THE NCS™

The National Citizen Survey™

Montgomery County, MD

Comparisons by Geographic Subgroups – Council Districts

2017

NRC
National Research Center Inc

ICMA
Leaders at the Core of Better Communities

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 Council Districts.

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 Council Districts 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. Montgomery County's five Council Districts were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 1: Council Districts

	Number of Completed Surveys
Council District 1	275
Council District 2	182
Council District 3	226
Council District 4	175
Council District 5	208

Notable differences between Council Districts included the following:

- When differences in ratings were observed within Community Characteristics, residents in Council Districts 1 and 3 tended to give higher ratings than residents from other Districts.
- Survey respondents from Districts 1, 3 and 5 tended to give higher ratings of various aspects of Governance than residents from Districts 2 and 4.
- Reported rates of Participation varied among Council Districts.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
The overall quality of life in Montgomery County	89%	75%	83%	77%	83%	82%
Overall image or reputation of Montgomery County	86%	73%	83%	77%	81%	80%
Montgomery County as a place to live	94%	77%	94%	84%	87%	88%
Your neighborhood as a place to live	90%	73%	85%	74%	85%	82%
Montgomery County as a place to raise children	91%	72%	93%	77%	84%	84%
Montgomery County as a place to retire	49%	27%	50%	38%	44%	42%
Overall appearance of Montgomery County	83%	71%	85%	69%	82%	79%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Overall feeling of safety in Montgomery County	89%	74%	81%	75%	82%	81%
In your neighborhood during the day	96%	89%	96%	90%	94%	93%
In Montgomery County's downtowns/commercial areas during the day	92%	81%	93%	80%	92%	88%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Overall ease of getting to the places you usually have to visit	56%	60%	65%	56%	60%	60%
Traffic flow on major streets	23%	23%	34%	21%	28%	26%
Ease of public parking	40%	44%	48%	36%	51%	44%
Ease of travel by car in Montgomery County	38%	47%	57%	43%	51%	47%
Ease of travel by public transportation in Montgomery County	34%	45%	52%	44%	53%	45%
Ease of travel by bicycle in Montgomery County	39%	35%	48%	37%	42%	40%
Ease of walking in Montgomery County	45%	49%	63%	49%	59%	53%
Availability of paths and walking trails	61%	63%	63%	57%	64%	62%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Quality of overall the natural environment in Montgomery County	83%	74%	86%	71%	75%	78%
Air quality	73%	72%	78%	70%	72%	73%
Cleanliness of Montgomery County	81%	66%	89%	63%	77%	76%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	57%	70%	72%	60%	62%	64%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
Public places where people want to spend time	73%	69%	81%	61%	72%	72%
Variety of housing options	47%	48%	60%	52%	52%	52%
Availability of affordable quality housing	24%	27%	28%	28%	31%	27%
Overall quality of new development in Montgomery County	63%	56%	70%	54%	64%	62%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
Overall economic health of Montgomery County	85%	69%	81%	70%	80%	78%
Montgomery County as a place to work	82%	74%	88%	75%	80%	80%
Montgomery County as a place to visit	70%	56%	65%	64%	64%	64%
Employment opportunities	73%	53%	66%	52%	64%	62%
Shopping opportunities	84%	77%	81%	66%	75%	77%
Cost of living in Montgomery County	19%	17%	26%	22%	20%	21%
Overall quality of business and service establishments in Montgomery County	77%	59%	75%	59%	65%	68%
Vibrant downtowns/commercial areas	76%	56%	71%	61%	69%	68%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
Health and wellness opportunities in Montgomery County	78%	70%	80%	68%	74%	75%
Fitness opportunities (including exercise classes and paths or trails, etc.)	74%	67%	77%	62%	72%	71%
Recreational opportunities	75%	72%	75%	70%	74%	74%
Availability of affordable quality food	70%	64%	73%	63%	73%	69%
Availability of affordable quality health care	69%	61%	67%	61%	72%	66%
Availability of preventive health services	72%	65%	76%	58%	71%	69%
Availability of affordable quality mental health care	54%	55%	64%	49%	62%	57%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
Overall opportunities for education and enrichment	90%	80%	87%	75%	83%	84%
Availability of affordable quality child care/preschool	50%	48%	55%	36%	50%	49%
K-12 education	90%	78%	88%	69%	83%	82%
Adult educational opportunities	77%	70%	77%	57%	71%	71%
Opportunities to attend cultural/arts/music activities	79%	70%	77%	71%	77%	76%
Opportunities to participate in religious or spiritual events and activities	86%	82%	78%	79%	86%	83%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Opportunities to participate in social events and activities	74%	67%	68%	61%	76%	70%
Opportunities to volunteer	76%	75%	76%	72%	81%	76%
Opportunities to participate in community matters	72%	68%	69%	60%	74%	69%
Openness and acceptance of the community toward people of diverse backgrounds	77%	78%	72%	67%	79%	75%
Neighborliness of residents in Montgomery County	57%	60%	57%	49%	60%	57%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Montgomery County	85%	73%	86%	76%	80%	81%
The value of services for the taxes paid to Montgomery County	55%	43%	51%	37%	54%	49%
The overall direction that Montgomery County is taking	60%	48%	63%	47%	68%	58%
The job Montgomery County government does at welcoming resident involvement	47%	47%	59%	42%	60%	52%
Overall confidence in Montgomery County government	57%	50%	65%	45%	63%	57%
Generally acting in the best interest of the community	54%	50%	63%	47%	68%	57%
Being honest	60%	52%	65%	50%	66%	59%
Treating all residents fairly	57%	60%	66%	46%	59%	58%
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.)	72%	63%	73%	75%	69%	70%
The Federal Government	49%	54%	51%	38%	47%	48%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Police services	91%	78%	89%	85%	81%	85%
Fire services	96%	95%	98%	92%	91%	95%
Ambulance or emergency medical services	93%	92%	97%	93%	93%	94%
Crime prevention	82%	59%	75%	66%	70%	70%
Fire prevention and education	87%	76%	84%	73%	77%	80%
Animal control	74%	66%	73%	62%	75%	70%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	62%	69%	60%	64%	64%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Traffic enforcement	56%	61%	62%	49%	62%	58%
Street repair	39%	42%	48%	27%	44%	41%
Street cleaning	59%	61%	66%	42%	57%	57%
Street lighting	64%	59%	59%	48%	72%	61%
Snow removal	61%	63%	66%	47%	61%	60%

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Sidewalk maintenance	57%	60%	63%	42%	59%	57%
Traffic signal timing	46%	48%	59%	41%	53%	50%
Bus or transit services	63%	61%	66%	53%	61%	61%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Garbage collection	76%	81%	84%	76%	87%	81%
Recycling	76%	86%	79%	77%	84%	80%
Yard waste pick-up	76%	73%	82%	79%	88%	79%
Drinking water	73%	76%	74%	71%	79%	75%
Preservation of natural areas such as open space, farmlands and greenbelts	59%	60%	62%	48%	63%	59%
Montgomery County open space	59%	62%	66%	53%	64%	61%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Storm drainage	67%	75%	82%	66%	75%	73%
Sewer services	77%	83%	78%	74%	86%	80%
Power (electric and/or gas) utility	70%	75%	82%	69%	76%	74%
Utility billing	62%	57%	66%	58%	62%	61%
Land use, planning and zoning	46%	54%	57%	43%	51%	50%
Code enforcement (weeds, abandoned buildings, etc.)	56%	55%	69%	35%	52%	53%
Cable television	60%	54%	56%	45%	66%	56%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Economic development	73%	59%	66%	52%	64%	64%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
County parks	87%	86%	88%	76%	85%	85%
Montgomery County recreation programs or classes	81%	76%	83%	68%	85%	79%
Montgomery County recreation centers or facilities	81%	78%	81%	72%	82%	79%
Health services	80%	70%	74%	65%	76%	74%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Public library services	90%	83%	86%	81%	87%	86%

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
County-sponsored special events	69%	67%	74%	57%	77%	69%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Public information services	76%	70%	78%	69%	77%	74%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Sense of community	59%	52%	64%	46%	52%	55%
Recommend living in Montgomery County to someone who asks	92%	80%	89%	81%	88%	87%
Remain in Montgomery County for the next five years	84%	79%	88%	87%	77%	83%
Contacted Montgomery County (in-person, phone, email or web) for help or information	43%	44%	43%	53%	54%	47%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Was NOT the victim of a crime	90%	88%	90%	87%	89%	89%
Did NOT report a crime	89%	78%	85%	79%	77%	82%
Stocked supplies in preparation for an emergency	30%	40%	30%	46%	34%	35%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Walked or biked instead of driving	62%	43%	65%	49%	70%	58%
Carpooled with other adults or children instead of driving alone	46%	44%	43%	33%	43%	42%
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	74%	54%	64%	57%	76%	66%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Recycle at home	97%	96%	97%	91%	99%	96%
Made efforts to make your home more energy efficient	72%	83%	82%	76%	73%	77%
Made efforts to conserve water	77%	82%	83%	82%	74%	80%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
NOT under housing cost stress	73%	58%	51%	54%	58%	60%
Did NOT observe a code violation	72%	68%	70%	49%	62%	65%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Purchase goods or services from a business located in Montgomery County	98%	98%	97%	97%	99%	98%
Economy will have positive impact on income	33%	33%	29%	28%	35%	32%
Work in Montgomery County	38%	61%	60%	57%	40%	50%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Used Montgomery County recreation centers or their services	59%	58%	57%	62%	58%	59%
Visited a neighborhood park or County park	88%	91%	89%	88%	88%	89%
Eat at least 5 portions of fruits and vegetables a day	89%	88%	89%	94%	93%	90%
Participate in moderate or vigorous physical activity	91%	89%	87%	91%	90%	90%
Reported being in "very good" or "excellent" health	76%	65%	62%	69%	71%	69%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Used Montgomery County public libraries or their services	67%	73%	68%	70%	76%	71%
Participated in religious or spiritual activities in Montgomery County	54%	58%	48%	39%	46%	50%
Attended a County-sponsored event	41%	45%	54%	44%	54%	48%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Campaigned or advocated for an issue, cause or candidate	28%	18%	23%	23%	35%	26%
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	18%	14%	18%	20%	29%	20%
Volunteered your time to some group/activity in Montgomery County	52%	45%	35%	34%	42%	43%
Participated in a club	34%	28%	29%	24%	30%	30%
Talked to or visited with your immediate neighbors	91%	86%	84%	80%	83%	85%
Done a favor for a neighbor	84%	73%	74%	79%	77%	78%
Attended a local public meeting	21%	24%	29%	18%	29%	25%
Watched (online or on television) a local public meeting	21%	23%	33%	27%	25%	26%
Read or watch local news (via television, paper, computer, etc.)	90%	84%	85%	93%	80%	86%
Vote in local elections	79%	77%	74%	83%	88%	80%

Table 28: Community Focus CDs

Percent rating positively (e.g., essential/very important)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Overall feeling of safety in Montgomery County	90%	94%	94%	94%	84%	91%

Percent rating positively (e.g., essential/very important)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
Overall ease of getting to the places you usually have to visit	88%	93%	86%	85%	92%	89%
Quality of the overall natural environment in Montgomery County	86%	85%	88%	82%	93%	87%
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	82%	79%	77%	75%	85%	80%
Health and wellness opportunities in Montgomery County	70%	83%	85%	87%	70%	78%
Overall opportunities for education and enrichment	80%	87%	88%	82%	82%	84%
Overall economic health of Montgomery County	85%	89%	92%	86%	90%	88%
Sense of community	66%	78%	73%	73%	72%	72%

Table 29: Montgomery County Aspects

Percent rating positively (e.g., excellent/good)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
MC311 non-emergency services and information line	83%	71%	64%	70%	70%	72%
Services for seniors	71%	67%	76%	71%	78%	73%
Services for youth	78%	63%	71%	62%	73%	70%
Election/voter services	86%	72%	79%	72%	84%	79%
Permitting services	58%	55%	72%	61%	61%	61%
Consumer protection	56%	63%	68%	45%	70%	60%
Alcohol distribution and sales	46%	60%	61%	41%	39%	50%
The State of Maryland	65%	67%	70%	57%	60%	64%

Table 30: Potential County Focus Areas

Thinking now about some more specific potential CDs 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)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
Affordable housing	83%	82%	86%	83%	87%	84%
Crime	94%	94%	97%	94%	90%	94%
The environment	93%	88%	86%	86%	91%	89%
The pace of growth	78%	82%	76%	74%	77%	77%
Public schools (K-12)	91%	95%	93%	92%	95%	93%
Social services for those in need	90%	86%	87%	83%	93%	88%
Taxes	80%	87%	85%	88%	76%	83%
Traffic	91%	92%	90%	94%	87%	91%
Jobs and business growth	78%	89%	87%	84%	83%	84%
Quality of life areas (recreation, libraries, arts and culture)	88%	85%	87%	83%	86%	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)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
Class size	44%	50%	64%	53%	55%	53%

Please rate each of the following aspects of Montgomery County K-12 public schools. Percent rating positively (e.g., excellent/good)	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
Teacher/student ratio	43%	45%	64%	50%	49%	50%
Student safety	77%	58%	76%	64%	63%	68%
School facilities	73%	68%	77%	70%	63%	70%
Food/cafeteria	37%	54%	46%	38%	40%	44%
Accessibility of teachers and administrators	77%	65%	80%	64%	64%	71%
Overall education	79%	70%	82%	73%	74%	76%

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	Council District					
	District 1	District 2	District 3	District 4	District 5	Overall
County website (www.montgomerycountymd.gov)	79%	81%	81%	80%	82%	81%
MC311	43%	51%	39%	61%	39%	46%
Local newspapers and/or their websites	70%	69%	75%	71%	73%	71%
Radio (e.g., WTOP, etc.)	63%	76%	71%	75%	63%	69%
"Mosaic" radio program	10%	17%	14%	25%	10%	14%
"Montgomery al Día" radio program	8%	16%	18%	21%	11%	14%
Local television stations	55%	65%	63%	74%	49%	60%
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	27%	42%	46%	38%	24%	34%
Civic association, homeowner association newsletters, or community listservs	65%	58%	55%	53%	46%	56%
Nextdoor app or website	27%	34%	38%	34%	24%	31%
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	21%	49%	37%	38%	32%	34%
Alert Montgomery	44%	63%	60%	56%	43%	53%
Blog websites	19%	31%	21%	24%	28%	24%
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	45%	56%	58%	55%	51%	53%
Town hall meetings or other public meetings	25%	34%	36%	34%	29%	31%
Word of mouth	79%	79%	79%	76%	78%	78%