

May 2024

Eastern Silver Spring Communities Plan Engagement Report

Prepared by Brick & Story

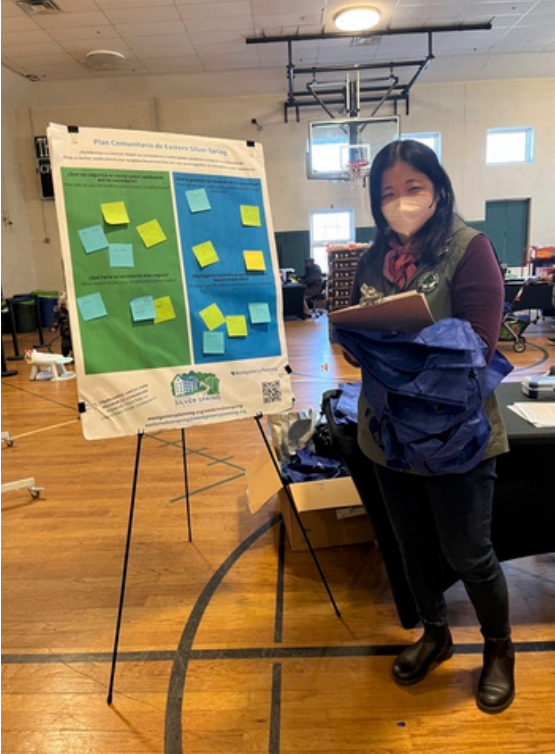


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SUMMARY OF KEY TAKEAWAYS

See below for our findings from the first phase of engagement for the Eastern Silver Spring Communities Plan (Fall 2023 through Spring 2024).



Multiple forms of in-person and online engagement, including community pop-ups, door-knocking, civic association meetings, an online questionnaire, ReactMap, and e-Letters, yielded a total estimated reach of approximately 2,500 people and direct feedback from more than 590 people from October 2023 through April 2024.



We heard from residents in 8 neighborhoods across the Study Area, as well as at least 5 neighborhoods outside the Study Area. Neighborhoods with the highest response rate/participation include Sligo-Branview, Montgomery Knolls/Clifton Park, and Oakview as well as Long Branch/Kilmarock after additional follow-up engagement.



While many ideas for community improvements emerged throughout this process, respondents generally feel positively about the Study Area. Most respondents (80%) said they would either *probably* or *definitely* recommend their neighborhood to family or friends, indicating general positive attachment to their neighborhoods.



The top reasons respondents said they would not recommend their neighborhood include: safety concerns, poor quality of schools, and concerns about future density and decrease of green spaces.



When asked what residents liked about their neighborhoods, respondents most highlighted access to parks and green spaces, sense of community, location within the DC Metro area, and access to public transportation. Each of these responses came from multiple neighborhoods – suggesting strengths across much of the Study Area.



Differences emerged between homeowners and renters, with homeowners highlighting a sense of community and access to parks, among others, and renters valuing access to public transit, ease of walking, and safety the most.



While people highly value access to public transportation and ease of walking around, residents across every race/ethnicity and language prefer and/or use a personal car the most often compared to other forms of transportation. Most residents mentioned that the main advantage of a car is access to places they could not otherwise reach, with grocery stores at the top of the list. Limited parking was the main challenge of having a car.



Most respondents said they could reach some places without a car. (Based on the responses we received, residents from Oakview and Sligo-Branview appear to be the most limited in where they can get without a car.) Improved bus service, including WMATA and Ride-On, was cited as a need in order to improve transportation/transit access.



Access to parks and green spaces overwhelmingly ranked as the top response to the question “*What do you like about your neighborhood*” from all forms of outreach. Respondents who ranked access to parks and green spaces among their top neighborhood qualities were most likely to live in neighborhoods located in close proximity to Sligo Creek Park.



The area is perceived as safe or somewhat safe by the majority of people engaged (93.3% of questionnaire respondents indicated they feel very safe or somewhat safe in their neighborhood).



While senior-only households largely responded as feeling the most safe, households with children overwhelmingly responded feeling somewhat safe or unsafe due to factors such as lack of sidewalks, slow police response time, crime, high vehicular speeds, and insufficient street/outdoor lighting.



University Boulevard and Piney Branch Road were the 2 most cited streets for pedestrian safety concerns, with Franklin Avenue/University Boulevard and Piney Branch Road/Flower Avenue cited as the most unsafe intersections.



The need for sidewalk installation or improvements was cited as the most needed community improvement across most neighborhoods. This supports additional feedback we received noting the need for an improved/enhanced pedestrian experience. Several specific examples were given to support traffic improvement/safety efforts, with Sligo Hills respondents being the most vocal about this need.



Housing across a variety of typologies was also expressed as a community need, particularly to support seniors aging in place, as well as growing families and families that may be living together in one house due to the region’s high housing costs.

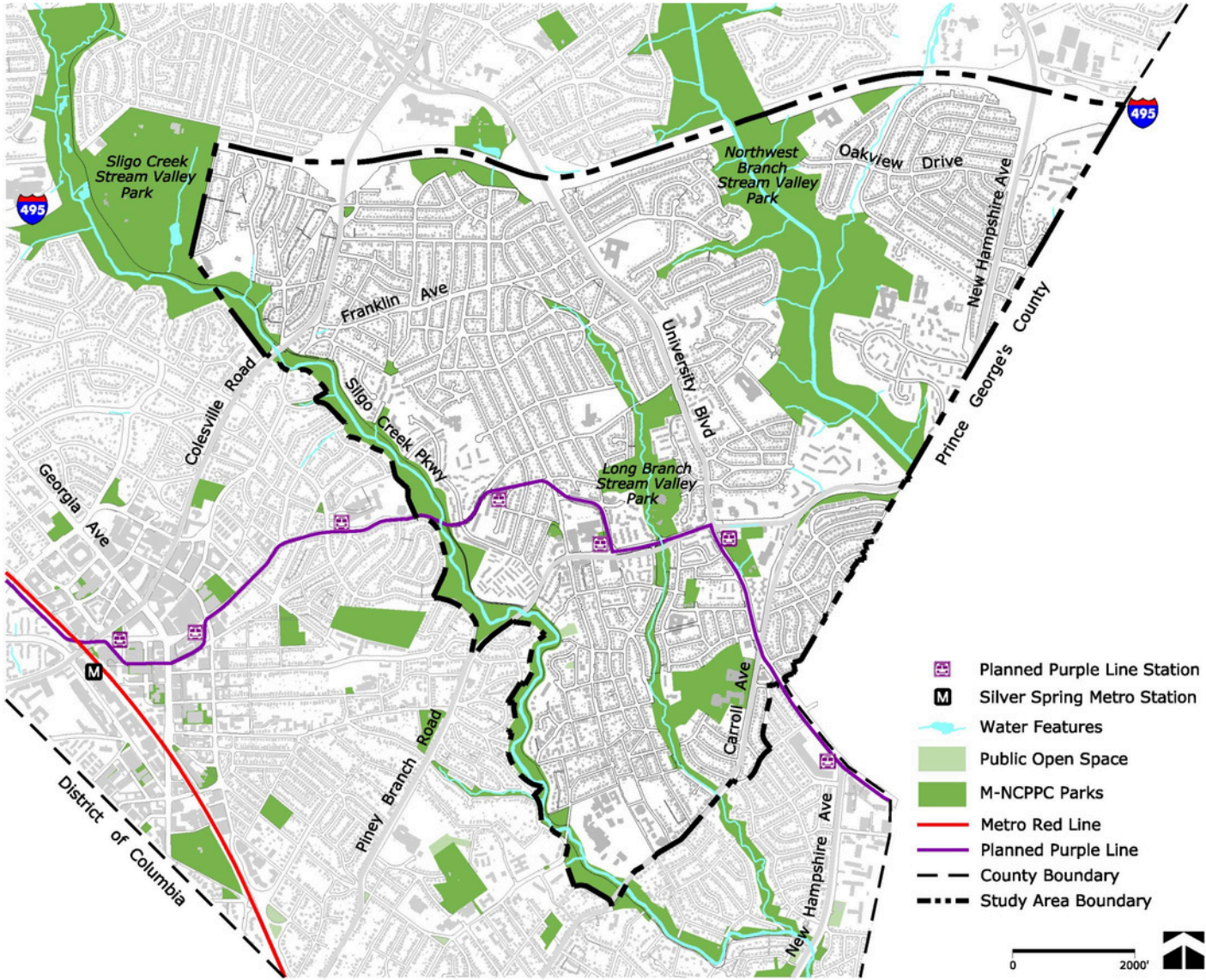


Pop-Up at Long Branch Winter Festival (Long Branch/Kilmarock neighborhood)

ENGAGEMENT OVERVIEW

For the initial phase of engagement for the Eastern Silver Spring Communities Plan, the Maryland-National Capital Park and Planning Commission (M-NCPPC) Montgomery County Planning Department, with support from engagement consultants Brick & Story and Avid Core, conducted extensive outreach and engagement efforts from Fall 2023 through Spring 2024 to better understand the community needs and desires for the Eastern Silver Spring Communities Plan. The Study Area extended from Sligo Creek east to the Prince George's County line, inside the Capital Beltway (Interstate 495) (see map on following page).

Outreach and engagement efforts included both in-person and online approaches. Residents and other community members had the opportunity to provide feedback about their neighborhoods in a number of different formats and languages (English, Spanish, Korean, and Amharic). A primary goal of this outreach was to engage populations in the Study Area who are not typically represented in planning processes, such as renter households, low- and moderate- income households, non-English speaking households and households of color. This intention allowed M-NCPPC to reach a much broader audience of stakeholders and hear a diverse range of feedback, ideas, and concerns.



Map of Eastern Silver Spring Communities Plan Study Area



Pop-Up at Flower Branch Apartments (Long Branch/Kilmarock neighborhood)

OUR APPROACH

A questionnaire was available online from early November 2023 through early February 2024, comment boards and paper questionnaires were offered in-person at pop-up events and during targeted door-knocking at multifamily buildings located in the Study Area, and individuals had the opportunity to respond to questions through an interactive mapping tool called ReactMap (see a more detailed description of the strengths and challenges of different forms of engagement in the Community Reach section below). In order to best extend our reach to those less typically involved in public processes, we worked with property managers and community leaders to discuss the best ways to meet people where they are.

One such strategy was pop-up events. This entails determining locations where people already pass through or congregate in their daily lives, such as apartment lobbies, bus stops, food distributions, and religious services. In these pop-ups, we set up tables with coffee, donuts, snacks, and/or items to give away, and offer individuals the chance to stop by our table and fill out a paper questionnaire or share their feedback on poster boards. We also used these opportunities to connect with residents, give out flyers, and share information about the planning process. In selecting events to attend, we were particularly mindful of the general demographics of attendees, focusing efforts on populations less likely to independently attend civic group meetings or fill out an online questionnaire.



Door-knocking was a particularly effective way of reaching people who we would not otherwise reach for reasons such as accessibility challenges

To further connect with residents who live in the Study Area (particularly renters), we also strategized with property managers about the best times of day to do complete door-to-door engagement in multifamily apartment buildings. Before door-knocking, we asked property managers to send out a note to let residents know to expect us and if there was someone who could accompany us as we knocked on doors, such as a maintenance person, so we were then accompanied by a trusted presence on the property. While some individuals did not open their doors, door-knocking was a particularly effective way of reaching people who we would not otherwise reach for reasons such as accessibility challenges (elderly residents who do not leave their homes often, language barriers, or work schedules). Going door-to-door, we brought giveaway bags with some snacks or M-NCPPC swag, as well as explainers and flyers with QR codes, so people could easily access the website if they were interested in more information or filling out the online questionnaire. We also left information at the doors of individuals who did not answer. For this project, our door-knocking efforts were particularly fruitful in reaching non-English speaking renters, as we brought interpreters who could speak Spanish, Korean, and Amharic when appropriate.



ReactMap sign

Community members could also post comments online using Montgomery Planning’s interactive mapping tool, ReactMap. Through this innovative tool, people were able to text responses to various questions posted on yard signs throughout the Study Area (see photo of ReactMap sign). ReactMap signs were posted on October 26, 2023 and remained accessible through February 4, 2024. The ReactMap tool gave individuals in the Study Area a unique opportunity to comment on their specific location in the moment, answering questions such as “How safe do you feel walking here?” and “How often do you use this park?” This feedback is particularly useful because of its attachment to a specific geographic location. Individuals were also able to visit the ReactMap website to add additional feedback and comment on feedback provided by others.

In addition, from October 2023 through April 2024, Montgomery Planning attended community meetings with the Silver Spring Citizens Advisory Board, the President’s Council of Silver Spring Civic Associations (which represents 21 civic associations throughout Silver Spring), the Oakview Community Association, the Clifton Park Civic Association, the Montgomery for All Silver Spring Steering Committee, and the Indian Spring Civic Association. Montgomery Planning also engaged community organizations, civic associations and other stakeholders with a kickoff email and two follow-up eLetters (e-mail newsletters) to invite them to meet with Montgomery Planning staff and to learn about the plan, questionnaire, and ReactMap (Montgomery Planning’s Silver Spring eLetter shares information about this Plan and other planning news in Silver Spring. As of January 2024, the eLetter had a total of 151 subscribers.).

Between October 2023 and January 2024, there were 18 in-person engagement opportunities (see map of engagement events below and Appendix 1 for more detailed descriptions of engagement events):

- 6 door-knocking events at 5 multifamily properties
- 3 pop-up events at multifamily properties
- 5 pop-ups at public community events
- 4 civic association and advisory board meetings
- Flyers and food distribution bags were also distributed to 300 additional people at Mount Jezreel Baptist Church.



Map of ESSCP Engagement Events

SHARING PROPOSED PLAN AREA & CONTINUED ENGAGEMENT

After developing the proposed Plan Area, the planning team shared this boundary with community members by distributing flyers in English, Spanish, Korean, and Amharic to large multifamily properties throughout the Study Area and sending out an additional eLetter update to subscribers. The information was also made available on the project's website. Montgomery Planning encouraged community organizations to invite the team to upcoming meetings to share the proposed Plan Area and solicit feedback.

Additionally, as we analyzed the findings of our engagement efforts, we identified gaps in who we had reached and pursued additional engagement opportunities accordingly (see below).

PROPOSED PLAN BOUNDARY

HOW CAN YOU SHARE YOUR THOUGHTS ABOUT THE PLAN WITH THE PLANNING TEAM?

We encourage you to invite the planning team to your next community meeting or share your thoughts directly by emailing easternsilverspring@montgomeryplanning.org.

Graphic from explainer flyer distributed to stakeholders in Spring 2024

FOLLOW-UP ENGAGEMENT IN LONG BRANCH/KILMAROCK

In a review of respondents from earlier engagement who identified as residents of Long Branch/Kilmarock, we found that most respondents (about 70%) identified as homeowners. Because of the large number of multifamily rental buildings in the Long Branch/Kilmarock neighborhood, we pursued additional engagement to ensure we were also hearing feedback from renters. We reached out to five large multifamily properties: University Manor Apartments, Goodacre and Pine Ridge Apartments, Flower Branch Apartments, Foxhall Apartments, and Park Montgomery Apartments. While management across these five properties anticipated difficulty of engagement due to the garden-style apartments and disruptive construction on-site, we conducted successful pop-ups at Flower Branch Apartments and Long Branch Garland Neighborhood Park (across the street from Goodacre & Pine Ridge Apartments) in April 2024. See pages 52-53 for our findings. (It should be noted that the engagement activities in the Long Branch/Kilmarock neighborhood are not included in the preceding analyses found on pages 10-51.)

COMMUNITY REACH

OCTOBER 2023 - FEBRUARY 2024

Overall, through our combination of approaches which included pop-ups, door-knocking (particularly targeted at multifamily housing communities), questionnaires, public meetings, and the ReactMap tool, we received direct feedback from more than 550 people and estimated reaching (including speaking with and providing flyers to) approximately 2,400 individuals between October 2023 and February 2024. Each form of engagement offered different strengths and limitations, and presented tradeoffs between quantity of responses, detail of responses, and diversity of respondents.

In-person engagement efforts, for example, proved effective at reaching groups of people who are traditionally less involved, or less vocal, in public processes by physically meeting them where they are and offering real-time assistance and explanation of our goals. Our in-person events were especially successful in engaging non-English speakers, Latinx residents, low-income residents, and renters. The drawbacks of in-person approaches, such as door-knocking and pop-up events, are that we were not able to collect as detailed information in these settings (oftentimes, when approaching people standing in line at a community event or knocking on their door, for example, we could only expect a few minutes at most of their time). Pop-up boards were often the most accessible way for the greatest number of people to quickly provide their input, but they offered the least information about the commenter and in some cases none at all. Pop-up board data, therefore, could give us a sense of recurring themes but were less likely to show trends by individual characteristics (if the pop-up was at a community event that explicitly served a specific group of people, we could sometimes ascertain more certain patterns).

Unlike pop-up comment boards, the online questionnaire provided us extensive and detailed information both in terms of respondent demographics as well as questionnaire content about Eastern Silver Spring. While we received nearly as many online questionnaire responses as paper responses, the online version had a much more limited reach in terms of race/ethnicity, housing status (specifically renters), and age of respondents. Those who filled out the online questionnaire likely learned about it through pre-existing engagement with the planning process, such as neighborhood listservs or civic association meetings, and therefore those findings likely represented views of individuals already engaged in community projects (and, as our data showed, they were much more likely to be White homeowners).

Additionally, the ReactMap tool offered an important supplement to our questionnaire and comment board data with the most detailed, location-specific feedback. While ReactMap did not include demographic identifiers (so we do not know the specifics of who used it), we can be sure that the comments provided are written by individuals who use the specific public spaces of interest (parks, trails, and intersections). This location-tagged feedback provides an additional dimension and specificity to the broader themes that emerged through the other forms of engagement.

Given the aforementioned benefits and challenges of each form of engagement, we employed a strategic combination of approaches (online and in-person) and tools (questionnaires, comment boards, ReactMap, and public meetings) to provide the most thorough feedback. Through these various forms of in-person and online engagement, we received:



TOTAL DIRECT FEEDBACK FROM MORE THAN 550 PEOPLE

In addition to the direct feedback received, we estimate that our efforts reached many more:

- Approximately 1,500 people reached through pop-ups
- Several hundred additional people received information about the planning process through flyers left at their doors, pop-ups, eLetters, and emails on listservs
- 130 recipients of the initial kickoff email
- 151 total subscribers to Montgomery Planning’s Silver Spring eLetter as of January 31, 2024

Thus, considering those who provided direct feedback as well as those we reached through pop-ups and online forms of communication, we estimate approximately 2,400 people were reached in some form during the October-February phase of the engagement process (See Appendix 1 for complete breakdown).

DEMOGRAPHIC BREAKDOWN OF ENGAGEMENT FEEDBACK

Because we asked for different demographic information through different forms of engagement, much of our analysis is broken down by combinations of the online questionnaire, paper questionnaire, pop-up board comments, ReactMap feedback, and comments from civic group meetings. At the highest level, our analysis suggests that, where indicated, we received a representative sample of renters and homeowners for the Study Area, and an expected breakdown of English and Spanish speakers. Additionally, age distribution was also fairly even across age categories where that information was collected. It is more difficult to draw broader conclusions about race/ethnicity and household composition based on the information collected (online questionnaire only), but we do consider these categories where appropriate in the topic-based analysis in future sections. Additionally, we received feedback from all neighborhoods across the Study Area.

SUMMARY OF DEMOGRAPHIC INFORMATION COLLECTED

Paper Questionnaire: Through 6 door-knocking events at 5 multifamily properties, 3 pop-up events at multifamily properties, and 5 pop-ups at public community events, we received 197 paper questionnaire responses (and at least 40 additional people provided comments on poster boards). While the paper questionnaire did not specifically ask for any demographic information, based on the language the survey was conducted, the question “what neighborhood do you live in,” and the location/type of housing where the survey was conducted, we were able to determine language spoken, housing status (homeowner or renter),¹ and the neighborhood of the respondent (see page 17 for assigned neighborhood names of multifamily housing).

Online Questionnaire: More detailed demographic information was collected through the online questionnaire. The online questionnaire asked for respondents’ race/ethnicity, age, housing status (homeowners or renters), household composition, and neighborhood. Much of our demographic analysis, therefore, represents online respondents only. Specifically, online responses show a disproportionately large percentage of respondents who identify as White, homeowner, and over the age of 65.² These findings underscore our team’s approach to outreach targeting non-English speaking individuals and renters in the Study Area.

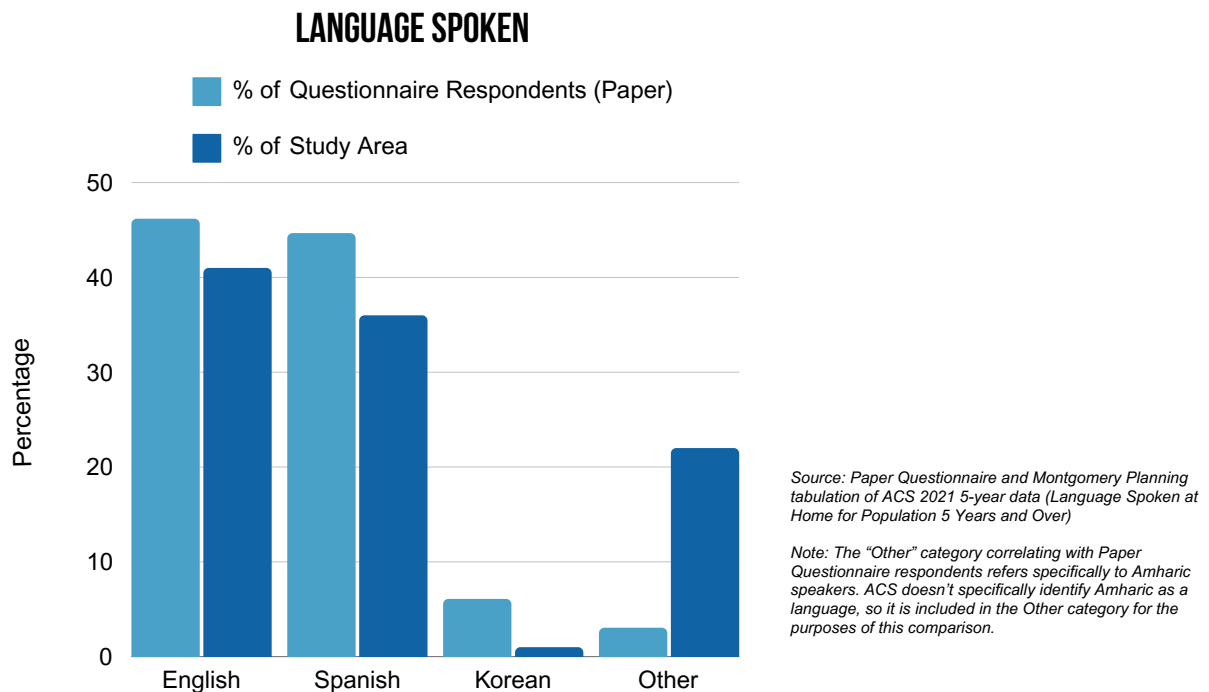
ReactMap: We also received ReactMap comments about specific locations across the Study Area from 81 individuals. The ReactMap tool does not collect full identifying information of comments (other than phone numbers, which can be used to understand how many unique individuals made comments); therefore, we do not know demographic or home neighborhood of commenters.

LANGUAGE SPOKEN

The paper questionnaire was provided in both English and Spanish, and Korean and Amharic translation and interpretation were offered when appropriate or requested. Of the 197 questionnaire responses received:

- 46% (91) were conducted/answered in English
- 45% (88) in Spanish
- 6% (12) in Korean
- 3% (6) in Amharic

Some of those who took the questionnaire in English may have also spoken another language. The breakdown of English and Spanish reflects what one would expect from the Study Area, where an estimated 41.1% speak only English, and 35.8% speak Spanish.



RACE/ETHNICITY

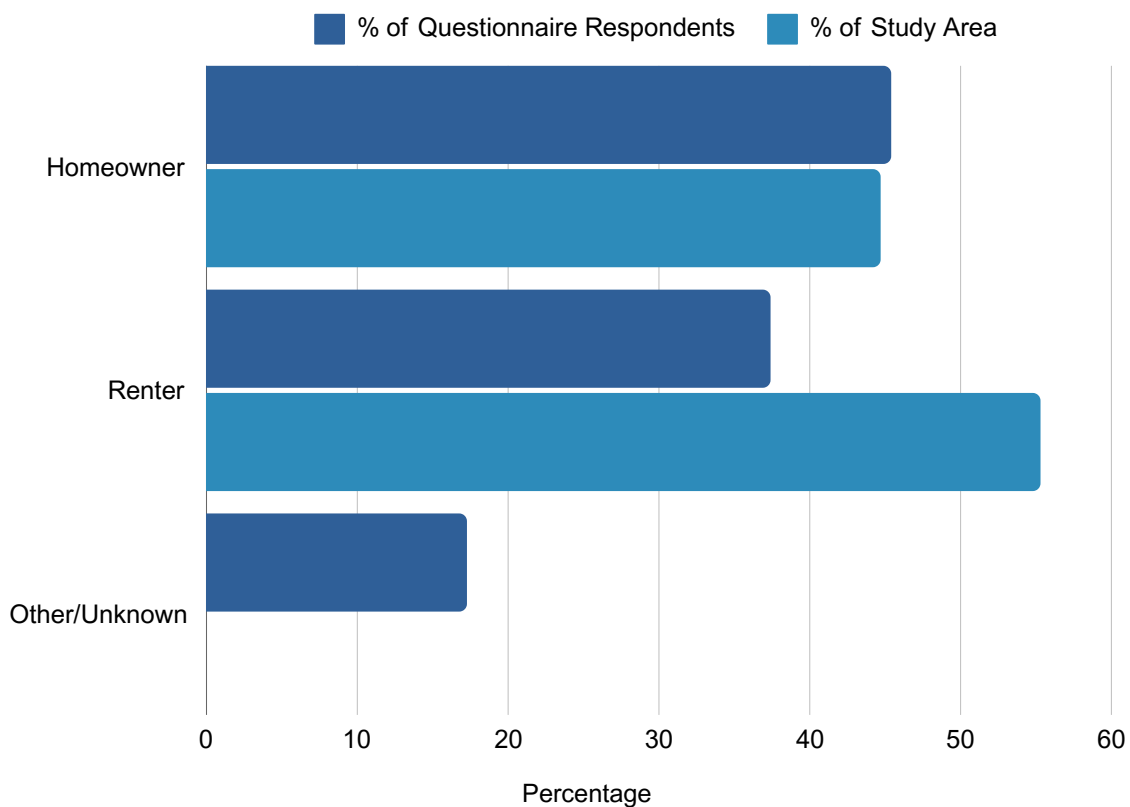
Among online questionnaire respondents, 70% self-identified as White, 7% self-identified as Black/African American, 4% as Hispanic/Latino/Latina, 3% as Asian, 3% as multiracial, 1% as some other race or ethnicity (12% preferred not to answer). This suggests the online questionnaire did not adequately represent the Study Area's sizable Hispanic (38.7% of Study Area) and Black (27.4% of Study Area) populations; however, we reached a large number of Spanish speakers and some Black/African American residents through in-person engagement.

While we did not ask for self-reported information about race/ethnicity during in-person events, we selected locations of community pop-ups, particularly the Food Distribution sites and Sunday Masses at St. Camillus Church, based on the Latinx (and low-income) population these events serve. Based on our teams' informal interactions while door-knocking and at pop-up events, we were successful in receiving feedback from residents observed to have a variety of racial and ethnic backgrounds including White, Latinx, African-American, African (including Ethiopian), Afro-Caribbean, and Central American. We cannot draw more specific conclusions, however, because we did not explicitly ask for this information.

HOMEOWNERS AND RENTERS

Online questionnaire respondents were majority homeowners, but we collected an almost equal amount of feedback from renters through strategic door-knocking and attending community events at multifamily buildings. Based on our paper questionnaire responses from individuals at multifamily buildings, we estimate that at least 133 paper questionnaire respondents are renters. Therefore, of the 388 combined paper and online questionnaire responses, at least 37% were renters and 45% were homeowners. This suggests the questionnaire feedback received is a representative sample of renters and homeowners for the Study Area.

HOUSING STATUS

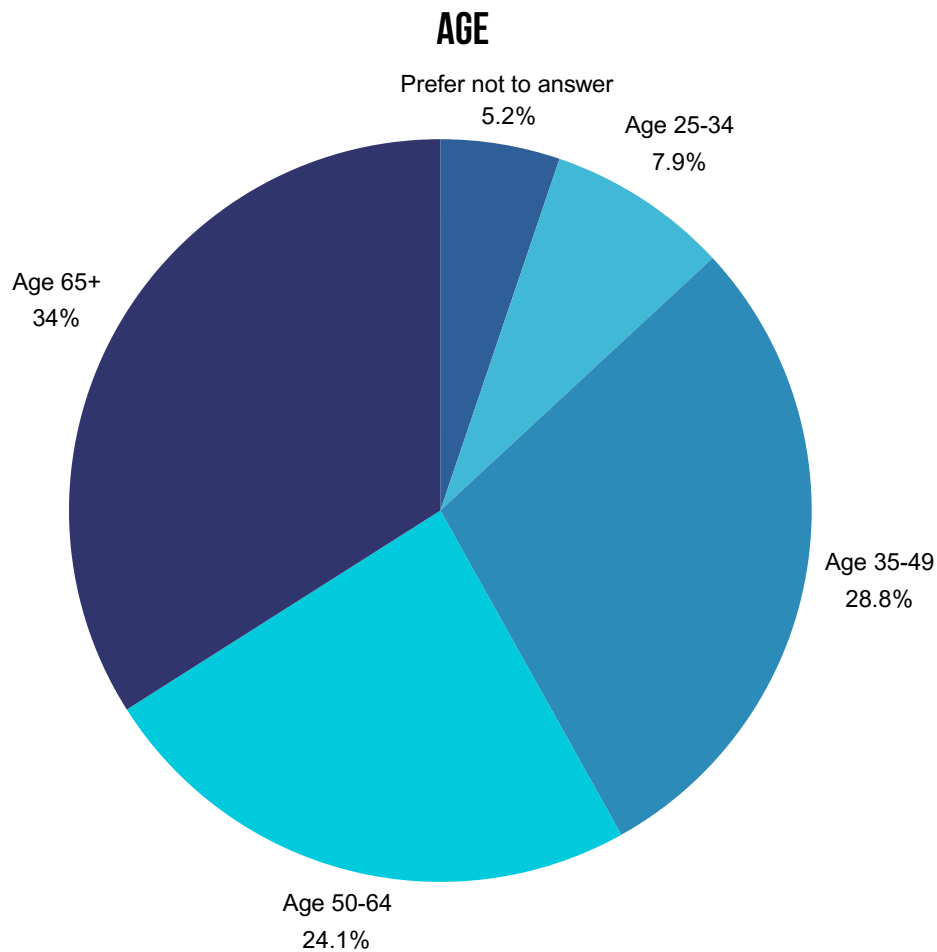


Source: Online and Paper Questionnaire; Montgomery Planning tabulation of ACS 2021 5-year data

AGE

Age and household composition were also collected through the online questionnaire only. Among online respondents, the age distribution of online questionnaire respondents was fairly even across age categories: 34% over 65 years of age; 24% as age 50-64; 29% as age 35-49; and 8% ages 25-34 (5% preferred not to answer). We were not able to reach anyone under the age of 25 through the online questionnaire.

Additionally, 30.9% of online questionnaire respondents reported having children in their household (compared to 37.7% in the Study Area).



Source: Online Questionnaire

Note: The age categories in the questionnaire do not align with the categories provided by Census data, but the available age breakdown across the Study Area is as follows: age 65+ (9.8%); 45-64 years (21.7%); 35-44 years (17.4%); 18-34 years (22.8%); under 17 years old (28.4%).

NEIGHBORHOOD BREAKDOWN OF ENGAGEMENT FEEDBACK

Both the online and paper versions of the questionnaire asked the open-ended question, “*What neighborhood do you live in?*” Responses varied greatly, even amongst those living in the same apartment buildings, and were often left blank, reflecting ambiguity in neighborhood boundaries. In our data analysis, we assigned neighborhoods to all feedback we received where we had some data linking the respondent to their home neighborhood using a mix of self-reported identifiers and neighborhood association definitions. In some cases, we were able to assign neighborhoods because we knew addresses (e.g. for property-specific events and door-knocking), and for others, we made assumptions based on neighborhood names identified by respondents.

See below for a breakdown of questionnaire respondents across eight neighborhoods across the Study Area, as well as several outside of the Study Area.

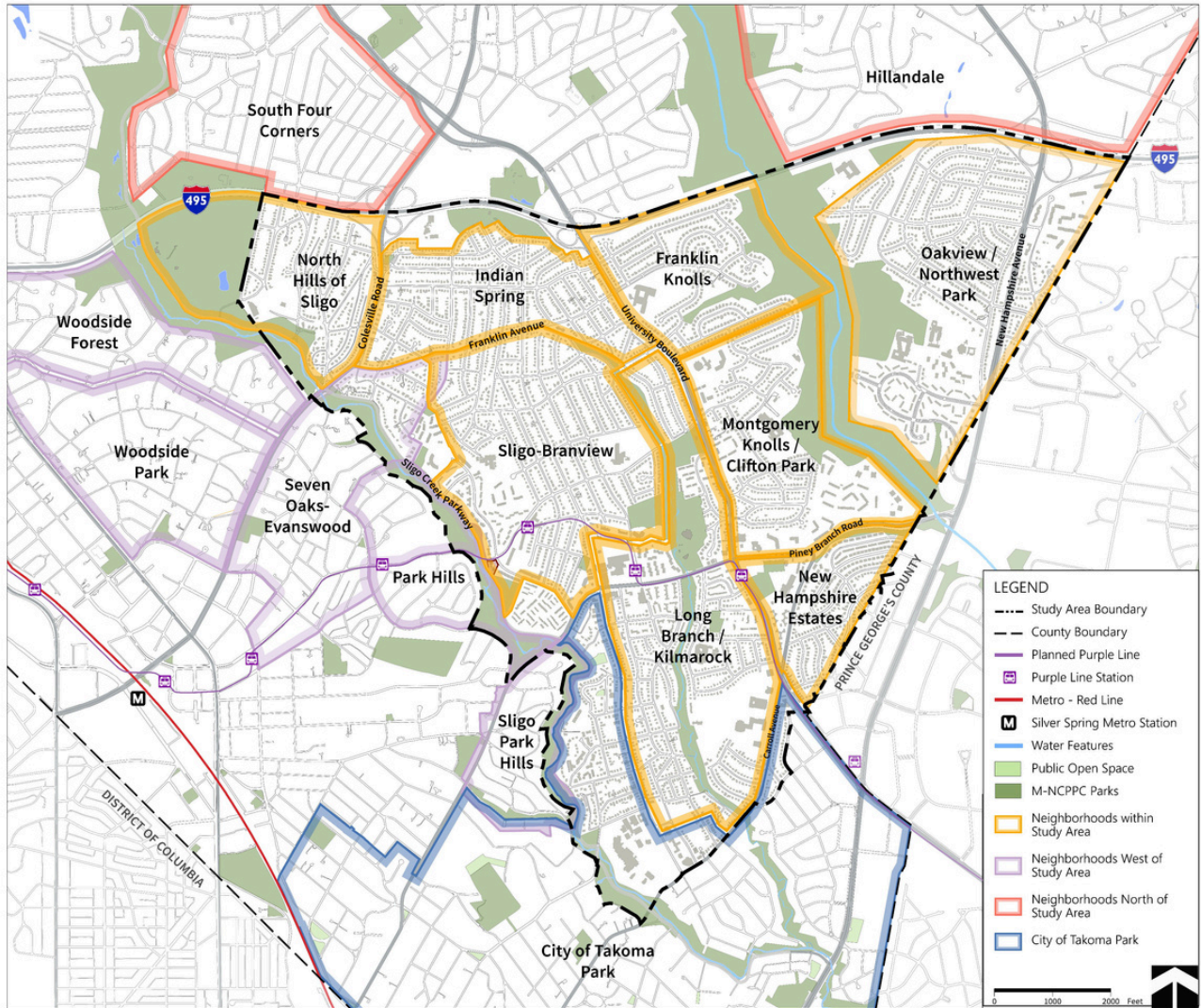
Neighborhood	# of Respondents	% of Respondents
Sligo-Branview	115	29.0%
Montgomery Knolls/Clifton Park	44	11.1%
Oakview/Northwest Park	35	9.1%
Neighborhoods West of Study Area*	34	8.6%
North Hills of Sligo	31	7.8%
City of Takoma Park**	22	5.5%
Indian Spring	19	4.8%
Long Branch/Kilmarock	18	4.5%
New Hampshire Estates	6	1.5%
Neighborhoods North of Study Area*	3	0.8%
Unknown	69	17.4%

Source: Online and Paper Questionnaire

*Note: These neighborhoods are not part of the defined Study Area.

** Note: Only a small portion of the City of Takoma Park (“Takoma Park”) is located in the defined Study Area; however, the majority of respondents did not provide any detailed information that allows us to identify how many of the Takoma Park respondents live within the defined Study Area.

NEIGHBORHOODS IN THE STUDY AREA



Map of Neighborhoods in the Study Area

Note: Neighborhood boundaries shown in the map above were used only for the purposes of analyzing the data collected through our engagement efforts and do not represent official boundaries.

NOTES ON NEIGHBORHOODS

- The multifamily apartments were assigned neighborhoods as follows:
 - University Gardens and Nob Hill (Montgomery Knolls/Clifton Park)
 - Sligo Terrace, Croydon Manor, Tanglewood, and Wayne Manchester (Sligo-Branview)
 - Chateau Apartments and Victory Oaks Senior Center (Oakview)
 - Carroll Apartments (New Hampshire Estates)
- The Sligo-Branview neighborhood includes Highland View and Brookside Forest, based on the neighborhood association's own definition of this neighborhood.
- In this report, we refer to the Oakview/Northwest Park neighborhood as "Oakview."
- We also refer to the North Hills of Sligo neighborhood as "North Hills."
- "Neighborhoods West of Study Area" includes Seven-Oaks-Evanswood (SOECA), Woodside Park, Woodside Forest, Park Hills, and Sligo Park Hills (a small portion of SOECA is in the Study Area).
- "Neighborhoods North of Study Area" include South Four Corners, West Hillandale, and White Oak.

Neighborhood boundaries shown in the map above were used only for the purposes of analyzing the data collected through our engagement efforts and do not represent official boundaries.

COMMUNITY ENGAGEMENT FINDINGS

OCTOBER 2023 - FEBRUARY 2024



Tanglewood Apartments Holiday Party Pop-Up (Sligo-Branview neighborhood)

NEIGHBORHOOD PERCEPTIONS

We began by asking the community their overall perceptions of the Study Area, including what they like about Eastern Silver Spring and whether they would recommend it to friends or family. Through questionnaires and pop-up engagement boards, we learned that **the Study Area is generally perceived to be desirable and accessible, with a strong community and walkability**. While homeowners and renters highlighted different neighborhood strengths (renters selected access to public transportation and ease of walking around and homeowners selected sense of community and access to parks and green spaces as top aspects of their community they like), nearly 80% of respondents said they would probably or definitely recommend the neighborhood to a friend or family. Those who would not recommend their neighborhood identified safety issues as the number one reason why (both in terms of walkability and crime). More details about what we learned are summarized below.

NEIGHBORHOOD PERCEPTIONS FINDINGS

Questionnaire respondents had the opportunity to choose what they like most about their neighborhood from a list of 11 options. The most common selections were access to parks and green spaces, access to public transportation, sense of community, ease of walking around, and location within the DC metro area. Results are tabulated to the right.

We also asked participants at pop-up events, *“What do you like about your neighborhood?”* The most common responses were that their neighborhood is quiet, accessible, close to amenities, and has a strong sense of community among neighbors. People also commented on liking their community’s safety, access to parks, and cleanliness. Neighborhood diversity and access to public transit were also highlighted on the boards. These responses, without prompts, reflect similar sentiments to those expressed through questionnaire selections about the strengths of the area.

Like About Neighborhood	Count
Access to Parks and Green Spaces	190
Access to Public Transportation	153
Sense of Community	151
It's Easy to Walk Around	141
Location within DC Metro Area	136
Close to Amenities and Services	127
Racial and/or Ethnic Diversity of Residents	113
Safety	99
Quality of Schools	83
Neighborhood Events and Vibrancy	53
Socioeconomic Diversity of Residents	48

Source: Online and Paper Questionnaires

Note: Respondents could choose multiple answers to this question.

Using questionnaire responses to better understand trends of neighborhood perceptions, we summarized answers based on where respondents listed they live. (See Appendix 2 for a complete breakdown of responses by neighborhood).

- Access to parks was in the top three selections for 6 of the 10 neighborhood groups
 - Local parks were also the most frequent topic of positive comments provided through ReactMap
- Sense of community and location within the DC metro area were each in the top three selections for 4 of the 10 neighborhood groups

Many of these trends by neighborhood are similarly reflected later in this report. Summarized in the table below is a breakdown of each answer ranked in the top three choices by respondents from each neighborhood:

What do you like about your neighborhood?	Neighborhoods where response was within top 3 of residents' selections
Sense of Community	Indian Spring Long Branch/Kilmarock Montgomery Knolls/Clifton Park North Hills (Neighborhoods West of the Study Area)
Easy to Walk Around	Oakview Sligo-Branview
Access to Parks	Long Branch/Kilmarock North Hills (Neighborhoods West of Study Area) (Neighborhoods North of Study Area) Sligo-Branview Takoma Park
Close to Amenities and Services	Indian Spring Long Branch/Kilmarock
Safety	Mongtomery Knolls/Clifton Park
Racial/Ethnic Diversity	Long Branch/Kilmarock Oakview
Socioeconomic Diversity of Residents	Takoma Park
Location within the DC Metro Area	Indian Spring North Hills Oakview (Neighborhoods West of Study Area)
Quality of School(s)	New Hampshire Estates
Access to Public Transit	Montgomery Knolls/Clifton Park New Hampshire Estates Oakview Sligo-Branview

Note: Long Branch/Kilmarock had a tie for 3rd most selected options. Responses were not included if more than two answers tied for 3rd.

HOMEOWNERS AND RENTERS

We've also broken down neighborhood perceptions based on whether respondents are homeowners or renters. Bolded responses indicate a top three listed response of each group.

	Homeowners	% Homeowner Responses*	Renters	% Renter Responses
Sense of community	100	14.5%	43	9.5%
It's easy to walk around	59	8.5%	61	13.5%
Access to parks and green spaces	115	16.6%	50	11.0%
Close to Amenities and Services	73	10.6%	41	9.1%
Safety	34	4.9%	48	10.6%
Access to Public Transportation	54	7.8%	77	17.0%
Racial and/or Ethnic Diversity of Residents	69	10.0%	37	8.2%
Socioeconomic Diversity of Residents	34	4.9%	13	2.9%
Location within DC Metro Area	90	13.0%	39	8.6%
Quality of School(s)	26	3.8%	33	7.3%
Neighborhood Events and Vibrancy	37	5.4%	11	2.4%
Total Responses	691		453	

Source: Online and Paper Questionnaires

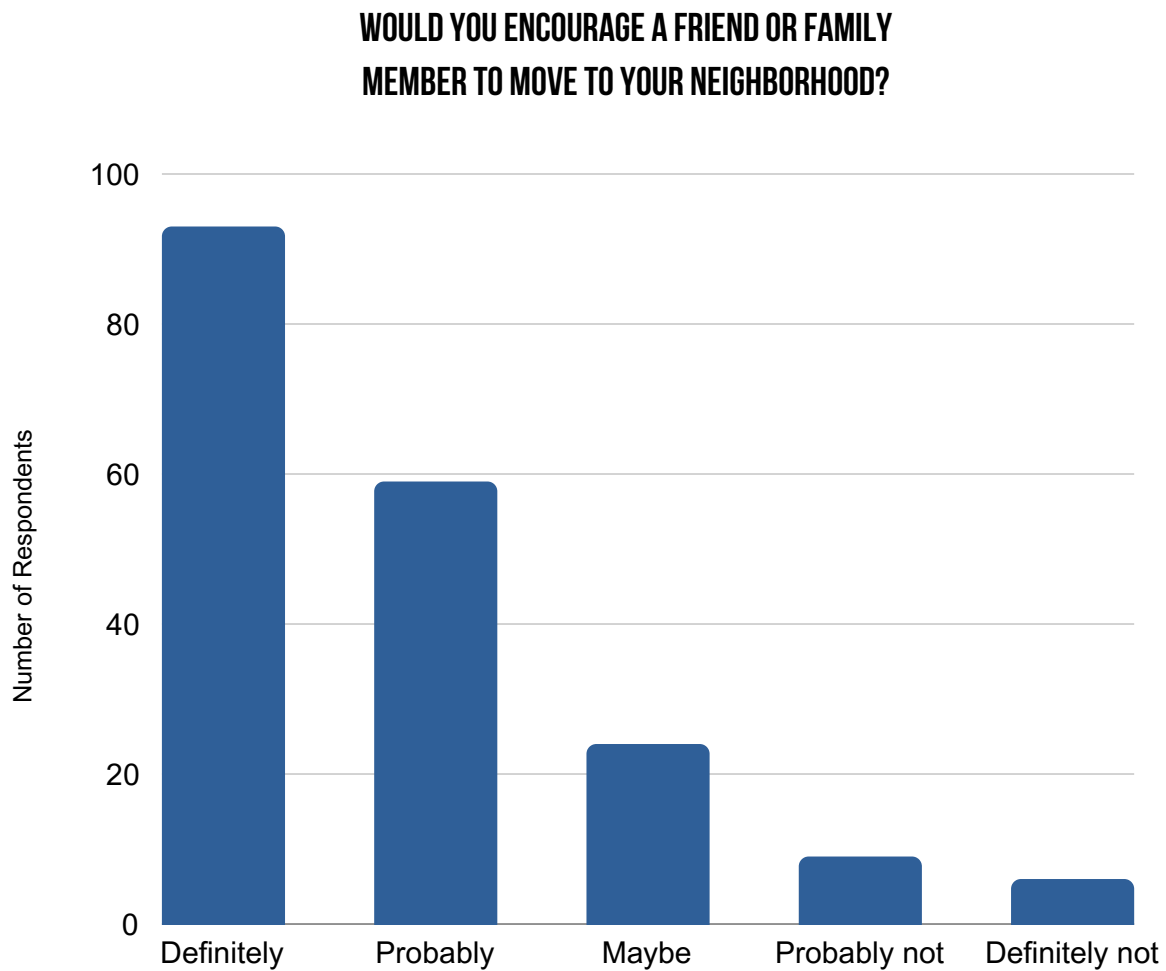
Note: Respondents could choose multiple answers to this question.

*As a note, the word "responses" refers to all question responses for that specific question; when the word "respondents" is used, we refer to the total number of respondents (or number of questionnaires collected).

There are several key points of difference between homeowner and renter responses to this question. **Renters were more likely to highlight access to public transportation, ease of walking around, safety, and quality of schools as things they like about the community.** In contrast, **homeowners were more likely to highlight a sense of community, access to parks and green spaces, and location within the DC metro area as things they like about the community.** There were similar percentages of homeowner and renter respondents who selected proximity to amenities, diversity (both racial and socioeconomic), and neighborhood events as elements they like about the community.

IF A FRIEND OR FAMILY MEMBER WAS LOOKING FOR HOUSING, WOULD YOU ENCOURAGE THEM TO MOVE TO YOUR NEIGHBORHOOD?

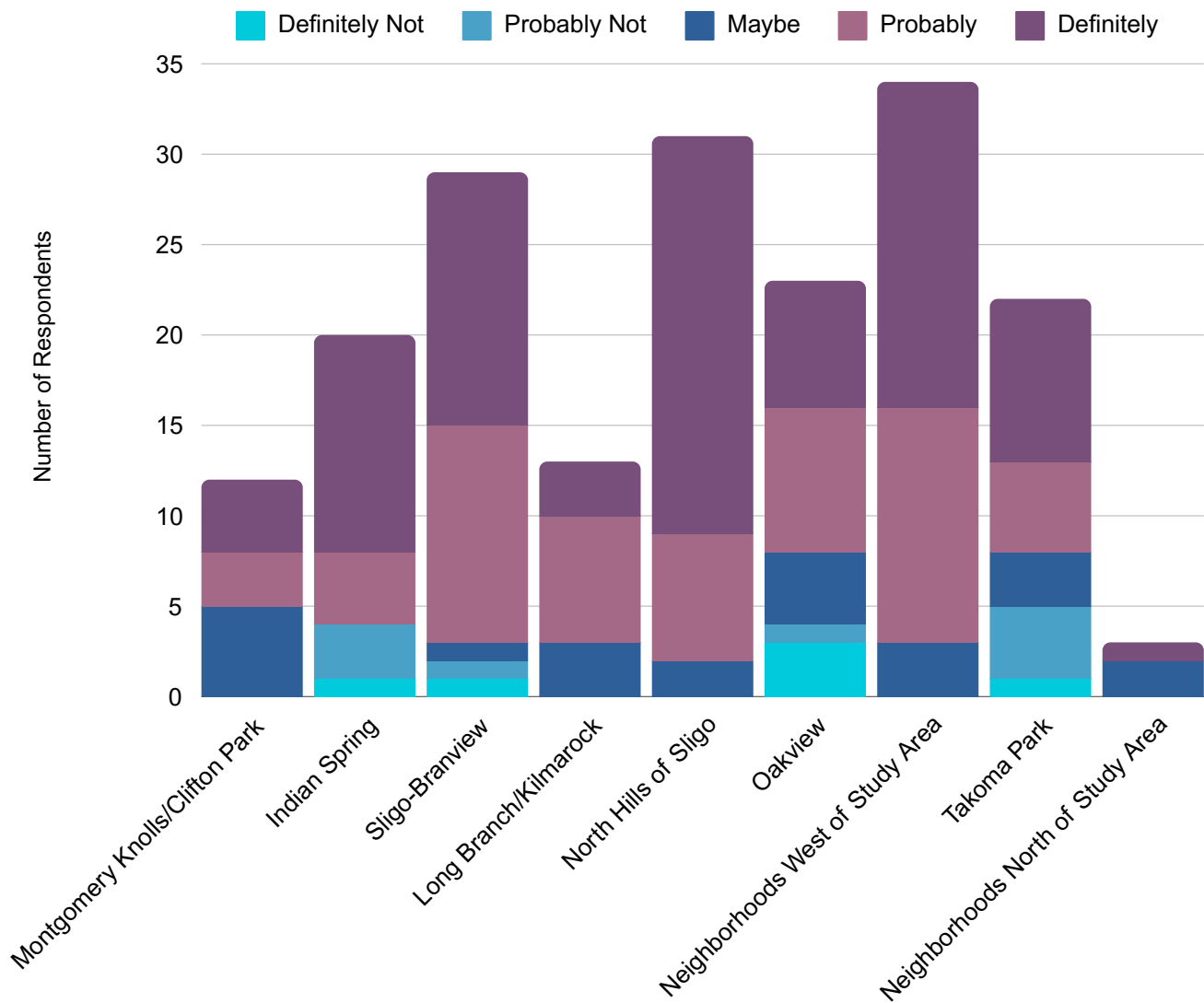
As an additional measure of neighborhood perception, the online questionnaire also asked “If a friend or family member was looking for housing, would you encourage them to move to your neighborhood?” Results are shown below:



Source: Online Questionnaire

Almost 50% of respondents strongly agreed that they would encourage a friend or family member to move to the area, and nearly 80% of respondents said they would either probably or definitely recommend that area. At a neighborhood level, there were several that were less likely to recommend their neighborhood; these results are broken down below. The top two colors (shades of purple) indicate higher satisfaction with the neighborhood.

IF A FRIEND OR FAMILY MEMBER WAS LOOKING FOR HOUSING, WOULD YOU ENCOURAGE THEM TO MOVE TO YOUR NEIGHBORHOOD?



Source: Online Questionnaire

Note: Not all neighborhoods were represented by respondents of the online questionnaire.

POSITIVE NEIGHBORHOOD PERCEPTIONS

50% or more of respondents from the following neighborhoods (with over 10 respondents) said they would *definitely recommend* their neighborhood to a friend or family member: Indian Spring, North Hills, and Neighborhoods West of the Study Area. 48% of respondents from Sligo-Branview would also definitely recommend their neighborhood. Their reasons mostly reflected answers from the previous question about what people like about their neighborhood; some people also highlighted affordability, small town feel, and bikeability as additional positive aspects of the area.

All neighborhoods with 10 or more respondents had at least 50% of responses fall into the “probably” or “definitely” categories, suggesting the area is desirable to the majority of residents. Sligo-Branview, North Hills, and Neighborhoods West of Study Area had over 90% of their respondents claim that they would definitely or probably encourage a friend or family member to move to their neighborhood, showing a strong feeling of satisfaction from residents living in these neighborhoods.

NEGATIVE NEIGHBORHOOD PERCEPTIONS

The only neighborhoods where any respondents said they would definitely not recommend their neighborhood were Oakview (3 respondents), Indian Spring (1 respondent), Sligo-Branview (1 respondent), and Takoma Park (1 respondent). Notably, as indicated above, both Indian Spring and Sligo-Branview also had a high percentage of respondents on the positive end of the spectrum. In each of those neighborhoods, a few additional people said they would probably not recommend it, but no respondents from any of the other neighborhoods responded with either negative response.

Explanations as to why people would not recommend their neighborhood included:

- Safety concerns (e.g. walkability, crime)
- Poor quality of schools
- Concerns about future density increase and decrease of green spaces
- Deprioritization of racial/ethnic/socioeconomic diversity
- Traffic
- Lack of housing code enforcement
- Poor area maintenance/aesthetics
- Overcrowded parking

ReactMap comments reiterated some of the themes above. Negative comments tended to focus on sidewalks, safety with walkability, and traffic (including car speeding). More detail about those concerns can be found in the remainder of the report.

TRANSPORTATION

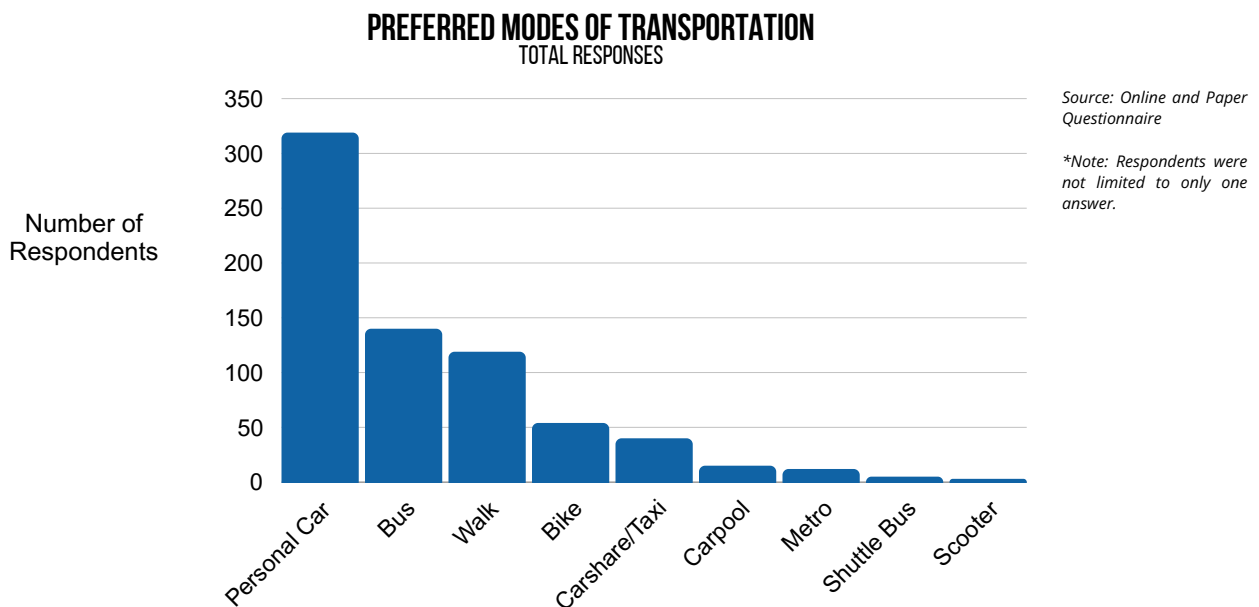
While respondents across every neighborhood, race/ethnicity, and nearly every language selected “personal car” among their preferred forms of transportation, access to public transportation and the ability to walk around the neighborhood remain particularly important for residents (ranking 2nd and 4th, respectively, as the characteristics that people most like about their neighborhoods).³

Most residents mentioned that the advantage of a car is the ability to access places they could not otherwise easily reach (especially grocery stores), and limited parking as the main disadvantage. While most respondents said they could reach “some places” without a car, those in certain areas – Oakview especially (as well as the Neighborhoods West of the Study Area) – were more limited in where they could get without a car. Oakview was also the neighborhood where the most respondents noted that a personal car was their most used/preferred mode of transportation.

TRANSPORTATION FINDINGS

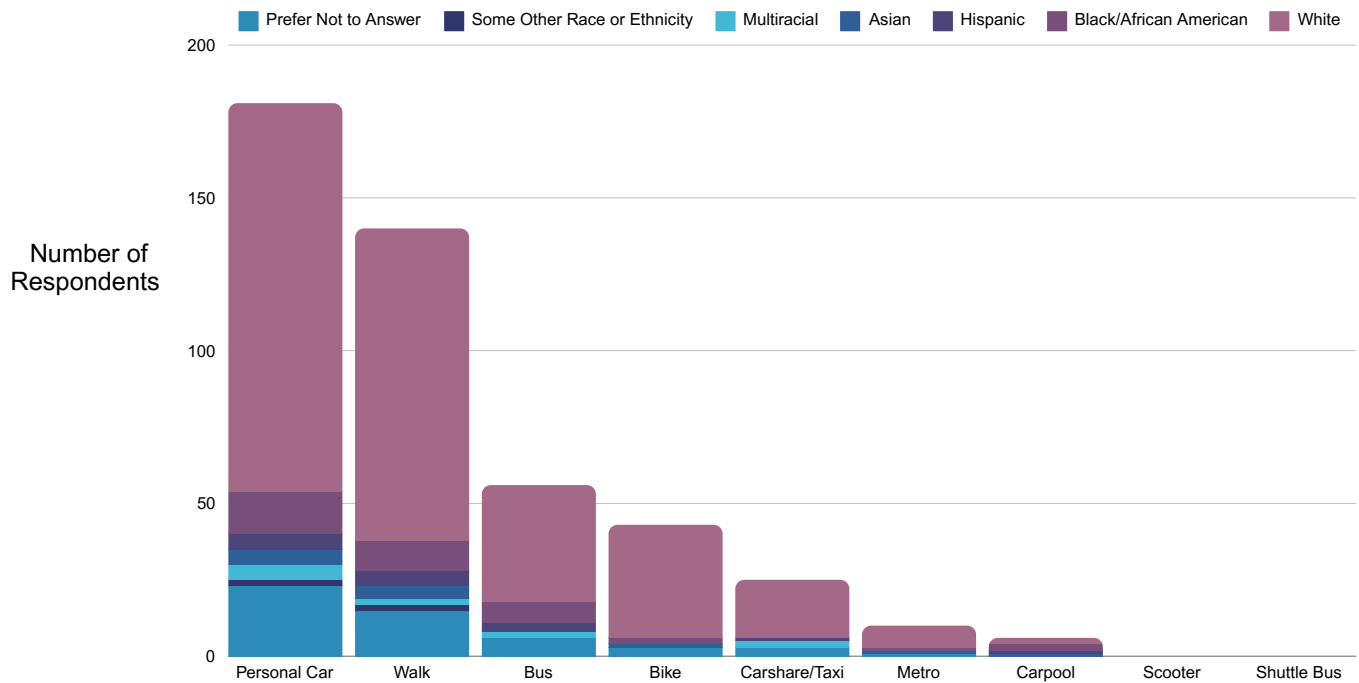
WHAT METHOD OF TRANSPORTATION DO YOU USE THE MOST/PREFER?

Through online and paper questionnaire responses, people were asked what method of transportation they use the most/prefer. Respondents were not limited to only one answer. **The most common form of transportation was a personal car (and this was true across all racial/ethnic groups), with walking and biking as the 2nd and 3rd most common.** Several people wrote in “metro” as an additional response.⁴ Korean residents of University Gardens specifically wrote in “shuttle bus,” which they rely on to go to a senior care center each day. See below for a breakdown of the modes of transportation by race/ethnicity,⁵ language spoken, housing status, household composition, and neighborhood of respondent.



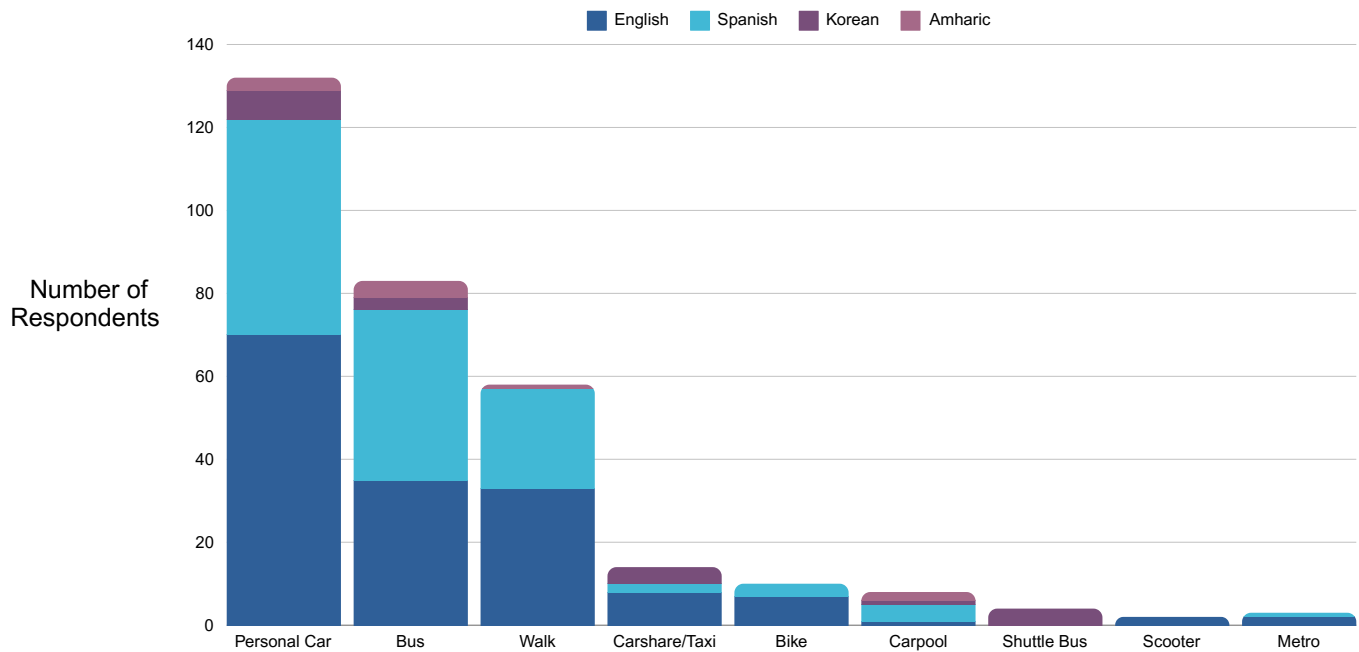
BY DEMOGRAPHIC GROUPS

PREFERRED MODES OF TRANSPORTATION BY RACE/ETHNICITY



Source: Online Questionnaire

PREFERRED MODES OF TRANSPORTATION BY LANGUAGE SPOKEN



Source: Paper Questionnaire

BY HOUSING STATUS

Amongst homeowners and renters, we found that 96% of homeowner respondents prefer to drive a personal car, 74.4% walk, and 29% take the bus. Among renters, however, while the greatest percentage also drive a personal car (73.1%), nearly 38% take the bus, and only 32.4% walk. Homeowners are also much more likely to bike than renters.

PREFERRED MODES OF TRANSPORTATION BY HOUSING STATUS

Preferred Method of Transportation	% of Homeowner Respondents	% of Renter Respondents	% of Unknown/Other Respondents
Walk	74.4%	32.4%	29.9%
Bike	24.4%	5.5%	3.0%
Scooter	0.0%	1.4%	0.0%
Bus	29.5%	37.9%	47.8%
Personal Car	96.0%	73.1%	56.7%
Carpool	2.3%	5.5%	3.0%
Carshare/Taxi	13.1%	10.3%	1.5%
Metro (write-in)	4.0%	2.1%	1.5%
Shuttle bus	0.0%	2.8%	0.0%

Source: Online and Paper Questionnaire. See Appendix 3.

Interestingly, household composition did not have a significant impact on the preferred/most used forms of transportation. The percentage of those using each form of transportation was nearly the same across families with children, without children, and with seniors (see Appendix 3):

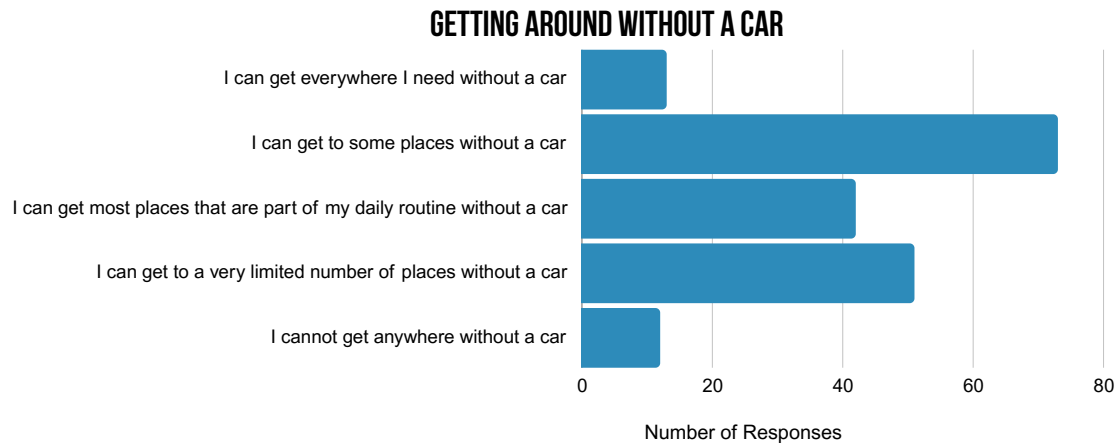
- 93-96% of respondents from each category of household composition use a personal car
- 68-76% walk
- 22-29% take the bus
- 20-29% bike
- Fewer than 20% use other forms

In many neighborhoods, there were nearly as many respondents who selected walking as their preferred mode of transportation as there were who selected personal car, underscoring the importance of pedestrians' experiences despite frequency of personal car use. Overall, neighborhoods within the Study Area with the highest percentage of respondents who note they prefer to walk were Long Branch/Kilmarrock and North Hills.

GETTING AROUND WITHOUT A CAR

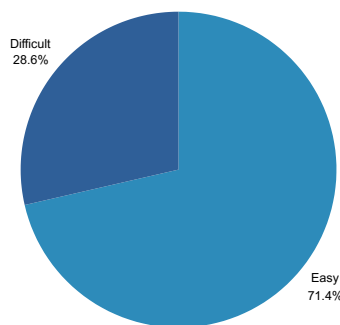
Overall, there was consensus that most people in the Study Area can get some places without a car, but not everywhere, and therefore still rely on personal cars for much of their transportation. Given how many people also mentioned that they walk or take other forms of transportation, it is clear that people in the Study Area use multiple forms of transportation in their daily lives.

The online questionnaire asked respondents to reflect on the ease of getting around without a car. The category with the most respondents (38.2%) was I can get some places without a car. 26.7% said they could get to a very limited number of places without a car, and 22.0% said that they could get most places. These numbers are not surprising – only a small percentage thought they could get either everywhere (6.8%) or nowhere (6.3%). Across race/ethnicity, answers are evenly distributed across responses (though most questionnaire respondents identified as White and the sample sizes for other races/ethnicities were small).



Source: Online Questionnaire

GETTING AROUND WITHOUT A CAR POP-UP BOARD RESPONSES



Source: Pop-Up Boards

- Oakview residents reported that they are most limited to where they can go without a car, with 61% of respondents claiming “I can get to a very limited number of places without a car” or “I cannot get anywhere without a car.”
- About 35-40% of residents from Sligo-Branview and from Neighborhoods West of the Study Area also claimed to have limited or no access without a car.
- No one from the Montgomery Knolls/Clifton Park or Indian Spring answered “I can get everywhere I need to without a car.”
- Long Branch/Kilmarock and Oakview residents were least likely to answer “I can get most places that are part of my daily routine without a car.”

Additionally, among 28 pop-up board comments responding to the question about ease of getting around without a car, 71% (20) responded that it was easy in some way. Ten of those people referred to bus access, suggesting they use the bus as an alternative to driving. (Two others, who noted it was difficult to get around without a car, mentioned the infrequency of the bus times).

HAVING A CAR IN EASTERN SILVER SPRING

ADVANTAGES



ACCESS TO PLACES
99 comments



EFFICIENCY
50 comments



GROCERIES
35 comments



FREEDOM/FLEXIBILITY
26 comments



SAFETY
11 comments



BELTWAY
11 comments

DISADVANTAGES



PARKING
68 comments



TRAFFIC
31 comments



SAFETY/CRIME
29 comments



NARROW STREETS
18 comments



**CONSTRUCTION/
ROAD SAFETY**
11 comments



**LACK OF SIDEWALKS/
PEDESTRIAN SAFETY**
6 comments

Source: Online Questionnaire + Pop-Up Boards

ADVANTAGES OF HAVING A CAR IN THIS NEIGHBORHOOD

Between online questionnaires and pop-up boards, we received 209 responses to the question, “*What are some advantages of having a car in this neighborhood?*”⁶ **By far the most common responses related to having access to places that they wouldn’t necessarily have access to using public transportation.** Nearly 37% of those commenters mentioned groceries specifically (heavy bags, close access to grocery stores, and bad weather, all making a car a better choice than public transportation). 11 people mentioned Beltway access. Within the broader category of longer drives, multiple people also mentioned using a car to access their workplace, doctors appointments, family around the DMV, metro stops, and trips involving longer distances. At the Clifton Park Civic Association meeting, someone remarked that they lived equidistant to three metro stops, but it was difficult to get to any of them by transit.

Fifty respondents also mentioned that driving is a more efficient way of getting where they need to go, and that it allows them greater freedom/flexibility since they would not have to wait for or rely on bus schedules/frequency of service. Some respondents mentioned that they do not feel safe on public transportation, and that cars offer a more accessible option. A few people also mentioned accessibility concerns (and that some neighborhoods are hilly and not easily walkable). Six people referred to the need for easier biking and that if there were more bike lanes and safer bike routes, they would be less likely to rely on driving. A request for bike lanes was emphasized during the Oakview Community Association meeting.

Several commenters on ReactMap weighed in at specific intersections on University Boulevard where they noted that traffic is bad and more/better signals and signage is needed, specifically at the intersections with Langley Drive, Franklin Avenue, and E. Indian Spring Drive. Other commenters positively remarked on bus stops and public transit, which improved their access to amenities and resources (such as the bus stop on University Boulevard and Langley Drive and the bus stop at New Hampshire and Adelphi Road). Commenters also noted how cars and a lack of sidewalks impacted walkability and pedestrian safety, specifically for young kids and families.

CHALLENGES OF HAVING A CAR IN THIS NEIGHBORHOOD

We received over 200 comments about the challenges of having a car in their neighborhood.

- The most common response related to parking – including the fact that many people do not have garages, rely on street parking, especially when they have visitors, and that many neighbors have multiple cars taking up space.
- 31 people mentioned traffic as a disadvantage of having a car, with some specifically referencing construction related to the Purple Line.
- 29 people mentioned safety and crime (see Safety section for more detail).
- 18 respondents specifically mentioned narrow streets (which also affects pedestrian safety).

PARKS & PUBLIC SPACES

All forms of community engagement indicated that many people use and appreciate the parks in the Study Area. This is among the Study Area's greatest strengths. In fact, Access to Parks and Green Space was the top response to the question "What do you like about your neighborhood?" Most of these respondents live in neighborhoods which are located in the closest proximity to Sligo Creek Park. ReactMap in particular was useful for learning residents' use of specific parks and especially trails. For the most part, comments about access to parks and trails showed how much people use and love their local parks. When it comes to improvement, general comments refer to maintenance and upkeep, slight changes/additions, and increased access and safety for pedestrian paths and bike trails. Two specific parks mentioned that could use improved maintenance include Long Branch-Wayne Local Park and Brookview Local Park.

PARKS AND PUBLIC SPACES FINDINGS

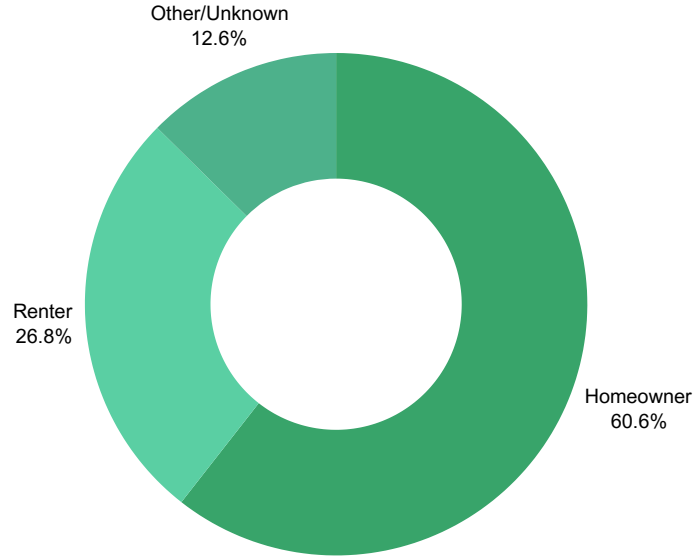
WHAT DO YOU LIKE ABOUT YOUR NEIGHBORHOOD? ACCESS TO PARKS AND GREEN SPACE

Of the 388 questionnaire responses, 49% (190 people)⁷ indicated they liked the Access to Parks and Green Spaces in response to the question, "What do you like about your neighborhood?" (This option elicited the most responses of any of the answers by a considerable margin).

60% of the respondents who noted that they like access to parks and green spaces are homeowners, compared to 27% who are renters (we do not know the housing status of another 12.6%).

Additionally, among the 59 online questionnaire respondents who live in a household with children, 42 (71.2%) noted that they like their neighborhood's access to parks and green spaces. Among the 132 respondents who live in a family without children, 31 (61.4%) noted that they like their neighborhood's access to parks and green spaces.

RESPONDENTS WHO LIKE THEIR NEIGHBORHOODS' ACCESS TO PARKS HOMEOWNERS AND RENTERS



Source: Online and Paper Questionnaire

Among the 190 respondents who marked Access to Parks and Green Spaces among the characteristics they like about their neighborhood, most live in:

- North Hills
- Takoma Park
- Sligo-Branview
- Neighborhoods West of the Study Area

Each of these neighborhoods border Sligo Creek Park, which could explain their high number of responses. Respondents from North Hills and Neighborhoods West of the Study Area in particular were extremely likely to note that they like their neighborhood's access to parks, with 93.5%, and 85.3% of respondents answering as such, respectively. Less than 15% of respondents from Clifton Park/Montgomery Knoll (which had 44 responses) noted liking their Access to Parks, suggesting less/poor access to local parks for residents of these areas.

See Appendix 4 for a breakdown of who likes their neighborhood's access to parks by respondents' race and language of questionnaire. Given the sample size, it was difficult to draw any conclusions from this data.

SATISFACTION WITH PARKS CORRELATES WITH WHERE YOU LIVE

HIGHLY SATISFIED NEIGHBORHOODS



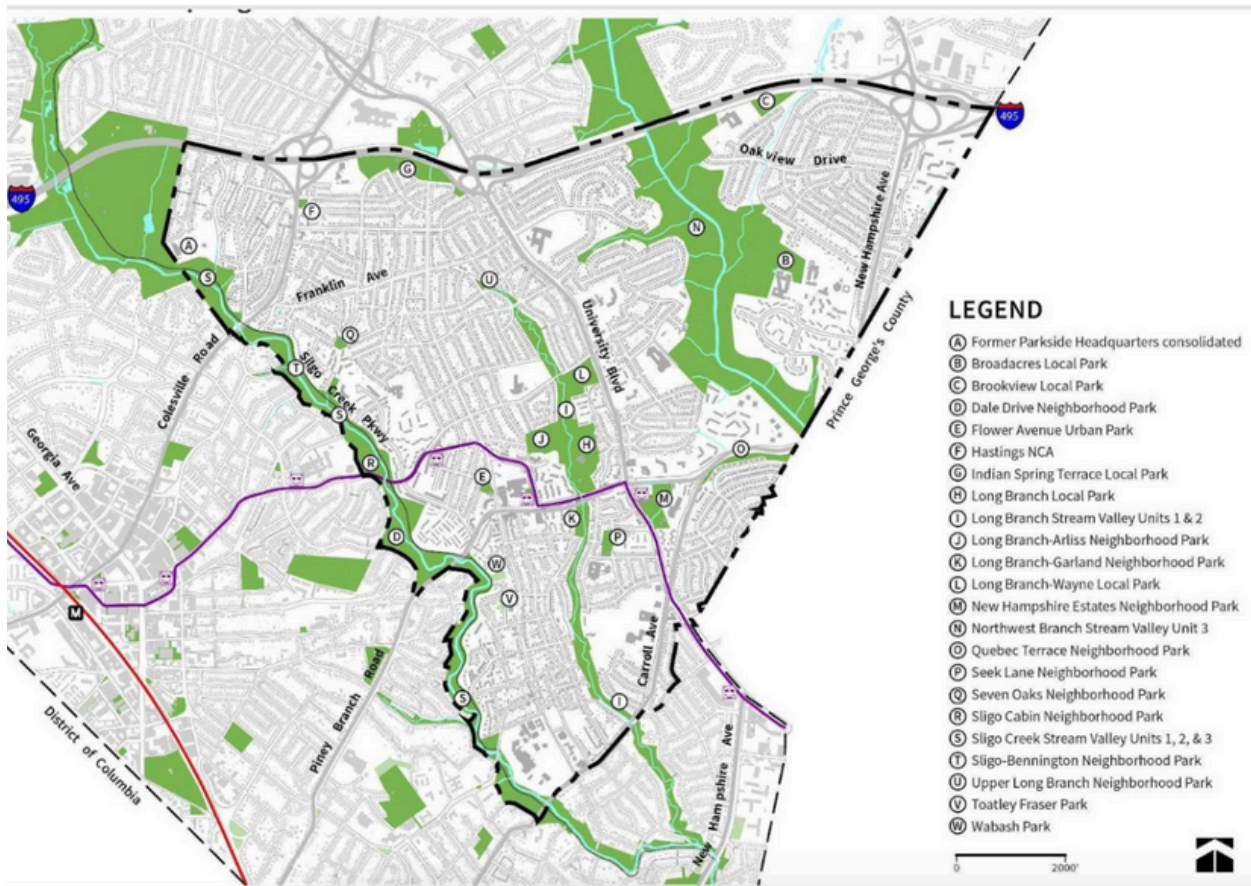
HIGHLY DISSATISFIED NEIGHBORHOODS



Source: Online and Paper Questionnaire

Note: The data referenced in this graphic can be found in Appendix 4.

PARKS IN THE STUDY AREA



Map of Parks in the Study Area

WHAT PARKS DO YOU ACCESS?



SLIGO CREEK STREAM VALLEY UNITS 1, 2, 3



SLIGO-BENNINGTON NEIGHBORHOOD PARK



DALE DRIVE NEIGHBORHOOD PARK



NORTHWEST BRANCH STREAM VALLEY UNIT 3

Source: Online and Paper Questionnaire

Note: Respondents could select more than one park. The data referenced in this graphic can be found in Appendix 4: "Like Access to Parks by Neighborhood."

Sligo Creek Stream Valley Units 1, 2, & 3 were the most accessed parks according to more than a fifth of online questionnaire respondents (21.5%). Considering the broader corridors, 281 people access the parks along Sligo Creek, compared to 125 who access the Long Branch Parks, and 47 who visit those along Northwest Branch.⁸



Pop-Up at Nob Hill Bus Stop (Montgomery Knolls/Clifton Park neighborhood)

ReactMap was a particularly useful tool for better understanding how people use and feel about local parks, as people could comment in real-time. We received 53 ReactMap comments specifically related to local parks. Most of those comments were about Broadacres Local Park, the Northwest Branch Trail, and Brookview Local Park. Generally, these parks are well-liked and used daily by many residents to bike, hike, walk dogs, and to bring children. Below is a summary of some of the community input for specific parks.



ReactMap signs

BROADACRES LOCAL PARK & NORTHWEST BRANCH TRAIL

ReactMap received 20 comments about Broadacres Local Park and the Northwest Branch Trail, and the comments were overwhelmingly positive. Many noted their love and use of Broadacres Local Park, which they hike to or walk in with their families (including children and grandchildren) and pets. Several people noted that they feel safe and that it is clean.

ReactMap commenters also noted that they bike on the Northwest Branch Trail, and love to hike the trail, often with dogs. An attendee at the Clifton Park Civic Association meeting noted, “Northwest Branch is a treasure that should be protected.” Some recommended a way to cross the stream on a bridge near Montgomery Knolls Elementary School (though someone at the Clifton Park Civic Association meeting noted mixed feelings about a foot bridge to connect to the other side of the Northwest Branch/paved trail because the resident said the police department has said it may increase crime). There was also a comment at a Civic Association meeting noting invasive vines and trash along this trail. Suggestions for improvement include:

- Continuing to maintain the trail and/or extend the trail to Route 29
- Purchasing the Oakview pool for Montgomery County Police or M-NCPPC Park Police
- Adding signs denoting park rules
- Adding trash containers
- Making parts of the trail less steep
- Making the park accessible to bikes

INDIAN SPRING TERRACE LOCAL PARK

Two people commented about Indian Spring Terrace Local Park, suggesting the addition of a gate/fence for dogs to run around and updated equipment like a playground.

LONG BRANCH-WAYNE LOCAL PARK

At the Clifton Park Civic Association meeting, community members emphasized the need for better maintenance of the adjacent soccer fields, and a ReactMap commenter noted the need for a general refresh of the park.

BROOKVIEW LOCAL PARK

Brookview Local Park received 12 ReactMap comments. Across the board, people commented that they use this park daily and love it - with dogs, children, and friends. One suggested greater maintenance of the stairs and that trees are needed.

SAFETY

Overall, the Study Area is perceived as safe or somewhat safe by the majority of people engaged. In fact, 99 questionnaire respondents selected “safety” as one of the things they like about their neighborhood - about one quarter of all people who completed a questionnaire. Regarding safety, the main reasons people report feeling unsafe were lack of police presence, lack of sidewalks (especially important among families with children), and car speeding and theft. Crime concerns were greatest in Oakview and Takoma Park. Below we summarize findings about each topic that influence residents’ sense of safety in their neighborhoods and the area at large.

SAFETY FINDINGS

HOW SAFE DO YOU FEEL?

First, we asked questionnaire respondents to rank how safe they feel. Of 372 responses:

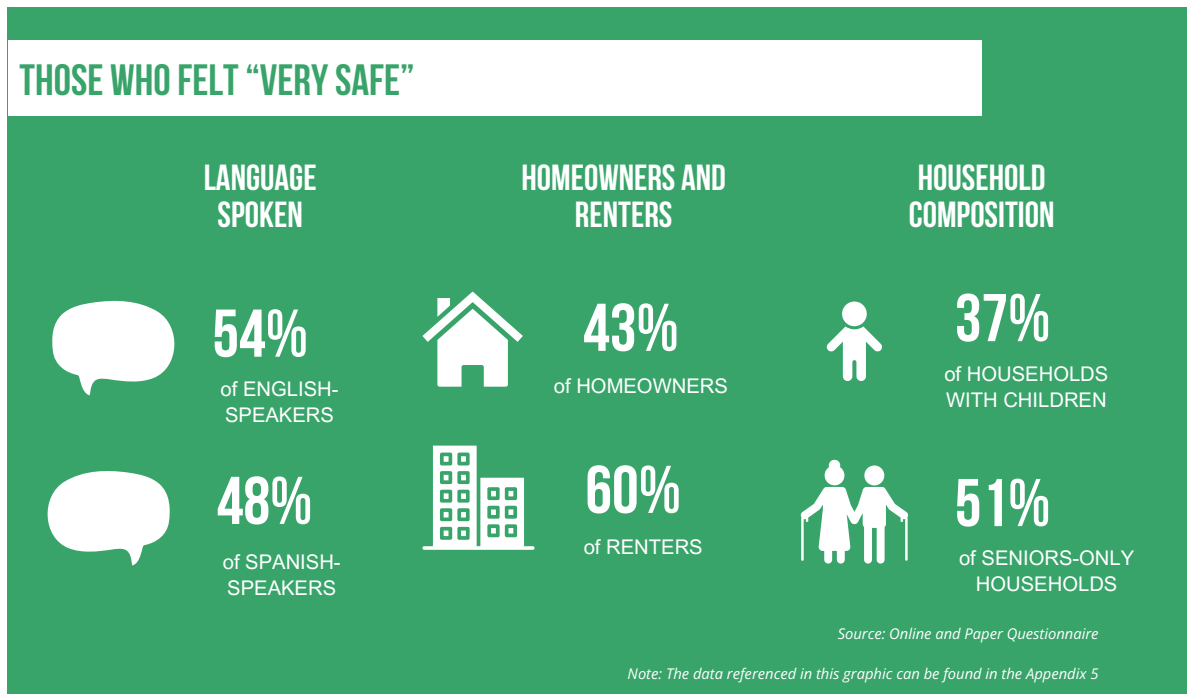
- 48.7% indicated that they feel “very safe”
- 44.6% indicated that they feel “somewhat safe”
- 6.7% indicated that they feel “not safe”

We have further broken down these answers based on respondents’ neighborhoods:

	Very Safe (# of Respondents)	Somewhat Safe (# of Respondents)	Not Safe (# of Respondents)
Sligo-Branview ⁹	63	42	3
<i>Highland View area</i>	38	18	1
<i>Rest of Sligo-Branview</i>	25	24	2
Montgomery Knolls/Clifton Park	28	10	2
North Hills	18	13	0
Indian Spring	8	11	0
Long Branch/Kilmarock	9	6	3
Takoma Park	10	12	0
Oakview	5	19	3
New Hampshire Estates	3	3	0
Neighborhoods West of Study Area	13	25	4
Neighborhoods North of Study Area	2	1	0

Source: Online and Paper Questionnaires

Based on this breakdown, a greater percentage of respondents from certain neighborhoods report feeling very safe, particularly Clifton Park/Montgomery Knolls (70%) and North Hills (58%). Other neighborhoods show a more even split between those who perceive the neighborhood as “very safe” and those who perceive it to be “somewhat safe,” such as Sligo-Branview, Indian Spring, Long Branch/Kilmarock, and Takoma Park. The neighborhoods with the least perceived sense of safety include Sligo-Branview and Oakview (and Neighborhoods West of the Study Area). In Oakview, only 18.5% of respondents consider their neighborhood “very safe.”



SAFETY ACROSS DEMOGRAPHIC GROUPS

In general, renters were more likely to report feeling Very Safe than homeowners. The majority of renters, however, responded to the questionnaire in-person during door-knocking outreach, while the majority of homeowners responded online, which could possibly skew the results based on how comfortable respondents felt answering this question honestly.

In terms of demographic breakdown (from online questionnaire respondents only):

- **Very Safe was the most common response for all four languages surveyed.**
 - Spanish speakers were slightly more likely to respond that they do not feel safe than English speakers.
- Overall, there is limited difference in safety perceptions across race/ethnicity or language spoken.
- **All groups responded with a mix of very and somewhat safe, with limited respondents expressing feeling Unsafe in their neighborhood.**
 - ReactMap users (and others who provided feedback) gave more detail about specific places they feel unsafe (not necessarily within their neighborhood).

Finally, we looked at the difference in safety perception based on household composition:

- Senior-only households almost exclusively reported feeling very safe or somewhat safe.
- In contrast, households with children were most likely to report feeling Somewhat Safe, with over 10% of families reporting they do not feel safe.
 - The top reason families with children responded that they feel unsafe was a lack of sidewalks. Other reasons included slow police response time, issues with car and residential break-ins, gang presence, speeding, and insufficient street lighting as other reasons they feel unsafe.

WHAT MAKES YOUR NEIGHBORHOOD FEEL UNSAFE?

Next, we looked at what makes people feel safe or unsafe, and what would improve their experience to increase their sense of safety. Key themes from questionnaire and pop-up questions, as well as additional comments about safety from community meetings and ReactMap responses, are summarized below.

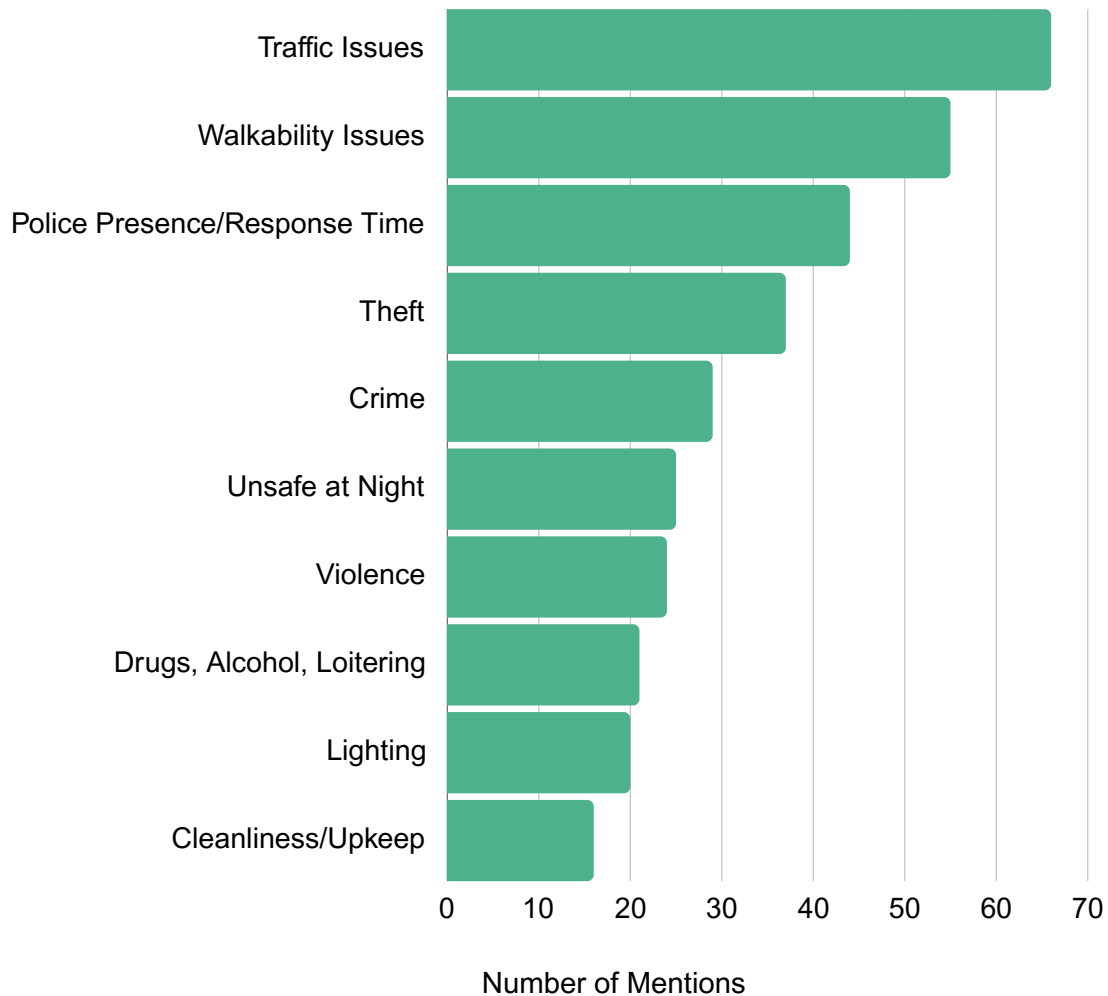
Safety Issue	Response Count	Safety Issue	Response Count
Need More Police Presence	40	Poor Walkability	12
Need Sidewalk Improvements	38	Trash/Dumping	10
Speeding	34	Homeless/Strangers/Loitering	8
Car Theft	25	Traffic	8
Crime	24	Improve Area Maintenance	6
Unsafe at Night	21	Traffic Cut Through	6
Need Lighting	20	Assault/Violence	5
Traffic Signals Ignored	15	Issues with Immigrants/Gangs	5
Shootings/Homicides	13	Crowded Parking	5
Drugs	12	Street Crossings Unsafe	5
Theft	12		

Source: Online and Paper Questionnaire.

Nighttime safety was another key concern for respondents. Violence, shootings, harassment, and homicides were also mentioned by a high number of respondents as an issue in this area. In addition to speeding and traffic, people also mentioned issues of cars cutting through their neighborhoods and ignoring traffic signals (mostly running stop signs) as additional issues decreasing safety in the area.

The following chart further summarizes these answers, grouping additional responses together for a high level summary of reasons why people feel unsafe:

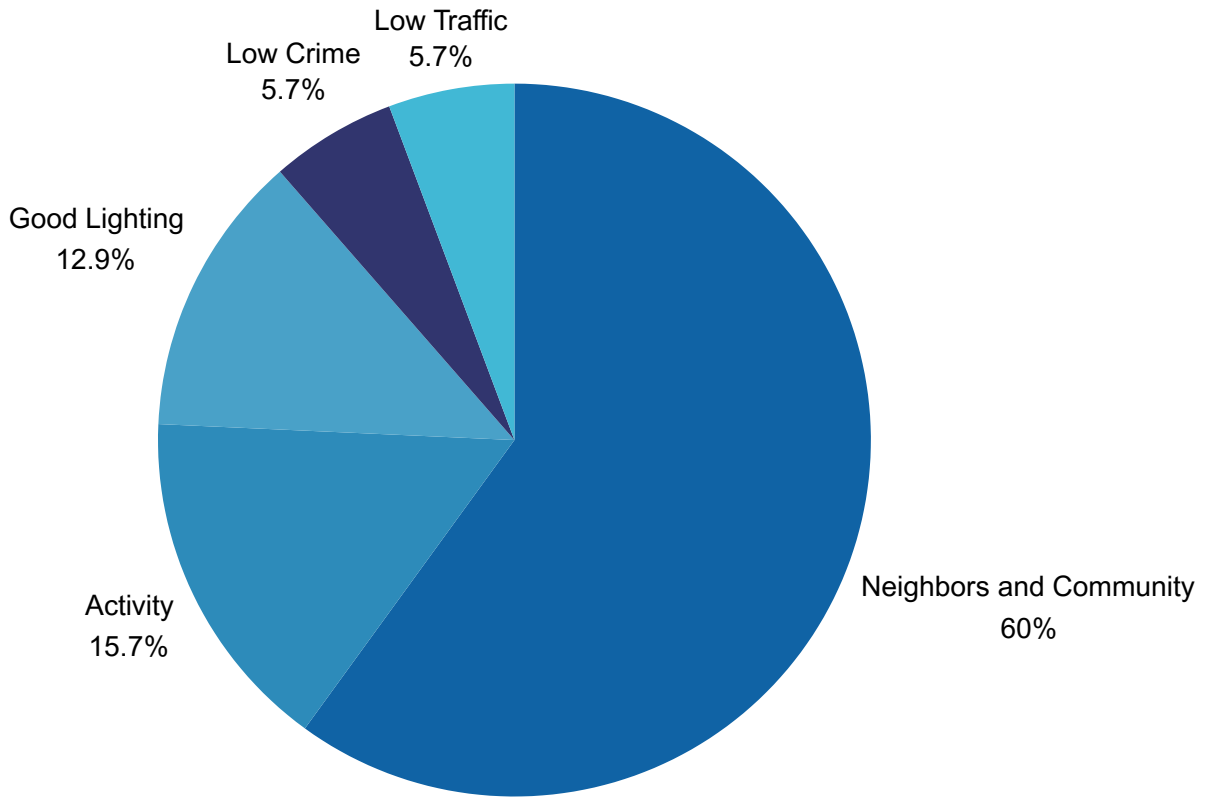
SAFETY ISSUES HIGH LEVEL SUMMARY



Source: Online and Paper Questionnaires, Pop-Up Boards, ReactMap, Civic Association Meetings

In order to better understand safety concern trends by geographic area, we've broken down the key issues raised by respondents by neighborhood. Within each safety concern category, we compared the number of responses coming from neighborhood residents with the overall number of questionnaire respondents from that neighborhood. The breakdown shown in the table in Appendix 5 highlights where safety concerns may need a geographical focus. For example, crime concerns in Oakview and Takoma Park made up 60% of all crime concerns across all respondents. However, questionnaire respondents from these neighborhoods only made up 17% of total questionnaire respondents. This suggests a need to investigate issues of crime and possible solutions specifically within these two areas, as well as that of Indian Spring (safety was also a prevalent issue among the neighborhoods West of the Study Area).

WHAT MAKES YOUR NEIGHBORHOOD FEEL SAFE?



Source: Online and Paper Questionnaires, Pop-Up Boards, ReactMap, Civic Association Meetings

Of those who responded positively, the majority attributed their sense of safety to their neighbors and community that help create a friendly and safe environment of people who know each other and look out for one another. Additionally, a significant number of respondents noted that their sense of safety is based on the activity of the neighborhood, and not feeling alone when out on the street.

Of those who responded that their neighbors and community make the area feel safe, respondents represented nearly every neighborhood where we received responses. This shows an interesting mix of perceptions around safety coming from these areas, with both safety concerns but also confidence in the power of the community to increase their (or their family's) safety.

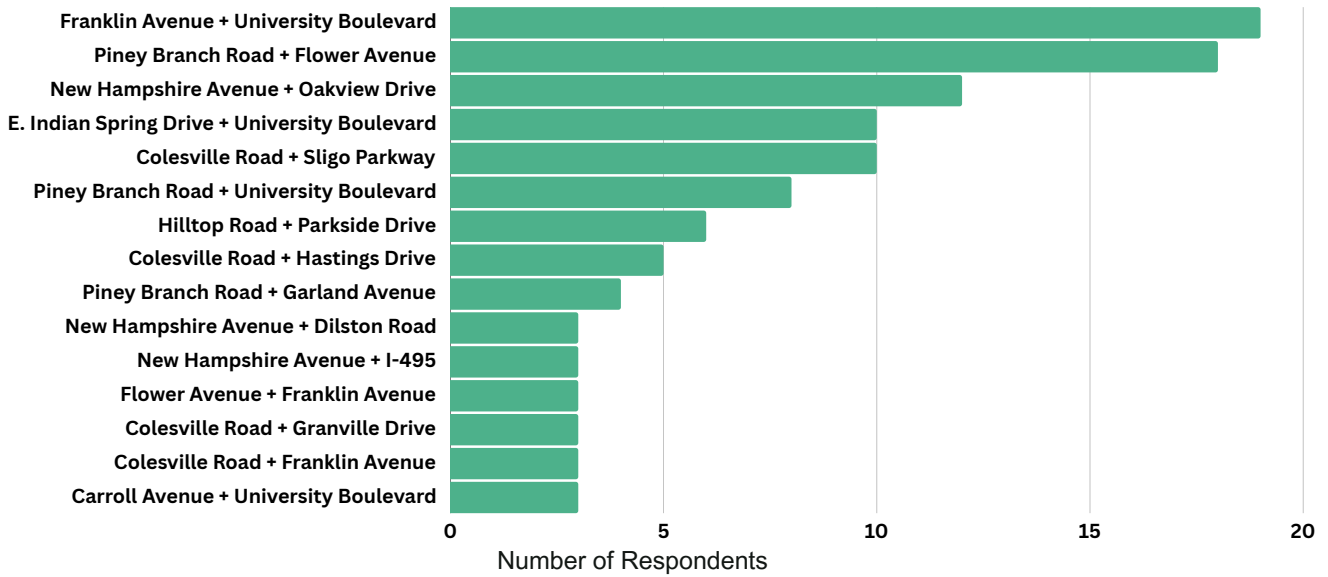
WALKING SAFETY & STREET CROSSINGS

We invited comments about feeling unsafe walking in specific intersections, streets, and locations through the online questionnaire, pop-up boards, ReactMap, and civic association meetings. The streets most mentioned as being unsafe by respondents are summarized below (including intersection specific and general mentions).

Streets Most Mentioned for Safety Issues	# Mentions	% Total Comments
University Boulevard	64	31.07%
Piney Branch Road	58	28.16%
Franklin Avenue	36	17.48%
Flower Avenue	37	17.96%
Colesville Road	33	16.02%
New Hampshire Avenue	31	15.05%
Sligo Parkway	29	14.08%
Oakview Drive	20	9.71%
E. Indian Spring Drive	18	8.74%
I-495	12	5.83%

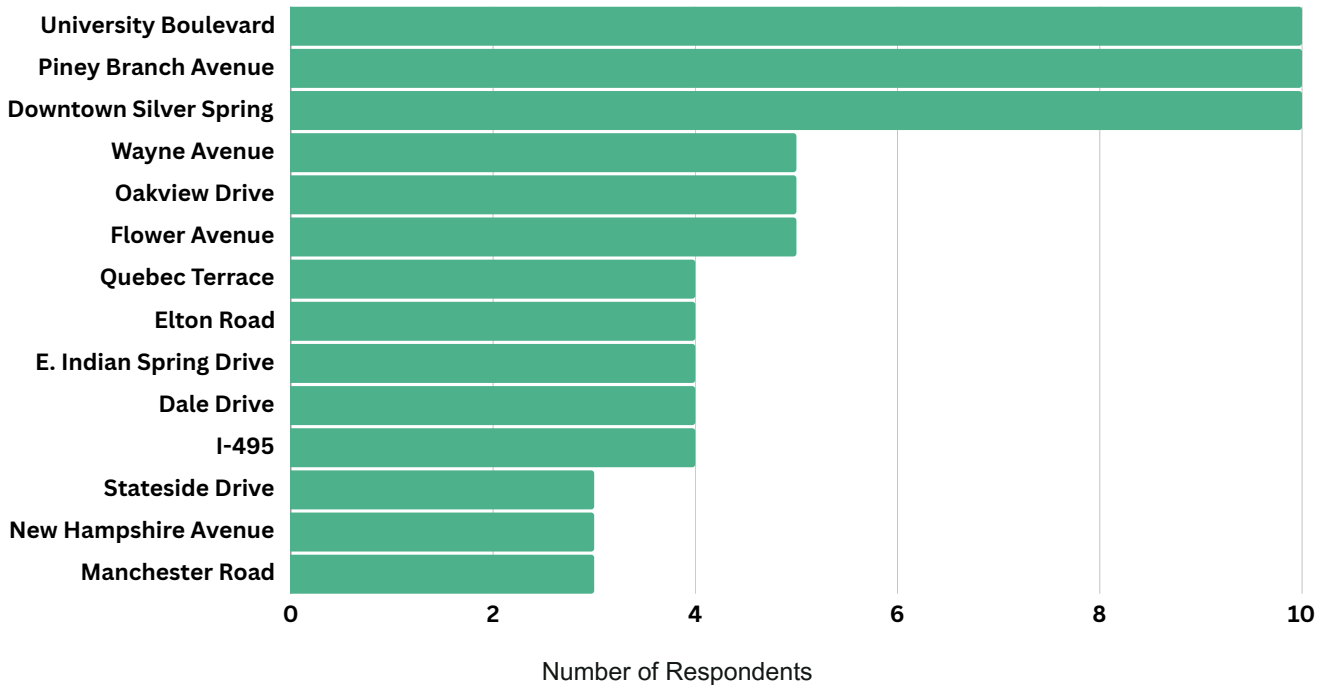
Source: Online Questionnaire, Pop-Up Boards, ReactMap, and Civic Association Meetings

INTERSECTIONS THAT FEEL UNSAFE (IDENTIFIED BY 3+ RESPONDENTS)



Source: Online Questionnaire, Pop-Up Boards, ReactMap, and Civic Association Meetings

STREETS/LOCATIONS THAT FEEL UNSAFE (IDENTIFIED BY 3+ RESPONDENTS)

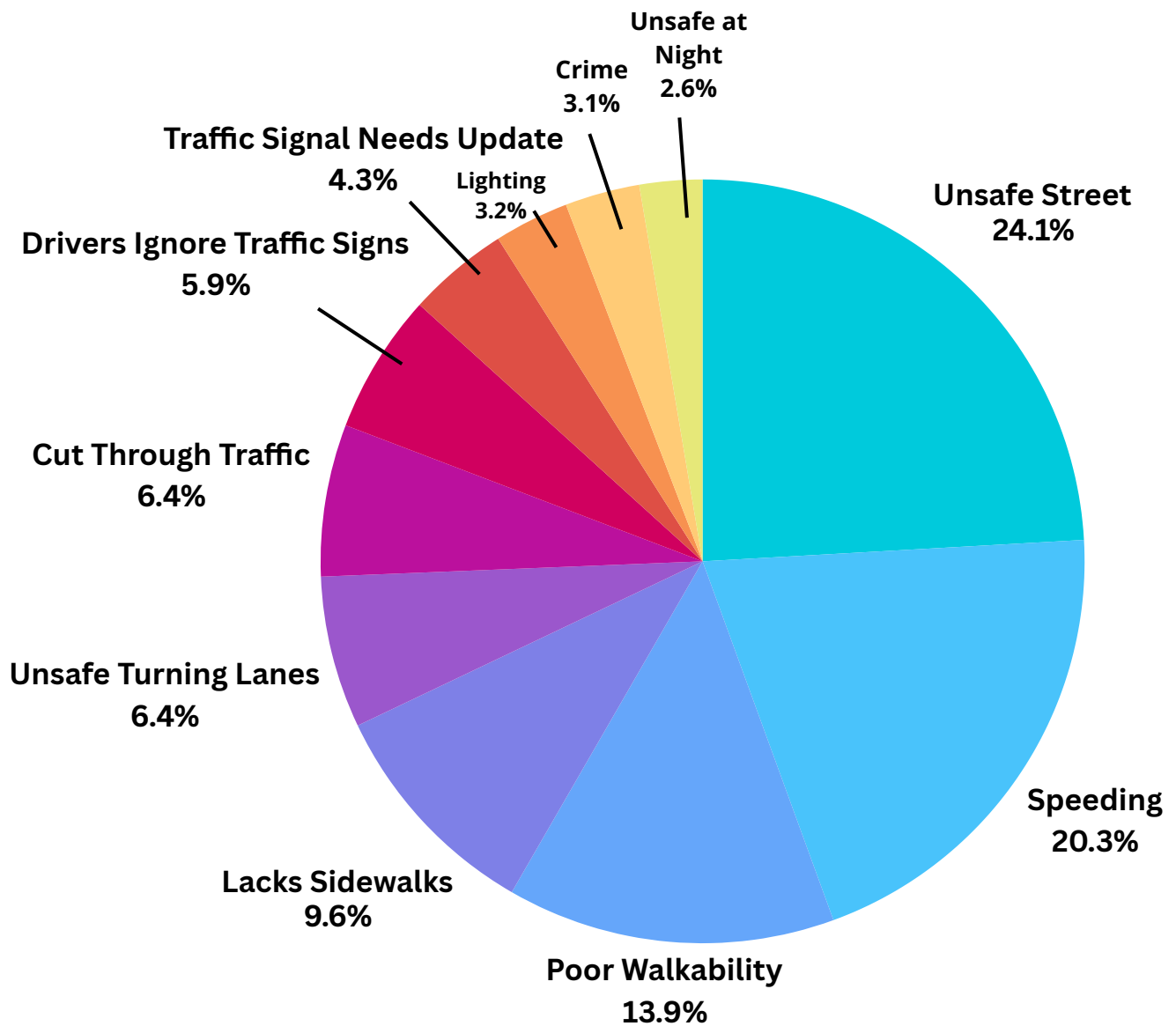


Source: Online Questionnaire, Pop-Up Boards, ReactMap, and Civic Association Meetings

TOP ISSUES WITH STREETS AND CROSSINGS

RESULTS FROM QUESTION/RESPONSE BOARDS

Some of the main reasons people mentioned feeling unsafe at these streets and/or intersections are summarized in the chart below. Street crossings were the biggest concern, followed by speeding, poor walkability, and sidewalk issues. The majority of safety issues related to streets are connected to pedestrian safety.



Source: Online Questionnaire, Pop-Up Boards, ReactMap, and Civic Association Meetings

COMMUNITY IMPROVEMENTS

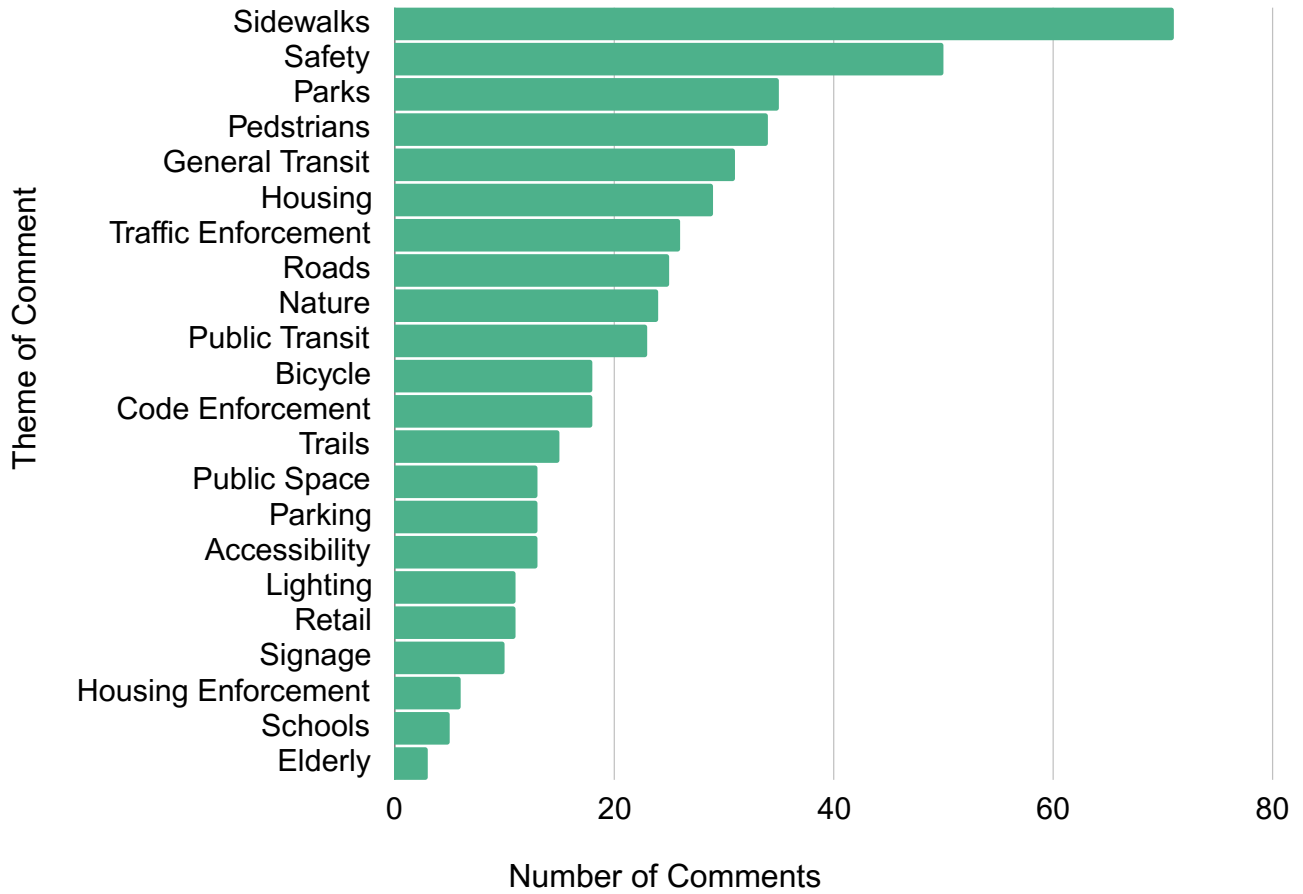
Nearly 300 comments were provided - through the online questionnaire, pop-up boards, ReactMap, and Civic Association meetings - with improvements people would like to see in their communities. While the question was asked in an open-ended format, responses highlight several themes. **The most common response was related to putting in sidewalks** (71 responses, over 14% of the total responses) - **and this was mentioned by people in nearly every neighborhood**. Safety was the second most common theme. Many of the comments related to community improvements were mentioned elsewhere in this report through topic-specific questions.

There were a few areas where themes were concentrated in specific neighborhoods including:

- Code Enforcement, Housing Enforcement, and Safety in Oakview
- Bicycle-related improvements in Sligo-Branview (Highland View area specifically)
- General and Public Transit in North Hills and Indian Spring
- Increased Housing Affordability and Choice in North Hills (and Neighborhoods West of the Study Area)
- Parking and Trails in Montgomery Knolls/Clifton Park
- Parks and Playgrounds in Takoma Park
- Sidewalks in Sligo-Branview, Indian Spring, and Long Branch/Kilmarock
- Road Infrastructure and Traffic Enforcement in Neighborhoods West of the Study Area

See Appendix 6 for a full list of response themes broken down by neighborhood.

AREA OF DESIRED COMMUNITY IMPROVEMENTS



Source: Online Questionnaire, Pop-Up Boards, ReactMap, and Civic Association Meetings

SIDEWALKS AND PEDESTRIANS

While requests to put in (and in some cases maintain) sidewalks were mentioned by respondents across nearly every neighborhood, the most responses came from Sligo-Branview and Indian Spring followed by Long Branch/Kilmarock. Similarly, respondents from nearly all neighborhoods specifically mentioned the need to improve the pedestrian experience, with Indian Spring and North Hills generating the most individual responses.

Sidewalks		Improve Pedestrian Experience	
Sligo Branview	13	Indian Spring	5
Indian Spring	11	North Hills	5
Long Branch/Kilmarock	8	Montgomery Knolls/Clifton Park	4
North Hills	6	Takoma Park	4
Takoma Park	6	Sligo-Branview	4

Note: These are the neighborhoods with the top five number of responses in the Study Area.

Many people, using ReactMap and other forms of engagement, mentioned specific places where they felt sidewalks should be added. See below for examples of feedback related to sidewalks and pedestrians:

- Safe sidewalks along University Boulevard and Colesville Road, including guardrails for pedestrians
- More sidewalks on Flower Avenue
- Complete the sidewalk on Ellsworth Drive, south to Dale Drive
- Sidewalks and more mature oak trees replanted along Oakview Drive
- Protected sidewalks, that are kept clear and maintained on Colesville Road
 - Specifically sidewalks divided/protected from the lanes of traffic (several people noted this)
 - Sidewalks not kept clear on Colesville Road from Four Corners to Sligo Creek Parkway
- Increase safety for pedestrians at Langley Park
- Sidewalks on both sides of Franklin Avenue
- Sidewalks in Sligo Park Hills

Responses also highlighted the need for safer crossings along Piney Branch Road, better crosswalk signage for the cars on Sligo Creek Parkway at Brunett Avenue, and a desire for general increased feeling of safety along Carroll Avenue.

SAFETY

50 people (of 288 people who provided comments) responded to the question, “What about your community would you like to see improved?” with an answer related to safety. This was particularly true amongst residents of the Oakview neighborhood. Responses often had to do with pedestrian safety. In Oakview, people referred to a need for greater police presence, and a desire to reduce crime, including car breaks-ins, loitering, and vagrancy. See Safety section for more detailed analysis of feedback related to safety.

Safety	
Oakview	11
Indian Spring	5
North Hills	5
Sligo-Branview	5

Note: Neighborhoods with top four number of responses in the Study Area.

TRAFFIC ENFORCEMENT & SIGNAGE

Traffic enforcement in relation to walkability and safety seems to be especially important to people, most notable in Oakview, Clifton Park/Montgomery Knolls, and Neighborhoods West of the Study Area. Numerous residents gave specific suggestions, including new lights, improved signage, traffic calming measures, and increased enforcement of speeding. See below for some examples.

- Protected turn lights at New Hampshire Avenue intersections (Oakview Drive & Dilston Road)
- Four-way stop sign at intersection of Caroline Avenue and Indian Spring Drive
- Reduce traffic speed on Bradford Road
- Traffic Light at E. Indian Spring Drive and University Avenue
- Permanent speed camera on Oakview Drive
- Buckingham Drive; Linton Street and Daleview Drive need traffic calming devices
- Speed bump on Oakview Drive
- A new traffic pattern on Daleview Drive for Montgomery Knolls Elementary School when school is open
- Fix the stop sign at Ritchie Avenue to alleviate terrible traffic jams
- Flash stop at Franklin Avenue and Colesville Road
- The road itself on Northampton Drive, Avenel Road, and New Hampshire Avenue
- Speed camera at Dennis Avenue and Four Corners
- Improvement to Long Branch Creek and Park between East Hamilton Avenue and East Schuyler Road
- Help make Flower Avenue and Piney Branch Road feel like a town center, not a high speed highway intersection

BIKES

18 people across 8 neighborhoods provided suggestions related to biking including:

- Bike-share stations at local parks and along Sligo Creek Trail
- Improving bikeability around University Boulevard and Piney Branch Road
- Protected bike lanes and dedicated lanes on one-way roads
- More bike trails connecting to retail
- One respondent noted that the gate at the Domer Avenue Entrance to Sligo Creek does not allow bikers to pass like others do

The most responses came from those in Sligo-Branview and Takoma Park.

HOUSING

Residents among at least 9 neighborhoods also mentioned housing as an area for improvement in their community. Most referred to:

- Increased housing options with a range of price points, including more affordable housing (particularly for current residents), more Moderately Priced Dwelling Units, and more new housing in the \$400,000-\$700,000 range
- An ability to downsize for older residents who don't want to leave the neighborhood
- More senior housing
- More multifamily housing
- More Accessory Dwelling Units (ADUs)

Housing (Neighborhoods with Top Four Response)	
Sligo-Branview	7
North Hills	5
Neighborhoods West of Study Area	5
Takoma Park	3
Oakview	2

Specific commenters also noted the need for more single-family homes, and others noted the need for increased density to allow for ADUs and general lower-cost options. A few people (notably in Montgomery Knolls/Clifton Park and Oakview) remarked that some single-family homes are housing multiple families. This can also cause the problem with parking, as single homes are associated with multiple cars.

ADDITIONAL COMMUNITY IMPROVEMENTS

Cleanliness and trash (such as in Oakview) was also mentioned numerous times, in addition to better lighting on trails and security in shopping centers. Additionally, several people hoped for improvements to bus schedules and increased bus stops, including suggestions to keep the 8 Bus, add a bus stop on Colesville Road to the metro station, add a Ride-On stop at Victory Oaks, and provide a school bus to Flower Branch Apartments. Parks was also in the top three most common responses. See the Parks section of this report for a more detailed breakdown of what respondents shared about parks. See Appendix 6 for the remaining breakdown of response categories, by neighborhood.

ADDITIONAL OUTREACH IN THE LONG BRANCH/KILMAROCK NEIGHBORHOOD

In a review of respondents from earlier engagement efforts who identified as residents of Long Branch/Kilmarock, most respondents (about 70%) identified as homeowners. Because of the large number of multifamily rental buildings in the Long Branch neighborhood, we pursued additional engagement to ensure we were also hearing feedback from renters.

We reached out to five large multifamily properties: University Manor Apartments, Goodacre & Pine Ridge Apartments, Flower Branch Apartments, Foxhall Apartments, and Park Montgomery Apartments. While management across these five properties anticipated difficulty of engagement due to the garden-style apartments and disruptive construction on-site, we were able to conduct successful pop-ups at both Flower Branch Apartments and Long Branch Garland Neighborhood Park (across the street from Goodacre & Pine Ridge Apartments) in April 2024. We asked the same questions as those asked in previous pop-ups, using pop-up boards with sticky notes as well as paper copies on clipboards that individuals could use to dictate answers to staff who transcribed. All questions were asked in both English and Spanish, and both English-speaking and Spanish-speaking staff were present.

In total, we received an additional 165 individual comments from 35-40 individuals. In addition to those who provided feedback, more than 20 additional people took informational flyers about the Eastern Silver Spring Communities Plan and the proposed plan boundary. Of the more than 30 people who gave feedback at these pop-ups, most were Spanish-speakers (over 70% of the comments we received were given in Spanish). Many respondents were parents and caregivers accompanied by children (the pop-ups were stationed near school bus stops and playgrounds during school pick-up hours, which we were told by the multifamily building property management was when and where to expect the most foot traffic).



Pop-Up at Garland Neighborhood Park (Long Branch Neighborhood)

The most commonly offered feedback pertained to safety-related issues. Of the 30 people who answered the question “Do you feel safe walking around your neighborhood?,” nearly half mentioned safety concerns, while half responded that they felt safe (2 were unsure). Five people specifically mentioned public drug use, including smoking and vaping around children, and five others highlighted crime as major factors contributing to the lack of feeling safe. When asked what would make the neighborhood feel safer, 13 people felt that increased security (including more police) would help address safety issues. Other responses included improved street and sidewalk lighting, as well as more crosswalks.

When asked In general, **“What do you like about your neighborhood?”** respondents reported a number of positive feelings related to their community’s atmosphere (“calm,” “peaceful,” and “beautiful”), its accessibility to shops, restaurants, and other communal spaces, and its access to nature and green spaces. While several Long Branch residents appreciated their access to local parks, some also expressed a desire for improvements to existing parks and an increased number of parks and playgrounds for children. These positive perceptions of the neighborhood align with our previous conversations with residents of Long Branch/Kilmarock, who also emphasized access to parks and proximity to amenities among the top aspects of their community.



Pop-Up at Garland Neighborhood Park (Long Branch Neighborhood)

Overall, there were no major differences among residents of the two apartment communities where additional pop-ups were held. Residents across the Long Branch neighborhood, including those we had spoken to previously, value accessibility, public transportation, and green spaces, while sharing concerns over public safety and maintenance of streets, parks, and other public places.

When asked about the ease of getting around, most Long Branch residents we spoke to (16 out of 23) expressed that they had adequate means of getting to work, school, parks, appointments, and other places without a car (10 had positive sentiments about the bus system). Though several people noted the basic advantages of owning a car, they also mentioned a lack of parking, car theft, construction, and poorly maintained streets as disadvantages. About 20% of those who offered specific community improvements they’d like to see mentioned more parking.



Pop-Up at Flower Branch Apartments (Long Branch Neighborhood)

REFLECTIONS ON THE ENGAGEMENT PROCESS

Engagement efforts from Fall 2023 through Winter 2024 in the Eastern Silver Spring Communities Plan Study Area provided a plethora of information about community members' perceptions, visions, and hopes for the area. Some of its biggest assets according to community feedback include its parks, public transportation, strong community feel, and walkability. Improvements that people hope to see include increased safety for pedestrians (including sidewalk improvements, lighting, and traffic calming measures), more policing to control crime, better park maintenance, and increased choice in housing options. While people value public transit access, many people still use their cars. There were also mixed sentiments about future increased density and the impact it may have on parking accessibility, school quality, and safety.

We see many opportunities to further understand specific strengths and challenges of the Study Area in future engagement. Housing is one area that our engagement efforts only skimmed the surface of understanding community insight, vision, and concerns. Additionally, the online questionnaire posed a question about in-home businesses. The majority of businesses noted in our outreach efforts were professional services being offered out of single-family homes. We would encourage future engagement to find ways to understand what businesses are operating out of multifamily buildings in the area and how future planning could improve small business services.

Montgomery Planning, with the support of Brick & Story and Avid Core, reached a diverse audience of residents and community stakeholders through their outreach efforts. While time consuming, door-knocking at multifamily buildings was essential to achieving a more equitable reach through this engagement process. Brick & Story would recommend future engagement include returning to the multifamily buildings already visited to continue to gather feedback from residents, majority Latinx and African or African American, who are less likely to participate in online feedback opportunities. We also recommend an approach that includes schools as a key community liaison for future engagement, especially considering the number of schools within the Study Area and their strong connections to the community. Additionally, while we created a strong stakeholder base for email communications, tapping into those networks for additional feedback opportunities, such as interviews or focus groups, would help increase feedback from harder to reach populations. Finally, we would also recommend a business outreach strategy be developed in order to include small commercial corridors in future engagement efforts for this planning process. Community members value the proximity of amenities and services in their neighborhoods, and small business owners should be intentionally involved in future planning for the area to ensure the community can continue to access these key businesses in the future.

ENDNOTES

1. We assumed questionnaire respondents from our outreach at multifamily apartments to be renters. We could not make any assumptions about the housing status of people who attended pop-ups at community events.
2. Of online questionnaire respondents, 70% self-identified as White, 92% identified as homeowners, and 34% as over the age of 65. 28.8% of online questionnaire respondents self-identified in all three categories.
3. See Neighborhood Perceptions section for full ranking.
4. It's important to note that Metro was not an option given, so analyses below only refer to those who specifically wrote it in for Other.
5. Because online questionnaire responses overwhelmingly overrepresent White respondents, it is difficult to draw conclusions about differences in transportation use across race/ethnicity.
6. Pop-up boards asked what the advantages/challenges are in a single question. We have separated out answers by advantages and challenges.
7. 64.4% (123 responses) of online questionnaire respondents and 34% (67 responses) of paper respondents.
8. The broader corridors correspond with the labeled map above. Sligo Creek Parks include A, S, T, R, D, W, V; Long Branch Parks include L, I, H, J, K, P, and the Northwest Branch Anacostia River Parks include: N, B.
9. Notably, within the Sligo-Branview neighborhood, those within the Highland View area were much more likely to report feeling "very safe" than the rest of Sligo-Branview.

APPENDIX

1 Engagement Overview

Overview of In-Person Engagement, October 2023 - February 2024
Overview of In-Person Engagement, April 2024
Summary Table of In-person Engagement (by Event)
Summary Table of Online Engagement
Demographic Data of Online Questionnaire Respondents

2 Neighborhood Perceptions

“What do you like about your neighborhood?” By Neighborhood of Residence

3 Transportation

Preferred Modes of Transportation, By Race/Ethnicity
Preferred Modes of Transportation, By Housing Status
Preferred Modes of Transportation, By Household Composition
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Ability to Get Places With/Without Car

4 Parks and Public Spaces

Access to Parks, By Language
Access to Parks, By Race/Ethnicity
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“Which Parks Do You Access?”

5 Safety

Safety Concerns, Total Responses
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6 Community Improvements

Responses, by Neighborhood
Additional Community Improvements, by Neighborhood and Tag

7 Engagement Materials

ESSC Online Questionnaire
Paper Questionnaire (Example)
Pop-Up Poster Boards

APPENDIX

1. ENGAGEMENT OVERVIEW

Overview of In-Person Engagement, October 2023 - Early February 2024

Total Events	18 total events: <ul style="list-style-type: none">• 6 door-knocking events at 5 multifamily properties• 3 pop-up events at multifamily properties• 5 pop-ups at public community events• 4 civic association and advisory board meetings
Total People Reached in-person	Estimated 1594 people*
Total Questionnaire Responses Received	197
Total Board Responses Received	248 total comments from at least 40 people**
Languages Spoken	English, Spanish, Amharic, Korean, French
Race/Ethnicity of Residents Represented (observed)	White, Latino, Black/African-American, Ethiopian, other African, Korean-American, other Asian, Caribbean, Afro-Caribbean, Central American, other European
Newsletter Signups	151

*Additional people were reached through flyers left at the doors of their units.

**Individual people may have contributed multiple board comments, and while we cannot determine the number of unique individuals who provided comments, one question received 40 responses, suggesting at least 40 people provided feedback on the boards.

Overview of In-Person Engagement, Late February 2024 - April 2024

Total Events	4 total events: <ul style="list-style-type: none"> • 2 meetings with civic groups • 2 pop-up events at multifamily properties
Total People Reached In-person	Estimated 50-60 people <ul style="list-style-type: none"> • 19 at civic meetings • 35-40 at pop-up events
Total Pop-Up Comments Received	165 comments from 35-40 people
Languages Spoken	English, Spanish
Race/Ethnicity of Residents Represented (observed)	White, Latinx, Black/African-American

Summary Table of In-person Engagement (by Event)

Location/ Organization	Type of Event	Date	# of People Reached	Observed Demographics
Silver Spring Civic Advisory Board	Civic Group Meeting	10/23/202 3	20-25	Predominantly White
Victory Oaks Senior	Pop-Up (residential)	11/15/202 3	25	White American, African American, El Salvador, Ecuador, Cuba, and Africa (Ethiopia and unknown)
Crossroads Farmers Market	Pop-Up (community space)	11/22/202 3	30	Mostly Spanish speakers
Clifton Park Baptist Church Food Dist.	Pop-Up (community space)	11/30/202 3	200	95% Latinx with some Caribbeans, Africans and Europeans
Sligo Terrace Apts	Door-knocking	12/5/2023	19	7 Ethiopian, 4 People of Color, 2 French speakers, White
Croydon Manor Apts	Door-knocking	12/7/2023	39	8 African; 7 African-Am; 22 Latino
St. Camillus Food	Pop-Up	12/9/2023	260	Almost all Latinx, some

Dist.	(community space)			Francophone Africans
Carroll Apts	Door-knocking	12/12/2023	6	Majority Latinx and one Ethiopian
The Chateau	Pop-Up (residential)	12/14/2023	20	Mostly English speakers
Long Branch Rec Center Winter Festival	Pop-Up (community space)	12/15/2023	300	Majority Latinx; some African, White, and AA families
Croydon Manor Apts	Door-knocking (part 2)	12/20/2023	(See Part 1 above)	(See Part 1 above)
Tanglewood Apts	Pop-Up (residential)	12/21/2023	50	Mix of East African and Latino residents with several Asian
Mt. Jezreel Food Distribution	Information shared through flyers in food bags (community space)	1/3/2024	300	Majority Spanish speaking with some African and Afro-Caribbean
President's Council of Silver Spring Civic Associations	Civic Group Meeting	1/9/2024	12 members on call	Represents 21 civic associations in Silver Spring
Oakview Community Association	Civic Group Meeting	1/17/2024	10-15 participants	(Virtual meeting, difficult to observe)
University Gardens	Door-knocking	1/18/2024	30	Majority Korean, some Amharic, and a few Spanish-speakers
St Camillus (Between Mass)	Pop-Up (community space)	1/21/2024	Multi-cultural mass: 50 Spanish mass: 150 (estimated)	Multi-cultural mass: high diversity Spanish mass: Almost all Spanish speaking
Clifton Park Civic Association	Civic Group Meeting	1/22/2024	30 participants (estimated)	Predominately White

Wayne Manchester Apartments	Door-knocking	1/24/2024	38	Majority Amharic, with several English and Spanish speakers
Nob Hill Apts (at bus stop)	Pop-Up (residential)	1/26/2024	25	Almost all Spanish-speakers with several East African
Montgomery for All Silver Spring Steering Committee (virtual)	Civic Group Meeting	2/28/2024	4	Mostly White
Indian Spring Civic Association (held at Indian Spring Terrace Local Park)	Civic Group Meeting	4/4/2024	15	Mostly White
Flower Branch Apartments	Pop-Up (residential)	4/9/2024	30	Majority Latinx
Good Acre and Pineridge Apartments (Long Branch Garland Neighborhood Park)	Pop-Up (residential/public space)	4/10/2024	10	Majority Latinx

Summary Table of Online Engagement

Total Comments Received on ReactMap	141 Comments
Total People who Provided ReactMap comments	81 Phone Numbers Provided
Total Online Questionnaire Responses Received	191 Responses
Total People Reached Online (ReactMap + Questionnaire)	272

Demographic Data of Online Questionnaire Respondents

Self-Identified Race/Ethnicity (Online Questionnaire, Count, %)		
White	134	70.16%
Black/African-American	14	7.33%
Prefer not to answer	23	12.04%
Hispanic/Latino/Latina	7	3.66%
Some other race or ethnicity	2	1.05%
Multiracial	5	2.62%
Asian	6	3.14%
TOTAL	191	100.00%

Self-Identified Age (Online Questionnaire, Count, %)		
Age 25-34	15	7.85%
Age 35-49	55	28.80%
Age 50-64	46	24.08%
Age 65 +	65	34.03%
Prefer not to answer	10	5.24%
Total	191	100.00%

2. NEIGHBORHOOD PERCEPTIONS

What do you like about your neighborhood?

(By Neighborhood of Residence)

NEIGHBORHOOD	Sense of Community	Easy to Walk Around	Access to Parks	Close to amenities and services	Safety	Access to public transit	Racial/Ethnic Diversity	Socioeconomic diversity of residents	Location within the DC metro area	Quality of school(s)	Neighborhood events and vibrancy
Sligo-Branview	47	50	59	36	36	66	39	18	42	29	10
Indian Spring	10	5	7	13	4	7	4	3	10	4	4
Long Branch/Kilmarock	7	6	10	8	3	4	7	4	6	2	5
Montgomery Knolls/Clifton Park	15	12	6	8	19	15	11	1	10	4	4
New Hampshire Estates		1	1	1	1	3	1	0	1	2	0
North Hills	24	10	29	13	7	9	9	4	14	6	12
Oakview	9	13	9	10	4	11	14	4	18	2	2
Nhoods West	24	11	29	13	4	5	10	3	15	4	7
Takoma Park	6	9	16	9	4	10	10	11	10	5	4
Nhoods North	1	1	2	0	0	0	0	0	1	1	2

3. TRANSPORTATION

Preferred Modes of Transportation, By Race/Ethnicity
(Online Questionnaire)

	Total # Responses (Online)	White	Black/African American	Hispanic	Asian	Multiracial	Some other race or ethnicity	Prefer Not to Answer
Walk	140	102	10	5	4	2	2	15
Bike	43	37	2	0	1	0	0	3
Scooter	0	0	0	0	0	0	0	0
Bus	56	38	7	3	0	2	0	6
Personal Car	181	127	14	5	5	5	2	23
Carpool	6	2	2	1	1	0	0	0
Carshare/tax	25	19	0	1	0	2	0	3
Metro	8	7	1	0	1	0	0	1
Shuttle bus	0	0	0	0	0	0	0	0

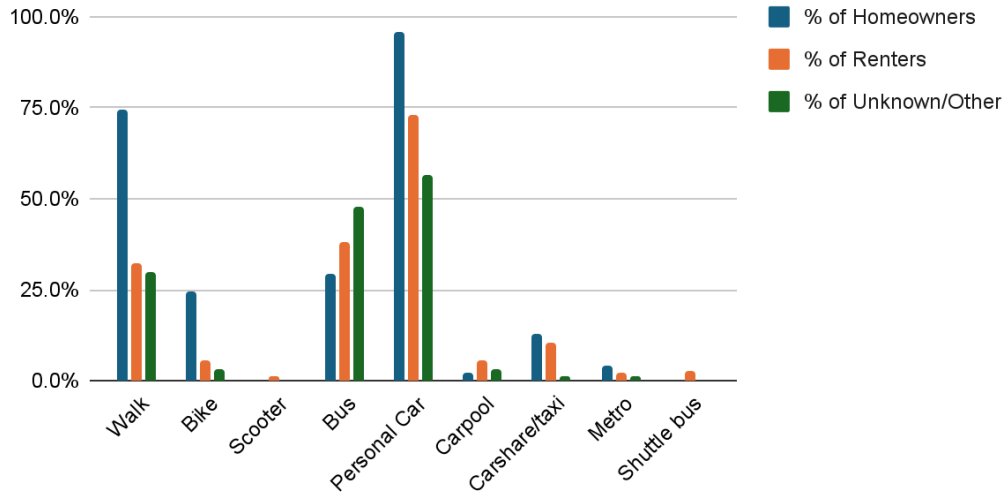
Note: The answers highlighted in darker green are the top responses. The lighter green marks the 2nd most comment responses.

Preferred Modes of Transportation, By Housing Status

(Online and Paper Questionnaire)

Preferred Modes of Transportation

Homeowners vs. Renters

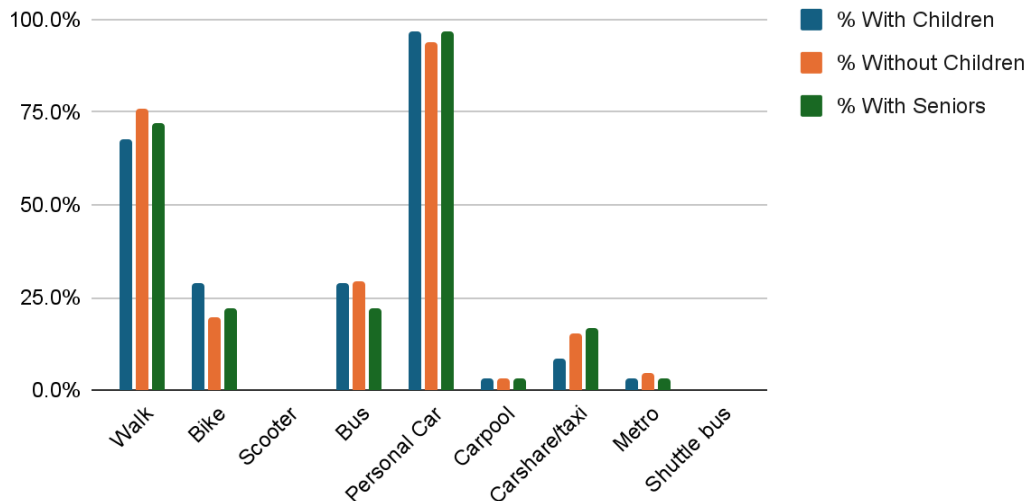


Preferred Modes of Transportation, By Household Composition

(Online Questionnaire)

Preferred Modes of Transportation

by Household Composition



Preferred Modes of Transportation, By Neighborhood

(Online and Paper Questionnaires)

Neighborhood	Walk	Bike	Scooter	Bus	Personal Car	Carpool	Car share/ taxi	Metro	Other/ Shuttle
Montgomery Knolls/Clifton Park	8	3	0	4	12	1	0	1	4
Sligo-Branview	22	9	0	8	27	2	5	1	0
Long Branch/Kilmarock	11	2	0	2	13	1	0	0	0
Indian Spring	14	3	0	9	17	0	3	2	0
New Hampshire Estates	0	0	0	0	0	0	0	0	0
North Hills	26	7	0	10	29	0	3	0	0
Oakview	9	3	0	6	23	1	2	0	0
Nhoods West	28	6	0	4	34	0	7	4	0
Takoma Park	17	8	0	11	21	0	4	0	0

Ability to Get Places With/Without Car

(Online Questionnaire)

	I can get everywhere I need to without a car		I can get to some places without a car		I can get most places that are part of my daily routine without a car		I can get to a very limited number of places without a car		I cannot get anywhere without a car		Very Limited+ Can't Get AnyWhere
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Montgomery Knolls/Clifton Park	0	0.0%	6	60.0%	3	30.0%	1	10.0%	0	0.0%	10.0%
Indian Spring	0	0.0%	9	47.4%	5	26.3%	4	21.1%	1	5.3%	26.3%
Long Branch/Kilmarock	2	16.7%	6	50.0%	1	8.3%	3	25.0%	0	0.0%	25.0%
Oakview	1	4.3%	6	26.1%	2	8.7%	9	39.1%	5	21.7%	60.9%
Nhoods West of Study Area	3	10.0%	9	30.0%	6	20.0%	8	26.7%	4	13.3%	40.0%
Sligo-Branview	2	7.1%	8	28.6%	8	28.6%	8	28.6%	2	7.1%	35.7%
Takoma Park	3	13.6%	6	27.3%	7	31.8%	6	27.3%	0	0.0%	27.3%
North Hills	2	6.5%	17	54.8%	7	22.6%	5	16.1%	0	0.0%	16.1%

4. PARKS AND PUBLIC SPACES

Access to Parks, By Language (Paper Questionnaire)

Like Access to Parks by Language	# of Responses	% Respondents by Language
English	33	36.3%
Spanish	32	36.4%
Korean	2	16.7%
Amharic	0	0.0%

Access to Parks, By Race/Ethnicity (Online Questionnaire)

Like Access to Parks by Race	# of Responses	% Respondents by Race
White	95	70.9%
Black/African-American	6	42.9%
Hispanic/Latino/Latina	4	57.1%
Asian	3	50.0%
Multiracial	1	20.0%
Some Other Race or Ethnicity	1	50.0%
Prefer Not to Answer	13	56.5%

Like Access to Parks, by Neighborhood
(Online Questionnaire)

Like Access to Parks by Neighborhood	# Responses	Total Questionnaire Responses by Neighborhood	% of Responses by Neighborhood
North Hills	29	31	93.5%
Takoma Park	16	22	72.7%
Long Branch/Kilmarock	10	18	55.6%
Sligo-Branview	59	115	51.3%
Indian Spring	7	19	36.8%
Oakview	9	36	25.0%
New Hampshire Estates	1	6	16.7%
Montgomery Knolls/Clifton Park	6	44	13.6%
Neighborhoods North of Study Area	2	3	66.7%
Neighborhoods West of the Study Area	29	34	85.3%
No Neighborhood Listed	22	60	36.7%

Which Parks Do You Access?
(Online Questionnaire)

What Parks do you Access?	# Responses	% of Responses
Sligo Creek Stream Valley Units 1, 2 & 3	122	21.52%
Sligo-Bennington Neighborhood Park	44	7.76%
Dale Drive Neighborhood Park	39	6.88%
Northwest Branch Stream Valley Unit 3	38	6.70%
Long Branch Local Park	37	6.53%
Sligo Cabin Neighborhood Park	37	6.53%
Long Branch Stream Valley Units 1 & 2	32	5.64%
Former Parkside Headquarters consolidated	27	4.76%
Indian Spring Terrace Local Park	27	4.76%
Flower Avenue Urban Park	26	4.59%
Upper Long Branch Neighborhood Park	23	4.06%
Long Branch-Wayne Local Park	19	3.35%
Seven Oaks Neighborhood Park	19	3.35%
Long Branch-Arliess Neighborhood Park	18	3.17%
Long Branch-Garland Neighborhood Park	17	3.00%
Broad Acres Local Park	9	1.59%
Brookview Local Park	9	1.59%
Toatley Fraser Park	6	1.06%
Wabash Park	6	1.06%
Hastings NCA	5	0.88%
New Hampshire Estates Neighborhood Park	4	0.71%
Seek Lane Neighborhood Park	2	0.35%
Quebec Terrace Neighborhood Park	1	0.18%

5. SAFETY

Safety Concerns, Total Responses

(Online and Paper Questionnaire, Pop-Up Boards, Civic Association Meetings)

Safety Issues	Response Count
Need More Police Presence	40
Need Sidewalk Improvements	38
Speeding	34
Car Theft	25
Crime	24
Unsafe at Night	21
Need Lighting	20
Traffic Signals Ignored	15
Shootings/Homicide	13
Drugs	12
Theft	12
Poor Walkability	12
Trash/Dumping	10
Homeless/Strangers/Loitering	8
Traffic	8
Improve Area Maintenance	6
Traffic Cut Through	6
Assault/Violence	5
Issues with Immigrants/Gangs	5
Crowded Parking	5
Street Crossings Unsafe	5

Safety Concerns, By Neighborhood

(Online and Paper Questionnaire, Pop-Up Boards, Civic Association Meetings)

Safety Concern	Neighborhood of Respondent	No. Respondents	% Respondents	Overall % Respondents from Neighborhood
Car Theft	North Hills	7	33.3%	9.5%
	Sligo-Branview	6	28.6%	35.1%
	Indian Spring	3	14.3%	5.8%
Crime	Oakview	6	30.0%	7.3%
	Takoma Park	6	30.0%	6.7%
Drugs/Alcohol/Prostitution/Loitering	Oakview	8	66.7%	7.3%
More Lighting	Takoma Park	4	22.2%	6.7%
	Long Branch/Kilmarock	3	16.7%	5.2%
	Nhoods West of S.A.	3	16.7%	9.1%
More Police Presence/Faster Response Time	Indian Spring	5	20.0%	5.8%
	Oakview	5	20.0%	7.3%
	Takoma Park	3	12.0%	6.7%
	Sligo-Branview	3	12.0%	16.2%
Walkability Issues/Sidewalk Needs	Nhoods West of A.S.	14	30.4%	9.1%
	Sligo-Branview	9	19.6%	35.06%
	Indian Spring	6	13.0%	5.8%
	Oakview	6	13.0%	7.3%
Shootings/Violence	Sligo-Branview	5	25.0%	35.1%
	Nhoods West of S.A.	5	25.0%	9.1%
	Takoma Park	4	20.0%	6.7%
	Indian Spring	3	15.0%	5.8%
Speeding	Nhoods West of S.A.	9	25.8%	9.1%
	Oakview	6	19.4%	7.3%
	Indian Spring	5	16.1%	5.8%
	Long Branch/Kilmarock	4	12.9%	5.2%
Theft	Oakview	5	45.5%	7.3%
	North Hills	2	18.2%	9.5%
	Sligo-Branview	2	18.2%	16.2%
Traffic Issues/Cutting Through Neighborhood	Oakview	4	33.3%	7.3%
	Nhoods West of S.A.	3	25.0%	9.1%
	Indian Spring	2	16.7%	5.8%
Drivers Ignore Traffic Signals	Nhoods West of S.A.	7	58.3%	9.1%
	Oakview	2	16.7%	7.3%
Trash/Unclean/Dumping	Oakview	3	42.9%	7.3%
	Takoma Park	2	28.6%	6.7%
Unsafe at Night	Oakview	4	26.7%	7.3%
	Takoma Park	4	26.7%	6.7%
	Nhoods West of S.A.	3	20.0%	10.4%

6. COMMUNITY IMPROVEMENTS

Responses by Neighborhood

(Online Questionnaire, Pop-Up Boards, React Map, Civic Association Meetings)

<i>Assigned Neighborhood</i>	<i>Tags (if 2+)</i>	<i># of Responses (Tags)</i>
Montgomery Knolls/Clifton Park	Bicycle	2
	Nature	2
	Parking	8
	Parks	4
	Pedestrians	4
	Retail	3
	Roads	3
	Safety	2
	Sidewalks	4
	Traffic Enforcement	4
	Trails	4
Montgomery Knolls/Clifton Park Total		45
Indian Spring	General Transit	3
	Housing	2
	Pedestrians	5
	Public Transit	4
	Safety	5
	Sidewalks	11
	Traffic Enforcement	3
Indian Spring Total		37
Long Branch/Kilmarock		
	Bicycle	2
	Parks	3
	Pedestrians	2
	Sidewalks	8
	Trails	3
Long Branch/Kilmarock Total		26
New Hampshire Estates	Pedestrians	1
	Safety	1
	Sidewalks	1
New Hampshire Estates Total		3
North Hills		0

	General Transit	7
	Housing	5
	Nature	6
	Parks	2
	Pedestrians	5
	Public Space	2
	Public Transit	5
	Safety	5
	Sidewalks	6
	Signage	2
	Traffic Enforcement	2
North Hills Total		53
Oakview		
	Accessibility	2
	Code Enforcement	4
	General Transit	4
	Housing	2
	Housing Enforcement	3
	Nature	2
	Parking	2
	Parks	3
	Pedestrians	2
	Public Transit	3
	Retail	2
	Roads	2
	Safety	11
	Sidewalks	5
	Traffic Enforcement	4
Oakview Total		54
Sligo-Branview		
		0
	Accessibility	2
	Bicycle	5
	General Transit	8
	Housing	7
	Lighting	2
	Nature	4
	Parks	5
	Pedestrians	4
	Public Space	2
	Public Transit	3
	Roads	4

	Safety	3
	Sidewalks	14
	Traffic Enforcement	2
Sligo-Branview Total		72
Takoma Park		
	Bicycle	4
	Housing	3
	Parks	6
	Pedestrians	4
	Playgrounds	2
	Roads	5
	Safety	2
	Sidewalks	6
	Signage	2
	Trails	4
Takoma Park Total		44
Unknown (Top Additional)		
	Safety	18
	Code Enforcement	10
	Parks	8
Unknown Total		98

Additional Community Improvement Responses, by Neighborhood and Tag

(Online Questionnaire, Pop-Up Boards, React Map, Civic Association meetings)

Tag	Assigned Neighborhood	# of Responses (Tags)
Accessibility	Sligo-Branview	2
	Montgomery Knolls Clifton Park	1
	Long Branch/Kilmarock	1
	North Hills	1
	Oakview	2
	Takoma Park	1
	Unknown	5
Accessibility Total		13
Code Enforcement	Montgomery Knolls/Clifton Park	2
	Indian Spring	1
	Oakview	4
	Sligo-Branview	1

	Unknown	10
Code Enforcement Total		17
Elderly	Oakview	1
	Nhoods West	1
	Unknown	1
Elderly Total		3
General Transit	Sligo-Branview	8
	Indian Spring	3
	Long Branch/Kilmarock	1
	North Hills	7
	Oakview	4
	Unknown	3
	Nhoods North	1
	Nhoods West	3
General Transit Total		30
Housing Enforcement	Long Branch/Kilmarock	1
	North Hills	1
	Oakview	3
	Unknown	1
Housing Enforcement Total		6
Light Pollution	Takoma Park	1
Light Pollution Total		1
Lighting	Sligo-Branview	2
	Long Branch/Kilmarock	1
	Montgomery Knolls/Clifton Park	1
	Oakview	1
	Nhoods West	1
	Takoma Park	1
	Unknown	4
Lighting Total		11
Nature	Montgomery Knolls/Clifton Park	2
	Indian Spring	1
	Long Branch/Kilmarock	1
	North Hills	6
	Oakview	2
	Sligo-Branview	4
	Takoma Park	1
	Unknown	6
Nature Total		24
Parking	Montgomery Knolls/Clifton Park	8

	Oakview	2
	Sligo-Branview	1
	Unknown	2
Parking Total		13
Parks	Montgomery Knolls/Clifton Park	4
	Long Branch/Kilmarock	3
	North Hills	2
	Oakview	3
	Nhoods West	3
	Sligo-Branview	5
	Takoma Park	6
	Unknown	8
	Nhoods North	1
Parks Total		35
Playgrounds	Takoma Park	2
Playgrounds Total		2
Public Space	North Hills	2
	Sligo-Branview	1
	Nhoods West	1
	Sligo-Branview	1
	Takoma Park	1
	Unknown	7
Public Space Total		13
Public Transit	Indian Spring	4
	North Hills	5
	Oakview	3
	Nhoods West	1
	Sligo-Branview	3
	Takoma Park	1
	Unknown	7
Public Transit Total		24
Retail	Montgomery Knolls/Clifton Park	3
	Long Branch/Kilmarock	1
	North Hills	1
	Oakview	2
	Nhoods West	1
	Sligo-Branview	1
	Unknown	1
	Nhoods North	1
Retail Total		11

	Clifton Park/Montgomery Knolls	3
	Long Branch/Kilmarock	1
	Oakview	2
	Nhoods West	6
	Sligo-Branview	4
	Takoma Park	5
	Unknown	3
Roads Total		24
Safety	Montgomery Knolls/Clifton Park	2
	Indian Spring	5
	New Hampshire Estates	1
	North Hills	5
	Oakview	11
	Nhoods West	1
	Sligo-Branview	5
	Takoma Park	2
	Unknown	18
Safety Total		50
Schools	North Hills	1
	Nhoods West	1
	Unknown	3
Schools Total		5
Trails	Montgomery Knolls/Clifton Park	4
	Long Branch/Kilmarock	3
	North Hills	1
	Nhoods West	1
	Sligo-Branview	1
	Takoma Park	4
Trails Total		15

7. ENGAGEMENT MATERIALS

ESSC ONLINE QUESTIONNAIRE

1. **Which neighborhood do you live in? (write-in - 100 character limit)**

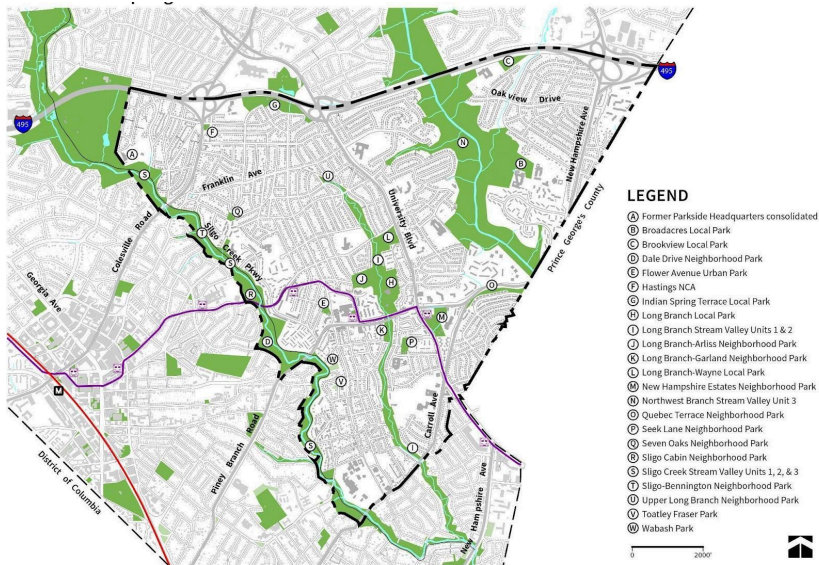
2. **How long have you lived in the community?**
 - 0-5 years
 - 6-10 years
 - 11-15 years
 - 16-20 years
 - More than 20 years
 - Other _____

3. **What do you like about your neighborhood? (choose up to 3)**
 - Sense of community
 - It's easy to walk around
 - Access to parks and green spaces
 - Close to amenities and services
 - Safety
 - Access to public transportation
 - Racial and/or ethnic diversity of residents
 - Socioeconomic diversity of residents
 - Location within the DC metro area
 - Quality of school(s)
 - Neighborhood events and vibrancy
 - Other _____

4. **If a friend or family member was looking for housing, would you encourage them to move to your neighborhood?**
 - Definitely
 - Probably
 - Maybe
 - Probably not
 - Definitely not
 - *Optional: Why or why not?*

5. **Which of the following parks do you enjoy visiting? (can we incorporate a map into this question for reference?) (select all that apply)**
 - Sligo Creek Trail
 - Northwest Branch Trail

- Long Branch-Garland Neighborhood Park
- Seek Lane Neighborhood Park
- Long Branch-Wayne Local Park
- New Hampshire Estates Neighborhood Park
- Long Branch-Arliss Neighborhood Park
- Broadacres Local Park
- Long Branch Local Park
- Indian Spring Terrace Local Park
- Upper Long Branch Neighborhood Park
- Toatley-Fraser Park
- Sligo Creek Stream Valley Park
- Long Branch Stream Valley Park
- Dale Drive Neighborhood Park
- Sligo-Bennington Neighborhood Park
- Sligo Cabin Neighborhood Park
- Other (describe)



6. How safe do you feel walking around your neighborhood?

- Very safe
- Somewhat safe
- Not safe

7. What currently makes your neighborhood feel safe or unsafe? What would make it feel safer? (write in, 150-200 character limit)

8. Are there streets or intersections that feel unsafe? (write in, 150 character limit)

9. Do you or any of your friends or family manage a business from their home?

- Yes or no
- If yes, what type of business is it? (write-in)

10. What mode(s) of transportation do you use most? (select up to 3)

- Walk
- Bike
- Scooter
- Bus
- Personal car
- Carpool
- Car share/taxi
- Other (describe)

11. How easy is it for people who live in your neighborhood to get to work, school, appointments, parks or other places without a car?

- I can get everywhere I need to without a car
- I can get most places that are part of my daily routine without a car
- I can get to some places without a car
- I can get to a very limited number of places without a car
- I cannot get anywhere without a car

12. What are some advantages of having a car in this neighborhood? (write in)

13. What are some challenges of having a car in this neighborhood? (write in)

14. What about your community would you like to see improved? (i.e. parks, sidewalks or trails, transportation options, housing options, specific roads or intersections, etc.) (write in - 150 character limit)

Demographics Questions

15. Which of these race/ethnicity categories best describes you?

- American Indian/Alaska Native
- Asian
- Black/African-American
- Hispanic/Latino/Latina
- Native Hawaiian/Other Pacific Islander
- White
- Multiracial
- Some other race or ethnicity
- Prefer not to answer

16. What is your age?

- Younger than 18
- 18-24
- 25-34
- 35-49
- 50-64
- 65+
- Prefer not to answer

17. Which of the following best describes your current housing situation?

- Homeowner
- Renter
- Living with family/friends
- Unhoused
- Other _____


18. Which of the following live in your household? (select all that apply)

- Children/minors (0-17)
- Adults (18-60)
- Seniors (60+)

19. How did you hear about this survey?

- Community newsletter
- Community event
- Flyer
- Friend/family
- Other _____

PAPER QUESTIONNAIRE (EXAMPLE)



Help us better understand your neighborhood and how we can work together to strengthen the Eastern Silver Spring community!

How safe do you feel walking around your neighborhood?
 Very safe
 Somewhat safe
 Not safe
Comment:

Which neighborhood do you live in?
Sligo/Wayne

What do you like about your neighborhood? (select up to 3)
 Sense of community
 It's easy to walk around
 Access to parks and green spaces
 Close to amenities and services
 Safety
 Access to public transportation
 Racial and/or ethnic diversity of residents
 Socioeconomic diversity of residents
 Location within the DC metro area
 Quality of school(s)
 Neighborhood events and vibrancy
 Other _____

What mode(s) of transportation do you use most? (select up to 3)
 Walk
 Bike
 Scooter
 Bus
 Personal car
 Carpool
 Carshare/Taxi (Uber, Lyft)
 Other *metro*

What about your community would you like to see improved? (i.e. parks, sidewalks or trails, transportation or housing options, specific roads or intersections, etc.)
-Lighting at night

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POP-UP POSTER BOARDS

Eastern Silver Spring Communities Plan

Help us better understand your neighborhood and how we can work together to strengthen your community!
 ¡Ayúdenos a conocer mejor su vecindario y como juntos podemos mejorar su comunidad!

<p>Which neighborhood do you live in? ¿En cuál vecindario vive?</p>	<p>How easy is it for people who live in your neighborhood to get to work, school, appointments, or other places without a car? ¿Qué tan fácil es para usted y sus vecinos llegar al trabajo, la escuela, citas, u otros lugares sin un carro?</p>
<p>What do you like about your neighborhood? ¿Qué es lo que le gusta de su vecindario?</p>	<p>What are some advantages and/or challenges of having a car in this neighborhood? ¿Cuáles son las ventajas y/o los desafíos de tener carro propio en este vecindario?</p>


Montgomery Planning



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Plan Comunitario de Eastern Silver Spring

¡Ayúdenos a conocer mejor su vecindario y como juntos podemos mejorar su comunidad!
 Help us better understand your neighborhood and how we can work together to strengthen your community!

<p>¿En cuál vecindario vive? Which neighborhood do you live in?</p>	<p>¿Qué tan fácil es para usted y sus vecinos llegar al trabajo, la escuela, citas, u otros lugares sin un carro? How easy is it for people who live in your neighborhood to get to work, school, appointments, or other places without a car?</p>
<p>¿Qué es lo que le gusta de su vecindario? What do you like about your neighborhood?</p>	<p>¿Cuáles son las ventajas y/o los desafíos de tener carro propio en este vecindario? What are some advantages and/or challenges of having a car in this neighborhood?</p>


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Eastern Silver Spring Communities Plan

Help us better understand your neighborhood and how we can work together to strengthen your community!
 ¡Ayúdenos a conocer mejor su vecindario y como juntos podemos mejorar su comunidad!

<p>How safe do you feel walking around your neighborhood? ¿Qué tan seguro/a se siente caminando por su vecindario?</p>	<p>What about your community would you like to see improved? ¿Qué le gustaría ver mejorar en su comunidad?</p>
<p>What would make your neighborhood feel safer? ¿Qué mejoraría la seguridad de su vecindario?</p>	<p>Are there specific places you hope to see improved? ¿Hay lugares específicos donde espera que mejoren?</p>


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 Help us better understand your neighborhood and how we can work together to strengthen your community!

<p>¿Qué tan seguro/a se siente caminando por su vecindario? How safe do you feel walking around your neighborhood?</p>	<p>¿Qué le gustaría ver mejorar en su comunidad? What about your community would you like to see improved?</p>
<p>¿Qué mejoraría la seguridad de su vecindario? What would make your neighborhood feel safer?</p>	<p>¿Hay lugares específicos donde espera que mejoren? Are there specific places you hope to see improved?</p>


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