

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# Montgomery County, MD

Comparisons by Demographic Subgroups

2017



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by length of residency in Montgomery County, annual household income, ethnicity and race and age of respondent.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for all respondents (1,075 completed surveys) is generally no greater than plus or minus three percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- When patterns emerged, respondents who had lived in Montgomery County from six to 20 years tended to have more favorable views of Community Characteristics and County services than those who had lived in the County for 5 years or less or had lived in the County for more than 20 years.
- When differences were observed, residents who were white alone, not Hispanic tended to give higher ratings to aspects of Community Characteristics and Governance than those who were Hispanic and/or other race.
- Broadly, residents whose annual household income was \$49,999 or less tended to give more positive ratings to aspects of Community Characteristics and Governance than residents who had higher reported income levels.
- Residents who were age 35-54 tended to be less pleased with fire and ambulance/EMS services and fire prevention and education than those who were younger or older.
- Survey participants who were age 55 or older tended to have more positive ratings across facets than younger residents.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
The overall quality of life in Montgomery County	80%	86%	80%	79%	78%	85%	84%	81%	75%	83%	86%	82%
Overall image or reputation of Montgomery County	78%	84%	79%	79%	79%	81%	81%	80%	74%	81%	85%	80%
Montgomery County as a place to live	88%	91%	85%	91%	82%	89%	88%	88%	84%	88%	90%	88%
Your neighborhood as a place to live	77%	87%	82%	75%	76%	89%	88%	77%	74%	84%	87%	82%
Montgomery County as a place to raise children	82%	90%	82%	85%	78%	87%	86%	83%	76%	86%	88%	84%
Montgomery County as a place to retire	43%	42%	41%	59%	42%	34%	40%	44%	37%	37%	50%	42%
Overall appearance of Montgomery County	78%	83%	76%	76%	77%	80%	79%	79%	75%	79%	81%	79%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall feeling of safety in Montgomery County	82%	85%	78%	78%	78%	83%	82%	79%	78%	82%	83%	81%
In your neighborhood during the day	94%	94%	91%	93%	91%	95%	95%	91%	92%	93%	94%	93%
In Montgomery County's downtowns/commercial areas during the day	90%	92%	85%	90%	87%	88%	90%	86%	87%	89%	88%	88%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall ease of getting to the places you usually have to visit	62%	65%	55%	72%	63%	53%	51%	70%	56%	59%	65%	60%
Traffic flow on major streets	25%	31%	24%	42%	21%	24%	21%	32%	16%	29%	31%	26%
Ease of public parking	46%	49%	40%	51%	43%	43%	40%	49%	47%	44%	42%	44%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Ease of travel by car in Montgomery County	48%	53%	43%	65%	49%	40%	39%	57%	50%	47%	46%	47%
Ease of travel by public transportation in Montgomery County	40%	48%	48%	64%	47%	37%	41%	50%	42%	45%	50%	45%
Ease of travel by bicycle in Montgomery County	37%	46%	39%	53%	39%	37%	34%	47%	38%	41%	41%	40%
Ease of walking in Montgomery County	55%	55%	50%	64%	57%	46%	52%	55%	52%	53%	53%	53%
Availability of paths and walking trails	58%	68%	60%	71%	61%	59%	60%	64%	54%	67%	63%	62%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Quality of overall the natural environment in Montgomery County	79%	82%	76%	81%	78%	78%	78%	79%	67%	82%	84%	78%
Air quality	73%	77%	72%	71%	76%	73%	73%	74%	67%	76%	76%	73%
Cleanliness of Montgomery County	78%	79%	73%	75%	74%	78%	77%	76%	71%	79%	77%	76%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	60%	69%	64%	71%	68%	61%	61%	69%	56%	68%	66%	64%
Public places where people want to spend time	62%	77%	74%	75%	68%	72%	73%	71%	63%	75%	75%	72%
Variety of housing options	41%	53%	56%	58%	45%	53%	50%	53%	38%	56%	58%	52%
Availability of affordable quality housing	22%	31%	28%	40%	24%	25%	23%	32%	19%	31%	32%	27%
Overall quality of new development in Montgomery County	59%	70%	59%	61%	63%	62%	63%	62%	57%	69%	58%	62%

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Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall economic health of Montgomery County	77%	82%	75%	75%	74%	80%	81%	74%	70%	79%	81%	78%
Montgomery County as a place to work	78%	81%	80%	77%	82%	79%	81%	80%	71%	85%	81%	80%
Montgomery County as a place to visit	52%	67%	69%	70%	66%	60%	63%	66%	48%	68%	73%	64%
Employment opportunities	61%	64%	61%	48%	60%	68%	72%	53%	58%	64%	63%	62%
Shopping opportunities	74%	79%	78%	73%	77%	78%	82%	72%	71%	79%	80%	77%
Cost of living in Montgomery County	18%	25%	20%	30%	18%	20%	19%	23%	15%	21%	25%	21%
Overall quality of business and service establishments in Montgomery County	62%	72%	68%	65%	65%	70%	74%	62%	60%	70%	72%	68%
Vibrant downtowns/commercial areas	61%	74%	67%	67%	67%	68%	73%	63%	66%	69%	67%	68%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Health and wellness opportunities in Montgomery County	62%	77%	79%	76%	73%	75%	79%	71%	61%	77%	81%	75%
Fitness opportunities (including exercise classes and paths or trails, etc.)	66%	74%	71%	72%	68%	73%	75%	67%	65%	74%	72%	71%
Recreational opportunities	66%	78%	75%	72%	73%	75%	77%	71%	65%	76%	77%	74%
Availability of affordable quality food	62%	75%	69%	62%	68%	72%	72%	67%	57%	72%	75%	69%
Availability of affordable quality health care	60%	73%	64%	63%	61%	71%	70%	62%	59%	66%	72%	66%
Availability of preventive health services	63%	76%	67%	62%	64%	75%	75%	63%	63%	70%	73%	69%
Availability of affordable quality mental health care	54%	62%	55%	52%	52%	62%	56%	57%	52%	61%	54%	57%

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Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall opportunities for education and enrichment	77%	86%	86%	84%	82%	85%	85%	82%	71%	87%	89%	84%
Availability of affordable quality child care/preschool	46%	49%	50%	60%	51%	44%	43%	54%	44%	47%	55%	49%
K-12 education	84%	86%	80%	80%	83%	83%	86%	79%	82%	81%	84%	82%
Adult educational opportunities	57%	73%	77%	61%	73%	76%	79%	65%	53%	74%	81%	71%
Opportunities to attend cultural/arts/music activities	67%	79%	78%	68%	75%	78%	80%	71%	73%	76%	77%	76%
Opportunities to participate in religious or spiritual events and activities	82%	80%	85%	75%	84%	85%	91%	75%	84%	79%	87%	83%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Opportunities to participate in social events and activities	61%	75%	72%	65%	69%	73%	76%	64%	63%	72%	74%	70%
Opportunities to volunteer	68%	78%	78%	74%	72%	79%	82%	69%	68%	76%	81%	76%
Opportunities to participate in community matters	65%	72%	69%	63%	67%	73%	75%	63%	58%	70%	75%	69%
Openness and acceptance of the community toward people of diverse backgrounds	78%	76%	73%	66%	74%	80%	79%	72%	79%	74%	74%	75%
Neighborliness of residents in Montgomery County	57%	61%	55%	57%	55%	59%	60%	55%	51%	56%	64%	57%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Montgomery County	78%	84%	79%	82%	79%	81%	81%	81%	79%	81%	81%	81%

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Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
The value of services for the taxes paid to Montgomery County	45%	56%	47%	49%	46%	51%	52%	47%	43%	50%	54%	49%
The overall direction that Montgomery County is taking	61%	66%	52%	58%	56%	60%	60%	57%	56%	61%	57%	58%
The job Montgomery County government does at welcoming resident involvement	50%	57%	49%	62%	51%	49%	51%	52%	48%	52%	55%	52%
Overall confidence in Montgomery County government	59%	61%	53%	59%	57%	57%	56%	59%	54%	57%	59%	57%
Generally acting in the best interest of the community	61%	63%	50%	62%	52%	58%	55%	60%	55%	59%	57%	57%
Being honest	67%	62%	54%	63%	57%	60%	59%	60%	64%	58%	59%	59%
Treating all residents fairly	62%	62%	54%	58%	58%	59%	60%	58%	61%	57%	58%	58%
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.)	70%	71%	70%	76%	65%	71%	74%	67%	64%	72%	73%	70%
The Federal Government	42%	55%	47%	60%	42%	47%	48%	49%	34%	51%	57%	48%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Police services	84%	89%	83%	82%	81%	88%	89%	81%	82%	86%	86%	85%
Fire services	95%	95%	94%	91%	95%	95%	96%	94%	91%	96%	96%	95%
Ambulance or emergency medical services	98%	95%	92%	93%	93%	94%	95%	93%	93%	94%	94%	94%
Crime prevention	71%	68%	71%	72%	60%	75%	75%	65%	61%	73%	75%	70%
Fire prevention and education	84%	79%	79%	82%	73%	83%	83%	77%	79%	78%	82%	80%
Animal control	72%	72%	68%	69%	68%	73%	77%	64%	67%	73%	70%	70%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	59%	65%	66%	74%	65%	59%	65%	63%	51%	67%	70%	64%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Traffic enforcement	55%	59%	60%	63%	56%	57%	58%	59%	48%	61%	63%	58%
Street repair	40%	46%	38%	51%	35%	40%	37%	45%	33%	44%	43%	41%
Street cleaning	64%	63%	50%	61%	55%	57%	57%	58%	56%	60%	55%	57%
Street lighting	59%	66%	58%	65%	55%	62%	63%	58%	58%	61%	62%	61%
Snow removal	61%	65%	57%	63%	59%	60%	61%	60%	55%	63%	60%	60%
Sidewalk maintenance	59%	61%	52%	63%	53%	56%	57%	58%	57%	58%	55%	57%
Traffic signal timing	53%	53%	45%	63%	48%	46%	45%	55%	45%	52%	49%	50%
Bus or transit services	54%	62%	66%	74%	57%	59%	63%	60%	48%	66%	68%	61%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Garbage collection	75%	82%	83%	82%	82%	79%	84%	78%	75%	82%	84%	81%
Recycling	72%	81%	85%	81%	81%	79%	85%	77%	69%	82%	88%	80%
Yard waste pick-up	75%	75%	83%	79%	80%	79%	84%	75%	69%	80%	84%	79%
Drinking water	65%	77%	79%	71%	72%	77%	75%	74%	66%	77%	79%	75%
Preservation of natural areas such as open space, farmlands and greenbelts	59%	63%	56%	60%	60%	59%	58%	60%	50%	65%	59%	59%
Montgomery County open space	64%	66%	56%	69%	57%	62%	60%	64%	54%	68%	59%	61%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Storm drainage	67%	73%	77%	78%	75%	71%	74%	73%	68%	76%	74%	73%
Sewer services	82%	82%	78%	79%	79%	81%	85%	75%	79%	79%	81%	80%
Power (electric and/or gas) utility	76%	76%	72%	71%	75%	75%	74%	74%	67%	76%	77%	74%
Utility billing	59%	61%	63%	53%	62%	63%	66%	55%	50%	62%	68%	61%
Land use, planning and zoning	46%	63%	45%	54%	48%	52%	47%	56%	42%	59%	47%	50%
Code enforcement (weeds, abandoned buildings, etc.)	55%	57%	49%	57%	51%	54%	50%	58%	44%	59%	53%	53%
Cable television	60%	55%	55%	63%	53%	55%	59%	53%	54%	55%	59%	56%



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Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Economic development	68%	65%	60%	65%	62%	66%	64%	64%	61%	66%	63%	64%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
County parks	84%	85%	85%	80%	84%	87%	90%	80%	83%	85%	86%	85%
Montgomery County recreation programs or classes	79%	81%	78%	76%	78%	82%	84%	74%	72%	79%	83%	79%
Montgomery County recreation centers or facilities	77%	82%	78%	78%	77%	81%	84%	75%	74%	81%	80%	79%
Health services	69%	74%	75%	73%	71%	75%	78%	69%	67%	73%	78%	74%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Public library services	84%	86%	86%	83%	87%	86%	88%	84%	82%	85%	89%	86%
County-sponsored special events	75%	68%	67%	78%	65%	68%	71%	68%	67%	69%	72%	69%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Public information services	75%	76%	73%	77%	71%	76%	77%	73%	71%	77%	74%	74%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Sense of community	47%	60%	57%	64%	51%	54%	54%	57%	42%	58%	63%	55%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Recommend living in Montgomery County to someone who asks	87%	92%	83%	88%	84%	88%	87%	87%	85%	87%	88%	87%
Remain in Montgomery County for the next five years	73%	89%	84%	86%	77%	85%	83%	83%	70%	87%	87%	83%
Contacted Montgomery County (in-person, phone, email or web) for help or information	44%	40%	54%	50%	48%	46%	46%	48%	41%	47%	52%	47%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Was NOT the victim of a crime	90%	88%	89%	86%	89%	90%	91%	87%	89%	87%	92%	89%
Did NOT report a crime	81%	81%	83%	76%	83%	83%	83%	81%	81%	78%	88%	82%
Stocked supplies in preparation for an emergency	33%	33%	39%	40%	33%	36%	35%	37%	33%	37%	36%	35%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Walked or biked instead of driving	66%	64%	51%	58%	57%	60%	61%	56%	75%	55%	50%	58%
Carpooled with other adults or children instead of driving alone	49%	42%	39%	39%	39%	46%	47%	37%	53%	42%	34%	42%
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	81%	73%	53%	59%	65%	71%	65%	67%	81%	67%	52%	66%

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Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Recycle at home	97%	95%	97%	94%	96%	97%	98%	94%	94%	98%	96%	96%
Made efforts to make your home more energy efficient	70%	79%	81%	83%	76%	76%	72%	83%	72%	80%	79%	77%
Made efforts to conserve water	80%	79%	80%	82%	79%	79%	77%	82%	72%	82%	84%	80%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
NOT under housing cost stress	50%	62%	64%	19%	39%	88%	70%	49%	50%	64%	63%	60%
Did NOT observe a code violation	76%	67%	57%	59%	67%	67%	63%	68%	68%	65%	63%	65%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Purchase goods or services from a business located in Montgomery County	97%	97%	99%	98%	98%	98%	99%	97%	98%	97%	98%	98%
Economy will have positive impact on income	35%	35%	28%	27%	28%	37%	30%	34%	30%	37%	27%	32%
Work in Montgomery County	50%	54%	46%	51%	55%	48%	47%	52%	50%	60%	36%	50%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Used Montgomery County recreation centers or their services	55%	64%	57%	58%	52%	63%	57%	60%	54%	67%	52%	59%
Visited a neighborhood park or County park	93%	91%	85%	84%	85%	93%	91%	87%	94%	92%	79%	89%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Eat at least 5 portions of fruits and vegetables a day	92%	90%	90%	91%	91%	90%	89%	92%	90%	91%	90%	90%
Participate in moderate or vigorous physical activity	88%	91%	90%	81%	91%	92%	91%	88%	91%	90%	88%	90%
Reported being in "very good" or "excellent" health	74%	71%	65%	47%	66%	80%	75%	63%	76%	72%	60%	69%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Used Montgomery County public libraries or their services	71%	74%	68%	69%	71%	71%	68%	74%	69%	76%	66%	71%
Participated in religious or spiritual activities in Montgomery County	44%	50%	52%	53%	47%	49%	49%	51%	36%	55%	54%	50%
Attended a County-sponsored event	47%	55%	43%	44%	50%	47%	47%	48%	49%	55%	37%	48%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Campaigned or advocated for an issue, cause or candidate	17%	26%	31%	22%	23%	29%	31%	20%	16%	27%	31%	26%
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	21%	18%	20%	16%	20%	21%	24%	15%	19%	18%	23%	20%
Volunteered your time to some group/activity in Montgomery County	40%	40%	46%	37%	39%	47%	42%	44%	37%	47%	42%	43%
Participated in a club	24%	28%	34%	32%	25%	31%	30%	29%	27%	26%	35%	30%
Talked to or visited with your immediate neighbors	80%	85%	89%	87%	77%	90%	91%	79%	77%	86%	92%	85%
Done a favor for a neighbor	67%	78%	84%	77%	71%	82%	79%	76%	68%	78%	84%	78%
Attended a local public meeting	21%	27%	25%	20%	25%	25%	25%	23%	17%	27%	27%	25%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Watched (online or on television) a local public meeting	20%	27%	28%	37%	28%	20%	19%	33%	19%	26%	31%	26%
Read or watch local news (via television, paper, computer, etc.)	79%	84%	93%	88%	87%	86%	84%	89%	77%	88%	93%	86%
Vote in local elections	64%	80%	89%	77%	81%	80%	84%	75%	68%	81%	89%	80%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall feeling of safety in Montgomery County	88%	93%	91%	90%	92%	91%	89%	93%	88%	92%	92%	91%
Overall ease of getting to the places you usually have to visit	86%	89%	91%	89%	85%	92%	89%	90%	86%	91%	90%	89%
Quality of the overall natural environment in Montgomery County	84%	91%	86%	88%	87%	87%	87%	87%	89%	87%	86%	87%
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	77%	85%	78%	82%	76%	82%	78%	83%	79%	79%	82%	80%
Health and wellness opportunities in Montgomery County	69%	81%	81%	90%	81%	71%	74%	82%	71%	77%	84%	78%
Overall opportunities for education and enrichment	78%	91%	82%	90%	84%	81%	79%	89%	78%	88%	83%	84%
Overall economic health of Montgomery County	81%	91%	91%	91%	89%	87%	88%	89%	81%	91%	92%	88%
Sense of community	66%	77%	71%	74%	74%	69%	70%	74%	63%	76%	75%	72%

Table 29: Montgomery County Aspects

Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
MC311 non-emergency services and information line	74%	75%	70%	64%	72%	76%	77%	69%	71%	73%	71%	72%
Services for seniors	87%	71%	70%	75%	76%	68%	74%	72%	77%	71%	73%	73%
Services for youth	78%	72%	65%	68%	69%	71%	75%	65%	64%	71%	70%	70%

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Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Election/voter services	81%	81%	77%	79%	77%	82%	83%	74%	76%	81%	78%	79%
Permitting services	69%	64%	56%	71%	58%	59%	60%	63%	58%	64%	61%	61%
Consumer protection	51%	63%	62%	67%	57%	59%	61%	59%	46%	63%	65%	60%
Alcohol distribution and sales	48%	51%	50%	63%	53%	44%	44%	58%	45%	54%	47%	50%
The State of Maryland	58%	70%	64%	68%	64%	62%	66%	62%	52%	67%	70%	64%

Table 30: Potential County Focus Areas

Thinking now about some more specific potential areas of focus, please indicate the level of effort you would like Montgomery County to place on making changes to each of the following in the coming two years? (Percent high or medium effort)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Affordable housing	85%	84%	83%	90%	91%	78%	82%	87%	82%	85%	86%	84%
Crime	89%	95%	95%	94%	93%	93%	93%	95%	91%	93%	96%	94%
The environment	85%	93%	89%	87%	89%	90%	88%	91%	87%	89%	91%	89%
The pace of growth	73%	84%	75%	82%	69%	80%	78%	77%	70%	79%	81%	77%
Public schools (K-12)	91%	97%	92%	92%	91%	94%	92%	95%	90%	95%	93%	93%
Social services for those in need	88%	87%	88%	94%	90%	85%	89%	87%	87%	86%	91%	88%
Taxes	80%	81%	84%	88%	84%	79%	80%	85%	78%	83%	86%	83%
Traffic	81%	92%	96%	86%	92%	91%	93%	88%	83%	92%	96%	91%
Jobs and business growth	75%	88%	86%	89%	83%	82%	81%	87%	71%	89%	89%	84%
Quality of life areas (recreation, libraries, arts and culture)	88%	90%	82%	90%	83%	86%	85%	87%	88%	85%	84%	86%

Table 31: Aspects of Montgomery County K-12 Public Schools

Please rate each of the following aspects of Montgomery County K-12 public schools. Percent rating positively (e.g., excellent/good)	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Class size	48%	56%	52%	57%	63%	46%	49%	56%	50%	50%	60%	53%
Teacher/student ratio	43%	51%	51%	57%	60%	41%	47%	51%	48%	45%	60%	50%
Student safety	68%	72%	64%	71%	65%	68%	68%	67%	53%	71%	71%	68%
School facilities	75%	66%	71%	71%	77%	66%	70%	70%	63%	70%	77%	70%
Food/cafeteria	48%	45%	42%	56%	39%	43%	45%	43%	33%	45%	48%	44%
Accessibility of teachers and administrators	71%	75%	67%	69%	69%	72%	73%	69%	61%	73%	72%	71%
Overall education	75%	76%	75%	74%	73%	77%	80%	72%	66%	76%	82%	76%

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Table 32: Potential Information Sources

Please indicate the extent to which you use each of the following potential sources for information about County services, activities and events. Percent rating major or minor source	Number of years in Montgomery County			Annual household income			Race/ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
County website (www.montgomerycountymd.gov)	81%	88%	76%	81%	79%	81%	77%	85%	83%	85%	72%	81%
MC311	34%	50%	49%	50%	43%	44%	36%	55%	37%	49%	49%	46%
Local newspapers and/or their websites	62%	74%	75%	74%	74%	68%	72%	71%	68%	69%	78%	71%
Radio (e.g., WTOP, etc.)	55%	73%	74%	68%	69%	69%	70%	68%	62%	71%	72%	69%
"Mosaic" radio program	14%	18%	11%	32%	15%	7%	7%	22%	13%	16%	14%	14%
"Montgomery al Día" radio program	14%	17%	12%	36%	13%	7%	6%	23%	15%	14%	13%	14%
Local television stations	44%	59%	70%	75%	58%	55%	58%	63%	43%	60%	76%	60%
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	28%	35%	37%	54%	38%	24%	26%	44%	30%	33%	40%	34%
Civic association, homeowner association newsletters, or community listservs	46%	59%	60%	53%	48%	62%	60%	52%	42%	59%	64%	56%
Nextdoor app or website	27%	36%	30%	32%	28%	32%	28%	35%	27%	36%	28%	31%
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	36%	40%	30%	48%	37%	28%	29%	41%	45%	35%	24%	34%
Alert Montgomery	41%	68%	49%	62%	47%	54%	47%	59%	43%	67%	43%	53%
Blog websites	28%	30%	18%	33%	26%	21%	18%	31%	28%	27%	17%	24%
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	46%	56%	54%	62%	50%	50%	52%	53%	37%	56%	61%	53%
Town hall meetings or other public meetings	24%	34%	33%	41%	29%	28%	28%	34%	21%	35%	35%	31%
Word of mouth	77%	82%	77%	71%	78%	81%	85%	71%	78%	80%	76%	78%