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Montgomery County, MD

2009 Resident Survey

FINAL Report of Results

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Table of Contents

Executive Summary	1
Survey Background	5
Survey Purpose	5
Methods	5
Report of Results	8
Quality of Life and Community	8
County Characteristics, Opportunities, and Service Availability	10
Utilization of Public Services and Opportunities for Participation	13
Safety in Montgomery County.....	15
Growth in Montgomery County.....	17
County Government Services	19
Quality of County Services	19
Quality of County Employees	22
Issues Facing the County	23
Importance of Addressing Issues	23
Impact of Economy.....	25
Overall Perceptions of the County	26
Overall Quality of County Services	26
Satisfaction with Taxes and Services	27
Public Trust in County Government	28
Attractiveness of Living in Montgomery County	29
Information Sources.....	30
Appendix I: Respondent Demographics	32
Appendix II: Frequency of Survey Responses	37
Appendix III: Survey Results by Demographic Groups	51
Appendix IV: Verbatim Responses to Open-Ended Questions	69
Appendix V: Survey Methodology	72
Appendix VII: Survey Materials	76

List of Tables

Table 1: Aspects of Quality of Life	9
Table 2: Community Characteristics	11
Table 3: Community Participation	13
Table 4: Safety from Crime in Montgomery County	15
Table 5: Sense of Safety in Montgomery County	16
Table 6: Growth in Montgomery County	17
Table 7: Rate of Types of Growth in Montgomery County Compared Over Time	18
Table 8: Quality of County Services.....	20
Table 9: Quality Ratings of County Services Compared Over Time.....	21
Table 10: Quality of County Employee Characteristics	22
Table 11: Importance of County Addressing a Variety of Issues	23
Table 12: Aspects of Public Trust.....	28
Table 13: Living in Montgomery County Now and in the Future	29
Table 14: Likelihood of Living in Montgomery County Now and in the Future Compared Over Time	29
Table 15: Sources of Information About County Government.....	30

List of Figures

Figure 1: Ratings of Aspects of Quality of Life Compared Over Time	9
Figure 2: Ratings of Community Characteristics Compared Over Time	12
Figure 3: Participation in Montgomery County Activities and Programs Compared Over Time	14
Figure 4: Ratings of Safety from Crime Compared Over Time	15
Figure 5: Ratings of Sense of Safety Compared Over Time.....	16
Figure 6: Contact with County Employees Compared Over Time	22
Figure 7: Ratings of County Employee Characteristics Compared Over Time	22
Figure 8: Ratings of Importance of County Addressing a Variety of Issues Compared Over Time	24
Figure 9: Impact of Economy on Household Income	25
Figure 10: Overall Quality of County Services.....	26
Figure 11: Rating of Overall Quality of County Services Compared Over Time	26
Figure 12: Satisfaction with County Taxes and Services Compared Over Time	27
Figure 13: Ratings of Aspects of Public Trust Compared Over Time.....	28
Figure 14: Use of Sources of Information About County Government.....	31

Executive Summary

Survey Background

Montgomery County contracted with National Research Center, Inc. (NRC) to conduct a County-wide resident survey. The 2009 Montgomery County Resident Survey serves as a consumer report card for the County by providing residents the opportunity to rate the quality of life in the County, as well as the community's amenities, service delivery, and their satisfaction with local government. The survey also allows residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. This was the second general survey of Montgomery County residents since 1994; the first was administered in 2007.

Methods

Three thousand randomly selected Montgomery County households were mailed the 2009 Montgomery County Resident Survey. Of the 2,864 households that received the survey, 851 responded to the mailed questionnaire, giving a response rate of 30%, slightly higher than NRC often sees in larger jurisdictions.

The cover letter and survey were mailed to residents in English. However, the survey packet included a one-page insert with paragraphs in Spanish, Chinese, Vietnamese, Korean, and French that described the contents of the packet and provided a phone number to call if the resident wanted to receive the survey in one of those languages. Nine calls were received, resulting in four translated surveys being sent to these residents. Two completed in-language surveys were received.

Survey results were weighted so that respondent age, gender, and ethnicity were represented in the proportions reflective of the entire County. The margin of error is plus or minus three percentage points around any given percentage for the entire sample.

Summary of Results

Quality of Life and Community

Overall, Montgomery County residents gave positive ratings to their quality of life. Most attributes of quality of life were viewed positively by survey participants, with 8 in 10 rating Montgomery County "excellent" or "good" as a place to live, a place to raise children, and their neighborhood as a place to live. While fewer respondents thought Montgomery County was "excellent" or "good" as a place to retire, a higher proportion of residents felt that way in 2009 than in 2007.

Respondents gave favorable ratings to the majority of 24 Montgomery County characteristics that were assessed in the survey, with more than half rating 17 of the 24 characteristics as "excellent" or "good." Characteristics receiving the highest evaluations were:

- educational opportunities (84% "excellent" or "good"),
- volunteer opportunities (83%),
- overall image or reputation of Montgomery County (83%),
- opportunities to attend cultural activities (81%), and
- recreational opportunities (80%).

Among the characteristics that received lower ratings were ease of car travel in Montgomery County (35% “excellent” or “good”), availability of affordable child care (24%), and availability of affordable housing (23%).

When compared to ratings given in 2007, the majority of the characteristics remained stable from 2007 to 2009. Nine of the 24 characteristics received significantly more favorable responses in 2009:

- variety of housing options (57% “excellent” or “good” in 2009 versus 43% in 2007),
- quality of overall natural environment in Montgomery County (70% versus 60%),
- openness and acceptance of the community toward people of diverse backgrounds (79% versus 71%),
- opportunities to attend cultural activities (81% versus 73%),
- availability of affordable housing (23% versus 15%),
- amount of public parking (45% versus 37%),
- availability of services for seniors (61% versus 53%),
- air quality (55% versus 48%), and
- ease of bus travel in Montgomery County (54% versus 48%).

A smaller proportion of the respondents gave “excellent” or “good” ratings to employment opportunities in 2009 than in 2007 (59% versus 69%, respectively), which is likely a result of the current downturn in the economy.

Survey respondents reported using and participating in a wide variety of County services and activities. Ninety-five percent of the respondents reported that they had recycled used paper, cans or bottles from their home at least once in the last 12 months, with 83% of the respondents reporting they had recycled more than 26 times. Ninety-one percent said they had visited a park in the County at least once in the last 12 months. Participation rates were lower for attending a meeting of local elected officials or other local government meetings open to the public (only 27% attended such meetings at least once in the past year). Participation rates for each of the activities or programs were similar in 2007 and 2009.

Generally, respondents reported feeling safe in Montgomery County. Half or more of residents in 2009 said they felt “very” or “somewhat” safe from violent or property crimes, which was similar to ratings given in 2007. Feelings of safety in one’s neighborhood and in downtown areas during the day remained high from 2007 to 2009 (80% or more saying they felt safe), and half or more of the respondents reported feeling safe in their neighborhood after dark and in Montgomery County’s downtown areas after dark.

Rates of population growth and commercial growth continued to be a concern for a majority of residents in 2009, although they were less of a concern than in 2007. More respondents felt that the rates of population and commercial growth were the “right amount” than “too fast.” Sixty percent of the survey participants said that the rate of residential growth was “too fast.” Jobs growth was considered more of a problem, with 62% reporting it was “too slow” in 2009 (41% said “too slow” in 2007).

County Government Services

Respondents evaluated most County services favorably, with about half or more of the respondents rating 32 of the 35 services as “excellent” or “good.” Those services that received “excellent” or “good” ratings by 80% or more of the respondents included:

- fire services (93%),
- ambulance or emergency medical services (90%),
- garbage collection (if provided by the County) (87%),
- recycling (87%),
- parks (87%),
- public library services (87%),
- public schools (K-12) (82%),
- condition of County buildings (libraries, recreation centers, etc.) (80%), and
- recreation centers or programs (80%).

Services viewed as “excellent” or “good” by less than half of the respondents were:

- street repairs and maintenance (46%),
- land use, planning and zoning (44%),
- code enforcement (weeds, dumping, over-crowded housing, etc., 41%), and
- cable television providers (41%) which, while not provided by the County, were included in the survey.

Montgomery College and addiction services received significantly lower ratings in 2009 than in 2007 (79% versus 85% and 48% versus 58%, respectively). Five services received significantly higher evaluations in 2009 than in 2007:

- services for immigrants (50% “excellent” or “good” in 2009 versus 41% in 2007),
- emergency preparedness (services that prepare the community for natural disasters or other emergency situations, 63% versus 54%),
- preservation of natural areas such as open space and farmland (52% versus 45%),
- services for low-income people (48% versus 41%), and
- cable television providers (41% versus 35%).

County employees received positive feedback from residents who had contacted them in the last 12 months. Of those who had contact with an employee, three-quarters or more said the employee’s courteousness, knowledge, and responsiveness – as well as their overall impression of the employee – were “excellent” or “good.” More respondents in 2009 than in 2007 said that the employee’s knowledge and responsiveness were “excellent” or “good.”

Issues Facing the County

As in 2007, respondents to the 2009 survey felt that crime, traffic, and public schools were the most important issues the County should address, with about 9 in 10 saying each was “essential” or “very” important. Although still considered at least “very” important by 70% of the respondents, affordable housing was felt to be the least important of the eight issues.

The proportion of respondents reporting that affordable housing and taxes were “essential” or “very” important to address decreased from 2007 to 2009 (79% in 2007 versus 70% in 2009 and 86% versus 78%, respectively).

For the first time, survey respondents were asked about the impact of the economy on the respondent’s family income during the last 12 months. As would be expected given the recent recession, 60% reported there had been a negative impact on their household income during the last 12 months. Six percent of the respondents said that the economy had a “very” or “somewhat”

positive impact on their family's income during the last 12 months, and one-third said there had been "no" impact.

Overall Perceptions of the County

The overall quality of County services was viewed positively in 2009 as it was in 2007 (77% reported that it was "excellent" or "good" in 2009).

When asked to select the statement that best described their opinion about the level of taxes paid by residents versus the services they receive, 35% of the respondents selected the statement, "I feel that I pay too much for the services I receive," and almost as many (33%) selected the statement, "I am satisfied with the current level of taxes and services." Responses to this question remained stable from 2007 to 2009.

Half or less of the survey participants rated aspects of public trust positively. Half of the respondents stated that the overall direction that Montgomery County is taking and the value of services for the taxes paid to Montgomery County were "excellent" or "good" (53% and 50%, respectively). Four in 10 respondents felt that the job Montgomery County government does in listening to residents was "excellent" or "good." These assessments were similar to those in 2007.

The majority of the respondents reported that they would recommend living in Montgomery County to someone who asks (89% said "very" or "somewhat" likely) and that they would remain in the county for the next five years (85%). Half of the respondents reported that they would be "somewhat" or "very" likely to retire in Montgomery County, which was a significant increase from the assessments made by respondents in 2007 (52% versus 44%, respectively).

A new question added to the 2009 survey asked respondents how much information, if any, they got about the County government and its activities, events and services from a list of 10 different sources. The information sources most used by residents were local newspapers (87% said they received at least "some" of their information about the County from this source) and word-of-mouth (81%). Only one-quarter of residents reported getting at least "some" of their information about the County government and its activities via social networking and blog Web sites (26%) and Town Hall meetings and other public meetings (25%).

Survey Background

Survey Purpose

Montgomery County contracted with National Research Center, Inc. (NRC) to conduct a County-wide resident survey in 2009. The Montgomery County Resident Survey serves as a consumer report card for the County by providing residents the opportunity to rate the quality of life in the County, as well as the community's amenities, service delivery, and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. Montgomery County conducted resident surveys approximately biennially from 1985 to 1994; since 1994, two general surveys of County residents have been conducted – in 2007 and 2009.

The focus on the quality of service delivery helps County officials and staff, the Council, and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of the Montgomery County Government, helping to assure maximum service quality over time.

This type of survey focuses on the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to the competition or before other problems from dissatisfied customers arise.

Methods

Survey Administration and Response Rate

Three thousand randomly selected households received three mailings each beginning in September 2009. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was mailed, the first wave of surveys was sent. The second wave was mailed one week after the first. The survey mailings contained a letter from the County Executive and the Council President inviting the household to participate in the 2009 Resident Survey, a questionnaire, and a pre-paid return envelope.

About 4.5% of the mailed surveys were returned by the Post Office because they either had incorrect addresses or were received by vacant housing units. Of the 2,864 households that received the survey, 851 completed the questionnaire, providing a response rate of 30%. This is a good response rate, slightly higher than NRC often sees in larger jurisdictions. The margin of error is plus or minus three percentage points around any given percentage point for the entire sample.

Reaching Non-English Speaking Residents

The cover letter and survey were mailed to residents in English. However, the survey packet included a one-page insert with paragraphs in five languages (Spanish, Chinese, Vietnamese, Korean, and French) that described the contents of the packet and provided a phone number to call if the resident wanted to receive the survey in one of those languages.

Voice mail boxes were created for each of the five languages and were available to receive calls from non-English speaking residents during the day and after hours. In total, nine calls were received,

resulting in four translated surveys being sent to these residents. Two completed in-language surveys were received. (More information on outreach to non-English speakers can be found in Appendix V: Survey Methodology.)

How the Results Are Reported

Survey results were weighted so that respondent age, gender, and ethnicity were represented in proportions reflecting the entire County. The primary objective of weighting survey data is to make the survey sample reflect the larger population of the community. To achieve this, the sample demographics were reviewed and compared to the population norms, in this case estimates from the 2006 American Community Survey (ACS) conducted by the US Census Bureau.

The process actually begins at the point of selecting the sample. Since residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data.

In addition, younger respondents (18-34) and non-White respondents are less likely to respond than older respondents (35+) and those who are White. For example, only 5% of respondents who reported being Hispanic responded to the survey, but based on 2006 ACS data, 13% of residents living in Montgomery County are Hispanic. Consequently, results were weighted to recapture the proper representation of Hispanic residents living in Montgomery County. More information about the survey methodology and the initial (unweighted) demographic differences between the survey respondents and the 2006 ACS population norms can be found in *Appendix V: Survey Methodology*.

For the most part, frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. In addition, the “percent positive” is also reported for some questions in the report body tables and charts. The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe”). A complete set of frequencies for each survey question is presented in *Appendix II: Frequency of Survey Responses*.

On many of the questions in the survey, respondents could answer, “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix II: Frequency of Survey Responses* and is discussed in the body of this report if it is 20% or greater. However, the “don’t know” responses have been removed from the tables and analyses presented in the body of the report. In other words, the tables and graphs only display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not sum to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Confidence Intervals

It is customary to describe the precision of estimates derived from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus three percentage points around any given percentage reported for the entire sample (851 completed surveys). Where percentages are given for demographic and other

subgroups, they are less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 and plus or minus ten percentage points for samples as small as 100.

Comparing Survey Results Over Time

Because this survey was the second in a series of citizen surveys, the 2009 results are presented along with past ratings when available. Differences between years can be considered “statistically significant” if they are greater than five percentage points. Trend data for Montgomery County represent important information and should be examined for improvements or declines. Deviations from stable trends over time represent potential opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

Selected survey results were compared to certain demographic characteristics of survey respondents and are presented as *Appendix III: Survey Results by Demographic Groups*.

Report of Results

Quality of Life and Community

In this survey, Montgomery County residents were asked to give their opinions about a series of questions regarding the quality of life in the County; a number of County characteristics; frequency of use and participation in a variety of services and opportunities; safety in the County; and the amount of growth.

Quality of Life in Montgomery County

The first set of survey questions asked respondents to rate several aspects of the quality of life in Montgomery County. Most aspects of the quality of life were viewed positively by survey participants. Eighty-eight percent of the respondents said Montgomery County was “excellent” or “good” as a place to live, and 86% thought Montgomery County was an “excellent” or “good” place to raise children. Eight in 10 of the respondents selected “excellent” or “good” for their neighborhood as a place to live (81%) and for the overall quality of life in Montgomery County (82%). Three-quarters of the respondents said Montgomery County was an “excellent” or “good” place to work. About half (48%) of the respondents felt that Montgomery County was an “excellent” or “good” place to retire. [Twenty-three percent of the respondents reported “don’t know” when rating Montgomery County as a place to retire. The percentages shown in the table and graph on the next page are for those who had an opinion.]

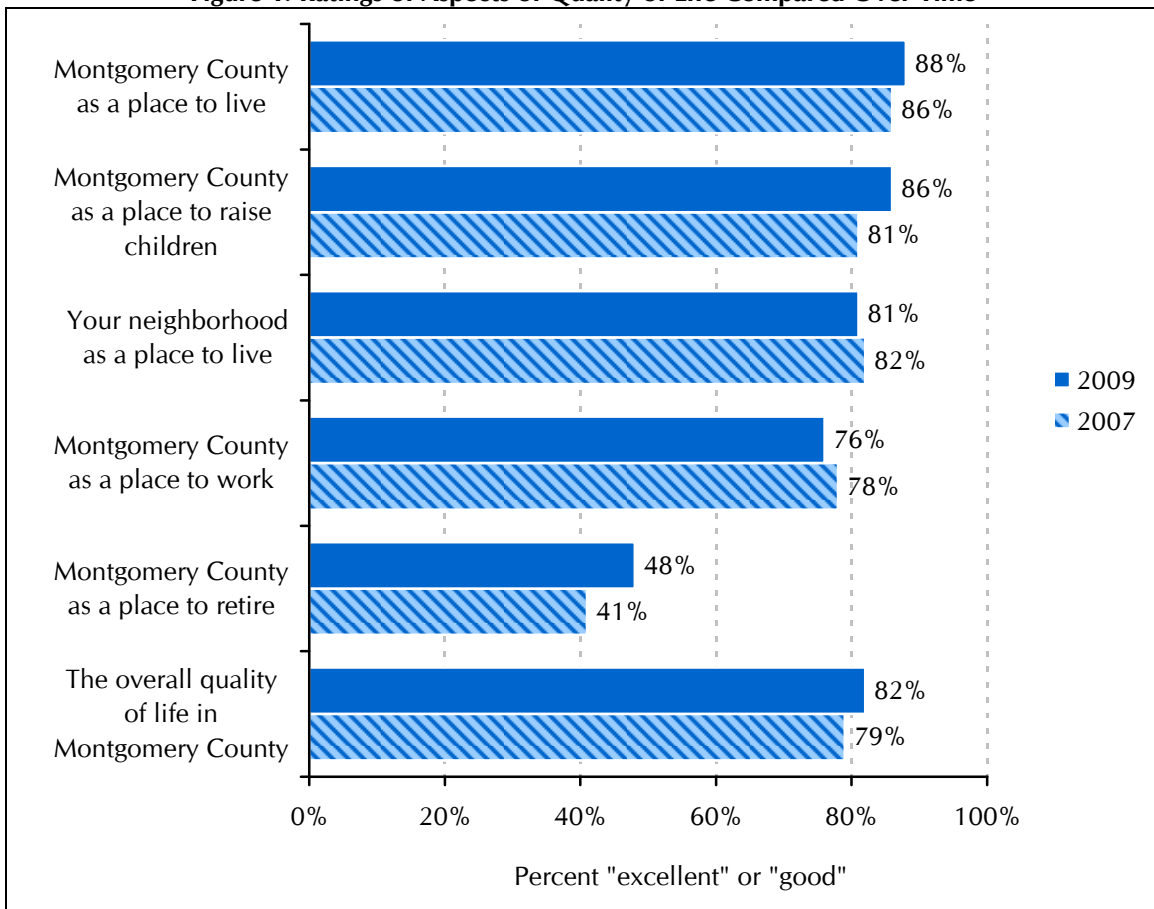
When available, responses to questions asked on the 2009 survey were compared to those on the 2007 survey. All aspects of quality of life were available for comparison and responses given in 2009 were similar to those given in 2007, except for Montgomery County as a place to retire where more respondents rated it as “excellent” or “good” in 2009 than in 2007 (48% “excellent” or “good” in 2009 versus 41% in 2007).

Overall, females were more likely than males to give higher evaluations to the various aspects of quality of life. Younger residents (18-34 years) were less likely to give positive ratings to Montgomery County as a place to work than were older residents. Renters and those living in attached housing units gave lower ratings to most aspects of quality of life than homeowners and those living in detached housing units. Residents with lower household incomes were more likely to give positive ratings to Montgomery County as a place to retire than were residents with higher household incomes. (For more information, please see *Appendix III: Survey Results by Demographic Groups*.)

Table 1: Aspects of Quality of Life

Please rate each of the following aspects of quality of life in Montgomery County:	Excellent	Good	Fair	Poor	Total
Montgomery County as a place to live	37%	52%	10%	2%	100%
Montgomery County as a place to raise children	40%	47%	11%	3%	100%
Your neighborhood as a place to live	38%	43%	16%	3%	100%
Montgomery County as a place to work	30%	47%	19%	5%	100%
Montgomery County as a place to retire	21%	26%	31%	22%	100%
The overall quality of life in Montgomery County	26%	56%	17%	2%	100%

Figure 1: Ratings of Aspects of Quality of Life Compared Over Time



County Characteristics, Opportunities, and Service Availability

The survey provided a list of 24 different County characteristics and asked respondents to rate the quality of each. Respondents gave favorable ratings to the majority of these characteristics. More than half of the respondents felt that the majority of the 24 characteristics were “excellent” or “good.” Characteristics thought to be “excellent” or “good” by 80% or more of the respondents included educational opportunities, volunteer opportunities, overall image or reputation of Montgomery County, opportunities to attend cultural activities, and recreational opportunities (84%, 83%, 83%, 81%, and 80%, respectively). About 30% rated these five characteristics as “excellent.”

One-third or less of the respondents said that ease of car travel in Montgomery County (35%), availability of affordable child care (24%), and availability of affordable housing (23%) were “excellent” or “good.” More than one-third of the respondents (37%) said that the availability of affordable housing was “poor.” (See *Table 2: Community Characteristics* on the following page.)

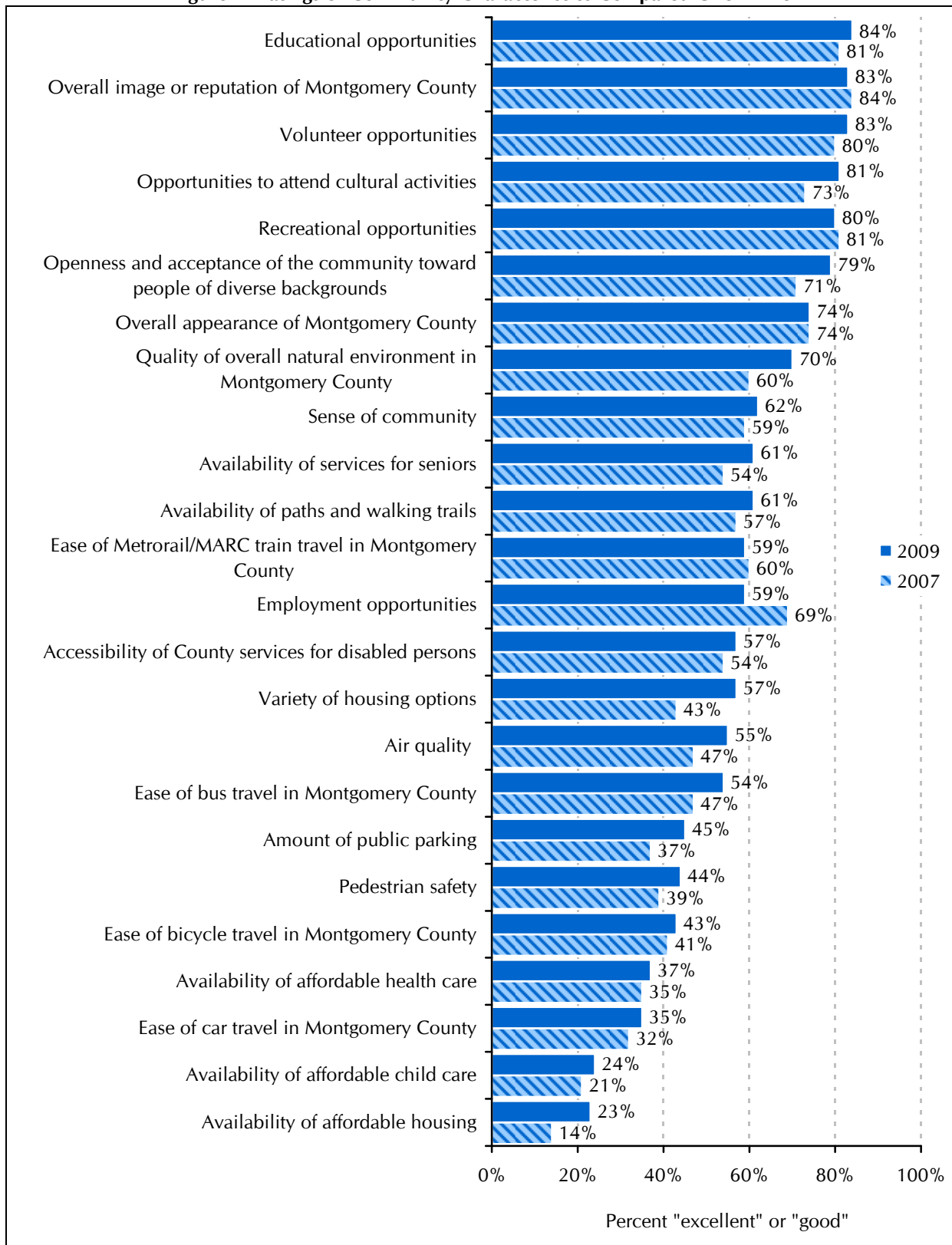
Note that the percentage of “don’t know” responses was at least 20% for the following characteristics: employment opportunities (20% of the respondents selected “don’t know”), availability of affordable health care (25%), ease of bus travel in Montgomery County (28%), ease of bicycle travel in Montgomery County (30%), availability of affordable child care (47%), availability of services for seniors (50%), and accessibility of County services for disabled persons (57%). The relatively high percentage of “don’t know” responses may be an indication that survey respondents were less likely to have direct experience with these aspects of the County.

All County characteristics included on the 2009 survey were available for comparison to the 2007 results (see *Figure 2* on page 12.) Ratings for nine of the 24 characteristics improved significantly from 2007 to 2009 including: variety of housing options (57% “excellent” or “good” in 2009 versus 43% in 2007), quality of overall natural environment in Montgomery County (70% versus 60%), openness and acceptance of the community toward people of diverse backgrounds (79% versus 71%), opportunities to attend cultural activities (81% versus 73%), availability of affordable housing (23% versus 14%), amount of public parking (45% versus 37%), availability of services for seniors (61% versus 54%), air quality (55% versus 47%), and ease of bus travel in Montgomery County (54% versus 47%). A smaller proportion of the respondents gave “excellent” or “good” ratings to employment opportunities in 2009 than in 2007 (59% versus 69%, respectively), which is probably a result of the current downturn in the economy. All other County characteristics remained fairly stable from 2007 to 2009.

Table 2: Community Characteristics

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent	Good	Fair	Poor	Total
Educational opportunities	33%	51%	15%	1%	100%
Overall image or reputation of Montgomery County	28%	56%	14%	3%	100%
Volunteer opportunities	31%	51%	16%	1%	100%
Opportunities to attend cultural activities	32%	49%	17%	3%	100%
Recreational opportunities	31%	49%	17%	3%	100%
Openness and acceptance of the community toward people of diverse backgrounds	25%	54%	18%	2%	100%
Overall appearance of Montgomery County	17%	57%	23%	2%	100%
Quality of overall natural environment in Montgomery County	11%	58%	27%	3%	100%
Sense of community	14%	49%	31%	6%	100%
Availability of services for seniors	10%	51%	33%	6%	100%
Availability of paths and walking trails	16%	45%	30%	9%	100%
Ease of Metrorail/MARC train travel in Montgomery County	12%	47%	31%	10%	100%
Employment opportunities	14%	45%	33%	8%	100%
Accessibility of County services for disabled persons	11%	45%	34%	9%	100%
Variety of housing options	11%	47%	34%	9%	100%
Air quality	7%	48%	37%	7%	100%
Ease of bus travel in Montgomery County	11%	42%	33%	13%	100%
Amount of public parking	8%	37%	42%	13%	100%
Pedestrian safety	7%	36%	38%	18%	100%
Ease of bicycle travel in Montgomery County	8%	35%	33%	24%	100%
Availability of affordable health care	7%	30%	40%	23%	100%
Ease of car travel in Montgomery County	9%	26%	37%	28%	100%
Availability of affordable child care	4%	20%	42%	34%	100%
Availability of affordable housing	4%	19%	41%	37%	100%

Figure 2: Ratings of Community Characteristics Compared Over Time



Utilization of Public Services and Opportunities for Participation

Survey respondents were asked how many times, if any, in the last 12 months they or another household member had participated in each of 10 activities or programs. Ninety percent or more of the respondents reported that they had recycled used paper, cans or bottles from their home (95%) or visited a park in the County (91%) at least once in the last 12 months, with 83% of the respondents reporting they had recycled more than 26 times. Seventy-nine percent of the respondents had used Montgomery County public libraries or their services at least once in the last 12 months, and 74% visited the Montgomery County Web site at least once. Fewer respondents reported having attended a meeting of local elected officials or other local government meetings open to the public (only 27% attended such meetings at least once in the past year).

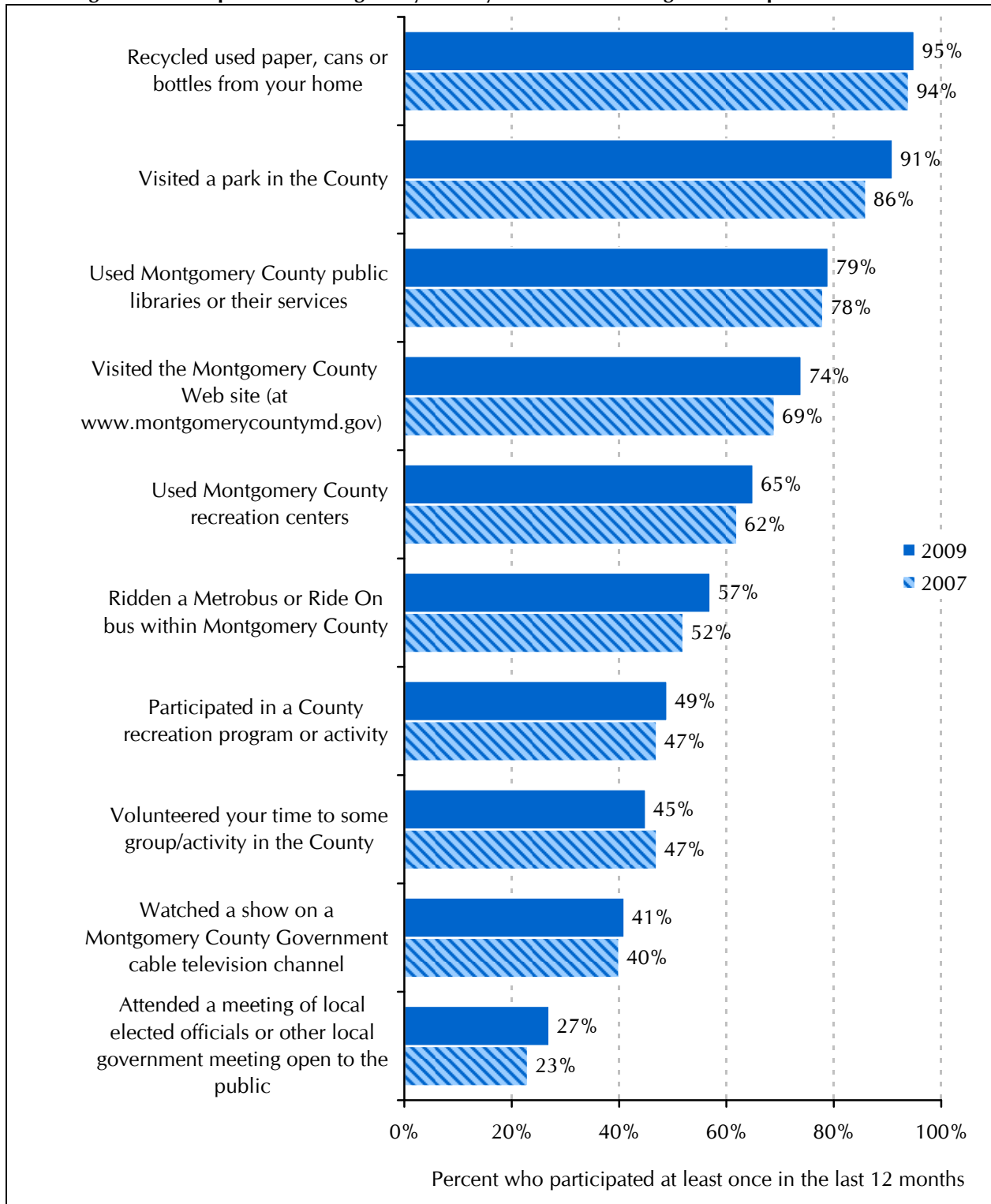
When comparing survey results from 2007 to 2009, similar levels of participation were reported for each of the activities or programs (see *Figure 3* on page 14).

A higher proportion of residents age 35-54 used a Montgomery County recreation center and participated in a County recreation program or activity than did those in the other age categories. Renters were more likely to have ridden a Metrobus or Ride On bus within Montgomery County or to have watched a show on the Montgomery County Government cable television channel than were homeowners. Overall, non-White residents and those who spoke a language other than English at home were more likely to have participated in a program or activity in Montgomery County than were White residents and those who spoke only English at home. (See *Appendix III: Survey Results by Demographic Groups* for more information on response differences between subgroups.)

Table 3: Community Participation

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Recycled used paper, cans or bottles from your home	5%	2%	5%	6%	83%	100%
Visited a park in the County	9%	24%	34%	16%	18%	100%
Used Montgomery County public libraries or their services	21%	22%	29%	16%	11%	100%
Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	26%	24%	34%	11%	6%	100%
Used Montgomery County recreation centers	35%	28%	21%	10%	7%	100%
Ridden a Metrobus or Ride On bus within Montgomery County	43%	20%	16%	5%	16%	100%
Participated in a County recreation program or activity	51%	24%	16%	5%	5%	100%
Volunteered your time to some group/activity in the County	55%	20%	11%	5%	9%	100%
Watched a show on a Montgomery County Government cable television channel	59%	23%	13%	3%	2%	100%
Attended a meeting of local elected officials or other local government meeting open to the public	73%	18%	7%	1%	1%	100%

Figure 3: Participation in Montgomery County Activities and Programs Compared Over Time



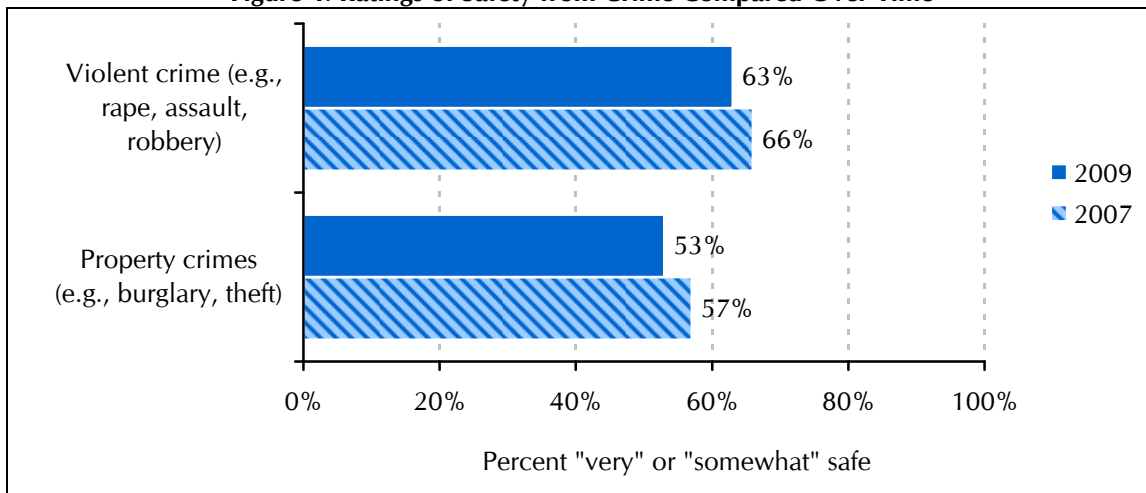
Safety in Montgomery County

A series of questions was included in the survey to gauge resident opinion about safety from crime, safety in neighborhoods, and safety in downtown areas of Montgomery County. About two-thirds of the respondents (63%) reported feeling “very” or “somewhat” safe from violent crime in Montgomery County. Half of the respondents (53%) said they felt at least “somewhat” safe from property crimes in the County. While these ratings were slightly lower than in 2007, the differences are not statistically significant.

Table 4: Safety from Crime in Montgomery County

Please rate how safe or unsafe you feel from the following in Montgomery County:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	19%	44%	20%	14%	3%	100%
Property crimes (e.g., burglary, theft)	11%	41%	21%	21%	6%	100%

Figure 4: Ratings of Safety from Crime Compared Over Time



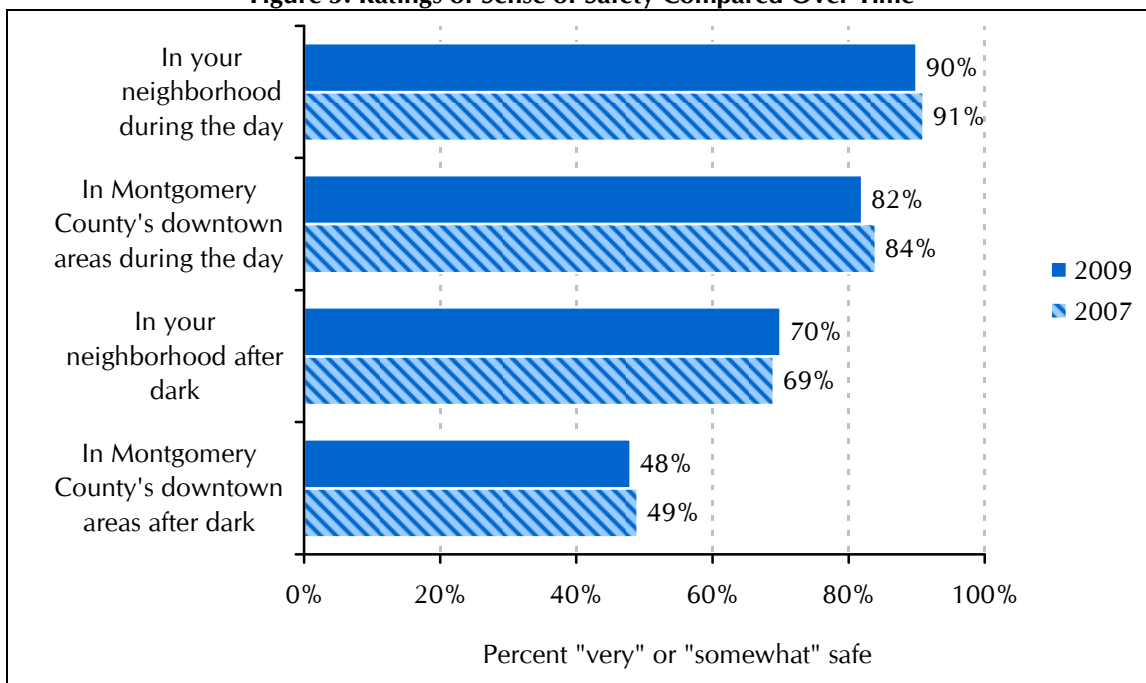
Survey respondents were asked to rate their feelings of safety in their neighborhood and in downtown areas. Nine in 10 respondents felt “very” or “somewhat” safe in their neighborhood during the day. Eighty-two percent of the respondents said they felt at least “somewhat” safe in Montgomery County’s downtown areas during the day. While safety in one’s neighborhood and in downtown areas after dark received lower ratings, 70% of the respondents reported feeling safe in their neighborhood after dark, and half (48%) felt safe in Montgomery County’s downtown areas after dark. These assessments remained stable from 2007 to 2009.

Younger respondents reported feeling less safe from property crimes and in their neighborhood after dark than did older respondents. Non-White residents gave more favorable ratings to safety from property crimes and feelings of safety in Montgomery County’s downtown areas after dark than did White residents (see *Appendix III: Survey Results by Demographic Groups*).

Table 5: Sense of Safety in Montgomery County

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	57%	34%	5%	3%	1%	100%
In Montgomery County’s downtown areas during the day	39%	43%	12%	5%	1%	100%
In your neighborhood after dark	22%	48%	12%	13%	5%	100%
In Montgomery County’s downtown areas after dark	11%	38%	22%	22%	8%	100%

Figure 5: Ratings of Sense of Safety Compared Over Time



Growth in Montgomery County

Growth is a major concern in many communities across the nation. In order to gauge resident perceptions of this issue, one question on the survey was devoted to the speed of four different types of growth. The majority of the respondents (69%) felt that the rate of population growth was “too fast,” 29% said it was the “right amount,” and 2% said “too slow.” The rate of residential growth also was seen as “too fast” by most respondents (60%), with one-third reporting it was the “right amount” and 9% saying it was “too slow.” Respondents were split about the rate of commercial growth with 44% saying it was “too fast” and 45% saying it was the “right amount.” Eleven percent felt commercial growth was “too slow.” The inverse was true for jobs growth: 4% reported that growth in jobs was “too fast,” 34% said it was the “right amount,” and 6 in 10 respondents said it was “too slow.” In assessing the rate of jobs growth and population growth, more than 20% of the respondents picked “don’t know” (40% and 23%, respectively).

Respondents’ views on the rate of population growth and commercial growth shifted from 2007 to 2009, with a higher proportion indicating that it was the “right amount” than “too fast.” A higher proportion of respondents reported that the rate of jobs growth was “too slow” in 2009 than in 2007 (62% versus 41%, respectively) and fewer said it was the “right amount,” which could be at least partially attributable to the current recession. (See *Table 7: Rate of Types of Growth in Montgomery County Compared Over Time* on the following page.)

Table 6: Growth in Montgomery County

Please rate the speed of growth in the following categories in Montgomery County over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Commercial growth (offices, stores, restaurants, etc.)	1%	10%	45%	30%	14%	100%
Jobs growth	15%	47%	34%	3%	1%	100%
Residential growth (new housing developments)	1%	8%	31%	36%	24%	100%
Population growth	0%	2%	29%	41%	28%	100%

Table 7: Rate of Types of Growth in Montgomery County Compared Over Time

Please rate the speed of growth in the following categories in Montgomery County over the past 2 years:		2009	2007
Commercial growth (offices, stores, restaurants, etc.)	Too slow	11%	7%
	Right amount	45%	36%
	Too fast	44%	57%
	Total	100%	100%
Jobs growth	Too slow	62%	42%
	Right amount	34%	51%
	Too fast	4%	8%
	Total	100%	100%
Residential growth (new housing developments)	Too slow	9%	NA
	Right amount	31%	NA
	Too fast	60%	NA
	Total	100%	NA
Population growth	Too slow	2%	1%
	Right amount	29%	17%
	Too fast	69%	82%
	Total	100%	100%

Percent of respondents

County Government Services

One page of the survey was dedicated to assessments of the quality of County services. Respondents were asked to rate the quality and importance of a list of 35 services. Survey respondents were also asked to provide their opinions about the quality of County employees. The responses to these questions are presented on the following pages.

Quality of County Services

Survey respondents evaluated most County services favorably. Nearly all respondents rated the quality of fire services as “excellent” or “good.” Ninety percent said that ambulance or emergency medical services were “excellent” or “good.” Eight in 10 or more of the respondents said the following were “excellent” or “good”: garbage collection (if provided by the County; 87%), recycling (87%), parks (87%), public library services (87%), public schools (82%), recreation centers or programs (81%), and the condition of County buildings (libraries, recreation centers, etc.; 80%).

The following services were viewed as “excellent” or “good” by less than half of the respondents: street repairs and maintenance (46%); land use, planning and zoning (44%); code enforcement (weeds, dumping, over-crowded housing, etc., 41%); and cable television providers (41%). Twenty-nine percent of the respondents selected “poor” when evaluating the quality of cable television providers. [Although included in the survey, cable television is not a service provided by the County, a fact that was not noted on the questionnaire.] One in five of the respondents gave a “poor” rating to services for low-income people; services for immigrants; land use, planning and zoning; and street repairs and maintenance. See *Table 8: Quality of County Services* on the following page.

Of the 35 services listed, 22 received a relatively high percentage of “don’t know” responses, ranging from 20% (fire services) to 75% (addiction services). It is possible that the respondents were less likely to have direct contact with these services. Ratings shown in the report are for those respondents who had an opinion (see *Appendix II: Frequency of Survey Responses* for a complete list of “don’t know” percentages).

In 2009, five services received significantly higher evaluations than in 2007: services for immigrants (50% “excellent” or “good” in 2009 versus 41% in 2007), emergency preparedness (services that prepare the community for natural disasters or other emergency situations, 63% versus 54%), preservation of natural areas such as open space and farmland (52% versus 45%), services for low-income people (48% versus 40%), and cable television providers (41% versus 35%). Montgomery College and addiction services received significantly lower ratings in 2009 than in 2007 (79% versus 85% and 48% versus 58%, respectively). See *Table 9: Quality Ratings of County Services Compared Over Time* on page 21.

Table 8: Quality of County Services

Please rate the quality of each of the following services in Montgomery County.	Excellent	Good	Fair	Poor	Total
Fire services	45%	48%	6%	0%	100%
Ambulance or emergency medical services	43%	46%	10%	0%	100%
Recycling	39%	48%	11%	2%	100%
Public library services	38%	49%	12%	1%	100%
Public schools (K-12)	32%	50%	14%	3%	100%
Parks	32%	55%	12%	1%	100%
Montgomery College	31%	48%	18%	3%	100%
Garbage collection (if provided by the County)	30%	57%	10%	3%	100%
Police services	27%	52%	17%	4%	100%
Recreation centers or programs	27%	54%	18%	2%	100%
Condition of County buildings (libraries, recreation centers, etc.)	19%	61%	18%	1%	100%
Gas service*	19%	58%	19%	4%	100%
Drinking water*	18%	51%	24%	7%	100%
Water and sewer services*	18%	57%	21%	3%	100%
Animal control	17%	48%	29%	6%	100%
Bus or transit services	17%	51%	25%	8%	100%
Public information services	16%	53%	26%	4%	100%
Electric service*	16%	52%	24%	8%	100%
Snow removal on County roads and highways	15%	50%	26%	9%	100%
Storm drainage	15%	53%	26%	5%	100%
Services for seniors	15%	53%	27%	5%	100%
Services for people with disabilities	15%	45%	32%	8%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	49%	27%	9%	100%
Mental health services	14%	41%	35%	10%	100%
Services for youth	14%	47%	33%	7%	100%
Health services	13%	51%	27%	9%	100%
Services for low-income people	13%	35%	34%	18%	100%
Preservation of natural areas such as open space and farmland	12%	39%	33%	15%	100%
Addiction services	12%	36%	43%	8%	100%
Services for immigrants	12%	38%	33%	17%	100%
Traffic enforcement on County roads and highways	11%	47%	30%	12%	100%
Cable television providers*	9%	32%	30%	29%	100%
Land use, planning and zoning	8%	37%	37%	18%	100%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	7%	34%	37%	22%	100%
Street repairs and maintenance	6%	40%	36%	17%	100%

*Although included in the survey, these services are not provided by the County (a fact that was not noted on the questionnaire).

Table 9: Quality Ratings of County Services Compared Over Time

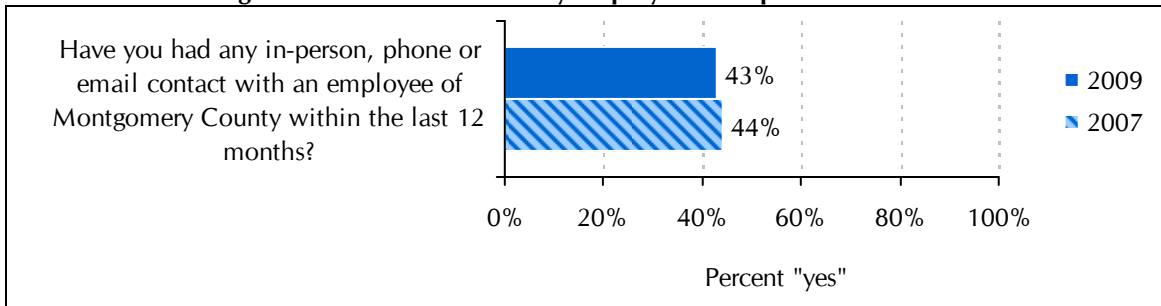
Please rate the quality of each of the following services in Montgomery County.	2009	2007
Fire services	93%	95%
Ambulance or emergency medical services	90%	90%
Garbage collection (if provided by the County)	87%	82%
Recycling	87%	85%
Parks	87%	85%
Public library services	87%	85%
Public schools (K-12)	82%	81%
Condition of County buildings (libraries, recreation centers, etc.)	80%	80%
Recreation centers or programs	80%	81%
Police services	79%	81%
Montgomery College	79%	85%
Gas service	77%	77%
Water and sewer services	76%	78%
Public information services	70%	67%
Storm drainage	69%	73%
Drinking water	69%	69%
Bus or transit services	68%	68%
Services for seniors	68%	66%
Electric service	68%	68%
Animal control	65%	66%
Snow removal on County roads and highways	65%	65%
Health services	64%	61%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	54%
Services for youth	61%	63%
Services for people with disabilities	60%	64%
Traffic enforcement on County roads and highways	58%	55%
Mental health services	55%	55%
Preservation of natural areas such as open space and farmland	52%	45%
Services for immigrants	50%	41%
Addiction services	48%	58%
Services for low-income people	48%	40%
Street repairs and maintenance	46%	51%
Land use, planning and zoning	44%	40%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	41%	39%
Cable television providers	41%	35%

Percent "excellent" or "good"

Quality of County Employees

Respondents were asked if they had any contact with a County employee in the previous 12 months and, for those who had contact, to rate their experience with the employee. Of those responding to the survey, 43% reported having contact with a County employee, which was similar to those who had reported contact in 2007.

Figure 6: Contact with County Employees Compared Over Time



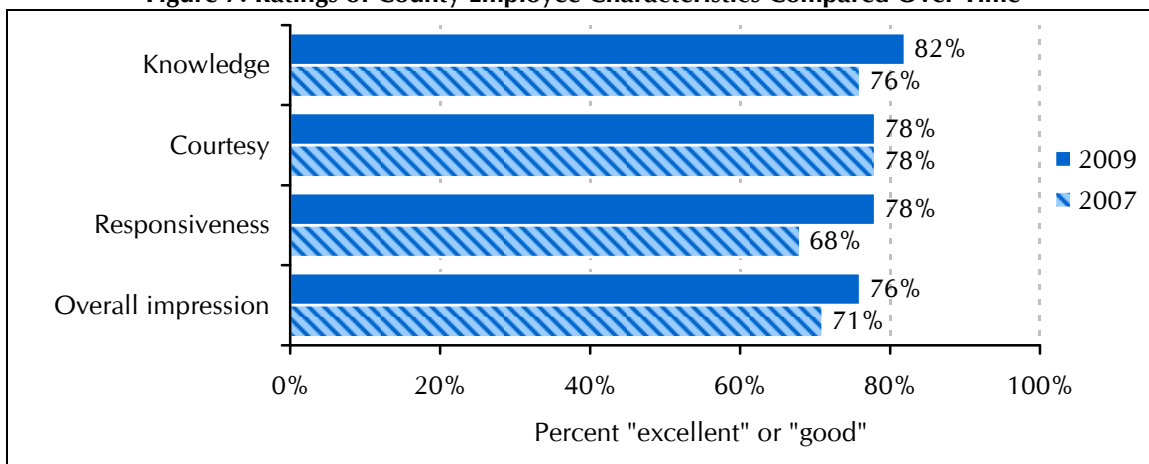
Of those respondents who had contact with an employee, 8 in 10 said the employee’s knowledge (82%), courteousness (78%), and responsiveness (78%) were “excellent” or “good,” and 76% said their overall impression of the employee was “excellent” or “good.” One-third or more of the respondents gave “excellent” evaluations to each of the four employee characteristics.

Significantly more respondents in 2009 than in 2007 said that the employee’s knowledge and responsiveness were “excellent” or “good” (82% versus 76% and 78% and 68%, respectively).

Table 10: Quality of County Employee Characteristics

What was your impression of the employee(s) of Montgomery County in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Total
Knowledge	39%	43%	11%	7%	100%
Courtesy	36%	42%	14%	8%	100%
Responsiveness	34%	44%	14%	8%	100%
Overall impression	34%	43%	15%	9%	100%

Figure 7: Ratings of County Employee Characteristics Compared Over Time



Issues Facing the County

Importance of Addressing Issues

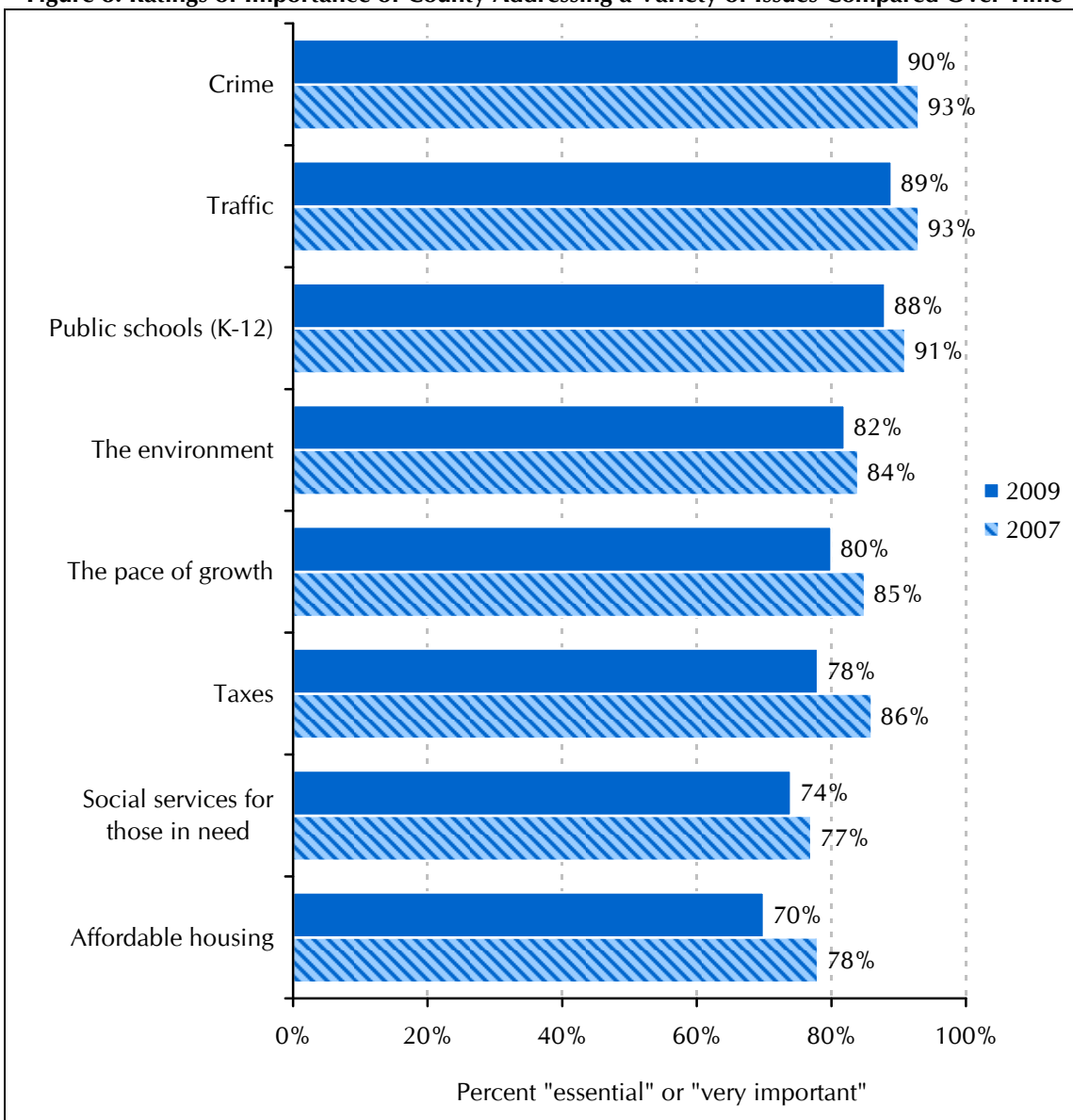
As in 2007, one question on the 2009 survey asked respondents to rate the importance of a variety of issues they think the County should address. A strong majority of the respondents rated each as “essential” or “very important.” The most important issues to respondents were crime (90% rated it “essential” or “very” important), traffic (89%), and public schools (K-12; 88%). Issues viewed as slightly less important by respondents were taxes (78% reported it to be “essential” or “very” important), affordable housing (74%), and social services for those in need (70%).

Overall, the relative order of importance of the top three issues remained the same from 2007 to 2009 (see Figure 8 on the following page). Environmental issues ranked fourth in importance in 2009 (vs. sixth in 2007), and taxes ranked sixth in importance (vs. fourth in 2007). The proportion of respondents reporting that affordable housing and taxes were “essential” or “very” important decreased significantly from 2007 to 2009 (78% in 2007 versus 70% in 2009 and 86% versus 78%, respectively). Ratings of importance for all other issues declined slightly from 2007 to 2009.

Table 11: Importance of County Addressing a Variety of Issues

How important, if at all, do you think it is for Montgomery County to address each of the following issues?	Essential	Very important	Somewhat important	Not at all important	Total
Crime	53%	36%	10%	0%	100%
Traffic	56%	34%	9%	1%	100%
Public schools (K-12)	52%	36%	11%	1%	100%
The environment	37%	44%	16%	3%	100%
The pace of growth	38%	42%	18%	2%	100%
Taxes	46%	32%	19%	3%	100%
Social services for those in need	34%	40%	21%	5%	100%
Affordable housing	36%	34%	21%	9%	100%

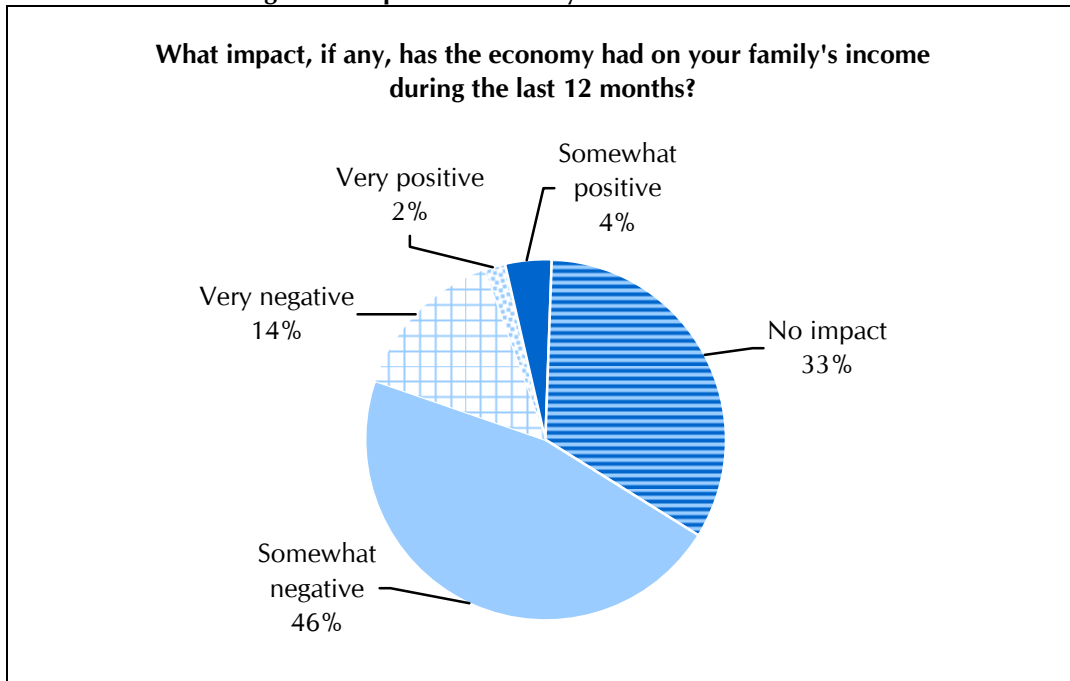
Figure 8: Ratings of Importance of County Addressing a Variety of Issues Compared Over Time



Impact of Economy

New to the 2009 survey was a question about the impact of the economy on the respondent’s family income during the last 12 months. Six percent of the respondents said that the economy had a “very” or “somewhat” positive impact on their family’s income during the last 12 months, and one-third said there had been “no” impact. As would be expected given the recent recession, 60% reported there had been a negative impact on their household income during the last 12 months.

Figure 9: Impact of Economy on Household Income



Overall Perceptions of the County

Several questions on the survey were geared toward assessing overall perceptions of the County, including the overall quality of services, satisfaction with taxes and services, trust in County government, the attractiveness of living in Montgomery County, and sources used to get information about the County government and its activities. Responses to these questions are reported on the following pages.

Overall Quality of County Services

In addition to evaluating County services separately, survey respondents were asked to rate the overall quality of County services. Twelve percent of the respondents said the overall quality of County services was “excellent,” two-thirds said “good,” one in five reported “fair,” and only 2% felt it was “poor.” Ratings given in 2009 were similar to those given in 2007.

Females gave more favorable ratings to the overall quality of County services than did males. Respondents who were born in the U.S. and those who only spoke English at home rated the overall quality of County services higher than did those who were not born in the U.S. or spoke a language other than English at home. (See *Appendix III: Survey Results by Demographic Groups* for more information.)

Figure 10: Overall Quality of County Services

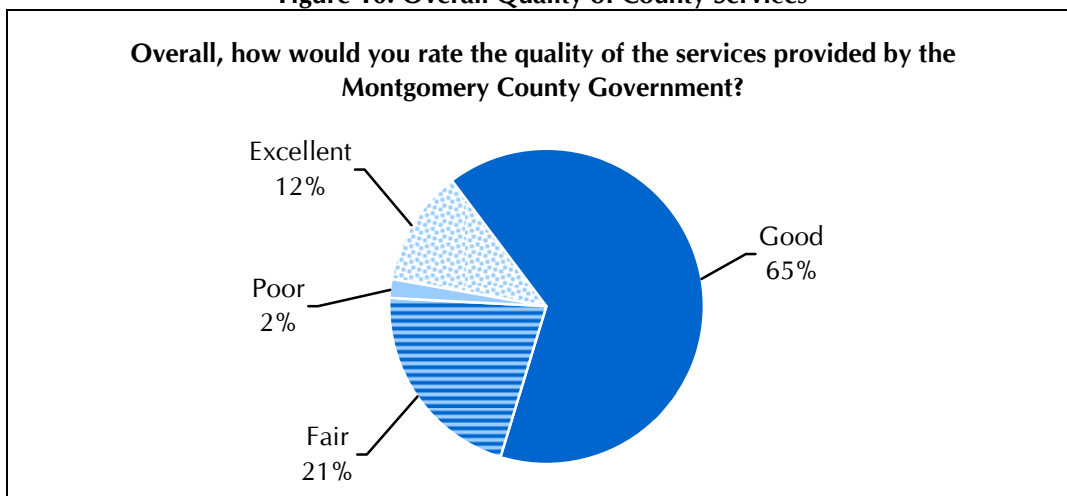
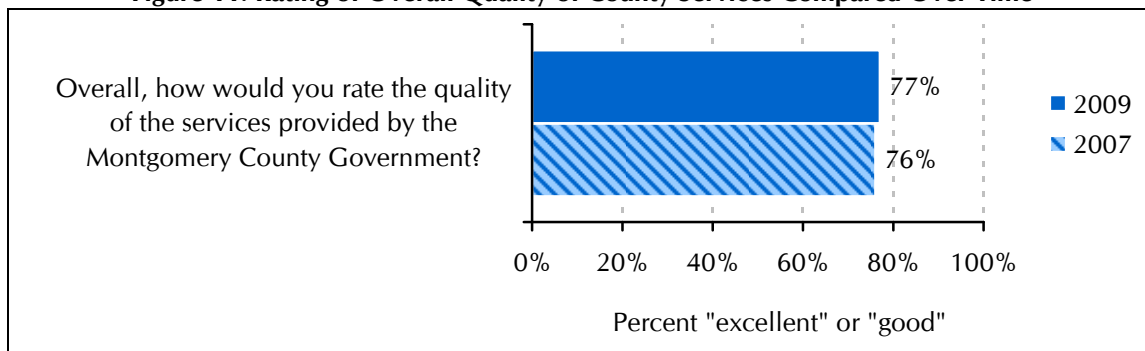


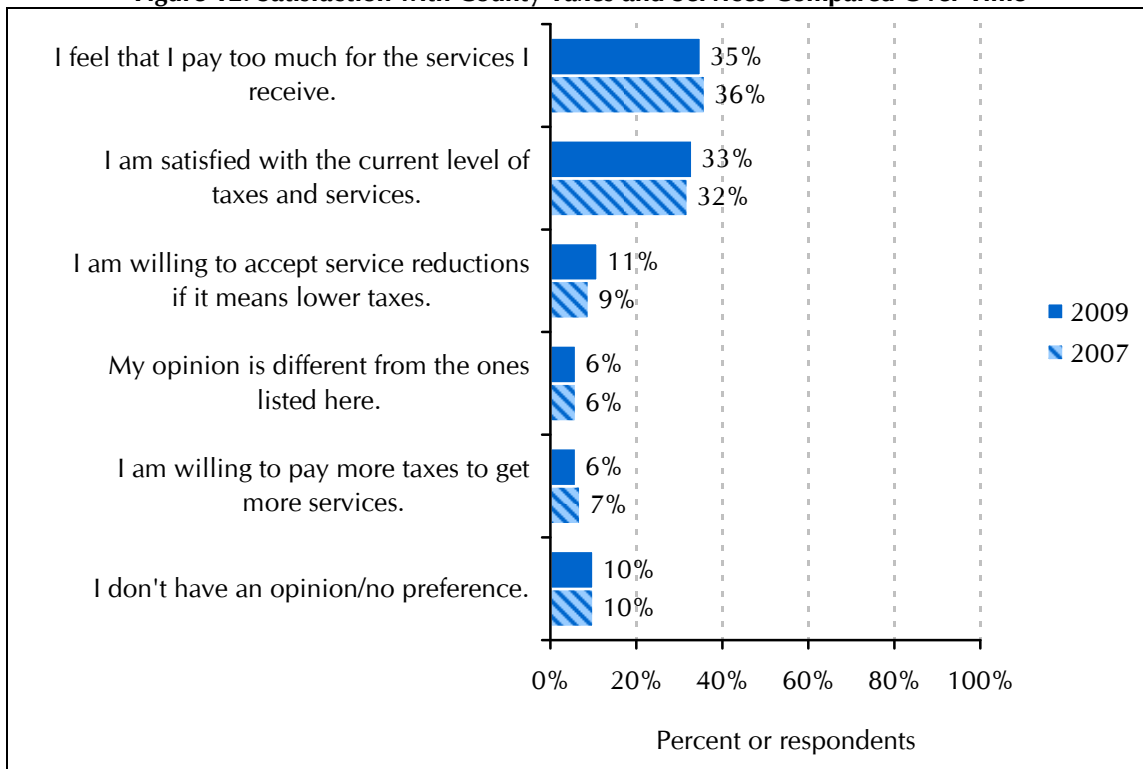
Figure 11: Rating of Overall Quality of County Services Compared Over Time



Satisfaction with Taxes and Services

Several statements regarding the level of taxes paid by residents versus the services they receive were included on the survey. Respondents were asked to select the statement that best described their opinion. Thirty-five percent of the respondents selected the statement, “I feel that I pay too much for the services I receive,” and almost as many (33%) selected the statement, “I am satisfied with the current level of taxes and services.” One in 10 selected the statements “I am willing to accept service reductions if it means lower taxes” and “I don’t have an opinion/no preference.” Less than 10% chose the statement “I am willing to pay more taxes to get more services” or “my opinion is different from the ones listed here.” Responses to this question remained stable from 2007 to 2009.

Figure 12: Satisfaction with County Taxes and Services Compared Over Time



Public Trust in County Government

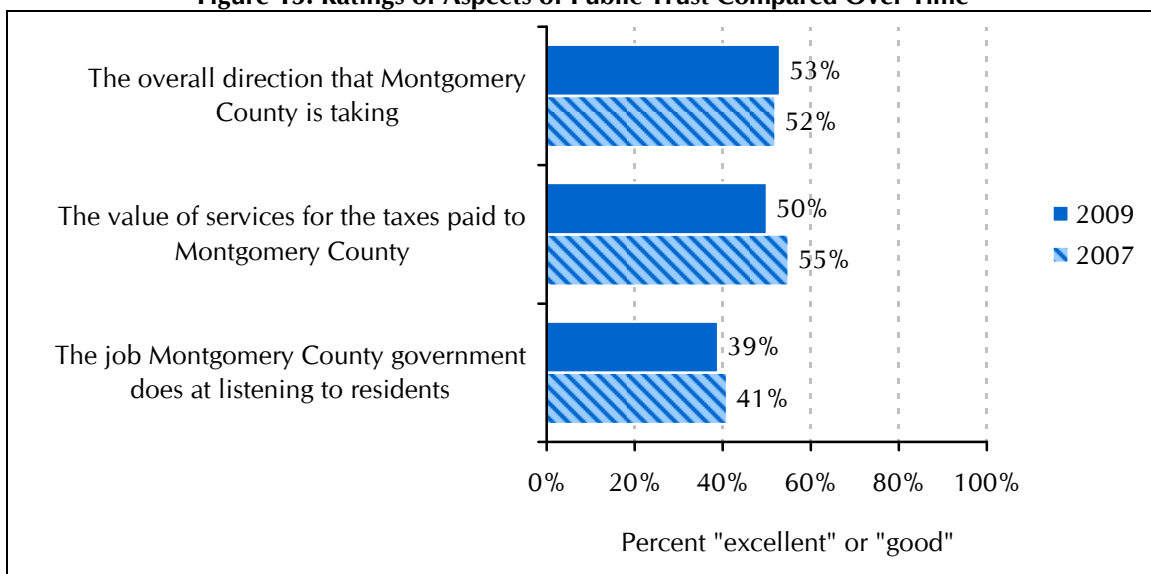
Residents were provided with several aspects of trust in local government and asked to rate whether each was excellent, good, fair or poor. Half of the respondents stated that the overall direction that Montgomery County is taking and the value of services for the taxes paid to Montgomery County were “excellent” or “good” (53% and 50%, respectively). While 39% of the respondents felt that the job Montgomery County government does at listening to residents was “excellent” or “good,” two in five of the respondents felt was “fair,” and 19% said it was “poor.” [Note that a high percentage of the respondents (32%) selected “don’t know” when assessing the job Montgomery County government does at listening to residents.] Assessments of public trust in 2009 were generally similar to those in 2007.

Respondents age 35-54 were more likely to give “poor” ratings to the job the County government does at listening to residents than respondents in the other age groups. White respondents tended to give more positive ratings to the value of services for the taxes paid than non-White respondents. (For more information about the differences in ratings between subgroups, see *Appendix III: Survey Results by Demographic Groups*.)

Table 12: Aspects of Public Trust

Please rate the following aspects of Montgomery County government performance:	Excellent	Good	Fair	Poor	Total
The overall direction that Montgomery County is taking	8%	45%	32%	14%	100%
The value of services for the taxes paid to Montgomery County	9%	41%	35%	16%	100%
The job Montgomery County government does at listening to residents	7%	32%	42%	19%	100%

Figure 13: Ratings of Aspects of Public Trust Compared Over Time



Attractiveness of Living in Montgomery County

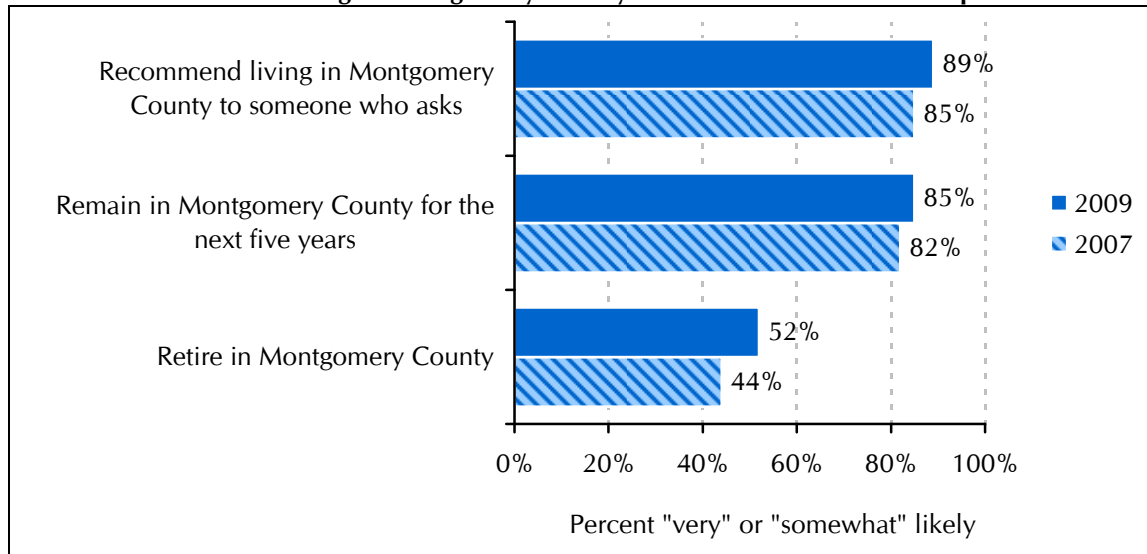
A set of questions asked respondents to state the likelihood that they would recommend living in Montgomery County to someone else, remain in the County for the next five years, and retire in the County. Eighty-nine percent of the respondents said they would be “very” or “somewhat” likely to recommend living in the County to someone who asked, and 85% said they would remain for the next five years. Half of the respondents reported that they would be “somewhat” or “very” likely to retire in Montgomery County, while one-third selected “very” unlikely.

While each of these questions earned a higher proportion of positive assessments in 2009 than in 2007, the only change that was statistically significant was for residents who said they would be “very” or “somewhat” likely to retire in Montgomery County (52% in 2009 versus 44% in 2007). The latter opinions are similar to those expressed earlier about Montgomery County as a place to retire (see p. 8), where about half of the respondents considered it a “fair” or “poor” place to retire but significantly fewer respondents in 2009 than in 2007 gave “fair” or “poor” ratings to the County as a place to retire.

Table 13: Living in Montgomery County Now and in the Future

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Montgomery County to someone who asks	49%	40%	7%	4%	100%
Remain in Montgomery County for the next five years	53%	32%	7%	7%	100%
Retire in Montgomery County	30%	21%	15%	34%	100%

Table 14: Likelihood of Living in Montgomery County Now and in the Future Compared Over Time



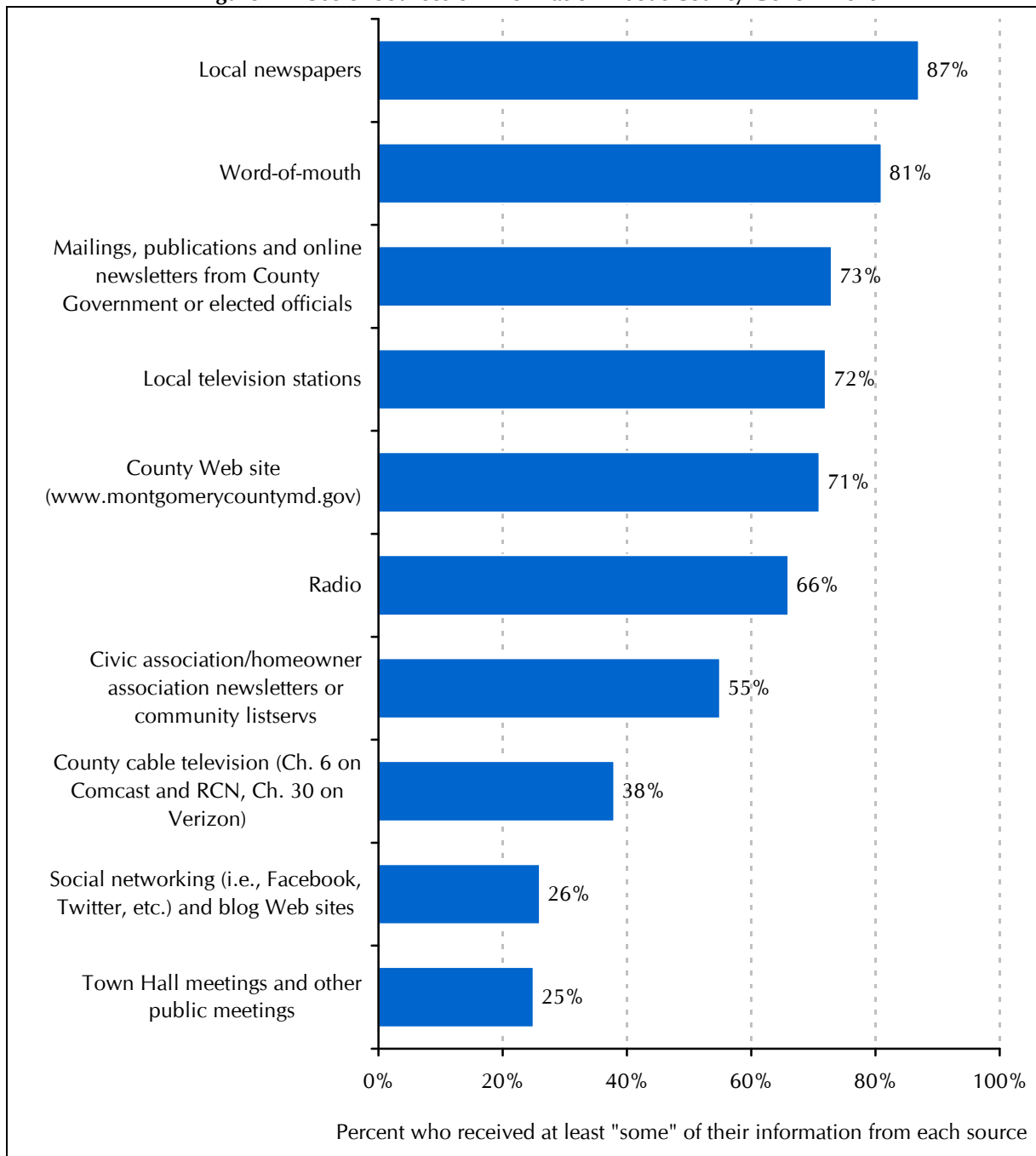
Information Sources

A new question was added to the 2009 survey that asked respondents how much information, if any, they got about the County government and its activities, events and services from a list of 10 different sources. The information sources most used by residents were local newspapers (87% said they received at least “some” of their information about the County from this source) and word-of-mouth (81%). Seven in 10 respondents got at least “some” of their information from mailings, publications and online newsletters from County Government or elected officials (73%), local television stations (72%), and the County Web site (71%). One-quarter of the respondents reported getting at least “some” of their information about the County government and its activities via social networking and blog Web sites (26%) and Town Hall meetings and other public meetings (25%).

Table 15: Sources of Information About County Government

How much information, if any, do you get about Montgomery County government and its activities, events and services from each of the following sources?	Most	A lot	Some	None	Total
Local newspapers	18%	30%	40%	13%	100%
Word-of-mouth	6%	22%	53%	19%	100%
Mailings, publications and online newsletters from County Government or elected officials	6%	13%	54%	27%	100%
Local television stations	10%	21%	41%	28%	100%
County Web site (www.montgomerycountymd.gov)	16%	16%	39%	29%	100%
Radio	10%	19%	37%	34%	100%
Civic association/homeowner association newsletters or community listservs	5%	14%	35%	45%	100%
County cable television (Ch. 6 on Comcast and RCN, Ch. 30 on Verizon)	5%	8%	25%	62%	100%
Social networking (i.e., Facebook, Twitter, etc.) and blog Web sites	3%	5%	18%	74%	100%
Town Hall meetings and other public meetings	1%	4%	20%	75%	100%

Figure 14: Use of Sources of Information About County Government



Appendix I: Respondent Demographics

Characteristics of the survey respondents are displayed in the tables and charts on the following pages of this appendix.

Household Internet, Email and Cable Access			
Do any of the following apply to your household?	No	Yes	Total
Have access to the Internet at home?	10%	90%	100%
Use email?	9%	91%	100%
Subscribe to cable television services?	18%	82%	100%

Works in Montgomery County	
Does your place of work lie within Montgomery County?	Percent of respondents
No	47%
Yes	53%
Total	100%

Respondent Length of Residency	
How many years have you lived in Montgomery County?	Percent of respondents
Less than 2 years	9%
2-5 years	15%
6-10 years	15%
11-20 years	19%
More than 20 years	43%
Total	100%

Respondent Zip Code	
What is your zip code?	Percent of respondents
20852	9%
20878	8%
20814	6%
20906	6%
20815	5%
20854	5%
20910	5%
20817	4%
20850	4%
20874	4%
20901	4%
20904	4%
20886	3%
20902	3%
20912	3%
Other zip code	25%
Total	100%

Respondent Employed for Pay	
Are you currently employed for pay?	Percent of respondents
No	27%
Yes, full time	65%
Yes, part time	9%
Total	100%

Respondent Commute to Work	
During a typical week, how do you commute to work? (Check all that apply.)	Percent of respondents*
Always work from home (e.g., home-based business)	5%
Telecommute (work from home) at least one day a week	11%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	66%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other adults or children	14%
Metrobus, Metrorail, MARC train or other public transportation	24%
Walk	8%
Bicycle	4%
Other	0%

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

Note: Asked only of respondents who work full time or part time.

Respondent Average Commute Time	
On average, about how long does it take you to travel TO work?	Percent of respondents
1 to 15 minutes	19%
16 to 30 minutes	30%
31 to 45 minutes	24%
46 minutes to 1 hour	18%
More than 1 hour	9%
Total	100%

Note: Asked only of respondents who work full time or part time.

Household Members Under 17 Years Old	
Do any children 17 or under live in your household?	Percent of respondents
No	63%
Yes	37%
Total	100%

Household Members 65 or Older	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	74%
Yes	26%
Total	100%

Respondent Tenure	
Do you rent or own your home?	Percent of respondents
Rent	28%
Own	72%
Total	100%

Respondent Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
Single family house detached from any other houses	47%
House attached to one or more houses (e.g., a duplex or townhome)	14%
Building with two or more apartments or condominiums	37%
Mobile home	0%
Other	2%
Total	100%

Household Monthly Housing Cost	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, utilities, and homeowners' association [HOA] fees)?	Percent of respondents
Less than \$599 per month	4%
\$600 to \$999 per month	8%
\$1,000 to \$1,499 per month	22%
\$1,500 to \$2,499 per month	33%
\$2,500 to \$3,999 per month	22%
\$4,000 or more per month	11%
Total	100%

Household's Total Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$25,000	6%
\$25,000 to \$49,999	17%
\$50,000 to \$99,999	32%
\$100,000 to \$149,999	21%
\$150,000 to \$199,000	12%
\$200,000 to \$299,999	7%
More than \$300,000	5%
Total	100%

Respondent Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	87%
Yes, I consider myself to be Spanish, Hispanic or Latino	13%
Total	100%

Respondent Race	
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Percent of respondents*
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	14%
Black or African American	9%
White	70%
Other	8%

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

Respondent U.S. Born	
Were you born in the United States?	Percent of respondents
No	33%
Yes	67%
Total	100%

Respondent Country of Origin	
In which country were you born?	Percent of respondents
China	13%
Vietnam	5%
India	9%
Korea	4%
El Salvador	7%
Other	62%
Total	100%

Note: Asked only of respondents who reported they were not born in the United States.

Multiple Languages Spoken In Household	
Do you speak a language other than English at home?	Percent of respondents
No, English only	67%
Yes	33%
Total	100%

Languages, Other Than English, Spoken In Household	
Which languages, other than English, do you speak at home? (Check all that apply.)	Percent of respondents*
Chinese	13%
Vietnamese	4%
French	14%
Korean	4%
Spanish	48%
Other	31%

**Total may exceed 100% as respondents could give more than one answer.
 Note: Asked only of respondents who reported they do not speak English at home.*

Respondent Age	
In which category is your age?	Percent of respondents
18-24 years	3%
25-34 years	22%
35-44 years	20%
45-54 years	23%
55-64 years	13%
65-74 years	9%
75 years or older	10%
Total	100%

Respondent Gender	
What is your sex?	Percent of respondents
Female	53%
Male	47%
Total	100%

Appendix II: Frequency of Survey Responses

The following pages contain a complete set of responses to each question on the survey. The total number of respondents who answered each question also is included.

Question 1							
Please rate each of the following aspects of quality of life in Montgomery County:	Excellent	Good	Fair	Poor	Don't know	Total	
Montgomery County as a place to live	37%	52%	10%	2%	0%	100%	N = 850
Your neighborhood as a place to live	38%	43%	16%	3%	0%	100%	N = 843
Montgomery County as a place to raise children	35%	41%	10%	3%	12%	100%	N = 835
Montgomery County as a place to work	24%	38%	16%	4%	19%	100%	N = 836
Montgomery County as a place to retire	16%	20%	23%	17%	23%	100%	N = 834
The overall quality of life in Montgomery County	25%	56%	16%	2%	1%	100%	N = 840

Question 2							
Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent	Good	Fair	Poor	Don't know	Total	
Sense of community	13%	47%	30%	6%	3%	100%	N = 833
Openness and acceptance of the community toward people of diverse backgrounds	24%	52%	18%	2%	4%	100%	N = 837
Opportunities to attend cultural activities	30%	47%	16%	2%	5%	100%	N = 847
Recreational opportunities	30%	48%	16%	3%	3%	100%	N = 845
Employment opportunities	11%	36%	26%	6%	20%	100%	N = 834
Educational opportunities	30%	47%	14%	1%	8%	100%	N = 834
Volunteer opportunities	26%	42%	13%	1%	19%	100%	N = 826
Ease of car travel in Montgomery County	9%	26%	36%	28%	1%	100%	N = 836
Ease of bus travel in Montgomery County	8%	31%	24%	9%	28%	100%	N = 824
Ease of Metrorail/MARC train travel in Montgomery County	11%	40%	27%	8%	14%	100%	N = 833
Ease of bicycle travel in Montgomery County	6%	24%	23%	17%	30%	100%	N = 823
Availability of paths and walking trails	15%	41%	27%	8%	8%	100%	N = 836
Pedestrian safety	7%	35%	37%	17%	4%	100%	N = 823
Amount of public parking	8%	35%	40%	13%	5%	100%	N = 838
Variety of housing options	10%	43%	31%	8%	9%	100%	N = 827
Availability of affordable housing	4%	16%	34%	30%	17%	100%	N = 831
Availability of affordable child care	2%	11%	22%	18%	47%	100%	N = 827
Availability of affordable health care	6%	22%	30%	17%	25%	100%	N = 829
Availability of services for seniors	5%	25%	17%	3%	50%	100%	N = 837
Accessibility of County services for disabled persons	5%	20%	15%	4%	57%	100%	N = 836
Air quality	6%	44%	34%	7%	8%	100%	N = 837
Quality of overall natural environment in Montgomery County	11%	56%	26%	3%	3%	100%	N = 834
Overall appearance of Montgomery County	17%	56%	23%	2%	1%	100%	N = 841
Overall image or reputation of Montgomery County	27%	54%	14%	2%	2%	100%	N = 843

Question 3								
Please rate the speed of growth in the following categories in Montgomery County over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total	
Population growth	0%	1%	22%	32%	21%	23%	100%	N = 846
Commercial growth (offices, stores, restaurants, etc.)	1%	9%	39%	26%	12%	13%	100%	N = 846
Residential growth (new housing developments)	1%	6%	26%	30%	20%	16%	100%	N = 845
Jobs growth	9%	29%	21%	2%	1%	40%	100%	N = 846

Question 4								
Please rate how safe or unsafe you feel from the following in Montgomery County:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total	
Violent crime (e.g., rape, assault, robbery)	18%	43%	20%	14%	3%	3%	100%	N = 846
Property crimes (e.g., burglary, theft)	11%	40%	20%	20%	6%	2%	100%	N = 847

Question 5								
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total	
In your neighborhood during the day	57%	33%	5%	3%	1%	0%	100%	N = 850
In your neighborhood after dark	22%	48%	12%	13%	5%	1%	100%	N = 847
In Montgomery County's downtown areas during the day	37%	41%	11%	5%	1%	6%	100%	N = 848
In Montgomery County's downtown areas after dark	10%	34%	20%	20%	7%	9%	100%	N = 851

Question 6							
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total	
Used Montgomery County public libraries or their services	21%	22%	29%	16%	11%	100%	N = 844
Used Montgomery County recreation centers	35%	28%	21%	10%	7%	100%	N = 833
Participated in a County recreation program or activity	51%	24%	16%	5%	5%	100%	N = 823
Visited a park in the County	9%	24%	34%	16%	18%	100%	N = 825
Ridden a Metrobus or Ride On bus within Montgomery County	43%	20%	16%	5%	16%	100%	N = 837
Attended a meeting of local elected officials or other local government meeting open to the public	73%	18%	7%	1%	1%	100%	N = 843
Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	26%	24%	34%	11%	6%	100%	N = 839
Watched a show on a Montgomery County Government cable television channel	59%	23%	13%	3%	2%	100%	N = 832
Recycled used paper, cans or bottles from your home	5%	2%	5%	6%	83%	100%	N = 845
Volunteered your time to some group/activity in the County	55%	20%	11%	5%	9%	100%	N = 843

Question 7	
Have you had any in-person, phone or email contact with an employee of Montgomery County within the last 12 months?	Percent of respondents
No	57%
Yes	43%
Total	100%
Count	N = 803

Question 8							
What was your impression of the employee(s) of Montgomery County in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Don't know	Total	
Knowledge	38%	42%	11%	7%	3%	100%	N = 376
Responsiveness	33%	44%	14%	8%	2%	100%	N = 376
Courtesy	35%	42%	14%	8%	2%	100%	N = 375
Overall impression	33%	42%	14%	9%	2%	100%	N = 374

Question 9 - Quality							
Please rate the quality of each of the following services in Montgomery County.	Excellent	Good	Fair	Poor	Don't know	Total	
Police services	24%	47%	15%	4%	10%	100%	N = 832
Fire services	36%	38%	5%	0%	20%	100%	N = 831
Ambulance or emergency medical services	31%	33%	7%	0%	28%	100%	N = 825
Animal control	9%	26%	15%	3%	47%	100%	N = 816
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	23%	13%	4%	53%	100%	N = 829
Public schools (K-12)	23%	36%	10%	2%	28%	100%	N = 825
Montgomery College	18%	27%	10%	1%	43%	100%	N = 822
Traffic enforcement on County roads and highways	10%	44%	28%	11%	6%	100%	N = 832
Street repairs and maintenance	6%	40%	36%	17%	2%	100%	N = 832
Condition of County buildings (libraries, recreation centers, etc.)	17%	55%	16%	1%	10%	100%	N = 836
Snow removal on County roads and highways	14%	48%	25%	8%	4%	100%	N = 835
Bus or transit services	12%	37%	18%	6%	27%	100%	N = 828
Garbage collection (if provided by the County)	21%	40%	7%	2%	30%	100%	N = 804
Recycling	36%	45%	11%	2%	6%	100%	N = 832
Storm drainage	12%	43%	21%	4%	19%	100%	N = 828
Drinking water	17%	47%	22%	7%	7%	100%	N = 831
Water and sewer services	16%	51%	19%	3%	12%	100%	N = 829
Parks	30%	52%	12%	1%	5%	100%	N = 833
Recreation centers or programs	19%	38%	13%	1%	29%	100%	N = 826
Land use, planning and zoning	6%	26%	27%	13%	28%	100%	N = 823
Preservation of natural areas such as open space and farmland	10%	31%	26%	12%	21%	100%	N = 826
Code enforcement (weeds, dumping, overcrowded housing, etc.)	5%	22%	25%	14%	34%	100%	N = 823
Health services	8%	32%	17%	6%	37%	100%	N = 827
Mental health services	4%	13%	11%	3%	69%	100%	N = 832
Addiction services	3%	9%	11%	2%	75%	100%	N = 826
Services for seniors	6%	22%	11%	2%	58%	100%	N = 833
Services for youth	6%	21%	14%	3%	56%	100%	N = 820
Services for people with disabilities	5%	15%	11%	3%	67%	100%	N = 831
Services for low-income people	5%	13%	13%	7%	63%	100%	N = 827
Services for immigrants	4%	14%	12%	6%	64%	100%	N = 813
Public library services	33%	43%	11%	1%	13%	100%	N = 832
Public information services	12%	39%	19%	3%	27%	100%	N = 808
Electric service	14%	47%	22%	7%	9%	100%	N = 834
Gas service	14%	44%	14%	3%	24%	100%	N = 825
Cable television providers	8%	28%	27%	26%	10%	100%	N = 838

Question 10	
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	Percent of respondents
Excellent	12%
Good	63%
Fair	20%
Poor	2%
Don't know	2%
Total	100%
Count	N = 841

Question 11							
Please rate the following aspects of Montgomery County government performance:	Excellent	Good	Fair	Poor	Don't know	Total	
The value of services for the taxes paid to Montgomery County	8%	38%	32%	15%	7%	100%	N = 843
The overall direction that Montgomery County is taking	7%	39%	28%	13%	13%	100%	N = 839
The job Montgomery County government does at listening to residents	5%	22%	28%	13%	32%	100%	N = 843

Question 12							
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total	
Recommend living in Montgomery County to someone who asks	48%	39%	7%	4%	1%	100%	N = 832
Remain in Montgomery County for the next five years	51%	31%	7%	7%	4%	100%	N = 832
Retire in Montgomery County	24%	17%	12%	27%	19%	100%	N = 825

Question 13							
How important, if at all, do you think it is for Montgomery County to address each of the following issues?	Essential	Very important	Somewhat important	Not at all important	Don't know	Total	
Affordable housing	35%	33%	20%	9%	4%	100%	N = 823
Crime	52%	36%	10%	0%	2%	100%	N = 831
The environment	37%	44%	15%	3%	1%	100%	N = 824
The pace of growth	36%	41%	18%	2%	3%	100%	N = 823
Public schools (K-12)	48%	33%	10%	1%	8%	100%	N = 828
Social services for those in need	32%	38%	20%	4%	6%	100%	N = 830
Taxes	45%	32%	19%	3%	2%	100%	N = 829
Traffic	55%	33%	9%	1%	1%	100%	N = 831

Question 14	
Please select the statement that best describes your opinion.	Percent of respondents
I am satisfied with the current level of taxes and services.	33%
I am willing to pay more taxes to get more services.	6%
I feel that I pay too much for the services I receive.	35%
I am willing to accept service reductions if it means lower taxes.	11%
My opinion is different from the ones listed here.	6%
I don't have an opinion/no preference.	10%
Total	100%
Count	N = 786

Question 15	
What impact, if any, has the economy had on your family's income during the last 12 months?	Percent of respondents
Very positive	2%
Somewhat positive	4%
No impact	33%
Somewhat negative	46%
Very negative	14%
Total	100%
Count	N = 823

Question 16

How much information, if any, do you get about Montgomery County government and its activities, events and services from each of the following sources?	Most	A lot	Some	None	Total	
County Web site (www.montgomerycountymd.gov)	16%	16%	39%	29%	100%	N = 817
Local newspapers	18%	30%	40%	13%	100%	N = 830
Radio	10%	19%	37%	34%	100%	N = 812
Local television stations	10%	21%	41%	28%	100%	N = 823
County cable television (Ch. 6 on Comcast and RCN, Ch. 30 on Verizon)	5%	8%	25%	62%	100%	N = 819
Civic association/homeowner association newsletters or community listservs	5%	14%	35%	45%	100%	N = 804
Social networking (i.e., Facebook, Twitter, etc.) and blog Web sites	3%	5%	18%	74%	100%	N = 807
Mailings, publications and online newsletters from County Government or elected officials	6%	13%	54%	27%	100%	N = 818
Town Hall meetings and other public meetings	1%	4%	20%	75%	100%	N = 814
Word-of-mouth	6%	22%	53%	19%	100%	N = 821

Question 17

Do any of the following apply to your household?	No	Yes	Total	
Have access to the Internet at home?	10%	90%	100%	N = 833
Use email?	9%	91%	100%	N = 832
Subscribe to cable television services?	18%	82%	100%	N = 826

Question 18

Does your place of work lie within Montgomery County?	Percent of respondents
No	45%
Yes	51%
Don't know	4%
Total	100%
Count	N = 770

Question 19

How many years have you lived in Montgomery County?	Percent of respondents
Less than 2 years	9%
2-5 years	15%
6-10 years	15%
11-20 years	19%
More than 20 years	43%
Total	100%
Count	N = 847

Question 20	
What is your zip code?	Percent of respondents
20504	0%
20609	0%
20707	0%
20814	6%
20815	5%
20816	2%
20817	4%
20818	0%
20832	2%
20833	1%
20837	0%
20841	0%
20842	0%
20850	4%
20851	1%
20852	9%
20853	2%
20854	5%
20855	2%
20860	0%
20861	0%
20864	0%
20866	1%
20871	1%
20872	2%
20874	4%
20876	2%
20877	2%
20878	8%
20879	1%
20882	1%
20884	0%
20886	3%
20895	1%
20901	4%
20902	3%
20903	1%
20904	4%
20905	2%

Question 20	
What is your zip code?	Percent of respondents
20906	6%
20910	5%
20912	3%
20916	0%
20926	0%
20930	0%
20936	0%
Total	100%
Count	N = 836

Question 21	
Are you currently employed for pay?	Percent of respondents
No	27%
Yes, full time	65%
Yes, part time	9%
Total	100%
Count	N = 832

Question 22	
During a typical week, how do you commute to work? (Check all that apply.)	Percent of respondents*
Always work from home (e.g., home-based business)	5%
Telecommute (work from home) at least one day a week	11%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	66%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other adults or children	14%
Metrobus, Metrorail, MARC train or other public transportation	24%
Walk	8%
Bicycle	4%
Other	0%
Count	N = 623

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

Note: Asked only of respondents who work full time or part time.

Question 23	
On average, about how long does it take you to travel TO work?	Percent of respondents
1 to 15 minutes	19%
16 to 30 minutes	30%
31 to 45 minutes	24%
46 minutes to 1 hour	18%
More than 1 hour	9%
Total	100%
Count	N = 581
<i>Average minutes TO work</i>	<i>34 minutes*</i>

Note: Asked only of respondents who work full time or part time.

*Respondents were asked to select a range of minutes. The average number of minutes was calculated from the mid-point of the response scale. For example, a response of "1 to 15 minutes" equated to 7.5 minutes, a response of "16 to 30 minutes" equated to 23 minutes, a response of "31 to 45 minutes" equated to 38 minutes, and a response of "45 minutes to 1 hour" equated 53 minutes. In cases where the respondent chose a response that indicated "More than 1 hour," the number of hours was calculated as 125% of 60 minutes or 75 minutes.

Questions 24 and 25				
	No	Yes	Total	
Do any children 17 or under live in your household?	63%	37%	100%	N = 844
Are you or any other members of your household aged 65 or older?	74%	26%	100%	N = 846

Question 26	
Do you rent or own your home?	Percent of respondents
Rent	28%
Own	72%
Total	100%
Count	N = 843

Question 27	
Which best describes the building you live in?	Percent of respondents
Single family house detached from any other houses	47%
House attached to one or more houses (e.g., a duplex or townhome)	14%
Building with two or more apartments or condominiums	37%
Mobile home	0%
Other	2%
Total	100%
Count	N = 844

Question 28

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, utilities, and homeowners' association [HOA] fees)?	Percent of respondents
Less than \$599 per month	4%
\$600 to \$999 per month	8%
\$1,000 to \$1,499 per month	22%
\$1,500 to \$2,499 per month	33%
\$2,500 to \$3,999 per month	22%
\$4,000 or more per month	11%
Total	100%
Count	N = 821

Question 29

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$25,000	6%
\$25,000 to \$49,999	17%
\$50,000 to \$99,999	32%
\$100,000 to \$149,999	21%
\$150,000 to \$199,000	12%
\$200,000 to \$299,999	7%
More than \$300,000	5%
Total	100%
Count	N = 799

Question 30

Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	87%
Yes, I consider myself to be Spanish, Hispanic or Latino	13%
Total	100%
Count	N = 827

Question 31	
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Percent of respondents*
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	14%
Black or African American	9%
White	70%
Other	8%
Count	N = 827

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

Question 32	
Were you born in the United States?	Percent of respondents
No	33%
Yes	67%
Total	100%
Count	N = 786

Question 32a	
In which country were you born?	Percent of respondents
China	13%
Vietnam	5%
India	9%
Korea	4%
El Salvador	7%
Other	62%
Total	100%
Count	N = 223

Note: Asked only of respondents who reported they were not born in the United States.

Question 33	
Do you speak a language other than English at home?	Percent of respondents
No, English only	67%
Yes	33%
Total	100%
Count	N = 787

Question 33a	
Which languages, other than English, do you speak at home? (Check all that apply.)	Percent of respondents*
Chinese	13%
Vietnamese	4%
French	14%
Korean	4%
Spanish	48%
Other	31%
Count	N = 248

**Total may exceed 100% as respondents could give more than one answer.
 Note: Asked only of respondents who reported they do not speak English at home.*

Question 34	
In which category is your age?	Percent of respondents
18-24 years	3%
25-34 years	22%
35-44 years	20%
45-54 years	23%
55-64 years	13%
65-74 years	9%
75 years or older	10%
Total	100%
Count	N = 840

Question 35	
What is your sex?	Percent of respondents
Female	53%
Male	47%
Total	100%
Count	N = 833

Appendix III: Survey Results by Demographic Groups

The following pages contain breakdowns of the survey results by demographic subgroups within Montgomery County. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of $p \leq .05$). Where estimates are given for subgroups, they are less precise.

Quality of Life Ratings by Demographic Subgroups												
Please rate each of the following aspects of quality of life in Montgomery County:	Gender											
	Female				Male				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	40%	51%	8%	0%	32%	52%	12%	4%	37%	52%	10%	2%
Your neighborhood as a place to live	40%	44%	15%	1%	36%	41%	17%	5%	38%	43%	16%	3%
Montgomery County as a place to raise children	47%	43%	8%	1%	31%	50%	14%	5%	40%	46%	11%	3%
Montgomery County as a place to work	37%	44%	16%	3%	22%	49%	22%	7%	30%	46%	19%	5%
Montgomery County as a place to retire	24%	29%	30%	17%	18%	23%	32%	27%	21%	26%	31%	22%
The overall quality of life in Montgomery County	29%	58%	12%	0%	22%	53%	22%	3%	26%	56%	17%	2%

Quality of Life Ratings by Demographic Subgroups																
Please rate each of the following aspects of quality of life in Montgomery County:	Age															
	18-34 years				35-54 years				55+				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	35%	54%	10%	1%	36%	51%	11%	2%	40%	50%	8%	2%	37%	51%	10%	2%
Your neighborhood as a place to live	35%	42%	20%	3%	34%	45%	16%	4%	46%	40%	12%	2%	38%	43%	16%	3%
Montgomery County as a place to raise children	36%	51%	11%	3%	42%	43%	11%	4%	40%	47%	10%	2%	40%	46%	11%	3%
Montgomery County as a place to work	24%	50%	21%	5%	32%	41%	21%	7%	33%	52%	14%	1%	30%	46%	19%	5%
Montgomery County as a place to retire	19%	24%	37%	20%	20%	24%	31%	25%	24%	30%	27%	18%	21%	26%	31%	21%
The overall quality of life in Montgomery County	20%	62%	16%	1%	25%	54%	19%	2%	31%	53%	14%	1%	26%	56%	17%	2%

Quality of Life Ratings by Demographic Subgroups

Please rate each of the following aspects of quality of life in Montgomery County:	Rent or own											
	Rent				Own				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	37%	49%	11%	3%	36%	53%	9%	1%	37%	52%	10%	2%
Your neighborhood as a place to live	31%	47%	16%	6%	41%	42%	15%	2%	38%	43%	15%	3%
Montgomery County as a place to raise children	41%	44%	11%	4%	39%	47%	11%	3%	40%	46%	11%	3%
Montgomery County as a place to work	23%	48%	21%	9%	32%	46%	18%	3%	30%	47%	19%	5%
Montgomery County as a place to retire	27%	30%	29%	13%	19%	25%	31%	25%	21%	26%	30%	22%
The overall quality of life in Montgomery County	22%	57%	19%	2%	27%	56%	15%	1%	26%	56%	17%	2%

Quality of Life Ratings by Demographic Subgroups

Please rate each of the following aspects of quality of life in Montgomery County:	Housing unit type											
	Detached				Attached				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	37%	53%	9%	1%	35%	52%	11%	2%	36%	52%	10%	2%
Your neighborhood as a place to live	46%	41%	12%	1%	31%	46%	19%	5%	38%	43%	16%	3%
Montgomery County as a place to raise children	42%	45%	11%	2%	36%	49%	11%	4%	39%	47%	11%	3%
Montgomery County as a place to work	33%	48%	15%	4%	25%	46%	23%	6%	29%	47%	19%	5%
Montgomery County as a place to retire	16%	23%	35%	26%	25%	30%	27%	18%	21%	26%	31%	22%
The overall quality of life in Montgomery County	26%	57%	14%	2%	24%	55%	19%	2%	25%	56%	17%	2%

Quality of Life Ratings by Demographic Subgroups																
Please rate each of the following aspects of quality of life in Montgomery County:	Household income															
	Less than \$25,000				\$25,000 to \$99,999				\$100,000 or more				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	37%	52%	5%	7%	36%	53%	11%	1%	39%	49%	10%	2%	37%	51%	10%	2%
Your neighborhood as a place to live	29%	44%	15%	12%	34%	45%	18%	3%	44%	41%	13%	2%	38%	43%	15%	3%
Montgomery County as a place to raise children	24%	63%	8%	6%	40%	45%	12%	3%	42%	45%	10%	3%	40%	46%	11%	3%
Montgomery County as a place to work	12%	56%	19%	13%	26%	50%	19%	5%	36%	43%	17%	4%	30%	47%	18%	5%
Montgomery County as a place to retire	31%	40%	10%	20%	24%	28%	29%	19%	16%	22%	36%	26%	21%	26%	30%	22%
The overall quality of life in Montgomery County	22%	54%	19%	4%	26%	53%	20%	1%	27%	58%	13%	2%	26%	55%	17%	2%

Quality of Life Ratings by Demographic Subgroups																
Please rate each of the following aspects of quality of life in Montgomery County:	Race															
	White				Non-white				Overall							
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	37%	51%	9%	3%	36%	53%	11%	0%	37%	52%	10%	2%				
Your neighborhood as a place to live	44%	39%	14%	4%	27%	52%	20%	2%	38%	43%	16%	3%				
Montgomery County as a place to raise children	40%	45%	11%	4%	39%	49%	10%	2%	40%	47%	11%	3%				
Montgomery County as a place to work	31%	48%	17%	4%	29%	44%	21%	6%	30%	47%	18%	5%				
Montgomery County as a place to retire	21%	25%	28%	27%	24%	29%	37%	11%	22%	26%	31%	22%				
The overall quality of life in Montgomery County	26%	56%	15%	2%	26%	56%	18%	0%	26%	56%	16%	2%				

Quality of Life Ratings by Demographic Subgroups

Please rate each of the following aspects of quality of life in Montgomery County:	Born in the U.S.											
	No				Yes				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	31%	55%	13%	1%	38%	51%	8%	3%	35%	53%	10%	2%
Your neighborhood as a place to live	28%	49%	21%	3%	44%	39%	13%	4%	38%	42%	16%	3%
Montgomery County as a place to raise children	33%	50%	15%	2%	41%	46%	10%	4%	38%	47%	11%	3%
Montgomery County as a place to work	25%	45%	24%	7%	32%	48%	17%	3%	29%	47%	20%	5%
Montgomery County as a place to retire	18%	34%	31%	17%	20%	24%	31%	25%	20%	27%	31%	22%
The overall quality of life in Montgomery County	22%	58%	20%	1%	28%	55%	15%	2%	26%	56%	16%	2%

Quality of Life Ratings by Demographic Subgroups

Please rate each of the following aspects of quality of life in Montgomery County:	Language spoken at home											
	Speak English only				Other language spoken				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	38%	52%	8%	2%	32%	53%	14%	1%	36%	52%	10%	2%
Your neighborhood as a place to live	44%	40%	13%	3%	27%	47%	23%	3%	38%	42%	16%	3%
Montgomery County as a place to raise children	42%	46%	9%	3%	35%	47%	15%	3%	40%	46%	11%	3%
Montgomery County as a place to work	32%	48%	18%	3%	25%	46%	20%	9%	29%	47%	19%	5%
Montgomery County as a place to retire	21%	27%	30%	22%	24%	23%	32%	20%	22%	26%	31%	22%
The overall quality of life in Montgomery County	28%	57%	14%	2%	24%	54%	21%	1%	26%	56%	16%	2%

Safety Ratings by Demographic Subgroups

Please rate how safe or unsafe you feel:	Gender														
	Female					Male					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	15%	46%	21%	14%	3%	23%	40%	20%	14%	3%	19%	43%	20%	14%	3%
Property crimes (e.g., burglary, theft)	10%	44%	19%	23%	5%	13%	38%	24%	18%	8%	11%	41%	21%	20%	6%
In your neighborhood during the day	56%	36%	5%	2%	1%	58%	31%	6%	4%	1%	57%	33%	5%	3%	1%
In your neighborhood after dark	22%	47%	12%	16%	3%	22%	49%	13%	10%	6%	22%	48%	12%	13%	5%
In Montgomery County's downtown areas during the day	39%	46%	9%	5%	1%	40%	39%	15%	5%	2%	39%	43%	12%	5%	1%
In Montgomery County's downtown areas after dark	9%	41%	19%	23%	8%	12%	34%	26%	20%	8%	11%	38%	22%	22%	8%

Safety Ratings by Demographic Subgroups

Please rate how safe or unsafe you feel:	Age																			
	18-34 years					35-54 years					55 +					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	20%	43%	24%	11%	2%	19%	45%	18%	15%	2%	18%	42%	20%	16%	4%	19%	44%	20%	14%	3%
Property crimes (e.g., burglary, theft)	8%	36%	27%	20%	9%	11%	45%	20%	19%	5%	14%	40%	18%	22%	5%	11%	41%	21%	20%	6%
In your neighborhood during the day	61%	32%	5%	1%	0%	55%	35%	5%	3%	2%	56%	33%	6%	4%	1%	57%	33%	5%	3%	1%
In your neighborhood after dark	16%	48%	17%	15%	4%	23%	51%	9%	11%	6%	26%	44%	13%	13%	4%	22%	48%	12%	13%	5%
In Montgomery County's downtown areas during the day	46%	38%	12%	3%	0%	37%	44%	12%	5%	2%	36%	46%	11%	6%	1%	39%	43%	12%	5%	1%
In Montgomery County's downtown areas after dark	13%	36%	31%	16%	4%	11%	41%	16%	23%	9%	8%	36%	24%	23%	9%	11%	38%	22%	22%	8%

Safety Ratings by Demographic Subgroups

Please rate how safe or unsafe you feel:	Rent or own														
	Rent					Own					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	18%	48%	19%	12%	3%	19%	42%	20%	15%	3%	19%	44%	20%	14%	3%
Property crimes (e.g., burglary, theft)	12%	45%	20%	16%	7%	11%	40%	21%	22%	6%	11%	41%	21%	20%	6%
In your neighborhood during the day	58%	31%	6%	4%	1%	56%	35%	5%	3%	1%	57%	34%	5%	3%	1%
In your neighborhood after dark	18%	51%	13%	12%	7%	24%	47%	12%	13%	4%	22%	48%	12%	13%	5%
In Montgomery County's downtown areas during the day	46%	33%	15%	4%	2%	36%	47%	10%	5%	1%	39%	43%	12%	5%	1%
In Montgomery County's downtown areas after dark	16%	37%	22%	17%	8%	8%	38%	23%	24%	7%	11%	38%	22%	22%	7%

Safety Ratings by Demographic Subgroups

Please rate how safe or unsafe you feel:	Housing unit type														
	Detached					Attached					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	23%	41%	17%	15%	3%	15%	47%	22%	14%	3%	19%	44%	20%	14%	3%
Property crimes (e.g., burglary, theft)	13%	39%	19%	22%	7%	9%	44%	23%	19%	5%	11%	42%	21%	21%	6%
In your neighborhood during the day	58%	35%	4%	2%	2%	55%	33%	7%	4%	1%	56%	34%	5%	3%	1%
In your neighborhood after dark	28%	47%	8%	13%	4%	16%	50%	16%	13%	5%	22%	48%	12%	13%	5%
In Montgomery County's downtown areas during the day	36%	47%	10%	7%	0%	41%	40%	13%	3%	2%	39%	43%	12%	5%	1%
In Montgomery County's downtown areas after dark	11%	36%	20%	25%	9%	11%	39%	25%	18%	7%	11%	38%	23%	22%	8%

Safety Ratings by Demographic Subgroups																				
Please rate how safe or unsafe you feel:	Household income																			
	Less than \$25,000					\$25,000 to \$99,999					\$100,000 or more					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	4%	50%	24%	17%	5%	15%	44%	21%	18%	3%	26%	42%	19%	10%	3%	19%	43%	20%	14%	3%
Property crimes (e.g., burglary, theft)	3%	51%	20%	20%	7%	10%	40%	21%	23%	7%	14%	41%	22%	17%	6%	11%	41%	21%	20%	6%
In your neighborhood during the day	34%	52%	6%	1%	7%	53%	34%	7%	4%	2%	65%	30%	2%	2%	0%	58%	33%	5%	3%	1%
In your neighborhood after dark	15%	43%	21%	13%	8%	19%	46%	14%	16%	6%	27%	51%	10%	10%	3%	22%	48%	12%	13%	5%
In Montgomery County's downtown areas during the day	30%	39%	16%	7%	9%	36%	43%	13%	6%	1%	44%	43%	10%	3%	0%	39%	43%	12%	5%	1%
In Montgomery County's downtown areas after dark	9%	23%	34%	18%	16%	9%	40%	20%	22%	9%	14%	38%	23%	20%	4%	11%	38%	22%	21%	7%

Safety Ratings by Demographic Subgroups															
Please rate how safe or unsafe you feel:	Race														
	White					Non-white					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	22%	42%	20%	13%	3%	13%	45%	23%	15%	3%	19%	43%	21%	14%	3%
Property crimes (e.g., burglary, theft)	13%	39%	20%	21%	6%	7%	44%	24%	18%	7%	12%	41%	21%	20%	6%
In your neighborhood during the day	60%	31%	5%	3%	1%	50%	40%	5%	3%	2%	57%	34%	5%	3%	1%
In your neighborhood after dark	22%	47%	13%	14%	4%	23%	49%	11%	11%	6%	22%	47%	13%	13%	5%
In Montgomery County's downtown areas during the day	42%	41%	11%	5%	1%	33%	47%	15%	4%	1%	39%	43%	12%	5%	1%
In Montgomery County's downtown areas after dark	10%	37%	22%	23%	8%	12%	42%	23%	17%	6%	11%	38%	23%	21%	7%

Safety Ratings by Demographic Subgroups															
Please rate how safe or unsafe you feel:	Born in the U.S.														
	No					Yes					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	15%	45%	25%	13%	2%	20%	44%	18%	15%	3%	18%	44%	20%	14%	3%
Property crimes (e.g., burglary, theft)	11%	42%	25%	17%	5%	11%	41%	19%	23%	7%	11%	41%	21%	21%	6%
In your neighborhood during the day	50%	38%	7%	4%	0%	61%	30%	4%	2%	2%	57%	33%	5%	3%	1%
In your neighborhood after dark	21%	49%	17%	9%	4%	24%	45%	10%	16%	5%	23%	46%	13%	13%	5%
In Montgomery County's downtown areas during the day	32%	49%	15%	3%	1%	44%	39%	10%	6%	1%	40%	42%	11%	5%	1%
In Montgomery County's downtown areas after dark	10%	44%	23%	19%	4%	11%	35%	21%	23%	10%	11%	38%	22%	21%	8%

Safety Ratings by Demographic Subgroups															
Please rate how safe or unsafe you feel:	Language spoken at home														
	Speak English only					Other language spoken					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	23%	42%	18%	14%	3%	11%	47%	22%	17%	2%	19%	44%	20%	15%	3%
Property crimes (e.g., burglary, theft)	12%	42%	18%	21%	6%	8%	40%	25%	21%	5%	11%	41%	20%	21%	6%
In your neighborhood during the day	61%	31%	4%	2%	1%	50%	39%	7%	3%	2%	57%	33%	5%	2%	1%
In your neighborhood after dark	25%	45%	10%	16%	4%	18%	52%	17%	7%	6%	23%	47%	12%	13%	5%
In Montgomery County's downtown areas during the day	45%	39%	10%	5%	1%	28%	50%	16%	5%	1%	39%	42%	12%	5%	1%
In Montgomery County's downtown areas after dark	12%	37%	21%	22%	8%	8%	38%	25%	23%	7%	11%	37%	22%	22%	8%

Utilization of Public Services and Opportunities for Participation by Demographic Subgroups

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?	Gender			Age				Rent or own			Housing unit type		
	Female	Male	Overall	18-34 years	35-54 years	55+	Overall	Rent	Own	Overall	Detached	Attached	Overall
Used Montgomery County public libraries or their services	79%	78%	78%	71%	82%	80%	78%	76%	80%	79%	85%	74%	79%
Used Montgomery County recreation centers	67%	64%	65%	66%	74%	54%	65%	63%	66%	65%	70%	62%	66%
Participated in a County recreation program or activity	54%	43%	49%	50%	56%	39%	49%	47%	50%	49%	52%	46%	49%
Visited a park in the County	89%	92%	91%	95%	93%	85%	91%	87%	92%	91%	93%	90%	91%
Ridden a Metrobus or Ride On bus within Montgomery County	56%	59%	57%	64%	64%	44%	58%	75%	50%	57%	50%	64%	57%
Attended a meeting of local elected officials or other local government meeting open to the public	24%	30%	26%	18%	27%	34%	27%	22%	29%	27%	33%	20%	26%
Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	74%	74%	74%	85%	82%	55%	74%	72%	75%	74%	79%	72%	75%
Watched a show on a Montgomery County Government cable television channel	44%	37%	41%	33%	44%	43%	41%	48%	38%	41%	36%	45%	41%
Recycled used paper, cans or bottles from your home	97%	94%	95%	92%	96%	98%	95%	88%	98%	96%	99%	92%	96%
Volunteered your time to some group/activity in the County	46%	43%	44%	30%	51%	49%	45%	31%	50%	45%	57%	34%	45%

Percent of respondents who said at least once in the last 12 months

Utilization of Public Services and Opportunities for Participation by Demographic Subgroups

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?	Household income				Race			Born in the U.S.			Language spoken at home		
	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall	White	Non-white	Overall	No	Yes	Overall	Speak English only	Other language spoken	Overall
Used Montgomery County public libraries or their services	68%	79%	79%	79%	77%	82%	79%	84%	77%	79%	77%	82%	79%
Used Montgomery County recreation centers	56%	62%	71%	66%	64%	68%	65%	72%	62%	65%	62%	71%	65%
Participated in a County recreation program or activity	41%	49%	51%	50%	46%	56%	49%	55%	46%	49%	45%	58%	49%
Visited a park in the County	77%	89%	96%	91%	90%	92%	91%	94%	91%	92%	89%	95%	91%
Ridden a Metrobus or Ride On bus within Montgomery County	74%	62%	52%	58%	48%	78%	57%	73%	49%	57%	51%	71%	57%
Attended a meeting of local elected officials or other local government meeting open to the public	24%	25%	28%	27%	27%	26%	26%	17%	32%	27%	30%	20%	27%
Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	51%	72%	82%	75%	74%	75%	74%	76%	76%	76%	74%	78%	76%
Watched a show on a Montgomery County Government cable television channel	65%	46%	33%	41%	36%	52%	41%	46%	37%	40%	39%	45%	41%
Recycled used paper, cans or bottles from your home	81%	95%	97%	95%	96%	93%	95%	93%	97%	96%	96%	95%	96%
Volunteered your time to some group/activity in the County	40%	42%	49%	45%	45%	42%	44%	38%	49%	45%	48%	37%	45%

Percent of respondents who said at least once in the last 12 months

Overall Quality of County Services by Demographic Subgroups

	Gender											
	Female				Male				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	16%	66%	18%	1%	8%	63%	24%	4%	12%	65%	21%	2%

Overall Quality of County Services by Demographic Subgroups

	Age															
	18-34 years				35-54 years				55 +				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	12%	60%	26%	2%	11%	65%	22%	2%	15%	68%	15%	2%	12%	65%	21%	2%

Overall Quality of County Services by Demographic Subgroups

	Rent or own											
	Rent				Own				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	11%	66%	21%	2%	13%	64%	21%	2%	12%	65%	21%	2%

Overall Quality of County Services by Demographic Subgroups

	Housing unit type											
	Detached				Attached				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	12%	65%	20%	3%	12%	65%	21%	2%	12%	65%	21%	2%

Overall Quality of County Services by Demographic Subgroups																
	Household income															
	Less than \$25,000				\$25,000 to \$99,999				\$100,000 or more				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	6%	75%	17%	1%	12%	61%	24%	2%	12%	67%	19%	3%	12%	65%	21%	2%

Overall Quality of County Services by Demographic Subgroups													
	Race												
	White				Non-white				Overall				
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	12%	66%	19%	3%	11%	62%	25%	2%	12%	65%	21%	2%	

Overall Quality of County Services by Demographic Subgroups													
	Born in the U.S.												
	No				Yes				Overall				
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	13%	60%	25%	2%	11%	68%	18%	3%	12%	65%	20%	3%	

Overall Quality of County Services by Demographic Subgroups													
	Language spoken at home												
	Speak English only				Other language spoken				Overall				
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	13%	69%	16%	3%	9%	60%	29%	2%	11%	66%	20%	3%	

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Gender											
	Female				Male				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	11%	40%	38%	10%	7%	41%	31%	22%	9%	41%	35%	16%
The overall direction that Montgomery County is taking	9%	47%	34%	10%	8%	42%	31%	19%	9%	45%	32%	14%
The job Montgomery County government does at listening to residents	8%	35%	40%	16%	6%	30%	42%	22%	7%	33%	41%	19%

Public Trust by Demographic Subgroups																
Please rate the following aspects of Montgomery County government performance:	Age															
	18-34 years				35-54 years				55+				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	4%	40%	34%	22%	11%	38%	35%	16%	10%	46%	35%	10%	9%	41%	35%	16%
The overall direction that Montgomery County is taking	9%	49%	30%	12%	8%	42%	34%	16%	9%	46%	32%	13%	9%	45%	32%	14%
The job Montgomery County government does at listening to residents	4%	32%	49%	14%	6%	32%	39%	22%	9%	34%	39%	18%	7%	33%	41%	19%

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Rent or own											
	Rent				Own				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	10%	39%	31%	19%	8%	42%	36%	14%	9%	41%	35%	16%
The overall direction that Montgomery County is taking	11%	44%	30%	15%	8%	45%	33%	14%	8%	45%	32%	14%
The job Montgomery County government does at listening to residents	6%	40%	36%	18%	7%	30%	43%	20%	7%	33%	41%	19%

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Housing unit type											
	Detached				Attached				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	8%	41%	34%	16%	8%	41%	35%	16%	8%	41%	35%	16%
The overall direction that Montgomery County is taking	8%	43%	31%	18%	9%	47%	33%	11%	8%	45%	32%	15%
The job Montgomery County government does at listening to residents	7%	31%	41%	21%	5%	35%	42%	18%	6%	33%	41%	20%

Public Trust by Demographic Subgroups																
Please rate the following aspects of Montgomery County government performance:	Household income															
	Less than \$25,000				\$25,000 to \$99,999				\$100,000 or more				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	8%	44%	34%	14%	9%	40%	35%	16%	8%	41%	34%	16%	9%	41%	35%	16%
The overall direction that Montgomery County is taking	5%	51%	26%	18%	11%	42%	33%	13%	7%	46%	32%	15%	9%	45%	32%	14%
The job Montgomery County government does at listening to residents	8%	35%	43%	14%	8%	33%	39%	20%	5%	30%	46%	18%	7%	32%	42%	19%

Public Trust by Demographic Subgroups													
Please rate the following aspects of Montgomery County government performance:	Race												
	White				Non-white				Overall				
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	
The value of services for the taxes paid to Montgomery County	9%	44%	31%	16%	8%	35%	43%	15%	9%	41%	35%	16%	
The overall direction that Montgomery County is taking	8%	43%	34%	15%	9%	49%	28%	14%	9%	45%	32%	14%	
The job Montgomery County government does at listening to residents	7%	32%	41%	20%	6%	34%	42%	17%	7%	33%	42%	19%	

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Born in the U.S.											
	No				Yes				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	10%	34%	38%	17%	7%	46%	32%	15%	8%	42%	34%	16%
The overall direction that Montgomery County is taking	11%	49%	31%	9%	7%	44%	32%	17%	8%	45%	32%	14%
The job Montgomery County government does at listening to residents	8%	32%	45%	16%	6%	34%	41%	19%	7%	33%	42%	18%

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Language spoken at home											
	Speak English only				Other language spoken				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	7%	48%	30%	15%	7%	30%	45%	18%	7%	42%	35%	16%
The overall direction that Montgomery County is taking	8%	46%	31%	15%	8%	43%	37%	11%	8%	45%	33%	14%
The job Montgomery County government does at listening to residents	6%	35%	41%	17%	5%	26%	46%	23%	6%	32%	43%	19%

Appendix IV: Verbatim Responses to Open-Ended Questions

Following are verbatim responses for questions which permitted respondents to list “other” categories than those printed on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes.

Question 32: Were you born in the United States? (“other” responses):

- Africa
- Argentina
- Argentina
- Argentina
- Argentina
- Australia
- Belgium
- Belgium
- Belgium
- Bolivia
- Bolivia
- Brasil
- Brazil
- Brazil
- Brazil
- Brazil
- Brazil
- Bulgaria
- Cambodia
- Cameroon
- Canada
- Canada
- Canada
- Canada
- Canada
- Chile
- Colombia
- Colombia
- Colombia
- Dominican Republic
- DR
- Ecuador
- England
- Ethiopia
- Ethiopia
- Ethiopia
- Ethiopia
- Ethiopia
- Ethiopia
- Ethiopian
- Eur.
- France
- France
- France
- Germany
- Ghana
- Greece
- Guyana
- Honduras
- India
- Iran
- Iran
- Iran
- Iran
- Iran
- Iran
- Ireland
- Israel
- Israel
- Israel
- Israel
- Italy
- Italy
- Italy
- Japan
- Japan
- Lebanon
- Liberia
- Lithuania
- Morocco
- Morocco
- Nepal
- Nepal
- Nigeria
- Norway
- Peru
- Peru
- Peru
- Peru
- Peru
- Peru
- Phil
- Philippines
- Philippines
- Philippines
- Philippines
- Philippines
- Philippines
- Philippines
- Poland
- Poland
- Russia
- Russia
- Russia
- Russia
- Russia
- Russia
- Russia
- Russia
- Russia
- Russia
- Sri Lanka
- Srilanka
- Switzerland
- Taiwan
- Taiwan
- Thailand
- Thailand & Tobago
- The Netherlands
- Togo
- Turkey
- U.K.
- UK
- UK
- Ukraine
- Ukraine
- Ukraine
- Ukraine
- Ukraine
- Ukraine
- Ukraine
- Uruguay
- USSR
- Venezuela
- Venezuela
- West Indies
- Yes
- Zimbabwe

Appendix V: Survey Methodology

Developing the Questionnaire

Montgomery County conducted surveys of residents biennially from 1985 to 1994. The 2009 Montgomery County Resident Survey was the second survey administered since 1994. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the County, their use of County amenities, their opinion on policy issues facing the County and their assessment of County service delivery. The survey instrument for Montgomery County was developed by starting with the version from the previous implementation in 2007. A list of topics was generated for new questions; topics and questions were then discussed and adjusted to find those that were the best fit for the 2009 questionnaire. In an iterative process between County staff and NRC staff, a final five-page questionnaire was created.

Sample Selection

All households within Montgomery County were eligible to participate in the survey, and 3,000 were chosen to receive the questionnaire. These 3,000 households were randomly selected from a comprehensive list of all housing units within Montgomery County boundaries. The basis of that list was a United States Postal Service listing of housing units with a zip code that, at least partially, serves the County. Since some of the zip codes that serve Montgomery County households also serve addresses that lie outside of the County boundaries, the exact geographic location of each housing unit was compared to County boundaries, using the County's most current Geographic Information System (GIS) municipal boundary file (updated on a quarterly basis), and addresses located outside of the boundaries of Montgomery County were removed from consideration.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households known to be within Montgomery County. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate number of items has been selected. Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

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

Survey Administration and Response Rate

Households received three mailings each beginning in September 2009. Completed surveys were collected over the following five weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent, the first wave of surveys was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the County Executive and the Council President inviting the household to participate in the 2009 Resident Survey, a questionnaire, and a pre-paid return envelope.

About 4.5% of the surveys were returned by the Post Office because they either had incorrect addresses or were received by vacant housing units. Of the 2,864 eligible households that received the survey, 851 completed and returned the questionnaire, for a response rate of 30%. This is a good response rate, slightly higher than NRC often sees in larger jurisdictions.

Reaching Non-English Speaking Residents

The cover letter and survey were mailed to residents in English. However, the survey packet included a one-page insert with paragraphs in five languages (Spanish, Chinese, Vietnamese, Korean and French) that described the contents of the packet and provided a phone number to call if the resident wanted to receive the survey in one of those languages.

Voice mail boxes were created for each of the five languages and were available to receive calls from non-English speaking residents during the day and after hours. Nine calls were received, resulting in four translated surveys being sent to these residents. Two completed in-language surveys were received. The table below displays all the contacts made, by language.

Multicultural Community Outreach Results						
	Spanish	Chinese	French	Korean	Vietnamese	Total
Total number of calls	1	0	0	3	5	9
Requests for surveys	1	0	0	1	2	4
Number of surveys mailed	1	0	0	1	2	4
Completed surveys received	1	0	0	1	0	2

Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size. For the 2009 survey, the 95% confidence level indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within plus or minus three percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite our best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline to participate in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the list used to select the sample (referred to as coverage error).

Where percentages are given for demographic or other subgroups, they are less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 and plus or minus ten percentage points for samples as small as 100.

Survey Processing (Data Entry)

Mailed surveys were returned to NRC via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff chose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control also were performed.

Survey Analysis

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the U.S. Census Bureau’s 2006 American Community Survey estimates for adults in the County. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the County. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age and housing unit type. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure that they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this systematic, stratified sampling, gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the figure on the following page.

2009 Montgomery County Citizen Survey Weighting Table				
Characteristic	Population Norm ¹	Unweighted Data	Weighted Data	
Housing				
Rent home	29%	24%	28%	
Own home	71%	76%	72%	
Detached unit	52%	53%	48%	
Attached unit	48%	47%	52%	
Race and Ethnicity				
White	63%	72%	68%	
Not White	37%	28%	32%	
Hispanic	13%	5%	13%	
Not Hispanic	87%	95%	87%	
White alone, not Hispanic	57%	69%	61%	
Hispanic and/or other race	43%	31%	39%	
Sex and Age				
Female	53%	60%	53%	
Male	47%	40%	47%	
18-34 years of age	26%	12%	25%	
35-54 years of age	43%	40%	42%	
55+ years of age	31%	48%	33%	
Females 18-34	13%	7%	13%	
Females 35-54	22%	25%	22%	
Females 55+	17%	27%	18%	
Males 18-34	13%	4%	13%	
Males 35-54	20%	16%	20%	
Males 55+	14%	21%	14%	

¹ Source: U.S. Census Bureau, 2006 American Community Survey

Analyzing the Data

The electronic dataset was analyzed by National Research Center, Inc. staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and the percent positive were presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix II: Frequency of Survey Responses*.

Also included are results disaggregated by demographic characteristics (*Appendix III: Survey Results by Demographic Groups*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups were statistically significant, they are marked with grey shading in the appendices.

Appendix VII: Survey Materials

The following pages contain a copy of the questionnaire that survey participants were asked to complete.