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Montgomery County, MD
2007 Resident Survey
Final Report of Results
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Survey Background

Montgomery County contracted with National Research Center, Inc. (NRC) to conduct a county-wide resident survey. The 2007 Montgomery County Resident Survey serves as a consumer report card for the County by providing residents the opportunity to rate the quality of life in the county, as well as the community's amenities, service delivery, and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. This is the first general survey of Montgomery County residents since 1994.

Methods

Three thousand randomly selected Montgomery County households were mailed the 2007 Montgomery County Resident Survey. Of the 2,896 households that received the survey, 917 responded to the mailed questionnaire, giving a response rate of 32%.

The cover letter and survey were mailed to residents in English. However, the survey packet included a one-page insert with paragraphs in five languages (Spanish, Chinese, Vietnamese, Korean, and French) that described the contents of the packet and provided a phone number to call if the resident wanted to receive the survey in one of those languages. In total, 78 calls were received, and 68 translated surveys were sent to these residents. Forty-two completed in-language surveys were received.

Survey results were weighted so that respondent age, gender, and ethnicity were represented in the proportions reflective of the entire County. The margin of error is plus or minus three percentage points around any given percentage.

Summary of Results

Quality of Life and Community

- Overall, Montgomery County residents gave positive ratings to their quality of life.
  - Eighty-six percent of the respondents rated Montgomery County "good" or "excellent" as a place to live.
  - About the same proportion (82%) of the respondents rated their neighborhood "good" or "excellent" as a place to live.
  - Seventy-nine percent of the respondents said the overall quality of life in Montgomery County was "excellent" or "good."
- On the other hand, only 41% of the respondents felt that Montgomery County was "good" or "excellent" as a place to retire.
- Respondents gave favorable ratings to the majority of Montgomery County characteristics.
  - The overall image or reputation of Montgomery County was highly regarded by respondents: 84% said it was "excellent" or "good."
  - A majority of County characteristics were perceived to be "excellent" or "good" by more than half of the respondents; recreational opportunities, educational opportunities, volunteer

opportunities, opportunities to attend cultural activities, overall appearance of Montgomery County, openness and acceptance of the community toward people of diverse backgrounds, and employment opportunities received the highest ratings.

- ♦ Among the County characteristics that received lower quality ratings were the availability of affordable child care, the availability of affordable housing, pedestrian safety, the amount of public parking, the availability of affordable health care, and ease of car travel in Montgomery County; more than half of the respondents said that the availability of affordable housing was "poor."

- Survey respondents reported using and participating in a wide variety of County services and activities.

  - ♦ More than 9 in 10 respondents (94%) reported that they had recycled used paper, cans, or bottles from their home at least once in the last 12 months, with 75% of the respondents reporting they had recycled more than 26 times.

  - ♦ Eighty-six percent of the respondents reported having visited a park in the County at least once in the last 12 months, and 78% had used Montgomery County public libraries or their services.

  - ♦ However, only 23% of the respondents reported having attended a meeting of local elected officials or other local government meetings open to the public at least once in the last 12 months.

- In general, respondents reported feeling safe in Montgomery County.

  - ♦ The majority of survey respondents said they felt "very" or "somewhat" safe from violent and property crimes in the county.

  - ♦ While safety in one's neighborhood and in downtown areas after dark received lower ratings, two-thirds of the respondents reported feeling safe in their neighborhood after dark, and half felt safe in Montgomery County's downtown areas after dark.

- The rates of population growth and commercial growth were a concern to most respondents.

  - ♦ Eighty-two percent of the respondents felt that the rate of population growth was "too fast," 17% said it was the "right amount," and only 1% said it was "too slow."

  - ♦ Just over half of the respondents (56%) said that commercial growth was "too fast," 36% said it was the "right amount," and 7% said it was "too slow."

County Government Services

- Respondents evaluated most County services favorably, and the majority of services were seen as important by respondents.

  - ♦ The majority of County services were said to be "excellent" or "good" by half or more of the respondents.

  - ♦ Fire services, ambulance or emergency medical services, recycling, public library services, and parks received the highest ratings.

  - ♦ Land use, planning and zoning; code enforcement; and cable television providers received the lowest quality ratings. [Although included in the survey, cable television is not a service provided by the County (a fact that was not noted on the questionnaire).]

  - ♦ Half or more of the respondents said that each service was "essential" or "very important." The most important services were fire services, ambulance or emergency medical services,

police services, and drinking water. [Although included in the survey, drinking water is not a service provided by the County (a fact that was not noted on the questionnaire).]

- Respondents were positive in their feedback about County employees.
  - Of those who had contact with an employee, three-quarters said the employee's courteousness and knowledge were "excellent" or "good."

Issues Facing the County

- Respondents felt that crime, traffic, and public schools were the most important issues the County should address.
- When asked what most needed to be improved or fixed about Montgomery County, respondents most frequently noted traffic congestion and flow, affordable housing, and growth.

Overall Perceptions of the County

- The overall quality of County services was viewed positively.
  - Twelve percent of the respondents said the overall quality of County services was "excellent," two-thirds said "good," one-quarter reported "fair," and only 2% felt it was "poor."
- Thirty-six percent of the respondents felt that they "pay too much for the services they receive," while 32% were "satisfied with the current level of taxes and services."
- Half of the survey participants felt that the value of services for the taxes paid to the County and the overall direction the County was taking were "excellent" or "good."
- When asked what they liked best about Montgomery County, schools and educational opportunities; parks and recreational opportunities; the environment and appearance of the County; and the safety of the County (including police and fire protection) topped the list.
- The majority of the respondents reported that they would recommend living in Montgomery County to someone who asks (85% said "very" or "somewhat" likely).
  - Eighty-two percent of the respondents noted that they were likely to remain in Montgomery County for the next five years.
  - Only 44% of the respondents said they would be likely to retire in Montgomery County.

In Conclusion

The following is a summary of National Research Center, Inc.'s perspectives about the overall results. Additional insight is expected to come from the County's own knowledge of internal workings and local issues.

Generally, respondents were happy to be living in Montgomery County. While respondents reported that Montgomery County was a good place to live and raise a family, a majority were hesitant about retiring there. This may be due in part to a perceived lack of affordable quality housing in an attractive county with a high cost of living.

A majority of the respondents felt safe being out and about in Montgomery County. Residents' participation in and use of activities and programs such as parks in the County, libraries, and recreation centers was high.

Overall, respondents thought that County services were good: the majority of County services received favorable quality ratings. However, there were a few services whose perceived quality did

not match the high importance that most respondents attributed to the service. These services – including health services, emergency preparedness, and snow removal – represent potential opportunities for further analysis and improvement.

Crime, traffic, and public schools were viewed as the most important areas on which the County should focus. At the same time, survey respondents felt satisfied with services that were aimed at two of the most important issues – feelings of safety, and schools and educational opportunities.

Survey Background

Survey Purpose

Montgomery County contracted with National Research Center, Inc. (NRC) to conduct a county-wide resident survey. The Montgomery County Resident Survey serves as a consumer report card for the County by providing residents the opportunity to rate the quality of life in the county, as well as the community's amenities, service delivery, and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. Montgomery County conducted resident surveys approximately biennially from 1985 to 1994; this is the first general survey of county residents since 1994.

The focus on the quality of service delivery and the importance of services helps County officials and staff, the Council, and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of the Montgomery County Government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to the competition or before other problems from dissatisfied customers arise.

Methods

Survey Administration and Response Rate

Households received three mailings each beginning in September 2007. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was mailed, the first wave of surveys was sent. The second wave was mailed one week after the first. The survey mailings contained a letter from the County Executive and the Council President inviting the household to participate in the 2007 Resident Survey, a questionnaire, and a pre-paid return envelope.

About 3% of the mailed surveys were returned because they either had incorrect addresses or were received by vacant housing units. Of the 2,896 households that received the survey, 917 completed the questionnaire, providing a response rate of 32%. This is a good response rate, higher than NRC often sees in larger jurisdictions.

Reaching Non-English Speaking Residents

The cover letter and survey were mailed to residents in English. However, the survey packet included a one-page insert with paragraphs in five languages (Spanish, Chinese, Vietnamese, Korean, and French) that described the contents of the packet and provided a phone number to call if the resident wanted to receive the survey in one of those languages.

A call center was available during the day to take calls from non-English speaking residents, and a voice mail box was created for each of the five languages to receive calls after hours. In total, 78 calls were received, and 68 translated surveys were sent to these residents. (More information on outreach

to non-English speakers can be found in Appendix V: Survey Methodology.) Forty-two completed in-language surveys were received.

Understanding the Results

"Don't Know" Responses and Rounding

On many of the questions in the survey, respondents could answer, "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix II: Frequency of Survey Responses and is discussed in the body of this report if it is 20% or greater. However, the "don't know" responses have been removed from the tables and analyses presented in the body of the report. In other words, the tables and graphs only display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Confidence Intervals

It is customary to describe the precision of estimates derived from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (917 completed surveys). Where percentages are given for demographic and other subgroups, they are less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 and plus or minus ten percentage points for samples as small as 100.

Report of Results

Quality of Life and Community

In this survey, Montgomery County residents were asked to give their opinions about a series of questions regarding the quality of life in the county; a number of County characteristics; frequency of use and participation in a variety of services and opportunities; safety in the county; and the amount of growth.

Quality of Life in Montgomery County

The first set of survey questions asked respondents to rate several aspects of quality of life in Montgomery County. Most attributes of quality of life were viewed positively by survey participants. Eighty-six percent of the respondents said Montgomery County was "excellent" or "good" as a place to live. Eight in 10 respondents selected "excellent" or "good" for their neighborhood as a place to live (82%), Montgomery County as a place to raise children (81%), Montgomery County as a place to work (78%), and the overall quality of life in Montgomery County (79%). Less than half of the respondents felt that Montgomery County was a "good" or "excellent" place to retire. [Twenty-one percent of the respondents reported "don't know" when rating Montgomery County as a place to retire. The percentages shown in the table are for those who had an opinion. (See the table and figure on the following page.)]

Older residents were more likely to give positive ratings to their neighborhood as a place to live than were younger residents. Renters and those living in attached housing units gave lower ratings to most aspects of quality of life than homeowners and those living in detached housing units. Non-white respondents gave more favorable ratings to their neighborhood as a place to live and Montgomery County as a place to raise children and as a place to retire than did those who were white. (For more information, please see Appendix III: Survey Results by Demographic Groups.)

Table 1: Aspects of Quality of Life

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	33%	53%	13%	0%	100%
Your neighborhood as a place to live	33%	49%	16%	2%	100%
Montgomery County as a place to raise children	33%	48%	16%	3%	100%
Montgomery County as a place to work	27%	51%	18%	4%	100%
The overall quality of life in Montgomery County	23%	56%	20%	2%	100%
Montgomery County as a place to retire	14%	27%	27%	32%	100%

Figure 1: Ratings of Aspects of Quality of Life
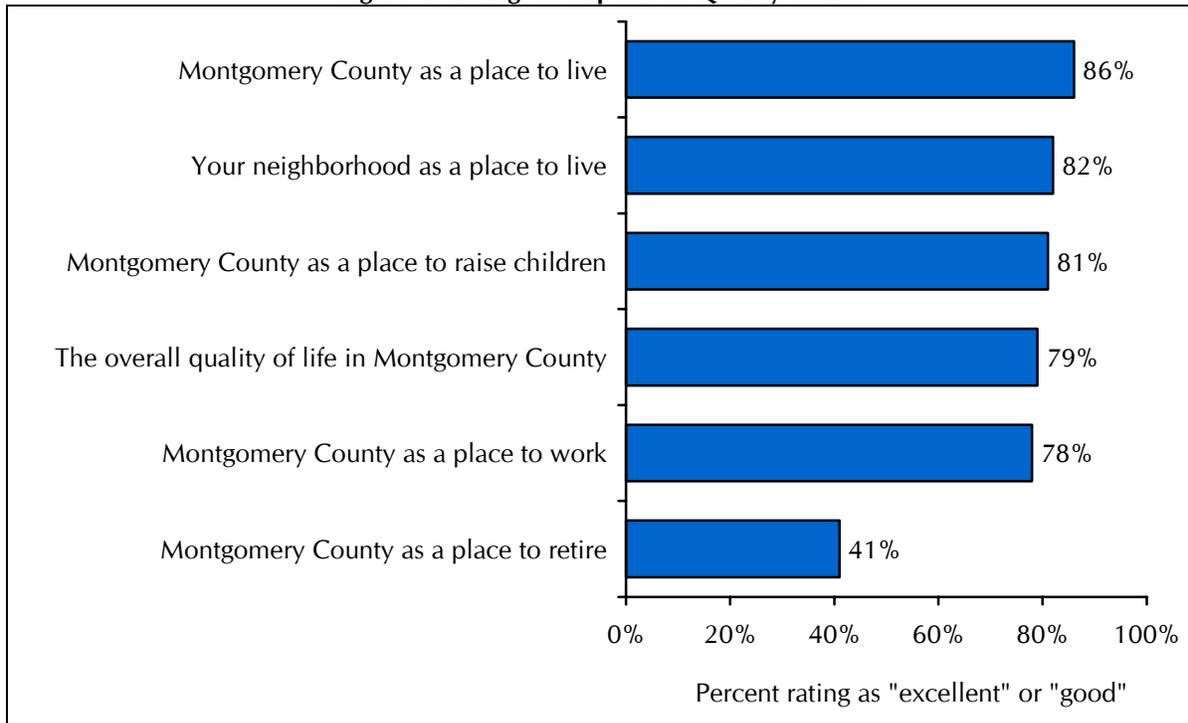
County Characteristics, Opportunities, and Service Availability

The survey provided a list of 24 different County characteristics and asked respondents to rate the quality of each. Respondents gave favorable ratings to the majority of these characteristics. More than half of the respondents felt the majority of County characteristics were "excellent" or "good." Characteristics thought to be "good" or "excellent" by 80% or more of the respondents included recreational opportunities, educational opportunities, overall image or reputation of Montgomery County, and volunteer opportunities (81%, 81%, 84%, and 80%, respectively). One-third rated these four characteristics as "excellent."

One-third or less of the respondents said that the availability of affordable health care (35%), ease of car travel in Montgomery County (32%), availability of affordable child care (21%), and availability of affordable housing (14%) were "excellent" or "good." More than half of the respondents (54%) said that the availability of affordable housing was "poor." (See Table 2: Community Characteristics on the following page.)

Note that the percentage of "don't know" responses was at least 20% for the following services: availability of affordable health care (24% percent of the respondents selected "don't know"), ease of bus travel in Montgomery County (29%), ease of bicycle travel in Montgomery County (34%), availability of affordable child care (45%), availability of services for seniors (54%), and accessibility of County services for disabled persons (57%). The relatively high percentage of "don't know" responses may be an indication that survey respondents were less likely to have direct experience with these characteristics or services of the County.

Table 2: Community Characteristics

Please rate each of the following characteristics as they relate to Montgomery County as a whole:	Excellent	Good	Fair	Poor	Total
Recreational opportunities	33%	48%	17%	2%	100%
Educational opportunities	35%	46%	16%	2%	100%
Overall image or reputation of Montgomery County	31%	53%	13%	4%	100%
Volunteer opportunities	30%	50%	17%	2%	100%
Opportunities to attend cultural activities	27%	46%	22%	5%	100%
Overall appearance of Montgomery County	16%	58%	23%	3%	100%
Openness and acceptance of the community toward people of diverse backgrounds	20%	51%	24%	5%	100%
Employment opportunities	23%	46%	24%	7%	100%
Ease of Metrorail/MARC train travel in Montgomery County	14%	46%	31%	9%	100%
Quality of overall natural environment in Montgomery County	12%	48%	34%	6%	100%
Sense of community	11%	48%	32%	9%	100%
Availability of paths and walking trails	15%	42%	31%	11%	100%
Availability of services for seniors	12%	42%	34%	13%	100%
Accessibility of County services for disabled persons	11%	43%	33%	13%	100%
Ease of bus travel in Montgomery County	10%	37%	37%	15%	100%
Air quality	6%	41%	41%	11%	100%
Variety of housing options	8%	35%	35%	22%	100%
Ease of bicycle travel in Montgomery County	9%	32%	34%	25%	100%
Pedestrian safety	6%	33%	39%	22%	100%
Amount of public parking	6%	31%	42%	20%	100%
Availability of affordable health care	4%	31%	39%	26%	100%
Ease of car travel in Montgomery County	6%	26%	37%	31%	100%
Availability of affordable child care	2%	19%	36%	43%	100%
Availability of affordable housing	1%	13%	32%	54%	100%

Utilization of Public Services and Opportunities for Participation

Survey respondents were asked how many times, if any, in the last 12 months they or another household member had participated in each of 10 activities or programs listed. More than 9 in 10 respondents (94%) reported that they had recycled used paper, cans or bottles from their home at least once in the last 12 months, with 75% of the respondents reporting they had recycled more than 26 times. Eighty-six percent of the respondents reported having visited a park in the County at least once in the last 12 months, and 78% had used Montgomery County public libraries or their services. Fewer respondents reported having attended a meeting of local elected officials or other local government meetings open to the public (only 23% attended such meetings at least once in the past year). (See Figure 2: Participation in Montgomery County Activities and Programs on the following page.)

In general, a higher proportion of residents age 35-54 participated in most of these activities than did those in the other age categories. Renters were more likely to have ridden a Metrobus or Ride On bus within Montgomery County than were homeowners. Residents who spoke a language other than English at home reported participating more frequently in a County recreation program or activity and riding on a Metrobus or Ride On bus within Montgomery County than did those who spoke only English at home. (See Appendix III: Survey Results by Demographic Groups for more information regarding crosstabulations.)

Table 3: Community Participation

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Recycled used paper, cans or bottles from your home	6%	4%	6%	9%	75%	100%
Visited a park in the County	14%	25%	35%	12%	14%	100%
Used Montgomery County public libraries or their services	22%	20%	32%	14%	12%	100%
Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	31%	23%	30%	9%	7%	100%
Used Montgomery County recreation centers	38%	23%	25%	7%	7%	100%
Ridden a Metrobus or Ride On bus within Montgomery County	48%	19%	12%	6%	15%	100%
Volunteered your time to some group/activity in the County	53%	20%	12%	5%	10%	100%
Participated in a County recreation program or activity	53%	22%	15%	5%	5%	100%
Watched a show on a Montgomery County Government cable television channel	60%	21%	12%	4%	3%	100%
Attended a meeting of local elected officials or other local government meeting open to the public	77%	16%	4%	1%	1%	100%

Figure 2: Participation in Montgomery County Activities and Programs

Activity	Percent
Recycled from your home	94%
Visited a park in the County	86%
Used County public libraries or their services	78%
Visited the County Web site	69%
Used County recreation centers	62%
Ridden a Metrobus or Ride On bus	52%
Volunteered to some group/activity	47%
Participated in a County recreation program or activity	47%
Watched a show on County Government TV channel	40%
Attended a meeting of local elected officials	23%

Percent of respondents who participated at least once in the last 12 months

Safety in Montgomery County

A series of questions was included on the survey to gauge resident opinion about safety from crime, safety in neighborhoods, and safety in downtown areas of Montgomery County. Two-thirds of the respondents reported feeling "very" or "somewhat" safe from violent crime in Montgomery County. More than half of the respondents (57%) said they felt at least "somewhat" safe from property crimes in the county.

Table 4: Safety from Crime in Montgomery County

Please rate how safe or unsafe you feel from the following in Montgomery County:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	17%	49%	16%	15%	3%	100%
Property crimes (e.g., burglary, theft)	12%	45%	18%	19%	6%	100%

Figure 3: Ratings of Safety from Crime
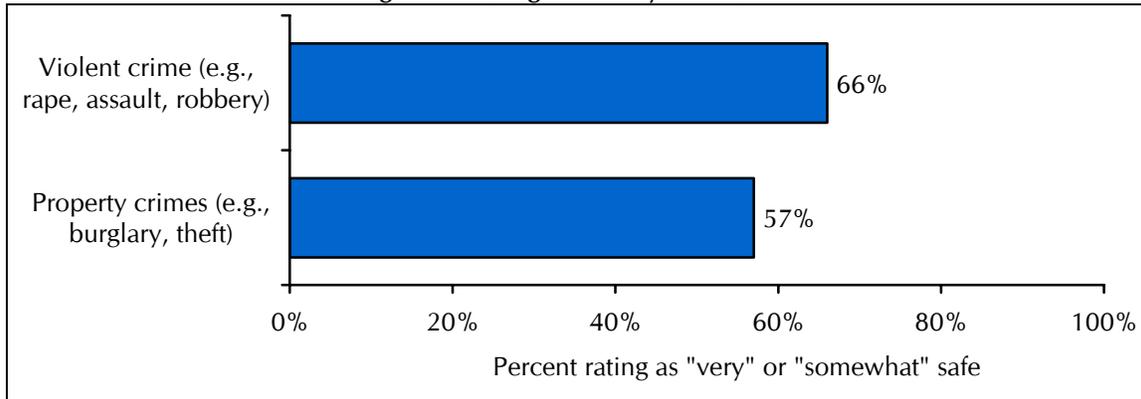
Nine in 10 respondents felt "very" or "somewhat" safe in their neighborhood during the day. Eighty-four percent of the respondents said they felt at least "somewhat" safe in Montgomery County's downtown areas during the day. While safety in one's neighborhood and in downtown areas after dark received lower ratings, two-thirds of the respondents reported feeling safe in their neighborhood after dark, and half felt safe in Montgomery County's downtown areas after dark.

As would be expected, fewer females than males reported feeling safe from the various types of crime, in their neighborhood, and in Montgomery County's downtown areas. Younger respondents reported more favorable ratings of safety in downtown areas during the day and after dark than did older residents.

Table 5: Sense of Safety in Montgomery County

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	58%	33%	5%	4%	1%	100%
In Montgomery County's downtown areas during the day	38%	46%	8%	6%	2%	100%
In your neighborhood after dark	21%	48%	13%	14%	4%	100%
In Montgomery County's downtown areas after dark	10%	39%	19%	24%	7%	100%

Figure 4: Ratings of Sense of Safety in Montgomery County
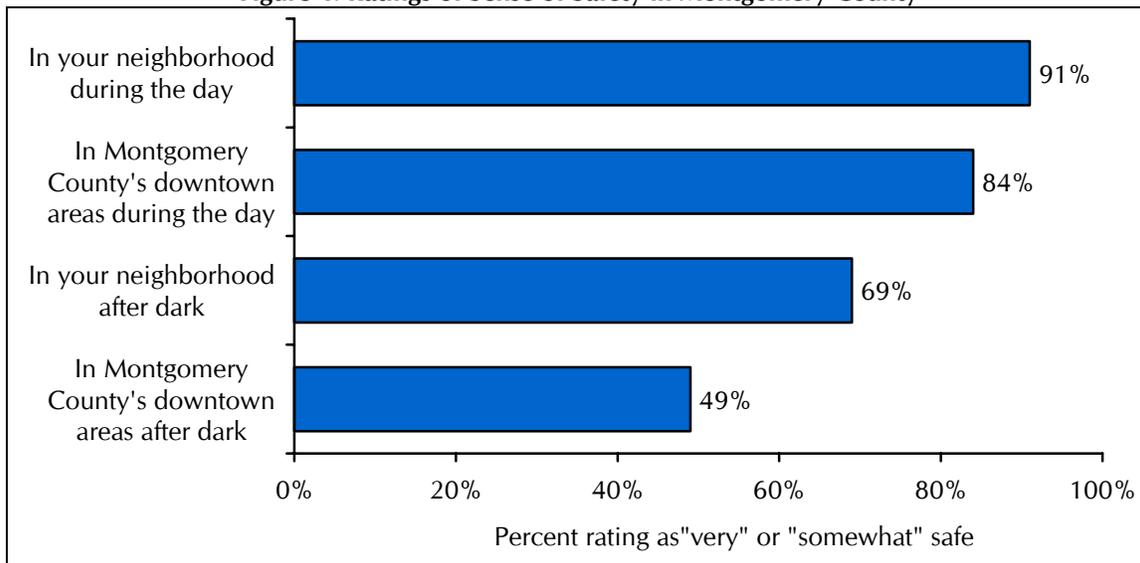
Growth in Montgomery County

Growth is a major concern in many communities across the nation. In order to gauge resident perceptions of this issue, one question on the survey was devoted to the speed of three different types of growth. The majority of the respondents (82%) felt that the rate of population growth was "too fast," 17% said it was the "right amount," and 1% said "too slow." Just over half of the respondents reported that commercial growth was "too fast" (57%), one-third said it was the "right amount," and 7% said it was "too slow." The inverse was true for jobs growth: 8% reported the growth in jobs was "too fast," 51% said it was the "right amount," and 4 in 10 respondents said it was "too slow." In assessing the rate of jobs growth, two in five respondents picked "don't know."

Table 6: Growth in Montgomery County

Please rate the speed of growth in the following categories in Montgomery County over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	0%	1%	17%	49%	33%	100%
Commercial growth (offices, stores, restaurants, etc.)	1%	6%	36%	34%	23%	100%
Jobs growth	7%	35%	51%	7%	1%	100%

Figure 5: Rate of Types of Growth in Montgomery County
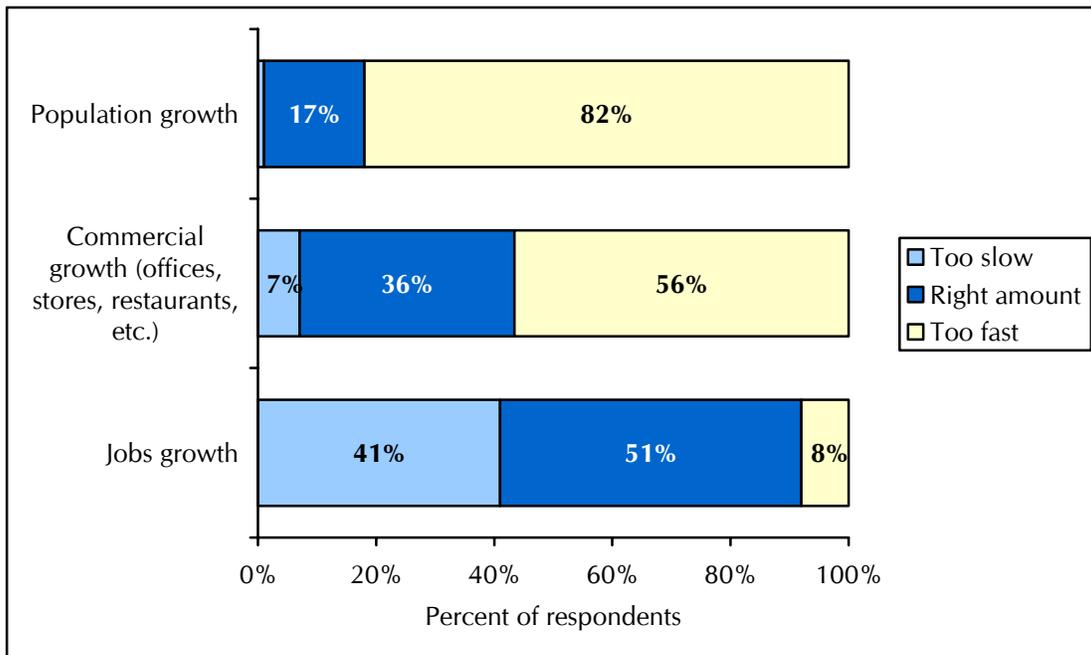
County Government Services

One page of the survey was dedicated to assessments of the quality of County services. Respondents were asked to rate the quality and importance of a list of 35 services. Survey respondents were also asked to provide their opinions about the quality of County employees. The responses to these questions are presented on the following pages.

Quality of County Services

Survey respondents evaluated most County services favorably. Nearly all respondents rated the quality of fire services as "excellent" or "good." Nine out of 10 said that ambulance or emergency medical services were "good" or "excellent." Eighty percent or more of the respondents said the following were "excellent" or "good": recycling (85%), public library services (85%), parks (85%), garbage collection (if provided by the County; 82%), Montgomery College (85%), police services (81%), public schools (80%), recreation centers or programs (81%), and the condition of County buildings (libraries, recreation centers, etc.; 80%).

The following services were viewed as "excellent" or "good" by less than half of the respondents: preservation of natural areas such as open space and farmland (45%); services for low-income people (40%); services for immigrants (41%); land use, planning and zoning (40%); code enforcement (39%); and cable television providers (35%). [Although included in the survey, cable television is not a service provided by the County (a fact that was not noted on the questionnaire).] See Table 7: Quality of County Services on the following page.

Of the 35 services listed, 23 received a relatively high percentage of "don't know" responses, ranging from 20% (gas services) to 71% (addiction services). It is possible that the respondents were less likely to have direct contact with these services. Ratings shown in the report are for those respondents who had an opinion (see Appendix II: Frequency of Survey Responses for a complete list of "don't know" percentages).

Table 7: Quality of County Services

Please rate the quality of each of the following services in Montgomery County.	Excellent	Good	Fair	Poor	Total
Fire services	45%	50%	5%	1%	100%
Ambulance or emergency medical services	43%	47%	10%	1%	100%
Recycling	38%	47%	13%	3%	100%
Public library services	36%	49%	14%	2%	100%
Parks	33%	52%	15%	1%	100%
Garbage collection (if provided by the County)	34%	48%	15%	3%	100%
Montgomery College	26%	59%	14%	1%	100%
Police services	29%	52%	15%	4%	100%
Public schools (K-12)	31%	49%	16%	4%	100%
Recreation centers or programs	24%	57%	18%	1%	100%
Water and sewer services*	24%	54%	19%	3%	100%
Condition of County buildings (libraries, recreation centers, etc.)	21%	59%	18%	2%	100%
Gas service*	22%	55%	20%	2%	100%
Storm drainage	18%	55%	24%	3%	100%
Drinking water*	23%	46%	24%	8%	100%
Electric service*	18%	50%	25%	7%	100%
Bus or transit services	17%	51%	26%	6%	100%
Public information services	13%	54%	28%	4%	100%
Animal control	18%	48%	25%	9%	100%
Snow removal on County roads and highways	19%	46%	27%	8%	100%
Services for seniors	17%	49%	26%	8%	100%
Services for people with disabilities	18%	46%	25%	11%	100%
Health services	12%	49%	32%	7%	100%
Services for youth	15%	48%	29%	8%	100%
Addiction services	12%	46%	33%	9%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	38%	31%	14%	100%
Traffic enforcement on County roads and highways	12%	43%	32%	12%	100%
Mental health services	10%	45%	30%	15%	100%
Street repairs and maintenance	10%	41%	35%	14%	100%
Preservation of natural areas such as open space and farmland	12%	33%	30%	25%	100%
Services for low-income people	10%	30%	36%	23%	100%
Services for immigrants	12%	29%	35%	24%	100%
Land use, planning and zoning	8%	32%	34%	26%	100%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	8%	31%	35%	26%	100%
Cable television providers*	7%	28%	30%	35%	100%

Although included in the survey, these services are not provided by the County (a fact that was not noted on the questionnaire).

Importance of County Services

Survey respondents were also asked to rate the importance of each of the 35 services. Almost all respondents said that fire services (99%), ambulance or emergency medical services (98%), police services (97%), drinking water (96%), electric service (94%), water and sewer services (93%), public schools (91%), and gas service (90%) were "essential" or "very" important. Services thought to be of relatively lower importance included animal control (60%), services for immigrants (56%), and cable television providers (53%). Although included in the survey, drinking water, gas, electric, water and sewer services, and cable television are not services provided by the County (a fact that was not noted on the questionnaire).

The importance of addiction services was the only service that received a high percentage of "don't know" responses (20% of the respondents said "don't know"). The ratings importance shown here are for those respondents who had an opinion.

Table 8: Importance of County Services

Please rate how important each service is to you and other members of your household.	Essential	Very important	Somewhat important	Not at all important	Total
Fire services	77%	22%	2%	0%	100%
Ambulance or emergency medical services	76%	22%	2%	1%	100%
Police services	71%	26%	2%	1%	100%
Drinking water*	67%	29%	3%	0%	100%
Public schools (K-12)	64%	27%	6%	4%	100%
Electric service*	59%	35%	6%	0%	100%
Water and sewer services*	56%	37%	6%	1%	100%
Gas service*	55%	35%	9%	1%	100%
Health services	50%	37%	10%	2%	100%
Garbage collection (if provided by the County)	46%	42%	11%	1%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	48%	37%	14%	1%	100%
Snow removal on County roads and highways	39%	48%	12%	0%	100%
Recycling	44%	39%	15%	2%	100%
Storm drainage	36%	50%	13%	1%	100%
Traffic enforcement on County roads and highways	35%	43%	20%	2%	100%
Street repairs and maintenance	30%	53%	17%	0%	100%
Land use, planning and zoning	34%	46%	19%	1%	100%
Preservation of natural areas such as open space and farmland	38%	39%	21%	2%	100%
Mental health services	39%	39%	19%	3%	100%
Services for youth	37%	42%	17%	4%	100%

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Please rate how important each service is to you and other members of your household.	Essential	Very important	Somewhat important	Not at all important	Total
Services for people with disabilities	37%	41%	17%	5%	100%
Public library services	31%	48%	19%	1%	100%
Services for seniors	38%	37%	22%	4%	100%
Parks	26%	49%	25%	0%	100%
Bus or transit services	31%	40%	23%	5%	100%
Code enforcement (weeds, dumping, over-crowded housing, etc.)	25%	48%	24%	2%	100%
Addiction services	33%	38%	24%	6%	100%
Services for low-income people	31%	40%	23%	6%	100%
Public information services	26%	47%	25%	2%	100%
Montgomery College	28%	42%	21%	9%	100%
Condition of County buildings (libraries, recreation centers, etc.)	18%	48%	33%	1%	100%
Recreation centers or programs	19%	47%	32%	2%	100%
Animal control	22%	38%	34%	6%	100%
Services for immigrants	24%	32%	28%	15%	100%
Cable television providers*	18%	35%	34%	13%	100%

Although included in the survey, these services are not provided by the County (a fact that was not noted on the questionnaire).

Quality of County Employees

Respondents were asked if they had any contact with a County employee in the previous 12 months and, for those who had contact, to rate their experience with the employee. Of those responding to the survey, 44% reported having contact with a County employee.

Figure 6: Contact with County Employees in the Last 12 Months

Have you had any in-person, phone or email contact with an employee of Montgomery County within the last 12 months?

Yes
44%

No
56%
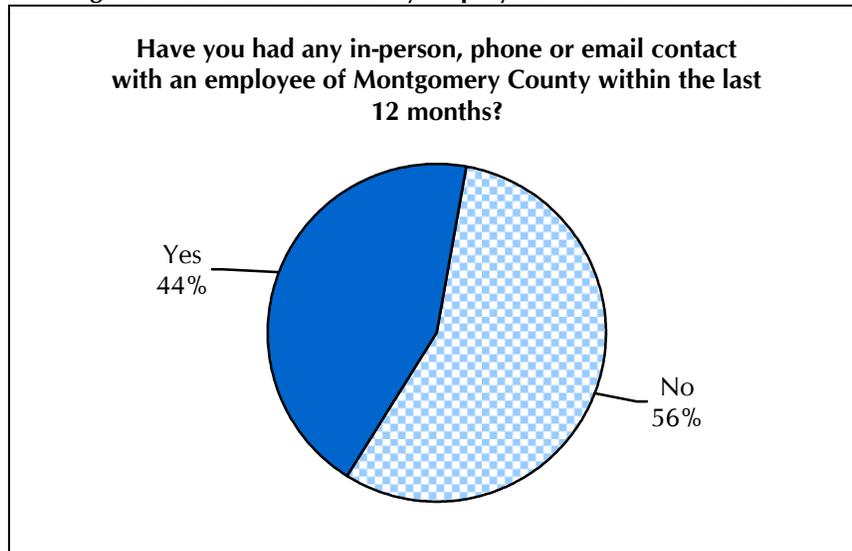
Of those respondents who had contact with an employee, three out of four said the employee's courteousness and knowledge were "excellent" or "good," 68% reported the responsiveness of the employee as "excellent" or "good," and 71% said their overall impression of the employee was "excellent" or "good."

Table 9: County Employee Characteristics

What was your impression of the employee(s) of Montgomery County in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Total
Courtesy	37%	41%	15%	7%	100%
Knowledge	31%	45%	21%	3%	100%
Overall impression	29%	42%	19%	10%	100%
Responsiveness	29%	39%	19%	13%	100%

Figure 7: Ratings of County Employee Characteristics

Courtesy 78%
Knowledge 76%
Overall impression 71%
Responsiveness 68%

0% 20% 40% 60% 80% 100%

Percent rating as "excellent" or "good"

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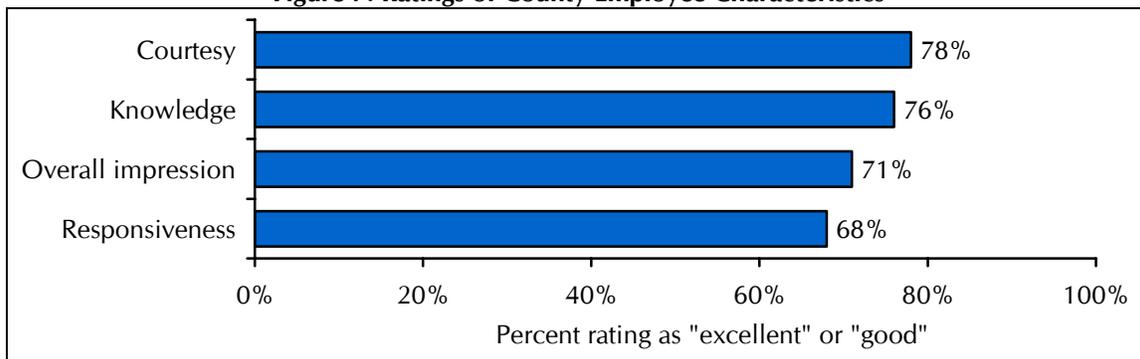
Issues Facing the County

One question on the survey asked respondents to rate the importance of a variety of issues they think the County should address. The most important issues to respondents were crime (93% rated it "essential" or "very" important), traffic (93%), and public schools (K-12; 91%). About 8 in 10 respondents felt that the environment, the pace of growth, and taxes were important issues for the County to address. Issues viewed as slightly less important by respondents were affordable housing (78% reported it to be "essential" or "very" important) and social services for those in need (77%).

Table 10: Importance of County Addressing Selected Issues

How important, if at all, do you think it is for Montgomery County to address each of the following issues?	Essential	Very important	Somewhat important	Not at all important	Total
Traffic	57%	36%	7%	0%	100%
Crime	62%	31%	6%	1%	100%
Public schools (K-12)	56%	35%	7%	1%	100%
The environment	48%	36%	14%	2%	100%
The pace of growth	44%	41%	13%	3%	100%
Taxes	41%	45%	13%	1%	100%
Affordable housing	40%	38%	17%	4%	100%
Social services for those in need	38%	39%	20%	2%	100%

Figure 8: Ratings of Importance of County Addressing Selected Issues

Percent rating as "essential" or "very important"

Traffic 93%
Crime 93%
Public schools (K-12) 91%
Taxes 86%
The pace of growth 85%
The environment 84%
Affordable housing 78%
Social services for those in need 77%
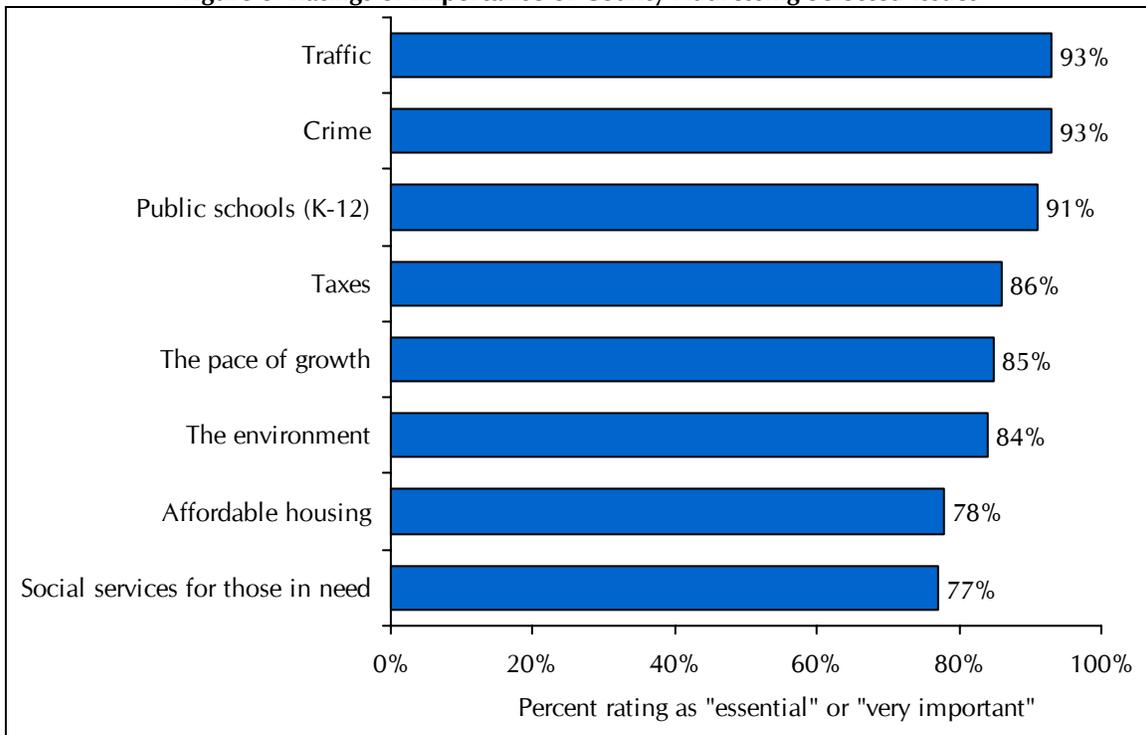
Several open-ended questions were included on the questionnaire to allow respondents the opportunity to provide written feedback to the County. One of these questions asked survey participants what they felt most needed to be improved or fixed about Montgomery County. (Note that some respondents gave more than one answer.)

Of the 694 respondents who answered this question, one-third felt that traffic congestion and flow needed to be improved. One-quarter of the respondents noted affordable housing as the area that needs the most improvement, and one in five mentioned growth and development as most needing improvement. Sixteen percent of those who responded to this question stated the County needed to improve the infrastructure, and 13% said crime, police, and safety needed most to be improved. One in 10 respondents felt taxes were too high and needed the most improvement. Less than 10% of the respondents mentioned the remaining areas. For a full list of responses, please see Appendix IV: Verbatim Responses to Open-Ended Questions.

Table 11: Improvements to Montgomery County

What most needs to be improved/fixed about Montgomery County?	Percent of respondents	Percent of respondents making a comment*
No comment made	24%	--
Traffic congestion/flow	27%	35%
Affordable housing/rent too high/cost of living	18%	24%
Growth/development/planning and zoning	15%	20%
Improve infrastructure (roads, bike paths, pedestrian crossings)	12%	16%
Crime/police/safety	10%	13%
Taxes/property taxes - too high	8%	10%
Improve/expand transit services and options (metro line, more buses)	6%	8%
Immigration/'Illegal' aliens	6%	7%
Schools (safety, overcrowding, quality of education)	4%	5%
Additional social services to seniors, low income and youth	2%	3%
Environmental issues, loss of green space, preserving green space	2%	3%
Health care (including mental health)	2%	2%
Economic development, better/more jobs	2%	2%
Other	11%	15%

Total may exceed 100% as respondents could give more than one answer.
Please note: The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only the 694 respondents who responded to question 16.

Overall Perceptions of the County

Several questions on the survey were geared toward assessing overall perceptions of the County, including the overall quality of services, satisfaction with taxes and services, trust in County government, and the attractiveness of living in Montgomery County. Responses to these questions are reported on the following pages.

Overall Quality of County Services

In addition to evaluating County services separately, survey respondents were asked to rate the overall quality of County services. Twelve percent of the respondents said the overall quality of County services was "excellent," two-thirds said "good," one-quarter reported "fair," and only 2% felt it was "poor."

Respondents who lived in detached housing units and those born in the U.S. rated the overall quality of County services more favorably than did those respondents who lived in attached units or who were not born in the U.S. (See Appendix III: Survey Results by Demographic Groups for more information.)

Figure 9: Overall Quality of County Services

Overall, how would you rate the quality of the services provided by the Montgomery County Government?

Fair 22%

Poor 2%

Good 64%

Excellent 12%
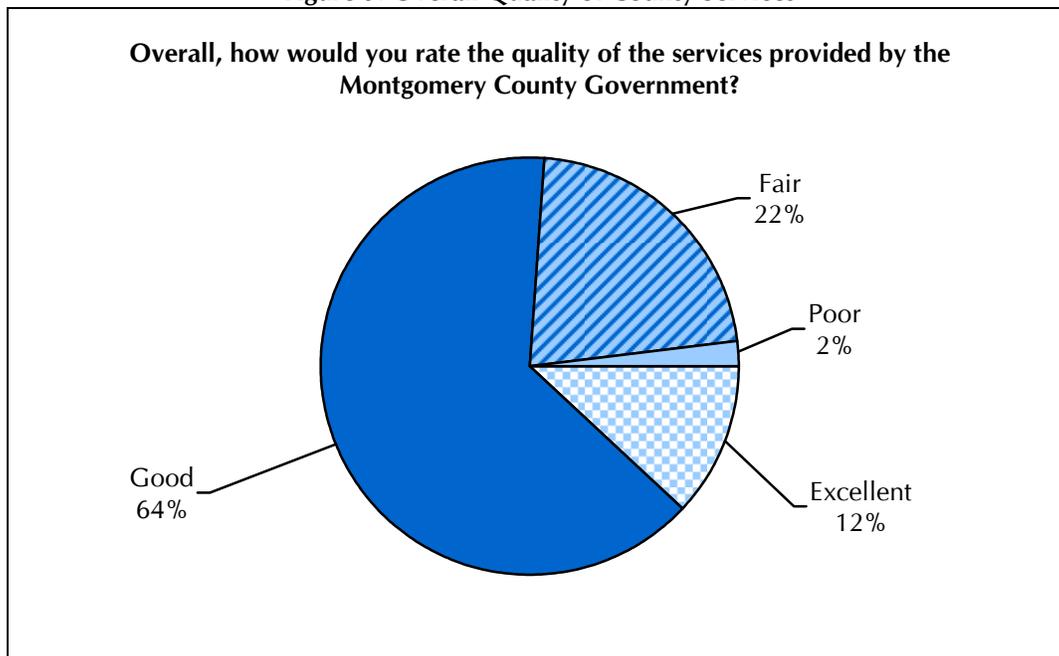
Satisfaction with Taxes and Services

Several statements regarding the level of taxes paid by residents and the services they receive were included on the survey. Respondents were asked to select the statement that best described their opinion. Thirty-six percent of the respondents selected the statement, "I feel that I pay too much for the services I receive," and almost as many (32%) selected the statement, "I am satisfied with the current level of taxes and services." Ten percent said they had no opinion or preference and 9% selected the statement "I am willing to accept service reductions if it means lower taxes." Less than 1 in 10 chose the statement "I am willing to pay more taxes to get more services" or "my opinion is different from the ones listed here."

Figure 10: Satisfaction with County Taxes and Services
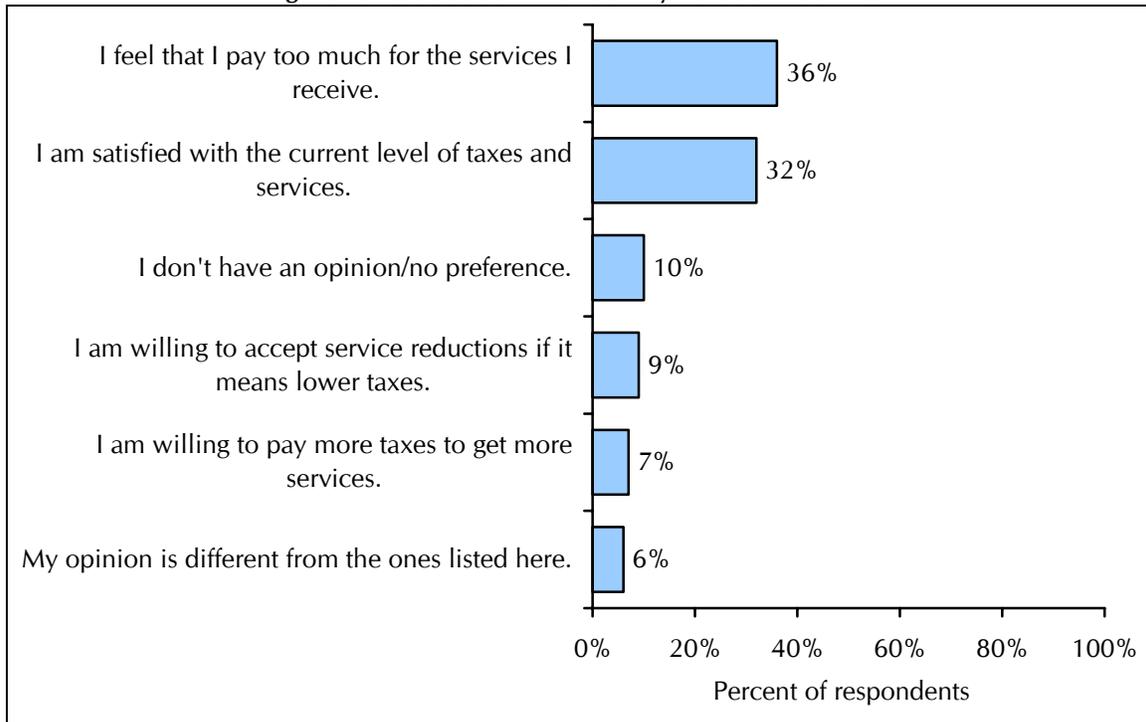
Public Trust in County Government

Residents were provided with several aspects of trust in local government and asked to rate if each was excellent, good, fair or poor. Half or more of the respondents stated that the value of services for the taxes paid to Montgomery County and the overall direction that Montgomery County is taking were "excellent" or "good" (55% and 52%, respectively). However, two in five of the respondents felt that the job Montgomery County government does at listening to residents was "fair," and 18% said it was "poor." [Note that a high percentage of the respondents (27%) selected "don't know" when assessing the job Montgomery County government does at listening to residents.]

Compared to males, females reported more positive ratings for the value of services for the taxes paid to Montgomery County. Renters rated the overall direction the County is taking higher than homeowners. More foreign-born respondents felt that the overall direction the County is taking was "good" or "excellent" than did those who were born in the U.S. (For more information about crosstabulations, see Appendix III: Survey Results by Demographic Groups.)

Table 12: Aspects of Public Trust

Please rate the following aspects of Montgomery County government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Montgomery County	10%	45%	37%	9%	100%
The overall direction that Montgomery County is taking	7%	45%	36%	12%	100%
The job Montgomery County government does at listening to residents	7%	34%	41%	18%	100%

Figure 11: Ratings of Aspects of Public Trust

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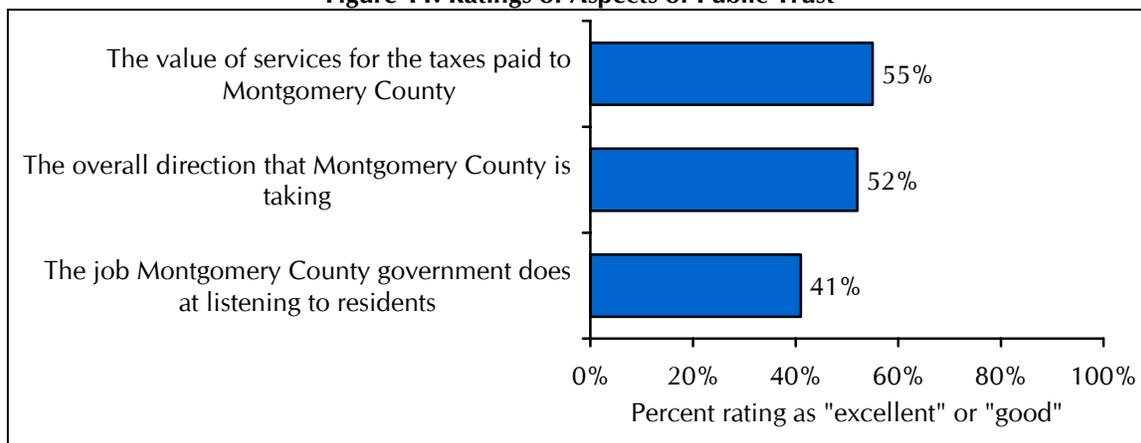
What Residents Like About Montgomery County

Respondents to the survey were asked to write in what they liked most about Montgomery County today. Some respondents gave more than one answer. Of those persons who responded to the question, one in five reported that what they liked best about Montgomery County were schools and educational opportunities (22%); parks and recreational opportunities (19%); the environment and appearance of the County (17%); and the safety of the County including police and fire protection (17%).

One in 10 of the respondents mentioned the following: proximity to DC and the general location of the County (11%); the diversity of the population (11%); County services and the overall quality of services (10%); the quality of life (9%); and the jobs and economic stability associated with the County (8%). Five percent or less noted the remaining categories. For a full list of responses, see Appendix IV: Verbatim Responses to Open-Ended Questions.

Table 13: What Residents Like Most About Montgomery County Today

What do you like most about Montgomery County today?	Percent of respondents	Percent of respondents making a comment*
No comment made	29%	--
Schools, educational opportunities	16%	22%
Parks and recreational opportunities	14%	19%
Safety/police/fire	12%	17%
Environment/appearance/cleanliness/natural beauty of County	12%	17%
Diversity of population	8%	11%
Proximity to Washington DC, general location of County	8%	11%
Access to shopping, restaurants, entertainment	8%	11%
County services/overall quality of services	7%	10%
Quality of life	6%	9%
Jobs, economic stability, property value	6%	8%
Public transportation	3%	5%
Neighborhood/home	4%	5%
Sense of community/family/friends/neighbors	4%	5%
Libraries	3%	4%
Good government/planning	3%	4%
Cultural opportunities	1%	2%
Other	7%	9%

Total may exceed 100% as respondents could give more than one answer.
Please note: The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only the 649 respondents who responded to question 15.

Attractiveness of Living in Montgomery County

A set of questions asked respondents to state the likelihood that they would recommend living in Montgomery County to someone else, remain in the County for the next five years, and retire in the County. Eighty-five percent of the respondents said they would be "very" or "somewhat" likely to recommend living in the County to someone who asked, and 82% said they would remain for the next five years. Less than half of the respondents reported that they would be "somewhat" or "very" likely to retire in Montgomery County; 56% selected "somewhat" or "very" unlikely. These opinions are similar to those expressed about Montgomery County as a place to retire, where 60% of the respondents considered it a "fair" or "poor" place to retire.

Table 14: Living in Montgomery County Now and in the Future

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	41%	44%	8%	7%	100%
Remain in Montgomery County for the next five years	50%	32%	10%	8%	100%
Retire in Montgomery County	23%	21%	19%	37%	100%

Figure 12: Likelihood of Living in Montgomery County Now and in the Future
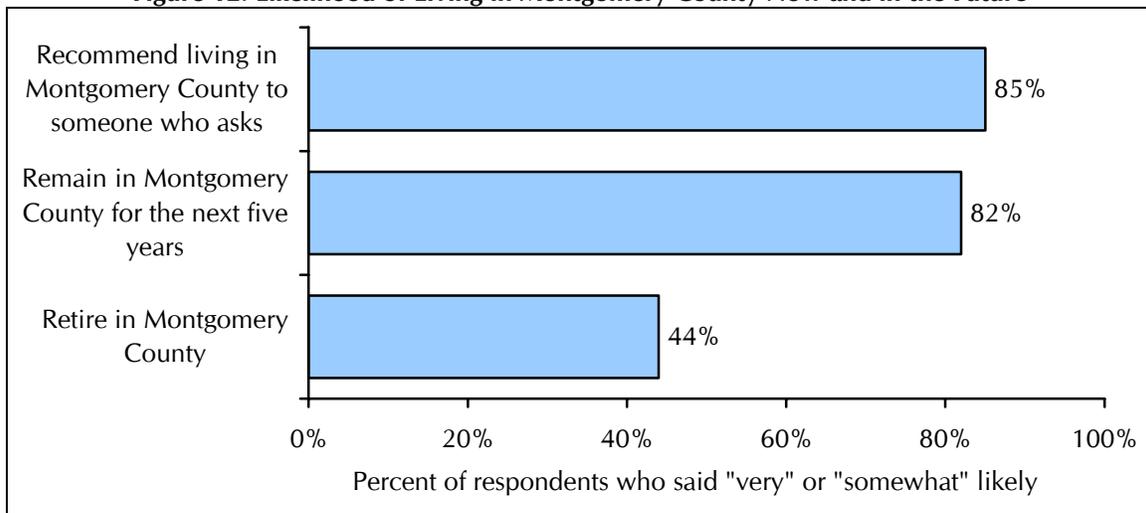
Appendix I: Respondent Demographics

Characteristics of the survey respondents are displayed in the tables and charts on the following pages of this appendix.

Household Internet, Email and Cable Access			
Do any of the following apply to your household?	**No**	**Yes**	**Total**
Have access to the Internet at home?	13%	87%	100%
Use email?	13%	87%	100%
Subscribe to cable television services?	29%	71%	100%

Respondent Length of Residency	
How many years have you lived in Montgomery County?	**Percent of respondents**
Less than 2 years	9%
2-5 years	14%
6-10 years	14%
11-20 years	19%
More than 20 years	43%
Total	100%

Respondent Zip Code	
What is your zip code?	**Percent of respondents**
20878	7%
20902	7%
20906	7%
20814	6%
20852	6%
20904	6%
20817	5%
20850	5%
20874	5%
20853	4%
20854	4%
20910	4%
20851	3%
20877	3%
Other zip code	27%
Total	100%

Respondent Employed for Pay	
Are you currently employed for pay?	**Percent of respondents**
No	22%
Yes, full time	67%
Yes, part time	11%
Total	100%

Respondent Commute to Work	
During a typical week, how do you commute to work? (Check all that apply.)	**Percent of respondents***
Always work from home (e.g., home-based business)	4%
Telecommute (work from home) at least one day a week	7%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	67%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other adults or children	16%
Metrobus, Metrorail, MARC train or other public transportation	22%
Walk	6%
Bicycle	4%
Other	1%

Total may exceed 100% as respondents could give more than one answer.
Note: Asked only of respondents who work full time or part time.

Respondent Average Commute Time	
On average, about how long does it take you to travel TO work?	**Percent of respondents**
1 to 15 minutes	22%
16 to 30 minutes	29%
31 to 45 minutes	26%
46 minutes to 1 hour	15%
More than 1 hour	7%
Total	100%
Average minutes TO work	*32 minutes**

Note: Asked only of respondents who work full time or part time.
*Respondents were asked to select a range of minutes. The average number of minutes was calculated from the mid-point of the response scale. For example, a response of "1 to 15 minutes" equated to 7.5 minutes, a response of "16 to 30 minutes" equated to 23 minutes, a response of "31 to 45 minutes" equated to 38 minutes, and a response of "45 minutes to 1 hour" equated to 53 minutes. In cases where the respondent chose a response that indicated "More than 1 hour," the number of hours was calculated as 125% of 60 minutes or 75 minutes.

Household Members Under 17 Years Old	
Do any children 17 or under live in your household?	**Percent of respondents**
No	61%
Yes	39%
Total	100%

Household Members 65 or Older

Are you or any other members of your household aged 65 or older?	Percent of respondents
No	77%
Yes	23%
Total	100%

Respondent Tenure

Do you rent or own your home?	Percent of respondents
Rent	33%
Own	67%
Total	100%

Respondent Housing Unit Type

Which best describes the building you live in?	Percent of respondents
Single family house detached from any other houses	49%
House attached to one or more houses (e.g., a duplex or townhome)	14%
Building with two or more apartments or condominiums	36%
Mobile home	0%
Other	1%
Total	100%

Household Monthly Housing Cost

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, utilities, and homeowners' association [HOA] fees)?	Percent of respondents
Less than $599 per month	3%
$600 to $999 per month	13%
$1,000 to $1,499 per month	23%
$1,500 to $2,499 per month	32%
$2,500 to $3,999 per month	22%
$4,000 or more per month	8%
Total	100%

Household's Total Income	
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 of respondents**
Less than $25,000	9%
$25,000 to $49,999	18%
$50,000 to $99,999	30%
$100,000 to $149,999	21%
$150,000 to $199,000	11%
$200,000 to $299,999	6%
More than $300,000	5%
Total	100%

Respondent Ethnicity	
Are you Spanish, Hispanic or Latino?	**Percent of respondents**
No, not Spanish, Hispanic or Latino	88%
Yes, I consider myself to be Spanish, Hispanic or Latino	12%
Total	100%

Respondent Race	
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	**Percent of respondents***
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	12%
Black or African American	10%
White	71%
Other	7%

Total may exceed 100% as respondents could give more than one answer.

Respondent U.S. Born	
Were you born in the United States?	**Percent of respondents**
No	33%
Yes	67%
Total	100%

Respondent Country of Origin	
In which country were you born?	**Percent of respondents**
China	13%
Vietnam	3%
India	5%
Korea	6%
El Salvador	15%
Other	57%
Total	100%

Note: Asked only of respondents who reported they were not born in the United States.

Multiple Languages Spoken In Household	
Do you speak a language other than English at home?	**Percent of respondents**
No, English only	67%
Yes	33%
Total	100%

Note: Overall 33% of respondents reported they spoke a language other than English at home. Of those who were not born in the U.S., 86% spoke a language other than English at home, of those born in the U.S., 7% spoke other languages at home.

Languages, Other Than English, Spoken In Household	
Which languages, other than English, do you speak at home? (Check all that apply.)	**Percent of respondents***
Chinese	15%
Vietnamese	3%
French	10%
Korean	5%
Spanish	36%
Other	38%

*Total may exceed 100% as respondents could give more than one answer.
Note: Asked only of respondents who reported they do not speak English at home.

Respondent Age	
In which category is your age?	**Percent of respondents**
18-24 years	3%
25-34 years	25%
35-44 years	21%
45-54 years	23%
55-64 years	12%
65-74 years	8%
75 years or older	8%
Total	100%

Respondent Gender	
What is your sex?	**Percent of respondents**
Female	53%
Male	47%
Total	100%

Appendix II: Frequency of Survey Responses

The following pages contain a complete set of responses to each question on the survey. The total number of respondents who answered each question also is included.

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	33%	53%	13%	0%	0%	100%	N = 912
Your neighborhood as a place to live	33%	49%	16%	2%	0%	100%	N = 913
Montgomery County as a place to raise children	30%	43%	14%	3%	10%	100%	N = 905
Montgomery County as a place to work	22%	43%	15%	4%	16%	100%	N = 904
Montgomery County as a place to retire	11%	21%	21%	25%	21%	100%	N = 900
The overall quality of life in Montgomery County	23%	56%	20%	2%	0%	100%	N = 912

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**	
Sense of community	10%	47%	31%	9%	3%	100%	N = 902
Openness and acceptance of the community toward people of diverse backgrounds	19%	49%	23%	5%	5%	100%	N = 908
Opportunities to attend cultural activities	26%	43%	20%	5%	6%	100%	N = 901
Recreational opportunities	32%	46%	16%	2%	4%	100%	N = 902
Employment opportunities	19%	38%	20%	6%	17%	100%	N = 903
Educational opportunities	33%	44%	16%	2%	5%	100%	N = 904
Volunteer opportunities	24%	41%	14%	2%	18%	100%	N = 904
Ease of car travel in Montgomery County	6%	25%	37%	31%	1%	100%	N = 904
Ease of bus travel in Montgomery County	7%	27%	27%	11%	29%	100%	N = 895
Ease of Metrorail/MARC train travel in Montgomery County	12%	39%	26%	7%	17%	100%	N = 904
Ease of bicycle travel in Montgomery County	6%	21%	22%	17%	34%	100%	N = 896
Availability of paths and walking trails	13%	37%	27%	10%	13%	100%	N = 901
Pedestrian safety	6%	31%	37%	20%	5%	100%	N = 895
Amount of public parking	6%	30%	41%	20%	3%	100%	N = 902
Variety of housing options	7%	32%	32%	20%	8%	100%	N = 903
Availability of affordable housing	1%	12%	28%	48%	11%	100%	N = 901
Availability of affordable child care	1%	10%	20%	23%	45%	100%	N = 898
Availability of affordable health care	3%	23%	30%	20%	24%	100%	N = 890
Availability of services for seniors	5%	19%	16%	6%	54%	100%	N = 899
Accessibility of County services for	5%	19%	14%	5%	57%	100%	N = 894

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**	
disabled persons							
Air quality	6%	37%	38%	10%	9%	100%	N = 890
Quality of overall natural environment in Montgomery County	11%	47%	33%	5%	4%	100%	N = 901
Overall appearance of Montgomery County	16%	58%	23%	3%	0%	100%	N = 901
Overall image or reputation of Montgomery County	30%	52%	13%	3%	2%	100%	N = 903

Question 3							
Please rate the speed of growth in the following categories in Montgomery County over the past 2 years:	**Much too slow**	**Somewhat too slow**	**Right amount**	**Somewhat too fast**	**Much too fast**	**Don't know**	**Total**	
Population growth	0%	1%	14%	40%	27%	18%	100%	N = 901
Commercial growth (offices, stores, restaurants, etc.)	1%	5%	32%	30%	20%	13%	100%	N = 900
Jobs growth	4%	20%	29%	4%	1%	42%	100%	N = 900

Question 4							
Please rate how safe or unsafe you feel from the following in Montgomery County:	**Very safe**	**Somewhat safe**	**Neither safe nor unsafe**	**Somewhat unsafe**	**Very unsafe**	**Don't know**	**Total**	
Violent crime (e.g., rape, assault, robbery)	17%	47%	16%	15%	3%	3%	100%	N = 906
Property crimes (e.g., burglary, theft)	12%	43%	17%	18%	6%	3%	100%	N = 897

Question 5								
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	58%	33%	5%	4%	1%	0%	100%	N = 910
In your neighborhood after dark	21%	47%	12%	14%	4%	1%	100%	N = 904
In Montgomery County's downtown areas during the day	37%	44%	8%	6%	2%	4%	100%	N = 904
In Montgomery County's downtown areas after dark	9%	36%	18%	22%	7%	8%	100%	N = 907

Question 6							
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?	**Never**	**Once or twice**	**3 to 12 times**	**13 to 26 times**	**More than 26 times**	**Total**	
Used Montgomery County public libraries or their services	22%	20%	32%	14%	12%	100%	N = 905
Used Montgomery County recreation centers	38%	23%	25%	7%	7%	100%	N = 897
Participated in a County recreation program or activity	53%	22%	15%	5%	5%	100%	N = 898
Visited a park in the County	14%	25%	35%	12%	14%	100%	N = 890
Ridden a Metrobus or Ride On bus within Montgomery County	48%	19%	12%	6%	15%	100%	N = 904
Attended a meeting of local elected officials or other local government meeting open to the public	77%	16%	4%	1%	1%	100%	N = 904
Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	31%	23%	30%	9%	7%	100%	N = 901
Watched a show on a Montgomery County Government cable television channel	60%	21%	12%	4%	3%	100%	N = 897
Recycled used paper, cans or bottles from your home	6%	4%	6%	9%	75%	100%	N = 890
Volunteered your time to some group/activity in the County	53%	20%	12%	5%	10%	100%	N = 900

Question 7	
Have you had any in-person, phone or email contact with an employee of Montgomery County within the last 12 months?	**Percent of respondents**
No	56%
Yes	44%
Total	100%
	N = 873

Question 8							
What was your impression of the employee(s) of Montgomery County in your most recent contact? (Rate each characteristic below.)	**Excellent**	**Good**	**Fair**	**Poor**	**Don't know**	**Total**	
Knowledge	31%	43%	20%	3%	2%	100%	N = 402
Responsiveness	29%	39%	18%	13%	2%	100%	N = 402
Courtesy	36%	40%	14%	7%	2%	100%	N = 402
Overall impression	29%	41%	19%	9%	1%	100%	N = 403

Question 9 – Service Quality							
Please rate the quality of each of the following services in Montgomery County.	**Excellent**	**Good**	**Fair**	**Poor**	**Don't know**		**Total**
Police services	26%	46%	13%	3%	12%	100%	N = 897
Fire services	33%	37%	4%	1%	25%	100%	N = 893
Ambulance or emergency medical services	30%	32%	7%	0%	31%	100%	N = 891
Animal control	9%	24%	12%	4%	51%	100%	N = 876
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	14%	11%	5%	64%	100%	N = 887
Public schools (K-12)	23%	35%	11%	3%	28%	100%	N = 881
Montgomery College	15%	34%	8%	1%	43%	100%	N = 886
Traffic enforcement on County roads and highways	11%	40%	30%	11%	8%	100%	N = 892
Street repairs and maintenance	10%	40%	35%	14%	2%	100%	N = 887
Condition of County buildings (libraries, recreation centers, etc.)	18%	52%	16%	2%	12%	100%	N = 894
Snow removal on County roads and highways	18%	43%	26%	8%	5%	100%	N = 893
Bus or transit services	11%	34%	18%	4%	33%	100%	N = 887
Garbage collection (if provided by the County)	24%	34%	11%	2%	30%	100%	N = 830
Recycling	35%	43%	12%	3%	8%	100%	N = 884
Storm drainage	14%	41%	18%	2%	25%	100%	N = 882
Drinking water*	21%	42%	22%	7%	9%	100%	N = 890
Water and sewer services*	21%	46%	16%	2%	15%	100%	N = 876
Parks	31%	48%	13%	1%	7%	100%	N = 880
Recreation centers or programs	17%	40%	13%	1%	29%	100%	N = 882
Land use, planning and zoning	6%	23%	24%	19%	28%	100%	N = 872
Preservation of natural areas such as open space and farmland	9%	26%	24%	19%	23%	100%	N = 882
Code enforcement (weeds, dumping, over-crowded housing, etc.)	5%	20%	22%	16%	37%	100%	N = 885
Health services	8%	32%	21%	4%	35%	100%	N = 880
Mental health services	4%	18%	12%	6%	60%	100%	N = 883
Addiction services	3%	13%	9%	3%	71%	100%	N = 875
Services for seniors	7%	20%	11%	3%	58%	100%	N = 885
Services for youth	7%	23%	14%	4%	53%	100%	N = 886
Services for people with disabilities	7%	18%	10%	4%	61%	100%	N = 887
Services for low-income people	4%	13%	15%	10%	59%	100%	N = 887
Services for immigrants	5%	12%	14%	9%	61%	100%	N = 878
Public library services	30%	42%	12%	1%	14%	100%	N = 884
Public information services	10%	39%	21%	3%	27%	100%	N = 881
Electric service*	17%	47%	23%	6%	8%	100%	N = 886
Gas service*	18%	44%	16%	2%	20%	100%	N = 879
Cable television providers*	6%	23%	25%	29%	17%	100%	N = 883

Although included in the survey, these services are not provided by the County (a fact that was not noted on the questionnaire).

Question 9 – Service Importance							
Please rate how important each service is to you and other members of your household.	**Essential**	**Very important**	**Somewhat important**	**Not at all important**	**Don't know**		**Total**
Police services	70%	26%	2%	1%	2%	100%	N = 854
Fire services	75%	21%	2%	0%	2%	100%	N = 850
Ambulance or emergency medical services	74%	21%	2%	1%	2%	100%	N = 845
Animal control	20%	34%	30%	6%	11%	100%	N = 834
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	44%	34%	13%	1%	8%	100%	N = 835
Public schools (K-12)	59%	25%	5%	3%	7%	100%	N = 826
Montgomery College	25%	37%	19%	8%	12%	100%	N = 832
Traffic enforcement on County roads and highways	34%	43%	20%	1%	1%	100%	N = 836
Street repairs and maintenance	30%	52%	16%	0%	1%	100%	N = 840
Condition of County buildings (libraries, recreation centers, etc.)	17%	46%	32%	1%	3%	100%	N = 836
Snow removal on County roads and highways	39%	48%	12%	0%	1%	100%	N = 840
Bus or transit services	28%	36%	21%	5%	9%	100%	N = 832
Garbage collection (if provided by the County)	40%	37%	9%	1%	12%	100%	N = 777
Recycling	43%	38%	15%	2%	3%	100%	N = 835
Storm drainage	33%	46%	12%	1%	8%	100%	N = 831
Drinking water*	65%	28%	3%	0%	3%	100%	N = 836
Water and sewer services*	53%	36%	6%	1%	5%	100%	N = 824
Parks	25%	47%	24%	0%	4%	100%	N = 822
Recreation centers or programs	16%	42%	28%	2%	11%	100%	N = 818
Land use, planning and zoning	30%	41%	16%	1%	13%	100%	N = 815
Preservation of natural areas such as open space and farmland	35%	36%	19%	2%	8%	100%	N = 824
Code enforcement (weeds, dumping, over-crowded housing, etc.)	23%	44%	22%	2%	10%	100%	N = 823
Health services	46%	34%	9%	2%	9%	100%	N = 812
Mental health services	32%	32%	16%	3%	17%	100%	N = 808
Addiction services	26%	30%	19%	5%	20%	100%	N = 806
Services for seniors	32%	32%	18%	3%	14%	100%	N = 815
Services for youth	32%	37%	15%	3%	12%	100%	N = 819
Services for people with disabilities	31%	35%	14%	4%	16%	100%	N = 816
Services for low-income people	27%	34%	20%	5%	15%	100%	N = 814
Services for immigrants	21%	28%	24%	13%	14%	100%	N = 810
Public library services	30%	47%	18%	1%	3%	100%	N = 827
Public information services	24%	44%	23%	1%	7%	100%	N = 816
Electric service*	57%	34%	6%	0%	3%	100%	N = 829
Gas service*	51%	32%	8%	1%	7%	100%	N = 820
Cable television providers*	17%	32%	31%	12%	7%	100%	N = 826

Although included in the survey, these services are not provided by the County (a fact that was not noted on the questionnaire).

Question 10	
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	**Percent of respondents**
Excellent	12%
Good	63%
Fair	21%
Poor	1%
Don't know	2%
Total	100%
	N = 839

Question 11							
Please rate the following aspects of Montgomery County government performance:	**Excellent**	**Good**	**Fair**	**Poor**	**Don't know**	**Total**	
The value of services for the taxes paid to Montgomery County	9%	41%	34%	8%	9%	100%	N = 884
The overall direction that Montgomery County is taking	6%	40%	31%	11%	12%	100%	N = 876
The job Montgomery County government does at listening to residents	5%	25%	30%	13%	27%	100%	N = 883

Question 12							
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	41%	43%	8%	7%	1%	100%	N = 892
Remain in Montgomery County for the next five years	48%	31%	10%	8%	4%	100%	N = 891
Retire in Montgomery County	19%	18%	16%	32%	14%	100%	N = 886

How important, if at all, do you think it is for Montgomery County to address each of the following issues?	Essential	Very important	Somewhat important	Not at all important	Don't know	Total	
Affordable housing	39%	37%	17%	4%	3%	100%	N = 886
Crime	62%	31%	6%	1%	1%	100%	N = 889
The environment	47%	35%	14%	2%	1%	100%	N = 888
The pace of growth	43%	40%	12%	2%	2%	100%	N = 885
Public schools (K-12)	54%	34%	7%	1%	4%	100%	N = 884
Social services for those in need	37%	38%	20%	2%	3%	100%	N = 881
Taxes	40%	44%	12%	1%	2%	100%	N = 889
Traffic	57%	35%	7%	0%	1%	100%	N = 890

Question 13 header spans above the table.

Question 14	
Please select the statement that best describes your opinion.	**Percent of respondents**
I am satisfied with the current level of taxes and services.	32%
I am willing to pay more taxes to get more services.	7%
I feel that I pay too much for the services I receive.	36%
I am willing to accept service reductions if it means lower taxes.	9%
My opinion is different from the ones listed here.	6%
I don't have an opinion/no preference.	10%
Total	100%
	N = 877

Question 15	
What do you like most about Montgomery County today?	**Percent of respondents***
Schools, educational opportunities	22%
Parks and recreational opportunities	19%
Safety/police/fire	17%
Environment/appearance/cleanliness/natural beauty of County	17%
Diversity of population	11%
Proximity to Washington DC, general location of County	11%
Access to shopping, restaurants, entertainment	11%
County services/overall quality of services	10%
Quality of life	9%
Jobs, economic stability, property value	8%
Public transportation	5%
Neighborhood/home	5%
Sense of community/family/friends/neighbors	5%
Libraries	4%
Good government/planning	4%
Cultural opportunities	2%
Other	9%
	N = 649

Total may exceed 100% as respondents could give more than one answer.

Question 16	
What most needs to be improved/fixed about Montgomery County?	**Percent of respondents***
Traffic congestion/flow	35%
Affordable housing/rent too high/cost of living	24%
Growth/development/planning and zoning	20%
Improve infrastructure (roads, bike paths, pedestrian crossings)	16%
Crime/police/safety	13%
Taxes/property taxes - too high	10%
Improve/expand transit services and options (metro line, more buses)	8%
Immigration/'Illegal' aliens	7%
Schools (safety, overcrowding, quality of education)	5%
Additional social services to seniors, low income and youth	3%
Environmental issues, loss of green space, preserving green space	3%
Health care (including mental health)	2%
Economic development, better/more jobs	2%
Other	15%
	N = 694

Total may exceed 100% as respondents could give more than one answer.

Question 17				
Do any of the following apply to your household?	**No**	**Yes**	**Total**	
Have access to the Internet at home?	13%	87%	100%	N = 886
Use email?	13%	87%	100%	N = 880
Subscribe to cable television services?	29%	71%	100%	N = 884

Question 18	
How many years have you lived in Montgomery County?	**Percent of respondents**
Less than 2 years	9%
2-5 years	14%
6-10 years	14%
11-20 years	19%
More than 20 years	43%
Total	100%
	N = 908

Question 19	
What is your zip code?	**Percent of respondents**
20878	7%
20902	7%
20906	7%
20814	6%
20852	6%
20904	6%
20817	5%
20850	5%
20874	5%
20853	4%
20854	4%
20910	4%
20851	3%
20877	3%
20815	2%
20816	2%
20832	2%
20855	2%
20872	2%
20879	2%
20886	2%
20895	2%
20901	2%

Question 19	
What is your zip code?	**Percent of respondents**
20905	2%
20912	2%
20837	1%
20866	1%
20876	1%
20882	1%
20903	1%
11221	0%
20684	0%
20818	0%
20830	0%
20833	0%
20841	0%
20842	0%
20860	0%
20861	0%
20862	0%
20863	0%
20871	0%
20880	0%
20898	0%
20907	0%
21771	0%
24852	0%
Total	100%
	N = 847

Question 20	
Are you currently employed for pay?	**Percent of respondents**
No	22%
Yes, full time	67%
Yes, part time	11%
Total	100%
	N = 893

Question 21	
During a typical week, how do you commute to work? (Check all that apply.)	**Percent of respondents***
Always work from home (e.g., home-based business)	4%
Telecommute (work from home) at least one day a week	7%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	67%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other adults or children	16%
Metrobus, Metrorail, MARC train or other public transportation	22%
Walk	6%
Bicycle	4%
Other	1%
	N = 702

*Total may exceed 100% as respondents could give more than one answer.
Note: Asked only of respondents who work full time or part time.

Question 22	
On average, about how long does it take you to travel TO work?	**Percent of respondents**
1 to 15 minutes	22%
16 to 30 minutes	29%
31 to 45 minutes	26%
46 minutes to 1 hour	15%
More than 1 hour	7%
Total	100%
Average minutes TO work	*32 minutes**
	N = 680

Note: Asked only of respondents who work full time or part time.
*Respondents were asked to select a range of minutes. The average number of minutes was calculated from the mid-point of the response scale. For example, a response of "1 to 15 minutes" equated to 7.5 minutes, a response of "16 to 30 minutes" equated to 23 minutes, a response of "31 to 45 minutes" equated to 38 minutes, and a response of "45 minutes to 1 hour" equated to 53 minutes. In cases where the respondent chose a response that indicated "More than 1 hour," the number of hours was calculated as 125% of 60 minutes or 75 minutes.

Question 23	
Do any children 17 or under live in your household?	**Percent of respondents**
No	61%
Yes	39%
Total	100%
	N = 907

Question 24	
Are you or any other members of your household aged 65 or older?	**Percent of respondents**
No	77%
Yes	23%
Total	100%
	N = 902

Question 25	
Do you rent or own your home?	**Percent of respondents**
Rent	33%
Own	67%
Total	100%
	N = 901

Question 26	
Which best describes the building you live in?	**Percent of respondents**
Single family house detached from any other houses	49%
House attached to one or more houses (e.g., a duplex or townhome)	14%
Building with two or more apartments or condominiums	36%
Mobile home	0%
Other	1%
Total	100%
	N = 907

Question 27	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, utilities, and homeowners' association [HOA] fees)?	**Percent of respondents**
Less than $599 per month	3%
$600 to $999 per month	13%
$1,000 to $1,499 per month	23%
$1,500 to $2,499 per month	32%
$2,500 to $3,999 per month	22%
$4,000 or more per month	8%
Total	100%
	N = 873

Question 28	
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 of respondents**
Less than $25,000	9%
$25,000 to $49,999	18%
$50,000 to $99,999	30%
$100,000 to $149,999	21%
$150,000 to $199,000	11%
$200,000 to $299,999	6%
More than $300,000	5%
Total	100%
	N = 852

Question 29	
Are you Spanish, Hispanic or Latino?	**Percent of respondents**
No, not Spanish, Hispanic or Latino	88%
Yes, I consider myself to be Spanish, Hispanic or Latino	12%
Total	100%
	N = 887

Question 30	
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	**Percent of respondents***
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	12%
Black or African American	10%
White	71%
Other	7%
	N = 880

Total may exceed 100% as respondents could give more than one answer.

Question 31	
Were you born in the United States?	**Percent of respondents**
No	33%
Yes	67%
Total	100%
	N = 893

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Question 31a	
In which country were you born?	**Percent of respondents***
China	13%
Vietnam	3%
India	5%
Korea	6%
El Salvador	15%
Other	57%
Total	100%
	N = 274

Note: Asked only of respondents who reported they were not born in the United States.

Question 32	
Do you speak a language other than English at home?	**Percent of respondents**
No, English only	67%
Yes	33%
Total	100%
	N = 882

Note: Overall 33% of respondents reported they spoke a language other than English at home. Of those who were not born in the U.S., 86% spoke a language other than English at home, of those born in the U.S., 7% spoke other languages at home.

Question 32a	
Which languages, other than English, do you speak at home? (Check all that apply.)	**Percent of respondents***
Chinese	15%
Vietnamese	3%
French	10%
Korean	5%
Spanish	36%
Other	38%
	N = 286

*Total may exceed 100% as respondents could give more than one answer.
Note: Asked only of respondents who reported they do not speak English at home.

Question 33	
In which category is your age?	**Percent of respondents**
18-24 years	3%
25-34 years	25%
35-44 years	21%
45-54 years	23%
55-64 years	12%
65-74 years	8%
75 years or older	8%
Total	100%
	N = 905

Question 34	
What is your sex?	**Percent of respondents**
Female	53%
Male	47%
Total	100%
	N = 900

Appendix III: Survey Results by Demographic Groups

The following pages contain breakdowns of the survey results by demographic subgroups within Montgomery County. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of p ≤.05). Where estimates are given for subgroups, they are less precise.

Quality of Life Ratings by Demographic Subgroups												
	Gender											
Please rate each of the following aspects of quality of life in Montgomery County:	**Female**				**Male**				**Overall**			
	Excellent	**Good**	**Fair**	**Poor**	**Excellent**	**Good**	**Fair**	**Poor**	**Excellent**	**Good**	**Fair**	**Poor**
Montgomery County as a place to live	34%	53%	12%	0%	33%	52%	14%	0%	34%	53%	13%	0%
Your neighborhood as a place to live	35%	48%	14%	3%	31%	50%	17%	2%	33%	49%	16%	2%
Montgomery County as a place to raise children	33%	49%	14%	3%	34%	46%	17%	3%	34%	48%	16%	3%
Montgomery County as a place to work	26%	54%	17%	3%	28%	48%	18%	5%	27%	51%	18%	4%
Montgomery County as a place to retire	16%	26%	25%	33%	12%	27%	29%	32%	14%	27%	27%	32%
The overall quality of life in Montgomery County	25%	55%	18%	2%	20%	57%	21%	1%	23%	56%	20%	2%

| Please rate each of the following aspects of quality of life in Montgomery County: | 18-34 years | | | | 35-54 years | | | | 55 + | | | | Overall | | | |
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	30%	58%	11%	0%	34%	51%	15%	1%	37%	51%	12%	0%	34%	53%	13%	0%
Your neighborhood as a place to live	22%	56%	19%	3%	34%	47%	17%	2%	43%	45%	10%	2%	33%	49%	15%	2%
Montgomery County as a place to raise children	30%	51%	16%	3%	37%	44%	16%	3%	32%	49%	16%	3%	34%	47%	16%	3%
Montgomery County as a place to work	26%	55%	16%	4%	25%	50%	19%	6%	29%	50%	19%	2%	27%	52%	18%	4%
Montgomery County as a place to retire	14%	28%	17%	41%	11%	24%	30%	35%	19%	30%	30%	21%	14%	27%	27%	32%
The overall quality of life in Montgomery County	21%	55%	21%	2%	21%	57%	20%	1%	26%	56%	17%	1%	23%	56%	19%	2%

Quality of Life Ratings by Demographic Subgroups — Age

Quality of Life Ratings by Demographic Subgroups											
Please rate each of the following aspects of quality of life in Montgomery County:	**Rent or own**										
	Rent				**Own**				**Overall**			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	28%	55%	16%	1%	37%	51%	12%	0%	34%	53%	13%	0%
Your neighborhood as a place to live	23%	51%	21%	6%	38%	48%	13%	1%	33%	49%	16%	2%
Montgomery County as a place to raise children	27%	47%	20%	6%	36%	48%	14%	2%	33%	48%	16%	3%
Montgomery County as a place to work	23%	54%	18%	5%	28%	50%	18%	4%	26%	51%	18%	4%
Montgomery County as a place to retire	14%	36%	21%	30%	14%	22%	30%	33%	14%	26%	27%	32%
The overall quality of life in Montgomery County	18%	61%	18%	3%	25%	53%	21%	1%	23%	56%	20%	2%

Quality of Life Ratings by Demographic Subgroups											
Please rate each of the following aspects of quality of life in Montgomery County:	**Housing unit type**										
	Detached				**Attached**				**Overall**			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	38%	51%	11%	0%	30%	55%	15%	0%	34%	53%	13%	0%
Your neighborhood as a place to live	44%	43%	11%	2%	22%	55%	21%	3%	33%	49%	16%	2%
Montgomery County as a place to raise children	40%	46%	12%	2%	27%	49%	20%	3%	34%	48%	16%	3%
Montgomery County as a place to work	32%	47%	17%	4%	22%	55%	19%	4%	27%	51%	18%	4%
Montgomery County as a place to retire	15%	22%	32%	31%	12%	32%	22%	34%	14%	27%	28%	32%
The overall quality of life in Montgomery County	27%	56%	16%	1%	18%	57%	23%	2%	22%	57%	19%	2%

Please rate each of the following aspects of quality of life in Montgomery County:	Less than $25,000				$25,000 to $99,999				$100,000 or more				Overall			
Quality of Life Ratings by Demographic Subgroups — Household income	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	26%	45%	29%	1%	32%	54%	14%	0%	39%	52%	9%	0%	34%	52%	13%	0%
Your neighborhood as a place to live	13%	47%	30%	10%	27%	52%	19%	2%	43%	47%	9%	1%	33%	49%	16%	2%
Montgomery County as a place to raise children	19%	44%	28%	8%	33%	45%	18%	3%	38%	50%	10%	2%	34%	47%	16%	3%
Montgomery County as a place to work	17%	62%	20%	1%	25%	51%	18%	5%	32%	48%	16%	4%	27%	51%	18%	4%
Montgomery County as a place to retire	10%	35%	34%	21%	17%	29%	23%	30%	12%	21%	30%	37%	14%	26%	27%	32%
The overall quality of life in Montgomery County	16%	45%	30%	8%	21%	58%	20%	1%	26%	57%	16%	1%	23%	56%	19%	2%

Quality of Life Ratings by Demographic Subgroups											
	Race										
Please rate each of the following aspects of quality of life in Montgomery County:	**White**				**Non-white**				**Overall**			
	Excellent	**Good**	**Fair**	**Poor**	**Excellent**	**Good**	**Fair**	**Poor**	**Excellent**	**Good**	**Fair**	**Poor**
Montgomery County as a place to live	30%	55%	14%	0%	39%	49%	11%	0%	33%	53%	13%	0%
Your neighborhood as a place to live	36%	49%	13%	2%	26%	52%	20%	2%	33%	50%	15%	2%
Montgomery County as a place to raise children	31%	48%	17%	3%	37%	48%	13%	2%	33%	48%	16%	3%
Montgomery County as a place to work	27%	49%	20%	3%	24%	57%	14%	6%	26%	52%	18%	4%
Montgomery County as a place to retire	12%	22%	28%	38%	18%	36%	26%	20%	14%	27%	27%	32%
The overall quality of life in Montgomery County	22%	56%	20%	2%	23%	57%	19%	1%	22%	57%	20%	2%

Quality of Life Ratings by Demographic Subgroups											
	Born in the U.S.											
Please rate each of the following aspects of quality of life in Montgomery County:	**No**				**Yes**				**Overall**			
	Excellent	**Good**	**Fair**	**Poor**	**Excellent**	**Good**	**Fair**	**Poor**	**Excellent**	**Good**	**Fair**	**Poor**
Montgomery County as a place to live	38%	49%	13%	0%	31%	55%	14%	0%	33%	53%	13%	0%
Your neighborhood as a place to live	27%	52%	19%	2%	35%	48%	14%	2%	32%	50%	16%	2%
Montgomery County as a place to raise children	38%	43%	17%	2%	31%	50%	15%	3%	33%	48%	16%	3%
Montgomery County as a place to work	27%	53%	15%	5%	26%	51%	19%	4%	26%	52%	17%	4%
Montgomery County as a place to retire	18%	40%	24%	17%	12%	21%	28%	39%	14%	27%	27%	32%
The overall quality of life in Montgomery County	23%	56%	19%	2%	21%	57%	20%	1%	22%	57%	20%	2%

Quality of Life Ratings by Demographic Subgroups

Please rate each of the following aspects of quality of life in Montgomery County:	Language spoken at home											
	Speak English only				Other language spoken				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Montgomery County as a place to live	31%	55%	14%	1%	38%	51%	11%	0%	33%	53%	13%	0%
Your neighborhood as a place to live	35%	49%	13%	2%	28%	50%	20%	3%	33%	49%	15%	2%
Montgomery County as a place to raise children	31%	50%	15%	4%	38%	43%	16%	2%	34%	47%	16%	3%
Montgomery County as a place to work	25%	52%	19%	4%	29%	51%	15%	5%	27%	52%	17%	4%
Montgomery County as a place to retire	14%	20%	27%	39%	14%	39%	26%	20%	14%	27%	27%	32%
The overall quality of life in Montgomery County	22%	56%	20%	2%	24%	57%	18%	1%	23%	56%	20%	2%

Safety Ratings by Demographic Subgroups

Please rate how safe or unsafe you feel:	Gender														
	Female					Male					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	16%	47%	13%	18%	4%	18%	50%	19%	11%	1%	17%	49%	16%	15%	3%
Property crimes (e.g., burglary, theft)	13%	42%	16%	22%	8%	12%	49%	20%	15%	4%	12%	45%	18%	19%	6%
In your neighborhood during the day	53%	38%	5%	3%	1%	64%	27%	6%	4%	0%	58%	33%	5%	4%	1%
In your neighborhood after dark	19%	46%	13%	17%	5%	24%	50%	12%	11%	3%	22%	48%	13%	14%	4%
In Montgomery County's downtown areas during the day	37%	45%	9%	7%	2%	40%	46%	8%	5%	1%	39%	45%	8%	6%	2%
In Montgomery County's downtown areas after dark	9%	37%	17%	28%	9%	11%	42%	22%	19%	5%	10%	39%	20%	24%	7%

Safety Ratings by Demographic Subgroups

Please rate how safe or unsafe you feel:	Age																			
	18-34 years					35-54 years					55 +					Overall				
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	20%	52%	13%	13%	1%	17%	46%	17%	16%	4%	15%	48%	17%	16%	4%	17%	49%	16%	15%	3%
Property crimes (e.g., burglary, theft)	16%	46%	14%	15%	8%	12%	44%	17%	21%	5%	9%	45%	21%	19%	5%	12%	45%	18%	19%	6%
In your neighborhood during the day	59%	33%	4%	4%	0%	57%	33%	6%	4%	1%	59%	32%	5%	2%	1%	58%	33%	5%	3%	1%
In your neighborhood after dark	14%	50%	14%	16%	6%	23%	49%	11%	13%	3%	26%	44%	13%	14%	3%	21%	48%	13%	14%	4%
In Montgomery County's downtown areas during the day	50%	42%	4%	4%	0%	31%	52%	8%	6%	3%	39%	39%	13%	7%	2%	39%	45%	8%	6%	2%
In Montgomery County's downtown areas after dark	17%	38%	18%	25%	3%	7%	41%	20%	23%	9%	8%	37%	20%	25%	9%	10%	39%	19%	24%	7%

Safety Ratings by Demographic Subgroups														
Rent or own														
Rent					**Own**					**Overall**				
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	20%	45%	16%	14%	4%	16%	50%	16%	16%	2%	17%	49%	16%	15%	3%
Property crimes (e.g., burglary, theft)	17%	39%	16%	19%	9%	10%	47%	18%	19%	5%	12%	45%	18%	19%	6%
In your neighborhood during the day	53%	33%	8%	4%	1%	60%	32%	4%	3%	0%	58%	33%	5%	4%	1%
In your neighborhood after dark	18%	42%	16%	17%	7%	23%	50%	11%	13%	3%	22%	47%	13%	14%	4%
In Montgomery County's downtown areas during the day	44%	43%	6%	3%	4%	36%	47%	9%	7%	1%	39%	46%	8%	6%	2%
In Montgomery County's downtown areas after dark	12%	42%	17%	22%	7%	9%	38%	21%	25%	7%	10%	39%	20%	24%	7%

	Safety Ratings by Demographic Subgroups														
	Housing unit type														
	Detached					Attached					Overall				
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	17%	48%	17%	15%	2%	17%	49%	15%	15%	4%	17%	49%	16%	15%	3%
Property crimes (e.g., burglary, theft)	11%	48%	18%	18%	5%	13%	42%	17%	20%	7%	12%	45%	18%	19%	6%
In your neighborhood during the day	63%	30%	3%	4%	0%	54%	35%	7%	3%	1%	58%	32%	5%	4%	1%
In your neighborhood after dark	27%	50%	10%	11%	3%	16%	46%	15%	17%	5%	22%	48%	13%	14%	4%
In Montgomery County's downtown areas during the day	37%	45%	10%	7%	0%	40%	45%	7%	5%	3%	39%	45%	8%	6%	2%
In Montgomery County's downtown areas after dark	9%	40%	20%	24%	6%	11%	38%	19%	24%	8%	10%	39%	20%	24%	7%

Safety Ratings by Demographic Subgroups																			
Household income																			
Less than $25,000					$25,000 to $99,999					$100,000 or more					Overall				
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	7%	37%	17%	27%	12%	16%	50%	17%	14%	3%	20%	51%	14%	14%	1%	17%	49%	16%	15%	3%
Property crimes (e.g., burglary, theft)	10%	28%	10%	33%	20%	12%	44%	21%	17%	5%	11%	51%	16%	18%	4%	12%	46%	18%	19%	6%
In your neighborhood during the day	32%	46%	12%	6%	3%	53%	36%	6%	4%	0%	68%	26%	3%	3%	0%	58%	33%	5%	4%	0%
In your neighborhood after dark	5%	35%	16%	27%	16%	17%	51%	14%	15%	4%	29%	50%	10%	10%	2%	21%	49%	12%	14%	4%
In Montgomery County's downtown areas during the day	27%	44%	16%	6%	7%	40%	46%	8%	4%	2%	41%	45%	7%	7%	1%	39%	45%	8%	6%	2%
In Montgomery County's downtown areas after dark	10%	24%	16%	32%	17%	11%	40%	20%	23%	6%	9%	43%	20%	23%	6%	10%	40%	19%	24%	7%

Safety Ratings by Demographic Subgroups															
	Race														
	White					**Non-white**					**Overall**				
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	19%	44%	17%	17%	3%	14%	58%	14%	10%	4%	18%	48%	16%	15%	3%
Property crimes (e.g., burglary, theft)	12%	43%	17%	23%	6%	14%	52%	15%	12%	7%	12%	45%	16%	20%	6%
In your neighborhood during the day	64%	28%	4%	3%	0%	49%	39%	7%	4%	1%	59%	32%	5%	3%	1%
In your neighborhood after dark	24%	45%	10%	17%	4%	17%	53%	15%	9%	5%	22%	48%	12%	15%	4%
In Montgomery County's downtown areas during the day	41%	43%	8%	6%	2%	36%	48%	8%	6%	2%	39%	45%	8%	6%	2%
In Montgomery County's downtown areas after dark	10%	36%	20%	26%	8%	11%	46%	19%	19%	6%	10%	39%	19%	24%	8%

	Safety Ratings by Demographic Subgroups														
	Born in the U.S.														
	No					Yes					Overall				
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	12%	60%	18%	7%	3%	20%	44%	15%	19%	3%	17%	49%	16%	15%	3%
Property crimes (e.g., burglary, theft)	12%	51%	20%	11%	5%	12%	42%	16%	23%	6%	12%	45%	18%	19%	6%
In your neighborhood during the day	50%	41%	7%	2%	1%	61%	29%	5%	4%	0%	57%	33%	5%	4%	1%
In your neighborhood after dark	17%	55%	18%	7%	4%	23%	45%	10%	18%	4%	21%	48%	13%	14%	4%
In Montgomery County's downtown areas during the day	37%	49%	8%	4%	3%	39%	45%	9%	7%	1%	38%	46%	8%	6%	2%
In Montgomery County's downtown areas after dark	11%	50%	18%	14%	7%	9%	34%	21%	29%	7%	10%	39%	20%	24%	7%

	Safety Ratings by Demographic Subgroups														
	Language spoken at home														
	Speak English only					Other language spoken					Overall				
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe
Violent crime (e.g., rape, assault, robbery)	18%	45%	16%	18%	2%	16%	58%	14%	9%	4%	17%	49%	15%	15%	3%
Property crimes (e.g., burglary, theft)	11%	43%	16%	23%	6%	14%	50%	20%	10%	6%	12%	45%	17%	19%	6%
In your neighborhood during the day	61%	30%	4%	4%	0%	50%	39%	7%	3%	1%	58%	33%	5%	4%	1%
In your neighborhood after dark	24%	45%	10%	18%	3%	17%	53%	17%	7%	6%	21%	48%	13%	14%	4%
In Montgomery County's downtown areas during the day	38%	44%	9%	7%	1%	40%	48%	7%	3%	3%	39%	45%	8%	6%	2%
In Montgomery County's downtown areas after dark	9%	34%	21%	28%	8%	12%	50%	18%	14%	6%	10%	39%	20%	24%	7%

Utilization of Public Services and Opportunities for Participation by Demographic Subgroups													
	Gender			Age				Rent or own			Housing unit type		
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?	Female	Male	Overall	18-34 years	35-54 years	55 +	Overall	Rent	Own	Overall	Detached	Attached	Overall
Used Montgomery County public libraries or their services	78%	79%	78%	66%	86%	78%	78%	71%	81%	78%	83%	73%	78%
Used Montgomery County recreation centers	59%	66%	62%	57%	72%	53%	63%	53%	67%	63%	69%	56%	62%
Participated in a County recreation program or activity	50%	43%	47%	37%	55%	44%	47%	32%	54%	47%	54%	39%	47%
Visited a park in the County	83%	90%	86%	89%	89%	80%	86%	82%	89%	87%	88%	85%	87%
Ridden a Metrobus or Ride On bus within Montgomery County	50%	54%	52%	50%	59%	42%	52%	61%	48%	52%	46%	58%	52%
Attended a meeting of local elected officials or other local government meeting open to the public	23%	22%	22%	12%	25%	30%	23%	12%	28%	23%	28%	17%	22%
Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	67%	71%	69%	72%	77%	52%	69%	65%	71%	69%	75%	64%	69%
Watched a show on a Montgomery County Government cable television channel	39%	42%	40%	30%	43%	46%	40%	36%	43%	41%	42%	38%	40%
Recycled used paper, cans or bottles from your home	93%	96%	94%	93%	93%	97%	94%	88%	98%	95%	99%	90%	95%
Volunteered your time to some group/activity in the County	48%	44%	46%	33%	53%	51%	47%	38%	51%	47%	53%	39%	46%

Percent of respondents who said at least once in the last 12 months

Utilization of Public Services and Opportunities for Participation by Demographic Subgroups													
	Household income				Race			Born in the U.S.			Language spoken at home		
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?	Less than $25,000	$25,000 to $99,999	$100,000 or more	Overall	White	Non-white	Overall	No	Yes	Overall	Speak English only	Other language spoken	Overall
Used Montgomery County public libraries or their services	71%	76%	82%	78%	78%	77%	78%	73%	81%	79%	80%	73%	78%
Used Montgomery County recreation centers	45%	61%	70%	64%	63%	61%	62%	63%	62%	63%	61%	66%	62%
Participated in a County recreation program or activity	37%	45%	53%	48%	46%	48%	47%	51%	45%	47%	44%	52%	47%
Visited a park in the County	83%	83%	92%	87%	91%	79%	87%	81%	89%	87%	88%	83%	87%
Ridden a Metrobus or Ride On bus within Montgomery County	65%	55%	48%	53%	42%	72%	51%	71%	43%	52%	41%	72%	51%
Attended a meeting of local elected officials or other local government meeting open to the public	17%	21%	26%	23%	24%	22%	23%	18%	25%	23%	24%	18%	22%
Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	39%	65%	82%	70%	72%	63%	69%	64%	72%	69%	71%	65%	69%
Watched a show on a Montgomery County Government cable television channel	48%	43%	38%	41%	37%	51%	41%	41%	40%	40%	38%	43%	40%
Recycled used paper, cans or bottles from your home	91%	92%	99%	95%	98%	88%	95%	88%	97%	94%	97%	88%	94%
Volunteered your time to some group/activity in the County	39%	45%	51%	47%	49%	43%	47%	42%	49%	47%	48%	44%	47%

Percent of respondents who said at least once in the last 12 months

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Overall Quality of County Services by Demographic Subgroups												
	Gender											
	Female				Male				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	11%	68%	21%	1%	15%	61%	22%	2%	13%	65%	22%	1%

Overall Quality of County Services by Demographic Subgroups																
	Age															
	18-34 years				35-54 years				55 +				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	10%	70%	20%	1%	14%	58%	25%	2%	12%	70%	17%	1%	12%	65%	21%	2%

Overall Quality of County Services by Demographic Subgroups												
	Rent or own											
	Rent				Own				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	14%	58%	26%	3%	12%	68%	19%	1%	13%	65%	21%	2%

Overall Quality of County Services by Demographic Subgroups												
	Housing unit type											
	Detached				Attached				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	15%	68%	15%	1%	10%	62%	27%	2%	13%	65%	21%	2%

Overall Quality of County Services by Demographic Subgroups																
	Household income															
	Less than $25,000				$25,000 to $99,999				$100,000 or more				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	14%	46%	36%	4%	12%	62%	25%	1%	14%	71%	13%	2%	13%	65%	21%	1%

Overall Quality of County Services by Demographic Subgroups												
	Race											
	White				Non-white				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	13%	67%	19%	1%	12%	62%	24%	2%	13%	65%	21%	1%

Overall Quality of County Services by Demographic Subgroups												
	Born in the U.S.											
	No				Yes				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	16%	59%	22%	3%	11%	67%	22%	1%	12%	65%	22%	1%

Overall Quality of County Services by Demographic Subgroups												
	Language spoken at home											
	Speak English only				Other language spoken				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	11%	67%	21%	1%	16%	59%	22%	3%	13%	65%	21%	2%

Public Trust by Demographic Subgroups												
	Gender											
Please rate the following aspects of Montgomery County government performance:	Female				Male				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	11%	47%	34%	7%	8%	42%	41%	9%	10%	45%	37%	8%
The overall direction that Montgomery County is taking	9%	47%	34%	10%	5%	44%	38%	14%	7%	46%	36%	12%
The job Montgomery County government does at listening to residents	9%	33%	43%	15%	5%	35%	40%	19%	7%	34%	42%	17%

Public Trust by Demographic Subgroups															
	Age														
	18-34 years				35-54 years				55 +				Overall			
Please rate the following aspects of Montgomery County government performance:	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	10%	40%	40%	9%	8%	47%	36%	9%	11%	47%	36%	6%	10%	45%	37%	8%
The overall direction that Montgomery County is taking	12%	47%	32%	9%	4%	47%	36%	13%	7%	41%	40%	12%	7%	45%	36%	12%
The job Montgomery County government does at listening to residents	14%	25%	41%	21%	5%	36%	44%	16%	4%	41%	39%	16%	7%	34%	42%	17%

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Rent or own											
	Rent				Own				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	8%	46%	41%	6%	11%	44%	36%	10%	10%	44%	37%	9%
The overall direction that Montgomery County is taking	9%	51%	33%	7%	7%	43%	37%	14%	7%	45%	36%	12%
The job Montgomery County government does at listening to residents	9%	29%	45%	17%	7%	35%	41%	17%	7%	34%	42%	17%

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Housing unit type											
	Detached				Attached				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	13%	45%	33%	10%	6%	44%	42%	7%	10%	45%	37%	8%
The overall direction that Montgomery County is taking	8%	43%	35%	14%	7%	48%	36%	10%	7%	45%	35%	12%
The job Montgomery County government does at listening to residents	7%	36%	41%	17%	7%	32%	43%	18%	7%	34%	42%	17%

Public Trust by Demographic Subgroups																
Please rate the following aspects of Montgomery County government performance:	Household income															
	Less than $25,000				$25,000 to $99,999				$100,000 or more				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	2%	36%	51%	10%	8%	44%	40%	7%	12%	46%	32%	9%	10%	44%	37%	9%
The overall direction that Montgomery County is taking	6%	41%	37%	15%	8%	44%	38%	11%	7%	48%	34%	11%	7%	45%	36%	11%
The job Montgomery County government does at listening to residents	5%	21%	51%	23%	6%	36%	42%	16%	7%	36%	41%	15%	7%	35%	43%	16%

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Race											
	White				Non-white				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	10%	47%	34%	9%	11%	42%	41%	7%	10%	45%	36%	9%
The overall direction that Montgomery County is taking	6%	41%	39%	13%	9%	54%	29%	8%	7%	45%	36%	12%
The job Montgomery County government does at listening to residents	6%	34%	41%	19%	9%	34%	45%	12%	7%	34%	42%	17%

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	Born in the U.S.											
	No				Yes				Overall			
	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor	Excellent	Good	Fair	Poor
The value of services for the taxes paid to Montgomery County	10%	49%	33%	8%	9%	43%	39%	9%	10%	45%	37%	9%
The overall direction that Montgomery County is taking	9%	59%	22%	9%	6%	39%	42%	13%	7%	45%	36%	12%
The job Montgomery County government does at listening to residents	5%	38%	43%	15%	8%	32%	42%	19%	7%	34%	42%	18%

Public Trust by Demographic Subgroups												
Please rate the following aspects of Montgomery County government performance:	**Language spoken at home**											
	Speak English only				**Other language spoken**				**Overall**			
	Excellent	**Good**	**Fair**	**Poor**	**Excellent**	**Good**	**Fair**	**Poor**	**Excellent**	**Good**	**Fair**	**Poor**
The value of services for the taxes paid to Montgomery County	10%	45%	36%	10%	10%	44%	42%	5%	10%	45%	38%	8%
The overall direction that Montgomery County is taking	6%	42%	39%	13%	10%	53%	28%	9%	7%	45%	36%	12%
The job Montgomery County government does at listening to residents	7%	32%	42%	18%	7%	37%	41%	14%	7%	34%	42%	17%

Appendix IV: Verbatim Responses to Open-Ended Questions

Following are verbatim responses to open-ended questions and for questions which permitted respondents to list "other" categories than those printed on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are grouped by theme or category and in alphabetical order. Some respondents' comments encompassed more than one category; therefore their comments may appear more than once.

Question 15: What do you like most about Montgomery County today?

Schools, educational opportunities

- A lot of jobs, good library system, good public education.
- Ability to work and raise children in environment that is safe, environmentaly friendly and with high education standards.
- Accessibility to so many opportunities education culture. Better accountahbility of big government in the County. Ridiculous mega mansions. More green.
- Affluent county with good schools.
- All the different programs, schools offered to MC residents.
- Clean, beautiful, good schools, diversity of people.
- Clean, diverse, educated.
- Clean, safe place to live and educate children.
- Colleges, schools.
- Convenience of schools, shopping, recreation & availabilty & quality.
- Cultural diversity, programs for children, school system, festivals (i.e. taste of Wheaton, taste of Bethesda).
- Diversity of population, public education, proximity to DC, job opportunity.
- Diversity, educational opportunities for children, recreational opportunities.
- Diversity, environment, schools, awareness of change.
- Economics, education.
- Education for my children.
- Education.
- Education.
- Education/services.
- Educational system.
- Environment, schools, culture.
- Ethnic variety, level of education & value of education.
- Even though there is room for improvement, I think the public schools are very, very good compared to other areas.
- Excellent education system, cultural diversity and available cultural events, facilities, acceptable level of government services and reasonable quality of services.
- Excellent K-12, diversity, quality of life.
- Excellent public school education.
- Excellent schools even though classes are too large!
- Excellent schools, cultural activities, emergency services.
- Excellent schools, nice neighborhoods, parks and libraries.
- Excellent schools. Both urban & rural spaces. Availability of public transportation and wide range of commercial choices.
- Fast growth, overall development, better air quality, school system, recreation.
- Fine services and good education programs, good health care.
- Focus on education/schools, cleanliness, racially integrated.

- Good cultural mix, relatively safe, excellent school system, sound/solid environmental laws.
- Good quality of living, clean, schools are still good.
- Good schools (in general) - focus on parks - recycling.
- Good schools, beautiful neighborhoods, racial & cultural diversity.
- Good schools, great neighborhoods, good libraries, adequate shopping.
- Good schools, responsive government, good hospitals, concern for environment such as recycling.
- Good schools, safe and clean environment. Easy to live near & drive to services & recreation.
- Good schools.
- Great schools, nice neighborhoods, low crime rate.
- Great schools.
- I like the diversity and the high level of interest in the school system.
- I like the school system.
- I like the sense of community and the school system.
- It is pretty diverse and Montgomery College plays a key role in that diversity.
- It is very diverse. I'm very pleased with its public transportation system. I like the school system.
- Its educational system.
- Its location, school system, its people (multiculture), low crime.
- Its proximity to cultural & educational opportunities - in the County & DC.
- Its school system.
- Jobs, library system, schools.
- Libraries are great through facilities are aging. Enjoy parks & bike trails. Schools generally excellent.
- Library and school.
- Location - near to cultural and recreational areas. Good school system.
- Low crime rate, good public schools, progressive in nature.
- Low crime rate, good schools, scenery, nice homes.
- Low crime, good schools, strong communities.
- Low crime, good schools.
- Low overall crime rates, excellent schools.
- Montgomery College is great!
- Montgomery County has one of the best school systems in the country. Most of the teachers in Montgomery County school system are well educated.
- Multi cultural acceptance, taxes pay for communal services, education valued, respect for environment.
- My family and I can live/go to school here and do so in a relatively convenient, high quality environment overall. I grew up here and we chose to stay here.
- Options, good schools.
- Our parks, open spaces, our schools and the mix of people, and access to DC.
- Parks, public schools, sense of community.
- Parks, schools, cultural arts events/arenas.
- Parks, schools, police service.
- Parks, schools.
- Pleasant environment, safe, good schools.
- Proximity to DC - forward thinking proponents of sustainable redevelopment - cool counties pledge - smart growth - education system.
- Proximity to my employer. Moved here because of schools no longer have school aged children.
- Public education system (k-12 and Montgomery College), good infrastructure and services, progressive governing philosophy.
- Public libraries. School services.
- Public school system is run well.
- Public schools (k-12). No electricity or gas problem.
- Public schools and social services.
- Public schools, low crime rate.

- Public schools, parks, Montgomery College.
- Public transportation, Montgomery College, libraries.
- Quality of schools and neighborhoods.
- Quality of schools. Safe place to live.
- Recreation centers for seniors. Colleges and public schools, recreation activities.
- Reputation of public schools.
- Safe and good school.
- Safe place, good schools, clean environment.
- Safe, education.
- Safety, education - public, beautiful housing & neighborhoods, shopping, restaurants, sense of community.
- Safety, recreation facilities, schools, libraries, etc...
- School system, rec program, police force.
- School system, recreation centers.
- School system.
- School system.
- School systems, etc...
- Schools & shopping centers.
- Schools and is pretty quiet.
- Schools are good.
- Schools, diversity, land use planning-parks & open space.
- Schools, diversity, quality of life.
- Schools, job opportunities.
- Schools, little crime and clean. Keep up the good work.
- Schools, lots of trees, nice areas, etc...
- Schools, parks, bus system, libraries.
- Schools, parks, Poolesville.
- Schools, quality of life.
- Schools, trails, sense of community.
- Schools.
- Schools.
- Schools.
- Schools.
- Schools.
- Schools.
- Sense of neighborhood & educational opportunity.
- Some of the improvements going on in Silver Spring. Also, the move to full day kindergarten.
- Special Ed.
- Strong community, diverse-pays attention to education, quality of life as well as those in need.
- Suburban with big-city quality of services and cultural and education opportunities.
- The neighborhood community schools, parks, police dept. It is a pretty nice county.
- The people who live here (diversity & educated).
- The public school system.
- The public schools.
- The public schools.
- The quality of life and the opportunity to learn.
- The school system.
- The school systems are good and environment.
- The schools and Montgomery College.
- The schools and public services.
- The schools, recreations.
- The schools.

- The schools.
- The vast amount of programs for preschool children at low costs. The classes available for recreation and personal enhancement. Limited cost parking in downtown areas.
- There are a whole lot of things including schools, police response. That is why I have been in the county for the past 14 years.
- Upscale, educated, well run.
- Variety of available educational, cultural, recreational, commercial options.
- Variety of parks/recreational opportunities & schools quality.
- Very safe, clean place to live - if you can afford it.

Safety/police/fire

- A level of safeness & infrastructure.
- Ability to work and raise children in environment that is safe, environmentaly friendly and with high education standards.
- Clean & safe with a good reputation.
- Clean and safe.
- Clean, safe place to live and educate children.
- Convenience, safe, close to DC, good restaurants, entertainment, clean.
- Despite the increase of crime in the county, I still feel safe here - have complete confidence in the police & support them whole heartedly.
- Diversity: the drawing force for the economic vitality of the county. I give high marks for public safety.
- Environment, safety & services.
- Excellent schools, cultural activities, emergency services.
- Feeling safe.
- For the most part it is clean & feels safe during the day.
- Generally clean, excellent volunteer firefighters.
- Generally safe environment, strong churches, good parks & trails, good shopping base, most county services, community.
- Good and safe place to live.
- Good cultural mix, relatively safe, excellent school system, sound/solid environmental laws.
- Good job opportunities, low violent crime rate, good neighborhood, good parks.
- Good place to raise children, safe environment.
- Good public(bus) transportation, excellent city G'burg & county police departments. Nice public parks (but not enough of them).
- Good roads, parks, trails, feeling safe, diversity.
- Good schools, safe and clean environment. Easy to live near & drive to services & recreation.
- Great schools, nice neighborhoods, low crime rate.
- Green spaces. Reliable utility services. Professional police officers (helpful, courteous, business like).
- I feel relatively safe, nice stores nearby, not too far for good medical care, grocery & drug store near.
- I feel relatively safe.
- I like living in the metro area, convenience, clean and safe.
- Is safer than surrounding states.
- It is a fairly safe, clean environment.
- It is somewhat safe.
- Its safety & I absolutely love it here!
- Less crime, a lot of nice neighborhoods, all types of products & services are readily available.
- Life style & feeling safe.
- Location & law abiding citizens.
- Low crime rate, good public schools, progressive in nature.
- Low crime rate, good schools, scenery, nice homes.
- Low crime rate.

- Low crime, good schools, strong communities.
- Low crime, good schools.
- Low overall crime rates, excellent schools.
- Lower crime rate than DC & PG County, Bethesda/Rockville access to good shopping, restaurants, etc...
- Mostly clean and safe, access to hospitals, libraries.
- My neighborhood (privacy, natural surroundings, relative safety).
- Neighborhood feel - few highways, safety.
- Opportunities, cleanliness, reputation, diversity.
- Overall safe place to live, close to DC, public transportation easily accesible.
- Overall safe, comfortable quality of life.
- Parks are good, paths, etc... Overall clean, services as a whole seem good - police, fire, EMS.
- Parks, schools, police service.
- Parks, schools.
- Pleasant environment, safe, good schools.
- Police, fire, emergency & ambulance services - good place to live, elected officials very helpful.
- Public schools, low crime rate.
- Public services, police, fire, streets, trash.
- Public transportation, employment opportunities, safety.
- Quality of life (low to no crime, excellent services, bus services).
- Quality of life, safety, beauty.
- Quality of schools. Safe place to live.
- Quiet, less crime, suitable to raise kids.
- Quietness and security at all level of life.
- Relatively low crime rate - I feel safe, proximity to good doctors & hospitals.
- Responsive and visible police presence.
- Restaurants, safety, hotels mix all with houses and apartments. Diversity and convenience.
- Safe and clean with good services.
- Safe and good school.
- Safe and very pleasant environment.
- Safe for living.
- Safe neighborhood.
- Safe place, good schools, clean environment.
- Safe, clean, friendly place.
- Safe, education.
- Safe, many opportunities, diverse population.
- Safe.
- Safer and cleaner comparing with other counties.
- Safety and security.
- Safety of community I live in.
- Safety of the community, access to services, shopping, entertainment, transportation & diversity of people.
- Safety, access to library, recreation center, park - for free - thanks!
- Safety, cleanliness, stability, my rental property values have gone up.
- Safety, education - public, beautiful housing & neighborhoods, shopping, restaurants, sense of community.
- Safety, fresh air.
- Safety, level of population.
- Safety, nature and all government services.
- Safety, proximity to parks, recreational and cultural activities and dining options. Quality of educational system is good too.
- Safety, recreation facilities, schools, libraries, etc...
- Safety.
- Safety.

- Safety.
- Safety.
- Safety. Low crime rate.
- Safety/most streets clean/parks.
- School system, rec program, police force.
- Schools, little crime and clean. Keep up the good work.
- Sense of security.
- That it is safe, pleasant, has decent services and is generally comfortable.
- That property value is going up, making it a safer place to live.
- The feeling of safe and the quality of living.
- The good services provided - such as good police work and the lovely parks which are taken care of well.
- The neighborhood community schools, parks, police dept. It is a pretty nice county.
- The police & fire departments.
- The police dept are very protective & efficient. Also the parks/tennis courts are well maintained.
- The quality and efficiency of services, such as police, fire, trash collection, etc...
- There are a whole lot of things including schools, police response. That is why I have been in the county for the past 14 years.
- Very safe.

Diversity of population

- Accept all races equal.
- All the different neighborhoods - diversity of peoples & opportunities. Plenty of good food.
- Availability of arts & culture, good parks, diversity of cultures.
- Clean, beautiful, good schools, diversity of people.
- Clean, diverse, educated.
- Close to DC, lots of history, diverse population (a + and a -) we must spend tons of $$ for translation.
- Cultural diversity, programs for children, school system, festivals (i.e. taste of Wheaton, taste of Bethesda).
- Diverse community, trying hard.
- Diverse, tolerant communities, great parks and public facilities, etc...
- Diversity and respect for individuals.
- Diversity of opportunity.
- Diversity of population, public education, proximity to DC, job opportunity.
- Diversity of residents.
- Diversity on the population, parks and some of the farmland.
- Diversity, culture, cleanliness, reputation.
- Diversity, educational opportunities for children, recreational opportunities.
- Diversity, environment, schools, awareness of change.
- Diversity, social services.
- Diversity.
- Diversity.
- Diversity/ambience.
- Diversity/availability of retail & restaurants.
- Diversity: the drawing force for the economic vitality of the county. I give high marks for public safety.
- Ethnic diversity.
- Ethnic diversity.
- Ethnic variety, level of education & value of education.
- Excellent education system, cultural diversity and available cultural events, facilities, acceptable level of government services and reasonable quality of services.
- Excellent K-12, diversity, quality of life.
- Excellent library system and cultural centers.
- Focus on education/schools, cleanliness, racially integrated.

- Good roads, parks, trails, feeling safe, diversity.
- Good schools, beautiful neighborhoods, racial & cultural diversity.
- Great diversity and wide variety of programs.
- I like the diversity and the convenience to everything. I like how close I am to Washington DC.
- I like the diversity and the high level of interest in the school system.
- I like the diversity. I have lived here for the last 30 years and I have seen the changes.
- It is pretty diverse and Montgomery College plays a key role in that diversity.
- It is very diverse. I'm very pleased with its public transportation system. I like the school system.
- Its diverse population.
- Its location, school system, its people (multiculture), low crime.
- Jobs/location/diversity.
- Level of services, clean, comfortable, diverse.
- Location, quality, availability and diversity of activities and generally good government services.
- Lots of diversity. Lots to do. Great parks & parkways. Environmentally sensitive practices & resources.
- Mix of socioeconomic groups.
- Montgomery County is a great county to grow up. It is full of opportunities & people are open minded.
- Multi cultural acceptance, taxes pay for communal services, education valued, respect for environment.
- Openness of government, diversity of residents, quality of government services.
- Opportunities, cleanliness, reputation, diversity.
- Opportunities, diversity.
- Our parks, open spaces, our schools and the mix of people, and access to DC.
- Preservation of open space. Diversity of ethnic and income levels.
- Restaurants, safety, hotels mix all with houses and apartments. Diversity and convenience.
- Safe, many opportunities, diverse population.
- Schools, diversity, land use planning-parks & open space.
- Schools, diversity, quality of life.
- Strong community, diverse-pays attention to education, quality of life as well as those in need.
- The diverse cultures of people.
- The diversity and the convenience & of having local merchants throughout most residential areas.
- The diversity.
- The diversity.
- The diversity.
- The mix of cultures.
- The people who live here (diversity & educated).
- The variety and diversity of people and activities.

Environment/appearance/cleanliness/natural beauty of County

- Ability to work and raise children in environment that is safe, environmentaly friendly and with high education standards.
- Access to everything, clean , good services.
- Access to shopping, green environment, social activities.
- Air quality.
- Amount of green space and parks.
- Attractive neighborhoods.
- Beautiful homes, lots of trees, the seasons.
- Central location, access to green space, shopping, culture, entertainment, services.
- Clean & safe with a good reputation.
- Clean and safe.
- Clean, beautiful, good schools, diversity of people.
- Clean, diverse, educated.
- Clean, safe place to live and educate children.

- Cleanliness & proximity to shops & cultural activities.
- Cleanliness of parks, open areas & civil amenities. Efficient services like garbage collection/snow removal.
- Committment to the environment - recycling, clean air & water, green space.
- Convenience of beltways, stores, beauty of landscaping.
- Convenient location, easy access to shopping, relatively clean & safe.
- Diversity of geography, parkland, agricultural areas so close by - local produce availability.
- Diversity on the population, parks and some of the farmland.
- Diversity, culture, cleanliness, reputation.
- Diversity, environment, schools, awareness of change.
- Ease of getting to metro at Shady Grove to get around, good shopping, clean streets & good lights at night & esp. Seneca Park.
- Environment is good.
- Environment, safety & services.
- Environment, schools, culture.
- Environment.
- Excellent schools. Both urban & rural spaces. Availability of public transportation and wide range of commercial choices.
- Fast growth, overall development, better air quality, school system, recreation.
- Focus on education/schools, cleanliness, racially integrated.
- For the most part it is clean & feels safe during the day.
- For the most part the county is clean and is headed in the right direction - visionary, forward thinking.
- General cleanliness.
- Generally clean, excellent volunteer firefighters.
- Good greenery.
- Good quality of living, clean, schools are still good.
- Good schools (in general) - focus on parks - recycling.
- Good schools, beautiful neighborhoods, racial & cultural diversity.
- Good transportation, but sometimes drivers keep long. Good environmental and good shopping centers.
- Great planning & environment.
- Green spaces. Reliable utility services. Professional police officers (helpful, courteous, business like).
- Greenery and access to DC.
- I like living in the metro area, convenience, clean and safe.
- It is a fairly safe, clean environment.
- It is beautiful!
- It's a beautiful county - kind of expense - very citizens oriented - don't change.
- It's lovely, well run, available to Washington, DC and its assets.
- Landscape, cleanliness.
- Level of services, clean, comfortable, diverse.
- Lots of green spaces.
- Low crime rate, good schools, scenery, nice homes.
- Mix of parks/natural areas within county.
- Montgomery County has excellent parks & green space areas.
- Mostly clean and safe, access to hospitals, libraries.
- Natural environment. Public transportation.
- Open areas, green space, exclusivity, cleanliness.
- Open areas.
- Open spaces.
- Our local neighborhood - its size, the neighbors, the rolling terrain, convenience to local shopping & beltway.
- Park system, tree canopy on streets & public areas, progressive sensibility & support of education, proximity to DC, good job in snow removal since Legatt was in office!
- Parks & hiking trails, open space, Ag. Reserve.

- Parks & recreation, neatness & cleanliness, access to good services and cultural diversity. Quality of life.
- Parks are good, paths, etc... Overall clean, services as a whole seem good - police, fire, EMS.
- Parks for horseback riding! Groups that preserve land.
- Parks, green space, libraries.
- Parks, opens space, clean trails, cultural offerings, interesting downtown areas.
- Pleasant environment, safe, good schools.
- Potomac River, C&O Canal.
- Preservation of open space. Diversity of ethnic and income levels.
- Proximity to Washington DC & bike trails, Rock Creek Park.
- Quality of life due to natural setting (trees, good air, nice nature preserves) and access to downtown areas.
- Quality of life, safety, beauty.
- Remaining parklands & green space. Libraries. People.
- Safe and clean with good services.
- Safe place, good schools, clean environment.
- Safe, clean, friendly place.
- Safer and cleaner comparing with other counties.
- Safety, cleanliness, stability, my rental property values have gone up.
- Safety, education - public, beautiful housing & neighborhoods, shopping, restaurants, sense of community.
- Safety, fresh air.
- Safety, nature and all government services.
- Safety/most streets clean/parks.
- Schools, diversity, land use planning-parks & open space.
- Schools, little crime and clean. Keep up the good work.
- Schools, lots of trees, nice areas, etc...
- Such a clean county.
- The blend of the natural and urban environment. Image of commitment to smart growth.
- The cleanliness of the county.
- The cleanliness of the streets, roads, attention paid to vegetation, tree trimming, sanitation, availability of arts & arts centers, excellent shopping, malls, houses of worship, military facilities.
- The community is very clean. I would love to stay here, I am ready to buy but can not find anything in the Montgomery County. I am forced to look in PG. Nothing I can do to stay here. Housing is extremely high.
- The environment.
- The job market. The farms.
- The open green spaces!
- The open space and woodlands areas, especially the parks.
- The overall attractive residential areas, excellent shopping centers/cleanliness.
- The park system - the remaining farmland in northwestern & North Easton Montgomery County, its all thats left.
- The parks and agricultural preserve.
- The preservation of the AI reserve. The open spaces, trees, green grass everywhere.
- The quality of the total environment - people, services, the natural settings, shopping, recreational and other opportunities-makes it a nice place to live and to have raised children. The county is also enhanced by its proximity to Washington DC.
- The recreation programs, libraries, nature centers - all the things that make it more pleasant to raise children.
- The recycling effort the government puts in. The outdoor appearance of parks and woods.
- The school systems are good and environment.
- The services, people, environment.
- Treed neighborhood.
- Trees, parks, flowers, library services.
- Very safe, clean place to live - if you can afford it.
- What first attracted me years ago - established neighborhoods with lots of trees, access to metro.

Parks and recreational opportunities

- Amenities - parks, libraries.
- Amount of green space and parks.
- Availability of activities & programs for families and access to parks and outdoor recreation.
- Availability of arts & culture, good parks, diversity of cultures.
- Beautiful parks.
- Brookside Gardens.
- Bus service, libraries, parks.
- Cleanliness of parks, open areas & civil amenities. Efficient services like garbage collection/snow removal.
- Combination of open land (parks) with residential/town areas.
- Considering the amount of people who live here there are a lot of nice natural parks.
- Convenience of schools, shopping, recreation & availabilty & quality.
- Convenience of services and recreations.
- Diverse, tolerant communities, great parks and public facilities, etc...
- Diversity on the population, parks and some of the farmland.
- Diversity, educational opportunities for children, recreational opportunities.
- Easy access to good shopping, cultural events, recreation, convenient location, Metrorail access.
- Excellent schools, nice neighborhoods, parks and libraries.
- Generally safe environment, strong churches, good parks & trails, good shopping base, most county services, community.
- Good access to cultural events, restaurants, public parks, stores & public schools (good education for tax dollars).
- Good public(bus) transportation, excellent city G'burg & county police departments. Nice public parks (but not enough of them).
- Good roads, parks, trails, feeling safe, diversity.
- Good schools (in general) - focus on parks - recycling.
- I like recreation areas, libraries and parks.
- I like the different recreational activities through out the County.
- I like the location and accessibility to so many events/historical sites, etc... I like a lot of parks.
- I like the part I live in - Bethesda! I love the parks, libraries, downtown shopping, the people who live in this part of the county.
- I like the recreation areas and its not bad for the city.
- Its overall convenience to service, to transit, to recreation, culture, DC and the countryside.
- Libraries are great through facilities are aging. Enjoy parks & bike trails. Schools generally excellent.
- Libraries, community, parks.
- Library and park.
- Location, parks, recreation programs, job opportunities, urban centers, (Bethesda, Silver Spring), road maintenance.
- Location, recreation services.
- Lots of diversity. Lots to do. Great parks & parkways. Environmentally sensitive practices & resources.
- Mix of parks/natural areas within county.
- Montgomery County has excellent parks & green space areas.
- Natural park areas and trails.
- Nearness to other resources. Parks/fishing.
- Nice parks & recreation programs.
- Nice place to raise a family, quiet neighborhoods, police involvement, parks, recreational facilities/activities.
- Open space.
- Open spaces.
- Our parks, open spaces, our schools and the mix of people, and access to DC.
- Overall high quality of services & availability of stores/restaurants/recreation.
- Park land.
- Park system, tree canopy on streets & public areas, progressive sensibility & support of education, proximity to DC, good job in snow removal since Legatt was in office!

- Parks & hiking trails, open space, Ag. Reserve.
- Parks & recreation, neatness & cleanliness, access to good services and cultural diversity. Quality of life.
- Parks & recreational facilities - Montgomery County fair! Shopping centers & restaurants.
- Parks and recycling.
- Parks are good, paths, etc... Overall clean, services as a whole seem good - police, fire, EMS.
- Parks for horseback riding! Groups that preserve land.
- Parks, green space, libraries.
- Parks, ice skating rinks, close to many activities, garbage collection services do a good job, recycling, some bike paths(need more for commuting to work).
- Parks, libraries.
- Parks, opens space, clean trails, cultural offerings, interesting downtown areas.
- Parks, public libraries.
- Parks, public schools, sense of community.
- Parks, recreation, library.
- Parks, recreation, so many things to do.
- Parks, schools, cultural arts events/arenas.
- Parks, schools, police service.
- Parks, trails and farmland.
- Parks, trails.
- Parks.
- Parks.
- Proximity to family, recreation, services, culture.
- Proximity to Washington DC & bike trails, Rock Creek Park.
- Public schools, parks, Montgomery College.
- Quality of life (low to no crime, excellent services, bus services).
- Recreation centers for seniors. Colleges and public schools, recreation activities.
- Recreational services, parks.
- Rock Creek Park trails & public libraries.
- Safety, access to library, recreation center, park - for free - thanks!
- Safety, proximity to parks, recreational and cultural activities and dining options. Quality of educational system is good too.
- Safety, recreation facilities, schools, libraries, etc...
- Safety/most streets clean/parks.
- School system, rec program, police force.
- School system, recreation centers.
- Schools, parks, bus system, libraries.
- Schools, parks, Poolesville.
- Schools, trails, sense of community.
- Sense of community, access to parks & recreation.
- Tax credits, recreation services.
- The atmosphere & the use of space - there are always parks & somewhere nice to sit. The tree Bethesda bus. Convenience!
- The convenience of daily activities, shopping, eating, parks, family in area.
- The good services provided - such as good police work and the lovely parks which are taken care of well.
- The neighborhood community schools, parks, police dept. It is a pretty nice county.
- The open space and woodlands areas, especially the parks.
- The park system - the remaining farmland in northwestern & North Easton Montgomery County, its all thats left.
- The parks and agricultural preserve.
- The parks and recreation facilities.
- The parks and recreational centers such as Wheaton Regional Park.
- The parks.

- The police dept are very protective & efficient. Also the parks/tennis courts are well maintained.
- The recreation programs, libraries, nature centers - all the things that make it more pleasant to raise children.
- The recycling effort the government puts in. The outdoor appearance of parks and woods.
- The schools, recreations.
- The vast amount of programs for preschool children at low costs. The classes available for recreation and personal enhancement. Limited cost parking in downtown areas.
- Tons of recreation, good public transportation, lots of jobs.
- Trees, parks, flowers, library services.
- Variety - recreational/social, proximity to other areas.
- Variety of activities such as cultural, recreation and entertainment.
- Variety of available educational, cultural, recreational, commercial options.
- Variety of parks/recreational opportunities & schools quality.
- We like the parks.
- Wealth of cultural and recreational activities.
- Wide variety of recreational & leisure options.

Public transportation

- (Family & a few friends) where I live, 2 grocery stores (nearby), other shops, transportation (buses).
- Bus service, libraries, parks.
- Closeness to DC, airports, relative wealth.
- Closer to work and availability of public transportation.
- Convenience of beltways, stores, beauty of landscaping.
- Convenience to DC & transportation (rail-air).
- Convenience to metro subway where I now live.
- Cultural variety, good & easy transportation to downtown DC!
- Ease of getting to metro at Shady Grove to get around, good shopping, clean streets & good lights at night & esp. Seneca Park.
- Easy access to good shopping, cultural events, recreation, convenient location, Metrorail access.
- Excellent schools. Both urban & rural spaces. Availability of public transportation and wide range of commercial choices.
- Good public(bus) transportation, excellent city G'burg & county police departments. Nice public parks (but not enough of them).
- Good transportation, but sometimes drivers keep long. Good environmental and good shopping centers.
- It is very diverse. I'm very pleased with its public transportation system. I like the school system.
- Its overall convenience to service, to transit, to recreation, culture, DC and the countryside.
- Metro subway transit system.
- Metro.
- Natural environment. Public transportation.
- Neighborhoods, commute, access to entertainment and parks.
- Overall safe place to live, close to DC, public transportation easily accesible.
- Proximity to DC & metro rail. Central to DC & Baltimore.
- Proximity to DC via metro, libraries, ambience, ????Ding.
- Public transportation and busses.
- Public transportation, employment opportunities, safety.
- Public transportation, Montgomery College, libraries.
- Public transportation.
- Public transportation.
- Schools, parks, bus system, libraries.
- The atmosphere & the use of space - there are always parks & somewhere nice to sit. The tree Bethesda bus. Convenience!
- Tons of recreation, good public transportation, lots of jobs.

- We like out neighborhood - Kentlands. We like bus/metro access to DC. We like clean place.

Proximity to Washington DC, general location of County

- Access to urban amenities without living in an urban area.
- Accessibility to DC, variety of services available.
- Center of mid-Atlantic region.
- Central location, access to green space, shopping, culture, entertainment, services.
- Close to DC, lots of history, diverse population (a + and a -) we must spend tons of $$ for translation.
- Close to everything I need.
- Close to Washington DC.
- Closeness to DC, airports, relative wealth.
- Closeness to DC.
- Closeness to Virginia.
- Convenience to DC & transportation (rail-air).
- Convenience, safe, close to DC, good restaurants, entertainment, clean.
- Convenience.
- Convenient location, easy access to shopping, relatively clean & safe.
- Convenient to DC & Howard County.
- Cultural variety, good & easy transportation to downtown DC!
- Diversity of population, public education, proximity to DC, job opportunity.
- Good salary in DC for legal secretaries. However, if I could go back six years, I probably wouldn't move here again.
- Greenery and access to DC.
- I like living in the metro area, convenience, clean and safe.
- I like the diversity and the convenience to everything. I like how close I am to Washington DC.
- I like the location and accessibility to so many events/historical sites, etc... I like a lot of parks.
- It is a very pleasant place to raise a family & is close to DC.
- It is close to an urban area with services and space of suburbia.
- It is close to everything - church, work, interesting places, shopping.
- Its location, school system, its people (multiculture), low crime.
- It's lovely, well run, available to Washington, DC and its assets.
- Its proximity to cultural & educational opportunities - in the County & DC.
- It's vibrant atmosphere and proximity to DC and what it has to offer. Strathmore Music & Art Center.
- Jobs/location/diversity.
- Liberal politics - not in Virginia. Proximity to DC & 3 airports. Affluence.
- Location - location - location.
- Location - near city and not too far from mountains and parks.
- Location - near to cultural and recreational areas. Good school system.
- Location & law abiding citizens.
- Location for work, good to be close to DC.
- Location! Location! Location!
- Location, parks, recreation programs, job opportunities, urban centers, (Bethesda, Silver Spring), road maintenance.
- Location, quality of life.
- Location, quality, availability and diversity of activities and generally good government services.
- Location, recreation services.
- Location.
- Location.
- Location.
- Location.
- Location.
- Mix of city & country living.
- Nice planned communities/neighborhoods, close to metro-nice new downtown.

- Overall safe place to live, close to DC, public transportation easily accesible.
- Park system, tree canopy on streets & public areas, progressive sensibility & support of education, proximity to DC, good job in snow removal since Legatt was in office!
- Pleasant living conditions, near the city.
- Proximity and variety of stores.
- Proximity to all things.
- Proximity to DC - forward thinking proponents of sustainable redevelopment - cool counties pledge - smart growth - education system.
- Proximity to DC & cultural activities.
- Proximity to DC & metro rail. Central to DC & Baltimore.
- Proximity to DC & NY.
- Proximity to DC via metro, libraries, ambience, ????Ding.
- Proximity to DC.
- Proximity to nations capital.
- Proximity to Washington DC & bike trails, Rock Creek Park.
- Proximity/availability of wide variety of entertainment choices. Good public library system.
- Quality of life due to natural setting (trees, good air, nice nature preserves) and access to downtown areas.
- Short commute to Washington DC.
- The convenience of being able to travel to the city, Virginia & Maryland.
- The proximity to city and country living.
- Variety - recreational/social, proximity to other areas.
- We like out neighborhood - Kentlands. We like bus/metro access to DC. We like clean place.
- What first attracted me years ago - established neighborhoods with lots of trees, access to metro.

Access to shopping, restaurants, entertainment

- (Family & a few friends) where I live, 2 grocery stores (nearby), other shops, transportation (buses).
- Access to everything, clean , good services.
- Access to shopping, green environment, social activities.
- Access to shopping, restaurants & movies.
- Accessibility to so many opportunities education culture. Better accountahbility of big government in the County. Ridiculous mega mansions. More green.
- All the different neighborhoods - diversity of peoples & opportunities. Plenty of good food.
- Bethesda, restaurants.
- Central location, access to green space, shopping, culture, entertainment, services.
- Cleanliness & proximity to shops & cultural activities.
- Convenience of beltways, stores, beauty of landscaping.
- Convenience of schools, shopping, recreation & availabilty & quality.
- Convenience to everything you could need.
- Convenience to everything.
- Convenience to my Dr's, gas stations & markets.
- Convenience to shopping and getting to work.
- Convenience, culture, no natural disasters, affluent community, shopping, comfortable home, low crime, good services, recreation.
- Convenience, safe, close to DC, good restaurants, entertainment, clean.
- Convenience, shopping, cultural events, restaurants.
- Convenience.
- Convenience-services.
- Convenient - lots of shopping & things to do.
- Convenient location, easy access to shopping, relatively clean & safe.
- Cultural diversity, programs for children, school system, festivals (i.e. taste of Wheaton, taste of Bethesda).
- Culture aspects.

- Culture, shopping.
- Diversity/availability of retail & restaurants.
- Ease of getting to metro at Shady Grove to get around, good shopping, clean streets & good lights at night & esp. Seneca Park.
- Easy access to good shopping, cultural events, recreation, convenient location, Metrorail access.
- General comfort level, access to what I like and want, close to work.
- Good access to cultural events, restaurants, public parks, stores & public schools (good education for tax dollars).
- Good cultural mix, relatively safe, excellent school system, sound/solid environmental laws.
- Good malls.
- Good transportation, but sometimes drivers keep long. Good environmental and good shopping centers.
- I feel relatively safe, nice stores nearby, not too far for good medical care, grocery & drug store near.
- I like the location and accessibility to so many events/historical sites, etc... I like a lot of parks.
- It has a lot to offer with mental illness for children - also has a lot to offer entertainment & socializing.
- It is close to everything - church, work, interesting places, shopping.
- It is convenient for the things we want and do.
- It offers a variety of things to do and you don't have to go far to get there.
- Less crime, a lot of nice neighborhoods, all types of products & services are readily available.
- Location - near to cultural and recreational areas. Good school system.
- Location, quality, availability and diversity of activities and generally good government services.
- Lots of diversity. Lots to do. Great parks & parkways. Environmentally sensitive practices & resources.
- Lower crime rate than DC & PG County, Bethesda/Rockville access to good shopping, restaurants, etc...
- Neighborhoods, commute, access to entertainment and parks.
- Our local neighborhood - its size, the neighbors, the rolling terrain, convenience to local shopping & beltway.
- Overall high quality of services & availability of stores/restaurants/recreation.
- Parks & recreational facilities - Montgomery County fair! Shopping centers & restaurants.
- Parks, ice skating rinks, close to many activities, garbage collection services do a good job, recycling, some bike paths(need more for commuting to work).
- Parks, opens space, clean trails, cultural offerings, interesting downtown areas.
- Pleasant, orderly - good mix of retail services in all ranges ample employment opportunities.
- Proximity and variety of stores.
- Proximity to amenities (cultural, restaurants and services).
- Proximity/availability of wide variety of entertainment choices. Good public library system.
- Relatively low crime rate - I feel safe, proximity to good doctors & hospitals.
- Restaurants, safety, hotels mix all with houses and apartments. Diversity and convenience.
- Safety of the community, access to services, shopping, entertainment, transportation & diversity of people.
- Safety, proximity to parks, recreational and cultural activities and dining options. Quality of educational system is good too.
- Schools & shopping centers.
- Services convenient and close.
- Shopping, restaurants.
- The accessibility to everything.
- The Amish market - having post office near & CVS & Giant right at the finger tips.
- The atmosphere & the use of space - there are always parks & somewhere nice to sit. The tree Bethesda bus. Convenience!
- The cleanliness of the streets, roads, attention paid to vegetation, tree trimming, sanitation, availability of arts & arts centers, excellent shopping, malls, houses of worship, military facilities.
- The convenience of daily activities, shopping, eating, parks, family in area.
- The convenience of services, stores, etc...
- The diversity and the convenience & of having local merchants throughout most residential areas.
- The overall attractive residential areas, excellent shopping centers/cleanliness.

- The quality of neighborhood living while receiving easy access to a variety of commerce conveniently located close to residence.
- The quality of the total environment - people, services, the natural settings, shopping, recreational and other opportunities-makes it a nice place to live and to have raised children. The county is also enhanced by its proximity to Washington DC.
- Upscale restaurants and shopping in the downtown areas in addition to great county services.
- Variety - recreational/social, proximity to other areas.
- Variety of activities such as cultural, recreation and entertainment.
- Variety of available educational, cultural, recreational, commercial options.
- Wide variety of recreational & leisure options.

Libraries

- A lot of jobs, good library system, good public education.
- Amenities - parks, libraries.
- Bus service, libraries, parks.
- Diverse, tolerant communities, great parks and public facilities, etc...
- Excellent library system and cultural centers.
- Good libraries.
- Good schools, great neighborhoods, good libraries, adequate shopping.
- I like recreation areas, libraries and parks.
- I like the part I live in - Bethesda! I love the parks, libraries, downtown shopping, the people who live in this part of the county.
- Jobs, library system, schools.
- Libraries are great through facilities are aging. Enjoy parks & bike trails. Schools generally excellent.
- Libraries, community, parks.
- Library and park.
- Library and school.
- Mostly clean and safe, access to hospitals, libraries.
- Parks, green space, libraries.
- Parks, libraries.
- Parks, public libraries.
- Parks, recreation, library.
- Proximity to DC via metro, libraries, ambience, ????Ding.
- Proximity/availability of wide variety of entertainment choices. Good public library system.
- Public libraries, organizations which provide help and services for persons with disabilities.
- Public libraries. School services.
- Public transportation, Montgomery College, libraries.
- Remaining parklands & green space. Libraries. People.
- Rock Creek Park trails & public libraries.
- Safety, access to library, recreation center, park - for free - thanks!
- The library.
- The recreation programs, libraries, nature centers - all the things that make it more pleasant to raise children.
- Trees, parks, flowers, library services.

Quality of life

- A level of safeness & infrastructure.
- Although weakening - quality of life.
- Best community.
- Compared with other jurisdictions, (except Fairfax County), I think its an excellent place to live.
- Everything.
- Excellent K-12, diversity, quality of life.

- Generally nice place to live.
- Good and safe place to live.
- Good living conditions.
- Good plan to live.
- Good quality of living, clean, schools are still good.
- Great place to live & strive in all directions.
- Great place to live.
- High quality of life.
- I feel that we have a very good County council and good services available to most but we need to do more for our senior citizens.
- It does a good job of providing the services I think are important.
- It is a balanced and socially viable community.
- It is a good place to raise a family.
- It is a great place to live.
- It is a very pleasant place to raise a family & is close to DC.
- It is an interesting and comfortable place to live.
- It's a great place to live just too expensive.
- Life style & feeling safe.
- Location, quality of life.
- My family and I can live/go to school here and do so in a relatively convenient, high quality environment overall. I grew up here and we chose to stay here.
- Nice area to live.
- Nice community, but not completely happy!! Too many Spanish!!
- Nice place and we are comfortable in it.
- Nice place to live.
- Nice place to raise a family, quiet neighborhoods, police involvement, parks, recreational facilities/activities.
- Over all it's just a decent place to live.
- Overall safe, comfortable quality of life.
- Overall.
- Parks & recreation, neatness & cleanliness, access to good services and cultural diversity. Quality of life.
- Pleasant living conditions, near the city.
- Pleasant, orderly - good mix of retail services in all ranges ample employment opportunities.
- Police, fire, emergency & ambulance services - good place to live, elected officials very helpful.
- Quality of family life when not stuck in traffic.
- Quality of life (low to no crime, excellent services, bus services).
- Quality of life due to natural setting (trees, good air, nice nature preserves) and access to downtown areas.
- Quality of life in Bethesda.
- Quality of life is good.
- Quality of life offered.
- Quality of life, safety, beauty.
- Quality of life.
- Quality of life.
- Quality of life.
- Quality of life.
- Quality of life.
- Quality of living. Availability of opportunities.
- Quiet city.
- Quiet, less crime, suitable to raise kids.
- Quiet.
- Quietness and security at all level of life.
- Schools and is pretty quiet.

- Schools, diversity, quality of life.
- Schools, quality of life.
- That it is safe, pleasant, has decent services and is generally comfortable.
- The county has a nice balance of urban/suburban life.
- The feeling of safe and the quality of living.
- The good reputation.
- The quality of life and the opportunity to learn.
- The quality of the total environment - people, services, the natural settings, shopping, recreational and other opportunities-makes it a nice place to live and to have raised children. The county is also enhanced by its proximity to Washington DC.
- The quiet life.
- Very pleasant place to live and work. Attracts good people. Relaxed atmosphere.
- Way of life.

Neighborhood/Home

- (Family & a few friends) where I live, 2 grocery stores (nearby), other shops, transportation (buses).
- Bethesda, restaurants.
- Excellent schools, nice neighborhoods, parks and libraries.
- Good job opportunities, low violent crime rate, good neighborhood, good parks.
- Good schools, great neighborhoods, good libraries, adequate shopping.
- Great schools, nice neighborhoods, low crime rate.
- I have lived in the same house for 45 years. It is home.
- I like the part I live in - Bethesda! I love the parks, libraries, downtown shopping, the people who live in this part of the county.
- I was born in Rockville - a native. Not too many left!
- I was born, raised & never moved from Montgomery County, MD!
- It is pleasant and the house is paid for.
- It looks like people take pride in where we live.
- It's been home for 50 years.
- It's home.
- It's my home and has been for 69 years.
- It's my home.
- Leisure World is a safe, active, affordable retirement community.
- Less crime, a lot of nice neighborhoods, all types of products & services are readily available.
- Lived in Montgomery County over 30 years, neighborhoods good!
- My apartment, wish I could be more optomistic but I'm old.
- My home, my community, my family and friends.
- My home.
- My neighborhood (privacy, natural surroundings, relative safety).
- My neighbors.
- Neighborhood feel - few highways, safety.
- Neighborhood is pleasant & house is paid for.
- Neighborhoods, commute, access to entertainment and parks.
- Nice planned communities/neighborhoods, close to metro-nice new downtown.
- Our local neighborhood - its size, the neighbors, the rolling terrain, convenience to local shopping & beltway.
- Peaceful location of my house.
- Quality of schools and neighborhoods.
- Rockville.
- The lovely local neighborhood that I live in. Burnt Mills Hills - and wonderful neighbors.
- The most about Montgomery that I like today is my neighborhood.
- The neighborhood I live in.

- The quality of neighborhood living while receiving easy access to a variety of commerce conveniently located close to residence.
- We like out neighborhood - Kentlands. We like bus/metro access to DC. We like clean place.

County services/overall quality of services

- Access to everything, clean , good services.
- Accessibility to DC, variety of services available.
- Accessibility to services & quality.
- Advancements in technology and services for seniors.
- All aspects of services rendered by Montgomery County. I am very proud of my county. Thank you!
- All the different programs, schools offered to MC residents.
- Availability of services.
- Availability of services.
- Cleanliness of parks, open areas & civil amenities. Efficient services like garbage collection/snow removal.
- Committment to the environment - recycling, clean air & water, green space.
- Convenience of services and recreations.
- Diversity, social services.
- Education/services.
- Environment, safety & services.
- Excellent education system, cultural diversity and available cultural events, facilities, acceptable level of government services and reasonable quality of services.
- Excellent services & activities.
- Fine services and good education programs, good health care.
- Good communication with service departments.
- Good schools, responsive government, good hospitals, concern for environment such as recycling.
- Green spaces. Reliable utility services. Professional police officers (helpful, courteous, business like).
- High quality public services.
- I feel that I am getting good services for my tax dollars.
- I feel that we have a very good County council and good services available to most but we need to do more for our senior citizens.
- Improvement in road repairs and reconfiguraion of some roadways.
- It is close to an urban area with services and space of suburbia.
- It is progressive - seems to care about people - a lot is available.
- Its overall convenience to service, to transit, to recreation, culture, DC and the countryside.
- Level of services and opportunities for everything.
- Level of services, clean, comfortable, diverse.
- More facilities and services than other counties.
- Multi cultural acceptance, taxes pay for communal services, education valued, respect for environment.
- Openness of government, diversity of residents, quality of government services.
- Overall high quality of services & availability of stores/restaurants/recreation.
- Overall services are good. We pay for what we get.
- Parks and recycling.
- Parks, ice skating rinks, close to many activities, garbage collection services do a good job, recycling, some bike paths(need more for commuting to work).
- Public education system (k-12 and Montgomery College), good infrastructure and services, progressive governing philosophy.
- Public schools (k-12). No electricity or gas problem.
- Public schools and social services.
- Public services, police, fire, streets, trash.
- Recycling program.
- Recycling services.

- Safe and clean with good services.
- Safety of the community, access to services, shopping, entertainment, transportation & diversity of people.
- Safety, nature and all government services.
- Seems to work well, recycling effort - residential & business, love the transfer station!
- Service for foreigners and publicity for such a service.
- Service offered for low-income families.
- Services for seniors.
- Services provided and ambience.
- Services provided to residents.
- Streets are nice & wide.
- Suburban with big-city quality of services and cultural and education opportunities.
- That it is safe, pleasant, has decent services and is generally comfortable.
- The availability of services to its citizens but the services should not be available to non-citizens nor not-taxpayers.
- The good services provided - such as good police work and the lovely parks which are taken care of well.
- The people here & the services.
- The quality and efficiency of services, such as police, fire, trash collection, etc...
- The recycling effort the government puts in. The outdoor appearance of parks and woods.
- The recycling options and availability.
- The schools and public services.
- The services, people, environment.
- The tradition of & commitment to excellent services, good government and progressive policies.
- Upscale restaurants and shopping in the downtown areas in addition to great county services.
- White collar community. Climate compared to most of the USA.

Cultural opportunities

- Accessibility to cultural opportunities.
- Availability of arts & culture, good parks, diversity of cultures.
- Convenience, culture, no natural disasters, affluent community, shopping, comfortable home, low crime, good services, recreation.
- Cultural variety, good & easy transportation to downtown DC!
- Culture, shopping.
- Diversity, culture, cleanliness, reputation.
- Environment, schools, culture.
- Excellent schools, cultural activities, emergency services.
- Good access to cultural events, restaurants, public parks, stores & public schools (good education for tax dollars).
- Parks, schools, cultural arts events/arenas.
- Proximity to amenities (cultural, restaurants and services).
- Proximity to family, recreation, services, culture.
- Suburban with big-city quality of services and cultural and education opportunities.
- The cleanliness of the streets, roads, attention paid to vegetation, tree trimming, sanitation, availability of arts & arts centers, excellent shopping, malls, houses of worship, military facilities.
- Variety of activities such as cultural, recreation and entertainment.
- Wealth of cultural and recreational activities.

Sense of community/family/friends/neighbors

- Community environment.
- Friends & remembering how it used to be here.
- Friends and relatives.
- Generally safe environment, strong churches, good parks & trails, good shopping base, most county services, community.
- Grandchildren near by.

- I am close to my family.
- I am close to my parents.
- I like the sense of community and the school system.
- I like the welcoming environment which is a slower pace than DC.
- It's a lovely place to live with pleasant neighbors.
- Libraries, community, parks.
- Low crime, good schools, strong communities.
- My home, my community, my family and friends.
- Nice place to raise a family, quiet neighborhoods, police involvement, parks, recreational facilities/activities.
- Overall attitude of people towards one another.
- Overall.
- Parks, public schools, sense of community.
- Pleasant people.
- Proximity to family, recreation, services, culture.
- Quality of my neighbors.
- Schools, trails, sense of community.
- Sense of community, access to parks & recreation.
- Sense of neighborhood & educational opportunity.
- Small town feel.
- Strong community, diverse-pays attention to education, quality of life as well as those in need.
- The convenience of daily activities, shopping, eating, parks, family in area.
- The friendliness of its people and the efficiency of its government.
- The lovely local neighborhood that I live in. Burnt Mills Hills - and wonderful neighbors.
- The only family I have are here & my church.
- The people here & the services.
- The people/jobs.
- The services, people, environment.
- Very friendly.
- Vibrant communities.

Jobs, economic stability, property value

- A lot of jobs, good library system, good public education.
- Affluent county with good schools.
- Close to job.
- Close to my job.
- Close to work.
- Closeness to DC, airports, relative wealth.
- Closer to work and availability of public transportation.
- Convenience to my work place.
- Convenience to shopping and getting to work.
- Convenience, culture, no natural disasters, affluent community, shopping, comfortable home, low crime, good services, recreation.
- Diversity: the drawing force for the economic vitality of the county. I give high marks for public safety.
- Economics, education.
- Employment opportunities.
- Employment opportunities.
- Excellent job opportunities, revitalization downtown Silver Spring.
- General comfort level, access to what I like and want, close to work.
- Good job opportunities, low violent crime rate, good neighborhood, good parks.
- Good salary in DC for legal secretaries. However, if I could go back six years, I probably wouldn't move here again.
- It is a good place to work, because there are many jobs in this county as compared to the neighboring counties.

- It is close to everything - church, work, interesting places, shopping.
- Job opportunities.
- Jobs for young people.
- Jobs, library system, schools.
- Jobs.
- Jobs.
- Jobs/location/diversity.
- Liberal politics - not in Virginia. Proximity to DC & 3 airports. Affluence.
- Location for work, good to be close to DC.
- Location, parks, recreation programs, job opportunities, urban centers, (Bethesda, Silver Spring), road maintenance.
- More jobs to be had - people in this elected jobs need to get out and look around - get out of the office.
- My kids have jobs.
- Pay scale is best.
- Pleasant, orderly - good mix of retail services in all ranges ample employment opportunities.
- Property value & jobs remain constant.
- Provides a high income.
- Proximity to my employer.
- Proximity to my employer. Moved here because of schools no longer have school aged children.
- Public transportation, employment opportunities, safety.
- Safety, cleanliness, stability, my rental property values have gone up.
- Schools, job opportunities.
- The business friendly environment and opportunity for growth of my business for residential services.
- The job market. The farms.
- The people/jobs.
- Tons of recreation, good public transportation, lots of jobs.
- Very pleasant place to live and work. Attracts good people. Relaxed atmosphere.
- White collar community. Climate compared to most of the USA.
- Work opportunities.
- Work.

Good government/planning

- A sense that Isaiah Leggett cares about slowing growth & creating affordable housing, helping immigrants, among other things.
- A slower pace of growth than in VA counties.
- Fast growth, overall development, better air quality, school system, recreation.
- For the most part the county is clean and is headed in the right direction - visionary, forward thinking.
- Good government.
- Great planning & environment.
- High standards of public services, honesty of officials.
- I feel it keeps up with progress & coping with problems.
- I feel that we have a very good County council and good services available to most but we need to do more for our senior citizens.
- It is progressive - seems to care about people - a lot is available.
- Its government.
- Liberal politics - not in Virginia. Proximity to DC & 3 airports. Affluence.
- Low crime rate, good public schools, progressive in nature.
- Nice planned communities/neighborhoods, close to metro-nice new downtown.
- Openness of government, diversity of residents, quality of government services.
- Organizations, progress, direction, taxes, funds spent.
- Police, fire, emergency & ambulance services - good place to live, elected officials very helpful.

- Proximity to DC - forward thinking proponents of sustainable redevelopment - cool counties pledge - smart growth - education system.
- Public education system (k-12 and Montgomery College), good infrastructure and services, progressive governing philosophy.
- Responsiveness.
- The blend of the natural and urban environment. Image of commitment to smart growth.
- The county is generally well planned with respect to community development and master planning.
- The court system.
- The friendliness of its people and the efficiency of its government.
- The new town center in Rockville city - outstanding! Well planned, designed and completed. Excellent job done!
- The tradition of & commitment to excellent services, good government and progressive policies.
- They are trying.
- Upscale, educated, well run.

Other

- A place to live.
- A very good place to stay.
- Advancements in technology and services for seniors.
- Affordable health insurance.
- Ambience, variety.
- Available space for suburban lifestyle.
- Came 35 years ago from Kansas, we are stuck here.
- Close to DC, lots of history, diverse population (a + and a -) we must spend tons of $$ for translation.
- Committment to the environment - recycling, clean air & water, green space.
- Compared to other counties, I prefer Montgomery County.
- Doug Duncan is no longer the County executive. The Kentlands.
- Everything that I want is in MC. It is becoming more difficult to live here.
- Excellent job opportunities, revitalization downtown Silver Spring.
- Familiarity.
- Free composting bins & mulch, agriculture that is accessible such as Butler's Orchard and other pick-your-own operations.
- Generally a good place to live but rapidly losing attractiveness due to over building of residential & commercial resulting in horrendous traffic.
- I always like living in Montgomery County.
- I am a homeowner waiting to sell my place.
- I am very disappointed in the housing and look to move further north.
- I do not know.
- I don't, that is why I am looking to leave the county within the next few years.
- I like it here very much but I may have to move because the taxes are too high for a retired widow with fixed income.
- I like the country atmosphere where I live though it is in the city.
- I like the wildlife, most of all the deer.
- I liked it most in its yesteryear.
- "I live in ""Leisure World"", Silver Spring - what more can I say!!"
- I moved here in 1951 and I still like it, but I wouldn't take a walk by myself.
- It has a lot to offer with mental illness for children - also has a lot to offer entertainment & socializing.
- It has been a wonderful place to live in for 59 years to raise my family and to retire.
- It runs okay for the most part. But I'm paying very high taxes, and there are some glaring problems (traffic congestion is terrible and crime rates are too high).
- It suits our needs, we are 75 & 82.
- It's comfortable, it has everything I need.
- Its safety & I absolutely love it here!

- It's still civilized, i.e. upper to middle class.
- Lifetime resident, nothing about it.
- Living.
- Memories of Montgomery County 1950's thru 1980's is better than present time.
- Montgomery County tries! And there is success. I live in Montgomery Village which gives me a favorable impression. Life here in the village is very good, but outside I have issues.
- Montgomery County used to be a great place to live - not anymore ████████████████████████ ████████████████████
- Most everything works most of the time. I think I am a part of a community of common interest, living together amicably.
- Most of the road I saw when the bus stopped for the passenger - it blocks the road, if there was a space for the bus do not block the traffic is better.
- Most things.
- Neutral.
- Northern Montgomery County - not quite as crowded.
- Not a whole lot.
- Not much anymore. We've been here 37 years and entitlements at our expense have gotten out of hand.
- Not much.
- Not sure - very expensive to live here!!!!
- Not this questionaire - it will produce meaningless results.
- Nothing, I have lived here 49 years and only see the county future as poor.
- Nothing, the council & the executive are totally owned by the teachers & other unions in the County. As a result, it is only important to the council & the executive what is desired by the unions agenda.
- Nothing-it has a terrible council & leader, not all caring about most issues and is very blessed in many ways.
- Opportunities, cleanliness, reputation, diversity.
- Opportunities.
- Opportunities.
- Pace of modern life.
- Progressive views of the residents.
- Rebirth of lower county cities - Silver Spring, Bethesda, Wheaton.
- Relative to other places its very good, but always room to improve.
- Safety, level of population.
- Schools, parks, Poolesville.
- Seems to work well, recycling effort - residential & business, love the transfer station!
- Service for foreigners and publicity for such a service.
- So far, I most like no longer living in DC, where most city agencies are dysfunctional, including ones that affected me personally and where I lacked full voting. I enjoy voting here but I haven't lived here long enough to know much about the rest. I like the treatment of immigrants here compared to what I see in Virginia.
- Some of the improvements going on in Silver Spring. Also, the move to full day kindergarten.
- Tax credits, recreation services.
- The area!
- The community is very clean. I would love to stay here, I am ready to buy but can not find anything in the Montgomery County. I am forced to look in PG. Nothing I can do to stay here. Housing is extremely high.
- The roads.
- The variety of programs for our community.
- Town center!
- We arrived here in 1957. It is a good place to live still but has suffered seriously due to high growth rate, a relative decline in the overall quality of the public schools, the flood of immigrants with accompanying strains. The lack of affordable housing and a booming increase in the very rich.
- Weather.
- What I like most about Montgomery County today is being able to go outside.

Question 16: What most needs to be improved/fixed about Montgomery County?

Traffic congestion/flow

- A road from east to west. Traffic speeds & traffic lights reviewed.
- Bad traffic.
- Building/development/growth/population density increasing too much. Traffic/air quality.
- Concerned about general growth in the Wheaton area. Traffic is congested enough without more apts & homes being added with more ????, etc...
- Congestion on route 355 though I don't know how can be avoided with the amount of retail & commercial facilities located on this street.
- Congestion, more metro lines, more bike paths & pedestrian friendly neighborhoods, aggressive drivers, deer over population.
- Congestion, over-crowding, cramped new development.
- Constant road work, which seems too slow, affects traffic, especially rush hour. Traffic in general.
- Continued emphasis on safety, improved roadways to ease traffic congestion.
- Cost of living (which is why we would not plan to retire here), traffic congestion.
- Crime rate needs to be lower & traffic congestion problems need to be addressed and real action taken on both.
- Crime, traffic.
- Cross country traffic.
- Easing congestion on streets such as Route 355.
- GA traffic.
- Health care traffic.
- Highway traffic!!!
- Highways, parking - not enough & too expensive, heavy traffic.
- Housing costs, traffic and over population.
- Housing costs, traffic.
- Housing/building increase which impacts traffic patterns. Traffic lights not syncronized. Taxes especially for senior citizens (not a senior citizen, but have relatives that are). Schools get a lot of taxes but childrens education is poor.
- How come liquor control is not listed in q9 as a county service? It is time to terminate county liquor control. Growth, zoning and traffic.
- I-270
- I-270 corridor, parking @ metro, more commuter friendly using public transport.
- Illegal immigration & crime, traffic & over development.
- Illegal immigration, traffic, slow the growth, improve metro bus service (more buses) down Georgia Ave. There are too many problems to list. Politicians need to take buses, walk the streets (or drive through) and talk directly to residents before making laws or decisions about additional housing, etc... They are supposed to be one of us. Why do politicians wait until something gets worse before they try to do anything to correct it? No common sense! About those retiring now and soon to retire: they are leaving Montgomery County and the state of Maryland. It is too expensive to live here. When the county has too many people (due to additional housing and over crowding) more services are needed: police, etc... It is putting a strain on health providers and getting into doctors offices takes longer. I see Georgia Ave, Randolph Road, etc...as total gridlock in the future. This is a small town and there should have been slower growth. I see this county going downhill and it is affecting this (me) long time resident for the worse. People spit on sidewalks, take grocery baskets, solicit (ask me for money) petty cash .50-$5.00 walking the streets (I'm walking by them) and the list goes on. This is not the county I grew up in.
- Influx of immigrants, housing, traffic and ridiculous amount of commercial development (how many stores do we need?)
- Install monorail(above ground) on 270 to reduce traffic & reduce adding lanes.
- It is too expensive to live here. Traffic is pretty bad.
- Job availability. Less congestion. Cost and quality not comparable - huge factor! When people spend money, no matter how much, they want quality - not in Montgomery !
- Keep working on traffic (autos, etc) situation. Make it safe for pedestrians, especially at street crossings. What happened to the 4-way stops at busy corner intersections? In rush hours - pedestrians count.

- Lack of bike and walking trails to more easily get around without a car in non-city areas, traffic congestion, time it takes to get road work done-adding to congestion.
- Land use planning, traffic, affordable housing.
- Less taxes. Traffic control. Control of illegal immigrants.
- Mc mansions, traffic.
- More affordable housing, lower taxes, traffic on 270.
- More hot chicks, less traffic, less illegal immigrants.
- More public transportation & less traffic congestion, ???? Individual car use, more bike lanes & foot paths please.
- Needs to fix traffic & electrical outage problems. Housing bubble.
- Not enough road ways for traffic.
- Now that Phillips Farm will be replaced by mostly townhouses & multilevel condos, there will be many more cars on the road, rush hour 5am-7pm and even more trailers outside schools. Who's job is it to control growth? Impact on resources? Affordable housing availability? Instead of only incoming money.
- Our schools, traffic, population growth, affordable housing.
- Over development is out of control-makes more traffic and congestion on roads.
- Pace of growth - traffic.
- Parking and traffic problems.
- Parking!!! Traffic!!!
- Parking, traffic, loitering.
- Pedestrian safety, traffic congestion, availability of bike paths.
- Planning/development in coordination with infrastructure (roads/traffic).
- Police misconduct, handling of traffic, less construction, a real crisis center, more assistance to those with financial/health difficulties, less expensive electricity.
- Police, traffic.
- Population growth which lead to more traffic issues. Overcrowded housing due to the cost of living.
- Random crimes of violence - dreadful traffic. Building codes (if any).
- Rapid growth and traffic.
- Rate of development - traffic and transportation.
- Reduce traffic congestion. Increase funding for libraries.
- Reduction of traffic.
- Relieve traffic congestion.
- Road conditions and traffic flow.
- Road improvements, traffic management.
- Road repairs, congestion, parking.
- Roads - they do not adequately handle the volume of traffic due to all the building. Not enough bike paths.
- Roads & traffic control.
- Roads are getting too overcrowded (270-beltway etc...) Too many people moving to MC. It's getting over crowded too much building new homes. Home prices way too much.
- Roads are too congested, infill takes open space, mc mansionization, planning (Clarksburg - fiasco).
- Roads, taxes.
- Roads, traffic, crime.
- Roads/routes to handle the ever increasing traffic of development, animal tax especially on owners of dogs, the dog population has increased tremendously and laws are being disregarded. I fear too much littering & spread of disease will insue. Many are not kept on leashes-unsafe. This problem has to be addressed now.
- Rush hour traffic.
- Smart sustainable growth and better traffic planning. (Will the Montrose Rd project help at all)?
- Social services for illegal immigrants should be limited. Traffic congestion. Since our homes value goes down, property tax should also go down. Crimes/burglary.
- Some roads and streets there need to be fixed. The bad traffic in some areas.
- Street traffic - too many cars on main roads, speeders.
- Taxes are too high, too much traffic.

- Taxes, traffic, service attitude.
- The blocking of intersections/too many illegal aliens.
- The roads and traffic enforcement laws.
- The traffic continues to get worse due to the over-development-within 1 mile of my house 3 big housing developments have been started.
- The traffic is very bad. Property & income taxes are high - not a great place to retire.
- The traffic needs the most improving. Also there needs to be more bridges between Montgomery County and Northern VA.
- The traffic situation.
- The traffic! And too much multiple housing (like condos) being added which just increases the traffic (like the TH/condo development I-270/Montrose Rd) on major highways. Nothing is being done about the roads.
- The whole government and the awful police force or should I say radar force! Traffic is horrible.
- "There are too many rude people. Too much traffic & parking congestion. The ""piggyback"" tax is too high. The county is too accomodating of developers and illegal immigrants. We need fee-er east-west travel (the ICC). We need another bridge to northern Virginia. We need intelligent zoning, not sprawl."
- Too congested, traffic a-w-f-u-l.
- Too crowded, traffic is tough!
- Too many cars on the roads. Get rid of county liquor stores.
- Too much building in empty land, over building in city center (Silver Spring, Bethesda) - too much traffic also.
- Too much building of residential areas in small areas which greatly affects traffic especially the Wheaton area. A lot of building but no interest in dealing with traffic problems.
- Too much housing being built. Beggars/homeless begging on corners (or in middle of roads). Traffic, infrastructure, road conditions (new bridge to VA) people crossing roads in wrong places/jay walking.
- Too much population growth has made housing unaffordable and roads crowded.
- Too much traffic, expensive.
- Traffic - Bethesda/Rockville pike (commercial area) is too congested.
- Traffic - commuting time, more recreational opportunities for kids, families, we need to prepare for the huge number of seniors in the coming years.
- Traffic - congestion, speeders, red light runners - need more traffic stops by police.
- Traffic - education - immigration.
- Traffic - Montrose Rd reconfiguration ridiculous, cost of living in this county is absurd.
- Traffic - way too much development, leading to way too much congestion. Rush hours are ridiculous, even in neighborhoods, trying to get to 495 or 270.
- Traffic & affordable housing are the biggest issues in MC.
- Traffic & affordable housing.
- Traffic & affordable housing. Choice in cable providers, Allegheny power poor, my power goes out regularly (the main breaker pops).
- Traffic & congested roads - especially where more building is being done!!! Make big businesses & developers of new road costs.
- Traffic & congestion in Bethesda due to continuing development.
- Traffic & congestion, many roadways need repairs. Lower personal property taxes.
- Traffic & crime.
- Traffic & crowding.
- Traffic & growth.
- Traffic & housing planning.
- Traffic & increasing cost of housing.
- Traffic & lack of affordable housing.
- Traffic & pace of growth.
- Traffic & population growth control.
- Traffic & road conditions.
- Traffic & road repair.
- Traffic & wages.

- Traffic (need more emphasis & improvement in telecommuting options & online services).
- Traffic and congestion - needs to slow growth of new buildings and overcrowding.
- Traffic and growth.
- Traffic and house prices.
- Traffic and illegal immigrant overflow!
- Traffic and parking.
- Traffic and quality of life and over development that is not community centered.
- Traffic and road condition. Cost of living and housing price.
- Traffic and taxes are horrible.
- Traffic and the ability to get places (walking and driving) safely!
- Traffic and the county is too expensive.
- Traffic and the price of housing going through the roof.
- Traffic but can't do much about that. Too much building.
- Traffic can be horrible in town (Silver Spring) & it feels very dirty, sidewalks and city land (trash on roads).
- Traffic conditions.
- Traffic conditions.
- Traffic congestion - 270 corridor, Rockville (355), more senior citizen services.
- Traffic congestion - controlled growth.
- Traffic congestion - ICC is not the answer - more public transportation needed.
- Traffic congestion - more safe pedestrian cross-overs on busy roads. I.e.: Conn Ave, Rockpike, Old Georgetown Rd, etc...
- Traffic congestion on major arteries.
- Traffic congestion, flow & enforcement. There are many intersections where drivers impede the smooth flow of traffic because they are not abiding the rules, like ignoring no left turn or right turn only markings.
- Traffic congestion, lower the taxes, lower crime, make it safer @ night, increase efficiency of some government services: I see 3 people collecting one trash can in the public park & it takes them about 2 times what it would me at age 74! And a woman.
- Traffic congestion, mental health services, affordable housing.
- Traffic congestion, no bilingualism - English only - I hate Spanish. No illegal immigrants, no attractive welfare.
- Traffic congestion, not enough affordable housing.
- Traffic congestion, over building, parking-dumb limitations on parking meters.
- Traffic congestion, slow development and growth (suburban sprawl). Cut services to illegal immigrants to discourage overpopulation.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion. Land use planning, there is serious overbuilding.
- Traffic control and road repair.
- Traffic control in downtown SS and Bethesda.
- Traffic control, mass transit, cost of housing.
- Traffic crawls on too many roads. ICC will not solve east-west travel issues. Need purple line!! Senior services will be a pressing issue along with immigrant needs (schools, housing, health, jobs).
- Traffic enforcement, pedestrian law enforcement & safety, disabled persons access, bicycle lanes & accessibility.
- Traffic flow during rush hours.
- Traffic flow on roads & streets.
- Traffic flow, commercial and residential developers should pay more for the impacts of development.

- Traffic flow, public transportation, over usage of photo enforced traffic cameras, connection to public utilities for homes on well & septic system, competition in access to cable system.
- Traffic flow.
- Traffic flow.
- Traffic from 270 to 495 - more direct route to PG County.
- "Traffic gets worse all the time, am not happy with school curriculum under ""no child left behind""."
- Traffic is a mess!
- Traffic is awful. There should be more cable providers. Housing needs to be more affordable for people who make $35,000 - 40,000.
- Traffic laws, traffic enforcement, aggressive drivers, drinking water quality is awful, phase out polluting ride-on buses!
- Traffic management, taxes - too high - need better balance, i.e. more commercial.
- Traffic patterns - road enlargements.
- Traffic problems.
- Traffic problems.
- Traffic reduction.
- Traffic relief.
- Traffic situation.
- Traffic!
- Traffic! Traffic! Traffic!
- Traffic!!! 270 South is a disaster area in the mornings and north at night.
- Traffic, affordable housing.
- Traffic, affordable housing.
- Traffic, affordable housing.
- Traffic, congestion, over growth.
- Traffic, congestion.
- Traffic, control of growth, crime.
- Traffic, cost of government, need to be more responsive to business.
- Traffic, crime & environment.
- Traffic, crime, population over growth and affordable housing.
- Traffic, crime.
- Traffic, development/growth (needs to be reduced).
- Traffic, growth, congestion.
- Traffic, hence growth.
- Traffic, housing costs, crime, police responsiveness.
- Traffic, housing prices.
- Traffic, housing, jobs, taxes.
- Traffic, lack of employment growth.
- Traffic, more affordable housing.
- Traffic, parking in Bethesda & Rockville town center area.
- Traffic, public schools.
- Traffic, road conditions, extremely expensive real estate.
- Traffic, roads, too many housing, stores smashed into areas. More police patrol.
- Traffic, roads.
- Traffic, slower growth.
- Traffic, taxes, connect Silver Spring & Bethesda on red line metro.
- Traffic, too rapid growth.
- Traffic, we need better public transportation options, look at the European models, is cheaper, more routes covered, people use them.
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- Traffic.
- Traffic. Crime.
- Traffic. ESL - much more needed for immigrants.
- Traffic. Illegal immigration - control.
- Traffic/development.
- Traffic/over building of condos/need to stop.
- Traffic/public transit.
- Traffic-growth which affects traffic.
- Transportation - slow growth - traffic.
- Transportation & traffic, school system, more jobs.
- Transportation, not just traffic but pedestrian safety, ability to improve schools in east side of county.
- Unchecked commercial/residential growth, traffic congestion.
- We need the intercounty connector built now! Traffic is horrible on beltway 3pm on. We also need a new bridge to Virginia. Need to insist that large new homes have solar panels to create enough energy to offset their size. Also, reduce heights of new homes in established neighborhoods.

- Workers need to live closer to work (or vice versa) to lessen traffic & energy waste. Illegal immigration must be stopped. Control spending.

Taxes/property taxes - too high

- Adjust taxes for retired people and people with no children.
- Affordable housing and incentives/assistance to first time home buyers. County is way more expensive in taxes than counties in Northern VA but provides much less programs for mid level salary families - we make 100k combined and struggle to meet housing needs.
- Change tax level so I can retire here.
- Changing the tax and spend attitude - the county has had for lo all these years. I see ride on buses running in a near by neighborhood that seldom (almost never) have more than two riders! Cabs for them would be less expensive.
- County taxes are too high, stop anti-development & personal regulation, stop policies forcing residential urbanization of downtown areas.
- Government waste. High taxes. Infrastructure. Police are arrogant and disrespectful.
- High taxes - and getting higher.
- High taxes for legal citizens to support services for illegal immigrants. Enforcement of laws. Building on every green space. More pedestrian friendly streets and sidewalks. Listen to residents. Traffic control. Bring back English - I don't understand Spanish.
- Housing prices, taxes.
- Housing/building increase which impacts traffic patterns. Traffic lights not syncronized. Taxes especially for senior citizens (not a senior citizen, but have relatives that are). Schools get a lot of taxes but childrens education is poor.
- I am furious that my taxes support any services for illegal immigrants. If you have money to burn, lower taxes. I also think that there is a complete lack of planning for the south half of the county. The population of Bethesda is becoming as dense as New York City.
- Improving senior citizen needs. Give tax break to senior citizens.
- Learn to live within budget. Reason/need for increased county revenue should be explained to all tax payers.
- Less property tax.
- Less taxes.
- Less taxes. Traffic control. Control of illegal immigrants.
- Local taxes are way too high, rents are skyrocketing for apts in the better areas.
- Lower taxes and housing.
- Lower taxes on real estate.
- Lower taxes!
- Lower taxes, better schools, less worry about illegal immigrants, better lighted roads, sidewalks and older roads.
- Lower taxes, less government, less rules.
- Lower taxes, make it less expensive to live in. Improve the public schools, have English speaking environment.
- Lower taxes, reduce the size of government.
- Lower taxes.
- Lower taxes.
- Lower taxes.
- Lowering housing taxes.
- More affordable housing, lower taxes, traffic on 270.
- More effective use of money - especially for schools. Hard to raise taxes.
- No more tax, more affordable housing.
- Paying too much taxes.
- Planning more compact pedestrian access neighborhoods, reduce taxes.
- Population density (too dense) is a problem. Increasing crime. High taxes. County government does too much, i.e.: Strathmore, Black Rock, Rockville Town Center.
- Property tax.
- Property taxes appear to be too high.
- Property taxes are way too high. Much over actual value! Immigration control! County policy is wrong!!
- Property taxes must be lowered.

- Reduce real property consolidated tax.
- Responsiveness of county employees to problem brought to their attention - repeatedly. Between property taxes, state income taxes, water & sewer & road congestion, we will not be able to retire in Montgomery County.
- Roads, high taxes, too few services for mid-income households, out of control growth.
- Roads, taxes, crime.
- Roads, taxes.
- Roads/taxes too high/building large homes people can't afford.
- Senior property tax credit: the annual household income was sensibly raised to $64,000. Why was the combined household net worth limit left at $200,000? Do you think this is an excessive amount of savings for retirement, relative to $64,000 income.
- Social services for illegal immigrants should be limited. Traffic congestion. Since our homes value goes down, property tax should also go down. Crimes/burglary.
- Stop out of control development (town houses esp.), moratorium on property taxes (they are way too high). In 7 years my property taxes have almost doubled from 2800-4800, but I have seen no increase in services. My kid's classroom is in a trailer at Takoma Park Elementary.
- Tax rate is too high.
- Taxes & electric cost too much!! Water (tap water) could be better. A bit too much loitering.
- Taxes are extremely high for an individual making $50k or less and affordable housing.
- Taxes are too high! Housing tax and state income tax higher than other counties.
- Taxes are too high, duplication of services in the county, more green space, less commercial development.
- Taxes are too high, too much traffic.
- Taxes are too high.
- Taxes are too high.
- Taxes are too high.
- Taxes are too high. Permitting services (DPS) is completely broken, staff rude & unknowing. Need more police.
- Taxes too high.
- Taxes too high. Government too big, trying to be everything to everybody.
- Taxes too high. Too much development. Lack of enforcement of immigration laws - this can force out the middle class by driving down average hourly wages.
- Taxes, traffic, service attitude.
- Taxes.
- Taxes.
- Taxes.
- The continuing escalation of real estate and other taxes.
- The tax system for real property & sales tax issues w/MD tax returns.
- The traffic is very bad. Property & income taxes are high - not a great place to retire.
- The very high cost of living expenses. This includes housing taxes.
- "There are too many rude people. Too much traffic & parking congestion. The "piggyback" tax is too high. The county is too accomodating of developers and illegal immigrants. We need fee-er east-west travel (the ICC). We need another bridge to northern Virginia. We need intelligent zoning, not sprawl.
- Too much building - both residential & commercial. Taxes - low & middle class.
- Traffic & congestion, many roadways need repairs. Lower personal property taxes.
- Traffic and taxes are horrible.
- Traffic congestion, lower the taxes, lower crime, make it safer @ night, increase efficiency of some government services: I see 3 people collecting one trash can in the public park & it takes them about 2 times what it would me at age 74! And a woman.
- Traffic management, taxes - too high - need better balance, i.e. more commercial.
- Traffic, taxes, connect Silver Spring & Bethesda on red line metro

Affordable housing/rent too high/cost of living

- "Purple line" style connectivity in inner county for public transit, bikes...movement toward low or zero carbon emissions, more affordable housing, lower property taxes in exchange for higher sales tax.

- Adequate low-housing (affordable).
- Affordability for teachers & other service providers.
- Affordable house.
- Affordable housing - not just rental property over run with illegal immigrants.
- Affordable housing - rent has just gone too high!!!!!!!!
- Affordable housing & less growth. Better public transportation.
- Affordable housing & social services for those in need.
- Affordable housing and child care.
- Affordable housing and incentives/assistance to first time home buyers. County is way more expensive in taxes than counties in Northern VA but provides much less programs for mid level salary families - we make 100k combined and struggle to meet housing needs.
- Affordable housing and more child care facilities.
- Affordable housing and the encroachment of commercial businesses and infrastruction on natural landscape.
- Affordable housing for employees of the county. Current guidelines do not meet the needs of the "average" person struggling to afford high housing costs.
- Affordable housing for low-moderate income homes, more clinic/health care facilities-such as prenatal, emergency walk-in, immunization clinics.
- Affordable housing for seniors.
- Affordable housing for services.
- Affordable housing for the middle class.
- Affordable housing of adequate square footage for first time buyers.
- Affordable housing! There isn't any for low income families like ours.
- Affordable housing!!!!! Public transportation.
- Affordable housing(no more luxury condos! & mansions) & the illegal immigration problem.
- Affordable housing, congestion, limit growth.
- Affordable housing, eco sustainability of new homes and schools.
- Affordable housing, mandatory that immigrants learn English & accept it as our official language. All election ballots must be in English.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing/crime.
- All of #13.
- Availability of affordable housing, availability of Medicare for low income people.
- Better affordable housing so I could afford to retire in MC. I will have to move if things continue to go up.
- Better housing opportunities. More affordable housing would be incredibly useful.
- Better services for low income such as housing, job training, education - more bike paths, more programs for people suffering from addiction, specifically women & children.
- Build affordable housing.
- Change fees & surcharges to visable taxes so we can see what services cost. More affordable housing.
- Cheaper rent.
- Control development - too many luxury condos - affordable housing options are a thing of the past. More effort in public transportation/bicycling solutions, less regarding the stupid ICC!
- Cost of living (which is why we would not plan to retire here), traffic congestion.
- Cost of living.
- Create more affordable houses for the newest arrival of immigrant population.
- Crime, affordable housing.

- Greater supply of affordable housing.
- Health services for seniors and people with disabilities. Low income housing for low-income immigrants, health care.
- High taxes, racial divide and prejudice from police.
- Housing costs, traffic and over population.
- Housing costs, traffic.
- Housing costs.
- Housing costs. Health care.
- Housing is very expensive. It is difficult to most residents to rent even a lower priced apartment with a one job income.
- Housing opportunities.
- Housing prices and neighborhoods.
- Housing prices, taxes.
- Housing prices.
- Housing rates.
- Housing, medical services, financial assistance, lower taxes.
- Housing.
- I would love to retire in MC, but it costs too much to live here on a fixed income.
- Illegal immigrants, cross walk lights and it isn't long enough to get across streets, caps on condo fees.
- Illegal immigration. Overcrowding in homes w/unrelated people due to lack of affordable housing. High cost/lack of health insurance for blue collar workers.
- Influx of immigrants, housing, traffic and ridiculous amount of commercial development (how many stores do we need?)
- It has become a two class area - extreme upper-middle class and borderline poverty - most of the county employees being in the second category.
- It is a very expensive community for retirees. There is a large diverse population which needs to be educated and assimilated. Crime worries me.
- It is expensive to live here and the growth is too fast more and more.
- It is too expensive to live here. Traffic is pretty bad.
- Land use planning, traffic, affordable housing.
- Local taxes are way too high, rents are skyrocketing for apts in the better areas.
- Lower taxes and housing.
- Lower taxes, make it less expensive to live in. Improve the public schools, have English speaking environment.
- Montgomery County needs affordable housing in safe neighborhoods.
- Montgomery County needs rent control.
- More affordable homes.
- More affordable housing, lower taxes, traffic on 270.
- More affordable. More free parking. Better maintenance of the roads.
- More jobs, places to live.
- Need affordable housing for moderate income earners who do not qualify for section 8, Gaithersburg library is awful & the library system as a whole, especially the book collection, need resources. Also, Comcast is the worst service provider & there are no other options. We need a choice of providers.
- Need the purple line and affordable housing.
- Needs more "shelf" space - every person needs a safe bunk to sleep in, a locker to put clothes in, a shower/toilet. More small studios-very small (like RV) so people can afford to rent for $200-400 a month. Need privacy.
- Needs to fix traffic & electrical outage problems. Housing bubble.
- No more tax, more affordable housing.
- Now that Phillips Farm will be replaced by mostly townhouses & multilevel condos, there will be many more cars on the road, rush hour 5am-7pm and even more trailers outside schools. Who's job is it to control growth? Impact on resources? Affordable housing availability? Instead of only incoming money.
- Over development, over crowded schools, over priced housing.
- Over development/over crowding. Quality of education & educational standards. Cost of living.
- Overcrowding, expensive cost of living, density increasing.

- Pedestrian safety, affordable housing, speed of growth.
- Population growth which lead to more traffic issues. Overcrowded housing due to the cost of living.
- Potholes in streets, homeless sheltered, more low cost housing and aids for seniors.
- Property taxes too high.
- Provide more affordable housing.
- Reasonable house appropriate for common person.
- Recently became a single mother - affordable & safe housing!
- Rent is too expensive.
- Rent.
- Roads and housing.
- Roads are getting too overcrowded (270-beltway etc...) Too many people moving to MC. It's getting over crowded too much building new homes. Home prices way too much.
- Roads, affordable housing.
- Roads/taxes too high/building large homes people can't afford.
- Schools, crime, illegal immigration, affordable housing.
- Services and housing for poor and homeless and working poor, & to some extent moderate income, better public transportation.
- Stop the "infilling" of houses - especially in older neighborhoods. Stop the "mansionization" of houses. Make houses more affordable. Need more green space.
- Taxes & electric cost too much!! Water (tap water) could be better. A bit too much loitering.
- Taxes are extremely high for an individual making $50k or less and affordable housing.
- The cost of new homes to keep younger professionals in this area. I wish i could find a home to stay here in my range- $200-210k.
- The increase in cost of living and housing is not sustainable and represents a serious burden on the middle class.
- The landlord system, making them more responsible for their properties they manage if they're going to charge as much as they do for rent.
- The rent is too high in Montgomery County. You pay too much for an apartment. Also electricity w/BGE is too high for an apartment. Some jobs pay too low of wages and you are struggling to make ends meet.
- The very high cost of living expenses. This includes housing taxes.
- To increase the minimum wage because prices of things keep going higher.
- Too expensive & having such a large immigrant population puts a drain on county services such as schools & legal services.
- Too expensive. Need affordable buying opportunities for houses.
- Too much population growth has made housing unaffordable and roads crowded.
- Too much traffic, expensive.
- Traffic - Montrose Rd reconfiguration ridiculous, cost of living in this county is absurd.
- Traffic & affordable housing are the biggest issues in MC.
- Traffic & affordable housing.
- Traffic & affordable housing. Choice in cable providers, Allegheny power poor, my power goes out regularly (the main breaker pops).
- Traffic & increasing cost of housing.
- Traffic & lack of affordable housing.
- Traffic and house prices.
- Traffic and road condition. Cost of living and housing price.
- Traffic and the county is too expensive.
- Traffic and the price of housing going through the roof.
- Traffic congestion, mental health services, affordable housing.
- Traffic congestion, not enough affordable housing.
- Traffic control, mass transit, cost of housing.
- Traffic is awful. There should be more cable providers. Housing needs to be more affordable for people who make $35,000 - 40,000.
- Traffic, affordable housing.

- Traffic, affordable housing.
- Traffic, affordable housing.
- Traffic, housing costs, crime, police responsiveness.
- Traffic, housing prices.
- Traffic, housing, jobs, taxes.
- Traffic, more affordable housing.
- Traffic, road conditions, extremely expensive real estate.
- Utility expenses, crime, photo vehicle tickets, traffic, poor bike path setup(dangerous to ride on streets) need more bike paths, more restaurants along GA Ave, illegal immigration control

.Improve infrastructure (roads, bike paths, pedestrian crossings)

- **Please continue support to the schools!!** need more parking @ Glenmont metro station.
- A road from east to west. Traffic speeds & traffic lights reviewed.
- Anti business attitude must stop. More freeways needed. (ICC). Outer beltway crossing Potomac. Between American Legion Bridge and Dickerson.
- Better metro access. More town center development. ICC-would like it.
- Bike/walk path along Beach Drive needs to be repaired/improved.
- Build more roads, driving in this area is impossible. Crime rates are too high - hire more police, stop building so much low-income housing. Taxes should come back to the people who pay them, build more roads and spend less on services for the poor.
- Congestion, more metro lines, more bike paths & pedestrian friendly neighborhoods, aggressive drivers, deer over population.
- Continued emphasis on safety, improved roadways to ease traffic congestion.
- Do not build ICC - instead use the highway funds to improve local existing roads and the capital beltway!
- Existing infrastructure and scale of development projects.
- Good roads.
- Government waste. High taxes. Infrastructure. Police are arrogant and disrespectful.
- Having Comcast not the only choice for cable services. Waiting for years for road repair. Services need to be offered more for Americans than non Americans.
- Highways, parking - not enough & too expensive, heavy traffic.
- I live on Southview Ave, MD 20905. The streets have been dug up for 3 years and have not been repaired. Also, there is too much concrete being layed.
- Illegal immigrants, cross walk lights and it isn't long enough to get across streets, caps on condo fees.
- Implement sustainable growth/development. Current growth/zoning allow too much development w/o infrastructure needed.
- Improve street sanitation.
- It road infrastructure, curbs on future residential/commercial growth, better preservation/cleanup of natural environment, increased public transit options.
- Keep working on traffic (autos, etc) situation. Make it safe for pedestrians, especially at street crossings. What happened to the 4-way stops at busy corner intersections? In rush hours - pedestrians count.
- Lack of bike and walking trails to more easily get around without a car in non-city areas, traffic congestion, time it takes to get road work done-adding to congestion.
- More affordable. More free parking. Better maintenance of the roads.
- More buses per route, benches at all bus stop, better manners of drivers, more disabled services, safer street crossings-many ped x signals are broken.
- More commuting options north of Silver Spring downtown and south of Burtonsville - bicycle paths.
- More public transportation & less traffic congestion, ???? Individual car use, more bike lanes & foot paths please.
- More sidewalks.
- Move road repairs along more quickly.
- Need more light on all streets, is not safe to walk after dark, need more security.
- Need more roads able to handle traffic load.

- No more town houses, apartments and condos. Repair & get more roads. Why is Potomac without townhomes and apartments, because Potomac rules Montgomery County.
- Our roads, lengthy traffic lights from neighborhoods, code enforcement for contractors.
- Parking and traffic problems.
- Parking issues, cable & phone companies - Verizon, Comcast, etc.. Are horrible, would like 2 times/wk trash pick up rather than once.
- Parking!!! Traffic!!!
- Parking, traffic, loitering.
- Pedestrian access sidewalks, bicycle paths.
- Pedestrian cross walks on busy roads. Stop development - it's too crowded already!
- Pedestrian safety in street crossing. Traffic lights don't give handicapped & seniors sufficient time to cross streets.
- Pedestrian safety, affordable housing, speed of growth.
- Pedestrian safety, traffic congestion, availability of bike paths.
- Pedestrian safety.
- Planning/development in coordination with infrastructure (roads/traffic).
- Public parking in all areas not underground.
- Public transportation to Olney from Gaithersburg & Germantown - not just rush hour, how about metro? Roads need repairs.
- Repair roads.
- Response to street repairs, including street lamps.
- Responsiveness of county employees to problem brought to their attention - repeatedly. Between property taxes, state income taxes, water & sewer & road congestion, we will not be able to retire in Montgomery County.
- Road conditions and traffic flow.
- Road conditions.
- Road improvements, traffic management.
- Road repair
- Road repairs, congestion, parking.
- Road surfacing. Have right turn only lanes.
- Roads
- Roads - crime.
- Roads - pot holes/craters that tear vehicles apart so mechanics have more of my money.
- Roads - they do not adequately handle the volume of traffic due to all the building. Not enough bike paths.
- Roads & traffic control.
- Roads and housing.
- Roads aren't that great - it took over 16 years just to repave our street & it still doesn't look good. Too many foreigners moving in getting services me or my family have never gotten. Most people I've talked to are moving out because of all the Spanish moving in!
- Roads both median areas which are mostly unkempt and pot holes and sink holes.
- Roads in downtown Bethesda.
- Roads, affordable housing.
- Roads, attitudes.
- Roads, crime rate and elected officials.
- Roads, high taxes, too few services for mid-income households, out of control growth.
- Roads, my taxes going to help Illegals living here.
- Roads, taxes, crime.
- Roads, traffic, crime.
- Roads.
- Roads.
- Roads.
- Roads.
- Roads.

- Roads/routes to handle the ever increasing traffic of development, animal tax especially on owners of dogs, the dog population has increased tremendously and laws are being disregarded. I fear too much littering & spread of disease will insue. Many are not kept on leashes-unsafe. This problem has to be addressed now.
- Roads/taxes too high/building large homes people can't afford.
- Roads-side roads, speed bumps, lighting, removal of tree limbs over wires.
- Sewage.
- Side roads/secondary roads.
- Slower growth - but more road connections. County should have more cable companies - service is fair.
- Some roads and streets there need to be fixed. The bad traffic in some areas.
- Stop all the building - especially the Clarksburg Damascus. Roads - stop growth in Damascus, Clarksburg - we needed help on Route 27 more lanes 20 years ago - impossible now!!
- Street repair and maintenance.
- The county needs to stop playing politics with the roads, traffic and services and schools. Montgomery County needs to improve existing roads - spend the 3+ billion from the ICC on the improvement of existing roads. Spend money on improving schools. The county used to have some of the best schools in the county. Not any more.
- The roads need repairing and potholes filled in.
- The roads need to be repaired.
- The traffic needs the most improving. Also there needs to be more bridges between Montgomery County and Northern VA.
- The traffic! And too much multiple housing (like condos) being added which just increases the traffic (like the TH/condo development I-270/Montrose Rd) on major highways. Nothing is being done about the roads.
- Too much housing being built. Beggars/homeless begging on corners (or in middle of roads). Traffic, infrastructure, road conditions (new bridge to VA) people crossing roads in wrong places/jay walking.
- Traffic & congested roads - especially where more building is being done!!! Make big businesses & developers of new road costs.
- Traffic & congestion, many roadways need repairs. Lower personal property taxes.
- Traffic & road conditions.
- Traffic & road repair.
- Traffic and parking.
- Traffic and road condition. Cost of living and housing price.
- Traffic congestion - more safe pedestrian cross-overs on busy roads. I.e.: Conn Ave, Rockpike, Old Georgetown Rd, etc...
- Traffic control and road repair.
- Traffic enforcement, pedestrian law enforcement & safety, disabled persons access, bicycle lanes & accessibility.
- Traffic flow, public transportation, over usage of photo enforced traffic cameras, connection to public utilities for homes on well & septic system, competition in access to cable system.
- Traffic light synchronization on GA Ave between Wheaton & 16th St-southbound in am.
- Traffic patterns - road enlargements.
- Traffic, parking in Bethesda & Rockville town center area.
- Traffic, road conditions, extremely expensive real estate.
- Traffic, roads, too many housing, stores smashed into areas. More police patrol.
- Traffic, roads.
- Transportation, not just traffic but pedestrian safety, ability to improve schools in east side of county.
- Utility expenses, crime, photo vehicle tickets, traffic, poor bike path setup(dangerous to ride on streets) need more bike paths, more restaurants along GA Ave, illegal immigration control.
- We need bike paths along all major roads and we desperately need an indoor playground in the Bethesda area.
- We need the intercounty connector built now! Traffic is horrible on beltway 3pm on. We also need a new bridge to Virginia. Need to insist that large new homes have solar panels to create enough energy to offset their size. Also, reduce heights of new homes in established neighborhoods.
- Zoning (too lax), pedestrian safety (it is dangerous to walk to the corner grocery), planning (more services close to our home).

Improve/expand transit services and options (metro line, more buses)

- "Purple line" style connectivity in inner county for public transit, bikes...movement toward low or zero carbon emissions, more affordable housing, lower property taxes in exchange for higher sales tax.
- Affordable housing & less growth. Better public transportation.
- Affordable housing!!!!! Public transportation.
- Better metro access. More town center development. ICC-would like it.
- Better public transportation - so you could actually get somewhere during the day other than a metro stop.
- Better public transportation & expand metro rail.
- Bus safety - metro safety - metro bathrooms, parking lot safety.
- Bus service to the new town center.
- Bus stops too close together. Slows down bus routes.
- Buses must run on time and every bus route must have at least 4 or 5 buses going and coming.
- Congestion, more metro lines, more bike paths & pedestrian friendly neighborhoods, aggressive drivers, deer over population.
- Control development - too many luxury condos - affordable housing options are a thing of the past. More effort in public transportation/bicycling solutions, less regarding the stupid ICC!
- I don't like over crowded metro trains in the morning going to work or coming back home from work.
- I-270 corridor, parking @ metro, more commuter friendly using public transport.
- Install monorail(above ground) on 270 to reduce traffic & reduce adding lanes.
- Metro access needs improvement.
- Metro bus, health centers and more safety.
- More buses per route, benches at all bus stop, better manners of drivers, more disabled services, safer street crossings-many ped x signals are broken.
- More commuting options north of Silver Spring downtown and south of Burtonsville - bicycle paths.
- More mass transit opportunities and attention paid to availability of emergency services.
- More public transportation & less traffic congestion, ???? Individual car use, more bike lanes & foot paths please.
- Need the purple line and affordable housing.
- No pesticides in public parks! Expansion of public transportation (purple line), cap on cost of public transit for people, stop ICC, expand school buses & no free parking for high school kids driving to school.
- Public transport connector to Frederick & Baltimore County.
- Public transportation - the bus route here only comes early morning and evening.
- Public transportation improvement, no more sprawl, maintain open space.
- Public transportation seems to be somehow inadequate. Are the buses on time? Long waits at bus stops, metro parking lots that fill up so fast. The hassles discourage people from taking public transportation to work.
- Public transportation to Olney from Gaithersburg & Germantown - not just rush hour, how about metro? Roads need repairs.
- Purple line to connect Silver Spring more directly to other locations.
- Rate of development - traffic and transportation.
- Services and housing for poor and homeless and working poor, & to some extent moderate income, better public transportation.
- Slow growth & preserve communities by listening to residents instead of developers, better, cheaper public transportation - no intercounty connector!
- The purple line should be build ASAP.
- The transportation system.
- Traffic congestion - ICC is not the answer - more public transportation needed.
- Traffic control, mass transit, cost of housing.
- Traffic crawls on too many roads. ICC will not solve east-west travel issues. Need purple line!! Senior services will be a pressing issue along with immigrant needs (schools, housing, health, jobs).
- Traffic flow, public transportation, over usage of photo enforced traffic cameras, connection to public utilities for homes on well & septic system, competition in access to cable system.
- Traffic, taxes, connect Silver Spring & Bethesda on red line metro.
- Traffic, we need better public transportation options, look at the European models, is cheaper, more routes covered, people use them.

- Traffic/public transit.
- Transit services.
- Transportation - slow growth - traffic.
- Transportation & traffic, school system, more jobs.
- Transportation, curbs on irresponsible development long term fiscal planning and quality of life planning.
- Transportation, extend metro to north.
- Transportation, not just traffic but pedestrian safety, ability to improve schools in east side of county.
- Transportation, river crossing, ice.
- Transportation.
- Zoning - public transportation.

Health care (including mental health)

- Affordable health & dental care & job opportunities.
- Affordable housing for low-moderate income homes, more clinic/health care facilities-such as prenatal, emergency walk-in, immunization clinics.
- Availability of affordable housing, availability of Medicare for low income people.
- Better services for low income such as housing, job training, education - more bike paths, more programs for people suffering from addiction, specifically women & children.
- Health care for immigrants (we are legal so we need help at the beginning).
- Health care traffic.
- Health program for people who don't have insurance.
- Health services for seniors and people with disabilities. Low income housing for low-income immigrants, health care.
- Health services/youth services.
- Hospital services/quality of care.
- Housing costs. Health care.
- Housing, medical services, financial assistance, lower taxes.
- Illegal immigration. Overcrowding in homes w/unrelated people due to lack of affordable housing. High cost/lack of health insurance for blue collar workers.
- Influx of crime, increased numbers of lower socio-economic groups leading to crime, increase utilization of county resources such as health care.
- Mental health programs - police response to mentally ill patients, hospital response to mentally ill patients.
- Metro bus, health centers and more safety.
- More welcoming to immigrants, more free dental & health care for working poor, children & other poor.
- Think of ways to help people with mental disabilities even manic depression!
- Traffic congestion, mental health services, affordable housing.

Growth/development/planning and zoning

- A slowing growth - especially Montgomery Mall. Do not replace our safe strip mall for a huge parking garage. It will create a corridor for more crime in the area. We need our affordable strip mall.
- Advance planning!! It doesn't seem to be as effective as it could be. Maybe overwhelmed too much by commercial interests? Political interests?? A lot more to this story. No room here.
- Affordable housing & less growth. Better public transportation.
- Affordable housing and the encroachment of commercial businesses and infrastruction on natural landscape.
- Affordable housing, congestion, limit growth.
- Better planning for the future growth and anticipation of the needs & services for a diverse community.
- Build more roads, driving in this area is impossible. Crime rates are too high - hire more police, stop building so much low-income housing. Taxes should come back to the people who pay them, build more roads and spend less on services for the poor.
- Building/development/growth/population density increasing too much. Traffic/air quality.
- Concerned about general growth in the Wheaton area. Traffic is congested enough without more apts & homes being added with more ????, etc...
- Congestion, over-crowding, cramped new development.

- Control development - too many luxury condos - affordable housing options are a thing of the past. More effort in public transportation/bicycling solutions, less regarding the stupid ICC!
- Control of growth & development of land.
- Controlling growth.
- County taxes are too high, stop anti-development & personal regulation, stop policies forcing residential urbanization of downtown areas.
- Crime, schools, growth.
- Crime, shoulder to shoulder people, and we have enough progress!
- Crowding & congestion.
- Density of growth. Keep Ag preserve - very important.
- Do not increase building - save green spaces. Do not build the ICC!!!
- Don't expand Montgomery mall!
- Enforcement of master plans, too many exceptions, special interests.
- Existing infrastructure and scale of development projects.
- Growth policies & population densities. Need to be greatly reduced and decreased.
- Growth/planning, services for retirees & elderly.
- Housing costs, traffic and over population.
- Housing/building increase which impacts traffic patterns. Traffic lights not syncronized. Taxes especially for senior citizens (not a senior citizen, but have relatives that are). Schools get a lot of taxes but childrens education is poor.
- How come liquor control is not listed in q9 as a county service? It is time to terminate county liquor control. Growth, zoning and traffic.
- I am furious that my taxes support any services for illegal immigrants. If you have money to burn, lower taxes. I also think that there is a complete lack of planning for the south half of the county. The population of Bethesda is becoming as dense as New York City.
- Illegal immigration, traffic, slow the growth, improve metro bus service (more buses) down Georgia Ave. There are too many problems to list. Politicians need to take buses, walk the streets (or drive through) and talk directly to residents before making laws or decisions about additional housing, etc... They are supposed to be one of us. Why do politicians wait until something gets worse before they try to do anything to correct it? No common sense! About those retiring now and soon to retire: they are leaving Montgomery County and the state of Maryland. It is too expensive to live here. When the county has too many people (due to additional housing and over crowding) more services are needed: police, etc... It is putting a strain on health providers and getting into doctors offices takes longer. I see Georgia Ave, Randolph Road, etc...as total gridlock in the future. This is a small town and there should have been slower growth. I see this county going downhill and it is affecting this (me) long time resident for the worse. People spit on sidewalks, take grocery baskets, solicit (ask me for money) petty cash .50-$5.00 walking the streets (I'm walking by them) and the list goes on. This is not the county I grew up in.
- Implement sustainable growth/development. Current growth/zoning allow too much development w/o infrastructure needed.
- It is expensive to live here and the growth is too fast more and more.
- It road infrastructure, curbs on future residential/commercial growth, better preservation/cleanup of natural environment, increased public transit options.
- Keep a lid on growth.
- Land use planning, traffic, affordable housing.
- Lower county schools, safety in those areas and better development in lower county such as was done in downtown Silver Spring.
- ██
- Mc mansion rapid growth w/o checks.
- Mc mansions, traffic.
- Mental health services/too many shops/growth.
- Montgomery County needs to stop building condos and townhouses everywhere.
- Need more trash cans along boulevards that have bus stops! Need to stop building such dense housing. Greed, greed, greed of developers. Need more green space/personally recommend every three houses or buildings (if multi-family) have 1 acre of green space.

- No more town houses, apartments and condos. Repair & get more roads. Why is Potomac without townhomes and apartments, because Potomac rules Montgomery County.
- Not enough attention is paid to our environment. We are losing all our green spaces, too much building.
- Now that Phillips Farm will be replaced by mostly townhouses & multilevel condos, there will be many more cars on the road, rush hour 5am-7pm and even more trailers outside schools. Who's job is it to control growth? Impact on resources? Affordable housing availability? Instead of only incoming money.
- Our schools, traffic, population growth, affordable housing.
- Over development is out of control-makes more traffic and congestion on roads.
- Over development, over crowded schools, over priced housing.
- Over development/over crowding. Quality of education & educational standards. Cost of living.
- Over growth & population.
- Over populated - too much crime due to illegal immigrants. Over land development. I have lived here 47 years and it's getting ridiculous.
- Overcrowding, expensive cost of living, density increasing.
- Pace of growth - traffic.
- Pace of growth, planned development.
- Pace of growth, services to low-income & immigrant residents, affordable housing.
- Pace of growth.
- Pedestrian cross walks on busy roads. Stop development - it's too crowded already!
- Pedestrian safety, affordable housing, speed of growth.
- Planning for smart growth and listening to residents.
- Planning more compact pedestrian access neighborhoods, reduce taxes.
- Planning/development in coordination with infrastructure (roads/traffic).
- Police misconduct, handling of traffic, less construction, a real crisis center, more assistance to those with financial/health difficulties, less expensive electricity.
- Population density (too dense) is a problem. Increasing crime. High taxes. County government does too much, i.e.: Strathmore, Black Rock, Rockville Town Center.
- Population growth which lead to more traffic issues. Overcrowded housing due to the cost of living.
- Population growth, housing density too high! Building explosion, loss of green space.
- Population, noise, loud car radios.
- Public transportation improvement, no more sprawl, maintain open space.
- Random crimes of violence - dreadful traffic. Building codes (if any).
- Rapid growth and traffic.
- Rate of development - traffic and transportation.
- Regulate illegal aliens, control growth, buy more ???? Land, open your eyes-a blind person can see what's happening.
- Roads are getting too overcrowded (270-beltway etc...) Too many people moving to MC. It's getting over crowded too much building new homes. Home prices way too much.
- Roads are too congested, infill takes open space, mc mansionization, planning (Clarksburg - fiasco).
- Roads, high taxes, too few services for mid-income households, out of control growth.
- Slow growth & preserve communities by listening to residents instead of developers, better, cheaper public transportation - no intercounty connector!
- Slow the rate of growth. Make sure that you preserve green space/the environment. Planned growth should be smart growth. Take the developers hands out of the politicians pockets.
- Slower growth - but more road connections. County should have more cable companies - service is fair.
- Smart sustainable growth and better traffic planning. (Will the Montrose Rd project help at all)?
- Stop all the building - especially the Clarksburg Damascus. Roads - stop growth in Damascus, Clarksburg - we needed help on Route 27 more lanes 20 years ago - impossible now!!
- Stop building on every piece of undeveloped land.
- Stop growth & concentrate on current conditions.
- Stop out of control development (town houses esp.), moratorium on property taxes (they are way too high). In 7 years my property taxes have almost doubled from 2800-4800, but I have seen no increase in services. My kid's classroom is in a trailer at Takoma Park Elementary.

- Stop the "infilling" of houses - especially in older neighborhoods. Stop the "mansionization" of houses. Make houses more affordable. Need more green space.
- Stop the housing eating up the farm land over crowding of schools to many immigrants brings too much crime to areas that used to be crime free.
- Stop the mc mansionization. Bethesda is getting much too crowded with high rise buildings.
- Stop them from putting in a Wal-Mart & taking away our Amish market & post office & god knows what else - stop it.
- Taxes are too high, duplication of services in the county, more green space, less commercial development.
- Taxes too high. Too much development. Lack of enforcement of immigration laws - this can force out the middle class by driving down average hourly wages.
- The planning process is corrupt - make it transparent. Stop the monopoly of the cable company & liquor.
- The tearing down of good houses & putting up huge houses that don't fit the neighborhood.
- The traffic continues to get worse due to the over-development-within 1 mile of my house 3 big housing developments have been started.
- The traffic! And too much multiple housing (like condos) being added which just increases the traffic (like the TH/condo development I-270/Montrose Rd) on major highways. Nothing is being done about the roads.
- There are too many rude people. Too much traffic & parking congestion. The "piggyback" tax is too high. The county is too accomodating of developers and illegal immigrants. We need fee-er east-west travel (the ICC). We need another bridge to northern Virginia. We need intelligent zoning, not sprawl.
- Too congested, traffic a-w-f-u-l.
- Too crowded, traffic is tough!
- Too many housing developments - overcrowding.
- Too much building - both residential & commercial. Taxes - low & middle class.
- Too much building in empty land, over building in city center (Silver Spring, Bethesda) - too much traffic also.
- Too much building of residential areas in small areas which greatly affects traffic especially the Wheaton area. A lot of building but no interest in dealing with traffic problems.
- Too much construction.
- Too much growth too fast.
- Too much housing being built. Beggars/homeless begging on corners (or in middle of roads). Traffic, infrastructure, road conditions (new bridge to VA) people crossing roads in wrong places/jay walking.
- Too much of our open land used for leasing.
- Too much population growth has made housing unaffordable and roads crowded.
- Too much pressure to "develop" every last piece of empty land.
- Too much urban sprawl!
- Traffic - way too much development, leading to way too much congestion. Rush hours are ridiculous, even in neighborhoods, trying to get to 495 or 270.
- Traffic & congestion in Bethesda due to continuing development.
- Traffic & crowding.
- Traffic & growth.
- Traffic & housing planning.
- Traffic & pace of growth.
- Traffic & population growth control.
- Traffic and congestion - needs to slow growth of new buildings and overcrowding.
- Traffic and growth.
- Traffic and quality of life and over development that is not community centered.
- Traffic but can't do much about that. Too much building.
- Traffic congestion - controlled growth.
- Traffic congestion, over building, parking-dumb limitations on parking meters.
- Traffic congestion, slow development and growth (suburban sprawl). Cut services to illegal immigrants to discourage overpopulation.
- Traffic congestion. Land use planning, there is serious overbuilding.
- Traffic, congestion, over growth.

- Traffic, congestion.
- Traffic, control of growth, crime.
- Traffic, crime, population over growth and affordable housing.
- Traffic, development/growth (needs to be reduced).
- Traffic, growth, congestion.
- Traffic, hence growth.
- Traffic, roads, too many housing, stores smashed into areas. More police patrol.
- Traffic, slower growth.
- Traffic, too rapid growth.
- Traffic/development.
- Traffic/over building of condos/need to stop.
- Traffic-growth which affects traffic.
- Transportation - slow growth - traffic.
- Transportation, curbs on irresponsible development long term fiscal planning and quality of life planning.
- Unchecked commercial/residential growth, traffic congestion.
- We need the intercounty connector built now! Traffic is horrible on beltway 3pm on. We also need a new bridge to Virginia. Need to insist that large new homes have solar panels to create enough energy to offset their size. Also, reduce heights of new homes in established neighborhoods.
- Zone development, too many mansionization.
- Zoning - public transportation.
- Zoning (too lax), pedestrian safety (it is dangerous to walk to the corner grocery), planning (more services close to our home).

Crime/police/safety

- A slowing growth - especially Montgomery Mall. Do not replace our safe strip mall for a huge parking garage. It will create a corridor for more crime in the area. We need our affordable strip mall.
- Address increasing crime rate, redevelop run down urban areas.
- Affordable housing/crime.
- All of #13.
- Build more roads, driving in this area is impossible. Crime rates are too high - hire more police, stop building so much low-income housing. Taxes should come back to the people who pay them, build more roads and spend less on services for the poor.
- Bus safety - metro safety - metro bathrooms, parking lot safety.
- Continued emphasis on safety, improved roadways to ease traffic congestion.
- Crime in my area (adjacent DC) home invasions, muggings, car & house break ins.
- Crime rate needs to be lower & traffic congestion problems need to be addressed and real action taken on both.
- Crime, affordable housing.
- Crime, burglary, vandalism, theft, more securities on high school in regards to drugs.
- Crime, drugs, right in the neighborhood where we live, it's not safe. Day or night.
- Crime, school safety.
- Crime, schools, growth.
- Crime, shoulder to shoulder people, and we have enough progress!
- Crime, traffic.
- Crime.
- Crime.
- Crime.
- Crime.
- Crime.
- Crime.
- Crime.
- Education of police, fire service about being aware of adults & seniors.

- Enforce existing laws. Deal with illegal immigrants!
- Enforcement of speeding.
- Get serious about speeding & reckless driving!! Increase the fines & other penalties & institute penalties based on ones gross income!! Increase Montgomery County tax rate & institute real graduated tax levels. Work toward higher state income tax rates...again with real graduated tax rates. Get rid of slots as an annual exercise in the legislature.
- Government waste. High taxes. Infrastructure. Police are arrogant and disrespectful.
- High taxes for legal citizens to support services for illegal immigrants. Enforcement of laws. Building on every green space. More pedestrian friendly streets and sidewalks. Listen to residents. Traffic control. Bring back English - I don't understand Spanish.
- Illegal immigrants need to become legal or leave. This seems to be ever encroaching - the gang symbols are everywhere - down by Glen Echo - all over street signs & more bike paths.
- Illegal immigration & crime, traffic & over development.
- Immigrant and crime, poverty, knowledge of English.
- Improve surveillance, crime prevention & swift justice & punishment for those who commit crimes.
- Influx of crime, increased numbers of lower socio-economic groups leading to crime, increase utilization of county resources such as health care.
- It is a very expensive community for retirees. There is a large diverse population which needs to be educated and assimilated. Crime worries me.
- Less focus on traffic citations, more focus on crime!
- Lower county schools, safety in those areas and better development in lower county such as was done in downtown Silver Spring.
- Measurements against property crimes (burglary, theft) for example bicycle theft.
- Metro bus, health centers and more safety.
- Montgomery County needs affordable housing in safe neighborhoods.
- Montgomery County schools were each in top 10 nationally for decades. They are now in terrible shape. Crime is rampant and has increased with the presence of illegal aliens. Clean up our county and make sure our laws are enforced.
- More hot chicks, less traffic, less illegal immigrants.
- More law enforcement for more safety.
- More police and safer streets. Streets are not safe.
- More police around the neighbors presence.
- More police on highways. Also, more control on stop use of cell-phones while driving!
- More police patrols. Improve public information regarding services such as recreational or seniors.
- Need more light on all streets, is not safe to walk after dark, need more security.
- Need to stop the pan handling in the streets of the county. It is dangerous and annoying.
- Neighborhood safety/home safety.
- Over populated - too much crime due to illegal immigrants. Over land development. I have lived here 47 years and it's getting ridiculous.
- Parking, traffic, loitering.
- Police didn't respond to our problem.
- Police misconduct, handling of traffic, less construction, a real crisis center, more assistance to those with financial/health difficulties, less expensive electricity.
- Police not serious about ticketing bad drivers. You never see them on 270 and main roads - unlike VA.
- Police, traffic.
- Population density (too dense) is a problem. Increasing crime. High taxes. County government does too much, i.e.: Strathmore, Black Rock, Rockville Town Center.
- Quell crime & illegal immigration.
- Quite a few areas need to be made safer from gangs and crime - armed robberies are on the rise.
- Random crimes of violence - dreadful traffic. Building codes (if any).
- Reduce crime & get illegal immigrants out of the county and drugs - clean it back up.
- Reduce crime! In my neighborhood we had 8 cases of car theft/vandalism since the beginning of the year.
- Roads - crime.

- Roads, crime rate and elected officials.
- Roads, taxes, crime.
- Roads, traffic, crime.
- Roads/routes to handle the ever increasing traffic of development, animal tax especially on owners of dogs, the dog population has increased tremendously and laws are being disregarded. I fear too much littering & spread of disease will insue. Many are not kept on leashes-unsafe. This problem has to be addressed now.
- Safety.
- Security at malls & lower income areas.
- Stronger control of illegal immigrant population. It is degrading the safety, education, housing values & quality of life.
- Taxes & electric cost too much!! Water (tap water) could be better. A bit too much loitering.
- Taxes are too high. Permitting services (DPS) is completely broken, staff rude & unknowing. Need more police.
- The roads and traffic enforcement laws.
- The whole government and the awful police force or should I say radar force! Traffic is horrible.
- There are too many speeders on the county roads.
- Too many police arrive on a scene for a simple traffic violation. See this all the time!
- Traffic - congestion, speeders, red light runners - need more traffic stops by police.
- Traffic & crime.
- Traffic congestion, lower the taxes, lower crime, make it safer @ night, increase efficiency of some government services: I see 3 people collecting one trash can in the public park & it takes them about 2 times what it would me at age 74! And a woman.
- Traffic enforcement, pedestrian law enforcement & safety, disabled persons access, bicycle lanes & accessibility.
- Traffic laws, traffic enforcement, aggressive drivers, drinking water quality is awful, phase out polluting ride-on buses!
- Traffic, control of growth, crime.
- Traffic, crime & environment.
- Traffic, crime, population over growth and affordable housing.
- Traffic, crime.
- Traffic, housing costs, crime, police responsiveness.
- Traffic. Crime.
- Utility expenses, crime, photo vehicle tickets, traffic, poor bike path setup(dangerous to ride on streets) need more bike paths, more restaurants along GA Ave, illegal immigration control.
- Violent and property crimes.
- Youth crime, lack of engaging recreational opportunities for youth.

Additional social services to seniors, low income and youth

- Affordable housing & social services for those in need.
- Assistance with taxes for seniors to retire in own homes.
- Better affordable housing so I could afford to retire in MC. I will have to move if things continue to go up.
- Better services for low income such as housing, job training, education - more bike paths, more programs for people suffering from addiction, specifically women & children.
- Growth/planning, services for retirees & elderly.
- Health services for seniors and people with disabilities. Low income housing for low-income immigrants, health care.
- Health services/youth services.
- Housing, medical services, financial assistance, lower taxes.
- Improved and additional services to the up county area (Germantown).
- Improving senior citizen needs. Give tax break to senior citizens.
- Make easier for senior to live in county.
- Make it less expensive for retirees - particularly those who have lived here many years & may not be able to afford to retire here.
- Mental health services/too many shops/growth.
- Need more services for senior and much less for Illegals! We need to take care of our own people before we worry about people from Latin America who are illegally here!
- Pace of growth, services to low-income & immigrant residents, affordable housing.

- Potholes in streets, homeless sheltered, more low cost housing and aids for seniors.
- Services and housing for poor and homeless and working poor, & to some extent moderate income, better public transportation.
- Services for legal citizens or immigrants only. Services for low-income to help them become self-sufficient. Job training, child care til financially ok, same for health care.
- Services for the elderly.
- Social services programs for working poor.
- Traffic - commuting time, more recreational opportunities for kids, families, we need to prepare for the huge number of seniors in the coming years.
- Traffic congestion - 270 corridor, Rockville (355), more senior citizen services.
- Traffic crawls on too many roads. ICC will not solve east-west travel issues. Need purple line!! Senior services will be a pressing issue along with immigrant needs (schools, housing, health, jobs).

Immigration/"Illegal" aliens

- Address illegal alien problems! Wheaton metro parking building a urinal for Illegals. Also gangs from illegal families destroying Montgomery County way of life.
- Affordable housing(no more luxury condos! & mansions) & the illegal immigration problem.
- Affordable housing, mandatory that immigrants learn English & accept it as our official language. All election ballots must be in English.
- As a naturalized citizen who followed the rules I have concerns about the cavalier attitude toward illegal immigration.
- Better relations between Americans and foreigners.
- Community & illegal immigration.
- Create more affordable houses for the newest arrival of immigrant population.
- Do not allow this county to become a sanctuary city. I will support, 100%, every legal alien; however, I do not want a dime of my taxes to support anyone who is here illegally.
- Enforce existing laws. Deal with illegal immigrants!
- ESL program, preschool.
- Get rid of the speed & red light cameras. They are dangerous & cause uncertain actions to older drivers. Get rid of the illegal alien work centers.
- High taxes for legal citizens to support services for illegal immigrants. Enforcement of laws. Building on every green space. More pedestrian friendly streets and sidewalks. Listen to residents. Traffic control. Bring back English - I don't understand Spanish.
- I am furious that my taxes support any services for illegal immigrants. If you have money to burn, lower taxes. I also think that there is a complete lack of planning for the south half of the county. The population of Bethesda is becoming as dense as New York City.
- Illegal immigrants need to become legal or leave. This seems to be ever encroaching - the gang symbols are everywhere - down by Glen Echo - all over street signs & more bike paths.
- Illegal immigrants, cross walk lights and it isn't long enough to get across streets, caps on condo fees.
- Illegal immigration & crime, traffic & over development.
- Illegal immigration, traffic, slow the growth, improve metro bus service (more buses) down Georgia Ave. There are too many problems to list. Politicians need to take buses, walk the streets (or drive through) and talk directly to residents before making laws or decisions about additional housing, etc... They are supposed to be one of us. Why do politicians wait until something gets worse before they try to do anything to correct it? No common sense! About those retiring now and soon to retire: they are leaving Montgomery County and the state of Maryland. It is too expensive to live here. When the county has too many people (due to additional housing and over crowding) more services are needed: police, etc... It is putting a strain on health providers and getting into doctors offices takes longer. I see Georgia Ave, Randolph Road, etc...as total gridlock in the future. This is a small town and there should have been slower growth. I see this county going downhill and it is affecting this (me) long time resident for the worse. People spit on sidewalks, take grocery baskets, solicit (ask me for money) petty cash .50-$5.00 walking the streets (I'm walking by them) and the list goes on. This is not the county I grew up in.
- Illegal immigration. Overcrowding in homes w/unrelated people due to lack of affordable housing. High cost/lack of health insurance for blue collar workers.
- Immigrant and crime, poverty, knowledge of English.

- Influx of immigrants, housing, traffic and ridiculous amount of commercial development (how many stores do we need?)
- It is a very expensive community for retirees. There is a large diverse population which needs to be educated and assimilated. Crime worries me.
- Less accommodating towards illegal immigrants and focus more on legal ones. Overcrowding of houses/apt.
- Less taxes. Traffic control. Control of illegal immigrants.
- Lower taxes, better schools, less worry about illegal immigrants, better lighted roads, sidewalks and older roads.
- Make all publications & community contacts in English only. Offer no benefits or services to illegal immigrants.
- Montgomery County schools were each in top 10 nationally for decades. They are now in terrible shape. Crime is rampant and has increased with the presence of illegal aliens. Clean up our county and make sure our laws are enforced.
- More welcoming to immigrants, more free dental & health care for working poor, children & other poor.
- Must stop being a haven for illegal aliens! Get rid of all social services for illegal aliens!
- Need more services for senior and much less for Illegals! We need to take care of our own people before we worry about people from Latin America who are illegally here!
- Over populated - too much crime due to illegal immigrants. Over land development. I have lived here 47 years and it's getting ridiculous.
- Pace of growth, services to low-income & immigrant residents, affordable housing.
- Property taxes are way too high. Much over actual value! Immigration control! County policy is wrong!!
- Quell crime & illegal immigration.
- Reduce crime & get illegal immigrants out of the county and drugs - clean it back up.
- Reduction of illegal aliens overwhelming us. Some units where I live have up to 8 people living in them.
- Regulate illegal aliens, control growth, buy more ???? Land, open your eyes-a blind person can see what's happening.
- Roads aren't that great - it took over 16 years just to repave our street & it still doesn't look good. Too many foreigners moving in getting services me or my family have never gotten. Most people I've talked to are moving out because of all the Spanish moving in!
- Roads, my taxes going to help Illegals living here.
- Schools, crime, illegal immigration, affordable housing.
- Services for legal citizens or immigrants only. Services for low-income to help them become self-sufficient. Job training, child care til financially ok, same for health care.
- Social services for illegal immigrants should be limited. Traffic congestion. Since our homes value goes down, property tax should also go down. Crimes/burglary.
- Stop encouraging illegal immigration!
- Stop the housing eating up the farm land over crowding of schools to many immigrants brings too much crime to areas that used to be crime free.
- Stronger control of illegal immigrant population. It is degrading the safety, education, housing values & quality of life.
- Support to illegal immigrants which utilize county tax resources - legal immigrants fine!
- Taxes too high. Too much development. Lack of enforcement of immigration laws - this can force out the middle class by driving down average hourly wages.
- The blocking of intersections/too many illegal aliens.
- The special services given to illegal immigrants.
- There are too many Illegals that collect from county services, but they do not pay taxes that support these services!!
- Too expensive & having such a large immigrant population puts a drain on county services such as schools & legal services.
- Too many immigrants - running out of space.
- Traffic - education - immigration.
- Traffic and illegal immigrant overflow!
- Traffic congestion, no bilingualism - English only - I hate Spanish. No illegal immigrants, no attractive welfare.
- Traffic congestion, slow development and growth (suburban sprawl). Cut services to illegal immigrants to discourage overpopulation.
- Traffic. ESL - much more needed for immigrants.
- Traffic. Illegal immigration - control.

- We should stop using so much of out taxes for services to illegal immigrants and non-citizens nor should we have everything in so many languages. Furnishing signs, instructions, etc... In foreign languages does not promote learning of English.
- Workers need to live closer to work (or vice versa) to lessen traffic & energy waste. Illegal immigration must be stopped. Control spending.

Environmental issues, loss of green space, preserving green space

- "Purple line" style connectivity in inner county for public transit, bikes...movement toward low or zero carbon emissions, more affordable housing, lower property taxes in exchange for higher sales tax.
- Affordable housing and the encroachment of commercial businesses and infrastruction on natural landscape.
- Affordable housing, eco sustainability of new homes and schools.
- All of #13.
- Building/development/growth/population density increasing too much. Traffic/air quality.
- Density of growth. Keep Ag preserve - very important.
- Do not increase building - save green spaces. Do not build the ICC!!!
- I would like the Montgomery County to take some steps to create programs to make Montgomery County a more environmentally conscious county.
- It road infrastructure, curbs on future residential/commercial growth, better preservation/cleanup of natural environment, increased public transit options.
- Need more trash cans along boulevards that have bus stops! Need to stop building such dense housing. Greed, greed, greed of developers. Need more green space/personally recommend every three houses or buildings (if multi-family) have 1 acre of green space.
- No pesticides in public parks! Expansion of public transportation (purple line), cap on cost of public transit for people, stop ICC, expand school buses & no free parking for high school kids driving to school.
- Not enough attention is paid to our environment. We are losing all our green spaces, too much building.
- Population growth, housing density too high! Building explosion, loss of green space.
- Public transportation improvement, no more sprawl, maintain open space.
- Roads are too congested, infill takes open space, mc mansionization, planning (Clarksburg - fiasco).
- Slow the rate of growth. Make sure that you preserve green space/the environment. Planned growth should be smart growth. Take the developers hands out of the politicians pockets.
- Stop the "infilling" of houses - especially in older neighborhoods. Stop the "mansionization" of houses. Make houses more affordable. Need more green space.
- Strive towards more green development.
- Taxes are too high, duplication of services in the county, more green space, less commercial development.
- Traffic, crime & environment.
- Workers need to live closer to work (or vice versa) to lessen traffic & energy waste. Illegal immigration must be stopped. Control spending.

Economic development, better/more jobs

- Affordable health & dental care & job opportunities.
- Anti business attitude must stop. More freeways needed. (ICC). Outer beltway crossing Potomac. Between American Legion Bridge and Dickerson.
- Attract more hi-tech industry & jobs, i.e. higher income residents. Counter balance influx of low-income persons. Match growth of Fairfax County in VA re: jobs & incomes.
- Be more business friendly so more of us who live here can also work here instead of having to commute to Virginia.
- Job availability. Less congestion. Cost and quality not comparable - huge factor! When people spend money, no matter how much, they want quality - not in Montgomery !
- Jobs for anyone lookin for jobs including disabled people.
- More jobs, places to live.
- More work opportunities.
- Need more job opportunities for young and old.
- Services for legal citizens or immigrants only. Services for low-income to help them become self-sufficient. Job training, child care til financially ok, same for health care.
- Taking care of business, stop being politically correct.
- The rent is too high in Montgomery County. You pay too much for an apartment. Also electricity w/BGE is too high for an apartment. Some jobs pay too low of wages and you are struggling to make ends meet.
- To increase the minimum wage because prices of things keep going higher.
- Traffic & wages.
- Traffic, housing, jobs, taxes.
- Traffic, lack of employment growth.

Schools (safety, overcrowding, quality of education)

- **Please continue support to the schools!!** need more parking @ Glenmont metro station.
- College.
- Crime, schools, growth.
- ESL program, preschool.
- I don't have children, but I hear from neighbors that the schools aren't doing so well.
- I don't like the growth in school size, especially at the elementary and middle school level.
- I would like smaller schools and less stress placed on the students.
- Inequity in schools performance(affluent schools do much better)-school performance has not kept pace with home values.
- Lots of reforms are needed in the schools - curriculum, class size, etc...
- Lower taxes, better schools, less worry about illegal immigrants, better lighted roads, sidewalks and older roads.
- Lower taxes, make it less expensive to live in. Improve the public schools, have English speaking environment.
- Montgomery County schools were each in top 10 nationally for decades. They are now in terrible shape. Crime is rampant and has increased with the presence of illegal aliens. Clean up our county and make sure our laws are enforced.
- More effective use of money - especially for schools. Hard to raise taxes.
- Need voucher plan for public schools.
- Our schools, traffic, population growth, affordable housing.
- Over development, over crowded schools, over priced housing.
- Over development/over crowding. Quality of education & educational standards. Cost of living.
- Public school.
- School system - weast - too much smoke & mirrors at the expense of students.
- School systems are too liberal, schools too large & too expensive.
- Schools need to be renovated.
- Schools, crime, illegal immigration, affordable housing.
- Special Ed.

- Stop out of control development (town houses esp.), moratorium on property taxes (they are way too high). In 7 years my property taxes have almost doubled from 2800-4800, but I have seen no increase in services. My kid's classroom is in a trailer at Takoma Park Elementary.
- Stop the housing eating up the farm land over crowding of schools to many immigrants brings too much crime to areas that used to be crime free.
- Stronger control of illegal immigrant population. It is degrading the safety, education, housing values & quality of life.
- The county needs to stop playing politics with the roads, traffic and services and schools. Montgomery County needs to improve existing roads - spend the 3+ billion from the ICC on the improvement of existing roads. Spend money on improving schools. The county used to have some of the best schools in the county. Not any more.
- The reduction of class sizes from K-12th.
- The schools - reaching out to those who need the most help.
- Too expensive & having such a large immigrant population puts a drain on county services such as schools & legal services.
- Traffic - education - immigration.
- Traffic gets worse all the time, am not happy with school curriculum under "no child left behind".
- Traffic, public schools.
- Transportation & traffic, school system, more jobs.
- Youth programs, school safety.

Other

- Address increasing crime rate, redevelop run down urban areas.
- Advance planning!! It doesn't seem to be as effective as it could be. Maybe overwhelmed too much by commercial interests? Political interests?? A lot more to this story. No room here.
- Affordable housing and child care.
- Affordable housing and more child care facilities.
- Better appearance of neighborhoods via enforcing county codes.
- Business regulations are excessive. There is no enforcement of these regulations allowing businesses to operate outside regulations.
- Can't be everything to everybody.
- Change fees & surcharges to visable taxes so we can see what services cost. More affordable housing.
- Changing the tax and spend attitude - the county has had for lo all these years. I see ride on buses running in a near by neighborhood that seldom (almost never) have more than two riders! Cabs for them would be less expensive.
- Cleaning of garbage.
- Close the county liquor stores. Replace with private ownership.
- Comcast Cable Company. Something with respect to regulating this company and/or making it accountable for the unfair customer service must be done.
- County employee pension plan is over-the-top, too generous and should be restructured to eliminate cost of living increases!
- County government is very inefficient. Your permits department is the worst in the nation.
- County services.
- Diversity in programs for African descendants and their children. School performance for African American children & disseminating info to parents well in advance for prep. purposes.
- Electric utility charges are too high. The inter-connector highway is wrong!!
- Fix up the old buildings. Rebuild faster.
- For example - this survey was sent out of state - why can't we use local services? $$?(costs?)
- Full time ????????? ???????
- Get rid of the speed & red light cameras. They are dangerous & cause uncertain actions to older drivers. Get rid of the illegal alien work centers.
- Get serious about speeding & reckless driving!! Increase the fines & other penalties & institute penalties based on ones gross income!! Increase Montgomery County tax rate & institute real graduated tax levels. Work toward higher state income tax rates...again with real graduated tax rates. Get rid of slots as an annual exercise in the legislature.
- Get the bicycles off the roads! Bike riders are rude, don't follow traffic laws yet have the right of way - dangerous!
- Government performance especially services to the general public as opposed to special interests.

- Grass cutting on main roads.
- Having Comcast not the only choice for cable services. Waiting for years for road repair. Services need to be offered more for Americans than non Americans.
- High taxes, racial divide and prejudice from police.
- Higher pay for education.
- How come liquor control is not listed in q9 as a county service? It is time to terminate county liquor control. Growth, zoning and traffic.
- Improve benefits & treatment of county employees, affordable employee child care & housing (not just low income), improve employee work areas & conditions & make staff well-being of equal importance to consumers.
- Improve what we have.
- Increase regulation & competition in TV, internet & telephone in the county. Internet & TV providers have taken unfair advantage of the public.
- Job availability. Less congestion. Cost and quality not comparable - huge factor! When people spend money, no matter how much, they want quality - not in Montgomery !
- Less consumerism - product laboring - smoking restrictions - not county job.
- Less social engineering - emphasis on services not on social management.
- Library (stacks) access for physically handicapped. In my local library must walk a mile.
- Listen to residents instead of the employees unions, sometimes what we need should have precedent.
- Listening to the public & responding as quick as possible.
- Lower taxes, less government, less rules.
- Lower taxes, reduce the size of government.
- ██
- Mice (rats), mosquitoes, county program information, MCPS channel availability none for non-cable customers.
- Mid age programs.
- More hot chicks, less traffic, less illegal immigrants.
- More mass transit opportunities and attention paid to availability of emergency services.
- More police patrols. Improve public information regarding services such as recreational or seniors.
- More realistic government, less intrusive - i.e. menu labeling - come on!
- More recreational services for teenager.
- Need affordable housing for moderate income earners who do not qualify for section 8, Gaithersburg library is awful & the library system as a whole, especially the book collection, need resources. Also, Comcast is the worst service provider & there are no other options. We need a choice of providers.
- Need for more cultural activities.
- Need more trash cans along boulevards that have bus stops! Need to stop building such dense housing. Greed, greed, greed of developers. Need more green space/personally recommend every three houses or buildings (if multi-family) have 1 acre of green space.
- No night life or good entertainment.
- On Cherry Hill Rd, the area faces the post office, it is always trashy. Shrubs and grass are not cut or trimmed. The area full of litter. It is unpleasant to take a walk in that area to reach the convenient shopping center.
- Our roads, lengthy traffic lights from neighborhoods, code enforcement for contractors.
- Pace of life, not quite a government issue or is it?
- Parking issues, cable & phone companies - Verizon, Comcast, etc.. Are horrible, would like 2 times/wk trash pick up rather than once.
- Parking lots behind Diamond Drugs.
- Pay more attention to the needs of the people who live here and less to the wants of those just passing through.
- People need to clean up their yards. Snow removal on side streets = rotten trees.
- Planning for smart growth and listening to residents.
- Please don't issue drivers licenses that easy or government services.
- Population, noise, loud car radios.
- Public services.
- Reduce traffic congestion. Increase funding for libraries.
- Regulate number of families in single family homes.

- Regulate some fees especially condo fees in the county. Some condo fees are exessive even abusive.
- Responsiveness of county employees to problem brought to their attention - repeatedly. Between property taxes, state income taxes, water & sewer & road congestion, we will not be able to retire in Montgomery County.
- Roads, attitudes.
- Roads, crime rate and elected officials.
- Senior property tax credit: the annual household income was sensibly raised to $64,000. Why was the combined household net worth limit left at $200,000? Do you think this is an excessive amount of savings for retirement, relative to $64,000 income.
- Services - when called and leave messages - no response or call back - customer relations.
- Slower growth - but more road connections. County should have more cable companies - service is fair.
- Socio-economic divide between Bethesda, Potomac, etc...& Wheaton Silver Spring, etc...
- Sometimes hard to find information on the web site.
- Taking care of business, stop being politically correct.
- Taxes too high. Government too big, trying to be everything to everybody.
- Taxes, traffic, service attitude.
- That government stays out of citizens lives as much as possible.
- The bureaucrats are incompetent, inflexible & paid much higher than they could ever hope to receive in the real world.
- The cable service is a disaster.
- The county focuses mostly on the upper classes such as funding for school boards for information for the neighborhood(Spring Brook) is without one.
- The county needs to stop playing politics with the roads, traffic and services and schools. Montgomery County needs to improve existing roads - spend the 3+ billion from the ICC on the improvement of existing roads. Spend money on improving schools. The county used to have some of the best schools in the county. Not any more.
- The government trying to regulate everything. I think they need to let people be people not numbers!
- The libraries are an embarrassment for a county with funds and an educated populace.
- The planning process is corrupt - make it transparent. Stop the monopoly of the cable company & liquor.
- The political system-i.e., a one-party system.
- The rec center is nice but their hours are limited - i.e., closed Friday evening and Sundays, Saturday 10-3, then closed 2 weeks but I'm still paying membership for those weeks.
- The red Bethesda signs - seriously! They all are eyesores and I miss the green ones.
- The ruling socialist party has to be voted out of office, however, the union will never permit that to happen.
- There are no or very few middle class people that I have met out of Leisure World.
- This is a very poor questionnaire - results will mean nothing.
- To make Chinese New Year day and official holiday.
- Too many cars on the roads. Get rid of county liquor stores.
- Traffic & affordable housing. Choice in cable providers, Allegheny power poor, my power goes out regularly (the main breaker pops).
- Traffic can be horrible in town (Silver Spring) & it feels very dirty, sidewalks and city land (trash on roads).
- Traffic flow, commercial and residential developers should pay more for the impacts of development.
- Traffic is awful. There should be more cable providers. Housing needs to be more affordable for people who make $35,000 - 40,000.
- Traffic laws, traffic enforcement, aggressive drivers, drinking water quality is awful, phase out polluting ride-on buses!
- Traffic, cost of government, need to be more responsive to business.
- Transportation, river crossing, ice.
- Urban aesthetics.
- Wiser spending & accountability. More cooperation in political aspects. More representation of all.

Question 31 ("other" responses):

- Africa.
- Argentina.
- Austria.
- Bangladesh.
- Belarus.
- Bolivia.
- Brazil.
- Cambodia.
- Canada.
- Canada.
- Chana/w Africa.
- Denmark.
- England.
- England.
- England.
- Ethiopia.
- Ethiopia.
- Ethiopia.
- Ethiopia.
- Ethiopia.
- Ethiopia.
- Ethiopia.
- Ethiopia.
- Europe.
- France.
- France.
- France.
- Germany - on military base.
- Germany to US parents.
- Germany.
- Germany.
- Germany.
- Germany.
- Germany.
- Germany.
- Ghana.
- Ghana.
- Greece.
- Greece.
- Greek.
- Guyana.
- Haiti.
- Holland.
- Honduras.
- Hungary.
- Hungary.
- Iceland.
- India.
- Indonesia.
- Iran
- Iran.
- Iran.
- Iran.
- Iran.
- Iran.
- Ireland.
- Ireland.
- Ireland.
- Israel
- Israel.
- Israel.
- Italy.
- Jamaica.
- Jamaica.
- Jamaica.
- Japan.
- Japan.
- Japan.
- Japan.
- Jerusalem.
- Latvia.
- Lebanon.
- Liberia.
- Libya.
- Nicaragua.
- Panama.
- Panama.
- Peoples republic of China.
- Peru.
- Peru.
- Peru.
- Philippines.
- Philippines.
- Phillipines.
- Portugal.
- Puerto Rico.
- Romania.
- Russia.
- Russia.
- Russia.
- Scotland.
- South America.
- Spain.
- Sri Lanka.
- Sri Lanka.
- Switzerland.
- Switzerland.
- Taiwan.
- Taiwan.
- Thailand.
- Thailand.
- Thailand.
- Togo.
- Togo.
- Trinidad.
- Uk.
- Ukraine.
- Ukraine.
- United Kingdom.
- United Kingdom.
- Uruguay.
- Uzbekistan.
- Venezuela.

Question 32 ("other" responses):

- African.
- Afrikaans.
- Amarhic.
- Amharic.
- Amharic.
- Amharic.
- Amhouric.
- Arabic.
- Arabic.
- Armenian.
- Bengali.
- Cambodian.
- Creole.
- Danish.
- Dutch.
- Ebonics.
- Ethiopian.
- Farsi.
- Farsi.
- Farsi.
- Farsi.
- Farsi.
- Farsi.
- French.
- Ga, Twi, Ewe.
- German.
- German.
- German.
- German.
- German.
- German.
- Ghanian language.
- Greek.
- Greek.
- Greek.
- Greek.
- Greek.
- Gujrati.
- Hebrew & Arabic.
- Hebrew.
- Hebrew.
- Hindi, Punjabi.
- Hindi.
- Hindi.
- Hindi.
- Hindi.
- Hungarian.
- Hungarian.
- Indonesian.
- Italian.
- Italian.
- Italian/Icelandic.
- Japanese.
- Japanese.
- Japanese.
- Japanese.
- Japanese.
- Japanese.
- Latvian.
- Mongolian & Chinese.
- Mostly English and Spanish and a little Arabic.
- Persian
- Persian/Farsi.
- Polish.
- Portugese.
- Portugese.
- Portugese.
- Portugese.
- Punjabi.
- Romanian.
- Russian.
- Russian.
- Russian.
- Russian.
- Russian.
- Russian.
- Russian.
- Russian/Uzbek.
- Singhala.
- Sinhalese.
- Sujarati/Hindi.
- Tagalog.
- Tagalog.
- Tagalog.
- Tamil.
- Telugu, Kannada & Hindi.
- Telugu.
- Telugu.
- Thai, lose.
- Thai.
- Thai.
- Ukranian.

Appendix V: Survey Methodology

Sample Selection

All households within Montgomery County were eligible to participate in the survey; 3,000 were selected to receive the survey. These 3,000 households were randomly selected from a comprehensive list of all housing units within Montgomery County boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units with a zip code that, at least partially, serves the County. Since some of the zip codes that serve Montgomery County households also serve addresses that lie outside of the county boundaries, the exact geographic location of each housing unit was compared to County boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the boundaries of Montgomery County were removed from consideration.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households known to be within Montgomery County. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate number of items has been selected. Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

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.

Survey Administration and Response Rate

Households received three mailings each beginning in September 2007. Completed surveys were collected over the following five weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent, the first wave of surveys was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the County Executive and the Council President inviting the household to participate in the 2007 Resident Survey, a questionnaire, and a pre-paid return envelope.

About 3% of the surveys were returned because they either had incorrect addresses or were received by vacant housing units. Of the 2,896 eligible households, 917 completed the survey, providing a response rate of 32%. This is a good response rate, higher than NRC often sees in larger jurisdictions.

Reaching Non-English Speaking Residents

The cover letter and survey were mailed to residents in English. However, the survey packet included a one-page insert with paragraphs in five languages (Spanish, Chinese, Vietnamese, Korean and French) that described the contents of the packet and provided a phone number to call if the resident wanted to receive the survey in one of those languages.

A call center was available during the day to take calls from non-English speaking residents, and a voice mail box was created for each of the five languages to receive calls after hours. In total, 78 calls were received, and 68 translated surveys were sent to these residents. Forty-two completed in-language surveys were received. The table below displays all the contacts made, by language.

Multicultural Community Outreach Results						
	Spanish	**Chinese**	**French**	**Korean**	**Vietnamese**	**Total**
Total number of calls	30	33	0	14	1	78
Requests for surveys	23	30	0	14	1	68
Number of surveys mailed	23	30	0	14	1	68
Completed surveys received	14	20	0	9	0	42

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95% confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (917 completed surveys). Where percentages are given for demographic or other subgroups, they are less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 and plus or minus ten percentage points for samples as small as 100.

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates and other population norms for Montgomery County and were statistically adjusted to reflect the larger population when necessary. The results of the weighting scheme are presented in the table on the following page. The shaded variables were the ones by which survey results were weighted.

Montgomery County Resident Survey Weighting Table			
Characteristic	Percent in Population		
	Population Norm[1]	Unweighted Data	Weighted Data
Housing			
Own home	69%	76%	67%
Rent home	31%	24%	33%
Detached unit	51%	57%	50%
Attached unit	49%	43%	50%
Race and Ethnicity			
Hispanic	12%	5%	12%
Not Hispanic	88%	95%	88%
White	67%	74%	69%
Non-white	33%	26%	31%
Sex and Age			
18-34 years of age	29%	12%	28%
35-54 years of age	44%	38%	44%
55+ years of age	27%	50%	28%
Female	53%	57%	54%
Male	47%	43%	46%
Females 18-34	15%	7%	15%
Females 35-54	23%	22%	23%
Females 55+	15%	27%	16%
Males 18-34	14%	5%	14%
Males 35-54	21%	16%	21%
Males 55+	12%	23%	12%
Household Income[2]			
Less than $25,000	12%	9%	9%
$25,000 to $99,999	56%	46%	49%
$100,000 or more	32%	45%	43%

[1] *Source: 2000 Census*

[2] *Household income in 1999*

Data Analysis

Completed questionnaires were checked for accuracy by National Research Center, Inc. staff. The data were then entered, and the results analyzed by National Research Center, Inc. staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in Appendix II: Frequency of Survey Responses.

Also included are results by demographic characteristics (Appendix III: Survey Results by Demographic Groups). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent "real" differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendices.

Appendix VI: Normative Comparisons

Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with 1 representing the best rating, the scales used different labels (e.g., "very satisfied," "excellent," "essential"). To make comparisons easier, many of the results in this appendix are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 0-100 scale. If the ratings were all "good," the result would be an average rating of 67. An average rating of 33 would be equivalent to "fair," and 0 would be "poor." The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The .95 confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus two points on the 100-point scale.

Comparing Survey Results

An average rating of 67 for service quality is at the "good" mark on a 100-point scale that goes from "excellent" to "poor." Few services actually receive ratings as high as 67 on this scale, and service ratings vary widely. In addition, certain kinds of services tend to be viewed more positively by residents in many communities across the country. For example, police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the more appropriate comparison is not from one service to another in Montgomery County, but from Montgomery County services to services like them provided by other jurisdictions. This way we can better understand if "good" is good enough for Montgomery County service evaluations.

National Normative Database

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on surveying citizens. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, we not only articulated the principles for quality survey methods, we pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. We called it, "In Search of Standards," and argued for the development and use of norms. "What has been missing from a local government's analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems..."

NRC's database of comparative resident opinion is comprised of resident perspectives obtained in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Typically, these surveys involve a sample of at least 400 residents in each jurisdiction; together, their opinions represent the views of over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. We have described our integration methods thoroughly in *Public Administration Review, Journal of Policy Analysis and Management* and in our first book on conducting and using citizen surveys. Scholars who specialize in the analysis of citizen surveys regularly have relied on our work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen

satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

NRC's work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, and to measure local government performance. We don't know what is small or tall without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, we need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and meaningful questions. We need to know how residents' ratings of fire service compare to opinions about fire service in other communities.

A police department that provides the fastest and most efficient service in objective terms— one that closes most of its cases, solves most of its crimes, and keeps the crime rate low— still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings that residents of other cities give to their own objectively "worse" departments.

The normative data can help that police department – or any city department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of information about budget, personnel, performance, and politics to help managers understand comparative results.

The jurisdictions in NRC's normative database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons have been made to the entire database, although comparisons can be made to subsets of jurisdictions (within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though the circumstances, resources, and practices of individual jurisdictions vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like high SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Montgomery County to the Normative Database

Montgomery County decided to compare its survey results – where feasible – with survey results from jurisdictions with a population of 500,000 or more. (Montgomery County's population is about 953,000, according to the most recent estimate [for 2006].) There were 35 jurisdictions in NRC's normative database with populations of 500,000 or more. [1] Normative comparisons have been provided when questions similar to one on the Montgomery County survey are included in NRC's database and at least five of the jurisdictions in the County's comparison group asked such questions.

Where comparisons are available, several numbers are provided in the tables on the following pages. The first is the rating given by respondents to the Montgomery County Resident Survey using the 100-point scale. The second is the ranking of Montgomery County's rating in comparison to the jurisdictions where a similar question was asked. This is followed by the number of jurisdictions that asked a similar question. Next, the rank is expressed as a percentile to indicate its distance from the top score. For example, a rank of 5 (5th highest) out of 25 jurisdictions' results translates to the 80th percentile. The percentile indicates the percentage of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that Montgomery County's rating is equal to or better than 80 percent of the ratings from the other jurisdictions. Conversely, 20 percent of the jurisdictions where a similar question was asked had higher ratings.

Alongside the rank and percentile appears a comparison: "above norm," "below norm" or "similar to norm." This assessment of "above," "below" or "similar to" comes from a statistical comparison of Montgomery County's rating to the average rating from all the comparison jurisdictions where a similar question was asked (the "norm"). Differences of more than two points on the 100-point scale between Montgomery County's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between Montgomery County's ratings and the norms are two points or less, they are marked as "similar to" the norm.

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[1] All of these 35 jurisdictions were included in the County's comparison group. The group consisted of Austin, TX; Baltimore, MD; Boston, MA; Broward County, FL; Charlotte, NC; Columbus, OH; Dallas, TX; Denver (City and County), CO; Detroit, MI; Duval County, FL; El Paso, TX; Fort Worth, TX; Honolulu, HI; Jacksonville, FL; Jefferson County, CO; King County, WA; Los Angeles, CA; Marion County, IN; Memphis, TN; Miami-Dade County, FL; Multnomah County, OR; Oklahoma City, OK; Orange County, FL; Palm Beach County, FL; Philadelphia, PA; Phoenix, AZ; Pinellas County, FL; Portland, OR; Sacramento County, CA; San Antonio, TX; San Bernardino County, CA; San Francisco, CA; San Jose, CA; and Seattle, WA.

Five of the six different aspects of quality of life assessed in the County's survey were available for comparison to jurisdictions in the County's comparison group of cities and counties 500,000 or larger. Those aspects rated above the average (the norm) for cities and counties in the comparison group that had asked similar questions were: Montgomery County as a place to live, one's neighborhood as a place to live, Montgomery County as a place to raise children, and overall quality of life in Montgomery County. Montgomery County as a place to retire was rated below the average.

Quality of Life Ratings					
	County of Montgomery Rating	**Rank**	**Number of Jurisdictions for Comparison**	**County of Montgomery Percentile**	**Comparison of Montgomery Rating to Norm**
Montgomery County as a place to live	73	2	13	92%	Above the norm
Your neighborhood as a place to live	71	3	8	71%	Above the norm
Montgomery County as a place to raise children	70	2	8	86%	Above the norm
Montgomery County as a place to work	67	NA	NA	NA	NA
The overall quality of life in Montgomery County	67	2	10	89%	Above the norm
Montgomery County as a place to retire	41	5	6	20%	Below the norm

A majority of the community characteristics assessed by Montgomery County were available for comparison. The characteristics rated above the norm for cities and counties with populations of 500,000 or more were: recreational opportunities, overall image or reputation of Montgomery County, opportunities to attend cultural activities, employment opportunities, and amount of public parking. The rating for air quality was similar to ratings given by residents in other large jurisdictions. Ease of bicycle travel in Montgomery County, availability of affordable health care, ease of car travel in Montgomery County, availability of affordable child care, and availability of affordable housing were rated below the norm in comparison to other larger cities and counties across the nation.

Characteristics of the Community					
	County of Montgomery Rating	Rank	Number of Jurisdictions for Comparison	County of Montgomery Percentile	Comparison of Montgomery Rating to Norm
Recreational opportunities	71	2	5	75%	Above the norm
Educational opportunities	71	NA	NA	NA	NA
Overall image or reputation of Montgomery County	70	1	5	100%	Above the norm
Opportunities to attend cultural activities	65	2	6	80%	Above the norm
Overall appearance of Montgomery County	63	NA	NA	NA	NA
Openness and acceptance of the community toward people of diverse backgrounds	62	NA	NA	NA	NA
Employment opportunities	62	1	7	100%	Above the norm
Ease of Metrorail/MARC train travel in Montgomery County	55	NA	NA	NA	NA
Sense of community	54	NA	NA	NA	NA
Availability of paths and walking trails	54	NA	NA	NA	NA
Ease of bus travel in Montgomery County	48	NA	NA	NA	NA
Air quality	48	4	6	40%	Similar to the norm
Ease of bicycle travel in Montgomery County	42	4	5	25%	Below the norm
Amount of public parking	41	2	5	75%	Above the norm
Availability of affordable health care	38	4	5	25%	Below the norm
Ease of car travel in Montgomery County	36	4	5	25%	Below the norm
Availability of affordable child care	27	5	5	0%	Below the norm
Availability of affordable housing	21	12	12	0%	Below the norm

When compared to other jurisdictions with populations of 500,000 or more across the nation, the ratings of safety by Montgomery County residents were above the norm for each of the four areas assessed.

Ratings of Safety in Various Areas					
	County of Montgomery Rating	Rank	Number of Jurisdictions for Comparison	County of Montgomery Percentile	Comparison of Montgomery Rating to Norm
In your neighborhood during the day	86	3	9	75%	Above the norm
In Montgomery County's downtown areas during the day	78	2	7	83%	Above the norm
In your neighborhood after dark	67	3	9	75%	Above the norm
In Montgomery County's downtown areas after dark	55	2	8	86%	Above the norm

Montgomery County employees were rated higher for courtesy, knowledge, responsiveness, and overall impression than the average ratings from residents of the large cities and counties included in the comparison group.

Ratings of Contact with County Employees					
	County of Montgomery Rating	Rank	Number of Jurisdictions for Comparison	County of Montgomery Percentile	Comparison of Montgomery Rating to Norm
Courtesy	69	2	7	83%	Above the norm
Knowledge	68	2	8	86%	Above the norm
Overall impression	64	2	9	88%	Above the norm
Responsiveness	62	2	8	86%	Above the norm

Twenty-two of the 35 services rated for quality were available for comparison to the cities and counties in the County's comparison group. Twenty of the 22 services were rated above the norm by Montgomery County residents when compared to other large jurisdictions. They included services for low-income people; street repairs and maintenance; traffic enforcement on County roads and highways; health services; services for youth; animal control; snow removal on County roads and highways; services for seniors; bus or transit services; public information services; drinking water; storm drainage; police services; public schools (K-12); garbage collection (if provided by the County); parks; recycling; public library services; ambulance or emergency medical services; and fire services.[2]

Code enforcement (weeds, dumping, over-crowded housing, etc.) and land use, planning and zoning received ratings similar to those given by residents in other large cities and counties across the nation.

Quality of County Services					
	County of Montgomery Rating	**Rank**	**Number of Jurisdictions for Comparison**	**County of Montgomery Percentile**	**Comparison of Montgomery Rating to Norm**
Fire services	79	2	15	93%	Above the norm
Ambulance or emergency medical services	77	2	11	90%	Above the norm
Recycling	73	1	13	100%	Above the norm
Public library services	73	2	13	92%	Above the norm
Parks	72	3	11	80%	Above the norm
Garbage collection (if provided by the County)	71	2	14	92%	Above the norm
Police services	69	1	20	100%	Above the norm
Public schools (K-12)	69	1	11	100%	Above the norm
Water and sewer services*	67	NA	NA	NA	NA
Condition of County buildings (libraries, recreation centers, etc.)	66	NA	NA	NA	NA
Gas service*	66	NA	NA	NA	NA
Storm drainage	63	1	8	100%	Above the norm
Drinking water*	61	5	11	60%	Above the norm
Electric service*	60	NA	NA	NA	NA
Bus or transit services	59	2	8	86%	Above the norm
Public information services	59	1	9	100%	Above the norm
Animal control	58	1	10	100%	Above the norm

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[2] Although included in the survey, drinking water, gas, electric, water and sewer services, and cable television are not services provided by the County (a fact that was not noted on the questionnaire).

Quality of County Services					
	County of Montgomery Rating	**Rank**	**Number of Jurisdictions for Comparison**	**County of Montgomery Percentile**	**Comparison of Montgomery Rating to Norm**
Snow removal on County roads and highways	58	2	8	86%	Above the norm
Services for seniors	58	2	8	86%	Above the norm
Services for people with disabilities	57	NA	NA	NA	NA
Health services	56	2	7	83%	Above the norm
Services for youth	56	1	5	100%	Above the norm
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	52	NA	NA	NA	NA
Traffic enforcement on County roads and highways	52	4	10	67%	Above the norm
Mental health services	50	NA	NA	NA	NA
Street repairs and maintenance	49	1	16	100%	Above the norm
Services for low-income people	43	1	5	100%	Above the norm
Land use, planning and zoning	41	6	9	38%	Similar to the norm
Code enforcement (weeds, dumping, over-crowded housing, etc.)	40	8	12	36%	Similar to the norm
Cable television providers*	36	NA	NA	NA	NA

Although included in the survey, these services are not provided by the County (a fact that was not noted on the questionnaire).

The overall quality of County services was rated above the norm for other large jurisdictions from across the nation in the County's comparison group.

Overall Quality of County Services					
	County of Montgomery Rating	**Rank**	**Number of Jurisdictions for Comparison**	**County of Montgomery Percentile**	**Comparison of Montgomery Rating to Norm**
Overall, how would you rate the quality of the services provided by the Montgomery County Government?	63	3	11	80%	Above the norm

The value of services for the taxes paid to Montgomery County, the overall direction that Montgomery County is taking, and the job that the Montgomery County government does at listening to residents were similar to the norm for other jurisdictions with a population of 500,000 or more in the County's comparison group.

Ratings of Public Trust					
	County of Montgomery Rating	**Rank**	**Number of Jurisdictions for Comparison**	**County of Montgomery Percentile**	**Comparison of Montgomery Rating to Norm**
The value of services for the taxes paid to Montgomery County	52	5	8	43%	Similar to the norm
The overall direction that Montgomery County is taking	49	4	6	40%	Similar to the norm
The job Montgomery County government does at listening to residents	43	5	7	33%	Similar to the norm

Appendix VII: Survey Materials

The following pages contain the survey instrument.

THE MONTGOMERY COUNTY 2007 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 anonymous 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
a. Montgomery County as a place to live	1	2	3	4	5
b. Your neighborhood as a place to live	1	2	3	4	5
c. Montgomery County as a place to raise children	1	2	3	4	5
d. Montgomery County as a place to work	1	2	3	4	5
e. Montgomery County as a place to retire	1	2	3	4	5
f. 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
a. Sense of community	1	2	3	4	5
b. Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
c. Opportunities to attend cultural activities	1	2	3	4	5
d. Recreational opportunities	1	2	3	4	5
e. Employment opportunities	1	2	3	4	5
f. Educational opportunities	1	2	3	4	5
g. Volunteer opportunities	1	2	3	4	5
h. Ease of car travel in Montgomery County	1	2	3	4	5
i. Ease of bus travel in Montgomery County	1	2	3	4	5
j. Ease of Metrorail/MARC train travel in Montgomery County	1	2	3	4	5
k. Ease of bicycle travel in Montgomery County	1	2	3	4	5
l. Availability of paths and walking trails	1	2	3	4	5
m. Pedestrian safety	1	2	3	4	5
n. Amount of public parking	1	2	3	4	5
o. Variety of housing options	1	2	3	4	5
p. Availability of affordable housing	1	2	3	4	5
q. Availability of affordable child care	1	2	3	4	5
r. Availability of affordable health care	1	2	3	4	5
s. Availability of services for seniors	1	2	3	4	5
t. Accessibility of County services for disabled persons	1	2	3	4	5
u. Air quality	1	2	3	4	5
v. Quality of overall natural environment in Montgomery County	1	2	3	4	5
w. Overall appearance of Montgomery County	1	2	3	4	5
x. Overall image or reputation of Montgomery County	1	2	3	4	5

3. **Please rate the speed of growth in the following categories in Montgomery County over the past 2 years:**

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know
a. Population growth	1	2	3	4	5	6
b. Commercial growth (offices, stores, restaurants, etc.)	1	2	3	4	5	6
c. Jobs growth	1	2	3	4	5	6

4. Please rate how safe or unsafe you feel from the following in Montgomery County:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
a. Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
b. Property crimes (e.g., burglary, theft)	1	2	3	4	5	6

5. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
a. In your neighborhood during the day	1	2	3	4	5	6
b. In your neighborhood after dark	1	2	3	4	5	6
c. In Montgomery County's downtown areas during the day	1	2	3	4	5	6
d. In Montgomery County's downtown areas after dark	1	2	3	4	5	6

6. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montgomery County?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
a. Used Montgomery County public libraries or their services	1	2	3	4	5
b. Used Montgomery County recreation centers	1	2	3	4	5
c. Participated in a County recreation program or activity	1	2	3	4	5
d. Visited a park in the County	1	2	3	4	5
e. Ridden a Metrobus or Ride On bus within Montgomery County	1	2	3	4	5
f. Attended a meeting of local elected officials or other local government meeting open to the public	1	2	3	4	5
g. Visited the Montgomery County Web site (at www.montgomerycountymd.gov)	1	2	3	4	5
h. Watched a show on a Montgomery County Government cable television channel	1	2	3	4	5
i. Recycled used paper, cans or bottles from your home	1	2	3	4	5
j. Volunteered your time to some group/activity in the County	1	2	3	4	5

7. Have you had any in-person, phone or email contact with an employee of Montgomery County within the last 12 months?

❍ No ➔ Go to question 9   ❍ Yes ➔ Go to question 8

8. What was your impression of the employee(s) of Montgomery County in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
a. Knowledge	1	2	3	4	5
b. Responsiveness	1	2	3	4	5
c. Courtesy	1	2	3	4	5
d. Overall impression	1	2	3	4	5

9. Please rate the quality of each of the following services in Montgomery County. Then indicate how important each service is to you and other members of your household.

	QUALITY					IMPORTANCE				
	Excellent	Good	Fair	Poor	Don't know	Essential	Very important	Somewhat important	Not at all important	Don't know
a. Police services	1	2	3	4	5	1	2	3	4	5
b. Fire services	1	2	3	4	5	1	2	3	4	5
c. Ambulance or emergency medical services	1	2	3	4	5	1	2	3	4	5
d. Animal control	1	2	3	4	5	1	2	3	4	5
e. Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5	1	2	3	4	5
f. Public schools (K-12)	1	2	3	4	5	1	2	3	4	5
g. Montgomery College	1	2	3	4	5	1	2	3	4	5
h. Traffic enforcement on County roads and highways	1	2	3	4	5	1	2	3	4	5
i. Street repairs and maintenance	1	2	3	4	5	1	2	3	4	5
j. Condition of County buildings (libraries, recreation centers, etc.)	1	2	3	4	5	1	2	3	4	5
k. Snow removal on County roads and highways	1	2	3	4	5	1	2	3	4	5
l. Bus or transit services	1	2	3	4	5	1	2	3	4	5
m. Garbage collection (if provided by the County)	1	2	3	4	5	1	2	3	4	5
n. Recycling	1	2	3	4	5	1	2	3	4	5
o. Storm drainage	1	2	3	4	5	1	2	3	4	5
p. Drinking water	1	2	3	4	5	1	2	3	4	5
q. Water and sewer services	1	2	3	4	5	1	2	3	4	5
r. Parks	1	2	3	4	5	1	2	3	4	5
s. Recreation centers or programs	1	2	3	4	5	1	2	3	4	5
t. Land use, planning and zoning	1	2	3	4	5	1	2	3	4	5
u. Preservation of natural areas such as open space and farmland	1	2	3	4	5	1	2	3	4	5
v. Code enforcement (weeds, dumping, over-crowded housing, etc.)	1	2	3	4	5	1	2	3	4	5
w. Health services	1	2	3	4	5	1	2	3	4	5
x. Mental health services	1	2	3	4	5	1	2	3	4	5
y. Addiction services	1	2	3	4	5	1	2	3	4	5
z. Services for seniors	1	2	3	4	5	1	2	3	4	5
aa. Services for youth	1	2	3	4	5	1	2	3	4	5
bb. Services for people with disabilities	1	2	3	4	5	1	2	3	4	5
cc. Services for low-income people	1	2	3	4	5	1	2	3	4	5
dd. Services for immigrants	1	2	3	4	5	1	2	3	4	5
ee. Public library services	1	2	3	4	5	1	2	3	4	5
ff. Public information services	1	2	3	4	5	1	2	3	4	5
gg. Electric service	1	2	3	4	5	1	2	3	4	5
hh. Gas service	1	2	3	4	5	1	2	3	4	5
ii. Cable television providers	1	2	3	4	5	1	2	3	4	5

	Excellent	Good	Fair	Poor	Don't know
10. Overall, how would you rate the quality of the services provided by the Montgomery County Government?	1	2	3	4	5

11. Please rate the following aspects of Montgomery County government performance:

	Excellent	Good	Fair	Poor	Don't know
a. The value of services for the taxes paid to Montgomery County.....	1	2	3	4	5
b. The overall direction that Montgomery County is taking	1	2	3	4	5
c. The job Montgomery County government does at listening to residents	1	2	3	4	5

12. 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
a. Recommend living in Montgomery County to someone who asks..	1	2	3	4	5
b. Remain in Montgomery County for the next five years	1	2	3	4	5
c. Retire in Montgomery County..	1	2	3	4	5

13. How important, if at all, do you think it is for Montgomery County to address each of the following issues?

	Essential	Very important	Somewhat important	Not important	Don't know
a. Affordable housing...	1	2	3	4	5
b. Crime	1	2	3	4	5
c. The environment	1	2	3	4	5
d. The pace of growth	1	2	3	4	5
e. Public schools (K-12)..	1	2	3	4	5
f. Social services for those in need...	1	2	3	4	5
g. Taxes..	1	2	3	4	5
h. Traffic..	1	2	3	4	5

14. 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.

15. What do you like most about Montgomery County today?

_____

_____

16. What most needs to be improved/fixed about Montgomery County?

_____

_____

17. Do any of the following apply to your household?

	No	Yes
a. Have access to the Internet at home?....................................	1	2
b. Use email?..	1	2
c. Subscribe to cable television services?...................................	1	2

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

19. What is your zip code? _____

20. Are you currently employed for pay?
- ❍ No ➜ Go to question 23
- ❍ Yes, full time ➜ Go to question 21
- ❍ Yes, part time ➜ Go to question 21

21. During a typical week, how do you commute to work? (Check all that apply.)
- ❍ Always work from home (e.g., home-based business) ➜ Go to question 23
- ❍ Telecommute (work from home) at least one day a week
- ❍ Motorized vehicle (e.g., car, truck, van, motorcycle, etc…) by myself
- ❍ Motorized vehicle (e.g., car, truck, van, motorcycle, etc…) with other adults or children
- ❍ Metrobus, Metrorail, MARC train or other public transportation
- ❍ Walk
- ❍ Bicycle
- ❍ Other

22. On average, about how long does it take you to travel TO work?
- ❍ 1 to 15 minutes
- ❍ 16 to 30 minutes
- ❍ 31 to 45 minutes
- ❍ 46 minutes to 1 hour
- ❍ More than 1 hour

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

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

25. Do you rent or own your home?
- ❍ Rent
- ❍ Own

26. Which best describes the building you live in?
- ❍ Single family house detached from any other houses
- ❍ House attached to one or more houses (e.g., a duplex or townhome)
- ❍ Building with two or more apartments or condominiums
- ❍ Mobile home
- ❍ Other

27. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, utilities, and homeowners' association [HOA] fees)?
- ❍ Less than $599 per month
- ❍ $600 to $999 per month
- ❍ $1,000 to $1,499 per month
- ❍ $1,500 to $2,499 per month
- ❍ $2,500 to $3,999 per month
- ❍ $4,000 or more per month

28. 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 to $199,000
- ❍ $200,000 to $299,999
- ❍ More than $300,000

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

30. 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

31. Were you born in the United States?
- ❍ No ➜ In which country were you born?
  - ❍ China
  - ❍ India
  - ❍ El Salvador
  - ❍ Vietnam
  - ❍ Korea
  - ❍ Other _____
- ❍ Yes ➜ Go to question 32

32. Do you speak a language other than English at home?
- ❍ No, English only ➜ Go to question 33
- ❍ Yes ➜ Which languages? (Check all that apply.)
  - ❍ Chinese
  - ❍ French
  - ❍ Spanish
  - ❍ Vietnamese
  - ❍ Korean
  - ❍ Other _____

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

34. What is your sex?
- ❍ Female
- ❍ Male

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th St., Boulder, CO 80301