

# **The National Citizen Survey™**

## **Gaithersburg, MD**

Community Livability Report

2013

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The National Citizen Survey™  
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National Research Center, Inc.  
2955 Valmont Road, Suite 300  
Boulder, CO 80301  
www.n-r-c.com • 303-444-7863

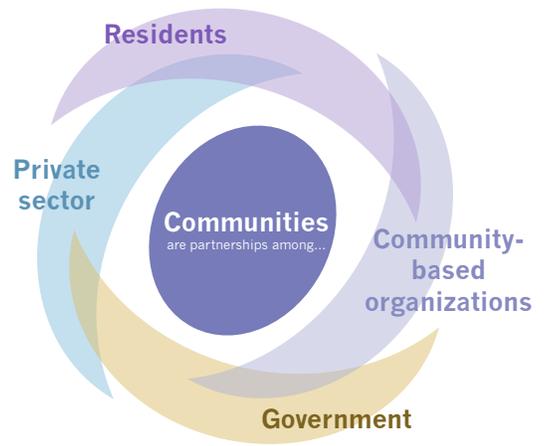
International City/County Management Association  
777 North Capitol Street NE, Suite 500  
Washington, DC 20002  
www.icma.org • 202-289-ICMA

# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Gaithersburg. The phrase “livable community” is used here to evoke a place that is not simply habitable but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community, Community Characteristics, Governance and Participation, across eight central facets of community, Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement.

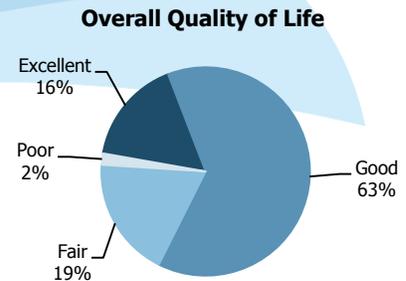
The Community Livability Report provides the opinions of a representative sample selected from 1,200 residents of the City of Gaithersburg. The margin of error around any reported percentage is 7% for the entire sample (186 completed surveys). The methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



# Quality of Life in Gaithersburg

Most residents rate the quality of life in Gaithersburg as excellent or good. The rating for the overall quality of life in Gaithersburg was similar to the national benchmark.

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

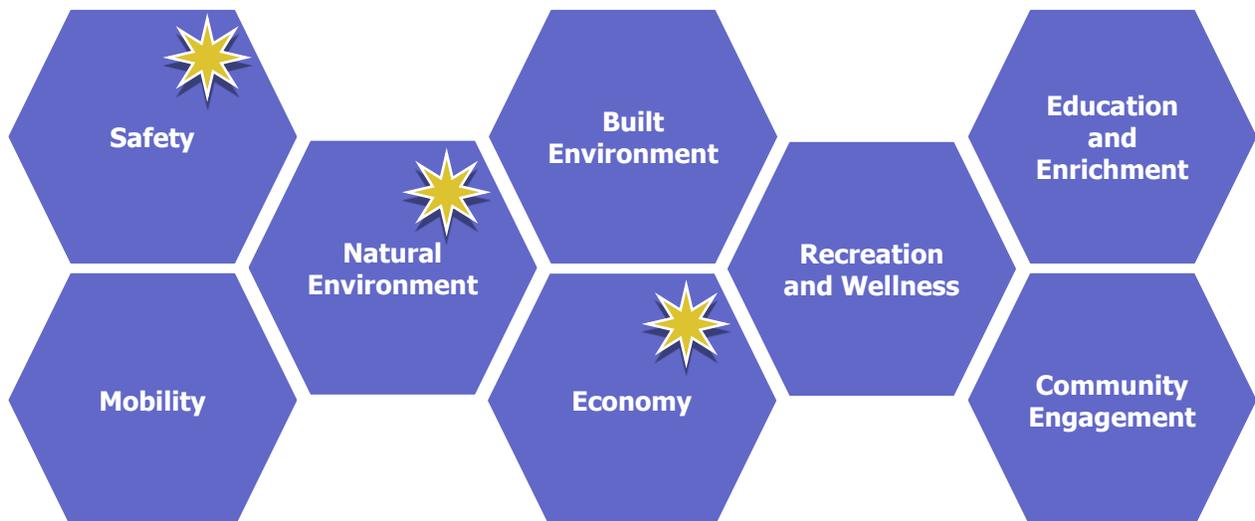


In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important to residents' overall quality of life. Residents identified these facets of community life (Safety, Economy and Natural Environment) as the most central to what makes Gaithersburg their home. Overall, the eight facets of livability received favorable ratings and were similar to other communities across the nation. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Gaithersburg's unique questions.

## Legend

-  Higher than national benchmark
-  Similar to national benchmark
-  Lower than national benchmark
-  Benchmark comparison not available
-  Most important to quality of life



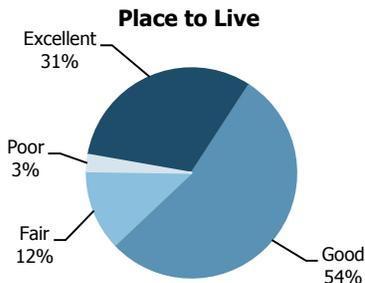
# Community Characteristics

*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Gaithersburg, more than 8 in 10 described Gaithersburg as an “excellent” or “good” place to live. Respondents’ ratings of Gaithersburg as a place to live were similar to ratings in other communities across the nation (see Appendix B of the *Technical Appendices* provided under separate cover).

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Gaithersburg as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Gaithersburg and its overall appearance. These ratings were similar to ratings in other communities and were rated as “excellent” or “good” by at least 6 in 10 respondents.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. When benchmark comparisons were available, Gaithersburg’s ratings tended to be similar to other communities across the U.S. At least 7 in 10 respondents rated aspects of Safety and Natural Environment in Gaithersburg favorably while roughly two-thirds rated aspects of Recreation and Wellness favorably. Aspects of Economy were somewhat mixed with Gaithersburg as a place to work and shopping opportunities being rated more positively than the cost of living and employment opportunities. A majority of respondents rated each aspect of Community Engagement favorably; however this facet generally received lower ratings when compared to the other seven facets.



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower □ Not available

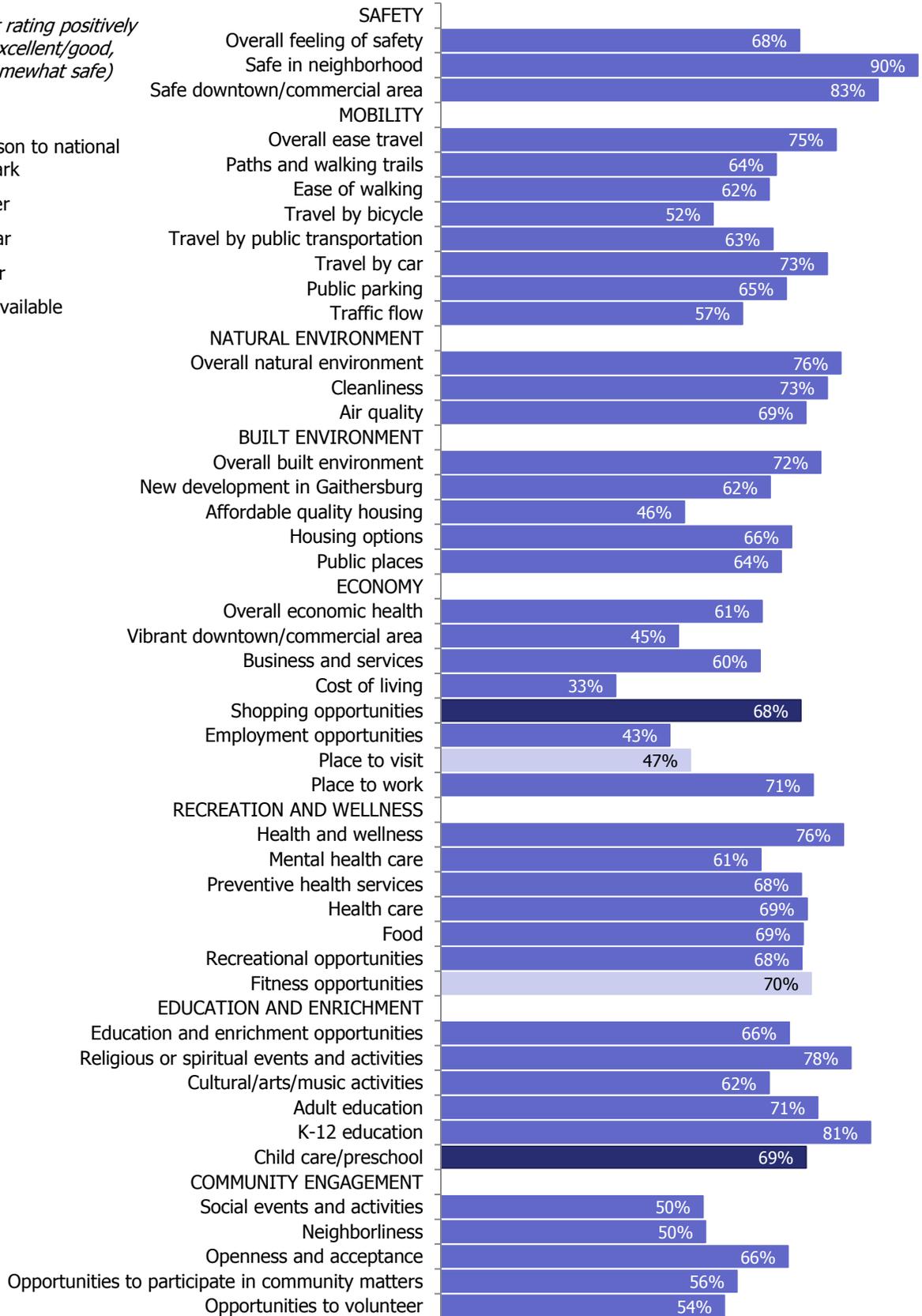


Figure 1: Aspects of Community Characteristics

*Percent rating positively  
(e.g., excellent/good,  
very/somewhat safe)*

Comparison to national  
benchmark

- Higher
- Similar
- Lower
- Not available



# Governance

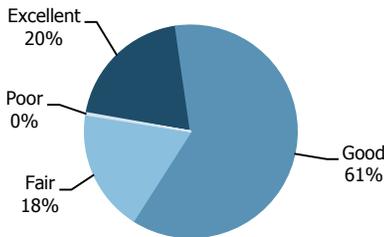
*How well does the government of Gaithersburg meet the needs and expectations of its residents?*

The overall quality of the services provided by Gaithersburg as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City of Gaithersburg was rated as “excellent” or “good” by 81% of residents, while services provided by the federal government were rated as “excellent” or “good” by 57% of residents. Ratings for the services provided by Gaithersburg were similar to the national benchmark while ratings for services provided by the Federal government were higher.

Survey respondents also rated various aspects of Gaithersburg’s leadership and governance. Generally, a majority of residents rated each aspect “excellent” or “good;” the job Gaithersburg does at welcoming citizen involvement was rated positively by about half of respondents. Most aspects were similar to the national benchmark while ratings for treating all residents fairly was higher.

Respondents evaluated over 20 individual services and amenities available in Gaithersburg. These services and amenities were rated positively by at least half of respondents and tended to be similar to the national benchmark comparisons. Services within the Recreation and Wellness, Mobility and Safety facets received some of the highest ratings while services within the Education and Enrichment and Community Engagement facets were slightly lower in general. Three of the six aspects within Mobility received ratings higher than the national benchmark comparison and the rating for snow removal increased when compared to 2011 ratings (see *Trends over Time* provided under separate cover). Positive ratings for Natural Environment ranged from about 50% to 90%, with open space being the lowest rated aspect.

**Overall Quality of City Services**



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower □ Not available

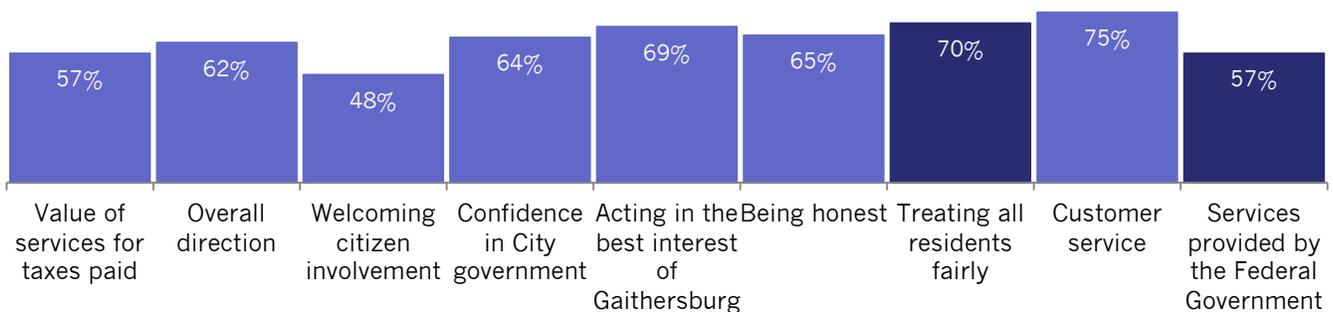
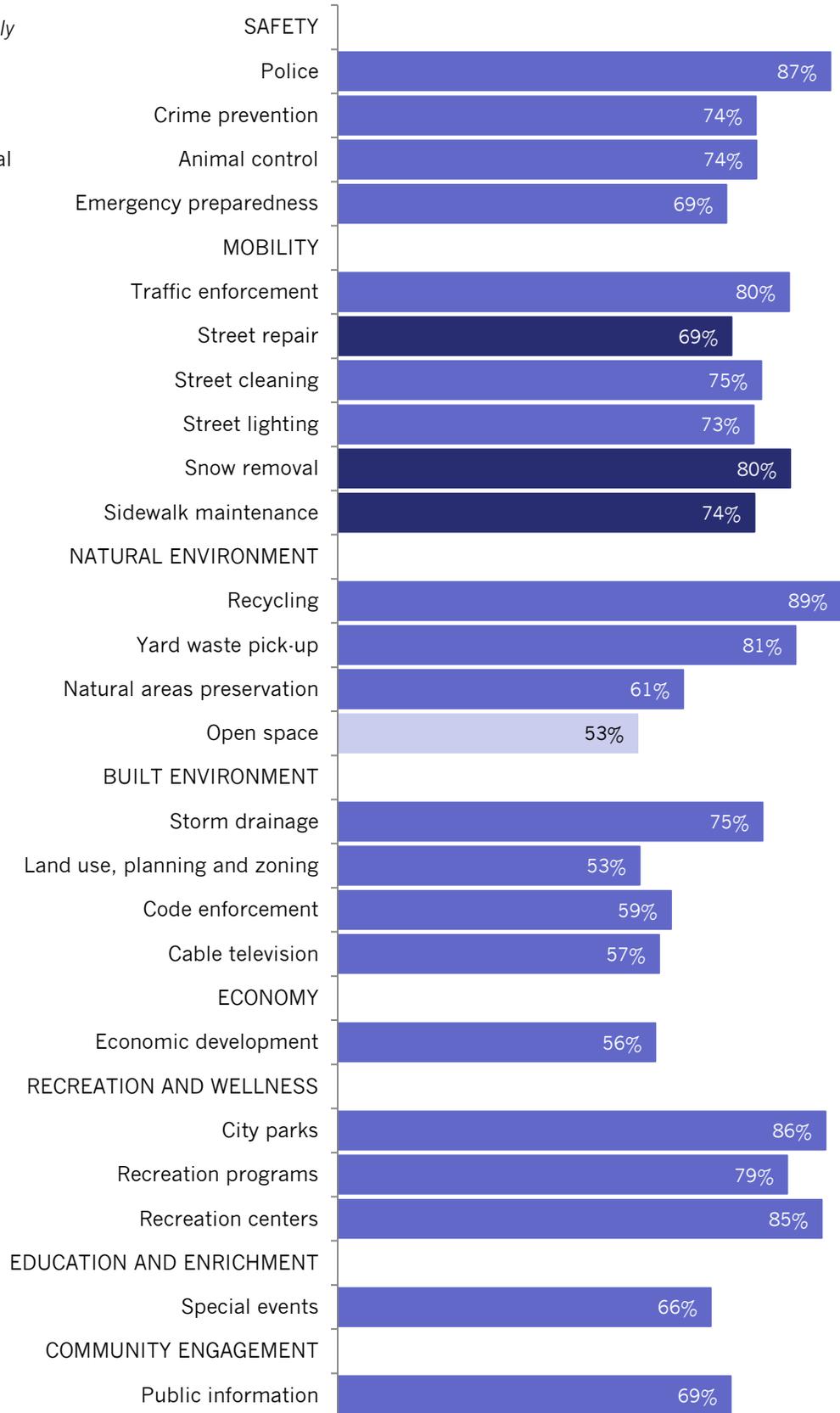


Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower
- Not available



# Participation

*Are the residents of Gaithersburg connected to the community and each other?*

An engaged community is a livable community. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. A majority of respondents rated the sense of community in Gaithersburg as “excellent” or “good,” and nearly all residents would recommend living in Gaithersburg (92% “somewhat” or “very” likely). Three-quarters of residents reported they were “somewhat” or “very” likely to remain in the city. These ratings were similar to other communities across the nation. Only a third of residents reported contacting a Gaithersburg employee within the last 12 months, which was a lower contact rate than in other communities.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Overall, the extent to which respondents participated in these activities varied, but tended to be similar to or lower than the participation levels of residents in other communities across the nation.

At least 8 in 10 respondents reported participating in activities related to Natural Environment, including recycling at a higher rate in Gaithersburg than in other communities. Participation in Economy-related activities was mixed; nearly all respondents had purchased goods or services in Gaithersburg while only one in five believed the economy would have a positive impact on their income. Participation in Community Engagement activities was also mixed. For example, most respondents had read or watched local news but only one-third had talked to or visited with a neighbor, a rating below the national benchmark and lower than reported in 2011 (see *Trends over Time* provided under separate cover).

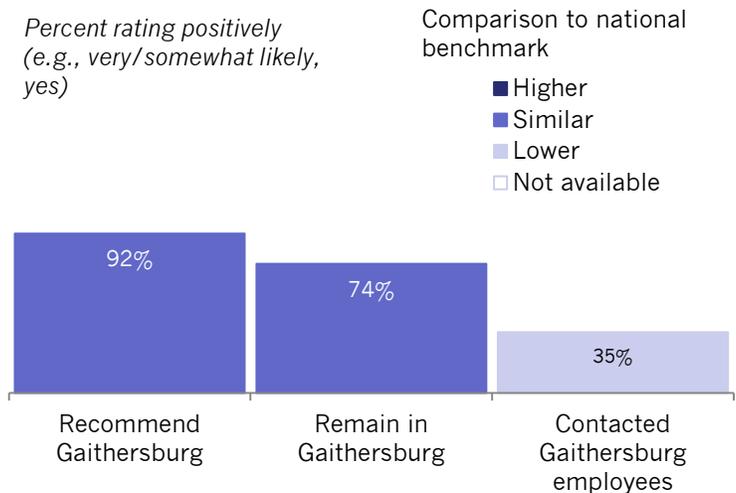
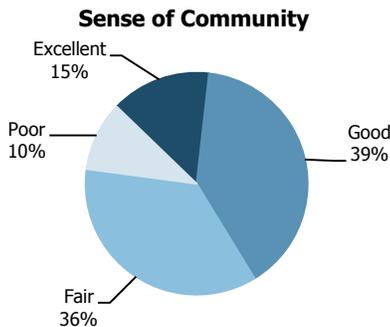
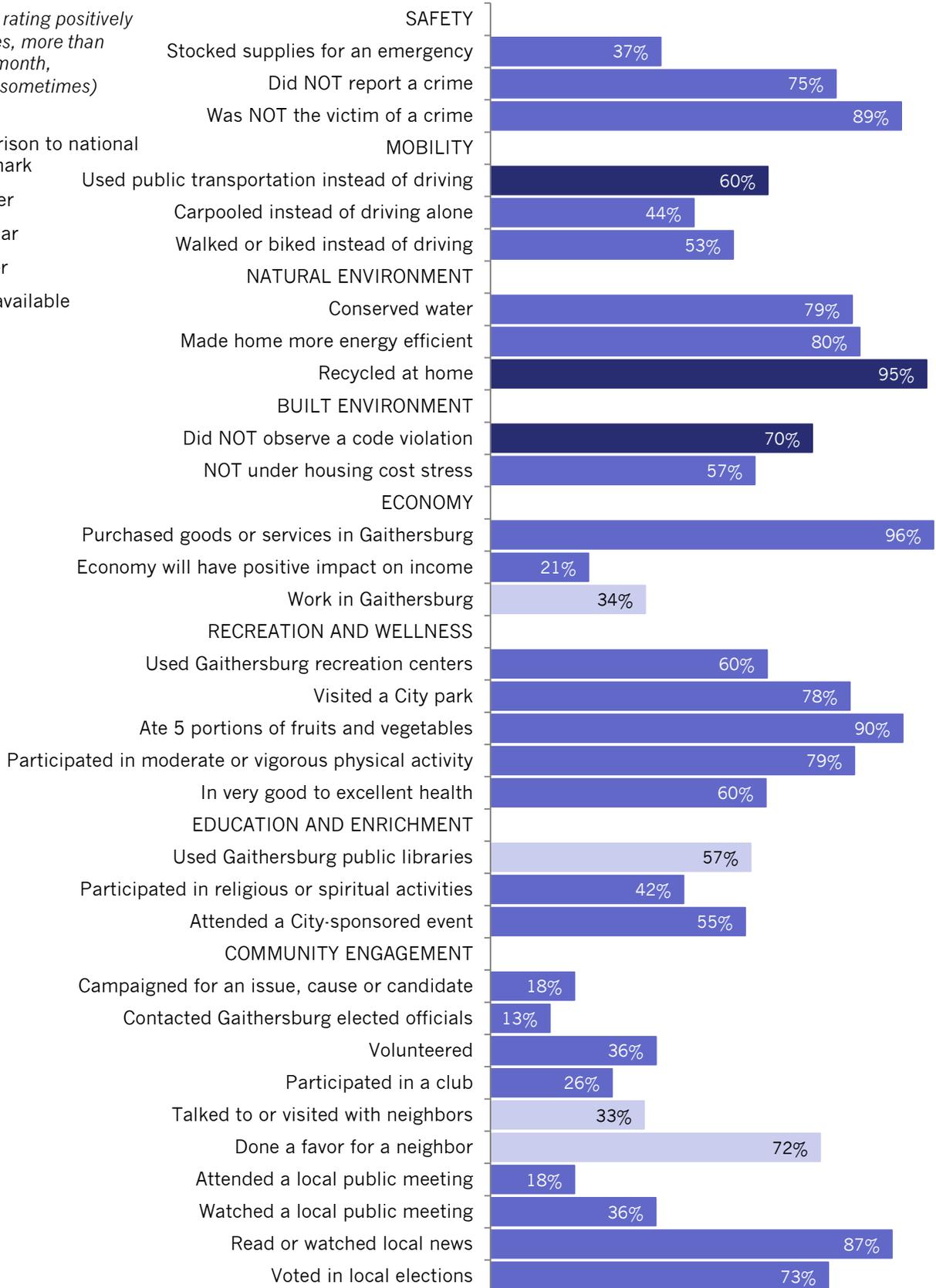


Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower
- Not available



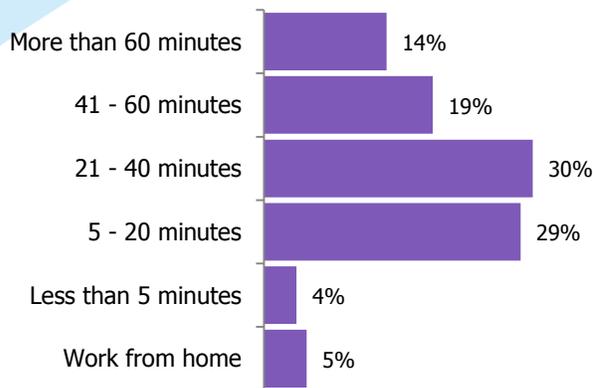
# Special Topics

The City of Gaithersburg included three questions of special interest on The NCS. These special interest questions were geared toward the primary wage earner’s commuting habits.

About 3 in 10 respondents commuted, on average, 5 to 20 minutes one way while almost twice as many commuted more than 40 minutes. A small percentage reported working from home or having a commute of less than five minutes.

Figure 4: Question 13a

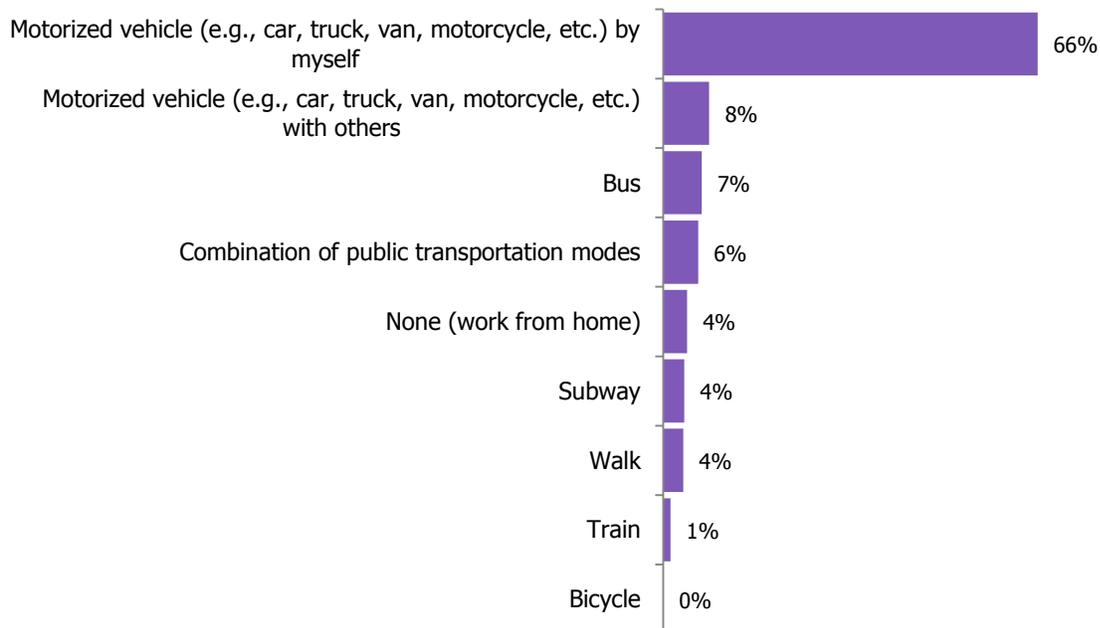
*How many minutes, on average, is the one-way commute time of the primary wage earner in your household?*



A majority of respondents reported that their most frequently used mode of transportation was driving a motorized vehicle by themselves. Less than 10% of respondents reported using any one of the remaining modes of transportation listed.

Figure 5: Question 13b

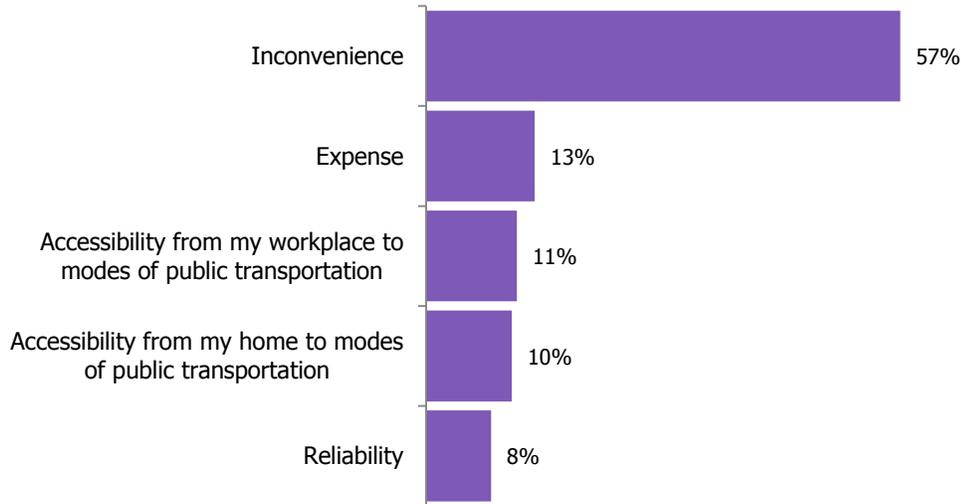
*What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household?*



When asked what the most common barrier was to using public transportation for commuting, a majority of respondents reported the inconvenience of public transportation. About 1 in 10 reported each of the other barriers listed as the most common barrier.

Figure 6: Question 13c

*If the primary wage earner in the household does not use public transportation (e.g., bus, subway, train, etc.) to commute to work on a regular basis, what is the most common barrier?*



# Conclusions

## **Gaithersburg Residents enjoy a high quality of life.**

Most residents rate their overall quality of life as “excellent” or “good” and nearly all residents would be “very” or “somewhat” likely to recommend Gaithersburg as a place to live to someone who asks. Gaithersburg’s overall appearance and overall image along with the city as a place to live, to raise children and to retire received favorable ratings by 7 in 10 residents. Many of the aspects that aid in community livability were rated positively and were similar to the national benchmark comparison.

## **The health of the economy is important to maintaining residents overall quality of life.**

Economy was identified as one of the facets most important to residents’ quality of life. There was a general mix of economic prospects throughout the ratings. Most respondents rated shopping opportunities favorably (a rating higher than the national benchmark) and nearly all respondents had purchased goods or services in Gaithersburg. About one in three respondents felt positively about the cost of living in the city and only one in five believed the economy would have a positive impact on their income. Most respondents felt the city was a good place to work, but few respondents had the opportunity to do so.

## **Safety is a feature that makes Gaithersburg a livable community.**

Safety was also identified as one of the facets most important to residents’ quality of life, and, overall, Gaithersburg received favorable ratings for aspects in this facet including feelings of safety throughout the different areas of the city, public safety services and participation in safety-oriented activities like reporting a crime. About 9 in 10 respondents reported feeling “very” or “somewhat” safe in their neighborhood during the day and 8 in 10 reported feeling safe in Gaithersburg’s downtown/commercial areas during the day. Further, the vast majority of residents had not been the victim of a crime.

## **Most residents who commute do so by driving alone and find public transportation inconvenient.**

Few survey respondents work in the city, forcing most workers into long commutes into surrounding areas. Two thirds of the primary wage earners in Gaithersburg have one way commutes longer than 40 minutes and most who commute drive alone. Less than 20% of commuters used any form of public transportation. The largest barrier to using public transportation for these commuters was inconvenience, cited four times more often than expense, accessibility or reliability.

# **The National Citizen Survey™**

## **Gaithersburg, MD**

Dashboard Summary of  
Findings

2013

# Summary

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 research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community, Community Characteristics, Governance and Participation, across eight central facets of community, Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. This report summarizes Gaithersburg’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Gaithersburg’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

In general, across each pillar and within each facet, Gaithersburg’s ratings tended to be similar when compared to other communities across the nation. Governance within the facet of Mobility was rated higher along with Participation within the facet of the Built Environment. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	2	49	2	5	28	1	3	27	5
General	0	7	0	1	2	0	0	2	1
Safety	0	3	0	0	4	0	0	3	0
Mobility	0	8	0	3	3	0	1	2	0
Natural Environment	0	3	0	0	3	1	1	2	0
Built Environment	0	5	0	0	4	0	1	1	0
Economy	1	6	1	0	1	0	0	2	1
Recreation and Wellness	0	6	1	0	3	0	0	5	1
Education and Enrichment	1	5	0	0	1	0	0	1	0
Community Engagement	0	6	0	1	7	0	0	9	2

Legend	
	Higher
	Similar
	Lower
	Not available

The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↓	↔	72%	Customer service	↓	↔	75%	Recommend Gaithersburg	↑	↔	92%
	Overall quality of life	↔	↔	80%	Services provided by Gaithersburg	↔	↔	81%	Remain in Gaithersburg	↔	↔	74%
	Place to retire	↔	↔	60%	Services provided by the Federal Government	↓	↑	57%	Contacted Gaithersburg employees	↔	↓	35%
	Place to raise children	↔	↔	77%								
	Place to live	↔	↔	85%								
	Neighborhood	↔	↔	82%								
Safety	Overall image	↔	↔	73%								
	Overall feeling of safety	*	↔	68%	Police	↔	↔	87%	Was the victim of a crime	↔	↔	89%
	Safe in neighborhood	↔	↔	90%	Crime prevention	↔	↔	74%	Reported a crime	*	↔	75%
	Safe downtown/commercial area	↔	↔	83%	Emergency preparedness	↔	↔	69%	Stocked supplies for an emergency	*	↔	37%
					Animal control	↔	↔	74%				
Mobility												
	Traffic flow	↔	↔	57%	Traffic enforcement	↔	↔	80%	Carpooled instead of driving alone	*	↔	44%
	Travel by car	↔	↔	73%	Street repair	↔	↑	69%	Walked or biked instead of driving	*	↔	53%
	Travel by bicycle	↔	↔	52%	Street cleaning	↔	↔	75%	Used public transportation instead of driving	*	↑↑	60%
	Ease of walking	↔	↔	62%	Street lighting	↔	↔	73%				
	Travel by public transportation	*	↔	63%	Snow removal	↑	↑	80%				
	Overall ease travel	*	↔	75%	Sidewalk maintenance	↔	↑	74%				
Natural Environment	Public parking	*	↔	65%								
	Paths and walking trails	↔	↔	64%								
	Overall natural environment	↔	↔	76%	Recycling	↔	↔	89%	Recycled at home	↔	↑	95%
	Air quality	↓	↔	69%	Yard waste pick-up	↔	↔	81%	Conserved water	*	↔	79%
Built Environment	Cleanliness	*	↔	73%	Open space	*	↓	53%	Made home more energy efficient	*	↔	80%
					Natural areas preservation	↔	↔	61%				
	New development in Gaithersburg	↓	↔	62%	Storm drainage	↔	↔	75%	Housing costs 30% or more of income	↔	↔	57%
Affordable quality housing	↔	↔	46%	Land use, planning and zoning	↓	↔	53%	Observed a code violation	*	↑	70%	
Housing options	↔	↔	66%	Code enforcement	↓	↔	59%					
Overall built environment	*	↔	72%	Cable television	↔	↔	57%					
Public places	*	↔	64%									

Legend

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

# The National Citizen Survey™

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↔	61%	Economic development	↓	↔	56%	Economy will have positive impact on income	↔	↔	21%
	Shopping opportunities	↔	↑	68%					Purchased goods or services in Gaithersburg	*	↔	96%
	Employment opportunities	↓	↔	43%					Work in Gaithersburg	*	↓	34%
	Place to visit	*	↓	47%								
	Cost of living	*	↔	33%								
	Vibrant downtown/commercial area	*	↔	45%								
	Place to work	↔	↔	71%								
Recreation and Wellness	Business and services	↓	↔	60%								
	Fitness opportunities	*	↓	70%	City parks	↔	↔	86%	In very good to excellent health	*	↔	60%
	Recreational opportunities	↔	↔	68%	Recreation centers	↔	↔	85%	Used Gaithersburg public libraries	↔	↓	57%
	Health care	↔	↔	69%	Recreation programs	↔	↔	79%	Used Gaithersburg recreation centers	↑	↔	60%
	Food	↓	↔	69%					Visited a City park	↔	↔	78%
	Mental health care	*	↔	61%					Ate 5 portions of fruits and vegetables	*	↔	90%
	Health and wellness	*	↔	76%					Participated in moderate or vigorous physical activity	*	↔	79%
Education and Enrichment	Preventive health services	↔	↔	68%								
	K-12 education	*	↔	81%	Special events	*	↔	66%	Participated in religious or spiritual activities	↔	↔	42%
	Cultural/arts/music activities	↔	↔	62%								
	Child care/preschool	↑	↑	69%								
	Religious or spiritual events and activities	↔	↔	78%								
Community Engagement	Adult education	*	↔	71%								
	Education and enrichment opportunities	*	↔	66%								
	Opportunities to participate in community matters	↓	↔	56%	Public information	↔	↔	69%	Talked to or visited with neighbors	↓	↓	33%
	Opportunities to volunteer	↓	↔	54%	Overall direction	↓	↔	62%	Voted in local elections	↔	↔	73%
	Sense of community	↓	↔	54%	Value of services for taxes paid	↔	↔	57%	Attended a local public meeting	↔	↔	18%
	Openness and acceptance	↓	↔	66%	Welcoming citizen involvement	↓	↔	48%	Watched a local public meeting	↔	↔	36%
	Social events and activities	↓	↔	50%	Confidence in City government	*	↔	64%	Volunteered	↔	↔	36%
	Neighborhoodliness	*	↔	50%	Acting in the best interest of Gaithersburg	*	↔	69%	Participated in a club	↔	↔	26%
					Being honest	*	↔	65%	Done a favor for a neighbor	↓	↓↓	72%
					Treating all residents fairly	*	↑	70%	Campaigned for an issue, cause or candidate	*	↔	18%
								Contacted Gaithersburg elected officials	*	↔	13%	
								Attended a City-sponsored event	*	↔	55%	
								Read or watched local news	*	↔	87%	

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

# **The National Citizen Survey™**

## **Gaithersburg, MD**

Trends over Time

2013

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National Research Center, Inc.  
2955 Valmont Road, Suite 300  
Boulder, CO 80301  
[www.n-r-c.com](http://www.n-r-c.com) • 303-444-7863

International City/County Management Association  
777 North Capitol Street NE, Suite 500  
Washington, DC 20002  
[www.icma.org](http://www.icma.org) • 202-289-ICMA

# Summary

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Trend data for Gaithersburg represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than ten percentage points between the 2011 and 2013 survey, otherwise the comparison between 2011 and 2013 are noted as being "similar." Additionally benchmark comparison for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks; regional and national economic or other events; as well as emerging survey methodologies.

Overall, ratings in Gaithersburg for 2013 generally remained stable. Of the 81 items for which comparisons were available, 57 items were rated similarly in 2011 and 2013, 20 items showed a decrease in ratings and 4 showed an increase in ratings. Notable trends over time included the following:

- Most of the General Community Characteristics remained stable over time; however the rating for the overall appearance of Gaithersburg decreased when compared to 2011, but was similar to 2009.
- Most facets of the Community Characteristics remained stable between 2011 and 2013 but a decrease in ratings was seen across the board for each aspect within Community Engagement when available from 2011 to 2013.
- In the pillar of Governance, Mobility saw an increase in the rating for snow removal from 2011 to 2013 while most other ratings for facets within Governance were similar compared to 2011.
- General Participation ratings by year fluctuated; the likelihood of respondents recommending Gaithersburg increased while sense of community decreased.
- When available, Participation by ratings within the eight community livability facets generally remained stable from 2011 to 2013; however fewer respondents reported visiting with a neighbor or having done a favor for a neighbor in 2013 than in 2011.

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)				2013 compared to 2011	Comparison to benchmark			
	2007	2009	2011	2013		2007	2009	2011	2013
The overall quality of life in Gaithersburg	75%	73%	80%	80%	Similar	Similar	Similar	Similar	Similar
Overall image or reputation of Gaithersburg	67%	64%	75%	73%	Similar	Similar	Similar	Similar	Similar
Gaithersburg as a place to live	82%	84%	89%	85%	Similar	Similar	Similar	Similar	Similar
Your neighborhood as a place to live	72%	73%	78%	82%	Similar	Lower	Similar	Similar	Similar
Gaithersburg as a place to raise children	74%	66%	77%	77%	Similar	Similar	Lower	Similar	Similar
Gaithersburg as a place to retire	48%	50%	59%	60%	Similar	Much lower	Much lower	Similar	Similar
Overall appearance of Gaithersburg	78%	72%	82%	72%	Lower	Higher	Similar	Much higher	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2013 compared to 2011	Comparison to benchmark			
		2007	2009	2011	2013		2007	2009	2011	2013
Safety	Overall feeling of safety in Gaithersburg	NA	NA	NA	68%	NA	NA	NA	NA	Similar
	In your neighborhood during the day	86%	93%	90%	90%	Similar	Similar	Similar	Similar	Similar
	In Gaithersburg's downtown/commercial area during the day	75%	78%	79%	83%	Similar	Lower	Much lower	Lower	Similar
Mobility	Overall ease of getting to the places you usually have to visit	NA	NA	NA	75%	NA	NA	NA	NA	Similar
	Availability of paths and walking trails	NA	53%	64%	64%	Similar	NA	Similar	Similar	Similar
	Ease of walking in Gaithersburg	53%	59%	69%	62%	Similar	Similar	Similar	Higher	Similar
	Ease of travel by bicycle in Gaithersburg	47%	35%	61%	52%	Similar	Similar	Much lower	Much higher	Similar
	Ease of travel by public transportation in Gaithersburg	NA	NA	NA	63%	NA	NA	NA	NA	Similar
	Ease of travel by car in Gaithersburg	47%	62%	66%	73%	Similar	Similar	Similar	Higher	Similar
	Ease of public parking	NA	NA	NA	65%	NA	NA	NA	NA	Similar
	Traffic flow on major streets	25%	NA	48%	57%	Similar	NA	NA	Similar	Similar
	Natural Environment	Quality of overall natural environment in Gaithersburg	NA	68%	81%	76%	Similar	NA	Lower	Higher
Cleanliness of Gaithersburg		NA	NA	NA	73%	NA	NA	NA	NA	Similar
Air quality		73%	62%	85%	69%	Lower	Similar	Similar	Higher	Similar
Built Environment	Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	NA	NA	NA	72%	NA	NA	NA	NA	Similar
	Overall quality of new development in Gaithersburg	67%	71%	79%	62%	Lower	Higher	Higher	Much higher	Similar
	Availability of affordable quality housing	27%	33%	44%	46%	Similar	Much lower	Similar	Higher	Similar
	Variety of housing options	NA	NA	60%	66%	Similar	NA	NA	Higher	Similar
	Public places where people want to spend time	NA	NA	NA	64%	NA	NA	NA	NA	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2013 compared to 2011	Comparison to benchmark			
		2007	2009	2011	2013		2007	2009	2011	2013
Economy	Overall economic health of Gaithersburg	NA	NA	NA	61%	NA	NA	NA	NA	Similar
	Vibrant downtown/commercial area	NA	NA	NA	45%	NA	NA	NA	NA	Similar
	Overall quality of business and service establishments in Gaithersburg	NA	NA	75%	60%	Lower	NA	NA	Much higher	Similar
	Cost of living in Gaithersburg	NA	NA	NA	33%	NA	NA	NA	NA	Similar
	Shopping opportunities	79%	72%	76%	68%	Similar	Much higher	Much higher	Much higher	Higher
	Employment opportunities	48%	52%	55%	43%	Lower	Much higher	Much higher	Much higher	Similar
	Gaithersburg as a place to visit	NA	NA	NA	47%	NA	NA	NA	NA	Lower
	Gaithersburg as a place to work	70%	71%	73%	71%	Similar	Much higher	Much higher	Much higher	Similar
Recreation and Wellness	Health and wellness opportunities in Gaithersburg	NA	NA	NA	76%	NA	NA	NA	NA	Similar
	Availability of affordable quality mental health care	NA	NA	NA	61%	NA	NA	NA	NA	Similar
	Availability of preventive health services	NA	NA	69%	68%	Similar	NA	NA	Higher	Similar
	Availability of affordable quality health care	47%	52%	68%	69%	Similar	Similar	Similar	Much higher	Similar
	Availability of affordable quality food	NA	NA	79%	69%	Lower	NA	NA	Much higher	Similar
	Recreational opportunities	75%	65%	77%	68%	Similar	Much higher	Similar	Higher	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	NA	NA	NA	70%	NA	NA	NA	NA	Lower
	Opportunities to participate in religious or spiritual events and activities	NA	NA	81%	78%	Similar	NA	NA	Higher	Similar
	Education and enrichment opportunities	NA	NA	NA	66%	NA	NA	NA	NA	Similar
	Opportunities to attend cultural/arts/music activities	63%	64%	71%	62%	Similar	Higher	Much higher	Much higher	Similar
	Adult educational opportunities	NA	NA	NA	71%	NA	NA	NA	NA	Similar
	K-12 education	NA	NA	NA	81%	NA	NA	NA	NA	Similar
Community Engagement	Availability of affordable quality child care/preschool	NA	NA	53%	69%	Higher	NA	NA	Higher	Higher
	Opportunities to participate in social events and activities	NA	67%	71%	50%	Lower	NA	Higher	Higher	Similar
	Neighborhoodness of Gaithersburg	NA	NA	NA	50%	NA	NA	NA	NA	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	69%	74%	81%	66%	Lower	Much higher	Much higher	Much higher	Similar
	Opportunities to participate in community matters	NA	NA	72%	56%	Lower	NA	NA	Higher	Similar
Opportunities to volunteer	NA	NA	83%	54%	Lower	NA	NA	Similar	Similar	

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)				2013 compared to 2011	Comparison to benchmark			
	2007	2009	2011	2013		2007	2009	2011	2013
Services provided by the City of Gaithersburg	77%	78%	88%	81%	Similar	Higher	Higher	Much higher	Similar
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	80%	77%	88%	75%	Lower	Much higher	Higher	Much higher	Similar
Value of services for the taxes paid to Gaithersburg	63%	55%	61%	57%	Similar	Much higher	Higher	Much higher	Similar
Overall direction that Gaithersburg is taking	66%	55%	74%	62%	Lower	Much higher	Similar	Much higher	Similar
Job Gaithersburg government does at welcoming citizen involvement	66%	65%	63%	48%	Lower	Much higher	Much higher	Much higher	Similar
Overall confidence in Gaithersburg government	NA	NA	NA	64%	NA	NA	NA	NA	Similar
Generally acting in the best interest of the community	NA	NA	NA	69%	NA	NA	NA	NA	Similar
Being honest	NA	NA	NA	65%	NA	NA	NA	NA	Similar
Treating all residents fairly	NA	NA	NA	70%	NA	NA	NA	NA	Higher
Services provided by the Federal Government	46%	53%	71%	57%	Lower	Higher	Much higher	Much higher	Higher

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)				2013 compared to 2011	Comparison to benchmark			
		2007	2009	2011	2013		2007	2009	2011	2013
Safety	Police/Sheriff services	83%	81%	84%	87%	Similar	Higher	Similar	Higher	Similar
	Crime prevention	60%	67%	65%	74%	Similar	Similar	Similar	Similar	Similar
	Fire prevention and education	74%	NA	NA	NA	NA	Similar	NA	NA	NA
	Animal control	74%	73%	83%	74%	Similar	Higher	Much higher	Much higher	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	NA	NA	65%	69%	Similar	NA	NA	Higher	Similar
	Traffic enforcement	58%	72%	77%	80%	Similar	Similar	Higher	Higher	Similar
	Street repair	65%	61%	67%	69%	Similar	Much higher	Much higher	Much higher	Higher
	Street cleaning	69%	75%	77%	75%	Similar	Much higher	Much higher	Much higher	Similar
	Street lighting	65%	62%	69%	73%	Similar	Higher	Similar	Higher	Similar
	Snow removal	60%	73%	69%	80%	Higher	Similar	Much higher	Higher	Higher
Mobility	Sidewalk maintenance	65%	67%	75%	74%	Similar	Much higher	Much higher	Much higher	Higher

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		Percent rating positively (e.g., excellent/good)				2013 compared to 2011	Comparison to benchmark			
		2007	2009	2011	2013		2007	2009	2011	2013
Natural Environment	Recycling	82%	89%	85%	89%	Similar	Higher	Much higher	Much higher	Similar
	Yard waste pick-up	78%	85%	83%	81%	Similar	Similar	Much higher	Much higher	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	NA	62%	61%	61%	Similar	NA	Higher	Higher	Similar
	Gaithersburg open space	NA	NA	NA	53%	NA	NA	NA	NA	Lower
Built Environment	Storm drainage	76%	75%	79%	75%	Similar	Much higher	Much higher	Much higher	Similar
	Land use, planning and zoning	53%	48%	74%	53%	Lower	Much higher	Much higher	Much higher	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	69%	62%	74%	59%	Lower	Much higher	Much higher	Much higher	Similar
	Cable television	48%	56%	NA	57%	NA	Lower	Higher	NA	Similar
Economy	Economic development	67%	54%	69%	56%	Lower	Much higher	Higher	Much higher	Similar
Recreation and Wellness	City parks	81%	86%	85%	86%	Similar	Higher	Higher	Similar	Similar
	Recreation programs or classes	77%	82%	86%	79%	Similar	Higher	Much higher	Much higher	Similar
	Recreation centers or facilities	75%	77%	81%	85%	Similar	Higher	Much higher	Higher	Similar
Education and Enrichment	City-sponsored special events	NA	NA	NA	66%	NA	NA	NA	NA	Similar
Community Engagement	Public information services	61%	68%	67%	69%	Similar	Similar	Higher	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2013 compared to 2011	Comparison to benchmark			
	2007	2009	2011	2013		2007	2009	2011	2013
Sense of community	63%	64%	71%	54%	Lower	Similar	Similar	Similar	Similar
Recommend living in Gaithersburg to someone who asks	NA	74%	81%	92%	Higher	NA	Similar	Higher	Similar
Remain in Gaithersburg for the next five years	NA	68%	78%	74%	Similar	NA	Lower	Similar	Similar
Contacted Gaithersburg (in-person, phone, email or web) for help or information	NA	41%	30%	35%	Similar	NA	Much lower	Much lower	Lower

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2013 compared to 2011	Comparison to benchmark			
		2007	2009	2011	2013		2007	2009	2011	2013
Safety	Stocked supplies in preparation for an emergency	NA	NA	NA	37%	NA	NA	NA	NA	Similar
	Did NOT reported a crime to the police	NA	NA	NA	75%	NA	NA	NA	NA	Similar
	Household member was NOT a victim of a crime	89%	88%	88%	89%	Similar	NA	Similar	Similar	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	NA	NA	NA	60%	NA	NA	NA	NA	Much higher
	Carpooled with other adults or children instead of driving alone	NA	NA	NA	44%	NA	NA	NA	NA	Similar
	Walked or biked instead of driving	NA	NA	NA	53%	NA	NA	NA	NA	Similar
Natural Environment	Made efforts to conserve water	NA	NA	NA	79%	NA	NA	NA	NA	Similar
	Made efforts to make your home more energy efficient	NA	NA	NA	80%	NA	NA	NA	NA	Similar
	Recycle at home	91%	94%	85%	95%	Similar	Higher	Much higher	Higher	Higher
Built Environment	Did NOT observe a code violation or other hazard in Gaithersburg	NA	NA	NA	70%	NA	NA	NA	NA	Higher
	NOT experiencing housing costs stress	NA	57%	58%	57%	Similar	NA	Lower	Lower	Similar
Economy	Purchase goods or services from a business located in Gaithersburg	NA	NA	NA	96%	NA	NA	NA	NA	Similar
	Economy will have positive impact on income	NA	15%	28%	21%	Similar	NA	Similar	Much higher	Similar
	Work inside boundaries of Gaithersburg	NA	NA	NA	34%	NA	NA	NA	NA	Lower
Recreation and Wellness	Used Gaithersburg recreation centers or their services	NA	55%	42%	60%	Higher	NA	Similar	Much lower	Similar
	Visited a neighborhood park or City park	76%	83%	73%	78%	Similar	Much lower	Similar	Much lower	Similar
	Eat at least 5 portions of fruits and vegetables a day	NA	NA	NA	90%	NA	NA	NA	NA	Similar
	Participate in moderate or vigorous physical activity	NA	NA	NA	79%	NA	NA	NA	NA	Similar
	In very good to excellent health	NA	NA	NA	60%	NA	NA	NA	NA	Similar
	Used Gaithersburg public libraries or their services	58%	NA	63%	57%	Similar	Much lower	NA	Much lower	Lower
Education and Enrichment	Participated in religious or spiritual activities in Gaithersburg	NA	NA	41%	42%	Similar	NA	NA	Much lower	Similar
	Attended a City-sponsored event	NA	NA	NA	55%	NA	NA	NA	NA	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	NA	NA	NA	18%	NA	NA	NA	NA	Similar

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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2013 compared to 2011	Comparison to benchmark			
	2007	2009	2011	2013		2007	2009	2011	2013
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	NA	NA	NA	13%	NA	NA	NA	NA	Similar
Volunteered your time to some group/activity in Gaithersburg	29%	34%	37%	36%	Similar	Lower	Much lower	Lower	Similar
Participated in a club	NA	NA	23%	26%	Similar	NA	NA	Lower	Similar
Talked to or visited with your immediate neighbors	NA	76%	45%	33%	Lower	NA	Lower	Similar	Lower
Done a favor for a neighbor	87%	NA	87%	72%	Lower	Lower	NA	Lower	Much lower
Attended a local public meeting	25%	23%	14%	18%	Similar	Much lower	Lower	Much lower	Similar
Watched (online or on television) a local public meeting	47%	37%	31%	36%	Similar	Much lower	Lower	Much lower	Similar
Read or watch local news (via television, paper, computer, etc.)	NA	NA	NA	87%	NA	NA	NA	NA	Similar
Vote in local elections	53%	69%	64%	73%	Similar	NA	Lower	Much lower	Similar

# **The National Citizen Survey™**

## **Gaithersburg, MD**

Supplemental Online Survey  
Results

2013

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National Research Center, Inc.  
2955 Valmont Road, Suite 300  
Boulder, CO 80301  
www.n-r-c.com • 303-444-7863

International City/County Management Association  
777 North Capitol Street NE, Suite 500  
Washington, DC 20002  
www.icma.org • 202-289-ICMA

## About this Report

As part of its participation in The National Citizen Survey™, the City of Gaithersburg conducted a mailed survey of 1,200 residents. Surveys were mailed to randomly selected households in September and data was collected through November. After the official data collection period was over and the data were reported (see the report, *The National Citizen Survey: Community Livability Report, Gaithersburg, MD, 2013*), the City made available a Web-based survey to its residents through a link on the City' Web site. Visitors to the site were able to complete the survey during December and 146 surveys were received.

This report contains the results of this administration of the Web-based survey and have not been weighted to current population estimates of Gaithersburg.

# Complete Survey Responses

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

## Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
Gaithersburg as a place to live	30%	N=42	49%	N=67	17%	N=24	4%	N=5	100%	N=138
Your neighborhood as a place to live	33%	N=45	46%	N=62	14%	N=19	7%	N=10	100%	N=136
Gaithersburg as a place to raise children	24%	N=32	43%	N=57	24%	N=32	9%	N=12	100%	N=133
Gaithersburg as a place to work	26%	N=25	48%	N=47	19%	N=18	7%	N=7	100%	N=97
Gaithersburg as a place to visit	12%	N=16	36%	N=47	39%	N=50	12%	N=16	100%	N=129
Gaithersburg as a place to retire	11%	N=13	28%	N=34	34%	N=41	28%	N=34	100%	N=122
The overall quality of life in Gaithersburg	24%	N=33	52%	N=72	21%	N=29	3%	N=4	100%	N=138

Table 2: Question 2

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Gaithersburg	8%	N=11	44%	N=60	32%	N=44	15%	N=21	100%	N=136
Overall ease of getting to the places you usually have to visit	19%	N=25	46%	N=62	27%	N=37	8%	N=11	100%	N=135
Quality of overall natural environment in Gaithersburg	23%	N=31	58%	N=79	15%	N=20	4%	N=6	100%	N=136
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	12%	N=16	52%	N=71	30%	N=41	6%	N=8	100%	N=136
Health and wellness opportunities in Gaithersburg	23%	N=28	53%	N=66	22%	N=27	2%	N=3	100%	N=124
Overall opportunities for education and enrichment	28%	N=36	43%	N=54	20%	N=25	9%	N=12	100%	N=127
Overall economic health of Gaithersburg	22%	N=28	47%	N=60	21%	N=27	10%	N=13	100%	N=128
Sense of community	16%	N=22	35%	N=47	33%	N=44	16%	N=22	100%	N=135
Overall image or reputation of Gaithersburg	18%	N=24	42%	N=57	25%	N=34	15%	N=20	100%	N=135

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Gaithersburg to someone who asks	36%	N=49	37%	N=50	18%	N=24	10%	N=13	100%	N=136
Remain in Gaithersburg for the next five years	43%	N=58	29%	N=39	20%	N=27	8%	N=11	100%	N=135

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	57%	N=77	24%	N=32	6%	N=8	12%	N=16	1%	N=2	100%	N=135
In Gaithersburg's downtown/commercial area during the day	26%	N=35	35%	N=47	12%	N=16	23%	N=30	4%	N=5	100%	N=133

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	4%	N=5	34%	N=45	42%	N=55	20%	N=26	100%	N=131
Ease of public parking	15%	N=19	53%	N=67	26%	N=33	6%	N=8	100%	N=127
Ease of travel by car in Gaithersburg	9%	N=11	55%	N=70	29%	N=37	8%	N=10	100%	N=128
Ease of travel by public transportation in Gaithersburg	13%	N=12	29%	N=26	35%	N=32	23%	N=21	100%	N=91
Ease of travel by bicycle in Gaithersburg	7%	N=5	20%	N=15	39%	N=29	34%	N=25	100%	N=74
Ease of walking in Gaithersburg	8%	N=10	45%	N=56	35%	N=43	12%	N=15	100%	N=124
Availability of paths and walking trails	14%	N=16	34%	N=40	34%	N=40	19%	N=22	100%	N=118
Air quality	22%	N=28	64%	N=80	11%	N=14	2%	N=3	100%	N=125
Cleanliness of Gaithersburg	21%	N=28	59%	N=77	17%	N=22	3%	N=4	100%	N=131
Overall appearance of Gaithersburg	18%	N=23	58%	N=76	18%	N=24	6%	N=8	100%	N=131
Public places where people want to spend time	18%	N=23	42%	N=52	31%	N=39	9%	N=11	100%	N=125
Variety of housing options	22%	N=27	45%	N=55	23%	N=28	11%	N=13	100%	N=123
Availability of affordable quality housing	11%	N=12	36%	N=39	32%	N=35	20%	N=22	100%	N=108
Fitness opportunities (including exercise classes and paths or trails, etc.)	20%	N=25	60%	N=75	14%	N=18	6%	N=8	100%	N=126
Recreational opportunities	26%	N=33	50%	N=63	16%	N=20	7%	N=9	100%	N=125
Availability of affordable quality food	23%	N=29	45%	N=57	26%	N=33	6%	N=8	100%	N=127
Availability of affordable quality health care	24%	N=24	47%	N=46	24%	N=24	4%	N=4	100%	N=98
Availability of preventive health services	28%	N=24	40%	N=34	25%	N=21	7%	N=6	100%	N=85
Availability of affordable quality mental health care	24%	N=13	31%	N=17	27%	N=15	18%	N=10	100%	N=55

Table 6: Question 6

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	7%	N=4	37%	N=22	31%	N=18	25%	N=15	100%	N=59
K-12 education	21%	N=20	39%	N=37	28%	N=27	13%	N=12	100%	N=96
Adult educational opportunities	24%	N=24	49%	N=48	22%	N=22	4%	N=4	100%	N=98
Opportunities to attend cultural/arts/music activities	30%	N=37	39%	N=48	26%	N=32	5%	N=6	100%	N=123
Opportunities to participate in religious or spiritual events and activities	41%	N=43	45%	N=47	13%	N=14	1%	N=1	100%	N=105
Employment opportunities	11%	N=9	48%	N=39	31%	N=25	10%	N=8	100%	N=81
Shopping opportunities	26%	N=32	41%	N=51	24%	N=30	10%	N=12	100%	N=125
Cost of living in Gaithersburg	3%	N=4	34%	N=43	49%	N=62	14%	N=18	100%	N=127
Overall quality of business and service establishments in Gaithersburg	11%	N=14	54%	N=67	26%	N=32	8%	N=10	100%	N=123
Vibrant downtown/commercial area	6%	N=7	19%	N=23	41%	N=50	34%	N=42	100%	N=122
Overall quality of new development in Gaithersburg	15%	N=17	46%	N=53	28%	N=32	11%	N=12	100%	N=114
Opportunities to participate in social events and activities	15%	N=18	47%	N=56	30%	N=35	8%	N=9	100%	N=118
Opportunities to volunteer	33%	N=34	50%	N=51	15%	N=15	3%	N=3	100%	N=103
Opportunities to participate in community matters	29%	N=33	45%	N=51	19%	N=21	7%	N=8	100%	N=113
Openness and acceptance of the community toward people of diverse backgrounds	32%	N=39	51%	N=62	12%	N=14	5%	N=6	100%	N=121
Neighborliness of residents in Gaithersburg	16%	N=20	41%	N=52	31%	N=39	13%	N=16	100%	N=127

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	12%	N=15	88%	N=112	100%	N=127
Made efforts to make your home more energy efficient	15%	N=19	85%	N=108	100%	N=127
Observed a code violation or other hazard in Gaithersburg	49%	N=62	51%	N=64	100%	N=126
Household member was a victim of a crime in Gaithersburg	87%	N=110	13%	N=17	100%	N=127
Reported a crime to the police in Gaithersburg	67%	N=85	33%	N=42	100%	N=127
Stocked supplies in preparation for an emergency	44%	N=56	56%	N=70	100%	N=126
Campaigned or advocated for an issue, cause or candidate	69%	N=86	31%	N=39	100%	N=125
Contacted Gaithersburg (in-person, phone, email or web) for help or information	31%	N=39	69%	N=88	100%	N=127
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	60%	N=76	40%	N=51	100%	N=127

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Gaithersburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Gaithersburg recreation centers or their services	12%	N=15	21%	N=27	43%	N=55	24%	N=30	100%	N=127
Visited a neighborhood park or City park	19%	N=24	26%	N=33	43%	N=55	12%	N=15	100%	N=127
Used Gaithersburg public libraries or their services	10%	N=13	19%	N=24	25%	N=32	46%	N=58	100%	N=127
Participated in religious or spiritual activities in Gaithersburg	11%	N=14	18%	N=23	16%	N=20	55%	N=69	100%	N=126
Attended a City-sponsored event	4%	N=5	11%	N=14	56%	N=70	29%	N=36	100%	N=125
Used bus, rail, subway or other public transportation instead of driving	17%	N=21	17%	N=21	27%	N=34	40%	N=51	100%	N=127
Carpooled with other adults or children instead of driving alone	13%	N=16	5%	N=6	19%	N=24	63%	N=80	100%	N=126
Walked or biked instead of driving	18%	N=23	18%	N=23	23%	N=29	40%	N=51	100%	N=126
Volunteered your time to some group/activity in Gaithersburg	12%	N=15	21%	N=27	22%	N=28	45%	N=57	100%	N=127
Participated in a club	5%	N=6	7%	N=9	20%	N=25	67%	N=82	100%	N=122
Talked to or visited with your immediate neighbors	40%	N=51	38%	N=48	17%	N=21	5%	N=6	100%	N=126
Done a favor for a neighbor	23%	N=29	29%	N=37	35%	N=45	13%	N=16	100%	N=127

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=2	10%	N=12	35%	N=44	54%	N=67	100%	N=125
Watched (online or on television) a local public meeting	4%	N=5	10%	N=13	27%	N=34	59%	N=75	100%	N=127

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Table 10: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	30%	N=33	52%	N=58	14%	N=16	4%	N=4	100%	N=111
Crime prevention	15%	N=16	38%	N=42	33%	N=36	15%	N=16	100%	N=110
Traffic enforcement	9%	N=10	39%	N=45	38%	N=43	14%	N=16	100%	N=114
Street repair	14%	N=17	45%	N=54	32%	N=39	9%	N=11	100%	N=121
Street cleaning	28%	N=34	49%	N=59	18%	N=21	5%	N=6	100%	N=120
Street lighting	21%	N=25	52%	N=63	20%	N=24	7%	N=9	100%	N=121
Snow removal	48%	N=55	40%	N=46	9%	N=10	3%	N=3	100%	N=114
Sidewalk maintenance	24%	N=28	51%	N=61	18%	N=22	7%	N=8	100%	N=119
Recycling	54%	N=66	39%	N=48	6%	N=7	1%	N=1	100%	N=122
Yard waste pick-up	51%	N=57	42%	N=47	5%	N=6	1%	N=1	100%	N=111
Storm drainage	26%	N=28	53%	N=57	18%	N=19	3%	N=3	100%	N=107
City parks	38%	N=43	54%	N=61	7%	N=8	2%	N=2	100%	N=114
Recreation programs or classes	35%	N=37	54%	N=57	9%	N=9	2%	N=2	100%	N=105
Recreation centers or facilities	35%	N=38	53%	N=57	10%	N=11	2%	N=2	100%	N=108
Land use, planning and zoning	13%	N=13	47%	N=47	25%	N=25	15%	N=15	100%	N=100
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=14	44%	N=41	28%	N=26	13%	N=12	100%	N=93
Animal control	24%	N=23	48%	N=46	21%	N=20	6%	N=6	100%	N=95
Economic development	13%	N=13	43%	N=42	28%	N=27	15%	N=15	100%	N=97
Public information services	18%	N=18	57%	N=56	23%	N=23	2%	N=2	100%	N=99
Cable television	16%	N=14	45%	N=40	24%	N=21	16%	N=14	100%	N=89
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	22%	N=17	50%	N=39	19%	N=15	9%	N=7	100%	N=78
Preservation of natural areas such as open space, farmlands and greenbelts	18%	N=20	39%	N=44	25%	N=28	19%	N=21	100%	N=113
Gaithersburg open space	16%	N=18	46%	N=51	20%	N=22	18%	N=20	100%	N=111
City-sponsored special events	36%	N=39	46%	N=49	16%	N=17	2%	N=2	100%	N=107
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	28%	N=32	52%	N=59	14%	N=16	5%	N=6	100%	N=113

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Gaithersburg	28%	N=35	53%	N=66	15%	N=18	4%	N=5	100%	N=124
The Federal Government	2%	N=2	36%	N=43	34%	N=41	28%	N=33	100%	N=119

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Table 12: Question 12

Please rate the following categories of Gaithersburg government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Gaithersburg	25%	N=29	34%	N=40	30%	N=35	10%	N=12	100%	N=116
The overall direction that Gaithersburg is taking	17%	N=20	38%	N=44	23%	N=27	22%	N=25	100%	N=116
The job Gaithersburg government does at welcoming citizen involvement	25%	N=27	36%	N=39	26%	N=28	12%	N=13	100%	N=107
Overall confidence in Gaithersburg government	20%	N=24	39%	N=47	29%	N=34	12%	N=14	100%	N=119
Generally acting in the best interest of the community	28%	N=32	34%	N=39	21%	N=24	17%	N=20	100%	N=115
Being honest	29%	N=30	38%	N=40	22%	N=23	11%	N=11	100%	N=104
Treating all residents fairly	26%	N=27	44%	N=46	16%	N=17	14%	N=15	100%	N=105

Table 13: Question 13a

How many minutes, on average, is the one-way commute time of the primary wage earner in your household?	Percent	Number
Work from home	9%	N=10
Less than 5 minutes	7%	N=8
5 - 20 minutes	23%	N=27
21 - 40 minutes	25%	N=29
41 - 60 minutes	21%	N=25
More than 60 minutes	15%	N=18
Total	100%	N=117

Table 14: Question 13b

What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household? (Please select only one.)	Percent	Number
None (work from home)	9%	N=10
Walk	3%	N=4
Bicycle	2%	N=2
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	67%	N=78
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others	3%	N=3
Bus	5%	N=6
Subway	6%	N=7
Train	4%	N=5
Combination of public transportation modes	2%	N=2
Total	100%	N=117

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Table 15: Question 13c

If the primary wage earner in the household does not use public transportation (e.g., bus, subway, train, etc.) to commute to work on a regular basis, what is the most common barrier? (Please select only one.)	Percent	Number
Expense	5%	N=5
Accessibility from my home to modes of public transportation	16%	N=15
Accessibility from my workplace to modes of public transportation	15%	N=14
Inconvenience	51%	N=47
Reliability	13%	N=12
Total	100%	N=93

Table 16: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	0%	N=0	0%	N=0	1%	N=1	12%	N=15	87%	N=105	100%	N=121
Purchase goods or services from a business located in Gaithersburg	0%	N=0	3%	N=4	27%	N=33	57%	N=69	13%	N=16	100%	N=122
Eat at least 5 portions of fruits and vegetables a day	1%	N=1	8%	N=10	33%	N=40	38%	N=46	20%	N=25	100%	N=122
Participate in moderate or vigorous physical activity	1%	N=1	10%	N=12	31%	N=38	34%	N=41	25%	N=30	100%	N=122
Read or watch local news (via television, paper, computer, etc.)	1%	N=1	5%	N=6	21%	N=26	29%	N=35	44%	N=54	100%	N=122
Vote in local elections	4%	N=5	9%	N=11	7%	N=9	33%	N=40	47%	N=57	100%	N=122

Table 17: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	30%	N=36
Very good	49%	N=59
Good	20%	N=24
Fair	2%	N=2
Poor	0%	N=0
Total	100%	N=121

Table 18: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	5%	N=6
Somewhat positive	23%	N=28
Neutral	45%	N=54
Somewhat negative	21%	N=25
Very negative	7%	N=8
Total	100%	N=121

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Table 19: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=82
Working part time for pay	11%	N=13
Unemployed, looking for paid work	3%	N=4
Unemployed, not looking for paid work	4%	N=5
Fully retired	13%	N=16
Total	100%	N=120

Table 20: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	31%	N=36
Yes, from home	9%	N=11
No	60%	N=71
Total	100%	N=118

Table 21: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	9%	N=11
2 to 5 years	11%	N=13
6 to 10 years	15%	N=18
11 to 20 years	25%	N=30
More than 20 years	40%	N=49
Total	100%	N=121

Table 22: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=71
Building with two or more homes (duplex, townhome, apartment or condominium)	40%	N=49
Mobile home	0%	N=0
Other	1%	N=1
Total	100%	N=121

Table 23: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	9%	N=11
Owned	91%	N=109
Total	100%	N=120

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Table 24: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=3
\$300 to \$599 per month	6%	N=7
\$600 to \$999 per month	7%	N=8
\$1,000 to \$1,499 per month	21%	N=24
\$1,500 to \$2,499 per month	42%	N=49
\$2,500 or more per month	22%	N=26
Total	100%	N=117

Table 25: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=74
Yes	39%	N=47
Total	100%	N=121

Table 26: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=90
Yes	25%	N=30
Total	100%	N=120

Table 27: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=3
\$25,000 to \$49,999	7%	N=8
\$50,000 to \$99,999	28%	N=31
\$100,000 to \$149,999	33%	N=36
\$150,000 or more	28%	N=31
Total	100%	N=109

Table 28: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=111
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=7
Total	100%	N=118

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Table 29: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=1
Asian, Asian Indian or Pacific Islander	3%	N=4
Black or African American	3%	N=4
White	92%	N=108
Other	4%	N=5

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

Table 30: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=1
25 to 34 years	11%	N=13
35 to 44 years	23%	N=27
45 to 54 years	21%	N=25
55 to 64 years	28%	N=33
65 to 74 years	14%	N=16
75 years or older	3%	N=3
Total	100%	N=118

Table 31: Question D16

What is your sex?	Percent	Number
Female	59%	N=69
Male	41%	N=48
Total	100%	N=117

Table 32: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	36%	N=43
Land line	38%	N=45
Both	27%	N=32
Total	100%	N=120

### Frequencies including “don’t know”

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

Table 33: Question 1

Please rate each of the following aspects of quality of life in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Gaithersburg as a place to live	30%	N=42	49%	N=67	17%	N=24	4%	N=5	0%	N=0	100%	N=138
Your neighborhood as a place to live	33%	N=45	45%	N=62	14%	N=19	7%	N=10	1%	N=2	100%	N=138
Gaithersburg as a place to raise children	23%	N=32	41%	N=57	23%	N=32	9%	N=12	4%	N=5	100%	N=138
Gaithersburg as a place to work	18%	N=25	34%	N=47	13%	N=18	5%	N=7	29%	N=40	100%	N=137
Gaithersburg as a place to visit	12%	N=16	34%	N=47	36%	N=50	12%	N=16	7%	N=9	100%	N=138
Gaithersburg as a place to retire	9%	N=13	25%	N=34	30%	N=41	25%	N=34	12%	N=16	100%	N=138
The overall quality of life in Gaithersburg	24%	N=33	52%	N=72	21%	N=29	3%	N=4	0%	N=0	100%	N=138

Table 34: 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	
Overall feeling of safety in Gaithersburg	8%	N=11	44%	N=60	32%	N=44	15%	N=21	0%	N=0	100%	N=136
Overall ease of getting to the places you usually have to visit	19%	N=25	46%	N=62	27%	N=37	8%	N=11	0%	N=0	100%	N=135
Quality of overall natural environment in Gaithersburg	23%	N=31	58%	N=79	15%	N=20	4%	N=6	0%	N=0	100%	N=136
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	12%	N=16	52%	N=71	30%	N=41	6%	N=8	0%	N=0	100%	N=136
Health and wellness opportunities in Gaithersburg	21%	N=28	49%	N=66	20%	N=27	2%	N=3	7%	N=10	100%	N=134
Overall opportunities for education and enrichment	26%	N=36	40%	N=54	18%	N=25	9%	N=12	7%	N=9	100%	N=136
Overall economic health of Gaithersburg	21%	N=28	44%	N=60	20%	N=27	10%	N=13	5%	N=7	100%	N=135
Sense of community	16%	N=22	35%	N=47	33%	N=44	16%	N=22	0%	N=0	100%	N=135
Overall image or reputation of Gaithersburg	18%	N=24	42%	N=57	25%	N=34	15%	N=20	1%	N=1	100%	N=136

Table 35: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Gaithersburg to someone who asks	36%	N=49	37%	N=50	18%	N=24	10%	N=13	0%	N=0	100%	N=136
Remain in Gaithersburg for the next five years	43%	N=58	29%	N=39	20%	N=27	8%	N=11	0%	N=0	100%	N=135

Table 36: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	57%	N=77	24%	N=32	6%	N=8	12%	N=16	1%	N=2	1%	N=1	100%	N=136
In Gaithersburg's downtown/commercial area during the day	26%	N=35	35%	N=47	12%	N=16	22%	N=30	4%	N=5	2%	N=3	100%	N=136

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Table 37: Question 5

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=5	34%	N=45	42%	N=55	20%	N=26	0%	N=0	100%	N=131
Ease of public parking	15%	N=19	52%	N=67	25%	N=33	6%	N=8	2%	N=3	100%	N=130
Ease of travel by car in Gaithersburg	9%	N=11	55%	N=70	29%	N=37	8%	N=10	0%	N=0	100%	N=128
Ease of travel by public transportation in Gaithersburg	9%	N=12	20%	N=26	24%	N=32	16%	N=21	31%	N=40	100%	N=131
Ease of travel by bicycle in Gaithersburg	4%	N=5	11%	N=15	22%	N=29	19%	N=25	44%	N=57	100%	N=131
Ease of walking in Gaithersburg	8%	N=10	43%	N=56	33%	N=43	11%	N=15	5%	N=7	100%	N=131
Availability of paths and walking trails	12%	N=16	31%	N=40	31%	N=40	17%	N=22	10%	N=13	100%	N=131
Air quality	21%	N=28	61%	N=80	11%	N=14	2%	N=3	5%	N=6	100%	N=131
Cleanliness of Gaithersburg	21%	N=28	59%	N=77	17%	N=22	3%	N=4	0%	N=0	100%	N=131
Overall appearance of Gaithersburg	18%	N=23	58%	N=76	18%	N=24	6%	N=8	0%	N=0	100%	N=131
Public places where people want to spend time	18%	N=23	40%	N=52	30%	N=39	8%	N=11	4%	N=5	100%	N=130
Variety of housing options	21%	N=27	42%	N=55	21%	N=28	10%	N=13	6%	N=8	100%	N=131
Availability of affordable quality housing	9%	N=12	30%	N=39	27%	N=35	17%	N=22	18%	N=23	100%	N=131
Fitness opportunities (including exercise classes and paths or trails, etc.)	19%	N=25	57%	N=75	14%	N=18	6%	N=8	4%	N=5	100%	N=131
Recreational opportunities	25%	N=33	48%	N=63	15%	N=20	7%	N=9	4%	N=5	100%	N=130
Availability of affordable quality food	22%	N=29	44%	N=57	25%	N=33	6%	N=8	2%	N=3	100%	N=130
Availability of affordable quality health care	18%	N=24	35%	N=46	18%	N=24	3%	N=4	25%	N=32	100%	N=130
Availability of preventive health services	18%	N=24	26%	N=34	16%	N=21	5%	N=6	35%	N=46	100%	N=131
Availability of affordable quality mental health care	10%	N=13	13%	N=17	12%	N=15	8%	N=10	58%	N=75	100%	N=130

Table 38: Question 6

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	3%	N=4	17%	N=22	14%	N=18	12%	N=15	53%	N=67	100%	N=126
K-12 education	16%	N=20	30%	N=37	22%	N=27	10%	N=12	22%	N=27	100%	N=123
Adult educational opportunities	19%	N=24	39%	N=48	18%	N=22	3%	N=4	21%	N=26	100%	N=124
Opportunities to attend cultural/arts/music activities	29%	N=37	38%	N=48	25%	N=32	5%	N=6	2%	N=3	100%	N=126
Opportunities to participate in religious or spiritual events and activities	34%	N=43	37%	N=47	11%	N=14	1%	N=1	17%	N=22	100%	N=127
Employment opportunities	7%	N=9	32%	N=39	20%	N=25	7%	N=8	34%	N=42	100%	N=123
Shopping opportunities	26%	N=32	41%	N=51	24%	N=30	10%	N=12	0%	N=0	100%	N=125
Cost of living in Gaithersburg	3%	N=4	34%	N=43	49%	N=62	14%	N=18	0%	N=0	100%	N=127
Overall quality of business and service establishments in Gaithersburg	11%	N=14	54%	N=67	26%	N=32	8%	N=10	2%	N=2	100%	N=125
Vibrant downtown/commercial area	6%	N=7	18%	N=23	40%	N=50	33%	N=42	3%	N=4	100%	N=126
Overall quality of new development in Gaithersburg	14%	N=17	42%	N=53	26%	N=32	10%	N=12	9%	N=11	100%	N=125
Opportunities to participate in social events and activities	14%	N=18	44%	N=56	28%	N=35	7%	N=9	6%	N=8	100%	N=126
Opportunities to volunteer	27%	N=34	40%	N=51	12%	N=15	2%	N=3	19%	N=24	100%	N=127
Opportunities to participate in community matters	26%	N=33	40%	N=51	17%	N=21	6%	N=8	10%	N=13	100%	N=126
Openness and acceptance of the community toward people of diverse backgrounds	31%	N=39	49%	N=62	11%	N=14	5%	N=6	5%	N=6	100%	N=127
Neighborliness of residents in Gaithersburg	16%	N=20	41%	N=52	31%	N=39	13%	N=16	0%	N=0	100%	N=127

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Table 39: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	12%	N=15	88%	N=112	100%	N=127
Made efforts to make your home more energy efficient	15%	N=19	85%	N=108	100%	N=127
Observed a code violation or other hazard in Gaithersburg	49%	N=62	51%	N=64	100%	N=126
Household member was a victim of a crime in Gaithersburg	87%	N=110	13%	N=17	100%	N=127
Reported a crime to the police in Gaithersburg	67%	N=85	33%	N=42	100%	N=127
Stocked supplies in preparation for an emergency	44%	N=56	56%	N=70	100%	N=126
Campaigned or advocated for an issue, cause or candidate	69%	N=86	31%	N=39	100%	N=125
Contacted Gaithersburg (in-person, phone, email or web) for help or information	31%	N=39	69%	N=88	100%	N=127
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	60%	N=76	40%	N=51	100%	N=127

Table 40: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Gaithersburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Gaithersburg recreation centers or their services	12%	N=15	21%	N=27	43%	N=55	24%	N=30	100%	N=127
Visited a neighborhood park or City park	19%	N=24	26%	N=33	43%	N=55	12%	N=15	100%	N=127
Used Gaithersburg public libraries or their services	10%	N=13	19%	N=24	25%	N=32	46%	N=58	100%	N=127
Participated in religious or spiritual activities in Gaithersburg	11%	N=14	18%	N=23	16%	N=20	55%	N=69	100%	N=126
Attended a City-sponsored event	4%	N=5	11%	N=14	56%	N=70	29%	N=36	100%	N=125
Used bus, rail, subway or other public transportation instead of driving	17%	N=21	17%	N=21	27%	N=34	40%	N=51	100%	N=127
Carpooled with other adults or children instead of driving alone	13%	N=16	5%	N=6	19%	N=24	63%	N=80	100%	N=126
Walked or biked instead of driving	18%	N=23	18%	N=23	23%	N=29	40%	N=51	100%	N=126
Volunteered your time to some group/activity in Gaithersburg	12%	N=15	21%	N=27	22%	N=28	45%	N=57	100%	N=127
Participated in a club	5%	N=6	7%	N=9	20%	N=25	67%	N=82	100%	N=122
Talked to or visited with your immediate neighbors	40%	N=51	38%	N=48	17%	N=21	5%	N=6	100%	N=126
Done a favor for a neighbor	23%	N=29	29%	N=37	35%	N=45	13%	N=16	100%	N=127

Table 41: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=2	10%	N=12	35%	N=44	54%	N=67	100%	N=125
Watched (online or on television) a local public meeting	4%	N=5	10%	N=13	27%	N=34	59%	N=75	100%	N=127

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Table 42: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	27%	N=33	47%	N=58	13%	N=16	3%	N=4	10%	N=13	100%	N=124
Crime prevention	13%	N=16	34%	N=42	29%	N=36	13%	N=16	11%	N=14	100%	N=124
Traffic enforcement	8%	N=10	36%	N=45	34%	N=43	13%	N=16	9%	N=11	100%	N=125
Street repair	14%	N=17	44%	N=54	31%	N=39	9%	N=11	2%	N=3	100%	N=124
Street cleaning	27%	N=34	47%	N=59	17%	N=21	5%	N=6	4%	N=5	100%	N=125
Street lighting	20%	N=25	50%	N=63	19%	N=24	7%	N=9	3%	N=4	100%	N=125
Snow removal	44%	N=55	37%	N=46	8%	N=10	2%	N=3	9%	N=11	100%	N=125
Sidewalk maintenance	23%	N=28	49%	N=61	18%	N=22	6%	N=8	4%	N=5	100%	N=124
Recycling	53%	N=66	39%	N=48	6%	N=7	1%	N=1	2%	N=2	100%	N=124
Yard waste pick-up	46%	N=57	38%	N=47	5%	N=6	1%	N=1	11%	N=14	100%	N=125
Storm drainage	22%	N=28	46%	N=57	15%	N=19	2%	N=3	14%	N=18	100%	N=125
City parks	35%	N=43	50%	N=61	7%	N=8	2%	N=2	7%	N=9	100%	N=123
Recreation programs or classes	30%	N=37	47%	N=57	7%	N=9	2%	N=2	14%	N=17	100%	N=122
Recreation centers or facilities	31%	N=38	47%	N=57	9%	N=11	2%	N=2	11%	N=13	100%	N=121
Land use, planning and zoning	11%	N=13	38%	N=47	20%	N=25	12%	N=15	19%	N=23	100%	N=123
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=14	33%	N=41	21%	N=26	10%	N=12	24%	N=30	100%	N=123
Animal control	19%	N=23	37%	N=46	16%	N=20	5%	N=6	23%	N=28	100%	N=123
Economic development	11%	N=13	35%	N=42	23%	N=27	13%	N=15	19%	N=23	100%	N=120
Public information services	15%	N=18	46%	N=56	19%	N=23	2%	N=2	20%	N=24	100%	N=123
Cable television	12%	N=14	33%	N=40	17%	N=21	12%	N=14	26%	N=32	100%	N=121
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=17	31%	N=39	12%	N=15	6%	N=7	37%	N=46	100%	N=124
Preservation of natural areas such as open space, farmlands and greenbelts	16%	N=20	35%	N=44	23%	N=28	17%	N=21	9%	N=11	100%	N=124
Gaithersburg open space	15%	N=18	41%	N=51	18%	N=22	16%	N=20	10%	N=13	100%	N=124
City-sponsored special events	32%	N=39	40%	N=49	14%	N=17	2%	N=2	13%	N=16	100%	N=123
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	26%	N=32	48%	N=59	13%	N=16	5%	N=6	9%	N=11	100%	N=124

Table 43: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Gaithersburg	28%	N=35	53%	N=66	14%	N=18	4%	N=5	1%	N=1	100%	N=125
The Federal Government	2%	N=2	34%	N=43	33%	N=41	26%	N=33	5%	N=6	100%	N=125

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Table 44: Question 12

Please rate the following categories of Gaithersburg government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Gaithersburg	24%	N=29	33%	N=40	29%	N=35	10%	N=12	5%	N=6	100%	N=122
The overall direction that Gaithersburg is taking	16%	N=20	36%	N=44	22%	N=27	20%	N=25	5%	N=6	100%	N=122
The job Gaithersburg government does at welcoming citizen involvement	22%	N=27	32%	N=39	23%	N=28	11%	N=13	12%	N=15	100%	N=122
Overall confidence in Gaithersburg government	20%	N=24	39%	N=47	28%	N=34	12%	N=14	2%	N=2	100%	N=121
Generally acting in the best interest of the community	26%	N=32	32%	N=39	20%	N=24	16%	N=20	6%	N=7	100%	N=122
Being honest	25%	N=30	34%	N=40	19%	N=23	9%	N=11	12%	N=14	100%	N=118
Treating all residents fairly	22%	N=27	38%	N=46	14%	N=17	12%	N=15	14%	N=17	100%	N=122

Table 45: Question 13a

How many minutes, on average, is the one-way commute time of the primary wage earner in your household?	Percent	Number
Work from home	9%	N=10
Less than 5 minutes	7%	N=8
5 - 20 minutes	23%	N=27
21 - 40 minutes	25%	N=29
41 - 60 minutes	21%	N=25
More than 60 minutes	15%	N=18
Total	100%	N=117

Table 46: Question 13b

What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household? (Please select only one.)	Percent	Number
None (work from home)	9%	N=10
Walk	3%	N=4
Bicycle	2%	N=2
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	67%	N=78
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others	3%	N=3
Bus	5%	N=6
Subway	6%	N=7
Train	4%	N=5
Combination of public transportation modes	2%	N=2
Total	100%	N=117

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Table 47: Question 13c

If the primary wage earner in the household does not use public transportation (e.g., bus, subway, train, etc.) to commute to work on a regular basis, what is the most common barrier? (Please select only one.)	Percent	Number
Expense	5%	N=5
Accessibility from my home to modes of public transportation	16%	N=15
Accessibility from my workplace to modes of public transportation	15%	N=14
Inconvenience	51%	N=47
Reliability	13%	N=12
Total	100%	N=93

Table 48: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	0%	N=0	0%	N=0	1%	N=1	12%	N=15	87%	N=105	100%	N=121
Purchase goods or services from a business located in Gaithersburg	0%	N=0	3%	N=4	27%	N=33	57%	N=69	13%	N=16	100%	N=122
Eat at least 5 portions of fruits and vegetables a day	1%	N=1	8%	N=10	33%	N=40	38%	N=46	20%	N=25	100%	N=122
Participate in moderate or vigorous physical activity	1%	N=1	10%	N=12	31%	N=38	34%	N=41	25%	N=30	100%	N=122
Read or watch local news (via television, paper, computer, etc.)	1%	N=1	5%	N=6	21%	N=26	29%	N=35	44%	N=54	100%	N=122
Vote in local elections	4%	N=5	9%	N=11	7%	N=9	33%	N=40	47%	N=57	100%	N=122

Table 49: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	30%	N=36
Very good	49%	N=59
Good	20%	N=24
Fair	2%	N=2
Poor	0%	N=0
Total	100%	N=121

Table 50: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	5%	N=6
Somewhat positive	23%	N=28
Neutral	45%	N=54
Somewhat negative	21%	N=25
Very negative	7%	N=8
Total	100%	N=121

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Table 51: Question D4

What is your employment status?	Percent	Number
Working full time for pay	68%	N=82
Working part time for pay	11%	N=13
Unemployed, looking for paid work	3%	N=4
Unemployed, not looking for paid work	4%	N=5
Fully retired	13%	N=16
Total	100%	N=120

Table 52: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	31%	N=36
Yes, from home	9%	N=11
No	60%	N=71
Total	100%	N=118

Table 53: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	9%	N=11
2 to 5 years	11%	N=13
6 to 10 years	15%	N=18
11 to 20 years	25%	N=30
More than 20 years	40%	N=49
Total	100%	N=121

Table 54: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=71
Building with two or more homes (duplex, townhome, apartment or condominium)	40%	N=49
Mobile home	0%	N=0
Other	1%	N=1
Total	100%	N=121

Table 55: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	9%	N=11
Owned	91%	N=109
Total	100%	N=120

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Table 56: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=3
\$300 to \$599 per month	6%	N=7
\$600 to \$999 per month	7%	N=8
\$1,000 to \$1,499 per month	21%	N=24
\$1,500 to \$2,499 per month	42%	N=49
\$2,500 or more per month	22%	N=26
Total	100%	N=117

Table 57: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=74
Yes	39%	N=47
Total	100%	N=121

Table 58: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=90
Yes	25%	N=30
Total	100%	N=120

Table 59: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=3
\$25,000 to \$49,999	7%	N=8
\$50,000 to \$99,999	28%	N=31
\$100,000 to \$149,999	33%	N=36
\$150,000 or more	28%	N=31
Total	100%	N=109

Table 60: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=111
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=7
Total	100%	N=118

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Table 61: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=1
Asian, Asian Indian or Pacific Islander	3%	N=4
Black or African American	3%	N=4
White	92%	N=108
Other	4%	N=5

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

Table 62: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=1
25 to 34 years	11%	N=13
35 to 44 years	23%	N=27
45 to 54 years	21%	N=25
55 to 64 years	28%	N=33
65 to 74 years	14%	N=16
75 years or older	3%	N=3
Total	100%	N=118

Table 63: Question D16

What is your sex?	Percent	Number
Female	59%	N=69
Male	41%	N=48
Total	100%	N=117

Table 64: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	36%	N=43
Land line	38%	N=45
Both	27%	N=32
Total	100%	N=120

# **The National Citizen Survey™**

## **Gaithersburg, MD**

Technical Appendices

2013

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National Research Center, Inc.  
2955 Valmont Road, Suite 300  
Boulder, CO 80301  
[www.n-r-c.com](http://www.n-r-c.com) • 303-444-7863

International City/County Management Association  
777 North Capitol Street NE, Suite 500  
Washington, DC 20002  
[www.icma.org](http://www.icma.org) • 202-289-ICMA

## Appendix A: Complete Survey Responses

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

### Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
Gaithersburg as a place to live	31%	N=58	54%	N=99	12%	N=23	3%	N=5	100%	N=184
Your neighborhood as a place to live	33%	N=60	49%	N=88	16%	N=29	2%	N=4	100%	N=181
Gaithersburg as a place to raise children	31%	N=48	46%	N=71	20%	N=31	3%	N=5	100%	N=156
Gaithersburg as a place to work	22%	N=29	49%	N=65	18%	N=24	12%	N=16	100%	N=135
Gaithersburg as a place to visit	17%	N=29	31%	N=53	38%	N=66	15%	N=25	100%	N=173
Gaithersburg as a place to retire	24%	N=34	36%	N=52	21%	N=31	19%	N=27	100%	N=143
The overall quality of life in Gaithersburg	16%	N=30	63%	N=114	19%	N=34	2%	N=3	100%	N=181

Table 2: Question 2

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Gaithersburg	18%	N=33	50%	N=92	27%	N=50	5%	N=8	100%	N=183
Overall ease of getting to the places you usually have to visit	27%	N=48	48%	N=87	21%	N=38	4%	N=8	100%	N=181
Quality of overall natural environment in Gaithersburg	28%	N=50	48%	N=86	21%	N=38	3%	N=5	100%	N=180
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	18%	N=33	54%	N=96	25%	N=44	3%	N=6	100%	N=179
Health and wellness opportunities in Gaithersburg	27%	N=43	49%	N=79	23%	N=36	1%	N=2	100%	N=159
Overall opportunities for education and enrichment	22%	N=34	44%	N=68	27%	N=42	7%	N=11	100%	N=156
Overall economic health of Gaithersburg	20%	N=32	41%	N=66	36%	N=57	3%	N=5	100%	N=161
Sense of community	15%	N=25	39%	N=67	36%	N=61	10%	N=17	100%	N=169
Overall image or reputation of Gaithersburg	17%	N=30	56%	N=97	20%	N=35	6%	N=11	100%	N=173

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Gaithersburg to someone who asks	44%	N=81	47%	N=86	7%	N=13	1%	N=2	100%	N=183
Remain in Gaithersburg for the next five years	49%	N=86	25%	N=43	12%	N=21	14%	N=23	100%	N=174

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	61%	N=111	30%	N=54	3%	N=5	7%	N=12	0%	N=0	100%	N=182
In Gaithersburg's downtown/commercial area during the day	40%	N=67	43%	N=71	10%	N=17	7%	N=12	0%	N=0	100%	N=167

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	8%	N=15	49%	N=88	31%	N=56	12%	N=22	100%	N=181
Ease of public parking	17%	N=29	49%	N=86	30%	N=52	5%	N=8	100%	N=176
Ease of travel by car in Gaithersburg	20%	N=37	53%	N=96	21%	N=38	6%	N=11	100%	N=181
Ease of travel by public transportation in Gaithersburg	18%	N=24	44%	N=58	32%	N=42	5%	N=7	100%	N=131
Ease of travel by bicycle in Gaithersburg	18%	N=20	33%	N=37	37%	N=41	11%	N=12	100%	N=110
Ease of walking in Gaithersburg	18%	N=30	44%	N=73	35%	N=58	3%	N=5	100%	N=165
Availability of paths and walking trails	20%	N=31	43%	N=67	33%	N=51	3%	N=5	100%	N=154
Air quality	11%	N=19	58%	N=99	29%	N=49	2%	N=4	100%	N=172
Cleanliness of Gaithersburg	16%	N=29	57%	N=103	24%	N=44	2%	N=4	100%	N=180
Overall appearance of Gaithersburg	18%	N=32	54%	N=96	28%	N=50	0%	N=0	100%	N=179
Public places where people want to spend time	14%	N=24	50%	N=84	32%	N=53	4%	N=6	100%	N=167
Variety of housing options	19%	N=31	48%	N=78	26%	N=43	7%	N=12	100%	N=164
Availability of affordable quality housing	11%	N=16	35%	N=54	37%	N=57	17%	N=25	100%	N=151
Fitness opportunities (including exercise classes and paths or trails, etc.)	17%	N=29	53%	N=90	24%	N=41	6%	N=10	100%	N=170
Recreational opportunities	17%	N=28	51%	N=84	27%	N=45	4%	N=7	100%	N=163
Availability of affordable quality food	19%	N=34	50%	N=91	27%	N=48	5%	N=9	100%	N=181
Availability of affordable quality health care	19%	N=28	50%	N=73	24%	N=35	7%	N=10	100%	N=146
Availability of preventive health services	21%	N=30	47%	N=66	26%	N=37	5%	N=7	100%	N=140
Availability of affordable quality mental health care	19%	N=18	42%	N=39	32%	N=30	8%	N=7	100%	N=94

Table 6: Question 6

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	18%	N=16	51%	N=46	23%	N=20	8%	N=7	100%	N=90
K-12 education	24%	N=26	57%	N=60	18%	N=18	1%	N=1	100%	N=105
Adult educational opportunities	21%	N=25	51%	N=61	24%	N=29	5%	N=6	100%	N=120
Opportunities to attend cultural/arts/music activities	26%	N=38	36%	N=53	34%	N=50	3%	N=5	100%	N=145
Opportunities to participate in religious or spiritual events and activities	33%	N=44	45%	N=60	20%	N=27	2%	N=3	100%	N=134
Employment opportunities	8%	N=10	36%	N=49	41%	N=56	15%	N=21	100%	N=137
Shopping opportunities	26%	N=47	42%	N=75	27%	N=49	4%	N=8	100%	N=179
Cost of living in Gaithersburg	5%	N=8	28%	N=51	55%	N=98	12%	N=22	100%	N=179
Overall quality of business and service establishments in Gaithersburg	12%	N=21	49%	N=85	37%	N=66	2%	N=4	100%	N=175
Vibrant downtown/commercial area	9%	N=15	36%	N=57	40%	N=64	15%	N=25	100%	N=161
Overall quality of new development in Gaithersburg	14%	N=23	48%	N=78	34%	N=55	4%	N=6	100%	N=162
Opportunities to participate in social events and activities	15%	N=23	34%	N=50	45%	N=66	5%	N=8	100%	N=147
Opportunities to volunteer	21%	N=27	33%	N=42	36%	N=46	10%	N=13	100%	N=128
Opportunities to participate in community matters	14%	N=17	43%	N=53	37%	N=46	7%	N=8	100%	N=125
Openness and acceptance of the community toward people of diverse backgrounds	24%	N=38	41%	N=64	30%	N=47	4%	N=6	100%	N=155
Neighborliness of residents in Gaithersburg	15%	N=25	35%	N=58	40%	N=66	10%	N=16	100%	N=166

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	21%	N=39	79%	N=144	100%	N=183
Made efforts to make your home more energy efficient	20%	N=36	80%	N=145	100%	N=181
Observed a code violation or other hazard in Gaithersburg	70%	N=123	30%	N=53	100%	N=176
Household member was a victim of a crime in Gaithersburg	89%	N=162	11%	N=19	100%	N=182
Reported a crime to the police in Gaithersburg	75%	N=137	25%	N=46	100%	N=183
Stocked supplies in preparation for an emergency	63%	N=115	37%	N=68	100%	N=183
Campaigned or advocated for an issue, cause or candidate	82%	N=147	18%	N=33	100%	N=180
Contacted Gaithersburg (in-person, phone, email or web) for help or information	65%	N=119	35%	N=63	100%	N=182
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	87%	N=158	13%	N=24	100%	N=182

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Gaithersburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Gaithersburg recreation centers or their services	8%	N=14	10%	N=19	42%	N=75	40%	N=72	100%	N=180
Visited a neighborhood park or City park	18%	N=32	22%	N=39	39%	N=69	22%	N=39	100%	N=179
Used Gaithersburg public libraries or their services	12%	N=21	18%	N=33	26%	N=47	43%	N=78	100%	N=179
Participated in religious or spiritual activities in Gaithersburg	13%	N=25	19%	N=34	10%	N=18	58%	N=105	100%	N=182
Attended a City-sponsored event	3%	N=6	9%	N=15	44%	N=78	45%	N=80	100%	N=178
Used bus, rail, subway or other public transportation instead of driving	22%	N=39	14%	N=25	25%	N=44	40%	N=71	100%	N=180
Carpooled with other adults or children instead of driving alone	13%	N=23	13%	N=23	19%	N=33	56%	N=100	100%	N=179
Walked or biked instead of driving	16%	N=27	16%	N=29	21%	N=37	47%	N=83	100%	N=177
Volunteered your time to some group/activity in Gaithersburg	4%	N=7	10%	N=18	22%	N=38	64%	N=114	100%	N=178
Participated in a club	4%	N=8	8%	N=15	14%	N=24	74%	N=131	100%	N=178
Talked to or visited with your immediate neighbors	33%	N=60	23%	N=41	27%	N=49	17%	N=30	100%	N=180
Done a favor for a neighbor	17%	N=31	16%	N=28	39%	N=70	28%	N=51	100%	N=180

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	2%	N=4	16%	N=30	82%	N=149	100%	N=182
Watched (online or on television) a local public meeting	1%	N=1	2%	N=4	33%	N=60	64%	N=116	100%	N=182

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Table 10: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	34%	N=52	53%	N=81	10%	N=16	3%	N=4	100%	N=153
Crime prevention	21%	N=30	53%	N=78	20%	N=30	6%	N=9	100%	N=148
Traffic enforcement	21%	N=33	59%	N=95	13%	N=22	7%	N=11	100%	N=161
Street repair	18%	N=31	51%	N=87	26%	N=43	5%	N=8	100%	N=169
Street cleaning	25%	N=42	50%	N=84	23%	N=38	3%	N=5	100%	N=168
Street lighting	24%	N=41	50%	N=86	21%	N=36	6%	N=10	100%	N=172
Snow removal	31%	N=48	49%	N=77	17%	N=26	4%	N=6	100%	N=156
Sidewalk maintenance	22%	N=37	52%	N=87	24%	N=40	3%	N=5	100%	N=168
Recycling	40%	N=68	49%	N=83	9%	N=15	2%	N=4	100%	N=170
Yard waste pick-up	39%	N=51	42%	N=55	16%	N=21	3%	N=5	100%	N=132
Storm drainage	21%	N=30	54%	N=76	23%	N=32	2%	N=3	100%	N=141
City parks	26%	N=41	60%	N=94	12%	N=18	2%	N=4	100%	N=156
Recreation programs or classes	32%	N=36	47%	N=54	18%	N=21	2%	N=3	100%	N=114
Recreation centers or facilities	23%	N=29	62%	N=77	14%	N=17	1%	N=1	100%	N=124
Land use, planning and zoning	13%	N=15	40%	N=46	34%	N=38	13%	N=14	100%	N=113
Code enforcement (weeds, abandoned buildings, etc.)	17%	N=18	42%	N=45	34%	N=37	7%	N=7	100%	N=108
Animal control	30%	N=32	44%	N=48	19%	N=20	7%	N=8	100%	N=108
Economic development	16%	N=20	40%	N=50	39%	N=48	5%	N=6	100%	N=124
Public information services	14%	N=19	55%	N=75	25%	N=34	5%	N=7	100%	N=136
Cable television	14%	N=21	43%	N=66	34%	N=52	10%	N=15	100%	N=154
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=21	51%	N=61	26%	N=31	5%	N=6	100%	N=119
Preservation of natural areas such as open space, farmlands and greenbelts	17%	N=22	44%	N=58	26%	N=35	13%	N=17	100%	N=132
Gaithersburg open space	17%	N=24	36%	N=50	36%	N=51	11%	N=15	100%	N=140
City-sponsored special events	18%	N=22	48%	N=62	32%	N=41	2%	N=3	100%	N=128
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	23%	N=31	52%	N=72	24%	N=32	1%	N=2	100%	N=137

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Gaithersburg	20%	N=33	61%	N=101	18%	N=30	0%	N=0	100%	N=165
The Federal Government	12%	N=18	45%	N=66	35%	N=52	8%	N=11	100%	N=147

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Table 12: Question 12

Please rate the following categories of Gaithersburg government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Gaithersburg	14%	N=23	43%	N=68	37%	N=59	6%	N=9	100%	N=159
The overall direction that Gaithersburg is taking	15%	N=23	46%	N=70	30%	N=45	8%	N=12	100%	N=151
The job Gaithersburg government does at welcoming citizen involvement	14%	N=16	34%	N=40	39%	N=46	13%	N=15	100%	N=117
Overall confidence in Gaithersburg government	13%	N=19	51%	N=73	30%	N=43	6%	N=9	100%	N=143
Generally acting in the best interest of the community	13%	N=19	56%	N=82	25%	N=36	6%	N=10	100%	N=147
Being honest	15%	N=18	50%	N=60	28%	N=34	7%	N=8	100%	N=119
Treating all residents fairly	15%	N=18	56%	N=70	24%	N=30	5%	N=7	100%	N=125

Table 13: Question 13a

How many minutes, on average, is the one-way commute time of the primary wage earner in your household?	Percent	Number
Work from home	5%	N=8
Less than 5 minutes	4%	N=6
5 - 20 minutes	29%	N=48
21 - 40 minutes	30%	N=50
41 - 60 minutes	19%	N=31
More than 60 minutes	14%	N=23
Total	100%	N=166

Table 14: Question 13b

What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household? (Please select only one.)	Percent	Number
None (work from home)	4%	N=7
Walk	4%	N=6
Bicycle	0%	N=0
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	66%	N=112
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others	8%	N=14
Bus	7%	N=11
Subway	4%	N=6
Train	1%	N=2
Combination of public transportation modes	6%	N=10
Total	100%	N=169

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Table 15: Question 13c

If the primary wage earner in the household does not use public transportation (e.g., bus, subway, train, etc.) to commute to work on a regular basis, what is the most common barrier? (Please select only one.)	Percent	Number
Expense	13%	N=18
Accessibility from my home to modes of public transportation	10%	N=15
Accessibility from my workplace to modes of public transportation	11%	N=15
Inconvenience	57%	N=80
Reliability	8%	N=11
Total	100%	N=140

Table 16: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=4	3%	N=5	9%	N=15	15%	N=27	71%	N=127	100%	N=179
Purchase goods or services from a business located in Gaithersburg	3%	N=6	0%	N=1	18%	N=32	45%	N=81	33%	N=60	100%	N=180
Eat at least 5 portions of fruits and vegetables a day	1%	N=2	9%	N=16	37%	N=66	38%	N=67	14%	N=25	100%	N=177
Participate in moderate or vigorous physical activity	9%	N=16	12%	N=21	28%	N=49	35%	N=63	16%	N=29	100%	N=178
Read or watch local news (via television, paper, computer, etc.)	5%	N=8	8%	N=14	21%	N=38	29%	N=52	37%	N=67	100%	N=179
Vote in local elections	21%	N=37	6%	N=10	15%	N=27	23%	N=41	35%	N=63	100%	N=178

Table 17: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	14%	N=24
Very good	46%	N=83
Good	33%	N=59
Fair	7%	N=13
Poor	0%	N=1
Total	100%	N=179

Table 18: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=7
Somewhat positive	18%	N=32
Neutral	47%	N=85
Somewhat negative	29%	N=52
Very negative	3%	N=5
Total	100%	N=180

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Table 19: Question D4

What is your employment status?	Percent	Number
Working full time for pay	70%	N=126
Working part time for pay	12%	N=21
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	3%	N=5
Fully retired	13%	N=23
Total	100%	N=180

Table 20: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	28%	N=47
Yes, from home	6%	N=10
No	66%	N=112
Total	100%	N=169

Table 21: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	18%	N=32
2 to 5 years	22%	N=41
6 to 10 years	14%	N=25
11 to 20 years	24%	N=43
More than 20 years	22%	N=40
Total	100%	N=181

Table 22: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	20%	N=36
Building with two or more homes (duplex, townhome, apartment or condominium)	78%	N=141
Mobile home	0%	N=0
Other	2%	N=4
Total	100%	N=180

Table 23: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=78
Owned	55%	N=97
Total	100%	N=175

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Table 24: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	5%	N=9
\$300 to \$599 per month	2%	N=4
\$600 to \$999 per month	13%	N=23
\$1,000 to \$1,499 per month	25%	N=45
\$1,500 to \$2,499 per month	39%	N=70
\$2,500 or more per month	15%	N=27
Total	100%	N=176

Table 25: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=114
Yes	36%	N=65
Total	100%	N=180

Table 26: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=132
Yes	27%	N=48
Total	100%	N=180

Table 27: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	11%	N=20
\$25,000 to \$49,999	16%	N=27
\$50,000 to \$99,999	36%	N=61
\$100,000 to \$149,999	26%	N=46
\$150,000 or more	11%	N=19
Total	100%	N=173

Table 28: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	79%	N=139
Yes, I consider myself to be Spanish, Hispanic or Latino	21%	N=37
Total	100%	N=176

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Table 29: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=6
Asian, Asian Indian or Pacific Islander	19%	N=34
Black or African American	12%	N=22
White	60%	N=106
Other	12%	N=22

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

Table 30: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=11
25 to 34 years	26%	N=47
35 to 44 years	14%	N=25
45 to 54 years	23%	N=42
55 to 64 years	14%	N=25
65 to 74 years	9%	N=16
75 years or older	9%	N=15
Total	100%	N=181

Table 31: Question D16

What is your sex?	Percent	Number
Female	54%	N=96
Male	46%	N=83
Total	100%	N=179

Table 32: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	58%	N=103
Land line	19%	N=34
Both	23%	N=41
Total	100%	N=178

## Responses including “don’t know”

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

Table 33: Question 1

Please rate each of the following aspects of quality of life in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Gaithersburg as a place to live	31%	N=58	54%	N=99	12%	N=23	3%	N=5	0%	N=0	100%	N=184
Your neighborhood as a place to live	33%	N=60	49%	N=88	16%	N=29	2%	N=4	0%	N=0	100%	N=181
Gaithersburg as a place to raise children	27%	N=48	40%	N=71	17%	N=31	3%	N=5	13%	N=23	100%	N=178
Gaithersburg as a place to work	17%	N=29	37%	N=65	13%	N=24	9%	N=16	24%	N=43	100%	N=178
Gaithersburg as a place to visit	16%	N=29	29%	N=53	36%	N=66	14%	N=25	5%	N=9	100%	N=182
Gaithersburg as a place to retire	19%	N=34	29%	N=52	17%	N=31	15%	N=27	20%	N=36	100%	N=179
The overall quality of life in Gaithersburg	16%	N=30	63%	N=114	19%	N=34	2%	N=3	0%	N=0	100%	N=181

Table 34: 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	
Overall feeling of safety in Gaithersburg	18%	N=33	50%	N=92	27%	N=50	5%	N=8	0%	N=0	100%	N=183
Overall ease of getting to the places you usually have to visit	26%	N=48	48%	N=87	21%	N=38	4%	N=8	1%	N=1	100%	N=182
Quality of overall natural environment in Gaithersburg	27%	N=50	47%	N=86	21%	N=38	3%	N=5	1%	N=2	100%	N=183
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	18%	N=33	53%	N=96	24%	N=44	3%	N=6	1%	N=1	100%	N=180
Health and wellness opportunities in Gaithersburg	23%	N=43	43%	N=79	20%	N=36	1%	N=2	13%	N=24	100%	N=183
Overall opportunities for education and enrichment	19%	N=34	38%	N=68	23%	N=42	6%	N=11	13%	N=24	100%	N=179
Overall economic health of Gaithersburg	18%	N=32	36%	N=66	32%	N=57	3%	N=5	11%	N=20	100%	N=181
Sense of community	14%	N=25	37%	N=67	34%	N=61	9%	N=17	6%	N=11	100%	N=180
Overall image or reputation of Gaithersburg	17%	N=30	54%	N=97	19%	N=35	6%	N=11	4%	N=8	100%	N=181

Table 35: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Gaithersburg to someone who asks	44%	N=81	47%	N=86	7%	N=13	1%	N=2	1%	N=1	100%	N=184
Remain in Gaithersburg for the next five years	47%	N=86	24%	N=43	12%	N=21	13%	N=23	4%	N=8	100%	N=181

Table 36: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	60%	N=111	29%	N=54	3%	N=5	7%	N=12	0%	N=0	1%	N=2	100%	N=184
In Gaithersburg's downtown/commercial area during the day	36%	N=67	39%	N=71	9%	N=17	7%	N=12	0%	N=0	9%	N=17	100%	N=184

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Table 37: Question 5

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	8%	N=15	48%	N=88	31%	N=56	12%	N=22	1%	N=2	100%	N=183
Ease of public parking	16%	N=29	47%	N=86	29%	N=52	5%	N=8	4%	N=7	100%	N=183
Ease of travel by car in Gaithersburg	20%	N=37	53%	N=96	21%	N=38	6%	N=11	1%	N=1	100%	N=182
Ease of travel by public transportation in Gaithersburg	13%	N=24	32%	N=58	23%	N=42	4%	N=7	28%	N=50	100%	N=180
Ease of travel by bicycle in Gaithersburg	11%	N=20	20%	N=37	23%	N=41	7%	N=12	39%	N=71	100%	N=181
Ease of walking in Gaithersburg	17%	N=30	40%	N=73	32%	N=58	3%	N=5	9%	N=16	100%	N=180
Availability of paths and walking trails	17%	N=31	37%	N=67	29%	N=51	3%	N=5	14%	N=24	100%	N=179
Air quality	11%	N=19	55%	N=99	27%	N=49	2%	N=4	5%	N=9	100%	N=181
Cleanliness of Gaithersburg	16%	N=29	56%	N=103	24%	N=44	2%	N=4	2%	N=3	100%	N=183
Overall appearance of Gaithersburg	18%	N=32	53%	N=96	28%	N=50	0%	N=0	1%	N=2	100%	N=181
Public places where people want to spend time	13%	N=24	46%	N=84	29%	N=53	4%	N=6	8%	N=15	100%	N=182
Variety of housing options	17%	N=31	43%	N=78	24%	N=43	6%	N=12	10%	N=18	100%	N=182
Availability of affordable quality housing	9%	N=16	30%	N=54	32%	N=57	14%	N=25	15%	N=27	100%	N=178
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	N=29	50%	N=90	23%	N=41	5%	N=10	6%	N=11	100%	N=181
Recreational opportunities	15%	N=28	46%	N=84	25%	N=45	4%	N=7	10%	N=18	100%	N=181
Availability of affordable quality food	18%	N=34	50%	N=91	26%	N=48	5%	N=9	1%	N=2	100%	N=183
Availability of affordable quality health care	16%	N=28	40%	N=73	19%	N=35	5%	N=10	20%	N=36	100%	N=181
Availability of preventive health services	16%	N=30	36%	N=66	20%	N=37	4%	N=7	23%	N=41	100%	N=180
Availability of affordable quality mental health care	10%	N=18	22%	N=39	17%	N=30	4%	N=7	48%	N=86	100%	N=180

Table 38: Question 6

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	9%	N=16	25%	N=46	11%	N=20	4%	N=7	50%	N=90	100%	N=180
K-12 education	14%	N=26	33%	N=60	10%	N=18	1%	N=1	42%	N=75	100%	N=180
Adult educational opportunities	14%	N=25	34%	N=61	16%	N=29	3%	N=6	33%	N=60	100%	N=181
Opportunities to attend cultural/arts/music activities	21%	N=38	29%	N=53	28%	N=50	3%	N=5	20%	N=35	100%	N=181
Opportunities to participate in religious or spiritual events and activities	24%	N=44	33%	N=60	15%	N=27	2%	N=3	26%	N=47	100%	N=181
Employment opportunities	6%	N=10	27%	N=49	31%	N=56	12%	N=21	24%	N=43	100%	N=180
Shopping opportunities	26%	N=47	42%	N=75	27%	N=49	4%	N=8	0%	N=0	100%	N=179
Cost of living in Gaithersburg	5%	N=8	28%	N=51	54%	N=98	12%	N=22	2%	N=3	100%	N=182
Overall quality of business and service establishments in Gaithersburg	11%	N=21	47%	N=85	36%	N=66	2%	N=4	3%	N=5	100%	N=180
Vibrant downtown/commercial area	8%	N=15	32%	N=57	36%	N=64	14%	N=25	10%	N=18	100%	N=179
Overall quality of new development in Gaithersburg	12%	N=23	43%	N=78	30%	N=55	3%	N=6	10%	N=19	100%	N=180
Opportunities to participate in social events and activities	12%	N=23	27%	N=50	36%	N=66	4%	N=8	20%	N=36	100%	N=182
Opportunities to volunteer	15%	N=27	23%	N=42	25%	N=46	7%	N=13	30%	N=54	100%	N=182
Opportunities to participate in community matters	10%	N=17	30%	N=53	26%	N=46	5%	N=8	30%	N=52	100%	N=177
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=38	35%	N=64	26%	N=47	3%	N=6	14%	N=26	100%	N=181
Neighborliness of residents in Gaithersburg	14%	N=25	33%	N=58	38%	N=66	9%	N=16	6%	N=11	100%	N=176

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Table 39: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	21%	N=39	79%	N=144	100%	N=183
Made efforts to make your home more energy efficient	20%	N=36	80%	N=145	100%	N=181
Observed a code violation or other hazard in Gaithersburg	70%	N=123	30%	N=53	100%	N=176
Household member was a victim of a crime in Gaithersburg	89%	N=162	11%	N=19	100%	N=182
Reported a crime to the police in Gaithersburg	75%	N=137	25%	N=46	100%	N=183
Stocked supplies in preparation for an emergency	63%	N=115	37%	N=68	100%	N=183
Campaigned or advocated for an issue, cause or candidate	82%	N=147	18%	N=33	100%	N=180
Contacted Gaithersburg (in-person, phone, email or web) for help or information	65%	N=119	35%	N=63	100%	N=182
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	87%	N=158	13%	N=24	100%	N=182

Table 40: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Gaithersburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Gaithersburg recreation centers or their services	8%	N=14	10%	N=19	42%	N=75	40%	N=72	100%	N=180
Visited a neighborhood park or City park	18%	N=32	22%	N=39	39%	N=69	22%	N=39	100%	N=179
Used Gaithersburg public libraries or their services	12%	N=21	18%	N=33	26%	N=47	43%	N=78	100%	N=179
Participated in religious or spiritual activities in Gaithersburg	13%	N=25	19%	N=34	10%	N=18	58%	N=105	100%	N=182
Attended a City-sponsored event	3%	N=6	9%	N=15	44%	N=78	45%	N=80	100%	N=178
Used bus, rail, subway or other public transportation instead of driving	22%	N=39	14%	N=25	25%	N=44	40%	N=71	100%	N=180
Carpooled with other adults or children instead of driving alone	13%	N=23	13%	N=23	19%	N=33	56%	N=100	100%	N=179
Walked or biked instead of driving	16%	N=27	16%	N=29	21%	N=37	47%	N=83	100%	N=177
Volunteered your time to some group/activity in Gaithersburg	4%	N=7	10%	N=18	22%	N=38	64%	N=114	100%	N=178
Participated in a club	4%	N=8	8%	N=15	14%	N=24	74%	N=131	100%	N=178
Talked to or visited with your immediate neighbors	33%	N=60	23%	N=41	27%	N=49	17%	N=30	100%	N=180
Done a favor for a neighbor	17%	N=31	16%	N=28	39%	N=70	28%	N=51	100%	N=180

Table 41: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	2%	N=4	16%	N=30	82%	N=149	100%	N=182
Watched (online or on television) a local public meeting	1%	N=1	2%	N=4	33%	N=60	64%	N=116	100%	N=182

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Table 42: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	29%	N=52	45%	N=81	9%	N=16	2%	N=4	15%	N=28	100%	N=181
Crime prevention	17%	N=30	44%	N=78	17%	N=30	5%	N=9	17%	N=30	100%	N=178
Traffic enforcement	18%	N=33	53%	N=95	12%	N=22	6%	N=11	11%	N=19	100%	N=181
Street repair	17%	N=31	49%	N=87	24%	N=43	5%	N=8	5%	N=10	100%	N=179
Street cleaning	23%	N=42	46%	N=84	21%	N=38	3%	N=5	7%	N=12	100%	N=181
Street lighting	22%	N=41	48%	N=86	20%	N=36	5%	N=10	5%	N=8	100%	N=181
Snow removal	26%	N=48	42%	N=77	14%	N=26	3%	N=6	14%	N=25	100%	N=182
Sidewalk maintenance	20%	N=37	48%	N=87	22%	N=40	3%	N=5	7%	N=12	100%	N=181
Recycling	38%	N=68	46%	N=83	9%	N=15	2%	N=4	5%	N=10	100%	N=180
Yard waste pick-up	29%	N=51	32%	N=55	12%	N=21	3%	N=5	25%	N=44	100%	N=176
Storm drainage	17%	N=30	43%	N=76	18%	N=32	2%	N=3	20%	N=36	100%	N=177
City parks	23%	N=41	53%	N=94	10%	N=18	2%	N=4	12%	N=21	100%	N=178
Recreation programs or classes	20%	N=36	30%	N=54	12%	N=21	1%	N=3	36%	N=65	100%	N=179
Recreation centers or facilities	16%	N=29	43%	N=77	10%	N=17	1%	N=1	30%	N=54	100%	N=179
Land use, planning and zoning	8%	N=15	26%	N=46	22%	N=38	8%	N=14	36%	N=63	100%	N=176
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=18	26%	N=45	21%	N=37	4%	N=7	38%	N=67	100%	N=174
Animal control	18%	N=32	27%	N=48	12%	N=20	4%	N=8	39%	N=69	100%	N=177
Economic development	11%	N=20	28%	N=50	28%	N=48	4%	N=6	29%	N=51	100%	N=176
Public information services	11%	N=19	42%	N=75	20%	N=34	4%	N=7	23%	N=41	100%	N=176
Cable television	12%	N=21	38%	N=66	30%	N=52	9%	N=15	11%	N=18	100%	N=172
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=21	34%	N=61	18%	N=31	3%	N=6	33%	N=58	100%	N=177
Preservation of natural areas such as open space, farmlands and greenbelts	13%	N=22	33%	N=58	20%	N=35	10%	N=17	25%	N=45	100%	N=177
Gaithersburg open space	14%	N=24	28%	N=50	29%	N=51	9%	N=15	21%	N=37	100%	N=177
City-sponsored special events	13%	N=22	35%	N=62	23%	N=41	2%	N=3	27%	N=48	100%	N=175
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	18%	N=31	41%	N=72	19%	N=32	1%	N=2	21%	N=37	100%	N=175

Table 43: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Gaithersburg	18%	N=33	56%	N=101	17%	N=30	0%	N=0	9%	N=16	100%	N=181
The Federal Government	10%	N=18	36%	N=66	29%	N=52	6%	N=11	19%	N=35	100%	N=181

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Table 44: Question 12

Please rate the following categories of Gaithersburg government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Gaithersburg	13%	N=23	38%	N=68	33%	N=59	5%	N=9	11%	N=19	100%	N=179
The overall direction that Gaithersburg is taking	13%	N=23	40%	N=70	26%	N=45	7%	N=12	15%	N=26	100%	N=177
The job Gaithersburg government does at welcoming citizen involvement	9%	N=16	23%	N=40	26%	N=46	9%	N=15	33%	N=58	100%	N=175
Overall confidence in Gaithersburg government	10%	N=19	41%	N=73	24%	N=43	5%	N=9	20%	N=35	100%	N=178
Generally acting in the best interest of the community	11%	N=19	47%	N=82	21%	N=36	5%	N=10	17%	N=29	100%	N=177
Being honest	10%	N=18	34%	N=60	19%	N=34	4%	N=8	33%	N=57	100%	N=177
Treating all residents fairly	10%	N=18	39%	N=70	17%	N=30	4%	N=7	30%	N=52	100%	N=178

Table 45: Question 13a

How many minutes, on average, is the one-way commute time of the primary wage earner in your household?	Percent	Number
Work from home	5%	N=8
Less than 5 minutes	4%	N=6
5 - 20 minutes	29%	N=48
21 - 40 minutes	30%	N=50
41 - 60 minutes	19%	N=31
More than 60 minutes	14%	N=23
Total	100%	N=166

Table 46: Question 13b

What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household? (Please select only one.)	Percent	Number
None (work from home)	4%	N=7
Walk	4%	N=6
Bicycle	0%	N=0
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	66%	N=112
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others	8%	N=14
Bus	7%	N=11
Subway	4%	N=6
Train	1%	N=2
Combination of public transportation modes	6%	N=10
Total	100%	N=169

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Table 47: Question 13c

If the primary wage earner in the household does not use public transportation (e.g., bus, subway, train, etc.) to commute to work on a regular basis, what is the most common barrier? (Please select only one.)	Percent	Number
Expense	13%	N=18
Accessibility from my home to modes of public transportation	10%	N=15
Accessibility from my workplace to modes of public transportation	11%	N=15
Inconvenience	57%	N=80
Reliability	8%	N=11
Total	100%	N=140

Table 48: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=4	3%	N=5	9%	N=15	15%	N=27	71%	N=127	100%	N=179
Purchase goods or services from a business located in Gaithersburg	3%	N=6	0%	N=1	18%	N=32	45%	N=81	33%	N=60	100%	N=180
Eat at least 5 portions of fruits and vegetables a day	1%	N=2	9%	N=16	37%	N=66	38%	N=67	14%	N=25	100%	N=177
Participate in moderate or vigorous physical activity	9%	N=16	12%	N=21	28%	N=49	35%	N=63	16%	N=29	100%	N=178
Read or watch local news (via television, paper, computer, etc.)	5%	N=8	8%	N=14	21%	N=38	29%	N=52	37%	N=67	100%	N=179
Vote in local elections	21%	N=37	6%	N=10	15%	N=27	23%	N=41	35%	N=63	100%	N=178

Table 49: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	14%	N=24
Very good	46%	N=83
Good	33%	N=59
Fair	7%	N=13
Poor	0%	N=1
Total	100%	N=179

Table 50: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=7
Somewhat positive	18%	N=32
Neutral	47%	N=85
Somewhat negative	29%	N=52
Very negative	3%	N=5
Total	100%	N=180

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Table 51: Question D4

What is your employment status?	Percent	Number
Working full time for pay	70%	N=126
Working part time for pay	12%	N=21
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	3%	N=5
Fully retired	13%	N=23
Total	100%	N=180

Table 52: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	28%	N=47
Yes, from home	6%	N=10
No	66%	N=112
Total	100%	N=169

Table 53: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	18%	N=32
2 to 5 years	22%	N=41
6 to 10 years	14%	N=25
11 to 20 years	24%	N=43
More than 20 years	22%	N=40
Total	100%	N=181

Table 54: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	20%	N=36
Building with two or more homes (duplex, townhome, apartment or condominium)	78%	N=141
Mobile home	0%	N=0
Other	2%	N=4
Total	100%	N=180

Table 55: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=78
Owned	55%	N=97
Total	100%	N=175

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Table 56: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	5%	N=9
\$300 to \$599 per month	2%	N=4
\$600 to \$999 per month	13%	N=23
\$1,000 to \$1,499 per month	25%	N=45
\$1,500 to \$2,499 per month	39%	N=70
\$2,500 or more per month	15%	N=27
Total	100%	N=176

Table 57: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=114
Yes	36%	N=65
Total	100%	N=180

Table 58: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=132
Yes	27%	N=48
Total	100%	N=180

Table 59: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	11%	N=20
\$25,000 to \$49,999	16%	N=27
\$50,000 to \$99,999	36%	N=61
\$100,000 to \$149,999	26%	N=46
\$150,000 or more	11%	N=19
Total	100%	N=173

Table 60: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	79%	N=139
Yes, I consider myself to be Spanish, Hispanic or Latino	21%	N=37
Total	100%	N=176

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Table 61: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=6
Asian, Asian Indian or Pacific Islander	19%	N=34
Black or African American	12%	N=22
White	60%	N=106
Other	12%	N=22

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

Table 62: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=11
25 to 34 years	26%	N=47
35 to 44 years	14%	N=25
45 to 54 years	23%	N=42
55 to 64 years	14%	N=25
65 to 74 years	9%	N=16
75 years or older	9%	N=15
Total	100%	N=181

Table 63: Question D16

What is your sex?	Percent	Number
Female	54%	N=96
Male	46%	N=83
Total	100%	N=179

Table 64: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	58%	N=103
Land line	19%	N=34
Both	23%	N=41
Total	100%	N=178

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The NCS. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Gaithersburg chose to have comparisons made to the entire database.

### Interpreting the Results

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

In that final column, Gaithersburg’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Gaithersburg residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

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

## National Benchmark Comparisons

Table 65: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Gaithersburg	80%	263	402	Similar
Overall image or reputation of Gaithersburg	73%	161	297	Similar
Gaithersburg as a place to live	85%	204	331	Similar
Your neighborhood as a place to live	82%	135	263	Similar
Gaithersburg as a place to raise children	77%	195	328	Similar
Gaithersburg as a place to retire	60%	214	311	Similar
Overall appearance of Gaithersburg	72%	150	303	Similar

Table 66: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Gaithersburg	68%	79	105	Similar	
	In your neighborhood during the day	90%	209	300	Similar	
	In Gaithersburg's downtown/commercial area during the day	83%	196	257	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	75%	5	10	Similar	
	Availability of paths and walking trails	64%	99	230	Similar	
	Ease of walking in Gaithersburg	62%	113	251	Similar	
	Ease of travel by bicycle in Gaithersburg	52%	109	258	Similar	
	Ease of travel by public transportation in Gaithersburg	63%	22	55	Similar	
	Ease of travel by car in Gaithersburg	73%	64	259	Similar	
	Ease of public parking	65%	3	6	Similar	
	Traffic flow on major streets	57%	99	291	Similar	
Natural Environment	Quality of overall natural environment in Gaithersburg	76%	90	231	Similar	
	Cleanliness of Gaithersburg	73%	127	233	Similar	
	Air quality	69%	121	213	Similar	
Built Environment	Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	72%	4	8	Similar	
	Overall quality of new development in Gaithersburg	62%	90	245	Similar	
	Availability of affordable quality housing	46%	123	267	Similar	
	Variety of housing options	66%	62	220	Similar	
	Public places where people want to spend time	64%	4	7	Similar	
Economy	Overall economic health of Gaithersburg	61%	6	11	Similar	
	Vibrant downtown/commercial area	45%	4	7	Similar	
	Overall quality of business and service establishments in Gaithersburg	60%	111	220	Similar	
	Cost of living in Gaithersburg	33%	6	9	Similar	
	Shopping opportunities	68%	60	252	Higher	
	Employment opportunities	43%	69	269	Similar	
	Gaithersburg as a place to visit	47%	16	19	Lower	
	Gaithersburg as a place to work	71%	112	298	Similar	
	Recreation and Wellness	Health and wellness opportunities in Gaithersburg	76%	4	8	Similar
		Availability of affordable quality mental health care	61%	3	8	Similar
Availability of preventive health services		68%	45	172	Similar	
Availability of affordable quality health care		69%	43	217	Similar	
Availability of affordable quality food		69%	70	178	Similar	
Recreational opportunities	68%	124	264	Similar		

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	70%	7	9	Lower
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	78%	63	174	Similar
	Opportunities to attend cultural/arts/music activities	62%	62	264	Similar
	Adult educational opportunities	71%	3	7	Similar
	K-12 education	81%	78	219	Similar
	Availability of affordable quality child care/preschool	69%	10	218	Higher
Community Engagement	Opportunities to participate in social events and activities	50%	132	210	Similar
	Neighborliness of Gaithersburg	50%	6	9	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	66%	66	248	Similar
	Opportunities to participate in community matters	56%	136	219	Similar
	Opportunities to volunteer	54%	194	222	Similar

Table 67: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Gaithersburg	81%	126	375	Similar
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	75%	212	321	Similar
Value of services for the taxes paid to Gaithersburg	57%	115	353	Similar
Overall direction that Gaithersburg is taking	62%	105	288	Similar
Job Gaithersburg government does at welcoming citizen involvement	48%	139	268	Similar
Overall confidence in Gaithersburg government	64%	4	9	Similar
Generally acting in the best interest of the community	69%	2	8	Similar
Being honest	65%	4	8	Similar
Treating all residents fairly	70%	2	8	Higher
Services provided by the Federal Government	57%	2	220	Higher

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Table 68: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	87%	104	374	Similar
	Crime prevention	74%	135	305	Similar
	Animal control	74%	27	287	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	69%	85	243	Similar
Mobility	Traffic enforcement	80%	54	327	Similar
	Street repair	69%	45	384	Higher
	Street cleaning	75%	48	253	Similar
	Street lighting	73%	33	284	Similar
	Snow removal	80%	27	263	Higher
	Sidewalk maintenance	74%	22	258	Higher
Natural Environment	Recycling	89%	72	317	Similar
	Yard waste pick-up	81%	48	224	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	61%	117	226	Similar
	Gaithersburg open space	53%	26	27	Lower
Built Environment	Storm drainage	75%	51	317	Similar
	Land use, planning and zoning	53%	88	254	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	59%	67	316	Similar
	Cable television	57%	76	171	Similar
Economy	Economic development	56%	50	250	Similar
Recreation and Wellness	City parks	86%	157	283	Similar
	Recreation programs or classes	79%	84	288	Similar
	Recreation centers or facilities	85%	62	240	Similar
Education and Enrichment	City-sponsored special events	66%	9	14	Similar
Community Engagement	Public information services	69%	127	240	Similar

Table 69: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	54%	197	267	Similar
Recommend living in Gaithersburg to someone who asks	92%	77	224	Similar
Remain in Gaithersburg for the next five years	74%	192	223	Similar
Contacted Gaithersburg (in-person, phone, email or web) for help or information	35%	238	255	Lower

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Table 70: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	37%	3	7	Similar
	Did NOT report a crime to the police	75%	6	8	Similar
	Household member was NOT a victim of a crime	89%	109	226	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	60%	3	8	Much higher
	Carpooled with other adults or children instead of driving alone	44%	5	8	Similar
	Walked or biked instead of driving	53%	5	8	Similar
Natural Environment	Made efforts to conserve water	79%	6	7	Similar
	Made efforts to make your home more energy efficient	80%	2	7	Similar
	Recycle at home	95%	40	215	Higher
Built Environment	Did NOT observe a code violation or other hazard in Gaithersburg	70%	2	8	Higher
	NOT experiencing housing costs stress	57%	173	213	Similar
Economy	Purchase goods or services from a business located in Gaithersburg	96%	6	8	Similar
	Economy will have positive impact on income	21%	90	211	Similar
	Work inside boundaries of Gaithersburg	34%	5	8	Lower
Recreation and Wellness	Used Gaithersburg recreation centers or their services	60%	62	184	Similar
	Visited a neighborhood park or City park	78%	204	220	Similar
	Eat at least 5 portions of fruits and vegetables a day	90%	2	8	Similar
	Participate in moderate or vigorous physical activity	79%	6	8	Similar
	In very good to excellent health	60%	6	8	Similar
Education and Enrichment	Used Gaithersburg public libraries or their services	57%	182	196	Lower
	Participated in religious or spiritual activities in Gaithersburg	42%	122	159	Similar
	Attended City-sponsored event	55%	4	8	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	7	8	Similar
	Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	13%	7	8	Similar
	Volunteered your time to some group/activity in Gaithersburg	36%	154	217	Similar
	Participated in a club	26%	117	187	Similar
	Talked to or visited with your immediate neighbors	33%	198	204	Lower
	Done a favor for a neighbor	72%	185	185	Much lower
	Attended a local public meeting	18%	189	221	Similar
	Watched (online or on television) a local public meeting	36%	91	180	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	5	8	Similar
	Vote in local elections	73%	134	220	Similar

Communities included in national comparisons

The communities included in Gaithersburg’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Haines Borough, AK .....	2,508	Santa Clarita city, CA.....	176,320
Auburn city, AL .....	53,380	Santa Monica city, CA.....	89,736
Dothan city, AL .....	65,496	Seaside city, CA .....	33,025
Gulf Shores city, AL.....	9,741	South Lake Tahoe city, CA.....	21,403
Vestavia Hills city, AL .....	34,033	Sunnyvale city, CA .....	140,081
Fort Smith city, AR.....	86,209	Temecula city, CA .....	100,097
Casa Grande city, AZ.....	48,571	Thousand Oaks city, CA.....	126,683
Chandler city, AZ .....	236,123	Ventura CCD, CA.....	111,889
Dewey-Humboldt town, AZ.....	3,894	Visalia city, CA .....	124,442
Flagstaff city, AZ .....	65,870	Walnut Creek city, CA.....	64,173
Fountain Hills town, AZ .....	22,489	Woodland city, CA.....	55,468
Gilbert town, AZ.....	208,453	Adams County, CO .....	441,603
Globe city, AZ .....	7,532	Arapahoe County, CO .....	572,003
Goodyear city, AZ .....	65,275	Arvada city, CO .....	106,433
Green Valley CDP, AZ.....	21,391	Aspen city, CO .....	6,658
Maricopa County, AZ.....	4.E+06	Aurora city, CO .....	325,078
Mesa city, AZ.....	439,041	Boulder city, CO.....	97,385
Nogales city, AZ.....	20,837	Boulder County, CO.....	294,567
Peoria city, AZ .....	154,065	Broomfield city, CO .....	55,889
Phoenix city, AZ.....	1.E+06	Castle Pines North city, CO .....	10,360
Pinal County, AZ .....	375,770	Castle Rock town, CO.....	48,231
Queen Creek town, AZ .....	26,361	Centennial city, CO.....	100,377
Sahuarita town, AZ .....	25,259	Commerce City city, CO.....	45,913
Scottsdale city, AZ .....	217,385	Crested Butte town, CO.....	1,487
Surprise city, AZ.....	117,517	Denver city, CO.....	600,158
Tempe city, AZ .....	161,719	Douglas County, CO .....	285,465
Yuma city, AZ .....	93,064	Englewood city, CO.....	30,255
Apple Valley town, CA .....	69,135	Erie town, CO .....	18,135
Benicia city, CA.....	26,997	Estes Park town, CO.....	5,858
Brea city, CA.....	39,282	Fort Collins city, CO.....	143,986
Carlsbad city, CA.....	105,328	Fruita city, CO.....	12,646
Citrus Heights city, CA.....	83,301	Georgetown town, CO .....	1,034
Clovis city, CA.....	95,631	Greeley city, CO.....	92,889
Concord city, CA .....	122,067	Greenwood Village city, CO.....	13,925
Coronado city, CA .....	18,912	Gunnison County, CO .....	15,324
Cupertino city, CA .....	58,302	Highlands Ranch CDP, CO .....	96,713
El Cerrito city, CA.....	23,549	Hudson town, CO.....	2,356
Elk Grove city, CA .....	153,015	Jefferson County, CO .....	534,543
Encinitas city, CA .....	59,518	Lafayette city, CO .....	24,453
Fremont city, CA.....	214,089	Lakewood city, CO .....	142,980
Hayward city, CA .....	144,186	Larimer County, CO.....	299,630
La Mesa city, CA .....	57,065	Littleton city, CO .....	41,737
Laguna Beach city, CA.....	22,723	Lone Tree city, CO .....	10,218
Laguna Hills city, CA.....	30,344	Longmont city, CO .....	86,270
Livermore city, CA.....	80,968	Louisville city, CO.....	18,376
Marin County, CA.....	252,409	Mesa County, CO .....	146,723
Menlo Park city, CA .....	32,026	Montrose city, CO .....	19,132
Mission Viejo city, CA .....	93,305	Northglenn city, CO.....	35,789
Modesto city, CA.....	201,165	Parker town, CO .....	45,297
Monterey city, CA.....	27,810	Pueblo city, CO .....	106,595
Newport Beach city, CA .....	85,186	Rifle city, CO.....	9,172
Novato city, CA .....	51,904	Salida city, CO .....	5,236
Palm Springs city, CA .....	44,552	Thornton city, CO.....	118,772
Palo Alto city, CA .....	64,403	Vail town, CO.....	5,305
Pasadena city, CA .....	137,122	Westminster city, CO.....	106,114
Richmond city, CA.....	103,701	Wheat Ridge city, CO .....	30,166
Riverside city, CA .....	303,871	Windsor town, CO.....	18,644
San Carlos city, CA.....	28,406	Coventry Lake CDP, CT .....	2,990
San Diego city, CA .....	1.E+06	Hartford city, CT .....	124,775
San Francisco city, CA .....	805,235	Windsor town, CT .....	29,044
San Jose city, CA.....	945,942	Dover city, DE.....	36,047
San Rafael city, CA.....	57,713	Milford city, DE .....	9,559

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Rehoboth Beach city, DE .....	1,327	Collinsville city, IL .....	25,579
Brevard County, FL .....	543,376	Crystal Lake city, IL.....	40,743
Cape Coral city, FL.....	154,305	Elmhurst city, IL.....	44,121
Charlotte County, FL .....	159,978	Freeport city, IL .....	25,638
Clearwater city, FL.....	107,685	Highland Park city, IL .....	29,763
Cooper City city, FL.....	28,547	Lake Zurich village, IL .....	19,631
Dade City city, FL.....	6,437	Lyons village, IL.....	10,729
Dania Beach city, FL.....	29,639	Naperville city, IL.....	141,853
Delray Beach city, FL.....	60,522	Oak Park village, IL .....	51,878
Destin city, FL.....	12,305	O'Fallon city, IL.....	28,281
Escambia County, FL.....	297,619	Orland Park village, IL .....	56,767
Gainesville city, FL .....	124,354	Park Ridge city, IL.....	37,480
Hallandale Beach city, FL.....	37,113	Peoria County, IL .....	186,494
Jupiter town, FL.....	55,156	Riverside village, IL .....	8,875
Lee County, FL.....	618,754	Rockford city, IL .....	152,871
Miami Beach city, FL .....	87,779	Sangamon County, IL.....	197,465
North Palm Beach village, FL .....	12,015	Sherman village, IL .....	4,148
Oakland Park city, FL .....	41,363	Skokie village, IL.....	64,784
Ocala city, FL.....	56,315	Sugar Grove village, IL .....	8,997
Oviedo city, FL.....	33,342	Wilmington city, IL .....	5,724
Palm Beach County, FL.....	1.E+06	Brownsburg town, IN .....	21,285
Palm Coast city, FL.....	75,180	Fishers town, IN .....	76,794
Panama City city, FL.....	36,484	Munster town, IN.....	23,603
Pasco County, FL .....	464,697	Noblesville city, IN .....	51,969
Polk County, FL.....	602,095	Abilene city, KS.....	6,844
Port Orange city, FL .....	56,048	Derby city, KS.....	22,158
Port St. Lucie city, FL .....	164,603	Edgerton city, KS .....	1,671
Sanford city, FL.....	53,570	Garden City city, KS .....	26,658
Sarasota city, FL .....	51,917	Gardner city, KS.....	19,123
Sarasota County, FL .....	379,448	Johnson County, KS .....	544,179
Winter Garden city, FL.....	34,568	Lawrence city, KS.....	87,643
Albany city, GA .....	77,434	Merriam city, KS.....	11,003
Cartersville city, GA.....	19,731	Olathe city, KS .....	125,872
Conyers city, GA .....	15,195	Roeland Park city, KS .....	6,731
Decatur city, GA.....	19,335	Shawnee city, KS .....	62,209
McDonough city, GA.....	22,084	Wichita city, KS.....	382,368
Peachtree City city, GA.....	34,364	Bowling Green city, KY .....	58,067
Roswell city, GA.....	88,346	Paducah city, KY .....	25,024
Sandy Springs city, GA .....	93,853	New Orleans city, LA .....	343,829
Savannah city, GA.....	136,286	Andover CDP, MA.....	8,762
Smyrna city, GA .....	51,271	Barnstable Town city, MA .....	45,193
Snellville city, GA .....	18,242	Bedford town, MA .....	13,320
Suwanee city, GA.....	15,355	Cambridge city, MA.....	105,162
Honolulu County, HI.....	953,207	Concord town, MA.....	17,668
Altoona city, IA .....	14,541	Holden town, MA .....	17,346
Ames city, IA .....	58,965	Hopkinton town, MA.....	14,925
Ankeny city, IA .....	45,582	Needham CDP, MA.....	28,886
Bettendorf city, IA.....	33,217	Southborough town, MA.....	9,767
Cedar Falls city, IA.....	39,260	Wrentham town, MA .....	10,955
Cedar Rapids city, IA.....	126,326	Annapolis city, MD .....	38,394
Clive city, IA .....	15,447	Baltimore city, MD.....	620,961
Davenport city, IA.....	99,685	Baltimore County, MD .....	805,029
Des Moines city, IA .....	203,433	College Park city, MD .....	30,413
Indianola city, IA .....	14,782	Dorchester County, MD .....	32,618
Iowa City city, IA .....	67,862	Gaithersburg city, MD.....	59,933
Marion County, IA .....	33,309	Hyattsville city, MD .....	17,557
Muscatine city, IA .....	22,886	La Plata town, MD.....	8,753
Urbandale city, IA .....	39,463	Montgomery County, MD.....	971,777
Waverly city, IA .....	9,874	Rockville city, MD.....	61,209
West Des Moines city, IA.....	56,609	Takoma Park city, MD .....	16,715
Boise City city, ID .....	205,671	Freeport CDP, ME .....	1,485
Hailey city, ID.....	7,960	Lewiston city, ME.....	36,592
Jerome city, ID .....	10,890	Saco city, ME.....	18,482
Meridian city, ID .....	75,092	Scarborough CDP, ME .....	4,403
Moscow city, ID .....	23,800	South Portland city, ME .....	25,002
Pocatello city, ID.....	54,255	Ann Arbor city, MI.....	113,934
Post Falls city, ID .....	27,574	Battle Creek city, MI.....	52,347
Twin Falls city, ID .....	44,125	Bay City city, MI.....	34,932
Bloomington city, IL .....	76,610	Bloomfield Hills city, MI .....	3,869
Centralia city, IL .....	13,032	East Lansing city, MI .....	48,579

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Escanaba city, MI.....	12,616	Missoula city, MT .....	66,788
Farmington Hills city, MI.....	79,740	Asheville city, NC .....	83,393
Flushing city, MI .....	8,389	Cabarrus County, NC.....	178,011
Holland city, MI.....	33,051	Cary town, NC .....	135,234
Howell city, MI.....	9,489	Chapel Hill town, NC .....	57,233
Hudsonville city, MI.....	7,116	Charlotte city, NC.....	731,424
Jackson County, MI.....	160,248	Davidson town, NC.....	10,944
Kalamazoo city, MI.....	74,262	Durham city, NC .....	228,330
Meridian charter township, MI .....	39,688	Fayetteville city, NC.....	200,564
Midland city, MI .....	41,863	High Point city, NC .....	104,371
Novi city, MI .....	55,224	Hillsborough town, NC.....	6,087
Oakland charter township, MI.....	16,779	Huntersville town, NC.....	46,773
Otsego County, MI .....	24,164	Indian Trail town, NC .....	33,518
Petoskey city, MI .....	5,670	Mecklenburg County, NC .....	919,628
Port Huron city, MI.....	30,184	Mooreville town, NC.....	32,711
Rochester city, MI .....	12,711	Morrisville town, NC .....	18,576
Rochester Hills city, MI.....	70,995	Pinehurst village, NC .....	13,124
Royal Oak city, MI.....	57,236	Stallings town, NC.....	13,831
Sterling Heights city, MI .....	129,699	Wake Forest town, NC.....	30,117
Whitewater township, MI.....	2,597	Weddington town, NC .....	9,459
Albert Lea city, MN.....	18,016	Wilmington city, NC.....	106,476
Beltrami County, MN .....	44,442	Winston-Salem city, NC.....	229,617
Blaine city, MN.....	57,186	Wahpeton city, ND .....	7,766
Bloomington city, MN .....	82,893	Grand Island city, NE .....	48,520
Carver County, MN.....	91,042	La Vista city, NE.....	15,758
Chanhassen city, MN.....	22,952	Lincoln city, NE .....	258,379
Coon Rapids city, MN .....	61,476	Papillion city, NE.....	18,894
Dakota County, MN.....	398,552	Brookline town, NH .....	4,991
Duluth city, MN.....	86,265	Dover city, NH .....	29,987
East Grand Forks city, MN .....	8,601	Hooksett town, NH.....	13,451
Eden Prairie city, MN.....	60,797	Lebanon city, NH .....	13,151
Edina city, MN .....	47,941	Summit city, NJ.....	21,457
Elk River city, MN.....	22,974	Las Cruces city, NM.....	97,618
Elko New Market city, MN.....	4,110	Los Alamos County, NM.....	17,950
Hopkins city, MN.....	17,591	Rio Rancho city, NM.....	87,521
Hutchinson city, MN .....	14,178	San Juan County, NM.....	130,044
Lakeville city, MN .....	55,954	Santa Fe County, NM .....	144,170
Mankato city, MN .....	39,309	Henderson city, NV .....	257,729
Maple Grove city, MN .....	61,567	Las Vegas city, NV .....	583,756
Mayer city, MN.....	1,749	North Las Vegas city, NV .....	216,961
Minneapolis city, MN .....	382,578	Reno city, NV.....	225,221
New Brighton city, MN.....	21,456	Sparks city, NV .....	90,264
Olmsted County, MN .....	144,248	Washoe County, NV .....	421,407
Plymouth city, MN.....	70,576	Geneva city, NY .....	13,261
Savage city, MN.....	26,911	New York city, NY .....	8.E+06
Scott County, MN.....	129,928	Ogdensburg city, NY .....	11,128
Shorewood city, MN .....	7,307	Blue Ash city, OH .....	12,114
St. Cloud city, MN .....	65,842	Dublin city, OH .....	41,751
St. Louis County, MN.....	200,226	Hamilton city, OH.....	62,477
St. Louis Park city, MN .....	45,250	Hudson city, OH.....	22,262
Washington County, MN .....	238,136	Piqua city, OH.....	20,522
Blue Springs city, MO .....	52,575	Springboro city, OH.....	17,409
Boonville city, MO .....	8,319	Upper Arlington city, OH.....	33,771
Branson city, MO .....	10,520	West Carrollton city, OH .....	13,143
Cape Girardeau city, MO.....	37,941	Westerville city, OH.....	36,120
Clayton city, MO .....	15,939	Broken Arrow city, OK .....	98,850
Columbia city, MO.....	108,500	Edmond city, OK.....	81,405
Harrisonville city, MO .....	10,019	Norman city, OK .....	110,925
Jefferson City city, MO .....	43,079	Oklahoma City city, OK.....	579,999
Kansas City city, MO.....	459,787	Tulsa city, OK .....	391,906
Lee's Summit city, MO.....	91,364	Albany city, OR .....	50,158
Maryland Heights city, MO.....	27,472	Ashland city, OR .....	20,078
Platte City city, MO.....	4,691	Corvallis city, OR.....	54,462
Raymore city, MO .....	19,206	Dallas city, OR .....	14,583
Richmond Heights city, MO.....	8,603	Forest Grove city, OR .....	21,083
Riverside city, MO .....	2,937	Hermiston city, OR.....	16,745
Rolla city, MO .....	19,559	Lake Oswego city, OR .....	36,619
St. Joseph city, MO .....	76,780	Lane County, OR.....	351,715
Wentzville city, MO.....	29,070	McMinnville city, OR .....	32,187
Billings city, MT.....	104,170	Medford city, OR.....	74,907

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Portland city, OR.....	583,776	Park City city, UT .....	7,558
Springfield city, OR .....	59,403	Provo city, UT .....	112,488
Tualatin city, OR .....	26,054	Riverdale city, UT.....	8,426
Umatilla city, OR .....	6,906	Salt Lake City city, UT .....	186,440
Wilsonville city, OR.....	19,509	Sandy city, UT .....	87,461
Carlisle borough, PA.....	18,682	Springville city, UT .....	29,466
Chambersburg borough, PA.....	20,268	Albemarle County, VA.....	98,970
Cranberry township, PA.....	28,098	Arlington County, VA.....	207,627
Kennett Square borough, PA.....	6,072	Ashland town, VA.....	7,225
Kutztown borough, PA.....	5,012	Botetourt County, VA .....	33,148
Lower Providence township, PA .....	25,436	Charlottesville city, VA.....	43,475
Peters township, PA .....	21,213	Chesapeake city, VA.....	222,209
Radnor township, PA.....	31,531	Chesterfield County, VA.....	316,236
State College borough, PA .....	42,034	Fredericksburg city, VA.....	24,286
West Chester borough, PA.....	18,461	Hampton city, VA .....	137,436
East Providence city, RI.....	47,037	Hanover County, VA.....	99,863
Newport city, RI.....	24,672	Herndon town, VA.....	23,292
Greer city, SC .....	25,515	Lexington city, VA .....	7,042
Rock Hill city, SC.....	66,154	Lynchburg city, VA.....	75,568
Rapid City city, SD .....	67,956	Montgomery County, VA.....	94,392
Sioux Falls city, SD.....	153,888	Newport News city, VA.....	180,719
Bristol city, TN .....	26,702	Norfolk city, VA.....	242,803
Cookeville city, TN .....	30,435	Prince William County, VA.....	402,002
Franklin city, TN.....	62,487	Purcellville town, VA.....	7,727
Johnson City city, TN.....	63,152	Radford city, VA.....	16,408
Morristown city, TN.....	29,137	Reston CDP, VA .....	58,404
Sevierville city, TN .....	14,807	Virginia Beach city, VA.....	437,994
White House city, TN .....	10,255	Williamsburg city, VA.....	14,068
Arlington city, TX .....	365,438	Winchester city, VA .....	26,203
Austin city, TX .....	790,390	York County, VA.....	65,464
Baytown city, TX.....	71,802	Montpelier city, VT .....	7,855
Benbrook city, TX.....	21,234	Airway Heights city, WA .....	6,114
Bryan city, TX .....	76,201	Auburn city, WA.....	70,180
Burleson city, TX.....	36,690	Bainbridge Island city, WA.....	23,025
College Station city, TX .....	93,857	Bellevue city, WA .....	122,363
Colleyville city, TX.....	22,807	Edmonds city, WA.....	39,709
Corpus Christi city, TX.....	305,215	Federal Way city, WA .....	89,306
Cross Roads town, TX .....	1,563	Gig Harbor city, WA .....	7,126
Dallas city, TX.....	1.E+06	Hoquiam city, WA .....	8,726
Denton city, TX.....	113,383	Kenmore city, WA .....	20,460
Duncanville city, TX.....	38,524	Kirkland city, WA.....	48,787
El Paso city, TX.....	649,121	Lynnwood city, WA .....	35,836
Flower Mound town, TX.....	64,669	Maple Valley city, WA .....	22,684
Fort Worth city, TX.....	741,206	Mountlake Terrace city, WA .....	19,909
Friendswood city, TX.....	35,805	Pasco city, WA.....	59,781
Galveston city, TX.....	47,743	Redmond city, WA .....	54,144
Georgetown city, TX.....	47,400	Renton city, WA.....	90,927
Houston city, TX .....	2.E+06	Sammamish city, WA .....	45,780
Hurst city, TX.....	37,337	SeaTac city, WA.....	26,909
Hutto city, TX .....	14,698	Spokane Valley city, WA .....	89,755
La Porte city, TX .....	33,800	Tacoma city, WA.....	198,397
League City city, TX .....	83,560	Vancouver city, WA.....	161,791
McAllen city, TX .....	129,877	West Richland city, WA.....	11,811
McKinney city, TX.....	131,117	Woodland city, WA.....	5,509
New Braunfels city, TX .....	57,740	Yakima city, WA.....	91,067
Pearland city, TX.....	91,252	Brookfield city, WI .....	37,920
Pflugerville city, TX .....	46,936	Chippewa Falls city, WI .....	13,661
Plano city, TX .....	259,841	Columbus city, WI.....	4,991
Round Rock city, TX.....	99,887	De Pere city, WI.....	23,800
Rowlett city, TX .....	56,199	Eau Claire city, WI .....	65,883
San Antonio city, TX.....	1.E+06	Grafton village, WI.....	11,459
San Marcos city, TX.....	44,894	Madison city, WI .....	233,209
Southlake city, TX.....	26,575	Merrill city, WI .....	9,661
Sugar Land city, TX.....	78,817	Oshkosh city, WI.....	66,083
Temple city, TX.....	66,102	River Falls city, WI .....	15,000
The Woodlands CDP, TX.....	93,847	Sheboygan city, WI .....	49,288
Tomball city, TX.....	10,753	Wauwatosa city, WI .....	46,396
Tyler city, TX .....	96,900	Wind Point village, WI .....	1,723
Watauga city, TX .....	23,497	Casper city, WY .....	55,316
Westlake town, TX.....	992	Gillette city, WY .....	29,087

## Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

### Survey Validity

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

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

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

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

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

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

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

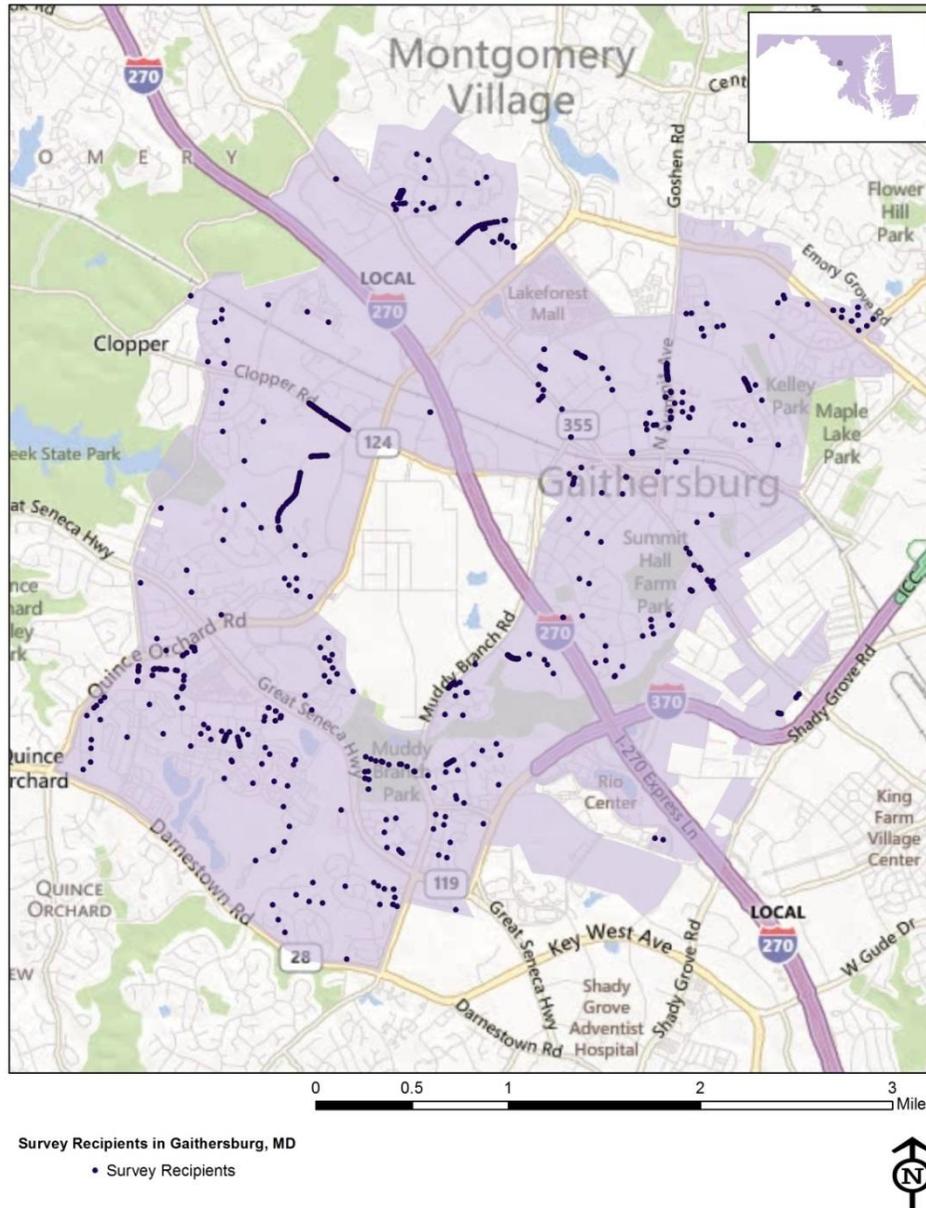
## Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Gaithersburg were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving Gaithersburg. Since some of the zip codes that serve the City of Gaithersburg households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City 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 previously screened for geographic location. 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. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be a different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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

Figure 1: Location of Survey Recipients



## Survey Administration and Response

Selected households received three mailings, one week apart, beginning in September 2013. 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 a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Each survey packet mailing included instructions for requesting a Spanish version of the survey to complete. Completed surveys were collected over the following 10 weeks.

About 5% of the 1,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,145 eligible households that received the survey, 186 completed the survey, providing an overall response rate of 16%. Of the 186 completed surveys, one was completed in Spanish.

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>1</sup>

The margin of error for the City of Gaithersburg survey is no greater than plus or minus seven percentage points around any given percent reported for the entire sample (186 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

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

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

## Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Gaithersburg. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, race, ethnicity, sex and age. The results of the weighting scheme are presented in the table on the following page.

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<sup>1</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 71: Gaithersburg, MD 2013 Weighting Table

Characteristic	Population Norm <sup>2</sup>	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	44%	50%	45%
Own home	56%	50%	55%
Detached unit	21%	12%	20%
Attached unit	79%	88%	80%
<b>Race and Ethnicity</b>			
White	53%	67%	54%
Not white	47%	33%	46%
Not Hispanic	78%	91%	79%
Hispanic	22%	9%	21%
<b>Sex and Age</b>			
Female	52%	58%	54%
Male	48%	42%	46%
18-34 years of age	34%	19%	32%
35-54 years of age	40%	32%	37%
55+ years of age	26%	49%	31%
Females 18-34	17%	13%	16%
Females 35-54	20%	19%	19%
Females 55+	15%	26%	19%
Males 18-34	17%	7%	16%
Males 35-54	20%	13%	19%
Males 55+	11%	23%	11%

## Survey Data Analysis and Reporting

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

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

<sup>2</sup> Source: 2010 Census/2011 ACS

## **Appendix D: Survey Materials**



*Gaithersburg*  
A CHARACTER COUNTS! CITY

31 South Summit Avenue  
Gaithersburg, Maryland 20877-2038

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



Dear Gaithersburg Resident,  
It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,

Estimado Residente de Gaithersburg,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Yakima mejor!

Atentamente,



Sidney A. Katz  
Mayor/Alcalde  
The City of Gaithersburg

Dear Gaithersburg Resident,  
It won't take much of your time to make a big difference!

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Permit NO. 94



September 2013

Dear City of Gaithersburg Resident:

Please help us shape the future of Gaithersburg! You have been selected at random to participate in the 2013 Gaithersburg Citizen Survey.

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

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.

If you have any questions about the survey please call 301-258-6310.

Thank you for your time and participation!

Sincerely,

Sidney A. Katz  
Mayor

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.



September 2013

Dear City of Gaithersburg Resident:

Here's a second chance if you haven't already responded to the 2013 Gaithersburg Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Gaithersburg! You have been selected at random to participate in the 2013 Gaithersburg Citizen Survey.

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

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.

If you have any questions about the survey please call 301-258-6310.

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Sincerely,

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Mayor

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Estimado Residente de la City de Gaithersburg:

¡Por favor ayúdenos a moldear el futuro de Gaithersburg! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Gaithersburg del 2013.

Por favor tome unos pocos minutos para llenar la encuesta incluida. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Gaithersburg tomar decisiones que afectarán a nuestro City.

**Algunas cosas para recordar:**

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.

Si tiene alguna pregunta sobre la encuesta por favor llame al 301-258-6310.

¡Gracias por su tiempo y participación!

Atentamente,

A handwritten signature in black ink that reads "Sidney A. Katz". The signature is written in a cursive style.

Sidney A. Katz  
Mayor/Alcalde

# The City of Gaithersburg 2013 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 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 Gaithersburg:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Gaithersburg as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Gaithersburg as a place to raise children .....	1	2	3	4	5
Gaithersburg as a place to work.....	1	2	3	4	5
Gaithersburg as a place to visit .....	1	2	3	4	5
Gaithersburg as a place to retire.....	1	2	3	4	5
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:**

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

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

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Gaithersburg to someone who asks .....	1	2	3	4	5
Remain in Gaithersburg for the next five years .....	1	2	3	4	5

**4. Please rate how safe or unsafe you feel:**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Gaithersburg's downtown/commercial area during the day. 1	1	2	3	4	5	6

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

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

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

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

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

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

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

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

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

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

# The City of Gaithersburg 2013 Citizen Survey

## 10. Please rate the quality of each of the following services in Gaithersburg:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Gaithersburg open space.....	1	2	3	4	5
City-sponsored special events.....	1	2	3	4	5
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.).....	1	2	3	4	5

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

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

## 12. Please rate the following categories of Gaithersburg government performance:

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

**13. Please check the response that comes closest to your opinion for each of the following questions:**

- a. How many minutes, on average, is the one-way commute time of the primary wage earner in your household?**
- Work from home
  - Less than 5 minutes
  - 5 – 20 minutes
  - 21 – 40 minutes
  - 41 – 60 minutes
  - More than 60 minutes
- b. What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household? (Please select only one.)**
- None (work from home)
  - Walk
  - Bicycle
  - Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself
  - Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others
  - Bus
  - Subway
  - Train
  - Combination of public transportation modes
- c. If the primary wage earner in the household does not use public transportation (e.g., bus, subway, train, etc.) to commute to work on a regular basis, what is the most common barrier? (Please select only one.)**
- Expense
  - Accessibility from my home to modes of public transportation
  - Accessibility from my workplace to modes of public transportation
  - Inconvenience
  - Reliability

# The City of Gaithersburg 2013 Citizen Survey

**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.**

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

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

**D2. Would you say that in general your health is:**

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of Gaithersburg?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. 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

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. In which category is your age?**

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

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or landline your primary telephone number?**

- Cell       Land line       Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**

# La Encuesta 2013 de Ciudadanos de la Ciudad de Gaithersburg

Por favor complete este cuestionario si usted es el adulto (de 18 años o mayor) del hogar que recientemente cumplió años. La fecha de nacimiento del adulto no importa. Por favor seleccione la respuesta (circulando el número o marcando la caja) que más represente su opinión para cada pregunta. Sus respuestas son anónimas y serán reportadas únicamente en forma de grupo.

## 1. Por favor clasifique cada uno de los siguientes aspectos sobre la calidad de vida en Gaithersburg:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Gaithersburg como un lugar para vivir .....	1	2	3	4	5
Su vecindario como un lugar para vivir .....	1	2	3	4	5
Gaithersburg como un lugar para criar hijos.....	1	2	3	4	5
Gaithersburg como un lugar para trabajar .....	1	2	3	4	5
Gaithersburg como un lugar para visitar .....	1	2	3	4	5
Gaithersburg como un lugar para jubilarse/retirarse .....	1	2	3	4	5
La calidad de vida en general en Gaithersburg .....	1	2	3	4	5

## 2. Por favor clasifique cada una de las siguientes características relacionadas con Gaithersburg en su totalidad:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Sentimiento en general de seguridad en Gaithersburg .....	1	2	3	4	5
Facilidad en general de llegar a los lugares que usted normalmente tiene que visitar .....	1	2	3	4	5
Calidad del medio ambiente en general en Gaithersburg .....	1	2	3	4	5
“Ambiente construido” en general de Gaithersburg (incluyendo el diseño, los edificios, parques y sistemas de transporte en general).....	1	2	3	4	5
Oportunidades de salud y bienestar en Gaithersburg.....	1	2	3	4	5
Oportunidades en general para educación y enriquecimiento .....	1	2	3	4	5
Salud económica en general de Gaithersburg .....	1	2	3	4	5
Sentimiento de comunidad.....	1	2	3	4	5
Imagen o reputación en general de Gaithersburg .....	1	2	3	4	5

## 3. Por favor indique qué tan probable o improbable es usted de hacer cada uno de los siguientes:

	<i>Muy probable</i>	<i>Algo probable</i>	<i>Algo improbable</i>	<i>Muy improbable</i>	<i>No sé</i>
Recomendarle a vivir en Gaithersburg a alguien que pregunte .....	1	2	3	4	5
Permanecer en Gaithersburg por los próximos cinco años.....	1	2	3	4	5

## 4. Por favor clasifique qué tan seguro o inseguro se siente usted:

	<i>Muy seguro</i>	<i>Algo seguro</i>	<i>Ni seguro ni inseguro</i>	<i>Algo inseguro</i>	<i>Muy inseguro</i>	<i>No sé</i>
En su vecindario durante el día .....	1	2	3	4	5	6
En el área del centro/comercial de Gaithersburg durante el día .....	1	2	3	4	5	6

## 5. Por favor clasifique cada una de las siguientes características relacionadas con Gaithersburg en su totalidad:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Flujo de tráfico sobre calles principales.....	1	2	3	4	5
Facilidad de estacionamiento público .....	1	2	3	4	5
Facilidad para viajar en carro en Gaithersburg .....	1	2	3	4	5
Facilidad para viajar en transporte público en Gaithersburg .....	1	2	3	4	5
Facilidad para viajar en bicicleta en Gaithersburg .....	1	2	3	4	5
Facilidad de caminar en Gaithersburg.....	1	2	3	4	5
Disponibilidad de caminos y senderos para caminar .....	1	2	3	4	5
Calidad del aire.....	1	2	3	4	5
Limpieza de Gaithersburg .....	1	2	3	4	5
Apariencia general de Gaithersburg .....	1	2	3	4	5
Lugares públicos donde las personas quieran pasar el tiempo.....	1	2	3	4	5
Variedad en opciones de vivienda .....	1	2	3	4	5
Disponibilidad en viviendas de calidad a precios accesibles .....	1	2	3	4	5
Oportunidades para mejoras físicas (incluyendo clases de ejercicio y caminos o senderos, etc.) .....	1	2	3	4	5
Oportunidades de recreación .....	1	2	3	4	5
Disponibilidad de comida de calidad a precios accesibles .....	1	2	3	4	5
Disponibilidad en cuidados de calidad de salud a precios accesibles.....	1	2	3	4	5
Disponibilidad de servicios preventivos de salud .....	1	2	3	4	5
Disponibilidad de cuidados de calidad de salud mental a precios accesibles.....	1	2	3	4	5

**6. Por favor clasifique cada una de las siguientes características relacionadas con Gaithersburg en su totalidad:**

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Disponibilidad de cuidados de niños/escuelas preescolares de calidad y a precios accesibles .....	1	2	3	4	5
Educación K-12 .....	1	2	3	4	5
Oportunidades educativas para adultos.....	1	2	3	4	5
Oportunidades para asistir a actividades culturales/artísticas/musicales.....	1	2	3	4	5
Oportunidades para participar en eventos y actividades religiosas o espirituales .....	1	2	3	4	5
Oportunidades de empleo.....	1	2	3	4	5
Oportunidades para compras .....	1	2	3	4	5
El costo de vida en Gaithersburg .....	1	2	3	4	5
Calidad general de establecimientos de negocio y de servicio en Gaithersburg..	1	2	3	4	5
Área central/comercial de gran actividad .....	1	2	3	4	5
Calidad general de desarrollo nuevo en Gaithersburg.....	1	2	3	4	5
Oportunidades para participar en eventos y actividades sociales .....	1	2	3	4	5
Oportunidades para trabajo voluntario .....	1	2	3	4	5
Oportunidades para participar en asuntos comunitarios.....	1	2	3	4	5
Receptividad y aceptación de la comunidad hacia personas con orígenes diversos.....	1	2	3	4	5
Amabilidad de vecino de residentes en Gaithersburg .....	1	2	3	4	5

**7. Por favor indique si usted ha realizado o no cada uno de los siguientes durante los últimos 12 meses.**

	<i>No</i>	<i>Sí</i>
Se esforzó para conservar agua.....	1	2
Se esforzó para hacer su hogar más eficiente de energía .....	1	2
Observó una violación de código u otro peligro en Gaithersburg (hierbas, edificios abandonados, etc.) .....	1	2
Un miembro del hogar fue víctima de un crimen en Gaithersburg.....	1	2
Reportó un crimen a la policía en Gaithersburg .....	1	2
Almacenó provisiones en preparación para una emergencia .....	1	2
Hizo campaña o abogó por un asunto, una causa o un candidato .....	1	2
Contactó Gaithersburg (en persona, por teléfono, correo electrónico o red) para ayuda o información .....	1	2
Contactó oficiales electos de Gaithersburg (en persona, por teléfono, correo electrónico o red) para expresar su opinión .....	1	2

**8. Durante los últimos 12 meses, ¿como cuántas veces, si alguna, han realizado usted u otros miembros del hogar cada uno de los siguientes en Gaithersburg?**

	<i>2 veces al a semana o más</i>	<i>2-4 veces por mes</i>	<i>Una vez al mes o menos</i>	<i>Nunca</i>
Utilizó centros de recreación o sus servicios en Gaithersburg .....	1	2	3	4
Visitó un parque del vecindario o de la Ciudad .....	1	2	3	4
Utilizó bibliotecas públicas de Gaithersburg o sus servicios.....	1	2	3	4
Participó en actividades religiosas o espirituales en Gaithersburg .....	1	2	3	4
Asistió a un evento patrocinado por la Ciudad.....	1	2	3	4
Utilizó autobús, vía férrea, metro u otra transportación pública en vez de conducir .....	1	2	3	4
Compartió vehículo con otros adultos o niños en vez de conducir solo.....	1	2	3	4
Caminó o anduvo en bicicleta en vez de conducir .....	1	2	3	4
Ofreció voluntariamente su tiempo a algún grupo/alguna actividad en Gaithersburg .....	1	2	3	4
Participó en un club.....	1	2	3	4
Habló con o visitó a sus vecinos inmediatos .....	1	2	3	4
Le hizo un favor a un vecino .....	1	2	3	4

**9. Pensando sobre reuniones públicas locales (de oficiales electos locales como el Concejo Ciudadano o Comisionados de Condados, juntas consultoras, ayuntamientos, HOA, vigilancia de vecindario, etc.), durante los últimos 12 meses, ¿como cuántas veces, si alguna, han asistido a o visto usted u otros miembros del hogar una reunión pública local?**

	<i>2 veces al a semana o más</i>	<i>2-4 veces por mes</i>	<i>Una vez al mes o menos</i>	<i>Nunca</i>
Asistió a una reunión pública local .....	1	2	3	4
Vio (en línea o por televisión) una reunión pública local .....	1	2	3	4

# La Encuesta 2013 de Ciudadanos de la Ciudad de Gaithersburg

## 10. Por favor clasifique la calidad de cada uno de los siguientes servicios en Gaithersburg:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Servicios de policía/alguacil .....	1	2	3	4	5
Prevención del crimen .....	1	2	3	4	5
Ejecución de leyes de tráfico .....	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
Desalojo de nieve .....	1	2	3	4	5
Mantenimiento de aceras.....	1	2	3	4	5
Reciclaje.....	1	2	3	4	5
Recogida de desechos de patio .....	1	2	3	4	5
Desagüe de tormentas .....	1	2	3	4	5
Parques de la Ciudad.....	1	2	3	4	5
Programas o clases de recreación.....	1	2	3	4	5
Centros o instalaciones públicas de recreación .....	1	2	3	4	5
Uso, planificación y división en zonas del terreno .....	1	2	3	4	5
Ejecución del código (hierbas, edificios abandonados, etc.).....	1	2	3	4	5
Control de animales.....	1	2	3	4	5
Desarrollo económico .....	1	2	3	4	5
Servicios de información pública .....	1	2	3	4	5
Televisión por cable.....	1	2	3	4	5
Preparación de emergencias (servicios que preparan a la comunidad para desastres naturales u otras situaciones de emergencia).....	1	2	3	4	5
Preservación de áreas naturales tales como espacio abierto, fincas y zonas verdes .....	1	2	3	4	5
Espacio abierto de Gaithersburg.....	1	2	3	4	5
Eventos especiales patrocinados por la Ciudad .....	1	2	3	4	5
Servicio en general al cliente por empleados de Gaithersburg (policía, repcionistas, planificadores, etc.).....	1	2	3	4	5

## 11. En general, ¿cómo clasificaría usted la calidad de los servicios proporcionados por cada uno de los siguientes?

	<i>Excelente</i>	<i>Buena</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
La Ciudad de Gaithersburg .....	1	2	3	4	5
El Gobierno Federal .....	1	2	3	4	5

## 12. Por favor clasifique las siguientes categorías de desempeño gubernamental de Gaithersburg:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
El valor de los servicios por los impuestos pagados a Gaithersburg.....	1	2	3	4	5
La dirección en general que está tomando Gaithersburg .....	1	2	3	4	5
El trabajo que realiza el gobierno de Gaithersburg para acoger la participación de los ciudadanos .....	1	2	3	4	5
La confianza general en el gobierno de Gaithersburg .....	1	2	3	4	5
En lo general, actuando por el mejor interés de la comunidad.....	1	2	3	4	5
Ser honesto .....	1	2	3	4	5
Tratar a todos los residentes justamente .....	1	2	3	4	5

**13. Por favor marque la respuesta que más se acerca a su opinión para cada una de las siguientes preguntas:**

- a. ¿Cuántos minutos, en promedio, tarda en llegar a su trabajo la persona que gana el salario principal en su hogar?**
- Trabaja desde casa
  - Menos de 5 minutos
  - De 5 a 20 minutos
  - De 21 a 40 minutos
  - De 41 a 60 minutos
  - Más de 60 minutos
- b. ¿Cuál es el medio de transporte que usa con más frecuencia para llegar a su trabajo la persona que gana el salario principal en su hogar? (Por favor seleccione una sola opción).**
- Ninguno (trabaja desde casa)
  - Camina
  - Bicicleta
  - Vehículo motorizado (por ej., automóvil, camión, camioneta, motocicleta, etc.) sin acompañantes
  - Vehículo motorizado (por ej., automóvil, camión, camioneta, motocicleta, etc.) con acompañantes
  - Autobús
  - Metro
  - Tren
  - Combinación de medios de transporte público
- c. Si la persona que gana el salario principal en el hogar no utiliza el transporte público (por ej., autobús, metro, tren, etc.) para llegar a su trabajo regularmente, ¿cuál es la barrera más común que lo impide? (Por favor seleccione una sola opción).**
- Costo
  - Accesibilidad desde la casa a los medios de transporte público
  - Accesibilidad desde el lugar de trabajo a los medios de transporte público
  - Inconveniencia
  - Confiabilidad

# La Encuesta 2013 de Ciudadanos de la Ciudad de Gaithersburg

**Nuestras últimas preguntas se tratan de usted y su hogar. De nuevo, todas sus respuestas a esta encuesta son completamente anónimas y serán reportadas únicamente en forma de grupo.**

**D1. ¿Qué tan a menudo, si lo hace, realiza usted cada uno de los siguientes, considerando todas las veces que podría?**

	<i>Nunca</i>	<i>Rara vez</i>	<i>A Veces</i>	<i>En general</i>	<i>Siempre</i>
Reciclar en el hogar .....	1	2	3	4	5
Comprar bienes o servicios de una empresa localizada en Gaithersburg.....	1	2	3	4	5
Comer por lo menos 5 porciones de frutas y vegetales al día .....	1	2	3	4	5
Participar en actividad física moderada o vigorosa.....	1	2	3	4	5
Leer o mirar noticias locales (vía televisión, periódico, computadora, etc.) .....	1	2	3	4	5
Votar en elecciones locales .....	1	2	3	4	5

**D2. Usted diría que en general su salud es:**

- Excelente       Muy buena       Buena       Regular       Deficiente

**D3. ¿Qué impacto, si alguno, cree usted que tendrá la economía sobre su ingreso familiar en los próximos 6 meses? Cree usted que el impacto será:**

- Muy positivo       Algo positivo       Neutro       Algo negativo       Muy negativo

**D4. ¿Cuál es su estado de empleo?**

- Trabajando tiempo completo para pago  
 Trabajando medio tiempo para pago  
 Sin empleo, buscando trabajo pagado  
 Sin empleo, no buscando trabajo pagado  
 Completamente retirado/jubilado

**D5. ¿Trabaja usted dentro de los límites de Gaithersburg?**

- Sí, fuera del hogar  
 Sí, desde el hogar  
 No

**D6. ¿Cuántos años ha vivido usted en Gaithersburg?**

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

**D7. ¿Cuál describe mejor el edificio en que vive?**

- Casa individual de familia separada de cualquier otra casa  
 Edificio con dos o más casas (dúplex, townhome, apartamento o condominio)  
 Hogar móvil  
 Otro

**D8. Esta casa, este apartamento u hogar móvil es...**

- Alquilado  
 Suyo propio

**D9. ¿Como cuánto es su costo mensual de alojamiento para el lugar donde vive usted (incluyendo alquiler, pago de hipoteca, impuesto de propiedad, seguro de propiedad y tarifas de la asociación de dueños de hogar (HOA))?**

- Menos de \$300 por mes  
 De \$300 a \$599 por mes  
 De \$600 a \$999 por mes  
 De \$1,000 a \$1,499 por mes  
 De \$1,500 a \$2,499 por mes  
 \$2,500 o más por mes

**D10. ¿Algún niño de 17 años o menos vive en su hogar?**

- No       Sí

**D11. ¿Usted u otros miembros de su hogar tienen edad de 65 años o mayor?**

- No       Sí

**D12. ¿Cuánto espera que será el ingreso total de su hogar antes de los impuestos para el año actual? (Por favor incluya su ingreso total de dinero de todas las fuentes para todas las personas que viven en su hogar.)**

- Menos de \$25,000  
 De \$25,000 a \$49,999  
 De \$50,000 a \$99,999  
 De \$100,000 a \$149,999  
 \$150,000 o más

**Por favor responda ambas preguntas D13 y D14:**

**D13. ¿Es usted Español, Hispano o Latino?**

- No, ni Español, ni Hispano ni Latino  
 Sí, me considero como Español, Hispano o Latino

**D14. ¿Cuál es su raza? (Marque una o más razas para indicar de cuál raza se considera usted.)**

- Indígena Americana o Nativo de Alaska  
 Asiática, Indígena Asiática o Isleña del Pacífico  
 Negra o Afroamericana  
 Blanca  
 Otra

**D15. ¿Dentro de cuál categoría está su edad?**

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

**D16. ¿Cuál es su género?**

- Femenino       Masculino

**D17. ¿Considera usted un teléfono celular o una línea instalada como su número primordial de teléfono?**

- Celular       Línea instalada       Ambos

**Gracias por completar esta encuesta. Por favor devuelva la encuesta completada en el sobre pre-pagado al: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**