



Montgomery County, MD

Technical Appendices

2017



NRC
National Research Center Inc

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



Leaders at the Core of Better Communities

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

Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	21
Appendix C: Detailed Survey Methods	36
Appendix D: Survey Materials	42



The National Citizen Survey™
© 2001-2017 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

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

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

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=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Montgomery County as a place to live	36%	N=378	52%	N=551	11%	N=116	1%	N=16	100%	N=1060
Your neighborhood as a place to live	41%	N=433	41%	N=439	15%	N=157	3%	N=31	100%	N=1061
Montgomery County as a place to raise children	39%	N=362	45%	N=411	12%	N=108	4%	N=37	100%	N=918
Montgomery County as a place to work	29%	N=253	51%	N=447	15%	N=130	5%	N=43	100%	N=874
Montgomery County as a place to visit	20%	N=200	44%	N=444	29%	N=288	7%	N=69	100%	N=1000
Montgomery County as a place to retire	15%	N=128	27%	N=231	29%	N=249	29%	N=253	100%	N=861
The overall quality of life in Montgomery County	26%	N=276	56%	N=591	17%	N=177	1%	N=15	100%	N=1059

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	
Overall feeling of safety in Montgomery County	24%	N=249	57%	N=605	15%	N=154	5%	N=49	100%	N=1056
Overall ease of getting to the places you usually have to visit	17%	N=177	43%	N=453	28%	N=296	12%	N=131	100%	N=1058
Quality of the overall natural environment in Montgomery County	24%	N=257	54%	N=567	18%	N=193	3%	N=33	100%	N=1050
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	15%	N=160	49%	N=513	29%	N=305	7%	N=73	100%	N=1051
Health and wellness opportunities in Montgomery County	27%	N=256	48%	N=457	22%	N=215	3%	N=28	100%	N=955
Overall opportunities for education and enrichment	34%	N=331	50%	N=494	12%	N=115	4%	N=44	100%	N=983
Overall economic health of Montgomery County	25%	N=241	53%	N=515	20%	N=192	2%	N=23	100%	N=972
Sense of community	14%	N=146	41%	N=423	33%	N=338	12%	N=123	100%	N=1030
Overall image or reputation of Montgomery County	27%	N=283	53%	N=553	16%	N=168	3%	N=36	100%	N=1041

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	
Recommend living in Montgomery County to someone who asks	45%	N=468	42%	N=438	8%	N=79	6%	N=60	100%	N=1045
Remain in Montgomery County for the next five years	55%	N=556	28%	N=280	9%	N=94	8%	N=83	100%	N=1012

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	68%	N=716	25%	N=265	4%	N=44	2%	N=20	1%	N=9	100%	N=1055
In Montgomery County's downtowns/commercial areas during the day	46%	N=475	42%	N=433	7%	N=75	3%	N=30	2%	N=16	100%	N=1029

The National Citizen Survey™

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	4%	N=42	22%	N=228	44%	N=456	30%	N=313	100%	N=1039
Ease of public parking	8%	N=79	36%	N=376	39%	N=399	17%	N=179	100%	N=1032
Ease of travel by car in Montgomery County	9%	N=97	38%	N=388	37%	N=384	16%	N=162	100%	N=1031
Ease of travel by public transportation in Montgomery County	10%	N=85	35%	N=299	40%	N=338	15%	N=127	100%	N=849
Ease of travel by bicycle in Montgomery County	8%	N=52	32%	N=206	39%	N=247	21%	N=135	100%	N=640
Ease of walking in Montgomery County	12%	N=116	41%	N=411	37%	N=373	10%	N=104	100%	N=1003
Availability of paths and walking trails	17%	N=166	45%	N=441	32%	N=310	7%	N=67	100%	N=984
Air quality	18%	N=189	55%	N=560	24%	N=242	3%	N=32	100%	N=1023
Cleanliness of Montgomery County	20%	N=209	56%	N=593	20%	N=214	4%	N=38	100%	N=1054
Overall appearance of Montgomery County	19%	N=203	60%	N=629	19%	N=200	2%	N=22	100%	N=1054
Public places where people want to spend time	19%	N=198	53%	N=541	24%	N=242	5%	N=48	100%	N=1030
Variety of housing options	10%	N=101	41%	N=399	35%	N=335	14%	N=135	100%	N=970
Availability of affordable quality housing	6%	N=52	22%	N=198	35%	N=324	38%	N=346	100%	N=921
Fitness opportunities (including exercise classes and paths or trails, etc.)	24%	N=236	47%	N=463	25%	N=247	4%	N=40	100%	N=986
Recreational opportunities	23%	N=227	51%	N=508	23%	N=233	3%	N=31	100%	N=999
Availability of affordable quality food	19%	N=197	50%	N=524	26%	N=269	5%	N=57	100%	N=1047
Availability of affordable quality health care	20%	N=192	47%	N=457	25%	N=249	8%	N=80	100%	N=978
Availability of preventive health services	20%	N=185	49%	N=441	22%	N=204	9%	N=78	100%	N=908
Availability of affordable quality mental health care	14%	N=87	43%	N=256	27%	N=165	15%	N=92	100%	N=600

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	16%	N=89	33%	N=189	30%	N=173	21%	N=121	100%	N=572
K-12 education	34%	N=257	48%	N=361	13%	N=96	5%	N=36	100%	N=751
Adult educational opportunities	22%	N=162	50%	N=376	24%	N=178	5%	N=36	100%	N=752
Opportunities to attend cultural/arts/music activities	25%	N=242	50%	N=483	21%	N=198	4%	N=37	100%	N=961
Opportunities to participate in religious or spiritual events and activities	29%	N=241	53%	N=437	16%	N=129	1%	N=11	100%	N=818
Employment opportunities	15%	N=121	47%	N=393	31%	N=258	7%	N=57	100%	N=829
Shopping opportunities	31%	N=329	46%	N=480	19%	N=196	4%	N=42	100%	N=1047
Cost of living in Montgomery County	2%	N=23	19%	N=194	44%	N=461	35%	N=368	100%	N=1046
Overall quality of business and service establishments in Montgomery County	13%	N=132	55%	N=557	28%	N=283	4%	N=43	100%	N=1014
Vibrant downtowns/commercial areas	17%	N=171	50%	N=504	28%	N=279	5%	N=45	100%	N=998
Overall quality of new development in Montgomery County	15%	N=139	47%	N=435	29%	N=266	9%	N=83	100%	N=924
Opportunities to participate in social events and activities	18%	N=172	52%	N=496	25%	N=237	5%	N=46	100%	N=952
Opportunities to volunteer	24%	N=202	52%	N=437	20%	N=168	4%	N=32	100%	N=839
Opportunities to participate in community matters	18%	N=152	51%	N=436	25%	N=216	5%	N=45	100%	N=849
Openness and acceptance of the community toward people of diverse backgrounds	26%	N=249	50%	N=481	20%	N=192	5%	N=48	100%	N=972
Neighborliness of residents in Montgomery County	13%	N=133	44%	N=442	34%	N=347	9%	N=86	100%	N=1008

The National Citizen Survey™

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	20%	N=217	80%	N=847	100%	N=1064
Made efforts to make your home more energy efficient	23%	N=242	77%	N=818	100%	N=1060
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	65%	N=688	35%	N=369	100%	N=1057
Household member was a victim of a crime in Montgomery County	89%	N=941	11%	N=115	100%	N=1057
Reported a crime to the police in Montgomery County	82%	N=869	18%	N=188	100%	N=1057
Stocked supplies in preparation for an emergency	65%	N=685	35%	N=374	100%	N=1059
Campaigned or advocated for an issue, cause or candidate	74%	N=787	26%	N=274	100%	N=1060
Contacted Montgomery County (in-person, phone, email or web) for help or information	53%	N=561	47%	N=499	100%	N=1059
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	80%	N=851	20%	N=210	100%	N=1061

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	
Used Montgomery County recreation centers or their services	10%	N=108	17%	N=185	31%	N=328	41%	N=437	100%	N=1058
Visited a neighborhood park or County park	22%	N=231	31%	N=323	36%	N=381	11%	N=118	100%	N=1054
Used Montgomery County public libraries or their services	10%	N=109	23%	N=245	37%	N=393	29%	N=309	100%	N=1057
Participated in religious or spiritual activities in Montgomery County	12%	N=123	19%	N=198	19%	N=199	50%	N=528	100%	N=1048
Attended a County-sponsored event	2%	N=17	6%	N=66	40%	N=414	52%	N=549	100%	N=1046
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	25%	N=262	15%	N=156	27%	N=281	34%	N=359	100%	N=1058
Carpooled with other adults or children instead of driving alone	11%	N=118	14%	N=146	17%	N=181	58%	N=605	100%	N=1050
Walked or biked instead of driving	22%	N=229	16%	N=170	21%	N=216	42%	N=437	100%	N=1052
Volunteered your time to some group/activity in Montgomery County	7%	N=72	11%	N=116	25%	N=262	57%	N=601	100%	N=1051
Participated in a club	6%	N=64	9%	N=93	15%	N=151	70%	N=734	100%	N=1042
Talked to or visited with your immediate neighbors	36%	N=380	25%	N=265	25%	N=260	15%	N=154	100%	N=1059
Done a favor for a neighbor	15%	N=162	23%	N=244	39%	N=417	22%	N=236	100%	N=1059

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=6	3%	N=30	21%	N=221	75%	N=788	100%	N=1044
Watched (online or on television) a local public meeting	1%	N=14	3%	N=34	21%	N=220	74%	N=780	100%	N=1048

Table 10: Question 10

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Police services	36%	N=314	49%	N=430	12%	N=105	3%	N=26	100%	N=876
Fire services	50%	N=404	44%	N=356	5%	N=41	0%	N=3	100%	N=805
Ambulance or emergency medical services	50%	N=373	43%	N=323	5%	N=39	1%	N=9	100%	N=743
Crime prevention	21%	N=160	50%	N=386	21%	N=164	8%	N=64	100%	N=774
Fire prevention and education	28%	N=188	52%	N=353	16%	N=109	4%	N=28	100%	N=678

The National Citizen Survey™

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	15%	N=138	43%	N=395	29%	N=261	13%	N=118	100%	N=912
Street repair	10%	N=98	31%	N=316	38%	N=383	21%	N=218	100%	N=1015
Street cleaning	14%	N=131	44%	N=419	32%	N=310	10%	N=98	100%	N=958
Street lighting	14%	N=139	47%	N=486	31%	N=320	8%	N=84	100%	N=1029
Snow removal	14%	N=138	46%	N=462	29%	N=292	11%	N=107	100%	N=999
Sidewalk maintenance	14%	N=130	43%	N=410	34%	N=320	10%	N=92	100%	N=952
Traffic signal timing	8%	N=82	42%	N=423	34%	N=345	17%	N=169	100%	N=1020
Bus or transit services	15%	N=114	47%	N=357	29%	N=220	10%	N=76	100%	N=767
Garbage collection	30%	N=280	51%	N=473	17%	N=156	3%	N=24	100%	N=933
Recycling	34%	N=339	46%	N=462	16%	N=160	3%	N=35	100%	N=995
Yard waste pick-up	30%	N=221	50%	N=370	17%	N=128	3%	N=25	100%	N=744
Storm drainage	19%	N=160	54%	N=464	22%	N=187	5%	N=42	100%	N=853
Drinking water	25%	N=239	50%	N=488	19%	N=181	7%	N=66	100%	N=974
Sewer services	24%	N=205	56%	N=480	18%	N=154	2%	N=18	100%	N=858
Power (electric and/or gas) utility	20%	N=205	54%	N=549	22%	N=219	4%	N=43	100%	N=1016
Utility billing	16%	N=153	45%	N=432	30%	N=288	9%	N=83	100%	N=956
County parks	37%	N=360	48%	N=465	13%	N=128	2%	N=20	100%	N=972
Montgomery County recreation programs or classes	27%	N=181	52%	N=346	17%	N=116	4%	N=24	100%	N=667
Montgomery County recreation centers or facilities	26%	N=187	53%	N=380	18%	N=127	3%	N=24	100%	N=718
Land use, planning and zoning	10%	N=70	41%	N=297	33%	N=241	16%	N=120	100%	N=727
Code enforcement (weeds, abandoned buildings, etc.)	12%	N=75	42%	N=264	34%	N=217	12%	N=79	100%	N=636
Animal control	17%	N=110	53%	N=336	24%	N=154	5%	N=34	100%	N=634
Economic development	14%	N=108	50%	N=378	28%	N=215	8%	N=61	100%	N=763
Health services	21%	N=169	52%	N=419	22%	N=173	5%	N=38	100%	N=800
Public library services	38%	N=337	48%	N=424	13%	N=119	1%	N=10	100%	N=890
Public information services	24%	N=184	50%	N=386	22%	N=168	4%	N=29	100%	N=767
Cable television	13%	N=99	43%	N=324	30%	N=228	14%	N=103	100%	N=754
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=89	50%	N=305	27%	N=165	9%	N=56	100%	N=615
Preservation of natural areas such as open space, farmlands and greenbelts	17%	N=144	42%	N=355	29%	N=242	12%	N=105	100%	N=847
Montgomery County open space	17%	N=145	44%	N=372	29%	N=246	9%	N=80	100%	N=843
County-sponsored special events	15%	N=92	55%	N=345	26%	N=165	4%	N=28	100%	N=630
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.)	18%	N=152	52%	N=431	24%	N=197	6%	N=50	100%	N=830
MC311 non-emergency services and information line	26%	N=144	47%	N=262	20%	N=113	8%	N=42	100%	N=561
Services for seniors	17%	N=70	56%	N=236	20%	N=86	7%	N=29	100%	N=421
Services for youth	17%	N=78	53%	N=244	25%	N=118	5%	N=23	100%	N=462
Election/voter services	27%	N=219	52%	N=425	18%	N=150	2%	N=19	100%	N=814
Permitting services	12%	N=56	49%	N=224	27%	N=125	11%	N=52	100%	N=458
Consumer protection	14%	N=71	46%	N=234	30%	N=152	10%	N=48	100%	N=505
Alcohol distribution and sales	10%	N=79	40%	N=310	25%	N=198	25%	N=196	100%	N=783

The National Citizen Survey™

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	22%	N=225	59%	N=607	16%	N=169	3%	N=32	100%	N=1033
The Federal Government	9%	N=84	39%	N=376	39%	N=377	12%	N=118	100%	N=955
The State of Maryland	11%	N=105	53%	N=513	30%	N=294	5%	N=53	100%	N=964

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	10%	N=95	40%	N=390	38%	N=369	13%	N=130	100%	N=984
The overall direction that Montgomery County is taking	11%	N=99	48%	N=450	27%	N=256	14%	N=136	100%	N=941
The job Montgomery County government does at welcoming resident involvement	12%	N=90	40%	N=304	34%	N=258	15%	N=111	100%	N=762
Overall confidence in Montgomery County government	12%	N=111	45%	N=429	31%	N=296	12%	N=113	100%	N=949
Generally acting in the best interest of the community	13%	N=121	44%	N=415	31%	N=292	12%	N=114	100%	N=942
Being honest	13%	N=104	46%	N=366	28%	N=221	13%	N=104	100%	N=795
Treating all residents fairly	14%	N=118	44%	N=364	30%	N=252	11%	N=92	100%	N=826

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	
Overall feeling of safety in Montgomery County	58%	N=609	33%	N=343	8%	N=88	1%	N=6	100%	N=1046
Overall ease of getting to the places you usually have to visit	44%	N=461	45%	N=465	10%	N=107	1%	N=5	100%	N=1038
Quality of the overall natural environment in Montgomery County	38%	N=391	49%	N=513	11%	N=115	2%	N=19	100%	N=1037
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	33%	N=345	47%	N=486	18%	N=186	2%	N=21	100%	N=1038
Health and wellness opportunities in Montgomery County	33%	N=342	45%	N=469	20%	N=206	2%	N=25	100%	N=1042
Overall opportunities for education and enrichment	43%	N=440	41%	N=425	14%	N=145	2%	N=24	100%	N=1035
Overall economic health of Montgomery County	46%	N=479	43%	N=444	10%	N=103	2%	N=17	100%	N=1043
Sense of community	27%	N=280	45%	N=469	23%	N=242	5%	N=47	100%	N=1038

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	
Affordable housing	52%	N=502	32%	N=314	11%	N=104	5%	N=51	100%	N=971
Crime	62%	N=627	32%	N=327	5%	N=55	1%	N=8	100%	N=1016
The environment	48%	N=486	42%	N=424	9%	N=89	2%	N=21	100%	N=1019
The pace of growth	33%	N=329	44%	N=439	20%	N=194	3%	N=32	100%	N=994
Public schools (K-12)	65%	N=586	28%	N=257	6%	N=51	1%	N=11	100%	N=906
Social services for those in need	51%	N=494	37%	N=356	9%	N=91	3%	N=26	100%	N=967
Taxes	43%	N=424	39%	N=384	15%	N=143	3%	N=28	100%	N=979
Traffic	62%	N=623	29%	N=296	8%	N=85	1%	N=9	100%	N=1013
Jobs and business growth	44%	N=433	40%	N=402	12%	N=120	4%	N=40	100%	N=996
Quality of life areas (recreation, libraries, arts and culture)	36%	N=368	50%	N=507	11%	N=117	3%	N=27	100%	N=1019

The National Citizen Survey™

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.	36%	N=364
I am willing to pay more taxes to get more services.	8%	N=82
I feel that I pay too much for the services I receive.	34%	N=351
I am willing to accept service reductions if it means lower taxes.	10%	N=101
My opinion is different from the ones listed here.	5%	N=51
I don't have an opinion/no preference.	7%	N=74
Total	100%	N=1024

Table 16: Question 16

Have you needed the County Government to resolve an issue or problem in the past two years?	Percent	Number
Yes	21%	N=214
No	79%	N=810
Total	100%	N=1024

Table 17: Question 17

Which communication method(s) did you use? Please check all that apply.	Percent	Number
MC311	52%	N=116
In person at a County building/office	29%	N=64
Via email	36%	N=81
Via regular mail	10%	N=23
Communication with a Councilmember's office	14%	N=32
Some other method	16%	N=35

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	34%	N=76	44%	N=98	16%	N=35	6%	N=14	100%	N=223
Resolve the issue/problem	22%	N=49	33%	N=71	19%	N=41	26%	N=57	100%	N=219

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=48	43%	N=222	29%	N=149	18%	N=93	100%	N=512
Teacher/student ratio	9%	N=47	40%	N=209	33%	N=171	17%	N=89	100%	N=517
Student safety	15%	N=83	52%	N=281	25%	N=132	8%	N=43	100%	N=538
School facilities	16%	N=90	54%	N=294	23%	N=126	7%	N=37	100%	N=546
Food/cafeteria	9%	N=39	35%	N=160	33%	N=152	23%	N=103	100%	N=453
Accessibility of teachers and administrators	25%	N=123	46%	N=224	23%	N=112	7%	N=33	100%	N=491
Overall education	25%	N=140	51%	N=287	18%	N=101	7%	N=38	100%	N=566

The National Citizen Survey™

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)	48%	N=489	32%	N=331	19%	N=198	100%	N=1017
MC311	17%	N=169	29%	N=285	54%	N=541	100%	N=995
Local newspapers and/or their websites	34%	N=337	38%	N=381	29%	N=287	100%	N=1005
Radio (e.g., WTOP, etc.)	35%	N=346	34%	N=344	31%	N=310	100%	N=1000
"Mosaic" radio program	3%	N=27	12%	N=115	86%	N=851	100%	N=992
"Montgomery al Día" radio program	4%	N=43	10%	N=97	86%	N=848	100%	N=988
Local television stations	29%	N=291	32%	N=321	40%	N=405	100%	N=1016
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	13%	N=128	22%	N=216	66%	N=656	100%	N=1000
Civic association, homeowner association newsletters, or community listservs	22%	N=217	34%	N=345	44%	N=439	100%	N=1002
Nextdoor app or website	12%	N=125	18%	N=184	69%	N=689	100%	N=998
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	13%	N=128	22%	N=216	66%	N=655	100%	N=999
Alert Montgomery	28%	N=279	25%	N=250	47%	N=476	100%	N=1005
Blog websites	7%	N=66	18%	N=174	76%	N=748	100%	N=989
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	14%	N=141	39%	N=387	47%	N=477	100%	N=1005
Town hall meetings or other public meetings	8%	N=78	23%	N=235	69%	N=690	100%	N=1003
Word of mouth	25%	N=249	54%	N=543	22%	N=220	100%	N=1011

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	2%	N=24	1%	N=14	5%	N=53	16%	N=170	75%	N=785	100%	N=1047
Purchase goods or services from a business located in Montgomery County	1%	N=8	1%	N=14	13%	N=133	47%	N=492	38%	N=399	100%	N=1046
Eat at least 5 portions of fruits and vegetables a day	2%	N=16	8%	N=84	32%	N=336	36%	N=373	23%	N=237	100%	N=1045
Participate in moderate or vigorous physical activity	1%	N=15	9%	N=94	34%	N=357	35%	N=368	20%	N=213	100%	N=1047
Read or watch local news (via television, paper, computer, etc.)	3%	N=34	10%	N=109	22%	N=229	28%	N=290	37%	N=390	100%	N=1052
Vote in local elections	14%	N=146	6%	N=61	11%	N=114	21%	N=218	49%	N=508	100%	N=1048

Table 22: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	24%	N=255
Very good	45%	N=478
Good	25%	N=269
Fair	4%	N=44
Poor	1%	N=14
Total	100%	N=1059

The National Citizen Survey™

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	6%	N=67
Somewhat positive	25%	N=265
Neutral	54%	N=565
Somewhat negative	13%	N=141
Very negative	1%	N=13
Total	100%	N=1051

Table 24: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=720
Working part time for pay	8%	N=84
Unemployed, looking for paid work	3%	N=32
Unemployed, not looking for paid work	2%	N=23
Fully retired	18%	N=194
Total	100%	N=1053

Table 25: Question D5

Do you work inside the boundaries of Montgomery County?	Percent	Number
Yes, outside the home	41%	N=419
Yes, from home	8%	N=86
No	50%	N=508
Total	100%	N=1013

Table 26: Question D6

How many years have you lived in Montgomery County?	Percent	Number
Less than 2 years	10%	N=111
2 to 5 years	15%	N=161
6 to 10 years	11%	N=118
11 to 20 years	18%	N=191
More than 20 years	45%	N=477
Total	100%	N=1057

Table 27: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	47%	N=494
Building with two or more homes (duplex, townhome, apartment or condominium)	52%	N=554
Mobile home	0%	N=0
Other	1%	N=8
Total	100%	N=1056

The National Citizen Survey™

Table 28: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=332
Owned	68%	N=720
Total	100%	N=1052

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=19
\$300 to \$599 per month	4%	N=42
\$600 to \$999 per month	8%	N=84
\$1,000 to \$1,499 per month	18%	N=184
\$1,500 to \$2,499 per month	37%	N=378
\$2,500 or more per month	31%	N=321
Total	100%	N=1029

Table 30: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=685
Yes	35%	N=369
Total	100%	N=1054

Table 31: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	71%	N=752
Yes	29%	N=301
Total	100%	N=1053

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	6%	N=62
\$25,000 to \$49,999	12%	N=124
\$50,000 to \$99,999	32%	N=324
\$100,000 to \$149,999	18%	N=185
\$150,000 or more	32%	N=321
Total	100%	N=1016

Table 33: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	88%	N=910
Yes, I consider myself to be Spanish, Hispanic or Latino	12%	N=128
Total	100%	N=1038

The National Citizen Survey™

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=15
Asian, Asian Indian or Pacific Islander	19%	N=199
Black or African American	13%	N=139
White	62%	N=644
Other	7%	N=78

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

Table 35: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=33
25 to 34 years	24%	N=255
35 to 44 years	18%	N=191
45 to 54 years	21%	N=226
55 to 64 years	12%	N=131
65 to 74 years	11%	N=121
75 years or older	9%	N=95
Total	100%	N=1052

Table 36: Question D16

What is your sex?	Percent	Number
Female	53%	N=553
Male	47%	N=493
Total	100%	N=1046

Table 37: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=697
Land line	16%	N=167
Both	18%	N=195
Total	100%	N=1058

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	36%	N=378	52%	N=551	11%	N=116	1%	N=16	0%	N=3	100%	N=1063
Your neighborhood as a place to live	41%	N=433	41%	N=439	15%	N=157	3%	N=31	0%	N=1	100%	N=1062
Montgomery County as a place to raise children	34%	N=362	39%	N=411	10%	N=108	4%	N=37	13%	N=139	100%	N=1057
Montgomery County as a place to work	24%	N=253	42%	N=447	12%	N=130	4%	N=43	18%	N=186	100%	N=1059
Montgomery County as a place to visit	19%	N=200	42%	N=444	27%	N=288	6%	N=69	6%	N=58	100%	N=1059
Montgomery County as a place to retire	12%	N=128	22%	N=231	24%	N=249	24%	N=253	19%	N=195	100%	N=1056
The overall quality of life in Montgomery County	26%	N=276	56%	N=591	17%	N=177	1%	N=15	0%	N=4	100%	N=1063

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	23%	N=249	57%	N=605	15%	N=154	5%	N=49	1%	N=7	100%	N=1063
Overall ease of getting to the places you usually have to visit	17%	N=177	43%	N=453	28%	N=296	12%	N=131	0%	N=2	100%	N=1060
Quality of the overall natural environment in Montgomery County	24%	N=257	54%	N=567	18%	N=193	3%	N=33	1%	N=7	100%	N=1057
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	15%	N=160	49%	N=513	29%	N=305	7%	N=73	0%	N=4	100%	N=1055
Health and wellness opportunities in Montgomery County	24%	N=256	43%	N=457	20%	N=215	3%	N=28	9%	N=96	100%	N=1052
Overall opportunities for education and enrichment	31%	N=331	47%	N=494	11%	N=115	4%	N=44	7%	N=73	100%	N=1057
Overall economic health of Montgomery County	23%	N=241	49%	N=515	18%	N=192	2%	N=23	8%	N=80	100%	N=1052
Sense of community	14%	N=146	40%	N=423	32%	N=338	12%	N=123	2%	N=24	100%	N=1054
Overall image or reputation of Montgomery County	27%	N=283	52%	N=553	16%	N=168	3%	N=36	1%	N=16	100%	N=1057

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	44%	N=468	42%	N=438	8%	N=79	6%	N=60	1%	N=9	100%	N=1054
Remain in Montgomery County for the next five years	53%	N=556	27%	N=280	9%	N=94	8%	N=83	4%	N=37	100%	N=1049

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	
In your neighborhood during the day	68%	N=716	25%	N=265	4%	N=44	2%	N=20	1%	N=9	0%	N=2	100%	N=1056
In Montgomery County's downtowns/commercial areas during the day	45%	N=475	41%	N=433	7%	N=75	3%	N=30	2%	N=16	2%	N=22	100%	N=1050

The National Citizen Survey™

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	
Traffic flow on major streets	4%	N=42	22%	N=228	43%	N=456	30%	N=313	1%	N=11	100%	N=1049
Ease of public parking	7%	N=79	36%	N=376	38%	N=399	17%	N=179	2%	N=25	100%	N=1057
Ease of travel by car in Montgomery County	9%	N=97	37%	N=388	37%	N=384	15%	N=162	2%	N=19	100%	N=1051
Ease of travel by public transportation in Montgomery County	8%	N=85	28%	N=299	32%	N=338	12%	N=127	20%	N=206	100%	N=1055
Ease of travel by bicycle in Montgomery County	5%	N=52	20%	N=206	24%	N=247	13%	N=135	39%	N=409	100%	N=1049
Ease of walking in Montgomery County	11%	N=116	39%	N=411	35%	N=373	10%	N=104	5%	N=48	100%	N=1052
Availability of paths and walking trails	16%	N=166	42%	N=441	30%	N=310	6%	N=67	6%	N=64	100%	N=1048
Air quality	18%	N=189	53%	N=560	23%	N=242	3%	N=32	3%	N=36	100%	N=1059
Cleanliness of Montgomery County	20%	N=209	56%	N=593	20%	N=214	4%	N=38	0%	N=2	100%	N=1056
Overall appearance of Montgomery County	19%	N=203	60%	N=629	19%	N=200	2%	N=22	0%	N=1	100%	N=1055
Public places where people want to spend time	19%	N=198	51%	N=541	23%	N=242	5%	N=48	3%	N=29	100%	N=1059
Variety of housing options	10%	N=101	38%	N=399	32%	N=335	13%	N=135	8%	N=89	100%	N=1059
Availability of affordable quality housing	5%	N=52	19%	N=198	31%	N=324	33%	N=346	13%	N=134	100%	N=1055
Fitness opportunities (including exercise classes and paths or trails, etc.)	22%	N=236	44%	N=463	23%	N=247	4%	N=40	7%	N=70	100%	N=1056
Recreational opportunities	22%	N=227	48%	N=508	22%	N=233	3%	N=31	5%	N=57	100%	N=1056
Availability of affordable quality food	19%	N=197	49%	N=524	25%	N=269	5%	N=57	1%	N=13	100%	N=1060
Availability of affordable quality health care	18%	N=192	43%	N=457	23%	N=249	8%	N=80	8%	N=83	100%	N=1060
Availability of preventive health services	18%	N=185	42%	N=441	19%	N=204	7%	N=78	14%	N=146	100%	N=1055
Availability of affordable quality mental health care	8%	N=87	24%	N=256	16%	N=165	9%	N=92	43%	N=456	100%	N=1057

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	
Availability of affordable quality child care/preschool	8%	N=89	18%	N=189	16%	N=173	11%	N=121	46%	N=487	100%	N=1059
K-12 education	24%	N=257	34%	N=361	9%	N=96	3%	N=36	29%	N=305	100%	N=1055
Adult educational opportunities	15%	N=162	36%	N=376	17%	N=178	3%	N=36	29%	N=304	100%	N=1056
Opportunities to attend cultural/arts/music activities	23%	N=242	46%	N=483	19%	N=198	4%	N=37	8%	N=85	100%	N=1047
Opportunities to participate in religious or spiritual events and activities	23%	N=241	42%	N=437	12%	N=129	1%	N=11	22%	N=235	100%	N=1052
Employment opportunities	11%	N=121	37%	N=393	24%	N=258	5%	N=57	22%	N=228	100%	N=1057
Shopping opportunities	31%	N=329	46%	N=480	19%	N=196	4%	N=42	1%	N=6	100%	N=1054
Cost of living in Montgomery County	2%	N=23	18%	N=194	44%	N=461	35%	N=368	0%	N=5	100%	N=1051
Overall quality of business and service establishments in Montgomery County	13%	N=132	53%	N=557	27%	N=283	4%	N=43	4%	N=42	100%	N=1056
Vibrant downtowns/commercial areas	16%	N=171	48%	N=504	27%	N=279	4%	N=45	4%	N=43	100%	N=1042
Overall quality of new development in Montgomery County	13%	N=139	41%	N=435	25%	N=266	8%	N=83	12%	N=128	100%	N=1052
Opportunities to participate in social events and activities	16%	N=172	47%	N=496	23%	N=237	4%	N=46	10%	N=101	100%	N=1053
Opportunities to volunteer	19%	N=202	41%	N=437	16%	N=168	3%	N=32	21%	N=217	100%	N=1056
Opportunities to participate in community matters	15%	N=152	42%	N=436	21%	N=216	4%	N=45	19%	N=197	100%	N=1046
Openness and acceptance of the community toward people of diverse backgrounds	24%	N=249	46%	N=481	18%	N=192	5%	N=48	7%	N=75	100%	N=1047
Neighborliness of residents in Montgomery County	13%	N=133	42%	N=442	33%	N=347	8%	N=86	4%	N=44	100%	N=1052

The National Citizen Survey™

Table 44: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	20%	N=217	80%	N=847	100%	N=1064
Made efforts to make your home more energy efficient	23%	N=242	77%	N=818	100%	N=1060
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	65%	N=688	35%	N=369	100%	N=1057
Household member was a victim of a crime in Montgomery County	89%	N=941	11%	N=115	100%	N=1057
Reported a crime to the police in Montgomery County	82%	N=869	18%	N=188	100%	N=1057
Stocked supplies in preparation for an emergency	65%	N=685	35%	N=374	100%	N=1059
Campaigned or advocated for an issue, cause or candidate	74%	N=787	26%	N=274	100%	N=1060
Contacted Montgomery County (in-person, phone, email or web) for help or information	53%	N=561	47%	N=499	100%	N=1059
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	80%	N=851	20%	N=210	100%	N=1061

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	
Used Montgomery County recreation centers or their services	10%	N=108	17%	N=185	31%	N=328	41%	N=437	100%	N=1058
Visited a neighborhood park or County park	22%	N=231	31%	N=323	36%	N=381	11%	N=118	100%	N=1054
Used Montgomery County public libraries or their services	10%	N=109	23%	N=245	37%	N=393	29%	N=309	100%	N=1057
Participated in religious or spiritual activities in Montgomery County	12%	N=123	19%	N=198	19%	N=199	50%	N=528	100%	N=1048
Attended a County-sponsored event	2%	N=17	6%	N=66	40%	N=414	52%	N=549	100%	N=1046
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	25%	N=262	15%	N=156	27%	N=281	34%	N=359	100%	N=1058
Carpooled with other adults or children instead of driving alone	11%	N=118	14%	N=146	17%	N=181	58%	N=605	100%	N=1050
Walked or biked instead of driving	22%	N=229	16%	N=170	21%	N=216	42%	N=437	100%	N=1052
Volunteered your time to some group/activity in Montgomery County	7%	N=72	11%	N=116	25%	N=262	57%	N=601	100%	N=1051
Participated in a club	6%	N=64	9%	N=93	15%	N=151	70%	N=734	100%	N=1042
Talked to or visited with your immediate neighbors	36%	N=380	25%	N=265	25%	N=260	15%	N=154	100%	N=1059
Done a favor for a neighbor	15%	N=162	23%	N=244	39%	N=417	22%	N=236	100%	N=1059

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=6	3%	N=30	21%	N=221	75%	N=788	100%	N=1044
Watched (online or on television) a local public meeting	1%	N=14	3%	N=34	21%	N=220	74%	N=780	100%	N=1048

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	30%	N=314	41%	N=430	10%	N=105	2%	N=26	18%	N=186	100%	N=1062
Fire services	38%	N=404	34%	N=356	4%	N=41	0%	N=3	24%	N=257	100%	N=1062
Ambulance or emergency medical services	35%	N=373	30%	N=323	4%	N=39	1%	N=9	30%	N=318	100%	N=1061
Crime prevention	15%	N=160	36%	N=386	15%	N=164	6%	N=64	27%	N=285	100%	N=1059
Fire prevention and education	18%	N=188	34%	N=353	10%	N=109	3%	N=28	36%	N=376	100%	N=1053

The National Citizen Survey™

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	13%	N=138	38%	N=395	25%	N=261	11%	N=118	13%	N=139	100%	N=1051
Street repair	9%	N=98	30%	N=316	36%	N=383	21%	N=218	4%	N=39	100%	N=1054
Street cleaning	12%	N=131	40%	N=419	29%	N=310	9%	N=98	9%	N=97	100%	N=1055
Street lighting	13%	N=139	46%	N=486	30%	N=320	8%	N=84	2%	N=24	100%	N=1054
Snow removal	13%	N=138	44%	N=462	28%	N=292	10%	N=107	5%	N=57	100%	N=1056
Sidewalk maintenance	12%	N=130	39%	N=410	31%	N=320	9%	N=92	9%	N=98	100%	N=1049
Traffic signal timing	8%	N=82	40%	N=423	33%	N=345	16%	N=169	3%	N=35	100%	N=1054
Bus or transit services	11%	N=114	34%	N=357	21%	N=220	7%	N=76	27%	N=288	100%	N=1055
Garbage collection	26%	N=280	45%	N=473	15%	N=156	2%	N=24	12%	N=125	100%	N=1058
Recycling	32%	N=339	44%	N=462	15%	N=160	3%	N=35	6%	N=65	100%	N=1060
Yard waste pick-up	21%	N=221	35%	N=370	12%	N=128	2%	N=25	29%	N=307	100%	N=1051
Storm drainage	15%	N=160	44%	N=464	18%	N=187	4%	N=42	18%	N=193	100%	N=1046
Drinking water	23%	N=239	46%	N=488	17%	N=181	6%	N=66	7%	N=78	100%	N=1052
Sewer services	20%	N=205	46%	N=480	15%	N=154	2%	N=18	18%	N=189	100%	N=1047
Power (electric and/or gas) utility	19%	N=205	52%	N=549	21%	N=219	4%	N=43	4%	N=39	100%	N=1055
Utility billing	15%	N=153	41%	N=432	27%	N=288	8%	N=83	9%	N=93	100%	N=1049
County parks	34%	N=360	44%	N=465	12%	N=128	2%	N=20	8%	N=80	100%	N=1052
Montgomery County recreation programs or classes	17%	N=181	33%	N=346	11%	N=116	2%	N=24	37%	N=388	100%	N=1055
Montgomery County recreation centers or facilities	18%	N=187	36%	N=380	12%	N=127	2%	N=24	31%	N=328	100%	N=1046
Land use, planning and zoning	7%	N=70	28%	N=297	23%	N=241	11%	N=120	30%	N=319	100%	N=1047
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=75	25%	N=264	21%	N=217	8%	N=79	39%	N=407	100%	N=1043
Animal control	10%	N=110	32%	N=336	15%	N=154	3%	N=34	40%	N=418	100%	N=1052
Economic development	10%	N=108	36%	N=378	21%	N=215	6%	N=61	27%	N=285	100%	N=1048
Health services	16%	N=169	40%	N=419	16%	N=173	4%	N=38	24%	N=253	100%	N=1053
Public library services	32%	N=337	40%	N=424	11%	N=119	1%	N=10	16%	N=164	100%	N=1054
Public information services	18%	N=184	37%	N=386	16%	N=168	3%	N=29	27%	N=285	100%	N=1052
Cable television	9%	N=99	31%	N=324	22%	N=228	10%	N=103	28%	N=291	100%	N=1045
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=89	29%	N=305	16%	N=165	5%	N=56	41%	N=435	100%	N=1050
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=144	34%	N=355	23%	N=242	10%	N=105	19%	N=198	100%	N=1045
Montgomery County open space	14%	N=145	36%	N=372	24%	N=246	8%	N=80	19%	N=200	100%	N=1043
County-sponsored special events	9%	N=92	33%	N=345	16%	N=165	3%	N=28	39%	N=406	100%	N=1036
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.)	15%	N=152	41%	N=431	19%	N=197	5%	N=50	21%	N=218	100%	N=1048
MC311 non-emergency services and information line	14%	N=144	25%	N=262	11%	N=113	4%	N=42	46%	N=484	100%	N=1045
Services for seniors	7%	N=70	23%	N=236	8%	N=86	3%	N=29	60%	N=625	100%	N=1046
Services for youth	7%	N=78	23%	N=244	11%	N=118	2%	N=23	56%	N=589	100%	N=1051
Election/voter services	21%	N=219	40%	N=425	14%	N=150	2%	N=19	23%	N=240	100%	N=1054
Permitting services	5%	N=56	22%	N=224	12%	N=125	5%	N=52	56%	N=580	100%	N=1038
Consumer protection	7%	N=71	22%	N=234	14%	N=152	5%	N=48	52%	N=547	100%	N=1051
Alcohol distribution and sales	7%	N=79	29%	N=310	19%	N=198	19%	N=196	26%	N=269	100%	N=1052

The National Citizen Survey™

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	21%	N=225	57%	N=607	16%	N=169	3%	N=32	2%	N=26	100%	N=1058
The Federal Government	8%	N=84	36%	N=376	36%	N=377	11%	N=118	10%	N=100	100%	N=1055
The State of Maryland	10%	N=105	49%	N=513	28%	N=294	5%	N=53	9%	N=91	100%	N=1055

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	9%	N=95	37%	N=390	36%	N=369	12%	N=130	5%	N=56	100%	N=1040
The overall direction that Montgomery County is taking	10%	N=99	43%	N=450	25%	N=256	13%	N=136	10%	N=100	100%	N=1042
The job Montgomery County government does at welcoming resident involvement	9%	N=90	29%	N=304	25%	N=258	11%	N=111	27%	N=279	100%	N=1041
Overall confidence in Montgomery County government	11%	N=111	41%	N=429	28%	N=296	11%	N=113	9%	N=91	100%	N=1040
Generally acting in the best interest of the community	12%	N=121	40%	N=415	28%	N=292	11%	N=114	10%	N=100	100%	N=1042
Being honest	10%	N=104	35%	N=366	21%	N=221	10%	N=104	23%	N=240	100%	N=1035
Treating all residents fairly	11%	N=118	35%	N=364	24%	N=252	9%	N=92	21%	N=214	100%	N=1040

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	58%	N=609	33%	N=343	8%	N=88	1%	N=6	100%	N=1046
Overall ease of getting to the places you usually have to visit	44%	N=461	45%	N=465	10%	N=107	1%	N=5	100%	N=1038
Quality of the overall natural environment in Montgomery County	38%	N=391	49%	N=513	11%	N=115	2%	N=19	100%	N=1037
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	33%	N=345	47%	N=486	18%	N=186	2%	N=21	100%	N=1038
Health and wellness opportunities in Montgomery County	33%	N=342	45%	N=469	20%	N=206	2%	N=25	100%	N=1042
Overall opportunities for education and enrichment	43%	N=440	41%	N=425	14%	N=145	2%	N=24	100%	N=1035
Overall economic health of Montgomery County	46%	N=479	43%	N=444	10%	N=103	2%	N=17	100%	N=1043
Sense of community	27%	N=280	45%	N=469	23%	N=242	5%	N=47	100%	N=1038

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	49%	N=502	30%	N=314	10%	N=104	5%	N=51	6%	N=60	100%	N=1031
Crime	61%	N=627	32%	N=327	5%	N=55	1%	N=8	2%	N=16	100%	N=1032
The environment	47%	N=486	41%	N=424	9%	N=89	2%	N=21	1%	N=14	100%	N=1033
The pace of growth	32%	N=329	43%	N=439	19%	N=194	3%	N=32	3%	N=30	100%	N=1024
Public schools (K-12)	57%	N=586	25%	N=257	5%	N=51	1%	N=11	12%	N=128	100%	N=1034
Social services for those in need	48%	N=494	35%	N=356	9%	N=91	3%	N=26	6%	N=61	100%	N=1029
Taxes	41%	N=424	37%	N=384	14%	N=143	3%	N=28	5%	N=47	100%	N=1026
Traffic	61%	N=623	29%	N=296	8%	N=85	1%	N=9	2%	N=16	100%	N=1029
Jobs and business growth	42%	N=433	39%	N=402	12%	N=120	4%	N=40	3%	N=34	100%	N=1030

The National Citizen Survey™

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	
Quality of life areas (recreation, libraries, arts and culture)	36%	N=368	49%	N=507	11%	N=117	3%	N=27	2%	N=16	100%	N=1034

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.	36%	N=364
I am willing to pay more taxes to get more services.	8%	N=82
I feel that I pay too much for the services I receive.	34%	N=351
I am willing to accept service reductions if it means lower taxes.	10%	N=101
My opinion is different from the ones listed here.	5%	N=51
I don't have an opinion/no preference.	7%	N=74
Total	100%	N=1024

Table 53: Question 16

Have you needed the County Government to resolve an issue or problem in the past two years?	Percent	Number
Yes	21%	N=214
No	79%	N=810
Total	100%	N=1024

Table 54: Question 17

Which communication method(s) did you use? Please check all that apply.	Percent	Number
MC311	52%	N=116
In person at a County building/office	29%	N=64
Via email	36%	N=81
Via regular mail	10%	N=23
Communication with a Councilmember's office	14%	N=32
Some other method	16%	N=35

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	34%	N=76	44%	N=98	16%	N=35	6%	N=14	100%	N=223
Resolve the issue/problem	22%	N=49	33%	N=71	19%	N=41	26%	N=57	100%	N=219

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	
Class size	5%	N=48	22%	N=222	14%	N=149	9%	N=93	50%	N=514	100%	N=1026
Teacher/student ratio	5%	N=47	20%	N=209	17%	N=171	9%	N=89	50%	N=508	100%	N=1025
Student safety	8%	N=83	27%	N=281	13%	N=132	4%	N=43	48%	N=489	100%	N=1027
School facilities	9%	N=90	29%	N=294	12%	N=126	4%	N=37	47%	N=479	100%	N=1025
Food/cafeteria	4%	N=39	16%	N=160	15%	N=152	10%	N=103	56%	N=572	100%	N=1025

The National Citizen Survey™

Please rate each of the following aspects of Montgomery County K-12 public schools.	Excellent		Good		Fair		Poor		Don't know		Total	
Accessibility of teachers and administrators	12%	N=123	22%	N=224	11%	N=112	3%	N=33	52%	N=532	100%	N=1023
Overall education	14%	N=140	28%	N=287	10%	N=101	4%	N=38	45%	N=459	100%	N=1025

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	
County website (www.montgomerycountymd.gov)	48%	N=489	32%	N=331	19%	N=198	100%	N=1017
MC311	17%	N=169	29%	N=285	54%	N=541	100%	N=995
Local newspapers and/or their websites	34%	N=337	38%	N=381	29%	N=287	100%	N=1005
Radio (e.g., WTOP, etc.)	35%	N=346	34%	N=344	31%	N=310	100%	N=1000
"Mosaic" radio program	3%	N=27	12%	N=115	86%	N=851	100%	N=992
"Montgomery al Día" radio program	4%	N=43	10%	N=97	86%	N=848	100%	N=988
Local television stations	29%	N=291	32%	N=321	40%	N=405	100%	N=1016
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	13%	N=128	22%	N=216	66%	N=656	100%	N=1000
Civic association, homeowner association newsletters, or community listservs	22%	N=217	34%	N=345	44%	N=439	100%	N=1002
Nextdoor app or website	12%	N=125	18%	N=184	69%	N=689	100%	N=998
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	13%	N=128	22%	N=216	66%	N=655	100%	N=999
Alert Montgomery	28%	N=279	25%	N=250	47%	N=476	100%	N=1005
Blog websites	7%	N=66	18%	N=174	76%	N=748	100%	N=989
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	14%	N=141	39%	N=387	47%	N=477	100%	N=1005
Town hall meetings or other public meetings	8%	N=78	23%	N=235	69%	N=690	100%	N=1003
Word of mouth	25%	N=249	54%	N=543	22%	N=220	100%	N=1011

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	
Recycle at home	2%	N=24	1%	N=14	5%	N=53	16%	N=170	75%	N=785	100%	N=1047
Purchase goods or services from a business located in Montgomery County	1%	N=8	1%	N=14	13%	N=133	47%	N=492	38%	N=399	100%	N=1046
Eat at least 5 portions of fruits and vegetables a day	2%	N=16	8%	N=84	32%	N=336	36%	N=373	23%	N=237	100%	N=1045
Participate in moderate or vigorous physical activity	1%	N=15	9%	N=94	34%	N=357	35%	N=368	20%	N=213	100%	N=1047
Read or watch local news (via television, paper, computer, etc.)	3%	N=34	10%	N=109	22%	N=229	28%	N=290	37%	N=390	100%	N=1052
Vote in local elections	14%	N=146	6%	N=61	11%	N=114	21%	N=218	49%	N=508	100%	N=1048

Table 59: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	24%	N=255
Very good	45%	N=478
Good	25%	N=269
Fair	4%	N=44
Poor	1%	N=14
Total	100%	N=1059

The National Citizen Survey™

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	6%	N=67
Somewhat positive	25%	N=265
Neutral	54%	N=565
Somewhat negative	13%	N=141
Very negative	1%	N=13
Total	100%	N=1051

Table 61: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=720
Working part time for pay	8%	N=84
Unemployed, looking for paid work	3%	N=32
Unemployed, not looking for paid work	2%	N=23
Fully retired	18%	N=194
Total	100%	N=1053

Table 62: Question D5

Do you work inside the boundaries of Montgomery County?	Percent	Number
Yes, outside the home	41%	N=419
Yes, from home	8%	N=86
No	50%	N=508
Total	100%	N=1013

Table 63: Question D6

How many years have you lived in Montgomery County?	Percent	Number
Less than 2 years	10%	N=111
2 to 5 years	15%	N=161
6 to 10 years	11%	N=118
11 to 20 years	18%	N=191
More than 20 years	45%	N=477
Total	100%	N=1057

Table 64: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	47%	N=494
Building with two or more homes (duplex, townhome, apartment or condominium)	52%	N=554
Mobile home	0%	N=0
Other	1%	N=8
Total	100%	N=1056

The National Citizen Survey™

Table 65: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=332
Owned	68%	N=720
Total	100%	N=1052

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=19
\$300 to \$599 per month	4%	N=42
\$600 to \$999 per month	8%	N=84
\$1,000 to \$1,499 per month	18%	N=184
\$1,500 to \$2,499 per month	37%	N=378
\$2,500 or more per month	31%	N=321
Total	100%	N=1029

Table 67: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=685
Yes	35%	N=369
Total	100%	N=1054

Table 68: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	71%	N=752
Yes	29%	N=301
Total	100%	N=1053

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	6%	N=62
\$25,000 to \$49,999	12%	N=124
\$50,000 to \$99,999	32%	N=324
\$100,000 to \$149,999	18%	N=185
\$150,000 or more	32%	N=321
Total	100%	N=1016

Table 70: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	88%	N=910
Yes, I consider myself to be Spanish, Hispanic or Latino	12%	N=128
Total	100%	N=1038

The National Citizen Survey™

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=15
Asian, Asian Indian or Pacific Islander	19%	N=199
Black or African American	13%	N=139
White	62%	N=644
Other	7%	N=78

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

Table 72: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=33
25 to 34 years	24%	N=255
35 to 44 years	18%	N=191
45 to 54 years	21%	N=226
55 to 64 years	12%	N=131
65 to 74 years	11%	N=121
75 years or older	9%	N=95
Total	100%	N=1052

Table 73: Question D16

What is your sex?	Percent	Number
Female	53%	N=553
Male	47%	N=493
Total	100%	N=1046

Table 74: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=697
Land line	16%	N=167
Both	18%	N=195
Total	100%	N=1058

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. Montgomery County chose to have comparisons made to the entire database and a subset of jurisdictions from the database as selected by Montgomery County staff.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Montgomery County's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Montgomery County's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Montgomery County's rating to the benchmark.

In that final column, Montgomery County's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Montgomery County residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 75: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Montgomery County	82%	234	453	Similar
Overall image or reputation of Montgomery County	80%	138	344	Similar
Montgomery County as a place to live	88%	212	389	Similar
Your neighborhood as a place to live	82%	145	309	Similar
Montgomery County as a place to raise children	84%	170	380	Similar
Montgomery County as a place to retire	42%	330	355	Lower
Overall appearance of Montgomery County	79%	165	356	Similar

Table 76: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Montgomery County	81%	216	329	Similar
	In your neighborhood during the day	93%	195	352	Similar
	In Montgomery County's downtowns/commercial areas during the day	88%	206	309	Similar
Mobility	Overall ease of getting to the places you usually have to visit	60%	202	237	Similar
	Availability of paths and walking trails	62%	170	309	Similar
	Ease of walking in Montgomery County	53%	219	297	Similar
	Ease of travel by bicycle in Montgomery County	40%	208	300	Similar
	Ease of travel by public transportation in Montgomery County	45%	56	200	Similar
	Ease of travel by car in Montgomery County	47%	252	300	Lower
	Ease of public parking	44%	140	198	Similar
	Traffic flow on major streets	26%	290	341	Lower
Natural Environment	Quality of the overall natural environment in Montgomery County	78%	155	273	Similar
	Cleanliness of Montgomery County	76%	161	280	Similar
	Air quality	73%	157	238	Similar
Built Environment	Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	64%	105	226	Similar
	Overall quality of new development in Montgomery County	62%	92	284	Similar
	Availability of affordable quality housing	27%	232	299	Similar
	Variety of housing options	52%	163	275	Similar
	Public places where people want to spend time	72%	97	218	Similar
	Overall economic health of Montgomery County	78%	58	232	Similar
	Vibrant downtowns/commercial areas	68%	49	209	Higher
	Overall quality of business and service establishments in Montgomery County	68%	116	267	Similar
	Cost of living in Montgomery County	21%	204	229	Lower
Economy	Shopping opportunities	77%	41	290	Higher
	Employment opportunities	62%	31	308	Higher
	Montgomery County as a place to visit	64%	131	246	Similar
	Montgomery County as a place to work	80%	69	356	Higher
Recreation and Wellness	Health and wellness opportunities in Montgomery County	75%	94	227	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of affordable quality mental health care	57%	59	198	Similar
	Availability of preventive health services	69%	97	228	Similar
	Availability of affordable quality health care	66%	111	255	Similar
	Availability of affordable quality food	69%	103	231	Similar
	Recreational opportunities	74%	106	295	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	71%	100	217	Similar
Education and Enrichment	Overall opportunities for education and enrichment	84%	62	228	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	83	197	Similar
	Opportunities to attend cultural/arts/music activities	76%	63	294	Higher
	Adult educational opportunities	71%	45	204	Similar
	K-12 education	82%	100	265	Similar
	Availability of affordable quality child care/preschool	49%	150	244	Similar
Community Engagement	Opportunities to participate in social events and activities	70%	84	256	Similar
	Neighborliness of residents in Montgomery County	57%	146	221	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	75%	29	288	Similar
	Opportunities to participate in community matters	69%	97	268	Similar
	Opportunities to volunteer	76%	92	260	Similar

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Montgomery County	81%	165	430	Similar
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.)	70%	254	374	Similar
The value of services for the taxes paid to Montgomery County	49%	226	399	Similar
The overall direction that Montgomery County is taking	58%	179	314	Similar
The job Montgomery County government does at welcoming resident involvement	52%	172	314	Similar
Overall confidence in Montgomery County government	57%	110	230	Similar
Generally acting in the best interest of the community	57%	115	230	Similar
Being honest	59%	125	223	Similar
Treating all residents fairly	58%	109	228	Similar
The Federal Government	48%	24	244	Similar

Table 78: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	85%	166	457	Similar
	Fire services	95%	125	381	Similar
	Ambulance or emergency medical services	94%	103	349	Similar
	Crime prevention	70%	186	355	Similar
	Fire prevention and education	80%	152	281	Similar
	Animal control	70%	114	338	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	147	272	Similar
Mobility	Traffic enforcement	58%	263	370	Similar
	Street repair	41%	249	393	Similar
	Street cleaning	57%	205	319	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Street lighting	61%	159	324	Similar
	Snow removal	60%	179	293	Similar
	Sidewalk maintenance	57%	133	319	Similar
	Traffic signal timing	50%	148	257	Similar
	Bus or transit services	61%	71	222	Similar
	Garbage collection	81%	233	358	Similar
	Recycling	80%	153	359	Similar
	Yard waste pick-up	79%	117	273	Similar
	Drinking water	75%	141	320	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	59%	139	252	Similar
Natural Environment	Montgomery County open space	61%	98	207	Similar
	Storm drainage	73%	107	350	Similar
	Sewer services	80%	136	322	Similar
	Power (electric and/or gas) utility	74%	122	171	Similar
	Utility billing	61%	143	200	Similar
	Land use, planning and zoning	50%	135	301	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	53%	153	385	Similar
	Cable television	56%	75	198	Similar
Economy	Economic development	64%	84	281	Similar
	County parks	85%	119	325	Similar
	Montgomery County recreation programs or classes	79%	102	321	Similar
	Montgomery County recreation centers or facilities	79%	78	272	Similar
	Health services	74%	78	210	Similar
	County-sponsored special events	69%	129	248	Similar
Education and Enrichment	Public library services	86%	156	341	Similar
Community Engagement	Public information services	74%	79	279	Similar

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	55%	224	309	Similar
Recommend living in Montgomery County to someone who asks	87%	161	281	Similar
Remain in Montgomery County for the next five years	83%	176	272	Similar
Contacted Montgomery County (in-person, phone, email or web) for help or information	47%	132	313	Similar

Table 80: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	35%	90	201	Similar
	Reported a crime to the police in Montgomery County	82%	83	223	Similar
	Household member was a victim of a crime in Montgomery County	89%	140	269	Similar
Safety	Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	66%	15	181	Much higher
	Carpooled with other adults or children instead of driving alone	42%	102	211	Similar
	Walked or biked instead of driving	58%	96	219	Similar
Mobility					

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Made efforts to conserve water	80%	121	207	Similar
	Made efforts to make your home more energy efficient	77%	78	207	Similar
	Recycle at home	96%	51	253	Higher
Built Environment	Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	65%	43	213	Higher
	Housing costs 30% OR MORE of income	60%	213	250	Similar
Economy	Purchase goods or services from a business located in Montgomery County	98%	69	217	Similar
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the imp	32%	98	251	Similar
	Do you work inside the boundaries of Montgomery County?	50%	71	218	Similar
Recreation and Wellness	Used Montgomery County recreation centers or their services	59%	104	230	Similar
	Visited a neighborhood park or County park	89%	63	264	Similar
	Eat at least 5 portions of fruits and vegetables a day	90%	13	209	Similar
	Participate in moderate or vigorous physical activity	90%	42	213	Similar
	Would you say that in general your health is:	69%	66	213	Similar
Education and Enrichment	Used Montgomery County public libraries or their services	71%	65	239	Similar
	Participated in religious or spiritual activities in Montgomery County	50%	77	194	Similar
	Attended a County-sponsored event	48%	155	219	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	72	200	Similar
	Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	20%	68	216	Similar
	Volunteered your time to some group/activity in Montgomery County	43%	101	259	Similar
	Participated in a club	30%	84	233	Similar
	Talked to or visited with your immediate neighbors	85%	190	214	Similar
	Done a favor for a neighbor	78%	163	209	Similar
	Attended a local public meeting	25%	74	258	Similar
	Watched (online or on television) a local public meeting	26%	82	222	Similar
	Read or watch local news (via television, paper, computer, etc.)	86%	98	218	Similar
	Vote in local elections	80%	175	252	Similar

Communities included in national comparisons

The communities included in Montgomery County's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA..... 98,970
 Albert Lea city, MN..... 18,016
 Alexandria city, VA139,966
 Algonquin village, IL..... 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541

American Canyon city, CA..... 19,454
 Ames city, IA 58,965
 Andover CDP, MA..... 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI.....113,934
 Annapolis city, MD 38,394
 Apache Junction city, AZ..... 35,840
 Arapahoe County, CO572,003
 Arkansas City city, AR..... 366

The National Citizen Survey™

Arlington city, TX	365,438
Arvada city, CO	106,433
Asheville city, NC	83,393
Ashland city, OR	20,078
Ashland town, MA	16,593
Ashland town, VA.....	7,225
Aspen city, CO	6,658
Athens-Clarke County, GA	115,452
Auburn city, AL	53,380
Augusta CCD, GA	134,777
Aurora city, CO	325,078
Austin city, TX	790,390
Avon town, CO	6,447
Avon town, IN	12,446
Avondale city, AZ	76,238
Azusa city, CA.....	46,361
Bainbridge Island city, WA.....	23,025
Baltimore city, MD.....	620,961
Bartonville town, TX.....	1,469
Battle Creek city, MI.....	52,347
Bay City city, MI.....	34,932
Bay Village city, OH.....	15,651
Baytown city, TX.....	71,802
Bedford city, TX.....	46,979
Bedford town, MA	13,320
Bellevue city, WA	122,363
Bellingham city, WA	80,885
Benbrook city, TX.....	21,234
Bend city, OR.....	76,639
Bettendorf city, IA.....	33,217
Billings city, MT.....	104,170
Blaine city, MN.....	57,186
Bloomfield Hills city, MI	3,869
Bloomington city, IN	80,405
Bloomington city, MN	82,893
Blue Springs city, MO	52,575
Boise City city, ID	205,671
Bonner Springs city, KS	7,314
Boone County, KY	118,811
Boulder city, CO.....	97,385
Bowling Green city, KY	58,067
Bozeman city, MT	37,280
Brentwood city, MO.....	8,055
Brentwood city, TN	37,060
Brighton city, CO.....	33,352
Brighton city, MI	7,444
Bristol city, TN	26,702
Broken Arrow city, OK	98,850
Brookfield city, WI	37,920
Brookline CDP, MA	58,732
Brooklyn Center city, MN	30,104
Brooklyn city, OH	11,169
Broomfield city, CO	55,889
Brownsburg town, IN	21,285
Buffalo Grove village, IL	41,496
Burien city, WA	33,313
Burleson city, TX.....	36,690
Burlingame city, CA.....	28,806
Cabarrus County, NC.....	178,011
Cambridge city, MA.....	105,162
Cannon Beach city, OR.....	1,690
Cañon City city, CO	16,400
Canton city, SD.....	3,057
Cape Coral city, FL	154,305
Cape Girardeau city, MO.....	37,941
Carlisle borough, PA	18,682
Carlsbad city, CA.....	105,328
Carroll city, IA.....	10,103
Cartersville city, GA.....	19,731
Cary town, NC	135,234

Castine town, ME.....	1,366
Castle Pines North city, CO	10,360
Castle Rock town, CO	48,231
Cedar Hill city, TX	45,028
Cedar Rapids city, IA.....	126,326
Celina city, TX.....	6,028
Centennial city, CO.....	100,377
Chandler city, AZ	236,123
Chandler city, TX	2,734
Chanhassen city, MN	22,952
Chapel Hill town, NC	57,233
Chardon city, OH	5,148
Charles County, MD	146,551
Charlotte city, NC.....	731,424
Charlotte County, FL	159,978
Charlottesville city, VA.....	43,475
Chattanooga city, TN.....	167,674
Chautauqua town, NY	4,464
Chesterfield County, VA.....	316,236
Citrus Heights city, CA.....	83,301
Clackamas County, OR	375,992
Clarendon Hills village, IL	8,427
Clayton city, MO	15,939
Clearwater city, FL	107,685
Cleveland Heights city, OH	46,121
Clinton city, SC	8,490
Clive city, IA	15,447
Clovis city, CA	95,631
College Park city, MD	30,413
College Station city, TX	93,857
Columbia city, MO.....	108,500
Columbia city, SC.....	129,272
Columbia Falls city, MT.....	4,688
Commerce City city, CO	45,913
Concord city, CA	122,067
Concord town, MA.....	17,668
Conshohocken borough, PA	7,833
Coon Rapids city, MN	61,476
Copperas Cove city, TX.....	32,032
Coral Springs city, FL.....	121,096
Coronado city, CA	18,912
Corvallis city, OR.....	54,462
Cottonwood Heights city, UT	33,433
Creve Coeur city, MO	17,833
Cross Roads town, TX	1,563
Dacono city, CO	4,152
Dade City city, FL.....	6,437
Dakota County, MN	398,552
Dallas city, OR	14,583
Dallas city, TX.....	1,197,816
Danville city, KY	16,218
Dardenne Prairie city, MO	11,494
Darien city, IL.....	22,086
Davenport city, FL.....	2,888
Davenport city, IA.....	99,685
Davidson town, NC.....	10,944
Dayton city, OH	141,527
Dayton town, WY	757
Decatur city, GA.....	19,335
Del Mar city, CA.....	4,161
DeLand city, FL.....	27,031
Delaware city, OH	34,753
Delray Beach city, FL.....	60,522
Denison city, TX.....	22,682
Denton city, TX.....	113,383
Denver city, CO.....	600,158
Derby city, KS.....	22,158
Des Moines city, IA	203,433
Des Peres city, MO	8,373
Destin city, FL.....	12,305

The National Citizen Survey™

Dothan city, AL	65,496	Greenwood Village city, CO.....	13,925
Douglas County, CO	285,465	Greer city, SC	25,515
Dover city, NH	29,987	Gunnison County, CO	15,324
Dublin city, CA	46,036	Hailey city, ID	7,960
Dublin city, OH	41,751	Haines Borough, AK	2,508
Duluth city, MN	86,265	Haltom City city, TX	42,409
Durham city, NC	228,330	Hamilton city, OH.....	62,477
Durham County, NC	267,587	Hamilton town, MA	7,764
Eagan city, MN	64,206	Hanover County, VA	99,863
Eagle Mountain city, UT	21,415	Harrisburg city, SD	4,089
Eagle town, CO	6,508	Harrisonburg city, VA	48,914
East Grand Forks city, MN	8,601	Harrisonville city, MO	10,019
East Lansing city, MI	48,579	Hayward city, CA	144,186
Eau Claire city, WI	65,883	Henderson city, NV	257,729
Eden Prairie city, MN	60,797	Herndon town, VA.....	23,292
Edgerton city, KS	1,671	High Point city, NC	104,371
Edgewater city, CO	5,170	Highland Park city, IL	29,763
Edina city, MN	47,941	Highlands Ranch CDP, CO	96,713
Edmond city, OK.....	81,405	Holland city, MI.....	33,051
Edmonds city, WA.....	39,709	Homer Glen village, IL.....	24,220
El Cerrito city, CA.....	23,549	Honolulu County, HI.....	953,207
El Dorado County, CA.....	181,058	Hooksett town, NH.....	13,451
El Paso de Robles (Paso Robles) city, CA	29,793	Hopkins city, MN	17,591
Elk Grove city, CA	153,015	Hopkinton town, MA.....	14,925
Elko New Market city, MN.....	4,110	Hoquiam city, WA	8,726
Elmhurst city, IL.....	44,121	Horry County, SC	269,291
Encinitas city, CA	59,518	Howard village, WI.....	17,399
Englewood city, CO	30,255	Hudson city, OH.....	22,262
Erie town, CO	18,135	Hudson town, CO.....	2,356
Escambia County, FL.....	297,619	Huntley village, IL	24,291
Estes Park town, CO.....	5,858	Hurst city, TX.....	37,337
Euclid city, OH	48,920	Hutchinson city, MN	14,178
Fairview town, TX	7,248	Hutto city, TX	14,698
Farmersville city, TX.....	3,301	Independence city, MO.....	116,830
Farmington Hills city, MI.....	79,740	Indianola city, IA	14,782
Fayetteville city, NC.....	200,564	Indio city, CA	76,036
Fernandina Beach city, FL.....	11,487	Iowa City city, IA	67,862
Fishers town, IN	76,794	Irving city, TX	216,290
Flagstaff city, AZ	65,870	Issaquah city, WA	30,434
Flower Mound town, TX.....	64,669	Jackson County, MI.....	160,248
Forest Grove city, OR	21,083	James City County, VA	67,009
Fort Collins city, CO.....	143,986	Jefferson County, NY.....	116,229
Fort Lauderdale city, FL.....	165,521	Jefferson Parish, LA	432,552
Fort Smith city, AR	86,209	Johnson City city, TN.....	63,152
Franklin city, TN.....	62,487	Johnston city, IA	17,278
Fremont city, CA	214,089	Jupiter town, FL	55,156
Friendswood city, TX.....	35,805	Kalamazoo city, MI.....	74,262
Fruita city, CO.....	12,646	Kansas City city, KS.....	145,786
Gahanna city, OH.....	33,248	Kansas City city, MO.....	459,787
Gaithersburg city, MD.....	59,933	Keizer city, OR.....	36,478
Galveston city, TX	47,743	Kenmore city, WA	20,460
Gardner city, KS.....	19,123	Kennedale city, TX	6,763
Georgetown city, TX.....	47,400	Kennett Square borough, PA.....	6,072
Germantown city, TN	38,844	Kent city, WA.....	92,411
Gilbert town, AZ.....	208,453	Kerrville city, TX.....	22,347
Gillette city, WY	29,087	Kettering city, OH	56,163
Glen Ellyn village, IL.....	27,450	Key West city, FL	24,649
Glendora city, CA	50,073	King City city, CA	12,874
Glenview village, IL	44,692	King County, WA.....	1,931,249
Globe city, AZ	7,532	Kirkland city, WA.....	48,787
Golden city, CO.....	18,867	Kirkwood city, MO	27,540
Golden Valley city, MN.....	20,371	Knoxville city, IA	7,313
Goodyear city, AZ	65,275	La Plata town, MD.....	8,753
Grafton village, WI	11,459	La Porte city, TX	33,800
Grand Blanc city, MI.....	8,276	La Vista city, NE.....	15,758
Grants Pass city, OR.....	34,533	Lafayette city, CO	24,453
Grass Valley city, CA	12,860	Laguna Beach city, CA.....	22,723
Greeley city, CO	92,889	Laguna Niguel city, CA	62,979
Greenville city, NC.....	84,554	Lake Forest city, IL	19,375
Greenwich town, CT.....	61,171	Lake in the Hills village, IL	28,965

The National Citizen Survey™

Lake Stevens city, WA	28,069	Minneapolis city, MN	382,578
Lake Worth city, FL	34,910	Missouri City city, TX	67,358
Lake Zurich village, IL	19,631	Modesto city, CA	201,165
Lakeville city, MN	55,954	Monterey city, CA	27,810
Lakewood city, CO	142,980	Montgomery city, MN	2,956
Lakewood city, WA	58,163	Montgomery County, MD	971,777
Lane County, OR	351,715	Monticello city, UT	1,972
Lansing city, MI	114,297	Montrose city, CO	19,132
Laramie city, WY	30,816	Monument town, CO	5,530
Larimer County, CO	299,630	Mooreville town, NC	32,711
Las Cruces city, NM	97,618	Moraga town, CA	16,016
Las Vegas city, NM	13,753	Morristown city, TN	29,137
Las Vegas city, NV	583,756	Morrisville town, NC	18,576
Lawrence city, KS	87,643	Morro Bay city, CA	10,234
Lawrenceville city, GA	28,546	Mountain Village town, CO	1,320
Lee's Summit city, MO	91,364	Mountlake Terrace city, WA	19,909
Lehi city, UT	47,407	Murphy city, TX	17,708
Lenexa city, KS	48,190	Naperville city, IL	141,853
Lewis County, NY	27,087	Napoleon city, OH	8,749
Lewiston city, ID	31,894	Needham CDP, MA	28,886
Lewisville city, TX	95,290	Nevada City city, CA	3,068
Lewisville town, NC	12,639	Nevada County, CA	98,764
Libertyville village, IL	20,315	New Braunfels city, TX	57,740
Lincoln city, NE	258,379	New Brighton city, MN	21,456
Lincolnwood village, IL	12,590	New Hanover County, NC	202,667
Lindsborg city, KS	3,458	New Hope city, MN	20,339
Little Chute village, WI	10,449	New Orleans city, LA	343,829
Littleton city, CO	41,737	New Port Richey city, FL	14,911
Livermore city, CA	80,968	New Smyrna Beach city, FL	22,464
Lombard village, IL	43,165	New Ulm city, MN	13,522
Lone Tree city, CO	10,218	Newberg city, OR	22,068
Long Grove village, IL	8,043	Newport city, RI	24,672
Longmont city, CO	86,270	Newport News city, VA	180,719
Longview city, TX	80,455	Newton city, IA	15,254
Lonsdale city, MN	3,674	Noblesville city, IN	51,969
Los Alamos County, NM	17,950	Nogales city, AZ	20,837
Los Altos Hills town, CA	7,922	Norcross city, GA	9,116
Louisville city, CO	18,376	Norfolk city, VA	242,803
Lower Merion township, PA	57,825	North Mankato city, MN	13,394
Lynchburg city, VA	75,568	North Port city, FL	57,357
Lynnwood city, WA	35,836	North Richland Hills city, TX	63,343
Macomb County, MI	840,978	North Yarmouth town, ME	3,565
Manassas city, VA	37,821	Novato city, CA	51,904
Manhattan Beach city, CA	35,135	Novi city, MI	55,224
Manhattan city, KS	52,281	O'Fallon city, IL	28,281
Mankato city, MN	39,309	O'Fallon city, MO	79,329
Maple Grove city, MN	61,567	Oak Park village, IL	51,878
Maricopa County, AZ	3,817,117	Oakland city, CA	390,724
Marion city, IA	34,768	Oakley city, CA	35,432
Marshfield city, WI	19,118	Oklahoma City city, OK	579,999
Martinez city, CA	35,824	Olathe city, KS	125,872
Marysville city, WA	60,020	Old Town city, ME	7,840
Matthews town, NC	27,198	Olmsted County, MN	144,248
McAllen city, TX	129,877	Olympia city, WA	46,478
McKinney city, TX	131,117	Orange village, OH	3,323
McMinnville city, OR	32,187	Orland Park village, IL	56,767
Menlo Park city, CA	32,026	Orleans Parish, LA	343,829
Menomonee Falls village, WI	35,626	Oshkosh city, WI	66,083
Mercer Island city, WA	22,699	Oshtemo charter township, MI	21,705
Meridian charter township, MI	39,688	Oswego village, IL	30,355
Meridian city, ID	75,092	Otsego County, MI	24,164
Merriam city, KS	11,003	Ottawa County, MI	263,801
Mesa city, AZ	439,041	Paducah city, KY	25,024
Mesa County, CO	146,723	Palm Beach Gardens city, FL	48,452
Miami Beach city, FL	87,779	Palm Coast city, FL	75,180
Miami city, FL	399,457	Palo Alto city, CA	64,403
Middleton city, WI	17,442	Palos Verdes Estates city, CA	13,438
Midland city, MI	41,863	Papillion city, NE	18,894
Milford city, DE	9,559	Paradise Valley town, AZ	12,820
Milton city, GA	32,661	Park City city, UT	7,558

The National Citizen Survey™

Parker town, CO	45,297	San Rafael city, CA.....	57,713
Parkland city, FL	23,962	Sanford city, FL.....	53,570
Pasco city, WA.....	59,781	Sangamon County, IL.....	197,465
Pasco County, FL	464,697	Santa Clarita city, CA.....	176,320
Payette city, ID	7,433	Santa Fe city, NM.....	67,947
Pearland city, TX.....	91,252	Santa Fe County, NM	144,170
Peoria city, AZ	154,065	Santa Monica city, CA.....	89,736
Peoria city, IL	115,007	Sarasota County, FL	379,448
Pflugerville city, TX	46,936	Savage city, MN.....	26,911
Phoenix city, AZ.....	1,445,632	Schaumburg village, IL.....	74,227
Pinehurst village, NC	13,124	Schertz city, TX.....	31,465
Piqua city, OH.....	20,522	Scott County, MN.....	129,928
Pitkin County, CO.....	17,148	Scottsdale city, AZ	217,385
Plano city, TX	259,841	Seaside city, CA	33,025
Platte City city, MO.....	4,691	Sedona city, AZ.....	10,031
Pleasant Hill city, IA	8,785	Sevierville city, TN	14,807
Pleasanton city, CA	70,285	Shakopee city, MN	37,076
Plymouth city, MN.....	70,576	Sharonville city, OH.....	13,560
Polk County, IA.....	430,640	Shawnee city, KS	62,209
Pompano Beach city, FL	99,845	Shawnee city, OK.....	29,857
Port Orange city, FL	56,048	Sherborn town, MA	4,119
Portland city, OR.....	583,776	Shoreview city, MN	25,043
Post Falls city, ID	27,574	Shorewood village, IL.....	15,615
Powell city, OH	11,500	Shorewood village, WI	13,162
Prince William County, VA.....	402,002	Sierra Vista city, AZ.....	43,888
Prior Lake city, MN.....	22,796	Silverton city, OR	9,222
Pueblo city, CO	106,595	Sioux Center city, IA	7,048
Purcellville town, VA.....	7,727	Sioux Falls city, SD.....	153,888
Queen Creek town, AZ	26,361	Skokie village, IL.....	64,784
Raleigh city, NC	403,892	Snellville city, GA	18,242
Ramsey city, MN	23,668	Snoqualmie city, WA	10,670
Raymond town, ME.....	4,436	Somerset town, MA.....	18,165
Raymore city, MO	19,206	South Jordan city, UT.....	50,418
Redmond city, OR.....	26,215	South Lake Tahoe city, CA.....	21,403
Redmond city, WA	54,144	Southlake city, TX.....	26,575
Reno city, NV.....	225,221	Spearfish city, SD.....	10,494
Reston CDP, VA	58,404	Spring Hill city, KS.....	5,437
Richland city, WA.....	48,058	Springboro city, OH.....	17,409
Richmond city, CA.....	103,701	Springfield city, MO.....	159,498
Richmond Heights city, MO.....	8,603	Springville city, UT	29,466
Rio Rancho city, NM	87,521	St. Augustine city, FL	12,975
River Falls city, WI	15,000	St. Charles city, IL.....	32,974
Riverside city, CA	303,871	St. Cloud city, FL.....	35,183
Riverside city, MO	2,937	St. Cloud city, MN	65,842
Roanoke city, VA.....	97,032	St. Joseph city, MO	76,780
Roanoke County, VA	92,376	St. Joseph town, WI.....	3,842
Rochester Hills city, MI.....	70,995	St. Louis County, MN.....	200,226
Rock Hill city, SC.....	66,154	State College borough, PA	42,034
Rockville city, MD.....	61,209	Steamboat Springs city, CO	12,088
Roeland Park city, KS	6,731	Sterling Heights city, MI	129,699
Rogers city, MN	8,597	Sugar Grove village, IL	8,997
Rohnert Park city, CA	40,971	Sugar Land city, TX.....	78,817
Rolla city, MO	19,559	Suisun City city, CA	28,111
Roselle village, IL.....	22,763	Summit city, NJ.....	21,457
Rosemount city, MN.....	21,874	Summit County, UT.....	36,324
Rosenberg city, TX.....	30,618	Summit village, IL	11,054
Roseville city, MN.....	33,660	Sunnyvale city, CA	140,081
Round Rock city, TX.....	99,887	Surprise city, AZ.....	117,517
Royal Oak city, MI.....	57,236	Suwanee city, GA.....	15,355
Saco city, ME.....	18,482	Tacoma city, WA.....	198,397
Sahuarita town, AZ	25,259	Takoma Park city, MD	16,715
Salida city, CO	5,236	Tamarac city, FL	60,427
Sammamish city, WA	45,780	Temecula city, CA	100,097
San Anselmo town, CA	12,336	Tempe city, AZ	161,719
San Diego city, CA	1,307,402	Temple city, TX.....	66,102
San Francisco city, CA	805,235	Texarkana city, TX	36,411
San Jose city, CA	945,942	The Woodlands CDP, TX.....	93,847
San Juan County, NM.....	130,044	Thousand Oaks city, CA.....	126,683
San Marcos city, CA	83,781	Tigard city, OR.....	48,035
San Marcos city, TX.....	44,894	Tracy city, CA	82,922

The National Citizen Survey™

Trinidad CCD, CO.....	12,017	West Des Moines city, IA.....	56,609
Tualatin city, OR.....	26,054	Western Springs village, IL.....	12,975
Tulsa city, OK.....	391,906	Westerville city, OH.....	36,120
Twin Falls city, ID.....	44,125	Westlake town, TX.....	992
Tyler city, TX.....	96,900	Westminster city, CO.....	106,114
Unalaska city, AK.....	4,376	Weston town, MA.....	11,261
University Heights city, OH.....	13,539	White House city, TN.....	10,255
University Park city, TX.....	23,068	Wichita city, KS.....	382,368
Upper Arlington city, OH.....	33,771	Williamsburg city, VA.....	14,068
Urbandale city, IA.....	39,463	Willowbrook village, IL.....	8,540
Vail town, CO.....	5,305	Wilmington city, NC.....	106,476
Vancouver city, WA.....	161,791	Wilsonville city, OR.....	19,509
Ventura CCD, CA.....	111,889	Windsor town, CO.....	18,644
Vernon Hills village, IL.....	25,113	Windsor town, CT.....	29,044
Vestavia Hills city, AL.....	34,033	Winnetka village, IL.....	12,187
Victoria city, MN.....	7,345	Winter Garden city, FL.....	34,568
Vienna town, VA.....	15,687	Woodbury city, MN.....	61,961
Virginia Beach city, VA.....	437,994	Woodinville city, WA.....	10,938
Walnut Creek city, CA.....	64,173	Woodland city, CA.....	55,468
Washington County, MN.....	238,136	Wrentham town, MA.....	10,955
Washington town, NH.....	1,123	Wyandotte County, KS.....	157,505
Washoe County, NV.....	421,407	Yakima city, WA.....	91,067
Washougal city, WA.....	14,095	York County, VA.....	65,464
Wauwatosa city, WI.....	46,396	Yorktown town, IN.....	9,405
Waverly city, IA.....	9,874	Yorkville city, IL.....	16,921
Weddington town, NC.....	9,459	Yountville city, CA.....	2,933
Wentzville city, MO.....	29,070	Xx.....	xx
West Carrollton city, OH.....	13,143		
West Chester borough, PA.....	18,461		

Custom Benchmark Comparisons

Table 81: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Montgomery County	82%	62	90	Similar
Overall image or reputation of Montgomery County	80%	38	70	Similar
Montgomery County as a place to live	88%	53	75	Similar
Your neighborhood as a place to live	82%	37	59	Similar
Montgomery County as a place to raise children	84%	48	72	Similar
Montgomery County as a place to retire	42%	63	71	Lower
Overall appearance of Montgomery County	79%	41	69	Similar

Table 82: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Montgomery County	81%	45	61	Similar
	In your neighborhood during the day	93%	42	68	Similar
	In Montgomery County's downtowns/commercial areas during the day	88%	43	60	Similar
	Overall ease of getting to the places you usually have to visit	60%	38	48	Similar
	Availability of paths and walking trails	62%	33	55	Similar
	Ease of walking in Montgomery County	53%	41	58	Similar
	Ease of travel by bicycle in Montgomery County	40%	40	60	Similar
	Ease of travel by public transportation in Montgomery County	45%	12	37	Similar
Mobility	Ease of travel by car in Montgomery County	47%	48	62	Similar
	Ease of public parking	44%	23	36	Similar
	Traffic flow on major streets	26%	52	67	Lower

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Quality of overall the natural environment in Montgomery County	78%	34	54	Similar
	Cleanliness of Montgomery County	76%	40	52	Similar
	Air quality	73%	32	45	Similar
Built Environment	Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	64%	16	43	Similar
	Overall quality of new development in Montgomery County	62%	21	57	Similar
	Availability of affordable quality housing	27%	44	58	Similar
	Variety of housing options	52%	39	57	Similar
	Public places where people want to spend time	72%	16	39	Similar
	Overall economic health of Montgomery County	78%	14	45	Similar
	Vibrant downtowns/commercial areas	68%	8	38	Higher
Economy	Overall quality of business and service establishments in Montgomery County	68%	28	52	Similar
	Cost of living in Montgomery County	21%	36	42	Lower
	Shopping opportunities	77%	8	57	Higher
	Employment opportunities	62%	9	58	Higher
	Montgomery County as a place to visit	64%	27	50	Similar
	Montgomery County as a place to work	80%	19	68	Similar
Recreation and Wellness	Health and wellness opportunities in Montgomery County	75%	23	45	Similar
	Availability of affordable quality mental health care	57%	15	37	Similar
	Availability of preventive health services	69%	20	43	Similar
	Availability of affordable quality health care	66%	23	48	Similar
	Availability of affordable quality food	69%	24	46	Similar
	Recreational opportunities	74%	21	54	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	71%	22	41	Similar
Education and Enrichment	Overall opportunities for education and enrichment	84%	18	45	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	19	38	Similar
	Opportunities to attend cultural/arts/music activities	76%	16	60	Similar
	Adult educational opportunities	71%	9	36	Similar
	K-12 education	82%	22	48	Similar
	Availability of affordable quality child care/preschool	49%	29	43	Similar
Community Engagement	Opportunities to participate in social events and activities	70%	17	51	Similar
	Neighborhoodness of residents in Montgomery County	57%	29	40	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	75%	10	57	Similar
	Opportunities to participate in community matters	69%	24	54	Similar
	Opportunities to volunteer	76%	17	48	Similar

Table 83: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Montgomery County	81%	43	91	Similar
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.)	70%	51	68	Similar
The value of services for the taxes paid to Montgomery County	49%	49	78	Similar
The overall direction that Montgomery County is taking	58%	39	62	Similar
The job Montgomery County government does at welcoming	52%	40	60	Similar

The National Citizen Survey™

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
resident involvement				
Overall confidence in Montgomery County government	57%	25	44	Similar
Generally acting in the best interest of the community	57%	25	44	Similar
Being honest	59%	27	43	Similar
Treating all residents fairly	58%	26	43	Similar
The Federal Government	48%	5	44	Similar

Table 84: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	85%	40	83	Similar
	Fire services	95%	32	66	Similar
	Ambulance or emergency medical services	94%	28	71	Similar
	Crime prevention	70%	47	68	Similar
	Fire prevention and education	80%	33	49	Similar
	Animal control	70%	30	59	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	35	57	Similar
Mobility	Traffic enforcement	58%	52	72	Similar
	Street repair	41%	60	77	Similar
	Street cleaning	57%	48	62	Similar
	Street lighting	61%	40	65	Similar
	Snow removal	60%	44	58	Similar
	Sidewalk maintenance	57%	36	61	Similar
	Traffic signal timing	50%	30	47	Similar
Natural Environment	Bus or transit services	61%	13	39	Similar
	Garbage collection	81%	47	69	Similar
	Recycling	80%	38	71	Similar
	Yard waste pick-up	79%	28	54	Similar
	Drinking water	75%	31	54	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	59%	31	47	Similar
	Montgomery County open space	61%	17	34	Similar
Built Environment	Storm drainage	73%	29	60	Similar
	Sewer services	80%	25	50	Similar
	Power (electric and/or gas) utility	74%	26	29	Similar
	Utility billing	61%	26	32	Similar
	Land use, planning and zoning	50%	25	56	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	53%	33	67	Similar
	Cable television	56%	15	35	Similar
Economy	Economic development	64%	18	55	Similar
Recreation and Wellness	County parks	85%	22	58	Similar
	Montgomery County recreation programs or classes	79%	22	59	Similar
	Montgomery County recreation centers or facilities	79%	18	52	Similar
	Health services	74%	15	39	Similar
Education and Enrichment	County-sponsored special events	69%	31	41	Similar
	Public library services	86%	33	58	Similar
Community Engagement	Public information services	74%	20	52	Similar

The National Citizen Survey™

Table 85: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	55%	46	59	Similar
Recommend living in Montgomery County to someone who asks	87%	39	55	Similar
Remain in Montgomery County for the next five years	83%	37	53	Similar
Contacted Montgomery County (in-person, phone, email or web) for help or information	47%	27	59	Similar

Table 86: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	35%	20	36	Similar
	Reported a crime to the police in Montgomery County	82%	22	39	Similar
	Household member was a victim of a crime in Montgomery County	89%	32	47	Similar
Mobility	Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	66%	6	33	Much higher
	Carpooled with other adults or children instead of driving alone	42%	24	40	Similar
	Walked or biked instead of driving	58%	23	41	Similar
Natural Environment	Made efforts to conserve water	80%	21	40	Similar
	Made efforts to make your home more energy efficient	77%	18	38	Similar
	Recycle at home	96%	11	46	Similar
Built Environment	Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	65%	13	37	Similar
	Housing costs 30% OR MORE of income	60%	38	48	Similar
Economy	Purchase goods or services from a business located in Montgomery County	98%	11	40	Similar
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the imp	32%	24	47	Similar
	Do you work inside the boundaries of Montgomery County?	50%	12	40	Similar
Recreation and Wellness	Used Montgomery County recreation centers or their services	59%	18	45	Similar
	Visited a neighborhood park or County park	89%	14	47	Similar
	Eat at least 5 portions of fruits and vegetables a day	90%	3	40	Similar
	Participate in moderate or vigorous physical activity	90%	9	40	Similar
	Would you say that in general your health is:	69%	21	40	Similar
Education and Enrichment	Used Montgomery County public libraries or their services	71%	16	43	Similar
	Participated in religious or spiritual activities in Montgomery County	50%	12	34	Similar
	Attended a County-sponsored event	48%	30	42	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	13	36	Similar
	Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	20%	16	40	Similar
	Volunteered your time to some group/activity in Montgomery County	43%	16	48	Similar
	Participated in a club	30%	13	40	Similar
	Talked to or visited with your immediate neighbors	85%	33	37	Similar

The National Citizen Survey™

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Done a favor for a neighbor	78%	26	36	Similar
Attended a local public meeting	25%	18	50	Similar
Watched (online or on television) a local public meeting	26%	16	46	Similar
Read or watch local news (via television, paper, computer, etc.)	86%	18	40	Similar
Vote in local elections	80%	33	45	Similar

Communities included in custom comparisons

The communities included in Montgomery County's custom comparisons are listed below along with their population according to the 2010 Census.

Albemarle County, VA.....	98,970	Hamilton town, MA	7,764
Alexandria city, VA	139,966	Hanover County, VA.....	99,863
Algonquin village, IL.....	30,046	Harrisonburg city, VA	48,914
Aliso Viejo city, CA	47,823	Herndon town, VA.....	23,292
Annapolis city, MD	38,394	Highlands Ranch CDP, CO	96,713
Arapahoe County, CO.....	572,003	Homer Glen village, IL.....	24,220
Ashland town, MA	16,593	Honolulu County, HI.....	953,207
Ashland town, VA.....	7,225	James City County, VA	67,009
Austin city, TX	790,390	Johnston city, IA	17,278
Bainbridge Island city, WA.....	23,025	King County, WA.....	1,931,249
Baltimore city, MD.....	620,961	La Plata town, MD.....	8,753
Bartonville town, TX	1,469	Laguna Beach city, CA.....	22,723
Bedford town, MA	13,320	Laguna Niguel city, CA	62,979
Bellevue city, WA	122,363	Lake Zurich village, IL	19,631
Brookfield city, WI	37,920	Lakeville city, MN	55,954
Brookline CDP, MA	58,732	Las Vegas city, NV	583,756
Buffalo Grove village, IL	41,496	Libertyville village, IL.....	20,315
Cary town, NC	135,234	Lincolnwood village, IL	12,590
Chanhassen city, MN	22,952	Livermore city, CA.....	80,968
Charles County, MD	146,551	Lone Tree city, CO	10,218
Charlotte city, NC.....	731,424	Los Alamos County, NM.....	17,950
Charlottesville city, VA.....	43,475	Louisville city, CO.....	18,376
Chesterfield County, VA.....	316,236	Lynchburg city, VA	75,568
Clarendon Hills village, IL	8,427	Macomb County, MI	840,978
Clayton city, MO	15,939	Manassas city, VA	37,821
Clive city, IA	15,447	Maple Grove city, MN	61,567
College Park city, MD	30,413	Maricopa County, AZ	3,817,117
Creve Coeur city, MO	17,833	Milton city, GA	32,661
Cross Roads town, TX	1,563	Montgomery County, MD.....	971,777
Dallas city, TX.....	1,197,816	Naperville city, IL	141,853
Dardenne Prairie city, MO	11,494	Newport News city, VA.....	180,719
Davidson town, NC.....	10,944	Norfolk city, VA.....	242,803
Del Mar city, CA.....	4,161	Oklahoma City city, OK.....	579,999
Denver city, CO.....	600,158	Orange village, OH	3,323
Douglas County, CO	285,465	Oswego village, IL.....	30,355
Dublin city, CA	46,036	Parker town, CO	45,297
Eden Prairie city, MN	60,797	Pearland city, TX.....	91,252
Elko New Market city, MN.....	4,110	Phoenix city, AZ	1,445,632
Elmhurst city, IL	44,121	Portland city, OR	583,776
Encinitas city, CA	59,518	Prince William County, VA.....	402,002
Erie town, CO	18,135	Prior Lake city, MN.....	22,796
Fishers town, IN	76,794	Purcellville town, VA.....	7,727
Fremont city, CA	214,089	Redmond city, WA	54,144
Friendswood city, TX.....	35,805	Reston CDP, VA	58,404
Gaithersburg city, MD.....	59,933	Roanoke city, VA	97,032
Germantown city, TN	38,844	Roanoke County, VA	92,376
Glen Ellyn village, IL.....	27,450	Rockville city, MD.....	61,209
Glenview village, IL	44,692	Rogers city, MN	8,597
Greenwood Village city, CO.....	13,925	San Anselmo town, CA	12,336

The National Citizen Survey™

San Diego city, CA	1,307,402	The Woodlands CDP, TX.....	93,847
San Francisco city, CA	805,235	Thousand Oaks city, CA.....	126,683
San Jose city, CA	945,942	Upper Arlington city, OH.....	33,771
Savage city, MN.....	26,911	Vienna town, VA	15,687
South Jordan city, UT.....	50,418	Virginia Beach city, VA.....	437,994
St. Joseph town, WI.....	3,842	Williamsburg city, VA.....	14,068
Sugar Grove village, IL	8,997	Woodbury city, MN.....	61,961
Sugar Land city, TX.....	78,817	Woodinville city, WA.....	10,938
Sunnyvale city, CA	140,081	Wrentham town, MA	10,955
Takoma Park city, MD	16,715	York County, VA.....	65,464

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. Montgomery County funded this research. Please contact David Gottesman of Montgomery County at David.Gottesman@montgomerycountymd.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

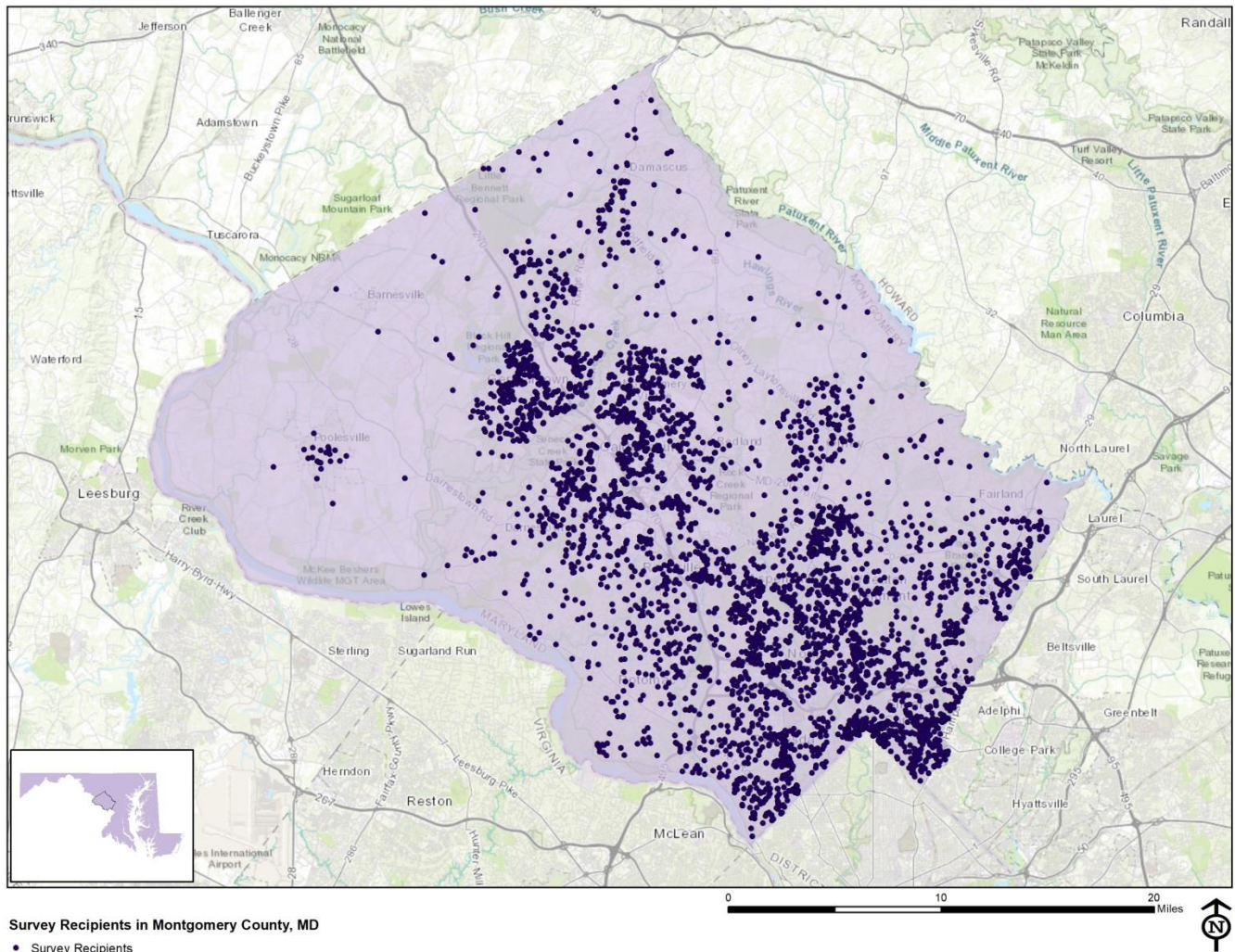
"Sampling" refers to the method by which households were chosen to receive the survey. All households within Montgomery County were eligible to participate in the survey. A list of all households within the zip codes serving Montgomery County was purchased from [Go-Dog Direct](#) based on updated listings from the United States Postal Service. Since some of the zip codes that serve Montgomery County households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of Montgomery County boundaries were removed from consideration. Each address identified as being within County boundaries was further identified as being within one of five Regional Service Centers and one of five Council Districts. Additionally, zip code and Census tract were identified for each household so that the County could conduct additional analyses.

To choose the 5,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the Montgomery County website. This opt-in survey was identical to the scientific survey and open to all County residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 20, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the County Executive inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available online in English, Spanish and Simplified Chinese. Both cover letters contained the full description of the survey purpose and instructions in English, Spanish and Simplified Chinese as well as a set of shortened instructions in seven other languages (French, Amharic, Korean, Vietnamese, Tagalog, Persian and Russian). Montgomery County chose to augment their administration of The NCS with several addition services, including geographic and demographic subgroup comparisons. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following nine weeks. The online “opt-in” survey became available to all residents on November 1, 2017 and remained open for two weeks.

About 3% of the 5,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 4,837 households that received the survey, 1,075 completed the survey, providing an overall response rate of 22%. Of the 1,075 completed surveys, six were completed in Spanish, one was completed in Simplified Chinese and 205 were completed online. Additionally, responses were tracked by Regional Service Centers (RSC); response rates by RSCs ranged from 19% to 23%. The

The National Citizen Survey™

response rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons. Additionally, 12,698 residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 87: Survey Response Rates by Regional Service Centers

	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	PO Boxes*	Unknown*	Overall
Total sample used	1,514	463	630	991	1,393	9	0	5,000
I=Complete Interviews	293	86	123	217	331	1	8	1,059
P=Partial Interviews	5	0	1	4	6	0	0	16
R=Refusal and break off	0	0	0	0	0	0	15	15
NC=Non Contact	0	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0	0
UO=Unknown other	1,148	357	484	741	1,007	7	0	3,722
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	21%	19%	20%	23%	25%	13%	NA	22%

*Because PO Boxes are housed at a Post Office, the geographic location of the residents holding these PO Boxes cannot be determined. Additionally, eight respondents removed or scratched out the access code or identification number on the returned survey so the geographic location of those responses could not be identified.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for Montgomery County survey is no greater than plus or minus three percentage points around any given percent reported for all respondents (1,075 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, NRC compared the data to determine whether it was appropriate to combine, or blend, both datasets together. In the case of Montgomery County, characteristics of respondents to the non-probability survey were largely similar to those of respondents to the probability survey, in both respondent trait and opinion, indicating that the two datasets could be blended. However, it was decided not to blend the survey results for this administration of The NCS and to explore the option again for future administrations. Results for the opt-in survey have been provided under separate cover.

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in Montgomery County. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing unit type, ethnicity and race and sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 88: Montgomery County, MD 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	32%	26%	32%
Own home	68%	74%	68%
Detached unit	49%	53%	47%
Attached unit	51%	47%	53%
Race and Ethnicity			
White	59%	66%	59%
Not white	41%	34%	41%
Not Hispanic	84%	92%	88%
Hispanic	16%	8%	12%
Sex and Age			
Female	53%	58%	53%
Male	47%	42%	47%
18-34 years of age	28%	10%	27%
35-54 years of age	40%	33%	40%
55+ years of age	32%	57%	33%
Females 18-34	14%	6%	14%
Females 35-54	21%	20%	21%
Females 55+	18%	32%	18%
Males 18-34	14%	4%	14%
Males 35-54	19%	13%	19%
Males 55+	14%	25%	14%
Regional Service Center			
Upcounty	30%	28%	30%
Eastern Montgomery	9%	8%	7%
Silver Spring	13%	12%	13%
Mid-County	20%	21%	19%
B-CC	28%	32%	30%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

The National Citizen Survey™

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear Montgomery County Resident,
It won't take much of your time to make a big difference! Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. Thank you for helping create a better County!

Estimado Residente del Condado de Montgomery,
¡No le tomará mucho de su tiempo para marcar una gran diferencia! Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días. ¡Gracias por ayudar a crear un Condado mejor!

亲爱的蒙哥马利郡居民：
您不用花太多时间就可产生重大影响！您的家庭已被随机挑选参加一项关于您所在社区的调查。您将会在几天之内收到调查。对您帮助创建一个更美好的郡表示感谢！

Sincerely/Atentamente/此致,



Isiah Leggett, County Executive/Ejecutivo del Condado/郡长

Dear Montgomery County Resident,
It won't take much of your time to make a big difference! Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. Thank you for helping create a better County!

Estimado Residente del Condado de Montgomery,
¡No le tomará mucho de su tiempo para marcar una gran diferencia! Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días. ¡Gracias por ayudar a crear un Condado mejor!

亲爱的蒙哥马利郡居民：
您不用花太多时间就可产生重大影响！您的家庭已被随机挑选参加一项关于您所在社区的调查。您将会在几天之内收到调查。对您帮助创建一个更美好的郡表示感谢！

Sincerely/Atentamente/此致,



Isiah Leggett, County Executive/Ejecutivo del Condado/郡长

Dear Montgomery County Resident,
It won't take much of your time to make a big difference! Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. Thank you for helping create a better County!

Estimado Residente del Condado de Montgomery,
¡No le tomará mucho de su tiempo para marcar una gran diferencia! Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días. ¡Gracias por ayudar a crear un Condado mejor!

亲爱的蒙哥马利郡居民：
您不用花太多时间就可产生重大影响！您的家庭已被随机挑选参加一项关于您所在社区的调查。您将会在几天之内收到调查。对您帮助创建一个更美好的郡表示感谢！

Sincerely/Atentamente/此致,




Isiah Leggett, County Executive/Ejecutivo del Condado/郡长

Dear Montgomery County Resident,
It won't take much of your time to make a big difference! Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. Thank you for helping create a better County!

Estimado Residente del Condado de Montgomery,
¡No le tomará mucho de su tiempo para marcar una gran diferencia! Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días. ¡Gracias por ayudar a crear un Condado mejor!

亲爱的蒙哥马利郡居民：
您不用花太多时间就可产生重大影响！您的家庭已被随机挑选参加一项关于您所在社区的调查。您将会在几天之内收到调查。对您帮助创建一个更美好的郡表示感谢！

Sincerely/Atentamente/此致,



Isiah Leggett, County Executive/Ejecutivo del Condado/郡长



Office of the Montgomery County Executive
CountyStat
101 Monroe Street
2nd Floor
Rockville, MD 20850

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



Office of the Montgomery County Executive
CountyStat
101 Monroe Street
2nd Floor
Rockville, MD 20850

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



Office of the Montgomery County Executive
CountyStat
101 Monroe Street
2nd Floor
Rockville, MD 20850

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



Office of the Montgomery County Executive
CountyStat
101 Monroe Street
2nd Floor
Rockville, MD 20850

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



OFFICE OF THE COUNTY EXECUTIVE
ROCKVILLE, MARYLAND 20850

Isiah Leggett
County Executive

September 2017

Dear Montgomery County Resident:

Please help us shape the future of Montgomery County! You have been selected at random to participate in the 2017 Montgomery County Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Montgomery County make decisions that affect our County.

A few things to remember:

- **Your responses are completely confidential.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at the following link using the access code listed below:**

bit.ly/2vJtPtq

Access code:

If you have any questions about the survey please call 311 or 240-777-0311, Monday-Friday anytime 7am-7pm.

Thank you for your time and participation!

Sincerely,

Isiah Leggett, County Executive/Ejecutivo del Condado

翻过来!

Voir au verso !

ወደሚቀጥለው ይግለጹ፤

뒤집으십시오!

Lật qua trang sau!

Baligtarin!

ورق بزنید!

Смотрите на обороте!

Estimado Residente del Condado de Montgomery:

¡Por favor ayúdenos a moldear el futuro del Condado de Montgomery! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes del Condado de Montgomery del 2017.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a del Condado de Montgomery tomar decisiones que afectarán a nuestro Condado.

Algunas cosas para recordar:

- **Sus respuestas son completamente confidenciales.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español utilizando el código de acceso siguiente:**

bit.ly/2vJtPtq

Access code:

Para la versión en español haga clic en “Español” en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta por favor llame al 311 o al 240-777-0311, de lunes a viernes, en cualquier momento desde las 7 a.m. hasta las 7 p.m.

¡Gracias por su tiempo y participación!

Atentamente,



OFFICE OF THE COUNTY EXECUTIVE
ROCKVILLE, MARYLAND 20850

Isiah Leggett, *County Executive*

2017 年 9 月

亲爱的蒙哥马利郡居民：

请帮助我们打造蒙哥马利郡的未来！您已被随机挑选参加 2017 年蒙哥马利郡居民调查。

请花几分钟的时间填写随附的调查。您参加本调查非常重要 – 尤其是您的家庭只是少数被调查的家庭之一。您的反馈意见将有助于蒙郡做出能对我们的郡产生影响的决策。

要记住的一些事项：

- 您的作答完全保密。
- 为能听到不同居民群体的意见，调查应由您家庭中一名最近刚过完 18 岁或 18 岁以上生日的成年人填写。
- 您可使用随附的邮资已付信封以邮寄方式寄回调查，或使用下列访问代码进入下面的链接在线填写调查：

bit.ly/2vJtPtq

访问代码：

如果您对本调查有任何问题，请致电 311 或 240-777-0311，接听电话时间为：周一至周五，早 7 点到晚 7 点之间。

感谢您的时间和参与！

此致，

Isiah Leggett, 郡长

Le comté de Montgomery vous invite à participer à l'enquête qu'il mène auprès de ses habitants. Votre foyer a été choisi au hasard et vos réponses seront **confidentielles**. Si vous avez besoin d'aide pour répondre, demandez à un ami ou à un membre de votre famille de vous aider. Merci de retourner le questionnaire dans l'enveloppe jointe prépayée. Pour toute question, veuillez appeler le 311 ou le 240-777-0311, du lundi au vendredi, de 7h à 19h. Merci !

በዚህ የንዋሪዎች ጥናት እንዲሳተፉ የሞንትጎመሪ አውራጃ ይጋብዝዎታል፤ የእርስዎ ቤት መልስ እንዲሰጡን በዘፈቀደ ተመርጧል፤ መልስዎም **ምስጢራዊነቱን** ጠብቆ ይቆያል፤ ይህን ጥናት ሲሞሉ እርዳታ ካስፈለገዎ እባክዎ ጓደኛዎን ወይንም የቤተሰብ አባልዎን ይጠይቁ፤ እባክዎን ጥናቱን ማህተም በተደረገበት ተያይዞ ባለው ፓስት ይላኩ፤ ጥያቄዎች ካለዎ እባክዎን 311 ወይም 240-777-0311 ከሰኞ ፡ እስከ አርብ ከጥዋቱ ፩ ሰዓት እስከ ምሽቱ ፩ ድረስ ይደውሉ፤ እናመሰግናለን፤

몽고메리 카운티에서는 본 주민 조사 참여에 귀하를 초대합니다. 귀하의 집은 무작위로 선정되었으며 귀하의 답변은 **기밀**입니다. 설문 조사를 완료할 때 친구나 가족의 도움을 받을 수 있습니다. 설문지는 동봉된 우송료 완불 봉투에 넣어 보내 주십시오. 질문이 있으시면 언제든지 월요일부터 금요일, 오전 7 시에서 오후 7 시까지 311 또는 240-777-0311 로 전화하십시오. 감사합니다.

Quận Montgomery xin mời quý vị tham gia vào cuộc khảo sát cư dân này. Căn nhà của quý vị được chọn ngẫu nhiên để trả lời và câu trả lời của quý vị sẽ được **giữ kín đáo**. Nếu cần có người giúp đỡ để điền bản khảo sát, xin hỏi bạn bè hoặc người trong gia đình quý vị. Xin gửi lại bản khảo sát của quý vị trong phong bì đã dán tem dính kèm. Nếu có thắc mắc, xin gọi số 311 hoặc 240-777-0311, Thứ Hai - Thứ Sáu vào bất cứ lúc nào từ 7:00 sáng – 7:00 tối. Xin cảm ơn.

Ikaw ay inaanyayahan ng Montgomery County na lumahok sa survey pang residente na ito. Ang iyong tahanan ay sapalarang napili para tumugon at ang iyong mga sagot ay **kompidensyal**. Kapag nangailangan ka ng tulong na makompleto ang survey, mangyaring humingi ka ng tulong sa isang kaibigan o miyembro ng pamilya, Mangyaring ibalik ang iyong survey sa kalakip na sobrang may koreo. Kapag mayroon kang mga tanong, mangyaring tumawag sa 311 o 240-777-0311, Lunes hanggang Biyernes anumang oras 7 ng umaga hanggang 7 ng gabi. Salamat.

ایالت مونتگومری از شما دعوت می‌کند در نظرسنجی ساکنان شرکت نمایید. منزل شما به صورت تصادفی انتخاب گردیده است و پاسخ‌های شما به این نظرسنجی **محرمانه** خواهند ماند. در صورتی که برای تکمیل نظرسنجی به کمک نیاز دارید، لطفاً از یکی از دوستان یا اعضای خانواده درخواست کنید شما را یاری نمایند. لطفاً نظرسنجی خود را از طریق پاکت نامه پستی ضمیمه و پرداخت هزینه شده به ما برگردانید. اگر سؤالی دارید، لطفاً در روزهای دوشنبه تا جمعه از ساعت ۷ صبح تا ۷ بعد از ظهر با شماره ۳۱۱ یا ۲۴۰-۷۷۷-۰۳۱۱ تماس بگیرید. پیشاپیش از حسن همکاری شما متشکریم.

Округ Монтгомери приглашает вас принять участие в этом опросе жителей. Ваша семья была выбрана по случайному принципу для участия в опросе, и ваши ответы будут **конфиденциальными**. Если вам понадобится помощь в заполнении опроса, попросите кого-нибудь из друзей или родственников помочь вам. Просим отправить заполненный опрос в прилагаемом конверте; почтовый сбор за его отправку уже оплачен. Если у вас возникнут вопросы, звоните 311 или 240-777-0311, с понедельника по пятницу с 7:00 до 19:00. Заранее благодарим



OFFICE OF THE COUNTY EXECUTIVE
ROCKVILLE, MARYLAND 20850

Isiah Leggett
County Executive

October 2017

Dear Montgomery County Resident:

Here's a second chance if you haven't already responded to the 2017 Montgomery County Resident Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Montgomery County! You have been selected at random to participate in the 2017 Montgomery County Resident Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Montgomery County make decisions that affect our County.

A few things to remember:

- **Your responses are completely confidential.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at the following link using the access code listed below:**

bit.ly/2vJtPtq

Access code:

If you have any questions about the survey please call 311 or 240-777-0311, Monday-Friday anytime 7am-7pm.

Thank you for your time and participation!

Sincerely,

Isiah Leggett, County Executive/Ejecutivo del Condado

www.montgomerycountymd.gov

翻过来!

Voir au verso !

ወደሚቀጥለው ይግለጹ፤

뒤집으십시오!

Lật qua trang sau!

Baligtarin!

ورق بزنید!

Смотрите на обороте!

Estimado Residente del Condado de Montgomery:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Residentes del Condado del 2017! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro del Condado! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes del Condado del 2017.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a del Condado de Montgomery tomar decisiones que afectarán a nuestro Condado.

Algunas cosas para recordar:

- **Sus respuestas son completamente confidenciales.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
 - **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español utilizando el código de acceso siguiente:**

bit.ly/2vJtPtq

Access code:

Para la versión en español haga clic en “Español” en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta por favor llame al 311 o al 240-777-0311, de lunes a viernes, en cualquier momento desde las 7 a.m. hasta las 7 p.m. ¡Gracias por su tiempo y participación!

Atentamente,



OFFICE OF THE COUNTY EXECUTIVE
ROCKVILLE, MARYLAND 20850

Isiah Leggett, *County Executive*

2017 年 10 月

亲爱的蒙哥马利郡居民：

如果您还未填写 2017 年蒙哥马利郡居民调查，现在是第二次机会！（如果您已填写并交回调查，我们对您所花时间表示感谢，并请您将本调查做回收处理。请不要作答两次。）

请帮助我们打造蒙哥马利郡的未来！您已被随机挑选参加 2017 年蒙哥马利郡居民调查。

请花几分钟的时间填写随附的调查。您参加本调查非常重要 – 尤其是您的家庭只是少数被调查的家庭之一。您的反馈意见将有助于蒙郡做出能对我们的郡产生影响的决策。

要记住的一些事项：

- 您的作答完全保密。
- 为能听到不同居民群体的意见，调查应由您家庭中一名最近刚过完 18 岁或 18 岁以上生日的成年人填写。
- 您可使用随附的邮资已付信封以邮寄方式寄回调查，或使用下列访问代码进入下面的链接在线填写调查：

bit.ly/2vJtPtq

访问代码：

如果您对本调查有任何问题，请致电 311 或 240-777-0311，接听电话时间为：周一至周五，早 7 点到晚 7 点之间。

感谢您的时间和参与！

此致，

Isiah Leggett, 郡长

Le comté de Montgomery vous invite à participer à l'enquête qu'il mène auprès de ses habitants. Votre foyer a été choisi au hasard et vos réponses seront **confidentielles**. Si vous avez besoin d'aide pour répondre, demandez à un ami ou à un membre de votre famille de vous aider. Merci de retourner le questionnaire dans l'enveloppe jointe prépayée. Pour toute question, veuillez appeler le 311 ou le 240-777-0311, du lundi au vendredi, de 7h à 19h. Merci !

በዚህ የጥያቄዎች ጥናት እንዲሳተፉ የሞንትጎመሪ አውራጃ ይጋብዝዎታል፤ የእርስዎ ቤት መልስ እንዲሰጡን በዘፈቀደ ተመርጧል፤ መልስዎም **ምስጢራዊነቱን** ጠብቆ ይቆያል፤ ይህን ጥናት ሲሞሉ እርዳታ ካሰፈለገዎ እባክዎ ጓደኛዎን ወይንም የቤተሰብ አባልዎን ይጠይቁ፤ እባክዎን ጥናቱን ማህተም በተደረገበት ተያይዞ ባለው ፓስት ይላኩ፤ ጥያቄዎች ካለዎ እባክዎት 311 ወይም 240-777-0311 ከሰኞ ፡ እስከ አርብ ከጥዋቱ ፩ ሰዓት እስከ ምሽቱ ፩ ድረስ ይደውሉ፤ እናመሰግናለን፤፤

몽고메리 카운티에서는 본 주민 조사 참여에 귀하를 초대합니다. 귀하의 집은 무작위로 선정되었으며 귀하의 답변은 **기밀**입니다. 설문 조사를 완료할 때 친구나 가족의 도움을 받을 수 있습니다. 설문지는 동봉된 우송료 완불 봉투에 넣어 보내 주십시오. 질문이 있으시면 언제든지 월요일부터 금요일, 오전 7 시에서 오후 7 시까지 311 또는 240-777-0311 로 전화하십시오. 감사합니다.

Quận Montgomery xin mời quý vị tham gia vào cuộc khảo sát cư dân này. Căn nhà của quý vị được chọn ngẫu nhiên để trả lời và câu trả lời của quý vị sẽ được **giữ kín đáo**. Nếu cần có người giúp đỡ để điền bản khảo sát, xin hỏi bạn bè hoặc người trong gia đình quý vị. Xin gửi lại bản khảo sát của quý vị trong phong bì đã dán tem dính kèm. Nếu có thắc mắc, xin gọi số 311 hoặc 240-777-0311, Thứ Hai - Thứ Sáu vào bất cứ lúc nào từ 7:00 sáng – 7:00 tối. Xin cảm ơn.

Ikaw ay inaanyayahan ng Montgomery County na lumahok sa survey pang residente na ito. Ang iyong tahanan ay sapalarang napili para tumugon at ang iyong mga sagot ay **kompidensyal**. Kapag nangailangan ka ng tulong na makompleto ang survey, mangyaring humingi ka ng tulong sa isang kaibigan o miyembro ng pamilya, Mangyaring ibalik ang iyong survey sa kalakip na sobrang may koreo. Kapag mayroon kang mga tanong, mangyaring tumawag sa 311 o 240-777-0311, Lunes hanggang Biyernes anumang oras 7 ng umaga hanggang 7 ng gabi. Salamat.

ایالت مونتگومری از شما دعوت می‌کند در نظرسنجی ساکنان شرکت نمایید. منزل شما به صورت تصادفی انتخاب گردیده است و پاسخ‌های شما به این نظرسنجی **محرمانه** خواهند ماند. در صورتی که برای تکمیل نظرسنجی به کمک نیاز دارید، لطفاً از یکی از دوستان یا اعضای خانواده درخواست کنید شما را یاری نمایند. لطفاً نظرسنجی خود را از طریق پاکت نامه پستی ضمیمه و پرداخت هزینه شده به ما برگردانید. اگر سوالی دارید، لطفاً در روزهای دوشنبه تا جمعه از ساعت ۷ صبح تا ۷ بعد از ظهر با شماره ۳۱۱ یا ۲۴۰-۷۷۷-۰۳۱۱ تماس بگیرید. پیشاپیش از حسن همکاری شما متشکریم.

Округ Монтгомери приглашает вас принять участие в этом опросе жителей. Ваша семья была выбрана по случайному принципу для участия в опросе, и ваши ответы будут **конфиденциальными**. Если вам понадобится помощь в заполнении опроса, попросите кого-нибудь из друзей или родственников помочь вам. Просим отправить заполненный опрос в прилагаемом конверте; почтовый сбор за его отправку уже оплачен. Если у вас возникнут вопросы, звоните 311 или 240-777-0311, с понедельника по пятницу с 7:00 до 19:00. Заранее благодарим

Montgomery County 2017 Resident Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are confidential and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Montgomery County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Montgomery County as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Montgomery County as a place to raise children	1	2	3	4	5
Montgomery County as a place to work.....	1	2	3	4	5
Montgomery County as a place to visit	1	2	3	4	5
Montgomery County as a place to retire	1	2	3	4	5
The overall quality of life in Montgomery County	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Montgomery County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Montgomery County.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of the overall natural environment in Montgomery County	1	2	3	4	5
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Montgomery County	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Montgomery County	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Montgomery County	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Montgomery County to someone who asks	1	2	3	4	5
Remain in Montgomery County for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Montgomery County's downtowns/commercial areas during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Montgomery County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Montgomery County	1	2	3	4	5
Ease of travel by public transportation in Montgomery County	1	2	3	4	5
Ease of travel by bicycle in Montgomery County	1	2	3	4	5
Ease of walking in Montgomery County	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Montgomery County	1	2	3	4	5
Overall appearance of Montgomery County.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Montgomery County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Montgomery County	1	2	3	4	5
Overall quality of business and service establishments in Montgomery County	1	2	3	4	5
Vibrant downtowns/commercial areas	1	2	3	4	5
Overall quality of new development in Montgomery County	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Montgomery County.....	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Montgomery County.....	1	2
Reported a crime to the police in Montgomery County.....	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted Montgomery County (in-person, phone, email or web) for help or information	1	2
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion.....	1	2

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?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Montgomery County recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or County park.....	1	2	3	4
Used Montgomery County public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Montgomery County	1	2	3	4
Attended a County-sponsored event.....	1	2	3	4
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Montgomery County	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City/County Council, 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?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

Montgomery County 2017 Resident Survey

10. Please rate the quality of each of the following services in Montgomery County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing	1	2	3	4	5
County parks.....	1	2	3	4	5
Montgomery County recreation programs or classes	1	2	3	4	5
Montgomery County recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Montgomery County open space.....	1	2	3	4	5
County-sponsored special events	1	2	3	4	5
Overall customer service by Montgomery County employees (police, receptionists, planners, etc.).....	1	2	3	4	5
MC311 non-emergency services and information line	1	2	3	4	5
Services for seniors.....	1	2	3	4	5
Services for youth.....	1	2	3	4	5
Election/voter services.....	1	2	3	4	5
Permitting services	1	2	3	4	5
Consumer protection	1	2	3	4	5
Alcohol distribution and sales	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Montgomery County	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State of Maryland.....	1	2	3	4	5

12. Please rate the following categories of Montgomery County government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Montgomery County	1	2	3	4	5
The overall direction that Montgomery County is taking	1	2	3	4	5
The job Montgomery County government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Montgomery County government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

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:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Montgomery County.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of the overall natural environment in Montgomery County	1	2	3	4
Overall “built environment” of Montgomery County (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Montgomery County	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Montgomery County.....	1	2	3	4
Sense of community.....	1	2	3	4

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.

	<i>High effort</i>	<i>Medium effort</i>	<i>Low effort</i>	<i>No effort</i>	<i>Don't know</i>
Affordable housing.....	1	2	3	4	5
Crime	1	2	3	4	5
The environment	1	2	3	4	5
The pace of growth.....	1	2	3	4	5
Public schools (K-12).....	1	2	3	4	5
Social services for those in need.....	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic	1	2	3	4	5
Jobs and business growth	1	2	3	4	5
Quality of life areas (recreation, libraries, arts and culture)	1	2	3	4	5

15. Please select the statement that best describes your opinion.

- ☐ I am satisfied with the current level of taxes and services.
- ☐ I am willing to pay more taxes to get more services.
- ☐ I feel that I pay too much for the services I receive.
- ☐ I am willing to accept service reductions if it means lower taxes.
- ☐ My opinion is different from the ones listed here.
- ☐ I don't have an opinion/no preference.

Montgomery County 2017 Resident Survey

16. Have you needed the County Government to resolve an issue or problem in the past two years?

- ☐ Yes → go to question 17
☐ No → go to question 19

17. Which communication method(s) did you use? Please check all that apply.

- ☐ MC311
☐ In person at a County building/office
☐ Via email
☐ Via regular mail
☐ Communication with a Councilmember's office
☐ Some other method

18. Please indicate how easy or hard it was to do each of the following.

	<i>Very easy</i>	<i>Somewhat easy</i>	<i>Somewhat hard</i>	<i>Very hard</i>
Communicate the issue/problem	1	2	3	4
Resolve the issue/problem.....	1	2	3	4

19. Please rate each of the following aspects of Montgomery County K-12 public schools.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Class size	1	2	3	4	5
Teacher/student ratio.....	1	2	3	4	5
Student safety.....	1	2	3	4	5
School facilities	1	2	3	4	5
Food/cafeteria	1	2	3	4	5
Accessibility of teachers and administrators.....	1	2	3	4	5
Overall education	1	2	3	4	5

20. Please indicate the extent to which you use each of the following potential sources for information about County services, activities and events.

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
County website (www.montgomerycountymd.gov)	1	2	3
MC311.....	1	2	3
Local newspapers and/or their websites.....	1	2	3
Radio (e.g., WTOP, etc.)	1	2	3
"Mosaic" radio program.....	1	2	3
"Montgomery al Día" radio program.....	1	2	3
Local television stations.....	1	2	3
County cable television (Verizon ch. 30, Comcast and RCN ch. 6).....	1	2	3
Civic association, homeowner association newsletters, or community listservs	1	2	3
Nextdoor app or website.....	1	2	3
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	1	2	3
Alert Montgomery	1	2	3
Blog websites.....	1	2	3
Publications from County government or elected officials (mailings, publications, online newsletters, Paperless Airplane)	1	2	3
Town hall meetings or other public meetings.....	1	2	3
Word of mouth	1	2	3

Our last questions are about you and your household. Again, all of your responses to this survey are completely confidential and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Montgomery County	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- ☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

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:

- ☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of Montgomery County?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in Montgomery County?

- ☐ Less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ More than 20 years
☐ 6-10 years

D7. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D8. Is this house, apartment or mobile home...

- ☐ Rented ☐ Owned

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)?

- ☐ Less than \$300 per month
☐ \$300 to \$599 per month
☐ \$600 to \$999 per month
☐ \$1,000 to \$1,499 per month
☐ \$1,500 to \$2,499 per month
☐ \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

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.)

- ☐ Less than \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D15. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

- ☐ Cell ☐ Land line ☐ Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



Office of the Montgomery County Executive
CountyStat
101 Monroe Street
2nd Floor
Rockville, MD 20850

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94