MAYOR AND COUNCIL

MEETING NO. 14-17
Monday, March 27, 2017 – 7:00 PM

AGENDA

Agenda item times are estimates only. Items may be considered at times other than those indicated.

Any person who requires assistance in order to attend a city meeting should call the ADA Coordinator at 240-314-8108.

6:00 PM **1. Convene in Open Session to vote on motion to go into Executive Session pursuant to Section 3-305(b)(3) of the General Provisions Article of the Annotated Code of Maryland to consider the acquisition of real property for a public purpose and matters directly related to the acquisition (Chestnut Lodge).**

A. Executive Session

7:00 PM **B. Reconvene in Open Session**

2. Pledge of Allegiance

3. Agenda Review

7:05 PM **4. City Manager's Report**

7:15 PM **5. Community Forum**

Any member of the community may address the Mayor and Council for 3 minutes during Community Forum. Unless otherwise indicated, Community Forum is included on the agenda for every regular Mayor and Council meeting, generally between 7:00 and 7:30 pm. Call the City Clerk's Office at 240-314-8280 to sign up to speak in advance or sign up in the Mayor and Council Chamber the night of the meeting.

6. Mayor and Council's Response to Community Forum and Announcements

7. Mayor and Council Reports

7:30 PM **8. Proclamation Declaring April as World Autism Awareness Month**

7:35 PM **9. Proclamation Declaring April 3 - April 7, 2017 as Business Appreciation Week in Rockville**

7:40 PM **10. Proclamation Declaring April as Parkinson's Awareness Month**

7:45 PM **11. Proclamation Declaring April 23, 2017 Rockville Science Day**

7:50 PM **12. Consent Agenda**

A. Approval of Minutes

7:55 PM **13. Public Hearing on Smoking Ban at All Eating Establishments with Outdoor Seating in the City of Rockville**

8:25 PM **14. Presentation - 2016 City of Rockville Community Survey**

8:55 PM **15. Introduction of an Ordinance to Adopt the Rockville's Bikeway Master Plan as an Amendment to the Adopted Master Plan for Rockville**

9:00 PM **16. Presentation of the Shady Grove Neighborhood Center Application - Project Plan Briefing - PJT2017-00007**

9:45 PM **17. Introduction of an Ordinance to Amend Chapter 17 of the Rockville City Code, Entitled "Purchasing" So as to Change the Title to "Procurement," to Generally Amend the Provisions of Chapter 17, and to Implement Some of the Recommendations of the City of Rockville Purchasing Study.**

10:15 PM **18. Presentation of the Procurement Action Plan Update**

10:30 PM **19. Introduction, and Possible Adoption, of an Ordinance to Amend Ordinance #11-16 to Appropriate Funds and Levy Taxes for Fiscal Year 2017 (Budget Amendment #2)**

10:50 PM **20. Review and Comment - Mayor and Council Action Report**

A. M&C Action Report

21. Review and Comment - Future Agendas

A. Future Agendas

22. Old/New Business

11:05 PM **23. Adjournment**

The Mayor and Council Rules and Procedures and Operating Guidelines establish procedures and practices for Mayor and Council meetings, including public hearing procedures. They are available at: http://www.rockvillemd.gov/mcguidelines.

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Proclamation
Department: City Clerk/Director of Council Operations Office
Responsible Staff: Kathleen Conway

Subject

Proclamation Declaring April as World Autism Awareness Month

Recommendation

Staff recommends the Mayor and Council read, approve and present this Proclamation to Irfan Murtuza.

Discussion

April is World Autism Awareness Month and Sunday, April 2nd is World Autism Awareness Day. Autism Spectrum Disorder (ASD) is the result of a neurological disorder that is estimated to affect more than three million people and one in sixty-eight children in the United States. ASD occurs among all racial, ethnic and socioeconomic groups. Boys are almost five times more likely to be identified with ASD than girls. It is estimated to be the fastest growing developmental disability in the United States by the Centers of Disease Control and Autism and Developmental Disabilities Monitoring Network. The Centers for Disease Control tracks the number and characteristics of children with ASD, researches what puts children at risk for ASD, and promotes early identification.

Mayor and Council History

This is the first time this item has been brought before the Mayor and Council.

Community Engagement

There are two upcoming events that will take place in Rockville to support parents with children on the autism spectrum. Each event is being hosted by *Partnership for Extraordinary Minds Incorporated* - xMinds, a local non-profit organization that provides education and support to families with children on the autism spectrum.

April 5: Julius West Middle School, 6:30 p.m. - 9:00 p.m.
Extraordinary Minds in Montgomery County Public Schools (MCPS) Forum: This annual forum will occur during World Autism Awareness Month, and will inform parents about public school placement process and services for students across the autism spectrum. The forum serves as a meaningful service that helps engage parents to become participants in their child's Individual Education Program (IEP) team.

Julius West Middle School is located at 651 Great Falls Rd., Rockville, MD 20850.

For further information about xMinds including how to join, email or call the following:
E-mail: mmartinez@xMinds.org ; Phone: 301-444-5225; website: http://www.xminds.org/

May 9: Rockville Unitarian Universalist Church, 7:00 p.m. – 9:00 p.m.
Parent Panel on Services and Programs for Autistic Students in Montgomery County.

Rockville Unitarian Universalist Church is located at 100 Welsh Park Drive, Rockville, MD 20850.

Attachments

Attachment 8.a: 2017 Autism Awareness Month (PDF)

Kathleen A. Conway

Kathleen Conway, City Clerk/Director of Council Operations 3/20/2017

Proclamation

ROCKVILLE · MARYLAND

WHEREAS, Autism Spectrum Disorder is the result of a neurological disorder affecting more than three million people, and affects one in sixty-eight children in the United States; and

WHEREAS, Autism Spectrum Disorder is estimated to be the fastest growing developmental disability in the United States by The Centers of Disease Control and Autism and Developmental Disabilities Monitoring Network; and

WHEREAS, Autism Speaks, an organization dedicated to funding research on autism and advocating for the needs of individuals with autism and their families, promotes the awareness of autism worldwide, and in light of the growing impact of autism spectrum disorders and the need for greater awareness and services, Autism Speaks holds their "Light It Up Blue!" campaign on World Autism Awareness Day; and

WHEREAS, the City of Rockville promotes inclusion in recreation programs by involving parents and caregivers in planning that focuses on participant's strengths, and incorporating program modifications that allow children with autism to share activities and experiences with other participants; and

WHEREAS, the City of Rockville is honored to take part in the annual observance of Autism Awareness Month and World Autism Awareness Day in the hope that it will lead to a better understanding of the disorder; and

NOW, THEREFORE, the Mayor and Council do hereby proclaim the month of April as Autism Awareness Month and further proclaim Sunday, April 2nd as World Autism Awareness Day in the City of Rockville. We urge everyone to increase their knowledge of the programs that have been and are being developed to support individuals with autism and their families.

Bridget Donnell Newton

Bridget Donnell Newton, Mayor

Beryl L. Feinberg

Beryl L. Feinberg, Councilmember

Virginia D. Onley

Virginia D. Onley, Councilmember

Julie Palakovich Carr, Councilmember

Mark Pierzchala, Councilmember

March 27, 2017

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Proclamation
Department: City Clerk/Director of Council Operations Office
Responsible Staff: Kathleen Conway

Subject

Proclamation Declaring April 3 - April 7, 2017 as Business Appreciation Week in Rockville

Recommendation

Staff recommends that the Mayor and Council read, accept and present the Proclamation to Laurie Boyer, Rockville Economic Development, Inc. (REDI) Executive Director.

Discussion

To highlight the importance of the business community to Rockville's health and prosperity, the Mayor and Council and Rockville Economic Development, Inc. (REDI) proclaim April 3, 2017 – April 7, 2017 as Rockville Business Appreciation Week.

A highlight of Business Appreciation Week is a series of visits to members of the Rockville business community. Teams comprised of Rockville Economic Development, Inc. (REDI) Board members, Rockville Chamber of Commerce Board members, City staff, the Executive Director of Rockville Economic Development, Inc. (REDI), and members of the Mayor and Council visit CEOs of Rockville businesses. The visits, which last about 45 minutes, are an opportunity to thank businesses for choosing to locate in Rockville, to learn about the business' future plans, to understand the issues that are impacting the success of the business, and to discuss how Rockville Economic Development, Inc. (REDI) and the City government can assist them.

Mayor and Council History

The Mayor and Council recognize Business Appreciation Week every year with a Proclamation.

Next Steps

Rockville Economic Development, Inc. staff and its Board of Directors, along with the Mayor and Council and City staff, will serve as ambassadors and visit Rockville businesses during the week of April 3 – April 7, 2017.

Rockville Economic Development, Inc. (REDI) will also host a Business Appreciation Week wrap-up breakfast at 7:30 a.m. on Friday, April 14, 2017 at the Cambria Suites, 196 E. Montgomery Avenue, Rockville, MD.

Attachments

Attachment 9.a: Business Appreciation Week 2017 (PDF)

Kathleen A. Conway, City Clerk/Director of Council Operations 3/21/2017

Proclamation

ROCKVILLE · MARYLAND

WHEREAS, more than 8,600 businesses are located in Rockville; and

WHEREAS, these businesses employ more than 75,000 people; and

WHEREAS, the City of Rockville is a major employment generator for Montgomery County, with over three jobs per Rockville household; and

WHEREAS, the greater Rockville business area includes over 23 million square feet of commercial space, including office, industrial, flex and retail space, which is nearly 20% of the total commercial space in Montgomery County; and

WHEREAS, the Rockville business sector contributes $16.4 million, or 40% of the property taxes collected, to the City of Rockville; and

WHEREAS, the dedication and entrepreneurial spirit of the business community is vital to our City's economic growth and prosperity; and

WHEREAS, we celebrate Business Appreciation Week in Rockville and applaud the efforts of our businesses, and the men and women who contribute to their vitality, growth and success.

NOW THEREFORE, the Mayor and Council of the City of Rockville do hereby proclaim April 3 – April 7, 2017, as Business Appreciation Week in the City of Rockville and encourage all citizens to join in this special recognition.

Bridget Donnell Newton

Bridget Donnell Newton, Mayor

Beryl L. Feinberg

Beryl L. Feinberg, Councilmember

Virginia D. Onley

Virginia D. Onley, Councilmember

Julie Palakovich Carr, Councilmember

Mark Pierzchala, Councilmember

March 27, 2017

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Proclamation
Department: City Clerk/Director of Council Operations Office
Responsible Staff: Kathleen Conway

Subject

Proclamation Declaring April as Parkinson's Awareness Month

Recommendation

Staff recommends that the Mayor and Council read, adopt and present the Proclamation.

Discussion

This April, millions of people around the world will recognize April as Parkinson's Awareness Month. Parkinson's disease is a progressive neurological disorder that affects nearly one million people in the United States.

Approximately 500,000 Americans are affected by Parkinson's disease and about 50,000 new cases are reported every year. This number does not reflect the thousands of cases that go undetected. Incidences of Parkinson's disease increase with age, but an estimated four percent of people with Parkinson's are diagnosed before the age of 50.

The specific group of symptoms that an individual may experience varies from person to person. Primary motor signs of Parkinson's disease include the following:

- tremor of the hands, arms, legs, jaw and face;
- bradykinesia or slowness of movement;
- rigidity or stiffness of the limbs and trunk; and
- postural instability or impaired balance and coordination

Although promising research is being conducted, there is currently no cure or definitive cause of Parkinson's disease. There are treatment options such as medication and surgery to manage symptoms.

Mayor and Council History

This is the second time this item has been brought before the Mayor and Council.

Attachments

Attachment 10.a: 2017 Parkinson's Awareness Month (PDF)

Kathleen A. Conway, City Clerk/Director of Council Operations 3/22/2017

Proclamation

ROCKVILLE · MARYLAND

WHEREAS, Parkinson's disease is a chronic, progressive, neurological disease and is the second most common neurodegenerative disease in the United States;

WHEREAS, Parkinson's disease is the 14th leading cause of death in the United States according to the Centers for Disease Control and Prevention;

WHEREAS, research suggests the cause of Parkinson's disease is a combination of genetic and environmental factors, but the exact cause and progression of the disease is still unknown;

WHEREAS, there is no objective test or biomarker for Parkinson's disease, and there is no cure or drug to slow or halt the progression of the disease;

WHEREAS, the symptoms of Parkinson's disease vary from person to person and can include tremors; slowness of movement and rigidity; difficulty with balance, swallowing, chewing, and speaking; cognitive impairment and dementia; mood disorders; and a variety of other non-motor symptoms.

WHEREAS, volunteers, researchers, caregivers, and medical professionals are working to improve the quality of life of persons living with Parkinson's disease and their families;

WHEREAS, increased research, education, and community support services are needed to find more effective treatments and to provide access to quality care to those living with the disease today;

NOW, THEREFORE, THE MAYOR AND COUNCIL OF THE CITY OF ROCKVILLE do hereby proclaim the month of April, 2017, as PARKINSON'S AWARENESS MONTH and call upon the people of Rockville to join their fellow citizens in the community and across the region to spread the word and participate in this special observance.

Bridget Donnell Newton

Bridget Donnell Newton, Mayor

Beryl L. Feinberg

Beryl L. Feinberg, Councilmember

Virginia D. Onley

Virginia D. Onley, Councilmember

Julie Palakovich Carr, Councilmember

Mark Pierzchala, Councilmember

March 27, 2017

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Proclamation
Department: City Clerk/Director of Council Operations Office
Responsible Staff: Sara Taylor-Ferrell

Subject

Proclamation Declaring April 23, 2017 Rockville Science Day

Recommendation

Staff recommends that the Mayor and Council read, adopt, and present the Proclamation.

Discussion

Now in its 28th year, Rockville Science Day is an event recognized every year by the Mayor and Council. This year's event will be held on Sunday, April 23, 2017 from noon to 5 p.m. at the Rockville Campus of Montgomery College. Rockville Science Day combines entertainment and education where people of all ages can find interesting exhibits on a number of topics, including environment and nature, reptiles and birds, space exploration, biotechnology, robotics, rockets and much, much more.

Mayor and Council History

The Mayor and Council recognize Rockville Science Day every year with a proclamation.

Public Notification and Engagement

The Community is encouraged to attend Rockville Science Day at noon on Sunday, April 23, 2017 at the Rockville Campus of Montgomery College.

Attachments

Attachment 11.a: Rockville Science Day Proclamation 2017 (PDF)

Kathleen A. Conway, City Clerk/Director of Council Operations 3/21/2017

Proclamation

ROCKVILLE · MARYLAND

WHEREAS, on April 22, 1990, the Rockville Science Center held its first Rockville Science Day and has continued Science Day as an annual event in the City of Rockville; and

WHEREAS, this year marks the 28th anniversary of Rockville Science Day; and

WHEREAS, Science Day is a local family-oriented event designed to acquaint youth with the world of science and to help both children and grown-ups alike understand how science is used in our lives; and

WHEREAS, science lies at the heart of technological progress, space exploration, human and ecological health, and environmental concerns and Science Day provides informative and entertaining exhibits about everything from environment and nature, to reptiles and birds, space exploration, biotechnology, robotics and rockets; and

WHEREAS, on Sunday, April 23, 2017, the Rockville Science Center will present its 28th Annual Rockville Science Day, which will include hands-on activities for kids of all ages and technological innovations of interest to adults.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and Council of Rockville do hereby proclaim April 23, 2017, as ROCKVILLE SCIENCE DAY in Rockville and urge all residents to participate in this opportunity and connect with science in the "real world."

Bridget Donnell Newton
Bridget Donnell Newton, Mayor

Beryl L. Feinberg
Beryl L. Feinberg, Councilmember

Virginia D. Onley
Virginia D. Onley, Councilmember

Julie Palakovich Carr, Councilmember

Mark Pierzchala, Councilmember

March 27, 2017

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Approval
Department: City Clerk/Director of Council Operations Office
Responsible Staff: Kathleen Conway

Subject

Approval of Minutes

Recommendation

Staff recommends the Mayor and Council approve the following minutes:

February 6, 2017 (Meeting No. 05-17)
February 9, 2017 (Meeting No. 06-17)
February 27, 2017 (Meeting No. 09-17)
March 2, 2017 (Meeting No. 10-17)

Kathleen A. Conway, City Clerk/Director of Council Operations 3/22/2017

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Public Hearing
Department: City Manager's Office
Responsible Staff: Louise Atkins

Subject

Public Hearing on Smoking Ban at All Eating Establishments with Outdoor Seating in the City of Rockville

Recommendation

Conduct a public hearing for the purpose of receiving public comment on the proposal to ban smoking at eating establishments with outdoor seating in the City of Rockville.

Change in Law or Policy

In the event that the Mayor and Council decide to proceed with a smoking ban, this would require a new law.

Discussion

On February 6, 2017, the Mayor and Council discussed the establishment of a smoking ban at all eating establishments with outdoor seating within the City limits, and directed staff to hold a public hearing.

Background

In 2013, a Rockville resident requested that the City designate the Rockville Town Square area in the vicinity of the Rockville Town Center Park (the plaza) as a smoke-free area. In response, staff provided the Mayor and Council with research on smoking prohibitions in Maryland and options for banning smoking in City- and privately-owned properties in Town Square.

Following unanimous support from the Recreation and Parks Advisory Board (“Advisory Board") to make all City parks and facilities smoke free, the Mayor and Council voted unanimously on October 5, 2015 to have Montgomery County Code Section 24-9, "Smoking, and using electronic cigarettes in public places," apply to all City-owned property. Section 24(g) of the Montgomery County Code allows a property owner not otherwise subject to the County's smoking ban to voluntarily prohibit or restrict smoking and vaping at their property and to delegate enforcement of the prohibition or restriction to the County.

On November 2, 2015, the Mayor and Council sent a letter to Uma Ahluwalia, Director, Health and Human Services, with a listing of all City parks, centers and facilities that would be subject to Section 24-9 of the Montgomery County Code, effective March 1, 2016. This letter and listing

of facilities is included in Attachment A.

Montgomery County Code Section 24-9

Montgomery County Code Section 24-9 prohibits smoking and vaping (electronic cigarettes) in certain indoor places, such as schools, county buildings, theaters, businesses open to the public, eating and drinking establishments, and on all property owned or leased by the County, including parks, bus shelters and bus stop areas. The County law provides an exception for golf courses and outside areas where the County Director of Health and Human Services finds that a complete prohibition would impede a program's mission or the effective delivery of services. County law also prohibits smoking within 25 feet of a playground area on privately-owned property that has a primary purpose to service the residents of more than one dwelling unit. Included as Attachment B is a copy of the sections of the Montgomery County Code, Chapter 24-9, relating to the County's no smoking policy and enforcement. The County no smoking ordinance is applicable within the City pursuant to City Code Section 1-8(b) (12).

Enforcement of Montgomery County's no-smoking law is under the authority of the County Department of Health and Human Services (DHHS) and is complaint driven. Citations may be issued as a Class C civil violation, which provides a fine of $50 for a first offense. Any complaints reported to DHHS staff regarding parks and facilities in the City would be referred to the managers of those facilities to be addressed, which is the same manner in which the complaints are handled at County facilities. DHHS has no record of any complaints relating to the smoking and vaping prohibition at City parks and facilities since the City prohibited such activity.

Smokefree Outdoor Dining Areas

The American Nonsmokers' Rights Foundation has identified 392 municipalities throughout the country with Smokefree Outdoor Dining Laws, of which 233 also have Smokefree Outdoor Bar Patio Laws. A listing is included in Attachment C.

The listing includes one municipality in Maryland, the Town of La Plata. La Plata's legislation, which includes banning of smoking within 20 feet from the entrance to premises used by the public and outdoor seating areas, was adopted in 2006. The legislation was met with great controversy by the restaurant community and the local chapter of the Veterans of Foreign Wars (VFW). The original proposed legislation banned smoking within fifty (50) feet of any entrances to an establishment. After public hearings, the distance was dropped to twenty (20) feet. Attachment D provides a copy of the Town of La Plata, City Code, Chapter 161, Smoking and Tobacco Products.

Citations may be issued as a municipal infraction, which provides a fine of $50 for a violation to a person who violates the smoking prohibition, and a $200 fine for a first offense of an owner or manager of a facility who refuses to comply with the no smoking ordinance. The La Plata Code authorizes police officers, code enforcement officials and the Town's Chief Executive Officer to enforce the ordinance. According to a Town of La Plata Code Compliance Officer, the town has not received any official complaints and has not issued any citations to date. The Ordinance has not been updated to include vaping (electronic cigarettes).

Staff also followed up with five other municipalities that have banned smoking in outdoor patio areas of eating establishments. A summary of the information gathered is included as Attachment E. Typically, smoking is banned within 20 or 25 feet from the entrance to a dining facility, and is enforced by issuance of a citation. Violation amounts range from $50 - $200 for a first offense, and increase to $200 - $500 for subsequent violations. Enforcement in these five municipalities is conducted by the Police or the Department of Health. While some citations are issued, it appears that most businesses cooperate and comply.

With respect to Montgomery County, a County Council Agenda in 2014 indicated that a bill to prohibit smoking at outdoor seating areas of eating and drinking establishments was scheduled for introduction; however, that agenda item was withdrawn and the bill was never introduced. Section 24-9 of the County Code is only applicable to outdoor dining areas where the property is owned or leased by the County. There is currently no smoking prohibition in front of the County-owned building in Town Square. DHHS staff takes the position that the building abuts a public sidewalk or property that is not County-owned. Because the County smoking prohibition ordinance does not apply to any part of County right-of-way or any private property (besides the specified public places identified in the ordinance), the County's smoking prohibition does not apply to the area in front of the County-owned building in Town Square.

If a majority of the Mayor and Council would like to continue exploring an expanded prohibition on smoking, staff suggests that the Mayor and Council consider including in their discussions approaches to enforcement of a smoking ban for outdoor seating at eating establishments. As Montgomery County Code Section 24-9 does not ban smoking in outdoor dining areas, a decision would have to be made on how City enforcement would be managed. Acting Chief Rappoport has shared that City Police Officers could enforce a no smoking ban if enacted by the Mayor and Council. The Acting Chief's preference is for any ban, if enacted, to be complaint driven. While Community Enhancement and Code Enforcement Officers have the authority to write civil citations, Acting Chief Rappoport recommends that enforcement authority be limited to Police Officers. It is anticipated that complaints are more likely to be made during the evenings and weekends, when Police Officers are on duty.

Outdoor Dining Smoking Ban Proposal from Councilmember Palakovich Carr
For discussion purposes only, Attachment F provides a draft outdoor dining smoking ban ordinance from Councilmember Palakovich Carr. Upon direction from the Mayor and Council, staff can assess this draft ordinance for consideration at a future meeting. That staff assessment has not been completed to date.

Mayor and Council History

This was discussed at the meeting on February 6, 2017, and the Mayor and Council directed staff to schedule a public hearing on March 27, 2017.

Public Notification and Engagement

A Notice of Hearing was advertised in the Washington Post on March 9 and March 16, 2017. A front-page article was included in the March edition of Rockville Reports, which is mailed to all residents and businesses in the City, as well as Rockville Reports online. Information has also been shared by social media (Twitter, Facebook, Next Door) on an ongoing basis. The Chamber of Commerce and Rockville Economic Development, Inc. were also informed with a request that they share it with members and businesses. Information on the public hearing has been shared with Federal Realty Investment Trust and Urban Edge Properties, with a request that the information is shared with tenants in the property they manage in the City of Rockville.

Next Steps

Once the public record is closed, staff will compile the public input and schedule a follow-up discussion by the Mayor and Council.

Attachments

Attachment 13.a: Letter to Montgomery County HHS listing city facilites subject to Section 24-9 (PDF)
Attachment 13.b: Montgomery County Code Section 24-9 Smoking and using electronic cigarettes in public places (PDF)
Attachment 13.c: Municipalities with Smokefree Outdoor Dining and Bar Patio Laws (PDF)
Attachment 13.d: Town of La Plata Chapter 161 Smoking and Tobacco Products (PDF)
Attachment 13.e: Examples of other cities with No Smoking Prohibitions in eating establishments with outdoor seating (PDF)
Attachment 13.f: For Discussion Purposes Only from Councilmember Palakovich Carr (PDF)

Rob DiSpirito, City Manager 3/21/2017

City of Rockville
111 Maryland Avenue
Rockville, Maryland
20850-2364
www.rockvillemd.gov

240-314-5000
TTY 240-314-8137

November 2, 2015

Uma Ahluwalia
Director, Health and Human Services
401 Hungerford Drive
Rockville, MD 20850

Dear Ms. Ahluwalia:

Pursuant to the Montgomery County Code, § 24-9 (g) please be advised that on October 5, 2015 the Mayor and Council of Rockville voted unanimously to have § 24-9 (Smoking in Public Places) apply to all City owned property.

Please find attached a list of City Parks, Centers and Facilities that will be subject to § 24-9. Signed contracts in place on or before October 5, 2015 for future events at Glenview Mansion and the F. Scott Fitzgerald Theatre will be honored, and the no-smoking prohibition will not be enforced.

The City will design and fabricate signage for the listed locations and anticipates implementation when the signage is in place by March 1, 2016.

Sincerely,

Bridget Donnell Newton

Bridget Donnell Newton, Mayor

Beryl L. Feinberg

Beryl L. Feinberg, Councilmember

Tom Moore

Tom Moore, Councilmember

Virginia D. Onley

Virginia D. Onley, Councilmember

Julie Palakovich Carr

Julie Palakovich Carr, Councilmember

MAYOR
Bridget Donnell Newton

COUNCIL
Beryl L. Feinberg
Tom Moore
Virginia D. Onley
Julie Palakovich Carr

CITY MANAGER
Barbara B. Matthews

ACTING CITY CLERK
Sara Taylor-Ferrell

CITY ATTORNEY
Debra Yerg Daniel

City of Rockville Parks, Centers and Facilities

City Park Name	Address
Anderson Park	Princeton Place and College Parkway Rockville, MD 20850
Autre-St. Mary's Park	Tweed Street Rockville, MD 20850
Beall Dawson House Park	103 West Montgomery Avenue Rockville, MD 20850
Broome Middle School Athletic Park	751 Twinbrook Parkway Rockville, MD 20851
Bullards Park and Rose Hill Stream Valley Park	150 Calvert Road Rockville, MD 20850
Calvin Park	1248 Gladstone Drive Rockville, MD 20851
College Gardens Park	615 College Parkway Rockville, MD 20850
Courthouse Square Park	Maryland Avenue and West Montgomery Avenue Rockville, MD 20850
Croydon Park	401 South Horners Lane Rockville, MD 20850
David Scull Park	1133 First Street Rockville, MD 20850
Dawson Farm Park	312 Ritchie Parkway Rockville, MD 20852
Dogwood Park	800 Monroe Street Rockville, MD 20850
Elwood Smith Park	601 Harrington Road Rockville, MD 20850
Fallsgrove Park	700 Fallsgrove Drive Rockville, MD 20850
Fallsgrove Stream Valley	700 Fallsgrove Drive Rockville, MD 20850
First Street Park	First Street and Maple Avenue Rockville, MD 20851
Friends Park	Falls Road and Montgomery Avenue Rockville, MD 20850
Glenora Park	Dundee Road and Wootton Parkway Rockville, MD 20850
Hillcrest Park	1150 Crawford Drive Rockville, MD 20850
Horizon Hill Park	Wootton Parkway at S. Fallsmead Way Rockville, MD 20854
Croydon Park	401 South Horners Lane Rockville, MD 20850
Isreal Park	357 Frederick Avenue Rockville, MD 20850
Jacqulin Trells Williams Park	South Adams Street and Route 28 Rockville, MD 20850
James Monroe Park	Monroe Street and East Jefferson Rockville, MD 20850
Karn Park	Evans Street and Laura Lane Rockville, MD 20850
King Farm Park	401 Watkins Pond Boulevard Rockville, MD 20850
King Farm Stream Valley Park	West Gude Drive and Redland Boulevard Rockville, MD 20850
Kinship Park	North Washington Street and Beall Avenue Rockville, MD 20850
Lone Oak Park	Grandin Avenue and Woodburn Road Rockville, MD 20851
Mark Twain School Athletic Park	14501 Avery Road Rockville, MD 20853
Mary Trumbo Park	Park Road and North Grandin Avenue Rockville, MD 20850
Maryvale Park	812 First Street Rockville, MD 20850

Attachment 13.a: Letter to Montgomery County HHS listing city facilites subject to Section 24-9 (1455 : Smoking Ban at All Eating

City of Rockville Parks, Centers and Facilities

Mattie J. T. Stepanek Park (Rockville Dog Park at King Farm)	1800 Piccard Drive Rockville, MD 20850
Memory Walk Park	Lincoln Avenue and Douglas Avenue Rockville, MD 20850
Millennium Garden Park	Falls Road at Potomac Valley Road Rockville, MD 20850
Montrose Park	451 Congressional Lane Rockville, MD 20850
Montrose Woods Park	Tildenwood Drive Rockville, MD 20852
Monument Park	550 Maryland Avenue Rockville, MD 20850
North Farm Park	600 Farm Pond Lane Rockville, MD 20852
North Street Park	North Street and North Washington Street Rockville, MD 20850
Northeast Park	Gude Drive and Redgate Farms Court Rockville, MD 20850
Orchard Ridge Park	Falls Road and Wootton Parkway Rockville, MD 20850
Peg Sante Park	Mannakee Street and Beall Avenue Rockville, MD 20850
Phyllis Kavanagh Park	704 Grandin Avenue Rockville, MD 20850
Potomac Woods Park	2276 Dunster Lane Rockville, MD 20854
Rockcrest Park	1331 Broadwood Drive Rockville, MD 20851
Rockmead Park	1800 Greenplace Terrace Rockville, MD 20850
Rockville Civic Center Park	603 Edmonston Drive Rockville, MD 20850
Rockville Dog Park at King Farm (Mattie J.T. Stepanek Park)	1800 Piccard Drive Rockville, MD 20852
Rockville Senior Center Park	1150 Carnation Drive Rockville, MD 20850
Rockville Town Square	Between Maryland Avenue and Gibbs Street Rockville, MD 20850
Rose Hill Stream Valley	150 Calvert Road Rockville, MD 20850
Rose Hill Tot Lot	Autumn Wind Way Rockville, MD 20850
Silver Rock Park	Clagett Drive and Maple Avenue Rockville, MD 20851
Skate Park at Welsh Park	355 Martins Lane behind the Swim and Fitness Center Rockville, MD 20850
The Promenade	East Montgomery Avenue and Monroe Street Rockville, MD 20850
Thirty Oaks Park	Henson Oaks Lane Rockville, MD 20850
Twinbrook Park	12920 Twinbrook Parkway Rockville, MD 20851
Upper Watts Branch Park	Nelson Street and College Parkway Rockville, MD 20850
Veterans Park	Route 28 and Route 355 Rockville, MD 20850
Village Green Park	401 Casey Lane Rockville, MD 20850
Welsh Park	Martins Lane and Mannakee Street Rockville, MD 20850
Wilma Shelton Bell Park	798 North Horners Lane Rockville, MD 20850
Woodley Gardens Park	900 Nelson Street Rockville, MD 20850
Woottons Mill Park	Hurley Avenue Rockville, MD 20850
Millennium Trail	Wootton Parkway and Falls Road Rockville, MD 20850

City of Rockville Parks, Centers and Facilities

Centers

Croydon Creek Nature Center	852 Avery Road Rockville, MD 20851
Lincoln Park Community Center	357 Frederick Avenue Rockville, MD 20850
Swim and Fitness Center	355 Martins Lane Rockville, MD 20850
F. Scott Fitzgerald Theatre	603 Edmonston Drive Rockville, MD 20850
Rockville Senior Center	1150 Carnation Drive Rockville, MD 20850
Thomas Farm Community Center	700 Fallgrove Drive Rockville, MD 20850
Twinbrook Community Center & Annex	12920 Twinbrook Parkway Rockville, MD 20850
Glenview Mansion	603 Edmonston Drive Rockville, MD 20850
Elwood Smith Community Center	601 Harrington Road Rockville, MD 20852
Montrose Community Center	451 Congressional Lane Rockville, MD 20852
Rockcrest Ballet Center	1331 Broadwood Drive Rockville, MD 20851

Facilities

City Hall	111 Maryland Avenue Rockville, MD 20850
Public Works & Parks Maintenance @ Rothgeb Drive	14625 Rothgeb Drive Rockville MD 20850
RedGate Municipal Golf Course	14500 Avery Road Rockville, MD 20853
Rockville Water Treatment Plant	10930 Sandy Landing Road Potomac MD 20854
Pump House at Croydon Park	401 S. Horner's Lane Rockville MD 20850
Rockville Police Department & Annex	2 W. Montgomery Avenue Rockville, MD 20850
Rec Services (behind Glenview Mansion)	603 Edmonston Drive Rockville, MD 20850

Attachment 13.a: Letter to Montgomery County HHS listing city facilites subject to Section 24-9 (1455 : Smoking Ban at All Eating

Montgomery County Code

ARTICLE II. SMOKING, TOBACCO, AND NICOTINE.*

***Editor's note**—Former Article II, entitled "Wells," §§ 24-11—24-21, was repealed by 1979 L.M.C., ch.46, § 2. The Article was formerly derived from Mont. Co. Code 1965, §§ 110-1—110-11, 1972 L.M.C., ch. 16, §§ 5 and 13, and 1974 L.M.C., ch. 22, § 2.

Sec. 24-9. Smoking and using electronic cigarettes in public places.

(a) *Definitions.* In this Article, the following words and phrases have the meanings indicated:

Bus stop means a location that has been designated by a pole and appropriate signage as a place where passengers board or alight a bus.

Bus stop area means a rectangular area surrounding a bus stop pole which extends 25 feet along the curb on each side of the pole and 15 feet from the curb.

Eating and drinking establishment means an establishment regulated under Chapter 15.

Electronic cigarette means any product containing or delivering nicotine or any other substance intended for human consumption that can be used by a person to simulate smoking through inhalation of vapor or aerosol from the product. The term includes any such device, whether manufactured, distributed, marketed, or sold as an e-cigarette, e-cigar, e-pipe, e-hookah, or vape pen, or under any other product name or descriptor.

Enclosed means separated by walls that extend from floor to ceiling and under a roof.

Health care facility means any office or institution where individual care or treatment of physical, mental, or emotional illness, or any other medical, physiological, or psychological condition is provided. *Health care facility* includes any hospital, clinic, nursing home for the aging or chronically ill, laboratory, or office of any physician, dentist, psychologist, psychiatrist, physiologist, podiatrist, optometrist or optician.

Person means any individual, firm, partnership, association, corporation, company, or organization of any kind.

Public place means an enclosed area in which members of the public are normally invited or permitted.

Public meeting means any meeting wherever held, open to the public with no membership requirement.

Rail transit station means an area that:

(1) Includes the fare-paid and roofed areas;

(2) is a regular stopping place for the pickup and discharge of passengers in regular route service, contract service, or special or community type service; and

(3) Is owned, operated, or controlled by the Washington Metropolitan Area Transit Authority.

Retail store means any establishment whose primary purpose is to sell merchandise or food for consumption off the premises, directly to consumers.

Smoking or *smoke* means the act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette, or pipe, of any kind.

Tobacco shop means any store that primarily sells tobacco, tobacco products and pipes or other implements used to smoke tobacco. "*Tobacco shop*" does not include an area of a larger store in which tobacco is sold.

Vape shop means any store that primarily sells electronic cigarettes. *Vape shop* does not include an area of a larger store in which electronic cigarettes are sold.

Vaping or *vape* means the act of using an electronic cigarette.

Workplace means an enclosed area or any part of an enclosed area used in the performance of employment or related activities. *Workplace* includes a motor vehicle owned or leased by the employer, conference room, auditorium, library, office machine station, lunchroom, vending area, locker room, lounge, hallway, or stairwell.

(b) *Smoking and vaping are prohibited in certain public places.* A person must not smoke or use any electronic cigarette in or on any:

(1) Elevator, regardless of capacity, except elevators in single-family dwellings as provided by state law;

(2) Health care facility, regardless of capacity, except:

(A) In the private, enclosed sleeping or living quarters of persons working in a health care facility where patients and members of the public are not normally present; and

(B) In patient sleeping quarters, if:

1. All patients assigned to the room have agreed to have the room designated as a smoking area;

2. The administrator of the facility, or a designee, has designated the room as a smoking area; and

3. A reasonable effort is made to assign patients to sleeping rooms according to the patient's nonsmoking or smoking preference;

(3) School or other educational facility operated by the Montgomery County public schools or Montgomery College, except when expressly permitted under state law;

(4) Building or part of a building owned or leased by County government, and any private building or part of a building during a public meeting called by a government body;

(5) Theatre or movie theater;

(6) County government workplace, including any privately-owned workplace where County employees are regularly assigned;

(7) Rail transit station;

(8) Business or organization open to the public, including a retail store, bank, office, factory, eating and drinking establishment, or any other private business or organization;

(9) Restroom, except a restroom in a private residence;

(10) Enclosed auditorium, concert or lecture hall; or

(11) property that is owned or leased by the County, including a bus shelter or bus stop area, but excluding any other part of a County right-of-way.

(c) *Exceptions.* Smoking or vaping is not prohibited by this Section:

(1) In a tobacco shop or a vape shop;

(2) In a vehicle, when used in the course of employment and occupied by only one individual;

(3) When smoking or vaping is necessary to the conduct of scientific research into the health effects of tobacco smoke and is conducted at an analytical or educational laboratory;

(4) In any part of a private residence which is not open to the public for business purposes;

(5) In up to 40% of the sleeping rooms in a hotel or motel;

(6) In up to 40% of the premises of a fraternal, religious, patriotic, or charitable organization or corporation or fire company or rescue squad during an event that the organization or corporation holds on its own property and which is open to the public;

(7) In the bar and dining area of an eating and drinking establishment that:

(A) is a club as defined in the state alcoholic beverages law:

(B) has an alcoholic beverages license issued to private clubs under the state alcoholic beverages law; and

(C) allows consumption of alcoholic beverages on its premises;

(8) In any occupied residential unit owned or leased by the County for as long as the occupant on May 27, 2013 retains possession of the unit;

(9) On a golf course; and

(10) In an area designated by the Director of the Department of Health and Human Services under subsection (d).

(d) Notwithstanding paragraph (b)(11), the Director of the Department of Health and Human Services may designate an outside area on property that is owned or leased by the County where smoking or vaping is allowed if the Director finds that a complete prohibition on that property would impede a program's mission or effective delivery of services.

(e) *Posting signs.*

(1) Except as provided in paragraph (e)(4), signs prohibiting or permitting smoking or vaping, as the case may be, must be posted conspicuously at each entrance to a public place covered by this Section.

(2) Where smoking or vaping is prohibited by this Section, the sign either must read "No smoking or vaping by order of Montgomery County Code § 24-9. Enforced by (department designated by the County Executive)" or be a performance- oriented sign such as "No Smoking or Vaping" or "This is a Smoke Free Establishment." The international no-smoking symbol may replace the words "No smoking."

(3) Signs need not be permanently attached to a structure. The owner and the person in control of the room or area are both responsible for posting the required signs.

(4) The Director of Health and Human Services may waive the requirement of paragraph (e)(1) on County property, or require a sign to be posted in another location, if the Director finds, after consulting with the Director of General Services, that posting a sign at an entrance is not feasible.

(f) *Duty to prevent smoking in certain areas.* The owner or person in control of a building or area covered by this Section must refuse to serve or seat any person who smokes or vapes where smoking or vaping is prohibited, and must ask the person to leave the building or area if the person continues to smoke or vape after proper warning.

(g) *Optional smoking restrictions.* The owner or person in control of any property not covered in subsection (b) or exempted under subsection (c) may prohibit or restrict smoking as provided in this

Section by notifying, in writing, the department designated to enforce this Section and by posting appropriate signs. The department must enforce the prohibition or restriction wherever signs are posted until the owner or person in control of the property notifies the department in writing that the owner or person in control has revoked the prohibition or restriction and removed all signs.

(h) *Limitations.* This Section does not:

(1) allow any person to smoke at any place where smoking is otherwise restricted; or

(2) prevent an owner or person in charge from prohibiting smoking entirely at any business or workplace.

(i) *Other laws still apply.*

(1) This Section adds to, and does not replace or restrict, any other applicable federal, state, or County law or regulation.

(2) This Section does not allow smoking where smoking is restricted by any applicable fire prevention rule or regulation.

(j) *Regulations.* The County Executive may adopt reasonable regulations under method (2) to enforce this Section.

(k) *Enforcement and penalties.*

(1) Any violation of this Article is a class C civil violation. Each day a violation exists is a separate offense.

(2) The County Attorney or any affected party may file an action in a court with jurisdiction to enjoin repeated violations of the Section.

(3) The County Executive must designate by Executive order one or more County departments or agencies to enforce this Article.

(4) The Director of the Department of Health and Human Services may suspend a license issued under Chapter 15 for up to 3 days if the Director finds, under the procedures of Section 15-16, that the operator of an eating and drinking establishment has knowingly and repeatedly violated any provision of this Section. (1977 L.M.C., ch. 33, § 1; 1980 L.M.C., ch. 19, § 1; 1983 L.M.C., ch. 2, § 1; 1983 L.M.C., ch. 22, § 27; 1984 L.M.C., ch. 24, § 25; 1986 L.M.C., ch. 35, § 1; 1988 L.M.C., ch. 31, § 1; 1990 L.M.C., ch. 32, § 1; 1994 L.M.C., ch. 2, § 1; 1995 L.M.C., ch. 13, § 1; 1999 L.M.C., ch. 4, § 1; 2003 L.M.C., ch. 12, § 1; 2013 L.M.C., ch. 5, § 1; 2015 L.M.C., ch. 8, § 2.)

Editor's note—2015 L.M.C, ch. 36, § 4, states: The Editor's note below (2003 L.M.C., ch. 12, § 3) is repealed (effective approximately April 2016): "Marketing Assistance. The Department of Economic Development must establish and administer a fund, subject to appropriation, to provide marketing assistance to County restaurants affected by the provisions of this law. The Department must develop criteria for use of these funds and report to the Council quarterly on expenditures from the fund."

2015 L.M.C., ch. 36, § 8, also states, in part: All other provisions of this Act take effect 180 days after the Montgomery County Economic Development Corporation is designated under Section 30B-2.

Former Sec. 24-9A, Smoking in eating and drinking establishments, which was derived from 1987 L.M.C., ch. 43, § 1, 1989 L.M.C., ch. 1, § 4, 1995 L.M.C., ch. 13, §§ 1 and 5, and Council Resolution No. 14-70, was repealed by 2003 L.M.C., ch. 12, § 1. The Court of Appeals declared Council Resolution No. 14-70 invalid because it was adopted without the participation of the County Executive, who is part of the County's governing body. Montgomery County, Maryland v. Anchor Inn Seafood Restaurant, 374 Md. 327, 822 A.2d 429 (2003).

2003 L.M.C., ch. 12 , §§ 2 and 3, state:

ANRF AMERICAN NONSMOKERS' RIGHTS FOUNDATION
Defending your right to breathe smokefree air since 1976

Municipalities with Smokefree Outdoor Dining and Bar Patio Laws

Enacted as of July 1, 2016

This list includes those municipalities that have enacted laws for 100% smokefree outdoor dining and bar patios. The list does not include those municipalities that have restricted smoking to certain parts or percentages of outdoor dining or bar patios.

For more information about clean outdoor air, visit our smokefree outdoor resource page.

Note, the jurisdiction(s) affected by County-level laws vary widely.

Municipality		State
1.	Clay	AL
2.	Creola	AL
3.	Fultondale	AL
4.	Gadsden	AL
5.	Monroeville	AL
6.	Vestavia Hills	AL
7.	Agoura Hills	CA
8.	Baldwin Park	CA
9.	Belmont	CA
10.	Calabasas	CA
11.	Calexico	CA
12.	Camarillo	CA
13.	Campbell	CA
14.	Carlsbad	CA
15.	Carpinteria	CA
16.	Carson	CA
17.	Compton	CA
18.	Contra Costa County	CA
19.	Corte Madera	CA
20.	Cupertino	CA
21.	Daly City	CA
22.	Davis	CA
23.	El Cajon	CA
24.	El Cerrito	CA
25.	Emeryville	CA
26.	Fremont	CA
27.	Hayward	CA
28.	Hemet	CA
29.	Hermosa Beach	CA
30.	Huntington Park	CA
31.	La Canada Flintridge	CA
32.	Lafayette	CA
33.	Larkspur	CA

Municipality		State
34.	Loma Linda	CA
35.	Malibu	CA
36.	Mammoth Lakes	CA
37.	Manhattan Beach	CA
38.	Martinez	CA
39.	Mill Valley	CA
40.	Monterey Park	CA
41.	Moorpark	CA
42.	Morgan Hill	CA
43.	Morro Bay	CA
44.	Mountain View	CA
45.	National City	CA
46.	Oakley	CA
47.	Palo Alto	CA
48.	Paradise	CA
49.	Pasadena	CA
50.	Petaluma	CA
51.	Piedmont	CA
52.	Pinole	CA
53.	Rancho Cordova	CA
54.	Richmond	CA
55.	San Anselmo	CA
56.	San Fernando	CA
57.	San Jose	CA
58.	San Leandro	CA
59.	San Mateo	CA
60.	San Rafael	CA
61.	San Ramon	CA
62.	Santa Clara County	CA
63.	Santa Monica	CA
64.	Santa Rosa	CA
65.	Sausalito	CA
66.	Sebastopol	CA

2530 San Pablo Avenue, Suite J • Berkeley, California 94702 • (510) 841-3032 / FAX (510) 841-3071
www.no-smoke.org • anr@no-smoke.org

Municipality		State
67.	Sierra Madre	CA
68.	Solana Beach	CA
69.	Sonoma County	CA
70.	South Pasadena	CA
71.	Sunnyvale	CA
72.	Temple City	CA
73.	Tiburon	CA
74.	Union City	CA
75.	Ventura	CA
76.	Walnut Creek	CA
77.	Windsor	CA
78.	Arvada	CO
79.	Avon	CO
80.	Boulder	CO
81.	Eagle County	CO
82.	Edgewater	CO
83.	Fort Collins	CO
84.	Louisville	CO
85.	Tift County	GA
86.	DeKalb	IL
87.	Hesston	KS
88.	Manhattan	KS
89.	Owensboro	KY
90.	Alexandria	LA
91.	Cheneyville	LA
92.	Ouachita Parish	LA
93.	West Monroe	LA
94.	Woodworth	LA
95.	Adams	MA
96.	Amherst	MA
97.	Andover	MA
98.	Bolton	MA
99.	Boston	MA
100.	Bourne	MA
101.	Buckland	MA
102.	Cambridge	MA
103.	Charlemont	MA
104.	Dartmouth	MA
105.	Deerfield	MA
106.	Easthampton	MA
107.	Gill	MA
108.	Grafton	MA
109.	Granby	MA
110.	Greenfield	MA
111.	Hamilton	MA
112.	Hatfield	MA
113.	Hingham	MA
114.	Hudson	MA
115.	Lee	MA
116.	Lenox	MA
117.	Leominster	MA

Municipality		State
118.	Leverett	MA
119.	Lynn	MA
120.	Marion	MA
121.	Marlborough	MA
122.	Medfield	MA
123.	Medway	MA
124.	Methuen	MA
125.	Milton	MA
126.	Montague	MA
127.	Natick	MA
128.	Needham	MA
129.	New Bedford	MA
130.	Newburyport	MA
131.	North Andover	MA
132.	North Reading	MA
133.	Northampton	MA
134.	Northborough	MA
135.	Orange	MA
136.	Pittsfield	MA
137.	Provincetown	MA
138.	Rockport	MA
139.	Shelburne	MA
140.	Sherborn	MA
141.	Somerville	MA
142.	South Hadley	MA
143.	Stockbridge	MA
144.	Sunderland	MA
145.	Sutton	MA
146.	Tyngsborough	MA
147.	Watertown	MA
148.	Wayland	MA
149.	Whately	MA
150.	Williamstown	MA
151.	Winthrop	MA
152.	La Plata	MD
153.	Portland	ME
154.	Austin	MN
155.	Hutchinson	MN
156.	Olmsted County	MN
157.	Anguilla	MS
158.	Arcola	MS
159.	Baldwyn	MS
160.	Beulah	MS
161.	Brandon	MS
162.	Coahoma County	MS
163.	Courtland	MS
164.	Crawford	MS
165.	Duck Hill	MS
166.	Duncan	MS
167.	Durant	MS
168.	Ethel	MS

Municipality		State
169.	Farmington	MS
170.	Fayette	MS
171.	Forest	MS
172.	Friars Point	MS
173.	Georgetown	MS
174.	Indianola	MS
175.	Isola	MS
176.	Itta Bena	MS
177.	Iuka	MS
178.	Louisville	MS
179.	Magee	MS
180.	Mendenhall	MS
181.	Monticello	MS
182.	Moorhead	MS
183.	Nettleton	MS
184.	New Augusta	MS
185.	Pickens	MS
186.	Plantersville	MS
187.	Rolling Fork	MS
188.	Sidon	MS
189.	Sledge	MS
190.	State Line	MS
191.	Sumner	MS
192.	Tutwiler	MS
193.	Walnut	MS
194.	Walnut Grove	MS
195.	Weir	MS
196.	Wesson	MS
197.	Fort Lee Borough	NJ
198.	Mesilla	NM
199.	Santa Fe	NM
200.	Ithaca	NY
201.	Westchester County	NY

Municipality		State
202.	Philadelphia	PA
203.	Aiken County	SC
204.	Beaufort	SC
205.	Colleton County	SC
206.	Duncan	SC
207.	Easley	SC
208.	Estill	SC
209.	Greenville	SC
210.	Hampton	SC
211.	Hartsville	SC
212.	Hollywood	SC
213.	Inman	SC
214.	Lancaster	SC
215.	North Augusta	SC
216.	Pendleton	SC
217.	Simpsonville	SC
218.	Spartanburg	SC
219.	Sumter	SC
220.	Walterboro	SC
221.	West Pelzer	SC
222.	Williamston	SC
223.	Yemassee	SC
224.	Desoto	TX
225.	Duncanville	TX
226.	Lufkin	TX
227.	Waxahachie	TX
228.	Clark County	WA
229.	Mill Creek	WA
230.	Pierce County	WA
231.	Tacoma	WA
232.	Lincoln County	WV
233.	Ohio County	WV

Note: **Hawaii**, **Maine, Michigan,** and **Washington** State law prohibit smoking in outdoor dining and bar patios, as does the Commonwealth of **Puerto Rico**.

Municipalities with Smokefree Outdoor Dining Laws

Enacted as of July 1, 2016

This list includes those municipalities that have enacted laws for 100% smokefree outdoor dining. The list does not include those municipalities that have restricted smoking to certain parts or percentages of outdoor dining areas.

For more information about clean outdoor air, visit our smokefree outdoor resource page.

Municipality		State
1.	Klawock	AK
2.	Petersburg	AK

Municipality		State
3.	Bessemer	AL
4.	Clay	AL

	Municipality	State
5.	Creola	AL
6.	Fultondale	AL
7.	Gadsden	AL
8.	Homewood	AL
9.	Monroeville	AL
10.	Troy	AL
11.	Vestavia Hills	AL
12.	El Dorado	AR
13.	Agoura Hills	CA
14.	Alameda	CA
15.	Alameda County	CA
16.	Albany	CA
17.	Arcata	CA
18.	Baldwin Park	CA
19.	Belmont	CA
20.	Berkeley	CA
21.	Blue Lake	CA
22.	Calabasas	CA
23.	Calexico	CA
24.	Camarillo	CA
25.	Campbell	CA
26.	Carlsbad	CA
27.	Carpinteria	CA
28.	Carson	CA
29.	Chula Vista	CA
30.	Compton	CA
31.	Contra Costa County	CA
32.	Corte Madera	CA
33.	Culver City	CA
34.	Cupertino	CA
35.	Daly City	CA
36.	Davis	CA
37.	Del Mar	CA
38.	Dublin	CA
39.	El Cajon	CA
40.	El Cerrito	CA
41.	Emeryville	CA
42.	Encinitas	CA
43.	Eureka	CA
44.	Fairfax	CA
45.	Fremont	CA
46.	Hayward	CA
47.	Hemet	CA
48.	Hermosa Beach	CA
49.	Huntington Park	CA
50.	La Canada Flintridge	CA
51.	Lafayette	CA
52.	Laguna Hills	CA
53.	Laguna Woods	CA
54.	Larkspur	CA
55.	Livermore	CA

	Municipality	State
56.	Loma Linda	CA
57.	Los Angeles	CA
58.	Los Gatos	CA
59.	Malibu	CA
60.	Mammoth Lakes	CA
61.	Manhattan Beach	CA
62.	Marin County	CA
63.	Martinez	CA
64.	Mill Valley	CA
65.	Monterey Park	CA
66.	Moorpark	CA
67.	Morgan Hill	CA
68.	Morro Bay	CA
69.	Mountain View	CA
70.	Murrieta	CA
71.	National City	CA
72.	Newark	CA
73.	Novato	CA
74.	Oakland	CA
75.	Oakley	CA
76.	Ojai	CA
77.	Palm Desert	CA
78.	Palo Alto	CA
79.	Paradise	CA
80.	Pasadena	CA
81.	Petaluma	CA
82.	Piedmont	CA
83.	Pinole	CA
84.	Pleasanton	CA
85.	Rancho Cordova	CA
86.	Reedley	CA
87.	Richmond	CA
88.	Rohnert Park	CA
89.	Ross	CA
90.	San Anselmo	CA
91.	San Fernando	CA
92.	San Francisco	CA
93.	San Jose	CA
94.	San Leandro	CA
95.	San Luis Obispo	CA
96.	San Mateo	CA
97.	San Rafael	CA
98.	San Ramon	CA
99.	Santa Barbara County	CA
100.	Santa Clara County	CA
101.	Santa Monica	CA
102.	Santa Rosa	CA
103.	Sausalito	CA
104.	Sebastopol	CA
105.	Sierra Madre	CA
106.	Solana Beach	CA

	Municipality	State
107.	Sonoma County	CA
108.	South Pasadena	CA
109.	Sunnyvale	CA
110.	Temple City	CA
111.	Tiburon	CA
112.	Tuolumne County	CA
113.	Union City	CA
114.	Ventura	CA
115.	Walnut Creek	CA
116.	West Hollywood	CA
117.	Windsor	CA
118.	Arvada	CO
119.	Avon	CO
120.	Boulder	CO
121.	Eagle County	CO
122.	Edgewater	CO
123.	Firestone	CO
124.	Fort Collins	CO
125.	Louisville	CO
126.	Steamboat Springs	CO
127.	Superior	CO
128.	Timnath	CO
129.	Berkeley Lake	GA
130.	Chatham County	GA
131.	DeKalb County	GA
132.	Douglas	GA
133.	Pooler	GA
134.	Tift County	GA
135.	Tifton	GA
136.	Valdosta	GA
137.	Hawaii County	HI
138.	Coralville	IA
139.	Glenwood	IA
140.	North Liberty	IA
141.	Arlington Heights	IL
142.	Barrington	IL
143.	Buffalo Grove	IL
144.	Burr Ridge	IL
145.	Deerfield	IL
146.	DeKalb	IL
147.	Evanston	IL
148.	Hanover Park	IL
149.	Hawthorn Woods	IL
150.	Highland Park	IL
151.	Hinsdale	IL
152.	Hoffman Estates	IL
153.	La Grange	IL
154.	Lake Bluff	IL
155.	Lake Forest	IL
156.	Libertyville	IL
157.	Lincolnshire	IL

	Municipality	State
158.	Lindenhurst	IL
159.	Long Grove	IL
160.	Northbrook	IL
161.	Palatine	IL
162.	Riverside	IL
163.	Schaumburg	IL
164.	Westchester	IL
165.	Wheaton	IL
166.	Crown Point	IN
167.	Elkhart	IN
168.	Franklin	IN
169.	Greenwood	IN
170.	Valparaiso	IN
171.	Hesston	KS
172.	Manhattan	KS
173.	Mission	KS
174.	Ashland	KY
175.	Owensboro	KY
176.	Somerset	KY
177.	Abbeville	LA
178.	Alexandria	LA
179.	Cheneyville	LA
180.	Monroe	LA
181.	Ouachita Parish	LA
182.	West Monroe	LA
183.	Woodworth	LA
184.	Adams	MA
185.	Amherst	MA
186.	Andover	MA
187.	Aquinnah	MA
188.	Arlington	MA
189.	Belmont	MA
190.	Billerica	MA
191.	Bolton	MA
192.	Boston	MA
193.	Bourne	MA
194.	Buckland	MA
195.	Cambridge	MA
196.	Charlemont	MA
197.	Chilmark	MA
198.	Cohasset	MA
199.	Dartmouth	MA
200.	Deerfield	MA
201.	Easthampton	MA
202.	Edgartown	MA
203.	Essex	MA
204.	Gill	MA
205.	Grafton	MA
206.	Granby	MA
207.	Greenfield	MA
208.	Hamilton	MA

Municipality	State
209. Hatfield	MA
210. Hingham	MA
211. Hudson	MA
212. Lee	MA
213. Lenox	MA
214. Leominster	MA
215. Leverett	MA
216. Lexington	MA
217. Lynn	MA
218. Marion	MA
219. Marlborough	MA
220. Medfield	MA
221. Medford	MA
222. Medway	MA
223. Methuen	MA
224. Milton	MA
225. Montague	MA
226. Natick	MA
227. Needham	MA
228. New Bedford	MA
229. Newburyport	MA
230. North Andover	MA
231. North Reading	MA
232. Northampton	MA
233. Northborough	MA
234. Oak Bluffs	MA
235. Orange	MA
236. Pittsfield	MA
237. Plymouth	MA
238. Provincetown	MA
239. Rockport	MA
240. Saugus	MA
241. Shelburne	MA
242. Sherborn	MA
243. Somerville	MA
244. South Hadley	MA
245. Stockbridge	MA
246. Sunderland	MA
247. Sutton	MA
248. Tisbury	MA
249. Tyngsborough	MA
250. Watertown	MA
251. Wayland	MA
252. Whately	MA
253. Williamstown	MA
254. Winthrop	MA
255. La Plata	MD
256. Portland	ME
257. Austin	MN
258. Hutchinson	MN
259. Olmsted County	MN

Municipality	State
260. Amory	MS
261. Anguilla	MS
262. Arcola	MS
263. Baldwyn	MS
264. Bassfield	MS
265. Beulah	MS
266. Booneville	MS
267. Brandon	MS
268. Bruce	MS
269. Calhoun City	MS
270. Centreville	MS
271. Coahoma County	MS
272. Courtland	MS
273. Crawford	MS
274. Crystal Springs	MS
275. Duck Hill	MS
276. Duncan	MS
277. Durant	MS
278. Ethel	MS
279. Farmington	MS
280. Fayette	MS
281. Flora	MS
282. Forest	MS
283. Friars Point	MS
284. Georgetown	MS
285. Greenwood	MS
286. Hernando	MS
287. Indianola	MS
288. Isola	MS
289. Itta Bena	MS
290. Iuka	MS
291. Jackson	MS
292. Jonestown	MS
293. Louisville	MS
294. Lumberton	MS
295. Madison	MS
296. Magee	MS
297. Mendenhall	MS
298. Meridian	MS
299. Monticello	MS
300. Moorhead	MS
301. Nettleton	MS
302. New Augusta	MS
303. Picayune	MS
304. Pickens	MS
305. Pittsboro	MS
306. Plantersville	MS
307. Poplarville	MS
308. Prentiss	MS
309. Rolling Fork	MS
310. Sidon	MS

Municipality	State
311. Sledge	MS
312. Starkville	MS
313. State Line	MS
314. Sumner	MS
315. Sumrall	MS
316. Tupelo	MS
317. Tutwiler	MS
318. Walnut	MS
319. Walnut Grove	MS
320. Weir	MS
321. Wesson	MS
322. Woodville	MS
323. Bismarck	ND
324. Grand Forks	ND
325. Walhalla	ND
326. Fort Lee Borough	NJ
327. Mesilla	NM
328. Roswell	NM
329. Santa Fe	NM
330. Ithaca	NY
331. Nassau County	NY
332. Westchester County	NY
333. Philadelphia	PA
334. Aiken County	SC
335. Beaufort	SC
336. Colleton County	SC
337. Duncan	SC
338. Easley	SC
339. Estill	SC
340. Greenville	SC
341. Hampton	SC
342. Hartsville	SC
343. Hollywood	SC
344. Inman	SC
345. Lancaster	SC
346. North Augusta	SC
347. Pendleton	SC
348. Simpsonville	SC
349. Spartanburg	SC
350. Sumter	SC
351. Walterboro	SC

Municipality	State
352. West Pelzer	SC
353. Williamston	SC
354. Yemassee	SC
355. Alton	TX
356. Bonham	TX
357. Brownsville	TX
358. Conroe	TX
359. Desoto	TX
360. Duncanville	TX
361. Highland Village	TX
362. League City	TX
363. Lufkin	TX
364. Nacogdoches	TX
365. Paris	TX
366. Waxahachie	TX
367. West Lake Hills	TX
368. Clark County	WA
369. Mill Creek	WA
370. Pierce County	WA
371. Tacoma	WA
372. Barbour County	WV
373. Berkeley County	WV
374. Boone County	WV
375. Brooke County	WV
376. Cabell County	WV
377. Fayette County	WV
378. Grant County	WV
379. Greenbrier County	WV
380. Hampshire County	WV
381. Hancock County	WV
382. Kanawha County	WV
383. Lincoln County	WV
384. Logan County	WV
385. Marshall County	WV
386. Mason County	WV
387. Mineral County	WV
388. Mingo County	WV
389. Ohio County	WV
390. Raleigh County	WV
391. Wayne County	WV
392. Webster County	WV

Note: **Iowa** State law prohibits smoking in outdoor dining areas.

If you know of a smokefree outdoor dining law that is not currently listed here, please contact ANRF at (510) 841-3032 or anr@no-smoke.org.

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[LS-33]

Town of La Plata

- **Chapter 161 - SMOKING AND TOBACCO PRODUCTS**

Sections:

[HISTORY: Adopted by the Town Council of the Town of La Plata 7-18-06 as Ord. No. 06-10.]

- **Article I. - Definitions**

- **161-1 - Definitions.**

For purposes of this chapter, the following terms have the meanings indicated:

COMMERCIAL ESTABLISHMENT — means any establishment that is open to the public for the sale of goods, wares, food or beverages for consumption on or off the premises, or merchandise, at retail or wholesale, or for the provision of a service to members of the public.

PUBLIC OR MEMBERS OF THE PUBLIC — means the community at large. "Public" or "members of the public" also includes a limited segment of the community at large who are patrons or invitees of a particular building, place, area, facility, venue or establishment.

SERVICE LINE — means any indoor or outdoor line, queuing system or assemblage at which one (1) or more persons wait for admission to any place open to the public or to receive a service of any kind, whether or not such service involves the exchange of money.

SMOKE (when used as a noun) — means airborne material, whether visible or not, produced by the burning of tobacco or other combustible substance in any form.

SMOKE (when used as a verb) — means the act of inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, weed, plant, pipe, or other combustible substance in any manner or in any form.

TOBACCO PRODUCT — means any substance containing tobacco, including cigarettes, cigars, smoking tobacco, snuff, or smokeless tobacco.

- **Article II. - Tobacco Products**

- **161-2 - Purpose.**

The La Plata Town Council finds and declares that tobacco products are a hazard to the health of the public, especially youth, and that tobacco products should be made accessible at commercial establishments only through the intervention of the establishment's employees.

- **161-3 - Placement of tobacco products.**

A.

A commercial establishment shall not display or store any tobacco product in any place that is accessible to customers without the intervention of an employee of the commercial establishment. Violation of the provisions of this Article shall be a civil infraction subject to the penalties provided herein.

B.

The provisions of this section do not apply to the display of any tobacco product in or sale of any tobacco product from a vending machine that complies with all requirements of state law.

C.

The owner, manager and person in control of a commercial establishment that displays or stores any tobacco product in violation of this section is guilty of a municipal infraction and shall be liable for a fine as specified in § 1-22 of this Code. The display or storage of a tobacco product in violation of this section is a strict liability offense. Each day that the display or storage of a tobacco product in violation of this section continues is a separate offense.

- **Article III. - Smoking in Public Places**

- **161-4 - Findings and purpose.**

A.

Numerous studies have found that tobacco smoke is a major contributor to indoor air pollution.

B.

Reliable studies, including a comprehensive report by the U.S. Surgeon General released on June 27, 2006, have shown that breathing secondhand smoke is a cause of disease, including lung cancer, in healthy nonsmokers. At special risk are elderly people, children, people with cardiovascular disease, and individuals with impaired respiratory function, including asthmatics and those with obstructive airway disease.

C.

Health hazards induced by breathing secondhand smoke include lung cancer, respiratory infection, decreased exercise tolerance, decreased respiratory function, bronchoconstriction, and bronchospasm.

D.

The La Plata Town Council finds that efforts should be made to reduce indoor air pollution in places open to the public and hazards to the public presented by secondhand smoke.

- **161-5 - Applicability to town-owned and leased facilities and town functions.**

A.

A person may not smoke or possess any lighted tobacco product in any enclosed building or other facility, or part of any such facility, owned, leased or used by the Town of La Plata.

B.

A person may not smoke or possess any lighted tobacco product while attending or participating in any town-sponsored function or event that is conducted:

(1)

Outdoors on land owned or leased by the town.

C.

A person who smokes or carries a lighted tobacco product in violation of this section is guilty of a municipal infraction and shall be liable for a fine as specified in § 1-22 of this Code.

- **161-6 - Smoking prohibited in public places; exceptions.**

A.

A person may not smoke or possess any lighted tobacco product in any place open to or used by the public within the Town of La Plata including, but not limited to, the following places:

(1)

Elevators, except elevators in single-family dwellings as authorized by state law.

(2)

Rest rooms.

(3)

Service lines.

(4)

All areas, including outdoor parking areas outside of enclosed vehicles located within twenty (20) feet from any entrance to the premises used by the public and outdoor seating areas, available to and used by the public in all:

(a)

Commercial establishments.

(b)

Other businesses.

(c)

General and professional offices.

(d)

Facilities owned or operated by private clubs, nonprofit entities, fraternal, religious, patriotic, or charitable organizations or fire company or rescue squads.

(5)

Public areas of aquariums, galleries, libraries, and museums when open to the public.

(6)

Facilities and venues that are used for exhibiting motion pictures, stage, drama, lectures, musical recitals, or other similar performances, except when smoking is part of the production.

(7)

Sports arenas and convention halls.

B.

Notwithstanding the prohibitions set forth in Subsection A of this section, a person may smoke or possess a lighted tobacco product in any of the following locations:

(1)

In any part of a private residence which is not open to the public for business purposes.

(2)

In a hotel or motel sleeping room that is designated for use by smokers, provided that the hotel or motel shall not designate more than forty percent (40%) of the total number of sleeping rooms for use by smokers.

(3)

On any public sidewalk except when:

(a)

Smoking or possessing a lighted tobacco product is prohibited by § 161-5.

(b)

The person is located within twenty (20) feet of any entrance used by the public to a premises where smoking or carrying a lighted tobacco product otherwise would be prohibited by Subsection A of this section.

(4)

On any public street.

C.

The owner, manager, other person in control, of a building, place, area, facility, venue or establishment where a person is prohibited by Subsection A of this section from smoking or possessing any lighted tobacco product, and the employee of any such person:

(1)

May not knowingly permit any person to smoke or possess any lighted tobacco product in violation of Subsection A of this section.

(2)

Must refuse to wait upon, serve, seat or accommodate any person who smokes or carries a lighted tobacco product where smoking is prohibited.

(3)

Must request a person to extinguish any lighted tobacco product where smoking or carrying a lighted tobacco product is prohibited.

(4)

Must procure the removal of a person from the interior of the premises where smoking is prohibited if the person refuses to extinguish a lighted tobacco product after proper warning.

D.

A person who smokes or carries a lighted tobacco product in violation of Subsection A of this section is guilty of a municipal infraction and shall be liable for a fine as specified in § 1-22 of this Code.

E.

A person who fails or refuses to comply with the provisions of Subsection C of this section is guilty of a municipal infraction and shall be liable for a fine as specified in § 1-22 of this Code.

- **161-7 - Optional smoking restrictions.**

A.

The owner, manager, other person in control, of a building, place, area, facility, venue or establishment where a person is not prohibited by § 161-6A of this section from smoking or possessing any lighted tobacco product may prohibit a person from smoking or carrying lighted tobacco products in the building, place, area, facility, venue or establishment as provided in § 161-6A of this section by notifying, in writing, the Town's Chief Executive Officer to enforce these restrictions in the same manner and to the same extent as if smoking or carrying a lighted tobacco product was prohibited by § 161-6A and by posting a sign as provided for in § 161-8. The town shall enforce the prohibition after the required sign has been posted until the owner, manager or person in control notifies the Town's Chief Executive Officer in writing that the owner, manager or person in control has revoked the prohibition and removed the required sign.

B.

A person who smokes or carries a lighted tobacco product in violation of a prohibition established in accordance with Subsection A of this section is guilty of a municipal infraction and shall be liable for a fine as specified in § 1-22 of this Code.

- **161-8 - Posting signs.**

A.

The town shall prepare a standardized sign to give notice of the smoking prohibitions of this Article. The standardized sign shall, at a minimum:

(1)

Be eight inches by ten inches in size.

(2)

Contain the words "Smoking and carrying lighted tobacco products prohibited" printed in letters of not less than one (1) inch in height.

(3)

State the penalty for smoking or carrying a lighted tobacco product in violation of the prohibition.

B.

The town shall make the standardized sign available to all buildings, places, areas, facilities, venues and establishments in the town where a person is prohibited by Subsection B of this section from smoking or possessing any lighted tobacco product, and to the owner, manager or other person in control of any other building, place, area, facility, venue or establishment that has elected under § 161-7 to prohibit a person from smoking or possessing any lighted tobacco product.

C.

The owner, manager, other person in control, of each building, place, area, facility, venue or establishment where a person is prohibited from smoking or possessing any lighted tobacco product shall post, and thereafter maintain in place, one (1) or more standardized signs prepared by the town in accordance with Subsection A of this section. One (1) sign shall be displayed prominently for easy view by the public at each entrance to the building, place, area, facility, venue or establishment available for use by the public. Additional signs shall be posted in conspicuous locations throughout each enclosed portion and outdoor area of a building, place, area, facility, venue or establishment where a person is prohibited from smoking or possessing any lighted tobacco product.

D.

A person who fails or refuses to post or maintain any sign required by this section is guilty of a municipal infraction and shall be liable for a fine as specified in § 1-22 of this Code.

- **161-9 - Nonretaliation.**

A.

A person or employer may not discharge, refuse to hire, or in any manner retaliate against any employee or applicant for employment because such employee or applicant complies with, or seeks to procure compliance, with the requirements of this chapter.

B.

A person who violates the provisions of this section is guilty of a misdemeanor and, upon conviction, is subject to a fine of five hundred dollars ($500.).

- **161-10 - Interpretation.**

A.

This chapter shall not be interpreted or construed to permit smoking where it is otherwise restricted by other applicable laws.

B.

This chapter adds to, and does not replace or restrict, any other applicable federal, state or town laws or regulations.

- **Article IV. - Enforcement**

- **161-11 - Enforcement.**

The following officials are hereby empowered and authorized to enforce any violation of this chapter that is designated as a municipal infraction:

A.

Any officer of the La Plata Police Department.

B.

The Town's Chief Executive Officer.

C.

Any code enforcement official of the town.

Smoking Bans in Eating Establishments with Outdoor Seating

Municipality	Date of Enactment	Citation	Enforcement	Comments
Arvada, CO	2008. Updated to include vaping in 2015. 25 feet from entrance	First Violation - $200, $500 for a third and subsequent violations.	Police	Installation of signage allows individuals to self-police public areas. Do not receive many complaints – 3 to 5 per year. Citations not issued often as person has moved on.
Philadelphia, PA	2006, 20 feet from entrance	Standard citation amount is $75, but can be up to $300 depending on how promptly the establishment pays the citation.	Health Department (Division of Environmental Health Sciences) (EHS).	Posting no smoking signage is encouraged. Interns visit establishments to educate managers about the policies. If smoking is observed a second time, a violation is issued. Over the past few years, majority of establishments are complying with smoke free policies.
Hingham, MA	2008, updated January 2016 to addressing vaping/marijuana. 20 feet from entrance	Individual $100. Business/employer $100 for first violation, $200 for second, $300 for third and subsequent violations within a specific period.	Board of Health and Police	Signage is required. If smoking is observed on a patio a critical violation is issued which results in a surcharge on their permit renewal fee. Continuing violations can result in a

				suspension of their food permit.
Mountain View, CA	2012. Includes e-cigarettes. 25 feet from entrance	$50/individual. $100 for business first citation, $200 for second offence and $500 for each additional offence in same year.	Police	Staff believes very few if any citations are issued. People who violate are asked to move along. Some opposition from business owners. Signage not required or encouraged. There is a standard sign if businesses want to use it.
Hamilton MA.	August 1, 2014. 25 feet from entrance	$100 first violation; $200 second violation within the next 3 years; $300 third violation within 3 years.	Board of Health	No citations have been issued to date.

Outdoor dining smoking ban proposal
January 31, 2017
Councilmember Julie Palakovich Carr

Section 13-___. Prohibitions on smoking and vaping in outdoor dining areas.

(a) For the purpose of this section:

Electronic smoking device means any product containing or delivering nicotine or any other substance intended for human consumption that can be used by a person to simulate smoking through inhalation of vapor or aerosol from the product. The term includes any such device, whether manufactured, distributed, marketed, or sold as an e-cigarette, e-cigar, e-pipe, e-hookah, or vape pen, or under any other product name or descriptor.

Food service facility means any enterprise that prepares or sells food or drink for human consumption on or off the premises.

Outdoor serving area means a patio, deck, porch, or other outdoor seating or serving area, whether partially enclosed or open to the sky, that is permitted for outdoor eating or drinking under the control of a food service facility.

Smoking or smoke means inhaling, exhaling, burning, or carrying any lighted or heated cigar, cigarette, or pipe, or any other lighted or heated tobacco or plant product intended for inhalation, including hookahs and marijuana, whether natural or synthetic, in any manner or in any form. Smoking also includes vaping.

Vaping or vape means the act of using an electronic smoking device that creates an aerosol or vapor, in any manner or in any form, or the use of any oral smoking device for the purpose of circumventing the prohibition of smoking in this section.

(b) Smoking and vaping are prohibited in an outdoor serving area

(c) The owner, manager, or other person in control of a food service facility and the employees of any such person:

(1) May not knowingly permit any person to smoke or vape or possess any lighted tobacco product where smoking and vaping are prohibited.
(2) Must refuse to wait upon, serve, seat, or accommodate any person who is smoking or vaping where smoking and vaping are prohibited.
(3) Must request a person to extinguish any lighted tobacco product or electronic smoking device where smoking and vaping are prohibited.
(4) Must request the person to leave the building or area if the person continues to smoke or vape after proper warning.

(d) A food service facility with an outdoor eating area shall post conspicuous signs regarding the prohibition on smoking and vaping in outdoor eating areas.

Attachment 13.f: For Discussion Purposes Only from Councilmember Palakovich Carr (1455 : Smoking Ban at All Eating Establishments with

Outdoor dining smoking ban proposal
January 31, 2017
Councilmember Julie Palakovich Carr

(e) A person who smokes or carries a lighted tobacco product in violation of this subsection is guilty of a municipal infraction and shall be liable for a fine as specified in section __ of this Code.

(f) A person who fails or refuses to comply with the provisions of subsection (c) of this section is guilty of a municipal infraction and shall be liable for a fine as specified in section __ of this Code.

(g) The following officials are hereby empowered and authorized to enforce any violation of this section that is designated as a municipal infraction:

(1) Any officer of the Rockville Police Department.
(2) Any officer of the Montgomery County Policy Department.
(3) Any code enforcement official of the City.

County law reference—Smoking and vaping are prohibited in certain public places by Montgomery County Code Section 24-9, including in public parks and city facilities within the City of Rockville.

DRAFT

Attachment 13.f: For Discussion Purposes Only from Councilmember Palakovich Carr (1455 : Smoking Ban at All Eating Establishments with

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Presentation
Department: City Manager's Office
Responsible Staff: Louise Atkins

Subject

Presentation - 2016 City of Rockville Community Survey

Recommendation

Staff recommends that the Mayor and Council receive a presentation of the survey results from Tom Miller of the National Research Center (NRC)

Discussion

Background

This is the ninth Community Survey conducted by NRC for the City of Rockville. This comprehensive feedback tool provides residents with the opportunity to rate the quality of life in the city, the community's amenities, City programs and services and local government performance. The survey results yield important data that helps the City of Rockville measure its performance over time.

The 2016 report of results compiled by NRC is provided in Attachment A. The survey results are organized around the eight Mayor and Council Priority Initiatives. They will be presented by Tom Miller, President of the National Research Center. Dr. Miller has conducted hundreds of community surveys across the nation and is an expert survey designer, administrator, and statistician. He will be available to answer questions following the presentation.

Survey Process

For the 2016 survey, the Mayor and Council increased the sample size from 2,000 to 3,000 residents. Following the mailing of a pre-survey notification postcard to a random sample of 3,000 Rockville residents on October 3, 2016, surveys were mailed to the same residences approximately one week later. A reminder letter and a second survey copy were sent to the same households two weeks after the postcard. Finally, one week after the reminder letter and survey, a reminder postcard was sent.

Residents had the opportunity to complete the survey by mail, or online through a web link included in the cover letter accompanying the mailed survey. Of the mailed postcards, about 3% were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Completed surveys were received back from 1,066 residents,

for a response rate of 37%. Out of the 1,066 responses, 112 were completed online. NRC has shared that the vast majority of survey submissions are still completed through the mail even when an online option is available. The response rate of 37% is an excellent response rate and is similar to the response rate of 41% in 2014. In general, response rates obtained on mailed resident surveys range from 25% to 40%.

As well as providing survey results for the entire city, the report provides a breakdown of results for each of six geographic areas, which are designated on the map as Attachment B (King Farm/Fallsgrove; Middle, North of MD 28; East, North of MD 28; East, South of MD 28; Middle, South of Route 28; and West of I-270.) This is a change from previous surveys, that provided a breakdown based on three geographic areas (East of Rockville Pike; between Rockville Pike and I-270; and West of I-270.) Having a more detailed breakdown of survey results provides the City with different information than was gathered in the past. The 2016 survey maintained the length of the survey at four pages (a change made in 2014), with increased white space, to make it more inviting and easier to complete.

One of the impacts of increasing the sample size for a survey can be a reduction in the margin of error, based on the number of responses. The 1,066 responses out of a 3,000-sample size was sufficient to improve the margin of error for the 2016 community survey. For the 2016 survey, the margin of error decreased from +/- 4% in 2014, to +/- 3% in 2016. As an example, if 72% or residents rate a service as “excellent” or “good,” then the 3% margin of error (for the 95% confidence level) indicates that the range of likely responses for the entire jurisdiction is between 69% and 75%.

Reaching Non-English Speaking Residents

The American Community Survey (ACS) is a mandatory ongoing statistical survey conducted the Census Bureau that samples a small percentage of the population every year. The 2010-2014 ACS shows that 35% of the city’s population is foreign born. 21.8% of the total population is of Asian descent, and the Hispanic/Latino community comprises 15.9% of the city’s population. 42.2% of residents speak a language other than English, and close to 17% speak English less than “very well.” In Rockville’s increasingly diverse community, it is very important to facilitate obtaining survey feedback from this segment of the population.

As for previous surveys, language translation services and outreach to the diverse populations were provided by Dragonbridge, Inc. City staff worked with Dragonbridge prior to the survey to write press releases in a format to encourage participation. Dragonbridge shared information and outreach for the survey via several platforms, including print publications, ethnic social media, and television, including Univision and Telemundo, serving the Spanish/Hispanic community, Chinese TV channels, and KTV, serving the Korean community. Outreach was also provided via faith-based organizations, community organizations and bulletin boards in ethnic markets.

The cover letter and survey were mailed to residents in English. However, the cover letter included a sidebar with a paragraph in five languages (Spanish, Chinese Vietnamese, Korean

and Russian) that described the contents of the packet, and provided a phone number to call if the resident wanted to receive the survey in another language or get assistance in completing the survey. A call center was available during the day to take calls from non-English speaking residents, and a voicemail box was created for each of the five languages to receive calls after hours.

In total, 86 calls were received and 80 translated surveys sent to residents. Nineteen residents requested additional help by phone to complete the translated surveys and two requested help in person. In total, 35 surveys were completed in languages other than English in 2016, similar to the 37 survey responses in 2014. Of the 35 in 2016, 18 surveys were completed in Spanish, 13 in Chinese, three in Korean and one in Vietnamese. No surveys were received in Russian.

Scale Used to Measure Responses to Survey Questions

Although responses to many of the evaluative questions were made on a four-point scale (excellent, good, fair, and poor), many of the results in the report were converted to a common scale where zero is the lowest possible rating and 100 is the highest possible rating. If everyone reports "excellent," then the result would be 100 on the 100-point scale. An average rating of 67 is equivalent to "good" and 33 is "fair." Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may be used.

Benchmark Comparisons

The City of Rockville elects to have its results compared to those of other jurisdictions around the nation. NRC compared the city's scores to those of approximately 500 other jurisdictions in its database, which includes survey results from the past five years. These jurisdictions vary from small towns with a few thousand residents to Maricopa County, Arizona with close to 4 million residents. Maryland jurisdictions in NRC's database include Annapolis, College Park, Gaithersburg, Hyattsville, La Plata and Takoma Park, Reston, Virginia is also included in the NRC database. It should be noted that benchmark ratings can also experience some change over time, based on the number of jurisdictions performing surveys and asking similar questions, and this can also impact a rating.

At least five other jurisdictions must ask the question for it to be considered comparable. Of the 67 items in the Rockville 2016 survey, which had evaluative benchmark comparisons, 40 (60%) were "much higher" than the benchmark, 5 (7%) "higher", 13 (19%) "similar", 5 (7%) "lower" and 4 (6%) "much lower" than the benchmark.

Benchmark Changes 2014-2016

The 2016 survey results indicated some improvements and some reductions in benchmark rankings, as outlined below:

From “higher” to “much higher” than the benchmark:

- Crime prevention efforts.
- I am pleased with the overall direction the City of Rockville is taking.
- Visited or used a Rockville recreation facility.
- Visited or used a Rockville park.

From “similar” to “much higher” than the benchmark:

- Enforcement of traffic laws.

From “similar” to “higher” than the benchmark:

- Rockville 11 (cable channel 11) programming.

From “lower” to “similar” than the benchmark:

- Overall City of Rockville Police Services.

From “much higher” to “higher” than the benchmark:

- Adequacy of street lighting in your neighborhood.
- Snow and ice removal.
- Building permit process.

From “much higher” to “similar” than the benchmark:

- The City listens to its residents.
- The City of Rockville’s website.
- Appearance of the City’s website.
- Ease of navigation of the City’s website.

From “higher” to “similar” than the benchmark:

- Ease of travel by bicycle.
- Knowledge (of interaction with the City).
- Responsiveness (of interaction with the City).

From “similar” to “lower” than the benchmark:

- Contact with the City of Rockville during the past twelve months.

New Benchmarks for the 2016 survey

“Much Higher” than the benchmark

- Overall image or reputation of Rockville (new question.)
- Used bus, Metrorail, Marc Train, or other public transportation instead of driving (new question.)

“Similar” to the benchmark

- On line services offered (no benchmark available in 2014.)

Statistically Significant Changes 2014-2016

For comparisons between similar questions from 2014 to 2016, a difference of six points or more on the 100-point scale, or six percentage points around any given percent, is statistically

significant. Overall, the results were stable between 2014-2016, however there were a few statistically significant changes in the 2016 survey.

Snow and ice removal: Sixty-nine percent (69%) of residents rated snow and ice removal as excellent or good, compared to 77% in 2014, and the rating on the 100-point scale fell from 67 in 2014 to 61 in 2016. This is a statistically significant decline. The rating likely reflects respondents' perception of the City's response to the major snow storm event on January 22 – 23, 2015, when the city received more than 2 feet of snow. It is not unusual for ratings for snow and ice removal to fall following a major snow event. The City also experienced a statistically significant decline for snow and ice removal following the "Snowmageddon" storms in February 2010; and ratings improved in the 2012 and 2014 surveys. While the City is responsible for snow removal on city streets, the City has several major thoroughfares where Montgomery County and the State Highway Administration (SHA) are responsible for plowing. It should be noted that several respondents shared comments relating to complaints about snow removal on MD 355, and on the ramps to I-270, that likely impacted the City's rating.

Preferences for Receiving Information about the City: The survey asks respondents to rate their preferences for receiving information about Rockville City Government. For past surveys, Rockville Reports print newsletter has been the top preference for receiving information about the city, and the website has been the second highest preference. For 2016, these two preferences flipped. The website is now the top-rated preference with 85% of respondents sharing that they strongly or somewhat prefer to receive information about the city from the website.

For 2016, there is a statistically significant decline in the preference for receiving information from Rockville Reports, printed edition, from 87% in 2014 to 76%. There are also statistically significant declines in preference for receiving information from printed materials (brochures/ fliers), from 81% to 73%; and for receiving information from a civic association/homeowner association newsletter or listerve, from 73% to 67%.

This trend reflects broader changes to communication in recent years, to include an enhanced focus on upgrading websites, and the increase in social media (Facebook, Twitter, Nextdoor, Instagram etc.) in communicating with the public. The City's new online edition of Rockville Reports also reflects this change in focus.

The survey results highlight the importance of continually reviewing and upgrading the City website, to maintain an effective communication tool and a positive experience for users. While the current website was updated in 2013, it is already becoming outdated. While "current information" on the website is still rated as "much higher" than the benchmark, ratings for the overall website, the appearance, online services and ease of navigation fell from "much higher" to "similar" to the benchmark for 2016.

During FY18, staff will analyze the options and costs for a new website, including the needs of the community, various available platforms, and the resources needed to implement a new

solution. It is anticipated that a recommendation for a new website solution will be included in the FY19 proposed budget. In the meantime, staff will do a “mini redesign” and update of the current website. This upgrade will seek to improve navigation, the search function and the mobile user experience.

Contact with the City of Rockville during the past 12 months: About 43% of respondents reported having had contact with the City of Rockville in the 12 months prior to the survey, which was a statistically significant decline compared to 2014 (49%). This question was changed from previous years when the question specifically asked if respondents had contact with a City of Rockville employee, so this change in the wording may have impacted the response. Over the past two years the City’s Public Information Office has increased the City’s outreach to residents on the website, email lists, Rockville Reports online, and on several social media platforms. With the increased focus on pushing out information, there may be less need to contact the City as the information is being updated and shared with the community on an ongoing basis.

Key Drivers

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. The 2016 survey included a question, "Overall, how would you rate the quality of services in Rockville?" When compared to scores given for individual services, the response to this question allows NRC to conduct a Key Driver Analysis (KDA).

KDA identifies particular services that have the greatest likelihood of predicting opinions about overall service quality. Focusing on these services is shown to improve residents' perception of overall City services. The Key Driver concept is explained on pages 26 and 27 of the NRC report (Attachment A), and will be addressed in more detail by Tom Miller, President of NRC, during the presentation of the survey results. A color copy of the City of Rockville Action Chart is included as Attachment D.

Three of the twenty-four services included in the KDA were identified as key drivers for the City. Two of these, the City Website and Overall Police Services are the same as 2014. For 2016, Street Light Maintenance has also been identified as a key driver.

The City of Rockville’s website and overall City of Rockville Police services were rated similar to the benchmarks while a benchmark comparison was not available for street light maintenance. NRC found that, for Rockville residents, their view of these three services are most likely to influence their opinion of overall city service quality.

Resident Priorities

As in the 2014 survey, residents were asked to indicate how important they felt it was to focus on 15 potential priorities for the City (see page 35 of the NRC report in Attachment A.) The list of potential priorities ranged from addressing crime to addressing traffic congestion and increasing the quality and amount of bike lanes. Fourteen out of the fifteen priorities received "essential" or "very important" marks from at least 50% of respondents.

Priorities deemed the most important were "Maintain public infrastructure (such as roads, bridges, public buildings, etc.,)" "Transportation and traffic congestion," and "Crime." "Maintain public infrastructure" was rated "essential" or "very important" by 91% of respondents while "Transportation and traffic congestion" was rated 90%. "Crime" was rated "essential" or "very important" by 88% of respondents. These top three priorities in 2016 are the same as 2014, and there are no statistically significant differences between the six areas of the city.

Priorities deemed less important were a new question, “Access to a recreation center close to my neighborhood" (51% "essential" or "very important") and "increase quality and amount of bike lanes" (47%). Bike lanes was also the lowest scoring priority in 2014.

The Mayor and Council could take this information into account when considering priority initiatives over the next three years.

Other Highlights from the Survey Results

Quality of Life and Good Governance: Rockville is known for its high quality of life and the 2016 survey results are positive and consistent with the 2014 survey:

- 92% of residents described the "Overall quality of life in the City of Rockville" as “excellent” or “good.”
- 88% rated the "Overall quality of your neighborhood" as “excellent” or “good.”
- 88% rated "Rockville as a place to raise children" as “excellent” or “good.”
- 86% rated the "Overall quality of services in Rockville" as “excellent” or “good.”

Fewer residents (59%) rated "Rockville as a place to retire" as “excellent” or “good,” while 15% felt it was a poor place to retire.

As in previous years, City of Rockville residents gave mostly positive reviews to the various aspects of local government performance. Sixty percent (60%) of residents “strongly agree” or “agree” that they are “pleased with the overall direction that the city government is taking,” and this moved from “higher” to “much higher” than the benchmark.

Responses to the following questions were also rated “much higher” than the national benchmark:

- 72% of residents “strongly agree” or “agree” that “The City welcomes community involvement.”
- 60% “strongly agree” or “agree” with the statement “I am pleased with the overall performance of the City of Rockville Mayor and Council.”
- 62% “strongly agree” or “agree” that “I receive good value for the City taxes I pay.”

Fifty-three percent “strongly agree” or “agree” that the “ City listens to its residents.” This moved from “much higher” than the benchmark to “similar.” While the national benchmark for

this question increased, the number of jurisdictions asking the question fell, which may have impacted this benchmark rating.

Forty-four percent (44%) “strongly agree” or “agree” that “the City budgeting process is open and understandable to residents.” There is no benchmark comparison for this question.

Communication: Making sure that the City communicates with all residents (across age, income, ethnicity, and race) is a top priority for the City, as formalized in the Mayor and Council Critical Success Factor of "Informed and Engaged Residents." The 2016 City of Rockville Community Survey Report includes a supplementary report, " Additional Comparisons of Results by Demographic Subgroups." This supplementary report provides comparisons per demographic subgroups for Question 7 (quality of the website), 10 and 11 (use and rating of website features), 9 (value for taxes paid, direction of city government, listens to residents, welcomes involvement, etc.) and 12 (preference for receiving information). The supplementary report, included as Attachment C, identifies valuable information for the City's Public Information and Community Engagement staff and other City staff members on how best to reach Rockville's diverse population, and what media is most preferred by age and ethnic groups.

Some highlights are shared below:

- Residents 55 or older, those with incomes less than $100,000 and those who did not have access to the Internet at home, work or school were less likely than their counterparts to have used the City of Rockville’s website in the 12 months prior to taking the survey (Question 10).
- Residents who identified as Asian or Pacific Islander gave lower ratings to the website’s appearance and to the online services offered compared to those who did not identify as Asian (Question 11).
- Residents who identified as Hispanic generally gave higher ratings to aspects of the website compared to Non-Hispanic residents (Question 11).
- Residents who indicated they only speak English at home were more likely to agree that they receive good value for the City taxes they pay compared to residents who speak another language at home other than English (Question 9).

Regarding information source preferences (Question 12):

- Residents who identified as non-white and those who identified as Asian tended to give higher preference ratings to many information sources listed compared to residents who identified as white and non-Asian.

- Residents who spoke another language at home other than English, gave higher preference ratings to Rockville 11, Rockville Reports online, social media and the City’s website than those who only speak English at home.

- Residents who identified as non-white tend to give higher preference ratings for the website, social media, Rockville Reports online, Rockville 11, email notifications and printed materials than those who identified as White.
- Residents who identified as Asian gave higher preferences for Rockville Reports online, Rockville 11, civic association newsletter, and printed materials than those who identify as Non-Asian.
- Residents who did not have access to the Internet at home, work or school were less likely than their counterparts to prefer web-based information sources (website, social media, email notifications and RR online.)

For the 2016 survey, 67% of respondents rated Rockville 11 (cable channel 11) programming as “excellent” or “good”, as compared to 63% in 2014. While this is not a statistically significant change, it should be noted that Rockville 11 programming moved from “similar” to the benchmark in 2014 to “higher” in 2016.

The City's Public Information Office will use this information to best reach residents citywide, as well as subgroups as appropriate based on the subject matter.

Safety: Ninety-one percent (91%) of respondents indicated that they felt very safe or reasonably safe "In your neighborhood during the day" and 85% in "Business areas in Rockville during the day." Seventy-one percent (71%) of residents reported feeling very safe or reasonably safe "Crossing the street in Rockville." Still, safety ratings remain below the benchmark. This year, for the first time, the survey asked residents to rate safety in the vicinity of Metrorail Stations (Rockville, Twinbrook, Shady Grove). Residents felt least safe in the vicinity of Metrorail stations, with only 61% indicating they felt very safe or reasonably safe, and 14% sharing that they felt somewhat or very unsafe.

Rockville continues to become a more urban environment. This may influence perceptions of safety and explain, in part, why Rockville's ratings fall below the norm in comparison to benchmark communities, even though the City of Rockville Police Department Uniform Crime Report statistics for 2016 shows a 4.7% decline in the number of Part 1 crimes from 1,200 in 2015 to 1,144 in 2016.

In FY15 and FY16, the City made substantial improvements relating to pedestrian safety. Staff installed/replaced 625 ADA compliant pedestrian ramps throughout the city. New audible crossing signals (Accessible Pedestrian Signals) were installed at 43 traffic signals with improved and upgraded signal equipment and crosswalks; at this time, 89% of all City-owned traffic signals have been upgraded. In addition, new sidewalk segments were installed along Monroe Street, Falls Road, Laird Street, and Ritchie Parkway/Fleet Street.

Several Police benchmark ratings improved for 2016. Ratings for “crime prevention efforts” moved from “higher” to “much higher” than the benchmark; and ratings for “Enforcement of traffic laws” moved from “similar” to “much higher” than the benchmark. Emergency

preparedness continues to receive a rating “much higher” than the benchmark. In addition, “Overall City of Rockville Police Services” moved from “lower” to “similar” to the benchmark.

Mayor and Council History

This is the ninth Community Survey conducted by the City of Rockville. The first survey was conducted in 2001. The Mayor and Council received a presentation of results for each survey by NRC. Staff presented the 2016 draft survey template to the Mayor and Council for review and approval on September 12, 2016.

Next Steps

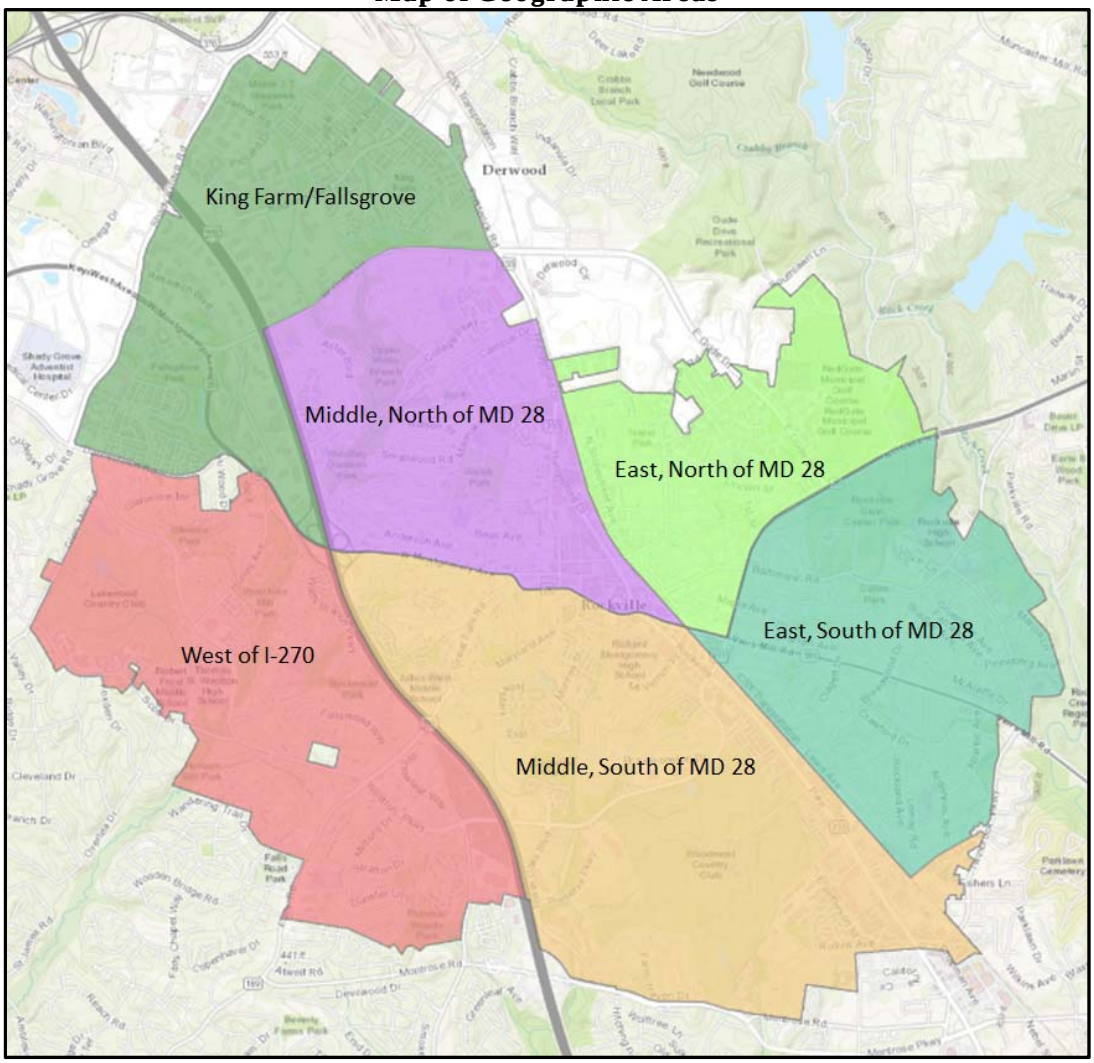
Staff will continue to analyze the survey results. Each department in the City will review the report and determine how the results can be used to improve its performance. Departments will consider where new initiatives may be merited, how current objectives might be amended or priorities changed, in consultation with the Mayor and Council. As appropriate, new performance measures will be created to accurately track progress to align with this latest input from the City's customers. It is through continuous course correction that the Mayor and Council and City staff can ensure the work of the City meets the expectations of the Rockville community.

Attachments

Attachment 14.a: Map of Geographic Areas (PDF)
Attachment 14.b: The 2016 City of Rockville Community Survey (PDF)
Attachment 14.c: 2016 City of Rockville Action Chart (PDF)
Attachment 14.d: Additional Comparisons of Results by Demographic Subgroups (PDF)

Rob DiSpirito, City Manager 3/21/2017

Map of Geographic Areas



Attachment 14.a: Map of Geographic Areas (1456 : 2016 City of Rockville Community Survey)

The 2016 City of Rockville Community Survey

Report of Results

March 2017

NRC
National Research Center Inc

2955 Valmont Rd., Suite 300 • Boulder, Colorado 80301
t: 303-444-7863 • f: 303-444-1145 • www.n-r-c.com

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Preface

The City of Rockville welcomes the opportunity to hear from residents regarding their community. The 2016 Community Survey, the ninth in a series of such surveys conducted since 2001, is one way we make sure we know what residents think about local government and the quality of life in Rockville. The survey serves as a consumer score card by letting us know what residents think is working well and what is not in city service delivery. The survey also permits Rockville residents to make judgments about the quality of life here, and to indicate what they like about and what can improve in our community. The results of the survey comprise a major component of Rockville's work to measure performance, and also are intended for use in planning and resource allocation. We appreciate the responses given by those who participated in the survey. We hope that you will find these results interesting and useful.

The Rockville Community Survey is comprehensive, covering many topics related to life in this community. The 2016 report of results is organized around the eight Mayor and Council Priority Initiatives. These are:

- Efficient and Effective City Service Delivery
- Good Governance
- Safe and Livable Neighborhoods
- Fiscal Responsibility
- Planning and Preservation
- Informed and Engaged Residents
- Economic Development
- Stewardship of Infrastructure

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Contents

Executive Summary 1

Survey Background 9

Survey Respondent Profile 14

Survey Results 18

Efficient and Effective City Service Delivery 18

Good Governance 33

Safe and Livable Neighborhoods 37

Fiscal Responsibility 46

Planning and Preservation 50

Informed and Engaged Residents 56

Economic Development 67

Stewardship of Infrastructure 70

Additional Comments 74

Appendix A: Complete Set of Survey Responses 75

Appendix B: Survey Results by Location within Rockville 97

Appendix C: Survey Results by Demographic Subgroups 102

Appendix D: Verbatim Responses to Open-ended Survey Questions 114

Appendix E: Survey Methodology 132

Appendix F: Jurisdictions Included in Benchmark Comparisons 138

Appendix G: Survey Materials 144

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Table of Figures

Figure 1: Respondent Length of Residency....14
Figure 2: Respondent Housing Unit Type....14
Figure 3: Respondent Rent or Own....14
Figure 4: Respondent Monthly Housing Costs....14
Figure 5: Respondent Housing Cost-to-Income Ratio....14
Figure 6: Internet Access....15
Figure 7: How Internet is Accessed....15
Figure 8: Respondent Ethnicity....15
Figure 9: Respondent Race....15
Figure 10: Do you speak a language other than English at home?....15
Figure 11: Which language?....16
Figure 12: How well do you speak English?....16
Figure 13: Respondent Gender....16
Figure 14: Respondent Age....16
Figure 15: Annual Household Income in 2015....17
Figure 16: Geographic Area of Residence....17
Figure 17: Language of Survey....17
Figure 18: Overall Quality of City of Rockville Services....18
Figure 19: Ratings of Overall Quality of Services Compared by Year....19
Figure 20: Ratings of Overall Quality of Services Compared by Geographic Area....19
Figure 21: City Services....21
Figure 22: City Service Ratings Compared by Year....22
Figure 23: City Service Ratings Compared by Geographic Area....24
Figure 24: 2016 City of Rockville Action Chart™....27
Figure 25: Importance of Youth and Senior Services....28
Figure 26: Importance of Youth and Senior Services Compared by Year....28
Figure 27: Importance of Youth and Senior Services Compared by Geographic Area....29
Figure 28: Importance of Emergency Preparedness....29
Figure 29: Importance of Emergency Preparedness Compared by Year....29
Figure 30: Importance of Emergency Preparedness Compared by Geographic Area....30
Figure 31: Contact with City Compared by Year....31
Figure 32: Interactions with City....31
Figure 33: Ratings of Interactions with City Compared by Year....32
Figure 34: Overall Direction and Overall Performance....33
Figure 35: Overall Direction and Overall Performance Compared by Year....33
Figure 36: Overall Direction and Overall Performance Compared by Geographic Area....34
Figure 37: Importance of Potential Priorities....35
Figure 38: Importance of Potential Priorities Compared by Year....36
Figure 39: Overall Quality of Life....37
Figure 40: Aspects of Quality of Life....37
Figure 41: Overall Quality of Life Compared by Year....38
Figure 42: Aspects of Quality of Life Compared by Year....38
Figure 43: Aspects of Quality of Life Compared by Geographic Area....38
Figure 44: Community Characteristics....39
Figure 45: Ratings of Community Characteristics Compared by Year....39
Figure 46: Ratings of Community Characteristics Compared by Geographic Area....40
Figure 47: Health and Wellness Opportunities in Rockville....41

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Figure 48: Health and Wellness Opportunities in Rockville Compared by Year 41
Figure 49: Ratings of Health and Wellness Opportunities in Rockville Compared by Geographic Area 41
Figure 50: Importance of Priorities Related to Recreation Aspects of Safe and Livable Neighborhoods 42
Figure 51: Priorities Related to Recreation Aspects of Safe and Livable Neighborhoods Compared by Geographic Area 42
Figure 52: Importance of Addressing Crime 43
Figure 53: Importance of Addressing Crime Compared by Year 43
Figure 54: Ratings of Importance of Addressing Crime Compared by Geographic Area 43
Figure 55: Safety in Rockville 44
Figure 56: Ratings of Safety in Rockville Compared by Year 44
Figure 57: Ratings of Safety in Rockville Compared by Geographic Area 44
Figure 58: Affordable Housing and Quality of Residential Development 45
Figure 59: Ratings of Affordable Housing and Quality of Residential Development Compared by Year 45
Figure 60: Affordable Housing and Quality of Residential Development Compared by Geographic Area 45
Figure 61: Value for Taxes Paid to the City 46
Figure 62: Value for Taxes Paid to the City Compared by Year 46
Figure 63: Ratings of Value for Taxes Paid to the City Compared by Geographic Area 47
Figure 64: City Budget Process 48
Figure 65: Ratings of Budget Process Compared by Year 48
Figure 66: Ratings of Budget Process Compared by Geographic Area 49
Figure 67: Ease of Travel 50
Figure 68: Ratings of Ease of Travel Compared by Year 51
Figure 69: Ratings of Ease of Travel Compared by Geographic Area 51
Figure 70: Frequency of Public Transportation Use 52
Figure 71: Frequency of Public Transportation Use Compared by Geographic Area 52
Figure 72: Walking Frequency 53
Figure 73: Bicycle Use Frequency Compared by Year 53
Figure 74: Importance of Priorities Related to Planning and Preservation 54
Figure 75: Importance of Priorities Related to Planning and Preservation Compared by Year 54
Figure 76: Ratings of Importance of Priorities Related to Planning and Preservation Compared by Geographic Area 55
Figure 77: Opportunities to be involved in Rockville 56
Figure 78: Opportunities to be involved in Rockville Compared by Year 56
Figure 79: Ratings of Opportunities to be involved in Rockville Compared by Geographic Area 57
Figure 80: Government Performance Ratings Related to Informed and Engaged Residents 57
Figure 81: Government Performance Ratings Related to Informed and Engaged Residents Compared by Year 58
Figure 82: Government Performance Ratings Related to Informed and Engaged Residents Compared by Geographic Area 58
Figure 83: Community Participation 59
Figure 84: Frequency of Participation Compared by Year 59
Figure 85: Rockville 11 Programming and City Website 60
Figure 86: Ratings of Rockville 11 Programming and City Website Compared by Year 60
Figure 87: Ratings of Rockville 11 Programming and City Website Compared by Geographic Area 61
Figure 88: Use of City Website Compared by Year 61
Figure 89: Aspects of City Website 62
Figure 90: Ratings of the City Website Compared by Year 62
Figure 91: Preferences for Receiving Information about the City 63
Figure 92: Preferences for Receiving Information about the City Compared by Year 64
Figure 93: Importance of Priorities Related to Informed and Engaged Residents 65
Figure 94: Importance of Priorities Related to Informed and Engaged Residents Compared by Year 65
Figure 95: Importance of Priorities Related to Informed and Engaged Residents Compared by Geographic Area 66
Figure 96: Community Characteristics Related to Economic Development 67
Figure 97: Community Characteristics Related to Economic Development Compared by Year 68

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Figure 98: Community Characteristics Related to Economic Development Compared by Geographic Area 68
Figure 99: Importance of Neighborhood Shopping Center Revitalization 69
Figure 100: Ratings of Importance of Neighborhood Shopping Center Revitalization Compared by Geographic Area 69
Figure 101: Quality of Infrastructure Services and Characteristics.....70
Figure 102: Quality of Infrastructure Services and Characteristics Compared by Year.....71
Figure 103: Quality of Infrastructure Services and Characteristics Compared by Geographic Area 71
Figure 104: Importance of Priorities Related to Stewardship of Infrastructure 72
Figure 105: Importance of Maintaining Public Infrastructure Compared by Year 72
Figure 106: Importance of Priorities Related to Stewardship of Infrastructure Compared by Geographic Area.....73
Figure 107: Additional Comments.....74

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Executive Summary

Summary of Comparisons

The City of Rockville elected to have their results compared to those of other jurisdictions around the nation. These comparisons are made possible through National Research Center's national benchmark database, which contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions, including cities and counties. Where comparisons are available, Rockville results are noted as being "much higher," "higher," "similar to," "lower" or "much lower" than the benchmark. These evaluations come from a statistical comparison of Rockville's rating to the benchmark. (For more information, please see the *How the Results Are Reported* section in the full report.)

Evaluated against the 2016 benchmark comparisons, the following items were:

Much higher than the benchmark	♦ Crime prevention efforts ♦ Enforcement of traffic laws by Rockville City Police Department ♦ Emergency preparedness ♦ Refuse collection ♦ Recycling collection ♦ Leaf pick-up ♦ Street repairs and maintenance ♦ Street sweeping ♦ Sidewalk maintenance ♦ Ease of travel in Rockville by car ♦ Ease of travel in Rockville by transit ♦ Water and sewer services ♦ Appearance of city parks ♦ Recreation facilities ♦ Recreation programs ♦ Athletic fields ♦ Range of activities available in parks and recreation facilities ♦ Senior citizen programs and services ♦ Services to youth	♦ Overall quality of life in Rockville ♦ Overall quality of your neighborhood ♦ Opportunities to attend cultural or arts events ♦ Rockville as a place to raise children ♦ Sense of community ♦ Overall quality of services ♦ I am pleased with the overall direction that the city government is taking ♦ I am pleased with the overall performance of the City of Rockville's Mayor and Council ♦ I receive good value for the city taxes I pay ♦ The city welcomes community involvement ♦ City-sponsored special events	♦ Overall appearance of Rockville ♦ Openness and acceptance of the community toward people of diverse backgrounds ♦ Overall image or reputation of Rockville ♦ Health and wellness opportunities in Rockville ♦ Overall quality of business and service establishments ♦ Current information (city's website) ♦ Visited or used a Rockville recreation facility ♦ Visited or used a Rockville park ♦ Used bus, Metrorail, MARC train or other public transportation instead of driving ♦ Overall customer service
Higher than the benchmark	♦ Adequacy of street lighting in your neighborhood	♦ Snow and ice removal ♦ Building permit process	♦ Courtesy (of interaction with the city) ♦ Rockville 11 (cable channel 11) programming

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Similar to the benchmark	♦ Overall City of Rockville police services ♦ Ease of travel in Rockville by bicycle ♦ Ease of travel in Rockville by walking ♦ Drinking water quality ♦ Rockville's natural environment	♦ Knowledge (of interaction with the city) ♦ Responsiveness (of interaction with the city) ♦ The city listens to its residents ♦ The City of Rockville's website (www.rockvillemd.gov)	♦ City of Rockville utility billing ♦ Appearance (city's website) ♦ Online services offered (city's website) ♦ Ease of navigation (city's website)
Lower than the benchmark	♦ Ease of public parking ♦ Search function (city's website)	♦ Contact with the City of Rockville during the past 12 months	♦ Experiencing housing costs stress (housing costs 30% or MORE of income) ♦ Participated in a Rockville recreation program
Much lower than the benchmark	♦ Rockville as a place to retire ♦ Availability of affordable housing	♦ Safety in your neighborhood during the day	♦ Safety in business areas in Rockville during the day

Survey Background

The City of Rockville collects data to measure performance, assess potential improvements and compare performance over time. An important part of the city's performance management is to collect feedback directly from our customers. The city is committed to continually improving its services and programs to residents and has created performance measures for all of its major services. The city contracted with National Research Center, Inc. (NRC) to conduct the 2016 City of Rockville Community Survey.

The Rockville Community Survey was created in 2001 to gather the resident perception data needed for the city's performance measures. Since then, a community survey has been conducted biennially to continue to measure resident opinion and monitor trends. These results are part of a data-driven accountability system to improve the organizational efficiency and effectiveness of the city government.

The four-page City of Rockville 2016 Community Survey was mailed to 3,000 randomly selected households, of which approximately 3% were vacant. Completed surveys were obtained from 1,066 community residents, for a response rate of 37%; similar to response rates in previous survey years (41% in 2014 and 36% in 2012). The 95% confidence interval (also referred to as "the margin of error") was three percentage points around any given percent and two points around any average score on the 100-point scale. Surveys were completed in languages other than English including Spanish, Chinese, Korean, Russian and Vietnamese. Survey respondents also had the opportunity to complete the survey online through a web link included in the cover letter accompanying the mailed survey. Out of the 1,066 responses, 112 were completed online. Typically, the vast majority of survey submissions are still completed through the mail even when an online option is available.

Survey participants were asked to rate the quality of life in the city, the community's amenities and local government. The questionnaire also included items pertaining to issues facing the community.

Although responses to many of the evaluative questions were made on a four-point scale with one representing the highest rating (usually "excellent") and four the lowest (usually "poor"), many of the results in this summary are converted to a common scale where zero is the lowest possible

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

rating and 100 is the highest possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be zero on the 100-point scale. An average rating of 67 is equivalent to "good," and 33 is "fair." Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used.

Because Rockville has administered community surveys previously, where available, comparisons were made between 2016 responses and those from prior years. Rockville's results also were compared to those of other jurisdictions around the nation. These comparisons were made possible through NRC's national benchmark database. This database contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions.

Survey Findings

Overall, stability in the survey results from 2014 to 2016 was common, with few changes in ratings. Similar to previous survey administrations, Rockville residents gave positive evaluations to many questions on the survey, and when compared to ratings given by residents in other communities across the country, Rockville generally received ratings that were higher or much higher than the national benchmark.

Efficient and Effective City Service Delivery

- **The overall quality of city services was seen as "good" by a majority of residents.**
  - About 6 in 10 residents gave "good" ratings to the overall quality of city services and an additional 23% gave "excellent" ratings. Only one percent gave a "poor" rating.
  - These ratings were similar to previous survey years and were much higher than ratings given by residents in other communities across the U.S.
- **Most individual services listed on the 2016 survey received "excellent" or "good" marks from at least 6 in 10 respondents.**
  - Among the highest rated services were recycling collection, recreation facilities and refuse collection with about 9 in 10 residents giving "excellent" or "good" ratings. Services receiving lower marks included adequacy of street lighting in their neighborhood (65% "excellent" or "good"), street repairs and maintenance (63%) and the building permit process (57%).
  - Benchmark comparisons were available for 25 of the 33 services listed on the survey; ratings for 22 of the 25 individual services were much higher or higher than those given by residents in other communities across the nation. The remaining three services received ratings that were similar to the national benchmark; these include City of Rockville utility billing, overall City of Rockville police services and the City of Rockville's website.
  - Service ratings were converted to the 100-point scale. When compared over time, average ratings for nearly all services remained stable from 2014 to 2016 (the rating for snow and ice removal declined from an average rating of 67 in 2014 to 61 in 2016).
- **Respondents had positive impressions of their interactions with the City of Rockville.**
  - Of the 43% of residents who reported having contact with the City of Rockville in the 12 months prior to the survey (a rate of contact that was lower than what was reported in other communities), at least 8 in 10 gave "excellent" or "good" marks to the various aspects of their interaction. Ratings were similar between 2014 and 2016.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- When compared to the national average, ratings for overall customer service and courtesy were higher or much higher than the benchmark and ratings of knowledge and responsiveness were similar.

Good Governance

- **The overall direction that the city government is taking and the overall performance of the Mayor and Council received positive ratings from 6 in 10 residents.**
  - A majority agreed that they were pleased with the overall performance of the City of Rockville's Mayor and Council (60%) and pleased with the overall direction of the city government (62%). About one in three said that they neither agreed nor disagreed with both of these statements and two percent "strongly" disagreed.
  - These ratings were similar to previous survey years and were much higher than ratings given by residents in other communities across the U.S.

- **When given a list of 15 potential priorities for Rockville to focus on, importance of each priority varied; however, most listed priorities received "essential" or "very important" marks from at least a majority of respondents.**
  - Priorities deemed as most important were maintaining public infrastructure (91% "essential" or "very important"), addressing transportation and traffic congestion (90%) and addressing crime (88%).
  - The priority deemed as least important was increasing the quality and amount of bike lanes with less than a majority indicating this priority as "essential" or "very important."
  - When over time comparison were available, importance ratings were similar in 2016 compared to 2014.

Safe and Livable Neighborhoods

- **Residents continued to experience a high quality of life in Rockville and voiced appreciation for the city as a place to raise children and the quality of their neighborhood.**
  - Rockville residents rated the overall quality of life in the city highly, with 92% saying that it was "excellent" or "good," and 7% saying it was "fair." No residents thought it was "poor." The overall quality of life in the city received ratings that were much higher than the national benchmark.
  - Residents awarded similarly positive ratings to Rockville as a place to raise children (88% "excellent" or "good") and to the overall quality of their neighborhood (88%). Rockville as a place to raise children and the overall quality of neighborhoods received ratings that were much higher than the national benchmark.
  - Fewer (59%) felt that Rockville was an "excellent" or "good" place to retire, and 15% felt it was a "poor" place to retire. Much lower ratings were given to Rockville as a place to retire when compared to ratings given in other communities across the country.

- **Favorable ratings were given to the various characteristics of the community, with each receiving at least "good" ratings from a majority of respondents.**
  - About 8 in 10 residents rated the community's openness and acceptance, image or reputation, opportunities to attend cultural events and overall appearance as "excellent" or "good." Three-quarters gave positive ratings to the sense of community in Rockville.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- When compared to the nation, Rockville residents gave ratings that were much higher than the benchmark for all characteristics of the community.

- **Residents thought highly of health and wellness opportunities in Rockville and find the importance of improving walking paths between neighborhoods and access to parkland and a recreation center close to home as moderately important priorities.**
  - Among the list of 18 community characteristics included on the survey, residents were asked to rate the quality of health and wellness opportunities in Rockville. About three-quarters of residents indicated the quality was "excellent" or "good" with 19% reporting the quality as "fair" and 3% reporting "poor." The quality of health and wellness opportunities received ratings that were much higher than the national benchmark and similar in 2016 compared to 2014, when this question was first asked.
  - When asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years, improving walking paths between neighborhoods was rated as "essential" or "very important" by about 63% of residents while access to a parkland within a 10 minute walk from home was rated "essential" or "very important" by 60% of residents. About 5 in 10 felt access to a recreation center close to their neighborhood was "essential" or "very important."

- **Residents generally felt safe in Rockville but feelings of safety were rated lower in Rockville when compared to communities across the U.S.**
  - Residents generally felt safe crossing the street in Rockville (71% "very" or "reasonably" safe); this was similar to ratings given in 2014.
  - As may be expected, survey respondents tended to feel safer in their neighborhoods compared to business areas and in the vicinity of Metrorail stations.
  - National benchmarks were available for feelings of safety in their neighborhood during the day and in business areas during the day; both were much lower in Rockville than in comparison communities.
  - When asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years, about 88% of residents indicated addressing crime as "essential" or "very important" and only three percent reported it as "not at all important."

- **The availability of affordable housing was among the lowest rated items on the survey, with only six percent choosing "excellent" and 7 in 10 choosing "fair" or "poor," and was much lower than the national benchmark comparison; therefore, this may be an area of opportunity for the city.**

Fiscal Responsibility

- **The value for the city government taxes paid was seen as about "good" by residents.**
  - About 6 in 10 residents agreed that they received good value for the taxes paid to the city. These ratings were much higher than ratings given by residents in other communities across the U.S.
  - When compared to 2014, residents in 2016 gave similar evaluations to the value they get for the city taxes they pay and ratings have remained stable since this question was first asked in 2001.

- **About 4 in 10 residents agreed that the city budgeting process is open and understandable.**

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- Forty-four percent of residents agreed that the city budgeting process is open and understandable; a similar percentage (40%) said that they neither agreed nor disagreed with this statement and about 15% disagreed.
- When compared to 2014, residents in 2016 gave similar evaluations to the city budgeting process being open and understandable to residents and ratings have remained stable since this question was first asked in 2008.

Planning and Preservation

- **Ratings for the ease of travel by various transportation modes remained stable from 2014 to 2016, and tended to be much higher than or similar to the national averages.**
  - Evaluations of the ease of travel in Rockville by transit and by car were high, with three-quarters of respondents rating each as "excellent" or "good" (74% and 72%, respectively). Two-thirds said that the ease of travel by walking was "excellent" or "good," and 5 in 10 felt that the ease of getting around by bicycle in Rockville was at least "good." Ease of public parking received the lowest rating with less than half of residents giving an "excellent" or "good" rating.
  - When compared to ratings given by residents in other jurisdictions across the U.S., Rockville residents gave much higher average ratings to the ease of travel by transit and by car while similar ratings were given to the ease of travel by bicycle and by walking. Lower ratings were given to the ease of public parking.

- **Rockville residents frequently use public transportation instead of driving and are more likely to walk or ride a bicycle for fun or exercise compared to walking or biking to run errands or commute.**
  - When asked how frequently they used bus, Metrorail, MARC train or other public transportation instead of driving, one-third indicated they had done so two times a week or more and an additional one-fifth had done so two to four times a month. The frequency of using public transportation instead of driving reported in Rockville was much higher than the national benchmark.
  - When asked about frequency of walking and bicycling for three potential reasons, about 9 in 10 residents reported walking for fun or exercise while 4 in 10 reported biking for fun or exercise. Those who reported walking or biking for the reasons of shopping, getting a meal, or running errands and for commuting were significantly fewer compared to those who reported using each for fun or exercise.

Informed and Engaged Residents

- **Residents thought highly of opportunities to be heard and have a say in what happens in Rockville and agreed that the city welcomes community involvement.**
  - Among the list of 18 community characteristics included on the survey, residents were asked to rate the quality of opportunities to be heard and have a say in what happens in Rockville. About 7 in 10 gave "excellent" or "good" ratings to this question and only seven percent gave a "poor" rating. When compared to when this question was first asked in 2014, ratings have remained stable.
  - Seven in 10 respondents agreed that the city welcomes community involvement. About half (53%) agreed that the city listens to its residents. Two percent of fewer strongly disagreed with each of these statements. The city welcoming community involvement was rated much

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

higher than the national benchmark while the city listening to its residents was rated similar to the benchmark.

- **Community participation rates remained strong and stable over time.**
  - Most reported that they had visited or used a Rockville park at least once in the previous 12 months (91%) and 7 in 10 said they had attended a City-sponsored special event (70%). About 6 in 10 said they had visited or used a Rockville recreation facility and 4 in 10 had participated in a Rockville recreation program.
  - Rates of participation and use for three of the four parks and recreation offerings could be compared to the national benchmark. Rockville residents reported much higher usage of city parks and recreation facilities compared to other communities across the country, while Rockville residents participated less frequently in a city recreation program.
  - Rates of participation and use remained stable from 2014 to 2016.
- **Ratings of the City of Rockville's website were positive.**
  - The quality of the City of Rockville's website received positive ratings (72% "excellent" or "good"), which was similar to the national benchmark. About half of residents said they had visited the website in the previous 12 month period, a rate similar to what was reported in 2014.
  - Those who had visited the City of Rockville's website rated it most highly for having current information and gave the lowest rating to the website's search function. Ratings for each aspect of the website remained stable when compared to 2014 ratings.
- **Rockville Reports and the city's website continued to be the most preferred sources for information about the city government; however, 2016 marks the first time since this question was first asked in 2010 when the city's website received a higher preference rating than Rockville Reports.**

Economic Development

- **Respondents feel positive about the quality of business and service establishments in Rockville and feel neighborhood shopping center revitalization is a moderately important priority.**
  - About 8 in 10 residents rated the overall quality of business and service establishments in Rockville as "excellent" or "good." About 7 in 10 gave positive ratings to the quality of new commercial development in Rockville.
  - When compared to the nation, the overall quality of business and service establishments received ratings that were much higher than the benchmark.
  - When compared to 2014, average ratings for the quality of new commercial development and for the overall quality of business and service establishments in Rockville were similar.
  - When asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years, about 6 in 10 residents indicated that neighborhood shopping center revitalization was "essential" or "very important" and only seven percent reported it as "not at all important."

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Stewardship of Infrastructure

- **Rockville residents were generally pleased with infrastructure-related services and characteristics of Rockville.**
  - About 8 in 10 residents rated water and sewer services and Rockville's natural environment as "excellent" or "good." About three-quarters gave positive ratings to drinking water quality and environmental protection and sustainability initiatives. About 7 in 10 gave positive ratings to street light maintenance and sidewalk maintenance. About two-thirds gave positive ratings to street repair and the adequacy of street lighting in their neighborhood.
  - When compared to the nation, Rockville residents gave ratings that were much higher or higher than the benchmark for water and sewer services, sidewalk maintenance, street repairs and adequacy of street lighting while the rating for drinking water quality and Rockville's natural environment were similar to the benchmarks.
  - When compared to 2014, average ratings for each of these aspects of the community were similar in 2016.

- **Residents indicated that maintaining public infrastructure is top priority for Rockville in the coming three years.**
  - When asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years, about 9 in 10 residents indicated maintaining public infrastructure was "essential" or "very important." Among the 15 potential priorities, this was the top priority ahead of transportation and traffic congestion and addressing crime.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Survey Background

The City of Rockville's 2016 Community Survey provided an opportunity for a representative sample of residents to rate their satisfaction with the quality of life in the city, the community's amenities and with local government. The City of Rockville contracted with National Research Center, Inc. (NRC) to conduct the 2016 Community Survey. The City of Rockville collects data to measure performance, assess potential improvements and compare performance over time. An important part of the city's performance management is to collect feedback directly from its customers. The city is committed to continually improving its services and programs to residents and has created performance measures for all of its major services. The results of this survey are part of a data-driven accountability system to improve the organizational efficiency and effectiveness of the city government.

The City of Rockville conducted its first Community Survey for this effort in 2001, with subsequent implementations approximately every two years; the 2016 Community Survey represents the ninth iteration. The questionnaire results more often tell the city and its residents how residents feel about the services provided, but not why they feel that way. Knowing what the City of Rockville residents think about service delivery provides a score card on city performance. Periodic sounding of resident opinion builds an important trend line from which to understand the impact of policies and programs and make course corrections as needed.

Survey Methods

Following the mailing of a pre-survey notification postcard to a random sample of 3,000 Rockville households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households two weeks after the postcard. Finally, one week after the reminder letter and survey, a reminder postcard was sent. Of the mailed postcards, about 3% were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Completed surveys were received from 1,066 residents for a response rate of 37%. This is an excellent response rate (in general, response rates obtained on mailed resident surveys range from 25% to 40%).

Survey respondents also had the opportunity to complete the survey online through a web link included in the cover letter accompanying the mailed survey. Out of the 1,066 responses, 112 were completed online. Typically, the vast majority of survey submissions are still completed through the mail even when an online option is available.

Survey results were weighted so that age, gender, tenure (rent versus own), housing unit type (detached versus attached) and ethnicity (Hispanic versus non-Hispanic) were represented in the proportions reflective of the entire community. (For more information on the survey methodology, see *Appendix E: Survey Methodology.* A copy of the questionnaire and mailing materials are included in *Appendix G: Survey Materials*.)

Reaching Non-English Speaking Residents

The cover letter and survey were written in English. However, the cover letter included a sidebar with a paragraph in five languages (Spanish, Chinese, Vietnamese, Korean and Russian) that described the contents of the packet and provided a phone number to call if the resident wanted to receive the survey in another language or to get assistance in completing the survey.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Language translation services were subcontracted by the City of Rockville. A call center was available during the day to take calls from non-English speaking residents and a voicemail box was created for each of the five languages to receive calls after hours. In total, 86 calls were received and 80 translated surveys were sent to these residents. Nineteen residents requested additional help by phone to complete the translated surveys and two requested assistance in person. (More information on outreach to non-English speakers can be found in *Appendix E: Survey Methodology*.) In total, 35 surveys were completed in languages other than English in 2016 compared to 37 in 2014 and 12 in 2012. Further, in 2016 there were 80 requests for surveys in languages other than English compared to 118 in 2014 and 31 in 2012.

How the Results Are Reported

For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be zero on the 100-point scale. If the average rating for quality of life was "good," then the result would be 67 on a 100-point scale; "fair" would be 33 on the 100 point scale. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used.

On many of the questions in the survey, respondents gave an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Complete Set of Survey Responses* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

When a figure for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence interval around an average score on the 100-point scale will be no greater than plus or minus two points based on all respondents. The 95 percent confidence level for this survey of 1,066 residents is generally no greater than plus or minus three percentage points around any given percent reported for all survey respondents.

For comparisons among subgroups, the margin of error is less precise and rises to approximately plus or minus 5% for subgroup sizes of 400 to plus or minus 10% for sample sizes of 100, and for smaller subgroup sizes (i.e., 50), the margin of error rises to 14%. When comparing average ratings among subgroups, the margin of error is plus or minus three points for subgroup sizes of 400 and is approximately plus or minus six points for subgroup sizes of 100.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Comparing Survey Results by Geographic and Demographic Subgroups

Select survey results were compared by demographic characteristics of survey respondents and geographic area of residence. Comparisons by geographic area are displayed in graphical form and discussed throughout the body of the report (the full set of results by location and demographic characteristics can be found in *Appendix B: Survey Results by Location within Rockville* and *Appendix C: Survey Results by Demographic Subgroups*.).

Comparing Survey Results Over Time

Because this survey was the ninth in a series of citizen surveys, the 2016 results are presented along with past ratings when available. Differences between years, as presented in the body of the report, can be considered statistically significant if they are six points or more on the 100-point scale or six percentage points or more around any given percent. Trend data for Rockville represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Comparing to Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, and to measure local government performance. It is difficult to judge what is small or large without comparing to benchmarks. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, it is important to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked. For example, how residents' ratings of fire service compare to opinions about fire service in other communities is the real question.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the city it intends to protect believe services are not very good compared to ratings given by residents in other cities to their own objectively "worse" departments.

Benchmark data can help that police department – or any city department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. Citizen opinion should be used in conjunction with other sources of data about budget, personnel, and politics to help managers know how to respond to comparative results.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on our work [e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

Jurisdictions in NRC's normative database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions within a given region or population category. Most commonly (including in this report), comparisons are made to all jurisdictions. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like high SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Rockville to the Benchmark Database

National benchmark comparisons have been included in the report when available. Jurisdictions to which Rockville was compared nationally can be found in *Appendix F: Jurisdictions Included in Benchmark Comparisons*. Benchmark comparisons have been provided when similar questions on the Rockville survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other jurisdictions across the country.

Where comparisons for quality ratings were available, the City of Rockville's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Rockville's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "higher" or "lower" if the difference between Rockville's rating and the benchmark is greater than the margin of error; and "much higher" or "much lower" if the difference between Rockville's rating and the benchmark is more than twice the margin of error.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Special Chart Markings

Special markings have been used to indicate where comparisons are statistically significantly different, or to call attention to particular information about the figures shown.

Double asterisks (**) have been used to show where differences between results in 2016 and 2014 are statistically significant (six or more points for average ratings given by all respondents or six or more percentage points).

Statistically significant differences between geographic subgroups in 2016 are shown with a double dagger (‡). Inferential statistical tests (ANOVA or chi-square) were used to determine whether these differences were statistically significant ($p<0.05$).

In addition, items where 20% or more of survey respondents gave a "don't know" response are marked with a single dagger (†).

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Survey Respondent Profile

The following figures display the demographic characteristics of those responding to the Rockville 2016 Community Survey.

Figure 1: Respondent Length of Residency

How many years have you lived in Rockville?	Percent of respondents
2 years or less	19%
3 to 5 years	19%
6 to 10 years	17%
11 to 20 years	21%
21 years or more	24%
Total	100%

Figure 2: Respondent Housing Unit Type

What best describes your home? Is it a...	Percent of respondents
One family house detached from any other houses	46%
A duplex or townhouse	15%
A building with three or more units	34%
Other	5%
Total	100%

Figure 3: Respondent Rent or Own

Do you rent or own your home?	Percent of respondents
Rent	39%
Own	61%
Total	100%

Figure 4: Respondent Monthly Housing Costs

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 of respondents
Less than $999 per month	9%
$1,000 to $1,499 per month	16%
$1,500 to $1,999 per month	25%
$2,000 to $2,499 per month	23%
$2,500 to $2,999 per month	11%
$3,000 to $3,499 per month	7%
$3,500 or more per month	9%
Total	100%

Figure 5: Respondent Housing Cost-to-Income Ratio

	Percent of respondents
Housing costs LESS than 30% of income	66%
Housing costs 30% or MORE of income	34%
Total	100%

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Figure 6: Internet Access

Do you have access to the internet at home, work or school?	Percent of respondents
No	4%
Yes	96%
Total	100%

Figure 7: How Internet is Accessed

How?	Percent of respondents
Desktop computer	56%
Laptop computer	82%
Mobile device/tablet	65%
Mobile device/smart phone	84%

Total may exceed 100% as respondents could select more than one answer. Asked only of respondents who said they have access to the internet.

Figure 8: Respondent Ethnicity

Are you Spanish/Hispanic/Latino?	Percent of respondents
No	86%
Yes	14%
Total	100%

Figure 9: Respondent Race

What is your race?	Percent of respondents
American Indian or Alaskan native	1%
Asian or Pacific Islander	22%
Black or African American	9%
White/Caucasian	66%
Other	7%

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

Figure 10: Do you speak a language other than English at home?

Do you speak a language other than English at home?	Percent of respondents
No, English only	60%
Yes	40%
Total	100%

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Figure 11: Which language?

Which language?	Percent of respondents
Persian/Farsi	6%
Spanish	28%
Chinese	27%
Korean	7%
Vietnamese	5%
Russian	4%
Other	24%
Total	100%

Asked only of respondents who said they speak a language other than English at home. Respondents had the opportunity to write-in an "other" language; these responses can be found in Appendix D: Verbatim Responses to Open-ended Survey Questions.

Figure 12: How well do you speak English?

How well do you speak English?	Percent of respondents
Very well	59%
Well	30%
Not well	8%
Not at all	3%
Total	100%

Asked only of respondents who said they speak a language other than English at home.

Figure 13: Respondent Gender

What is your gender?	Percent of respondents
Male	47%
Female	53%
Total	100%

Figure 14: Respondent Age

In which category is your age?	Percent of respondents
18-24 years	3%
25-34 years	25%
35-44 years	17%
45-54 years	21%
55-64 years	13%
65-74 years	12%
75 years or older	9%
Total	100%

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Figure 15: Annual Household Income in 2015

What was your household's total annual income in 2015?	Percent of respondents
Less than $25,000	8%
$25,000 to $49,999	13%
$50,000 to $99,999	27%
$100,00 to $149,999	22%
$150,000 to $199,999	14%
$200,000 or more	15%
Total	100%

Figure 16: Geographic Area of Residence

Which best describes where you live?	Percent of respondents
Middle, North of MD 28	18%
King Farm/Fallsgrove	22%
East, North of MD 28	7%
East, South of MD 28	16%
Middle, South of MD 28	27%
West of I-270	11%
Total	100%

Figure 17: Language of Survey

	Percent of respondents
English	96%
Spanish	2%
Russian	0%
Vietnamese	0%
Chinese	1%
Korean	0%
Total	100%

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Survey Results

The Rockville Community Survey is comprehensive, covering many topics related to life in this community. The 2016 report of results is organized around the eight Mayor and Council Priority Initiatives. These are:

- Efficient and Effective City Service Delivery
- Good Governance
- Safe and Livable Neighborhoods
- Fiscal Responsibility
- Planning and Preservation
- Informed and Engaged Residents
- Economic Development
- Stewardship of Infrastructure

Efficient and Effective City Service Delivery

Through this Priority Initiative, the City of Rockville strives to provide exceptional, personalized service delivery to residents and businesses, characterized by efficient, well-documented processes that are administered equitably by a committed workforce of employees with a "can-do" attitude. The city leadership works to ensure the city government is moving in the right direction.

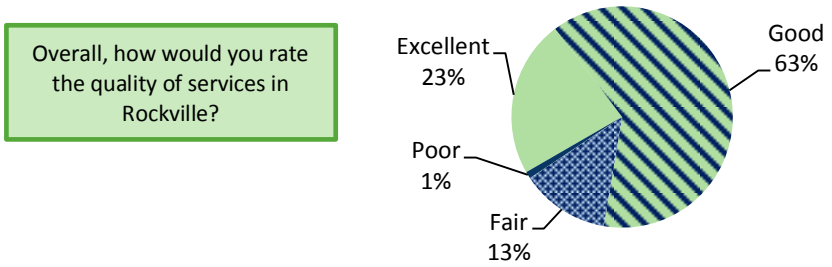
Assessing residents' perspectives about the overall quality of services in Rockville as well as quality and importance of individual services and the quality of interactions with the city will aid the city in tracking the goals identified under this Mayor and Council Priority Initiative.

City Services

Residents were asked their opinion about the overall quality of services provided in Rockville. One-quarter of respondents felt the overall quality of city services was "excellent" and about two-thirds felt it was "good." Thirteen percent said the overall quality of services was "fair" and only one percent said it was "poor."

Many survey questions were available for comparison to the National Benchmark Database (for a complete list of cities and counties to which Rockville ratings were compared, see *Appendix F: Jurisdictions Included in Benchmark Comparisons*). These ratings were much higher than the average ratings given by residents in other jurisdictions across the country.

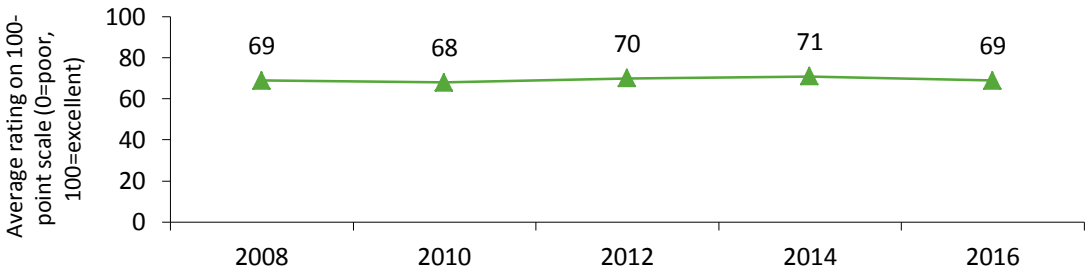
Figure 18: Overall Quality of City of Rockville Services



Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

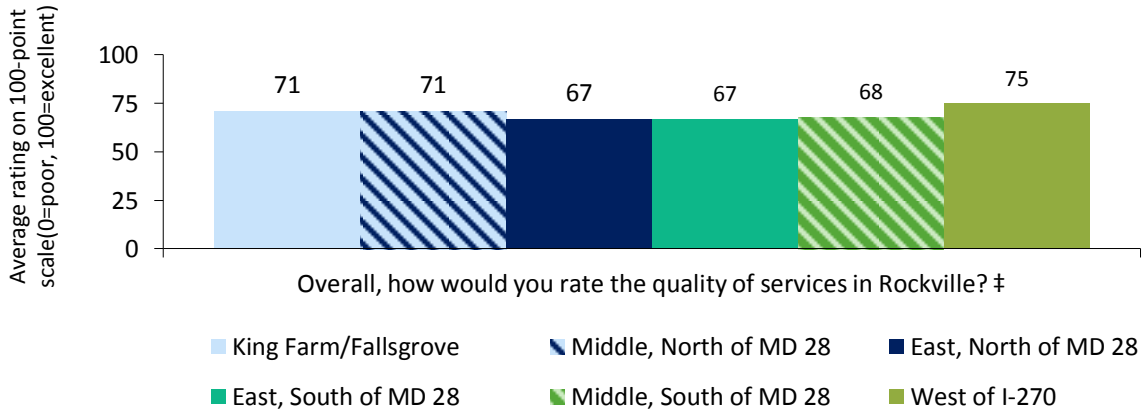
Survey responses to most questions were converted to a 100-point scale where 0 equals the most negative response ("strongly disagree," "poor," etc.) and 100 equals the most positive response ("strongly agree," "excellent," etc.) for ease of comparison to previous survey years and to the national benchmarks. The overall quality of services received an average rating of 69, or just above "good," which was similar to previous survey years.

Figure 19: Ratings of Overall Quality of Services Compared by Year



As in previous survey years, survey responses were compared by geographic areas within the city but in 2016, the areas changed from three areas to six areas (please see the map in *Appendix E: Survey Methodology* for more detail on the geographic breakdown). Respondents living west of I-270 tended to give higher ratings to the overall quality of city services than did those living in other areas in Rockville.

Figure 20: Ratings of Overall Quality of Services Compared by Geographic Area



‡Denotes a significant difference between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

The survey asked respondents to evaluate the quality of 33 different city services, and 25 of these were included under the Efficient and Effective Service Delivery Mayor and Council Priority Initiative (see the table on the following page). Most services received "excellent" or "good" marks from at least 6 in 10 respondents. Top rated services included recycling collection, recreation facilities and refuse collection with about 9 in 10 residents awarding positive ratings. Services receiving lower marks included adequacy of street lighting in their neighborhood (65% "excellent" or "good"), street repairs and maintenance (63%) and the building permit process (57%).

Over 20% of respondents selected "don't know" when rating the quality of a variety of services. These services are marked on the table on the following page with a single dagger (†). Responses shown in the body of the report represent those who had an opinion about a particular question. A full set of responses, including "don't know" can be found in *Appendix A: Complete Set of Survey Responses*.)

Twenty-five of the 33 services were comparable to the national benchmark. Ratings for 22 of the 25 services were much higher or higher than those given by residents in other communities across the nation. The remaining three services received ratings that were similar to the national benchmark; these include City of Rockville utility billing, Overall City of Rockville police services and the City of Rockville's website.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Figure 21: City Services

Please rate the quality of each of the following City of Rockville government services.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
Recycling collection *	44%	46%	8%	2%	100%	Much higher
Recreation facilities * †	33%	55%	12%	1%	100%	Much higher
Refuse collection *	45%	43%	9%	2%	100%	Much higher
Appearance of city parks *	32%	55%	13%	1%	100%	Much higher
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.) * †	34%	52%	13%	1%	100%	Much higher
Yard waste collection * †	40%	45%	13%	2%	100%	NA
Recreation programs * †	32%	53%	14%	1%	100%	Much higher
Athletic fields (such as baseball/softball, soccer or football) * †	32%	53%	13%	2%	100%	Much higher
Playgrounds (play equipment) * †	33%	52%	13%	2%	100%	NA
City-sponsored special events * †	30%	55%	14%	2%	100%	Much higher
Range of activities available in parks and recreation facilities * †	27%	55%	16%	2%	100%	Much higher
Leaf pick-up * †	33%	48%	15%	3%	100%	Much higher
Water and sewer services	27%	54%	17%	2%	100%	Much higher
Overall City of Rockville police services *	27%	54%	15%	4%	100%	Similar
Senior citizen programs and services * †	34%	47%	17%	2%	100%	Much higher
Crime prevention efforts * †	20%	57%	19%	4%	100%	Much higher
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) * †	23%	54%	19%	4%	100%	Much higher
Environmental protection and sustainability initiatives †	21%	53%	23%	3%	100%	NA
Sidewalk maintenance	19%	53%	22%	5%	100%	Much higher
The City of Rockville's website (www.rockvillemd.gov) †	14%	58%	25%	3%	100%	Similar
Street tree maintenance *	20%	51%	21%	8%	100%	NA
Enforcement of traffic laws by Rockville City Police Department * †	19%	52%	23%	6%	100%	Much higher
Commercial property maintenance code enforcement * †	18%	52%	22%	8%	100%	NA
Snow and ice removal *	22%	47%	24%	8%	100%	Higher
Street sweeping * †	20%	49%	24%	7%	100%	Much higher
Street light maintenance	20%	49%	22%	9%	100%	NA
City of Rockville utility billing * †	18%	50%	26%	7%	100%	Similar
Rockville 11 (cable channel 11) programming †	15%	52%	27%	6%	100%	Higher
Residential property maintenance code enforcement * †	17%	49%	26%	8%	100%	NA
Providing planning and zoning information * †	18%	48%	24%	10%	100%	NA
Adequacy of street lighting in your neighborhood	17%	48%	22%	12%	100%	Higher
Street repairs and maintenance	16%	47%	29%	8%	100%	Much higher
Building permit process * †	14%	43%	32%	11%	100%	Higher

*All City services are included in the above table. Services with an * are among the 25 that were designated as services under the Efficient and Effective City Service Delivery of the Mayor and Council Priority Initiatives.*
†Denotes 20% or more of respondents who said "don't know" when asked to rate this item.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Service ratings were converted to the 100-point scale for ease of interpretation and comparison by year. Average ratings for these 33 services ranged from 53 points to 77 points. Fifteen services were rated above "good" and 18 were between "good" and "fair."

When comparisons were available, average ratings for nearly all services remained stable from 2014 to 2016 (the rating for snow and ice removal declined from an average rating of 67 in 2014 to 61 in 2016).

Figure 22: City Service Ratings Compared by Year

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
Recycling collection	77	80	77	76	74	71	70	71	74
Refuse collection	77	80	79	76	75	75	74	74	75
Yard waste collection	74	76	75	NA	NA	NA	NA	NA	NA
Recreation facilities	73	73	72	69	70	69	70	72	NA
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.)	73	72	73	69	71	68	68	70	68
Recreation programs	72	72	72	68	71	70	70	73	73
Athletic fields (such as baseball/softball, soccer or football)	72	71	70	66	68	64	67	NA	NA
Playgrounds (play equipment)	72	72	73	69	69	63	67	NA	NA
Appearance of city parks	72	72	73	70	70	NA	NA	NA	71
City-sponsored special events	71	73	70	73	74	70	71	75	77
Senior citizen programs and services	71	73	73	69	75	72	74	72	74
Leaf pick-up	70	71	70	68	64	66	69	67	66
Range of activities available in parks and recreation facilities	69	69	68	66	67	63	66	70	NA
Water and sewer services	68	70	68	67	68	68	69	68	67
Overall City of Rockville police services	68	65	67	65	65	64	NA	NA	NA
Crime prevention efforts	65	64	62	61	59	57	NA	NA	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	65	63	61	NA	NA	NA	NA	NA	NA
Environmental protection and sustainability initiatives	64	65	63	61	64	NA	NA	NA	NA
Sidewalk maintenance	62	64	63	59	58	NA	NA	NA	NA
Snow and ice removal **	61	67	65	55	64	67	66	62	69
Street sweeping	61	63	63	57	59	57	57	58	59
Street tree maintenance	61	62	60	55	57	NA	NA	NA	NA
Enforcement of traffic laws by Rockville City Police Department	61	60	60	62	64	60	60	59	59
The City of Rockville's website (www.rockvillemd.gov)	61	63	62	60	64	62	64	NA	NA
Street light maintenance	60	64	62	NA	NA	NA	NA	NA	NA
City of Rockville utility billing	60	62	NA	NA	NA	NA	NA	NA	NA

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
Commercial property maintenance code enforcement	60	60	58	57	56	57	59	58	NA
Rockville 11 (cable channel 11) programming	59	56	58	58	58	57	57	56	NA
Providing planning and zoning information	58	62	57	56	NA	NA	NA	NA	NA
Residential property maintenance code enforcement	58	59	56	56	53	57	58	56	NA
Street repairs and maintenance	57	60	61	57	59	58	58	54	59
Adequacy of street lighting in your neighborhood	57	60	58	54	54	54	57	58	59
Building permit process	53	55	54	54	51	51	49	NA	NA

Prior to 2016, "recreation programs" was "recreational programs," "recreation facilities" was "recreation centers," and "range of activities available in parks and recreation facilities" included "recreation centers and facilities." Prior to 2014, "Residential property maintenance and "Commercial property maintenance" had "(conducted by the Community Enhancement and Code Enforcement Division)" included in each and "Playgrounds (play equipment)" was "Playgrounds (tot lots)." Prior to 2012, "Adequacy of street lighting in your neighborhood" and "Street light maintenance" were combined into a single question: "Street lighting." For 2012, 2014 and 2016, ratings of the "Adequacy of street lighting in your neighborhood" were compared to "Street lighting."
*** Denotes a significant difference between 2014 and 2016 responses.*

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Several differences were observed for ratings of various city services among the six geographic subareas of the city. Generally, respondents living west of I-270 were more likely to give favorable ratings to individual city services than were those living in the other five areas of the city.

Figure 23: City Service Ratings Compared by Geographic Area

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Recycling collection ‡	75	73	80	82	77	84
Refuse collection ‡	74	74	81	82	77	83
Yard waste collection ‡	70	74	76	77	73	82
Recreation facilities ‡	73	75	80	73	69	80
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.)	70	75	69	73	72	78
Recreation programs	71	73	77	73	69	76
Athletic fields (such as baseball/softball, soccer or football) ‡	73	73	78	71	67	79
Playgrounds (play equipment)	72	73	74	70	71	75
Appearance of city parks	75	72	76	69	72	76
City-sponsored special events	70	71	72	71	69	74
Senior citizen programs and services	69	74	71	69	73	71
Leaf pick-up ‡	68	70	70	75	69	77
Range of activities available in parks and recreation facilities	70	68	71	70	68	75
Water and sewer services ‡	68	67	70	63	69	76
Overall City of Rockville police services	67	68	69	66	70	72
Crime prevention efforts	65	64	62	63	66	67
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	67	67	67	61	67	61
Environmental protection and sustainability initiatives	65	64	68	65	64	62
Sidewalk maintenance ‡	63	65	59	55	64	66
Snow and ice removal ‡	59	65	58	57	59	73
Street sweeping ‡	64	65	54	51	62	66
Street tree maintenance ‡	65	63	51	51	64	66
Enforcement of traffic laws by Rockville City Police Department	63	61	62	58	63	64
The City of Rockville's website (www.rockvillemd.gov)	60	62	64	58	60	62
Street light maintenance ‡	64	62	54	53	63	62
City of Rockville utility billing ‡	61	55	62	56	60	67
Commercial property maintenance code enforcement	63	59	64	54	61	58
Rockville 11 (cable channel 11) programming	62	60	65	60	59	55
Providing planning and zoning information ‡	61	58	61	50	64	58

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Residential property maintenance code enforcement ‡	65	56	64	48	59	56
Street repairs and maintenance ‡	53	60	62	57	56	66
Adequacy of street lighting in your neighborhood ‡	63	59	49	49	58	59
Building permit process ‡	56	47	62	43	59	53

‡Denotes a significant difference between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Key Driver Analysis

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government, core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important city services – and core services are important. But a Key Driver Analysis can dig deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

KDA was conducted for the City of Rockville by examining the relationships between ratings of each service and ratings of the City of Rockville's overall services. Those key driver services that correlated most highly with residents' perceptions about overall city service quality have been identified. By targeting improvements in key services, the City of Rockville can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

The 2016 City of Rockville Action Chart™ on the following page combines three dimensions of performance:

- Trendline data. The arrows next to service boxes point up (black arrow) or down (white arrow) to indicate differences from the previous survey. If no arrow is present, service ratings were similar when compared to the previous survey year.
- Comparison to the national benchmark. When a comparison is available, the background color of each service box indicates whether the service is above the norm (green, the darkest shading), similar to the norm (yellow, the lightest shading) or below the norm (red, medium shading). When a comparison is not available, the service box is white.
- Identification of key drivers. A grey key icon next to a service box notes a key driver.

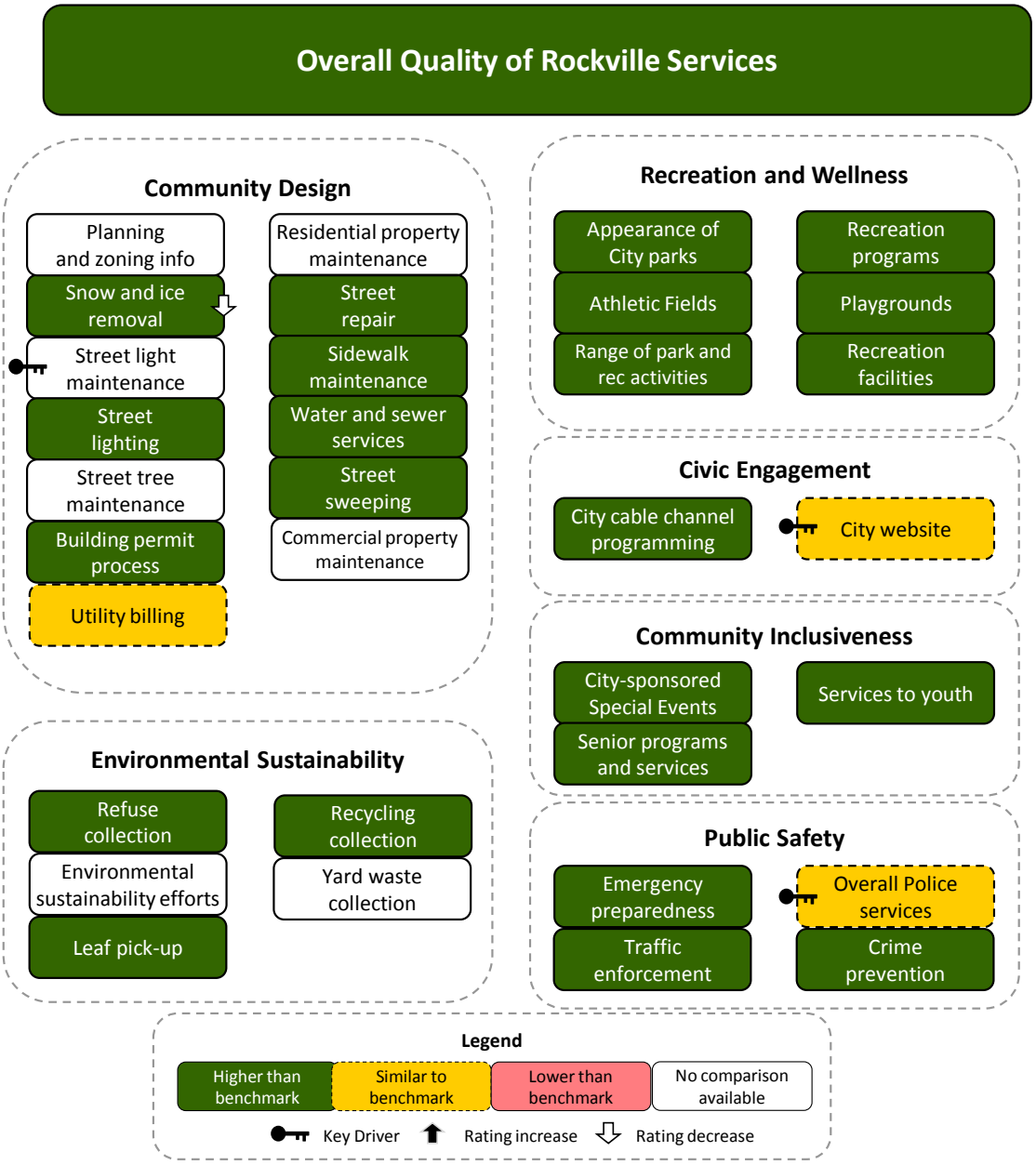
Twenty-four services were included in the KDA for the City of Rockville. Three of the services included in the KDA were identified as key drivers for the city: overall City of Rockville police services, street light maintenance and the City of Rockville's website. The City of Rockville's website and overall City of Rockville police services were rated similar to the benchmarks while a benchmark comparison was not available for street light maintenance. Ratings of each key driver remained stable from 2014 to 2016.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not higher than the benchmark. In Rockville, the City of Rockville's website and overall City of Rockville police services were rated similar to the benchmarks and are areas the city may want to keep a watchful eye in order to maintain and improve the favorable ratings of the overall quality of city services.

Services with a high percent of respondents answering "no opinion" (i.e., more than 40%) were excluded from the analysis and were considered services that would be less influential. See *Appendix A: Complete Set of Survey Responses* for the percent "don't know" for each service.

Figure 24: 2016 City of Rockville Action Chart™



Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

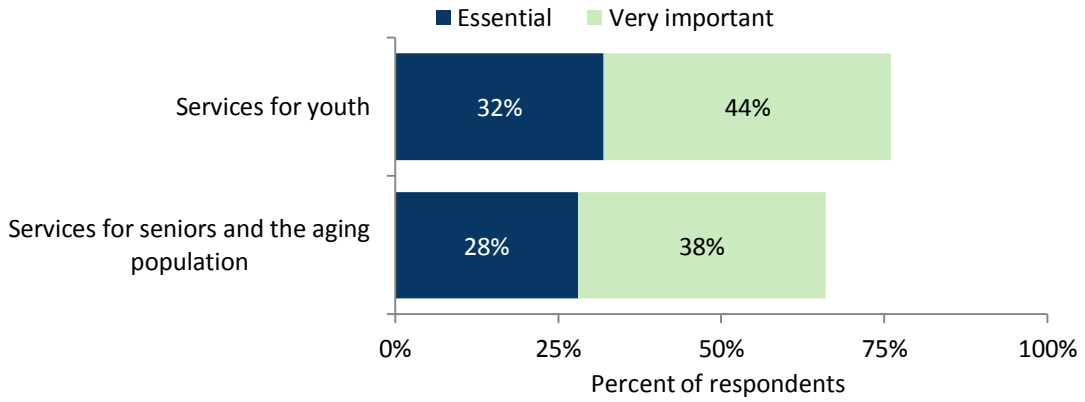
Resident Priorities Related to Service Delivery

As in 2014, residents were asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years. The priorities ranged from addressing crime to addressing traffic congestion and increasing the quality and amount of bike lanes. Three of these 15 potential priorities were included under the Efficient and Effective Service Delivery Mayor and Council Priority Initiative. See Figure 37 for the full list of important resident priorities.

Two of the three priorities were services for youth and seniors. Services for youth were rated as "essential" or "very important" by about 76% of residents while services for seniors and the aging population were rated "essential" or "very important" by slightly fewer (66%) residents. Among the 15 potential priorities, these were the fourth and ninth most important priorities, respectively.

Figure 25: Importance of Youth and Senior Services

Please rate how important, if at all, each of the following is for Rockville to address in the next three years:



Ratings were converted to the 100-point scale where 0 equals "not at all important" and 100 equals "essential" for ease of interpretation and comparison by year. Importance ratings for youth and senior services were similar in 2016 compared to 2014.

Figure 26: Importance of Youth and Senior Services Compared by Year

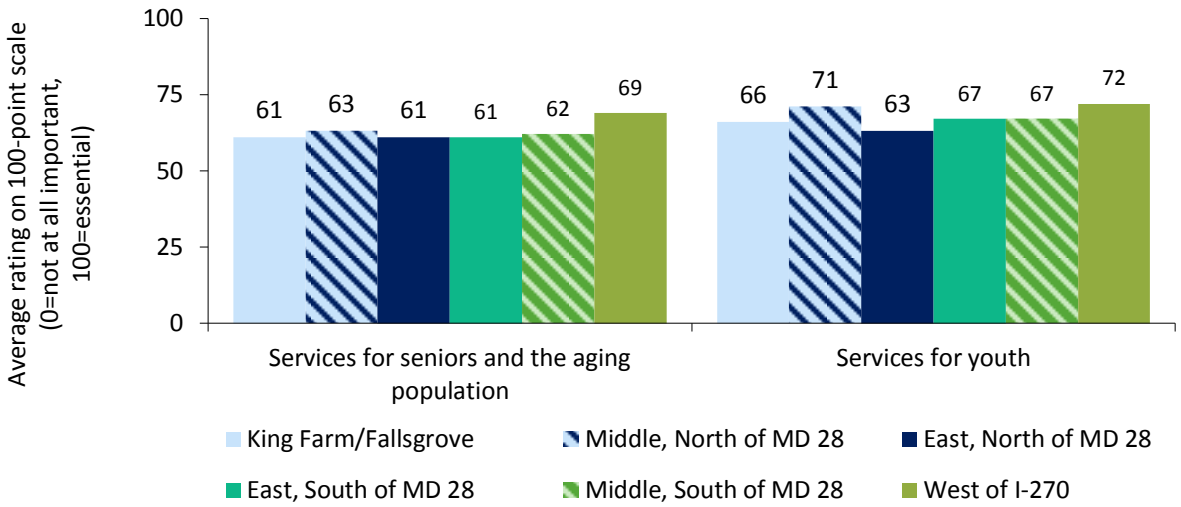
Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	2016	2014
Services for youth	68	64
Services for seniors and the aging population	62	60

In 2014, the question used the timeframe of the next two years which was changed to three years in 2016. Items were reordered alphabetically in 2016.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Respondents living in each area of the city felt similarly about the importance of Rockville addressing the quality of services for youth and services for seniors.

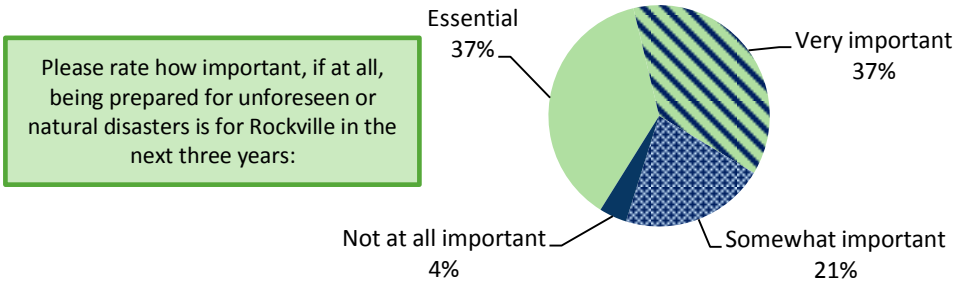
Figure 27: Importance of Youth and Senior Services Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

The third potential priority included under the Efficient and Effective Service Delivery Mayor and Council Priority Initiative was being prepared for unforeseen or natural disasters. About three-quarters of residents indicated this as "essential" or "very important" and only four percent reported it as "not at all important." Among the 15 potential priorities, this was the seventh most important priority.

Figure 28: Importance of Emergency Preparedness



Ratings were converted to the 100-point scale where 0 equals "not at all important" and 100 equals "essential" for ease of interpretation and comparison by year. The importance rating in 2016 for being prepared for unforeseen or natural disasters was similar when compared to 2014.

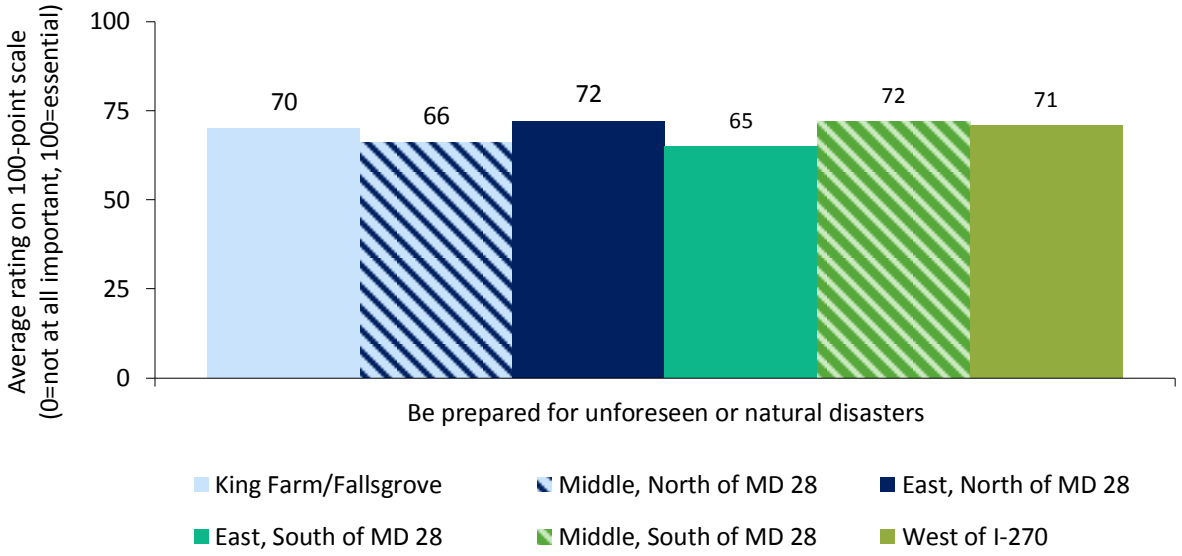
Figure 29: Importance of Emergency Preparedness Compared by Year

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	2016	2014
Be prepared for unforeseen or natural disasters	69	69

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

No differences were observed for ratings of the importance of being prepared for unforeseen or natural disasters when compared by respondents living in different geographic areas in Rockville.

Figure 30: Importance of Emergency Preparedness Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

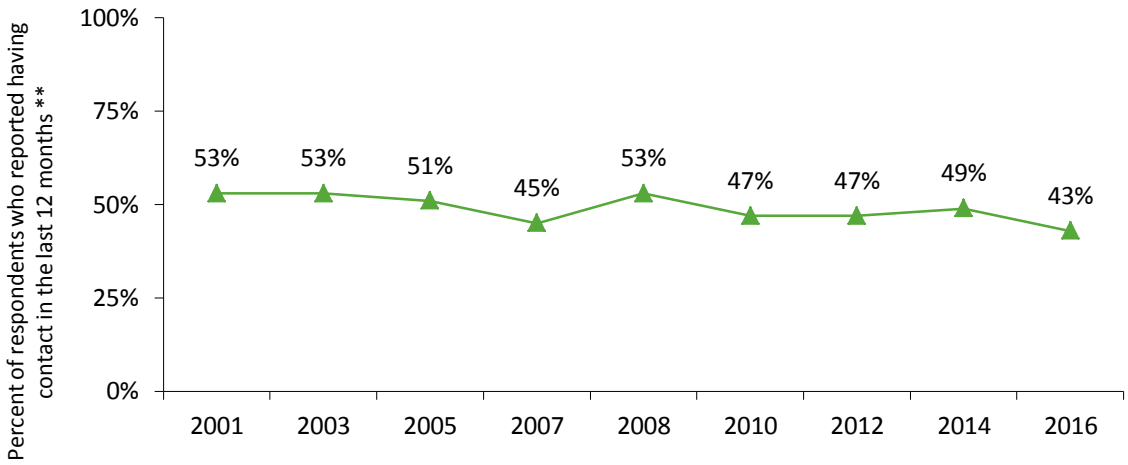
Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Contact with City

About 43% of respondents reported having had contact with the City of Rockville in the 12 months prior to the survey, which was lower when compared to 2014 (49%). The rate of contact with the City of Rockville was lower when compared to what was reported in other communities across the nation.

Figure 31: Contact with City Compared by Year

Have you had phone, in-person or email contact with the City of Rockville during the past 12 months?



Prior to 2016, this question was worded "Have you had phone, in-person or e-mail contact with a City of Rockville government employee within the last 12 months (including receptionists, inspectors, police, planners, administrators, or any others)?"
*** Denotes a significant difference between 2014 and 2016 responses.*

Respondents who reported having contact with the City of Rockville in the last 12 months were asked to evaluate their interactions with the City of Rockville. Respondents lauded the level of courtesy, knowledge, responsiveness as well as overall customer service provided by the City of Rockville with 8 in 10 or more giving "excellent" or "good" ratings.

When compared to the national benchmarks, ratings for courtesy were higher while ratings for knowledge and responsiveness were similar. The ratings for overall customer service were much higher than ratings given in communities across the country.

Figure 32: Interactions with City

What was your impression of your interactions with the City of Rockville during the past 12 months?	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
Courtesy	50%	39%	9%	2%	100%	Higher
Overall customer service	44%	41%	13%	2%	100%	Much higher
Knowledge	41%	44%	12%	3%	100%	Similar
Responsiveness	43%	37%	13%	7%	100%	Similar

Asked only of those who reported having contact with the City of Rockville in the 12 months prior to the survey.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Responses were converted to a 100-point scale where 0 equals "poor" and 100 equals "excellent." Rockville received high scores with ratings between "good" and "excellent." The level of courtesy received the highest rating (79), while responsiveness received somewhat lower ratings (72). Ratings of interactions with the City of Rockville in 2016 were similar to 2014.

Figure 33: Ratings of Interactions with City Compared by Year

What was your impression of your interactions with the City of Rockville during the past 12 months? (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
Courtesy	79	77	76	75	72	73	76	75	74
Overall customer service	75	72	72	72	68	69	70	69	70
Knowledge	75	75	76	73	71	71	72	72	71
Responsiveness	72	73	75	71	66	69	70	69	70

Prior to 2016, this question was worded "What was your impression of City government employees in your most recent contact?"
Asked only of those who reported having contact with the City of Rockville in the 12 months prior to the survey.
There were no significant differences between 2014 and 2016 responses.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Good Governance

Through this Priority Initiative, the Mayor and Council work well together with an engaged community to make decisions for the betterment of the city, working with Montgomery County, the State of Maryland and other governmental entities.

Understanding residents' priorities for the city and assessing residents' perspectives about the overall direction that the city government is taking and the overall performance of the Mayor and Council will aid the city in tracking the goals identified under this Mayor and Council Priority Initiative.

Overall Direction and Performance

Survey respondents were asked the extent to which they agreed or disagreed that they are pleased with the overall direction of the city government and the overall performance of the City of Rockville's Mayor and Council. A majority (62%) agreed that they were pleased with overall direction of the city government and a similar proportion (60%) agreed they were pleased with the overall performance of the City of Rockville's Mayor and Council. About 3 in 10 said that they neither agreed nor disagreed with both of these statements and two percent "strongly" disagreed.

When compared to the national benchmark, Rockville residents gave ratings for both statements that were much higher than ratings given in other communities.

Figure 34: Overall Direction and Overall Performance

Please rate to what extent you agree or disagree with each of the following statements about the City of Rockville government.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total	Comparison to benchmark
I am pleased with the overall direction that the city government is taking	12%	50%	29%	8%	2%	100%	Much higher
I am pleased with the overall performance of the City of Rockville's Mayor and Council	13%	47%	32%	7%	2%	100%	Much higher

Responses were converted to a 100-point scale where 0 equals "strongly disagree" and 100 equals "strongly agree." When compared to 2014, residents in 2016 gave similar evaluations to the overall direction of the city government and the overall performance of the Mayor and Council. Overall, ratings have remained stable since these questions were first asked.

Figure 35: Overall Direction and Overall Performance Compared by Year

Please rate to what extent you agree or disagree with each of the following statements about the City of Rockville government. (Average rating on 100-point scale (0=strongly disagree, 100=strongly agree))	2016	2014	2012	2010	2008	2007	2005	2003	2001
I am pleased with the overall direction that the City government is taking	66	66	66	65	66	64	66	65	65
I am pleased with the overall performance of the City of Rockville's Mayor and Council	66	67	65	64	NA	NA	NA	NA	NA

No differences were observed for ratings of the overall direction of the city government and the overall performance of the Mayor and Council between respondents living in different geographic areas in Rockville.

Figure 36: Overall Direction and Overall Performance Compared by Geographic Area

Please rate to what extent you agree or disagree with each of the following statements about the City of Rockville government. (Average rating on 100-point scale (0=strongly disagree, 100=strongly agree))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
I am pleased with the overall direction that the city government is taking	67	66	64	62	65	69
I am pleased with the overall performance of the City of Rockville's Mayor and Council	68	67	66	61	65	68

There were no significant differences between responses given by residents living in different areas of the city.

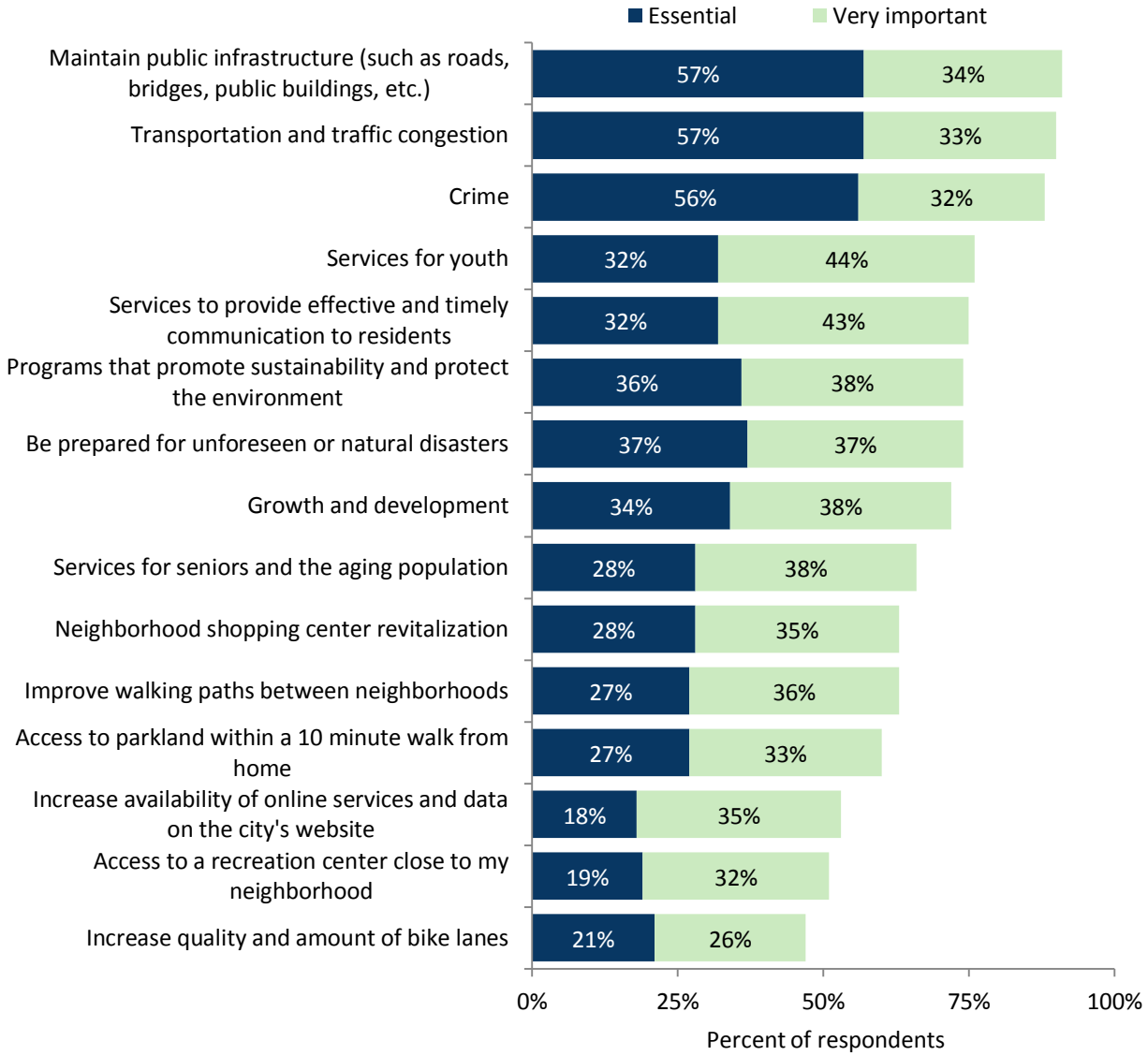
Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Resident Priorities Related to Good Governance

As in 2014, residents were asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years. The priorities ranged from addressing crime to addressing traffic congestion and increasing the quality and amount of bike lanes. Each of the 15 potential priorities have been included under other Mayor and Council Priority Initiatives but the question as a whole has been included here to aid in understanding residents' relative importance of the varied potential priorities for the city in the next three years. Nearly all potential priorities (14 of 15) received "essential" or "very important" marks from at least 50% of respondents. Priorities deemed as most important were maintaining public infrastructure (91% "essential" or "very important"), addressing transportation and traffic congestion (90%) and addressing crime (88%). The priority deemed as least important was increasing the quality and amount of bike lanes with less than a majority indicating it as "essential" or "very important."

Figure 37: Importance of Potential Priorities

Please rate how important, if at all, each of the following is for Rockville to address in the next three years:



Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Ratings were converted to the 100-point scale where 0 equals “not at all important” and 100 equals “essential” for ease of interpretation and comparison by year. Importance ratings for each listed priority were similar in 2016 compared to 2014.

Figure 38: Importance of Potential Priorities Compared by Year

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	2016	2014
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	83	80
Transportation and traffic congestion	82	79
Crime	80	76
Be prepared for unforeseen or natural disasters	69	69
Programs that promote sustainability and protect the environment	68	NA
Services for youth	68	64
Services to provide effective and timely communication to residents	68	64
Growth and development	67	71
Neighborhood shopping center revitalization	62	NA
Services for seniors and the aging population	62	60
Improve walking paths between neighborhoods	60	NA
Access to parkland within a 10 minute walk from home	57	NA
Increase availability of online services and data on the city's website	53	52
Access to a recreation center close to my neighborhood	50	NA
Increase quality and amount of bike lanes	49	46

Prior to 2016, "increase availability of online services and data on the city's website" was "increase quality and availability of online services on the City’s website" and "services to provide effective and timely communication to residents" was "to citizens." In 2014, the question used the timeframe of the next two years which was changed to three years in 2016. Items were reordered alphabetically in 2016.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Safe and Livable Neighborhoods

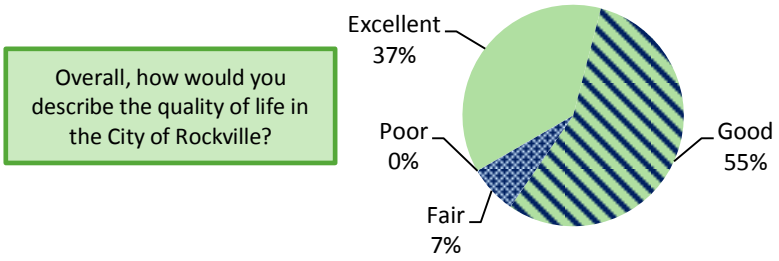
Through this Priority Initiative, the City of Rockville is a community of safe, diverse neighborhoods with well-kept homes and vital neighborhood centers. This is accomplished through the city's commitment to public and pedestrian safety, diversity in housing, support for high-quality education and well-maintained infrastructure and by providing city services that address the needs of all constituencies.

Assessing residents' perspectives about the aspects of quality of life, characteristics of the community and feelings of safety among others, will aid the city in tracking the goals identified under this Priority Initiative.

Quality of Life in Rockville

Rockville residents rated the overall quality of life in the city highly, with 92% saying that it was "excellent" or "good," and 7% saying it was "fair." No residents thought it was "poor." The overall quality of life in the city received ratings that were much higher than the national benchmark.

Figure 39: Overall Quality of Life



Residents awarded similarly positive ratings to Rockville as a place to raise children (88% "excellent" or "good") and to the overall quality of their neighborhood (88%). Fewer (59%) felt that Rockville was an "excellent" or "good" place to retire, and 15% felt it was a "poor" place to retire. Rockville as a place to raise children and the overall quality of neighborhoods received ratings that were much higher than the national benchmark. Much lower ratings were given to Rockville as a place to retire when compared to ratings given in other communities across the country.

Twenty-three percent of respondents selected "don't know" when rating Rockville as a place to retire. For the most part, ratings shown in the report body represent those who had an opinion. The full set of responses for each question, including "don't know," can be found in *Appendix A: Complete Set of Survey Responses*.

Figure 40: Aspects of Quality of Life

Please rate each of the following characteristics of Rockville.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
How do you rate Rockville as a place to raise children?	44%	44%	11%	1%	100%	Much higher
How do you rate the overall quality of your neighborhood?	37%	51%	11%	2%	100%	Much higher
How do you rate Rockville as a place to retire? †	20%	39%	27%	15%	100%	Much lower

†Denotes 20% or more of respondents who said "don't know" when asked to rate this item.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

The overall quality of life in Rockville received an average rating of 77, representing a score between "good" and "excellent" on the 100-point scale. The city as a place to raise children was given a similar rating (77 points). The overall quality of their neighborhood (74) also was given favorable ratings by respondents. Fewer residents gave positive ratings to Rockville as a place to retire (54). Ratings of the various aspects of quality of life in 2016 were similar to those given in 2014.

Figure 41: Overall Quality of Life Compared by Year

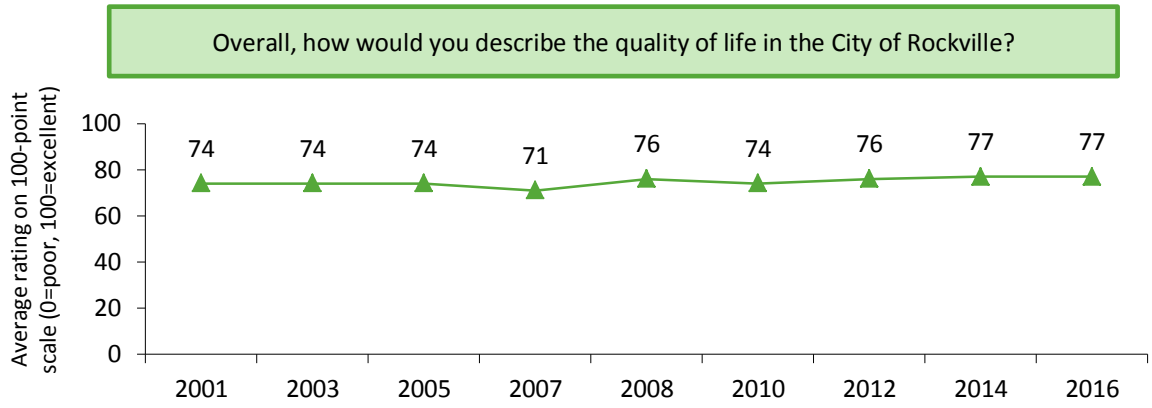


Figure 42: Aspects of Quality of Life Compared by Year

Please rate your quality of life in Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
How do you rate Rockville as a place to raise children?	77	77	77	76	74	68	73	71	70
How do you rate the overall quality of your neighborhood?	74	74	74	71	71	70	74	73	70
How do you rate Rockville as a place to retire?	54	55	57	57	53	47	52	53	51

Respondents living in the east portion, south of MD 28 tended to give lower ratings to the overall quality of life in Rockville and to each aspect of quality of life in Rockville while respondents living west of I-270 tended to give higher ratings. (Please see the map in *Appendix E: Survey Methodology* for more detail on the geographic breakdown.)

Figure 43: Aspects of Quality of Life Compared by Geographic Area

Please rate your quality of life in Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Overall, how would you describe the quality of life in Rockville? ‡	77	79	74	71	76	81
How do you rate Rockville as a place to raise children? ‡	81	80	74	68	77	83
How do you rate the overall quality of your neighborhood? ‡	81	77	60	61	74	85
How do you rate Rockville as a place to retire? ‡	55	58	54	45	54	58

‡Denotes a significant difference between responses given by residents in living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Characteristics of the Community

Several questions gauged perspectives about various aspects of the community. Rockville residents were pleased with most characteristics of their community, with about 8 in 10 rating the community's openness and acceptance, image or reputation, opportunities to attend cultural events and overall appearance as "excellent" or "good." Three-quarters gave positive ratings to the sense of community in Rockville.

When compared to the nation, Rockville residents gave ratings that were much higher than the benchmarks for all characteristics of the community.

Figure 44: Community Characteristics

Please rate each of the following characteristics of Rockville.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
Openness and acceptance of the community toward people of diverse backgrounds	37%	47%	14%	3%	100%	Much higher
Overall image or reputation of Rockville	26%	59%	15%	1%	100%	Much higher
Opportunities to attend cultural or arts events	31%	48%	19%	2%	100%	Much higher
Overall appearance of Rockville	25%	59%	16%	1%	100%	Much higher
Sense of community	19%	56%	22%	3%	100%	Much higher

Ratings were converted to the 100-point scale where 0 equals "poor" and 100 equals "excellent." Rockville residents felt most positively about the openness and acceptance of the community toward people of diverse backgrounds (72 points or above "good"), followed by the overall image or reputation of Rockville (70). Sense of community received the lowest rating of 63 points, or just below "good."

When compared to 2014, each rating for characteristics of the community remained similar in 2016.

Figure 45: Ratings of Community Characteristics Compared by Year

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
Openness and acceptance of the community toward people of diverse backgrounds	72	72	73	69	69	66	68	68	68
Overall image or reputation of Rockville	70	NA	NA	NA	NA	NA	NA	NA	NA
Opportunities to attend cultural or arts events	69	69	69	66	70	63	64	64	64
Overall appearance of Rockville	69	68	69	67	67	61	61	62	62
Sense of community	63	62	63	62	59	58	59	61	59

There were no significant differences between 2014 and 2016 responses.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Respondents living in the east portion, south of MD 28 tended to give lower ratings to the overall image or reputation of Rockville, overall appearance of Rockville and the sense of community compared to residents living in the five other areas of the city. (Please see the map in *Appendix E: Survey Methodology* for more detail on the geographic breakdown.)

Figure 46: Ratings of Community Characteristics Compared by Geographic Area

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Openness and acceptance of the community toward people of diverse backgrounds	74	74	78	71	70	77
Overall image or reputation of Rockville ‡	71	72	71	64	69	73
Opportunities to attend cultural or arts events	68	69	71	69	68	74
Overall appearance of Rockville ‡	71	69	73	64	68	73
Sense of community ‡	64	68	65	59	63	65

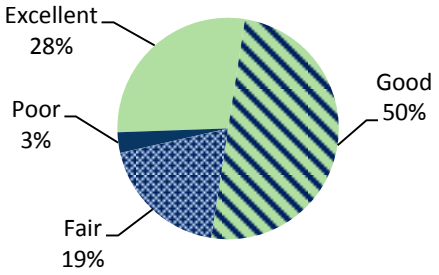
‡Denotes a significant difference between responses given by residents in living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Health and Wellness Opportunities

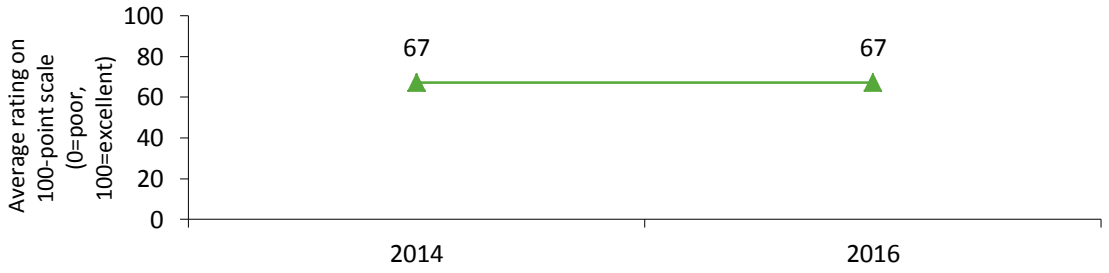
Among the list of 18 community characteristics included on the survey, residents were asked to rate the quality of health and wellness opportunities in Rockville. About three-quarters of residents indicated the quality was "excellent" or "good" with 19% reporting the quality as "fair" and 3% reporting "poor." The quality of health and wellness opportunities received ratings that were much higher than the national benchmark.

Figure 47: Health and Wellness Opportunities in Rockville



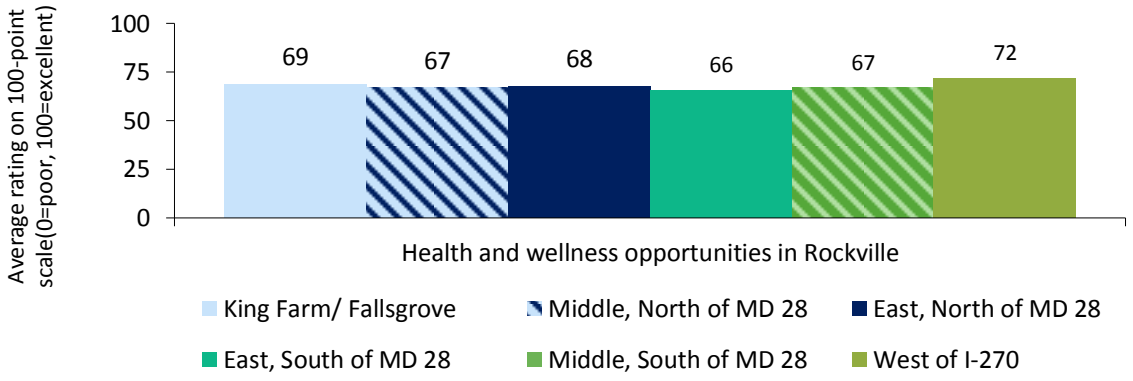
Ratings were converted to the 100-point scale where 0 equals "poor" and 100 equals "excellent." As in 2014, health and wellness opportunities in Rockville received ratings of about "good" (67) on the 100-point scale in 2016.

Figure 48: Health and Wellness Opportunities in Rockville Compared by Year



Respondents living in each area of the city felt similarly about the quality of health and wellness opportunities available in Rockville.

Figure 49: Ratings of Health and Wellness Opportunities in Rockville Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

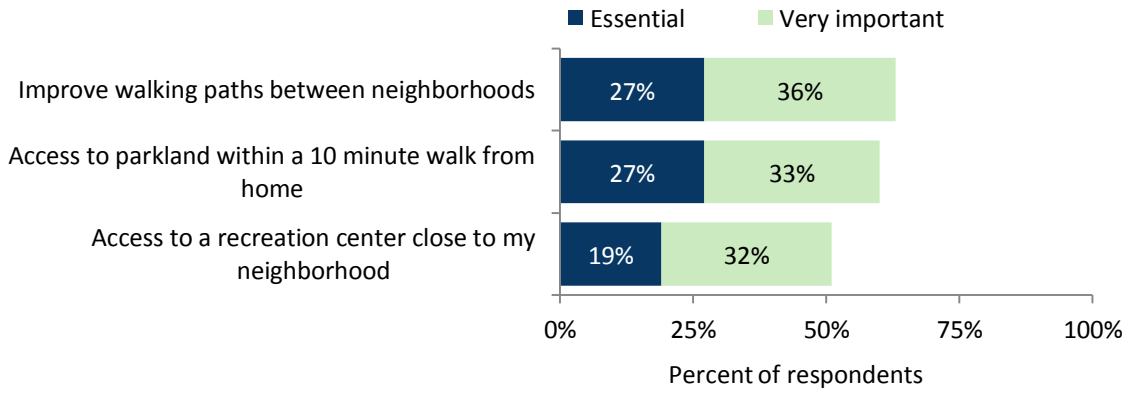
Resident Priorities Related to Safe and Livable Neighborhoods

As in 2014, residents were asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years. The priorities ranged from addressing crime to addressing traffic congestion and increasing the quality and amount of bike lanes. Four of these 15 potential priorities were included under the Safe and Livable Neighborhoods Mayor and Council Priority Initiative. See Figure 37 for the full list of important resident priorities.

Three of the four priorities were related to recreation aspects of Safe and Livable Neighborhoods. Improving walking paths between neighborhoods was rated as "essential" or "very important" by about 63% of residents and access to parkland within a 10 minute walk from home was rated "essential" or "very important" by a similar proportion of residents (60%). About half of residents (51%) felt access to a recreation center close to their neighborhood was "essential" or "very important." Among the 15 potential priorities, these were the eleventh, twelfth and fourteenth most important priorities, respectively.

Figure 50: Importance of Priorities Related to Recreation Aspects of Safe and Livable Neighborhoods

Please rate how important, if at all, each of the following is for Rockville to address in the next three years:



The priorities related to recreation aspects of Safe and Livable Neighborhoods were new to this question in 2016.

Ratings were converted to the 100-point scale where 0 equals "not at all important" and 100 equals "essential." Residents living west of I-270 tended to give lower importance ratings to having access to a recreation center close to their neighborhood and improving walking paths between neighborhoods compared to residents living in the five other areas of the city.

Figure 51: Priorities Related to Recreation Aspects of Safe and Livable Neighborhoods Compared by Geographic Area

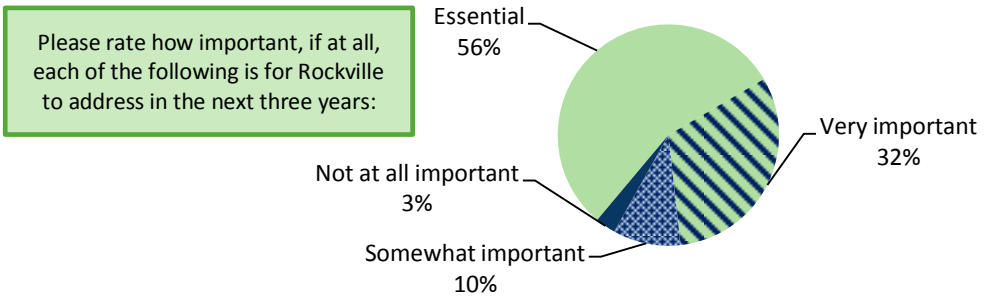
Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Access to a recreation center close to my neighborhood ‡	46	47	53	49	55	43
Access to parkland within a 10 minute walk from home	53	53	59	59	61	53
Improve walking paths between neighborhoods ‡	56	58	65	64	62	55

‡Denotes a significant difference between responses given by residents in living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

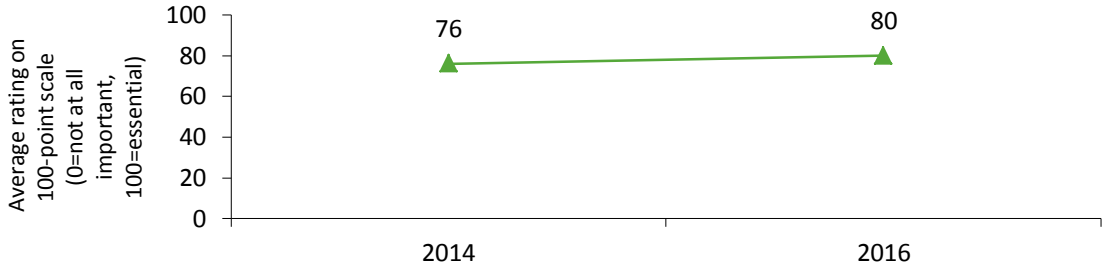
The fourth potential priority included under the Safe and Livable Neighborhoods Mayor and Council Priority Initiative was the importance of addressing crime. About 88% of residents indicated this as "essential" or "very important" and only three percent reported it as "not at all important." Among the 15 potential priorities, this was the third most important priority following maintaining public infrastructure and transportation and traffic congestion.

Figure 52: Importance of Addressing Crime



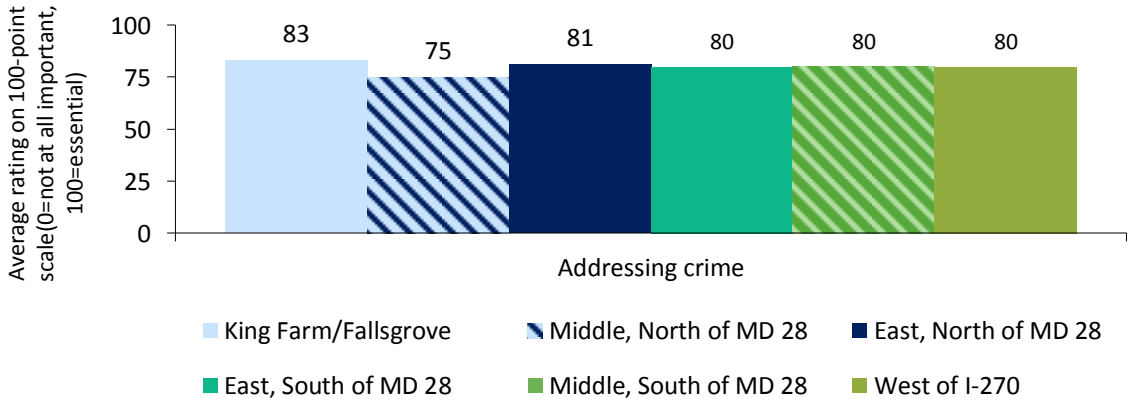
Ratings were converted to the 100-point scale where 0 equals "not at all important" and 100 equals "essential." When compared to 2014, importance ratings were similar in 2016.

Figure 53: Importance of Addressing Crime Compared by Year



Addressing crime received ratings between "essential" and "very important" (80) on the 100-point scale. Respondents living in each area of the city felt similarly about the importance of addressing crime in Rockville.

Figure 54: Ratings of Importance of Addressing Crime Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Feelings of Safety

Rockville residents generally felt safe in their community during the day; about 9 in 10 felt "very" or "reasonably" safe in their neighborhood during the day and slightly fewer felt "very" or "reasonably" safe in business areas in Rockville during the day. About 7 in 10 felt at least "reasonably" safe crossing the street in Rockville. Residents felt least safe in the vicinity of Metrorail stations, with 14% percent feeling "somewhat" or "very" unsafe. When benchmark comparisons were available, ratings were much lower in Rockville than in comparison communities across the nation.

Figure 55: Safety in Rockville

How safe do you feel...	Very safe	Reasonably safe	Somewhat safe	Somewhat unsafe	Very unsafe	Total	Comparison to benchmark
In your neighborhood during the day	53%	38%	7%	2%	0%	100%	Much lower
In business areas in Rockville during the day	42%	43%	11%	3%	1%	100%	Much lower
Crossing the street in Rockville	18%	53%	17%	9%	3%	100%	NA
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove)	15%	46%	26%	11%	3%	100%	NA

Safety ratings in Rockville were converted to the 100-point scale where 0 equals "very" unsafe and 100 equals "very" safe. Ratings of safety have remained stable in 2016 when compared to 2014.

Figure 56: Ratings of Safety in Rockville Compared by Year

How safe do you feel... (Average rating on 100-point scale (0=very unsafe, 100=very safe))	2016	2014	2012	2010	2008	2007	2005	2003	2001
In your neighborhood during the day	85	87	84	83	84	83	87	89	89
In business areas in Rockville during the day	81	83	81	79	83	82	83	86	86
Crossing the street in Rockville	69	70	68	63	65	61	59	60	NA
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove)	65	NA	NA	NA	NA	NA	NA	NA	NA

Compared to residents living in other areas of the city, those living in the east portion, north of MD 28 tended to feel less safe in their neighborhood during the day while those living in the King Farm/Fallsgrove area and in the middle portion, south of MD 28 tended to feel safer in the vicinity of Metrorail stations. (Please see the map in *Appendix E: Survey Methodology* for more detail on the geographic breakdown.)

Figure 57: Ratings of Safety in Rockville Compared by Geographic Area

How safe do you feel... (Average rating on 100-point scale (0=very unsafe, 100=very safe))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Crossing the street in Rockville	69	70	66	65	71	72
In your neighborhood during the day‡	88	85	78	84	85	90
In business areas in Rockville during the day	82	80	78	80	83	77
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove) ‡	69	62	62	65	68	62

‡Denotes a significant difference between responses given by residents in living in different areas of the city

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Affordability of Housing and Quality of Residential Development

Evaluations of the quality of new residential development were positive with about 7 in 10 residents giving an "excellent" or "good" rating. About 3 in 10 gave positive ratings to the availability of affordable housing.

Thirty-three percent of respondents selected "don't know" when rating the quality of new residential development. For the most part, ratings shown in the report body represent those who had an opinion. The full set of responses for each question, including "don't know," can be found in *Appendix A: Complete Set of Survey Responses*.

When compared to ratings given by residents in other communities across the nation, Rockville residents gave much lower average ratings to the availability of affordable housing. A benchmark rating was not available for the quality of new residential development.

Figure 58: Affordable Housing and Quality of Residential Development

Please rate each of the following characteristics of Rockville.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
Quality of new residential development †	19%	50%	26%	6%	100%	NA
Availability of affordable housing	6%	25%	42%	27%	100%	Much lower

†Denotes 20% or more of respondents who said "don't know" when asked to rate this item.

Percentages were converted to a 100-point scale where 0 equals "poor" and 100 equals "excellent." Rockville residents gave average ratings between "good" and "fair" for the quality of new residential development and the availability of affordable housing (61 and 37 points on the 100-point scale, respectively).

When compared to 2014, average ratings for each of the two aspects of the community were similar in 2016.

Figure 59: Ratings of Affordable Housing and Quality of Residential Development Compared by Year

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
Quality of new residential development	61	62	61	60	59	57	59	56	56
Availability of affordable housing	37	39	37	36	37	33	35	39	NA

No differences were found among ratings for the availability of affordable housing and for the quality of new residential development by geographic area of residence.

Figure 60: Affordable Housing and Quality of Residential Development Compared by Geographic Area

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Quality of new residential development	63	56	58	58	63	60
Availability of affordable housing	36	36	36	34	40	38

There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Fiscal Responsibility

Through this Priority Initiative the City of Rockville has a track record of fiscal stability evidenced by exemplary bonding ratings, appropriate reserve planning and well-thought-out and researched capital and operating plans.

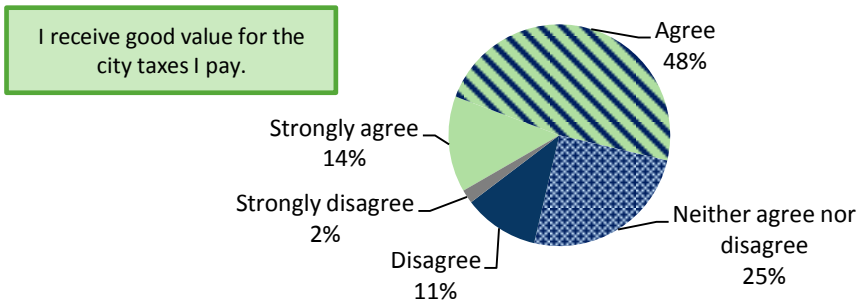
Assessing residents' perspectives about the value of services they receive for the city taxes they pay as well as residents' priorities for spending will aid the city in tracking the goals identified under this Priority Initiative.

Value for Taxes Paid

Survey respondents were asked the extent to which they agreed or disagreed that they received good value for the city taxes they pay. A majority (62%) agreed that they received good value for the city taxes they paid. One-quarter said that they neither agreed nor disagreed with this statement and about 1 in 10 disagreed.

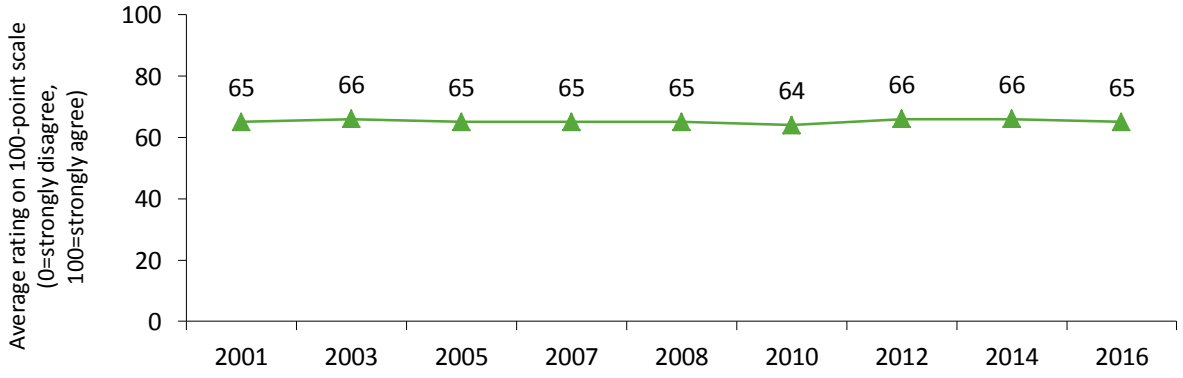
When compared to the national benchmark, Rockville residents gave ratings to the value they received for the taxes paid that were much higher than ratings given in other communities.

Figure 61: Value for Taxes Paid to the City



Responses were converted to a 100-point scale where 0 equals "strongly disagree" and 100 equals "strongly agree." When compared to 2014, residents in 2016 gave similar evaluations to the value they get for the city taxes they pay, 65 points on the 100-point scale or a rating of just under "good." Overall, ratings have remained stable since this question was first asked in 2001.

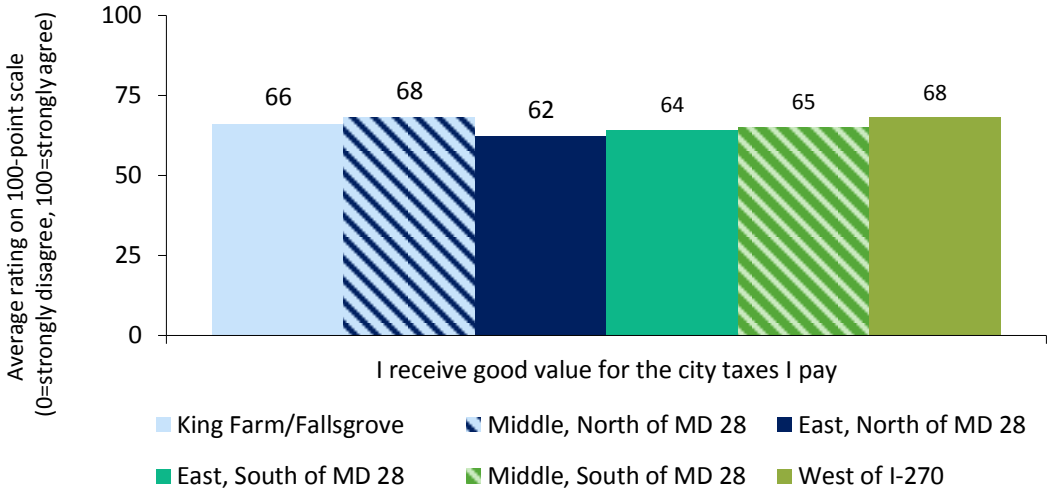
Figure 62: Value for Taxes Paid to the City Compared by Year



Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

No differences were observed for residents' evaluations of the value they get for the city taxes they pay between respondents living in different geographic areas in Rockville.

Figure 63: Ratings of Value for Taxes Paid to the City Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

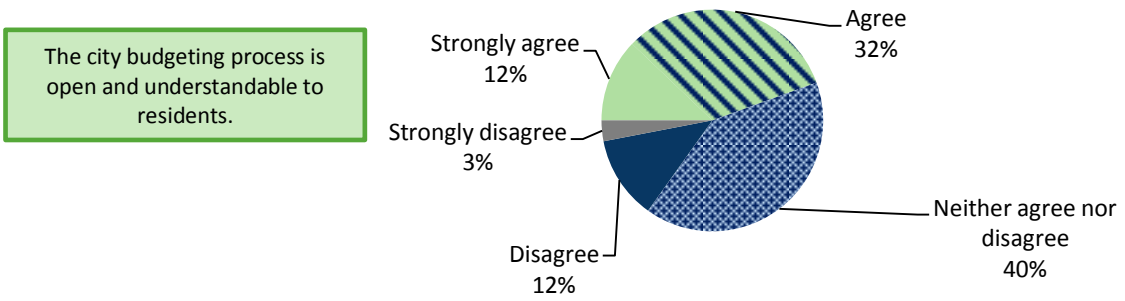
Budget Process

Survey respondents were asked the extent to which they agreed or disagreed that the city budgeting process is open and understandable to residents. About 44% of residents agreed that the city budgeting process is open and understandable to residents. About 4 in 10 said that they neither agreed nor disagreed with this statement and about 15% disagreed.

Forty percent of respondents selected "don't know" when rating their agreement that the city budgeting process is open and understandable to residents. For the most part, ratings shown in the report body represent those who had an opinion. The full set of responses for each question, including "don't know," can be found in *Appendix A: Complete Set of Survey Responses*.

A national benchmark was not available for this question.

Figure 64: City Budget Process



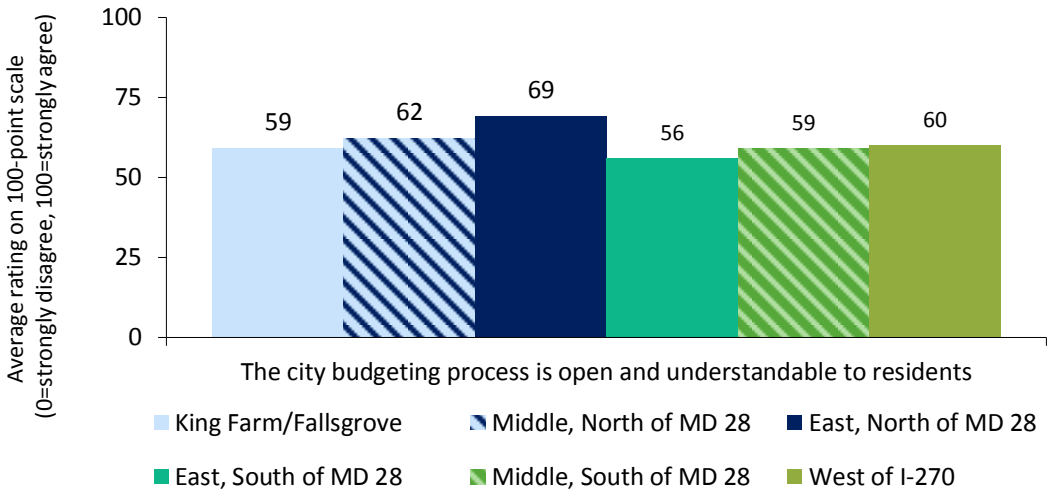
Responses were converted to a 100-point scale where 0 equals "strongly disagree" and 100 equals "strongly agree." When compared to 2014, residents in 2016 gave similar evaluations to the city budgeting process being open and understandable to residents, 59 points on the 100-point scale or a rating just below "good." Overall, ratings have remained stable since this question was first asked in 2008.

Figure 65: Ratings of Budget Process Compared by Year

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

There were no differences observed for ratings of the city budgeting process being open and understandable to residents between respondents living in different geographic areas in Rockville.

Figure 66: Ratings of Budget Process Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Planning and Preservation

Through this Priority Initiative, the city strives to protect the integrity of each neighborhood and ensure the quality of life for its residents. Rockville is a well planned community that has constantly reinvented itself and handled increasing density and growth associated with being part of a major metropolitan area. Rockville is known for quality transit-oriented development. The city's "Rockville Pike" is noted as a best practice application of multi-model transportation planning and includes retail and housing opportunities for diverse populations.

Assessing residents' perspectives about ease of travel, transportation needs, and growth will aid the city in tracking the goals identified under this Priority Initiative.

Ease of Travel

Evaluations of the ease of travel in Rockville by transit and by car were high, with three-quarters of respondents rating each as "excellent" or "good" (74% and 72%, respectively). Two-thirds said that the ease of travel by walking was "excellent" or "good," and about 5 in 10 felt that the ease of getting around by bicycle and the ease of public parking in Rockville were at least "good."

Thirty-one percent of respondents selected "don't know" when rating the quality of ease of travel by bicycle. For the most part, ratings shown in the report body represent those who had an opinion. The full set of responses for each question, including "don't know," can be found in *Appendix A: Complete Set of Survey Responses*.

When compared to ratings given by residents in other jurisdictions across the U.S., Rockville residents gave much higher average ratings to the ease of travel by transit and by car. Similar ratings were given to the ease of travel by walking and by bicycle while lower ratings were given to the ease of public parking.

Figure 67: Ease of Travel

Please rate each of the following characteristics of Rockville.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
Ease of travel in Rockville by transit	25%	49%	22%	4%	100%	Much higher
Ease of travel in Rockville by car	25%	47%	23%	5%	100%	Much higher
Ease of travel in Rockville by walking	23%	43%	26%	8%	100%	Similar
Ease of travel in Rockville by bicycle †	16%	36%	34%	14%	100%	Similar
Ease of public parking	13%	35%	37%	15%	100%	Lower

†Denotes 20% or more of respondents who said "don't know" when asked to rate this item.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Percentages were converted to a 100-point scale where 0 equals "poor" and 100 equals "excellent." Rockville residents gave average ratings between "good" and "fair" to each mode of travel and to ease of public parking. When compared to 2014, average ratings for each of these aspects of the community were similar in 2016.

Figure 68: Ratings of Ease of Travel Compared by Year

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
Ease of travel in Rockville by transit	65	68	66	63	63	63	61	64	63
Ease of travel in Rockville by car	64	64	65	59	59	56	55	58	56
Ease of travel in Rockville by walking	60	60	60	55	55	50	51	52	52
Ease of travel in Rockville by bicycle	51	54	51	48	50	44	42	44	41
Ease of public parking	48	NA	NA	NA	NA	NA	NA	NA	NA

Those living in the King Farm/ Fallsgrove area tended to give lower ratings to the ease of travel by transit compared to residents living in other areas of the city. Those living in the middle portion, north of MD 28 and in the east portion, north of MD 28 tended to give lower ratings to the ease of public parking compared to residents living in the four other areas of Rockville. (Please see the map in *Appendix E: Survey Methodology* for more detail on the geographic breakdown.)

Figure 69: Ratings of Ease of Travel Compared by Geographic Area

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Ease of travel in Rockville by transit ‡	60	62	69	63	69	68
Ease of travel in Rockville by car	64	65	64	59	67	65
Ease of travel in Rockville by walking	59	62	65	56	61	63
Ease of travel in Rockville by bicycle	51	51	56	52	50	57
Ease of public parking ‡	50	42	41	49	53	48

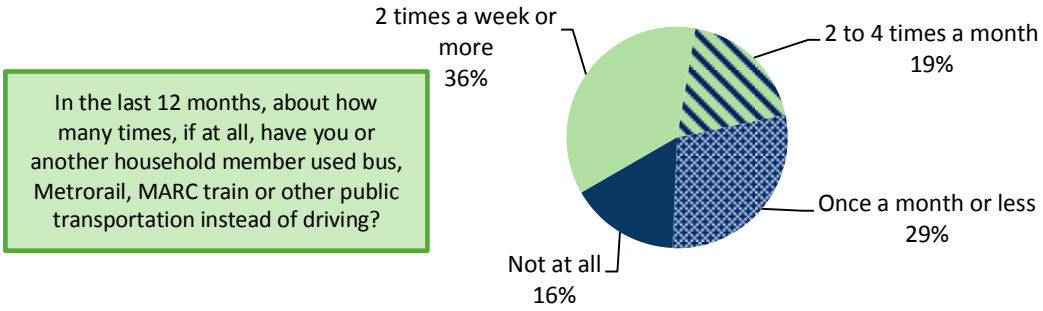
‡Denotes a significant difference between responses given by residents in living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

A new question on the survey asked residents to indicate how frequently they used bus, Metrorail, MARC train or other public transportation instead of driving in the last 12 months. Nearly one-third indicated they had done so two times a week or more and an additional one-fifth had done so two to four times a month; only 16% indicated that they did not use public transportation instead of driving in the last 12 months.

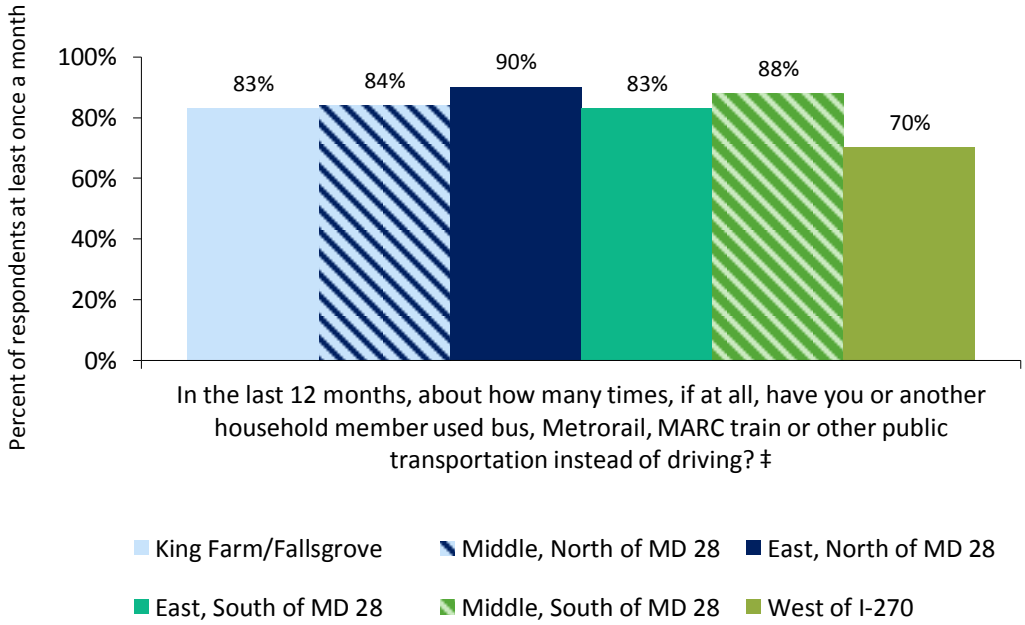
The frequency of using public transportation instead of driving reported in Rockville was much higher than the national benchmark.

Figure 70: Frequency of Public Transportation Use



Residents living west of I-270 were less likely to use public transportation instead of driving compared to residents living in other areas of Rockville.

Figure 71: Frequency of Public Transportation Use Compared by Geographic Area

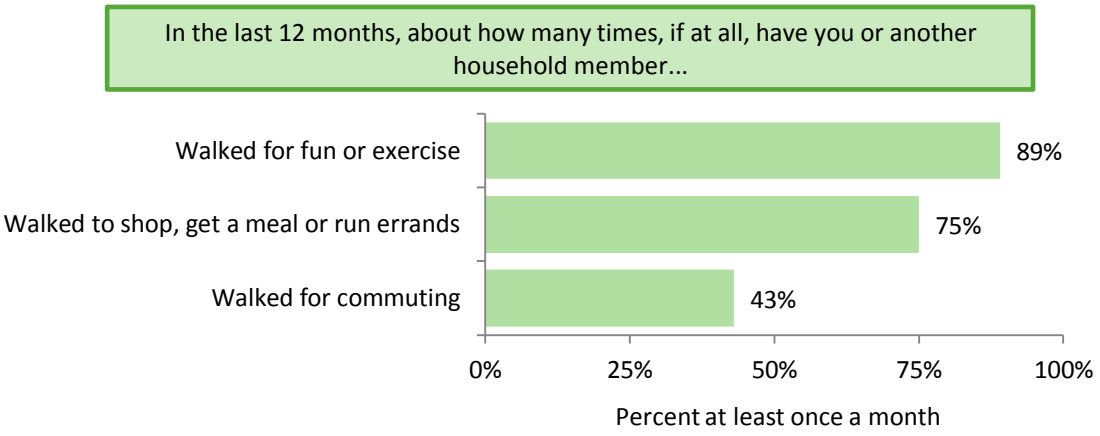


‡Denotes a significant difference between responses given by residents in living in different areas of the city

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

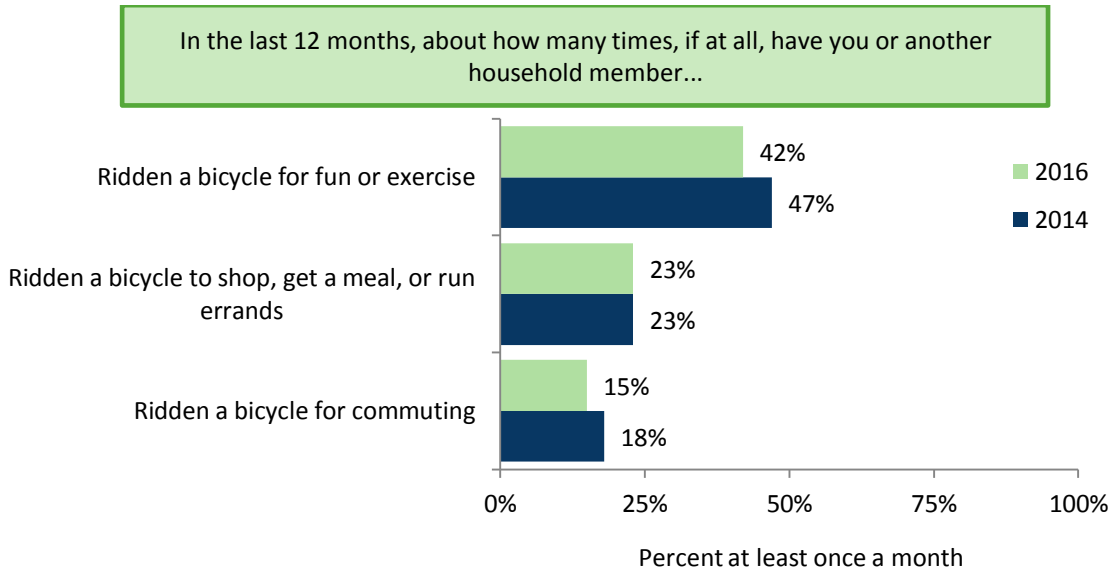
Residents were also asked another new question on the 2016 survey. When asked to indicate how frequently they walked in the last 12 months for three potential reasons, nearly 9 in 10 residents indicted they did so for fun or exercise at least once a month or less in the last 12 months. About three-quarters walked to shop, get a meal or run errands and about 4 in 10 walked for the purpose of commuting.

Figure 72: Walking Frequency



As in 2014, respondents were asked how frequently they have ridden a bicycle in the last 12 months for the same three potential reasons outlined for walking. About 4 in 10 indicated they had ridden a bicycle for fun or exercise at least once a month or less in the last 12 months. About one in five indicated they had ridden a bicycle to shop, get a meal or run errands (23%) and slightly fewer did so for commuting (15%). When compared to 2014, ratings remained stable in 2016.

Figure 73: Bicycle Use Frequency Compared by Year



Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

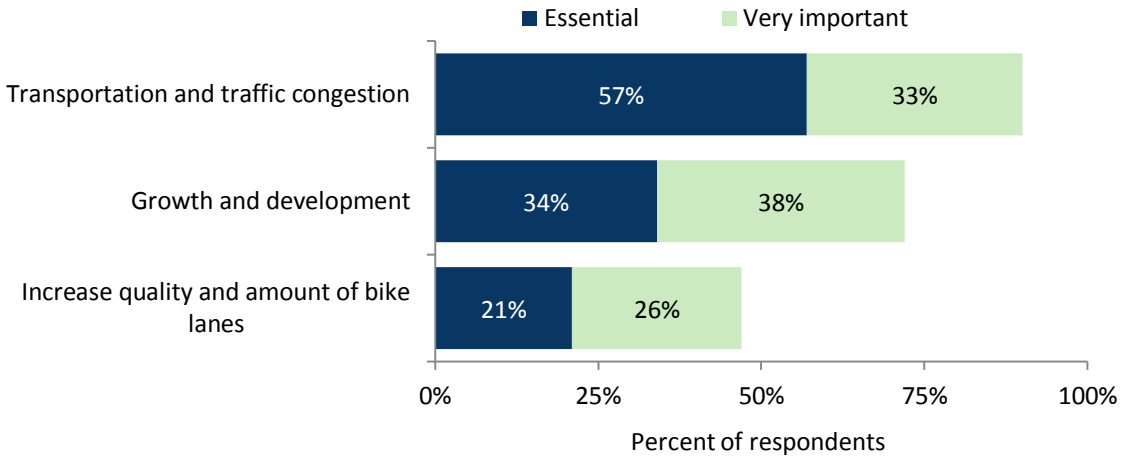
Resident Priorities Related to Planning and Preservation

As in 2014, residents were asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years. The priorities ranged from addressing crime to addressing traffic congestion and increasing the quality and amount of bike lanes. Three of these 15 potential priorities were included under the Planning and Preservation Council Priority Initiative. See Figure 37 for the full list of important resident priorities.

Addressing transportation and traffic congestion was rated as "essential" or "very important" by 90% of residents followed by growth and development with 72% giving an "essential" or "very important" rating. About 47% of residents indicated that increasing the quality and amount of bike lanes was at least "very important." Among the 15 potential priorities, addressing transportation and traffic congestion was the second most important priority, growth and development was the eighth and increasing the quality and amount of bike lanes was the lowest priority.

Figure 74: Importance of Priorities Related to Planning and Preservation

Please rate how important, if at all, each of the following is for Rockville to address in the next three years:



Ratings were converted to the 100-point scale where 0 equals "not at all important" and 100 equals "essential" for ease of interpretation and comparison by year. Importance ratings for priorities related to Planning and Preservation were similar in 2016 compared to 2014.

Figure 75: Importance of Priorities Related to Planning and Preservation Compared by Year

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	2016	2014
Transportation and traffic congestion	82	79
Growth and development	67	71
Increase quality and amount of bike lanes	49	46

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

There were no differences observed for ratings of the importance of priorities related to Planning and Preservation between respondents living in different geographic areas in Rockville.

Figure 76: Ratings of Importance of Priorities Related to Planning and Preservation Compared by Geographic Area

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Transportation and traffic congestion	83	80	82	82	82	80
Growth and development	70	66	64	67	67	66
Increase quality and amount of bike lanes	47	45	51	51	54	47

There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Informed and Engaged Residents

Through this Priority Initiative, the city encourages residents to be engaged in the community and take an active interest in city government. The city ensures residents have access to information about city services and current issues, and reaches out to all populations through the innovative use of all media.

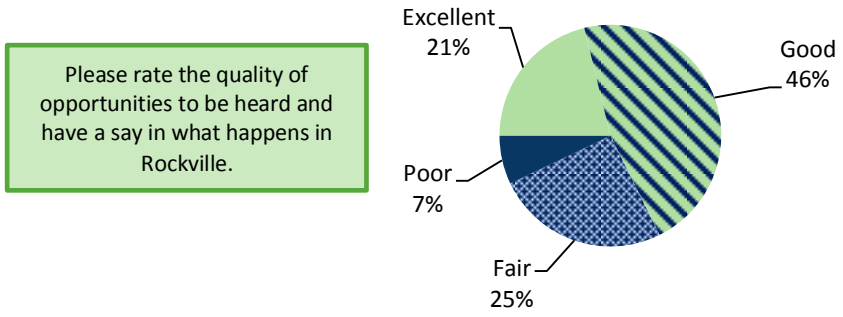
Assessing residents' perspectives about communication with the city, community participation in parks and recreation facilities and programs, use of technology and preferences of information sources about city news will aid the city in tracking the goals under this Mayor and Council Priority Initiative.

Opportunities to be involved in Rockville

As in 2014, survey respondents were asked to rate the quality of opportunities to be heard and have a say in what happens in Rockville. About 7 in 10 gave "excellent" or "good" ratings to this question and only seven percent gave a "poor" rating.

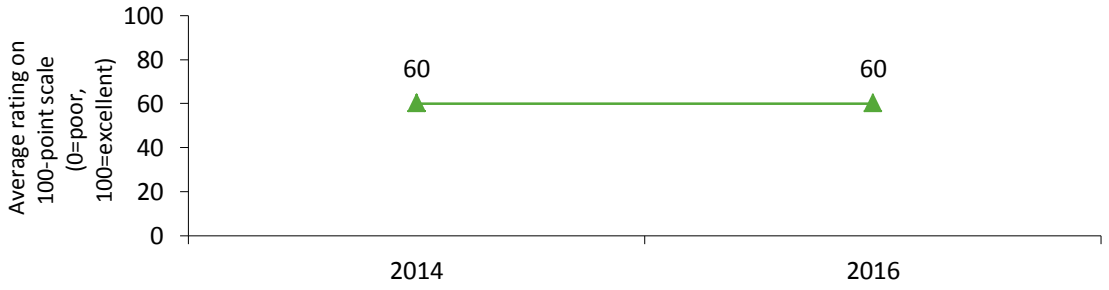
A benchmark comparison is not available for opportunities to be heard and have a say in what happens in Rockville.

Figure 77: Opportunities to be involved in Rockville



Ratings were converted to the 100-point scale where 0 equals "poor" and 100 equals "excellent." As in 2014, opportunities to be heard and have a say in what happens in Rockville received ratings of just below "good" (60) on the 100-point scale in 2016.

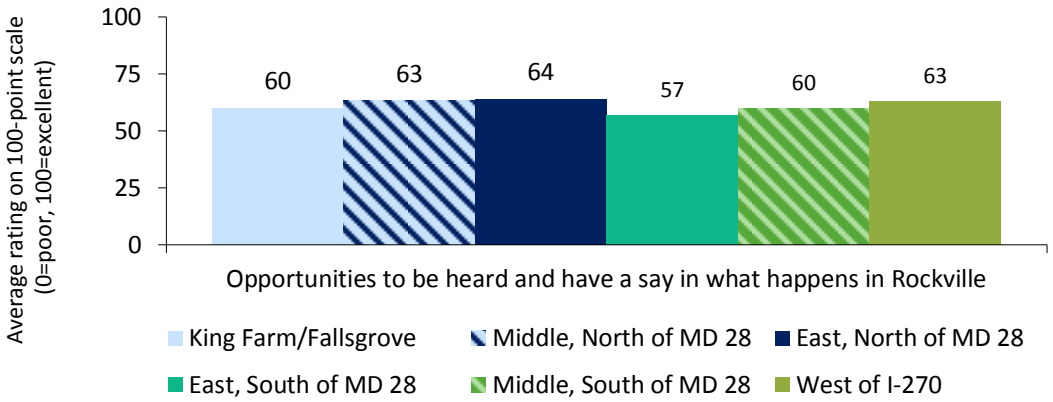
Figure 78: Opportunities to be involved in Rockville Compared by Year



Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

No differences were observed for quality ratings of opportunities to be heard and have a say in what happens in Rockville between respondents living in different geographic areas in Rockville.

Figure 79: Ratings of Opportunities to be involved in Rockville Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

As in previous years, those completing the survey were asked to evaluate the performance of the local government. Rockville residents gave mostly positive reviews to the various aspects of local government performance related to the Informed and Engaged Residents Mayor and Council Priority Initiative.

Seven in 10 respondents agreed that the city welcomes community involvement. About half (53%) agreed that the city listens to its residents. Two percent or fewer residents strongly disagreed with each of these statements.

Twenty-eight percent of respondents said "don't know" when assessing their agreement with the statement, "the city listens to its residents." Responses presented in the body of the report are for those who had an opinion (see *Appendix A: Complete Set of Survey Responses* for a full set of responses to each question).

When compared to the national benchmark, the city welcoming community involvement was much higher in Rockville while the city listening to its residents was rated similarly to the benchmark.

Figure 80: Government Performance Ratings Related to Informed and Engaged Residents

Please rate to what extent you agree or disagree with each of the following statements about the City of Rockville government.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total	Comparison to benchmark
The city welcomes community involvement	19%	53%	23%	4%	1%	100%	Much higher
The city listens to its residents †	13%	40%	38%	7%	2%	100%	Similar

†Denotes 20% or more of respondents who said "don't know" when asked to rate this item.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Responses were converted to a 100-point scale where 0 equals "strongly disagree" and 100 equals "strongly agree." When compared to 2014, residents in 2016 gave similar evaluations to the city listening to its residents and welcoming community involvement.

Figure 81: Government Performance Ratings Related to Informed and Engaged Residents Compared by Year

Please rate to what extent you agree or disagree with each of the following statements about the City of Rockville government. (Average rating on 100-point scale (0=strongly disagree, 100=strongly agree))	2016	2014	2012	2010	2008	2007	2005	2003	2001
The city welcomes community involvement	71	71	70	68	70	69	70	70	72
The city listens to its residents	64	65	65	60	NA	NA	NA	NA	NA

Prior to 2016, "the city welcomes community involvement" was "the City welcomes citizen involvement."

No differences were observed between respondents living in different geographic areas in Rockville for evaluations of the city listening to its residents and welcoming community involvement.

Figure 82: Government Performance Ratings Related to Informed and Engaged Residents Compared by Geographic Area

Please rate to what extent you agree or disagree with each of the following statements. (Average rating on 100-point scale (0=strongly disagree, 100=strongly agree))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
The city welcomes community involvement	73	72	72	71	70	74
The city listens to its residents	64	64	68	61	64	66

There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Community Participation

Respondents were asked how frequently they visited, used or participated in various parks and recreation facilities and programs in the 12 months prior to the survey. Most reported that they had visited or used a Rockville park at least once in the previous 12 months (91%) and 7 in 10 said they had attended a City-sponsored special event (70%). About 6 in 10 said they had visited or used a Rockville recreation facility and 4 in 10 had participated in a Rockville recreation program.

Rates of participation and use for three of the four parks and recreation offerings could be compared to the national benchmark. Rockville residents reported much higher usage of city parks and recreation facilities compared to other communities across the country, while Rockville residents participated less frequently in a city recreation program.

Figure 83: Community Participation

In the last 12 months, about how many times have you, a family member in your home or other household member done the following things:	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total	Comparison to benchmark
Visited or used a Rockville park (includes trail, playground, ball fields/courts, natural areas)	9%	23%	29%	14%	25%	100%	Much higher
Attended a City-sponsored special event (e.g., Hometown Holidays, Farmers Market, July 4th, Car Show)	30%	38%	26%	4%	2%	100%	NA
Visited or used a Rockville recreation facility	36%	24%	21%	10%	10%	100%	Much higher
Participated in a Rockville recreation program	55%	21%	14%	4%	5%	100%	Lower

Rates of participation and use remained stable from 2014 to 2016.

Figure 84: Frequency of Participation Compared by Year

In the last 12 months, about how many times have you, a family member in your home or other household member done the following things: (Percent of respondents who had used at least once in the last 12 months.)	2016	2014	2012	2010	2008	2007	2005	2003	2001
Visited or used a Rockville park (includes trail, playground, ball fields/courts, natural areas)	91%	86%	85%	81%	83%	83%	78%	80%	76%
Attended a City-sponsored special event (e.g., Hometown Holidays, Farmers Market, July 4th, Car Show)	70%	71%	69%	75%	74%	73%	67%	65%	71%
Visited or used a Rockville recreation facility	64%	61%	55%	56%	60%	62%	56%	58%	55%
Participated in a Rockville recreation program	45%	43%	40%	42%	46%	46%	39%	38%	41%

Prior to 2016, "visited or used" was "used" and a Rockville recreation facility was a Rockville recreation center. In 2016, "natural areas" was added to the parenthetical for a Rockville park.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

City Cable Channel and Website

As in previous years, respondents were asked to evaluate the quality of Rockville 11 programming and the City of Rockville's website and whether or not they had used the website. About 7 in 10 rated the City of Rockville's website as "excellent" or "good," and two-thirds gave such ratings to Rockville 11 programming.

Thirty percent of respondents selected "don't know" when rating the quality of the City of Rockville's website while 67% said "don't know" to the quality of Rockville 11 programming (see *Appendix A: Complete Set of Survey Responses* for all responses including "don't know").

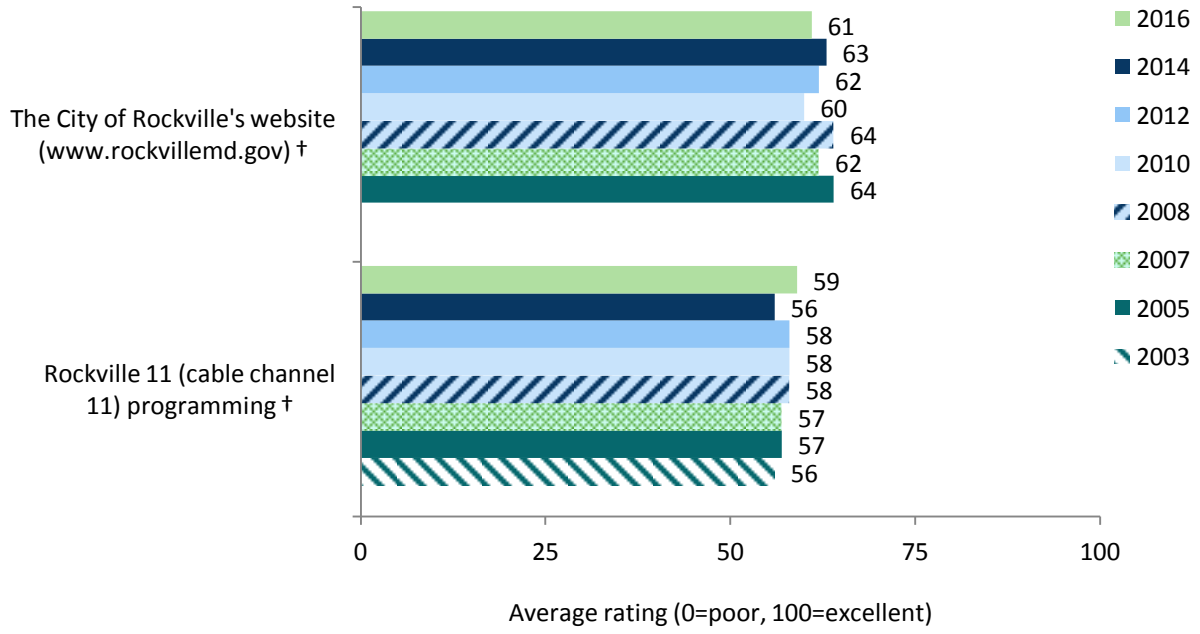
When compared to the benchmark, Rockville's website received ratings similar those given by residents across the country and Rockville 11 programming received ratings that were higher.

Figure 85: Rockville 11 Programming and City Website

Please rate the quality of each of the following City of Rockville government services.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
The City of Rockville's website (www.rockvillemd.gov)	14%	58%	25%	3%	100%	Similar
Rockville 11 (cable channel 11) programming	15%	52%	27%	6%	100%	Higher

Ratings were converted to the 100-point scale where 0 equals "poor" and 100 equals "excellent." Average ratings for the website received a slightly higher rating (61) than those given to the cable channel programming (59). Ratings in 2016 were similar to those given in 2014.

Figure 86: Ratings of Rockville 11 Programming and City Website Compared by Year



†Denotes 20% or more of respondents who said "don't know" when asked to rate this item.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

No differences were observed for quality ratings of Rockville 11 programming and the City of Rockville's website between respondents living in different geographic areas in Rockville.

Figure 87: Ratings of Rockville 11 Programming and City Website Compared by Geographic Area

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Rockville 11 (cable channel 11) programming	62	60	65	60	59	55
The City of Rockville's website (www.rockvillemd.gov)	60	62	64	58	60	62

There were no significant differences between responses given by residents living in different areas of the city.

Respondents were asked whether or not they had used the City of Rockville's website in the 12 months prior to the survey. About half (56%) of residents reported having visited the City of Rockville's website in the prior 12 month period. Usage of the website in 2016 was similar compared to the usage reported in 2014.

Figure 88: Use of City Website Compared by Year

	2016	2014	2012	2010	2008	2007	2005	2003	2001
Have you used the City of Rockville's website (www.rockvillemd.gov) in the last 12 months?	56%	54%	65%	66%	68%	60%	52%	46%	27%

Percent "yes."
Prior to 2014, the responses were on a scale of never, less than once a month, 1 to 3 times a month, once a week.
The percents reported prior to 2014 are the combination of less than once a month or more frequently.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Those who reported having visited the City of Rockville's website in the last 12 months were asked to rate five different aspects of the website. When evaluating the website's provision of up-to-date information, 85% of respondents indicated it was "excellent" or "good." About three-quarters gave favorable ratings to the website's appearance and to the quality of online services offered. Six in 10 rated the ease of navigation and the website search function positively.

Each of the five aspects of the City of Rockville's website were available for comparison to the national benchmark. The website's provision of up-to-date information received ratings much higher than the national benchmark while ratings for online services offered, the appearance and ease of navigation were similar. The website search function was rated lower in Rockville.

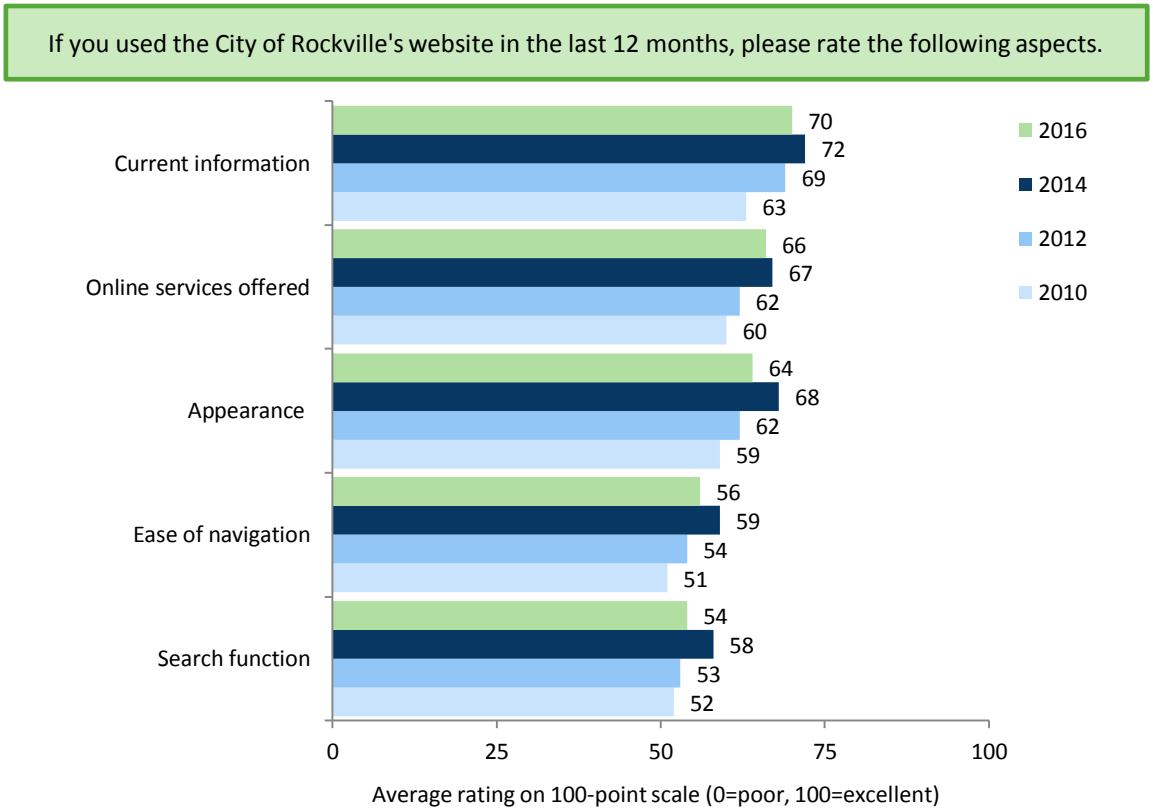
Figure 89: Aspects of City Website

If you used the City of Rockville's website in the last 12 months, please rate the following aspects.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
Current information	25%	60%	13%	2%	100%	Much higher
Online services offered	23%	56%	18%	3%	100%	Similar
Appearance	21%	53%	22%	4%	100%	Similar
Ease of navigation	17%	44%	30%	9%	100%	Similar
Search function	15%	44%	30%	11%	100%	Lower

Asked only of those who said they had visited the website in the 12 months prior to the survey.

Percentages were converted to a 100-point scale where 0 equals "poor" and 100 equals "excellent." Each aspect of the City of Rockville's website remained stable in 2016 compared to 2014.

Figure 90: Ratings of the City Website Compared by Year



Asked only of those who said they had visited the website in the 12 months prior to the survey.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Public Information

When asked their preferences for receiving information about the Rockville city government from a variety of sources, the relative order of preferred sources was similar in 2016 compared to 2014. The most preferred sources of information about the city government were the City of Rockville's website (46% "strongly" preferred), Rockville Reports monthly print newsletter (45%), email notifications (36%) and printed materials (35%). One-quarter or fewer respondents "strongly" preferred the remaining listed sources.

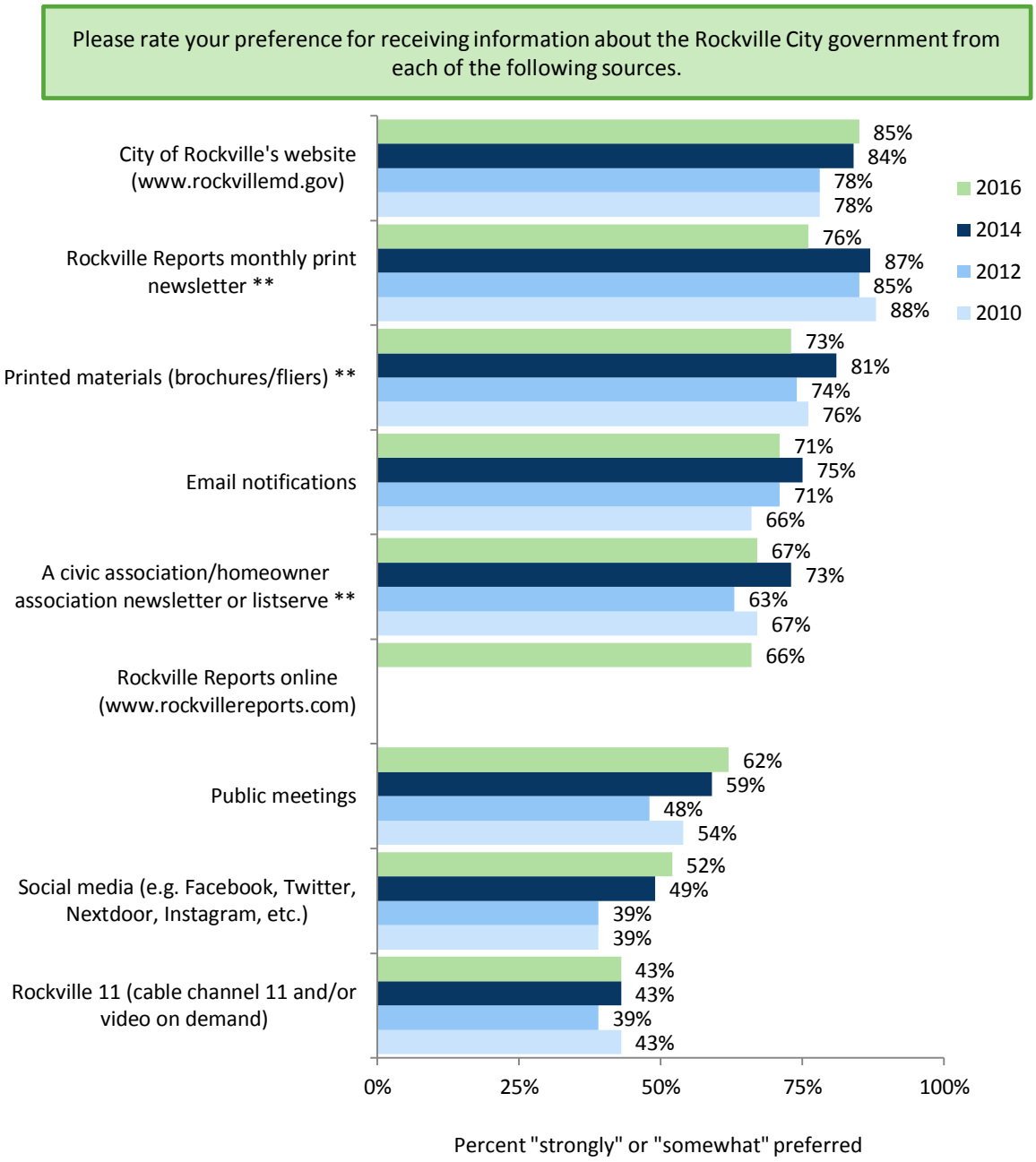
Figure 91: Preferences for Receiving Information about the City

Please rate your preference for receiving information about the Rockville city government from each of the following sources.	Strongly prefer	Somewhat prefer	Not at all prefer	Total
City of Rockville's website (www.rockvillemd.gov)	46%	39%	15%	100%
Rockville Reports monthly print newsletter	45%	31%	24%	100%
Email notifications	36%	35%	29%	100%
Printed materials (brochures/fliers)	35%	38%	27%	100%
A civic association/homeowner association newsletter or listserve	25%	42%	33%	100%
Social media (e.g. Facebook, Twitter, Nextdoor, Instagram, etc.)	20%	32%	48%	100%
Rockville Reports online (www.rockvillereports.com)	20%	45%	34%	100%
Public meetings	14%	48%	38%	100%
Rockville 11 (cable channel 11 and/or video on demand)	12%	31%	57%	100%

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

When 2016 ratings were compared to 2014 ratings, preference declined for Rockville Reports monthly print newsletter, printed materials and a civic association/homeowner association newsletter or listserve.

Figure 92: Preferences for Receiving Information about the City Compared by Year



Items listed were reordered in 2016. Prior to 2016, "Social media (e.g. Facebook, Twitter, Nextdoor, Instagram, etc.)" was "Social networking (e.g. Facebook, Twitter, etc.)" and the items in parenthesis for printed materials included postcards. Prior to 2016, the two items for Rockville Reports (online and print) were only one item and worded as "Rockville Reports (the City's monthly newsletter);" for comparative purposes, past years data is included under "Rockville Reports monthly print newsletter."

*** Indicates significant differences between 2014 and 2016 responses.*

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

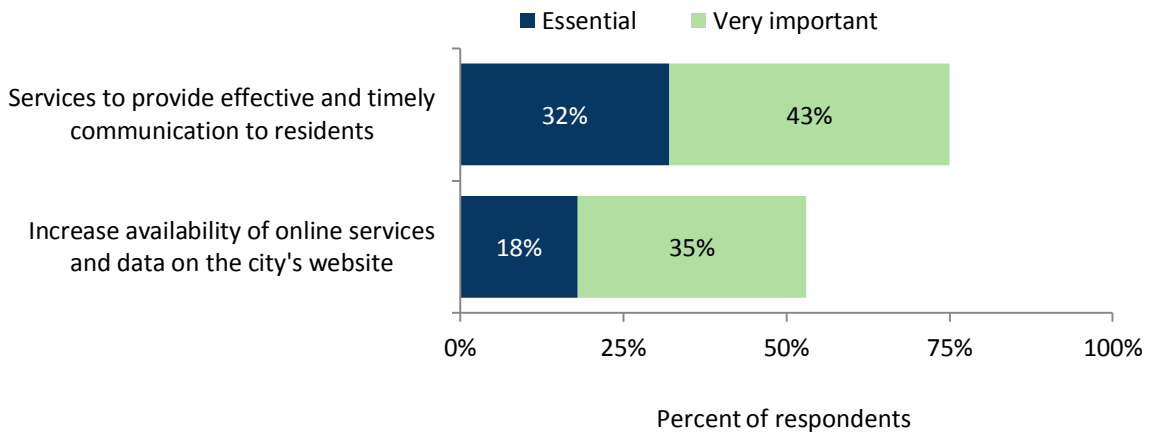
Resident Priorities Related to Informed and Engaged Residents

As in 2014, residents were asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years. The priorities ranged from addressing crime to addressing traffic congestion and increasing the quality and amount of bike lanes. Two of these 15 potential priorities were included under the Informed and Engaged Residents Council Priority Initiative. See Figure 37 for the full list of important resident priorities.

Services to provide effective and timely communication to residents was rated as "essential" or "very important" by about 75% of residents while increasing the availability of online services and data on the city's website was rated "essential" or "very important" by fewer (53%) residents. Among the 15 potential priorities, these were the fifth and thirteenth most important priorities, respectively.

Figure 93: Importance of Priorities Related to Informed and Engaged Residents

Please rate how important, if at all, each of the following is for Rockville to address in the next three years:



Ratings were converted to the 100-point scale where 0 equals "not at all important" and 100 equals "essential" for ease of interpretation and comparison by year. Importance ratings for priorities related to Informed and Engaged Residents were similar in 2016 compared to 2014.

Figure 94: Importance of Priorities Related to Informed and Engaged Residents Compared by Year

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	2016	2014
Services to provide effective and timely communication to residents	68	64
Increase availability of online services and data on the city's website	53	52

In 2014, the question used the timeframe of the next two years which was changed to three years in 2016. Items were reordered alphabetically in 2016.
Prior to 2016, "increase availability of online services and data on the city's website" was "increase quality and availability of online services on the City's website" and "services to provide effective and timely communication to residents" was "to citizens."

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

No differences were observed for importance ratings for priorities related to Informed and Engaged Residents between respondents living in different geographic areas in Rockville.

Figure 95: Importance of Priorities Related to Informed and Engaged Residents Compared by Geographic Area

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Services to provide effective and timely communication to residents	67	68	74	66	67	71
Increase availability of online services and data on the city's website	54	55	62	48	53	52

There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Economic Development

Through this priority initiative, the city strives to create a balance of commercial and residential development, small and large businesses and is characterized by mixed use development. New investment is encouraged by innovative business incubators and the development community is supported by an efficient development process that balances and respects private and community interests in the process.

Assessing residents' perspectives about the quality of commercial development, the quality of business and service establishments in Rockville and the importance of neighborhood shopping center revitalization will aid the city in tracking the goals identified under this priority initiative.

About 8 in 10 residents rated the overall quality of business and service establishments in Rockville as "excellent" or "good." About 7 in 10 gave positive ratings to the quality of new commercial development in Rockville.

Twenty-four percent of respondents selected "don't know" when rating the quality of new commercial development. The full set of responses for each question, including "don't know," can be found in *Appendix A: Complete Set of Survey Responses*.

When compared to the nation, the overall quality of business and service establishments received ratings that were much higher than the benchmark. A benchmark was not available for the quality of new commercial development.

Figure 96: Community Characteristics Related to Economic Development

Please rate each of the following characteristics of Rockville.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
Overall quality of business and service establishments in Rockville	26%	55%	16%	3%	100%	Much higher
Quality of new commercial development †	19%	49%	26%	5%	100%	NA

†Denotes 20% or more of respondents who said "don't know" when asked to rate this item.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Percentages were converted to a 100-point scale where 0 equals "poor" and 100 equals "excellent." Rockville residents gave average ratings of about "good" for the overall quality of business and service establishments in Rockville (69 on the 100-point scale) and between "good" and "fair" for the quality of new commercial development (61).

When compared to 2014, average ratings for the overall quality of business and service establishments in Rockville and the quality of new commercial development were similar in 2016.

Figure 97: Community Characteristics Related to Economic Development Compared by Year

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
Overall quality of business and service establishments in Rockville	69	67	NA	NA	NA	NA	NA	NA	NA
Quality of new commercial development	61	63	61	59	61	58	58	56	54

Those living in the middle portion, south of MD 28 gave higher ratings to the quality of new commercial development compared to those living in other areas of the city. (Please see the map in *Appendix E: Survey Methodology* for more detail on the geographic breakdown.)

Figure 98: Community Characteristics Related to Economic Development Compared by Geographic Area

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Overall quality of business and service establishments in Rockville	67	66	70	67	72	69
Quality of new commercial development ‡	60	56	56	54	66	60

‡Denotes a significant difference between responses given by residents in living in different areas of the city.

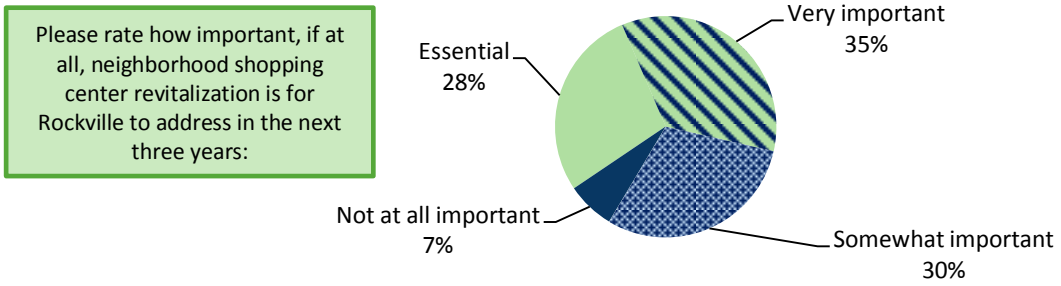
Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Resident Priorities Related to Economic Development

As in 2014, residents were asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years. The priorities ranged from addressing crime to addressing traffic congestion and increasing the quality and amount of bike lanes. One of these 15 potential priorities was included under the Economic Development Council Priority Initiative. See Figure 37 for the full list of important resident priorities.

About 6 in 10 residents indicated that neighborhood shopping center revitalization was "essential" or "very important" and only seven percent reported it as "not at all important." Among the 15 potential priorities, this was tenth most important priority.

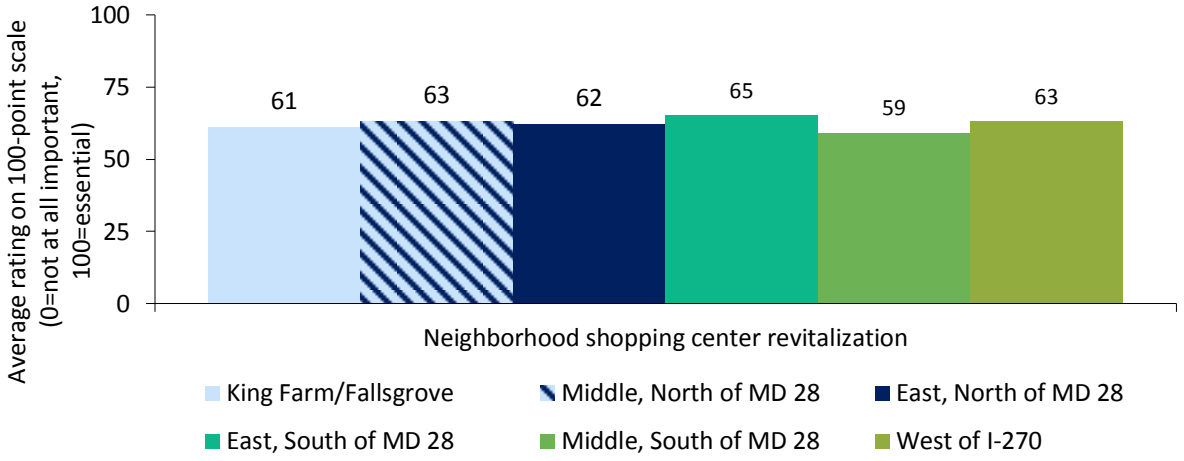
Figure 99: Importance of Neighborhood Shopping Center Revitalization



The importance of neighborhood shopping center revitalization was new to this question in 2016.

No differences were observed for ratings of the importance of neighborhood shopping center revitalization between respondents living in different geographic areas in Rockville.

Figure 100: Ratings of Importance of Neighborhood Shopping Center Revitalization Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Stewardship of Infrastructure

Through this priority initiative, Rockville maintains and enhances existing city infrastructure (i.e. roads, bridges, water and sewer systems, buildings, fleet, amenities, etc.) through responsible planning for future needs and sound fiscal decisions for the long-term health of the city. The city strives to be an environmentally sustainable community that preserves green space and continually reevaluates ways to reduce its environmental footprint.

Assessing residents' perspectives about the importance of maintaining public infrastructure and the quality of service delivery related to infrastructure and environmental sustainability will aid the city in tracking the goals identified under this priority initiative.

Quality of Infrastructure Services and Characteristics

Several questions gauged perspectives about various services and community characteristics related to the city's infrastructure and environment. Rockville residents were generally pleased with infrastructure and environment related services and characteristics of Rockville, with about 8 in 10 rating water and sewer services and Rockville's natural environment as "excellent" or "good." Slightly fewer gave positive ratings to drinking water quality and environmental protection and sustainability initiatives. About 7 in 10 gave positive ratings to street light maintenance and sidewalk maintenance. About two-thirds gave positive ratings to street repair and the adequacy of street lighting in their neighborhood.

Forty-three percent of residents selected "don't know" when rating the quality of environmental protection and sustainability initiatives. A full set of responses, including "don't know" can be found in *Appendix A: Complete Set of Survey Responses*.

When compared to the nation, Rockville residents gave ratings that were much higher or higher than the benchmark for water and sewer services, sidewalk maintenance, street repairs and adequacy of street lighting while the ratings for Rockville's natural environment and drinking water quality were similar to the benchmarks. Benchmarks were not available for street light maintenance and environmental protection and sustainability initiatives.

Figure 101: Quality of Infrastructure Services and Characteristics

Please rate each of the following City of Rockville government services or characteristics.	Excellent	Good	Fair	Poor	Total	Comparison to benchmark
Water and sewer services	27%	54%	17%	2%	100%	Much higher
Rockville's natural environment	23%	56%	19%	3%	100%	Similar
Drinking water quality	25%	52%	17%	6%	100%	Similar
Environmental protection and sustainability initiatives †	21%	53%	23%	3%	100%	NA
Sidewalk maintenance	19%	53%	22%	5%	100%	Much higher
Street light maintenance	20%	49%	22%	9%	100%	NA
Street repairs and maintenance	16%	47%	29%	8%	100%	Much higher
Adequacy of street lighting in your neighborhood	17%	48%	22%	12%	100%	Higher

†Denotes 20% or more of respondents who said "don't know" when asked to rate this item.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Percentages were converted to a 100-point scale where 0 equals "poor" and 100 equals "excellent." Most average ratings were between "fair" and "good" (57 to 65) while the average rating for Rockville's natural environment was just about "good" (66) and the average rating for water and sewer services was slightly above "good" (68).

When compared to 2014, average ratings for each of these aspects of the community were similar in 2016.

Figure 102: Quality of Infrastructure Services and Characteristics Compared by Year

Please rate each of the following City of Rockville government services or characteristics. (Average rating on 100-point scale (0=poor, 100=excellent))	2016	2014	2012	2010	2008	2007	2005	2003	2001
Water and sewer services	68	70	68	67	68	68	69	68	67
Rockville's natural environment	66	66	67	64	62	NA	NA	NA	NA
Drinking water quality	65	65	66	60	61	56	53	54	50
Environmental protection and sustainability initiatives	64	65	63	61	64	NA	NA	NA	NA
Sidewalk maintenance	62	64	63	59	58	NA	NA	NA	NA
Street light maintenance	60	64	62	NA	NA	NA	NA	NA	NA
Street repairs and maintenance	57	60	61	57	59	58	58	54	59
Adequacy of street lighting in your neighborhood	57	60	58	54	54	54	57	58	59

Several differences were observed for ratings of various services and community characteristics related to the city's infrastructure and environment. Generally, respondents living west of I-270 were more likely to give favorable ratings to individual services than were those living in the other five areas of the city.

Figure 103: Quality of Infrastructure Services and Characteristics Compared by Geographic Area

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/ Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270
Water and sewer services ‡	68	67	70	63	69	76
Rockville's natural environment ‡	64	67	70	66	67	73
Drinking water quality	65	65	65	61	66	71
Environmental protection and sustainability initiatives	65	64	68	65	64	62
Sidewalk maintenance ‡	63	65	59	55	64	66
Street light maintenance ‡	64	62	54	53	63	62
Street repairs and maintenance ‡	53	60	62	57	56	66
Adequacy of street lighting in your neighborhood ‡	63	59	49	49	58	59

‡Denotes a significant difference between responses given by residents in living in different areas of the city.

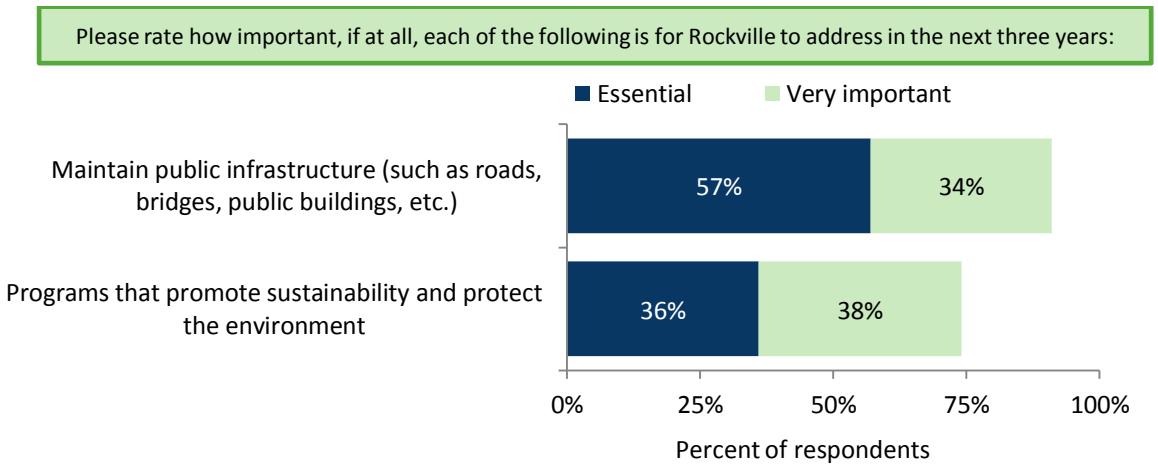
Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Resident Priorities Related to Stewardship of Infrastructure

As in 2014, residents were asked to indicate how important they felt it was for the city to focus on 15 potential priorities for the city in the next three years. The priorities ranged from addressing crime to addressing traffic congestion and increasing the quality and amount of bike lanes. Two of these 15 potential priorities were included under the Stewardship of Infrastructure Council Priority Initiative. See Figure 37 for the full list of important resident priorities.

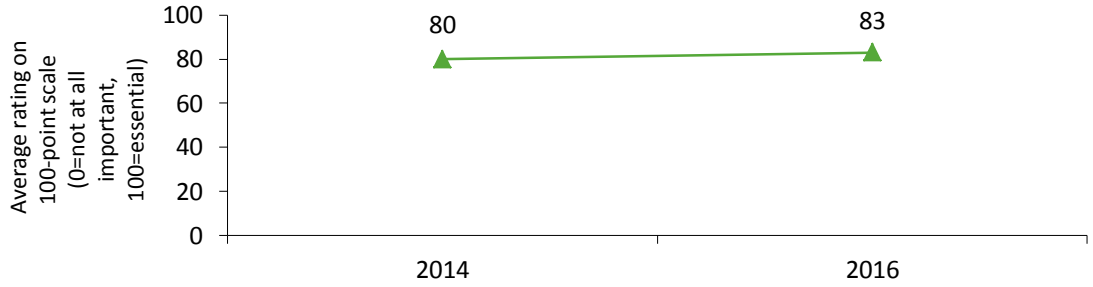
About 9 in 10 residents indicated maintaining public infrastructure was "essential" or "very important" while about three-quarters felt programs that promote sustainability and protect the environment were "essential" or "very important." Among the 15 potential priorities, maintaining public infrastructure was the top priority and programs that promote sustainability and protect the environment was the sixth most important priority.

Figure 104: Importance of Priorities Related to Stewardship of Infrastructure



Ratings were converted to the 100-point scale where 0 equals "not at all important" and 100 equals "essential." Importance ratings for maintaining public infrastructure were similar in 2016 compared to 2014.

Figure 105: Importance of Maintaining Public Infrastructure Compared by Year

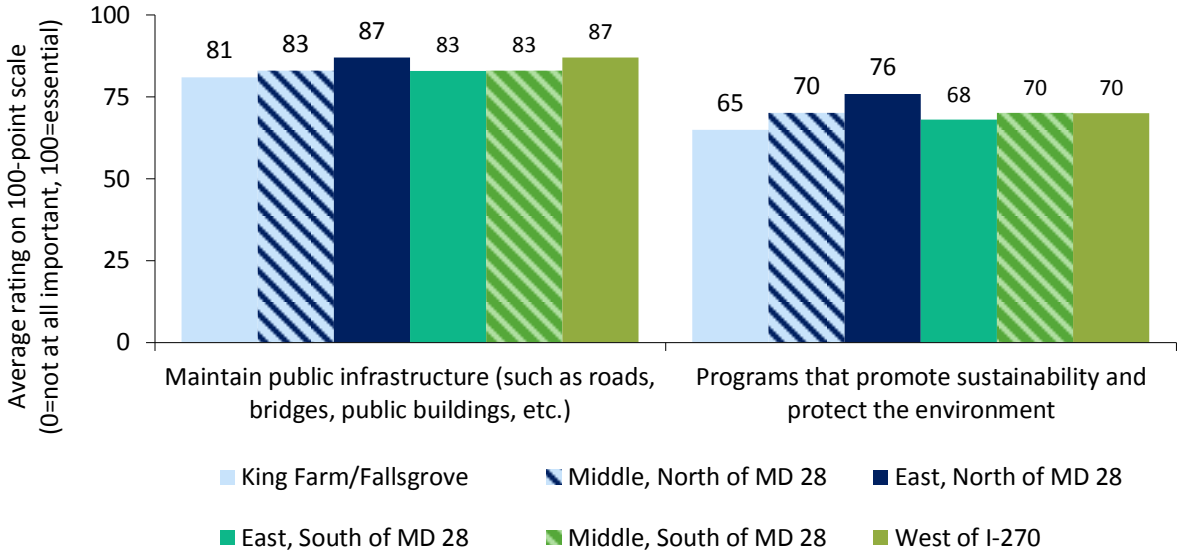


The importance of programs that promote sustainability and protect the environment was new to this question in 2016.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

There were no differences observed for ratings of the importance of priorities related to Stewardship of Infrastructure between respondents living in different geographic areas in Rockville.

Figure 106: Importance of Priorities Related to Stewardship of Infrastructure Compared by Geographic Area



There were no significant differences between responses given by residents living in different areas of the city.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Additional Comments

As in previous years, the survey included a question where respondents had the opportunity to write in responses in their own words to a question regarding any other comments or suggestions they had about living in Rockville or the services provided by the city.

About 34% of respondents opted to make a comment or suggestion. Of those making a comment, 15% wrote in comments related to Rockville being a great place to live with great services; 13% shared comments about the cost of living and/or taxes; and 13% shared comments related to sidewalk repairs, road repairs and more streetlights. Fewer than 13% of respondents who wrote in a response cited the other issues listed in the table below. A complete set of the verbatim comments made by respondents can be found in *Appendix D: Verbatim Responses to Open-ended Survey Questions*.

Figure 107: Additional Comments

Do you have any additional comments about the services provided by the city of the job that the City of Rockville is doing?	Percent of respondents*	Percent of respondents making a comment*
No comment made	66%	--
Rockville is a great place/good services	5%	15%
Cost of living and/or tax rates	4%	13%
Sidewalk repair, road repair, more streetlights	4%	13%
Parking issues, transportation, bike lanes	4%	12%
Traffic enforcement, congestion, lights/light timing	4%	12%
Recycling and Refuse Services, landscaping/outdoor maintenance	4%	11%
Police services/code enforcement, safety	3%	10%
Parks, recreation and youth and senior programs	3%	9%
More/better development, more small businesses/restaurants and less chain businesses, stimulate economic development	3%	9%
Pedestrian problems or suggestions	3%	8%
Additional or improvements to city services	3%	7%
Less development/over building/high density living	2%	6%
More information/communication from city	2%	5%
Dissatisfaction with city employees/leaders/government	2%	4%
Less speed cameras/speed traps	1%	4%
Cultural/community events	1%	3%
Other	4%	13%

**Total may exceed 100% as respondents could select more than one answer.*
The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only the 395 residents who responded to question 16.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Appendix A: Complete Set of Survey Responses

The full set of responses to each survey question are displayed in the tables in this appendix. Many survey questions included a "don't know" response option. Most of the analyses in the body of the report were for respondents who had an opinion. Eliminating "don't know" responses allows for easier comparison between evaluative responses. Two sets of tables are provided in this appendix; the first with the "don't know" responses excluded, to show the proportion of respondents with an opinion giving a response; and the second with the "don't know" responses included, to allow examination of the magnitude of unfamiliarity with certain items.

Survey Responses without "Don't know"

The following pages contain a complete set of responses to each question on the survey, excluding the "don't know" responses.

Table 1: Question 1

Please rate your quality of life in Rockville.	Excellent		Good		Fair		Poor		Total	
Overall, how would you describe the quality of life in Rockville?	37%	N=392	55%	N=574	7%	N=76	0%	N=4	100%	N=1045
How do you rate the overall quality of your neighborhood?	37%	N=386	51%	N=525	11%	N=111	2%	N=17	100%	N=1038
How do you rate Rockville as a place to raise children?	44%	N=391	44%	N=391	11%	N=96	1%	N=7	100%	N=885
How do you rate Rockville as a place to retire?	20%	N=155	39%	N=306	27%	N=214	15%	N=117	100%	N=791

Table 2: Question 2

Please rate each of the following characteristics of Rockville.	Excellent		Good		Fair		Poor		Total	
Sense of community	19%	N=188	56%	N=559	22%	N=222	3%	N=32	100%	N=1001
Overall appearance of Rockville	25%	N=256	59%	N=610	16%	N=168	1%	N=8	100%	N=1043
Overall image or reputation of Rockville	26%	N=256	59%	N=588	15%	N=147	1%	N=7	100%	N=998
Opportunities to be heard and have a say in what happens in Rockville	21%	N=181	46%	N=398	25%	N=216	7%	N=63	100%	N=858
Opportunities to attend cultural or arts events	31%	N=299	48%	N=460	19%	N=187	2%	N=23	100%	N=968
Health and wellness opportunities in Rockville	28%	N=256	50%	N=467	19%	N=174	3%	N=31	100%	N=928
Openness and acceptance of the community toward people of diverse backgrounds	37%	N=354	47%	N=452	14%	N=134	3%	N=26	100%	N=965
Overall quality of business and service establishments in Rockville	26%	N=262	55%	N=549	16%	N=154	3%	N=25	100%	N=990
Availability of affordable housing	6%	N=50	25%	N=222	42%	N=372	27%	N=234	100%	N=878
Ease of public parking	13%	N=127	35%	N=348	37%	N=371	15%	N=154	100%	N=1000
Ease of travel in Rockville by bicycle	16%	N=112	36%	N=257	34%	N=243	14%	N=98	100%	N=709
Ease of travel in Rockville by walking	23%	N=226	43%	N=421	26%	N=255	8%	N=79	100%	N=982

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Please rate each of the following characteristics of Rockville.	Excellent		Good		Fair		Poor		Total	
Ease of travel in Rockville by transit	25%	N=218	49%	N=429	22%	N=196	4%	N=39	100%	N=882
Ease of travel in Rockville by car	25%	N=257	47%	N=478	23%	N=229	5%	N=51	100%	N=1014
Quality of new residential development	19%	N=134	50%	N=348	26%	N=180	6%	N=39	100%	N=700
Quality of new commercial development	19%	N=151	49%	N=389	26%	N=206	5%	N=42	100%	N=788
Drinking water quality	25%	N=237	52%	N=500	17%	N=160	6%	N=57	100%	N=954
Rockville's natural environment	23%	N=232	56%	N=566	19%	N=189	3%	N=27	100%	N=1014

Table 3: Question 3

How safe do you feel . . .	Very safe		Reasonably safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
Crossing the street in Rockville	18%	N=191	53%	N=546	17%	N=179	9%	N=90	3%	N=34	100%	N=1040
In your neighborhood during the day	53%	N=553	38%	N=396	7%	N=75	2%	N=18	0%	N=3	100%	N=1044
In business areas in Rockville during the day	42%	N=430	43%	N=435	11%	N=110	3%	N=29	1%	N=10	100%	N=1014
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove)	15%	N=143	46%	N=439	26%	N=250	11%	N=101	3%	N=27	100%	N=960

Table 4: Question 4

In the last 12 months, about how many times have you, a family member in your home or other household member done the following things:	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Visited or used a Rockville park (includes trail, playground, ball fields/courts, natural areas)	9%	N=98	23%	N=233	29%	N=301	14%	N=145	25%	N=255	100%	N=1033
Visited or used a Rockville recreation facility	36%	N=363	24%	N=249	21%	N=209	10%	N=98	10%	N=102	100%	N=1021
Participated in a Rockville recreation program	55%	N=555	21%	N=215	14%	N=140	4%	N=45	5%	N=46	100%	N=1001
Attended a City-sponsored special event (e.g., Hometown Holidays, Farmers Market, July 4th, Car Show)	30%	N=310	38%	N=389	26%	N=272	4%	N=43	2%	N=22	100%	N=1036

Table 5: Question 5

Have you had phone, in-person or email contact with the City of Rockville during the past 12 months?	Percent	Number
No	57%	N=576
Yes	43%	N=429
Total	100%	N=1005

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Table 6: Question 6

What was your impression of City government employees in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	41%	N=169	44%	N=181	12%	N=48	3%	N=12	100%	N=410
Courtesy	50%	N=205	39%	N=160	9%	N=38	2%	N=9	100%	N=412
Responsiveness	43%	N=177	37%	N=151	13%	N=54	7%	N=27	100%	N=409
Overall customer service	44%	N=180	41%	N=168	13%	N=55	2%	N=9	100%	N=412

Table 7: Question 7

Please rate the quality of each of the following City of Rockville government services.	Excellent		Good		Fair		Poor		Total	
Recycling collection	44%	N=413	46%	N=434	8%	N=75	2%	N=18	100%	N=940
Refuse collection	45%	N=403	43%	N=381	9%	N=84	2%	N=21	100%	N=888
Yard waste collection	40%	N=289	45%	N=326	13%	N=97	2%	N=17	100%	N=728
Leaf pick-up	33%	N=242	48%	N=358	15%	N=114	3%	N=25	100%	N=739
Street repairs and maintenance	16%	N=162	47%	N=461	29%	N=289	8%	N=76	100%	N=989
Snow and ice removal	22%	N=203	47%	N=438	24%	N=225	8%	N=73	100%	N=939
Street sweeping	20%	N=153	49%	N=383	24%	N=185	7%	N=55	100%	N=776
Adequacy of street lighting in your neighborhood	17%	N=176	48%	N=494	22%	N=227	12%	N=122	100%	N=1018
Street light maintenance	20%	N=180	49%	N=431	22%	N=189	9%	N=80	100%	N=881
Street tree maintenance	20%	N=185	51%	N=476	21%	N=200	8%	N=72	100%	N=933
Sidewalk maintenance	19%	N=183	53%	N=516	22%	N=218	5%	N=52	100%	N=968
Water and sewer services	27%	N=243	54%	N=494	17%	N=151	2%	N=23	100%	N=910
City of Rockville utility billing	18%	N=144	50%	N=401	26%	N=208	7%	N=55	100%	N=808
Building permit process	14%	N=48	43%	N=146	32%	N=110	11%	N=37	100%	N=340
Providing planning and zoning information	18%	N=84	48%	N=224	24%	N=112	10%	N=45	100%	N=465
Recreation programs	32%	N=244	53%	N=410	14%	N=108	1%	N=9	100%	N=771
Recreation facilities	33%	N=247	55%	N=411	12%	N=87	1%	N=6	100%	N=751
Athletic fields (such as baseball/softball, soccer or football)	32%	N=232	53%	N=387	13%	N=94	2%	N=15	100%	N=728
Playgrounds (play equipment)	33%	N=250	52%	N=397	13%	N=98	2%	N=15	100%	N=760
Range of activities available in parks and recreation facilities	27%	N=218	55%	N=436	16%	N=126	2%	N=12	100%	N=792
City-sponsored special events	30%	N=226	55%	N=418	14%	N=111	2%	N=12	100%	N=767
Appearance of city parks	32%	N=298	55%	N=516	13%	N=120	1%	N=10	100%	N=945
Residential property maintenance code enforcement	17%	N=95	49%	N=280	26%	N=146	8%	N=47	100%	N=568
Commercial property maintenance code enforcement	18%	N=77	52%	N=221	22%	N=95	8%	N=34	100%	N=426
Enforcement of traffic laws by Rockville City Police Department	19%	N=157	52%	N=420	23%	N=183	6%	N=50	100%	N=810
Crime prevention efforts	20%	N=151	57%	N=429	19%	N=142	4%	N=28	100%	N=751

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Please rate the quality of each of the following City of Rockville government services.	Excellent		Good		Fair		Poor		Total	
Overall City of Rockville police services	27%	N=232	54%	N=455	15%	N=131	4%	N=31	100%	N=849
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	N=116	54%	N=277	19%	N=99	4%	N=22	100%	N=515
Environmental protection and sustainability initiatives	21%	N=122	53%	N=308	23%	N=130	3%	N=17	100%	N=577
Senior citizen programs and services	34%	N=154	47%	N=211	17%	N=75	2%	N=11	100%	N=451
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.)	34%	N=189	52%	N=286	13%	N=69	1%	N=7	100%	N=551
Rockville 11 (cable channel 11) programming	15%	N=51	52%	N=175	27%	N=92	6%	N=20	100%	N=338
The City of Rockville's website (www.rockvillemd.gov)	14%	N=98	58%	N=417	25%	N=180	3%	N=22	100%	N=717

Table 8: Question 8

Overall, how would you rate the quality of services in Rockville?	Percent	Number
Excellent	23%	N=229
Good	63%	N=633
Fair	13%	N=128
Poor	1%	N=10
Total	100%	N=1000

Table 9: Question 9

Please rate to what extent you agree or disagree with each of the following statements about the City of Rockville Government.	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total	
I receive good value for the city taxes I pay	14%	N=128	48%	N=447	25%	N=234	11%	N=100	2%	N=21	100%	N=930
I am pleased with the overall direction that the city government is taking	12%	N=104	50%	N=446	29%	N=253	8%	N=69	2%	N=14	100%	N=885
The city welcomes community involvement	19%	N=164	53%	N=456	23%	N=200	4%	N=34	1%	N=9	100%	N=863
The city budgeting process is open and understandable to residents	12%	N=73	32%	N=197	40%	N=243	12%	N=72	3%	N=21	100%	N=607
The city listens to its residents	13%	N=96	40%	N=293	38%	N=276	7%	N=52	2%	N=18	100%	N=735
I am pleased with the overall performance of the City of Rockville's Mayor and Council	13%	N=106	47%	N=396	32%	N=268	7%	N=56	2%	N=14	100%	N=840

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Table 10: Question 10

Have you used the City of Rockville's website (www.rockvillemd.gov) in the last 12 months?	Percent	Number
No	44%	N=453
Yes	56%	N=578
Total	100%	N=1031

Table 11: Question 11

If you used the City's website in the last 12 months, please rate the following aspects.	Excellent		Good		Fair		Poor		Total	
Current information	25%	N=140	60%	N=333	13%	N=71	2%	N=11	100%	N=554
Appearance	21%	N=119	53%	N=297	22%	N=124	4%	N=21	100%	N=561
Online services offered	23%	N=122	56%	N=292	18%	N=96	3%	N=16	100%	N=526
Ease of navigation	17%	N=94	44%	N=245	30%	N=170	9%	N=51	100%	N=560
Search function	15%	N=75	44%	N=222	30%	N=154	11%	N=58	100%	N=509

Table 12: Question 12

Please rate your preference for receiving information about the Rockville City government from each of the following sources.	Strongly prefer		Somewhat prefer		Not at all prefer		Total	
City of Rockville's website (www.rockvillemd.gov)	46%	N=449	39%	N=377	15%	N=141	100%	N=967
Social media (e.g. Facebook, Twitter, Nextdoor, Instagram, etc.)	20%	N=199	32%	N=311	48%	N=465	100%	N=975
Rockville Reports online (www.rockvillereports.com)	20%	N=193	45%	N=428	34%	N=327	100%	N=947
Rockville Reports monthly print newsletter	45%	N=450	31%	N=313	24%	N=235	100%	N=998
Rockville 11 (cable channel 11 and/or video on demand)	12%	N=113	31%	N=300	57%	N=555	100%	N=969
Email notifications	36%	N=356	35%	N=337	29%	N=283	100%	N=975
Public meetings	14%	N=139	48%	N=463	38%	N=364	100%	N=966
A civic association/homeowner association newsletter or listserve	25%	N=241	42%	N=408	33%	N=319	100%	N=967
Printed materials (brochures/fliers)	35%	N=345	38%	N=375	27%	N=266	100%	N=986

Table 13: Question 13

Please rate how important, if at all, each of the following is for Rockville to address in the next three years:	Essential		Very important		Somewhat important		Not at all important		Total	
Access to a recreation center close to my neighborhood	19%	N=181	32%	N=304	29%	N=279	21%	N=199	100%	N=963
Access to parkland within a 10 minute walk from home	27%	N=256	33%	N=321	24%	N=228	16%	N=154	100%	N=958
Be prepared for unforeseen or natural disasters	37%	N=372	37%	N=373	21%	N=206	4%	N=44	100%	N=995
Crime	56%	N=559	32%	N=323	10%	N=98	3%	N=26	100%	N=1007
Growth and development	34%	N=342	38%	N=383	22%	N=217	6%	N=62	100%	N=1004
Improve walking paths between neighborhoods	27%	N=269	36%	N=354	27%	N=271	10%	N=100	100%	N=994
Increase quality and amount of bike lanes	21%	N=199	26%	N=251	32%	N=305	20%	N=192	100%	N=947

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Please rate how important, if at all, each of the following is for Rockville to address in the next three years:	Essential		Very important		Somewhat important		Not at all important		Total	
Increase availability of online services and data on the city's website	18%	N=174	35%	N=327	35%	N=330	12%	N=112	100%	N=943
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	57%	N=584	34%	N=347	8%	N=81	0%	N=4	100%	N=1016
Neighborhood shopping center revitalization	28%	N=285	35%	N=351	30%	N=299	7%	N=70	100%	N=1006
Programs that promote sustainability and protect the environment	36%	N=359	38%	N=384	21%	N=208	5%	N=54	100%	N=1005
Services for seniors and the aging population	28%	N=262	38%	N=360	27%	N=257	7%	N=64	100%	N=943
Services for youth	32%	N=303	44%	N=422	20%	N=188	4%	N=39	100%	N=952
Services to provide effective and timely communication to residents	32%	N=313	43%	N=430	22%	N=220	3%	N=28	100%	N=992
Transportation and traffic congestion	57%	N=579	33%	N=331	10%	N=99	1%	N=9	100%	N=1017

Table 14: Question 14

In the last 12 months, about how many times, if at all, have you or another household member used bus, Metrorail, MARC train or other public transportation instead of driving?	Percent	Number
2 times a week or more	36%	N=365
2 to 4 times a month	19%	N=195
Once a month or less	29%	N=291
Not at all	16%	N=167
Total	100%	N=1018

Table 15: Question 15 - Ridden a Bicycle

In the last 12 months, about how many times, if at all, have you or another household member: Ridden a bicycle...	2 times a week or more		2 to 4 times a month		Once a month or less		Not at all		Total	
Ridden a bicycle to shop, get a meal or run errands	5%	N=53	7%	N=75	11%	N=109	77%	N=788	100%	N=1025
Ridden a bicycle for commuting	5%	N=52	5%	N=48	5%	N=52	85%	N=856	100%	N=1008
Ridden a bicycle for fun or exercise	11%	N=115	14%	N=146	16%	N=166	58%	N=594	100%	N=1020

Table 16: Question 15 - Walked

In the last 12 months, about how many times, if at all, have you or another household member: Walked...	2 times a week or more		2 to 4 times a month		Once a month or less		Not at all		Total	
Walked to shop, get a meal or run errands	33%	N=346	24%	N=250	18%	N=185	25%	N=254	100%	N=1035
Walked for commuting	23%	N=229	10%	N=106	10%	N=100	57%	N=581	100%	N=1016
Walked for fun or exercise	53%	N=552	25%	N=255	12%	N=120	11%	N=112	100%	N=1038

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Table 17: Question 16

Do you have any other comments about the services provided by the city or the job that the City of Rockville is doing?	Percent	Number
No comment made	66%	N=702
Rockville is a great place/good services	5%	N=56
Cost of living and/or tax rates	4%	N=47
Sidewalk repair, road repair, more streetlights	4%	N=47
Parking issues, transportation, bike lanes	4%	N=44
Traffic enforcement, congestion, lights/light timing	4%	N=44
Recycling and Refuse Services, landscaping/outdoor maintenance	4%	N=38
Police services/code enforcement, safety	3%	N=36
Parks, recreation and youth and senior programs	3%	N=34
More/better development, more small businesses/restaurants and less chain businesses, stimulate economic development	3%	N=32
Pedestrian problems or suggestions	3%	N=29
Additional or improvements to city services	3%	N=27
Less development/over building/high density living	2%	N=23
More information/communication from city	2%	N=17
Dissatisfaction with city employees/leaders/government	2%	N=16
Less speed cameras/speed traps	1%	N=15
Cultural/community events	1%	N=11
Other	4%	N=46

Total may exceed 100% as respondents could write-in more than one answer. Verbatim responses can be found in in Appendix D: Verbatim Responses to Open-ended Survey Questions.

Table 18: Question D1

Respondent length of residency	Percent	Number
2 years or less	19%	N=193
3 to 5 years	19%	N=191
6 to 10 years	17%	N=173
11 to 20 years	21%	N=219
21 years or more	24%	N=251
Total	100%	N=1028

Table 19: Question D2

What best describes your home? Is it a . . .	Percent	Number
One family house detached from any other houses	46%	N=477
A duplex or townhouse	15%	N=157
A building with three or more units	34%	N=356
Other	5%	N=50
Total	100%	N=1041

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Table 20: Question D3

Do you rent or own your home?	Percent	Number
Rent	39%	N=410
Own	61%	N=631
Total	100%	N=1041

Table 21: Question D4

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 $999 per month	9%	N=91
$1,000 to $1,499 per month	16%	N=159
$1,500 to $1,999 per month	25%	N=246
$2,000 to $2,499 per month	23%	N=233
$2,500 to $2,999 per month	11%	N=115
$3,000 to $3,499 per month	7%	N=66
$3,500 or more per month	9%	N=93
Total	100%	N=1004

Table 22: Question D5

Do you have access to the Internet at home, work or school?	Percent	Number
No	4%	N=45
Yes	96%	N=973
Total	100%	N=1018

Table 23: Question D5b

How?	Percent	Number
Mobile device/smart phone	84%	N=819
Laptop computer	82%	N=799
Mobile device/tablet	65%	N=638
Desktop computer	56%	N=551

Total may exceed 100% as respondents could select more than one answer. Asked only of respondents who said they have access to the internet.

Table 24: Question D6

Are you Spanish/Hispanic/Latino?	Percent	Number
No	86%	N=878
Yes	14%	N=145
Total	100%	N=1023

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Table 25: Question D7

What is your race?	Percent	Number
White/Caucasian	66%	N=666
Asian or Pacific Islander	22%	N=219
Black or African American	9%	N=90
Other	7%	N=69
American Indian or Alaskan native	1%	N=8

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

Table 26: Question D8

Do you speak a language other than English at home?	Percent	Number
No, English only	60%	N=619
Yes	40%	N=420
Total	100%	N=1038

Table 27: Question D8b

Which language?	Percent	Number
Persian/Farsi	6%	N=21
Spanish	28%	N=107
Chinese	27%	N=102
Korean	7%	N=25
Vietnamese	5%	N=19
Russian	4%	N=14
Other	24%	N=90
Total	100%	N=378

Asked only of respondents who said they speak a language other than English at home. Respondents had the opportunity to write-in an "other" language; these responses can be found in in Appendix D: Verbatim Responses to Open-ended Survey Questions.

Table 28: Question D9

How well do you speak English?	Percent	Number
Very well	59%	N=245
Well	30%	N=123
Not well	8%	N=34
Not at all	3%	N=10
Total	100%	N=412

Asked only of respondents who said they speak a language other than English at home.

Table 29: Question D10

What is your gender	Percent	Number
Male	47%	N=479
Female	53%	N=551
Total	100%	N=1030

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Table 30: Question D11

In which category is your age?	Percent	Number
18-24 years	3%	N=31
25-34 years	25%	N=254
35-44 years	17%	N=177
45-54 years	21%	N=213
55-64 years	13%	N=135
65-74 years	12%	N=124
75 years or older	9%	N=98
Total	100%	N=1032

Table 31: Question D12

What was your household's total annual income in 2015?	Percent	Number
Less than $25,000	8%	N=82
$25,000 to $49,999	13%	N=125
$50,000 to $99,999	27%	N=268
$100,00 to $149,999	22%	N=220
$150,000 to $199,999	14%	N=133
$200,000 or more	15%	N=149
Total	100%	N=977

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Survey Responses with "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.

Table 32: Question 1

Please rate your quality of life in Rockville.	Excellent		Good		Fair		Poor		Don't know		Total	
Overall, how would you describe the quality of life in Rockville?	37%	N=392	55%	N=574	7%	N=76	0%	N=4	0%	N=1	100%	N=1047
How do you rate the overall quality of your neighborhood?	37%	N=386	51%	N=525	11%	N=111	2%	N=17	0%	N=1	100%	N=1040
How do you rate Rockville as a place to raise children?	38%	N=391	38%	N=391	9%	N=96	1%	N=7	15%	N=152	100%	N=1037
How do you rate Rockville as a place to retire?	15%	N=155	30%	N=306	21%	N=214	11%	N=117	23%	N=242	100%	N=1033

Table 33: Question 2

Please rate each of the following characteristics of Rockville.	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	18%	N=188	54%	N=559	21%	N=222	3%	N=32	4%	N=37	100%	N=1038
Overall appearance of Rockville	24%	N=256	58%	N=610	16%	N=168	1%	N=8	0%	N=4	100%	N=1046
Overall image or reputation of Rockville	25%	N=256	57%	N=588	14%	N=147	1%	N=7	4%	N=39	100%	N=1036
Opportunities to be heard and have a say in what happens in Rockville	17%	N=181	38%	N=398	21%	N=216	6%	N=63	18%	N=189	100%	N=1047
Opportunities to attend cultural or arts events	29%	N=299	44%	N=460	18%	N=187	2%	N=23	7%	N=73	100%	N=1041
Health and wellness opportunities in Rockville	25%	N=256	45%	N=467	17%	N=174	3%	N=31	11%	N=109	100%	N=1037
Openness and acceptance of the community toward people of diverse backgrounds	34%	N=354	43%	N=452	13%	N=134	2%	N=26	8%	N=80	100%	N=1045
Overall quality of business and service establishments in Rockville	25%	N=262	53%	N=549	15%	N=154	2%	N=25	5%	N=48	100%	N=1038
Availability of affordable housing	5%	N=50	21%	N=222	36%	N=372	23%	N=234	16%	N=161	100%	N=1039
Ease of public parking	12%	N=127	34%	N=348	36%	N=371	15%	N=154	4%	N=39	100%	N=1040
Ease of travel in Rockville by bicycle	11%	N=112	25%	N=257	23%	N=243	9%	N=98	31%	N=326	100%	N=1035
Ease of travel in Rockville by walking	22%	N=226	40%	N=421	24%	N=255	8%	N=79	6%	N=60	100%	N=1042
Ease of travel in Rockville by transit	21%	N=218	41%	N=429	19%	N=196	4%	N=39	15%	N=161	100%	N=1043
Ease of travel in Rockville by car	25%	N=257	46%	N=478	22%	N=229	5%	N=51	2%	N=23	100%	N=1037
Quality of new residential development	13%	N=134	33%	N=348	17%	N=180	4%	N=39	33%	N=339	100%	N=1039
Quality of new commercial development	14%	N=151	37%	N=389	20%	N=206	4%	N=42	24%	N=255	100%	N=1042
Drinking water quality	23%	N=237	48%	N=500	15%	N=160	5%	N=57	9%	N=91	100%	N=1045
Rockville's natural environment	22%	N=232	54%	N=566	18%	N=189	3%	N=27	3%	N=27	100%	N=1041

Table 34: Question 3

How safe do you feel . . .	Very safe		Reasonably safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
Crossing the street in Rockville	18%	N=191	52%	N=546	17%	N=179	9%	N=90	3%	N=34	1%	N=13	100%	N=1053
In your neighborhood during the day	53%	N=553	38%	N=396	7%	N=75	2%	N=18	0%	N=3	0%	N=3	100%	N=1047
In business areas in Rockville during the day	41%	N=430	42%	N=435	11%	N=110	3%	N=29	1%	N=10	3%	N=34	100%	N=1048
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove)	14%	N=143	42%	N=439	24%	N=250	10%	N=101	3%	N=27	8%	N=84	100%	N=1044

Table 35: Question 4

In the last 12 months, about how many times have you, a family member in your home or other household member done the following things:	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Don't know		Total	
Visited or used a Rockville park (includes trail, playground, ball fields/courts, natural areas)	9%	N=98	22%	N=233	29%	N=301	14%	N=145	24%	N=255	1%	N=16	100%	N=1048
Visited or used a Rockville recreation facility	35%	N=363	24%	N=249	20%	N=209	9%	N=98	10%	N=102	2%	N=23	100%	N=1044
Participated in a Rockville recreation program	53%	N=555	21%	N=215	13%	N=140	4%	N=45	4%	N=46	4%	N=40	100%	N=1041
Attended a City-sponsored special event (e.g., Hometown Holidays, Farmers Market, July 4th, Car Show)	30%	N=310	37%	N=389	26%	N=272	4%	N=43	2%	N=22	1%	N=15	100%	N=1051

Table 36: Question 5

Have you had phone, in-person or email contact with the City of Rockville during the past 12 months?	Percent	Number
No	57%	N=576
Yes	43%	N=429
Total	100%	N=1005

Table 37: Question 6

What was your impression of City government employees in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Not applicable		Total	
Knowledge	41%	N=169	43%	N=181	11%	N=48	3%	N=12	1%	N=4	1%	N=4	100%	N=418
Courtesy	49%	N=205	38%	N=160	9%	N=38	2%	N=9	0%	N=1	1%	N=4	100%	N=417
Responsiveness	43%	N=177	37%	N=151	13%	N=54	7%	N=27	0%	N=0	1%	N=4	100%	N=413
Overall customer service	43%	N=180	40%	N=168	13%	N=55	2%	N=9	0%	N=0	1%	N=5	100%	N=417

Table 38: Question 7

Please rate the quality of each of the following City of Rockville government services.	Excellent		Good		Fair		Poor		Don't know		Total	
Recycling collection	39%	N=413	41%	N=434	7%	N=75	2%	N=18	10%	N=108	100%	N=1047
Refuse collection	39%	N=403	36%	N=381	8%	N=84	2%	N=21	15%	N=156	100%	N=1044
Yard waste collection	28%	N=289	31%	N=326	9%	N=97	2%	N=17	30%	N=312	100%	N=1040
Leaf pick-up	23%	N=242	35%	N=358	11%	N=114	2%	N=25	29%	N=297	100%	N=1037
Street repairs and maintenance	16%	N=162	44%	N=461	28%	N=289	7%	N=76	5%	N=53	100%	N=1042
Snow and ice removal	19%	N=203	42%	N=438	22%	N=225	7%	N=73	10%	N=105	100%	N=1044
Street sweeping	15%	N=153	37%	N=383	18%	N=185	5%	N=55	25%	N=261	100%	N=1036
Adequacy of street lighting in your neighborhood	17%	N=176	47%	N=494	22%	N=227	12%	N=122	2%	N=23	100%	N=1042
Street light maintenance	17%	N=180	41%	N=431	18%	N=189	8%	N=80	15%	N=162	100%	N=1042
Street tree maintenance	18%	N=185	46%	N=476	19%	N=200	7%	N=72	10%	N=107	100%	N=1040
Sidewalk maintenance	18%	N=183	50%	N=516	21%	N=218	5%	N=52	7%	N=69	100%	N=1037
Water and sewer services	23%	N=243	47%	N=494	14%	N=151	2%	N=23	13%	N=132	100%	N=1042
City of Rockville utility billing	14%	N=144	39%	N=401	20%	N=208	5%	N=55	22%	N=222	100%	N=1030
Building permit process	5%	N=48	14%	N=146	11%	N=110	4%	N=37	67%	N=693	100%	N=1032
Providing planning and zoning information	8%	N=84	22%	N=224	11%	N=112	4%	N=45	55%	N=565	100%	N=1030
Recreation programs	24%	N=244	40%	N=410	10%	N=108	1%	N=9	25%	N=264	100%	N=1035
Recreation facilities	24%	N=247	40%	N=411	9%	N=87	1%	N=6	26%	N=271	100%	N=1022
Athletic fields (such as baseball/softball, soccer or football)	23%	N=232	38%	N=387	9%	N=94	1%	N=15	29%	N=303	100%	N=1031
Playgrounds (play equipment)	24%	N=250	38%	N=397	10%	N=98	1%	N=15	26%	N=272	100%	N=1032
Range of activities available in parks and recreation facilities	21%	N=218	42%	N=436	12%	N=126	1%	N=12	23%	N=236	100%	N=1028
City-sponsored special events	22%	N=226	41%	N=418	11%	N=111	1%	N=12	25%	N=253	100%	N=1020
Appearance of city parks	29%	N=298	50%	N=516	12%	N=120	1%	N=10	8%	N=82	100%	N=1027
Residential property maintenance code enforcement	9%	N=95	27%	N=280	14%	N=146	5%	N=47	45%	N=457	100%	N=1025
Commercial property maintenance code enforcement	8%	N=77	22%	N=221	9%	N=95	3%	N=34	58%	N=590	100%	N=1016
Enforcement of traffic laws by Rockville City Police Department	15%	N=157	41%	N=420	18%	N=183	5%	N=50	21%	N=221	100%	N=1032
Crime prevention efforts	15%	N=151	41%	N=429	14%	N=142	3%	N=28	28%	N=285	100%	N=1036
Overall City of Rockville police services	22%	N=232	44%	N=455	13%	N=131	3%	N=31	18%	N=186	100%	N=1035
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=116	27%	N=277	10%	N=99	2%	N=22	50%	N=517	100%	N=1031
Environmental protection and sustainability initiatives	12%	N=122	30%	N=308	13%	N=130	2%	N=17	43%	N=443	100%	N=1021

Please rate the quality of each of the following City of Rockville government services.	Excellent		Good		Fair		Poor		Don't know		Total	
Senior citizen programs and services	15%	N=154	21%	N=211	7%	N=75	1%	N=11	56%	N=578	100%	N=1029
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.)	18%	N=189	28%	N=286	7%	N=69	1%	N=7	46%	N=477	100%	N=1028
Rockville 11 (cable channel 11) programming	5%	N=51	17%	N=175	9%	N=92	2%	N=20	67%	N=683	100%	N=1021
The City of Rockville's website (www.rockvillemd.gov)	10%	N=98	40%	N=417	17%	N=180	2%	N=22	30%	N=313	100%	N=1029

Table 39: Question 8

Overall, how would you rate the quality of services in Rockville?	Percent	Number
Excellent	22%	N=229
Good	62%	N=633
Fair	13%	N=128
Poor	1%	N=10
Don't know	2%	N=20
Total	100%	N=1019

Table 40: Question 9

Please rate to what extent you agree or disagree with each of the following statements about the City of Rockville Government.	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Don't know		Total	
I receive good value for the city taxes I pay	12%	N=128	43%	N=447	23%	N=234	10%	N=100	2%	N=21	10%	N=109	100%	N=1039
I am pleased with the overall direction that the city government is taking	10%	N=104	43%	N=446	25%	N=253	7%	N=69	1%	N=14	14%	N=142	100%	N=1027
The city welcomes community involvement	16%	N=164	44%	N=456	19%	N=200	3%	N=34	1%	N=9	16%	N=166	100%	N=1029
The city budgeting process is open and understandable to residents	7%	N=73	19%	N=197	24%	N=243	7%	N=72	2%	N=21	40%	N=411	100%	N=1018
The city listens to its residents	9%	N=96	29%	N=293	27%	N=276	5%	N=52	2%	N=18	28%	N=281	100%	N=1016
I am pleased with the overall performance of the City of Rockville's Mayor and Council	10%	N=106	38%	N=396	26%	N=268	5%	N=56	1%	N=14	19%	N=194	100%	N=1034

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Table 41: Question 10

Have you used the City of Rockville's website (www.rockvillemd.gov) in the last 12 months?	Percent	Number
No	44%	N=453
Yes	56%	N=578
Total	100%	N=1031

Table 42: Question 11

If you used the City's website in the last 12 months, please rate the following aspects.	Excellent		Good		Fair		Poor		Don't know		Total	
Current information	24%	N=140	58%	N=333	12%	N=71	2%	N=11	3%	N=19	100%	N=573
Appearance	21%	N=119	52%	N=297	22%	N=124	4%	N=21	2%	N=14	100%	N=575
Online services offered	21%	N=122	51%	N=292	17%	N=96	3%	N=16	8%	N=47	100%	N=574
Ease of navigation	16%	N=94	43%	N=245	30%	N=170	9%	N=51	2%	N=14	100%	N=574
Search function	13%	N=75	39%	N=222	27%	N=154	10%	N=58	11%	N=66	100%	N=575

Table 43: Question 12

Please rate your preference for receiving information about the Rockville City government from each of the following sources.	Strongly prefer		Somewhat prefer		Not at all prefer		Total	
City of Rockville's website (www.rockvillemd.gov)	46%	N=449	39%	N=377	15%	N=141	100%	N=967
Social media (e.g. Facebook, Twitter, Nextdoor, Instagram, etc.)	20%	N=199	32%	N=311	48%	N=465	100%	N=975
Rockville Reports online (www.rockvillereports.com)	20%	N=193	45%	N=428	34%	N=327	100%	N=947
Rockville Reports monthly print newsletter	45%	N=450	31%	N=313	24%	N=235	100%	N=998
Rockville 11 (cable channel 11 and/or video on demand)	12%	N=113	31%	N=300	57%	N=555	100%	N=969
Email notifications	36%	N=356	35%	N=337	29%	N=283	100%	N=975
Public meetings	14%	N=139	48%	N=463	38%	N=364	100%	N=966
A civic association/homeowner association newsletter or listserve	25%	N=241	42%	N=408	33%	N=319	100%	N=967
Printed materials (brochures/fliers)	35%	N=345	38%	N=375	27%	N=266	100%	N=986

Table 44: Question 13

Please rate how important, if at all, each of the following is for Rockville to address in the next three years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Access to a recreation center close to my neighborhood	18%	N=181	30%	N=304	28%	N=279	20%	N=199	5%	N=48	100%	N=1011
Access to parkland within a 10 minute walk from home	25%	N=256	32%	N=321	23%	N=228	15%	N=154	5%	N=46	100%	N=1004
Be prepared for unforeseen or natural disasters	36%	N=372	37%	N=373	20%	N=206	4%	N=44	3%	N=26	100%	N=1021
Crime	54%	N=559	31%	N=323	10%	N=98	3%	N=26	2%	N=19	100%	N=1026
Growth and development	33%	N=342	37%	N=383	21%	N=217	6%	N=62	2%	N=18	100%	N=1022
Improve walking paths between neighborhoods	26%	N=269	35%	N=354	26%	N=271	10%	N=100	3%	N=28	100%	N=1021
Increase quality and amount of bike lanes	20%	N=199	25%	N=251	30%	N=305	19%	N=192	7%	N=73	100%	N=1020
Increase availability of online services and data on the city's website	17%	N=174	32%	N=327	33%	N=330	11%	N=112	7%	N=71	100%	N=1014
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	57%	N=584	34%	N=347	8%	N=81	0%	N=4	1%	N=13	100%	N=1028
Neighborhood shopping center revitalization	28%	N=285	34%	N=351	29%	N=299	7%	N=70	1%	N=15	100%	N=1020
Programs that promote sustainability and protect the environment	35%	N=359	38%	N=384	20%	N=208	5%	N=54	1%	N=15	100%	N=1019
Services for seniors and the aging population	25%	N=262	35%	N=360	25%	N=257	6%	N=64	8%	N=87	100%	N=1030
Services for youth	30%	N=303	41%	N=422	18%	N=188	4%	N=39	7%	N=67	100%	N=1020
Services to provide effective and timely communication to residents	31%	N=313	42%	N=430	22%	N=220	3%	N=28	3%	N=27	100%	N=1019
Transportation and traffic congestion	56%	N=579	32%	N=331	10%	N=99	1%	N=9	1%	N=10	100%	N=1028

Table 45: Question 14

In the last 12 months, about how many times, if at all, have you or another household member used bus, Metrorail, MARC train or other public transportation instead of driving?	Percent	Number
2 times a week or more	36%	N=365
2 to 4 times a month	19%	N=195
Once a month or less	29%	N=291
Not at all	16%	N=167
Total	100%	N=1018

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Table 46: Question 15 - Ridden a Bicycle

In the last 12 months, about how many times, if at all, have you or another household member: Ridden a bicycle...	2 times a week or more		2 to 4 times a month		Once a month or less		Not at all		Total	
Ridden a bicycle to shop, get a meal or run errands	5%	N=53	7%	N=75	11%	N=109	77%	N=788	100%	N=1025
Ridden a bicycle for commuting	5%	N=52	5%	N=48	5%	N=52	85%	N=856	100%	N=1008
Ridden a bicycle for fun or exercise	11%	N=115	14%	N=146	16%	N=166	58%	N=594	100%	N=1020

Table 47: Question 15 - Walked

In the last 12 months, about how many times, if at all, have you or another household member: Walked...	2 times a week or more		2 to 4 times a month		Once a month or less		Not at all		Total	
Walked to shop, get a meal or run errands	33%	N=346	24%	N=250	18%	N=185	25%	N=254	100%	N=1035
Walked for commuting	23%	N=229	10%	N=106	10%	N=100	57%	N=581	100%	N=1016
Walked for fun or exercise	53%	N=552	25%	N=255	12%	N=120	11%	N=112	100%	N=1038

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Table 48: Question 16

Do you have any other comments about the services provided by the city or the job that the City of Rockville is doing?	Percent	Number
No comment made	66%	N=702
Rockville is a great place/good services	5%	N=56
Cost of living and/or tax rates	4%	N=47
Sidewalk repair, road repair, more streetlights	4%	N=47
Parking issues, transportation, bike lanes	4%	N=44
Traffic enforcement, congestion, lights/light timing	4%	N=44
Recycling and Refuse Services, landscaping/outdoor maintenance	4%	N=38
Police services/code enforcement, safety	3%	N=36
Parks, recreation and youth and senior programs	3%	N=34
More/better development, more small businesses/restaurants and less chain businesses, stimulate economic development	3%	N=32
Pedestrian problems or suggestions	3%	N=29
Additional or improvements to city services	3%	N=27
Less development/over building/high density living	2%	N=23
More information/communication from city	2%	N=17
Dissatisfaction with city employees/leaders/government	2%	N=16
Less speed cameras/speed traps	1%	N=15
Cultural/community events	1%	N=11
Other	4%	N=46

Total may exceed 100% as respondents could write-in more than one answer. Verbatim responses can be found in in Appendix D: Verbatim Responses to Open-ended Survey Questions.

Table 49: Question D1

Respondent length of residency	Percent	Number
2 years or less	19%	N=193
3 to 5 years	19%	N=191
6 to 10 years	17%	N=173
11 to 20 years	21%	N=219
21 years or more	24%	N=251
Total	100%	N=1028

Table 50: Question D2

What best describes your home? Is it a . . .	Percent	Number
One family house detached from any other houses	46%	N=477
A duplex or townhouse	15%	N=157
A building with three or more units	34%	N=356
Other	5%	N=50
Total	100%	N=1041

Table 51: Question D3

Do you rent or own your home?	Percent	Number
Rent	39%	N=410
Own	61%	N=631
Total	100%	N=1041

Table 52: Question D4

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 $999 per month	9%	N=91
$1,000 to $1,499 per month	16%	N=159
$1,500 to $1,999 per month	25%	N=246
$2,000 to $2,499 per month	23%	N=233
$2,500 to $2,999 per month	11%	N=115
$3,000 to $3,499 per month	7%	N=66
$3,500 or more per month	9%	N=93
Total	100%	N=1004

Table 53: Question D5

Do you have access to the Internet at home, work or school?	Percent	Number
No	4%	N=45
Yes	96%	N=973
Total	100%	N=1018

Table 54: Question D5b

How?	Percent	Number
Mobile device/smart phone	84%	N=819
Laptop computer	82%	N=799
Mobile device/tablet	65%	N=638
Desktop computer	56%	N=551

Total may exceed 100% as respondents could select more than one answer. Asked only of respondents who said they have access to the internet.

Table 55: Question D6

Are you Spanish/Hispanic/Latino?	Percent	Number
No	86%	N=878
Yes	14%	N=145
Total	100%	N=1023

Table 56: Question D7

What is your race?	Percent	Number
White/Caucasian	66%	N=666
Asian or Pacific Islander	22%	N=219
Black or African American	9%	N=90
Other	7%	N=69
American Indian or Alaskan native	1%	N=8

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

Table 57: Question D8

Do you speak a language other than English at home?	Percent	Number
No, English only	60%	N=619
Yes	40%	N=420
Total	100%	N=1038

Table 58: Question D8b

Which language?	Percent	Number
Persian/Farsi	6%	N=21
Spanish	28%	N=107
Chinese	27%	N=102
Korean	7%	N=25
Vietnamese	5%	N=19
Russian	4%	N=14
Other	24%	N=90
Total	100%	N=378

Asked only of respondents who said they speak a language other than English at home. Respondents had the opportunity to write-in an "other" language; these responses can be found in in Appendix D: Verbatim Responses to Open-ended Survey Questions.

Table 59: Question D9

How well do you speak English?	Percent	Number
Very well	59%	N=245
Well	30%	N=123
Not well	8%	N=34
Not at all	3%	N=10
Total	100%	N=412

Asked only of respondents who said they speak a language other than English at home.

Table 60: Question D10

What is your gender	Percent	Number
Male	47%	N=479
Female	53%	N=551
Total	100%	N=1030

Table 61: Question D11

In which category is your age?	Percent	Number
18-24 years	3%	N=31
25-34 years	25%	N=254
35-44 years	17%	N=177
45-54 years	21%	N=213
55-64 years	13%	N=135
65-74 years	12%	N=124
75 years or older	9%	N=98
Total	100%	N=1032

Table 62: Question D12

What was your household's total annual income in 2015?	Percent	Number
Less than $25,000	8%	N=82
$25,000 to $49,999	13%	N=125
$50,000 to $99,999	27%	N=268
$100,00 to $149,999	22%	N=220
$150,000 to $199,999	14%	N=133
$200,000 or more	15%	N=149
Total	100%	N=977

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Appendix B: Survey Results by Location within Rockville

The following pages contain breakdowns of the survey results by geographic location within Rockville. Where differences between subgroups are statistically significant (p<0.05), they are shaded grey.

Table 63: Quality of Life by Geographic Location

Please rate your quality of life in Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Overall, how would you describe the quality of life in Rockville?	77	79	74	71	76	81	77
How do you rate the overall quality of your neighborhood?	81	77	60	61	74	85	74
How do you rate Rockville as a place to raise children?	81	80	74	68	77	83	77
How do you rate Rockville as a place to retire?	55	58	54	45	54	58	54

Table 64: Ratings of Community Characteristics by Geographic Location

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Sense of community	64	68	65	59	63	65	63
Overall appearance of Rockville	71	69	73	64	68	73	69
Overall image or reputation of Rockville	71	72	71	64	69	73	70
Opportunities to be heard and have a say in what happens in Rockville	60	63	64	57	60	63	60
Opportunities to attend cultural or arts events	68	69	71	69	68	74	69
Health and wellness opportunities in Rockville	69	67	68	66	67	72	67
Openness and acceptance of the community toward people of diverse backgrounds	74	74	78	71	70	77	72
Overall quality of business and service establishments in Rockville	67	66	70	67	72	69	69
Availability of affordable housing	36	36	36	34	40	38	37
Ease of public parking	50	42	41	49	53	48	48
Ease of travel in Rockville by bicycle	51	51	56	52	50	57	51
Ease of travel in Rockville by walking	59	62	65	56	61	63	60
Ease of travel in Rockville by transit	60	62	69	63	69	68	65
Ease of travel in Rockville by car	64	65	64	59	67	65	64
Quality of new residential development	63	56	58	58	63	60	61

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Quality of new commercial development	60	56	56	54	66	60	61
Drinking water quality	65	65	65	61	66	71	65
Rockville's natural environment	64	67	70	66	67	73	66

Table 65: Ratings of Safety by Geographic Location

How safe do you feel... (Average rating on 100-point scale (0=very unsafe, 100=very safe))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Crossing the street in Rockville	69	70	66	65	71	72	69
In your neighborhood during the day	88	85	78	84	85	90	85
In business areas in Rockville during the day	82	80	78	80	83	77	81
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove)	69	62	62	65	68	62	65

Table 66: City Employee Ratings by Geographic Location

What was your impression of your interactions with the City of Rockville during the past 12 months? (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Knowledge	74	77	79	71	72	78	75
Courtesy	80	82	79	75	77	81	79
Responsiveness	76	73	74	70	71	77	72
Overall customer service	76	76	79	72	75	79	75

Asked only of those respondents who reported having had contact with the City of Rockville in the 12 months prior to the survey.

Table 67: Ratings of City Services by Geographic Location

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Recycling collection	75	73	80	82	77	84	77
Refuse collection	74	74	81	82	77	83	77
Yard waste collection	70	74	76	77	73	82	74
Leaf pick-up	68	70	70	75	69	77	70
Street repairs and maintenance	53	60	62	57	56	66	57

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Snow and ice removal	59	65	58	57	59	73	61
Street sweeping	64	65	54	51	62	66	61
Adequacy of street lighting in your neighborhood	63	59	49	49	58	59	57
Street light maintenance	64	62	54	53	63	62	60
Street tree maintenance	65	63	51	51	64	66	61
Sidewalk maintenance	63	65	59	55	64	66	62
Water and sewer services	68	67	70	63	69	76	68
City of Rockville utility billing	61	55	62	56	60	67	60
Building permit process	56	47	62	43	59	53	53
Providing planning and zoning information	61	58	61	50	64	58	58
Recreation programs	71	73	77	73	69	76	72
Recreation facilities	73	75	80	73	69	80	73
Athletic fields (such as baseball/softball, soccer or football)	73	73	78	71	67	79	72
Playgrounds (play equipment)	72	73	74	70	71	75	72
Range of activities available in parks and recreation facilities	70	68	71	70	68	75	69
City-sponsored special events	70	71	72	71	69	74	71
Appearance of city parks	75	72	76	69	72	76	72
Residential property maintenance code enforcement	65	56	64	48	59	56	58
Commercial property maintenance code enforcement	63	59	64	54	61	58	60
Enforcement of traffic laws by Rockville City Police Department	63	61	62	58	63	64	61
Crime prevention efforts	65	64	62	63	66	67	65
Overall City of Rockville police services	67	68	69	66	70	72	68
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	67	67	67	61	67	61	65
Environmental protection and sustainability initiatives	65	64	68	65	64	62	64
Senior citizen programs and services	69	74	71	69	73	71	71
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.)	70	75	69	73	72	78	73
Rockville 11 (cable channel 11) programming	62	60	65	60	59	55	59
The City of Rockville's website (www.rockvillemd.gov)	60	62	64	58	60	62	61

Table 68: Overall Quality of City Services Rating by Geographic Location

	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Overall, how would you rate the quality of services in Rockville? (Average rating on 100-point scale (0=poor, 100=excellent))	71	71	67	67	68	75	69

Table 69: Public Trust Ratings by Geographic Location

Please rate to what extent you agree or disagree with each of the following statements. (Average rating on 100-point scale (0=strongly disagree, 100=strongly agree))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
I receive good value for the city taxes I pay	66	68	62	64	65	68	65
I am pleased with the overall direction that the city government is taking	67	66	64	62	65	69	66
The city welcomes community involvement	73	72	72	71	70	74	71
The city budgeting process is open and understandable to residents	59	62	69	56	59	60	59
The city listens to its residents	64	64	68	61	64	66	64
I am pleased with the overall performance of the City of Rockville's Mayor and Council	68	67	66	61	65	68	66

Table 70: Website Quality Ratings by Geographic Location

If you used the City of Rockville's website in the last 12 months, please rate the following aspects. (Average rating on 100-point scale (0=poor, 100=excellent))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Current information	67	69	73	70	70	70	70
Appearance	62	61	63	64	64	67	64
Online services offered	66	67	69	64	66	68	66
Ease of navigation	59	55	63	51	54	61	56
Search function	56	47	62	52	53	58	54

Asked only of those respondents who reported having used the City of Rockville's website in the 12 months prior to the survey.

Table 71: Resident Priority Ratings by Geographic Location

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	King Farm/Fallsgrove	Middle, North of MD 28	East, North of MD 28	East, South of MD 28	Middle, South of MD 28	West of I-270	City overall
Access to a recreation center close to my neighborhood	46	47	53	49	55	43	50
Access to parkland within a 10 minute walk from home	53	53	59	59	61	53	57
Be prepared for unforeseen or natural disasters	70	66	72	65	72	71	69
Crime	83	75	81	80	80	80	80
Growth and development	70	66	64	67	67	66	67
Improve walking paths between neighborhoods	56	58	65	64	62	55	60
Increase quality and amount of bike lanes	47	45	51	51	54	47	49
Increase availability of online services and data on the city's website	54	55	62	48	53	52	53
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	81	83	87	83	83	87	83
Neighborhood shopping center revitalization	61	63	62	65	59	63	62
Programs that promote sustainability and protect the environment	65	70	76	68	70	70	68
Services for seniors and the aging population	61	63	61	61	62	69	62
Services for youth	66	71	63	67	67	72	68
Services to provide effective and timely communication to residents	67	68	74	66	67	71	68
Transportation and traffic congestion	83	80	82	82	82	80	82

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Appendix C: Survey Results by Demographic Subgroups

The following pages contain breakdowns of the survey results by demographic subgroups within Rockville. Where differences between subgroups are statistically significant (p<0.05), they are shaded grey.

Table 72: Quality of Life Ratings by Demographic Subgroups

Please rate your quality of life in Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Overall, how would you describe the quality of life in Rockville?	73	80	77	78	75	73	79	73	74	75	82	77
How do you rate the overall quality of your neighborhood?	71	78	75	74	75	72	76	69	73	73	81	74
How do you rate Rockville as a place to raise children?	74	81	77	79	76	76	78	76	74	76	82	77
How do you rate Rockville as a place to retire?	53	56	55	54	55	55	54	60	55	47	55	54

Table 73: Quality of Life Ratings by Demographic Subgroups

Please rate your quality of life in Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Overall, how would you describe the quality of life in Rockville?	74	79	77	75	79	78	76	77	77	77
How do you rate the overall quality of your neighborhood?	73	74	76	73	76	75	74	75	74	74
How do you rate Rockville as a place to raise children?	76	79	77	76	79	76	79	77	79	77
How do you rate Rockville as a place to retire?	51	50	61	53	57	51	60	54	57	54

Table 74: Community Characteristics by Demographic Subgroups

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Sense of community	61	66	65	65	62	62	65	65	62	60	67	63
Overall appearance of Rockville	67	71	69	69	69	70	69	72	69	65	69	69
Overall image or reputation of Rockville	68	71	70	69	71	72	69	74	68	67	71	70
Opportunities to be heard and have a say in what happens in Rockville	59	60	63	62	59	59	61	61	60	57	63	60
Opportunities to attend cultural or arts events	65	70	74	72	66	66	71	70	66	68	72	69
Health and wellness opportunities in Rockville	65	69	69	69	66	66	68	68	64	67	72	67
Openness and acceptance of the community toward people of diverse backgrounds	72	75	71	75	71	71	74	70	66	74	80	72
Overall quality of business and service establishments in Rockville	67	71	67	68	69	71	67	71	66	69	71	69
Availability of affordable housing	33	38	38	39	35	33	40	37	35	31	43	37
Ease of public parking	49	50	43	47	49	51	47	49	49	46	51	48
Ease of travel in Rockville by bicycle	48	52	56	53	50	49	53	53	49	47	54	51
Ease of travel in Rockville by walking	59	60	63	62	60	61	60	66	58	57	61	60
Ease of travel in Rockville by transit	65	66	63	65	65	68	63	70	64	63	64	65
Ease of travel in Rockville by car	66	66	59	62	66	69	62	68	62	65	65	64
Quality of new residential development	61	62	59	59	62	64	59	63	62	59	61	61
Quality of new commercial development	60	64	58	59	62	65	59	63	61	58	63	61
Drinking water quality	60	67	70	69	63	60	69	64	62	64	71	65
Rockville's natural environment	66	66	68	69	64	65	68	68	64	63	69	66

Table 75: Community Characteristics by Demographic Subgroups

Please rate each of the following characteristics of Rockville. (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Sense of community	61	64	66	61	66	63	65	63	67	63
Overall appearance of Rockville	68	70	69	67	71	69	70	68	73	69
Overall image or reputation of Rockville	68	72	70	69	71	68	73	70	73	70
Opportunities to be heard and have a say in what happens in Rockville	53	62	64	59	62	62	58	61	59	60
Opportunities to attend cultural or arts events	63	71	72	67	71	71	67	70	65	69
Health and wellness opportunities in Rockville	65	68	70	66	69	69	66	69	62	67
Openness and acceptance of the community toward people of diverse backgrounds	73	74	72	72	73	75	71	74	67	72
Overall quality of business and service establishments in Rockville	71	69	66	67	70	69	69	68	73	69
Availability of affordable housing	34	36	40	35	38	36	38	36	37	37
Ease of public parking	49	51	45	47	50	48	50	49	46	48
Ease of travel in Rockville by bicycle	48	53	51	50	53	51	51	52	50	51
Ease of travel in Rockville by walking	58	63	61	60	61	59	63	60	61	60
Ease of travel in Rockville by transit	65	67	63	63	67	64	66	65	65	65
Ease of travel in Rockville by car	68	65	61	62	67	61	70	64	68	64
Quality of new residential development	60	64	59	59	63	61	62	61	59	61
Quality of new commercial development	63	62	59	60	62	60	63	60	63	61
Drinking water quality	62	67	66	67	65	67	63	66	64	65
Rockville's natural environment	65	66	67	64	68	67	65	66	66	66

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Table 76: Safety Ratings by Demographic Subgroups

How safe do you feel... (Average rating on 100-point scale (0=very unsafe, 100=very safe))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Crossing the street in Rockville	70	67	69	68	69	69	68	70	68	69	68	69
In your neighborhood during the day	86	85	85	86	85	84	86	81	86	86	88	85
In business areas in Rockville during the day	84	79	79	80	82	82	80	78	82	83	82	81
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove)	68	63	63	63	67	68	63	65	68	66	61	65

Table 77: Safety Ratings by Demographic Subgroups

How safe do you feel... (Average rating on 100-point scale (0=very unsafe, 100=very safe))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Crossing the street in Rockville	70	68	68	67	70	69	69	69	66	69
In your neighborhood during the day	89	85	83	85	86	88	82	86	81	85
In business areas in Rockville during the day	86	82	76	81	82	83	79	82	77	81
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove)	68	64	64	66	65	65	66	66	61	65

Table 78: City Employee Ratings by Demographic Subgroups

What was your impression of your interactions with the City of Rockville during the past 12 months? (Average rating on 100-point scale (0=poor, 100=excellent))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Knowledge	75	74	75	76	71	75	74	76	73	74	76	75
Courtesy	79	78	79	79	78	81	78	79	76	76	81	79
Responsiveness	72	73	71	74	69	74	72	71	72	70	75	72
Overall customer service	76	76	73	76	73	77	75	78	73	74	77	75

Asked only of those respondents who reported having had contact with the City of Rockville in the 12 months prior to the survey.

Table 79: City Employee Ratings by Demographic Subgroups

What was your impression of your interactions with the City of Rockville during the past 12 months? (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Knowledge	69	78	74	75	75	75	73	74	79	75
Courtesy	73	81	80	79	79	80	75	79	80	79
Responsiveness	65	76	72	73	72	74	70	73	72	72
Overall customer service	72	78	74	76	75	77	73	75	77	75

Asked only of those respondents who reported having had contact with the City of Rockville in the 12 months prior to the survey.

Table 80: Service Ratings by Demographic Subgroups

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Recycling collection	73	79	81	82	73	72	80	73	77	77	82	77
Refuse collection	73	78	82	83	71	71	80	71	77	76	82	77
Yard waste collection	71	74	78	78	67	69	76	67	73	74	79	74
Leaf pick-up	68	70	74	75	64	66	72	65	70	67	75	70
Street repairs and maintenance	54	57	61	60	54	55	59	56	58	55	59	57
Snow and ice removal	55	62	66	65	57	55	64	56	59	58	67	61
Street sweeping	63	61	58	58	63	64	59	56	62	63	61	61
Adequacy of street lighting in your neighborhood	56	58	58	53	60	61	55	55	57	58	58	57
Street light maintenance	62	59	60	58	62	64	58	59	60	61	62	60
Street tree maintenance	63	62	57	57	65	66	58	58	61	63	62	61
Sidewalk maintenance	62	62	61	61	63	64	61	58	61	64	65	62
Water and sewer services	66	69	73	70	67	67	69	64	65	69	73	68
City of Rockville utility billing	59	61	60	62	56	56	61	56	56	57	67	60
Building permit process	55	54	49	52	55	57	52	57	50	52	56	53
Providing planning and zoning information	58	60	56	57	59	59	58	57	57	58	63	58
Recreation programs	67	73	77	76	68	68	74	68	70	70	77	72

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Recreation facilities	70	74	78	76	70	70	75	70	72	71	78	73
Athletic fields (such as baseball/softball, soccer or football)	70	73	74	74	70	69	73	70	65	73	77	72
Playgrounds (play equipment)	72	72	73	75	69	71	73	67	69	72	77	72
Range of activities available in parks and recreation facilities	66	70	75	73	66	66	71	65	66	69	75	69
City-sponsored special events	67	72	74	73	68	67	72	69	66	71	75	71
Appearance of city parks	72	73	74	74	71	70	74	70	69	71	76	72
Residential property maintenance code enforcement	63	58	54	56	61	63	56	60	58	54	60	58
Commercial property maintenance code enforcement	62	60	57	60	60	62	59	64	55	60	62	60
Enforcement of traffic laws by Rockville City Police Department	60	63	63	62	62	60	62	65	59	58	64	61
Crime prevention efforts	63	66	67	65	65	64	65	65	63	63	67	65
Overall City of Rockville police services	64	70	72	70	67	66	69	68	67	65	71	68
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	66	65	65	63	67	68	63	72	60	61	67	65
Environmental protection and sustainability initiatives	65	64	65	64	64	65	64	66	61	64	67	64
Senior citizen programs and services	68	72	73	73	68	69	71	72	67	71	75	71
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.)	69	75	76	76	70	71	74	72	72	71	76	73
Rockville 11 (cable channel 11) programming	53	64	58	60	57	56	60	62	55	59	60	59
The City of Rockville's website (www.rockvillemd.gov)	58	63	62	61	61	61	61	66	59	61	60	61

Table 81: Service Ratings by Demographic Subgroups

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Recycling collection	76	78	78	76	79	81	73	78	75	77
Refuse collection	75	78	78	76	79	81	72	78	74	77
Yard waste collection	73	75	74	72	76	79	67	75	70	74
Leaf pick-up	70	71	69	67	73	74	64	71	66	70
Street repairs and maintenance	53	58	60	57	58	58	56	57	59	57
Snow and ice removal	57	61	63	60	62	63	58	61	59	61
Street sweeping	65	60	59	59	62	61	60	60	63	61
Adequacy of street lighting in your neighborhood	58	55	59	57	58	58	57	58	50	57
Street light maintenance	65	57	61	59	62	61	60	61	55	60
Street tree maintenance	66	61	59	60	63	61	61	61	60	61
Sidewalk maintenance	64	64	59	62	63	62	63	62	65	62
Water and sewer services	67	69	69	68	69	70	66	69	67	68
City of Rockville utility billing	61	59	61	59	61	62	56	60	59	60
Building permit process	57	54	51	52	55	52	55	53	57	53
Providing planning and zoning information	59	61	56	57	60	61	56	59	55	58
Recreation programs	68	74	73	70	74	74	69	72	74	72
Recreation facilities	72	75	73	72	75	76	70	73	75	73
Athletic fields (such as baseball/softball, soccer or football)	71	72	72	71	73	74	67	72	74	72
Playgrounds (play equipment)	73	73	70	70	74	76	67	72	72	72
Range of activities available in parks and recreation facilities	67	71	70	67	72	72	65	70	70	69
City-sponsored special events	70	72	71	69	73	73	67	70	73	71
Appearance of city parks	72	73	72	71	74	75	68	73	70	72
Residential property maintenance code enforcement	64	59	54	57	60	57	61	57	64	58
Commercial property maintenance code enforcement	66	60	56	60	61	60	60	59	66	60
Enforcement of traffic laws by Rockville City Police Department	61	62	62	60	63	62	61	62	61	61
Crime prevention efforts	66	65	64	67	64	66	63	65	66	65
Overall City of Rockville police services	65	69	69	68	69	70	65	68	70	68
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	70	64	63	66	64	66	65	65	64	65

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Environmental protection and sustainability initiatives	67	64	63	65	64	66	62	64	66	64
Senior citizen programs and services	70	72	71	70	72	74	67	71	73	71
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.)	68	76	73	70	76	77	70	73	77	73
Rockville 11 (cable channel 11) programming	53	60	59	57	60	61	56	56	69	59
The City of Rockville's website (www.rockvillemd.gov)	57	62	62	59	63	61	61	60	65	61

Table 82: Overall Quality of City Services Rating by Demographic Subgroups

Overall, how would you rate the quality of services in Rockville? (Average rating on 100-point scale (0=poor, 100=excellent))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Overall, how would you rate the quality of services in Rockville?	66	72	71	72	68	67	71	67	66	70	74	69

Table 83: Overall Quality of City Services Rating by Demographic Subgroups

Overall, how would you rate the quality of services in Rockville? (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Overall, how would you rate the quality of services in Rockville?	67	71	70	68	71	71	68	70	70	69

Table 84: Public Trust Ratings by Demographic Subgroups

Please rate to what extent you agree or disagree with each of the following statements. (Average rating on 100-point scale (0=strongly disagree, 100=strongly agree))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
I receive good value for the city taxes I pay	64	67	65	66	65	67	65	66	62	64	70	65
I am pleased with the overall direction that the city government is taking	68	66	64	65	67	68	65	69	63	64	69	66
The city welcomes community involvement	70	72	72	72	71	71	71	73	68	70	74	71
The city budgeting process is open and understandable to residents	58	60	61	61	58	60	60	61	56	59	62	59
The city listens to its residents	65	64	63	65	63	64	64	63	62	64	67	64
I am pleased with the overall performance of the City of Rockville's Mayor and Council	65	66	65	65	66	66	66	68	63	65	68	66

Table 85: Public Trust Ratings by Demographic Subgroups

Please rate to what extent you agree or disagree with each of the following statements. (Average rating on 100-point scale (0=strongly disagree, 100=strongly agree))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
I receive good value for the city taxes I pay	64	66	66	64	68	66	65	65	67	65
I am pleased with the overall direction that the city government is taking	66	68	64	66	67	65	68	66	69	66
The city welcomes community involvement	70	73	71	69	73	72	71	72	70	71
The city budgeting process is open and understandable to residents	53	62	61	58	61	59	62	60	61	59
The city listens to its residents	64	64	63	64	64	65	63	65	60	64
I am pleased with the overall performance of the City of Rockville's Mayor and Council	63	67	66	65	67	66	67	66	65	66

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Table 86: Website Quality Ratings by Demographic Subgroups

If you used the City of Rockville's website in the last 12 months, please rate the following aspects. (Average rating on 100-point scale (0=poor, 100=excellent))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Current information	70	69	70	70	69	73	68	75	69	68	70	70
Appearance	60	64	69	65	62	66	63	65	66	63	62	64
Online services offered	64	68	67	68	64	65	67	73	65	62	68	66
Ease of navigation	55	57	56	56	57	60	54	67	57	51	55	56
Search function	53	55	54	53	55	57	52	65	56	50	51	54

Asked only of those respondents who reported having used the City of Rockville's website in the 12 months prior to the survey.

Table 87: Website Quality Ratings by Demographic Subgroups

If you used the City of Rockville's website in the last 12 months, please rate the following aspects. (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Current information	72	69	70	69	71	69	71	69	74	70
Appearance	58	64	70	62	66	65	63	63	70	64
Online services offered	64	67	69	66	68	66	67	65	73	66
Ease of navigation	53	56	60	54	58	55	58	55	63	56
Search function	49	55	57	50	58	53	55	52	65	54

Asked only of those respondents who reported having used the City of Rockville's website in the 12 months prior to the survey.

Table 88: Resident Priority Ratings by Demographic Subgroups

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	Length of residency			Housing unit type		Rent or own		Household income				City overall
	5 years or less	6 to 20 years	21 years or more	Detached single-family	Attached	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	
Access to a recreation center close to my neighborhood	49	51	48	49	50	52	48	59	52	44	47	50
Access to parkland within a 10 minute walk from home	61	55	54	56	58	61	54	60	60	56	54	57
Be prepared for unforeseen or natural disasters	67	71	70	69	70	71	69	76	70	69	65	69
Crime	79	83	78	80	80	79	81	81	78	79	82	80
Growth and development	67	68	66	67	67	66	68	68	63	67	70	67
Improve walking paths between neighborhoods	63	60	57	60	60	62	59	62	63	58	59	60
Increase quality and amount of bike lanes	56	48	41	49	50	55	46	54	53	47	49	49
Increase availability of online services and data on the city's website	57	54	48	52	54	56	52	57	50	55	53	53
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	82	84	83	85	82	81	84	80	79	88	85	83
Neighborhood shopping center revitalization	60	64	63	63	60	58	64	62	56	64	65	62
Programs that promote sustainability and protect the environment	71	66	68	68	68	70	67	71	70	67	65	68
Services for seniors and the aging population	56	64	70	63	62	60	63	70	64	59	56	62
Services for youth	65	70	70	69	67	68	68	69	68	68	68	68
Services to provide effective and timely communication to residents	64	70	72	70	67	64	71	72	67	67	67	68
Transportation and traffic congestion	82	83	81	81	83	81	82	81	82	83	82	82

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Table 89: Resident Priority Ratings by Demographic Subgroups

Please rate how important, if at all, each of the following is for Rockville to address in the next three years: (Average rating on 100-point scale (0=not at all important, 100=essential))	Age			Gender		Race		Ethnicity		City overall
	18-34	35-54	55+	Male	Female	White	Non-white	Non-Hispanic	Hispanic	
Access to a recreation center close to my neighborhood	49	52	48	46	53	44	59	48	60	50
Access to parkland within a 10 minute walk from home	62	57	52	54	60	54	62	56	65	57
Be prepared for unforeseen or natural disasters	65	69	73	62	76	67	74	69	73	69
Crime	75	84	80	76	84	78	84	80	81	80
Growth and development	67	68	65	67	67	64	72	67	66	67
Improve walking paths between neighborhoods	61	62	57	56	63	56	66	59	66	60
Increase quality and amount of bike lanes	53	52	44	47	52	47	53	47	65	49
Increase availability of online services and data on the city's website	54	58	46	54	53	49	60	52	61	53
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	82	84	83	82	83	85	80	83	82	83
Neighborhood shopping center revitalization	60	63	61	60	63	61	63	61	63	62
Programs that promote sustainability and protect the environment	69	68	68	65	71	68	70	68	71	68
Services for seniors and the aging population	50	59	75	57	67	60	65	61	69	62
Services for youth	63	71	70	64	72	66	71	67	75	68
Services to provide effective and timely communication to residents	62	69	72	66	70	66	71	67	75	68
Transportation and traffic congestion	82	83	81	80	84	82	81	82	82	82

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community

Appendix D: Verbatim Responses to Open-ended Survey Questions

Following are verbatim responses to the open-ended questions on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are in alphabetical order.

Question 16: Do you have any additional comments about the services provided by the city or the job that the City of Rockville is doing?

- (Development looks good but is very dense. High density everywhere. Many new buildings (office & apartment)). Very heavy traffic. I really enjoy all the multi-cultural offerings. Overall, a great place to live!
- 1) I live in the Town Center area and I like it. Mostly safe, attractive, convenient, police are around without being overbearing. 2) I don't like people in Town Center area asking me for money. 3) I don't like homeless people in the library or sitting in Dawson's while I'm eating there. I don't like some of the people I see who hang around.
- 1) If bike lanes are to be implemented it is essential that they are their own lanes. Bikes that are able to travel on any given road is a hazard! A danger to the rider and car - we are not.
- 1) Make the information of service to youth more clear or make more programs. We did not find suitable swimming program for my kid (age six-beginner). 2) The living/housing is somehow expensive.
- 1) My kids love the parks. 2) More affordable housing.
- 1) Please do not make Rockville a sanctuary city. We cannot afford to let illegal persons to destroy our way of life. Laws must be obeyed. 2) Recycling does not appear to be consistent throughout Rockville. Why? It should be clarified.
- 1) Rent events real increasing this is the main problem. 2) Ride on bus, service is worst, always they never work properly, some people paid and some people never paid.
- 1) Rockville does not enforce cars yielding to pedestrians in cross walks. 2) Bicycle use is a hazard to pedestrians - they do not yield to pedestrians on sidewalks or on streets.
- 1) Rockville is much too build up and quality of life is in decline. Too much noise & traffic. 2) I am disabled and cannot walk much which is the reason for answers. 3) One of the best police forces in the country.
- 1) Street sweeping to be increased. 2) Clean bus stop trash more often.
- 1) Terrible management of Rockville Glenola Park, Natural area (about 2000 sq ft). This area is located at the end of Dundee Rd (close to Wootton Parkway) across the street is Dundee Ct. This area is the north-east part, has more than 20 trees and is adjacent to the backyards of five townhouses. In the past 21 years, the Rockville City Government has never done any cleaning or trimming work for the area. Hundreds of branches and twigs spread everywhere. Thick heaps of leaves and branches utterly putrid and cause a lot of termites that attacked the houses, owners of the houses had to cost hundreds of dollars to lure persons to do cleaning and thousands dollars to kill the termites.
- 1) The street on which I live is hilly & windy. The city have permitted parking on each side of the street for long cars to travel in the middle a dangerous situation. Poor decision on the city's part. 2) I would like to see better enforcement of the residential property mainetnance codes. Abandoned vehicles and junk should not be permitted to left on property and the houses should not be permitted to fall into decay due to lack of external maintenance. Yearly property inspection recommended! The character of the community should not be allowed to be changed by allowing investors to buy up and destroy forclosed houses and build monster houses in communities which are made up of smaller single level or modest sized homes. Developers should not be allowed to buy a property that has been foreclosed on, destroy (teardown) the house and leave the property un-developed for many

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

months or perhaps yrs. They should stand to have the property taken over by the city if they simply leave a mess and don't develop the property in a reasonable number of months.

- 1) Wish Rockville City has more high rises like Bethesda. Feel sorry for the small business stores closed due to lack of business. 2) Pls fix the small unevenness/Southbound on 355 between West Gude Dr lane before College Gordon Plaza.
- A better job is needed on maintaining street lights: Replacing burnt-out light bulbs, clearing trees branches around the lights so the lights are effect in providing light!
- A) Sidewalk repairs poorly done & poorly inspected. B) Cost increases post-2008 not sustainable. C) Infrastructure repairs good, need better inspection.
- Add speed cameras to residential roads.
- Address the traffic congestion along 355 during rush hour & weekends.
- Affordable housing for working families is essential but not addressed by city. MPDU's are not the answer. Apartments are not the answer. Low income housing is not the answer. Need for smaller houses and apartments for families.
- All these new apt. complexes are not affordable for average employee. Please do not put in bike lanes - like Bethesda has done.... will only add to traffic congestion - very few bicycles to spend the $ bike lanes.
- Allow the reconstruction of old housing stock into new housing units.
- Although I am a senior, and do not partake of many of the opportunities available to me, I know many who do I read about all that is offered & my experiences always while going to & from places always makes me happy & proud to be in Rockville.
- Annoyed by number and aggressiveness of red-light spreading cameras. Too many new 'luxury' apartment complexes; too little affordable apartment & single-family homes. Most of my co-workers have left Rockville for cheaper housing in Frederick.
- Anything you can do to help improve Metro service, and to fight/prevent crime are good.
- Appreciate the service, please keep up the good work.
- As you can tell from this survey, we are very happy to be living in Rockville and love all of the wonderful and diverse opportunities that are available. I grew up in Rockville and have to say that living in Rockville now is much more exciting than it was when I was a kid. We love being able to walk to town center and enjoy the library (what a gem!), restaurants, gym, ice rink, Starbucks, and shops. We look forward to hometown holidays, the Rockville run, and the music and arts festivals held throughout th year. (We do miss the summer movies that used to be held in the summer.) In addition, my kids love all the opportunities available through your recreational classes, especially the basketball, tennis, swim, and ballet classes. (While Ms. Claudia Mangan is greatly missed, the Rockville Civic Ballet looks like it is under very capable leadership.) The teachers have been dedicated and impressive, and they have taught my kids so much. There is so much variety for all ages and skill levels, which is much appreciated. Of course growth can be a concern, but it seems to be carefully managed. There are a few intersections that seem to need a left turn signal due to increased traffic (Beall and N. Washington St; Maryland Ave and E. Jefferson St). Also, I sometimes walk to the gym in town center before 7 am (while it's still dark), and I often see people sleeping on the benches right in town square (next to the ice rink). I know we have a homeless shelter for women at the church on Harrison St, but are there options for homeless men to have a place nearby to sleep esp as the weather gets colder? Thanks for the opportunity to complete this survey!
- Baltimore Road is in serious disrepair. It has not been completely milled & repaired in over 10 years. It is dangerous during inclement weather, and wear & tear on vehicles is not good! Please do something about it, I've made several calls over the years.
- Because of the huge difference in age groups, I feel that City Hall could have better mediation opportunities if needed. Rockville, is mainly retired people over age of 70 years.
- Better code enforcement in residential neighborhoods.
- Better monitoring of intersections (& traffic lights) during rush hour - particularly Hurley Ave/Rt 28 intersection. Traffic control on residential streets used as cut offs when 270 is gridlocked.
- Bike lanes too narrow & dangerous.
- Bike stolen from house.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- Biking facilities are good, but due to hills & bridges, not easy to use by bike with children in carriage behind. Some connection points are too steep. Lack of light to be safe on a bike in the evening.
- Bring the 4th of July fireworks to Montgomery College or Town Center.
- Can not apply for indoor recycling boxes
- Can't believe what Rockville is doing to stream in Dogwood Park - the pooling will be a mosquito breeding ground - awful.
- City council should stop regulating things for "political gain" and "bragging rights" as Berliner & Rice described the ill-conceived Radon Legislation & stop lying to public i.e. recordation taxes are going to schools.
- City of Rockville and police, fire, EMS department are providing excellent service to Rockville residents.
- City of Rockville services - rock!
- Code enforcement is nothing more than a way to generate another tax and they are focused on all of the wrong things. It is generally perceived as a group that exists to harass residents over ridiculous issues and not focused on the things that matter most.
- Concerned about the new sidewalk at Falls & Wootton that it narrows fall road considerably. Will the road be widened.
- Concerned re: BRT on Veirs Mill Rd - Metrobus ridership is down - 1/2 full buses most of the day - Why do we need to pay for another bus line that no one uses?
- Continue to keep the great services and community in great quality. Rockville is providing an excellent environment to reside in. Thank you!!
- Continued on back. Would like to see some street lights on path leading down to Maryvale Park. Very dark, and unsafe with overgrown vegetation which needs to be cleaned up.
- Cost of water & refuse is very high, a real burden for seniors - & parking for library - possibly a separate specific area.
- Courses/class for seniors. More social opportunities for seniors e.g, game nights, movie nights.
- Cross walks are very dangerous, you are make crossing roads, dangerous by putting in the cross lights & bike paths. You are spending a lot of my tax money for a few. Never see anyone riding bikes on paths.
- Crosswalks - especially 355 & College Pkwy - very dangerous. Move it to north side of intersection. 355 & Shady Grove - should have 2 lanes to turn N on Shady Grove from South - would free up traffic for at least one mile.
- Crothers Lane has ditches between edges of sidewalks & grass. These need to be filled in with dirt to avoid sprained ankles, etc. Vacant house on Crothers Lane with plants growing into windows (807 Crothers Lane?).
- Cut the weed vines of the trees along the creeks.
- Deer present a health risk destroy flora & fauna cause accidents. When will you call the herd. I noticed nothing on the new animal regs, talk about them - they are a problem!!!
- Despite having a wonderful, wide bike path along Wootton Pkwy, cyclists prefer to ride on the road - and as a driver it's difficult to share the road as it is now - moving over isn't always that simple.
- Do not invest anymore in bike lanes. Cops enforce traffic laws on bike riders. Let development sort itself out, including housing prices.
- Do not like that water services are almost like a private corporation.
- Do to keep up - attention to road maintenance. Try to reduce or maintain taxes for property.
- Don't have a bike, but plan to begin biking next spring.
- East Rockville needs love and support from the city. Regular street sweepings and litter control can go a long way. Our neighbor has very unsafe intersections and is in need of more lighting. I have asked the city to address such issues in the past, but have gotten no response. I have also tried to become involved with local work by applying to serve on the landlord/tenant committee. I sent in an application and called and left a message 3 times to follow up, but not one called me back. I know that this committee is not full, and is in need of volunteers, yet when one does, the city doesn't make the basic effort to call them back.
- Empty commercial spaces are a blight in King Farm structure taxes and incentives to keep these doors open - rent gouging is the problem.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- Essential you keep the neighborhood outreach program functioning
- Everything is fine.
- Excellent.
- Excellent.
- Focus on things that are important - forget backyard chickens, fertilizer (Micromanaging people's lives). Lets support those in the country legally!
- From permitting & planning to police Rockville employees are great.
- Gaithersburg cleans Rockville's clock when it comes to economic development, restaurants and shopping choices. Much easier to shop, live and eat at Rio, the Kentlands and Crown. Also, the fact that the Rockshire shopping center can sit empty with no proative involvement from the city government or mayor and council is a disgrace. Council needs to attract people who understand economic development and business.
- Generally, city has good services which are taxed for. However, state & county have poor track record of contract management (Silver Spring bus transit center & state ACA website) - not sure city much better. I'll start voting against incumbents for that reason. Mayor & council cater to developers too much. Traffic horrible & drivers worse (biking risky), but keep cramming in more condos without addressing traffic/transit needs & schools for kids.
- Get rid of red light and speed cameras. stop wasting ticket money.
- Get rid of the speed cameras. It is not safe if drivers are watching their speed meters and not the road.
- Good on picking up the waste.
- Great city. Reside since 1981.
- Great job City Hall. # 111 Maryland, form very important of volunteering ideas to channel #11 speechs given on t.v. of improvements V.P.
- Great volunteer / admire how Rockville is expanding to meet population demands, and modernizing with the times. I'd like to see more paper invites for free downtown concerts.
- Growth and lack of school facilities most important issue. There needs to be funding for schools prior to any more building of housing.
- have lived here for almost 30 years and am overall satisfied and happy here. I would prefer and requested more neighborhood lighting without success. I even offered to pay for intallation and would allow the street lighting in front of my home. Very very dark cul de sac and not safe at night. the only other negative is the retrictions on allowing home improvement due to variances, though I understand the reasons for rules and guidelines--but sometimes they are too sttringent to the deficit of quality of life and beautification. Aside from that the City offers many activities and opportunities for the community as a whole.
- Having lived here for over 12 years, it feels like the real estate taxes increase at an extremely high rate compared to increases in resident's wages. The fire hydrants could use some painting in the fallsgrove community. Took probably years to patch the huge pot holes leading to the fallsgrove shopping center and still doesn't appear to address the intersection after the shopping center leading into the community. Its extremely dangerous to cross the intersections around the fallsgrove shopping center with the heavy traffic of which much of it never stops at the stop signs. Annual refuse cost have sky rocketed even though service was reduced to once a week and appear to be much higher than local neighborhoods outside of Rockville. The Thomas Farm communty center, open space, playgrounds and trails are great features, some dog waste enforcement (dog owners in the fallsgrove condos and apartment residents) would be nice as along the trails its littered with dog waste and I've seen several dog owners pick up the waste only to chuck the bag of dog waste into the woods.
- Hired retired senior citizen.
- Hope there are more opportunities to minority or foreigners. (Job...).
- Hope to get more information of looking for jobs.
- Housing code/inspection - very lacking; several houses in neighborhood have more than 4 unreacted adults/children living in residences. Seem not understand trash and appearance rules I have reported that to the city - Response not effective

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- How about some more police presence in residential neighborhoods? Not just the high crime areas, but in all neighborhoods. It would be nice to see a police car routinely driving on our street a few times a month.
- I am concerned about how much tax payer money was spent on i.e. doing the circle in front of the Rockville court house. Construction seems to have been going on for months or may be a year. What was done?
- I am overall pleased, however recycling program is confusing and congestion has become unbearable and Metro is worse.
- I believe that the City of Rockville gets B+ for effort. However, I believe that the city has become very adverse to cars use...parking needs to be addressed. People still need to drive cars!! The cameras for completely stopping at the white line in the sreets is unfair, running red lights and speeding yes, but not the other one...It seems like Rockville is trying to make money off cameras...the government should not be in the business of making money. More needs to be done in terms of ridding the city of weeds and keeping the planted areas maintained. I personally tried to speak with a manager/supervisor who was tending to a park area but the issue with the plants were never addressed. Applications to Rockville City jobs goes unanswered and I have no iea what criteria is used. I personally have applied to several position and have never got an interview even though I am qualified, add to the diversity of the applicant pool and volunteer in Rockville. I have lived in Montgomery County for over 25 years! Additionally, I tried to call your Human Resources department and got no response. I find this all very frustrating. Feel free to contact me at [redacted] if you have any questions.
- I believe the survey should include questions related to pets, enforcement of licensing and waste disposal, accessibility of dog parks, and similar pet related issues.
- I do not get the Rockville TV channel! Housing cost are a major issue, not for me but for most people. Crime is also an issue in Rockville.
- I do not know if RV police follow the national trend to militarization. If they do it stop, here and in the county.
- I do not like in MD - so commercial & few large green areas. If I could afford it I would return to VA.
- I don't have children but I'm very proud that Rockville invests so much attention in sports programs, etc. for the well-being of "kids".
- I find that the City staff are dedicated and very responsive. I think that in terms of City power, democracy can be strengthened through implementing such measures as single runoff voting and neighborhood representation.
- I find yearly apartment inspections a serious violation of my privacy. I am furious I must let in inspectors.
- I have a park behind my house, and are within 10 minutes of both the Rockville Swim Center and the Thomas Farm Community Center - hence my answers to the 1st two items in question #13.
- I have lived for more than 43 years in the city. I am an octogenarian. Rents increases for older seniors must be monitored closely. Cells costs/quality also must be monitored closely. A circular bus service from Metro should be considered.
- I like Rockville a lot. Excellent services, good community. I know a lot of my neighbors, lots of kids & diverse population. I miss the Rockville gazette!
- I like the new center lines on the Rockville trail. Thank you. Why are there no lines painted between Henslowe and Edmonston?
- I live a condominium that is under the MPDU program. But due to constant increases in my condo fee, it is not MPDU, my condo fee will soon be more than my mortgage. There should be a cap on the condo fees for this program.
- I live in a rental complex and feel detached from any Rockville services. Taxes are paid by the corporate entity, but services seem less than tailor made -- I feel as though our residents do not count. Thank you
- I live in a Retirement Community and do not use most of the above items.
- I live in a senior facility.
- I live in East Rockville, and it seems to be neglected/ignored compared to the "nicer" parts of the city. All city residents should receive the same services/quality of life regardless of income.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- I lived in Mont. Co.(not Rockville) from 3 yrs to 25 yrs of age. I moved to Rockville (part time) 5 years ago so my answers are based on no full time experience.
- I love everything about Rockville except for the rude recreation secretary, [redacted] and the water billing website.
- I love Rockville - I've been here for 42 yrs.
- I love Rockville but you need to control the growth and stop apartments & we need more green space.
- I love Rockville. I greatly appreciate the trash, leaf pickup & the great snow removal in my neighborhood. So much better than just a few blocks away in Potomac.
- I love the parks and hope Rockville continues to support the parks. Would like to see more and better maintained bike paths to connect Shady Grove to Twinbrook.
- I need more informations and more services for city.
- I need more lights in my area. King Farm needs a decent fast food joint and a coffee shop. Road cleanliness and maintenance is missing.
- I probable notice Montgomery County services more than Rockville.
- I really appreciate the way the parks, landscaping and streets are well maintained and clear. Rockville, is also a safe place to live. Thank you for doing a great job!
- I resent city of Rockville's refuse costs being placed on my mortgage the government has no right to my personal business.
- I resent having my refuse bill attached to my mortgage. That's government interference in my business.
- I see police cars hiding in parking lots at night time, I mean hiding.
- I see that work is being done on the roads, but it's not keeping up with demand, which is damaging my car. New roads or bypass-type highways need to be built to relieve traffic, especially with no good East-West roads. Why not widen Randolph Rd or make it an interstate type highway?
- I support the city clearing sidewalks of snow. I support a moratorium on future growth.
- I think the fees at the Senior Center are too high, I am a widow, and live on a tight budget. I am borderline at qualifying for financial help to pay for the classes. So I have to pick and choose, so I do not do the paid classes.
- I think the fields are closed for weather reasons too easily. I have golfed on those days and the field is dry.
- I think the revitalization efforts are key to continuing to make Rockville a wonderful community to live in. Law enforcement is crucial to keeping our community center safe, especially around the Rockville metro station and even now in the Rockville towncenter. The Rockville town center does not seem as safe as it once had. It's also important to have a greater focus on zoning to make sure the commercial businesses and residential properties are adhering to the set standards. We currently live near a ommercial property where they have essentially destroyed the appearance of landscaping in a residential neighborhood. Property values have declined because of it.
- I think the Rockville Swim Center is very dirty/unclean. We stopped going there & will drive to Eunice Shriver Center. City of Rockville should move than Farmers Market to the town square (20850).
- I think the sense of community that has been created in the town square is awesome. please keep this going and continue to expand. outside of town square, there are quite a few residential areas that need some improvement and a sense of safety.
- I tried to fill out this survey online. Google could not find the address. The cost of housing is too high. I may have to leave if my rent goes up.
- I was caught in the "erroneous water bill" issue. Still not corrected.
- I was shocked that the city council members/mayor had no knowledge of the "Carver Bus Depot" fiasco until activists in the neighborhoods raised concerns, totally unaware or paid off?
- I was very disappointed to see that the city is not fixing the large bump in the road in the left turn lane going north bound at the intersection of "Great Falls Rd and Winding Rose Dr." The road was replaced with a brand new road several years ago, which was great. However, within days, this patch of road was torn up, presumably for some speed-camera equipment, and never properly repaired. I was hoping the city would fix this patch of road to make it in like condition as the rest of the new

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

road, but nthing has happened for years. Every time I hit that bump and add a little more unnecessary wear-and-tear to my car's suspension, I am reminded of the day the city replaced the entire road, and then ruined this small patch that I (and all my neighbors) hapen to care about so much, to wire up that speed camera. I would be very grateful if you guys would fix this. In addition, I think something that would cost very little (thousands a year) but have a great impact on the look and feel of Rockville in geneal would be pull/trim the weeds along the highway onramps/offramps in Rockville (Exits 4/5/6 and maybe 8). There are weeds growing taller than a 1 story house - it is out of control. Anyways, thanks for reading my feedback.

- I will like to see more free parking around Town Center - (2 hours is fine but you cannot shopping around & eat in 2 hours).
- I would be nice to add field hockey to the city of Rockville activities for youth. Also taxes are high, it would be nice to have them lowered. The cost of living for a family is also very high. It seems we are building Rockville to look like Silver Spring. The buildings are very high and a lot of traffic on the Pike which makes it difficult to get around.
- I would like to have pull up/ chin up bars at some of the parks.
- I would like to see a dedicated & protected bike lane on Rockville Pike for bicycles.
- I would like to see a flashing indicator at the crosswalk between Woodley Gardens Park & the Carmen's/ Hard Times Plaza. The crosswalk was much needed but a flashing.
- I would like to see fewer national chains and more boutique shops/restaurants at the Town Center. The cost keeps out all but the big players.
- I would love Rockville to be a more "walker-friendly" city. If Rockville Pike allowed it, I would love to be able to walk or jog my 6 miles to work everyday. It would take me 30-40 min. Instead I sit in traffic that long burning precious fossil fuel, polluting, and decreasing my mental health.
- If live in Rockville should be assigned Rockville School not Gaithersburg. Walking paths need to be added most to busy roads. Lights need to be better regulated, i.e. busy intersection remain flashing & not on highway in the morning making it difficult.
- I'm disappointed that the council and mayor approved the Pike plan despite great opposition and lack of sufficient emphasis on pedestrians and bicyclists.
- I'm lucky to be living here.
- I'm very concerned where Rockville, MD and Montgomery County Maryland is going, especially Rockville, MD. Rockville is becoming too congested and building the purple line isn't going to solve this problem. The city is building too many apartment buildings and overcrowding the city. And many people are moving out because the increase of population and high rent prices. I've been living in Rockville, MD for the past fifteen years and I'm extremely disappointed where Rockville is heading. There's traffic everwhere, and the council members of Rockville is only worried how Rockville looks from the outside and not seeing whats happening inside(the residents). Many former residents are moving out, and I will soon if the city is keep heading in the wrong direction The city only cares about infrastructure instead of the environment which the city preached for years. Montgomery county only cares for new residents, yet neglecting the former residents.
- Improve residential street lighting so that walking in the evening is safer.
- In mid June I requested by email that the apron at the end of my driveway be replaced. No response to date.
- Increase density along Metro. Break from County alcohol laws and allow bars and restaurants to buy directly from distributors. Allow bar only establishments. Make Rockville a nightlife destination.
- Increase width of lanes - Too much building and not enough roads to handle traffic congestion.
- Information needs to be given to the Chinese media.
- Insufficient information provided to new immigrants!
- It appears the city is cutting too many trees from neighborhoods. Some of the trees are healthy and being cut anyway. This needs to shop. More planting is needed.
- It should be given better maintenance to roads, crosswalks. In my neighborhood there are broken roads and is difficult to cross with the stroller.
- It took at least 4 phone calls before they plowed our street for snow removal.
- It would be really nice to have a more extensive bike network, and to be more connected to the other local bike trails.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- It's difficult to adequately measure the quality of service without information about cost and a way to express the relation priority. Police, more and teachers can't afford to live Rockville and Rockville has no progress to assist.
- It's good, no problems.
- It's important for our parks to have open restrooms available to it's residents young & old. The only preference is given to football players. I often see young children relieving themselves behind bushes & if you walk between bushes on paths near parks you have to avoid areas where people have relived themselves & leave Kleenex as a sign!.
- It's obvious the city of Rockville's priority is to provide events & services to residents.
- I've lived in Rockville for only two months so I do not have enough experiences with be city's services to provide useful information.
- Keep the population from growing further. Rockville is already too crowded and congested. Yard waste disposal won't pick up 5 lb branches unless in a bag/container - are they lazy or weak? Neighborhood lighting for back streets along Twinbrook Pkwy (between Veirs Mill & Baltimore) is poor.
- Keep this rate and try for the better.
- King Farm is fabulous place to live.
- Leaving leaves on the curbs makes neighborhoods look so messy. Homeowners should just bag leaves. Hard to find information on website at times.
- Less development and more parks.
- Less focus on bike lanes and more focus on educating motorists and cyclists about shaving the roads that allow taxes pay for.
- Less speed cameras. More well signed crosswalks, more bike paths.
- Let the community use the softball field at K.F. Park - not just under 12's! No benches at M.S. Park tennis courts! Do more to stop communities from overusing pesticides/fertilizers!
- Local road maintenance in Nelson & other roads poor condition in many areas & Rt 355 from Gude Dr to Wootton Pkway is in extremely bad condition in many areas i.e. Gude Dr to Colby Pkway & Middle Ln to Veirs Mill Rd is and has been for years in. Horrendous condition!!!
- Love Rockville-public areas (metro property) need leaning & landscaping more trees in large paved parking areas especially in commercial areas. Intersperse statues & works of are around city.
- Love that the Marc train also runs from Rockville. I use both Marc & Metro.
- Love the ease of shopping of Rio because easy parking. Would love Rockville town center to have easy free parking.
- Maintain balance between services and cost/taxes. Do not try to be excellent at double cost - between fair and good for 50% of the cost is better.
- Make it difficult to get back in work force when your an older adult. Most jobs require being bilingual for older adults trying to keep their home it's tough when attempting to re enter work force.
- Make the hoops on the Basketball court higher or at least make them adjustable. Also make a area for people to play soccer.
- Many empty lots and commercial buildings near the Rockville Metro Station are in disrepair. Very unsightly! Needs development.
- Means not, means correct.
- More bike lanes, more police for traffic violations. Roads are bumpy and not always well kept, high home buying cost.
- More emphasis should be given to shopping options in downtown Rockville. None of the stores at town square are places I shop in. A grocery store like Trader Joe's would attract many.
- More enforcing speeding on ICC.
- More information about emergency preparedness.
- More street light night, specifically in King Farm. Around 8 pm it is very dark. Suggestion: Fix the current lights & add more.
- My family is delighted with the overall quality of life in the City. The commitment and work of City leaders is appreciated.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- My husband & I are generally pleased with Rockville services. We were, however, very disappointed in the city's acquiescence to Pepco's tree trimming. It has defaced the neighborhood. We are happy that the city is aggressively planting trees that homeowners want on their streets.
- My main issue is residential code enforcement and how it is poorly enforced. So many overgrown trees and bushes hanging into sidewalks, junk in yards, old/rusted chain link fences everywhere in East Rockville. I do think you do a great job maintaining even the smallest parks and nature areas.
- My mother is a single parent with two children. Working time indeed, so I can not be observed & commented about the trier of the phat. Thanks.
- My wife and I moved here 3 months ago, so we are not overly familiar with the city of Rockville.
- Need a walkable residential shopping & food neighborhood center in the Rockshire community.
- Need affordable day-care, after & before care.
- Need affordable housing for middle income, working adults (i.e. teachers, nurses, social workers law enforcement), who often find that they earn too much to get assistance but don't.
- Need better notification of leave pick-up. Streets are a mess!
- Need cheaper housing.
- Need for better public transportation/ support for backyard garden. Better waste management - recycle education.
- Need more and better bike lanes and longer crossing walk times, especially across the Pike and around the metro stations in Rockville. It's nearly impossible to cross the Pike in 20 seconds; especially difficult for those with kids, elderly or disabled people. Better recycling programs (commingled) would be great. Increase support for small businesses. Rockville Town Center is filled with chain restaurants. Supporting small businesses/unique restaurants would make the center more attractive, like Pike & Rose and Bethesda.
- Need more bike lanes to make city accessible for bike commuters - currently too scared to try it due to lack of safe spaces for riders.
- Need more oversight regarding homeowners cleaning sidewalks after snow/ice falls (especially along Maryland Avenue).
- Need new chairs at Rockville Community Center outdoor pool. Many lounge chairs were broken this summer. Twinbrook shopping center needs revitalization & a facelift.
- Need to better trim trees in Rockville streets especially in King Farm.
- Need to bring businesses to city & help stores at shopping ctr.
- Need to do a much better job of pruning city trees. Ours have not been cutback for at least 8 years & are over grown. Too many trees even for "Tree city USA"!!!
- Need to enforce more stringent code for businesses along Hwy 355. Right now, they look so dated! Need to work with neighboring cities to build modern high speed trains that replace the old MARC trains.
- Need to fix Baltimore Road, too many pot holes.
- Need to keep green spaces green; do not change former Rockshire Giant into town homes.
- Needed - A few "full-service" gas stations for seniors or people with a disability - such as putting gas in the car.
- No
- no
- No comment.
- No comment.
- No comments.
- No MCPS Bus Depot at Carver Center.
- No!
- No.
- No.
- No.
- No.
- No.
- No.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- No.
- No. City of Rockville is doing a good job.
- none
- none
- not at this time
- On numerous occasions my trash was not picked up on the designated day and the others in the neighborhood have, even though the trash was out. In fact the recycle bin has been picked up but the trash has been skipped.
- One of my goals is to get involved with biking.
- Our kids were all born in Kensington. Then we moved to Rville and it was a great place for kids to grow up. Teams to join, the swim center, close schools.
- Over all I'm very happy with the city - at 79 yr some of these questions do not apply to me - the bottom line it's "great" city.
- Over all Rockville is a wonderful place to live. I am so very disappointed in the town center. Building too tall and unattractive. Parking awful.
- Over this past summer the contractor repairing streets in the Potomac Woods neighborhood appeared to be grossly inefficient and not adequately overseen by city public works staff. Frequent rain caused problem but contractor inefficient far outweighed.
- Overall good!!
- Overall very pleased, Rockville is a great place to live.
- Overall, city services are very good. Traffic, commercial revitalization and zoning are core issues. Town Center has not kept up with other competitors (Pike-and-Rose, Crown) and without.
- Overall, I think Rockville is doing and has done an excellent. Although, I have not benefits from most basic essentials (housing etc).
- Overall, it's a nice community when I feel safe and neighbors are caring and helpful.
- Overall, very happy with city services. Would like to see efforts to remove invasive non-nature spices. A by problem at Dawson Farm Park & the stream.
- Parking area and trash area always messy and terribly dirty. Snow removing during winter never perfectly done. Carpets in elevator area are dirty and terribly unclear.
- Parking can be difficult, confusing, and expensive. Rockville Town Center needs a music venue.
- Parking car on Atlantic Ave is not safe. My car got keyed.
- Parking in Town Center is terrible and confusing. Signs under underpass next to American tap room is misleading it looks as if lot B is down the street and Lot A should not be another sign. Pedestrian walkway at Town Center is not marked sufficiently.
- Parking is a very big issue. Severe lack of local independent businesses & cost of commercial space means it is all chain restaurants & shops.
- parking meter should not be paying after 6:00 PM. Weekend and holiday should be free parking. Especially, around Rockville Town Center area should be free on those day. All the cars which parking in residential area should not be parking more than 7 day in the same parking. If they park more than 7 days, the residence can report and the city of Rockville government must send the police or toll car right away.
- Parking on the curb in front of my house and grass, receiving a ticket from city of Rockville. I myself and family take care of the grass cutting the grass seeding the ground. We park on the grass because people here speed and most of the time they will crash into the mirror and don't stop.
- Pay a high price for water supply - water billed did not go down after you removed refuse from the bill and placed it onto the tax bill...
- People are forgetting about great, culture. Using more on mobile & fiction. People has to realize we are human.
- People in cars not stopping for peds in crosswalks (sometimes they speed up (Baltimore Rd & Grandin Crossing)). People speeding on residential streets. People not cleaning up after their dogs. I used to feel very safe in Rockville and would walk my dogs into the late hours of the night in the whole east side of the city but now I just stay in my immediate neighborhood. I also used to walk to the center of town late in the evening but again I don't feel safe anymore.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- Please add crosswalk on Talbott St and Rockville Pike to cross Rockville Pk to bus stop, thank you very much.
- Please cancel the 1st leaf collection and save our tax dollars. Also, build community center in Potomac Woods Park, there is an abandoned building already standing there. Please maintain the Potomac Woods playground better (it's been missing pieces for over a year now).
- Please choose more aesthetically appealing & modern structures. New buildings on Rockville Pike are ugly block shapes.
- Please get new lounge chairs at the pool. There are currently not enough chairs, and the ones there are broken.
- Please honor the city's decision (around 2005) to fix Baltimore Rd decently & stop patching it!!
- Please improve road conditions particularly Rockville Pike.
- Please improve some street lighting on Gaither Road and traffic on 355
- Some ideas: 1. Please staff community service units effectively, to review the code of practice with clear responsibilities assigned to each unit, and delegate responsibility to maintain and provide quality customer service for the residents; 2. Please effectively eliminate mosquitos in public parks near senior communities; 3. Please supervise and train apartment maintenance staff to effectively serve the residents in a timely manner and eliminate potential security risks when serving the frail and elderly.
- Please make biking more accessible. Mainly route.
- Please more health activities in the town square! Cultural events too. Some kind of activity that would bring the community together (a forum? speaking events/discussions?) and allow us to get to know one another. Address crime & lighting especially in the bridge going over.
- Please offer "free" parking at "Raill' Town Square". It's so difficult to park in town & I've lived here 28 yrs & never used to pay for parking. Perhaps you could issue "senior" parking tags, decals. etc. If & have to pay for parking I won't shop a lot in town. More discount for seniors please.
- Please reconsider the occasional speed trap on Watts Branch, at the edge of Wootton Mill Park. Surely there are higher priorities.
- Please see attached.
- Please see to it that the snow removal staff stop piling up snow in front of our driveways. We still spend hours shoveling or driveway in order to get our car out, only to find later.
- Please stop making it so difficult for people to do business in Rockville. You are the hardest city to work with.
- Police enforcement of traffic laws is poor, especially on roads. Maryland Ave, where speeding is common place and large trucks which are not supposed to be on that road.
- Poor boring survey! What did it cost us??
- Poor job with traffic control and safety in Twinbrook. Numerous cars have been observed not stopping at stop lights and signs, not enough police cars patrol the area. Twinbrook.
- Poor lighting at night. Few traffic lights cars go over speed limit in Twinbrook.
- Portions of sidewalks were replaced near my house which had very minor damage or none at all. These replacements were not necessary & the money could have been better spent elsewhere. The city should arrange to have the site of the former waste disposal facility opened as a park.
- Preserve quality of neighborhoods e.g. tear down & building massive - full lot homes. Preserve quality of "neighborhood" center - developments at Pike & Rose - Washington - White Flint - local restaurants & shops struggle & benefit is watered down.
- Property taxes are high.
- Quality of infrastructure and maintenance of the communities (cleanliness) is important to support the tax base.
- Quick response to all questions & neighborhood maintenance issues. Very happy with the city's services.
- Recently moved to Rockville from Baltimore for work - very pleased with Rockville as a community.
- Recycle not done as promised. Horrible level terribly unfulfilled.
- Recycling/Refuse: Nicest crews - friendly, approachable and engaging with the kids. Thank you! Parks and Rec are also awesome. Amanda Knox has been very helpful and accommodating.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- Red light sensors. Sometimes the light will be red for a long time. Less speed cameras!
- Reduce congestion. Traffic bad even on weekends, subway & public transport into city is poor. The 1 factor, above all, that makes me want to leave Rockville.
- Replace aging underground water and sewer pipe.
- Residents should get free parking in Town Center. It would encourage us to spend more time shopping & dining in town square.
- Resources for small business owners in Rockville are horrendous. There is no incentive to start a business here. Additionally, availability of employment that provides a livable wage is very sparse. Living here feels like a struggle for survival. I will not stay here any longer than is necessary.
- Rockville city PD are under-trained incompetent and hazardous to the citizens of the city. Uniformed and other officers currently are failing to serve the public & protect the community.
- Rockville city police are under-trained and ineffective. Uniform and other officers have no clue about serving the public and protecting the community.
- Rockville has inadequate road planning & expansion. Roads should be widened with additional lanes, especially before new buildings are erected. Before new buildings are erected, roads should be widened with additional lanes/ Rt 355 should have been widen with additional lanes before Rockville Town Center was erected. Now widening will be more costly. As I best recall from Rockville Reports Newsletter money expenditures pie chart, parks and rec is a very large portion. It should be reduced. I see money wasting projects, e.g. installation of median in Stone Street south of Baltimore Road in name of "safety."
- Rockville in general is a nice place to live but we really get slammed with taxes. I understand we're between Potomac & Bethesda but not everyone is wealthy. Things like county taxes, bag taxes, & car registration at 135 are very costly. I wish these could be lowered or replaced.
- Rockville is a great place to live, the services are excellent! The cost of living is so high though, especially when raising children and paying for both housing and childcare. I hope we can stay here a long time but the cost would be the main reason we would think of moving elsewhere.
- Rockville is an excellent place to live and raise a family. Now that I'm nearing retirement I see the need for more diverse housing to sustain all people at all economic levels.
- Rockville needs more bike lanes. Darnestown Rd and Hurley Ave intersection is very dangerous for Pedestrians specially with new development coming up there. Also 175 Watts Branch Parkway should be included as part of Wootton Mill Park. Any development on that property will be bad for Watts Branch stream. A community center as part of the park will be a welcome addition to Rockshire neighborhood
- Rockville needs more bikers lanes and good visual signs for sharing the road with motorist. Side walks should be repaired as some of them are deteriorated.
- Rockville needs to more fully embrace its next era of development, which will primarily be infill development of current commercial establishments and parking lots. Rockville needs to do a better job of focusing its attention on pedestrian and bicycle inrastructure and deemphasizing the car. Rockville needs to not look at all new development applications or neighborhood/city plans through the lens of car congestion. Rockville needs to begin finding ways to disincentive driving. Reducing parking requirments is a good place to start.
- Rockville police is excellent, has given exceptional service. Historic District Commission is disgruntled, surly, given little to no attention to citizens, & does not show up for historical events in the city. The mayor is charismatic and personable, and a wonderful ambassador for Rockville. I feel mayor Newton is really listening to citizens.
- Rockville social media is unclear; MD should contribute $ to metro, as it is essential to our livelihood.
- Rockville takes great care of it's residents.
- Satisfied.
- Sawtooth oak trees are a nuisance and noxious. Their acorns damage parked cars. The USDA says, "The primary use for this species is as a wildlife food source and cover", which makes them inappropriate for residential neighborhoods. Please refrain from usng them in future street plantings, and fund cutting existing trees down and replacing with better specimens.
- I am concerned about cyclists using the same roadway as cars. I think it is hazardous, as well as impeding the flow of traffic I don't see that many cyclists. It would be better if they used sidewalks. A

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

good deal of money has been spent on the two overpasses to accommodate cyclists though few in numbers – the ones over Veirs Mill Road and Route 28. I'm not opposed to cycling – I wish I could myself!

- Services are fair value at the moment. Concerned about increasing prices. Intra-neighborhood bike/walk infrastructure is excellent. Inter-neighborhood bike/walk infrastructure is poor/unsafe/totally inefficient.
- Services are so plentiful and good for all ages, especially seniors. Recently participated in overnight trip & it was marvelous. Also running into mayor and city officials while shopping is very pleasant.
- Setting up the autopay option for paying for utilities is very confusing and unintuitive. I have done this with several other vendors with no trouble. Please fix this!
- Sewer line replacement project is ridiculously slow.
- Shady Grove Metro Station needs to be improved. Too many speed cameras that are not effective. Improving developments and congestion & traffic.
- Shopping Center revitalization is important to make Rockville look better and "newer".
- Short end of Midway Avenue in Twinbrook not plowed in timely manner last winter - Residents stuck on street even after storm - An LGBTQ Center would be amazing!
- Slow the pace of high-density housing growth! Infrastructure is already strained up behind on maintenance. Put legal pressure on landlords to fill commercial space - even if they need to lower rent.
- Snow removal during the blizzard was outstanding in Montrose park, but terrible on the off ramp from 270 to Montrose Rd. I'm a nurse; being able to drive home in the snow is more important to me than the sidewalks in the park being cleared. My husband tkes Metro to work--along with our two year old and infant. I worry about them crossing 355 at Halpine Road. I don't trust the drivers around here to see/stop for pedestrians.
- Snow removal on Rockville Pike needs to improve in case of heavy snow, traffic congestion was a huge problem after the heavy snowstorm of January, 2016.
- Snow removal services have gotten noticeably worse the last few years. Building permit process is terrible - very very slow issuance of permits - also had electrical service contractor performed subpar with numerous code violations that were identified by me, yet the work passed inspection.
- Some issues have been reported to the city of Rockville that affect our house and neighborhood. Even though, they have been acknowledge by the city of Rockville, the action to solve have not been taken yet.
- Some people can't speak English. So I think translation is important.
- Some residents do not care for their front yard and it looks so bad for the community. More lighting in community is needed (too dark at night).
- Some streets are often constantly not clean. Drainages are often logged with heavy debris - sticks, leaves. I always clean the drainage on my street. But otherwise the neighborhood are always logged!!
- Special events are wonderful. Lower taxes.
- Speed camera's in hidden places cause financial hardship as well as send unfriendly messages to visitors to our city!
- Speed of traffic needs to be controlled in S Stone Street. Too many speeding vehicles and disregard for traffic signals at Metro during rush hours.
- Staff in the recreation department is very responsive and helpful. My son has used the summer playgrounds for past two years. I would like to see that program improve. He complains that they always to the same thing. But the value is great and the staff is excellent. Our refuse/recycle drivers are also friendly and conscious of traffic on out tight street.
- Staff responsiveness is excellent. Senior Center does a great job, but needs wider and more publicity. The paper survey was extremely difficult to read = print too small. Overall, Rockville is a great place to retire, but had we not bought our home 20 ears ago, we could not afford to live here. We get good value for the Rockville taxes, but the Montomery County taxes seem to be getting out of hand. I enjoy being involved in city events.
- Stop building apartments on every open space. Let residents decide if they want trash pick up.
- Stop development other than more affordable housing not "luxury". Emergency preparedness info & proper sheltering with pets.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- Stop tearing down trees. 'No more commercial!' I think Rockville is over-developed. Rockville Pike is used only if I need to. Trees are being removed for commercial or residential.
- Stop with the construction already.
- Storm water management access the property damages to homes in the Twinbrook section; when heavy rain leaving water standing. Poor drainage, causing damage to foundation to homes.
- Street cleaning waste of money. Neighborhood enhancement is a joke. They do nothing to enforce city codes.
- Street lights problematic. Roads (maybe state) are in terrible shape in Fallsgrove.
- Taxes are too high. Crime. Housing is expensive.
- Taxes too high, property tax - no discount for seniors or lower income in Montgomery County. Very poor closing Red Gate Golf Course, should have sold land around course to pay off debt.
- Terrible situation concerning reducing noise. The city emergency services (fire, ambulance, and police) use their sound signals unnecessary everywhere and at any time, even at 3-4 AM. There are children, sick or elderly people around who are unnecessarily disturbed by a loud emergency sound used with NO REASON at night or on weekends. Totally uncontrolled situation beyond any health safety standards!
- Thank to support from city, we stopped the Carver bus malarkey, city and our community truly worked together.
- Thank you for the Rockville City government for your attention.
- Thanks for asking. I've lived here for almost 2 years and love it here.
- The alleged "homeless" beggars through Rockville detract from the quality of life of it's tax-paying citizens. I left New York City - this is one of the reasons. Our property values is also adversely impacted. They are also a traffic hazard.
- The biggest issue I have about Rockville is the horrific driving. I've lived all over the country & here is by far the worst. People speed, don't use blinkers, cut ppl off - it is ridiculous.
- The city can do a bit of more curb cleaning and bus stop areas. Also, city's contractors paving streets should do a better job to pick up trash, and construction material/debris.
- The city does not clean up and maintain public property as aggressively as private landowners do. Just look at the long uncleaned stretch of sidewalk on Route 355 from Montgomery College to College Gardens. Or look at Fleet Street from the High School to City Hall
- The city has always provided services needed and there has always been a great variety for everyone.
- The City is doing a great job and we are proud of the excellent services being provided by the Mayor and her team. Wish you all the success in your efforts. Thank you!
- The city is doing a great job. Keep up the good work.
- The city is fantastic but... transportation is key including a decent metro and ample vehicle traffic volume improvements. We love the area too but plan to move to NoVA in a few years since all the industries we work in won't move or grow here. Sadly, since the commute is so horrible to Nova, moving there is only option.
- The city needs to do proper planning for buildings new houses, don't build houses until you built new roads!!
- The City of Rockville needs to take greater measures to ensure wheelchair handicap accessibility in both residential and commercial business developments (including taxi services) as my husband is a power wheelchair user. Also, many cars do not stop at crosswalks where there are signs that say it is state law that the cars must stop at the crosswalks when there are pedestrians. Because there is no enforcement (i.e. cameras), drivers frequently violate this law endangering the lives of pedestrians.
- The city services are exemplary, especially in comparison to others I have encountered. Even the staffers who handle phone inquiries appear more than willing to help.
- The code enforcement doesn't do enough to correct problems in some neighborhood.
- The director of public works is incompetent & should have been replaced years ago. Snow removal in my neighborhood has been terrible for the last 10 years. Water bill is getting outrageous.
- The downtown is floundering restaurants & shops come in & fail faster than you can count. Parking is way too expensive. Library drop off spots always taken by non-library patrons. My friends from SS, Bethesda refuse to go to movie here as parking is difficult, costly, M Mall & Rio-free. Library full of homeless, mentally ill.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- The high cost of water bill.
- The lack of free or low cost parking discourage our family from visiting Town Center.
- The metro is horrible. Always late and does not run often enough.
- The pot holes are getting out of hand and when you fix them you leave a bigger bump on the road!
- The roads and sidewalks in the City of Rockville are in need of high quality and sustainable repair. They seem to be repaired and damaged in a never-ending cycle every year. The endless construction causes transportation delay and is an eyesore. Also, some of the playgrounds in Rockville have aged and are in need of repair. Yet, the recreation opportunities offered to adults, children and families by the city are great!
- The Senior Center is a wonderful source of exercise, entertainment, fellowship and concern for the needs of elders.
- The services are very nice and helpful when needed.
- The sidewalk project was very poorly planned or not planned at all. The re-seeding was not done properly. The plastic mesh is not designed for residential areas. Did anyone ask the company what type of seed they were using?
- The vacant retail establishments on the east side of Rockville Pike across from Congressional Plaza and northward look run down and neglected which lowers property values.
- The website needs to be in Spanish.
- There are homes in my neighborhood that rent rooms to non-residents. Rooms are rented illegally and sometimes to as many as 6-7 tenants. The home is not a rental property and is inhabited by a family of 6. Neighborhood services or code enforcement needs to check on this.
- There is a lot of graffiti along the metrorail from Grosvenor Strathmore onward. IT is an eyesore and made a negative impression upon elderly relatives visiting from the midwest.
- There is a red light camera at corner of Seven Locks Rd & Fortune Terrace that seems to be there to "punish" people for using Park Potomac, lifetime and stores & services Potomac Woods Plaza. Certainly gives a bad name to the city.
- There is never government information in the Chinese newspapers.
- There is no Rockville identity - it is just another Silver Spring or Bethesda. We need something to say "this is Rockville" - we are alive and exciting. We need to focus on the traffic management and flow. The traffic lights and buses create disturbances that can be moderated. Don't waste your time on bicycles since no one wants to use them for transportation and there is only one for every 5 thousands cars.
- They have great programs for small children but need to have more for teens & tweens. For teens, they need more CIT/LIT slots and other leadership opportunities.
- They need to seriously consider fixing rockville pike starting at shady grove rd to old georgetown rd.
- This is a tale of two cities: Rockville is divided by 270 and city services end. This side of 270 has limited shopping, last to have roads plowed, and forgotten - I do not see this as a new problem - ongoing - lack of equity.
- Time the traffic lights on 355 to improve traffic flow. Put sensors into traffic signals.
- To have more security during occasion day. For example on 2014 for day of garag sales. Some people rub from our garag. My sister in law bag with some important ID Card.
- Too frequent replacement of sidewalks and driveway aprons in my neighborhood. It is most important to add sidewalks to neighborhood that don't have them. Snow removal is generally great. The cul-de-sacs however need to not be blocked in by picks of snow.
- Too many new developments which like at the upper rock fire had ramifications (i.e. 270 access) for thousands.
- Too much traffic congestion, loss of green spaces, too much housing development & not enough services - loss of drug stores, grocery stores, restaurants etc., places to play, parking.
- Top priority - feel safe in my neighborhood or anywhere I walk (and my wife & kid) in Rockville.
- Traffic along Rt 355 is always heavy, rush hours is very bad! That lowers the quality of life for someone who lives in the area during retirement. Housing costs are very high too.
- Traffic cameras are unfair (unconstitutional). Do not give warning 1st. Ticket comes 1-2 weeks after offense - can't even remember being on that street or circumstances of offense.
- Traffic congestion on Rockville Pike needs to be resolved.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- Traffic is horrible! With all the new construction seems as usual, they build first, people move in, and much later you all try to fix traffic. Also cost of living is outrageous!
- Traffic is our biggest problem, getting too crowded, need to address the deer population - beautiful parks but they breed Lyme disease.
- Traffic on Maryland Avenue is bad! It is a very dangerous street and no cameras have been placed. I have seen many accidents.
- Trash cans in city parks. Even the small parks like the one in the round-a-bout on Manakee should have a trash can and recycle can.
- Tree replacement program needs improvement regarding time interval between removing & planting a new tree. Too much money spent on replacing sidewalks that still have years of life left. Storm drain that doesn't drain but gets pumped out a few times a year after neighbors complain should be sealed off. The growth of high density housing is beyond reason and infrastructure is lagging. The use of traffic control cameras has gotten out of hand. The development of downtown Rockville has been and continues to be a major disappointment.
- Tree trimming in neighborhoods is poor and causes roof issues, parking in town square is hard.
- Twinbrook needs more attention in many ways - maintenance, crime prevention, parking & maintenance enforcement, elementary school cleanup, everything! We may not be the most affluent neighborhood, but we are a historical part of Rockville & worth your time and attention.
- Unnecessary concrete replacement in neighborhood! Waste of money! Rate increases for water, sewer, tax assessments were ridiculous. No warning and some increases were 10%+.
- Very expensive.
- Very good job! We are worry we move here.
- Very good.
- Very poor street lights (Beall Ave between Van Buren St and Luckett St is practically dark), very poor lights on pedestrian crossing - Pl. look at ped. crossing near Smallwood Rd.
- We are concerned about a lack of low-income housing. Thank you for all you are doing to make Rockville a great place to live.
- We are human - kept it live and humanitarian. Respect, greet and behave. No mobile, and fiction - Destroying culture. Increasing & nobody stopping.
- We have had some issues with trash pickup recently (they came late or didnt come at all) -- but until then for 20 years it has been great. This past two years we also had some issues with snow plowing (we used to be plowed out by the first day, this past winter it was the third or fourth day until we were plowed out). I don't know what's changed, but it has not changed in our favor!
- We have lived in Rockville for 49 years, and we are completely satisfied with the government and services. That is why we stay.
- We have lived in the city of Rockville for the last 8 years. It seems that city services has slipped in the last year from "excellent" rating to a "very good" rating in my opinion. I think that city staff are trying to do a good job.
- We have seen a decline in the quality and responsiveness to citizens concerns as the cost of these services has steadily increased. Further, the costs of living in the city is not worth it and causes people to move out of the city limits. Not pleased with some council members and their decisions.
- We just moved here Aug 2016. Great job so far!
- We live at Ingleside, I don't use many of the community resources.
- We moved to Rockville because of it's access to DC & it's walkability. We love it here. It's expensive (taxes & water/sewage/trash) but the services are good quality.
- We need a "311" type of service. I called the main number to ask if a political poster was placed illegally. I was transferred from the person who answered to another to another to a voicemail box. That person did receive my v/m message and did respond quickly; however, the person answering the original (main) number should have some means to get me to the right person the first time.
- We need more community programs for autistic children and children with sensory sensitivities. There are many fun activities like Nature Tots at Croydon Creek and art classes with Abrakadoodle through the Rockville Park district, but many of these classes are not accessible t kids who are highly sensitive to things like sound, light and large crowds. We would like to see more fun hands on classes

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

like the ones mentioned where the class size is kept small and parents/caregivers are allowed to accompany the child regardless of age.

- We need more illumination (lights) in the residential areas at night. It would be nice to have more light post.
- We need more light by to Building 1001. The Rd. Garden Vine. I did feel in January 2016 6:30 pm. It's was dark if you need more information about my accident please call me. [redacted].
- We need more speed cameras or roads such as Shady Grove Road from Anniston Rd to Rt 355.
- We want to see more food stores, shops, and gym facilities around King Farm.
- We would love to see a dog park built!!!
- We've been here for almost 40 years and are very happy with our neighborhood and the city.
- We've been in Rockville less than a year and enjoy living here. We'd liked to see more opportunities to meet other Koreans living in Rockville.
- When the weather turns cold I enjoy swimming laps at the Swim Center, and appreciate the recent pool renovation. The wifi at the Swim Center is helpful, as are the public computers at Rec. Centers. I also enjoy the green spaces with trees and paths that the city nurtures and maintains. One path following a stream in my neighborhood was carefully reinforced this year. Before the main work began the trees in the area were surveyed and protected. If the plans being developed for the Rt 355 business district could find ways to be more green friendly that would- in the long run- be good both for businesses and for a sustainable environment.
- When you speak to a city employee the service is outstanding.
- Why or how does the water in Rockville become hard? The "hard" taste is very distinct from the taste of bottled water. Skin feels "drier" after exposure to city water.
- Wish garbage men wouldn't leave trash carts in the middle of the street after emptying them.
- Would like extended hours for public buses.
- Would like to see community events be accessible to deaf & hard of hearing residents.
- Would like to see more focus on controlling noise especially around the major travel routes (roads and tracks) to minimize the spill over into the local neighborhoods. These efforts should be included in transit planning and building permitting processes and should be a cooperative effort with county and state agencies and private transportation resource providers.
- Years ago was the perfect community. Now I think over populated are less sense of community. Senior center is very poor hard to understand and nothing for healthy seniors to do other than exercise and cost too much for those on limited income to utilize. Parks are for the upper class not for kids who really could utilize the programs like used to be.
- Yes, hometown holidays I've called and ask a representative to come down to the Bethesda Metro to see this band called Rise Band & Show. It's sad when you call and no one really gives chances look them up. Lets see a change in music.
- You (we) really need a good bike lane from the heart of Rockville to the C and O Canal Park.
- Your forest enhance program by the brook bank in marvelously successful. They are really booming. The leaf collection process is somewhat messy. Increasing collection times may improve the results.
- Zoning - allowing demolition of senior housing. Too many old trees & branches cut down carelessly.

Question D8b: Do you speak a language other than English at home? If yes, which language? Other responses:

- Akan.
- Amharic.
- Amharic.
- Amharic.
- Amharic.
- Amharic.
- Amharic.
- Arabic.
- Arabic.
- Armenian.
- Armenian.
- ASL.
- ASL.
- ASL.
- Bahasa Indonesia.
- Bengali
- Bengali.
- Bulgarian, Italian.
- Burmese
- Burmese
- Burmese.
- Dutch.
- Dutch.
- Farsi.
- Filipino.
- Filipino.
- Filipino.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

- Filipino.
- Filipino.
- Filipino.
- French
- French
- French.
- French.
- French.
- French.
- French.
- French.
- French.
- French.
- French/Arabic.
- French/Greek.
- Ga.
- Georgian.
- German
- German.
- German.
- German.
- Greek.
- Greek.
- Greek.
- Gujarati.
- Gujarati.
- Haitian Creole
- Hebrew, Yiddish.
- Hebrew.
- Hebrew.
- Hindi, Malayalam.
- Hindi.
- Hindi.
- Hindi.
- Hindi.
- Hindi.
- Hungarian.
- Hungarian.
- Indonesia.
- Italian.
- Italian.
- Italian.
- Japanese.
- Japanese.
- Japanese.
- Japanese.
- Japanese.
- Japanese.
- Japanese.
- Kannada.
- Latvian.
- Malayalam.
- Mandarin.
- Oromo.
- Philippine.
- Polish and Portuguese
- Polish.
- Polish.
- Portuguese.
- Portuguese.
- Portuguese.
- Portuguese.
- Portuguese.
- Romanian.
- Romanian.
- Romanian.
- Romanian.
- Russian.
- Serbian
- Serbian.
- Sign language.
- Swahili.
- Swahili.
- Tagalog.
- Tagalog.
- Tagalog.
- Tagalog.
- Tagalog.
- Tagalog.
- Taiwan.
- Taiwanese.
- Tamil
- Tamil
- Telugu.
- Telugu.
- Thai.
- Thai.
- Turkish.
- Urdu.
- Urdu.
- Urdu

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Appendix E: Survey Methodology

Survey Instrument Development

General community surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of city service delivery. The 2016 Rockville Community Survey was the ninth iteration since the survey was first conducted in 2001. To preserve trends over time, the 2014 survey served as the foundation for the 2016 community survey instrument. Questions that asked about topics found to be less salient in 2016 were eliminated and a list of topics for new questions was generated. New questions were created, all questions were prioritized and an optimal composition of topics and questions were selected to be included on the final survey. Through this iterative process between city staff and NRC staff, a final four-page questionnaire was created. The City of Rockville funded this research. Please contact Louise Atkins of the City of Rockville at latkins@rockvillemd.gov if you have any questions about the survey.

Selecting Survey Recipients

"Sampling" refers to the method by which survey recipients are chosen. The "sample" refers to all those who were given a chance to participate in the survey. All households located in the city boundaries were eligible for the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data to select the sample of households.

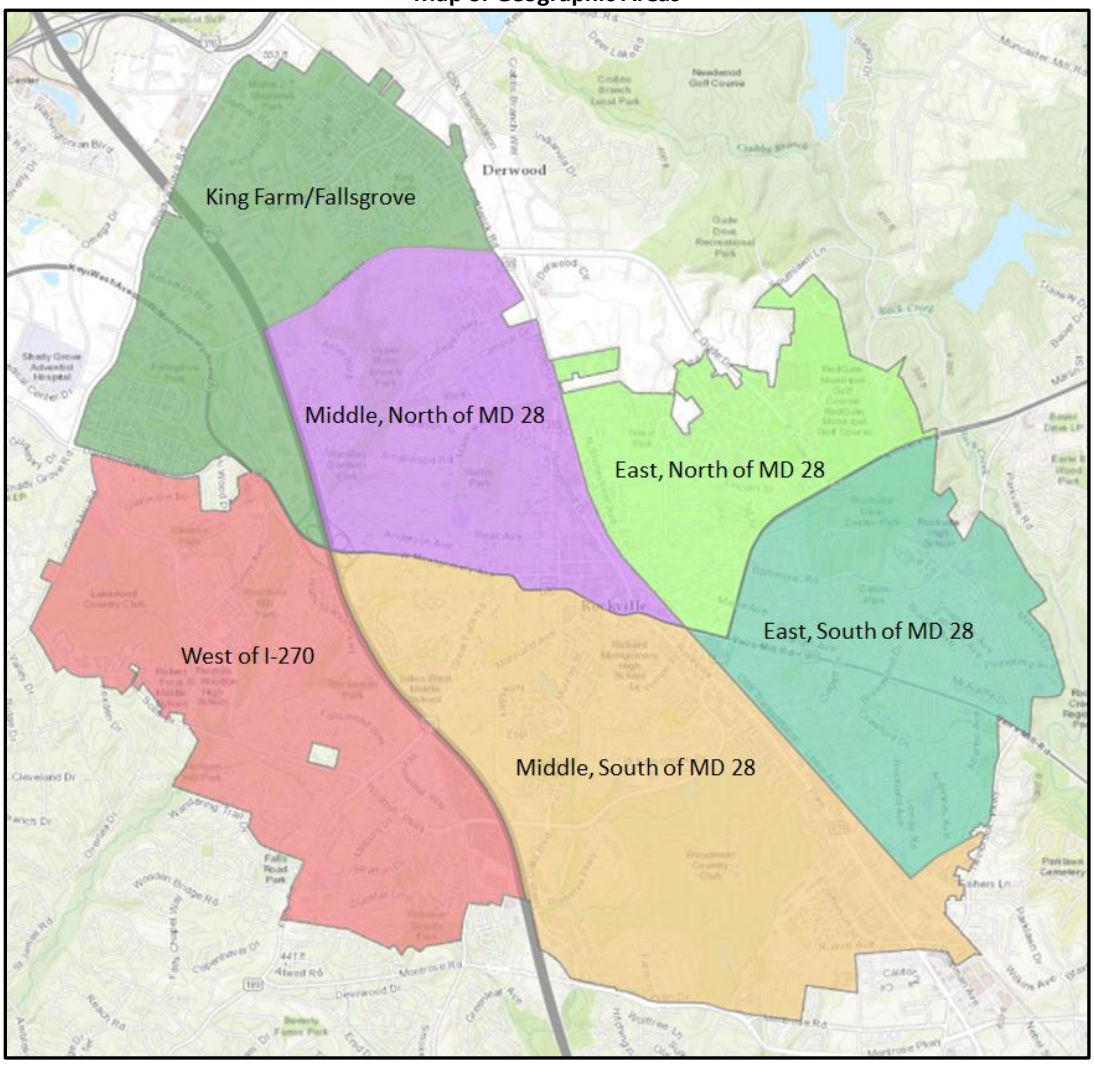
A larger list than needed was sampled so that a process referred to as "geocoding" could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries. All addresses determined to be outside the city boundaries were eliminated from the sample. A random selection was made of the remaining addresses to create a final list of 3,000 addresses, each identified as being within one of six geographic areas (King Farm/Fallsgrove; Middle, North of MD 28; East, North of MD 28; East, South of MD 28; Middle, South of MD 28 and West of I-270). Please see the map on the following page.

Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

An individual within each household was randomly selected to complete the survey 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.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Map of Geographic Areas



Survey Administration and Response

Households received the three mailings starting October 3rd, 2016. The first was a postcard, signed by the Mayor, notifying them they had been selected to participate in the Rockville Community Survey. About a week later a survey was mailed with a cover letter signed by the Mayor, a four-page questionnaire and a postage-paid envelope. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking those who had not yet participated to do so, while informing those who had already completed the survey not to do so again. A reminder postcard, also signed by the Mayor, was mailed to residents a week after the second survey.

About 3% (102) of the postcards were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,898 households that received the survey, 1,066 respondents completed the survey, providing a response rate of 37%.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Survey respondents also had the opportunity to complete the survey online through a web link included in the cover letter accompanying the mailed survey. Out of the 1,066 responses, 112 were completed online. Typically, the vast majority of survey submissions are still completed through the mail even when an online option is available.

Reaching Non-English Speaking Residents

The cover letter and survey were mailed to residents in English. However, the cover letter included a sidebar with a paragraph in five languages (Spanish, Chinese, Vietnamese, Korean and Russian) that described the contents of the packet, and provided a phone number to call if the resident wanted to receive the survey in another language or get assistance in completing the survey.

Translation services were subcontracted by the City of Rockville. A call center was available during the day to take calls from non-English speaking residents and a voicemail box was created for each of the five languages to receive calls after hours. In total, 86 calls were received and 80 translated surveys sent to these residents. Nineteen requested additional help by phone to complete the translated surveys and two requested help in person. The table below displays all the contacts made by language.

Multicultural Community Outreach Results 2016

	Spanish	Chinese	Russian	Korean	Vietnamese	Total
Total number of calls	41	32	1	9	3	86
Requests for surveys	39	28	1	9	3	80
Surveys sent	39	28	1	9	3	80
Assistance by phone	7	10	1	1	0	19
Assistance in person	1	1	0	0	0	2
Comments for translation	7	5	0	1	1	14
Completed mailed surveys returned	18	11	0	3	1	33
Completed web surveys	0	2	0	0	0	2
Total completed mail and web surveys	**18**	**13**	**0**	**3**	**1**	**35**

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Confidence Interval and Margin of Error

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 for this report, is 95%. The 95% confidence interval quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the City of Rockville 2016 Community Survey is generally no greater than plus or minus three percentage points around any given percent and two points around any given rating on the 100-point scale for all survey respondents (1,066).

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 72% of residents rate a service as "excellent" or "good," then the 3% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 69% and 75%. This source of error 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.

The margin of error increases for subgroups of responses (e.g., gender or age) because the number of respondents within the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. The margin of error also is larger for comparisons between survey years.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. 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; staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Weighting the Data

The demographic characteristics of the survey respondents were compared to those found in the American Community Survey (ACS) and Census estimates for adults in the city. Survey results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the survey respondents were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, tenure (rent versus own), housing unit type (attached versus detached), race (white versus non-white) and ethnicity (Hispanic versus non-Hispanic). This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. This is done by: 1) reviewing the survey respondent demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The percentage of residents with demographic characteristics that are least similar to the percentages in the Census and the demographic categories of residents whose opinions are most different from each other are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

Several different weighting "schemes" are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the survey data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page and the variables used are shaded grey.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

2016 Rockville Citizen Survey Weighting Table

Characteristic	Population Norm[1]	Unweighted Data	Weighted Data
Housing			
Rent home	40%	29%	39%
Own home	60%	71%	61%
Detached unit[2]	46%	51%	46%
Attached unit[2]	54%	49%	54%
Race and Ethnicity			
White alone, not Hispanic	56%	59%	55%
Hispanic and/or other race	44%	41%	45%
Hispanic	13%	10%	14%
Non-Hispanic	87%	90%	86%
White	62%	64%	62%
Non-white	38%	36%	38%
Sex and Age			
18-34 years of age	29%	13%	28%
35-54 years of age	39%	33%	38%
55+ years of age	32%	54%	35%
Male	47%	41%	47%
Female	53%	59%	53%
Females 18-34	15%	8%	14%
Females 35-54	20%	19%	20%
Females 55+	18%	31%	19%
Males 18-34	14%	5%	13%
Males 35-54	19%	13%	18%
Males 55+	14%	23%	15%

[1] *Source: 2010 Census*
[2] *Source: 2011 American Community Survey*

Data Analysis

The electronic dataset was analyzed by National Research Center, Inc. staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix A: Complete Set of Survey Responses*.

Also included are results by respondent characteristics and geographic area of residence (*Appendix B: Survey Results by Location within Rockville* and *Appendix C: Survey Results by Demographic Subgroups*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; in other words, there is a greater than 95% probability that the differences observed in the selected categories of survey respondents represent "real" differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in the appendices.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Appendix F: Jurisdictions Included in Benchmark Comparisons

Listed below are the jurisdictions included in the national benchmark comparisons provided for the City of Rockville followed by its 2010 population according to the U.S. Census.

National Benchmark Comparison

Airway Heights city, WA 6,114
Albany city, OR.....50,158
Albemarle County, VA 98,970
Albert Lea city, MN 18,016
Alexandria city, VA 139,966
Algonquin village, IL 30,046
Aliso Viejo city, CA 47,823
Altoona city, IA 14,541
American Canyon city, CA.....19,454
Ames city, IA 58,965
Andover CDP, MA 8,762
Ankeny city, IA 45,582
Ann Arbor city, MI.....113,934
Annapolis city, MD 38,394
Apache Junction city, AZ.....35,840
Apple Valley town, CA 69,135
Arapahoe County, CO.....572,003
Arkansas City city, AR 366
Arlington County, VA.....207,627
Arvada city, CO 106,433
Asheville city, NC 83,393
Ashland city, OR.....20,078
Ashland town, MA 16,593
Ashland town, VA.....7,225
Aspen city, CO.....6,658
Athens-Clarke County, GA 115,452
Auburn city, AL 53,380
Auburn city, WA.....70,180
Augusta CCD, GA.....134,777
Aurora city, CO.....325,078
Austin city, TX 790,390
Avon town, CO.....6,447
Avondale city, AZ 76,238
Azusa city, CA 46,361
Bainbridge Island city, WA.....23,025
Baltimore city, MD 620,961
Bartonville town, TX.....1,469
Battle Creek city, MI.....52,347
Bay City city, MI 34,932
Baytown city, TX 71,802
Bedford city, TX 46,979
Bedford town, MA 13,320
Bellevue city, WA 122,363
Bellingham city, WA 80,885
Beltrami County, MN 44,442
Benbrook city, TX.....21,234
Bend city, OR 76,639
Bettendorf city, IA.....33,217
Billings city, MT.....104,170
Blaine city, MN.....57,186
Bloomfield Hills city, MI.....3,869
Bloomington city, MN 82,893
Blue Springs city, MO 52,575
Boise City city, ID 205,671
Boone County, KY 118,811
Boulder city, CO 97,385
Bowling Green city, KY 58,067
Bozeman city, MT 37,280
Brentwood city, MO.....8,055
Brentwood city, TN 37,060
Brighton city, CO.....33,352
Brighton city, MI 7,444
Bristol city, TN.....26,702
Broken Arrow city, OK 98,850
Brookfield city, WI.....37,920
Brookline CDP, MA.....58,732
Broomfield city, CO 55,889
Brownsburg town, IN 21,285
Burien city, WA 33,313
Burleson city, TX 36,690
Cabarrus County, NC 178,011
Cambridge city, MA.....105,162
Cannon Beach city, OR 1,690
Cañon City city, CO.....16,400
Canton city, SD.....3,057
Cape Coral city, FL.....154,305
Cape Girardeau city, MO 37,941
Carlisle borough, PA.....18,682
Carlsbad city, CA 105,328
Carroll city, IA 10,103
Cartersville city, GA.....19,731
Cary town, NC.....135,234
Casper city, WY.....55,316
Castine town, ME.....1,366
Castle Pines North city, CO 10,360
Castle Rock town, CO 48,231
Cedar Hill city, TX 45,028
Cedar Rapids city, IA.....126,326
Celina city, TX 6,028
Centennial city, CO.....100,377
Chambersburg borough, PA 20,268
Chandler city, AZ.....236,123
Chandler city, TX 2,734
Chanhassen city, MN.....22,952
Chapel Hill town, NC 57,233
Charles County, MD 146,551
Charlotte city, NC.....731,424
Charlotte County, FL 159,978
Charlottesville city, VA 43,475
Chattanooga city, TN.....167,674

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Chesterfield County, VA 316,236
Chippewa Falls city, WI....13,661
Citrus Heights city, CA 83,301
Clackamas County, OR....375,992
Clarendon Hills village, IL....8,427
Clayton city, MO 15,939
Clearwater city, FL 107,685
Cleveland Heights city, OH 46,121
Clinton city, SC....8,490
Clive city, IA 15,447
Clovis city, CA 95,631
College Park city, MD 30,413
College Station city, TX....93,857
Colleyville city, TX 22,807
Collinsville city, IL....25,579
Columbia city, SC 129,272
Columbia Falls city, MT....4,688
Columbus city, WI 4,991
Commerce City city, CO....45,913
Concord city, CA....122,067
Concord town, MA....17,668
Coon Rapids city, MN 61,476
Copperas Cove city, TX 32,032
Coronado city, CA 18,912
Corvallis city, OR 54,462
Cottonwood Heights city, UT....33,433
Creve Coeur city, MO 17,833
Cross Roads town, TX....1,563
Dacono city, CO 4,152
Dade City city, FL....6,437
Dakota County, MN....398,552
Dallas city, OR....14,583
Dallas city, TX....1,197,816
Danville city, KY....16,218
Dardenne Prairie city, MO 11,494
Davenport city, IA 99,685
Davidson town, NC....10,944
Dayton city, OH....141,527
Decatur city, GA....19,335
Del Mar city, CA 4,161
Delaware city, OH 34,753
Delray Beach city, FL 60,522
Denison city, TX 22,682
Denton city, TX 113,383
Denver city, CO 600,158
Derby city, KS....22,158
Des Moines city, IA....203,433
Des Peres city, MO 8,373
Destin city, FL 12,305
Dothan city, AL 65,496
Douglas County, CO 285,465
Dover city, NH....29,987
Dublin city, CA 46,036
Dublin city, OH....41,751
Duluth city, MN....86,265
Duncanville city, TX 38,524
Durham city, NC....228,330
Durham County, NC 267,587
Eagan city, MN....64,206
Eagle Mountain city, UT 21,415
Eagle town, CO 6,508
East Baton Rouge Parish, LA 440,171
East Grand Forks city, MN 8,601
East Lansing city, MI....48,579
Eau Claire city, WI 65,883
Eden Prairie city, MN 60,797
Edgerton city, KS....1,671
Edgewater city, CO....5,170
Edina city, MN 47,941
Edmond city, OK 81,405
Edmonds city, WA....39,709
El Cerrito city, CA 23,549
El Dorado County, CA 181,058
El Paso city, TX 649,121
Elk Grove city, CA....153,015
Elk River city, MN....22,974
Elko New Market city, MN....4,110
Elmhurst city, IL 44,121
Encinitas city, CA....59,518
Englewood city, CO 30,255
Erie town, CO....18,135
Escambia County, FL 297,619
Estes Park town, CO 5,858
Fairview town, TX 7,248
Farmersville city, TX 3,301
Farmington Hills city, MI....79,740
Fayetteville city, NC....200,564
Fishers town, IN 76,794
Flower Mound town, TX....64,669
Forest Grove city, OR 21,083
Fort Collins city, CO 143,986
Fort Lauderdale city, FL 165,521
Fort Smith city, AR 86,209
Fort Worth city, TX....741,206
Fountain Hills town, AZ 22,489
Franklin city, TN 62,487
Fredericksburg city, VA....24,286
Fremont city, CA 214,089
Friendswood city, TX....35,805
Fruita city, CO 12,646
Gahanna city, OH 33,248
Gaithersburg city, MD 59,933
Galveston city, TX 47,743
Gardner city, KS 19,123
Geneva city, NY....13,261
Georgetown city, TX....47,400
Germantown city, TN 38,844
Gilbert town, AZ....208,453
Gillette city, WY 29,087
Glendora city, CA 50,073
Glenview village, IL....44,692
Globe city, AZ....7,532
Golden city, CO 18,867
Golden Valley city, MN 20,371
Goodyear city, AZ....65,275
Grafton village, WI 11,459

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Grand Blanc city, MI 8,276
Grand Island city, NE 48,520
Grants Pass city, OR 34,533
Grass Valley city, CA 12,860
Greenville city, NC 84,554
Greenwich town, CT 61,171
Greenwood Village city, CO 13,925
Greer city, SC 25,515
Guilford County, NC 488,406
Gunnison County, CO 15,324
Hailey city, ID 7,960
Haines Borough, AK 2,508
Hallandale Beach city, FL 37,113
Hamilton city, OH 62,477
Hanover County, VA 99,863
Harrisburg city, SD 4,089
Harrisonburg city, VA 48,914
Harrisonville city, MO 10,019
Hayward city, CA 144,186
Henderson city, NV 257,729
Herndon town, VA 23,292
High Point city, NC 104,371
Highland Park city, IL 29,763
Highlands Ranch CDP, CO 96,713
Holland city, MI 33,051
Honolulu County, HI 953,207
Hooksett town, NH 13,451
Hopkins city, MN 17,591
Hopkinton town, MA 14,925
Hoquiam city, WA 8,726
Horry County, SC 269,291
Howard village, WI 17,399
Hudson city, OH 22,262
Hudson town, CO 2,356
Hudsonville city, MI 7,116
Huntersville town, NC 46,773
Huntley village, IL 24,291
Hurst city, TX 37,337
Hutchinson city, MN 14,178
Hutto city, TX 14,698
Hyattsville city, MD 17,557
Independence city, MO 116,830
Indian Trail town, NC 33,518
Indianola city, IA 14,782
Iowa City city, IA 67,862
Irving city, TX 216,290
Issaquah city, WA 30,434
Jackson County, MI 160,248
James City County, VA 67,009
Jefferson County, NY 116,229
Jefferson Parish, LA 432,552
Johnson City city, TN 63,152
Johnston city, IA 17,278
Jupiter town, FL 55,156
Kansas City city, KS 145,786
Kansas City city, MO 459,787
Keizer city, OR 36,478
Kenmore city, WA 20,460
Kennedale city, TX 6,763
Kennett Square borough, PA 6,072
Kent city, WA 92,411
Kettering city, OH 56,163
Key West city, FL 24,649
King City city, CA 12,874
King County, WA 1,931,249
Kirkland city, WA 48,787
Kirkwood city, MO 27,540
Knoxville city, IA 7,313
La Mesa city, CA 57,065
La Plata town, MD 8,753
La Porte city, TX 33,800
La Vista city, NE 15,758
Lafayette city, CO 24,453
Laguna Beach city, CA 22,723
Laguna Hills city, CA 30,344
Laguna Niguel city, CA 62,979
Lake Forest city, IL 19,375
Lake Oswego city, OR 36,619
Lake Stevens city, WA 28,069
Lake Worth city, FL 34,910
Lake Zurich village, IL 19,631
Lakeville city, MN 55,954
Lakewood city, CO 142,980
Lakewood city, WA 58,163
Lane County, OR 351,715
Lansing city, MI 114,297
Laramie city, WY 30,816
Larimer County, CO 299,630
Las Vegas city, NV 583,756
Lawrence city, KS 87,643
Lee's Summit city, MO 91,364
Lehi city, UT 47,407
Lenexa city, KS 48,190
Lewis County, NY 27,087
Lewiston city, ID 31,894
Lewisville city, TX 95,290
Libertyville village, IL 20,315
Lincoln city, NE 258,379
Lindsborg city, KS 3,458
Little Chute village, WI 10,449
Littleton city, CO 41,737
Livermore city, CA 80,968
Lombard village, IL 43,165
Lone Tree city, CO 10,218
Long Grove village, IL 8,043
Longmont city, CO 86,270
Longview city, TX 80,455
Lonsdale city, MN 3,674
Los Alamos County, NM 17,950
Los Altos Hills town, CA 7,922
Louisville city, CO 18,376
Lower Merion township, PA 57,825
Lynchburg city, VA 75,568
Lynnwood city, WA 35,836
Macomb County, MI 840,978
Manhattan Beach city, CA 35,135

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Manhattan city, KS....52,281
Mankato city, MN....39,309
Maple Grove city, MN....61,567
Maricopa County, AZ....3,817,117
Marshfield city, WI....19,118
Martinez city, CA....35,824
Marysville city, WA....60,020
Matthews town, NC....27,198
McAllen city, TX....129,877
McDonough city, GA....22,084
McKinney city, TX....131,117
McMinnville city, OR....32,187
Menlo Park city, CA....32,026
Mercer Island city, WA....22,699
Meridian charter township, MI....39,688
Meridian city, ID....75,092
Merriam city, KS....11,003
Mesa County, CO....146,723
Miami Beach city, FL....87,779
Miami city, FL....399,457
Middleton city, WI....17,442
Midland city, MI....41,863
Milford city, DE....9,559
Milton city, GA....32,661
Minneapolis city, MN....382,578
Mission Viejo city, CA....93,305
Modesto city, CA....201,165
Monterey city, CA....27,810
Montgomery County, VA....94,392
Monticello city, UT....1,972
Monument town, CO....5,530
Mooresville town, NC....32,711
Moraga town, CA....16,016
Morristown city, TN....29,137
Morrisville town, NC....18,576
Morro Bay city, CA....10,234
Mountain Village town, CO....1,320
Mountlake Terrace city, WA....19,909
Murphy city, TX....17,708
Naperville city, IL....141,853
Napoleon city, OH....8,749
Needham CDP, MA....28,886
New Braunfels city, TX....57,740
New Brighton city, MN....21,456
New Hanover County, NC....202,667
New Orleans city, LA....343,829
New Smyrna Beach city, FL....22,464
New Ulm city, MN....13,522
Newberg city, OR....22,068
Newport city, RI....24,672
Newport News city, VA....180,719
Newton city, IA....15,254
Noblesville city, IN....51,969
Nogales city, AZ....20,837
Norcross city, GA....9,116
Norfolk city, VA....242,803
North Port city, FL....57,357
North Richland Hills city, TX....63,343
Northglenn city, CO....35,789
Novato city, CA....51,904
Novi city, MI....55,224
O'Fallon city, IL....28,281
O'Fallon city, MO....79,329
Oak Park village, IL....51,878
Oakland city, CA....390,724
Oakley city, CA....35,432
Ogdensburg city, NY....11,128
Oklahoma City city, OK....579,999
Olathe city, KS....125,872
Old Town city, ME....7,840
Olmsted County, MN....144,248
Olympia city, WA....46,478
Orland Park village, IL....56,767
Oshkosh city, WI....66,083
Oshtemo charter township, MI....21,705
Otsego County, MI....24,164
Oviedo city, FL....33,342
Paducah city, KY....25,024
Palm Beach Gardens city, FL....48,452
Palm Coast city, FL....75,180
Palo Alto city, CA....64,403
Papillion city, NE....18,894
Paradise Valley town, AZ....12,820
Park City city, UT....7,558
Parker town, CO....45,297
Parkland city, FL....23,962
Pasadena city, CA....137,122
Pasco city, WA....59,781
Pasco County, FL....464,697
Payette city, ID....7,433
Pearland city, TX....91,252
Peoria city, AZ....154,065
Peoria city, IL....115,007
Peoria County, IL....186,494
Pflugerville city, TX....46,936
Phoenix city, AZ....1,445,632
Pinehurst village, NC....13,124
Piqua city, OH....20,522
Pitkin County, CO....17,148
Plano city, TX....259,841
Platte City city, MO....4,691
Plymouth city, MN....70,576
Pocatello city, ID....54,255
Polk County, IA....430,640
Pompano Beach city, FL....99,845
Port Orange city, FL....56,048
Portland city, OR....583,776
Post Falls city, ID....27,574
Powell city, OH....11,500
Prince William County, VA....402,002
Prior Lake city, MN....22,796
Pueblo city, CO....106,595
Purcellville town, VA....7,727
Queen Creek town, AZ....26,361
Radnor township, PA....31,531
Ramsey city, MN....23,668

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Raymond town, ME....4,436
Raymore city, MO....19,206
Redmond city, OR....26,215
Redmond city, WA....54,144
Rehoboth Beach city, DE....1,327
Reno city, NV....225,221
Reston CDP, VA....58,404
Richmond city, CA....103,701
Richmond Heights city, MO....8,603
Rifle city, CO....9,172
Rio Rancho city, NM....87,521
River Falls city, WI....15,000
Riverside city, CA....303,871
Riverside city, MO....2,937
Roanoke County, VA....92,376
Rochester Hills city, MI....70,995
Rock Hill city, SC....66,154
Rockville city, MD....61,209
Roeland Park city, KS....6,731
Rogers city, MN....8,597
Rohnert Park city, CA....40,971
Rolla city, MO....19,559
Roselle village, IL....22,763
Rosemount city, MN....21,874
Rosenberg city, TX....30,618
Roseville city, MN....33,660
Round Rock city, TX....99,887
Royal Oak city, MI....57,236
Saco city, ME....18,482
Sahuarita town, AZ....25,259
Salida city, CO....5,236
Sammamish city, WA....45,780
San Anselmo town, CA....12,336
San Antonio city, TX....1,327,407
San Carlos city, CA....28,406
San Diego city, CA....1,307,402
San Francisco city, CA....805,235
San Jose city, CA....945,942
San Juan County, NM....130,044
San Marcos city, CA....83,781
San Marcos city, TX....44,894
San Rafael city, CA....57,713
Sanford city, FL....53,570
Sangamon County, IL....197,465
Santa Clarita city, CA....176,320
Santa Fe County, NM....144,170
Santa Monica city, CA....89,736
Sarasota County, FL....379,448
Savage city, MN....26,911
Schaumburg village, IL....74,227
Scott County, MN....129,928
Scottsdale city, AZ....217,385
Seaside city, CA....33,025
Sevierville city, TN....14,807
Shawnee city, KS....62,209
Sheboygan city, WI....49,288
Sherborn town, MA....4,119
Shoreview city, MN....25,043
Shorewood city, MN....7,307
Shorewood village, IL....15,615
Shorewood village, WI....13,162
Sierra Vista city, AZ....43,888
Sioux Center city, IA....7,048
Sioux Falls city, SD....153,888
Skokie village, IL....64,784
Snellville city, GA....18,242
South Lake Tahoe city, CA....21,403
Southborough town, MA....9,767
Southlake city, TX....26,575
Spokane Valley city, WA....89,755
Spring Hill city, KS....5,437
Springboro city, OH....17,409
Springfield city, MO....159,498
Springville city, UT....29,466
St. Augustine city, FL....12,975
St. Charles city, IL....32,974
St. Cloud city, FL....35,183
St. Cloud city, MN....65,842
St. Joseph city, MO....76,780
St. Louis County, MN....200,226
St. Louis Park city, MN....45,250
Stallings town, NC....13,831
State College borough, PA....42,034
Steamboat Springs city, CO....12,088
Sterling Heights city, MI....129,699
Sugar Grove village, IL....8,997
Sugar Land city, TX....78,817
Suisun City city, CA....28,111
Summit city, NJ....21,457
Summit County, UT....36,324
Summit village, IL....11,054
Sunnyvale city, CA....140,081
Surprise city, AZ....117,517
Suwanee city, GA....15,355
Tacoma city, WA....198,397
Takoma Park city, MD....16,715
Tamarac city, FL....60,427
Temecula city, CA....100,097
Tempe city, AZ....161,719
Texarkana city, TX....36,411
The Woodlands CDP, TX....93,847
Thornton city, CO....118,772
Thousand Oaks city, CA....126,683
Tigard city, OR....48,035
Tracy city, CA....82,922
Trinidad CCD, CO....12,017
Tualatin city, OR....26,054
Tulsa city, OK....391,906
Twin Falls city, ID....44,125
Tyler city, TX....96,900
Umatilla city, OR....6,906
University Park city, TX....23,068
Upper Arlington city, OH....33,771
Urbandale city, IA....39,463
Vail town, CO....5,305
Vancouver city, WA....161,791

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Ventura CCD, CA 111,889
Vernon Hills village, IL 25,113
Vestavia Hills city, AL 34,033
Victoria city, MN 7,345
Vienna town, VA 15,687
Virginia Beach city, VA 437,994
Wake Forest town, NC 30,117
Walnut Creek city, CA 64,173
Washington County, MN 238,136
Washington town, NH 1,123
Washougal city, WA 14,095
Watauga city, TX 23,497
Wauwatosa city, WI 46,396
Waverly city, IA 9,874
Weddington town, NC 9,459
Wentzville city, MO 29,070
West Carrollton city, OH 13,143
West Chester borough, PA 18,461
West Des Moines city, IA 56,609
Western Springs village, IL 12,975
Westerville city, OH 36,120
Westlake town, TX 992
Westminster city, CO 106,114
Weston town, MA 11,261
White House city, TN 10,255
Wichita city, KS 382,368
Williamsburg city, VA 14,068
Willowbrook village, IL 8,540
Wilmington city, NC 106,476
Wilsonville city, OR 19,509
Winchester city, VA 26,203
Windsor town, CO 18,644
Windsor town, CT 29,044
Winnetka village, IL 12,187
Winston-Salem city, NC 229,617
Winter Garden city, FL 34,568
Woodbury city, MN 61,961
Woodland city, CA 55,468
Wrentham town, MA 10,955
Wyandotte County, KS 157,505
Yakima city, WA 91,067
York County, VA 65,464
Yorktown town, IN 9,405
Yountville city, CA 2,933

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Appendix G: Survey Materials

The following pages display the questionnaire and other survey materials for the 2016 Rockville Community Survey.

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Dear Rockville Resident,

Your household has been selected at random to participate in an anonymous community survey about City of Rockville services and quality of life. You will receive a copy of the survey next week in the mail along with instructions for completing and returning it. We are only mailing surveys to 3,000 households, so your response is extremely important and will assist us in improving services for the entire city. Many thanks in advance for your help.

Sincerely,

Bridget Donnell Newton

Bridget Donnell Newton
Mayor

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City of Rockville
111 Maryland Avenue
Rockville, Maryland
20850-2364
www.rockvillemd.gov

240-314-5000
TTY 240-314-8137

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Julie Palakovich Carr
Mark Pierzchala

ACTING CITY MANAGER
Craig L. Simoneau

CITY CLERK
DIRECTOR OF COUNCIL OPERATIONS
Kathleen Conway

CITY ATTORNEY
Debra Yerg Daniel

October 2016

Dear Rockville Resident:

Congratulations! You have been randomly selected to participate in the 2016 City of Rockville Community Survey. The City is providing you with this important opportunity to tell us what you think of our service delivery and how you view the quality of life in Rockville. Your participation in this process is very important because only 3,000 households will be asked to complete the survey. The overall goal of this process is to use your feedback to help us further improve the high level of services that our residents have come to expect and enjoy.

With this in mind, I ask that you please take a few minutes to fill out the enclosed survey and **return it within two weeks**. Your feedback will help Rockville serve you in the best way possible.

A few things to remember:

- **Your responses are 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/rockville.htm

Individuals with disabilities who would like to receive information in another form may contact the City's ADA Coordinator at 240-314-8108 (TTY 240-314-8137). If you have any questions about this survey, please call Louise Atkins, Management Assistant, at 240-314-8139.

The 2016 Community Survey analysis and results will be available on the City's website at www.rockvillemd.gov in spring 2017.

Please let me extend my appreciation to you for taking the time to participate in this important process and to share your input with us. Rockville is very excited about this survey and looks forward to receiving your feedback.

Sincerely,

Bridget Donnell Newton
Mayor

¡Encuesta de Rockville Community 2016! Llame al (844) 787-7225 para acceder a una encuesta en su idioma y obtener asistencia.

2016年Rockville社区调查！如果您需要用自己熟悉的语言填写这份问卷，请致电(888) 310-7410寻求帮助。

2016年Rockville社區調查！如果您需要用自己熟悉的語言填寫這份問卷，請致電(888) 310-7410尋求幫助。

Опрос жителей Роквилла «Rockville Community Survey» 2016 г.! Позвоните по телефону (855) 560-0735, чтобы получить копию опроса на вашем языке или иную помощь.

Bản Thăm Dò Ý Kiến Cộng Đồng Rockville 2016! Xin gọi (844) 465-6364 để nhận bản thăm dò ý kiến bằng ngôn ngữ quý vị và hỏi xin giúp đỡ.

2016 록빌 커뮤니티 설문조사! 설문지를 귀하의 언어로 받으시거나 도움을 받으시려면(877) 343-1246으로 전화하세요.

City of Rockville
111 Maryland Avenue
Rockville, Maryland
20850-2364
www.rockvillemd.gov

240-314-5000
TTY 240-314-8137

October 2016

Dear Rockville Resident:

Approximately two weeks ago, you should have received a copy of the enclosed 2016 City of Rockville Community Survey. **Please disregard this notification if you have already completed the survey and returned it.** If you have not had an opportunity to complete the survey, we would appreciate it if you would do so now. The City of Rockville is providing you with this important opportunity to tell us what you think of City service delivery and how you view the quality of life in Rockville.

With this in mind, I ask that you please take a few minutes to fill out the enclosed survey and **return it within two weeks**. Your feedback will help Rockville serve you in the best way possible.

A few things to remember:

- **Your responses are anonymous.**
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Craig L. Simoneau

CITY CLERK
DIRECTOR OF COUNCIL OPERATIONS
Kathleen Conway

CITY ATTORNEY
Debra Yerg Daniel

2016 City of Rockville Community 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. Your responses are anonymous and will be reported in group form only. Results are tabulated by a company independent of the City of Rockville. Thank you.

1. Please rate your quality of life in Rockville.

	Excellent	Good	Fair	Poor	Don't know
Overall, how would you describe the quality of life in Rockville?	1	2	3	4	5
How do you rate the overall quality of your neighborhood?	1	2	3	4	5
How do you rate Rockville as a place to raise children?	1	2	3	4	5
How do you rate Rockville as a place to retire?	1	2	3	4	5

2. Please rate each of the following characteristics of Rockville.

	Excellent	Good	Fair	Poor	Don't know
Sense of community	1	2	3	4	5
Overall appearance of Rockville	1	2	3	4	5
Overall image or reputation of Rockville	1	2	3	4	5
Opportunities to be heard and have a say in what happens in Rockville	1	2	3	4	5
Opportunities to attend cultural or arts events	1	2	3	4	5
Health and wellness opportunities in Rockville	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Overall quality of business and service establishments in Rockville	1	2	3	4	5
Availability of affordable housing	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel in Rockville by bicycle	1	2	3	4	5
Ease of travel in Rockville by walking	1	2	3	4	5
Ease of travel in Rockville by transit	1	2	3	4	5
Ease of travel in Rockville by car	1	2	3	4	5
Quality of new residential development	1	2	3	4	5
Quality of new commercial development	1	2	3	4	5
Drinking water quality	1	2	3	4	5
Rockville's natural environment	1	2	3	4	5

3. How safe do you feel . . .

	Very safe	Reasonably safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Crossing the street in Rockville	1	2	3	4	5	6
In your neighborhood during the day	1	2	3	4	5	6
In business areas in Rockville during the day	1	2	3	4	5	6
In the vicinity of Metrorail stations (Rockville, Twinbrook, Shady Grove)	1	2	3	4	5	6

4. In the last 12 months, about how many times have you, a family member in your home or other household member done the following things:

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Don't know
Visited or used a Rockville park (includes trail, playground, ball fields/courts, natural areas)	1	2	3	4	5	6
Visited or used a Rockville recreation facility*	1	2	3	4	5	6
Participated in a Rockville recreation program	1	2	3	4	5	6
Attended a City-sponsored special event (e.g., Hometown Holidays, Farmers Market, July 4th, Car Show)	1	2	3	4	5	6

**(Glenview Mansion; F. Scott Fitzgerald Theatre; Rockville Swim and Fitness Center; Rockville Senior Center; Twinbrook, Lincoln Park, Montrose, Elwood Smith a Thomas Farm Community Centers; Pumphouse; Rockcrest Ballet Center; Croydon Creek Nature Center; Rockville SK8 Park)*

5. Have you had phone, in-person or email contact with the City of Rockville during the past 12 months?

- ❑ No → go to question 7
- ❑ Yes

6. What was your impression of your interactions with the City of Rockville during the past 12 months?

	Excellent	Good	Fair	Poor	Don't know	Not applicabl
Knowledge	1	2	3	4	5	6
Courtesy	1	2	3	4	5	6
Responsiveness	1	2	3	4	5	6
Overall customer service	1	2	3	4	5	6

7. Please rate the quality of each of the following City of Rockville government services.

	Excellent	Good	Fair	Poor	Don't know
Recycling collection	1	2	3	4	5
Refuse collection	1	2	3	4	5
Yard waste collection	1	2	3	4	5
Leaf pick-up	1	2	3	4	5
Street repairs and maintenance	1	2	3	4	5
Snow and ice removal	1	2	3	4	5
Street sweeping	1	2	3	4	5
Adequacy of street lighting in your neighborhood	1	2	3	4	5
Street light maintenance	1	2	3	4	5
Street tree maintenance	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Water and sewer services	1	2	3	4	5
City of Rockville utility billing	1	2	3	4	5
Building permit process	1	2	3	4	5
Providing planning and zoning information	1	2	3	4	5
Recreation programs	1	2	3	4	5
Recreation facilities (see note on question #4 for full list)	1	2	3	4	5
Athletic fields (such as baseball/softball, soccer or football)	1	2	3	4	5
Playgrounds (play equipment)	1	2	3	4	5
Range of activities available in parks and recreation facilities	1	2	3	4	5
City-sponsored special events (see question #4 for examples)	1	2	3	4	5
Appearance of city parks	1	2	3	4	5
Residential property maintenance code enforcement	1	2	3	4	5
Commercial property maintenance code enforcement	1	2	3	4	5
Enforcement of traffic laws by Rockville City Police Department	1	2	3	4	5
Crime prevention efforts	1	2	3	4	5
Overall City of Rockville police 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
Environmental protection and sustainability initiatives	1	2	3	4	5
Senior citizen programs and services	1	2	3	4	5
Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.)	1	2	3	4	5
Rockville 11 (cable channel 11) programming	1	2	3	4	5
The City of Rockville's website (www.rockvillemd.gov)	1	2	3	4	5

	Excellent	Good	Fair	Poor	Don't know
8. Overall, how would you rate the quality of services in Rockville?	1	2	3	4	5

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

9. Please rate to what extent you agree or disagree with each of the following statements about the City of Rock government.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don kno
I receive good value for the city taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the city government is taking	1	2	3	4	5	6
The city welcomes community involvement	1	2	3	4	5	6
The city budgeting process is open and understandable to residents	1	2	3	4	5	6
The city listens to its residents	1	2	3	4	5	6
I am pleased with the overall performance of the City of Rockville's Mayor and Council	1	2	3	4	5	6

10. Have you used the City of Rockville's website (www.rockvillemd.gov) in the last 12 months?

❑ No → go to question 12 ❑ Yes

11. If you used the City of Rockville's website in the last 12 months, please rate the following aspects.

	Excellent	Good	Fair	Poor	Don't kn
Current information	1	2	3	4	5
Appearance	1	2	3	4	5
Online services offered	1	2	3	4	5
Ease of navigation	1	2	3	4	5
Search function	1	2	3	4	5

12. Please rate your preference for receiving information about the Rockville city government from each of the following sources.

	Strongly prefer	Somewhat prefer	Not at all prefe
City of Rockville's website (www.rockvillemd.gov)	1	2	3
Social media (e.g. Facebook, Twitter, Nextdoor, Instagram, etc.)	1	2	3
Rockville Reports online (www.rockvillereports.com)	1	2	3
Rockville Reports monthly print newsletter	1	2	3
Rockville 11 (cable channel 11 and/or video on demand)	1	2	3
Email notifications	1	2	3
Public meetings	1	2	3
A civic association/homeowner association newsletter or listserve	1	2	3
Printed materials (brochures/fliers)	1	2	3

13. Please rate how important, if at all, each of the following is for Rockville to address in the next three years:

	Essential	Very important	Somewhat important	Not at all important	Don't know
Access to a recreation center close to my neighborhood	1	2	3	4	5
Access to parkland within a 10 minute walk from home	1	2	3	4	5
Be prepared for unforeseen or natural disasters	1	2	3	4	5
Crime	1	2	3	4	5
Growth and development	1	2	3	4	5
Improve walking paths between neighborhoods	1	2	3	4	5
Increase quality and amount of bike lanes	1	2	3	4	5
Increase availability of online services and data on the city's website	1	2	3	4	5
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	1	2	3	4	5
Neighborhood shopping center revitalization	1	2	3	4	5
Programs that promote sustainability and protect the environment	1	2	3	4	5
Services for seniors and the aging population	1	2	3	4	5
Services for youth	1	2	3	4	5
Services to provide effective and timely communication to residents	1	2	3	4	5
Transportation and traffic congestion	1	2	3	4	5

14. In the last 12 months, about how many times, if at all, have you or another household member used bus, Metrorail, MARC train or other public transportation instead of driving?

❑ 2 times a week or more ❑ 2 to 4 times a month ❑ Once a month or less ❑ Not at all

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

15. In the last 12 months, about how many times, if at all, have you or another household member:

	2 times a week or more	2 to 4 times a month	Once a month or less	Not at all
Ridden a bicycle…				
To shop, get a meal or run errands	1	2	3	4
For commuting	1	2	3	4
For fun or exercise	1	2	3	4
Walked…				
To shop, get a meal or run errands	1	2	3	4
For commuting	1	2	3	4
For fun or exercise	1	2	3	4

16. Do you have any other comments about the services provided by the city or the job that the City of Rockville is doin (Please continue onto the back of this page if more space is needed.)

_____

_____

_____

These last questions are about you and your household. All of your responses to this survey are anonymous and will be reported in group form only.

D1. How many years have you lived in Rockville?

_____years

D2. What best describes your home? Is it a . . .

- ❑ One family house detached from any other houses
- ❑ A duplex or townhouse
- ❑ A building with three or more units
- ❑ Other

D3. Do you rent or own your home?

❑ Rent ❑ Own

D4. 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 $999 per month
- ❑ $1,000 to $1,499 per month
- ❑ $1,500 to $1,999 per month
- ❑ $2,000 to $2,499 per month
- ❑ $2,500 to $2,999 per month
- ❑ $3,000 to $3,499 per month
- ❑ $3,500 or more per month

D5. Do you have access to the internet at home, work or school?

- ❑ No → go to question D6
- ❑ Yes → **how? (Please check all that apply.)**
  - ❑ Desktop computer ❑ Mobile device/tablet
  - ❑ Laptop computer ❑ Mobile device/smart phone

D6. Are you Spanish/Hispanic/Latino?

❑ No ❑ Yes

D7. What is your race? (Please check all that apply.)

- ❑ American Indian or Alaskan native
- ❑ Asian or Pacific Islander
- ❑ Black or African American
- ❑ White/Caucasian
- ❑ Other

D8. Do you speak a language other than English at home?

- ❑ No, English only → go to question D10
- ❑ Yes → **which language?**
  - ❑ Persian/Farsi ❑ Spanish ❑ Chinese ❑ Korear
  - ❑ Vietnamese ❑ Russian ❑ Other: _____

D9. How well do you speak English?

❑ Very well ❑ Well ❑ Not well ❑ Not at al

D10. What is your gender?

❑ Male ❑ Female

D11. In which category is your age?

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

D12. What was your household's total annual income in 2015?

- ❑ Less than $25,000
- ❑ $25,000 - $49,999
- ❑ $50,000 - $99,999
- ❑ $100,000 - $149,999
- ❑ $150,000 - $199,999
- ❑ $200,000 or more

Thank you very much for completing this survey. Your opinions and feedback are appreciated.

Please return this survey in the enclosed postage-paid envelope to:

City of Rockville
111 Maryland Avenue
Rockville, MD 20850

Attachment 14.b: The 2016 City of Rockville Community Survey (1456 : 2016 City of Rockville Community Survey)

Dear Rockville Resident,

Recently, you should have received a copy of the 2016 City of Rockville Community Survey.

If you have already returned the questionnaire, you do not need to do anything. If you have NOT returned the questionnaire, please take a few moments to find it, answer the questions, and mail it as soon as possible using the enclosed postage-paid envelope. If you have misplaced the survey and need another copy, please call Louise Atkins at 240-314-8139 and she will mail another to you.

Thank you very much!

Dear Rockville Resident,

Recently, you should have received a copy of the 2016 City of Rockville Community Survey.

If you have already returned the questionnaire, you do not need to do anything. If you have NOT returned the questionnaire, please take a few moments to find it, answer the questions, and mail it as soon as possible using the enclosed postage-paid envelope. If you have misplaced the survey and need another copy, please call Louise Atkins at 240-314-8139 and she will mail another to you.

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Thank you very much!

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Thank you very much!

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Rockville, Maryland
20850-2364

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Rockville, MD 20850-2364

Community Survey Enclosed

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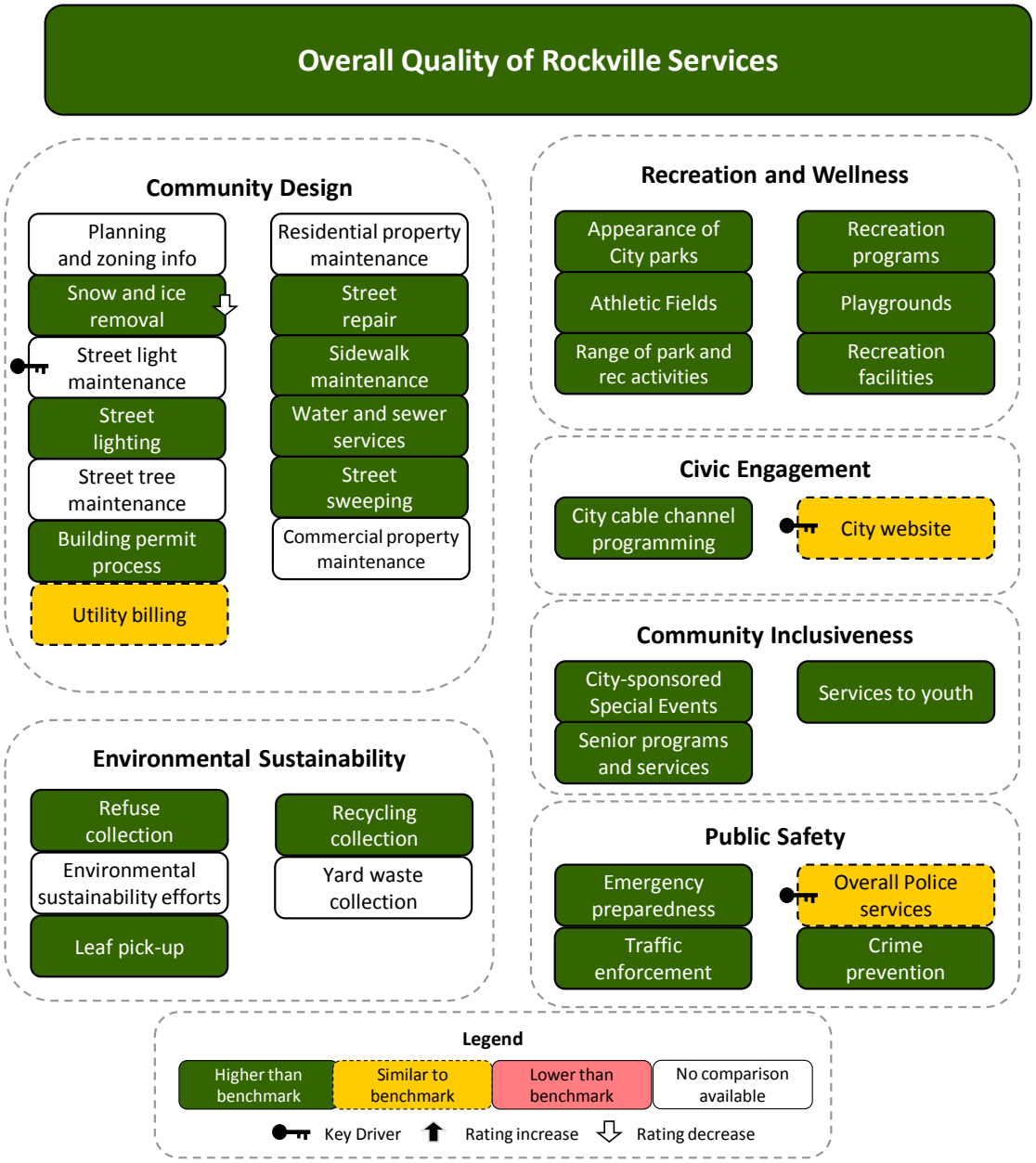
Figure 1: 2016 City of Rockville Action Chart™



Attachment 14.c: 2016 City of Rockville Action Chart (1456 : 2016 City of Rockville Community Survey)

The 2016 City of Rockville Community Survey

Additional Comparisons of Results by Demographic Subgroups

March 2017

NRC
National Research Center Inc

2955 Valmont Rd., Suite 300 • Boulder, Colorado 80301
t: 303-444-7863 • f: 303-444-1145 • www.n-r-c.com

The following table contains breakdowns of the results from questions 7, 9, 10, 11 and 12 by various demographic subgroups within Rockville. Where differences between subgroups are statistically significant (p<0.05), they are shaded grey.

Question 7 (website quality) by Demographic Subgroups

Please rate the quality of each of the following City of Rockville government services. (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Household income				Race		Ethnicity		Asian		Do you have access to the Internet at home, work or school?		Do you speak a language other than English at home?		City overall
	18-34	35-54	55+	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	White	Non-white	Non-Hispanic	Hispanic	Asian or Pacific Islander	Non-Asian	No	Yes	No, English only	Yes	
The City of Rockville's website (www.rockvillemd.gov)	57	62	62	66	59	61	60	61	61	60	65	58	62	52	61	61	61	61

Question 9 by Demographic Subgroups

Please rate to what extent you agree or disagree with each of the following statements. (Average rating on 100-point scale (0=strongly disagree, 100=strongly agree))	Age			Household income				Race		Ethnicity		Asian		Do you have access to the Internet at home, work or school?		Do you speak a language other than English at home?		
	18-34	35-54	55+	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	White	Non-white	Non-Hispanic	Hispanic	Asian or Pacific Islander	Non-Asian	No	Yes	No, English only	Yes	City overall
I receive good value for the city taxes I pay	64	66	66	66	62	64	70	66	65	65	67	64	66	61	65	67	62	65
I am pleased with the overall direction that the city government is taking	66	68	64	69	63	64	69	65	68	66	69	68	66	62	66	65	67	66
The city welcomes community involvement	70	73	71	73	68	70	74	72	71	72	70	70	72	69	71	72	70	71
The city budgeting process is open and understandable to residents	53	62	61	61	56	59	62	59	62	60	61	63	59	59	60	58	61	59
The city listens to its residents	64	64	63	63	62	64	67	65	63	65	60	67	64	64	64	64	63	64
I am pleased with the overall performance of the City of Rockville's Mayor and Council	63	67	66	68	63	65	68	66	67	66	65	68	66	62	66	67	65	66

Question 10 by Demographic Subgroups

Have you used the City of Rockville's website (www.rockvillemd.gov) in the last 12 months? (Percent "yes")	Age			Household income				Race		Ethnicity		Asian		Do you have access to the Internet at home, work or school?		Do you speak a language other than English at home?		City overall
	18-34	35-54	55+	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	White	Non-white	Non-Hispanic	Hispanic	Asian or Pacific Islander	Non-Asian	No	Yes	No, English only	Yes	
Have you used the City of Rockville's website (www.rockvillemd.gov) in the last 12 months?	53%	68%	46%	38%	49%	65%	69%	59%	53%	58%	52%	51%	58%	11%	59%	57%	55%	56%

Question 11 by Demographic Subgroups

If you used the City's website in the last 12 months, please rate the following aspects. (Average rating on 100-point scale (0=poor, 100=excellent))	Age			Household income				Race		Ethnicity		Asian		Do you have access to the Internet at home, work or school?		Do you speak a language other than English at home?		City overall
	18-34	35-54	55+	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	White	Non-white	Non-Hispanic	Hispanic	Asian or Pacific Islander	Non-Asian	No	Yes	No, English only	Yes	
Current information	72	69	70	75	69	68	70	69	71	69	74	68	70	79	70	70	70	70
Appearance	58	64	70	65	66	63	62	65	63	63	70	59	65	62	64	65	63	64
Online services offered	64	67	69	73	65	62	68	66	67	65	73	61	68	72	66	67	66	66
Ease of navigation	53	56	60	67	57	51	55	55	58	55	63	52	57	61	56	56	57	56
Search function	49	55	57	65	56	50	51	53	55	52	65	48	55	62	53	54	55	54

Question 12 by Demographic Subgroups

Please rate your preference for receiving information about the Rockville City government from each of the following City sources. (Percent "strongly" or "somewhat" prefer)	Age			Household income				Race		Ethnicity		Asian		Do you have access to the Internet at home, work or school?		Do you speak a language other than English at home?		
	18-34	35-54	55+	Less than $49,999	$50,000 to $99,999	$100,000 to $149,999	$150,000 or more	White	Non-white	Non-Hispanic	Hispanic	Asian or Pacific Islander	Non-Asian	No	Yes	No, English only	Yes	City overall
City of Rockville's website (www.rockvillemd.gov)	94%	91%	71%	81%	81%	87%	93%	83%	90%	86%	87%	90%	84%	43%	88%	84%	89%	85%
Social media (e.g. Facebook, Twitter, Nextdoor, Instagram, etc.)	67%	59%	31%	56%	54%	56%	50%	49%	58%	51%	61%	57%	51%	30%	54%	47%	59%	52%
Rockville Reports online (www.rockvillereports.com)	71%	70%	55%	68%	66%	64%	68%	61%	74%	65%	69%	73%	64%	35%	67%	61%	72%	66%
Rockville Reports monthly print newsletter	68%	75%	86%	78%	73%	83%	73%	76%	77%	77%	73%	77%	76%	72%	76%	79%	72%	76%
Rockville 11 (cable channel 11 and/or video on demand)	38%	41%	47%	57%	47%	34%	35%	35%	53%	41%	49%	49%	40%	46%	42%	36%	52%	43%
Email notifications	72%	76%	63%	68%	66%	69%	79%	69%	76%	70%	76%	74%	71%	28%	73%	70%	72%	71%
Public meetings	53%	63%	70%	59%	64%	59%	65%	61%	64%	63%	58%	64%	62%	63%	62%	63%	61%	62%
A civic association/homeowner association newsletter or listserve	58%	72%	69%	66%	66%	59%	72%	65%	70%	67%	70%	74%	65%	58%	68%	67%	68%	67%
Printed materials (brochures/fliers)	63%	73%	82%	81%	70%	79%	66%	70%	78%	73%	73%	80%	71%	69%	73%	74%	72%	73%

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Introduction
Department: PW - Traffic & Transportation
Responsible Staff: Emad Elshafei

Subject

Introduction of an Ordinance to Adopt the Rockville's Bikeway Master Plan as an Amendment to the Adopted Master Plan for Rockville

Recommendation

Staff recommends that the Mayor and Council introduce an ordinance to adopt the Bikeway Master Plan.

Change in Law or Policy (remove this section if not needed)

Adoption of the Rockville's Bikeway Master Plan (BMP) would represent an amendment to the City's Comprehensive Master Plan (CMP). It would update City policies for the Rockville's Bikeway Master Plan.

Discussion

The attached document, *Rockville's Bikeway Master Plan* (Attachment A), reflects the modifications that the Mayor and Council have directed staff to make to the Planning Commission's November 2016 recommended plan. If adopted, it will replace the 2004 Bikeway Master Plan, which is the existing policy document.

State law requires that the Mayor and Council act within 90 days of the Planning Commission's transmitting a recommended plan (which occurred on February 13, 2017), unless an extension of 60 days is approved by resolution. On January 23, 2017, the Mayor and Council unanimously approved a resolution to extend the deadline for action on the plan by the allowed 60 days. The extension means that the Mayor and Council must act by April 14, 2017. If the Mayor and Council do not approve, modify, remand or disapprove the recommended plan by April 14, the Planning Commission's recommended plan will become approved and part of the CMP.

The Mayor and Council held public hearings on the plan on December 12, 2016, and held work sessions on January 23, and March 13, 2017. The Mayor and Council made decisions for changes to the plan at the March 13

meeting, with a goal of acting on or before April 3. April 3 is the last Mayor and Council meeting prior to the April 14 deadline.

Attachment B is a summary of decisions that the Mayor and Council made at the January 23 session, and Attachment C is the Ordinance to adopt the Rockville's Bikeway Master Plan.

Mayor and Council History

- October 24, 2016, the Mayor and Council instructed staff to schedule a Public Hearing.
- November 21, 2016, the Mayor and Council received a presentation of the Bikeway Master Plan.
- December 12, 2016, the Mayor and Council conducted a public hearing and directed that the public hearing record remain open until 5 p.m. on Monday, January 9, 2017.
- January 9, 2017, the Mayor and Council directed staff to keep the public hearing record open until 5 p.m. on Friday, January 13, 2017.
- January 23, 2017, the Mayor and Council adopted a resolution to extend the deadline to approve, modify, remand, or disapprove the plan until April 14, 2017, which is a 60-day extension.
- March 13, 2017, the Mayor and Council conducted a Discussion and Instructions session and directed staff to make some edits to the BMP.

Public Notification and Engagement

The Planning Commission's recommended BMP is currently available online for public review on the City's website. A notice of the Public Hearing was posted on the City website, on the Rockville Bicycle Advisory Committee page, and at RockvilleReports.com. Articles were published in the November and December editions of Rockville Reports. Early social media posts/tweets also were used, as well as an e-mail listserv that was sent to all Civic Associations. In addition, the City Public information Office issued a news release on November 16, 2016. The Public Hearing was announced in the Washington Post on November 24, 2016 and December 1, 2016. Public comment period ended at 5 p.m. on Friday, January 13, 2017. The public comment period was reopened again after the January 23, 2017 Mayor and Council meeting, and comments will be accepted until adoption.

Boards and Commissions Review

Planning Commission approved and recommended adoption of the BMP on September 28, 2016.

Next Steps

Adoption of the plan is scheduled for April 3, 2017. This is the last scheduled Mayor and Council meeting date before the end of the 150-day action period on April 14. 2017.

Attachments

Attachment 15.a: Rockville's Bikeway Master Plan (PDF)
Attachment 15.b: Edits to Bikeway Master Plan (PDF)
Attachment 15.c: Ordinance to Adopt Rockville Bikeway Master Plan (PDF)

Rob DiSpirito, City Manager 3/22/2017

DRAFT Bikeway Master Plan 2017

City of Rockville, Maryland

Approved and Recommended by the Mayor & Council, April 3, 2017

City of Rockville
Get Into It

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

CITY OF ROCKVILLE BIKEWAY MASTER PLAN UPDATE
ACKNOWLEDGEMENTS

This Plan was prepared by the City of Rockville Department of Public Works, Traffic and Transportation Division. Internal assistance was provided by the Department of Community Planning and Development Services, Department of Recreation and Parks, and the Police Department. The Rockville Bicycle Advisory Committee and the Traffic and Transportation Commission provided input throughout the process.

Contributing Staff

Craig Simoneau, Director of Public Works
Emad Elshafei, Chief of Traffic and Transportation
Oleg Kotov, Senior Transportation Planner
David Levy, Chief of Long Range Planning and Redevelopment
Ann Wallas, Principal Planner
Andrew Gunning, Deputy Director of Community Planning and Development Services

Former Staff
Kevin Belanger, Senior Transportation Planner
Matthew Folden, Transportation Planner
Katie Mencarini, Senior Transportation Planner
Betsy Thompson, Superintendent of Recreation
Rebecca Torma, Senior Transportation Planner

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Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

TABLE OF CONTENTS

City of Rockville Bikeway Master Plan Update Acknowledgements 2
Abbreviations Key 6
Chapter 1 - Vision 7
Section 1.1 – Why Bicycles? 7
Section 1.2 - How to use this document 8
Chapter 2 – Planning Process 9
Section 2.1 –2004 Plan Summary 9
Section 2.2 – Stakeholders 10
Rockville Residents 10
Rockville Bicycle Advisory Committee 10
Rockville Traffic and Transportation Commission 10
Various City of Rockville Departments 11
External Agencies 11
City of Rockville Mayor and Council 11
City of Rockville Planning Commission 11
Section 2.3 – Public Involvement 12
Section 2.4 - Plan Objectives and Policies 13
Objective 1 – Safety 13
Objective 2 – Mobility 13
Objective 3 – Facilities 15
Objective 4 – Environment 15
Objective 5 – Encouragement 15
Section 2.5 – Connections with Neighboring Jurisdictions 17
Chapter 3 – Recommendations 18
Section 3.1 – Recommendation Process 18
Section 3.2 – Bikeway Facility Types 18
Section 3.3 – Recommendations 21
Table 3.1 - Street Recommendations 21
Section 3.4 – Crosstown Bicycle Routes 27
North/South Connectivity 27
East/West Connectivity 27
Section 3.5 Spot Improvements 28

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Table 3.2 – Spot Improvements 28
Section 3.6 – Additional Recommendations 29
Bicycle Parking 29
Bicycle Laws and Regulations 30
Wayfinding Signage 30
County and State Policy 30
Signal Timing 30
Intersections 30
Neighborhood Connectivity 31
Bikeshare 31
Data collection tools for future updates of the bikeway master plan 31
Chapter 4 – Enabling Policies and Additional Practices 32
Section 4.1 - Enabling Policies 32
Zoning Ordinance 32
Comprehensive Transportation Review 32
Transportation Demand Management Program 33
Complete Streets Policy 33
Neighborhood Plans 33
Section 4.2 – Additional Practices 34
Education and Safety 34
Enforcement 35
Encouragement 36
Section 4.3 – Policy and Practice Recommendations 36
Policies 36
Practices 37
Chapter 5 – Implementation and Funding 38
Section 5.1 – Implementation and Public Involvement 38
Section 5.2 – Funding 39
Capital Improvement Program 40
Transportation Demand Management 40
Speed Camera Funds 40
Grants 41
Chapter 6 – Maintenance 43

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Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Sweeping and Snow Removal....43
Pavement Maintenance and Repair....43
Sidewalks and Shared-Use Paths....44
Signs and Pavement Markings....44
Drainage Improvements....44
Vegetation Management....44
Table 6.1 - Maintenance Responsibility....45
Information Management....45
Appendix A....46
Bikeway Master Plan Proposed Facilities Map....46
Appendix B....47
Bicycle Crosstown Routes....47
Notes on Bicycle Priority Routes....48
Appendix C....49
Building Blocks of a Bicycle Friendly Community (League of American Bicyclists)....49

DRAFT

Abbreviations Key:

- BFC – Bicycle Friendly Community
- BL – Bicycle Lane
- CIP – Capital Improvement Program
- CL – Climbing Lane
- CMAQ – Congestion Mitigation and Air Quality Improvement Program
- CPDS – Department of Community Planning and Development Services
- CT – Cycle Track
- CTR – Comprehensive Transportation Review
- DPW – Department of Public Works
- DR&P – Department of Recreation and Parks
- JARC – Job Access and Reverse Commute
- LAB – League of American Bicyclists
- MCDOT – Montgomery County Department of Transportation
- MCPD – Montgomery County Planning Department
- MWCOG – Metropolitan Washington Council of Governments
- RBAC – Rockville Bicycle Advisory Committee
- SHA – Maryland State Highway Administration
- SR – Shared Roadway
- SRTS – Safe Routes to School
- SUP – Shared Use Path
- TAP – Transportation Alternatives Program
- TCSP – Transportation, Community, and System Preservation Program
- TLC – Transportation Land Use Connection
- TDM – Transportation Demand Management

DRAFT

CHAPTER 1 - VISION

> "Bicycling in Rockville is for all types of trips, for all types of people, and for all parts of the City."
>
> *The Mayor and Council vision for bicycling in Rockville, 2004.*

The Rockville Bikeway Master Plan (Plan) is a component of the City's Comprehensive Master Plan and provides a vision for a safe and efficient multimodal transportation system within the City of Rockville. First adopted in 1981, the Plan was updated in 1998 and again in 2004 to reflect new opportunities for network expansion and program development.

The 2017 Rockville Bikeway Master Plan builds on the great accomplishments of the past with an emphasis on greater network connectivity and promotion of cycling as a legitimate means of transport to be considered as part of all urban design, land use planning, transport planning and the planning and delivery of major projects.

The Plan is intended to be used by City staff, elected officials, and residents as a guide for improving bicycle infrastructure and programs over the next ten years. While the Plan articulates a vision for the City's bikeway network, it is not an exhaustive list of possibilities and new bikeway infrastructure will be considered as opportunities arise.

The Plan proposes 21.9 miles of new dedicated bikeway facilities and 19.1 miles of new shared roadway designations in the City of Rockville within the next ten years. These proposals mark an increase to the current 34.3 miles of separated bikeway facilities and 33.5 miles of shared roadway designations throughout the city. Fully implemented, this Plan should help to provide a safe, practical, and efficient bikeway network that is connected with commercial, cultural, recreation, residential, and employment destinations throughout the City of Rockville.

SECTION 1.1 – WHY BICYCLES?

Bicycling offers a healthy, affordable, efficient, and environmentally-friendly mode of transportation that also increases the flexibility and reach of the existing transportation network.

Bicycling offers a variety of benefits, including:

Quality of Life - Additional mobility and increased fitness and recreation opportunities
Health - Higher levels of physical and mental health
Environmental - Improved air quality and reduced vehicular congestion
Transportation Costs - Lower costs for the user as well as roadway maintenance

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

A 2015 bicycle count study in Rockville showed high bicycle usage in Town Center. The busiest intersection was at Maryland Avenue and E. Middle Lane. In order to increase the reach of the benefits of bicycling to even more users, bicycle infrastructure and encouragement must be targeted to all road users: young and old, experienced and novice, families and commuters, and everyone in between.

SECTION 1.2 - HOW TO USE THIS DOCUMENT

The Plan is divided into six chapters. Chapter II discusses the planning process including the stakeholders involved in the creation of the Plan as well as its goals and objectives. Chapter III outlines the recommendations of the Plan from bicycle infrastructure to priority bicycle routes. Chapter IV presents supplemental policies and practices that help support the Plan, while Chapter V discusses the implementation of the Plan's recommendations and funding sources. Chapter VI outlines the maintenance recommendations to ensure bikeways remain safe and in good operating condition.

Carl Henn Millennium Trail

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

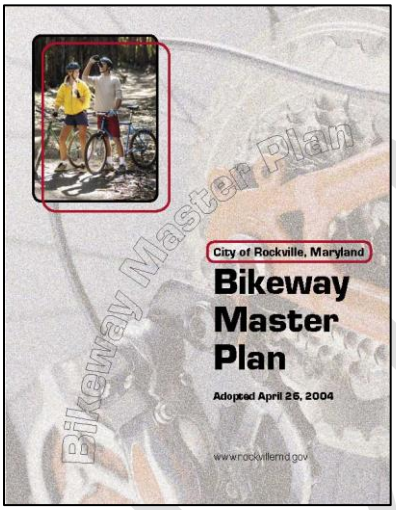
CHAPTER 2 – PLANNING PROCESS

Updating the Plan requires reviewing the progress from the previous plan, soliciting input from people and groups with various interests in the state of bicycling in Rockville, and laying out new objectives and policies. This chapter lays out these elements through an analysis of the progress of the 2004 Plan, a discussion of stakeholders and public involvement, and a presentation of the updated plan objectives and policies.

SECTION 2.1 –2004 PLAN SUMMARY

The 2004 Bikeway Master Plan identified the following priorities for physical improvements:

- Complete the Millennium Trail
- Complete various bikeway improvements to Town Center
- Begin construction of shared-use paths along MD 355 and install wayfinding signs
- Complete a variety of projects including bike lane striping, signed shared roadway sign installation, and the construction of several shared-use paths
- Improve seven high-conflict intersections



The 2004 Plan also recommended the implementation of several bicycle programs, including expanding the pedestrian and bicycle safety education program, strengthening the role of Rockville Bicycle Advisory Committee (RBAC) in the decision making process, develop a Safe Routes to School program, develop a user-friendly bicycle map, and provide dedicated staff support to implement the recommendations of the Plan.

A significant portion of the projects and programs recommended in the 2004 Plan was developed, including high profile projects such as completing the Millennium Trail, creating bikeways improvements in Town Center, constructing over 20 miles of shared-use paths, and marking at least 20 miles of signed shared roadways. RBAC continues to be consulted on major bicycle projects throughout the City, and Rockville has produced a bicycle map that is updated frequently and provided free of charge to area residents. A Pedestrian and Bicycle Coordinator, a role that used to reside within the Department of Recreation and Parks, was assigned in the Department of Public Works to ensure the role of bicycling in the transportation discussion, and the City adopted a Complete Streets policy that ensures bicycle facilities will be prioritized in new road construction and road re-construction.

Though many of the 2004 Plan recommendations were completed within that plan's horizon year, several outstanding recommendations remain incomplete. These recommendations are

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

still recognized as valuable improvements and are incorporated into the Plan update. Examples of these remaining opportunities include, among others:

- Evaluate the roadway to provide on-road bicycle facilities along Maryland Avenue between Great Falls Road and E. Jefferson Street and along Falls Road between Wootton Parkway and Great Falls Road.
- Provide a connection from the existing bicycle lanes on Nelson Street that end at Anderson Avenue to the shared use path along W. Montgomery Avenue to the I-270 bicycle and pedestrian bridge.

SECTION 2.2 – STAKEHOLDERS

The Rockville Bikeway Master Plan Advisory Committee was convened to discuss the future of bicycling in Rockville and provide insight into the Bikeway Master Plan update. This committee identified potential future facility improvements and provided perspective throughout the planning process. The committee included members of the following:

ROCKVILLE RESIDENTS

Rockville's residents have been represented in various stages in the process of developing this Plan, including through several of the committees listed below. Residents were consulted during the Planning Commission review and approval process at various neighborhood associations, public open houses on April 9, 2014 and October 14, 2015, and three public hearings in front of the Planning Commission. At these public hearings, 55 individuals and organizations participated, yielding 173 comment items which were reviewed for integration into the Plan. Rockville residents are the key stakeholders in this and all planning processes, and their input will be sought and taken into account at every step of the implementation of a bicycle facility in Rockville.

ROCKVILLE BICYCLE ADVISORY COMMITTEE

A volunteer committee of cyclists who meet monthly to provide input to Mayor and Council and City staff, plan events, and discuss bicycle-related topics in Rockville and the greater area. RBAC reviewed the Plan throughout the process, provided feedback and recommendations throughout the process, and recommended approval of the Plan to the Mayor and Council.

ROCKVILLE TRAFFIC AND TRANSPORTATION COMMISSION

A nine-member appointed body that advises the Mayor and Council and Department of Public Works on matters relating to transportation throughout Rockville. The Commission reviewed the Plan, provided feedback and recommendations, and recommended approval of the Plan to the Mayor and Council.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Various City of Rockville Departments

- Department of Public Works (DPW): DPW is responsible for transportation engineering and operations on locally-owned roadways. Staff in DPW plan, implement, and maintain bicycle facilities on City streets and within the public right-of-way. Through the Pedestrian and Bicycle Coordinator, DPW leads a quarterly meeting of the citywide Pedestrian and Bicycle Safety Committee.
- Department of Recreation and Parks (DR&P): DR&P supports bicycling through routine maintenance of off-road shared use paths and encourages bicycling through recreation programs.
- Department of Community Planning and Development Services (CPDS): CPDS supports bicycling by requiring supporting facilities through the Zoning Ordinance, neighborhood plans, and the Comprehensive Master Plan.
- City Police Department: The City Police Department enforces traffic regulations and lead safety initiatives for all transportation modes to encourage compliance with the law.

External Agencies

- Montgomery County Planning Department (MCPD): MCPD maintains a County Bicycle Master Plan and manages transportation elements of the County's development review process. As of Spring 2017, MCPD was working on an update to the County Bicycle Master Plan, including a plan for a separated bike lane network in nearby White Flint.
- Montgomery County Department of Transportation (MCDOT): MCDOT is responsible for engineering, operations, and maintenance of on-street bicycle facilities within Montgomery County right-of-way.
- Maryland State Highway Administration (SHA): SHA is responsible for engineering, operations, and maintenance of state roadways within Rockville, including MD 28, MD 189, MD 355, MD 586, and MD 911.

The Rockville Mayor and Council, along with the Planning Commission, also have opportunities to provide input and approve the project:

City of Rockville Mayor and Council

Among other duties, the Mayor and Council are responsible for adopting the Plan. Once adopted, recommendations included in the Plan should be incorporated into the annual Capital Improvement Program (CIP) and the five-year Transportation Demand Management (TDM) program based on the availability of funds.

City of Rockville Planning Commission

A seven-member appointed body that reviews projects from a planning perspective. The Commission reviewed the Plan, held public hearings in April 2014, October 2015, and January 2016, and recommended approval of the Plan to the Mayor and Council on September 28, 2016.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

SECTION 2.3 – PUBLIC INVOLVEMENT

The Plan reflects the values and priorities of the residents of the City of Rockville. The public was involved in crafting the Plan and its recommendations. Engaging the public and getting feedback was an important component of the plan development process and helped to form many of the Plan's recommendations. Staff compiled input and worked with various committee and commission members to modify the Plan to meet citywide short- and long-term needs. Public involvement and input opportunities included:

- Presentations to the Rockville Bicycle Advisory Committee, where feedback was solicited and incorporated into the Plan.
- Presentation to the Traffic and Transportation Commission, where feedback was solicited and incorporated into the Plan.
- Providing an electronic draft of the document for public comment before public hearings with the Planning Commission and Mayor and Council, as well as making hard copies available at City Hall and the Rockville and Twinbrook libraries.
- Presentations to various neighborhood organizations who requested a presentation from staff.
- Public Open Houses held on April 9, 2014 and October 14, 2015.
- Presentation to the Planning Commission, who reviewed the Plan and recommendations and provided comments to staff. The Planning Commission held 3 public hearings prior to voting on the approval of the Plan where public comments were provided.
- Presentation to the Mayor and Council, who held a public hearing and reviewed the Plan and recommendations.

The public is encouraged to remain involved in the development of bikeways after the adoption of this Plan. Residents can become involved with bicycling issues in the City by taking advantage of outreach efforts by staff. By attending future open house meetings on bicycling in Rockville, submitting requests and/or concerns to the Traffic and Transportation Division related to bicycle improvements, or joining the Rockville Bicycle Advisory Committee, residents can help implement the recommendations of this Plan Update.

During the implementation phase of individual bikeways projects, questions and concerns will arise in and around neighborhoods near the project. To address these concerns, City staff will ensure that affected residents are made aware of proposed bikeway projects and have an opportunity to learn and provide feedback on the details of project implementation before plans are finalized. This outreach will be done through direct mailings, website updates, public meetings, and presentations to local neighborhood associations, using the methods deemed most appropriate for the project at hand.

DRAFT

SECTION 2.4 - PLAN OBJECTIVES AND POLICIES

The Plan states five main objectives to improve bicycling in Rockville over the next ten years. These objectives support the vision outlined in the City of Rockville 2002 Comprehensive Master Plan (CMP) and correspond to goals established in the Transportation Element of the CMP. Performance measures set forth below will be monitored every 2 years to determine progress in achieving the goals of this Plan.

OBJECTIVE 1 – SAFETY

Improve the safety of bicycling in Rockville for users of all groups. Many people cite safety concerns as reasons why they do not ride bicycles. Directly addressing these concerns through infrastructure, outreach, and enforcement can help people climb over the safety hurdle.

POLICIES

- Policy 1.1 – Collect, monitor, and review bicycle-related crashes and analyze reasons and potential solutions to prevent future crashes.
- Policy 1.2 – Educate all residents, including children, regarding safe bicycling behaviors.
- Policy 1.3 – Increase enforcement of motorist, pedestrian, and bicyclist behavior to reduce bicycle and motor vehicle crashes.
- Policy 1.4 – Identify potential bicycle routes where ridership may be depressed because of safety concerns.
- Policy 1.5 – Ensure that all bikeway projects account for pedestrian safety.
- Policy 1.6 – Advocate for state laws and legislative priorities to help better protect bicyclists and improve their safety.

PERFORMANCE MEASURES

- Status of Safe Routes to School education outreach in local schools. (DRP)
- Number of specific safety-related infrastructure projects completed throughout the City. (DPW)
- Percent of bicycle crashes compared to bicyclists' population (Police, DPW)

OBJECTIVE 2 – MOBILITY

Enhance the mobility of cyclists by improving the bicycle facility network. The recommendations within this Plan are intended to help create a more comprehensive bicycle network. It is also helpful to be knowledgeable about Rockville's bicycle ridership. Statistics allow us to better plan for the future by knowing current ridership numbers and compare them to past and future ridership data.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

POLICIES

- Policy 2.1 - Install bike paths, lanes, crossings, signals and other facilities recommended in this Plan.
- Policy 2.2 – Use latest methodology to gather bicycle counts and public input to determine where new facilities and improved maintenance are needed.
- Policy 2.3 – Significantly increase bikeway and route signage and markings to ensure sign consistency and visibility.

PERFORMANCE MEASURES

- Number of miles of bikeways of all types. (DPW)
- Progress towards implementing the total number of miles of bikeways proposed in this plan. (DPW)
- Increase in satisfaction with bicycle facilities in public surveys. (DPW/DRP)
- Increase in bicycle ridership through bicycle counts, including the annual National Bicycle and Pedestrian Documentation Project. (DPW)
- Number of bikes recorded along major off-road bicycle thoroughfares. (DPW/DRP)

OBJECTIVE 3 – FACILITIES

Provide bicycle facilities during site development, redevelopment and roadway construction to improve the continuity of the bikeway network. It is important to add these amenities early in a development or redevelopment process because it is difficult to retrofit existing development to adequately accommodate bicycling. Rockville's Complete Streets policy is a guiding document to ensure that bicycling is included in all projects across the city.

POLICIES

- Policy 3.1 – Evaluate adding bicycle facilities during all roadway construction, reconstruction, and resurfacing.
- Policy 3.2 – Require developers to provide bicycle facilities in new developments and redevelopment of sites, as appropriate.
- Policy 3.3 – Ensure that Rockville's Roadway Design Standards are bicycle-compatible.
- Policy 3.4 – Encourage existing development to add safe and secure bicycle parking through the creation of an incentive program.
- Policy 3.5 – The City of Rockville will install bicycle facilities where appropriate.

PERFORMANCE MEASURES

- Percent of new developments and road projects that adhere to the recommendations of this Plan. (DPW)
- Status of update to the Roadway Design Standards. (DPW)
- Number of bicycle parking spaces added throughout the City. (DPW/CPDS)
- Number of businesses participating in the Bike Rack Grant Program. (DPW)

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

OBJECTIVE 4 – ENVIRONMENT

Protect the environment. Rockville's Mayor and Council signed the U.S. Mayor's Climate Protection Agreement in 2006, and Maryland's Greenhouse Gas Reduction Act of 2009 requires greenhouse gas emissions statewide to be reduced 25% by 2020. Roughly 40% of Rockville's greenhouse gas emissions come from transportation, according to a 2006 study. Bicycling is a non-polluting form of transportation, and its use is a statement by an individual to reduce their carbon emissions and help Rockville meet these goals. The City can help promote the environmental benefits of bicycling by encouraging its use and developing bicycle amenities in environmentally sound ways.

POLICIES

- Policy 4.1 – Encourage bicycle use as a means to reduce carbon emissions.
- Policy 4.2 – Evaluate the environmental impacts of proposed bikeway facilities and construct new facilities in accordance with the Environmental Guidelines for the Protection and Enhancement of the City's Natural Resources (1999).

PERFORMANCE MEASURES

- Miles estimated to have been transferred from single passenger automobile use to bicycling, using annual bicycle counts and mileage converters available online through various sources. (DPW)
- Percent of new bikeways constructed in accord with the Environmental Guidelines for the Protection and Enhancement of the City's Natural Resources (1999). (DPW)

OBJECTIVE 5 – ENCOURAGEMENT

Encourage bicycling as a means of transportation and recreation. Many people fondly remember bicycling as a child, and a little encouragement can help them understand its potential role in their lives as adults.

POLICIES

- Policy 5.1 – Undertake measures to achieve the Silver level for Bicycle Friendly Communities (BFC) from the League of American Bicyclists (LAB), including:
    - Increasing the proportion of bicycle network mileage to total road mileage,
    - Implementing a Safe Routes to School program including a bicycle safety component,
    - Review and revise local and/or state ordinances related to bicyclist safety,
    - Provide bicycle education courses for adults, and
    - Make bicycle parking more readily available and more prevalent.
- Policy 5.2 – Organize and/or encourage regular community-based bicycle rides and other bicycling events.
- Policy 5.3 – Expand the Capital Bikeshare program through public and private partnerships.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

- Policy 5.4 – Educate the public on the logistics of bicycle commuting.
- Policy 5.5 – Use City media platforms to promote safe bicycling for recreation and transportation.
- Policy 5.6 – Implement a bicycle commuter subsidy program for City of Rockville employees and encourage Rockville businesses to do the same.

PERFORMANCE MEASURES

- Number of organized bicycle rides in Rockville. (RBAC/DRP)
- Number of monthly users of a bicycle sharing program. (DPW)
- Number of public outreach efforts (articles in local papers, reports on Rockville 11, social media outreach, etc.). (DPW/DRP/Public Information Office)
- Progress towards achieving Silver BFC status, using LAB guidelines in the Building Blocks of a Bicycle Friendly Community. The LAB's Building Blocks of a Bicycle Friendly Community are included as Appendix C to this Plan. (DPW)

DRAFT

SECTION 2.5 – CONNECTIONS WITH NEIGHBORING JURISDICTIONS

Rockville does not exist in a bubble – the city has transportation connections to important destinations in Montgomery County on all sides. Staff conducted a review of current and future plans for the areas immediately adjacent to Rockville, including plans for Twinbrook, North Bethesda, Great Seneca, Shady Grove, Aspen Hill, and Gaithersburg as well as the bicycle plan for the Metropolitan Washington Council of Governments.

The plan review shows that Rockville is in a good place to connect to existing and future bicycle facilities. The Recommendations Map in Appendix A shows the strong connections to Montgomery County that already exist via the Millennium Trail, Key West Avenue, Seven Locks Road, Baltimore Road, and the Bethesda Trolley Trail. Areas such as Twinbrook to the southeast and the Great Seneca Corridor to the northwest are poised for significant development, including additional bicycle facilities. Plans for the Corridor Cities Transitway also include a shared-use path on a bridge connecting King Farm to points west over I-270 and Shady Grove Road. The facilities that Rockville currently has, in addition to the recommendations in this plan, will help create a thorough bicycle network throughout the region as it continues to develop. Rockville will work with Montgomery County to encourage its plans to link to City routes and infrastructure, and Rockville can assist bicyclists in using routes to and through neighboring jurisdictions by including destination signage near our borders.

The Bethesda Trolley Trail connects Rockville to Bethesda and points south.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

CHAPTER 3 – RECOMMENDATIONS

This chapter describes the process to create the Plan's recommendations. Then it explains the different types of bikeway facilities available, followed by an outline of the recommendations broken down by road segment and a description of the Priority Bicycle Routes to create a network of cross-town bicycle travel.

SECTION 3.1 – RECOMMENDATION PROCESS

Following the review of the 2004 Bikeway Master Plan and identification of remaining opportunities for improvements, staff designed a transportation network analysis and hired a bicycle planning consultant to identify opportunities for new infrastructure. Using criteria established by City staff, the analysis team evaluated City streets and recommended bicycle facilities appropriate to the context of each street's characteristics.

Data collected by the analysis team during the preliminary analysis was summarized and integrated into a GIS model to demonstrate existing bicycle demand based on residential density and the presence of community amenities. This model allowed the analysis team to develop a Bicycle Facility Demand Map that illustrated opportunities to prioritize capital investment in bicycle facilities.

Using the demand map as a base, the analysis team established demand corridors that connected high demand community amenities and existing bicycle facilities. These demand corridors were then classified, based on the previously conducted field analysis, to bicycle facilities appropriate to each street's characteristics. These demand corridors are identified as priority routes as shown in Appendix B.

SECTION 3.2 – BIKEWAY FACILITY TYPES

Bicycles are treated as vehicles in the state of Maryland, but providing cyclists with a variety of facilities helps to increase bicyclist visibility and encourage safety among all road users. The following is a list of the various bicycle facilities recommended in this Plan.

Source: Kevin Belanger	**Shared Roadways**: Shared roadway designations are appropriate where vehicular and bicycle traffic may share the same lane or bicycles can use a wide shoulder. These streets often have low vehicular speeds and/or volumes. Shared roadways should not be used on streets with a posted speed limit greater than 35 miles per hour. Streets that are appropriate for shared roadway designations are often denoted with a post-mounted "Bike Route" sign on the side of the road. *Example: Grandin Ave*

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

 King Farm Boulevard	**Sharrows**: On more heavily traveled roadways that can still be used as shared roadways, shared roadways are designated through the use of shared lane pavement markings, often called "sharrows". Every attempt to add in separated bicycle lanes should be made when possible, but when there is insufficient road width, sharrows should be considered. *Example: King Farm Blvd.*
 Broadwood Drive *Source: Green Lane Project*	**Bicycle Lanes**: Bicycle lanes designate separate on-street space for bicycles through the use of pavement markings and signs. Standard bicycle lanes are five feet wide and are generally appropriate for roadways that have a posted speed limit less than 40 miles per hour. However, bicycle lane width should be increased to six feet when the posted speed limit exceeds 45 miles per hour. Additionally, the use of physical bicycle lane buffers (painted stripes, bollards, etc.) should be considered to improve bicyclists' comfort on roadways with high vehicular speed and/or traffic volume. Bicycle lanes can be painted different colors to increase their visibility. Green and blue are the most common colors for painted bicycle lanes around the world. Painted lanes are most often used at intersections and other points with a high conflict potential to ensure that drivers see cyclists at these conflict points. The State of Maryland has not yet issued any guidance on painted bicycle lanes, but the City of Rockville will follow their future standards for painted bicycle lanes to be proposed. *Example: Broadwood Drive*
 Source: American Trails	**Shared Use Paths**: Shared use paths are off-road bicycle facilities that provide bicycle and pedestrian accommodations separated from vehicular traffic by a tree lawn, curb and gutter, or other physical barrier. This type of facility is frequently located adjacent to major roadways or through City parks and has a recommended minimum width of 10 feet. Shared use paths are most appropriate along roadways with few driveways and side street intersections because these connections often result in conflict points between turning vehicles and bicyclists. Shared use paths should not preclude implementation of on-road bicycle facilities along the same corridor. *Example: Carl Henn Millennium Trail (Wootton Pkwy)*

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

 Source: WashCycle	**Cycletracks**: Protected on-street bicycle paths, also known as cycletracks, provide a designated bicycle lane that is separated from vehicular traffic by a physical barrier. This facility can be configured to support either r one-way or two-way bicycle operation, depending on cycletrack width and traffic control, and can be located at or above road grade. Cycletracks are an innovative use of roadway that Rockville has not yet implemented; however, 10-foot, two-way cycletracks are recommended for both sides of Rockville Pike, as identified in the recently adopted Rockville Pike Neighborhood Plan.
 Source: FHWA	**HAWK Beacon:** A HAWK beacon (High-Intensity Activated Crosswalk Beacon) is a traffic signal that is used to assist bicycles and pedestrians in crossing a high volume road. The light stays dark until activated by a bicyclist or pedestrian, at which point the light turns yellow to warn drivers to stop, then red. The pedestrian or bicyclist is given a cross signal. After a period of time, the light then flashes red, at which point drivers can continue through the intersection if already cleared of pedestrians and bicyclists. The light will then go dark again after enough time is given for crossing pedestrians and bicyclists.
 Source: Bikes Belong	**Bicycle Signal:** A bicycle signal is a traffic signal specifically for bicyclists. It can be programmed so that it is only added to the traffic light cycle at an intersection when it is activated by a bicyclist. It helps ensure that a bicyclist makes it through an intersection safely when there are opposing forces that complicate a safe and convenient crossing.
 Source: NACTO	**Bike Box:** A bike box is a designated area at the head of a traffic lane at a signalized intersection that provides bicyclists with a safe and visible way to get ahead of queuing traffic during the red signal phase.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

SECTION 3.3 – RECOMMENDATIONS

Based on the recommendations in this Plan, 41.0 total miles of bikeways are proposed, including 21.9 miles of dedicated bikeways and 19.1 miles of shared roadway designations. Of the 21.9 miles of dedicated bikeways, 12.1 miles are bicycle lanes, 4.53 miles are shared-use paths, and 5.21 miles are cycletracks. Table 3.1 lists all facilities recommended in this Plan, which are also visually displayed on the map provided in Appendix A. These facilities are new and in addition to the 68.76 miles of on- and off-street bicycle facilities that currently exist in Rockville. Many of the newly recommended facilities are included in one or more of the eight Crosstown Routes, which show cyclists ways to get across town comfortably by bike. These are further discussed in the next section and in Appendix B. If any of the recommended segments are included in one of the official Crosstown Routes (either partially or in full), those Crosstown Routes are shown in Table 3.1. Some of the recommendations in this plan are aspirational and would face constraints in the form of finances, existing road width, and on-street parking, to name a few. While the City continues to review this Plan and gather the resources to implement it, the City should find ways to increase the safety and efficiency of all roads for bicyclists as projects arise.

KEY for Table 3.1 (below)
BL = Bicycle Lane
CL = Climbing Lane (BL only on uphill side of road)
CT = Cycletrack
SR = Shared Roadway
SUP = Shared Use Path

Note: The recommended facility type on each road segment should be assumed to be proposed for both sides of the road unless otherwise indicated with a directional label or other text.

TABLE 3.1 - STREET RECOMMENDATIONS

Street/Location	From	To	Facility Type	Length (miles)	Crosstown Route
Anderson Park	Princeton Pl.	Madison St.	Study	-	
Ardennes Ave.	Crawford Dr.	Vandegrift Ave.	SR	0.40	East Twinbrook
	Vandegrift Ave.	Twinbrook Pkwy.	BL	0.26	East Twinbrook
Aster Blvd.	Nelson St.	Carnation Dr.	SR	0.52	Upper Rocl to Potomac Woods
Baltimore Rd.	S. Stonestreet Ave.	First St.	SR	0.42	Lincoln Park to Twinbrook Metro, Fallsgrove to Rock Creek

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Street/Location	From	To	Facility Type	Length (miles)	Crosstown Route
	First St.	Gladstone Dr.	SUP	0.46	Fallsgrove to Rock Creek, Rocl Creek to Rockshire
	Gladstone Dr.	City Limits	SR	0.87	Fallsgrove to Rock Creek, Rocl Creek to Rockshire
Blackwell Rd.	Shady Grove Rd.	Fallsgrove Dr.	SR	0.20	
Broadwood Ave.	Veirs Mill Rd.	Crawford Dr.	SR	0.21	East Twinbrook
Bullard Cir.	W. Montgomery Ave.	Shared use path connection to Autumn Wind Way	SR	0.29	
Carnation Dr.	Aster Blvd.	Rockville Senior Center	SR	0.13	Upper Rocl to Potomac Woods
Chapman Ave.	Halpine Rd.	City Limits	BL	0.38	Lincoln Park to Twinbrook Metro
Chapman Ave. (extended north)	Halpine Rd.	North planned end	BL	0.39	
Claggett Dr.	Grandin Ave.	Crawford Dr.	SR	0.16	
College Pkwy.	Yale Pl.	Frederick Rd.	BL/SR	0.31	
Crawford Dr.	Broadwood Dr.	Ardennes Ave.	SR	0.41	East Twinbrook
Dawson Ave. (extended)	N. Washington St.	Hungerford Dr.	BL	0.12	
E. Jefferson St. (extended)	North end	Congressional Ln.	BL	1.54	
E. Jefferson St. (SB)	Congressional Ln.	Rollins Ave.	CL	0.30	
Falls Rd.	Wootton Pkwy.	Great Falls Rd.	BL	0.60	Upper Rocl to Potomac Woods
	Cold Spring Rd.	Dunster Rd.	SUP	0.18	Upper Rocl to Potomac Woods
Fallsgrove Dr.	Fallsgrove Blvd.	W. Montgomery Ave.	SR	0.52	

DRAFT

Street/Location	From	To	Facility Type	Length (miles)	Crosstown Route
First St./Norbeck Rd.	Rockville Pike	Veirs Mill Rd.	BL	0.21	
Fleet St.	Maryland Ave.	Mt. Vernon Pl.	SR	0.55	King Farm to Tower Oaks
Forest Ave.	W. Montgomery Ave.	Dawson Ave.	SR	0.33	Fallsgrove to Rock Creek
Fortune Terr. (EB)	Seven Locks Rd.	Park Potomac Ave.	BL	0.16	
Fortune Terr. (WB)	Seven Locks Rd.	Park Potomac Ave.	SR	0.16	
Frederick Rd.	(City limits)	Mannakee St.	CT	2.40	MD 355
Great Falls Rd.	W. Montgomery Ave./W. Jefferson St.	Maryland Ave./Falls Rd.	SR	0.65	Upper Rocl to Potomac Woods
Gude Dr. (WB)	W. Montgomery Ave.	Frederick Rd.	BL	1.54	
Halpine Rd.	E. Jefferson Street	Chapman Ave.	BL	0.31	Lincoln Park to Twinbrook Metro
Hungerford Dr. (NB)	New St.	Mannakee St.	SUP	0.86	MD 355
Hungerford Dr. (SB)	New St.	Mannakee St.	CT	0.86	MD355
Hurley Ave.	Feather Rock Dr.	Watts Branch Pkwy.	BL	0.14	
Hurley Ave. (NB)	Wootton Pkwy.	Feather Rock Dr.	SR	0.55	
Mannakee St.	W. Montgomery Ave.	Beall Ave.	SR	0.18	King Farm to Tower Oaks
	Beall Ave.	Martins Ln.	CL	0.57	King Farm to Tower Oaks
	Martins Ln.	Hungerford Dr.	BL	0.51	King Farm to Tower Oaks
Martins Ln.	N. Washington St.	Mannakee St.	BL	0.45	King Farm to Tower Oaks
Maryland Ave.	Great Falls Rd.	S. Washington St.	BL (buffered)	0.60	

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Street/Location	From	To	Facility Type	Length (miles)	Crosstown Route
	S. Washington St.	Dawson Ave. (extended)	SR	0.54	
Monroe St.	Fleet St.	Cabin John Pkwy.	SR	0.39	King Farm to Tower Oaks
	Monroe Pl.	Fleet St.	BL	0.20	
Montgomery College	Princeton Pl.	Mannakee St.	Study	-	King Farm to Tower Oaks
Montrose Woods Park	Tildenwood Dr.	Rollins Ave.	SUP	-	
Mt. Vernon Pl.	Fleet St.	Rockville Pike	SR	0.10	
Nelson St. (SB)	W. Montgomery Ave.	Anderson Ave.	CL	0.14	Upper Rocl to Potomac Woods, Fallsgrove to Rock Creek
Nelson St. (EB)	College Pkwy.	Mannakee St.	CL	0.39	
North Farm Ln.	Tower Oaks Blvd.	Montrose Rd.	SR	0.18	
N. Washington St.	Hungerford Dr.	W. Jefferson St.	BL	0.53	King Farm to Tower Oaks
Park Rd.	Hungerford Dr.	S. Stonestreet Ave.	BL	0.15	Lincoln Park to Twinbrook Metro, Fallsgrove to Rock Creek
Preserve Pkwy	Wootton Pkwy.	Tower Oaks Blvd.	SR	0.56	King Farm to Tower Oaks
Research Blvd. (NB)	Shady Grove Rd.	W. Montgomery Ave.	SUP	1.29	Research Corridor to Montrose
Research Blvd. (SB)	Shady Grove Rd.	W. Gude Dr.	SR	0.60	Research Corridor to Montrose
	W. Gude Dr.	W. Montgomery Ave.	CL	0.69	Research Corridor to Montrose
Research Court	Shady Grove Rd.	Research Blvd.	BL	0.34	

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Street/Location	From	To	Facility Type	Length (miles)	Crosstown Route
Rock Terrace School	Mannakee St.	Martins Ln.	Study	-	
Rockville Swim Center Road	Martins Ln.	Its end	SR	0.17	
Rockville Pike	New St.	Rollins Ave.	CT	1.95	MD 355
Rollins Ave.	Montrose Woods Park	Congressional Ln.	SR	0.24	
	E Jefferson St.	Chapman Ave.	SR	0.40	
Scott Dr. (EB)	Wescott Pl.	Wootton Pkwy.	SR	0.67	Rock Creek to Rockshire
Scott Dr. (WB)	Wescott Pl.	Wootton Pkwy.	SUP	0.67	Rock Creek to Rockshire
Seven Locks Rd.	Wootton Pkwy.	(City limits)	SR	0.66	Research Corridor to Montrose
S. Stonestreet Ave.	Park Rd.	Baltimore Rd.	CL	0.23	Lincoln Park to Twinbrook Metro
	Baltimore Rd	Veirs Mill Rd.	BL	0.30	
Southlawn Ln.	N. Horners Ln.	Gude Dr.	SR	0.52	
Thomas St.	Its end	Rose Petal Way	SUP	0.02	
Tildenwood Dr.	Montrose Rd.	(Its end)	SR	0.23	
Tower Oaks Blvd.	Wootton Pkwy.	Montrose Rd.	SR	0.92	King Farm to Tower Oaks
Twinbrook Pkwy.	Baltimore Rd.	Veirs Mill Rd.	Study	0.91	
Upper Watts Branch Forest Preserve	Gude Dr.	Fordham St.	SUP	0.10	King Farm to Tower Oaks
Veirs Dr. (EB)	Glen Mill Rd.	Wescott Pl.	Paved Shoulder	0.55	Rock Creek to Rockshire
Veirs Dr. (WB)	Glen Mill Rd.	Wescott Pl.	SUP	0.55	Rock Creek to Rockshire
Veirs Mill Rd.	Bradley Ave.	Twinbrook Pkwy.	SUP	0.40	
Veirs Mill Rd. service drive	Gail Ave.	Midway Ave.	SR	0.94	
Welsh Park Ln.	Mannakee St.	Welsh Park	SR	0.07	

DRAFT

Street/Location	From	To	Facility Type	Length (miles)	Crosstown Route
W. Montgomery Ave.	Nelson St.	W. Jefferson St.	Study	-	Upper Rocl to Potomac Woods
	W. Jefferson St.	N. Washington St.	SR	0.20	
	Shady Grove Rd.	W Gude Dr.	BL	0.41	
W. Montgomery Ave. (WB)	Darnestown Rd.	Hurley Ave.	CL	0.38	Fallsgrove to Rock Creek
Wootton Pkwy.	Darnestown Rd.	Rockville Pike	SR	4.61	Rock Creek to Rockshire/ Research Corridor to Montrose

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

SECTION 3.4 – CROSSTOWN BICYCLE ROUTES

In the 2004 Plan, two "Through-City" routes were determined. One route (yellow) went east/west and connected Key West Avenue to Veirs Mill Road through Town Center. The second route (orange) went north/south and connected the Millennium Trail and East Gude Drive to Dunster Road, south of Wootton Parkway, also through Town Center. These routes were suggestions for safe and efficient cross town travel. However, additional routes and facilities are required to make a more thoroughly connected bicycle network to fulfill the Mayor and Council vision for bicycling in Rockville, and to better connect with County bikeways.

Identifying "Crosstown Routes" helps transportation planners and engineers fill in gaps and prioritize connections to existing or proposed routes located inside and outside the City. Many of the routes are combinations of bicycle lanes, climbing lanes, shared roadways, and shared use paths. The new crosstown routes, as shown in Appendix B, will help staff pursue grants for implementation and identify key areas of improvement and maintenance along existing bicycle facilities. Wherever possible, efforts were made to guide Bike Routes to connecting bicycle facilities in Montgomery County to assist in bicycle traffic coming from or heading to locations outside of Rockville's city limits.

The new crosstown bicycle routes include the following:

NORTH/SOUTH CONNECTIVITY

- Bike Route MD 355 – From Shady Grove Road to Rollins Avenue via MD 355
- Bike Route Research Corridor to Montrose– From Shady Grove Road to Montrose Road via Research Boulevard, Watts Branch Parkway, and Seven Locks Road
- Bike Route Upper Rock to Potomac Woods – From Shady Grove Road to Cold Spring Road via Piccard Drive, Nelson Street, and Falls Road
- Bike Route King Farm to Tower Oaks – From Shady Grove Road to Montrose Road via Gaither Road, College Gardens, Washington Street, and Tower Oaks Boulevard
- Bike Route Lincoln Park to Twinbrook Metro – From Gude Drive to Rollins Avenue via North Stonestreet Avenue, Grandin Avenue, Edmonston Drive, and Lewis Avenue
- Bike Route East Twinbrook – From Baltimore Road to Twinbrook Metro Station via Broadwood Drive, Crawford Drive, Ardennes Avenue, and Halpine Road

EAST/WEST CONNECTIVITY

- Bike Route Fallsgrove to Rock Creek – From Baltimore Road to Shady Grove Road via West Montgomery Avenue and Town Center
- Bike Route Rock Creek to Rockshire – From Baltimore Road to the western City limits via Edmonston Drive , Falls Road, Fallsmead Way, Wootton Parkway, Scott Drive and Veirs Drive.

Maps and detailed descriptions of the Crosstown Routes are included in Appendix B of this Plan.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

SECTION 3.5 SPOT IMPROVEMENTS

The majority of the bicycle transportation network is made of on-road facilities. This means that people cycling will often share roadways and even lanes with motorists. Retrofitting the existing street network to accommodate the needs of people cycling can be challenging. Narrow bridges can be difficult to navigate without a designated space for each mode. Street geometry and complex intersections can be challenging to redesign for the comfort and safety of cyclists, especially when multiple jurisdictions may need to be involved. This Plan identifies several places that may be difficult to navigate as a person cycling, but are worth analyzing and possibly redesigning because the "spot" could provide a crucial connection for the bicycle transportation network. These spot improvements are identified on the Bikeway Master Plan Proposed Facilities Map, and are listed in the following table. The intent of identifying the spots and their challenges with this Plan is to pursue solutions for these larger-scale projects individually, perhaps with the help of consultants and outside funding sources.

TABLE 3.2 – SPOT IMPROVEMENTS

Location	Challenge
Falls Road (I-270 overpass)	This street segment includes multiple on/off ramps for I-270. The bridge would be difficult to widen for designated cycling facilities. The road and ramps are owned by MDSHA.
MD 355 & N Washington Street	N Washington Street meets MD 355 at an angle. With the street geometry and multiple turn lanes, sight lines from all approaches are not ideal. Access management with the post office and gas station is an issue. The intersection is owned by MDSHA.
Edmonston Drive bridge over CSX tracks	The bridge has a relatively steep grade, a narrow roadway width, and somewhat limited sightlines over the bridge. The intersection is owned by SHA.
Park Road & MD 355	Wide and busy intersection, lighting conditions are fair. The intersection owned by MDSHA. Coordinate with MDSHA to add a Bike Box.
Park Road (under CSX tracks overpass)	Park Road, especially under the CSX bridge has a relatively narrow and confined width that experiences relatively high volumes of traffic by all modes during peak travel times. Motorists appear to travel at relatively high speeds to get to and through the intersection with MD 355. The roadway is owned by the City but the bridge and tracks are owned by CSX and WMATA.
Great Falls Road, West Montgomery Avenue and West Jefferson Street	This intersection is challenging for bicyclists and requires improvements to make it more bicycle & pedestrian friendly.
Grandin Ave and Norbeck Road	Motorists cannot traverse Grandin Avenue at this intersection, but bicyclists and pedestrians can. Motorists may not be aware the cyclists and pedestrians are attempting to cross. The roadway is owned by MDSHA.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

SECTION 3.6 – ADDITIONAL RECOMMENDATIONS

BICYCLE PARKING

The City will continue to enforce its bicycle parking regulations as laid out in the Zoning Ordinance. Section 25.16.09, as described further in Section 5.1 of this plan, outlines the bicycle parking requirements in the City. These requirements should be fulfilled by all new development to ensure people have adequate facilities to park their bicycles safely and conveniently. Likewise, the City will continue to encourage existing development to increase the number, safety, and convenience of their own bicycle parking, including consultation on bicycle parking design and placement as well as removing obstructions to developing more bicycle parking.

Bicycle parking in Rockville should follow the guidelines set forth in the Rockville Zoning Ordinance and the following guidelines in the Rockville Bicycle Parking Guide, available online and at City Hall:

- The "inverted U" bike rack is to be preferred as it is one of the simplest, most easily understood, and most effective types of short-term bicycle parking. Other types of bicycle parking can be effective and should be considered throughout the City, but U-racks provide the simplest and most easily understood type of bicycle parking.
- Distance to other racks:
    - Rack units aligned end-to-end should be placed a minimum of 96 inches apart.
    - Rack units aligned side-by-side should be placed a minimum of 36 inches apart.
- Distance from a curb:
    - Racks located perpendicular to a curb should be a minimum of 36 inches from the back of curb.
    - Racks located parallel to a curb should be a minimum of 24 inches from the back of curb.
- Distance from a wall:
    - Assuming access is needed from both sides, U-racks located perpendicular to a wall should be a minimum of 48 inches from the wall.
    - Racks located parallel to a wall should be a minimum of 36 inches from the wall.

In 2015, the City developed the Bike Rack Grant Program to provide eligible businesses with safe and convenient bicycle parking. The current bicycle parking requirements in the Zoning Ordinance were added in 2009. Businesses without bicycle parking that were established before the 2009 Zoning Ordinance update can apply for up to two bike racks to be furnished and installed by the City.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Bicycle Laws and Regulations

The City relies on the State of Maryland's traffic rules per the Annotated Code of Maryland. The City should look to adopt its own regulations (within legal limits) regarding the rights and responsibilities of all road users when it comes to bicycle transportation. Clearly detailing road regulations within the City gives law enforcement more power to protect the safety of all road users. An example of additional regulations to increase bicycle safety would be increased penalties for drivers exhibiting dangerous road behaviors such as passing too closely, verbal abuse and intimidation, and illegal turning movements.

Wayfinding Signage

The City should continue to provide and improve bicycle route signage where appropriate, including Bike Route signs, bicycle wayfinding signs to points within the City and bicycle facilities outside of the City, and on-street sharrows to guide bicyclists towards less traveled and/or safer streets. As the proposed projects are realized in the field, wayfinding will become increasingly important. With the next update of this Bikeway Master Plan, the City should develop and implement a wayfinding protocol for the proposed Bicycle Crosstown Routes, as shown in Appendix B. The wayfinding protocol should include significant destinations along or near the established crosstown routes, and should include directional symbols and mileage.

County and State Policy

The City of Rockville only has jurisdiction over its own limits; however, it has a strong stake in county- and state-wide policies as they affect road users within Rockville as well. Where appropriate, the City should advocate for the best interest of all road users. The City should also advocate for the County to connect its routes to City facilities, where appropriate.

Signal Timing

The City should continue to review signal timing for city-maintained traffic signals to better address the needs of bicyclists and pedestrians. For traffic signals operated by Montgomery County, staff should continue to advocate for signal timing changes where necessary and possible.

Intersections

When an intersection is to be improved, amenities for bicycles should be analyzed and included when at all possible. A significant portion of the crashes involving bicyclists, pedestrians, and motor vehicle drivers occur at intersections. Whenever possible, bicycle facilities should continue to and through intersections to facilities on both sides to prevent confusion and collisions.

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Neighborhood Connectivity

Rockville has several important pieces of infrastructure to link neighborhoods together via bicycle, including the Friendship Bridge over I-270 at MD 28 and the Unity Bridge over the Metro/CSX tracks between Lincoln Park and MD 355. However, there is a notable lack of connections between neighborhoods in other parts of the city. Notably, the only places to cross the Metro/CSX tracks between the lower Twinbrook neighborhood and MD 355 are at Edmonston Drive and below the Twinbrook Metro Station, which are approximately 1.1 miles apart and are inconvenient for many people. The City should consider constructing an additional pedestrian and bicyclist crossing over or under the Metro/CSX tracks in this area. In addition, the City should consider projects to close the gaps in locations where neighborhoods are not well-connected.

Rockville's parks, such as Maryvale, Potomac Woods, Wootton Mills, Dogwood and Bullard Park, also play an important role in connecting neighborhoods through shared use bicycle and pedestrian trails. The City should also study opportunities to link poorly connected parts of the City through expansion of existing or construction of new shared use pathways through the City's parks and preserves.

Bikeshare

Bikesharing was introduced in Rockville in 2013 with an expansion of the Capital Bikeshare system into Rockville and surrounding Montgomery County. The Montgomery County Department of Transportation manages the bikeshare network in Rockville with supporting funds and staff resources from the City of Rockville. Bikesharing was introduced as part of a grant program for low-income commuters called the Job Access Reverse Commute (JARC) program. This program initially centered on the Shady Grove/Life Sciences area, and there is currently a total of 22 stations in the area, including 13 within Rockville limits. Bikesharing offers another transportation option for those who cannot or chose not to own a personal vehicle, and Rockville should support the continued existence and future expansion of bikeshare into new areas as much as possible.

Data collection tools for future updates of the bikeway master plan

Future updates of the Bikeway Master Plan should incorporate the use of data that can show where cyclists are beginning and ending their trips, and what roads, routes, and facilities are used. Data collection efforts for future plan updates can begin at any time, as historical datasets can help to show patterns and trends. In 2016, opt-in trip data collection apps that run are smart phones are becoming increasingly popular. Jurisdictions can obtain the open-source data to conduct analysis to identify needs and demands for the bicycle network. Using dynamic maps, accessible online should also be explored, along with the latest technology of the time.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Chapter 4 – Enabling Policies and Additional Practices

In addition to the objectives and policies laid out in this Plan, the City of Rockville has several other documents that outline policies and practices that complement the Bikeway Master Plan. This chapter provides an overview of these supplemental policies and practices, along with their current potential impact on the Plan.

Section 4.1 - Enabling Policies

Zoning Ordinance

The Zoning Ordinance functions to regulate land use within Rockville. The most current Zoning Ordinance was adopted by the Mayor and Council in March 2009. As it relates to transportation, the purpose of the Zoning Ordinance is to "promote alternative modes of transportation by providing convenient, safe, and connected accessibility to public transportation, pedestrian and bicycle systems, inviting streetscapes, and a mixture of uses" (Zoning Ordinance, Section 25.01.02).

Specifically related to bicycles, Section 25.16.09 of the Zoning Ordinance outlines bicycle parking requirements for developments within the city. The location of bicycle parking facilities is addressed in Section 25.16.09(c)(1), which states that bicycle parking must be provided within a certain distance of a main door to a building. The City requires two types of parking for bicycles: short-term and long-term parking. Short-term bicycle parking usually consists of inverted "U"-shaped bicycle racks (or alternatives as approved by the DPW director) that serve visitors to buildings such as retail customers. Long-term bicycle parking usually consists of bicycle lockers or a covered locked room inside a building or parking garage to serve residents of a building or employees of an office building. Bicycle racks placed close to building entrances, visible to others, offer adequate security for short-term parking, while lockers are preferred for long-term storage. In addition, new office buildings in excess of 50,000 square feet are required to provide shower facilities and clothes storage lockers. These facilities provide additional incentives for a commuter to use a bicycle by allowing them to freshen up before work. Both showers and clothing storage lockers must be installed in a safe and secure area and be accessible to all tenants.

The Zoning Ordinance does not have jurisdiction over the public right-of-way, meaning that there are no regulations within the Zoning Ordinance related to on- or off-street bicycle facilities, with the exception of sidewalks, which this Plan does not consider bicycle infrastructure.

Comprehensive Transportation Review

The Comprehensive Transportation Review (CTR) methodology provides technical guidelines to analyze and report the effects of new development on transportation facilities. It is used during the development review process to ensure that the mobility of motor vehicles, pedestrian, transit users, and bicyclists will be optimized. CTR also outlines the required

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

contents of, and steps to complete, a Transportation Report that a developer must submit with a development application. During the CTR process, City staff review an application to ensure that it complies with all City criteria related to bicycles.

Transportation Demand Management Program

Transportation Demand Management (TDM) is a general term for various strategies to increase transportation system efficiency. TDM strategies are designed to better balance peoples' need to travel a particular route at a particular time with the capacity of available facilities to efficiently handle this demand. The focus of TDM strategies is to provide people with increased travel choices – from choices in travel modes to choices in travel route and trip departure time – and to provide incentives and information for people to make informed travel choices. TDM strategies that are related to bicycles include incentives for employers to make their offices more bicycle-friendly, events to promote bicycling, and creating more dedicated road space for bicycling.

Complete Streets Policy

The City of Rockville's Complete Streets Policy was adopted by Mayor and Council in July 2009. Its purpose is to "ensure that multimodal elements are incorporated into all transportation improvement projects" (City of Rockville, 2009). The Policy requires that new construction and re-construction of roadway projects in Rockville accommodate users of all ages and abilities including pedestrians, bicyclists, transit users, motorists, and adjacent land users. The Policy presents four design scenarios: separate accommodation for all users, partial sharing for bicyclists and motor vehicles, shared bicycle/motor vehicle accommodation, and shared bicycle/pedestrian accommodation. All four scenarios are represented in the recommendations in this Plan.

Neighborhood Plans

The Community Planning and Development Services Department works with neighborhoods throughout Rockville to develop neighborhood plans, which, along with this Plan, are part of the City's Comprehensive Master Plan. These plans outline the unique needs and desires of Rockville's neighborhoods. Within the plans, bicycle and pedestrian circulation are often mentioned as important livability criteria. There are 8 adopted neighborhood plans in Rockville:

- East Rockville Neighborhood Plan (2004) – The Plan recommends the construction of all missing sidewalk segments in the neighborhood and the completion of the portion of the Millennium Trail along First Street, which has been completed since the adoption of this plan.
- Hungerford-Stoneridge, New Mark Commons, Monroe-Lynfield (Planning Area 3) Neighborhood Plan (1985) – The Plan recommends bike paths along Wootton Parkway and New Mark Esplanade (which were completed) as well as along Cabin John Pkwy and Monroe Street (which have since been determined to be infeasible).

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

- I-270 North of Montrose Road (Planning Area 12) Neighborhood Plan (1985) – The Plan recommends a 10-foot bike/ped path along Ritchie Parkway. This has been determined to be infeasible, but a bike/ped path was constructed along nearby Wootton Parkway and is now part of the Millennium Trail.
- Lincoln Park Neighborhood Plan (2007) – The Plan recommends the completion of the bicycle facilities in the neighborhood that were recommended in the 2004 Bikeway Master Plan, including bicycle facilities on North Stonestreet Avenue, Ashley Avenue, Frederick Avenue, and North Horners Lane. Sharrows were added to North Stonestreet Avenue since the Lincoln Park Neighborhood Plan was adopted.
- Rockville Pike Corridor Neighborhood Plan
    - *1989 edition* – The adopted Rockville Pike Corridor Neighborhood Plan recommends the completion of missing sidewalk segments and expansion of sidewalk to 10 feet in width along Rockville Pike and popular pedestrian areas. The Plan also recommends grade-separated pedestrian facilities to cross Rockville Pike, which could benefit bicyclists as well.
    - *2016 edition* – The 2016 Rockville Pike Corridor Neighborhood Plan includes several of the recommendations in this updated Bikeway Master Plan, including cycletracks along a redesigned Rockville Pike.
- Town Center Master Plan (2001) – The Plan recognizes the importance of locating bike racks near building entrances and the creation of dedicated bike routes as alternatives to driving, including on the future extension of Maryland Avenue.
- Twinbrook Neighborhood Plan (2009) – The Plan recommends the completion of missing sidewalk segments in the neighborhood. It also asks for the reconsideration of a shared use path that was recommended in the 2004 Bikeway Master Plan to connect Town Center to Rock Creek Trail along Veirs Mill Road because of the potential disturbance of the future of Bus Rapid Transit along this corridor. In this updated Bikeway Master Plan, shared roadway signs are recommended along the service road of Veirs Mill Road instead of a shared use path.
- West End-Woodley Gardens (Planning Area 4) Neighborhood Plan (1989) – The Plan recommends a separated bikeway along Great Falls Road (which was completed) along with shared roadway signs on the remainder of the low-volume streets in the neighborhood. Shared roadway signs have been added to this neighborhood where appropriate, and additional signs are included in this plan.

Section 4.2 – Additional Practices

Education and Safety

City staff plans and implements safety campaigns through its interdepartmental Pedestrian and Bicycle Safety Committee, which holds quarterly meetings and includes representatives from the Department of Public Works, the Department of Recreation & Parks, Police, Neighborhood Resources, and the Public Information Division, in addition to public representatives from the

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Rockville Bicycle Advisory Committee and the Traffic and Transportation Commission. This group is responsible for coordinating pedestrian and bicycle safety initiatives throughout the City. Some elements that have been successfully promoted include a series of public service announcements on the City's local television station (Rockville 11) and website as well as at community meetings. City staff has also distributed multilingual materials supplied by Metropolitan Washington Council of Governments' (MWCOG) "Street Smarts" campaign.

To improve safety, the Police Department implements programs such as "Rockville Reflects", where the Police hand out reflective bands for pedestrians and cyclists to wear at night to increase visibility. The Police Department also hands out pedestrian and bicycle safety tip cards to raise awareness of the importance of pedestrian and bicyclist visibility and deploys a variable message sign near elementary schools to raise awareness about traffic safety when children and pedestrians are present.

The City has also had success through a federal Safe Routes to School grant to provide an instructor to elementary schools for in-school bicycle safety instruction. Rockville has a long-standing tradition of supporting youth bicyclist education through the program and developed the first Safe Routes to School (SRTS) curriculum in the state.

Also, RBAC has worked with Montgomery College to add bicycling classes as part of the physical education and workforce development program. The course, Cycling Commuter Safety and Traffic Skills, offers League of American Bicyclist safety practices and supports the Bicycle Commuter Act. During the course, students learn new cycling techniques for commuting by bicycle to build greater confidence in maneuvering safely and legally on trails, road, and paths.

The City of Rockville does not currently manage Safe Routes to School Program in Rockville's schools. However, individual schools can choose to support this curriculum on their own. The City owns a trailer with dozens of children's bicycles and helmets that are available for the free use of any school who would like to do this education on their own.

ENFORCEMENT

Enforcement of traffic laws is a key element in developing cooperative behavior among all road users. Bicycle travel enforcement efforts should encourage safe and lawful travel by strategically targeting high risk behavior and locations, maximizing educational opportunities, and focusing on community partnerships and communication.

Thorough analysis of cyclists' crash reports is an important element in identifying potentially unsafe conditions for bicycling. Careful review of bicycle collisions can help assist with the planning of new bicycle facilities, identify which violations should be prioritized for future enforcement efforts, and provide safety education opportunities. Important data to collect in reporting bicycle crashes include time, weather, contributing circumstances, injuries, and police determination of fault, all of which are gathered in police reports and analyzed by City staff.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

Not all crashes involving bicycles are reported, but encouraging the public to report these incidents and keeping a thorough log can help to plan for the future.

Encouragement

The City encourages bicycling through programs such as the annual Bike to Work Day event, which invites commuters across the Washington, D.C. metropolitan region to celebrate bicycling as a clean, fun, and healthy way to get to work. In Rockville, participants enjoy free food and drinks along with a morning of festivities at several pit stops located throughout the City. Participation levels reached a new high in 2013, and the City plans to continue to expand this celebration.

City staff also interacts with children in the community through the SRTS program as well as the TERRIFIC Kid awards. The TERRIFIC Kid awards encourage good citizenship in children with the reward of a new bike, lock, and helmet. These awards are presented by the Mayor and Council each year during Bike Month in May. This program is made possible through charitable bike donations and maintenance by the local non-profit, Bikes for the World.

Terrific Kid Program Advertisement

Section 4.3 – Policy and Practice Recommendations

The following section presents additional recommendations to the City's policies and practices that could help increase bicycle ridership and keep bicyclists safe on the streets.

Policies

It is important that the accommodation of bicycles be addressed in the planning and design of proposals for new development and redevelopment. In the case of new development, careful consideration should be given to bicycle circulation within the development area and to connections with the local and regional bikeway networks with particular attention to intersection accommodations adjacent to existing roadways. Grid street patterns and the provision of pedestrian and bicycle connections between cul-de-sacs and/or long block faces are examples of development patterns that provide options to bicyclists and encourage

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

bicycling as a part of people's everyday lives. Likewise, bicycle parking should be provided at all public facilities and should be incorporated into streetscape projects. Bicycle parking should be located at both points of origin and points of destination. Policies that support these urban form recommendations should be explored for potential addition to the Zoning Ordinance and City Code.

PRACTICES

While Rockville is no longer eligible for SRTS grant funding for in-school instruction, the City should continue to encourage schools in Rockville to incorporate this program in their curricula. DPW should also continue to consider ways to apply for and use SRTS grant funding for infrastructure projects near schools to increase bicycle safety for children. The Rockville Police Department should encourage the public to report even minor crashes involving bicyclists and pedestrians and coordinate with DPW to target enforcement in high incident areas. Encouragement efforts should also be enhanced through additional organized rides with the Department of Recreation and Parks and the Rockville Bicycle Advisory Committee as well as bicycle commuter celebrations (monthly bicycle breakfasts, etc.).

Rockville should also consider further efforts to use advanced bicycle counting technology. Currently, the City uses manual counts twice a year at various intersections throughout the city and annual mechanical counts at two locations along the Millennium Trail. Recent advancements in technology to assist in year-round automated counting of bicyclists can help staff collect important data regarding bicycle usage in Rockville.

Finally, City's Bike and Pedestrian Coordinator should stay aware of new trends, design variations and technologies within the cycling community and industry (e.g. recumbent and electric bicycles, handcycles, trikes) and look for ways to acknowledge and safely accommodate them on the existing and proposed facilities. For example, the popularity of electric bicycles is growing in the United States and some jurisdictions are considering implementation of speed limits on bikeway facilities for users of electric or gas powered bikes. Another example is the encouragement of recumbent bicycle users to use flags or bright colors for visibility.

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CHAPTER 5 – IMPLEMENTATION AND FUNDING

Bicycle facilities will be added or improved as opportunities arise during street resurfacing or road rehabilitation projects, while others will be implemented as independent bicycle and pedestrian improvement projects. Bicycle accommodation and improvements will be routinely considered in the planning phases of new public projects and private developments within the City. City staff should regularly revisit the recommendations in this plan to schedule near-term projects.

Some recommended facilities are complex and may take many years to implement, while others are relatively simple and will be ready for construction as soon as funding is available. Interim facilities may be considered for elements of the bikeway network that are not practicable during the horizon year of this plan. Any recommended improvements not completed upon the next revision of the Bikeway Master Plan will be reevaluated on a case-by-case basis, by staff and through the public process, for future implementation. A progress report of the Plan implementation should be annually prepared by City staff and submitted to the Rockville Bicycle Advisory Committee.

City staff will notify civic associations and residents along the project alignment as Bikeway Master Plan projects are funded and scheduled for implementation. This notification will include information about the project scope, location, proposed construction schedule, and contact information for responsible staff.

Chapter 5 includes an analysis of funding options available for the recommendations in this Plan, including tax revenue, developer funds, and federal, state, and local grants.

SECTION 5.1 – IMPLEMENTATION AND PUBLIC INVOLVEMENT

While there is a general public support for the updated Bikeway Master Plan, implementation of individual projects included in the recommendations can raise concerns in affected neighborhoods, particularly if the impacts are significant. To address these concerns, City staff will take certain actions to help guarantee that impacted residents are aware of proposed bikeway projects and have an opportunity to learn the details of project implementation and provide adequate input.

These actions by City staff are triggered whenever a proposed project includes one of the following actions:

1. The removal of one or more lanes of traffic.
2. The removal of 10% or more of existing on-street parking spaces across the entire length of the project.
3. The widening of a roadway to accommodate a new bikeway where any of the following occurs: street trees are removed and not replaced, private property acquisition is

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Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

required, or sidewalks are narrowed or relocated. (Note: these scenarios are very unlikely given cost and available space.)

Prior to the implementation of a bikeway project where one of the triggers is reached, the following actions will be taken:

1. All residents and businesses with frontage along the route are notified via direct mailing (which will also be posted on the City's website), and includes:
    a. A description and schedule of the proposed project and how it fits into the City bicycle network;
    b. A map of the route indicating where the applicable actions are proposed;
    c. Name, email address, and phone number for a staff contact;
    d. Date, time, and location of any meetings scheduled to discuss the bikeway;
    e. Signs posted along the route and in the nearest Community Center indicating where information on the proposed bikeway project may be obtained; and
    f. Estimated closing date of the public comment period.
2. Local citizen association representatives are notified and invited to any meetings.
3. A public meeting is held to receive input and answer questions about the project. In addition to being identified in direct mailing, the date and location of the public meeting is published in Rockville Reports and/or the City's website.
4. Residents, local citizens' associations, and other interested parties who add their name to a notification list, are notified by mail of the final project design and proposed date of implementation.

SECTION 5.2 – FUNDING

When bikeway projects reach the implementation phase, the source of funding will be determined based on the cost and location of the improvement. For capital improvements and maintenance of bicycle facilities, an adequate amount of funding needs to be available to ensure regular progress toward achieving the bicycle objectives of this Plan. The City works to identify new sources of funding to implement bicycle-related projects and programs and seeks to maximize the amount of Federal, State, and private funding that can be leveraged by local dollars. Funding decisions will be made by the Mayor and Council as part of the Capital Improvement Program (CIP) through the annual budget process. There are two general types of external funding sources: developer money and grants. Developer money is the primary source of funding for bicycle projects and comes through the TDM program as explained below. Grant money is often highly competitive and securing funds can be difficult. The following section provides further details on these funding sources.

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Capital Improvement Program

The Capital Improvement Program (CIP) annually outlines important projects for each division within the City. The Traffic and Transportation Division chooses projects each year to use its designated funding, which comes from capital funds, developers, speed cameras, and grants.

Transportation Demand Management

Transportation Demand Management (TDM) programs aim to decrease traffic congestion and vehicle emissions through education, marketing, and outreach to employers and residents about the variety of commuting options available. The TDM program is established through the development review process. Developments that generate 30 or more peak hour trips are required to pay a TDM fee, which is paid over ten years. In March 2011, Mayor and Council adopted a revised Comprehensive Transportation Review (CTR) policy, which establishes the total contribution from the developers, and is now paid as a Transportation Improvement Fee (which replaced the TDM Fee) prior to issuance of a building permit.

Speed Camera Funds

The City of Rockville first installed speed cameras in 2007 where automatic citations are issued to drivers who speed past a camera. The Police Department has installed several more throughout the City since. The revenue that is generated from speed cameras is available to CIP projects and can be used to support pedestrian and bicycle projects.

Rockville uses speed cameras in targeted locations to increase speed limit compliance. (Source: Washington Post)

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GRANTS

Grant funding is available from a variety of sources to assist in the development and construction of the recommendations in this Plan. In the past, the City of Rockville has received federal grants from the U.S. Department of Transportation, state grants through the Maryland State Highway Administration, and regional grants from the Metropolitan Washington Council of Governments. The following is a partial list of potential federal and state grant funding sources to implement some of the recommendations in this Plan:

Federal	
Transportation, Community, and System Preservation (TCSP) – USDOT	The TCSP program is a comprehensive initiative of research and grants to investigate the relationship between transportation and land use, in partnership with private sector-based initiatives. Rockville has received TCSP funds for two projects along South Stonestreet Road and pedestrian improvements in the Twinbrook area.
Safe Routes to School (SRTS) – FHWA	SRTS funds are available for a wide range of projects through the FHWA to improve the safety and availability of amenities for children to walk or bicycle to school. Rockville has received these funds in the past to implement a program in local schools to teach children how to ride safely with traffic. Future grant funding could be available for projects that work from the successes of previous projects and incorporate new ideas.
Job Access and Reverse Commute (JARC) - FTA	The City of Rockville entered into a partnership with Montgomery County to introduce a bikesharing system to the region. The funds for this project were provided in part by a JARC grant to provide commuting options for lower-income residents of Rockville. Future JARC grant funding could exist for projects that also fall into this category.
Transportation Alternatives Program (TAP) - FHWA	TAP was instituted in The Moving Ahead for Progress in the 21st Century Act (MAP-21) to replace the Transportation Enhancements program. The City works with MDOT to submit applications for these funds, which are available for FY13 and FY14 with future funding depending on congressional appropriation. TAP can fund infrastructure, a Safe Routes to School coordinator, community involvements projects, and other similar items.
Transportation Land Use Connection (TLC)– MWCOG	The TLC grant is provided by MWCOG to hire a consultant for technical assistance on studies linking transportation and land use. The City has used a TLC grant in the past to get assistance in writing the Complete Streets policy and to update this Plan.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

State	
Congestion Mitigation and Air Quality Improvement Program (CMAQ) – various sources	CMAQ funds come from the federal government to state Departments of Transportation, Metropolitan Planning Organizations, and transit agencies to invest in projects that reduce transportation-related emissions. These funds often help fund projects such as HOV lanes; however, it is possible to submit an application for a bicycle and pedestrian project.
Maryland Bikeways Program – Maryland DOT (MDOT)	The Maryland Bikeways Program provides funds for three types of bikeways to local jurisdictions throughout the state. The Program can provide funds to a jurisdiction for minor retrofits (up to $100,000 per project), funds for the construction of larger projects (with a minimum of $100,000), and funds for the design of future amenities. Applications are due annually in June. MDOT is also piloting a funding program to support the creation of Bicycle and Pedestrian Priority Areas, which are specific areas that would benefit from the targeted use of funds to develop connected bicycle and pedestrian networks. These areas will include areas of high demand and safety concerns combined with local commitment and consistency with State requirements.
Recreational Trails Program - SHA	The Recreational Trails Program provides funds to help design and construct off-street trails. Funds cannot exceed $40,000 for trail construction and $30,000 for non-construction. Applications are received throughout the year with an annual deadline of July 1.
Program Open Space – Maryland Department of Natural Resources	The primary purpose of Program Open Space is to acquire outdoor recreation and open space areas for public use. The City could be eligible for these funds for applicable bicycle and pedestrian facilities, depending on their inclusion in Montgomery County's Land Preservation and Recreation Plans.

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CHAPTER 6 – MAINTENANCE

Maintaining bikeways in a state of good repair ensures that facilities remain safe and accessible for bicyclists across the City throughout the year. Implementation of a thorough maintenance program will help protect bicyclists who use the facility as well as the public investment in the bikeway network. Funding for an ongoing maintenance program should be included in the City's Operating Budget and Capital Improvement Program.

Though the City has methods in place for regular maintenance, concerns about bikeway maintenance outside of the normal schedule should be reported by the general public. The Pedestrian and Bicycle Coordinator should act as the point of contact for residents with questions and concerns regarding maintenance of bikeways. Concerns and questions should be submitted to the Department of Public Works. Upon receiving a public request, the Coordinator should then refer resident requests for service to the appropriate City department in a timely manner.

The following recommended practices should guide City departments responsible for maintaining the bikeway network. All maintenance should be performed as needed unless otherwise indicated.

SWEEPING AND SNOW REMOVAL

Bicyclists tend to avoid bikeway facilities where sand, snow, gravel, broken glass, and other debris are present because such obstructions impede travel and increase the likelihood of puncturing a tire. In addition to causing delay for the bicyclist, debris can push individuals from a shared-use path or bicycle lane into a better maintained vehicle lane and increase the potential for vehicle-bicycle conflict. Consistency of a regularly scheduled inspection and maintenance program helps ensure that bikeways remain free of litter. It may not be cost-effective to continuously sweep bikeways during extended icy conditions; however, bikeways in high-use areas should be swept after major storms and at the end of the winter season. As a general practice, debris and snow from the roadway should not be pushed onto sidewalks where their presence will impede pedestrians, nor should debris be swept from the sidewalk or shared-use path onto the roadway.

Snow removal is also important as many people choose to bicycle year round. The Carl Henn Millennium Trail should be prioritized for snow removal first, and other paths should follow. Snow should not be stored in bike lanes, on shared-use paths, or at curb ramps used by bicyclists or pedestrians. Obstructions, such as tree branches and vegetation encroaching onto paths and trails, should also be observed, trimmed and removed.

PAVEMENT MAINTENANCE AND REPAIR

Similar to the reasons listed above for the importance of sweeping and snow removal, a smooth pavement surface that is free of cracks, potholes, bumps and other physical problems is important. The City maintains an annual asphalt resurfacing program for pavement overlays on

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

streets. This program also provides an opportunity to improve on-road conditions for bicyclists through the modification of pavement markings and roadway width. In addition to the City's annual street asphalt maintenance program, care should be exercised during any public utility work within the roadway as utility cuts leave a rough surface for bicyclists if not properly backfilled and patched.

Sidewalks and Shared-Use Paths

Bicyclists should be able to expect clear and level sidewalks and shared-use paths throughout the City. The City's Operations and Maintenance staff thoroughly review all sidewalks and shared-use paths in the City on a ten-year cycle. Any improvements to be made are completed as soon as possible once they are discovered. In the course of their work, Operations and Maintenance staff also notice problem areas along sidewalks and shared-use paths. Staff should take extra care to document these areas and ensure that they are promptly corrected. The public should feel empowered to alert the Department of Public Works when they notice problems as well, and the City will make sure to act quickly on a solution.

Signs and Pavement Markings

Bicycle destination and route signs, pavement markings, and traffic control signs should be reviewed and replaced as needed to ensure that their message remains effective and legible for both bicyclists and motorists. At the minimum, pavement markings, including bicycle lanes and sharrows, should be refreshed every five years or as needed. In addition to the guidance these devices provide bicyclists within the travel way, pedestrians and bicyclists rely on motorists to observe signs and traffic control devices that regulate vehicular movement.

Drainage Improvements

Proper drainage is essential to maintaining safe bikeways, and there should be no standing water on City bikeways. Road inlets on bicycle facilities should include safety grates and should be monitored following construction to ensure the finished grade does not settle below the pavement. Catch basins may also need to be adjusted or replaced to improve drainage.

Vegetation Management

Vegetation that encroaches into bikeways creates hazardous conditions for bicyclists by limiting sight distance, obstructing the bicycle facility, and damaging the pavement surface. In order to manage the impact vegetation has on the bikeway, maintenance staff should elevate vegetation off the facility to maintain adequate clearance and sight distance at driveways and intersections. Additionally, staff should root prune young trees near the bikeway to prevent pavement surface damage. DPW should work with the City's Code Enforcement staff to quickly enforce the requirement that vegetation that abuts bikeways from a private property be adequately maintained by that private property owner.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

TABLE 6.1 - MAINTENANCE RESPONSIBILITY

	Department of Public Works	Department of Recreation and Parks	Police Department
On-street bikeways	X		
Shared-use paths within City street ROW	X		
Shared-use paths on other City property		X	
Bicycle parking facilities at City-owned locations		X	
Removal of vegetation encroachments from City-owned properties		X	
Removal of vegetation encroachments from private property			X (notify landowner to take care of issue)

INFORMATION MANAGEMENT

Maintaining current information on existing bicycle facilities and routes in the City is equally important to maintaining bicycle infrastructure. Whenever bicycle infrastructure projects are completed in the field, updates to the Bike Map, the map which shows existing facilities and routes, will be necessary. Successful implementation of this plan will be realized with regular updates to the online version of the Bicycle Map and routine updates of the printed version.

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

APPENDIX A

BIKEWAY MASTER PLAN PROPOSED FACILITIES MAP

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

APPENDIX B

BICYCLE CROSSTOWN ROUTES

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NOTES ON BICYCLE PRIORITY ROUTES

- The following Bicycle Priority Routes are suggestions for cross-town bicycle travel. Items not listed in bold on each of the following sheets are bicycle facilities that already exist; items in bold are those that are suggested in this Bikeway Master Plan. Items in bold are all listed in Table 3.1 in Chapter 3; however, not all recommendations from Table 3.1 are listed in these Bicycle Priority Routes.
- These recommendations should be completed in a timely fashion, and implementation of the Bicycle Priority Routes will depend on the completion of the recommendations in this plan. The key that corresponds with the "facility" column in the tables the follow is:

KEY
BL = Bicycle Lane
CL = Climbing Lane (BL only on uphill side of road)
CT = Cycletrack
SR = Shared Roadway
SUP = Shared Use Path

DRAFT

Attachment 15.a: Rockville's Bikeway Master Plan (1533 : Introduction of the Bikeway Master Plan Ordinance)

APPENDIX C

BUILDING BLOCKS OF A BICYCLE FRIENDLY COMMUNITY (LEAGUE OF AMERICAN BICYCLISTS)

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Edits to Draft Bikeway Master Plan

Number	Page Number	Addition or edit	What should be added/changed?
1	7	Edit	In Section 1.1, "Why Bicycles?", change the first sentence to state the following: "Bicycling offers a healthy, affordable, efficient, and environmentally-friendly mode of transportation that also increases the flexibility and reach of the existing transportation network."
2	9	Edit	In Chapter 2 - Planning Process, change the first sentence to state the following: "Updating the Plan requires reviewing the progress from the previous plan, soliciting input from people and groups with various interest "
3	13	Edit	Page 13, section 2.4 objectives: reorder to 1) safety, 2) mobility, 3) facilities, 4) environment, 5) encouragement
4	14	Edit	Page 14, facilities performance measures: “Number of bicycle parking spaces…”
5	13	Edit	Originally in page 15, safety policies: reorder to 4.3, 4.2, 4.1, 4.4, 4.5
6	13	Edit	Originally in page 15, 4.4: “Identify potential bicycle routes…”
7	15	Edit	Originally in page 16, policies: make 5.4 (silver level bike friendly community) #1
8	20	Edit	Page 20, cycletracks, last sentence: “…the use of cycletracks is anticipated for the redeveloping Rockville Pike…” [current wording is weaker than the adopted pike plan.]
9	20, 28	Addition	Added Bike Box as a Facility Type on Page 20. Noted that Bike Box should be installed as part of the Park Rd and MD355 spot improvement.
10	21	Correction	Page 21, last sentence: change “bicycles” to “bicyclists”
11	28	Remove	Page 28, fourth row of table: “…owned and by…” [delete “and”]
12	31	Addition	Page 31, 2nd sentence on CSX track crossing: should be made clearer. “The City should consider additional pedestrian and bicyclist crossing over or under the Metro/CSX tracks in this area. In additional, the City should consider …”
13	34	Edit	Page 34, Rockville Pike Plan: instead of “Current update” “2016 edition”
14	39	Remove	Page 39, #4: remove in its entirety [hearing requirement]
15	7	Edit	Added an overarching statement on page 7, under Chapter 1-Vision to make clearer that "the plan is a vision, but not an exhaustive list of possibilities and other options for new bike infrastructure will be considered as opportunities arise".
16	22,map	Addition	Added a SUP designation on Baltimore Rd, between First Street and Gladstone Drive, to reflect the planned Baltimore Road Project
17	22, map	Edit	Changed facility designation on Chapman Ave (Halpine to north end extension) from SR to BL
18	22, map	Edit	Changed facility designation on College Parkway (Yale Place to Frederick Road) from SR, to BL on north side and SR on south side.
19	26, map	Edit	Changed facility designations on two segments of Wootton Parkway (Longhill Drive to Seven Locks Road and Edmonston Drive to Rockville Pike) from BL to SR.

Edits to Draft Bikeway Master Plan

Number	Page Number	Addition or edit	What should be added/changed?
20	14	Addition	Under "Facilities", added the underlined on Page 14: "Provide bicycle facilities during site development, redevelopment and roadway construction to improve the continuity of the bikeway network"
21	13	Addition	Added the following policy on page 13: "Policy 1.6 – Advocate for state laws and legislative priorities to help better protect bicyclists and improve their safety. "
22	14	Addition	Added the following policy on page 14: "Policy 2.3 – Significantly increase bikeway and route signage and markings to ensure sign consistency and visibility."
23	10	Remove	Removed the following bullet point from page 10: "Install a shared-use path along Edmonston Drive between Wootton Parkway and Rockville Pike.
24	8	Edit	Updated photo of the Carl Henn Millennium Trail
25	10	Addition	On Page 10, added the underlined: "A volunteer committee of cyclists who meet monthly to provide input to Mayor and Council and City staff…"
26	10	Addition	On Page 10, added the underlined: "A nine-member appointed body that advises the Mayor and Council and Department of Public Works…"
27	11	Edit	On Page 11, under EXTERNAL AGENCIES, updated the second sentence to state "As of Spring 2017, MCPD was working on an update to the County Bicycle Master Plan, including a plan for a separated bike lane network in nearby White Flint."
28	14	Addition	On Page 14, added the underlined language to Policy 2.2: "Policy 2.2 – Use latest methodology to gather bicycle counts and public input to determine where new facilities and improved maintenance are needed."
29	14	Edit	On Page 14, under Mobility - Performance Measures, changed bullet point #5 to state the following: "Number of bikes recorded along major off-road bicycle thoroughfares"
30	13	Edit	On Page 13, under Safety - Performances Measures, removed bullet points 1 and 2, modified last bullet point to state "Percent of bicycle crashes compared to bicyclists' population "
31	16	Addition	On Page 16, under Objective 5 - Encouragement, added the underlined to bullet point #3, under Policy 5.1: "Review and revise local and/or state ordinances related to bicyclist safety,"
32	16	Addition	On Page 16, under Objective 5 - Encouragement, added the underlined under Policy 5.5: "Use City media platforms to promote safe bicycling for recreation and transportation."
33	18-19	Addition	On Pages 18-19, added (Rockville) examples of Bikeway Facility Types
34	21	Edit	On Page 21, edited Section 3.3 - "Recommendations" to state the following "Some of the recommendations in this plan are aspirational "
35	21	Edit	On Page 21, added Aster Blvd to the list of Street Recommendations (missing from table)
36	22	Edit	On Page 22, added Carnation Drive to the list of Street Recommendations (missing from table)

Edits to Draft Bikeway Master Plan

Number	Page Number	Addition or edit	What should be added/changed?
37	7	Edit/Addition	On Page 7, Chapter 1 - "Vision" was updated with language announcing the strengths of the plan, 1) connectivity, 2) mainstreaming of cycling, 3) building on the great accomplishments of the past.
38	31	Addition	On Page 31, under "Neighborhood Connectivity", added a paragraph emphasizing the role of parks in connecting neighborhoods.
39	7	Remove	Under Section 1.1 - "Why Bicycles?", removed bullet point #5 about Local Economy
40	27	Addition	SECTION 3.4 – CROSSTOWN BICYCLE ROUTES - added the underlined: "These routes were suggestions for safe and efficient cross town travel. However, additional routes and additional facilities are required to make a more thoroughly connected bicycle network to fulfill the Mayor and Council vision for bicycling in Rockville, and to better connect with County bikeways."
41	27	Edit	Under "East/West Connectivity", changed the second bullet point to state: "Bike Route Rock Creek to Rockshire – From Baltimore Road to the western City limits via Edmonston Drive , Falls Road, Fallsmead Way, Wootton Parkway, Scott Drive and Veirs Drive."
42	28	Edit	Under Section 3.5 - Spot Improvements, edited the underlined: "This Plan identifies several places that may be difficult to navigate as a person cycling, but are worth analyzing and possibly redesigning because the "spot" could provide a crucial connection for the bicycle transportation network."
43	29	Addition	Added photo of new bike racks at Best Buy (Rockville Pike), installed through the Bike Rack Program.
44	30	Addition	Under "Intersections", added the underlined: "A significant portion of the crashes involving bicyclists, pedestrians, and motor vehicle drivers occur at intersections."
45	32	Addition	In SECTION 4.1 - ENABLING POLICIESS, under Zoning Ordinance, added the underlined: "short-term bicycle parking usually consists of inverted "U"-shaped bicycle racks (or alternatives as approved by the DPW director) that serve visitors to buildings such as retail customers"
46	37	Addition	In SECTION 4.3 - POLICY and PRACTICE RECOMMENDATIONS, under Practices, added a paragraph with regard to bike technologies.
47	38	Addition	In CHAPTER 5 – IMPLEMENTATION AND FUNDING, added the following sentence at the end of the second paragraph: "A progress report of the Plan implementation should be annually prepared by City staff and submitted to the Rockville Bicycle Advisory Committee."
48	41	Addition	In the Grants table, under Federal, added a description of the MAP-21 abbreviation - The Moving Ahead for Progress in the 21st Century Act (MAP-21)
49	43	Addition	Under "Sweeping and Snow Removal", added the following sentence "Obstructions, such as tree branches and vegetation encroaching onto paths and trails, should also be observed, trimmed and removed."

Ordinance No. ___ ORDINANCE: To adopt the Rockville's Bikeway Master Plan as an amendment to the adopted Master Plan for Rockville

WHEREAS, the City of Rockville Planning Commission (hereinafter referred to as the "Commission"), under the provisions of Section 3-201 *et seq.* of the Land Use Article of the Annotated Code of Maryland, may make and approve a plan or amendments thereto and recommend the same to the local legislative body for adoption; and

WHEREAS, previously, on December 19, 2001 the Commission did approve, and on November 12, 2002 the Mayor and Council adopted a Master Plan for the City of Rockville, Maryland; and

WHEREAS, previously, on February 25, 2004 the Commission approved, and on April 26, 2004, the Mayor and Council adopted a City of Rockville Bikeway Master Plan for the City of Rockville, Maryland as an amendment to the Plan; and

WHEREAS, the Mayor and Council did instruct the Commission to make and approve, and recommend to the Mayor and Council an amendment to the Master Plan to revise the Bikeway Master Plan; and

WHEREAS, the City staff prepared, consistent with Section 3-201 *et seq.* of the Land Use Article of the Annotated Code of Maryland, an amendment to the Plan to revise the City of Rockville Bikeway Master Plan; and

WHEREAS, the City of Rockville Bikeway Master Plan implements the visions as provided in Section 1-201 of the Land Use Article of the Annotated Code of Maryland; and

WHEREAS, after the preparation of the City of Rockville Bikeway Master Plan, the Commission gave notice of the time and place of the public hearings to be held on said plan by giving notice in a newspaper of general circulation in the City; and

WHEREAS, the Commission referred copies of said plan to all adjoining planning jurisdictions and to all state and local jurisdictions that have responsibility for financing or constructing public improvements necessary to implement the City of Rockville Bikeway Master Plan at least sixty (60) days prior to the public hearing; and

WHEREAS, the Commission held public hearings on the City of Rockville Bikeway Master Plan on April 19, 2014, October 14, 2015, and January 27, 2016; and

WHEREAS, the Commission took into consideration the testimony presented at said public hearings and in the written public record and made modifications to the City of Rockville Bikeway Master Plan; and

WHEREAS, pursuant to Section 3-202, Land Use Article of the Annotated Code of Maryland, the Commission, by Resolution No. 2-16, adopted September 28, 2016, approved and recommended for adoption by the Mayor and Council the City of Rockville Bikeway Master Plan as a replacement of the 2004 City of Rockville Bikeway Master Plan and as an amendment to the 2002 Master Plan for the City of Rockville, Maryland; and

WHEREAS, the Commission certified an attested copy of the recommended plan to the Mayor and Council on September 28, 2016; and

WHEREAS, pursuant to Section 3-204, Land Use Article of the Annotated Code of Maryland, the Mayor and Council, as the legislative body, may adopt, modify, remand, or disapprove an amendment to the Master Plan; and

WHEREAS, pursuant to Section 3-204, Land Use Article of the Annotated Code of Maryland, the Mayor and Council shall hold a public hearing before adopting or modifying an amendment to the Master Plan; and

WHEREAS, on October 24, 2016, the Mayor and Council established a public hearing date of December 12, 2016, for the City of Rockville Bikeway Master Plan, and a notice has been published once a week for two consecutive weeks and at least ten days prior to each public hearing, in a newspaper of general circulation in the City of Rockville; and

WHEREAS, the Mayor and Council did hold public hearings on the Planning Commission's recommended plan for the City of Rockville Bikeway Master Plan on December 12, 2016; and

WHEREAS, pursuant to Section 3-204, Land Use Article of the Annotated Code of Maryland, the Mayor and Council shall approve, modify, remand, or disapprove the recommended plan within 90 days after the date that the Planning Commission certifies an attested copy of the recommended plan to the legislative body; and

WHEREAS, pursuant to Section 3-204, Land Use Article of the Annotated Code of Maryland, if the Mayor and Council determines that there are exigent circumstances so that it is unable to act within the 90 days, the Mayor and Council may extend the deadline for no more than one 60-day extension; and

WHEREAS, the Mayor and Council determined that there were exigent circumstances so that it was unable to act within 90 days; and

WHEREAS, the Mayor and Council extended the deadline to approve, modify, remand or disapprove the recommended plan by 60 days to April 14, 2017 by Resolution No. 1A-17 adopted on January 23, 2017; and

WHEREAS, the Mayor and Council amended the Planning Commission's recommended plan during work sessions following the public hearings; and

WHEREAS, it is the desire of the Mayor and Council to approve the recommended City of Rockville Bikeway Master Plan with certain modifications and amendments.

NOW, THEREFORE, BE IT ORDAINED BY THE MAYOR AND COUNCIL OF ROCKVILLE, MARYLAND, that the City of Rockville Bikeway Master Plan be, and the same is hereby, adopted as a replacement of the 2004 City of Rockville Bikeway Master Plan and as an amendment to the Master Plan for the City of Rockville, said City of Rockville Bikeway Master Plan consisting of the publication entitled "Rockville Bikeway Master Plan" dated April 3, 2017.

* * * * *

I certify that the above is a true and correct copy of an Ordinance adopted by the Mayor and Council of Rockville at its meeting of April 3, 2017.

_____

Kathleen Conway, City Clerk/Director of Council Operations

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Presentation
Department: CPDS - Development Review
Responsible Staff: Brian Wilson

Subject

Presentation of the Shady Grove Neighborhood Center Application - Project Plan Briefing - PJT2017-00007

Recommendation

Staff recommends that the Mayor and Council receive the briefing from the applicant on the Project Plan application and provide comments as necessary, pursuant to Section 25.07.07.6 of the Zoning Ordinance.

Discussion

In accordance with Section 25.07.07 of the Zoning Ordinance, the applicant (Lantian/1788 Shady Grove 31, II LLC), has submitted a proposal to develop a mixed-use neighborhood consisting of multi-family residential, townhouse residential and various commercial uses including retail, office and hotel use.

The site consists of 31.1 acres of land, currently occupied by approximately 435,506 square feet of office space within seven buildings. Located on the east side of Shady Grove Road, the property is between Choke Cherry Road to the south and Gaither Road to the north, with the eastern boundary being King Farm. The property is zoned MXE – Mixed Use Employment.

Proposed Development:

The applicant is requesting approval to develop a mixed-use neighborhood consisting of up to 1,600 multi-unit dwellings, 330 townhouse units, and a maximum of 850,000 square feet of non-residential uses. The non-residential uses would include various retail, office, hotel and/or institutional uses such as senior housing or nursing home care. On-street parking and structured parking would be developed to accommodate resident and visitor traffic. A central green is proposed with additional green/park space distributed throughout the townhouse area. The applicant has also proposed private park space in the areas of multi-family development.

Of note, the applicant has included several options to the proposed mix of uses, such as: the elimination of 110,000 square feet of commercial space to

be replaced with 110 multiple family dwelling units and the elimination of the office and hotel use to be replaced with 397 multiple family units. These major changes could result in the final product consisting of 1,930 residential units (330 townhomes and 1600 multi-family), 283,000 square feet of senior living space and 60,000 square feet of commercial space. This is important because if fully executed, these alterations would change the use structure to a point where the character and functionality of the development would be changed significantly. Traffic impacts created as a result of the proposed development are in the process of being analyzed and will be discussed once a complete analysis of the development is prepared by staff.

Mayor and Council History

This is the first time this item has been brought before the Mayor and Council.

Boards and Commissions Review

The Project Plan briefing for the Planning Commission was held on March 8, 2017. The applicant made a detailed presentation outlining the design of the project. The Commission asked a variety of questions and commented on numerous features, including: review of traffic impacts; relationship with the planned Corridor Cities Transitway (CCT); the market for various types of office buildings and residential uses; phasing of the planned development and the impact on occupants of the existing office buildings; amount of open space provided; building architecture; provision of Moderately Priced Dwelling Units (MPDUs); school capacity; and forestry requirements.

Next Steps

Following the Mayor and Council briefing, the applicant may make revisions to the proposal pursuant to comments received at area meetings and briefing sessions. The project plan requirements in the zoning ordinance encourage an applicant to revise their application based on comments received during the briefing sessions and area meetings. Staff has also provided the applicant with a series of comments to be addressed. The proposal will then be considered by the Traffic and Transportation Commission for comment. Once staff completes our review and analysis, the proposal will be presented to the Planning Commission for review. The Planning Commission will review the application at a public meeting, provide opportunity for public comment, and will make a recommendation, which will then be transmitted to the Mayor and Council.

The Project Plan application will then be scheduled for public hearing by the

Mayor and Council. The Mayor and Council will render a final decision on the proposed Project Plan via adoption of a resolution.

Attachments

Attachment 16.a: Aerial Map (1462: Shady Grove Neighborhood Center - PJT2017-00007) (PDF)

Attachment 16.b: Zoning Map (1462: Shady Grove Neighborhood Center - PJT2017-00007) (PDF)

Attachment 16.c: Project Plan Justification Statement (1462: Shady Grove Neighborhood Center - PJT2017-00007) (PDF)

Attachment 16.d: Project Plan (1462: Shady Grove Neighborhood Center - PJT2017-00007) (PDF)

Attachment 16.e: Concept Plan Exhibits (1462: Shady Grove Neighborhood Center - PJT2017-00007) (PDF)

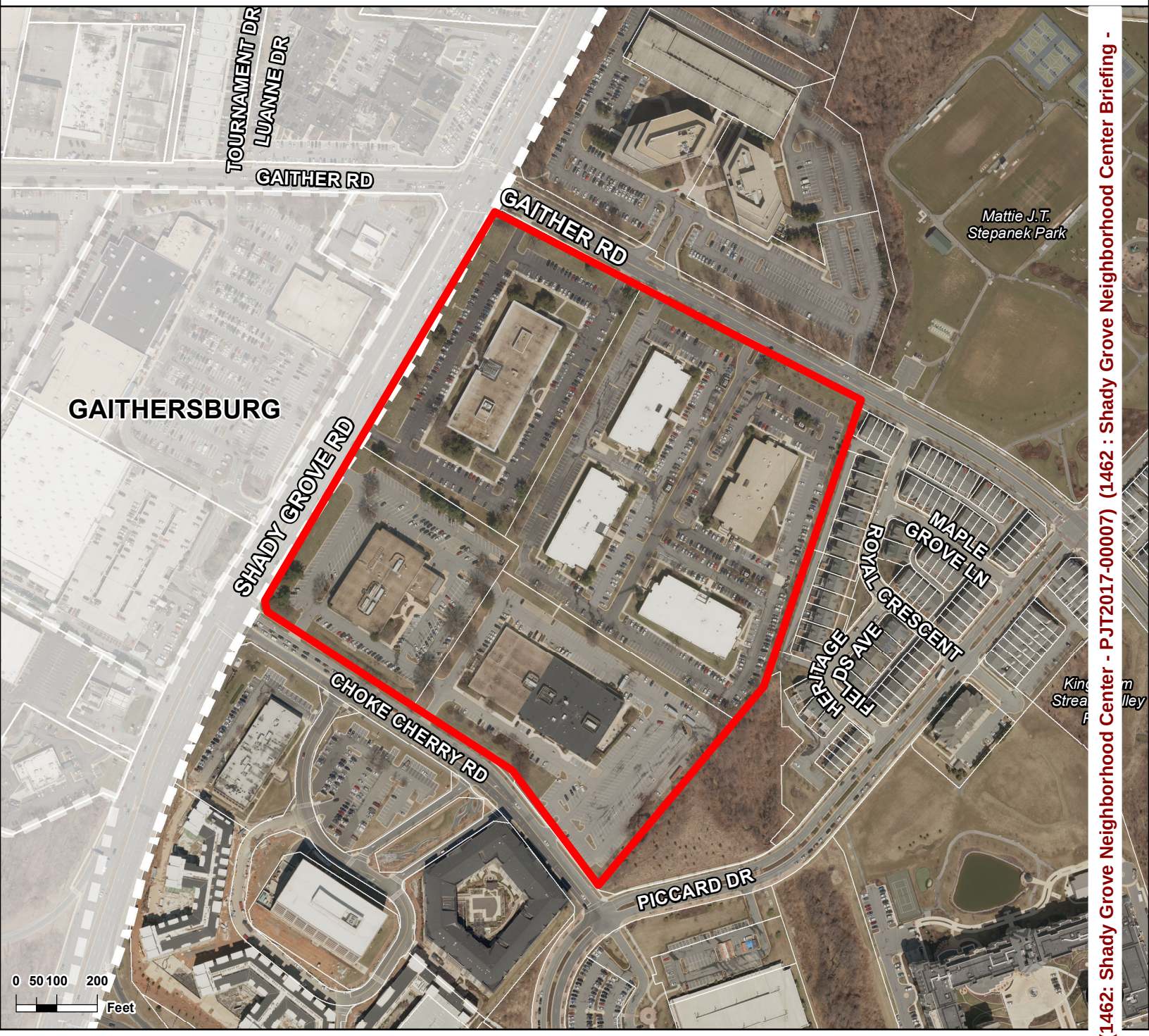
Rob DiSpirito, City Manager 3/21/2017

City of Rockville Maryland

Case Number: PJT2017-00007 **Address:** 15825 Shady Grove Road

Project Name: Shady Grove Neighborhood Center

16.a

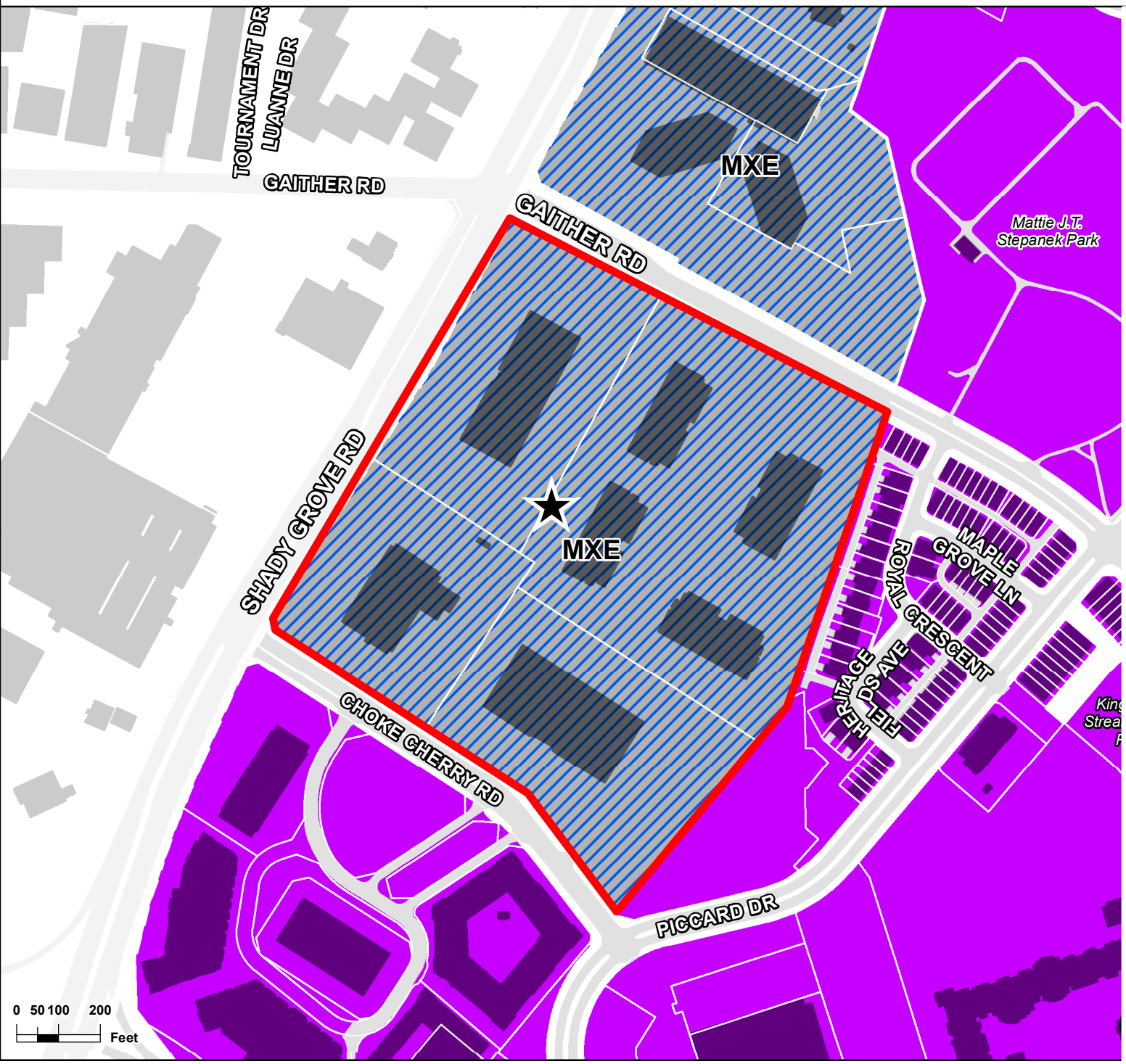


Attachment 16.a: Aerial Map (1462: Shady Grove Neighborhood Center - PJT2017-00007) (1462 : Shady Grove Neighborhood Center Briefing -

City of Rockville Maryland

Case Number: PJT2017-00007 **Address:** 15825 Shady Grove Road

Project Name: Shady Grove Neighborhood Center



LEGEND - Zoning Districts

- R-400 - Residential Estate
- R-200 - Suburban Residential
- R-150 - Low Density Residential
- R-90 - Single Unit Detached Dwelling, Restricted Residential
- R-75 - Single Unit Detached Dwelling, Residential
- R-60 - Single Unit Detached Dwelling, Residential
- R-40 - Single Unit Semi-detached Dwelling, Residential
- RMD-10 - Residential Medium Density
- RMD-15 - Residential Medium Density
- RMD-25 - Residential Medium Density
- MXB - Mixed-Use Business
- MXC - Mixed-Use Commercial
- MXCD - Mixed-Use Corridor District
- MXE - Mixed-Use Employment
- MXNC - Mixed-Use Neighborhood Commercial
- MXT - Mixed-Use Transition
- MXTD - Mixed-Use Transit District
- PD - Planned Development
- PARK - Park Zone
- IL - Light Industrial
- Rockville city limits

Zoning Overlays

- Clusters
- Historic Preservation Parcels
- Lincoln Park Conservation Overlay
- Planned Developments
- Town Center Performance District
- Twinbrook Metro Performance District
- Special Except

Attachment 16.b: Zoning Map (1462: Shady Grove Neighborhood Center - PJT2017-00007) (1462 : Shady Grove Neighborhood Center Briefing -

LINOWES AND BLOCHER LLP
ATTORNEYS AT LAW

January 20, 2017

Barbara A. Sears
bsears@linowes-law.com
301.961.5157

Phillip A. Hummel
phummel@linowes-law.com
301.961.5149

Mr. James Wasilak
Chief of Zoning
City of Rockville Department of Community Planning and Development Services
111 Rockville Avenue
Rockville, Maryland 20850

Re: Shady Grove Neighborhood Center – Submission of Project Plan Application for Redevelopment of 2 Choke Cherry Road, 4 Choke Cherry Road, 15825 Shady Grove Road, and 2092, 2094, 2096, and 2098 Gaither Road

Dear Mr. Wasilak:

Lantian/1788/Shady Grove 31, LLC, Lantian/1788/Shady Grove 31, II, LLC, Lantian/1788/Shady Grove 31, III, LLC, and Lantian/1788/Shady Grove 31, IV, LLC (collectively, the "Applicant") is filing the required submissions (the "Application") for a Project Plan application pursuant to Sections 25.07.02 and 25.07.07 of the City of Rockville Zoning Ordinance (the "Zoning Ordinance"). The Application seeks to redevelop the property and existing improvements at 2 Choke Cherry Road, 4 Choke Cherry Road, 15825 Shady Grove Road, and 2092, 2094, 2096 and 2098 Gaither Road (collectively, the "Property") into a mixed-use community comprising a maximum of 1,600 multiple-unit dwellings and 330 townhouse dwellings, a maximum of 850,000 square feet of non-residential uses, including office, retail, hotel, and/or institutional uses, and attractive open areas, inviting public use spaces, and other amenities (collectively, the "Project").[1] The Project, as proposed in the Application, appropriately addresses comments on Applicant's Pre-Application Meeting Submission (PAM 2017-00098, or the "PAM") received from City staff at the January 5, 2017 pre-application DRC meeting.

Property Background

[1] Adjustments in the development program to achieve any of these maximums will result in reduction of other maximums as explained in the Application's Illustrative Phasing Plan.

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The Property is comprised of Lots 5 through 8, Danac Technological Park subdivision as depicted on Plat Nos. 8512, 8640, 8869, and 9700 recorded among the Land Records of Montgomery County between 1967 and 1970. The Property contains approximately 31 acres and is improved with approximately 435,456 square feet of office uses. The Property is currently developed with seven office building structures, large surface parking lots, and wide drive aisles. It is zoned Mixed-Use Employment ("MXE") and is a portion of the land that is bounded by Shady Grove Road to the west, Gaither Road to the north, Choke Cherry Road to the south, and Piccard Drive to the east. The Property confronts Gables' Upper Rock project to the south (zoned PD-UR), single family detached homes, townhouses, and open space in the King Farm community to the east (zoned PD-KF), office uses to the north (zoned MXE), and retail uses to the west (zoned Mixed Use Development "MXD" in the City of Gaithersburg). The Property is also easily accessible to important transportation facilities, including Interstates 270 and 370, the Intercounty Connector (MD 200), shared use paths along Shady Grove Road, Choke Cherry Road, and Gaither Road, a signed shared roadway along Piccard Drive, the Shady Grove Metrorail station, and the planned Corridor Cities Transitway (the "CCT"), as well as growing mixed-use communities such as King Farm and Crown Farm and established retail development like RIO Washingtonian Center.

The Project

The Project will replace aging office buildings and expansive surface parking lots with a vibrant mixed-use community containing residential, retail, office, hotel, and/or institutional uses, a new grid street pattern to enhance connectivity, and welcoming open spaces. Specifically, in order to ensure flexibility to respond to market conditions, the Project will include a maximum of 1,600 multiple-unit dwellings and 330 townhouse units (including 12.5% Moderately Priced Dwelling Units), a maximum of 850,000 square feet of non-residential uses to include retail, office, hotel, and/or institutional uses such as housing for senior adults or nursing homes, over 10 acres of open area (approximately 3.94 acres of which will be public use space), structured parking, and other amenities.[2] As noted on the submitted January 20, 2017 Concept Site Development Plan, the mix of uses, areas (square footage), building locations, maximum building heights, and unit counts may vary, but not exceed the foregoing maximums. Applicant has also included a phasing chart and diagram with the Application detailing the Project's potential build-out.

The Project has been thoughtfully designed to create a dynamic neighborhood center that will serve as an complementary addition to the urbanizing Shady Grove corridor and provide a transition of appropriate scope between the intensive commercial development along Shady

[2] *See* FN 1 above.

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Grove Road and the King Farm community. Taller but in-scale structures of up to 85 feet containing office, hotel, multiple-unit dwellings, and/or institutional uses with ground floor retail and structured parking will be located in two blocks along the western portion of the Property. The structured parking facilities are designed to include sufficient off-street spaces, offer easy connections to the Project's mix of uses, and provide direct access to Shady Grove Road (right-in/right-out) to facilitate efficient circulation while limiting traffic on Choke Cherry and Gaither Roads leading into King Farm. A new road between these two blocks will provide access to Shady Grove Road and serve as the Project's pedestrian-friendly "Main Street." The "Main Street" is envisioned to front inviting ground floor retail uses, such as a grocery store, restaurants, and other services, include generous sidewalks, and contain a central neighborhood green substantially increased since the PAM submission with an activating retail use. The "Main Street" will facilitate pedestrian and cyclist circulation by connecting the proposed mixed-use development with a new neighborhood green located in the heart of the Project and serving as an appealing gathering place for residents and visitors. Building heights and uses on the Property's eastern half will appropriately taper down in scale and intensity with townhouse structures that are located within a comfortable walking distance to the Project's mixed-use development. The Project's eastern edge also appropriately relates to the existing confronting residential uses with sufficient building setbacks, open areas, and/or landscaped buffers to comply with the Zoning Ordinance's 30-degree layback slope requirement as illustrated in the Application.

The Project will also include a network of tree-lined streets with improved alignment over the layout presented in the PAM as a result of staff comment, as well as ample sidewalks and on-street parking spaces for visitors that will provide efficient access through the Property and enhance circulation for drivers, cyclists, and pedestrians from the new development and Choke Cherry Road, Gaither Road, and Shady Grove Road. As noted above, the Project's inclusion of two structured garages accessed directly off of Shady Grove Road, combined with maintaining the existing median and right-in/right-out vehicular movements will discourage cut-through traffic and reduce impacts on the King Farm community to the Property's east. The Project also abuts the bikeway master plan crosstown routes of Upper Rock to Potomac Woods and King Farm to Tower Oaks and has been revised after the PAM submission to dedicate land along the Property's Gaither Road frontage for a shared use path, as well as accommodate the construction of a shared used path along the Property's Shady Grove Road frontage. The townhouse units will incorporate rear-loading garages accessible by alleys to promote a traditional neighborhood design.

Since the PAM submission, and at the urging of staff, Applicant has revised the Project to include public use spaces thoughtfully dispersed throughout the Project, including the enlarged central green, attractive mews for pedestrian use only, and new inviting pocket parks, in addition to the state-of-the-art stormwater management facilities, all of which are proposed to result in an over three acre reduction in the Property's impervious surface area when compared to existing

conditions. Additionally, the Project's mixed-use structures are planned to exhibit a more contemporary design to convey a sense of energy and liveliness. In short, the Project will connect existing neighborhoods like King Farm and Upper Rock with new mixed-use infill development, provide easy access to existing and planned transportation infrastructure, offer new employment opportunities and desirable services, enhance and improve the Shady Grove corridor, provide new recreational opportunities, and build upon the existing community fabric in a compatible fashion.

Procedural Background

Applicant held a pre-application area meeting on November 14, 2016, which was attended by twelve individuals. The notice list, mailing list, notice map, electronic notice sent to all homeowners and civic associations within the City, the Planning Commission, and the Mayor and Council, minutes, sign-in sheet, minutes, and affidavit associated with the November 14, 2016 meeting were submitted to the City on November 21, 2016. Applicant also filed the Pre-Application Meeting Submission (PAM 2017-00098, or the "PAM") on November 21, 2016. Applicant then attended the pre-application DRC meeting with City staff on January 5, 2017.

The post-application area meeting is currently scheduled for February 22, 2017 at 2096 Gaither Road in Rockville. Minutes of that meeting will be summited with the affidavit package prior to DRC.

Compliance with the Zoning Ordinance's Project Plan Requirements

The Project satisfies the requirements of Section 25.07.01.b.2 of the Zoning Ordinance as follows.

First, approval of the Project will not adversely affect the health or safety of persons residing or working in the neighborhood of the proposed project in accordance with Section 25.07.01.b.2(a) of the Zoning Ordinance. The Project replaces an auto-oriented and dated office park with a new mixed-use community with varied building types, a walkable street grid, a thoughtful suite of public use spaces, plentiful landscaping and plantings, and state-of-the-art stormwater management facilities. Applicant has revised the street layout proposed in the PAM to improve the alignment of alley and street intersections and has enhanced the Project's public use spaces by enlarging the central green, designing the mews for pedestrian use only, and adding multiple pocket parks. Additionally, the Project is compatible with existing development by transitioning from taller building heights, non-residential uses, and structured parking along Shady Grove Road to townhouses and open areas on the Property's eastern half with appropriate setbacks from the King Farm neighborhood. The Project also limits cut-through traffic by locating structured parking along Shady Grove Road and maintaining the existing median and

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right-in/right-out vehicular circulation along Shady Grove Road. Following the PAM, the Project now incorporates the dedication along the Property's Gaither Road frontage for a shared use path, as well as the accommodation of a shared use path along the Property's Shady Grove Road frontage to improve pedestrians and cyclist access. Through infill development, the Project will integrate growing communities like King Farm and Upper Rock with existing retail and office uses in the Shady Grove corridor.

Under Section 25.07.01.b.2(b) of the Zoning Ordinance, the Project will also not be in conflict with the City's 2002 Comprehensive Master Plan (the "Master Plan"), which predates the City's comprehensive revisions to the Zoning Ordinance and City zoning map in December 2008, effective March 2009 (collectively, "RORZOR"). Prior to the RORZOR process, the Property was zoned I-3. The Master Plan recognizes that "[m]any of the I-3 properties have been developed but may have some expansion or redevelopment potential." Master Plan, pg. 2-22. The Master Plan also places the Property within Planning Area 15 (Research/Piccard/King Farm/Fallsgrove) and states "[t]here is redevelopment potential in the area on sites that were developed in the 1970s to a lower density than is currently allowed." Master Plan, pg. 12-14. Redeveloping the Property with the Project harnesses this suitability for redevelopment identified in the Master Plan. Furthermore, the Project is consistent with the Property's MXE zoning achieved through RORZOR, which "allows for medium density development of office, retail, and residential uses" and encourages "[a] mix of office and residential uses[.]" *See* § 25.13.02 of the Zoning Ordinance. The Project would also advance the stated goals of the Rockville 2040 – Update to the Comprehensive Master Plan citywide forums, which recently identified a desire for more housing options near transit, enhanced connectivity, and new options for activity. The Project is also consistent with the recently adopted Bikeway Master Plan, which envisions improved bicycle mobility, safety, and connectivity, by dedicating along the Property's Gaither Road frontage for a shared use path and accommodating a shared use path along the Property's Shady Grove Road frontage.

Additionally, the Project will not overburden existing and programmed public facilities as required pursuant to Section 25.07.01.b.2(c) of the Zoning Ordinance. In accordance with submission requirements, the Application includes a revised transportation scoping intake form requested and approved by staff since the submission of the PAM, which details the proposed land use density, trip generation, proposed study area of sixteen intersections with nine site driveways included, proposed access points, and statement of operations. Compliance with the City's Adequate Public Facilities Ordinance and Adequate Public Facilities Standards ("APFO" and "APFS," respectively) and Comprehensive Transportation Review ("CTR") for transportation, schools, fire/emergency service protection, water supply, and sewer service will be reviewed in further detail during review of the Application and subsequent site plan application(s) as appropriate. Applicant has submitted the revised transportation scoping intake and a receipt for a WSSC Hydraulic Planning Analysis to facilitate this review.

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Furthermore, the Project will not constitute a violation of any provision of this Code or other applicable law in conformance with Section 25.07.01.b.2(d) of the Zoning Ordinance. As shown on the Concept Project Plan included in the Application, the Project will meet and/or exceed the MXE Zone development standards of Section 25.13.05 of the Zoning Ordinance, including the layback scope regulation of Section 25.13.05.b.2(d) of the Zoning Ordinance where applicable. The Application includes an illustration depicting compliance with the layback scope requirement. Compliance with the MXE Zone development standards will be also be considered during review of subsequent site plan application(s).

The Project will also be consistent with the design guidelines applicable to all mixed use zones from Section 25.13.06 of the Zoning Ordinance. The Project envisions promoting aesthetic and visual interest by using multiple structures that step down from the more intensive commercial and multi-family uses along Shady Grove Road to the residential uses closer to the King Farm community, as well as offers differing building types and façade variations to break up massing. The Project's mixed-use development is intended to incorporate features such as street facing retail uses with ample windows, highly visible building entrances, outdoor seating areas, and pedestrian passageways, while the Project's eastern half proposes a walkable grid of tree-lined streets, pedestrian mews, pleasing pocket parks, and townhouse structures in short rows. Attention will be given to rooflines in order to provide variations, while a range of compatible building materials will be used to convey a sense of place. All mechanical equipment will also be appropriately screened.

With respect to site design and relationship to the surrounding community, the Project will provide ample setbacks and landscaped buffers from the adjacent King Farm community and utilize building heights along the eastern boundary that comply with the Zoning Ordinance's layback slope requirements where applicable. The Project will not provide direct vehicular access to adjacent residential uses. Any outdoor sales areas will be incorporated into the overall design of the building, properly defined, and sufficiently screened. Any trash and recycling areas will also be appropriately located, suitably covered or secured, and/or screened. The Project includes both off-street and on-street parking, all of which will be sited to provide safe, convenient, and efficient access for residents and visitors. The Project's parking structures will achieve a high quality design and convey an architecturally compatible appearance. The Project also intends to provide effective pedestrian and bicycle circulation through a grid network of streets with extensive sidewalks that will connect the Project's mixed-use and townhouse neighborhoods within a comfortable walking distance and include dedicating land along the Property's Gaither Road frontage for a shared use path, as well as accommodating a shared use path along the Property's Shady Grove Road frontage. Additionally, the Project includes a diverse array of pleasing and well-defined community spaces, including a central neighborhood green, pedestrian mews, pocket parks, and a "Main Street" designed to encourage street-level

activity, as well as provides convenient connections from parking locations to the Project's mix of uses. The design and hours of operation of all delivery and loading spaces will comply with all applicable City guidelines. The Project does not propose any ancillary uses that will have a negative impact on adjacent residential uses, residentially zoned properties, or adjacent properties. The Project will also adhere to all applicable noise abatement, outdoor lighting, and landscaping regulations and guidelines.

The Project is also consistent with the special design regulations for the MXE Zone under Section 25.13.07.c of the Zoning Ordinance. Although the Master Plan does not include specific recommendations regarding building placement, the Project's proposed buildings are intended to be located close to the front property line or at a build-to line. The Project also intends to include ground floor retail and other commercial uses in the envisioned mixed-use structures. Additionally, building facades are designed to be 20 feet high and/or include an expression line at the first floor level and a defined cornice line for building facades over 35 feet high. All of the Project's sidewalks are designed to encourage pedestrian activity and intended to comply with all applicable sidewalk guidelines. The Project's on-site parking, which includes structure parking preferred in the MXE Zone, will adhere to applicable City standards and requirements based on the Project's final mix, number and square footage of uses, including structure facades and screening.

Regarding the special regulations for residential development in the MXE Zone, all residential uses are compatible with adjoining and confronting uses as the Project's multi-unit uses are proposed be sited near existing multi-family and commercial uses, and the Project's townhouse units are intended to be located proximate to the King Farm neighborhood with sufficient setbacks and layback slopes. The Project is also envisioned to include multi-unit dwellings in mixed-use structures containing ground floor retail uses. Additionally, the Project does not propose a structure containing principally office uses where residential uses exceed 20% of the gross floor area and does not include any residential uses in buildings that house primarily service industrial or other primarily industrial uses. Lastly, compliance with the additional design guidelines from Section 25.13.06 of the Zoning Ordinance, as well as with the special design regulations for the MXE Zone from Section 25.13.07.c will also be considered during review of subsequent site plan application(s).

As noted above and as illustrated in the Concept Site Development Plan, the Project will comply with the layback slope regulation, where appropriate, in conformance with Section 25.13.05.b.2(d) of the Zoning Ordinance. Applicant has also included a shadow study with the Application.

Furthermore, the Project's Concept Landscape Plan is intended to satisfy the applicable standards of the City's Landscape, Screening and Lighting Manual as the envisioned structured

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parking facilities will provide a landscaping strip at least 10 feet in width adjoining the Shady Grove Road right-of-way with proposed shade trees, bioretention facilities, and appropriate wetland species plantings. The shade trees are proposed to be planted at a distance of 40 feet on center, with evergreen shrubs at 30 inches in height above the street grade. Pursuant to the Landscape, Screening and Lighting Manual, inclusion of a low wall will permit the reduction of the shrub requirement by 50% to further reduce the visual impact of the parking facility. Additionally, the Project's lighting design will meet the standards of the City's Landscape, Screening and Lighting Manual. Compliance with the Landscape, Screening, and Lighting Manual will also be considered during review of subsequent site plan application(s).

The Project's parking facilities will adhere to applicable parking and loading requirements of Article 16 of the Zoning Ordinance based on the Project's final mix, number and square footage of uses, including structure facades and screening. Compliance with Zoning Ordinance parking standards will be also be considered during review of subsequent site plan application(s). The Project's future signage will also comply with the applicable regulations of Article 18; Applicant may seek approval of a comprehensive sign package by the Sign Review Board in the future.

The materials included in the Application also demonstrate compliance with public use space requirements from Article 17 of the Zoning Ordinance. The Project incorporates a wide variety of thoughtfully dispersed public use spaces, including the pedestrian oriented "Main Street," the enlarged central neighborhood green, the modified mews to allow pedestrian only access, additional pocket parks, and areas along the Property's Shady Grove Road frontage. These areas promote an appropriate balance between the built environment, public parks, and other open spaces intended for respite from urban development, as well as protect natural features and preserve the City's character.

The Project will also comply with Chapter 10.5 (Forest and Tree Preservation) of the City Code. As noted in the submitted materials including the Preliminary Forest Conversation Plan (the "Preliminary FCP"), the Project intends to satisfy the 4.67 acre afforestation requirement through a combination of on-site afforestation planting, credits from street tree and individual landscape tree plantings, and a payment in lieu. Applicant has included with the Application written justification demonstrating that reforestation and afforestation cannot be accomplished on site. Additionally, Applicant has included written justification demonstrating the removal of eleven specimen trees. The Preliminary FCP also demonstrates the Project's compliance with applicable requirements in accordance with City practice. Approval of a Development Stormwater Management Concept Package and Preliminary Sediment Control Plan will also be considered during review of subsequent site plan application(s).

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Additionally, the Project will adhere to Chapter 19 (Sediment Control and Stormwater Management) of the City Code. The Pre-Application Storm Water Management Concept Package (the "SWM Concept Plan") states that the Project will implement environmental site design measures to the maximum extent possible ("ESD to the MEP") through a combination of green roofs on proposed commercial buildings, micro-retention / planter boxes, and street-side bio-swales, and, if necessary, the existing Shady Grove Research and Development Park regional pond. The facilities and strategies proposed in the SWM Concept Plan are intended to capture and treat runoff from the Project's impervious surface areas in order to minimize the impact of land development on downstream water resources. Approval of a Final Forest Conservation Plan will also be considered during review of subsequent site plan application(s).

Lastly, the Project will not adversely affect the natural resources or environment of the City or surrounding areas in accordance with Section 25.07.01.b.2(e) of the Zoning Ordinance. The approved NRI/FSD included in the Application notes that there are no forests, wetlands, champion trees, or rare, threatened, or endangered species on the Property. Applicant's Project will enhance the natural resources or environment of the City by, among other things, reducing reliance on the automobile by creating infill mixed-use development near existing transportation facilities, services, and employment, satisfying requirements for integrating ESD to the MEP, creating new green open areas with extensive new landscaping and tree plantings, and reducing the amount of impervious service area on the Property by over three acres. In sum, the Project will replace a site comprising mostly of surface parking lots with mixed-use development utilizing traditional urban and neighborhood design, state-of-the-art stormwater management facilities, and significant amounts of new landscaping and plantings.

List of Enclosures

(1) Completed application dated January 18, 2017;

(2) Application filing fee dated January 19, 2017 (including Sign Fee);

(3) City Staff Comments from PAM 2017-00098 Pre-Application DRC with point-by-point response letter dated January 20, 2017;

(4) Concept Site Development Plan dated January 20, 2017 (12 copies);

(5) NRI/FSD approved by the City of Rockville in April 2016 (FTPO # 2016-00013)

(6) Conceptual Building Elevations & Floor Plan dated January 20, 2017 (3 copies);

(7) Revised Transportation Scoping Intake Form (12 copies);

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(8) Concept Landscape Plan dated January 2017 (6 copies);

(9) Preliminary Forest Conservation Plan dated January 20, 2017 ;

(10) Pre-Application Storm Water Management Concept Package dated January 2017 (with fee via separate check);

(11) Receipt for WSSC Hydraulic Planning Analysis dated January 12, 2017;

(12) Fire Protection Site Plan dated January 20, 2017;

(13) CD containing electronic copy of all materials

We look forward to working with you on the Application, which will bring a new mixed-use neighborhood close to transportation facilities, established retail and office uses, and maturing communities while creating a gateway to the City of Rockville. Please feel free to contact us if you have any questions.

Very truly yours,

LINOWES AND BLOCHER LLP

Barbara A. Sears PAH

Barbara A. Sears

Phillip A. Hummel

Phillip A. Hummel

Enclosures

cc: Ms. Susan Swift
Mr. Bobby Ray
Mr. Brian Wilson
Mr. Larry Goodwin
Mr. John Fitzgerald
Mr. Jordan Snow
Mr. Bob Elliott

LINOWES AND BLOCHER LLP
ATTORNEYS AT LAW

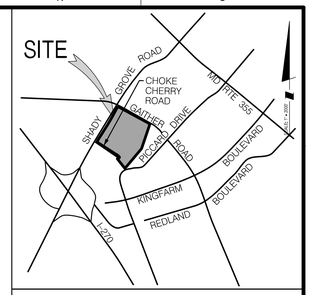
Mr. Shawn Li
Mr. Rob Goodill
Ms. Elena Romero
Mr. James Soltesz
Mr. Dan Pino
Ms. Amy Zou
Mr. William Zeid

REFERENCE GRID A B C D E F G H I J K L M N O

PROJECT PLAN FOR

SHADY GROVE NEIGHBORHOOD CENTER

SHADY GROVE ROAD, ROCKVILLE, MARYLAND 20850



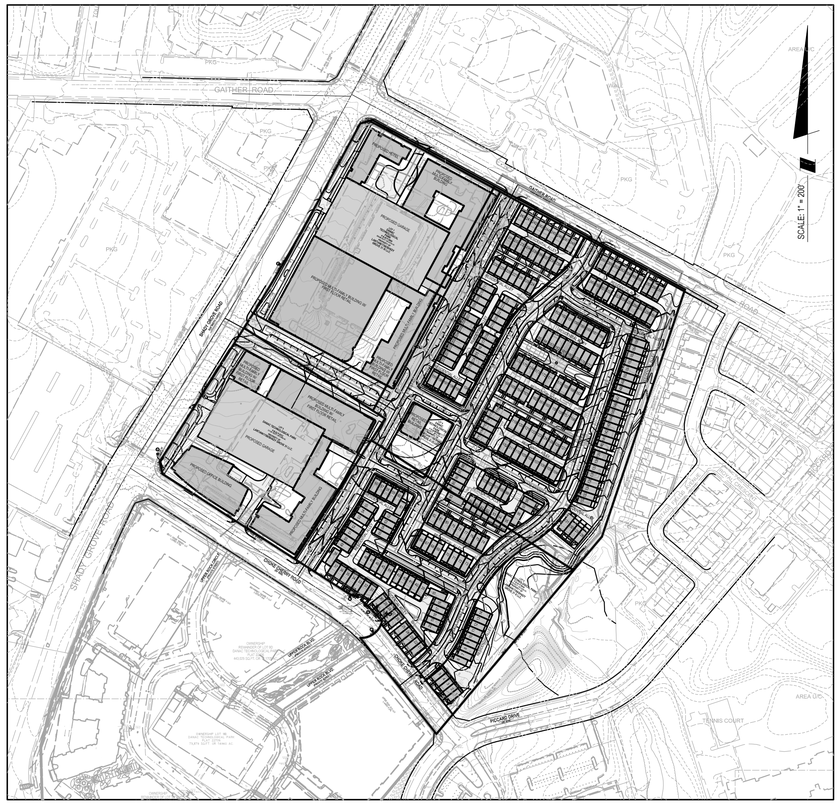
VICINITY MAP
SCALE: 1" = 2000'

APPLICANT
LANTIAN/1788/SHADY GROVE 31, II, III, IV, LLC
C/O 1788 HOLDINGS LLC
4421 EAST-WEST HIGHWAY
BETHESDA, MD 20814
PHONE: 202-297-8317
ATTN: JOHN FITZGERALD

ATTORNEY
LINOWES AND BLOCHER LLP
7200 WISCONSIN AVENUE, SUITE 800
BETHESDA, MARYLAND 20814
PHONE: 301-654-0504
ATTN: BARBARA A. SEARS

ARCHITECT
TORTI GALLAS AND PARTNERS, INC.
1300 SPRING STREET, 4TH FLOOR
SILVER SPRING, MD 20910
PHONE: 301-588-4800
ATTN: ROBERT S. GOODILL

CIVIL ENGINEER
SOLTESZ, INC.
2 RESEARCH PLACE, SUITE 100
ROCKVILLE, MD 20850
PHONE: 301-948-2750
ATTN: DAN PINO



OVERALL PLAN

PLAN LIST

1. COVER SHEET
2. PROPOSED STREET CROSS SECTIONS
3. PROPOSED STREET CROSS SECTIONS
4. OVERALL CONCEPT SITE DEVELOPMENT PLAN
5. CONCEPT SITE DEVELOPMENT PLAN - 30 SCALE
6. CONCEPT SITE DEVELOPMENT PLAN - 30 SCALE
7. CONCEPT SITE DEVELOPMENT PLAN - 30 SCALE
8. CONCEPT SITE DEVELOPMENT PLAN - 30 SCALE
9. CONCEPT SITE DEVELOPMENT PLAN - 30 SCALE
10. CONCEPT SITE DEVELOPMENT PLAN - 30 SCALE

GENERAL NOTES:

1. BOUNDARY INFORMATION BY SOLTESZ, INC., FEBRUARY, 2016, BASED ON AVAILABLE INFORMATION.
2. GRID COORDINATES ARE PER MARYLAND STATE PLANE DATUM (NAD 83/91).
3. TWO-FOOT CONTOUR INTERVAL AERIAL TOPOGRAPHY PROVIDED BY MCKENZIE SNYDER, INC., IN MAY, 2015.
4. SUBJECT PROPERTY IS COMPRISED OF FOUR RECORDED LOTS LOCATED AT 2 CHOKE CHERRY ROAD, 4 CHOKE CHERRY ROAD, 15825 SHADY GROVE ROAD, AND 2092 GAITHER ROAD. LOT 5, 6, 7, 8 OF DANAC TECHNOLOGICAL PARK SUBDIVISION.
5. SUBJECT PROPERTY IS ZONED MXE (MIXED USE EMPLOYMENT).
6. TOTAL TRACT AREA: 31.1 ACRES.
7. SUBJECT PROPERTY IS LOCATED WITH WSSC GRID 221NW09.
8. THE SITE IS WITHIN BOTH WATTS BRANCH WATERSHED AND MUDDY BRANCH WATERSHED.
9. THERE ARE NO WETLANDS ON THE PROPERTY. A PERENNIAL STREAM DAYLIGHTS AT A STORM DRAIN OUTFALL ALONG THE EASTERN BOUNDARY OF THE SITE.
10. THERE IS NO 100-YEAR FLOODPLAIN ON THE PROPERTY.
11. THE NATURAL RESOURCE INVENTORY / FOREST STAND DELINEATION FOR SUBJECT PROPERTY WAS APPROVED ON APRIL 15, 2016. FTPO # 2016-00013.
12. THE SITE IS NOT WITHIN THE DESIGNATED CITY OF ROCKVILLE HISTORIC DISTRICT AND DOES NOT CONTAIN BUILDINGS OR STRUCTURES IN THE CITY OF ROCKVILLE HISTORIC BUILDING CATALOG.
13. WATER AND SEWER CATEGORY: W-1, S-1
14. ALL TOWNHOUSE CONSTRUCTION WILL BE SLAB ON GRADE.

Shady Grove Neighborhood Center Project Data Table: MXE Zone (Mixed-Use Employment)

	Required Development Standards	Proposed
Site Area:		
Gross Tract Area:	NA	31.1 ac
Gaither Road right of way dedication		0.14 ac
Choke Cherry Road right of way dedication		0.52 ac
Net Tract Area:		30.44 ac
MXE Zone Development Standards (Sec.25.13.05)		
Maximum Building Height[1]	120'	85'±
Min. Lot Width at Front Lot Line	10'	16'
Open Area and Public Use Space Total	20% (6.09 ac, 265,193.3sf.)	33.3% (10.15 ac, 442,134 sf.)
Public Use Space Required within Open Area	5% (1.52 ac, 66,298.3 sf.)	12.9% (3.94 ac, 171,626.4 sf.)
Building Setbacks: (Minimum)		
Public right-of-way abutting	None or 10' min. if provided.	None or 10' min. if provided.
Side setback:		
Residential land abutting:	Greater of 25' or 1/2 height of building.	50'±
Non-residential land abutting:	None or 10' min. if provided.	18'±
Rear setback:		
Residential land abutting:	Greater of 25' or 1/2 height of building.	55'±
Non-residential land abutting:	None or 10' min. if provided.	58'±
Proposed Non-Residential Uses: [2 3]		
Office Retail Grocery Café Hotel Housing for Senior Adults and Persons with Disabilities / Nursing Home		Up to 850,000 sq. ft.
Proposed Residential Uses: [2 4]		
Multi-Family		Up to 1,600 Units
Townhouses		Up to 330 Units
MPDU's [5]		
12.5% of Units	Up to 242 Units (Up to 1,930 Units)	Up to 242 Units

1. Layback Slope. Building height cannot penetrate a layback slope line of thirty (30) degrees, beginning from the closest ground point of the lot line of any property in any residential zone where single unit detached, semi-detached, attached, or townhouse development exists or such development is recommended in the plan, without regard to intervening roads or other transportation facilities. The project will comply with this regulation on the property's eastern boundary as applicable.
2. Project plan is illustrative only. The mix of uses, areas (square footage), building locations, maximum building heights, and unit counts shown hereon may vary.
3. The mix of non-residential uses (to include retail, office, hotel, and/or institutional uses) may vary, but shall not exceed a total square footage of 850,000 square feet.
4. The mix of residential uses may vary, but shall not exceed 330 townhouse units and 1,600 multiple-unit dwellings.
5. The project will comply with the applicable City of Rockville MPDU requirements. The affordable units will be proportionally distributed. Senior living will be handled in accordance with applicable law.
6. Parking will be determined based on Zoning Ordinance requirements for final mix, number, and square footage of uses.

Notes:

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1788 HOLDINGS
TORTI GALLAS + PARTNERS
SOLTESZ
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ATTN: JOHN FITZGERALD

MAP 5164 GRID A2, B2
TAX MAP: FS 62
ZONING CATEGORY: MXE
WSSC 200' SHEET: 221 NW 9
SITE DATUM
HORIZONTAL: NAD 83/91
VERTICAL: NGVD 29

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LICENSE NO. 11194 EXPIRATION DATE: 11/21/2018

STATE OF MARYLAND THOMAS MICHAEL CICCA REG. NO. 11194 PROFESSIONAL ENGINEER
1-18-17

COVER SHEET

PROJECT PLAN
SHADY GROVE NEIGHBORHOOD CENTER
DANAC TECHNOLOGICAL PARK
CITY OF ROCKVILLE, MONTGOMERY COUNTY, MARYLAND

1" = 200'
SHEET 1 OF 10
PROJECT NO. 3559-02-00

Q:\35590200\PREL\ProjectPlan\Sheet_01.sht Scale= 200.0000 ft / in. User= AZou PLTdrv= PDF_Grey_150.pltcfg Pentbl= TEXT_SUB.tbl 1/

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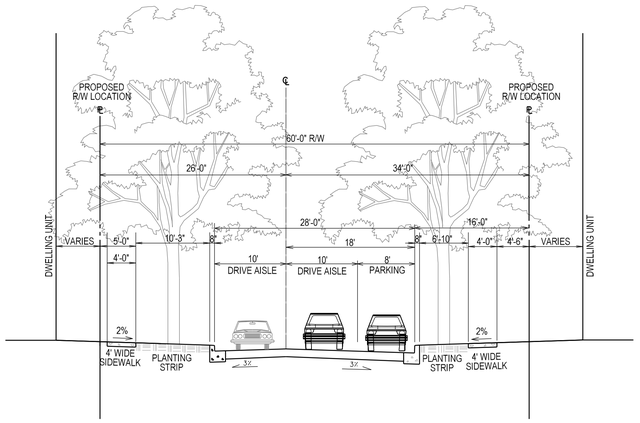
Attachment 16.d: Project Plan (1462: Shady Grove Neighborhood Center - PJT2017-00007) (1462 : Shady Grove Neighborhood Center Briefing - PJT2017-00007)

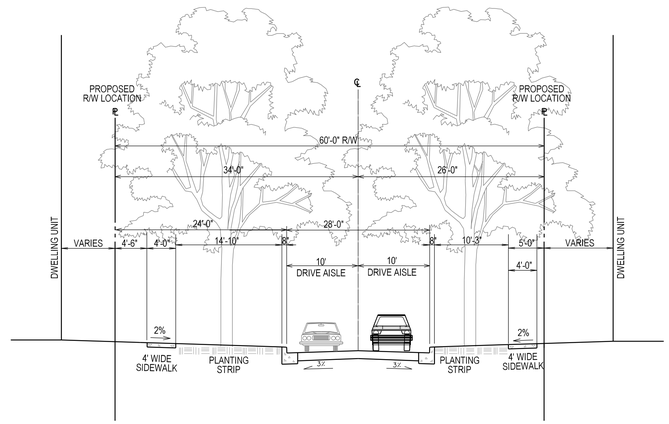
REFERENCE GRID A B C D E F G H I J K L M N O



PRIVATE STREET ROAD
CROSS SECTION
(MODIFIED CITY OF ROCKVILLE STANDARD DETAIL 45)

PRIVATE STREET A TYPICAL SECTION

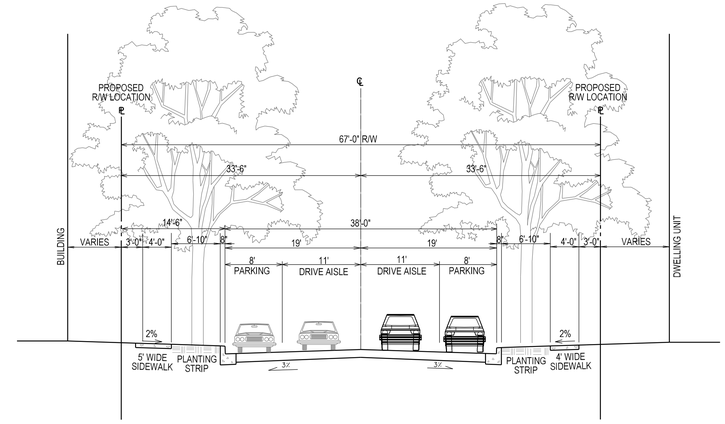
SCALE: 1"= XX'



PRIVATE STREET ROAD
CROSS SECTION
(MODIFIED CITY OF ROCKVILLE STANDARD DETAIL 45)

PRIVATE STREET B TYPICAL SECTION WITHOUT PARKING

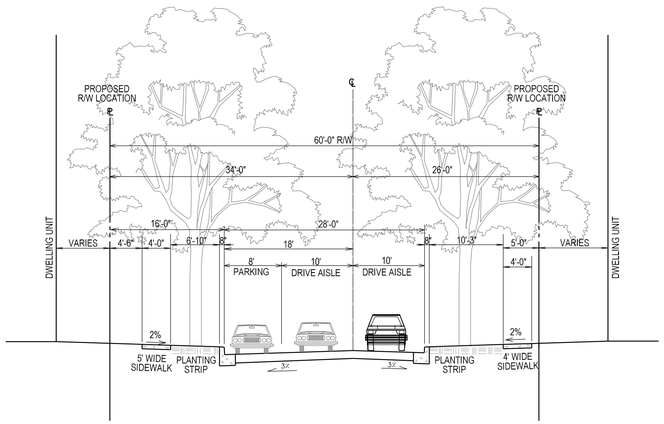
SCALE: 1"= 10'



PRIVATE STREET ROAD
CROSS SECTION
(MODIFIED CITY OF ROCKVILLE STANDARD DETAIL 44)

PRIVATE STREET C TYPICAL SECTION WITH TWO-SIDED PARKING

SCALE: 1"= 10'



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CROSS SECTION
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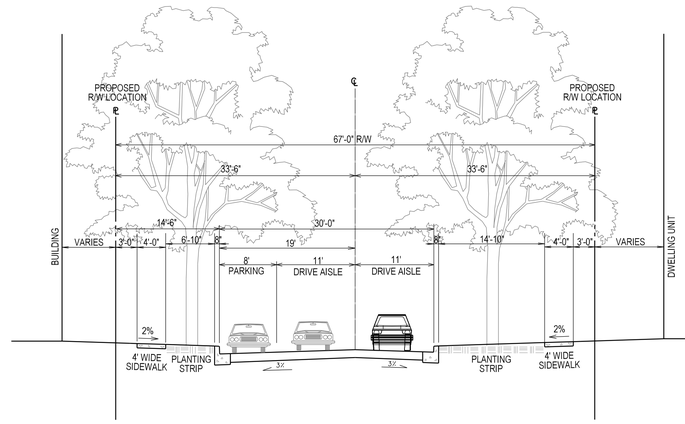
PRIVATE STREET B TYPICAL SECTION WITH PARKING

SCALE: 1"= 10'



PRIVATE STREET ROAD
CROSS SECTION
(MODIFIED CITY OF ROCKVILLE STANDARD DETAIL 44)

PRIVATE STREET C TYPICAL SECTION WITH ONE-SIDED PARKING

SCALE: 1"= 10'

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MAP 5164	GRID A2, B2
TAX MAP FS 62	ZONING CATEGORY: MXE
WSSC 200' SHEET 221 NW 9	
SITE DATUM HORIZONTAL: NAD 83/91 VERTICAL: NGVD 29	

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STATE OF MARYLAND · THOMAS MICHAEL CHICCA · No. 11194 · REGISTERED PROFESSIONAL ENGINEER
10/17

PROPOSED STREET CROSS SECTIONS

PROJECT PLAN
SHADY GROVE NEIGHBORHOOD CENTER
DANAC TECHNOLOGICAL PARK
CITY OF ROCKVILLE, MONTGOMERY COUNTY, MARYLAND

1" = 10'

SHEET 2 OF 10

PROJECT NO. 3559-02-00

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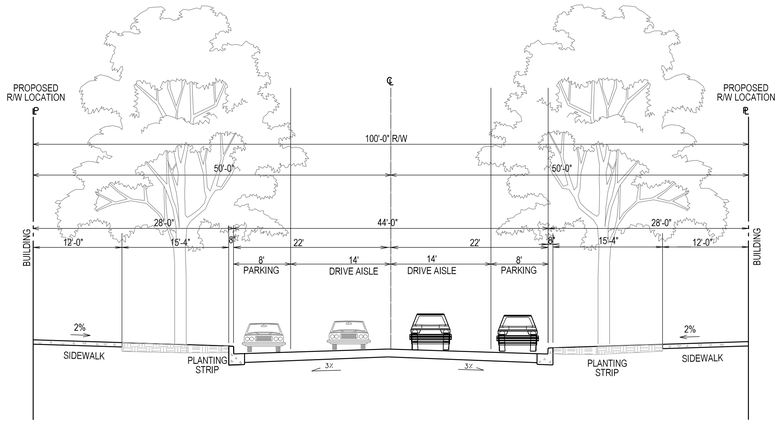
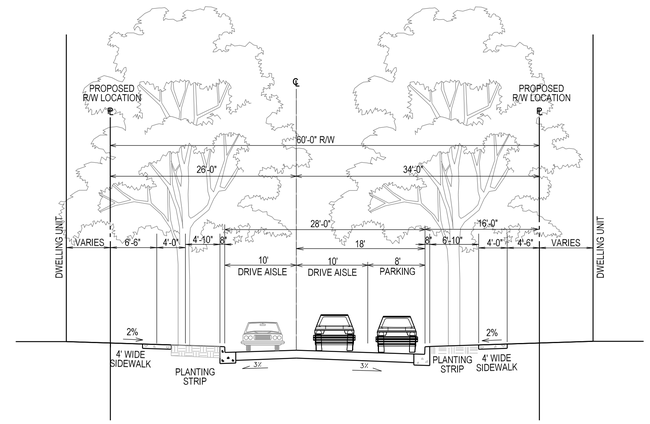


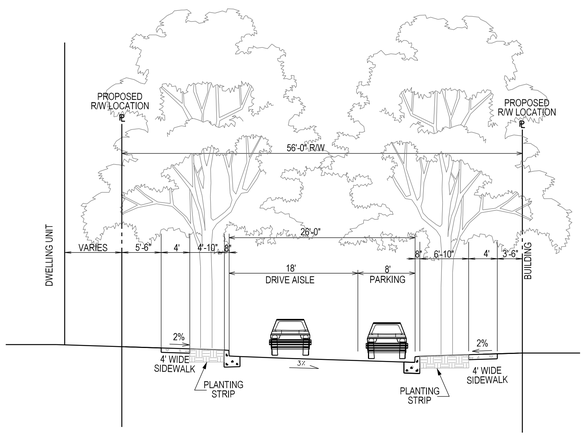
PRIVATE STREET ROAD
CROSS SECTION
(MODIFIED CITY OF ROCKVILLE STANDARD DETAIL 43)

PRIVATE STREET D TYPICAL SECTION WITH TWO-SIDED PARKING SCALE: 1"= 10'



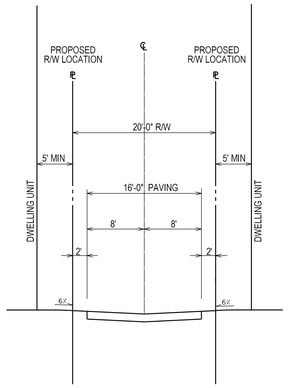
PRIVATE STREET ROAD
CROSS SECTION
(MODIFIED CITY OF ROCKVILLE STANDARD DETAIL 45)

PRIVATE STREET D TYPICAL SECTION SCALE: 1"= XX'



PRIVATE STREET ROAD
CROSS SECTION

PRIVATE STREET D ONE-WAY TYPICAL SECTION SCALE: 1"= XX'



RESIDENTIAL ALLEY
CROSS SECTION
(CITY OF ROCKVILLE STANDARD DETAIL 47)

RESIDENTIAL ALLEY TYPICAL SECTION WITHOUT PARKING SCALE: 1"= 10'

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WSSC 200' SHEET 221 NW 9
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1.18.17

PROPOSED STREET CROSS SECTIONS

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DANAC TECHNOLOGICAL PARK
CITY OF ROCKVILLE, MONTGOMERY COUNTY, MARYLAND

ONE INCH
1" = 10'
SHEET 3 OF 10
PROJECT NO. 3559-02-00

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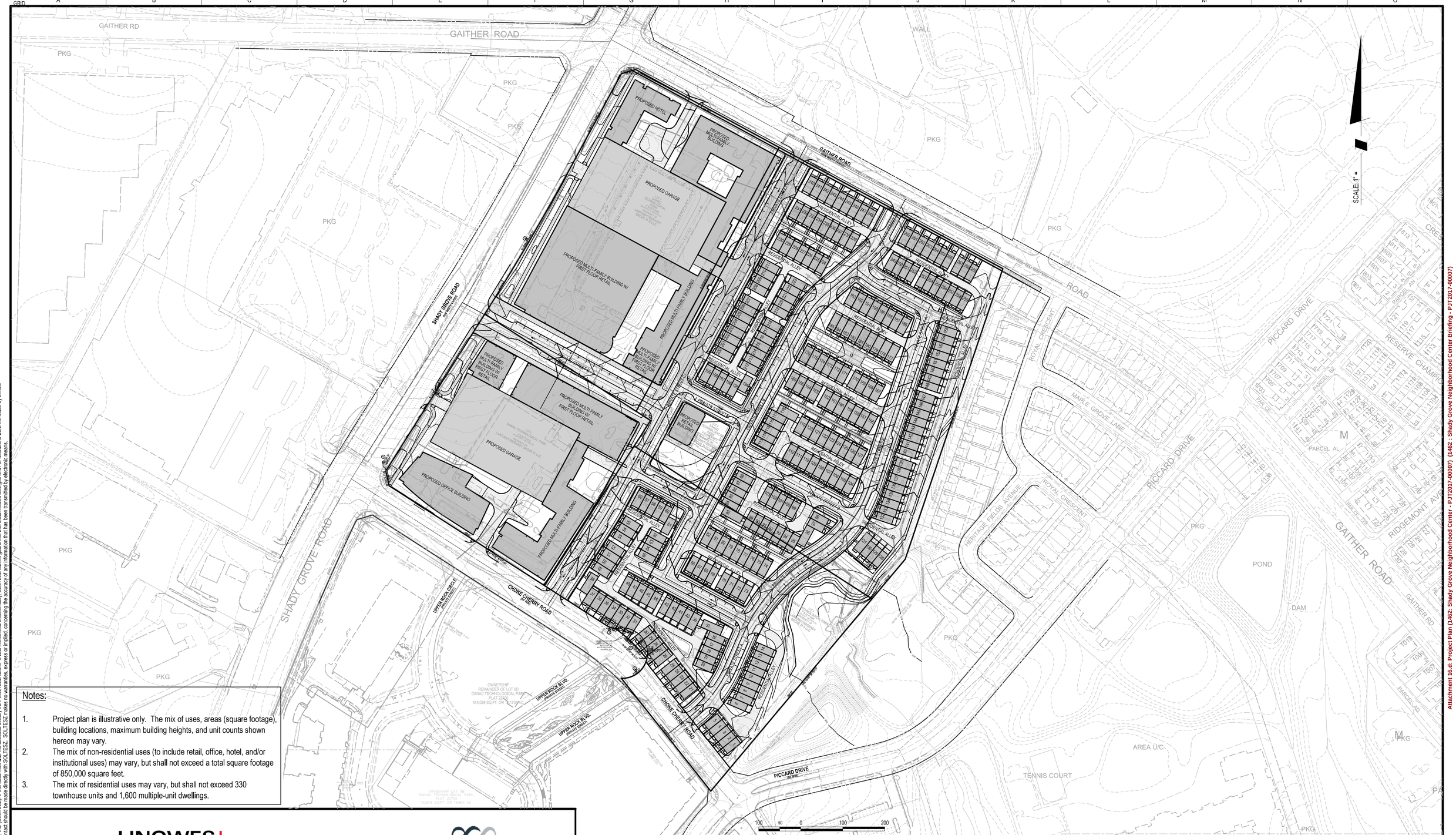

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OVERALL CONCEPT SITE DEVELOPMENT PLAN

PROJECT PLAN
SHADY GROVE NEIGHBORHOOD CENTER
DANAC TECHNOLOGICAL PARK

CITY OF ROCKVILLE, MONTGOMERY COUNTY, MARYLAND

ONE INCH 1" = 100'

SHEET 4 OF 10

PROJECT NO. 3559-02-00

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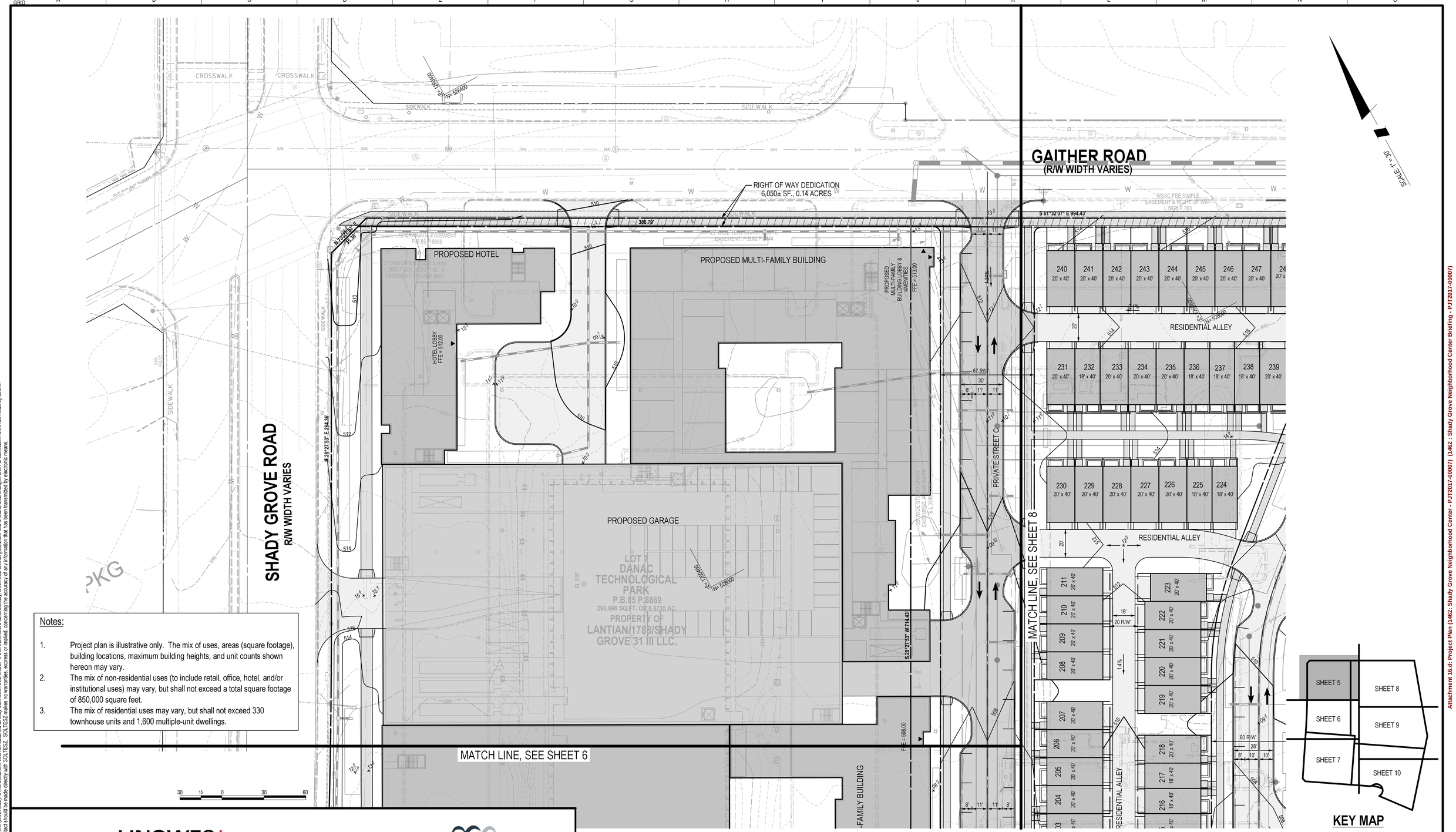

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CONCEPT SITE DEVELOPMENT PLAN - 30 SCALE

PROJECT PLAN
SHADY GROVE NEIGHBORHOOD CENTER
DANAC TECHNOLOGICAL PARK

CITY OF ROCKVILLE, MONTGOMERY COUNTY, MARYLAND

ONE INCH = 1" = 30'

SHEET 5 OF 10

PROJECT NO. 3559-02-00

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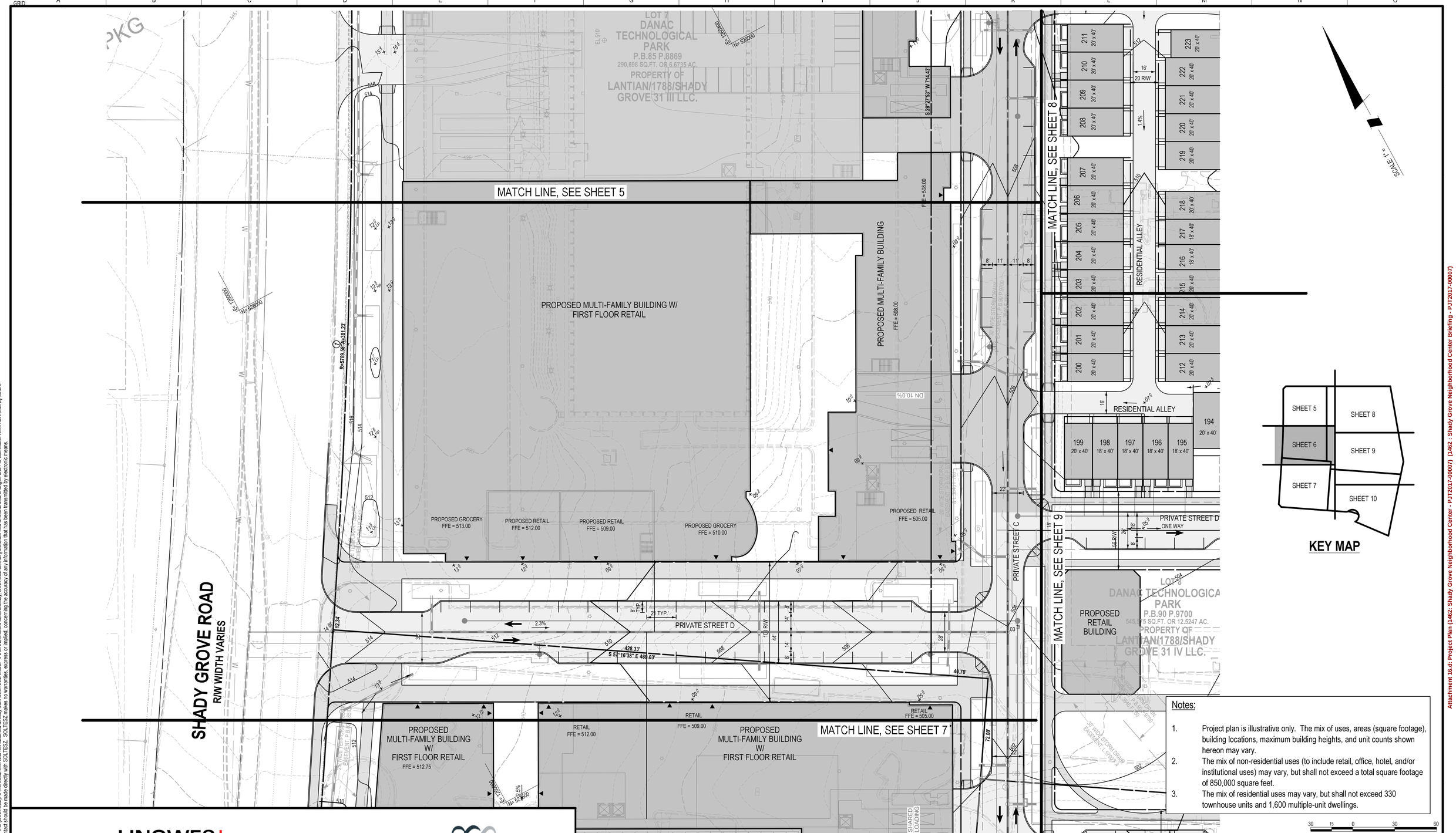

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LANTIAN DEVELOPMENT

LINOWES AND BLOCHER LLP ATTORNEYS AT LAW

1788 HOLDINGS

TORTI GALLAS + PARTNERS

SOLTESZ
ROCKVILLE OFFICE
2 Research Place, Suite 100 Rockville, MD 20850 P.301.948.2750 F.301.948.9067
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C/O 1788 HOLDINGS LLC
4421 EAST-WEST HIGHWAY
BETHESDA, MD 20814
PHONE: 202-297-8317
ATTN: JOHN FITZGERALD

MAP 5164	GRID A2, B2
TAX MAP FS 62	ZONING CATEGORY: MXE
WSSC 200' SHEET 221 NW 9	
SITE DATUM HORIZONTAL: NAD 83/91 VERTICAL: NGVD 29	

PROFESSIONAL CERTIFICATION

I HEREBY CERTIFY THAT THESE DOCUMENTS WERE PREPARED OR APPROVED BY ME, AND THAT I AM A DULY LICENSED PROFESSIONAL ENGINEER UNDER THE LAWS OF THE STATE OF MARYLAND.
LICENSE NO. 11194 EXPIRATION DATE: 11/21/2018

STATE OF MARYLAND · THOMAS MICHAEL CICCA · No. 11194 · REGISTERED PROFESSIONAL ENGINEER
1-18-17

CONCEPT SITE DEVELOPMENT PLAN - 30 SCALE

PROJECT PLAN
SHADY GROVE NEIGHBORHOOD CENTER
DANAC TECHNOLOGICAL PARK

CITY OF ROCKVILLE, MONTGOMERY COUNTY, MARYLAND

ONE INCH = 1" = 30'

SHEET 6 OF 10

PROJECT NO. 3559-02-00

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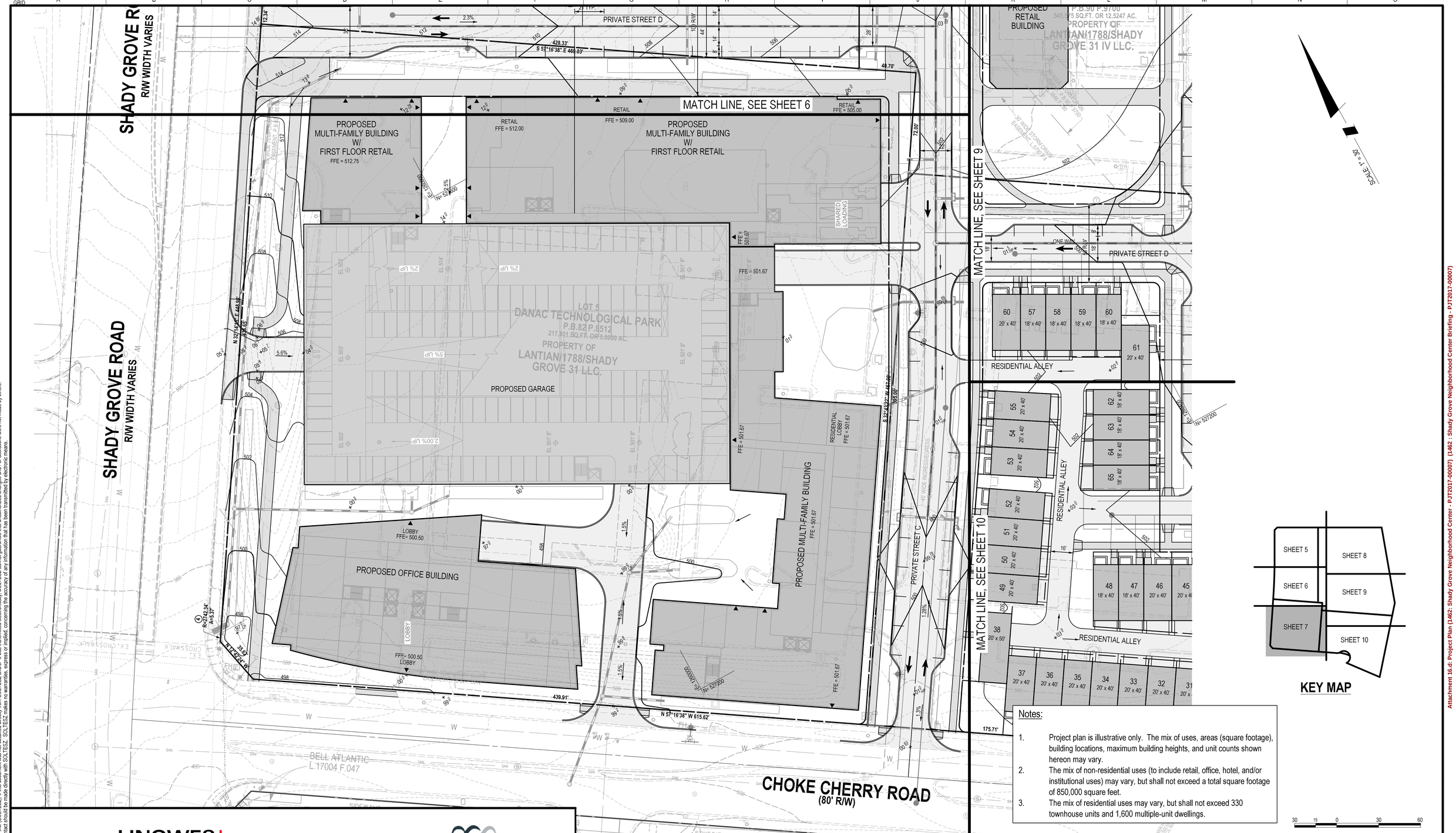

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SHEET 7 OF 10

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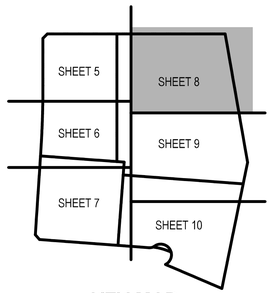

KEY MAP

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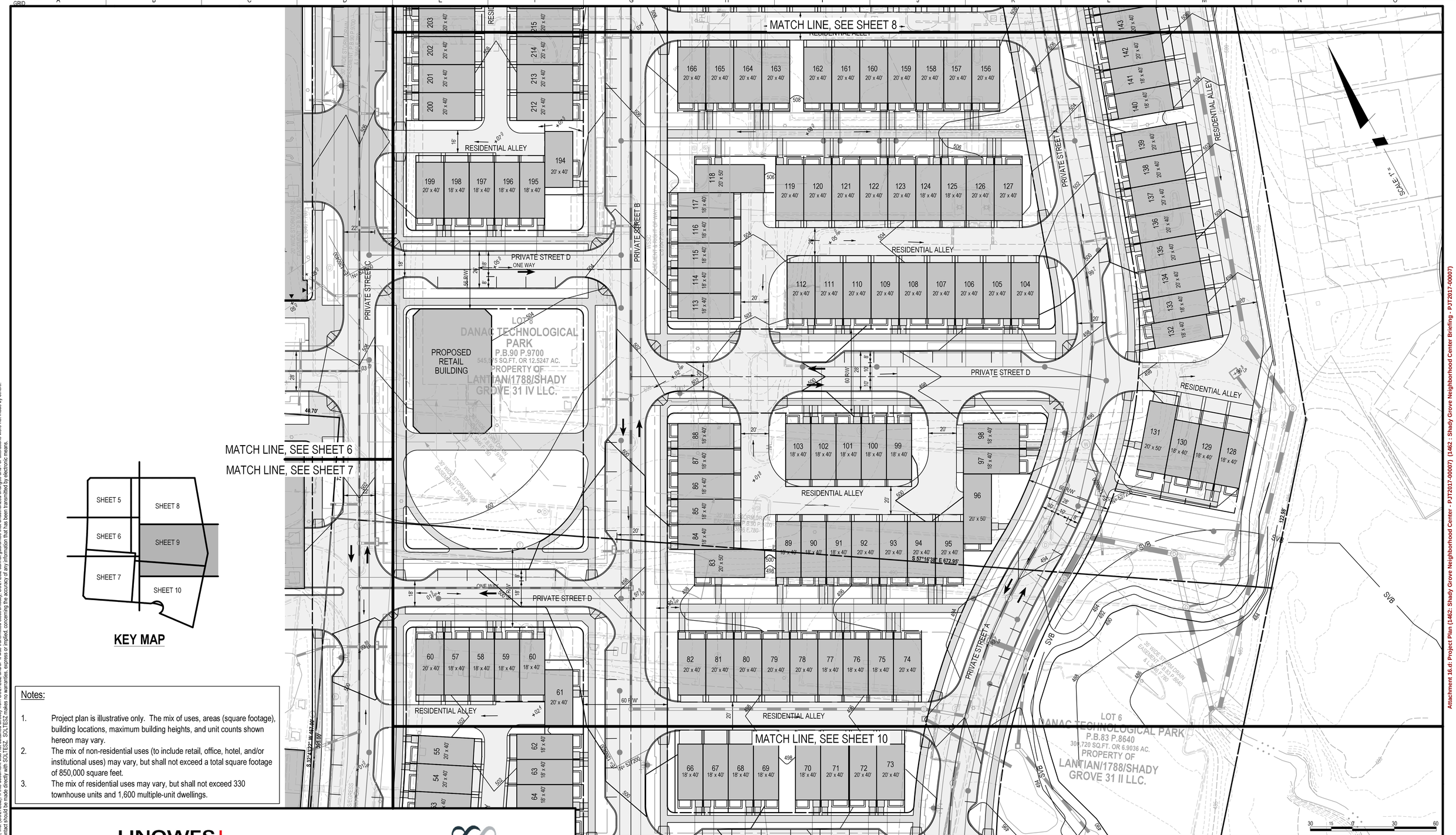

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SHEET 9 OF 10

PROJECT NO. 3559-02-00

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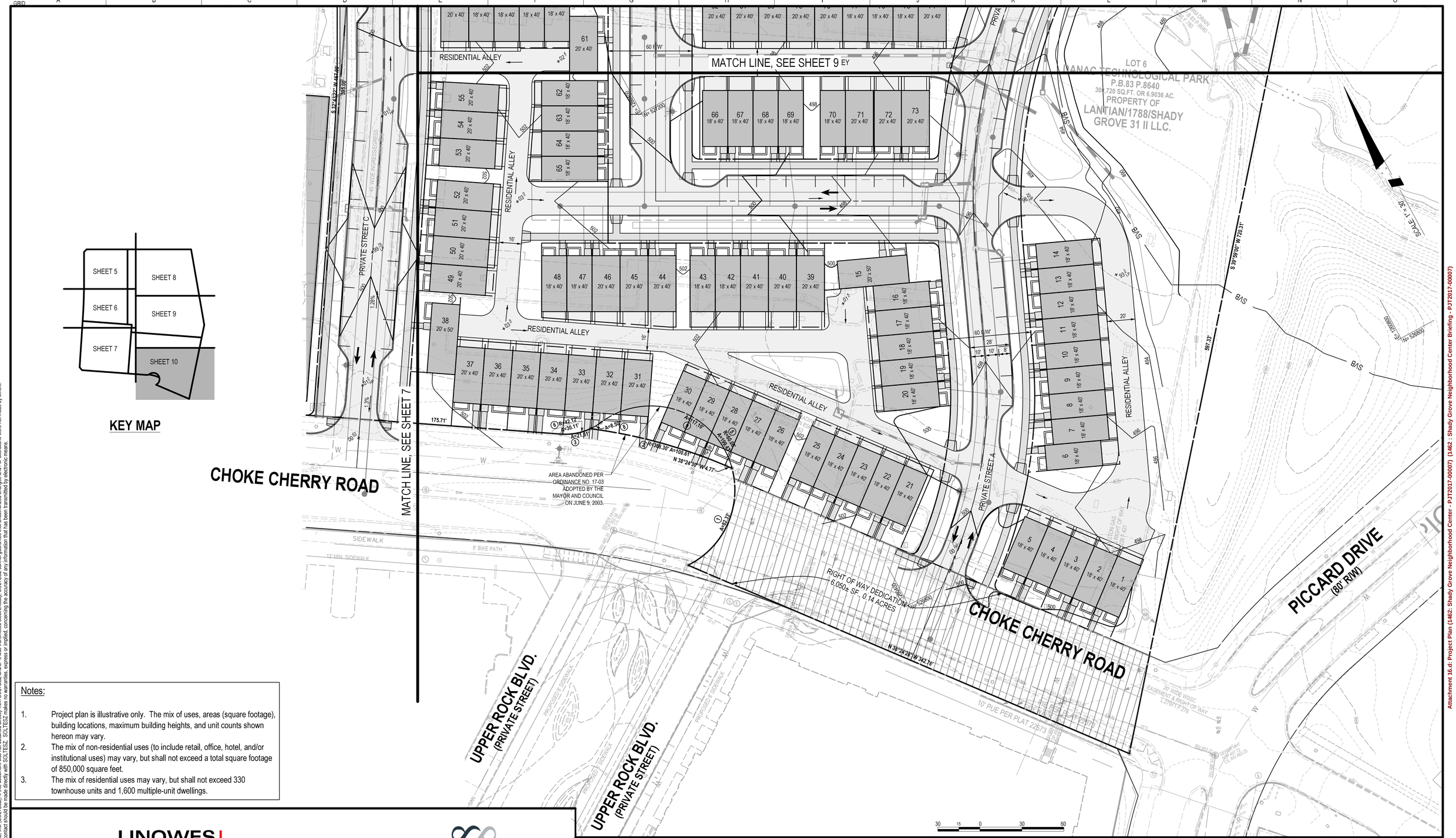

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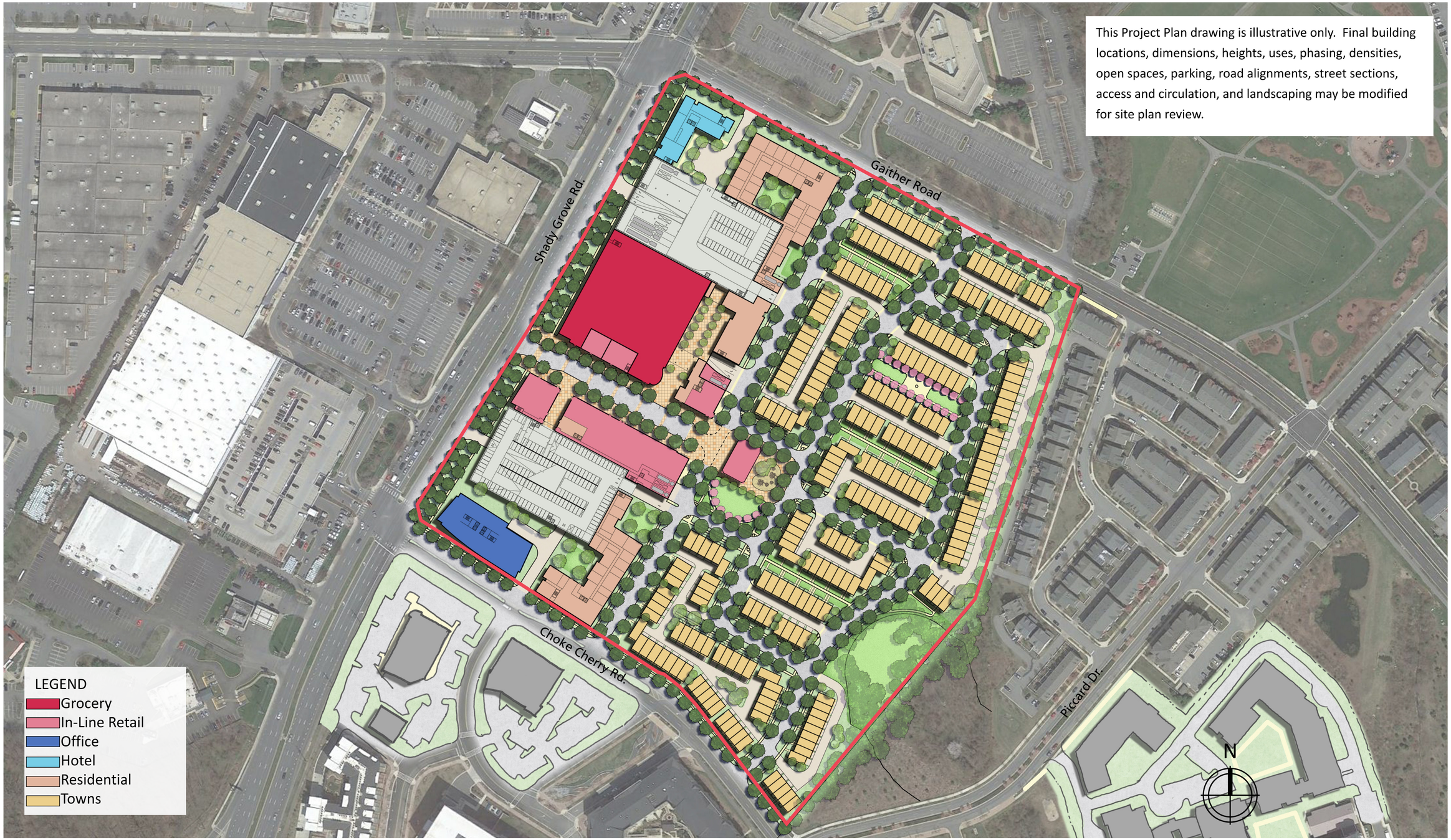

This Project Plan drawing is illustrative only. Final building locations, dimensions, heights, uses, phasing, densities, open spaces, parking, road alignments, street sections, access and circulation, and landscaping may be modified for site plan review.

Illustrative Project Plan - Ground Floor

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PHASING CHART[1]

PHASE A:

Retail/Grocery	Up to 170,000 sq. ft.[2]
Multiple-Unit Dwellings	Up to 549,000 sq. ft. (up to 549 units)[3]
Townhouses	Up to 91 units

PHASE B:

Office/Hotel	Up to 397,000 sq. ft.[4]
Multiple-Unit Dwellings	Up to 474,950 sq. ft. (up to 475 units)[5]
Townhouses	Up to 68 units

PHASE C:

Townhouses	Up to 124 units[6]

1 Phasing boundaries associated with this Project Plan may be adjusted and the densities of phases shifted at the time of Site Plan approval(s). Phases may be sequenced in any order or combined. However, the total density must not exceed 850,000 square feet of non-residential uses (including office, retail, hotel, and/or institutional uses), 330 townhouse units, and 1,600 multiple-unit dwellings.

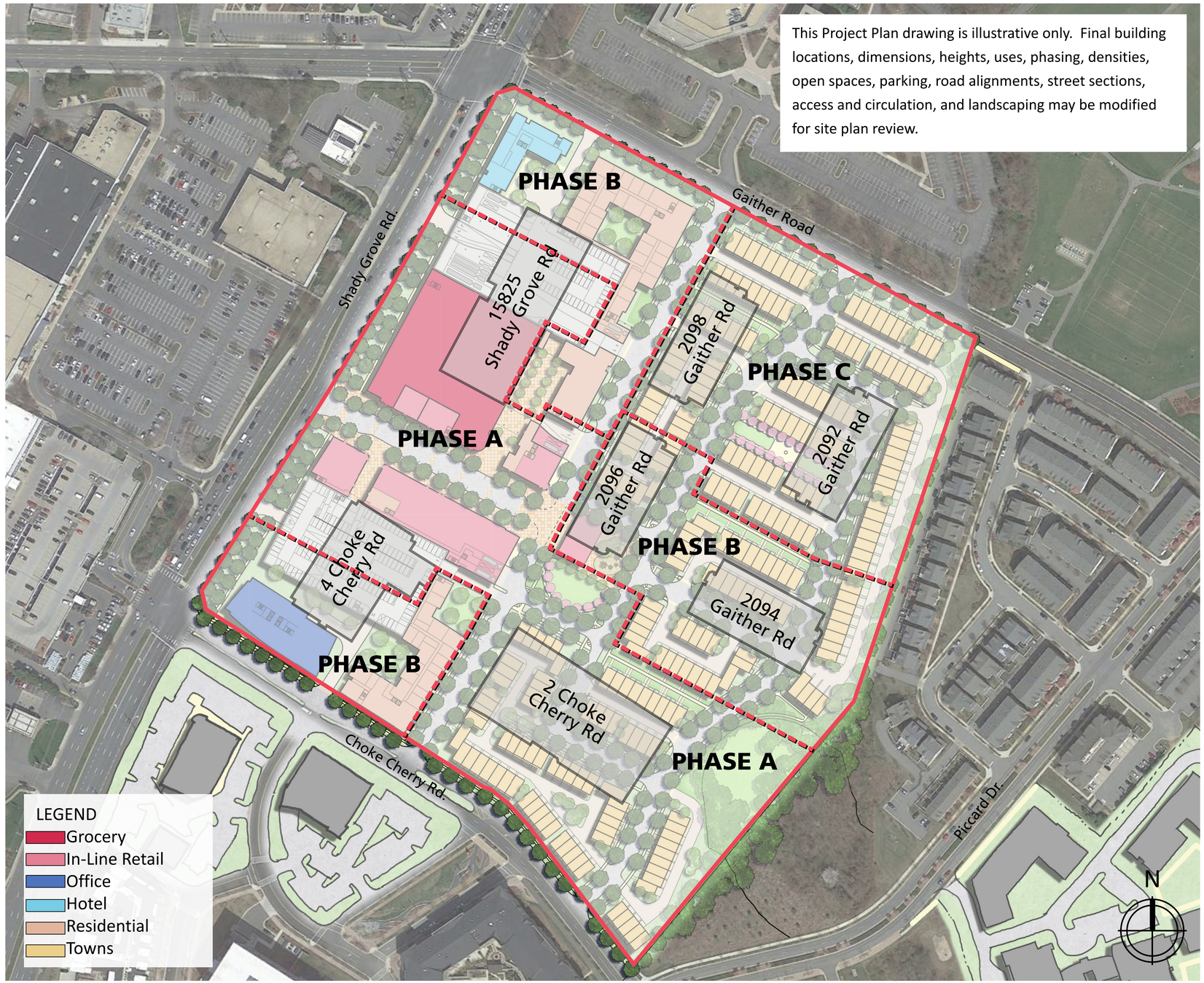
2 Up to 110,000 sq. ft. may be converted to up to 110 multiple-unit dwellings.

3 May be increased to up to 659,000 sq. ft. from converted retail square footage (for a Phase I total of up to 659 multiple-unit dwellings).

4 Up to 397,000 sq. ft. may be converted to up to 397 multiple-unit dwellings.

5 May be increased to up to 872,950 sq. ft. from converted office/hotel square footage (for a Phase II total of up to 873 multiple-unit dwellings).
Up to 283,000 sq. ft. of multi-unit dwelling uses may be converted to housing for senior adults and persons with disabilities and/or nursing homes.

6 Total maximum number of townhouse units for all phases (up to 300 units) may be increased to up to 330 units if building widths are reduced or Site Plan application(s) convert multi-family units to townhouse units on a 1:1 basis.



Illustrative Phasing Plan

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Attachment 16.e: Concept Plan Exhibits (1462: Shady Grove Neighborhood Center - PJT2017-00007) (1462 : Shady Grove Neighborhood Center Briefing - PJT2017-00007)

SITE AREA

Total Site Area: 30.44 Acres
(After Dedication)

REQUIRED OPEN SPACE

20% Open Area: 6.09 Acres
5% Public Use Space within Open Area: 1.52 Acres

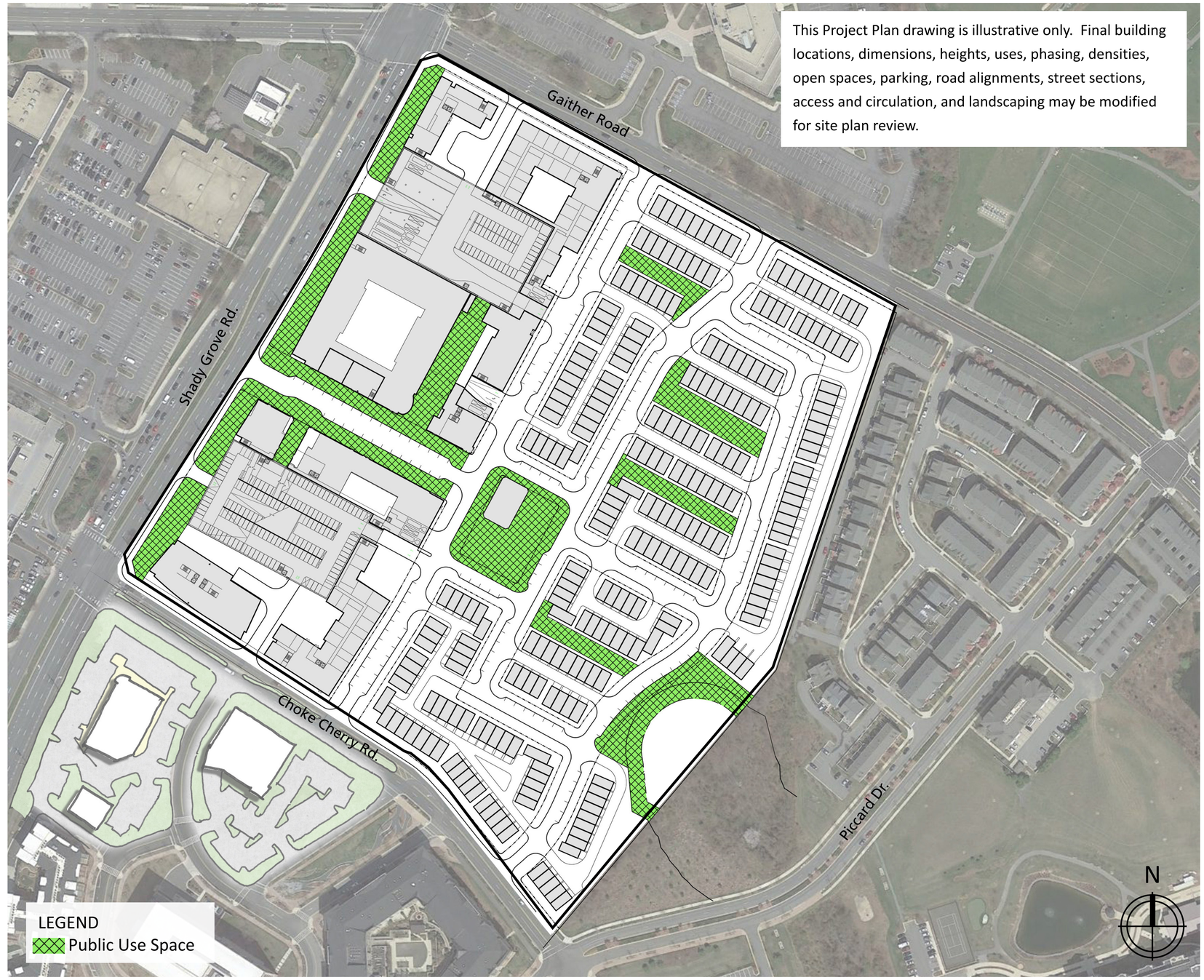
OPEN AREA PROVIDED

33% Open Area: 10.15 Acres

PUBLIC USE SPACE PROVIDED

13% Public Use Space: 3.94 Acres

*Proposed plan reduces impervious area of existing site by **3.19 acres.**



This Project Plan drawing is illustrative only. Final building locations, dimensions, heights, uses, phasing, densities, open spaces, parking, road alignments, street sections, access and circulation, and landscaping may be modified for site plan review.

Illustrative Open Space Diagram

LANTIAN DEVELOPMENT

LINOWES AND BLOCHER LLP ATTORNEYS AT LAW

1788 HOLDINGS

TORTI GALLAS + PARTNERS

SOLTESZ
ROCKVILLE OFFICE
2 Research Place, Suite 100 Rockville, MD 20850 P.301.948.2750 F.301.948.9067
Engineering // Surveying // Planning // Environmental Sciences
www.solteszco.com

NO.	REVISIONS	BY	DATE

DATE: JANUARY 20, 2017 CAD STANDARDS VERSION: V8 - 2000 TECHNICIAN: ER CHECKED: DEP

MISS UTILITY NOTE

INFORMATION CONCERNING EXISTING UNDERGROUND UTILITIES WAS OBTAINED FROM AVAILABLE RECORDS. THE CONTRACTOR MUST DETERMINE THE EXACT LOCATION AND ELEVATION OF ALL EXISTING UTILITIES AND UTILITY CROSSINGS BY DIGGING TEST PITS BY HAND, WELL IN ADVANCE OF THE START OF EXCAVATION. CONTACT "MISS UTILITY" AT 1-800-257-7777, 48 HOURS PRIOR TO THE START OF EXCAVATION. IF CLEARANCES ARE LESS THAN SHOWN ON THIS PLAN OR TWELVE (12) INCHES, WHICHEVER IS LESS, CONTACT THE ENGINEER AND THE UTILITY COMPANY BEFORE PROCEEDING WITH CONSTRUCTION. CLEARANCES LESS THAN NOTED MAY REQUIRE REVISIONS TO THIS PLAN.

OWNER/DEVELOPER/APPLICANT

LANTIAN/1788/SHADY GROVE 31, II, III, IV, LLC
C/O 1788 HOLDINGS LLC
4421 EAST-WEST HIGHWAY
BETHESDA, MD 20814
PHONE: 202-297-8317
ATTN: JOHN FITZGERALD

MAP 5164 GRID A2, B2
TAX MAP FS 62
ZONING CATEGORY: MXE
WSSC 200' SHEET 221 NW 9
SITE DATUM
HORIZONTAL: NAD 83/91
VERTICAL: NGVD 29

PROFESSIONAL CERTIFICATION
I HEREBY CERTIFY THAT THESE DOCUMENTS WERE PREPARED OR APPROVED BY ME, AND THAT I AM A DULY LICENSED PROFESSIONAL ENGINEER UNDER THE LAWS OF THE STATE OF MARYLAND.
LICENSE NO. 17731 , EXPIRATION DATE: 03/23/2018

PROJECT PLAN
SHADY GROVE NEIGHBORHOOD CENTER
DANAC TECHNOLOGICAL PARK

CITY OF ROCKVILLE, MONTGOMERY COUNTY, MARYLAND

1" = 100'
SHEET EXH-03
OF 4
PROJECT NO. 3559-02-00

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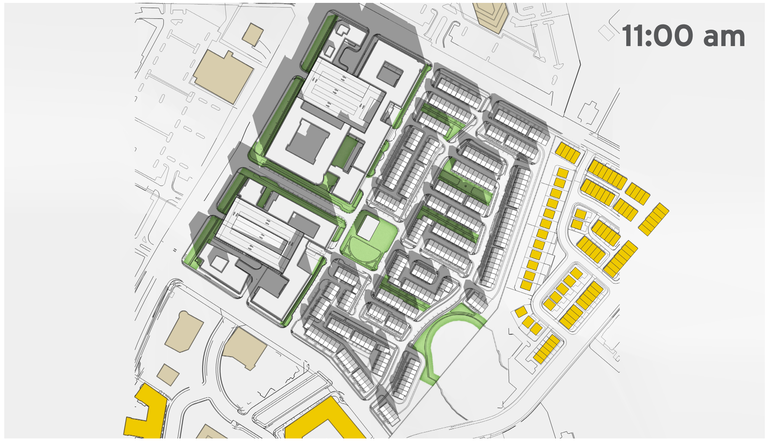
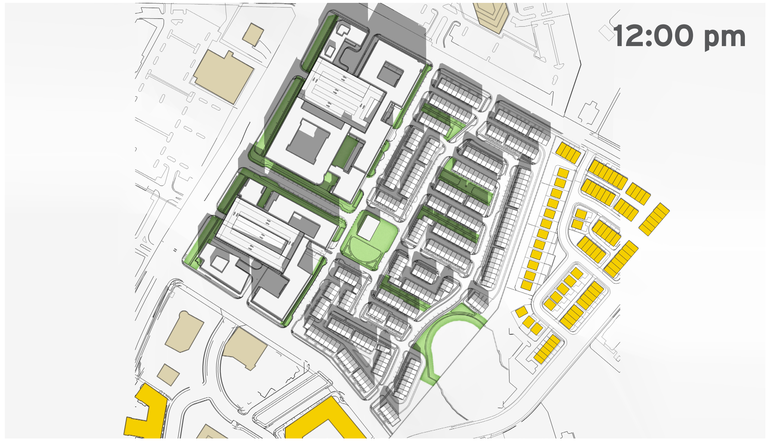
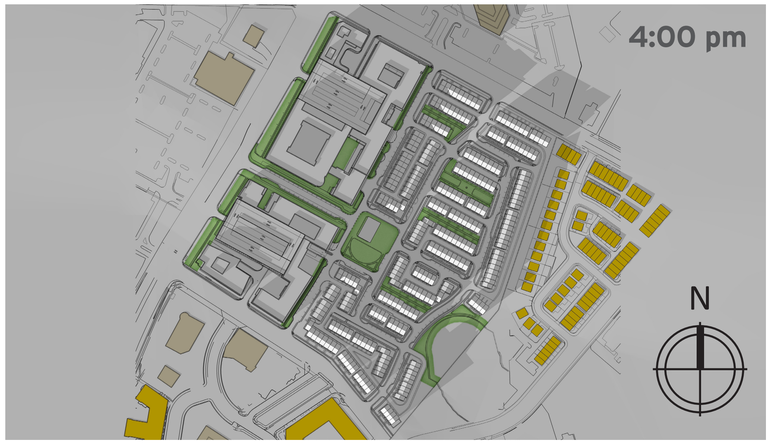
REFERENCE GRID A B C D E F G H I J K L M N O







Shadow Studies - December 21

LANTIAN DEVELOPMENT

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DANAC TECHNOLOGICAL PARK
CITY OF ROCKVILLE, MONTGOMERY COUNTY, MARYLAND

ONE INCH
1" = XX
SHEET EXH-04
OF 4
PROJECT NO. 3559-02-00

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Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Introduction
Department: CMO - Procurement
Responsible Staff: Jessica Blow

Subject

Introduction of an Ordinance to Amend Chapter 17 of the Rockville City Code, Entitled "Purchasing" So as to Change the Title to "Procurement," to Generally Amend the Provisions of Chapter 17, and to Implement Some of the Recommendations of the City of Rockville Purchasing Study.

Recommendation

Staff recommends that the Mayor and Council introduce this ordinance at the meeting of March 27, 2017, with possible adoption scheduled for a future Mayor and Council meeting date.

Change in Law or Policy

Changes to Chapter 17 Purchasing provisions.

Discussion

The purpose of the purchasing code is to provide guidelines for the purchase of City supplies, services, equipment and bidding construction of public projects, including obtaining the most qualified vendors in a fair and impartial manner at a reasonable price. The Code also establishes financial controls over purchases and sets recommended purchasing approval authority limits for the Mayor and Council, City Manager, and the Purchasing Agent.

In July 2015, a consultant was selected via Request for Proposals (RFP) to perform an assessment of Procurement at the City of Rockville. The purpose of the assessment was to evaluate procurement processes, procedures, organization, staffing, metrics, compliance, systems, and performance. As a result of the assessment, in October 2015, twenty-nine (29) recommendations were made that would assist in the overall improvement and efficiencies of the division. Staff provided a response to the recommendations in the Procurement Action Plan that was presented to Mayor and Council on February 1, 2016. Provided is a summary of the Consultant's recommended Code changes as well as best practices recommended for inclusion in the Code.

Summary of Consultant's Recommended Code Changes and Best Practices:

1. Section 17-62 Formal Solicitation-competitive sealed proposals: Update the Code and the Guide to provide information on the process for awarding task orders from multiple award RFP contracts.

2. Section 17-63 Informal solicitation: The Code and Guide should require documentation of reasons for not awarding to the lowest responsive and responsible bidder per the Code.

3. Section 17-71 Cooperative procurement authorized: Update the Code and Guide to include documentation and analysis requirements for cooperative procurements and Rider contracts.

4. Section 17-72 Contracting with public entities: Update the Code and Guide to include documentation and analysis requirements for contracting with public entities.

5. Section 17-87 Exemptions: Consider revising the Code to remove the following exemptions:

    - Procurement of temporary employment services
    - Procurement of entertainment, instructional, facilitating, or educational services for City officials, staff, or residents, or for social, cultural, or recreational programs or events offered or sponsored by the City
    - Employment contracts and employee relocation costs
    - Lobbying
    - Professional services

    Ensure that all exemptions are supported by the sole source purchasing process.

6. Amend the Code and Guide to incorporate the following "best practices in purchasing:"
    a. Independent Cost Estimates (ICE)
    b. Cost/price analysis.
    c. Qualifications-Based Selection
    d. Standard set of terms and conditions and inclusion of invoicing terms in grant-funded procurements that address requirements for advance payments.

Over several months, a comparison was done of the current City of Rockville Procurement Code and Procurement Codes of other governmental entities. The Procurement Division reviewed the Procurement Code and communicated with surrounding City and County governments that were listed as benchmarks in the Consultant's assessment, as well as other peer entities. Based

on information obtained and feedback of other peer governmental entities, a summary has been developed of the Procurement Division's proposed changes. Currently, Procurement accepts some of the Consultant's recommendations and has taken a proactive approach to identifying additional revisions. The remaining Consultant recommendations require additional review and consideration or are more appropriate for the Procurement Guide. Below is an overview of the major proposed changes to the Procurement Code for the Mayor and Council's consideration. All changes are intended to strengthen and streamline the procurement process and make changes that reflect the reality of the current marketplace. Revised Code changes will also be reflected in the revisions that are to be made to the Procurement Guide.

Summary of Proposed Revisions:

Title Section: Amends the title of Chapter 17 from Purchasing to Procurement.

Section 17-16 Definitions: This section has been amended to add definitions for formal solicitations and informal solicitations.

Section 17-22(4) Authority and duties of the purchasing agent: This subsection has been amended to change the title of Purchasing Manual to Procurement Guide.

Section 17-23 City Procurement Records: This section has been amended to include language for maintaining and retention of informal solicitations as a written procurement record.

Section 17-25 Certification of Funds. This section has been added to certify that funds are available for every contract, contract modification, change order, or adjustment in contract price for goods, services, and construction contracts.

(NEW) Section 17-40(b) Contract modifications; change orders, price adjustments: Section 17-40 has been amended to add a subsection for contract modifications, change orders, and price adjustments to be approved, in writing, by the City Manager or designee when the cumulative value of the original contract and all changes to the contract exceed thirty thousand dollars ($30,000).

Section 17-42 Unauthorized Purchases-Voidable Contracts: The title has been amended to add the term Unauthorized Purchases to the title of this section to reflect non-compliant purchases initiated by City employees. Language has also been added that allows the option for the City Manager to ratify unauthorized purchases. Ratifications shall be in writing.

Section 17-61 Formal Solicitation-Competitive Sealed Bidding: The title of this section has been amended to add the alternative term for competitive sealed bids, Invitation for Bids (IFB).

Section 17-61(d) Bid opening: This subsection has been amended to add language explaining that all bid tabulations will be made available to the public after bid opening.

Section 17-62 Formal Solicitation-Competitive Sealed Proposals: The title of this section has been amended to add the alternative term for competitive sealed proposals, Request for Proposals (RFP).

Section 17-62(a) Conditions for Use: This subsection has been amended to add language that requires a written determination for utilizing the competitive sealed proposals process instead of competitive sealed bidding, which is the preferred method of procurement.

Section 17-62(b) Written Justification: This subsection has been amended to remove the requirement that written justification utilizing competitive sealed proposals be required for the awarding authority prior to award. Written justification shall be created prior to the beginning of the solicitation process except for Professional Services, Insurance or Design-build projects.

Section 17-62(g) Discussion with Responsible Offerors, Negotiation, and Revisions to Proposals: The title of this subsection has been amended to add negotiation. This subsection has also been amended to add language that will allow discussions/negotiations with multiple offerors concurrently or in sequential order.

Section 17-62(h) Ranking of proposals; negotiation; award. This subsection is deleted in its entirety. This process does not allow for concurrent negotiations.

(NEW) Section 17-62(h) Award. Section 17-62 has been amended to add a subsection that explains determination of award for Competitive Sealed Proposals. This subsection also requires the determination for award to be made a part of the contract file.

(NEW) Section 17-62(i) Multi-step Method. Section 17-62 has been amended to add a subsection to allow evaluation of technical proposals and price separately.

Section 17-63 Informal Solicitation. Section 17-63 has been amended to add a subsection that requires documentation in the contract file explaining why an award was not made to the lowest supplier. **(Consultant Recommendation)**

Section 17-71 Cooperative Procurement Authorized. Section 17-71 has been amended to add a subsection that requires supporting justification and analysis documentation to be prepared and made a part of the contract file. **(Consultant Recommendation)**

Section 17-72 Contracting with Public Entities. Section 17-72 has been amended to add a subsection that requires supporting justification and analysis documentation to be prepared and made a part of the contract file. **(Consultant Recommendation)**

Section 17-82(a) Sole Source Procurement. This subsection has been amended to allow negotiations for sole source procurements.

(NEW) Section 17-82(a)(3) Sole Source Procurement. Section 17-82 has been amended to add a subsection that allows sole source purchases for items/services that includes proprietary information, patents, or copyrights.

Section 17-87 Exemptions: As recommended by the Consultant, Procurement has considered removing the exemptions identified by the Consultant and agrees with removing Lobbying Services as an exempt procurement. As indicated below, Procurement would like more time to consider removing the exemption for procurement of temporary employment services. Procurement disagrees with removing the other exemptions identified by the Consultant. Procurement also does not agree with the Consultant's recommendation that exempt procurements be supported by the sole source purchasing process, because many vendors may be available and qualified to provide the desired services. However, Procurement agrees with the intent of the Consultant's recommendation and has amended this section to add language that requires supporting justification and analysis documentation to be prepared and made a part of the contract file. The City Manager may waive these requirements. Justification for the waiver shall be made a part of the contract file.

Section 17-174 Appeals from City Manager's decisions: Section 17-174 has been amended to correct an error to reference section 17-173 Contract disputes.

More Staff Review or Consideration Needed:

1. Qualifications-Based Selection Process
2. Section 17-87 Exemptions (Temporary Personnel Services)
3. Consider standard set of terms and conditions, and inclusion of invoicing terms in grant-funded procurements that address requirements for advance payments.

Items most appropriate for the Guide:

1. Independent Cost Estimates (ICE)
2. Cost/price analysis process.
3. Section 17-62: Update the Code and Guide to provide information on the process for awarding task orders from multiple award RFP contracts.

Future Code Revision Considerations:

1. Review and Update of Procurement dollar limits for formal and informal contracts.

Mayor and Council History

This is the first time this item has been brought before the Mayor and Council.

Boards and Commissions Review

The Financial Advisory Board was provided an opportunity to review advance drafts of the Staff's recommendations and to offer its input. The Board appreciates the Staff's willingness to consider its comments and believes that the Staff's recommendations address the Code changes recommended by the Consultant in a very positive manner. The Board also commends the Staff's initiative in recommending further improvements in the Code that go beyond those recommended by the Consultant, and agrees with those improvements.

Next Steps

Once the ordinance gets adopted by the Mayor and Council, staff will begin a complete revision of the City Procurement Guide accordingly.

Attachments

Attachment 17.a: Chapter 17 ordinance for 3-27-17 (PDF)

Rob DiSpirito, City Manager 3/21/2017

Ordinance No. _____ ORDINANCE: To Amend Chapter 17 of the Rockville City Code entitled "Purchasing" so as to change the title to "Procurement," to generally amend the provisions of Chapter 17, and to implement some of the recommendations of the City of Rockville Purchasing Study

BE IT ORDAINED BY THE MAYOR AND COUNCIL OF ROCKVILLE, MARYLAND, that Chapter 17 of the Rockville City Code entitled "Purchasing" be amended so as to change the title to "Procurement," to generally amend the provisions of Chapter 17, and to implement some of the recommendations of the City of Rockville Purchasing Study to read as follows:

Chapter 17 - PROCUREMENT~~PURCHASING~~

ARTICLE I. - GENERAL PROVISIONS

DIVISION 1. - PURPOSES, CONSTRUCTION AND APPLICATION

Sec. 17-1. - Purposes.

The purposes of this chapter are to provide for an efficient, cost-effective and equitable system of public purchasing by the City; to obtain the maximum purchasing value of public funds in procurement; to provide for a procurement system of quality and integrity; to provide for selling surplus goods in a manner which is efficient and equitable, and yields the highest sales price; and to permit the continued development of procurement policies and practices.

Sec. 17-2. - Interpretation; singular-plural/gender references.

(a) This chapter shall be construed and applied to promote the stated purposes.

(b) Unless the context requires otherwise:

(1) Words in the singular number include the plural, and those in the plural include the singular; and

(2) Words of a particular gender include any gender and the neuter, and when the sense so indicates, words of the neuter gender may refer to any gender.

Sec. 17-3. - Scope.

(a) Except as otherwise provided, this chapter applies to every disposition for value or expenditure of public funds by the City for public purchasing irrespective of its source.

(b) When the procurement or disposition involves Federal assistance or contract funds or is subject to Federal regulations, the procurement or disposition shall be conducted in accordance with any applicable mandatory Federal law or regulation which is not reflected in this chapter.

(c) Nothing in this chapter shall be construed as prohibiting or limiting the council's right to make appointments under the City's Charter or to authorize any procurement it deems to be in the best interest of the City, or the City's right to employ its own personnel for the construction or reconstruction of public improvements or for any other purpose without competitive solicitation.

Sec. 17-4. - Severability.

If any provision of this chapter or any application thereof to any person or circumstances is held invalid, such invalidity shall not affect other provisions or applications of this chapter which can be given effect without the invalid provision or application, and to this end the provisions of this chapter are declared to be severable.

DIVISION 2. - DEFINITIONS

Sec. 17-16. - Definitions.

The terms defined in this section shall have the meanings set forth below whenever they appear in this chapter unless the context in which they are used clearly requires a different meaning or a different definition is prescribed for a particular provision.

Awarding authority means the person or entity within the City authorized to award a contract.

Bid means an offer, in writing, to furnish goods, services, insurance or construction in conformity with the specifications, delivery terms and conditions or other requirements included in the invitation for bids or an offer to purchase property pursuant to Division 2 of Article III of this chapter.

Brand name specification means a specification by manufacturers' names or catalogue numbers.

Brand name or equal specification means a brand name specification to describe the standard of quality, performance, and other characteristics needed to meet City requirements, and which provides for the submission of equivalent products.

Business means any corporation, partnership, firm, individual, sole proprietorship, joint venture, association, or any other private legal entity through which business is conducted.

Change order means a written order signed and issued by the purchasing agent directing the contractor to make changes which the contract authorizes the City to order without the consent of the contractor.

City means the Mayor and Council of Rockville, otherwise known as the City of Rockville.

City Manager means the City Manager of Rockville or the City Manager's designee.

Competitive sealed bid means a method of procurement in which a supply, service, insurance, or construction item is defined in a list of specifications; the specifications are included in an Invitation for Bids; the bids are received by a specified time in sealed envelopes; an award is made to the lowest responsible bidder meeting all specifications, and cost is objectively measurable as defined in the specifications.

Competitive sealed proposal means a method of procurement in which a supply, service, insurance, or construction item is defined in a list of specifications; the specifications are included in a Request for Proposals (RFP); proposals are received by a specified time in sealed envelopes; and an award is made to the proposer most closely meeting specifications as determined by an evaluation that uses a predetermined and published set of evaluation criteria. Cost is one (1) criterion among others, all of which may be assigned specific weights.

Confidential information means any information which is available to an employee only because of the employee's status as an employee of this City and is not a matter of public knowledge or available to the public on request.

Construction means the erection, alteration, repair, improvement, or demolition of any public structure or building, or other public improvements of any kind, including any draining, dredging, excavation, grading or similar work upon real property. "Construction" does not include the routine operation, routine repair or routine maintenance of existing public facilities.

Contract means any City agreement, regardless of form or title, whether formal or informal, for the procurement or disposition of goods, services, insurance, or construction.

Contract file means a file maintained by the purchasing agent containing all determinations and other written records pertaining to any solicitation, award, or performance of a contract.

Contract modification means any written alteration in specifications, delivery, period of performance, price, quantity, or other provision of an existing contract whether accomplished by unilateral action in accordance with a contract provision or by mutual action of the parties to the contract.

Contractor means any person having a contract with the City.

Council means the Mayor and Councilmembers of Rockville which is the legislative body of the City.

Electronic means the electrical, digital, magnetic, optical, electromagnetic, or any other similar technology.

Environmentally preferable purchasing means the procurement or acquisition of goods and services that have a lesser or reduced effect on human health and the environment when compared with competing goods or services that serve the same purpose, based on the raw materials, manufacturing, packaging, distribution, use, reuse, operation, maintenance, and disposal of the goods or services.

Formal contract means a written contract for procurements exceeding thirty thousand dollars ($30,000.00) and signed by the City Manager and the contractor.

Formal Solicitation requires a bid/proposal be submitted in sealed envelope and in conformance with a prescribed format to be opened in public at a specified date and time.

Goods means supplies, materials, equipment, and all tangible property, except real property.

Informal solicitation means a competitive bid, price quotation, or proposal for goods or services that is conveyed by letter, fax, e-mail, or other manner that does not require a formal sealed bid or proposal.

Informality means a minor defect or variation of a bid or proposal from the exact requirements of the Invitation to Bid, or the Request for Proposal, which does not materially affect the price, quality, quantity or delivery schedule for the goods, services, insurance, or construction being procured.

Informal contract means a contract for procurement not exceeding thirty thousand dollars ($30,000.00).

Kickbacks means any money, fee, commission, credit, gift, or compensation of any kind which is provided directly or indirectly to a prime contractor, a prime contractor employee, a subcontractor, a subcontractor employee, a public employee, or other person for the purpose of obtaining or rewarding favorable treatment in the award of a prime contract or a subcontract in connection with a contract awarded by the City.

Life-Cycle Cost means the comprehensive accounting of the total cost of a product including procurement, initial cost, energy and operational cost, maintenance, longevity of service and disposal.

Local business means a business enterprise, including but not limited to a sole proprietorship, partnership, corporation, or limited liability company which (i) has a physical business address located within the corporate limits of the City from which the vendor operates or performs business on a day-to-day basis; and (ii) for the most recent tax year, has paid any real property or personal property tax due to the City. Post office boxes, or their equivalent, shall not be used for the purpose of establishing a physical address within the City.

Person means an individual, association, firm, partnership, corporation, government agency, or other entity, but does not include the City government.

Procurement means buying, purchasing, renting, leasing, or otherwise acquiring any supplies, services, insurance, or construction. It also includes all functions that pertain to the obtaining of any supply, service, insurance, or construction, including the description

of requirements, selection and solicitation of sources, preparation and award of contract, and all phases of contract administration.

Professional services means services performed by a person whose specialized knowledge and academic preparation have led the person to be a recognized professional within their vocation. These services include, but are not limited to, the practice of accounting, architecture, land surveying, landscape architecture, dentistry, medicine, optometry, pharmacy, actuarial services, professional engineering, property appraisals, consulting, and such other services that are customarily negotiated because the individuality of those services do not lend themselves to a fixed price bid.

Proposal means an offer to supply goods or insurance or perform services, or to purchase goods to be disposed, in response to a request for proposals by the City where competitive sealed proposals or negotiations will be used rather than the competitive bid process.

Public entity means any Federal, State or local government, agency, committee, commission, board, institution, or political subdivision created by Federal, State or local law to exercise some sovereign power or to perform some governmental duty.

Public notice means notice of a procurement solicitation given in a manner reasonably calculated to provide notice to persons interested in the solicitation. At a minimum, such notice shall include posting notice of all pending procurements on a City website maintained for that purpose. Such notice may, but need not necessarily, include publication in a newspaper of general circulation, electronic mailing lists, and web sites maintained for that purpose.

Purchase order means a type of contract issued by the City not requiring countersignature by the contractor.

Purchasing agent means the person designated as purchasing agent pursuant to section 17-21 of this chapter. The term shall also include any person designated pursuant to section 17-24 of this chapter by the purchasing agent to perform one or more functions of the purchasing agent.

Request for Proposals (RFP) means all documents, whether attached or incorporated by reference, used for soliciting proposals.

Requirements contract means a contract whereby the City agrees to purchase and the contractor agrees to sell all the goods of a designated type which the City may require, without specifying in the contract an exact quantity.

Responsible bidder or offeror means a person that has the capability, in all respects, to perform fully the contract requirements, and the tenacity, perseverance, experience, integrity, reliability, capacity, facilities, equipment and credit which will assure good faith performance.

Responsive bidder means a bidder that has submitted a bid which conforms in all material respects to the Invitation for Bids.

Services means the furnishing of labor, time, or effort by a contractor, not involving the delivery of a specific end product other than reports which are merely incidental to the

required performance. This term shall not include employment agreements or collective bargaining agreements.

Specification means any description of the physical or functional characteristics, or of the nature, of a supply, service, insurance or construction item. It may include a description of any requirement for inspecting, testing, or preparing a supply, service, insurance, or construction item for delivery.

Split Purchasing means when a recognized need for a certain volume of goods, services, insurance, or construction is purposefully split into smaller increments in order to evade any requirement of this chapter.

Surplus goods means all goods which have been determined by the purchasing agent to have become surplus, obsolete or unusable.

Tie bids are responsive bids from responsible bidders that are identical in price, terms and conditions and which meet all the requirements and evaluation criteria set forth in the invitation for bids.

Using department means any City department, office, or agency that utilizes any goods, services, insurance, or construction procured under this chapter.

Written or In Writing includes information that is electronically transmitted and/or stored.

DIVISION 3. - PURCHASING AGENT

Sec. 17-21. - Establishment and appointment.

The purchasing system shall operate under the direction and supervision of a purchasing agent within the City Manager's Department. The City Manager may exercise some or all of the duties of the purchasing agent.

Sec. 17-22. - Authority and duties of the purchasing agent.

Except as otherwise provided in this chapter, the purchasing agent shall have the authority and responsibility to:

(1) Procure or supervise the procurement of all goods, services, insurance, and construction needed by the City;

(2) Sell, trade or otherwise dispose of surplus goods belonging to the City;

(3) Exercise general supervision and control over all inventories of supplies belonging to the City;

(4) Develop procedures, standards, and policies, and forms, including but not limited to a ~~Purchasing Manual~~ Procurement Guide, as may be necessary for the effective implementation of this chapter;

(5) Conduct pre-bid or pre-proposal conferences where appropriate;

(6) Make written recommendations for the award of formal contracts;

(7) Keep informed of current developments in the field of purchasing, prices, market conditions, and new products;

(8) Assure that sufficient money has been appropriated to cover the cost of all purchases or contracts;

(9) Establish and maintain programs for the inspection, testing, and acceptance of goods, services, insurance, and construction;

(10) Maintain contract files associated with procurements;

(11) Change specifications and terminate solicitations;

(12) Make determinations of bidder and offeror responsibility;

(13) Require bonds, insurance, and other forms of protection for the City in connection with the procurement process;

(14) Ensure compliance with this chapter by reviewing and monitoring procurements conducted by any designee, department, or employee delegated authority under section 17-24;

(15) Make all written determinations required by this chapter, except as may otherwise be provided by this chapter; and

(16) Perform other functions and duties as required by this chapter or as may be assigned.

Sec. 17-23. - City procurement records.

All determinations and other written records pertaining to any formal solicitation, informal solicitation, award, or performance of a contract shall be maintained for the City in a contract file. All records shall be maintained for such time as required by State law or regulation but in no event less than three (3) years or according to retention schedules approved by the State.

Sec. 17-24. - Delegation of authority by purchasing agent.

The purchasing agent may establish procedures and standards for delegating authority to purchase certain supplies, services, insurance, or construction items, and to make determinations required by this chapter to other City employees or public entities, if such delegation is deemed appropriate for the effective procurement of those items.

Sec. 17-25. – Certification of Funds

Every contract, contract modification, change order, or adjustment in contract price is subject to prior written approval (except for emergency procurements) by the responsible department head and certification by the division of budget as to the availability of funds and the effect of the modification, change, or adjustment on a project budget or the total cost for goods, services, or construction. The purchasing agent may not proceed with contract modification, change, or adjustment until sufficient funds are

available, or the scope of the project is adjusted to permit its completion within the project budget.

ARTICLE II. - CONTRACT FORMATION

Sec. 17-36. - Types of contracts.

Subject to the requirements of this article, any type of contract that is appropriate to the procurement and that will promote the best interests of the City may be used.

Sec. 17-37. - Written contracts required.

(a) All contracts involving more than three thousand dollars ($3,000.00) shall be in writing.

(b) For the routine purchase of goods, services, insurance, and construction, a purchase order issued by the purchasing agent shall satisfy the requirement for a written contract.

Sec. 17-38. - Formal contracts.

Except for the purchase of goods and equipment, formal written contracts signed by the City Manager and the contractor shall be required for procurements exceeding thirty thousand dollars ($30,000.00), including requirements contracts estimated to exceed thirty thousand dollars ($30,000.00) in any given fiscal year.

Sec. 17-39. - Awarding authority.

(a) All contracts involving more than one hundred thousand dollars ($100,000.00) shall be awarded by the Council, except as may be specifically provided in this chapter.

(b) Except for those contracts awarded by the Council and when emergency procurements are necessary, all formal two-party contracts shall be awarded by the City Manager.

(c) All other contracts shall be awarded by, or under the supervision of, the purchasing agent, subject to review by the City Manager.

Sec. 17-40. - Contract modifications; change orders; price adjustments.

(a) The following contract changes (including contract modifications, change orders, and price adjustment) must be approved by the Council:

(1) Changes to any contract not originally awarded by the Council when the cumulative value of the original contract and all changes to the contract exceed one hundred thousand dollars ($100,000.00);

(2) Changes to any contract originally awarded, or any contract previously modified, by the Council when the cumulative value of all changes exceed both

a. One hundred thousand dollars ($100,000.00), and

b. Ten percent (10%) of the original contract.

(b) Changes to any contract, including contract modifications, change orders, and price adjustments must be approved in accordance with the original contract, in writing, by the City Manager or designee, when the cumulative value of the original contract and all changes to the contract exceed thirty thousand dollars ($30,000.00)

Sec. 17-41. - Multi-term contracts.

A contract for goods, insurance, or services may be entered into for any period of time deemed to be in the best interest of the City provided the term of the contract and conditions of renewal or extension, if any, are included in the solicitation and funds are available for the first fiscal period at the time of contracting. When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the contract shall be canceled with no penalty to the City.

Sec. 17-42. - ~~Voidable contracts~~ Unauthorized Purchases-Voidable Contracts.

If any employee or official of the City purchases or contracts for supplies, services, insurance, or construction in a manner contrary to the provisions of this chapter such purchase or contract is voidable by the City. However, when, in the opinion of the City Manager, the contracting violation occurred through no fault of the contractor, the contractor may be reimbursed on a quantum meruit basis for goods, services, or insurance furnished or work performed in good faith, in such amount as may be determined by the City Manager. The City Manager may ratify unauthorized purchases. All ratifications for unauthorized purchases shall be in writing.

ARTICLE III. - SOURCE SELECTION

DIVISION 1. - GENERAL

Sec. 17-51. - In general.

Notwithstanding any provision of this chapter, the Council may approve any method of procurement that it deems to be in the best interest of the City.

DIVISION 2. - COMPETITIVE PROCUREMENT

Sec. 17-61. - Formal solicitation—Competitive sealed bidding (Invitation for Bids-IFB).

(a) Conditions for use. Formal contracts shall be awarded by competitive sealed bidding, except as otherwise provided in this chapter.

(b) Invitation for bids. An Invitation for Bids shall be issued and shall include specifications and all contractual terms and conditions applicable to the procurement.

(c) Public notice. Public notice of the Invitation for Bids shall be given at least fifteen (15) days prior to the date set forth therein for the opening of bids, unless the purchasing agent determines, in writing, that circumstances require a shorter notice period.

(d) Bid opening. Bids shall be opened publicly in the presence of one (1) or more witnesses at the time and place designated in the Invitation for Bids. The amount of each bid, and such other relevant information as is deemed appropriate together with the name of each bidder shall be recorded. The record and each bid shall be open to public inspection. A tabulation of all bids received shall be made available to the public after the bid opening.

(e) Late bids. Late bids will not be accepted.

(f) Bid acceptance and evaluation. Except as authorized in this article, bids shall be accepted without alteration or correction. Bids shall be evaluated based on the requirements set forth in the Invitation for Bids, which may include criteria to determine acceptability such as inspection, testing, quality, workmanship, delivery, and suitability for a particular purpose. The Invitation for Bids shall set forth the evaluation criteria to be used. No criteria may be used in a bid evaluation that are not set forth in the Invitation for Bids.

(g) Waiver of minor informality or immaterial bid defect. The purchasing agent may waive a minor informality or immaterial bid defect if such waiver is determined to be in the best interest of the City. A minor informality means a bid requirement that is merely a matter of form or is an immaterial provision in the solicitation. A bid defect is immaterial when the significance of the defect is negligible when contrasted with the total cost or scope of the procurement. The decision of the purchasing agent with respect to whether a requirement is a minor informality or whether a bid defect is immaterial is final and may not be challenged by a bidder.

(h) Correction or withdrawal of bids; cancellation of awards.

(1) Where a mistake is discovered before bid opening, the bid may be modified or withdrawn by written, telegraphic, or electronic notice received by the purchasing agent prior to the time set for bid opening.

(2) Where a mistake is discovered after bid opening but prior to contract award, a bid:

a. May be corrected where the error made and the intended bid price can be determined solely from the bid documents submitted, and the purchasing agent determines that the mistake was inadvertent and bona fide;

b. May be withdrawn where the bid was submitted in good faith and the bid price is substantially lower than the other bids due solely to a clerical mistake therein as opposed to a judgment mistake and the mistake was due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of a bid, which unintentional arithmetic error or unintentional omission can be clearly shown

by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the bid.

(3) Where an error is discovered in the successful bid after the award of the contract and the conditions of subsection (h)(2)a. or (h)(2)b. of this section are satisfied, the bid may be corrected or withdrawn, respectively, and the contract amended or rescinded as appropriate, provided that no bid correction or contract amendment shall be permitted that would cause the contract price to exceed the next lowest bid.

(4) No bid may be withdrawn or award canceled when the result would be prejudicial to the interests of the City or fair competition.

(5) No bidder who is permitted to withdraw a bid shall, for compensation, supply any material or labor to or perform any subcontract or other work agreement for the person or business to whom the contract is awarded, or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn bid was submitted.

(6) If a bid is withdrawn or award canceled under the authority of this section, the lowest remaining bid shall be deemed to be the low bid.

(7) Nothing herein shall prevent the City from rejecting all bids if deemed to be in the interest of the City or fair competition.

(8) All decisions to permit the correction or withdrawal of bids or cancellation of an award based upon bid mistakes, shall be supported by a written determination made by purchasing agent.

(i) Contract award. Subject to the provisions set forth herein, contracts shall be awarded to the lowest responsive and responsible bidder whose bid meets the requirements and criteria set forth in the Invitation for Bids.

(1) When the terms and conditions of the Invitation for Bids provide that multiple awards may be made, awards may be made to more than one bidder.

(2) If the bid from the lowest responsible bidder exceeds available funds or is deemed excessive, the purchasing agent may (a) negotiate with the lowest responsible bidder to obtain an acceptable contract price, and if unsuccessful, may thereafter enter into negotiations with the next lowest bidder; or (b) reject all bids and solicit new bids, with or without revised specifications.

(3) When the contract is not awarded to the lowest bidder, a written statement of the reasons for awarding the contract to another bidder shall be prepared by the purchasing agent and maintained in the contract file.

(j) Tie bids. In the case of a tie bid between a local business and a non-local business award shall be made to the local business. If tie bids are received from two (2) or more local firms or from two (2) or more non-local firms, a drawing shall be conducted. A witness shall be present to verify the drawing and shall certify the results on the bid tabulation sheet. The City reserves the right to reject all bids and rebid the contract.

(k) Multi-step sealed bidding. When it is considered impractical to initially prepare a purchase description to support an award based on price, an Invitation for Bids may be issued requesting the submission of unpriced offers to be followed by an Invitation for Bids limited to those bidders whose offers have qualified under the criteria set forth in the first solicitation.

(l) Single bid. Where only a single bid is received and the price is not acceptable to the City, the City may either negotiate with the bidder for a more acceptable price or reject the bid. If the bid is rejected, the City may re-solicit for bids or may utilize any other procurement method reasonably designed to obtain the best price.

(m) Contract award based on "best value." Notwithstanding subsection 17-61(i), a contract may be awarded on best value analysis provided that the criteria for analysis was included in the invitation for bids. The contract shall be awarded to the responsive, responsible bidder whose bid is determined to be the best value to the City and that conforms in all material respects to requirements and criteria set forth in the invitation for bids.

Sec. 17-62. - Formal solicitation—Competitive sealed proposals (Request for Proposals-RFP).

(a) Conditions for use. Formal contracts may be awarded by competitive sealed proposals where the purchasing agent, in consultation with the using department, determines in writing, that competitive sealed bidding is either not practicable or not advantageous to the City. The writing shall identify the basis for this determination.

(b) Written justification. ~~A written justification for utilizing sealed proposals shall be submitted to the Awarding Authority before any resulting contract is awarded, except that n~~No written justification is required for utilizing competitive sealed proposals to procure:

(1) Professional services.

(2) Insurance.

(3) Design-build projects.

(c) Request for Proposal (RFP); evaluating factors. The purchasing agent shall issue a written Request for Proposal (RFP) indicating in general terms that which is sought to be procured, specifying the relative importance of price and other factors which will be used in evaluating the proposal, and applicable contractual terms and conditions, including any unique capabilities or qualifications which will be required of the contractor.

(d) Public notice. Public notice of the RFP shall be given in the same manner as provided in section 17-61(c).

(e) Receipt and opening of proposals. There shall be no public opening of proposals and no proposal shall be otherwise handled so as to permit disclosure of the identity of any offeror or the contents of any proposal to competing offerors during the evaluation process. The proposals, except for information identified by the offeror as proprietary, shall be open for public inspection after contract award.

(f) Late proposals. Late proposals shall be accepted only when it is established to the satisfaction of the purchasing agent that the lateness was due to unexpected weather or traffic conditions, or other conditions beyond the control of the offeror. The purchasing agent may require documentation and/or other proof of the condition resulting in the late proposal. No late proposal shall be accepted when to do so would confer an advantage on the late offeror or otherwise be adverse to fair competition. All decisions to accept late proposals shall be supported by a written determination made by the purchasing agent.

(g) Discussion with Responsible Offerors, Negotiation and Revisions to Proposals. If provided in the RFP, the purchasing agent ~~or~~ along with the using department may conduct discussions with responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements. The City may have multiple discussions/negotiations with multiple offerors concurrently or sequentially. Offerors shall then be afforded an opportunity to revise their proposals prior to award for the purpose of obtaining best and final proposals. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing offerors.

~~(h) Ranking of proposals; negotiation; award. The purchasing agent in consultation with the using department shall evaluate the final proposals based on criteria contained in the RFP and rank in order of preference the most qualified offerors. The purchasing agent shall negotiate a contract with the top-ranked offeror. If the purchasing agent is unable to negotiate a satisfactory contract with the top-ranked offeror the purchasing agent may thereafter enter into negotiations with the next highest ranked offeror and, if unsuccessful, with each successive next highest ranked offeror. The contract shall be awarded to the highest ranked offeror with whom a satisfactory contract has been negotiated. If a contract satisfactory to the City cannot be reached, negotiations may be terminated and the solicitation process may start over. If, at any time during the process, it is determined in writing that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.~~

(h) Award. After negotiations have been conducted with selected offerors, the City shall select the offeror which, in its opinion, has offered the best proposal, and shall award the contract to that offeror. The determination for award shall be made a part of the contract file.

(i) Multi-step Method. A multi-step method may be used in the evaluation process with qualifications, technical proposals and price proposals being obtained and evaluated either separately or concurrently.

(j)~~(i)~~Multiple awards. Multiple awards may be made under a single RFP if the RFP provides for multiple awards.

Sec. 17-63. - Informal solicitation.

(a) Any purchase not exceeding thirty thousand dollars ($30,000.00) may be made in accordance with informal procurement procedures established by the purchasing agent that provide for informal solicitation of bids, quotations, proposals or offers.

(b) The award shall be made to the lowest responsive and responsible supplier. The name of the person submitting a bid, quotation, proposal, or offer and the date and amount of each bid, quotation, or offer shall be recorded and maintained as part of the contract file.

(c) When the contract is not awarded to the lowest supplier, a written statement of the reasons for awarding the contract to another supplier shall be prepared by the purchasing agent and maintained in the contract file.

Sec. 17-64. - Request for expressions of interest.

(a) Conditions of use. A request for expressions of interest may be used to:

(1) Obtain essential procurement information needed to prepare a subsequent solicitation;

(2) Develop a ready source of potential offerors who can respond to a subsequent solicitation; or

(3) Resolve technological or programmatic questions relative to how the City requirements can best be supplied.

(b) Public notice. As determined by the purchasing agent, public notice of the request for expressions of interest shall be given in the same manner provided in section 17-61(c).

(c) Evaluation. A request for expressions of interest must contain evaluation factors and an explanation of how the list of offerors who will be eligible to receive a subsequent solicitation will be determined.

(d) Selection Committee. A selection committee must review and evaluate the proposals and recommend a list of offerors who will be eligible to receive a subsequent solicitation.

(e) Subsequent solicitation. A request for expressions of interest does not directly lead to the award of a contract. Only those offerors determined to be eligible to receive a subsequent solicitation may participate in any subsequent solicitation. A subsequent solicitation may be accomplished through competitive sealed bidding, competitive sealed proposals, or an informal solicitation. Proposals received under a request for expressions of interest may form a basis for justifying a non-competitive contract award.

Sec. 17-65. - Unsolicited proposals.

(a) Processing of Unsolicited Proposals. If the City receives a proposal, other than one submitted in response to a solicitation, the purchasing agent shall forward the proposal to the using department.

(b) Conditions for Use. To be considered for evaluation, an unsolicited proposal:

(1) Shall be in writing;

(2) Shall be sufficiently detailed to allow a judgment to be made concerning the potential utility of the proposal to the City;

(3) Shall contain a novel or innovative concept, application, approach, or method or which demonstrates a novel capability of the offeror of the proposal;

(c) Evaluation. The purchasing agent shall make a determination as to whether the proposal meets the requirements of section 17-65(b). The purchasing agent shall make a determination within thirty (30) days after receiving the unsolicited proposal. If the purchasing agent fails to make a determination within thirty (30) days as required, the unsolicited proposal shall be considered disapproved.

If the purchasing agent determines that the proposal does not meet the requirements of this section, a contract award shall not be made based on the unsolicited proposal.

(d) Discussion with Responsible Offeror. The purchasing agent and the using department may conduct discussions with an offeror who submits a proposal for the purpose of clarification and to assure full understanding. An offeror shall be afforded an opportunity to revise their proposal prior to award.

(e) Public notice before award. Not less than thirty (30) days before the execution and award of a contract based on an unsolicited proposal, the purchasing agent shall publish a notice of intent to award the contract on the City's website. If, during the 30-day period before contract award, a person files a written petition with the City for reconsideration of an approval determination, the awarding authority shall reconsider and make written findings affirming or reversing the approval.

(f) Contract Award. Subject to the provisions set forth herein, award of an unsolicited proposal shall be made in accordance with section 17-39.

(g) Confidentiality. The proposal, except for information identified by the offeror as proprietary, shall be open for public inspection after contract award.

Sec. 17-66. - Right to cancel solicitations; right to reject bids, proposals and offers.

(a) The purchasing agent may, when in the best interest of the City, cancel an Invitation for Bids, a Request for Proposals, or other solicitation. The reasons therefor shall be made a part of the contract file.

(b) Any or all bids, proposals, or offers may be rejected in whole or in part by the Awarding Authority.

Sec. 17-67. - Responsibility of bidders and offerors.

(a) Determination of responsibility. A determination shall be made as to the capability of the bidder of offeror to fully perform the contract requirements in all respects. Where competitive sealed bids or competitive sealed proposals are used any determination of nonresponsibility shall be made in writing.

(b) Factors to consider. The following factors shall be considered in determining whether a bidder or offeror is "responsible:"

(1) Price and other criteria set forth in the solicitation documents;

(2) The ability, capacity, skill and financial resources of the bidder or offeror to perform the contract or provide the service required within the time specified, without delay or interference;

(3) The character, integrity, reputation, judgment, experience, and efficiency of the bidder or offeror;

(4) The quality of performance of previous contracts or services;

(5) The previous and existing compliance by the bidder or offeror with laws and ordinances relating to a contract with the City;

(6) The ability of the bidder or offeror to provide future maintenance and service for the use of the subject of the contract;

(7) Such other factors deemed relevant to the determination of nonresponsibility.

(c) Presumed nonresponsibility. A bidder or offeror who has been disbarred or who is in default on payment of taxes, licenses, fees, fines, or other monies due the City, for whatever reason, shall be deemed to be nonresponsible.

(d) Failure to provide information. The unreasonable failure of a bidder or offeror to promptly supply information in connection with an inquiry with respect to responsibility may be grounds for a determination of nonresponsibility with respect to such bidder or offeror.

(e) Nondisclosure of information.

(1) Confidential information furnished by a bidder or offeror pursuant to this section shall not be made public without the prior written consent of the bidder or offeror.

(2) The City shall not be required to disclose specific information received from references if such information was disclosed in confidence or if the disclosure of said information could affect the ability of the City to obtain future references.

(f) Prequalification. Where a competitive procurement process is used, the purchasing agent may prequalify bidders or offerors to submit a bid or proposal based on the criteria for determining "responsibility" as set forth in this section and in the solicitation documents. Prequalification of a bidder or offeror shall not constitute a conclusive determination that a bidder or offeror is responsible, and such bidder or offeror may be rejected as non-responsible at any time on the basis of subsequently discovered information.

DIVISION 3. - COOPERATIVE PROCUREMENT

Sec. 17-71. - Cooperative procurement authorized.

(a) The City may participate in, sponsor, conduct, or administer cooperative procurement agreements with one or more other public entities when the best interests of the City would be served thereby.

(b) The City may contract with any contractor who offers goods, services, insurance, or construction on the same terms as provided other state or local governments or agencies thereof who have arrived at those terms through a competitive procurement procedure similar to the procedure used by the City.

(c) Supporting justification and documentation of any analysis that was conducted shall be prepared and made a part of the contract file.

Sec. 17-72. - Contracting with public entities.

(a) The City may contract directly with other public entities for goods or services when such goods or services were obtained through competitive procurement procedures.

(b) The City may contract with any public entity to provide or receive any work or services of the type the City or such other public entity performs for its jurisdiction.

(c) Supporting justification and documentation of any analysis that was conducted shall be prepared and made a part of the contract file.

Sec. 17-73. - Joint use of facilities.

The City may enter into agreements or memoranda of understanding with other public entities for the common use or lease of facilities upon terms agreed upon between the parties.

Sec. 17-74. - Supply of personnel, information, and technical services.

The City may enter into agreements or memoranda of understanding with other public entities for supplying or receiving personnel, information, or technical services.

DIVISION 4. - NON-COMPETITIVE PROCUREMENT METHODS

Sec. 17-81. - Small procurements.

Expenditures of not more than three thousand dollars ($3,000.00) may be made by the using department without the prior approval of the purchasing agent in accordance with procedures governing small procurements established by the purchasing agent.

Sec. 17-82. - Sole source procurement.

(a) A contract of any value may be awarded without competition, and negotiations may be conducted as appropriate, when the Awarding Authority determines, based on a good faith review of available sources, that

(1) There is only one (1) source practicably available for the required supply, service, insurance, or construction item; or

(2) The availability of used machinery or equipment is limited, such as to make competitive procurement impractical, and that a delay in procurement would be detrimental to the City; or

(3) Competition is precluded due to proprietary information, patents, copyrights, or similar circumstances.

(b) A record of sole source procurements shall be maintained that lists each contractor's name, the amount and type of each contract, a listing of the item procured under each contract and the reasons justifying the sole source procurement.

(c) The purchasing agent shall submit to the City Manager an annual report of all sole source procurements in excess of thirty thousand dollars ($30,000.00).

Sec. 17-83. - Phased projects or services.

When the appropriate Awarding Authority determines that a project or a service of a complex nature carried out in phases makes it not feasible to continue subsequent phases with other than the first phase source, contracts for subsequent phases may be awarded to the first phase source without competition.

Sec. 17-84. - Emergency procurements.

(a) The purchasing agent may authorize emergency procurements of supplies, services, insurance, or construction of any value without competition under any of the following circumstances:

(1) Where there exists a threat to public health, welfare or safety;

(2) Where delay would significantly injure the City financially or otherwise;

(3) To prevent a breakdown in machinery and/or threatened termination of essential services (including maintenance and repair of essential office equipment);

(4) To prevent spoilage;

(5) Any other circumstance in which goods, services, insurance, or construction are needed for immediate use;

(b) Emergency procurements shall be made with such competition as is practical under the circumstances.

(c) As soon as practicable, a record of each emergency procurement shall be made containing the following:

(1) A written explanation of the circumstances of the emergency;

(2) A tabulation of bids or quotes received, if any;

(3) The contractor's name, the amount and type of contract, a listing of the items procured under the contract.

(d) To the extent feasible under the circumstances, the purchasing agent shall obtain the approval of the City Manager for emergency procurement in excess of thirty thousand dollars ($30,000.00).

(e) The purchasing agent shall submit to the City Manager an annual report listing of all emergency purchases in excess of thirty thousand dollars ($30,000.00).

(f) The Council shall be notified of emergency procurements exceeding one hundred thousand dollars ($100,000.00) as soon as practicable.

Sec. 17-85. - Related construction projects.

Contracts may be awarded without competition for construction of City improvements if:

(1) City improvements consist of a portion of a single structure or complex of related structures containing both City and private improvements or improvements of another government; and

(2) The party with whom the City contracts for construction of the City improvements is also constructing the private or other governmental improvements within the single structure or complex of related structures; and

(3) There is a written determination that this method of procurement is in the best interests of the City.

Sec. 17-86. - Contract extensions.

Unless otherwise provided in the solicitation documents, an extension of a contract may be awarded without competition when a written finding is made that circumstances warrant the extension of an existing contract, provided the extension is for not more than one year and does not exceed twenty-five percent (25%) of the total original price.

Sec. 17-87. - Exemptions.

(a) The following are exempt from competitive procurement:

(1) Professional services and other services associated with actual or potential litigation, administrative, or regulatory proceedings.

(2) Professional services not exceeding five thousand dollars ($5,000.00). No contractor or other person may be a party to, or beneficiary of, more than one contract awarded pursuant to this provision within any given fiscal year.

(3) Purchases for water, sewer, electric, telephone, postage or other utility services and motor vehicle license plates.

(4) Sale, rental, or purchases of land and improvements on the land, and rights-of-way.

(5) Grants or contracts with other public bodies.

(6) Goods purchased from a public auction sale, including an internet auction, provided that a written determination is made in advance by the purchasing agent that such purchase is in the best interest of the City.

(7) Purchases for special police work when the Chief of Police certifies to the purchasing agent that items are needed for undercover police operations.

(8) Purchases of goods and personal services for direct use by individual recipients of services under the public assistance programs administered by the City.

(9) Purchases from nonprofit sheltered workshops serving the handicapped.

(10) Expenditures for travel, subscription, courses, seminars, and conventions, membership dues and subscription fees.

(11) Advertising.

(12)Procurement of temporary employment services.

(13) Procurement of entertainment, instructional, facilitating, or educational services for City officials, staff, or residents, or for social, cultural, or recreational programs or events offered or sponsored by the City.

(14) Acquisition of works of art for public display.

(15) Employment contracts and employee relocation costs.

(16)Sponsorship agreements.

~~(17)Lobbying services.~~

~~(18)~~(17) On-going proprietary software maintenance or support.

(b) Although procurements referred to in section 17-87 are exempt from competition, the provisions of sections 17-37, 17-38 and 17-39 apply. When applicable, supporting justification and documentation of any analysis that was conducted shall be prepared and made a part of the contract file. The City Manager may waive these requirements. Justification for the waiver shall be made a part of the contract file.

Sec. 17-88. - Special procurements.

(a) The Awarding Authority may authorize non-competitive procurement methods, upon a written determination that a unique or unusual circumstance exists that makes competitive procurement contrary to the City's interest.

(b) A record of special procurements shall be maintained that lists each contractor's name, the amount and type of each contract, a listing of the item procured under each contract and the reasons justifying the special procurement.

Sec. 17-89. - Environmentally preferable purchasing.

The purchasing agent will develop an environmentally preferable purchasing policy which shall provide preference, to the greatest extent practicable, to products and services that will enhance and protect the environment, protect the welfare of workers,

residents, and the larger global community, and represent the best overall value to the City.

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ARTICLE VII. - PROTESTS AND DEBARMENT

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Sec. 17-173. - Contract disputes.

(a) Contractors must first attempt to resolve all contract disputes with the using department, and thereafter with the purchasing agent.

(b) Unresolved contract disputes may be submitted to the City Manager for a decision. All disputes must be submitted in writing with supporting documentation.

(c) The City Manager shall conduct, or cause to be conducted, such hearing as deemed appropriate under the circumstances and shall issue a decision in writing, which decision shall be furnished to the contractor. At the request of a contractor the City Manager shall retain an independent hearing officer to conduct a due process evidentiary hearing and to make a recommendation to the City Manager. The contractor and the City shall share equally the cost of the hearing officer's fee and all other expenses related to the hearing. Each party shall be responsible for all costs associated with the presentation of its side of the dispute.

(d) The City Manager's decision shall be final and binding.

Sec. 17-174. - Appeals from City Manager's decisions.

Any person aggrieved by a decision of the City Manager pursuant to this chapter may appeal such decision to the Circuit Court for Montgomery County in accordance with the provisions of the Maryland Rules governing administrative appeals, except that a contractor must request a hearing before an independent hearing officer prior to appealing the City Manager's decision in a contract dispute pursuant to section ~~17-174~~. 17-173. The aggrieved party and the City may appeal the decision of the Circuit Court to the Court of Special Appeals.

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NOTE: Underlining indicates material added

~~Strikethrough~~ indicates material deleted

Asterisks * * * indicate material unchanged by this ordinance

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I hereby certify that the foregoing is a true and correct copy of an ordinance adopted by the Mayor and Council at its meeting of

_____

Kathleen Conway, City Clerk/Director
Of Council Operations

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Presentation
Department: CMO - Procurement
Responsible Staff: Jessica Blow

Subject

Presentation of the Procurement Action Plan Update

Recommendation

Staff recommends that the Mayor and Council receive the 12-month update of the Procurement Action Plan developed in response to the Procurement Consultant study.

Discussion

This 12-month update responds to the implementation schedule as presented in the Procurement Action Plan that was presented to Mayor and Council on February 1, 2016. The Action Plan was developed based on a thorough staff review of the Procurement Consultant's report, and on the expertise of the Director of Procurement and the entire Procurement Division team. Staff concurs with the vast majority of the Procurement Consultant's recommendations and addressed each item in the action plan as provided in Attachment A.

The Action Plan is focused on and organized by the 29 recommendations in the report, with a start date of January 2016 and extending to December 2018. Implementation of all accepted action plan items were categorized in six month increments through completion.

The first update regarding the 6-month action plan items for the period of January 2016 – July 2016 was presented to the Mayor and Council on July 18, 2016. During this meeting, it was reported that all 6-month action plan items were complete with the exception of Recommendation 4, Incorporate Best Practices in Purchasing into Code and Purchasing Guide, and Recommendation 24, Standardize the information provided to the Mayor and Council. The 6-month implementation timeframe proved to be too aggressive as it relates to Recommendation 4; therefore, staff recommended an implementation date of 12-months. Also, it was reported that the guidelines that were based on Recommendation 24 required additional staff review and would also be implemented within the 12-month implementation date.

At this time, Recommendation 4 has been completed and the proposed updates to City Code Chapter 17 will be presented to the Mayor and Council at the March 27, 2017 meeting. The guidelines that were based on Recommendation 24 have been completed and are included in

the instruction guide for the new Legislative Management System. Recommendation 12, Conduct Intensive Purchasing Training, is listed as an ongoing item and procurement staff continues to participate in training opportunities with nationally-recognized procurement organizations to maintain current certifications and also obtain new certifications.

Due to the extended time needed for implementation of Recommendation 4 and the level of detail required for implementation of Recommendation 3, the implementation dates for the following items will be extended to 24 months.

- Recommendation 3, Update Purchasing Guide
- Recommendation 16, Standardize Documentation Requirements and Create Checklists
- Recommendation 18, Implement procedures for independent cost estimates, cost/price analysis, vendor responsibility, use of standardized templates, guidance documents to departments for delegated procurements, award memorandum, and process for internal contract review.
- Recommendation 6, Conduct Policy and Procedure Training
- Recommendation 9, Create Standardized Solicitation Documents

Recommendations 16, 18, 6, and 9 will be implemented in conjunction with the Procurement Guide (Recommendation 3).

Attachment A provides a summary of all action plan items and the proposed revised implementation dates.

Mayor and Council History

On February 1, 2016, Mayor and Council accepted the Purchasing Action Plan based on the 29 recommendations that were presented by the Procurement Consultant. Staff provided an update on the 6-month action plan items on July 18, 2016.

Boards and Commissions Review

The Financial Advisory Board was provided an opportunity to review an advance draft of the Staff's recommendations and to offer its input. The Board finds the schedule changes proposed by Staff to be a reasonable consequence of the additional time required to develop the proposed changes to Chapter 17 in the City Code on Procurement. As noted in its comments on those proposed changes, the Board commended the Staff for proposing changes to the Code that go beyond the changes recommended by the Consultant. This additional work required additional time. Last October during the discussion of the 2016 Annual Procurement Report, the Board requested that milestones for preparing the 2017 Annual Procurement Report be added to the Procurement Action Plan. Although the City chose not to add milestones to the Action Plan that did not directly address Calyptus recommendations, the Board finds that the

updates to the Comments section of the Action Plan, as well as the Next Steps below, sufficient to address this matter.

Next Steps

- Continue implementation of the Action Plan as outlined in Attachment A.
- Staff will begin preparation of the FY 2017 Procurement Report in summer of 2017. The IT department has identified a new business intelligence tool that will assist with generation of various reports based on the City's procurement activity per Recommendation 13 of the Procurement Action Plan. Staff is working closely with the IT department and anticipates implementation of the new software by July 2017. Staff is confident that this tool will address the comments and concerns as provided by the Financial Advisory Board regarding the FY 2016 Procurement Annual Report that was presented on October 24, 2016.
- Provide an update for the Mayor and Council on the 24-month implementation items in January 2018.

Attachments

Attachment 18.a: Procurement Action Plan by implementation for 3-27-17 FINAL (PDF)

Rob DiSpirito, City Manager 3/21/2017

Attachment A

Procurement Action Plan (by Implementation Date)
January 2016 - December 2018

Calyptus Recommendation	Addressed in Action Plan	Calyptus Recommended Time Frame	Action Plan Implementation Date	Comments
Recommendation 1: Create a Hybrid Structure of Departmental Focus and Method of Procurement	Yes	within 12 months	**Completed November 2015**	**The hybrid structure and buyer assignments are in place as recommended. Purchasing staff is now meeting on a regular basis with all City departments to enhance communication, procurement plannin and customer service.**
Recommendation 2: Purchasing to Report Directly to the City Manager	Yes	within 12 months	within 6 months **Completed February 2016**	**The Purchasing function has been elevated by moving the division to the City Manager's Office; the required City Code change was introduced at the February 1, 2016 Mayor and Council meeting. The titl of the Purchasing Manager position was changed to Director of Procurement, and the position has become a part of the City's senior staff management team. The Director of Procurement reports directl to the City Manager.**
Recommendation 4: Incorporate Best Practices in Purchasing into Code and Purchasing Guide	Yes	within 12 months	~~within 6 months~~ within 12 months **Completed February 2017**	Chapter 17 of the City Code will be updated to incorporate best practice in purchasing. Possible Code modifications include a qualifications based method of procurement; services currently exempt from competitive procurement will also be reviewed as part of the Code update. The new Purchasing Guide will be based on the updated City Code and will incorporate best practices as recommended. The Guide will serve as the primary reference source for all City purchasing procedures. **Proposed revisions to Chapter 17 of the City's Procurement Code are scheduled to be presented to the Mayor and Council on March 27, 201**
Recommendation 5: Update Purchasing Card Policy and Procedures Manual and Incorporate into Purchasing Guide	Yes	within 12 months	within 6 months **Completed March 2016**	**The revamped P-card manual was developed and implemented in March 2016. The enhanced manual includes new training and exam requirements for all program participants, improved definition of participant duties, and improved definition for program non-compliance.**

Attachment A

Calyptus Recommendation	Addressed in Action Plan	Calyptus Recommended Time Frame	Action Plan Implementation Date	Comments
Recommendation 7: Introduce more Convenient Purchase Card Training	Yes	within 24 months	within 6 months **Completed March 2016**	**The first phase of training was conducted in Spring 2016 and the next training was provided in Fall 2016. Training will continue to be provide in the spring and in the fall of each year. Training is required on an annual basis and is conducted in a classroom format. Procurement wil consider establishing an e-learning module as a longer term objective.**
Recommendation 8: Implement Updated P-Card Oversight Program	Yes	within 12 months	within 6 months **Completed March 2016**	**The revamped P-card manual provides more oversight as it relates to compliance. Consequences for non-compliance have been clearly defined and will be enforced as required. P-card audits are being conducted on a monthly basis. New forms have also been developed to enhance user compliance. Improved definitions of participant roles and responsibilities have also been included in the manual.**
Recommendation 14: Evaluate GAX payments for competitive purchasing opportunities	Yes	within 12 months	within 6 months **Completed June 2016**	**A flowchart and instructions has been developed to outline when various payment methods shall be used as it relates to issuance of GAX payments and payments associated with the appropriate procurement methods. The flowchart and instructions will be incorporated into the updated Procurement Guide as mentioned in recommendation 3.**
Recommendation 17: Implement Periodic File Review Compliance Checks	Alternative identified	within 24 months	within 6 months **Completed June 2016**	**A contract file checklist is being used in all formal multi-year contract files. This checklist ensures that all pertinent contract documents are included in the corresponding contract file from beginning of the procurement process to contract closeout.**
Recommendation 19: Investigate additional public procurement websites for opportunities to post public notice of pending procurement actions.	Yes	within 12 months	within 6 months **Completed June 2016**	**Staff investigated other web posting options and determined that his recommendation is not financially feasible for acquiring a third party company to post bids. The current practice is in alignment with surrounding jurisdictions and eMaryland provides good visibility for bid opportunities. Procurement has added an option on its website to allow vendors to receive email and text notifications once solicitations are posted to our website.**
Recommendation 23: Update and Make clear all Data posted on the Website	Yes	within 12 months	within 6 months **Completed June 2016**	**The Procurement website has been updated to make clear of instructions and solicitations that are posted.**

Attachment A

Calyptus Recommendation	Addressed in Action Plan	Calyptus Recommended Time Frame	Action Plan Implementation Date	Comments
Recommendation 24: Standardize the information provided to the Mayor and Council	Yes	within 12 months	~~within 6 months~~ within 12 months **Completed January 2017**	**Guidelines have been finalized for award approval memos for the Director of Procurement/City Manager as well as guidelines for Mayor and Council awards. Guidelines include details on what must be included in recommendations for award. The guidelines allow consistency in information that is being provided to the Director of Procurement/City Manager and Mayor and Council. The guidelines for information provided to the Mayor and Council will be included in the procedures for the new legislative management system.**
Recommendation 28: Establish Five Key Purchasing Measures	Yes	within 12 months	within 6 months **Completed December 2015**	**Due to the timing of the budget process, it was determined that the FY 16 measures would be used which includes percentage of cost savings/avoidance on competitive processes which was one of the Calyptus performance recommendations. Additional systems or processes would need to be in place before the additional Calyptus recommendations are considered. Consideration will be made to include procurement cycle time targets and percentage of files with "perfect" documentation within the FY18 budget.**
Recommendation 3: Update Purchasing Guide	Yes	within 12 months	~~within 12 months~~ **within 24 months**	The Procurement Guide will be updated following completion of the revisions to the Procurement Code (Chapter 17), as discussed in the response to Recommendation 4. The updated Procurement Guide will consolidate the City's current Purchasing Manual and Purchasing Guide into one document. The new Guide will contain all requirements and information to guide the user through the process from start to finish. **Due to the extended timeframe for completion of recommendation 4, additional time will be needed to begin implementation of the updated procurement guide. Staff proposes to have the key procurement policies implemented within 18 months (i.e. procedures for independent cost estimates, cost/price analysis, small procurements, invitation for bids, request for proposals, contract modifications/change orders/price adjustments).**
Recommendation 11: Implement an auto-release function for Purchase Orders	Yes	within 24 months	within 12 months **Completed March 2016**	**With the upgrade of the financial system, staff now generates an electronic version of purchase order documents eliminating the distribution of paper copies. City staff has access to all purchase order documents via the financial system.**

Attachment A

Calyptus Recommendation	Addressed in Action Plan	Calyptus Recommended Time Frame	Action Plan Implementation Date	Comments
Recommendation 12: Conduct Intensive Purchasing Training	Yes	within 12 months	within 12 months and ongoing **Ongoing**	Purchasing staff will attend training on an ongoing basis to maintain current certifications, to obtain new certifications, and to stay current on industry practices. **Procurement Staff continues to participate in training courses with nationally recognized procurement organizations to remain current in industry practices. Staff is also maintaining current certifications by obtaining credit hours for various courses and one staff member has registered to obtain a new certification.**
Recommendation 16: Standardize Documentation Requirements and Create Checklists.	Yes	within 24 months	~~within 12 months~~ **within 24 months**	Required contract file documentation will be defined and standardized, and checklists will be developed in conjunction with the changes to the Purchasing Code (Recommendation4) and Purchasing Guide (Recommendation 3). **This will be done in conjunction with the updates that are made to the Procurement Guide (recommendation 3).**
Recommendation 18: Implement procedures for independent cost estimates, cost/price analysis, vendor responsibility, use of standardized templates, guidance documents to departments for delegated procurements, award memorandum, and process for internal contract review.	Yes	within 12 months	~~within 12 months~~ **within 24 months**	This will happen in conjunction with the changes to the Purchasing Code (Recommendation 4) and Purchasing Guide (Recommendation 3). **This will be done in conjunction with the updates that are made to the Procurement Guide (recommendation 3).**
Recommendation 6: Conduct Policy and Procedure Training	Yes	within 12 months	~~within 18 months and ongoing~~ **within 24 months and ongoing**	This training is related to Recommendation 3 and will be implemented upon completion of the new Procurement Guide. The new Guide will be communicated to City staff through a mandatory comprehensive training program. On an ongoing basis, training for different user groups will be provided, at a minimum, annually. **This will be done in conjunction with the updates that are made to the Procurement Guide (recommendation 3).**
Recommendation 9: **Create Standardized Solicitation documents**	Yes	within 12 months	~~within 18 months~~ **within 24 months**	Upon completion of the City Code updates, the creation of a new Procurement Guide, and updating of forms, the standardized templates for solicitation and contract documents will be updated. **This will be done in conjunction with the updates that are made to the Procurement Guide (recommendation 3).**
Recommendation 10: **Develop a system based Contract Management** **System**	Yes	within 24 months	within 24 months	**Upon completion of a needs assessment it was determined that additional funding is required to acquire a more comprehensive contract management system. Procurement is currently working with the IT department for assistance with requirements and funding of a new system.**

Attachment A

Calyptus Recommendation	Addressed in Action Plan	Calyptus Recommended Time Frame	Action Plan Implementation Date	Comments
Recommendation 15: Establish a strategic sourcing plan by first developing category plans for each of its 10-12 major purchase categories and creating sourcing plans and projects to achieve savings.	Yes	within 24 months	within 24 months	The development of standard reports addressed in Recommendation 13 and the optimization of IT systems addressed in Recommendation 29 are key to the establishment of a strategic sourcing plan. This strategic sourcing plan will identify opportunities for achieving savings across City departments.
Recommendation 29: Optimize use of Current IT Systems	Yes	within 24 months	within 24 months	**Staff has experienced difficulties in obtaining information and demonstrations on how to best optimize the current IT system. After further observation and discussions with the current IT system provider, staff does not believe that it is cost and time effective to continue to pursue optimization of the current IT system. Staff will continue to work closely with the IT department on obtaining the contract management system.**
Recommendation 22: Develop a Strategic Plan	Yes	within 36 months	within 36 months	A strategic plan will be developed once the appropriate purchasing processes have been improved and an updated code, updated policy manual, standardized forms and templates exist.
Recommendation 13: Develop standard reports to evaluate procurement activity and update on an annual basis. Data should be compared to established metrics to evaluate Purchasing performance.	Yes	within 12 months	Ongoing	**Upon completion of the needs assessment, with the assistance of the IT department, staff has identified a business intelligence tool that will assist with generation of various reports based on the City's procurement activity. This software will also be made available for use by all City departments. Demonstrations have been conducted and the IT department anticipates implementation by July 2017. During this time, procurement will be prepared to begin development of the FY 2017 Annual Procurement Report.**
Recommendation 20*: Identify potential MFD firms and conduct targeted outreach to increase MFD participation as prime or subcontractors on City procurements.	Yes	within 12 months	Ongoing	Staff will continue with the program as authorized by the Mayor and Council.
Recommendation 21*: Develop a bidders list for use in identifying bidders for procurement opportunities. The list should reflect MFD firms and be updated with each solicitation.	Alternative identified	within 24 months	N/A	Staff does not support the maintenance of a manual bidders lists for procurement. The utilization of various automated/electronic purchasing systems satisfies this requirement. As noted in the response to Recommendation 19, an evaluation of additional opportunities for posting bids is underway.
Recommendation 25: Enhance MFD Program	Continue program authorized by Mayor and Council	within 24 months	N/A	Information about the program is available on the City's website; staff will look for opportunities to enhance the Program's website presence. As previously reported to the Mayor and Council, Purchasing has established a set day and time for the vendor community to receive one-on-one assistance and education. Certain key activities cited by

				Calyptus are inconsistent with the informal outreach program authorized by the Mayor and Council.
Recommendation 26: Develop Service Level Agreements	Alternative identified	within 12 months	N/A	In the context of the other improvements planned, staff does not believe that Service Level Agreements add significant value. To be effective, all aspects of the procurement process (legal, risk management, City Manager's Office) would need to do Service Level Agreements. With regular meetings and communication between the departments and purchasing; there is sufficient impetus for ongoing improvement and accountability for all departments in the process. See recommendation 27.
Recommendation 27: Develop Targeted Improvement Plans	Alternative identified	within 24 months	N/A	As noted in the response to Recommendation 1, the recommended hybrid structure has been implemented and buyer assignments are in place. Regular meetings are now being held between Purchasing staff and the various City departments, improving customer service, and providing the impetus for continuous improvement and possible cost savings through enhanced procurement planning. With enhanced direct communication between departments and Purchasing staff in place, staff does not believe the addition of two continuous improvement teams as proposed by Calyptus provides value commensurate with the time invested.

** The numbering of the recommendations in the Purchasing Report is inconsistent for recommendations 20 and 21. Staff used pages 161/162, not page 6.*

Attachment 18.a: Procurement Action Plan by implementation for 3-27-17 FINAL (1511 : Procurement

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Introduction and Possible Adoption
Department: Finance
Responsible Staff: Stacey Webster

Subject

Introduction, and Possible Adoption, of an Ordinance to Amend Ordinance #11-16 to Appropriate Funds and Levy Taxes for Fiscal Year 2017 (Budget Amendment #2)

Recommendation

Staff recommends that the Mayor and Council introduce the attached ordinance to amend Ordinance #11-16 to appropriate funds and levy taxes for Fiscal Year 2017 (Budget Amendment #2).

If the Mayor and Council wish to proceed with adoption of the ordinance at the same meeting, the ordinance should first be introduced and then a motion should be made to waive the layover period. If the motion to waive the layover period is approved by an affirmative vote of four or more members of the Mayor and Council, a motion to adopt the ordinance may then proceed.

Change in Law or Policy

In accordance with the City Charter, since the budget ordinance is adopted at the fund level, a change in the appropriated amount of any fund requires action by the Mayor and Council. The vehicle for such action is an amendment to the budget ordinance. The proposed ordinance would amend the FY 2017 budget. The FY 2017 budget was previously amended on October 24, 2016.

Discussion

Staff recommends that the following accounts be amended in order to recognize changes in expenditures and revenues since the budget was amended on October 24, 2016. The second attachment reflects the detailed changes by fund. The third attachment contains an updated Fund Summary sheet (page 59 of the adopted budget book).

1. This amendment includes the appropriation of General Fund reserves in excess of the City's policy target. The City's Financial Management Policies permit the City to draw upon the General Fund unassigned fund balance to provide paygo financing for capital projects to the extent the available balance exceeds the target balance. It is the City's policy to maintain at least 20 percent of adopted revenue in unassigned reserves.

The 12/31/16 estimated unassigned reserve equaled $18,604,414; this is $3,220,414 above the FY 2017 20 percent reserve requirement of $15,384,000. This amendment adds $800,000 to the reserves from an updated income tax revenue estimate. Staff recommends the appropriation of $2,885,000 in reserves above the target for the proposed purchase of the 500 W. Montgomery Ave. ($2,575,000) and the completed purchase of the 313 ½ Frederick Ave ($310,000) properties.

During the FY 2018 budget process, staff will recommend backfilling this use of reserves, along with $811,200 that was included in the October 2016 budget amendment for the purchase of the 175 Watts Branch Parkway property, with proceeds from a tax supported bond issue. This bond issue would backfill a total of $3,696,200 that was appropriated for the three property acquisitions. Staff will present a declaration of intent to borrow at the April 17, 2017 Mayor and Council meeting. Bonding for these properties will increase acquisition costs, but will spread the total cost over the next 20 years.

2. This amendment includes a transfer of $250,000 in unspent personnel funds to the CIP budget for the City Hall Security Lighting (RC16) CIP project. This project will enhance staff and visitor safety and security in the City Hall parking lots. This project is a high priority and sufficient time is available to complete the work in the current fiscal year. Typically, unspent personnel funds are reserved for snow and ice removal during the winter months, but due to the mild winter, these funds are available.

3. This amendment includes administrative adjustments in the Debt Service Fund associated with the $11.3 million advanced refunding of 2007 and 2008 bonds. This refunding, which closed in August 2016, saved the City $1.7 million. Associated with the refunding are additional expenditures and revenues to repay the bonds' principal, future interest, and any amortization costs.

4. This amendment recognizes the following Water Fund adjustments:

    - $110,000 for the purchase of WSSC water – the City purchases WSSC water to ensure uninterrupted potable water supply in the event of any disruptions, such as unscheduled repairs. The primary need for the increased funding is WSSC's higher ready-to-serve fees.

    - $150,000 in additional depreciation/amortization – final FY 2017 depreciation calculations were higher than originally budgeted; actual depreciation expenses are based on the specific projects that were completed in the prior fiscal year.

    - $60,000 to replenish contingency – the Water Fund's contingency is currently depleted mainly due to fees associated with the issuance of the August 2016 bonds and the purchase of WSSC water during the Water System Facility

Improvement project and the electrical outage at the Water Treatment Plant in December.

- $36,000 in contractual services – this funds a water model to assess the planned water distribution system for the proposed residential development at Tower Oaks. The developer will reimburse 100 percent of the City's costs for this work.

5. This amendment includes an adjustment of $150,000 in the Speed Camera Fund to cover the expenditure gap between the current budget and the estimated budget based on the City's new fee arrangement with the contractor. The City switched to a fixed fee contract last October; prior to that time, we were on a per citation basis. Staff currently estimates approximately 3,750 citations at $40 per citation.

6. This amendment recognizes several adjustments based upon the following grant awards:

    - The City was awarded a $100,000 Maryland Bikeways Program grant from the Maryland Department of Transportation to install two new bikeshare stations around the Twinbrook Metro station. The grant applies to the Department of Public Works' Transportation Improvements account in the Special Activities Fund.

    - The City was awarded a $25,000 grant to provide Police overtime for motor carrier inspections from the Federal Motor Carrier Safety Administration. This adjustment is fully supported by grant revenue in the General Fund.

    - The City was awarded a $21,000 grant to provide Police with overtime funds for Driving Under the Influence (DUI) patrols from the National Highway Traffic Safety Administration. This adjustment is also fully supported by grant revenue in the General Fund.

7. This amendment also includes the following appropriations from Special Activities Fund reserve balances:

    - Recreation Fund – additional funding of $30,000 will enable the City to maintain its current eligibility standards for the remainder of the fiscal year, including for summer activities, which ensures that lower income residents remain eligible to participate in the City's recreation programs.

    - Park Maintenance Fund – additional funding of $48,000 will support tree removal and maintenance associated with damage caused by the Emerald Ash Borer.

Mayor and Council History

This is the second budget amendment for FY 2017. This first budget amendment was adopted by the Mayor and Council on October 24, 2016.

The FY 2017 budget was adopted by the Mayor and Council on May 16, 2016.

Fiscal Impact

The following operating fund(s) will be adjusted if this budget amendment is adopted.

City Fund	Current Budget	3/27/2017 Amendment	Amended Budget
General Fund	$80,554,529	$3,731,000	$84,285,529
Water Fund	12,724,950	36,000	12,760,950
Sewer Fund	12,886,990	-	12,886,990
Refuse Fund	7,395,180	-	7,395,180
Parking Fund	2,508,250	-	2,508,250
Stormwater Mgt Fund	5,431,730	-	5,431,730
RedGate Golf Fund	106,300	-	106,300
Special Activities Fund	1,510,337	178,000	1,688,337
CDBG Fund	340,772	-	340,772
Speed Camera Fund	1,250,500	150,000	1,400,500
Debt Service Fund	5,385,000	5,429,290	10,814,290
Total	**$130,094,538**	**$9,524,290**	**$139,618,828**

The following capital fund(s) will be adjusted if this budget amendment is adopted.

Capital Fund	Current Budget	3/27/2017 Amendment	Amended Budget
Capital Projects Fund	$36,660,461	$3,135,000	$39,795,461
Water Fund	7,457,924	-	7,457,924
Sewer Fund	10,984,094	-	10,984,094
Stormwater Mgmt Fund	10,709,359	-	10,709,359
Speed Camera Fund	360,490	-	360,490
Special Activities Fund	4,323,299	-	4,323,299
Total	**$70,495,627**	**$3,135,000**	**$ 73,630,627**

Attachments

Attachment 19.a: AttachA_BudgetOrdinance Mar 2017 (PDF)

Attachment 19.b: AttachB_AmendmentDetail Mar 2017 (PDF)
Attachment 19.c: AttachC_UpdatedSummary Mar 2017 (PDF)

Rob DiSpirito, City Manager 3/22/2017

ORDINANCE NO._____

ORDINANCE: To Amend Ordinance 11-16 To Appropriate Funds and Levy Taxes for Fiscal Year 2017.

BE IT ORDAINED BY THE MAYOR AND COUNCIL OF ROCKVILLE, MARYLAND as follows:

SECTION I - ANNUAL OPERATING APPROPRIATIONS

There are hereby appropriated for the fiscal year beginning July 1, 2016, and ending June 30, 2017, out of the revenues accruing to the City for the purpose of operations, the several amounts hereinafter listed under the column designated "Amounts Appropriated":

FUNDS	**AMOUNTS APPROPRIATED**	
General Fund	[$80,554,529]	$84,285,529
Water Fund	[12,724,950]	12,760,950
Sewer Fund	12,886,990	
Refuse Fund	7,395,180	
Parking Fund	2,508,250	
Stormwater Management Fund	5,431,730	
RedGate Golf Course Fund	106,300	
Special Activities Fund	[1,510,337]	1,688,337
Community Development Block Grant	340,772	
Speed Camera Fund	[1,250,500]	1,400,500
Debt Service Fund	[5,385,000]	10,814,290

The "Amounts Appropriated" by this section totaling [$130,094,538] $139,618,828 shall be for the annual operating expenses of the departments and agencies of the City and shall be disbursed under the supervision of the City Manager.

Attachment 19.a: AttachA_BudgetOrdinance Mar 2017 (1477 : FY 2017 Budget Amendment #2)

SECTION II - CAPITAL PROJECTS APPROPRIATIONS

There is hereby appropriated out of the revenues accruing to the City for the purpose of capital improvements, the several amounts hereinafter listed under the column designated "Amounts Appropriated":

FUNDS	**AMOUNTS APPROPRIATED**	
Capital Projects Fund	[$36,660,461]	$39,795,461
Water Fund	7,457,924	
Sewer Fund	10,984,094	
Stormwater Management Fund	10,709,359	
Refuse Fund	0	
Special Activities Fund	4,323,299	
Speed Camera Fund	360,490	

The "Amounts Appropriated" by this section totaling [$70,495,627] $73,630,627 shall be for improvement projects and shall be disbursed under the supervision of the City Manager.

SECTION III - GENERAL LEVY

There is hereby levied against all assessable real property within the corporate limits of the City a tax at the rate of twenty-nine and two-tenths cents ($0.292) on each $100 of assessable value of said property. There is also hereby levied, against all assessable personal property within the corporate limits of the City, a tax at the rate of eighty and one-half cents ($0.805) on each $100 of assessable value of said property. These taxes are hereby levied in order, together with other available revenues and funds of the City government, to provide funds for the

Attachment 19.a: AttachA_BudgetOrdinance Mar 2017 (1477 : FY 2017 Budget Amendment #2)

"Amounts Appropriated" as set forth in the foregoing Section I. The tax levies herein provided in this section shall not apply to property in the City of Rockville to the extent that such property is not subject to taxes as provided in any valid and binding annexation agreement.

SECTION IV – TOWN CENTER PARKING DISTRICT LEVY

There is hereby levied against all assessable non-exempt real property within the Town Center Parking District a tax at the rate of thirty-three cents ($0.33) on each $100 of assessable value of said property. These taxes are hereby levied in order, together with other available revenues and funds of the City government, to provide funds for the "Parking Fund" as listed in the "Amounts Appropriated" in Section I.

SECTION V – TOWN SQUARE STREET AND AREA LIGHTING DISTRICT LEVY

There is hereby levied against all assessable real property within the Town Square Street and Area Lighting District a tax at the rate of zero cents ($0.00) on each $100 of assessable value of said property. These taxes are hereby levied in order, together with other available revenues and funds of the City government, to provide funds for the "Town Center Management District Fund" as listed in the "Amounts Appropriated" in Section I.

SECTION VI – TOWN SQUARE COMMERCIAL DISTRICT LEVY

There is hereby levied against all assessable commercial real property within the Town

Attachment 19.a: AttachA_BudgetOrdinance Mar 2017 (1477 : FY 2017 Budget Amendment #2)

Square Commercial District a tax at the rate of zero cents ($0.00) on each $100 of assessable value of said property. These taxes are hereby levied in order, together with other available revenues and funds of the City government, to provide funds for the "Town Center Management District Fund" as listed in the "Amounts Appropriated" in Section I.

NOTE: [Brackets] indicate material deleted.
Underlining indicates material added.

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I hereby certify that the foregoing is a true and correct copy of an Ordinance adopted by the Mayor and Council of Rockville at its meeting of

_____
Kathleen A. Conway, City Clerk/Director of Council Operations

Attachment 19.a: AttachA_BudgetOrdinance Mar 2017 (1477 : FY 2017 Budget Amendment #2)

FY 2017 Budget Amendment #2
March 27, 2017

General Fund (110)					
Expenditures					
110	800	1102	0104	Overtime - DUI patrols	21,000
110	800	1404	0104	Overtime - commercial vehicle inspections	25,000
110	950	0100	0131	Unspent Personnel Funds	(250,000)
110	950	0100	0770	Transfer to CIP	3,135,000
110	950	0100	0775	Addition to Reserves	800,000
				Total Expenditures:	**3,731,000**
Revenues					
110	800	01IN	3311	Federal Grants - Police	46,000
110	950	01IN	3352	Income Tax	800,000
110	950	01IN	3940	Use of Reserves	2,885,000
				Total Revenues:	**3,731,000**

Water Fund (210)					
Expenses					
210	850	0901	0252	Purchase of WSSC Water	110,000
210	850	3305	0201	Consultants - Water Modeling	36,000
210	950	0100	0332	Contingency	60,000
210	950	0100	05XX	Depreciation and Amortization	150,000
210	950	0100	0775	Reduction in Addition to Reserves	(320,000)
				Total Expenses:	**36,000**
Revenues					
210	850	01IN	3675	Developer Contributions	36,000
				Total Revenues:	**36,000**

Special Activities Fund (350)					
Expenditures					
350	850	6501	0422	Special Projects -Twinbrook bikeshare	100,000
350	900	6001	0532	Community Assistance - Recreation Fund	30,000
350	900	7301	0231	Contract Services - Grounds - Park Maintenance Fund	48,000
				Total Expenditures:	**178,000**
Revenues					
350	850	65IN	3344	State Grants - Maryland Bikeways Program grant	100,000
350	900	60IN	3940	Use of Reserves - Recreation Fund	30,000
350	900	73IN	3940	Use of Reserves - Park Maintenance Fund	48,000
				Total Revenues:	**178,000**

Speed Camera Fund (380)					
Expenditures					
380	800	1407	0233	Contract Services - Other	150,000
				Total Expenditures:	**150,000**
Revenues					
380	800	03IN	3515	Speed Camera Revenue	150,000
				Total Revenues:	**150,000**

Debt Service Fund (550)					
Expenditures					
550	950	0200	05XX	Principal - 2016B refunding	5,390,020
550	950	0200	0775	Addition to Reserves	39,270
				Total Expenditures:	**5,429,290**
Revenues					
550	950	01IN	3931	General Obligation Bonds - CIP - 2016B refunding	5,429,290
				Total Revenues:	**5,429,290**

Attachment 19.b: AttachB_AmendmentDetail Mar 2017 (1477 : FY 2017 Budget Amendment #2)

FY 2017 Budget Amendment #2, continued
March 27, 2017

Capital Projects Fund (420)					
Expenditures					
420 - 900 - RB17 - 0424	Other CIP Expenditures - Lincoln Park Community Center				310,000
420 - 900 - RC16 - 0426	Construction - City Hall Security Lighting				250,000
420 - 900 - RC17 - 0424	Other CIP Expenditures - Chestnut Lodge				2,575,000
				Total Expenditures:	**3,135,000**
Revenues					
420 - 900 - RB17 - 3658	Paygo				310,000
420 - 900 - RC16 - 3658	Paygo				250,000
420 - 900 - RC17 - 3658	Paygo				2,575,000
				Total Revenues:	**3,135,000**

Attachment 19.b: AttachB_AmendmentDetail Mar 2017 (1477 : FY 2017 Budget Amendment #2)

FY 2017 Financial Summary (Amended Mar. 2017)

	Governmental Funds					Enterprise Funds						
	General	Special Activities	CDBG	Speed Camera	Debt Service	Water	Sewer	Refuse	Parking	SWM	RedGate	Total Operating
Revenue												
Property Taxes	39,551,000	-	-	-	-	-	-	-	200,000	-	-	**39,751,000**
Other Gov't.	19,473,430	100,000	234,759	-	-	-	-	-	302,600	-	-	**20,110,789**
Fines/Forfeiture	1,522,500	-	-	1,398,000	-	-	-	-	750,000	-	-	**3,670,500**
Use Money/Prop.	1,255,560	1,139,980	-	500	35,000	83,500	-	1,000	56,000	7,500	-	**2,579,040**
Charges for Serv.	6,648,050	39,000	-	-	-	12,233,500	12,538,000	5,989,120	376,000	5,097,000	6,050	**42,926,720**
Licenses/Permits	2,585,000	-	-	-	-	-	-	-	-	300,000	-	**2,885,000**
Other Revenue	6,946,300	171,500	29,400	2,000	5,429,290	113,310	152,250	16,020	108,650	27,230	1,340	**12,997,290**
Total Revenue	**77,981,840**	**1,450,480**	**264,159**	**1,400,500**	**5,464,290**	**12,430,310**	**12,690,250**	**6,006,140**	**1,793,250**	**5,431,730**	**7,390**	**124,920,339**
Transfers In	-	119,890	-	-	5,350,000	330,640	-	44,520	715,000	-	-	**6,560,050**
Total Resources	**77,981,840**	**1,570,370**	**264,159**	**1,400,500**	**10,814,290**	**12,760,950**	**12,690,250**	**6,050,660**	**2,508,250**	**5,431,730**	**7,390**	**131,480,389**
Use of Reserves	6,303,689	117,967	76,613	-	-	-	196,740	1,344,520	-	-	98,910	**8,138,439**
Total ($)	**84,285,529**	**1,688,337**	**340,772**	**1,400,500**	**10,814,290**	**12,760,950**	**12,886,990**	**7,395,180**	**2,508,250**	**5,431,730**	**106,300**	**139,618,828**
Expenses												
Personnel	46,187,310	-	-	172,670	-	3,383,850	1,820,340	2,642,730	272,410	2,163,460	-	**56,642,770**
Operating	14,026,201	339,165	340,772	707,640	22,000	2,415,373	3,859,260	2,065,230	130,220	836,226	-	**24,742,087**
Capital Outlay	3,192,956	564,967	-	29,000	-	81,600	245,000	645,420	35,000	158,427	-	**4,952,370**
Administrative	-	-	-	342,000	-	1,588,160	884,350	1,632,200	140,720	814,940	-	**5,402,370**
Other	2,206,040	157,600	-	20,000	190,020	3,131,900	4,325,400	361,400	229,190	830,400	100,550	**11,552,500**
Total Oper. Exp.	**65,612,507**	**1,061,732**	**340,772**	**1,271,310**	**212,020**	**10,600,883**	**11,134,350**	**7,346,980**	**807,540**	**4,803,453**	**100,550**	**103,292,097**
Principal	-	-	-	-	9,050,400	-	-	-	-	-	-	**9,050,400**
Interest	-	-	-	-	1,337,450	1,055,500	1,422,000	48,200	1,296,700	77,100	5,750	**5,242,700**
CIP Transfer	11,643,612	-	-	-	-	-	-	-	-	-	-	**11,643,612**
Transfers Out	6,229,410	-	-	-	-	-	330,640	-	-	-	-	**6,560,050**
Total Use	**83,485,529**	**1,061,732**	**340,772**	**1,271,310**	**10,599,870**	**11,656,383**	**12,886,990**	**7,395,180**	**2,104,240**	**4,880,553**	**106,300**	**135,788,859**
Add. to Reserves	800,000	626,605	-	129,190	214,420	1,104,567	-	-	404,010	551,177	-	**3,829,969**
Total ($)	**84,285,529**	**1,688,337**	**340,772**	**1,400,500**	**10,814,290**	**12,760,950**	**12,886,990**	**7,395,180**	**2,508,250**	**5,431,730**	**106,300**	**139,618,828**

Attachment 19.c: AttachC_UpdatedSummary Mar 2017 (1477 : FY 2017 Budget Amendment #2)

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Review and Comment
Department: City Manager's Office
Responsible Staff: Jenny Kimball

Subject

M&C Action Report

Recommendation

Review and comment on the Action Report.

Attachments

Attachment 20.A.a: A - M&C Action Report for 3.27.17 (PDF)

Rob DiSpirito, City Manager 3/21/2017

Blue - new items to the list.
Red - latest changes.

Mayor and Council Action Report

Ref. #	Meeting Date	Staff/ Dep	Response Method	Direction to Staff / Action Taken / Status	Estimated Completion or Agenda Item date
FA-2014-23	**9/8/11**	**R&P**	**Future agenda**	**King Farm Farmstead – Next Steps** **Status: The Task Force is making progress, and has plans to meet with the Recreation and Parks Advisory Board in April, the King Farm Assembly in May, and to make their recommendations to the Mayor and Council in June 2017.**	**Ongoing**
FA-2014-25	**9/8/14**	**CPDS**	**Future agenda**	**Southlawn Industrial Area Study** **Status: The Mayor and Council completed review of the Southlawn Study recommendations at their meeting on August 1, 2016. On October 10, 2016, the Mayor and Council reviewed the accepted recommendations and provided input on the next steps. Several street and sidewalk implementation items are now included in upcoming capital projects; truck restriction routes, truck parking, and speeding enforcement efforts are ongoing and will continue to be monitored; and staff is working to determine the best approach to conducting longer term studies and projects recommended by the Mayor and Council. On February 28, 2017, staff updated the Traffic and Transportation Commission and received suggestions on several of the implementation items.** **Mayor Newton suggested combining the community update on the Southlawn Study with the Stonestreet Corridor Study kick off meeting. Staff will take the opportunity of the Stonestreet Corridor meeting to provide a brief overview of the Southlawn Study follow up, however, a comprehensive update would be most appropriate after more progress has been made on the Southlawn implementation items. Staff will plan to use Stonestreet Corridor and other community meetings beginning in the summer of 2017 to give more substantive updates on the Southlawn area since more improvements will be coming to fruition at that time.**	**TBD**
FA-2015-14	**7/13/15**	**CMO**	**Future agenda**	**Purchasing Study Response** **Status: The status report on the purchasing study will be provided every six months. The first six-month report was presented at the August 1, 2016 Mayor and Council meeting.**	**March 27, 2017**
FA-2016-2	**3/14/16**	**R&P**	**Future Agenda**	**Grants for Watts Branch Fishing** Research Federal and State grant opportunities to introduce trout to Watts Branch and pursue designation as a youth and blind fishing area. **Status: The Chief of the Environmental Management Division met with the residents to learn more about their proposal. The residents shared their proposal in the Rockshire Newsletter and announced it at the May 11, 2016 Rockshire HOA meeting. They have received some feedback, both positive and negative.**	**TBD**
FA-2016-8	**7/18/16**	**CMO / Legal**	**Future agenda**	**Smoking Ban at Eating Establishments** Discuss establishing a smoking ban at all eating establishments with outdoor seating within the	**March 27, 2017**

Ref. #	Meeting Date	Staff/ Dep	Response Method	Direction to Staff / Action Taken / Status	Estimated Completion or Agenda Item date
				City limits. **Status: At the meeting on Feb. 6, the Mayor and Council directed staff to schedule a public hearing.**	
FA-2016-9	**7/18/16**	**R&P**	**Memo**	**Cultural Arts Commission** Schedule a discussion with the Cultural Arts Commission to include the topic of gateway art projects. **Status: At the meeting on October 24, 2016, the Mayor and Council directed the CAC to proceed with the assessment of current works of art, come back to the Mayor and Council with revisions to the master plan, work with other arts organizations, and to coordinate with the King Farm Task Force on a future gateway project**. A memo dated February 23, 2017 to the M&C is attached.	**Complete**
FA-2016-10	**7/18/16**	**CMO**	**Future agenda**	**Annual Procurement Report** Present annually to the Mayor and Council a report of City procurement activities. **Status: The FY16 Annual Report was presented to the Mayor and Council on October 24, 2016, and the FY17 Annual Report will be shared in the fall of 2017.**	**Fall 2017**
FA-2016-12	**9/26/16**	**HR**	**Future agenda**	**Vacancy Report** Provide a Vacancy Report to the Mayor and Council at the end of each Quarter. **Status: The second quarter vacancy report was shared on Feb. 6 and the next report will be in April 2017.**	**April 17, 2017**
FA-2016-16	**10/10/16**	**CPDS**	**Future agenda**	**Global Issues on BRT** Schedule another discussion on BRT with the City of Gaithersburg and Montgomery County, to include broader issues such as governance and finance. Consider holding the meeting in Gaithersburg. **Status: The interjurisdictional meeting was held on March 9, 2017.**	**Ongoing**
FA-2016-17	**10/24/16**	**R&P**	**Future agendas**	**Caregiver Task Force** Provide regular updates on the status of the Caregiver Task Force establishment and work. **Status: Staff revised the draft Task Force Charter and distributed it to the Mayor and Council for final review. The January Rockville Reports included an article seeking two applicants from the community at large.**	**Ongoing**
FA-2016-18	**10/24/16**	**CPDS**	**Future agenda**	**Site Plan Improvement Group (SPIG) implementation** Provide regular updates on the status of implementation of the SPIG work. **Status: The city manager is reviewing the SPIG implementation project.**	**Ongoing**
FA-2016-19	**11/14/16**	**DPW**	**Future Agenda**	**Pedestrian Safety at Maryland Avenue and S. Washington Street** Staff will study the intersection and implement recommendations for improvements. **Status: The City Manager sent a memorandum on findings, options and recommendations to the Mayor and Council on December 28, 2016. Speed cameras were installed at the location in January 2017. Warnings were initially distributed to violators and fines are now in place. Staff's initial assessment is that the cameras have reduced speeds in the area. Staff recommends scheduling an update and discussion with the Mayor and Council on April 3, 2017 to provide time for collection of speed camera data**	**April 3, 2017**

Ref. #	Meeting Date	Staff/ Dep	Response Method	Direction to Staff / Action Taken / Status	Estimated Completion or Agenda Item date
				to be used to assess next steps.	
FA-2016-21	**11/21/16**	**CMO**	**Future agenda**	**Wayfinding – Improve wayfinding to Rockville Town Center** **Status: Staff will provide recommendations to the Mayor and Council for interim improvements to existing signage for Town Center.**	**TBD**
FA-2016-22	**11/21/16**	**R&P**	**Memo**	**Youth Sports Follow Up** Monitor and provide the Mayor and Council, as it becomes available, new research and information on techniques and training to ensure safety in youth sports.	**Ongoing**
FA-2016-23	**12/05/16**	**DPW**	**Agenda item**	**Styrofoam Packaging – Adoption of Montgomery County Bill 41-14** Schedule an agenda item to discuss the adoption of MC Bill 41-14, Solid Waste – Food Service Products – Packaging Materials – Requirements in the City of Rockville. **Status: Senator Kagan has introduced a State bill (SB186) on styrofoam packaging. Staff provided written testimony in support of this bill to the Educational, Health and Environmental Affairs Commission for the Jan. 31 Bill hearing. John Becker, Chair of the Environmental Commission, is going to testify in person at the House Bill Hearing on Feb. 15 at 1 p.m. Staff is holding off on Mayor and Council discussion of adopting MC Bill 41-14 pending the outcome of the State bill.**	**April 2017**
FA-2016-24	**12/12/16**	**CPDS**	**Future Agenda**	**Interactive Discussion of the Zoning Ordinance** Schedule an agenda item after a final decision is made regarding Chestnut Lodge to discuss the process for PJT2016-5 since June 1, 2016, and associated articles from the Zoning Ordinance provided by the President of WECA.	**TBD**
FA-2017-1	**1/9/17**	**R&P**	**Future Agenda**	**Chestnut Lodge HOA Park Request** Discuss the request by the Chestnut Lodge HOA to have the City take responsibility for the nine acres in front of the original Chestnut Lodge as a passive public park. **Status: At their meeting on February 27, 2017, the Mayor and Council included the HOA property in conjunction with the authorization for the City Manager to execute a contract of sale for the purchase of property at 500 W. Montgomery Avenue, for the purpose of creating a public park.**	**Ongoing**
FA-2017-2	**2/6/2017**	**Legal / CMO / Police**	**Future Agenda**	**The Role of the Rockville City Police in enforcement of Federal Immigration Policy** **Status: The Mayor and Council introduced an Ordinance on February 27, 2017 and held a Public Hearing on March 6, 2017. Discussion and Instructions is scheduled for April 3, 2017.**	**April 3, 2017**
FA-2017-3	**2/13/17**	**CPDS**	**Future Agenda**	**Allowing Breweries / Distilleries in the MXB and other zones** Discuss adding new uses such as distilleries and breweries to the MXB and other zones in the City.	**April 2017**
FA-2017-4	**2/13/17**	**CPDS**	**Memo / Future Agenda**	**Size of Accessory Structures** Discuss regulations on the size of accessory structures. **Status: As the first step, staff will provide a memo to the Mayor and Council with background information to help prepare for a future discussion.**	**April 2017**

Ref. #	Meeting Date	Staff/ Dep	Response Method	Direction to Staff / Action Taken / Status	Estimated Completion or Agenda Item date
FA-2017-5	**2/13/17**	**DPW / Finance / CPDS**	**Memo / Future Agenda**	**Utility Fees Associated with Renovations to Single-Family Homes** Discuss fees associated with increasing the size of water lines due to a home renovation. **Status: As a first step, staff will provide a memo to the Mayor and Council with background information to help prepare for a future discussion. Public Works is looking into this issue and will determine a plan and schedule for follow up.**	**May 1, 2017**
FA-2017-6	**2/27/17**	**CMO**	**Action Report**	**Minority-,Female- & Disabled-Owned Businesses** Provide updates on the Procurement Division's activities to engage and support minority-, female- and disabled-owned businesses. **Status: An update was provided in the March 6, 2017 Action Report. The next update will be included in an Action Report for a meeting in late June/early July 2017**	**Ongoing**
FA-2017-7	**3/6/2017**	**CMO / City Clerk/DCO**	**Email**	**Richard Montgomery Elementary School #5** Reinforce Rockville's request to build RMES #5 at 740 Student Capacity **Status: Staff sent a draft letter to the Mayor and Council for review on March 13, 2017. The next step is to schedule meetings with key County Council and Board of Education members.**	**Spring 2017**

COMPLETED ACTION ITEMS

City of Rockville
Get Into It

MEMORANDUM

February 23, 2017

TO: Robert DiSpirito, City Manager

FROM: Betty Wisda, Arts Programs Supervisor

VIA: Tim Chesnutt, Director of Recreation and Parks Department

SUBJECT: Action Item FA-2016-9 Cultural Arts Commission

The purpose of this memorandum is to follow up on the meeting of the Mayor and Council on October 24, 2016 in reference to the presentation by the Cultural Arts Commission. The memorandum includes information about the Public Art Conservation Assessment; the potential art project for the underpass at Park Road, revisions to Master Plan for the Art in Public Places Program 2016-2021; work with other arts organizations on the implementation of the Culture and Entertainment Plan and coordination with the King Farm neighborhood association on a future gateway project.

1. Staff liaison gathered pertinent information needed to prepare the Request for Quote for the Public Art Conservation Assessment and submitted the requisition to the Purchasing Division on February 6, 2017.

2. At their November 16, 2016 meeting, the Cultural Arts Commission recommended that a meeting be scheduled with Mayor Newton, Councilmember Pierzchala, two Cultural Arts Commissioners (Chairperson and Art in Public Places Chairperson), Washington Metropolitan Area Transit Authority representatives, CSX Transportation representatives, and City staff to discuss the potential art project for the underpass at Park Road. Staff liaison provided contact information of Cultural Arts Commissioners to Louise Atkins, Management Assistant, on December 22, 2016.

3. At their meeting on November 16, 2016, the Cultural Arts Commission recommended the following revision to the Master Plan for the Art in Public Places Program 2016-2021.
   a. Under Site Selection, Metro Stations and Town Center will be noted as areas of focus after Gateways and before Parks.
      Metro Stations

Attachment 20.A.a: A - M&C Action Report for 3.27.17 (1481 : M&C Action Report)

Placement of art at the Rockville and Twinbrook Stations including their adjacent properties. The underpass at Park Road should be done in conjunction with Washington Metropolitan Area Transit Authority, the CSX Transportation and City's elected officials.

Town Center

In consideration of the City's plan to revitalize Town Center, the Cultural Arts Commission (CAC) is an active and integral participant in private and public development. Key art sites within Town Center should continue to be established. The CAC desires and is available to serve in the advisory role for private and public projects in Town Center.

At their February 8, 2017 meeting, the Cultural Arts Commission recommended that the title of this document be changed to Implementation Plan for the Art in Public Places Program 2017-2022.

4. The Cultural Arts Commission strongly believes that a working committee is needed for implementation of the Culture and Entertainment Plan. The committee should consist of representatives from the Cultural Arts Commission, Rockville-based arts organizations, Rockville Economic Development, Inc., Rockville Chamber of Commerce, and developers. The committee will meet and discuss the Strategic Goals and Objectives of the Culture and Entertainment Plan and recommend next steps for implementation of this plan.

   At their February 8, 2017 meeting, the Cultural Arts Commission agreed that the staff liaison and the Cultural Arts Commissioners will create a survey to distribute to the Rockville-based arts organizations involved with the development of the Culture and Entertainment Plan. The purpose of the survey is to generate interest in representatives of these organizations to serve as members of this working committee.

5. The criteria for a site for significant works of art at major gateways into the City should have high volumes of vehicular and pedestrian traffic, highly visible without obstructions or major distractions and owned by the City. The Cultural Arts Commission recommended the grassy area adjacent to Route 355 at King Farm Homestead Park as the first location. The Cultural Arts Commission will coordinate with the King Farm neighborhood association regarding a future gateway project upon approval of the Mayor and Council on this recommendation.

The next steps regarding these five items are:

- Staff will work with the Purchasing Division to secure a conservator to complete a public art conservation assessment.
- Cultural Arts Commissioners and staff liaison will attend the meeting for the potential underpass art project at Park Road.
- Update the draft Implementation Plan for the Art in Public Places Program 2017-2022 reflecting the Mayor and Council comments and present for adoption at a future date.

Attachment 20.A.a: A - M&C Action Report for 3.27.17 (1481 : M&C Action Report)

- Prepare and distribute a survey to Rockville-based arts organization to solicit potential membership of a working committee for the implementation of the Culture and Entertainment Plan.
- Upon the approval of the Mayor and Council on the recommendation for a significant work of art at a major gateway, representatives of the Cultural Arts Commission will make a presentation to the King Farm neighborhood association regarding a future gateway project at an association meeting.

Thank you for your attention in this matter.

Approval

BY: Betty Wisda Date: 2/23/17
Betty Wisda, Arts Programs Supervisor

BY: T. Chesnutt Date: 2/23/17
Tim Chesnutt, Director of Recreation and Parks

BY: Jennifer Kimball Date: 3/17/17
FOR Rob DiSpirito, City Manager

cc: Jennifer Kimball, Deputy City Manager
Andrew Lett, Superintendent of Recreation
Sara Moline, Cultural Arts Commission Chairperson

Attachment 20.A.a: A - M&C Action Report for 3.27.17 (1481 : M&C Action Report)

Mayor & Council Meeting Date: March 27, 2017
Agenda Item Type: Review and Comment
Department: City Clerk/Director of Council Operations Office
Responsible Staff: Sara Taylor-Ferrell

Subject

Future Agendas

Recommendation

Attachments

Attachment 21.A.a: Mock Agenda 04.03.17 (PDF)
Attachment 21.A.b: Future Agendas 03.27.2017 (PDF)

Kathleen A. Conway, City Clerk/Director of Council Operations 3/22/2017

-Tentative-

Mayor and Council Meeting
April 3, 2017
Meeting No. 15-17
7:00 pm

7:00 pm

1. Convene

2. Pledge of Allegiance

3. Agenda Review

7:05 pm

4. City Manager's Report

7:15 pm

5. Community Forum

6. Mayor and Council's Response to Community Forum and Announcements

7. Mayor and Council Reports

7:30 pm

8. Proclamation Declaring Week of April 9-15 as National Public Safety Telecommunicators Week

7:35 pm

9. Recognition of Rockville Concert Band 60th Anniversary

7:40 pm

10. Consent Agenda

    A. Award of RFP #19-17 for Professional Independent Audit Services

    B. Award of IFB #21-17 for Tree Care Services

    C. Award of IFB #24-17 for Grounds Maintenance Services

    D. Award of IFB #13-17 for F. Scott Fitzgerald Theatre Roof Beam Reinforcement and Motorized Lighting Bar Project to Bob Andrews Construction, Inc., in the Amount Not to Exceed $248,750

7:45 pm

11. Fiscal Year 2018 Budget Public Hearing

8:45 pm

12. FY2018 Public Hearing on Constant Yield Tax Rate

8:55 pm

13. Discussion and Instructions – Sectional Map Amendment MAP2017-00115, for Historic Designation of the Americana Centre Condominium on Monroe Street

9:05 pm

14. Adoption - Rockville's Bikeway Master Plan as an Amendment to Rockville's Comprehensive Master Plan

9:10 pm

15. Introduction to Amend Chapter 4 of the Rockville City Code Entitled "Art in Public Places," Article II "Cultural Arts Commission," Section 4 – 17 "Members" and Section 4 - 18 "Chairman" so as to Amend the Requirements for Membership on the Cultural Arts Commission and to Make a Technical Amendment

9:20 pm

16. Presentation and Discussion on Pedestrian and Traffic Safety at the Intersection of Maryland Avenue and S. Washington Street

9:35 pm

17. Fiscal Year 2018 Budget Worksession

11:05 pm

18. Review and Comment - Mayor and Council Action Report

19. Review and Comment - Future Agendas

20. Old/New Business

11:20 pm

21. Adjournment

Future Agendas March 27, 2017

Meeting : 04/17/17 07:00 PM (9 items)

Category	Estimated Agenda Time Needed (in minutes)	Agenda Item
Proclamation	5	Proclamation Declaring April 26, 2017 as Arbor Day in Rockville
Proclamation	5	Proclamation Declaring April 24, 2017 as Yom HaShoah/Holocaust Remembrance Day
Introduction and Possible Adoption	10	Introduction and Possible Adoption - Americana Centre Historic Designation
Approval	20	Consideration and Possible Adoption of an APFS Waiver Provision for Fire and Emergency Services
Discussion	30	Zoning Regulations for Alcoholic Beverage Production, Including Micro-Breweries and Distilleries
Discussion	30	Regulation of Accessory Structures
Work Session	90	Fiscal Year 2018 Mayor and Council Budget Worksession
Adoption	5	Adoption of a Resolution to Declare the Official Intent of the Mayor and Council to Bond Finance Certain Projects Under U.S. Treasury Income Tax Regulation Section 1.150-2
Presentation	20	Fiscal Year 2017 Third Quarter Vacancy Report

Meeting : 04/24/17 07:00 PM (2 items)

Category	Estimated Agenda Time Needed (in minutes)	Title
Presentation	15	Ethics Commission Report
Discussion	60	Mayor and Council Priority Initiatives

Meeting : 05/01/17 07:00 PM (11 items)

Category	Estimated Agenda Time Needed (in minutes)	Title
Proclamation	5	Proclamation Declaring Asisan Pacific American Heritage Month
Proclamation	5	Proclamation Recognizing May as Bicycle Awareness Month
Proclamation	5	Proclamation Declaring the Week May 7-13, 2017 as National Public Service Week
Approval	30	2017 Federal Priorities
Adoption	5	Adoption of an Ordinance to Appropriate Funds and Levy Taxes for Fiscal Year 2018
Adoption	5	Adoption of a Resolution to Establish the Service Charge Rate for Municipal Refuse Collection and to Establish a Charge for Unreturned Refuse and Recycling Carts Pursuant to Section 20-6 of the Rockville City Code
Adoption	5	Adoption of a Resolution to Establish the Equivalent Residential Unit Rate to be Used in Calculating the Stormwater Management Utility Fee Pursuant to Chapter 19 Entitled "Sediment Control and Stormwater Management" of the Rockville City Code; and to Establish a Fee for Application for a Credit Against the Stormwater Management Utility Fee for Private Stormwater Management Facilities

Future Agendas March 27, 2017

Meeting : 05/01/17 07:00 PM (continued)		
Category	**Estimated Agenda Time Needed (in minutes)**	**Title**
Adoption	10	Adoption of a Resolution to Close Completed Capital Improvements Program Project Accounts
Review and Comment	15	Third Quarter FY 2017 Financial Report
Proclamation	5	Proclamation Declaring the Week of May 15-21, 2017 as National Police Week in Rockville
Recognition	30	TERRIFIC Citizen Bike Program Presentation

Meeting : 05/15/17 07:00 PM (4 items)

Category	Estimated Agenda Time Needed (in minutes)	Title
Proclamation	5	Proclamation Declaring May 30, 2017 as Poppy Day in Rockville
Proclamation	5	Proclamation Declaring National Kids to Park Day on May 20, 2017
Proclamation	5	Proclamation Declaring May as Older Americans Month
Work Session	45	Proposed Historic Preservation Text Amendment