

**MCPB**

Item No. 6

Date: 02-03-2022

Fairland and Briggs Chaney Master Plan, Community Engagement Report

M.J. Molline Jackson, Project Co-Lead, Upcounty Planning Division
Molline.Jackson@montgomeryplanning.org, 301-495-4573

PE Phillip Estes, AICP, Project Co-Lead, Upcounty Planning Division
Phillip.Estes@montgomeryplanning.org, 301-495-2176

DZ Don Zeigler, AICP, Master Planner Supervisor, Upcounty Planning Division
Donnell.Zeigler@montgomeryplanning.org, 301-495-4511

PB Patrick Butler, AICP, Chief, Upcounty Planning Division
Patrick.Butler@montgomeryplanning.org, 301-495-4561

Completed: January 27, 2022**Description**

Update on the community engagement efforts for the Fairland and Briggs Chaney Master Plan.

Summary

The Fairland and Briggs Chaney Master Plan is a corridor-focused update to the 1997 Fairland Master Plan. This update effort includes five major goals: creating a more complete community, fostering corridor growth, promoting economic development, increasing housing opportunities, and exploring ways to improve parks, recreation and celebrate culture.

Since the Planning Board approved the Scope of Work in April 2021, the planning team has been working on both community engagement and the existing conditions analysis of the plan area. At this briefing, staff will present an overview of the attached community engagement report, including the Spring Speakers Series, Fall Listening Series, community door-canvassing, pedestrian audit, events, and numerous community meetings and conversations.

Staff requests feedback from the Planning Board on the community engagement report.

[This page left intentionally blank]

FAIRLAND AND BRIGGS CHANEY MASTER PLAN: COMMUNITY ENGAGEMENT REPORT



Description

A report on the community engagement process, data, and findings for the Fairland and Briggs Chaney Master Plan.

M.J.	Molline Jackson, Project Co-Lead, Upcounty Planning Division Molline.Jackson@montgomeryplanning.org , 301-495-4573
PE	Phillip Estes, AICP, Project Co-Lead, Upcounty Planning Division Phillip.Estes@montgomeryplanning.org , 301-495-2176
DZ	Don Zeigler, AICP, Master Planner Supervisor, Upcounty Planning Division Donnell.Zeigler@montgomeryplanning.org , 301-495-4511
PB	Patrick Butler, AICP, Chief, Upcounty Planning Division Patrick.Butler@montgomeryplanning.org , 301-495-4561



Fairland and Briggs Chaney

MASTER PLAN

MASTER PLAN INFORMATION

Draft

Report to Planning Board

Date

February 3, 2022

Lead Planner

Molline Jackson and Phillip Estes

Planning Division

Upcounty Division

Staff Contact

Molline.Jackson@montgomeryplanning.org, 301-495-1304

Phillip.Estes@montgomeryplanning.org, 301-495-2176

TABLE OF CONTENTS

TABLE OF CONTENTS.....	3
INTRODUCTION AND BACKGROUND	6
INTRODUCTION.....	6
SCOPE OF WORK	6
MASTER PLAN GOALS.....	7
COVID-19 PANDEMIC.....	7
EQUITABLE COMMUNITY ENGAGEMENT	11
APPROACH TO EQUITABLE ENGAGEMENT.....	11
COMMUNITY ENGAGEMENT	13
COMMUNITY CONVERSATIONS IN FAIRLAND.....	13
FIRST SESSION: NEW DISCOVERIES ON SACRED GROUNDS - PAYING HOMAGE TO LOCAL PIONEERS	14
SECOND SESSION: THE IMPORTANCE OF PEOPLE-FIRST TRANSPORTATION PLANNING	15
THIRD SESSION: GRASSROOTS ADVOCACY ON COMMUNITY GREEN SPACE: MASTERING THE ART OF COMMUNITY COLLABORATION	15
FALL LISTENING SERIES	16
SESSION ONE: PARKS, RECREATION, AND PLACES TO PLAY	17
SESSION TWO: AN EQUITABLE COMMUNITY, A VIBRANT ECONOMY, AND A HEALTHY ENVIRONMENT.....	18
SESSION THREE: MOBILITY AND EQUITABLE INFRASTRUCTURE.....	19
SESSION FOUR: FOOD TO THRIVE	19
FALL LISTENING SERIES POLLING DATA	20
EVERYDAY CANVASSING.....	21
CANVASSING PARTICIPANT DATA	23
ONLINE QUESTIONNAIRE.....	23
PEDESTRIAN AUDIT	25
PARTNERSHIP FOR ACTION LEARNING IN SUSTAINABILITY (PALS)	26
COMMUNITY EVENTS	27
MEETINGS AND CONVERSATIONS	29
KEY ORGANIZATION INTERVIEWS	29
UPCOMING INTERVIEWS.....	29
SOCIAL NETWORK.....	30
OTHER TOOLS	31

WEBSITE	31
ELETTER.....	32
VIDEOS.....	32
MAILING	32
FLYER DISTRIBUTION.....	32
SOCIAL MEDIA.....	32
WHAT WE'VE HEARD	34
DATA ANALYSIS AND POLICY THEMES	34
PARKS AND RECREATION	36
RECREATIONAL FACILITIES	37
RECREATION FOR KIDS	37
AVAILABILITY OF PARKS	37
SPORTS.....	38
DESIGN AND QUALITY OF PARKS	38
PRAISE FOR PARKS AND RECREATION	38
HOUSING.....	39
HOUSING AFFORDABILITY	40
PROPERTY MANAGEMENT, SANITATION, AND NUISANCES.....	40
HOUSING RENOVATION	41
TRANSPORTATION.....	41
PUBLIC TRANSIT.....	42
PARKING.....	42
ROAD DESIGN AND SAFETY.....	43
PEDESTRIANS.....	43
CONNECTIVITY.....	44
CULTURE, EQUITY AND PUBLIC SERVICES	45
EDUCATION.....	45
COMMUNITY ENGAGEMENT	46
COMMUNITY FACILITIES	46
SOCIAL PROGRAMS	46
YOUTH ENGAGEMENT	47
EQUITY AND INTEGRATION	47
ECONOMIC HEALTH	48
RETAIL, RESTAURANTS, AND SERVICES	48
ACCESS TO FOOD.....	49
COMMUNITY PLACEMAKING.....	50
JOBS.....	50
POVERTY AND AFFORDABILITY	51

PUBLIC SAFETY.....	52
CRIME PREVENTION, SAFETY, AND EVENTS.....	52
ENVIRONMENT	53
ENVIRONMENT AND SANITATION.....	54
ENVIRONMENTAL QUALITY	54
 <u>CONTINUING COMMUNITY ENGAGEMENT</u>	 <u>56</u>
 CONTINUING COMMUNITY ENGAGEMENT	 56
 <u>NEXT STEPS</u>	 <u>59</u>
 EXISTING CONDITIONS.....	 59
COMMUNITY VISIONING.....	59
 <u>FAIRLAND AND BRIGGS CHANEY MASTER PLAN TEAM</u>	 <u>60</u>

INTRODUCTION AND BACKGROUND

FAIRLAND AND BRIGGS CHANEY MASTER PLAN

INTRODUCTION

In May 2021, Montgomery Planning kicked off a multi-year planning process to update a portion of the 1997 Fairland Master Plan. The Fairland and Briggs Chaney Master Plan will establish a community vision for the Route 29 corridor in Fairland and Briggs Chaney for the next 10 to 20 years. It will serve as the primary guide for growth and development, transportation, community facilities, parks, recreation, and environmental areas, while advancing Montgomery County’s racial equity and social justice goals.

This report provides a summary of our community outreach and engagement activities, preliminary findings, and next steps. To date, a variety of ongoing engagement efforts, both in-person, virtually, and on-line have been used to gather the concerns, ideas, and aspirations of residents. The planning team has sought input from residents, business owners, service providers, county and state agencies, elected and appointed officials, among others. Our engagement efforts are ongoing and will continue throughout the entire planning process. The wide-ranging feedback and input discussed in this report have been critical in identifying the key issues and opportunities for the forthcoming existing conditions report and visioning phases of the master plan.

SCOPE OF WORK

The Fairland and Briggs Chaney Master Plan area is in the eastern portion of Montgomery County along Route 29 (See Figures 1 and 2). The plan area consists of a diverse population of about 36,000 residents with more than 14,000 housing units. As discussed in the scope of work, the master plan study area has the highest concentration of Black residents living in Montgomery County. The community is also home to many new immigrant populations. Multiple languages are spoken within the community, including Amharic, French, Spanish, and Vietnamese, which adds to the rich culture and diversity of Fairland and Briggs Chaney. (Note: “Fairland and Briggs Chaney” denotes all areas inside the master plan boundary. “Briggs Chaney” refers generally to the community north of Briggs Chaney Road. “Fairland” is often referenced by residents to mean the greater Fairland community, including areas inside and outside the plan boundary.)

On April 8, 2021, the Planning Board approved the scope of work, study area, and master plan boundary. The scope of work outlined the plan and study area boundaries, purpose, planning framework, elements for study, public engagement strategy, and schedule. Thrive Montgomery 2050 provides the planning framework which is centered on the three pillars of economic health,

community equity, and environmental resiliency. As a result of the approved scope of work and community engagement, the following preliminary plan goals have been identified:

MASTER PLAN GOALS

- Complete Community: Identify and correct past inequitable development policies to make the Fairland and Briggs Chaney communities more whole and connected by integrating centers of housing, retail, and office development with parks and open space to make 15-minute living a reality for as many people as possible.
- Resilient Economy: Promote economic development and job growth within the plan area and surrounding communities.
- Housing: Promote racial and economic diversity and equity in housing to help rectify past discriminatory housing policies in every neighborhood.
- Arts, Culture, and Environment: Connecting local artists and cultural institutions to parks, open space and environment, recreational programming, and development to leverage authentic working partnerships, strengthen pride of place, and create more attractive and interesting destinations in the Fairland and Briggs Chaney neighborhoods.
- Corridor Growth and Connectivity: Prioritize a safer, more comfortable network for walking, biking, and rolling that connects the corridor to community. Promote public and private investment along the Route 29 corridor and within employment opportunity zones to leverage and attract future private investment in community facilities and redevelopment.

COVID-19 PANDEMIC

Meaningful public participation is a vital part of the planning process, allowing agencies and stakeholders to effectively understand and meet the needs of the residents and community. Successful community engagement is achieved when community members trust Montgomery Planning and the planning process. Conventional wisdom suggests trust-building requires authentic connections with community stakeholders, which typically includes face-to-face interactions, in-person meetings, and continuous relationship-building.

The COVID-19 pandemic has resulted in changes to nearly every aspect of our daily lives. The pandemic has led to unprecedented economic and public health concerns, and has disrupted the delivery of many public services, including planning, governing, and volunteering. Social distancing mandates and guidelines have limited group capacities for meetings with residents and organizations

in-person. This has resulted in exceptional challenges to organizing and conducting community engagement.

Nevertheless, as necessary restrictions and social distancing practices were implemented, the master plan team has met the challenge by joining forces with the community. The team utilized a variety of engagement tools both in a virtual setting and in-person while adhering to social distancing requirements. Beginning with Montgomery Planning's first virtual speakers series, to conducting the department's first door-knocking canvassing campaign, to hosting four virtual community listening sessions, and attending numerous in-person community events – the Fairland and Briggs Chaney team employed multiple engagement tools to successfully engage and facilitate community conversations during the pandemic. As we move forward, the team will continue engage residents and stakeholders in meaningful and productive ways while observing social distancing mandates and guidelines.

Fairland and Briggs Chaney



Figure 1. Fairland and Briggs Chaney Master Plan Boundary Map

Fairland and Briggs Chaney

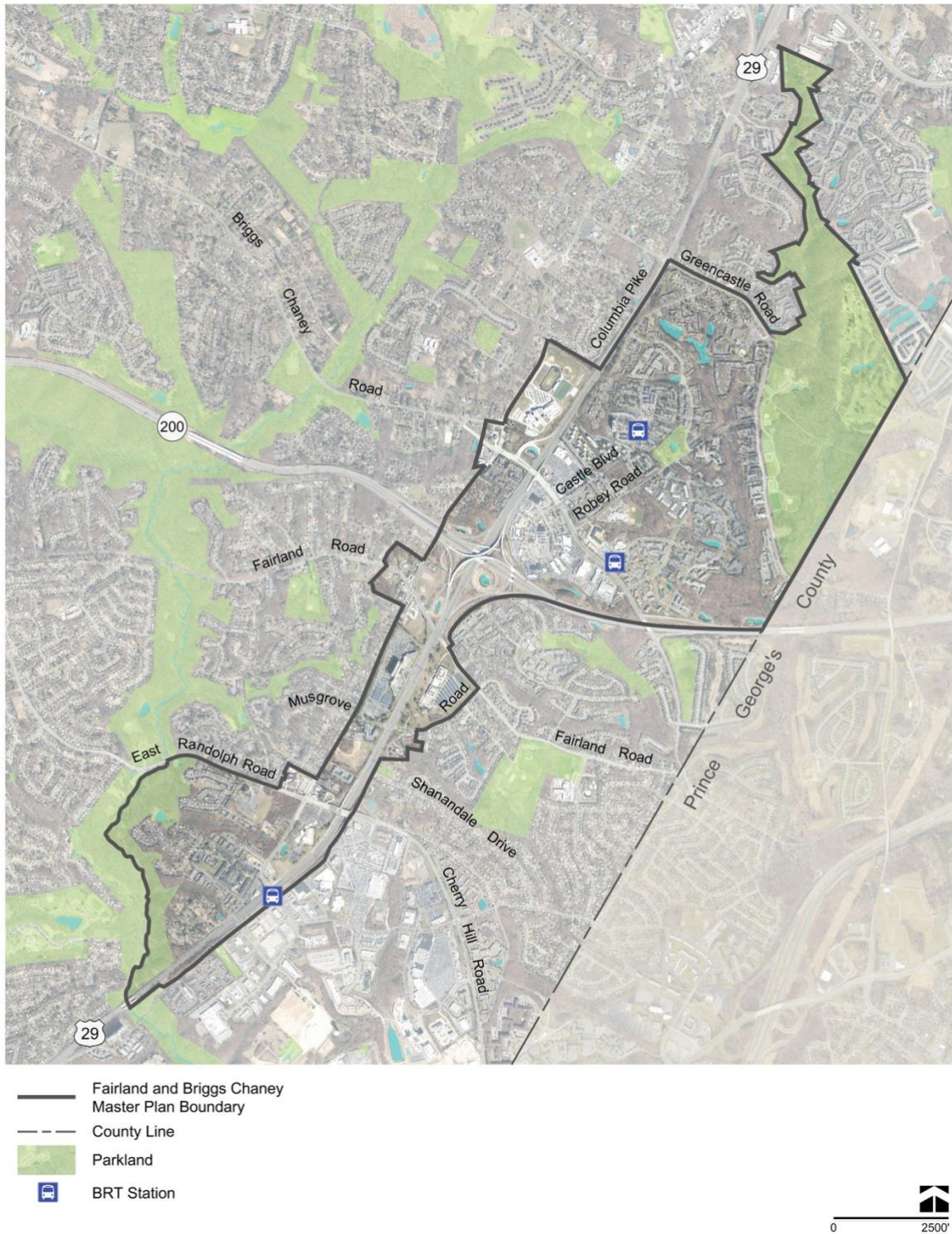


Figure 2. Fairland and Briggs Chaney Master Plan Boundary Aerial Map

APPROACH TO EQUITABLE ENGAGEMENT

An integral element of the Fairland and Briggs Chaney Master Plan is a comprehensive and equitable engagement and communications strategy designed to gather meaningful input from all stakeholders, including residents, business owners, grassroots community organizers, experts and influencers, and government officials.

Together, Montgomery Planning and the community are learning about the collected stories, oral histories, current experiences, as well as data and trends to plan for a more equitable future. As described in the approved scope of work our engagement strategy will be implemented in the following four phases:

1. **Listening** (Fall 2021 to Spring 2022). Listening is the first phase of the engagement process with the goal of identifying the concerns of diverse communities. Throughout this phase, the team meets with residents and community stakeholders, while observing COVID-19 restrictions and guidelines. As discussed in detail below in this report, the planning team utilized traditional approaches and new approaches to engaging the community. The planning team documents community assets and the existing physical conditions of the plan area, including transportation infrastructure, parks, schools, housing, businesses, environmental conditions, and other features to produce the existing conditions report.
2. **Visioning** (Spring to Summer 2022). Informed by the listening phase, visioning will focus on creating the future vision with the community through a series of in-person and virtual visioning workshops held at different times and locations over several months with available language support services.
3. **Refining** (Fall 2022). The refining phase happens concurrently with the development of the preliminary plan recommendations. The team will seek community and stakeholder feedback on preliminary plan recommendations. During this phase the public will also have multiple opportunities to share their feedback with the planning team.

4. **Sharing** (Fall 2022 to Spring 2023). Sharing is the final engagement phase and aligns with the preparation of the final master plan recommendations. The team will discuss how community participation aligns with policy recommendations and how the master plan implements the community's vision. During this phase, stakeholders will be encouraged to participate and provide testimony in a more formal setting during the Planning Board's work sessions and public hearings.

The overall outreach and engagement strategy is focused on putting people first. Community outreach is an ongoing process, which requires us to build working partnerships with community stakeholders that lead to continuous community engagement – especially with diverse and underrepresented groups. To ensure residents feel they are informed, engaged, and have a stake in their community, the engagement strategy:

- Makes it easy for people to participate by meeting them where they are, rather than asking them to come to us.
- Places the emphasis on meaningful conversations and storytelling, rather than simply following protocols.
- Spotlights community contributors and leaders, and then seeks their knowledge and expertise on preliminary findings.

COMMUNITY ENGAGEMENT

CONVERSATIONS, CANVASSING, EVENTS, AND MEETINGS

Community events are an effective tool to spark interest and engage stakeholders in the planning process, address questions, and meet with people in the community. Our goals when hosting an event or attending a community-led event are to strengthen our social network, introduce the planning team, and support the community. We ensure stakeholders know the team is available for follow-up conversations or questions, and request they subscribe to the master plan eLetter to stay in touch. Some of the metrics used to gauge successful engagement include invitations from stakeholders to attend community-led events, eLetter subscriptions and open rates, completed online questionnaires, stakeholder attendance and interactions at events, and the quantity and quality of data collected.



Figure 3 The planning team with residents at Unity Day in Fairland Recreational Park on August 28, 2021.

COMMUNITY CONVERSATIONS IN FAIRLAND

In the spring of 2021, the team used a long-standing planning department tradition – CommUNITY Conversations in Fairland – to kick-off the Fairland and Briggs Chaney Master Plan. Due to the impact of COVID-19, this three-part series of conversations was the first to be hosted virtually. The purpose of these conversations was to raise the level of consciousness on a people-first agenda in the planning

process and highlight the work of neighborhood influencers (community grassroots movements) aligned with the work of industry professionals. The panelists stressed the importance of putting people first, which became the foundation of the listening phase of the master planning process. The topics discussed in all three sessions were not only specific to the Fairland and Briggs Chaney community, but also emphasized how this community's concerns were also connected to national conversations. The panelists (22) and viewers (169) initiated strong social networks that we continue to draw from when coordinating similar engagement events.

FIRST SESSION: NEW DISCOVERIES ON SACRED GROUNDS - PAYING HOMAGE TO LOCAL PIONEERS

"If you don't know where you been, you done [sic] know where you are going! History and understanding [are] extremely important. It [history] provides you with a foundation" (Michael A. Withers, descendent of the Sarah Lee Family, Speakers Series Panelist).

In our efforts to broaden awareness of history and African American heritage sites, we used this session to encourage dialogue between community members and staff members. Attendees viewed a short film about the legacy of Sarah Lee and Malinda Jackson who were local pioneers and historic figures that built roots in the eastern region of Montgomery County. The new discovery of the Sarah Lee Cemetery in Calverton – Galway Local Park and Ms. Lee's relationship to the Malinda Jackson estate was the basis for having an engaging conversation about the importance of history and African American historic sites (including heritage sites, cultural resources, burial sites, homesteads, and farmlands) in the Fairland and Briggs Chaney community.



Figure 4. Stone Ridge School student researcher of the Sarah Lee Cemetery at Calverton–Galway Local Park and Spring Speakers Series panelist.

Opening remarks were provided by Tanya Stern, moderation was completed by Molline Jackson, and the guest panelists included Brain Crane (from our Historic Preservation Division), Jamie Ferguson (from the Parks Resources Stewardship Section), Varna Boyd (archaeologist), Michael A. Withers (resident and descendent of Sarah Lee and Malinda Jackson), and Ella LaGrange (student researcher).

SECOND SESSION: THE IMPORTANCE OF PEOPLE-FIRST TRANSPORTATION PLANNING

"No loss of life is acceptable... we must think about a collaborative approach to transportation and land use hand in hand to create a system that reduces severe injuries and fatalities, rather than relying exclusively on individual behavior. Saving lives is inexpensive." (Jesse McGowan, Speakers Series Panelist)

As we strengthen connections between planners and the communities along our corridors in Montgomery County, we considered the impact that transportation planning has on racial equity and social justice. This session addressed regional challenges about connectedness and pedestrian safety (especially for people with disabilities). This conversation dove deep into the historical development in segregated cities, the development of people-first transportation infrastructure, accessibility, and mobility challenges (specifically for wheelchair users), the origins of [Vision Zero](#), and the [Pedestrian Master Plan](#). Attendees learned from neighborhood experts (e.g., Independence Now) and street-level researchers about the walking culture and pedestrian experience in the Fairland and Briggs Chaney community.

Opening remarks were provided by Councilmember Will Jawando, moderation was completed by Lauren Campbell (transportation planner), and guest panelists included Charles Brown (street-level researcher), Jesse Cohan McGowan (transportation planner), Shannon Renade Minnick (community advocate and Independence Now representative), and Rochelle Harrod (community advocate and Independence Now representative).

THIRD SESSION: GRASSROOTS ADVOCACY ON COMMUNITY GREEN SPACE: MASTERING THE ART OF COMMUNITY COLLABORATION

"Food brings people together... conversations happen over food. Can we all agree that everyone deserves to eat? The green space is the tool. Green spaces allow outdoor classrooms and spaces to have conversations while we are cultivating land... ideas come out of cultivation and being together. Green space is needed for community because community allows people to lower their barrier and have real conversations for change." (Vanessa Pierre, Speakers Series Panelist).

In the Fairland and Briggs Chaney Master Plan area and throughout the region, parks and community green spaces are in high demand. In collaboration with neighborhood experts, this session focused on community engagement strategies, grassroots advocacy, increased access to community green spaces, and food networks. In this session, we explored how Montgomery Parks' community garden

program (in the Fairland and Briggs Chaney community) provides an opportunity to strengthen the community, address food insecurities, and build working partnerships with the Parks Department.

Opening remarks and moderation were completed by Planning Board commissioner Tina Patterson, guest panelists included Julian McElveen (Unity Thunder - Youth Program), Heather Bruskin (Montgomery County Food Council), Vanessa Pierre (Homestead Hustle), Elijah Wheeler (Collaboration Council), Agar Mbianda (Manna Food Bank), Michelle Nelson (Community Garden Program Coordinator for Montgomery Parks), and Danielle Alvarado (Parent and Youth Engagement for East County Regional Services).

As a direct result of coordinating this series with a people-first agenda, we were invited to attend five community-led events hosted by the East County Regional Services Department, Unity Thunder, and Kingdom Fellowship. We gained momentum by responding to their questions and concerns while attending the community-led events. We also continued to show the community that we are committed to addressing the issues brought up in conversation by hosting other community events (two in-person and four virtual listening sessions). As a direct result of this kickoff series, our social network consists of industry professionals, community experts, and other community stakeholders (e.g., East County Senior Village and Arts on the Block).

FALL LISTENING SERIES

The Fall Listening Series marked the official kick-off of the first phase of the planning process. The goal for the listening sessions was to gather information on community concerns and document individual stories. In November 2021, the team hosted a four-part virtual listening series focused on some common concerns expressed by the community. The topics for this series included parks, recreation, community development, economic development, housing, healthy environments, improved accessibility, and food. Story Tapestries (an arts and community engagement organization) and TransPerfect (multilingual translation services) were added to our social network to coordinate these events and help cultivate meaningful conversations. Their contribution allowed us to reach people in various ways that were more inclusive and accessible for everyone. In building these working partnerships, we drew from their expertise to reach people where they were and encouraged a creative approach to resolving challenges. With the support of Story Tapestries, visual learning tools (e.g., compositions booklets and Google Jamboard) were used to engage with the audience, allowed us to transcend the virtual setting, and gave us multiple ways to listen.



Figure 5. Screenshot of participants at the “Equitable Community, a Vibrant Economy and a Healthy Environment” listening session on November 4, 2021.

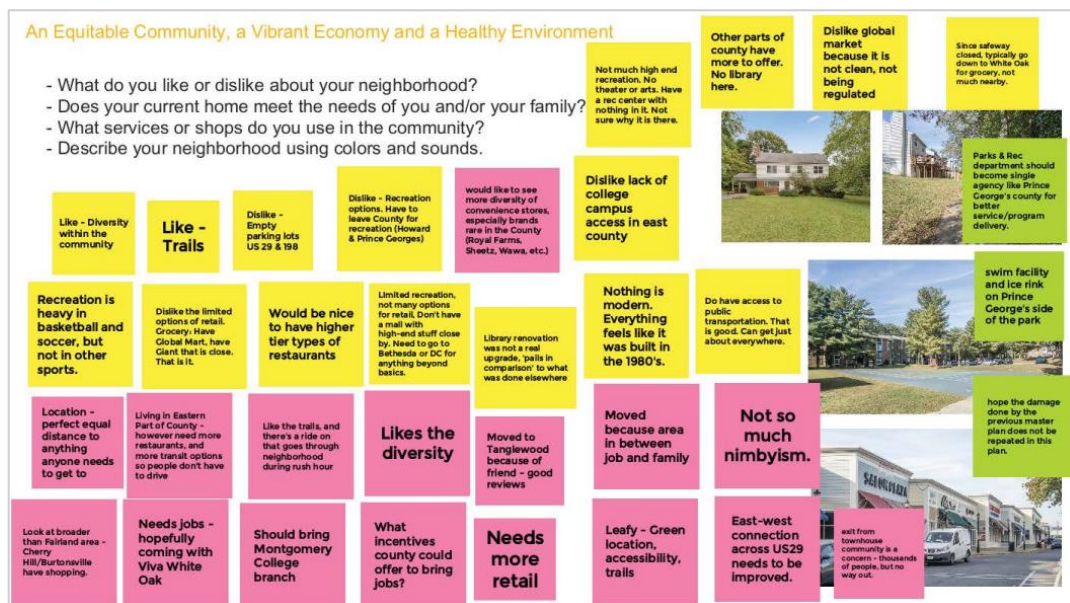


Figure 6. A Google Jamboard (digital white board) used in the breakout rooms during the “Equitable Community, a Vibrant Economy, and a Healthy Environment” listening session on November 4, 2021.

SESSION ONE: PARKS, RECREATION, AND PLACES TO PLAY

November 1, 2021: Central to complete communities are accessible and equitably distributed parks and recreational facilities. Parks, trails, and open spaces are where communities enjoy leisure activities that encourage a healthy lifestyle, make social connections, and sharpen the mind and

renew the spirit. In this session, the planning team heard from residents and stakeholders about their experiences, issues, and ideas about parks and recreation. Here is what we heard:

- Residents noted they value the park system and regularly use the facilities to ride bikes, walk, run, and play sports like pickleball. Some of the main motivations for using parks include staying active, relaxing, connecting to nature, playing sports, and gathering with neighbors and friends.
- Some residents feel their neighborhood receives a lower quality of park services and programs as compared to western and northern parks in the county.
- Residents with high mobility are receiving park programming from neighboring counties, but COVID-19 restrictions and preferential access to the residents of those counties means they have difficulty accessing the quality of service they believe they deserve.

Below is a poem created during the virtual “Food to Thrive” event. The poem captures participant stories, thoughts, and ideas about parks and recreation.

“My Park”

My park is a place where I can get married in

My park is full of butterflies

My park has senior citizens, and teens whizzing on skateboard curves

My park has a covered covid-safe Shakespearean stage with poetry slams speaking their truth

My park celebrates the language and cultures of its residents

My park is a space for autistic children and adults to connect to nature and people

My park nurtured the pickleball Olympic gold medalist

By Regie Cabico with Story Tapestries

SESSION TWO: AN EQUITABLE COMMUNITY, A VIBRANT ECONOMY, AND A HEALTHY ENVIRONMENT

November 4, 2021: The concepts of Complete Communities and “15-minute living” shaped this conversation around learning how residents and community stakeholders live, work, connect, and play in Fairland and Briggs Chaney – and what is needed for them to thrive. Participants discussed challenges and opportunities around improving community equity, growing a stronger economy, jobs, and ensuring we live in a healthy environment. Here is what we heard:

- Residents embrace the community’s diversity, the quiet neighborhoods, abundant green open spaces, and its proximity within the Washington, D.C. metro area.

- There is a need for more equitable and expanded recreational facilities and libraries located in the community. Residents enjoy using the trails and parks and would like to see more options.
- Desire for a greater variety of restaurants, retail shops, plus an east county campus of Montgomery College.
- A need for improved east-west connections across the neighborhoods; improved access to public transportation and jobs.
- Homeownership is out-of-reach for many, notably for younger generations.
- Protecting the natural environment is very important.

SESSION THREE: MOBILITY AND EQUITABLE INFRASTRUCTURE

November 10, 2021: An equitable transportation system that connects people and places to jobs, amenities, and services is essential for a thriving community. In this session, the planning team heard from stakeholders about their experiences with mobility and getting around within the community and beyond. While Route 29 and the Intercounty Connector (ICC) are important transportation corridors connecting residents to jobs, shopping, and other destinations, the highways also divide the community and are a significant barrier to community cohesion. Here is what we heard:

- Residents usually drive rather than use public transit because in many cases driving is faster and more reliable.
- Some residents would like to see pedestrian bridges built over Route 29 (as proposed in previous master plans) and others question whether bridges are the best solution to improve pedestrian safety.
- More trees, nighttime lighting, and adequate bicycle parking/storage are needed to improve pedestrian and biking experiences.
- Many roadways are in poor condition and need resurfacing.
- Transportation system gaps need improvement; make driving, transit, biking, walking, and rolling seamless. The ICC bike trail should be completed to fill in the gaps.

SESSION FOUR: FOOD TO THRIVE

November 19, 2021: The final session of the listening series focused on existing food systems, food insecurity, and land use barriers to food production. We learned about participants' challenges and creative ideas to achieve food security in Fairland and Briggs Chaney. Here is what we heard:

- There are many cultural food traditions represented in the community, including Jamaican, Indian/Punjabi, Cameroon, and others.
- Affordable food options are often unhealthy. Eating healthy is expensive.
- There is desire for more variety of places to buy food, including farmers' and international food markets.
- Access to food is a greater challenge in the community when compared to other areas of the county.
- There is a desire for more community garden space to grow food, and even places to raise chickens.

Below is a poem created using the stories of residents and community stakeholders at the virtual "Food to Thrive" event. The poem captures the sentiments of the lively, thought-provoking conversations around food and community.

"Food to Thrive"

<i>Food plus Culture = happiness</i>	<i>Need more</i>
<i>Travel for Ingredients</i>	<i>Groceries</i>
<i>International Supermarkets</i>	<i>Wine bar to relax and be</i>
<i>far away</i>	<i>Chicken for food</i>
<i>Global foods, searching, finding.</i>	<i>Chicken with friends</i>
<i>Fresh food, Local farm perfect</i>	<i>Salty, Crunchy, nutty, gooey</i>
<i>Classes for kids, builds habits</i>	<i>Scrumptious, spicy</i>
<i>No draw</i>	<i>sweet sour fresh</i>
<i>for restaurants</i>	<i>warm smooth, foams and like a hug in a mug</i>
<i>change this</i>	<i>Value food and the people</i>
<i>Now Inconvenient,</i>	
<i>Grow, Process, Deliver, Prepare, Serve</i>	<i>By Arianna Ross with Story Tapestries</i>

FALL LISTENING SERIES POLLING DATA

To gain additional insight into the demographic background of listening series attendees and to measure engagement efforts, a poll was conducted during each virtual listening session. There were 104 total attendees at the four listening sessions. During the introduction portion of each session, attendees were requested to participate in a voluntary online poll. Generally, about half of the those present (48%) participated in the poll. Those attendees who participated in the poll may not have answered each question. Therefore, the polling data are responses from those who chose to participate and not from all those who attended the listening series. The poll results are shown in Table 1 below.

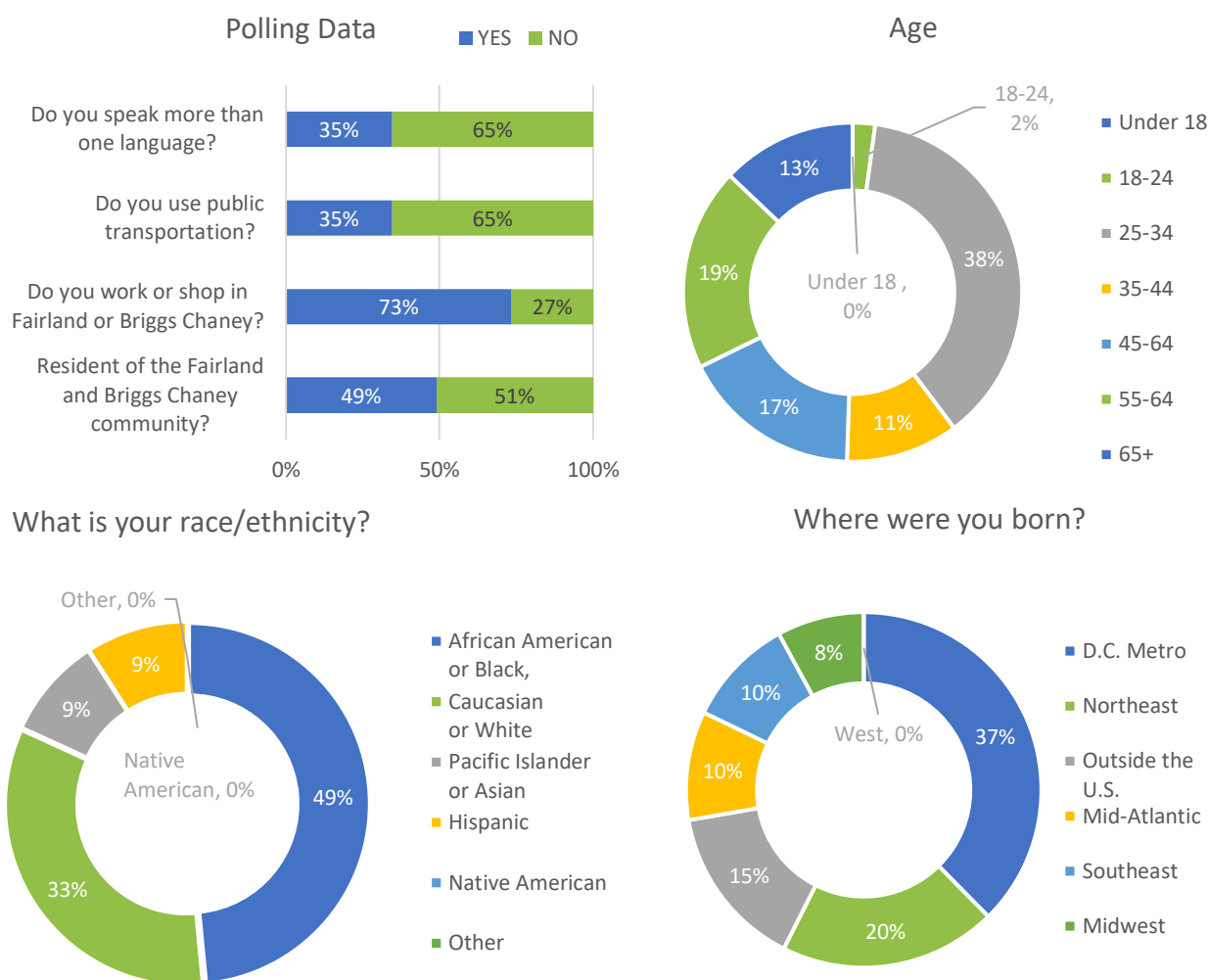


Table 1 Polling results from the fall 2021 listening series.

EVERYDAY CANVASSING

During the summer months of 2021, Montgomery Planning partnered with Everyday Canvassing, a Montgomery County-based nonprofit organization with a mission to “listen and record underrepresented people’s stories and struggles.” Nearly 46 percent of the residential units in the study area are renter-occupied, which is often a more challenging constituency to reach and engage than homeowners. For this segment of the population, it was important to go beyond traditional outreach efforts to help educate, build support for the plan, and to enhance trust in Montgomery Planning.

In early July 2021, Everyday Canvassing’s team of 46 staff and volunteers distributed over 5,700 flyers at the doors of apartment units within the plan area. The flyer was printed in five languages: Amharic,

English, French, Spanish, and Vietnamese (Appendix 5). The flyer was intended to introduce the master plan to residents and provide advance notice of the canvassing campaign. The message on the flyer invited residents to complete an online questionnaire and enter a chance to win a \$100 gift card. Phone numbers were also provided in each of the five languages so that all residents could speak or text directly with the team about their issues, concerns, and ideas.

Following the flyer distribution, the door-knocking and interview campaign proceeded. During July and August 2021, the Everyday Canvassing team knocked on over 3,850 doors to conduct in-person interviews. For several days in August, members of the planning team also participated in canvassing and interviews.

To reduce participation barriers and reach the widest audience possible, multilingual canvassers were successfully used for interviews, in addition to answering telephone calls and text messages. The team wore specially designed t-shirts to positively represent Montgomery Planning as well as to spark conversations around the topics of the master plan. Canvassers were provided with a sample script containing a set of talking points intended to get to the core of what residents really cared about. Comments and feedback were collected and documented by using MiniVAN, a mobile canvassing software application.

Not surprisingly, residents expressed concerns and offered suggestions about a variety of needs and aspirations. Many indicated having financial difficulties during the pandemic, including the ability to make rent payments and purchase food. However, in addition to speaking about the master plan itself, canvassers were also prepared to discuss available programs such as rental payment assistance, where to go to receive a COVID-19 vaccine, and other relevant public service information.

The canvassing campaign resulted in 544 in-person conversations about a variety of topics related to the master plan, including parks and recreation, housing, equity, arts and culture, quality-of-life and public safety, jobs, and the economy, transportation, and the natural environment. The data from the canvassing is incorporated and discussed in the “What We’ve Heard” section of this report.

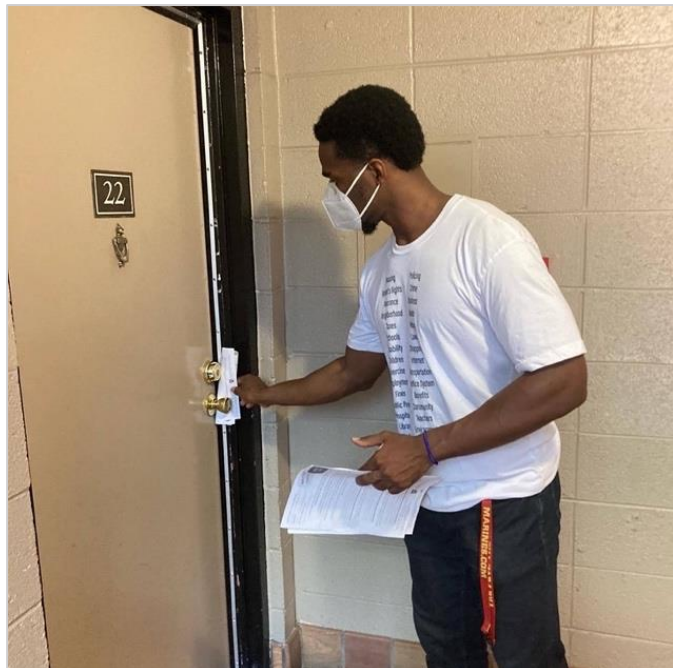


Figure 7. A canvasser distributes “We Want to Hear from You” flyers at an apartment complex in the plan area.

CANVASSING PARTICIPANT DATA

As was discussed above in the Listening Series, demographic data was collected to measure engagement efforts during the canvassing campaign. Participation was voluntary and not all respondents participated. About sixty percent of participants in the canvassing interviews responded to demographic questions.

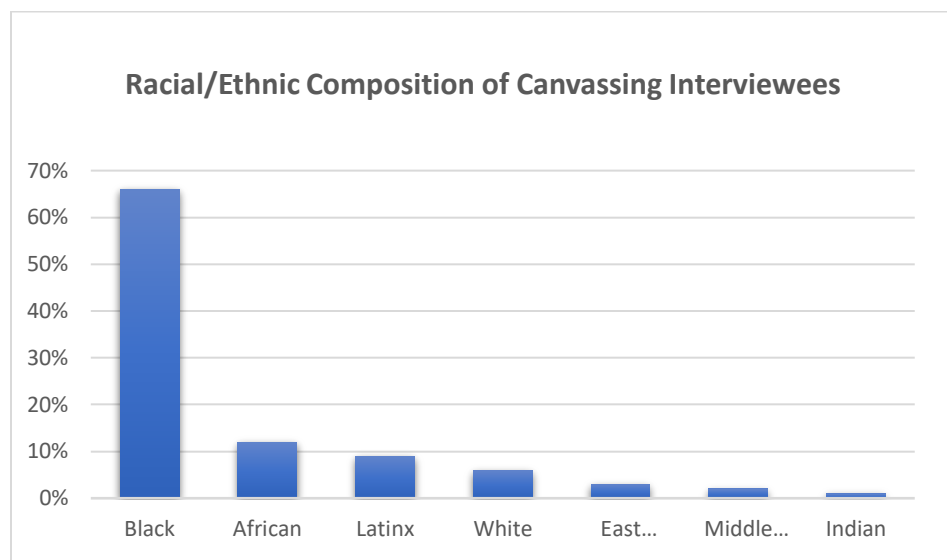


Figure 8. Racial/ethnic composition of canvassing interviewees (64% response rate). Percentages do not equal 100% due to rounding and some respondents identified as more than one race.

ONLINE QUESTIONNAIRE

In June 2021, the Fairland and Briggs Chaney Master Plan online questionnaire was launched. This web-based questionnaire provides a mechanism to ask pertinent questions and collect data from a range of community stakeholders. There are several advantages to using an online questionnaire, including a lower cost, convenience, and efficiency. The use of the online questionnaire also provides respondent anonymity, which can help participants feel more comfortable providing open and honest feedback. The online questionnaire will remain open and available through the planning process.

To date, 91 questionnaires have been completed. The responses and data are tabulated and incorporated into the “What We’ve Heard” section of this report. Below are the questions contained in the questionnaire with a sampling of responses.

1. What do you like most about living in the Fairland/Briggs Chaney? Or what do you want to make sure is preserved?

“I love the diversity of the community.” (Online Questionnaire, Appendix 3, p. 113)

"I like... the parks, access to public transportation, schools and recreation centers." (Online Questionnaire, Appendix 3, p. 113)

"I enjoy the walking trails and want the natural aspect of the area preserved." (Online Questionnaire, Appendix 3, p. 112)

2. What do you think needs improvement in Fairland/Briggs Chaney?

"More streetlights, more community activities. Streets need improvement. Too many uneven streets and too many potholes." Questionnaire, Appendix 3, p. 106)

"The Fairland area has lost too much green space in the past ten years. Instead of slating more open space and forestland for development, Montgomery County should focus on redeveloping already developed and degraded land" (Online Questionnaire, Appendix 3, p. 110)

"More programs for youth and the elderly. More public safety that isn't the police, (i.e., mental health resources), investing more into schools and social programs." (Online Questionnaire, Appendix 3, p. 115)

3. What do you want to see happen in Fairland/Briggs Chaney in the future and why?

"I would love for Fairland to become more community-based in regard to how people interact and the events that occur. It would be nice to have activities or events to allow people to get to know each other better and make the community feel more welcoming." (Online Questionnaire, Appendix 3, p. 115)

"I'd love to see further development of local businesses and restaurants that aren't chains. Better trash pick-up too." (Online Questionnaire, Appendix 3, p. 108)

"I'd like to see expansion of services/small businesses into the area, to address the issue raised above of being in a no man's land between the two cities. Perhaps a metro stop?" (Online Questionnaire, Appendix 3, p. 106)

4. Fill in the blank. If a master plan is your community's blueprint for next 20 or more years, (e.g., public facilities, transportation, parks, schools, environment, economy, jobs, etc.), success is _____.

"Maintaining the integrity and diversity of the area... making sure housing remains affordable for all walks of life. Preschool or young children's programs available without strenuous income limits." (Online Questionnaire, Appendix 3, p. 114)

"Having a vibrant family-friendly community that includes public facilities, jobs, and a vibrant sustainable and green economy that is very safe." (Online Questionnaire, Appendix 3, p. 112)

“Reliable transportation, well-kept parks, equitable schools, clean environment, strong local economy, and well-paying jobs.” (Online Questionnaire, Appendix 3, p. 108)

PEDESTRIAN AUDIT

On October 6, 2021, the planning team along with 26 stakeholders conducted a pedestrian audit of Briggs Chaney Road. Participants included community members, transportation officials, and Planning Board Commissioner Partap Verma (Figure 9). A pedestrian audit is an examination of the walking and rolling environment with the general purpose of identifying concerns of safety, access, comfort, and convenience. The one-mile loop along Briggs Chaney Road began at the East County Regional Services Center and encompassed Willow Manor senior apartments, Robey Road, Briggs Chaney Marketplace, the Route 29 interchange, and the Auto Sales Park. Notable observations are summarized below:

- Wide shared-use path on the south side of Briggs Chaney Road felt safer and more comfortable than the sidewalks on the north side of the road. More trees are needed for shade and comfort. Wider buffers are needed on the north side of Briggs Chaney Road to improve comfort and safety.
- Improved or more frequent maintenance is warranted to address faded crosswalk markings, cracked/broken sidewalks, disconnected sidewalks, missing sidewalks, uneven curb cuts, trash, missing/obscured regulatory signs, and overgrown vegetation.
- There are some intersections that do not comply with Americans with Disabilities Act (ADA) standards; some pedestrian ramps are misaligned with crosswalks which presents a potentially hazardous situation when crossing the street.
- Need a pedestrian signal at Robey Road and Briggs Chaney Road.
- Across the corridor, speeding cars and failure to stop at intersections creates an uncomfortable pedestrian environment and decreases safety factors.

“When you create a process that focuses on the pedestrian, you create a system that is much more equitable for all... If it isn’t safe for every pedestrian, whether walking or rolling, it isn’t safe.” (Charles Brown, Equitable Cities.)



Figure 9. Images of participants taking part in the Briggs Chaney Road Pedestrian Audit on October 6, 2021

PARTNERSHIP FOR ACTION LEARNING IN SUSTAINABILITY (PALS)

The Partnership for Action Learning in Sustainability (PALS) program is administered by the National Center for Smart Growth at the University of Maryland, College Park (UMD). PALS is a multidisciplinary initiative that utilizes the expertise of UMD faculty and the energy and imagination of UMD students to help local communities become more environmentally, economically, and socially sustainable.

During the fall 2021 semester, the Fairland and Briggs Chaney team partnered with the PALS program to analyze existing conditions and develop alternative solutions to existing challenges. The historic preservation students also worked on a parallel project for historic preservation and environmental conservation. In the end, the students addressed housing, community and economic development, climate change, and adaption challenges by presenting three planning scenarios: 1) status quo or minor maintenance to the existing systems, 2) reformist or a slightly more progressive approach, and 3) revolutionary or proactively producing innovative results. A final report is expected at the end of the 2021/22 school year.

COMMUNITY EVENTS

Through the summer and fall months of 2021, the planning team attended or organized community events to introduce the master plan project and asked participants to identify their top issues confronting Fairland and Briggs Chaney. While numerous topics were discussed at each event several themes emerged.

Residents indicate they liked the diversity of people in the community, that the area is easily accessible to other areas in the county and metropolitan region, and many commended public parks, libraries, and open spaces.

Residents were asked to recommend specific projects or actions that would improve the community. Suggestions included targeting resources towards community beautification efforts and improved maintenance of roads, more robust after-school and youth programs, support for community gardening, more affordable housing options, addressing homelessness, the need for a community gathering spaces, dog parks, improved public transit access and operations. Access to more healthy food options was cited as a priority by many participants. The planning team attended the following community events:



Figure 10. The planning team discusses the master plan with residents at the Burtonsville Day Celebration.

- Summer of Peace/National Night Out, White Oak Gardens (August 3, 2021)
- Summer of Peace, Plum Gar Community Center (August 13, 2021)
- Unity Day by Unity Thunder, Fairland Recreational Park (August 28, 2021)
- Kingdom Fellowship's East County Hub Expo and Food Drive, White Oak Shopping Center (September 18, 2021)
- 30th Annual Burtonsville Day Celebration 2021, Marilyn J. Praisner Community Recreation Center (September 25, 2021)

Community Planning Pop-up in Edgewood Neighborhood Park

On the afternoon of Saturday, November 20, 2021, the Fairland and Briggs Chaney team hosted a planning pop-up event at Edgewood Neighborhood Park on Robey Road. This public park was chosen due to its central location and its inclusion in a proposed community gardening program administered by Montgomery Parks. During the event, residents were invited to play a “tax-money game” where participants were given play money and asked to allocate funds into public policy buckets (e.g., parks, housing, jobs, transportation, environment, and arts/culture). Additionally, residents discussed other priorities and expressed support for community gardens. Others stressed the need to improve food systems holistically to reduce food insecurity. Others embraced the need to create opportunities to support entrepreneurs of “mom and pop” retail shops or restaurants to reflect the community’s diverse cultures and foods.



Figure 11. During a pop-up planning event, residents play the “tax -money game” at Edgewood Park.

MEETINGS AND CONVERSATIONS

One-on-one meetings, interviews, and community conversations help to build meaningful working partnerships. In doing so, staff obtained a greater understanding about important issues and “on-the-ground” conditions. The team conducted key stakeholder interviews with small and large business owners, key service providers, institutional partners, religious institutions, community activists, and others to get a range of viewpoints and feedback. More interviews are planned, as noted below.

KEY ORGANIZATION INTERVIEWS

- Montgomery College (May 2021)
- Montgomery Food Council (June 2021)
- iSpot Youth Program with ComuniBuild Foundation (June 2021)
- Prince George’s County Parks and Recreation (October 2021)
- Verizon (October 2021)
- Montgomery Public Schools: Greencastle Elementary and Paint Branch High School (November 2021)
- Sport Automotive (November 2021)
- Burtonsville Volunteer Fire Department (November 2021)
- General Conference of Seventh Day Adventist Headquarters (December 2021)
- East County Citizens Association (December 2021)
- Montgomery County Department of Transportation (January 2022)
- St. Mark’s Episcopal Church (January 2022)
- Vietnamese American Services (January 2022)

UPCOMING INTERVIEWS

Briggs Chaney Marketplace, State Highway Administration, Greencastle Lakes Homeowner’s Association, Kingdom Fellowship, Rainbow Community Development Center, Montgomery County Commission on Aging, East County Senior Village, Commercial Real Estate Development Association (NAIOP).

SOCIAL NETWORK

The following organizations played an important role in the coordination of community events. We fostered close relationships with these community advocates to build trust in the community and encourage working partnerships that hold us accountable to each other. Representatives from these groups served as speakers, facilitators, and subject matter experts.

- Montgomery County Council
- Montgomery County Parks Department
- Prince George's County Parks and Recreation
- Montgomery County East County Regional Services – Parent and Youth Engagement Committee
- Montgomery County Food Council
- Arts on the Block
- Collaboration Council
- East County Village Seniors
- Equitable Cities
- Everyday Canvassing
- Homestead Hustle
- Independence Now
- Manna Food Bank
- Story Tapestries
- Unity Thunder

OTHER TOOLS

WEBSITE

A large part of the Fairland and Briggs Chaney Master Plan communications effort is the website, <https://montgomeryplanning.org/planning/communities/upcounty/fairland/fairland-master-plan-1997/fairland-briggs-chaney-mp/>. The project website (Figure 12) is kept current with relevant and transparent content that is easy to navigate and understand. All communications (e.g., email, flyers, post cards, and meetings) referred residents back to the project website to learn more about the plan, provide feedback by taking the online questionnaire, and sharing information with the planning team. To date, the total number of website views is 2,031, of which 1,591 are unique views.

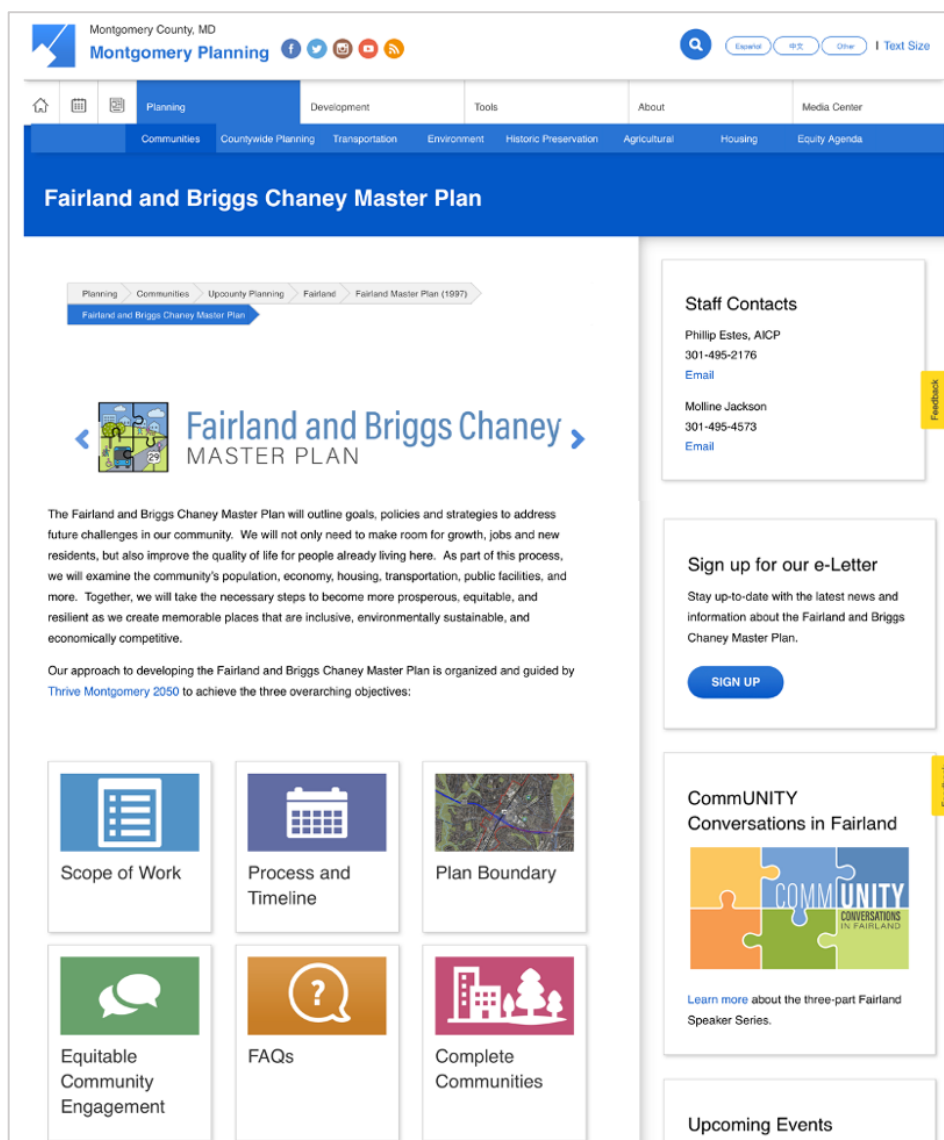


Figure 12. Image of the Fairland and Briggs Chaney Master plan webpage

ELETTER

The Fairland and Briggs Chaney eLetter is used to communicate project news directly with residents and stakeholders, provide updates, and advise of upcoming meetings and engagement opportunities. Currently, there are 210 subscribers with an open rate of between 45 to 51%. The eLetter open rate is generally considered very high, which indicates the eLetters are opened by most recipients and that the content is considered useful to subscribers.

VIDEOS

There are nine on-demand videos available on Montgomery Planning's YouTube channel. This includes videos of three Spring Speakers Series, four listening sessions, the Fairland and Briggs Chaney Canvassing – Summer 2021 interview, and the Pedestrian Audit video from October 2021. Currently, there are 371 total views of the master plan's on-demand videos.

MAILING

As part of the comprehensive outreach efforts for the master plan's listening phase and to coincide with the Fall Listening Series, a community-wide post card mailing was completed on October 21, 2021. The "We're Listening" post card (Figure 13) announced the Fall Listening Series and invited residents to participate in one or all four virtual sessions. Over 2,800 post cards were mailed via first class mail to each property owner of record in the master plan area. Included in the mailing were individual property owners, homeowner associations, rental property managers, and local government officials.

FLYER DISTRIBUTION

We prioritized outreach to small businesses by email, phone calls, and in-person meetings which included the distribution of flyers (information about online resources). Staff hand-delivered more than 200 "We're Listening" flyers (Figures 13 and 14) to 19 local businesses (appendix 4) and other stakeholders in the plan area. The team visited local businesses in the plan area and encouraged them to stay in contact with the team for additional one-on-one interviews (via our business cards), and to attend the Fall Listening Series. In some cases, follow-up conversations have occurred.

SOCIAL MEDIA

Social media is used to increase awareness of the master plan and to announce news and upcoming events. For example, Facebook and Twitter were used to announce and promote events such as the Spring Speakers Series and the Fall Listening Series (Figure 15). The social media platforms will continue to be used to engage social media users and to build an online following of the Fairland and Briggs Chaney Master Plan.



Figure 13. Example of the post card that was mailed to all property owners in the plan area announcing the Fall Listening Series. A flyer version was also distributed to local businesses in the plan area.

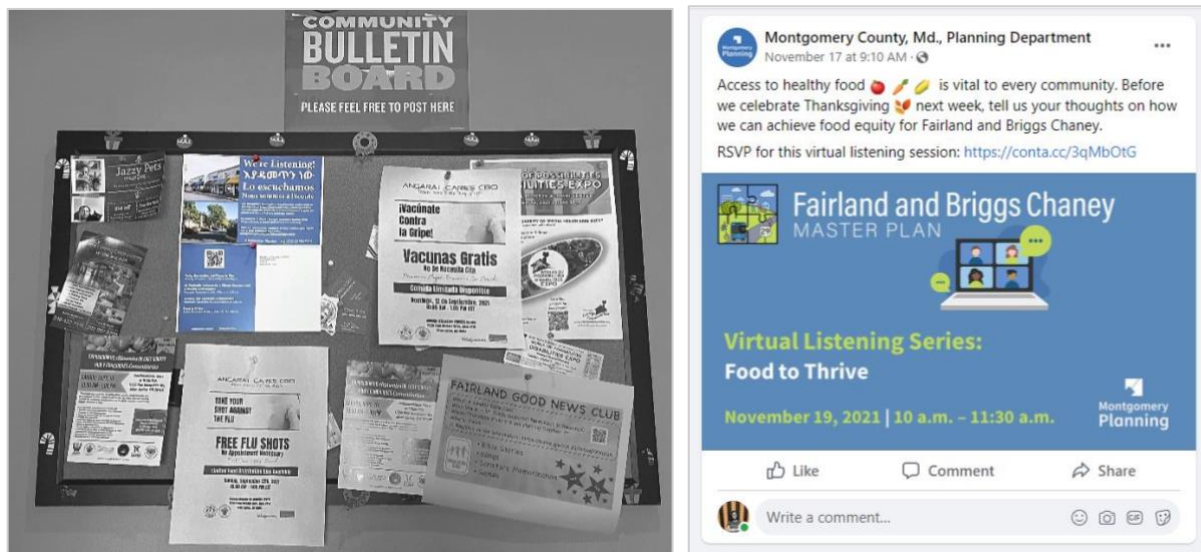


Figure 14. Example of Listening Series flyer (highlighted) posted on a bulletin board at a local business in the plan area. (left)

Figure 15. Example of a Facebook social media post of the Fall Listening Series. (right)

WHAT WE'VE HEARD

THEMES AND FINDINGS

The following section presents the combined data received from the canvassing campaign interviews, web questionnaire, and the four Fall Listening Series sessions. The data was tabulated and organized into seven emergent themes: parks and recreation; housing; transportation; culture, equity, and public services; economic health, public safety, and the environment. The themes are listed from most to least number of comments.

DATA ANALYSIS AND POLICY THEMES

Stakeholder comments from 544 canvassing interviews (blue), 91 completed web questionnaires (green), and four Fall Listening Series sessions (grey) were tabulated, coded, and analyzed. To identify trends and patterns in the comments, a clustering analysis was employed by using NVivo, a qualitative data analysis computer software package. A cluster analysis is a statistical method for processing data. It works by arranging items (stakeholder qualitative comments) into groups or clusters (themes) on the basis of how closely they are related to each other. The overarching policy themes contained in the data are displayed below in Figure 16.

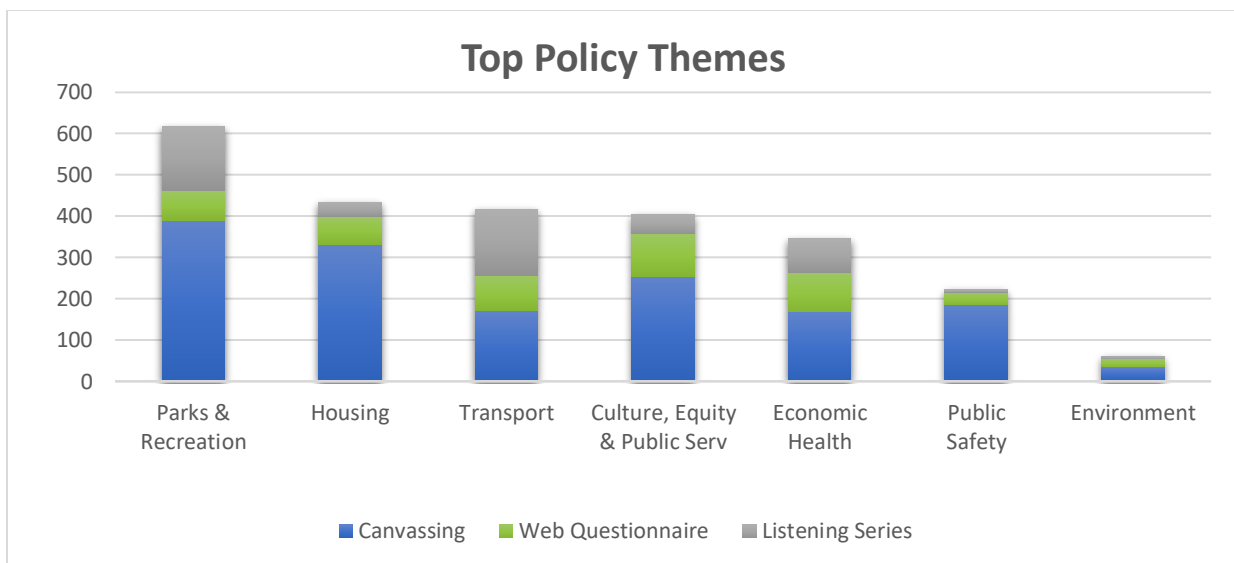


Figure 16. Ranked policy themes resulting from comments received during canvassing, web questionnaire, and listening series.

Locations of canvassing and questionnaire responses

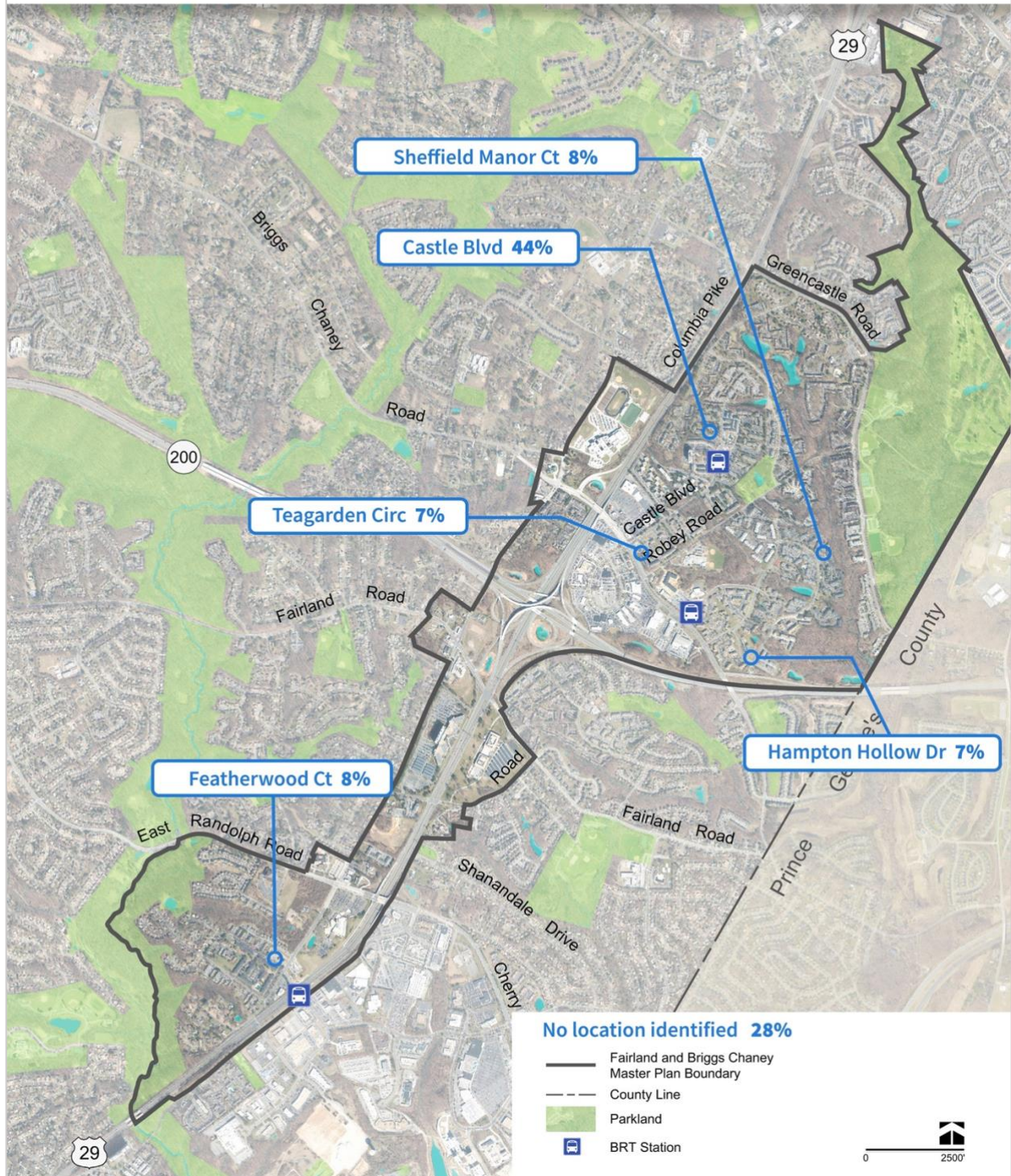


Figure 17 Street locations of canvassing and web questionnaire responses as a percentage of the total responses; 28 percent did not provide an address.

PARKS AND RECREATION

Parks and recreation rank as the top theme or category of comments received. One quarter of all comments received fall into this category. A summary includes the desire to increase recreational facilities generally, improve recreational opportunities for children, create more accessible parks and outdoor spaces, create opportunities for additional sports facilities, and improve design and create additional amenities within parks.

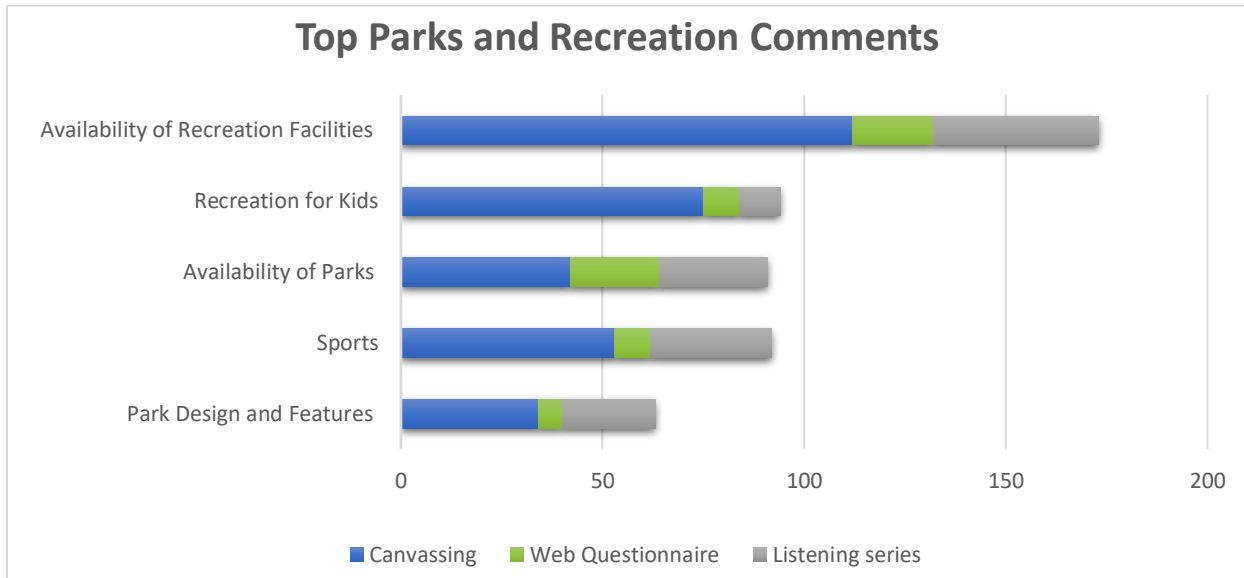


Figure 18. Top comments under the parks and recreation theme.



Figure 19. A word cloud that shows the most frequently mentioned words about parks and recreation.

RECREATIONAL FACILITIES

The lack of availability and variety of parks and recreational amenities for different age groups was raised by 241 people. Of those, 68 people expressed the need for additional recreational opportunities for children. This was followed by 13 comments for teens, 12 for adults and four for elderly people.

“Will travel to Prince George’s County, as the east side of Montgomery County does not have what we want.” (Listening Session 1, Appendix 1, p. 16)

RECREATION FOR KIDS

The need for additional recreational facilities and programming that are closer to home and geared toward children (tots and teens) was cited by many residents. Most of the comments for children’s recreation mentioned that the area lacks adequate playgrounds with sufficient capacity for the number of the kids in their neighborhood, especially for families that live in apartments. Some also mentioned their disappointment with the design, function, and safety of the existing playgrounds. For teenagers, their recreational activities are often linked to a sport or after-school program, which creates impediments to recreation when schools are unavailable or closed.

“The playground is too small for the number of children in the apartments.” (Canvassing Interview, Appendix 2, p. 38)

“I would like a skate park in the area. My brother skateboards, but there isn’t good space for him to skate in the area.” (Canvassing Interview, Appendix 2, p. 31)

AVAILABILITY OF PARKS

Residents are seeking additional gathering spaces, parks, and recreational facilities that are closer to where they live. Many residents mentioned the need for additional parks, swimming pools, gymnasiums, and recreation centers closer to home. Numerous comments were received on the need for more paths, walkways, and trails. These included paths from communities to parks as well as more trails within parks. Having to cross expansive roads and highways to get around the community was mentioned as a concern. Some would like to see a new bridge trail crossing in Edgewood Park.

“Swimming fills up fast and is prioritized to residents of Prince George’s County; swimming gets filled up before we can take advantage of it; I will drive to Germantown for swimming.” (Listening Session 1, Appendix 1, p. 16)

SPORTS

The need for specific additional sports facilities (soccer fields, basketball courts, etc.) was cited by 92 residents. Many indicate existing facilities are too far away or are frequently unavailable for use due to their popularity.

“Unfortunately for the culturally attracted sports, we must go to other areas.” (Listening Session 1, Appendix 1, p. 16)

“We need more sports. Fairland Rec. Park is far and there are a lot of people there.” (Canvassing Interview, Appendix 2, p. 50)

DESIGN AND QUALITY OF PARKS

Residents suggested improvements to park design, amenities, and maintenance. There were many comments asking for additional dog parks. According to one resident, 40% of the people in their neighborhood have a dog and there are no dog parks for them. Another park feature that was mentioned frequently was the need for more seating areas, benches, and hiking trails. People would like to see more flowers and gardens, and some mentioned how much they enjoy the flowers and landscape at Brookside Gardens. Picnic areas were also recommended as the adjacent apartments do not always provide outdoor tables and grills. Additional drinking fountains were also cited as an amenity that residents would like to see.

“Would like to see more movies in the parks, public art, a dog park, more aquatic facilities.” (Listening Session 1, Staff Notes)

“I drive to Howard County for “Dancing under the Trees” and watching outdoor movies – Fairland does not have these types of activities.” (Listening Session 1, Appendix 1, p. 16)

PRAISE FOR PARKS AND RECREATION

Included with suggestions for improvement were many comments on how much the residents enjoy the parks and recreational amenities in Fairland and Briggs Chaney. A few comments of praise are listed below along with a word cloud graphic representing all parks and recreation praise comments:

“Fairland Recreational Park is probably the most underrated park in the county. It has a great trail network and a whole bunch of other recreational facilities.” (Online Questionnaire, Appendix 3, p. 117)

“It’s a very good environment for the kids to grow up in because there are dozens of kids playing outside.” (Canvassing Interview, Appendix 2, p. 30)

“I like the trails and would like to see more.” (Canvassing Interview, Appendix 2, p. 31)

"The parks are great." (Canvassing Interview, Appendix 2, p. 43)



Figure 20. A word cloud that shows positive comments about parks and recreation.

HOUSING

Housing ranks as the second most mentioned topic of the total comments received. Seventeen percent of all comments received fell under the housing theme. A summary of the (17%). The top housing comments are affordable housing, property management, apartment sanitation, public order, and housing age and conditions. Approximately 17 percent of all comments fell under the housing theme.

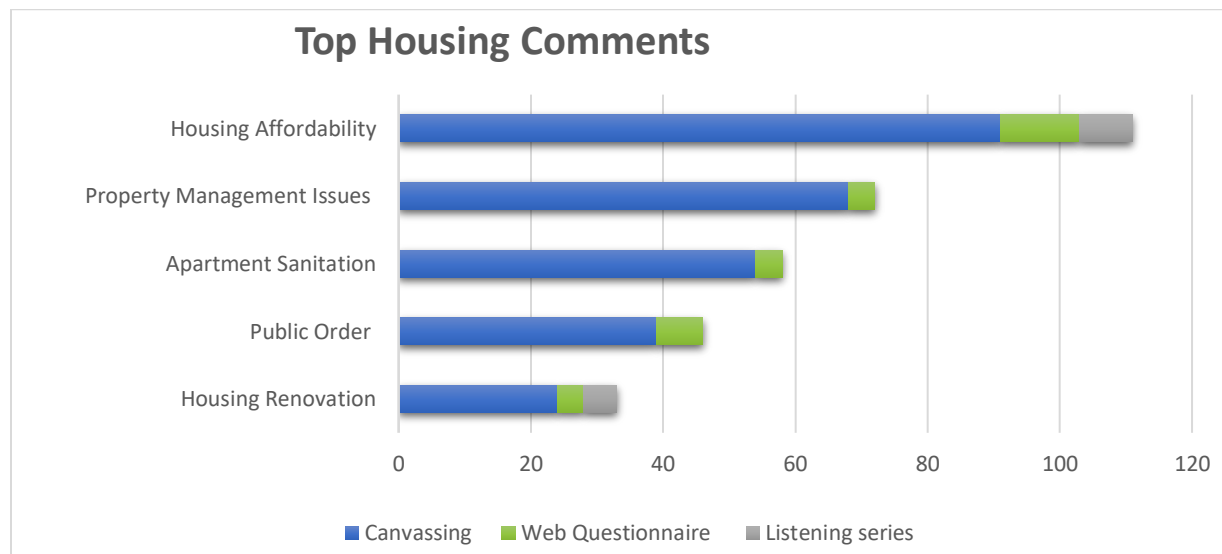


Figure 21. Top comments under the housing theme.

HOUSING AFFORDABILITY

Affordability was a top issue for residents within the housing theme with 93 comments concerning rising rents and the lack of housing options within the community. Similarly, there were 4 comments about concerns or instances of being evicted from their homes due to rising rents or the inability to pay rent. There were also 14 comments mentioning receiving or needing rental assistance.

“For the younger generation, a lot of friends looking to purchase in the county, but unable to do so.” (Listening Session Participant)

“Townhomes that residents grew up in are no longer affordable to younger people.” (Listening Session Participant)

“Property managers keep increasing rent without improving the community.” (Listening Session Participant)

PROPERTY MANAGEMENT, SANITATION, AND NUISANCES

Property management, sanitation, and public order were frequently mentioned topics with respect to housing. These comments generally relate to the quality of rental property management and their responsiveness to tenant issues and concerns. At least 34 comments associated ongoing concerns with pests and rodent infestations and resolving the problem in a timely manner. An additional 20 comments expressed the lack of a timely response to general maintenance requests inside apartments. Respondents report untimely repairs to fix plumbing leaks, air conditioning, and appliances, some taking weeks or months to resolve. Other concerns were raised about public order infractions (e.g., littering, smoking, pet waste). Matters with second-hand smoke infiltration (tobacco and marijuana) into units and the lack of adequate trash removal services were cited by many residents. The failure of pet owners to properly dispose of pet waste was noted as a continuing nuisance.

“I pay \$1,600 to live here for something that leaks all the time and has mice and bugs. Too expensive. The only other affordable area is Greenbelt around here. I can’t afford anything else by myself.” (Canvassing Interview, Appendix 2, p. 56)

“Well, my main concern is the dogs. Right where I live, they have a dog park, but yet people still bring the dog outside and they poop on the grass, and they leave it there.” (Canvassing Interview, Appendix 2, p. 72)

“There is so much litter! I wish there were more efforts to “beautify” the area, like picking up the litter.” (Canvassing Interview, Appendix 2, p. 113)

“Too much smoking and smell of weed in the apartment complex and it goes into the unit.” (Canvassing Interview, Appendix 2, p. 51)

HOUSING RENOVATION

The need to improve the function and appearance of apartment buildings was related to at least 33 comments. Many residents state the apartment buildings are old and in need of various repairs or modernization. Suggested improvements include better stormwater drainage, modern heating and air conditioning, repairs to leaking pipes, replanted landscaping, and general remodeling.

“The buildings are old; water is leaking from upstairs.” (Canvassing Interview, Appendix 2, p. 56)

“The grass is dead and there are no flowers.” (Canvassing Interview, Appendix 2, p. 59)

“All of our buildings are old and do not offer modern amenities- like social space, work lounges, bike storage, gyms...” (Online Questionnaire, Appendix 3, p. 113)

TRANSPORTATION

Comments received under transportation include the need to improve and expand transit services, increase parking capacity in residential neighborhoods, enforce traffic safety laws, enhance the pedestrian experience, provide additional bike lanes, and improve overall connectivity. Approximately 17 percent of all comments fall under the transportation theme.

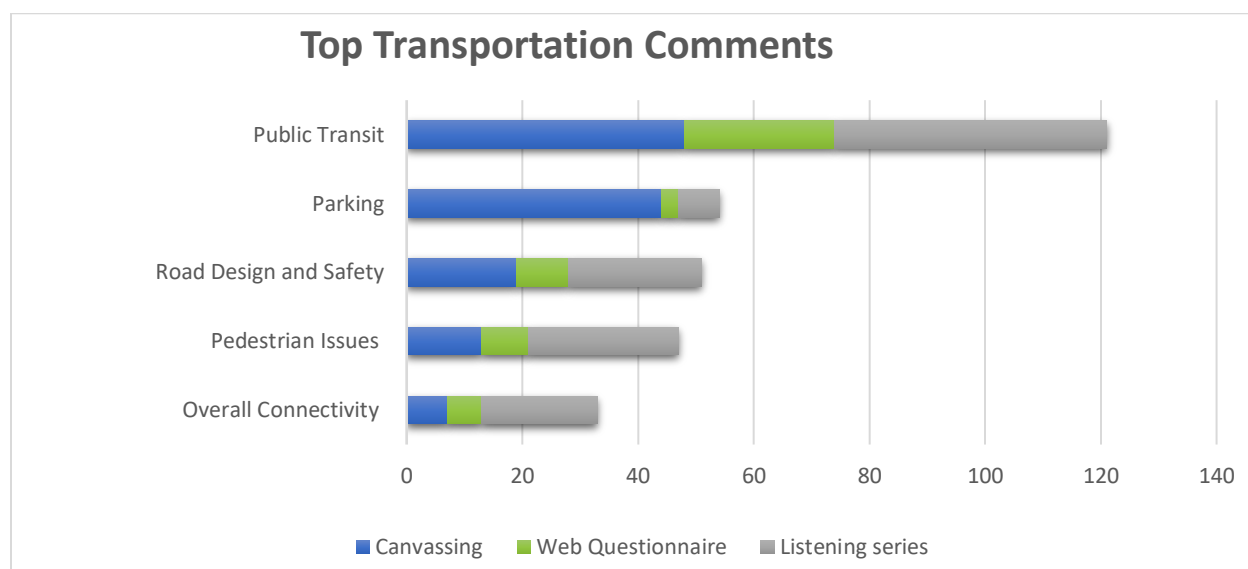


Figure 22. Top comments under the transportation theme.

PUBLIC TRANSIT

Public transit improvements were among the top comments in the transportation category. This includes improvements to reduce headways, overall time of a transit journey, and upgrading the FLASH to dedicated lanes rather than mixed traffic. Some residents indicate they like the existing transit service and operations. Many noted they use the new FLASH bus and appreciate the faster travel times to and from Silver Spring. Residents noted the lack of east/west bus lines, the lack of service north of the plan area to Columbia, and that some bus routes and stops are not located close enough to higher-density areas (apartments). Some suggested restoring the Z11 bus route. Others would like to see a direct Metro rail service from the plan area to D.C. and Baltimore.

“Would like to see public transit expanded in terms of locations and also reducing wait times and journey times so that they can rely on it more for transportation instead of using a car.”
(Canvassing Interview, Appendix 2, p. 83)

“Transportation out here is a little weird because everything goes out to downtown Silver Spring, but my main office is in Baltimore. For me to try and commute to Baltimore on a park and ride kind of thing would take me years. Everything goes in one direction.” (Canvassing Interview, Appendix 2, p. 85)

“The FLASH bus is the best thing he’s had. His commute is thirty minutes less and he would like better transit like the FLASH buses to commute.”
(Canvassing Interview, Appendix 2, p. 86)



Figure 23. The FLASH bus at the Castle Boulevard station.

PARKING

The lack of adequate private parking spaces, including visitor and handicap spaces, in residential neighborhoods was noted by 54 residents. Residents suggested that on-street parking restrictions contribute to the shortages. Others noted that excessive vegetation obscures the street and parking lot lighting, creating safety concerns. It was also noted that the parking capacity and lot design at the Briggs Chaney Marketplace needs improvement.

“Parking is terrible in this development. The side streets were previously for parking and now they aren't and people risk getting towed.” (Canvassing Interview, Appendix 2, p. 53)

“There are not enough handicapped parking or wheelchair accessibility in these apartments.”
(Canvassing Interview, Appendix 2, p. 43)

ROAD DESIGN AND SAFETY

A lack of adequate enforcement of traffic safety laws is a concern many voiced. Speeding (particularly along Briggs Chaney and Robey roads), failure to obey traffic lights and stop signs, and vehicles stopping in crosswalks makes walking unpleasant and unsafe. Similar safety concerns were also noted by participants of the pedestrian audit of Briggs Chaney Road, particularly for persons with disabilities.

“And a lot of what I hear is people speeding and racing. If we can make something safer for kids like more parks and areas to play. People speed down Greencastle Road. I see a lot of babies and families walking across the same road people are speeding. I also worry because I take my dog out for a walk.” (Canvassing Interview, Appendix 2, p. 77)

The need for additional crosswalks and pedestrian signals was suggested, including around the Montgomery County Recreation Center and Briggs Chaney Marketplace shopping center. Deteriorated and uneven sidewalks, and broken surfaces were cited as pedestrian safety concerns. Trash and debris removal needs to be improved, as it was noted that some sidewalks are frequently strewn with debris, litter, and are unsightly. Overgrown vegetation makes walking on some sidewalks unsafe and more difficult. Residents also reported that many roads need resurfacing, with Powder Mill Road being in particularly poor condition.

“There’s no crosswalks to get from the shopping center to the closest bus stop.” (Canvassing Interview, Appendix 2, p. 38)

“The roads in the entire area need work, whether it’s paving or filling up potholes, I can see the deteriorating condition it has become, it’s worse and no changes seem to be happening.” (Online Questionnaire, Appendix 3, p. 112)

PEDESTRIANS

Many residents noted that streets feel unsafe for walking, particularly for children and disabled persons, and sidewalks are missing in some locations. It was noted by many there is a need to improve the general maintenance of sidewalks for comfort and safety. Generally, residents would like to see more sidewalks, better paths/trails, benches, and places to walk in the area. More shade trees are needed to improve pedestrian comfort. Sidewalks along Briggs Chaney Road and Robey Road need to be made safer and several residents report that sidewalks are uncomfortably close to vehicular traffic. Also noted was the need to complete the sidewalk connection where Greencastle Road meets Old Gunpowder Road. Many indicate the need for improved street lighting, vegetation maintenance, and security cameras – residents say it is too dark at night for both driving and walking.

“Not safe to walk. I think this area is dangerous. The streets feel dangerous, and I feel cars could hop the curb.” “Better streetlights and more cameras for security.” (Canvassing Interview, Appendix 2, p. 38)

CONNECTIVITY

Residents said a more interconnected system of sidewalks, bike lanes, and trails are needed across the community for easier access to parks and other areas of interest. It was noted that there is only one ingress/egress on Castle Boulevard and that it is a “chokepoint” with safety concerns. The lack of street and sidewalk connectedness across neighborhoods is generally a problem for both driving and walking. Some would like to see improved connections from the Castle Boulevard area neighborhoods to Fairland Recreational Park. It was noted that walking is difficult as there is not a dedicated path, and the journey requires walking in the street and in some instances jumping guard rails to reach Fairland Park. Residents report that some communities are fenced off from others, making pedestrian movement difficult or impossible.

“I've noticed that a lot of communities are getting fenced off, making it more difficult to travel between communities without a vehicle. Walking trails, bike paths, bus routes, etc. should facilitate movement between communities and socioeconomic centers.” (Online Questionnaire, Appendix 3, p. 105)

“There's only one road to exit on Castle Boulevard. I don't want just one road to exit. Also, the creek nearby could use a bridge to cross it. It would make it prettier.” (Canvassing Interview, Appendix 2, p. 76)

Residents also stated they would like to see improved bicycle lanes and trails in the community. Bicyclists specifically noted that Briggs Chaney Road going toward Fairland Road, Powder Mill Road, and Robey Road need improvements for bicycling comfortably and safely. As previously noted, many places lack sidewalks, which causes bicyclists to use roads that feel uncomfortable and less safe.

“I would like to see more bike safe options/lanes especially on Briggs Chaney going towards Fairland Road or Powder Mill and on Robey Road. More traffic enforcement.” (Online Questionnaire, Appendix 3, p. 113)

In terms of regional connectivity, many residents indicate that the Fairland and Briggs Chaney community is conveniently located within the metropolitan region. In fact, proximity to D.C., Howard County, Baltimore and beyond is cited by many as one of the best things about living in Fairland and Briggs Chaney. Easy and quick access to Route 29, the ICC and the I-95 corridor were also noted as a positive attribute for commuting and living in Fairland and Briggs Chaney.

CULTURE, EQUITY AND PUBLIC SERVICES

Comments under the culture, equity, and public services theme relate to education, community engagement, the need for community amenities (other than parks and recreation), the lack of adequate social programs and support, a need for more youth engagement, and a desire to achieve racial equity and social justice. Approximately 16 percent of all comments fall within this theme.

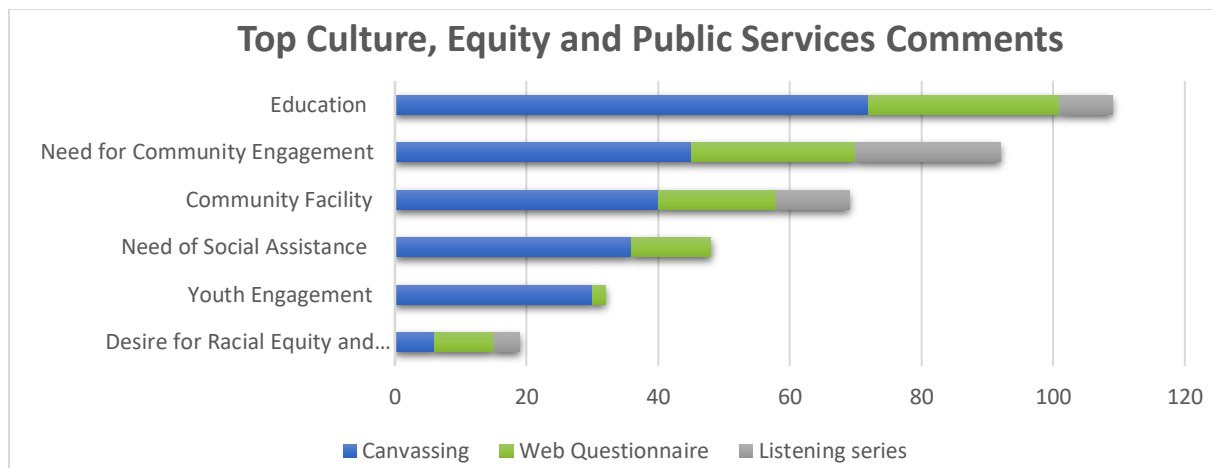


Figure 24. Top comments under the culture, equity, public services theme.

EDUCATION

Many residents cite more equitable educational opportunities for the community's youth as a need. It was expressed that the quality of education varies across the county and that better schools within this community would translate into improved outcomes for youth and young adults. Other residents identified the need for additional school supplies, more diverse teachers, better teacher pay, and more youth programs. Other issues related to schools include the quality of food available, classroom overcrowding, and the need for additional youth programs.

"We need better and more diverse teachers. More money has to go into schools." (Canvassing Interview, Appendix 2, p. 53)

"Classes are too large. Having a better teacher to student ratio is important." (Canvassing Interview, Appendix 2, p. 54)

"The schools are okay; the teachers need to be paid more to go the extra mile for kids because they're financially strained. Food is okay at the schools." (Canvassing Interview, Appendix 2, p. 72)

COMMUNITY ENGAGEMENT

Many residents discussed the lack of a centralized community space or hub, such as a place to gather for public activities or events. Many suggested the community needs a town square, public plaza, or similar civic space suitable for open markets, performances, festivals, and other public events. Several residents suggested beautifying the community through public art, landscaping, and improved property maintenance.

“There’s not really a central community area. I was in Baltimore yesterday and saw there was a central marketplace with farmers’ markets and artists on the weekend. Things like that lend themselves to local community involvement.” (Canvassing Interview, Appendix 2, p. 57)

“There isn’t really a sense of community here. There are a lot of kids, but they don’t necessarily know each other.” (Canvassing Interview, Appendix 2, p. 44)

COMMUNITY FACILITIES

Nearly 70 resident comments indicate a need for additional amenities or facilities that fulfil other needs, such as a library, cultural, or fine arts facility, community gardens, or other public places to gather. There is a desire for places to grow food, such as community gardens, as well as places to sell food (farmers’ markets).

“Community gardening should also be encouraged and facilitated so community members can share food and resources.” (Online Questionnaire, Appendix 3, p. 105)

Several residents expressed the desire for additional libraries in the area or they were unaware of the existing Praisner Public Library on Old Columbia Pike. One resident suggested additional signage for the library and other public facilities.

“Add signage to the Route 29 ramps that highlight and promote our public facilities like the Fairland Recreational Park, the Marilyn J. Praisner Library, the East Count Community Center, the Briggs Chaney Park and Ride, etc.” Online Questionnaire, Appendix 3, p. 100)

SOCIAL PROGRAMS

Almost 50 comments indicate the need for greater social assistance programs to address food insecurity, rental payments, childcare, job training, and healthcare. The comments suggest some residents lack access to existing programs such as rent relief, food assistance, or Medicare or Medicaid. Many comments are applicable to vulnerable populations including, seniors, persons with disabilities, and children.

“There’s no affordable childcare in the community.” (Canvassing Interview, Appendix 2, p. 72)

“We don’t have health insurance.” (Canvassing Interview, Appendix 2, p. 33)

YOUTH ENGAGEMENT

Many residents indicate the need for additional programs, events, or activities geared toward teens and young adults to deter delinquent behavior and improve outcomes. Others suggested that opportunities for public service, learning, and personal development could help engage more youth and improve community cohesion.

“More activities for the youth to keep them out of trouble.” (Canvassing Interview, Appendix 2, p. 30)

“Something for the teenagers, bro. Like we have the rec. for the kids but something for the teens where they would want to go. Somewhere where teens can hang unsupervised so they can hang comfortably.” (Canvassing Interview, Appendix 2, p. 65)



Figure 25. Residents and staff discuss recreational equity, issues, and opportunities at Unity Day in Fairland Recreational Park.

EQUITY AND INTEGRATION

Comments indicate the desire for advancing racial equity and social justice and fostering cultural inclusiveness as part of the master plan. Several residents indicate inequitable amenities in the east county areas in comparison to the west county areas. There is a desire by residents to realize a more equitable distribution of public resources.

“I'd like to see equity succeed in the master plan. We do not get the same services as everyone else in the county.” (Online Questionnaire, Appendix 3, p. 113)

“I would love to see more of the Black history in the Fairland/Briggs Chaney area.” (Online Questionnaire, Appendix 3, p. 117)

“I want to see the diversity preserved while improving the lives of the people who already live here.” (Online Questionnaire, Appendix 3, p. 115)

ECONOMIC HEALTH

Comments under the economic health theme include the desire for a greater variety of retail stores and restaurants, improved access to food, community placemaking, additional job opportunities, and poverty. Approximately 17 percent of all comments fall within jobs and the economy theme.

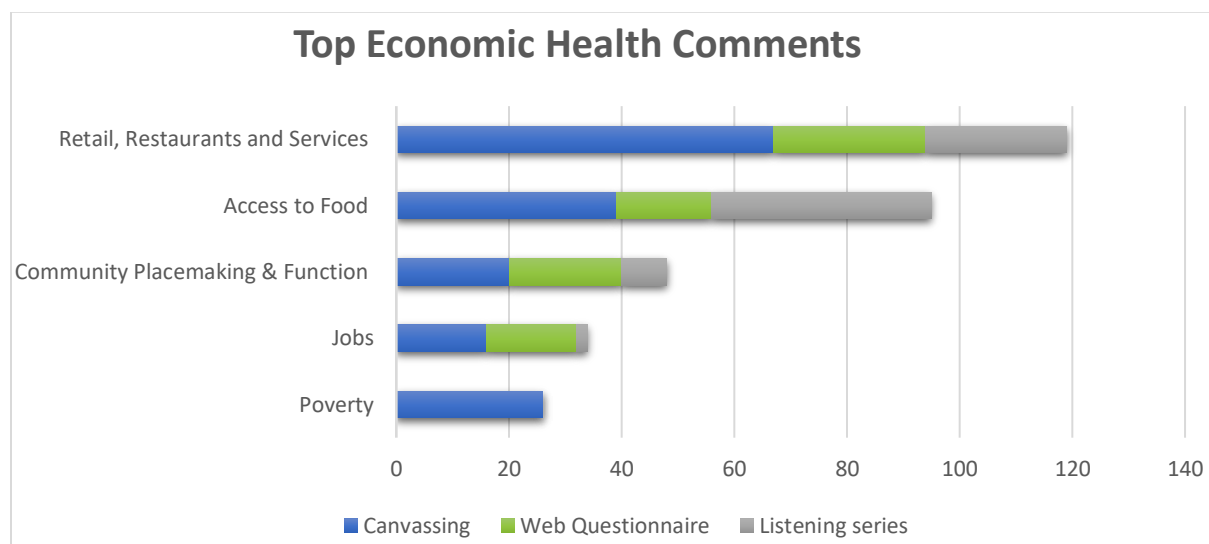


Figure 26. Top comments under the economic health theme.

RETAIL, RESTAURANTS, AND SERVICES

Residents cite the need for more competition and diversity in the retail market, particularly in grocery stores. They suggest the area needs additional stores, restaurants, arts, and entertainment combined with more independent businesses or incubation spaces. Many indicate their desire a wider variety of chain stores and restaurants (e.g., Trader Joe's, CVS, Walmart, Chuck E. Cheese, Starbucks, and Dunkin Donuts), while others would like to see more locally owned businesses supported and expanded. Many residents indicate they travel outside of the community to Columbia, Silver Spring, Wheaton, and downtown D.C. for shopping and entertainment. The desire for sit-down restaurants, movie theaters, and entertainment venues geared for adults (e.g., bars with live music or bands) was raised by several residents.

"The eateries are pretty sparse in the Briggs Chaney Fairland area. We could use more eateries. When I go to eat, I go to Laurel." (Canvassing Interview, Appendix 2, p. 78)

"More shops in the shopping center. Less fast food. Better quality and healthy choices for restaurants." (Canvassing Interview, Appendix 2, p. 78)

"A drug store would be nice around here. Like a CVS or some kind of pharmacy. I drive most of the time to shopping center. They just closed down Little Caesars so now my kids are upset. We need

a pizza place. It's hard to find a convenient place to find pizza around here.” (Canvassing Interview, Appendix 2, p. 72)

“Small businesses should thrive in our community, and we shouldn't let big corporations come in and drive prices/wages to rock bottom. The people that have to work in our community deserve decent pay and benefits.” (Online Questionnaire, Appendix 3, p. 105)

“It might even be interesting to see if the Silver Spring Auto Park, which takes up a majority of commercial real estate in our area, could be renovated to partner with and attach small business food options or chains (e.g., coffee shop, or a bagel shop, or a deli, etc.) to their facilities so that everything doesn't have to be shoved into the Briggs Chaney Marketplace. I could imagine the Auto Park sign being updated to include a food option next to each of the dealership signs.” (Online Questionnaire, Appendix 3, p. 100)

ACCESS TO FOOD

The community demands a healthier food system that empowers people with the knowledge, tools, and resources to survive a crisis. The COVID-19 pandemic exacerbated food insecurity issues, which led to community stakeholders, united in their efforts, to host community events that prioritized the distribution of food. Students attending Paint Branch High School and Greencastle Elementary School are challenged by food insecurity issues, which had led to school officials' involvement. It was noted that farmers' markets coupled with community gardens at public schools or local parks can provide central nodes for community gatherings, present workforce opportunities, and infuse the local economy with affordable fresh produce. Many people would also like to see a greater diversity in the retail markets (e.g., grocery stores, a wine bar, food trucks, etc.) and more culturally appropriate food options so they do not have to travel outside the community to meet their food needs.

“Would like there to be more grocery stores in the shopping center. Wants to see something different than global foods.” (Canvassing Interview, Appendix 2, p. 79)

“More access to healthy food instead of regular fast-food chains that are closer and better grocery stores in this area. Something like a Whole Foods, Harris Teeter, or Food Lion here. (Canvassing Interview, Appendix 2, p. 78)

“I would like to see another local grocery store beside the international market. It is a real food desert for individuals who only means to get around through public transportation.” (Online Questionnaire, Appendix 3, p. 103)

“I know we used to have a beautiful farmers' market a couple years ago and now we don't have it anymore. And for me that's a big issue because I used to get my fresh produce there. Now, I have to go to Aldi, but that's an issue because I don't drive.” (Canvassing Interview, Appendix 2, p. 61)

COMMUNITY PLACEMAKING

The need for a more cohesive sense-of-place to celebrate the local history and culture was noted. Additional trees, flowers, and landscaping to improve comfort and aesthetics in private and public spaces (e.g., roadways and parking lots) was also mentioned. Rethinking land uses at the Auto Sales Park was suggested to provide a greater variety of land uses, retail, and recreation. The desire for higher-quality shopping in a mixed-use environment was recommended by several stakeholders as desirable. The functionality of the parking lots at Briggs Chaney Marketplace is noted as an issue, plus the need for more parking spaces.

“Maybe a more cohesive branding and sense of place? There's rich history here and it should be celebrated more centrally where people shop and live.” (Online Questionnaire, Appendix 3, p. 117)

“We need better community activities and public facilities that help grow, assist entrepreneurs, location to host events and popup shops for the community, farmers’ market, and parks.” (Online Questionnaire, Appendix 3, p. 114)

“No landscaping, just a hodge-podge of road, parking, and old concrete. It is a rather sad looking place; I wish to clean it up and make it pleasant to want to live there.” (Online Questionnaire, Appendix 3, p. 117)

JOBS

Residents would like to work closer to home and have a shorter commute to maximize their personal time. It was cited that families must balance their housing expenses with the cost of transportation and accessible childcare when seeking jobs. It was noted that the expansion and support of incubation spaces for “start-up” companies or small businesses could provide more local jobs with higher pay and benefits. Others suggest a higher minimum wage is necessary to alleviate food insecurity and the high cost of housing.

“There also needs to be more jobs, other than retail and fast food.” (Online Questionnaire, Appendix 3, p. 109)

“I'd love to have a vibrant family friendly community that includes public facilities, jobs, and a vibrant sustainable, and green economy that is very safe.” (Online Questionnaire, Appendix 3, p. 112)

“I want to see the diversity preserved while improving the lives of the people who already live here.” (Online Questionnaire, Appendix 3, p. 115)

Some businesses have indicated it is difficult to recruit employees, particularly younger workers, due to the lack of transit service like Metro.

“It’s hard to recruit millennials because... there’s no Metro here” (Seventh Day Adventist, Interview).

POVERTY AND AFFORDABILITY

Comments received indicated many residents experience financial difficulties paying rent and buying food. The COVID-19 pandemic has exacerbated income disparities and caused additional hardships with employment, housing, food, childcare, and healthcare. Residents reported having financial worries over whether they could pay rent. They struggled with applying for the pandemic rental assistance program and navigating the county’s bureaucratic process.

“We didn’t get any rental relief during Covid; rent relief would have helped a lot.” (Canvassing Interview, Staff Notes)

“I wonder how I’m going to make ends meet and pay rent.” (Canvassing Interview, Appendix 2, p. 33)

“Every time someone got sick at my job we had to stop working and go home during COVID so it kind of set me back... I wouldn’t get paid most of the time because they said I was out for COVID due to exposure. It seems like I’m never getting out of this.” (Canvassing Interview, Appendix 2, p. 60)

“The people that have to work in our community deserve decent pay and benefits.” (Online Questionnaire, Appendix 3, p. 105)



Figure 27. Staff discusses master plan issues and opportunities with Tho Tran of the Vietnamese American Services (VAS) on Old Columbia Pike; VAS is a non-profit agency that provides community English classes, immigration services, senior programs, healthcare assistance, and more.

PUBLIC SAFETY

Approximately nine percent of comments are related to public safety and quality-of-life issues. General comments include the desire for additional crime prevention measures, the desire to reduce minor violations and improve public order, and concerns over both petty and violent crimes.

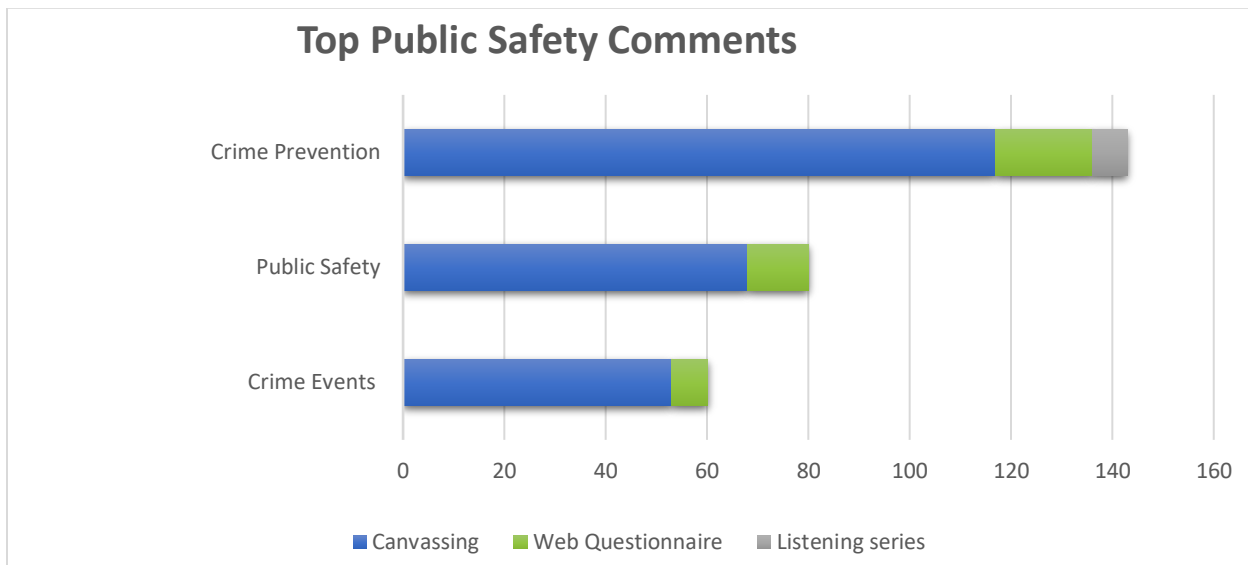


Figure 28. Top comments under the public safety theme.

CRIME PREVENTION, SAFETY, AND EVENTS

The need for improved relations with the police and community policing was suggested. Some residents indicate they only learn of events via social media. Residents also report that personal safety is an issue, the lack of adequate security personnel, and that additional security measures are needed, such as surveillance cameras.

“We need better streetlights and more cameras for security.” (Canvassing Interview, Appendix 2, p. 38)

“Consider implementing more community policing. Back in the days people would trust policing.” (Canvassing Interview, Appendix 2, p. 79)

Others expressed feeling unsafe in quasi-public spaces such as parking lots and in public spaces such as parks and playgrounds. Residents reported safety concerns over allowing their children to go to the park without adult supervision. Dark parking lots at night and lack of security cameras are also top concerns, and it was noted that excessive foliage was part of the darkness problem.

“Not very comfortable with the safety in the area. I don’t have confidence to leave kids [unsupervised] at the park.” (Canvassing Interview, Appendix 2, p. 55)

Residents indicate having experienced or having knowledge of various crimes ranging from lesser offenses (package theft, vandalism, graffiti) to more serious crimes (vehicle theft, assault, and gun shootings). Hearing the sounds of gunfire in the neighborhood was mentioned by several residents as a serious concern.

“There are some safety issues with Fairland, in terms of questionable characters that commit petty crimes and other major ones as well, like theft. That takes away from the family friendliness of the area.” (Online Questionnaire, Appendix 3, p. 112)

“There are safety issues, like people breaking into cars.” (Canvassing Interview, Appendix 2, p. 46)

“Safety could be better. There was a shooting in the parking lot a year ago and we are still a little scared.” (Canvassing Interview, Appendix 2, p. 46)

ENVIRONMENT

Residents and stakeholders noted various concerns related to their environment and shared how improvements could be made. Comments focused on the cleanliness of the built environment (environment and sanitation) and the quality of the natural environment as it relates to water, air, noise, vegetation, and more. There were also many comments about how happy individuals are with both the built and the natural environment. About two percent of comments fall under the theme of the environment.

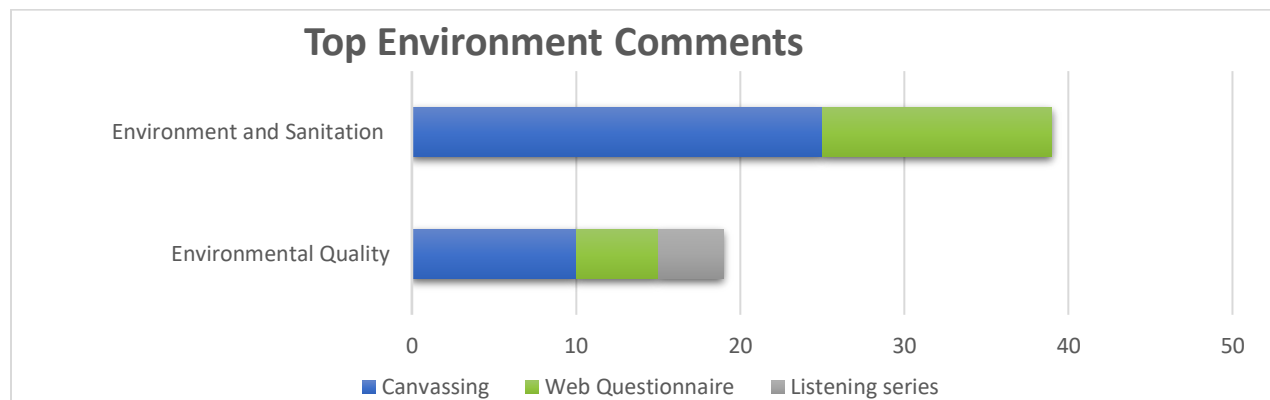


Figure 29. Top comments under the environment theme.

ENVIRONMENT AND SANITATION

Although much of the community and plan area are clean and well maintained, some areas (Robey Road, Castle Boulevard, Briggs Chaney Road) need better or more frequent maintenance. Residents have reported there is a habit of adding to trash piles that are already visible along the road and in open spaces. As a result, unsanitary areas with accumulated trash can lead to infestations of pests with potential health problems. Additionally, pet owners don't always pick up after their animals and some community members do not respect others when smoking in open areas. It has been suggested that more and larger publicly assessable trash and recycling receptacles are needed with more collections during the week. Also, it was suggested that more inspections and better enforcement would be helpful to stop habitual littering. Some expressed the desire to recycle their food waste rather discarding it in the trash.

"There is trash everywhere. There are broken bottles along Robey Road." (Canvassing Interview, Appendix 2, p. 85)

"Around Castle Blvd, residents could do a better job throwing away their trash." (Online Questionnaire, Appendix 3, p. 104)

"People [are] not picking up after their dogs." (Canvassing Interview, Appendix 2, p. 85)

ENVIRONMENTAL QUALITY

Noise from speeding or racing vehicles was mentioned by several residents as a nuisance along Briggs Chaney Road, Greencastle Boulevard, and Robey Road. In addition to being dangerous to pedestrians and other cars, the noise is oppressive and can even be heard indoors.

"There's a lot of noise. Especially noise from cars." (Canvassing Interview, Appendix 2, p. 87)

"Robey Drive between Briggs Chaney and Greencastle Road has a lot of speedsters with loud exhausts that wake you up early in the morning." (Online Questionnaire, Appendix 3, p. 112)

Residents are also commented that there is a sense of "loss" in recent years due to the construction of the ICC highway and interchange. What had been park space (albeit space that was reserved for the ICC) is gone now and there is a desire preserve what little forest and meadow and potential garden space that remains.

"A lot of that has been lost in the last ten years due to the ICC and a bunch of housing developments that have devoured green space near the U.S. 29/Fairland Road interchange. What remains must be preserved." (Online Questionnaire, Appendix 3, p. 110)

Residents say they feel the loss of trees in their neighborhoods. Large trees provide a sense of quiet and calm, even though the area is busy. The regular replacement of these trees should be part of the regular removal of trees lost to storms or disease.

Residents indicate they wish to be good stewards of the land in their community, both now and as outdoor temperatures rise, and weather events become more intense. Some signal they would like to be more self-sufficient by growing food in their neighborhood with space to sell and trade fresh produce.

A self-sufficient community that is prepared for climate change, welcomes and sustains a growing population, and protects its most vulnerable citizens. (Online Questionnaire, Appendix 3, p. 105)

I would love to see...a sustainable community that provides key amenities and jobs while preserving all remaining green space, reducing air and water pollution, cleaning up litter, and improving residents' overall quality of life. (Online Questionnaire, Appendix 3, p. 110)

Many residents have reported they like to be in their outdoor spaces on sidewalks, trails and at Fairland Park. They love to walk in quiet and natural areas and to interact with others, even if it is just a “hello” in passing. They would like to see developments that do not occupy a large part of the site with structures. Many would like to see additional trail connections to their homes. This would add a great deal to the community experience for every age group.

“The area is quiet and lush. The trees and the nature trails should always be preserved.” (Online Questionnaire, Appendix 3, p. 112)

“But now we feel like walking to the local parks and exploring the community. And you start realizing we have these great things here, and oh we don't have this. You start taking inventory of what we have in the community.” (Canvassing Interview, Appendix 2, p. 61)

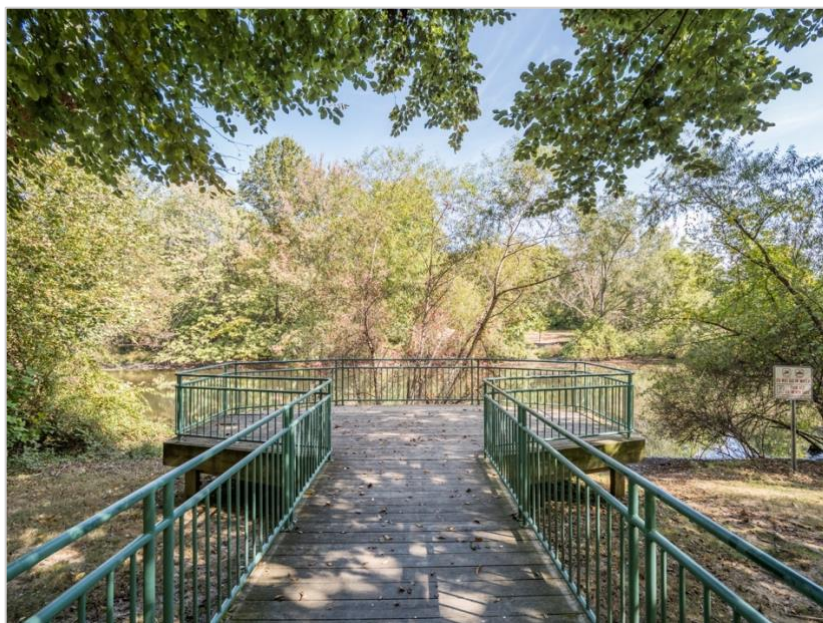


Figure 30. Walking path and vista at Edgewood Neighborhood Park on Robey Road.

CONTINUING COMMUNITY ENGAGEMENT

Continuing our engagement allows us to become more informed listeners, fosters ongoing support from the community, and narrows the focus on evaluating the impact of the existing conditions on the community's quality of life. The data derived from past community events, surveys, questionnaires, and interviews provide a foundation for determining a feasible and creative approach to achieving the master plan's goals. These goals will frame continued engagement efforts. With the community's support we will develop the preliminary recommendations that improve community connections, build a resilient and competitive economy, improve the housing inventory, support artistic and cultural institutions, maintain the health of the natural environment, and spur economic growth along major corridors. We propose to pursue the following engagement efforts with the intent of gathering additional data on existing systems and social networks.

1. Focus Groups (Winter to Spring 2022) – The purpose of hosting continued conversations with clustered groups of people is to narrow our focus on the feasibility of achieving alternative futures (e.g., status quo, reformist, and revolutionary), as discussed in the PALS student report. To visualize possible outcomes, we could introduce commonly lived experiences (i.e., vignettes) or recorded stakeholder interviews. These meetings will likely be hosted virtually, and participants will be asked to analyze the strengths, weaknesses, opportunities, and threats based on issues related to climate change, accessibility/mobility, community development, economic development, and housing affordability. Racial equity and social justice will continue to be essential themes in every focus group.
2. Photo Contest (Spring 2022) – The purpose of this contest is to maintain our people-first approach to community engagement. Launching this contest aids in transcending language barriers and offers a unique and rare opportunity to incorporate artworks from community stakeholders into the master plan. This contest supports the participation of local artists and allows us the opportunity to amplify their stories. The submitted photos will bridge gaps in communication between professional planners and the general public's understanding of the existing conditions. Our intention is to connect planning concepts to everyday experiences (through the artistic lens of photography), use submitted photos to break down language

barriers, target stakeholders that have a passion for photography and visual arts and build a photo library that captures the essence of the Fairland and Briggs Chaney community in action.

3. Canvassing Local Businesses and Property Owners (Spring to Summer 2022) – Our partnership with Everyday Canvassing has reached more people than we have ever reached for the first phase of a master plan. We recognize that local businesses provide access to retail services, restaurants, health care, childcare, and jobs opportunities in the community. With the support of Everyday Canvassing, our goal is to complete several in-person interviews. If given the approval of business owners, we will also interview their employees to better understand the needs of each business. These interviews provide insights on current impacts on local economies. Our canvassing effort intends to collect more stories and feedback from business owners (that may not have the ability to attend special events or meetings), reach them at their establishments, strengthen working partnerships, and continue the conversations initiated when we distributed marketing materials in fall 2021. Being a consistent presence in the community provides a culturally appropriate approach to building trust with the business owners.
4. Community Placemaking Event (Summer 2022) – The purpose of this effort is to support community gatherings. Several stakeholders have expressed interest in having more communal spaces that celebrate the rich heritage, diversity, and culture of the community. With the support of local businesses and community organizations (e.g., Story Tapestries, Kingdom Fellowship, East County Senior Village, and the East County Regional Services Center) we are proposing to host a fun, family-friendly event that leverages the resource of existing businesses while also highlighting new (culturally appropriate) business ideas that could be infused into a more competitive retail market. This event could be a creative open house event that seeks to address historic inequalities and issues related to food insecurities, like the “People’s Kitchen Collective” event in Oakland, CA ([People’s Kitchen Collective Serves Up a Recipe for Resilience | KQED Arts - YouTube](#)).
5. Pedestrian Audit Toolkits & Interactive Mapping Tool (Spring to Summer 2022)– The purpose of this effort is to gather data on the quality of the pedestrian experience. Several

stakeholders have expressed interest in having a safer walking, biking, or rolling experience. By identifying areas in the community that need improvement, our transportation and urban design recommendations will be justified by the expressed needs of the community. We demonstrated the effectiveness of the Pedestrian Audit Toolkit in October 2021 when we hosted an event that focused on Briggs Chaney Road and parts of Robey Road. We want to keep this momentum going by offering similar opportunities to community groups, civic associations, and community advocates. The toolkit is online at <https://montgomeryplanning.org/documents/m-ncppc-pedestrian-audit-toolkit/> and the stakeholders will be encouraged to download this document and share their observations on an interactive mapping tool. Consistent with the previous pedestrian audit event, these tools will be used to identify issues that negatively impact pedestrian safety, comfort, and accessibility. Our goal is to create a more pedestrian-friendly community for all people, regardless of ability, age, gender, race, ethnicity, and other forms of human differences.

NEXT STEPS

WINTER AND SPRING 2021-22

EXISTING CONDITIONS

A comprehensive report on existing conditions in the master plan area and identify issues and opportunities that the master plan should address. The information in the report will be the foundation for subsequent policy recommendations and ensure the plan reflects the desires and aspirations of the Fairland and Briggs Chaney community. The report will include demographic data; existing land use and development; transportation and mobility; community facilities and infrastructure; parks and open space; and environmental features. The report is expected to be presented to the Planning Board in the early spring of 2022.

COMMUNITY VISIONING

The community visioning process will include virtual and/or in-person workshops (depending upon the circumstances of the pandemic), which will invite community input about what they envision for the future of Fairland and Briggs Chaney. Based on community visioning and input, the plan's goals, objectives, and policy recommendations are then drafted. It is expected this phase will begin during the spring of 2022.





Fairland and Briggs Chaney

MASTER PLAN

Project Co-Leaders	Molline Jackson and Phillip Estes
Supervising Planner	Don Zeigler
Chief, Upcounty Division	Patrick Butler
Communications	Bridget Broullire
	Chris Peifer
	Christine Ruffo
Data Analysis	Zubin Adrianvala
	Yilin Lai (Intern)
Demographics	Pamela Zorich
Environment	Katherine Nelson
Historic Preservation	Brian Crane
Housing	Lisa Govini
Parks	Rachel Newhouse
Real Estate	Todd Fawley-King*
Schools	Hye-Soo Baek
Transportation	Chris Van Alstyne
	Lauren Campbell*
Urban Design	Roberto Duke

*Former staff member

[This page left intentionally blank]

FAIRLAND AND BRIGGS CHANEY MASTER PLAN: COMMUNITY ENGAGEMENT REPORT
APPENDIX



Fairland and Briggs Chaney MASTER PLAN



Description

Appendix to the Fairland and Briggs Chaney Master Plan Community Engagement Report.

TABLE OF CONTENTS

COMMUNITY ENGAGEMENT COMMENTS 2

Appendix 1 – Fall Listening Series Comments2

Appendix 2 – Canvassing Interview Comments30

Appendix 3 – Web Questionnaire Comments100

Appendix 4 – Flyer Distribution (Businesses)119

Appendix 5 – Flyers.....120

COMMUNITY ENGAGEMENT COMMENTS

APPENDIX 1 – FALL LISTENING SERIES COMMENTS

FALL LISTENING SERIES: GOOGLE JAM BOARDS

Code	Comments Received from Google Jam Boards
20211101sn1	Watch youth football scrimmages and practice
20211101sn2	Use the playground. We regularly visit both Fairland Regional & Recreational Park
20211101sn3	Music concerts
20211101sn4	I like to walk and observe nature.
20211101sn5	I want to see organized dancing classes under a tree and would like to see an outdoor movie event
20211101sn6	Maybe activities that would attract seniors
20211101sn7	watch theater shows and plays
20211101sn8	In the neighborhood parks I like to sit and watch the kids on the playground. I also know my teenage boys like to play basketball.
20211101sn9	Play tennis, watch movies under lights
20211101sn10	(Need) Playground
20211101sn11	(Need) gathering places
20211101sn12	(Motivation & concern) safety, community functions
20211101sn13	(Motivation) unity to community
20211101sn14	(Need) distribution centers
20211101sn15	(Motivation) healthy lifestyle

Code	Comments Received from Google Jam Boards
20211101sn16	(Motivation) fresh air, seeing people
20211101sn17	(Need) more sharing spaces
20211101sn18	(Exist Activities) Walks
20211101sn19	(Exist Activities) Cycling
20211101sn20	(Need) pickleball
20211101sn21	(Exist Activities) Sports
20211101sn22	(Exist Activities) tennis courts are very heavily utilized
20211101sn23	(Need) picnic tables
20211101sn24	(Need) dog park
20211101sn25	(Need) big rocks for kids to climb on
20211101sn26	(Need) skateboard park
20211101sn27	(Need) flower garden with master gardener
20211101sn28	I drive to Howard County for dancing under the tree and watching outdoor movies
20211101sn29	(Transit to Park and rec) car and I typically go to the Prince George's side.... even as a resident.
20211101sn30	(Transit to Park and rec) Go to PG side because East Side MoCo has very little to support the recreation that my family is interested in. The aquatic center and movie under the lights in PG are great, don't have that here
20211101sn31	(Accessibility for Park and rec) Have plenty of land here, hear the hype for Edgewood, but it only has 12 parking spaces. Not an ideal place to go. so go elsewhere.
20211101sn32	(Transit to Park and rec) Drive
20211101sn33	(Need)Would love to see options like dancing and outdoor movies in the parks here. Don't have them here. Would like swimming classes here.
20211101sn34	(Need)Everything on this side of town only supports soccer, African American youth not playing as much. Culturally attractive sports are elsewhere.
20211101sn35	(Availability of Park and rec) Swimming is an issue. Now have to wait in line for the PG County people to get first access and classes. Limited in how many classes are available to MoCo resident

Code	Comments Received from Google Jam Boards
20211101sn36	(Availability of Park and rec) No option for swimming camp, unless travelling to Upcounty in MoCo (all the spaces in PG County are taken by PG residents)
20211101sn37	(Availability of Park and rec) I'm not driving to Germantown for a pool, but the amenities up there are much nicer than what is available here in MLK and may be worth driving there
20211101sn38	(Availability of Park and rec) Challenge with going online to book in advance for swimming on Saturday. Not enough access/opportunity to use the facilities.
20211101sn39	Need to interconnect parks
20211101sn40	better safety (for park&rec facility)
20211101sn41	(Transit to Park and rec) Drive
20211101sn42	(Transit to Park and rec) Mostly walking to park
20211101sn43	(Exist Activities) Pilgrim Hill trail used
20211101sn44	Needs to have improved bus/transit
20211101sn45	(Exist Activities) Bikes - but need better bike paths
20211101sn46	(Exist Activities) children from neighborhood skateboard, bike, walk, dribble basketball, etc.
20211101sn47	(Transit to Park and rec) would be nice to have a shuttle
20211101sn48	(Transit to Park and rec) has to drive due to health condition
20211101sn49	(Transit to Park and rec) safety on Greencastle has to be improved - no crosswalk where kids access from neighborhood
20211101sn50	(Need) More soccer facilities
20211101sn51	(Need) Food in the park
20211101sn52	(Accessibility for Park and rec) more accessible parks (ADA type accessible). More senior facilities that are accessible
20211101sn53	Seniors attracted to the garden environment of Brookside Garden. Very attractive for activities, no bikes that they are afraid of. Safe environment
20211101sn54	Parent responsibilities can make it challenging to use the park (limited time)
20211101sn54	park is lovely
20211101sn54	(Sensorium experience in park and rec) Hearing children laughing

Code	Comments Received from Google Jam Boards
20211101sn54	(Motivation) Stay active
20211101sn54	(Sensorium experience in park and rec) Relaxing
20211101sn54	(Sensorium experience in park and rec) Connection to nature
20211101sn54	(Sensorium experience in park and rec) teams playing and cheering
20211101sn55	(Exist Activities) (Need) Our group uses Fairland for walking. There are no bike lanes to get people safely to parks. They would like to see more movie nights. Maybe smores and campfires.
20211101sn56	(Need) Echoing that, would love to see more protected bike lanes connecting communities to parks. Hope to see temporary bike lanes as well as closed streets made permanent!
20211101sn57	this was a listening session that allowed less than 20 minutes of the allotted 90 minutes was used for listening to the community members. I'm disappointed, as it's not clear that listening was the ultimate goal.
20211101sn58	please consider conducting sessions where listening is the primary goal.
20211104sn01	Like - Diversity within the community
20211104sn02	Like - Trails
20211104sn03	(dislike) Recreation is heavy in basketball and soccer, but not in other sports.
20211104sn04	Dislike the limited options of retail. Grocery: Have Global Mart, have Giant that is close. That is, it.
20211104sn05	Dislike - Empty parking lots US 29 & 198
20211104sn06	Would be nice to have higher tier types of restaurants
20211104sn07	Dislike - Recreation options. Have to leave County for recreation (Howard & Prince Georges)
20211104sn08	Limited recreation, not many options for retail, don't have a mall with high-end stuff close by. Need to go to Bethesda or DC for anything beyond basics.
20211104sn09	Library renovation was not a real upgrade, 'pales in comparison' to what was done elsewhere
20211104sn10	Not much high-end recreation. No theater or arts. Have a rec center with nothing in it. Not sure why it is there.
20211104sn11	Dislike lack of college campus access in east county

Code	Comments Received from Google Jam Boards
20211104sn12	Nothing is modern. Everything feels like it was built in the 1980's.
20211104sn13	Do have access to public transportation. That is good. Can get just about everywhere.
20211104sn14	Other parts of county have more to offer. No library here.
20211104sn15	Dislike global market because it is not clean, not being regulated
20211104sn16	Since Safeway closed, typically go down to White Oak for grocery, not much nearby.
20211104sn17	Parks & Rec department should become single agency like Prince George's county for better service/program delivery.
20211104sn18	(Services or shops people) use swim facility and ice rink on Prince George's side of the park
20211104sn19	hope the damage done by the previous master plan does not be repeated in this plan.
20211104sn20	would like to see more diversity of convenience stores, especially brands rare in the County (Royal Farms, Sheetz, Wawa, etc.)
20211104sn21	(like)Location - perfect equal distance to anything anyone needs to get to
20211104sn22	Living in Eastern Part of County - however need more restaurants, and more transit options so people don't have to drive
20211104sn23	Like the trails, and there's a ride on that goes through neighborhood during rush hour
20211104sn24	Likes the diversity
20211104sn25	Moved to Tanglewood because of friend - good reviews
20211104sn26	Moved because area in between job and family
20211104sn27	(dislike) Not so much nimbyism.
20211104sn28	Look at broader than Fairland area - Cherry Hill/Burtonsville have shopping.
20211104sn29	Needs jobs - hopefully coming with Viva White Oak
20211104sn30	Should bring Montgomery College branch
20211104sn31	What incentives county could offer to bring jobs?
20211104sn32	Needs more retail

Code	Comments Received from Google Jam Boards
20211104sn33	(like) Leafy - Green location, accessibility, trails
20211104sn34	East-west connection across US29 needs to be improved.
20211104sn35	(need) exit from townhouse community is a concern - thousands of people, but no way out.
20211104sn36	Chose neighborhood because lived nearby when looking to buy a house.
20211104sn37	(dislike)One way in and out to, so the thoroughfares get choked with traffic. Very frustrating.
20211104sn38	Want more modern housing if going to buy something.
20211104sn39	Have overcrowded schools, so hard to get new housing options. Great how schools are close in neighborhood and kids can remain with their friends. Want to buy in the neighborhood.
20211104sn40	Settled here because had relatives in area when migrated. Has some concerns about security and safety. Decent neighborhood needs some improvement. Not much affordable
20211104sn41	For those that aren't engaging deeply with schools, suspect that they aren't going to be satisfied. Knows Montgomery County could provide better in schools than what East County is getting.
20211104sn42	Commute from Burtonsville to Bethesda takes an hour. It is ridiculous. Partner commutes to SE DC, just atrocious.
20211104sn43	Chose this neighborhood for proximity to other counties, to Columbia, Prince George's.
20211104sn44	Grew up in the area. Stayed because likes the area. Looking to buy in the area. Apartment fairly affordable, but houses are too expensive: top dollar for 80's crap. Want more duplexes
20211104sn45	(need)affordable for old-time residents
20211104sn46	getting expensive for younger generation seeking to buy
20211104sn47	mortgage is affordable, but quality of construction is not great, so needs to pay for maintenance/renovations
20211104sn48	Great value for what she (mom) owns - as someone who wants to own, wants to move specifically for the value
20211104sn49	Good value - quiet neighborhood, diversity important, sense of community from diversity

Code	Comments Received from Google Jam Boards
20211104sn50	Doesn't want to live anywhere else
20211104sn51	Condo options made it affordable for single buyer
20211104sn52	important to have a mix of housing - brings different kinds of people
20211104sn53	used to commute to UMD - 20 minutes in summer, 35-40 minutes in fall
20211104sn54	(like) Goes to parks in area - ICC very helpful
20211104sn55	Very diverse, lots of senior citizen facilities in area
20211104sn56	Favorite Places: Big Park, walking the neighborhood,
20211104sn57	Good value neighborhood, competitive with Howard County
20211104sn58	Favorite things: walking/drive through the park
20211104sn59	Natural environment: very important - global warming/climate change, clean air, health reasons, over ecology that sustains life
20211104sn60	Number of rec centers in the area has improved
20211104sn61	(How you exp the nature) Try to walk every day
20211104sn62	(How you exp the nature) Mom and a group of retired friends walk daily - sometimes twice
20211104sn63	green space is great for kids, pets, and community activities
20211104sn64	Very good parks - regional and local. Lots of parks in area. Need more ball fields.
20211104sn65	(need) Walking trails good for seniors, children
20211104sn66	Really good bikeways - great improvement, should look at options to put them in.
20211104sn67	Very positive opinion of natural environment
20211104sn68	Natural environment, the area is nice. More community gardens and options would be good. A lot of space dedicated to town homes. not necessarily in favor of. But single family too expensive
20211104sn69	Parks are limited in terms of kid friendly elements. More investment needed to create friendly park spaces.
20211104sn70	Like the trail along I-200. Don't go to Edgewood because don't feel safe there.
20211104sn71	Trails could use some better signage to help you know where you are going.

Code	Comments Received from Google Jam Boards
20211104sn72	Thought should go into how to better use the empty spaces (Burtonsville shopping centers, 10-12 years of nothing)
20211104sn73	Used to take her children to the parks. They could use improvement. Have woodchips, should have that turf that is more supportive.
20211104sn74	Love Fairland recreational park. PG side nicer than MoCo side. Have a lot of nice open space and green space. It should be preserved, but not necessarily an area that needs improvement.
20211104sn75	walks at Fairland Park. desire to see more flowers.
20211104sn76	not easy to walk to M-NCPPC parks in the area. goes over to the White Oak area to use parks/trails.
20211110sn01	Has lived in Briggs-Chaney since 1985. uses Internet broadband and 2 motor vehicles. Stopped using transit in late 1980s because the bus was taking an hour to get to Silver Spring.
20211110sn02	Should put some of the busses off 29 through, route 200 and then down to Glenmont. Should have bus service to Shady Grove.
20211110sn03	(need) Transit to Fort Meade and BWI area would be valuable.
20211110sn04	Uses car. Lived in area 15 years. Drives to Glenmont, then rides Metro from there to get to work. To get to Howard County or Rockville, uses car.
20211110sn05	There are regularly busses so not hard to use transit.
20211110sn06	See people trying to run across 29 at a few intersections with lights instead of bridges, not enough time to cross with the light.
20211110sn07	I don't have any transportation challenges. I own and drive two cars to avoid having to depend on others. I can't really use public transportation to get to my work location. I prefer not to use public transportation because of the increase in crime with young adults and teens.
20211110sn08	Should complete the entire ICC bike trail, get rid of gaps between old Columbia and New Hampshire Avenue
20211110sn09	There were many bridges over the highway that were supposed to be built per the old plan, and that have never been built. A problem.
20211110sn10	Need to get with the state to get those bridges built. Were told repeatedly in the 1990's those masterplans have force of law and would get those bridges built.

Code	Comments Received from Google Jam Boards
20211110sn11	Good pedestrian at Briggs Chaney over 29, compared to what it used to be when it was just a traffic light.
20211110sn12	Work a lot, does exercise in the area. Glad to see Greencastle Road has been resurfaced. Would like to see more pedestrian walks connecting the neighborhood.
20211110sn13	(like)Park and Ride parking adequate
20211110sn14	You have to drive to everything
20211110sn15	Main roads have adequate lights - lighting can be improved on back roads
20211110sn16	Barrier: overgrown trees, narrow sidewalks
20211110sn17	Need improved sidewalks
20211110sn18	Need BRT on Randolph Road
20211110sn19	Have to go main roads to use transportation
20211110sn20	Non-BRT buses - don't come often enough
20211110sn21	Need more local buses
20211110sn22	Better schedules for the buses
20211110sn23	Like: Direct bus route to Silver Spring
20211110sn24	Nobody in group does much biking.
20211110sn25	Not enough parking for motorized vehicles, so HOAs will not want to remove car-parking for bike storage.
20211110sn26	The nicest bike trail in the region is the I-66 trail, has lots of shade, gentle curves, bridges over busy streets. A good example for what trails should be. Would be nice if ICC trail looked like that.
20211110sn27	A design problem with biking. The trails that have been built are nice, but in the small-town home communities there are no place to store a bicycle.
20211110sn28	Feels safe to walk around. Nice sidewalks. Need more waste stations for pets to keep things clean.
20211110sn29	Feel safe inside subdivisions, wish there were more pedestrian/bike lanes on main roads
20211110sn30	Comfortable walking in neighborhoods
20211110sn31	No resurfacing of roads in 18 years - roads are old

Code	Comments Received from Google Jam Boards
20211110sn32	Need to encourage drivers to slow down
20211110sn33	(Improvement for road and street exp) Walking, thinking spaces. Art on the ground (ex: mandala (sp.))
20211110sn34	(Improvement for road and street exp) Would like to see trees, would like to see something interactive (ex: meditation circle, art)
20211110sn35	Very noisy on main roads
20211110sn36	(activities) Mom uses rec paths
20211110sn37	(Improvement for road and street exp) nowhere to walk to
20211110sn38	(Improvement for road and street exp) Need landmarks that could make it more interactive
20211110sn39	(Improvement for road and street exp) Missed opportunities to provide - there could be some landmarks that provide history and education
20211110sn40	Need: exercise stations
20211110sn41	(What is a successful transportation system) Moving people, not cars
20211110sn42	There are some pinch points in the neighborhood. On regular day traffic isn't so bad.
20211110sn43	The Ballinger area has too many 1-way roads, hard to navigate around.
20211110sn44	traffic post-COVID-19 is not bad except at schools. Pre-COVID traffic was terrible on 29. MD-200 is the only road that runs well in Montgomery County. Should pricing be considered for U.S. 29?
20211110sn45	Quick errand in some cases is good on foot. Especially crossing 29 on Briggs Chaney.
20211110sn46	I do bigger shopping in Burtonsville and Colesville and Beltsville.
20211110sn47	(What transportation problems should we be trying to solve) Combination of things - needs to be put together.
20211110sn48	Trail from Briggs Chaney - dark and hard to walk
20211110sn49	You need BRT system to go more places, local buses to go around neighborhoods and businesses.
20211110sn50	(like) Park behind school - nice place to walk

Code	Comments Received from Google Jam Boards
20211110sn51	Must drive. Can't use public transit to get where you want to go.
20211110sn52	1981 plan should have included required infrastructure. It was a failure.
20211110sn53	when development occurs, infrastructure to support it must occur. Maybe need a transportation improvement zone like they have in White Oak.
20211110sn54	Disagreement about whether pedestrian overpasses are safe or not. One gentleman wants the full road bridge because with small pedestrian bridge people don't feel safe.
20211110sn55	Discussion that state doesn't have funds to build the number of bridges called for in old plan.
20211110sn56	The Briggs Chaney shopping center is not inviting. I would also like to see major improvements, renovations, and preferred stores in that strip mall.
20211110sn57	I don't feel safe or comfortable in Briggs Chaney shopping mall.
20211110sn58	I would love to see-- Work by artists who live in the area this can be paint or metal work- Include obstacle courses on the trails to improve physical agility
20211110sn59	<p>This meeting only started to touch on the two interchanges along US29 that are in the Master Plan: Fairland Rd and Tech Rd. These interchanges would need to be completely redesigned because the late 1990s design is so far out of date. The cost is also so high (\$300M to \$500M each) that the state is unlikely ever to have funds to build them. I recommend dropping them from the Master Plan for the following reasons:</p> <ol style="list-style-type: none"> 1. Cost and unlikely to be built 2. Contrary to Thrive Montgomery 2050 3. Contrary to Climate Plan 4. Having it in the plan just delays preliminary Plan approval for current development wanting to go forward (e.g., White Oak Town Center, and probably road improvements associated with LATIP for the White Ok Science Gateway Master Plan, including Viva White Oak) 5. Makes improvements for walking and biking more difficult. 6. It would also mean that the Flash station at Tech Road would need to change and impact Randolph Rd BRT operation.
20211119sn01	(Food traditions) Indian/Punjabi - North Indian foods: lentils, beans, fresh foods (bread), brown rice, paneer - Burtonsville/Briggs Chaney area: store used to have South Asian owners but now she has to travel farther.
20211119sn02	(Food traditions) Jamaican - International foods in general and the international grocery stores. Plantains (breakfast, lunch, dinner); patties... sometimes only in the one small grocery store aisle. Recent pescatarian. Mushrooms. Farmers markets.

Code	Comments Received from Google Jam Boards
20211119sn03	(Where people shop) Also Costco and Aldi - need to go to a handful of stores to get what you need at a price you can afford. Cardamom is crazy expensive now.
20211119sn04	(Food traditions) Ghanaian spouse - lots of stews. Fruits and vegetables. Global Food has many of the foods they like.
20211119sn05	(Food traditions) Jamaican favorites: jerk, curry, carbs, rice and peas or starches with all meals
20211119sn06	Would like to know what other options for international foods are available.
20211119sn07	Some didn't like the options for Asian foods in the area.
20211119sn08	This part of the county has the highest food insecurity rate.
20211119sn09	Sometimes some of the more affordable food options aren't as healthy. So, there is access to fresh items, but may have to buy something else to feed the family.
20211119sn10	(Where you shop for food) Shops at local farmers market - for produce and in some instances for meat. Works directly with farmers.
20211119sn11	(need) Would like a breakfast restaurant
20211119sn12	(Food traditions) Traditional Caribbean food for holidays - oxtail (very expensive right now). Asian influence for the holidays (like fish). Have a hard time to finding these things in area.
20211119sn13	likes Global market in area - wishes there was more competition though for fresh food. Lack of fresh items concerning.
20211119sn14	From Cameroon - traditional foods like dry fish. can find at Global food but very expensive.
20211119sn15	there used to be a Cameron's seafood in Briggs Cheney, but I don't know that there is another shellfish option in the area
20211119sn16	(Where you shop for food) Apple food & Caribbean II in largely park are always by go-to stores when making big family meals.
20211119sn17	although I'm Caribbean I would also like stores/specialty stores with different food. Ex - I love to make pasta but I can't find an Italian shop anywhere close. I have to go so far for fresh past
20211119sn18	Global Foods not inclusive for Caribbean food, goes to small places. Giant has some things but is last resort.
20211119sn19	what local governments can do: standardized line item for grants for farm/food-based production. Permit shared commercial spaces at institutional areas.

Code	Comments Received from Google Jam Boards
20211119sn20	fresh fruits from the farmers market on Old Gunpowder RD
20211119sn21	DTSS farmers market - does not represent community.
20211119sn22	Need to support/bring in more Montgomery County farmer's market.
20211119sn23	There is not a big draw for restaurants.
20211119sn24	Working with White Oak to bring farmers market there - could serve FBC area
20211119sn25	(need) Highlight Crossroads Farmers Market - small business incubator. Commercial kitchen.
20211119sn26	What is the infrastructure that is needed? how do you build farm collaboratives?
20211119sn27	If you have a lot of groceries, it can be a huge challenge. Route 29 in particular causes problems with accessibility to food sites.
20211119sn28	New Manna site is a choice site (when not in pandemic lock-down). Different sections: produce, meat, bread, etc. People have more agency.
20211119sn29	Need strategies for developing more choice markets, farmers markets. The plan area serves lots of people that live outside the plan area, and vice versa.
20211119sn30	The Food Council's Community Food Access Report- it's a bit dated from 2016- but highlights food access challenges in Fairland specifically as being greater than in most other areas of the County. (https://mocofoodcouncil.org/wp-content/uploads/2015/08/MoCo-Food-Access-Report-2015.pdf)
20211119sn31	Look at HOA agreements with Montgomery County government - something we can explore
20211119sn32	(Existing farm practice) Have chickens with friends - garden together, have chickens, split produce and eggs.
20211119sn33	(need) Doing a gardening course at recreation. Expose people to where their food is comes from
20211119sn34	Briggs Chaney-community Garden. Nice to see family of color bringing their children and harvesting food.
20211119sn35	Community garden - need more space
20211119sn36	Gardening classes after school - kids influence parents' buying choices
20211119sn37	Take advantage of green spaces that would not be ordinarily used

Code	Comments Received from Google Jam Boards
123563888	Parks could be better. More activities for the youth to keep them out of trouble. Locks on the doors to keep people out of the building.

11/1/2021, 6:30 p.m. to 8:00 p.m. (Virtual)

Session Attendees: Agar Mbianda, Amina, Audrey, Brian Anleu, Dan Wilhelm, Don Zeigler (staff), Eric Resnick, Ernell Spratley, Godlove Ngwafusi, Habtom Tekle, Hye-Soo Baek (staff), Habtom Tekle, Jana Washington, Katherine Nelson (staff), Kristin Mink, Laura Connelly, Lauren Campbell (staff), Linda Lou, Lisa Govoni (staff), Lori Casamento, Melissa GP, Michael Riley (staff), Michelle Bell Smith, Michelle Faulkner-Forson (Story Tapestries), Molline Jackson (staff), Nancy, Nicholas Hampton Johnson, Nicole Ursin, Patrick Butler (staff), Phillip Estes (staff), Rachel Newhouse (staff), Regie Cabico (Story Tapestries), Robert Kronenberg (staff), Roberto Duke (staff), Rosario Aragon, Samantha McPherson, Scott Pomeroy, Rosario Aragon, Tim von Stetten, Todd Fawley-King (staff), Yilin L Giltinan (staff), Zubin Adrianvala.

Breakout Room

Attendees: Yilin Gitlinan (staff), Lauren Campbell (staff), Todd Fawley-King (staff), Laura Connelly (staff), Ernell Spratley, Melissa GP, Eric Resnick, Fre Int God Love Ngwafusi, Linda Lou.

Verbal Discussion (Does not include points/ideas from Jam Board)

- Majority of breakout room #3 use cars as the mode of transportation to visit parks and open spaces.
- Will travel to Prince Georges County, as the East side of Montgomery County does not have what we want.
- Aquatic centers.
- Movie under the lights.
- Even the example the moderator gave in the beginning of the presentation, there are only 12 parking spaces at Edgewood Park. If I were to have a family event there, attendees would have to park along Robey Road – ridiculous.
- Unfortunately for the culturally attracted sports, we have to go to other areas.
- Swimming fills up fast and is prioritized to residents of Prince Georges County.
- I drive to Howard County for Dancing under the trees and watching outdoor movies – Fairland does not have these type of activities.

- Swimming gets filled up before we can take advantage of it.
- How far are you willing to drive for swimming?
- I will drive to Germantown for swimming.
- I will not drive to Germantown for swimming. But when you think about it the facilities difference between Germantown and Martin Luther King is worth the drive as we do not get offered the same level of quality. It is inequitable.

Breakout Room Notes

1. General Comments

Nancy: lives on Angleton Court, can walk to Fairland Park, like that she can see all seasons. Wants - Dog park, skateboard park, art. Security is important. Picnic tables, big rocks for kids to climb on. Cement pads with fences around that are unused. Better communication & signage.

2. What motivates/deters to go to the park?

- Transportation: would be nice to have a shuttle. So many children in neighborhood all go to the park, but safety crossing street (Greencastle is a concern) – not even a crosswalk on the side where children come out of the neighborhood.
- Beautification with flower garden (in addition to vegetable garden). Park is well-maintained, but there's ample space.
- Very well utilized, but herself cannot make it due to surgery but does drive for walking dog.

3. How do you typically travel to local parks or community spaces?

- Children go by skateboard, bike, walking, walking with basketball, etc.
- Participant has to drive due to health condition.

4. How do you engage with others at the park?

- If there are other kids/parents, we just start chit-chatting since we have similar lives. Some playground activity usually draws children together. No place for parents to sit, so they engage with each other.

- Typically get to meet new people walking their dogs.
5. What types of activities deter you from using community parks and open spaces?
- Having to drive to the park.
6. Do you feel safe using community parks and open spaces?
- Safety needs to be improved for children crossing the street – no crosswalk where neighborhood kids come to the park.
 - Security is very important.
7. What type of activities would you like to see happening in your community parks and open spaces?
- Movies, artwork.
8. Which recreational uses / activities do you think seniors need, Teens, and/or children need in Fairland and Briggs Chaney?
- Dog park.
 - Tennis courts are so well utilized. People purposefully leave balls for others to use.
 - Soccer fields, baseball fields are lovely – they have adult & children’s baseball, have seen people meet to go bike riding. Fairland is a very sociable as a park.
 - Neighbors go with chair just to watch others using the park.
 - Some parents bring tents, but they need picnic tables to sit on.
 - Have beautiful artwork.

LISTENING SESSION 2: AN EQUITABLE COMMUNITY, A VIBRANT ECONOMY AND A HEALTHY ENVIRONMENT

11/4/2021, 6:30 p.m. to 8:00 p.m. (Virtual)

Session Attendees: Agar Mbianda, Amina Audrey, Benjamin Lewis, C Patrick Zilliacus, Carter Reitman, Dan Wilhelm, Don Zeigler (staff), Ernell Spratley, Hye-Soo Baek (staff), Jamey Pratt, JasCiel, Julia Isong, Julian McElveen, Katherine Nelson (staff), Keneisha Roberts, Khalid Afzal, Lauren Campbell (staff), Lisa Buchsbaum, Lisa Govoni (staff), Marta Woldu, Max Van Allen, Melissa Green Parker, Michelle Faulkner-Forson (Story Tapestries), Michelle Nelson, Molline Jackson (staff), Patrick Butler (staff), Phillip Estes (staff), Rachel Newhouse (staff), Regie Cabico (Story Tapestries), Roberto Duke (staff), Sam. C., Samantha McPherson, Seamus McNamara, Shannon Olson, Theo Holt, Todd Fawley-King (staff), Wendy, Will Jawando (council member), Yilin L Giltinan (staff), 301-890-XXXX (caller).

Breakout Room

Is rent/mortgage affordable?

- ES: house is paid for, so yes!
- CPZ: mortgage is very reasonable, but quality of construction was not, so have to spend a lot in renovation. Very affordable for Montgomery County.
- MN: from younger generation, a lot of friends looking to purchase in the county, but unable to albeit lower interest rates. THs that they grew up in are no longer affordable to younger people. Eastern part of county is more affordable comparatively, but not as much as PG county. Slight difference, but big difference. Townhomes towards back of Castle Blvd, Castle Lake, Steppingstone are on the lower side, but prices are appreciating.

Concerns regarding keeping environment healthy.

- CPZ: TH communities, no good way to plug in electric vehicle. Diesel vehicles need to be plugged in over the winter. Retrofitting communities for electric vehicle charging is something to be considered.
- Electricity not run by Pepco -> BGE. If electricity comes from coal, is electric cars good for environment?

Do you go to any of the parks, and what do you do there?

- ES: love Fairland, was there yesterday walking. Only improvement desired is more flowers. Like hiking trail,

- CPZ: Old Columbian/Briggs Chaney. No easy walk to an M-NCPPC Park. Goes over to father's place for using park, around White Oak area. Trails are nice in the Paint Branch Stream Valley Park.

Programming that would motivate socializing, outdoor life?

- CPA: Put Recs in Parks dept like PG. MoCo has separate Parks and Recs. (Dittoed by Ernell)
- ES: as a senior, always goes to lower Beltsville Center.
- CPA: Have a beautiful swim facility, ice rink on Prince George's side of Fairland Park. Service delivery would be better if single agency – PG P&R provides childcare, summer camps, etc.

Retail? Is it good, or want more variety?

- CPA: have fair amount of vacant land. Burger King side is empty, grocery at Orchard store is empty. Having stores there will keep area competitive. Previous Giant space at Burtonsville could have a Wegman's although Giant trying to keep out competitors. no diversity in terms of convenience store/businesses – they're all 7-11s. Having stores like royal farm, sheets, wawa that aren't present in County would be great - Burtonsville crossing site would be ideal. Sometimes goes further for chicken. Would be nice if diversity in stores could be encouraged.
- FBC is suburban area, as far from metro as Potomac. Has to be acceptance that the area will not be urban without public transit.

Favorite coffee place?

- Don't think the area has a place like that. There's a Starbucks, 7-11s etc.
- Former dump was run by Montgomery County, park next to Galway ES (Calverton-Galway Park). Drains into Little Should be pointed out.

How often do you drive alone?

- CPZ: every day. New job is in Anne Arundel County.
- ES: all the time. Drives much less frequently, but when she does drives alone.

How often do people move in/out of neighborhood?

- Most homes are owner occupied. Turnover not as frequent outside of the few rental units (about 30%), which seem to be almost yearly.

- Many more now than in the past.

Rising prices seems to have motivated investors to sell, happy with the higher ownership rate.

Breakout Room Notes

- Not so much nimbyism here. Generally accepting of ICC, lot of us advocated for the route. But opposed to the northern (Burtonsville).
- Construct interchanges on US29. Not so much for traffic but for east-west connection (crossing for people).
- Living near bridge, bridge has been a godsend. Nice to be able to walk to places that were not walk too before.
- Tech Rd industrial parkway has had many fatal incidents.
- Lived for 40 yrs., came from DTSS area. 29 was a 2-way highway. It's been tremendously built up since first came.
- No particular concern but seems to be so many more cars than there were.
- Down castle Blvd. townhouse community – there's no way out, thousands of people, but if there were to be a catastrophe.
- Complete the ICC bike trail. Conclude between 29, Old Col Pike to New Hampshire Ave.
- New Hamp Ave too steep for biking/pedestrian, neither Old Columbia Pike. US 29 is a milder slope, but not conducive.
- Continuous bike/pedestrian trail on US29 was discussed in previous master plan but hasn't happened.

11/10/2021 6:30 p.m. to 8:00 p.m. (Virtual)

Session Attendees: Aklilu Mekonnen, Arianna Ross (Story Tapestries), Brian Anleu, C Patrick Zilliacus, Caroline Kiiru, Cassandra Henry, Dan Wilhelm, Don Zeigler (staff), Hye-Soo Baek (staff), Jas Ciel, Julio Murillo, Karen Chun Lan Yee, Katherine Nelson (staff), Lauren Campbell (staff), Lindsay Oluyede, Lisa Govoni (staff), Marta Woldu, Melissa GP, Michelle Faulkner-Forson (Story Tapestries), Molline Jackson (staff), Patrick Butler (staff), Peter Myo Khin, Phillip Estes (staff), Rachel Newhouse (staff), Roberto Duke (staff), Sheila T. Hughes, Todd Fawley-King (staff), Tom Hucker (council member), Upneet Atwal, Yilin L Giltinan (staff), 301-310-XXXX (caller).

Breakout Room

Patrick Z.

- Stopped using transit in 1980s as the Z-11 bus line took 1 hour (one-way).
- Not sure what the congestion is like now with transit.
- Never went back to transit after using Z-11 (was considered a flash service, similar to BRT).
- All these buses going up and down US 29, but a west and south connection to Glenmont Metro station is needed.
- Why is there no bus service in the East County?
- Redline along Shady Grove side.
- You have to drive to get there.
- There is also a fair amount of employment there.
- Layhill is not as congested.
- Transit services to Fort Meade and BWI area are needed.
- I occasionally walk to businesses west on US 29.
- Interchange - unpleasant place to walk prior, now the interchanges help the pedestrian experience.
- Briggs Chaney and US 29: good pedestrian experience (outside Briggs Chaney Marketplace).

- ICC bike trail - needs to complete it (toward the west).
- People love it.
- Planning doesn't care – since they are not implementing the interchanges.
- 1997 and the Board highlights the importance of the interchanges.
- Design issue with biking.
- Nowhere to store a bike in my townhome.
- Bike racks outside of development communities (no storage/bike lockers).
- Bike trail ideal example - Northern Arlington I-66 Arlington WNOD trail.
- Lots of shade and gentle curves.

Caroline

- Lived in Briggs Chaney for 5 years.
- Uses personal car – Drives to Howard County/Rockville.
- Used to walk in DC when going to Office.
- Drove to Glenmont Metro station.
- Public Transportation.
- See regularly buses going by - which is good. At least there is an option.
- Glad to see they fixed Greencastle Road – resurfacing.
- Accessing the Fairland Park.
- Have one entrance close to Robey Road. Would like to see one closer to Park and Ride and pedestrian park access.

Chat Box

- The only other overpass I can think of in that corridor is on Cherry Hill and US 29.
- Cannot get across at Musgrove – no interchange.
- No bikers in our breakout room.

Breakout Room Notes

Attendees: Dan Wilhelm (Colesville), Rachel Newhouse (staff), Hye-Soo Baek (staff), JasCiel (Howard County resident wishing to return to area near mother, on Greencastle), Katherine Nelson (staff), Lisa Govoni (staff), Aklilu Mkonnen (17 yr. resident of Fairland), Karen Chun Lan Yee (UMD, Historic Preservation Intern) Melissa GP (20 yrs. resident of Burtonsville, works at NIH).

What are your transportation challenges in FBC?

- Have to drive for almost everything.
- Growing up in SS, buses would come through neighborhoods, the way Burtonsville designed you have to go to the transportation stations.
- Needs a lot more buses circulating through neighborhoods, more often.
- Bus schedule: main bus lines seem to only run through peak hours.
- One reason wants to move back to the area is the direct route to DTSS. Gave a lot of freedom when student at Springbrook HS.
- Big buses used to run, now Ride-on may be better fit to neighborhood due to flexibility.
- Biggest barrier to accessing bus stop is Briggs Chaney Rd – tree coverage blocking sidewalk.
- Lighting on main roads may be adequate, but lighting on back roads in subdivisions may need to be improved.
- Lighting in subdivisions often private responsibility (HOA, etc.).
- Improved sidewalks.
- Need BRT on Randolph Rd, that goes east-west.
- Don't like about public transportation.
- Doesn't come often enough – many are every 30 mins. With new technology, could probably use on-call buses (autonomous vehicles).
- Using bus takes too long – takes an hour to the metro.

Other local destinations that you use public transportation for?

- 28 is a direct route for Rockville, but don't hear too many people from Burtonsville going that way.
- When living in Burtonsville, was working at DTSS, but once started working at NIH, transportation was too much of a hassle that she had to buy a car and drive. Outside of getting to the big hubs (SS, Wheaton, Pike & Rose), don't really know how feasible public transportation is.
- Do we improve transportation to attract businesses, or vice versa? Chicken or egg? Probably need both to come at the same time.

Do you feel comfortable/safe walking or biking?

- No. Feels safe living in the neighborhood, but not walking/biking. Wish there were more ped/bike lanes. Would love to bike to grocery store, but not something I would do not recommend to seniors or young kids.
- Walks every day for exercise, and hasn't encountered a problem, but hasn't seen any resurfacing on streets for 18 years in the Tanglewood area.
- No encouragement for drivers to slow down. Reluctant to walk or let children bike/skateboard/scooter because doesn't trust cars.
- At the end of the driveway to neighborhood. There are very speedy drivers where people are walking, and it is noisy too.
- There's nowhere to walk to. It's not inviting aesthetically.

What would help? you like to see on the walk?

- Trees, tot lots, not just benches, but something that may be more interactive. Ex) Blair HS has meditation circles that people can walk through.
- Art, mural park, paved surface for folks to gather.
- A walking mandala (art on the ground).

Does anyone use the shared use path or trails in the community?

- Uses rec path with mother.

Are there ways to improve them?

- Compared to Henson Park in Wheaton, there are no visuals. Missed opportunities to provide landmark markers with information, history, education, etc.

- Something interactive that can ‘change it up.’
- Exercise areas every half a mile or so. For example, balance beams with written instructions, Rainbow Park may have this. Could be a subdivision amenity.

How do you feel about the transportation system? What would be a successful system? Is there any place that we can model?

- Park behind the school is a very nice place to walk.
- Trail from Briggs Chaney bridge down 29 to Fairland is very bushy and dark.
- Access point to the trail is not marked well. Missed opportunity.

What issues do you think we should try to solve? Improving transportation locally, or trying to travel to other places?

- Both. BRT/Flash to get to other places in the County, with more frequent operation. + Sidewalks, bikes to get to those stations + Destinations to get to = all need to come together.

11/19/2021 10:00 a.m. to 11:30 a.m. (Virtual)

Session Attendees: Agar Mbianda, Alondra Morales Luna, Annmarie Hart-Bookbinder, Arianna Ross (Story Tapestries), Brittney Drakeford, Don Zeigler (staff), Heather Bruskin, Hye-Soo Baek (staff), Hyojung Garland, Jackie DeCarlo, Jamey Pratt, Jas Ciel, Jenna Umbriac, Karen Chun Lan Yee, Katherine Nelson (staff), Lauren Campbell (staff), Laurie-Anne Sayles, Lisa Govoni (staff), Magnisha C, Massa Cressall, Michelle Nelson(staff), Molline Jackson (staff), Patrick Butler (staff), Phillip Estes (staff), Priya Narang, Rachel Newhouse (staff), Vanessa Pierre, Wendy Nevett Bazil, Yilin L Giltinan (staff).

Questions and Discussion

What are your food traditions?

- Thanksgiving: frustrated because Caribbean traditionally not used to eat turkey. Oxtail! Heavy Asian influence – Chop suey & fish (Aki & salt fish). Hard to find around here.
- Jamaican/Panama. Love Global Market in Fairland area but would like to have more access to fresh food. Lack of fresh items is always concerning.
- New Orleans – stuffed bell peppers.
- Cameroon – palm oil, vegetable bun, dry fish. Can find at Global food but too expensive. Cannot find some specific vegetable. Don't eat turkey but can't find food family likes to eat.

Where do you shop for food?

- Takoma/Langley area (Apple's food market in Langley Park). Small Caribbean market. Quality of food good – can talk to butcher for items instead of frozen. So small that pandemic caused wait time to get into store too long. Giant is last resort – can find collard greens but can't find collard greens.
- West African/Caribbean. Helps organize local farmers market that is intended to provide relevant food, finding farmers of color. Shops in local farmers market for produce and meat. Working directly with farmers in community helps get types of meat/cut and produce that is wanted.
- Used to be a farmers' market in FBC.

- DTSS farmer's market does not represent community – there's more artesian cheese, etc. Takoma Park farmer's market a little better but a bit longer distance.
- Working to bring farmer's market to White Oak.
- Need for one in FBC.
- Food options that are healthy, fresh, casual was mentioned as issue with PBHS principal.

Where do you dine out?

- Cubano, Zen for vegan, Copper Canyon. Don't really eat out in master plan area.
- Two Jamaican spots – one next to Popeye's, one near Global Market.
- Seafood restaurant used to be there was popular but closed.
- Little Caesar's closed. There's a chicken spot, but not sure who goes there.
- There are carryout places, but not much to eat in.
- Cherry Hill used to have a Friendly's, but now it's an Asian place.
- Would like to see a breakfast place.

What challenges do you have with eating fresh, healthy, and nourishing foods?

- Do have large numbers of farmer's markets, but don't have large representation of MoCo farmers at the markets. Many come from PA. how to encourage/support local farmers to be present?
- Participating in farmer's markets requires a lot of effort and work. More challenging to operate in terms of marketing, draw people. Very challenging for local farmers because often they do not produce enough to sustain market demand. Farm collaboratives is sometimes only way farmers can generate enough.
- Anything local government can help?
- Standardized line item such as 'Funding for farm infrastructure' for grant opportunity.
- Shared commercial kitchen spaces. If there are existing churches with existing facilities, allow them to be licensed and utilized.
- Crossroads Farmer's Market has small business incubator program.

What are the issues for gardening or the need to garden in the community?

- Briggs Chaney community garden. So nice to see families of color bringing children and harvesting food. Get to share food, try new things, etc. There's a waiting list, and need is more than the space.
- MoCo has a lot of green space – help residents convert green lawns into gardens.
- While discussing with HOA, it seemed they were under assumption that any open space cannot be used for food gardens.
- Created co-op with friends, chose who had biggest yard, and split produce and eggs.
- Kids have FSK MS. They have a market set up. May be helpful to talk with Paint Branch HS as well. Kids influence what parents buy.

APPENDIX 2 – CANVASSING INTERVIEW COMMENTS

Code	Canvassing Interview Comments
123563888	Parks could be better. More activities for the youth to keep them out of trouble. Locks on the doors to keep people out of the building.
122347051	Change nothing about it. It's good around here. More park benches would be good. A lot of available parks, but not a lot of recreational room. I don't travel outside often.
123278980	Abel has 2 kids and wants more playgrounds in the area
123276206	Just moved. Not very many places to play, just goes on walk in the same area.
123272772	More parks around here. Do we even have parks around here? The shopping center is accessible. We go to Aldi's instead of Global Foods generally.
123141919	No playgrounds. Children playing on the street. Management is new and it has been rotating.
123141918	More Basketball courts.
123563847	One thing we like a lot is it seems to be very family oriented. It's a very good environment for the kids to grow up in because there are dozens of kids playing outside. We've been here for a year. When we were looking this was within our requirements. I don't know if it falls within the county, but we go to parks around here. We go to a playground around here. We also go to Wheaton Park in Montgomery County. From Puerto Rico.
123141917	Management is not good. Closer playgrounds.
122527549	We need a soccer field with nets around the Woodvale apartments. There is one far away at Greencastle Elementary, but I usually have to play out on the parking lot.
123278936	The build-up of trash needs the change. The playground here is a little rocky and shaky. There was a car accident on top of the hill. People Park by the ramp leaving the complex and it makes it hard to see coming out in a car. I can't see to the left when I exit the complex. Security is fine around the area. More activities for kids. Most people in this building, people have known each other for a long time. We're just friendly. Whenever we see each other, people say hi. The park in our complex makes me nervous cause it is so close to the street.
123276196	I just moved from Bowie. I do like that there is a school not too far from here. More rec areas. I do know that there is a rec center. There is an aquatic center at Old Gunpowder Road. More things like that but closer.

Code	Canvassing Interview Comments
123278968	I would like a playground. Basketball court, slides, swings. School is good but virtual learning was awful. I feel safe in the area.
123563884	More playgrounds and outdoor basketball courts. I like the trails and would like to see more.
123572439	We need more soccer fields and basketball courts. On the Castle Boulevard strip. Two of each would be great. Good lighting for all those courts is important. More public pools like MLK. We don't have a lot of pools. Spoke to Madeine (who was the parent) and (Brian who was a teenager).
123278976	I like that the school is close, but I would like to see more trails. I like the area and feel safe in the area. I moved here from Boston, so for me this place feels like luxury.
122527537	Better play areas for children.
123281045	Basketball court. I enjoy our building's celebrations and community building.
123278970	I would like to see more parks and water parks. She was busy and had a class so we could not have a full conversation.
123278977	I would like a skate park in the area. My brother skateboards but there isn't good space for him to skate in the area. I like the schools and my child takes the school bus. I wish that there were recycling bins and that they were better labeled. I think security is good.
123141886	I just moved to this side of the Boulevard. The area is good to me because I don't go out in the night. I moved because the landlord refused to fix the apartment. Maybe they'll budge after the court order. There's no playground and the pool are still not open.
122500132	I recently moved in, so I am fresh in the area. I would love a recreational league for basketball.
123278959	I grew up here and enjoy the area. We work well with the maintenance. I'm not happy with grocery store because it changed from Safeway to Global Foods. There's good community here. Some juvenile delinquency. The Edgewood Park Pond needs to be filtered, and an arch structure needs to be fixed over the pond as well.
123572453	I wish the park for the children was cleaned up and maintained. The one that is on the Boulevard here. But I have no complaints about management or the community.
123563851	Security-- there are no threats. I can walk to the shopping center. I can walk in and out at any times at night. Not a lot of things to do for kids. Not safe things to do for the kids. There's only one small playground. Road safety is fine. No concerns about traffic. No concerns about public transportation. Apartments are very small and the rents increase. Not great maintenance. I like the schools. I like the County.
123574977	Just moved from PG county and he wants more restaurants in the area.

Code	Canvassing Interview Comments
123574981	The cleaning people don't clean facilities here. But I clean and sweep the floor here. See other amenities. The gym here has been just renovated. The swimming pool is nice as well and we have a tennis court, and they are not really much. Global food is pretty nice, but it stinks a bit. We sometimes go to the pool with entertainment. Sometimes we pick them up and go to the pool right here. We don't have many good restaurants around here. My daughter likes to eat Chinese food and I eat my native food. Once in a while the kids like to go out and we don't have any options. Sometimes she wants to go to red lobster, and I sit down and take the kids and watch the kids, but I like my native spices and food. We prepare our food and if I had guests and had a choice with Sierra Leonean food.
123272770	Saw one of the posters. Thinks that a little bit of everything for renovation. Every year pollution increases. Need to be more feasible for people to live here, More upgrades: apartments, parks etc. important for the next generation. WE NEED UPGRADES. MAINTAIN FACILITIES WE ALREADY HAVE. UPGRADE!! We really need upgrades. I think everything else is cool. Upgrade our apartment managers. Most apartments you call for maintenance they don't come at all or their super slow. we need a policy police liable (to hold authorities accountable and be responsible and liable). If my AC is not working, they need to be able to come and fix it quickly. authorities need to be held accountable. A system of accountability that when things are wrong, they are replaced QUICKLY. Or else the sheriff should be called.
123569156	More playgrounds around would be nice. Rodents and pests need to be addressed.
123585811	I have lived here for twelve years. I like the proximity and central location. I drive and thinks the roads are fine. I'm frustrated with people smoking nearby and the smoke smells enter my apartment. It feels safe at night. The stairs are difficult when I bring my groceries in.
123272794	I like quietness and community respect. We need sanitation in the hallways. People smoke and leave trash in them.
123572449	She talked about security and people walking around randomly and smoking when she is coming home from work. For the last 2 months I have been calling to have maintenance fix the bathroom door, dishwasher, the AC in her sister's apartment, a broken vent, and how the management is not good or responsive. My sister's name is Sylvia, and my brother's name is Eve. **Her daughter around 4 who held my hand the whole time we talked. **
123272767	Everything is good besides the trash and roaches.
123572442	The litter is everywhere right when you walk outside. We just need that consistently cleaned up.
123281025	He has no problems. He had foot surgery but is almost recovered. He applied for rent relief, but it has not been approved yet. We are not sure which round of rent relief he is talking about. We should follow up on this case as he is behind on rent.

Code	Canvassing Interview Comments
123281035	We got help with rental assistance, but we need utility assistance. We want to move into a home. First time home buyers' assistance would be helpful. Otherwise, we've been here for 10 years and likes it. **We offered home buyers assistance. **
123563868	The rents are high. The parks are nice. I pay \$1,400 for one bedroom. Now they charge extra for water. We don't have health insurance.
123278953	I have lived in the area for eighteen years. The management takes weeks and months to fix any issues with the area, despite paying rents on time. The apartments are old and some of the units are from the 80s. Rent prices are rising despite tenant wages staying the same. _____ I enjoy living in the area. I love everything. I was unaware of the master plan until now. I especially like the parks and take the dogs out a lot. The tennis courts need more lights. I walk on the trails with my wife and thinks there's an ample number of trails.
123281022	He wishes the rent was cheaper. Otherwise, he thinks it's good. He thinks buses are good but rent is expensive.
123272771	We need no mice and more transparency. We got a notice that we can't renew our lease because they had to renovate our apartment. That's such an INCOVENIENCE!!! I did not plan on moving. Especially with my kids. I've got 3 kids and a 6-month-old. Our walls could be a little thicker, so we won't hear anything. They said another apartment is available, but we would still have to pay a security deposit and reapply for it. It's been pretty hectic. The area is pretty nice. We got a nice pool. We're walking distance from the shopping center and fitness center. Although, because of COVID, it's open only during business hours. That's an inconvenience for me. I have to go after hours, so I can't use the fitness center. I don't know if they'll open it later in the future. auto mall. what would you put in the auto mall? i don't really know. (Tino's question). The auto mall doesn't connect with people who live here. I have yet to connect with it because I've been so busy. We've only been at castle Blvd. for less than a year. I lived in Virginia before. We had one pool pass that could go to any pool nearby. We need more public pools here. On Castle Boulevard, you only get to visit one pool with one wristband/pass. There's a pool by Tech Road, but it's far from here. **lights just turned off in building when we were talking to Carita. Tino turned on flashlight** Our kid's father is the one working. We have to move soon. I stay home with the kids while dad is working. I wonder how I'm gonna make ends meet and pay rent. I'm hoping to prequalify for help.
123574991	She wants to move out because it's too expensive and she wants to buy a house.
123276193	Montgomery County is super expensive. I think it's good if you have kids and high schools are great. But for a young professional like myself, I think PG is good if you are trying to save money. I wanted to stay in the area but wanted to save money, so I am moving to Laurel. I grew up and went to high school here. I have a hair brand and cosmetic work that I do when I'm not working my usual 9-5.
123574990	Houses are expensive both renting and buying. He thinks he feels safe in the area

Code	Canvassing Interview Comments
123594691	Grace owed several months' rent, is a French speaker, and we referred her to Easy County Services Center for rent relief help.
123572469	Concerns about the rent. They said it's low-income housing, but it's still expensive.
122299908	\$1,675 plus water, gas, and electric. I live in the hood but I'm not paying hood prices. To imagine buying a house in Montgomery County is ridiculous. I love the county, but I can't live here for an affordable price. I got a twin bedroom and one bath.
124075390	I basically was trying to focus on the area of grants. Grants for small to medium enterprises, starter grants for businesses that are starting their enterprise. I'm a start-up founder and work in management consulting. I believe the cost of housing is expensive, rent is expensive, and there has to be a way to mitigate that. Even let's say for a first-time homebuyer. Just trying to be able to access any type of support mechanism is a challenge. I'm a resident of MoCo and the more somebody is a homebuyer the more they are able to contribute to the system rather than being a renter. I'm curious to know about these programs where somebody could get affordable homes so that they could be out of the system of constantly. I've been looking at HUD homes. It looks like you need to get an FHA loan or a 203k because you need to rehab the home. So, of course you are getting them below the market value, the competition is sometimes high because it is open to investors as well as first time home buyers. The issue of credit as well, I think there has to be some kind of credit and leniency being a first-time homebuyer in the county. Because if you are able to demonstrate that you are capable of paying, there should be a level of leniency. Because I believe the more individuals are homeowners, the more they contribute back into the treasury for the county. That is where the county is able to get taxes-- they are directed towards some of these other programs. They are off of this cyclical dependency.
122347053	House rates are high, and they need to be brought down. Rent is high. It's expensive. But it's okay. Rent is on the high side, but school is okay because it's Montgomery County, and it's safe,
122336554	The area is "okay" in terms of amenities and parks. Montgomery County is alright, just not this particular apartment. The rent is high.
122336563	I don't like the apartment building. The rent is high in general in Montgomery County.
123574998	Rent is becoming a problem. I've lived here for six years. It was \$1,000 and now it's like \$1,600.
123958281	I feel like everything is going up. The people who lived in the complex for so many years... they should grandfather people in instead of keep going up with their rent prices. Because you see how much it goes up in one year. The only reason I moved was because they were running a special. Compared to where I was on New Hampshire Avenue I was paying fifteen something and then I came here and was paying fourteen or thirteen for a bigger apartment. I like the fact that it has washers and dryers. My fridge is taped because the freezer is opened and broken. Also, I turn everything off and when

Code	Canvassing Interview Comments
	<p>I get my electricity bill, I get a bill bigger than most small homes and I live in an apartment complex. I know it's through PEPCO because a long time ago my bill used to be \$300 in the summertime. And then I put a zillion blacked out curtains and got a new unit and that helped. I've been here seven years now and my carpet is so messed up I can literally trip. It looks horrible now and I just want it patched up. They came and told said if I wanted it replaced, I had to add an additional \$15 to my rent per month. I started here with \$1,300 and now I've got a \$1,600 a month rent. I'm a hairdresser so clients are scared and are still not coming in. They are saying if you are not up to your rent you can't use the pool. I live at Spring-Parc. I owe \$4,000 right now and got rent relief the first time but am waiting on the second time. I live on the top floor and the roof is also cracking in the perimeter and they always have to come in every year to fix the cracks. So, I don't feel like they should be raising people's rent. Another thing is the management doesn't want children to put their bikes on the balcony. And I don't think that's management's say. They send messages every few months that say you can't store anything there and especially no bikes. I do hair and I have a lot of clients and one of them works for a corporate and for an apartment complex she manages. In her properties, people from the office were calling the tenants to see if they wanted help to see if they wanted help. Here, none of that happened. I applied three times to the \$12,000 from HHS. They said they are really slow right now because they are focusing on eviction notices. Also, nails are always popping out.</p>
123572455	<p>I need rental assistance. **She said not interested but we talked about rent relief, and she asked we text her a flyer. She will prob call for rent assistance. **</p>
123281047	<p>Email sent to complete the survey online and let her know about rent relief</p>
123272786	<p>Management is not good, and I have only been here four months. Our AC went out and hasn't been fixed. We never got portable unit. **Wife's number, 973-687-2340. **</p>
123281031	<p>I have got 7 breaks in my back from Montgomery County Police. I got evicted for saying what's right and wrong in Montgomery County. My family has been in the area for 150-200 years. 29 use to just be a dirt road. People almost get electrocuted because this building is not up to code. Police harass people here. If you complain they evict the people. They only fix the outside and not the inside and the conditions on the inside aren't good. People are stuck in the apartment and then find out management sucks but already have a 1-year lease. They don't do any inspections here to keep it up to par. new owners cover up a lot of stuff. They embezzle money. The rental office robbed me because they have the keys. My reason for eviction was "threatening maintenance man." When the maintenance man gets drunk it's not a good time. Will Jackson and company has made the apartments worse since getting here. My grandfather started a concrete business in the area. I work with community youth in the area.</p>
123572443	<p>The apartment management maintenance [is a problem]. [Management] only has one maintenance guy and now we are moving. Sometimes when we call them to come fix something they don't come. We've got broken blinds and roaches. Even the toilet is shaking. We moved here last September so it's been ten months. I just stay in the</p>

Code	Canvassing Interview Comments
	house because my daughter is just four months old. -- One of us talked to them about a babysitter because I might need help with that.
123563866	Lived here 10 years in unit. No improvement. Neighbors Improved. Rent increases every year. Complaint form for landlord repairs? Upset landlord doesn't make repairs. Would stay in area if moved from her apartment. Her ceiling has a leak in it, and you can see it is getting soggy and may crumble soon. Management has not responded for months.
123141908	The management is horrible. I've been living here for eight years, and I do not like it at all.
123278986	All is fine with the neighborhoods, but the roads are bad. All is fine with safety. Would be hard to get places without a car, but with a car is fine.
123272803	A lot of crashes here. There is lots of street noise. We need more playgrounds. It's alright to get to shopping centers. I feel like I can walk places. It's pretty safe.
123278946	I like the metro and public transportation. I just moved from Anne Arundel and have been impressed with the convenience of public transit. I'd love to see improvement in potholes and road conditions. Also, I'm very frustrated with the traffic and toll costs, though I still do end up relying on my car, especially during pandemic. I feel that the county handled covid testing very well and I was impressed with the number of locations for testing and vaccination. I feel very safe here with police station nearby.
123585820	I wish there was more playgrounds for my girls. I go to MLK in White Oak. A playground somewhere close by like that would be great. More crosswalks and pedestrian signs. The bus station by the rec center is a good example. We need a crosswalk there because people cross the road a lot there. They fixed the area by Paint Branch High School by adding the light there.
123272811	Parking could be better and there are issues with convenience when going to the store. We have more people and visitors than parking spaces allowed.
122527548	I like the area. I commute to College Park for work at the University of Maryland. I've lived here for 4 or 5 years and there have been no problems. Except one. The parking on Castle Boulevard gets so full and it is illegal to park outside of the lots. People do it anyway. I think everybody should have their own parking space. There is no shortage of spaces in the parking lots.
122849124	Potholes and bumps. Parking needs to be improved in residential and community areas, specifically in the subway. With Metro access, currently you have to schedule for pick-up after an hour.
123276210	Nice dog pen they can all play in in this complex. People pick up after their pets. Wrote to Hans Riemer and County Council and the park and ride should have EV charging. Library could have charging stations for electrical vehicles as well. Never heard anything from county council. Should be level 2 charging and not level 1.

Code	Canvassing Interview Comments
123281067	She just moved in a few months ago. She likes it so far. She wishes there was more visitor parking.
123563876	He recently moved to this area, he moved because of his wife. He said that he was used to a particular area. The area is fine. Safety is not a big concern, feels pretty safe (no complaints). He drives. He just had a daughter, made it here in time for the birth of his daughter. No metro. He has made use of the shopping areas.
123569177	I like that it is quiet out here and that people like to communicate instead of just walking by. We could use more frequent buses. I take the bus often (well, I used to). It's good that they got new bus stations. Maybe that fixed the frequency issue. I actually feel pretty good about everything here.
123563875	I came down for a job. Everything is easily accessible to us. No children. I haven't lived here very long, and parking is not bad. Our neighbors are cool, but the walls are too thin. Rent is ok, it's competitive. Small repairs are needed: paint job, stove needs to be repaired, could've been cleaned better. We have a gas stove and electricity. Safety is not usually a problem, no packages stolen. I drive and would like to have a metro stop. No parking at the Silver Spring station, Greenbelt and Silver Spring are the closest stations. We often use Uber.
123281049	I want more bike lanes. I usually go to the bike lane nearby the hospital, but we'd like to see more bike lanes nearby the Spring Park apartments.
122849113	Uses trash valet because trash is too far. There should be more trash cans around, so I don't have to carry the trash so far. Also, more handicap parking spaces.
123585838	I just moved here. It feels like the neighborhood is close to everywhere. Maintenance responded to my complaints. The roads are okay, traffic is a little busy.
123278991	I love the county. There's been good assistance in place for the pandemic. More cameras and streetlights would do. There are enough playgrounds.
123281048	We need a stop sign around 12300 Featherwood Drive. Or maybe a couple because people drive fast through the apartments even though the kids here play around. I walk around comfortably in the evening time and it's safe.
124075396	So, I rented a home at the Silver Spring Station. The fees increased every year. It would increase 3% a year. Those of us who face an increase of rent are struggling to be able to pay the amount of rent. It's already been difficult before COVID, but I try my best each month. In the neighborhood I'm living now, the night lighting is not good. I don't see a lot of night lights. I'm living on Castle Boulevard. At night it's dark everywhere on Castle Boulevard. The neighborhood is dark.
123278930	There have been two accidents on the main street outside of the complex.
123276174	Worried about prevalence of speeding/reckless driving on main roads + residential roads - Moved recently, mostly satisfied.

Code	Canvassing Interview Comments
124075437	I'm new to the area, and while reading the connectedness portion of the scope of the Master Plan work document, I couldn't help but think of a pedestrian mall. That would be great, especially near the Global Foods Store. For a better idea of what I'm thinking about, you could do some research into Ithaca, New York's experience with their pedestrian mall, or Lancaster Pennsylvania's Farmer's Market District.
123281043	As an elderly person, I would like more assistance. I need food stamps. I had an accident with my hip and can no longer access the bus. I have Medicare and they sent the bill to me, but I cannot read it. My food stamp application was denied.
123281033	So far, no problems. I use a walker because I can't walk on my own. I fell down twice alone. The first time I fell they had to get 911. I don't leave the house on my own because I'm scared of falling over. We do not have direct pharmacy delivery. I had to move to the sub level floor instead of the 4th floor because of my walker and couldn't go to the 4th floor. Now, I'm able to go in through the patio instead of using the stairs inside.
123572458	Just a flyer drop. She talked about needing health insurance for her father. We directed her to the CHEER number.
123585809	Transportation is pretty good. Drives around. When moved here he liked that he could ride the bus for free because he's a senior citizen. They don't take care of units, management. Has a problem with stove since before last thanksgiving. Took a part of another stove and put it in his and now it's still broken. He's retired, feels pretty safe and has never been hurt or harmed. People don't snatch packages. UPS and FedEx drop packages off at wrong place. Parking is pretty good. Biggest problem is ones who live up top practice witchcraft. Freightier his wife because upstairs neighbors do witchcraft on wife. The guy knows his wife collects dolls because upstairs neighbor said he wanted a doll. Upstairs neighbor makes sexual advances at his 70-year-old wife.
123278948	I've lived here for a year. We like the convenience of the area. Grocery stores and other resources are close. I don't think it's not affordable per se; it's on the pricier side to live here. I'd like to see housing costs brought down to make this area accessible to more people. I'm not looking for entertainment in this area, but the necessities are here and that's what I need. I commute to Laurel. I see myself continuing to live here for the foreseeable future. Can't think of many things ...
123563839	Stop upping the rent every year would be really good... really good. The playground is too small for the number of children in the apartments. Management is slow. The stores and the restaurants are good. The Global Food gets me all my food.
123572435	We need better streetlights and more cameras for security, more parking, and a less crowded shopping center. There are no crosswalks to get from the shopping center to the closest bus stop. Wants more playgrounds and more parks. These parks are not safe. Wants to have more parks. Would rather live in Columbia than here - speeding here is really bad. Really bad speeding here. Used to live by the townhouses at the end of the b. Family got evicted during the pandemic despite the eviction moratorium. Has a 13 yr.

Code	Canvassing Interview Comments
	brother who wants more programs, wishes that they had someone who could explain all of the activities nearby. Would like a return of the farmers market that used to be here before COVID. Really likes the food drive that happens here! Really glad there's more hospitals. Since the pandemic, my brother hasn't been getting out with friends by skateboarding or soccer. He's a lot more antisocial and likes technology. He likes Roblox and call of duty is also another game he plays. He also plays Grand Theft Auto as well.
123585807	Too much trash around here.
123272788	The benches in the backyard need to be fixed because they're dangerous. There are a lot of mice in apartments. Schools are good. There are a lot of schools nearby.
123281069	I think the neighborhood itself is going downhill. They don't take care of the tenants the way they used to. They don't come to fix things right away. I'm content with the recreation in the area. I feel secure in the area. Sometimes I like that it's quiet.
123569144	I just want people to pick up after their dogs.
123569161	Management is bad. No AC and there are a mice and roach infestation. Some units don't have AC or a fridge. We are using a giant cooler and buying ice every day to keep our food safe because they won't fix our fridge. We're suing now.
123585829	We have a safety issue because people are smoking and there are gun shots. We need bigger playgrounds.
123569158	Everything is close here. Everything is fine. Except management hasn't done anything in over 3 months about the pests
123572484	Housing is an issue. The property management doesn't fix anything. Lots of pests: mice, roaches, etc. The buses don't go to Columbia which is really frustrating. I would like to see better stores - Trader Joe's and Giant. The neighborhood is quiet, but management has gone through 10 different managers in the last 25 years. The carpets have been changed once in that time. The apartment was painted once in that time. Property managers keep increasing rent without improving the community. Kitchen cabinets are "refurbished" by painting over them. The washing machines were replaced recently.
123276161	It's pretty quiet, down the street from a lot of things. Moved here on February 7th. Used to live in Annapolis. Pretty convenient. 9 for convenience. How the building looks. Property management. Adding more trees and flowers. do more with the area more trees. doesn't like the way stuff is ran. the way it operates. we need more community wise. loves the environment.
123281075	**Amharic Speaking. ** She said she felt lucky that she was able to work during the COVID-19 pandemic as she can still afford to pay rent. She wishes they had camera's, someone hit her car and she had to pay 3.000 to fix the problem. She says there is lots of smoking and it smells like smoke and weed, and she doesn't like that. She has 2 kids, one is 14. She would like to be a homeowner and she's scared to leave her kids here. So, she wants help getting to buying a home. Like with getting a bank loan and process.

Code	Canvassing Interview Comments
123572485	Not necessarily cops, but I would want private security without the power to arrest. Maybe a little more police presence to deter crime - no sirens.
123563877	Management is poor. We need pest control, and I'm tired of the unprofessional smell. I'm moving to Baltimore, due to my husband's job. I work from home. I don't really like Baltimore, but I found a nice townhouse (less than 30-minute drive from my current home). I live in a small 2-bedroom unit, but my kids moved out. I'm looking forward to purchasing a new home soon. I drive and had my car stolen out of the parking lot. Safety is a concern-- maintenance men say inappropriate things to women. I pay my rent-on time and I file claims for the rodents. This is a convenient location, not far from 495 and route 29. I have lived in another complex with bigger units, and I liked that better. However, the other place didn't keep good books on rent collection.
123278934	The security is one of the issues. The bus system needs work because I walk all the way down the hill to get the bus, there isn't a stop here at our community. The streetlights aren't enough and so it's dark on Greencastle Road. The school system has to be quality and especially the environment. How the kids behave should be good, everybody wants their kids to not join a bad group. The security of the area is not bad once the police station was put there but sometimes when you get to the gas station, they vandalize the place. 240-701-9258
123272766	There's a rat problem. It took too long for the issue to be dealt with. The shopping center and transportation is convenient. I would love to see a gym in the area.
122849120	We have a huge pest infestation. I reported at least 12 times while living here. There's a lot of leaks. About 4 different ones that each took over 90 days to fix. It took over 90 days to get a leak fixed in the main bathroom. It had flooded in the laundry area when people upstairs did laundry. The water flops into the kitchen too. I got COVID because I was exposed to it through hole in ceiling. Frogs come in because of the rain. The patio door doesn't lock. Management doesn't do anything about pests. Some of the outlets don't work. There was a change in management 2-3 times in the year. That affects the issues we have and makes it inconvenient to report problems. 1-3% rent increases every year, and it doesn't show for it. I've never experienced violence or theft, but there are a lot of cops around here. Accountability needs to be held over management.
123272797	People pee in the hallways and it smells. There's a lot of litter. The doors are broken for the stairwell exit doors. The commute to PG is easy. Shopping centers need improvement. The elevator becomes a trash chute. They are renovating the building separately, like only the top floors. I need rental assistance; I'm waiting for a response from the case worker. I've been waiting for sixty to ninety days.
123591821	I'm sorry that you were the first person who responded to my complaint because I've got a lot to say. I have had discussions with the HOA about what land should be mowed and what should not. There's a gulf with vehicles in it and the trees seem dead. I was told that HOA doesn't look after that land. Why? You looked after it for the past three and a half years and now you stopped? The HOA says unless you are listed

Code	Canvassing Interview Comments
	<p>as the homeowner, please excuse yourself from the meeting. The lawns and space around the pool are mowed every two weeks. I have a wee little newborn puppy and she found a cooked chicken bone in the long grass. If that was short grass, I would see the warning. We have hornets and yellowjackets everywhere. This is from all the townhouses on Castle Boulevard. These townhouses are on Woodlake Drive and Castle Boulevard. My house overlooks the back of the complex. The backside is not looked after. I find it disgusting. The front can be beautiful all while the back needs to be looked after. I've been here for four years and now this has just happened in the last few months. I want something done and really want an advocate. It's not only my home. Part of the land is Fairland's land and there were beautiful trees there. The county made a big gully to dig up for wires. I sprained my ankle once. Everyone in the community uses the footpath around there and not sure if it is a community footpath or whether it should be gated off. Who is going to take responsibility for my \$3,000 dollar dog getting hurt? The kids used to play Football on that parcel of land. I can't get a piece of grass looked over. It devalued the wealth of this property. Admittedly I'm the only white person in the neighborhood. The other thing I hear in that pool is the N word all the time. I have to listen to the music being played. Why should I have to put up with that? I'm married to a Haitian. I feel uncomfortable when he talks to his brother like that. I get spat at when I walk my dog on the foot path by other Americans. Why can't I feel safe when I live here? I've only been in this country for four years. My biggest problem is getting my friggin' lawn cut. At least cut the friggin lawn and get the dead tree replaced so that we have a community that is proud of the community we live at. Do not exclude people who live in Fairland and Briggs Chaney. This is a community, and you exclude me. I feel excluded from this community because there is nothing for diversification for this multicultural area. I'm not the only white person here, but I feel like it. There's nothing that says you, as a person, are welcome. There is nothing that says we welcome everyone. A lady ran over her own dog, and nobody went to comfort her but me for an hour and half. Let's get awareness of our neighbors. Let's start small and get this little area looking after their neighbors. I see a lady that always says hello to me in the morning. Nobody else says anything to me. Is this the America we want? So, start small and tidy up the Woodlake overgrown area. We've now got the FLASH and bikes and buses that come up here. But us neighbors have no respect from each other. And that starts by making the community pool inclusive for everybody. I got a dog because I'm scared when I walk out of here since I don't know who lives here and don't know many communities. Will the sheriffs be there when I really need them? It's so multicultural here, which I love. I lived all over the world. Why is there such a difference between our area and Bethesda? Why is it that you make it feel as if we are lower class? I used to take the bus from Castle Boulevard from Downtown Silver Spring to shop at Whole Foods or Walter Reed in Bethesda. More poo bins for dogs in the community. Somebody put the whole KFC bag in the poo bin and took up the whole bin.</p>
123585834	<p>Bad behaviors around. There are firecrackers around at night and I am worried in this apartment community that they might hit somebody. The children or someone sits on my car and leave McDonald's wrappers. Sometimes my door gets hit with balls and</p>

Code	Canvassing Interview Comments
	rocks. I knock the doors when other people have a package. If anything goes wrong, I call the rental office, I notify them, but they are okay. A few years ago, a gang wrote all kind of ugly stuff on the building, and I called them two or three times to remove the stuff. The stores and target are very easy access. Now that Sears and Shop Rite are gone, we need nice stores to replace those two. We need something like a good grocery store and a Walmart. The streetlights out here are fine, and we all have apartment back lights. They have some activities for people in the complex, a basketball court, and activities for children. There's a good rec center for exercise. The cleaning they can improve. They had better cleaning three or four years ago before the management changed. The old company had better service.
123272801	Parking lots. Gutters on the building need drainage. Better roads, endless steep paths going toward shopping center. Littering. Rat infestation. Tenants need to take care of trash. Buses 24/7. Treetop lane, flash bus only goes only to one spot and at top of hill, hard to access. Add stops to where there already are rent bike stops. Likes global grocery can get African food. More playgrounds for kids because building playground is for a specific school.
123281057	People throw their trash all over the place. And they smoke. I smell it. [The smoker] looked about ten years old or younger.
123572470	The building did a community event that was really good but needs a pest control.
123574964	Lots of rodents, especially near the shopping center. Maintenance is good. Very difficult for out-of-state license plates, have to get visitors pass every 3 days. Plenty of stores and things to do.
122336566	Place is quiet and safe. The area is good, a lot of trash everywhere is a problem. It's regular that's there's trash everywhere. A lot of broken glass is on the ground. The trees overhang and it's hard to walk on the sidewalks. We have a mice problem.
123572486	Wants to stay anonymous because management are retaliatory. They took out the security lock to the apartment doors, we used to get so many solicitors, which was a huge problem. The surrounding area is nice, never had any problems with security. The area is beautiful and convenient. It's the management that's horrible. Really bad pests. When contractors come, they do such a terrible job that it makes things worse. Tenants' rights are super abused. Also need more public parks, the only place to walk around is the school and you have to cross the highway and it's a long walk to get there. There's no place for kids to play. Parks are not safe, and people don't just "hang out" here. No community at all, lives here because the rent is lower here compared to anywhere else. It's really a thing about money because there's nowhere else to get this much space for so cheap. They take care of the outside, but there's not a lot. AC went out in June of 2020. They never fixed it. Placed a complaint with the housing authorities, the housing authority said she didn't need a new air conditioning unit. Property managers said they had 50 people who had no air conditioning. Even though the property manager said she had put in a ticket, there was never a ticket put in. A new manager checked in on it and tried to fix the system with a contractor, but two days later, it didn't work again. She

Code	Canvassing Interview Comments
	called the property managers to fix it again, and they tried again, but it only worked poorly for 2 weeks. So now she's moving.
123281065	I would like a library in walking distance. More parks and benches for sitting. I hated the online virtual learning. I like being around people and community building. I think there needs to be a space for community building.
123276163	It's quiet. I like the fact that we have the community center with the police and a clinic. The parks are great. They should reduce age limits of Briggs Chaney. We need more activities for 24–40-year-olds. Something for younger adults.
123141882	Cannot think about it now. A better grocery store. We'd like to get some information on what events and activities are happening around here. There are enough parks around, and the playground here in the complex looks great.
123278985	I just moved here, and I'm looking for African immigrants to bond with. I want to meet more African folks in this area. I wish there were more African community events. I have thirteen-year-old granddaughter who has another friend who is a playmate.
123572454	This whole building needs work, but there is no changing that. I wish there were more community events. I'm working from home right now, but we can follow-up over phone to talk more.
123278979	Really frustrated with how the neighborhoods are really expensive. But services are not worth it. Thinks that schools are good but there's trouble. Not quiet enough. Also, the parking spots are too small, and the neighborhoods are complicated. Moving back to PG because that's home and also because it's quieter there. Really likes that the parks are monitored because it keeps things safer. Would like to see more playgrounds around here - kids play in the park. Has 3 kids.
123272778	I'm interested in community gardening around the area. I'm on unemployment and the bonus is set to expire on September 24th. After that, I might be at risk of not being able to pay my rent. I'm looking for a job right now. I was thinking about the fall. I feel like with presidential elections that it matters on a high level, but on a tangible level I feel like nothing is really changing and the things I find really important aren't really happening. I just came from a college campus, and we had our issues with security, but I never felt particularly unsafe that we needed people with guns to keep me safe. But that's because I was in this encapsulated and sanitized institution. But the same premise still applies-- people know each other on the campus and I feel like for emergency situations we should have community trust and other safety measures, like the kiosks on college campuses. I don't know if those would solve some sorts of issue that people have. But those were nice deterrents because they make a noise when you set them off too, like a car alarm. Then, people would be worried about causing crime because the emergency response button is right there as opposed to causing crime.
123276156	This area not good with masks (and that's a huge concern for me). I was scared of the vaccine, but I got it anyway. There are not enough handicapped parking or wheelchair accessibility in these apartments. There is lots of noise from the other apartments. We

Code	Canvassing Interview Comments
	have difficulty socializing. There is nothing to do for kids in the area, so I once came home to kids throwing trash and toys up and down the walk-up apartment stairs. That's when I knew I wanted to move. It's a boring area when it comes to entertainment. The property managers are unreliable. Fairland Rec Center is closed too often. Ideally, we have a community: pool and more social activities. It is a pet friendly community, but there is some conflict with neighbors. They do have a dog park. I like the Fairland walking trails
123675276	There isn't really a sense of community here. There are a lot of kids, but they don't necessarily know each other. There are like five kids on this floor, and they all go to school together, but there is no center. I would think a community center would help. I'm a fairly young mom in my early thirties but there is no sense of community. There used to be a program called Project Access. Even the parental community, we want to reach out to another kid and parent at another school and you can't do that unless you are in a PTA. We used to have a program called Project Access for a year or two that was really good, but the facilitators didn't get enough money to keep the program running and it shut down. That project was really great at connecting students to students. And you know, there is not really a sense of security. I haven't been letting my kids play up the street here. So, the facilitated space was helpful.
123574988	Any community could use a little sprucing up. I moved here during the pandemic, so I haven't been able to explore much. I wish there was more community things in the area. Like if there were fireworks in the area. Having community events in the green space. We always drive out to go shopping. But I would love to have a farmers' market in the area. I actually have a masters in urban development. It's nice to keep people closer in the area. **I can't volunteer with my little baby but I'm willing to help in other ways. **
123272807	When first moved there was workshop for children but changed when management changed so without that there's no sense of community. Engaging, educational opportunities for kids. More things to unplug- community field days, block parties, carnivals. Maintenance issues.
123276218	I would like a building for the area that hosts events on multiple floors to bring the community together. For example, art exhibits, funerals, potlucks, etc. I would like centers in East County to host job trainings, job fairs, etc. It would also be good to have more parks to be in the area. I have an issue with the court system. My neighbors are making complaints about my family that are unfounded. I think that the building needs to be improved. Also, I think that school choices are limited and suggest greater options for regional schooling. Additionally, I recommend a bike lane for the Briggs Chaney area. The sidewalk towards TD Bank needs to be made safer. The trees along the sidewalk make it uncomfortable for people walking.
123272824	The place is segregated, only one way out and one way in the area. The building is old. The management is not so good. There are mice, rotten generally. The floor is not well leveled. Cracks in the building on the walls. Environment needed around the outlet. Not safe, looks like a fire hazard just at the back of global. Yellow stuff around, can tell it is

Code	Canvassing Interview Comments
	very old. There is a link to a water connection. Needs to be contacted for more information.
123574996	More baby food access, food donation centers, and we need community gardens.
123569172	It's secure here. Packages get opened. The kids can play outside. The management too, it's okay. If you ask someone to fix something they come right away. It's convenient to go to the shopping center.
123272813	Management doesn't do anything. Our screen windows are broken. They can send bills but not anything when we want to get the window fixed.
123572433	We want there to be less smoking and for it to be safer. I want to move somewhere safer. There is good food here. Lots of good restaurants around here - like the African restaurants around here!
123585830	There are safety issues living here.
123563886	Better security. We should have a camera outside. The doors could be locked to enter the building.
123278997	Violence is on the rise.
123569145	Teenagers' hangout and smoke marijuana whenever they feel like it. The gate is open to anybody, which is especially disconcerting in a high crime area. The shopping mall has a lot of robberies scaring businesses away. Can't get any good stores. I'm planning to move out anyways. It's less secure and regulated than I'd like. I would like security outside to make sure you get home safe. Never see security although rent office said there would be. There are a lot of gunshot sounds. I'm worried for my teenagers. No place in the community for teenagers. They're driving up the rent and doing the bare minimum to justify it, not actually upping safety. I wish this community was gated. People cut through the park who take the bus, but those people are not part of the community. Neighborhood watch sign doesn't deter anything because nobody follows up.
123141903	Better public safety. My apartment is not a hood one. I'm waiting for the lease to be up to move out. The manager of our apartment does not care about the renters.
123276190	We've been here 3 years and we don't go many places. This neighborhood is good but over near the shopping area is not the safest. This neighborhood I love. Management here has been responsive and regular. The leasing office is amazing. No matter what we need help with he helps immediately. I can tell the difference from before. There's nothing over here. If we need anything we go to the college park area and go bowling. Or we just go bar hop down there. Downtown silver spring is nice but it's not the same. If my nieces come over, we go to the laurel area. We do travel to hang out places. We don't do the parks we have the climb zone and skate zone in Laurel and Crofton. That's what takes us to that area. A little girl just ran in the subway said there was a shooting at Greencastle elementary. It was broad daylight. I go to work about 6:39 and feel

Code	Canvassing Interview Comments
	perfectly fine going and we put a camera here because someone tried to open our door. The parking is great. Happy there's no reserved parking. Sometimes if you come late there is no parking. I love the neighborhood. Even the shopping center right here. It's nothing. I actually work in the Rockville area so that's different. I do think they do a good job holding the neighborhood to a standard. It's quiet at the Crest.
123278962	Transportation is good. We used to have a police station around the corner. Moving to white oak. People steal the mail delivery. No security around the area.
123281063	The security here needs work. **Low on time but we should come back. ** **Spanish Speaker**
123276201	Roads and driving are okay. Area is quiet. Security and safety could be better.
123585818	I feel like we can't order things online, so we order to our relative's house in Wheaton. I'm worried our packages will be stolen. We order to Wheaton and then drive there to pick up. We just go across the street to go shopping.
123585827	There are safety issues, like people breaking into cars.
123563856	I have everything I need. It feels safe. They could do a better job in maintenance. They're slow. I take the bus and like it. Packages get stolen. More security would be good.
123585808	Maintenance does not come when we call them. Safety could be better. There was a shooting in the parking lot a year ago and we are still a little scared.
123141912	Cameras are broken. There was an incident a while ago where cameras would have been helpful. We could not check the cameras because they are broken.
123276207	Community-wise it's good. It's quiet. My car got hit and would be nice to have a camera on the building. There are no cameras. Parking is awful and the music is loud. There is weed being smoked everywhere.
123572425	General area is good, been here since 2017, sometimes afraid of people loitering around entrance of their building, wants more well-lit areas at back of building and parking lot, smoking in stairwell. Because it may not be safe, sends kids out in pairs for safety in the building, fears of sexual assault in building, elevator breaks often, high apartment prices, price raises for apartment without much value offered, raised prices for apartment every year, a bit of sinking sealing from water damage, takes a lot of time for them to respond to building complaints, only 2 building maintenance people
124098299	I have lived in the area for about 10 months. Parking can be problematic because of speed limit (35 MPH). There's a leak in next door apartment impacted my unit. I got a bike stolen the first week of living in the apartment buildings. It took management a while to fix my plumbing issues. It feels pretty safe in the area.

Code	Canvassing Interview Comments
123276203	I like the shopping center. I don't have to travel too far. We need more cameras. In the back of the building, things happen. My car got broken into. The main fence is okay. Management can be iffy, and I have to call a few times to get them to move. The mesh of our windows needs to be fixed. The bedroom screens have been bent. The fire alarm goes off a lot. Our neighborhood pretty quiet. On the Boulevard side is where the trouble be. It's too dark at nighttime. We need more stuff for the kids in the area. Maybe something like the Chuck E. Cheese. Kids go to the park around Greencastle, but some kids are scared to go because of shootings. Also, dogs need to stay on leashes. At least people clean up around dogs, it's very clean here.
123272764	The pools in the middle of Fairland Crossing are not safe. I want more police/monitoring presence and locks on main door to the buildings. We also have mice.
123563859	Safety is an issue. Packages being stolen. More restaurants and more parks for children. Do not feel safe walking in the USA in general. Not enough parking in the complex. The hallways smell horrible, and the flies are everywhere. The complex is not clean. The roaches are everywhere. Management is not fast in fixing broken items.
123272822	Neighborhood is dangerous. Management is poor. Lots of noise, smoking.
123563873	She likes the people and is 18-years old. It's loud and there are killings in the neighborhood. A lot of kids have died in the back. Schools are good and doesn't work. Lived here 10-years and it's been like this all the time. Doesn't take the Metro and doesn't drive. She hangs out in Prince George's County. Management is cool.
122552012	When I first came here, I did not have a good impression. But overtime I loved the quiet but there are also people who I don't like here. The price for the rent is not that high if you have an income. I wish there was more security here because behind here is a park and it's a county park. In the past there was a killing in the park behind Fairland Crossing. I love the shopping in the area and it's close enough to walk to. I work in Baltimore and the commute is too long. It has much more to do with how far it is. The price for two bedroom and two baths is 1300-1600.
123585819	Overall, it's not bad. This specific apartment complex I have some issues. I have noticed that we need to legalize marijuana for recreational use. It eliminates the black market (or probably reduces the black market) for use. It stops folks from coming out into public spaces — or maybe just to buy and sell marijuana publicly. By legalizing it you eliminate that black market. There are people in the back of this building buying and selling weed or other drugs. The state should really consider that. I think the cost of rent should be somehow controlled. In the last year since the pandemic there has been a control on that. In the past it's gone up every year. At least pay attention to the rent increasing. Just looking at market rates isn't enough. I don't live here by choice; I live here by necessity. I've been here 12 years. I used to live in apartment 301 right across the street. That apartment had somebody break the door. I came home one day, and the door was all messed up and I came inside and could see stuff was stolen. There were no cameras here and nothing that couldn't easily stop someone from breaking in.

Code	Canvassing Interview Comments
	<p>Nothing has happened to me personally in terms of security since then. There's always some activity, but it hasn't been widespread. Maintain open green space. Don't develop every piece of land that can be developed. Have some land regulations that control what private ownership can do. Maybe even transfer ownership of some of what's existing from private to public. A lot of public land gets developed and sold to developers. They should continue to enhance and maintain Fairland Park.</p>
123572483	<p>First, people steal packages from the front door and walk out. I wish there were better security. Second, mice, rats, roaches... Management is unresponsive. The apartment is expensive and not worth the cost. I'm here with mom, who rents the apartment. Parking here is terrible. I need to park like a mile away. Shopping is ok. I wish there were another shopping center to help boost the economy. I want to see more fast-food places nearby, a different grocery store (not global!!), and I want the streets to be cleaner and better well-maintained. Transportation is pretty good around here. More security, not police.</p>
123337925	<p>We heard gunshots right under my apartment. I know the police came and I feel like we might need more security around our area. Maybe a month ago we also heard noises like somebody was getting beaten by a neighbor. It was horrifying and I wasn't the only one. Once the person heard the police, everything stopped. We definitely love the parks and want to feel comfortable walking around. For me, this is my main thing. I love the neighborhood, but I think we need more security to feel comfortable. Streetlights absolutely. People getting to know each other that would be great. In my building I know everybody, and it feels like home. In my apartment there are things we needed to fix like mold. I love my neighbor, the building (knights bridge II). At some point people used to park a lot outside and when you exit from the building, we can't see incoming cars. That's always a challenge for me. I would say not police officers because we all get a little intimidated by the police. Sometimes we have security guards. Even having the streetlights is very important. That is the main thing. I don't think it's bad to that extent. Everybody should know that there are people around and the police might be a bit intimidating. The police officers should just circle around sometimes, but not be stationed there. Honestly the only reason for me is when we heard somebody who was getting beaten up by a family member and it was scary. A neighbor of mine called 911 and it doesn't happen all the time, but if people see security or another person it might stop it. We thought the girl was not going to make it. A community garden and activities for kids and activities where people can gather. I know this might be a little bit challenging because we are from different cultures. It would be nice to have rec centers or gyms where we have women who can go there, and Muslims could have women vs. men areas. Certain hours where we can go and stay separated by sex. It would be great to have a mall here too. We have Ross there, but sometimes we might go to Ross in another neighborhood. I go to Laurel and Rockville mainly. Sometimes Bowie. Usually go shopping there for clothes and sometimes I want to take my kids to go eat ice cream. Just because if I check out the Ross in our neighborhood sometimes, we find nicer stuff in those other places. Laurel has more stores like the home goods stores and the Marshalls. Montgomery County East County Coordination Services Center. It would be</p>

Code	Canvassing Interview Comments
	amazing to just drive 10 minutes and have malls and everything we need to have fun and stay in our community.
123585825	Likes location. Especially close to amenities. Only complaint is car theft. Would like some type of surveillance for that. Especially at night. Dark parking lots and lack of cameras are concerning. Management has been good. Lived here for 3 years. Joined petition for more CCTV. Like amenities for children. Security is main issue. Rent is about mid-range. Reasonable for the amenities. Says area is “almost perfect”. Excessive foliage is obstructing lighting. Making the parking lots darker.
123574976	More schools and more entertaining places. They need more cameras. The landlord is too pushy on everything. They are accusing tenants of bringing the roaches in the apartment complex. They do not show up to fix broken items in the apartment.
123278967	She would like to see more trails. Would like a community officer instead of calling the cops. They do reports and its community vs calling the cops about a party. There are no playgrounds. Bus routes are not extended for their hours. No flash busses.
122849123	It's cool, quiet. Couple of shootings here and there. Buses and grocery stores are good. I would like a Walmart. And a good rec center. I worked for a nonprofit company nearby. I would like to see Americore back in the area.
123141895	I like this community but lately I think we need more supervision from the police. The school here is great at Greencastle elementary the principal and programs are strong. There is a lot of educator support for the community. The community center is very helpful they have a lot of resources. People ask me oh is castle boulevard scary. I've been here for ten years, and I used to not feel hesitant to walk to the shopping center but now I think twice. Now I've heard about people selling drugs or crimes. He said down in the parking lot we see car traffic of people who don't really live here. It wasn't like this before. I don't walk as I used to. A lot of people move out and people have grown kids. Here we are good. I have to move because my older son is moving out, but I want to stay here. I was trying to get an MPDU around here but it's not possible. I asked the lady here and they said they don't have one. If you look on the website for moco it says nothing in this area. That's weird but you have to go to Rockville, Bethesda, Potomac, or downtown silver spring. Some businesses are closing in our shopping center as well. We lost little Caesar's. The grocery store is not bad. I haven't had any bad experiences here so that's why I'm still here. It's a good thing not to have the police around sometimes but at the same time it doesn't feel safe. Once a year there are community center parking lot there are community events. Once in a while we have the food distribution events. But there is not enough community gathering spaces or events. I'm a single mom and I'm low income and I have food stamps, but I barely have support. If it's possible I need rent support and more. They barely approved me for a new apartment as a single parent with low income. They almost didn't approve me in the same complex. Getting a home here is also hard for me as a low-income person. We have to go far like Germantown and still then. I did the first-time homebuyer's program and got a certificate and couldn't get anything out of it either. I do have one student loan.

Code	Canvassing Interview Comments
123281066	**Amharic speaker. ** I want security cameras. When you come from Tech Road it is not safe at night when driving. Around the area people sit down and smoke in the street so it's hard to go out in the street. They do not have security in the apartments all the time. I would like to be a first-time home buyer. **send them first time home buyers' information. **
123281074	She is moving out but will still be in the area. Going down green castle boulevard, there are not many parks. As well as that there are not many buses that go all the way down the boulevard. There is not good enough access to busses and parking to get to busses. In this area even with a 4 way stops people ignore it. She wishes there was a traffic light at the way for getting out of the apartment complex. She feels safe and has lived here for 7 years. One time she heard gun shots but that was it. Thinks the management is fine she says they try.
123278947	All kids are grown but has a granddaughter in private school here. Likes that this area is convenient to 200 and centrally located to her job. This area has been cleaned up a lot and crime and drugs have gone down. Would not have chosen to live here if crime hadn't been cleaned up in the last few years. One issue she's heard of is food deliveries being stolen from in front of people's homes. Otherwise feels that it's a nice, safe, quiet area. She drives to park at metro station. She would like to see free parking at metro station. She doesn't want to see metro prices go up too much. With covid numbers rising she is afraid about business in the area and thinks maybe new precautions should be implemented, but she does feel the county handled vaccination very well and it was very widely available here. She thinks it would be a good idea to work with churches and other community centers to improve covid vaccination rates, especially among the black community. Overall, she thought MoCo did a good job of getting the word out about vaccines. She got a lot of covid info online through this housing complex. She works at a nonprofit and has had to go into the physical office even in the middle of the pandemic. This didn't bother her too much, but she does not agree with relaxing the mask mandate because then number go back up. She's afraid because some people at her work have resigned because they don't want to go back to the physical. Her nonprofit has lost a lot of money due to covid.
123569148	Better cables companies. Better public transportations. Better shopping centers. The housing should not have to pay for water. Public security could have been better. Packages being stolen.
122527559	Okay but not safe, but it's a great area to live in. I don't feel like there are a lot of things for young guys to do. We need more sports. Fairland Rec Park is far and there are a lot of people there. There aren't a lot of places to hang with friends. I go to other places. We need a big park. I like the shops because there are a lot of local foods here. We usually just hang out in our homes but sometimes we go to downtown silver spring. We only see the same places here.
123281039	Need to improve maintenance: too many pests - more respect to tenants -likes the schools -rent is too high

Code	Canvassing Interview Comments
123281030	<p>Says everything is good. Too much smoking and smell of weed in apartment complex and it goes into the unit. They say the county allows them to smoke in apartment. Not safe needs more security. Because of safety they don't take kids outside to play. We go far to take kids outside where it's safer as the immediate neighborhood is not safe. Management doesn't come right away. Inside the house the closet door is broken it's been 2 months and they've called, and it's still broken, and management never came. Smell comes up from trash downstairs. Been more than two weeks and the trash are still on the patio and they can't open balcony because it smells so bad. The floor structure is not good because on the top when the people walk you can hear it, and kids can't play because it makes noise for downstairs neighbors. Everyone complains because people can't sleep because the floor is cheap, and you can hear everything. We can't sleep because of the smoke. Water utility bill is very expensive. Amharic speaker.</p>
123281058	<p>One of the issues I have are the gates that you go into your neighborhood. We have three gates. They are okay. But on the backside of the complex, you can't see the entrance unless you get right in front of it. So, we get too close to crash our cars together as you exit because you can't see them well. I think there should be no parking signs right before and after the gate. HWM, you come in you won't be able see the cars coming. This is kind of a silent neighborhood. The majority of the neighborhood is quiet and smiling. There are a couple of guys you don't want to talk with. I still smell the marijuana here. As long as they did it outside it was okay, but it was announced that nobody can do it in an apartment or outside. But I still smell it. The rent is not bad. I would have been happy to pay lesser but that's the market and can assume these apartments are getting pretty old. The only question you have here is that you don't get any service. You have to write a letter or message. I think the management needs some more responsiveness. They are very passive, and they smoke weed in front of their office. The last time our smoke detector had a problem it fell down and I had to remove it myself over the phone because it was the COVID time, and it took them almost a month for a smoke detector and it wasn't working. The battery was dead, and he had to fix a new one. And one major issue on the neighborhood is that there is not much green. A tidy place where we can see the soil and earth. There should be some investment because I know they are going to increase our rent. I'm wishing to leave even now.</p>
123272826	<p>This building [Waterford Towers] needs to be fixed. People urinate in the elevator. There's no security. And there are rodents in the building. We need another grocery store.</p>
123272806	<p>Lived in complex over 12 years, great community, one thing he's pleaded with leasing office is better safety. Used to not be able to enter building without key. The area needs good road networks, there's a lot of traffic. Used to be a lot of police officers living in building, lead to security and comfort.</p>
123281072	<p>**Amharic speaker. ** My iPad, cell phone and things were stolen from my house. I've complained before about having cameras for the area. There is also lots of smoking</p>

Code	Canvassing Interview Comments
	weed and because of it I want to move from the area. The noise from upstairs disturbs me. The ceiling is thin.
123281054	Loves public transportation and its close proximity. Complex does not do a good job of keeping the place clean. Doesn't feel like he's getting money's worth; rent is way too high in MoCo. Likes the Flash (gets him to work in the same amount of time that his car would). Complex doesn't do a lot for the tenants; there is a racial bias, not clean stairwells, stairs are not mopped, half of mailboxes are jammed open.
123272782	Elevator and laundry in unit break. Utilities are high.
123281044	We have rodents, it's expensive here, and the playground is too tiny. It does not feel secure. There are not enough lights.
123141910	Management is so bad. Management treated her to get out which made her cry when she asked to fix a leak in her bathroom. They treat them as if they were leaving here for free. Trash room is very bad. They will need some pools and recreational centers in the area. They are new in the area, and they do not know where to go and complain. They are being charged for sewer and utilities that were supposed to be included in the agreement.
123563836	We have a sound in the bathroom that has been going on for 2 months and it gets louder at night. I told management about it, and they brushed it off and told me to go to law enforcement even though noise isn't people, it's maintenance. I'm paying more here than my last apartment and it's worse than the last one. It's nice that it has a washer and dryer. It's a two-bed two-bathroom for \$1500. There are roaches everywhere and maintenance sends pesticides every few months. But I'm paying \$1,500 every month for not the best quality. There is no storage for tenants, but people complain about putting things on our balcony, management complains about stuff on balcony but don't give storage. The playground isn't good for the kids.
123272774	It sucks, there's rats and the breaker always go off if I turn the microwave on. Can't do coffee and microwave. I don't use parks and community spaces. This place overall is not good. I mean it's good for staying like a year. There is a big hole in the floor. There is a shop in the front, but I just go to McDonalds or global foods. It's convenient for a lot of people to take buses. I'm going to Laurel, and it has a great yard. I'm moving into the townhouses and it's very quiet. They said something about a Fairland hub with amazon, DHL, and other delivery services there. My amazon delivers here even though it should deliver at a secure area. I ordered and two ups and one FedEx and one amazon and they deliver it to my hone. My UPS package was stolen, and I had to call the company and I had to go pick it up. I didn't want to leave Florida but tourism sucks. I came here and stayed here about 4 months and did uber and since there were no jobs in Florida I moved out. The people in the leasing office they are doing their best. They said this company just acquired this whole place. A guy from maintenance I know said there is better communication between them now.

Code	Canvassing Interview Comments
122347052	Better streets. We all work we all pay taxes and we're not getting representation. A lot of problems with landlords and people need to know their rights and they're not told. The pest control is the biggest issue with rats and mice in the building. I'm moving to another apartment building because building management isn't good and there's nothing, they do about it. It's convenient for me to keep the community connection keeping me here. I'm involved with the community. For entertainment I have to go out because there's not adult stuff but there are parks but no movies and there needs to be more kids water stuff and trampoline stuff. More indoor activities for families and adults, nice bars and adult life, usually goes to Giant in White Oak or Burtonsville instead of Global Foods, and she goes to get halal food in Virginia instead of near here,
123563838	I like the parks and everything in the area. The convention center across the street is nice but we can't do anything because of covid. Parking is terrible in this development. The side streets were previously for parking and now they aren't and people risk getting towed. The entrances onto the main road are bad and car accidents are frequent. The roads need more visibility. Management is terrible and shifted 2 years ago. The offices have a constant rotation of people. It wasn't that bad a few years back, but they got rid of staff and it could use some significant help. I've been here for at least 5 years and have had no more than 20 things happen and depending on the severity it takes the management time to fix stuff. It took them 6 months to fix water in master bathroom, so I didn't have hot water for 6 months. The office knew about the issue but because of bad management and staff turnover it messed up things. Within a week or so for other issues. [Management is] kind of quick on emergencies like leaks. I don't feel valued as a customer, and I don't feel like I get my money's worth pays about \$1680 for everything to be out of date and won't renovate unless they move out and they moved in we're paying 1415 it's a 2 bed 2 bath roommate style. 1036 sq. ft. There are roaches all the time and it's the management's fault. The power bill is absolutely terrible. The green efficiently of it is non-existent. The HVAC unit is out of date. It's been repaired multiple times and works but isn't efficient. Washer and dryer units need to be updated and aren't efficient; neither are water and heater. They need to do an energy co-efficient review of the complex. The power bill is high, and everything is out of date. Power bill is over \$200. When we first moved in, when we ran the AC unit the power bill was \$450. A couple months later and then \$500. A woman who lives in 201 is a cancer survivor and is in remission and is in her 70's. Something is up with her HVAC unit and it's pumping out black smoke or dust. A lot of dust is coming into my own unit from the ventilation.
123574965	In his opinion the Montgomery County education system is not good enough. Moving to Hartford County for better education.
122336561	More supplies for kids, more diverse teachers,
122336552	We need better and more diverse teachers. More money has to go into schools.
123278938	It's quiet and the neighbors were nice, and we have a bigger house, we wouldn't move. But the school system in Howard County. You go to moco schools and compare it on

Code	Canvassing Interview Comments
	google and you'll see ratings and Howard County is 8/10. Montgomery count is 4/10. As far as location wise you can't beat it.
123278942	Just moved here from White Oak. The neighborhood in White Oak has more cops and criminals. Here she feels safer. Country should work on improving safety. Kids are 9 and 11. The public schools here are "okay". Classes are too large. Having a better teacher to student ratio is important. Drives kids to school in morning, takes bus on way home. Wish school bus safety was better, maybe some sort of security personnel bus. Would like to see a playground closer to this neighborhood. Right now, they travel for playground and basketball court. Safety is the paramount concern really.
122336564	Property management at this apartment complex is poor. We are moving Anne Arundel because the school system there is better. Montgomery County is pricier, there are more new developments being built away from Montgomery County. We need the appearance of things and what's accessible improved. There's no longer a Safeway. So, we have to go to White Oak for Giant. Something more for the youth to enjoy their community and take pride in it. Something for kids to be able to do besides just the Rec Center, which doesn't look welcoming and looks dry. Kids need a lot more to do in the area and get excited to step out the house and get off tech. There's nothing for the elderly here and they aren't taken care of. The auto mall can help the elderly and youth if we used the space differently. The trails aren't well connected and don't end in good areas. Maybe a good lake-- something like Rio or the lake in Laurel. Parks like in Rockville. Maybe a bridge over the pond by Edgewood Park.
123278990	Almost no services. The school is not good at all - Greencastle - the staff are not good. Had very bad experiences with the staff teacher's principal. Wants the teachers to take care of the kids. Kids are aggressive to each other and hit each other. There is bullying at the school, and instead of working with Feras to fix the problem, they started being rude to him. Tried to transfer his son to a different school, but his application was denied. Son is going to middle school and daughter is going to 2nd grade. Trying to get daughter homeschooled. The roads used to be really bad, they were bad for 5 years, but now they're paved at least. Area does not have enough shopping centers. Need more shops - would like a health food store like Giant or Whole Foods or Walmart. The closest one is far in Laurel. Community is good and there are enough Muslim community members here. There are not enough playgrounds in the area - would like to see centers for kids to play and have activities inside. Would like creative stuff on weekends in the area. Has lived in the area for 6 years. Would like to take English classes to be able to work as a doctor again - wants to get resources for learning English for medicine.
123574982	She would like more natural play areas. Right now, they go the aspen hills area. She thinks public transit is good. She hasn't been on since the pandemic. She likes global foods but usually goes to Columbia heights for food and pharmacy. She wishes there were more restaurants (halal) in the area and movie theaters and adult entertainment. She thinks her side is quite but is scared of the boulevard. She is a teacher. She doesn't want her son to go to green castle. Wishes that the school would have more funding. She thinks the management here is good. They respond at the latest at 3 days, but they

Code	Canvassing Interview Comments
	do have cockroaches and that's a problem they have. She would like to get a house. She would be like to be a first-time home buyer later in like 2 years.
123276155	Would love to see the area grow. Nothing for kids in walking distance. Safe and close. Daughter would like to go further from home safely. Enjoys basketball and cheerleading (Unity Thunder). Wants more from Department of Parks and Rec, especially after COVID. Mom doesn't feel safe allowing her daughter to play where she can't see her from the window, so she plays on the grassy hill right outside the apartment, which is literally a three-minute walk from the rec center.
123276212	Gerry would like for there to be a Walmart closer by.
123572459	The sidewalks have vegetation that grows down and you have to go around the sidewalk. He likes the park down the B (castle boulevard) because it's convenient to get there to run on the trails. He thinks that it is connected well. He goes to Columbia pike for groceries. They go to global foods for some European food.
122347056	I like that the bus runs on Castle Boulevard in our neighborhood. We would like a name brand grocery store.
122336559	We have been here for not too long. I want to keep it quiet and keep the bad guy out. Better schools for kids and grandkids. My kids and grandkids talk about the food at school and how terrible the food is and the school system. They mentioned guns. Not very comfortable with the safety in the area. I don't have confidence to leave kids at the park. We are a low-income family and rent keeps raising too much. It's over \$2,000. I'm paying over \$2,000 for three bedrooms and pay for gas, electricity, cable and other payments on top of that.
123276195	Well, I'm new to the neighborhood. I have no comment right now because I just moved. The main things are I like that there are a lot of parks. I think they could add another market close to this way. The roads need to be better as well.
123572491	Shopping is okay but there's no hospital nearby. Honestly this building has terrible parking - as though there are way more people parking illegally. For security, packages get stolen all the time. Okay with parks and wishes there were more libraries.
123278987	Apartment is too expensive but get no services. He had a stroke and needed to pay a lot and didn't get help for it. Paid a lot of taxes but didn't get help. By August, he will have already moved to New York because he believe there will be better services for folks struggling like himself.
123569166	Ashley just moved here from a friend's referral. The rent is kind of expensive, but the place and area are nice.
123569167	I think we need affordable housing for seniors. And everything is market rate and many seniors have fixed income. They have more medical bills, and the rent around here is expensive. I love this area, but I can't see myself affording to live here even though I love the community. We need a gym here. I go to LA Fitness in Laurel. They have home

Code	Canvassing Interview Comments
	<p>goods there too. I want a grocery store. We used to have a Safeway and according to them they closed because people were stealing. It'd be nice to have a CVS nearby. It'd be great to have a township area where we can go to everything we need. It's not worth it to go to the Briggs Chaney Shopping Center. I got my nails and feet done the other day, but I'd want more stuff in the shopping center. It'd be nice to sit out and eat outside and have community events. Do y'all know about The Mad Cow in Laurel? That's nice low key adult place in Laurel. I don't care about a club because that brings trouble, I think. But somewhere for live music. Have a commuter bus on the weekends to get the shopping center. We are in an apartment community with a lot less resources than a homeowner would have so I wish we had a lot more convenient resources to make up for it. Better weekend transportation is needed. If the bus is out there, I'll get on it. For example, I had to get my A/C replaced three years ago. And they were like "you must be doing something wrong with the thermostat." I come to find out the A/C did go out and it took me months to get Resident One to replace it. I've been fighting to get new fridges and stoves. I've had to call five or ten times. I've been here twenty years. And if I could afford to buy a home here I would. You could walk to the park and get to Baltimore and Columbia quite quickly. Even Downtown DC is not that difficult. We're not in the city but convenient enough. Does FLASH run on the weekends? I'll go to Laurel before Downtown because it's such a hassle. I would like to go Downtown Silver Spring though.</p>
123572445	<p>Trying to get help from him for his autism. Apply for unemployment if you lose hours as a direct result of covid. And she is a nursing aid, and her people are dying every two weeks. Rent relief is waiting. And referral to east county for job coaching assistance. I want to move because I cannot afford it and they say they are going to kick us out. There are some resources for housing. Housing Opportunity Commission. Moderately priced dwelling units. Negotiation skills for your current landlord, job coaching, unemployment. Been living here for nine years. We have a lot of roaches here. The downstairs they keep selling stuff here. People pee in the hallway. Everything is safe and friendly otherwise. The bus system and the flash are free! I love it!! 20-25 minutes you are in downtown silver spring. Because this is an old building, I think they have to do a lot of work. The management is very good they come every Monday to do pest control. The kids are getting homeschooled now because of COVID. My one son has asthma. From Guinea.</p>
123272796	<p>There are noise problems: A/C noise. I have heating issues in the apartment too. The landowners keep switching and the building/apartments keep being bought out. There is steep increase in rents. There's not much kitchen space.</p>
123569151	<p>I am not getting what I pay for. The rent is too expensive for these conditions. Even the sewer is paid for. There are people who smoke weed, public safety is lacking, people vandalize cars, the buildings are old, water is leaking from upstairs. The landlord and management are not doing their job to fix the issues. There is no security and no working cameras, so the packages are stolen 75% of the time. We need more security cameras. There are also so many roaches.</p>
123281029	<p>I hate the apartment. There are leaks all the time. 8-10 leaks in a year. Last one has been for three weeks, and it still hasn't been fixed. I pay \$1,600 to live here for something</p>

Code	Canvassing Interview Comments
	that leaks all the time and has mice and bugs. Too expensive. The only other affordable area is Green Belt around here. I can't afford anything else by myself. Affordable housing is an issue. It feels safe, but packages get stolen. The roads need to be fixed. Roads in Fairland are worse. It's not too dark at night. There's some adult life in the area.
123585837	I just moved to the neighborhood. Rent is expensive. There was inconsistency with the management during the lock down. The commute is too slow. There's too much of traffic on 495 and 29. I disagree that we have to pay for parking. They charge for trash, but you still have to take your trash out.
123278978	She would like to see more affordable housing. She would like to see more jobs in the area vs commuting for work. She would also like more training for people who do work. She is a social worker. Would like to see more community-based programming and community building in the area. She would like more gardening and community gardening as well as education and training about food. Upset about affordable housing not being easily available. She is a social worker, and we can reach out to her.
123574999	Keeping the greenery on route 29 is great. I know Fairland has a park around Greencastle Road. Adding more green spaces with trails will add more value to the area. The median income here is not as high and that's not a problem but things like that would be helpful to raise the ambiance. There's not really a central community area. I was in Baltimore yesterday and saw there was a central marketplace with farmers markets, and artists on the weekend. Things like that lend themselves to local community involvement. There's a farmer's market off of Old Gunpowder. I would do leisure activities in the auto mall space if it could be redone. Recreation activities like minigolf or like indoor adventure things like indoor skydiving in laurel would be cool. That way people would shop and do groceries and at the same time go across the street to enjoy. It's right off 29 and so it [adventure and entertainment venues] would attract folks driving by. You could have things like massage and nail salon places. More doctors and a big chain pharmacy is important. It would be great to have an eye doctor or a primary care or a high-use specialist like dermatology. I lived in Laurel before I moved here so that is my frame of reference.
123572424	More adherence to mask laws. Housing is all expensive. Safety is on and off... not super consistently safe. It feels nice to walk around here. We have sufficient pharmacies. I have been in the area for over nine years. It has gotten safer over the years. The parking is good.
123278961	Compared to where I'm from, I think it's better. I'm from the Towson area. I just think that my daughter and I would work out better somewhere else. She's about to go back to college anyway, so I'm going to downgrade to a one-bedroom so I can have a more affordable rent. I have health issues and need rental assistance. The apartment has mice and roaches. They need more security cameras outside and inside.
123276180	The rent is expensive. It's not safe. I hear gunshots.

Code	Canvassing Interview Comments
123272827	Housing is expensive, and the building is not safe. Strangers manage to get in. Rodents are in the outlet mall and in the building. It's fairly safe. Management is trying.
123609903	<p>Where we are living now is not so safe. Because of my son's medical issues, it has decreased his mental health. Between my son and his medical issues (he has a heart condition) and his severe anxiety, it's been difficult for him to literally have a childhood. He can't go outside. I currently see drug deals all day long. I don't feel safe. Because of that my mental and physical issues have increased. It's just not a good situation right now. Management is horrible. They don't care. I've been harassed. I've been bullied. You name it, it's happened to me. My son and I are out here alone. It's just us. And we need to go. We've contemplated living out of our car. What I would really like is a home. My son would benefit from having a service animal. If I could find a rent-to-own program or any kind of program where I don't feel so much at the mercy of other people. I don't want to feel like if I don't pay this, I'm going to be written up for that. Anywhere that's better than here. I would be happy living in Montgomery County. If I were to end up in Montgomery that would be an extra help for me. I have just recently lost the person who gives me aid. So, when I can't drive. Or can't take care of myself, I could be close enough to someone who does live in the county. Any place that I can get into. I'm willing to do what's necessary and so is my family. I have just recently had a very bad illness and my family felt like they were a little too far from me. If they had been a little closer, they would have been able to get to me faster. Most of my family is Takoma Park. Takoma Park or thereabouts is great. But at this point we just need to be away from here. And if we only have five days for a transaction, I can make that happen. I can move out quickly. We are ready. Like I said I was considering out vehicle. I receive an adoption subsidy for my son. And social security because his father died. Life has absolutely not been easy for us. We get \$2000 a month total and would like to move to Montgomery County.</p>
123585823	Housing and utilities cost a lot. I had to pay a lot out of pocket even with assistance. I have trouble with the cost of caring for two children. We have a housing program paying rent for us. There is damage to the ceiling of our apartment. It's cracking and the paint is chipping. The oven is not working. Maintenance fixed some things but is late on other issues such as our faulty door handle. I like the apartment, overall.
122849145	<p>I have been here 15 years. The company has changed many times. They changed which utilities we pay for. Now we pay to throw out the trash, the sewer, and the water. But we didn't used to pay for all that. The water bill is very expensive. \$38 per month, in addition to other utilities. And the rent is already too much. It's weird that the county creates this system to supply water and then we pay for it through our utility fees. We pay the same fee no matter who is using the water here. So, if someone is using more water, we pay the same as them. Another thing doesn't give anything to anybody. They increased the rent \$105 dollars each year even during the pandemic. The air condition broke and we went eight days without air conditioning in the summer heat. The bathroom broke and it got all moldy, but they didn't fix it. I called the management to get help, but they didn't do it and I wish I had a number to call the county and tell them what is happening here. I'd like to ask them why they can't do anything to fix the things</p>

Code	Canvassing Interview Comments
	<p>promised in our contracts. The neighbor had a problem with the bathroom for a month and half now and hasn't heard anything from the management either. The money we send to the government, we want them to do what's right. We want the government to send it to the community. You are contractors and we want the planners and the councilmembers to come to see how people really live. If you live in America nothing is free. Especially the sewer and water bill!!! I think the charge is split between the families in the apartment building. They don't respect the tenants. Montgomery county should have a phone number for renters to report on management. They have changed management and it's a new person and they don't know what we are talking about with them when we want to address issues the old management needed to fix.</p>
123272810	<p>There are issues with our A/C. It's not working. I told management for two months and they did nothing. They gave me one portable A/C, but it doesn't really help. The management is not responsive and makes false promises. I have rashes on my neck because it's so hot. We also have a lot of mice in the house. I told management, but mice keep coming back. There are issues with smoking on the balcony and it floats up to our home. People walk dogs and don't pick up mess. My daughter steps on glass and dog poop and people don't clean up after themselves. I need help for rent relief and utility assistance</p>
123281027	<p>Things are getting more and more expensive every day, including my apartment. They're iffy about responding to concerns, the management. Maintenance does not respond properly. Sometimes people take packages from doorsteps. A person opened [my package] and then returned it when they noticed it was a book with no value. Not enough light at night. They steal airbags from new cars. Security could improve.</p>
123572460	<p>The apartment complex looks like a ghetto. It's wrong to put the evictions on the doors. It's to shame people. They don't put the carpet where they are supposed to in the hallways. The compound does not look nice. The grass is dead and there are no flowers. They should at least clean the buildings at least every year. Space inside is big, but the outside is shameful. The buildings themselves are dirty and it's all weeds. The view is not good compared to other complexes. I want to move to the other side of Castle Boulevard because of this. The red and black on the doors makes it feel like a ghetto. There used to be lots of bad kids here, but they are not here as much anymore and every day I would see the police here. There were car break ins. I would like to see cameras or at least fake cameras as a deterrent. And it's something I hear a lot that it looks like a ghetto. The rent is too high compared to other countries, like in France, where I grew up. To change society, the rent and utilities need to be low so that people can live. People here also go to jail for even the smallest things and that doesn't make sense. I really feel like the system is broken. It is easy to start jails and it's as if America want people to go to jail to make money. I used to rent from a Hispanic family, and they had to rent the house rooms out to not lose the house. There is also nowhere near enough vacation-time in America, especially compared to France. This is not the land of freedom. People go to work, get almost no vacation, only to come back and work all day to pay for all the bills and repeat. It's shameful in this country that there is such a thing as eviction in a country as rich as America. They just throw the stuff out when the evictions just happen. At least they need to give more advance notice for the evictions</p>

Code	Canvassing Interview Comments
	and help people move their things. And sometimes people doing the evictions use it as a chance to steal leftover items families could not move in time.
123572446	<p>I lost my job in February and I was there for six years. I know how to delegate and know what I'm going to do. I'm telling you there are squirrels running through my walls. I don't even know whether it's squirrels or rats. There's an animal fight in my walls. That's scary to hear something going in between your walls. The apartment has to do better. Do better for everybody. I got to run past the bushes right outside because that's where the rat's nest at. Rodents are a huge problem. The thing about it is you can walk out and see rats because our apartments are not closed out and there's no front doors. We're connected to the outdoors. Also, because the trash is open, we have all the rodents right there. I also have a 1982 apartment and pay 2021 money. It's crap here, but we pay so much. We have two different entrances to the apartment and that's worrisome. We have birds flying and nesting in our apartment. I'm not comfortable here. You can see all the rat holes by the dumpster there. The washer and dryer are always breaking. So, what am I paying for? Then you gotta worry about mice. The management says we'll put a trap out. But I can get my own traps. I need you do exterminate, and you get \$1,300 a month for a two-bedroom one bath and where is it going? You shouldn't have to worry about mice running across your foot in your own home. You want people to pay rent, so do this right!! I'm getting upset because I got girls. They're getting out the shower and thinking... oh is it a mouse? I'm clogging up holes in our home!! I shouldn't have to pay this rent with this happening. And I'm scared because my girls had gone to school on their own... going to and from school. And the exit to the outside is right outside my door. And imagine... someone posted up right at my door and just snatching my daughters. There should not be two entrances. It's not safe. People are shooting people. I just want to get away from here. Thank God I have a roof over our heads.</p>
122849138	<p>My father died and grandma died during COVID and every time someone got sick at my job we had to stop working and go home during COVID so it kind of set me back. My light bill is probably \$2,000 now. It seems like I'm never getting out of this. My gas bill is something like \$1,200. I make \$58,000. I wouldn't get paid most of the time because they said I was out for COVID due to exposure. I couldn't use my sick time because I had two deaths in the family because of bereavement. What I did with the rent, I talked to the people, and they approved me for the rent relief, and they were supposed to get back to me for utility help. At Spring Parc, they've been setting people out left and right there. They work with me because I've been keeping in regular contact with them and letting them know what's happening with me. I told them that I had been approved for relief already. The funny thing about it is the rental office knew about this program, but they only told folks they liked. I watched last week as they put out two people. People lost their jobs and struggling now. I have a son and I try to keep him away from shootings and stuff. Thank God he doesn't like to hang out, he just sits and plays video games. I'm still kind of uncomfortable because there was drugs and a shooting when we first came to Spring Parc. I've been here going on two and a half years and been here since 2019. I facetime my son while he's walking the dog just to make sure he's safe. And with the apartment complex I pay \$1,673 and I have a hole on the top floor. There</p>

Code	Canvassing Interview Comments
	<p>are cracks at the top of my wall, and they came, fixed it, and they did a different paint at the top of my wall. Then I went and said to them it's a different paint. I asked them to use a matching paint and they said they wouldn't fix it. I told them my AC wasn't working right and they told me that it's probably working and tried to avoid me for weeks. It happened with gas too and for weeks I told them I was smelling gas and they told me no, but I kept bugging them until they gave me a new stove. I live in a two bedroom, two bath. My credit is bad, and I just got out of a divorce, and I've been going a lot through these three years. I told my son; we could try to find a house when he graduates from school. He's used to being in a house because he grew up in a house. I can't work on my credit and pay my bills. I've been on the section 8 before but haven't in a long while.</p>
124077335	<p>Especially now since the pandemic hit. I've been spending all my time in the local community. Before I would go to DC and go to a museum. But now we feel like walking to the local parks and exploring the community. And you start realizing we have these great things here, and oh we don't have this. You start taking inventory of what we have in the community. I know we used to have a beautiful farmer's market a couple years ago and now we don't have it anymore. And for me that's a big issue because I used to get my fresh produce there. Now, I have to go to Aldi, but that's an issue because I don't drive. One of the things I'm concerned about is newer housing. Is there any way that we can get notified of the newly built single-family homes? I know the county has these programs to make sure builders build housing for everybody. There's a new development in Silgo Creek and I noticed that. If the county has that in terms of equity. I work too hard for my money to be paying people. If the county has a resource more for the people, that'd be great. I like government services because we pay tax.</p>
123569162	<p>I need rent relief and food bank support. We are unable to pay the water bill. We have kids over who need food. Is there a food bank nearby?</p>
123281073	<p>**Spanish speaker. ** I think the community is good. I have not heard of COVID here and it's COVID safe. We have no problems with packages being stolen. The maintenance is responsive. I work in the night and there's nothing I worry about. In the leasing office, the lady does not help but the maintenance office does respond. My son enjoys the pool. I think there is enough biking space too. I work with door dash and other services to earn money when I can. I'm trying to build credit and get assistance with job coaching. I want to get connected to those services. There is a difference of paying month to month versus paying it all at once for healthcare and hospital bills. I live here for the schools. My son and daughter are at Briggs Chaney Middle because they are better to the students. Otherwise, we would live somewhere else. Rent was \$2000 and I pay all this in rent and don't get anything out of it. I want help home buying.</p>
123278943	<p>It's fine. No problems. Needs to make more money to live here. Too expensive to live here. Not enough job opportunities directly in this area. Has to travel for work. Affordable housing is the most important issue for him by far. Doesn't know how to access renter assistance programs. Didn't get any relief during covid. Rent relief</p>

Code	Canvassing Interview Comments
	would've helped a lot. Currently looking for jobs. Wish there were more contracting jobs.
123278945	So, you said for the rent relief, I have to have outstanding \$1,000 dollars? Every month I'm late past the due date, but I'm not able to pay on the first on the month and I pay by the 10th. I have to be using my credit cards for other stuff so I'm over \$20,000 in credit card debt. Can they help me with unemployment benefits? The job that I was working for over 8 years said they had to do a separation benefit. Right now, I'm doing an overnight shift at Amazing 36 hours a week. martin00084@yahoo.com
123272817	I'm trying to go back to my job, but I'm also looking at a state exam so I can sell insurance. You kind of suffer at the beginning because you won't get a lot of money. I have a 4- and 2-year-old. My 2-year-old stays at home and my 4-year-old I'm planning on putting in school this year. Daycare is so expensive and if I could get some sort of percentage help that would be great. The only thing I ever qualified for was the food stamps. I tried to qualify for student loans. My two-year-old is falling behind especially in the language area because of the lockdown and we haven't seen people and it is always just us. I took him to the wellness check-up and the doctor said his vocab was supposed to be at a certain point for a two-year-old. The ladies told me something about some sort of program that helps first-time homebuying. I live in a two-bedroom apartment, and we outgrew this place. They did tell me a program that will help you plan to buy a house. I don't know where to start and there is a realtor that lives across from us and I don't get enough information. marthajwmakec@yahoo.com, I have a small welding sole proprietor. I'm just wondering if we cover all the neighborhoods. One of my neighbors was just evicted and their stuff was thrown out. We have rodents and I think I'm allergic to it. They are doing a renovation now and they started at the beginning of last month. They damaged some stuff in that process. Like there was a gas leak and showed up right away and changed the stove. The sewage water was backing up in the dishwasher and they didn't want to fix it. It's been like that for a month. The apartment smells like sewage and I put chlorine there every day. Most of the fixing is in empty apartments. And I'm like why are you fixing those apartments-- we should come first because we live here. I have respiratory issues because of the mice here. New management took care of the roach issue. Needs help with childcare services.
122336557	Disparity between government grants given out in MoCo, man went 9 months without food stamps says this didn't happen in PG county, called 311, put in reports and still took 9 months, didn't hear anything until February, COVID rent relief he put in and then he wasn't granted saying that he was approved for 4K and never got it and landlord didn't get it either; he has to go to eviction court and told him until the end of the month (he kept submitting and called 311 and nothing and just telling him to go and do it again and go around in circle) but man still has jobs and kids and the county put him in a bad situation; they don't answer the phone and when you leave messages they don't respond. letter in court to appear 4/26 HP.Hill1@yahoo.com. Larry Hogan shutting things down and forcing people to be at home with their kids because there's no outlet for their kids and now, they can't work, and Hogan cut unemployment and rent relief and SNAP is delayed. Unemployment didn't show up in November. "We look to our

Code	Canvassing Interview Comments
	government to help us during crisis.” People do things and break the law because they can’t rely on the government.
122500133	I would like to have more libraries. I wish they would clean the parks. We need better rent control. The rent keeps going up. I wish if prices increased, they would increase every 2 - 5 years.
123276167	I want to see more attractions and gathering places in the community, so there is more to go out and do. I would also like to see lower property taxes.
123281036	I don't have many complaints. Sometimes there's noise I can hear from outside my house while I'm inside. Rent is expensive. The roads can always improve.
123276160	I’m old. There's overdevelopment. I have lived within this area for a while. Affordable housing. Better transportation. The parks are pretty cool. Capitalism tops anything, but those are pretty much my thoughts. My daughter went to Brown for her master’s in public health/policy. Keep up the good work, we need young people.
122299906	I've been here six years. I love the sense of community-- like I know my neighbors here. There is lack of assistance and direction as to where people need to go for help. We have a satellite office that Montgomery County just started being used for the pandemic. People call all the way to Georgia Avenue. My sister also lived in Woodvale but then moved to Lithconium Heights because she couldn’t afford living here anymore. My neighbor just moved to Stafford Virginia. And I'm spending \$1,880 with three beds and two baths. That’s what people are spending elsewhere and getting much more. The MPDUs are more affordable but they only have two bedrooms. It’s great community in Montgomery County. But only if folks make upwards six figures. These apartments aren’t the greatest, but my income shouldn’t delegate where I get to live in. The people are great here. This apartment wouldn’t mean nothing if I didn’t have great people upstairs, below, and Kingdom Fellowship. But we don’t have the politics and Councilmembers behind me. I haven’t seen one politician knock on my door to ask me who I’m voting for. I have two part time jobs, and I'm looking for more work. In DC, when they do assistance, they set up plans for you-- helping you get more education and a job training program. I asked my caseworker here: are there programs out there and they said "no not really..." I’m a notary with an associate in Psychology. I went back to work within three days of having my daughter. Who should have to do that? **I’m gonna send you the literacy council information** It’s \$2,400 for townhouses around Fairland. I want to move in MoCo, but I can't because it's too expensive, so I'm forced to move outside. My sister had the same situation and moved around BWI. There's a group of people in MoCo who don't qualify for anything such as section 8, but still can't afford anything in MoCo. I moved to MoCo from PG because my child raised concerns about PG, but PG prices are better than MoCo. So, I had to prioritize school district over better rent prices. The tradeoff of a lower-end apartment that costs more to be in MoCo. I pay almost \$1,900 a month for a sub-par apartment. I have to do this to live in MoCo. I feel like politicians know they're failing people but aren't doing anything. I am in that group of people who make too much money to qualify for any government programs, but not enough money to afford to live comfortably in moco. I have to work multiple jobs to get

Code	Canvassing Interview Comments
	by. I filled out the first-time home buyers form, but loaners are concerned over credit, so I can't afford any houses in MoCo that meet my family's needs, another concern about moving is having to relocate son from my current high school to another high school because we can't afford any houses in the same area. A lot of minorities in MoCo feel as though they aren't listened to nor having their needs met by leaders and politicians who neglect them. Townhomes are 400K-500K and you have to pay \$350 a month for HOA. I have to pay for parking in Woodvale apartments. And there is a big pile of salt in the Woodvale apartment parking lot that takes up a whole parking space. It's been there since winter and it's the end of July now. Parking is difficult in Woodvale and there aren't enough spots. Big trucks are parking here to take naps.
123272828	Management takes a long time to respond. I'm planning to move.
123278984	I'm leaving for New York next week. It's too expensive here and they don't solve anything that needs fixed. The building management is bad.
123141899	Jersey needs rent relief because he's unemployed.
123585822	We just moved in from New York to get help with childcare. I'm living with a friend and am unemployed. Rent is a bit high. **We offered her childcare assistance. She said she would call if she needed help. **
123574968	I like the neighborhood. I just moved from Columbia. More restaurants will be appreciated.
123278957	Management is bad and is typically slow with repairs. There are maintenance issues. The bottom of the sink pipe busted and flooded the apartment. It's a pretty quiet complex with some exceptions. I don't do anything. I feel safe walking around at night. I don't really use the park or trails since the trails are not well lit. There are usually enough parking spaces. My younger brother was able to find recreational activities but outside of the apartment complex. I go elsewhere for night life. I like the shopping centers nearby.
123272804	The shops aren't set up right— Walmart is 17 miles away. There is no market competition between stores here with only one grocery store.
123574985	She wishes there was more drive through restaurants. She wishes that there were more shopping options in the area like shopping for clothes, getting a smoothie. The traffic is ok for her. She feels like the area is secure. She wishes she had places in the area she could spend the money. She wishes it was more metro accessible. She works in DC and day care for her kids is not super convenient. There is no affordable day care in the area. She feels like she is paying two rents right now even for one kid. She would like to see if there are any daycare assistance resources.
123572440	Me and my wife used to talk about something like adult space. Where the dog has a nice big public park. Like an area for bars and somewhere you can go on your Friday or Saturday night. We had to go Downtown DC to hang out just last night, but it would be nice to be close and see folks nearby. A nice little set of sit-down restaurants and bars.

Code	Canvassing Interview Comments
	Something for the teenagers bro. Like we have the rec for the kids but something for the teens where they would want to go. Somewhere where teens can hang unsupervised so they can hang comfortably. My daughter, she is in basketball but there are no basketball courts around here. We need a sport complex closer. Something for her. She loves basketball but has nowhere to go play. We found one court but it's just a half court. And it's pretty far so we don't walk there.
123272815	This is a very nice neighborhood. I wish there was library to bring the kids to. I wish there was a park for kids. Existing parks could be better. We need more hang out spots. A swimming pool will be good. The marketplace is good. I want more low-income housing. I have no problems with the building. But the management is not good. Their dishwasher is not working, and the management never fixes it. We are working to pressure management. The outside of the building is fine. Parking is ok. The elevators get stuck. The closet doors broken in apartment. The elevator door is broken and very slow. Management fixed the door, but it keeps breaking. There are many insects and cock roaches and mice.
123272798	We need more maintenance, more security, and lighter in parks and streets. I like the environment. It's a quiet, nice place. Depending on the building you live in here, people been pulling the fire alarm. There is a lot of littering.
122299916	We need a place to play for the kids. It'll be a good thing if it's accessible and safe. And a program for children with disabilities.
122552010	Love that Fairland Park! Goes good with a dog on the trails. We need to maintain the parks, especially during COVID, because that green space is important. Shopping in the neighborhood is horrible, the global foods is deplorable, and the quality of food is low. There used to be a Safeway and it's no longer there. There are inferior stores in the Briggs Chaney Shopping Center. I live in the Woodvale apartments with a 1-bedroom ad 1 bath and it's \$1,800. I feel like the county is trying to push residents out. It's very unaffordable to live here and most people work minimum wage. They increase rent yearly and then people move out and have to go to PG or far places like Frederick and Hagerstown and that causes residents to be displaced. Castle Boulevard used to be called Kila-Boulevard, insinuating that it is dangerous, and a lot of murders happen here. These days they call it "the B."
123278950	Constantly utilizes parks/green spaces, but uses the same ones (green castle rd. parks are more well-lit than other parks) — lack of options // feels safe walking around the area (grew up in Baltimore City) // brought into area by work, feels it's an accessible location // goes to visit friends in Columbia, MD to do things because there's a lack of night life & entertainment // lack of restaurants // limited gym options and doesn't have all the equipment she would like // good and affordable grocery options // more options for carry out (even after the pandemic) // bad apartment floor numbering // has lived in the area for 1.5 years // wouldn't pay price for the apartment if she wasn't living with 2 other roommates // calling the right police department is confusing (easy to cross over to the wrong jurisdiction) // bad driving experiences (jaywalking) but no robberies or suspicious activity // only issues have really been plumbing (water would be turned off a

Code	Canvassing Interview Comments
	couple times) // bad communication with maintenance at times // management is responsive if complained to (2 calls does the trick) // good community and no negative experience with neighbors // unsolicited doors salesmen preying on a vulnerable demographic // plans on staying at least through the end of the next year // parking spaces are too small and people angle park, has to pay to park underneath awning (\$50/month)
123563870	The shopping center is okay. We just moved here a month ago. I wish they would open the pool at the complex. There's decent rent for what we're getting. We're in an accessible location.
123278973	I wish there were more basketball courts I don't even know where the nearest basketball court is.
123563833	Need more playgrounds.
122527547	We just moved here three weeks ago but right away I see kids dribbling the basketball all across the parking lot. There's a court at Greencastle Elementary, but I can't watch my little brother from here. It'd be great if we could get closer courts in the apartment complexes.
123281050	So, we should add more playgrounds. There aren't a lot of swings. The new playgrounds should be close to the playgrounds we already have, but not that close. For the babies the little sandboxes would be nice. Because it's not a lot of stuff for them to do. I walk around for entertainment and watch the kids play in the playground and I play there sometimes too.
122849118	We could use a skate park, and more lights at basketball courts. We have no basketball courts here with lights.
123281026	**Amharic speaker. ** Around this area there is no swimming pool. The management is good. And around the area it feels quiet and safe compared to before. We have access to the school bus. I would like a closer recreation center for the children.
123276192	Libraries are not far off, but we need a bigger playground for our little boy. If we put him on the ground, he wants to run. So, if we take him to playground it has to be a big one that is public so that our children can run. Just like Wheaton Regional Park. I need a basketball court too. When you go on Sligo Creek Parkway there are basketball courts there. We'd like that too. There's a basketball court in the community center but you got to register and there isn't one for the public to just go play.
122552014	I want a pool. It's also been difficult for management to get keys to work with the pool we have here.
122500115	I want to see more parks and playgrounds in the area.
123276164	I have been in the area for a while. We need the Rec center to have more basketball activities. We need open gym for adults. I can only afford once or twice a month. It's too

Code	Canvassing Interview Comments
	expensive. And there is so little availability at the Rec. I want more access to the rec center.
123276191	All of these communities have dog parks. The playground over here needs improvement. I'd like to have more family-oriented places. Like Laurel, PG county seems to have a lot more. I do have a one-year-old dog and kid and there is not a lot to do around here. More playgrounds for my one-year-old son.
123958305	Grocery stores-- I would love to see variety such as more organic markets. I'm thinking of Wegmans. Just more markets that cater to that audience of people. The Global Foods is not cutting it unfortunately. The produce is really bad. If I'm cooking something and I don't feel like traveling to the grocery stores I usually go to, then I'll go to Global Foods. The quality is just not there. I've been in the area for eighteen years. When Safeway was there, I was a frequent shopper and there weren't many problems. The price was on the high-end, but the quality of food matched. For restaurants-- tech corner, which has Qdoba and Chipotle-- those shopping centers have pizza places and more variety there. But with the Briggs Chaney shopping center, we are lacking resources. It feels as if it's abandoned. The tech corner was a great idea, but there is still a need for more options. Because I tend to go to Downtown Silver Spring or Laurel for the dining-in experience. IHOP and Fridays and that's basically it at Tech Corner. Everything else I'd have to go beyond the radius to have a dine-in. With the fast-food for the most part McDonalds and a lot of places who sell chicken as their top choice- they pretty much dominate the area. It's unfortunate because there is an opportunity to have different cultures represented. Chinese food or Vietnamese food, Thai, Japanese-- there's one in Burtonsville. I would drive to Layhill or Burtonsville to go to a bar. I think the area we are in is deserving of some entertainment. The 29th corridor has a lot. When I first think of entertainment, I first think of something family oriented. Years ago, we had Chuck E. Cheese. Now they are gone. Like laser-tag or like Dave and Busters or a poor man's version of that. The youth in the area are desiring something to keep them occupied. Whether it's that or skating-- I'm not sure what's possible with the land but it'd be grandiose to have some sort of amphitheater that brings families together. The uniqueness of that is, I'm a runner, so I frequently run in the Fairland Regional Park which is adjacent to 29 and Green Castle. My point is that I'm able to reconnect with other runners I see frequently in the morning. We don't have any other community ties outside of the PTA. We do have nearby in Calverton their own pool. But for our area it's pretty much single-family and nothing that brings us together.
123585833	Playground needs to be improved.
123675133	I was actually born in DC and raised in East County and grew up on Castle Boulevard. I went to Greencastle Elementary and went to Paint Branch High School. They offered me the position to become the specialist at the recreation center and it was like coming home. I had my first volunteer roles and job here. My vision for this community center is to bring that sense of community back. The programs we had at this place was the center of our community when I grew up. We had so many programs, so many opportunities. When I think of East County when I was younger... this was the village. If I came here and got in trouble, they would get to my parents before I got to them. They

Code	Canvassing Interview Comments
	<p>took us on trips and exposed us to different things. My parents exposed me to different things too. But I know my friends wouldn't have been exposed without the rec. Before here, I worked at Longwood Community Center in Olney. I saw the decline of programs and availability of the space to the students and community. I think some of that has to do with the red tape of government and some with the community. My life goal is to breathe life into this building. I want this to be the hub to learn a language, develop the skills or learn a piece of tech equipment. Meet and hang with friends. If you don't know where to find something you can come to or call the rec. So, for the past since... well, September 2019 that has been my goal. Then in March COVID happened to us all. Then from May to the present I've been trying to develop these partnerships and speak to as many people I can speak to do the same things I want to do in this community. [Can you talk more about the red tape of government?] That's from the top down. My department heads. It might work like this: I have this grand idea-- for example, this summer, we had camp kindness day. It's a national thing and people celebrate it across the world. We did a little video with our camp and one of my staff who did videography put the music behind it and recorded it. On camp kindness day, we shared it with our department. Then the department said we can't share this to our social media because there are two parts in the video where kids don't have a mask on. From the department standpoint, everybody who comes into the building has to follow the rules and we have to be seen that way. We lost an opportunity to show our community that we are here building community and that they can join us. Here in particular the programming has not been made accessible. It's been very limited to seniors and adults and classes that are paid. Instead of very low cost to no cost activities or classes. They've also been specific to an age-group or demographic. They've also been ending at 6pm-- our youth have been put out at 6pm to accommodate adult programming. We can't have fifth graders running around with 21 and up basketball. So instead of them running around, I want to offer them a structured program. Like taking a music class, learning another language, or doing arts and crafts in a different room or maybe on another side of the building. When we put them out at 6pm they are going to a friend's house, a street corner, or a parking lot and engaging in risky behavior instead of being a safe place like the community center. [Where have folks been playing Basketball besides the Rec?] I know that they've been playing at Greencastle and when I grew up there was more space because the portables were not there. We had the whole entire blacktop. So, there's much less space to play. [What will be the Rec's future programming?] I'm still developing the programming to solidify people to run these programs. We don't have the programming right now. We have an extended camp activity unless you are using the weight room. What exactly that is we don't know yet. [What would you do to increase awareness of the Rec?] The first thing I thought of was a monthly newsletter for the things that were going on. Or even a seasonal thing that was going on the complexes over here that they could share with their residents. I have had so many people come into the building and say I never knew you existed. I actually met the summer camp director who lived down the street that way. It hurts sometimes. It comes from a personal place. I grew up here and I know what this place used to be. We refer a lot of people to the regional services center to get tax help, learn how to speak English, and we send them across the street. Sometimes they are scared and don't want it to mess up their immigration status. It's sad because I recognize all of the need that is in</p>

Code	Canvassing Interview Comments
	<p>Briggs Chaney and all the people and entities that are here to help, and we are missing the mark. How can we do better? [What did community look like when you grew up?] I remember one time the power went out in the middle of the summer, and everybody just came outside, and it turned out to be a huge block party. Normally, you'd be scared when the power went out. But we all went outside, everyone is talking, and we were all playing together. I'd like to spark the community fire here at the Rec at events we host here. Then the people find out they live in buildings right next door and that can be the start of what needs to be done on their home turf. We are kind of moving away from one-off events. Breakfast with Santa was a big event. When I was younger, the line was out the building and wrapped around the street. We may have had twenty people now. The department wants us to move to six- and eight-week programs that can be measured to show the community was made better. [What's coming down the pipeline?] We also need to do a Thanksgiving event. It's like five dollars and we charge by the family. They can come and they get all of this food, and they can have thanksgiving with us. We work with the schools and give away thanksgiving baskets to parents, so folks can have a good thanksgiving. I'm trying to start a neighborhood nursery. I want to figure out how to do a community garden and don't have any green space actually. I was trying to figure out how I put these beds in the back so I can somehow protect them from wildlife so we can grow with the kids. The seniors can assist with it and the families can harvest when they feel like it. I am trying to figure out the TOT programs. I have a group called Mocha moms that provide support from when you're pregnant to after you have your baby. Once I can get a schedule, I will definitely send you info so as you are out having those conversations you can always send them our way and if anyone contacts you, you can have a reference sheet. I will also reach out to the management of the apartment complexes. I will make sure that I cultivate those relationships a bit more.</p>
123585815	<p>We need a grocery store besides Aldi. Maybe a community center in this area. I know they have one in Briggs Chaney and White Oak, but we don't a community center here in between. We feel safe because we have security here. The streetlights are always on. I go to Columbia or Laurel when I go shopping. The roads are good to get there. The closest mall is Wheaton, but they don't have as many options. So, the preference is Columbia, laurel, Wheaton in that order. They got movie theatre, arcades, and restaurants. Nobody shows so I don't go to the tenant events.</p>
123572429	<p>The neighborhood is very nice. The schools are good. The management is slow getting back to the tenants. More restaurants. More playgrounds.</p>
123569168	<p>We need more basketball courts and fields. Right here on Castle Boulevard, we got a little soccer field (the purple one fenced off). The closest full-sized courts and fields is Fairland Rec Park. The park there is full often and mostly occupied by soccer players. I play football, so I'd love to get a place to play. I like the shopping center, but we shop elsewhere instead of Global Foods. I go to Shoppers and Shop Rite.</p>
123278972	<p>I don't plan on being here in 20 years. I want to move back south. I wish the playgrounds in the area could be more modernized. I wish there were better groceries in the direct area.</p>

Code	Canvassing Interview Comments
123272791	More grocery stores, roads are fine. Pharmacy isn't too close. Close to everything and a police and fire station nearby. It's a nice area, I've had a nice experience. Wish we have security to prevent people from coming in. People smoke a lot in stairways. Daily coming in of marijuana smell from people smoking in building. Cleanliness is up to par and rodents are not a problem, ac and heat work. Better management who are new here now are better than before, they painted and done renovations. Not really having issues. The elevator constantly has issues, when one stops working it slows up the other one tremendously. Since Friday one elevator hasn't been working and you have to take stairs. A public pool would be nice to have around.
123574973	We need a library around here. More playgrounds. The landlord makes you pay after you lock yourself outside more than twice.
122500103	More playgrounds. More accessibility with internet especially for my kids. I would like to see a new closer library as well.
123575008	A playground with a slide, a big rock wall, and a swing. We hang in the back or on the stair sets of the walkup buildings.
122347039	Better parks, and a community center.
123569170	We need a picnic area. Anywhere around the area for us and our kids. Spanish speaker.
123281070	I moved here from Virginia six months ago. I wish there were more walking trails. I would like more outdoor nature things. I drive and think the roads are pretty good.
123278983	I have lived here for the past year. I'm really happy about security and safety. I wish that there were more trails and nature around. I love the shops and how close we are to everything. I shop local for everything. I use the grocery store, nail salon, and do my hair really close by. I have a grown son, who lives really close by in Briggs Chaney. We used to live in Prince Georges County, in the District Heights area. I like this much more.
123276208	I like the parks and walking paths. There could be more play parks. It feels safe to walk. I go online and put a work order and same day or next day the issue is fixed. It feels easy to get places and roads are okay. Safety-wise it's pretty good and packages do not get stolen.
122527546	More soccer courts would be good and more water fountains to drink from. **looked to be a teenager**
123281071	I like that it's pretty chill. I wish the trash would be cleaned up. I would like more places to sit and relax-- more sitting space in the area. The public transit is good, and it's been convenient for me. The schools are far.
123563889	I wish it was quieter. The walls are too thin. It would be good if there were more things for kids to do in the community. We need it to be safer to walk around. The neighbors are always fighting. I'm scared to walk around because of the fights, and the weed smell. I didn't know about the elementary school options around here.

Code	Canvassing Interview Comments
122500116	I would like to see more parks. I would like a gate for the apartments for safety.
123563860	The switches are not working in our home. Not enough parks. They need more playgrounds
123281042	I want more accessible parks. Closer schools, because the kids have to wake up too early to get to school. I would like a rec center to close to complex.
123276205	More play area for the kids. We need a playground. The one by the community center has a lot of bugs and bees. More buses, especially on weekends. More ride-on buses. I need an American grocery store nearby.
123569154	Some stolen packages, some Amazon workers steal packages. problem with smoking, no enforcement. People don't pick up dog poops. Took 2 weeks to fix broken AC system. They should put lights in tennis courts, tennis court is pretty far from residence "should not restrict our ability to exercise." Government should regulate the ceiling price; they should know the income amounts and limit the maximum price. Many people get evicted.
123563848	We need a basketball court, and more swings at Woodvale in the park. Like 6 swings. We want a snowclone truck and smoothie station.
123563887	I like the green areas. There are bugs. It smells bad. The building is old. There's dampness. Lots of noise when people walk up the apartment stairs. The walls and doors are thin. The gym provided is closed when you want to go. It's hard to get a gym membership.
122299924	We would like more parks. Specifically, bigger parks in the area. Like Brookside Gardens. We need ways to have less bugs and pests. A shopping center closer in the area. Specifically, Walmart and department stores. Also, convenient stores like Wawa and Royal Farms.
122552016	People smoke too much. And it seems like we have higher COVID deaths because we have a large amount of people smoking. When people are smoking 'that thing' your mind goes to somewhere else. What I like is that the police are really helping. I see police all over and that's a bit of a relief. Secondhand smoke is everywhere. Biggest worry people smoke inside. We need to extend the shopping area. There are a lot of traffic areas because it is too tight. I wonder if they have another place to put a big Giant over there. You have to go to Beltsville or White Oak. Especially for the groceries. I'd replace the auto mall with more shopping there. If we have a competitor to Global Foods, I think we'll have better local competition. Entertainment during COVID is not an option right now. It would be cool to have something like a theme park like Six Flags. I'm a person who works a lot so it's hard for me to have adult entertainment. But I would really like to watch sports. This area has too many people and not enough space to play and recreate.

Code	Canvassing Interview Comments
123142285	<p>There is a lot of dog poop around. We need another restaurant like the pizza place. Little Caesar's just closed down and now we don't have a nearby fast-food pizza place. There's also a lot of speeding here.</p> <p>I like it because it's convenient to go to the shopping center. I can say the neighborhood is quiet. I usually go to the shopping center for food and clothes. A drug store would be nice around here. Like a CVS or some kind of pharmacy. I drive most of the time to shopping center. They just closed down Little Caesars so now my kids are upset. We need a pizza place. It's hard to find a convenient place to find pizza around here. Well, my main concern is the dogs. Right where I live, they have a dog park but yet people still bring the dog outside and they poop on the grass, and they leave it there. Is it a community thing? Or an apartment complex thing? We have kids out here stepping on poop and I think it's unhealthy for the children. A playground closer would be nice. Right now, where I live, I don't know where the playground is. We go to the apartment over for their playground. A safe playground with streetlights is something we need. Also, people speed a lot over here, so maybe a speed camera. I tried one-time to use the trails and I got lost. Do we have trails? I'm not sure. Oh yeah, there is one right after the police station.</p>
123272814	<p>We need better parks, more shopping centers with better stores, more public transportation. We have no security here so people pee in elevators and anyone can walk in front doors. Management puts measures to secure us, but people break and use force to open front door. There's no recreation for adults.</p>
122347054	<p>More parks for the kids and more businesses. The dollar store line was so long the other day. We need another dollar store, so we don't get slammed dunked and embarrassed. More entertainment in the area-- a little bit of everything. The new rental car place is good-- it was a good move. More businesses and more protection for kids. I feel it's not safe for kids to play outside. More mentorship for kids and a father figure for the community-- especially the boys. There's no affordable childcare in the community. We need more activities in the community for middle-aged and teenage kids. More activities that are affordable. There are not enough sufficient recreational places. The schools are okay, the teachers need to be paid more to go the extra mile for kids because they're financially strained. Food is okay at the schools. I want to see teachers get more pay. I want to see more active and better community centers before school and after school for kids. That's where I want my taxes to go. better free recreational activities in the area and more mentorship. I don't ride public transportation because of the idea of having to wait in the cold with kids for a ride on the bus. I like the new buses on the road with cameras. I'm happy we have indoor washer and dryers, but we have lot of rodents (rats and mice) in the community and in the apartment. They bite holes in the wall, and they do everything to keep them out, but the biggest problem is the rodents always get in. Landlords need to do more about the rodents. They call the exterminators, and they only say put traps and such and sometimes they send pest control, but the problem still persists. We need landlords to control rodents on the outside and we got a cat because of the rodents. I'm tired of talking with landlords.</p>

Code	Canvassing Interview Comments
123278975	I wish there were more parks and a bigger community pool, especially for children. Also, we should have a bus that comes all the way down. Like the Z bus could come all the way down Castle Boulevard. I think it feels like it's quiet and safe.
123574987	I wish there were more park spaces and benches. I would like bike lanes and bike accessibility. I like that the roads have improved. I don't feel uncomfortable or unsafe here. I think lighting on the street is adequate. Though I'd love to see a large community facility and space for community building. The management here is fair. But I haven't had air conditioning this year or last year and they still haven't fixed it yet.
123575006	More frequent buses because it takes a long time to get anywhere. And there is no metro, so we have to take Silver Spring metro. So more frequent bus times. Sometimes I just end up taking an uber. But I go to PG to work. It's a twenty-minute drive, but I got to take two-hour commute to use the bus. Twenty bucks for an uber. So just good bus service going to PG county in general. For me, Greenbelt would be great because that's where I work. The buses only go one way in Briggs Chaney. A hiking trail, or a library, and a community pool where I can park nearby to use or walk to. A kid's play area and park. A good park!
122299922	I have four kids and I would love to see playgrounds with monkey bars and zip lines. Soccer courts and basketball courts and football space. I would like to have more bus stops and that come more often. Another one closer to this complex. I would like a movie theater as well. More fairs and events for children like theme park rides. We want more community and recreation centers.
123569176	I stay indoors, we go to bars, the pool, the gym. Me and my sisters. We like to go hang out in the mall, like the food courts. The apartment building has a pool, but it is overly populated. I have a membership at lifetime, and they have the sauna and gym. I go to the bars in downtown silver spring, I like the society, Especially Aldi's. A cinema here in general would be nice, even if it is not in Briggs Chaney, that is less populated than in downtown and one with big parking. We like to buy a table at Kaldis and enjoy the night.
123272812	Likes the diversity. Needs more stores and restaurants in the area, very limited variety. No encounters with police. No pizza places delivery here. Adult entertainment could be better. Trying to find childcare options.
123574986	I moved in right as COVID started so I haven't seen the area much. I'm a music guy and would love more music and entertainment in the area. It'd be great to have more spaces like those in Downtown Silver Spring.
122347045	An update to apartment would be nice. I think there is a soccer field close to the beltway and there is one gym in white oak but not one close. Wish there was a gym close, that would be nice. The shopping center and the dealership are really close which is really nice. The shop to fix your car is really nice. Downtown silver spring is 20-25 minutes. There is nothing around here like Downtown. There is no buffet around. This Woodvale apartments have a gym (not good), swimming pool, and tennis courts.

Code	Canvassing Interview Comments
123574992	It's a good community to get around. We use the buses and go to Silver Spring. It got better on the FLASH because it made it faster. I hang out here, Downtown and Wheaton. Not much night life here.
123572482	I wish there were more places to do karate and dance. Other kids center like Chuck E. Cheese's would be nice. More stores. A recycling center and a compost center. Property management is ok. Pretty responsive.
123276181	There's not a lot to do. We need more fun activities. It's clean and organized. I want to weed to be legalized.
123574969	There is trash all over the place. A gym will be welcomed. The shopping center is nice.
123563842	It's a lively hood, but too much smoking. There's easy access to the store. There's no mall. No Baby's R Us. Transportation is fine. We don't have a playground.
123574972	More groceries store. More playgrounds. More shopping stores. Cameras will be good ideas. Playgrounds!
123563841	There are no good restaurants. No variety in the stores here. It's not ideal for middle-income residents. We have access to transport, we need modern buildings, apartments with pools and gyms. We need more stores than Ross. There are no bike lanes or no bike lockers. Apartments are expensive and we need more recreation activities. Generally, I feel safe. It seems safer in the summer.
123563840	Not a lot to do, no decent food places, cellular reception sucks. Powder Mill Road is BAD and roads with snow. 29 is easy and good but too many stop signs. Rent is a bit high for what comes with apartment. Narrow parking spot, easy to find parking. Good dog parks, good numbers of parks. REALLY bad parking lot for shopping center.
123574966	I've lived around here for 7 years. Very quiet, been pretty good. Not much entertainment. Not many sit-down restaurants either. I want more activities and things for kids-- lots of single parents around here but not enough programs for kids, especially something affordable for after school or the weekends. My son is 10 and doesn't really have any friends. I feel there are enough parks and fields but not enough activities, especially affordable ones. I worked at the local daycare for a while, so I have heard from a lot of parents. There is a lot of space available (by Burger King area etc.), for farmers markets and community areas/centers. I'm working as a nanny, but I'm starting my own cosmetics business and promoting on tok-tok. My cosmetics brand is Body Vault Official.
123276162	I love everything. I'm new to the area. I love the apartment. We do need more safety across the street from the apartment. The gym needs to be open 24 hours a day. COVID has left the community pretty empty. I'd like to play pick-up Basketball games. It would be nice for the community. Nice for working people.

Code	Canvassing Interview Comments
123569153	Huge rodent infestation. There are rats at shopping center and mice infestations in the apartments. I want to see more restaurants in shopping centers and more activities for the kids. Like pools.
123278982	Leasing office is not good at addressing complaints of any kind. Loves and prefers public transportation. Used to live in Europe and there was better transportation. Here, he really liked the Z-11, but now because of the BRT he has to switch buses at tech road which is really frustrating. Works in Bethesda and now takes the bus to DTSS and then takes the J2 to work. Lives with niece and nephew who can hang out at the rec center. There's a small basketball court but not sure if it's for residents only. Would like more places for basketball. Really wants to have more transit.
123278952	I'm pretty happy. I just moved in from DC six or seven months ago. The location is more accessible than DC in terms of grocery stores. I would appreciate better public transportation. I'd like a pool and fitness center. Management has been receptive to any problems we have had but there have not been a lot of issues with our unit. I'm looking for a closer Starbucks.
123276157	I meet friends through school. I go to the Rec Center to play basketball, though they should have more activities. I also like Burtonsville Park. I want a skate park for skateboarding and BMX. I don't hang out nearby.
122849117	More rec center for the youth! Any community should be like that!
123572466	This is a nice neighborhood, but it needs more creative outlets for the teenagers. A community center would be good.
123563846	Looking for recreational space to host nonprofit activities for youth to get involved in entertainment, art skills, and activism.
122336555	poor property management in the building better school system in Anne Arundel system expensive to live in Montgomery County lack of accessibility to things like groceries auto mall, youth center, something to engage kids and young people. something for the elderly, it helps get people out of the house, especially in the aftermath of covid area looks old, doesn't look welcoming nice outdoor area, better trails, lake, etc.
122336556	We should have more paths outside. Maybe a bridge on the creek nearby. Widen the area since it is congested on Castle Boulevard. I can help out with the Master Plan canvassing.
122552020	No basketball courts. A lot of people come in the backyard and throw stuff in our bush, and the dog's poo, and we have to clean up the litter and poop. **From a child who looked about 10 to 12 years old. **
123281024	Invest more in playgrounds for the children, they need more slides and things for children. Especially with how many children there are. The kids go to Galway elementary. She would also like more security. Would like to be a first-time home buyer.

Code	Canvassing Interview Comments
123569171	More parks and trails. More police presence. Better teachers.
123276169	A playground for her grandkids and some grills. More options for local, affordable food shopping.
123572428	The playground is not interesting. We want a soccer field for children. This area is not child friendly. When you report to management there's no response. We've been without AC for 1 year now, and management says there is a backlog, so we complained to county 311 but still no response. Electricity bill is increasing up \$900. An additional shopping center to be accessible to renters in this area would be helpful.
123278974	He loves the Fairland of park and the bike trails and would love to keep that and have more things like that. Thinks apartments and security is good. Washing machine broke and they fixed it. Normally go to giant and Costco for groceries. Would love parks for his future baby that is about to be born. Would like children's activity and things like that. Would like food and groceries a little closer. Wife Cynthia is Brazilian and she's pregnant! Like about to have a baby today or tomorrow pregnant.
123276186	We need a recreation center. I don't know if we have a legit one. There's the one on Briggs Chaney Road, but I'm not even sure if it is a legit resource or not. I would like to take my siblings out. I've been here for a few years. I go shopping elsewhere and the international food place overprices its stuff. I go to a supermarket in the Montgomery College campus that's cheaper. I go to the library, and I take public transportation. I think they don't have the ride on buses enough. The ones that come here go to Silver Spring, but it takes a while. Ideally a library and a movie theatre here.
123572476	I want a basketball court. I'm satisfied with transportation. I'm satisfied with shopping and food. I don't know if we have libraries around here.
122299917	More playgrounds. And also, accessibility with internet, especially for my kids. I would like to see a new closer library as well.
122299919	I would like a soccer field with soccer balls and nets. Something like a Rec center. I would like more playgrounds so children can go out and play. And water fountains outside. More basketball courts in the area and in Greencastle and Castle Boulevard. Of course, I would like more parks because the kids do not have a place to play. I would also like a pool to be added for a place for the community to cool down together. I wish the apartments had less gates between the complexes. Better connectivity with internet. I would love stores for ice cream.
122336565	Better paths and trails and places to walk in the area. I'm leaving the area because it's congested. There's only one road to exit on Castle Boulevard. I don't want just one road to exit. Also, the creek nearby could use a bridge to cross it. It would make it prettier.
123278954	More stuff for kids and recreational activities. There aren't enough places for kids to hang out. No summer camps for kids or structured activities. There's no rec center. I lived in DC and moved to the area four years ago. The area is not catered to younger

Code	Canvassing Interview Comments
	people. We need a rec center with a boxing arena, summer camp, mentorship programs, and a nice community with the people in their building. Bus routes need to be closer to the apartment building. We got to increase the amount of corner stores. Overall, I've had a positive experience living in the area.
123276187	Truthfully, for me, I need more parks to bring a lot more kids out. And a lot of what I hear is people speeding and racing. If we can make something safer for kids like more parks and areas to play. People speed down Greencastle Road. I see a lot of babies and families walking across on the same road people are speeding. I also worry because I take my dog out for a walk. Maybe we need more stop signs or speed bumps for people to slow down. There are a lot of long roads here you see people speeding on. This apartment complex and the maintenance team is fast. This is The Crest. That grocery complex needs to be attacked (Briggs Chaney Shopping Center). It's very clustered, and it's busy for no reason because there are too many things there. There is a Bank of America where the inside hasn't opened for a year and a half. The parking and the way it's designed needs to be remodeled. There are parks down the road and hiking trails that are really nice. More of that would be nice.
123278956	The area is a central location, problems with parking, pretty quiet neighborhood, likes walking on the parks but could have some more, Park and Ride (Metro) needs increased maintenance and cleanliness, residents will pick up trash if they see it // management is pretty responsive // no handicaps unit because of age of apartment // has a generally positive experience // no real crime in the apartment complex // Montgomery County native
123563858	The cabinets are so dirty, and the management does not do anything to fix it. The management does not respond. Need more parks. Kids are not safe because other kids caused trouble.
123585805	Cost of living could be better. Hands down pretty cool here. But we need things for kids to do because team sports can be expensive and when they are not busy with something kids get in trouble.
122849111	Recreation for kids, summer camps, exercise, museum, aquarium. didn't know where rec department was (even though it's down the street), worried about kids playing video games too much. Cost of living is better in Hagerstown and son moved to Hagerstown out of Montgomery County. My son has three kids and is a single father. I don't have friends and family in the area. It's accessible to get to DC, Laurel, Anne Arundel, and Baltimore. It feels like she's in the middle and has access to the highways. I love the location where I lives at because it's accessible to everything and it's diverse. I like the spaciousness of the apartment. A lot of malls and shopping centers are accessible. To keep kids safe, we need activities for the kids. More neighborhood-oriented activates, more neighborhood recreation. Good people to watch the kids and take them places and keep them in activities and have them develop well-rounded. Have the kids play sports, and have it been affordable? I don't want to record a video interview because of the neighborhood danger.

Code	Canvassing Interview Comments
122552019	The eateries are pretty sparse in the Briggs Chaney Fairland area. We could use more eateries. When I go to eat, I go to Laurel. I also go to the army base around there because I'm in the army. The highways have a decent number of potholes on the way.
123272781	Trash pickup needs work. Transportation is good. We need a better shopping center.
123276171	The Shopping Center can be busy. I have some concerns about crime in nearby apartment complexes but not ours. Overall, I'm satisfied.
122849126	Peter has lived in the area most of his adult life and now he's a senior citizen. His main things were how accessible it is to his job in DC. He did mention that he felt the Safeway going away was a big blow. He also mentioned that other people may like the global food because it caters to a multi-ethnic group of folks. Also, there is no pharmacy nearby and that concerns him as someone who needs to get drugs often.
122527542	It would be great to have a CVS drugstore in the shopping center, so I don't have to drive all the way down to Wayne Ave. Or where the Giant is on East West Highway. I know that there is a Safeway on the other side of Briggs Chaney. But I don't like Safeway, I like Giant. I like the Global Foods, but you are limited on what you can buy. I wouldn't get canned goods, ice cream, and milk at a decent price so I go to all these different stores. I work off of Seminary and I'm used to going to the East West Highway Giant. I like going to Trader Joe's as well. There is no visitor parking at Woodvale and people get towed quickly and en-masse. It feels like the leasing office is in cahoots with the towing company to get a cut of the money they get from towing. The other night, it sounded like I heard gunshots here and the girl on my phone said those could be rifle gunshots.
123563879	<p>**spoke to Frank twice. On June 30th and July 29th** Only one laundry mat in the area, the laundry machines inside the units can only do-little things; has to drive to white oak to wash comforters. When he was home bound, he was able to go to the bank and grocery store nearby. Is still injured and uses crutches (which are broken) and it's hard for him to go to white oak. It's not accessible for folks with disabilities, has to pay someone to throw out trash and bring in groceries. \$20 a week, so it adds up like an extra utility. Is happy being living here, it's so quiet. Doesn't know who neighbors are.</p> <p>Nothing in shopping mall. Washer and dryer in apartments are too tiny and he has to go all the way to White Oak. Very crowded which is scary because of COVID. Apartment management doesn't clean up his trash. In shopping mall would like to see larger spaces for laundry. He is lonely -maybe more community centers and events. Somebody should call to assist with trash and groceries</p>
123569163	More shops in the shopping center. Less fast food. Better quality and healthy choices for restaurants. Z8 comes right past here on Robey Road
123574995	More food options. More access to healthy food instead of regular fast-food chains that are closer and better grocery stores in this area. Something like a whole food, Harris teeter, or food lion here. 200 is killing me now. When I started using route 200 covid

Code	Canvassing Interview Comments
	was going on and they weren't charging me. And now I'm getting charged 35 a week. That's 150 extra a month in the last two months.
123572478	Would like there to be more grocery stores in the shopping center. Wants to see something different than global foods. Flowers and gardens in parks would be nice. Drives and thinks roads are fine. Maybe will live here for the next few years - satisfied with community and safety.
123278958	She's not happy about the area being far from the mall. The kid's playground needs to fix. She wants information from first time home buyers' program.
122854411	I moved here because it is easier and closer to get to University of Maryland, which I attend. This is a perfect spot to work in DC and go to DC. People in the area are open minded compared to Virginia. It's easy to get to Downtown Silver Spring and hangout in Rockville. I like to try the food in Silver Spring. It would be nice to bring some aspects of Downtown Silver Spring to here for older people such as Sweet Green. People want to hang out near home so bring some things near here. You can go to Laurel, Downtown Silver Spring, and Rockville if you want those things. Bring things for older folks here such as entertainment. But older folks don't want as much noise here. Bringing stuff from Downtown here may conflict with children and their green and play space.
122347041	There were a bunch of roaches next door to me and then they decided to exterminate and exhume all our units. I also don't want marijuana legalization. It affects the little ones because they're still learning. Consider implementing more community policing. Back in the days people would trust policing. We need dialogue with the kids and parents to build a rapport. My whole family is military people. More schools and more renewable energy in the area. We need more middle school preparation for high school. Right off in Wheaton they have Edison as a tech school, and we need that. IT isn't going anywhere so we have to be prepped for that next level. I've been in the area for forty years. My grandkids attend Clarksburg. MoCo does a good job, but we need to hire more teachers with a passion for teaching. Same with daycare and childcare providers. We need an empathetic and diverse crowd of teachers. We need more parks because there is not sufficient place for the kids to play. It's mostly parking lot. I lost two brothers during the pandemic 26 days apart. The seniors may have had difficulty going to and from for healthcare. We need to teach the parents about the vaccine before their children go back in school. These new buildings don't have open windows and the virus just exists in the buildings. I don't even see my neighbor. You don't see them outside a lot. These buildings need an upgrade. The brick holds heat better, but we need a front-facing and ventilation upgrade. The rent is constantly going up and nothing shows for it. Just deterioration. Crime was pretty bad a couple years ago, but they bought some new houses and new buildings in the back of the Boulevard that seemed to decrease it. A lot of people are moving here to get those government jobs. Because it is convenient. The flash goes straight down to the city. I go to Silver Spring station and then take the metro on red line to government work. I think the crime would increase if we got a metro station around here. Bring the Z11 back here since they cut it during COVID.
123585831	We need better cleaning from our maintenance.

Code	Canvassing Interview Comments
123563890	I moved here in December, and we have had a huge issue with mice for the past eight months. I see some upgrades, but they need to take care of the mice.
123563850	The only change I would like is the mice. Since December and they are not gone. It's August and I've been here with them this whole time. They are upgrading things and it looks like they are trying. I was living without rodents before this. The mice are here and I'm living on the fourth floor.
123569150	Kids are always on the street and throwing bottles on the floor.
123575007	Alicia said that more restaurants would be nice. She goes all the way to DC for restaurants. The local ones there and not the chains.
123574970	More restaurants will be nice. The management here does not come to fix anything. The AC does not work. Her husband died of cancer in the same apartment. The water is leaking in the apartment and the carpet is wet and smells.
123281040	I would like to see more sidewalk benches.
123569157	There are not too many places to play or walk. Not much out here besides the one shopping center. We're isolated. Shops and transportation could be improved. There are not really options for affordable childcare. I wish there were more options for schools. It feels like we pay a fair price. But it's not really lit up and there isn't too much safety. We have pests like mice in the apartment. They do an okay job at maintaining.
122849137	Not safe to walk. I think this area is pretty dangerous. The streets feel dangerous, and I feel cars could hop the curb. The area doesn't look nice. I don't like the area. The last area I lived in his homogenized. Castle Boulevard area. If I were to move down to the crest a few blocks down past the dealership, it is a safer area to walk. I don't even shop at the global foods I have to go elsewhere.
123278932	There have been two big car accidents, because of bad visibility at the end of the street. There is Traffic sign confusion. Between this building and the park and ride, it's a long walk about 30 minutes long and the trash cans are too small. I have to pay for parking now and it wasn't always like that. Security cameras, streetlights.
123572480	The community is quite good - but what is needed is more discipline - better trash collection, the streets can be dirty - would like there to be enforcement of rules, because there can be a lot of loud music. There is a lot of smoking in the corridors - wishes there was better respect for the community because there is a lot of smoking which is really disrespectful. The shopping center is good, there is fine parking, everything is walking distance. Just moved and hasn't been to the pool yet. Wishes the buses extended to the far ends of the community at the top of the hill. They also need to increase parking in this neighborhood- the two per household isn't enough here. Wishes there were more. The property management hasn't fixed two issues - one in the kitchen and one in the bathroom. Asked property managers to fix a month ago - they haven't come to fix

Code	Canvassing Interview Comments
123276176	<p>Has enough space to walk by themselves and walk their dog. Welcoming community except walking on Briggs Chaney and near traffic. Love the Recreation center however the \$135 fee isn't appealing. Feels as if moco is ahead of PG in terms of recreation. Streets are always clean and maintained and are very responsive. Has provided food because of covid. Know how to use community and networks. Will Jawando and other officials have been around this community and are in touch w/ the people. A lot of diversity. Would like to see them see more senior support. Houses are in good condition. Want to see more variety of stores especially Trader Joe's. Montgomery county is a great place to live. Wants to see more senior programs. Good maintenance but office people are not responsive. Has had multiple experiences. Has a small business and contract with Maryland. Loves the state. Feels safe with parking and leaving car unlocked. Mailing service is not good in their opinion and needs to be re done. Dog owners don't clean after themselves. Feels safe in the area. Has seen more homeless people in the area.</p>
123281052	<p>They are trying to do a community center here at the Spring Parc. They had it before the Covid and now they are supposed to be doing it again. They have Manna here now. It's a pretty good area because it's a mix of all kinds of housing. But Castle Boulevard is rough because there are so many people smashed into one area. I'm on disability so I sometimes had problems with transportation. They have some metro access program but it's not cheap or free. I met a blind lady up in Bethesda and she said she just metros. The animal shelter says if you are over 50 and if you get the dog five years old and over, they are free. One day, I watched the kids out back and they had a fight and pulled guns. So, I put a fake police siren on my phone, and they stopped and ran away. I used to dumpster dive around the Habitat for Humanity Re-store, and they throw away so much good stuff. So much of the furniture and artwork in my home is from them.</p>
123276199	<p>I like the area. I can't complain. There are lots of spaces to walk dogs. Briggs Chaney's Road conditions could improve. It's decent around here, crime is ok. Management changed once and is really good now. They cleaned up the parking lot and lawn and fixed the apartment's outward appearance. I go to Laurel and Columbia to eat and go retail shopping. It feels like there is more available in Columbia and Bethesda compared to Silver Spring. There doesn't seem to be a lot of cohesiveness with neighbors. We are very centrally located and it's easy to get to other major cities. It's pretty quiet and I would recommend living here.</p>
122527553	<p>Too congested. I don't like that we are in a chokepoint here. One way in and one way out. Like, there was a shooting the other day and the person just got out of their car and shot someone and held up traffic. My ask would be some sort of light rail all the way to DC to make it fast to commute. We are ready to move. We moved here in 2015, my husband and me. The things that I really feel disappointed about is there is no sense of community. And it was exacerbated when COVID set in. This is why, for some people, when I see people first getting settled here, I worry for them. It's sort of magnet for immigrants here. There are now a lot of people from Afghanistan because of the conditions in Afghanistan. It must be incredibly hot for women in Burkas here. When I first moved here there was a farmer's markets. For a while there were markets in the</p>

Code	Canvassing Interview Comments
	<p>bus depo or the police station. Part of it was in the parking lot and part of it was in the senior center. There were a lot of entrepreneurial Black women selling hair care products, fruits, and veggies, etc. that was 2016 and 2017 and come 2018 it stopped. A place people could get fresh produce would be nice. I liked the old Safeway because my bank was there. We also need a pharmacy. Fortunately, I have a car, but for shut-in seniors or people who don't have cars it is hard to find a pharmacy. The closest one might be Giant, Target, or CVS. We should have a pharmacy within the two shopping areas we have here. Taking the bus to Silver Spring and then trekking into DC with the train is a long trip. Driving is not much easier. It'd be so great to take a light rail right to the train and have express service that would stop three of four places and continue on. Something that would decrease the time to DC.</p>
123958317	<p>My daughter is a college student. She takes the bus here and there. And they don't come very frequent. I can remember her saying she had to wait for so long. She was going to MC in Takoma Park. I had a job in DC, and I actually left the job because primarily I was concerned it wasn't a place where I could drive to and park. So, in turn, I'd have to take the bus to the red line, then the red line to the green line. I have a son who is autistic, so I have to put him on the bus. And the time I'd have to get up and get there makes it inaccessible to have a job in the DMV and also take care of my son with autism. I would have to leave at such an ungodly hour in morning. I had a great job opportunity, but I had to look at it from that standpoint. I would have to ride two hours to get to my destination twelve miles from here. If the frequency of buses was like every 15 minutes, that would be good. Thank God I landed another position and it's driving to Glen Bernie. It works more with my schedule, but it doesn't pay as much, and I'm a single mom. Or... put more jobs in this area! Let me tell you this... I pay almost \$2,000 a month in rent. My credit isn't as such to get a house. Well, maybe I could. And I got two kids. It would be ideal if I didn't have to worry about gas and you have viable jobs right here in this area. I truly believe that I don't feel safe over here. There is no police and two shootings in my complex at Spring Parc. No presence whatsoever. It's a nice area over across the street. I used to live closer to Downtown and I'd take my kids for rides. When you go to the more affluent libraries, they're all painted with trees, and they finally threw a library it looks like the place they put the newspaper. People aren't gonna buy homes in this area. I wouldn't pay this much for this area. I've finally got my credit up to fair but I can't save anything because I'm doling out \$1,900 a month to live here without utilities. I'm kicking out three grand a month, never mind food and clothing. Because of my income I've been on HUD or HOC. It's some kind of lottery they talked about and now my kids are nineteen and sixteen. But still by the time I do come up, it's not going to be doable for me to get government assistance. Because I won't have my kids anymore because they are eighteen and over. I'm from Connecticut and it's more expensive here. They gotta do more of what they do in Howard County. They had programs where you put money in escrow. They need to be more selective of who they give the vouchers to. They're driving in new cars. Do better. You gotta do better in your monitoring. My neighbor's kids wear Nikes, they have a new car, and her boyfriend lives here too.</p>

Code	Canvassing Interview Comments
123272799	There are always potholes on 29. Some more lighting on backside of buildings. We should add more parks for kids to play with. There needs to be more entertainment. More shops generally. And a closer grocery store, not just an international one. It's quiet so that's good. More parking.
123575009	I can smell the fumes right in my apartment from the bus bay next to my home. I call and complain every day. The apartments next to the rec center. 3310 Gateshead Manor Way, Silver Spring MD 20904
123278939	Area is nice, feels safe in area. Kid not yet in school. Doesn't encounter safety/crime issues he hears on the news. There are adequate parks, convenient. In general, would rate 7+/10 for the county. It's 35 minutes to anywhere where they want to go. Very convenient to get places, unlike somewhere like Columbia. Only pays \$45 for a year of parking. Only use car, not public transit. The only concern is that they see people not respecting the mask mandate. They wish people would respect other people's health more. However, from what he hears from friends Maryland is among the best states in the US on vaccines. When they came here, they were very impressed coming from Alabama. The two most important things are crime - doesn't want to be hearing about crime all the time in the news - but they do feel safe overall even walking around after dark. Would like to see public transit expanded in terms of locations and also reducing wait times and journey times so that they can rely on it more for transportation instead of using a car. Kid is going to private school right now but might consider public school in the future. It is their first child so don't want to try public from the beginning but will consider it later. Generally, hears from friends that public education is decent here and better than many other states.
123281041	There is poor transportation here. I need unemployment and help buying food, like EBT help. I often see a lot of people smoking around. I would like to see bigger playgrounds.
123457717	I love the area. I just don't like the way the bus schedule is. The bus doesn't run up this way. We need a little ride on bus this way. Up where I live in Burtonsville at Knights Bridge II. The Briggs Chaney shopping center is too overpopulated for a small space. I love how we are close to Laurel, Columbia, and close to DC. It's a very nice spot. We should have more homebuying assistance like the first-time homebuying program and more programs to help with credit.
123278944	Been here for about a year. Better transportation would be nice because I commute to DC. Currently I use the bus, but it is a very long journey compared to a car ride. I would like to see an express bus morning and night to DC. I feel like it's a safe place to raise kids. I am moving to Laurel because I generally prefer the vibes there, but not for any specific reason. More restaurants here would be nice and Downtown Silver Spring is a little far. I would like to see more malls/plazas like the one with the dollar general nearby. I would like to see more areas for community to interact nearby. I feel like the social life is older and slower than I want here. Rent is also high here given the lack of social life and things to do in the immediate area. It's \$1,900 monthly and feels like it's a little much because the apartment is on the older side and needs some minor updates,

Code	Canvassing Interview Comments
	but landlord is generally responsive despite that. I would rate the area as 7 out of 10 overall.
122299923	He would like to see a metro station. He would like it to be the red line from here to DC and to Baltimore. He would like the metro station next to 29. He would like to have the minimum wage to increase and better job opportunity. He would like to see banks and other big shopping centers here. He would also like to have a soccer team and place to play soccer or the ability to have a team.
123575010	One thing I've even messaged the leaders of moco about is having more charging ports for electric vehicles. We have a park and ride right up there and there is also a library on old Columbia. They already own land and other people are putting chargers at libraries. We are way behind Virginia, and they've engaged more with companies and giant's chargers aren't very good. Like the volta's split the current in half and if anyone else charges. People already park at the park and ride. The dog's we have is in the community but there is no dog park in this area. 40% of the people in this neighborhood own dogs. We have a textpost so we can keep each other to say we are going to the dog pen you want to meet me there. We meet each other and it allows us to know it's okay for dogs to play with. By 2035 they're not gonna send the internal combustion engines so it just makes sense. Another thing that would be helpful would be a site that helps EV users know where they can plug. Virginia has one but plug share has a list and semi connect and EV go and electrify America. Charge point. East moco should have the same access as upper moco.
124075401	I'm new back to Maryland. I used to live in Columbia, then lived in New York City and now I'm back to MD for the last four years. I didn't realize it was one way in and one way out. The directions give you these back routes and you end up in these townhouses and I have to walk around to get to Robey Road and back up to get to the parks. It would be nice to get a walking path that connects to all the neighborhoods off of Castle Boulevard to Fairland Rec Park. You have to take the street and jump a guard rail to get to the park and to me that's unsafe. I'm 47. From Castle Boulevard, I have to drive, and I have to come all the way back to Briggs Chaney Road and go to Robey Road and back up. There is no cut through from the complexes. It'll take me five minutes to get up there, but I'd prefer to be able to walk. If my apartment opened the fence up on the street side and we knew there was a pathway to walk up to Green Castle, I would use it regularly. But then we have a lot of those pavilions at Fairland Rec Park and all of them say reserved but nobody knows how to reserve them. So, it's more like a first come first-serve thing. Also, if we had a watering hole to rinse off all the appliances there. Or a watering pit where you use it and clean it out. Because those appliances get real nasty. And for dogs there could be some place with a foster for the dog. I noticed there are no trash cans along that route or recycling bins so that when you're walking and finishing the water bottle you don't just throw it in the woods. I've noticed composting too. There aren't a lot of composting place in MoCo. I've been trying to google it and there are all these companies trying to do it for corporations and large entities, but there's no easy place to compost for the general public. Having lived in Columbia, you can literally walk anywhere and hit a bike path in Columbia. I don't want to have to go to a state or national park when I have nearby parks, but they don't feel nearby. I'm 47, I'm not

Code	Canvassing Interview Comments
	climbing any fences. Transportation out here is a little weird because everything goes out to Downtown Silver Spring, but my main office is in Baltimore. For me to try and commute to Baltimore on a park and ride kind of thing would take me years. Everything goes in one direction.
124075383	In Burtonsville and Greencastle, people park their cars on the edge of the roads by the apartments. It's a hill, so when you are coming out you have to be very careful. Because when cars park there, it blocks of the field of vision when cars turn from the apartments on the edge of the Greencastle Road and Ridge Drive. The Knights Bridge Apartments are a good landmark where this happens. There was one time I saw an accident at the juncture. And because of that, I thought, what if this was me. I saw that last year.
123278931	Main street needs another stop sign. Park across the street is neighborhood friendly. No sidewalk on the opposite side of the street. Another bus stop would also be helpful, the park and ride are a bit of walk away.
122347055	I love the restaurants-- the Caribbean place is awesome, and I appreciate the diversity. Roads have gotten better than before but it could still use some work; powder mill road is a mess, too many potholes and small patches that come up. I work in New Carrollton and think it's [Briggs Chaney] the perfect area because I have everything here. I can get the 200 exit and go places easily, the 95 exit onto 220 Powder Mill is a little sketchy. Usually, I have to go down to College Park of Columbia for fine arts and music. Rent is too damn high, affordable housing is good! State [government] stuff usually is gone, but we need more funding for education. I'm a teacher.
123569143	I would like to see better transportation options and entertainment such as night clubs and music. I have had stuff stolen from delivery. The rental office could be better and give more information about property changes, help, and events. We have pest problems.
123563869	I'm a new resident. I came back from outside the area. I like that we are central to Baltimore and DC. There is trash everywhere. There are broken bottles along Robey Road. We need more restaurants. The shopping center is okay. I shop outside area for groceries. We need better sidewalks along Robey Road. Also need a bus route to 200. Rents are okay for Montgomery County.
123563871	Walking the community and shopping center. She sometimes feels safe. She said it comes in waves, kids get restless and are smoking weed. Kids not from this community. She moved here in 2012-2014, rough patch. Not too bad now, parking is good. People not picking up after their dogs. Kids taking the trash out, not actually putting it in the dumpster. Rats in the community. A lot of bees. Noise from cars too, minor problem. Lighting is sufficient. Bus to train to Silver Spring. Bus runs frequently. Shops in Silver Spring and Columbia Mall. The Shopping Center is a waste of time. Not enough shopping options. She also goes to Burtonsville to the Giant. Originally from Gaithersburg. It's gotten worse over time. Dollar Store and Global are stores she will go to. Ex. Military. Not interested in buying a house.

Code	Canvassing Interview Comments
123585816	More community programs that can help underserved members. We need to ask schools what do the students need and then tailor our programs around the students. The teachers and the admin see a lot.
122849136	The environment can be better. There should be more policies that help youth stay away from drugs. I already know we have a rec center right here. It helps kids be active and be in community. The question is... it working then? Maybe not everybody knows about the rec center. Things to do are very far from here. Because we only have the shopping center. We go to Downtown or to DC, see a movie, or to Fairland Rec Park for picnics. I haven't seen any community events. There is also a lot of noise in the apartments. Everybody is paying so there should not be any one person who makes a lot of noise.
123278933	A bus right here at Knight's Bridge II needs to happen. One of the things that I'd like to see is freedom for the kids. Kids have no freedom. We have a playground for itsy-bitsy kids 5-7 years old. All the green space around this area... management says kids are not allowed to do cartwheels and hang around there even though people walk dogs there. But we also need basketball and something for the older kids. When we complain they say you have to take them to the park. The whole building probably thinks the same as me.
122299918	Something for the kids. They have two kids who are ten and five. The park is too small they want to have more space for kids. He would like a library in the area. The flash bus is the best thing he's had. His commute is thirty mins less and would like better transit like the flash busses to commute.
123563872	Easily accessible and easy getting home and to work. He used to take the bus; the Flash is easy to take. Management is good! Need more services for children. Drives 40-minutes to have play space for his daughter. He wants to go back to get his Master's degree. Most things he needs is for his daughter, but they have a soccer field not far from house. His wife has lived here about 3-years.
123575001	We lived in downtown silver spring and moved out here to save money. We used to pay a parking fee at summit hills and didn't want to have that extra charge, so we moved here to the Montclair. It's cheaper and a little closer to Baltimore, which is where we are originally from.
123272779	Better eateries.
122299921	He would like to move and be in a house. He would like to no longer live in an apartment.
123563874	He talked a lot about management and them needing to be more responsive. He's lived here for over 15-years and family came 3-years ago. He works for a parking company in Rockville. He has received help with utilities from County. Noise and loud sounds upstairs. Transportation was good. He said that management needs to be improved. His family choose when they walk, they try not to walk at night.

Code	Canvassing Interview Comments
123278960	New tenant. Would be good to come back a couple months from now.
123281053	More soccer teams because just moved from PG and doesn't know what is local and around. We will connect over email local resources for soccer.
123569164	Rental office is very humble and nice in Drings Reach. Moved from White Oak and likes both areas and enjoys that they are quiet. Amharic speaker spoke with Coco
123575000	Hip Hop Fish and Chicken is good and reasonably priced. Chicken and mac n cheese is the best.
123563853	Get along well, getting together especially during covid
123563845	Nice! Close to everything.
123276183	There's a lot of noise. Especially noise from cars. There have been some disputes. I've seen cops around the area. Some theft with packages. It takes a while for management to get around to your requests. Management is slow and has a lot of miscommunications. No problems with schools except they wish they could take bullying more seriously. Stores don't cater to us. I want to see more variety of food options. The parks are fine. We take strolls and feel okay with it. More walkable recreation places. The highways are convenient. Roads aren't smooth and we've picked up a lot of nails on the road. I've had to get tires patched or replaced. The trash pickup is consistent and fair, no issues there. We'd rather drive in our car than take public transportation. Parking is fine, no issues there. The pool takes too long to open. I've sent tickets for different things and office takes a very long time to respond (lighting, ac, and other things). This year's management takes a lot longer to respond compared to last years. Management is declining. The steps to the apartments are breaking and chipping apart. We don't have problems with animals or rodents. I smell a lot of weed in the units. Rent is too expensive. We're planning to move to a house and are saving up for that.
122552015	I like working here in cleaning. It's good and working here is good security wise. They put a lot of tickets on cars. And the Flash that I use to get here is fast and convenient.
123281076	She said she does not feel comfortable with giving out her number. But she is interested in things that can change in the area. She doesn't have anything off the top of her head, but she asked for the flyer and will read it and then reach out to us. Spanish speaking
123585835	Enjoying the area. I'm from Baltimore. Call back another time.
122336558	Spoke with her but need to come back at a better time.
123572471	Just moved, not really informed about the area. Roads are not bad. Global Foods is fantastic.
123572490	Likes the neighborhood and just moved. Lots of pests - rats, roaches. The elevators are often stuck. Often times need to walk all the way up the building. People are not

Code	Canvassing Interview Comments
	wearing their masks inside which is really stressful with the virus coming around again. People don't enforce anything. Cleaning is good and the staff are nice and approachable. Would like a library around here to access more books. There are no parks here which means there are lots of kids playing in the parking lot. The security is fine - no problems with anyone. Most important is the mask mandate in the elevator.
123281062	I love the area. When I have to buy a house, I'd love to buy it in Montgomery County. The county is helpful. The school is good. The Briggs Chaney Fairland area is safe. I like the stores and the Global Food is good. I walk a lot and feel like there are a lot of places to walk. I want to buy a house here.
122849139	I wish there were more libraries closer and more businesses to visit. **Looked like the boy was 10 years old**.
123276175	Wants to see green spaces maintained/expanded.
123569149	Likes her neighborhood.
123141906	We gave them a flier because her children are sleeping.
123141907	They just moved in here from Pennsylvania.
122347043	Grandchildren around so another time
123569159	Maintenance could be better and needs to improve. A/C is still broken and has been for the entire summer.
122527538	I want to move out for a change of environment
123278955	I enjoy the parks. I utilize public transportation and feel like there's an adequate number of buses.
123281059	I wish the parks were cleaned of the cobwebs and maintained better. **Young boy under ten**
123563867	I love the area. It's safe for kids. I need overnight daycare for odd shifts.
123585813	I moved in two months ago. I feel good about living here. There are good places to walk the dog. It's spacious compared to the old apartment we were in. The parking and roads are good.
123276200	There is a lot of green. A lot of greenways in parks and such. A bunch of little farmers markets around. Places nearby to get fresh produce. Nice and lovely facility for the rec center. I had to get four new tires since getting here, so road conditions could improve. I'm from North Carolina and I like the climate here.
123278940	British resident; returning home shortly; not interested in speaking

Code	Canvassing Interview Comments
123569155	A swimming pool would be nice. A better grocery store too. Better playgrounds and areas for kids. More bike trails would be nice. The bus system is pretty nice. The traffic isn't too bad except at the intersection. Parking over here is not that great. We need better lighting. The price is pretty fair. No noise complaints nor packages stolen. People leave packages at door, and UPS don't let people know about packages and they get opened. I lived here 20 years and it's not as good as it used to be. No cameras around here and they need one. It was lit up a little more around here than usual now. I used to feel safe walking but not anymore. It's not as nice because of the people that move in, in my opinion. You have to screen people before letting them move in.
123272802	Rent increases too much.
123141913	They just moved in
123272787	I moved here because the price was right. There are nice spots around.
123563837	I put in a request to fix the carpet that is falling apart on the building stairs. I put in a request for a new washer and dryer, and it was fulfilled within a week. I like the Global Food up the street.
123272793	It smells in the apartments and the stairs to the apartments. Stop the littering.
123569152	Just moved in a week ago.
123276159	I just moved here three weeks ago. The maintenance seems good. I went to DC and took a train because driving here seems hectic.
123276209	Montgomery county is awesome. I wouldn't change anything. I love living here. I lived here for 15 years. The cultural diversity in Moco is unparalleled. I'm able to find good food from our culture here. I feel like there is not as much worry in MoCo compared to other parts of the country in terms of policing and cops.
123569160	I put in a request two weeks ago and the management didn't get anything done. The apartment could be better. There's new management that is trying to get it together.
123272800	It's pretty quiet. The rent is increasing. We should have more consideration towards COVID. Playgrounds need improvement.
123278951	I just recently moved here. I moved to the area because it's closer to my job. Everything is upkept well (no trash or anything). It's been a quiet two nights, and not a lot of neighbors are around. I feel like the area is in between bigger locations. I'd like more fast-food places. I have to get on 495 to get to more places. I like the area better than previous college town I lived in.
123563882	Wants to check website for more info
123572430	Just moved to the neighborhood.

Code	Canvassing Interview Comments
122849121	I moved here for my job. No complaints.
123572426	This is a very nice area. It's quiet. The schools are accessible.
123141892	**Vietnamese speaking. ** It's hard for me to say because I lived in Montgomery County all through the 90s. Then moved away and moved back and have been here about a total of twenty-five years. I used to live in Gaithersburg and some parts of Silver Spring. I like it because I got The Fairland Sports Complex. There are good amenities around here. There is a lot of good stuff in the mall. They used to have rats in the shopping center here and I dislike that. They are good at picking up the trash. I'm in my seventies now. I use the sports complex for the pool, but don't the pool in the apartment. I prefer Montgomery County to Prince George's county. The thing about it is the court system and the school system for people who have kids feel like they provide a lot more amenities than other counties in MD. My apartment is alarmed, and the police respond really fast. I really appreciate the fast response.
123585832	Call for more info! Said they would do online survey.
123141885	All is fine. Left flyer because they were in a rush to go to work.
122854409	Keep parks and recreational areas, this part has a lot of it so keep it. Easy to get to and safe for kids.
123141896	Callback spoke with Abby and Tino. Tried to call back. No answer. Recommend calling again! Don't give up yet!
122299913	Blanca said the meals during the pandemic were awful that the school was giving out. They looked like they were frozen for a week before being shipped.
123278963	Needs help.
123563885	The doors to the complex are not locked. I'm worried about safety for the children. You can hear through the door so people can eavesdrop and know others' information. No privacy. The walls are thin.
122849131	referred to East County Services Center to see if there is affordable childcare
123563880	We need a swing set at Fairland Crossing.
123281032	Can I get flyers and so I can organize community members too?
123281064	I think the issue could be just letting the people know in the building how to use the resources to get through COVID. It's probably a leasing office issue. It would be good to have some kind of contact or telephone number in case something does pop up. The county has done a good job taking care of the residents through the pandemic.
123585812	I moved to the area one month ago for a job at Adventist Hospital. I don't have a car and Uber to work. I feel safe in the area. I like the trees in the area. The roads are narrower

Code	Canvassing Interview Comments
	than I'm used to. I see insects coming in my home and I had to fix the problem herself. Had a package that FedEx said they delivered, but never arrived.
123281046	I work in Alexandria, so it is very far, and I drive. But I'm looking for work around here. I really like the area generally.
123276173	Wants us to come back Saturday afternoon to speak with her once she's prepared.
123572436	I just moved here. I really like the shopping center. I work at night, so I don't know the area a lot. Schools are good. Housing is really expensive, and rent increases every year. Management listens when there are problems. I'm satisfied with parking and security.
123281034	We are close to everything. I don't like the complex, but like the area. My unit is not good quality, and they raise rent a lot. Every year they raise it. Maintenance sucks, they're not responsive. It takes about a month for issues to be resolved. Safety and security are iffy. Use to have security doesn't know if there still is. Too dark at night. Parking is okay and there are enough spots. Packages get stolen. Packages get confused because there's two buildings near each other with same complex and apartments numbers, so they need to change it-- because only the street name is different, and packages end up at the wrong complex. Driving is okay. Goes elsewhere for entertainment. I have things to do in the area. Easy to go to target. Walmart isn't close.
123278988	The neighborhood is quiet. There are no issues for security. We need more playgrounds and places to play. I would love a basketball court to play because there are not a lot of places to play ball. As far as buses go ride-on only comes over the rush hour, not on the weekends. Which makes it hard to get anywhere. I want another community center. I think Castle Boulevard is too dangerous.
123572438	I'm satisfied with everything. I wish there was more parking and more security. The apartment is ok... rent is high. The management is slow to respond to the concerns. My children will go to Montgomery College.
123572457	The doors are really loud, and the walls are thin. I have trouble sleeping. In the apartment, some of the doors don't close. My daughter has complained but they didn't fix anything, so she moved out. They still have not fixed my wall when I fell, and it broke. I have back problems. The closets don't close properly. I have complained for 2 years for a closet on the 4th floor, and they didn't fix it. People drop trash onto his balcony, and no one comes to clean it. My medication is expensive. Has respiratory depression and was hospitalized before requiring Narcan. On lorazepam, cyclobenzaprine and lots of other medications and states they are expensive for me. I also smoke 1/2 ppd. Him and his spouse separated in 2012 then his mom and grandma died. His only support system is his two children. His wife's name was everything for the HOC, but he needs help with the housing. He goes to Silver Spring Georgia social services office for assistance with bills and things. My water bill is 2700, gas 2500. I was able to get my gas and electric paid off. The HOC vouchers are not consistent because my kids, 23 and 25, work so sometimes they get HOC help and some months they don't. Then I had 800 in credit and the landlord took the 800 and said no actually we are taking this for a security deposit...

Code	Canvassing Interview Comments
	I had an encounter with the police. It was my only time, and it was a traffic stop where they gave me a \$250 dollar ticket and made me go to school. **The phone number listed is his daughter's phone number "Lynn" is what it said in the contacts. **
123574960	It's quiet. There's good parking. And it's friendly.
123585826	I've been living here for 20 years comfortably.
123572432	The security is working hard to keep area safe. He likes everything around here. They love the global food grocery store.
123276170	I'm worried about crime and responsiveness to my concerns about neighbors who make me feel unsafe. Some neighbors make me feel as if I'm being watched.
123278969	I want to keep the space cheap and would love rent control. I moved from Downtown Silver Spring due to cost. That's the biggest thing because everything is getting more expensive. I think that Fairland Park is nice and big. I feel pretty safe in the area. I used to live in Langley Park before and I feel much safer here. Legalizing cannabis would be great.
122527543	Never thought about it!
123574956	More modern apartments.
123276153	The neighborhood is quiet.
123572422	Not enough parking, you need to get a permit and they take forever for visitors. Roads and traffic are not too bad. It feels safe. Childcare is not affordable and is expensive.
123574984	She was on a call, but she took the flyer and will respond to the survey once she gets a chance.
123572448	He got the flyer and will look it over later today after work. He might have people who need rent assistance and will have them call.
123272789	I like the amazon hub near here to grab packages. It's a decent area. I like the public transportation and the shopping center. There are a lot of other kids to play with in the area for kids, and we haven't had issues with the kids. I don't have kids. Management is ok. They could be a little bit more active with community events and issues. Been here since January. Not too many rodents and management came if I complained.
123272819	Too much smoking around. Happy about the area
123585828	Safety issues and weed smoking.
123563844	Enjoying the area.
123281023	Happy with area

Code	Canvassing Interview Comments
123278992	It's safe! They are charging too much for rent, utilities, and services here for how high the rent is. They also charge for parking to towing. You need a visitors pass otherwise you'll get towed.
123278996	Like it here, it's a safe place.
123572441	I'm moving and getting a house and have my own space. Moving to Columbia. I do love this place it's really nice area. I like where I live. I'm gonna build my own kitchen, and I want more autonomy in my vision. I'm gonna make a gym in the basement. One or two living rooms. I run a fitness business and want my office in the basement.
123281061	They got the flyer, and we can follow-up
122552008	Liked the area and decided to move back to Maryland from Boston.
123272768	No thoughts, I appreciate what you're doing, but too busy.
123141914	Moved from Hyattsville. Management does not respond fast. Paying more than what they are getting.
123572462	The people are nice here.
123141889	A guest, owner around on Saturdays.
122347042	Come back on a weekday
123272816	Fanta needs help to get daycare services, food stamps, and transportation.
122336562	MoCo does a good job with tax money in schools and parks, Montgomery County is like Alexandria, he likes the family atmosphere and environment. Apartment living is alright but not for him. Montgomery County is one of the best areas in the country.
123569165	The management is very nice and warm and that's great. I'm from West Virginia. Ms. Ann and Andria are very nice, and they help whenever we call and ask for.
123278966	She had just moved in. She said that there are no problems with the area for her so far. Playgrounds are fine for the kids. No problems with landlords.
122500095	Would like to get back to in-person classes. Wishes there were more cleanings and trash pick-ups. Things are better than before. I go to Global foods and use the shopping center regularly for my needs.
123278994	Quiet neighborhood-- it's safe and there are recreational areas.
123572456	I like that it's diverse. I think maintenance needs to be fined. Recreation is good. I like living in the area.
122552017	Come back another time needed to think about it

Code	Canvassing Interview Comments
122299905	Looked about 30s and 40s. Moved here because it was quiet.
123272821	Everything is fine.
123276215	Call for more info!
122854407	I moved here because I wanted to live in Silver Spring area, but not by Downtown. I like the suburbs and how it is farther away, but not too far away from urban life. Feels safe to go on walks and long walk with dogs. Trails are well connected.
123272763	I enjoy riding bikes around here, at the Fairland Rec Park, and playing soccer
123281077	Dubblegaming2020 is his twitch tag. A gaming and dreaming kind of guy he calls himself. He doesn't really know or care what's going on. As long as it doesn't directly affect him. He is working to save up to get money for a car so he can get to work. We also left a flyer.
123278981	I like that it's quiet here and that it's very safe. Kids also like those things. There are lots of dogs to pet. In terms of parks, I run around with kids by the Green Castle Elementary School. We just run around. And we like that there is shopping right nearby. It's very close by.
123574959	Likes the translation of the flyers.
123574993	I think the neighborhood is nice. I like the trees and nature. That there's not too much noise. I moved here with my mom because she wanted to move here. I just graduated from Paint Branch High School.
123276198	Good management, they attend quickly, nothing to complain about.
123563843	Nice neighborhood. Store is close.
123272823	Not safe at night. No swimming pool or playground. People steal packages.
123585804	I like being close to DC. Target and grocery stores are nearby. I lived in Columbia and having miss walking paths. Rent is expensive here. Rush hour traffic is bad, but I like having the bus— because I used to take Metro to work. I consider the area safe.
123575002	Gave flyer said will do online but has to go to work now
122854408	I walk the dog around the neighborhood for hours and love it. There are enough places to walk the dog without getting bored. I want things to stay the way that it is. Sometimes people abandon cars around here. But there are a lot of dogs in buildings. The Arcadian is a very popular dog area. There's a good sense of community here, people are friendly, and everyone knows everyone. Nice to be across from pool and dogs help create interactions.
123572450	She feels secure here. She thinks the maintained needs to be better.

Code	Canvassing Interview Comments
123572467	My husband was tired from dialysis. So, there is little time for us to talk. So, he got the covid and was at the hospital for 2 months. I don't know if he got it from the elevator. He doesn't go out. After a few days in the hospital, they said he had to increase the oxygen and that he was the sickest person in the ICU. Whatever he had to do to participate in his daughter's graduation I said please do it. All of his kidney is gone. So, he was at the nursing home and every day we need to pay metro access for transportation. We are just trying to be strong. The rental office knocked our door and helped us apply.
123276172	Likes the park, closeness to freeways, bike trails and green space and places to kayak, likes diversity culturally and in terms of kinds of housing options. Wants these things to continue and increase.
122849140	Call her to talk more!
123276217	Called 08/4 and left a text message to interview her about the Master Plan
123563854	I like the community. I like everything! I'm a long-term resident, but I used to live in a different apartment building and still stayed in the community.
123141915	Management has been changed a lot. The maintenance is very off.
123281051	I'm concerned mainly about safety and security because I've been living here 8 or 9 years, so things start changing a little bit. As a community, raising kids, if any action is not taken by the county in the long term, it could affect the wellbeing of community in general because the kids are the future of the county and the us. I'm planning to move because sometimes you can smell forbidden substances. I'm just being real. I think it would be nice to emphasize the cultural diversity we have people from all over the place. I'm not talking with my neighbors, and we don't talk. But I want too sometimes. For example, the rental office offered a pool party. That was great. And also, the vaccination rates are low. And once we meet each other and talk with each other at the pool party, the messages we exchange will be taken seriously and considered. This could be useful for volunteering and county services, especially when it comes to getting vaccinated during COVID. I also went to law school here and I can share my experience free of charge. And if the county is taking care of those opportunities, I think those connections will make progress. Also, the mentoring programs need work. The county could also train people based on SOPs based on cultural background and we will do it according to the plans and the goals of the county. One thing I've noticed is Montgomery County has a lot of resources, especially for the African diaspora community. I can google it and get resources on the web, but if we can create some sort of regular awareness of those resources once a month, once every 3 months, or semiannually. That would be excellent. There are many Africans who don't know how to read and write. I work for Words of America and am a journalist and think more radio shows will help. Words of America is free too. Especially for the African American community-- if we can emphasize the education assistance programs because people are not aware. For instance, me, I graduated

Code	Canvassing Interview Comments
	<p>from GW law school and used the tuition benefit, and they gave me 96% tuition off. I know Montgomery County has programs that make education more affordable, and the lack of opportunities and hope make people do crazy stuff. And I also want to emphasize the criminal legal system. Even Montgomery County incarcerates many people. We need to train people on how to deal with police so that people don't get hurt or in trouble. There are a lack of communication and people are angry. At one point i was stopped and I did everything and then they asked me to get out of the car and then they just let me go. I think the youth need to be trained because many of the instances have to be avoidable. As a former university police officer, the first tool we use is communication. And for some people it escalates from 1 to 6 right away. It makes everything polarized. I'm speaking as an American citizen who is an African. The last thing I'd like to add is are we ready to tackle the BRIC countries? Are we ready to challenge them? Because they are hacking. We need to start from the counties and small villages. We need a better education and healthcare system because we need to make it more affordable for everyone. In most of those countries that's what they got. I was watching a documentary about China, and they are flexing. Money is good. But sometimes if the general interest is at risk, we should have the courage to change a lot of things and education is the key. But in order to have education, the basic minimum is that health is the key. Those needs like shelter and food and health must be covered. We need to give the same opportunities across the border with PG county. 90% of the Chinese people at GW studied and then went back in China. They are endowed with the knowledge and that knowledge will be used against us. Sooner or later the system could crack and that's not good for none of us. We should see diversity as our strength. I speak several languages and can use them for the good of our county.</p>
123278971	<p>So far, I am satisfied with what the county is offering. I have to go all the way to Fairland Rec Park for a park. I would like if they could build a playground. If the county can provide it over the landlords so everyone can use it-- that would be best. I think the school is fine. My son is in Paint Branch High School. He liked virtual school. And is looking forward to returning to school. I feel the community is safe and the apartment management is fine. For me, adult life is fine here because of I drive elsewhere for entertainment.</p>
122527540	<p>Not enough space in a 2 bedroom especially after staying home for so long with kids. New more ample buildings. Building needs to be more environmentally friendly and change power to solar. Use less expensive energy through solar power and help the environment.</p>
122299909	<p>I'd like to see more energy efficient buildings in the Woodvale apartments.</p>
123574983	<p>I went to Montgomery college and thought it was good. I like the area because it's nice a quiet. I like to go to Fairland Rec Park. I've lived here for 6 years. I think the management is good. I feel secure here. I mostly shop at Costco, so I go to PG county for groceries. I think it would be a good idea to have a Safeway or giant in the area. I drive to get my groceries. I used to take the bus and it was good.</p>

Code	Canvassing Interview Comments
122500078	He wishes there were more place for recreation because there is nowhere for the kids. I wish there were recreation programs for 12-year-old, 9-year-old, and 5-year-old kids. I want to be reached out to about help buying a home (first time buyer). From Sierra Leone and cares about immigration.
123572451	He just moved here and so far, it's a nice neighborhood. He does have complains about the maintenance. His one bathroom is not working, and they still have not fixed that and it's leaking. His bathroom is full of water. He's complained many times. He needs to move because they are not fixing his broken bathroom. He lived in the Enclave the last 3 years. He was approved for rent assistance but has not received it yet for 6 months. Need follow up on social work. Due to COVID he lost his job. He is working on getting citizenship and is Afghani.
123563878	I moved in December 2021. There are not a lot of issues and I used to live here years ago when I was a teenager. I feel safe and I work at Giant and come in either very early or late at night. Packages are not stolen here. The Community Center is not far. There is nothing for my older son to do. My children use the bus that drops off right outside the complex. The school buses come into the complex. The public transportation is good. I drive a car. I'm not happy about management. Their customer service is not good. It's too expensive. I'm looking at moving to Clinton in Prince George's County or Baltimore. The location is very convenient. I pay all my own utilities and the rent doesn't include utility expenses with the exception of water.
123281068	**Amharic speaking. ** I wish there was daycare that was accessible in the area. The management is the best. The only issue is that there are no security cameras.
123574979	I would like more community centers and more community events. There is the community center by the bus stop at Gateshead Manor where they give food and those are great community builder events. There should be more communal spaces. I wish there was a CVS or pharmacy closer especially in the shopping center. I feel like the space is safe.
123278993	There are concerns about the security because people have been breaking into cars.
123574957	Rent office.
123276214	She's constantly working, but open to engaging more community related activity when she has the time.
123276211	High school being nearby is a plus. Retail stores and amenities are a great convenience. She loves the community in general.
123572461	I like MoCo. I've been living here for eighteen years. I like it because MoCo is safer than PG. I like the shopping center because it's convenient for me. Since I've been here, I have had no problems.
123278995	Call for more info! Said she'll go to the website first.

Code	Canvassing Interview Comments
123272818	No problems!
123281056	The community is good! I am having fun playing basketball to meet and hang out with the neighbors. There is a basketball court right here on the Spring Parc property.
123272795	Stuff gets broken and then fixed quickly (in apartments). Just moved here.
123574963	I moved in about a year ago. There are big stores nearby. I moved here for schools.
123569174	I work so much it's hard to think about what can be improved here. She'll do it online!
123585839	The area is quiet, and maintenance is good.
122527551	Just moved here!
122552011	I'm moving away from the DMV. I just want a personal change in my life. It's nothing related to the area. I'm just ready to move.
123141898	I've seen the Rec around here. The Fairland parks are good. I play soccer at the Fairland Rec Park. I got some friends around here that play soccer, so they helped me get involved. I went to middle school around here. I go all the way to Baltimore to do work. I work at Amazon Flex at the fulfillment center. The rent is okay here, it's not bad.
123563862	Likes her area so much. Apartment is nice.
123569169	Everything is comfortable and good
123276189	**Amharic Speaker** There's new management here at The Crest. We just sold our house. We've been here one year. With the COVID, we don't go out that much. The kid's school is nearby, and the shopping center is good for us.
123575004	Never thought about it but appreciated us and had a little dog. Come back.
123281037	Maintenance does a half-assed job. I moved here one and a half months ago, and the washer is already broken, and the oven doesn't work.
123272765	The railings in the apartment complex are not sturdy enough. Cement or a stronger material would make me feel safer about kids playing in the halls.
123572474	It's a quiet neighborhood. All is accessible: the stores, transportation, and schools. I like to go to the Global Foods. Rent is not expensive.
123141883	I moved from New York to get closer to my family. I love the suburbs here because they are quiet. Looking to do canvassing in the fall. I'm a teacher here in Montgomery County.
123574962	Just moved in six months ago from Laurel. So far, I'm liking it better than Laurel. I like that it's quieter than Laurel.

Code	Canvassing Interview Comments
122299920	I wish there were more doggie bag dispensers in the area.
123574989	I just moved to the area for work. I feel like it's safe since I was able to come back to my car for the last two nights and it wasn't broken into.
123276216	Call to have a detailed convo!
123276213	She would like the mailbox to be closer to her residence.
123574958	It's really loud here.
123574980	I think everything is close and accessible. There is a playground close to the bus station.
122854410	Likes the dog friendly place. Not too expensive. Compared to other places in the area it's unreasonably reasonably priced. This area was based are for price and how it looks compared to Hyattsville and college park. Guy at Valor said these apartments were better. Pool and gym were a big plus. The area outside is nice and suburban and green. Likes the greenspace and suburban feel. Enjoys parks and community-oriented events in the community.
123574961	I have been living here for three years. It's a safe area,
122527557	The bus line is very accessible. It's easy to take right to Silver Spring if I want to go. No problems otherwise. I walk everywhere and just came from the shopping center two hours ago and can get all the things I need right here in Fairland.
123585806	Places around here are cool. The management is ok.
122299912	Speed cameras do not promote safety. I get them in school areas, but they are placed at the bottom of hills and such like they are deliberately trying to catch us right over the speed limit. It feels like just a revenue generator and not a safety mechanism. I coast the speed limit, but sometimes you just start catching a little extra speed down a hill
123563863	I work in PG county. I like the bus service to the regional park.
123141911	She feels safe walking her dog. There are a lot of bags to pick up the feces.
122527550	Just moved. No thoughts
123276165	It's quiet. I came here a couple months ago. On my mind are security, schools, and a clean environment.

APPENDIX 3 – ONLINE QUESTIONNAIRE COMMENTS

Code	Online Questionnaire Comments
12944517042	<p>I like Fairland Recreational Park. The hiking trails, biking trails, and athletic facilities or courts are great.</p> <p>Improve Briggs Chaney Marketplace. Food options: It would be nice to see another option for groceries other than Global Food. It would also be nice to have healthier fast-food options. Maybe a Tropical Smoothie, Sweet Green, Einstein Bagels, Jimmy Johns, etc. Shopping: The nearest convenience stores are in Burtonsville and Calverton. It would be ideal to add a CVS or a Walgreens or a mini target like they have in downtown silver spring.</p> <p>My main priority is Public Facilities - I moved to Fairland during the pandemic and haven't had the opportunity to visit the East County Community Center but would love to see that continue to be successful and act as the hub for community outreach and networking once it reopens. Same goes for the Eastern Montgomery Regional Services Center. These seem to be two facilities that would be great resources for town halls and community building. Transportation - I think there's already been success with the Flash Bus service. Success is continuing to support and maintain that service so that residents who either don't have access to transportation or want to take public transportation to for commuting into the city can do so. Economy and Jobs - Success is improving Briggs Chaney Marketplace. It might even be interesting to see if the Silver Spring Auto Park, which takes up a majority of commercial real estate in our area, could be renovated to partner with and attach small business food options or chains (e.g., coffee shop, or a bagel shop, or a deli, etc.) to their facilities so that everything doesn't have to be shoved into the Briggs Chaney Marketplace. I could imagine the auto park sign being updated to include a food option next to each of the dealership signs. Success is improving marketplace signs in our community in general. They look very old and outdated. Safety - Success is increased opportunities for the community to get to know our first responders better (i.e., police officers, firefighters), and improved communications with residents about crime trends in the area. For example, I only became aware that auto thefts had been increasing this year through apps like Ring and Neighborly. We should be better connected to and hearing from the 3rd district police department. Add signage to the Rt 29 ramps that highlight and promote our public facilities like the Fairland Recreational Park, the Marilyn J Praisner Library, the East Count Community Center, the Briggs Chaney Park and Ride, etc.</p>
12914429632	<p>I like its Convenience of traveling to Baltimore, Washington, and throughout Maryland. Diversity of its community includes shops from Asia, Africa, and Latin America.</p> <p>need to improve public transportation and ease of walking by foot. Crossing 29 acts</p>

Code	Online Questionnaire Comments
	<p>like a barrier.</p> <p>i wish to have More trails to connect the region and public transportation</p> <p>I think the master plan should be achieved by providing opportunities for its current residents.</p>
12911834903	<p>I like t's affordable and allows me to live in the county in which I work. It's close to i95, the airport, and the Beltway so I can get where I need to go. The area is diverse and full of hard-working people.</p> <p>Everything else needs improvement. We have virtually zero sit-down restaurants. Retail options are limited. The parks are plentiful but poorly maintained and lack the amenities I see elsewhere in the county where the tax base is higher. The schools are absolutely deplorable, I've put my kids in private school as a result. Every single shopping center we have is poorly designed, with acres of poorly laid out parking. There's no transit option to allow me to get to work easily without driving. Some public roads (Briggs Chaney especially) lack sidewalks, which would make biking safer. Crime (especially in/around Greencastle) is rampant. It's like I live in Western PG County but pay MoCo taxes.</p> <p>(don't)Treat us like more than an afterthought and dumping ground for Section 8 recipients. The FLASH bus is 20 years too late to make a dent in the Rt29 traffic issue, which has been a problem even longer than I've lived here (15 years). Fast track the development behind FDA. What exactly is the holdup? An entire hospital was somehow built in 2 years, but we don't have one white tablecloth restaurant. Why isn't there a Pike & Rose or Rio type of mixed-use development over here? Why are there zero professional employers beyond FDA? Where are our parks and public facilities (especially the MLK pool) so inferior to those in West County? Would it kill you to fix some of the roads that aren't Route 29? Encourage economic development now. There are LOTS of people here with disposable income to either end up driving halfway around MoCo to spend it, or worse, take it to PG/Howard because that's more convenient. Fix this.</p> <p>i wish East County's amenities being equal to West County's. Stop treating people of color like second class citizens.</p>
12906583370	<p>(i like) Nothing really since I think so much more can be done for residents since we as a community are failing our people.</p> <p>(We need) Public transportation and solar-powered lights and charging stations for those that need it. I would like to have more internet access for more people like if the bus stop had free Wi-Fi that was solar powered. I would like to see more food from local grocery stores that are rejected be donated to local food shelters. I would also like to see more homeless shelters being built and more affordable housing too. Also, replace our pipe with PVC over the course of years. Make recycling easier, like the label on bins to say which types of plastic is accepted in this community and more compost and gardening information.</p>

Code	Online Questionnaire Comments
	<p>I would like to see more gardens and parks to future generations because increase the expanse of public services will help to reduce our carbon footprint in the future. (i wish) Private schools should be removed from the community due to the waste of taxpayer money since those schools are often used to separate students of color and white students and that private schools tend to have different regulations that can harm students. Also, I would like to make comp sex ed and financial literacy be a requirement for students to graduate since these are two things that all people must deal with regardless of where and what station of life, they will be in.</p> <p>I know that I am asking for a lot but the more you invest in community programs the more you will see returns in revenue due to more people wanting to move here and live here longer. It also helps you stay in power longer since people like programs like these since it makes it seem like you care, so you will be more likely to be reelected.</p>
12875225577	<p>(i like) The location to different venues. The environmental conditions need to be preserved The roads need to be redone. More parks like Brookside Gardens I would hope this area doesn't not get so crowded like other city areas with many tall buildings and more apartment buildings. We're already seeing an increase in crime. Hopefully, the population will not be increased greatly (i want the MP to be) accomplished</p>
12874721259	<p>(I like) the various play areas here in the area (we need) Another grocery store (we need) More food stores because people need food</p>
12874076604	<p>(i like) The ICC has made my life MUCH MUCH better since it opened in 2011. I think this applies to my neighbors too. I have not had reason to use it but having Washington Adventist Hospital nearby is a big plus. Orchard Center has mostly been a success - especially the Target store. (Please improve)1. No more transferable development rights receiving areas in Fairland. 2. No reprise of the failed "concept of transit serviceability" from the 1981 Eastern Montgomery County Master Plan. 3. Briggs Chaney Plaza has suffered, especially since Safeway left. I rarely go there even though it is within walking distance of home. 5. Fairland needs to be treated like the suburban area that it is. We are as far from Metro as Potomac is! Do not make unreasonable and overly optimistic assumptions about transit patronage. 6. New ICC express bus service to the Glenmont Station - and also the Shady Grove and Rockville stations - should be examined. (i wish in the future)1. MORE NON-RETAIL EMPLOYMENT in Fairland and WOSG. 2. Complete grade-separated interchanges along U.S. 29 as described in the 1997 Fairland and White Oak Master Plans. It has now been over 20 years, yet only the interchanges at East Randolph Road, Briggs Chaney Road and MD-198 have been constructed. Crossing U.S. 29 at the signalized intersections in Fairland is a</p>

Code	Online Questionnaire Comments
	<p>dangerous thing to attempt. 3. When possible, build move-up housing in Fairland. 4. DO NOT ZONE FOR MORE GARDEN APARTMENT COMPLEXES.</p> <p>(Additional comment) I have seen many planning mistakes made in East County. I hope they are not repeated. Please do not devote huge resources to efforts intending to force more persons to take transit. According to Census ACS, our transit patronage is a little less than the county as a whole. After decades of failed transit efforts and severe U.S. 29 congestion, perhaps it's time to give efforts to increase transit patronage a rest? I hope planning staff will not encourage involvement in East County master planning by civic activists from the Ag Reserve and the I-270 Corridor (including Cities of Rockville and Gaithersburg which do not pay taxes to M-NCP&PC) and even Virginia (in the form of the Coalition for Smarter Growth, a front group for Virginia's Piedmont Environmental Council, a group funded by Piedmont millionaires and billionaires). In the past, such persons have been eager to "help" the East County with things that are of benefit to them and not to us.</p>
12866079206	<p>I like that Everything is accessible. We need a pool. I would like to see more children activities I would like to see the school system to succeed in the master plan.</p>
12864937407	<p>I like this area is a diverse suburban community with the highest concentration of black/ African American residents. The need for community events/resources. I would like to see another local grocery store beside the international market. It is a real food dessert for individuals who only means to get around through public transportation. I would like to see a framework of cultural inclusiveness and understanding succeeding in the master plan.</p>
12862799547	<p>I like It is a quiet neighborhood More recreational activities for children.</p>
12857697538	<p>I like it is close to Baltimore and DC, the airports and the highways 200 and 95. Need better shopping experiences Need More parks and areas for walkers Need to slow the traffic on Briggs Chaney I would love to see smart growth, so the right combination of commercial and residential. I believe there is enough apartments in the area we need more homeowners in this section who value the upkeep of the community.</p>
12857533381	<p>I like the nature in this area. we need a Library, parks for children y people. we need a Common parking lot.</p>

Code	Online Questionnaire Comments
	<p>we need big pool and gym for exercise.</p> <p>I love to see Transportation, jobs, economy succeed in the master plan.</p>
12854820106	<p>I like the Neighbors are very friendly, and the global foods grocery store nearby is really handy. I also love that the rail stations only 10 minutes away.</p> <p>having Electric vehicle charging stations would be great.</p> <p>I wish More housing should be built, Property prices are too high and so are rental costs. The only reliable way to fix this is build more dense housing.</p> <p>Ignoring NIMBYs and actually getting things done.</p>
12852317867	<p>I like that Fairland is a plush and beautiful place to live.</p> <p>we need More properties and businesses.</p>
12844818629	<p>I like it's pretty quiet and not too much commotion at times. i feel a sense of safety here.</p> <p>need more store options like a closer Walmart, entertainment for children, and gym.</p> <p>it's a big community and a lot of children. bring the chuck e. cheese back that was once here.</p> <p>I want to require great market locations</p>
12844796349	<p>As a single mom, I really appreciate how you make the environment safe for our children, the park and trail are great. The schools are near our home and the library as well. Also, I wanted to add that we do appreciate the job fait you do organize.</p> <p>We need more lights in the streets and sometimes a patrol if we can continue making us safe.</p> <p>I was really pleased to see fairyland agents knocking at the doors and ask questions this past weekend. We needed it and if we could see more of that that will be amazing. When we receive flyers is good however sometimes it's overwhelming to dial numbers and no knowing what to say but being able to see agents reach out like they did this past weekend made me understand what our community can do and the available resources for the people.</p> <p>i want to see the Economy succeed in the master plan.</p>
12843705592	<p>I like how most of my neighbors are of different races.</p> <p>Around Castle Blvd, residents could do a better job throwing away their trash. Install cameras near roads and enforce a penalty for littering.</p>
12843248138	<p>I like the quietness it's very different from the city life that I'm used to. A little more security to prevent building disturbance and violations.</p>
12842600765	<p>I like this is a beautiful area. Needs more trash pick-up.</p> <p>we need Cleaner and safer roads.</p>
12842416052	<p>I appreciate the diversity in the area. I think the diversity of socioeconomic status in the area is great at providing those in need with more funding and opportunities. As</p>

Code	Online Questionnaire Comments
	<p>long as there is a place for poor people to exist in the area, I will be happy. Fairland is already a place full of promise and the residents are smart and capable enough to take make the most out of the opportunities offered here. I've honestly never seen another community, in the US, that empowers black people as much as Fairland does. Everywhere else I've gone; black people live in comparatively worse conditions than everyone else.</p> <p>I really appreciate the improvements made to the bus system. I take the express bus every time I go downtown now. As somebody who relies mostly on public transportation, I would like to see more (PUBLIC TRANSIT) options for those of us who don't own cars. I've noticed that a lot of communities are getting fenced off, making it more difficult to travel between communities without a vehicle. Walking trails, bike paths, bus routes, etc. should facilitate movement between communities and socioeconomic centers. With regard to housing, the lowest rent prices shouldn't be more than 30% of the average income, and those paying more than 30% of their income on housing should get assistance.</p> <p>I want to see assistance programs for poor people looking to buy homes. I also want to see more green spaces integrated into our infrastructure. We need to focus on combatting water scarcity and rising temperatures. Water-efficient infrastructure should be a top priority. We also need to discourage wasteful water practices, lest we end up in a drought, like so many other places in the world. I'd also like to see food programs that facilitate the transfer of unwanted food from stores and restaurants to the kitchens of those in need. Community gardening should also be encouraged and facilitated so community members can share food and resources. I also want to see an emphasis on childcare opportunities and assistance. The first 5 years of a child's life permanently shape their brains, so I'd like to see more funding for parents and early childcare initiatives. More opportunities for children to get the support they need to make the best of their lives. Too many children are born in unsavory living conditions that divert them from meeting their true potential. Providing parents with more knowledge, support and, options about early childhood would have huge benefits for our community 20+ years from now. I attended the preschool program at Paint Branch High School as a child and stuff like that really makes a difference. I'd love to see more opportunities like that.</p> <p>A self-sufficient community that is prepared for climate change, welcomes and sustains a growing population, and protects its most vulnerable citizens. Small businesses should thrive in our community, and we shouldn't let big corporations come in and drive prices/wages to rock bottom. The people that have to work in our community deserve decent pay and benefits.</p>
12842136019	<p>Love the commute and routes. Preserve Fairland Park and create more walking or bike paths.</p> <p>Kids playgrounds is needed.</p> <p>Possibly creating some sort of adventure program or activities inside Fairland Park for both adults and kids. I want to see, For instance like a canopy or observation desk. Also, having some sort of sporting event during the summer or winter naming it Fairland Summer/Winter Games. Another thing could be “Tour De Fairland Park”</p>

Code	Online Questionnaire Comments
	like a one-day biking event. Will provide opportunities for the citizens to meet and engaged each other in getting to know themselves. Why because sports always bring people together. Community togetherness, outreach, and engagement is so salient for a peaceful, healthy, and safe community.
12841138614	Nice area, not too congested, decent rents. We're kind of in a no man's land between DC and Baltimore. I'd like to see the expansion of services/small businesses into the area, to address the issue raised above of being in no-man's land between the two cities. Perhaps a metro stop? Improving/up-keeping parks and public transit. Growing local economy and small businesses. Maintaining property values while also not pricing out the middle and working classes.
12841073419	Love the area very quiet preserve parks trees wildlife etc. Need Road improvement Briggs Chaney rd. More business in the areas like more store's it shops so we don't have to go to Wheaton or Prince George's mall silver spring.
12840604301	I love my neighbors and my apartments community. I love to visit Briggs Chaney shopping center for my groceries, getting my hair done, and doing my mail at the ups store. I've been here five years and love it. need Changes to the traffic congestion. I want to see Organization succeed in the master plan.
12838958653	Preserve all our parks and recreational areas. Improve our schools. I like living in a community where everything is accessible. Streets need improvement. Too many uneven streets and too many potholes. More community events. Information and job training.
12838281424	I like the community Very friendly and resourceful I really appreciate their empathy and beautiful spirit We need Community events farmers' markets, fireworks. festival. Fairs etc. now Covid over Thank God lol I love to see Library Schools and medical care succeed in MP.
12830076384	I love the peacefulness, quietness etc. We need Parks And little spots where u can chill and have fun with families.
12826071979	SAGE VENTURES AT FAIRLAND CROSSING. mice infested apartments and incompetent leasing staff. Stop the shootings and keep up landscaping. The trash areas are filthy and there aren't designated recycling areas. This community is contributing to global pollution. I want people to take accountability.

Code	Online Questionnaire Comments
12745773172	<p>The shopping center is very very helpful. It's not very far from those of us living around here.</p> <p>Certain things about living in this place. Many people live here, and they are trying to keep the place clean. They don't keep it as clean as it should be. I don't know how we should sensitize people to think about their neighbors to make sure it's clean and comfortable. It would be great to arrange people to meet with each other from the community and they learn how to respect and live with each other. The parks need to be cleaned much more. I don't know if it's because of the COVID. It used to be cleaner. The other thing I appreciate is in the apartment we used to have one bathroom, and then they added another a second bathroom to our unit. That was incredibly helpful. I spoke to some other ladies who lived here, and they said that Montgomery County obliged Fairland Crossing to add bathrooms to give tenants more space during COVID.</p> <p>I just want it to be better than it is today. To look like other places. Clean, more comfortable, and more secured. Now we have the security that comes in and out. It gives more assurance to people living here. When we see the police, patrol going in and out and you are surer of the people who live here. You always see people loitering and you don't know what can happen. We really have a lot to do in these building. Fairland Crossing is an old building, and most things are breaking down and things are not being fixed. We've been here more than five years. We have some appliances that need changed. Like my refrigerator now, and the cooker. It's been about a year since they haven't replaced it. We always have leakages upstairs or downstairs and I think it's because some of the things are old and getting roasted and they need to change. The landlords have been changed about 3 or 4 times. They change each time, and it depends on how each of them handles it. This one is Saj, a new landlord that came. We need to let them know all this and keep the tenants comfortable. They don't come to change doorknobs or doors. You go to visit how people are in other areas and you try to complain and compare but they we aren't getting the service. Montgomery County is doing a lot, but not doing enough. At the peak of COVID, there were points where we could pick up groceries and that I really appreciated, and it was very helpful.</p> <p>It looks like success is on the way. I say so because certain things we don't have before, we have them. The bicycles that the children can rent now. The Flash buses that we have now. It's unfortunate because there are more changes to make with the apartments.</p>
12816718749	<p>I love the unique array of businesses and restaurants. The community is diverse and vibrant</p> <p>Management of trash. There seems to be issues with littering. However, both places I have lived in this area always had issues with trash not being picked up enough. we need better trash pick-up.</p>

Code	Online Questionnaire Comments
	<p>I'd love to see further development of local businesses and restaurants that aren't chains.</p> <p>Reliable transportation, well-kept parks, equitable schools, clean environment, strong local economy, and well-paying jobs.</p>
12815762104	<p>I love the diversity and the abundance of minorities who are doing really well for themselves.</p> <p>Rent prices need improvement. It is quite an expensive place to live.</p> <p>I would love to see more community events, fundraisers for charity, and maybe even festivals to showcase local talent and small businesses I'd love to see More parks and dog parks for people to enjoy the outdoors and socialize!</p>
12812891393	<p>I love Fairland Park and all of the nature paths that connect it to local areas. The wide sidewalks that line many streets are fantastic for getting around without a car. I appreciate that the neighborhood is safe and clean.</p> <p>This is quite specific, but there is a stretch of Fairland Park on the corner of that makes the park dangerous to access for residents in that area. Ideally, sidewalks would be added on the missing stretch where Greencastle Road meets Old Gunpowder Road.</p> <p>i wish to Add little libraries around the neighborhood to foster reading</p> <p>I want the MP making residents feel that never want to move away.</p>
12812703946	<p>I like Easy access to catch the bus and shopping center.</p> <p>need More daycare or babysitter</p> <p>Fun activities for kids. I Am saying this because, there is none around the Fairland area. e.g.: indoor play areas Sky Zone, Chuckie Cheese</p>
12812609188	<p>I like the access to the highway and shopping areas</p> <p>i wish to see the Preservation of the remaining green space and cutting back on development while updating, maintaining and improving current infrastructure.</p> <p>Don't add to the pressure already on the systems. I'd like to see Metro access in the MP.</p>
12811353085	<p>I like the community pool</p> <p>The rent is way too high</p> <p>I'd like the community to have a pho, and Dunkin' Donuts.</p>
12811326871	<p>I like the accessibility to the ICC and I-95.</p> <p>More food options in the area. They are very limited in number and lack variety. Additionally, better grocery stores. I have to go all the way to White Oak, Cloverly or Burtonsville. I would like an improvement to the shopping center.</p> <p>More transportation and better access on Rt 29. It becomes a parking lot at times</p>

Code	Online Questionnaire Comments
12809919408	<p>I like the Easy access to shopping and public commuting.</p> <p>we need more public parks</p> <p>i wish to have More modern apartments. The current infrastructure is aged and outdated.</p>
12809650905	<p>The Fairland Regional Park is fantastic, and the trails are great. I go there as often as I can.</p> <p>The new Flash bus is great, and it would be good to see additional bus lines.</p> <p>I wish to Expanded Park system and biking/pedestrian trails connecting them. And preserving other green space.</p>
12809593402	<p>I enjoy the residence as a whole. The rental office is helpful and knowledgeable. The community is kept very neat and clean. Also, the playgrounds are perfect for the kids.</p> <p>I wish there were more parking spots for residents, sometimes the walk can be very far.</p> <p>i think, possibly receiving a trash shoot for the trash would be nice.</p> <p>I love to see this area Continuing to have affordable living with a safe and neat community.</p>
12809569984	<p>I like the nature and walkability</p> <p>Not enough walking paths on Briggs Chaney. Sometimes you have to walk on the road. Traffic around Aston manor and Briggs Chaney can be a little dangerous at times</p> <p>we need A better grocery area than having to go to Burtonsville or the dilapidated center in Calverton</p> <p>i wish to see, A diverse group of people with multiple places for them to go and enjoy the outdoors</p>
12809441660	<p>I love the convenience to D.C. and VA. I also love the parks that are in the area. I like the concept of it trying to be a community, but it doesn't really feel like a community. For instance, the information I receive is few and far between, so when there is information received everyone flocks and make the whole situation not pleasant.</p> <p>I feel that where I reside, there's not enough emphasis and education on the benefits of recycling. (Spring Parc Apt) this area is always the last to receive any perks Montgomery County is offering. We are just now getting the Bookd stops, while other more affluent areas have had them for some time.</p> <p>I want more access to public transportation, more frequency in buses coming through, and also more ride; more jobs, parks, and the environment. Moco Police don't even respond to calls in this area. I want to feel safe. There is rarely police presence on a regular basis where I reside. I think it's important to have police officers present and engaging in this community. There also needs to be more jobs, other than retail and fast food. It's our responsibility to ensure that companies don't count us out when deciding where they are going to open their next office, etc.</p>

Code	Online Questionnaire Comments
	Meaning you have to ensure that there's adequate transportation and policing, so people feel safe.
12809194038	I like The Convenience i want to see More community activities
12808092250	I like the environment and also the playgrounds i want More streetlight we need more educational benefits
12808047517	The area needs a major rebuild. Diversity is a problem. Too many people of specific cultures, that are not cleanly like normal people. Not enough healthy food places. Too many fast food, or greasy food places. Too many pests! The area needs a major clean and inspection. Why aren't there any normal grocery stores? Why aren't there any clothing store, shoe stores. The apartments and housing need to be remodeled to attract better neighbors! More support of the people in the community that need help and assistance. More jobs with great pay to keep people afloat. More community pools. A cleaner and modern environment to meet the needs of the new generation.
12807953473	I like The Recreation Park and Walking Trail (Parks) we need Affordable Housing I'd like to see Support for Businesses especially SME's i want to see 1. Economy 2. Housing 3. Schools 4. Environments succeed in the MP
12807790538	I really enjoy all the trees, meadows, and green space in the Fairland area. A lot of that has been lost in the last ten years due to the ICC and a bunch of housing developments that have devoured green space near the U.S. 29/Fairland Road interchange. What remains must be preserved. The U.S. 29 corridor has been a traffic bottleneck since I moved to the area in 2005, and it will go back to being that way once COVID-19 is under control. Montgomery County must work with residents and the state of Maryland to improve traffic flow, properly time traffic lights along and adjacent to U.S. 29 and eliminate as many traffic lights as possible on the highway itself. The Fairland area has lost too much green space in the past ten years. Instead of slating more open space and forestland for development, Montgomery County should focus on redeveloping already developed and degraded land. I would support an indefinite moratorium/ban on green space development in the Fairland area. I would like to see expansion of high-speed public transportation. I love to see...a sustainable community that provides key amenities and jobs while preserving all remaining green space, reducing air and water pollution, cleaning up litter, and improving residents' overall quality of life.

Code	Online Questionnaire Comments
12807713749	<p>I just moved here July 1 I have a swap for a balcony I have a track and field over top of me nothing has locks in my home, but the pool is pretty, but I don't think that I will be staying here another year. Oh, the color of the apartment is nice the inside. The hallway is infested with bugs flying everywhere no one cleans the ground or the building it's sad.</p> <p>we need better Maintenance cleaner for building trash free landscape. I just move here nothing is fixed in my apartment I move in with my apartment 80 degrees no ac. No lock a pond for a balcony all they do is ride around acting like they are busy</p> <p>I'm not staying here over a year unless something changes 🙄. My friends turn their nose up on the outside of this community until they walk in the actual apartment. It's truly embarrassing</p>
12807673444	<p>i like it is Safe</p> <p>we need More stores</p> <p>The security we are my MP agenda.</p>
12806489188	<p>The location is great! You are an ICC away from anywhere you want to go. Or a highway 28 away from the city.... both being seconds away. The area has great greenery, walking spots!</p> <p>The surrounding shopping malls take away from the beauty! I have lived here 4 yrs. and refuse to go to the two that are nearby. Look old and beat up Have become hang-out spots for panhandlers, A lot of drug addicted people posted in front of stores ready to ask you for money as soon as you walk out of the car It's overwhelming and looks bad. We need a Revamped shopping plaza.</p>
12805171262	<p>i like it is Proximity to 200. Walking path next to 200</p> <p>we need to improve Roads - asphalt, restaurant/entertainment offering, more sidewalks</p> <p>we need More entertainment and community events</p> <p>i will like to put 'Inclusivity' as my MP priority.</p>
12805052392	<p>i like it is Convenient to 95.</p> <p>improving the Quality of Briggs Chaney Road going towards Old Gunpowder Road.</p> <p>Improved infrastructure</p>
12804992226	<p>i like the location to major roadways. Save the green spaces.</p> <p>need to improve the Rental prices</p> <p>i wish to see Walmart store. Wegmans store.</p>
12804852705	<p>The area is very convenient for running quick errands such as going to the bank, buy groceries and clothes.</p> <p>Sometimes the building has the odor of marijuana.</p>

Code	Online Questionnaire Comments
	I would love to see tables around the buildings. So, neighbors can walk around and spend time outside.
12804025310	Clean up trash. Parents need to direct their children. Uses special transportation, and it has been fine. Too much smoking inside the building, and then it makes the entire smoking.
12803930938	I enjoy the walking trails and want the natural aspect of the area preserved The streets need to be maintained better, especially in front of the Briggs Chaney Park and ride. I would like to see more community involved activities. This will increase the sense of community involvement, support and improvement. we need More parks and jobs
12803540166	For one, it's a family-oriented area with lots of greenery, this includes parks, soccer fields, tennis courts, and other recreational activities. I also like the abundant sidewalks and walkways for exercising. In terms of commuting, i like its location with easy access both to Baltimore and DC, and also downtown Silver Spring using 495/95, and 29. I like that it's pretty close to Laurel and Columbia, as I have family in both locations and it's an easy drive to them. One thing that I want to be preserved is the greenery, it makes the area look serene. There are some safety issues with Fairland, in terms of questionable characters that commit petty crimes and other major ones as well, like theft. That takes away from the family-friendliness of the area. Also, Robey Drive between Briggs Chaney & Greencastle Rd has a lot of speedsters with loud exhausts that wake you up early in the morning, that I hate with a passion. If something can be done about that, I and my neighbors would appreciate it. The roads in the entire area need work, whether it's paving or filling up potholes, I can see the deteriorating condition it has become, it's worse and no changes seem to be happening. I'd love to have a vibrant family-friendly community that includes public facilities, jobs, and a vibrant sustainable, and green economy that is very safe.
12803389126	i like that it's fairly quiet we need to improve security!!!! Install camera. my car's gotten broken into twice.
12802779983	The area is quiet and lush. The trees and the nature trails should always be preserved. we need to improve Potholes and better street lighting, as your approach the PG county from Briggs Chaney at Night i wish to see more Community sports or festivals in the summer, this would help people get to familiarize themselves with each other and curb crime etc.

Code	Online Questionnaire Comments
12802576865	<p>i like that, Fairland is an area easily accessible by public transportation; housing is available; environment is calm and maintained. Security seems to be gaining ground, from what I have heard and what I am seeing, I believe Fairland is becoming more and more secure.</p> <p>- Housing prices increase every year while sometimes income do not increase in the same way, causing people to move frequently from one home to another, what can be done at this level? - Improve public lighting - Road maintenance - More jobs: I am trying since more than 2 years to get a job at the Montgomery County without success. i want to see - More parks, attractive and distracting places - Social housing for selected low incomes</p>
12802400652	<p>i like that there's No high-rise buildings. The diversity. Being by the Fairland Regional Park.</p> <p>There is so much litter! I wish there were more efforts to “beautify” the area, like picking up the litter, better weeding along medians, etc.</p> <p>I would also love if there was an express bus that connected directly to Silver Spring or another major hub. To me, the most important things in this area are parks and schools.</p>
12802361499	<p>I like the proximity to fairylnd recreational park, the commute options and public transportation.</p> <p>I would like to see more bike safe options/lanes especially on Briggs Chaney going towards Fairland Road or powder mill and on Robey Road. More traffic enforcement. Litter pickup.</p> <p>More park green spaces, better pedestrian. And public/ green transportation.</p>
12802350875	<p>i like the Walkability and tranquility.</p> <p>Parks need more trails.</p> <p>More outdoor spaces for the public us. For recreation and enjoyment of nature.</p> <p>I'd like the MP. Protection of our natural resources.</p>
12801081564	<p>There are a few things that I like about my neighborhood, the parks, access to public transportation, schools and recreation centers</p> <p>Personally, we need new housing options and more government services for the better quality of life</p> <p>1.More grocery stores options with organic products - we have to leave our neighborhood to get to Wholefoods, Trader Joe's, Giant's is good, but we need variety 2. All of our buildings are old and do not offer modern amenities- like social space, work lounges, bike storage, gyms, there is no good condo options.</p> <p>I'd like to see Equity succeed on the master plan. We do not get the same services as everyone else in the county.</p>
12801075299	<p>I love the diversity of the community.</p> <p>improving the walking paths and access to them on Castle Blvd. Adding: Bike/walking paths postal drop box on Castle Blvd streetlights</p>

Code	Online Questionnaire Comments
	we need better community activities and public facilities that help grow, assist entrepreneurs, location to host events and popup shops for the community, Farmer's market. And parks.
12799880413	<p>I love the safe feeling it gives, it's a nice environment to continue my morning runs. The streets and parking lot could use some work, there are so many unavoidable potholes. I love to have more nature paths for walks or running.</p> <p>I would like to see more stores available that offer compatible prices and healthy food choices.</p> <p>Creating a diverse and community with jobs that match the pay of monthly rent in the area. I believe the rent can be relatively higher than in Baltimore city, but the job wages in the area don't reflect the cost of living. The master plan's success should be creating more accessible bus routes and parks for children /recreation centers.</p>
12799646718	<p>i like it is very accessible</p> <p>we need more Organic store</p> <p>i wish to have less waiting, for the subway</p>
12799077855	<p>I like it to have a nice Environment and they always clean up outside which is so different from other people.</p> <p>i wish to have a Swimming pool party cause it a good thing we can get a different type of food and also different country food.</p>
12798976072	<p>i like the Convenience. Close to most major areas in the DMV. Easy access to major highways and fast-moving routes. Montgomery County perks without the exorbitant prices further into Silver Spring can have. The diversity of the community and the quality of new things you can obtain with that</p> <p>we need the Upkeep of the trails and play areas.</p> <p>More recreational opportunities in the direct area. I always search for programs to put my kids in nearby, but they're all in other Silver Spring areas. Better maintenance of the items. Maintain reasonable pricing for living spaces. Maintaining the integrity and diversity of the area, making sure housing remains affordable for all walks of life. Preschool or young children's programs are available without strenuous income limits.</p>
12798770973	<p>i like How the schools are close by and very easy to get to. we need to improve the pest control</p>
12798762664	<p>We need Carpet, bathroom and kitchen we need Renovation I'd like to see Transportation and Schools succeed in the MP.</p>
12786244482	<p>The parks are very important to me. Accessibility to 95. Preserve the trails at Fairland Park.</p> <p>we need More quality shopping area for restaurants/grocery store/entertainment.</p> <p>I would like to see more affordable homes.</p>

Code	Online Questionnaire Comments
12786197591	<p>i like the park.</p> <p>we need more light. More atm machine well Fargo. Walmart. Gym.</p> <p>i wish to have more concert music. metro train from Silver Spring to Baltimore.</p> <p>We need the Creation of a job. And Protection from landlords</p>
12784881308	<p>I love that there are a ton of options in terms of finding places to relax and go on nature escapades. It really makes the area feel safe and welcoming.</p> <p>I think that providing more bus stops closer to neighborhoods would be really helpful for people who need and rely on public transportation.</p> <p>I would love for Fairland to become more community-based in regard to how people interact and the events that occur. It would be nice to have activities or events to allow people to get to know each other better and make the community feel more welcoming.</p>
12781840724	<p>I enjoy its accessibility to other parts of the county and state. I also appreciate the quiet roads at night.</p> <p>we need Community involvement and engagement. More programs for youth and the elderly. More public safety that isn't the police, i.e., mental health resources, investing more into schools and social programs. More local attractions and events, we have to drive elsewhere to do things such as go bowling, watch a movie, go shopping, etc.</p> <p>I want to see the diversity preserved while improving the lives of the people who already live here. I want there to be more to do around here in terms of social life and activities. I want it to stay quiet at night and safe of course. More walkable areas and public areas to walk. It would be nice to be able to walk to an outdoor public area from home. I would like to see more community input. I also would enjoy more sidewalks and pedestrian safety measures.</p>
12690210585	<p>I like the fact that the area where I live the residents are not loud, intrusive nor have persons that do not live here always in and out and hanging around. Even though we have had Tires and Wheels removed from vehicles. Additionally, several cars have been vandalized and stolen. I think the Owners probably left something of value visible in the cars! We should perhaps get the Development to go back to having a Neighborhood Watch group as was the case when I moved here in 1995. I served on it for many years. There was a change in the Tanglewood Rec. Board of Directors and since then it was started but, never got completely off the ground.</p> <p>Have a Police car come through the neighborhood several time during the nighttime hour especially during the hours of 12:00am and 5:00am? Those are crucial time periods when destruction of property occurs. Also, there are perhaps some exchanges of properties during the daylight hours in the cul-de sacs on Conductor Way and Quartet: Lane. I would suggest that the Police car come through during the daylight hours as well! Since COVID-19 restrictions have been lifted there will be more people out and about and will hang around more.</p>

Code	Online Questionnaire Comments
	<p>The County Roads are terrible in The Tanglewood Development!! There needs to be a complete resurfacing of all the county roads as they are impossible, and I am embarrassed to have friends and family travel over them to get to my home. They have been this way for a number of years. The County only patches them up instead of a complete resurfacing. About three or four years ago the County cut down all the beautiful trees on Schubert Drive and told us they did so because they were diseased but, said they were going to replace them!! As of today, they have not been replaced. The trees added much beauty to our neighborhood.</p> <p>i wish there's NO COMMERCIALLY ESTABLISHMENTS!</p>
12690008525	<p>i like the Traffic, sense of community, green spaces, older neighborhoods, diversity, we need Restaurant options and more locally owned businesses</p> <p>i wish to have A stronger community center (community garden spaces, community gathering places.) with classes, workshop and events open to the public, and fostering neighborhood involvement. i wish to have Farmers or artisans' market? maintaining good schools and green areas.</p>
12688257988	<p>I like the trails, the parks and the sidewalk network. I like the diversity of restaurants. especially the non-chains. This is a diverse community - single people, intergenerational families, people who own their own businesses, people who work for the government, consultants. There's cultural diversity - people from all over the US and the word choose to live here. In my neighborhood we have folks from Germany, Ecuador, and Egypt, and others who grew up here or in Silver Spring. It's really special!</p> <p>There are a lot of bus transit routes in the area, but to be efficient and reliable we need dedicated lanes for the buses, so they operate more like metro rail. We need safer and comfortable crossing infrastructure for pedestrians (for US 29 and other big roadways in the planning area). Some of these intersections are so wide, and the time to wait to cross is so long that people get impatient. Better lighting along streets is needed so that pedestrians are more visible. The lanes are wide and straight and encourage motorists to speed. The sidewalks are great, but more street trees are needed for shade and a softer feel.</p> <p>I hope that Fairland gets the commercial reinvestment it deserves. It feels like businesses are struggling - they're struggling everywhere but here especially. If it's possible, I wish we could redevelop the Briggs Chaney Shopping Center and the Burtonsville Town Center (I know that was done so recently) but do so in a way that encourages more gathering and open spaces. Areas with café seating and public art that's actually engaging. I wish there were more play spaces for kids outside the parks - in the shopping areas so it encourages you to spend more time there. The shopping centers feel empty and are dominated by concrete. There are no plantings in the parking lots or along the internal walkways.</p> <p>WE NEED Thriving mix of office, retail and residential. More residential options.</p>

Code	Online Questionnaire Comments
	<p>Safer. Maybe a more cohesive branding and sense of place? There's rich history here and it should be celebrated more centrally where people shop and live.</p> <p>This is an important community - the purple line isn't the only major transportation reinvestment project.</p>
12683751624	<p>I like that the area has many diverse restaurants and lots of great park amenities. we need Access to other parts of the county including transit, pedestrian walkways and trails.</p> <p>we need A third place for the community to gather and hold events.</p> <p>i wish High quality mixed-use housing is built while retaining some of the current industrial and retail uses such as the car dealerships.</p>
1267433573	<p>It is a congested dirty place that I can't wait to get through or away from quickly! Too many cars and the houses face route 29 or back up to it. Route 200 is a mess. The traffic is dangerous and going much too fast!!! It looks like a place with many desperate poor people. I feel bad for them! I'd rather live elsewhere. There is no FAIR in that LAND. Where is the sustainable...it has always been a disaster and now it is a crowded one? REALLY???</p> <p>we need Consolidate the strip malls and shops in an organized way. Fix the busy 198 though road. No landscaping, just a hodge-podge of road, parking and old concrete. It is rather a sad looking place</p> <p>i wish to Clean it up and make it pleasant to want to live there.</p> <p>it is off the charts for a horrible existence. It just shows how WHITE people treat people of color!!!</p>
12674269731	<p>Fairland Recreational Park is probably the most underrated park in the county. It has a great trail network and a whole bunch of other recreational facilities. The area also has more good restaurants than most people realize - some are not in Fairland but close (Burtonsville, Spencerville, White Oak, etc.) The Fairland area also benefits from reasonably easy access to downtown Silver Spring, points west (via the ICC), and the Route 1 corridor in Prince George's County.</p> <p>Crime is still a problem in the area.</p> <p>It would be great to see Fairland and the rest of the Route 29/I-95 corridor get the kind of public and private investment that the Route 355/I-95 have received over the past several decades. I hope the county will invest in upgrading Flash service to include dedicated lanes and add sidewalks, bike lanes and paths, etc.</p> <p>I hope that the team working on this plan does not become so preoccupied with the possibility of gentrification that it fails to confront the reality that the main problem in the East County is not rising real estate prices but disinvestment and neglect. This part of the county needs more market-driven development, not more controls discouraging investment.</p>
12668937474	<p>I like the parks. I also like the diversity of the area.</p> <p>I would love to see more of the black history in the Fairland/Briggs Chaney area. I</p>

Code	Online Questionnaire Comments
	<p>would also like to see mental health services in this area.</p> <p>I would love to see this place have everything that areas like Potomac and Bethesda have.</p> <p>i hope there was community involvement at every start of the MP. this process.</p>

- 7-Eleven (Briggs Chaney Center)
- Beauty Lane (Briggs Chaney Marketplace)
- Briggs Chaney Deli (Briggs Chaney Marketplace)
- Briggs Chaney Super Laundromat (Briggs Chaney Marketplace)
- Briggs Chaney Walk-in Clinic (Briggs Chaney Marketplace)
- Don Pollo of Briggs Chaney (Briggs Chaney Marketplace)
- Fairland Ethiopian (13310 Old Columbia Pike)
- Fairland Market & Ethiopian & Ethiopian Restaurant (13318 Old Columbia Pike)
- Global Food (Briggs Chaney Marketplace)
- Hollywood Ballroom (Westech Village Corner)
- Island Quizine (Briggs Chaney Marketplace)
- Karen's Seafood (Briggs Chaney Marketplace)
- Mimi's Nails 3(Briggs Chaney Marketplace)
- Pho Real Vietnamese (Biggs Chaney Center)
- Proud Food Vegetable Market (2600 Briggs Chaney Road)
- QDOBA Mexican Eats (Westech Village Corner)
- Siu's Asian Bistro (Westech Village Corner)
- Taco Mex (Westech Village Corner)
- ZIPS Dry Cleaners (Westech Village Corner)

English

FAIRLAND & BRIGGS CHANEY,

WE WANT TO HEAR FROM YOU!



Take our survey and enroll in a **chance to win a \$100 gift card!**

Scan the QR code or visit surveymonkey.com/r/fairland-briggs-chaney to take the survey and become eligible for the gift card.

Interested in speaking or texting with us? We're ready! Dial or text 240-668-4599 to speak or text with us directly.



 **Montgomery Planning**

 **Fairland and Briggs Chaney**
MASTER PLAN

Your Community. Your Future!

The Fairland and Briggs Chaney Master Plan is a comprehensive update to the 1997 Fairland Master Plan. It will help guide future land use planning; countywide policies and future initiatives affecting community quality of life; road, bike and pedestrian infrastructure and community amenities; and private development.

Together, we will decide the priorities for the Fairland and Briggs Chaney Master Plan.

We want to hear from you!
Call Montgomery Planning at 240-264-7102 to speak with us directly.
Stay in touch and sign up for our e-letters by visiting montgomeryplanning.org/fairlandbriggschaney
Speak to us directly by dialing or texting 240-264-7102.

Need help with Rent?
Montgomery County can help with up to \$12,000 in rental assistance. Call 311 to see if you qualify.

Need a Covid-19 vaccine?
Have questions or need help getting the vaccine? Call 301-589-3633.

montgomeryplanning.org/fairlandbriggschaney

 **Montgomery Planning**

 **Fairland and Briggs Chaney**
MASTER PLAN

FAIRLAND & BRIGGS CHANEY,

¡QUEREMOS CONOCER SU OPINIÓN!



Realice nuestra encuesta e inscríbese para tener la oportunidad de ganar una tarjeta de regalo de \$100.



Escanee el código QR o visite surveyMonkey.com/r/fairland-briggs-chaney para realizar la encuesta y ser elegible para la tarjeta de regalo.

¿Le interesa hablar con nosotros o enviarnos mensajes de texto? ¡Estamos listos! Llame o envíe un mensaje de texto al (240) 668-4599 para hablar o enviarnos un mensaje de texto directamente.

Montgomery Planning



Fairland and Briggs Chaney
PLAN MAESTRO

Su comunidad. ¡Su futuro!

El plan maestro de Fairland y Briggs Chaney es una actualización integral del plan maestro de Fairland de 1997. Ayudará a guiar la planificación del uso futuro de la tierra, las políticas de todo el condado y las iniciativas futuras que afectan la calidad de vida de la comunidad, la infraestructura de carreteras, ciclovías y zonas peatonales y los servicios para la comunidad y el desarrollo privado.

Juntos, decidiremos las prioridades para el plan maestro de Fairland y Briggs Chaney.

¡Queremos conocer su opinión!

Llame a Planificación de Montgomery al (240) 668-4599 para hablar con nosotros directamente.

Manténgase en contacto y regístrese para recibir boletines electrónicos al visitar montgomeryplanning.org/fairlandbriggschaney

Hable con nosotros directamente llamando o enviando un mensaje de texto al 240-668-4599.

¿Necesita ayuda con el alquiler?

El condado de Montgomery puede ayudar con hasta \$12,000 en asistencia para el alquiler.

Llame al 311 para ver si reúne los requisitos.

¿Necesita una vacuna contra Covid-19?

¿Tiene preguntas o necesita ayuda para vacunarse? Llame al 301-589-3633.

montgomeryplanning.org/fairlandbriggschaney

Montgomery Planning



Fairland and Briggs Chaney
PLAN MAESTRO

FAIRLAND & BRIGGS CHANEY,

NOUS VOULONS AVOIR VOTRE AVIS !



Participez à notre enquête et inscrivez-vous pour avoir
une chance de gagner une carte cadeau de 100 \$!



Scannez le code QR ou consultez le site surveyMonkey.com/r/fairland-briggs-chaney pour répondre à l'enquête et devenir éligible à la carte cadeau.

Vous souhaiteriez nous parler par téléphone ou par SMS ? Nous sommes prêts ! Composez le (240) 565-8070 ou envoyez un SMS à ce numéro pour entrer en contact direct avec nous.

Montgomery Planning



Fairland and Briggs Chaney
PLAN DIRECTEUR

Votre communauté. Votre avenir !

Le Plan directeur Fairland et Briggs Chaney est une mise à jour complète du Plan directeur Fairland 1997. Ce plan aidera à orienter l'aménagement du territoire à venir ; les politiques à l'échelle du Comté et les futures initiatives affectant la qualité de vie de la communauté ; l'infrastructure routière, cyclable et piétonne ainsi que les équipements communautaires ; et le développement privé.

Ensemble, nous déciderons des priorités pour le Plan directeur Fairland et Briggs Chaney.

Nous voulons avoir votre avis !

Appelez Montgomery Planning au (240) 565-8070 pour parler directement avec nous. Restez en contact et inscrivez-vous pour recevoir des lettres électroniques en vous rendant sur montgomeryplanning.org/fairlandbriggschaney.

Entrez en contact direct avec nous en appelant ou en envoyant un SMS au (240) 565-8070.

Besoin d'aide pour payer le loyer ?

Le Comté de Montgomery peut vous aider avec une aide à la location allant jusqu'à 12 000 \$. Appelez le 311 pour savoir si vous êtes admissible.

Besoin d'un vaccin contre la Covid-19 ?

Vous avez des questions ou vous avez besoin d'aide pour obtenir le vaccin ? Composez le 301-589-3633.

montgomeryplanning.org/fairlandbriggschaney

Montgomery Planning



Fairland and Briggs Chaney
PLAN DIRECTEUR

FAIRLAND & BRIGGS CHANEY,

ከእርስዎ መስማት እንፈልጋለን!



የዳሰሳ ጥናታችንን ይመሉና የ \$100 የስጦታ ካርድ የሚያሸንፉበት እድል ላይ ይመዝገቡ!



የዳሰሳ ጥናቱን ለመመላትና ለስጦታ ካርድ ብቁ ለመሆን የ QR ኮዱን ስካን ያድርጉ ወይም surveymonkey.com/r/fairland-briggs-chaney ላይ ይጎብኙ።

ከእኛ ጋር ለማውራት ወይም አጭር ጽሑፍ ለመጻፍ ፍላጎት አለዎት? እኛ ዝግጁ ነን! ከእኛ ጋር ለማውራት ወይም ቀጥታ ጽሁፍ ለመለዋወጥ በ (240) 720-7169 ላይ ይደውሉ ወይም አጭር ጽሁፍ ይላኩ።

 **Montgomery Planning**



Fairland and Briggs Chaney
MASTER PLAN

የእርስዎ ማህበረሰብ። የእርስዎ የወደፊት ህይወት!

የ Fairland and Briggs Chaney ማስተር ፕላን በ1997 ላይ የነበረዉ Fairland ማስተር ፕላን ሁሉን አቀፍ ማሻሻያ ነዉ። የወደፊት የመሬት አጠቃቀም እቅድ አወጣጥን ምሪት ለመስጠት ይረዳዎታል፤ አገር አቀፍ ፖሊሲዎች እና የማህበረሰብ የህይወት ጥራት ላይ አስተዋጽኦ የሚያደርጉ የወደፊት ተነሳሽነቶች፤ መንገድ፣ ሳይክል፣ እና የአግረኛ መሰረተ ልማቶች እንዲሁም የማህበረሰብ መገልገያዎች፤ እንዲሁም የግል እድገት።

እንድ ላይ በመሆን፣ ለ Fairland and Briggs Chaney ማስተር ፕላን ቅድሚያ ነገሮችን እንወስናለን።

ከእርስዎ መስማት እንፈልጋለን!

የሞንትጎሜሪ የእቅድ ማወጫን በ (240) 720-7169 ላይ ቀጥታ እኛን ለማናገር ይደውሉ።

ግንኙነትዎን ይቀጥሉና ለኤሌክትሮኒክ ደብዳቤዎች በ montgomeryplanning.org/fairlandbriggschaney

ላይ በመመዝገብ በ (240) 720-7169 ላይ በመደወል ወይም አጭር የጽሁፍ መልእክት በቀጥታ ያነጋግሩን።

የቤት ኪራይ አገዛ ይፈልጋሉ?

የሞንትጎሜሪ ካወንቲ እስከ \$12,000 የሚሆን የኪራይ ድጋፍ ሊያደርግ ይችላል። ብቁ መሆንዎን ለማየት 311 ላይ ይደውሉ።

የኮቪድ-19 ክትባት ያስፈልግዎታል?

ጥያቄ አለዎት ወይም ክትባት ለማግኘት አገዛ ይፈልጋሉ? በ 301-589-3633 ላይ ይደውሉ።

montgomeryplanning.org/fairlandbriggschaney

 **Montgomery Planning**



Fairland and Briggs Chaney
MASTER PLAN

FAIRLAND & BRIGGS CHANEY,

CHÚNG TÔI MUỐN LẮNG NGHE Ý KIẾN TỪ QUÝ VỊ!



Tham gia khảo sát của chúng tôi và có cơ hội giành được thẻ quà tặng trị giá \$100!



Quét mã QR hoặc truy cập surveymonkey.com/r/fairland-briggs-chaney để thực hiện khảo sát và nhận thẻ quà tặng.

Quý vị có quan tâm, muốn nói chuyện hoặc nhận tin với chúng tôi? Chúng tôi luôn sẵn sàng lắng nghe! Quay số hoặc gửi tin nhắn tới 240-264-7102 để trò chuyện hoặc nhận tin trực tiếp với chúng tôi.

Montgomery Planning



Fairland and Briggs Chaney
MASTER PLAN

Cộng đồng của quý vị. Tương lai của quý vị!

Quy Hoạch Tổng Thể Fairland và Briggs Chaney là bản cập nhật toàn diện cho Quy Hoạch Tổng Thể Fairland năm 1997. Quy hoạch sẽ giúp định hướng cho việc hoạch định sử dụng đất trong tương lai; các chính sách trên toàn hạt và các sáng kiến trong tương lai ảnh hưởng đến chất lượng cuộc sống của cộng đồng; cơ sở hạ tầng đường bộ, xe đạp và người đi bộ và các tiện ích cộng đồng; cũng như phát triển tư nhân.

Cùng nhau, chúng ta sẽ quyết định các ưu tiên cho Quy Hoạch Tổng Thể Fairland và Briggs Chaney.

Chúng tôi muốn lắng nghe ý kiến từ quý vị!

Xin gọi cho Montgomery Planning theo số 240-264-7102 để nói chuyện trực tiếp với chúng tôi.

Cập nhật thông tin và đăng ký nhận thư điện tử bằng cách truy cập montgomeryplanning.org/fairlandbriggschaney

Nói chuyện trực tiếp với chúng tôi bằng cách quay số hoặc nhắn tin tới 240-264-7102.

Cần trợ giúp tiền thuê nhà?

Hạt Montgomery có thể trợ giúp với khoản hỗ trợ thuê nhà lên đến \$12,000. Gọi 311 để xem quý vị có hội đủ tiêu chuẩn hay không.

Cần chích vắc-xin Covid-19?

Quý vị có thắc mắc hoặc cần trợ giúp để chích vắc-xin? Xin gọi số 301-589-3633.

montgomeryplanning.org/fairlandbriggschaney

Montgomery Planning



Fairland and Briggs Chaney
MASTER PLAN