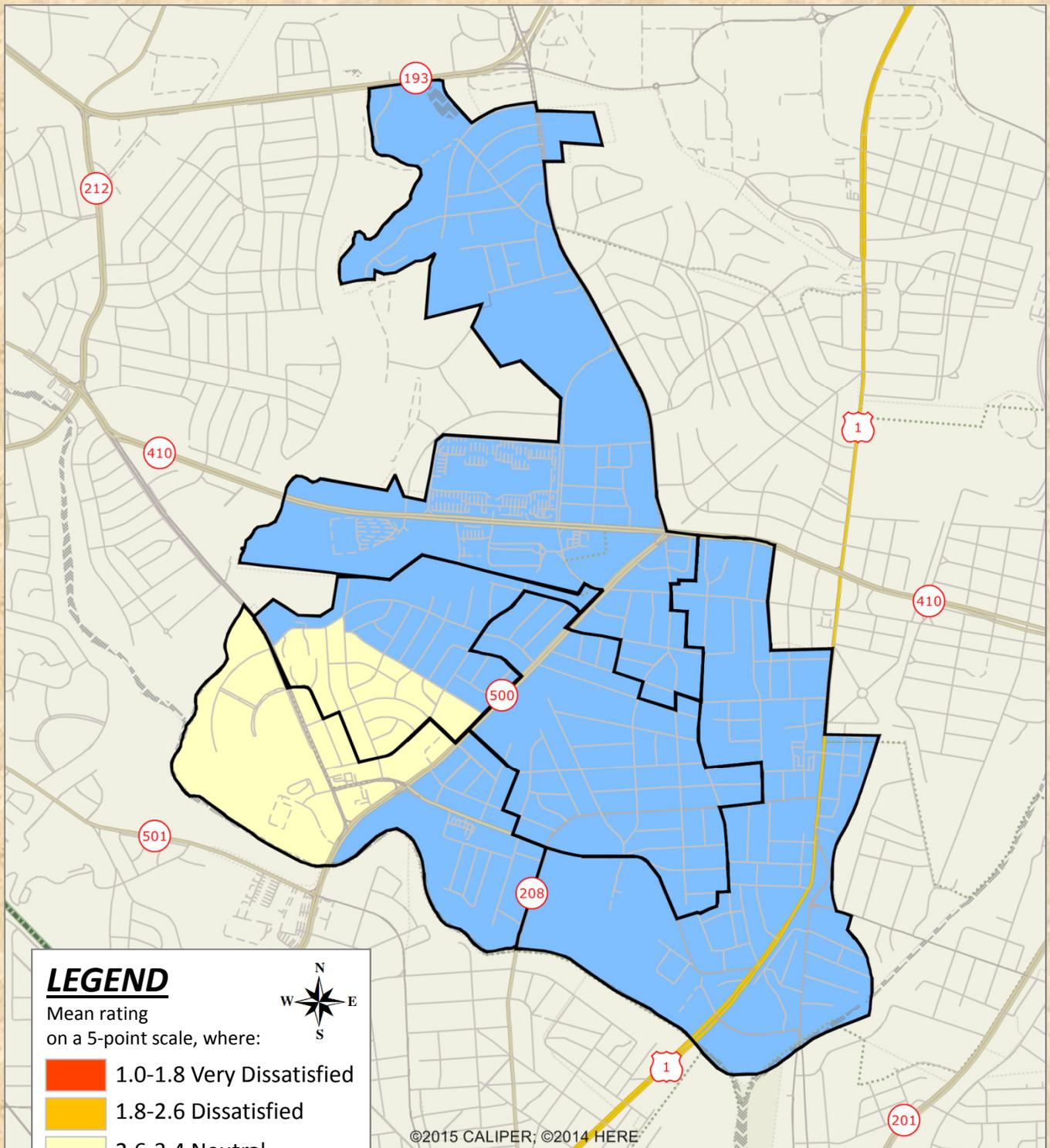
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1j: Overall Satisfaction with Overall Effectiveness of Communications with the Public



LEGEND

Mean rating on a 5-point scale, where:

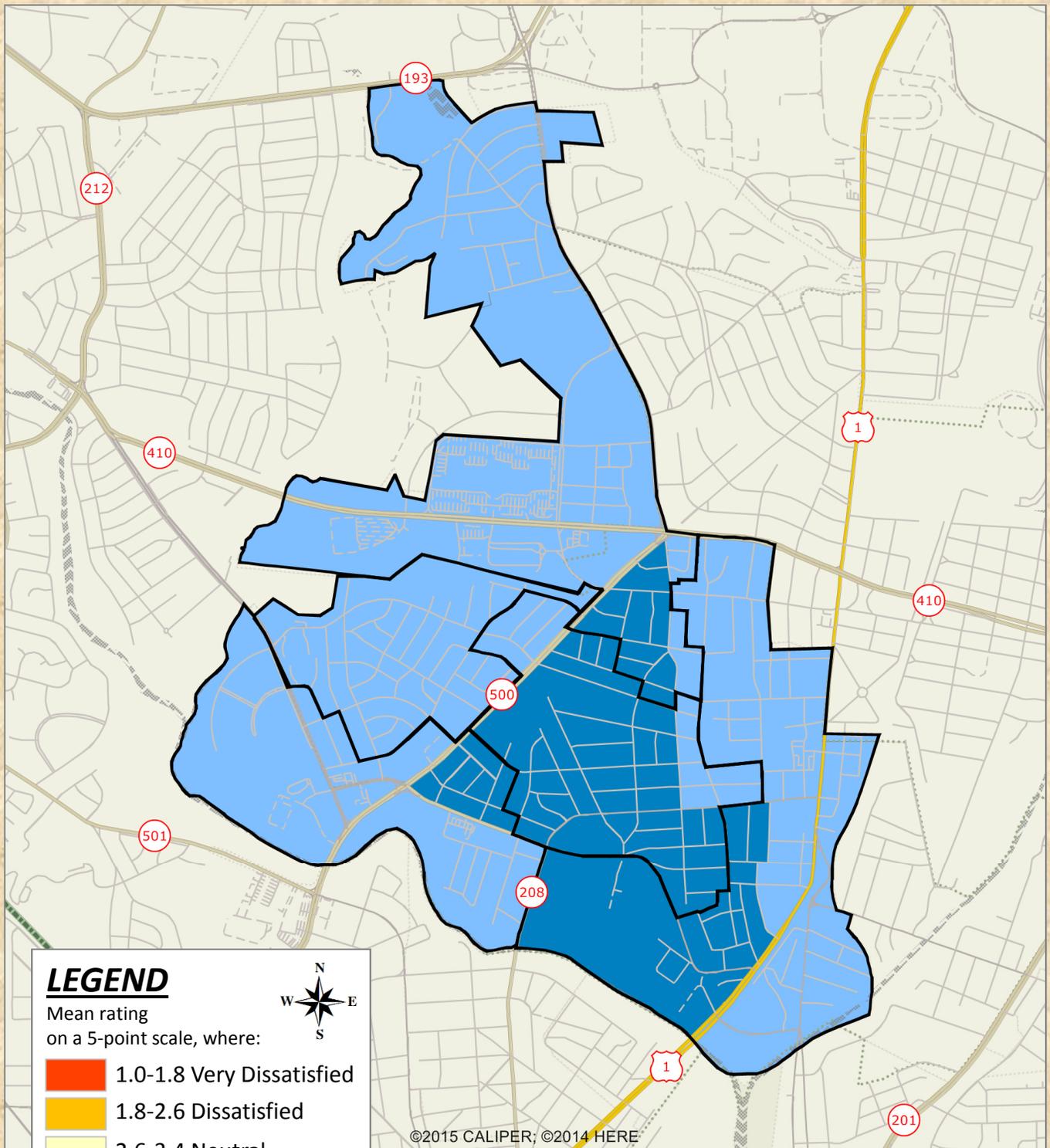
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

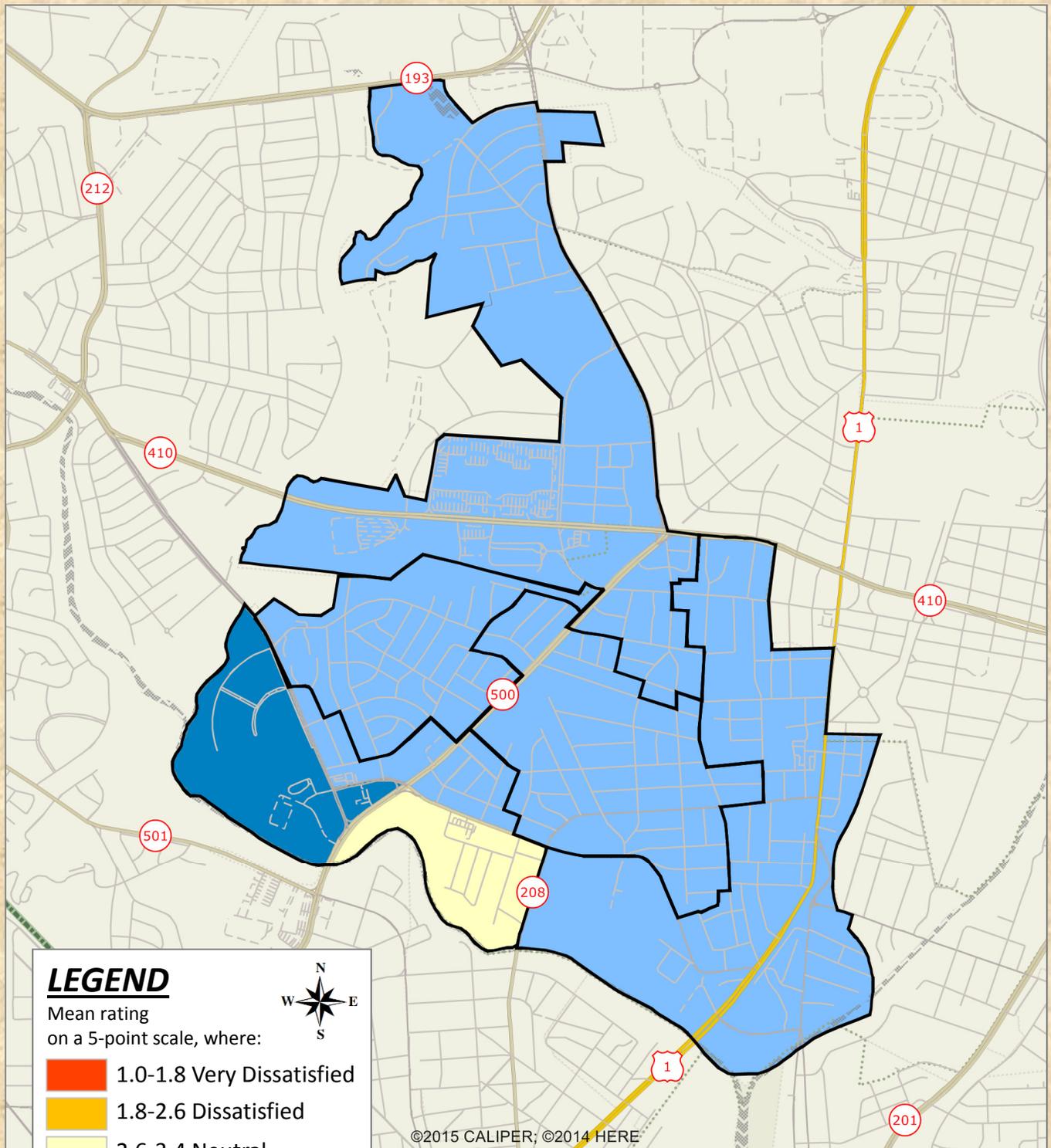
Q1k: Overall Satisfaction with Overall Quality of Solid Waste Services



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11: Overall Satisfaction with Overall Quality of Public Transportation in Hyattsville



LEGEND

Mean rating on a 5-point scale, where:

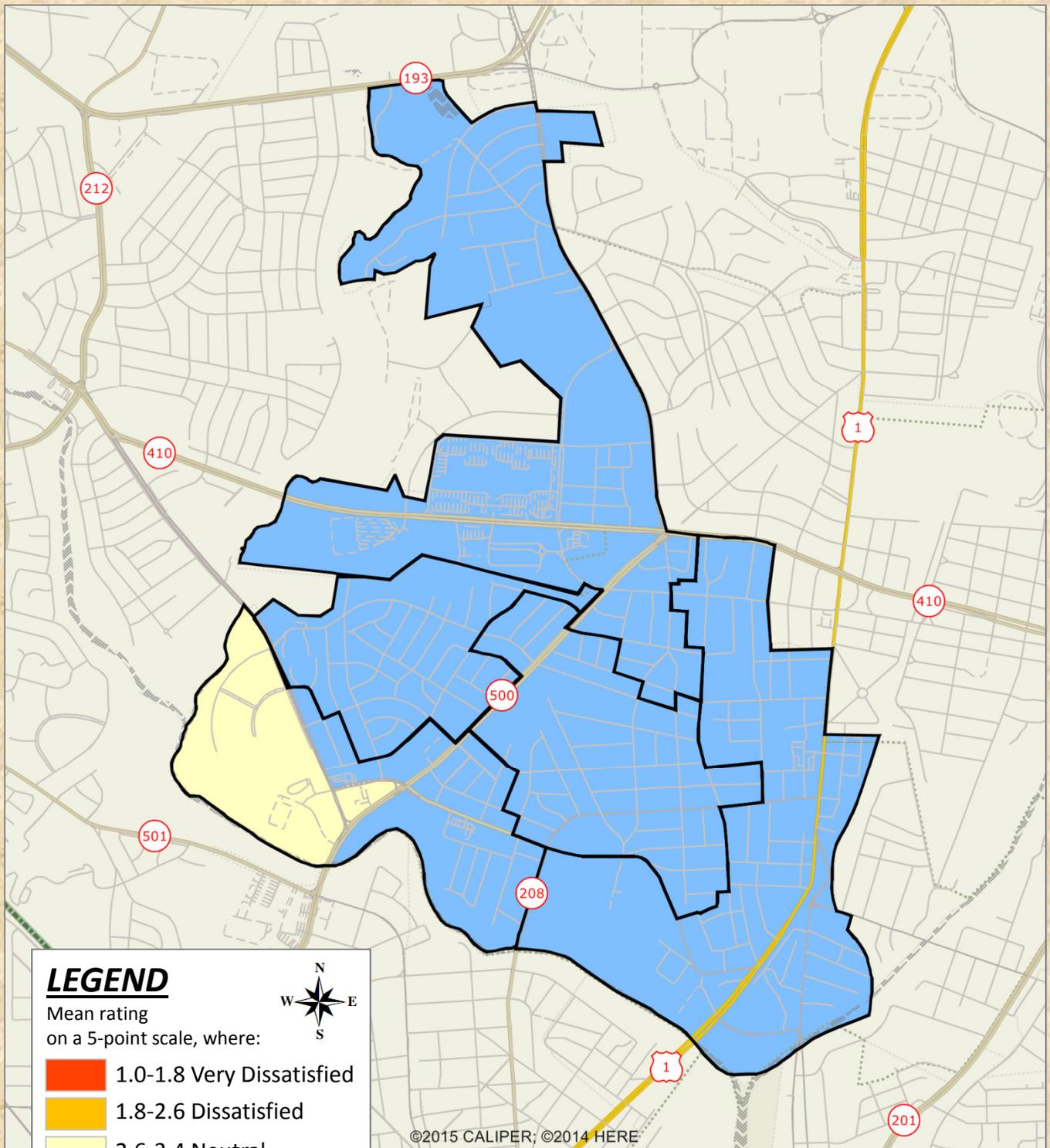
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

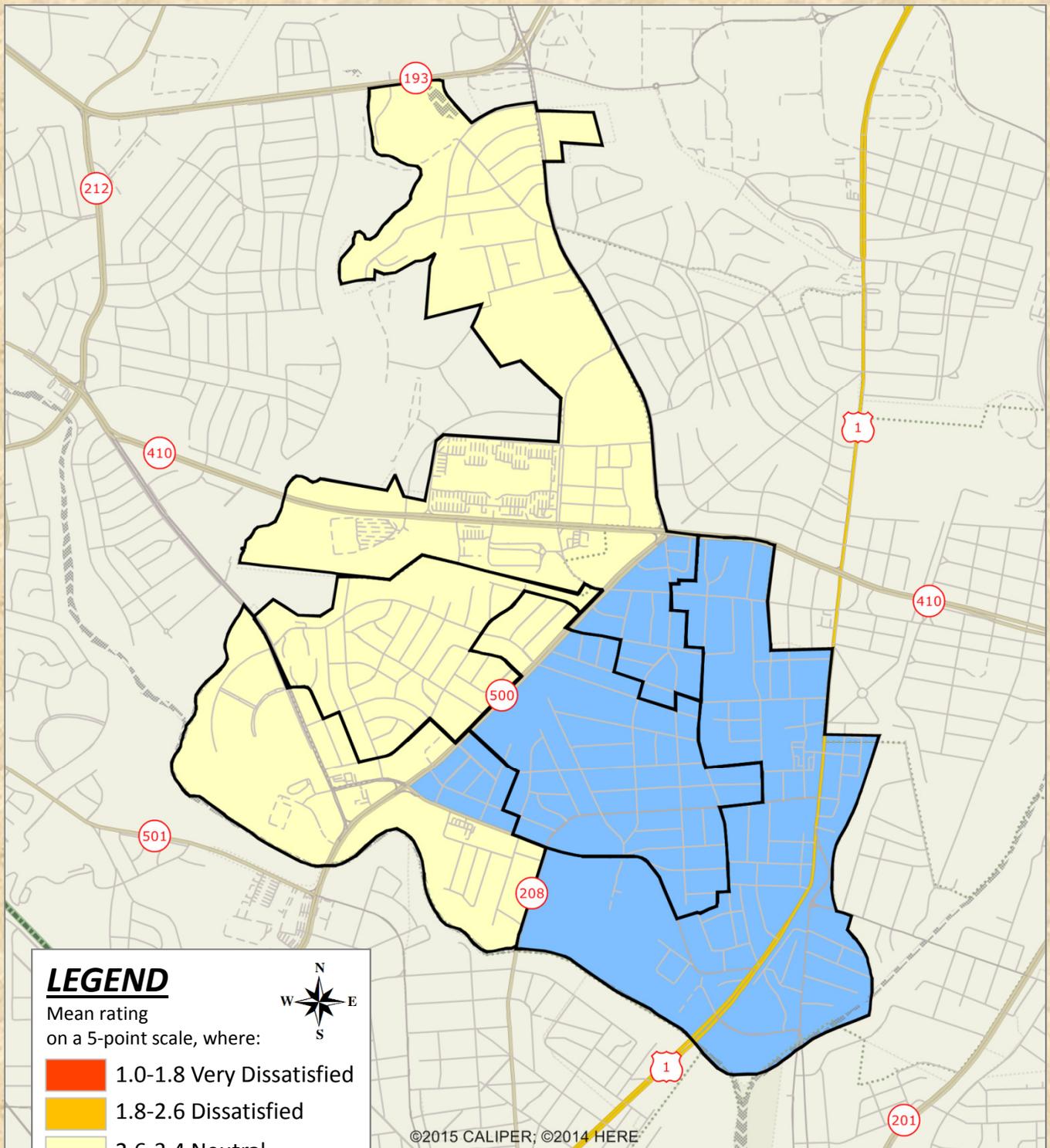
Q1m: Overall Satisfaction with Overall Quality of Customer Service from City Employees



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1n: Overall Satisfaction with Overall Value You Receive from the City of Hyattsville for Your Tax Dollars and Fees



LEGEND

Mean rating on a 5-point scale, where:

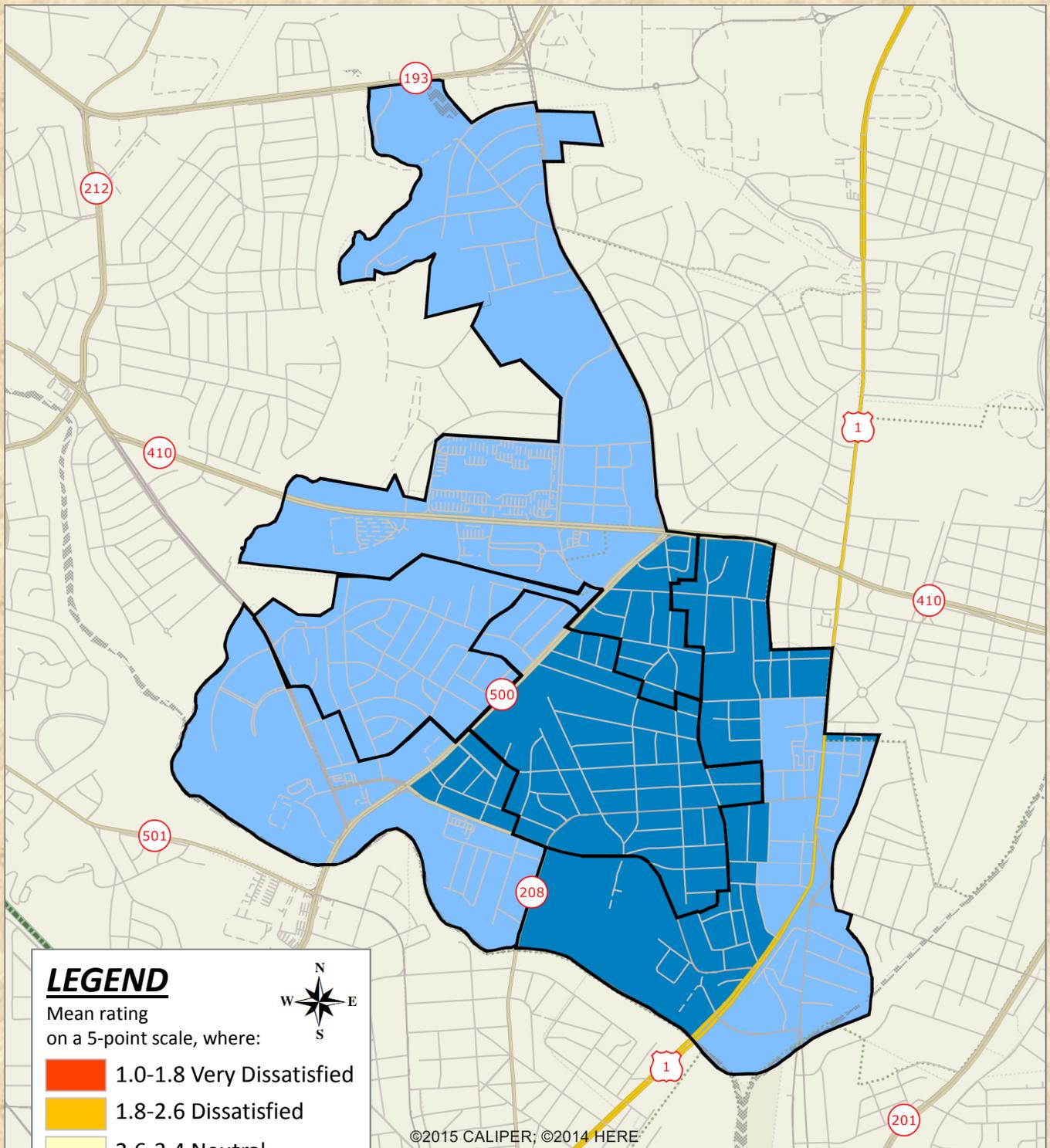
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

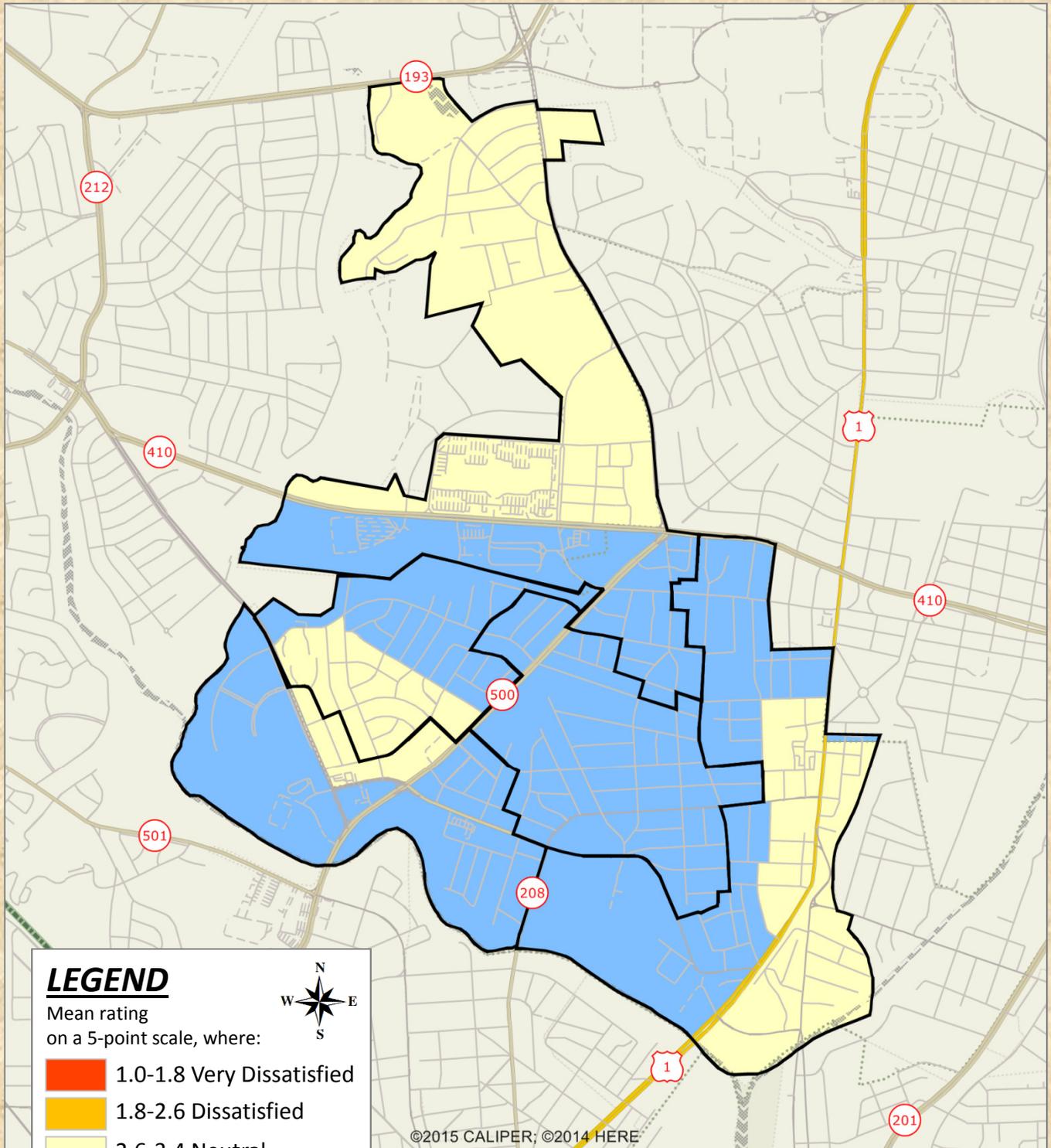
Q3a: Overall Satisfaction with Hyattsville as a Place to Live



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

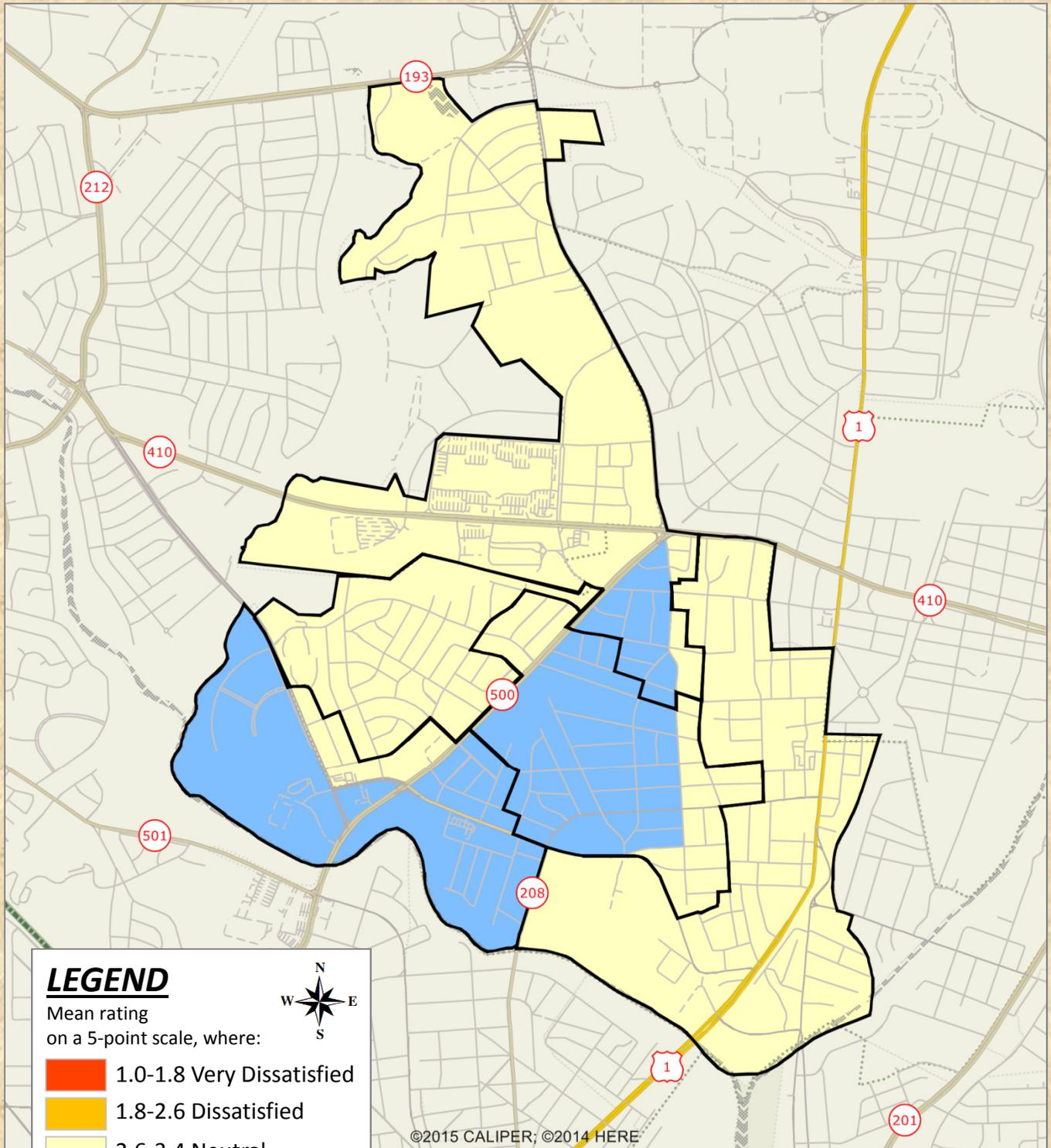
Q3b: Overall Satisfaction with Hyattsville as a Place to Raise and Educate Children



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3c: Overall Satisfaction with Hyattsville as a Place to Retire



LEGEND

Mean rating
on a 5-point scale, where:

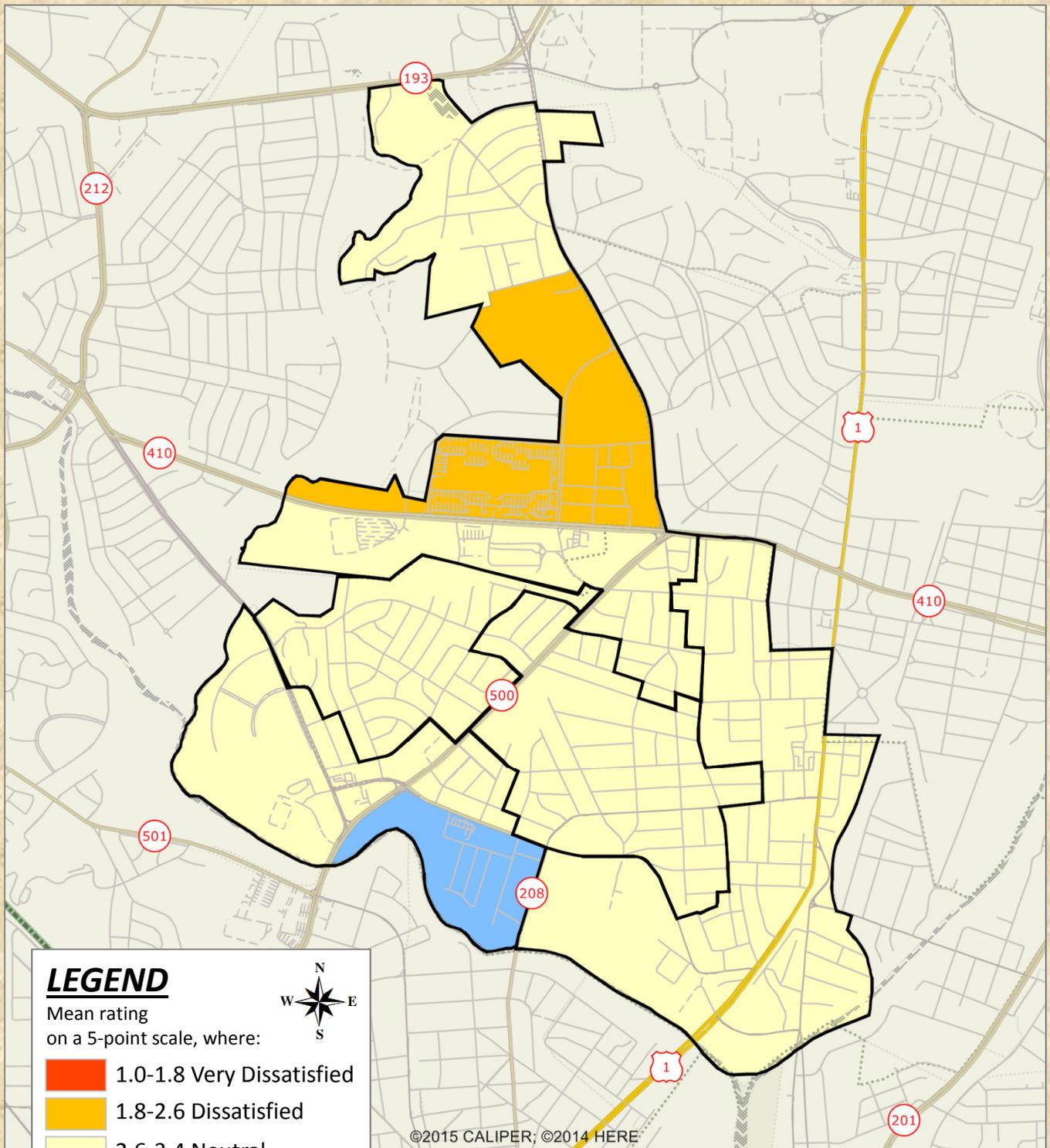
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q3d: Overall Satisfaction with Overall Quality of Schools and Education in Hyattsville



LEGEND

Mean rating on a 5-point scale, where:

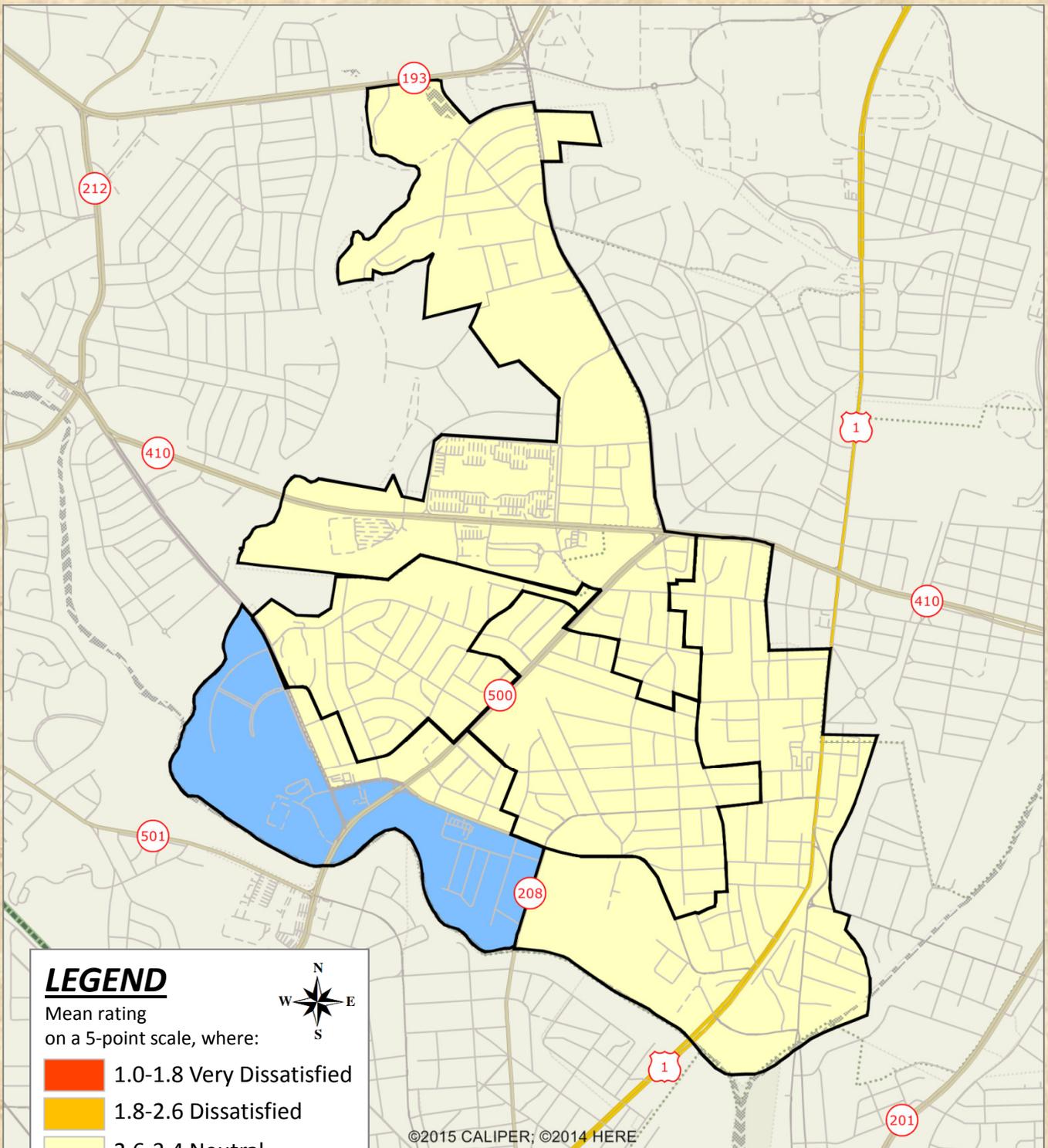
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3e: Overall Satisfaction with Overall Quality of Health Care Services in Hyattsville Area



LEGEND

Mean rating on a 5-point scale, where:

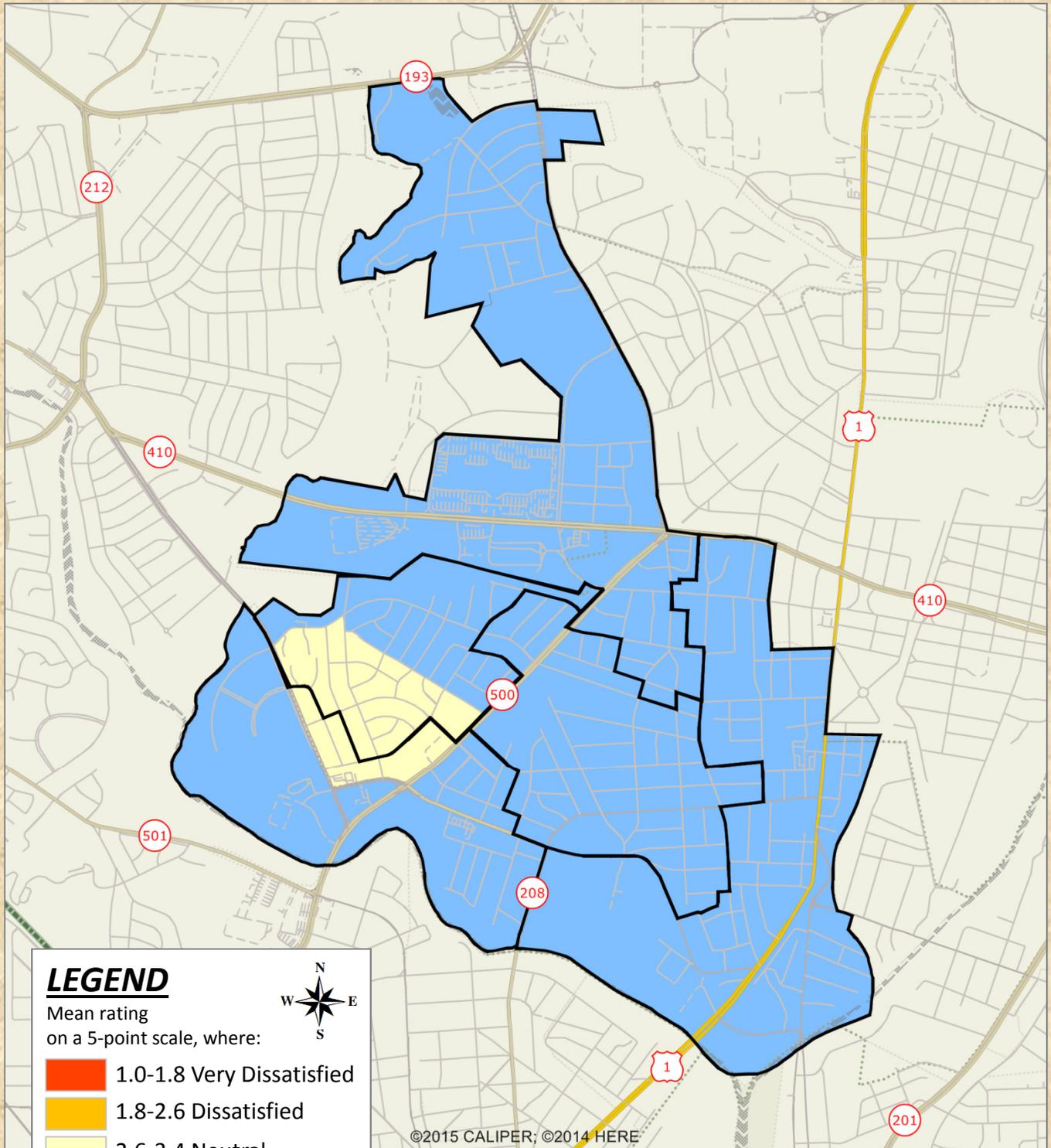
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

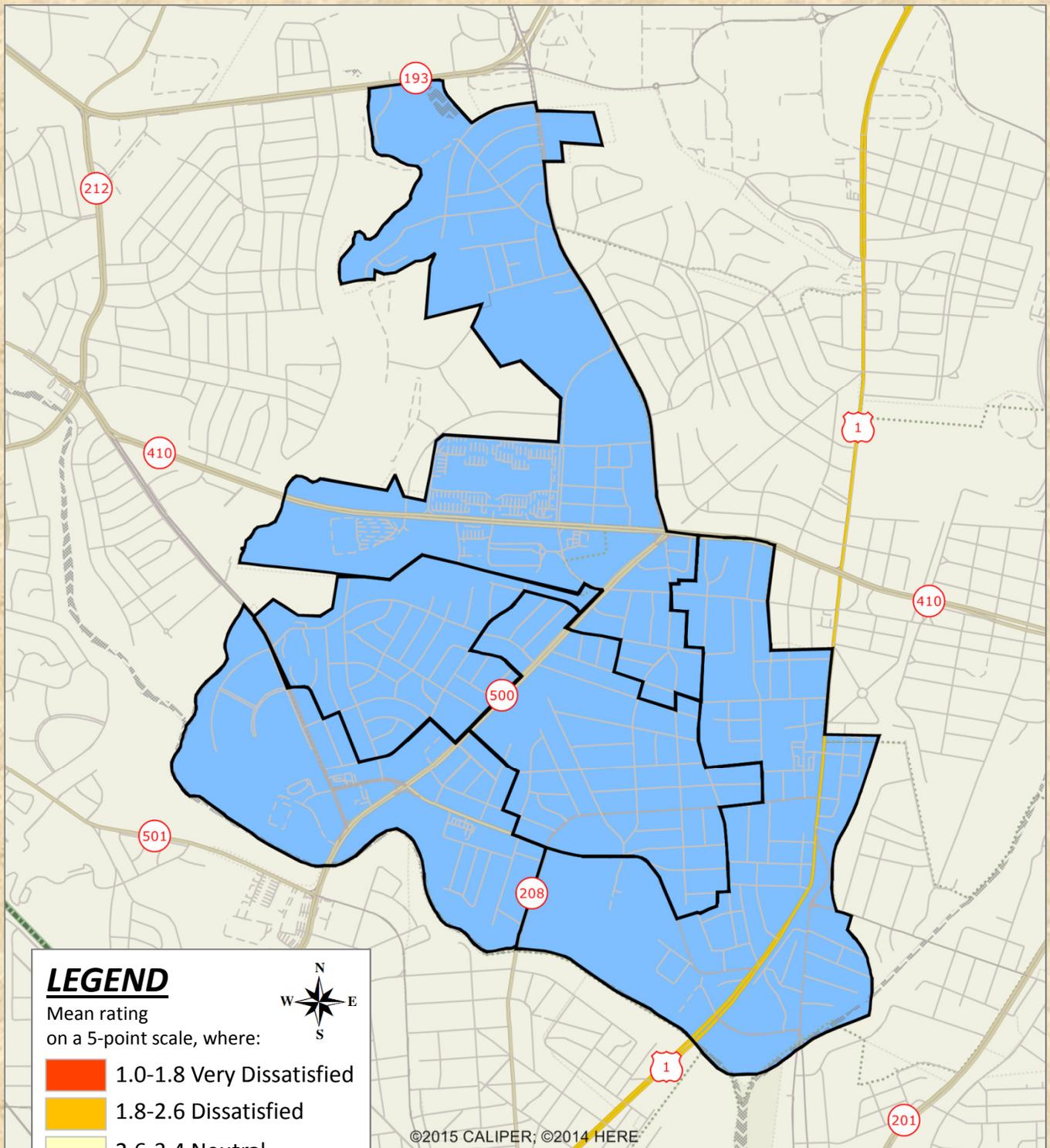
Q3f: Overall Satisfaction with Overall Quality of Life in Hyattsville



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

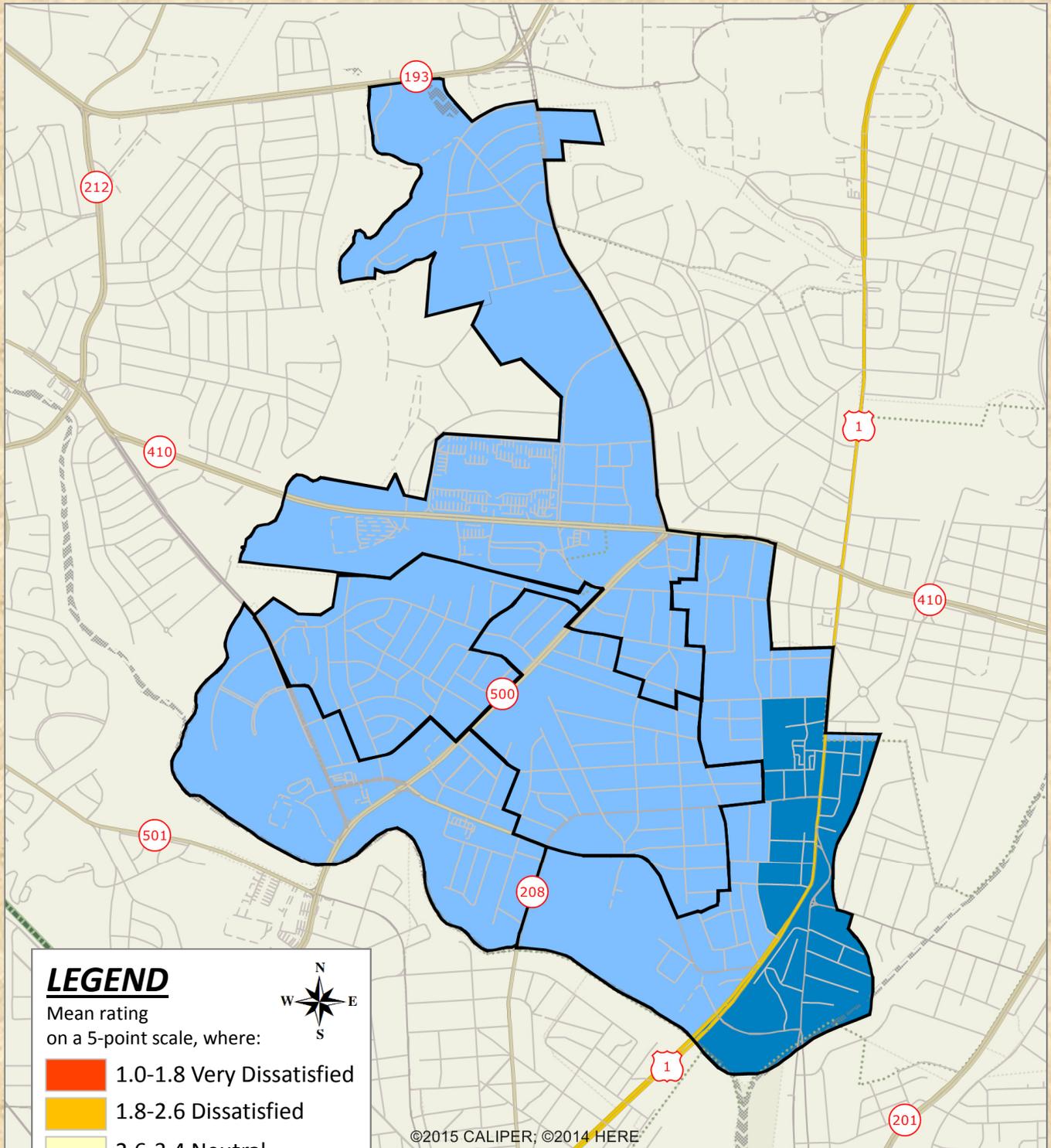
Q3g: Overall Satisfaction with Hyattsville as a City that is Moving in the Right Direction



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3h: Overall Satisfaction with Acceptance of Diversity in Hyattsville



LEGEND

Mean rating
on a 5-point scale, where:

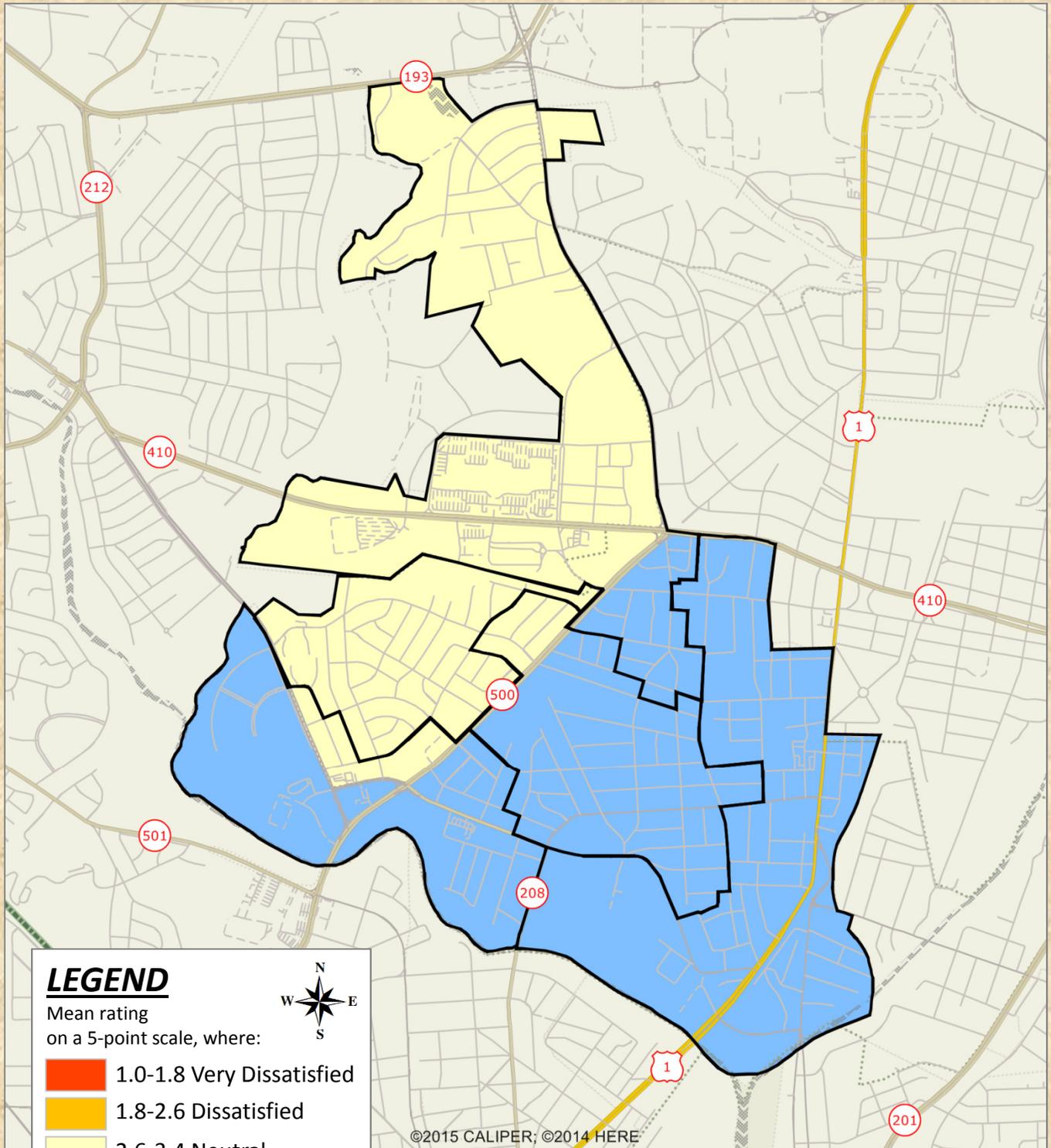
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

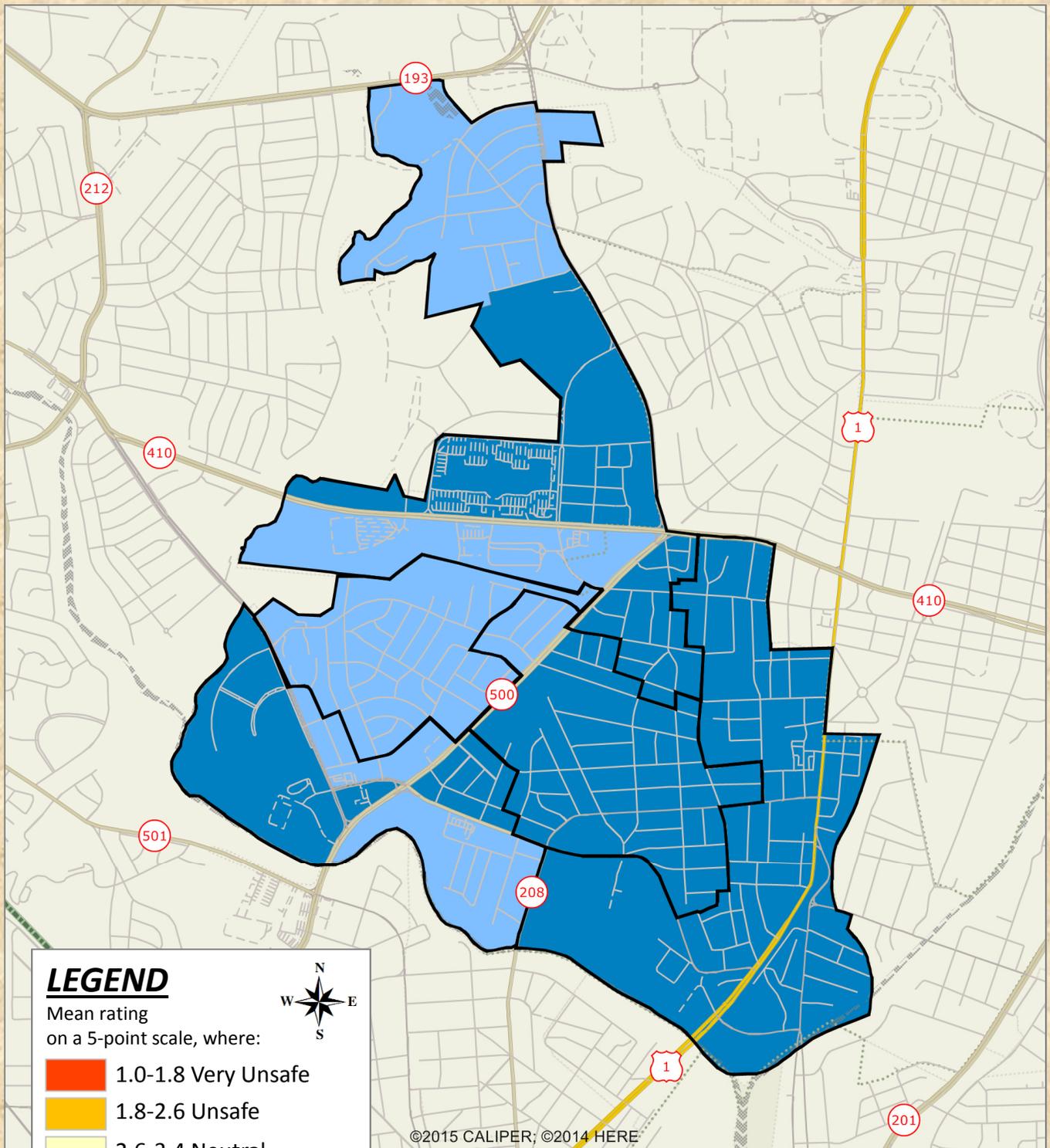
Q3i: Overall Satisfaction with Overall Feeling of Safety in Hyattsville



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

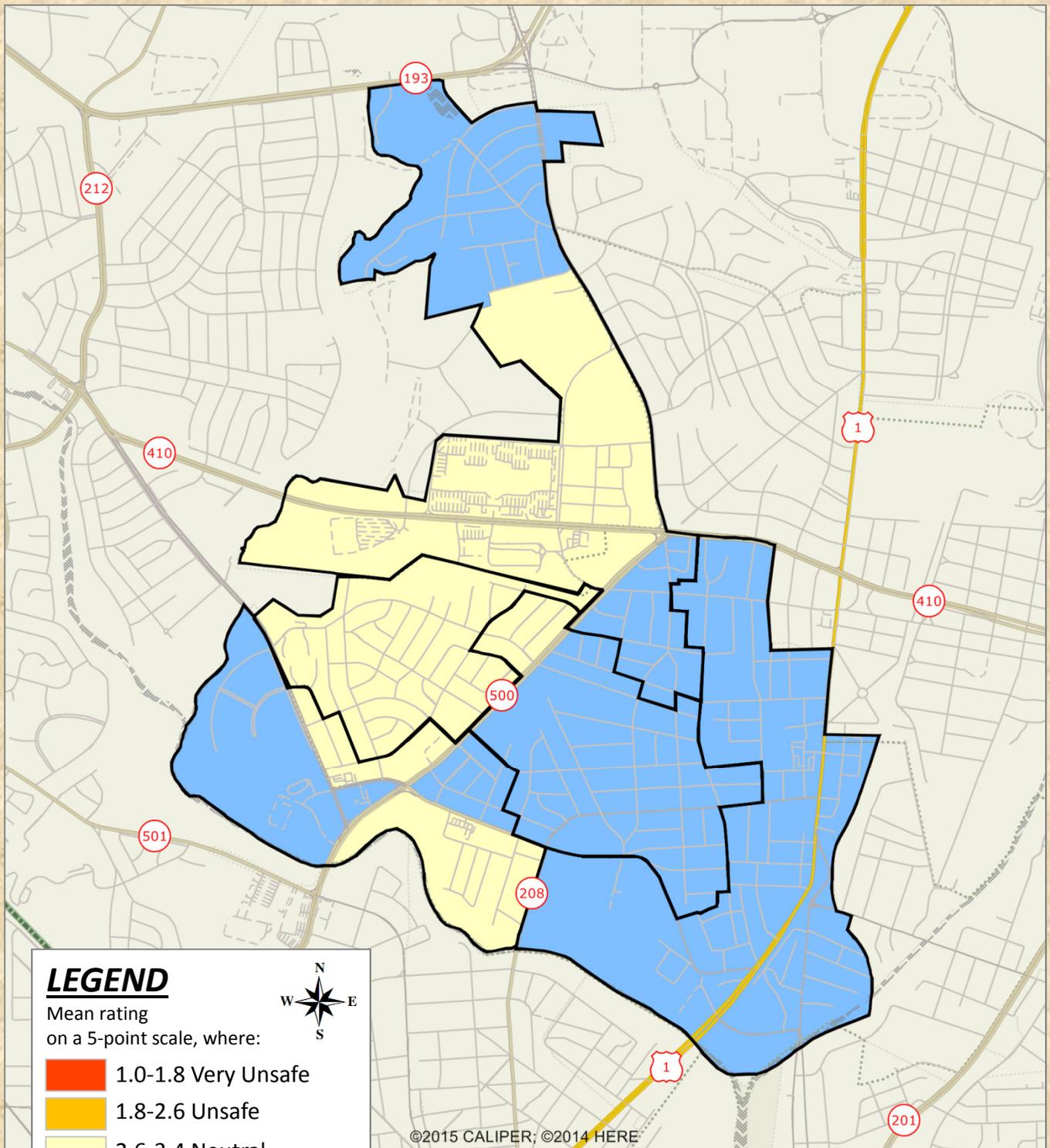
Q4a: Overall Feeling of Safety in Your Neighborhood During the Day



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

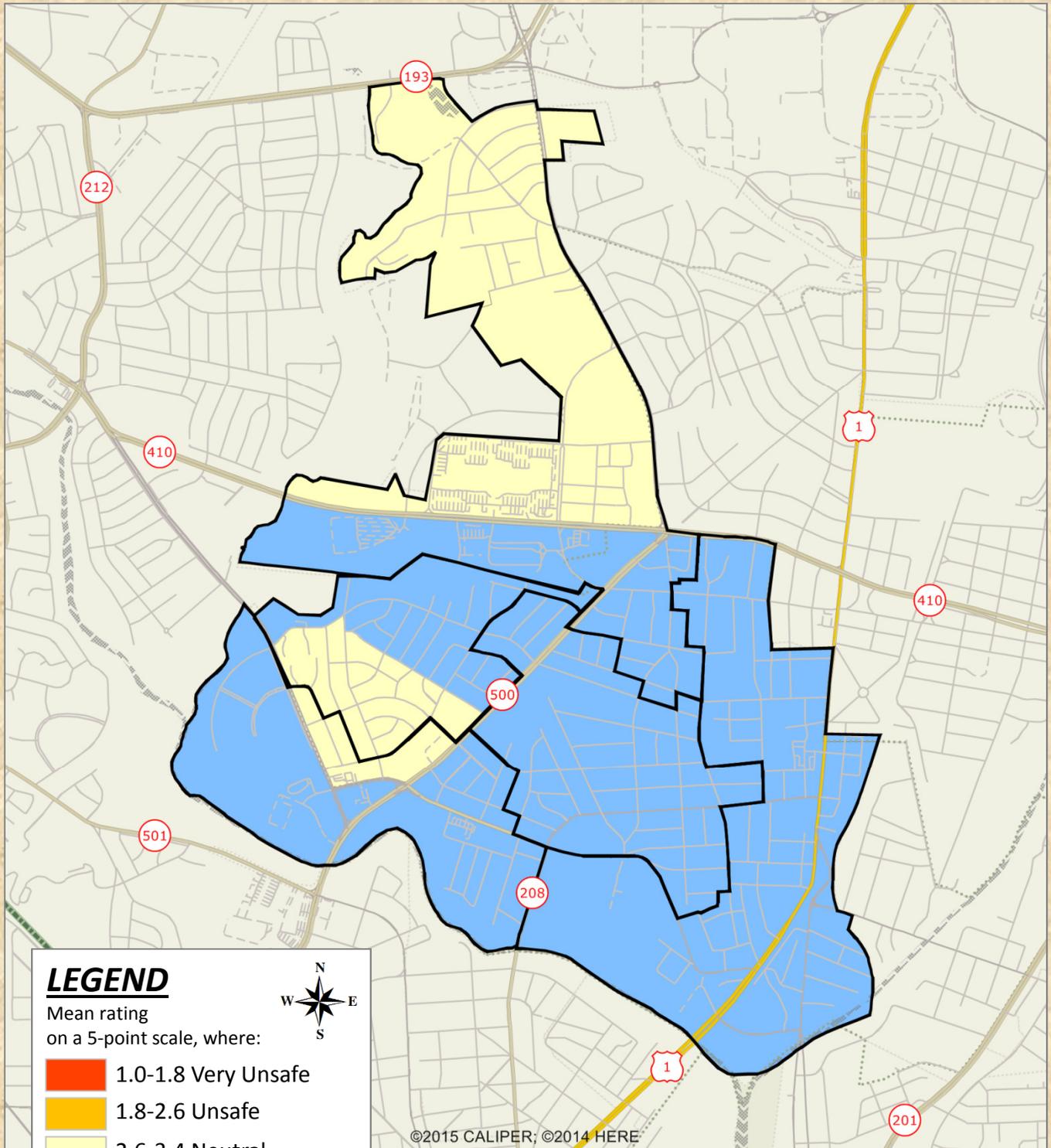
Q4b: Overall Feeling of Safety in Your Neighborhood at Night



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4c: Overall Feeling of Safety in Commercial and Retail Areas

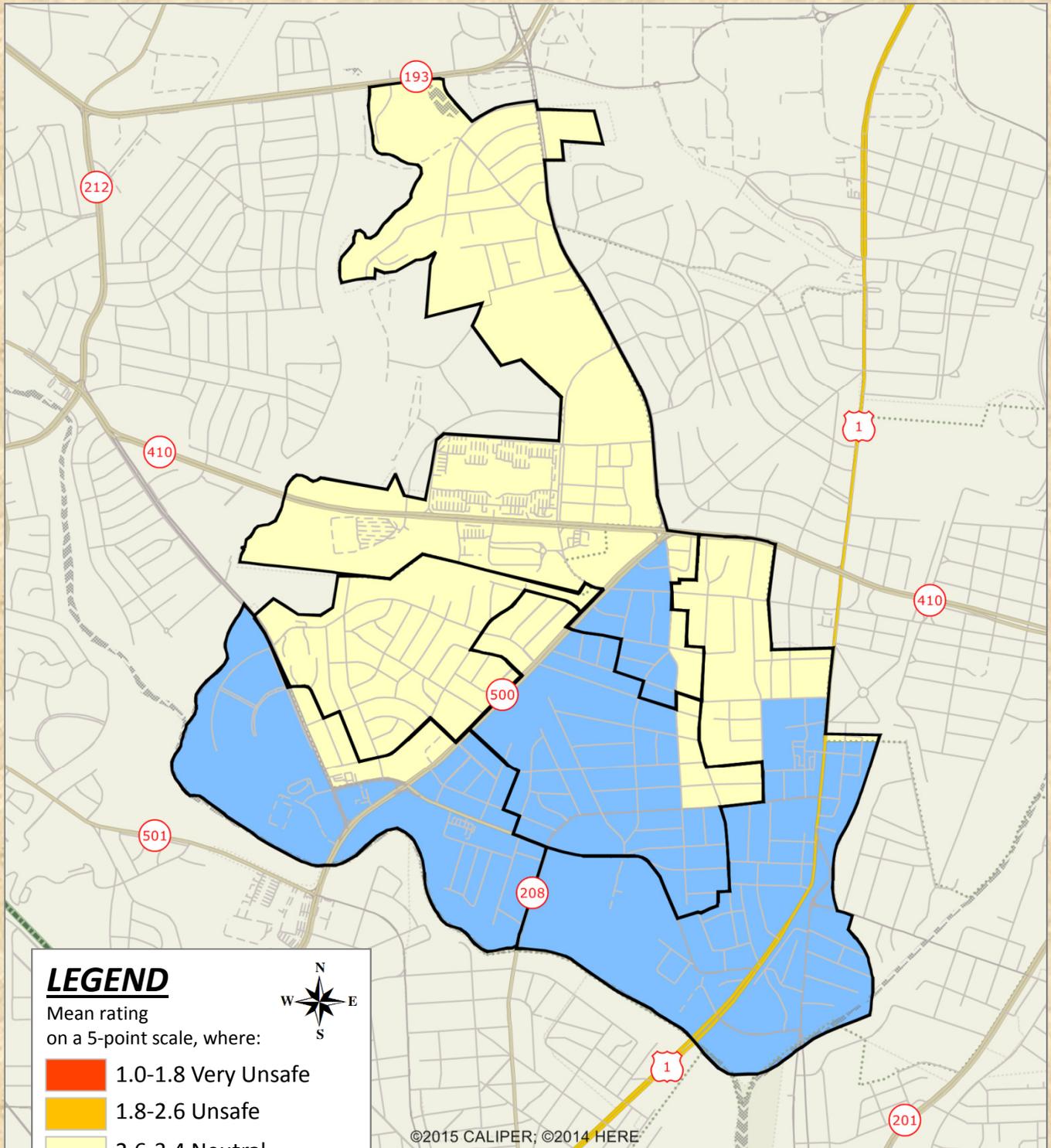


LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other (no responses)

2015 Hyattsville Resident Quality of Life & Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

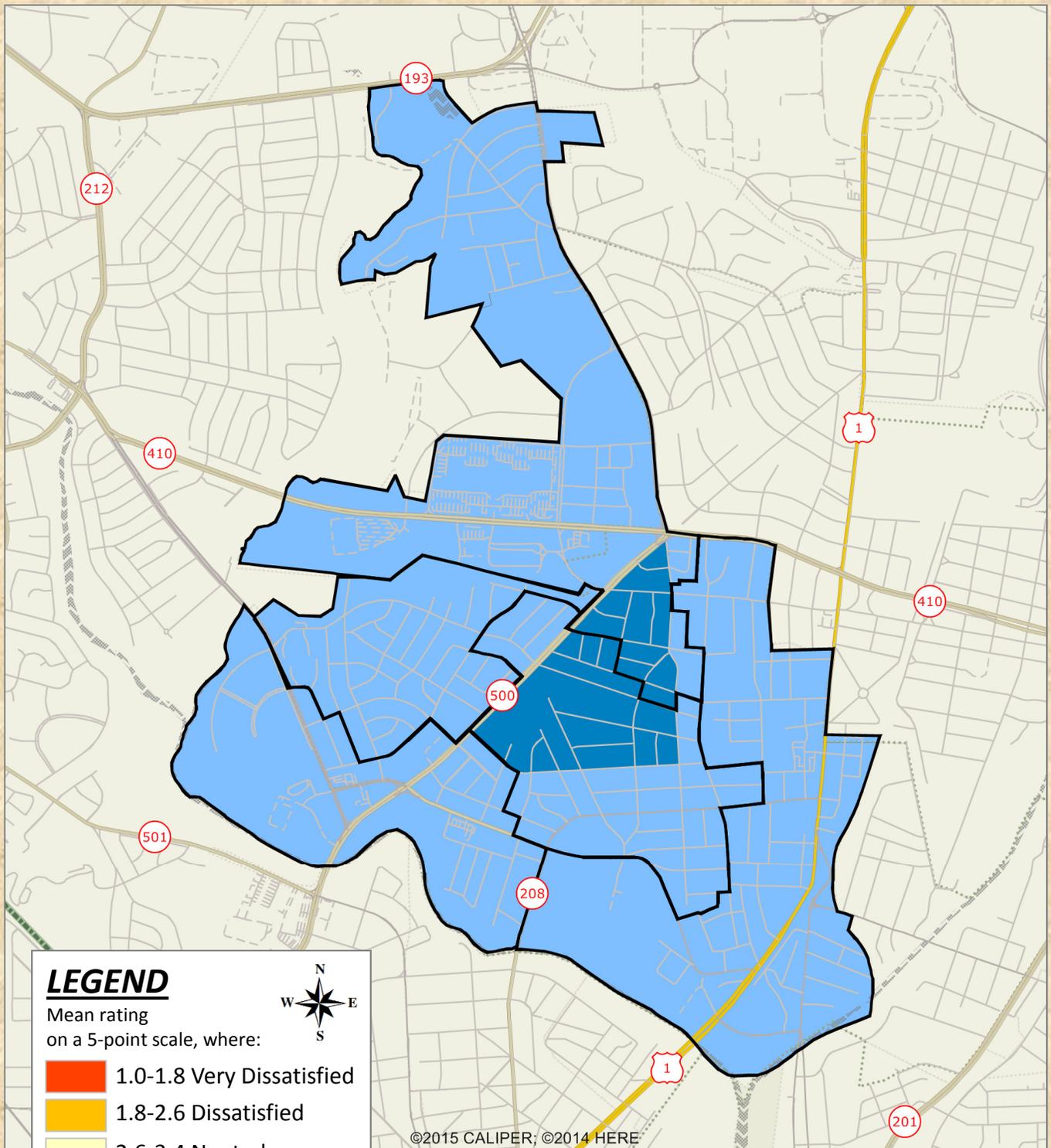
Q4d: Overall Feeling of Safety in City Parks



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

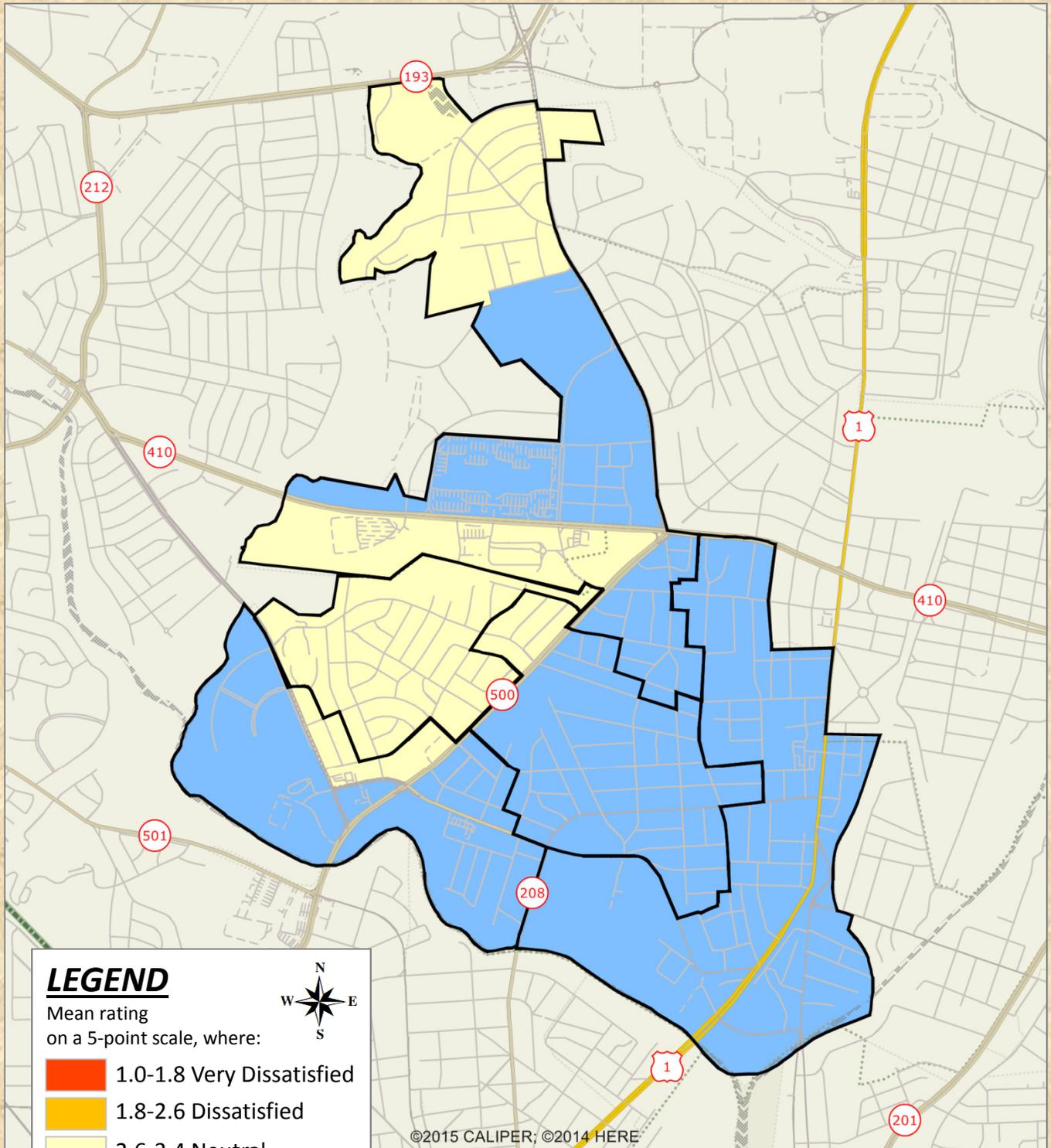
Q5a: Overall Satisfaction with Overall Quality of City Police Protection



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

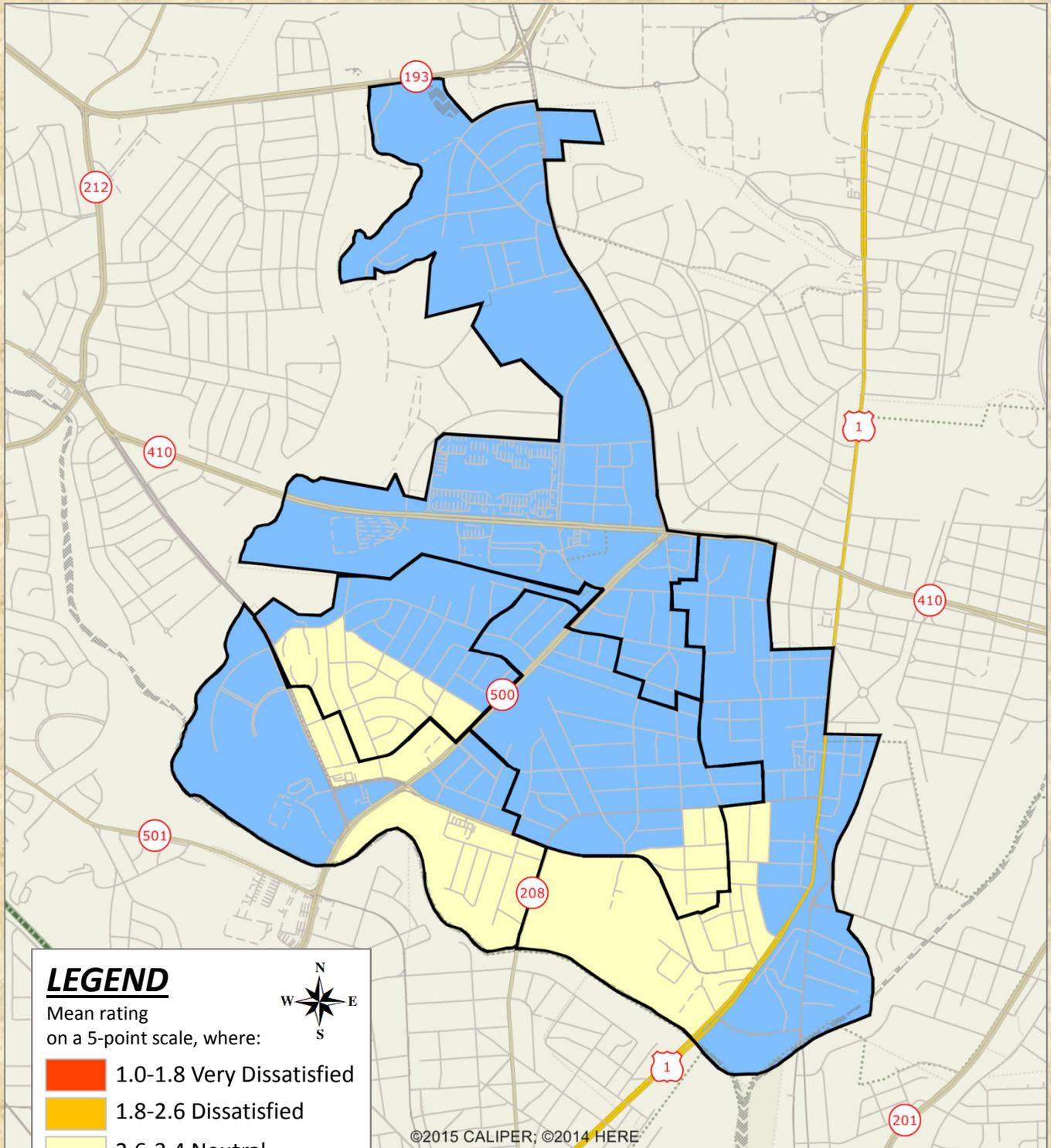
Q5b: Overall Satisfaction with the Visibility of Police in Neighborhoods



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

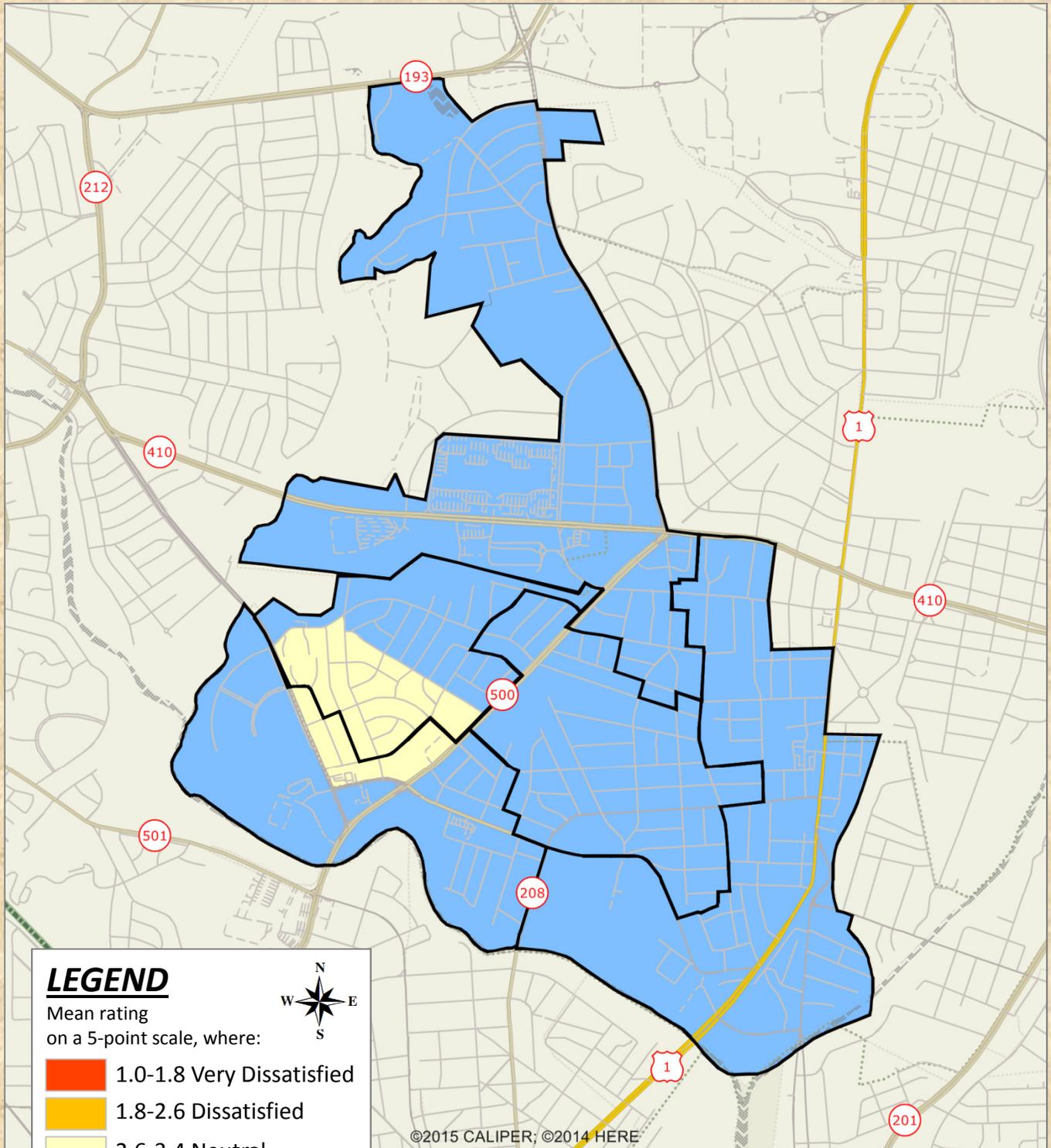
Q5c: Overall Satisfaction with the Visibility of Police in Retail Centers



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

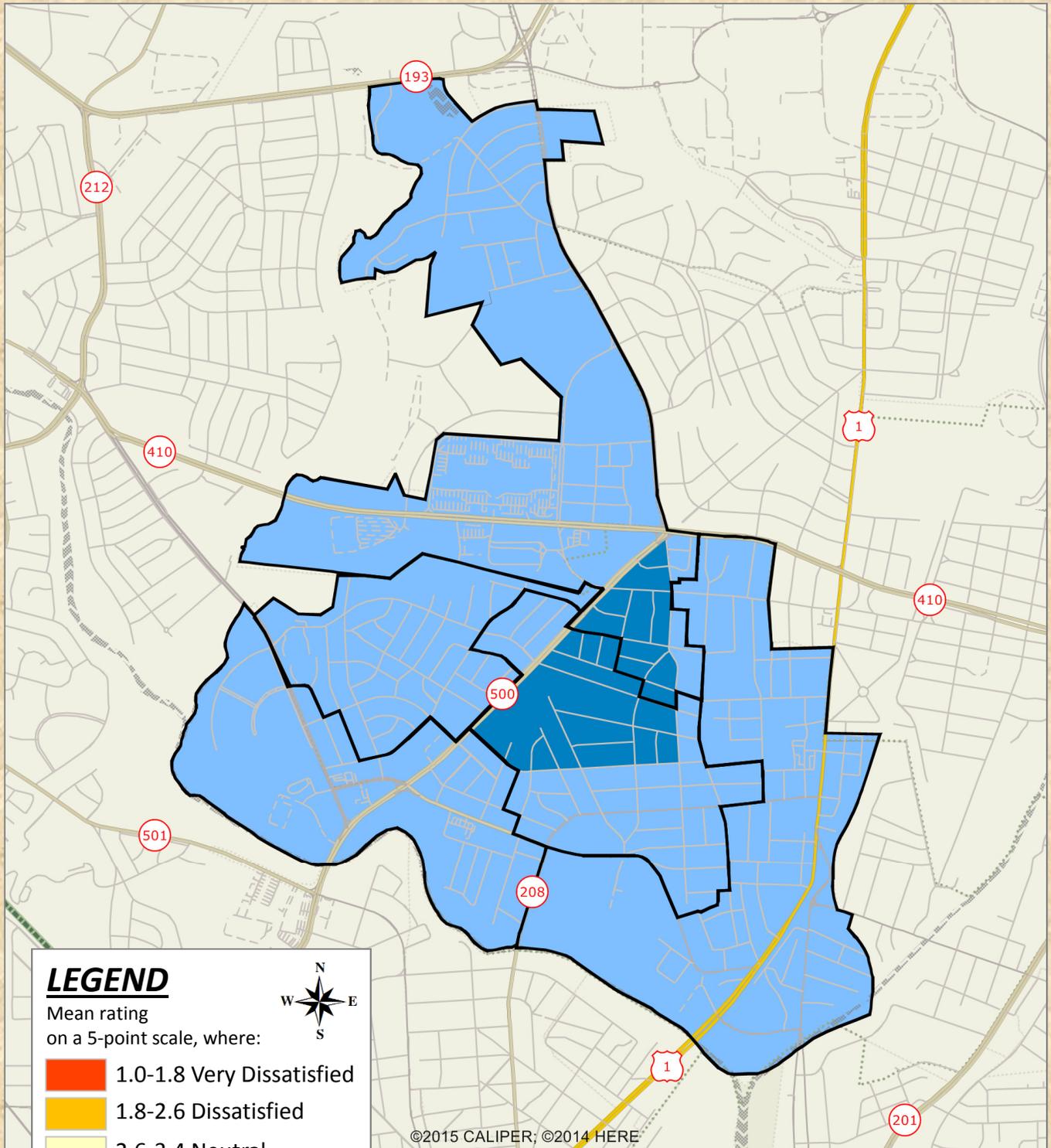
Q5d: Overall Satisfaction with the City's Efforts to Prevent Crime



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

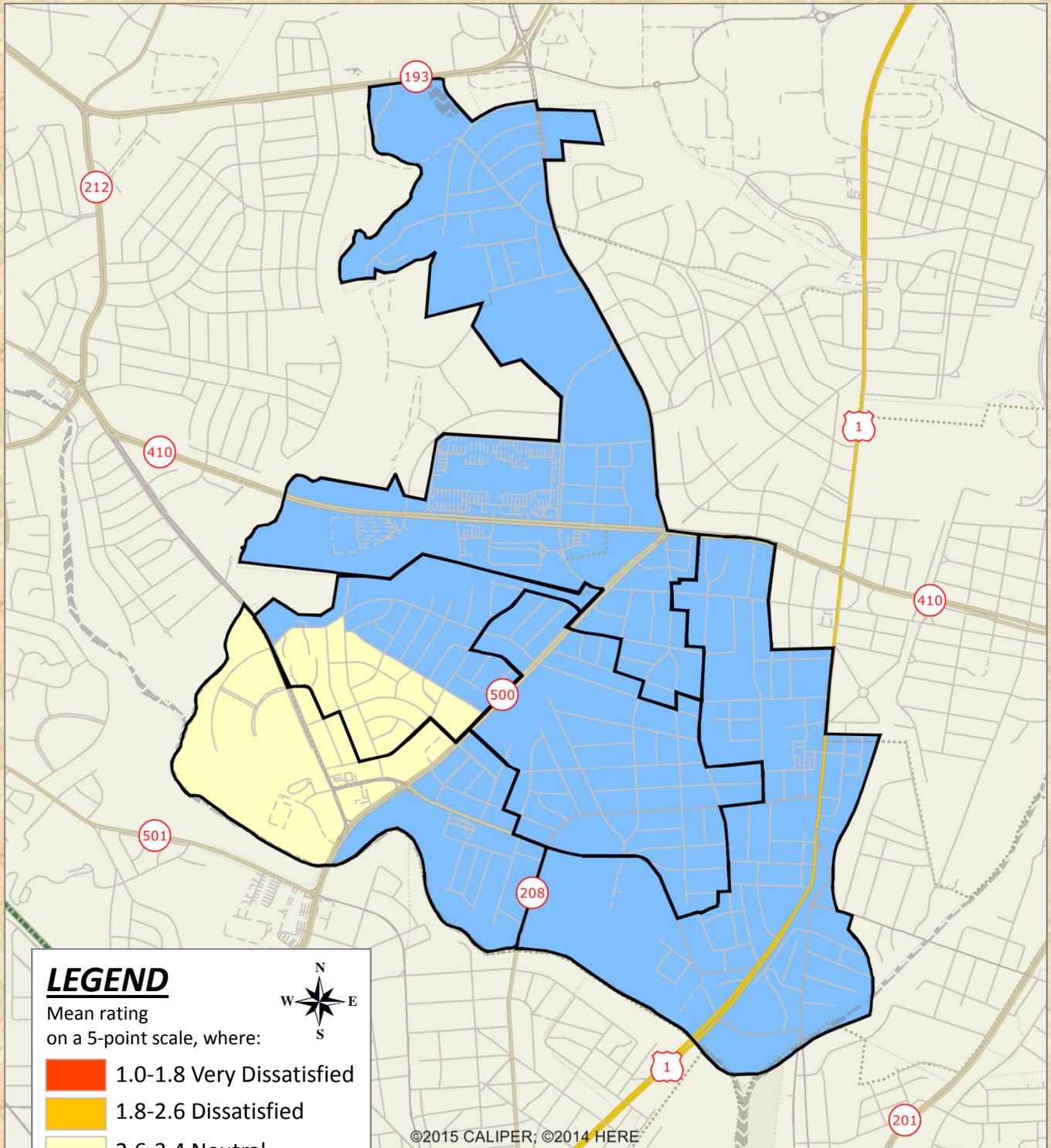
Q5e: Overall Satisfaction with How Quickly Police Respond to Calls for Service



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q5f: Overall Satisfaction with How Hyattsville Offers Interact with Residents



LEGEND

Mean rating on a 5-point scale, where:

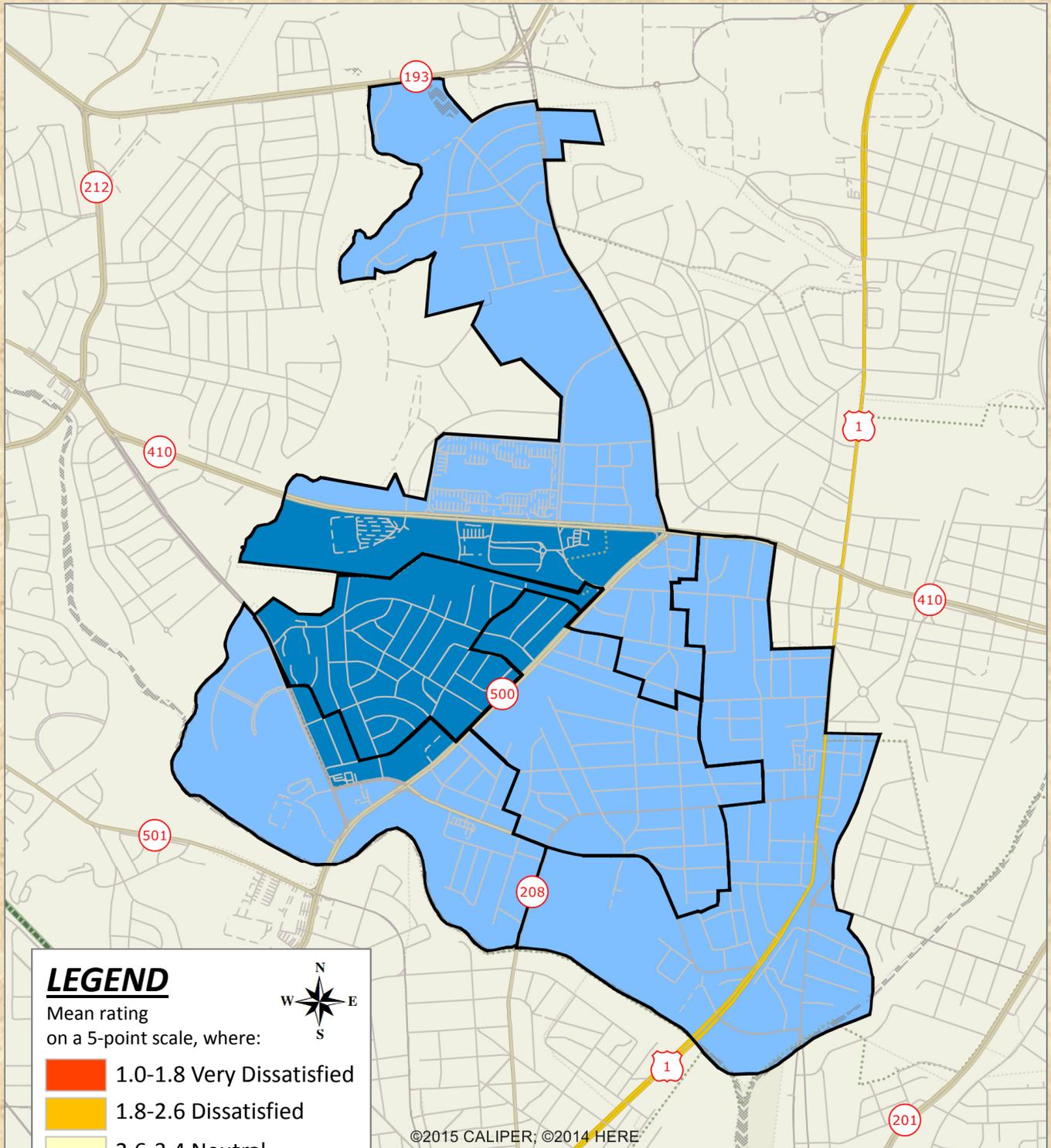
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

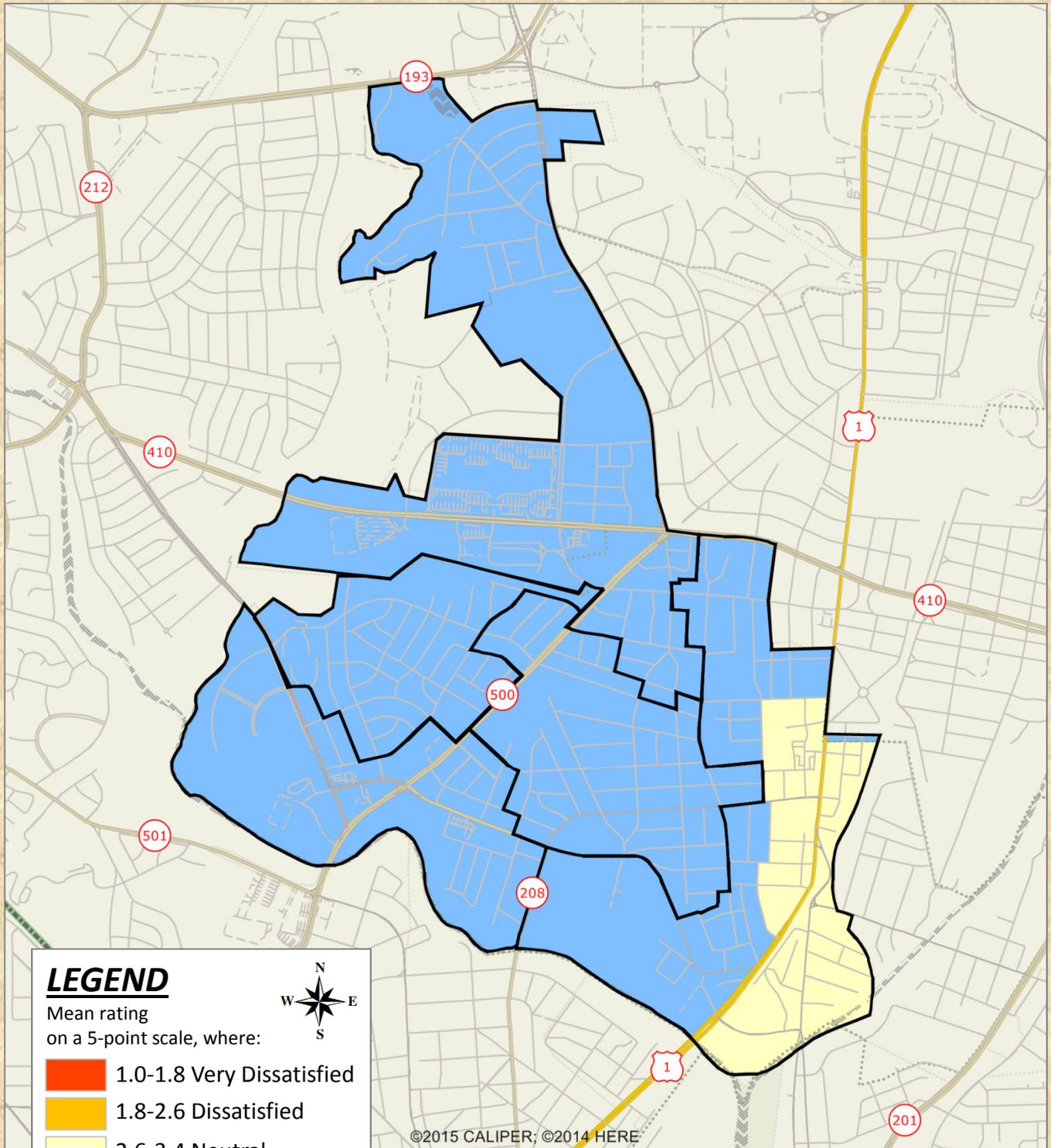
Q7a: Overall Satisfaction with WMATA Metro Service in Hyattsville



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

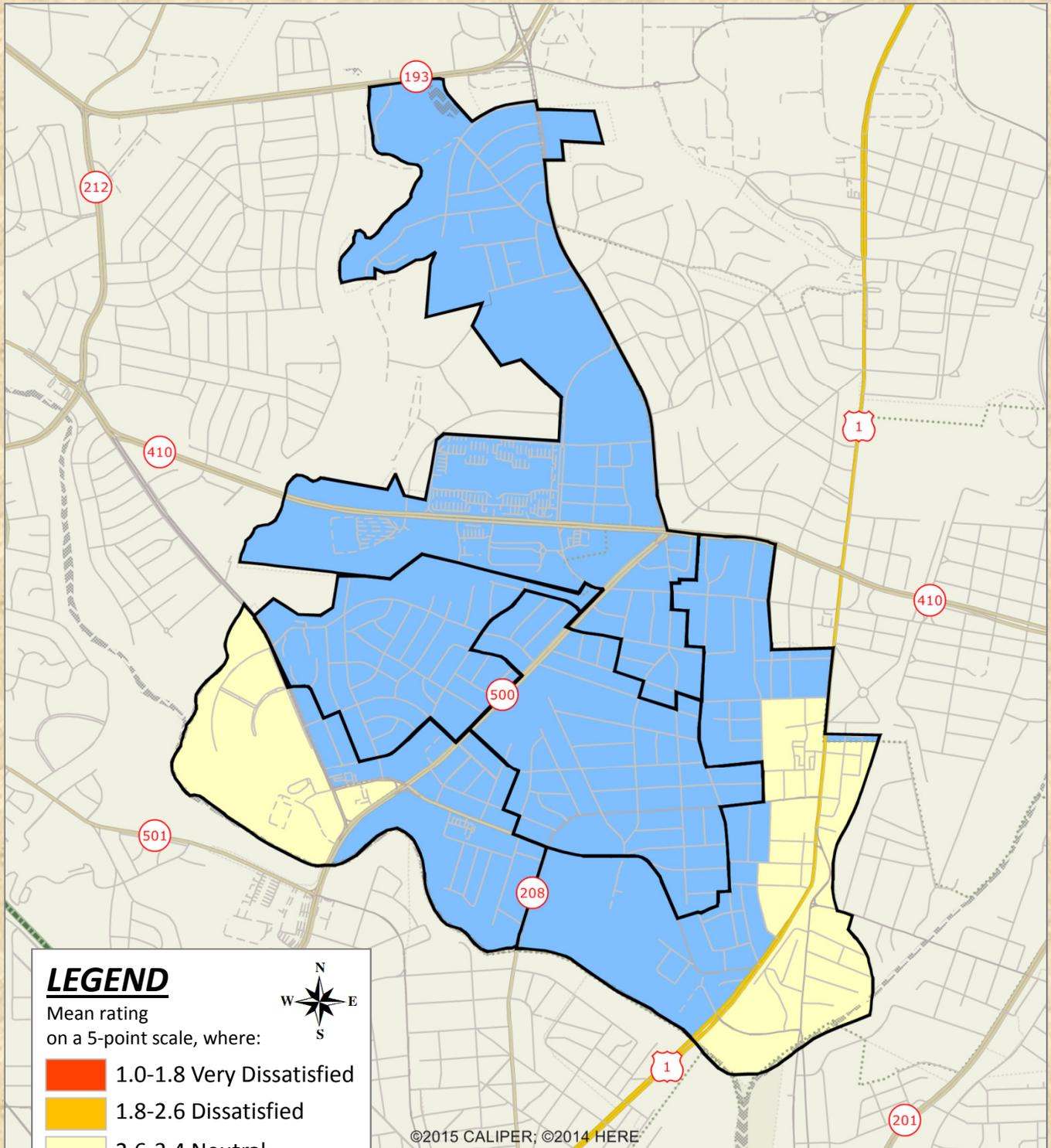
Q7b: Overall Satisfaction with WMATA Bus Service in Hyattsville



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q7c: Overall Satisfaction with Prince George's County "The Bus"



LEGEND

Mean rating on a 5-point scale, where:

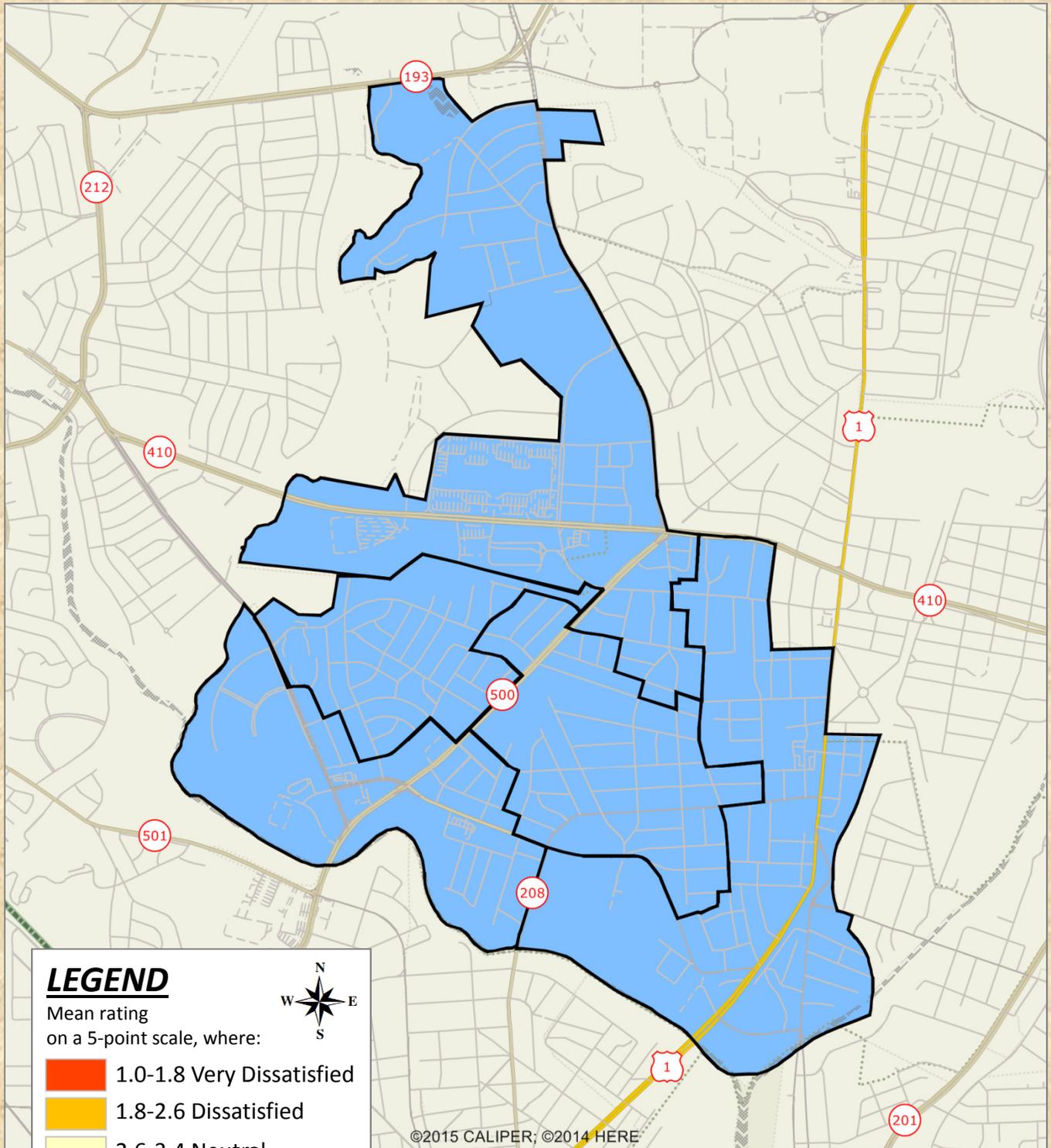
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

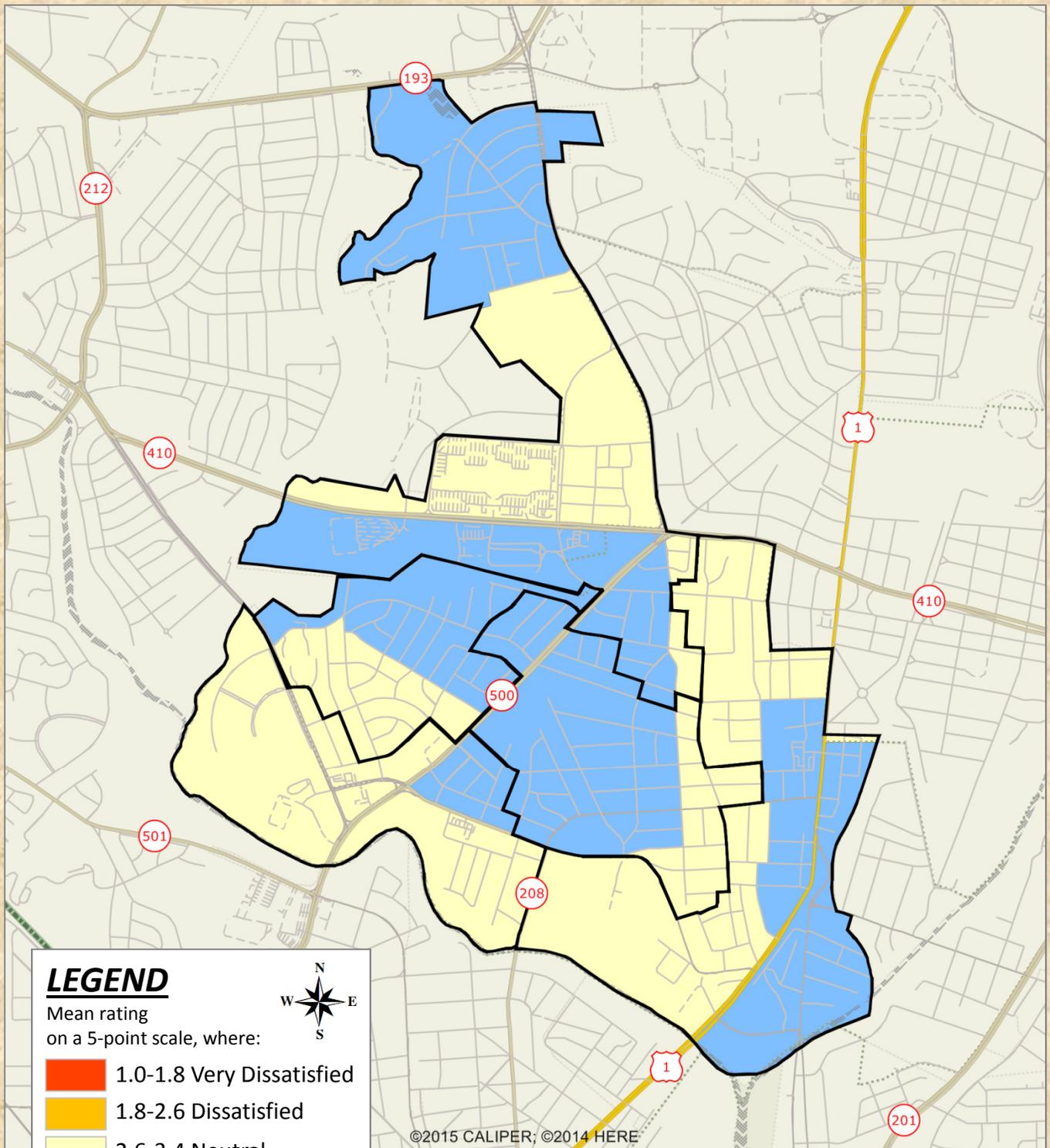
Q7d: Overall Satisfaction with University of Maryland Shuttle Bus



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q7e: Overall Satisfaction with Hyattsville's "Call-A-Bus"



LEGEND

Mean rating
on a 5-point scale, where:

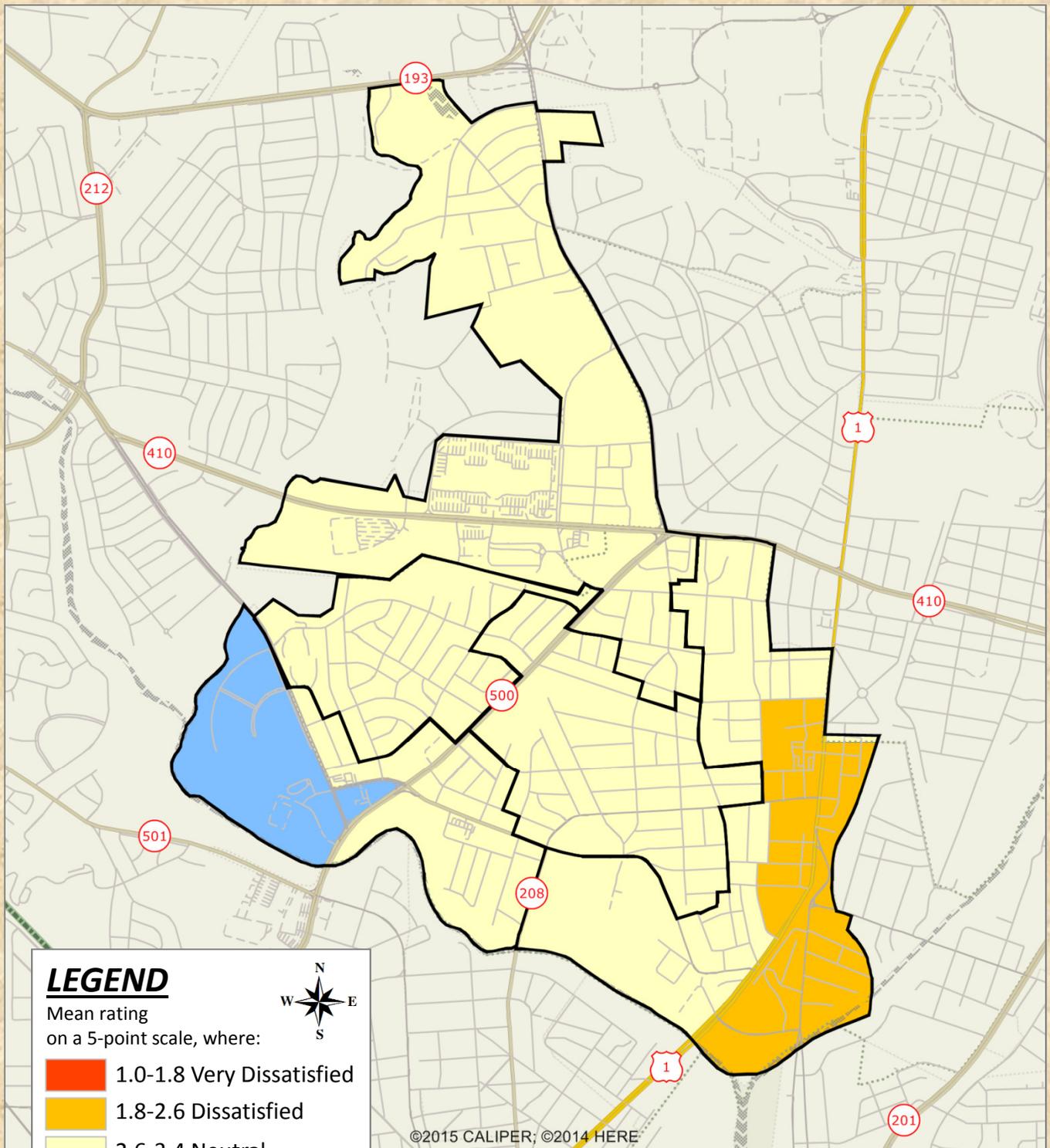
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

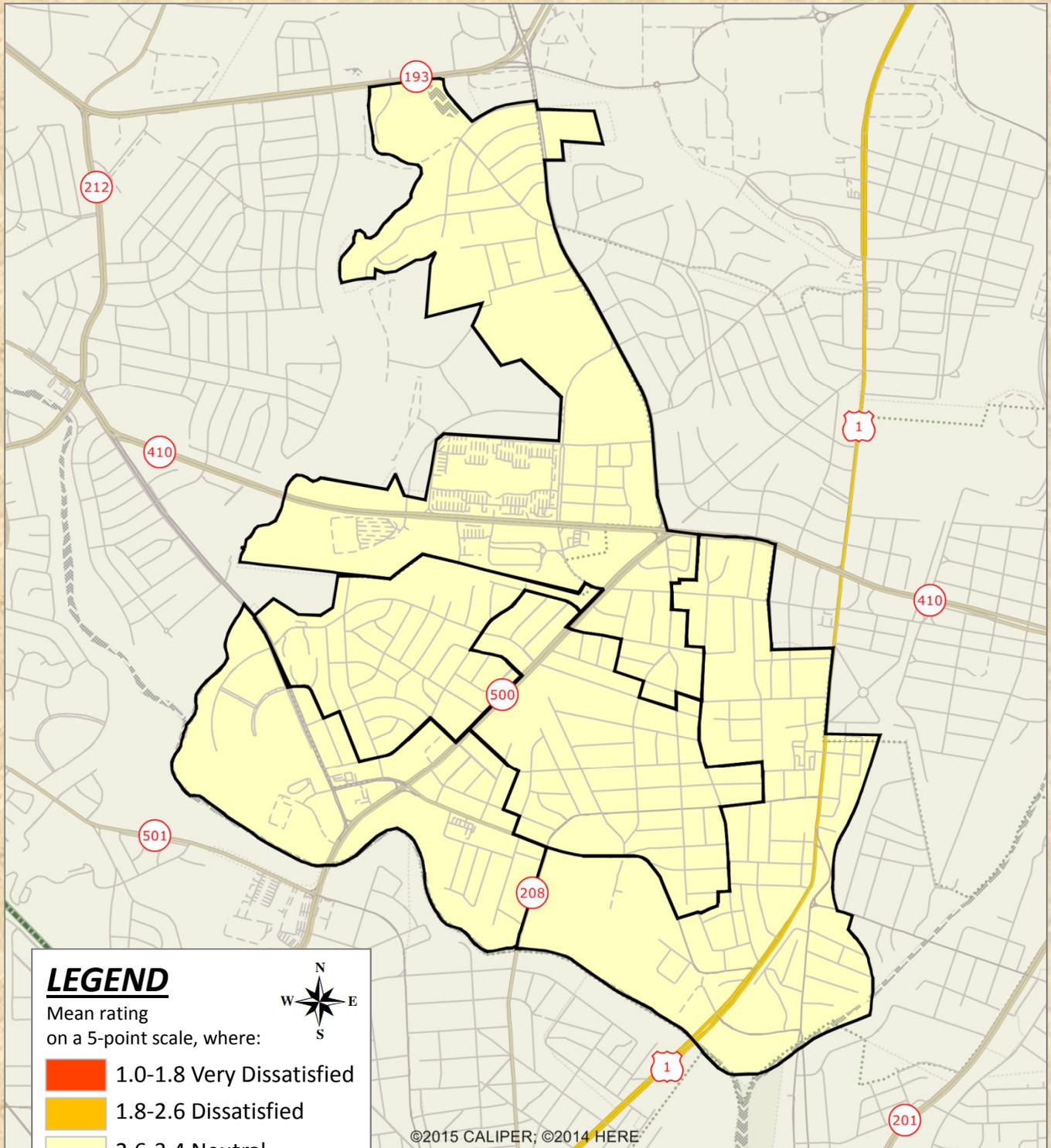
Q7f: Overall Satisfaction with Overall Flow of Traffic on Major City Streets



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

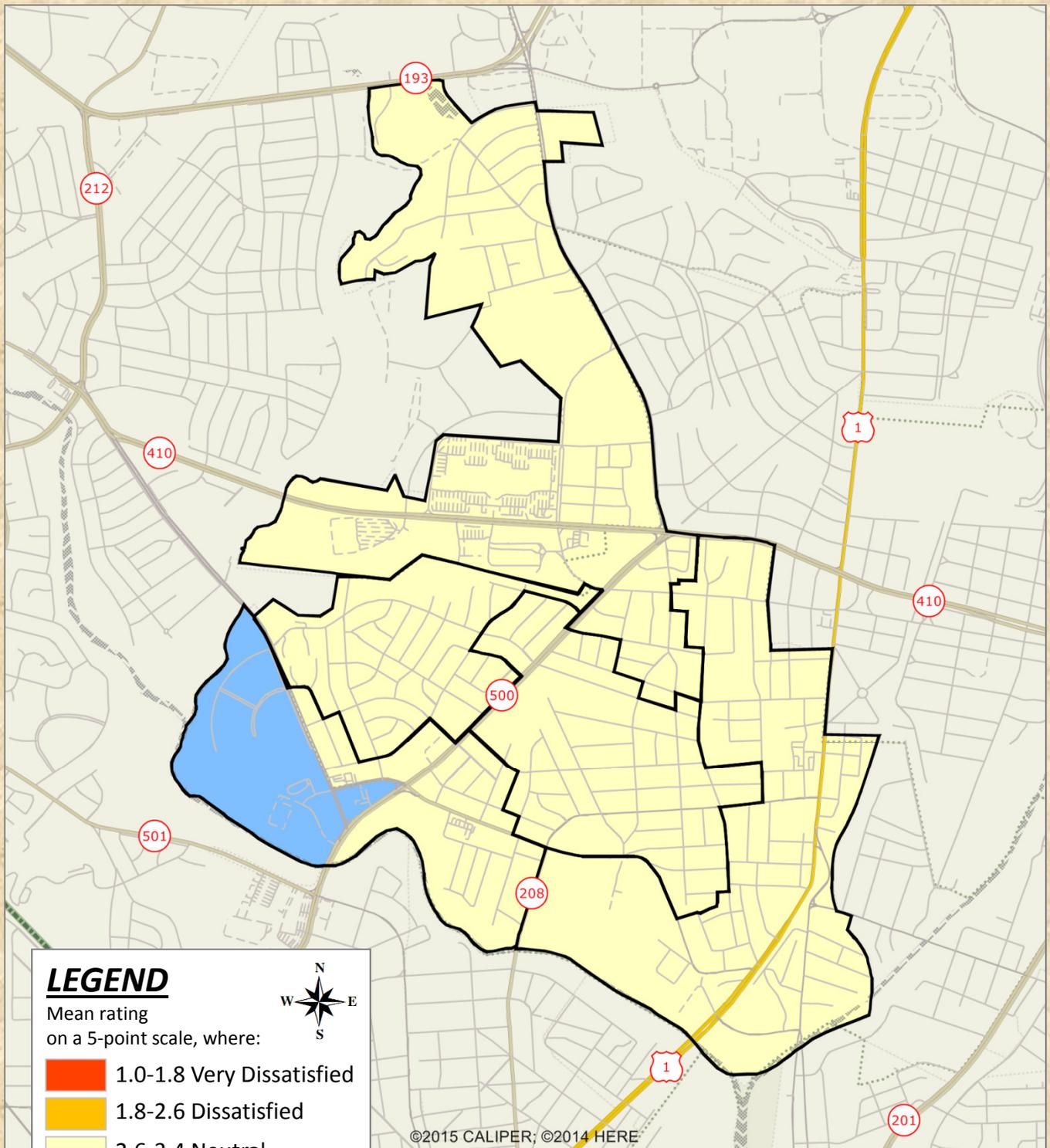
Q7g: Overall Satisfaction with Overall Flow of Traffic on Residential Streets



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

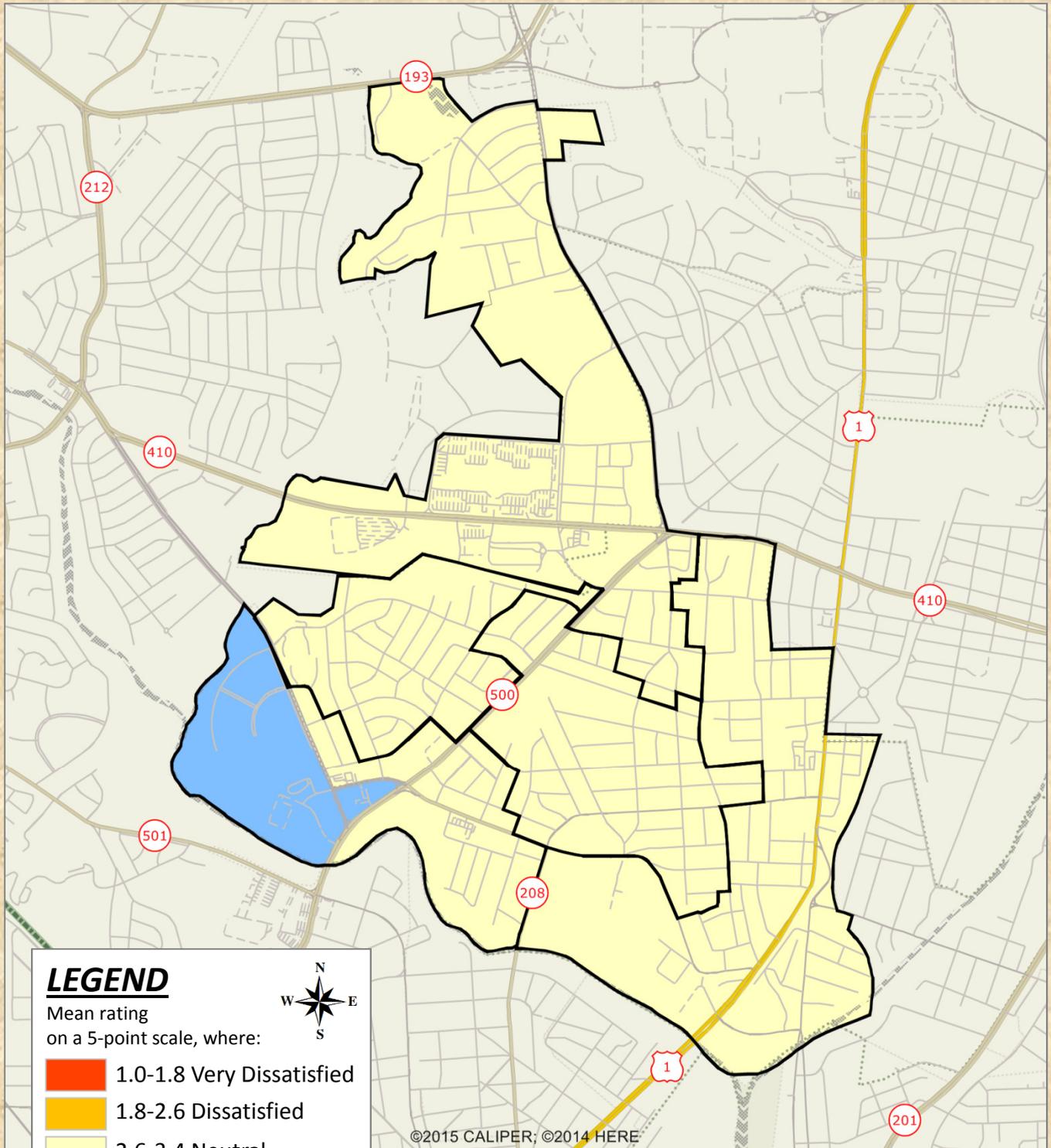
Q7h: Overall Satisfaction with Prevention of Speeding on Residential Streets



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q7i: Overall Satisfaction with Pedestrian Safety in Hyattsville



LEGEND

Mean rating
on a 5-point scale, where:

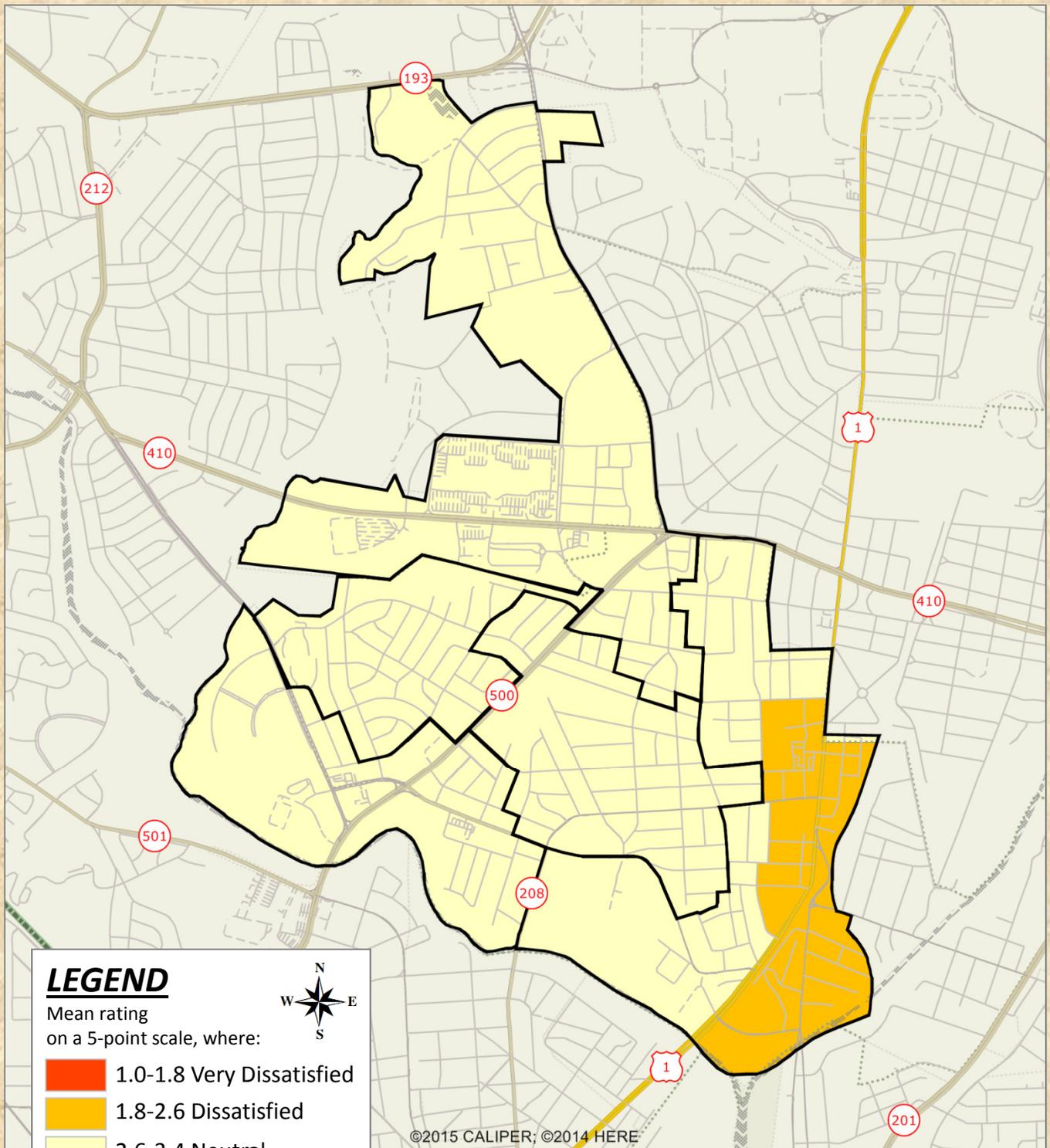
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q7j: Overall Satisfaction with Bicyclist Safety in Hyattsville



LEGEND

Mean rating
on a 5-point scale, where:

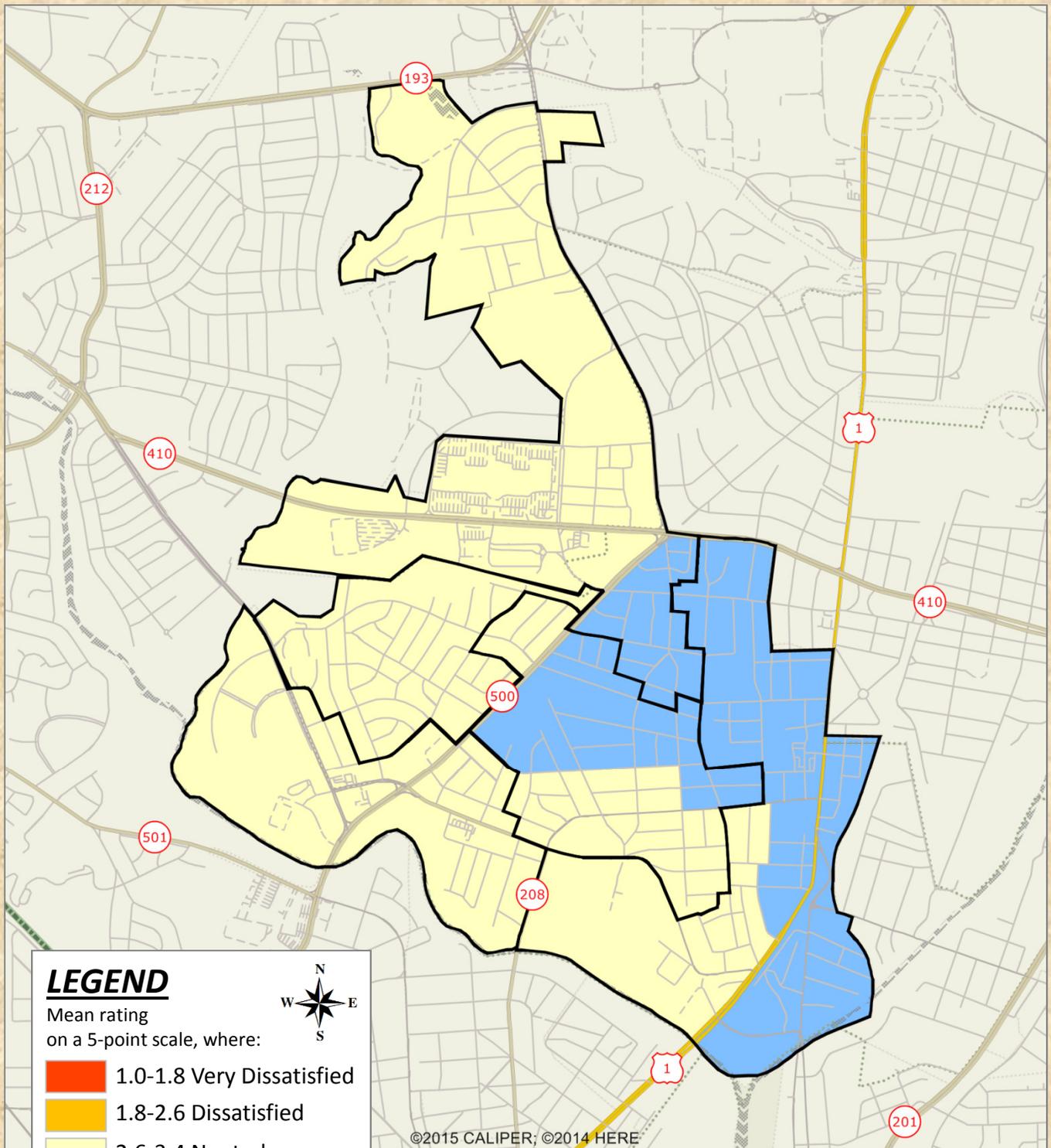
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

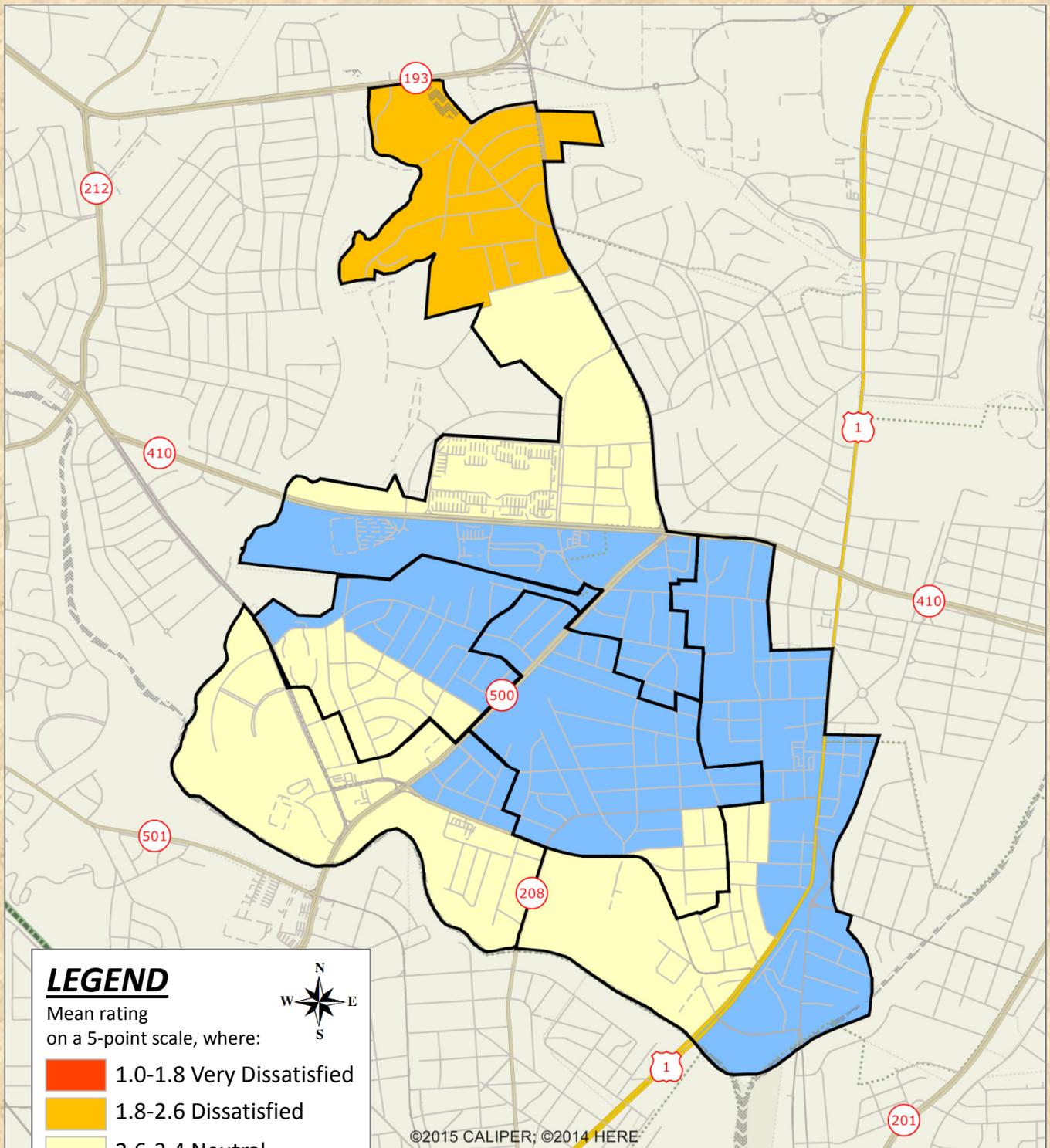
Q9a: Overall Satisfaction with Maintenance of Major City Streets



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9b: Overall Satisfaction with Maintenance of Streets in Your Neighborhood



LEGEND

Mean rating on a 5-point scale, where:

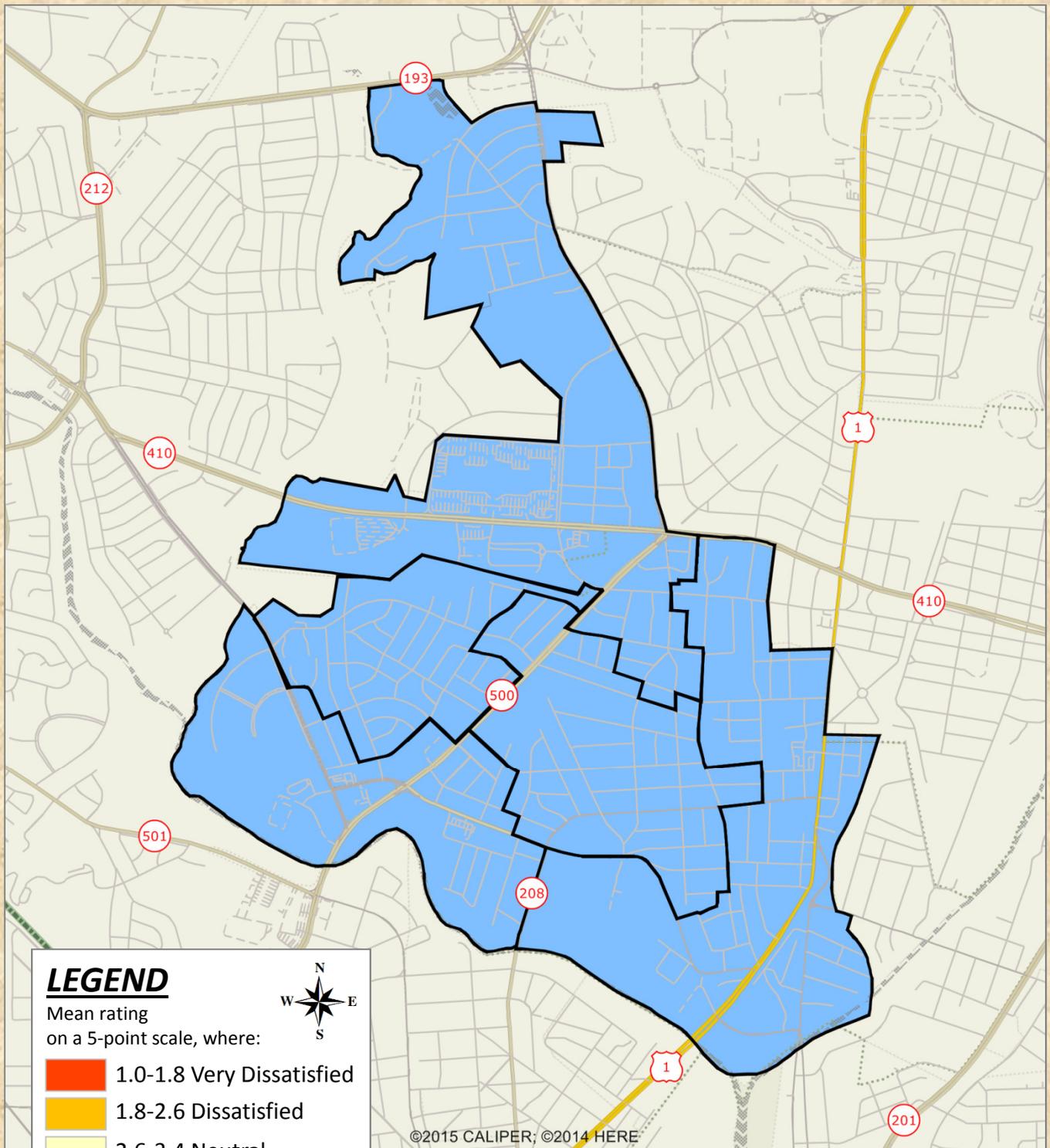
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

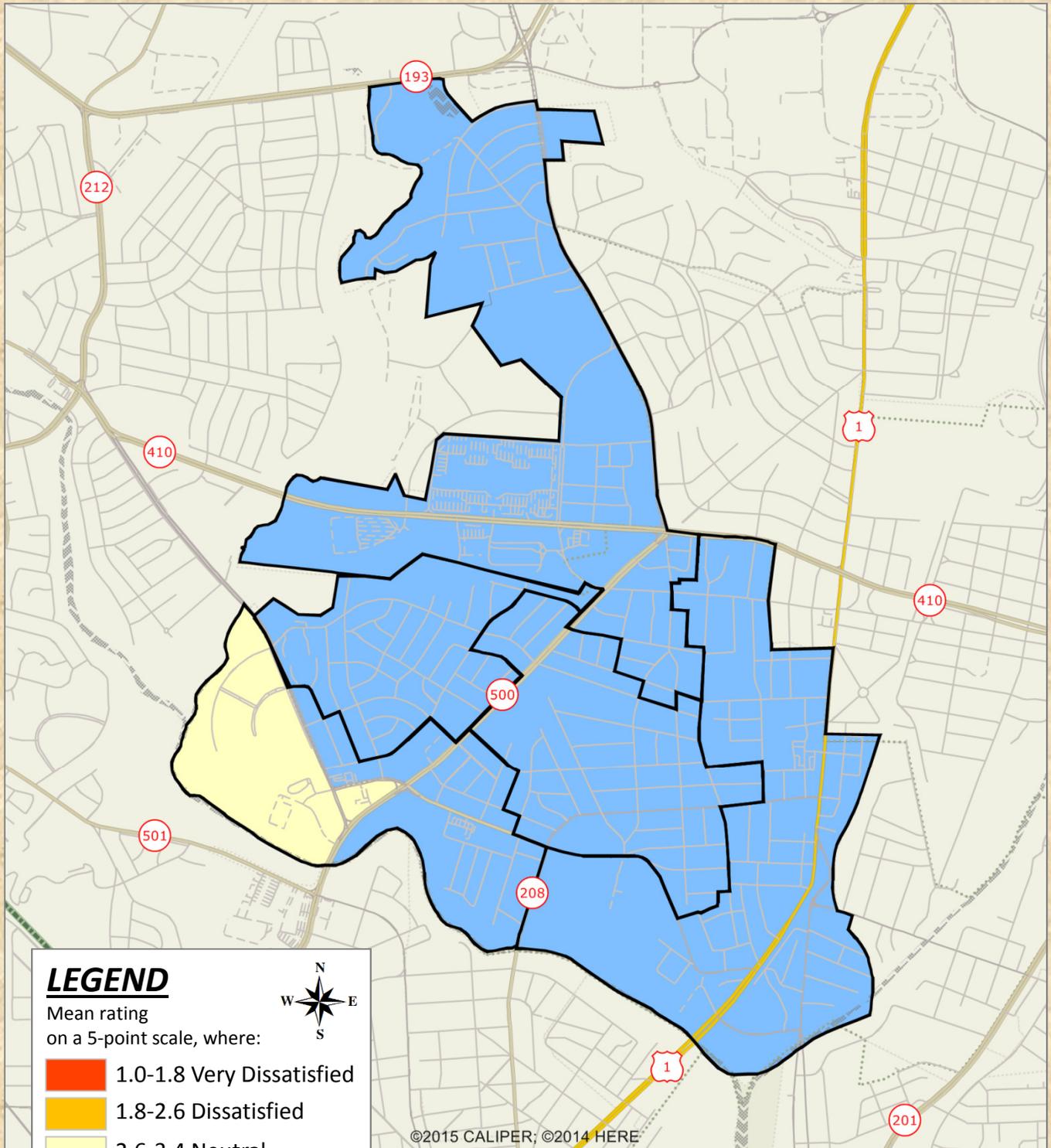
Q9c: Overall Satisfaction with Snow Removal on Major City Streets



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

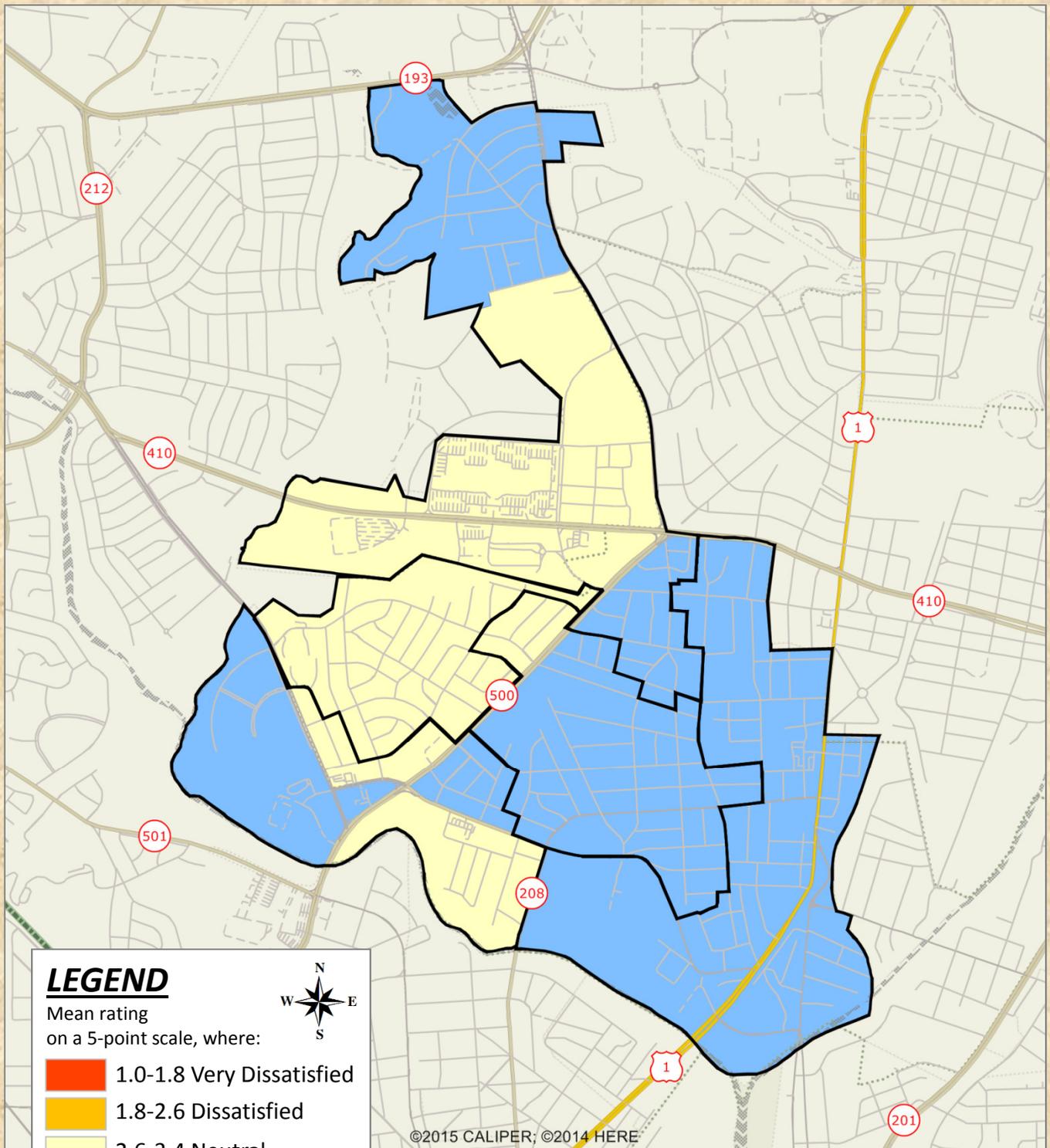
Q9d: Overall Satisfaction with Snow Removal on Neighborhood Streets



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9e: Overall Satisfaction with Cleanliness of Major City Streets



LEGEND

Mean rating
on a 5-point scale, where:

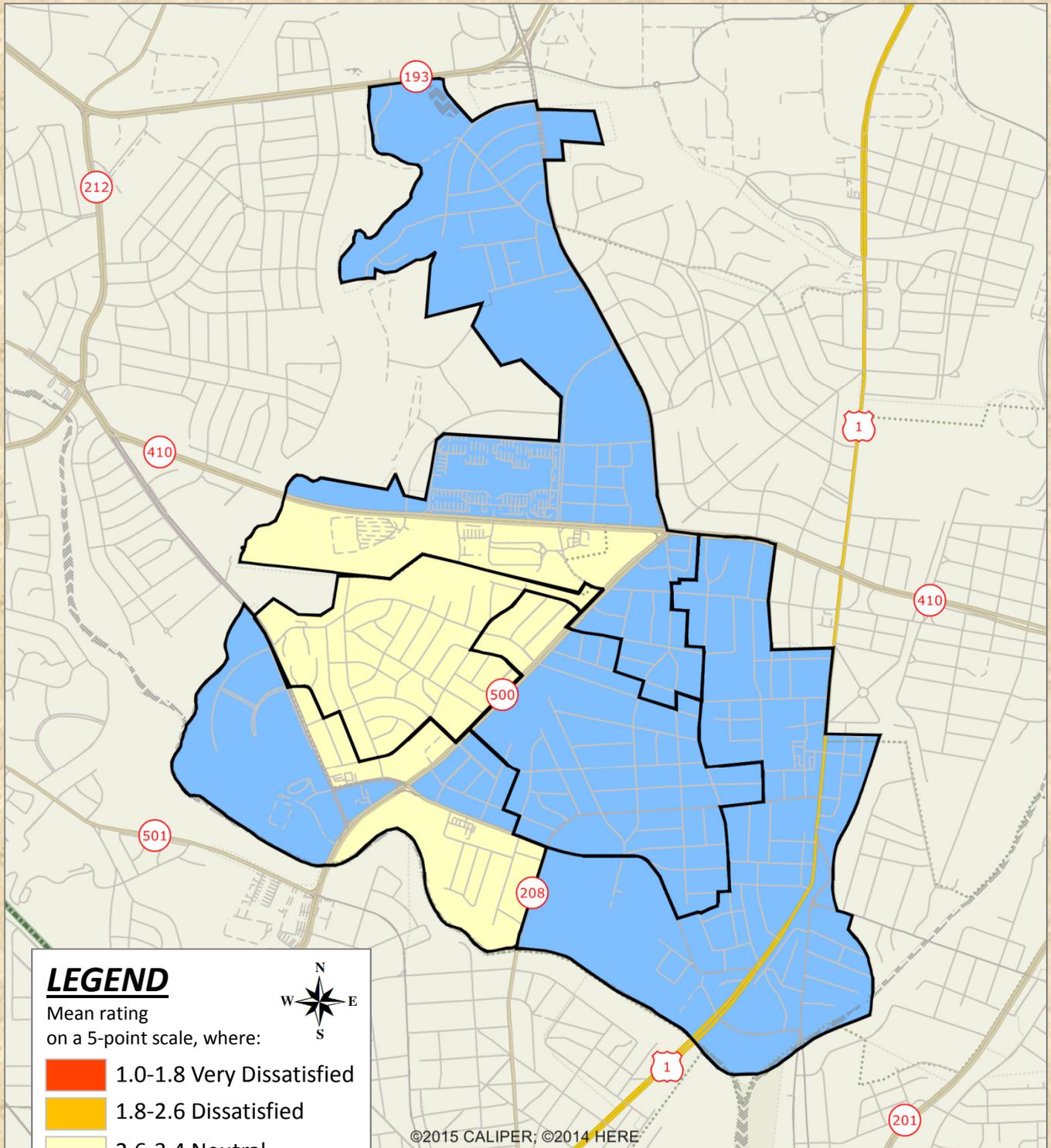
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

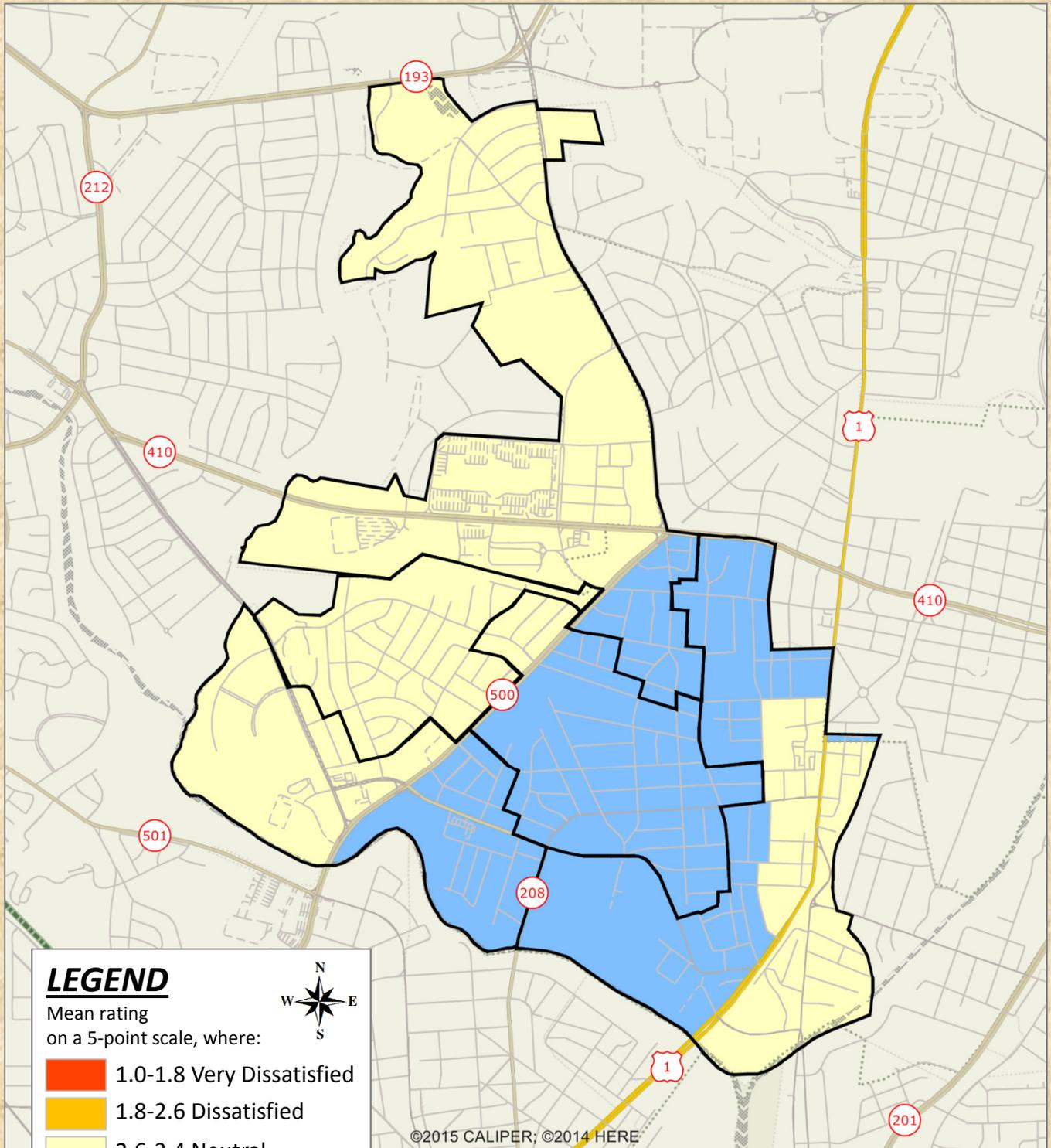
Q9f: Overall Satisfaction with Cleanliness of Residential Streets



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

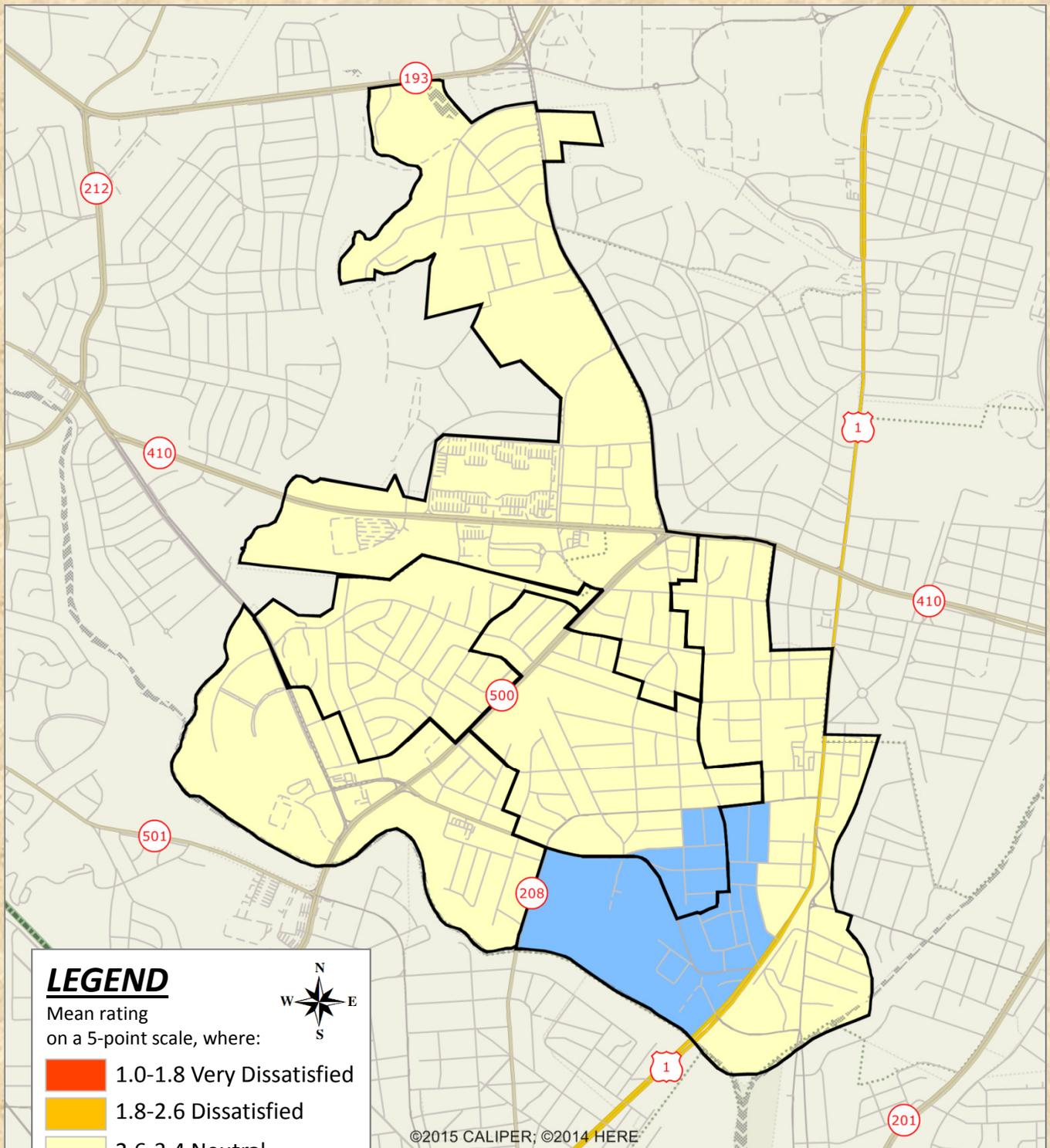
Q9g: Overall Satisfaction with Condition of Sidewalks in the City



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9h: Overall Satisfaction with Adequacy of Street Lighting



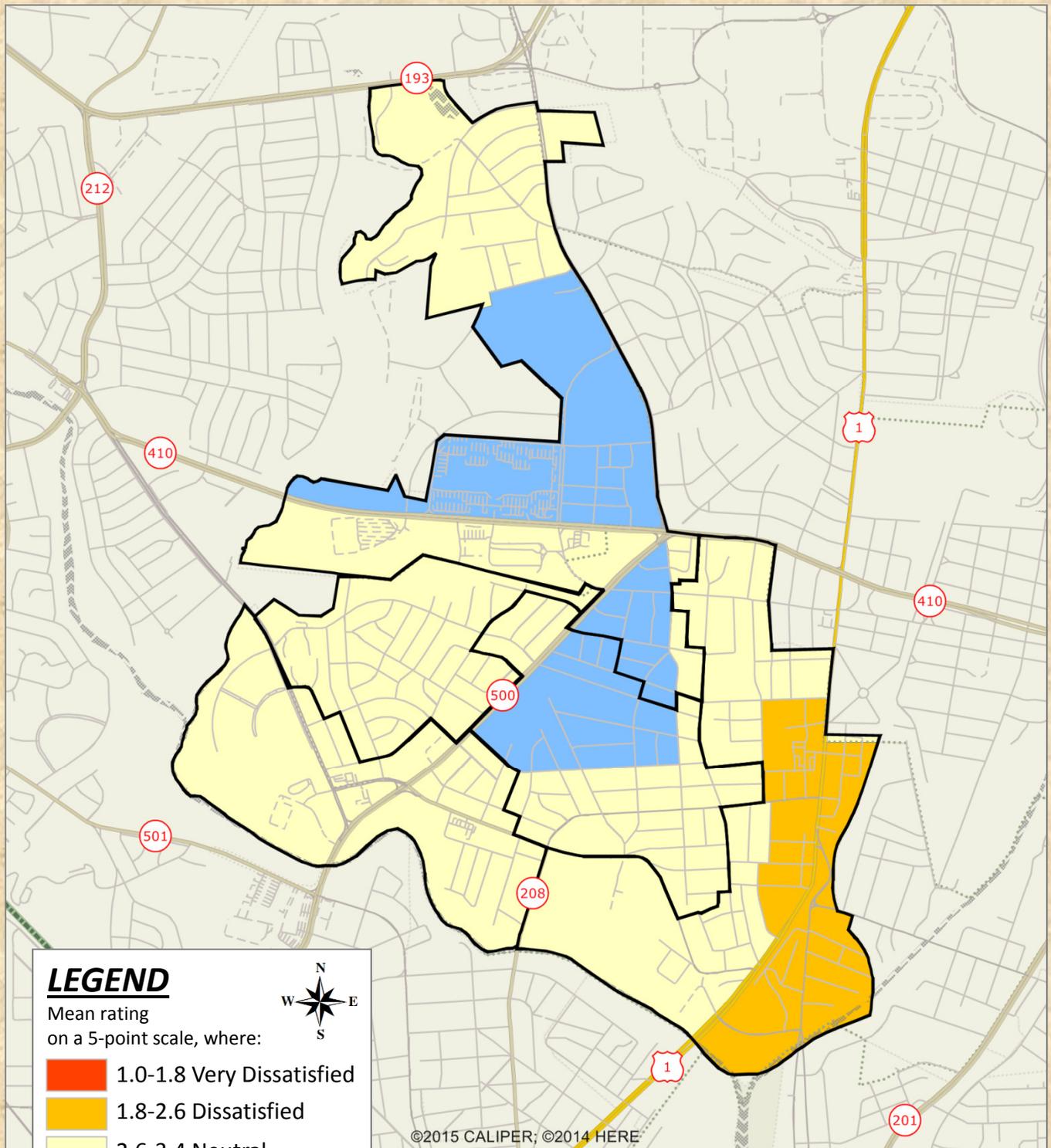
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2015 Hyattsville Resident Quality of Life & Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9i: Overall Satisfaction with Residential Parking Availability



LEGEND

Mean rating on a 5-point scale, where:

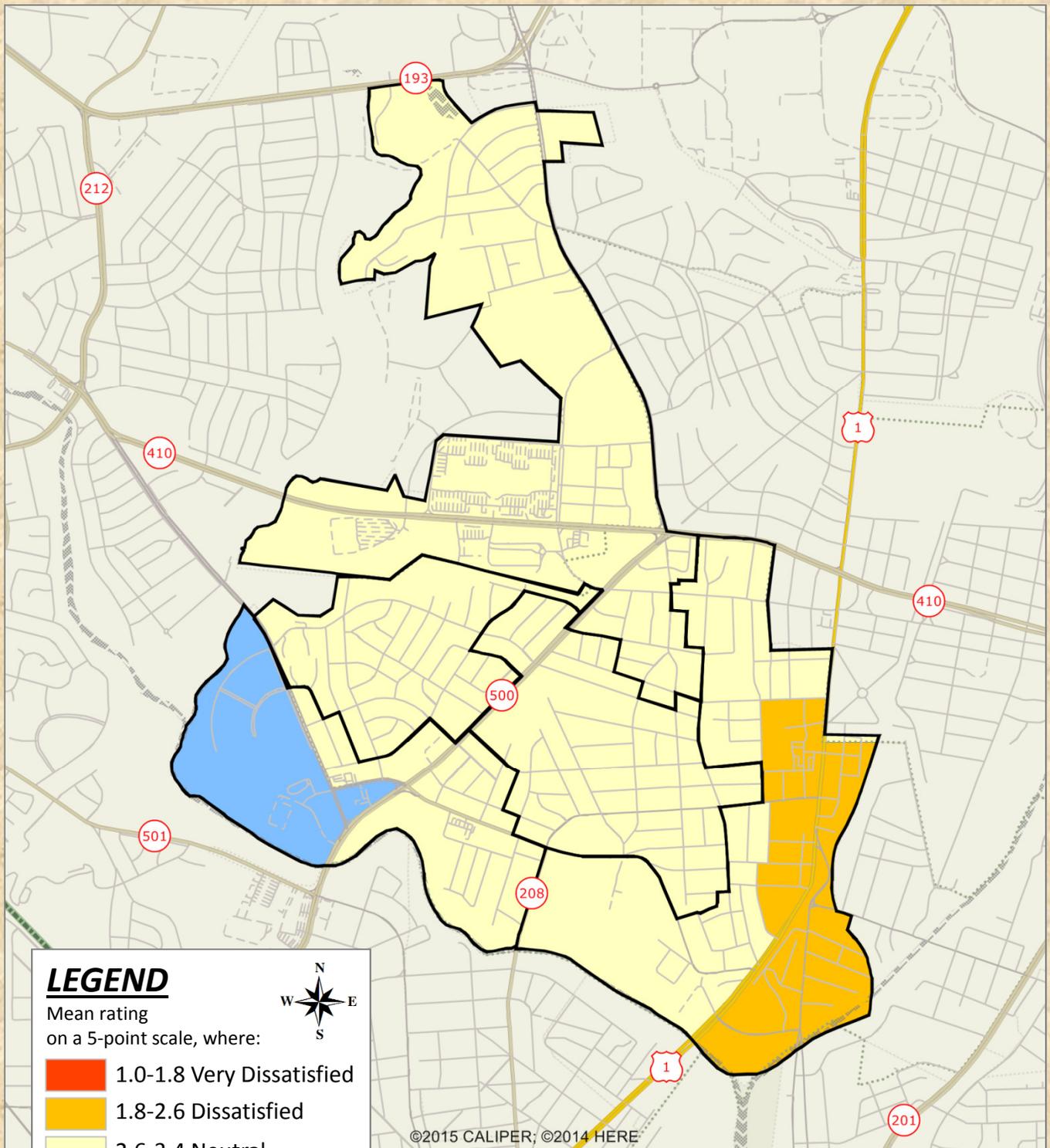
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9j: Overall Satisfaction with Commercial Parking Availability

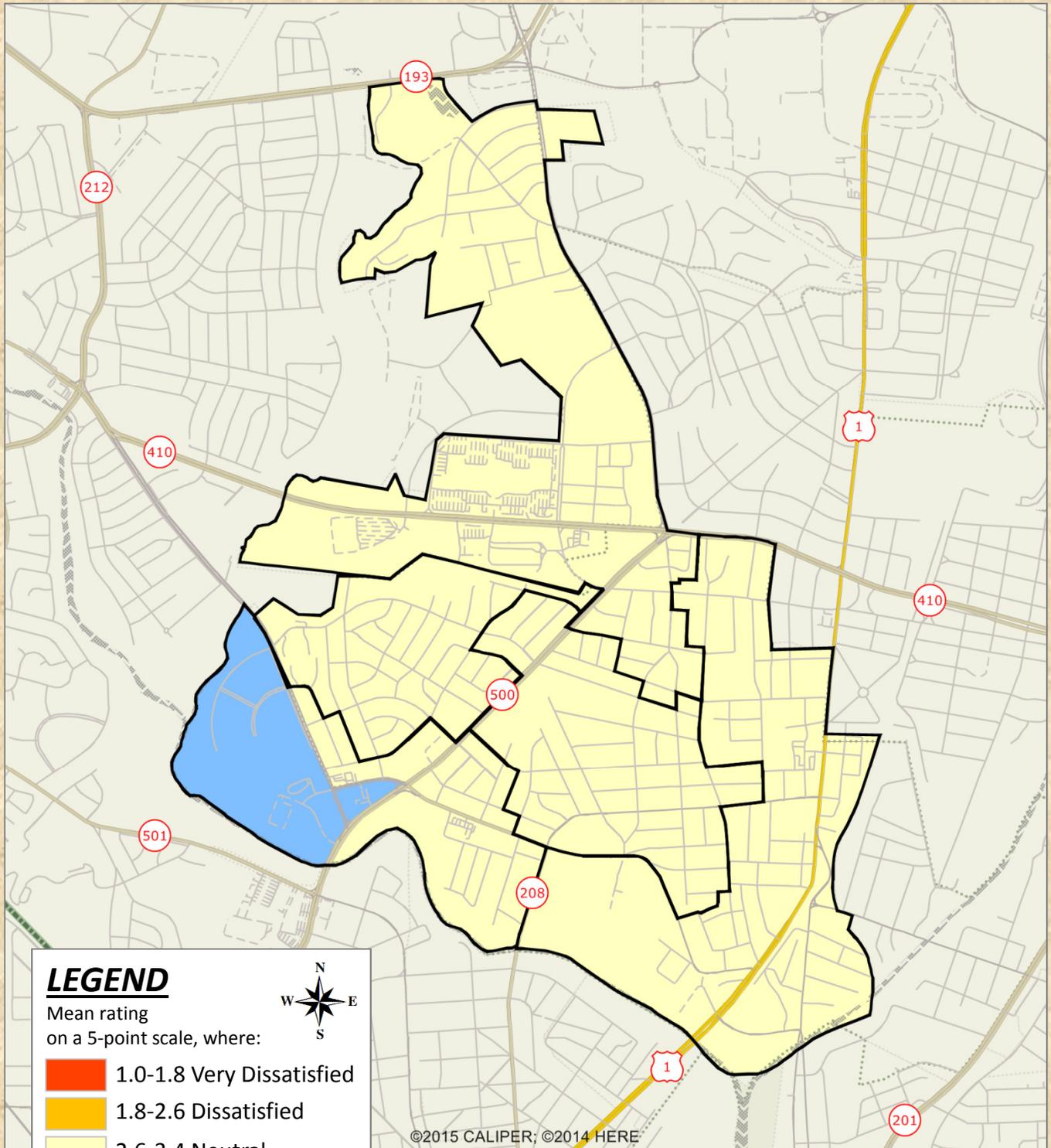


LEGEND
Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 Hyattsville Resident Quality of Life & Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9k: Overall Satisfaction with Bike Lane Availability



LEGEND

Mean rating
on a 5-point scale, where:

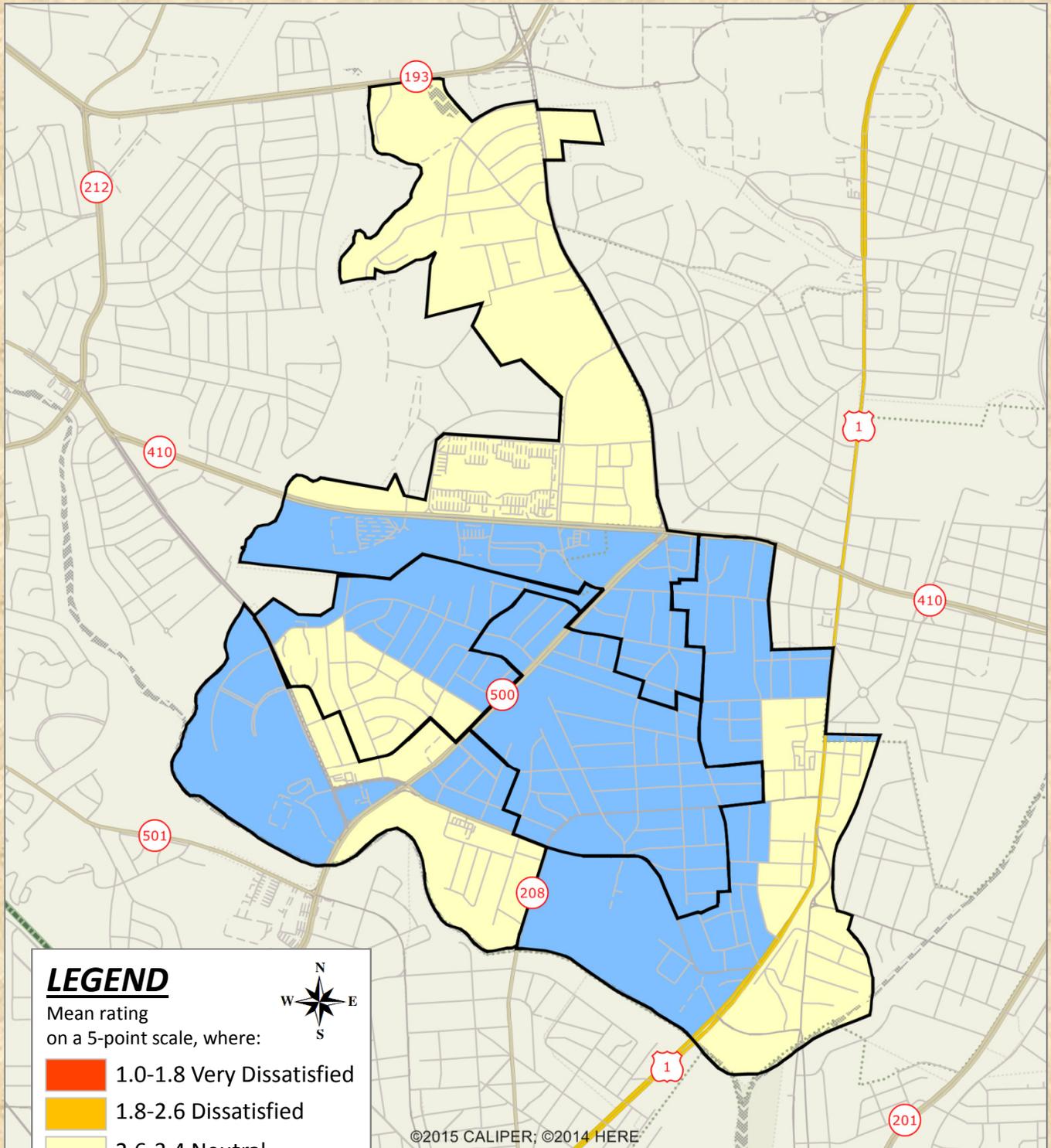
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q9I: Overall Satisfaction with Sidewalk Availability



LEGEND

Mean rating
on a 5-point scale, where:

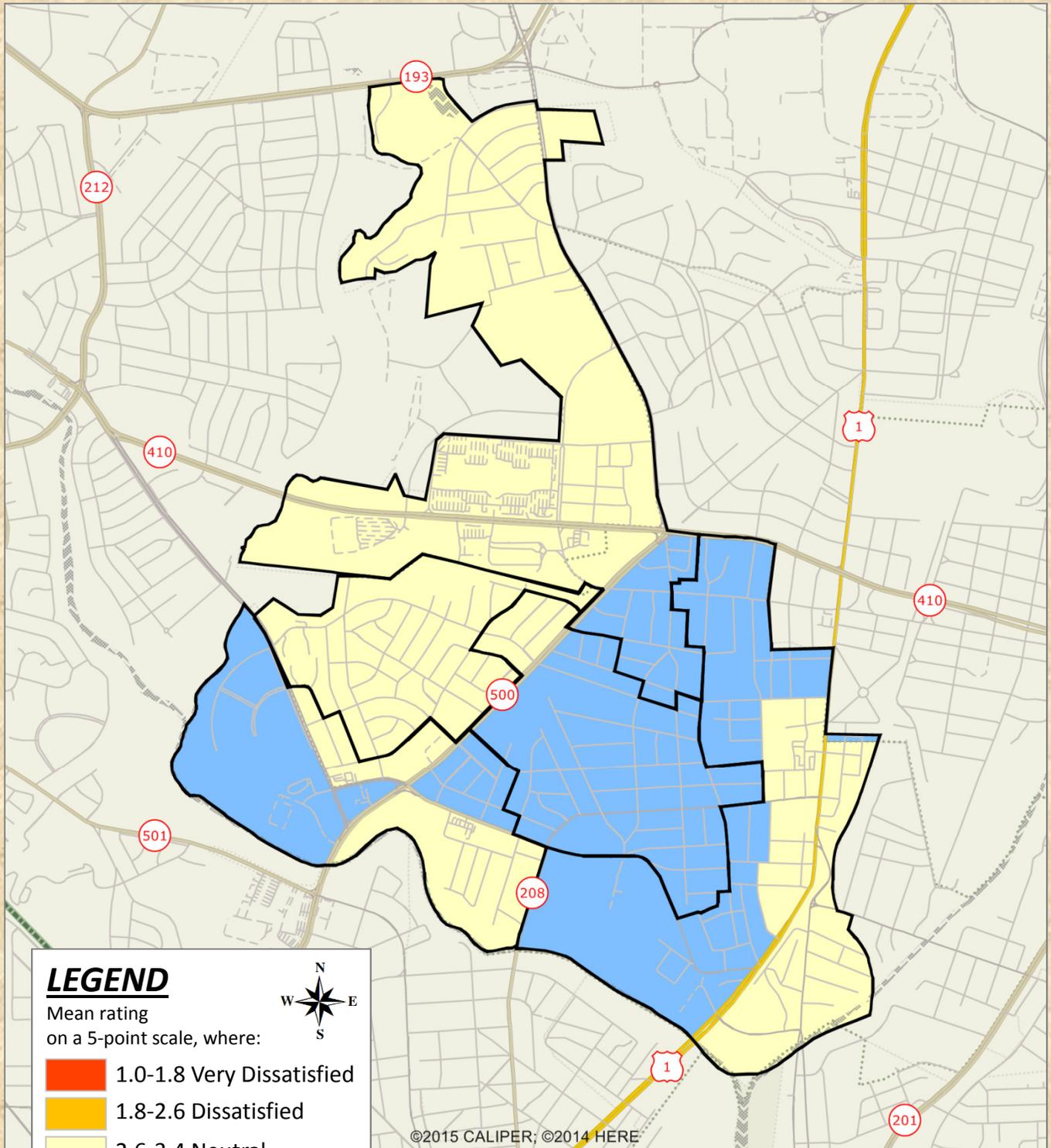
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q9m: Overall Satisfaction with Crosswalk Availability



LEGEND

Mean rating on a 5-point scale, where:

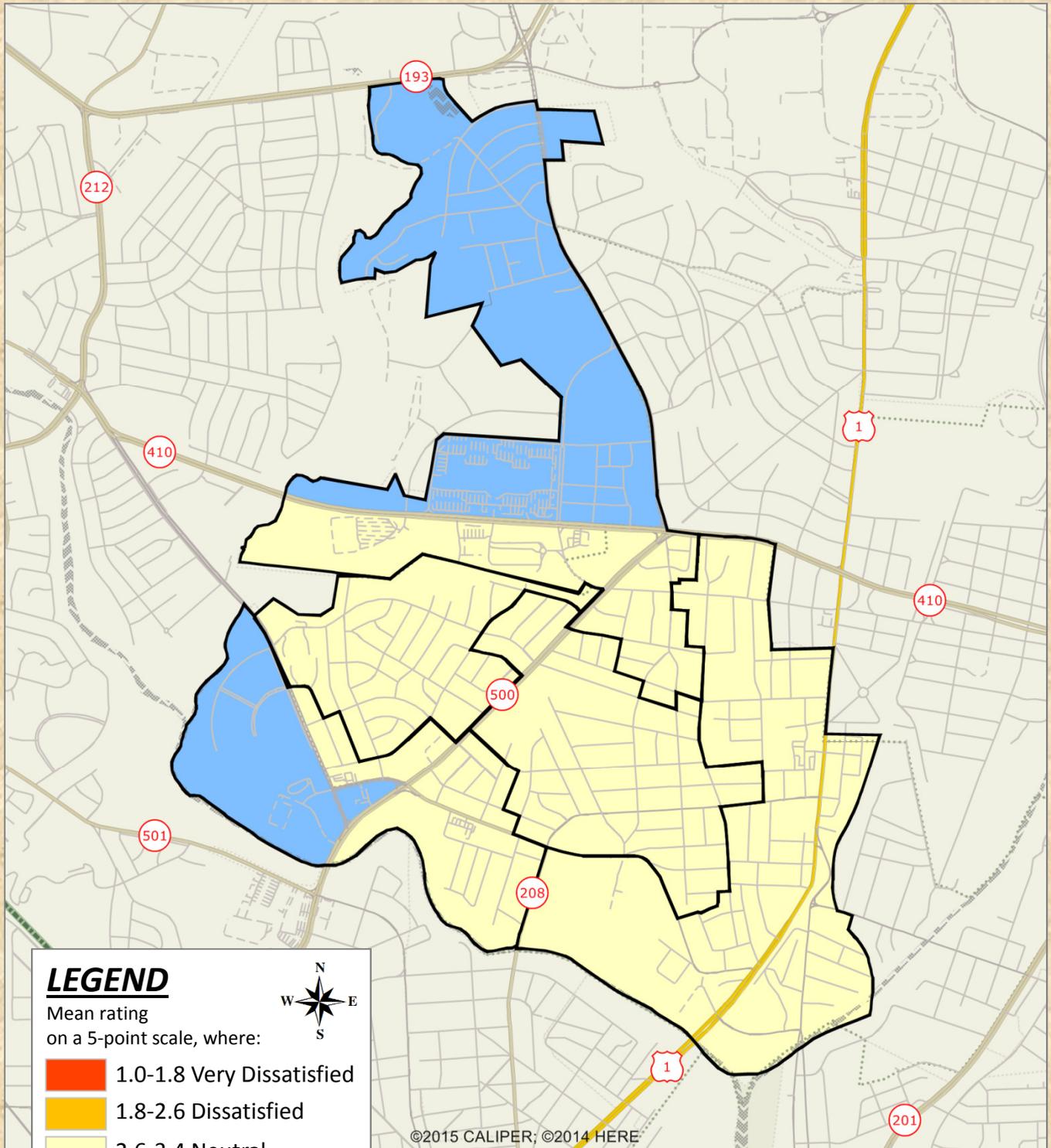
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

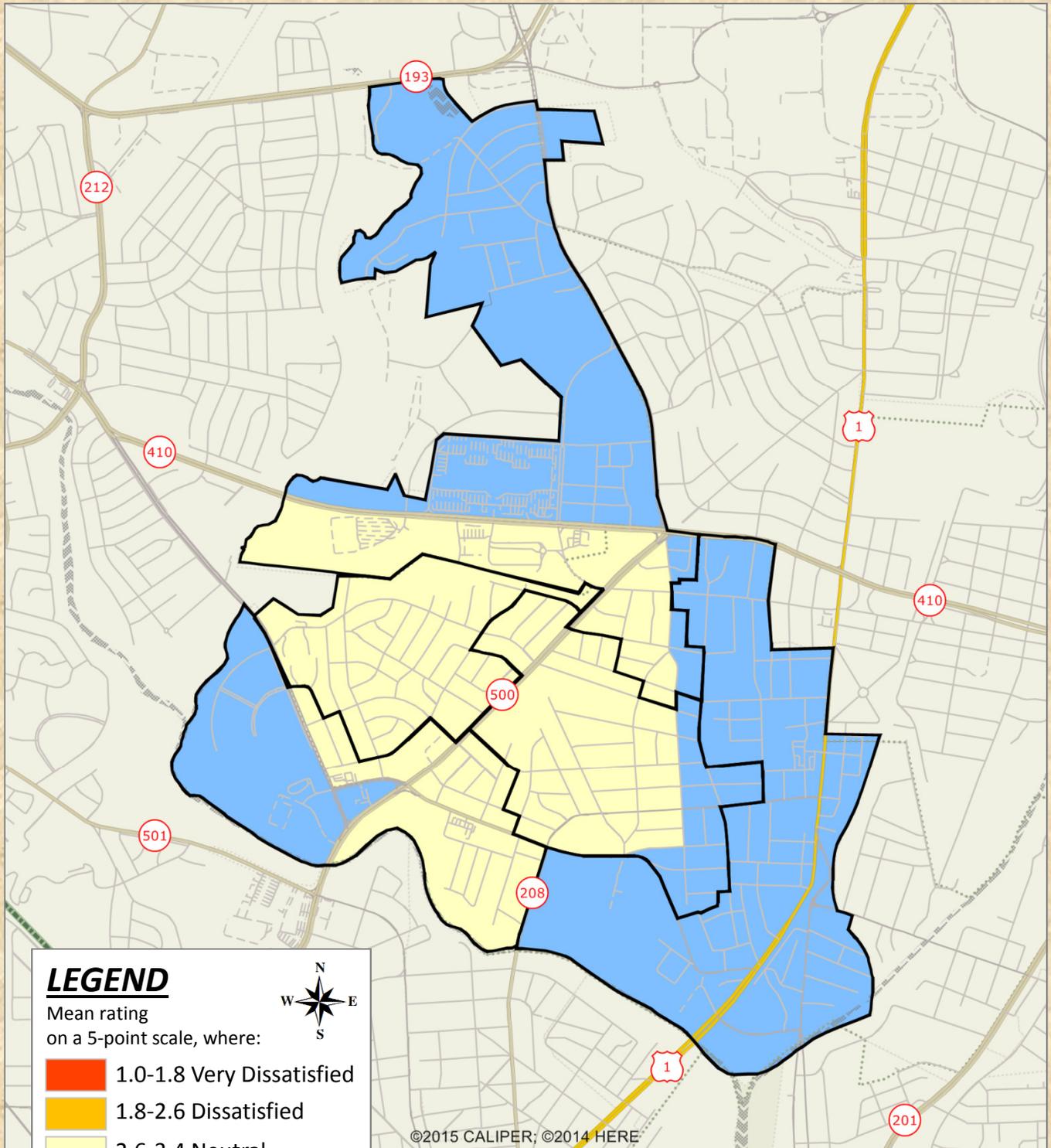
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11a: Overall Satisfaction with the Amount of Junk and Debris on Private Property



2015 Hyattsville Resident Quality of Life & Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11b: Overall Satisfaction with Residential Property Maintenance



LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

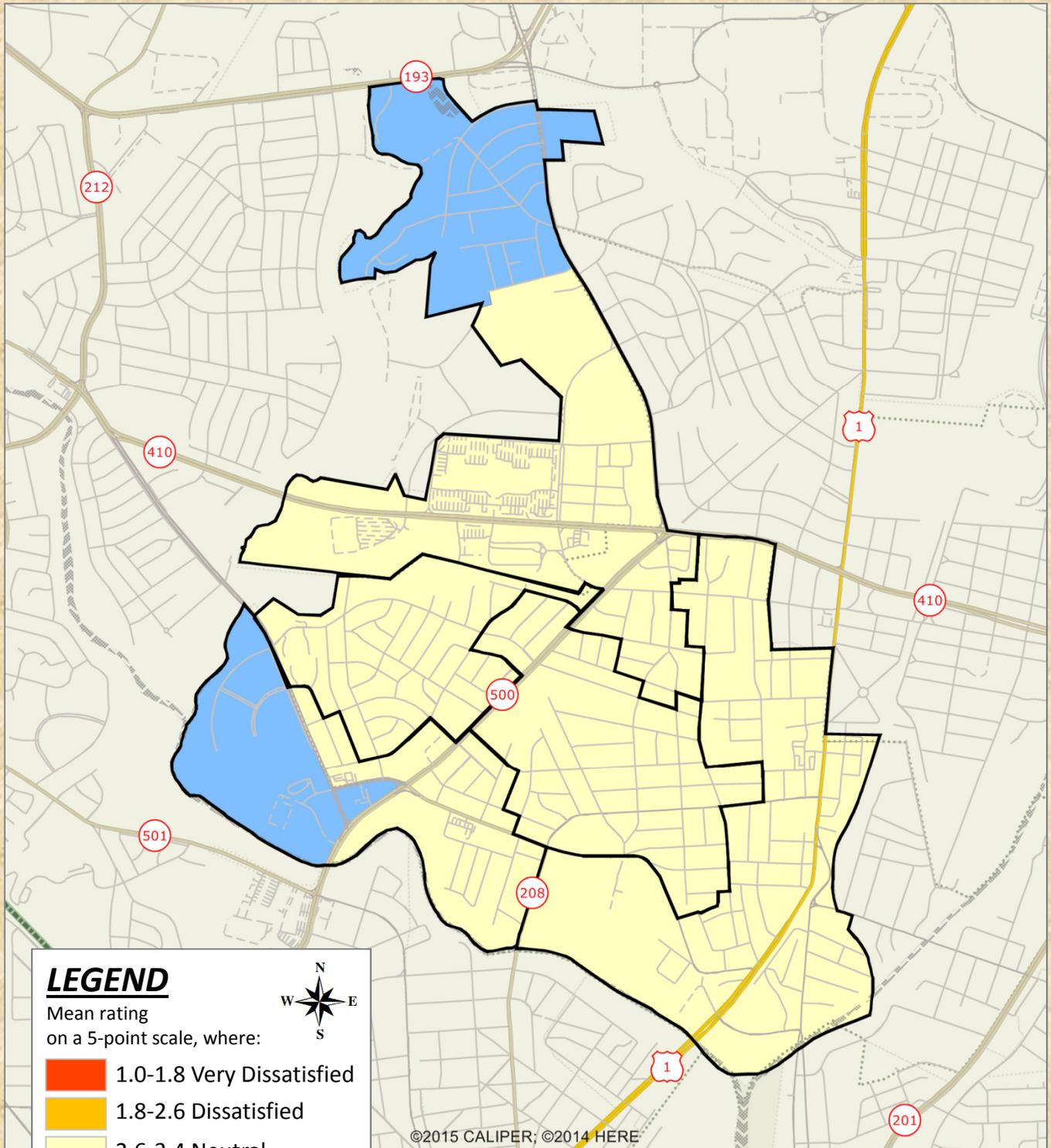


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2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q11c: Overall Satisfaction with Aesthetics of Commercial Properties



LEGEND

Mean rating
on a 5-point scale, where:

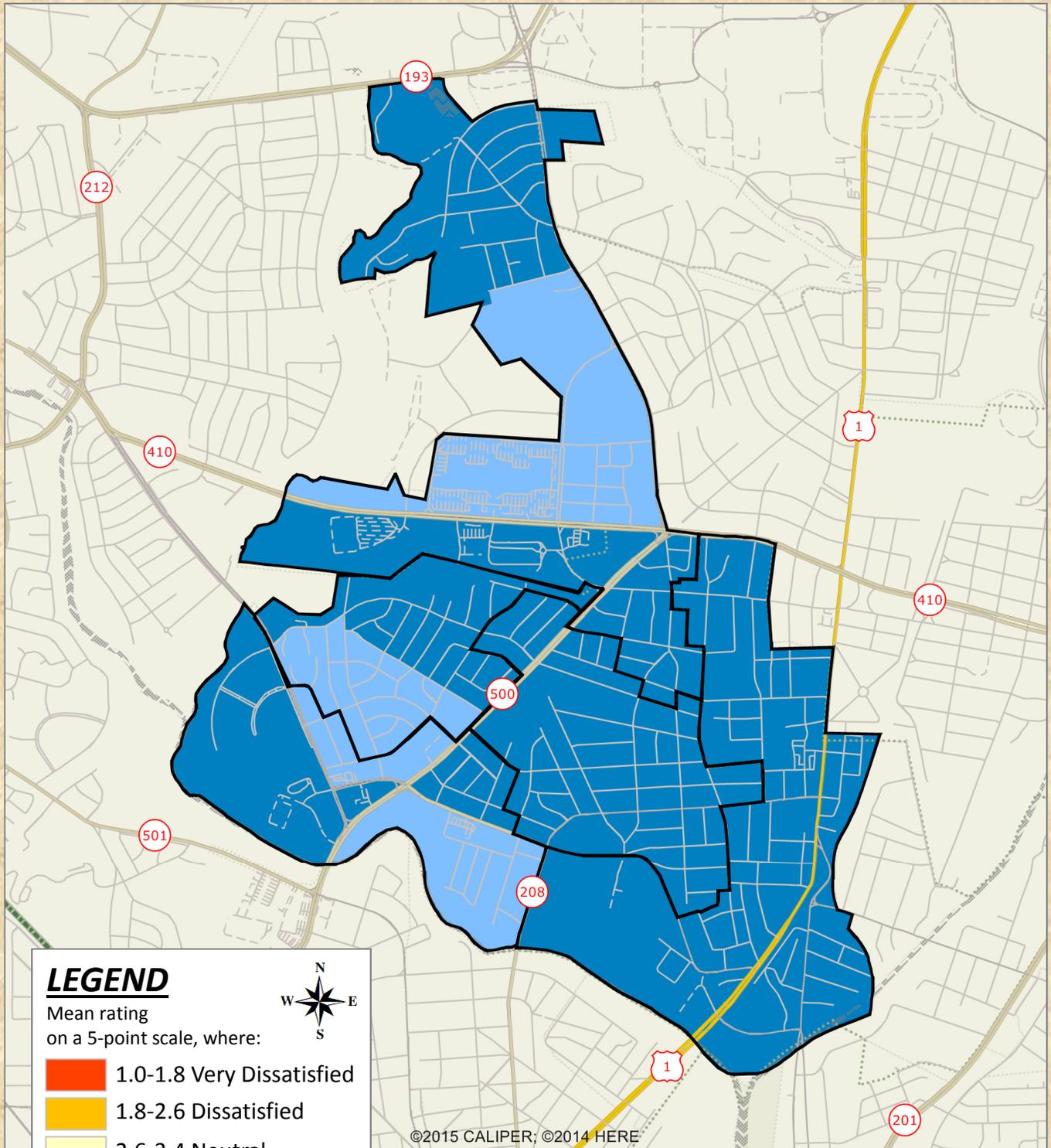
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

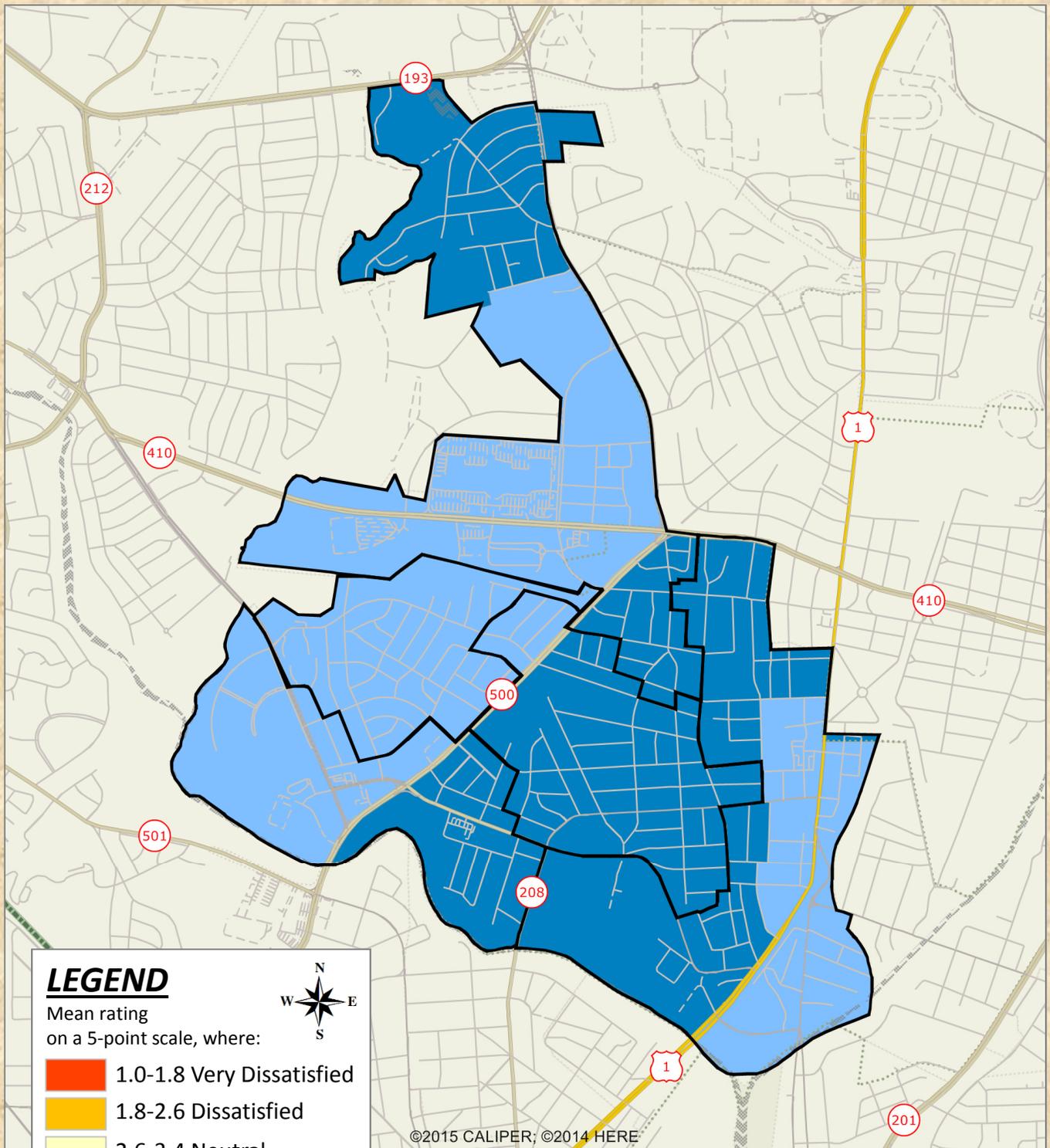
Q12a: Overall Satisfaction with Residential Trash Collection Services



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

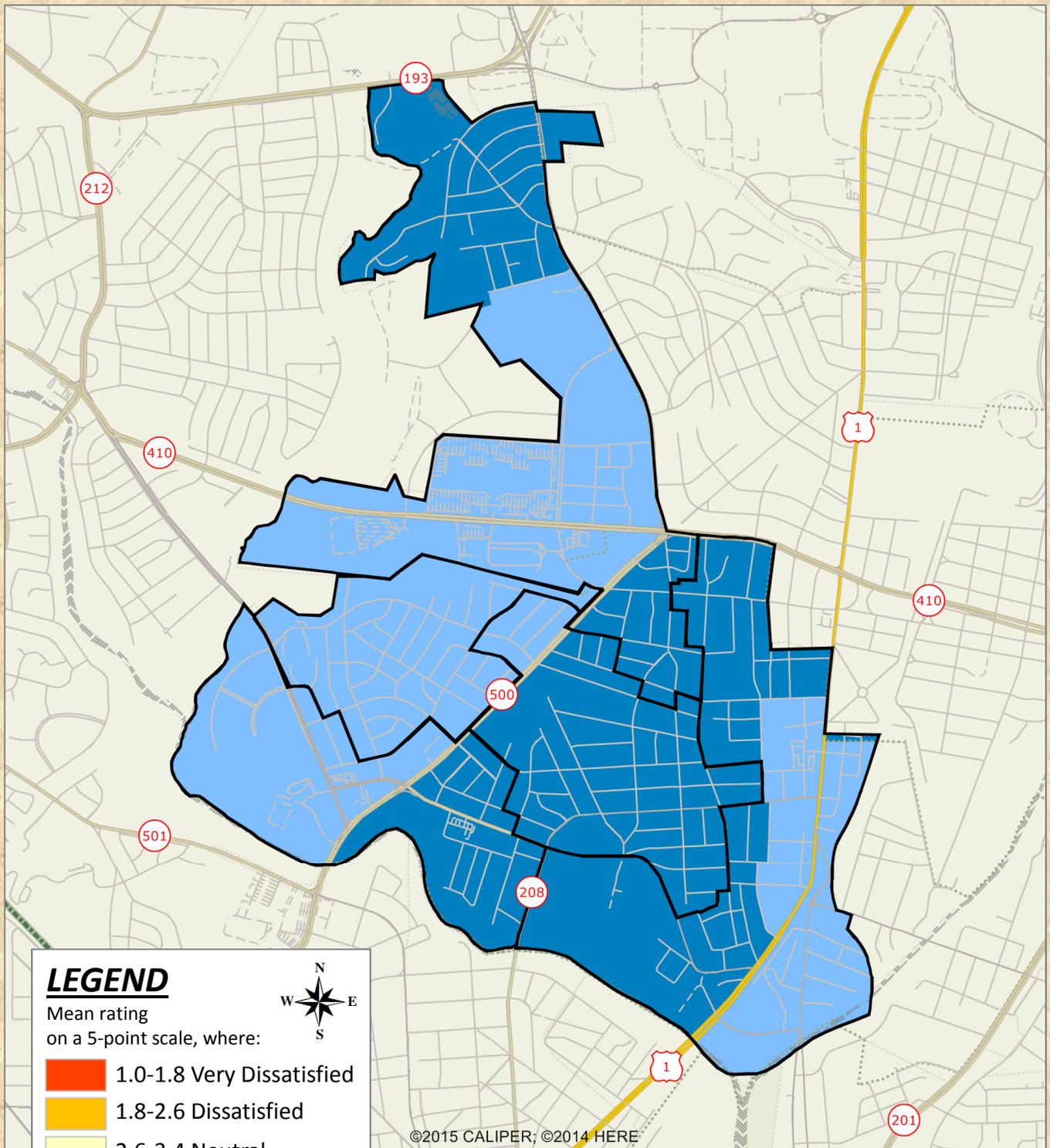
Q12b: Overall Satisfaction with Bulky Item Pick Up/Removal Services



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12c: Overall Satisfaction with Removal of White Goods



LEGEND

Mean rating on a 5-point scale, where:

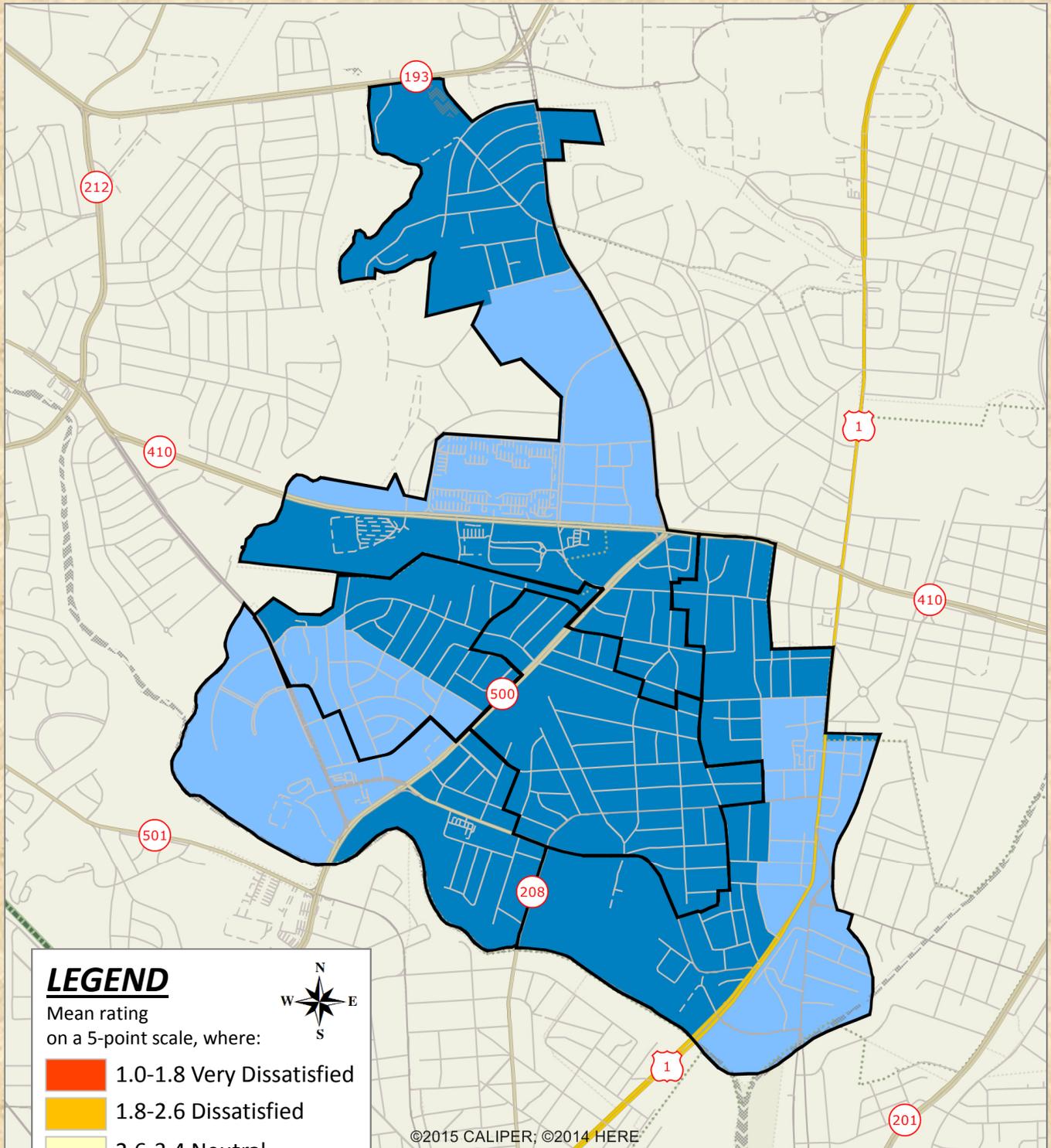
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12d: Overall Satisfaction with Removal of Yard Waste



LEGEND

Mean rating on a 5-point scale, where:

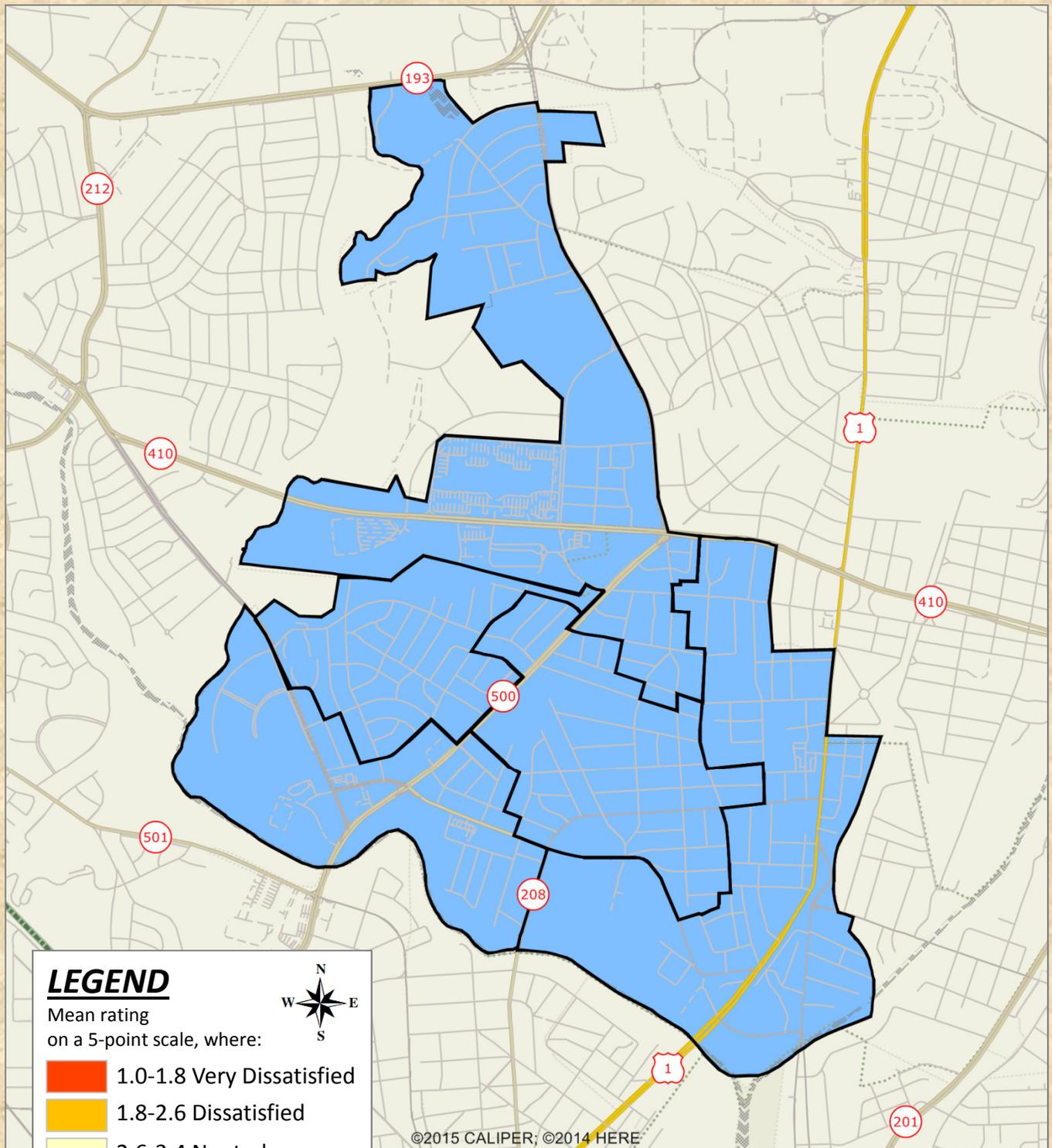
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

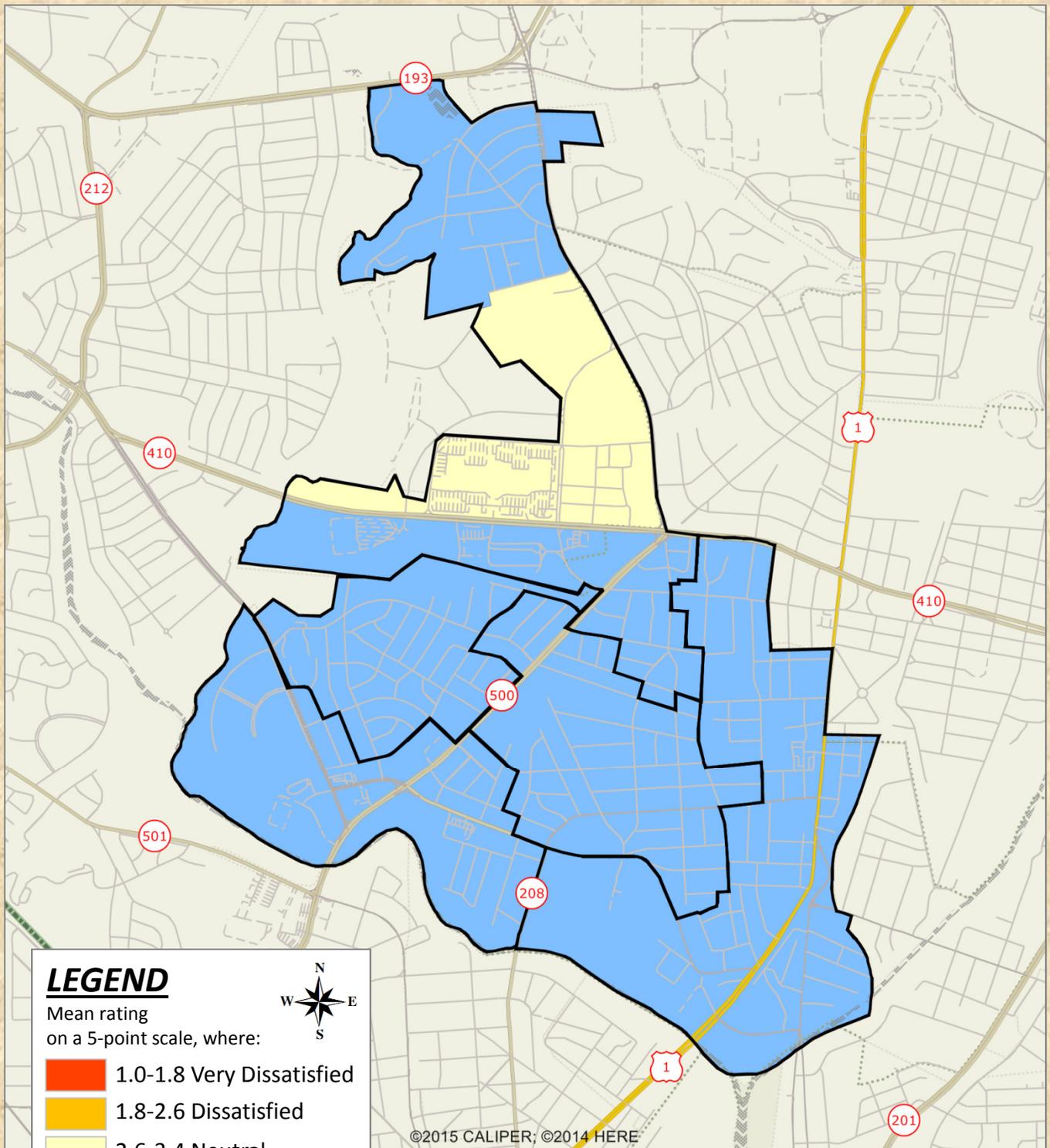
Q13a: Overall Satisfaction with Appearance of Existing City Parks



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13b: Overall Satisfaction with Number of City Parks



LEGEND

Mean rating
on a 5-point scale, where:

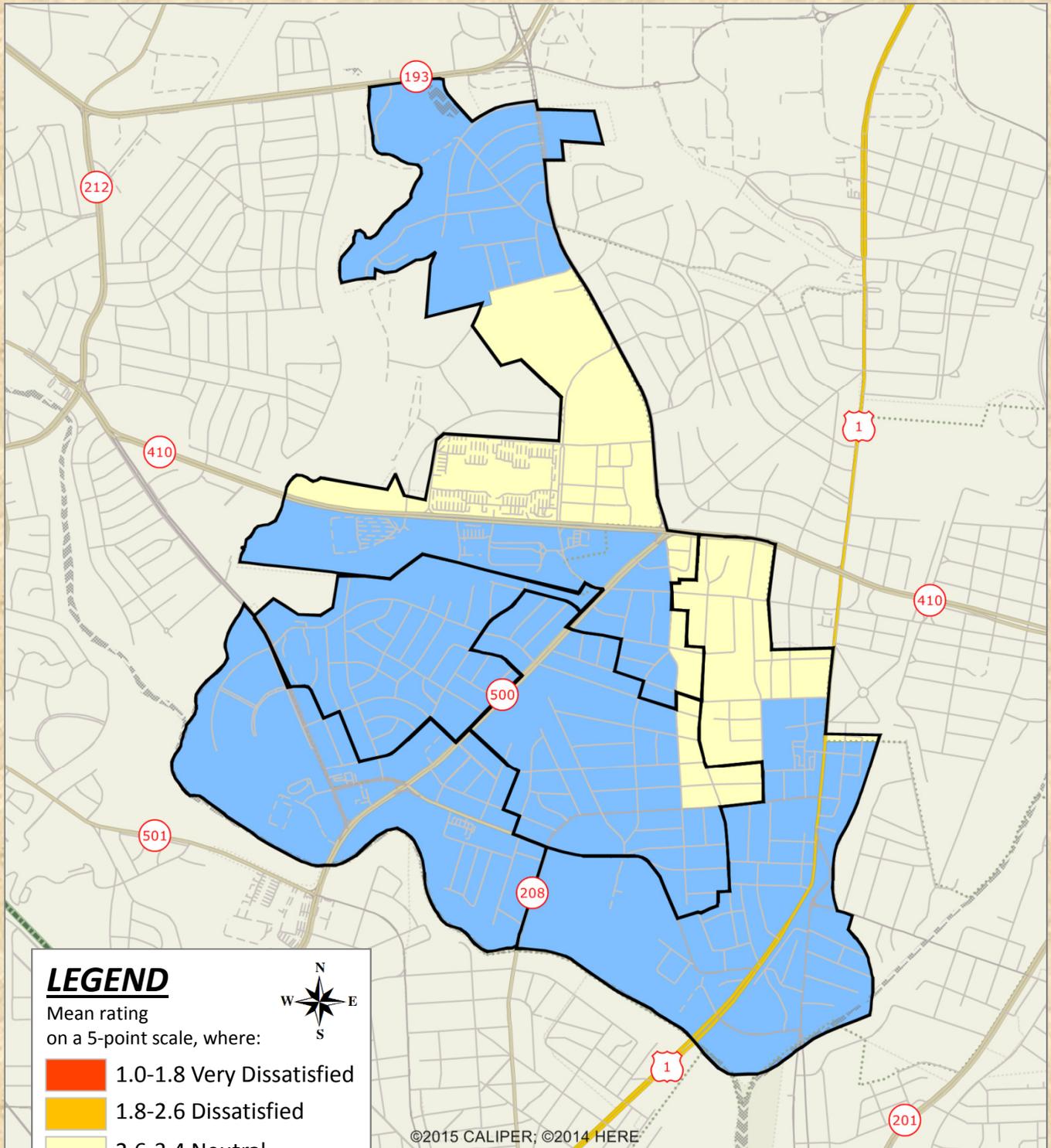
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q13c: Overall Satisfaction with Walking and Biking Trails in the City



LEGEND

Mean rating on a 5-point scale, where:

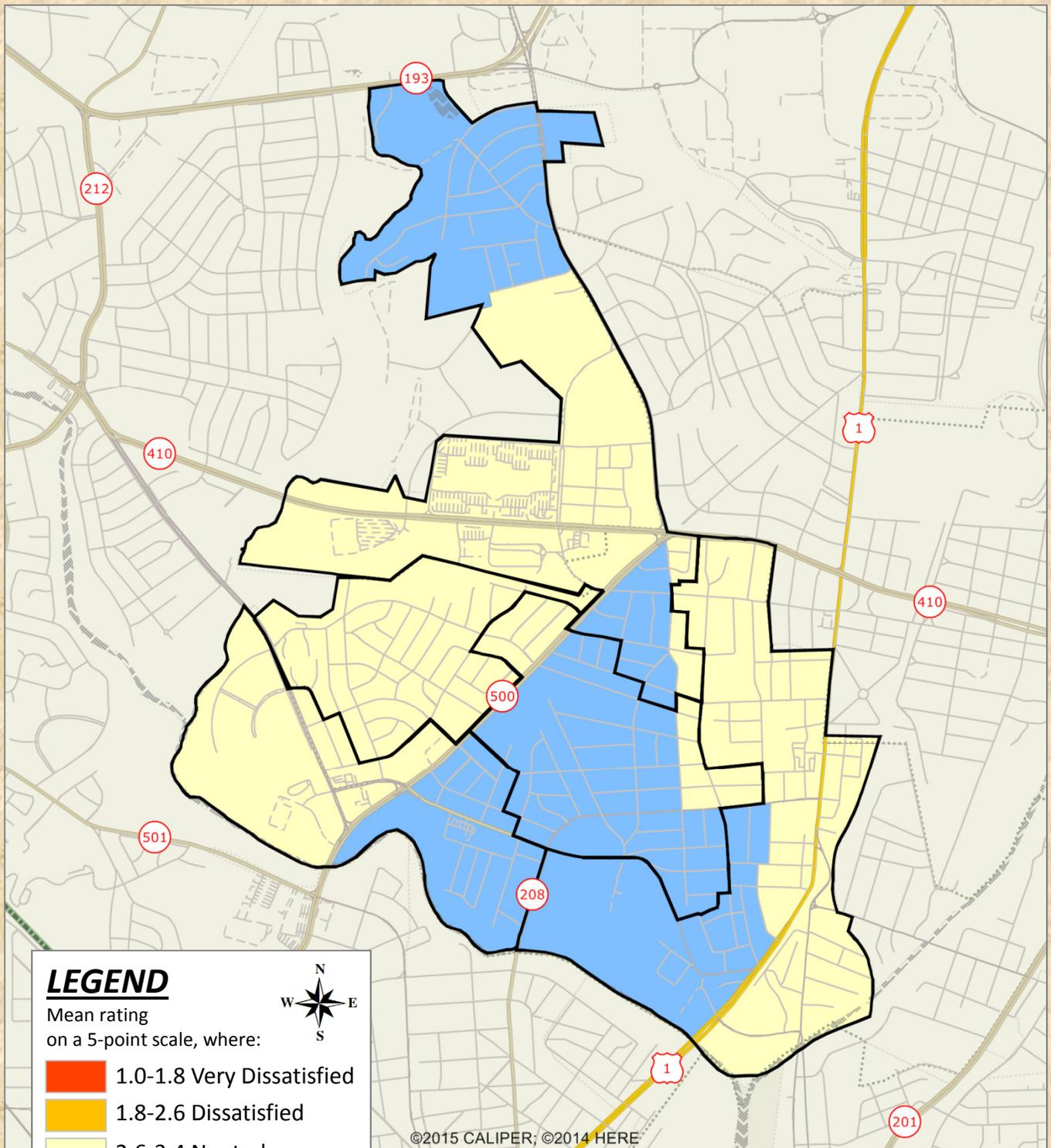
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13d: Overall Satisfaction with Quality of Outdoor Athletic Facilities



LEGEND

Mean rating
on a 5-point scale, where:

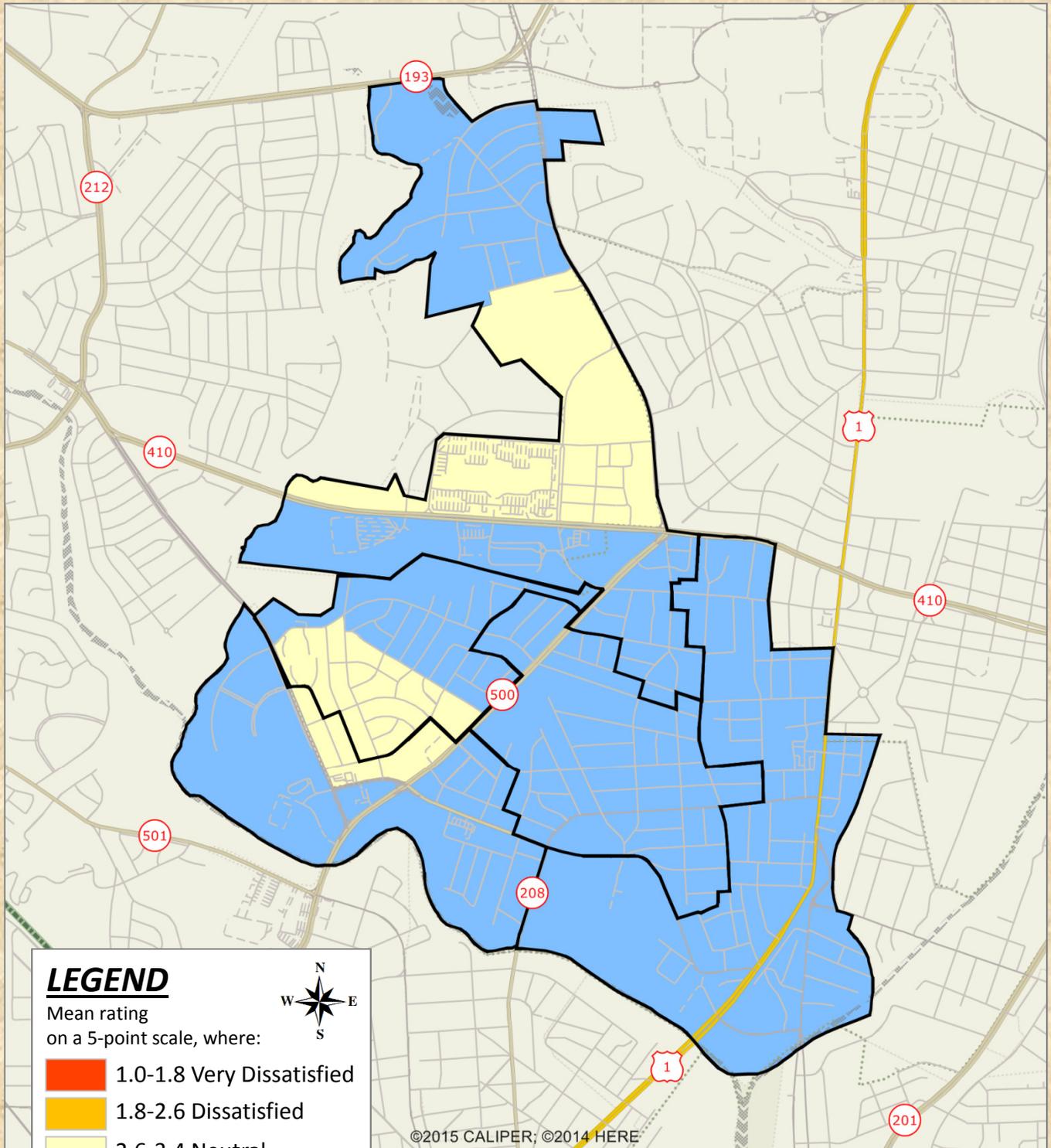
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

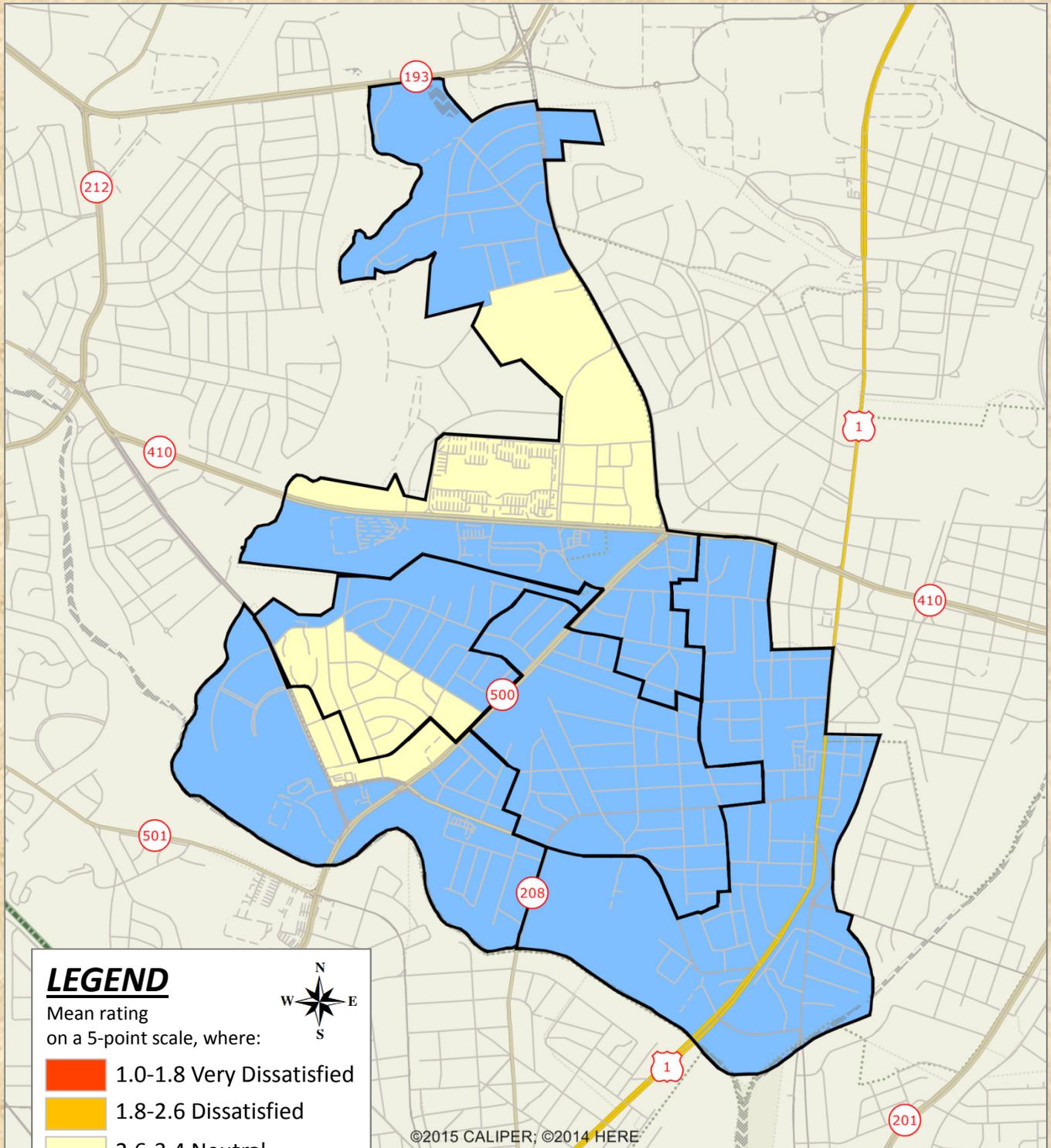
Q14a: Overall Satisfaction with the Quantity of City Events & Celebrations



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14b: Overall Satisfaction with the Quality of City Events & Celebrations



LEGEND

Mean rating on a 5-point scale, where:

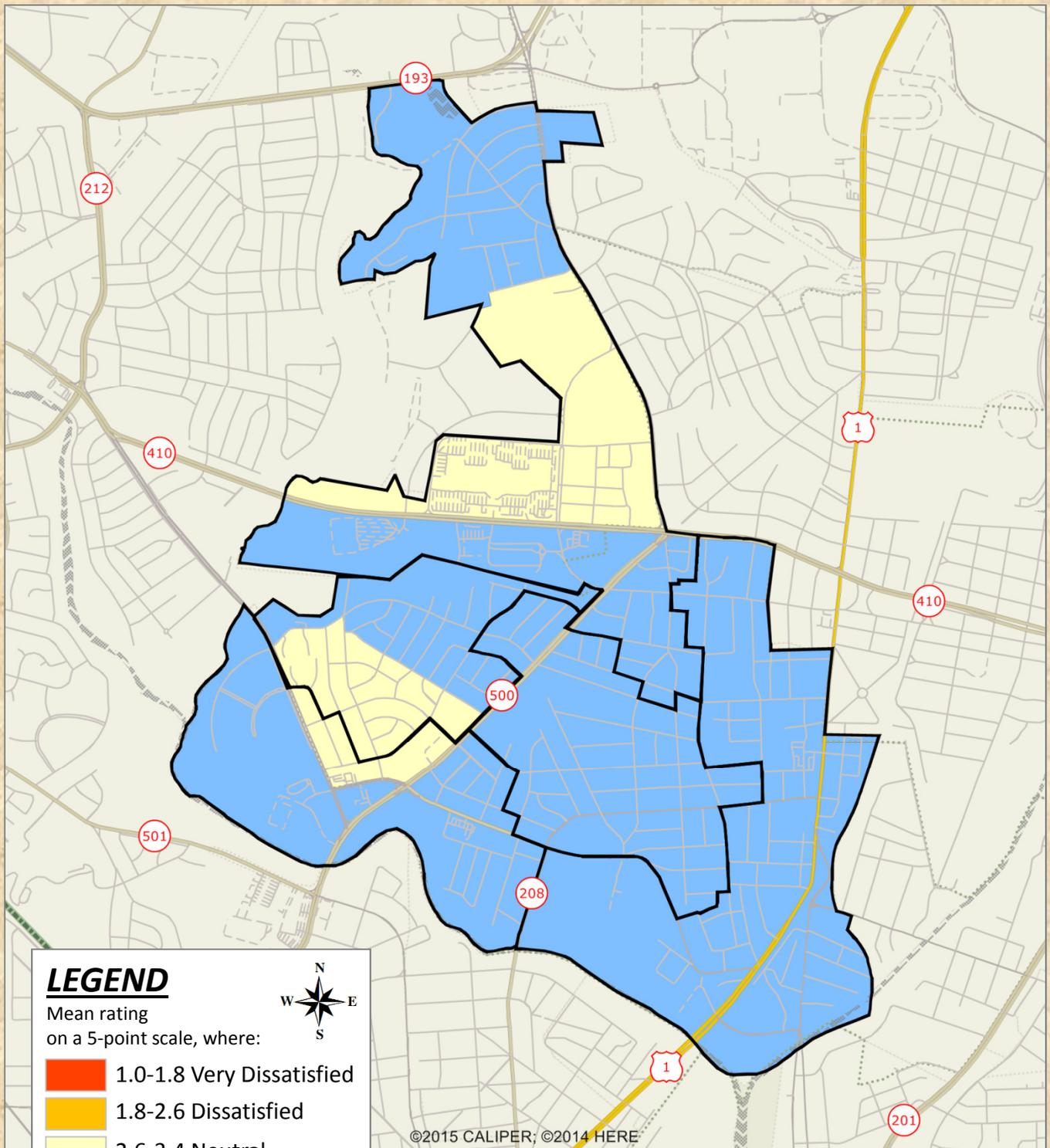
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14c: Overall Satisfaction with the Diversity of City Events & Celebrations



LEGEND

Mean rating on a 5-point scale, where:

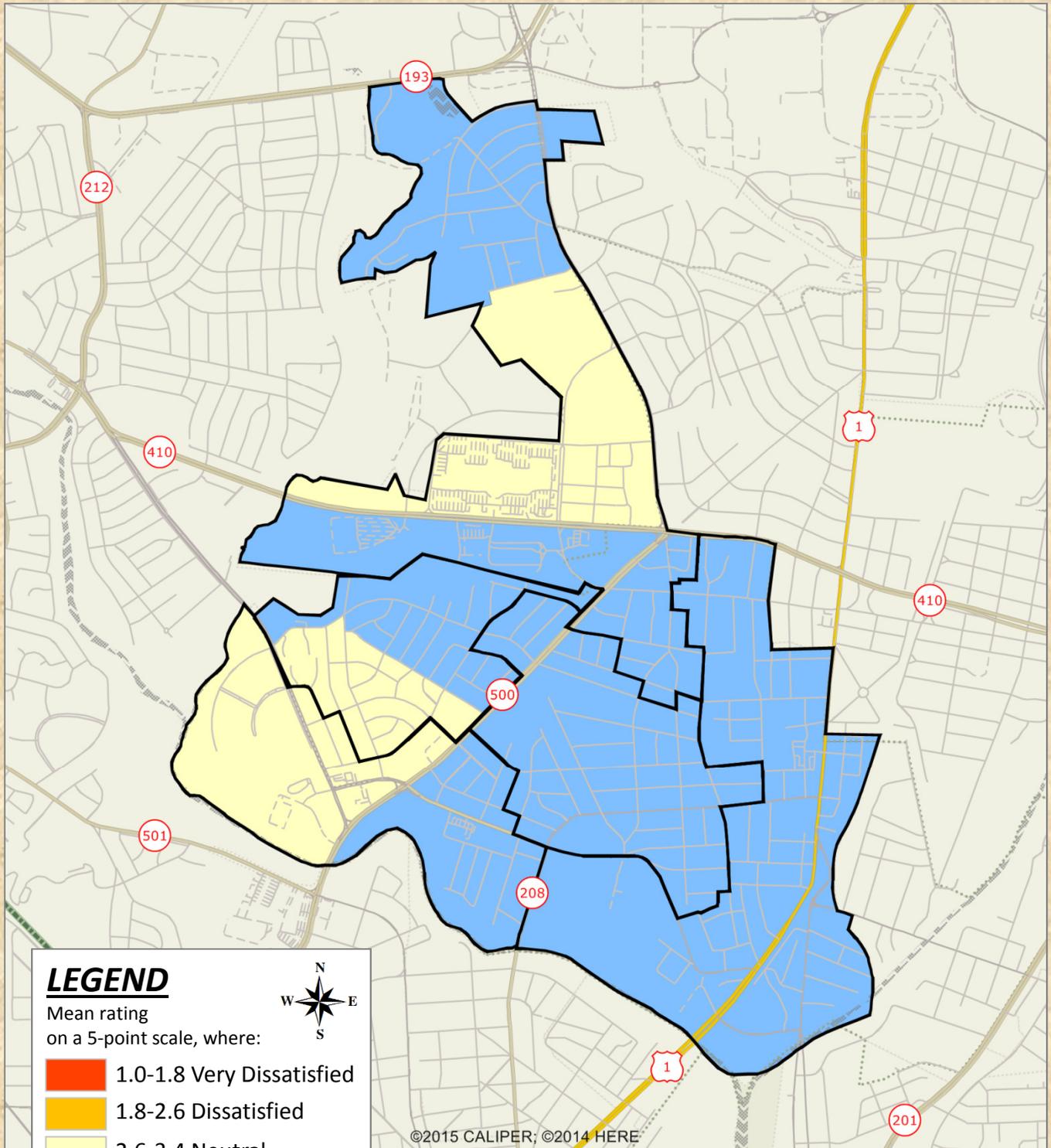
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14d: Overall Satisfaction with the Opportunities to Volunteer in the City



LEGEND

Mean rating on a 5-point scale, where:

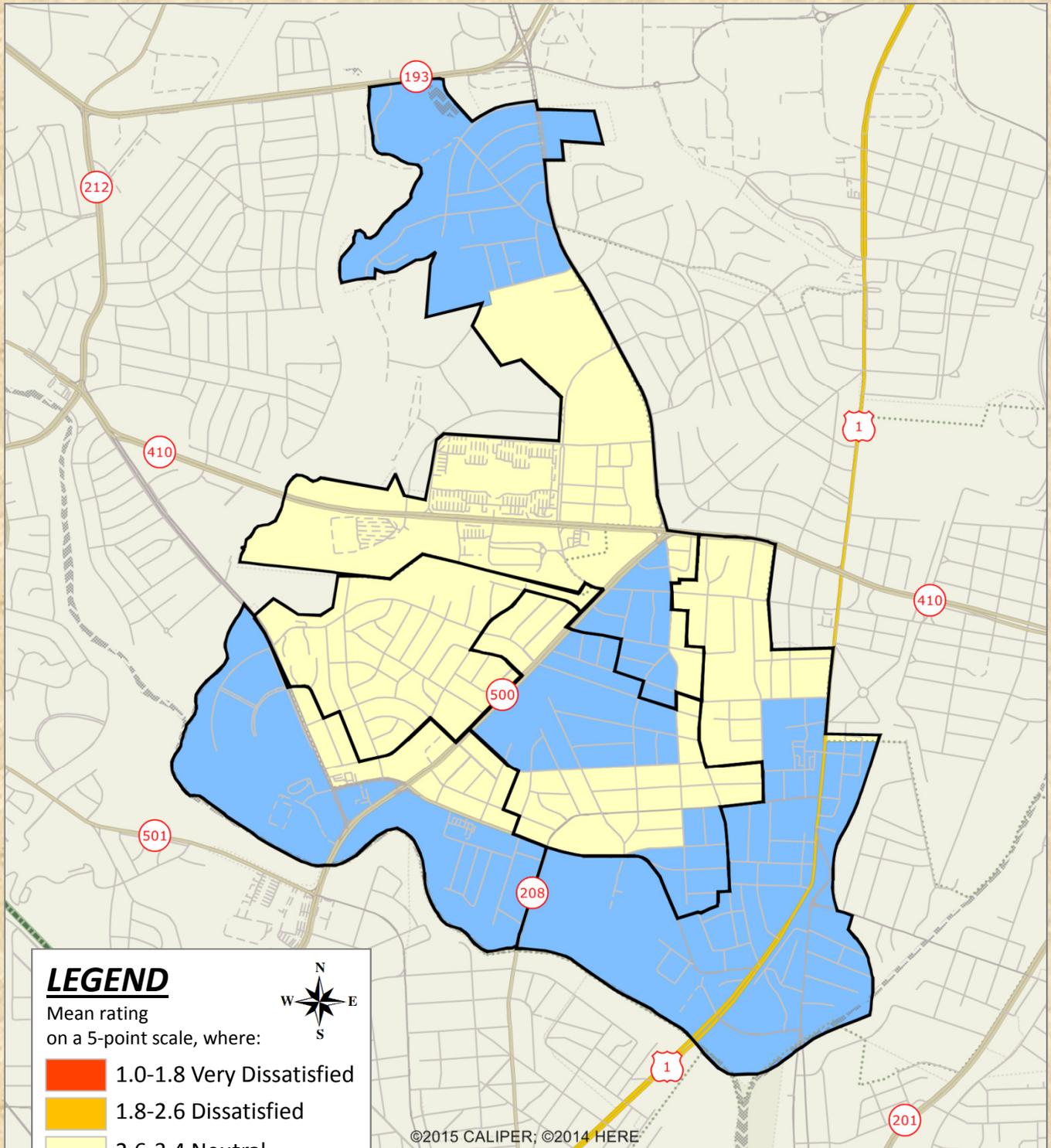
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14e: Overall Satisfaction with the City's Programs and Services for Children and Teens



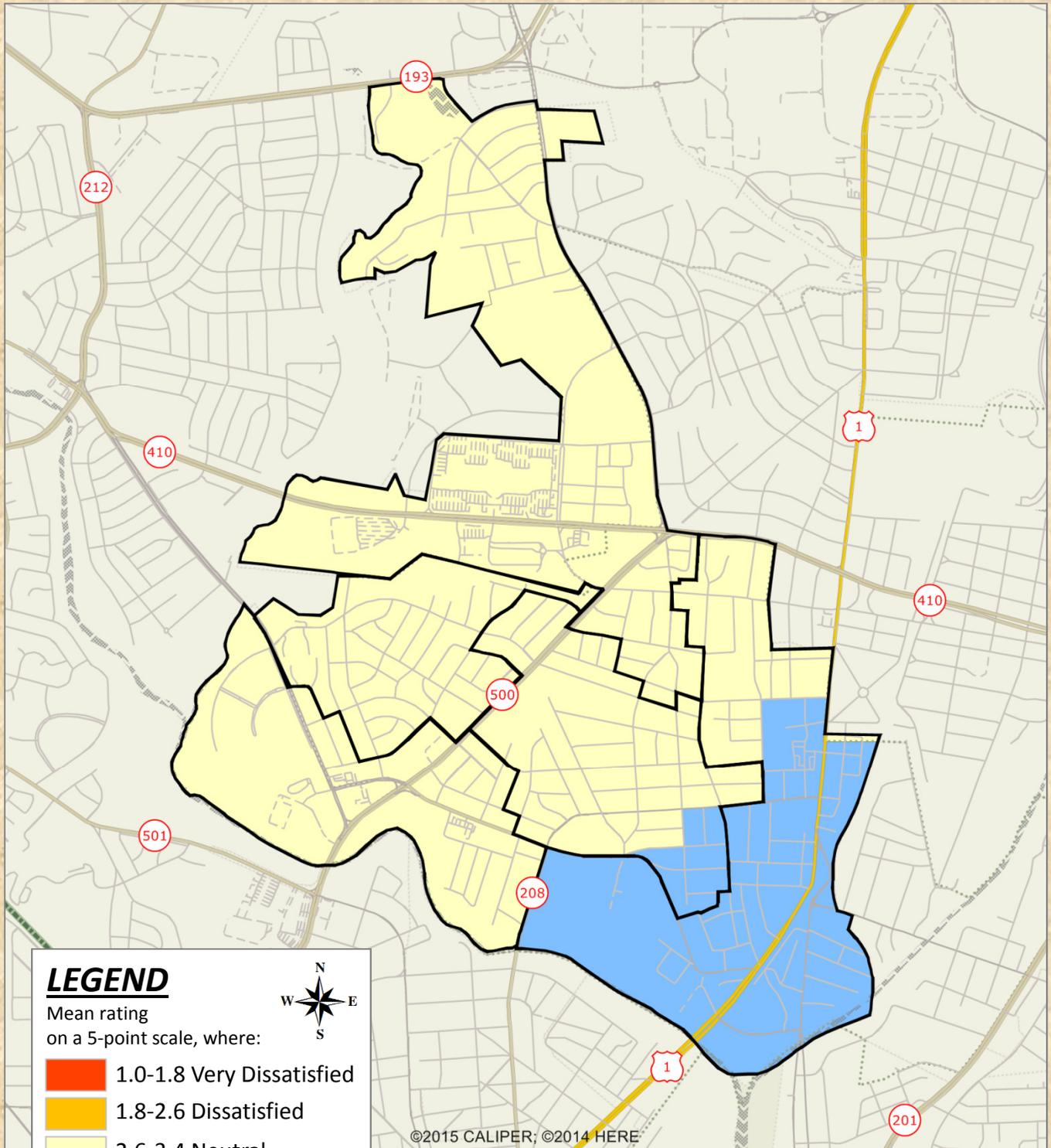
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2015 Hyattsville Resident Quality of Life & Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

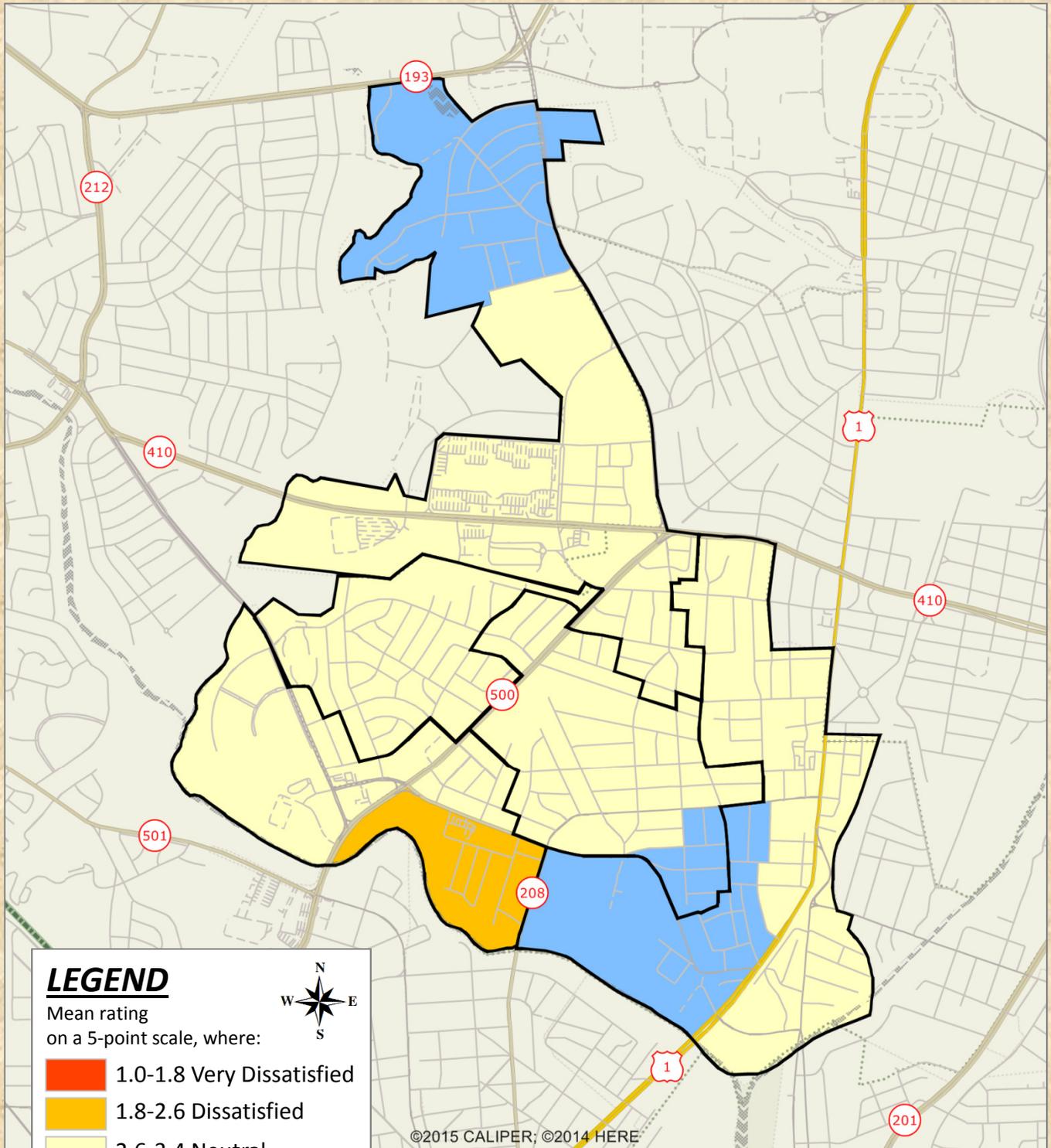
Q14f: Overall Satisfaction with the City's Programs and Services for Seniors and People with Disabilities



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14g: Overall Satisfaction with the City's Programs and Services for Immigrants



LEGEND

Mean rating on a 5-point scale, where:

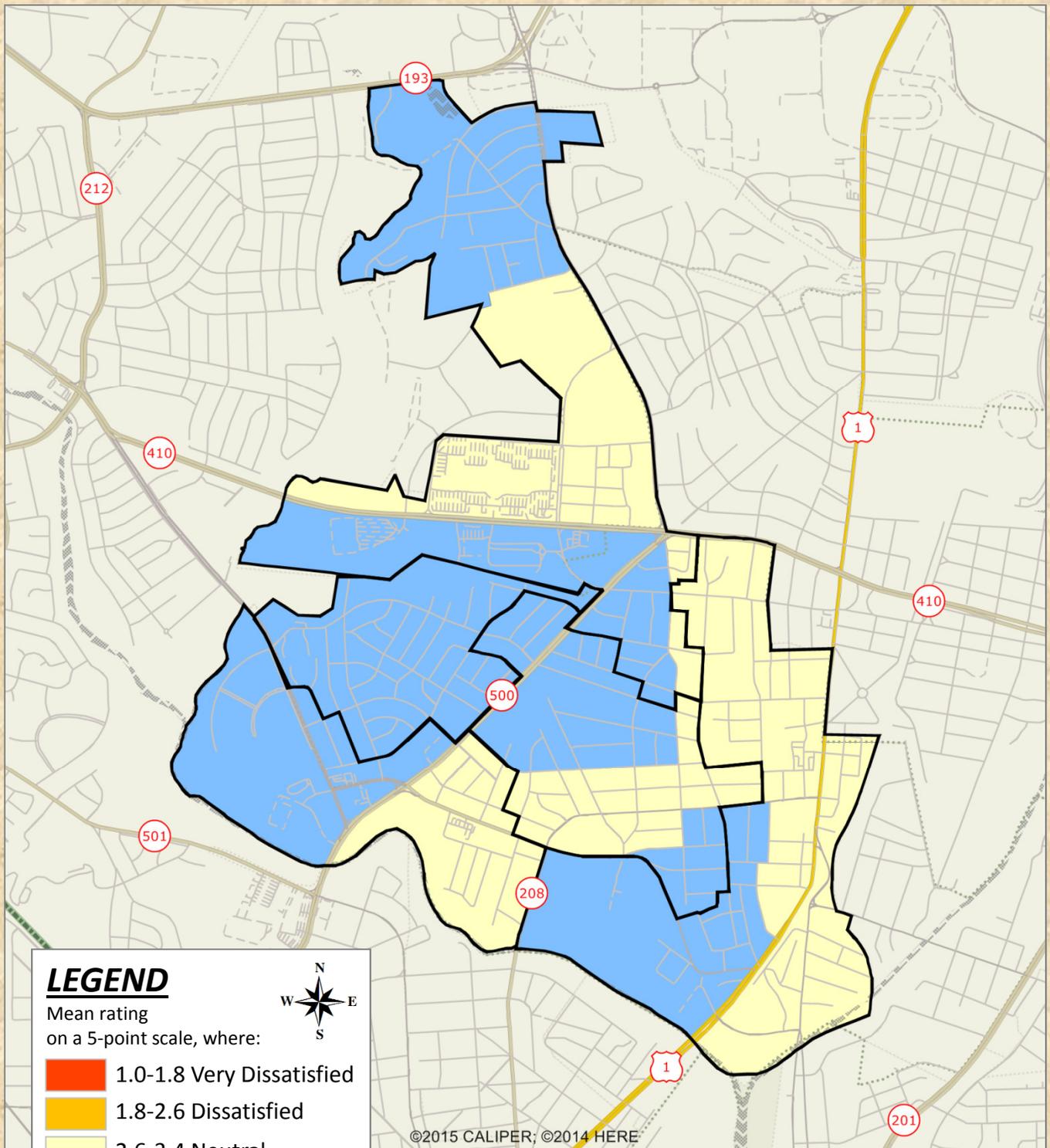
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

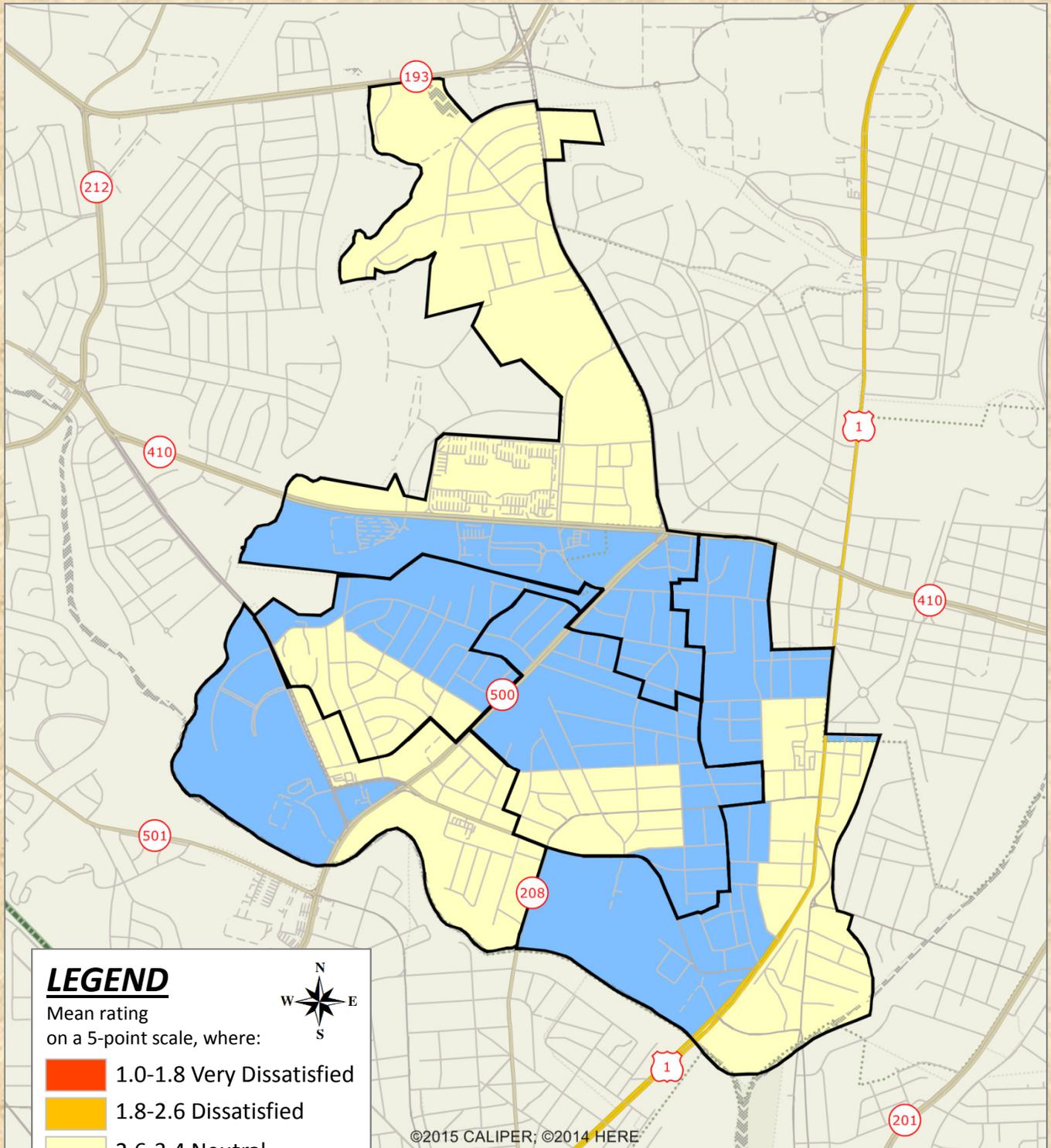
Q16a: Overall Satisfaction with Availability of Stores and Shops in Hyattsville



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

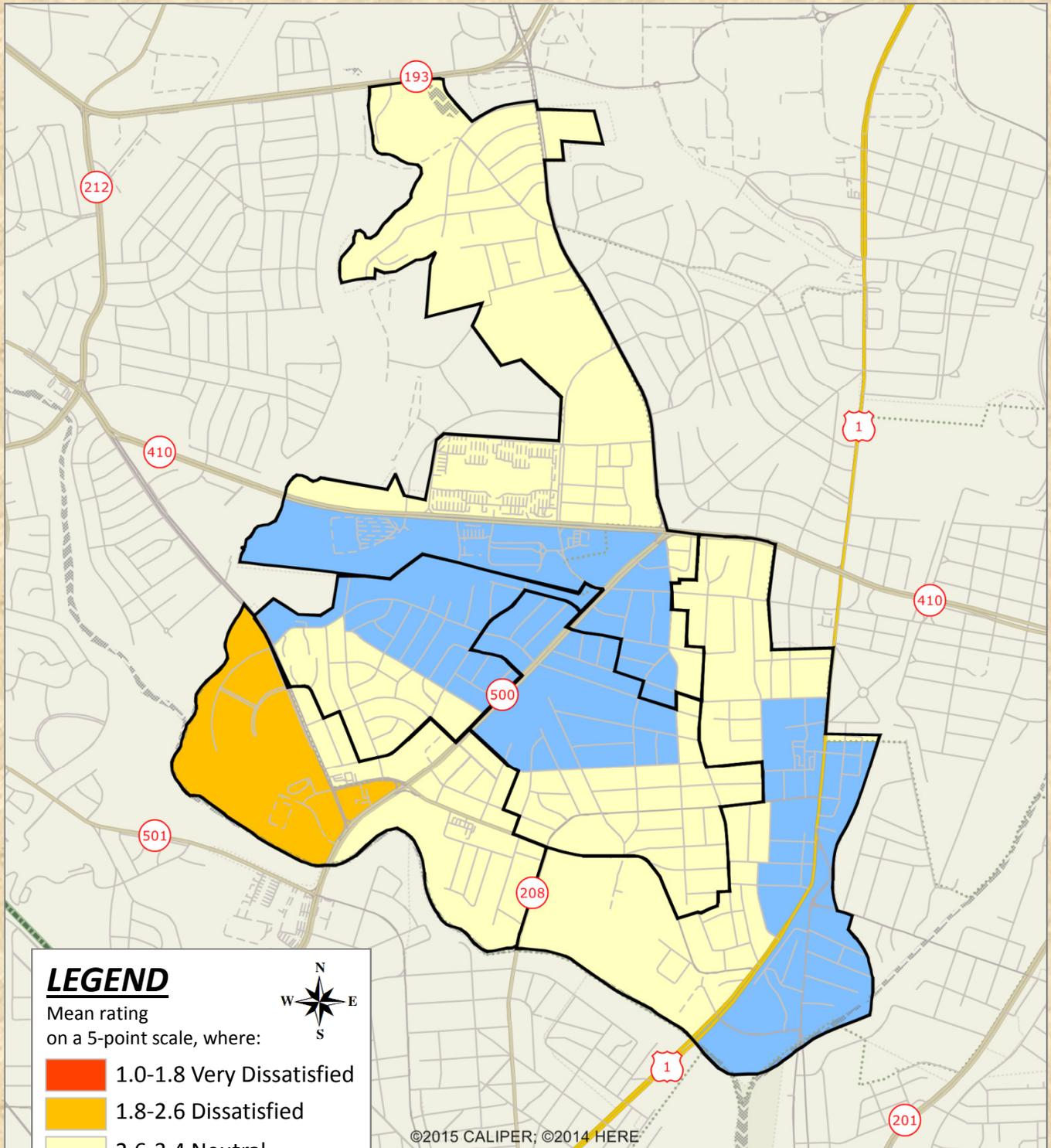
Q16b: Overall Satisfaction with Availability of Restaurants and Bars in Hyattsville



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q16c: Overall Satisfaction with Availability of Affordable Quality Housing in Hyattsville



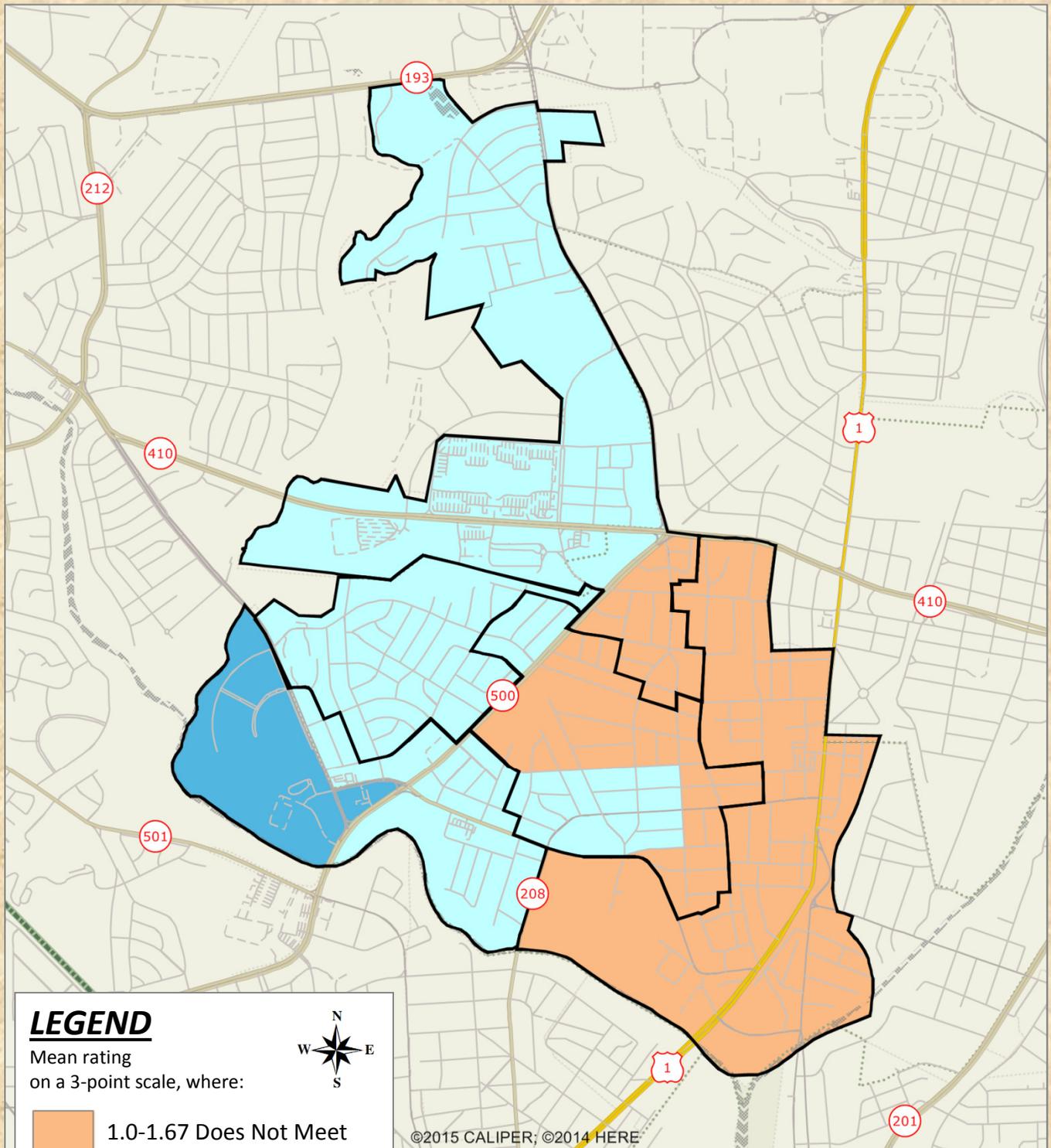
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2015 Hyattsville Resident Quality of Life & Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

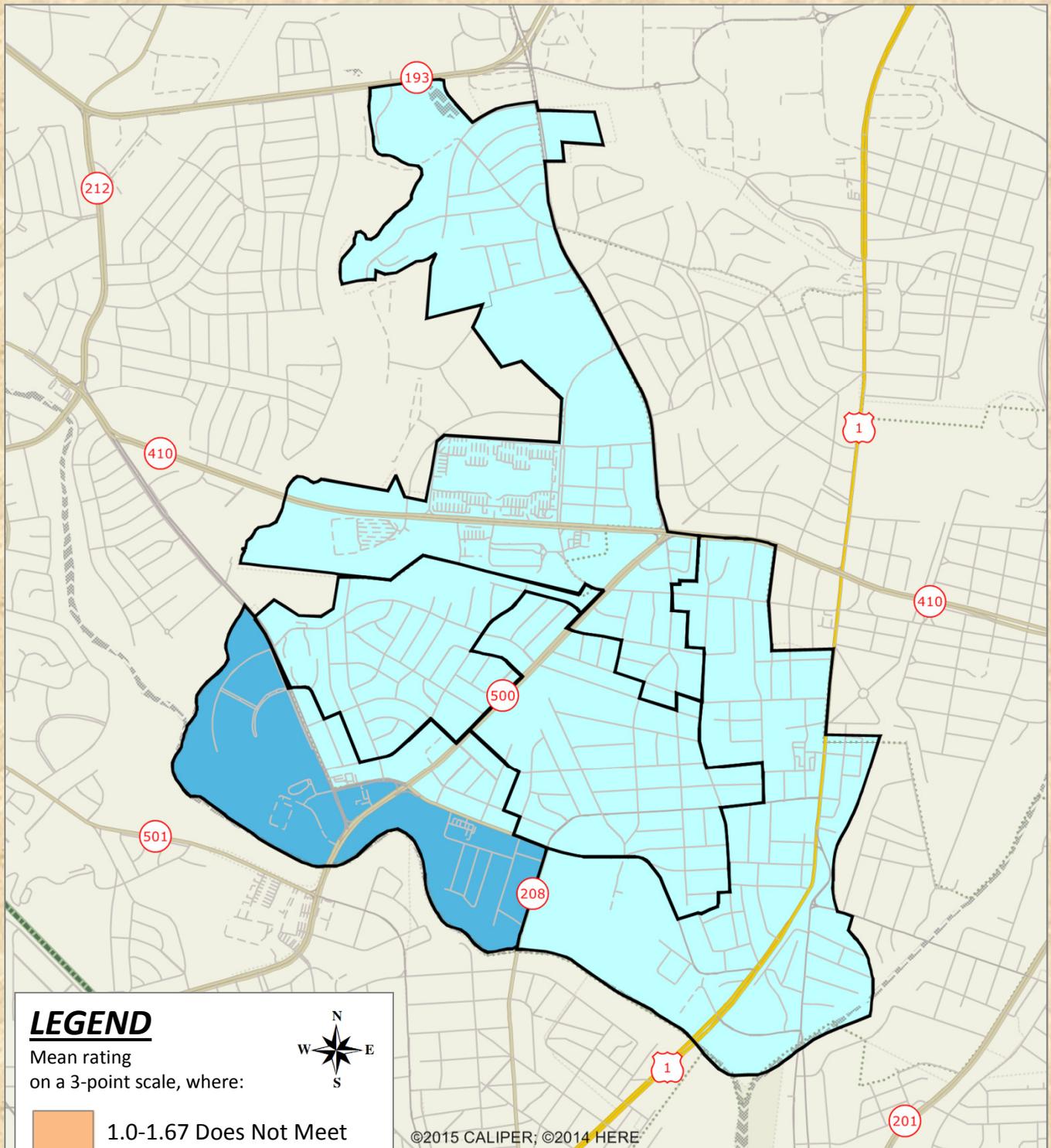
Q20a: How Well Needs are Being Met in West Hyattsville/Hamilton Street



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

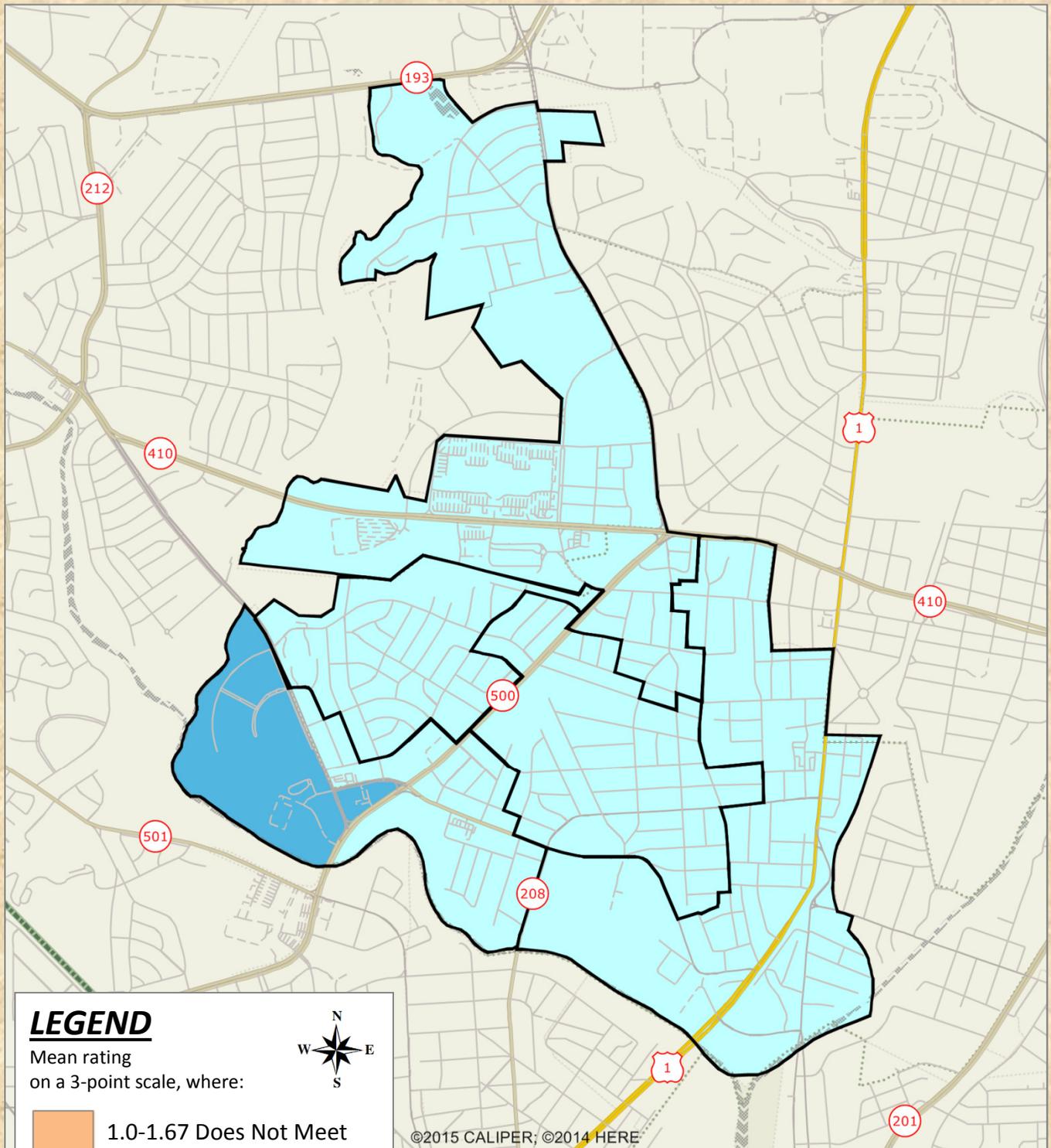
Q20b: How Well Needs are Being Met in Prince George's Plaza



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

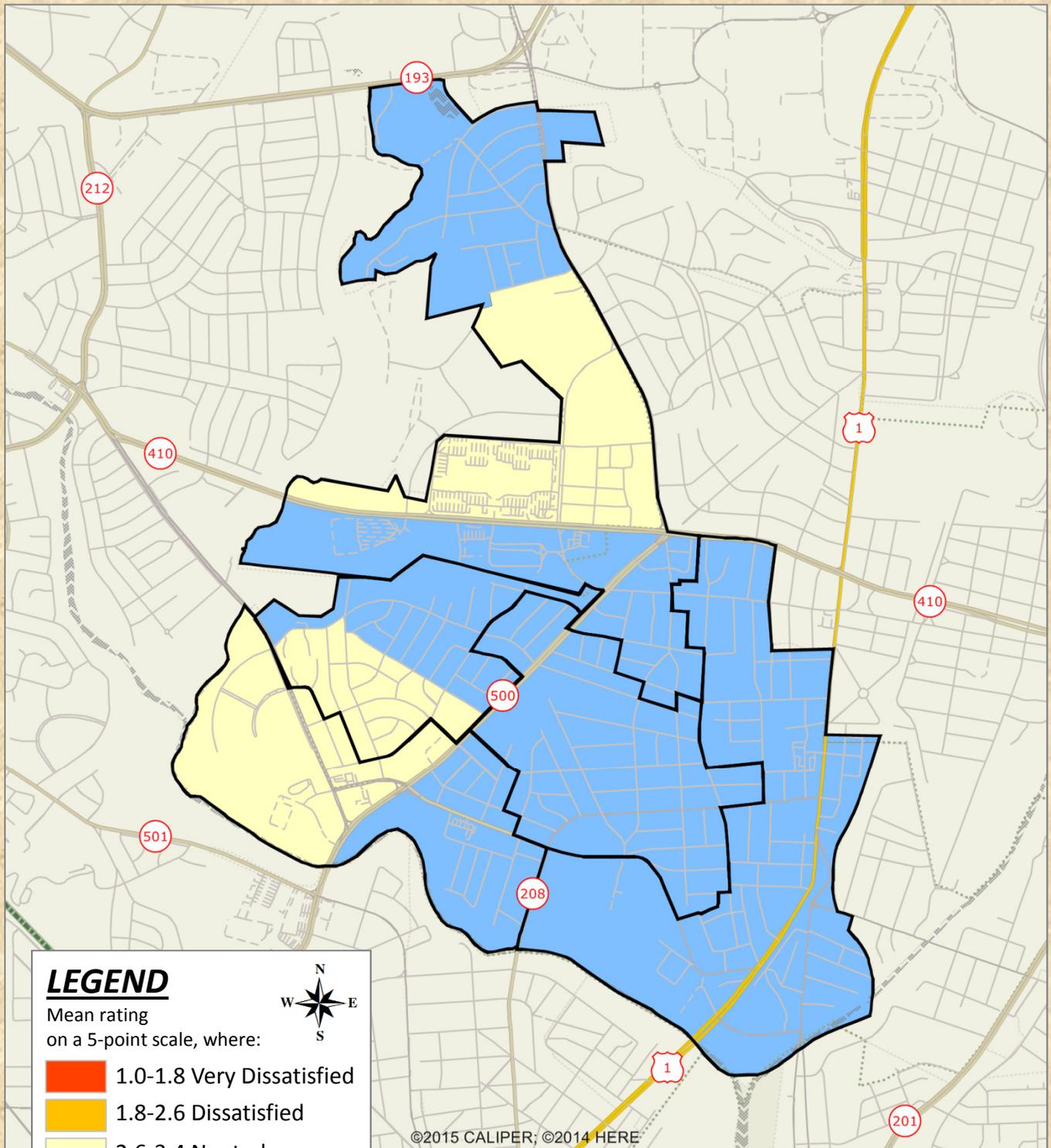
Q20c: How Well Needs are Being Met in Route One/Baltimore Avenue



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q21a: Overall Satisfaction with Your Ability to Access the City's Elected Officials When You Want to



LEGEND

Mean rating
on a 5-point scale, where:

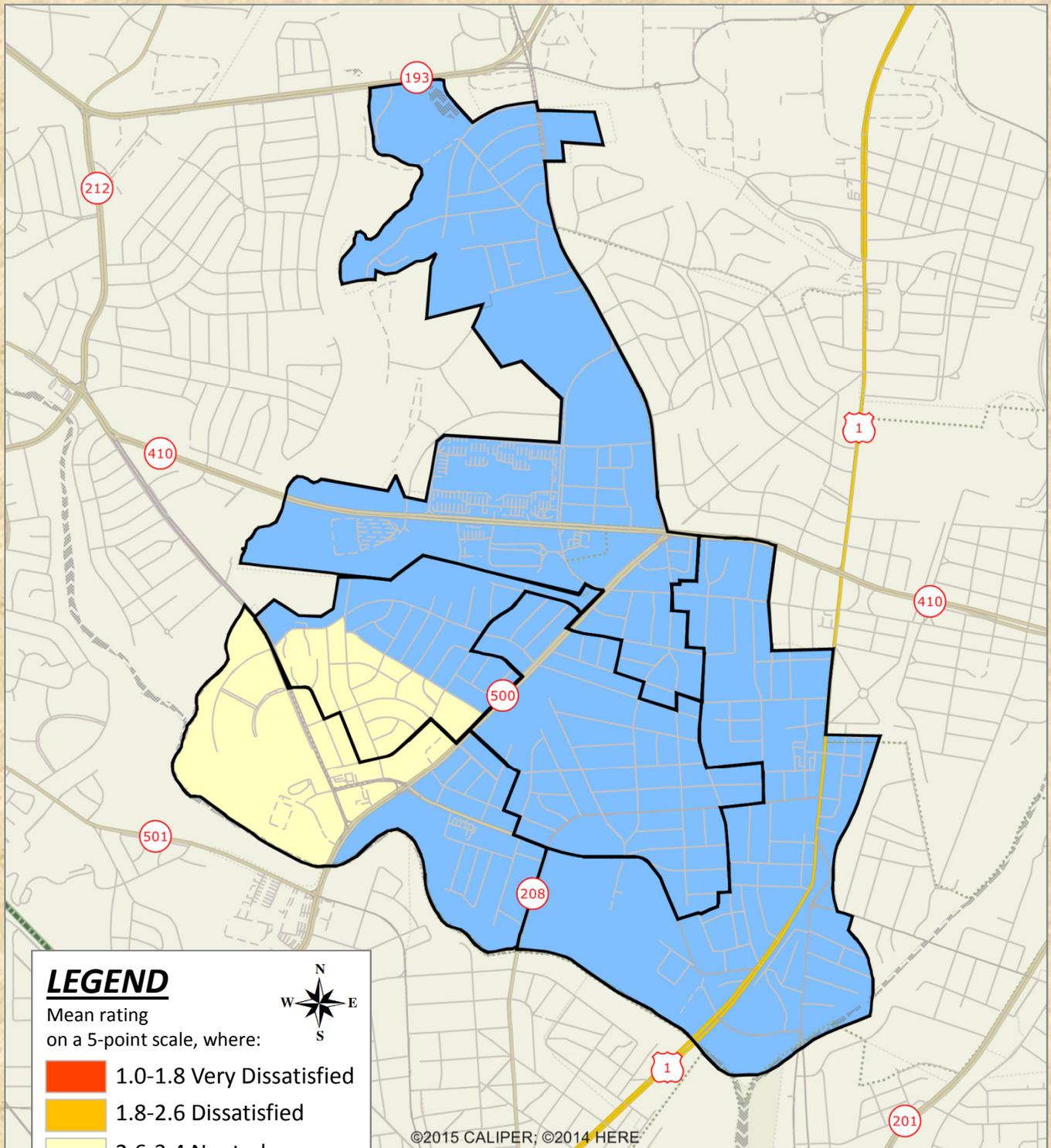
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q21b: Overall Satisfaction with Your Ability to Access the City's Staff When You Want to



LEGEND

Mean rating
on a 5-point scale, where:

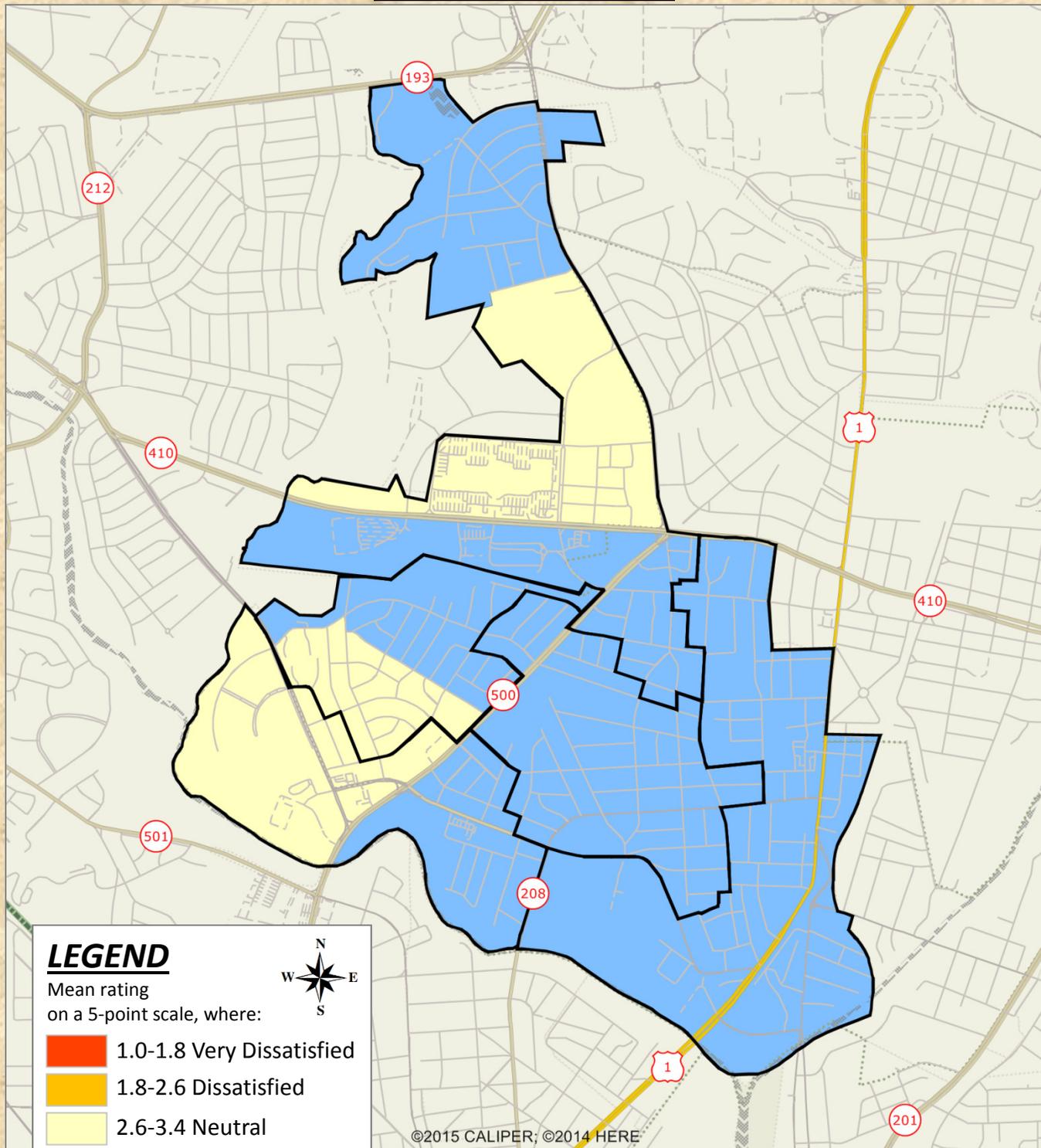
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

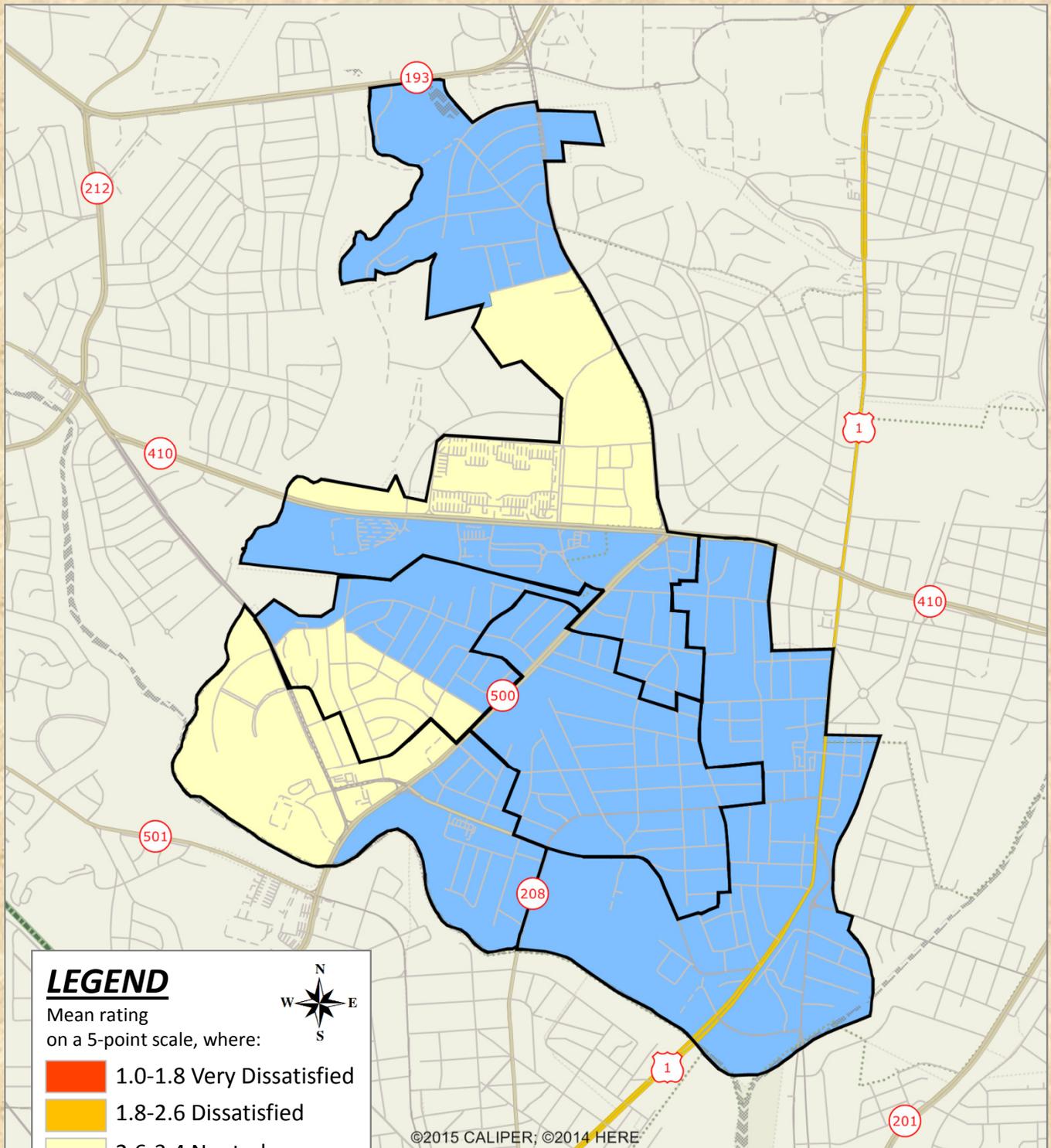
Q21c: Overall Satisfaction with the Knowledge Level of City's Elected Officials When You Contact Them about City Issues



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21d: Overall Satisfaction with the Knowledge Level of City Staff When You Contact Them about City Issues



LEGEND

Mean rating
on a 5-point scale, where:

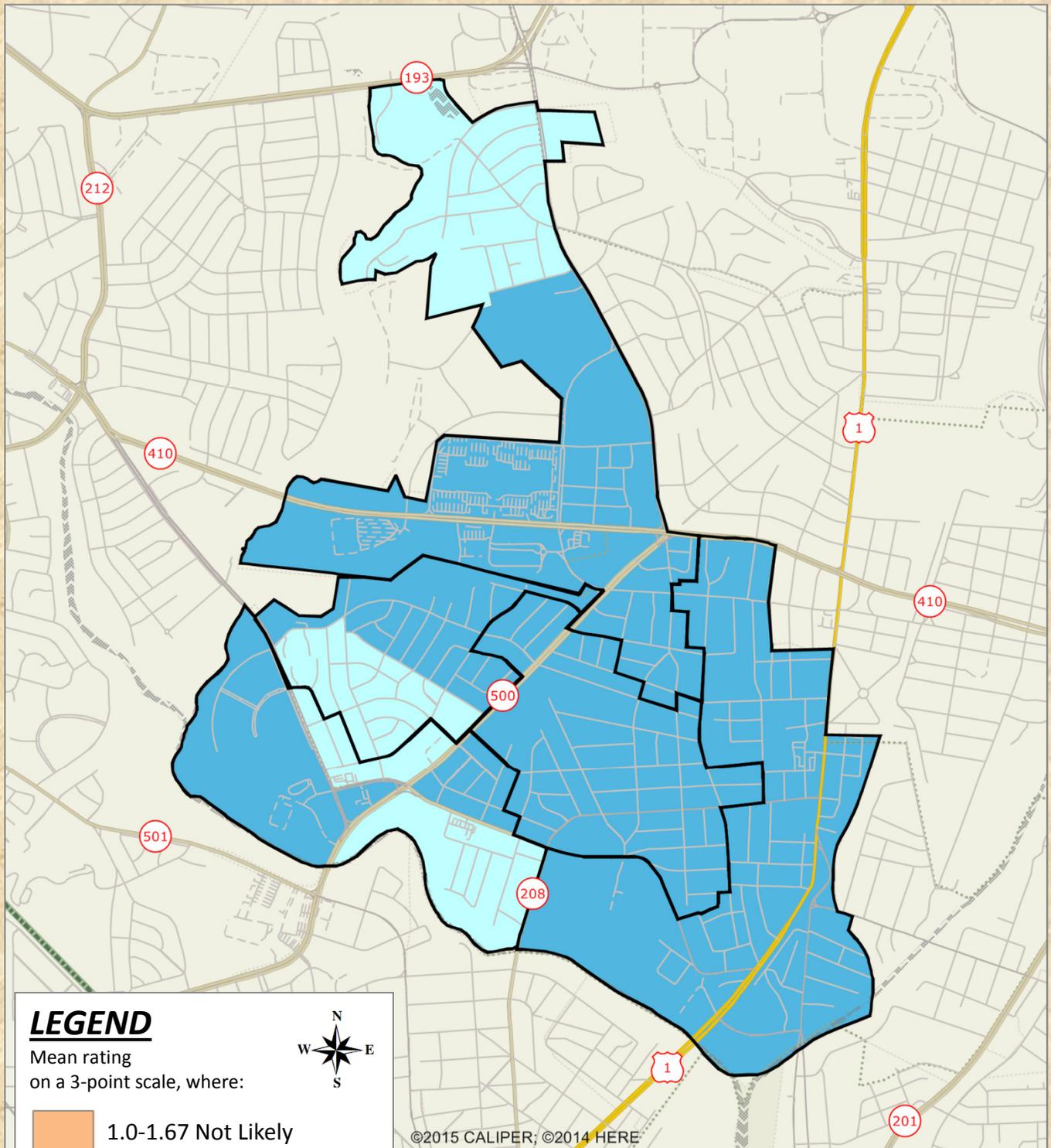
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

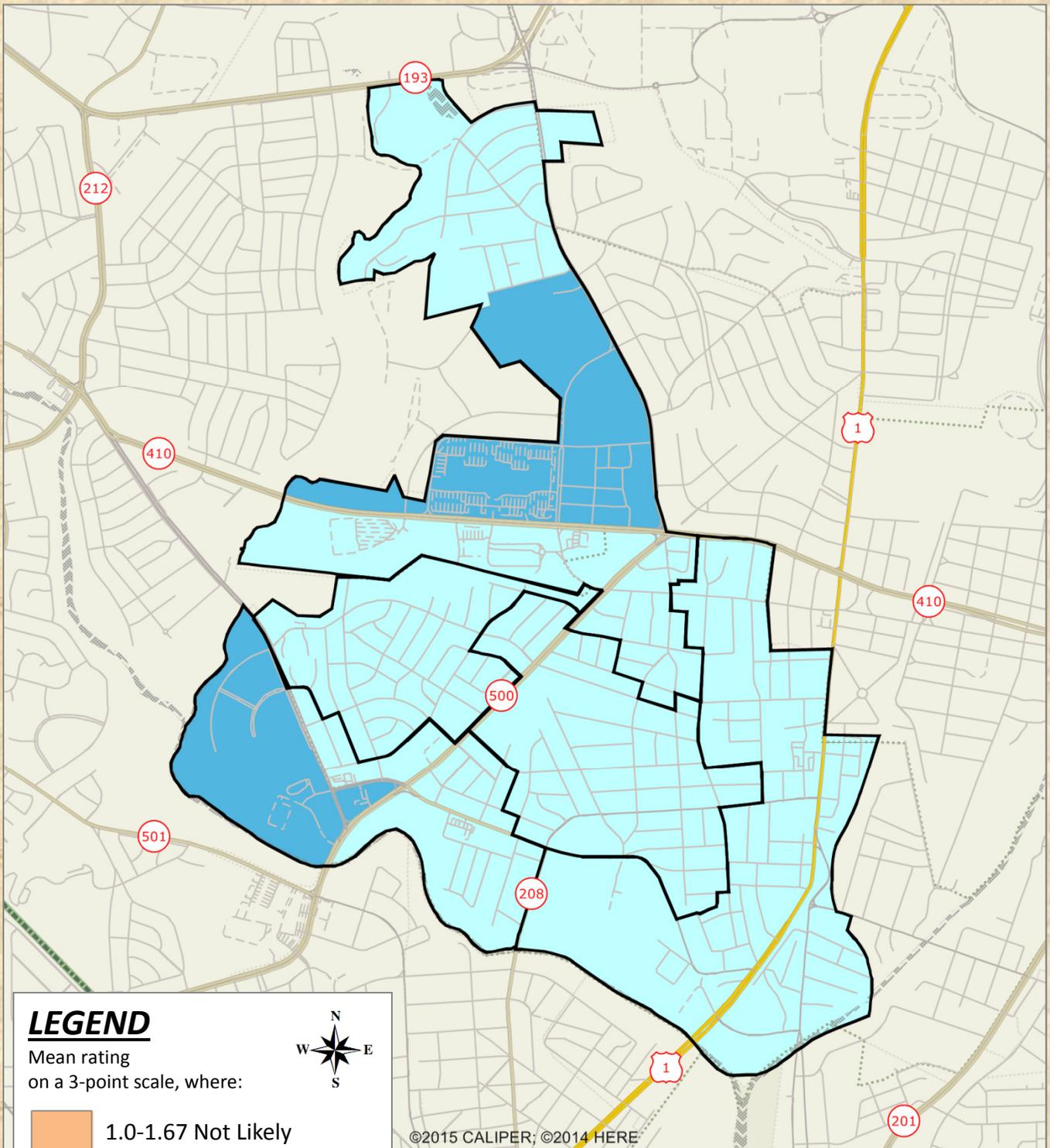
Q23a: Likelihood of Support for Re-Development of Downtown



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

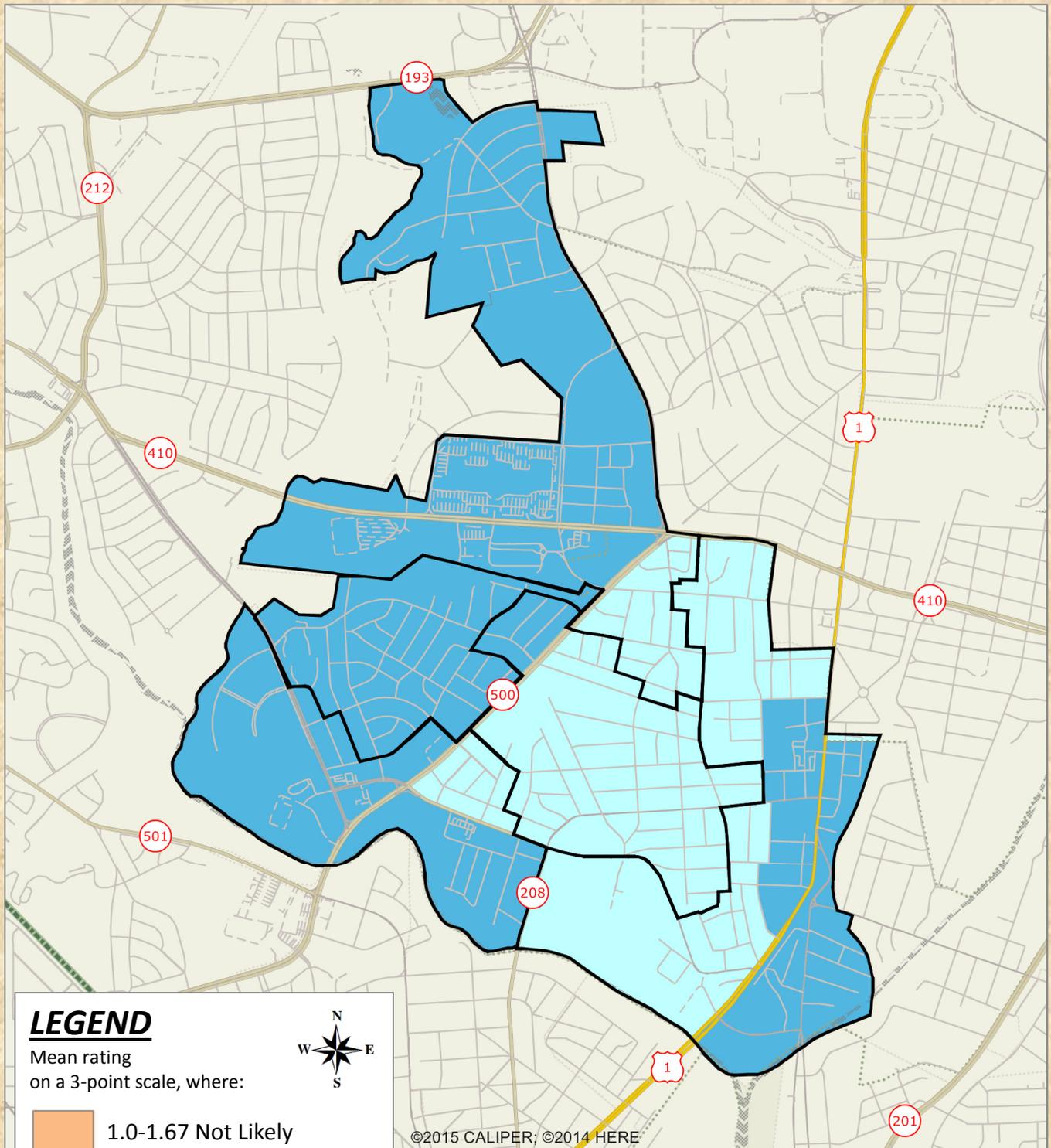
Q23b: Likelihood of Support for Improve and Enhance City Facilities



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

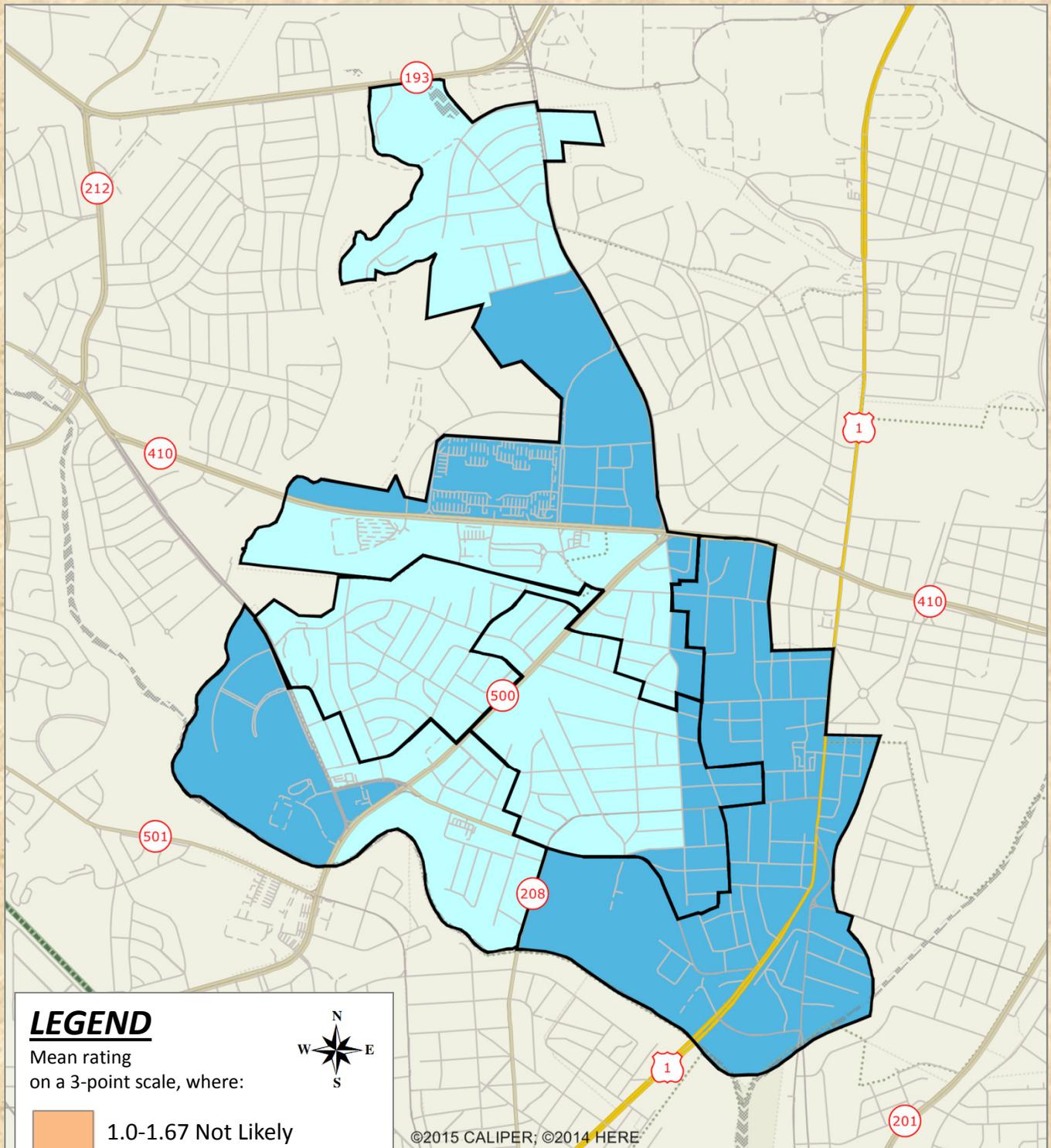
Q23c: Likelihood of Support for Sidewalk Improvement Program



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

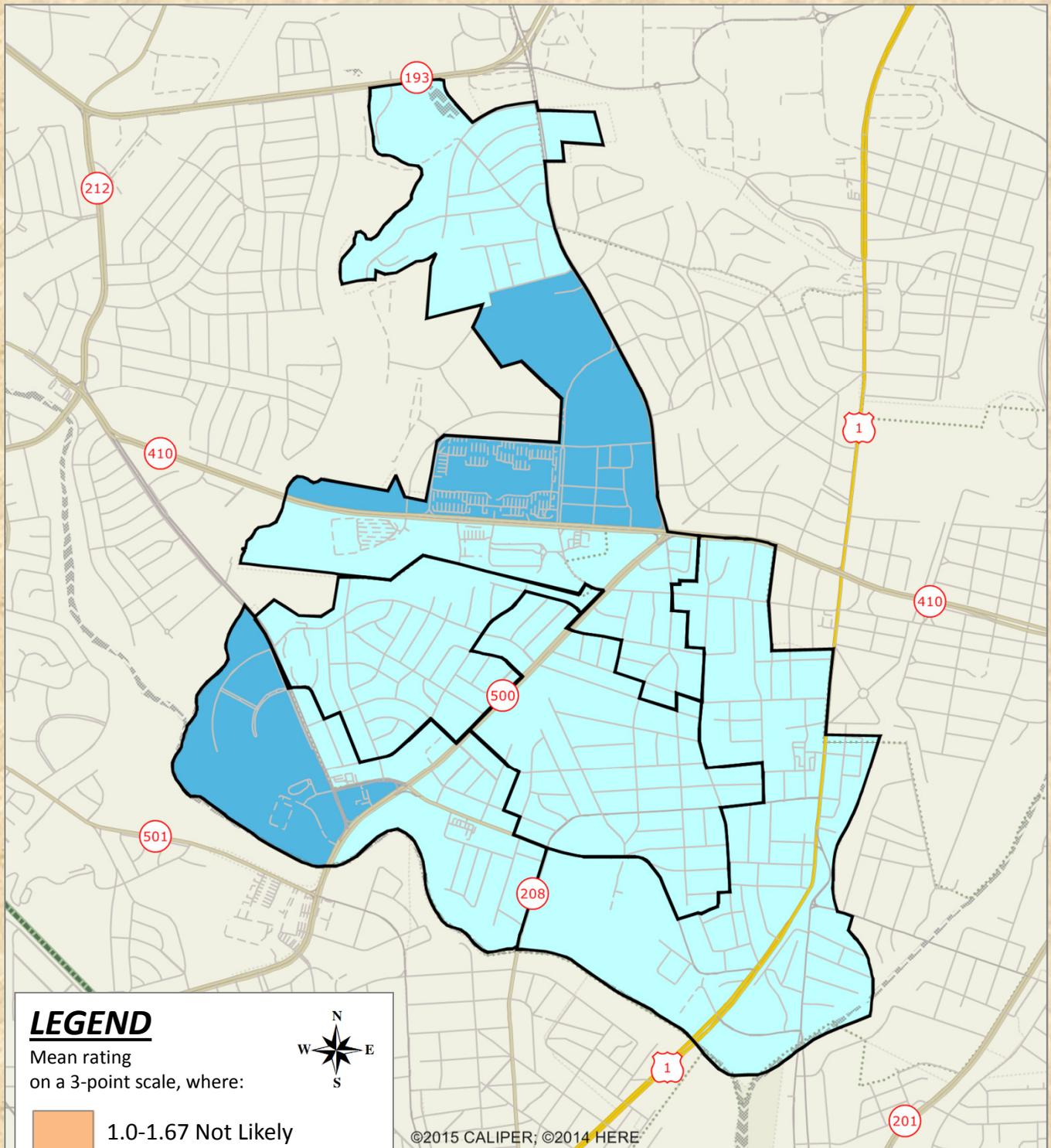
Q23d: Likelihood of Support for Additional Trails and Greenways



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q23e: Likelihood of Support for Major Park Renovations



LEGEND

Mean rating
on a 3-point scale, where:

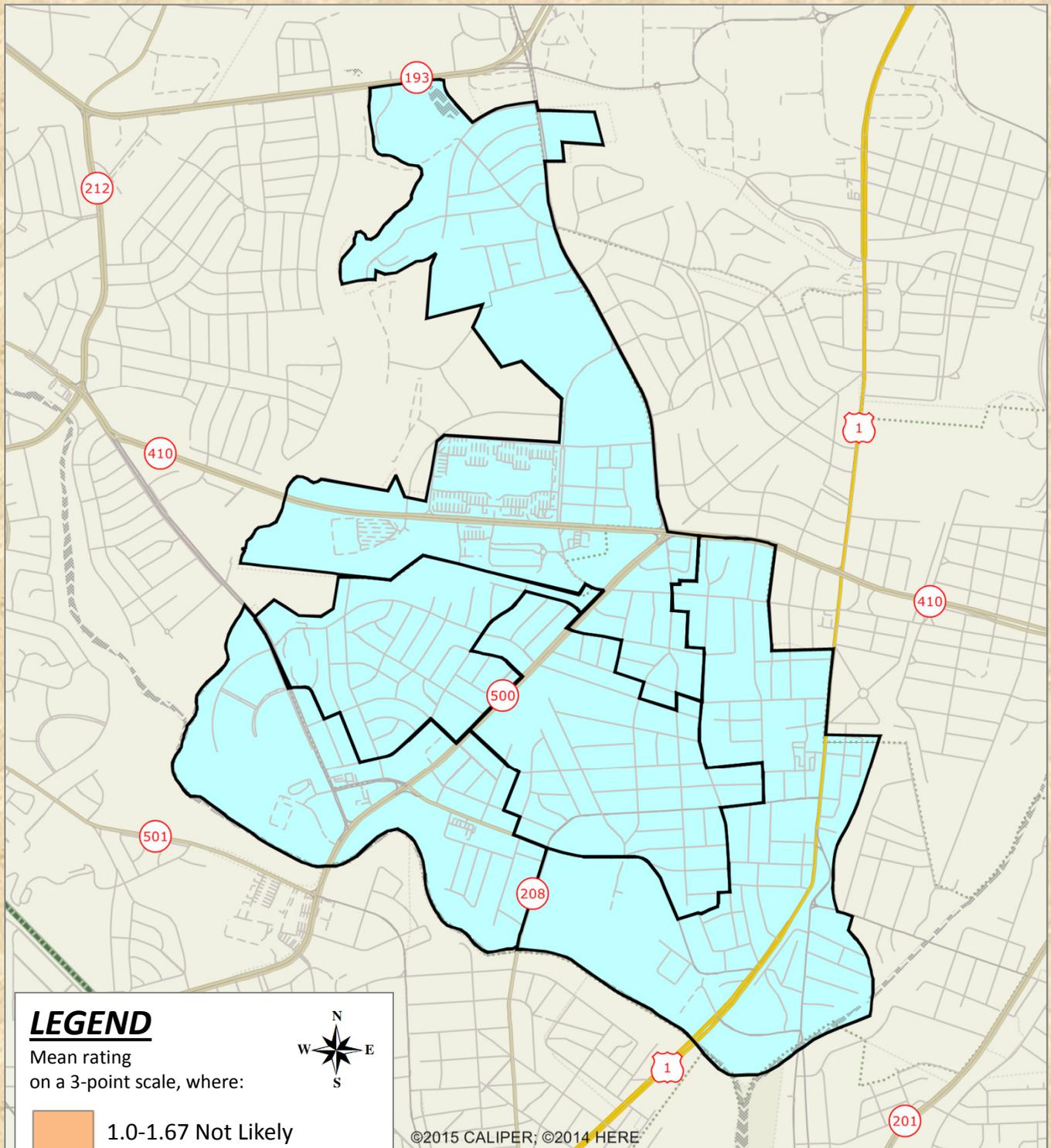
- | | |
|---|---------------------------|
|  | 1.0-1.67 Not Likely |
|  | 1.67-2.34 Somewhat Likely |
|  | 2.34-3.0 Very Likely |
|  | Other (no responses) |



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

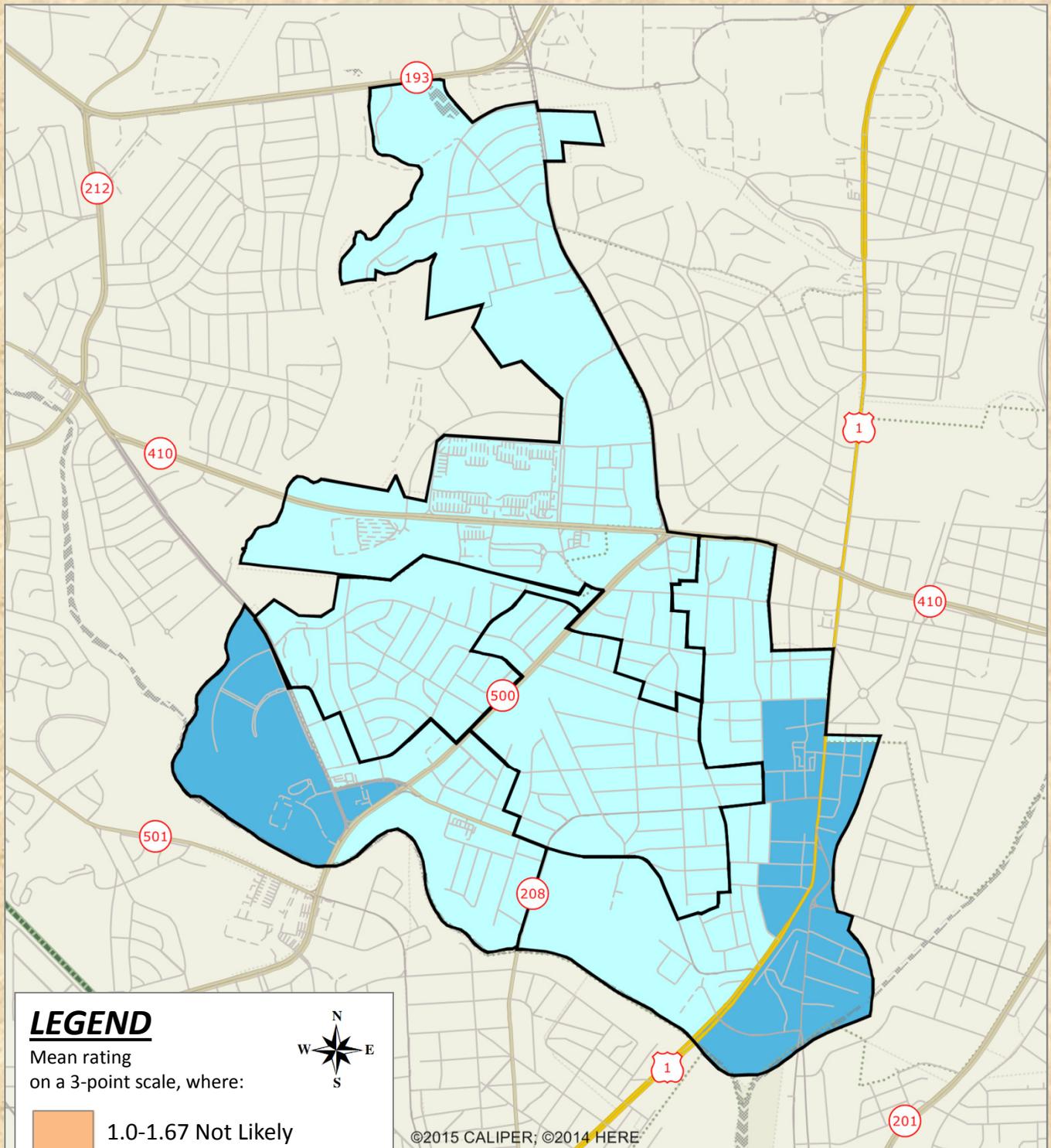
Q23f: Likelihood of Support for Open Space Acquisition



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q23g: Likelihood of Support for Development of Bicycle Share, Lanes or Off-Road Paths



LEGEND

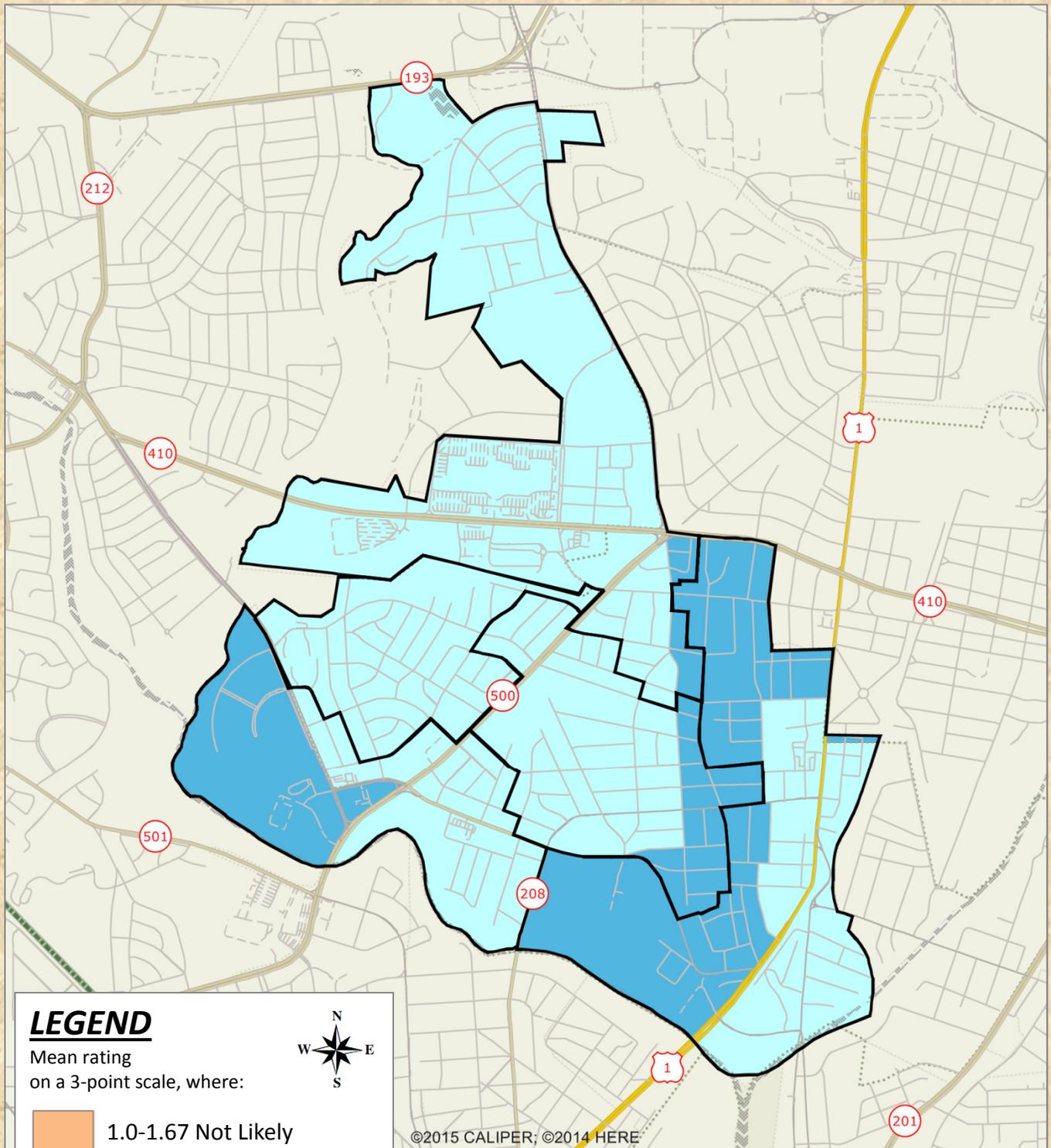
Mean rating
on a 3-point scale, where:

-  1.0-1.67 Not Likely
-  1.67-2.34 Somewhat Likely
-  2.34-3.0 Very Likely
-  Other (no responses)

2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

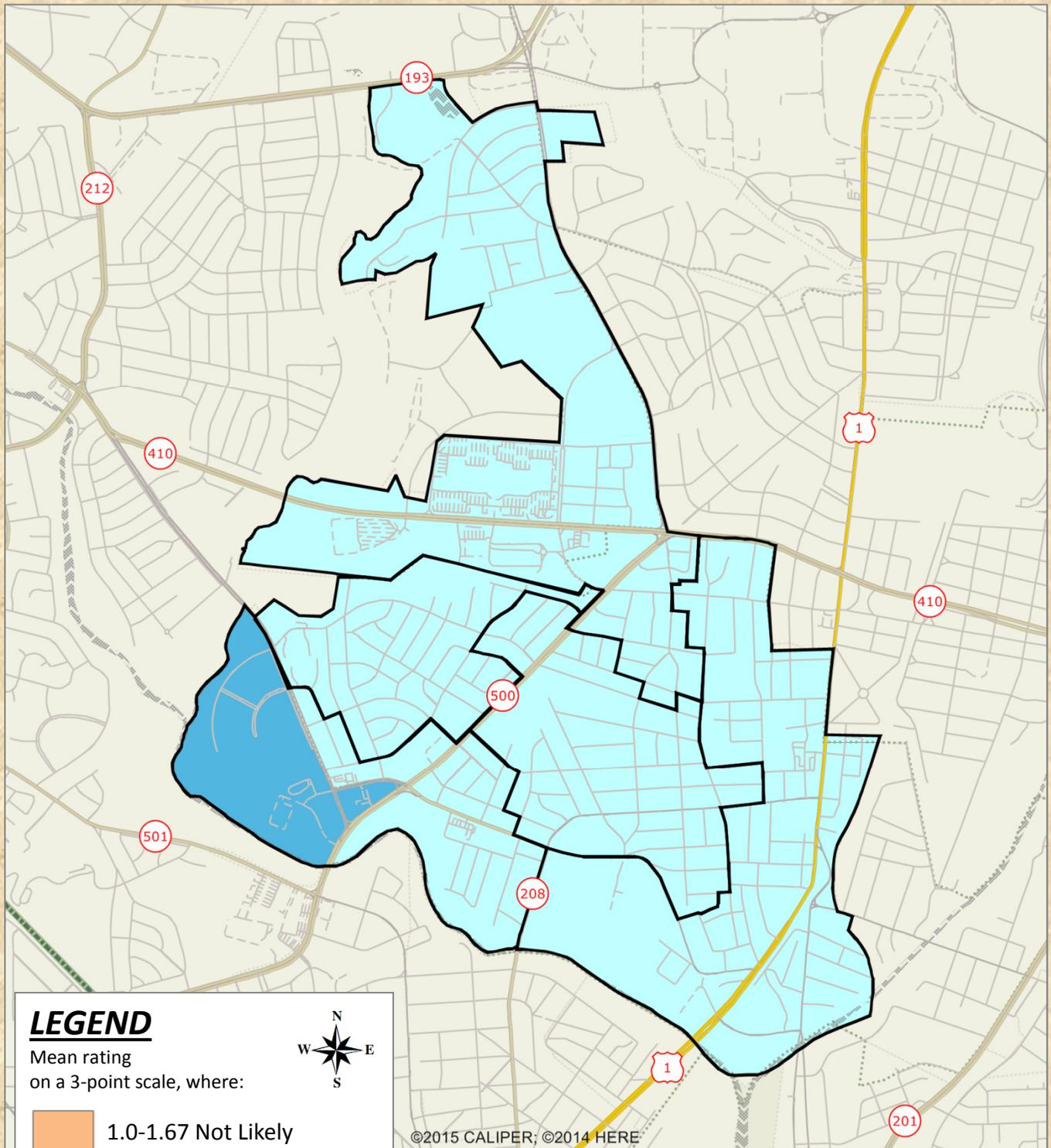
Q23h: Likelihood of Support for Storm Water System Improvements



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

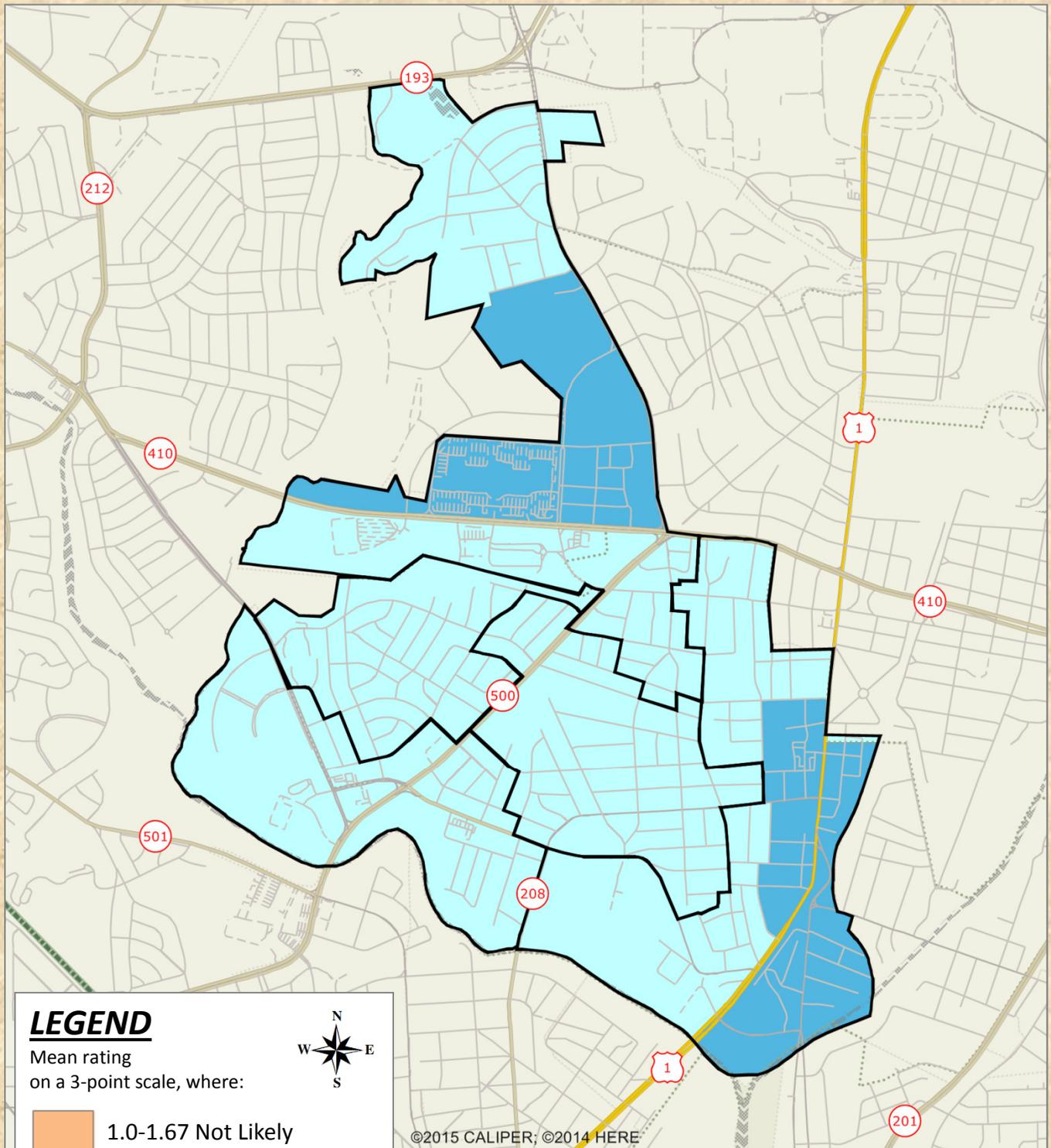
Q23i: Likelihood of Support for Street Extension and Reconstruction



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

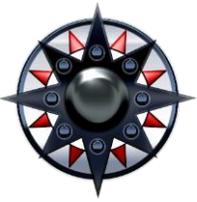
Q23j: Likelihood of Support for Improvements to Regional Transit Services



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Section 4:
Importance-Satisfaction
Analysis



Importance-Satisfaction Analysis

City of Hyattsville, MD

Overview

Today, community officials have limited resources which need to be targeted to activities that are of the most benefit to their businesses. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to businesses; and (2) to target resources toward those services where businesses are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of Businesses that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation: Citizens were asked to identify the major categories of City services they thought were the most important, forty-two percent (42%) ranked "Overall flow of traffic in Hyattsville" as one of the most important services.

With regard to satisfaction, "Overall flow of traffic in Hyattsville" was ranked with the lowest level of satisfaction with only 38% rating "Overall flow of traffic in Hyattsville" as a "4" or a "5"

on a 5-point scale excluding “Don't know” responses. The I-S rating for “Overall flow of traffic in Hyattsville” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 42% was multiplied by (1-0.62). This calculation yielded an I-S rating of **0.26**, which was ranked first out of thirteen major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the citizen respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicates that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- If 100% of the citizen respondents were positively satisfied with the delivery of the service
- If none (0%) of the citizen respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for the City of Winchester are provided on the following pages.

Importance-Satisfaction Rating

City of Hyattsville

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic	42%	1	38%	13	0.2600	1
<u>High Priority (IS .10-.20)</u>						
Condition of streets and sidewalks	36%	3	45%	11	0.1967	2
Quality of Economic development	37%	2	53%	8	0.1764	3
Maintenance of City streets	28%	4	52%	9	0.1323	4
Enforcement of City codes & ordinances	19%	7	45%	12	0.1023	5
<u>Medium Priority (IS <.10)</u>						
Value received for tax dollars/fees	19%	6	52%	10	0.0902	6
Police services	22%	5	72%	3	0.0612	7
City communication with the public	12%	10	59%	7	0.0479	8
Quality of parks	13%	8	70%	5	0.0406	9
City parks & recreation programs	10%	11	63%	5	0.0379	10
Public transportation	12%	9	70%	4	0.0355	11
Customer service provided by City employees	4%	13	62%	6	0.0160	12
Trash & yard waste collection services	5%	12	82%	2	0.0094	13
Fire services	4%	14	83%	1	0.0062	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating City of Hyattsville Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
The visibility of police in neighborhoods	47%	1	57%	4	0.2008	1
<u>High Priority (IS .10-.20)</u>						
The City's efforts to prevent crime	42%	2	57%	5	0.1827	2
How officers interact with residents	32%	3	65%	3	0.1123	3
<u>Medium Priority (IS <.10)</u>						
Visibility of police in retail/commercial areas	20%	4	52%	6	0.0972	4
How quickly police respond to calls	15%	5	75%	2	0.0377	5
Overall quality of local police protection	15%	6	75%	1	0.0362	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating City of Hyattsville Transportation and Traffic

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic on major City streets	40%	1	33%	10	0.2716	1
Pedestrian safety	39%	2	45%	6	0.2121	2
<u>High Priority (IS .10-.20)</u>						
Prevention of speeding on residential streets	33%	3	43%	7	0.1880	3
Bicyclist safety	20%	5	36%	9	0.1307	4
Flow of traffic on residential streets	24%	4	47%	5	0.1264	5
<u>Medium Priority (IS <.10)</u>						
WMATA Bus service	7%	6%	62%	2	0.0253	6
Prince George's County "The Bus"	5%	8	54%	4	0.0212	7
" Call-A-Bus" (for seniors/disabled)	3%	9	39%	8	0.0153	8
WMATA Metro service	6%	7	78%	1	0.0130	9
University of Maryland Shuttle Bus	1%	1	54%	3	0.0059	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating City of Hyattsville Streets and Sidewalks

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Adequacy of street lighting	36%	1	46%	11	0.1962	1
Commercial parking availability	28%	2	37%	12	0.1724	2
Bike lane availability	21%	5	32%	13	0.1455	3
Residential parking availability	25%	3	48%	10	0.1318	4
<u>Medium Priority (IS <.10)</u>						
Maintenance of major City streets	22%	4	54%	8	0.0996	5
Crosswalk availability	18%	7	55%	7	0.0812	6
Maintenance of neighborhood streets	21%	6	63%	3	0.0775	7
Sidewalk availability	16%	8	54%	9	0.0745	8
Condition of sidewalks in the City	15%	10	58%	6	0.0622	9
Cleanliness of residential streets	16%	9	61%	4	0.0614	10
Cleanliness of major City streets	13%	11	61%	5	0.0502	11
Snow removal on neighborhood streets	9%	12	71%	2	0.0276	12
Snow removal on major City streets	5%	13	79%	1	0.0096	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis

City of Hyattsville, MD

Overview

Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

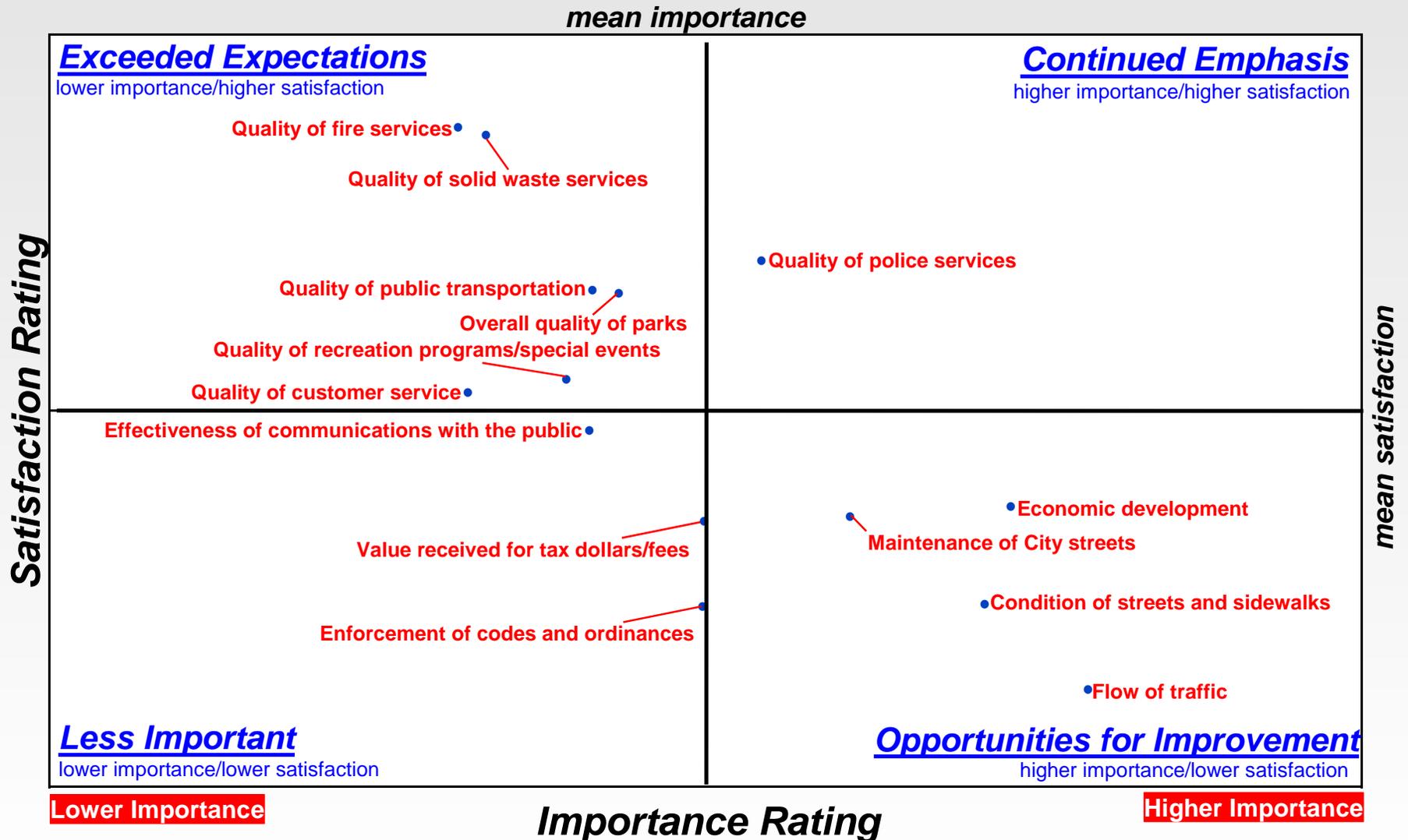
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

A Matrix showing the results for the City are provided on the following pages.

2015 City of Hyattsville Community Survey Importance-Satisfaction Assessment Matrix

-Overall-

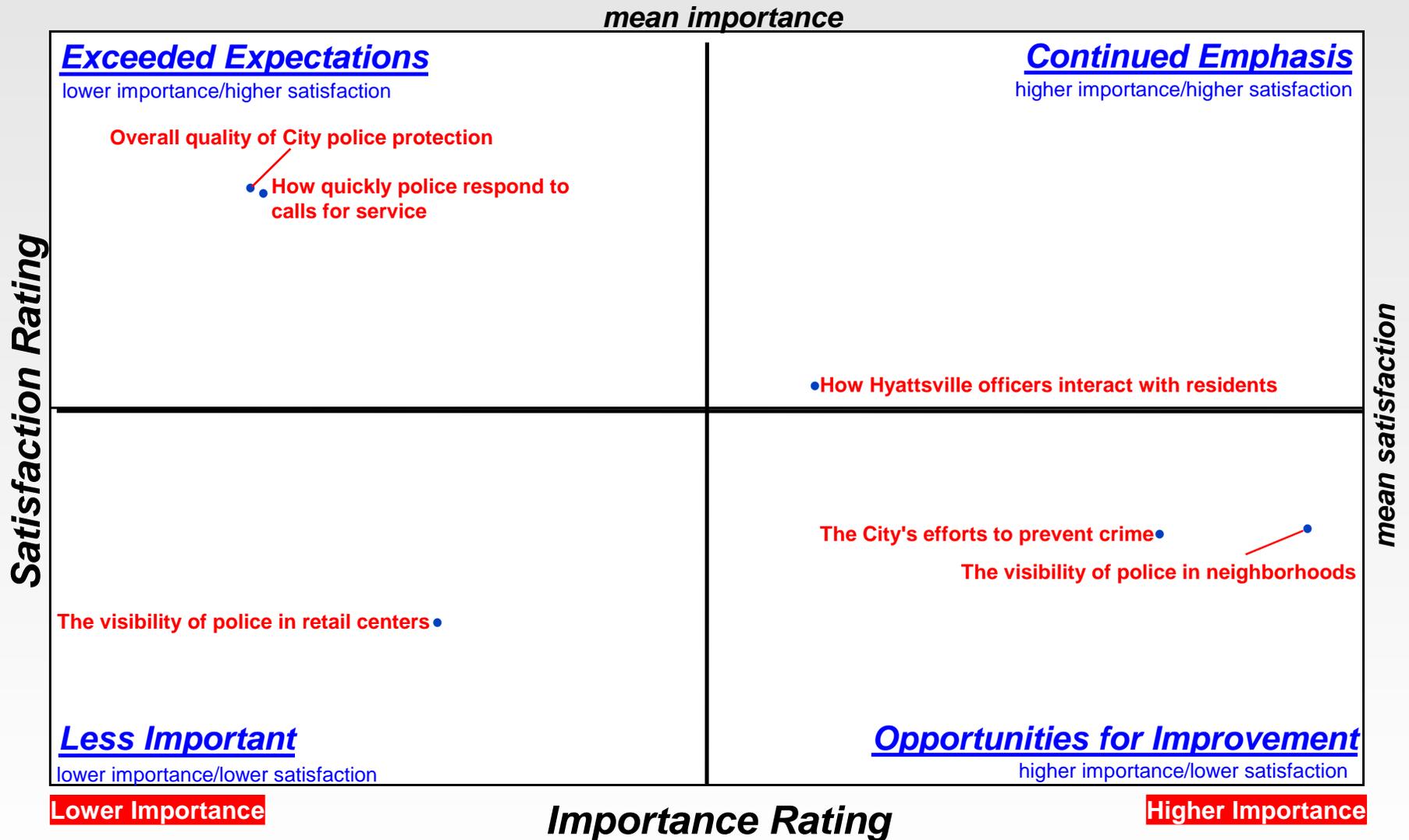
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2015 City of Hyattsville Community Survey Importance-Satisfaction Assessment Matrix

-Police Services-

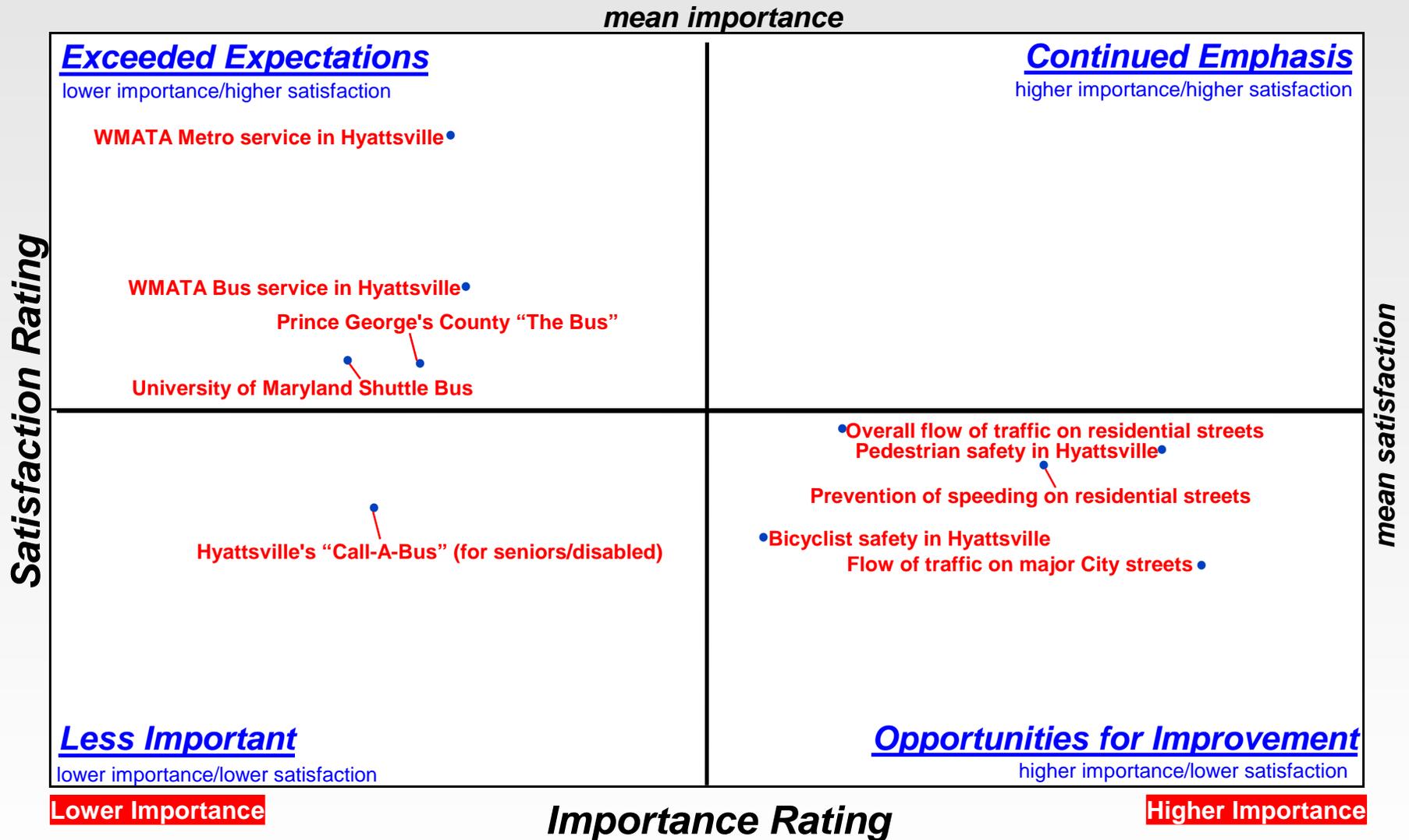
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2015 City of Hyattsville Community Survey Importance-Satisfaction Assessment Matrix

-Transportation and Traffic-

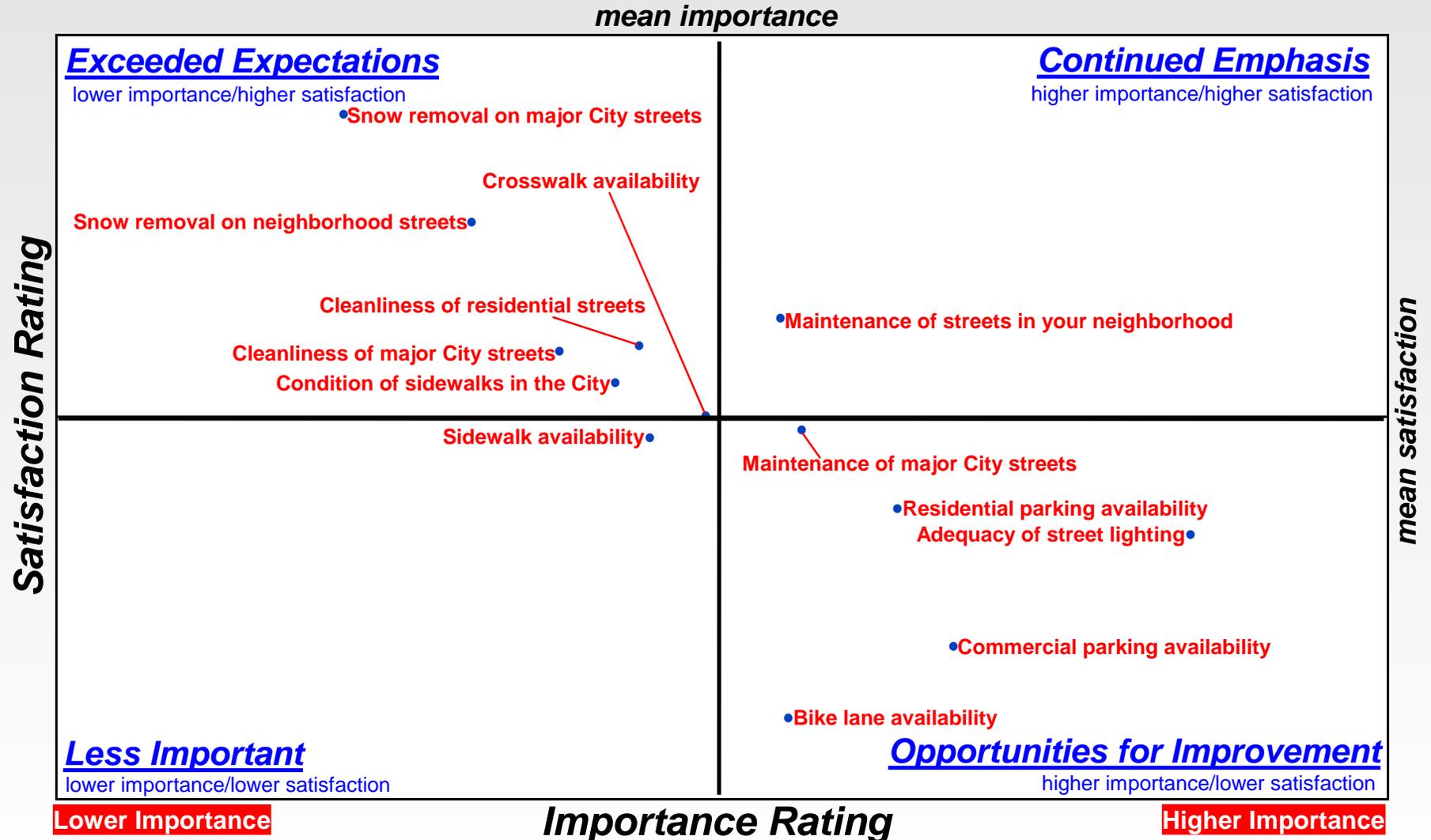
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2015 City of Hyattsville Community Survey Importance-Satisfaction Assessment Matrix

-Streets and Sidewalks-

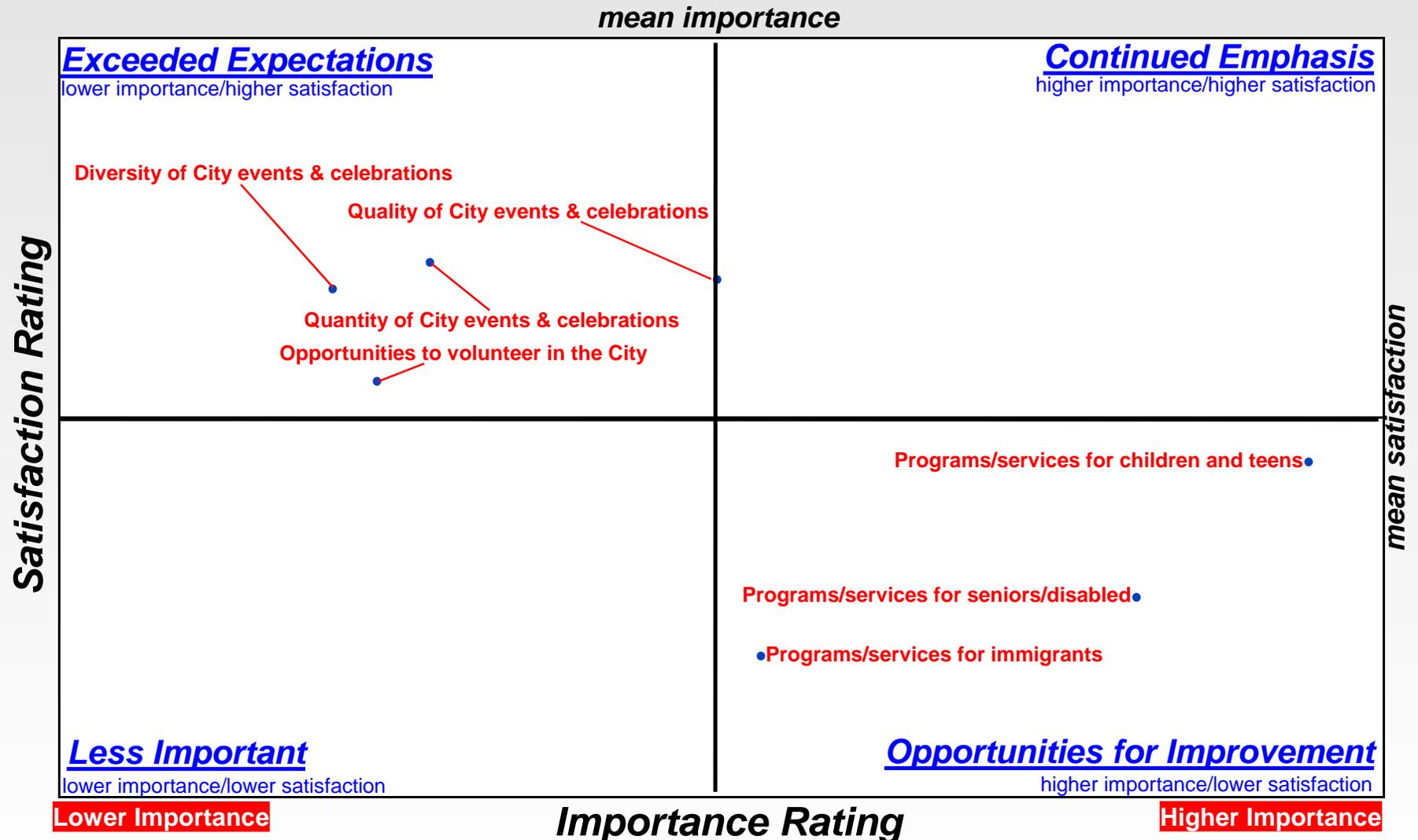
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2015 City of Hyattsville Community Survey Importance-Satisfaction Assessment Matrix

-Programs and Events-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Section 5:
Benchmarking Analysis

DirectionFinder® Survey

Year 2015 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

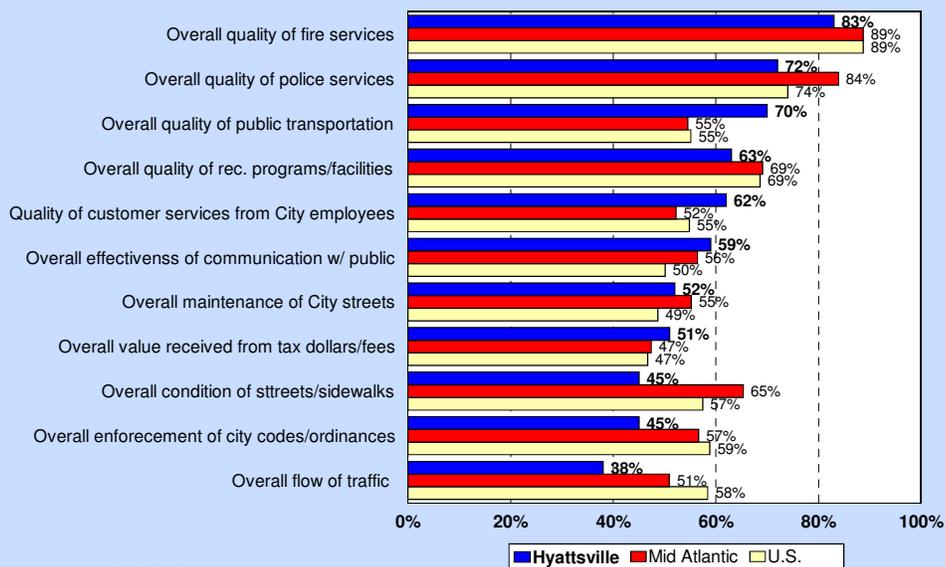
This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during May and June 2013 to a random sample of 4,088 residents in the continental United States and (2) a regional survey that was administered to a random sample of 531 residents in the Mid-Atlantic region of the United States during May and June 2013. The states included in the Mid-Atlantic region are: Virginia, Pennsylvania, New Jersey, Maryland, Delaware and Washington, D.C.

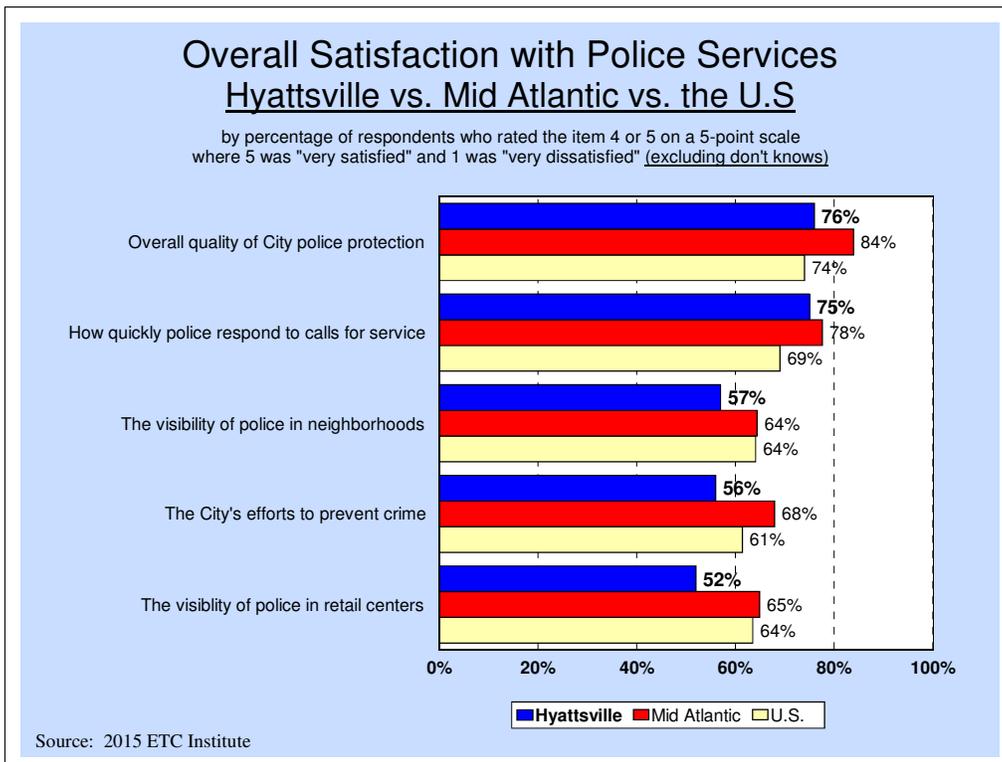
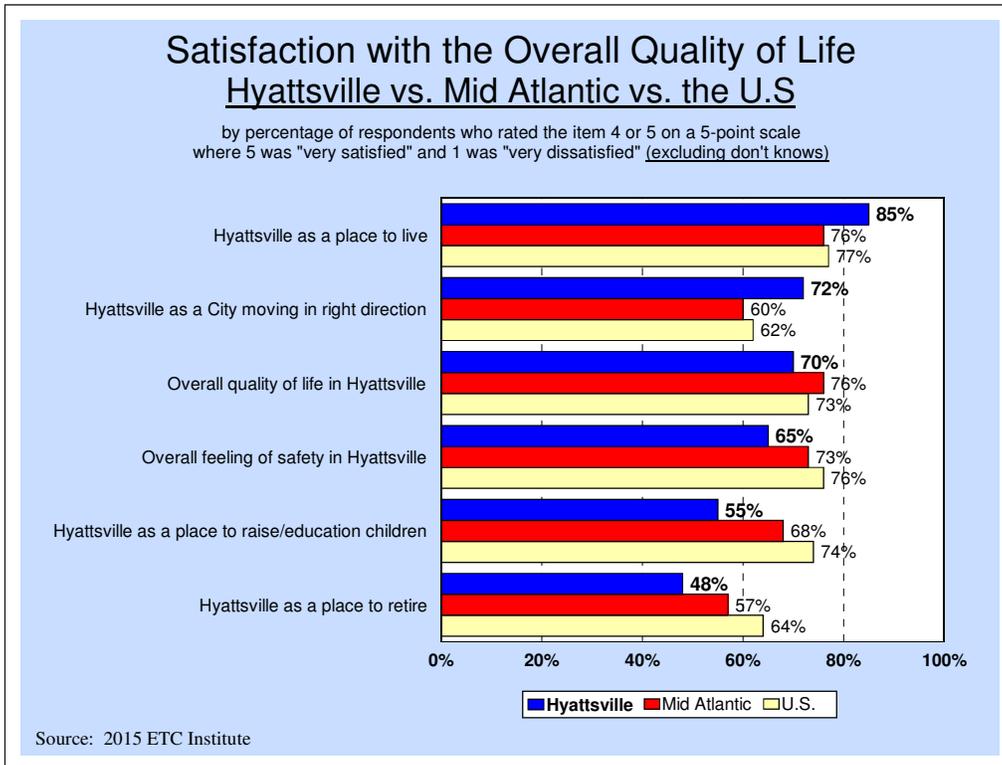
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Hyattsville is not authorized without written consent from ETC Institute.

Overall Satisfaction with Various City Services Hyattsville vs. Mid Atlantic vs. the U.S.

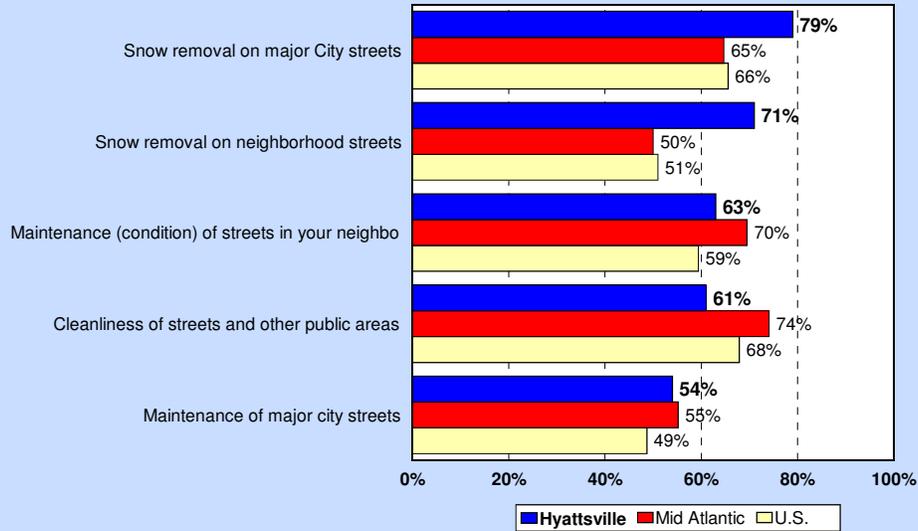
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





Satisfaction with Streets and Sidewalks in Hyattsville Hyattsville vs. Mid Atlantic vs. the U.S

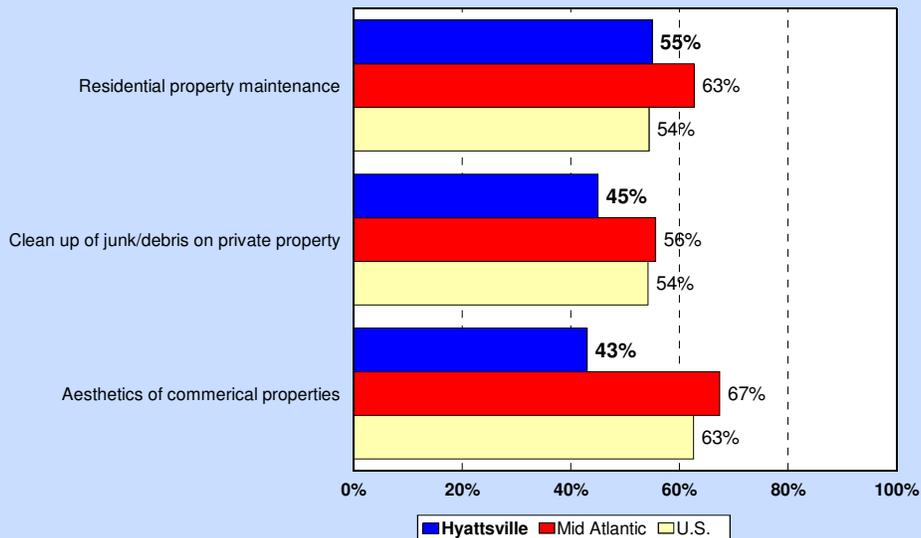
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



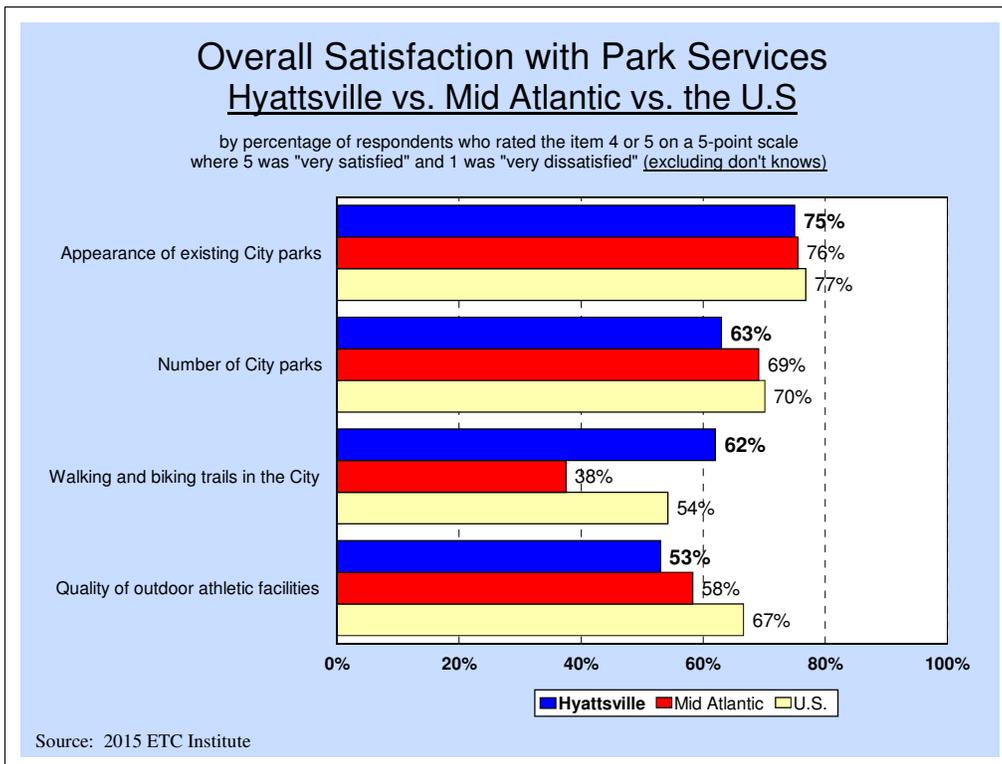
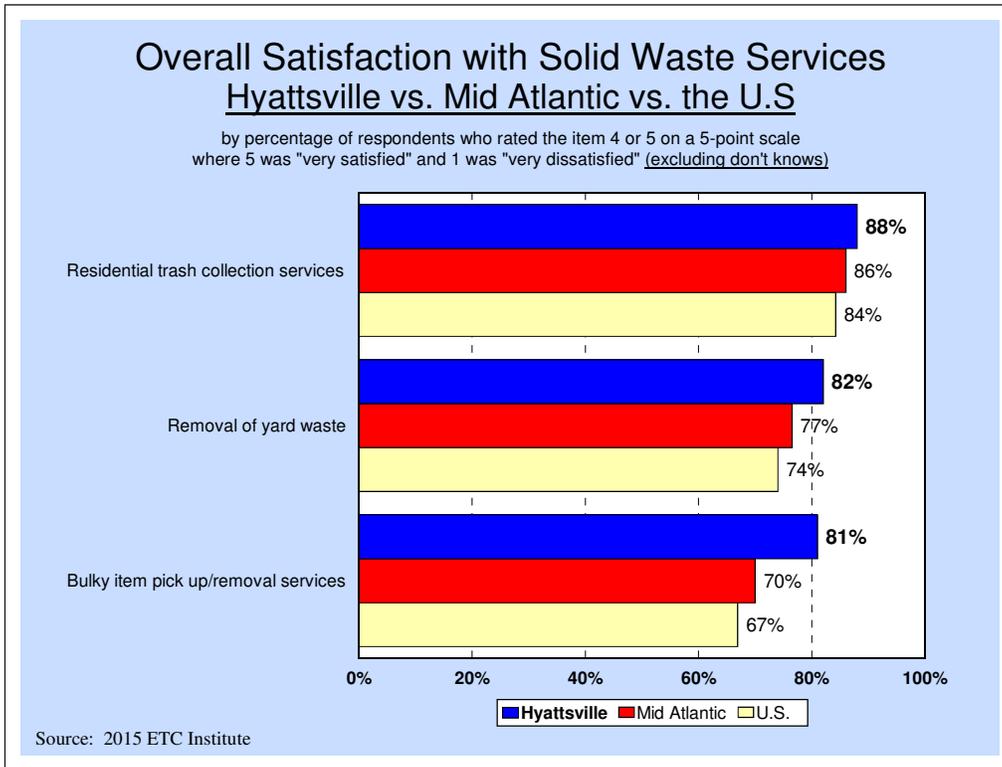
Source: 2015 ETC Institute

Overall Satisfaction with Code Compliance Hyattsville vs. Mid Atlantic vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute



Section 6:
Tabular Data

Tabular Data

Q1. OVERALL SATISFACTION WITH CITY SERVICES: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the City services.

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of police services	26.6%	39.9%	20.0%	4.8%	0.7%	8.0%
B. Overall flow of traffic in Hyattsville	6.3%	31.1%	26.3%	26.9%	7.6%	1.8%
C. Overall condition of streets and sidewalks in Hyattsville	7.7%	36.6%	22.4%	23.6%	8.3%	1.4%
D. Overall quality of fire services	28.2%	36.8%	12.7%	0.6%	0.1%	21.6%
E. Overall quality of recreation programs/ special events	18.2%	36.3%	24.3%	7.3%	0.8%	13.0%
F. Overall quality of parks in Hyattsville	20.0%	44.7%	20.2%	6.7%	1.3%	7.1%
G. Overall maintenance of City streets	12.2%	38.5%	18.3%	21.3%	7.4%	2.2%
H. Overall enforcement of City codes and ordinances	9.5%	30.5%	29.3%	14.8%	5.3%	10.5%
I. Overall quality of economic development	11.3%	38.1%	25.9%	14.5%	3.9%	6.3%
J. Overall effectiveness of communications with the public	14.3%	41.6%	23.8%	12.7%	2.8%	4.8%
K. Overall quality of solid waste services (trash, yard waste)	40.6%	36.6%	11.6%	3.5%	1.5%	6.2%
L. Overall quality of public transportation in Hyattsville	18.9%	41.6%	16.0%	7.3%	2.8%	13.4%
M. Overall quality of customer service from City employees	17.4%	33.1%	22.3%	6.4%	2.5%	18.3%
N. Overall value you receive from the City of Hyattsville for your tax dollars and fees	9.8%	39.2%	28.0%	13.0%	5.0%	4.9%

Tabular Data

Q1. OVERALL SATISFACTION WITH CITY SERVICES: (Excluding “don’t know”)

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of police services	28.9%	43.4%	21.8%	5.2%	0.8%
B. Overall flow of traffic in Hyattsville	6.4%	31.7%	26.8%	27.4%	7.7%
C. Overall condition of streets and sidewalks in Hyattsville	7.8%	37.1%	22.8%	23.9%	8.4%
D. Overall quality of fire services	35.9%	47.0%	16.3%	0.7%	0.2%
E. Overall quality of recreation programs/special events	21.0%	41.8%	27.9%	8.4%	1.0%
F. Overall quality of parks in Hyattsville	21.6%	48.1%	21.7%	7.2%	1.4%
G. Overall maintenance of City streets	12.5%	39.4%	18.8%	21.8%	7.6%
H. Overall enforcement of City codes and ordinances	10.6%	34.1%	32.7%	16.6%	5.9%
I. Overall quality of economic development	12.0%	40.7%	27.6%	15.5%	4.2%
J. Overall effectiveness of communications with the public	15.0%	43.7%	25.0%	13.4%	2.9%
K. Overall quality of solid waste services (trash, yard waste)	43.3%	39.0%	12.4%	3.7%	1.6%
L. Overall quality of public transportation in Hyattsville	21.8%	48.1%	18.4%	8.4%	3.2%
M. Overall quality of customer service from City employees	21.3%	40.5%	27.3%	7.9%	3.1%
N. Overall value you receive from the City of Hyattsville for your tax dollars and fees	10.3%	41.2%	29.5%	13.7%	5.3%

Tabular Data

Q2. Which THREE of the City Services items listed in Question #1 do you think should receive the MOST EMPHASIS from City officials in the next 2 years?

<u>Q2. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	96	13.4 %
Overall flow of traffic in Hyattsville	137	19.2 %
Overall condition of streets and sidewalks in Hyattsville	78	10.9 %
Overall quality of fire services	2	0.3 %
Overall quality of recreation programs/special events	18	2.5 %
Overall quality of parks in Hyattsville	14	2.0 %
Overall maintenance of City streets	56	7.8 %
Overall enforcement of City codes and ordinances	46	6.4 %
Overall quality of economic development	114	16.0 %
Overall effectiveness of communications with the public	23	3.2 %
Overall quality of solid waste services (trash, yard waste)	8	1.1 %
Overall quality of public transportation in Hyattsville	19	2.7 %
Overall quality of customer service from City employees	6	0.8 %
Overall value you receive from the City of Hyattsville for your tax dollars and fees	32	4.5 %
<u>None chosen</u>	<u>65</u>	<u>9.1 %</u>
Total	714	100.0 %

Q2. Which THREE of the City Services items listed in Question #1 do you think should receive the MOST EMPHASIS from City officials in the next 2 years?

<u>Q2. 2nd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	32	4.5 %
Overall flow of traffic in Hyattsville	93	13.0 %
Overall condition of streets and sidewalks in Hyattsville	101	14.1 %
Overall quality of fire services	13	1.8 %
Overall quality of recreation programs/special events	22	3.1 %
Overall quality of parks in Hyattsville	46	6.4 %
Overall maintenance of City streets	74	10.4 %
Overall enforcement of City codes and ordinances	46	6.4 %
Overall quality of economic development	80	11.2 %
Overall effectiveness of communications with the public	29	4.1 %
Overall quality of solid waste services (trash, yard waste)	9	1.3 %
Overall quality of public transportation in Hyattsville	27	3.8 %
Overall quality of customer service from City employees	12	1.7 %
Overall value you receive from the City of Hyattsville for your tax dollars and fees	44	6.2 %
<u>None chosen</u>	<u>86</u>	<u>12.0 %</u>
Total	714	100.0 %

Tabular Data

Q2. Which THREE of the City Services items listed in Question #1 do you think should receive the MOST EMPHASIS from City officials in the next 2 years?

<u>Q2. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	30	4.2 %
Overall flow of traffic in Hyattsville	70	9.8 %
Overall condition of streets and sidewalks in Hyattsville	76	10.6 %
Overall quality of fire services	11	1.5 %
Overall quality of recreation programs/special events	33	4.6 %
Overall quality of parks in Hyattsville	36	5.0 %
Overall maintenance of City streets	66	9.2 %
Overall enforcement of City codes and ordinances	40	5.6 %
Overall quality of economic development	72	10.1 %
Overall effectiveness of communications with the public	31	4.3 %
Overall quality of solid waste services (trash, yard waste)	21	2.9 %
Overall quality of public transportation in Hyattsville	38	5.3 %
Overall quality of customer service from City employees	12	1.7 %
Overall value you receive from the City of Hyattsville for your tax dollars and fees	57	8.0 %
<u>None chosen</u>	<u>121</u>	<u>16.9 %</u>
Total	714	100.0 %

Q2. The sum of the THREE City Services items listed in Question #1 do you think should receive the MOST EMPHASIS from City officials in the next 2 years?

<u>Q2. Sum of the Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall flow of traffic in Hyattsville	300	42.0 %
Overall quality of economic development	266	37.3 %
Overall condition of streets and sidewalks in Hyattsville	255	35.7 %
Overall maintenance of City streets	196	27.5 %
Overall quality of police services	158	22.1 %
Overall value you receive from the City of Hyattsville for your tax dollars and fees	133	18.6 %
Overall enforcement of City codes and ordinances	132	18.5 %
Overall quality of parks in Hyattsville	96	13.4 %
Overall quality of public transportation in Hyattsville	84	11.8 %
Overall effectiveness of communications with the public	83	11.6 %
Overall quality of recreation programs/special events	73	10.2 %
Overall quality of solid waste services (trash, yard waste)	38	5.3 %
Overall quality of customer service from City employees	30	4.2 %
Overall quality of fire services	26	3.6 %
Total	1870	

Tabular Data

Q3. OVERALL QUALITY OF LIFE: Several items that influence the quality of life in Hyattsville are listed below. Please rate your satisfaction with each item, using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Hyattsville as a place to live	42.0%	41.2%	10.4%	2.9%	1.7%	1.8%
B. Hyattsville as a place to raise and educate children	18.1%	26.9%	20.7%	12.9%	3.1%	18.3%
C. Hyattsville as a place to retire	15.3%	23.0%	23.0%	13.2%	5.7%	19.9%
D. Overall quality of schools and education in Hyattsville	8.4%	15.8%	24.5%	18.3%	5.0%	27.9%
E. Overall quality of health care services in Hyattsville area	6.9%	20.0%	27.2%	18.2%	3.4%	24.4%
F. Overall quality of life in Hyattsville	20.1%	49.5%	21.9%	4.4%	2.5%	1.5%
G. Hyattsville as a City that is moving in the right direction	21.7%	47.2%	18.5%	4.3%	4.3%	3.9%
H. Acceptance of diversity in Hyattsville	33.3%	44.5%	13.4%	4.1%	1.5%	3.1%
I. Overall feeling of safety in Hyattsville	15.8%	48.7%	18.2%	12.0%	4.2%	1.0%

Q3. OVERALL QUALITY OF LIFE: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Hyattsville as a place to live	42.8%	41.9%	10.6%	3.0%	1.7%
B. Hyattsville as a place to raise and educate children	22.1%	32.9%	25.4%	15.8%	3.8%
C. Hyattsville as a place to retire	19.1%	28.7%	28.7%	16.4%	7.2%
D. Overall quality of schools and education in Hyattsville	11.7%	21.9%	34.0%	25.4%	7.0%
E. Overall quality of health care services in Hyattsville area	9.1%	26.5%	35.9%	24.1%	4.4%
F. Overall quality of life in Hyattsville	20.4%	50.3%	22.3%	4.4%	2.6%
G. Hyattsville as a City that is moving in the right direction	22.6%	49.1%	19.2%	4.5%	4.5%
H. Acceptance of diversity in Hyattsville	34.4%	46.0%	13.9%	4.2%	1.6%
I. Overall feeling of safety in Hyattsville	16.0%	49.2%	18.4%	12.2%	4.2%

Tabular Data

Q4. PUBLIC SAFETY: Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations:

(N=714)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. In your neighborhood during the day	45.4%	41.9%	7.6%	3.1%	0.3%	1.7%
B. In your neighborhood at night	18.7%	42.2%	18.7%	16.1%	2.5%	1.8%
C. In commercial and retail areas	12.1%	41.8%	26.4%	15.8%	1.7%	2.2%
D. In City parks	8.8%	36.5%	26.2%	11.9%	4.6%	11.9%

Q4. PUBLIC SAFETY: Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations:(Excluding "don't know")

(N=714)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
A. In your neighborhood during the day	46.2%	42.7%	7.7%	3.1%	0.3%
B. In your neighborhood at night	19.0%	43.0%	19.0%	16.4%	2.6%
C. In commercial and retail areas	12.3%	42.8%	27.0%	16.2%	1.7%
D. In City parks	10.0%	41.4%	29.8%	13.5%	5.3%

Tabular Data

Q5. POLICE SERVICE: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of City police protection	22.5%	45.9%	15.9%	4.9%	1.8%	9.0%
B. The visibility of police in neighborhoods	17.3%	37.7%	18.7%	19.2%	3.5%	3.6%
C. The visibility of police in retail centers	10.9%	36.0%	29.2%	10.4%	3.5%	10.0%
D. The City's efforts to prevent crime	12.8%	34.3%	24.4%	9.7%	1.5%	17.3%
E. How quickly police respond to calls for service	26.4%	31.7%	14.3%	3.2%	2.0%	22.4%
F. How Hyattsville officers interact with residents	21.2%	31.7%	18.1%	7.7%	2.9%	18.3%

Q5. POLICE SERVICE: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of City police protection	24.7%	50.5%	17.4%	5.4%	2.0%
B. The visibility of police in neighborhoods	17.9%	39.2%	19.4%	19.9%	3.6%
C. The visibility of police in retail centers	12.1%	40.0%	32.4%	11.5%	3.9%
D. The City's efforts to prevent crime	15.4%	41.4%	29.5%	11.7%	1.9%
E. How quickly police respond to calls for service	34.0%	40.9%	18.4%	4.2%	2.5%
F. How Hyattsville officers interact with residents	25.9%	38.8%	22.2%	9.5%	3.6%

Tabular Data

Q6. Which TWO of the Police Service items listed in Question #5 do you think are MOST IMPORTANT to improve?

Q6. Most Important	Number	Percent
Overall quality of City police protection	60	8.4 %
The visibility of police in neighborhoods	230	32.2 %
The visibility of police in retail centers	63	8.8 %
The City's efforts to prevent crime	111	15.5 %
How quickly police respond to calls for service	49	6.9 %
How Hyattsville officers interact with residents	116	16.2 %
None chosen	85	11.9 %
Total	714	100.0 %

Q6. Which TWO of the Police Service items listed in Question #5 do you think are MOST IMPORTANT to improve?

Q6. 2nd Important	Number	Percent
Overall quality of City police protection	44	6.2 %
The visibility of police in neighborhoods	104	14.6 %
The visibility of police in retail centers	82	11.5 %
The City's efforts to prevent crime	191	26.8 %
How quickly police respond to calls for service	58	8.1 %
How Hyattsville officers interact with residents	111	15.5 %
None chosen	124	17.4 %
Total	714	100.0 %

Q6. The sum of the TWO Police Service items listed in Question #5 do you think are MOST IMPORTANT to improve?

Q6. Sum of the top two Most Important	Number	Percent
The visibility of police in neighborhoods	334	46.8 %
The City's efforts to prevent crime	302	42.3 %
How Hyattsville officers interact with residents	227	31.8 %
The visibility of police in retail centers	145	20.3 %
How quickly police respond to calls for service	107	15.0 %
Overall quality of City police protection	104	14.6 %
Total	1219	

Tabular Data

Q7. TRANSPORTATION & TRAFFIC: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. WMATA Metro service in Hyattsville	25.6%	37.6%	11.9%	3.2%	2.4%	19.2%
B. WMATA Bus service in Hyattsville	11.4%	30.4%	15.7%	6.3%	3.4%	32.8%
C. Prince George's County "The Bus"	7.3%	21.6%	17.3%	4.9%	2.4%	46.6%
D. University of Maryland Shuttle Bus	6.9%	15.7%	16.4%	1.7%	0.8%	58.5%
E. Hyattsville's "Call-A-Bus" (for seniors/ disabled)	5.0%	7.6%	16.1%	3.4%	0.6%	67.3%
F. Overall flow of traffic on major City streets	3.7%	26.0%	22.2%	28.7%	10.3%	9.3%
G. Overall flow of traffic on residential streets	7.2%	38.4%	24.5%	17.7%	9.1%	3.1%
H. Prevention of speeding on residential streets	6.5%	34.9%	20.1%	20.3%	13.9%	4.3%
I. Pedestrian safety in Hyattsville	6.5%	36.9%	20.5%	23.6%	9.1%	3.5%
J. Bicyclist safety in Hyattsville	5.0%	23.4%	23.8%	16.8%	10.7%	20.2%

Q7. TRANSPORTATION & TRAFFIC: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. WMATA Metro service in Hyattsville	31.7%	46.6%	14.8%	4.0%	3.0%
B. WMATA Bus service in Hyattsville	16.9%	45.3%	23.4%	9.4%	5.0%
C. Prince George's County "The Bus"	13.6%	40.4%	32.3%	9.2%	4.5%
D. University of Maryland Shuttle Bus	16.6%	37.8%	39.5%	4.1%	2.0%
E. Hyattsville's "Call-A-Bus" (for seniors/ disabled)	15.5%	23.2%	49.4%	10.3%	1.7%
F. Overall flow of traffic on major City streets	4.0%	28.6%	24.5%	31.6%	11.3%
G. Overall flow of traffic on residential streets	7.4%	39.7%	25.3%	18.2%	9.4%
H. Prevention of speeding on residential streets	6.7%	36.5%	21.0%	21.3%	14.5%
I. Pedestrian safety in Hyattsville	6.7%	38.2%	21.2%	24.4%	9.4%
J. Bicyclist safety in Hyattsville	6.3%	29.3%	29.9%	21.1%	13.4%

Tabular Data

Q8. Which TWO of the Transportation & Traffic items listed in Question #7 do you think are MOST IMPORTANT to improve?

Q8. Most Important	Number	Percent
WMATA Metro service in Hyattsville	29	4.1 %
WMATA Bus service in Hyattsville	14	2.0 %
Prince George's County "The Bus"	17	2.4 %
University of Maryland Shuttle Bus	3	0.4 %
Hyattsville's "Call-A-Bus" (for seniors/disabled)	12	1.7 %
Overall flow of traffic on major City streets	213	29.8 %
Overall flow of traffic on residential streets	55	7.7 %
Prevention of speeding on residential streets	136	19.0 %
Pedestrian safety in Hyattsville	119	16.7 %
Bicyclist safety in Hyattsville	51	7.1 %
None chosen	65	9.1 %
Total	714	100.0 %

Q8. Which TWO of the Transportation & Traffic items listed in Question #7 do you think are MOST IMPORTANT to improve?

Q8. 2nd Important	Number	Percent
WMATA Metro service in Hyattsville	14	2.0 %
WMATA Bus service in Hyattsville	34	4.8 %
Prince George's County "The Bus"	16	2.2 %
University of Maryland Shuttle Bus	6	0.8 %
Hyattsville's "Call-A-Bus" (for seniors/disabled)	6	0.8 %
Overall flow of traffic on major City streets	75	10.5 %
Overall flow of traffic on residential streets	116	16.2 %
Prevention of speeding on residential streets	100	14.0 %
Pedestrian safety in Hyattsville	156	21.8 %
Bicyclist safety in Hyattsville	94	13.2 %
None chosen	97	13.6 %
Total	714	100.0 %

Q8. The sum of the TWO Transportation & Traffic items listed in Question #7 do you think are MOST IMPORTANT to improve?

Q8. Sum of the top two Most Important	Number	Percent
Overall flow of traffic on major City streets	288	40.3 %
Pedestrian safety in Hyattsville	275	38.5 %
Prevention of speeding on residential streets	236	33.1 %
Overall flow of traffic on residential streets	171	23.9 %
Bicyclist safety in Hyattsville	145	20.3 %
WMATA Bus service in Hyattsville	48	6.7 %
WMATA Metro service in Hyattsville	43	6.0 %
Prince George's County "The Bus"	33	4.6 %
Hyattsville's "Call-A-Bus" (for seniors/disabled)	18	2.5 %
University of Maryland Shuttle Bus	9	1.3 %
Total	1266	

City of Hyattsville 2015 Resident Satisfaction Survey: Findings Report

Tabular Data

Q9. STREETS & SIDEWALKS: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of major City streets	11.1%	41.8%	20.5%	19.5%	4.6%	2.5%
B. Maintenance of streets in your neighborhood	16.9%	44.2%	14.0%	14.3%	7.4%	3.1%
C. Snow removal on major City streets	29.2%	47.3%	13.8%	5.6%	0.8%	3.2%
D. Snow removal on neighborhood streets	24.1%	44.0%	17.0%	8.7%	2.7%	3.5%
E. Cleanliness of major City streets	12.3%	46.4%	23.1%	13.0%	2.1%	2.9%
F. Cleanliness of residential streets	13.9%	45.3%	22.2%	11.9%	3.9%	2.8%
G. Condition of sidewalks in the City	10.8%	45.2%	21.7%	13.0%	5.8%	3.5%
H. Adequacy of street lighting	9.1%	35.8%	22.3%	21.0%	9.3%	2.5%
I. Residential parking availability	10.7%	35.2%	18.1%	22.2%	9.3%	4.6%
J. Commercial parking availability	8.6%	25.0%	22.9%	20.3%	13.0%	10.2%
K. Bike lane availability	6.3%	18.7%	26.1%	18.3%	9.4%	21.2%
L. Sidewalk availability	12.1%	38.8%	25.5%	11.6%	6.6%	5.3%
M. Crosswalk availability	12.1%	40.7%	20.9%	14.9%	6.7%	4.6%

Q9. STREETS & SIDEWALKS: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance of major City streets	11.4%	42.9%	21.0%	20.0%	4.7%
B. Maintenance of streets in your neighborhood	17.4%	45.7%	14.5%	14.8%	7.7%
C. Snow removal on major City streets	30.2%	48.9%	14.2%	5.8%	0.9%
D. Snow removal on neighborhood streets	25.0%	45.6%	17.6%	9.0%	2.8%
E. Cleanliness of major City streets	12.7%	47.8%	23.8%	13.4%	2.2%
F. Cleanliness of residential streets	14.3%	46.6%	22.8%	12.3%	4.0%
G. Condition of sidewalks in the City	11.2%	46.8%	22.5%	13.5%	6.0%
H. Adequacy of street lighting	9.4%	36.7%	22.9%	21.6%	9.5%
I. Residential parking availability	11.2%	36.9%	19.0%	23.2%	9.7%
J. Commercial parking availability	9.5%	27.8%	25.5%	22.7%	14.5%
K. Bike lane availability	8.0%	23.7%	33.2%	23.2%	11.9%
L. Sidewalk availability	12.7%	41.0%	27.0%	12.3%	7.0%
M. Crosswalk availability	12.7%	42.7%	21.9%	15.6%	7.1%

Tabular Data

Q10. Which THREE of the Streets & Sidewalks items listed in Question #9 do you think are MOST IMPORTANT to improve?

Q10. Most Important	Number	Percent
Maintenance of major City streets	85	11.9 %
Maintenance of streets in your neighborhood	67	9.4 %
Snow removal on major City streets	7	1.0 %
Snow removal on neighborhood streets	16	2.2 %
Cleanliness of major City streets	14	2.0 %
Cleanliness of residential streets	30	4.2 %
Condition of sidewalks in the City	20	2.8 %
Adequacy of street lighting	104	14.6 %
Residential parking availability	72	10.1 %
Commercial parking availability	100	14.0 %
Bike lane availability	56	7.8 %
Sidewalk availability	23	3.2 %
Crosswalk availability	40	5.6 %
None chosen	80	11.2 %
Total	714	100.0 %

Q10. Which THREE of the Streets & Sidewalks items listed in Question #9 do you think are MOST IMPORTANT to improve?

Q10. 2nd Important	Number	Percent
Maintenance of major City streets	47	6.6 %
Maintenance of streets in your neighborhood	57	8.0 %
Snow removal on major City streets	11	1.5 %
Snow removal on neighborhood streets	24	3.4 %
Cleanliness of major City streets	43	6.0 %
Cleanliness of residential streets	39	5.5 %
Condition of sidewalks in the City	32	4.5 %
Adequacy of street lighting	89	12.5 %
Residential parking availability	57	8.0 %
Commercial parking availability	56	7.8 %
Bike lane availability	54	7.6 %
Sidewalk availability	57	8.0 %
Crosswalk availability	30	4.2 %
None chosen	118	16.5 %
Total	714	100.0 %

Tabular Data

Q10. Which THREE of the Streets & Sidewalks items listed in Question #9 do you think are MOST IMPORTANT to improve?

Q10. 3rd Important	Number	Percent
Maintenance of major City streets	24	3.4 %
Maintenance of streets in your neighborhood	26	3.6 %
Snow removal on major City streets	15	2.1 %
Snow removal on neighborhood streets	27	3.8 %
Cleanliness of major City streets	34	4.8 %
Cleanliness of residential streets	43	6.0 %
Condition of sidewalks in the City	54	7.6 %
Adequacy of street lighting	67	9.4 %
Residential parking availability	52	7.3 %
Commercial parking availability	40	5.6 %
Bike lane availability	42	5.9 %
Sidewalk availability	35	4.9 %
Crosswalk availability	60	8.4 %
None chosen	195	27.3 %
Total	714	100.0 %

Q10. The sum of the THREE Streets & Sidewalks items listed in Question #9 do you think are MOST IMPORTANT to improve?

Q10. Sum of the top Three Most Important	Number	Percent
Adequacy of street lighting	260	36.4 %
Commercial parking availability	196	27.5 %
Residential parking availability	181	25.4 %
Maintenance of major City streets	156	21.8 %
Bike lane availability	152	21.3 %
Maintenance of streets in your neighborhood	150	21.0 %
Crosswalk availability	130	18.2 %
Sidewalk availability	115	16.1 %
Cleanliness of residential streets	112	15.7 %
Condition of sidewalks in the City	106	14.8 %
Cleanliness of major City streets	91	12.7 %
Snow removal on neighborhood streets	67	9.4 %
Snow removal on major City streets	33	4.6 %
Total	1749	

Tabular Data

Q11. CODE COMPLIANCE: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The amount of junk and debris on private property	10.4%	31.8%	24.5%	20.1%	7.4%	5.8%
B. Residential property maintenance	13.0%	39.7%	24.3%	14.4%	4.3%	4.2%
C. Aesthetics of commercial properties	8.0%	31.7%	31.9%	16.9%	4.4%	7.2%

Q11. CODE COMPLIANCE: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. The amount of junk and debris on private property	11.0%	33.8%	26.0%	21.3%	7.9%
B. Residential property maintenance	13.6%	41.4%	25.3%	15.1%	4.5%
C. Aesthetics of commercial properties	8.6%	34.2%	34.3%	18.2%	4.7%

Tabular Data

Q12. SOLID WASTE SERVICES: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash (garbage) collection services	47.4%	35.3%	7.2%	3.5%	0.6%	6.0%
B. Bulky item pick up/removal services (old furniture, etc.)	38.6%	28.8%	9.8%	5.2%	0.8%	16.8%
C. Removal of white goods (appliances, refrigerators, air conditioners, etc.)	36.2%	25.9%	11.5%	3.2%	0.3%	22.9%
D. Removal of yard waste	41.9%	29.5%	9.7%	5.0%	1.0%	12.9%

Q12. SOLID WASTE SERVICES: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Residential trash (garbage) collection services	50.4%	37.6%	7.6%	3.7%	0.6%
B. Bulky item pick up/removal services (old furniture, etc.)	46.4%	34.6%	11.8%	6.2%	1.0%
C. Removal of white goods (appliances, refrigerators, air conditioners, etc.)	46.9%	33.6%	14.9%	4.2%	0.4%
D. Removal of yard waste	48.1%	33.8%	11.1%	5.8%	1.1%

Tabular Data

Q13. PARKS: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Appearance of existing City parks	18.5%	50.8%	15.2%	6.5%	1.0%	8.0%
B. Number of City parks	16.5%	39.1%	21.6%	10.1%	2.0%	10.7%
C. Walking and biking trails in the City	15.4%	37.0%	18.2%	11.2%	2.4%	15.7%
D. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	10.8%	29.7%	20.6%	12.2%	2.4%	24.3%

Q13. PARKS: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Appearance of existing City parks	20.2%	55.3%	16.5%	7.0%	1.1%
B. Number of City parks	18.5%	43.8%	24.2%	11.3%	2.2%
C. Walking and biking trails in the City	18.3%	43.9%	21.6%	13.3%	2.8%
D. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	14.3%	39.3%	27.2%	16.1%	3.1%

Tabular Data

Q14. PROGRAMS & EVENTS: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The quantity of City events & celebrations	15.4%	40.4%	22.7%	7.0%	1.7%	12.8%
B. The quality of City events & celebrations	15.6%	37.2%	25.4%	4.8%	1.4%	15.6%
C. The diversity of City events & celebrations	15.8%	37.2%	25.7%	6.2%	0.7%	14.4%
D. The opportunities to volunteer in the City	9.8%	27.9%	25.2%	4.8%	1.4%	30.9%
E. The City's programs and services for children and teens	7.4%	19.9%	21.3%	5.9%	2.1%	43.3%
F. The City's programs and services for seniors and people with disabilities	5.5%	14.4%	23.7%	7.0%	2.4%	47.0%
G. The City's programs and services for immigrants	3.2%	11.8%	21.2%	4.6%	4.8%	54.4%

Q14. PROGRAMS & EVENTS: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. The quantity of City events & celebrations	17.7%	46.3%	26.0%	8.0%	1.9%
B. The quality of City events & celebrations	18.5%	44.1%	30.1%	5.7%	1.7%
C. The diversity of City events & celebrations	18.5%	43.4%	30.0%	7.2%	0.8%
D. The opportunities to volunteer in the City	14.2%	40.4%	36.5%	6.9%	2.0%
E. The City's programs and services for children and teens	13.1%	35.1%	37.6%	10.4%	3.7%
F. The City's programs and services for seniors and people with disabilities	10.3%	27.2%	44.7%	13.2%	4.5%
G. The City's programs and services for immigrants	7.1%	25.8%	46.5%	10.2%	10.5%

Tabular Data

Q15. Which TWO of the Program & Events items listed in Question #14 do you think are MOST IMPORTANT to improve?

Q15. Most Important	Number	Percent
The quantity of City events & celebrations	53	7.4 %
The quality of City events & celebrations	62	8.7 %
The diversity of City events & celebrations	36	5.0 %
The opportunities to volunteer in the City	52	7.3 %
The City's programs and services for children and teens	136	19.0 %
The City's programs and services for seniors and people with disabilities	123	17.2 %
Immigrant prog	60	8.4 %
None chosen	192	26.9 %
Total	714	100.0 %

Q15. Which TWO of the Program & Events items listed in Question #14 do you think are MOST IMPORTANT to improve?

Q15. 2nd Important	Number	Percent
The quantity of City events & celebrations	43	6.0 %
The quality of City events & celebrations	80	11.2 %
The diversity of City events & celebrations	44	6.2 %
The opportunities to volunteer in the City	35	4.9 %
The City's programs and services for children and teens	102	14.3 %
The City's programs and services for seniors and people with disabilities	87	12.2 %
Immigrant prog	89	12.5 %
None chosen	234	32.8 %
Total	714	100.0 %

Q15. The sum of the TWO Program & Events items listed in Question #14 do you think are MOST IMPORTANT to improve?

Q15. Most Important	Number	Percent
The City's programs and services for children and teens	238	33.3 %
The City's programs and services for seniors and people with disabilities	210	29.4 %
Immigrant prog	149	20.9 %
The quality of City events & celebrations	142	19.9 %
The quantity of City events & celebrations	96	13.4 %
The opportunities to volunteer in the City	87	12.2 %
The diversity of City events & celebrations	80	11.2 %
Total	1002	

Tabular Data

Q16. ECONOMIC DEVELOPMENT: Several items that influence economic development in Hyattsville are listed below. Please rate your satisfaction with each item, using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Availability of stores and shops in Hyattsville	13.5%	39.6%	19.4%	21.3%	3.4%	2.9%
B. Availability of restaurants and bars in Hyattsville	12.5%	37.2%	18.0%	25.0%	4.6%	2.8%
C. Availability of affordable quality housing in Hyattsville	8.8%	32.8%	23.7%	16.7%	5.6%	12.3%

Q16. ECONOMIC DEVELOPMENT: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Availability of stores and shops in Hyattsville	13.9%	40.8%	19.9%	22.0%	3.5%
B. Availability of restaurants and bars in Hyattsville	12.8%	38.2%	18.5%	25.7%	4.8%
C. Availability of affordable quality housing in Hyattsville	10.1%	37.4%	27.0%	19.0%	6.4%

Tabular Data

Q17. In 10 years, what type of housing do you expect to live in?

Q17. What type of housing do you expect to live in?	Number	Percent
Single family home	527	73.8 %
Apartment	24	3.4 %
Townhouse/condo	108	15.1 %
Other	31	4.3 %
Don't know	24	3.4 %
Total	714	100.0 %

Q17. In 10 years, what type of housing do you expect to live in? (excluding “don’t know”)

Q17. What type of housing do you expect to live in?	Number	Percent
Single family home	527	76.4 %
Apartment	24	3.5 %
Townhouse/condo	108	15.7 %
Other	31	4.5 %
Total	690	100.0 %

Q17 Other

APT IN SINGLE HAM HM	RANCH	SENIOR DEVELOPMENT
CAVE	RETIREMENT	Senior housisng
CEMETERY OR SR CTR	RETIREMENT	shared living space with other adults
COOP HOUSING	RETIREMENT	SMALL one level home or townhome
FORT LINCOLN	RETIREMENT COMM	SR HOUSING
FORT LINCOLN	RETIREMENT COMM	SR RESIDENCE
Home out of PG County.	RETIREMENT FACILITY	SR RETIREMENT CMTY
I OWN	Retirement Housing	TINY MOBILE HOME
I OWN	SENIOR	TRAILER
I OWN	SENIOR CITIZEN	W/RISING RENT COST

Q18. On average, how many times per week do you and members of your household eat at a restaurant in Hyattsville?

Q18. How many times per week do you eat at a restaurant?	Number	Percent
11 or more times per week	10	1.4 %
7-10 times per week	10	1.4 %
3-6 times per week	107	15.0 %
1-2 times per week	426	59.7 %
None	161	22.5 %
Total	714	100.0 %

Tabular Data

Q19. Approximately what percent of your disposable income do you spend on entertainment (i.e. food and beverages, movies, music, and events) in Hyattsville?

Q19. What percent of your disposable income do you spend on entertainment?	Number	Percent
75% or more	14	2.0 %
50%-74%	26	3.6 %
25%-49%	120	16.8 %
1%-24%	485	67.9 %
0%	67	9.4 %
Don't know	2	0.3 %
Total	714	100.0 %

Q19. Approximately what percent of your disposable income do you spend on entertainment (i.e. food and beverages, movies, music, and events) in Hyattsville? (excluding “don’t know”)

Q19. What percent of your disposable income do you spend on entertainment?	Number	Percent
75% or more	14	2.0 %
50%-74%	26	3.7 %
25%-49%	120	16.9 %
1%-24%	485	68.1 %
0%	67	9.4 %
Total	712	100.0 %

Tabular Data

Q20. How well do retail/commercial areas meet your needs? Please rate your satisfaction with each area using a scale of 3 to 1, where 3 means "Completely meets" and 1 means "Does not meet."

(N=714)

	Completely meets	Partially meets	Does not meet	Don't know
A. West Hyattsville/Hamilton Street	14.7%	41.2%	42.2%	1.8%
B. Prince George's Plaza	24.8%	57.1%	16.4%	1.7%
C. Route One/Baltimore Avenue	21.7%	62.1%	13.9%	2.2%

Q20. How well do retail/commercial areas meet your needs? (excluding "don't know")

(N=714)

	Completely meets	Partially meets	Does not meet
A. West Hyattsville/Hamilton Street	15.0%	42.0%	43.0%
B. Prince George's Plaza	25.2%	58.1%	16.7%
C. Route One/Baltimore Avenue	22.2%	63.6%	14.2%

Tabular Data

Q21. CITY GOVERNMENT: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Your ability to access the City's elected officials when you want to	11.8%	24.7%	22.0%	8.3%	1.5%	31.7%
B. Your ability to access the City's staff when you want to	12.8%	31.8%	21.3%	7.2%	0.8%	26.1%
C. The knowledge level of City's elected officials when you contact them about City issues	10.1%	19.4%	25.0%	7.4%	2.1%	36.0%
D. The knowledge level of City staff when you contact them about City issues	11.4%	27.3%	23.3%	6.6%	1.7%	29.7%

Tabular Data

Q21. CITY GOVERNMENT: (Excluding "don't know")

(N=714)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Your ability to access the City's elected officials when you want to	17.2%	36.1%	32.2%	12.1%	2.3%
B. Your ability to access the City's staff when you want to	17.3%	43.1%	28.8%	9.7%	1.1%
C. The knowledge level of City's elected officials when you contact them about City issues	15.8%	30.3%	39.0%	11.6%	3.3%
D. The knowledge level of City staff when you contact them about City issues	16.2%	38.9%	33.1%	9.4%	2.4%

Tabular Data

**Q22. From which of the following sources do you currently get information about the City of Hyattsville?
(Check all that apply.)**

<u>Q22. Sources do you currently get information about the City</u>	<u>Number</u>	<u>Percent</u>
The Hyattsville City Television Channel	105	14.7 %
Other Television Channels	56	7.8 %
The City Newsletter (The Hyattsville Reporter)	582	81.5 %
The Hyattsville Life and Times Newspaper (print and/or online)	430	60.2 %
Other Newspapers (print and/or online)	145	20.3 %
The City Web site	253	35.4 %
Social Media (Facebook, Twitter)	145	20.3 %
A Hyattsville Resident Listserve/Yahoo Group	181	25.4 %
Neighbors and Neighborhood Groups	327	45.8 %
None chosen	81	11.3 %
Total	2305	

Tabular Data

Q23. How likely would you be to support the investment of City resources in each of the following capital project areas?

(N=714)

	Very Likely	Somewhat Likely	Not Likely	Don't Know
A. Re-development of downtown	50.5%	28.3%	11.1%	10.1%
B. Improve and enhance City facilities	36.7%	37.9%	14.2%	11.2%
C. Sidewalk improvement program	46.4%	32.4%	13.9%	7.3%
D. Additional trails and greenways	46.3%	29.2%	13.3%	11.2%
E. Major park renovations	37.3%	38.3%	15.4%	9.0%
F. Open space acquisition	29.7%	32.3%	20.3%	17.7%
G. Development of bicycle share, lanes or off-road paths	40.3%	31.0%	18.1%	10.7%
H. Storm water system improvements	39.1%	37.3%	12.9%	10.7%
I. Street extensions and reconstruction	34.4%	35.0%	18.1%	12.5%
J. Improvements to regional transit services	39.1%	30.3%	16.0%	14.6%

Q23. How likely would you be to support the investment of City resources in each of the following capital project areas? (excluding “don’t know”)

(N=714)

	Very Likely	Somewhat Likely	Not Likely
A. Re-development of downtown	56.2%	31.5%	12.3%
B. Improve and enhance City facilities	41.4%	42.7%	16.0%
C. Sidewalk improvement program	50.1%	34.9%	15.0%
D. Additional trails and greenways	52.1%	32.9%	15.0%
E. Major park renovations	41.0%	42.1%	16.9%
F. Open space acquisition	36.1%	39.2%	24.7%
G. Development of bicycle share, lanes or off-road paths	45.1%	34.7%	20.3%
H. Storm water system improvements	43.8%	41.8%	14.4%
I. Street extensions and reconstruction	39.3%	40.0%	20.7%
J. Improvements to regional transit services	45.8%	35.5%	18.7%

Tabular Data

Q24. What is your age (Without "Not Provided")?

Q24. What is your age?	Number	Percent
Under 35	116	16.6 %
35 to 44	151	21.7 %
45 to 54	111	15.9 %
55 to 64	178	25.5 %
65+	141	20.2 %
Total	697	100.0 %

Q25. Counting yourself, how many people in your household are?

	Mean	Sum
number	2.5	1749
Under age 18	0.5	344
Ages 19-39	0.8	538
Ages 40-64	0.9	608
Ages 65+	0.4	259

Q26. Are you or members of your household of Hispanic or Latin ancestry?

Q26. Are you or members of your household of Hispanic or Latin ancestry?	Number	Percent
Yes	233	32.6 %
No	481	67.4 %
Total	714	100.0 %

Tabular Data

Q27. Which of the following best describes your race? (Check all that apply.)

Q27. Which of the following best describes your race?	Number	Percent
Asian/Pacific Islander	24	3.4 %
Black/African American	166	23.2 %
Black/Continental African	14	2.0 %
Native American	27	3.8 %
White/Caucasian	454	63.6 %
Other	98	13.7 %
Not provided	31	4.3 %
Total	814	

Q27. Which of the following best describes your race? (Check all that apply.)(excluding "not provided")

Q27. Which of the following best describes your race?	Number	Percent
Asian/Pacific Islander	24	3.4 %
Black/African American	166	23.2 %
Black/Continental African	14	2.0 %
Native American	27	3.8 %
White/Caucasian	454	63.6 %
Other	98	13.7 %
Total	783	

Q27. Other

Q27 Other

American	HISPANIC	LATINO
ASIAN/CARRIBEAN	HISPANIC	LATINO
BANGLADASH	HISPANIC	LATINO
biracial	HISPANIC	LATINO
BLK/CARRIBEAN AMER	HISPANIC	LATINO
Dominican	HISPANIC	Latino
Dominican	HISPANIC	Latino
Dominican	HISPANIC	Latino
EAST INDIAN	HISPANIC	latino
EUROPEAN	HISPANIC	latino
HISPANIC	HISPANIC	latino
HISPANIC	HISPANIC	LATINO/INDIA
HISPANIC	HISPANIC	LATINO/INDIA
HISPANIC	HISPANIC	LATINO/INDIA
HISPANIC	HISPANIC	MIDDLE EASTERN
HISPANIC	HISPANIC	MIX
HISPANIC	HISPANIC	MIX
HISPANIC	HISPANIC/LATINO	MIXED
HISPANIC	HISPANIC/LATINO	PUERTO RICAN
HISPANIC	HISPANIC/LATINO	PUERTO RICAN
HISPANIC	HISPANIC/LATINO	PUERTO RICAN
HISPANIC	ITALIAN IMMIGRANT	PUERTO RICAN
HISPANIC	JEWISH	SCOTTISH AMERICAN
HISPANIC	LATIN AMERICAN	SPANISH
HISPANIC	LATIN AMERICAN	SPANISH
HISPANIC	LATIN AMERICAN	SPANISH
HISPANIC	LATINO	WHITE LATINO AMERICA
HISPANIC	LATINO	WHITE LATINO AMERICA
HISPANIC	LATINO	WHITE LATINO AMERICA
HISPANIC	LATINO	WHITE LATINO AMERICA

Tabular Data

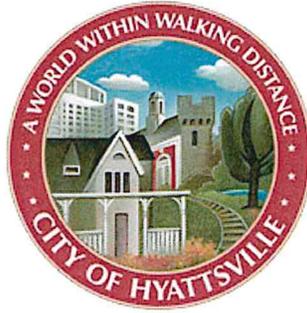
Q28. Would you say your total annual household income is:

<u>Q28. Would you say your total annual household income is</u>	<u>Number</u>	<u>Percent</u>
Under \$25,000	47	6.6 %
\$25,000 - \$49,999	109	15.3 %
\$50,000 - \$99,999	230	32.2 %
\$100,000 - \$149,999	170	23.8 %
\$150,000 or more	131	18.3 %
Not provided	27	3.8 %
Total	714	100.0 %

Q28. Would you say your total annual household income is: (excluding "not provided")

<u>Q28. Would you say your total annual household income is</u>	<u>Number</u>	<u>Percent</u>
Under \$25,000	47	6.8 %
\$25,000 - \$49,999	109	15.9 %
\$50,000 - \$99,999	230	33.5 %
\$100,000 - \$149,999	170	24.7 %
\$150,000 or more	131	19.1 %
Total	687	100.0 %

Section 7:
Survey Instrument



April 24, 2015

Dear Fellow Hyattsville Resident,

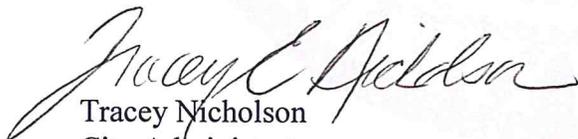
This letter is a request for your assistance in building an even better Hyattsville. Your home is one of a limited number to have been selected to participate in the City's 2015 community survey. On behalf of the City's staff and elected officials, I ask you to take about 10 minutes to complete it.

When we make decisions concerning public safety, parks, recreation, economic development, and code enforcement we want to ensure that we understand the desires and needs of our community. Every response to this survey will help us to do that.

Please take a few minutes to complete and return this survey in the next few days. A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. If you prefer to take the survey online, please visit www.cityofhyattsvilleresidentsurvey.org. No matter how you respond, your responses will remain confidential.

If you have any questions, please call Community Services Director Jake Rollow at 301-985-5031. Thank you again for taking time to help make Hyattsville a great place to live.

Sincerely,


Tracey Nicholson
City Administrator

Si usted tiene preguntas o no habla Inglés, por favor llame a 1-844-811-0411.



2015 Hyattsville Resident Quality of Life & Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to improve Hyattsville. If you have questions, please contact Jake Rollow at 301-985-5031 or jrollow@hyattsville.org.

1. OVERALL SATISFACTION WITH CITY SERVICES: Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the City services.

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of police services	5	4	3	2	1	9
B.	Overall flow of traffic in Hyattsville	5	4	3	2	1	9
C.	Overall condition of streets and sidewalks in Hyattsville	5	4	3	2	1	9
D.	Overall quality of fire services	5	4	3	2	1	9
E.	Overall quality of recreation programs/special events	5	4	3	2	1	9
F.	Overall quality of parks in Hyattsville	5	4	3	2	1	9
G.	Overall maintenance of City streets	5	4	3	2	1	9
H.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
I.	Overall quality of economic development	5	4	3	2	1	9
J.	Overall effectiveness of communications with the public	5	4	3	2	1	9
K.	Overall quality of solid waste services (trash, yard waste)	5	4	3	2	1	9
L.	Overall quality of public transportation in Hyattsville	5	4	3	2	1	9
M.	Overall quality of customer service from City employees	5	4	3	2	1	9
N.	Overall value you receive from the City of Hyattsville for your tax dollars and fees	5	4	3	2	1	9

2. Which THREE of the City Services items listed in Question #1 do you think should receive the MOST EMPHASIS from City officials in the next 2 years? [Write in the letters below using the letters from the list in Question #1.]

1st. _____ 2nd. _____ 3rd. _____

3. OVERALL QUALITY OF LIFE: Several items that influence the quality of life in Hyattsville are listed below. Please rate your satisfaction with each item, using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Hyattsville as a place to live	5	4	3	2	1	9
B.	Hyattsville as a place to raise and educate children	5	4	3	2	1	9
C.	Hyattsville as a place to retire	5	4	3	2	1	9
D.	Overall quality of schools and education in Hyattsville	5	4	3	2	1	9
E.	Overall quality of health care services in Hyattsville area	5	4	3	2	1	9
F.	Overall quality of life in Hyattsville	5	4	3	2	1	9
G.	Hyattsville as a City that is moving in the right direction	5	4	3	2	1	9
H.	Hyattsville as a place to retire	5	4	3	2	1	9
I.	Acceptance of diversity in Hyattsville	5	4	3	2	1	9
J.	Overall feeling of safety in Hyattsville	5	4	3	2	1	9

4. PUBLIC SAFETY: Using a scale of 5 to 1, where 5 means “Very Safe” and 1 means “Very Unsafe,” please indicate how safe you feel in the following situations:

<i>How safe do you feel:</i>		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A.	In your neighborhood during the day	5	4	3	2	1	9
B.	In your neighborhood at night	5	4	3	2	1	9
C.	In commercial and retail areas	5	4	3	2	1	9
D.	In City parks	5	4	3	2	1	9

5. POLICE SERVICE: Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of City police protection	5	4	3	2	1	9
B.	The visibility of police in neighborhoods	5	4	3	2	1	9
C.	The visibility of police in retail centers	5	4	3	2	1	9
D.	The City's efforts to prevent crime	5	4	3	2	1	9
E.	How quickly police respond to calls for service	5	4	3	2	1	9
F.	How Hyattsville officers interact with residents	5	4	3	2	1	9

6. Which TWO of the Police Service items listed in Question #5 do you think are MOST IMPORTANT to improve? [Write in the letters below using the letters from the list in Question #5.]

1st. _____ 2nd. _____

7. TRANSPORTATION & TRAFFIC: Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	WMATA Metro service in Hyattsville	5	4	3	2	1	9
B.	WMATA Bus service in Hyattsville	5	4	3	2	1	9
C.	Prince George's County “The Bus”	5	4	3	2	1	9
D.	University of Maryland Shuttle Bus	5	4	3	2	1	9
E.	Hyattsville's “Call-A-Bus” (for seniors/disabled)	5	4	3	2	1	9
F.	Overall flow of traffic on major City streets	5	4	3	2	1	9
G.	Overall flow of traffic on residential streets	5	4	3	2	1	9
H.	Prevention of speeding on residential streets	5	4	3	2	1	9
I.	Pedestrian safety in Hyattsville	5	4	3	2	1	9
J.	Bicyclist safety in Hyattsville	5	4	3	2	1	9

8. Which TWO of the Transportation & Traffic items listed in Question #7 do you think are MOST IMPORTANT to improve? [Write in the letters below using the letters from the list in Question #7.]

1st. _____ 2nd. _____

9. STREETS & SIDEWALKS: Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Snow removal on major City streets	5	4	3	2	1	9
D.	Snow removal on neighborhood streets	5	4	3	2	1	9
E.	Cleanliness of major City streets	5	4	3	2	1	9
F.	Cleanliness of residential streets	5	4	3	2	1	9
G.	Condition of sidewalks in the City	5	4	3	2	1	9
H.	Adequacy of street lighting	5	4	3	2	1	9
I.	Residential parking availability	5	4	3	2	1	9
J.	Commercial parking availability	5	4	3	2	1	9
K.	Bike lane availability	5	4	3	2	1	9
L.	Sidewalk availability	5	4	3	2	1	9
M.	Crosswalk availability	5	4	3	2	1	9

10. Which THREE of the Streets & Sidewalks items listed in Question #9 do you think are MOST IMPORTANT to improve? [Write in the letters below using the letters from the list in Question #9.]

1st. _____ 2nd. _____ 3rd. _____

11. CODE COMPLIANCE: Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The amount of junk and debris on private property	5	4	3	2	1	9
B.	Residential property maintenance	5	4	3	2	1	9
C.	Aesthetics of commercial properties	5	4	3	2	1	9

12. SOLID WASTE SERVICES: Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Residential trash (garbage) collection services	5	4	3	2	1	9
B.	Bulky item pick up/removal services (old furniture, etc.)	5	4	3	2	1	9
C.	Removal of white goods (appliances, refrigerators, air conditioners, etc.)	5	4	3	2	1	9
D.	Removal of yard waste	5	4	3	2	1	9

19. Approximately what percent of your disposable income do you spend on entertainment (i.e. food and beverages, movies, music, and events) in Hyattsville?

- (1) 75% or more
 (2) 50%-74%
 (3) 25%-49%
 (4) 1%-24%
 (5) 0%

20. How well do retail/commercial areas meet your needs? Please rate your satisfaction with each area using a scale of 3 to 1, where 3 means "Completely meets" and 1 means "Does not meet."

<i>How well this area meets your needs:</i>		Completely meets	Partially meets	Does not meet
A.	West Hyattsville/Hamilton Street	3	2	1
B.	Prince George's Plaza	3	2	1
C.	Route One/Baltimore Avenue	3	2	1

21. **CITY GOVERNMENT:** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Your ability to access the City's elected officials when you want to	5	4	3	2	1	9
B.	Your ability to access the City's staff when you want to	5	4	3	2	1	9
C.	The knowledge level of City's elected officials when you contact them about City issues	5	4	3	2	1	9
D.	The knowledge level of City staff when you contact them about City issues	5	4	3	2	1	9

22. From which of the following sources do you currently get information about the City of Hyattsville? (Check all that apply.)

- (1) The Hyattsville City Television Channel
 (2) Other Television Channels
 (3) The City Newsletter (The Hyattsville Reporter)
 (4) The Hyattsville Life and Times Newspaper (print and/or online)
 (5) Other Newspapers (print and/or online)
 (6) The City Web site
 (7) Social Media (Facebook, Twitter)
 (8) A Hyattsville Resident Listserve/Yahoo Group
 (9) Neighbors and Neighborhood Groups

23. How likely would you be to support the investment of City resources in each of the following capital project areas?

<i>Capital Projects</i>		Very Likely	Somewhat Likely	Not likely	Don't know
A.	Re-development of downtown	3	2	1	9
B.	Improve and enhance City facilities	3	2	1	9
C.	Sidewalk improvement program	3	2	1	9
D.	Additional trails and greenways	3	2	1	9
E.	Major park renovations	3	2	1	9
F.	Open space acquisition	3	2	1	9
G.	Development of bicycle share, lanes or off-road paths	3	2	1	9
H.	Storm water system improvements	3	2	1	9
I.	Street extensions and reconstruction	3	2	1	9
J.	Improvements to regional transit services	3	2	1	9

DEMOGRAPHICS:

24. What is your age? _____ years

25. Counting yourself, how many people in your household are?

- Under age 18 _____
- Ages 19-39 _____
- Ages 40-64 _____
- Ages 65+ _____

26. Are you or members of your household of Hispanic or Latin ancestry?

- ____(1) Yes
- ____(2) No

27. Which of the following best describes your race? (Check all that apply.)

- ____(1) Asian/Pacific Islander
- ____(2) Black/African American
- ____(3) Black/Continental African
- ____(4) Native American
- ____(5) White/Caucasian
- ____(6) Other: _____

28. Would you say your total annual household income is:

- ____(1) Under \$25,000
- ____(2) \$25,000 to \$49,999
- ____(3) \$50,000 to \$99,999
- ____(4) \$100,000 to \$149,999
- ____(5) \$150,000 or more

[OPTIONAL]: If you have any specific suggestions to improve the quality of city services, please write them in the space provided below.

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.