THE NCS™

The National Community Survey™

Montgomery County, MD

Supplemental Online Survey Results

2019

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Contents

About this Report

As part of its participation in The National Community Survey™, Montgomery County conducted a mailed survey of 5,000 residents. Surveys were mailed to randomly selected households in May of 2019 and data were collected through July 19, 2019 (see the report, *The National Community Survey: Community Livability Report, Montgomery County, MD, 2019*). The results from this main survey effort represent the most robust estimate of County residents' opinions.

After the above data collection period was underway, the County made available a web-based survey to its residents through a link on the County's website. The survey was available online in English, Spanish and Simplified Chinese. Visitors to the site were able to complete the survey from June 28, 2019 through July 19, 2019 and 3,211 surveys were received. This report contains the results of this opt-in administration of the web-based survey. These data were not collected through a random sample and it is unknown who in the community was aware of link on the County's website; therefore a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the demographic characteristics of the 2010 Census and American Community Survey estimates for adults in Montgomery County.

The results of the weighting scheme for the opt-in survey are presented in the following table.

Table 1: Montgomery County, MD 2019 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	34%	11%	30%
Own home	66%	89%	70%
Detached unit*	48%	77%	64%
Attached unit*	52%	23%	36%
Race and Ethnicity			
White	59%	78%	62%
Not white	41%	22%	38%
Not Hispanic	84%	94%	89%
Hispanic	16%	6%	11%
Sex and Age			
Female	53%	60%	53%
Male	47%	39%	46%
18-34 years of age	28%	9%	23%
35-54 years of age	40%	42%	42%
55+ years of age	32%	49%	35%
Females 18-34	14%	5%	12%
Females 35-54	21%	25%	22%
Females 55+	18%	31%	19%
Males 18-34	14%	4%	13%
Males 35-54	19%	15%	20%
Males 55+	14%	20%	15%

* U.S. Census Bureau, ACS 2017 5-year estimates

Complete Survey Responses

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

Responses excluding "don't know"

Table 2: 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	26%	N=858	50%	N=1634	19%	N=626	5%	N=164	100%	N=3281
Your neighborhood as a place to live	40%	N=1202	42%	N=1285	15%	N=446	4%	N=109	100%	N=3043
Montgomery County as a place to raise children	31%	N=844	44%	N=1198	19%	N=514	7%	N=185	100%	N=2742
Montgomery County as a place to work	22%	N=564	44%	N=1115	23%	N=583	11%	N=274	100%	N=2536
Montgomery County as a place to visit	15%	N=422	42%	N=1199	32%	N=921	12%	N=334	100%	N=2876
Montgomery County as a place to retire	8%	N=199	19%	N=473	28%	N=705	46%	N=1177	100%	N=2554
The overall quality of life in Montgomery County	16%	N=483	55%	N=1661	24%	N=732	5%	N=154	100%	N=3030

Table 3: 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	23%	N=764	53%	N=1751	18%	N=579	6%	N=185	100%	N=3279
Overall ease of getting to the places you usually have to visit	10%	N=297	34%	N=1041	36%	N=1105	20%	N=619	100%	N=3062
Quality of the overall natural environment in Montgomery County	19%	N=567	53%	N=1608	23%	N=699	5%	N=153	100%	N=3027
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	8%	N=235	44%	N=1322	35%	N=1067	13%	N=408	100%	N=3032
Health and wellness opportunities in Montgomery County	20%	N=581	53%	N=1514	20%	N=581	6%	N=170	100%	N=2846
Overall opportunities for education and enrichment	31%	N=900	44%	N=1280	20%	N=573	5%	N=149	100%	N=2901
Overall economic health of Montgomery County	13%	N=375	43%	N=1241	30%	N=869	13%	N=379	100%	N=2863
Sense of community	9%	N=278	36%	N=1068	37%	N=1100	18%	N=545	100%	N=2991
Overall image or reputation of Montgomery County	19%	N=570	50%	N=1488	21%	N=627	10%	N=293	100%	N=2977

Table 4: 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	34%	N=1112	38%	N=1238	14%	N=456	13%	N=438	100%	N=3244
Remain in Montgomery County for the next five years	47%	N=1421	28%	N=837	12%	N=364	13%	N=375	100%	N=2996

Table 5: 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	67%	N=2066	23%	N=700	5%	N=163	4%	N=122	1%	N=34	100%	N=3085
In Montgomery County's downtowns/commercial areas during the day	48%	N=1442	35%	N=1073	10%	N=288	5%	N=167	2%	N=63	100%	N=3033

Table 6: Question 5

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	1%	N=39	17%	N=549	39%	N=1273	43%	N=1392	100%	N=3253
Ease of public parking	7%	N=207	31%	N=936	39%	N=1194	23%	N=693	100%	N=3030
Ease of travel by car in Montgomery County	5%	N=144	27%	N=834	42%	N=1295	26%	N=794	100%	N=3068
Ease of travel by public transportation in Montgomery County	7%	N=178	27%	N=686	39%	N=983	26%	N=665	100%	N=2512
Ease of travel by bicycle in Montgomery County	5%	N=88	21%	N=344	36%	N=610	38%	N=633	100%	N=1675
Ease of walking in Montgomery County	7%	N=194	33%	N=971	38%	N=1094	22%	N=649	100%	N=2909
Availability of paths and walking trails	14%	N=393	41%	N=1160	32%	N=922	13%	N=365	100%	N=2840
Air quality	10%	N=279	52%	N=1514	31%	N=892	7%	N=216	100%	N=2902
Cleanliness of Montgomery County	13%	N=400	57%	N=1763	24%	N=748	6%	N=170	100%	N=3081
Overall appearance of Montgomery County	14%	N=441	58%	N=1790	23%	N=702	5%	N=149	100%	N=3081
Public places where people want to spend time	14%	N=432	52%	N=1585	26%	N=797	7%	N=205	100%	N=3019
Variety of housing options	9%	N=255	34%	N=962	34%	N=971	24%	N=674	100%	N=2862
Availability of affordable quality housing	4%	N=96	11%	N=296	31%	N=834	54%	N=1455	100%	N=2682
Fitness opportunities (including exercise classes and paths or trails, etc.)	22%	N=630	53%	N=1551	21%	N=609	5%	N=138	100%	N=2928
Recreational opportunities	25%	N=734	50%	N=1479	21%	N=621	4%	N=133	100%	N=2967
Availability of affordable quality food	20%	N=590	46%	N=1379	26%	N=772	9%	N=265	100%	N=3006
Availability of affordable quality health care	18%	N=504	48%	N=1323	24%	N=673	10%	N=282	100%	N=2782
Availability of preventive health services	21%	N=535	49%	N=1266	24%	N=621	7%	N=173	100%	N=2594
Availability of affordable quality mental health care	11%	N=210	32%	N=598	32%	N=604	25%	N=464	100%	N=1876

Table 7: 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	8%	N=152	21%	N=404	31%	N=593	39%	N=742	100%	N=1890
K-12 education	27%	N=658	42%	N=1032	23%	N=567	8%	N=206	100%	N=2463
Adult educational opportunities	20%	N=450	53%	N=1167	20%	N=439	7%	N=155	100%	N=2210
Opportunities to attend cultural/arts/music activities	27%	N=786	49%	N=1446	19%	N=566	4%	N=126	100%	N=2924
Opportunities to participate in religious or spiritual events and activities	36%	N=833	51%	N=1184	11%	N=262	3%	N=61	100%	N=2341
Employment opportunities	11%	N=287	44%	N=1136	32%	N=827	12%	N=319	100%	N=2569
Shopping opportunities	28%	N=867	51%	N=1570	18%	N=557	3%	N=104	100%	N=3098
Cost of living in Montgomery County	1%	N=28	11%	N=336	39%	N=1210	50%	N=1546	100%	N=3121
Overall quality of business and service establishments in Montgomery County	13%	N=404	56%	N=1723	26%	N=786	5%	N=158	100%	N=3072
Vibrant downtowns/commercial areas	17%	N=525	46%	N=1391	29%	N=879	8%	N=243	100%	N=3037
Overall quality of new development in Montgomery County	12%	N=333	39%	N=1110	31%	N=874	18%	N=496	100%	N=2813
Opportunities to participate in social events and activities	19%	N=540	50%	N=1424	26%	N=755	5%	N=155	100%	N=2874
Opportunities to volunteer	34%	N=843	49%	N=1229	14%	N=359	3%	N=72	100%	N=2503
Opportunities to participate in community matters	23%	N=631	47%	N=1262	22%	N=581	8%	N=225	100%	N=2699
Openness and acceptance of the community toward people of diverse backgrounds	27%	N=802	46%	N=1355	19%	N=563	9%	N=254	100%	N=2974
Neighborliness of residents in Montgomery County	12%	N=363	41%	N=1246	33%	N=1013	14%	N=426	100%	N=3048

Table 8: 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	21%	N=690	79%	N=2591	100%	N=3282
Made efforts to make your home more energy efficient	22%	N=721	78%	N=2558	100%	N=3279
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	50%	N=1643	50%	N=1620	100%	N=3263
Household member was a victim of a crime in Montgomery County	88%	N=2869	12%	N=400	100%	N=3268
Reported a crime to the police in Montgomery County	78%	N=2546	22%	N=721	100%	N=3266
Stocked supplies in preparation for an emergency	60%	N=1955	40%	N=1301	100%	N=3256
Campaigned or advocated for an issue, cause or candidate	52%	N=1681	48%	N=1582	100%	N=3263
Contacted Montgomery County (in-person, phone, email or web) for help or information	33%	N=1074	67%	N=2183	100%	N=3257
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	55%	N=1776	45%	N=1482	100%	N=3258

Table 9: 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=343	16%	N=536	34%	N=1129	39%	N=1274	100%	N=3282
Visited a neighborhood park or County park	24%	N=792	31%	N=995	35%	N=1139	10%	N=334	100%	N=3260
Used Montgomery County public libraries or their services	11%	N=363	32%	N=1029	33%	N=1067	24%	N=783	100%	N=3243
Participated in religious or spiritual activities in Montgomery County	9%	N=296	20%	N=659	18%	N=601	52%	N=1699	100%	N=3256
Attended a County-sponsored event	2%	N=61	10%	N=309	49%	N=1583	40%	N=1290	100%	N=3243
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	22%	N=715	15%	N=475	29%	N=933	35%	N=1134	100%	N=3257
Carpooled with other adults or children instead of driving alone	13%	N=422	14%	N=445	18%	N=588	55%	N=1795	100%	N=3249
Walked or biked instead of driving	20%	N=642	15%	N=503	19%	N=630	45%	N=1473	100%	N=3247
Volunteered your time to some group/activity in Montgomery County	12%	N=393	17%	N=560	26%	N=842	45%	N=1444	100%	N=3238
Participated in a club	7%	N=219	12%	N=383	15%	N=495	66%	N=2114	100%	N=3212
Talked to or visited with your immediate neighbors	40%	N=1299	29%	N=941	22%	N=707	9%	N=306	100%	N=3253
Done a favor for a neighbor	17%	N=545	26%	N=828	39%	N=1252	19%	N=601	100%	N=3227

Table 10: Question 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?	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	2%	N=55	9%	N=282	36%	N=1187	54%	N=1755	100%	N=3279
Watched (online or on television) a local public meeting	3%	N=95	7%	N=229	30%	N=986	60%	N=1942	100%	N=3252

Table 11: Question 10

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Police services	37%	N=1046	42%	N=1192	15%	N=436	6%	N=178	100%	N=2853
Fire services	58%	N=1417	37%	N=899	5%	N=115	1%	N=25	100%	N=2456
Ambulance or emergency medical services	56%	N=1277	37%	N=860	6%	N=143	1%	N=19	100%	N=2299
Crime prevention	22%	N=539	45%	N=1085	23%	N=554	9%	N=219	100%	N=2396
Fire prevention and education	35%	N=711	48%	N=976	14%	N=282	4%	N=73	100%	N=2041
Traffic enforcement	14%	N=393	36%	N=1029	28%	N=800	21%	N=598	100%	N=2820
Street repair	5%	N=146	23%	N=731	39%	N=1202	33%	N=1038	100%	N=3118
Street cleaning	10%	N=271	41%	N=1147	32%	N=895	17%	N=463	100%	N=2776
Street lighting	13%	N=396	49%	N=1538	28%	N=893	10%	N=315	100%	N=3143
Snow removal	16%	N=513	50%	N=1545	25%	N=766	9%	N=295	100%	N=3119

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Sidewalk maintenance	9%	N=251	43%	N=1224	32%	N=905	17%	N=472	100%	N=2853
Traffic signal timing	6%	N=188	34%	N=1060	35%	N=1069	25%	N=761	100%	N=3079
Bus or transit services	14%	N=306	45%	N=985	29%	N=631	12%	N=267	100%	N=2190
Garbage collection	37%	N=1031	47%	N=1313	11%	N=316	4%	N=107	100%	N=2767
Recycling	39%	N=1183	45%	N=1352	12%	N=364	4%	N=126	100%	N=3025
Yard waste pick-up	39%	N=951	45%	N=1089	13%	N=326	3%	N=77	100%	N=2442
Storm drainage	14%	N=380	53%	N=1394	24%	N=633	9%	N=241	100%	N=2647
Drinking water	28%	N=834	49%	N=1448	17%	N=497	5%	N=159	100%	N=2939
Sewer services	27%	N=681	56%	N=1437	13%	N=339	3%	N=86	100%	N=2543
Power (electric and/or gas) utility	22%	N=671	56%	N=1734	18%	N=546	5%	N=153	100%	N=3104
Utility billing	13%	N=388	46%	N=1327	29%	N=835	12%	N=351	100%	N=2901
County parks	40%	N=1184	50%	N=1473	9%	N=266	2%	N=48	100%	N=2971
Montgomery County recreation programs or classes	33%	N=684	51%	N=1060	13%	N=262	3%	N=59	100%	N=2065
Montgomery County recreation centers or facilities	30%	N=689	53%	N=1221	14%	N=328	2%	N=55	100%	N=2293
Land use, planning and zoning	6%	N=154	28%	N=686	35%	N=855	31%	N=756	100%	N=2452
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=159	33%	N=694	36%	N=760	23%	N=487	100%	N=2100
Animal control	18%	N=339	51%	N=949	20%	N=367	10%	N=191	100%	N=1846
Economic development	6%	N=141	34%	N=843	32%	N=806	29%	N=720	100%	N=2509
Health services	20%	N=479	55%	N=1292	19%	N=457	5%	N=126	100%	N=2353
Public library services	50%	N=1394	41%	N=1140	7%	N=193	2%	N=47	100%	N=2774
Public information services	23%	N=576	51%	N=1279	19%	N=481	6%	N=154	100%	N=2489
Cable television	13%	N=277	42%	N=871	29%	N=602	16%	N=337	100%	N=2087
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=378	53%	N=1037	20%	N=403	8%	N=156	100%	N=1973
Preservation of natural areas such as open space, farmlands and greenbelts	17%	N=450	43%	N=1160	25%	N=667	16%	N=424	100%	N=2701
Montgomery County open space	15%	N=420	44%	N=1188	26%	N=713	14%	N=392	100%	N=2713
County-sponsored special events	14%	N=277	56%	N=1132	23%	N=469	8%	N=155	100%	N=2033
Overall customer service by Montgomery County employees (receptionists, inspectors, librarians, bus drivers, etc.)	22%	N=617	52%	N=1492	19%	N=548	7%	N=186	100%	N=2843
MC311 non-emergency services and information line	24%	N=527	43%	N=926	20%	N=437	13%	N=270	100%	N=2161
Services for seniors	19%	N=242	47%	N=588	21%	N=267	13%	N=167	100%	N=1264
Services for youth	16%	N=236	50%	N=746	24%	N=362	10%	N=149	100%	N=1493
Election/voter services	31%	N=864	49%	N=1394	15%	N=432	5%	N=136	100%	N=2826
Permitting services	10%	N=141	40%	N=548	29%	N=388	21%	N=282	100%	N=1359
Consumer protection	16%	N=229	44%	N=621	26%	N=364	14%	N=190	100%	N=1404
Alcohol sales	13%	N=316	33%	N=802	24%	N=587	29%	N=696	100%	N=2401

Table 12: 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	19%	N=618	53%	N=1686	21%	N=656	7%	N=239	100%	N=3199
The Federal Government	7%	N=199	39%	N=1185	39%	N=1170	15%	N=448	100%	N=3002
The State of Maryland	12%	N=347	53%	N=1583	29%	N=869	7%	N=215	100%	N=3014

Table 13: Question 12

Please rate the following categories of Montgomery County government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Montgomery County	11%	N=346	37%	N=1149	29%	N=918	23%	N=714	100%	N=3127
The overall direction that Montgomery County is taking	6%	N=195	31%	N=948	29%	N=889	33%	N=1013	100%	N=3045
The job Montgomery County government does at welcoming resident involvement	12%	N=323	34%	N=907	31%	N=807	23%	N=599	100%	N=2636
Overall confidence in Montgomery County government	8%	N=257	35%	N=1083	28%	N=884	29%	N=905	100%	N=3129
Generally acting in the best interest of the community	8%	N=255	36%	N=1101	27%	N=830	29%	N=893	100%	N=3079
Being honest	9%	N=259	37%	N=1040	28%	N=779	26%	N=720	100%	N=2798
Treating all residents fairly	10%	N=282	31%	N=874	29%	N=838	30%	N=851	100%	N=2845

Table 14: 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	56%	N=1814	33%	N=1066	11%	N=347	1%	N=37	100%	N=3265
Overall ease of getting to the places you usually have to visit	47%	N=1539	41%	N=1348	11%	N=342	1%	N=22	100%	N=3252
Quality of the overall natural environment in Montgomery County	39%	N=1272	41%	N=1342	17%	N=566	2%	N=67	100%	N=3247
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	32%	N=1032	44%	N=1423	22%	N=711	2%	N=77	100%	N=3243
Health and wellness opportunities in Montgomery County	30%	N=970	38%	N=1220	29%	N=942	4%	N=116	100%	N=3249
Overall opportunities for education and enrichment	42%	N=1352	34%	N=1115	22%	N=703	2%	N=68	100%	N=3239
Overall economic health of Montgomery County	51%	N=1649	39%	N=1263	9%	N=307	1%	N=26	100%	N=3244
Sense of community	26%	N=839	41%	N=1326	28%	N=908	5%	N=155	100%	N=3229

Table 15: Question 14

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.	Much better		Somewhat better		Stayed about the same		Somewhat worse		Much worse		Total	
Affordable housing	3%	N=81	6%	N=146	33%	N=828	32%	N=807	26%	N=666	100%	N=2528
Crime	4%	N=100	13%	N=361	51%	N=1410	22%	N=624	10%	N=292	100%	N=2787
The environment	3%	N=91	15%	N=429	60%	N=1753	16%	N=476	5%	N=149	100%	N=2898
The pace of growth	3%	N=78	15%	N=438	37%	N=1052	28%	N=794	17%	N=480	100%	N=2843
Public schools (K-12)	4%	N=88	12%	N=279	43%	N=989	26%	N=596	15%	N=336	100%	N=2287
Social services for those in need	5%	N=92	17%	N=290	56%	N=935	15%	N=250	7%	N=116	100%	N=1683
Traffic	1%	N=24	3%	N=98	19%	N=597	41%	N=1278	36%	N=1138	100%	N=3135
Job growth	3%	N=69	16%	N=330	42%	N=893	24%	N=503	15%	N=309	100%	N=2104
Business growth	3%	N=69	19%	N=419	39%	N=879	23%	N=510	16%	N=366	100%	N=2244
Quality of life opportunities (recreation, libraries, arts and culture)	6%	N=162	28%	N=813	58%	N=1697	6%	N=163	3%	N=76	100%	N=2911

Table 16: Question 15

Please select the statement that best describes your opinion	Percent	Number
I am satisfied with the current level of taxes and services.	25%	N=786
I am willing to pay more taxes to get more services.	18%	N=549
I feel that I pay too much for the services I receive.	38%	N=1180
I am willing to accept service reductions if it means lower taxes.	10%	N=312
My opinion is different from the ones listed here.	9%	N=280
Total	100%	N=3107

Table 17: Question 16

Have you needed the County Government to resolve an issue or problem in the past two years?	Percent	Number
Yes	38%	N=1222
No	62%	N=1982
Total	100%	N=3204

Table 18: Question 17

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	31%	N=368	38%	N=460	18%	N=222	13%	N=155	100%	N=1205
Resolve the issue/problem	17%	N=203	28%	N=326	26%	N=311	29%	N=339	100%	N=1180

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

Table 19: Question 18

How many times, if any, have you interacted with a Montgomery County Police Department (MCPD) employee within the last two years?	0 times		1-2 times		3-5 times		6-8 times		9 or more times		Total	
In-person	48%	N=1540	32%	N=1032	10%	N=308	2%	N=62	8%	N=259	100%	N=3202
On the phone	60%	N=1835	28%	N=852	7%	N=224	1%	N=41	4%	N=129	100%	N=3082
Online	87%	N=2621	8%	N=227	2%	N=60	0%	N=14	3%	N=87	100%	N=3009

Table 20: Question 18a

To what extent do you agree or disagree that the MCPD employee(s) you interacted with treated you fairly?	Percent	Number
Strongly agree	62%	N=1181
Somewhat agree	24%	N=445
Somewhat disagree	7%	N=136
Strongly disagree	7%	N=130
Total	100%	N=1891

Table 21: Question 18b

Please rate each of the following aspects of the MCPD employee(s) with whom you personally had contact:	Excellent		Good		Fair		Poor		Total	
Professionalism	58%	N=1091	27%	N=508	9%	N=162	7%	N=131	100%	N=1892
Approachability	51%	N=940	29%	N=536	9%	N=168	11%	N=199	100%	N=1844
Responsiveness	50%	N=925	29%	N=541	12%	N=215	10%	N=178	100%	N=1859

Table 22: Question 19

Please rate each of the following aspects of Montgomery County K-12 public schools.	Excellent		Good		Fair		Poor		Total	
Class size	7%	N=128	27%	N=503	35%	N=650	31%	N=584	100%	N=1864
Teacher/student ratio	7%	N=128	25%	N=460	37%	N=680	32%	N=589	100%	N=1858
Student safety	14%	N=271	37%	N=706	30%	N=570	20%	N=379	100%	N=1926
School facilities	13%	N=254	42%	N=847	29%	N=574	16%	N=320	100%	N=1994
Food/cafeteria	8%	N=111	26%	N=385	36%	N=524	30%	N=448	100%	N=1468
Accessibility of teachers and administrators	21%	N=363	42%	N=711	27%	N=456	10%	N=178	100%	N=1708
Diversity of race/ethnicity of the student body	33%	N=652	38%	N=752	18%	N=346	11%	N=224	100%	N=1975
Overall quality of education	18%	N=378	46%	N=987	24%	N=506	12%	N=256	100%	N=2127

Table 23: Question 20

Which, if any, apply to your current connection to Montgomery County Public Schools (MCPS)? (Check all that apply)	Percent	Number
One or more of my children is currently enrolled in a Montgomery County Public School	28%	N=891
One or more of my children was enrolled in MCPS in the past	23%	N=755
My grandchild(ren) or other relatives are currently enrolled in MCPS	7%	N=228
I am a current MCPS employee	4%	N=140
I am a past MCPS employee	3%	N=104
I am a current or former school or MCPS volunteer	9%	N=292
None of the above	43%	N=1389

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

Table 24: Question 21

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?	Percent	Number
Strongly agree	33%	N=866
Somewhat agree	24%	N=634
Somewhat disagree	11%	N=300
Strongly disagree	31%	N=820
Total	100%	N=2620

Table 25: Question 22

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)	52%	N=1685	36%	N=1164	12%	N=395	100%	N=3245
MC311	19%	N=622	39%	N=1255	42%	N=1336	100%	N=3213
Local newspapers and/or their websites	38%	N=1216	40%	N=1272	23%	N=731	100%	N=3219
Radio (e.g., WTOP, etc.)	33%	N=1065	36%	N=1144	31%	N=1002	100%	N=3212
"Montgomery al Día" radio program	2%	N=70	4%	N=130	94%	N=2980	100%	N=3179
Local television stations	21%	N=687	31%	N=987	48%	N=1532	100%	N=3207
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	6%	N=206	16%	N=521	77%	N=2468	100%	N=3195
Civic association, homeowners' association newsletters, or community listservs	28%	N=886	39%	N=1240	34%	N=1084	100%	N=3210
Nextdoor app or website	22%	N=700	28%	N=893	50%	N=1601	100%	N=3194
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	21%	N=676	28%	N=889	51%	N=1635	100%	N=3200
Alert Montgomery	43%	N=1390	27%	N=850	30%	N=960	100%	N=3200
Blog websites	9%	N=284	21%	N=652	70%	N=2235	100%	N=3171
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	23%	N=750	45%	N=1457	31%	N=1002	100%	N=3209
Town hall meetings or other public meetings	11%	N=339	36%	N=1152	53%	N=1713	100%	N=3204
Word of mouth	30%	N=953	54%	N=1729	16%	N=527	100%	N=3209

Table 26: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=42	1%	N=37	3%	N=101	16%	N=515	79%	N=2574	100%	N=3268
Purchase goods or services from a business located in Montgomery County	0%	N=14	2%	N=64	18%	N=579	55%	N=1796	25%	N=807	100%	N=3260
Eat at least 5 portions of fruits and vegetables a day	3%	N=101	11%	N=358	33%	N=1077	34%	N=1100	19%	N=603	100%	N=3238
Participate in moderate or vigorous physical activity	2%	N=67	10%	N=330	33%	N=1062	34%	N=1095	21%	N=671	100%	N=3225
Read or watch local news (via television, paper, computer, etc.)	3%	N=110	9%	N=309	22%	N=704	30%	N=970	36%	N=1163	100%	N=3256
Vote in local elections	2%	N=80	2%	N=80	5%	N=156	12%	N=404	78%	N=2535	100%	N=3255

Table 27: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	22%	N=701
Very good	45%	N=1456
Good	27%	N=891
Fair	6%	N=193
Poor	1%	N=20
Total	100%	N=3262

Table 28: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	7%	N=212
Somewhat positive	17%	N=564
Neutral	55%	N=1782
Somewhat negative	18%	N=579
Very negative	3%	N=107
Total	100%	N=3244

Table 29: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=2210
Working part time for pay	10%	N=325
Unemployed, looking for paid work	4%	N=129
Unemployed, not looking for paid work	2%	N=80
Fully retired	16%	N=521
Total	100%	N=3265

Table 30: Question D5

Do you work inside the boundaries of Montgomery County?	Percent	Number
Yes, outside the home	47%	N=1485
Yes, from home	12%	N=384
No	40%	N=1262
Total	100%	N=3131

Table 31: Question D6

How many years have you lived in Montgomery County?	Percent	Number
Less than 2 years	3%	N=109
2 to 5 years	11%	N=374
6 to 10 years	12%	N=403
11 to 20 years	18%	N=580
More than 20 years	55%	N=1802
Total	100%	N=3268

Table 32: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=1875
Building with two or more homes (duplex, townhome, apartment or condominium)	35%	N=1043
Mobile home	0%	N=6
Other	1%	N=36
Total	100%	N=2959

Table 33: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	30%	N=895
Owned	70%	N=2051
Total	100%	N=2946

Table 34: 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=66
$300 to $599 per month	5%	N=151
$600 to $999 per month	5%	N=158
$1,000 to $1,499 per month	13%	N=393
$1,500 to $2,499 per month	40%	N=1211
$2,500 or more per month	35%	N=1081
Total	100%	N=3060

Table 35: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=1856
Yes	39%	N=1209
Total	100%	N=3065

Table 36: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	71%	N=2296
Yes	29%	N=958
Total	100%	N=3255

Table 37: 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	4%	N=118
$25,000 to $49,999	7%	N=210
$50,000 to $99,999	24%	N=742
$100,000 to $149,999	25%	N=785
$150,000 or more	40%	N=1236
Total	100%	N=3091

Table 38: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	89%	N=2853
Yes, I consider myself to be Spanish, Hispanic or Latino	11%	N=358
Total	100%	N=3211

Table 39: 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	2%	N=51
Asian, Asian Indian or Pacific Islander	11%	N=336
Black or African American	15%	N=475
White	68%	N=2157
Other	13%	N=410

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

Table 40: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=70
25 to 34 years	21%	N=679
35 to 44 years	21%	N=677
45 to 54 years	22%	N=710
55 to 64 years	16%	N=531
65 to 74 years	15%	N=477
75 years or older	4%	N=145
Total	100%	N=3290

Table 41: Question D16

What is your sex?	Percent	Number
Female	53%	N=1548
Male	46%	N=1368
Non-binary	1%	N=30
Total	100%	N=2946

Table 42: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=2214
Land line	13%	N=427
Both	19%	N=622
Total	100%	N=3262

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 43: 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	26%	N=858	50%	N=1634	19%	N=626	5%	N=164	0%	N=0	100%	N=3281
Your neighborhood as a place to live	39%	N=1202	42%	N=1285	15%	N=446	4%	N=109	0%	N=2	100%	N=3044
Montgomery County as a place to raise children	28%	N=844	39%	N=1198	17%	N=514	6%	N=185	10%	N=302	100%	N=3043
Montgomery County as a place to work	19%	N=564	37%	N=1115	19%	N=583	9%	N=274	17%	N=502	100%	N=3038
Montgomery County as a place to visit	14%	N=422	40%	N=1199	30%	N=921	11%	N=334	5%	N=158	100%	N=3034
Montgomery County as a place to retire	7%	N=199	16%	N=473	23%	N=705	39%	N=1177	16%	N=474	100%	N=3028
The overall quality of life in Montgomery County	16%	N=483	55%	N=1661	24%	N=732	5%	N=154	0%	N=2	100%	N=3033

Table 44: 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=764	53%	N=1751	18%	N=579	6%	N=185	0%	N=2	100%	N=3281
Overall ease of getting to the places you usually have to visit	10%	N=297	34%	N=1041	36%	N=1105	20%	N=619	0%	N=1	100%	N=3063
Quality of the overall natural environment in Montgomery County	19%	N=567	53%	N=1608	23%	N=699	5%	N=153	1%	N=23	100%	N=3050
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	8%	N=235	43%	N=1322	35%	N=1067	13%	N=408	1%	N=20	100%	N=3052
Health and wellness opportunities in Montgomery County	19%	N=581	50%	N=1514	19%	N=581	6%	N=170	7%	N=203	100%	N=3049
Overall opportunities for education and enrichment	30%	N=900	42%	N=1280	19%	N=573	5%	N=149	5%	N=143	100%	N=3044
Overall economic health of Montgomery County	12%	N=375	41%	N=1241	29%	N=869	12%	N=379	6%	N=179	100%	N=3043
Sense of community	9%	N=278	35%	N=1068	36%	N=1100	18%	N=545	1%	N=40	100%	N=3030
Overall image or reputation of Montgomery County	19%	N=570	49%	N=1488	21%	N=627	10%	N=293	2%	N=59	100%	N=3037

Table 45: 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	34%	N=1112	38%	N=1238	14%	N=456	13%	N=438	1%	N=43	100%	N=3287
Remain in Montgomery County for the next five years	46%	N=1421	27%	N=837	12%	N=364	12%	N=375	3%	N=78	100%	N=3074

Table 46: 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	67%	N=2066	23%	N=700	5%	N=163	4%	N=122	1%	N=34	0%	N=1	100%	N=3086
In Montgomery County's downtowns/commercial areas during the day	47%	N=1442	35%	N=1073	9%	N=288	5%	N=167	2%	N=63	1%	N=42	100%	N=3075

Table 47: 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	1%	N=39	17%	N=549	39%	N=1273	43%	N=1392	1%	N=23	100%	N=3275
Ease of public parking	7%	N=207	30%	N=936	39%	N=1194	22%	N=693	2%	N=65	100%	N=3095
Ease of travel by car in Montgomery County	5%	N=144	27%	N=834	42%	N=1295	26%	N=794	1%	N=29	100%	N=3097
Ease of travel by public transportation in Montgomery County	6%	N=178	22%	N=686	32%	N=983	21%	N=665	19%	N=584	100%	N=3096
Ease of travel by bicycle in Montgomery County	3%	N=88	11%	N=344	20%	N=610	20%	N=633	46%	N=1421	100%	N=3096
Ease of walking in Montgomery County	6%	N=194	31%	N=971	35%	N=1094	21%	N=649	6%	N=195	100%	N=3104
Availability of paths and walking trails	13%	N=393	37%	N=1160	30%	N=922	12%	N=365	8%	N=255	100%	N=3095
Air quality	9%	N=279	49%	N=1514	29%	N=892	7%	N=216	6%	N=189	100%	N=3091
Cleanliness of Montgomery County	13%	N=400	57%	N=1763	24%	N=748	6%	N=170	0%	N=5	100%	N=3087
Overall appearance of Montgomery County	14%	N=441	58%	N=1790	23%	N=702	5%	N=149	0%	N=9	100%	N=3091
Public places where people want to spend time	14%	N=432	51%	N=1585	26%	N=797	7%	N=205	2%	N=68	100%	N=3087
Variety of housing options	8%	N=255	31%	N=962	32%	N=971	22%	N=674	7%	N=211	100%	N=3073
Availability of affordable quality housing	3%	N=96	10%	N=296	27%	N=834	47%	N=1455	13%	N=398	100%	N=3080
Fitness opportunities (including exercise classes and paths or trails, etc.)	20%	N=630	50%	N=1551	20%	N=609	4%	N=138	5%	N=158	100%	N=3086
Recreational opportunities	24%	N=734	48%	N=1479	20%	N=621	4%	N=133	4%	N=115	100%	N=3082
Availability of affordable quality food	19%	N=590	45%	N=1379	25%	N=772	9%	N=265	2%	N=72	100%	N=3078
Availability of affordable quality health care	16%	N=504	43%	N=1323	22%	N=673	9%	N=282	10%	N=304	100%	N=3085
Availability of preventive health services	17%	N=535	41%	N=1266	20%	N=621	6%	N=173	16%	N=492	100%	N=3086
Availability of affordable quality mental health care	7%	N=210	19%	N=598	20%	N=604	15%	N=464	39%	N=1205	100%	N=3081

Table 48: 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	5%	N=152	12%	N=404	18%	N=593	23%	N=742	42%	N=1381	100%	N=3271
K-12 education	21%	N=658	33%	N=1032	18%	N=567	7%	N=206	21%	N=666	100%	N=3129
Adult educational opportunities	14%	N=450	37%	N=1167	14%	N=439	5%	N=155	29%	N=922	100%	N=3132
Opportunities to attend cultural/arts/music activities	25%	N=786	46%	N=1446	18%	N=566	4%	N=126	7%	N=203	100%	N=3127

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to participate in religious or spiritual events and activities	27%	N=833	38%	N=1184	8%	N=262	2%	N=61	25%	N=792	100%	N=3133
Employment opportunities	9%	N=287	36%	N=1136	26%	N=827	10%	N=319	18%	N=565	100%	N=3134
Shopping opportunities	28%	N=867	50%	N=1570	18%	N=557	3%	N=104	1%	N=25	100%	N=3124
Cost of living in Montgomery County	1%	N=28	11%	N=336	39%	N=1210	49%	N=1546	0%	N=14	100%	N=3135
Overall quality of business and service establishments in Montgomery County	13%	N=404	55%	N=1723	25%	N=786	5%	N=158	2%	N=56	100%	N=3128
Vibrant downtowns/commercial areas	17%	N=525	44%	N=1391	28%	N=879	8%	N=243	3%	N=91	100%	N=3128
Overall quality of new development in Montgomery County	11%	N=333	35%	N=1110	28%	N=874	16%	N=496	10%	N=317	100%	N=3130
Opportunities to participate in social events and activities	17%	N=540	46%	N=1424	24%	N=755	5%	N=155	8%	N=254	100%	N=3128
Opportunities to volunteer	27%	N=843	39%	N=1229	11%	N=359	2%	N=72	20%	N=625	100%	N=3127
Opportunities to participate in community matters	20%	N=631	40%	N=1262	19%	N=581	7%	N=225	14%	N=424	100%	N=3123
Openness and acceptance of the community toward people of diverse backgrounds	26%	N=802	43%	N=1355	18%	N=563	8%	N=254	5%	N=152	100%	N=3126
Neighborliness of residents in Montgomery County	12%	N=363	40%	N=1246	32%	N=1013	14%	N=426	2%	N=76	100%	N=3124

Table 49: 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	21%	N=690	79%	N=2591	100%	N=3282
Made efforts to make your home more energy efficient	22%	N=721	78%	N=2558	100%	N=3279
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	50%	N=1643	50%	N=1620	100%	N=3263
Household member was a victim of a crime in Montgomery County	88%	N=2869	12%	N=400	100%	N=3268
Reported a crime to the police in Montgomery County	78%	N=2546	22%	N=721	100%	N=3266
Stocked supplies in preparation for an emergency	60%	N=1955	40%	N=1301	100%	N=3256
Campaigned or advocated for an issue, cause or candidate	52%	N=1681	48%	N=1582	100%	N=3263
Contacted Montgomery County (in-person, phone, email or web) for help or information	33%	N=1074	67%	N=2183	100%	N=3257
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	55%	N=1776	45%	N=1482	100%	N=3258

Table 50: 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=343	16%	N=536	34%	N=1129	39%	N=1274	100%	N=3282
Visited a neighborhood park or County park	24%	N=792	31%	N=995	35%	N=1139	10%	N=334	100%	N=3260
Used Montgomery County public libraries or their services	11%	N=363	32%	N=1029	33%	N=1067	24%	N=783	100%	N=3243
Participated in religious or spiritual activities in Montgomery County	9%	N=296	20%	N=659	18%	N=601	52%	N=1699	100%	N=3256
Attended a County-sponsored event	2%	N=61	10%	N=309	49%	N=1583	40%	N=1290	100%	N=3243
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	22%	N=715	15%	N=475	29%	N=933	35%	N=1134	100%	N=3257
Carpooled with other adults or children instead of driving alone	13%	N=422	14%	N=445	18%	N=588	55%	N=1795	100%	N=3249
Walked or biked instead of driving	20%	N=642	15%	N=503	19%	N=630	45%	N=1473	100%	N=3247
Volunteered your time to some group/activity in Montgomery County	12%	N=393	17%	N=560	26%	N=842	45%	N=1444	100%	N=3238
Participated in a club	7%	N=219	12%	N=383	15%	N=495	66%	N=2114	100%	N=3212
Talked to or visited with your immediate neighbors	40%	N=1299	29%	N=941	22%	N=707	9%	N=306	100%	N=3253
Done a favor for a neighbor	17%	N=545	26%	N=828	39%	N=1252	19%	N=601	100%	N=3227

Table 51: Question 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?	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	2%	N=55	9%	N=282	36%	N=1187	54%	N=1755	100%	N=3279
Watched (online or on television) a local public meeting	3%	N=95	7%	N=229	30%	N=986	60%	N=1942	100%	N=3252

Table 52: 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	32%	N=1046	36%	N=1192	13%	N=436	5%	N=178	13%	N=414	100%	N=3267
Fire services	44%	N=1417	28%	N=899	4%	N=115	1%	N=25	24%	N=765	100%	N=3220
Ambulance or emergency medical services	40%	N=1277	27%	N=860	4%	N=143	1%	N=19	29%	N=926	100%	N=3225
Crime prevention	17%	N=539	34%	N=1085	17%	N=554	7%	N=219	26%	N=822	100%	N=3218
Fire prevention and education	22%	N=711	30%	N=976	9%	N=282	2%	N=73	37%	N=1182	100%	N=3223
Traffic enforcement	12%	N=393	32%	N=1029	25%	N=800	19%	N=598	12%	N=398	100%	N=3218
Street repair	5%	N=146	23%	N=731	37%	N=1202	32%	N=1038	3%	N=104	100%	N=3221
Street cleaning	8%	N=271	36%	N=1147	28%	N=895	14%	N=463	14%	N=441	100%	N=3216
Street lighting	12%	N=396	48%	N=1538	28%	N=893	10%	N=315	2%	N=77	100%	N=3220
Snow removal	16%	N=513	48%	N=1545	24%	N=766	9%	N=295	3%	N=105	100%	N=3224

The National Community Survey™

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Don't know		Total	
Sidewalk maintenance	8%	N=251	38%	N=1224	28%	N=905	15%	N=472	12%	N=371	100%	N=3224
Traffic signal timing	6%	N=188	33%	N=1060	33%	N=1069	24%	N=761	4%	N=136	100%	N=3215
Bus or transit services	10%	N=306	31%	N=985	20%	N=631	8%	N=267	32%	N=1031	100%	N=3221
Garbage collection	32%	N=1031	41%	N=1313	10%	N=316	3%	N=107	14%	N=457	100%	N=3224
Recycling	37%	N=1183	42%	N=1352	11%	N=364	4%	N=126	6%	N=195	100%	N=3221
Yard waste pick-up	30%	N=951	34%	N=1089	10%	N=326	2%	N=77	24%	N=776	100%	N=3219
Storm drainage	12%	N=380	43%	N=1394	20%	N=633	7%	N=241	18%	N=570	100%	N=3218
Drinking water	26%	N=834	45%	N=1448	15%	N=497	5%	N=159	9%	N=277	100%	N=3216
Sewer services	21%	N=681	45%	N=1437	11%	N=339	3%	N=86	21%	N=671	100%	N=3213
Power (electric and/or gas) utility	21%	N=671	54%	N=1734	17%	N=546	5%	N=153	3%	N=107	100%	N=3211
Utility billing	12%	N=388	41%	N=1327	26%	N=835	11%	N=351	10%	N=313	100%	N=3214
County parks	37%	N=1184	46%	N=1473	8%	N=266	1%	N=48	7%	N=239	100%	N=3210
Montgomery County recreation programs or classes	21%	N=684	33%	N=1060	8%	N=262	2%	N=59	36%	N=1152	100%	N=3217
Montgomery County recreation centers or facilities	22%	N=689	38%	N=1221	10%	N=328	2%	N=55	28%	N=899	100%	N=3192
Land use, planning and zoning	5%	N=154	21%	N=686	27%	N=855	24%	N=756	24%	N=759	100%	N=3211
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=159	22%	N=694	24%	N=760	15%	N=487	35%	N=1107	100%	N=3208
Animal control	11%	N=339	30%	N=949	11%	N=367	6%	N=191	42%	N=1353	100%	N=3199
Economic development	4%	N=141	26%	N=843	25%	N=806	22%	N=720	22%	N=700	100%	N=3209
Health services	15%	N=479	40%	N=1292	14%	N=457	4%	N=126	27%	N=855	100%	N=3209
Public library services	43%	N=1394	35%	N=1140	6%	N=193	1%	N=47	14%	N=443	100%	N=3216
Public information services	18%	N=576	40%	N=1279	15%	N=481	5%	N=154	22%	N=717	100%	N=3206
Cable television	9%	N=277	27%	N=871	19%	N=602	11%	N=337	35%	N=1115	100%	N=3203
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=378	32%	N=1037	13%	N=403	5%	N=156	38%	N=1232	100%	N=3205
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=450	36%	N=1160	21%	N=667	13%	N=424	16%	N=509	100%	N=3209
Montgomery County open space	13%	N=420	37%	N=1188	22%	N=713	12%	N=392	15%	N=495	100%	N=3208
County-sponsored special events	9%	N=277	36%	N=1132	15%	N=469	5%	N=155	36%	N=1153	100%	N=3186
Overall customer service by Montgomery County employees (receptionists, inspectors, librarians, bus drivers, etc.)	19%	N=617	47%	N=1492	17%	N=548	6%	N=186	11%	N=351	100%	N=3194
MC311 non-emergency services and information line	16%	N=527	29%	N=926	14%	N=437	8%	N=270	33%	N=1049	100%	N=3210
Services for seniors	8%	N=242	18%	N=588	8%	N=267	5%	N=167	61%	N=1946	100%	N=3210
Services for youth	7%	N=236	23%	N=746	11%	N=362	5%	N=149	53%	N=1707	100%	N=3200
Election/voter services	27%	N=864	43%	N=1394	13%	N=432	4%	N=136	12%	N=385	100%	N=3210
Permitting services	4%	N=141	17%	N=548	12%	N=388	9%	N=282	58%	N=1841	100%	N=3200
Consumer protection	7%	N=229	19%	N=621	11%	N=364	6%	N=190	56%	N=1805	100%	N=3209

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Don't know		Total	
Alcohol sales	10%	N=316	25%	N=802	18%	N=587	22%	N=696	25%	N=806	100%	N=3208

Table 53: 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	19%	N=618	52%	N=1686	20%	N=656	7%	N=239	2%	N=62	100%	N=3262
The Federal Government	6%	N=199	37%	N=1185	36%	N=1170	14%	N=448	7%	N=237	100%	N=3239
The State of Maryland	11%	N=347	49%	N=1583	27%	N=869	7%	N=215	7%	N=224	100%	N=3238

Table 54: 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	11%	N=346	35%	N=1149	28%	N=918	22%	N=714	4%	N=114	100%	N=3242
The overall direction that Montgomery County is taking	6%	N=195	29%	N=948	27%	N=889	31%	N=1013	6%	N=203	100%	N=3248
The job Montgomery County government does at welcoming resident involvement	10%	N=323	28%	N=907	25%	N=807	19%	N=599	18%	N=596	100%	N=3232
Overall confidence in Montgomery County government	8%	N=257	33%	N=1083	27%	N=884	28%	N=905	4%	N=116	100%	N=3245
Generally acting in the best interest of the community	8%	N=255	34%	N=1101	26%	N=830	28%	N=893	5%	N=161	100%	N=3240
Being honest	8%	N=259	32%	N=1040	24%	N=779	22%	N=720	13%	N=436	100%	N=3234
Treating all residents fairly	9%	N=282	27%	N=874	26%	N=838	26%	N=851	12%	N=397	100%	N=3241

Table 55: 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	56%	N=1814	33%	N=1066	11%	N=347	1%	N=37	100%	N=3265
Overall ease of getting to the places you usually have to visit	47%	N=1539	41%	N=1348	11%	N=342	1%	N=22	100%	N=3252
Quality of the overall natural environment in Montgomery County	39%	N=1272	41%	N=1342	17%	N=566	2%	N=67	100%	N=3247
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	32%	N=1032	44%	N=1423	22%	N=711	2%	N=77	100%	N=3243
Health and wellness opportunities in Montgomery County	30%	N=970	38%	N=1220	29%	N=942	4%	N=116	100%	N=3249
Overall opportunities for education and enrichment	42%	N=1352	34%	N=1115	22%	N=703	2%	N=68	100%	N=3239
Overall economic health of Montgomery County	51%	N=1649	39%	N=1263	9%	N=307	1%	N=26	100%	N=3244
Sense of community	26%	N=839	41%	N=1326	28%	N=908	5%	N=155	100%	N=3229

Table 56: Question 14

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.	Much better		Somewhat better		Stayed about the same		Somewhat worse		Much worse		Don't know		Total	
Affordable housing	2%	N=81	4%	N=146	25%	N=828	25%	N=807	20%	N=666	22%	N=723	100%	N=3251
Crime	3%	N=100	11%	N=361	44%	N=1410	19%	N=624	9%	N=292	14%	N=446	100%	N=3234
The environment	3%	N=91	13%	N=429	54%	N=1753	15%	N=476	5%	N=149	10%	N=328	100%	N=3225
The pace of growth	2%	N=78	14%	N=438	33%	N=1052	25%	N=794	15%	N=480	12%	N=374	100%	N=3218
Public schools (K-12)	3%	N=88	9%	N=279	31%	N=989	18%	N=596	10%	N=336	29%	N=952	100%	N=3239
Social services for those in need	3%	N=92	9%	N=290	29%	N=935	8%	N=250	4%	N=116	48%	N=1536	100%	N=3220
Traffic	1%	N=24	3%	N=98	19%	N=597	40%	N=1278	35%	N=1138	3%	N=94	100%	N=3229
Job growth	2%	N=69	10%	N=330	28%	N=893	16%	N=503	10%	N=309	35%	N=1118	100%	N=3222
Business growth	2%	N=69	13%	N=419	27%	N=879	16%	N=510	11%	N=366	30%	N=971	100%	N=3214
Quality of life opportunities (recreation, libraries, arts and culture)	5%	N=162	25%	N=813	53%	N=1697	5%	N=163	2%	N=76	9%	N=305	100%	N=3216

Table 57: Question 15

Please select the statement that best describes your opinion	Percent	Number
I am satisfied with the current level of taxes and services.	24%	N=786
I am willing to pay more taxes to get more services.	17%	N=549
I feel that I pay too much for the services I receive.	36%	N=1180
I am willing to accept service reductions if it means lower taxes.	10%	N=312
My opinion is different from the ones listed here.	9%	N=280
I don't have an opinion/no preference.	4%	N=139
Total	100%	N=3246

Table 58: Question 16

Have you needed the County Government to resolve an issue or problem in the past two years?	Percent	Number
Yes	38%	N=1222
No	62%	N=1982
Total	100%	N=3204

Table 59: Question 17

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	31%	N=368	38%	N=460	18%	N=222	13%	N=155	100%	N=1205
Resolve the issue/problem	17%	N=203	28%	N=326	26%	N=311	29%	N=339	100%	N=1180

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

Table 60: Question 18

How many times, if any, have you interacted with a Montgomery County Police Department (MCPD) employee within the last two years?	0 times		1-2 times		3-5 times		6-8 times		9 or more times		Total	
In-person	48%	N=1540	32%	N=1032	10%	N=308	2%	N=62	8%	N=259	100%	N=3202
On the phone	60%	N=1835	28%	N=852	7%	N=224	1%	N=41	4%	N=129	100%	N=3082
Online	87%	N=2621	8%	N=227	2%	N=60	0%	N=14	3%	N=87	100%	N=3009

Table 61: Question 18a

To what extent do you agree or disagree that the MCPD employee(s) you interacted with treated you fairly?	Percent	Number
Strongly agree	61%	N=1181
Somewhat agree	23%	N=445
Somewhat disagree	7%	N=136
Strongly disagree	7%	N=130
Don't know	2%	N=38
Total	100%	N=1929

Table 62: Question 18b

Please rate each of the following aspects of the MCPD employee(s) with whom you personally had contact:	Excellent		Good		Fair		Poor		Don't know		Total	
Professionalism	56%	N=1091	26%	N=508	8%	N=162	7%	N=131	2%	N=41	100%	N=1933
Approachability	49%	N=940	28%	N=536	9%	N=168	10%	N=199	4%	N=69	100%	N=1912
Responsiveness	48%	N=925	28%	N=541	11%	N=215	9%	N=178	4%	N=68	100%	N=1926

Table 63: Question 19

Please rate each of the following aspects of the MCPD employee(s) with whom you personally had contact:	Excellent		Good		Fair		Poor		Don't know		Total	
Class size	4%	N=128	15%	N=503	20%	N=650	18%	N=584	43%	N=1388	100%	N=3252
Teacher/student ratio	4%	N=128	14%	N=460	21%	N=680	18%	N=589	43%	N=1374	100%	N=3232
Student safety	8%	N=271	22%	N=706	18%	N=570	12%	N=379	40%	N=1299	100%	N=3226
School facilities	8%	N=254	26%	N=847	18%	N=574	10%	N=320	38%	N=1227	100%	N=3221
Food/cafeteria	3%	N=111	12%	N=385	16%	N=524	14%	N=448	54%	N=1753	100%	N=3221
Accessibility of teachers and administrators	11%	N=363	22%	N=711	14%	N=456	6%	N=178	47%	N=1512	100%	N=3221
Diversity of race/ethnicity of the student body	20%	N=652	23%	N=752	11%	N=346	7%	N=224	39%	N=1253	100%	N=3227
Overall quality of education	12%	N=378	31%	N=987	16%	N=506	8%	N=256	34%	N=1095	100%	N=3222

Table 64: Question 20

Which, if any, apply to your current connection to Montgomery County Public Schools (MCPS)? (Check all that apply)	Percent	Number
One or more of my children is currently enrolled in a Montgomery County Public School	28%	N=891
One or more of my children was enrolled in MCPS in the past	23%	N=755
My grandchild(ren) or other relatives are currently enrolled in MCPS	7%	N=228
I am a current MCPS employee	4%	N=140
I am a past MCPS employee	3%	N=104
I am a current or former school or MCPS volunteer	9%	N=292
None of the above	43%	N=1389

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

Table 65: Question 21

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?	Percent	Number
Strongly agree	27%	N=866
Somewhat agree	20%	N=634
Somewhat disagree	9%	N=300
Strongly disagree	26%	N=820
Don't know/No opinion	18%	N=574
Total	100%	N=3194

Table 66: Question 22

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)	52%	N=1685	36%	N=1164	12%	N=395	100%	N=3245
MC311	19%	N=622	39%	N=1255	42%	N=1336	100%	N=3213
Local newspapers and/or their websites	38%	N=1216	40%	N=1272	23%	N=731	100%	N=3219
Radio (e.g., WTOP, etc.)	33%	N=1065	36%	N=1144	31%	N=1002	100%	N=3212
"Montgomery al Día" radio program	2%	N=70	4%	N=130	94%	N=2980	100%	N=3179
Local television stations	21%	N=687	31%	N=987	48%	N=1532	100%	N=3207
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	6%	N=206	16%	N=521	77%	N=2468	100%	N=3195
Civic association, homeowners' association newsletters, or community listservs	28%	N=886	39%	N=1240	34%	N=1084	100%	N=3210
Nextdoor app or website	22%	N=700	28%	N=893	50%	N=1601	100%	N=3194
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	21%	N=676	28%	N=889	51%	N=1635	100%	N=3200
Alert Montgomery	43%	N=1390	27%	N=850	30%	N=960	100%	N=3200
Blog websites	9%	N=284	21%	N=652	70%	N=2235	100%	N=3171
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	23%	N=750	45%	N=1457	31%	N=1002	100%	N=3209
Town hall meetings or other public meetings	11%	N=339	36%	N=1152	53%	N=1713	100%	N=3204

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	
Word of mouth	30%	N=953	54%	N=1729	16%	N=527	100%	N=3209

Table 67: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=42	1%	N=37	3%	N=101	16%	N=515	79%	N=2574	100%	N=3268
Purchase goods or services from a business located in Montgomery County	0%	N=14	2%	N=64	18%	N=579	55%	N=1796	25%	N=807	100%	N=3260
Eat at least 5 portions of fruits and vegetables a day	3%	N=101	11%	N=358	33%	N=1077	34%	N=1100	19%	N=603	100%	N=3238
Participate in moderate or vigorous physical activity	2%	N=67	10%	N=330	33%	N=1062	34%	N=1095	21%	N=671	100%	N=3225
Read or watch local news (via television, paper, computer, etc.)	3%	N=110	9%	N=309	22%	N=704	30%	N=970	36%	N=1163	100%	N=3256
Vote in local elections	2%	N=80	2%	N=80	5%	N=156	12%	N=404	78%	N=2535	100%	N=3255

Table 68: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	22%	N=701
Very good	45%	N=1456
Good	27%	N=891
Fair	6%	N=193
Poor	1%	N=20
Total	100%	N=3262

Table 69: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	7%	N=212
Somewhat positive	17%	N=564
Neutral	55%	N=1782
Somewhat negative	18%	N=579
Very negative	3%	N=107
Total	100%	N=3244

Table 70: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=2210
Working part time for pay	10%	N=325
Unemployed, looking for paid work	4%	N=129
Unemployed, not looking for paid work	2%	N=80
Fully retired	16%	N=521
Total	100%	N=3265

Table 71: Question D5

Do you work inside the boundaries of Montgomery County?	Percent	Number
Yes, outside the home	47%	N=1485
Yes, from home	12%	N=384
No	40%	N=1262
Total	100%	N=3131

Table 72: Question D6

How many years have you lived in Montgomery County?	Percent	Number
Less than 2 years	3%	N=109
2 to 5 years	11%	N=374
6 to 10 years	12%	N=403
11 to 20 years	18%	N=580
More than 20 years	55%	N=1802
Total	100%	N=3268

Table 73: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=1875
Building with two or more homes (duplex, townhome, apartment or condominium)	35%	N=1043
Mobile home	0%	N=6
Other	1%	N=36
Total	100%	N=2959

Table 74: Question D8

Is this house, apartment or mobile home…	Percent	Number
Rented	30%	N=895
Owned	70%	N=2051
Total	100%	N=2946

Table 75: 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=66
$300 to $599 per month	5%	N=151
$600 to $999 per month	5%	N=158
$1,000 to $1,499 per month	13%	N=393
$1,500 to $2,499 per month	40%	N=1211
$2,500 or more per month	35%	N=1081
Total	100%	N=3060

Table 76: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=1856
Yes	39%	N=1209
Total	100%	N=3065

Table 77: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	71%	N=2296
Yes	29%	N=958
Total	100%	N=3255

Table 78: 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	4%	N=118
$25,000 to $49,999	7%	N=210
$50,000 to $99,999	24%	N=742
$100,000 to $149,999	25%	N=785
$150,000 or more	40%	N=1236
Total	100%	N=3091

Table 79: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	89%	N=2853
Yes, I consider myself to be Spanish, Hispanic or Latino	11%	N=358
Total	100%	N=3211

Table 80: 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	2%	N=51
Asian, Asian Indian or Pacific Islander	11%	N=336
Black or African American	15%	N=475
White	68%	N=2157
Other	13%	N=410

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

Table 81: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=70
25 to 34 years	21%	N=679
35 to 44 years	21%	N=677
45 to 54 years	22%	N=710
55 to 64 years	16%	N=531
65 to 74 years	15%	N=477
75 years or older	4%	N=145
Total	100%	N=3290

Table 82: Question D16

What is your sex?	Percent	Number
Female	53%	N=1548
Male	46%	N=1368
Non-binary	1%	N=30
Total	100%	N=2946

Table 83: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=2214
Land line	13%	N=427
Both	19%	N=622
Total	100%	N=3262