

MEMORANDUM

TO: City Council

FROM: David J. Deutsch
City Manager

SUBJECT: ***Status Report***

DATE: September 20, 2012

Status Report

1. Belair Mansion Tree Damage

On Saturday, September 8, 2012, a severe thunderstorm resulting in unusually high winds came through the City of Bowie. Many trees were damaged and remedial tree work is ongoing, and damage to trees is still being discovered. One very unfortunate incidence of damage occurred on one of the historic tulip poplar trees on the grounds of Belair Mansion. This tree is located on the right as you face the Mansion from the Tulip Grove side near the parking lot with the grass pavers. A very large portion of the tree split out of the top, and while a large part of that damage section has been addressed, more clean-up is needed. In addition, upon inspection by the Community Forester, the Park Superintendent and a Bartlett Tree Service arborist (all ISA certified arborists), it has been determined that the remaining part of the tree has a severe crack and is structurally unsound. Therefore, this very large, older tree needs to be completely removed. Bartlett Tree Service has maintained the trees on the historic grounds of Belair Mansion, and we will be utilizing their service in light of their excellent track record over the years on this site especially as concerns tree, worker and public safety issues.

2. Nature Center Presentation to Environmental Advisory Committee

Over the past year, the City's Environmental Advisory Committee (EAC) has been investigating ideas for a possible City nature center. During the last budget cycle, Council directed that staff work with the EAC to review potential nature center options and provide a report to City Council by December 31, 2012. Following a meeting last month with the proprietors of Echos of Nature, a local nonprofit, environmental education business, Mayor Robinson and staff referred the group to the EAC for further review. On September 12th, the EAC received a presentation from Echoes of Nature. The husband-and-wife team introduced the concept of a nonprofit operating a new nature center on City-owned property. Committee members posed numerous questions, but felt overall that the presentation added value to their ongoing deliberations, especially with regard to previously

unconsidered subjects such as experiential learning opportunities and the potential cost-savings of a vendor building and operating the nature center.

3. 2012 Resident Survey

This spring, the City conducted a survey to determine how well it meets the needs of its residents. Overall, the results indicate a general satisfaction with City services in Bowie. A report of the survey results is attached for your information and review.

4. Leaf and Tree Parts Disposal

The last eight seasons, the City has collected curbside leaves and stored them at the Public Works Compound for later contract disposal. In 2010 we began combining both curbside leaves and storm debris. For the FY2013 budget we estimated the collection of approximately 1,100 tons of leaves and 700 tons of storm debris at \$16.38 per ton. However, the June 29, 2012 derecho storm caused widespread devastation to the tree population throughout the City. During the ensuing weeks City personnel collected an estimated 1,400 tons of yard debris and hauled it to the Public Works storage yard.

The benefits of utilizing the contractual services for removal and disposal are as follows:

Not hauling to the County facility will save approximately 13,800 travel miles; diesel fuel savings of approximately \$11,000; time saved from not traveling to the County facility is equivalent to 1080 highway hours.

In June, 2011, Calvert County awarded a contract to McKnew Chipping, Inc. for brush and wood grinding and recycling, which meets the City's needs. The price for brush and wood grinding and recycling is \$16.38 per ton. McKnew will use the City's scale to weight each load as it leaves the Public Works facility. All debris will be removed by December 31, 2012, weather permitting.

The Public Works Department recommends that we "piggyback" on the Calvert County contract for brush and wood grinding and recycling by McKnew Chipping, Inc. an amount of \$49,140. These funds will come out of the Solid Waste Disposal Fees account.

As provided by Section 62 of the City Charter, this will serve as the required seven (7) day notice of intent to issue a purchase order to McKnew Chipping, Inc., for brush and wood grinding and recycling at \$16.38 per ton.

5. Traffic Calming Meeting

Staff has been talking with residents of Hamptons at Woodmore for at least two years about traffic calming. The community attitude about traffic calming appears to have changed, and now there is real interest in pursuing this matter. Therefore, a meeting is being held, in accordance with the process described in the Council policy, to review traffic calming options. The meeting is slated for next Wednesday,

September 26th, 7 p.m. at Kenhill Center in your former Council Chambers. Jim Henrikson will make a presentation and Bowie Volunteer Fire Department representatives will participate as well.

6. Bowie Plaza

Regency Centers, the owner of Bowie Plaza, is reporting a positive situation at the shopping center. Please look at the attachment which shows that the only vacancy is a 2200 square foot space, out of a total leasable area of 102,903 square feet.

DJD/adf

Attachment

City of Bowie 2012 Resident Survey

Introduction

This spring, the City conducted a survey to determine how well it meets the needs of its residents. Design of the survey began with a discussion of what services and programs required evaluation. Questions were developed after reviewing surveys conducted by other local governments, as well as surveys conducted by the City of Bowie in 1994 and 2006. Department directors also provided input on the survey questions.

The purpose of the survey was to determine what residents think of their local government and the services it provides. Additionally, the City is in the process of renewing the franchise agreement with Comcast and sought comments about cable service in the City. The three-page survey was designed to be thorough, yet simple and quick to complete. One respondent enclosed a letter of additional comments with the survey and 41 others wrote comments on the survey.

- Overall, the results indicate a general satisfaction with City services in Bowie.
- A majority of City services are rated as “excellent” or “good” by more than 80% of respondents.
- 75.1% of respondents rate their satisfaction with the City Police as “very satisfied” or “satisfied”.
- 43.5% of respondents are familiar with the City’s “Green Bowie” environmental programs and 92.6% of respondents report that they recycle.
- 82.9% of respondents are satisfied with their dealings with City staff.
- 46.7% of those surveyed attended a city-sponsored event last year.
- Local newspapers and the *Bowie Spotlight* are the communication tools used most frequently by respondents to obtain information about City affairs. 96.8% of respondents are satisfied with the format (print or electronic) in which they read the *Bowie Spotlight*.
- 86.2% of respondents subscribe to cable service. 61% of respondents identified Verizon as their cable service provider and 27.3% identified Comcast as their provider.
- 74% of respondents have lived in Bowie for more than 10 years; 48.6% have lived here for more than 20 years.

Survey Process

Surveys were sent to 2100 randomly selected households. The recipients were selected using Geographic Information Systems (GIS) software to identify every tenth household within the City. Surveys were mailed in mid-April 2012. Residents were asked to complete the survey and return them to City Hall by May 10, 2012. However, responses continued to be returned through the summer. Often, the U.S. Postal Service held the responses for several days and delivered them in bundles, so responses were accepted until the end of July. The City paid the return postage on all surveys. The City received a total of 385 completed surveys, resulting in a response rate of 18%. (The 2006 response rate was 16%).

As surveys were received by the City, staff entered the responses into an online form established on SurveyMonkey, a survey software tool. This tool assists in the more efficient collection of responses and a more effective analysis of results.

The survey asked residents to rate City services, Police services, Green Bowie environmental programs, the City's customer service, City-sponsored events and City communication. And with the process of the Comcast franchise renewal underway, the survey was used to seek input regarding cable service in the City. The final survey question asked about the respondent's location and the length of time residing in Bowie.

Survey Analysis

Prior to this survey, the City last conducted a general resident satisfaction survey in 2006. Some questions appear on both surveys, but other questions on the 2012 survey asked residents to rate services that didn't exist or were very different six years ago. Where available, a comparison of results is shown.

City Services

The services are presented below in the order of their "excellent and good" ratings.

City Services			
	<u>Excellent & Good</u>	<u>Average</u>	<u>Below Average & Poor</u>
Recycling Collection	91.96%	7.24%	.80%
Senior Center Services	91.62%	6.50%	1.79%
Refuse Collection	91.30%	7.60%	1.08%
Ballfields	88.94%	11.06%	--
Water & Sewer Service	87.25%	10.78%	1.96%
Ice Arena	86.66%	11.11%	2.22%
Park Maintenance	86.58%	10.86%	2.56%
Park Amenities	85.63%	12.19%	2.19%
Leaf Collection	85.60%	11.91%	2.49%
City Gymnasium	84.17%	15.10%	.71%
Museums	82.01%	13.76%	4.23%
Picnic Reservations	78.76%	19.47%	1.77%
Snow Removal	76.21%	19.19%	4.59%
Animal Control	72.47%	20.65%	6.88%
Street Cleaning	71.71%	22.97%	5.32%
Street Light Maintenance	66.96%	24.70%	8.33%
Youth & Family Services	66.66%	30.95%	2.38%
Street Repair	59.44%	28.17%	12.39%
Code Compliance	53.85%	29.30%	16.85%

The highest rated service is recycling collection. It exceeds refuse collection, the highest rated service in 1994 and 2006, by a small margin. While less than half of survey respondents indicate familiarity with the City's Green Bowie environmental programs, 92.6% of respondents report that they recycle, and clearly they are pleased with the recycling collection service.

Ratings for Street Cleaning and Repair are lower than expected. However, the Code Compliance rating is an improvement over the 2006 and 1994 ratings of 47.19% and 38.47%, respectively.

The following is a comparison of selected City services from the 2012, 2006 and 1994 Resident Surveys.

Comparison of Selected City Services			
	<u>Excellent & Good Rating 2012 Survey</u>	<u>Excellent & Good Rating 2006 Survey</u>	<u>Excellent & Good Rating 1994 Survey</u>
Animal Control	72.47%	80.09%	53.14%
Code Compliance	53.85%	47.19%	38.47%
Park Maintenance	86.58%	88.97%	69.87%
Recycling Collection	91.96%	89.07%	85.36%
Refuse Collection	91.30%	90.74%	91.94%
Senior Center Services	91.62%	90.00%	79.09%
Snow Removal	76.21%	84.13%	61.83%
Street Cleaning	71.71%	72.60%	42.33%
Street Light Maintenance	66.96%	67.64%	55.82%
Street Repair	59.44%	57.48%	65.90%
Youth & Family Services	66.66%	81.48%	66.29%

Police Services

Since the Bowie Police Department's inception in 2006 with the hiring of the first police chief, it has grown to serve and protect City residents. Seventy-five percent of survey respondents are generally satisfied with the Bowie Police Department and the staff is considered professional by those who have had some experience with the Department.

Police Services				
	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Don't Know</u>
Generally how satisfied are you with the Bowie Police Department?	26.6%	48.5%	6.6%	18.2%
	<u>Very Professional</u>	<u>Professional</u>	<u>Unprofessional</u>	<u>No Experience</u>
If you have had a personal experience with the Bowie Police Department, how would you rate the conduct of the staff?	19.5%	28.9%	3.8%	47.8%
	<u>Very Involved</u>	<u>Somewhat Involved</u>	<u>Uninvolved</u>	<u>Don't Know</u>
How would you rate the Bowie Police Department's level of community involvement?	16.1%	17.9%	6.1%	59.9%

Green Bowie

“Green Bowie” is the program of environmental initiatives, currently underway in the City, designed to help save Bowie’s natural resources. The initiatives were set forth in 2007 with the City Council’s approval of the Environmental Infrastructure Action Strategy Plan to help guide the City’s environmental work. While only 43.5% of survey respondents indicate that they are familiar with the City’s Green Bowie environmental programs, a much larger portion of them, 92.6%, report that they recycle. Perhaps this successful participation rate in recycling is evidence that our residents are more familiar with the City’s Green Bowie programs than they realize. In any event, there is room for growth of Green Bowie.

Green Bowie		
	<u>Yes</u>	<u>No</u>
Are you familiar with the City's Green Bowie environmental programs?	43.5%	56.5%

Green Bowie continued	
Have you participated in or attended any of the following Green Bowie events?	
Recycling	92.6%
Rain Barrels	13.2%
Stream Teams	8.5%
Backyard Habitat	6.9%
Green Bowie e-newsletter	6.3%
Green Expo	2.6%
Rain Garden Workshop	1.6%

Customer Service

Most respondents rate their overall experiences with City staff members as “excellent” or “good”, reporting an increase of four percent in their overall satisfaction compared to the 2006 survey. Staff scored highest on knowledge of City services and lowest on reliability. The results show there is room for improvement in all aspects of customer service.

Customer Service			
When you call or visit a City office, how would you rate the city staff on:	<u>Excellent & Good</u>	<u>Average</u>	<u>Below Average & Poor</u>
Knowledge of City services	82.71%	14.58%	2.71%
Courtesy	81.33%	16.14%	2.53%
Ability to direct your call to the appropriate person	81.88%	15.21%	2.91%
Timeliness in responding to your questions and requests	78.18%	17.92%	3.90%
Reliability (follow through on promises & commitments)	73.78%	19.48%	6.74%
Overall, how satisfied have you been in dealing with City staff?	80.39%	16.08%	3.53%

The following is a comparison of City Customer Service from the 2012 and 2006 Resident Surveys.

Comparison of Customer Service		
When you call or visit a City office, how would you rate the city staff on:	<u>Excellent & Good Rating 2012</u>	<u>Excellent & Good Rating 2006</u>
Knowledge of City services	82.71%	84.29%
Courtesy	81.33%	82.17%
Ability to direct your call to the appropriate person	81.88%	83.58%
Timeliness in responding to your questions and requests	78.18%	77.48%
Reliability (follow through on promises & commitments)	73.78%	75.10%
Overall, how satisfied have you been in dealing with City staff?	80.39%	76.16%

City Events

These special events and programs are designed to enhance the quality of life enjoyed by our residents. It is interesting to note that the high percentage of residents who have not attended a City-sponsored event in the last twelve months has not changed in six years; the percentages are almost identical – 51.58% in 2006 and 51.8% in 2012. There are a variety of reasons why people attend or do not attend special events. The challenge is to have events that appeal to different segments of the population, but that also have enough widespread appeal.

City Sponsored Events			
	<u>Yes</u>	<u>No</u>	<u>Unsure</u>
Have you attended a City-sponsored event in the last 12 months?	46.70%	51.80%	1.60%

How would you rate your enjoyment of these events?	<u>Excellent & Good</u>	<u>Average</u>	<u>Below Average & Poor</u>
Bowiefest	89.51%	10.49%	--
Farmers Market	80.68%	17.04%	2.27%
Fourth of July	90.60%	7.38%	2.01%
International Festival	76.54%	19.75%	3.70%
Memorial Day Weekend Parade	85.44%	13.59%	.97%
Museum Event	83.64%	12.73%	3.64%
Summer Concerts at Allen Pond Park	92.91%	6.30%	.79%
Summer Concerts in Old Town Bowie	87.04%	11.11%	1.85%
December Events	91.30%	8.70%	--

The following is a comparison of City Sponsored Events from the 2012 and 2006 Resident Surveys.

Comparison of City Sponsored Events		
How would you rate your enjoyment of these events?	<u>Excellent & Good 2012</u>	<u>Excellent & Good 2006</u>
Bowiefest	89.51%	93.18%
Farmers Market (not included in 2006 survey)	80.68%	--
Fourth of July	90.60%	91.97%
International Festival	76.54%	85.71%
Memorial Day Weekend Parade	85.44%	81.06%
Museum Event	83.64%	88.06%
Summer Concerts at Allen Pond Park	92.91%	90.52%
Summer Concerts in Old Town Bowie	87.04%	90.56%
December Events	91.30%	87.50%

Communications

It is the City's intent to provide a municipal government that is accessible, responsive and transparent. The purpose of these questions is to determine how easily residents feel they can contact the City Council to ask for help, to gain information or to express their views. Responses seem to indicate that residents would like it to be easier. Part of this response may reflect a lack of knowledge about the existing methods of communication, which can be addressed through education.

Communication with City Council			
	<u>Excellent & Good</u>	<u>Average</u>	<u>Below Average & Poor</u>
How do rate the ease with which you can contact City Councilmembers?	61.72%	29.69%	8.60%
How do you rate the ease with which you can express your views on topics before the Council?	54.55%	29.30%	16.16%

The following is a comparison of Communication with City Council from the 2012 and 2006 Resident Surveys.

Comparison of Communication with City Council		
	<u>Excellent & Good 2012</u>	<u>Excellent & Good 2006</u>
How do rate the ease with which you can contact City Councilmembers?	61.72%	66.17%
How do you rate the ease with which you can express your views on topics before the Council?	54.55%	65.98%

City Affairs Information Sources

A variety of methods are used to communicate with the public. Lately, these methods have relied to a great extent on technology such as the internet and cellular communication. The City has a Facebook page, Twitter account, Alert Bowie emergency notification system, and recently launched its revised website. While these methods are useful in providing up-to-date information and online services, survey results show that a large portion of respondents still obtain information about City affairs from local newspapers and the *Bowie Spotlight*. However, there does appear to be a shifting of sources. Those that report “frequent” use of the City website increased by 14.43% since the 2006 survey and the percentage of those that report they “never” used the website dropped by 16.6% since the last survey. Also, “frequent” use of local newspapers decreased by 19.53%. And 96.8% of respondents are satisfied with the format (print or electronic) in which they read the *Bowie Spotlight*.

2012 City Affairs Information Sources			
	<u>Frequently</u>	<u>Sometimes</u>	<u>Never</u>
Local newspapers	62.4%	30.8%	6.8%
Bowie News Flash	21.8%	22.4%	55.8%
Bowie Spotlight (City newsletter)	60.9%	29.1%	10.0%
City brochures	15.7%%	28.0%	56.3%
City website	22.9%	39.9%	37.30%
City Facebook Page	2.0%	5.1%	92.8%
Government Channel	4.7%	19.8%	75.5%
Mailings from City government	26.8%	47.0%	26.2%
Message boards	9.8%	16.6%	73.6%
Friends, neighbors, etc.	27.9%	53.1%	19.0%
Alert Bowie	13.7	15.4	70.9

2006 City Affairs Information Sources			
	<u>Frequently</u>	<u>Sometimes</u>	<u>Never</u>
Local newspapers	81.93%	16.82%	1.25%
Bowie Spotlight (City newsletter)	66.24%	26.11%	7.64%
City brochures	28.08%	38.01%	33.90%
City website	8.47%	37.63%	53.90%
Government Channel	4.10%	27.99%	67.92%
Mailings from City government	46.05%	42.76%	11.18%
Message boards	10.92%	29.23%	59.86%
Friends, neighbors, etc.	35.86%	51.97%	12.17%

Cable Service

The City is in the process of renewing the franchise agreement with Comcast and in the survey sought information about cable service in the City. Eighty-six percent of survey respondents report that they subscribe to cable service. Respondents report satisfaction with the service; however results show that there is room for improvement in the areas of contract terms, promotional offerings and customer service. As part of the franchise renewal process, the City intends to form focus groups to evaluate the current franchise and to solicit input concerning the contents of a new agreement. Thirty-six survey respondents expressed interest in serving on a focus group. Of the 41 additional comments respondents offered on the survey, 16 of them are related to cable service. Among the cable comments are repeated expressions of concern with the high cost of cable service.

Cable Service				
	<u>Comcast</u>	<u>Verizon</u>	<u>Satellite</u>	<u>Other</u>
Who provides your cable service?	27.3%	61.0%	9.9%	1.7%
	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	
How satisfied are you with your cable service?	37.0%	52.9%	10.1%	
Please rate the following cable television features and services:	<u>Excellent & Good</u>	<u>Average</u>	<u>Below Average & Poor</u>	
Picture quality	91.96%	5.95%	2.08%	
Number of channels available	85.06%	10.37%	4.57%	
Type of programming offered	79.81%	15.60%	5.20%	
Accuracy of monthly bill	71.34%	21.34%	7.32%	
Ability to reach a customer service representative	55.76%	23.68%	20.56%	
Friendliness of the customer service representative	67.19%	23.34%	9.46%	
Ability of customer service representative to answer your question or resolve your issue	62.26%	25.79%	11.95%	
Promptness of technicians in keeping scheduled appointments	62.09%	24.91%	13.0%	

Cable Service continued			
	<u>Yes</u>	<u>No</u>	
During the past two years have you visited the Comcast Service Center at the Kenhill Center?	23.2%	76.8%	
	<u>Very Important</u>	<u>Important</u>	<u>Not Important</u>
How important is it to you that Comcast operate a full-service office in Bowie?	21.76%	22.18%	56.06%
	<u>Yes</u>	<u>No</u>	
Are you satisfied with the contract terms offered by cable providers?	57.14%	42.86%	
Do you think existing customers should be eligible for new promotional offers?	98.0%	2.0%	
Do you know that you can contact the City to file a service complaint about your cable provider?	19.2%	80.8%	
Do you watch the City Government channels?	27.3%	72.7%	
Do you watch the Baltimore news on the City's Government channels?	12.5%	87.5%	
Do you watch the City's Public Access channels?	23.4%	76.6%	
Would you be interested in serving on a cable franchise renewal focus group?	10.6%	89.4%	

About the Respondents

More than seventy-three percent of respondents indicate that they have lived in Bowie for more than ten years. It may be an overstatement to infer that more than seventy-three percent of the total City population has lived in Bowie for more than ten years. Perhaps it is likely that long-term residents are more familiar with City affairs and are more inclined to complete a survey about their government. It is interesting to note that 47.10% of respondents report that they have lived in the City for more than 20 years and 31.84% report residing in Bowie for more than 30 years, while 7.89% of respondents report living in the City for less than five years. In comparison, 65.12% of the 2006 survey respondents reported that they lived in Bowie for more than ten years and almost 20% reported that they lived in the City for less than five years.

About the Respondents	
How long have you lived in Bowie?	
Less than 5 years	7.89%
5 – 10 years	18.68%
11 – 20 years	26.32%
21 – 30 years	15.26%
31 – 40 years	13.42%
41 – 50 years	16.58%
50+ years	1.84%

The final survey question asked respondents to provide the name of their subdivision or neighborhood. Based on that information, the respondents are grouped by City Council District as follows:

About the Respondents	
<u>District</u>	<u>Respondents</u>
1	32.33%
2	32.88%
3	16.30%
4	18.49%

The following is a comparison of Respondents by City Council District from the 2012 and 2006 Resident Surveys.

About the Respondents		
<u>District</u>	<u>2012 Respondents</u>	<u>2006 Respondents</u>
1	32.33%	24.54%
2	32.88%	36.50%
3	16.30%	15.03%
4	18.49%	21.17%

Conclusion

The complete results for each survey question may be found in the Survey Summary. The complete results include bar graphs with response percentage and total count for each question, and include those who answered “don’t know”. For purposes of comparison to prior year survey data, “don’t know” responses were excluded from this report’s preceding calculations (except for the Police Services section where it was included). With the exception of the questions about Green Bowie events and where residents get their information about City affairs, only one answer was accepted for each question. In some instances, respondents skipped questions. Thus, the number of responses to each question varies. Also included is Attachment 1, additional comments provided by survey respondents.

This survey indicates a satisfaction with basic services provided by City government. Departments will review the results to identify opportunities for improvement in service delivery. Staff will also look at ways to better educate the public about getting involved, keeping up with decisions of the City Council, and generally knowing what’s going on in the city. Information gathered about service will provide a valuable resource as the City crafts its cable franchise agreement.

1. a. Animal Control

		Response Percent	Response Count
Excellent		20.0%	73
Good		29.0%	106
Average		14.0%	51
Below Average		2.2%	8
Poor		2.5%	9
Don't Know		32.3%	118
answered question			365
skipped question			20

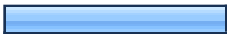
2. b. Ballfields

		Response Percent	Response Count
Excellent		21.2%	76
Good		30.4%	109
Average		6.4%	23
Below Average		0.0%	0
Poor		0.0%	0
Don't Know		41.9%	150
answered question			358
skipped question			27

3. c. City Gymnasium

		Response Percent	Response Count
Excellent		12.9%	46
Good		19.9%	71
Average		5.9%	21
Below Average		0.3%	1
Poor		0.0%	0
Don't Know		61.0%	217
answered question			356
skipped question			29

4. d. Code Compliance

		Response Percent	Response Count
Excellent		8.1%	29
Good		33.1%	118
Average		22.5%	80
Below Average		4.5%	16
Poor		8.4%	30
Don't Know		23.3%	83
answered question			356
skipped question			29

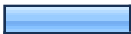
5. e. Ice Arena Programs

		Response Percent	Response Count
Excellent		10.9%	38
Good		22.6%	79
Average		4.3%	15
Below Average		0.6%	2
Poor		0.3%	1
Don't Know		61.4%	215
answered question			350
skipped question			35

6. f. Leaf Collection

		Response Percent	Response Count
Excellent		50.7%	190
Good		31.7%	119
Average		11.5%	43
Below Average		1.1%	4
Poor		1.3%	5
Don't Know		3.7%	14
answered question			375
skipped question			10

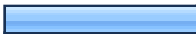
7. g. Museums

		Response Percent	Response Count
Excellent		18.6%	64
Good		26.5%	91
Average		7.6%	26
Below Average		1.5%	5
Poor		0.9%	3
Don't Know		45.1%	155
answered question			344
skipped question			41

8. h. Park Amenities (picnic areas, playgrounds, trails, etc.)

		Response Percent	Response Count
Excellent		29.5%	108
Good		45.4%	166
Average		10.7%	39
Below Average		1.6%	6
Poor		0.3%	1
Don't Know		12.6%	46
answered question			366
skipped question			19

9. i. Park Maintenance

		Response Percent	Response Count
Excellent		28.7%	104
Good		46.1%	167
Average		9.4%	34
Below Average		1.9%	7
Poor		0.3%	1
Don't Know		13.5%	49
answered question			362
skipped question			23

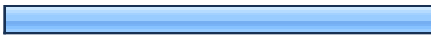
10. j. Picnic Reservations

		Response Percent	Response Count
Excellent		12.9%	44
Good		13.2%	45
Average		6.5%	22
Below Average		0.6%	2
Poor		0.0%	0
Don't Know		66.8%	227
answered question			340
skipped question			45

11. k. Recycling Collection

		Response Percent	Response Count
Excellent		64.1%	241
Good		27.1%	102
Average		7.2%	27
Below Average		0.5%	2
Poor		0.3%	1
Don't Know		0.8%	3
answered question			376
skipped question			9

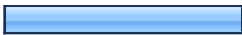
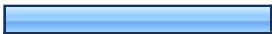
12. l. Refuse Collection

		Response Percent	Response Count
Excellent		64.5%	243
Good		24.7%	93
Average		7.4%	28
Below Average		0.8%	3
Poor		0.3%	1
Don't Know		2.4%	9
answered question			377
skipped question			8

13. m. Senior Center Services

		Response Percent	Response Count
Excellent		24.4%	89
Good		17.5%	64
Average		3.0%	11
Below Average		0.3%	1
Poor		0.5%	2
Don't Know		54.2%	198
answered question			365
skipped question			20

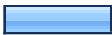
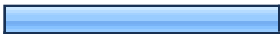
14. n. Snow Removal

		Response Percent	Response Count
Excellent		35.6%	133
Good		39.8%	149
Average		19.0%	71
Below Average		2.7%	10
Poor		1.9%	7
Don't Know		1.1%	4
answered question			374
skipped question			11

15. o. Street Cleaning

		Response Percent	Response Count
Excellent		28.4%	106
Good		40.2%	150
Average		22.0%	82
Below Average		2.7%	10
Poor		2.4%	9
Don't Know		4.3%	16
answered question			373
skipped question			12

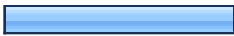
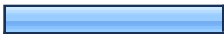
16. p. Street Repair

		Response Percent	Response Count
Excellent		15.5%	58
Good		41.0%	153
Average		26.8%	100
Below Average		7.5%	28
Poor		4.3%	16
Don't Know		4.8%	18
answered question			373
skipped question			12

17. q. Streetlight Maintenance

		Response Percent	Response Count
Excellent		20.0%	72
Good		42.5%	153
Average		23.1%	83
Below Average		5.0%	18
Poor		2.8%	10
Don't Know		6.7%	24
answered question			360
skipped question			25

18. r. Water and Sewer Service (Respond only if your service is provided by Bowie, rather than WSSC.)

		Response Percent	Response Count
Excellent		34.1%	91
Good		32.6%	87
Average		8.2%	22
Below Average		1.1%	3
Poor		0.4%	1
Don't Know		23.6%	63
answered question			267
skipped question			118

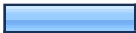
19. s. Youth and Family Counseling Services

		Response Percent	Response Count
Excellent		2.2%	8
Good		5.6%	20
Average		3.6%	13
Below Average		0.0%	0
Poor		0.3%	1
Don't Know		88.3%	318
answered question			360
skipped question			25

20. 2. Generally, how satisfied are you with the Bowie Police Department?

		Response Percent	Response Count
Very Satisfied		26.6%	101
Satisfied		48.5%	184
Unsatisfied		6.6%	25
Don't Know		18.2%	69
answered question			379
skipped question			6

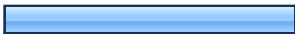
21. 3. If you have had a personal experience with the Bowie Police Department, how would you rate the conduct of the staff?

		Response Percent	Response Count
Very Professional		19.5%	72
Professional		28.9%	107
Unprofessional		3.8%	14
No Experience		47.8%	177
answered question			370
skipped question			15

22. 4. How would you rate the Bowie Police Department's level of community involvement?

		Response Percent	Response Count
Very Involved		16.1%	61
Somewhat Involved		17.9%	68
Uninvolved		6.1%	23
Don't Know		59.9%	227
answered question			379
skipped question			6

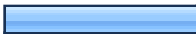
23. 5. Are you familiar with the City's Green Bowie environmental programs?

		Response Percent	Response Count
Yes		43.5%	165
No		56.5%	214
answered question			379
skipped question			6

24. 6. Have you participated in or attended any of the following Green Bowie events? (Check all that apply)

		Response Percent	Response Count
Backyard Habitat		6.9%	13
Green Bowie e-newsletter		6.3%	12
Green Expo		2.6%	5
Rain Barrels		13.2%	25
Rain Garden Workshop		1.6%	3
Recycling		92.6%	175
Stream Teams		8.5%	16
answered question			189
skipped question			196

25. a. Knowledge of City services

		Response Percent	Response Count
Excellent		28.5%	103
Good		39.1%	141
Average		11.9%	43
Below Average		1.7%	6
Poor		0.6%	2
Don't Know		18.3%	66
answered question			361
skipped question			24

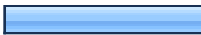
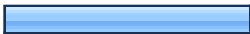
26. b. Courtesy

		Response Percent	Response Count
Excellent		33.9%	123
Good		36.9%	134
Average		14.0%	51
Below Average		1.7%	6
Poor		0.6%	2
Don't Know		12.9%	47
answered question			363
skipped question			22

27. c. Ability to direct your call to the appropriate person

		Response Percent	Response Count
Excellent		31.6%	114
Good		38.5%	139
Average		13.0%	47
Below Average		1.4%	5
Poor		1.1%	4
Don't Know		14.4%	52
answered question			361
skipped question			24

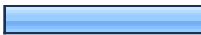
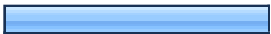
28. d. Timeliness in responding to your questions and requests

		Response Percent	Response Count
Excellent		29.5%	107
Good		36.6%	133
Average		15.2%	55
Below Average		1.4%	5
Poor		1.9%	7
Don't Know		15.4%	56
answered question			363
skipped question			22

29. e. Reliability (follow through on commitments)

		Response Percent	Response Count
Excellent		26.7%	96
Good		28.1%	101
Average		14.4%	52
Below Average		3.1%	11
Poor		1.9%	7
Don't Know		25.8%	93
answered question			360
skipped question			25

30. f. Overall, how satisfied have you been in dealing with City staff?

		Response Percent	Response Count
Excellent		29.6%	107
Good		39.5%	143
Average		13.8%	50
Below Average		1.1%	4
Poor		1.9%	7
Don't Know		14.1%	51
answered question			362
skipped question			23

31. 8. Have you attended a City-sponsored event in the last 12 months?

		Response Percent	Response Count
Yes		46.7%	119
No		51.8%	132
Unsure		1.6%	4
answered question			255
skipped question			130

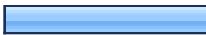
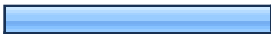
32. a. Bowiefest

		Response Percent	Response Count
Excellent		24.9%	48
Good		41.5%	80
Average		7.8%	15
Below Average		0.0%	0
Poor		0.0%	0
Don't Know		25.9%	50
answered question			193
skipped question			192

33. b. Farmer's Market

		Response Percent	Response Count
Excellent		26.9%	58
Good		38.9%	84
Average		13.9%	30
Below Average		1.4%	3
Poor		0.5%	1
Don't Know		18.5%	40
answered question			216
skipped question			169

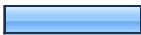
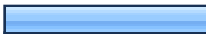
34. c. Fourth of July Celebration

		Response Percent	Response Count
Excellent		30.2%	58
Good		40.1%	77
Average		5.7%	11
Below Average		0.0%	0
Poor		1.6%	3
Don't Know		22.4%	43
answered question			192
skipped question			193

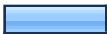
35. d. International Festival

		Response Percent	Response Count
Excellent		14.6%	24
Good		23.2%	38
Average		9.8%	16
Below Average		1.8%	3
Poor		0.0%	0
Don't Know		50.6%	83
answered question			164
skipped question			221

36. e. Memorial Day Weekend Parade

		Response Percent	Response Count
Excellent		20.0%	35
Good		30.3%	53
Average		8.0%	14
Below Average		0.6%	1
Poor		0.0%	0
Don't Know		41.1%	72
answered question			175
skipped question			210

37. f. Museum Event - Heritage Day, lectures, teas, children's activities

		Response Percent	Response Count
Excellent		15.0%	23
Good		15.0%	23
Average		4.6%	7
Below Average		0.7%	1
Poor		0.7%	1
Don't Know		64.1%	98
answered question			153
skipped question			232

38. g. Summer Concert at Allen Pond Park

		Response Percent	Response Count
Excellent		31.5%	58
Good		32.6%	60
Average		4.3%	8
Below Average		0.5%	1
Poor		0.0%	0
Don't Know		31.0%	57
answered question			184
skipped question			201

39. h. Summer Concert in Old Town Bowie

		Response Percent	Response Count
Excellent		13.8%	22
Good		15.7%	25
Average		3.8%	6
Below Average		0.6%	1
Poor		0.0%	0
Don't Know		66.0%	105
answered question			159
skipped question			226

40. i. December Events - Tree Lighting, Mansion Tour

		Response Percent	Response Count
Excellent		20.2%	33
Good		18.4%	30
Average		3.7%	6
Below Average		0.0%	0
Poor		0.0%	0
Don't Know		57.7%	94
answered question			163
skipped question			222

41. a. Contact City Councilmembers?

		Response Percent	Response Count
Excellent		11.4%	42
Good		10.0%	37
Average		10.3%	38
Below Average		1.6%	6
Poor		1.4%	5
Don't Know		65.4%	242
answered question			370
skipped question			15

42. b. Express your views on topics before the Council?

		Response Percent	Response Count
Excellent		5.5%	20
Good		9.3%	34
Average		7.9%	29
Below Average		2.2%	8
Poor		2.2%	8
Don't Know		72.9%	266
answered question			365
skipped question			20

43. a. Local Newspapers

		Response Percent	Response Count
Frequently		62.4%	229
Sometimes		30.8%	113
Never		6.8%	25
answered question			367
skipped question			18

44. b. Bowie News Flash

		Response Percent	Response Count
Frequently		21.8%	66
Sometimes		22.4%	68
Never		55.8%	169
answered question			303
skipped question			82

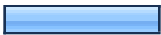
45. c. Bowie Spotlight (City newsletter)

		Response Percent	Response Count
Frequently		60.9%	213
Sometimes		29.1%	102
Never		10.0%	35
answered question			350
skipped question			35

46. d. City brochures

		Response Percent	Response Count
Frequently		15.7%	47
Sometimes		28.0%	84
Never		56.3%	169
		answered question	300
		skipped question	85

47. e. City website (www.cityofbowie.org)

		Response Percent	Response Count
Frequently		22.9%	70
Sometimes		39.9%	122
Never		37.3%	114
		answered question	306
		skipped question	79

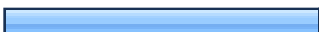
48. f. City Facebook page

		Response Percent	Response Count
Frequently		2.0%	6
Sometimes		5.1%	15
Never		92.8%	272
		answered question	293
		skipped question	92

49. g. Government channel

		Response Percent	Response Count
Frequently		4.7%	14
Sometimes		19.8%	59
Never		75.5%	225
answered question			298
skipped question			87

50. h. Mailings from City government

		Response Percent	Response Count
Frequently		26.8%	86
Sometimes		47.0%	151
Never		26.2%	84
answered question			321
skipped question			64

51. i. Message boards

		Response Percent	Response Count
Frequently		9.8%	29
Sometimes		16.6%	49
Never		73.6%	218
answered question			296
skipped question			89

52. j. Friends, neighbors, others in the community

		Response Percent	Response Count
Frequently		27.9%	91
Sometimes		53.1%	173
Never		19.0%	62
		answered question	326
		skipped question	59

53. k. Alert Bowie

		Response Percent	Response Count
Frequently		13.7%	40
Sometimes		15.4%	45
Never		70.9%	207
		answered question	292
		skipped question	93

54. 12. Are you satisfied with the format (print or electronic) in which you read the City's newsletter, the Bowie Spotlight?

		Response Percent	Response Count
Yes		96.8%	331
No		3.2%	11
		answered question	342
		skipped question	43

55. 13. Does your household currently subscribe to cable service?

		Response Percent	Response Count
Yes (If yes, please answer all questions 14-25)		86.2%	326
No		13.8%	52
answered question			378
skipped question			7

56. 14. Who provides your cable service?

		Response Percent	Response Count
Comcast		27.3%	94
Verizon		61.0%	210
Satellite		9.9%	34
Other		1.7%	6
answered question			344
skipped question			41

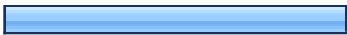
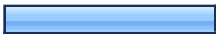
57. 15. How satisfied are you with your cable service?

		Response Percent	Response Count
Very Satisfied		37.0%	114
Satisfied		52.9%	163
Dissatisfied		10.1%	31
answered question			308
skipped question			77

58. a. Picture quality

		Response Percent	Response Count
Excellent		56.8%	193
Good		34.1%	116
Average		5.9%	20
Below Average		1.2%	4
Poor		0.9%	3
Don't Know		1.2%	4
answered question			340
skipped question			45

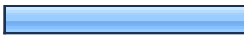
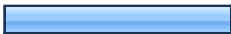
59. b. Number of channels available

		Response Percent	Response Count
Excellent		51.3%	173
Good		31.5%	106
Average		10.1%	34
Below Average		2.1%	7
Poor		2.4%	8
Don't Know		2.7%	9
answered question			337
skipped question			48

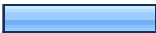
60. c. Type of programming available

		Response Percent	Response Count
Excellent		43.0%	144
Good		34.9%	117
Average		15.2%	51
Below Average		2.4%	8
Poor		2.1%	7
Don't Know		2.4%	8
answered question			335
skipped question			50

61. d. Accuracy of monthly bill

		Response Percent	Response Count
Excellent		35.8%	120
Good		34.0%	114
Average		20.9%	70
Below Average		3.9%	13
Poor		3.3%	11
Don't Know		2.1%	7
answered question			335
skipped question			50

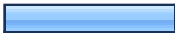
62. e. Ability to reach a customer service representative

		Response Percent	Response Count
Excellent		23.5%	79
Good		29.8%	100
Average		22.6%	76
Below Average		10.4%	35
Poor		9.2%	31
Don't Know		4.5%	15
answered question			336
skipped question			49

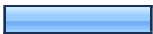
63. f. Friendliness of the customer service representative

		Response Percent	Response Count
Excellent		27.4%	92
Good		36.0%	121
Average		22.0%	74
Below Average		5.4%	18
Poor		3.6%	12
Don't Know		5.7%	19
answered question			336
skipped question			49

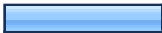
64. g. Ability of customer service representative to answer your question or resolve your issue

		Response Percent	Response Count
Excellent		25.4%	85
Good		33.7%	113
Average		24.5%	82
Below Average		4.8%	16
Poor		6.6%	22
Don't Know		5.1%	17
answered question			335
skipped question			50

65. h. Promptness of technicians in keeping scheduled appointments

		Response Percent	Response Count
Excellent		21.8%	73
Good		29.6%	99
Average		20.6%	69
Below Average		5.7%	19
Poor		5.1%	17
Don't Know		17.3%	58
answered question			335
skipped question			50

66. 17. During the past two years have you visited the Comcast Service Center at the Kenhill Center?

		Response Percent	Response Count
Yes		23.2%	81
No		76.8%	268
answered question			349
skipped question			36

67. 18. How important is it to you that Comcast operate a full-service office in Bowie?

		Response Percent	Response Count
Very Important		15.4%	52
Important		15.7%	53
Not Important		39.6%	134
Don't Know		29.3%	99
answered question			338
skipped question			47

68. 19. Are you satisfied with the contract terms offered by cable providers?

		Response Percent	Response Count
Yes		44.8%	148
No		33.6%	111
Don't Know		21.5%	71
answered question			330
skipped question			55

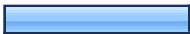
69. 20. Do you think existing customers should be eligible for new promotional offers?

		Response Percent	Response Count
Yes		86.2%	294
No		1.8%	6
Don't Know		12.0%	41
answered question			341
skipped question			44

70. 21. Do you know that you can contact the City to file a service complaint about your cable provider?

		Response Percent	Response Count
Yes		19.2%	65
No		80.8%	274
answered question			339
skipped question			46

71. 22. Do you watch the City Government channels (Comcast 71 and 78, Verizon 10 and 12)?

		Response Percent	Response Count
Yes		27.3%	94
No		72.7%	250
answered question			344
skipped question			41

72. 23. Do you watch the Baltimore News on the City's Government channels (Comcast 78 and Verizon 12)?

		Response Percent	Response Count
Yes		12.5%	43
No		87.5%	302
answered question			345
skipped question			40

73. 24. Do you watch the City's Public Access channels (Comcast 77 and Verizon 11)?

		Response Percent	Response Count
Yes		23.4%	80
No		76.6%	262
answered question			342
skipped question			43

74. 25. As part of the franchise renewal process, the City will invite residents to participate in focus groups to evaluate the current franchise and to solicit input as to what the new agreement should contain. Would you be interested in serving on a focus group?

		Response Percent	Response Count
Yes		10.6%	36
No		89.4%	303
answered question			339
skipped question			46

75. If yes, please provide contact information**Response
Count**

32

answered question

32

skipped question

353

76. a. How long have you lived in Bowie?**Response
Count**

380

answered question

380

skipped question

5

77. b. Please provide the name of your subdivision or neighborhood.**Response
Count**

368

answered question

368

skipped question

17

78. Comments:**Response
Count**

41

answered question

41

skipped question

344

May 2012 Resident Survey Comments

Considering relocating to Crofton or Edgewater because the Middle School and High School need such improvements. Many are leaving Bowie for this reason.

Police Officers talk on their cell phones when driving.

Cable Service - 16. I guess they are OK. I hate them all. Need to work on prices

City Services - 1f. Still experiencing poor water quality on Medina Lane.

City Services - 1a. Need to catch some of the cats and dogs running around. 1d. I keep calling about property of M.V. Construction and nothing is ever done.

Police Services - Set speed traps please - especially on 197 before and after cameras at Rockledge Elementary. Cable Service - 19. Rates too high.

City Services - 1r. Intermittent discolored water in Meadowbrook. City Events - 9e. Too many politicians.

Cable Service - 16h. Provider prefers to handle over the phone.

Cable Service - In the past, when Comcast came to the neighborhood to make repairs on cable, they have done a terrible job replacing sod/grass during repairs. Cable boxes in yards are ugly.

Police Services - 3. Unresponsive and unavailable.

This survey should have a space to explain why you answered some of the questions the way you did.

City Services - 1d. Can you please do something about trash out 5 days in advance or cars driven and parked on lawns, and grass cuttings out in the street.

Cable Service - Comcast was awful.

Cable Service - Use roof antenna. We had to try to get Comcast to remove the Unused cable that broke when neighbor's tree fell into our yard. They did not respond. City should get rid of Comcast if at all possible. M. McCloud, 1103 Pennypacker.

1d. Code Compliance - capricious 1i. Park Maintenance - allows ivy and kudzu to grow unchecked.

Don't appreciate the humongous and ugly boondoggle of a city hall.

Property taxes too high in Prince George's County - want to leave. Police Services - Crime is bad here. Cable Service - All are bad/ripoffs

9e. Memorial Parade - too political

14. Comcast and satellite won't provide us service because of trees.

1k. - Would like to see smaller recycling bins for elders. Large bins too hard to get to curb.

1d. Code Compliance - Very inconsistent - 13503 Ivy Way, 3719 Irongate Lane.

Police Services - I know they exceed the speed limit most of the time driving thru Bowie - they are not in pursuit either. Cable Services - Comcast - 16c. Movies are always repeats. 16d. Bill

continually goes up for same service. It is ridiculous to have to pay \$95.45 a month just to have TV service for one TV (standard service) when the few decent channels are repeats all the time.

Cable Service 14. Switch around for price! 16f. Friendliness over the phone not so good.

1d. Code Compliance - Contractors need to demo abandoned wiring. 1o. Street Cleaning - Have only seen done 1 time in 3 years. 1q. Streetlight Maintenance - Several pole lights need junction covers. Cable Service - 16d. They keep changing the bill language. 16h. They don't work to accommodate your schedule - they forget they work for the customer.

Cable Service: I had VERY BAD service with Comcast. I have had no problems with Verizon.

Seniors need affordable health clinic.

1a. Animal Control - Need to enforce no pitbulls at dog park or in County. Police Services - Need more enforcement of laws - 1. Speeding and all illegal driving practices. 2. Drug deals being made every weekend and calls to police get not attention.

Cable Service 15. Overpriced for the service.

City Services - 1l. trash left in can after pickup

Cable Service - 16h. You get help over phone not service.

City Events - 9f. Need more patriotic participation and less politicking.

City Services - 1f. It would be nice to have one pickup scheduled later in Dec. to get the leaves of trees that are late to lose them. 1r. Discolored water - yellow/brown - often in the supply of water in Long Ridge section.

Cable Service - 15. In a contract and can't change back to Comcast yet.

12. Please stop delivering newspapers! This should be by paid subscription only! I do not want any tax dollars I am charged subsidizing print media!

Customer Service - 7b. In person visit window #2.

Next time, offer this online and save some trees please.

See attached sheet.

City Events - 9e. Memorial Parade - Politicians! Yuck!

1. City Services - Our trash collection folks are amazing. 14. Directv

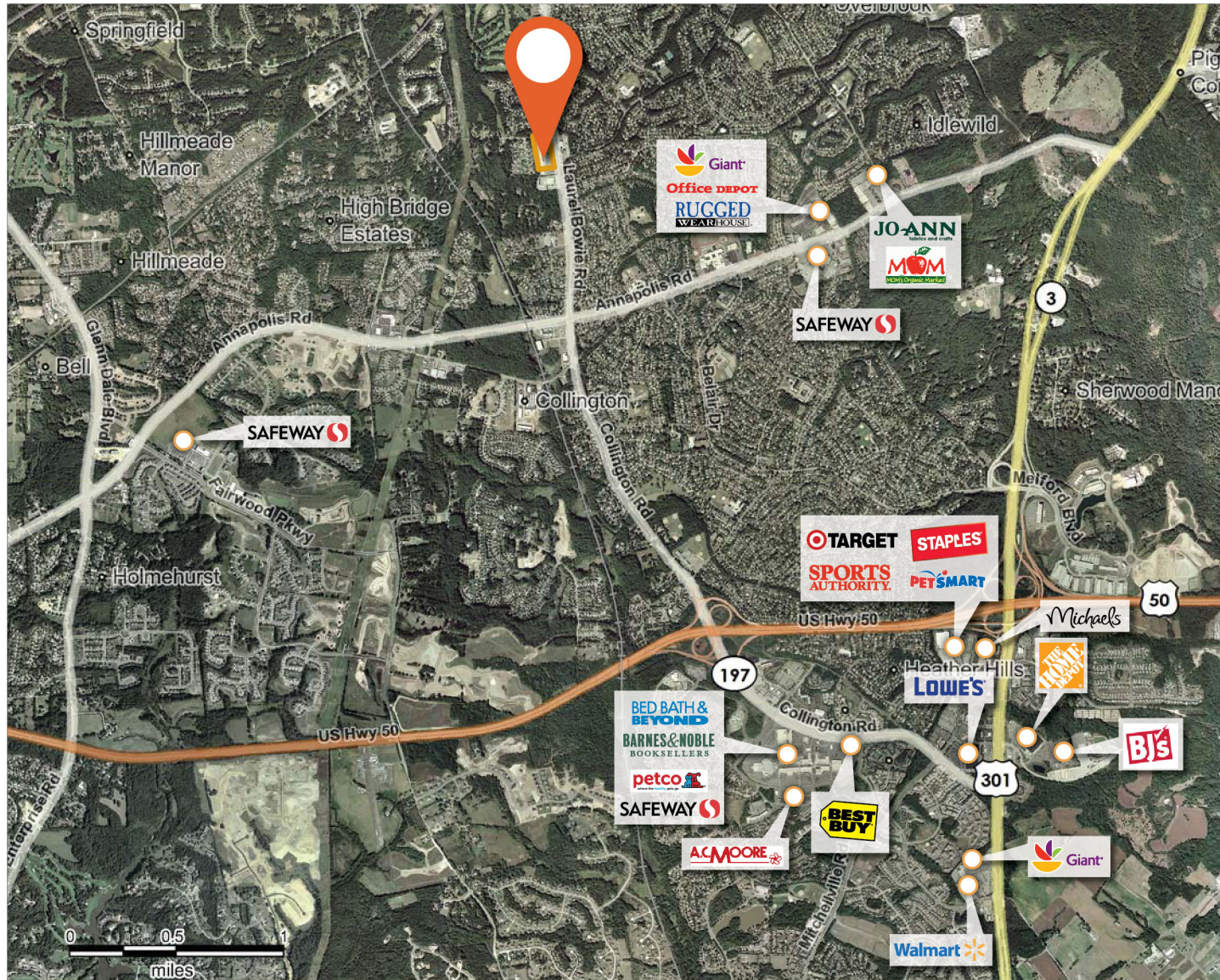
Police Services - It is not professional for Bowie cops to wear ball caps - does not promote respect. Don't need 3 cars to conduct traffic stops.

14. Husband is service tech.

Bowie, MD 20715

Bowie Plaza

6824 Laurel-Bowie Road



CVS/pharmacy

SUBWAY

M&T Bank

Center Information

3-Mile

■ Square Footage	102,903
■ Population	48,578
■ Avg. Household Income	\$119,282
■ Estimated Households 2017	16,488
■ Vehicles per Day	26,290

Features

- Strong residential demographics including a household income of \$114,000+ and a median property value of \$299,000+ within a 3-mile radius
- Good visibility for all spaces and signalized access on Laurel Bowie Rd (Route 197)
- 26,290+ VPD off Laurel Bowie Rd and Millstream Drive



Bowie, MD 20715

Bowie Plaza

6824 Laurel-Bowie Road

Center Size 102,903 SF

Available Space

22A 2,200 SF

Current Retailers

01	BOWIE CUSTOM BATH & TILE, INC.	2,120 SF
02	DENTAL CARE OF BOWIE	2,160 SF
03	SHERWIN WILLIAMS	4,266 SF
04	T.J. ELLIOTT'S	4,266 SF
05	RAINBOW CITY	4,000 SF
06	FITNESS 4 LESS	21,750 SF
07	MATTRESS PLUS MORE	2,400 SF
08	BOWIE PLAZA SHOE REPAIR	1,200 SF
09	GREAT NAILS	1,800 SF
10	STAR DRY CLEANERS	3,150 SF
11	BOWIE LIQUORS	2,250 SF
12	ONEMAIN FINANCIAL	1,800 SF
13	CVS	15,000 SF
14	THE CAKE COURTESAN	1,620 SF
15	SUBWAY	1,820 SF
16	VISIONS HAIR STUDIO	1,200 SF
17	TOWN & COUNTRY	900 SF
18	DOLLAR GENERAL	9,400 SF
21	ASIA TASTE RESTAURANT	3,300 SF
22	FREESTYLE FISH AND CHICKEN	2,033 SF
22B	A PLUS ACADEMY TAE KWON DO	4,400 SF
23	PEEPER'S FAMILY EYE CARE	2,400 SF
26	DUNKIN DONUTS	1,600 SF
27	BURGER KING	2,368 SF
28	M & T BANK	3,500 SF



AVAILABLE LEASED NAP (NOT A PART)

Rev. 07/23/12

Regency
Centers.

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This site plan is not a representation, warranty or guarantee as to size, location, identity of any tenant, the suite number, address or any other physical indicator or parameter of the property and for use as approximated information only. The improvements are subject to changes, additions, and deletions as the architect, landlord, or any governmental agency may direct or determine in their absolute discretion.