



**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# La Plata, MD

Technical Appendices

2016



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## Appendix A: Complete Survey Responses

### Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in La Plata:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
La Plata as a place to live	28%	N=103	57%	N=209	14%	N=49	1%	N=3	100%	N=365
Your neighborhood as a place to live	37%	N=134	45%	N=164	13%	N=46	5%	N=19	100%	N=362
La Plata as a place to raise children	27%	N=88	51%	N=167	18%	N=58	3%	N=11	100%	N=324
La Plata as a place to work	21%	N=53	40%	N=103	25%	N=65	14%	N=37	100%	N=259
La Plata as a place to visit	13%	N=44	38%	N=129	36%	N=125	13%	N=45	100%	N=344
La Plata as a place to retire	14%	N=43	31%	N=97	29%	N=92	27%	N=85	100%	N=317
The overall quality of life in La Plata	21%	N=75	55%	N=198	24%	N=85	1%	N=2	100%	N=360

Table 2: Question 2

Please rate each of the following characteristics as they relate to La Plata as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in La Plata	22%	N=82	59%	N=217	16%	N=59	2%	N=8	100%	N=366
Overall ease of getting to the places you usually have to visit	25%	N=92	43%	N=158	24%	N=89	7%	N=26	100%	N=366
Quality of overall natural environment in La Plata	20%	N=74	56%	N=201	20%	N=72	4%	N=14	100%	N=361
Overall "built environment" of La Plata (including overall design, buildings, parks and transportation systems)	10%	N=34	56%	N=199	30%	N=108	5%	N=17	100%	N=358
Health and wellness opportunities in La Plata	23%	N=81	53%	N=186	21%	N=72	3%	N=12	100%	N=351
Overall opportunities for education and enrichment	23%	N=77	47%	N=157	25%	N=85	5%	N=17	100%	N=336
Overall economic health of La Plata	12%	N=41	50%	N=166	35%	N=116	3%	N=9	100%	N=333
Sense of community	18%	N=66	47%	N=167	30%	N=109	5%	N=18	100%	N=359
Overall image or reputation of La Plata	19%	N=67	59%	N=213	20%	N=72	3%	N=9	100%	N=361

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in La Plata to someone who asks	40%	N=144	44%	N=160	10%	N=35	7%	N=24	100%	N=362
Remain in La Plata for the next five years	45%	N=157	28%	N=98	14%	N=48	14%	N=48	100%	N=350

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	65%	N=240	27%	N=99	3%	N=11	3%	N=10	2%	N=7	100%	N=367
In La Plata's downtown/commercial area during the day	60%	N=221	34%	N=124	3%	N=12	2%	N=6	1%	N=3	100%	N=366

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Table 5: Question 5

Please rate each of the following characteristics as they relate to La Plata as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=20	34%	N=123	32%	N=116	28%	N=101	100%	N=360
Ease of public parking	18%	N=64	43%	N=154	28%	N=101	11%	N=41	100%	N=359
Ease of travel by car in La Plata	17%	N=60	43%	N=154	26%	N=95	15%	N=53	100%	N=362
Ease of travel by bicycle in La Plata	11%	N=25	31%	N=72	29%	N=66	29%	N=66	100%	N=229
Ease of walking in La Plata	16%	N=53	38%	N=128	31%	N=104	15%	N=51	100%	N=336
Availability of paths and walking trails	13%	N=39	34%	N=104	31%	N=96	22%	N=69	100%	N=309
Air quality	23%	N=81	57%	N=196	19%	N=65	1%	N=5	100%	N=347
Cleanliness of La Plata	23%	N=84	58%	N=214	14%	N=52	5%	N=17	100%	N=367
Overall appearance of La Plata	21%	N=78	59%	N=216	19%	N=69	1%	N=4	100%	N=368
Public places where people want to spend time	12%	N=42	46%	N=161	29%	N=102	13%	N=46	100%	N=351
Variety of housing options	16%	N=55	38%	N=132	32%	N=109	14%	N=50	100%	N=346
Availability of affordable quality housing	6%	N=18	38%	N=121	36%	N=115	20%	N=63	100%	N=318
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	N=54	45%	N=151	32%	N=106	8%	N=26	100%	N=337
Recreational opportunities	12%	N=43	37%	N=128	39%	N=134	11%	N=38	100%	N=343
Availability of affordable quality food	18%	N=65	47%	N=174	30%	N=110	5%	N=18	100%	N=367
Availability of affordable quality health care	19%	N=62	48%	N=157	26%	N=86	7%	N=22	100%	N=327
Availability of preventive health services	18%	N=57	48%	N=147	27%	N=84	6%	N=19	100%	N=306
Availability of affordable quality mental health care	12%	N=23	34%	N=66	31%	N=60	23%	N=46	100%	N=195

Table 6: Question 6

Please rate each of the following characteristics as they relate to La Plata as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	13%	N=23	44%	N=77	29%	N=51	14%	N=24	100%	N=176
K-12 education	27%	N=70	48%	N=126	23%	N=61	2%	N=5	100%	N=262
Adult educational opportunities	20%	N=55	43%	N=117	34%	N=92	3%	N=8	100%	N=272
Opportunities to attend cultural/arts/music activities	18%	N=59	34%	N=110	34%	N=109	14%	N=45	100%	N=324
Opportunities to participate in religious or spiritual events and activities	28%	N=80	52%	N=152	18%	N=53	2%	N=5	100%	N=290
Employment opportunities	7%	N=17	30%	N=79	38%	N=98	25%	N=64	100%	N=259
Shopping opportunities	10%	N=37	40%	N=143	41%	N=147	9%	N=34	100%	N=360
Cost of living in La Plata	4%	N=15	31%	N=112	42%	N=150	23%	N=83	100%	N=361
Overall quality of business and service establishments in La Plata	12%	N=43	49%	N=174	34%	N=120	6%	N=21	100%	N=358
Vibrant downtown/commercial area	7%	N=26	32%	N=111	43%	N=150	18%	N=62	100%	N=348
Overall quality of new development in La Plata	7%	N=21	38%	N=125	41%	N=134	14%	N=47	100%	N=327
Opportunities to participate in social events and activities	15%	N=47	42%	N=136	29%	N=95	14%	N=44	100%	N=323
Opportunities to volunteer	16%	N=44	50%	N=137	27%	N=74	7%	N=18	100%	N=273
Opportunities to participate in community matters	16%	N=47	46%	N=134	29%	N=85	8%	N=23	100%	N=290
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=38	49%	N=152	25%	N=77	14%	N=42	100%	N=310
Neighborliness of residents in La Plata	16%	N=55	46%	N=163	29%	N=101	10%	N=34	100%	N=352

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	18%	N=66	82%	N=300	100%	N=366
Made efforts to make your home more energy efficient	19%	N=69	81%	N=297	100%	N=366
Observed a code violation or other hazard in La Plata	64%	N=230	36%	N=131	100%	N=361
Household member was a victim of a crime in La Plata	91%	N=331	9%	N=34	100%	N=365
Reported a crime to the police in La Plata	79%	N=286	21%	N=78	100%	N=364
Stocked supplies in preparation for an emergency	55%	N=199	45%	N=165	100%	N=364
Campaigned or advocated for an issue, cause or candidate	81%	N=295	19%	N=69	100%	N=363
Contacted the Town of La Plata (in-person, phone, email or web) for help or information	52%	N=192	48%	N=174	100%	N=365
Contacted La Plata elected officials (in-person, phone, email or web) to express your opinion	86%	N=315	14%	N=50	100%	N=365

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in La Plata?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used La Plata recreation centers or their services	11%	N=39	17%	N=61	31%	N=112	41%	N=147	100%	N=359
Visited a neighborhood park or Town park	10%	N=37	28%	N=101	38%	N=140	24%	N=87	100%	N=365
Used La Plata public libraries or their services	7%	N=26	17%	N=60	34%	N=123	42%	N=155	100%	N=364
Participated in religious or spiritual activities in La Plata	11%	N=41	21%	N=75	16%	N=57	52%	N=189	100%	N=363
Attended a Town-sponsored event	4%	N=13	13%	N=47	42%	N=152	42%	N=151	100%	N=363
Carpooled with other adults or children instead of driving alone	9%	N=33	13%	N=48	15%	N=53	63%	N=226	100%	N=360
Walked or biked instead of driving	12%	N=45	15%	N=55	20%	N=73	52%	N=192	100%	N=366
Volunteered your time to some group/activity in La Plata	9%	N=34	13%	N=46	15%	N=54	63%	N=228	100%	N=363
Participated in a club	10%	N=37	7%	N=25	10%	N=38	72%	N=260	100%	N=360
Talked to or visited with your immediate neighbors	38%	N=138	33%	N=120	19%	N=69	10%	N=37	100%	N=365
Done a favor for a neighbor	20%	N=73	22%	N=81	41%	N=149	17%	N=61	100%	N=365

Table 9: Question 9

Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=2	3%	N=10	24%	N=87	73%	N=265	100%	N=363
Watched (online or on television) a local public meeting	2%	N=7	3%	N=10	20%	N=72	75%	N=271	100%	N=360

Table 10: Question 10

Please rate the quality of each of the following services in La Plata:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	35%	N=113	44%	N=142	17%	N=56	4%	N=12	100%	N=323
Ambulance or emergency medical services	44%	N=118	48%	N=128	7%	N=19	1%	N=3	100%	N=268
Crime prevention	22%	N=63	47%	N=138	24%	N=70	7%	N=20	100%	N=292
Fire prevention and education	29%	N=76	51%	N=136	17%	N=44	3%	N=8	100%	N=264
Traffic enforcement	16%	N=49	49%	N=155	27%	N=84	8%	N=24	100%	N=313
Street repair	10%	N=35	31%	N=108	37%	N=131	21%	N=75	100%	N=349
Street cleaning	13%	N=41	41%	N=131	35%	N=115	11%	N=37	100%	N=324

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Please rate the quality of each of the following services in La Plata:	Excellent		Good		Fair		Poor		Total	
Street lighting	9%	N=33	43%	N=150	34%	N=120	13%	N=46	100%	N=350
Snow removal	20%	N=63	46%	N=148	24%	N=77	10%	N=32	100%	N=320
Sidewalk maintenance	11%	N=35	40%	N=131	33%	N=108	16%	N=53	100%	N=326
Traffic signal timing	9%	N=32	46%	N=158	30%	N=103	14%	N=48	100%	N=340
Garbage collection	31%	N=111	46%	N=167	18%	N=65	5%	N=17	100%	N=360
Recycling	27%	N=94	42%	N=148	21%	N=73	10%	N=33	100%	N=349
Yard waste pick-up	25%	N=71	51%	N=142	20%	N=55	4%	N=10	100%	N=278
Storm drainage	21%	N=64	45%	N=140	24%	N=73	10%	N=32	100%	N=309
Drinking water	22%	N=77	53%	N=185	20%	N=71	5%	N=16	100%	N=349
Sewer services	21%	N=64	51%	N=154	22%	N=66	6%	N=17	100%	N=301
Utility billing	14%	N=48	48%	N=166	28%	N=99	10%	N=35	100%	N=348
Town parks	19%	N=60	51%	N=158	24%	N=74	7%	N=20	100%	N=312
Land use, planning and zoning	5%	N=13	39%	N=95	35%	N=85	21%	N=50	100%	N=244
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=16	43%	N=103	34%	N=81	17%	N=41	100%	N=240
Public information services	12%	N=32	56%	N=154	24%	N=67	8%	N=22	100%	N=274
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	N=61	49%	N=128	21%	N=55	7%	N=17	100%	N=260
Preservation of natural areas such as open space, farmlands and greenbelts	13%	N=33	43%	N=109	31%	N=78	14%	N=35	100%	N=254
La Plata open space	11%	N=31	42%	N=116	36%	N=101	11%	N=30	100%	N=277
Town-sponsored special events	23%	N=68	52%	N=158	20%	N=61	5%	N=15	100%	N=302
Overall customer service by La Plata employees (police, receptionists, planners, etc.)	24%	N=73	51%	N=157	21%	N=65	5%	N=14	100%	N=309

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The Town of La Plata	20%	N=69	55%	N=191	22%	N=77	3%	N=12	100%	N=349
The Federal Government	6%	N=18	46%	N=134	34%	N=101	13%	N=39	100%	N=293

Table 12: Question 12

Please rate the following categories of La Plata government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to La Plata	7%	N=22	40%	N=131	33%	N=109	21%	N=69	100%	N=331
The overall direction that La Plata is taking	7%	N=23	45%	N=141	31%	N=97	17%	N=52	100%	N=314
The job La Plata government does at welcoming citizen involvement	8%	N=22	43%	N=126	30%	N=88	20%	N=57	100%	N=294
Overall confidence in La Plata government	7%	N=24	46%	N=149	32%	N=102	15%	N=49	100%	N=324
Generally acting in the best interest of the community	7%	N=23	51%	N=165	27%	N=89	15%	N=48	100%	N=325
Being honest	11%	N=31	50%	N=144	27%	N=76	12%	N=34	100%	N=285
Treating all residents fairly	11%	N=32	48%	N=140	29%	N=85	13%	N=38	100%	N=295

Table 13: Question 13

Please rate how important, if at all, you think it is for the La Plata community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in La Plata	65%	N=240	29%	N=106	6%	N=21	0%	N=0	100%	N=367
Overall ease of getting to the places you usually have to visit	37%	N=136	46%	N=168	15%	N=55	1%	N=5	100%	N=365
Quality of overall natural environment in La Plata	33%	N=121	47%	N=170	18%	N=65	2%	N=6	100%	N=362

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Please rate how important, if at all, you think it is for the La Plata community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall "built environment" of La Plata (including overall design, buildings, parks and transportation systems)	30%	N=109	49%	N=179	19%	N=70	1%	N=5	100%	N=363
Health and wellness opportunities in La Plata	27%	N=98	47%	N=170	23%	N=85	3%	N=11	100%	N=363
Overall opportunities for education and enrichment	35%	N=126	43%	N=157	21%	N=78	1%	N=5	100%	N=365
Overall economic health of La Plata	43%	N=158	46%	N=170	10%	N=36	1%	N=2	100%	N=366
Sense of community	35%	N=128	48%	N=177	16%	N=59	1%	N=2	100%	N=365

Table 14: Question 14

The gasoline tax revenue that La Plata receives from the State has been reduced by up to \$400,000 for each of the last eight years. This has resulted in greatly reduced La Plata road maintenance. If the State continues the reduced funding and the Town is unable to obtain any additional funding sources for road maintenance, the roads in Town will continue to deteriorate and at some point become unrepairable.			
To what extent would you support or oppose an increase in the property tax rate (approximately \$105 per year on a \$300,000 house) to recover this lost funding in order to resume road maintenance in La Plata?		Percent	Number
Strongly support		14%	N=49
Somewhat support		34%	N=121
Somewhat oppose		19%	N=66
Strongly oppose		33%	N=114
Total		100%	N=350

Table 15: Question 15

Please rate to what degree, if at all, each of the following code violations is a problem in La Plata:	Not a problem		Minor problem		Moderate problem		Major problem		Total	
Abandoned residential property	27%	N=77	41%	N=117	19%	N=54	12%	N=35	100%	N=283
Abandoned vehicles	45%	N=132	35%	N=102	10%	N=30	10%	N=30	100%	N=295
Commercial property maintenance	39%	N=118	37%	N=114	16%	N=50	8%	N=24	100%	N=305
Residential property maintenance	25%	N=80	38%	N=123	26%	N=84	11%	N=36	100%	N=324
Fence disrepair	38%	N=111	32%	N=94	25%	N=73	6%	N=18	100%	N=296
Graffiti	51%	N=158	34%	N=104	8%	N=25	7%	N=21	100%	N=308
Illegal signs	52%	N=151	31%	N=91	8%	N=25	9%	N=25	100%	N=292
Trash	32%	N=108	37%	N=124	19%	N=65	12%	N=40	100%	N=337
Weeds	26%	N=86	42%	N=140	23%	N=76	9%	N=30	100%	N=332

Table 16: Question 16

Since 2002 the Town of La Plata has had a citizen Design Review Board review new building architecture and signage of buildings within the commercial zoning districts of the Town to foster the development of high quality and innovative designs based upon established guidelines which support the collective vision of the Town. To what extent do you agree or disagree that the citizen Design Review Board effectively fosters high-quality architecture and signage within the Town?		Percent	Number
Strongly agree		22%	N=64
Somewhat agree		48%	N=138
Somewhat disagree		20%	N=57
Strongly disagree		10%	N=30
Total		100%	N=289

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Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	6%	N=22	4%	N=14	7%	N=25	12%	N=44	71%	N=257	100%	N=362
Purchase goods or services from a business located in La Plata	2%	N=7	5%	N=19	19%	N=70	47%	N=170	26%	N=95	100%	N=361
Eat at least 5 portions of fruits and vegetables a day	3%	N=9	14%	N=50	34%	N=121	34%	N=121	15%	N=54	100%	N=356
Participate in moderate or vigorous physical activity	2%	N=7	13%	N=46	33%	N=119	28%	N=100	24%	N=85	100%	N=358
Read or watch local news (via television, paper, computer, etc.)	3%	N=11	9%	N=32	21%	N=76	30%	N=109	37%	N=133	100%	N=361
Vote in local elections	11%	N=41	6%	N=21	8%	N=27	17%	N=60	58%	N=211	100%	N=362

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	22%	N=80
Very good	49%	N=178
Good	23%	N=83
Fair	6%	N=20
Poor	1%	N=3
Total	100%	N=364

Table 19: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	3%	N=11
Somewhat positive	16%	N=59
Neutral	62%	N=222
Somewhat negative	17%	N=59
Very negative	2%	N=7
Total	100%	N=357

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	71%	N=256
Working part time for pay	4%	N=15
Unemployed, looking for paid work	1%	N=3
Unemployed, not looking for paid work	2%	N=8
Fully retired	21%	N=77
Total	100%	N=359

Table 21: Question D5

Do you work inside the boundaries of La Plata?	Percent	Number
Yes, outside the home	28%	N=99
Yes, from home	2%	N=9
No	70%	N=246
Total	100%	N=353

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Table 22: Question D6

How many years have you lived in La Plata?	Percent	Number
Less than 2 years	20%	N=72
2 to 5 years	17%	N=61
6 to 10 years	11%	N=41
11 to 20 years	29%	N=105
More than 20 years	23%	N=82
Total	100%	N=361

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=219
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=138
Mobile home	0%	N=0
Other	1%	N=4
Total	100%	N=361

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	28%	N=102
Owned	72%	N=259
Total	100%	N=361

Table 25: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=10
\$300 to \$599 per month	6%	N=20
\$600 to \$999 per month	6%	N=19
\$1,000 to \$1,499 per month	20%	N=70
\$1,500 to \$2,499 per month	43%	N=150
\$2,500 or more per month	22%	N=78
Total	100%	N=346

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=231
Yes	36%	N=131
Total	100%	N=362

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Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=271
Yes	25%	N=90
Total	100%	N=361

Table 28: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=21
\$25,000 to \$49,999	9%	N=29
\$50,000 to \$99,999	33%	N=114
\$100,000 to \$149,999	23%	N=77
\$150,000 or more	29%	N=98
Total	100%	N=339

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=335
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=13
Total	100%	N=348

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	5%	N=16
Asian, Asian Indian or Pacific Islander	5%	N=16
Black or African American	20%	N=69
White	75%	N=263
Other	5%	N=19

Total may exceed 100% as respondents could select more than one option.

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=11
25 to 34 years	23%	N=84
35 to 44 years	14%	N=50
45 to 54 years	26%	N=92
55 to 64 years	12%	N=44
65 to 74 years	13%	N=45
75 years or older	9%	N=31
Total	100%	N=357

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Table 32: Question D16

What is your sex?	Percent	Number
Female	56%	N=198
Male	44%	N=157
Total	100%	N=355

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	54%	N=193
Land line	22%	N=80
Both	24%	N=84
Total	100%	N=357

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in La Plata:	Excellent		Good		Fair		Poor		Don't know		Total	
La Plata as a place to live	28%	N=103	57%	N=209	14%	N=49	1%	N=3	0%	N=0	100%	N=365
Your neighborhood as a place to live	37%	N=134	45%	N=164	13%	N=46	5%	N=19	0%	N=0	100%	N=362
La Plata as a place to raise children	24%	N=88	46%	N=167	16%	N=58	3%	N=11	10%	N=37	100%	N=361
La Plata as a place to work	15%	N=53	29%	N=103	18%	N=65	10%	N=37	28%	N=101	100%	N=360
La Plata as a place to visit	12%	N=44	36%	N=129	35%	N=125	13%	N=45	5%	N=18	100%	N=362
La Plata as a place to retire	12%	N=43	27%	N=97	25%	N=92	24%	N=85	12%	N=42	100%	N=359
The overall quality of life in La Plata	21%	N=75	55%	N=198	24%	N=85	1%	N=2	0%	N=1	100%	N=361

Table 35: Question 2

Please rate each of the following characteristics as they relate to La Plata as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in La Plata	22%	N=82	59%	N=217	16%	N=59	2%	N=8	0%	N=0	100%	N=366
Overall ease of getting to the places you usually have to visit	25%	N=92	43%	N=158	24%	N=89	7%	N=26	0%	N=1	100%	N=366
Quality of overall natural environment in La Plata	20%	N=74	55%	N=201	20%	N=72	4%	N=14	1%	N=2	100%	N=363
Overall "built environment" of La Plata (including overall design, buildings, parks and transportation systems)	10%	N=34	55%	N=199	30%	N=108	5%	N=17	1%	N=3	100%	N=361
Health and wellness opportunities in La Plata	22%	N=81	51%	N=186	20%	N=72	3%	N=12	4%	N=13	100%	N=364
Overall opportunities for education and enrichment	21%	N=77	43%	N=157	23%	N=85	5%	N=17	7%	N=26	100%	N=362
Overall economic health of La Plata	11%	N=41	46%	N=166	32%	N=116	2%	N=9	8%	N=31	100%	N=363
Sense of community	18%	N=66	46%	N=167	30%	N=109	5%	N=18	0%	N=2	100%	N=361
Overall image or reputation of La Plata	18%	N=67	59%	N=213	20%	N=72	3%	N=9	1%	N=2	100%	N=363

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in La Plata to someone who asks	39%	N=144	44%	N=160	9%	N=35	7%	N=24	1%	N=3	100%	N=365
Remain in La Plata for the next five years	43%	N=157	27%	N=98	13%	N=48	13%	N=48	4%	N=13	100%	N=363

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	65%	N=240	27%	N=99	3%	N=11	3%	N=10	2%	N=7	0%	N=0	100%	N=367
In La Plata's downtown/commercial area during the day	60%	N=221	34%	N=124	3%	N=12	2%	N=6	1%	N=3	0%	N=1	100%	N=367

Table 38: Question 5

Please rate each of the following characteristics as they relate to La Plata as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	5%	N=20	34%	N=123	32%	N=116	28%	N=101	0%	N=1	100%	N=361
Ease of public parking	17%	N=64	42%	N=154	27%	N=101	11%	N=41	2%	N=8	100%	N=367
Ease of travel by car in La Plata	16%	N=60	42%	N=154	26%	N=95	14%	N=53	1%	N=4	100%	N=366

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Please rate each of the following characteristics as they relate to La Plata as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by bicycle in La Plata	7%	N=25	20%	N=72	18%	N=66	18%	N=66	37%	N=134	100%	N=363
Ease of walking in La Plata	14%	N=53	35%	N=128	28%	N=104	14%	N=51	8%	N=31	100%	N=367
Availability of paths and walking trails	11%	N=39	29%	N=104	27%	N=96	19%	N=69	14%	N=52	100%	N=361
Air quality	22%	N=81	54%	N=196	18%	N=65	1%	N=5	5%	N=19	100%	N=366
Cleanliness of La Plata	23%	N=84	58%	N=214	14%	N=52	5%	N=17	0%	N=0	100%	N=367
Overall appearance of La Plata	21%	N=78	59%	N=216	19%	N=69	1%	N=4	0%	N=0	100%	N=368
Public places where people want to spend time	11%	N=42	44%	N=161	28%	N=102	12%	N=46	4%	N=16	100%	N=367
Variety of housing options	15%	N=55	36%	N=132	30%	N=109	14%	N=50	6%	N=21	100%	N=367
Availability of affordable quality housing	5%	N=18	34%	N=121	32%	N=115	17%	N=63	12%	N=44	100%	N=362
Fitness opportunities (including exercise classes and paths or trails, etc.)	15%	N=54	41%	N=151	29%	N=106	7%	N=26	8%	N=30	100%	N=367
Recreational opportunities	12%	N=43	35%	N=128	37%	N=134	11%	N=38	6%	N=22	100%	N=365
Availability of affordable quality food	18%	N=65	47%	N=174	30%	N=110	5%	N=18	0%	N=1	100%	N=368
Availability of affordable quality health care	17%	N=62	43%	N=157	24%	N=86	6%	N=22	11%	N=40	100%	N=367
Availability of preventive health services	15%	N=57	40%	N=147	23%	N=84	5%	N=19	16%	N=60	100%	N=367
Availability of affordable quality mental health care	6%	N=23	18%	N=66	17%	N=60	12%	N=46	46%	N=169	100%	N=365

Table 39: Question 6

Please rate each of the following characteristics as they relate to La Plata as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	6%	N=23	21%	N=77	14%	N=51	7%	N=24	51%	N=185	100%	N=361
K-12 education	20%	N=70	35%	N=126	17%	N=61	1%	N=5	27%	N=96	100%	N=358
Adult educational opportunities	15%	N=55	33%	N=117	26%	N=92	2%	N=8	24%	N=88	100%	N=360
Opportunities to attend cultural/arts/music activities	16%	N=59	30%	N=110	30%	N=109	12%	N=45	11%	N=39	100%	N=362
Opportunities to participate in religious or spiritual events and activities	22%	N=80	42%	N=152	15%	N=53	1%	N=5	20%	N=73	100%	N=364
Employment opportunities	5%	N=17	22%	N=79	27%	N=98	18%	N=64	29%	N=103	100%	N=362
Shopping opportunities	10%	N=37	39%	N=143	41%	N=147	9%	N=34	1%	N=3	100%	N=363
Cost of living in La Plata	4%	N=15	31%	N=112	41%	N=150	23%	N=83	0%	N=1	100%	N=362
Overall quality of business and service establishments in La Plata	12%	N=43	48%	N=174	33%	N=120	6%	N=21	2%	N=6	100%	N=364
Vibrant downtown/commercial area	7%	N=26	31%	N=111	42%	N=150	17%	N=62	2%	N=7	100%	N=354
Overall quality of new development in La Plata	6%	N=21	34%	N=125	37%	N=134	13%	N=47	10%	N=36	100%	N=363
Opportunities to participate in social events and activities	13%	N=47	38%	N=136	26%	N=95	12%	N=44	11%	N=39	100%	N=362
Opportunities to volunteer	12%	N=44	38%	N=137	21%	N=74	5%	N=18	25%	N=89	100%	N=362
Opportunities to participate in community matters	13%	N=47	38%	N=134	24%	N=85	7%	N=23	19%	N=68	100%	N=358
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=38	42%	N=152	22%	N=77	12%	N=42	14%	N=50	100%	N=360
Neighborliness of residents in La Plata	15%	N=55	45%	N=163	28%	N=101	9%	N=34	3%	N=12	100%	N=364

Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	18%	N=66	82%	N=300	100%	N=366
Made efforts to make your home more energy efficient	19%	N=69	81%	N=297	100%	N=366
Observed a code violation or other hazard in La Plata	64%	N=230	36%	N=131	100%	N=361
Household member was a victim of a crime in La Plata	91%	N=331	9%	N=34	100%	N=365

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in La Plata	79%	N=286	21%	N=78	100%	N=364
Stocked supplies in preparation for an emergency	55%	N=199	45%	N=165	100%	N=364
Campaigned or advocated for an issue, cause or candidate	81%	N=295	19%	N=69	100%	N=363
Contacted the Town of La Plata (in-person, phone, email or web) for help or information	52%	N=192	48%	N=174	100%	N=365
Contacted La Plata elected officials (in-person, phone, email or web) to express your opinion	86%	N=315	14%	N=50	100%	N=365

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in La Plata?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used La Plata recreation centers or their services	11%	N=39	17%	N=61	31%	N=112	41%	N=147	100%	N=359
Visited a neighborhood park or Town park	10%	N=37	28%	N=101	38%	N=140	24%	N=87	100%	N=365
Used La Plata public libraries or their services	7%	N=26	17%	N=60	34%	N=123	42%	N=155	100%	N=364
Participated in religious or spiritual activities in La Plata	11%	N=41	21%	N=75	16%	N=57	52%	N=189	100%	N=363
Attended a Town-sponsored event	4%	N=13	13%	N=47	42%	N=152	42%	N=151	100%	N=363
Carpooled with other adults or children instead of driving alone	9%	N=33	13%	N=48	15%	N=53	63%	N=226	100%	N=360
Walked or biked instead of driving	12%	N=45	15%	N=55	20%	N=73	52%	N=192	100%	N=366
Volunteered your time to some group/activity in La Plata	9%	N=34	13%	N=46	15%	N=54	63%	N=228	100%	N=363
Participated in a club	10%	N=37	7%	N=25	10%	N=38	72%	N=260	100%	N=360
Talked to or visited with your immediate neighbors	38%	N=138	33%	N=120	19%	N=69	10%	N=37	100%	N=365
Done a favor for a neighbor	20%	N=73	22%	N=81	41%	N=149	17%	N=61	100%	N=365

Table 42: Question 9

Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	3%	N=10	24%	N=87	73%	N=265	100%	N=363
Watched (online or on television) a local public meeting	2%	N=7	3%	N=10	20%	N=72	75%	N=271	100%	N=360

Table 43: Question 10

Please rate the quality of each of the following services in La Plata:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	31%	N=113	39%	N=142	16%	N=56	3%	N=12	10%	N=37	100%	N=360
Ambulance or emergency medical services	33%	N=118	35%	N=128	5%	N=19	1%	N=3	26%	N=92	100%	N=360
Crime prevention	18%	N=63	38%	N=138	19%	N=70	6%	N=20	19%	N=67	100%	N=359
Fire prevention and education	21%	N=76	38%	N=136	12%	N=44	2%	N=8	27%	N=95	100%	N=359
Traffic enforcement	14%	N=49	43%	N=155	23%	N=84	7%	N=24	14%	N=49	100%	N=361
Street repair	10%	N=35	30%	N=108	36%	N=131	21%	N=75	3%	N=12	100%	N=360
Street cleaning	11%	N=41	36%	N=131	32%	N=115	10%	N=37	10%	N=37	100%	N=361
Street lighting	9%	N=33	42%	N=150	33%	N=120	13%	N=46	3%	N=10	100%	N=360
Snow removal	18%	N=63	42%	N=148	22%	N=77	9%	N=32	10%	N=36	100%	N=356
Sidewalk maintenance	10%	N=35	36%	N=131	30%	N=108	15%	N=53	9%	N=33	100%	N=360
Traffic signal timing	9%	N=32	44%	N=158	29%	N=103	13%	N=48	5%	N=19	100%	N=359
Garbage collection	31%	N=111	46%	N=167	18%	N=65	5%	N=17	0%	N=2	100%	N=362

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Please rate the quality of each of the following services in La Plata:	Excellent		Good		Fair		Poor		Don't know		Total	
Recycling	26%	N=94	41%	N=148	20%	N=73	9%	N=33	4%	N=14	100%	N=363
Yard waste pick-up	20%	N=71	40%	N=142	15%	N=55	3%	N=10	23%	N=82	100%	N=361
Storm drainage	18%	N=64	39%	N=140	20%	N=73	9%	N=32	13%	N=47	100%	N=356
Drinking water	22%	N=77	52%	N=185	20%	N=71	5%	N=16	2%	N=6	100%	N=355
Sewer services	18%	N=64	43%	N=154	18%	N=66	5%	N=17	16%	N=57	100%	N=357
Utility billing	13%	N=48	46%	N=166	27%	N=99	10%	N=35	4%	N=13	100%	N=361
Town parks	17%	N=60	44%	N=158	21%	N=74	6%	N=20	13%	N=47	100%	N=358
Land use, planning and zoning	4%	N=13	27%	N=95	24%	N=85	14%	N=50	32%	N=112	100%	N=356
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=16	29%	N=103	23%	N=81	11%	N=41	33%	N=118	100%	N=358
Public information services	9%	N=32	43%	N=154	19%	N=67	6%	N=22	23%	N=80	100%	N=355
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=61	36%	N=128	15%	N=55	5%	N=17	27%	N=97	100%	N=358
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=33	31%	N=109	22%	N=78	10%	N=35	27%	N=96	100%	N=350
La Plata open space	9%	N=31	32%	N=116	28%	N=101	8%	N=30	23%	N=81	100%	N=358
Town-sponsored special events	20%	N=68	45%	N=158	17%	N=61	4%	N=15	14%	N=48	100%	N=350
Overall customer service by La Plata employees (police, receptionists, planners, etc.)	21%	N=73	45%	N=157	19%	N=65	4%	N=14	11%	N=40	100%	N=349

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The Town of La Plata	19%	N=69	53%	N=191	21%	N=77	3%	N=12	3%	N=12	100%	N=361
The Federal Government	5%	N=18	37%	N=134	28%	N=101	11%	N=39	19%	N=67	100%	N=359

Table 45: Question 12

Please rate the following categories of La Plata government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to La Plata	6%	N=22	36%	N=131	30%	N=109	19%	N=69	9%	N=31	100%	N=362
The overall direction that La Plata is taking	7%	N=23	39%	N=141	27%	N=97	14%	N=52	13%	N=46	100%	N=359
The job La Plata government does at welcoming citizen involvement	6%	N=22	35%	N=126	24%	N=88	16%	N=57	18%	N=66	100%	N=359
Overall confidence in La Plata government	7%	N=24	41%	N=149	28%	N=102	14%	N=49	10%	N=36	100%	N=360
Generally acting in the best interest of the community	6%	N=23	46%	N=165	25%	N=89	13%	N=48	10%	N=35	100%	N=360
Being honest	8%	N=31	40%	N=144	21%	N=76	10%	N=34	21%	N=76	100%	N=360
Treating all residents fairly	9%	N=32	39%	N=140	24%	N=85	10%	N=38	18%	N=65	100%	N=360

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Table 46: Question 13

Please rate how important, if at all, you think it is for the La Plata community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in La Plata	65%	N=240	29%	N=106	6%	N=21	0%	N=0	100%	N=367
Overall ease of getting to the places you usually have to visit	37%	N=136	46%	N=168	15%	N=55	1%	N=5	100%	N=365
Quality of overall natural environment in La Plata	33%	N=121	47%	N=170	18%	N=65	2%	N=6	100%	N=362
Overall "built environment" of La Plata (including overall design, buildings, parks and transportation systems)	30%	N=109	49%	N=179	19%	N=70	1%	N=5	100%	N=363
Health and wellness opportunities in La Plata	27%	N=98	47%	N=170	23%	N=85	3%	N=11	100%	N=363
Overall opportunities for education and enrichment	35%	N=126	43%	N=157	21%	N=78	1%	N=5	100%	N=365
Overall economic health of La Plata	43%	N=158	46%	N=170	10%	N=36	1%	N=2	100%	N=366
Sense of community	35%	N=128	48%	N=177	16%	N=59	1%	N=2	100%	N=365

Table 47: Question 14

The gasoline tax revenue that La Plata receives from the State has been reduced by up to \$400,000 for each of the last eight years. This has resulted in greatly reduced La Plata road maintenance. If the State continues the reduced funding and the Town is unable to obtain any additional funding sources for road maintenance, the roads in Town will continue to deteriorate and at some point become unrepairable.			
To what extent would you support or oppose an increase in the property tax rate (approximately \$105 per year on a \$300,000 house) to recover this lost funding in order to resume road maintenance in La Plata?		Percent	Number
Strongly support		14%	N=49
Somewhat support		34%	N=121
Somewhat oppose		19%	N=66
Strongly oppose		33%	N=114
Total		100%	N=350

Table 48: Question 15

Please rate to what degree, if at all, each of the following code violations is a problem in La Plata:	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Abandoned residential property	22%	N=77	32%	N=117	15%	N=54	10%	N=35	21%	N=77	100%	N=359
Abandoned vehicles	37%	N=132	28%	N=102	8%	N=30	8%	N=30	18%	N=65	100%	N=359
Commercial property maintenance	33%	N=118	32%	N=114	14%	N=50	7%	N=24	15%	N=53	100%	N=358
Residential property maintenance	22%	N=80	34%	N=123	24%	N=84	10%	N=36	10%	N=34	100%	N=358
Fence disrepair	31%	N=111	27%	N=94	20%	N=73	5%	N=18	17%	N=60	100%	N=356
Graffiti	44%	N=158	29%	N=104	7%	N=25	6%	N=21	14%	N=51	100%	N=359
Illegal signs	42%	N=151	25%	N=91	7%	N=25	7%	N=25	19%	N=66	100%	N=358
Trash	30%	N=108	34%	N=124	18%	N=65	11%	N=40	6%	N=22	100%	N=359
Weeds	24%	N=86	39%	N=140	21%	N=76	8%	N=30	8%	N=28	100%	N=360

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Table 49: Question 16

Since 2002 the Town of La Plata has had a citizen Design Review Board review new building architecture and signage of buildings within the commercial zoning districts of the Town to foster the development of high quality and innovative designs based upon established guidelines which support the collective vision of the Town. To what extent do you agree or disagree that the citizen Design Review Board effectively fosters high-quality architecture and signage within the Town?	Percent	Number
Strongly agree	18%	N=64
Somewhat agree	38%	N=138
Somewhat disagree	16%	N=57
Strongly disagree	8%	N=30
Don't know	20%	N=71
Total	100%	N=361

Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	6%	N=22	4%	N=14	7%	N=25	12%	N=44	71%	N=257	100%	N=362
Purchase goods or services from a business located in La Plata	2%	N=7	5%	N=19	19%	N=70	47%	N=170	26%	N=95	100%	N=361
Eat at least 5 portions of fruits and vegetables a day	3%	N=9	14%	N=50	34%	N=121	34%	N=121	15%	N=54	100%	N=356
Participate in moderate or vigorous physical activity	2%	N=7	13%	N=46	33%	N=119	28%	N=100	24%	N=85	100%	N=358
Read or watch local news (via television, paper, computer, etc.)	3%	N=11	9%	N=32	21%	N=76	30%	N=109	37%	N=133	100%	N=361
Vote in local elections	11%	N=41	6%	N=21	8%	N=27	17%	N=60	58%	N=211	100%	N=362

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	22%	N=80
Very good	49%	N=178
Good	23%	N=83
Fair	6%	N=20
Poor	1%	N=3
Total	100%	N=364

Table 52: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	3%	N=11
Somewhat positive	16%	N=59
Neutral	62%	N=222
Somewhat negative	17%	N=59
Very negative	2%	N=7
Total	100%	N=357

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Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	71%	N=256
Working part time for pay	4%	N=15
Unemployed, looking for paid work	1%	N=3
Unemployed, not looking for paid work	2%	N=8
Fully retired	21%	N=77
Total	100%	N=359

Table 54: Question D5

Do you work inside the boundaries of La Plata?	Percent	Number
Yes, outside the home	28%	N=99
Yes, from home	2%	N=9
No	70%	N=246
Total	100%	N=353

Table 55: Question D6

How many years have you lived in La Plata?	Percent	Number
Less than 2 years	20%	N=72
2 to 5 years	17%	N=61
6 to 10 years	11%	N=41
11 to 20 years	29%	N=105
More than 20 years	23%	N=82
Total	100%	N=361

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=219
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=138
Mobile home	0%	N=0
Other	1%	N=4
Total	100%	N=361

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	28%	N=102
Owned	72%	N=259
Total	100%	N=361

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Table 58: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=10
\$300 to \$599 per month	6%	N=20
\$600 to \$999 per month	6%	N=19
\$1,000 to \$1,499 per month	20%	N=70
\$1,500 to \$2,499 per month	43%	N=150
\$2,500 or more per month	22%	N=78
Total	100%	N=346

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=231
Yes	36%	N=131
Total	100%	N=362

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=271
Yes	25%	N=90
Total	100%	N=361

Table 61: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=21
\$25,000 to \$49,999	9%	N=29
\$50,000 to \$99,999	33%	N=114
\$100,000 to \$149,999	23%	N=77
\$150,000 or more	29%	N=98
Total	100%	N=339

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=335
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=13
Total	100%	N=348

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Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	5%	N=16
Asian, Asian Indian or Pacific Islander	5%	N=16
Black or African American	20%	N=69
White	75%	N=263
Other	5%	N=19

Total may exceed 100% as respondents could select more than one option.

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=11
25 to 34 years	23%	N=84
35 to 44 years	14%	N=50
45 to 54 years	26%	N=92
55 to 64 years	12%	N=44
65 to 74 years	13%	N=45
75 years or older	9%	N=31
Total	100%	N=357

Table 65: Question D16

What is your sex?	Percent	Number
Female	56%	N=198
Male	44%	N=157
Total	100%	N=355

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	54%	N=193
Land line	22%	N=80
Both	24%	N=84
Total	100%	N=357

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The Town of La Plata chose to have comparisons made to the entire database.

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is La Plata’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to La Plata’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of La Plata’s rating to the benchmark.

In that final column, La Plata’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by La Plata residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

## National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in La Plata	76%	281	432	Similar
Overall image or reputation of La Plata	77%	159	321	Similar
La Plata as a place to live	86%	236	368	Similar
Your neighborhood as a place to live	82%	161	288	Similar
La Plata as a place to raise children	79%	212	355	Similar
La Plata as a place to retire	44%	303	330	Lower
Overall appearance of La Plata	80%	141	331	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in La Plata	82%	171	279	Similar	
	In your neighborhood during the day	92%	200	331	Similar	
	In La Plata's downtown/commercial area during the day	94%	130	283	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	68%	123	195	Similar	
	Availability of paths and walking trails	46%	244	287	Lower	
	Ease of walking in La Plata	54%	191	268	Similar	
	Ease of travel by bicycle in La Plata	42%	200	273	Similar	
	Ease of travel by car in La Plata	59%	189	278	Similar	
	Ease of public parking	61%	62	159	Similar	
	Traffic flow on major streets	40%	254	327	Similar	
Natural Environment	Quality of overall natural environment in La Plata	76%	158	253	Similar	
	Cleanliness of La Plata	81%	125	255	Similar	
	Air quality	80%	112	230	Similar	
Built Environment	Overall "built environment" of La Plata (including overall design, buildings, parks and transportation systems)	65%	100	185	Similar	
	Overall quality of new development in La Plata	45%	194	260	Similar	
	Availability of affordable quality housing	44%	155	281	Similar	
	Variety of housing options	54%	139	254	Similar	
	Public places where people want to spend time	58%	131	178	Similar	
	Overall economic health of La Plata	62%	97	190	Similar	
	Vibrant downtown/commercial area	39%	108	174	Similar	
Economy	Overall quality of business and service establishments in La Plata	60%	148	250	Similar	
	Cost of living in La Plata	35%	147	187	Similar	
	Shopping opportunities	50%	168	270	Similar	
	Employment opportunities	37%	154	289	Similar	
	La Plata as a place to visit	50%	148	200	Lower	
	La Plata as a place to work	60%	190	330	Similar	
	Recreation and Wellness	Health and wellness opportunities in La Plata	76%	81	187	Similar
		Availability of affordable quality mental health care	46%	88	161	Similar
		Availability of preventive health services	67%	92	215	Similar
		Availability of affordable quality health care	67%	93	238	Similar
Availability of affordable quality food		65%	112	215	Similar	
Recreational opportunities		50%	227	282	Similar	
Fitness opportunities (including exercise classes and paths or trails, etc.)		61%	128	178	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	70%	96	187	Similar
	Opportunities to participate in religious or spiritual events and activities	80%	84	184	Similar
	Opportunities to attend cultural/arts/music activities	53%	150	269	Similar
	Adult educational opportunities	63%	55	167	Similar
	K-12 education	75%	116	244	Similar
	Availability of affordable quality child care/preschool	57%	106	232	Similar
Community Engagement	Opportunities to participate in social events and activities	57%	147	237	Similar
	Neighborliness of La Plata	62%	101	181	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	62%	173	266	Similar
	Opportunities to participate in community matters	63%	135	251	Similar
	Opportunities to volunteer	66%	169	242	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of La Plata	75%	216	411	Similar
Overall customer service by La Plata employees (police, receptionists, planners, etc.)	74%	196	345	Similar
Value of services for the taxes paid to La Plata	46%	284	376	Similar
Overall direction that La Plata is taking	53%	209	293	Similar
Job La Plata government does at welcoming citizen involvement	51%	196	292	Similar
Overall confidence in La Plata government	53%	108	187	Similar
Generally acting in the best interest of the community	58%	110	186	Similar
Being honest	61%	92	179	Similar
Treating all residents fairly	58%	93	184	Similar
Services provided by the Federal Government	52%	17	229	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	79%	202	428	Similar
	Ambulance or emergency medical services	92%	150	327	Similar
	Crime prevention	69%	182	330	Similar
	Fire prevention and education	80%	127	262	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	72%	68	260	Similar
	Traffic enforcement	65%	180	344	Similar
Mobility	Street repair	41%	251	392	Similar
	Street cleaning	53%	209	298	Similar
	Street lighting	52%	219	295	Similar
	Snow removal	66%	132	280	Similar
	Sidewalk maintenance	51%	182	304	Similar
	Traffic signal timing	56%	100	238	Similar
	Garbage collection	77%	262	335	Similar
Natural Environment	Recycling	69%	265	339	Similar
	Yard waste pick-up	77%	127	250	Similar
	Drinking water	75%	147	316	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	56%	161	237	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	La Plata open space	53%	119	171	Similar
	Storm drainage	66%	165	335	Similar
	Sewer services	72%	210	308	Similar
	Utility billing	61%	131	168	Similar
	Land use, planning and zoning	44%	195	282	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	49%	201	351	Similar
Recreation and Wellness	Town parks	70%	263	312	Similar
Education and Enrichment	Town-sponsored special events	75%	69	206	Similar
Community Engagement	Public information services	68%	167	266	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	65%	131	286	Similar
Recommend living in La Plata to someone who asks	84%	172	260	Similar
Remain in La Plata for the next five years	73%	233	253	Lower
Contacted La Plata (in-person, phone, email or web) for help or information	48%	120	288	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	45%	34	163	Similar
	Did NOT report a crime to the police	79%	99	183	Similar
Safety	Household member was NOT a victim of a crime	91%	96	252	Similar
	Carpooled with other adults or children instead of driving alone	37%	137	173	Similar
Mobility	Walked or biked instead of driving	48%	126	179	Lower
	Made efforts to conserve water	82%	83	169	Similar
Natural Environment	Made efforts to make your home more energy efficient	81%	26	169	Similar
	Recycle at home	90%	108	236	Similar
Built Environment	Did NOT observe a code violation or other hazard in La Plata	64%	40	174	Higher
	NOT experiencing housing costs stress	66%	150	232	Similar
	Purchase goods or services from a business located in La Plata	93%	156	176	Similar
Economy	Economy will have positive impact on income	19%	211	234	Similar
	Work inside boundaries of La Plata	30%	126	176	Lower
	Used La Plata recreation centers or their services	59%	90	219	Similar
	Visited a neighborhood park or Town park	76%	212	250	Similar
	Eat at least 5 portions of fruits and vegetables a day	83%	91	170	Similar
	Participate in moderate or vigorous physical activity	85%	88	174	Similar
Recreation and Wellness	In very good to excellent health	71%	61	173	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Used La Plata public libraries or their services	58%	163	219	Similar
	Participated in religious or spiritual activities in La Plata	48%	89	184	Similar
	Attended Town-sponsored event	58%	68	178	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	19%	106	162	Similar
	Contacted La Plata elected officials (in-person, phone, email or web) to express your opinion	14%	123	176	Similar
	Volunteered your time to some group/activity in La Plata	37%	140	240	Similar
	Participated in a club	28%	101	219	Similar
	Talked to or visited with your immediate neighbors	90%	110	174	Similar
	Done a favor for a neighbor	83%	73	168	Similar
	Attended a local public meeting	27%	46	242	Similar
	Watched (online or on television) a local public meeting	25%	94	206	Similar
	Read or watch local news (via television, paper, computer, etc.)	88%	58	177	Similar
	Vote in local elections	83%	101	234	Similar

Communities included in national comparisons

The communities included in La Plata’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Airway Heights city, WA.....	6,114	Baltimore city, MD.....	620,961
Albany city, OR .....	50,158	Bartonville town, TX .....	1,469
Albemarle County, VA .....	98,970	Battle Creek city, MI .....	52,347
Albert Lea city, MN .....	18,016	Bay City city, MI.....	34,932
Alexandria city, VA .....	139,966	Baytown city, TX .....	71,802
Algonquin village, IL .....	30,046	Bedford city, TX .....	46,979
Aliso Viejo city, CA.....	47,823	Bedford town, MA.....	13,320
Altoona city, IA .....	14,541	Bellevue city, WA .....	122,363
American Canyon city, CA .....	19,454	Bellingham city, WA.....	80,885
Ames city, IA .....	58,965	Beltrami County, MN.....	44,442
Andover CDP, MA .....	8,762	Benbrook city, TX.....	21,234
Ankeny city, IA.....	45,582	Bend city, OR.....	76,639
Ann Arbor city, MI .....	113,934	Bettendorf city, IA .....	33,217
Annapolis city, MD.....	38,394	Billings city, MT .....	104,170
Apache Junction city, AZ.....	35,840	Blaine city, MN .....	57,186
Apple Valley town, CA.....	69,135	Bloomfield Hills city, MI.....	3,869
Arapahoe County, CO .....	572,003	Bloomington city, MN.....	82,893
Arkansas City city, AR .....	366	Blue Springs city, MO.....	52,575
Arlington County, VA .....	207,627	Boise City city, ID.....	205,671
Arvada city, CO .....	106,433	Boone County, KY .....	118,811
Asheville city, NC.....	83,393	Boulder city, CO .....	97,385
Ashland city, OR.....	20,078	Bowling Green city, KY.....	58,067
Ashland town, MA .....	16,593	Bozeman city, MT.....	37,280
Ashland town, VA .....	7,225	Brentwood city, MO .....	8,055
Aspen city, CO .....	6,658	Brentwood city, TN.....	37,060
Athens-Clarke County, GA .....	115,452	Brighton city, CO.....	33,352
Auburn city, AL .....	53,380	Brighton city, MI.....	7,444
Auburn city, WA .....	70,180	Bristol city, TN .....	26,702
Augusta CCD, GA .....	134,777	Broken Arrow city, OK.....	98,850
Aurora city, CO.....	325,078	Brookfield city, WI.....	37,920
Austin, TX.....	790,390	Brookline CDP, MA.....	58,732
Avon town, CO.....	6,447	Broomfield city, CO.....	55,889
Avondale city, AZ .....	76,238	Brownsburg town, IN.....	21,285
Azusa city, CA .....	46,361	Burien city, WA .....	33,313
Bainbridge Island city, WA .....	23,025	Burleson city, TX .....	36,690

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Cabarrus County, NC .....	178,011	Delaware city, OH .....	34,753
Cambridge city, MA .....	105,162	Delray Beach city, FL .....	60,522
Cannon Beach city, OR .....	1,690	Denison city, TX .....	22,682
Cañon City city, CO .....	16,400	Denton city, TX .....	113,383
Canton city, SD .....	3,057	Denver city, CO .....	600,158
Cape Coral city, FL .....	154,305	Derby city, KS .....	22,158
Cape Girardeau city, MO .....	37,941	Des Moines city, IA .....	203,433
Carlisle borough, PA .....	18,682	Des Peres city, MO .....	8,373
Carlsbad city, CA .....	105,328	Destin city, FL .....	12,305
Carroll city, IA .....	10,103	Dothan city, AL .....	65,496
Cartersville city, GA .....	19,731	Douglas County, CO .....	285,465
Cary town, NC .....	135,234	Dover city, NH .....	29,987
Casper city, WY .....	55,316	Dublin city, CA .....	46,036
Castine town, ME .....	1,366	Dublin city, OH .....	41,751
Castle Pines North city, CO .....	10,360	Duluth city, MN .....	86,265
Castle Rock town, CO .....	48,231	Duncanville city, TX .....	38,524
Cedar Hill city, TX .....	45,028	Durham city, NC .....	228,330
Cedar Rapids city, IA .....	126,326	Durham County, NC .....	267,587
Celina city, TX .....	6,028	Eagan city, MN .....	64,206
Centennial city, CO .....	100,377	Eagle Mountain city, UT .....	21,415
Chambersburg borough, PA .....	20,268	Eagle town, CO .....	6,508
Chandler city, AZ .....	236,123	East Baton Rouge Parish, LA .....	440,171
Chandler city, TX .....	2,734	East Grand Forks city, MN .....	8,601
Chanhassen city, MN .....	22,952	East Lansing city, MI .....	48,579
Chapel Hill town, NC .....	57,233	Eau Claire city, WI .....	65,883
Charles County, MD .....	146,551	Eden Prairie city, MN .....	60,797
Charlotte city, NC .....	731,424	Edgerton city, KS .....	1,671
Charlotte County, FL .....	159,978	Edgewater city, CO .....	5,170
Charlottesville city, VA .....	43,475	Edina city, MN .....	47,941
Chattanooga city, TN .....	167,674	Edmond city, OK .....	81,405
Chesterfield County, VA .....	316,236	Edmonds city, WA .....	39,709
Chippewa Falls city, WI .....	13,661	El Cerrito city, CA .....	23,549
Citrus Heights city, CA .....	83,301	El Dorado County, CA .....	181,058
Clackamas County, OR .....	375,992	El Paso city, TX .....	649,121
Clarendon Hills village, IL .....	8,427	Elk Grove city, CA .....	153,015
Clayton city, MO .....	15,939	Elk River city, MN .....	22,974
Clearwater city, FL .....	107,685	Elko New Market city, MN .....	4,110
Cleveland Heights city, OH .....	46,121	Elmhurst city, IL .....	44,121
Clinton city, SC .....	8,490	Encinitas city, CA .....	59,518
Clive city, IA .....	15,447	Englewood city, CO .....	30,255
Clovis city, CA .....	95,631	Erie town, CO .....	18,135
College Park city, MD .....	30,413	Escambia County, FL .....	297,619
College Station city, TX .....	93,857	Estes Park town, CO .....	5,858
Colleyville city, TX .....	22,807	Fairview town, TX .....	7,248
Collinsville city, IL .....	25,579	Farmersville city, TX .....	3,301
Columbia city, SC .....	129,272	Farmington Hills city, MI .....	79,740
Columbia Falls city, MT .....	4,688	Fayetteville city, NC .....	200,564
Columbus city, WI .....	4,991	Fishers town, IN .....	76,794
Commerce City city, CO .....	45,913	Flower Mound town, TX .....	64,669
Concord city, CA .....	122,067	Forest Grove city, OR .....	21,083
Concord town, MA .....	17,668	Fort Collins city, CO .....	143,986
Coon Rapids city, MN .....	61,476	Fort Lauderdale city, FL .....	165,521
Copperas Cove city, TX .....	32,032	Fort Smith city, AR .....	86,209
Coronado city, CA .....	18,912	Fort Worth city, TX .....	741,206
Corvallis city, OR .....	54,462	Fountain Hills town, AZ .....	22,489
Cottonwood Heights city, UT .....	33,433	Franklin city, TN .....	62,487
Creve Coeur city, MO .....	17,833	Fredericksburg city, VA .....	24,286
Cross Roads town, TX .....	1,563	Fremont city, CA .....	214,089
Dacono city, CO .....	4,152	Friendswood city, TX .....	35,805
Dade City city, FL .....	6,437	Fruita city, CO .....	12,646
Dakota County, MN .....	398,552	Gahanna city, OH .....	33,248
Dallas city, OR .....	14,583	Gaithersburg city, MD .....	59,933
Dallas city, TX .....	1,197,816	Galveston city, TX .....	47,743
Danville city, KY .....	16,218	Gardner city, KS .....	19,123
Dardenne Prairie city, MO .....	11,494	Geneva city, NY .....	13,261
Davenport city, IA .....	99,685	Georgetown city, TX .....	47,400
Davidson town, NC .....	10,944	Germantown city, TN .....	38,844
Dayton city, OH .....	141,527	Gilbert town, AZ .....	208,453
Decatur city, GA .....	19,335	Gillette city, WY .....	29,087
Del Mar city, CA .....	4,161	Glendora city, CA .....	50,073

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Glenview village, IL .....	44,692	King County, WA .....	1,931,249
Globe city, AZ .....	7,532	Kirkland city, WA .....	48,787
Golden city, CO .....	18,867	Kirkwood city, MO .....	27,540
Golden Valley city, MN .....	20,371	Knoxville city, IA .....	7,313
Goodyear city, AZ .....	65,275	La Mesa city, CA .....	57,065
Grafton village, WI .....	11,459	La Plata town, MD .....	8,753
Grand Blanc city, MI .....	8,276	La Porte city, TX .....	33,800
Grand Island city, NE .....	48,520	La Vista city, NE .....	15,758
Grants Pass city, OR .....	34,533	Lafayette city, CO .....	24,453
Grass Valley city, CA .....	12,860	Laguna Beach city, CA .....	22,723
Greenville city, NC .....	84,554	Laguna Hills city, CA .....	30,344
Greenwich town, CT .....	61,171	Laguna Niguel city, CA .....	62,979
Greenwood Village city, CO .....	13,925	Lake Forest city, IL .....	19,375
Greer city, SC .....	25,515	Lake Oswego city, OR .....	36,619
Guilford County, NC .....	488,406	Lake Stevens city, WA .....	28,069
Gunnison County, CO .....	15,324	Lake Worth city, FL .....	34,910
Hailey city, ID .....	7,960	Lake Zurich village, IL .....	19,631
Haines Borough, AK .....	2,508	Lakeville city, MN .....	55,954
Hallandale Beach city, FL .....	37,113	Lakewood city, CO .....	142,980
Hamilton city, OH .....	62,477	Lakewood city, WA .....	58,163
Hanover County, VA .....	99,863	Lane County, OR .....	351,715
Harrisburg city, SD .....	4,089	Lansing city, MI .....	114,297
Harrisonburg city, VA .....	48,914	Laramie city, WY .....	30,816
Harrisonville city, MO .....	10,019	Larimer County, CO .....	299,630
Hayward city, CA .....	144,186	Las Vegas city, NV .....	583,756
Henderson city, NV .....	257,729	Lawrence city, KS .....	87,643
Herndon town, VA .....	23,292	Lee's Summit city, MO .....	91,364
High Point city, NC .....	104,371	Lehi city, UT .....	47,407
Highland Park city, IL .....	29,763	Lenexa city, KS .....	48,190
Highlands Ranch CDP, CO .....	96,713	Lewis County, NY .....	27,087
Holland city, MI .....	33,051	Lewiston city, ID .....	31,894
Honolulu County, HI .....	953,207	Lewisville city, TX .....	95,290
Hooksett town, NH .....	13,451	Libertyville village, IL .....	20,315
Hopkins city, MN .....	17,591	Lincoln city, NE .....	258,379
Hopkinton town, MA .....	14,925	Lindsborg city, KS .....	3,458
Hoquiam city, WA .....	8,726	Little Chute village, WI .....	10,449
Horry County, SC .....	269,291	Littleton city, CO .....	41,737
Howard village, WI .....	17,399	Livermore city, CA .....	80,968
Hudson city, OH .....	22,262	Lombard village, IL .....	43,165
Hudson town, CO .....	2,356	Lone Tree city, CO .....	10,218
Hudsonville city, MI .....	7,116	Long Grove village, IL .....	8,043
Huntersville town, NC .....	46,773	Longmont city, CO .....	86,270
Huntley village, IL .....	24,291	Longview city, TX .....	80,455
Hurst city, TX .....	37,337	Lonsdale city, MN .....	3,674
Hutchinson city, MN .....	14,178	Los Alamos County, NM .....	17,950
Hutto city, TX .....	14,698	Los Altos Hills town, CA .....	7,922
Hyattsville city, MD .....	17,557	Louisville city, CO .....	18,376
Independence city, MO .....	116,830	Lynchburg city, VA .....	75,568
Indian Trail town, NC .....	33,518	Lynnwood city, WA .....	35,836
Indianola city, IA .....	14,782	Macomb County, MI .....	840,978
Iowa City city, IA .....	67,862	Manhattan Beach city, CA .....	35,135
Irving city, TX .....	216,290	Manhattan city, KS .....	52,281
Issaquah city, WA .....	30,434	Mankato city, MN .....	39,309
Jackson County, MI .....	160,248	Maple Grove city, MN .....	61,567
James City County, VA .....	67,009	Maricopa County, AZ .....	3,817,117
Jefferson County, NY .....	116,229	Marshfield city, WI .....	19,118
Jefferson Parish, LA .....	432,552	Martinez city, CA .....	35,824
Johnson City city, TN .....	63,152	Marysville city, WA .....	60,020
Johnston city, IA .....	17,278	Matthews town, NC .....	27,198
Jupiter town, FL .....	55,156	McAllen city, TX .....	129,877
Kansas City city, KS .....	145,786	McDonough city, GA .....	22,084
Kansas City city, MO .....	459,787	McKinney city, TX .....	131,117
Keizer city, OR .....	36,478	McMinnville city, OR .....	32,187
Kenmore city, WA .....	20,460	Menlo Park city, CA .....	32,026
Kennedale city, TX .....	6,763	Mercer Island city, WA .....	22,699
Kennett Square borough, PA .....	6,072	Meridian charter township, MI .....	39,688
Kent city, WA .....	92,411	Meridian city, ID .....	75,092
Kettering city, OH .....	56,163	Merriam city, KS .....	11,003
Key West city, FL .....	24,649	Mesa County, CO .....	146,723
King City city, CA .....	12,874	Miami Beach city, FL .....	87,779

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Miami city, FL.....	399,457	Payette city, ID .....	7,433
Middleton city, WI .....	17,442	Pearland city, TX.....	91,252
Midland city, MI.....	41,863	Peoria city, AZ.....	154,065
Milford city, DE.....	9,559	Peoria city, IL.....	115,007
Milton city, GA.....	32,661	Peoria County, IL .....	186,494
Minneapolis city, MN.....	382,578	Pflugerville city, TX .....	46,936
Mission Viejo city, CA.....	93,305	Phoenix city, AZ .....	1,445,632
Modesto city, CA .....	201,165	Pinehurst village, NC.....	13,124
Monterey city, CA .....	27,810	Piqua city, OH .....	20,522
Montgomery County, VA .....	94,392	Pitkin County, CO .....	17,148
Monticello city, UT .....	1,972	Plano city, TX.....	259,841
Monument town, CO.....	5,530	Platte City city, MO .....	4,691
Mooreville town, NC .....	32,711	Plymouth city, MN .....	70,576
Moraga town, CA.....	16,016	Pocatello city, ID .....	54,255
Morristown city, TN .....	29,137	Polk County, IA .....	430,640
Morrisville town, NC.....	18,576	Pompano Beach city, FL.....	99,845
Morro Bay city, CA.....	10,234	Port Orange city, FL.....	56,048
Mountain Village town, CO .....	1,320	Portland city, OR .....	583,776
Mountlake Terrace city, WA.....	19,909	Post Falls city, ID .....	27,574
Murphy city, TX .....	17,708	Powell city, OH.....	11,500
Naperville city, IL .....	141,853	Prince William County, VA .....	402,002
Napoleon city, OH .....	8,749	Prior Lake city, MN .....	22,796
Needham CDP, MA .....	28,886	Pueblo city, CO .....	106,595
New Braunfels city, TX.....	57,740	Purcellville town, VA .....	7,727
New Brighton city, MN .....	21,456	Queen Creek town, AZ.....	26,361
New Hanover County, NC.....	202,667	Radnor township, PA .....	31,531
New Orleans city, LA.....	343,829	Ramsey city, MN .....	23,668
New Smyrna Beach city, FL.....	22,464	Raymond town, ME .....	4,436
New Ulm city, MN.....	13,522	Raymore city, MO.....	19,206
Newberg city, OR .....	22,068	Redmond city, OR .....	26,215
Newport city, RI.....	24,672	Redmond city, WA.....	54,144
Newport News city, VA .....	180,719	Rehoboth Beach city, DE.....	1,327
Newton city, IA .....	15,254	Reno city, NV .....	225,221
Noblesville city, IN.....	51,969	Reston CDP, VA.....	58,404
Nogales city, AZ .....	20,837	Richmond city, CA .....	103,701
Norcross city, GA.....	9,116	Richmond Heights city, MO .....	8,603
Norfolk city, VA .....	242,803	Rifle city, CO.....	9,172
North Port city, FL .....	57,357	Rio Rancho city, NM .....	87,521
North Richland Hills city, TX .....	63,343	River Falls city, WI.....	15,000
Northglenn city, CO .....	35,789	Riverside city, CA .....	303,871
Novato city, CA .....	51,904	Riverside city, MO.....	2,937
Novi city, MI .....	55,224	Roanoke County, VA.....	92,376
O'Fallon city, IL .....	28,281	Rochester Hills city, MI .....	70,995
O'Fallon city, MO .....	79,329	Rock Hill city, SC .....	66,154
Oak Park village, IL .....	51,878	Rockville city, MD .....	61,209
Oakland city, CA.....	390,724	Roeland Park city, KS.....	6,731
Oakley city, CA.....	35,432	Rogers city, MN.....	8,597
Ogdensburg city, NY.....	11,128	Rohnert Park city, CA.....	40,971
Oklahoma City city, OK .....	579,999	Rolla city, MO.....	19,559
Olathe city, KS .....	125,872	Roselle village, IL .....	22,763
Old Town city, ME .....	7,840	Rosemount city, MN .....	21,874
Olmsted County, MN.....	144,248	Rosenberg city, TX .....	30,618
Olympia city, WA.....	46,478	Roseville city, MN .....	33,660
Orland Park village, IL .....	56,767	Round Rock city, TX .....	99,887
Oshkosh city, WI.....	66,083	Royal Oak city, MI .....	57,236
Oshtemo charter township, MI .....	21,705	Saco city, ME .....	18,482
Otsego County, MI .....	24,164	Sahuarita town, AZ.....	25,259
Oviedo city, FL .....	33,342	Salida city, CO.....	5,236
Paducah city, KY .....	25,024	Sammamish city, WA.....	45,780
Palm Beach Gardens city, FL .....	48,452	San Anselmo town, CA.....	12,336
Palm Coast city, FL .....	75,180	San Antonio city, TX .....	1,327,407
Palo Alto city, CA.....	64,403	San Carlos city, CA .....	28,406
Papillion city, NE.....	18,894	San Diego city, CA.....	1,307,402
Paradise Valley town, AZ.....	12,820	San Francisco city, CA.....	805,235
Park City city, UT.....	7,558	San Jose city, CA.....	945,942
Parker town, CO.....	45,297	San Juan County, NM .....	130,044
Parkland city, FL.....	23,962	San Marcos city, CA .....	83,781
Pasadena city, CA.....	137,122	San Marcos city, TX .....	44,894
Pasco city, WA .....	59,781	San Rafael city, CA .....	57,713
Pasco County, FL.....	464,697	Sanford city, FL .....	53,570

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Sangamon County, IL .....	197,465	Thousand Oaks city, CA .....	126,683
Santa Clarita city, CA .....	176,320	Tigard city, OR .....	48,035
Santa Fe County, NM .....	144,170	Tracy city, CA .....	82,922
Santa Monica city, CA .....	89,736	Trinidad CCD, CO .....	12,017
Sarasota County, FL .....	379,448	Tualatin city, OR .....	26,054
Savage city, MN .....	26,911	Tulsa city, OK .....	391,906
Schaumburg village, IL .....	74,227	Twin Falls city, ID .....	44,125
Scott County, MN .....	129,928	Tyler city, TX .....	96,900
Scottsdale city, AZ .....	217,385	Umatilla city, OR .....	6,906
Seaside city, CA .....	33,025	University Park city, TX .....	23,068
Sevierville city, TN .....	14,807	Upper Arlington city, OH .....	33,771
Shawnee city, KS .....	62,209	Urbandale city, IA .....	39,463
Sheboygan city, WI .....	49,288	Vail town, CO .....	5,305
Sherborn town, MA .....	4,119	Vancouver city, WA .....	161,791
Shoreview city, MN .....	25,043	Ventura CCD, CA .....	111,889
Shorewood city, MN .....	7,307	Vernon Hills village, IL .....	25,113
Shorewood village, IL .....	15,615	Vestavia Hills city, AL .....	34,033
Shorewood village, WI .....	13,162	Victoria city, MN .....	7,345
Sierra Vista city, AZ .....	43,888	Vienna town, VA .....	15,687
Sioux Center city, IA .....	7,048	Virginia Beach city, VA .....	437,994
Sioux Falls city, SD .....	153,888	Wake Forest town, NC .....	30,117
Skokie village, IL .....	64,784	Walnut Creek city, CA .....	64,173
Snellville city, GA .....	18,242	Washington County, MN .....	238,136
South Lake Tahoe city, CA .....	21,403	Washington town, NH .....	1,123
Southborough town, MA .....	9,767	Washougal city, WA .....	14,095
Southlake city, TX .....	26,575	Watauga city, TX .....	23,497
Spokane Valley city, WA .....	89,755	Wauwatosa city, WI .....	46,396
Spring Hill city, KS .....	5,437	Waverly city, IA .....	9,874
Springboro city, OH .....	17,409	Weddington town, NC .....	9,459
Springfield city, MO .....	159,498	Wentzville city, MO .....	29,070
Springville city, UT .....	29,466	West Carrollton city, OH .....	13,143
St. Augustine city, FL .....	12,975	West Chester borough, PA .....	18,461
St. Charles city, IL .....	32,974	West Des Moines city, IA .....	56,609
St. Cloud city, FL .....	35,183	Western Springs village, IL .....	12,975
St. Cloud city, MN .....	65,842	Westerville city, OH .....	36,120
St. Joseph city, MO .....	76,780	Westlake town, TX .....	992
St. Louis County, MN .....	200,226	Westminster city, CO .....	106,114
St. Louis Park city, MN .....	45,250	Weston town, MA .....	11,261
Stallings town, NC .....	13,831	White House city, TN .....	10,255
State College borough, PA .....	42,034	Wichita city, KS .....	382,368
Steamboat Springs city, CO .....	12,088	Williamsburg city, VA .....	14,068
Sterling Heights city, MI .....	129,699	Willowbrook village, IL .....	8,540
Sugar Grove village, IL .....	8,997	Wilmington city, NC .....	106,476
Sugar Land city, TX .....	78,817	Wilsonville city, OR .....	19,509
Suisun City city, CA .....	28,111	Winchester city, VA .....	26,203
Summit city, NJ .....	21,457	Windsor town, CO .....	18,644
Summit County, UT .....	36,324	Windsor town, CT .....	29,044
Summit village, IL .....	11,054	Winnetka village, IL .....	12,187
Sunnyvale city, CA .....	140,081	Winston-Salem city, NC .....	229,617
Surprise city, AZ .....	117,517	Winter Garden city, FL .....	34,568
Suwanee city, GA .....	15,355	Woodbury city, MN .....	61,961
Tacoma city, WA .....	198,397	Woodland city, CA .....	55,468
Takoma Park city, MD .....	16,715	Wrentham town, MA .....	10,955
Tamarac city, FL .....	60,427	Wyandotte County, KS .....	157,505
Temecula city, CA .....	100,097	Yakima city, WA .....	91,067
Tempe city, AZ .....	161,719	York County, VA .....	65,464
Texarkana city, TX .....	36,411	Yorktown town, IN .....	9,405
The Woodlands CDP, TX .....	93,847	Yountville city, CA .....	2,933
Thornton city, CO .....	118,772		

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The Town of La Plata funded this research. Please contact Michelle Miner, Assistant Town Manager of La Plata at [mminer@townoflaplata.org](mailto:mminer@townoflaplata.org) if you have any questions about the survey.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

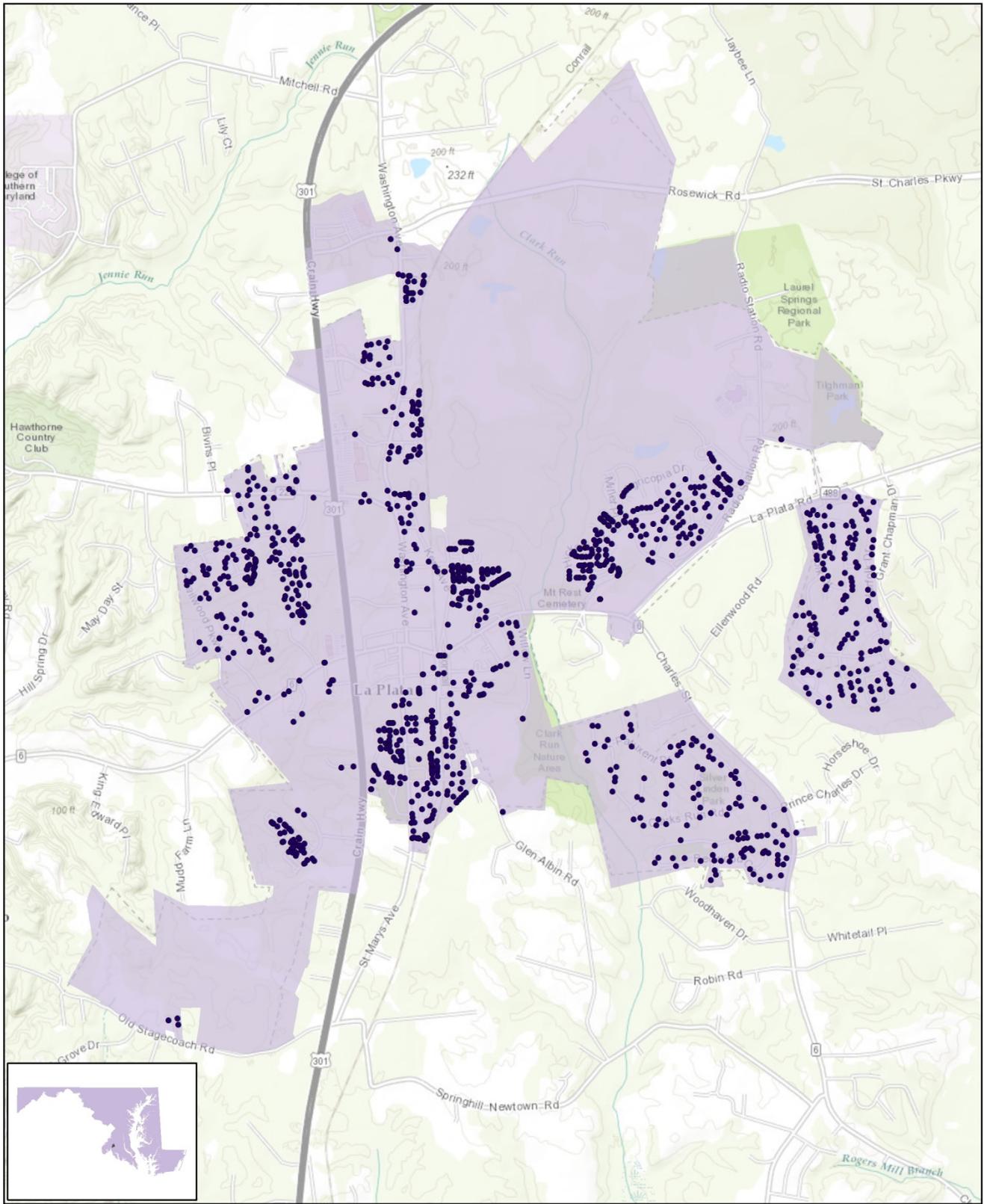
## Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the Town of La Plata were eligible to participate in the survey. A list of all households within the zip codes serving La Plata was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Town of La Plata households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the Town of La Plata boundaries were removed from consideration.

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



**Survey Recipients in La Plata, MD**

- Survey Recipients

## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 19, 2016. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could also opt to take the survey online. Completed surveys were collected over the following seven weeks.

About 4% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,446 households that received the survey, 369 completed the survey, providing an overall response rate of 26%. Of the 369 completed surveys, 22 were completed online.

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>1</sup>

The margin of error for the Town of La Plata survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (369 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

---

<sup>1</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

## Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the Town of La Plata. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race, sex and age. The results of the weighting scheme are presented in the following table.

Table 73: La Plata, MD 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	28%	16%	28%
Own home	72%	84%	72%
Detached unit	61%	60%	61%
Attached unit	39%	40%	39%
<b>Race and Ethnicity</b>			
White	71%	81%	71%
Not white	29%	19%	29%
Not Hispanic	97%	98%	96%
Hispanic	3%	2%	4%
<b>Sex and Age</b>			
Female	56%	61%	56%
Male	44%	39%	44%
18-34 years of age	28%	10%	27%
35-54 years of age	41%	35%	40%
55+ years of age	32%	55%	34%
Females 18-34	15%	6%	15%
Females 35-54	22%	20%	22%
Females 55+	19%	35%	20%
Males 18-34	13%	4%	12%
Males 35-54	19%	15%	19%
Males 55+	13%	20%	13%

## Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## **Appendix D: Survey Materials**

Dear La Plata Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better Town!

Sincerely,



Roy Hale  
Mayor

Dear La Plata Resident,

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Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

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Sincerely,



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Roy Hale  
Mayor



La Plata Town Hall  
305 Queen Anne Street  
Post Office Box 2268  
La Plata, MD 20646

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



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# Town of La Plata

*Mayor*  
Roy G. Hale

*Council*  
Keith Back  
Lynn D. Gilroy  
Joseph Norris  
Wayne Winkler



Daniel J. Mears  
*Town Manager*  
  
Michelle D. Miner  
*Assistant Town Manager*

October 2016

Dear Town of La Plata Resident:

Please help us shape the future of La Plata! You have been selected at random to participate in the 2016 La Plata Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help La Plata make decisions that affect our town.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

**[www.n-r-c.com/survey/laplata2016.htm](http://www.n-r-c.com/survey/laplata2016.htm)**

If you have any questions about the survey please call (301) 934-8421.

Thank you for your time and participation!

Sincerely,

Roy Hale  
Mayor

# Town of La Plata

*Mayor*  
Roy G. Hale

*Council*  
Keith Back  
Lynn D. Gilroy  
Joseph Norris  
Wayne Winkler



Daniel J. Mears  
*Town Manager*  
Michelle D. Miner  
*Assistant Town Manager*

November 2016

Dear Town of La Plata Resident:

Here's a second chance if you haven't already responded to the 2016 La Plata Citizen Survey!  
**(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of La Plata! You have been selected at random to participate in the 2016 La Plata Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help La Plata make decisions that affect our town.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

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If you have any questions about the survey please call (301) 934-8421.

Thank you for your time and participation!

Sincerely,

Roy Hale  
Mayor

# The Town of La Plata 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

## 1. Please rate each of the following aspects of quality of life in La Plata:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
La Plata as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
La Plata as a place to raise children .....	1	2	3	4	5
La Plata as a place to work .....	1	2	3	4	5
La Plata as a place to visit.....	1	2	3	4	5
La Plata as a place to retire.....	1	2	3	4	5
The overall quality of life in La Plata .....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to La Plata as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in La Plata.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit .....	1	2	3	4	5
Quality of overall natural environment in La Plata .....	1	2	3	4	5
Overall "built environment" of La Plata (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in La Plata.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of La Plata.....	1	2	3	4	5
Sense of community .....	1	2	3	4	5
Overall image or reputation of La Plata.....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in La Plata to someone who asks .....	1	2	3	4	5
Remain in La Plata for the next five years .....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day .....	1	2	3	4	5	6
In La Plata's downtown/commercial area during the day.....	1	2	3	4	5	6

## 5. Please rate each of the following characteristics as they relate to La Plata as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets .....	1	2	3	4	5
Ease of public parking .....	1	2	3	4	5
Ease of travel by car in La Plata.....	1	2	3	4	5
Ease of travel by bicycle in La Plata.....	1	2	3	4	5
Ease of walking in La Plata .....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Cleanliness of La Plata.....	1	2	3	4	5
Overall appearance of La Plata .....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5

**6. Please rate each of the following characteristics as they relate to La Plata as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in La Plata.....	1	2	3	4	5
Overall quality of business and service establishments in La Plata.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in La Plata.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in La Plata.....	1	2	3	4	5

**7. Please indicate whether or not you have done each of the following in the last 12 months.**

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in La Plata (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in La Plata.....	1	2
Reported a crime to the police in La Plata.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the Town of La Plata (in-person, phone, email or web) for help or information.....	1	2
Contacted La Plata elected officials (in-person, phone, email or web) to express your opinion.....	1	2

**8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in La Plata?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used La Plata recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or Town park.....	1	2	3	4
Used La Plata public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in La Plata.....	1	2	3	4
Attended a Town-sponsored event.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in La Plata.....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

**9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting.....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

# The Town of La Plata 2016 Citizen Survey

## 10. Please rate the quality of each of the following services in La Plata:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Ambulance or emergency medical services .....	1	2	3	4	5
Crime prevention .....	1	2	3	4	5
Fire prevention and education .....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing .....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water .....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Utility billing .....	1	2	3	4	5
Town parks .....	1	2	3	4	5
Land use, planning and zoning .....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
La Plata open space.....	1	2	3	4	5
Town-sponsored special events .....	1	2	3	4	5
Overall customer service by La Plata employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The Town of La Plata .....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5

## 12. Please rate the following categories of La Plata government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to La Plata .....	1	2	3	4	5
The overall direction that La Plata is taking.....	1	2	3	4	5
The job La Plata government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in La Plata government .....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5

**13. Please rate how important, if at all, you think it is for the La Plata community to focus on each of the following in the coming two years:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in La Plata.....	1	2	3	4
Overall ease of getting to the places you usually have to visit .....	1	2	3	4
Quality of overall natural environment in La Plata .....	1	2	3	4
Overall “built environment” of La Plata (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in La Plata.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of La Plata.....	1	2	3	4
Sense of community .....	1	2	3	4

**14. The gasoline tax revenue that La Plata receives from the State has been reduced by up to \$400,000 for each of the last eight years. This has resulted in greatly reduced La Plata road maintenance. If the State continues the reduced funding and the Town is unable to obtain any additional funding sources for road maintenance, the roads in Town will continue to deteriorate and at some point become unrepairable.**

**To what extent would you support or oppose an increase in the property tax rate (approximately \$105 per year on a \$300,000 house) to recover this lost funding in order to resume road maintenance in La Plata?**

- Strongly support
- Somewhat support
- Somewhat oppose
- Strongly oppose

**15. Please rate to what degree, if at all, each of the following code violations is a problem in La Plata:**

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Abandoned residential property.....	1	2	3	4	5
Abandoned vehicles.....	1	2	3	4	5
Commercial property maintenance .....	1	2	3	4	5
Residential property maintenance .....	1	2	3	4	5
Fence disrepair .....	1	2	3	4	5
Graffiti .....	1	2	3	4	5
Illegal signs .....	1	2	3	4	5
Trash.....	1	2	3	4	5
Weeds .....	1	2	3	4	5

**16. Since 2002 the Town of La Plata has had a citizen Design Review Board review new building architecture and signage of buildings within the commercial zoning districts of the Town to foster the development of high quality and innovative designs based upon established guidelines which support the collective vision of the Town. To what extent do you agree or disagree that the citizen Design Review Board effectively fosters high-quality architecture and signage within the Town?**

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know

# The Town of La Plata 2016 Citizen Survey

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in La Plata.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day .....	1	2	3	4	5
Participate in moderate or vigorous physical activity .....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections .....	1	2	3	4	5

**D2. Would you say that in general your health is:**

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of La Plata?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in La Plata?**

- Less than 2 years       11-20 years  
 2-5 years       More than 20 years  
 6-10 years

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. In which category is your age?**

- 18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**