THE NCS™

The National Community Survey™

Montgomery County, MD

Technical Appendices

2019

NRC
National Research Center Inc

ICMA
Leaders at the Core of Better Communities

Contents

Appendix A: Complete Survey Responses

Responses excluding "don't know"

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Montgomery County as a place to live	43%	N=402	47%	N=448	9%	N=85	1%	N=11	100%	N=946
Your neighborhood as a place to live	44%	N=419	43%	N=407	11%	N=103	2%	N=15	100%	N=944
Montgomery County as a place to raise children	41%	N=344	45%	N=372	10%	N=85	4%	N=30	100%	N=830
Montgomery County as a place to work	34%	N=266	47%	N=368	16%	N=129	4%	N=28	100%	N=792
Montgomery County as a place to visit	23%	N=209	47%	N=428	23%	N=212	6%	N=58	100%	N=908
Montgomery County as a place to retire	17%	N=126	26%	N=200	30%	N=231	27%	N=203	100%	N=760
The overall quality of life in Montgomery County	31%	N=288	54%	N=506	13%	N=124	2%	N=16	100%	N=935

Table 2: Question 2

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Montgomery County	27%	N=257	57%	N=534	14%	N=131	2%	N=22	100%	N=943
Overall ease of getting to the places you usually have to visit	21%	N=198	46%	N=429	24%	N=225	10%	N=90	100%	N=942
Quality of the overall natural environment in Montgomery County	30%	N=283	52%	N=490	16%	N=146	2%	N=19	100%	N=938
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	20%	N=191	50%	N=468	24%	N=219	6%	N=54	100%	N=932
Health and wellness opportunities in Montgomery County	28%	N=252	54%	N=481	15%	N=138	2%	N=22	100%	N=894
Overall opportunities for education and enrichment	36%	N=309	49%	N=428	14%	N=118	2%	N=15	100%	N=870
Overall economic health of Montgomery County	25%	N=215	53%	N=459	19%	N=162	4%	N=31	100%	N=868
Sense of community	15%	N=140	45%	N=404	31%	N=276	9%	N=83	100%	N=902
Overall image or reputation of Montgomery County	32%	N=299	52%	N=479	14%	N=129	2%	N=21	100%	N=929

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Montgomery County to someone who asks	49%	N=461	39%	N=362	6%	N=60	5%	N=50	100%	N=933
Remain in Montgomery County for the next five years	57%	N=520	27%	N=252	10%	N=87	6%	N=59	100%	N=919

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	70%	N=658	24%	N=221	4%	N=38	2%	N=17	1%	N=6	100%	N=940
In Montgomery County's downtowns/commercial areas during the day	55%	N=499	36%	N=331	6%	N=52	3%	N=30	0%	N=3	100%	N=915

Table 5: Question 5

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	7%	N=63	25%	N=236	42%	N=390	26%	N=242	100%	N=929
Ease of public parking	10%	N=91	39%	N=359	37%	N=346	14%	N=129	100%	N=925
Ease of travel by car in Montgomery County	13%	N=120	35%	N=324	38%	N=351	14%	N=131	100%	N=926
Ease of travel by public transportation in Montgomery County	14%	N=104	38%	N=292	34%	N=261	15%	N=112	100%	N=770
Ease of travel by bicycle in Montgomery County	11%	N=60	32%	N=182	36%	N=202	22%	N=124	100%	N=568
Ease of walking in Montgomery County	18%	N=164	40%	N=358	29%	N=259	13%	N=117	100%	N=898
Availability of paths and walking trails	23%	N=205	43%	N=383	27%	N=236	7%	N=63	100%	N=887
Air quality	19%	N=172	52%	N=466	25%	N=223	4%	N=35	100%	N=896
Cleanliness of Montgomery County	21%	N=196	58%	N=542	19%	N=176	3%	N=26	100%	N=941
Overall appearance of Montgomery County	26%	N=242	55%	N=512	18%	N=166	2%	N=14	100%	N=934
Public places where people want to spend time	22%	N=200	55%	N=504	19%	N=177	3%	N=31	100%	N=911
Variety of housing options	16%	N=137	38%	N=329	30%	N=257	16%	N=137	100%	N=860
Availability of affordable quality housing	6%	N=45	19%	N=157	34%	N=277	41%	N=332	100%	N=811
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=257	45%	N=399	22%	N=195	4%	N=34	100%	N=885
Recreational opportunities	28%	N=254	49%	N=436	21%	N=193	2%	N=15	100%	N=899
Availability of affordable quality food	22%	N=201	50%	N=468	24%	N=220	4%	N=39	100%	N=928
Availability of affordable quality health care	21%	N=176	44%	N=376	27%	N=233	9%	N=73	100%	N=859
Availability of preventive health services	22%	N=170	50%	N=393	23%	N=184	5%	N=38	100%	N=785
Availability of affordable quality mental health care	14%	N=79	38%	N=216	29%	N=162	19%	N=104	100%	N=562

Table 6: Question 6

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	15%	N=79	29%	N=153	32%	N=166	24%	N=128	100%	N=526
K-12 education	39%	N=263	42%	N=284	15%	N=101	3%	N=21	100%	N=669
Adult educational opportunities	23%	N=142	53%	N=325	20%	N=125	4%	N=25	100%	N=617
Opportunities to attend cultural/arts/music activities	27%	N=228	49%	N=413	21%	N=178	3%	N=27	100%	N=846
Opportunities to participate in religious or spiritual events and activities	35%	N=256	49%	N=357	13%	N=97	2%	N=14	100%	N=724
Employment opportunities	19%	N=144	46%	N=344	28%	N=209	6%	N=47	100%	N=743
Shopping opportunities	36%	N=333	49%	N=450	14%	N=126	1%	N=12	100%	N=921
Cost of living in Montgomery County	3%	N=23	19%	N=174	42%	N=386	36%	N=330	100%	N=913
Overall quality of business and service establishments in Montgomery County	18%	N=163	57%	N=500	23%	N=205	2%	N=16	100%	N=885
Vibrant downtowns/commercial areas	21%	N=186	54%	N=478	21%	N=188	3%	N=28	100%	N=880
Overall quality of new development in Montgomery County	17%	N=139	49%	N=398	26%	N=215	8%	N=63	100%	N=816
Opportunities to participate in social events and activities	20%	N=167	50%	N=414	25%	N=204	4%	N=36	100%	N=821
Opportunities to volunteer	31%	N=225	48%	N=348	18%	N=135	3%	N=21	100%	N=729
Opportunities to participate in community matters	23%	N=174	51%	N=376	21%	N=156	5%	N=38	100%	N=744
Openness and acceptance of the community toward people of diverse backgrounds	31%	N=268	45%	N=393	20%	N=171	5%	N=45	100%	N=877
Neighborliness of residents in Montgomery County	17%	N=150	45%	N=402	31%	N=278	7%	N=59	100%	N=889

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	20%	N=192	80%	N=746	100%	N=938
Made efforts to make your home more energy efficient	24%	N=222	76%	N=710	100%	N=932
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	67%	N=618	33%	N=310	100%	N=928
Household member was a victim of a crime in Montgomery County	89%	N=837	11%	N=99	100%	N=936
Reported a crime to the police in Montgomery County	86%	N=800	14%	N=135	100%	N=935
Stocked supplies in preparation for an emergency	62%	N=583	38%	N=351	100%	N=934
Campaigned or advocated for an issue, cause or candidate	74%	N=689	26%	N=244	100%	N=933
Contacted Montgomery County (in-person, phone, email or web) for help or information	53%	N=499	47%	N=438	100%	N=937
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	78%	N=727	22%	N=209	100%	N=936

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Montgomery County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Montgomery County recreation centers or their services	11%	N=101	17%	N=155	34%	N=322	38%	N=360	100%	N=939
Visited a neighborhood park or County park	23%	N=215	31%	N=292	35%	N=325	11%	N=108	100%	N=939
Used Montgomery County public libraries or their services	11%	N=101	30%	N=274	33%	N=309	26%	N=241	100%	N=925
Participated in religious or spiritual activities in Montgomery County	12%	N=112	16%	N=150	19%	N=179	52%	N=487	100%	N=928
Attended a County-sponsored event	2%	N=22	4%	N=39	39%	N=358	55%	N=507	100%	N=926
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	28%	N=259	13%	N=118	30%	N=277	30%	N=280	100%	N=934
Carpooled with other adults or children instead of driving alone	12%	N=116	10%	N=91	22%	N=204	56%	N=518	100%	N=929
Walked or biked instead of driving	22%	N=204	15%	N=144	23%	N=210	40%	N=370	100%	N=928
Volunteered your time to some group/activity in Montgomery County	8%	N=79	12%	N=109	20%	N=187	60%	N=556	100%	N=931
Participated in a club	5%	N=43	10%	N=94	11%	N=101	74%	N=690	100%	N=928
Talked to or visited with your immediate neighbors	34%	N=318	29%	N=270	24%	N=227	13%	N=123	100%	N=939
Done a favor for a neighbor	15%	N=140	26%	N=240	37%	N=349	22%	N=208	100%	N=938

Table 9: 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	1%	N=5	2%	N=19	21%	N=200	76%	N=705	100%	N=928
Watched (online or on television) a local public meeting	1%	N=12	3%	N=25	21%	N=192	75%	N=700	100%	N=930

Table 10: Question 10

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Police services	35%	N=284	48%	N=386	14%	N=110	3%	N=22	100%	N=802
Fire services	50%	N=373	46%	N=341	4%	N=29	0%	N=1	100%	N=744
Ambulance or emergency medical services	51%	N=354	43%	N=295	5%	N=36	1%	N=9	100%	N=693
Crime prevention	22%	N=149	51%	N=347	22%	N=151	6%	N=38	100%	N=686
Fire prevention and education	34%	N=204	49%	N=291	15%	N=87	2%	N=13	100%	N=594

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	17%	N=142	45%	N=365	28%	N=229	10%	N=78	100%	N=813
Street repair	9%	N=80	34%	N=303	36%	N=323	22%	N=196	100%	N=902
Street cleaning	20%	N=163	43%	N=361	28%	N=237	9%	N=72	100%	N=834
Street lighting	19%	N=173	51%	N=466	23%	N=208	7%	N=62	100%	N=910
Snow removal	23%	N=205	50%	N=448	20%	N=181	8%	N=70	100%	N=903
Sidewalk maintenance	17%	N=142	48%	N=412	26%	N=224	9%	N=77	100%	N=855
Traffic signal timing	14%	N=126	43%	N=382	29%	N=259	14%	N=124	100%	N=891
Bus or transit services	25%	N=165	54%	N=357	15%	N=100	6%	N=37	100%	N=659
Garbage collection	36%	N=301	50%	N=417	11%	N=93	3%	N=23	100%	N=834
Recycling	39%	N=345	47%	N=416	12%	N=102	3%	N=25	100%	N=888
Yard waste pick-up	38%	N=256	47%	N=315	13%	N=86	3%	N=18	100%	N=674
Storm drainage	23%	N=169	53%	N=394	19%	N=146	5%	N=39	100%	N=747
Drinking water	30%	N=261	48%	N=421	18%	N=161	4%	N=34	100%	N=878
Sewer services	29%	N=225	57%	N=437	12%	N=95	1%	N=8	100%	N=764
Power (electric and/or gas) utility	28%	N=256	55%	N=494	15%	N=134	2%	N=17	100%	N=902
Utility billing	19%	N=165	51%	N=430	24%	N=202	6%	N=51	100%	N=849
County parks	42%	N=357	48%	N=410	10%	N=81	1%	N=7	100%	N=855
Montgomery County recreation programs or classes	35%	N=205	52%	N=306	12%	N=71	2%	N=10	100%	N=592
Montgomery County recreation centers or facilities	31%	N=201	54%	N=351	13%	N=88	2%	N=11	100%	N=650
Land use, planning and zoning	16%	N=95	39%	N=230	31%	N=182	15%	N=86	100%	N=594
Code enforcement (weeds, abandoned buildings, etc.)	17%	N=89	41%	N=208	33%	N=167	10%	N=49	100%	N=513
Animal control	19%	N=103	49%	N=263	23%	N=124	8%	N=44	100%	N=533
Economic development	14%	N=89	48%	N=314	28%	N=183	10%	N=67	100%	N=654
Health services	22%	N=159	54%	N=389	22%	N=157	2%	N=11	100%	N=716
Public library services	46%	N=378	46%	N=380	6%	N=52	1%	N=10	100%	N=821
Public information services	23%	N=160	59%	N=401	16%	N=113	2%	N=11	100%	N=685
Cable television	16%	N=110	46%	N=309	24%	N=159	14%	N=95	100%	N=673
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	22%	N=128	49%	N=282	23%	N=133	5%	N=31	100%	N=575
Preservation of natural areas such as open space, farmlands and greenbelts	22%	N=164	47%	N=354	21%	N=157	10%	N=71	100%	N=746
Montgomery County open space	20%	N=147	47%	N=355	25%	N=191	8%	N=59	100%	N=751
County-sponsored special events	15%	N=81	59%	N=324	23%	N=123	4%	N=20	100%	N=548
Overall customer service by Montgomery County employees (receptionists, inspectors, librarians, bus drivers, etc.)	25%	N=200	52%	N=420	20%	N=163	3%	N=26	100%	N=809
MC311 non-emergency services and information line	27%	N=130	49%	N=234	20%	N=96	4%	N=20	100%	N=480
Services for seniors	28%	N=105	47%	N=178	20%	N=74	5%	N=20	100%	N=377
Services for youth	23%	N=98	48%	N=205	25%	N=106	5%	N=20	100%	N=429
Election/voter services	33%	N=242	51%	N=373	13%	N=97	2%	N=14	100%	N=727
Permitting services	20%	N=84	46%	N=192	26%	N=110	8%	N=35	100%	N=422
Consumer protection	22%	N=96	46%	N=202	26%	N=114	6%	N=26	100%	N=438
Alcohol sales	15%	N=96	39%	N=256	28%	N=181	19%	N=123	100%	N=657

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
Montgomery County	27%	N=241	57%	N=519	14%	N=124	2%	N=19	100%	N=903
The Federal Government	13%	N=114	40%	N=353	35%	N=303	12%	N=105	100%	N=875
The State of Maryland	17%	N=147	52%	N=448	28%	N=240	3%	N=26	100%	N=861

Table 12: Question 12

Please rate the following categories of Montgomery County government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Montgomery County	12%	N=104	45%	N=383	31%	N=267	12%	N=101	100%	N=855
The overall direction that Montgomery County is taking	12%	N=98	45%	N=363	28%	N=225	14%	N=116	100%	N=803
The job Montgomery County government does at welcoming resident involvement	14%	N=95	43%	N=282	31%	N=203	12%	N=82	100%	N=661
Overall confidence in Montgomery County government	13%	N=109	49%	N=406	28%	N=230	11%	N=90	100%	N=834
Generally acting in the best interest of the community	15%	N=119	47%	N=382	26%	N=215	12%	N=99	100%	N=815
Being honest	17%	N=118	43%	N=305	29%	N=211	11%	N=82	100%	N=716
Treating all residents fairly	16%	N=118	40%	N=295	29%	N=215	16%	N=119	100%	N=746

Table 13: Question 13

Please rate how important, if at all, you think it is for the Montgomery County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Montgomery County	53%	N=493	36%	N=332	10%	N=89	1%	N=9	100%	N=922
Overall ease of getting to the places you usually have to visit	42%	N=390	48%	N=442	8%	N=77	1%	N=9	100%	N=919
Quality of the overall natural environment in Montgomery County	42%	N=382	46%	N=424	11%	N=99	1%	N=11	100%	N=917
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	31%	N=281	49%	N=451	19%	N=172	2%	N=16	100%	N=920
Health and wellness opportunities in Montgomery County	35%	N=320	46%	N=421	17%	N=159	2%	N=19	100%	N=919
Overall opportunities for education and enrichment	45%	N=413	39%	N=362	14%	N=126	2%	N=17	100%	N=919
Overall economic health of Montgomery County	46%	N=427	44%	N=406	9%	N=82	1%	N=6	100%	N=920
Sense of community	27%	N=245	46%	N=420	25%	N=225	3%	N=28	100%	N=919

Table 14: 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	5%	N=34	9%	N=59	38%	N=255	28%	N=191	20%	N=131	100%	N=670
Crime	6%	N=43	18%	N=129	53%	N=373	17%	N=117	6%	N=42	100%	N=705
The environment	8%	N=63	24%	N=191	55%	N=443	11%	N=84	2%	N=19	100%	N=800
The pace of growth	9%	N=71	25%	N=189	38%	N=288	18%	N=136	9%	N=68	100%	N=752
Public schools (K-12)	12%	N=69	25%	N=146	42%	N=246	15%	N=90	5%	N=32	100%	N=583
Social services for those in need	10%	N=46	23%	N=105	51%	N=235	12%	N=57	4%	N=20	100%	N=464
Traffic	3%	N=30	9%	N=79	26%	N=220	34%	N=285	28%	N=237	100%	N=850
Job growth	6%	N=36	25%	N=138	47%	N=263	17%	N=94	5%	N=27	100%	N=558
Business growth	7%	N=41	32%	N=187	43%	N=253	12%	N=72	5%	N=29	100%	N=583
Quality of life opportunities (recreation, libraries, arts and culture)	11%	N=85	34%	N=271	53%	N=432	2%	N=16	0%	N=4	100%	N=808

Table 15: Question 15

Please select the statement that best describes your opinion	Percent	Number
I am satisfied with the current level of taxes and services.	43%	N=357
I am willing to pay more taxes to get more services.	12%	N=100
I feel that I pay too much for the services I receive.	33%	N=270
I am willing to accept service reductions if it means lower taxes.	8%	N=63
My opinion is different from the ones listed here.	4%	N=35
Total	100%	N=825

Table 16: Question 16

Have you needed the County Government to resolve an issue or problem in the past two years?	Percent	Number
Yes	16%	N=144
No	84%	N=756
Total	100%	N=900

Table 17: 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	38%	N=55	37%	N=53	16%	N=23	9%	N=13	100%	N=144
Resolve the issue/problem	17%	N=25	39%	N=55	23%	N=33	21%	N=29	100%	N=141

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

Table 18: 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	56%	N=492	36%	N=312	4%	N=38	1%	N=10	2%	N=19	100%	N=871
On the phone	71%	N=592	23%	N=191	3%	N=27	1%	N=7	2%	N=15	100%	N=832
Online	93%	N=738	6%	N=48	0%	N=3	0%	N=1	1%	N=7	100%	N=797

Table 19: 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	53%	N=66
Somewhat agree	33%	N=42
Somewhat disagree	5%	N=6
Strongly disagree	10%	N=13
Total	100%	N=126

Table 20: 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	45%	N=59	32%	N=42	19%	N=25	5%	N=6	100%	N=131
Approachability	40%	N=53	34%	N=45	10%	N=13	17%	N=22	100%	N=133
Responsiveness	41%	N=41	25%	N=32	20%	N=25	14%	N=18	100%	N=129

Table 21: Question 19

Please rate each of the following aspects of Montgomery County K-12 public schools.	Excellent		Good		Fair		Poor		Total	
Class size	16%	N=73	32%	N=151	30%	N=139	22%	N=104	100%	N=466
Teacher/student ratio	16%	N=74	30%	N=141	31%	N=146	22%	N=103	100%	N=465
Student safety	20%	N=94	45%	N=216	27%	N=128	8%	N=40	100%	N=478
School facilities	21%	N=101	40%	N=191	30%	N=146	9%	N=44	100%	N=482
Food/cafeteria	15%	N=60	24%	N=95	40%	N=160	21%	N=85	100%	N=400
Accessibility of teachers and administrators	28%	N=123	43%	N=192	26%	N=117	3%	N=14	100%	N=446
Diversity of race/ethnicity of the student body	34%	N=165	38%	N=182	20%	N=97	8%	N=39	100%	N=482
Overall quality of education	26%	N=135	49%	N=249	21%	N=105	4%	N=21	100%	N=510

Table 22: 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	25%	N=231
One or more of my children was enrolled in MCPS in the past	21%	N=193
My grandchild(ren) or other relatives are currently enrolled in MCPS	7%	N=66
I am a current MCPS employee	4%	N=35
I am a past MCPS employee	4%	N=37
I am a current or former school or MCPS volunteer	7%	N=62
None of the above	48%	N=447

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

Table 23: 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=207
Somewhat agree	36%	N=225
Somewhat disagree	13%	N=83
Strongly disagree	17%	N=103
Total	100%	N=619

Table 24: 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)	46%	N=406	31%	N=274	24%	N=211	100%	N=891
MC311	15%	N=130	30%	N=261	56%	N=491	100%	N=882
Local newspapers and/or their websites	35%	N=312	34%	N=304	30%	N=266	100%	N=882
Radio (e.g., WTOP, etc.)	36%	N=322	32%	N=285	32%	N=286	100%	N=893
"Montgomery al Día" radio program	6%	N=53	8%	N=67	86%	N=741	100%	N=861
Local television stations	31%	N=277	28%	N=247	41%	N=363	100%	N=886
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	14%	N=121	18%	N=157	68%	N=599	100%	N=878
Civic association, homeowners' association newsletters, or community listservs	20%	N=179	35%	N=305	45%	N=396	100%	N=880
Nextdoor app or website	14%	N=121	24%	N=214	62%	N=542	100%	N=878
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	13%	N=114	22%	N=197	65%	N=567	100%	N=878

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	
Alert Montgomery	33%	N=290	23%	N=201	45%	N=397	100%	N=888
Blog websites	7%	N=59	14%	N=120	80%	N=696	100%	N=876
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	14%	N=121	37%	N=323	49%	N=434	100%	N=878
Town hall meetings or other public meetings	7%	N=58	27%	N=234	67%	N=587	100%	N=880
Word of mouth	22%	N=190	51%	N=452	27%	N=237	100%	N=879

Table 25: 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=14	2%	N=15	3%	N=28	15%	N=143	79%	N=732	100%	N=931
Purchase goods or services from a business located in Montgomery County	0%	N=2	2%	N=17	15%	N=136	50%	N=468	33%	N=307	100%	N=930
Eat at least 5 portions of fruits and vegetables a day	2%	N=15	9%	N=81	30%	N=271	38%	N=345	22%	N=205	100%	N=916
Participate in moderate or vigorous physical activity	2%	N=16	10%	N=93	28%	N=260	35%	N=324	25%	N=227	100%	N=921
Read or watch local news (via television, paper, computer, etc.)	4%	N=36	11%	N=101	21%	N=199	30%	N=278	34%	N=313	100%	N=927
Vote in local elections	13%	N=117	5%	N=43	8%	N=73	20%	N=187	55%	N=508	100%	N=928

Table 26: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=215
Very good	43%	N=400
Good	27%	N=252
Fair	6%	N=56
Poor	1%	N=7
Total	100%	N=931

Table 27: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=53
Somewhat positive	21%	N=195
Neutral	58%	N=536
Somewhat negative	13%	N=122
Very negative	2%	N=17
Total	100%	N=922

Table 28: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=617
Working part time for pay	9%	N=85
Unemployed, looking for paid work	2%	N=21
Unemployed, not looking for paid work	4%	N=33
Fully retired	18%	N=171
Total	100%	N=926

Table 29: Question D5

Do you work inside the boundaries of Montgomery County?	Percent	Number
Yes, outside the home	43%	N=378
Yes, from home	8%	N=67
No	49%	N=427
Total	100%	N=872

Table 30: Question D6

How many years have you lived in Montgomery County?	Percent	Number
Less than 2 years	9%	N=84
2 to 5 years	13%	N=123
6 to 10 years	15%	N=138
11 to 20 years	20%	N=188
More than 20 years	43%	N=395
Total	100%	N=927

Table 31: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	45%	N=426
Building with two or more homes (duplex, townhome, apartment or condominium)	52%	N=488
Mobile home	0%	N=1
Other	2%	N=23
Total	100%	N=938

Table 32: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=307
Owned	67%	N=624
Total	100%	N=931

Table 33: 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	3%	N=24
$300 to $599 per month	4%	N=32
$600 to $999 per month	7%	N=66
$1,000 to $1,499 per month	18%	N=163
$1,500 to $2,499 per month	37%	N=325
$2,500 or more per month	31%	N=275
Total	100%	N=886

Table 34: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=584
Yes	37%	N=338
Total	100%	N=922

Table 35: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	74%	N=681
Yes	26%	N=241
Total	100%	N=923

Table 36: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	6%	N=49
$25,000 to $49,999	12%	N=110
$50,000 to $99,999	28%	N=250
$100,000 to $149,999	23%	N=205
$150,000 or more	31%	N=271
Total	100%	N=886

Table 37: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	87%	N=785
Yes, I consider myself to be Spanish, Hispanic or Latino	13%	N=118
Total	100%	N=903

Table 38: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	16%	N=146
Black or African American	17%	N=159
White	63%	N=568
Other	8%	N=73

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

Table 39: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=22
25 to 34 years	25%	N=229
35 to 44 years	18%	N=164
45 to 54 years	21%	N=200
55 to 64 years	13%	N=117
65 to 74 years	12%	N=114
75 years or older	9%	N=84
Total	100%	N=930

Table 40: Question D16

What is your sex?	Percent	Number
Female	53%	N=493
Male	47%	N=436
Non-binary	0%	N=0
Total	100%	N=929

Table 41: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=678
Land line	13%	N=117
Both	14%	N=135
Total	100%	N=930

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 42: 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	43%	N=402	47%	N=448	9%	N=85	1%	N=11	0%	N=0	100%	N=946
Your neighborhood as a place to live	44%	N=419	43%	N=407	11%	N=103	2%	N=15	0%	N=1	100%	N=945
Montgomery County as a place to raise children	37%	N=344	40%	N=372	9%	N=85	3%	N=30	12%	N=110	100%	N=940
Montgomery County as a place to work	28%	N=266	39%	N=368	14%	N=129	3%	N=28	16%	N=148	100%	N=940
Montgomery County as a place to visit	22%	N=209	46%	N=428	23%	N=212	6%	N=58	3%	N=30	100%	N=938
Montgomery County as a place to retire	13%	N=126	21%	N=200	25%	N=231	22%	N=203	19%	N=173	100%	N=933
The overall quality of life in Montgomery County	31%	N=288	54%	N=506	13%	N=124	2%	N=16	0%	N=3	100%	N=938

Table 43: 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	27%	N=257	57%	N=534	14%	N=131	2%	N=22	0%	N=1	100%	N=944
Overall ease of getting to the places you usually have to visit	21%	N=198	45%	N=429	24%	N=225	9%	N=90	0%	N=3	100%	N=944
Quality of the overall natural environment in Montgomery County	30%	N=283	52%	N=490	15%	N=146	2%	N=19	1%	N=5	100%	N=943
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	20%	N=191	50%	N=468	23%	N=219	6%	N=54	1%	N=10	100%	N=942
Health and wellness opportunities in Montgomery County	27%	N=252	51%	N=481	15%	N=138	2%	N=22	5%	N=47	100%	N=941
Overall opportunities for education and enrichment	33%	N=309	46%	N=428	13%	N=118	2%	N=15	7%	N=64	100%	N=934
Overall economic health of Montgomery County	23%	N=215	49%	N=459	17%	N=162	3%	N=31	8%	N=74	100%	N=942
Sense of community	15%	N=140	43%	N=404	30%	N=276	9%	N=83	3%	N=28	100%	N=931
Overall image or reputation of Montgomery County	32%	N=299	51%	N=479	14%	N=129	2%	N=21	1%	N=14	100%	N=943

Table 44: 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	49%	N=461	38%	N=362	6%	N=60	5%	N=50	1%	N=10	100%	N=944
Remain in Montgomery County for the next five years	55%	N=520	27%	N=252	9%	N=87	6%	N=59	2%	N=21	100%	N=939

Table 45: 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	70%	N=658	23%	N=221	4%	N=38	2%	N=17	1%	N=6	0%	N=1	100%	N=941
In Montgomery County's downtowns/commercial areas during the day	53%	N=499	35%	N=331	6%	N=52	3%	N=30	0%	N=3	2%	N=19	100%	N=934

Table 46: 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	7%	N=63	25%	N=236	41%	N=390	26%	N=242	1%	N=14	100%	N=943
Ease of public parking	10%	N=91	38%	N=359	37%	N=346	14%	N=129	2%	N=17	100%	N=942
Ease of travel by car in Montgomery County	13%	N=120	34%	N=324	37%	N=351	14%	N=131	2%	N=15	100%	N=941
Ease of travel by public transportation in Montgomery County	11%	N=104	31%	N=292	28%	N=261	12%	N=112	18%	N=168	100%	N=938
Ease of travel by bicycle in Montgomery County	6%	N=60	19%	N=182	22%	N=202	13%	N=124	39%	N=367	100%	N=935
Ease of walking in Montgomery County	17%	N=164	38%	N=358	28%	N=259	12%	N=117	5%	N=43	100%	N=942
Availability of paths and walking trails	22%	N=205	41%	N=383	25%	N=236	7%	N=63	6%	N=56	100%	N=943
Air quality	18%	N=172	50%	N=466	24%	N=223	4%	N=35	4%	N=41	100%	N=938
Cleanliness of Montgomery County	21%	N=196	58%	N=542	19%	N=176	3%	N=26	0%	N=2	100%	N=943
Overall appearance of Montgomery County	26%	N=242	54%	N=512	18%	N=166	2%	N=14	1%	N=10	100%	N=944
Public places where people want to spend time	21%	N=200	53%	N=504	19%	N=177	3%	N=31	3%	N=31	100%	N=942
Variety of housing options	15%	N=137	35%	N=329	27%	N=257	15%	N=137	8%	N=76	100%	N=936
Availability of affordable quality housing	5%	N=45	17%	N=157	30%	N=277	35%	N=332	14%	N=129	100%	N=939
Fitness opportunities (including exercise classes and paths or trails, etc.)	27%	N=257	43%	N=399	21%	N=195	4%	N=34	5%	N=51	100%	N=936
Recreational opportunities	27%	N=254	46%	N=436	21%	N=193	2%	N=15	4%	N=40	100%	N=939
Availability of affordable quality food	21%	N=201	50%	N=468	23%	N=220	4%	N=39	1%	N=13	100%	N=942
Availability of affordable quality health care	19%	N=176	40%	N=376	25%	N=233	8%	N=73	9%	N=84	100%	N=943
Availability of preventive health services	18%	N=170	42%	N=393	20%	N=184	4%	N=38	17%	N=156	100%	N=941
Availability of affordable quality mental health care	8%	N=79	23%	N=216	17%	N=162	11%	N=104	40%	N=376	100%	N=938

Table 47: Question 6

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	8%	N=79	16%	N=153	18%	N=166	14%	N=128	44%	N=411	100%	N=937
K-12 education	28%	N=263	30%	N=284	11%	N=101	2%	N=21	28%	N=265	100%	N=933
Adult educational opportunities	15%	N=142	35%	N=325	13%	N=125	3%	N=25	34%	N=312	100%	N=928
Opportunities to attend cultural/arts/music activities	24%	N=228	44%	N=413	19%	N=178	3%	N=27	9%	N=87	100%	N=933
Opportunities to participate in religious or spiritual events and activities	27%	N=256	38%	N=357	10%	N=97	1%	N=14	23%	N=210	100%	N=934
Employment opportunities	15%	N=144	37%	N=344	22%	N=209	5%	N=47	20%	N=185	100%	N=929
Shopping opportunities	36%	N=333	48%	N=450	13%	N=126	1%	N=12	1%	N=14	100%	N=934
Cost of living in Montgomery County	2%	N=23	19%	N=174	41%	N=386	35%	N=330	2%	N=19	100%	N=932
Overall quality of business and service establishments in Montgomery County	18%	N=163	54%	N=500	22%	N=205	2%	N=16	5%	N=45	100%	N=930
Vibrant downtowns/commercial areas	20%	N=186	52%	N=478	20%	N=188	3%	N=28	5%	N=45	100%	N=925
Overall quality of new development in Montgomery County	15%	N=139	43%	N=398	23%	N=215	7%	N=63	12%	N=109	100%	N=925
Opportunities to participate in social events and activities	18%	N=167	45%	N=414	22%	N=204	4%	N=36	11%	N=101	100%	N=921
Opportunities to volunteer	24%	N=225	37%	N=348	14%	N=135	2%	N=21	22%	N=202	100%	N=931
Opportunities to participate in community matters	19%	N=174	41%	N=376	17%	N=156	4%	N=38	20%	N=181	100%	N=924
Openness and acceptance of the community toward people of diverse backgrounds	29%	N=268	42%	N=393	18%	N=171	5%	N=45	5%	N=50	100%	N=927
Neighborliness of residents in Montgomery County	16%	N=150	44%	N=402	30%	N=278	6%	N=59	3%	N=31	100%	N=921

Table 48: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	20%	N=192	80%	N=746	100%	N=938
Made efforts to make your home more energy efficient	24%	N=222	76%	N=710	100%	N=932
Observed a code violation or other hazard in Montgomery County (weeds, abandoned buildings, etc.)	67%	N=618	33%	N=310	100%	N=928
Household member was a victim of a crime in Montgomery County	89%	N=837	11%	N=99	100%	N=936
Reported a crime to the police in Montgomery County	86%	N=800	14%	N=135	100%	N=935
Stocked supplies in preparation for an emergency	62%	N=583	38%	N=351	100%	N=934
Campaigned or advocated for an issue, cause or candidate	74%	N=689	26%	N=244	100%	N=933
Contacted Montgomery County (in-person, phone, email or web) for help or information	53%	N=499	47%	N=438	100%	N=937
Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	78%	N=727	22%	N=209	100%	N=936

Table 49: 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	11%	N=101	17%	N=155	34%	N=322	38%	N=360	100%	N=939
Visited a neighborhood park or County park	23%	N=215	31%	N=292	35%	N=325	11%	N=108	100%	N=939
Used Montgomery County public libraries or their services	11%	N=101	30%	N=274	33%	N=309	26%	N=241	100%	N=925
Participated in religious or spiritual activities in Montgomery County	12%	N=112	16%	N=150	19%	N=179	52%	N=487	100%	N=928
Attended a County-sponsored event	2%	N=22	4%	N=39	39%	N=358	55%	N=507	100%	N=926
Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	28%	N=259	13%	N=118	30%	N=277	30%	N=280	100%	N=934
Carpooled with other adults or children instead of driving alone	12%	N=116	10%	N=91	22%	N=204	56%	N=518	100%	N=929
Walked or biked instead of driving	22%	N=204	15%	N=144	23%	N=210	40%	N=370	100%	N=928
Volunteered your time to some group/activity in Montgomery County	8%	N=79	12%	N=109	20%	N=187	60%	N=556	100%	N=931
Participated in a club	5%	N=43	10%	N=94	11%	N=101	74%	N=690	100%	N=928
Talked to or visited with your immediate neighbors	34%	N=318	29%	N=270	24%	N=227	13%	N=123	100%	N=939
Done a favor for a neighbor	15%	N=140	26%	N=240	37%	N=349	22%	N=208	100%	N=938

Table 50: 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	1%	N=5	2%	N=19	21%	N=200	76%	N=705	100%	N=928
Watched (online or on television) a local public meeting	1%	N=12	3%	N=25	21%	N=192	75%	N=700	100%	N=930

Table 51: Question 10

Please rate the quality of each of the following services in Montgomery County:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	30%	N=284	41%	N=386	12%	N=110	2%	N=22	14%	N=134	100%	N=935
Fire services	40%	N=373	36%	N=341	3%	N=29	0%	N=1	20%	N=191	100%	N=936
Ambulance or emergency medical services	38%	N=354	32%	N=295	4%	N=36	1%	N=9	25%	N=237	100%	N=930
Crime prevention	16%	N=149	37%	N=347	16%	N=151	4%	N=38	26%	N=243	100%	N=929
Fire prevention and education	22%	N=204	31%	N=291	9%	N=87	1%	N=13	36%	N=335	100%	N=929

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	
Traffic enforcement	15%	N=142	40%	N=365	25%	N=229	8%	N=78	12%	N=108	100%	N=921
Street repair	9%	N=80	33%	N=303	35%	N=323	21%	N=196	3%	N=29	100%	N=931
Street cleaning	18%	N=163	39%	N=361	26%	N=237	8%	N=72	10%	N=91	100%	N=925
Street lighting	19%	N=173	50%	N=466	22%	N=208	7%	N=62	2%	N=23	100%	N=932
Snow removal	22%	N=205	48%	N=448	19%	N=181	7%	N=70	3%	N=31	100%	N=935
Sidewalk maintenance	15%	N=142	44%	N=412	24%	N=224	8%	N=77	8%	N=78	100%	N=933
Traffic signal timing	14%	N=126	41%	N=382	28%	N=259	13%	N=124	4%	N=41	100%	N=933
Bus or transit services	18%	N=165	39%	N=357	11%	N=100	4%	N=37	29%	N=269	100%	N=928
Garbage collection	32%	N=301	45%	N=417	10%	N=93	2%	N=23	11%	N=99	100%	N=933
Recycling	37%	N=345	45%	N=416	11%	N=102	3%	N=25	5%	N=47	100%	N=935
Yard waste pick-up	28%	N=256	34%	N=315	9%	N=86	2%	N=18	28%	N=256	100%	N=930
Storm drainage	18%	N=169	42%	N=394	16%	N=146	4%	N=39	19%	N=181	100%	N=928
Drinking water	28%	N=261	45%	N=421	17%	N=161	4%	N=34	6%	N=52	100%	N=930
Sewer services	24%	N=225	47%	N=437	10%	N=95	1%	N=8	18%	N=163	100%	N=927
Power (electric and/or gas) utility	27%	N=256	53%	N=494	14%	N=134	2%	N=17	4%	N=33	100%	N=935
Utility billing	18%	N=165	46%	N=430	22%	N=202	6%	N=51	9%	N=82	100%	N=931
County parks	38%	N=357	44%	N=410	9%	N=81	1%	N=7	8%	N=74	100%	N=930
Montgomery County recreation programs or classes	22%	N=205	33%	N=306	8%	N=71	1%	N=10	36%	N=337	100%	N=928
Montgomery County recreation centers or facilities	22%	N=201	38%	N=351	9%	N=88	1%	N=11	30%	N=279	100%	N=929
Land use, planning and zoning	10%	N=95	25%	N=230	20%	N=182	9%	N=86	36%	N=331	100%	N=924
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=89	23%	N=208	18%	N=167	5%	N=49	44%	N=406	100%	N=919
Animal control	11%	N=103	28%	N=263	13%	N=124	5%	N=44	42%	N=393	100%	N=927
Economic development	10%	N=89	34%	N=314	20%	N=183	7%	N=67	29%	N=262	100%	N=916
Health services	17%	N=159	42%	N=389	17%	N=157	1%	N=11	23%	N=210	100%	N=926
Public library services	40%	N=378	41%	N=380	6%	N=52	1%	N=10	12%	N=114	100%	N=935
Public information services	17%	N=160	43%	N=401	12%	N=113	1%	N=11	26%	N=241	100%	N=925
Cable television	12%	N=110	33%	N=309	17%	N=159	10%	N=95	27%	N=254	100%	N=927
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=128	30%	N=282	14%	N=133	3%	N=31	38%	N=356	100%	N=931
Preservation of natural areas such as open space, farmlands and greenbelts	18%	N=164	38%	N=354	17%	N=157	8%	N=71	19%	N=175	100%	N=921
Montgomery County open space	16%	N=147	38%	N=355	21%	N=191	6%	N=59	19%	N=176	100%	N=927
County-sponsored special events	9%	N=81	35%	N=324	13%	N=123	2%	N=20	40%	N=368	100%	N=917
Overall customer service by Montgomery County employees (receptionists, inspectors, librarians, bus drivers, etc.)	21%	N=200	45%	N=420	18%	N=163	3%	N=26	13%	N=122	100%	N=931
MC311 non-emergency services and information line	14%	N=130	25%	N=234	10%	N=96	2%	N=20	48%	N=440	100%	N=920
Services for seniors	11%	N=105	19%	N=178	8%	N=74	2%	N=20	59%	N=554	100%	N=931
Services for youth	11%	N=98	22%	N=205	11%	N=106	2%	N=20	54%	N=499	100%	N=928
Election/voter services	26%	N=242	40%	N=373	11%	N=97	2%	N=14	21%	N=199	100%	N=926
Permitting services	9%	N=84	21%	N=192	12%	N=110	4%	N=35	54%	N=503	100%	N=925
Consumer protection	10%	N=96	22%	N=202	12%	N=114	3%	N=26	53%	N=491	100%	N=929
Alcohol sales	10%	N=96	28%	N=256	19%	N=181	13%	N=123	29%	N=273	100%	N=930

Table 52: 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	26%	N=241	56%	N=519	13%	N=124	2%	N=19	3%	N=29	100%	N=932
The Federal Government	12%	N=114	38%	N=353	33%	N=303	11%	N=105	6%	N=56	100%	N=931
The State of Maryland	16%	N=147	48%	N=448	26%	N=240	3%	N=26	7%	N=70	100%	N=930

Table 53: 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=104	42%	N=383	29%	N=267	11%	N=101	7%	N=63	100%	N=918
The overall direction that Montgomery County is taking	11%	N=98	40%	N=363	25%	N=225	13%	N=116	12%	N=111	100%	N=913
The job Montgomery County government does at welcoming resident involvement	10%	N=95	31%	N=282	22%	N=203	9%	N=82	28%	N=252	100%	N=913
Overall confidence in Montgomery County government	12%	N=109	45%	N=406	25%	N=230	10%	N=90	8%	N=74	100%	N=908
Generally acting in the best interest of the community	13%	N=119	42%	N=382	24%	N=215	11%	N=99	11%	N=101	100%	N=916
Being honest	13%	N=118	33%	N=305	23%	N=211	9%	N=82	22%	N=199	100%	N=914
Treating all residents fairly	13%	N=118	32%	N=295	23%	N=215	13%	N=119	19%	N=171	100%	N=917

Table 54: 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	53%	N=493	36%	N=332	10%	N=89	1%	N=9	100%	N=922
Overall ease of getting to the places you usually have to visit	42%	N=390	48%	N=442	8%	N=77	1%	N=9	100%	N=919
Quality of the overall natural environment in Montgomery County	42%	N=382	46%	N=424	11%	N=99	1%	N=11	100%	N=917
Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	31%	N=281	49%	N=451	19%	N=172	2%	N=16	100%	N=920
Health and wellness opportunities in Montgomery County	35%	N=320	46%	N=421	17%	N=159	2%	N=19	100%	N=919
Overall opportunities for education and enrichment	45%	N=413	39%	N=362	14%	N=126	2%	N=17	100%	N=919
Overall economic health of Montgomery County	46%	N=427	44%	N=406	9%	N=82	1%	N=6	100%	N=920
Sense of community	27%	N=245	46%	N=420	25%	N=225	3%	N=28	100%	N=919

Table 55: 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	4%	N=34	6%	N=59	28%	N=255	21%	N=191	14%	N=131	27%	N=252	100%	N=922
Crime	5%	N=43	14%	N=129	41%	N=373	13%	N=117	5%	N=42	23%	N=209	100%	N=913
The environment	7%	N=63	21%	N=191	48%	N=443	9%	N=84	2%	N=19	13%	N=115	100%	N=915
The pace of growth	8%	N=71	21%	N=189	32%	N=288	15%	N=136	8%	N=68	17%	N=155	100%	N=907
Public schools (K-12)	8%	N=69	16%	N=146	27%	N=246	10%	N=90	3%	N=32	36%	N=331	100%	N=915
Social services for those in need	5%	N=46	12%	N=105	26%	N=235	6%	N=57	2%	N=20	49%	N=452	100%	N=916
Traffic	3%	N=30	9%	N=79	24%	N=220	31%	N=285	26%	N=237	8%	N=70	100%	N=920
Job growth	4%	N=36	15%	N=138	29%	N=263	10%	N=94	3%	N=27	39%	N=361	100%	N=918

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	
Business growth	5%	N=41	20%	N=187	28%	N=253	8%	N=72	3%	N=29	36%	N=330	100%	N=913
Quality of life opportunities (recreation, libraries, arts and culture)	9%	N=85	30%	N=271	47%	N=432	2%	N=16	0%	N=4	12%	N=109	100%	N=917

Table 56: Question 15

Please select the statement that best describes your opinion	Percent	Number
I am satisfied with the current level of taxes and services.	39%	N=357
I am willing to pay more taxes to get more services.	11%	N=100
I feel that I pay too much for the services I receive.	29%	N=270
I am willing to accept service reductions if it means lower taxes.	7%	N=63
My opinion is different from the ones listed here.	4%	N=35
I don't have an opinion/no preference.	10%	N=91
Total	100%	N=916

Table 57: Question 16

Have you needed the County Government to resolve an issue or problem in the past two years?	Percent	Number
Yes	16%	N=144
No	84%	N=756
Total	100%	N=900

Table 58: 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	38%	N=55	37%	N=53	16%	N=23	9%	N=13	100%	N=144
Resolve the issue/problem	17%	N=25	39%	N=55	23%	N=33	21%	N=29	100%	N=141

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

Table 59: 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	56%	N=492	36%	N=312	4%	N=38	1%	N=10	2%	N=19	100%	N=871
On the phone	71%	N=592	23%	N=191	3%	N=27	1%	N=7	2%	N=15	100%	N=832
Online	93%	N=738	6%	N=48	0%	N=3	0%	N=1	1%	N=7	100%	N=797

Table 60: 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	48%	N=66
Somewhat agree	30%	N=42
Somewhat disagree	4%	N=6
Strongly disagree	9%	N=13
Don't know	8%	N=11
Total	100%	N=137

Table 61: 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	42%	N=59	30%	N=42	18%	N=25	4%	N=6	5%	N=7	100%	N=138
Approachability	39%	N=53	33%	N=45	9%	N=13	16%	N=22	3%	N=5	100%	N=137
Responsiveness	39%	N=53	24%	N=32	19%	N=25	13%	N=18	5%	N=6	100%	N=135

Table 62: 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	8%	N=73	16%	N=151	15%	N=139	11%	N=104	49%	N=455	100%	N=921
Teacher/student ratio	8%	N=74	15%	N=141	16%	N=146	11%	N=103	50%	N=456	100%	N=920
Student safety	10%	N=94	24%	N=216	14%	N=128	4%	N=40	48%	N=439	100%	N=917
School facilities	11%	N=101	21%	N=191	16%	N=146	5%	N=44	48%	N=436	100%	N=919
Food/cafeteria	7%	N=60	10%	N=95	18%	N=160	9%	N=85	56%	N=512	100%	N=912
Accessibility of teachers and administrators	13%	N=123	21%	N=192	13%	N=117	2%	N=14	51%	N=471	100%	N=917
Diversity of race/ethnicity of the student body	18%	N=165	20%	N=182	11%	N=97	4%	N=39	47%	N=436	100%	N=918
Overall quality of education	15%	N=135	27%	N=249	12%	N=105	2%	N=21	44%	N=403	100%	N=913

Table 63: 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	25%	N=231
One or more of my children was enrolled in MCPS in the past	21%	N=193
My grandchild(ren) or other relatives are currently enrolled in MCPS	7%	N=66
I am a current MCPS employee	4%	N=35
I am a past MCPS employee	4%	N=37
I am a current or former school or MCPS volunteer	7%	N=62
None of the above	48%	N=447

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

Table 64: 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	23%	N=207
Somewhat agree	25%	N=225
Somewhat disagree	9%	N=83
Strongly disagree	11%	N=103
Don't know/No opinion	32%	N=296
Total	100%	N=914

Table 65: 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)	46%	N=406	31%	N=274	24%	N=211	100%	N=891
MC311	15%	N=130	30%	N=261	56%	N=491	100%	N=882
Local newspapers and/or their websites	35%	N=312	34%	N=304	30%	N=266	100%	N=882
Radio (e.g., WTOP, etc.)	36%	N=322	32%	N=285	32%	N=286	100%	N=893
"Montgomery al Día" radio program	6%	N=53	8%	N=67	86%	N=741	100%	N=861
Local television stations	31%	N=277	28%	N=247	41%	N=363	100%	N=886
County cable television (Verizon ch. 30, Comcast and RCN ch. 6)	14%	N=121	18%	N=157	68%	N=599	100%	N=878
Civic association, homeowners' association newsletters, or community listservs	20%	N=179	35%	N=305	45%	N=396	100%	N=880
Nextdoor app or website	14%	N=121	24%	N=214	62%	N=542	100%	N=878
Montgomery County's social network sites (e.g. Facebook, Twitter, etc.)	13%	N=114	22%	N=197	65%	N=567	100%	N=878
Alert Montgomery	33%	N=290	23%	N=201	45%	N=397	100%	N=888
Blog websites	7%	N=59	14%	N=120	80%	N=696	100%	N=876
Publications from County government or elected officials (mailings, publications, online e newsletters, Paperless Airplane)	14%	N=121	37%	N=323	49%	N=434	100%	N=878
Town hall meetings or other public meetings	7%	N=58	27%	N=234	67%	N=587	100%	N=880
Word of mouth	22%	N=190	51%	N=452	27%	N=237	100%	N=879

Table 66: 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=14	2%	N=15	3%	N=28	15%	N=143	79%	N=732	100%	N=931
Purchase goods or services from a business located in Montgomery County	0%	N=2	2%	N=17	15%	N=136	50%	N=468	33%	N=307	100%	N=930
Eat at least 5 portions of fruits and vegetables a day	2%	N=15	9%	N=81	30%	N=271	38%	N=345	22%	N=205	100%	N=916
Participate in moderate or vigorous physical activity	2%	N=16	10%	N=93	28%	N=260	35%	N=324	25%	N=227	100%	N=921
Read or watch local news (via television, paper, computer, etc.)	4%	N=36	11%	N=101	21%	N=199	30%	N=278	34%	N=313	100%	N=927
Vote in local elections	13%	N=117	5%	N=43	8%	N=73	20%	N=187	55%	N=508	100%	N=928

Table 67: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=215
Very good	43%	N=400
Good	27%	N=252
Fair	6%	N=56
Poor	1%	N=7
Total	100%	N=931

Table 68: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=53
Somewhat positive	21%	N=195
Neutral	58%	N=536
Somewhat negative	13%	N=122
Very negative	2%	N=17
Total	100%	N=922

Table 69: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=617
Working part time for pay	9%	N=85
Unemployed, looking for paid work	2%	N=21
Unemployed, not looking for paid work	4%	N=33
Fully retired	18%	N=171
Total	100%	N=926

Table 70: Question D5

Do you work inside the boundaries of Montgomery County?	Percent	Number
Yes, outside the home	43%	N=378
Yes, from home	8%	N=67
No	49%	N=427
Total	100%	N=872

Table 71: Question D6

How many years have you lived in Montgomery County?	Percent	Number
Less than 2 years	9%	N=84
2 to 5 years	13%	N=123
6 to 10 years	15%	N=138
11 to 20 years	20%	N=188
More than 20 years	43%	N=395
Total	100%	N=927

Table 72: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	45%	N=426
Building with two or more homes (duplex, townhome, apartment or condominium)	52%	N=488
Mobile home	0%	N=1
Other	2%	N=23
Total	100%	N=938

Table 73: Question D8

Is this house, apartment or mobile home…	Percent	Number
Rented	33%	N=307
Owned	67%	N=624
Total	100%	N=931

Table 74: 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	3%	N=24
$300 to $599 per month	4%	N=32
$600 to $999 per month	7%	N=66
$1,000 to $1,499 per month	18%	N=163
$1,500 to $2,499 per month	37%	N=325
$2,500 or more per month	31%	N=275
Total	100%	N=886

Table 75: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=584
Yes	37%	N=338
Total	100%	N=922

Table 76: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	74%	N=681
Yes	26%	N=241
Total	100%	N=923

Table 77: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	6%	N=49
$25,000 to $49,999	12%	N=110
$50,000 to $99,999	28%	N=250
$100,000 to $149,999	23%	N=205
$150,000 or more	31%	N=271
Total	100%	N=886

Table 78: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	87%	N=785
Yes, I consider myself to be Spanish, Hispanic or Latino	13%	N=118
Total	100%	N=903

Table 79: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	16%	N=146
Black or African American	17%	N=159
White	63%	N=568
Other	8%	N=73

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

Table 80: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=22
25 to 34 years	25%	N=229
35 to 44 years	18%	N=164
45 to 54 years	21%	N=200
55 to 64 years	13%	N=117
65 to 74 years	12%	N=114
75 years or older	9%	N=84
Total	100%	N=930

Table 81: Question D16

What is your sex?	Percent	Number
Female	53%	N=493
Male	47%	N=436
Non-binary	0%	N=0
Total	100%	N=929

Table 82: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=678
Land line	13%	N=117
Both	14%	N=135
Total	100%	N=930

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. Montgomery County chose to have comparisons made to the entire database and a subset of jurisdictions from the database as selected by Montgomery County staff.

Interpreting the Results

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

In that final column, Montgomery County's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Montgomery County residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Montgomery County's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Montgomery County's average rating was more than 20 points different when compared to the benchmark.

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

National Benchmark Comparisons

Table 83: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Montgomery County	85%	174	426	Similar
Overall image or reputation of Montgomery County	84%	88	334	Similar
Montgomery County as a place to live	90%	148	371	Similar
Your neighborhood as a place to live	87%	97	302	Similar
Montgomery County as a place to raise children	86%	149	362	Similar
Montgomery County as a place to retire	43%	304	342	Lower
Overall appearance of Montgomery County	81%	127	333	Similar

Table 84: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Montgomery County	84%	190	343	Similar
	In your neighborhood during the day	94%	172	340	Similar
	In Montgomery County's downtowns/commercial areas during the day	91%	168	308	Similar
Mobility	Overall ease of getting to the places you usually have to visit	67%	198	267	Similar
	Availability of paths and walking trails	66%	140	303	Similar
	Ease of walking in Montgomery County	58%	184	297	Similar
	Ease of travel by bicycle in Montgomery County	43%	199	296	Similar
	Ease of travel by public transportation in Montgomery County	51%	44	230	Higher
	Ease of travel by car in Montgomery County	48%	234	295	Similar
	Ease of public parking	49%	142	227	Similar
	Traffic flow on major streets	32%	240	323	Similar
Natural Environment	Quality of the overall natural environment in Montgomery County	82%	119	269	Similar
	Cleanliness of Montgomery County	78%	142	276	Similar
	Air quality	71%	164	239	Similar
Built Environment	Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	71%	66	258	Similar
	Overall quality of new development in Montgomery County	66%	64	283	Similar
	Availability of affordable quality housing	25%	226	292	Similar
	Variety of housing options	54%	126	271	Similar
	Public places where people want to spend time	77%	83	252	Similar
Economy	Overall economic health of Montgomery County	78%	70	264	Similar
	Vibrant downtowns/commercial areas	75%	42	241	Higher
	Overall quality of business and service establishments in Montgomery County	75%	55	266	Similar
	Cost of living in Montgomery County	22%	227	260	Lower
	Shopping opportunities	85%	18	284	Much higher
	Employment opportunities	66%	26	301	Higher
	Montgomery County as a place to visit	70%	120	278	Similar
	Montgomery County as a place to work	80%	51	346	Higher
Recreation and Wellness	Health and wellness opportunities in Montgomery County	82%	63	259	Similar
	Availability of affordable quality mental health care	53%	79	229	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of preventive health services	72%	79	233	Similar
	Availability of affordable quality health care	64%	112	252	Similar
	Availability of affordable quality food	72%	78	239	Similar
	Recreational opportunities	77%	71	284	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	74%	86	250	Similar
	Overall opportunities for education and enrichment	85%	52	261	Higher
	Opportunities to participate in religious or spiritual events and activities	85%	53	200	Similar
	Opportunities to attend cultural/arts/music activities	76%	51	281	Higher
	Adult educational opportunities	76%	39	239	Higher
Education and Enrichment	K-12 education	82%	85	262	Similar
	Availability of affordable quality child care/preschool	44%	171	251	Similar
	Opportunities to participate in social events and activities	71%	75	257	Similar
	Neighborliness of Montgomery County	62%	134	253	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	75%	18	284	Higher
Community Engagement	Opportunities to participate in community matters	74%	50	267	Similar
	Opportunities to volunteer	79%	51	258	Similar

Table 85: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Montgomery County	84%	93	396	Similar
Overall customer service by Montgomery County employees	77%	159	362	Similar
Value of services for the taxes paid to Montgomery County	57%	145	380	Similar
Overall direction that Montgomery County is taking	57%	171	305	Similar
Job Montgomery County government does at welcoming resident involvement	57%	112	308	Similar
Overall confidence in Montgomery County government	62%	87	265	Similar
Generally acting in the best interest of the community	61%	109	265	Similar
Being honest	59%	111	256	Similar
Treating all residents fairly	55%	143	262	Similar
Services provided by the Federal Government	53%	5	245	Similar

Table 86: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police services	84%	175	421	Similar
	Fire services	96%	119	359	Similar
	Ambulance or emergency medical services	94%	102	322	Similar
	Crime prevention	72%	154	344	Similar
	Fire prevention and education	83%	85	276	Similar
	Animal control	69%	119	313	Similar
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	68	270	Similar
	Traffic enforcement	62%	183	348	Similar
	Street repair	42%	207	353	Similar
	Street cleaning	63%	141	308	Similar
Mobility	Street lighting	70%	72	310	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Snow removal	72%	89	261	Similar
	Sidewalk maintenance	65%	81	301	Similar
	Traffic signal timing	57%	79	255	Similar
	Bus or transit services	79%	14	224	Higher
	Garbage collection	86%	134	329	Similar
	Recycling	86%	68	336	Similar
	Yard waste pick-up	85%	54	261	Similar
	Drinking water	78%	89	292	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	69%	64	247	Similar
	Montgomery County open space	67%	78	235	Similar
	Storm drainage	75%	70	326	Similar
	Sewer services	87%	66	298	Similar
	Power (electric and/or gas) utility	83%	56	181	Similar
	Utility billing	70%	119	228	Similar
	Land use, planning and zoning	55%	75	289	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	58%	90	367	Similar
	Cable television	62%	42	196	Similar
Economy	Economic development	62%	102	275	Similar
	County parks	90%	75	304	Similar
	Recreation programs or classes	86%	29	306	Higher
Recreation and Wellness	Recreation centers or facilities	85%	46	269	Higher
	Health services	77%	60	216	Similar
Education and Enrichment	County-sponsored special events	74%	120	275	Similar
	Public library services	92%	68	316	Similar
Community Engagement	Public information services	82%	43	278	Similar

Table 87: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	60%	176	296	Similar
Recommend living in Montgomery County to someone who asks	88%	129	275	Similar
Remain in Montgomery County for the next five years	84%	143	270	Similar
Contacted Montgomery County (in-person, phone, email or web) for help or information	47%	125	313	Similar

Table 88: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	38%	93	230	Similar
	Did NOT report a crime to the police	86%	49	256	Similar
Safety	Household member was NOT a victim of a crime	89%	137	265	Similar
	Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	70%	15	210	Much higher
	Carpooled with other adults or children instead of driving alone	44%	101	244	Similar
Mobility	Walked or biked instead of driving	60%	104	253	Similar
	Made efforts to conserve water	80%	137	238	Similar
Natural Environment	Made efforts to make your home more energy efficient	76%	105	240	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Recycle at home	97%	42	252	Similar
Built Environment	Did NOT observe a code violation or other hazard in Montgomery County	67%	39	247	Higher
	NOT experiencing housing costs stress	59%	218	251	Similar
Economy	Purchase goods or services from a business located in Montgomery County	98%	79	250	Similar
	Economy will have positive impact on income	27%	194	252	Similar
	Work inside boundaries of Montgomery County	51%	78	251	Similar
Recreation and Wellness	Used Montgomery County recreation centers or their services	62%	71	234	Similar
	Visited a neighborhood park or County park	89%	70	260	Similar
	Eat at least 5 portions of fruits and vegetables a day	90%	14	242	Similar
	Participate in moderate or vigorous physical activity	88%	74	246	Similar
	In very good to excellent health	66%	91	246	Similar
Education and Enrichment	Used Montgomery County public libraries or their services	74%	27	241	Higher
	Participated in religious or spiritual activities in Montgomery County	48%	81	200	Similar
	Attended County-sponsored event	45%	199	255	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	81	234	Similar
	Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	22%	53	248	Similar
	Volunteered your time to some group/activity in Montgomery County	40%	114	258	Similar
	Participated in a club	26%	112	239	Similar
	Talked to or visited with your immediate neighbors	87%	204	248	Similar
	Done a favor for a neighbor	78%	184	243	Similar
	Attended a local public meeting	24%	75	257	Similar
	Watched (online or on television) a local public meeting	25%	83	226	Similar
	Read or watch local news (via television, paper, computer, etc.)	85%	121	251	Similar
	Vote in local elections	83%	169	253	Similar

Communities included in national comparisons

The communities included in Montgomery County's comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO 487,850
Airway Heights city, WA 8,017
Albany city, OR 52,007
Albemarle County, VA..105,105
Albert Lea city, MN.. 17,716
Alexandria city, VA 154,710
American Canyon city, CA.. 20,341
Ames city, IA 65,005
Ankeny city, IA 56,237
Ann Arbor city, MI...119,303
Apache Junction city, AZ.. 38,452
Arapahoe County, CO...626,612
Arlington city, TX 388,225
Arvada city, CO..115,320

Asheville city, NC 89,318
Ashland city, OR 20,733
Ashland town, MA.. 17,478
Ashland town, VA... 7,554
Aspen city, CO 7,097
Athens-Clarke County, GA 122,292
Auburn city, AL 61,462
Augusta CCD, GA 136,103
Aurora city, CO 357,323
Austin city, TX 916,906
Avon town, CO 6,503
Avon town, IN 16,479
Avondale city, AZ 81,590
Azusa city, CA.. 49,029

Bainbridge Island city, WA	23,689
Baltimore city, MD	619,796
Baltimore County, MD	828,637
Battle Creek city, MI	51,505
Bay Village city, OH	15,426
Baytown city, TX	76,205
Bedford city, TX	49,082
Bedford town, MA	14,105
Bellevue city, WA	139,014
Bellingham city, WA	85,388
Bend city, OR	87,167
Bethlehem township, PA	23,800
Bettendorf city, IA	35,293
Billings city, MT	109,082
Bloomington city, IN	83,636
Bloomington city, MN	85,417
Boise City city, ID	220,859
Bonner Springs city, KS	7,644
Boulder city, CO	106,271
Bowling Green city, KY	64,302
Bozeman city, MT	43,132
Brentwood city, TN	41,524
Brighton city, CO	38,016
Brookline CDP, MA	59,246
Brooklyn Center city, MN	30,885
Brooklyn city, OH	10,891
Broomfield city, CO	64,283
Brownsburg town, IN	24,625
Buffalo Grove village, IL	41,551
Burlingame city, CA	30,401
Cabarrus County, NC	196,716
Cambridge city, MA	110,893
Canandaigua city, NY	10,402
Cannon Beach city, OR	1,517
Cañon City city, CO	16,298
Canton city, SD	3,352
Cape Coral city, FL	173,679
Carlsbad city, CA	113,147
Carroll city, IA	9,937
Cartersville city, GA	20,235
Cary town, NC	159,715
Castle Rock town, CO	57,274
Cedar Hill city, TX	48,149
Cedar Park city, TX	70,010
Cedar Rapids city, IA	130,330
Celina city, TX	7,910
Centennial city, CO	108,448
Chandler city, AZ	245,160
Chandler city, TX	2,896
Chanhassen city, MN	25,108
Chapel Hill town, NC	59,234
Chardon city, OH	5,166
Charles County, MD	156,021
Charlotte County, FL	173,236
Charlottesville city, VA	46,487
Chattanooga city, TN	176,291
Chautauqua town, NY	4,362
Chesterfield County, VA	335,594
Clackamas County, OR	399,962
Clayton city, MO	16,214
Clearwater city, FL	112,794
Cleveland Heights city, OH	45,024
Clinton city, SC	8,538
Clive city, IA	17,134
Clovis city, CA	104,411
College Park city, MD	32,186
College Station city, TX	107,445
Colleyville city, TX	25,557
Collinsville city, IL	24,767
Columbia city, MO	118,620
Columbia city, SC	132,236
Columbia Falls city, MT	5,054
Commerce City city, CO	52,905
Concord city, CA	128,160
Concord town, MA	19,357
Conshohocken borough, PA	7,985
Coolidge city, AZ	12,221
Coon Rapids city, MN	62,342
Coral Springs city, FL	130,110
Coronado city, CA	24,053
Corvallis city, OR	56,224
Cottonwood Heights city, UT	34,214
Coventry Lake CDP, CT	2,932
Creve Coeur city, MO	18,259
Cupertino city, CA	60,687
Dacono city, CO	4,929
Dakota County, MN	414,655
Dallas city, OR	15,413
Dallas city, TX	1,300,122
Danville city, KY	16,657
Darien city, IL	22,206
Davenport city, FL	3,665
Davidson town, NC	12,325
Dayton city, OH	140,939
Dayton town, WY	815
Dearborn city, MI	95,295
Decatur city, GA	22,022
Del Mar city, CA	4,338
DeLand city, FL	30,315
Delaware city, OH	38,193
Denison city, TX	23,342
Denton city, TX	131,097
Denver city, CO	678,467
Des Moines city, IA	214,778
Des Peres city, MO	8,536
Destin city, FL	13,421
Dover city, NH	30,901
Dublin city, CA	57,022
Dublin city, OH	44,442
Duluth city, MN	86,066
Durham city, NC	257,232
Durham County, NC	300,865
Dyer town, IN	16,077
Eagan city, MN	66,102
Eagle Mountain city, UT	27,773
Eau Claire city, WI	67,945
Eden Prairie city, MN	63,660
Eden town, VT	1,254
Edgewater city, CO	5,299
Edina city, MN	50,603
Edmond city, OK	89,769
Edmonds city, WA	41,309
El Cerrito city, CA	24,982
El Paso de Robles (Paso Robles) city, CA	31,409
Elk Grove city, CA	166,228
Elmhurst city, IL	46,139
Englewood city, CO	33,155
Erie town, CO	22,019
Estes Park town, CO	6,248
Euclid city, OH	47,698
Fairview town, TX	8,473
Farmers Branch city, TX	33,808
Farmersville city, TX	3,440
Farmington Hills city, MI	81,235
Farmington town, CT	25,596
Fate city, TX	10,339
Fayetteville city, GA	17,069
Fayetteville city, NC	210,324
Ferguson township, PA	18,837
Fernandina Beach city, FL	11,957

Flower Mound town, TX	71,575
Forest Grove city, OR	23,554
Fort Collins city, CO	159,150
Franklin city, TN	72,990
Frederick town, CO	11,397
Fremont city, CA	230,964
Fruita city, CO	13,039
Gahanna city, OH	34,691
Gaithersburg city, MD	67,417
Galveston city, TX	49,706
Gardner city, KS	21,059
Germantown city, TN	39,230
Gilbert town, AZ	232,176
Gillette city, WY	31,783
Glen Ellyn village, IL	27,983
Glendora city, CA	51,891
Glenview village, IL	47,066
Golden city, CO	20,365
Golden Valley city, MN	21,208
Goodyear city, AZ	74,953
Grafton village, WI	11,576
Grand Blanc city, MI	7,964
Grants Pass city, OR	36,687
Grass Valley city, CA	12,893
Greeley city, CO	100,760
Greenville city, NC	90,347
Greenwich town, CT	62,782
Greenwood Village city, CO	15,397
Greer city, SC	28,587
Gunnison County, CO	16,215
Haltom City city, TX	44,059
Hamilton city, OH	62,216
Hamilton town, MA	7,991
Hampton city, VA	136,255
Hanover County, VA	103,218
Harrisburg city, SD	5,429
Harrisonburg city, VA	53,064
Harrisonville city, MO	10,025
Hastings city, MN	22,620
Henderson city, NV	284,817
Herndon town, VA	24,545
High Point city, NC	109,849
Highland Park city, IL	29,796
Highlands Ranch CDP, CO	105,264
Homer Glen village, IL	24,403
Honolulu County, HI	990,060
Hoquiam city, WA	8,416
Horry County, SC	310,186
Hudson town, CO	1,709
Huntley village, IL	26,265
Huntsville city, TX	40,727
Hutchinson city, MN	13,836
Hutto city, TX	22,644
Independence city, MO	117,369
Indio city, CA	86,867
Iowa City city, IA	73,415
Irving city, TX	235,648
Issaquah city, WA	35,629
Jackson city, MO	14,690
Jackson County, MI	158,989
James City County, VA	73,028
Jefferson County, NY	116,567
Jefferson Parish, LA	437,038
Jerome city, ID	11,306
Johnson City city, TN	65,598
Johnston city, IA	20,172
Jupiter town, FL	62,373
Kalamazoo city, MI	75,833
Kansas City city, KS	151,042
Kansas City city, MO	476,974
Keizer city, OR	37,910
Kent city, WA	126,561
Kerrville city, TX	22,931
Key West city, FL	25,316
King City city, CA	13,721
Kingman city, AZ	28,855
Kirkland city, WA	86,772
Kirkwood city, MO	27,659
Knoxville city, IA	7,202
La Plata town, MD	9,160
La Vista city, NE	17,062
Laguna Niguel city, CA	65,429
Lake Forest city, IL	18,931
Lake in the Hills village, IL	28,908
Lake Zurich village, IL	19,983
Lakeville city, MN	61,056
Lakewood city, CO	151,411
Lakewood city, WA	59,102
Lancaster County, SC	86,544
Lansing city, MI	115,222
Laramie city, WY	32,104
Larimer County, CO	330,976
Las Cruces city, NM	101,014
Las Vegas city, NM	13,445
Lawrence city, KS	93,954
Lawrenceville city, GA	29,287
Lehi city, UT	58,351
Lenexa city, KS	52,030
Lewisville city, TX	103,638
Lewisville town, NC	13,516
Libertyville village, IL	20,504
Lincolnwood village, IL	12,637
Lindsborg city, KS	3,313
Little Chute village, WI	11,006
Littleton city, CO	45,848
Livermore city, CA	88,232
Lombard village, IL	43,776
Lone Tree city, CO	13,430
Long Grove village, IL	7,980
Longmont city, CO	91,730
Lonsdale city, MN	3,850
Los Alamos County, NM	18,031
Los Altos Hills town, CA	8,490
Loudoun County, VA	374,558
Louisville city, CO	20,319
Lower Merion township, PA	58,500
Lynchburg city, VA	79,237
Lynnwood city, WA	37,242
Manassas city, VA	41,379
Manhattan Beach city, CA	35,698
Manhattan city, KS	55,427
Mankato city, MN	41,241
Maple Grove city, MN	68,362
Maplewood city, MN	40,127
Maricopa County, AZ	4,155,501
Marin County, CA	260,814
Marion city, IA	38,014
Mariposa County, CA	17,658
Marshfield city, WI	18,326
Martinez city, CA	37,902
Marysville city, WA	66,178
Maui County, HI	164,094
McKinney city, TX	164,760
McMinnville city, OR	33,211
Mecklenburg County, NC	1,034,290
Menlo Park city, CA	33,661
Menomonee Falls village, WI	36,411
Mercer Island city, WA	24,768
Meridian charter township, MI	41,903
Meridian city, ID	91,917

Merriam city, KS	11,259	Parkland city, FL	28,901
Mesa city, AZ	479,317	Pasco city, WA	70,607
Miami Beach city, FL	92,187	Pasco County, FL	498,136
Miami city, FL	443,007	Payette city, ID	7,366
Middleton city, WI	18,951	Pearland city, TX	113,693
Midland city, MI	41,958	Peoria city, IL	115,424
Milford city, DE	10,645	Pflugerville city, TX	58,013
Milton city, GA	37,556	Pinehurst village, NC	15,580
Minneapolis city, MN	411,452	Piqua city, OH	20,793
Minnetrista city, MN	7,187	Pitkin County, CO	17,747
Missouri City city, TX	72,688	Plano city, TX	281,566
Moline city, IL	42,644	Platte City city, MO	4,867
Monroe city, MI	20,128	Pleasant Hill city, IA	9,608
Montgomery city, MN	2,921	Pleasanton city, CA	79,341
Montgomery County, MD	1,039,198	Polk County, IA	467,235
Monticello city, UT	2,599	Pompano Beach city, FL	107,542
Montrose city, CO	18,918	Port Orange city, FL	60,315
Moraga town, CA	17,231	Port St. Lucie city, FL	178,778
Morristown city, TN	29,446	Portland city, OR	630,331
Morrisville town, NC	23,873	Powell city, OH	12,658
Morro Bay city, CA	10,568	Powhatan County, VA	28,364
Mountlake Terrace city, WA	20,922	Prince William County, VA	450,763
Murphy city, TX	20,361	Prior Lake city, MN	25,452
Naperville city, IL	146,431	Pueblo city, CO	109,122
Napoleon city, OH	8,646	Purcellville town, VA	9,217
Nederland city, TX	17,284	Queen Creek town, AZ	33,298
Needham CDP, MA	30,429	Raleigh city, NC	449,477
Nevada City city, CA	3,112	Ramsey city, MN	25,853
Nevada County, CA	98,838	Raymond town, ME	4,497
New Braunfels city, TX	70,317	Raymore city, MO	20,358
New Brighton city, MN	22,440	Redmond city, OR	28,492
New Concord village, OH	2,561	Redmond city, WA	60,712
New Hope city, MN	20,909	Redwood City city, CA	84,368
New Orleans city, LA	388,182	Reno city, NV	239,732
New Ulm city, MN	13,249	Richland city, WA	53,991
Newport city, RI	24,745	Richmond city, CA	108,853
Newport News city, VA	180,775	Richmond Heights city, MO	8,466
Newton city, IA	15,085	Rio Rancho city, NM	93,317
Noblesville city, IN	59,807	River Falls city, WI	15,256
Norcross city, GA	16,474	Riverside city, CA	321,570
Norfolk city, NE	24,352	Roanoke city, VA	99,572
Norfolk city, VA	245,752	Roanoke County, VA	93,419
North Mankato city, MN	13,583	Rochester city, NY	209,463
North Port city, FL	62,542	Rock Hill city, SC	70,764
North Yarmouth town, ME	3,714	Rockville city, MD	66,420
Northglenn city, CO	38,473	Roeland Park city, KS	6,810
Novato city, CA	55,378	Rohnert Park city, CA	42,305
Novi city, MI	58,835	Rolla city, MO	20,013
O'Fallon city, IL	29,095	Rosemount city, MN	23,474
Oak Park village, IL	52,229	Rosenberg city, TX	35,867
Oakley city, CA	39,950	Roseville city, MN	35,624
Oklahoma City city, OK	629,191	Round Rock city, TX	116,369
Olmsted County, MN	151,685	Royal Palm Beach village, FL	37,665
Olympia city, WA	49,928	Sacramento city, CA	489,650
Orange village, OH	3,280	Sahuarita town, AZ	28,257
Orland Park village, IL	59,161	Sammamish city, WA	62,877
Orleans Parish, LA	388,182	San Diego city, CA	1,390,966
Oshkosh city, WI	66,649	San Jose city, CA	1,023,031
Oswego village, IL	33,759	San Marcos city, CA	93,493
Ottawa County, MI	280,243	San Marcos city, TX	59,935
Overland Park city, KS	186,147	Sangamon County, IL	198,134
Paducah city, KY	24,879	Santa Fe city, NM	82,980
Palm Beach Gardens city, FL	53,119	Santa Fe County, NM	147,514
Palm Coast city, FL	82,356	Sarasota County, FL	404,839
Palo Alto city, CA	67,082	Savage city, MN	30,011
Palos Verdes Estates city, CA	13,591	Schaumburg village, IL	74,427
Papillion city, NE	19,478	Schertz city, TX	38,199
Paradise Valley town, AZ	13,961	Scott County, MN	141,463
Park City city, UT	8,167	Scottsdale city, AZ	239,283
Parker town, CO	51,125	Sedona city, AZ	10,246

Sevierville city, TN	16,387	Tustin city, CA	80,007
Shakopee city, MN	40,024	Twin Falls city, ID	47,340
Sharonville city, OH	13,974	Unalaska city, AK	4,809
Shawnee city, KS	64,840	University Heights city, OH	13,201
Shawnee city, OK	30,974	University Park city, TX	24,692
Sherborn town, MA	4,302	Urbandale city, IA	42,222
Shoreline city, WA	55,431	Vail town, CO	5,425
Shoreview city, MN	26,432	Ventura CCD, CA	115,218
Shorewood village, IL	16,809	Vernon Hills village, IL	26,084
Sierra Vista city, AZ	43,585	Vestavia Hills city, AL	34,003
Silverton city, OR	9,757	Victoria city, MN	8,679
Sioux Falls city, SD	170,401	Vienna town, VA	16,474
Skokie village, IL	64,773	Virginia Beach city, VA	450,057
Snoqualmie city, WA	12,944	Walnut Creek city, CA	68,516
Snowmass Village town, CO	2,827	Warrensburg city, MO	19,890
Somerset town, MA	18,257	Washington County, MN	250,979
South Jordan city, UT	65,523	Washoe County, NV	445,551
Southlake city, TX	30,090	Washougal city, WA	15,241
Spearfish city, SD	11,300	Wauwatosa city, WI	47,687
Springfield city, MO	165,785	Wentzville city, MO	35,768
Springville city, UT	32,319	West Carrollton city, OH	12,963
St. Augustine city, FL	13,952	Western Springs village, IL	13,187
St. Charles city, IL	32,730	Westerville city, OH	38,604
St. Joseph city, MO	76,819	Westlake town, TX	1,006
St. Louis County, MN	200,294	Westminster city, CO	111,895
State College borough, PA	42,224	Westminster city, MD	18,557
Steamboat Springs city, CO	12,520	Wheat Ridge city, CO	31,162
Sugar Land city, TX	86,886	White House city, TN	11,107
Suisun City city, CA	29,280	Wichita city, KS	389,054
Summit County, UT	39,731	Williamsburg city, VA	14,817
Sunnyvale city, CA	151,565	Willowbrook village, IL	8,598
Surprise city, AZ	129,534	Wilmington city, NC	115,261
Suwanee city, GA	18,655	Wilsonville city, OR	22,789
Tacoma city, WA	207,280	Windsor town, CO	23,386
Takoma Park city, MD	17,643	Windsor town, CT	29,037
Temecula city, CA	110,722	Winnetka village, IL	12,504
Tempe city, AZ	178,339	Winter Garden city, FL	40,799
Temple city, TX	71,795	Woodbury city, MN	67,648
Texarkana city, TX	37,222	Woodinville city, WA	11,675
The Woodlands CDP, TX	109,608	Wyandotte County, KS	163,227
Tigard city, OR	51,355	Yakima city, WA	93,182
Tracy city, CA	87,613	York County, VA	67,196
Trinidad CCD, CO	10,819	Yorktown town, IN	11,200
Tualatin city, OR	27,135	Yorkville city, IL	18,691
Tulsa city, OK	401,352	Yountville city, CA	2,978

Custom Benchmark Comparisons

Table 89: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Montgomery County	85%	46	83	Similar
Overall image or reputation of Montgomery County	84%	27	68	Similar
Montgomery County as a place to live	90%	39	74	Similar
Your neighborhood as a place to live	87%	30	60	Similar
Montgomery County as a place to raise children	86%	43	70	Similar
Montgomery County as a place to retire	43%	54	69	Lower
Overall appearance of Montgomery County	81%	29	66	Similar

Table 90: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Montgomery County	84%	43	66	Similar
	In your neighborhood during the day	94%	39	62	Similar
	In Montgomery County's downtowns/commercial areas during the day	91%	38	58	Similar
Mobility	Overall ease of getting to the places you usually have to visit	67%	39	54	Similar
	Availability of paths and walking trails	66%	27	55	Similar
	Ease of walking in Montgomery County	58%	37	58	Similar
	Ease of travel by bicycle in Montgomery County	43%	39	59	Similar
	Ease of travel by public transportation in Montgomery County	51%	9	44	Higher
	Ease of travel by car in Montgomery County	48%	44	60	Similar
	Ease of public parking	49%	24	41	Similar
	Traffic flow on major streets	32%	42	61	Similar
Natural Environment	Quality of the overall natural environment in Montgomery County	82%	29	55	Similar
	Cleanliness of Montgomery County	78%	37	52	Similar
	Air quality	71%	36	46	Similar
Built Environment	Overall "built environment" of Montgomery County (including overall design, buildings, parks and transportation systems)	71%	13	51	Similar
	Overall quality of new development in Montgomery County	66%	12	57	Similar
	Availability of affordable quality housing	25%	40	56	Similar
	Variety of housing options	54%	31	56	Similar
	Public places where people want to spend time	77%	15	47	Similar
Economy	Overall economic health of Montgomery County	78%	20	54	Similar
	Vibrant downtowns/commercial areas	75%	6	43	Higher
	Overall quality of business and service establishments in Montgomery County	75%	14	53	Similar
	Cost of living in Montgomery County	22%	39	50	Similar
	Shopping opportunities	85%	4	56	Higher
	Employment opportunities	66%	9	58	Higher
	Montgomery County as a place to visit	70%	27	58	Similar
	Montgomery County as a place to work	80%	11	69	Similar
Recreation and Wellness	Health and wellness opportunities in Montgomery County	82%	16	53	Similar
	Availability of affordable quality mental health care	53%	16	44	Similar
	Availability of preventive health services	72%	13	42	Similar
	Availability of affordable quality health care	64%	17	46	Similar
	Availability of affordable quality food	72%	17	47	Similar
	Recreational opportunities	77%	16	53	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	74%	17	48	Similar
Education and Enrichment	Overall opportunities for education and enrichment	85%	14	53	Similar
	Opportunities to participate in religious or spiritual events and activities	85%	11	36	Similar
	Opportunities to attend cultural/arts/music activities	76%	13	57	Similar
	Adult educational opportunities	76%	7	43	Similar
	K-12 education	82%	19	50	Similar
	Availability of affordable quality child care/preschool	44%	28	43	Similar
Community Engagement	Opportunities to participate in social events and activities	71%	14	51	Similar
	Neighborliness of Montgomery County	62%	31	47	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Openness and acceptance of the community toward people of diverse backgrounds	75%	5	57	Similar
Opportunities to participate in community matters	74%	16	54	Similar
Opportunities to volunteer	79%	9	49	Similar

Table 91: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Montgomery County	84%	24	81	Similar
Overall customer service by Montgomery County employees	77%	35	68	Similar
Value of services for the taxes paid to Montgomery County	57%	29	76	Similar
Overall direction that Montgomery County is taking	57%	31	61	Similar
Job Montgomery County government does at welcoming resident involvement	57%	24	61	Similar
Overall confidence in Montgomery County government	62%	22	52	Similar
Generally acting in the best interest of the community	61%	24	53	Similar
Being honest	59%	24	51	Similar
Treating all residents fairly	55%	34	51	Similar
Services provided by the Federal Government	53%	2	47	Similar

Table 92: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police services	84%	39	77	Similar
	Fire services	96%	28	66	Similar
	Ambulance or emergency medical services	94%	26	64	Similar
	Crime prevention	72%	37	66	Similar
	Fire prevention and education	83%	19	53	Similar
	Animal control	69%	29	56	Similar
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	17	54	Similar
	Traffic enforcement	62%	39	66	Similar
	Street repair	42%	47	70	Similar
	Street cleaning	63%	34	58	Similar
	Street lighting	70%	15	59	Similar
	Snow removal	72%	22	55	Similar
	Sidewalk maintenance	65%	17	60	Similar
	Traffic signal timing	57%	15	47	Similar
Mobility	Bus or transit services	79%	3	42	Higher
	Garbage collection	86%	29	63	Similar
	Recycling	86%	19	69	Similar
	Yard waste pick-up	85%	12	49	Similar
	Drinking water	78%	18	51	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	69%	17	45	Similar
	Montgomery County open space	67%	16	42	Similar
	Storm drainage	75%	15	57	Similar
	Sewer services	87%	7	48	Similar
	Power (electric and/or gas) utility	83%	10	29	Similar
Built Environment	Utility billing	70%	19	34	Similar
	Land use, planning and zoning	55%	17	55	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Code enforcement (weeds, abandoned buildings, etc.)	58%	21	65	Similar
	Cable television	62%	11	34	Similar
Economy	Economic development	62%	20	50	Similar
	County parks	90%	11	59	Similar
	Recreation programs or classes	86%	8	56	Similar
Recreation and Wellness	Recreation centers or facilities	85%	11	51	Similar
	Health services	77%	9	41	Similar
Education and Enrichment	County-sponsored special events	74%	27	47	Similar
	Public library services	92%	20	59	Similar
Community Engagement	Public information services	82%	13	53	Similar

Table 93: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	60%	41	58	Similar
Recommend living in Montgomery County to someone who asks	88%	31	55	Similar
Remain in Montgomery County for the next five years	84%	33	54	Similar
Contacted Montgomery County (in-person, phone, email or web) for help or information	47%	24	59	Similar

Table 94: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	38%	23	45	Similar
	Did NOT report a crime to the police	86%	16	45	Similar
Safety	Household member was NOT a victim of a crime	89%	29	45	Similar
	Used Ride On bus, Metrobus, Metro, MARC or other public transportation instead of driving	70%	5	38	Much higher
	Carpooled with other adults or children instead of driving alone	44%	23	48	Similar
Mobility	Walked or biked instead of driving	60%	26	49	Similar
	Made efforts to conserve water	80%	27	47	Similar
	Made efforts to make your home more energy efficient	76%	21	45	Similar
Natural Environment	Recycle at home	97%	10	48	Similar
	Did NOT observe a code violation or other hazard in Montgomery County	67%	11	46	Similar
Built Environment	NOT experiencing housing costs stress	59%	41	50	Similar
	Purchase goods or services from a business located in Montgomery County	98%	13	48	Similar
	Economy will have positive impact on income	27%	40	49	Similar
Economy	Work inside boundaries of Montgomery County	51%	14	48	Higher
	Used Montgomery County recreation centers or their services	62%	16	46	Similar
	Visited a neighborhood park or County park	89%	17	48	Similar
	Eat at least 5 portions of fruits and vegetables a day	90%	5	47	Similar
	Participate in moderate or vigorous physical activity	88%	21	48	Similar
Recreation and Wellness	In very good to excellent health	66%	29	48	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Used Montgomery County public libraries or their services	74%	11	48	Similar
	Participated in religious or spiritual activities in Montgomery County	48%	13	34	Similar
	Attended County-sponsored event	45%	39	49	Lower
	Campaigned or advocated for an issue, cause or candidate	26%	20	44	Similar
	Contacted Montgomery County elected officials (in-person, phone, email or web) to express your opinion	22%	14	47	Similar
	Volunteered your time to some group/activity in Montgomery County	40%	21	49	Similar
	Participated in a club	26%	19	43	Similar
	Talked to or visited with your immediate neighbors	87%	37	46	Similar
	Done a favor for a neighbor	78%	33	45	Similar
	Attended a local public meeting	24%	23	51	Similar
	Watched (online or on television) a local public meeting	25%	22	47	Similar
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	85%	22	48	Similar
	Vote in local elections	83%	36	48	Similar

Communities included in custom comparisons

The communities included in Montgomery County's custom comparisons are listed below along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Albemarle County, VA...105,105
Arapahoe County, CO...626,612
Ashland town, MA 17,478
Ashland town, VA.. 7,554
Austin city, TX 916,906
Bainbridge Island city, WA....................................... 23,689
Baltimore city, MD...619,796
Baltimore County, MD 828,637
Bedford town, MA 14,105
Bellevue city, WA 139,014
Brookline CDP, MA 59,246
Buffalo Grove village, IL 41,551
Burlingame city, CA... 30,401
Cañon City city, CO 16,298
Cary town, NC 159,715
Centennial city, CO...108,448
Chanhassen city, MN... 25,108
Charles County, MD 156,021
Charlottesville city, VA.. 46,487
Chesterfield County, VA...335,594
Clayton city, MO 16,214
Clive city, IA 17,134
College Park city, MD 32,186
Coronado city, CA 24,053
Coventry Lake CDP, CT 2,932
Creve Coeur city, MO 18,259
Dallas city, TX...1,300,122
Davidson town, NC.. 12,325
Del Mar city, CA 4,338
Denver city, CO..678,467
Dublin city, CA 57,022
Eden Prairie city, MN.. 63,660

Elmhurst city, IL.. 46,139
Erie town, CO 22,019
Farmington town, CT 25,596
Fremont city, CA 230,964
Gaithersburg city, MD.. 67,417
Germantown city, TN 39,230
Glen Ellyn village, IL.. 27,983
Glenview village, IL.. 47,066
Greenwood Village city, CO..................................... 15,397
Hamilton town, MA 7,991
Hampton city, VA..136,255
Harrisonburg city, VA 53,064
Herndon town, VA... 24,545
Highlands Ranch CDP, CO 105,264
Homer Glen village, IL... 24,403
Honolulu County, HI..990,060
James City County, VA 73,028
Johnston city, IA 20,172
Kirkland city, WA... 86,772
La Plata town, MD... 9,160
Laguna Niguel city, CA 65,429
Lake Zurich village, IL 19,983
Libertyville village, IL... 20,504
Lincolnwood village, IL 12,637
Livermore city, CA... 88,232
Lone Tree city, CO 13,430
Los Alamos County, NM... 18,031
Loudoun County, VA 374,558
Louisville city, CO 20,319
Lynchburg city, VA 79,237
Manassas city, VA 41,379
Maple Grove city, MN 68,362

Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

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

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

Selecting Survey Recipients

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

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

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

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

Figure 1: Location of Survey Recipients

Survey Recipients in Montgomery County, MD

• Survey Recipients
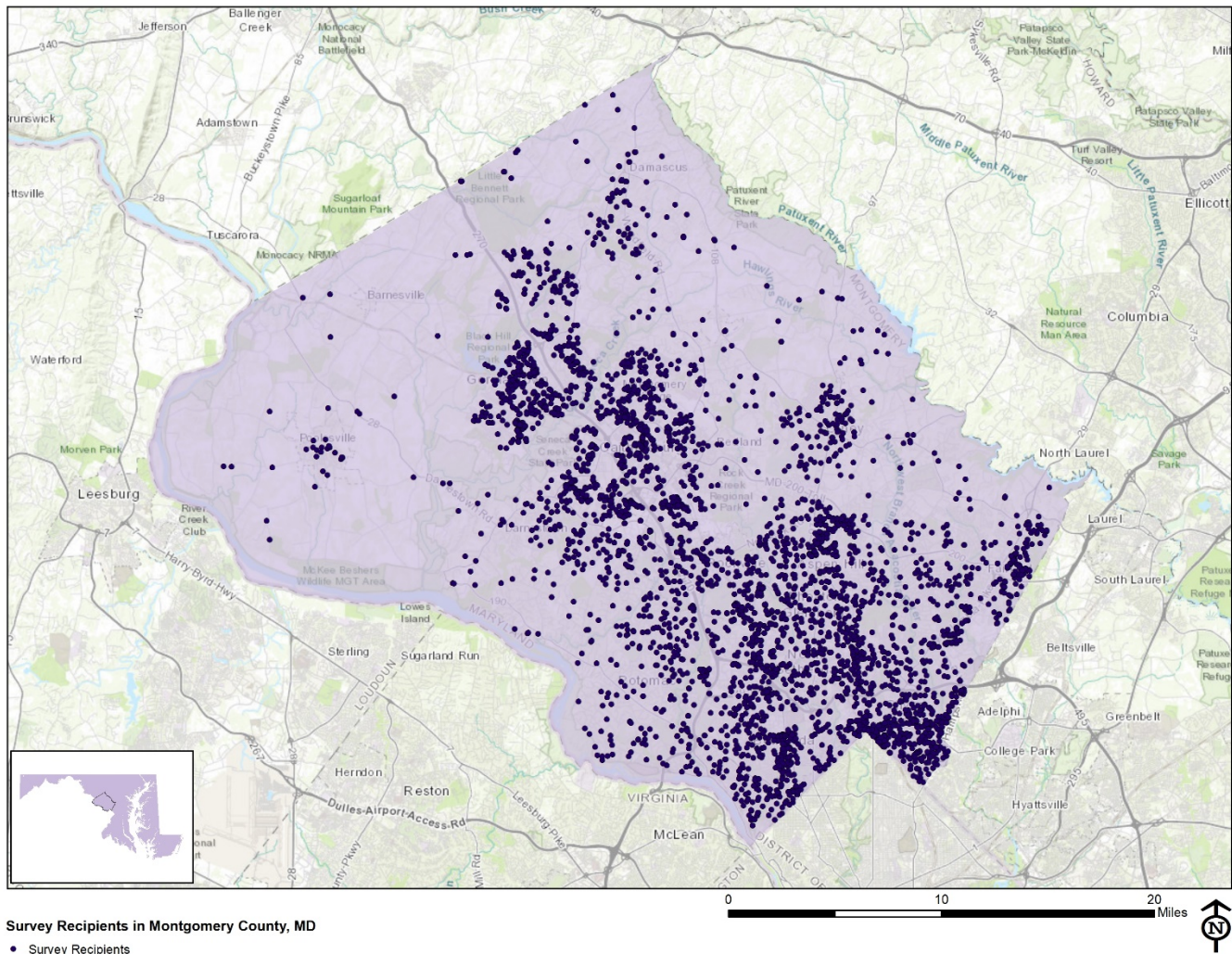
Survey Administration and Response

Selected households received three mailings, one week apart, beginning on May 24, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the County Executive inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available online in English, Spanish and Simplified Chinese. Both cover letters contained the full description of the survey purpose and instructions in English, Spanish and Simplified Chinese as well as a set of shortened instructions in seven other languages (French, Amharic, Korean, Vietnamese, Tagalog, Persian and Russian). Montgomery County chose to augment their administration of The NCS with several addition services, including geographic and demographic subgroup comparisons. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following nine weeks. The online "opt-in" survey became available to all residents on June 28, 2019 and remained open for three weeks.

About 3% of the 5,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 4,838 households that received the survey, 954 completed the survey, providing an overall response rate of 20%. Of the 954 completed surveys, eight were completed in Spanish, two were completed in Simplified Chinese and 190 were completed online. Additionally, responses were tracked by Regional Service Center; response rates by RSC ranged from 17% to 23%. The response rates were calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons. Additionally,

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

3,311 opt-in residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* **report provided under separate cover.**

Table 95: Survey Response Rates by Regional Service Center

	Upcounty	Eastern Montgomery	Silver Spring	Mid-County	B-CC	PO Boxes	Overall
Total sample used	1,501	412	615	980	1,433	59	5,000
I=Complete Interviews	247	72	100	216	283	21	939
P=Partial Interviews	6	0	2	3	4	0	15
R=Refusal and break off	0	1	0	0	1	0	2
NC=Non Contact	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0
UO=Unknown other	1,202	323	496	739	1,089	36	3,885
NE=Not eligible	47	17	17	23	56	2	162
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	17%	18%	17%	23%	21%	37%	20%

Confidence Intervals

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

The margin of error for the Montgomery County survey is no greater than plus or minus three percentage points around any given percent reported for all respondents (954 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

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

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

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

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

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

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and American Community Survey estimates for adults in Montgomery County. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure, ethnicity and race and sex and age. No adjustments were made for design effects. Results for the opt-in survey have been provided under separate cover.

The results of the weighting scheme are presented in the following table.

Table 96: Montgomery County, MD 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	34%	24%	33%
Own home	66%	76%	67%
Detached unit*	48%	53%	46%
Attached unit*	52%	47%	54%
Race and Ethnicity			
White	59%	66%	58%
Not white	41%	34%	42%
Not Hispanic	84%	92%	87%
Hispanic	16%	8%	13%
Sex and Age			
Female	53%	56%	53%
Male	47%	44%	47%
18-34 years of age	28%	9%	27%
35-54 years of age	40%	27%	39%
55+ years of age	32%	64%	34%
Females 18-34	14%	5%	14%
Females 35-54	21%	13%	21%
Females 55+	18%	37%	18%
Males 18-34	14%	3%	13%
Males 35-54	19%	13%	18%
Males 55+	14%	28%	15%
Regional Service Center			
Upcounty	30%	27%	29%
Eastern Montgomery	8%	8%	7%
Silver Spring	12%	11%	14%
Mid-County	20%	23%	21%
B-CC	29%	30%	27%

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

Survey Data Analysis and Reporting

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

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table 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 data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results.*

Appendix D: Survey Materials

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

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

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

Sincerely/Atentamente/此致,

Marc Elrich, County Executive/Ejecutivo del Condado/郡长

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

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

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101 Monroe Street
2nd Floor
Rockville, MD 20850

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First Class Mail
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翻过来！

Voir au verso !

ወደሚቀጥለው ይግለጡ፤

뒤집으십시오!

Lật qua trang sau!

Baligtarin!

ورق بزنید!

Смотрите на обороте!

OFFICE OF THE COUNTY EXECUTIVE
ROCKVILLE, MARYLAND 20850

Marc Elrich
County Executive

June 2019

Dear Montgomery County Resident:

Please help us shape the future of Montgomery County! You have been selected at random to participate in the 2019 Montgomery County Resident Survey.

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

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

  www.xxplaceholder.com

  Access code:

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

Thank you for your time and participation!

Sincerely,

Estimado Residente del Condado de Montgomery:

¡Por favor ayúdenos a moldear el futuro del Condado de Montgomery! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes del Condado de Montgomery del 2019.

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

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

  www.xxplaceholder.com

  Código de acceso:

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

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

¡Gracias por su tiempo y participación!

Atentamente,

Marc Elrich, County Executive/Ejecutivo del Condado

Marc Elrich, *County Executive*

亲爱的蒙哥马利郡居民：

请帮助我们打造蒙哥马利郡的未来！您已被随机挑选参加 2019 年蒙哥马利郡居民调查。

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

要记住的一些事项：

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

www.xxplaceholder.com

访问代码：

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

谢谢您的时间和参与！

此致，

Marc Elrich, 郡长

በዚህ የነዋሪዎች ጥናት እንዲሳተፉ የሞንትጎመሪ አውራጃ ይጋብዝዎታል። የእርስዎ ቤት መልስ እንዲሰጡን በዘፈቀደ ተመርጧል። መልስዎም **ሚስጢራዊነቱን** ጠብቆ ይቆያል። ይህን ጥናት ሲሞሉ እርዳታ ካስፈለገዎ እባክዎ ጓደኛዎን ወይንም የቤተሰብ አባልዎን ይጠይቁ፤ እባክዎትን ጥናቱን ማህተም በተደረገበት ተያይዞ ባለው ፖስት ይላኩ፤ ጥያቄዎች ካሎዎ እባክዎት 311 ወይም 240-777-0311 ከሰኞ : እስከ አርብ ከጥዋቱ ፯ ሰዓት እስከ ምሽቱ ፯ ድረስ ይደውሉ፤ እናመሰግናለን፤

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

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

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

ایالت مونتگومری از شما دعوت می‌کند در نظرسنجی ساکنان شرکت نمایید. منزل شما به صورت تصادفی انتخاب گردیده است و پاسخ‌های شما به این نظرسنجی **محرمانه** خواهند ماند. در صورتی که برای تکمیل نظرسنجی به کمک نیاز دارید، لطفاً از یکی از دوستان یا اعضای خانواده درخواست کنید شما را یاری نمایند. لطفاً نظرسنجی خود را از طریق پاکت نامه پستی ضمیمه و پرداخت هزینه شده به ما برگردانید. اگر سؤالی دارید، لطفاً در روزهای دوشنبه تا جمعه از ساعت۷ صبح تا ۷ بعد از ظهر با شماره ۳۱۱ یا ۲۴۰-۷۷۷-۰۳۱۱ تماس بگیرید. پیشاپیش از حسن همکاری شما متشکریم.

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

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

翻过来！

Voir au verso !

ወደሚቀጥለው ይግለጡ፤

뒤집으십시오!

Lật qua trang sau!

Baligtarin!

ورق بزنید!

Смотрите на обороте!

OFFICE OF THE COUNTY EXECUTIVE
ROCKVILLE, MARYLAND 20850

Marc Elrich
County Executive

June 2019

Dear Montgomery County Resident:

Here's a second chance if you haven't already responded to the 2019 Montgomery County Resident Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Montgomery County! You have been selected at random to participate in the 2019 Montgomery County Resident Survey.

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

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

www.xxplaceholder.com

Access code:

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

Thank you for your time and participation!

Sincerely,

Estimado Residente del Condado de Montgomery:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Residentes del Condado del 2019! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro del Condado! Usted ha sido seleccionado al azar para participar en la Encuesta de Residentes del Condado del 2019.

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

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

www.xxplaceholder.com

Código de acceso:

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

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

Atentamente,

Marc Elrich, County Executive/Ejecutivo del Condado

www.montgomerycountymd.gov

Marc Elrich, *County Executive*

亲爱的蒙哥马利郡居民：

如果您还未填写 2019 年蒙哥马利郡居民调查，现在是第二次机会！（如果您已填写并交回调查，我们对您所花时间表示感谢，并请您将本调查做回收处理。请不要作答两次。）

请帮助我们打造蒙哥马利郡的未来！您已被随机挑选参加 2019 年蒙哥马利郡居民调查。

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

要记住的一些事项：
- 您的作答完全保密。
- 为能听到不同居民群体的意见，调查应由您家庭中一名最近刚过完 18 岁或 18 岁以上生日的成年人填写。
- 您可使用随附的邮资已付信封以邮寄方式寄回调查，或使用下列访问代码进入下面的链接在线填写调查：

   www.xxplaceholder.com

   访问代码：

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

谢谢您的时间和参与！

此致，

Marc El[signature]

Marc Elrich, 郡长

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

በዚህ የነዋሪዎች ጥናት እንዲሳተፉ የሞንትጎመሪ አውራጃ ይጋብዘዎታል፤ የእርስዎ ቤት መልስ እንዲሰጡ በዘፈቀደ ተመርጧል፤ መልስዎም **ሚስጢራዊነቱን** ጠብቆ ይቆያል፤ ይህን ጥናት ሲሞሉ አርዳታ ካስፈለገ አባክዎ ጓደኛዎን ወይንም የቤተሰብ አባልዎን ይጠይቁ፤ አባክዎትን ጥናቱን ማህተም በታደረገበት ተያይዞ ባለው ፖስት ይላኩ፤ ጥያቄዎች ካላዎ አባክዎት 311 ወይም 240-777-0311 ከሰኞ : እስከ አርብ ከጥዋቱ ፲ ሰዓት እስከ ምሽቱ ፯ ድረስ ይደውሉ፤ እናመሰግናለን፤

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

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

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

ایالت مونتگومری از شما دعوت می‌کند در نظرسنجی ساکنان شرکت نمایید. منزل شما به صورت تصادفی انتخاب گردیده است و پاسخ‌های شما به این نظرسنجی **محرمانه** خواهند ماند. در صورتی که برای تکمیل نظرسنجی به کمک نیاز دارید، لطفاً از یکی از دوستان یا اعضای خانواده درخواست کنید شما را یاری نمایند. لطفاً نظرسنجی خود را از طریق پاکت نامه پستی ضمیمه و پرداخت هزینه شده به ما برگردانید. اگر سؤالی دارید، لطفاً در روزهای دوشنبه تا جمعه از ساعت٧ صبح تا ٧ بعد از ظهر با شماره ٣١١ یا ٢٤٠-٧٧٧-٠٣١١، تماس بگیرید. پیشاپیش از حسن همکاری شما متشکریم.

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

Montgomery County 2019 Resident Survey

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Montgomery County?

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

9. Thinking about local public meetings (of local elected officials like City/County Council, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

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

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

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

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

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

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

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

13. Please rate how important, if at all, you think it is for the Montgomery County community to focus on each of the following in the coming two years:

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

14. Thinking now about some more specific 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
Affordable housing	1	2	3	4	5	6
Crime	1	2	3	4	5	6
The environment	1	2	3	4	5	6
The pace of growth	1	2	3	4	5	6
Public schools (K-12)	1	2	3	4	5	6
Social services for those in need	1	2	3	4	5	6
Traffic	1	2	3	4	5	6
Job growth	1	2	3	4	5	6
Business growth	1	2	3	4	5	6
Quality of life opportunities (recreation, libraries, arts and culture)	1	2	3	4	5	6

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

16. Have you needed the County government to resolve an issue or problem in the past two years?
   ❍ Yes → Go to question 17   ❍ No → Go to question 18

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

	Very easy	Somewhat easy	Somewhat hard	Very hard
Communicate the issue/problem	1	2	3	4
Resolve the issue/problem	1	2	3	4

18. How many times, if any, have you interacted with a Montgomery County Police Department (MCPD) <u>employee within the last two years?</u>

	0 times	1-2 times	3-5 times	6-8 times	9 or more times
In-person	1	2	3	4	5
On the phone	1	2	3	4	5
Online	1	2	3	4	5

18a. To what extent do you agree or disagree that the MCPD employee(s) you interacted with treated you fairly?
  ❍ Strongly agree   ❍ Somewhat agree   ❍ Somewhat disagree   ❍ Strongly disagree   ❍ Don't know

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
Professionalism	1	2	3	4	5
Approachability	1	2	3	4	5
Responsiveness	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
Class size	1	2	3	4	5
Teacher/student ratio	1	2	3	4	5
Student safety	1	2	3	4	5
School facilities	1	2	3	4	5
Food/cafeteria	1	2	3	4	5
Accessibility of teachers and administrators	1	2	3	4	5
Diversity of race/ethnicity of the student body	1	2	3	4	5
Overall quality of education	1	2	3	4	5

20. Which, if any, apply to your current connection to Montgomery County Public Schools (MCPS)? (Check all that apply)
  ❍ One or more of my children is currently enrolled in a Montgomery County Public School
  ❍ One or more of my children was enrolled in MCPS in the past
  ❍ My grandchild(ren) or other relatives are currently enrolled in MCPS
  ❍ I am a current MCPS employee
  ❍ I am a past MCPS employee
  ❍ I am a current or former school or MCPS volunteer
  ❍ None of the above

21. To what extent do you agree or disagree that Montgomery County Public Schools (MCPS) should consider adjusting school boundaries in order to increase student diversity and better utilize capacity in its schools?

  ❍ Strongly agree   ❍ Somewhat agree   ❍ Somewhat disagree   ❍ Strongly disagree   ❍ Don't know/No opinion

22. Please indicate the extent to which you use each of the following potential sources for information about <u>County services, activities and events.</u>

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

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

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

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

D2. Would you say that in general your health is:
❍ Excellent   ❍ Very good   ❍ Good   ❍ Fair   ❍ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
❍ Very positive   ❍ Somewhat positive   ❍ Neutral   ❍ Somewhat negative   ❍ Very negative

D4. What is your employment status?
❍ Working full time for pay
❍ Working part time for pay
❍ Unemployed, looking for paid work
❍ Unemployed, not looking for paid work
❍ Fully retired

D5. Do you work inside the boundaries of Montgomery County?
❍ Yes, outside the home   ❍ Yes, from home   ❍ No

D6. How many years have you lived in Montgomery County?
❍ Less than 2 years   ❍ 11-20 years
❍ 2-5 years   ❍ More than 20 years
❍ 6-10 years

D7. Which best describes the building you live in?
❍ One family house detached from any other houses
❍ Building with two or more homes (duplex, townhome, apartment or condominium)
❍ Mobile home
❍ Other

D8. Is this house, apartment or mobile home...
❍ Rented   ❍ Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?
❍ Less than $300 per month
❍ $300 to $599 per month
❍ $600 to $999 per month
❍ $1,000 to $1,499 per month
❍ $1,500 to $2,499 per month
❍ $2,500 or more per month

D10. Do any children 17 or under live in your household?
❍ No   ❍ Yes

D11. Are you or any other members of your household aged 65 or older?
❍ No   ❍ Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)
❍ Less than $25,000
❍ $25,000 to $49,999
❍ $50,000 to $99,999
❍ $100,000 to $149,999
❍ $150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?
❍ No, not Spanish, Hispanic or Latino
❍ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
❍ American Indian or Alaskan Native
❍ Asian, Asian Indian or Pacific Islander
❍ Black or African American
❍ White
❍ Other

D15. In which category is your age?
❍ 18-24 years   ❍ 55-64 years
❍ 25-34 years   ❍ 65-74 years
❍ 35-44 years   ❍ 75 years or older
❍ 45-54 years

D16. What is your sex?
❍ Female   ❍ Male   ❍ Non-binary

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

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc.,
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