THE NCS™
The National Community Survey™

Montgomery County, MD
Comparisons by Regional Service Center

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 Regional Service Center 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 Regional Service Center.

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 Regional Service Center. 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 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	Overall (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 Regional Service Center areas were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 2: Geographic Areas

Regional Service Center	Number of Completed Surveys
Upcounty	247
Eastern Montgomery	72
Silver Spring	100
Mid-County	216
B-CC	283

Findings

Notable differences between Regional Service Centers (RSCs) included the following:

- When differences were observed between Regional Service Centers, several aspects within the pillar of Community Characteristics received statistically significantly higher ratings from residents living in the B-CC and Mid-County RSCs compared to those living in Upcounty and Eastern Montgomery, such as the county as a place to retire, overall feelings of safety and ease of travel by public transportation.
- Within the pillar of Governance, residents from Eastern Montgomery gave significantly lower ratings to general aspects, Safety, Recreation and Wellness and Education and Enrichment than those in other Regional Service Centers, especially the Mid-County and B-CC RSCs.
- Reported rates of Participation varied among Regional Service Centers. Survey respondents from Silver Spring reported the highest rates of Participation within Mobility compared to most other RSCs.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
The overall quality of life in Montgomery County	82%	78%	88%	89% A B	87%	85%
Overall image or reputation of Montgomery County	82%	74%	83%	86% B	88% B	84%
Montgomery County as a place to live	88%	86%	91%	90%	93%	90%
Your neighborhood as a place to live	84%	78%	82%	90% B C	95% A B C	87%
Montgomery County as a place to raise children	84%	77%	87%	89% B	89% B	86%
Montgomery County as a place to retire	30%	47% A	52% A	45% A	52% A	43%
Overall appearance of Montgomery County	80% B	64%	80% B	83% B	84% B	81%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall feeling of safety in Montgomery County	78%	78%	84%	85% A	91% A B	84%
In your neighborhood during the day	94%	91%	89%	93%	96% C	94%
In Montgomery County's downtowns/commercial areas during the day	90% B	78%	88% B	91% B	95% B C	91%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall ease of getting to the places you usually have to visit	67%	67%	58%	67%	71% C	67%
Traffic flow on major streets	32%	38%	29%	38% E	28%	32%
Ease of public parking	45%	33%	65% A B E	55% A B E	44%	49%
Ease of travel by car in Montgomery County	42%	49%	42%	56% A C	51% A	48%
Ease of travel by public transportation in Montgomery County	40%	43%	54% A	62% A B	56% A	51%
Ease of travel by bicycle in Montgomery County	48% C	42%	30%	39%	46% C	43%
Ease of walking in Montgomery County	63% B	38%	61% B	55% B	61% B	58%

	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Availability of paths and walking trails	61% B	46%	78% A B	70% A B	69% B	66%

Table 4: Community Characteristics - Natural Environment

	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Quality of the overall natural environment in Montgomery County	82%	81%	77%	84%	86% C	82%
Air quality	76% B	58%	67%	72% B	71%	71%
Cleanliness of Montgomery County	81% B C	62%	67%	82% B C	83% B C	78%

Table 5: Community Characteristics - Built Environment

	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	71%	69%	65%	75%	71%	71%
Public places where people want to spend time	77% B	58%	81% B	79% B	79% B	77%
Variety of housing options	58%	48%	49%	55%	53%	54%
Availability of affordable quality housing	26%	21%	21%	26%	26%	25%
Overall quality of new development in Montgomery County	68%	56%	67%	70% B E	60%	66%

Table 6: Community Characteristics - Economy

	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall economic health of Montgomery County	79%	68%	72%	75%	83% B C D	78%
Montgomery County as a place to work	82%	79%	80%	79%	78%	80%
Montgomery County as a place to visit	71%	69%	75%	69%	68%	70%
Employment opportunities	71% C	60%	55%	63%	66%	66%
Shopping opportunities	87% B	73%	81%	82%	90% B C D	85%
Cost of living in Montgomery County	16%	20%	23%	27% A	23%	22%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall quality of business and service establishments in Montgomery County	71% B	54%	77% B	76% B	83% A B	75%
Vibrant downtowns/commercial areas	73%	72%	81%	75%	75%	75%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Health and wellness opportunities in Montgomery County	85% B C	65%	75%	85% B C	85% B C	82%
Fitness opportunities (including exercise classes and paths or trails, etc.)	69% B	55%	75% B	84% A B	77% A B	74%
Recreational opportunities	74% B	60%	81% B	83% A B	78% B	77%
Availability of affordable quality food	69%	60%	74% B	75% B	74% B	72%
Availability of affordable quality health care	64%	53%	68% B	63%	65%	64%
Availability of preventive health services	72% B	53%	68% B	76% B	73% B	72%
Availability of affordable quality mental health care	50%	43%	51%	59%	53%	53%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall opportunities for education and enrichment	82%	77%	87%	87%	87% B	85%
Availability of affordable quality child care/preschool	52% B C	34%	21%	47% C	46% C	44%
K-12 education	77%	74%	78%	82%	90% A B C	82%
Adult educational opportunities	83% B D	57%	74% B	67%	79% B D	76%
Opportunities to attend cultural/arts/music activities	77%	64%	78%	72%	78% B	76%
Opportunities to participate in religious or spiritual events and activities	84%	81%	84%	83%	88%	85%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Opportunities to participate in social events and activities	70%	56%	69%	65%	81% A B C D	71%
Opportunities to volunteer	76% B	57%	88% A B	79% B	82% B	79%
Opportunities to participate in community matters	72% B	55%	80% B	74% B	77% B	74%
Openness and acceptance of the community toward people of diverse backgrounds	73% B	58%	86% A B	78% B	76% B	75%
Neighborliness of residents in Montgomery County	59%	53%	63%	62%	65%	62%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Montgomery County	84% B	73%	91% B	85% B	85% B	84%
The value of services for the taxes paid to Montgomery County	48%	37%	70% A B	61% A B	62% A B	57%
The overall direction that Montgomery County is taking	54%	44%	62% B	60% B	61% B	57%
The job Montgomery County government does at welcoming resident involvement	56% B	33%	66% B	55% B	62% B	57%
Overall confidence in Montgomery County government	58%	47%	69% B	62% B	66% B	62%
Generally acting in the best interest of the community	52%	51%	67% A B	64% A	70% A B	61%
Being honest	52%	49%	61%	61%	67% A B	59%
Treating all residents fairly	48%	45%	53%	58%	65% A B C	55%
Overall customer service by Montgomery County employees (receptionists, inspectors, librarians, bus drivers, etc.)	77%	65%	78%	78%	78% B	77%
The Federal Government	2%	2%	3%	2%	3%	2%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Police services	85% B	72%	77%	84% B	88% B C	84%
Fire services	96%	93%	96%	95%	98%	96%
Ambulance or emergency medical services	96% B D	89%	94%	91%	95%	94%
Crime prevention	65%	57%	72%	76% A B	84% A B C	72%
Fire prevention and education	82%	73%	86%	84%	89% B	83%
Animal control	71% C	64%	55%	68%	71% C	69%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78% B D	53%	73% B	67%	71% B	71%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Traffic enforcement	64%	58%	54%	67% C	61%	62%
Street repair	44%	42%	40%	43%	41%	42%
Street cleaning	62%	54%	56%	63%	69% B C	63%
Street lighting	74% B D	52%	71% B	65% B	74% B D	70%
Snow removal	74% B	57%	74% B	73% B	73% B	72%
Sidewalk maintenance	66%	53%	60%	65%	70% B	65%
Traffic signal timing	57%	57%	61%	55%	58%	57%
Bus or transit services	83%	72%	80%	79%	79%	79%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Garbage collection	81%	77%	95% A B	87% B	89% A B	86%
Recycling	84%	78%	95% A B D E	87%	86%	86%

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Yard waste pick-up	80%	79%	92% A B	87% A	87% A	85%
Drinking water	77% C	74%	67%	81% C	83% C	78%
Preservation of natural areas such as open space, farmlands and greenbelts	73%	62%	72%	70%	66%	69%
Montgomery County open space	72% B C	47%	59%	69% B	68% B	67%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Storm drainage	81% B C	65%	57%	78% B C	79% B C	75%
Sewer services	89%	87%	82%	87%	85%	87%
Power (electric and/or gas) utility	86% C	86%	77%	86% C	81%	83%
Utility billing	70%	61%	66%	76% B	69%	70%
Land use, planning and zoning	60% C E	63% C	41%	59% C	49%	55%
Code enforcement (weeds, abandoned buildings, etc.)	56% C	54%	41%	62% C	69% A C	58%
Cable television	59%	64%	60%	62%	68%	62%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Economic development	64%	51%	60%	56%	66%	62%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
County parks	91% B	74%	91% B	91% B	90% B	90%
Montgomery County recreation programs or classes	89% B	69%	81%	89% B	87% B	86%
Montgomery County recreation centers or facilities	89% B	69%	84% B	86% B	83% B	85%
Health services	76%	67%	71%	76%	82% B	77%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Public library services	95% B D	74%	96% B D	89% B	95% B D	92%
County-sponsored special events	76% B	49%	77% B	76% B	74% B	74%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Public information services	79%	76%	86%	76%	90% A B D	82%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Sense of community	54%	50%	61%	65% A B	65% A B	60%
Recommend living in Montgomery County to someone who asks	85%	80%	95% A B	88%	91% A B	88%
Remain in Montgomery County for the next five years	77%	85%	89% A	87% A	87% A	84%
Contacted Montgomery County (in-person, phone, email or web) for help or information	49% C	49%	37%	54% C E	44%	47%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Was NOT the victim of a crime	87%	88%	95% A	89%	89%	89%
Did NOT report a crime	83%	76%	90% B	87% B	87% B	86%
Stocked supplies in preparation for an emergency	46% B C E	33%	25%	40% C	35%	38%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Walked or biked instead of driving	49% B	35%	80% A B D E	63% A B	66% A B	60%
Carpooled with other adults or children instead of driving alone	45%	41%	41%	43%	47%	44%
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	59%	66%	85% A B D	69% A	76% A	70%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Recycle at home	96%	91%	98% B	99% A B	98% B	97%
Made efforts to make your home more energy efficient	83% C D E	79% C	66%	73%	75% C	76%
Made efforts to conserve water	83% C	87% C	63%	81% C	81% C	80%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
NOT under housing cost stress	56%	51%	64%	59%	61%	59%
Did NOT observe a code violation	58%	60%	71% A	63%	79% A B D	67%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Purchase goods or services from a business located in Montgomery County	99% B	94%	99% B	98% B	97%	98%
Economy will have positive impact on income	29% C	22%	19%	33% C E	25%	27%
Work in Montgomery County	62% C D E	52% C	34%	47% C	50% C	51%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Used Montgomery County recreation centers or their services	69% C D E	70% C D	54%	56%	60%	62%
Visited a neighborhood park or County park	91%	86%	89%	88%	88%	89%
Eat at least 5 portions of fruits and vegetables a day	90%	91%	89%	89%	89%	90%
Participate in moderate or vigorous physical activity	87%	87%	88%	85%	91%	88%
Reported being in "very good" or "excellent" health	58%	60%	74% A	67% A	71% A	66%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Used Montgomery County public libraries or their services	76%	66%	86% A B D E	74%	69%	74%
Participated in religious or spiritual activities in Montgomery County	51%	54%	46%	46%	45%	48%
Attended a County-sponsored event	48% B	32%	50% B	44%	44%	45%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Campaigned or advocated for an issue, cause or candidate	19%	20%	38% A B D	25%	30% A	26%
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	20%	24%	30% A E	21%	21%	22%
Volunteered your time to some group/activity in Montgomery County	45% D	41%	35%	33%	43% D	40%
Participated in a club	29% C	26%	18%	24%	27% C	26%
Talked to or visited with your immediate neighbors	89% B C	80%	79%	92% B C	86%	87%
Done a favor for a neighbor	82% C E	80% C	64%	82% C	75% C	78%
Attended a local public meeting	20%	29%	30% A	24%	25%	24%
Watched (online or on television) a local public meeting	28% C D	34% C D	17%	20%	26% C	25%
Read or watch local news (via television, paper, computer, etc.)	85%	88%	86%	90% E	80%	85%
Vote in local elections	83%	80%	84%	83%	81%	83%

Table 28: Community Focus Areas

	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
Percent rating positively (e.g., essential/very important)	(A)	(B)	(C)	(D)	(E)	(A)
Overall feeling of safety in Montgomery County	92% C	86%	82%	95% B C E	87%	89%
Overall ease of getting to the places you usually have to visit	89%	87%	97% A B E	91%	89%	91%
Quality of the overall natural environment in Montgomery County	86%	88%	93% A	87%	88%	88%
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	76%	74%	82%	83% A	80%	80%
Health and wellness opportunities in Montgomery County	81% C	83%	72%	87% C E	78%	81%
Overall opportunities for education and enrichment	85%	85%	80%	87%	83%	84%
Overall economic health of Montgomery County	90% C	91% C	82%	92% C	93% C	91%
Sense of community	73%	74%	74%	75%	69%	72%

Table 29: Additional Service Items and Government Ratings

	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
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	71%	66%	87% A B	78%	80%	76%
Services for seniors	81% B	58%	74%	79% B	75% B	75%
Services for youth	76% B	41%	64% B	78% B	71% B	71%
Election/voter services	88% B	69%	83% B	86% B	86% B	85%
Permitting services	71%	61%	61%	62%	67%	66%
Consumer protection	70% B	43%	81% B	68% B	69% B	68%
Alcohol sales	54%	45%	43%	62% C	56%	54%
The State of Maryland	67%	64%	66%	73%	70%	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").	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Affordable housing	11%	17%	10%	17%	15%	14%
Crime	21%	39% A C D	22%	21%	28%	24%
The environment	28%	35%	33%	39% A	30%	32%
The pace of growth	31%	46%	32%	39%	33%	35%
Public schools (K-12)	39%	42%	26%	41%	34%	37%
Social services for those in need	31%	31%	39%	38%	28%	33%
Traffic	13%	22% A C E	9%	15%	10%	13%
Job growth	32%	43% C	19%	36% C	27%	31%
Business growth	35%	43%	35%	39%	45%	39%
Quality of life opportunities (recreation, libraries, arts and culture)	39%	45%	49%	55% A E	39%	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").	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Communicate the issue/problem	73%	69%	80%	77%	79%	76%
Resolve the issue/problem	52%	54%	40%	67%	62%	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

	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(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?	82% B	65%	90% B	89% B	92% A B	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").	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Professionalism	81% B	64%	83% B	79% B	84% B	80%
Approachability	73% B	56%	77% B	76% B	80% B	75%
Responsiveness	72%	57%	75%	74% B	75% B	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").	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
Class size	45%	55%	55%	53%	40%	48%
Teacher/student ratio	45%	51%	48%	50%	42%	46%
Student safety	59%	50%	71% B	62%	80% A B D	65%
School facilities	56%	43%	62%	61% B	72% A B	60%
Food/cafeteria	36%	30%	61% A B E	44%	32%	39%
Accessibility of teachers and administrators	69% B	48%	74% B	71% B	80% B	71%
Diversity of race/ethnicity of the student body	78% B C	52%	63%	68%	78% B	72%
Overall quality of education	71%	66%	68%	74%	89% A B C D	75%

Table 35: Adjusting Boundaries of Montgomery County Public Schools

	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(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?	62%	80% A E	95% A D E	72% A	63%	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").	Regional Service Center					Overall
	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	
	(A)	(B)	(C)	(D)	(E)	(A)
County website (www.montgomerycountymd.gov)	77%	75%	75%	79%	74%	76%
MC311	51% C E	57% C E	35%	50% C E	35%	44%
Local newspapers and/or their websites	67%	73%	75%	70%	70%	70%
Radio (e.g., WTOP, etc.)	69%	70%	66%	67%	69%	68%
"Montgomery al Día" radio program	18% C E	26% C D E	10%	16% E	8%	14%
Local television stations	56%	69% A	55%	63%	59%	59%
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	35% E	51% A C D E	27%	31%	26%	32%
Civic association, homeowners' association newsletters, or community listservs	53%	48%	61%	54%	56%	55%
Nextdoor app or website	44% E	38%	46% E	36%	32%	38%
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	41% E	30%	42% E	39% E	25%	35%
Alert Montgomery	63% C	51%	42%	55% C	55% C	55%
Blog websites	19%	16%	34% A B D E	18%	19%	20%
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	48%	49%	50%	54%	51%	51%
Town hall meetings or other public meetings	34%	31%	37%	34%	28%	33%
Word of mouth	75% D	70%	80% D	63%	76% D	73%