

# Report for University Park Community Survey (Summary)

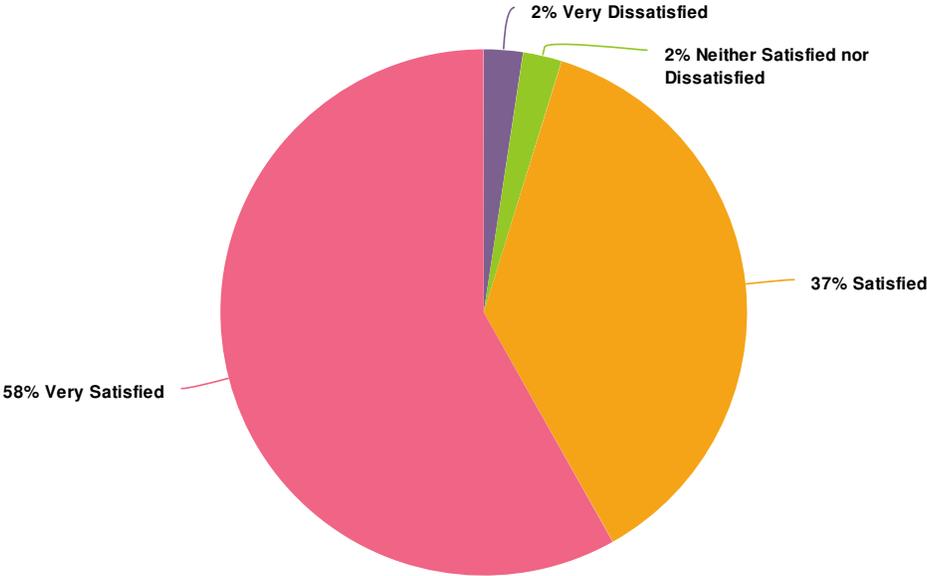
## Response Counts



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Totals: 206

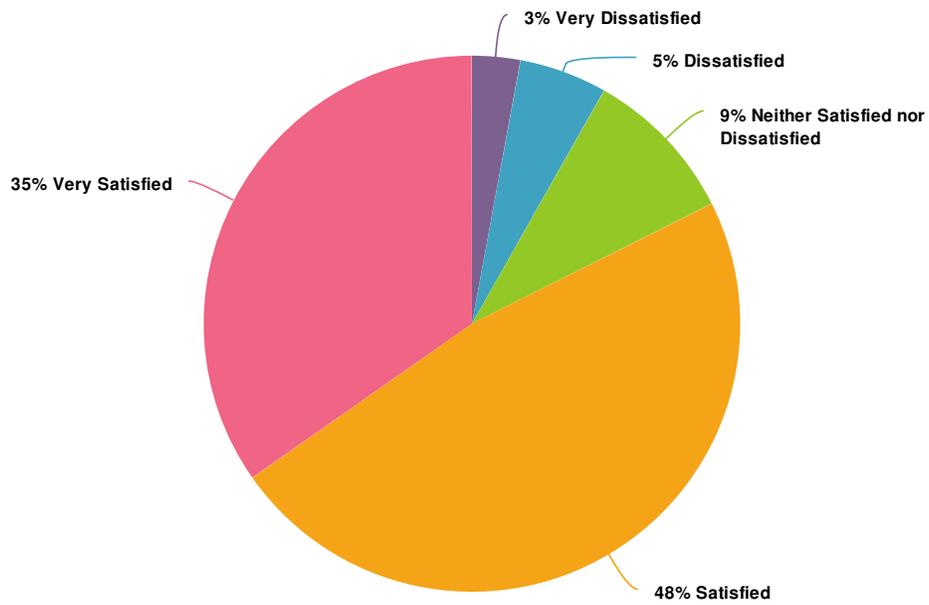
1. Overall, how dissatisfied/satisfied are you with your experience living in University Park?



Value	Percent	Responses
Very Dissatisfied	2.4%	4
Neither Satisfied nor Dissatisfied	2.4%	4
Satisfied	37.1%	63
Very Satisfied	58.2%	99

Totals: 170

2. Overall, how dissatisfied/satisfied are you with how the T own is managed?



Value	Percent	Responses
Very Dissatisfied	2.9%	5
Dissatisfied	5.3%	9
Neither Satisfied nor Dissatisfied	9.4%	16
Satisfied	47.6%	81
Very Satisfied	34.7%	59

Totals: 170

3. Is there anything else you'd like to tell us about your overall level of satisfaction with your experience living in the Town or how the Town is managed?



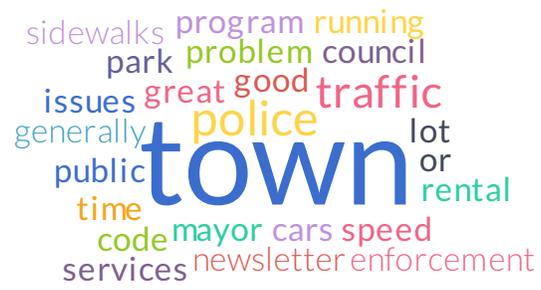
1. Please rate your overall level of satisfaction with the following Town services:

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	No Opinion	Responses
Enforcement of Town codes and ordinances Count Row %	2 1.3%	11 7.1%	23 14.9%	72 46.8%	30 19.5%	16 10.4%	154
Police / public safety services Count Row %	1 0.6%	9 5.7%	13 8.2%	64 40.3%	69 43.4%	3 1.9%	159
Parks and playgrounds Count Row %	1 0.6%	5 3.2%	10 6.4%	53 33.8%	78 49.7%	10 6.4%	157
Town bus Count Row %	1 0.6%	3 1.9%	17 10.8%	36 22.9%	63 40.1%	37 23.6%	157
Trash / recycling collection Count Row %	3 1.9%	7 4.4%	3 1.9%	44 27.8%	99 62.7%	2 1.3%	158
Leaf / yard waste collection Count Row %	2 1.3%	8 5.1%	13 8.2%	52 32.9%	79 50.0%	4 2.5%	158
Compost program Count Row %	3 1.9%	3 1.9%	19 12.2%	21 13.5%	63 40.4%	47 30.1%	156
Management of traffic on town streets Count Row %	11 7.0%	32 20.3%	33 20.9%	49 31.0%	29 18.4%	4 2.5%	158
Maintenance of streets and sidewalks Count Row %	7 4.5%	21 13.4%	25 15.9%	62 39.5%	38 24.2%	4 2.5%	157
Totals Total Responses							159

## 2. In the past 12 months, have you done the following?

	Yes	No	Don't Know	Responses
<b>Used Bike Share</b>				
Count	8	150	1	159
Row %	5.0%	94.3%	0.6%	
<b>Used the Town bus</b>				
Count	83	76	0	159
Row %	52.2%	47.8%	0.0%	
<b>Visited a Town park, field or playground</b>				
Count	151	8	0	159
Row %	95.0%	5.0%	0.0%	
<b>Contacted the Town Clerk's office</b>				
Count	92	65	1	158
Row %	58.2%	41.1%	0.6%	
<b>Contacted Code Compliance</b>				
Count	23	131	4	158
Row %	14.6%	82.9%	2.5%	
<b>Contacted the Police</b>				
Count	69	88	1	158
Row %	43.7%	55.7%	0.6%	
<b>Contacted Public Works</b>				
Count	80	77	1	158
Row %	50.6%	48.7%	0.6%	
<b>Visited Town Hall</b>				
Count	96	63	0	159
Row %	60.4%	39.6%	0.0%	
<b>Visited the Town's website</b>				
Count	135	19	1	155
Row %	87.1%	12.3%	0.6%	
<b>Read the Town's newsletter</b>				
Count	153	4	0	157
Row %	97.5%	2.5%	0.0%	
<b>Totals</b>				
Total Responses				159

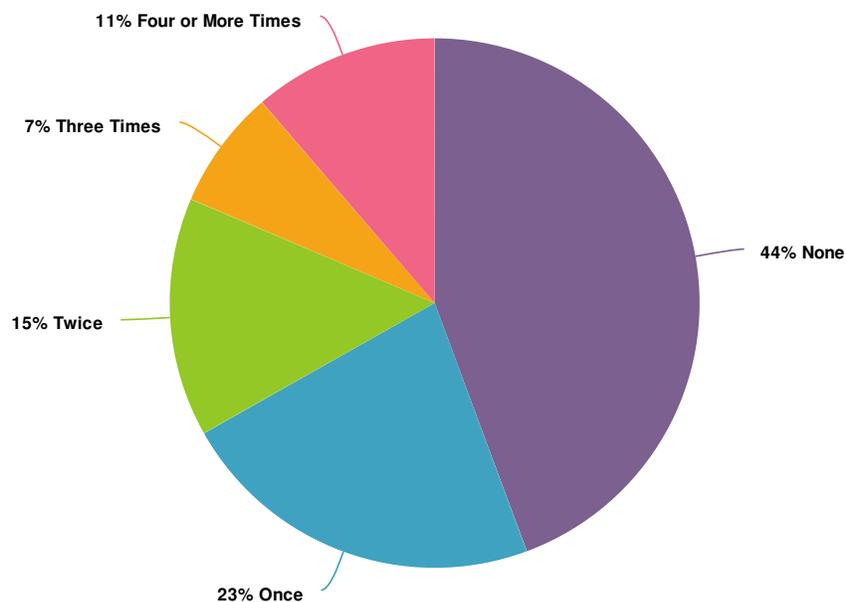
3. Is there anything else you'd like to tell us about your overall level of satisfaction or interaction with specific Town services?



4. Do you have any specific suggestions to improve the quality of Town services?



1. How often have you requested services, submitted a permit application or made an inquiry to Town Hall or a municipal department in the last 12 months?

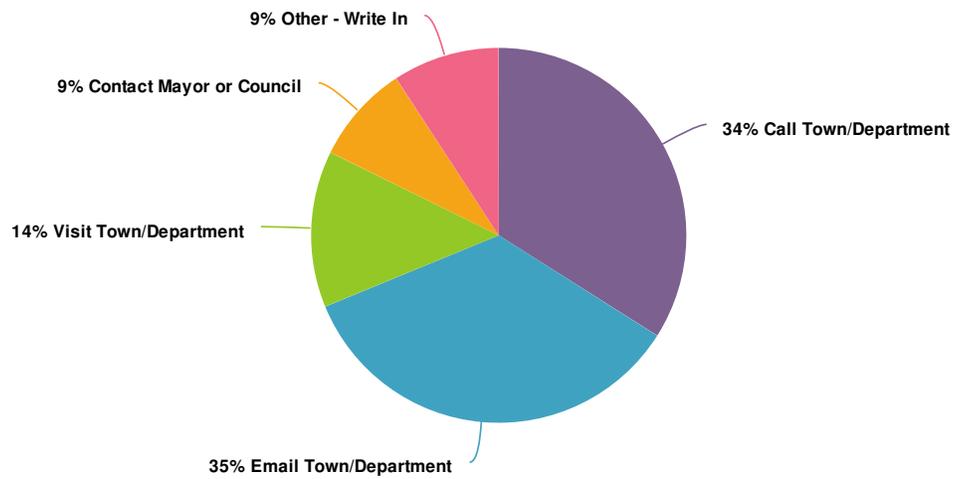


Value		Percent	Responses
None		44.4%	67
Once		22.5%	34
Twice		14.6%	22
Three Times		7.3%	11
Four or More Times		11.3%	17

Totals: 151



## 2. How do you typically request services/permits/information from the Town?



Value	Percent	Responses
Call Town/Department	34.0%	48
Email Town/Department	34.8%	49
Visit Town/Department	13.5%	19
Contact Mayor or Council	8.5%	12
Other - Write In	9.2%	13

Totals: 141

### 3. How often do you read the following sections of the Town newsletter?

	Never	Rarely	Occasionally	Often	Always	Responses
<b>Mayor's Column</b>						
Count	2	3	21	38	90	154
Row %	1.3%	1.9%	13.6%	24.7%	58.4%	
<b>From the Chief &amp; Crime Report</b>						
Count	1	2	16	47	88	154
Row %	0.6%	1.3%	10.4%	30.5%	57.1%	
<b>Town News</b>						
Count	0	1	15	41	94	151
Row %	0.0%	0.7%	9.9%	27.2%	62.3%	
<b>Town Council Meeting Highlights</b>						
Count	2	8	35	41	67	153
Row %	1.3%	5.2%	22.9%	26.8%	43.8%	
<b>Town Notices</b>						
Count	0	1	21	48	80	150
Row %	0.0%	0.7%	14.0%	32.0%	53.3%	
<b>Totals</b>						
Total Responses						154

4. Please rate the responsiveness of the following Town offices/departments:

	Very Unresponsive	Somewhat Unresponsive	Neither Responsive nor Unresponsive	Somewhat Responsive	Very Responsive	No Opinion	Responses
Mayor and Council Count Row %	8 5.3%	5 3.3%	4 2.6%	23 15.1%	89 58.6%	23 15.1%	152
Code Compliance Count Row %	0 0.0%	5 3.4%	12 8.1%	10 6.7%	24 16.1%	98 65.8%	149
Town Clerk Count Row %	4 2.6%	2 1.3%	6 3.9%	9 5.9%	89 58.6%	42 27.6%	152
Police Count Row %	2 1.3%	5 3.3%	6 3.9%	22 14.5%	90 59.2%	27 17.8%	152
Public Works Count Row %	3 2.0%	1 0.7%	6 4.0%	10 6.7%	104 69.3%	26 17.3%	150
Town Bus Count Row %	0 0.0%	1 0.7%	10 6.6%	9 6.0%	45 29.8%	86 57.0%	151
Totals Total Responses							152

5. Is there anything else you'd like to tell us about the responsiveness of Town offices/departments?



1. Please rate your level of satisfaction with the following aspects that affect the quality of life in the Town:

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied	No Opinion	Responses
Overall quality of life in the Town Count Row %	0 0.0%	1 0.7%	1 0.7%	22 14.5%	128 84.2%	0 0.0%	152
Overall quality of life in your neighborhood Count Row %	0 0.0%	2 1.3%	3 2.0%	26 17.3%	119 79.3%	0 0.0%	150
Overall customer service provided by Town staff Count Row %	0 0.0%	0 0.0%	6 4.0%	30 19.9%	105 69.5%	10 6.6%	151
Availability of community space Count Row %	8 5.3%	17 11.3%	13 8.6%	30 19.9%	63 41.7%	20 13.2%	151
Availability of shopping and restaurants nearby Count Row %	2 1.3%	4 2.6%	10 6.6%	64 42.1%	70 46.1%	2 1.3%	152
As a place to raise and educate children Count Row %	2 1.3%	4 2.6%	10 6.6%	35 23.2%	74 49.0%	26 17.2%	151
As a place to retire Count Row %	3 2.0%	12 7.9%	13 8.6%	34 22.5%	53 35.1%	36 23.8%	151
Feeling of safety Count Row %	0 0.0%	5 3.3%	8 5.3%	54 35.8%	83 55.0%	1 0.7%	151

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied	No Opinion	Responses
Overall value you receive for Town taxes and fees	7 4.6%	14 9.2%	9 5.9%	50 32.9%	72 47.4%	0 0.0%	152
Count							
Row %							
<b>Totals</b>							
Total Responses							152

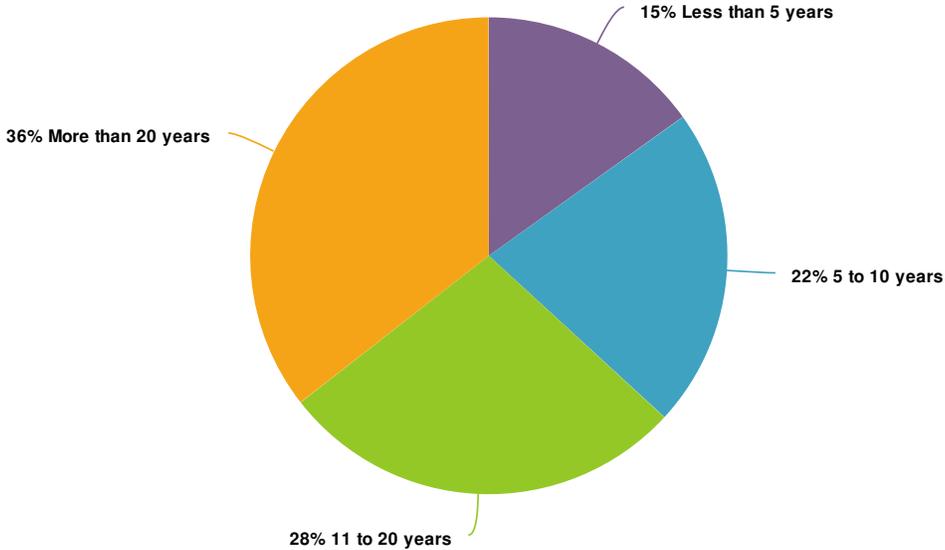
2. Are there any specific programs or services not currently provided by the Town that you would like to see Town resources invested in?

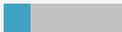


3. Is there anything else you'd like to tell us about your level of satisfaction with any aspects that affect the quality of life in the Town?



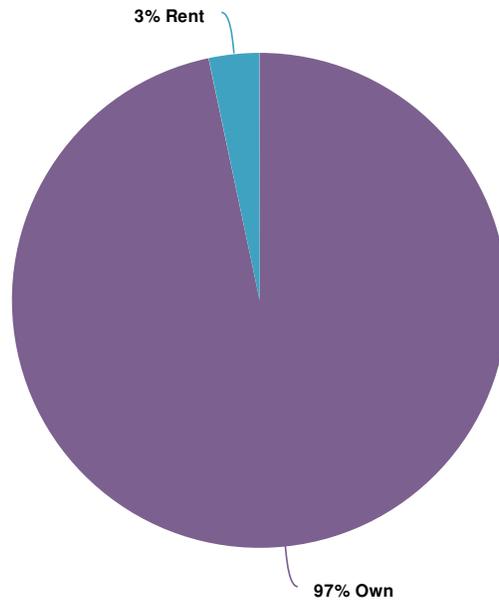
1. How many years have you lived in University Park?



Value		Percent	Responses
Less than 5 years		15.1%	23
5 to 10 years		21.7%	33
11 to 20 years		27.6%	42
More than 20 years		35.5%	54

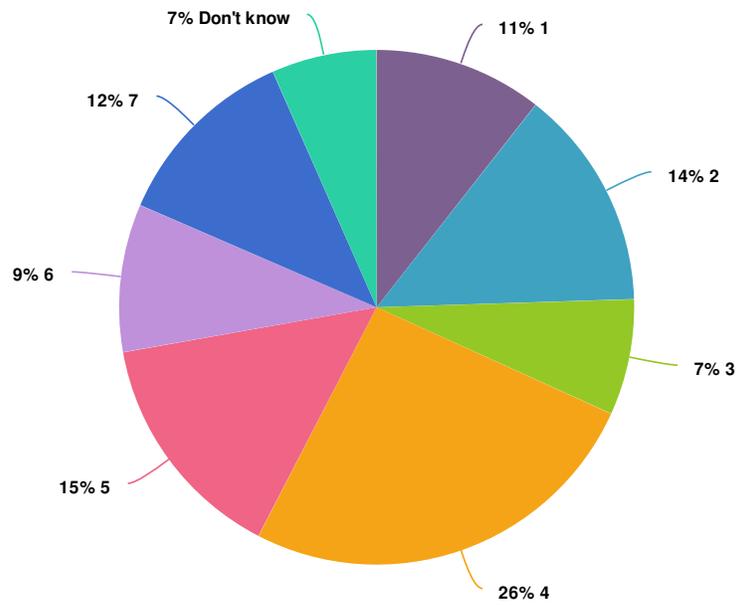
Totals: 152

## 2. Do you own or rent your home?



Value	Percent	Responses
Own	96.7%	146
Rent	3.3%	5
		<b>Totals: 151</b>

### 3. In which Town ward do you live?



Value	Percent	Responses
1	10.6%	16
2	13.9%	21
3	7.3%	11
4	25.8%	39
5	14.6%	22
6	9.3%	14
7	11.9%	18
Don't know	6.6%	10

Totals: 151

# Report for University Park Community Survey (Open Ended Responses)

## Response Counts

Completion Rate:

75.2%

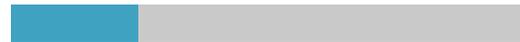


Complete



155

Partial



51

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Totals: 206

3. Is there anything else you'd like to tell us about your overall level of satisfaction with your experience living in the Town or how the Town is managed?



**ResponseID    Response**

17                    I am exasperated with the speeding and non-resident traffic cutting through. Cars rarely stop at the Tennyson and 40th Avenue stops and I absolutely never see police around at any time except mornings by the school. I think overall UP is a fantastic town though.

18                    I believe the Town needs to start to look at reducing spending. This is an unpopular idea but the tax burden is becoming unsustainable for retired people.

20                    I am the Mayor, so am familiar with how the Town is managed.

22                    Concerned about how money is spent, i.e., amounts spent & what it is spent on, and incursions on green space. Appears to be an effort to turn a sleepy pleasant town into a more urban environment when most residents presumably moved here for what was here - the green spaces and the walkability.

25                    We just moved here in January 2018 and have not yet experienced the town management first hand. Having said that, services have been smooth and quick. It takes a well managed town to achieve that.

27                    Sometimes there is not sufficient communication between the Town government (councilmembers, Mayor and staff) and the citizens. Assumption that everyone visits the website or reads the newsletter.

32                    Not our town but: I wish there were a way to persuade WSSC to include more storm drains on the streets that are inclined. On my street runoff has to descend to the bottom of the hill to be removed from the street. If only there were a storm drain halfway down the hill. This would also be useful when snow is thawing.

## ResponseID Response

- 38 UP is a small community w/ no commercial presence. It has an educated population w/ many retired residents who provide--or would provide--services & input if it was welcomed & better organized.
- 40 I would love for taxes to be lower. However, I understand that having a good school, a police force, good public works employees takes money. I would like to see the town more walkable. People drive too fast and the roads do not have enough sidewalks. I know this will require a lot of balancing two priorities with what the county will allow with the interests of all the factions of the town. That is too much for one "part-time" mayor to do. As our area becomes more urban, we will have more complicated issues to deal with and currently the only people with time to devote full time to a part-time job for little pay are retirees. A better system is needed to ensure the town spends its money efficiently and stays within budget while also handling infrastructure and other concerns.
- 41 There is far too much work placed on the Mayor, given that he earns a very low stipend (it's not even a salary). He routinely puts in 50-60 hours per week doing town manager duties.
- 42 I've lived here 45 years. Overall we've had excellent mayors and council members. But in recent years I think they've become less economy-minded than before and spent a lot on unnecessary studies or studies town residents could have done better at no expense. Also some fairly frivolous things, e.g., five sculptures carved from trunks of trees taken down because of their poor condition! And a bike-share program nobody uses. The present and past two mayors have spent much more time at the job than warranted, which I think has contributed much to their overreaching. For the biggest issues, they haven't been willing to involve residents enough or especially to accept residents' desires when they conflicted with their own. (We have a town listserv on which residents make their views known pretty well, besides some attending town council meetings.)
- 50 Responsive in emergencies. Good at notification. Were kept abreast of events during Cafritz construction.
- 53 I am concerned about the tax rate and the amount spent by the town.
- 58 I don't think most people have a clue about "how" the town is managed. They know only their personal experience with the town and are their experiences good or bad.
- 61 Love UP and the wonderful additions over the past two years. Hope the Van Buren bridge is replaced soon.
- 67 I wish we had a center for activities in town. And I think that support for groups like the UPCA, which is funded by dues, is a poor allotment of budget funds.
- 70 It's managed very well, with input from many used to make good decisions.
- 72 Like to keep living in U.P. simple and taxes low.

## ResponseID Response

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74 I think the Town is managed very well.

75 I think the town is managed competently. I like living in UP expect for some things that are to do with urban living - such as some crime and traffic. I think that has more to do with the wider surrounding area than it does with UP specifically though.

78 University Park is well positioned in terms of proximity to amenities, high property values, and public spaces for recreation, but is generally inept at pursuing grants opportunities and efficiently managing the town as an enterprise. Nobody in town government is well positioned to actively foresee and manage current and future risks to the whole enterprise. This weakness in the town's internal controls inevitably leads to bad budget decisionmaking and an inability to manage large projects that take a long time to complete. So the town suffers.

81 It's a nice enough Town, and the public works folks do a great job. But it's almost too much. Yes, we have excellent yardwaste collection, but should a town of this size, with a residential-only tax base have such an expensive level of service. One might argue that it makes it increasingly unsustainable, budget-wise. I was glad to see the trash pickup scaled back to once a week this year, but still wonder if a town of this size, with no real potential for tax base expansion should even exist. I love the town, but, perhaps being a neighborhood of a larger neighboring town would be more sustainable, economically, in the long-term.

83 Can't think of any complaints other than a few unreliable street light

85 I'm not that familiar with the details of town management. I think what might have been helpful with this survey, is at the beginning have an introduction that lists key aspects of "town management" that you want us to be aware of.

87 Living in town would be much better if we could have an ordinance that banned cars with modified exhaust systems (noisy).

93 The office staff has been incredibly responsive and helpful in the 30 years I've lived here. The Public Works staff does a magnificent job, often above and beyond what is expected. Police connection has been spotty--in an emergency I would call PG County.

95 The services provided are amazing.

98 Overall, Town services have been reliable: trash and composting pickups, traffic safety, clean streets. I am fine with the new pickup days, but I am a one person household. The overall approach to environmental concerns: single stream recycling, tree plantings, Stream Cleanup, composting of food waste and leaf composting are far beyond some nearby municipalities. That makes me proud of the leadership. Also, the leadership when faced with the Whole Foods development was proactive. University Park: A Good Place to Live.

**ResponseID    Response**

99                    public improvement projects lack effective leadership and are not managed well. recent move to trash collection once a week had a door knocker with incorrect information. Also , reducing pick up was to reduce overtime, however I see leaf pick up on weekends which I assume is overtime....WHY? There's a free day per week for public works to pick up. Leaves in Ward 7 have not been picked up this fall at all. So why are we providing additional compensation to public works; i.e., 11/23 a day off and the council is voting on 12/3 to give additional compensation for the holidays? UP Public works are the most coddled employees.

100                    The town is managed by the mayor very well. However the responsibilities are great which is not for everyone. If the town went with a town manager form of government I would hope this would attract more participation from residents to run for office.

101                    Overall our household is satisfied with the management of the town. We really appreciate the streets being cleared during the winter, the leaves being vacuumed during the fall, the garbage and recycling is completely adequate. We appreciate the park and the field soccer field and all of the maintenance that we know that goes into it.

104                    The town staff, Mayor, and members of the council are very responsive to residents.

106                    Although I think the town is above average in its management, I am concerned about the push for more employees/infrastructure while services are being cutback. I think we need to simplify the town structure and costs.

107                    fairly new resident and good so far. very happy with waste management. unhappy with the poor condition of the tennis courts which was one of the advertised factors that led us to choose the neighborhood.

112                    I wish we had a town hall for events and that we had a more transparent governing and employee structure.....and a town manager.

115                    The team you've assembled is stellar. Mickey Beall provides amazing service.

117                    Our town feels like a true community, even in the ways people respond to the listserv. . It's well maintained and well managed. our town workers and the management of town make that happen. While every request may not always be possible to accommodate I have the sense that it is at least given careful consideration for feasibility.

119                    I am not intimately familiar with town management, but from a bit of a distance, it seems quite good.

120                    Overly regimented on permitting

124                    More consistent enforcement of traffic laws

125                    test

127                    NO

## ResponseID Response

- 130 I wish there were sidewalks on all streets so that I would feel more confidence that walking around the neighborhood, and to nearby amenities, was very safe. I also wish that there were more measures in place to slow down in-town and cut-through traffic. One easy measure would be to install more speed bumps. For example, I live on Clagett and there was a speed bump installed this summer, but only a single speed bump. There needs to be another one farther down the road, closer to Queens Chapel, where the road curves/bends. This seems like a very easy and quick measure to slow down traffic heading in both directions. I can assure anyone who reads this that the speed bump installed on Clagett this summer has been *very* effective.
- 131 We appreciate the openness and responsiveness of the community and government.
- 135 My dissatisfaction is specific to the town regulation of rental property.
- 137 Am concerned about the noise and pollution caused by machinery used by lawn service companies. Would like to see stricter restrictions on the use of leaf blowers.
- 139 Great town. We waste too much money on studies for example the multiple studies of the town hall itself. We are fortunate to have such a healthy financial base. That doesn't mean we should spend dollars on "whimsy" items like street cleaning particularly when the town has apparently decided to drastically cut back on leaf collection. We are overstaffed in the management ranks - particularly as the town considers adding a town manager.
- 140 Overall, I enjoy living in University Park and have recommended it to many friends in the DMV area. The location is great and the surrounding amenities are improving. I am very dissatisfied, however, with the Mayor and lack of responsiveness of elected Council Members of my Ward to probably the largest complaint by people in this town: traffic. We have reached out to request speed bumps or other traffic calming measures for our street and been met with stiff resistance. In fact, I dare say that both the Mayor and Council Members myself and my neighbors have spoken to about speeding traffic on our street were extremely condescending and dismissive of our legitimate concerns. I could accept a "no" response if reasoned and logical but I can not accept the attitude of the Mayor and Council Members. I expect more from those elected to represent our interests and spend our (very high) tax dollars on town services.
- 141 I was born and raised in Hyattsville; when I decided to return to the area, UP was top of my list for places to live. I love living in this town but am very unhappy with the town management - specifically the Mayor and select council members. I feel their priorities are not in the right place. Unsafe traffic is a key concern for many many people in this town, especially those with young kids (as demonstrated by the high volume of posts to the unofficial listserv about this issue, for one and many conversations with neighbors throughout the town).
- 145 The time between when the Town decides an action is necessary and the implementation of that action is often longer than what would seem reasonable.

## ResponseID Response

147	<p>Yes. There is a constant rise in our property taxes, the largest portion of which is University Park's share. The mayor's initiatives to give give himself a raise, whining about how much he has to work, allotting funds for projects like bicycle lanes (paint is already fading), removing a tennis court and replacing it with a playground just 150 yards from another on school grounds, an expensive foray into buying the old church building on Queen's Chapel Rd., are examples of unnecessary expenses and poor decisions. The Town Coincilors almost never oppose these iniatives. They too complain about overwork. Not only do they have to attend frequent Town Council meetings, but participate in Committees. The committees aren't required, seem to be made up just to give them more work. If they didn't exist, there would be fewer unneeded initiatives since they seem to feel obligated to produce ideas for projects, almost always requiring additional spending. The main impact of the unnecessary spending is the reduction of basic services like twice a week trash pick up.</p>
152	<p>I wish the town were more responsive to concerns from citizens about road/pedestrian safety and that we heard from our ward rep occasionally. I love the sense of community (in part due to the UPCA activities).</p>
153	<p>I think the town is managed well. However, I think the town is living dangerously by relying on an elected mayor to manage the town resources. There is no accountability other than town council. By the time the council was able to act on substandard performance by the mayor a lot of damage could be done.</p>
158	<p>Anxious to see a solution to the safety issue of pedestrians walking on Clagett- Pineway.</p>
160	<p>I'd like there to be more formal management of the town, with an eye toward fiscal management - the town government and services are paid by the taxes collected. I think the town council sometimes forgets this when making decisions about services offered.</p>
163	<p>Generally, the town is well-run for what it is, particularly given institutional constraints.</p>
164	<p>The Town services and employees/contractors are presently very good. No need for more hiring for the size of our budget</p>
166	<p>Wonderful in all respects. Friendly, responsive, attentive staff. Good service.</p>
168	<p>It is a wonderful place to live and to have raised my family. The close community creates a safe and welcoming neighborhood.</p>
169	<p>very good</p>
171	<p>Love the feeling of living in a small town near a bustling city. Best of both worlds. Walkability of our neighborhood is fantastic--Great paths and well-maintained park and streets.</p>
173	<p>Town management spends too much time and resources on individual residents issues that they ought to be dealing with themselves.</p>

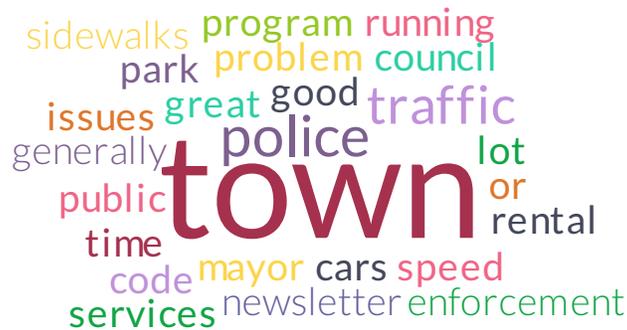
## ResponseID Response

183	Would like to see more trees planted, fewer large trees cut (skillful pruning is good). Would like to see more traffic calming (especially on Sheridan Street)--street closures and one-ways are okay too. Would like to see monitoring of rentals of houses, rooms. Some homes in UP have a lot of cars parked in the front... Would like to see neighbors more careful with walking dogs: never off leash, etc. Am happy with careful fiscal managements, that also allows for great quality of life elements--town bus, composting, etc.
185	the permitting process can be a bit slow. Depending on the month, the council may meeting only once, or may meet irregularly due to holidays. This can impact start times with contractors who may be ready to start once PG county has issued a permit.
187	I appreciate the monthly newsletter. I appreciate the town services, including the shuttle to the metro and leaf vacuuming. Also, the town is responsive for one-time needs, such as when we needed city trees trimmed that were near power lines. And we value the compost collection service.
189	The Town is well managed. However, this depends on the Mayor being willing and able to act full time and having the skills (managerial, budget, personnel) to run the Town. This limits the number of people able to run for Mayor.
190	Town is very responsive to residents' concerns. Police protection excellent.
191	None
194	Not perfect, but seems better than most.
199	Govt is getting top heavy in quantity of officials and making decisions. This refers especially to the City manager and deciding to pick up trash once a week.
200	In addition to the cheerful and effective staff, the conscious emphasis on nature and the environment, especially by the citizen committees, is a significant part of creating our enviable town
202	Thought that on e a week trash pick up would free staff up to do other things...like leaf pick up. We have only had one vacuum pick up and less than one month to go with lots of leaves.
203	I have lived here for 54 years. I think that the town is managed quite well with the current system of mayor and town council. I do not think that adding a town manager is necessary.

## ResponseID Response

204	Dissatisfied with eliminating the second garbage pick up. This is a service that we pay for and it should not have been eliminated, particularly when the town pays for useless studies of other problems (see, e.g., the Brad Hess study). Town council members should not be allowed to vote on or approve building permits. They are legislators acting in an executive fashion and is separation of powers issue. It also vests too much power in too few people and disincentivizes persons from criticizing town policies for fear that a future building permit could get "disapproved" in retaliation. A separate permits board should be established to remove this issue. There continues to be lax enforcement of traffic laws in the town and there is way too much cut-through traffic.
207	With the website update, all the useful pet info is hard to find - the pet database, the basic day to day town code (dogs need to be leashed etc , where to license etc. Also it seems we have a number of elderly shut ins is helping Hands helping them as well? Thanks
212	The town is well managed but only because we have a very qualified mayor. Heaven help us if we do not in the future!
213	Pick-ups (trash, yard waste, recycle) on Adelphi Rd are sometimes skipped.
214	Taxes are high but services are generally good. Love the Town bus, and the new playground. Flood control and stream restoration are high priorities for me.
215	There is too little conversation about how the town spends money on trying to be more than a resident-only village. UP is a residential town without a commercial area. It should only compare itself and strive to be equal to or more than other likewise constricted towns. The mayor is too interested in competing with towns which have a commercial base.
216	Positives: quiet, friendly, beautiful Negatives: taxes too high, mayor and some town council members too eager to spend money on unnecessary luxuries

3. Is there anything else you'd like to tell us about your overall level of satisfaction or interaction with specific Town services?



**ResponseID    Response**

22                    codes & ordinances - intrusive new playground - cost the Town too much compost program - already composted my own current sidewalks & streets need repairs Against more sidewalks

26                    Town website is not kept up to date. It contains inaccurate and outdated information, including significant typos in the web versions of the Town governing documents. Example: As of Nov. 28 2018, the Town Code gives the Mayor's compensation as \$15,000/yr. Town Charter is missing an amendment enacted in June 2018.

27                    Council needs to be clearer on what they want enforced and how for both traffic laws and housing/rental code.

29                    The newsletter is very, very helpful. As a new resident I rely on it for lots of information.

32                    The town works very well and Mayor is very good about keeping us informed.

41                    Director Beall is very responsive to any concerns we express. We sometimes have to remind him that the trash truck does not actually come up our street so leaving branches in front of our house is not good. I believe our CM contacted the code enforcement officer on our behalf, but I don't know what happened as there was no follow-up. It was about rental permits for nearby homes that have many (4-5) cars with nowhere to park.

## ResponseID Response

- 42 I think the bus costs a lot but is used by a small minority of residents. Could charge users at least something. Bike Share is a waste--I live near a station and have seen exactly no one use it in the 21 months it's been there. Police are usually not contactable and not very visible, seem to spend their time on training and catching speeders on the town periphery rather than town streets. We have a huge potential problem with stormwater removal via the creek, but almost no attention to it for decades. It's a county-level issue that's not being pursued. Too much attention paid to things considered "green" that cost taxpayers a lot and negatively impact town residents for very little benefit.
- 67 I love the quality of the Town Newsletter, and appreciate all of the information it contains. I appreciate efforts to mobilize residents to do what we can re climate change/sustainability. I wish our taxes weren't so high, esp compared to CHE next to us.
- 68 Michael Beall is great! a large branch fell blocking our street and he had it cleared within the hour. I'm also please with the tree replacements that the town provided.
- 70 So much better than other towns!
- 71 The bus route in the morning is perfect. The route in the evening is too circuitous and takes too long, so I always walk. Why doesn't it take the same route as the morning bus? I don't like the female bus driver. She is always running late, rude, and a poor driver. She always drags the bus under the trees, damaging their limbs and scratching the bus. Please don't make her the permanent replacement for the retired afternoon driver. Andrew is a gem in the mornings.
- 75 I am generally quite satisfied with the town services.
- 76 the public works department is fantastic.
- 78 We have high quality employees and top notch services that could be far better managed with a professional manager looking across all the town functions. Right now we have a lot of good stuff happening, but little recognition of gaps in town services or ways efficiencies could be leveraged.
- 81 I can't say enough good things about public works. My experience with the police has been less than stellar as the victim of two property crimes (vandalism and burglary) in a short span of time.
- 83 Can't think of anything.
- 84 Leaf collection is lagging. I see piles of them sitting in the streets near me for weeks. Even if they were put just to curb, a few weeks of rain and wind will blow them into the street. The seemingly slow pace of collection is an incentive to place them into the street to preserve the lawn's appearance. I think a new system for collecting them should be implemented.

## ResponseID Response

85	Make exceptions for enforcing the snow removal from sidewalks, as some elderly or those unable to do it themselves (physically unable or out of town), may need time to find assistance.
87	Overall great experience!
88	Just a comment about the survey...at first I indicated that I was "very unsatisfied" because it was the first on the list and I thought that I was actually indicating that I was "very satisfied". Generally surveys start the range with the positive end. I'm just mentioning this in case you get a lot of "very dissatisfied" responses. They may have made the same mistake that I almost made.
91	I really think we need to deal with the traffic issue. I was happy to get a speed bump on Clagett but we need another one.
93	Forgot to mention how very helpful the Newsletter is--I would be lost without it. I believe that Helping Hands, led by Loretta Vitale Saks, is on course to become a significant ancillary Town service.
94	Sidewalks are needed where there currently are none
98	With the advent of Helping Hands, life has become even more satisfying.
100	University Park is a gem of a community. Town staff are experienced and serve residents with a personal professional touch. Town Hall operates like a town Hall from days gone by. It is time to update the building and getting a meeting space that the community can use.
101	Walkability of University Park is generally good. However, the walkability of the town could be greatly improved. Sidewalks are not the answer to all walkability issues. Some areas of University Park that don't have sidewalks are not necessarily a problem. What is a problem is in areas where pedestrians walk in the street traffic can sometimes be very fast and abrupt. We believe that if the police increased ticketing of traffic speeders, walkability would be improved.
107	Town police were responsive when contacted and was pleased. Thank you.
112	The traffic and solutions to issues are lacking and very much not at the level I expected from our town. Tens of thousand of dollars in research for a few rubber Speed bumps is not a solution.
115	University Park is a hidden gem in Northern Prince George's County. I feel very blessed to live here and am thankful for all my wonderful neighbors.
119	I find town services quite good.
125	test

## ResponseID Response

127

NO

129

It would be nice to see some police walking or on bikes instead of sitting in cars.... More interaction, visibility, focus.

134

Since we know most of what we try to recycle actually ends up in landfills, UP should become a national leader in refining municipal recycling practices to ensure potentially recyclable waste actually ends up getting recycled.

135

Code enforcement for rental property is overly restrictive and punitive, much more demanding than surrounding communities, and is clearly intended to discourage property owners from renting.

139

With the exception of the current leaf collection and traffic pedestrian safety issues need better town council and mayoral focus, the paid staff are very professional and helpful.

140

As I noted in my opening statement, I am extremely dissatisfied with the Mayor and Council Member's responses to expressed concerns about dangerous traffic (speeding/running stop signs, etc.). I get that cars drive through our town and have no problem with that; I do have a problem with the lack of enhanced enforcement to prevent and deter dangerous traffic behaviors. I am especially disappointing in the dismissive and condescending attitude of our Town Mayor and certain members of the Town Council. I expect a reasonable and civil response to legitimate concerns raised by tax paying members of this community - not dismissive and frankly insulting counter points to why nothing can be done.

141

While I have not interacted with the Code Division, I can say from reading the newsletter and personal interactions with neighbors who are renters (and the owners of those homes) that the strict codes imposed on rentals is ridiculous. It is clear the Mayor and select council members simply do not want any rental homes in UP. Rather than make the codes more common sense (like mirroring them to College Park which has a very very high rental market), UP makes up their own rules simply to dissuade owners from renting their homes. This exemplifies the mixed up priorities of this town; who cares if the person next to me rents the home if it is well kept? I care much more that my kids can walk safely around town without getting hit by a speeding car than I do if the person next to me has a basement height two inches below UP code.

145

The Town has excellent employees.

147

Police service is very good, providing help on traffic control during Halloween, street parties etc.

152

Public works is awesome, as are our local police.

158

Was glad to see speed humps installed in the last year on Pineway. Thanks for responding to the problem, but more traffic enforcement by police would help. The Tree Committee is doing great work!

## ResponseID Response

160	We love living in UP - it's a great small town and I recognise there is a price to what we have, and it's mostly worth it.
164	Pleased that the Town soccer field is now regularly maintained/closed to prevent degradation.
166	Just great people all around. From a friendly waver from the snow plow driver to quick responses from public works, to the efforts police give to public events...
168	Very satisfied with all services except for traffic control. Police presence on perimeter streets to limit cut thru traffic and illegal turns into the town should be increased.
171	Although the playgrounds are great for children under 10, there continues to be a lack of facilities for tweens and teens in our town. They get kicked out of the playgrounds, are often unable to use the town fields, and don't have a decent basketball court. Many families move away from town when their children are in the double digits.
172	We have daily problems with Cars violating do-not-enter signs and speeding. Also, calls to the police often take a very long time for someone to follow up.
173	Trash pickup and snow removal are the two most critical services this town provides. Cutting back on them is unforgivable.
181	I would like greater enforcement of traffic laws (speeding) on Queens Chapel Road, especially during school drop-off/pick up. Also better management of parking around the church.
185	I appreciate that the mayor, clerk and council members all take their jobs seriously. It is a great place to live. I believe it is important to be vigilant to protect to peacefulness of the town's ambiance and its environmental health in the face of continued development in the immediate areas.
187	See response to previous question. Very satisfied with metro shuttle, composting program, newsletter, public works, etc.
191	Would like a dog park
195	Think disparate views and priorities are well-balanced. Not an easy job.
196	Ms. Toscano provided exceptional service. Sorry she is leaving her position.
197	I've found the staff and Mayor to be uniformly responsive, helpful and courteous. Our tree program and town bus are great! I understand the bus could handle my mobility scooter, but I haven't tried it yet.
199	We have 900 homes and no businesses. Let's act like that and not like one of our larger neighbors.

## ResponseID Response

200	I'm not sure what the town does for "sidewalk management" Could do without the "speed bumps", especially where there are two in the same block
201	Early morning speeding on Pineway and not stopping at signs at intersection with Clagett Pineway. Cars seem to enter at the traffic light, speed down Pineway,don't stop at the signs and contiune to Adelphi Rd. A true cut through in place
203	I like the courteous manner that both the police and town workers use when dealing with the town residents.
204	We really appreciate the employees of the town. They work hard and are pleasant in their interactions. We also strongly praise the town police for running their "out-of-town" monitoring program and hope that does not ever get eliminated.
206	Some services could probably be improved but given town's size it's doing well.
207	It would be great to have leash sign in park. We use the park daily and noticed in summer a lot of un leashed dogs..a lot of repeat offenders.
208	When it comes to significant issues, there seems to be little institutional knowledge of the town from an overall perspective. Take flooding for instance, some staff know a little about it, but nothing close to in depth yet it has been a problem for the town for decades. I question whether the town would be better off with fulltime staff such as a town manager as opposed to those with a part-time mission that is comingled with other towns such as the town attorney and treasurer. This is a small town with no businesses within its boundary. Perhaps the town government is too big, or maybe we don't need a mayor, just someone to manage the town fulltime.
213	We're getting more Air B&Bs and multiple family dwellings set up in the town. Who is enforcing the codes for multiple occupancy buildings?
214	Need more traffic calming...speed bumps, curb cutouts w plantings, etc. Streets are very narrow, which is a good thing but drivers need to slow down. Need to add some sidewalks too
215	The town spent a large amount of money on a tree sculpture without any town-wide conversation and now that sculpture is being devastated by rutting deer. There would be even fewer citizen conversations about these kinds of expenditures if UP was run by a town manager. We need to keep these decisions close to the residents and not outsource them.
216	Generally excellent. Serious problem of MANY cars running Stop Signs at high speed

4. Do you have any specific suggestions to improve the quality of Town services?



**ResponseID    Response**

20	Hiring a professional town manager would bring needed energy and professionalism to guide and support the capable department heads.
22	Restrict efforts to improving what was already here - town staffing, streets, sidewalks, trees and parkland - and enforcing law against cut thru speeding traffic Stop adding new things to maintain - bike share, bike lanes, carved tree trunks that will rot, Veterans memorial to maintain, new playground to maintain, potential new city hall, potential town manager
26	Assign maintenance responsibility for each webpage to the appropriate town staff member(s) for review/update weekly. Ensure that webpage updates are part of any announcement and public notice plan.
29	The mosquito problem is out of control. I think the town should explore spraying or some form of management. As it stands, individual residents who can afford it spray their own yard while others suffer or aren't able to use the outdoor amenities like parks and playgrounds. I received negative feedback about spraying my yard but my children were suffering from bites. The risk of mosquito-borne illnesses should not be something the town is willing to ignore.
30	more sidewalks
32	No. No suggestions.
41	Better communication and response from CM and Code Enforcement Officer. We definitely need to hire a town manager to relieve some of the workload from the Mayor. What will happen when current Mayor's term is up? Is this position only available to people who are retired, have lots and lots of time to devote, and are financially secure enough to receive the small stipend offered?

## ResponseID Response

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42 We need a responsive police service. It's possible we could do better by relying on PG County police. Needs studying.

53 More police enforcement of traffic regulations within the town.

56 More leaf collection and we liked garbage collection 2x a week

67 I appreciate the hard work of our mayor, all our CMs and our police chief and his staff.

70 No!

71 Plant more evergreen trees in the parks, especially between 44th Ave and the church along the creek.

75 No. Keep up the good work.

78 Town manager with authority over all town functions. It is obvious we need this function to improve weak internal controls and manage risks across the enterprise.

83 Not really. UP is a beautifully cared-for place.

85 Our household thinks maintenance of the sports field is a waste of money as very few UP tax payers seem to use it frequently enough (from our observation) to justify the cost of maintenance. The tennis courts could also fall into that category. Has anyone done a survey to find out who uses these facilities and how often? Maybe it should come up for a vote, at some point.

91 I would love more sidewalks.

93 I would like to be able to call the Town police and get something beyond a recorded message.

95 The leaf collection could be better. We still haven't had ours collected, so I'm sure the grass underneath is dead.

98 Make sure we continue with Stream Clean.

100 The quality of town services are incredible however what is lacking is meeting and or gathering space the community can call its own.

## ResponseID Response

101	I don't know what the exact solution is, speed humps, small roundabouts at four-way stops, swerving barriers, anything that would slow traffic down would be an improvement to the safety of the town.
102	Improved traffic control and safety of pedestrians and cyclists. Maximum 20 mph in town, enforced.
103	Traffic intersection at clagett pine way and pineway must be slowed down. People barrel through sign.
104	The response by police to traffic situations in proximity to the school could be improved. Also, the town should examine hiring crossing guards during morning and afternoon drop-off and pick-up.
107	Again, tennis court should be repaired. Attractive town resource.
108	Sidewalk installation
112	Narrow roads. Build sidewalk (within narrowed roads) talk to US Foods about their trucks driving through town (and the business in The Whole Foods development)
115	Annex College Heights.
119	Maybe faster pickup of leaves that have been raked.... and more than once in the fall season.
125	test
127	Pedestrian crossing/light at Underwood and Route 1 to safely access Whole Foods
131	Put newsletter on line.
134	Offer recycling pick-up twice a week and improve recycling instructions based on best practices.
135	Review and revise code to be compatible with surrounding communities. Review and revise fee schedule for landlords to differentiate between single room, small apartment, and full house rental.
139	Fix leaf collection, look into additional traffic calming street improvements.
140	Speed humps, narrowing of roads by adding some sidewalks in specific areas, and use of speed cameras are all legitimate options that need to be used to address this pervasive problem.

## ResponseID Response

141	YES - please consider placing more emphasis on imposing better safety measures regarding traffic. We need to deter unsafe traffic habits (running stop signs, speeding) through traffic cameras, speed humps, placement of police cars and stepped up enforcement.
145	I personally would like to have a town manager to help the Town run more efficiently and to get actions implemented faster.
147	Practically, a town government is not needed here. County services could easily replace all the services we pay for. Our UP-directed taxes would go directly to the County. The University Park Civic Association could carry on beneficial town efforts like Helping Hands and mosquito reduction. I'd gladly join if they agreed to be the admin organization for the town.
154	Hire a Town Manager. Get all of the police officers duty phones - so they don't have to pass just one around, and have them all take mental health crises intervention training (juvenile and adult). Consider painting "STOP" and a line on the road at the stop signs of main inner thoroughfares. Broadcast the town council meetings on the Internet and accept questions via IM or text with an application like Granicus.
160	The police dept are good, but they seem to be afraid of upholding the law in order to be liked. The very reason they exist is to uphold and enforce the law. I'd like to see them do more about ticketing for run stop signs, parking enforcement and true securing our town. We are all accountable for our actions, and a few preventative measures would help the town be more safe.
164	The Town should consider removing hazardous waste such as unused pesticides and old oil stored onsite to County facilities.
166	I would like to see more interaction between police officers and the public. That said, I realize that officers may give more attention to the outer edges of town where more crime seems to happen.
168	We need handicap accessible gathering spaces easily available for town and community functions.
171	A town-maintained basketball court would be great. Town activities aimed at teens.
173	Stop agreeing to provide services to every group that lobbies the town.
176	- Improve the phone access to get UP police services. - Provide a process for town residents to inquire about services and other matters and receive "official" responses. The present allowance for residents to express "comments" at regular Council Meetings fails to provide such an opportunity to gain info. The town officials present at regular Council Meetings are not required to provide any information but rather, just to listen to the sounds that town residents speak at such meetings.
187	Nope. Keep up the great work!

## ResponseID Response

190	Get PEPCO to replace the antique light at 4418 Underwood across the street from us. Naked bulb in old-style conical shade.
191	When you pick up compost drop off a clean bucket
194	Return to twice a week rubbish collection, at least in the warmer months. That was one of the proposals put forward, and seemed a good compromise between twice and once per week.
195	The evening bus driver, Sheila, needs reminding not to leave Metro even a minute early. So frustrating to see her drive out and know it's a taxi, Uber, or long cold walk. Public Works teams are exemplary.
197	Town Hall is not accessible to me. I need a door entrance without a sill to step up over, and stairs with handrails on the right for both going up and down. Once, I needed a notary and Tracey came out to my car to sign the paper! I don't go to Town meetings unless they are at UPES. Last /i visited the website, the info seemed up-to-date but the design was outdated,
200	After a trial period, re-evaluate the reduction from two to one trash collection days
204	Restore a second weekly garbage pickup. Separate permits approval function from the town council authorities. Improve traffic laws enforcement.
206	Add dog nage in park re leash law.
207	I would like to join compost program but do not know how. Thank you
208	Not at this time.
213	Code enforcement for single family dwellings being converted to Air B&B's and multiple family dwellings
214	Need more traffic calming...speed bumps, curb cutouts w plantings, etc. Streets are very narrow, which is a good thing but drivers shd be forced to slow down. Need to add more sidewalks too
215	People live in UP because they want a continuity of the way things are; if they wanted to live in a place like Bethesda or Silver Spring, they would. Don't make UP another upscale lookalike town. The suggestions for how to improve the already perfect must stop! We don't want UP to be anything but what it already is.
216	More speed bumps at high traffic intersection s like Wells Parkway and College Heights Drive

What municipal services/permits/information have you requested in the last 12 months?



**ResponseID    Response**

18	I asked for a new trash can because the lid on mine was badly cracked.
20	Information on town bus operations, on the schedule for trash pick-up,
21	Compost bucket not emptied on compost pick up day; was remedied immediately. Contact town clerk regarding meetings and timeliness of getting an item on the town meeting agenda. Called police concerning a car driving the wrong way on a one way street.
22	rental permit for former home; permit for new front walk at my home; clarified my ward council member; date & time of public works & safety committee meeting
25	We contacted a given email to join the composting service and mosquito program.
26	One building permit. Several inquiries.
27	building permit, dumpster permit, bulk pickup, meeting schedules
30	special pick up
32	I think I wanted to have a dehumidifier recycled?? I don't recall.
35	Once about getting a new sticker for the car, and I don't remember what the other contact was about.
41	Action by Code Enforcement (rental properties - check for permits) Action by CM and/or Mayor (Northwestern HS noise)

## ResponseID Response

42 Asked for police check of suspicious person following a neighbor. Met with police chief after no response to the above request. Asked how to arrange for pick-up of a large metal item.

51 Tree maintenance. Stolen property recovery from police. Asked about availability of additional trash cans.

53 Bulk trash

55 Trash collection.

58 No permits. The other is personal.

62 sought permit info, requested a replacement trash can

64 asked police to check on house during vacation

70 Bulk trash pickup

72 Police Department for advice

77 UP car sticker

78 Sidewalk repairs, traffic concerns, local development concerns, park maintenance.

81 Public works, police department

83 I needed a parking sticker

84 Composting information and supplies and police

85 Public Works. Just asked if the Town had an arborist who could asses the safety of trees on private property. Answer (not surprisingly) was No.

91 None.

93 Notified the Town Clerk that I or a neighbor would be out of town (she referred me to the police number.) Asked the Town Clerk to see who was responsible for trimming the tree branches blocking the view of the pedestrian signal at Adelphi and Toledo.

98 Drainage problem, with the longer, rainier season. The problem only started in 2017, and I have lived in this home since 1994!

100 I contacted town hall for assistance with bulk trash and to report fallen trees or tree limbs.

101 2 Bulk trash pickup. A permit for a 5 foot tall fence.

**ResponseID Response**

102 Notary services, compost pickup

107 WSSC repair related item to public works.

112 Bulk pickup (3)

115 Sidewalks, rental permit, tree trimming

123 area development

124 Building

125 test

127 bulk trash pick up

129 Went to town hall for info, forget what for, now....

131 Tree reimbursement; traffic patterns

135 1. Contacted police department for assistance in disposing of firearms. 2. Attended a council meeting on behalf of my landlord re code waiver request.

137 special trash pick up

139 Public works assistance, support from the town clerk for several activities, police assistance. Have had no need or requirement for permits

145 Information about building permits Information about Mayor and Council actions  
Information from the police

147 None.

148 Public works

149 bulk trash pick ups

154 Info on wife running for office; request for trash to curb following surgery; calling the police for noise violations on Route 1; emailing police and Mayor re: drug/vagrant house eviction.

155 Special accommodation for trash pickup after surgery; filled out forms for running for office; called police; called and emailed Town Hall regarding troubles with a dangerous situation at a neighbor's; talked with Town clerk multiple times.

158 Wanted two problem sidewalk sections on Queens Chapel leveled as had been done in other parts of town. There was no response or action.

## ResponseID Response

159	Information requested on a vacant lot.
160	NA
163	Trash collection, improperly parked cars
164	None
165	bulk trash pickup
166	To protect a tree in the park that was being damaged by deer. Within 48 hours public works had put fencing around the tree. It was a small thing - but showed interest and responsiveness. Likewise, I asked the Mayor and council to take a position on a particular community issue. While the political process was a bit slow, they did a thorough job and ended up taking a position. It was appreciated.
167	Compost questions, mosquito control info, fencing questions
168	Attended town committee meetings, submitted bids for contracts
171	Trash-related stuff.
172	Building permits
173	None, and I suggest you entirely get rid of the town busybody permit system. No one asked for it and no wants it. We have county permits. That's enough.
179	Question about town bus Web site posting Dates of town events
181	building variance
185	building permit
187	-Tree trimming for city trees near our property - A new bucket for the compost program
189	Building permit Composting
190	UP sticker for son's car before he was able to sell it.
191	NA
195	Bulky trash, missing compost bucket, mayoral comment
196	Construction permit.
197	tree info, notary signature,

**ResponseID    Response**

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199            Police about getting fingerprinted for a job.

201            bulk junk pick-up

202            Replace shed in backyard

204            Special garbage pickup

206            Construction permits

207            Guest parking and dumpster permit

208            Records, public works service

216            Check on an out of town truck park on a UP Street

217            Notified town police that we would be away

5. Is there anything else you'd like to tell us about the responsiveness of Town offices/departments?



**ResponseID    Response**

22                    I wrote a letter to the Mayor and two councilmembers about the new playground & other town business. The mayor never responded. My councilmember responded as his term ended & another replaced him. The second councilmember never responded.

26                    I appreciate the dedication and friendliness of our elected officials, town hall staff (employee and contractors), police officers, and public works crews.

32                    No thank you.

33                    The police phone number should roll over to the cell number when no one is in the office

35                    I don't know anything about a Code Compliance office or officer.

41                    No.

42                    My council member is very responsive and willing to discuss anything. Mayor is responsive but seems to filter what you say so it sounds to him like what he wants. Police chief is very nice and willing to discuss but isn't too on-top of things.

56                    Is there a separate department for town bus? I called the town clerk with bus questions when I had them.

58                    While I find them very responsive, I think that there are too many issues for them to deal with. This makes some issues have to stay at the bottom of the pile because of the difficulty of resolving.

61                    Town clerk is always very helpful.

## ResponseID Response

67	A benefit of living in a small town is that offices and personnel are by and large responsive in a timely fashion.
70	I appreciate the friendliness and responsiveness.
77	Love love love the town shuttle!!
78	The issue isn't responsiveness, but efficient management and the ability of the town to take on complex tasks. We can limp along with basic services forever, but need professionals to grow for the future.
83	Nope
93	I hope I don't outlive Tracy Toscano's tenure. I am so grateful for the consideration the Public Works staff shows to little old ladies.
100	Adding a receptionist to the front office would allow the clerks office to operate with the accuracy and efficiency the responsibilities require and deserve.
101	Everyone seems extremely responsive.
107	WSSC repair related item. Town was responsive in terms of acknowledging the issue but it still isn't fixed.
115	Superb service
124	Consistent enforcement of town. County and state traffic and safety laws
125	test
129	Love the town bus driver, very thoughtful.
134	The public works department is amazing. They are friendly and courteous and always on task. They came back to pick up my trash on a day I'd forgotten to put it out. They are the greatest part of living in UP!! I'm very sorry to see the police chief leave -- he's a great man with a very calm, friendly demeanor. He set a great tone for policing in UP, even though many officers are over zealous about ticketing traffic violations across town. They are frequently wrong about perceived violations and are sometimes rude in these situations.
139	We used to have a small town atmosphere at our town hall. The upgraded security is a sign of our times, but we have lost the friendly neighborhood feeling of welcome - as in the door is always open and town official accessible.
140	Outside of the traffic issues already noted in earlier parts of this survey, the police have been very responsive and Mickey to be extremely responsive regarding emails on the compost program.

## ResponseID Response

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141	In my dealings with the Mayor and select town council members, I found them to be incredibly dismissive of my concerns. The Mayor clearly thought he was smarter than everyone in the room and was insulting in his tone and manner. Certain council members were no better. I expect civil discourse, at a minimum, from people who are there to represent the interests of those in living in this town and so far have not seen that in the Mayor and certain council members. The public works/compost program is really an excellent perk and our family is very appreciative of it.
147	No.
164	All is well. No need for a full-time manager to run this residential municipal. The Mayor can always appoint a deputy from the ranks (as federal and state offices do) to assist in the overall duties.
166	I have found the Mayor to be very responsive. My own council person not so much - but I separate the operations of the town from individual council members.
168	We are so fortunate to have excellent services for our town government.
171	I have always gotten a response within 24 hours.
176	With the current organization, much depends on the initiatives and follow-up by the mayor. I, as an outsider resident, cannot ascertain successes or management failures of the mayor.
181	This does not have to do with town office responsiveness, but I would like to praise Michael(?) for the great job he does with the morning Town Bus. However, the lady who does the afternoon route is not nearly as efficient or pleasant as her predecessor.
191	None
200	Don't let the Chief of clerk leave!
203	I have only used the Town bus once or twice. I probably would use it more often if I were still working.
207	Who enforces leash laws -code?
208	Not at this time.
215	The police chief turnover should bring about positive change.

2. Are there any specific programs or services not currently provided by the Town that you would like to see Town resources invested in?



**ResponseID    Response**

18                    No.

22                    I would like to see the Town draw back from providing so many services with its limited resources. Very concerned about what the Mayor and council are choosing to spend our money on.

26                    Wheelchair-accessible Town meeting space. Sidewalks on certain busy blocks (e.g. Wells Parkway from Claggett to Chansory).

32                    The town can't do it but I've heard from young families that there are concerns that UPES is not as strong an entity, academically speaking, as it was years ago when our kids were there. To the extent that town officials have contact with the Board of Education, they need to work with the parents to have a top-performing school or parents won't want to live here.

35                    I do wish that the church had not remained a church, but had turned into a Town Hall and community center. I realize that Town is not at fault for that, but the lack of community meeting places other than people's homes is lamentable.

41                    No

53                    No.

56                    Not sure if it is accurate to say it's provided by the town, but better schools considering taxes are so high. Would like to see mosquito spraying. The lack of spraying makes UP undesirable because outdoor space cannot be used comfortably in warmer months.

## ResponseID Response

58	Accessible, climate-controlled community space is needed. The local churches are no longer a viable option. Also, I would pay extra if the leaf sucker would vacuum my whole yard ;)
75	A dog park. Really. Also a gathering space for older kids - perhaps a skateboard area?
78	The town park is woefully underutilized. We could have many more amenities. Further, and related, the future of the town is bikeability and walkability. We need to restrict car traffic through town and emphasize safe walkable and bikeable paths through town.
81	I actually think the Town Police Department may be superfluous, as much as I have found my experiences with the individual officers to be pleasant. With a county substation so close-by, and since the county takes over all investigations, it seems like a great expense for a small town with a limited tax base.
87	Enlarge Town Hall
88	Speed camera or indicator on Underwood. Cars speed on that street during morning drop-off at UPES.
91	Sidewalks.
96	More sidewalks.
99	n0
100	The town's staff manage many moving parts and a great deal of responsibilities. Services are consistent and are well done. The town streets are clean and welcoming thanks to the public works crew. Before adding new programs or services it's important to evaluate how the additional workload will effect staff time. Also the second town bus could be a van or a smaller vehicle.
101	Nothing specifically however cool towns might do something like; tool sharing program, Cafe run by people with disabilities, Town operated elderly aging-in-place program, makerspace, municipal internet.
104	Hiring crossing guards around school to redirect police resources to traffic enforcement.
107	community garden space! College Park has this program and we are jealous. The tree canopy in UP is lovely and important, but it limits gardens and a central location would build community.
108	Moving plowing of snow
112	Town indoor social space.
115	I wish we had a community center. As a centrally located building, The Word of God Church building would have perfect

## ResponseID Response

119	A campaign to promote the use of solar power for electricity.
123	better park development (nicer paving, lighting, etc.) actual town hall meeting/multipurpose room better athletic field management and equipment storage a dog park
125	test
127	NO
129	Taxes are high...sometimes I'm irritated by the use of town money for small projects, like the memorial stones that look like grave markers, near the sports field, they don't feel necessary, and maybe there is a cheaper way to do it...Vexed sometimes by the push for a veterans memorial park in town, we have plenty memorials around us, and the cost would raise taxes....a community center would be a better use of money....
130	Again, I believe there need to be more sidewalks throughout town. In the current situation of nearby development and growth, it makes little sense that there are still numerous and significant streets without sidewalks.
131	Would like to limit loud leaf blowers
134	We need a community meeting space within the town limits. The school is not a great option. I wish we had purchased the church but I understand the issues with the space made that impractical.
140	Yes! Traffic calming devices, speed cameras and where possible the installation of sidewalks on streets with increased traffic. I would like to see more resources dedicated to these efforts than installation of any more memorials, for example. I find the tax rate to be rather high but am willing to pay for services in return. I would not complain about the high tax rate if I felt the mayor and council were receptive to actually listening to the priorities of the community (which has clearly expressed concern about dangerous traffic behavior in our town).
141	Yes, as noted before, additional attention needs to be paid to the traffic concerns brought forth by concerned members of this community. The traffic committee needs to be empowered to do more on it's own to make recommendations for spending funds on areas of the town that need traffic calming. ALL of my neighbors have requested such devices and nothing has been done.
145	A town manager Safe areas to walk on streets with no sidewalks Renovation and enlargement of Town Hall Traffic calming measures that do not include speed humps
154	More indoor community space to replace the loss of the church.
158	a small dog park.
161	I'm astonished the town can't build a new footbridge in less than three years.

## ResponseID Response

164	Our services are adequate commensurate with the annual budget.
166	No
168	It would be nice to have a forum for interest programs such as renovating old houses, starting small businesses, etc.
176	- Immediately acquire sound and video recording technologies to capture all speaking made by Council Members and UP Town officials at meetings. This would require a minimum of a microphone (wearable or fixed) for each town official participating in the meetings as well as microphones in the audience area which the Mayor would encourage speakers to use. Guest presenters would need to have microphone access and usage in a similar manner. - record video and sound of all town Council meetings and make the recordings accessible to town residents both at the Town Hall and on-line if possible.
190	More drainage in parkland behind our house. A veritable mosquito breeding ground. If MD state sprays, they don't do it nearly enough. Drainage channels like the south side of the park need to be created.
191	None
195	Making UP even safer for pedestrians. More lights in spite of neighbor complaints, trimming trees over sidewalks (very bad) , fixing uneven sidewalks, painting pedestrian crossings clearly, etc.
197	As a supporter of the Welcoming Town initiative whose primary concern related to it is law enforcement, I want the search process for the new Police Chief to include criteria around support of it by the police force and enthusiastic, not reluctant, compliance with it.
200	1) Public sidewalk snow removal (I'm getting older), perhaps by subscription to enrolled addresses or blocks for a contractor. 2) Create a list of vetted contractors for home services (the way Greenbelt does).
204	Restore second garbage pickup.
207	I do not have children but I am concerned about all the development around UP how it will affect the school and safety of the neighborhood.
208	Someone who will spend an effort trying to control flooding along Wells Run. This requires a fulltime commitment from the town. I should not have to be the one calling the county to get the creek sediment cleaned out, etc.
212	I would like for the town to fund a study of town park that would make a proposal for a comprehensive plan going forward.
215	The services are sufficient. Road repair service, refuse pick up, good primary education and bus service to the metro are priorities. Don't guild the lilly and don't increase taxes.

3. Is there anything else you'd like to tell us about your level of satisfaction with any aspects that affect the quality of life in the Town?



**ResponseID    Response**

20

22

Questions not clear. I am very dissatisfied with shopping & restaurants nearby because now too congested, not because I want more, which is the interpretation that is likely to be put on that question.

26

Major development projects around town our will continue to require informed, intelligent community review from UP to preserve our neighborhoods and mitigate traffic and stormwater impacts on the town.

32

No, but you did ask me about how much I like the tax level. Generally I'm not in favor of taxes. There was a time when the staff of the town was in the State of Maryland's pension plan (? or was it the PG plan), which I believe is not well funded in either case. You might transition only to a safe-harbor 401(k) with a more generous match or with automatic enrollment, a non-elective contribution and a match. Just a thought if you are still in the defined benefit pension plan.

35

I realize that taxes are high and, for some people - especially those on a fixed income - a sticking point as to whether or not they can remain in the town. I feel, however, tat we get what we pay for in UP. Taxes pay for services and responsiveness that I value, and I am willing to pay for those.

40

I would love to see better high school and middle school option--I know this is getting better. I would also love more community space as well as more development of non-chain shops.

41

No

## ResponseID Response

42	Three years ago the mayor condemned a pedestrian bridge in need of repair but I think he just didn't like the look of. It could have been replaced quickly, but he just didn't give it his attention. Too many other but nonessential things to focus on instead. Far too much speeding and stop sign running in town that's ignored by police.
45	I would not retire in UP because the taxes are so high. And that is also a challenge as a parent because the county schools are not very good and I am paying high taxes and tuition.
58	
73	Have had the house broken into and the cars broken into during the past year. Lowering our feeling of safety!
75	Now that the crazy lady that roams the town and shrieks at people seems to have got the message and quit being a menace - I'm feeling better about taking walks.
78	The town is quaint, but its infrastructure is antiquated and crumbling. We need a vision for the future instead of managing to the past.
81	My satisfaction as a place to raise children and feel safe would be greatly enhanced if we had sidewalk completion throughout the town, and didn't have to walk with young children in the streets in many areas.
87	Start enforcing street parking regulations. Require all resident/owners to have a parking sticker. Require all rental property owners to register all cars assigned to that property and to pay for town parking stickers.
88	I wish that someone would maintain the sidewalks on Underwood near the school. They are never shoveled in the winter. The school has told me that it is not their responsibility. If that is the case then it must be the responsibility of the town.
100	Thank you, to the staff at town hall for the wonderful services provided each day of the year.
101	We love the town.
104	We would support the creation of the town manager position to redistribute the workload currently being handled by the Mayor.
112	Traffic and speed of traffic.
114	Love the composting program and the town bus.
116	It would be great to have people occupying homes rather than leaving them vacant.
119	I am very satisfied with life in University Park overall.

## ResponseID Response

120 permitting is a pain

125 test

127 NO

129 A great place to live.

130 I wish there were a way that the town could figure out opportunities to incorporate development within the town's boundaries where tax revenue could be accrued via commercial means. Are there any opportunities along Route 1, for example, that the town could develop?

134 University Park Elementary School is at the heart of our community and its popularity (a result of perceived educational value) ebbs and flows. Right now, the school is in a real downturn. Teachers and families have been leaving in higher numbers over the past 2-3 years and I don't see the town (the mayor, specifically) having a finger on the pulse of UPES to understand what's happening. While he is a great mayor, after many extended conversations about UPES, I don't believe Len is particularly compelled to involve himself in school system politics which puts UP in an extremely disadvantaged position. The combination of an over-reaching, ego-centric principal and a laissez-faire mayor has hurt our local elementary school by forcing out great teachers (to other school in the school system) and allowing a new school culture that is not longer solicitous of families input or support. You may hear otherwise from a compromised PTA board, but around town parents really are not impressed. Ultimately, this is bad for tax revenue, but, more importantly, it's bad for our kids. Something needs to give and it's either a new principal or a mayor who cares about kids who go to public schools.

137 Am concerned about theft from cars parked on streets. While many cars are unlocked, I would still like to know that streets are patrolled at night by UP police in an effort to dissuade people who come to break into cars. I am not sure if this is the case.

140 The new town playground is amazing and a great addition to the town; we see so many out of town people playing there because it is so nice. Thank you! The compost program is excellent and so efficiently run. I love participating in it and reducing the amount of waste that goes into the green bins each week. The town bus should consider dropping off at the same stops in which it picks up passengers in the evening, in reverse order. This would give new comers and infrequent riders a better sense of drop off.

141 As noted earlier, I am dissatisfied with the response of the Mayor to concerns brought forth on unsafe traffic on our street. Outside of this issue, I've been happy to have the additional playground (that replaced the decaying tennis courts).

145 University Park is a great place to live. The Town government must keep up with the changes going on around the Town so we do not lose this quality neighborhood. A volunteer Mayor as chief executive is not likely to be able to maintain this high standard in the future. The Town needs an educated, professional manager.

## ResponseID Response

- 147 The noise level in the town all seasons of the year is very high because there is no control of use of multiple leaf blowers, large industrial lawn mowers and the days/times of their operation. The lack of support for the mosquito reduction program, when the recent scientific analysis shows it works, adds to discomfort all spring, summer and into fall.
- 152 Some issues like quality of the school (overcrowding especially) and then options after UPES for middle and high school concern me and may affect my ability to live in town as long as I would like.
- 153 The town needs a community meeting space. Currently events must be held in a church or school cafeteria. Neither are acceptable venues for me.
- 154 Update of Tot Lot equipment; better drainage of land on northern side of creek between church and 44th; higher capacity culverts for Wells Run, especially under 44th Ave; remediation of storm drain placed on UPHILL side of first block of Van Buren off Rte 1.
- 161 The overwhelming problem is the taxes. It deters people from coming, makes others want to leave. We get stuff in return, but they seem overwhelming and I would vote to cut some services (like the bus) for lower taxes.
- 164 Public safety is always a concern. A lesser problem is the increasing traffic and noise level in the area.
- 166 An absolutely wonderful place to live. It is only getting better with new restaurants, grocery stores and other amenities nearby. The Town has done a very good of ensuring UP resident's concerns are taken into account with regard to this development.
- 168 This is a great place to live. I love knowing my neighbors for so many years!
- 172 I do not always feel safe in the broader area and am dissatisfied with the quality of schools. Why are we paying higher taxes if our schools are sub-par? I know this falls outside the purview of the town council, but it affects one's experience as a UP resident.
- 176 The lack of active police patrolling on the Town streets reinforces speed violators and stop sign runners to proceed to violate our regulations. Obviously, the Town cannot hire a sufficient force to monitor all streets and roads 24 hours a day. Thus, aggressive implementation of available technologies needs to be installed and monitored if any meaningful positive changes are to be experienced. UP is surely not the first small town in the US to experience this problem and implemented solutions. UP does NOT have to reinvent technologies, but should acquire knowledge by utilization of consultants or services where appropriate. I believe it is unreasonable to expect present UP Council members and the Mayor to have life-experiences exploring this problem and the many solutions currently available. - Go "Full Speed ahead" on a cheap beginning for gaining control of our streets and roads would be signage at each and every entrance to University Park, stating the specific "rules" and Warnings. Sound abatement tolerances should be established for vehicles and implemented to try and recover some of the quality of life which has been lost in UP.

## ResponseID Response

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- 181 Large tree cover and green spaces are huge assets to this town. More sidewalks throughout the neighborhood would be great. The town school must continue to be nurtured and supported.
- 183 I would like outreach, help with a hoarder in my neighborhood. I am concerned for their safety, as well as neighbors and self (fire hazard, for instance).
- 189 The elementary school is over crowded but good. The remainder of the education system is sub-standard, except for testing into the Eleanor Roosevelt science and tech program. This is the biggest drawback for the County
- 191 None
- 195 Anything the town does to support the UPCA seems like a good investment, particularly the family-focused ones like tree lighting, 4th July, Easter Egg Hunt, etc.
- 196 More traffic calming/speed enforcement on town streets. Further reduce cut-through traffic from the east and west.
- 197 During my years here, the Mayors have been very active, knowledgeable and visibly present. I wonder if the position has a written job description and do they track their hours? Of course, it's an elected position so it's in their interest to work hard and be visible, to be re-elected, but how are the Mayor's priorities determined? Do they put in more time than is reasonable, and accomplish what's most important to the Town? As my survey responses have indicated, I feel UP is well-run, and I'm not involved enough to know the answers to these questions, but I hope this review process looks at all job descriptions for clear tasks, goals, hours, lines of accountability, etc.
- 199 This questionnaire is all about the past. How about one asking our opinions about things planned for the future? Like the town manager. Meetings are fine, but they don't provide a summary or consensus of town opinions. Moreover, opinions expressed at meetings are dropped in a hole. What happens next is done by the board, not the population. More town wide votes would be good. We are a small town, representation by councilmembers need not be the only option.

## ResponseID Response

200 Mindful of power lines, the town has aggressively replanted public trees to avoid hazards; maintain strict control over PEPCO to prevent excessive and unnecessary pruning.

206 Attention to environment and neighborhood makes good quality of life.

207 Thank you it is a great pleasure to live in UP! Thank you for your service.

208 Worrying about flood issues for the past ten years with no town action except for a councilmember to state it "wont make a difference" is really frustrating. It is easy for them to say that when they live well above the flood elevation when those down at this level realize anything that makes a little difference is welcomed.

215 I hate the big, noisy, populous neighbors around us. We want a simple refuge.

216 Taxes too high. Real estate taxes at \$7900 much too high. Mayor should be volunteer, not salaried

217 Tax assessments are much higher than market values.