



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

# Montgomery County, MD

Supplemental Online Survey Results

2017



**NRC**

National Research Center Inc

2955 Valmont Road Suite 300  
Boulder, Colorado 80301  
n-r-c.com • 303-444-7863

**ICMA**

*Leaders at the Core of Better Communities*

777 North Capitol Street NE Suite 500  
Washington, DC 20002  
icma.org • 800-745-8780

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NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

## About this Report

As part of its participation in The National Citizen Survey™, Montgomery County conducted a mailed survey of 5,000 residents. Surveys were mailed to randomly selected households in September 2017 and data were collected through November 15, 2017. After the official data collection period was underway (see the report, *The National Citizen Survey: Community Livability Report, Montgomery County, MD, 2017*), the County made available a web-based survey to its residents through a link on the County's website. Visitors to the site were able to complete the survey from November 1-15, 2017 and 12,698 surveys were received. Respondents could choose to take the survey in English, Spanish or in Simplified Chinese. Of the 12,698 total completed surveys, 12,480 were completed in English, 61 in Spanish and 157 in Simplified Chinese.

This report contains the results of this administration of the web-based survey that have not been weighted to current population estimates of Montgomery County.

# Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

## Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in Montgomery County:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Montgomery County as a place to live	37%	N=4616	48%	N=6050	13%	N=1644	2%	N=304	100%	N=12614
Your neighborhood as a place to live	46%	N=5739	41%	N=5191	11%	N=1411	2%	N=264	100%	N=12605
Montgomery County as a place to raise children	40%	N=4610	44%	N=5075	13%	N=1515	3%	N=381	100%	N=11581
Montgomery County as a place to work	30%	N=3033	47%	N=4863	18%	N=1837	5%	N=521	100%	N=10254
Montgomery County as a place to visit	18%	N=2189	45%	N=5353	29%	N=3441	7%	N=860	100%	N=11843
Montgomery County as a place to retire	11%	N=1236	23%	N=2525	30%	N=3275	35%	N=3783	100%	N=10819
The overall quality of life in Montgomery County	25%	N=3177	55%	N=6870	17%	N=2187	3%	N=345	100%	N=12579

Table 2: Question 2

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Montgomery County	20%	N=2449	56%	N=6804	19%	N=2279	5%	N=561	100%	N=12093
Overall ease of getting to the places you usually have to visit	10%	N=1189	38%	N=4626	36%	N=4291	16%	N=1915	100%	N=12021
Quality of the overall natural environment in Montgomery County	21%	N=2512	54%	N=6538	21%	N=2498	4%	N=462	100%	N=12010
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	11%	N=1291	47%	N=5700	32%	N=3841	10%	N=1187	100%	N=12019
Health and wellness opportunities in Montgomery County	24%	N=2709	53%	N=5934	19%	N=2133	4%	N=401	100%	N=11177
Overall opportunities for education and enrichment	37%	N=4266	48%	N=5552	13%	N=1495	3%	N=343	100%	N=11656
Overall economic health of Montgomery County	22%	N=2549	53%	N=6065	20%	N=2268	5%	N=572	100%	N=11454
Sense of community	12%	N=1435	42%	N=5035	34%	N=4057	12%	N=1424	100%	N=11951
Overall image or reputation of Montgomery County	27%	N=3236	52%	N=6145	16%	N=1916	5%	N=588	100%	N=11885

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Montgomery County to someone who asks	43%	N=5136	38%	N=4451	11%	N=1296	8%	N=936	100%	N=11819
Remain in Montgomery County for the next five years	58%	N=6714	26%	N=3079	9%	N=1012	7%	N=847	100%	N=11652

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Table 4: Question 4

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	69%	N=8174	24%	N=2834	4%	N=530	3%	N=322	1%	N=70	100%	N=11930
In Montgomery County's downtowns/commercial areas during the day	46%	N=5382	38%	N=4477	9%	N=1088	6%	N=660	1%	N=152	100%	N=11759

Table 5: Question 5

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	1%	N=155	19%	N=2148	42%	N=4897	38%	N=4339	100%	N=11539
Ease of public parking	5%	N=531	32%	N=3670	42%	N=4705	21%	N=2388	100%	N=11294
Ease of travel by car in Montgomery County	4%	N=461	29%	N=3336	43%	N=4878	24%	N=2791	100%	N=11466
Ease of travel by public transportation in Montgomery County	5%	N=477	31%	N=2800	42%	N=3806	22%	N=1964	100%	N=9047
Ease of travel by bicycle in Montgomery County	4%	N=295	25%	N=1616	38%	N=2501	33%	N=2169	100%	N=6581
Ease of walking in Montgomery County	8%	N=828	37%	N=3937	37%	N=4011	19%	N=2004	100%	N=10780
Availability of paths and walking trails	14%	N=1523	42%	N=4466	32%	N=3397	12%	N=1243	100%	N=10629
Air quality	16%	N=1799	61%	N=6715	20%	N=2193	3%	N=331	100%	N=11038
Cleanliness of Montgomery County	17%	N=1911	60%	N=6863	21%	N=2379	3%	N=337	100%	N=11490
Overall appearance of Montgomery County	17%	N=1997	61%	N=7061	19%	N=2172	2%	N=283	100%	N=11513
Public places where people want to spend time	18%	N=1990	55%	N=6243	23%	N=2560	4%	N=506	100%	N=11299
Variety of housing options	11%	N=1149	42%	N=4446	34%	N=3589	14%	N=1499	100%	N=10683
Availability of affordable quality housing	4%	N=365	17%	N=1629	38%	N=3717	41%	N=3951	100%	N=9662
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	N=2527	51%	N=5535	22%	N=2388	4%	N=441	100%	N=10891
Recreational opportunities	27%	N=2980	53%	N=5901	18%	N=1987	3%	N=366	100%	N=11234
Availability of affordable quality food	22%	N=2485	51%	N=5842	22%	N=2496	5%	N=589	100%	N=11412
Availability of affordable quality health care	22%	N=2349	49%	N=5243	22%	N=2359	7%	N=767	100%	N=10718
Availability of preventive health services	24%	N=2375	51%	N=5171	20%	N=1975	5%	N=526	100%	N=10047
Availability of affordable quality mental health care	15%	N=1011	38%	N=2510	29%	N=1944	18%	N=1175	100%	N=6640

Table 6: Question 6

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	10%	N=631	30%	N=1992	34%	N=2234	26%	N=1687	100%	N=6544
K-12 education	34%	N=2978	45%	N=3988	16%	N=1443	5%	N=467	100%	N=8876
Adult educational opportunities	24%	N=1958	53%	N=4331	18%	N=1501	4%	N=326	100%	N=8116
Opportunities to attend cultural/arts/music activities	31%	N=3269	48%	N=4993	17%	N=1798	3%	N=341	100%	N=10401
Opportunities to participate in religious or spiritual events and activities	38%	N=3287	50%	N=4351	11%	N=920	2%	N=164	100%	N=8722
Employment opportunities	15%	N=1274	50%	N=4252	27%	N=2273	8%	N=633	100%	N=8432
Shopping opportunities	33%	N=3605	51%	N=5538	14%	N=1555	2%	N=245	100%	N=10943

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Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Cost of living in Montgomery County	1%	N=128	15%	N=1654	45%	N=4902	39%	N=4287	100%	N=10971
Overall quality of business and service establishments in Montgomery County	14%	N=1479	59%	N=6380	23%	N=2539	4%	N=412	100%	N=10810
Vibrant downtowns/commercial areas	16%	N=1758	52%	N=5540	26%	N=2818	6%	N=594	100%	N=10710
Overall quality of new development in Montgomery County	12%	N=1144	45%	N=4449	30%	N=2974	14%	N=1349	100%	N=9916
Opportunities to participate in social events and activities	18%	N=1871	53%	N=5402	23%	N=2363	5%	N=493	100%	N=10129
Opportunities to volunteer	32%	N=2996	52%	N=4782	13%	N=1247	3%	N=245	100%	N=9270
Opportunities to participate in community matters	26%	N=2471	50%	N=4853	19%	N=1840	5%	N=522	100%	N=9686
Openness and acceptance of the community toward people of diverse backgrounds	28%	N=2943	49%	N=5137	18%	N=1877	4%	N=423	100%	N=10380
Neighborliness of residents in Montgomery County	15%	N=1592	46%	N=4961	30%	N=3220	10%	N=1043	100%	N=10816

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	18%	N=1910	82%	N=8909	100%	N=10819
Made efforts to make your home more energy efficient	17%	N=1805	83%	N=8948	100%	N=10753
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	55%	N=5935	45%	N=4829	100%	N=10764
Household member was a victim of a crime in Montgomery County	89%	N=9592	11%	N=1218	100%	N=10810
Reported a crime to the police in Montgomery County	81%	N=8722	19%	N=2069	100%	N=10791
Stocked supplies in preparation for an emergency	57%	N=6206	43%	N=4604	100%	N=10810
Campaigned or advocated for an issue, cause or candidate	57%	N=6165	43%	N=4625	100%	N=10790
Contacted Montgomery County (in-person, phone, email or web) for help or information	34%	N=3675	66%	N=7132	100%	N=10807
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	61%	N=6595	39%	N=4207	100%	N=10802

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Montgomery County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Montgomery County recreation centers or their services	10%	N=1045	16%	N=1674	36%	N=3854	38%	N=3989	100%	N=10562
Visited a neighborhood park or County park	22%	N=2285	32%	N=3310	36%	N=3770	10%	N=1082	100%	N=10447
Used Montgomery County public libraries or their services	9%	N=981	30%	N=3135	37%	N=3879	24%	N=2471	100%	N=10466
Participated in religious or spiritual activities in Montgomery County	11%	N=1188	21%	N=2229	19%	N=2001	48%	N=5047	100%	N=10465
Attended a County-sponsored event	1%	N=115	6%	N=590	50%	N=5239	43%	N=4488	100%	N=10432
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	18%	N=1870	14%	N=1502	33%	N=3488	35%	N=3682	100%	N=10542
Carpooled with other adults or children instead of driving alone	12%	N=1234	13%	N=1410	19%	N=2044	55%	N=5844	100%	N=10532
Walked or biked instead of driving	16%	N=1704	16%	N=1664	22%	N=2327	46%	N=4825	100%	N=10520
Volunteered your time to some group/activity in Montgomery County	11%	N=1168	17%	N=1824	27%	N=2855	45%	N=4718	100%	N=10565

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In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Montgomery County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Participated in a club	7%	N=728	13%	N=1410	16%	N=1725	63%	N=6624	100%	N=10487
Talked to or visited with your immediate neighbors	43%	N=4559	33%	N=3476	19%	N=1960	6%	N=585	100%	N=10580
Done a favor for a neighbor	19%	N=2012	29%	N=3059	39%	N=4163	13%	N=1329	100%	N=10563

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City/County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=115	5%	N=469	32%	N=3344	62%	N=6364	100%	N=10292
Watched (online or on television) a local public meeting	1%	N=125	5%	N=472	23%	N=2388	71%	N=7464	100%	N=10449

Table 10: Question 10

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Police services	39%	N=3409	48%	N=4207	11%	N=944	3%	N=256	100%	N=8816
Fire services	54%	N=4227	42%	N=3293	4%	N=284	0%	N=31	100%	N=7835
Ambulance or emergency medical services	53%	N=3941	41%	N=3047	5%	N=350	1%	N=55	100%	N=7393
Crime prevention	20%	N=1565	51%	N=3966	22%	N=1732	7%	N=576	100%	N=7839
Fire prevention and education	30%	N=2053	53%	N=3574	14%	N=929	3%	N=185	100%	N=6741
Traffic enforcement	13%	N=1159	41%	N=3712	30%	N=2701	16%	N=1404	100%	N=8976
Street repair	6%	N=578	29%	N=2845	38%	N=3646	27%	N=2597	100%	N=9666
Street cleaning	11%	N=932	42%	N=3669	32%	N=2780	16%	N=1421	100%	N=8802
Street lighting	12%	N=1149	49%	N=4827	29%	N=2856	10%	N=956	100%	N=9788
Snow removal	12%	N=1139	47%	N=4495	30%	N=2866	12%	N=1123	100%	N=9623
Sidewalk maintenance	9%	N=796	44%	N=3791	33%	N=2871	14%	N=1180	100%	N=8638
Traffic signal timing	5%	N=525	36%	N=3447	37%	N=3520	22%	N=2128	100%	N=9620
Bus or transit services	12%	N=762	49%	N=3189	29%	N=1919	10%	N=652	100%	N=6522
Garbage collection	35%	N=3102	49%	N=4324	12%	N=1077	3%	N=302	100%	N=8805
Recycling	41%	N=4018	45%	N=4401	11%	N=1062	2%	N=215	100%	N=9696
Yard waste pick-up	37%	N=3184	46%	N=3906	13%	N=1103	4%	N=306	100%	N=8499
Storm drainage	17%	N=1498	57%	N=4937	20%	N=1725	5%	N=438	100%	N=8598
Drinking water	27%	N=2489	52%	N=4825	16%	N=1523	5%	N=455	100%	N=9292
Sewer services	25%	N=2133	60%	N=5020	13%	N=1058	2%	N=203	100%	N=8414
Power (electric and/or gas) utility	20%	N=1911	56%	N=5411	20%	N=1927	5%	N=446	100%	N=9695
Utility billing	14%	N=1318	51%	N=4771	26%	N=2449	9%	N=890	100%	N=9428

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Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Total	
County parks	40%	N=3684	49%	N=4553	9%	N=879	2%	N=155	100%	N=9271
Montgomery County recreation programs or classes	34%	N=2333	50%	N=3418	13%	N=910	3%	N=177	100%	N=6838
Montgomery County recreation centers or facilities	30%	N=2225	53%	N=3833	14%	N=1044	3%	N=196	100%	N=7298
Land use, planning and zoning	7%	N=538	36%	N=2745	34%	N=2635	23%	N=1803	100%	N=7721
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=509	41%	N=2689	34%	N=2226	18%	N=1210	100%	N=6634
Animal control	14%	N=900	54%	N=3354	23%	N=1469	8%	N=531	100%	N=6254
Economic development	10%	N=725	47%	N=3516	30%	N=2227	14%	N=1018	100%	N=7486
Health services	19%	N=1340	58%	N=4092	20%	N=1388	4%	N=282	100%	N=7102
Public library services	43%	N=3773	46%	N=4020	9%	N=778	2%	N=149	100%	N=8720
Public information services	22%	N=1719	54%	N=4135	19%	N=1499	5%	N=354	100%	N=7707
Cable television	12%	N=837	42%	N=3051	30%	N=2156	16%	N=1169	100%	N=7213
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=949	53%	N=3086	24%	N=1373	7%	N=428	100%	N=5836
Preservation of natural areas such as open space, farmlands and greenbelts	17%	N=1465	42%	N=3593	26%	N=2252	15%	N=1264	100%	N=8574
Montgomery County open space	17%	N=1414	42%	N=3619	28%	N=2425	13%	N=1104	100%	N=8562
County-sponsored special events	16%	N=962	56%	N=3455	24%	N=1470	4%	N=274	100%	N=6161
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.)	19%	N=1544	54%	N=4444	22%	N=1806	6%	N=501	100%	N=8295
MC311 non-emergency services and information line	25%	N=1605	45%	N=2902	20%	N=1316	10%	N=613	100%	N=6436
Services for seniors	20%	N=844	49%	N=2033	23%	N=950	9%	N=358	100%	N=4185
Services for youth	17%	N=735	51%	N=2267	24%	N=1062	8%	N=364	100%	N=4428
Election/voter services	30%	N=2636	53%	N=4598	13%	N=1137	3%	N=281	100%	N=8652
Permitting services	12%	N=554	44%	N=2088	28%	N=1357	16%	N=763	100%	N=4762
Consumer protection	15%	N=688	50%	N=2332	24%	N=1116	11%	N=491	100%	N=4627
Alcohol distribution and sales	9%	N=687	31%	N=2343	26%	N=1969	33%	N=2462	100%	N=7461

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
Montgomery County	23%	N=2156	54%	N=5173	18%	N=1724	5%	N=515	100%	N=9568
The Federal Government	6%	N=552	42%	N=3878	39%	N=3630	13%	N=1156	100%	N=9216
The State of Maryland	9%	N=860	55%	N=5037	29%	N=2668	6%	N=591	100%	N=9156

Table 12: Question 12

Please rate the following categories of Montgomery County government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Montgomery County	11%	N=969	38%	N=3418	31%	N=2795	20%	N=1833	100%	N=9015
The overall direction that Montgomery County is taking	9%	N=790	37%	N=3259	29%	N=2517	25%	N=2136	100%	N=8702



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Please rate the following categories of Montgomery County government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The job Montgomery County government does at welcoming resident involvement	12%	N=849	38%	N=2726	32%	N=2260	18%	N=1296	100%	N=7131
Overall confidence in Montgomery County government	11%	N=969	39%	N=3490	28%	N=2511	22%	N=1948	100%	N=8918
Generally acting in the best interest of the community	11%	N=1000	38%	N=3345	27%	N=2403	23%	N=1991	100%	N=8739
Being honest	12%	N=965	40%	N=3112	27%	N=2148	21%	N=1650	100%	N=7875
Treating all residents fairly	13%	N=984	39%	N=3042	26%	N=2067	22%	N=1723	100%	N=7816

Table 13: Question 13

Please rate how important, if at all, you think it is for the Montgomery County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Montgomery County	60%	N=5600	32%	N=2924	7%	N=692	1%	N=48	100%	N=9264
Overall ease of getting to the places you usually have to visit	48%	N=4397	43%	N=3983	9%	N=792	1%	N=55	100%	N=9227
Quality of the overall natural environment in Montgomery County	43%	N=3942	42%	N=3887	14%	N=1317	1%	N=95	100%	N=9241
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	36%	N=3359	45%	N=4147	17%	N=1613	1%	N=127	100%	N=9246
Health and wellness opportunities in Montgomery County	31%	N=2895	43%	N=3953	23%	N=2109	3%	N=275	100%	N=9232
Overall opportunities for education and enrichment	43%	N=3942	39%	N=3616	16%	N=1492	2%	N=168	100%	N=9218
Overall economic health of Montgomery County	49%	N=4502	42%	N=3888	9%	N=789	1%	N=66	100%	N=9245
Sense of community	28%	N=2596	44%	N=4027	25%	N=2315	3%	N=286	100%	N=9224

Table 14: Question 14

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.	High effort		Medium effort		Low effort		No effort		Total	
	%	N	%	N	%	N	%	N	%	N
Affordable housing	42%	N=3661	36%	N=3114	15%	N=1328	7%	N=600	100%	N=8703
Crime	67%	N=6040	28%	N=2536	4%	N=366	0%	N=44	100%	N=8986
The environment	49%	N=4430	39%	N=3525	10%	N=869	2%	N=180	100%	N=9004
The pace of growth	40%	N=3548	40%	N=3588	16%	N=1442	3%	N=309	100%	N=8887
Public schools (K-12)	67%	N=5714	26%	N=2244	5%	N=435	2%	N=152	100%	N=8545
Social services for those in need	45%	N=3927	40%	N=3540	12%	N=1035	3%	N=283	100%	N=8785
Taxes	43%	N=3812	39%	N=3442	15%	N=1297	3%	N=276	100%	N=8827
Traffic	69%	N=6238	26%	N=2305	5%	N=413	1%	N=82	100%	N=9038
Jobs and business growth	38%	N=3390	47%	N=4170	13%	N=1146	2%	N=149	100%	N=8855
Quality of life areas (recreation, libraries, arts and culture)	36%	N=3212	47%	N=4255	15%	N=1344	2%	N=196	100%	N=9007

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Table 15: Question 15

Please select the statement that best describes your opinion.	Percent	Number
I am satisfied with the current level of taxes and services.	33%	N=3015
I am willing to pay more taxes to get more services.	13%	N=1157
I feel that I pay too much for the services I receive.	38%	N=3438
I am willing to accept service reductions if it means lower taxes.	9%	N=784
My opinion is different from the ones listed here.	5%	N=449
I don't have an opinion/no preference.	3%	N=294
Total	100%	N=9137

Table 16: Question 16

Have you needed the County Government to resolve an issue or problem in the past two years?	Percent	Number
Yes	32%	N=2969
No	68%	N=6184
Total	100%	N=9153

Table 17: Question 17

Which communication method(s) did you use? Please check all that apply.	Percent	Number
MC311	63%	N=1892
In person at a County building/office	22%	N=664
Via email	50%	N=1494
Via regular mail	7%	N=212
Communication with a Councilmember's office	27%	N=819
Some other method	16%	N=466

Total may exceed 100% as respondents could select more than one option.

Table 18: Question 18

Please indicate how easy or hard it was to do each of the following.	Very easy		Somewhat easy		Somewhat hard		Very hard		Total	
Communicate the issue/problem	41%	N=1202	38%	N=1127	15%	N=432	7%	N=198	100%	N=2959
Resolve the issue/problem	19%	N=548	28%	N=830	26%	N=763	27%	N=803	100%	N=2944

Table 19: Question 19

Please rate each of the following aspects of Montgomery County K-12 public schools.	Excellent		Good		Fair		Poor		Total	
Class size	9%	N=452	37%	N=1939	33%	N=1727	20%	N=1061	100%	N=5179
Teacher/student ratio	8%	N=431	37%	N=1905	35%	N=1801	20%	N=1056	100%	N=5193
Student safety	16%	N=840	49%	N=2614	25%	N=1323	11%	N=573	100%	N=5350
School facilities	18%	N=975	50%	N=2766	25%	N=1371	7%	N=412	100%	N=5524
Food/cafeteria	6%	N=253	33%	N=1331	35%	N=1427	26%	N=1083	100%	N=4094
Accessibility of teachers and administrators	25%	N=1192	48%	N=2298	20%	N=970	7%	N=312	100%	N=4772

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Please rate each of the following aspects of Montgomery County K-12 public schools.	Excellent		Good		Fair		Poor		Total	
	24%	N=1402	52%	N=2984	18%	N=1038	6%	N=350	100%	N=5774
Overall education										

Table 20: Question 20

Please indicate the extent to which you use each of the following potential sources for information about County services, activities and events.	Major source		Minor source		Not a source		Total	
County website (www.montgomerycountymd.gov)	53%	N=4678	35%	N=3120	12%	N=1031	100%	N=8829
MC311	21%	N=1822	39%	N=3442	40%	N=3458	100%	N=8722
Local newspapers and/or their websites	38%	N=3333	39%	N=3464	23%	N=2063	100%	N=8860
Radio (e.g., WTOP, etc.)	39%	N=3423	35%	N=3116	26%	N=2332	100%	N=8871
“Mosaic” radio program	1%	N=83	7%	N=590	92%	N=8158	100%	N=8831
“Montgomery al Día” radio program	1%	N=63	5%	N=432	94%	N=8318	100%	N=8813
Local television stations	28%	N=2496	33%	N=2935	39%	N=3454	100%	N=8885
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	6%	N=519	17%	N=1521	77%	N=6797	100%	N=8837
Civic association, homeowner association newsletters, or community listservs	31%	N=2756	41%	N=3629	28%	N=2514	100%	N=8899
Nextdoor app or website	27%	N=2413	26%	N=2344	46%	N=4104	100%	N=8861
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	11%	N=931	24%	N=2093	66%	N=5833	100%	N=8857
Alert Montgomery	41%	N=3671	27%	N=2443	31%	N=2796	100%	N=8910
Blog websites	4%	N=373	16%	N=1390	80%	N=7021	100%	N=8784
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	19%	N=1655	47%	N=4207	34%	N=3006	100%	N=8868
Town hall meetings or other public meetings	8%	N=693	33%	N=2957	59%	N=5221	100%	N=8871
Word of mouth	26%	N=2276	56%	N=5026	18%	N=1595	100%	N=8897

Table 21: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=64	1%	N=58	2%	N=167	12%	N=1088	85%	N=7576	100%	N=8953
Purchase goods or services from a business located in Montgomery County	0%	N=32	1%	N=93	15%	N=1370	57%	N=5135	26%	N=2307	100%	N=8937
Eat at least 5 portions of fruits and vegetables a day	1%	N=132	10%	N=878	31%	N=2727	37%	N=3304	21%	N=1894	100%	N=8935
Participate in moderate or vigorous physical activity	1%	N=116	10%	N=914	30%	N=2658	35%	N=3083	24%	N=2150	100%	N=8921
Read or watch local news (via television, paper, computer, etc.)	3%	N=259	7%	N=656	17%	N=1522	30%	N=2674	43%	N=3854	100%	N=8965
Vote in local elections	3%	N=310	2%	N=204	6%	N=526	16%	N=1421	72%	N=6481	100%	N=8942

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Table 22: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=2397
Very good	47%	N=4212
Good	22%	N=1958
Fair	4%	N=353
Poor	1%	N=60
Total	100%	N=8980

Table 23: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	7%	N=625
Somewhat positive	24%	N=2119
Neutral	51%	N=4588
Somewhat negative	16%	N=1405
Very negative	3%	N=239
Total	100%	N=8976

Table 24: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=5396
Working part time for pay	12%	N=1080
Unemployed, looking for paid work	3%	N=262
Unemployed, not looking for paid work	2%	N=222
Fully retired	22%	N=2009
Total	100%	N=8969

Table 25: Question D5

Do you work inside the boundaries of Montgomery County?	Percent	Number
Yes, outside the home	40%	N=3494
Yes, from home	13%	N=1122
No	47%	N=4110
Total	100%	N=8726

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Table 26: Question D6

How many years have you lived in Montgomery County?	Percent	Number
Less than 2 years	2%	N=217
2 to 5 years	7%	N=596
6 to 10 years	11%	N=973
11 to 20 years	20%	N=1803
More than 20 years	60%	N=5425
Total	100%	N=9014

Table 27: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	78%	N=7033
Building with two or more homes (duplex, townhome, apartment or condominium)	21%	N=1906
Mobile home	0%	N=2
Other	0%	N=38
Total	100%	N=8979

Table 28: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	7%	N=660
Owned	93%	N=8301
Total	100%	N=8961

Table 29: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=150
\$300 to \$599 per month	6%	N=542
\$600 to \$999 per month	7%	N=601
\$1,000 to \$1,499 per month	12%	N=1072
\$1,500 to \$2,499 per month	34%	N=2961
\$2,500 or more per month	39%	N=3412
Total	100%	N=8738

Table 30: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=5611
Yes	37%	N=3347
Total	100%	N=8958

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Table 31: Question D11

	Percent	Number
Are you or any other members of your household aged 65 or older?		
No	63%	N=5682
Yes	37%	N=3274
Total	100%	N=8956

Table 32: Question D12

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	Number
Less than \$25,000	2%	N=191
\$25,000 to \$49,999	6%	N=509
\$50,000 to \$99,999	20%	N=1702
\$100,000 to \$149,999	26%	N=2186
\$150,000 or more	45%	N=3824
Total	100%	N=8412

Table 33: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=8371
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=490
Total	100%	N=8861

Table 34: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=106
Asian, Asian Indian or Pacific Islander	9%	N=836
Black or African American	7%	N=623
White	80%	N=7054
Other	6%	N=542

Total may exceed 100% as respondents could select more than one option.

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Table 35: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=44
25 to 34 years	7%	N=592
35 to 44 years	18%	N=1559
45 to 54 years	23%	N=2027
55 to 64 years	24%	N=2150
65 to 74 years	21%	N=1855
75 years or older	7%	N=644
Total	100%	N=8871

Table 36: Question D16

What is your sex?	Percent	Number
Female	59%	N=5243
Male	41%	N=3590
Total	100%	N=8833

Table 37: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	50%	N=4490
Land line	22%	N=1941
Both	28%	N=2487
Total	100%	N=8918

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**Responses including “don’t know”**

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=“).

Table 38: 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%	N=4616	48%	N=6050	13%	N=1644	2%	N=304	0%	N=14	100%
Your neighborhood as a place to live	45%	N=5739	41%	N=5191	11%	N=1411	2%	N=264	0%	N=11	100%	N=12616
Montgomery County as a place to raise children	37%	N=4610	40%	N=5075	12%	N=1515	3%	N=381	8%	N=1029	100%	N=12610
Montgomery County as a place to work	24%	N=3033	39%	N=4863	15%	N=1837	4%	N=521	19%	N=2347	100%	N=12601
Montgomery County as a place to visit	17%	N=2189	43%	N=5353	27%	N=3441	7%	N=860	6%	N=748	100%	N=12591
Montgomery County as a place to retire	10%	N=1236	20%	N=2525	26%	N=3275	30%	N=3783	14%	N=1753	100%	N=12572
The overall quality of life in Montgomery County	25%	N=3177	55%	N=6870	17%	N=2187	3%	N=345	0%	N=15	100%	N=12594

Table 39: 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	
	Overall feeling of safety in Montgomery County	20%	N=2449	56%	N=6804	19%	N=2279	5%	N=561	0%	N=10	100%
Overall ease of getting to the places you usually have to visit	10%	N=1189	38%	N=4626	36%	N=4291	16%	N=1915	0%	N=9	100%	N=12030
Quality of the overall natural environment in Montgomery County	21%	N=2512	54%	N=6538	21%	N=2498	4%	N=462	1%	N=62	100%	N=12072
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	11%	N=1291	47%	N=5700	32%	N=3841	10%	N=1187	0%	N=58	100%	N=12077
Health and wellness opportunities in Montgomery County	22%	N=2709	49%	N=5934	18%	N=2133	3%	N=401	7%	N=892	100%	N=12069
Overall opportunities for education and enrichment	35%	N=4266	46%	N=5552	12%	N=1495	3%	N=343	4%	N=440	100%	N=12096
Overall economic health of Montgomery County	21%	N=2549	50%	N=6065	19%	N=2268	5%	N=572	5%	N=625	100%	N=12079
Sense of community	12%	N=1435	42%	N=5035	34%	N=4057	12%	N=1424	1%	N=104	100%	N=12055
Overall image or reputation of Montgomery County	27%	N=3236	51%	N=6145	16%	N=1916	5%	N=588	2%	N=198	100%	N=12083

Table 40: Question 3

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	43%	N=5136	37%	N=4451	11%	N=1296	8%	N=936	1%	N=101	100%
Remain in Montgomery County for the next five years	56%	N=6714	26%	N=3079	9%	N=1012	7%	N=847	2%	N=239	100%	N=11891



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Table 41: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	68%	N=8174	24%	N=2834	4%	N=530	3%	N=322	1%	N=70	0%	N=15	100%	N=11945
In Montgomery County's downtowns/commercial areas during the day	45%	N=5382	38%	N=4477	9%	N=1088	6%	N=660	1%	N=152	1%	N=173	100%	N=11932

Table 42: Question 5

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	1%	N=155	19%	N=2148	42%	N=4897	38%	N=4339	0%	N=21	100%	N=11560
Ease of public parking	5%	N=531	32%	N=3670	41%	N=4705	21%	N=2388	2%	N=173	100%	N=11467
Ease of travel by car in Montgomery County	4%	N=461	29%	N=3336	42%	N=4878	24%	N=2791	0%	N=50	100%	N=11516
Ease of travel by public transportation in Montgomery County	4%	N=477	24%	N=2800	33%	N=3806	17%	N=1964	22%	N=2497	100%	N=11544
Ease of travel by bicycle in Montgomery County	3%	N=295	14%	N=1616	22%	N=2501	19%	N=2169	43%	N=4979	100%	N=11560
Ease of walking in Montgomery County	7%	N=828	34%	N=3937	35%	N=4011	17%	N=2004	6%	N=733	100%	N=11513
Availability of paths and walking trails	13%	N=1523	39%	N=4466	29%	N=3397	11%	N=1243	8%	N=900	100%	N=11529
Air quality	16%	N=1799	58%	N=6715	19%	N=2193	3%	N=331	4%	N=511	100%	N=11549
Cleanliness of Montgomery County	17%	N=1911	60%	N=6863	21%	N=2379	3%	N=337	0%	N=33	100%	N=11523
Overall appearance of Montgomery County	17%	N=1997	61%	N=7061	19%	N=2172	2%	N=283	0%	N=21	100%	N=11534
Public places where people want to spend time	17%	N=1990	54%	N=6243	22%	N=2560	4%	N=506	2%	N=251	100%	N=11550
Variety of housing options	10%	N=1149	39%	N=4446	31%	N=3589	13%	N=1499	7%	N=860	100%	N=11543
Availability of affordable quality housing	3%	N=365	14%	N=1629	32%	N=3717	34%	N=3951	16%	N=1833	100%	N=11495
Fitness opportunities (including exercise classes and paths or trails, etc.)	22%	N=2527	48%	N=5535	21%	N=2388	4%	N=441	6%	N=641	100%	N=11532
Recreational opportunities	26%	N=2980	51%	N=5901	17%	N=1987	3%	N=366	3%	N=312	100%	N=11546
Availability of affordable quality food	22%	N=2485	51%	N=5842	22%	N=2496	5%	N=589	1%	N=129	100%	N=11541
Availability of affordable quality health care	20%	N=2349	45%	N=5243	20%	N=2359	7%	N=767	7%	N=847	100%	N=11565
Availability of preventive health services	21%	N=2375	45%	N=5171	17%	N=1975	5%	N=526	13%	N=1498	100%	N=11545
Availability of affordable quality mental health care	9%	N=1011	22%	N=2510	17%	N=1944	10%	N=1175	43%	N=4920	100%	N=11560

Table 43: Question 6

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	6%	N=631	18%	N=1992	20%	N=2234	15%	N=1687	40%	N=4389	100%	N=10933
K-12 education	27%	N=2978	37%	N=3988	13%	N=1443	4%	N=467	18%	N=1974	100%	N=10850
Adult educational opportunities	18%	N=1958	40%	N=4331	14%	N=1501	3%	N=326	25%	N=2761	100%	N=10877
Opportunities to attend cultural/arts/music activities	30%	N=3269	46%	N=4993	16%	N=1798	3%	N=341	5%	N=544	100%	N=10945

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Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Opportunities to participate in religious or spiritual events and activities	30%	N=3287	40%	N=4351	8%	N=920	1%	N=164	21%	N=2278	100%	N=11000
Employment opportunities	12%	N=1274	39%	N=4252	21%	N=2273	6%	N=633	22%	N=2410	100%	N=10842
Shopping opportunities	33%	N=3605	50%	N=5538	14%	N=1555	2%	N=245	0%	N=32	100%	N=10975
Cost of living in Montgomery County	1%	N=128	15%	N=1654	45%	N=4902	39%	N=4287	0%	N=30	100%	N=11001
Overall quality of business and service establishments in Montgomery County	13%	N=1479	58%	N=6380	23%	N=2539	4%	N=412	2%	N=167	100%	N=10977
Vibrant downtowns/commercial areas	16%	N=1758	50%	N=5540	26%	N=2818	5%	N=594	3%	N=278	100%	N=10988
Overall quality of new development in Montgomery County	10%	N=1144	41%	N=4449	27%	N=2974	12%	N=1349	10%	N=1066	100%	N=10982
Opportunities to participate in social events and activities	17%	N=1871	49%	N=5402	22%	N=2363	4%	N=493	8%	N=856	100%	N=10985
Opportunities to volunteer	27%	N=2996	43%	N=4782	11%	N=1247	2%	N=245	16%	N=1744	100%	N=11014
Opportunities to participate in community matters	23%	N=2471	44%	N=4853	17%	N=1840	5%	N=522	12%	N=1290	100%	N=10976
Openness and acceptance of the community toward people of diverse backgrounds	27%	N=2943	47%	N=5137	17%	N=1877	4%	N=423	6%	N=619	100%	N=10999
Neighborliness of residents in Montgomery County	14%	N=1592	45%	N=4961	29%	N=3220	9%	N=1043	2%	N=186	100%	N=11002

Table 44: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	18%	N=1910	82%	N=8909	100%	N=10819
Made efforts to make your home more energy efficient	17%	N=1805	83%	N=8948	100%	N=10753
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	55%	N=5935	45%	N=4829	100%	N=10764
Household member was a victim of a crime in Montgomery County	89%	N=9592	11%	N=1218	100%	N=10810
Reported a crime to the police in Montgomery County	81%	N=8722	19%	N=2069	100%	N=10791
Stocked supplies in preparation for an emergency	57%	N=6206	43%	N=4604	100%	N=10810
Campaigned or advocated for an issue, cause or candidate	57%	N=6165	43%	N=4625	100%	N=10790
Contacted Montgomery County (in-person, phone, email or web) for help or information	34%	N=3675	66%	N=7132	100%	N=10807
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	61%	N=6595	39%	N=4207	100%	N=10802

Table 45: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Montgomery County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Montgomery County recreation centers or their services	10%	N=1045	16%	N=1674	36%	N=3854	38%	N=3989	100%	N=10562
Visited a neighborhood park or County park	22%	N=2285	32%	N=3310	36%	N=3770	10%	N=1082	100%	N=10447
Used Montgomery County public libraries or their services	9%	N=981	30%	N=3135	37%	N=3879	24%	N=2471	100%	N=10466
Participated in religious or spiritual activities in Montgomery County	11%	N=1188	21%	N=2229	19%	N=2001	48%	N=5047	100%	N=10465
Attended a County-sponsored event	1%	N=115	6%	N=590	50%	N=5239	43%	N=4488	100%	N=10432

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In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Montgomery County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	18%	N=1870	14%	N=1502	33%	N=3488	35%	N=3682	100%	N=10542
Carpooled with other adults or children instead of driving alone	12%	N=1234	13%	N=1410	19%	N=2044	55%	N=5844	100%	N=10532
Walked or biked instead of driving	16%	N=1704	16%	N=1664	22%	N=2327	46%	N=4825	100%	N=10520
Volunteered your time to some group/activity in Montgomery County	11%	N=1168	17%	N=1824	27%	N=2855	45%	N=4718	100%	N=10565
Participated in a club	7%	N=728	13%	N=1410	16%	N=1725	63%	N=6624	100%	N=10487
Talked to or visited with your immediate neighbors	43%	N=4559	33%	N=3476	19%	N=1960	6%	N=585	100%	N=10580
Done a favor for a neighbor	19%	N=2012	29%	N=3059	39%	N=4163	13%	N=1329	100%	N=10563

Table 46: Question 9

Thinking about local public meetings (of local elected officials like City/County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=115	5%	N=469	32%	N=3344	62%	N=6364	100%	N=10292
Watched (online or on television) a local public meeting	1%	N=125	5%	N=472	23%	N=2388	71%	N=7464	100%	N=10449

Table 47: Question 10

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	34%	N=3409	42%	N=4207	10%	N=944	3%	N=256	11%	N=1095	100%	N=9911
Fire services	43%	N=4227	33%	N=3293	3%	N=284	0%	N=31	21%	N=2041	100%	N=9876
Ambulance or emergency medical services	40%	N=3941	31%	N=3047	4%	N=350	1%	N=55	25%	N=2518	100%	N=9911
Crime prevention	16%	N=1565	40%	N=3966	18%	N=1732	6%	N=576	21%	N=2029	100%	N=9868
Fire prevention and education	21%	N=2053	36%	N=3574	9%	N=929	2%	N=185	32%	N=3142	100%	N=9883
Traffic enforcement	12%	N=1159	38%	N=3712	27%	N=2701	14%	N=1404	9%	N=889	100%	N=9865
Street repair	6%	N=578	29%	N=2845	37%	N=3646	26%	N=2597	3%	N=253	100%	N=9919
Street cleaning	9%	N=932	37%	N=3669	28%	N=2780	14%	N=1421	10%	N=1025	100%	N=9827
Street lighting	12%	N=1149	49%	N=4827	29%	N=2856	10%	N=956	1%	N=121	100%	N=9909
Snow removal	11%	N=1139	45%	N=4495	29%	N=2866	11%	N=1123	3%	N=291	100%	N=9914
Sidewalk maintenance	8%	N=796	38%	N=3791	29%	N=2871	12%	N=1180	12%	N=1230	100%	N=9868
Traffic signal timing	5%	N=525	35%	N=3447	36%	N=3520	22%	N=2128	3%	N=270	100%	N=9890
Bus or transit services	8%	N=762	32%	N=3189	19%	N=1919	7%	N=652	34%	N=3353	100%	N=9875
Garbage collection	31%	N=3102	44%	N=4324	11%	N=1077	3%	N=302	11%	N=1096	100%	N=9901
Recycling	41%	N=4018	44%	N=4401	11%	N=1062	2%	N=215	2%	N=206	100%	N=9902
Yard waste pick-up	32%	N=3184	40%	N=3906	11%	N=1103	3%	N=306	14%	N=1384	100%	N=9883

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Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Don't know		Total	
	Storm drainage	15%	N=1498	50%	N=4937	17%	N=1725	4%	N=438	13%	N=1287	100%
Drinking water	25%	N=2489	49%	N=4825	15%	N=1523	5%	N=455	6%	N=587	100%	N=9879
Sewer services	22%	N=2133	51%	N=5020	11%	N=1058	2%	N=203	15%	N=1444	100%	N=9858
Power (electric and/or gas) utility	19%	N=1911	55%	N=5411	20%	N=1927	5%	N=446	2%	N=172	100%	N=9867
Utility billing	13%	N=1318	48%	N=4771	25%	N=2449	9%	N=890	4%	N=431	100%	N=9859
County parks	38%	N=3684	46%	N=4553	9%	N=879	2%	N=155	6%	N=552	100%	N=9823
Montgomery County recreation programs or classes	24%	N=2333	35%	N=3418	9%	N=910	2%	N=177	31%	N=3037	100%	N=9875
Montgomery County recreation centers or facilities	23%	N=2225	40%	N=3833	11%	N=1044	2%	N=196	24%	N=2274	100%	N=9572
Land use, planning and zoning	5%	N=538	28%	N=2745	27%	N=2635	18%	N=1803	21%	N=2063	100%	N=9784
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=509	27%	N=2689	23%	N=2226	12%	N=1210	33%	N=3209	100%	N=9843
Animal control	9%	N=900	34%	N=3354	15%	N=1469	5%	N=531	37%	N=3601	100%	N=9855
Economic development	7%	N=725	36%	N=3516	23%	N=2227	10%	N=1018	24%	N=2345	100%	N=9831
Health services	14%	N=1340	42%	N=4092	14%	N=1388	3%	N=282	27%	N=2690	100%	N=9792
Public library services	38%	N=3773	41%	N=4020	8%	N=778	2%	N=149	12%	N=1156	100%	N=9876
Public information services	18%	N=1719	42%	N=4135	15%	N=1499	4%	N=354	21%	N=2107	100%	N=9814
Cable television	9%	N=837	31%	N=3051	22%	N=2156	12%	N=1169	27%	N=2624	100%	N=9837
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	10%	N=949	31%	N=3086	14%	N=1373	4%	N=428	41%	N=3985	100%	N=9821
Preservation of natural areas such as open space, farmlands and greenbelts	15%	N=1465	37%	N=3593	23%	N=2252	13%	N=1264	13%	N=1232	100%	N=9806
Montgomery County open space	14%	N=1414	37%	N=3619	25%	N=2425	11%	N=1104	13%	N=1280	100%	N=9842
County-sponsored special events	10%	N=962	36%	N=3455	15%	N=1470	3%	N=274	37%	N=3543	100%	N=9704
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.)	16%	N=1544	45%	N=4444	18%	N=1806	5%	N=501	16%	N=1535	100%	N=9830
MC311 non-emergency services and information line	16%	N=1605	30%	N=2902	13%	N=1316	6%	N=613	35%	N=3392	100%	N=9828
Services for seniors	9%	N=844	21%	N=2033	10%	N=950	4%	N=358	57%	N=5660	100%	N=9845
Services for youth	8%	N=735	23%	N=2267	11%	N=1062	4%	N=364	55%	N=5328	100%	N=9756
Election/voter services	27%	N=2636	47%	N=4598	12%	N=1137	3%	N=281	12%	N=1186	100%	N=9838
Permitting services	6%	N=554	21%	N=2088	14%	N=1357	8%	N=763	52%	N=5069	100%	N=9831
Consumer protection	7%	N=688	24%	N=2332	11%	N=1116	5%	N=491	53%	N=5173	100%	N=9800
Alcohol distribution and sales	7%	N=687	24%	N=2343	20%	N=1969	25%	N=2462	24%	N=2366	100%	N=9827

Table 48: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	Montgomery County	22%	N=2156	53%	N=5173	18%	N=1724	5%	N=515	2%	N=187	100%
The Federal Government	6%	N=552	39%	N=3878	37%	N=3630	12%	N=1156	6%	N=619	100%	N=9835

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Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The State of Maryland	9%	N=860	51%	N=5037	27%	N=2668	6%	N=591	7%	N=669	100%	N=9825

Table 49: Question 12

Please rate the following categories of Montgomery County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Montgomery County	10%	N=969	37%	N=3418	30%	N=2795	20%	N=1833	3%	N=248	100%	N=9263
The overall direction that Montgomery County is taking	9%	N=790	35%	N=3259	27%	N=2517	23%	N=2136	6%	N=556	100%	N=9258
The job Montgomery County government does at welcoming resident involvement	9%	N=849	29%	N=2726	24%	N=2260	14%	N=1296	23%	N=2120	100%	N=9251
Overall confidence in Montgomery County government	10%	N=969	38%	N=3490	27%	N=2511	21%	N=1948	4%	N=333	100%	N=9251
Generally acting in the best interest of the community	11%	N=1000	36%	N=3345	26%	N=2403	22%	N=1991	6%	N=509	100%	N=9248
Being honest	10%	N=965	34%	N=3112	23%	N=2148	18%	N=1650	15%	N=1361	100%	N=9236
Treating all residents fairly	11%	N=984	33%	N=3042	22%	N=2067	19%	N=1723	15%	N=1411	100%	N=9227

Table 50: Question 13

Please rate how important, if at all, you think it is for the Montgomery County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Montgomery County	60%	N=5600	32%	N=2924	7%	N=692	1%	N=48	100%	N=9264
Overall ease of getting to the places you usually have to visit	48%	N=4397	43%	N=3983	9%	N=792	1%	N=55	100%	N=9227
Quality of the overall natural environment in Montgomery County	43%	N=3942	42%	N=3887	14%	N=1317	1%	N=95	100%	N=9241
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	36%	N=3359	45%	N=4147	17%	N=1613	1%	N=127	100%	N=9246
Health and wellness opportunities in Montgomery County	31%	N=2895	43%	N=3953	23%	N=2109	3%	N=275	100%	N=9232
Overall opportunities for education and enrichment	43%	N=3942	39%	N=3616	16%	N=1492	2%	N=168	100%	N=9218
Overall economic health of Montgomery County	49%	N=4502	42%	N=3888	9%	N=789	1%	N=66	100%	N=9245
Sense of community	28%	N=2596	44%	N=4027	25%	N=2315	3%	N=286	100%	N=9224

Table 51: Question 14

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.	High effort		Medium effort		Low effort		No effort		Don't know		Total	
Affordable housing	40%	N=3661	34%	N=3114	15%	N=1328	7%	N=600	4%	N=370	100%	N=9073
Crime	67%	N=6040	28%	N=2536	4%	N=366	0%	N=44	1%	N=88	100%	N=9074
The environment	49%	N=4430	39%	N=3525	10%	N=869	2%	N=180	1%	N=70	100%	N=9074
The pace of growth	39%	N=3548	40%	N=3588	16%	N=1442	3%	N=309	2%	N=179	100%	N=9066
Public schools (K-12)	63%	N=5714	25%	N=2244	5%	N=435	2%	N=152	6%	N=540	100%	N=9085

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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.	High effort		Medium effort		Low effort		No effort		Don't know		Total	
Social services for those in need	43%	N=3927	39%	N=3540	11%	N=1035	3%	N=283	3%	N=268	100%	N=9053
Taxes	42%	N=3812	38%	N=3442	14%	N=1297	3%	N=276	3%	N=234	100%	N=9061
Traffic	69%	N=6238	25%	N=2305	5%	N=413	1%	N=82	1%	N=48	100%	N=9086
Jobs and business growth	37%	N=3390	46%	N=4170	13%	N=1146	2%	N=149	2%	N=212	100%	N=9067
Quality of life areas (recreation, libraries, arts and culture)	35%	N=3212	47%	N=4255	15%	N=1344	2%	N=196	1%	N=79	100%	N=9086

Table 52: Question 15

Please select the statement that best describes your opinion.	Percent	Number
I am satisfied with the current level of taxes and services.	33%	N=3015
I am willing to pay more taxes to get more services.	13%	N=1157
I feel that I pay too much for the services I receive.	38%	N=3438
I am willing to accept service reductions if it means lower taxes.	9%	N=784
My opinion is different from the ones listed here.	5%	N=449
I don't have an opinion/no preference.	3%	N=294
Total	100%	N=9137

Table 53: Question 16

Have you needed the County Government to resolve an issue or problem in the past two years?	Percent	Number
Yes	32%	N=2969
No	68%	N=6184
Total	100%	N=9153

Table 54: Question 17

Which communication method(s) did you use? Please check all that apply.	Percent	Number
MC311	63%	N=1892
In person at a County building/office	22%	N=664
Via email	50%	N=1494
Via regular mail	7%	N=212
Communication with a Councilmember's office	27%	N=819
Some other method	16%	N=466

Total may exceed 100% as respondents could select more than one option.

Table 55: Question 18

Please indicate how easy or hard it was to do each of the following.	Very easy		Somewhat easy		Somewhat hard		Very hard		Total	
Communicate the issue/problem	41%	N=1202	38%	N=1127	15%	N=432	7%	N=198	100%	N=2959
Resolve the issue/problem	19%	N=548	28%	N=830	26%	N=763	27%	N=803	100%	N=2944

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Table 56: Question 19

Please rate each of the following aspects of Montgomery County K-12 public schools.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Class size	5%	N=452	22%	N=1939	19%	N=1727	12%	N=1061	42%	N=3746	100%	N=8925
Teacher/student ratio	5%	N=431	21%	N=1905	20%	N=1801	12%	N=1056	42%	N=3757	100%	N=8950
Student safety	9%	N=840	29%	N=2614	15%	N=1323	6%	N=573	40%	N=3610	100%	N=8960
School facilities	11%	N=975	31%	N=2766	15%	N=1371	5%	N=412	38%	N=3434	100%	N=8958
Food/cafeteria	3%	N=253	15%	N=1331	16%	N=1427	12%	N=1083	54%	N=4857	100%	N=8951
Accessibility of teachers and administrators	13%	N=1192	26%	N=2298	11%	N=970	3%	N=312	47%	N=4171	100%	N=8943
Overall education	16%	N=1402	33%	N=2984	12%	N=1038	4%	N=350	36%	N=3187	100%	N=8961

Table 57: Question 20

Please indicate the extent to which you use each of the following potential sources for information about County services, activities and events.	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
County website (www.montgomerycountymd.gov)	53%	N=4678	35%	N=3120	12%	N=1031	100%	N=8829
MC311	21%	N=1822	39%	N=3442	40%	N=3458	100%	N=8722
Local newspapers and/or their websites	38%	N=3333	39%	N=3464	23%	N=2063	100%	N=8860
Radio (e.g., WTOP, etc.)	39%	N=3423	35%	N=3116	26%	N=2332	100%	N=8871
"Mosaic" radio program	1%	N=83	7%	N=590	92%	N=8158	100%	N=8831
"Montgomery al Día" radio program	1%	N=63	5%	N=432	94%	N=8318	100%	N=8813
Local television stations	28%	N=2496	33%	N=2935	39%	N=3454	100%	N=8885
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	6%	N=519	17%	N=1521	77%	N=6797	100%	N=8837
Civic association, homeowner association newsletters, or community listservs	31%	N=2756	41%	N=3629	28%	N=2514	100%	N=8899
Nextdoor app or website	27%	N=2413	26%	N=2344	46%	N=4104	100%	N=8861
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	11%	N=931	24%	N=2093	66%	N=5833	100%	N=8857
Alert Montgomery	41%	N=3671	27%	N=2443	31%	N=2796	100%	N=8910
Blog websites	4%	N=373	16%	N=1390	80%	N=7021	100%	N=8784
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	19%	N=1655	47%	N=4207	34%	N=3006	100%	N=8868
Town hall meetings or other public meetings	8%	N=693	33%	N=2957	59%	N=5221	100%	N=8871
Word of mouth	26%	N=2276	56%	N=5026	18%	N=1595	100%	N=8897

Table 58: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	1%	N=64	1%	N=58	2%	N=167	12%	N=1088	85%	N=7576	100%	N=8953
Purchase goods or services from a business located in Montgomery County	0%	N=32	1%	N=93	15%	N=1370	57%	N=5135	26%	N=2307	100%	N=8937
Eat at least 5 portions of fruits and vegetables a day	1%	N=132	10%	N=878	31%	N=2727	37%	N=3304	21%	N=1894	100%	N=8935
Participate in moderate or vigorous physical activity	1%	N=116	10%	N=914	30%	N=2658	35%	N=3083	24%	N=2150	100%	N=8921

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How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Read or watch local news (via television, paper, computer, etc.)	3%	N=259	7%	N=656	17%	N=1522	30%	N=2674	43%	N=3854	100%	N=8965
Vote in local elections	3%	N=310	2%	N=204	6%	N=526	16%	N=1421	72%	N=6481	100%	N=8942

Table 59: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=2397
Very good	47%	N=4212
Good	22%	N=1958
Fair	4%	N=353
Poor	1%	N=60
Total	100%	N=8980

Table 60: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	7%	N=625
Somewhat positive	24%	N=2119
Neutral	51%	N=4588
Somewhat negative	16%	N=1405
Very negative	3%	N=239
Total	100%	N=8976

Table 61: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=5396
Working part time for pay	12%	N=1080
Unemployed, looking for paid work	3%	N=262
Unemployed, not looking for paid work	2%	N=222
Fully retired	22%	N=2009
Total	100%	N=8969

Table 62: Question D5

Do you work inside the boundaries of Montgomery County?	Percent	Number
Yes, outside the home	40%	N=3494
Yes, from home	13%	N=1122
No	47%	N=4110
Total	100%	N=8726



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Table 63: Question D6

How many years have you lived in Montgomery County?	Percent	Number
Less than 2 years	2%	N=217
2 to 5 years	7%	N=596
6 to 10 years	11%	N=973
11 to 20 years	20%	N=1803
More than 20 years	60%	N=5425
Total	100%	N=9014

Table 64: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	78%	N=7033
Building with two or more homes (duplex, townhome, apartment or condominium)	21%	N=1906
Mobile home	0%	N=2
Other	0%	N=38
Total	100%	N=8979

Table 65: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	7%	N=660
Owned	93%	N=8301
Total	100%	N=8961

Table 66: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=150
\$300 to \$599 per month	6%	N=542
\$600 to \$999 per month	7%	N=601
\$1,000 to \$1,499 per month	12%	N=1072
\$1,500 to \$2,499 per month	34%	N=2961
\$2,500 or more per month	39%	N=3412
Total	100%	N=8738

Table 67: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=5611
Yes	37%	N=3347
Total	100%	N=8958

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Table 68: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	63%	N=5682
Yes	37%	N=3274
Total	100%	N=8956

Table 69: Question D12

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	Number
Less than \$25,000	2%	N=191
\$25,000 to \$49,999	6%	N=509
\$50,000 to \$99,999	20%	N=1702
\$100,000 to \$149,999	26%	N=2186
\$150,000 or more	45%	N=3824
Total	100%	N=8412

Table 70: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=8371
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=490
Total	100%	N=8861

Table 71: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=106
Asian, Asian Indian or Pacific Islander	9%	N=836
Black or African American	7%	N=623
White	80%	N=7054
Other	6%	N=542

Total may exceed 100% as respondents could select more than one option.

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Table 72: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=44
25 to 34 years	7%	N=592
35 to 44 years	18%	N=1559
45 to 54 years	23%	N=2027
55 to 64 years	24%	N=2150
65 to 74 years	21%	N=1855
75 years or older	7%	N=644
Total	100%	N=8871

Table 73: Question D16

What is your sex?	Percent	Number
Female	59%	N=5243
Male	41%	N=3590
Total	100%	N=8833

Table 74: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	50%	N=4490
Land line	22%	N=1941
Both	28%	N=2487
Total	100%	N=8918