

# City of Hyattsville Community Survey Executive Presentation

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April 2025



**Opinion Research on  
Elections and Public Policy**



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# City of Hyattsville– Community Survey

## Survey Methodology\*

	Survey Details
Mode	Phone (landline and mobile) Online (mail, email and text-to-web)
Language	English and Spanish
Length	15 minutes
Target Respondents	City of Hyattsville residents
Survey Fielding	January 15 – February 27, 2024
Margin of Error	+/-4.1%
Survey Participants	605

### Sample

The sample was secured using consumer data. We sent mail, called, emailed, and texted residents. We matched the demographics of City of Hyattsville residents.

### Data Collection Explained

Interviews were conducted with live U.S.-based interviewers by phone (26%) and online survey methods (74%). Phone participants were interviewed through landline (6%) and mobile (94%) calls. Online participants were email (13%) and text message (87%) to access the survey by computer, tablet, or smart phone. Respondents were also invited to complete the survey by mail either through a paper copy or online (42%).

Respondents in all modes chose their preferred language, English (94%) or Spanish (6%).

Security measures precluded individuals from completing the survey more than once.



Probolsky Research is a Latina- and woman-owned market and opinion research firm with corporate, election, government, and non-profit clients.

\*Due to rounding, totals shown on charts may not add up to 100%

# Key Findings

- Hyattsville is in line with regional benchmarks; residents are **highly satisfied with the City as a place to live (84%) and sense of community (75%)**.
- A majority feel the City government **addresses issues that are important to them (57%)** and that City **government is transparent (57%)**.
- **Communications are rated positively with 78% satisfaction** with quality and effectiveness of City communications, an overall upward trajectory. **80% indicate they know how to receive City communications**, and the top source preference are **City emails and/or text messages**.
- **Relationships between the police department and residents remains steady**, though there is opportunity to improve levels of communication. **68% of residents feel safe** in the City.
- There is some level of dissatisfaction with traffic flow (32%) and speeding prevention (32%).
- There are **marked improvements** over time in evaluation of infrastructure such as **maintenance of streets and sidewalks, street lighting, sidewalk availability, and parking availability**.
- Residents are largely **satisfied with parks, recreation, and City events & celebration opportunities**.
- **A majority are satisfied with the variety of restaurants/bars (67%), shops and stores (76%)**; affordable housing remains a concern.

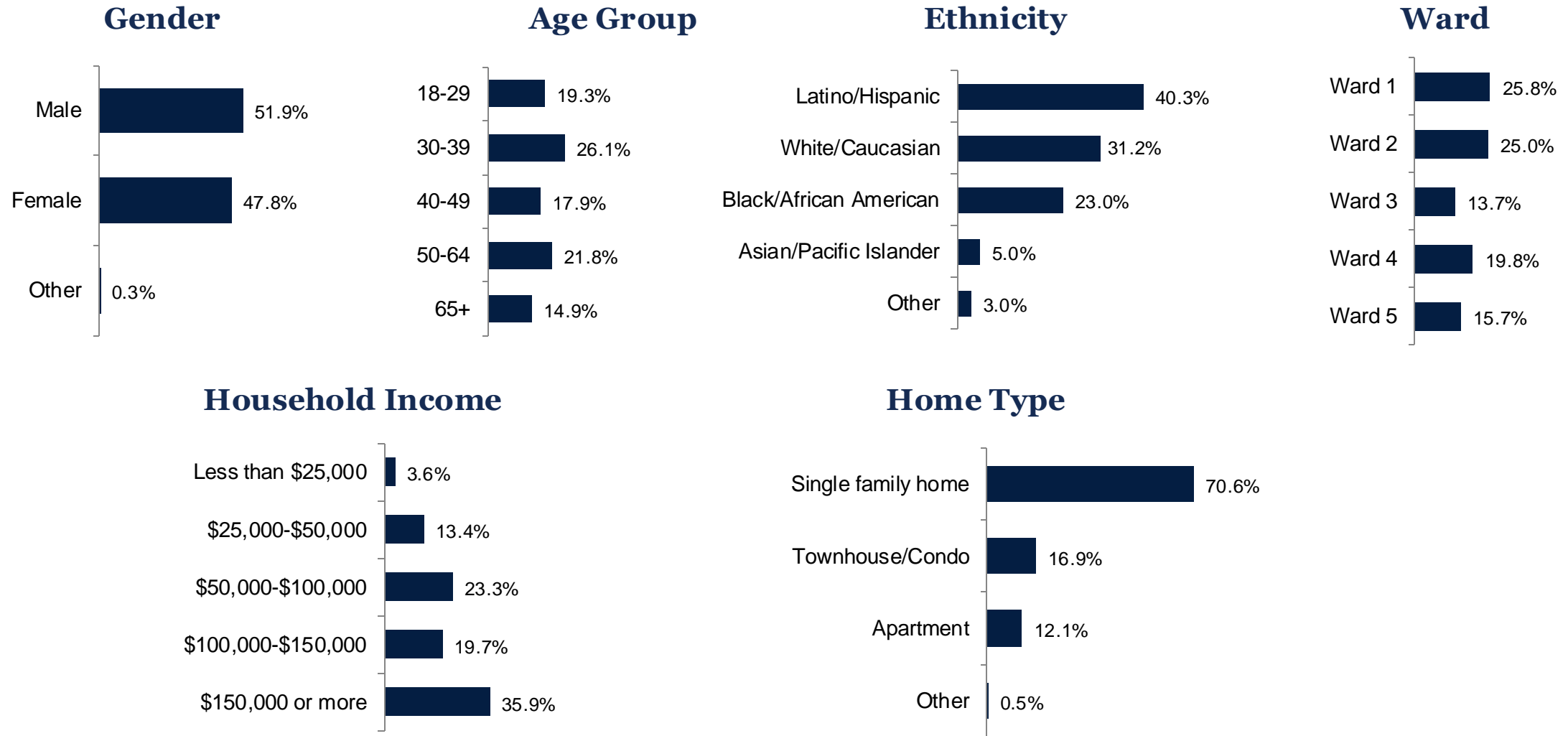
# Benchmark Comparisons

	City of Hyattsville (2025)	City of College Park (2022)	City of Takoma Park (2018)	City of Rockville (2024)	City of Alexandria (2024)	City of Falls Church (2025)	Town of Vienna (2018)	City of Fairfax (2016)	City of Annapolis (2023)	City of Manassas (2024)	City of Hampton (2022)	City of Norfolk (2024)	City of Charlottesville (2018)
Customer Service from Employees	Very satisfied or satisfied – 65%	Excellent or good – 79%	Excellent or good - 89%	Excellent or good – 84%	Very satisfied or satisfied - 63%	Excellent or good – 86%	Percent positive - 86%		Excellent or good - 72%	Very satisfied or satisfied - 69%	-	Very satisfied or satisfied – 44%	Excellent or good - 73%
Tax Dollar Value	Very satisfied or satisfied - 59%	Very satisfied or satisfied - 63%	-	Excellent or good – 63%	Very satisfied or satisfied - 44%	Satisfied or Very Satisfied - 79%	Percent positive - 68%		-	Very satisfied or satisfied - 42%	Very or somewhat satisfied - 47%	Very satisfied or satisfied 19%	Excellent or good - 57%
As a Place to Live	Very satisfied or satisfied – 84%	Excellent or good - 83%	Excellent or good - 91%*	Excellent or good - 93%	Excellent or good - 90%	-	-	Very satisfied or satisfied - 96%	Excellent or good - 80%	Excellent or good - 79%	Very or somewhat satisfied – 69%*	Excellent or good - 55%	Excellent or good - 87%

\*Question comparison was to Quality of Life in Takoma Park, Fairfax, and Hampton

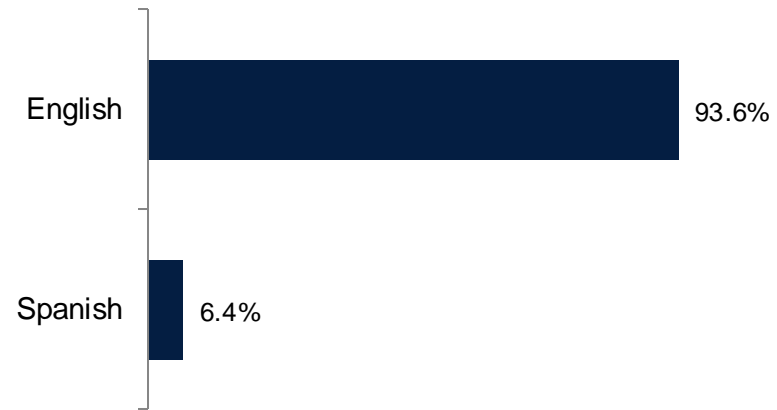
# Demographics

# Respondent demographics by gender, age group, ethnicity, ward, household income, and home type

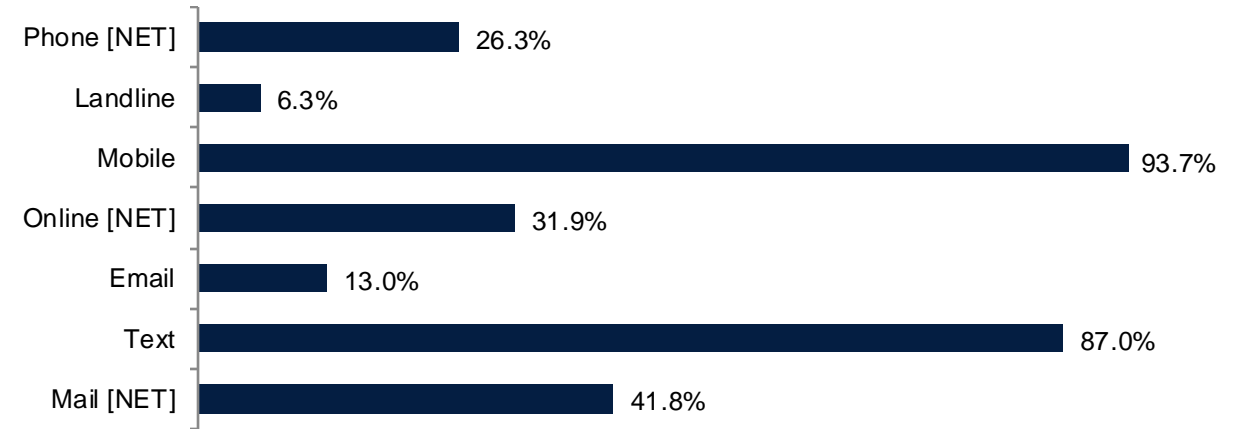


# Respondent demographics by survey language and survey mode

## Survey Language

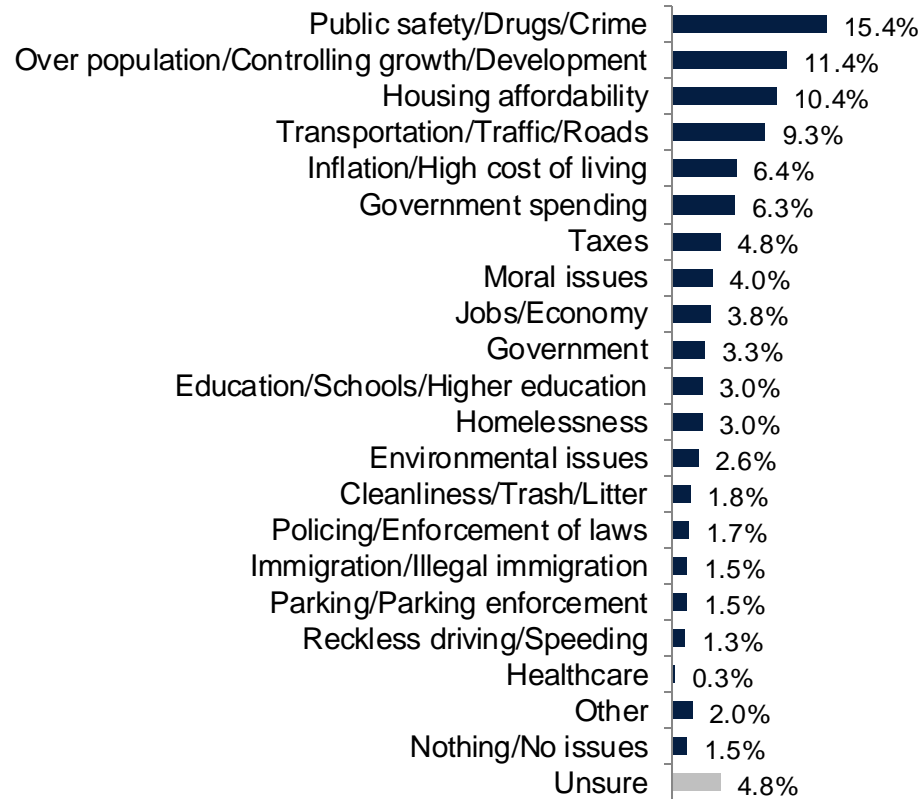


## Survey Mode



# Public safety/Drugs/Crime are the top-of-mind issues for Hyattsville residents

Question 16: In your own words, what do you feel is the most important issue facing Hyattsville today?  
[OPEN-ENDED QUESTION]



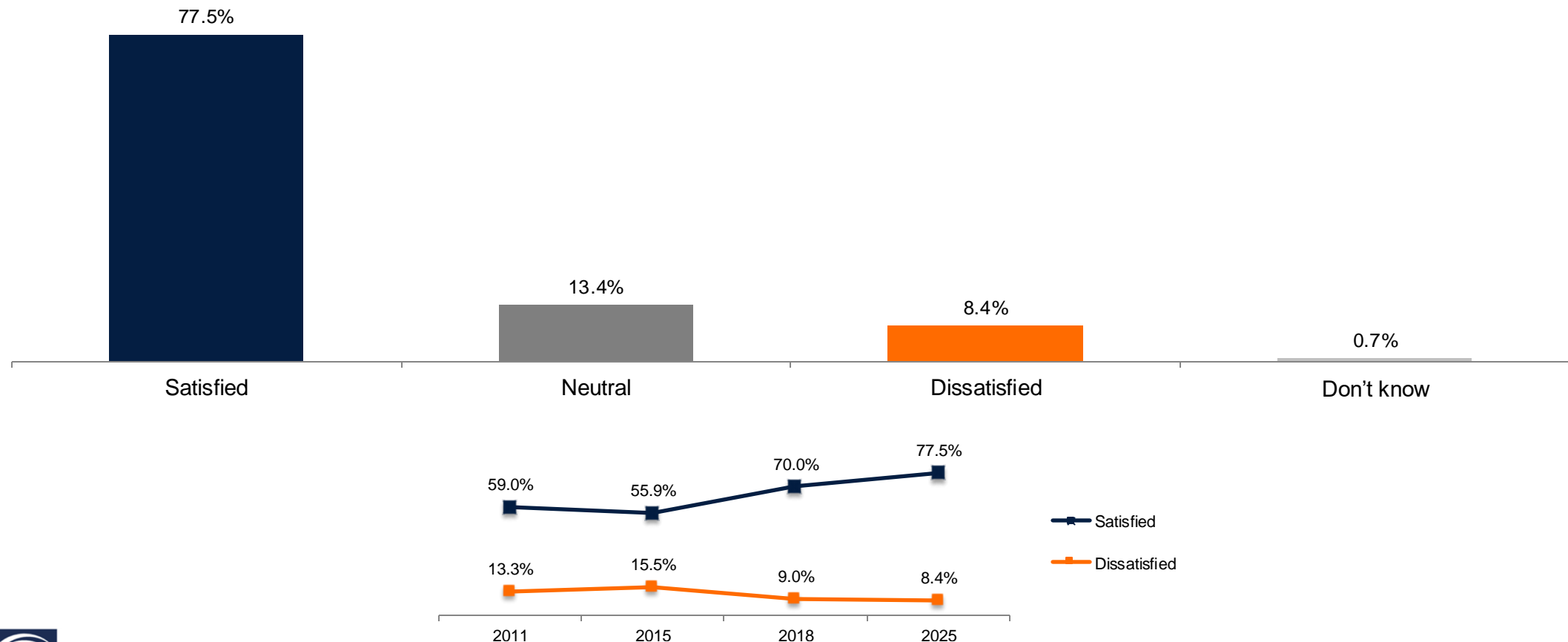


# City Government

# 78% are satisfied with the overall quality and effectiveness of City communications with the public

Question 1: Please rate how satisfied you are with each of the following.

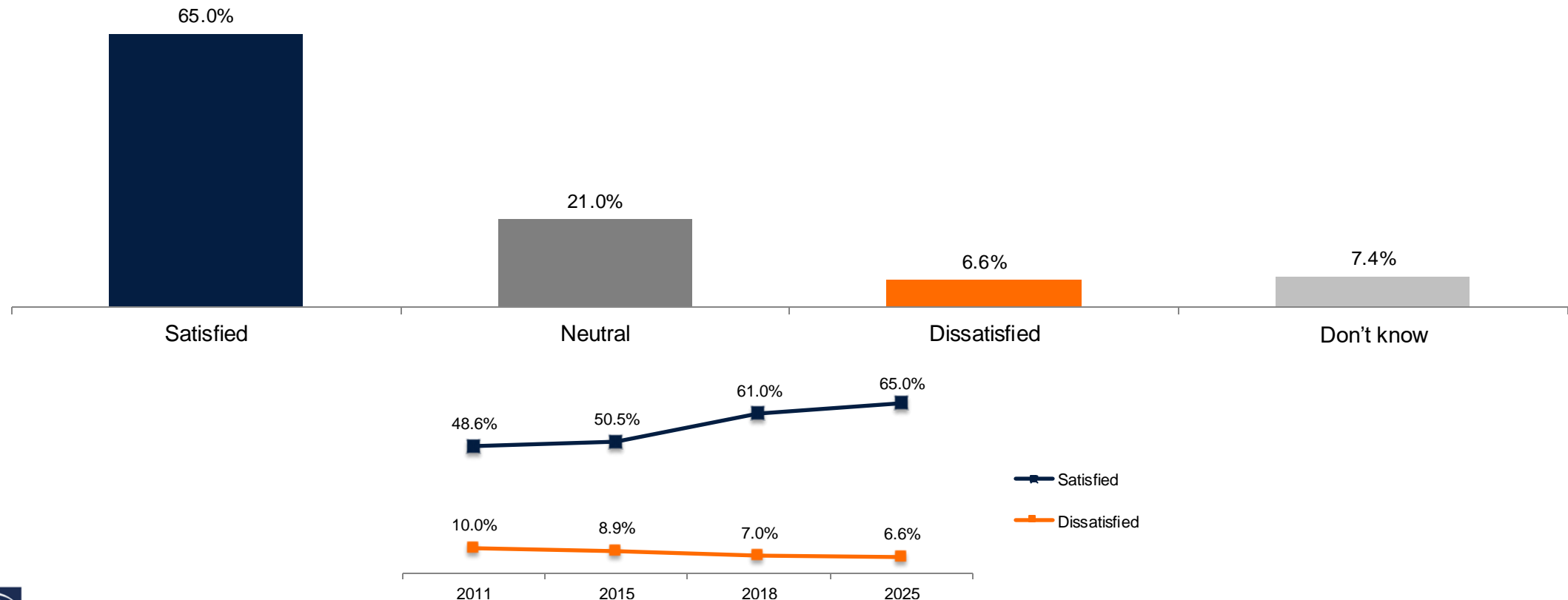
## Overall quality and effectiveness of City communications with the public.



# 65% are satisfied with the overall quality of customer service from City employees

Question 2: Please rate how satisfied you are with each of the following.

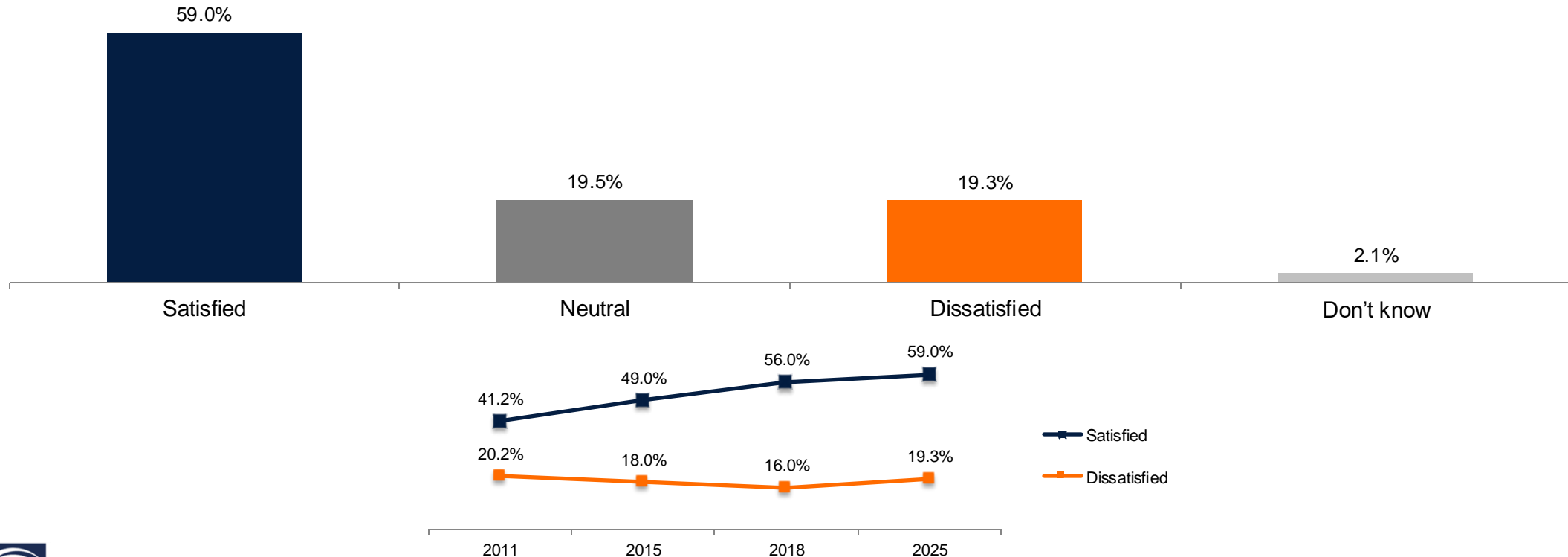
## Overall quality of customer service from City employees.



# 59% are satisfied with the overall value they receive from the City for the taxes they pay

Question 3: Please rate how satisfied you are with each of the following.

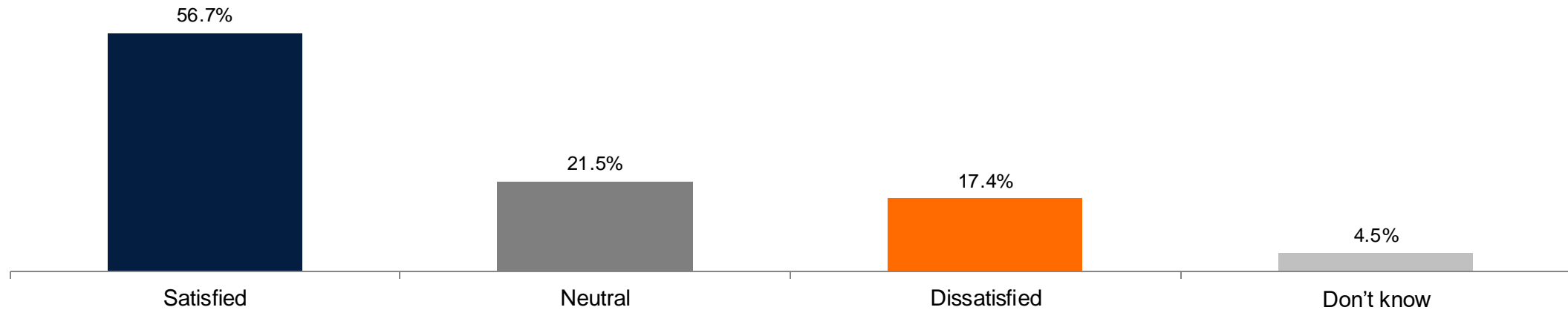
## Overall value you receive from the City for your taxes



# 57% are satisfied with the transparency of Hyattsville City government

Question 4: Please rate how satisfied you are with each of the following.

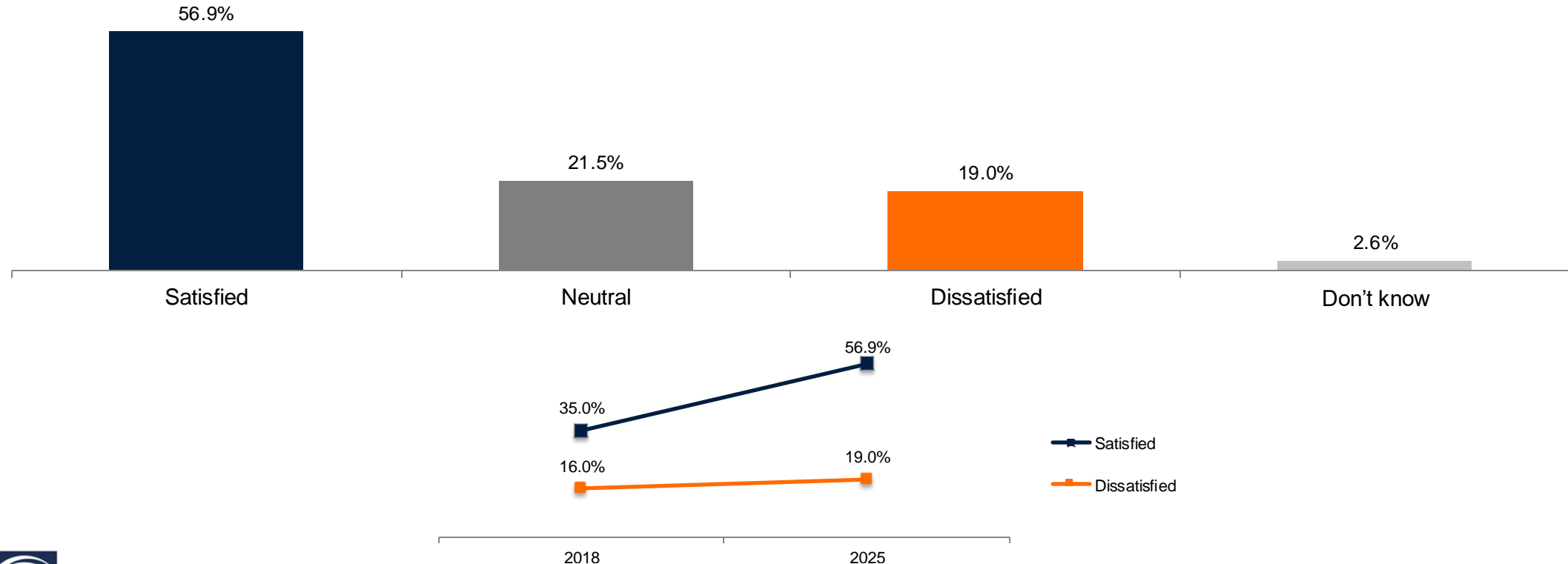
## Transparency of Hyattsville City government



# 57% are satisfied with the extent to which City government addresses issues that are important to you

Question 5: Please rate how satisfied you are with each of the following.

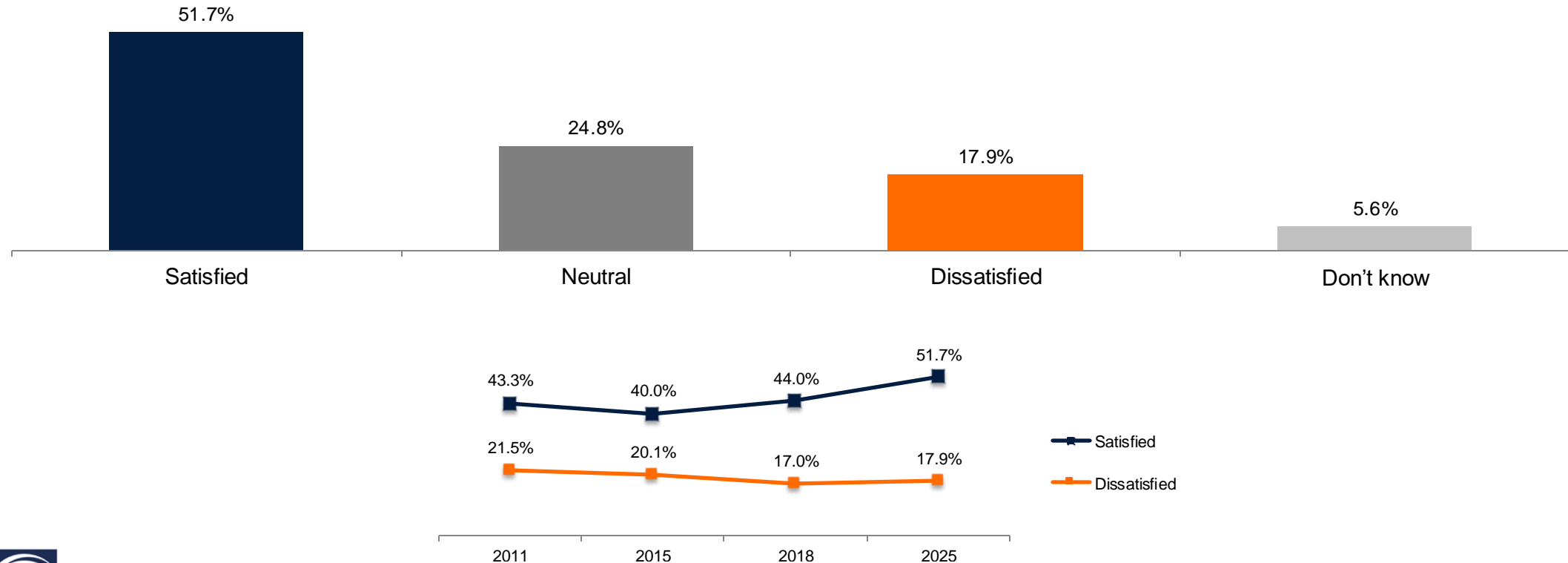
## The extent to which City government addresses issues that are important to you



# 52% are satisfied with the overall enforcement of City codes and laws

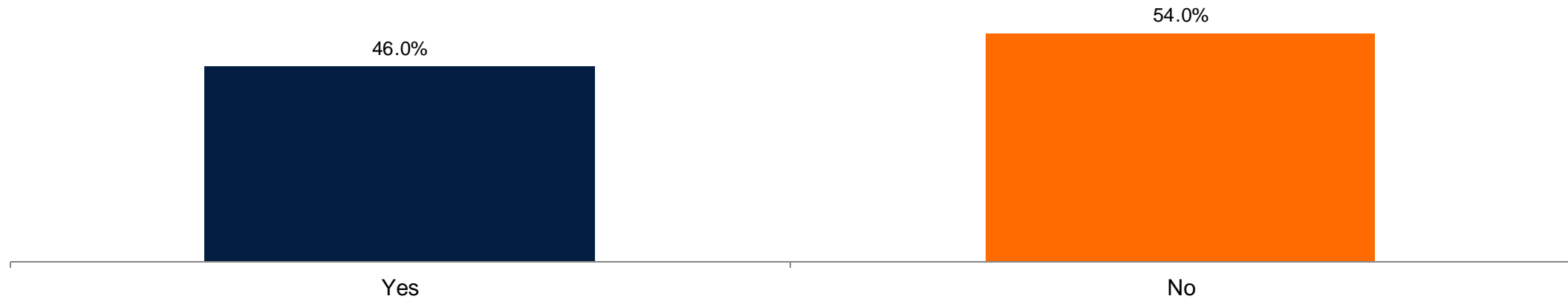
Question 6: Please rate how satisfied you are with each of the following.

## Overall enforcement of City codes and laws



# 46% have contacted the City for a question or concern in the last 12 months

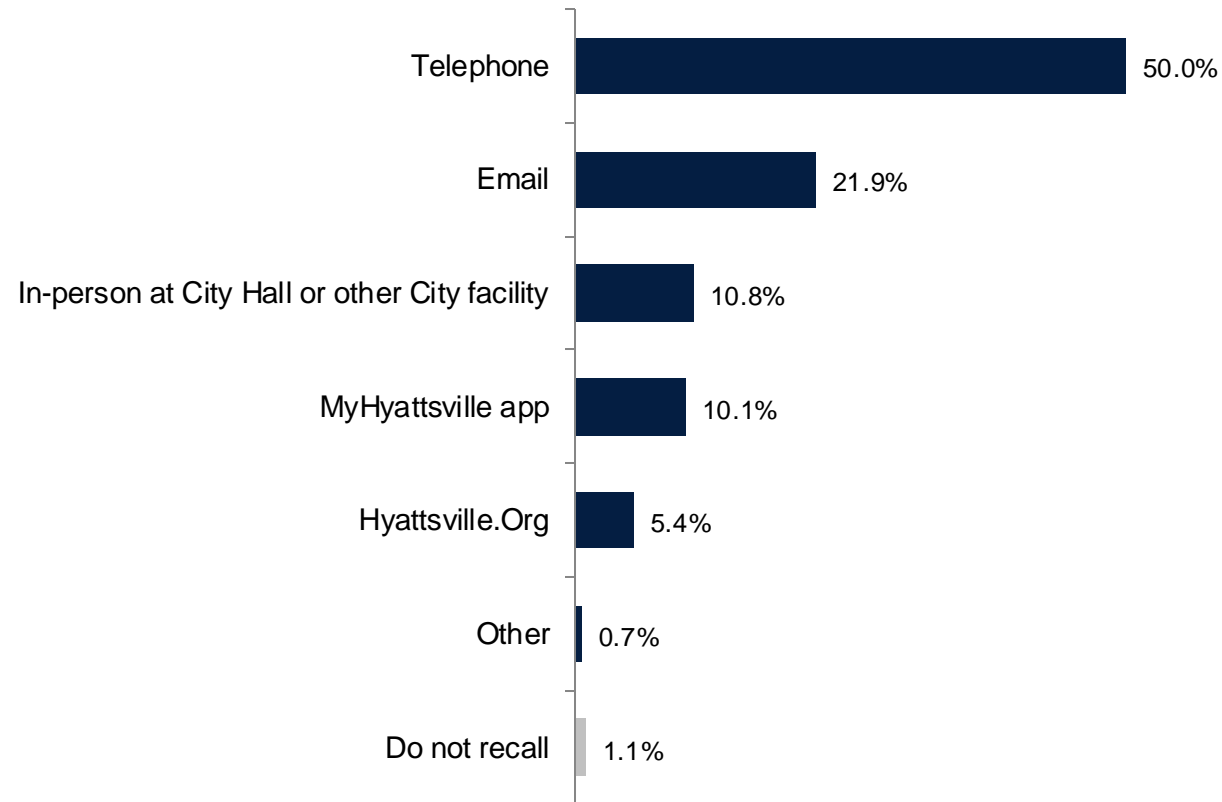
Question 7: Have you contacted the City for a question or concern in the last 12 months?





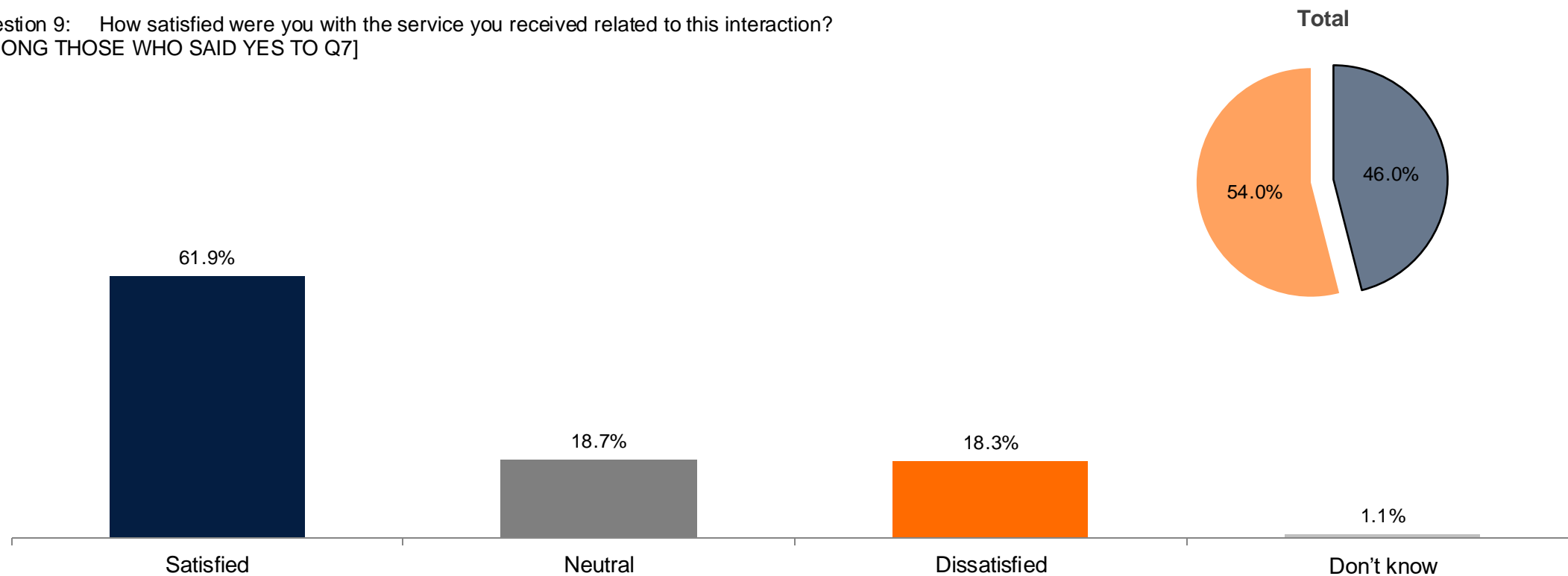
# 50% contacted the City via telephone

Question 8: How did you contact the City for this question or concern?  
[AMONG THOSE WHO SAID YES TO Q7]



# Among those who contacted the City, a big majority are satisfied with the service they received

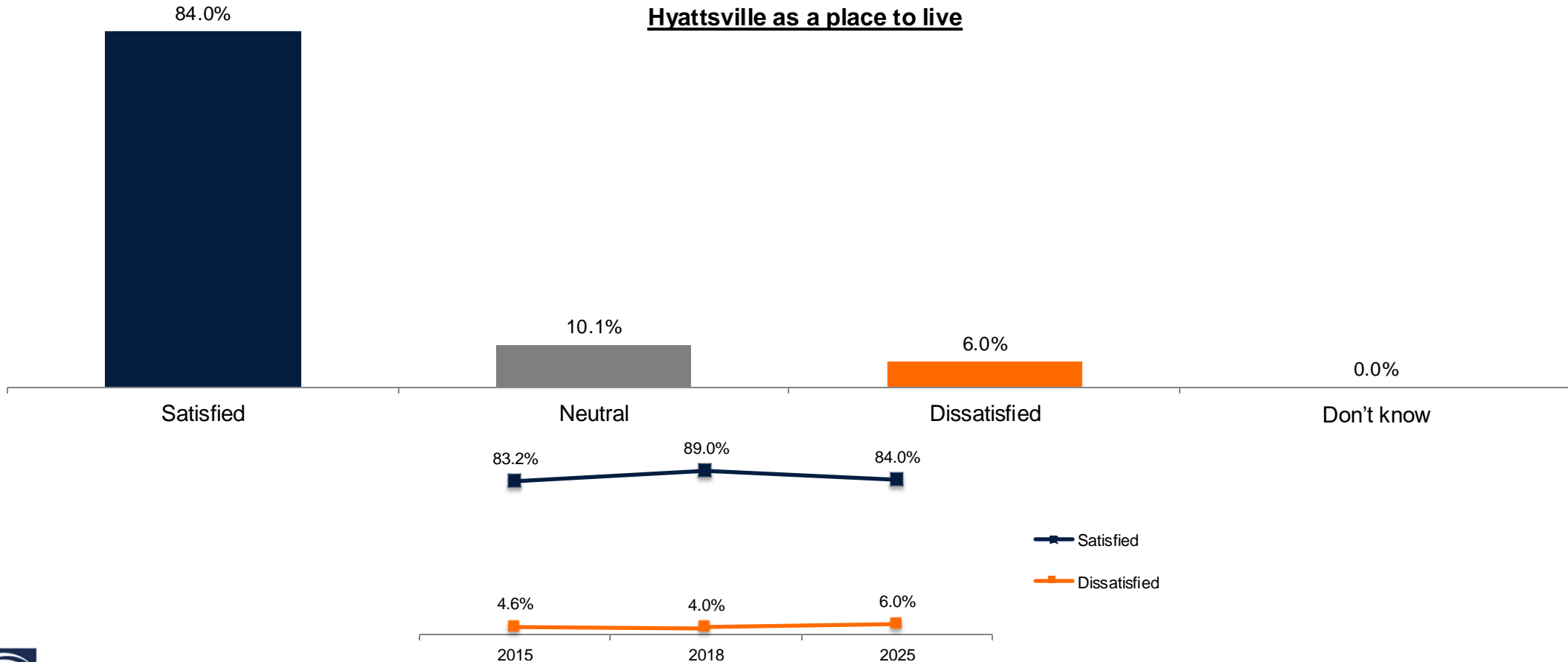
Question 9: How satisfied were you with the service you received related to this interaction?  
[AMONG THOSE WHO SAID YES TO Q7]



# Quality of Life

# 84% are satisfied with Hyattsville as a place to live

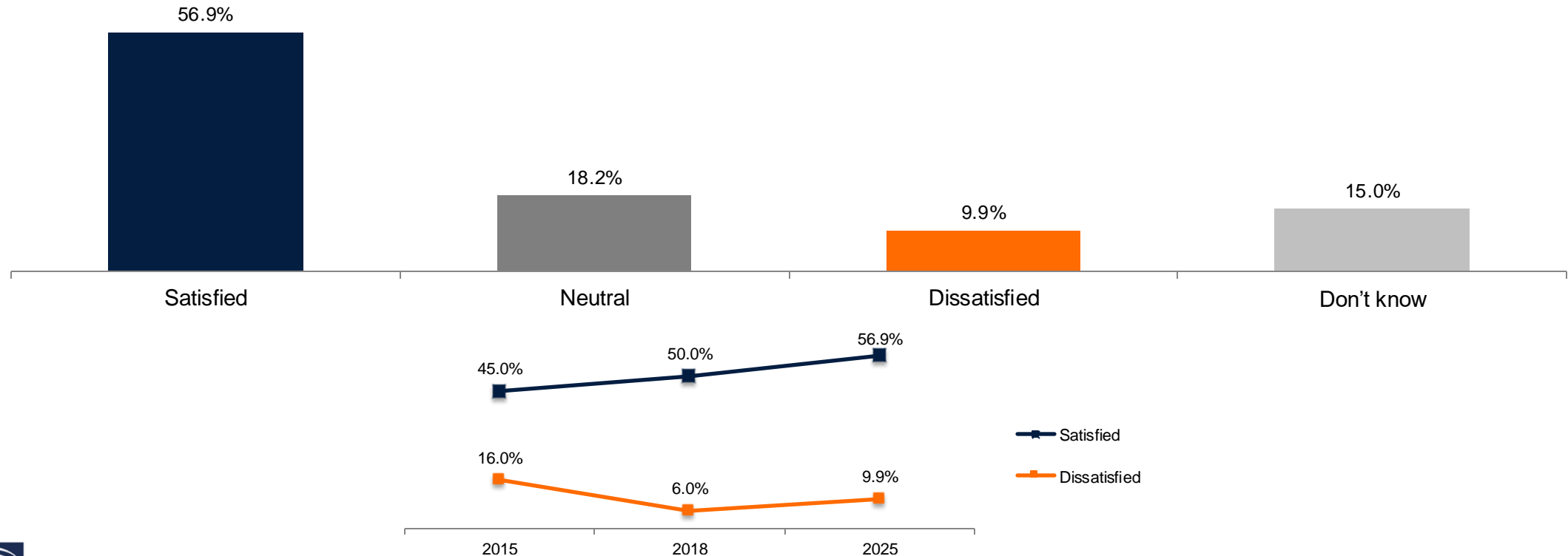
Question 10: Please rate how satisfied you are with each of the following.



# 57% are satisfied with Hyattsville as a place to raise children

Question 11: Please rate how satisfied you are with each of the following.

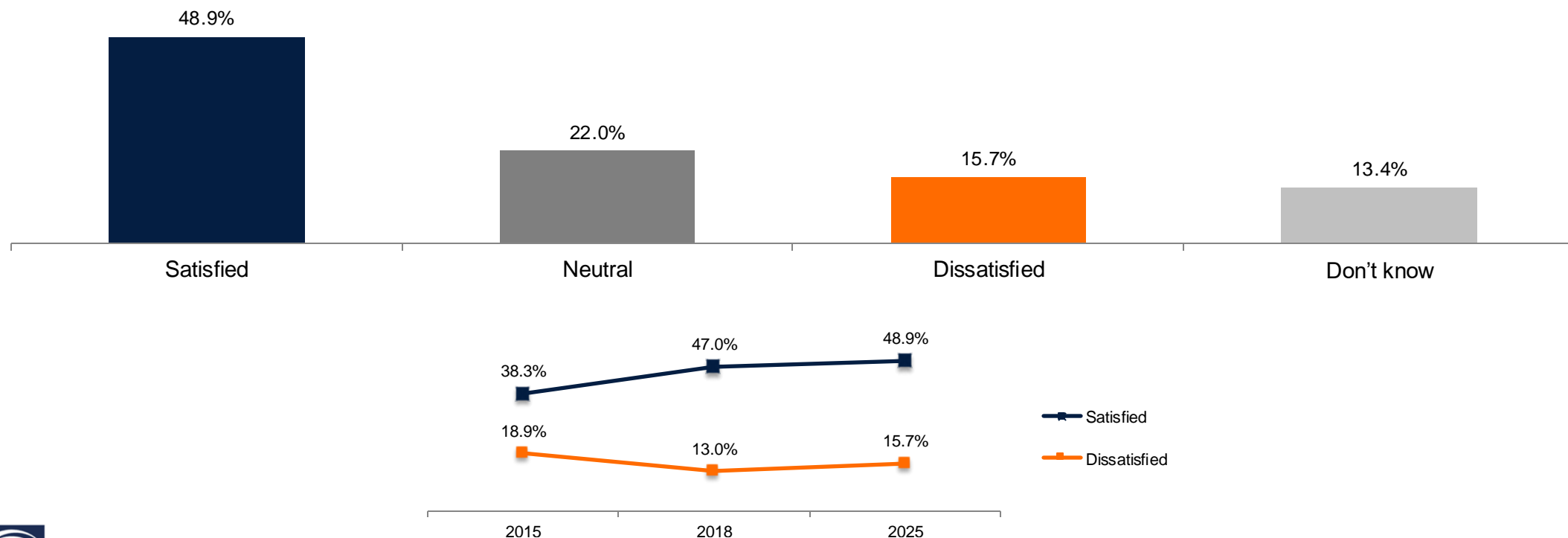
## Hyattsville as a place to raise children



# 49% are satisfied with Hyattsville as a place to retire and grow older

Question 12: Please rate how satisfied you are with each of the following.

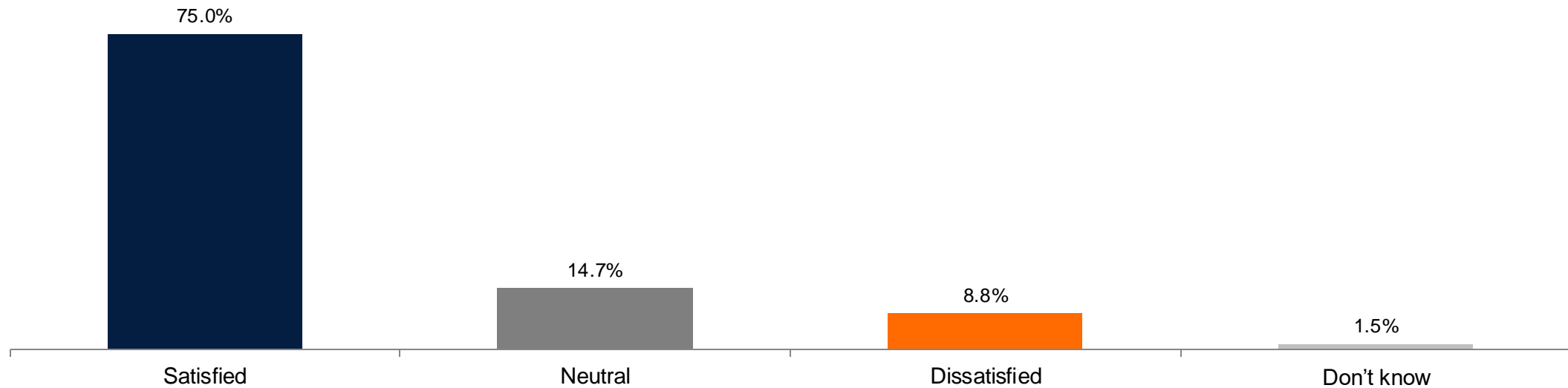
## Hyattsville as a place to retire and grow older



# 75% are satisfied with the sense of community in Hyattsville

Question 13: Please rate how satisfied you are with each of the following. Sense of community in Hyattsville.

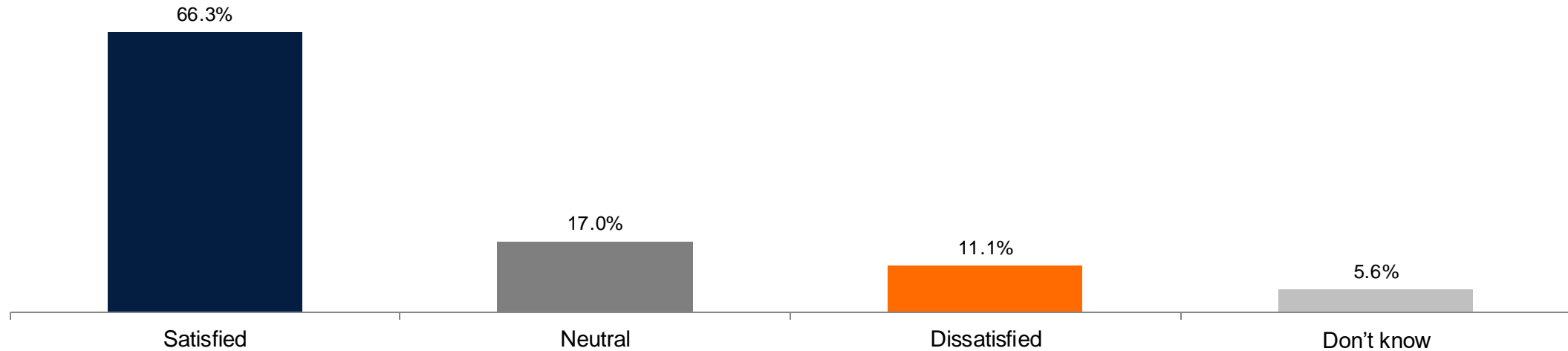
## Sense of community in Hyattsville



# 66% are satisfied with Hyattsville as a place that provides services to all residents in a fair and equitable way

Question 14: Please rate how satisfied you are with each of the following.

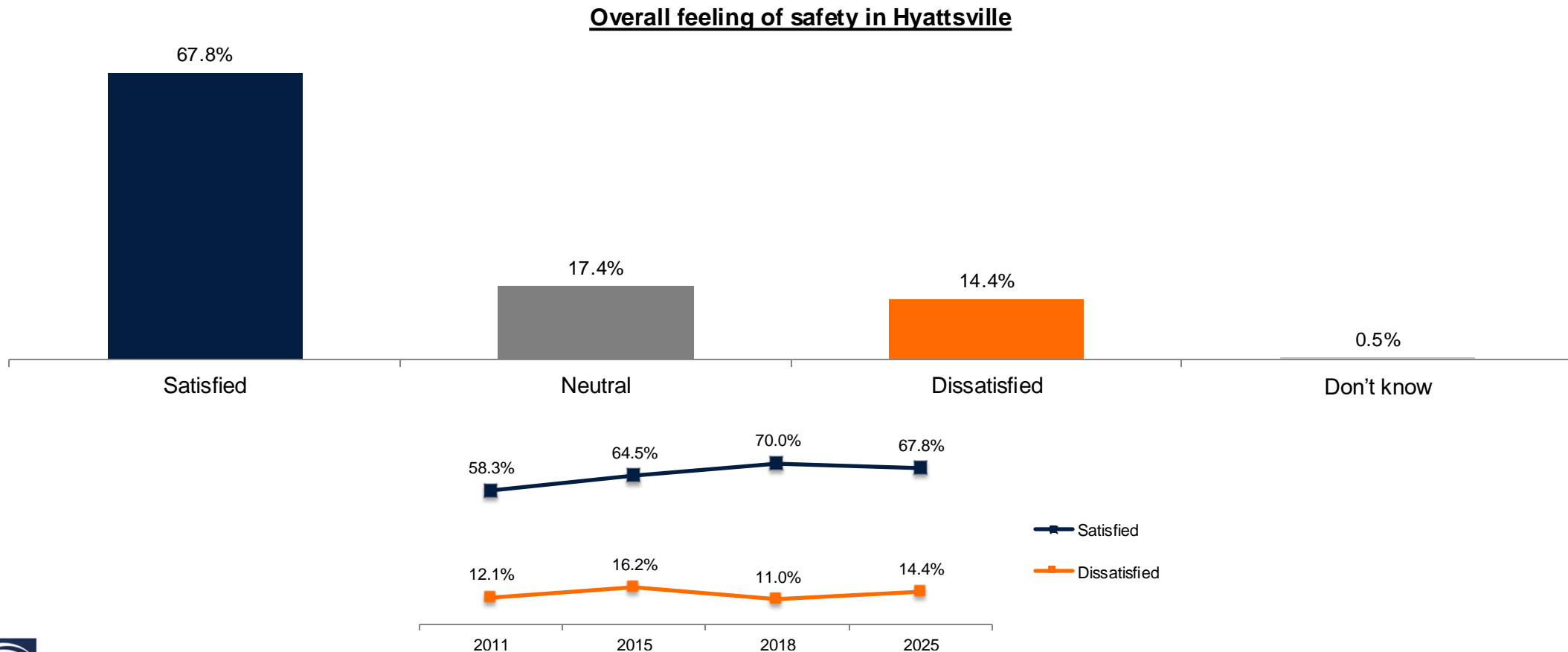
## Hyattsville as a place that provides services to all residents in a fair and equitable way





# 68% are satisfied with the overall feeling of safety in Hyattsville

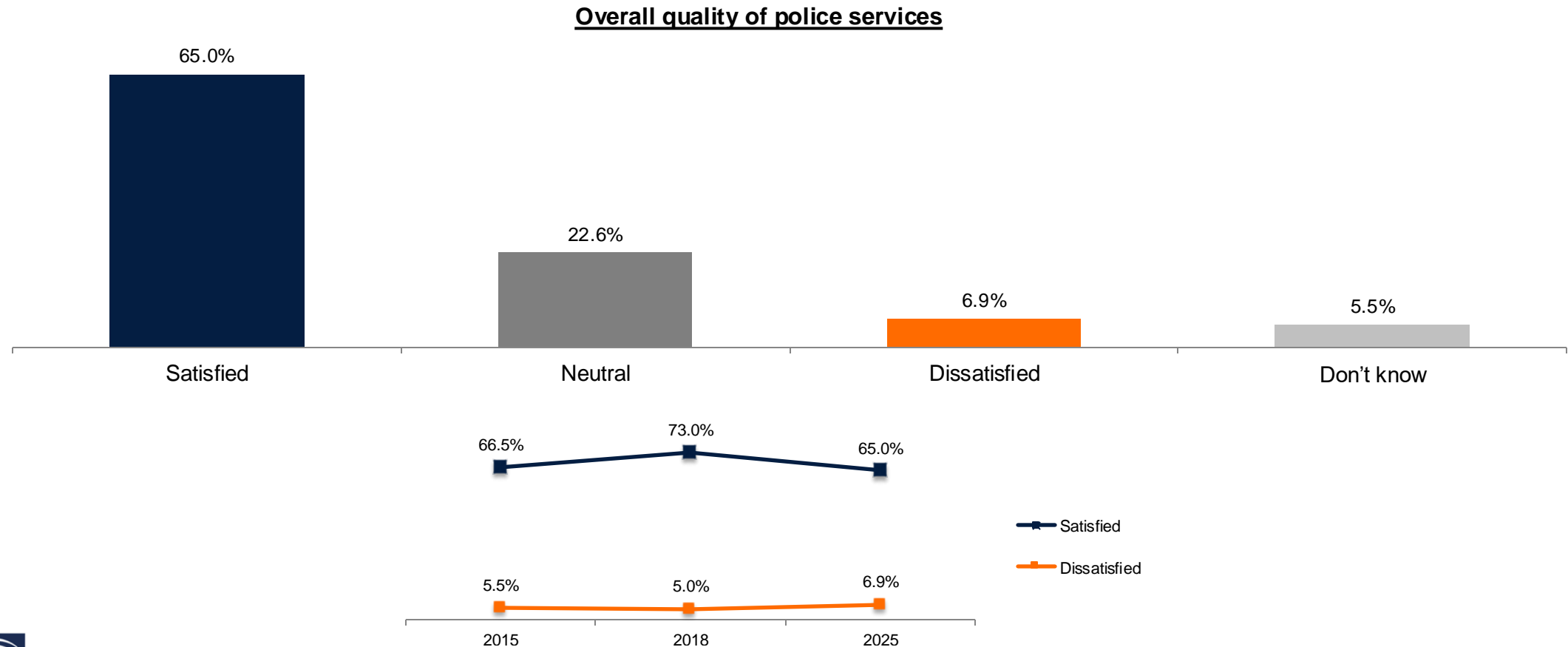
Question 15: Please rate how satisfied you are with each of the following.



# Police Service

# 65% are satisfied with the overall quality of police services

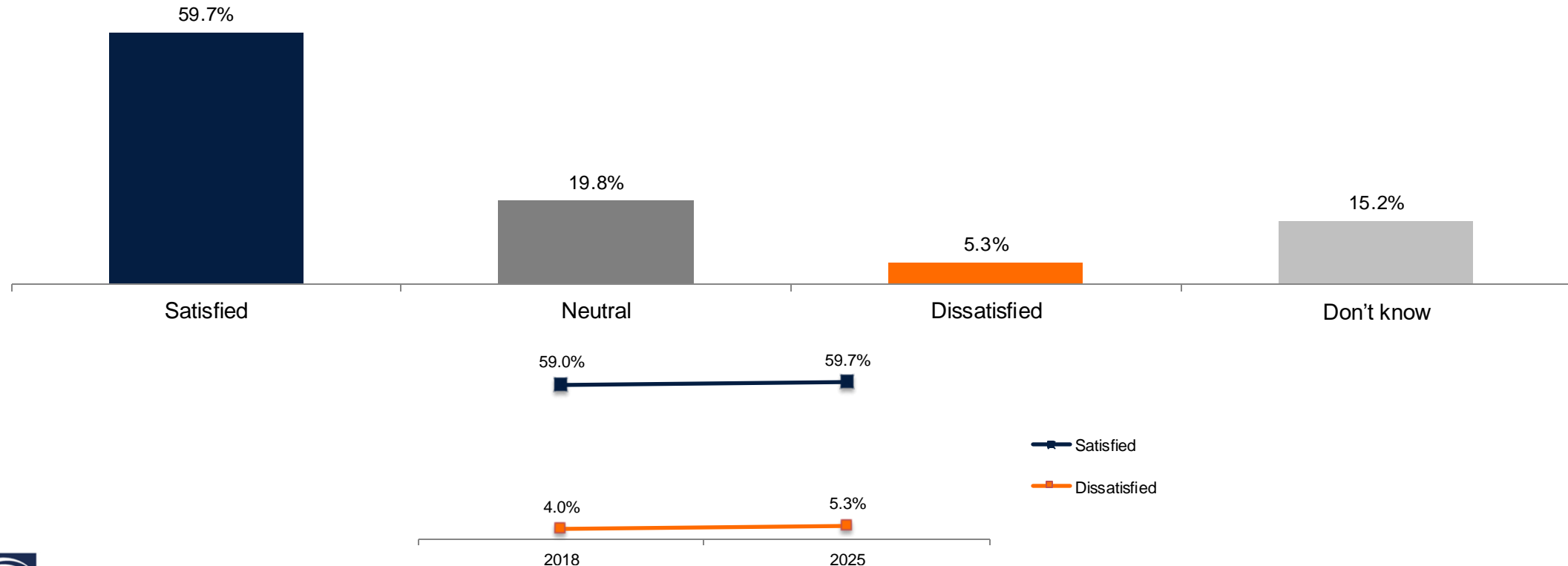
Question 17: Please rate how satisfied you are with each of the following.



# 60% are satisfied with Hyattsville police officers' treatment of all people fairly and respectfully

Question 18: Please rate how satisfied you are with each of the following.

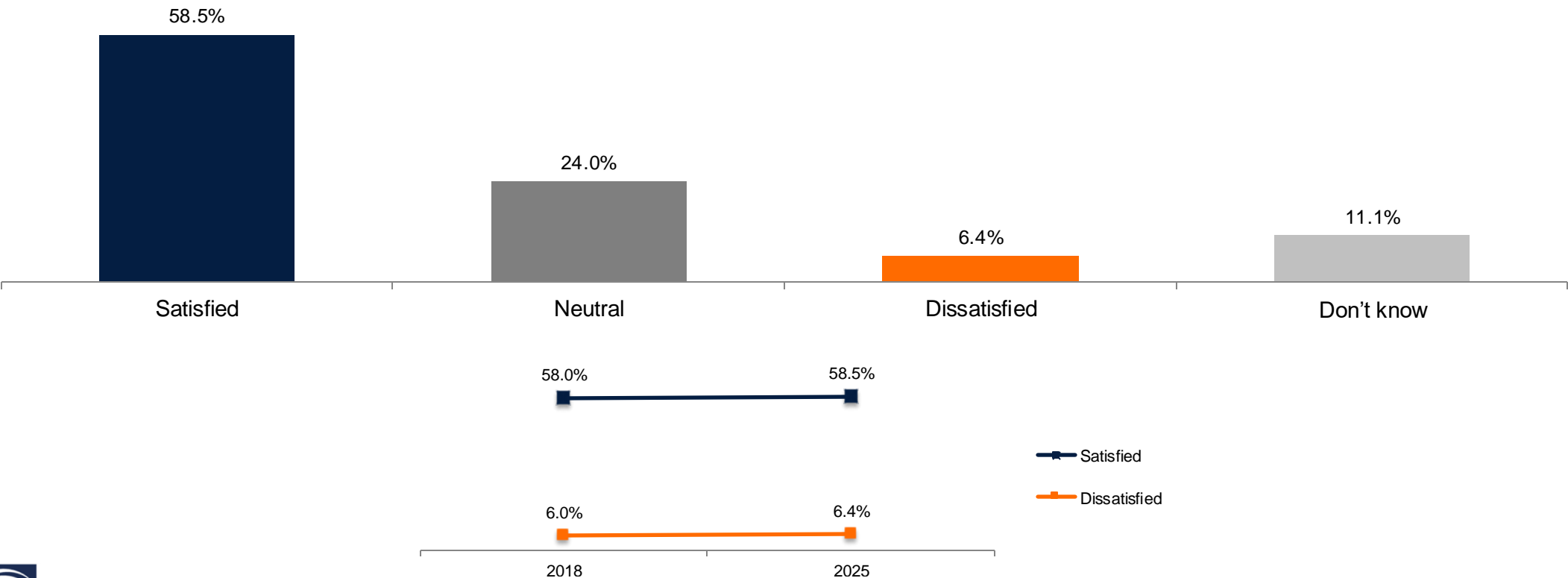
## Hyattsville police officers' treatment of all people fairly and respectfully



# 59% are satisfied with the level of trust between Hyattsville police and community

Question 19: Please rate how satisfied you are with each of the following.

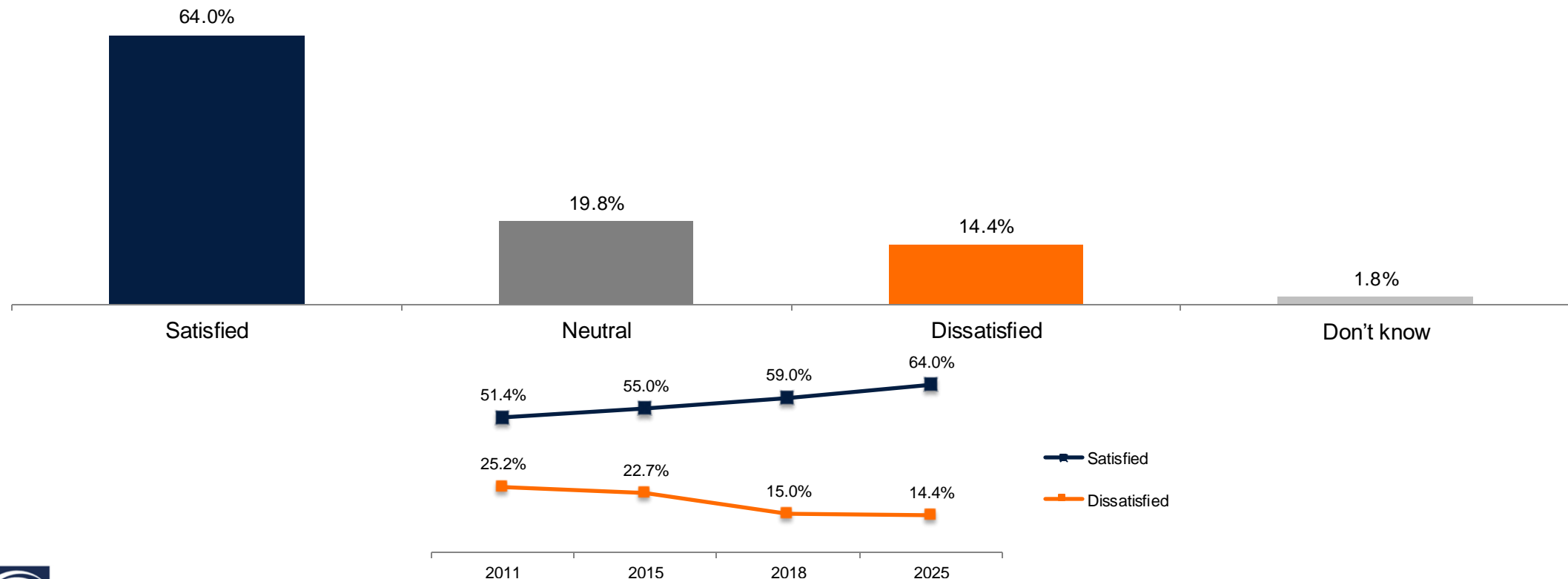
Level of trust between Hyattsville police and community



# 64% are satisfied with the visibility of police in your community

Question 20: Please rate how satisfied you are with each of the following.

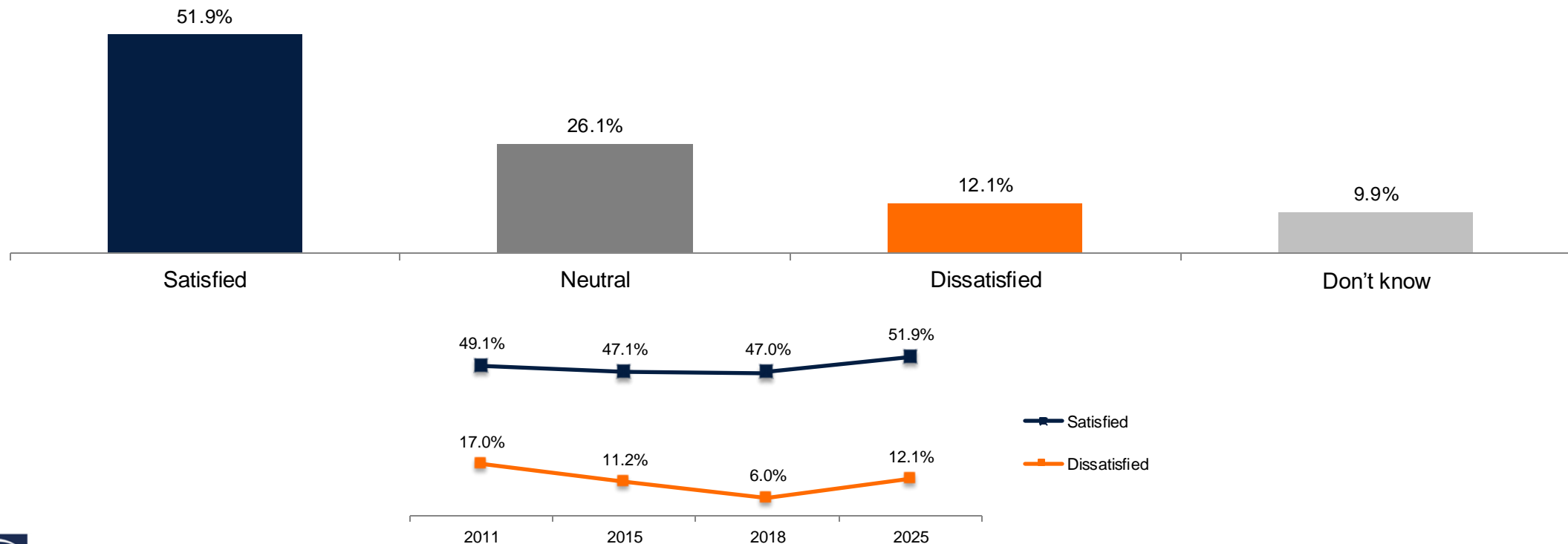
## The visibility of police in your community



# 52% are satisfied with the police department's efforts to prevent crime

Question 21: Please rate how satisfied you are with each of the following.

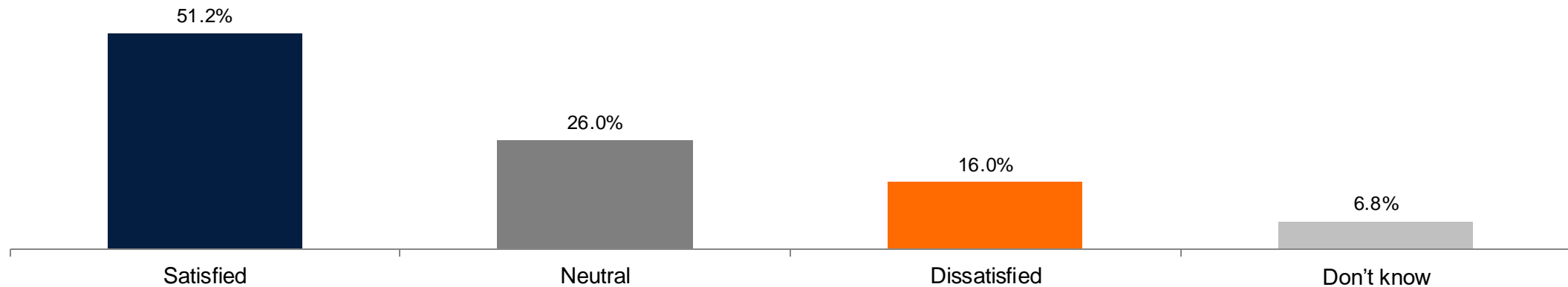
## The police department's efforts to prevent crime



# 51% are satisfied with the level of communication between the police department and the community

Question 22: Please rate how satisfied you are with each of the following.

## Level of communication between the police department and the community

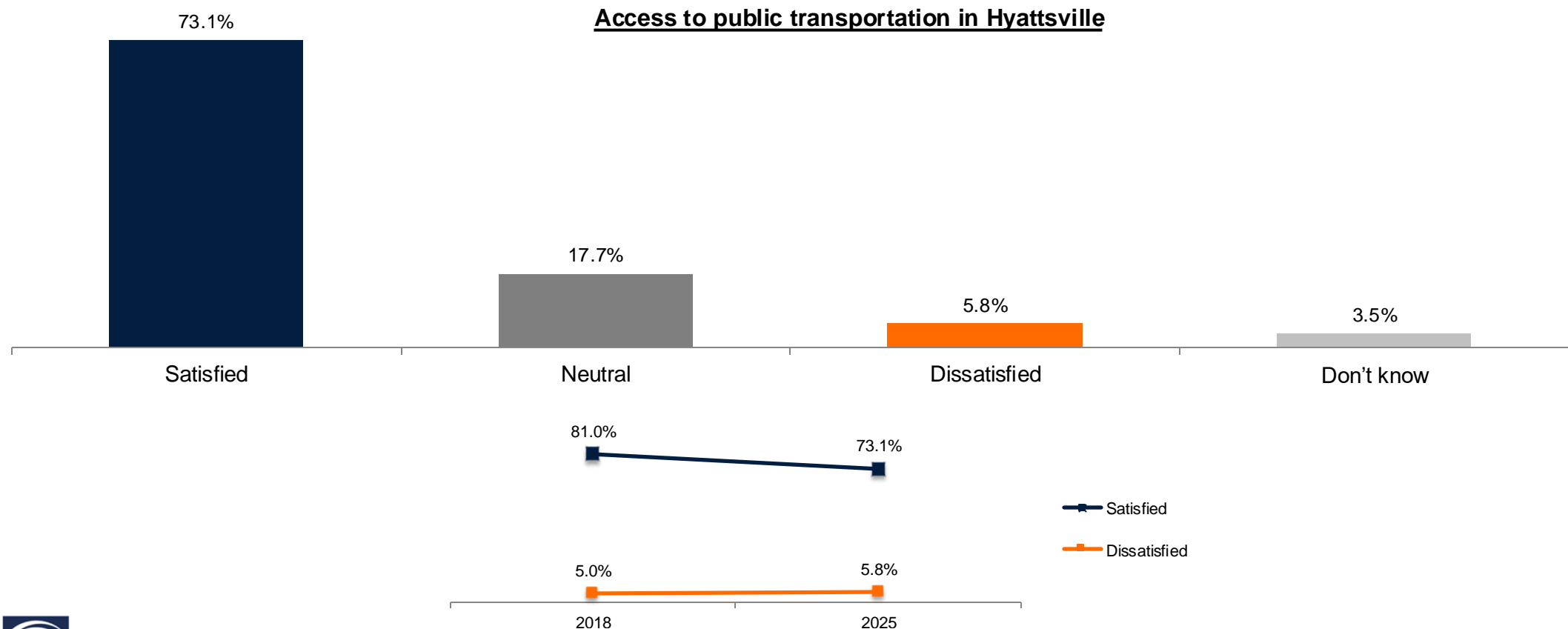




# Transportation and Traffic

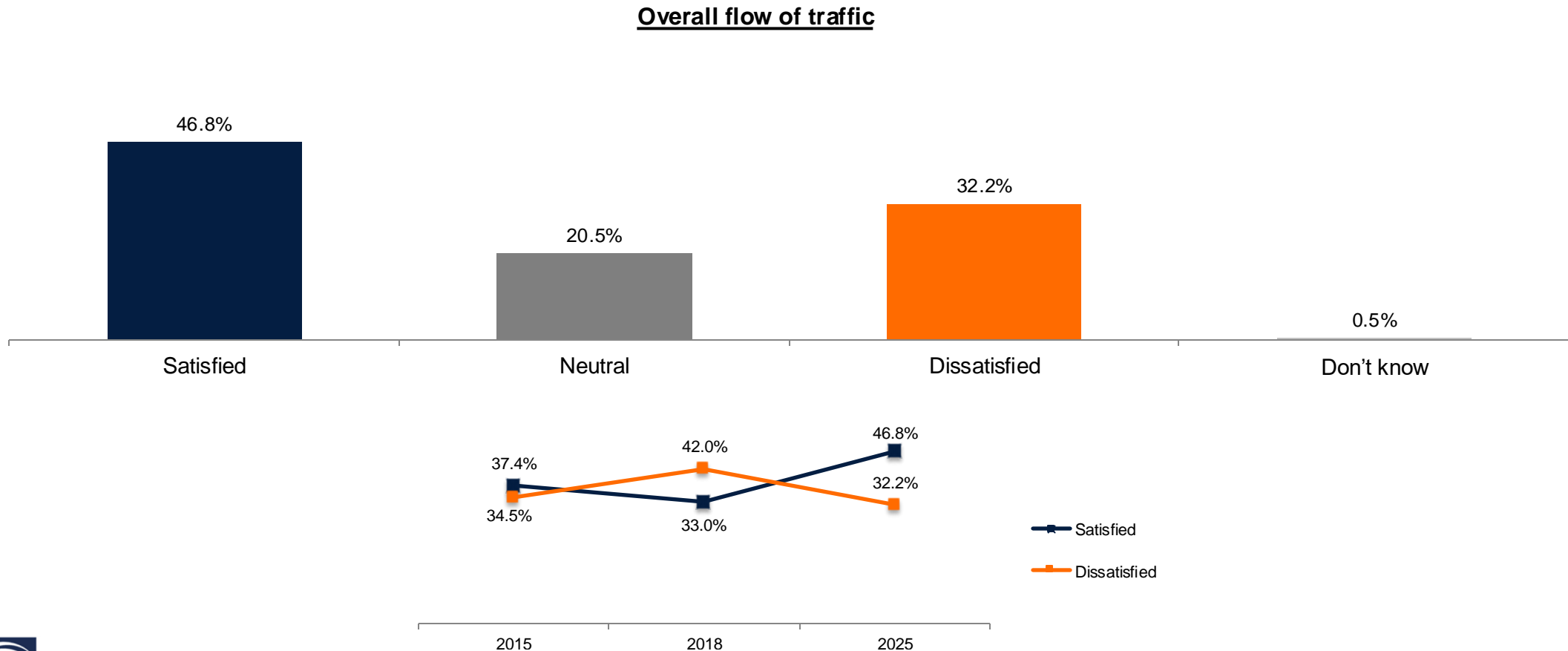
# 73% are satisfied with access to public transportation in Hyattsville

Question 23: Please rate how satisfied you are with each of the following.



# 47% are satisfied with the overall flow of traffic

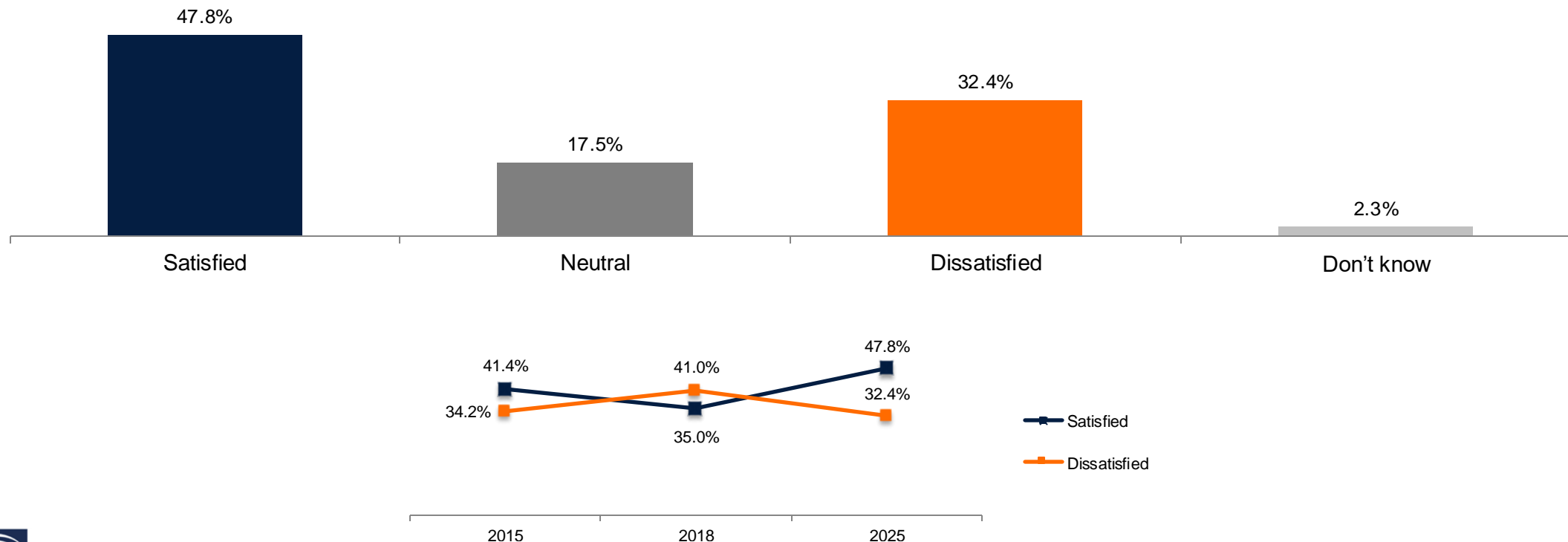
Question 24: Please rate how satisfied you are with each of the following.



# 48% are satisfied with the prevention of speeding on residential streets in the City

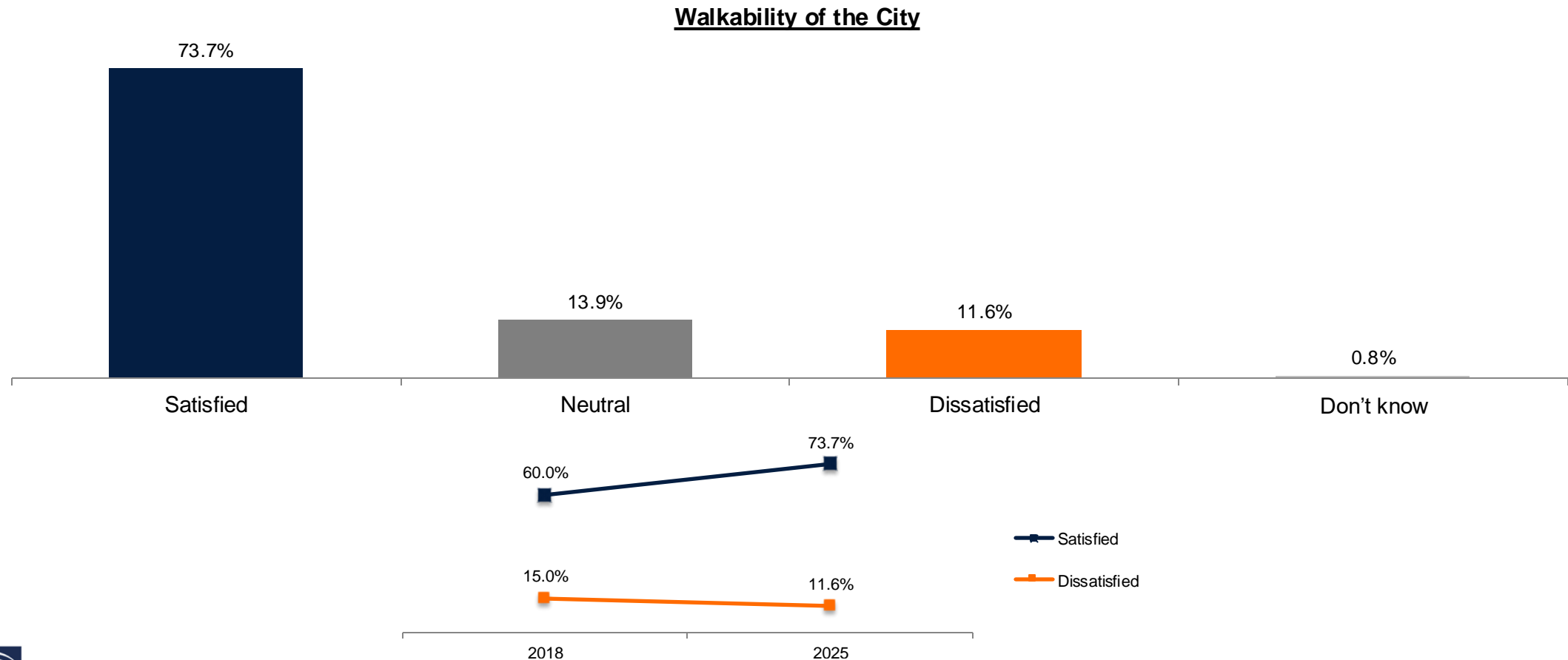
Question 25: Please rate how satisfied you are with each of the following.

## Prevention of speeding on residential streets in the City



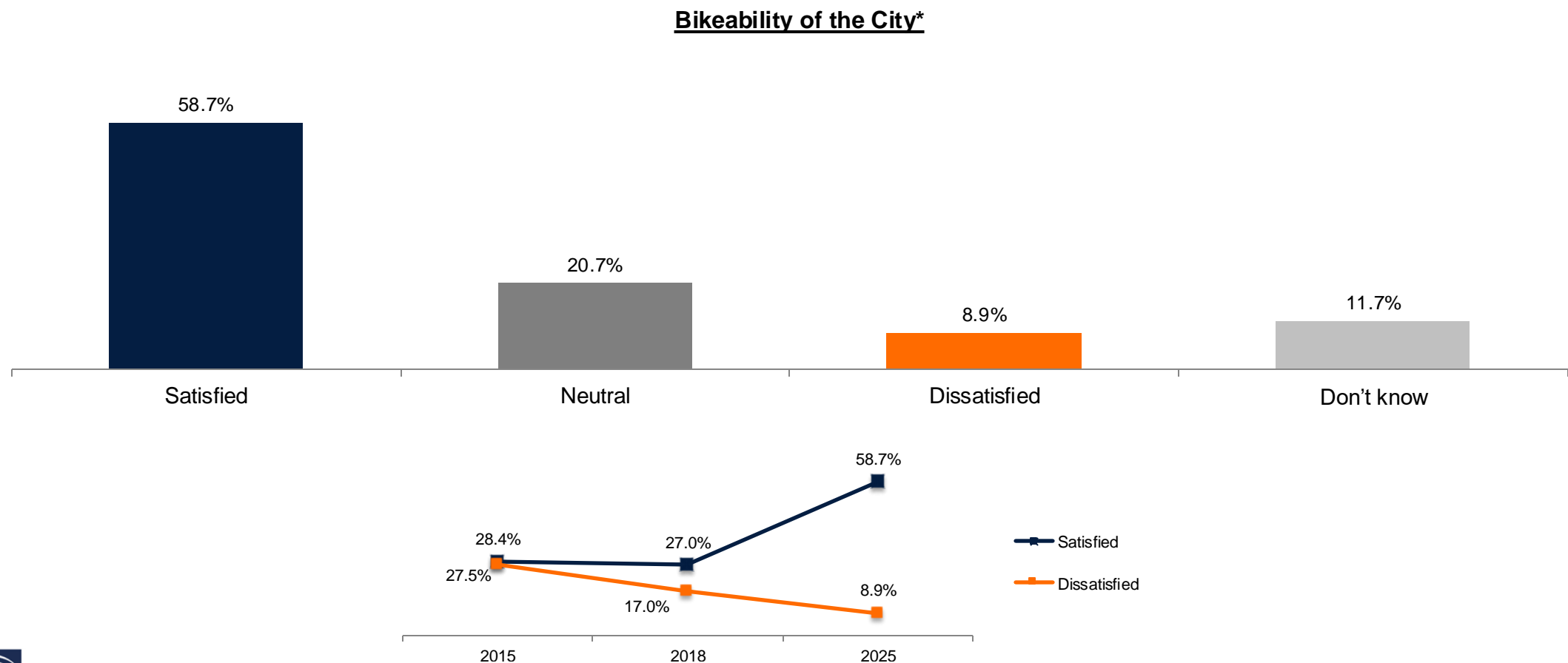
# 74% are satisfied with the walkability of the City

Question 26: Please rate how satisfied you are with each of the following.



# 59% are satisfied with the bikeability of the City

Question 27: Please rate how satisfied you are with each of the following.



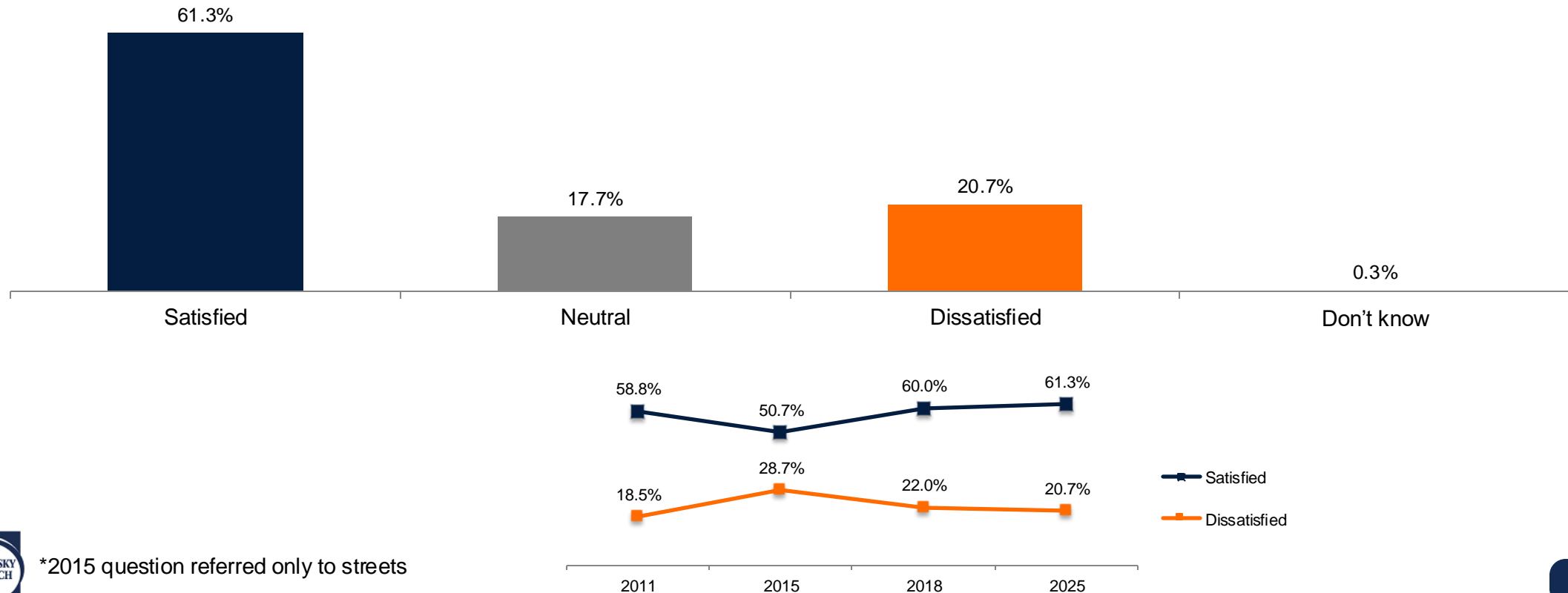
\*Previous question "Bicyclist safety in Hyattsville"

# Streets and Sidewalks

# 61% are satisfied with the maintenance of City streets and sidewalks

Question 28: Please rate how satisfied you are with each of the following.

## Overall maintenance of City streets and sidewalks\*

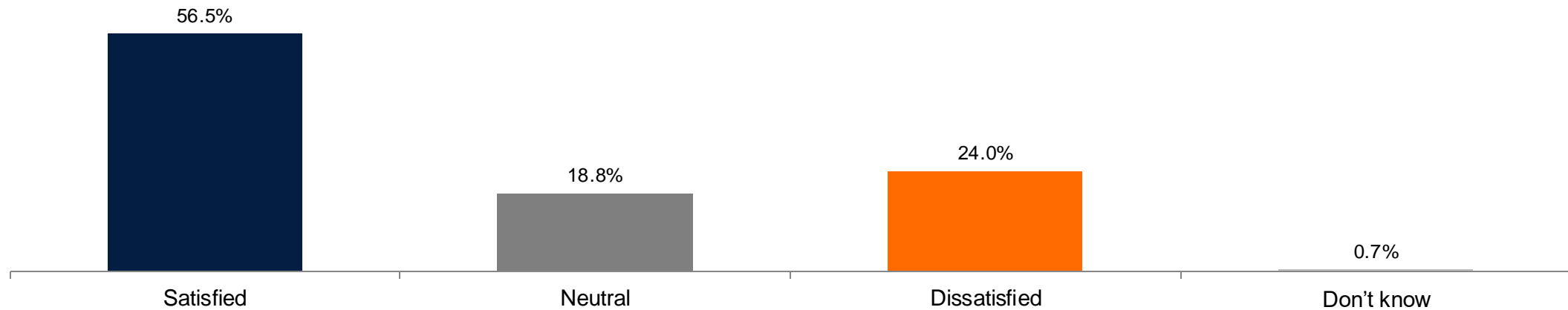




# 57% are satisfied with traffic calming installations

Question 29: Please rate how satisfied you are with each of the following.

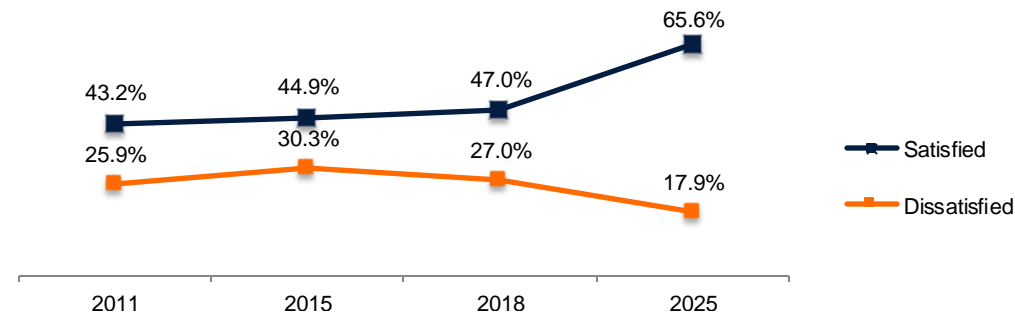
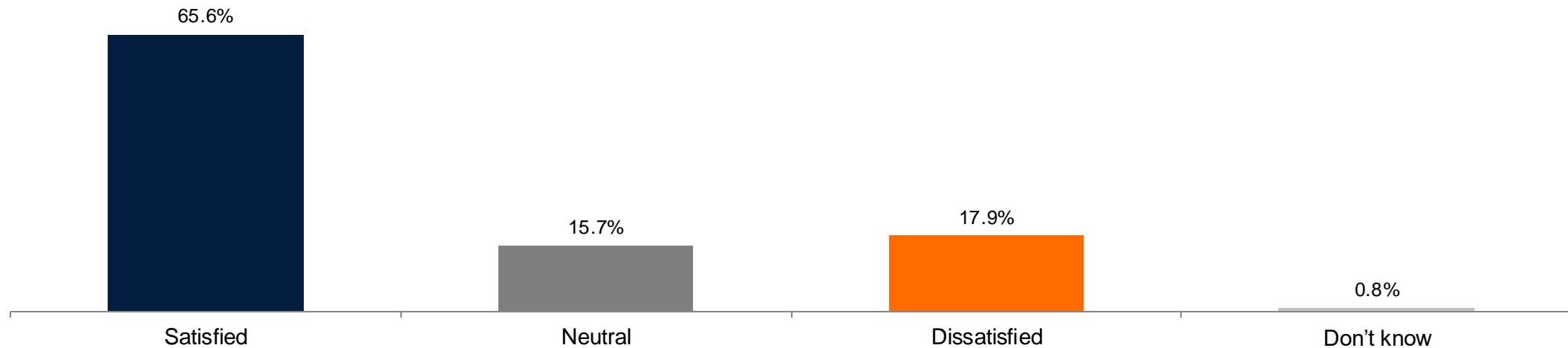
## Traffic calming installations (e.g., speed bumps, bump outs, flashing stop signs)



# 66% are satisfied with the adequacy of street lighting

Question 30: Please rate how satisfied you are with each of the following.

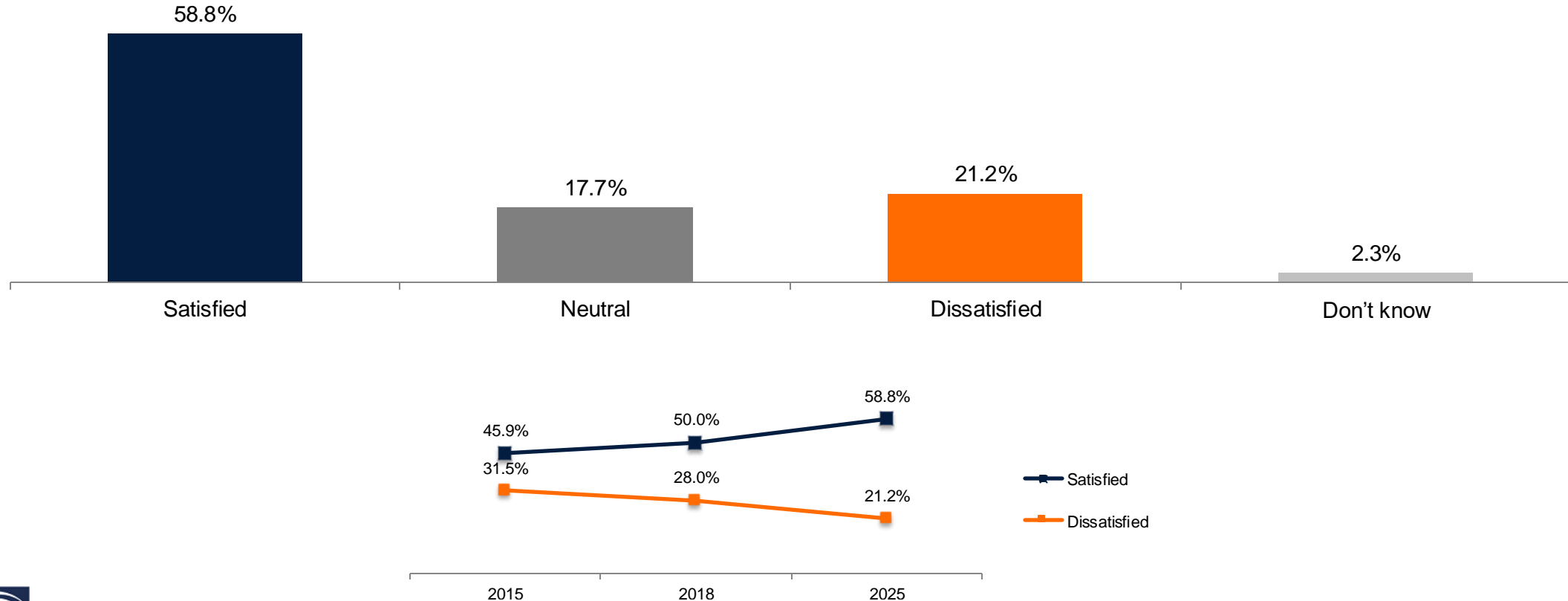
## Adequacy of street lighting



# 59% are satisfied with residential parking availability

Question 31: Please rate how satisfied you are with each of the following.

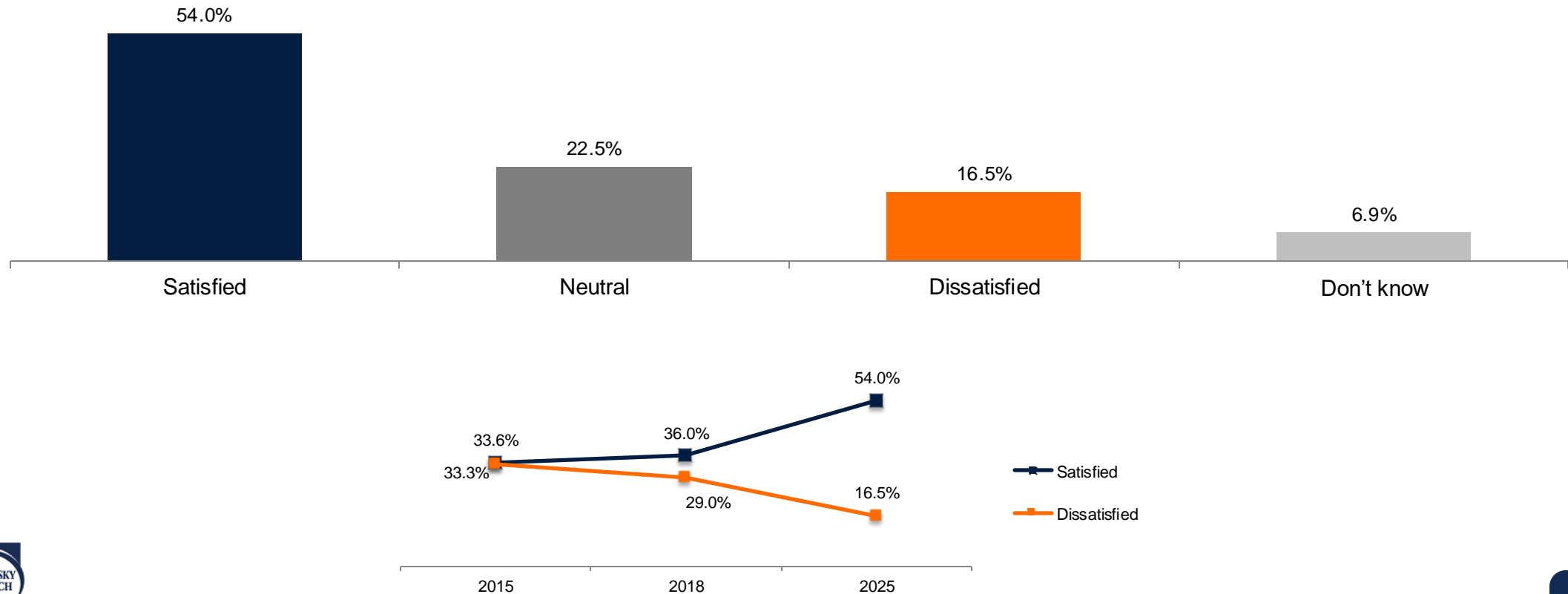
## Residential parking availability



# 54% are satisfied with commercial parking availability

Question 32: Please rate how satisfied you are with each of the following.

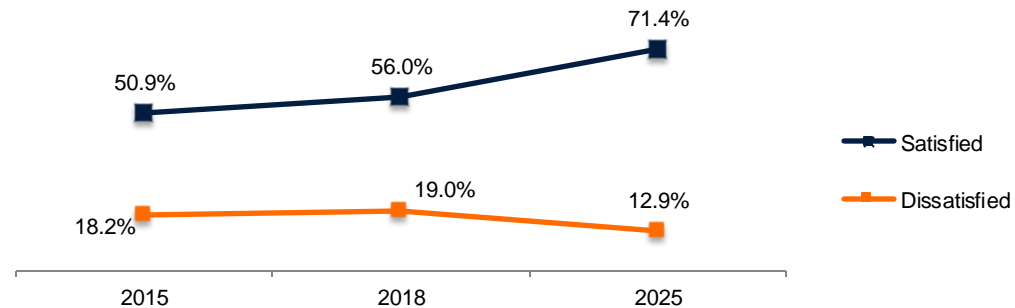
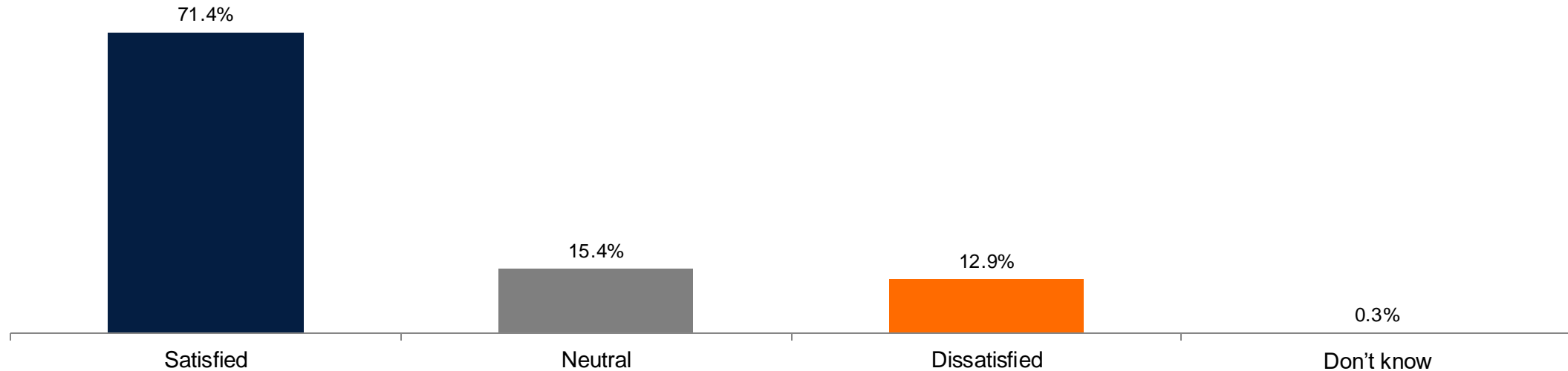
## Commercial parking availability



# 71% are satisfied with sidewalk availability

Question 33: Please rate how satisfied you are with each of the following.

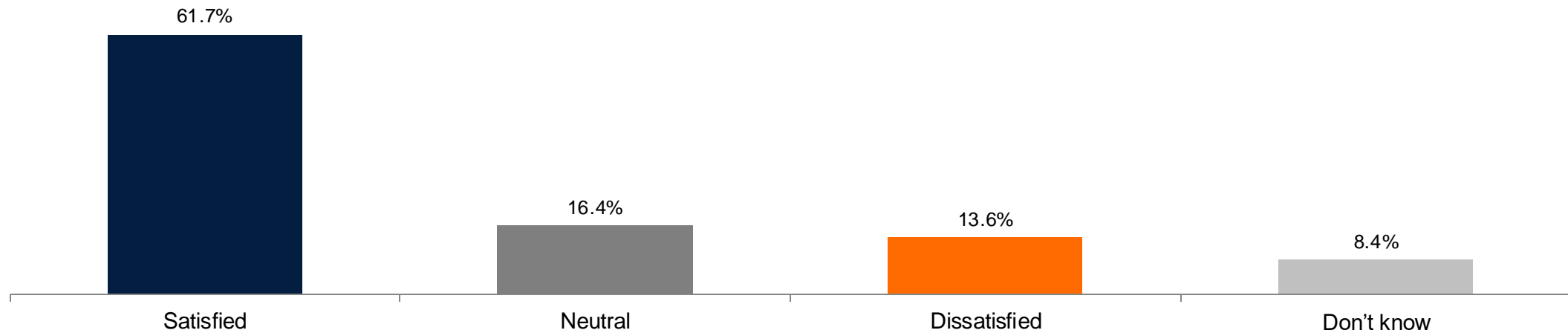
## Sidewalk availability



# 62% are satisfied with the accessibility of sidewalks

Question 34: Please rate how satisfied you are with each of the following.

## Accessibility of sidewalks (navigable by stroller, wheelchair, etc.)

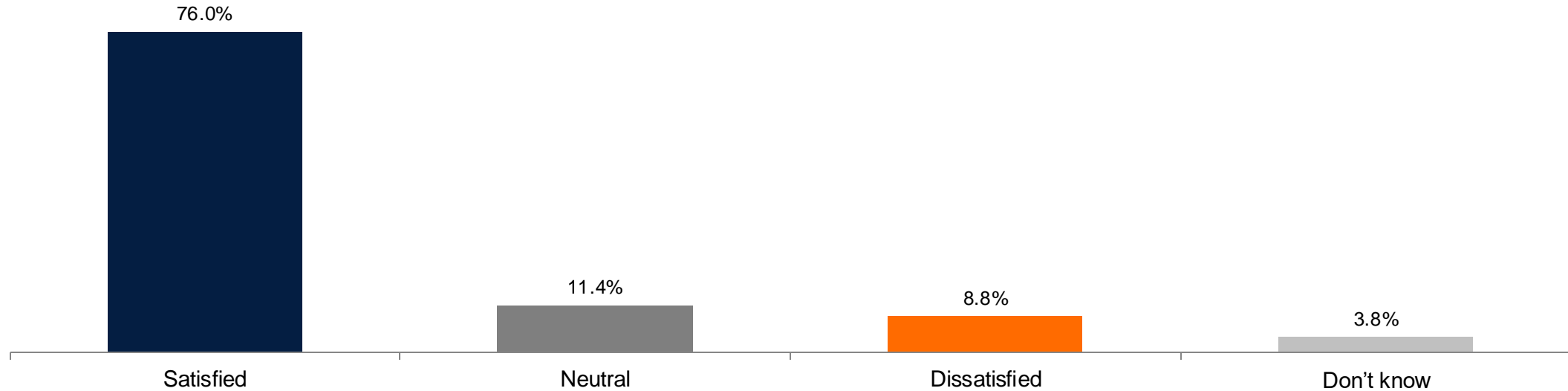


# **Solid Waste Services and Environment**

# 76% are satisfied with the quality of solid waste services

Question 35: Please rate how satisfied you are with each of the following.

## Overall quality of solid waste services (trash, yard waste, compost)

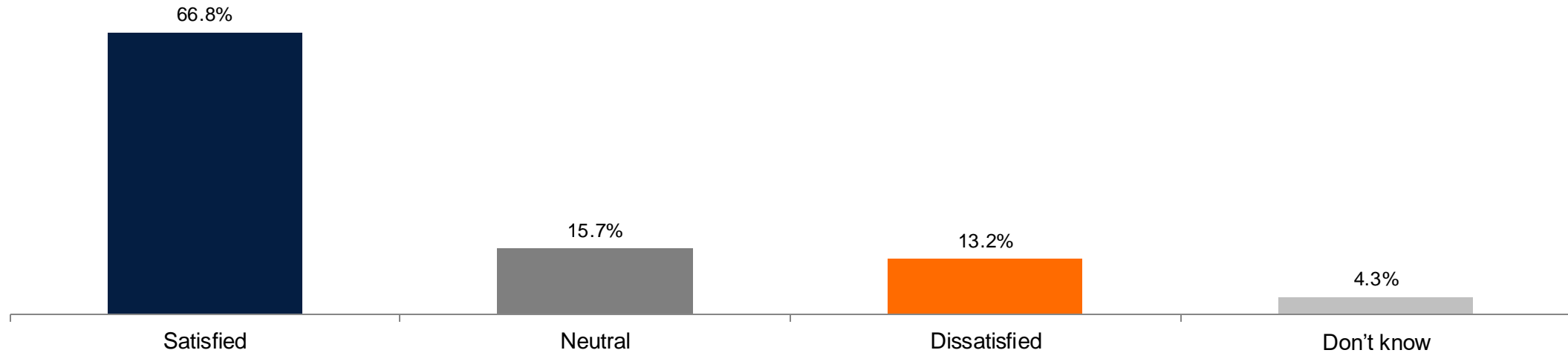




# 67% are satisfied with the quality of recycling services

Question 36: Please rate how satisfied you are with each of the following.

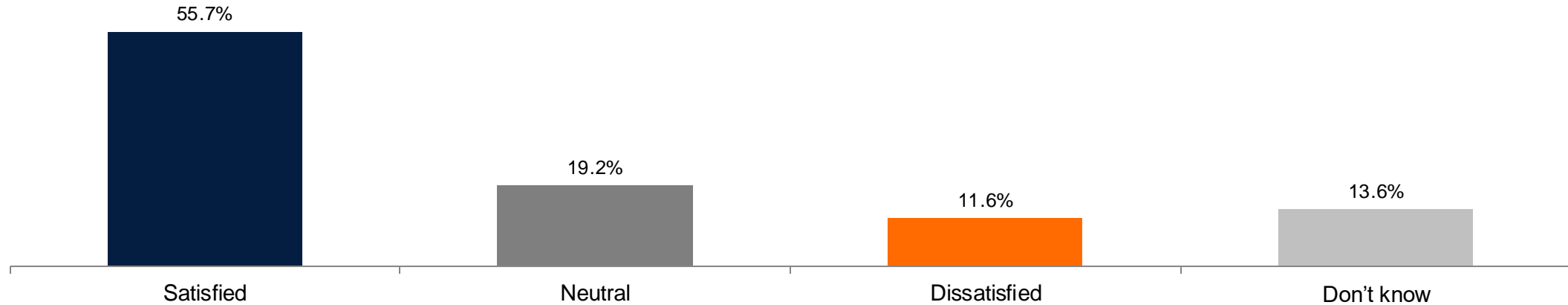
## Overall quality of recycling services



# 56% are satisfied with bulky item and white goods pick up/removal services

Question 37: Please rate how satisfied you are with each of the following.

## Bulky item and white goods pick up/removal services (old furniture, appliances etc.)



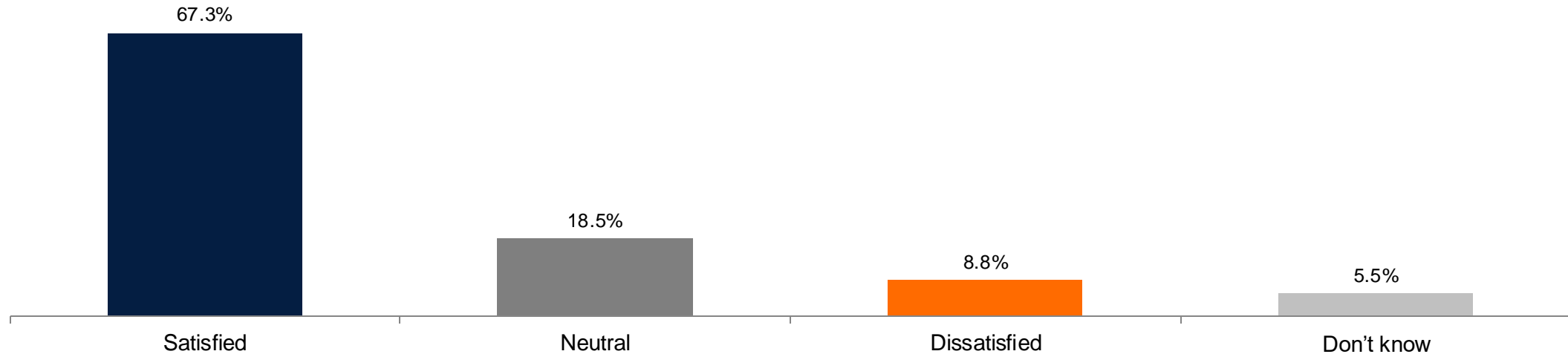
# Comparison between previous year solid waste and recycling service questions

Question (% satisfied)	2025	2018	2015	2011
Overall quality of solid waste services (trash, yard waste, compost)	76%	-	-	-
Overall quality of recycling services	67%	-	-	-
Bulky item and white goods pick up/removal services (old furniture, appliances, etc.)	56%	-	-	-
Residential trash (garbage only, not recycling) collection services [note: 2011 & 2015 did not specify not recycling]	-	85%	83%	80%
Bulky item pick up/removal services (old furniture, etc.)	-	70%	67%	70%
Removal of white goods (appliances refrigerators, air conditioners, etc.)	-	57%	62%	61%
Removal of yard waste	-	74%	71%	72%

# 67% are satisfied with the City's efforts to protect the environment and operate more sustainably

Question 38: Please rate how satisfied you are with each of the following.

City efforts to protect the environment and operate more sustainably (e.g., tree planting, park clean up, stormwater management, solar lighting)

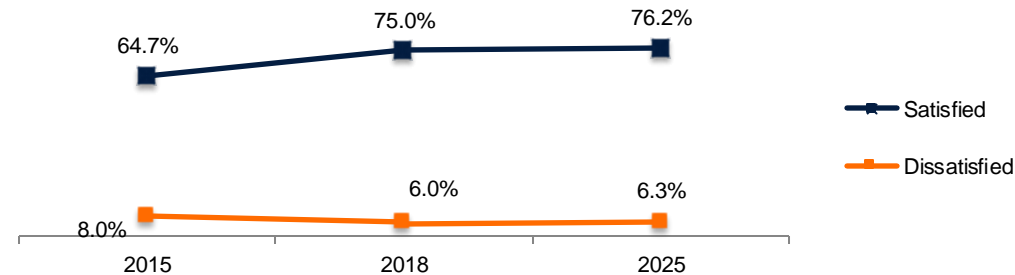
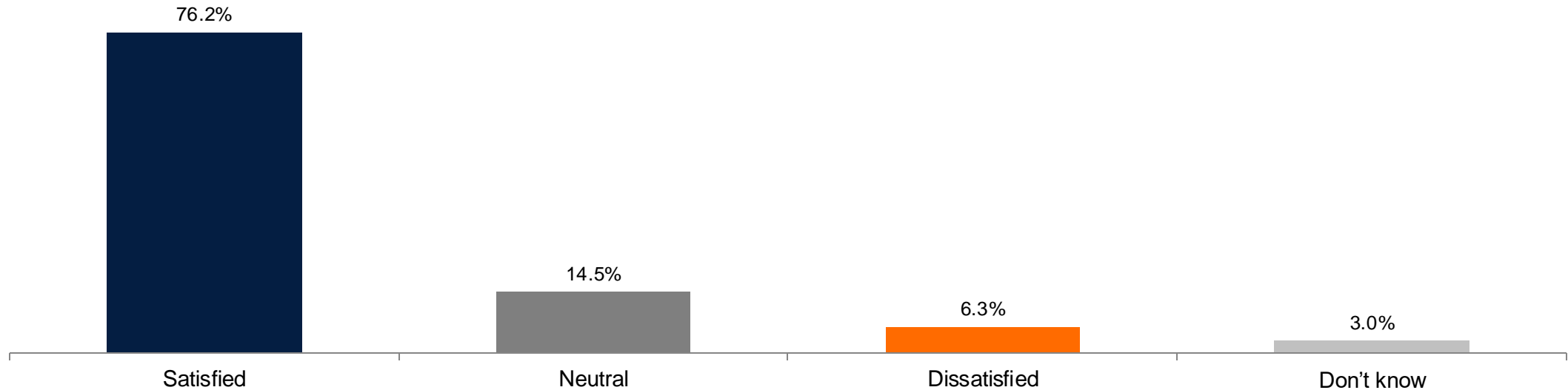


# Parks

# 76% are satisfied with the quality of parks in Hyattsville

Question 39: Please rate how satisfied you are with each of the following.

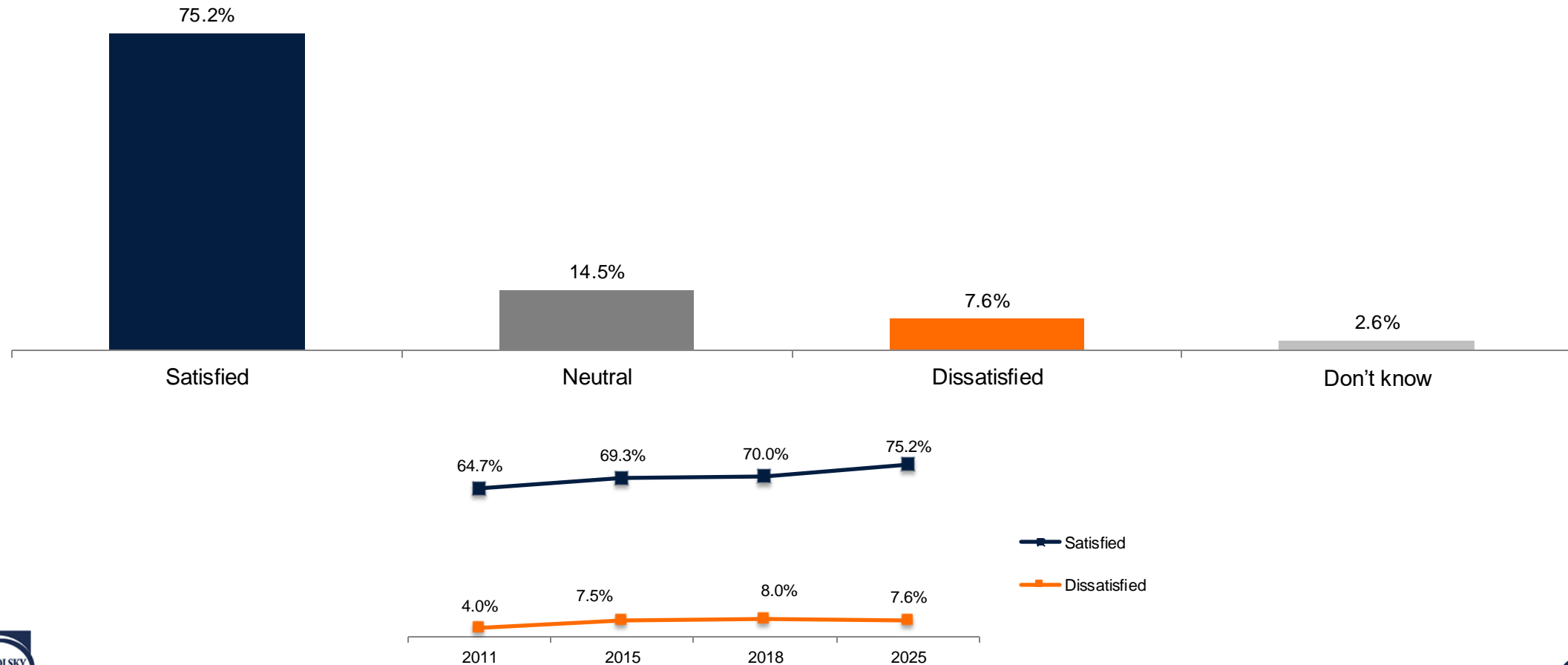
## Overall quality of parks in Hyattsville



# 75% are satisfied with the cleanliness and appearance of parks and trails

Question 40: Please rate how satisfied you are with each of the following.

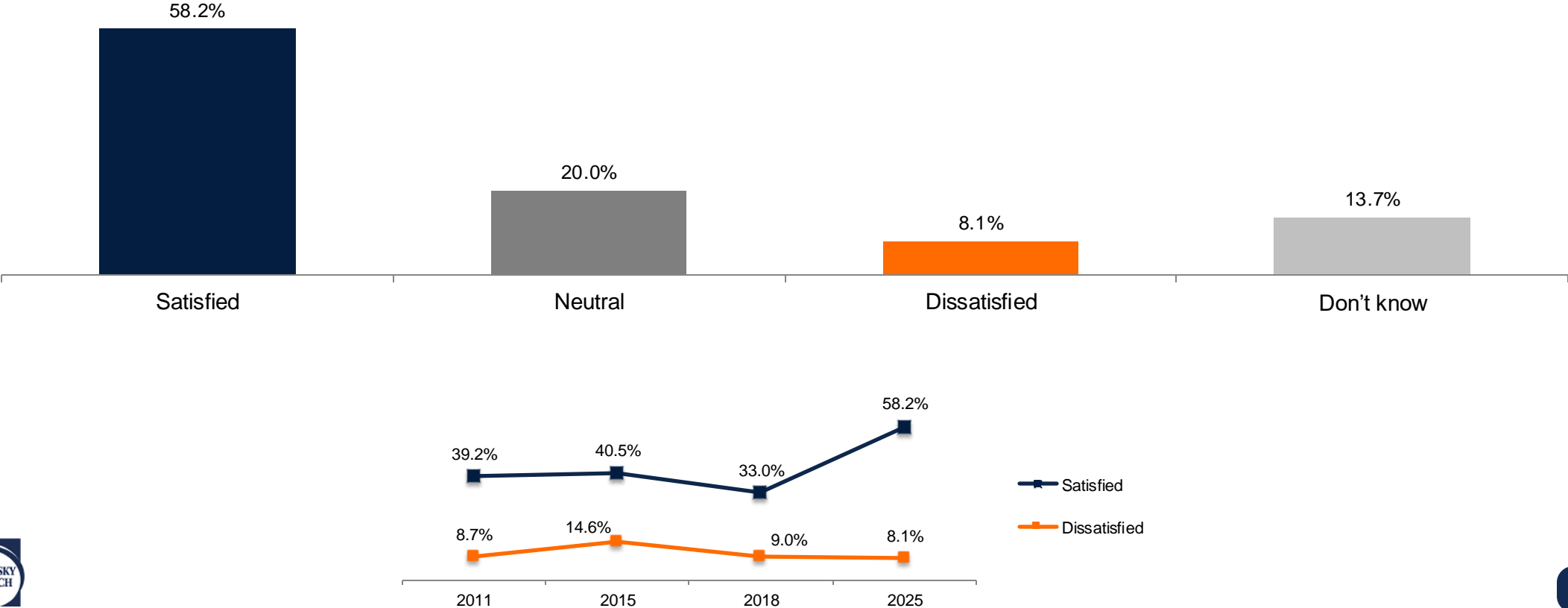
## Cleanliness and general appearance of parks and trails in the City



# 58% are satisfied with the quality of outdoor athletic facilities, courts, and fields

Question 41: Please rate how satisfied you are with each of the following.

Quality of outdoor athletic facilities, courts, and fields (e.g., baseball, tennis, soccer, etc.)

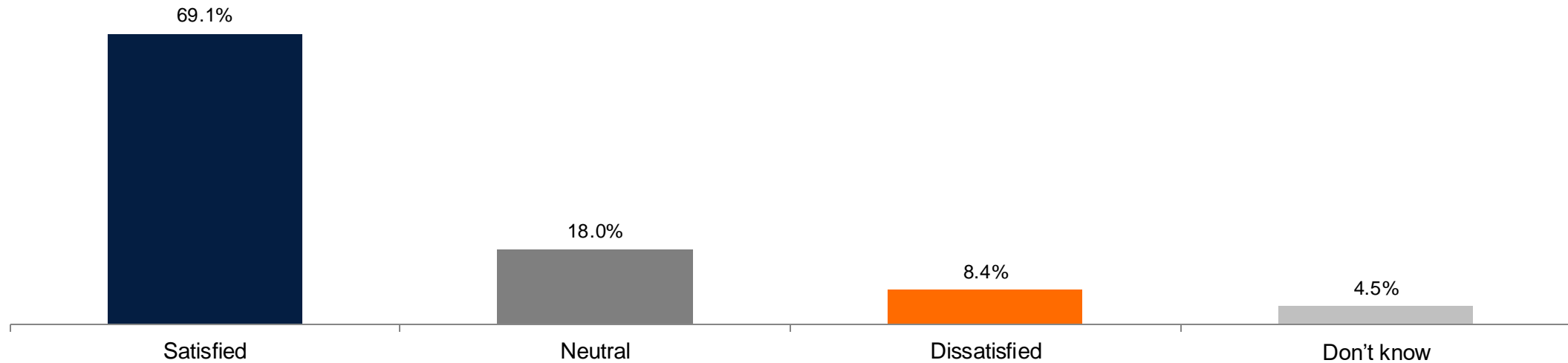




# 69% are satisfied with the quality of features and amenities available at Hyattsville parks

Question 42: Please rate how satisfied you are with each of the following.

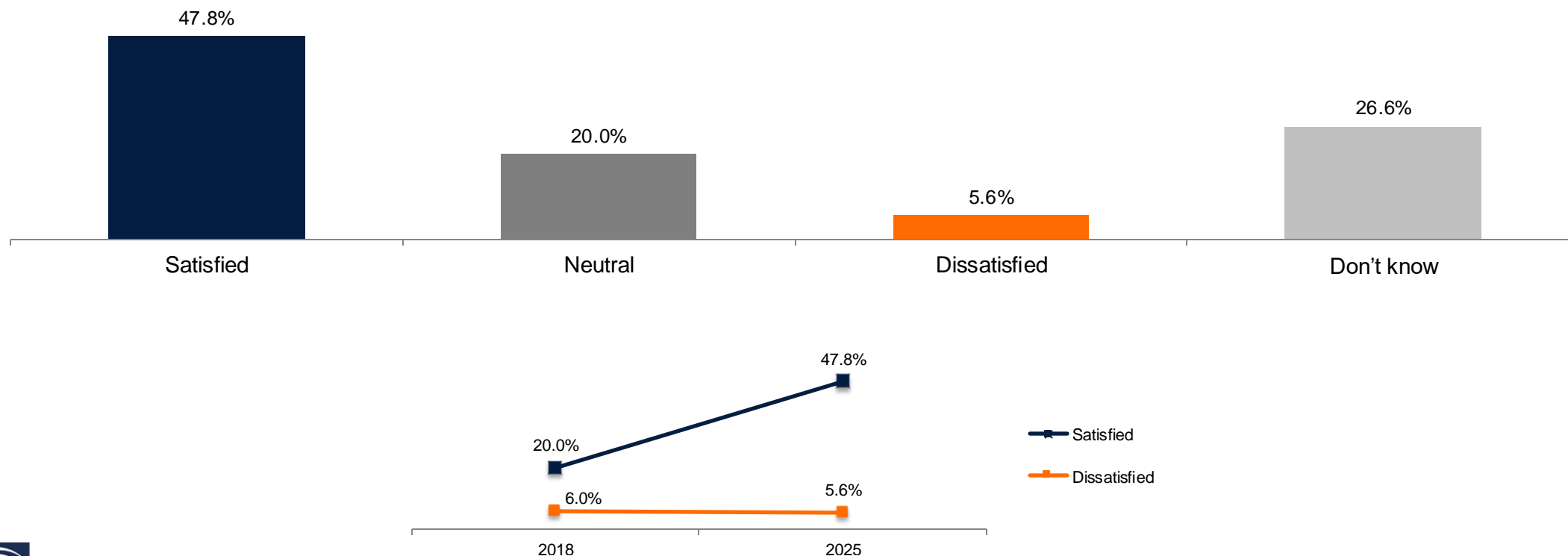
## Quality of features and amenities available at Hyattsville parks



# 48% are satisfied with the accessibility of parks and playgrounds for people with disabilities

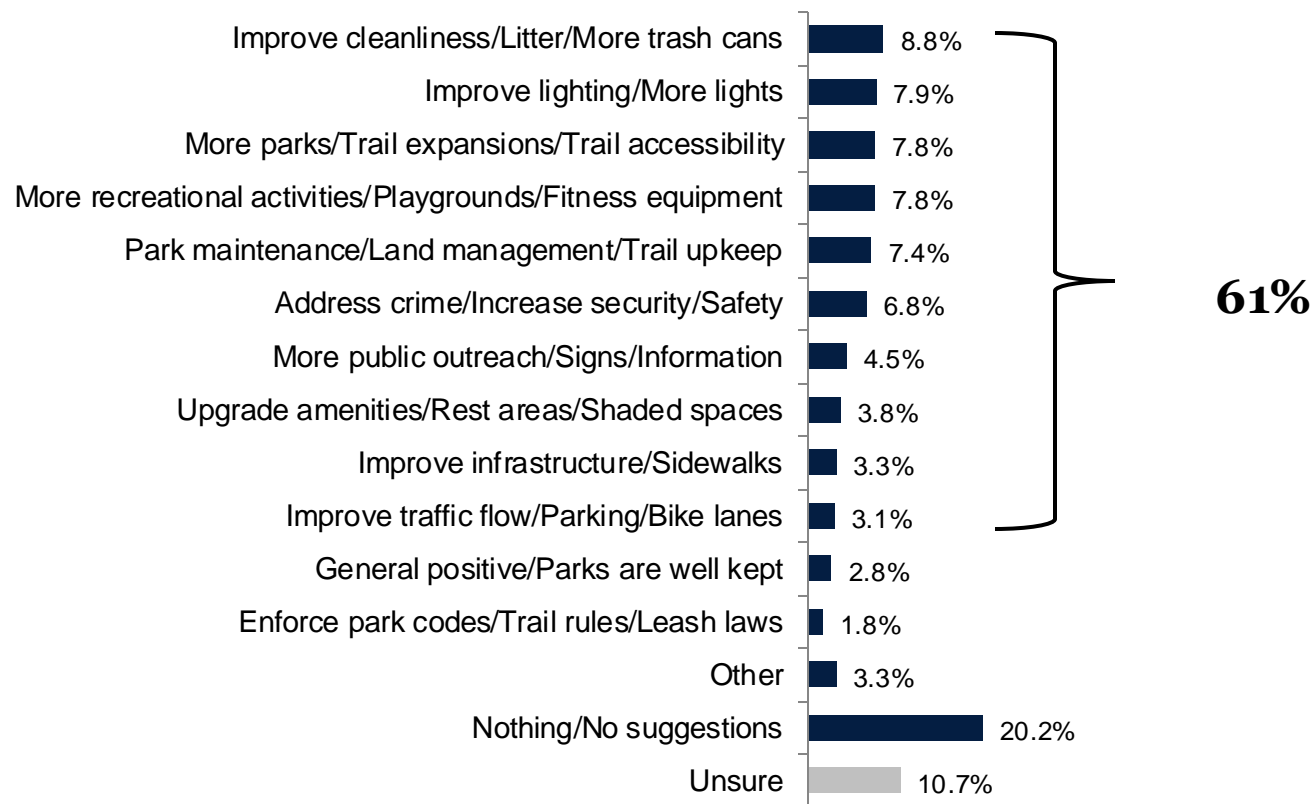
Question 43: Please rate how satisfied you are with each of the following.

## Accessibility of parks and playgrounds for people with disabilities



# A majority of suggestions to improve Hyattsville parks involve maintenance and updating amenities

Q44: What suggestions do you have for improving Hyattsville parks and trails?  
[OPEN-ENDED RESPONSE]

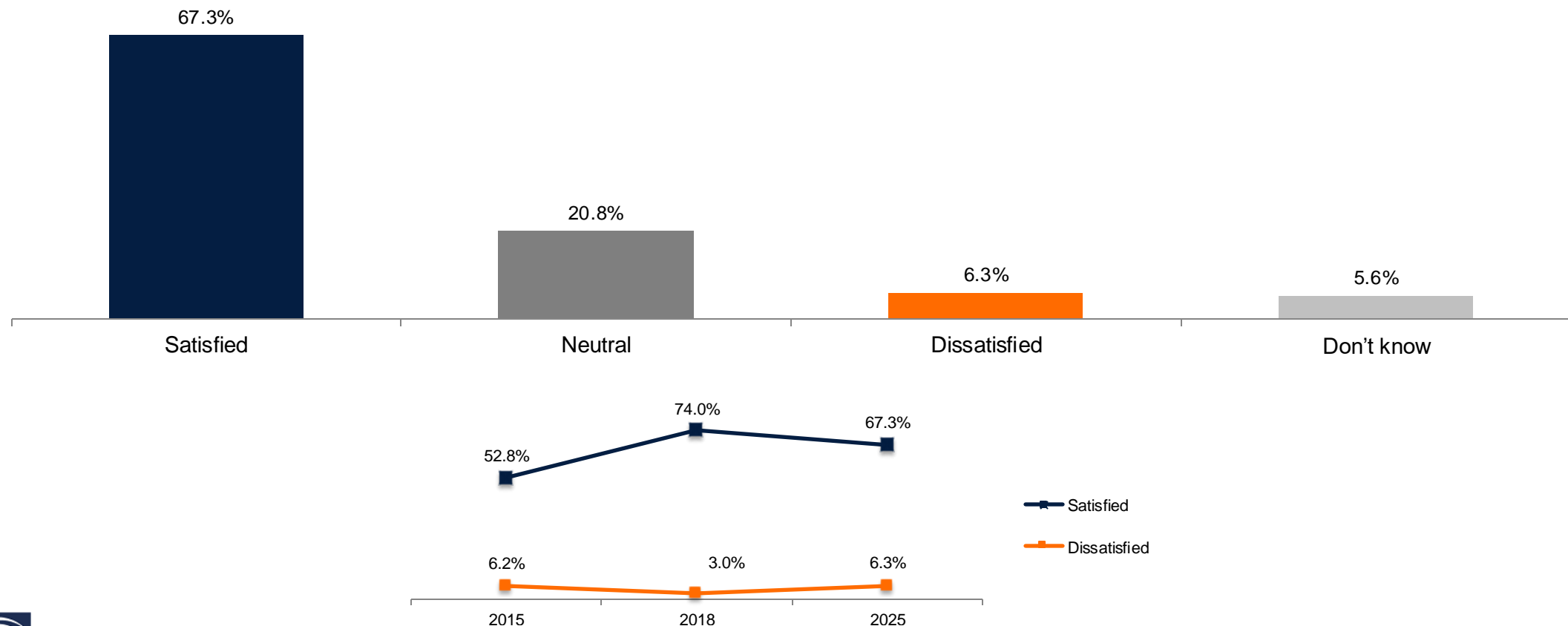


# Programs and Events

# 67% are satisfied with the quality and variety of City events and celebrations

Question 45: Please rate how satisfied you are with each of the following.

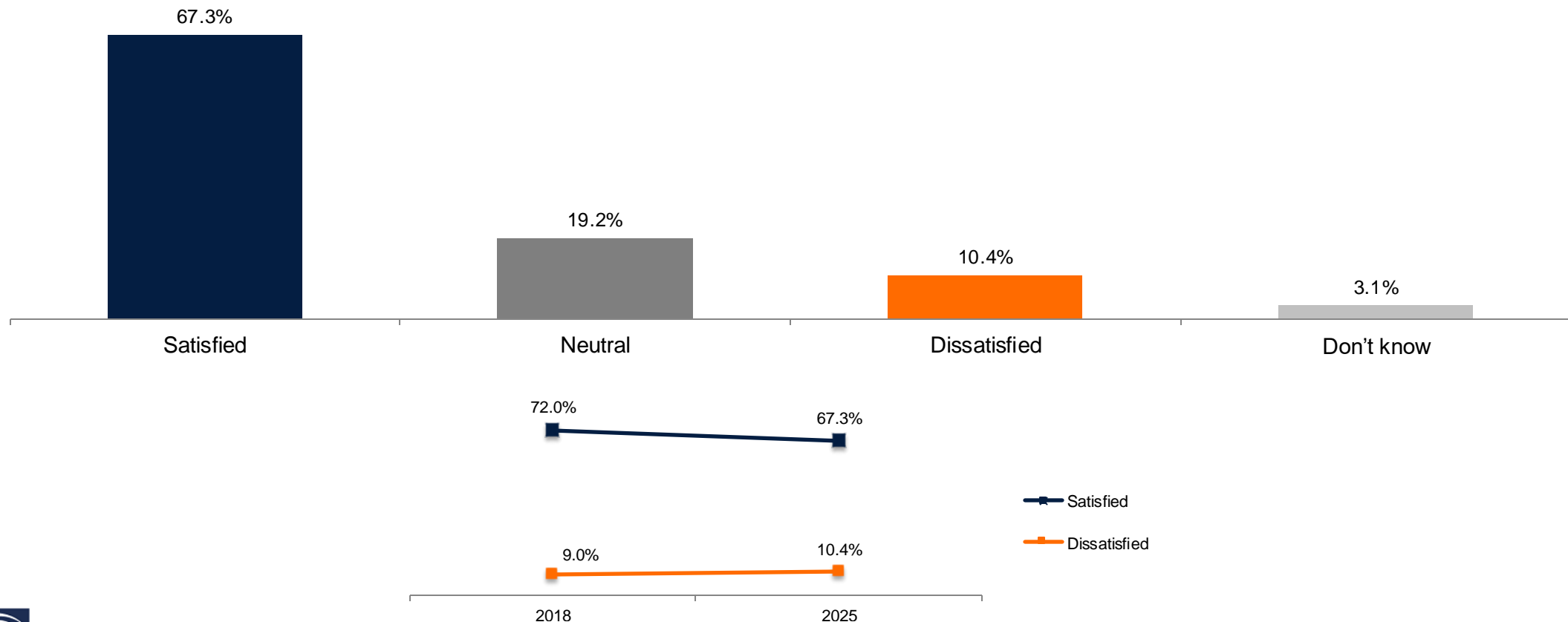
## The quality and variety of City events & celebrations



# 67% are satisfied with the City's notifications/promotion of City events and celebrations

Question 46: Please rate how satisfied you are with each of the following.

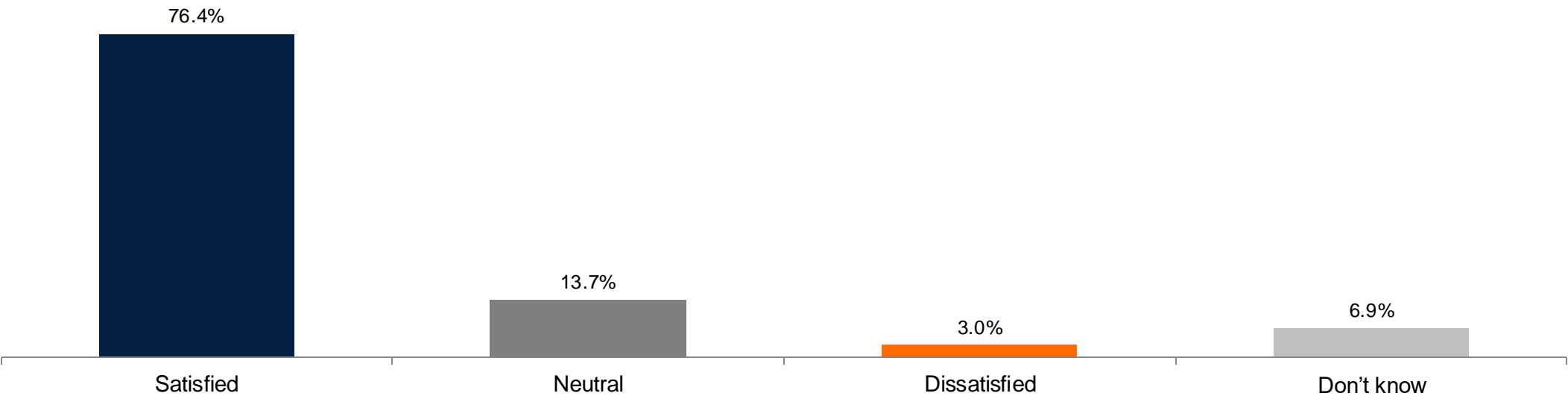
## The City's notifications/promotion of City events & celebrations



# 76% are satisfied with the ability to access events and programs in a language they are comfortable with

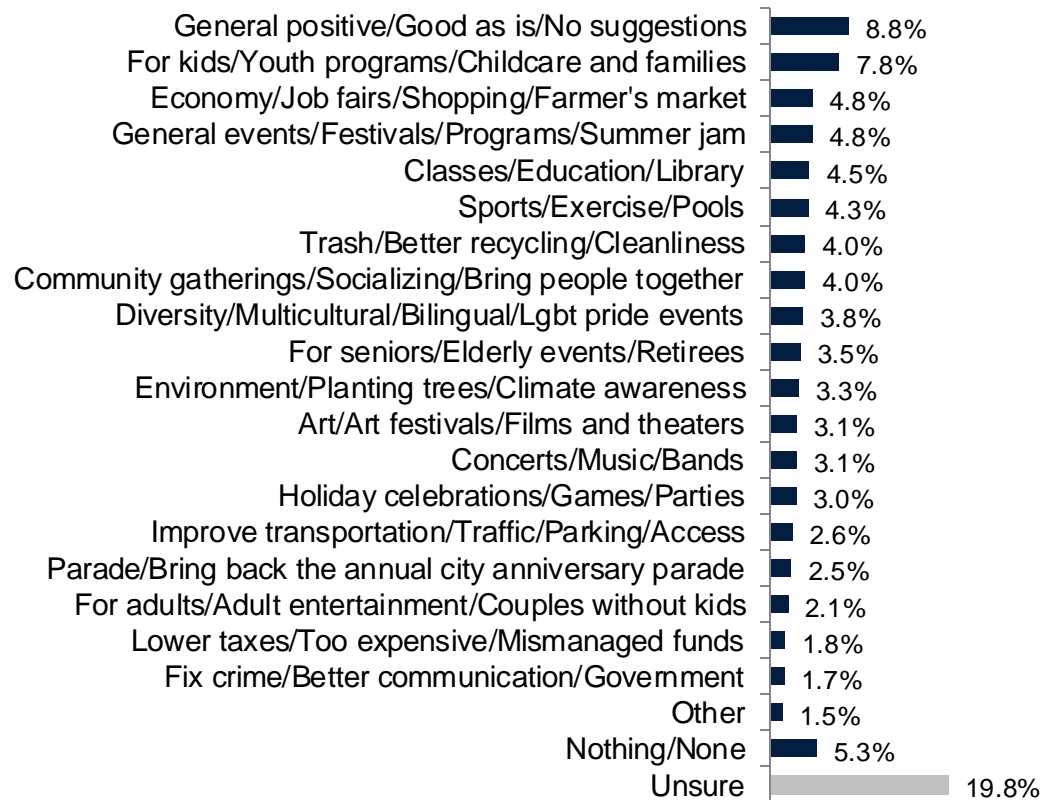
Question 47: Please rate how satisfied you are with each of the following.

Ability to access events & programs in a language you are comfortable with



# Residents appear happy with current options, but offer a variety of suggestions for events, services, activities and programs

Q48: What events, services, activities, or programs would you like to see the City offer?  
[OPEN-ENDED RESPONSE]



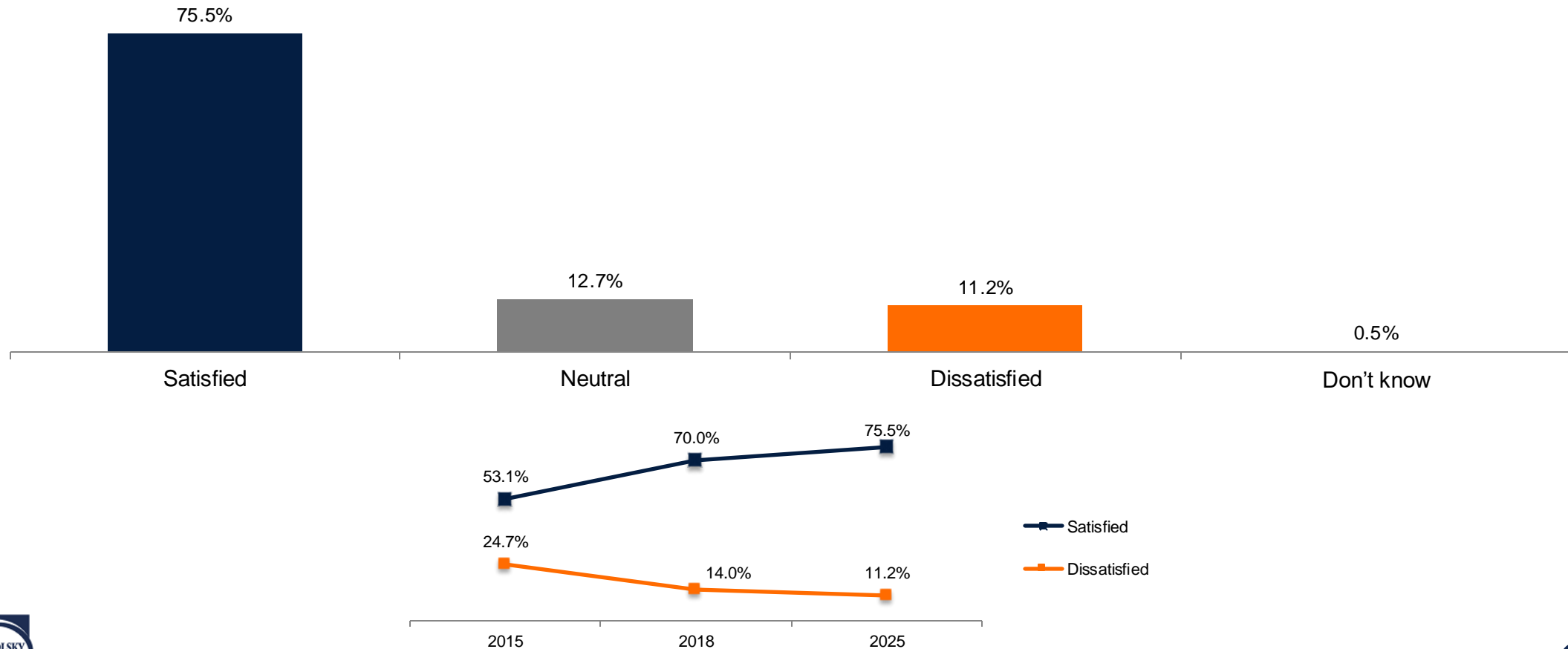


# Economic Development

# 76% are satisfied with the availability of stores and shops in Hyattsville

Question 49: Please rate how satisfied you are with each of the following.

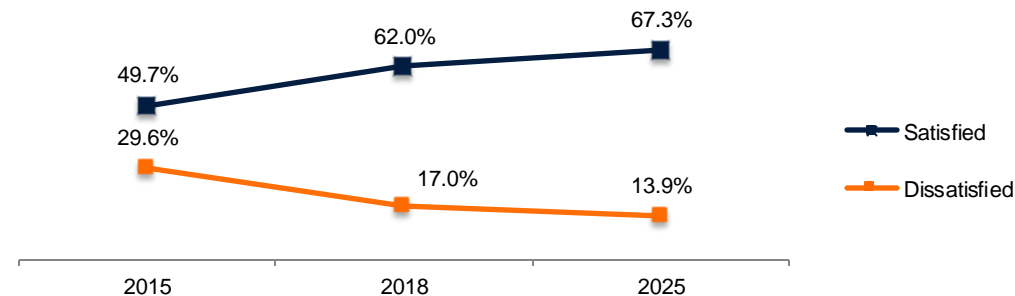
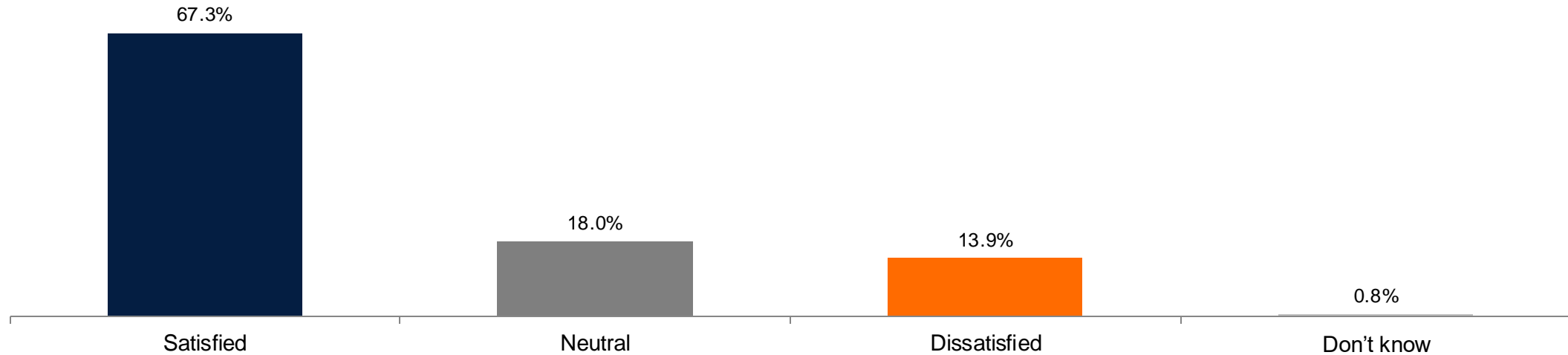
## Availability of stores and shops in Hyattsville



# 67% are satisfied with the availability of restaurants and bars in Hyattsville

Question 50: Please rate how satisfied you are with each of the following.

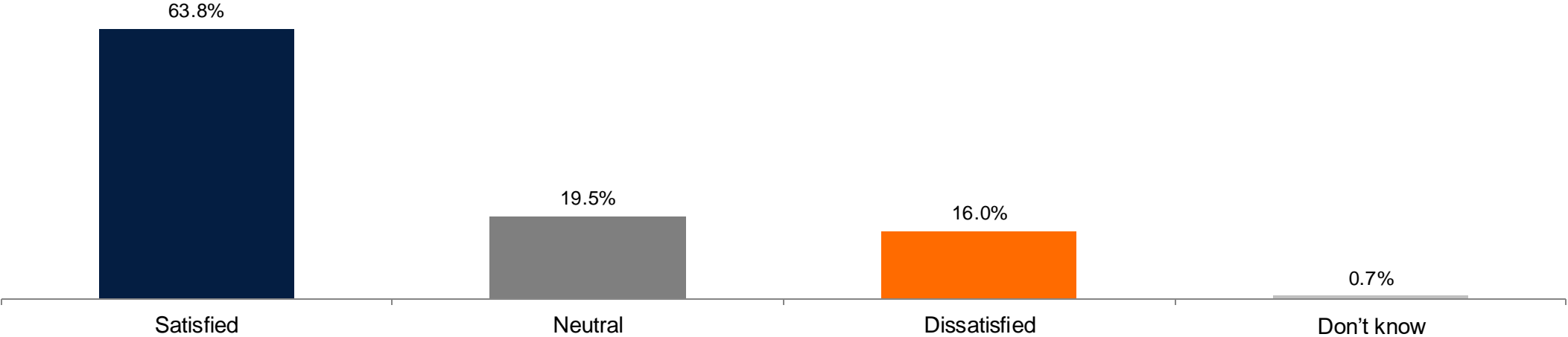
## Availability of restaurants and bars in Hyattsville



# 64% are satisfied with the availability to purchase what they need in Hyattsville without having to travel elsewhere

Question 51: Please rate how satisfied you are with each of the following.

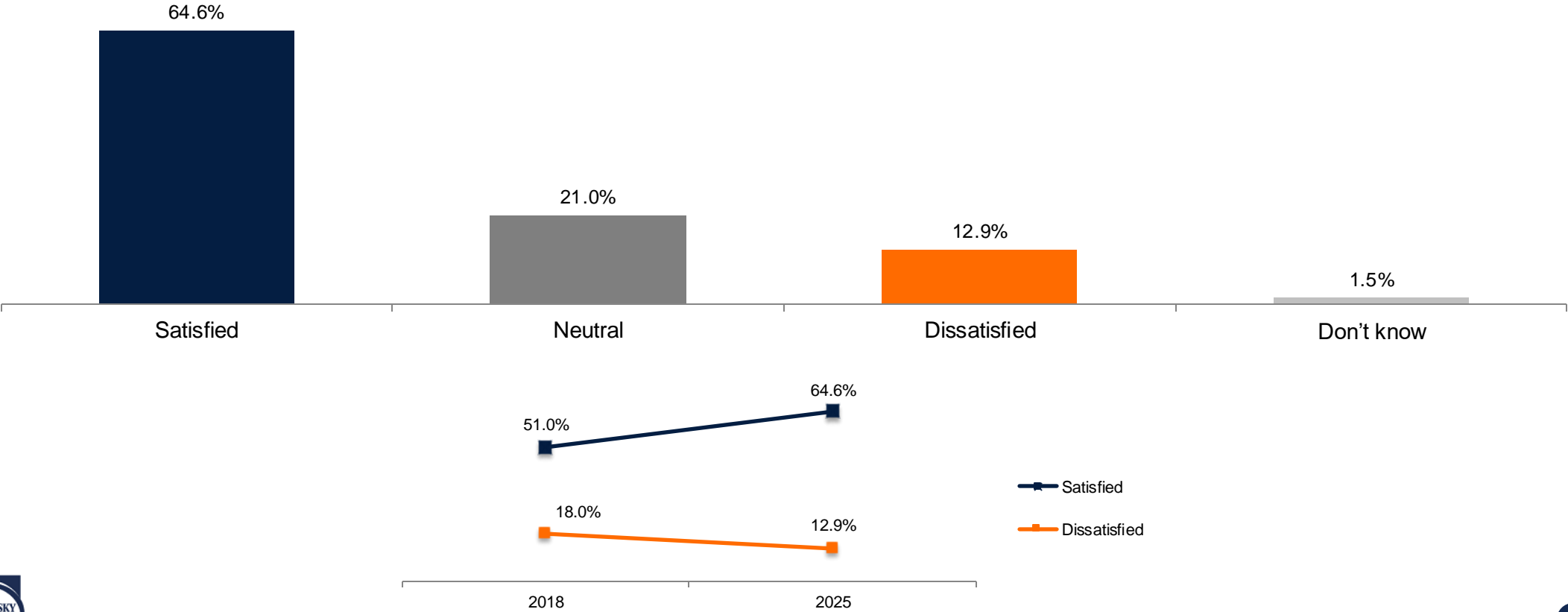
Availability to purchase what I need in Hyattsville without having to travel elsewhere



# 65% are satisfied with the diversity in types of businesses and shops in Hyattsville

Question 52: Please rate how satisfied you are with each of the following.

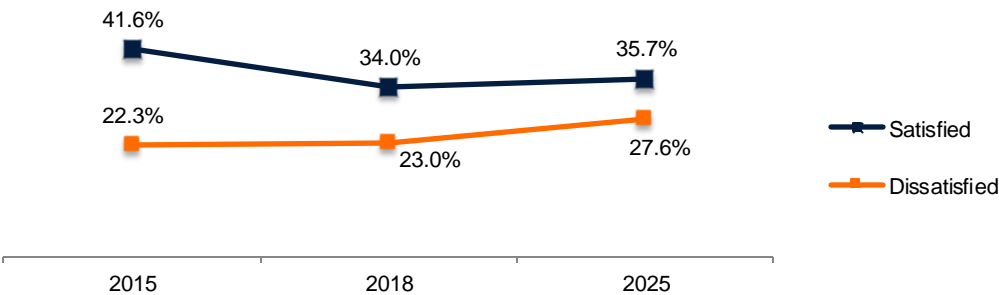
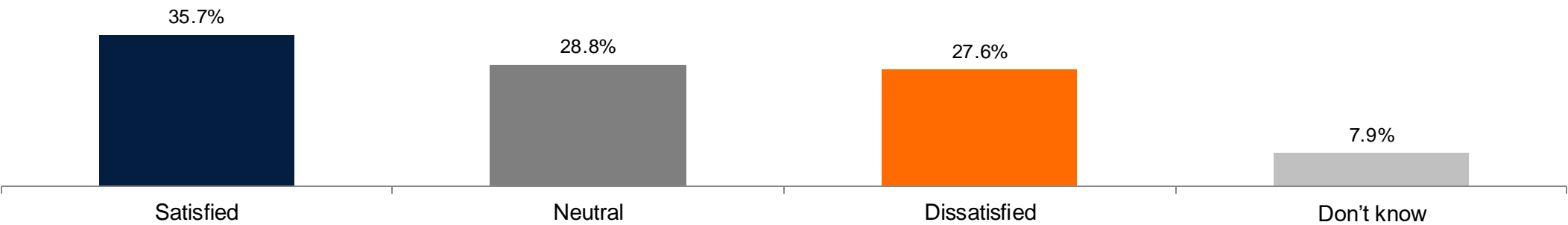
Diversity in type of businesses and shops in Hyattsville



# About 1 in 3 residents are satisfied with the availability of affordable quality housing in Hyattsville

Question 53: Please rate how satisfied you are with each of the following.

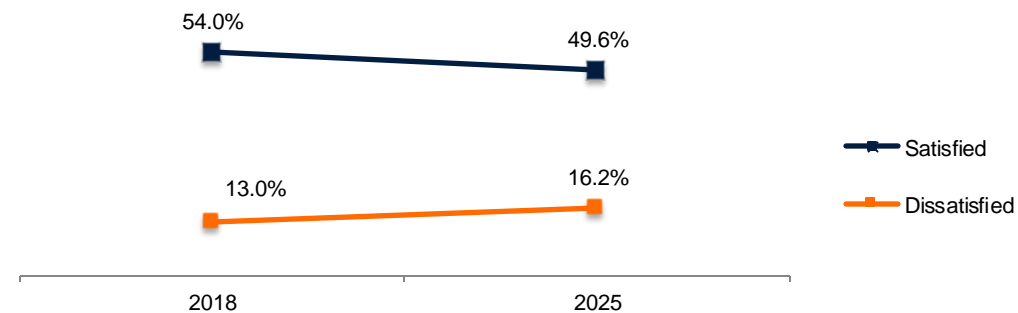
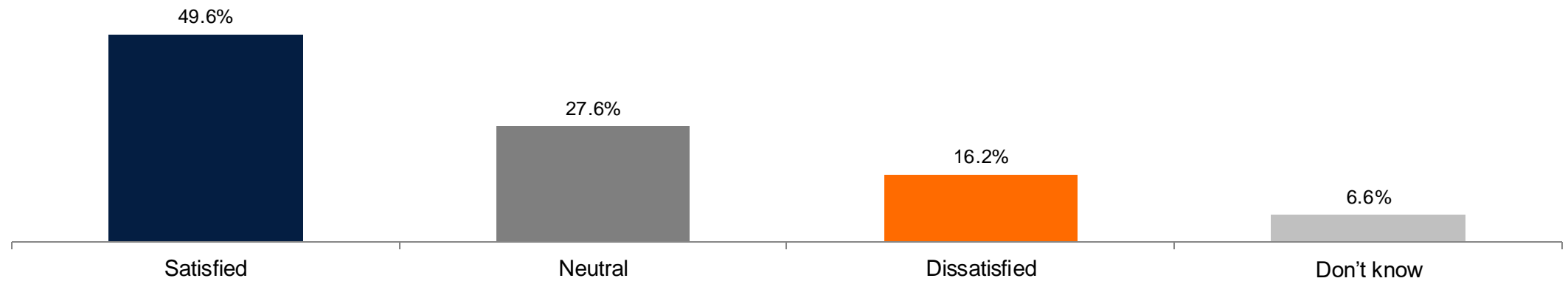
Availability of affordable quality housing in Hyattsville



# 50% are satisfied with the diversity in type of housing available in Hyattsville

Question 54: Please rate how satisfied you are with each of the following.

## Diversity in type of housing available in Hyattsville

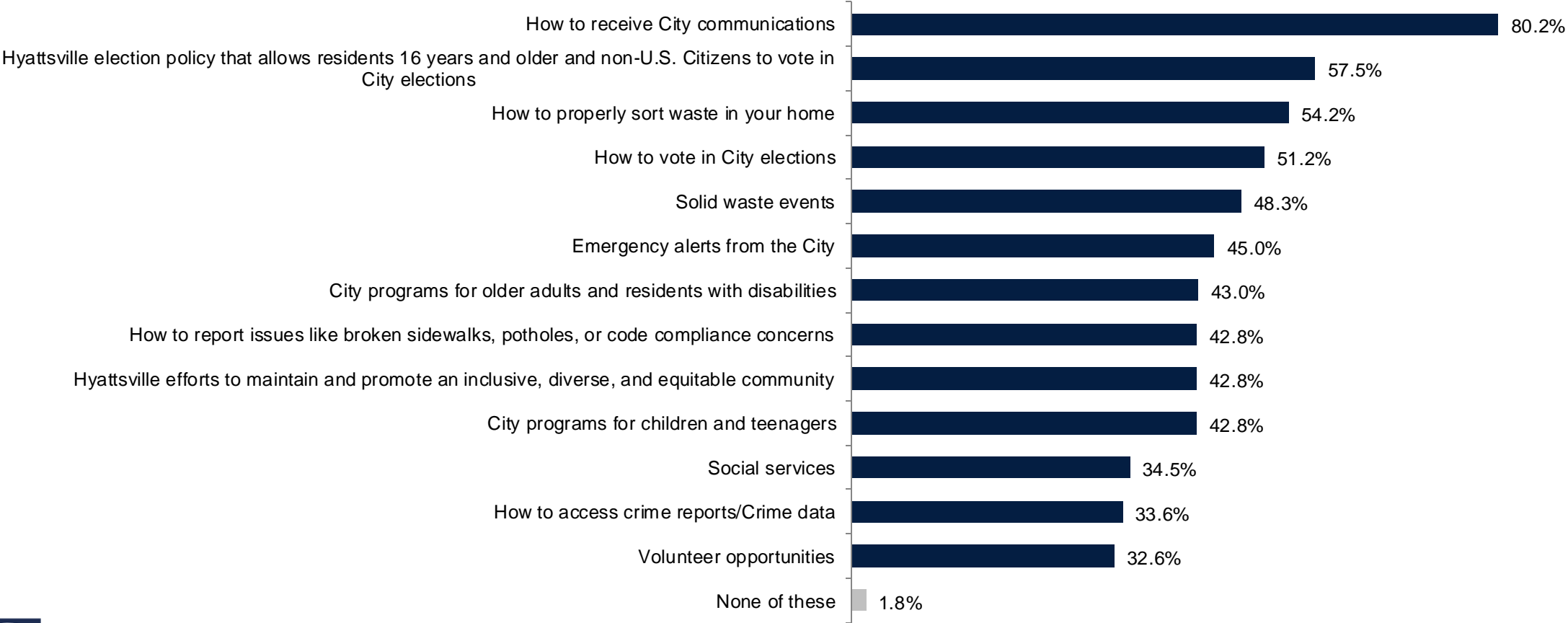


# **Awareness and Communication Preferences**



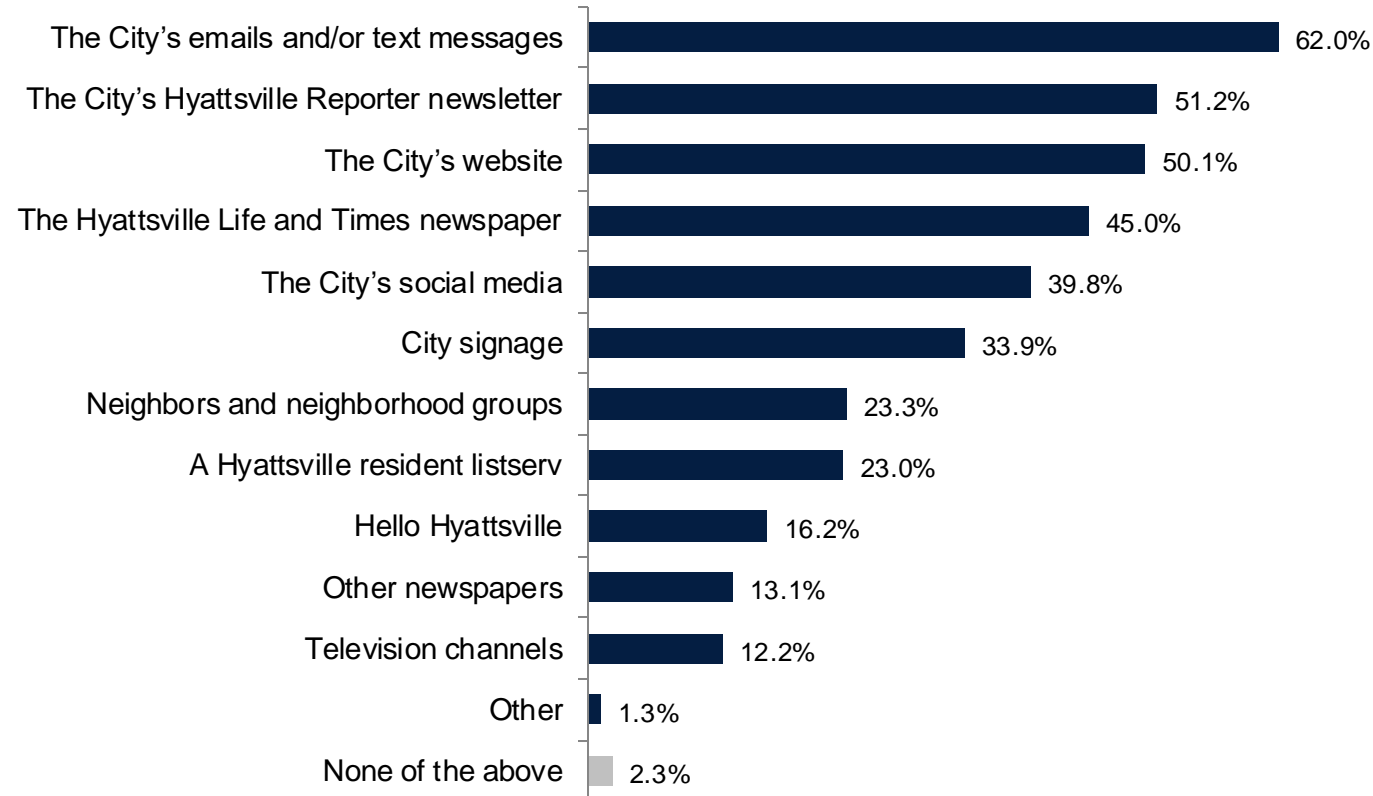
# A strong majority are familiar with how to receive City communications

Q55: For the following list, please indicate what you are aware of and have some familiarity with in Hyattsville. Select all that apply.



# City email and texts are the top preferences for City communications

Q56: From which of the following sources would you prefer to get information about the City of Hyattsville? Select all that apply.



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# Questions?

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**Opinion Research on  
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