

Landover Hills Community Engagement Survey: Survey Distribution Plan

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Introduction

The purpose of this distribution plan is to outline how the Landover Hills Community Engagement Survey will be disseminated in ways that are accessible, equitable, and reflective of the town's values. By employing a multi-modal approach—including digital and print materials, in-person outreach, and follow-up reminders—this plan is designed to engage a wide range of residents across languages, internet access levels, and household schedules.

Rooted in Community-Based Participatory Research (CBPR) principles, this approach recognizes residents not only as participants, but as collaborators in shaping civic life (Balazs & Morello-Frosch, 2013). All distribution materials and outreach efforts are available in English and Spanish, reflecting the linguistic diversity of Landover Hills and affirming every resident's right to be heard. Ultimately, this plan supports transparent, inclusive engagement that empowers the community to help shape the future of the town.

Mode-Specific Logistics

Online Distribution

The online survey will be distributed through multiple digital platforms to maximize visibility and ease of participation. These include:

- [The Town of Landover Hills official website](#)
- Resident email addresses gathered at community events (e.g., fairs, public meetings)
- Official social media accounts (e.g., Facebook, Twitter)
- QR codes included in newsletters, printed flyers, and event materials

Given the lack of a town-wide email listserv, we recommend that the Town begin systematically collecting email addresses at local events and meetings, ensuring ethical, permission-based

outreach. This practice not only addresses a current infrastructure gap, but also helps build a stronger long-term foundation for resident communication and engagement.

Best practices for the launch and engagement of the online survey are:

- Timing: Online announcements and emails will be scheduled for mid-week (Tuesday through Thursday), during late morning (10-11 AM) or mid-afternoon (2-4 PM), in line with research on optimal survey response timing (Donaldson & Franck, 2016).
- Survey Design: Hosted on Google Forms for familiarity and ease of use, the survey is structured across multiple short pages to reduce fatigue and encourage completion (Donaldson & Franck, 2016). It is fully responsive for desktop and mobile access.
- Tone: Messaging will be clear, inviting, and resident-centered—emphasizing how participation contributes to shaping community priorities. Where possible, communications will be personalized to highlight the value of each resident’s voice.

Offline Distribution

To ensure accessibility for all residents, including those who prefer or require print-based materials, the survey will also be distributed in physical formats through:

- Inserts in the mailed town newsletter (8.5” x 11”)
- Flyers posted at Town Hall, local businesses, and community gathering spaces
- Announcements on Town Cable Television (Verizon: 28; Xfinity: 71)
- In-person distribution at public events (e.g., town hall meetings)

Return options include:

- Dropping off completed surveys at Town Hall.

- Mailing in surveys using a pre-stamped, self-addressed envelope provided in the newsletter.
- Scanning a QR code to complete the survey online, if preferred.

Follow-Up Communication

To support sustained engagement, follow-up communications should be shared in phases to encourage participation across the full survey window (Nulty, 2008). These communications will be concise, bilingual, and grounded in respect for resident time and voice.

Schedule:

- Initial Contact - Day 0 (survey launch)
- First Reminder - Week 1
- Second Reminder - Week 3
- Final Contact - Week 5 (“Last Call”)

Follow-up messages will be clear, respectful, and action-oriented. Each communication will briefly remind recipients of the survey’s purpose, reiterate the value of their responses, and note the time commitment—estimated at just 5 to 10 minutes. Bilingual messaging will be provided in both English and Spanish, and all messages will be formatted for accessibility across digital and print formats. To encourage participation, each message will also include simple instructions for returning or accessing the survey, whether through a QR code, link, physical drop-off, or mail. Where possible, messages will include a personalized tone to affirm the importance of each resident’s voice in shaping local planning. All follow-ups will reflect CBPR

principles, including mutual respect, transparency, shared ownership of data, and a commitment to inclusive civic engagement (Balazs & Morello-Frosch, 2013; Harrison, Mizota, Daly, & Falkenburger, 2021).

An example of the initial contact email is provided below. Additional reminder templates—including one-week, three-week, and final follow-ups—are included in Appendix C in both email and letter formats.

Figure 1: Example of an Initial Contact Email

Subject: Help Shape the Future of Landover Hills – Your Voice Matters!

Dear Landover Hills Resident,

The Town of Landover Hills is conducting a Community Engagement Survey to hear directly from residents about your priorities, concerns, and ideas for the town. This survey will help inform decisions about local programs, events, communication strategies, and how we connect as a community.

Your response will help us understand what’s working—and where we can do better. The survey is confidential, takes only 5-10 minutes, and is available in both English and Spanish.

Survey Link: [Community Engagement Survey](#)

Deadline: (Deadline)

Every response matters—and yours can help ensure that the future of Landover Hills reflects the people who live here.

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you for being an active part of your community.

Warmly,

The Landover Hills Town Council

Accessibility and Ethics

To ensure this distribution plan reflects ethical best practices and the values of Community-Based Participatory Research (CBPR), all outreach materials—including reminder letters, emails, and surveys—prioritize accessibility, transparency, and equitable engagement (Balazs & Morello-Frosch, 2013; Harrison et al., 2021).

Bilingual communication is central to this effort. All materials are available in English and Spanish and have been reviewed by fluent Spanish speakers for clarity and cultural relevance. This ensures that residents from Landover Hills’ diverse linguistic communities are fully included in the survey outreach process (Harrison et al., 2021; Oregon Department of Education, n.d.).

To avoid confusion about eligibility and reduce drop-off at the start of the survey, the first question was revised to ask “What ward do you live in?” instead of a binary yes/no question about residency. The survey includes a ward boundary map with street names and numbers, so residents can quickly and confidently identify their ward without needing to leave the survey. This improves retention while respecting anonymity and aligns with the ethical goal of supporting self-determination and inclusivity.

Participation is strictly voluntary and anonymous. Reminder communications clarify that responses will not be linked to identifying information, and that all questions are optional. Following ethical norms for anonymous community surveys, participation is considered implied consent (Donaldson & Franck, 2016; Harrison et al., 2021).

Ultimately, the ethical framework of this distribution plan reflects the shared emphasis of both CBPR and the Town of Landover Hills on co-ownership of data, mutual respect, and the

right of all residents to shape the civic decisions that affect their community (Balazs & Morello-Frosch, 2013).

Conclusion

The success of the Landover Hills Community Engagement Survey depends not only on thoughtful design, but on purposeful, inclusive distribution. This plan outlines a strategy that is intentionally designed to remove barriers, honor local context, and affirm the role of residents as equal partners in shaping their community. Through coordinated online and offline dissemination, multilingual access, and staged follow-up communication, the plan supports widespread participation regardless of digital access, schedule, or language.

This approach is guided by Community-Based Participatory Research (CBPR) principles, placing transparency, accessibility, and respect for community voice at the forefront (Balazs & Morello-Frosch, 2013; Harrison et al., 2021). Distribution logistics and follow-up messaging are aligned with ethical outreach practices and evidence-based recommendations, ensuring the town reaches residents with clarity and care (Harrison et al., 2021; Nulty, 2008)

As the survey moves into implementation, this plan not only supports the technical delivery of a questionnaire—it sets the stage for sustained trust, civic connection, and a stronger feedback loop between residents and their town. In a place like Landover Hills, where community identity and public voice are deeply valued, this framework offers a practical model for future engagement efforts.

Appendices

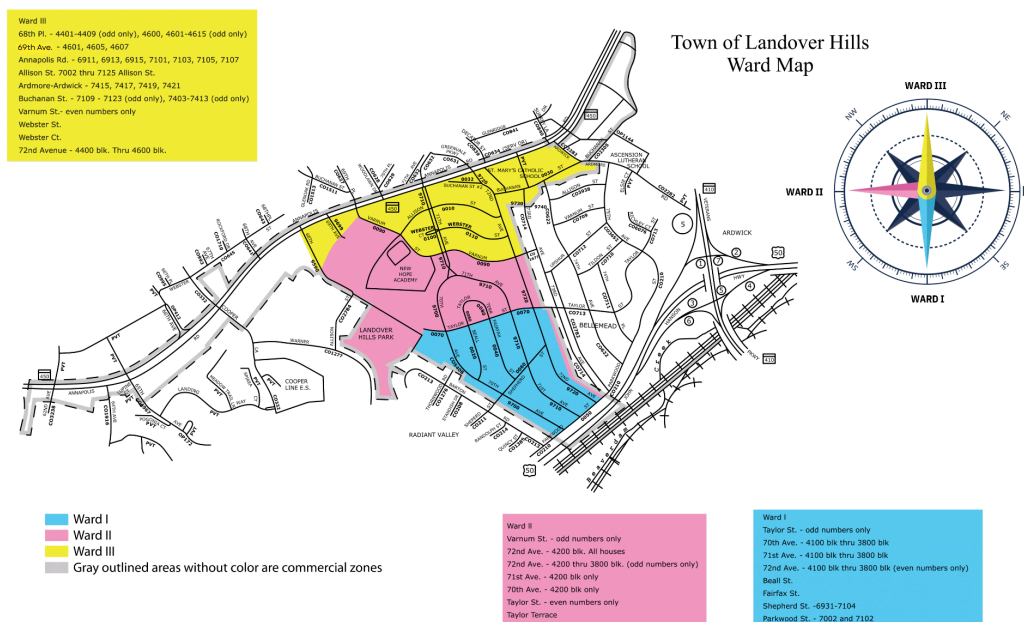
Appendix A: Full Survey (English)

Landover Hills Community Engagement Survey

In collaboration with the Town of Landover Hills, this survey has been created by students from the University of Maryland's College of Information (iSchool) to understand how residents would like to engage more with their local community. The goal of this survey is to identify key areas of interest for community involvement, understand the most pressing local issues, and gather feedback on preferred ways to participate in town initiatives.

Your input will help inform strategies to strengthen community participation and guide future programs, committees, and events in Landover Hills. We estimate this survey will take approximately 5-10 minutes to complete. Participation is completely voluntary, and responses are recorded anonymously. Providing any identifying information is optional.

Thank you for your time and valuable feedback! If you have any questions or comments, please contact us at: lhces@gmail.com



Please refer to the Ward Map below to answer the first question.

What ward do you live in? 1, 2, 3

How old are you? Under 18, 18-29, 30-44, 45-59, 60+

What is your gender? Male, Female, Other, Prefer not to answer

Have you participated in other town activities (e.g., night out/movie night, town hall meetings, cleanup events)? Yes, No

If yes, which activities have you participated in?

How interested are you in being more involved in your community? 1-5 (No interest at all, Very interested)

Which areas of community life would you be most interested in helping to improve? (Check all that apply) Communications/outreach, Education, Environment, Housing, Local events, Parks and recreation, Public safety, Transportation, Youth programs, Other

What are the most pressing issues in Landover Hills that you think need more attention?

How much time would you be willing to commit to community activities per month? None, 1-2 hours, 3-5 hours, 6+ hours

How would you prefer to receive updates from the town about opportunities for community activities? (Check all that apply) Email, In-person meetings, Social media, Text, Town cable television channel (Verizon: 28; Xfinity: 71), Town website, Other

Would you be interested in joining a committee or group focused on community engagement?

Yes, No, Maybe

If you'd like to receive follow-up information, you may provide your contact information below.

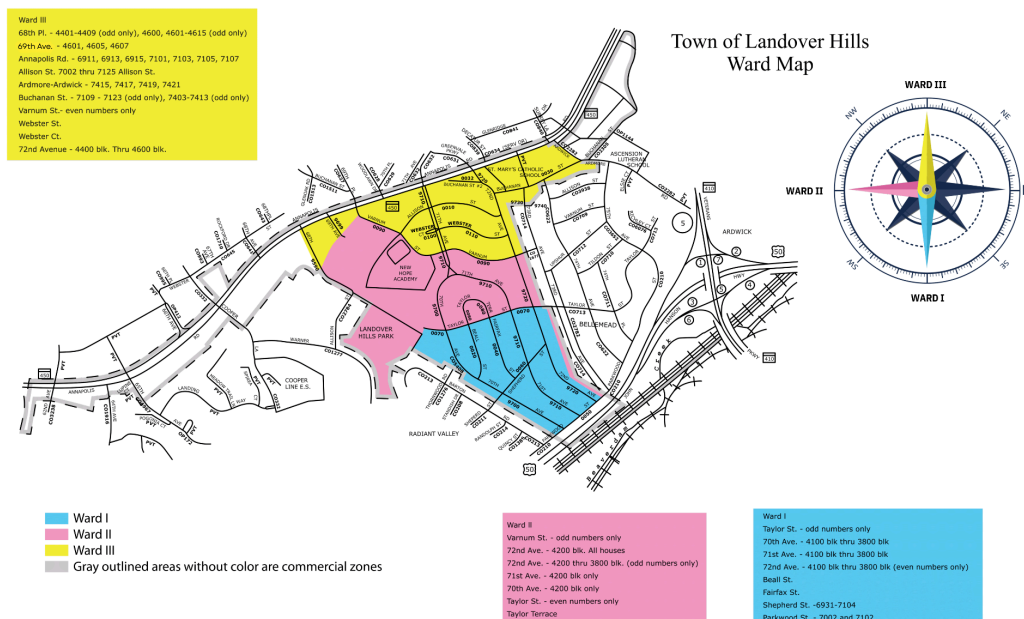
Appendix B: Full Survey (Spanish)

La Encuesta De Participación Comunitaria Para Landover Hills

En colaboración con la ciudad de Landover Hills, esta encuesta fue creada por estudiantes de la Facultad de Información (iSchool) de la Universidad de Maryland para comprender cómo les gustaría a los residentes participar más con su comunidad local. El objetivo de esta encuesta es identificar las principales áreas de interés para la participación comunitaria, comprender los problemas locales más urgentes y recopilar opiniones sobre las formas preferidas de participar en las iniciativas del municipio.

Su participación ayudará a informar estrategias para fortalecer la participación comunitaria y guiar futuros programas, comités y eventos en Landover Hills. Estimamos que esta encuesta tomará aproximadamente de 5 a 10 minutos para completarse. La participación es completamente voluntaria y las respuestas se registran de forma anónima. Proporcionar cualquier información identificable es opcional.

¡Gracias por su tiempo y sus valiosos comentarios! Si tiene alguna pregunta o comentario, por favor contáctenos a: lhces@gmail.com



Por favor consulte el mapa de distritos a continuación para responder la primera pregunta.

¿En qué barrio vives? 1, 2, 3

¿Cuántos años tiene? Menos de 18 años, 18-29, 30-44, 45-59, 60+

¿Cuál es su género? Masculino, Femenino, Otro, Prefiero no responder

¿Ha participado en otras actividades del municipio (por ejemplo: noche comunitaria/noche de cine, reuniones del ayuntamiento, eventos de limpieza)? Sí, No

Si es así, ¿en qué actividades ha participado?

¿Qué tanto interés tiene en participar más en su comunidad? 1-5 (Ningún interés, Muy interesado(a))

¿En qué áreas de la vida comunitaria estaría más interesado(a) en ayudar a mejorar? (Marque todas las que correspondan) Comunicación y divulgación, Educación, Medio ambiente, Vivienda, Eventos locales, Parques y recreación, Seguridad pública, Transporte, Programas para jóvenes, Otro

¿Cuáles considera que son los problemas más importantes en Landover Hills que necesitan mayor atención?

¿Cuánto tiempo estaría dispuesto(a) a dedicar a actividades comunitarias por mes? Ninguno, 1-2 horas, 3-5 horas, 6 o más horas

¿Cómo preferiría recibir actualizaciones del municipio sobre oportunidades para participar en actividades comunitarias? (Marque todas las que correspondan) Correo electrónico, Reuniones presenciales, Redes sociales, Mensajes de texto, Canal de televisión por cable municipal (Verizon: 28; Xfinity: 71), Sitio web del municipio, Otro

¿Estaría interesado(a) en unirse a un comité o grupo enfocado en la participación comunitaria?

Sí, No, Tal vez

Si desea recibir información de seguimiento, puede proporcionar su información de contacto a continuación.

*Appendix C: Follow-up Materials**Figure C1: Example of an Initial Contact Email (English)*

Subject: Help Shape the Future of Landover Hills – Your Voice Matters!

Dear Landover Hills Resident,

The Town of Landover Hills is conducting a Community Engagement Survey to hear directly from residents about your priorities, concerns, and ideas for the town. This survey will help inform decisions about local programs, events, communication strategies, and how we connect as a community.

Your response will help us understand what’s working—and where we can do better. The survey is confidential, takes only 5-10 minutes, and is available in both English and Spanish.

Survey Link: [Community Engagement Survey](#)

Deadline: (Deadline)

Every response matters—and yours can help ensure that the future of Landover Hills reflects the people who live here.

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you for being an active part of your community.

Warmly,

The Landover Hills Town Council

Figure C2: Example of an Initial Contact Email (Spanish)

Asunto: ¡Ayuda a dar forma al futuro de Landover Hills – tu voz importa!

Estimado/a residente de Landover Hills:

El municipio de Landover Hills está realizando una Encuesta de Participación Comunitaria para conocer directamente las prioridades, preocupaciones e ideas de sus residentes. Esta encuesta nos ayudará a tomar decisiones informadas sobre programas locales, eventos, estrategias de comunicación y cómo nos relacionamos como comunidad.

Tus respuestas nos ayudarán a entender qué está funcionando bien y qué se puede mejorar. La encuesta es confidencial, toma solo 5 a 10 minutos, y está disponible en español e inglés.

Enlace a la Encuesta: [Encuesta de Participación Comunitaria](#)

Fecha límite: (Fecha)

Cada respuesta cuenta, y la tuya puede ayudarnos a garantizar que el futuro de Landover Hills refleje a las personas que viven aquí.

Si tienes preguntas, por favor contacta a:

[Nombre del contacte], [Título]

[Correo electrónico] | [Teléfono]

Gracias por ser una parte activa de tu comunidad.

Con aprecio,

El Concejo Municipal de Landover Hills

Figure C3: Example of a One-Week Contact Email (English)

Subject: Reminder: Help Shape Community Life in Landover Hills!

Dear Landover Hills Resident,

Last week, we invited you to participate in our Community Engagement Survey. If you've already participated, thank you! If not, we hope you'll take a few minutes to share your input.

The survey helps the Town better understand resident priorities and plan programs, events, and communications that reflect our community's needs. Your feedback is confidential and deeply appreciated.

Survey Link: [Community Engagement Survey](#)

Deadline: (Deadline)

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you again for your time and voice.

Warmly,

The Landover Hills Town Council

Figure C4: Example of a One-Week Contact Email (Spanish)

Asunto: Recordatorio: ¡Ayuda a dar forma a la vida comunitaria en Landover Hills!

Estimado/a residente de Landover Hills:

La semana pasada, te invitamos a participar en nuestra Encuesta de Participación Comunitaria. Si ya la completaste, ¡muchas gracias! Si no, esperamos que tomes unos minutos para compartir tu opinión.

La encuesta ayuda al municipio a comprender mejor las prioridades de sus residentes y a planificar programas, eventos y estrategias de comunicación que reflejen las necesidades de nuestra comunidad. Tu participación es confidencial y profundamente valorada.

Enlace a la Encuesta: [Encuesta de Participación Comunitaria](#)

Fecha límite: (Fecha)

Si tienes preguntas, por favor contacta a:

[Nombre del contacte], [Título]

[Correo electrónico] | [Teléfono]

Gracias nuevamente por tu tiempo y tu voz.

Con aprecio,

El Concejo Municipal de Landover Hills

Figure C5: Example of a Three-Week Contact Email (English)

Subject: Your Input Can Still Help Shape Landover Hills!

Dear Landover Hills Resident,

There's still time to share your thoughts in the Landover Hills Community Engagement Survey—but not much! This town-wide effort is helping us better understand what matters to you.

Your response is confidential, takes just 5-10 minutes, and helps guide decisions about communication, services, events, and long-term engagement.

Survey Link: [Community Engagement Survey](#)

Deadline: (Deadline)

Please consider taking a few minutes to help shape the future of Landover Hills.

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you for helping us build a stronger Landover Hills.

Warmly,

The Landover Hills Town Council

Figure C6: Example of a Three-Week Contact Email (Spanish)

Asunto: ¡Tu opinión todavía puede ayudar a dar forma a Landover Hills!

Estimado/a residente de Landover Hills:

Todavía estás a tiempo de compartir tus ideas en la Encuesta de Participación Comunitaria de Landover Hills – ¡pero no por mucho más!

Esta iniciativa a nivel municipal nos está ayudando a comprender mejor qué es lo que más importa para ti y tu comunidad. Tu participación es confidencial, toma solo 5 a 10 minutos, y ayuda a orientar decisiones sobre comunicación, servicios, eventos y participación comunitaria a largo plazo.

Enlace a la Encuesta: [Encuesta de Participación Comunitaria](#)

Fecha límite: (Fecha)

Te invitamos a dedicar unos minutos para ayudar a dar forma al futuro de Landover Hills.

Si tienes preguntas, por favor contacta a:

[Nombre del contacte], [Título]

[Correo electrónico] | [Teléfono]

Gracias por ayudarnos a construir un Landover Hills más fuerte.

Con aprecio,

El Concejo Municipal de Landover Hills

Figure C7: Example of a Final Contact Email (English)

Subject: Final Reminder: Last Chance to Take the Landover Hills Survey

Dear Landover Hills Resident,

This is the final reminder to complete the Landover Hills Community Engagement Survey before it closes. Your voice helps us plan more effective programs, improve communication, and build a more connected community.

Survey Link: [Community Engagement Survey](#)

Deadline: (Deadline)

Your response is confidential and vital to our shared future. The survey takes only 5 minutes to complete.

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you for your time, your perspective, and your role in shaping our community's future.

Sincerely,

The Landover Hills Town Council

Figure C8: Example of a Final Contact Email (Spanish)

Asunto: Último recordatorio: última oportunidad para completar la encuesta de Landover Hills

Estimado/a residente de Landover Hills:

Este es el último recordatorio para completar la Encuesta de Participación Comunitaria de Landover Hills antes de su cierre.

Tu voz nos ayuda a planificar programas más efectivos, mejorar la comunicación y fortalecer el sentido de comunidad. La encuesta es confidencial, toma solo 5 minutos, y tu participación es vital para el futuro que compartimos.

Enlace a la Encuesta: [Encuesta de Participación Comunitaria](#)

Fecha límite: (Fecha)

Si tienes preguntas, por favor contacta a:

[Nombre del contacte], [Título]

[Correo electrónico] | [Teléfono]

Gracias por tu tiempo, tu perspectiva y tu papel en dar forma al futuro de nuestra comunidad.

Con aprecio,

El Concejo Municipal de Landover Hills

Figure C9: Example of an Initial Contact Letter (English)

Dear Landover Hills Resident,

The Town of Landover Hills is conducting a Community Engagement Survey to hear directly from residents like you about your priorities, concerns, and ideas for the town. Your input will help shape future decisions about local programs, public services, town events, and how we communicate as a community.

You have received this survey as part of a town-wide effort to include every resident's voice in planning Landover Hills' future. The survey is completely confidential, and takes just 5-10 minutes to complete. Your responses will be grouped with others across the town and will never be linked to your name or your address.

You may complete the survey in one of the following ways:

- Mail it back using the enclosed stamped envelope
- Drop it off at Town Hall
- Scan the QR code below to complete it online

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you for sharing your perspective—your voice matters.

Warmly,

The Landover Hills Town Council



Figure C10: Example of an Initial Contact Letter (Spanish)

Estimado/a residente de Landover Hills:

El municipio de Landover Hills está realizando una Encuesta de Participación Comunitaria para conocer directamente las prioridades, preocupaciones e ideas de residentes como tú. Tus respuestas nos ayudarán a tomar decisiones informadas sobre programas locales, servicios públicos, eventos comunitarios y estrategias de comunicación comunitaria.

Has recibido esta encuesta como parte de un esfuerzo a nivel municipal para asegurar que cada residente tenga la oportunidad de participar en la planificación del futuro de Landover Hills. La encuesta es completamente confidencial y toma solo 5 a 10 minutos. Tus respuestas se agruparán con las de otros residentes y no se vincularán con tu nombre ni dirección.

Puedes completar la encuesta de una de las siguientes maneras:

- Devolverla por correo usando el sobre con franqueo prepago incluido
- Entregarla en el Ayuntamiento
- Escanear el código QR para completarla en línea

Si tienes preguntas, por favor contacta a:

[Nombre del contacto], [Título]

[Correo electrónico] | [Teléfono]

Gracias por compartir tu perspectiva – tu voz importa.

Con aprecio,

El Concejo Municipal de Landover Hills



Figure C11: Example of a One-Week Contact Letter (English)

Dear Landover Hills Resident,

Last week, we sent you the Landover Hills Community Engagement Survey. If you've already completed it, thank you! If not, we've re-enclosed the survey with this letter for your convenience and hope you'll take a few minutes to share your thoughts.

This survey helps the Town understand resident priorities and improve community programs, services and communication. Your responses are completely confidential and the survey takes just 5-10 minutes to complete.

You may return the enclosed survey in one of the following ways:

- Mail it back using the stamped envelope provided
- Drop it off at Town Hall
- Scan the QR code to complete it online

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you for helping shape the future of our community.

Sincerely,

The Landover Hills Town Council



Figure C12: Example of a One-Week Contact Letter (Spanish)

Estimado/a residente de Landover Hills:

La semana pasada, te enviamos la Encuesta de Participación Comunitaria de Landover Hills. Si ya la completaste, ¡muchas gracias! Si no, hemos vuelto a incluir la encuesta con esta carta para tu conveniencia y esperamos que tomes unos minutos para compartir tu opinión.

Esta encuesta ayuda al municipio a comprender mejor las prioridades de los residentes y a mejorar los programas comunitarios, los servicios públicos y la comunicación local. Tus respuestas son completamente confidenciales, y la encuesta toma solo 5 a 10 minutos.

Puedes devolver la encuesta adjunta de una de las siguientes maneras:

- Por correo, usando el sobre con franqueo prepago incluido
- Entregándola en el Ayuntamiento
- Escaneando el código QR para completarla en línea

Si tienes preguntas, por favor contacta a:

[Nombre del contacto], [Título]

[Correo electrónico] | [Teléfono]

Gracias por ayudar a dar forma al futuro de nuestra comunidad.

Con aprecio,

El Concejo Municipal de Landover Hills



Figure C13: Example of a Three-Week Contact Letter (English)

Dear Landover Hills Resident,

We're writing to remind you that there's still time to complete the Landover Hills Community Engagement Survey, but the deadline is approaching soon.

We've re-enclosed the survey for your convenience. It takes only 5-10 minutes, is completely confidential, and will help shape how the Town plans services, events, and outreach to reflect resident priorities.

You can return the enclosed survey by:

- Mailing it in the stamped envelope
- Dropping it off at Town Hall
- Scanning the QR code to complete it online

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you for helping build a more connected and responsive Landover Hills.

Warmly,

The Landover Hills Town Council



Figure C14: Example of a Three-Week Contact Letter (Spanish)

Estimado/a residente de Landover Hills:

Te escribimos para recordarte que todavía estás a tiempo de completar la Encuesta de Participación Comunitaria de Landover Hills, pero la fecha límite se acerca.

Hemos vuelto a incluir la encuesta para tu conveniencia. Toma solo 5 a 10 minutos, es completamente confidencial, y ayudará a orientar cómo el municipio planifica servicios, eventos y estrategias de participación que reflejen las prioridades de los residentes.

Puedes devolver la encuesta adjunta de una de las siguientes maneras:

- Por correo, usando el sobre con franqueo prepago incluido
- Entregándola en el Ayuntamiento
- Escaneando el código QR para completarla en línea

Si tienes preguntas, por favor contacta a:

[Nombre del contacto], [Título]

[Correo electrónico] | [Teléfono]

Gracias por ayudarnos a construir una comunidad más conectada y receptiva en Landover Hills.

Con aprecio,

El Concejo Municipal de Landover Hills



Figure C15: Example of a Final Contact Letter (English)

Dear Landover Hills Resident,

This is the final reminder to complete the Landover Hills Community Engagement Survey before it closes.

Your voice helps guide future decisions in our town, and we've re-enclosed the survey so you can still participate if you haven't already. The survey takes only 5-10 minutes, is confidential, and can be completed and returned in one of the following ways:

- Mail it back using the enclosed stamped envelope
- Drop it off at Town Hall
- Scan the QR code to submit it online

If you have any questions, please contact:

[Contact Name], [Title]

[Email Address] | [Phone Number]

Thank you for your time and your role in shaping the future of Landover Hills.

Sincerely,

The Landover Hills Town Council



Figure C16: Example of a Final Contact Letter (Spanish)

Estimado/a residente de Landover Hills:

Este es el último recordatorio para completar la Encuesta de Participación Comunitaria de Landover Hills antes de su cierre.

Tu voz ayuda a guiar las decisiones futuras de nuestro municipio, y hemos vuelto a incluir la encuesta para que aún puedas participar si no lo has hecho. La encuesta toma solo 5 a 10 minutos, es confidencial, y puedes completarla y devolverla de una de las siguientes maneras:

- Por correo, usando el sobre con franqueo prepago incluido
- Entregándola en el Ayuntamiento
- Escaneando el código QR para completarla en línea

Si tienes preguntas, por favor contacta a:

[Nombre del contacto], [Título]

[Correo electrónico] | [Teléfono]

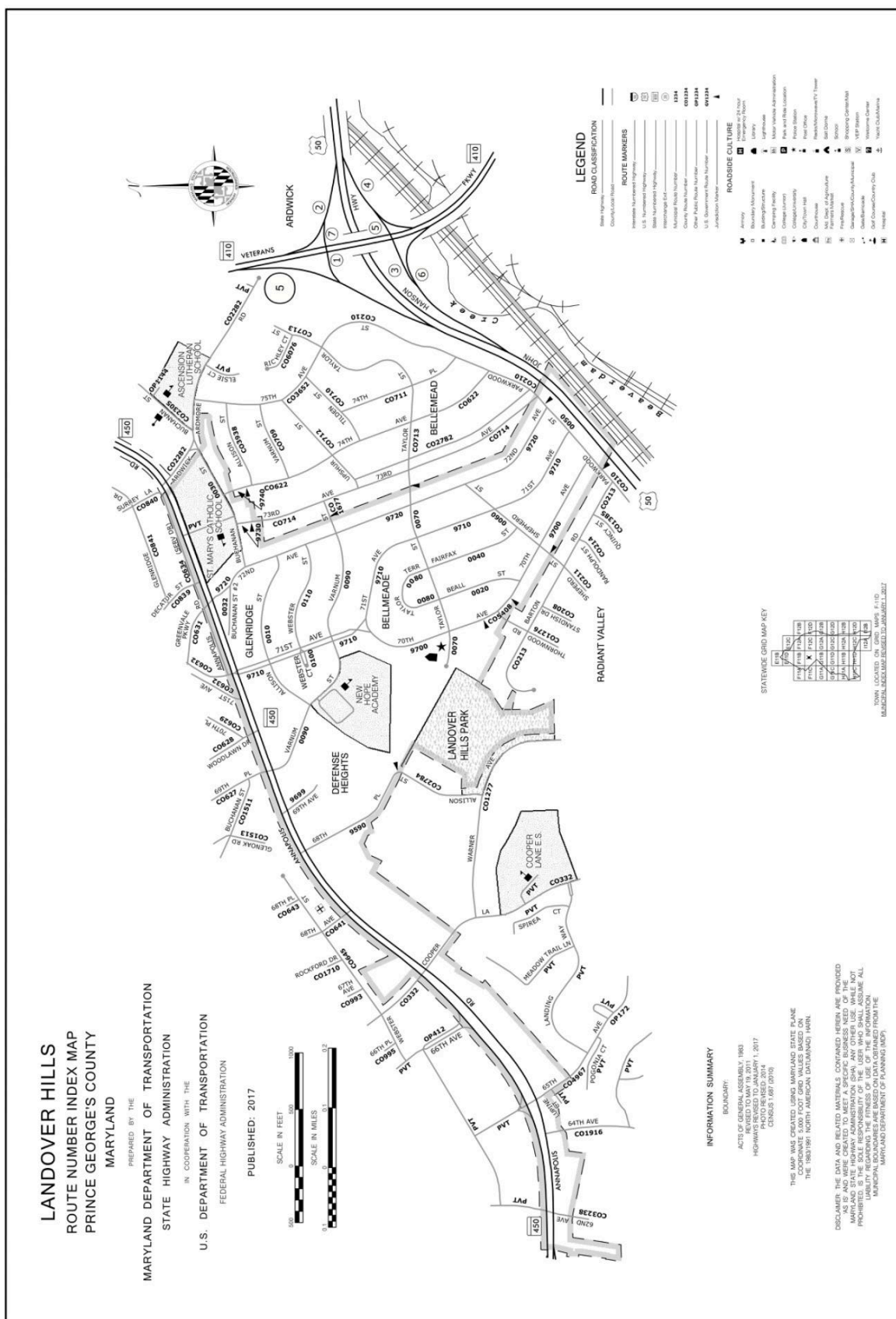
Gracias por tu tiempo y por tu papel en dar forma al futuro de Landover Hills.

Con aprecio,

El Concejo Municipal de Landover Hills



Appendix D: Map of Area



Appendix E: Sources

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