THE NCS™
The National Community Survey™

Montgomery County, MD
Comparisons by Council District

2019

NRC
National Research Center Inc.

ICMA
Leaders at the Core of Better Communities

Summary

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Montgomery County's Comparisons by Council District is part of a larger project for the County and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by Council District.

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good," or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by Council District. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The "Overall" column, which shows the ratings for all respondents, also has a column designation of "(A)", but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Figure 1 below, respondents in Districts 1 (A) and 2 (B) gave significantly lower ratings to overall quality of life than respondents in Districts 3 (C) and 4 (D), as denoted by the "A B" listed in the cell of the ratings for Districts 3 and 4. The overall quality of life rating in District 4 (D) also was significantly lower than that of District 3 (C) (as indicated by the "D" in the rating for District 3).

Figure 1: Community Characteristics – General (Example Only)

Percent rating positively (e.g., excellent/good)	District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	(A)
The overall quality of life in ABC	73%	74%	79% A B D	76% A B	78%
Overall image or reputation of ABC	65%	66%	69% A B	71% A B C	70%
ABC as a place to live	80%	81%	85% A B D	82% A B	84%

Five Council Districts were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 2: Geographic Areas

Council District	Number of Completed Surveys
District 1	242
District 2	144
District 3	216
District 4	155
District 5	176

Findings

Notable differences between Council Districts included the following:

- When differences in ratings were observed within Community Characteristics, residents in Council Districts 1 and 3 often gave higher ratings than residents from Districts 2 and 4.
- While broad patterns were more difficult to discern within the pillar of Governance, respondents from District 1 tended to give higher ratings to some general aspects (treating all residents fairly, being honest, acting in the best interest of the community) compared to those in District 2. Many aspects of Safety (police services, crime prevention, fire prevention) were rated higher by District 1 residents compared to those living in Districts 2 and 4. Residents from District 5 gave lower ratings to Montgomery County open space, storm drainage and to Montgomery County recreation programs or classes than respondents from all other districts.
- While there largely were no distinct patterns in reported rates of Participation among Council Districts, those living in District 1 were more likely to have campaigned for an issue, cause or candidate, contacted County elected officials, volunteered their time and participated in a club compared to those in other Districts.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
The overall quality of life in Montgomery County	88% B	80%	88% B	82%	87%	85%
Overall image or reputation of Montgomery County	88% B D	79%	91% B D E	79%	81%	84%
Montgomery County as a place to live	92% D	90% D	91% D	83%	92% D	90%
Your neighborhood as a place to live	96% B D E	82%	90% B E	85%	83%	87%
Montgomery County as a place to raise children	90%	84%	88%	82%	86%	86%
Montgomery County as a place to retire	47% B	27%	45% B	39% B	56% B C D	43%
Overall appearance of Montgomery County	86% E	79%	83%	79%	76%	81%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall feeling of safety in Montgomery County	91% B D E	72%	89% B D	79%	84% B	84%
In your neighborhood during the day	96%	94%	94%	91%	92%	94%
In Montgomery County's downtowns/commercial areas during the day	96% B D E	89%	90%	89%	88%	91%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall ease of getting to the places you usually have to visit	66%	68%	72%	63%	65%	67%
Traffic flow on major streets	25%	34%	34%	32%	36% A	32%
Ease of public parking	47%	48%	42%	51%	56% C	49%
Ease of travel by car in Montgomery County	47%	42%	51%	53% B	48%	48%
Ease of travel by public transportation in Montgomery County	51%	45%	50%	61% B	52%	51%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Ease of travel by bicycle in Montgomery County	40%	51% E	46%	43%	37%	43%
Ease of walking in Montgomery County	56%	66%	59%	56%	57%	58%
Availability of paths and walking trails	68%	64%	59%	69%	71% C	66%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Quality of the overall natural environment in Montgomery County	84%	81%	88% D E	80%	80%	82%
Air quality	74%	79% C E	66%	70%	67%	71%
Cleanliness of Montgomery County	83% E	81% E	81% E	80% E	68%	78%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	68%	68%	77%	74%	68%	71%
Public places where people want to spend time	76%	75%	82%	75%	77%	77%
Variety of housing options	55%	62% E	51%	59% E	46%	54%
Availability of affordable quality housing	22%	29%	26%	25%	24%	25%
Overall quality of new development in Montgomery County	57%	69% A	70% A	66%	66%	66%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall economic health of Montgomery County	83% D E	78%	83% D E	71%	71%	78%
Montgomery County as a place to work	80%	85% D	77%	75%	84%	80%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Montgomery County as a place to visit	71%	70%	69%	67%	72%	70%
Employment opportunities	78% C D E	74% C D E	60%	62%	53%	66%
Shopping opportunities	93% D E	86% D	87% D E	77%	79%	85%
Cost of living in Montgomery County	22%	16%	21%	27% B	23%	22%
Overall quality of business and service establishments in Montgomery County	84% B D E	72%	76%	70%	71%	75%
Vibrant downtowns/commercial areas	78%	74%	73%	74%	77%	75%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Health and wellness opportunities in Montgomery County	86% E	81%	87% E	78%	76%	82%
Fitness opportunities (including exercise classes and paths or trails, etc.)	77%	70%	75%	77%	72%	74%
Recreational opportunities	76%	80%	77%	75%	76%	77%
Availability of affordable quality food	74%	70%	77% D	66%	71%	72%
Availability of affordable quality health care	67%	67%	63%	57%	65%	64%
Availability of preventive health services	77% E	78% E	70%	69%	63%	72%
Availability of affordable quality mental health care	56%	55%	48%	54%	50%	53%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall opportunities for education and enrichment	87% B	78%	88% B	86%	83%	85%
Availability of affordable quality child care/preschool	44% E	55% E	43% E	52% E	29%	44%
K-12 education	93% B D E	75%	84% B	77%	77%	82%
Adult educational opportunities	84% D E	84% D E	79% E	69%	59%	76%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Opportunities to attend cultural/arts/music activities	81% E	76%	81% E	73%	67%	76%
Opportunities to participate in religious or spiritual events and activities	92% E	84% E	84% E	88% E	75%	85%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Opportunities to participate in social events and activities	78% D E	71%	75% E	67%	62%	71%
Opportunities to volunteer	82% E	78%	82% E	75%	72%	79%
Opportunities to participate in community matters	77%	74%	76%	69%	70%	74%
Openness and acceptance of the community toward people of diverse backgrounds	79%	71%	75%	73%	78%	75%
Neighborliness of residents in Montgomery County	66%	57%	64%	57%	61%	62%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Montgomery County	86%	84%	82%	81%	87%	84%
The value of services for the taxes paid to Montgomery County	58%	50%	58%	55%	62% B	57%
The overall direction that Montgomery County is taking	59%	58%	53%	57%	60%	57%
The job Montgomery County government does at welcoming resident involvement	59%	56%	62% D	48%	58%	57%
Overall confidence in Montgomery County government	63%	61%	61%	58%	64%	62%
Generally acting in the best interest of the community	67% B	53%	61%	59%	65% B	61%
Being honest	67% B	51%	58%	56%	61%	59%
Treating all residents fairly	65% B C	46%	53%	56%	55%	55%
Overall customer service by Montgomery County employees (receptionists, inspectors, librarians, bus drivers, etc.)	80% D	81% D	75%	70%	77%	77%
The Federal Government	3%	2%	2%	2%	2%	2%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Police services	91% B D E	83%	86% E	82%	77%	84%
Fire services	98% E	97%	97%	96%	94%	96%
Ambulance or emergency medical services	95%	97% C E	91%	95%	91%	94%
Crime prevention	88% B C D E	59%	73% B	75% B	68%	72%
Fire prevention and education	91% B D	80%	85%	79%	83%	83%
Animal control	72%	72%	73%	62%	61%	69%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77% D	77% D	71%	64%	66%	71%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Traffic enforcement	62%	69%	59%	63%	60%	62%
Street repair	47%	38%	46%	40%	40%	42%
Street cleaning	64%	62%	69%	58%	60%	63%
Street lighting	74% E	74% E	71%	69%	64%	70%
Snow removal	74%	76%	74%	67%	70%	72%
Sidewalk maintenance	67%	66%	69%	59%	62%	65%
Traffic signal timing	60%	53%	55%	58%	58%	57%
Bus or transit services	77%	85%	82%	79%	77%	79%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Garbage collection	88% B	81%	89% B	82%	89% B D	86%
Recycling	88%	85%	84%	82%	90% D	86%
Yard waste pick-up	88%	79%	83%	83%	90% B	85%

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Drinking water	82% E	74%	82% E	78%	72%	78%
Preservation of natural areas such as open space, farmlands and greenbelts	65%	74%	67%	74%	70%	69%
Montgomery County open space	68% E	70% E	71% E	70% E	57%	67%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Storm drainage	78% E	81% E	78% E	78% E	64%	75%
Sewer services	89%	91%	86%	84%	84%	87%
Power (electric and/or gas) utility	80%	86%	84%	85%	82%	83%
Utility billing	71%	71%	72%	71%	66%	70%
Land use, planning and zoning	45%	64% A E	55%	62% A	51%	55%
Code enforcement (weeds, abandoned buildings, etc.)	67% E	54%	62%	60%	49%	58%
Cable television	67%	61%	62%	61%	62%	62%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Economic development	69% C D	68% C	56%	56%	58%	62%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
County parks	92%	89%	90%	88%	87%	90%
Montgomery County recreation programs or classes	87% E	89% E	89% E	90% E	78%	86%
Montgomery County recreation centers or facilities	84%	90% E	86%	82%	81%	85%
Health services	83% D	79% D	76% D	64%	77% D	77%

Table 17: Governance - Education and Enrichment

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Public library services	96% D E	94%	92%	89%	90%	92%
County-sponsored special events	74%	79%	73%	74%	69%	74%

Table 18: Governance - Community Engagement

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Public information services	89% B C	80%	78%	81%	81%	82%

Table 19: Participation General

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Sense of community	66% B	49%	65% B	59%	59%	60%
Recommend living in Montgomery County to someone who asks	92% D	88%	86%	83%	91% D	88%
Remain in Montgomery County for the next five years	86% B	76%	82%	84%	90% B C	84%
Contacted Montgomery County (in-person, phone, email or web) for help or information	49%	47%	50%	46%	43%	47%

Table 20: Participation - Safety

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Was NOT the victim of a crime	92% B	83%	89%	89%	92% B	89%
Did NOT report a crime	88% B	78%	88% B	87% B	84%	86%
Stocked supplies in preparation for an emergency	37%	53% A C D E	31%	41% E	31%	38%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Walked or biked instead of driving	63% B	45%	61% B	55%	71% B C D	60%
Carpooled with other adults or children instead of driving alone	49% C	49%	39%	41%	41%	44%
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	75% B D	54%	72% B	63%	80% B D	70%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Recycle at home	99% C	96%	94%	99% C	96%	97%
Made efforts to make your home more energy efficient	73%	88% A C D E	74%	77%	71%	76%
Made efforts to conserve water	75%	84%	80%	83%	77%	80%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
NOT under housing cost stress	64%	59%	58%	56%	56%	59%
Did NOT observe a code violation	77% B C D E	56%	67% B	62%	68% B	67%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Purchase goods or services from a business located in Montgomery County	98%	98%	98%	95%	99% D	98%
Economy will have positive impact on income	24%	34% A C	22%	30%	27%	27%
Work in Montgomery County	46%	60% A E	56% A E	54% E	41%	51%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Used Montgomery County recreation centers or their services	63% D	70% D E	63% D	51%	60%	62%
Visited a neighborhood park or County park	87%	91%	88%	87%	90%	89%
Eat at least 5 portions of fruits and vegetables a day	89%	90%	89%	90%	90%	90%
Participate in moderate or vigorous physical activity	93% C D E	91%	84%	85%	86%	88%
Reported being in "very good" or "excellent" health	74% B C	52%	64% B	69% B	68% B	66%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Used Montgomery County public libraries or their services	75%	75%	72%	67%	80% D	74%
Participated in religious or spiritual activities in Montgomery County	47%	49%	49%	44%	49%	48%
Attended a County-sponsored event	45%	48%	46%	42%	45%	45%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Campaigned or advocated for an issue, cause or candidate	34% B C D	20%	19%	19%	34% B C D	26%
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	22% D	21%	23% D	12%	31% A B D	22%
Volunteered your time to some group/activity in Montgomery County	46% D E	40%	46% D E	33%	33%	40%
Participated in a club	32% C D E	28%	23%	22%	21%	26%
Talked to or visited with your immediate neighbors	87%	92% E	86%	88%	82%	87%
Done a favor for a neighbor	78%	81% E	77%	82% E	72%	78%
Attended a local public meeting	27% B	16%	22%	27% B	26% B	24%
Watched (online or on television) a local public meeting	24%	31% E	25%	24%	21%	25%

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Read or watch local news (via television, paper, computer, etc.)	82%	89%	82%	87%	87%	85%
Vote in local elections	83%	86%	80%	83%	81%	83%

Table 28: Community Focus Areas

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Percent rating positively (e.g., essential/very important)	(A)	(B)	(C)	(D)	(E)	(A)
Overall feeling of safety in Montgomery County	85%	89%	96% A B E	92% A	86%	89%
Overall ease of getting to the places you usually have to visit	92%	91%	86%	90%	94% C	91%
Quality of the overall natural environment in Montgomery County	87%	83%	90% B	86%	91% B	88%
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	80%	72%	83% B	80%	81% B	80%
Health and wellness opportunities in Montgomery County	76%	84% A	84% A	84%	77%	81%
Overall opportunities for education and enrichment	83%	86%	86%	84%	82%	84%
Overall economic health of Montgomery County	88%	89%	96% A B E	90%	88%	91%
Sense of community	69%	73%	72%	73%	75%	72%

Table 29: Additional Service Items and Government Ratings

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
Please rate the quality of each of the following services in Montgomery County: (Percent rating as "excellent" or "good").	(A)	(B)	(C)	(D)	(E)	(A)
MC311 non-emergency services and information line	88% B C D	70%	72%	70%	80%	76%
Services for seniors	71%	83%	83%	70%	72%	75%
Services for youth	70%	76% E	81% E	70% E	56%	71%
Election/voter services	85% D	91% D E	91% D E	74%	82%	85%
Permitting services	66%	76% D	63%	59%	67%	66%
Consumer protection	67%	73% D	70%	59%	71%	68%

Please rate the quality of each of the following services in Montgomery County: (Percent rating as "excellent" or "good").	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Alcohol sales	52%	56%	59%	57%	50%	54%
The State of Maryland	71%	67%	69%	71%	67%	69%

Table 30: County Focus Areas

Thinking now about some more specific areas of focus, please indicate if each of the following have gotten better, worse or stayed the same in Montgomery County over the past two years: (Percent rating as "much better" or "somewhat better").	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Affordable housing	14%	12%	14%	12%	17%	14%
Crime	20%	18%	32% A B	26%	27%	24%
The environment	25%	25%	38% A B	37% A B	34%	32%
The pace of growth	24%	32%	40% A	41% A	38% A	35%
Public schools (K-12)	29%	40%	40%	44% A	33%	37%
Social services for those in need	29%	36%	28%	34%	37%	33%
Traffic	8%	15%	10%	12%	19% A C D	13%
Job growth	23%	35%	29%	29%	38% A	31%
Business growth	40%	40%	36%	37%	44%	39%
Quality of life opportunities (recreation, libraries, arts and culture)	33%	38%	49% A	55% A B	49% A	44%

Table 31: Ease of Communicating or Resolving Issue

Please indicate how easy or hard it was to do each of the following: (Percent rating as "very easy" or "somewhat easy").	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Communicate the issue/problem	82%	72%	67%	84%	73%	76%
Resolve the issue/problem	57%	45%	72% B	67%	49%	57%

Asked only of those who said they needed the County government to resolve an issue or problem in the past two years.

Table 32: Fairness of Interaction with Montgomery County Police Department Employee

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
To what extent do you agree or disagree that the MCPD employee(s) you interacted with treated you fairly?	92% B	79%	92% B	82%	83%	86%

Table 33: Aspects of Interaction with Montgomery County Police Department Employee

Please rate each of the following aspects of the MCPD employee(s) with whom you personally had contact: (Percent rating as "excellent" or "good").	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Professionalism	90% D E	79%	82%	72%	78%	80%
Approachability	88% B C D E	70%	75%	69%	72%	75%
Responsiveness	78%	67%	73%	78%	66%	72%

Table 34: Aspects of Montgomery County K-12 Schools

Please rate each of the following aspects of Montgomery County K-12 public schools: (Percent rating as "excellent" or "good").	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Class size	38%	41%	45%	52%	62% A B C	48%
Teacher/student ratio	40%	41%	43%	55%	54%	46%
Student safety	85% B C D E	57%	59%	58%	67%	65%
School facilities	67%	59%	55%	62%	58%	60%
Food/cafeteria	35%	33%	37%	45%	44%	39%
Accessibility of teachers and administrators	77% B	61%	78% B	66%	69%	71%

Please rate each of the following aspects of Montgomery County K-12 public schools: (Percent rating as "excellent" or "good").	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Diversity of race/ethnicity of the student body	74% E	74% E	81% E	75% E	56%	72%
Overall quality of education	88% B D E	65%	80% B	72%	72%	75%

Table 35: Adjusting Boundaries of Montgomery County Public Schools

	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
To what extent do you agree or disagree that Montgomery Public Schools (MCPS) should consider adjusting school boundaries in order to increase student diversity and better utilize capacity in its schools?	54%	72% A C	61%	73% A C	91% A B C D	70%

Table 36: Potential Information Sources

Please indicate the extent to which you use each of the following potential sources for information about County services, activities and events: (Percent rating as "major source" or "minor source").	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
County website (www.montgomerycountymd.gov)	75%	74%	72%	80%	80%	76%
MC311	36%	53% A C	42%	49% A	46% A	44%
Local newspapers and/or their websites	70%	65%	71%	69%	73%	70%
Radio (e.g., WTOP, etc.)	67%	66%	71%	70%	67%	68%
"Montgomery al Día" radio program	8%	20% A C	9%	22% A C E	14%	14%
Local television stations	56%	56%	58%	62%	63%	59%
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	19%	38% A	34% A	35% A	35% A	32%
Civic association, homeowners' association newsletters, or community listservs	58% D	54%	52%	44%	63% C D	55%
Nextdoor app or website	34%	41%	42%	36%	41%	38%
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	27%	42% A	33%	39% A	41% A	35%
Alert Montgomery	55%	64% E	55%	56%	48%	55%
Blog websites	17%	22%	18%	17%	30% A C D	20%
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	45%	49%	54%	52%	52%	51%

Please indicate the extent to which you use each of the following potential sources for information about County services, activities and events: (Percent rating as "major source" or "minor source").	Council District					Overall
	District 1	District 2	District 3	District 4	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Town hall meetings or other public meetings	29%	32%	30%	33%	39% A	33%
Word of mouth	75%	74%	71%	67%	76%	73%