



Gaithersburg

A CHARACTER COUNTS! CITY

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The City of Gaithersburg, Maryland

Report of Results
2007



The National Citizen Survey™

National Research Center, Inc.

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TABLE OF CONTENTS

Survey Background.....	1
About The National Citizen Survey™	1
Understanding the Results	2
Survey Administration	2
Survey Validity.....	2
Use of the “Excellent, Good, Fair, Poor” Response Scale.....	4
“Don’t Know” Responses.....	4
Putting Evaluations Onto a 100-Point Scale.....	5
Community Life	6
Quality of Life.....	6
Ratings of Community Characteristics in Gaithersburg	8
Perceptions of Safety	15
Community Participation.....	17
Local Government	19
Public Trust	19
Service Provided by Gaithersburg.....	21
The City of Gaithersburg Employees.....	29
Appendix A: Frequency of Responses to All Survey Questions.....	31
Appendix B: Survey Methodology.....	45
Sampling	45
Survey Administration	45
Response Rate and Confidence Intervals.....	46
Weighting and Analyzing the Data	46
Appendix C: Survey Materials.....	49

SURVEY BACKGROUND

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Gaithersburg staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Gaithersburg staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 79 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 248 residents, for a response rate of 22%. Typically, the response rates obtained on citizen surveys range from 20% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 248 residents is generally no greater than plus or minus 6 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Gaithersburg. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
4. Selecting the respondent within the household using an unbiased sampling procedure¹.

¹ The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

5. Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by City officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

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

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street

repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, many of the results in this summary 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 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 4 points based on all respondents.

COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Gaithersburg. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Gaithersburg. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Gaithersburg.

Quality of Life

When asked to rate the overall quality of life in Gaithersburg, 14% of respondents thought it was “excellent.” Only 1% rated overall quality of life as “poor.” All of the responses of residents who had an opinion about the overall quality of life in Gaithersburg are shown in Figure 1 below. Other ratings can be seen in the figures on the following page.

Figure 1: Overall Quality of Life in Gaithersburg

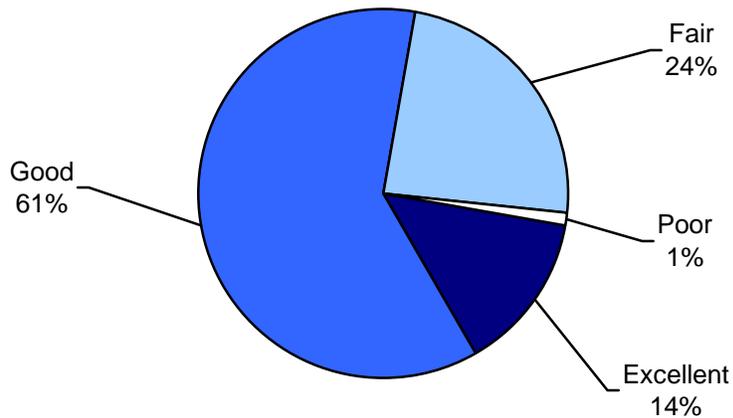
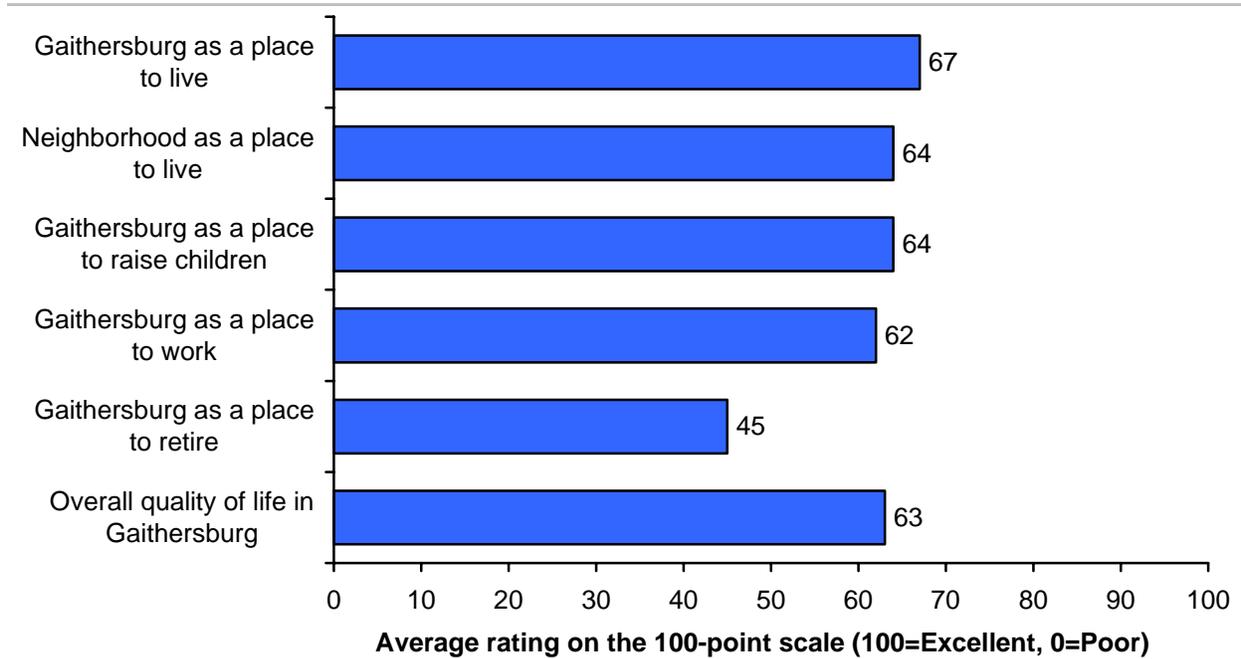


Figure 2: Quality of Life Ratings



Quality of Life Ratings

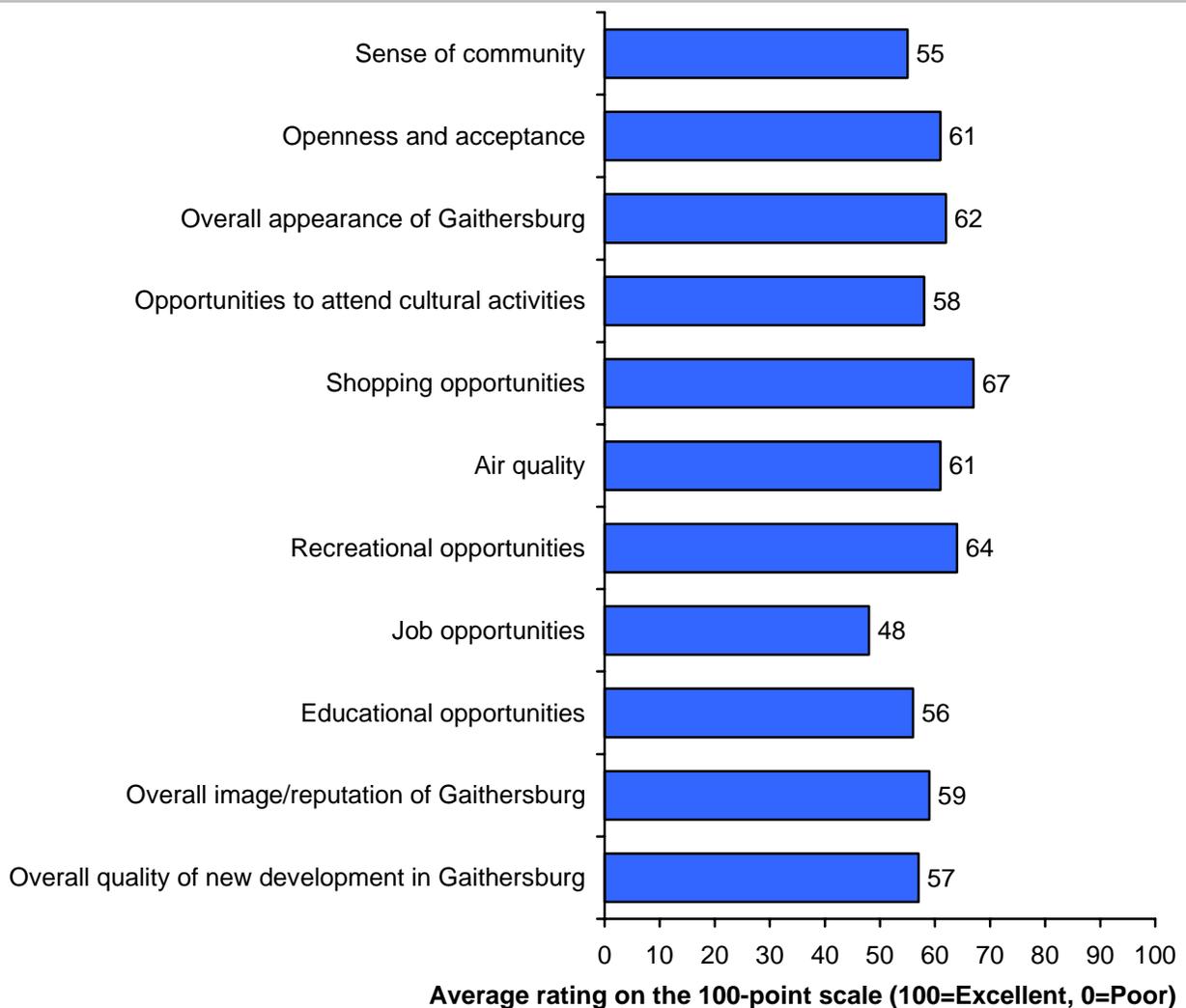
	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate Gaithersburg as a place to live?	19%	62%	18%	0%	100%	67
How do you rate your neighborhood as a place to live?	22%	50%	26%	2%	100%	64
How do you rate Gaithersburg as a place to raise children?	23%	50%	21%	5%	100%	64
How do you rate Gaithersburg as a place to work?	20%	50%	25%	5%	100%	62
How do you rate Gaithersburg as a place to retire?	14%	34%	26%	26%	100%	45
How do you rate the overall quality of life in Gaithersburg?	14%	61%	24%	1%	100%	63

Note: "don't know" responses have been removed.

Ratings of Community Characteristics in Gaithersburg

The highest rated characteristics of Gaithersburg were shopping opportunities, recreational opportunities, and overall appearance. When asked about potential problems in Gaithersburg, the three concerns rated by the highest proportion of respondents as a “major problem” were traffic congestion, drugs, and too much growth. The rate of population growth in Gaithersburg was viewed as “too fast” by 69% of respondents, while 6% thought it was “too slow.”

Figure 3: Characteristics of the Community: General and Opportunities

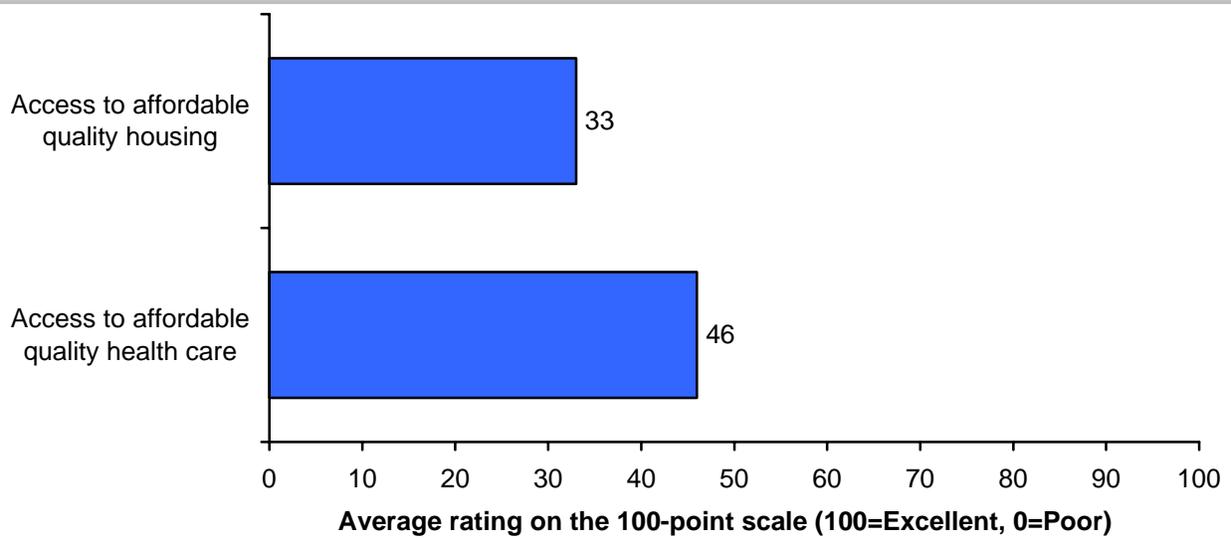


Characteristics of the Community: General and Opportunities

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Sense of community	11%	51%	30%	8%	100%	55
Openness and acceptance of the community towards people of diverse backgrounds	17%	52%	27%	4%	100%	61
Overall appearance of Gaithersburg	10%	68%	19%	3%	100%	62
Opportunities to attend cultural activities	15%	48%	33%	4%	100%	58
Shopping opportunities	23%	55%	19%	2%	100%	67
Air quality	13%	59%	25%	3%	100%	61
Recreational opportunities	19%	56%	23%	2%	100%	64
Job opportunities	10%	39%	37%	15%	100%	48
Educational opportunities	11%	51%	36%	3%	100%	56
Overall image/reputation of Gaithersburg	13%	54%	31%	2%	100%	59
Overall quality of new development in Gaithersburg	12%	55%	25%	8%	100%	57

Note: "don't know" responses have been removed.

Figure 4: Characteristics of the Community: Access

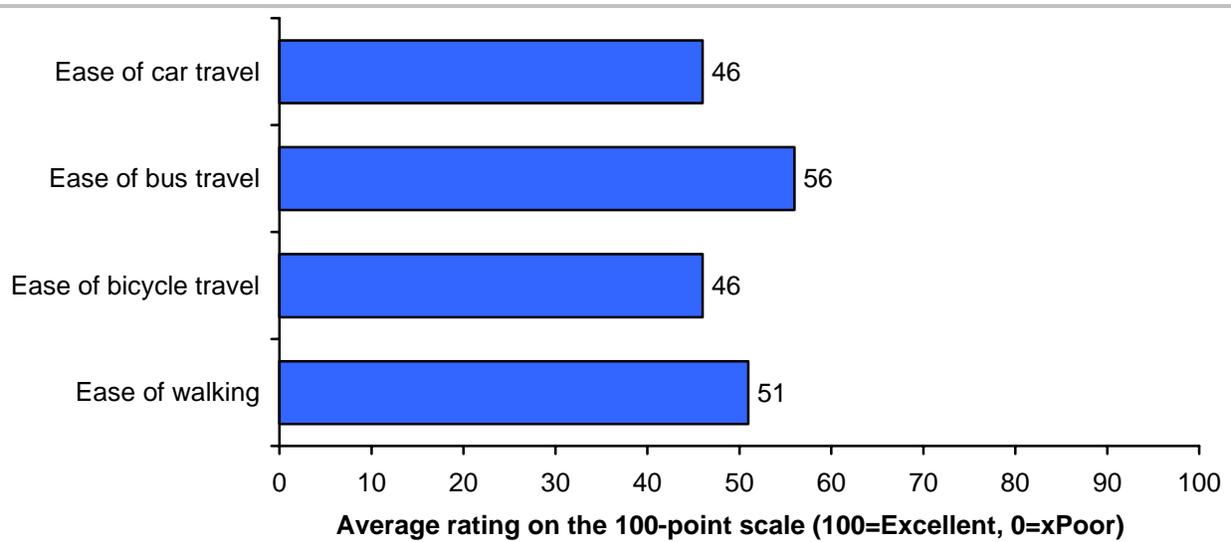


Characteristics of the Community: Access

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Access to affordable quality housing	5%	22%	40%	33%	100%	33
Access to affordable quality health care	7%	40%	38%	16%	100%	46

Note: "don't know" responses have been removed.

Figure 5: Characteristics of the Community: Mobility



Characteristics of the Community: Mobility

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Ease of car travel in Gaithersburg	7%	40%	37%	15%	100%	46
Ease of bus travel in Gaithersburg	12%	55%	24%	10%	100%	56
Ease of bicycle travel in Gaithersburg	11%	37%	32%	21%	100%	46
Ease of walking in Gaithersburg	15%	38%	33%	14%	100%	51

Note: "don't know" responses have been removed.

Figure 6: Ratings of Potential Problems in Gaithersburg

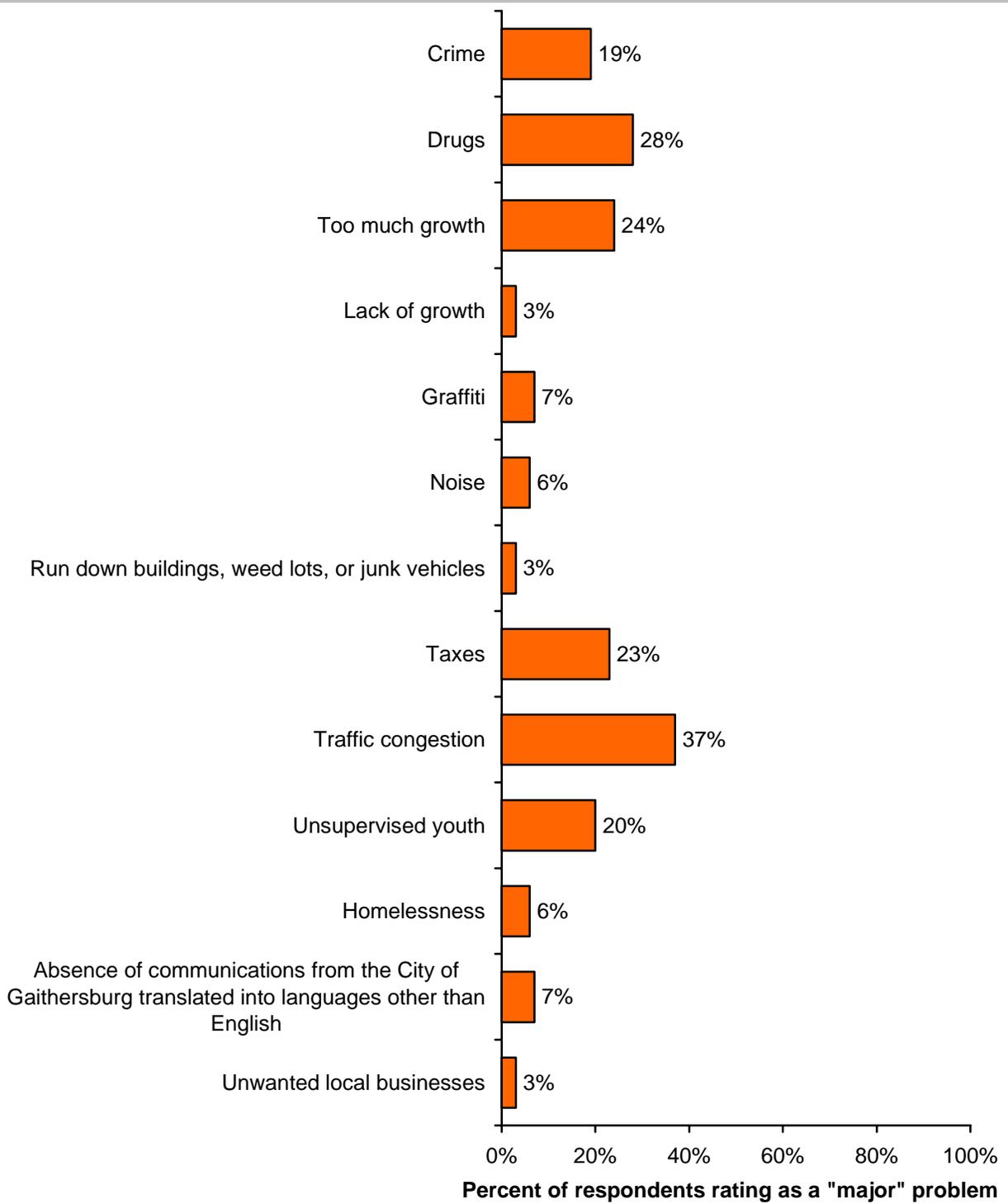
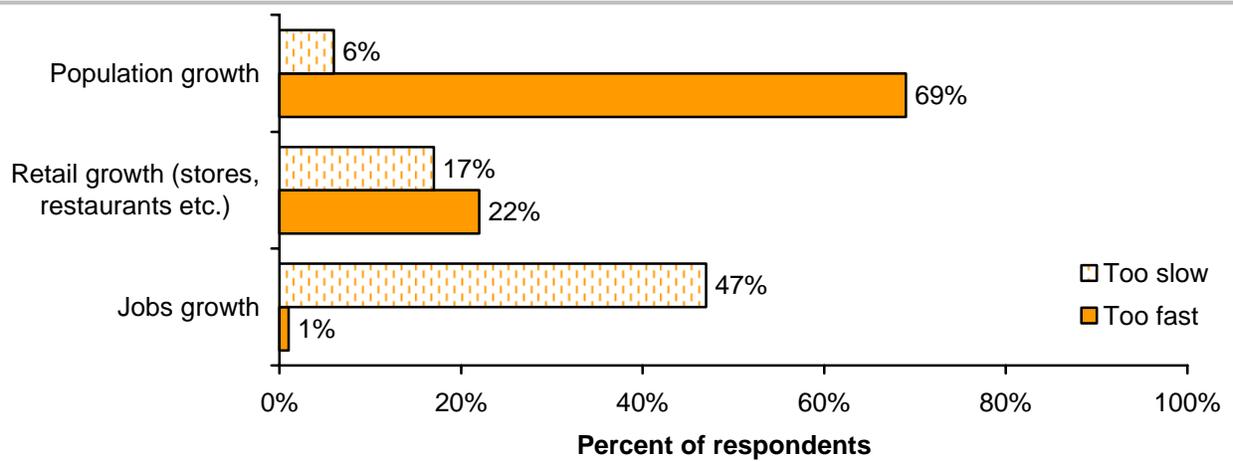


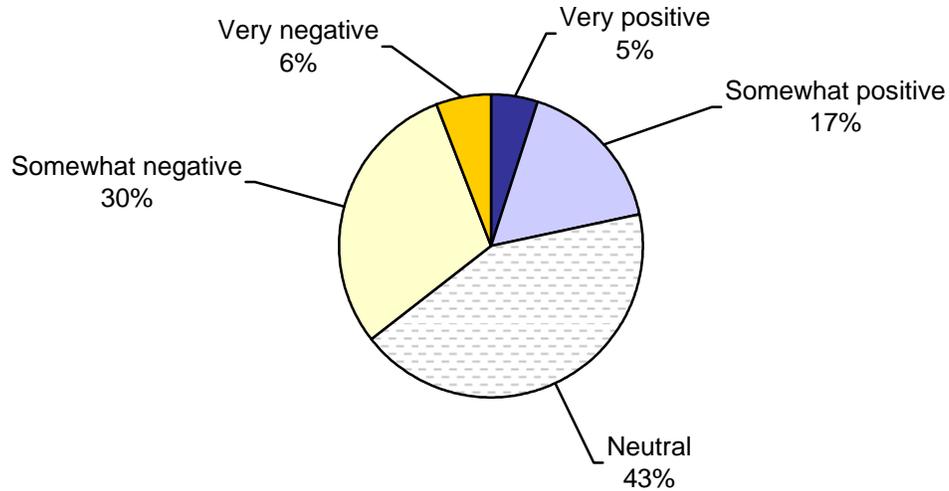
Figure 7: Ratings of Rates of Growth in Gaithersburg



Twenty-two percent of Gaithersburg residents expected that the coming six months would have a somewhat or very positive impact on their family, while 36% felt that the economic future would be somewhat or very negative.

Figure 8: Perceptions of Economy

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be...



Perceptions of Safety

When evaluating safety in the community, 58% of respondents felt “somewhat” or “very safe” from violent crimes in Gaithersburg. In their neighborhood after dark, 55% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 11% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 57% had reported it to police.

Figure 9: Ratings of Safety from Various Problems in Gaithersburg

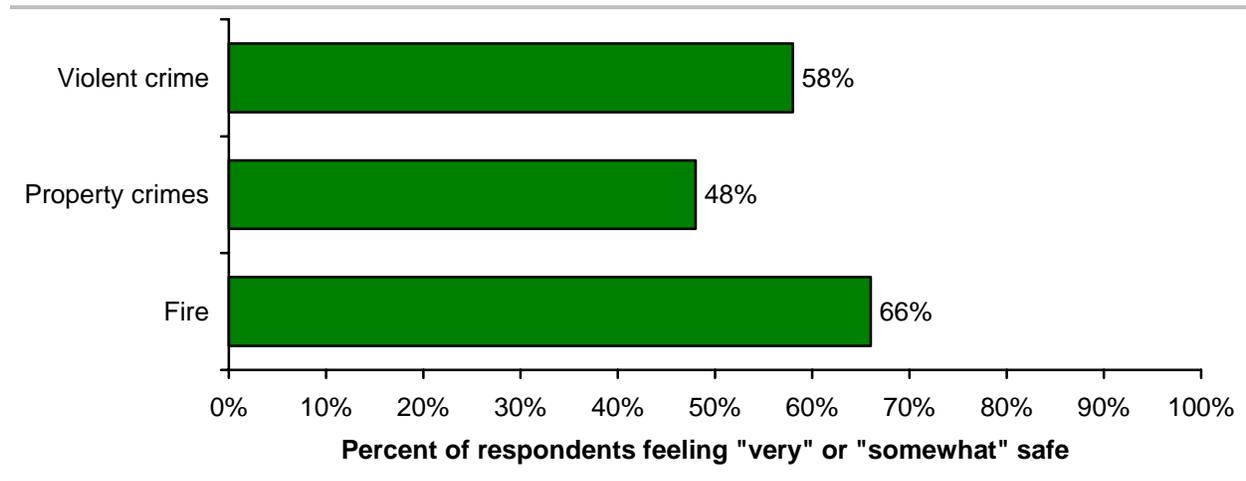


Figure 10: Ratings of Safety in Various Areas in Gaithersburg

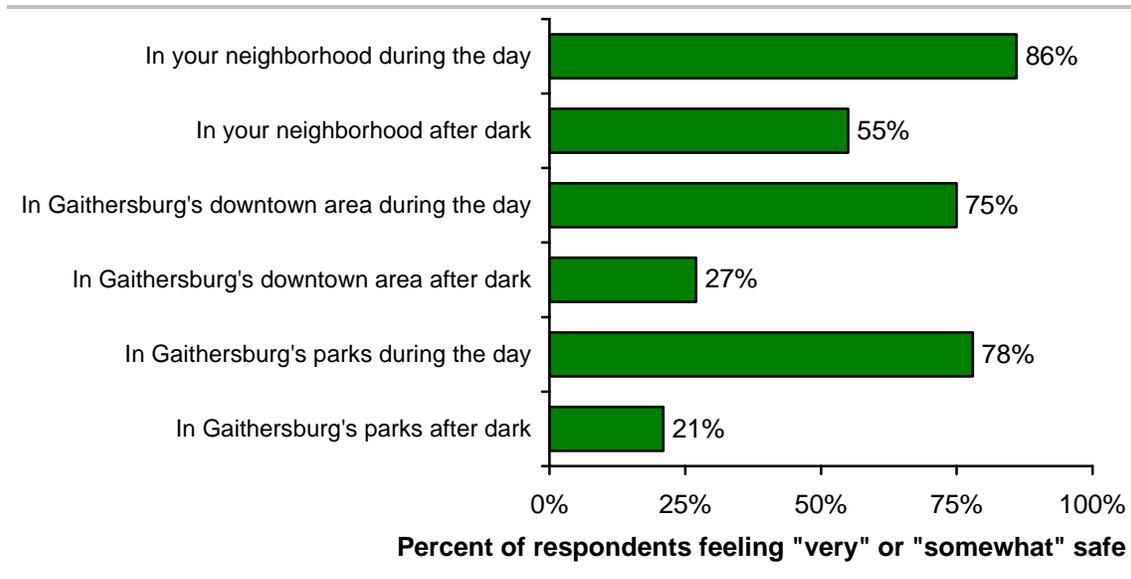


Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months

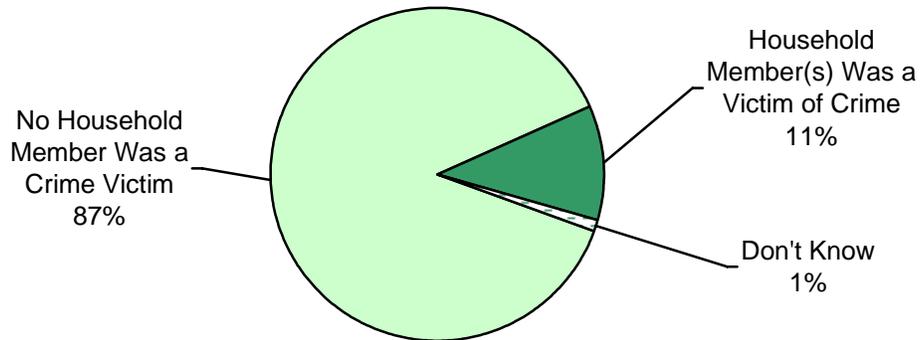
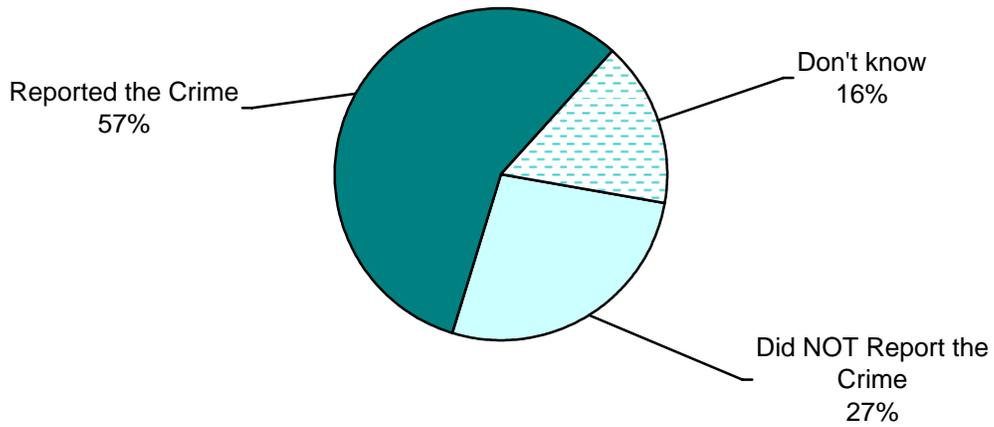


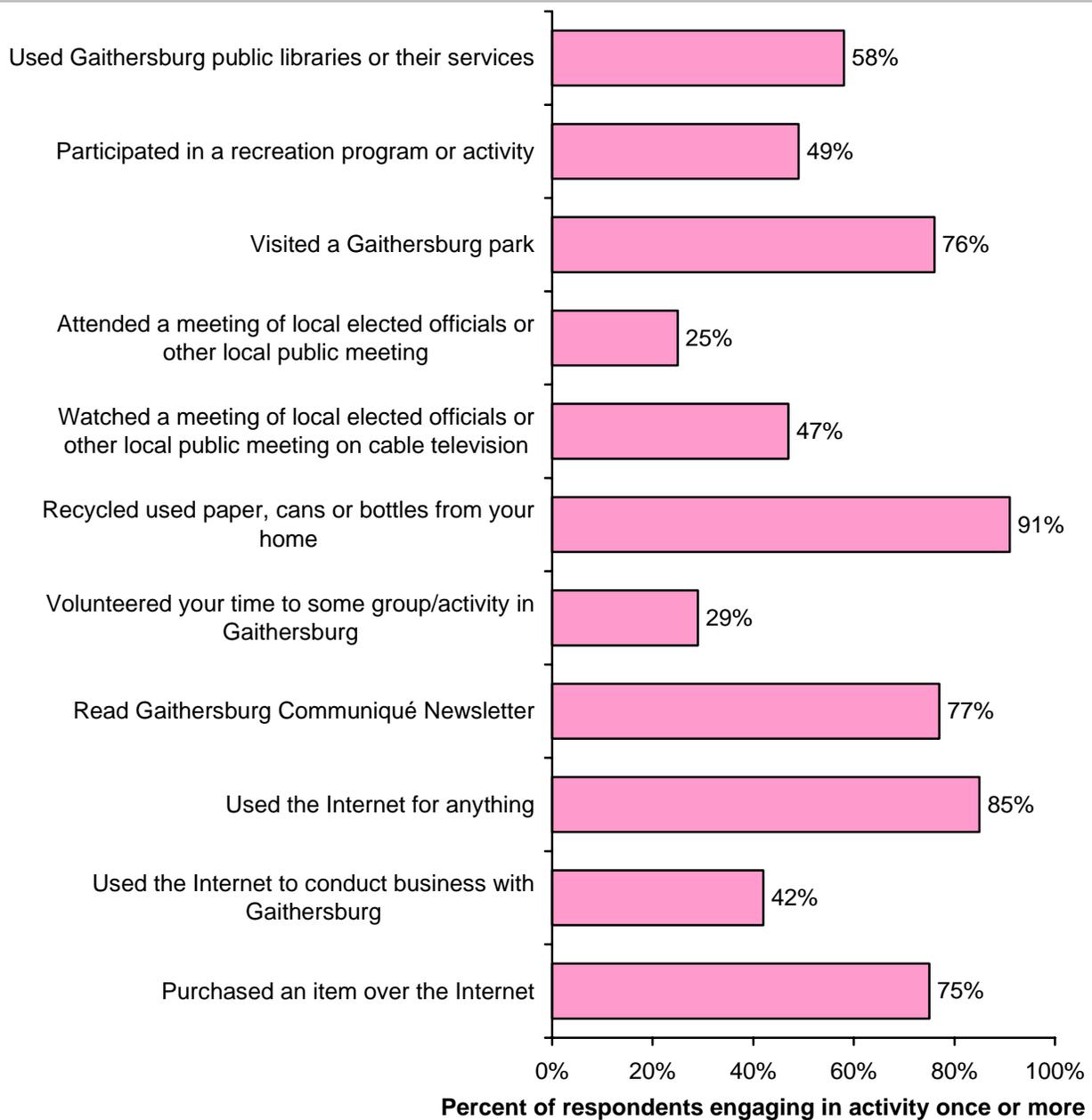
Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime



Community Participation

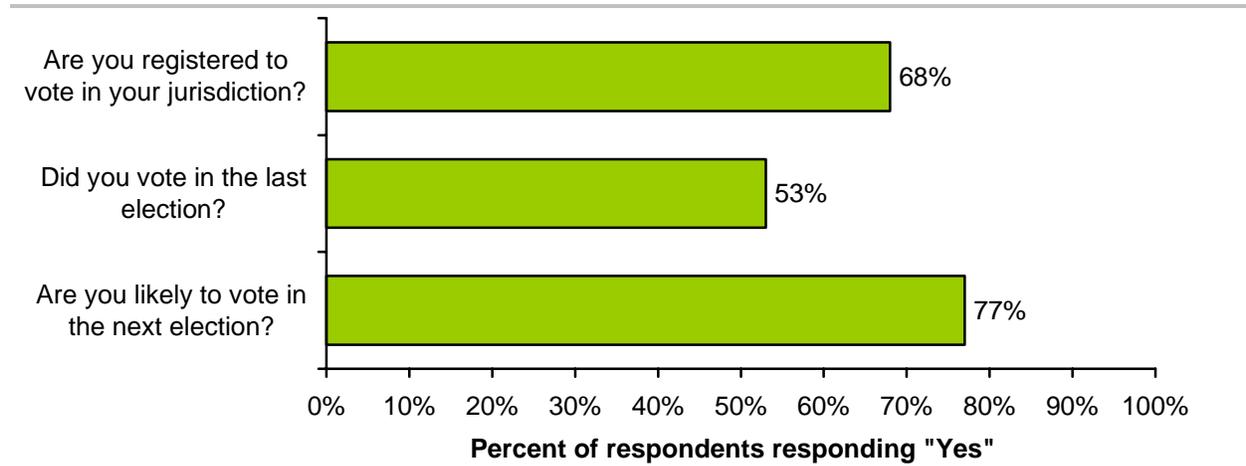
Participation in the civic, social and economic life of Gaithersburg during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 76% reported visiting a park in Gaithersburg in the past year and 25% had attended a meeting of elected officials or other local public meeting.

Figure 13: Percent of Respondents Engaging in Various Activities in Gaithersburg in the Past Year



Voter status was also estimated,² with 53% saying that they had voted in the last election.

Figure 14: Voter Status and Activity



Voter Status and Activity

	No	Yes	Total
Are you registered to vote in your jurisdiction?	32%	68%	100%
Did you vote in the last election?	47%	53%	100%
Are you likely to vote in the next election?	23%	77%	100%

² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

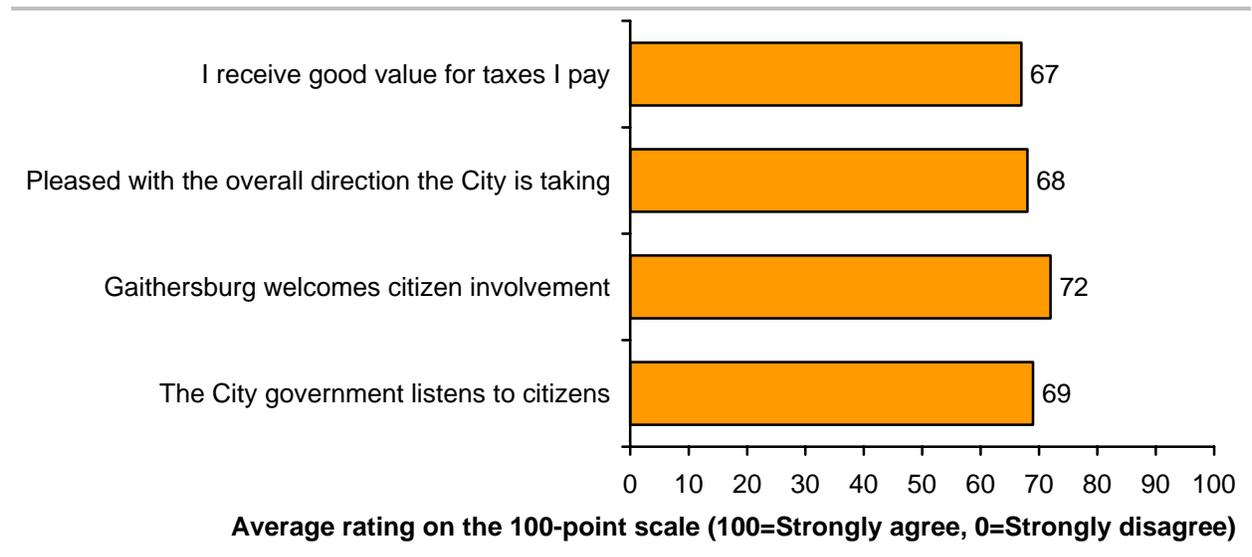
LOCAL GOVERNMENT

Several aspects of the government of the City of Gaithersburg were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Gaithersburg. Those who had any contact with a City of Gaithersburg employee in the past year gave their impressions of the most recent encounter.

Public Trust

When asked to evaluate whether they felt they received good value for taxes they pay, residents gave an average rating of 67 on a 100-point scale.

Figure 15: Ratings of Public Trust



Ratings of Public Trust

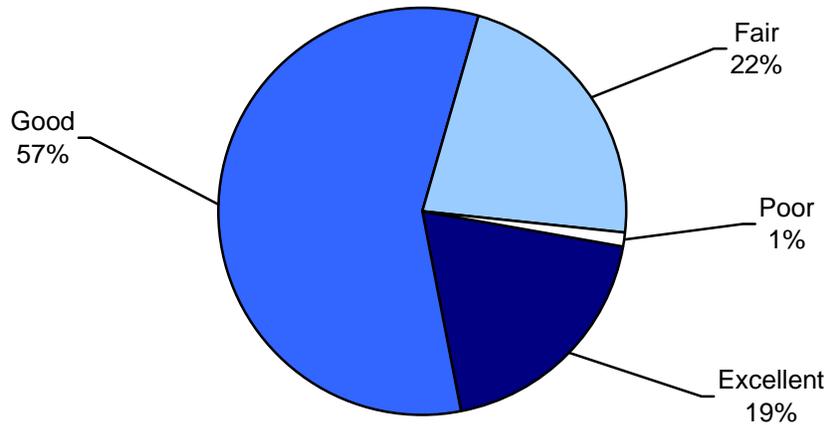
Please rate the following statements:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total	Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)
I receive good value for the City of Gaithersburg taxes I pay	22%	41%	23%	12%	2%	100%	67
I am pleased with the overall direction that the City of Gaithersburg is taking	22%	44%	22%	9%	3%	100%	68
The City of Gaithersburg government welcomes citizen involvement	30%	36%	26%	6%	2%	100%	72
The City of Gaithersburg government listens to citizens	25%	35%	32%	6%	2%	100%	69

Note: "don't know" responses have been removed.

Service Provided by Gaithersburg

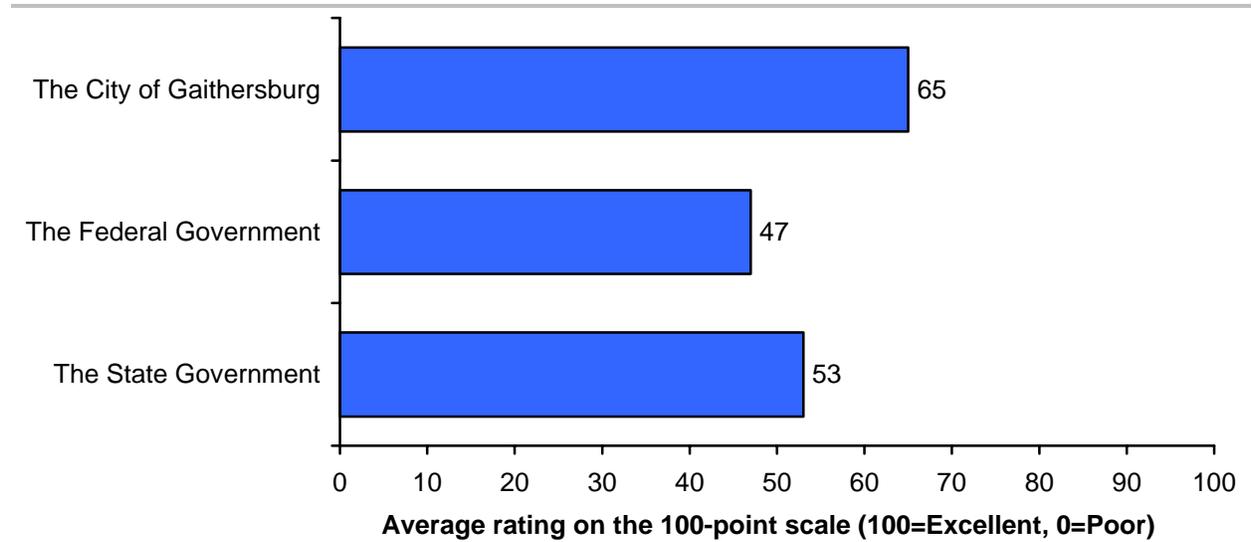
The responses of residents with an opinion about the overall quality of services provided by Gaithersburg are shown in Figure 16 below. These responses result in an average rating of 65 on the 100-point scale. Average ratings given to specific services are shown on the following pages.

Figure 16: Overall Quality of Services Provided by the City of Gaithersburg



On average, residents of Gaithersburg gave the highest evaluations to their own local government and the lowest average rating to the federal government.

Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government

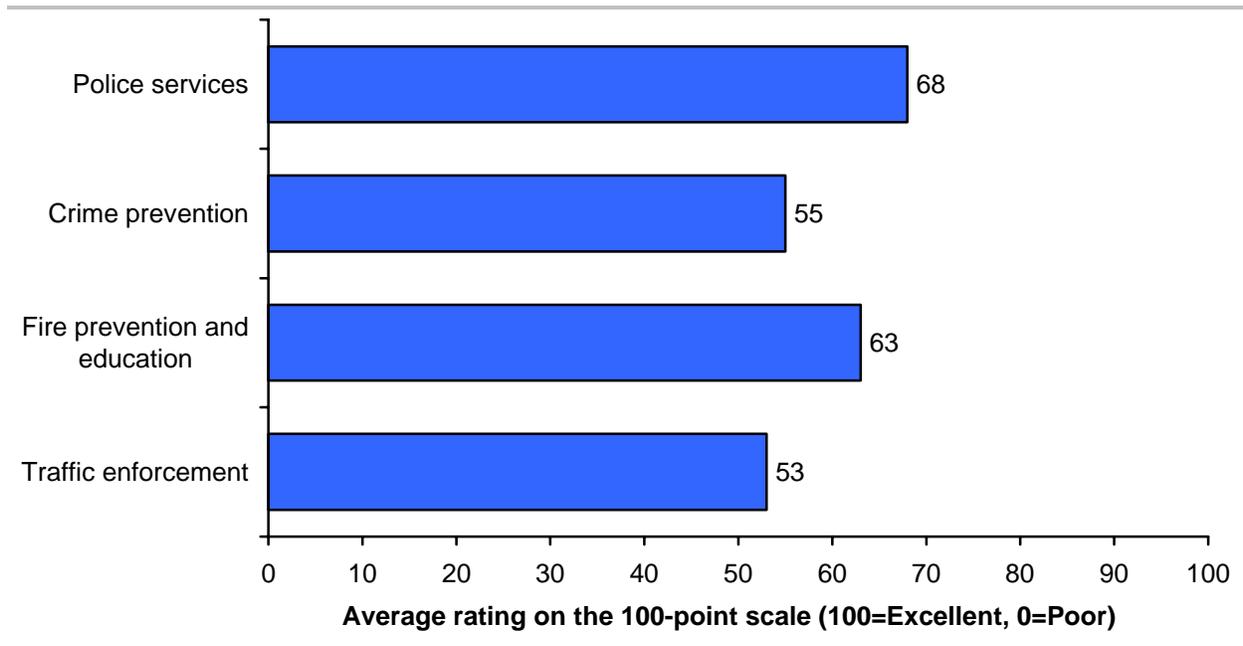


Overall Quality of Services: City of Gaithersburg, Federal Government and State Government

Overall, how would you rate the quality of services provided by...	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
The City of Gaithersburg	19%	57%	22%	1%	100%	65
The Federal Government	7%	39%	43%	11%	100%	47
The State Government	8%	48%	36%	7%	100%	53

Note: "don't know" responses have been removed.

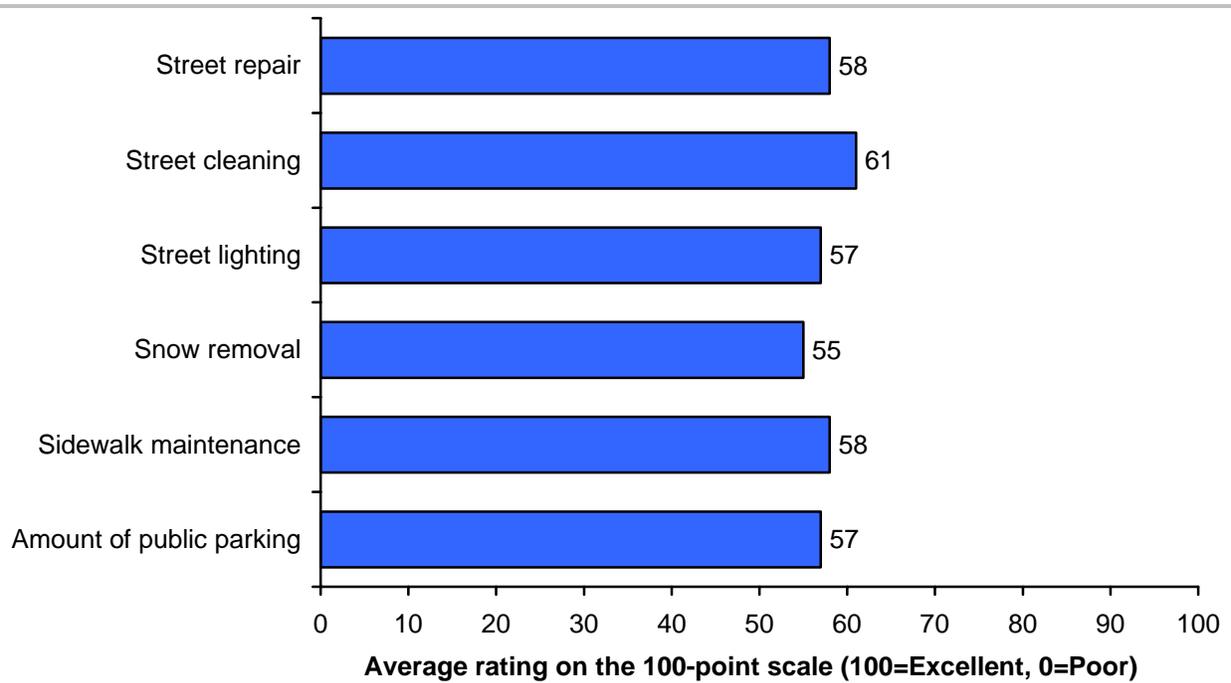
Figure 18: Quality of Public Safety Services



Quality of Public Safety Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Police services	23%	60%	16%	1%	100%	68
Crime prevention	13%	47%	34%	6%	100%	55
Fire prevention and education	17%	57%	23%	3%	100%	63
Traffic enforcement	13%	45%	31%	12%	100%	53

Note: "don't know" responses have been removed.

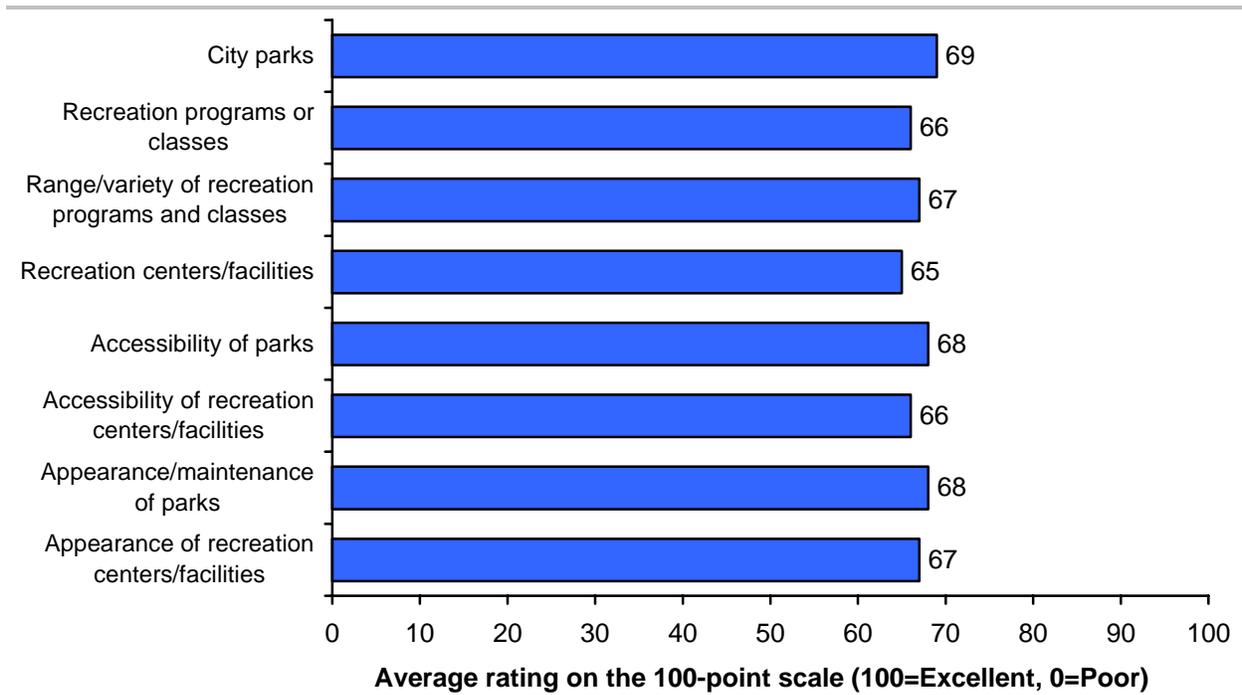
Figure 19: Quality of Transportation Services



Quality of Transportation Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Street repair	15%	50%	28%	7%	100%	58
Street cleaning	18%	51%	26%	4%	100%	61
Street lighting	15%	50%	27%	9%	100%	57
Snow removal	19%	41%	27%	14%	100%	55
Sidewalk maintenance	16%	49%	28%	7%	100%	58
Amount of public parking	15%	50%	26%	9%	100%	57

Note: "don't know" responses have been removed.

Figure 20: Quality of Leisure Services

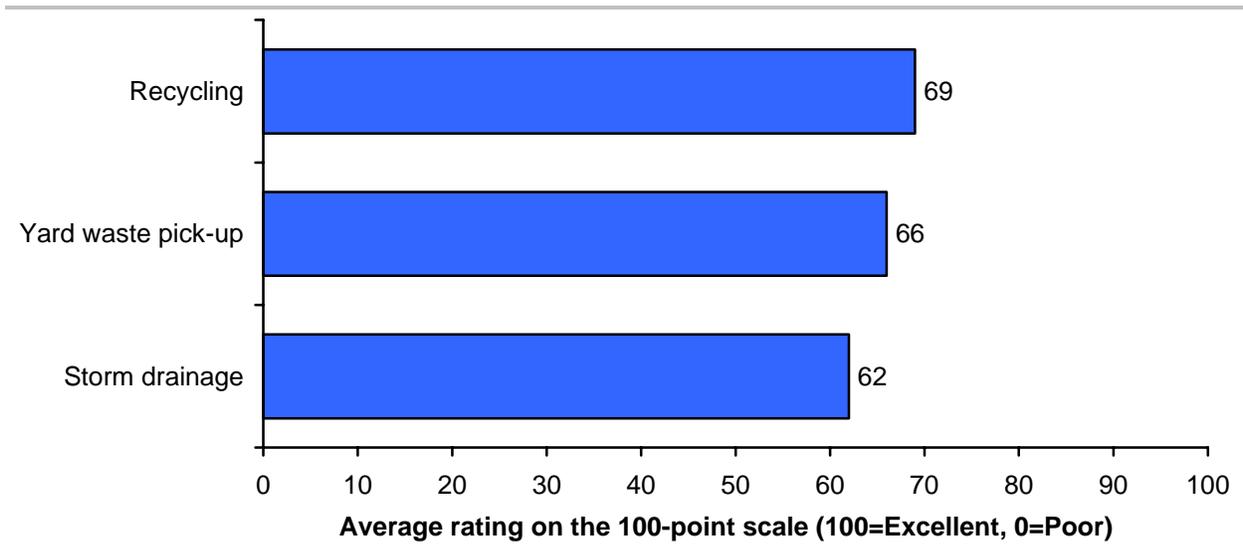


Quality of Leisure Services

How do you rate the quality of each of the following services?					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
City parks	26%	55%	19%	0%	100%	69
Recreation programs or classes	22%	55%	22%	1%	100%	66
Range/variety of recreation programs and classes	23%	55%	20%	1%	100%	67
Recreation centers/facilities	21%	54%	24%	1%	100%	65
Accessibility of parks	26%	54%	17%	2%	100%	68
Accessibility of recreation centers/facilities	22%	55%	21%	2%	100%	66
Appearance/maintenance of parks	24%	57%	17%	1%	100%	68
Appearance of recreation centers/facilities	19%	64%	15%	1%	100%	67

Note: "don't know" responses have been removed.

Figure 21: Quality of Utility Services

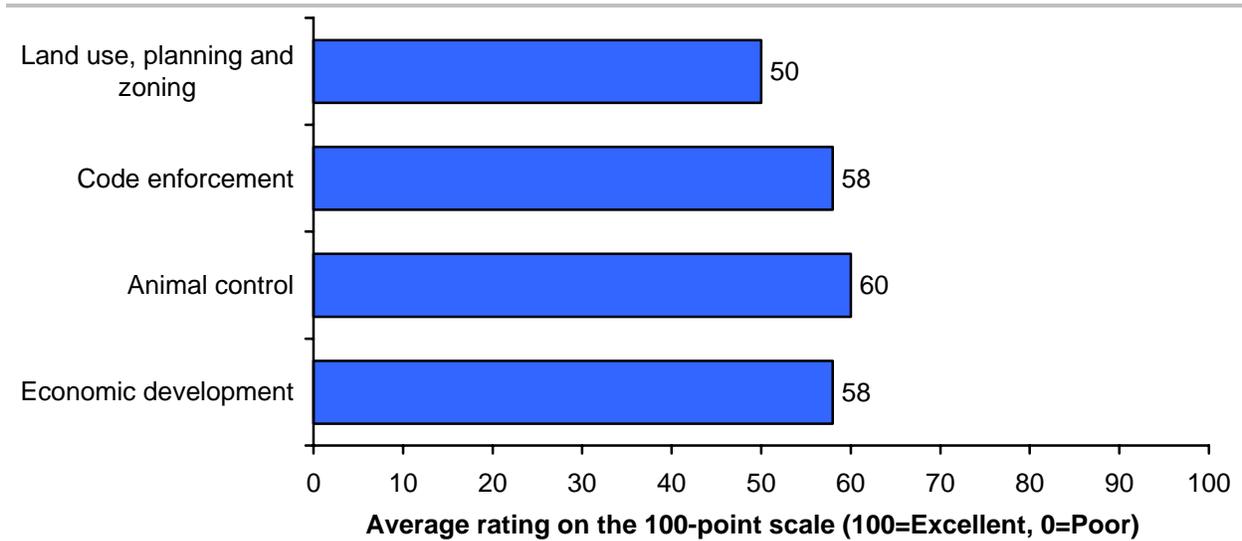


Quality of Utility Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Recycling	30%	52%	13%	5%	100%	69
Yard waste pick-up	28%	49%	13%	10%	100%	66
Storm drainage	15%	61%	21%	3%	100%	62

Note: "don't know" responses have been removed.

Figure 22: Quality of Planning and Code Enforcement Services

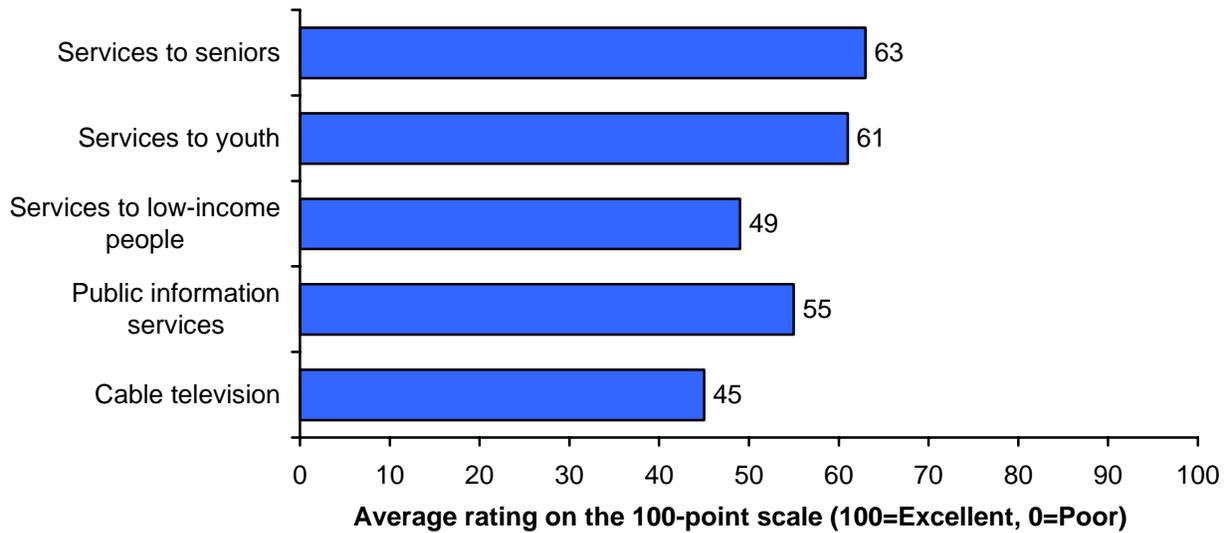


Quality of Planning and Code Enforcement Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Land use, planning and zoning	9%	44%	35%	12%	100%	50
Code enforcement (weeds, abandoned buildings, etc)	11%	58%	26%	6%	100%	58
Animal control	14%	60%	17%	8%	100%	60
Economic development	11%	56%	31%	2%	100%	58

Note: "don't know" responses have been removed.

Figure 23: Quality of Services to Special Populations and Other Services



Quality of Services to Special Populations and Other Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Services to seniors	14%	62%	22%	2%	100%	63
Services to youth	18%	53%	23%	6%	100%	61
Services to low-income people	6%	49%	31%	13%	100%	49
Public information services	9%	52%	36%	3%	100%	55
Cable television	8%	40%	31%	21%	100%	45

Note: "don't know" responses have been removed.

The City of Gaithersburg Employees

Impressions of the City of Gaithersburg employees were assessed on the questionnaire. Those who had been in contact with a City of Gaithersburg employee in the past year (42%) rated their overall impression as 73 on a 100-point scale.

Figure 24: Percent of Respondents Who Had Contact with a City of Gaithersburg Employee

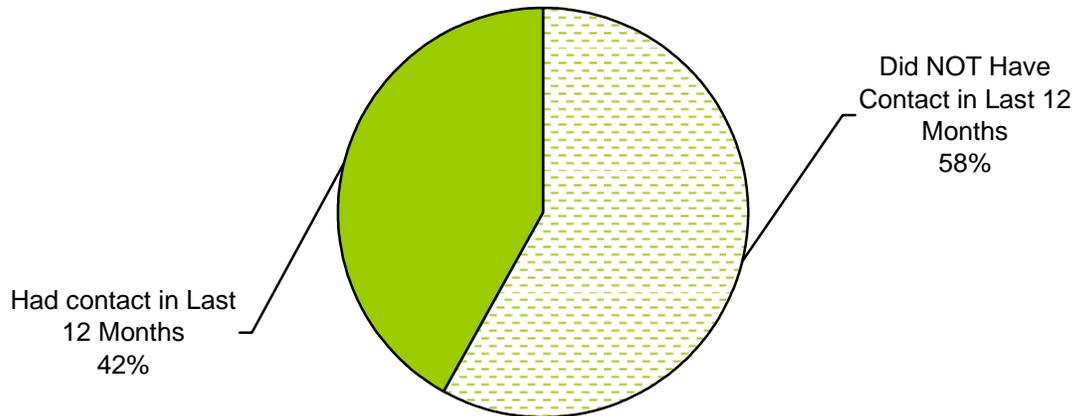
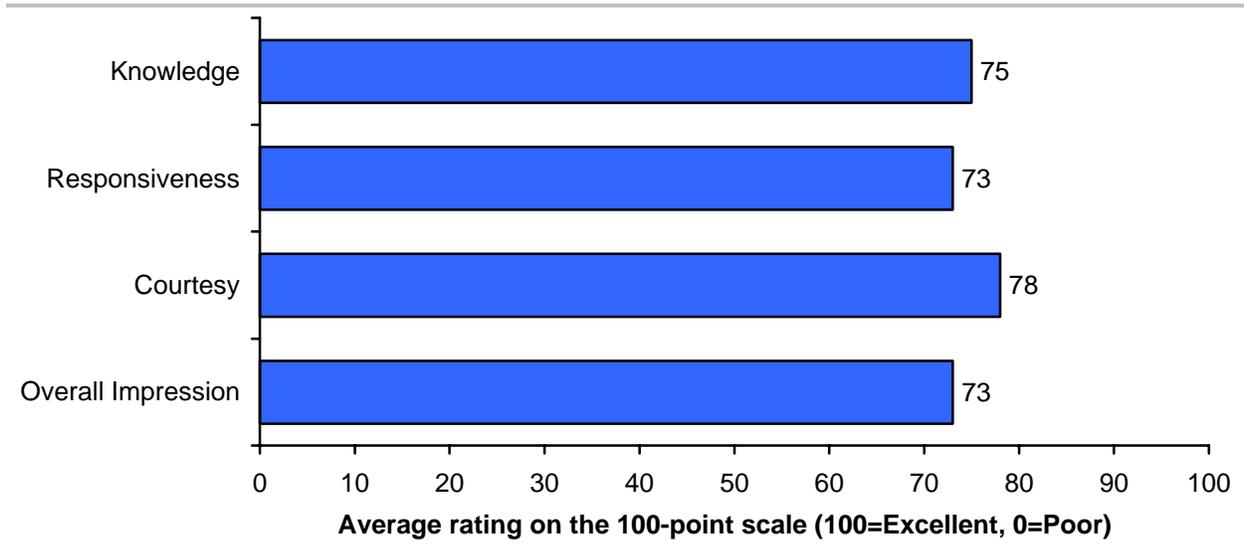


Figure 25: Ratings of Contact with the City of Gaithersburg Employees



Ratings of Contact with City of Gaithersburg Employees

What was your impression of employees of the City of Gaithersburg in your most recent contact?	Rating				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Knowledge	39%	50%	8%	3%	100%	75
Responsiveness	46%	34%	13%	7%	100%	73
Courtesy	52%	33%	12%	4%	100%	78
Overall Impression	45%	36%	14%	5%	100%	73

Note: "don't know" responses have been removed.

APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question 1: Quality of Life Ratings

	Excellent		Good		Fair		Poor		Don't know		Total	
How do you rate Gaithersburg as a place to live?	19%	N=48	62%	N=153	18%	N=44	0%	N=1	0%	N=0	100%	N=246
How do you rate your neighborhood as a place to live?	22%	N=54	50%	N=123	26%	N=64	2%	N=5	0%	N=0	100%	N=246
How do you rate Gaithersburg as a place to raise children?	19%	N=47	41%	N=100	18%	N=43	4%	N=10	18%	N=43	100%	N=243
How do you rate Gaithersburg as a place to work?	15%	N=37	39%	N=96	20%	N=48	4%	N=9	22%	N=53	100%	N=243
How do you rate Gaithersburg as a place to retire?	11%	N=27	27%	N=66	21%	N=51	21%	N=50	19%	N=47	100%	N=241
How do you rate the overall quality of life in Gaithersburg?	14%	N=35	61%	N=148	24%	N=58	1%	N=3	0%	N=1	100%	N=244

Question 2: Please rate each of the following characteristics as they relate to Gaithersburg as a whole

	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	10%	N=25	49%	N=116	28%	N=68	7%	N=17	5%	N=13	100%	N=238
Openness and acceptance of the community towards people of diverse backgrounds	17%	N=40	50%	N=120	26%	N=62	4%	N=9	4%	N=9	100%	N=240
Overall appearance of Gaithersburg	10%	N=25	67%	N=163	19%	N=46	3%	N=7	1%	N=2	100%	N=242
Opportunities to attend cultural activities	14%	N=33	43%	N=104	30%	N=72	4%	N=9	10%	N=24	100%	N=243
Shopping opportunities	23%	N=57	55%	N=135	19%	N=47	2%	N=5	1%	N=1	100%	N=245
Air quality	13%	N=31	57%	N=139	24%	N=58	3%	N=7	4%	N=10	100%	N=245
Recreational opportunities	18%	N=44	53%	N=130	22%	N=54	2%	N=5	4%	N=11	100%	N=244
Job opportunities	7%	N=17	29%	N=70	27%	N=66	11%	N=27	26%	N=63	100%	N=242
Access to affordable quality housing	4%	N=11	19%	N=47	36%	N=88	29%	N=71	11%	N=27	100%	N=244
Access to affordable quality health care	6%	N=13	34%	N=83	32%	N=78	13%	N=32	16%	N=38	100%	N=244
Ease of car travel in Gaithersburg	7%	N=17	39%	N=95	36%	N=88	15%	N=37	2%	N=5	100%	N=242
Ease of bus travel in Gaithersburg	8%	N=20	38%	N=94	16%	N=40	7%	N=17	30%	N=74	100%	N=244
Ease of bicycle travel in Gaithersburg	7%	N=18	25%	N=61	22%	N=54	14%	N=34	31%	N=77	100%	N=243
Ease of walking in Gaithersburg	14%	N=34	36%	N=87	31%	N=76	14%	N=33	5%	N=13	100%	N=243
Educational opportunities	9%	N=21	41%	N=100	29%	N=71	2%	N=5	19%	N=46	100%	N=243
Overall image/reputation of Gaithersburg	13%	N=31	51%	N=125	30%	N=73	2%	N=5	4%	N=9	100%	N=243
Overall quality of new development in Gaithersburg	11%	N=26	49%	N=119	22%	N=54	7%	N=17	11%	N=27	100%	N=244

Question 3: Please rate the speed of growth in the following categories in Gaithersburg over the past two years

	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	1%	N=3	4%	N=9	19%	N=47	33%	N=82	19%	N=47	24%	N=59	100%	N=247
Retail growth (stores, restaurants etc.)	1%	N=2	14%	N=35	52%	N=127	14%	N=34	5%	N=12	15%	N=36	100%	N=245
Jobs growth	2%	N=6	25%	N=60	30%	N=73	0%	N=1	0%	N=0	42%	N=102	100%	N=242

Question 4: To what degree are the following problems in Gaithersburg

	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
Crime	2%	N=4	29%	N=69	43%	N=104	18%	N=43	9%	N=21	100%	N=241
Drugs	3%	N=7	13%	N=32	31%	N=75	18%	N=44	35%	N=85	100%	N=243
Too much growth	15%	N=37	15%	N=37	30%	N=73	19%	N=46	20%	N=47	100%	N=240
Lack of growth	51%	N=119	15%	N=34	9%	N=21	2%	N=5	23%	N=55	100%	N=233
Graffiti	24%	N=56	36%	N=84	17%	N=39	5%	N=13	18%	N=42	100%	N=235
Noise	25%	N=59	45%	N=106	21%	N=49	6%	N=14	4%	N=9	100%	N=237
Run down buildings, weed lots, or junk vehicles	32%	N=76	42%	N=100	16%	N=39	2%	N=6	8%	N=19	100%	N=239
Taxes	14%	N=33	24%	N=57	30%	N=73	20%	N=48	12%	N=29	100%	N=240
Traffic congestion	6%	N=15	19%	N=45	37%	N=89	36%	N=88	2%	N=5	100%	N=242
Unsupervised youth	11%	N=26	19%	N=47	36%	N=87	16%	N=40	18%	N=42	100%	N=242
Homelessness	16%	N=39	31%	N=74	20%	N=47	4%	N=10	28%	N=66	100%	N=237
Absence of communications from the City of Gaithersburg translated into languages other than English	38%	N=93	11%	N=26	6%	N=14	4%	N=11	41%	N=100	100%	N=244
Unwanted local businesses	32%	N=78	21%	N=50	7%	N=16	2%	N=4	39%	N=94	100%	N=242

Question 5: Please rate how safe you feel from the following occurring to you in Gaithersburg

	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g., rape, assault, robbery)	17%	N=41	38%	N=93	16%	N=39	20%	N=48	4%	N=10	4%	N=11	100%	N=242
Property crimes (e.g., burglary, theft)	10%	N=24	35%	N=86	15%	N=36	26%	N=63	9%	N=22	4%	N=11	100%	N=242
Fire	22%	N=53	39%	N=93	21%	N=50	7%	N=18	3%	N=8	8%	N=19	100%	N=240

Question 6: Please rate how safe 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%	N=141	27%	N=67	9%	N=22	4%	N=9	2%	N=4	0%	N=0	100%	N=243
In your neighborhood after dark	18%	N=44	36%	N=88	15%	N=37	25%	N=61	5%	N=12	1%	N=2	100%	N=244
In Gaithersburg's downtown area during the day	27%	N=65	33%	N=78	11%	N=26	7%	N=17	2%	N=4	21%	N=50	100%	N=239
In Gaithersburg's downtown area after dark	4%	N=10	16%	N=39	13%	N=30	27%	N=65	14%	N=34	26%	N=62	100%	N=239
In Gaithersburg's parks during the day	30%	N=72	33%	N=80	12%	N=30	5%	N=13	0%	N=1	19%	N=47	100%	N=242
In Gaithersburg's parks after dark	2%	N=5	13%	N=31	12%	N=28	21%	N=52	22%	N=54	30%	N=73	100%	N=241

Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?

	No		Yes		Don't know		Total	
During the past twelve months, were you or anyone in your household the victim of any crime?	87%	N=208	11%	N=27	1%	N=3	100%	N=238

Question 8: If yes, was this crime (these crimes) reported to the police?

	No		Yes		Don't know		Total	
If yes, was this crime (these crimes) reported to the police?	27%	N=10	57%	N=20	16%	N=6	100%	N=35

Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Gaithersburg?													
	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total		
Used Gaithersburg public libraries or their services	42%	N=99	35%	N=83	15%	N=36	4%	N=9	4%	N=9	100%	N=236	
Participated in a recreation program or activity	51%	N=119	32%	N=75	11%	N=25	3%	N=6	4%	N=10	100%	N=235	
Visited a Gaithersburg park	24%	N=56	33%	N=77	27%	N=64	12%	N=28	5%	N=11	100%	N=236	
Attended a meeting of local elected officials or other local public meeting	75%	N=180	19%	N=45	4%	N=11	1%	N=2	0%	N=1	100%	N=239	
Watched a meeting of local elected officials or other local public meeting on cable television	53%	N=124	27%	N=64	15%	N=36	2%	N=6	3%	N=6	100%	N=236	
Recycled used paper, cans or bottles from your home	9%	N=20	5%	N=12	15%	N=36	11%	N=26	60%	N=143	100%	N=237	
Volunteered your time to some group/activity in Gaithersburg	71%	N=168	16%	N=37	8%	N=18	3%	N=6	3%	N=7	100%	N=237	
Read Gaithersburg Communiqué Newsletter	23%	N=54	25%	N=61	33%	N=78	11%	N=26	8%	N=20	100%	N=239	
Used the Internet for anything	15%	N=36	8%	N=19	4%	N=10	6%	N=15	67%	N=159	100%	N=239	
Used the Internet to conduct business with Gaithersburg	58%	N=138	22%	N=54	11%	N=27	4%	N=9	5%	N=12	100%	N=240	
Purchased an item over the Internet	25%	N=61	8%	N=19	29%	N=70	16%	N=39	21%	N=50	100%	N=240	

Question 10: How do you rate the quality of each of the following services in Gaithersburg?												
	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	20%	N=50	54%	N=130	14%	N=34	1%	N=2	11%	N=27	100%	N=243
Crime prevention	11%	N=27	40%	N=96	29%	N=70	6%	N=13	14%	N=34	100%	N=241
Fire prevention and education	14%	N=34	46%	N=110	19%	N=45	3%	N=6	18%	N=44	100%	N=239
Traffic enforcement	12%	N=28	41%	N=98	28%	N=68	11%	N=26	8%	N=20	100%	N=240
Recycling	28%	N=67	50%	N=118	12%	N=28	5%	N=12	5%	N=13	100%	N=239
Yard waste pick-up	20%	N=49	35%	N=85	9%	N=22	7%	N=16	28%	N=68	100%	N=241
Street repair	15%	N=35	49%	N=116	27%	N=65	6%	N=15	3%	N=7	100%	N=239
Street cleaning	18%	N=43	49%	N=118	25%	N=61	4%	N=10	4%	N=10	100%	N=242
Street lighting	15%	N=35	49%	N=117	26%	N=63	8%	N=20	2%	N=5	100%	N=241
Snow removal	17%	N=41	36%	N=88	24%	N=57	12%	N=29	10%	N=25	100%	N=241
Sidewalk maintenance	15%	N=36	46%	N=111	26%	N=63	6%	N=15	6%	N=15	100%	N=240
Amount of public parking	15%	N=35	47%	N=113	24%	N=59	8%	N=20	6%	N=15	100%	N=242
Storm drainage	12%	N=30	51%	N=123	17%	N=42	3%	N=7	17%	N=40	100%	N=242
City parks	21%	N=51	45%	N=108	16%	N=37	0%	N=0	18%	N=43	100%	N=239
Recreation programs or classes	15%	N=35	36%	N=87	15%	N=35	0%	N=1	33%	N=79	100%	N=238
Range/variety of recreation programs and classes	15%	N=36	36%	N=86	13%	N=32	1%	N=2	35%	N=82	100%	N=238
Recreation centers/facilities	15%	N=35	38%	N=90	17%	N=40	1%	N=2	30%	N=70	100%	N=238
Accessibility of parks	22%	N=51	44%	N=105	14%	N=34	2%	N=4	18%	N=43	100%	N=236
Accessibility of recreation centers/facilities	16%	N=40	41%	N=100	15%	N=37	1%	N=3	25%	N=60	100%	N=240
Appearance/maintenance of parks	20%	N=49	48%	N=115	14%	N=34	1%	N=2	17%	N=41	100%	N=242
Appearance of recreation centers/facilities	14%	N=33	47%	N=110	11%	N=26	1%	N=2	28%	N=65	100%	N=236
Land use, planning and zoning	7%	N=15	32%	N=76	26%	N=61	9%	N=21	27%	N=64	100%	N=238
Code enforcement (weeds, abandoned buildings, etc)	8%	N=18	40%	N=95	18%	N=42	4%	N=9	30%	N=71	100%	N=235
Animal control	10%	N=24	45%	N=108	13%	N=31	6%	N=15	25%	N=60	100%	N=238
Economic development	8%	N=20	42%	N=101	24%	N=57	2%	N=4	24%	N=57	100%	N=239

Question 10: How do you rate the quality of each of the following services in Gaithersburg?

	Excellent		Good		Fair		Poor		Don't know		Total	
Services to seniors	7%	N=17	32%	N=76	11%	N=27	1%	N=2	49%	N=118	100%	N=240
Services to youth	9%	N=21	27%	N=63	11%	N=27	3%	N=7	50%	N=120	100%	N=238
Services to low-income people	3%	N=7	22%	N=52	14%	N=33	6%	N=14	55%	N=131	100%	N=237
Public information services	6%	N=15	39%	N=93	27%	N=64	3%	N=6	26%	N=61	100%	N=240
Cable television	7%	N=17	35%	N=84	27%	N=66	19%	N=45	12%	N=30	100%	N=241

Question 11: Overall, how would you rate the quality of the services provided by...

	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Gaithersburg	18%	N=44	54%	N=131	21%	N=51	1%	N=2	6%	N=15	100%	N=244
The Federal Government	6%	N=14	34%	N=82	37%	N=90	10%	N=24	14%	N=33	100%	N=243
The State Government	7%	N=18	41%	N=100	31%	N=75	6%	N=15	14%	N=35	100%	N=243

Question 12: Have you had any in-person or phone contact with an employee of the City of Gaithersburg within the last 12 months?

	No		Yes		Total	
Have you had any in-person or phone contact with an employee of the City of Gaithersburg within the last 12 months?	58%	N=135	42%	N=96	100%	N=231

Question 13: What was your impression of the employees of the City of Gaithersburg in your most recent contact?

	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	33%	N=40	42%	N=52	7%	N=8	3%	N=4	16%	N=19	100%	N=122
Responsiveness	42%	N=50	31%	N=38	11%	N=14	7%	N=8	9%	N=11	100%	N=120
Courtesy	47%	N=57	30%	N=36	11%	N=13	3%	N=4	9%	N=11	100%	N=121
Overall Impression	41%	N=49	32%	N=39	13%	N=15	5%	N=6	9%	N=11	100%	N=120

Question 14: Please rate your agreement or disagreement with the following statements.

	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Don't know		Total	
I receive good value for the City of Gaithersburg taxes I pay	20%	N=48	36%	N=87	20%	N=49	11%	N=26	2%	N=5	11%	N=27	100%	N=243
I am pleased with the overall direction that the City of Gaithersburg is taking	20%	N=49	40%	N=98	20%	N=48	8%	N=20	3%	N=8	9%	N=21	100%	N=243
The City of Gaithersburg government welcomes citizen involvement	22%	N=54	27%	N=65	20%	N=48	4%	N=11	1%	N=4	25%	N=60	100%	N=241
The City of Gaithersburg government listens to citizens	18%	N=42	24%	N=59	22%	N=54	4%	N=11	2%	N=4	30%	N=71	100%	N=241

Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?

	Very positive	Somewhat positive	Neutral	Somewhat negative	Very negative	Total
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	5% N=11	17% N=41	43% N=105	30% N=72	6% N=14	100% N=243

Question 16: Do you live within the City limits of the City of Gaithersburg?

	No	Yes	Total
Do you live within the limits of the City of Gaithersburg?	7% N=16	93% N=216	100% N=232

Question 17: Employment Status

	No	Yes	Total
Are you currently employed?	16% N=39	84% N=199	100% N=238

Question 17a: Usual Mode of Transportation to Work

What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	
Motorized vehicle	83% N=168
Bus, Rail, Subway, or other public transportation	12% N=24
Walk	2% N=5
Work at home	3% N=6
Other	0% N=0
Total	100% N=203

Question 17b: Drive Alone or Carpool

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 17a, do other people usually ride with you to or from work?	87% N=142	13% N=22	100% N=164

Usual Mode of Transportation to Work, Including Carpooling

	Usual mode of transportation to work	
Motorized vehicle, no others (SOV)	72%	N=147
Motorized vehicle, with others (MOV)	11%	N=21
Bus, rail, subway, or other public transportation	12%	N=24
Walk	2%	N=5
Work at home	3%	N=6
Other	0%	N=0
Total	100%	N=203

Question 18: Length of Residency

How many years have you lived in Gaithersburg?

Less than 2 years	22%	N=54
2 to 5 years	34%	N=81
6 to 10 years	13%	N=32
11 to 20 years	20%	N=47
More than 20 years	10%	N=25
Total	100%	N=239

Question 19: Type of Housing Unit

Which best describes the building you live in?

One family house detached from any other houses	19%	N=45
One family house attached to one or more houses	16%	N=39
Building with two or more apartments or condominiums	61%	N=146
Other	4%	N=9
Total	100%	N=239

Question 20: Tenure Status						
	Rented for cash or occupied without cash payment?		Owned by you or someone in this house		Total	
Is this house, apartment, or mobile home...	52%	N=120	48%	N=109	100%	N=229

Questions 21 to 24: Household Characteristics						
	No		Yes		Total	
Do any children age 12 or under live in your household?	82%	N=193	18%	N=43	100%	N=237
Do any teenagers ages 13 through 17 live in your household?	86%	N=204	14%	N=33	100%	N=237
Are you or any other members of your household aged 65 or older?	85%	N=202	15%	N=36	100%	N=238
Does any member of your household have a physical handicap or is anyone disabled?	92%	N=214	8%	N=19	100%	N=233

Question 25: Education		
What is the highest degree or level of school you have completed?		
12th Grade or less, no diploma	3%	N=7
High school diploma	11%	N=26
Some college, no degree	17%	N=39
Associate's degree (e.g. AA, AS)	7%	N=16
Bachelor's degree (e.g. BA, AB, BS)	23%	N=54
Graduate degree or professional degree	39%	N=92
Total	100%	N=235

Question 26: Annual Household Income

How much do you anticipate your household's total income before taxes will be for the current year?

Less than \$24,999	10%	N=22
\$25,000 to \$49,999	24%	N=53
\$50,000 to \$99,999	36%	N=79
\$100,000 or more	30%	N=67
Total	100%	N=220

Question 27: Ethnicity

	No		Yes		Total	
Are you Spanish/Hispanic/Latino?	86%	N=202	14%	N=32	100%	N=234

Question 28: Race

	Percent of Respondents	Count
American Indian or Alaskan native	1%	N=3
Asian or Pacific Islander	18%	N=41
Black, African American	13%	N=30
White/Caucasian	56%	N=127
Other	13%	N=29
Total may exceed 100% as respondents could select more than one category.		

Question 29: Age

	In which category is your age?	
18 to 24 years	3%	N=7
25 to 34 years	32%	N=75
35 to 44 years	18%	N=43
45 to 54 years	26%	N=60
55 to 64 years	9%	N=20
65 to 74 years	8%	N=18
75 years or older	5%	N=12
Total	100%	N=235

Question 30: Gender

	Female		Male		Total	
What is your gender?	54%	N=128	46%	N=109	100%	N=237

Questions 31 to 33: Voter Status and Activity

	No		Yes		Don't know		Total	
Are you registered to vote in your jurisdiction?	31%	N=74	67%	N=158	2%	N=4	100%	N=236
Did you vote in the last election?	46%	N=109	52%	N=123	2%	N=4	100%	N=237
Are you likely to vote in the next election?	21%	N=50	70%	N=166	9%	N=20	100%	N=237

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Sampling

All households within Gaithersburg were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within Gaithersburg boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve Gaithersburg households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of Gaithersburg boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within Gaithersburg. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is 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

Selected households received three mailings, one week apart, beginning October 22, 2007. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and

postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following five weeks.

Response Rate and Confidence Intervals

Of the 1,121 eligible households, 248 completed the survey providing a response rate of 22%. Approximately 79 addresses sampled were “vacant” or “not found.”³ In general, the response rates obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The sample drawn for Gaithersburg used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the city limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 6 percentage points in either direction from what would have been obtained had responses been collected from all Gaithersburg adults. This difference is also called a “margin of error.”⁴ This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Gaithersburg as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Characteristics chosen as weighting variables are generally selected because they are not in proportion to what is shown in a

³ “Eligible” households refer to addresses that belong to residences that are not vacant within the City of Gaithersburg.

⁴ The margin of error was calculated using the following formula: $1.96 * \text{square root}(0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

jurisdiction's demographic profile and because differences in opinion are observed between subgroups of these characteristics. The socioeconomic characteristics that were used to weight the survey results were age, race and ethnicity. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

Weighting Scheme for the City of Gaithersburg Citizen Survey			
Respondent Characteristics	Population Norm⁵	Unweighted Survey Data	Weighted Survey Data
Tenure			
Rent Home	47%	46%	52%
Own Home	53%	54%	48%
Type of Housing Unit			
Single-Family Detached	21%	21%	19%
Attached	79%	79%	81%
Ethnicity			
Non-Hispanic	80%	93%	86%
Hispanic	20%	7%	14%
Race			
White/Caucasian	58%	65%	55%
Non-White	42%	35%	45%
Gender			
Female	52%	53%	54%
Male	48%	47%	46%
Age			
18-34	37%	15%	35%
35-54	43%	38%	44%
55+	20%	47%	21%
Gender and Age			
Females 18-34	18%	9%	21%
Females 35-54	22%	20%	22%
Females 55+	12%	25%	11%
Males 18-34	19%	6%	14%
Males 35-54	21%	18%	22%
Males 55+	8%	22%	10%

⁵ Source: 2000 Census

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Gaithersburg. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.



Gaithersburg
A CHARACTER COUNTS! CITY

31 South Summit Avenue
Gaithersburg, Maryland 20877-2089

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



Gaithersburg
A CHARACTER COUNTS! CITY

31 South Summit Avenue
Gaithersburg, Maryland 20877-2089

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Gaithersburg
A CHARACTER COUNTS! CITY

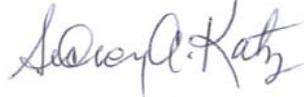
31 South Summit Avenue
Gaithersburg, Maryland 20877-2089

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

Dear City of Gaithersburg
Resident,

Your household has been randomly selected to participate in a citizen survey about the City of Gaithersburg. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,



Sidney A. Katz
Mayor of Gaithersburg

Estimado residente de la ciudad
de Gaithersburg,

Su hogar ha sido seleccionado para participar en una encuesta anónima de ciudadanos sobre la Ciudad de Gaithersburg. Usted recibirá una copia de la encuesta la próxima semana por correo con instrucciones en completar y regresar la encuesta. Gracias de antemano por su ayuda con este proyecto importante!

Atentamente,

Dear City of Gaithersburg
Resident,

Your household has been randomly selected to participate in a citizen survey about the City of Gaithersburg. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,



Sidney A. Katz
Mayor of Gaithersburg

Estimado residente de la ciudad
de Gaithersburg,

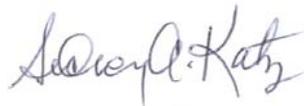
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Atentamente,

Dear City of Gaithersburg
Resident,

Your household has been randomly selected to participate in a citizen survey about the City of Gaithersburg. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,



Sidney A. Katz
Mayor of Gaithersburg

Estimado residente de la ciudad
de Gaithersburg,

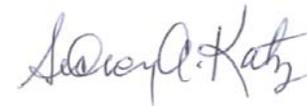
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Resident,

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Mayor of Gaithersburg

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Atentamente,



October 2007

Dear Gaithersburg Resident:

The City of Gaithersburg wants to know what you think about our community and City government. You have been randomly selected to participate in Gaithersburg's 2007 Citizen Survey.

En este documento la Ciudad le da a usted una oportunidad importante para decirnos lo que piensa de los servicios de la Ciudad, y su opinión de la calidad de vida aquí en Gaithersburg. Se seleccionó su hogar al azar para participar en esta encuesta. Si usted no puede hacer la encuesta incluida en inglés por favor llámenos al número (301) 258-6310 para pedir una copia de la encuesta en español. Todas sus respuestas se quedarán completamente anónimas. ¡Deseamos sus opiniones! Favor de entregar la encuesta en el sobre adjunto, lo cual está con franqueo pagado. Muchas gracias.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the Gaithersburg City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Gaithersburg residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (301) 258-6310.

Please help us shape the future of Gaithersburg. Thank you for your time and participation.

Sincerely,

Sidney A. Katz
Mayor



November 2007

Dear Gaithersburg Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Gaithersburg wants to know what you think about our community and municipal government. You have been randomly selected to participate in The City of Gaithersburg's 2007 Citizen Survey.

En este documento la Ciudad le da a usted una oportunidad importante para decirnos lo que piensa de los servicios de la Ciudad, y su opinión de la calidad de vida aquí en Gaithersburg. Se seleccionó su hogar al azar para participar en esta encuesta. Si usted no puede hacer la encuesta incluida en inglés, por favor llámenos al número (301) 258-6310 para pedir una copia de la encuesta en español. Todas sus respuestas se quedarán completamente anónimas. ¡Deseamos sus opiniones! Favor de entregar la encuesta en el sobre adjunto, lo cuál está con franqueo pagado. Muchas gracias.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Gaithersburg residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

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Please help us shape the future of Gaithersburg. Thank you for your time and participation.

Sincerely,

Sidney A. Katz
Mayor

THE CITY OF GAITHERSBURG 2007 CITIZEN 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 circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate Gaithersburg as a place to live?.....	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Gaithersburg as a place to raise children?	1	2	3	4	5
How do you rate Gaithersburg as a place to work?	1	2	3	4	5
How do you rate Gaithersburg as a place to retire?.....	1	2	3	4	5
How do you rate the overall quality of life in Gaithersburg?.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
Overall appearance of Gaithersburg	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Air quality	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Job opportunities	1	2	3	4	5
Access to affordable quality housing.....	1	2	3	4	5
Access to affordable quality health care.....	1	2	3	4	5
Ease of car travel in Gaithersburg.....	1	2	3	4	5
Ease of bus travel in Gaithersburg.....	1	2	3	4	5
Ease of bicycle travel in Gaithersburg.....	1	2	3	4	5
Ease of walking in Gaithersburg.....	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Overall image/reputation of Gaithersburg.....	1	2	3	4	5
Overall quality of new development in Gaithersburg.....	1	2	3	4	5

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

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
Population growth.....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Gaithersburg:

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Lack of growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise.....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth.....	1	2	3	4	5
Homelessness	1	2	3	4	5
Absence of communications from the City of Gaithersburg translated into languages other than English.....	1	2	3	4	5
Unwanted local businesses	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Gaithersburg:

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

6. Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Gaithersburg's Olde Towne during the day	1	2	3	4	5	6
In Gaithersburg's Olde Towne after dark.....	1	2	3	4	5	6
In Gaithersburg's parks during the day.....	1	2	3	4	5	6
In Gaithersburg's parks after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9 Yes → Go to question #8 Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No Yes Don't know

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

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Gaithersburg recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood or City park	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting.....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television.....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Gaithersburg	1	2	3	4	5
Read Gaithersburg Communique Newsletter.....	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with Gaithersburg.....	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5

10. How do you rate the quality of each of the following services in Gaithersburg?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Cable television.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Gaithersburg.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5
The State Government.....	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the City of Gaithersburg within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to question #14 Yes → Go to question #13

13. What was your impression of employees of the City of Gaithersburg in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly <u>agree</u>	Somewhat <u>agree</u>	Neither agree <u>nor disagree</u>	Somewhat <u>disagree</u>	Strongly <u>disagree</u>	Don't <u>know</u>
I receive good value for the City of Gaithersburg taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City of Gaithersburg is taking	1	2	3	4	5	6
The City of Gaithersburg government welcomes citizen involvement	1	2	3	4	5	6
The City of Gaithersburg government listens to citizens.	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

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

16. Do you live within the City limits of the City of Gaithersburg?

- No Yes

17. Are you currently employed?

- No → Go to question #18
 Yes → Go to question #17a

17a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
 Bus, Rail, Subway, or other public transportation
 Walk
 Work at home
 Other

17b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 17a, do other people (adults or children) usually ride with you to or from work?

- No Yes

18. How many years have you lived in Gaithersburg?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

19. Which best describes the building you live in?

- One 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

20. Is this house, apartment, or mobile home...

- Rented for cash or occupied without cash payment?
 Owned by you or someone in this house with a mortgage or free and clear?

21. Do any children 12 or under live in your household?

- No Yes

22. Do any teenagers aged between 13 and 17 live in your household?

- No Yes

23. Are you or any other members of your household aged 65 or older?

- No Yes

24. Does any member of your household have a physical handicap or is anyone disabled?

- No Yes

25. What is the highest degree or level of school you have completed? (mark one box)

- 12th Grade or less, no diploma
 High school diploma
 Some college, no degree
 Associate's degree (e.g. AA, AS)
 Bachelor's degree (e.g. BA, AB, BS)
 Graduate degree or professional degree

26. 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 \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 or more

27. Are you Spanish/Hispanic/Latino?

- No Yes

28. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

29. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

30. What is your sex?

- Female Male

31. Are you registered to vote in your jurisdiction?

- No Yes Don't know

32. Did you vote in the last election?

- No Yes Don't know

33. Are you likely to vote in the next election?

- No Yes Don't know

**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**



Octubre 2007

Estimado residente de Gaithersburg:

La Ciudad de Gaithersburg desea saber qué piensa usted sobre la comunidad y el gobierno municipal. **Su hogar es uno de entre de algunos hogares seleccionados al azar para participar en la Ciudad de Gaithersburg 2007 Encuesta de los Ciudadanos.**

Por favor tome unos pocos minutos para llenar la Encuesta de Ciudadanos adjunta. Sus respuestas ayudarán a que el Concejo de la Ciudad tome decisiones para mejorar la entrega de los servicios a nuestra comunidad. Encontrará que las preguntas son interesantes y nosotros definitivamente encontraremos que sus respuestas son útiles. ¡Por favor participe!

Para obtener una verdadera muestra representativa de los residentes de Gaithersburg, solicitamos que llene la encuesta el adulto que haya tenido su cumpleaños más recientemente. La edad del adulto no importa siempre que tenga 18 años de edad o más. Al seleccionar de ésta forma a la persona que debe llenar la encuesta, se asegura que la encuesta en los hogares de la ciudad mejorara la exactitud de los resultados. Por favor tenga usted la seguridad de que se mantendrán anónimas.

Por favor, haga que el adecuado miembro del hogar pase unos minutos contestando todas las preguntas y devuelva la encuesta en el sobre adjunto con el franqueo pagado. Si tiene alguna pregunta acerca de la Encuesta de los Ciudadanos por favor llamanos (301) 258-6310.

Su participación en esta encuesta es muy importante especialmente puesto que su hogar es uno del pequeño numero que está siendo encuestado. Por favor, ayúdenos a darle forma al futuro de Gaithersburg. Gracias por su tiempo y participacion.

Sinceramente,

Sidney A. Katz
Alcalde

ENCUESTA CIUDADANA DEL 2007 DE LA CIUDAD DE GAITHERSBURG

Por favor complete este cuestionario si usted es el adulto (18 años o más) de su casa que más recientemente haya celebrado su cumpleaños. El año de nacimiento del adulto no importa. Por favor encierre en un círculo la respuesta que mejor represente su opinión en cada pregunta. Sus respuestas son anónimas y solo serán reportadas en forma general.

1. Por favor haga un círculo en el número que mejor represente su opinión para cada una de las siguientes preguntas:

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
¿Cómo evalúa a Gaithersburg como lugar de residencia?.....	1	2	3	4	5
¿Cómo evalúa su vecindario como lugar de residencia?.....	1	2	3	4	5
¿Cómo evalúa la Ciudad de Gaithersburg como lugar para criar a sus hijos?	1	2	3	4	5
¿De qué manera clasifica Gaithersburg como lugar de trabajo?.....	1	2	3	4	5
¿Cómo evalúa la Ciudad de Gaithersburg como lugar para retirarse?.....	1	2	3	4	5
¿Cómo evalúa la calidad de vida en general en la Ciudad de Gaithersburg?	1	2	3	4	5

2. Por favor evalúe la forma en que cada una de las siguientes características se relaciona en general con la Ciudad de Gaithersburg:

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
Sentido de cooperación comunitaria	1	2	3	4	5
Aceptación de la comunidad a gente de diferentes antecedentes.....	1	2	3	4	5
Aspecto general de la Ciudad de Gaithersburg	1	2	3	4	5
Oportunidades para asistir a actividades culturales.....	1	2	3	4	5
Suficientes lugares de compra	1	2	3	4	5
Calidad del medio ambiente (aire).....	1	2	3	4	5
Oportunidades de recreación	1	2	3	4	5
Oportunidades de empleo	1	2	3	4	5
Disponibilidad de viviendas a precios accesibles.....	1	2	3	4	5
Asistencia médica a precios accesibles	1	2	3	4	5
Facilidad para andar en carro.....	1	2	3	4	5
Facilidad para andar en autobús	1	2	3	4	5
Facilidad para andar en bicicleta.....	1	2	3	4	5
Facilidad para caminar	1	2	3	4	5
Oportunidades educativas.....	1	2	3	4	5
Imagen/reputación general de Gaithersburg.....	1	2	3	4	5
Calidad general de desarrollo nuevo en Gaithersburg.....	1	2	3	4	5

3. Por favor evalúe la rapidez de crecimiento durante los últimos 2 años en las siguientes categorías:

	<u>demasiado lento</u>	<u>un poco lento</u>	<u>cantidad apropiada</u>	<u>un poco rápido</u>	<u>muy rápido</u>	<u>no sé</u>
Crecimiento de la población	1	2	3	4	5	6
Crecimiento del comercio (tiendas, restaurantes, etc.) ...	1	2	3	4	5	6
Aumento de oportunidad de empleo	1	2	3	4	5	6

4. ¿A que nivel, si es que existe alguno, se encuentran los siguientes problemas en la Ciudad de Gaithersburg?:

	<u>no hay problema</u>	<u>problema menor</u>	<u>problema moderado</u>	<u>gran problema</u>	<u>no sé</u>
Crímen	1	2	3	4	5
Drogas	1	2	3	4	5
Demasiado crecimiento	1	2	3	4	5
Falta de crecimiento	1	2	3	4	5
Graffiti	1	2	3	4	5
Ruido	1	2	3	4	5
Edificios sin mantenimiento, terrenos con mala hierba, vehículos abandonados	1	2	3	4	5
Impuestos	1	2	3	4	5
Congestión de tránsito.....	1	2	3	4	5
Juventud sin supervisión	1	2	3	4	5
Indigencia	1	2	3	4	5
Ausencia de comunicaciones del Ciudad de Gaithersburg traducidas a idiomas excepto el inglés.....	1	2	3	4	5
Negocios locales no deseados.....	1	2	3	4	5

5. Por favor indique que tan seguro se siente contra las cosas que podrían ocurrirle a usted en Gaithersburg:

	<u>muy seguro</u>	<u>más o menos seguro</u>	<u>ni seguro ni inseguro</u>	<u>más o menos inseguro</u>	<u>muy inseguro</u>	<u>no sé</u>
Crímenes violentos (Ej. violación, asalto, robo)	1	2	3	4	5	6
Delitos contra su propiedad (Ej. asalto, robo)	1	2	3	4	5	6
Incendios	1	2	3	4	5	6

6. Por favor indique que tan seguro se siente:

	<u>muy seguro</u>	<u>más o menos seguro</u>	<u>ni seguro ni inseguro</u>	<u>más o menos inseguro</u>	<u>muy inseguro</u>	<u>no sé</u>
En su vecindario durante el día.....	1	2	3	4	5	6
En su vecindario durante la noche	1	2	3	4	5	6
En Olde Towne de la Ciudad durante el día	1	2	3	4	5	6
En Olde Towne de la Ciudad durante la noche.....	1	2	3	4	5	6
En los parques durante el día.....	1	2	3	4	5	6
En los parques durante la noche.....	1	2	3	4	5	6

7. Durante los últimos 12 meses, ¿usted o alguno de los miembros de su familia fue víctima de algún crimen

- No → Vaya a la pregunta #9 Sí → Vaya a la pregunta #8 No sé

8. ¿Si usted marcó sí, denunció esos crímenes a la policía?

- No Sí No sé

9. Durante los últimos 12 meses, ¿cuántas veces (usted o algún miembro de su familia) participó en las siguientes actividades en la Ciudad de Gaithersburg?

	<u>Nunca</u>	<u>1 ó 2 veces</u>	<u>3 a 12 veces</u>	<u>13 a 26 veces</u>	<u>más de 26 veces</u>
Utilizó los centros de recreación de Gaithersburg.....	1	2	3	4	5
Participó en programas o actividades recreativas.....	1	2	3	4	5
Visitó un parque del vecindario o de la Ciudad	1	2	3	4	5
Asistió a una reunión de autoridades locales u otra reunión pública ...	1	2	3	4	5
Vio por cable (TV) una reunión de autoridades locales u otra reunión pública.....	1	2	3	4	5
Recicló papel, latas o botellas en su casa	1	2	3	4	5
Trabajó de voluntario en algún grupo o actividad	1	2	3	4	5
Leyó el boletín Communique de la Ciudad	1	2	3	4	5
Utilizó la Internet para cualquier cosa	1	2	3	4	5
Utilizó la Internet para hacer negocios con la Ciudad de Gaithersburg	1	2	3	4	5
Compró cualquier producto a través de la Internet	1	2	3	4	5

10. ¿Cómo evalúa la calidad de cada uno de los siguientes servicios en la Ciudad de Gaithersburg?

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
Servicios de la Policía.....	1	2	3	4	5
Prevención de Crímenes	1	2	3	4	5
Educación y Prevención contra Incendios	1	2	3	4	5
Imposición de las Leyes de Tránsito	1	2	3	4	5
Reciclaje	1	2	3	4	5
Recolección de Desechos del Patio (jardín)	1	2	3	4	5
Reparación de Calles	1	2	3	4	5
Limpieza de Calles	1	2	3	4	5
Iluminación de Calles.....	1	2	3	4	5
Removimiento de Nieve	1	2	3	4	5
Mantenimiento de Aceras / Veredas	1	2	3	4	5
Disponibilidad de Estacionamiento Público.....	1	2	3	4	5
Drenajes	1	2	3	4	5
Parques de Ciudad.....	1	2	3	4	5
Clases o Programas Recreativos	1	2	3	4	5
Cantidad / Variedad de Clases o Programas Recreativos.....	1	2	3	4	5
Centros de Recreación	1	2	3	4	5
Accesibilidad a los Parques.....	1	2	3	4	5
Accesibilidad a los Centros de Recreación	1	2	3	4	5
Aspecto y Mantenimiento de Parques.....	1	2	3	4	5
Aspecto de los Centros de Recreación	1	2	3	4	5
Uso, Planificación y Zonificación de Terreno	1	2	3	4	5
Imposición de las Ordenanzas (mala hierba, maleza, edificios abandonados, etc.)	1	2	3	4	5
Control de Animales	1	2	3	4	5
Desarrollo Económico.....	1	2	3	4	5
Servicios para Personas Mayores (de la tercera edad, Ciudadanos de oro, "seniors")	1	2	3	4	5
Servicios para Jóvenes	1	2	3	4	5
Servicios para Personas de Bajos Recursos	1	2	3	4	5
Servicios de Información Pública	1	2	3	4	5
Televisión por Cable	1	2	3	4	5

11. En general, ¿cómo evalúa usted los servicios suministrados por...

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
la Ciudad de Gaithersburg.....	1	2	3	4	5
el Gobierno Federal	1	2	3	4	5
el Gobierno Estatal	1	2	3	4	5

12. ¿Ha tenido contacto personal o por teléfono con algún empleado de la Ciudad de Gaithersburg durante los últimos 12 meses (incluyendo policías, recepcionistas, planificadores u otros)?

- No → Vaya a la pregunta #14 Sí → Vaya a la pregunta #13

13. ¿Cuál fue su impresión de los empleados de la Ciudad de Gaithersburg en su más reciente contacto? (Evalúe cada característica abajo.)

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
Conocimiento	1	2	3	4	5
Simpatía	1	2	3	4	5
Cortesía.....	1	2	3	4	5
Impresión General.....	1	2	3	4	5

14. Por favor evalúe las siguientes declaraciones haciendo un círculo en el número que represente mejor su opinión:

	<u>Completamente de acuerdo</u>	<u>Más o menos de acuerdo</u>	<u>Ni de acuerdo ni en desacuerdo</u>	<u>Más o menos en desacuerdo</u>	<u>Completamente en desacuerdo</u>	<u>No sé</u>
Recibo un valor bueno por los Ciudad de los impuestos de Gaithersburg que pago.....	1	2	3	4	5	6
Estoy satisfecho con la dirección general que los Ciudad de Gaithersburg	1	2	3	4	5	6
El gobierno Ciudad de Gaithersburg promueve la participación Ciudadana.....	1	2	3	4	5	6
El gobierno Ciudad de Gaithersburg escucha a los Ciudadanos	1	2	3	4	5	6

15. ¿Qué impacto, si existe, piensa usted que la economía tendrá en los ingresos de su familia en los próximos 6 meses? Usted piensa que el impacto será:

- Muy positivo
 Más o menos positivo
 Neutral
 Más o menos negativo
 Muy negativo

Nuestras últimas preguntas son acerca de usted y su hogar. De nuevo, todas las respuestas son anónimas y serán reportadas en forma general.

16. ¿Vive dentro de los límites del Condado de Gaithersburg?

- No Sí

17. ¿Está actualmente empleado?

- No → Vaya a la pregunta #18
 Sí → Vaya a la pregunta #17a

17a. ¿Qué tipo de transporte utiliza usualmente (para la parte más larga de su viaje) para ir al trabajo?

- Vehículo motorizado (Ej. carro, camioneta, van, motocicleta, etc...)
 Autobús, tren, metro, u otro servicio público de transporte
 Camina
 Trabaja en la casa
 Otro

17b. Si marcó la pregunta 17a de vehículo motorizado (Ej. carro, camioneta, van, motocicleta), ¿hay otro familiar (adultos o niños) que usualmente viaja con usted a o del trabajo?

- No Sí

18. ¿Cuántos años tiene usted viviendo en Gaithersburg?

- Menos de 2 años 11-20 años
 2-5 años Más de 20 años
 6-10 años

19. ¿Cuál de las siguientes opciones describe mejor la vivienda (edificio) en la que reside?

- Casa familiar separada de cualquier otra casa
 Casa unida a una o más casas (Ej. duplex, townhome)
 Edificio con 2 o más apartamentos o condominios
 Casa rodante / trailer
 Otro

20. ¿Es esta casa, apartamento o casa rodante / trailer es...

- Alquilada o la ocupa sin pago?
 Propia, o alguno de su familia la paga con hipoteca o ya está paga?

21. ¿Hay niños de 12 años o menores que viven en su casa?

- No Sí

22. ¿Hay adolescentes de edades entre 13-17 que viven en su casa?

- No Sí

23. ¿Tiene usted o cualquiera de los miembros de su familia 65 años o más?

- No Sí

24. ¿Hay algún miembro de su familia que tenga incapacidad física o que esté inhabilitado?

- No Sí

25. ¿Cuál es el nivel de estudio más alto que usted alcanzó? (marque solo uno)

- Grado 12 ó menos, sin diploma
 Diploma de preparatoria / secundaria
 Algo de universidad, sin título
 Grado asociado (Ej. técnico en artes o ciencias)
 Licenciatura (Ej. ciencias y artes)
 Grado profesional (master, doctorado)

26. ¿Cuánto cree usted que será el ingreso de su familia antes de impuestos para el año actual? (Por favor incluya en su ingreso total todo ingreso de todas las personas de su casa.)

- Menos de \$24,999
 \$25,000 a \$49,999
 \$50,000 a \$99,999
 \$100,000 o más

27. ¿Es usted Hispano / Latino?

- No Sí

28. ¿Cuál es su raza? (Marque uno o más grupos que indiquen lo que usted se considera.)

- Indio Americano o nativo de Alaska
 Asiático o de las Islas del Pacífico
 Negro, Afro-americano
 Blanco / Caucásico
 Otro

29. ¿En que categoría está su edad?

- 18-24 años 55-64 años
 25-34 años 65-74 años
 35-44 años 75 años o más
 45-54 años

30. ¿Cuál es su sexo?

- Femenino Masculino

31. ¿Está registrado para votar en su jurisdicción?

- No Sí No sé

32. ¿Votó en las últimas elecciones?

- No Sí No sé

33. ¿Cree que votará en las próximas elecciones?

- No Sí No sé

Gracias por completar esta encuesta. Por favor regrese la encuesta en el sobre prepagado a: National Research Center, Inc., 3005 30th St., Boulder, CO 80301



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