

THE NCSTM
The National Citizen SurveyTM

Gaithersburg, MD

Community Livability Report

2015



NRC

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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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.

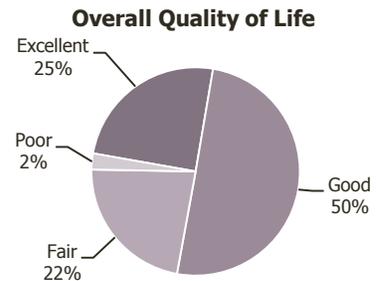
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central 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 of 438 residents of the City of Gaithersburg. The margin of error around any reported percentage is 5% for the entire sample. The full description of 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 (see Appendix B of the *Technical Appendices* provided under separate cover).



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 the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

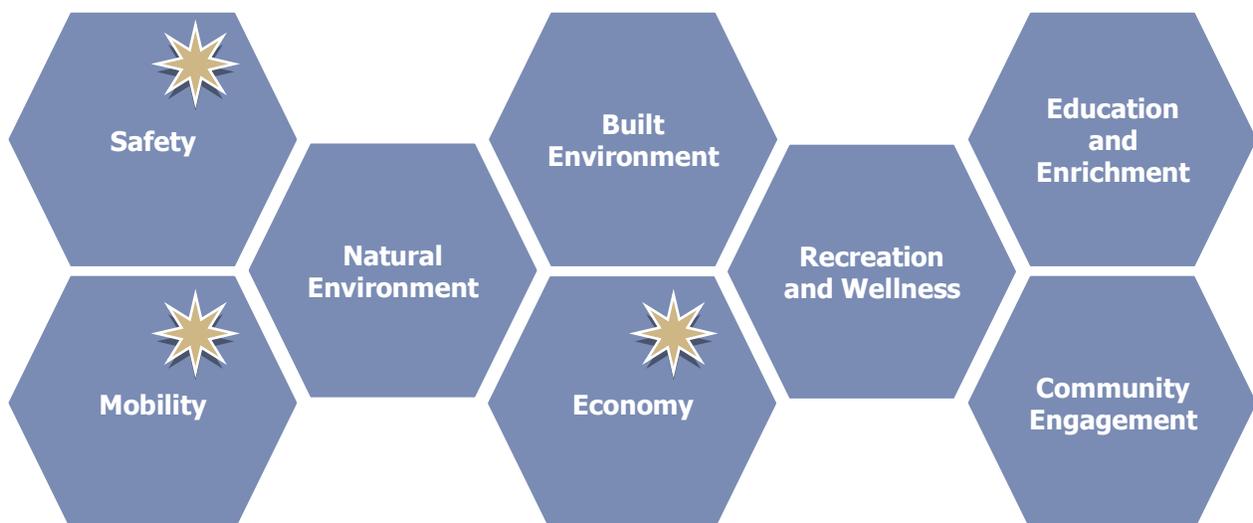
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified these facets of community life (Safety, Economy and Mobility) as priorities for the Gaithersburg community in the coming two years. It is noteworthy that Gaithersburg residents gave favorable ratings to each of these facets of community as well as to the remaining facets that are similar to the benchmark. 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

★ Most important



Community Characteristics

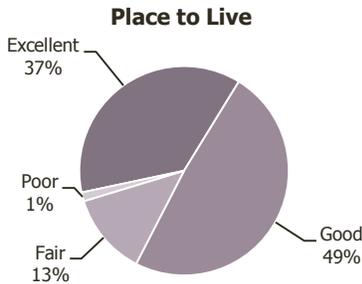
What makes a community livable, attractive and a place where people want to be?

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, 86% rated the City 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.

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 generally similar to ratings in other communities across the nation with the exception of Gaithersburg as a place to retire which received a lower rating compared to ratings seen in other communities.

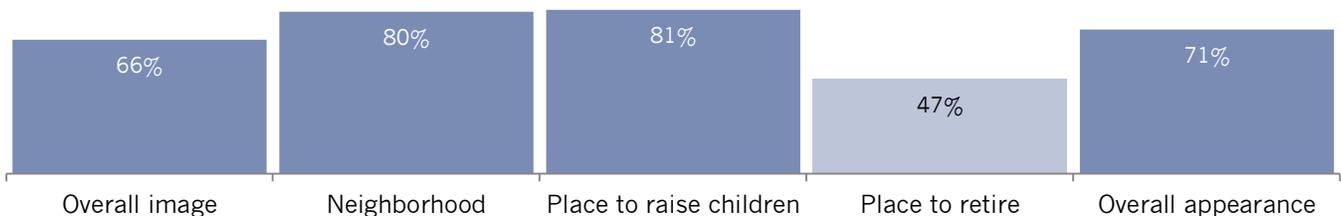
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. When benchmark comparisons were available, Gaithersburg's ratings tended to be similar to other communities across the U.S. At least 7 in 10 respondents rated aspects of Safety and Natural Environment in Gaithersburg favorably while roughly two-thirds rated aspects of Education and Enrichment and Recreation and Wellness favorably. Each of the eight aspects of Economy were similar to the benchmark but ratings were varied; Gaithersburg as a place to work, shopping opportunities and overall economic health of Gaithersburg were rated positively by at least 65% of residents while 35% gave positive ratings to the cost of living. Mobility ratings were also varied with 8 in 10 residents giving a positive rating to the overall ease of travel while fewer than half gave a positive rating to traffic flow.

Compared to 2013, the rating for traffic flow also declined in 2015 (see *The NCS Trends over Time* under separate cover). Seven of the eight ratings related to Mobility were similar to the benchmark; however, the rating for travel by public transportation was higher than the benchmark.



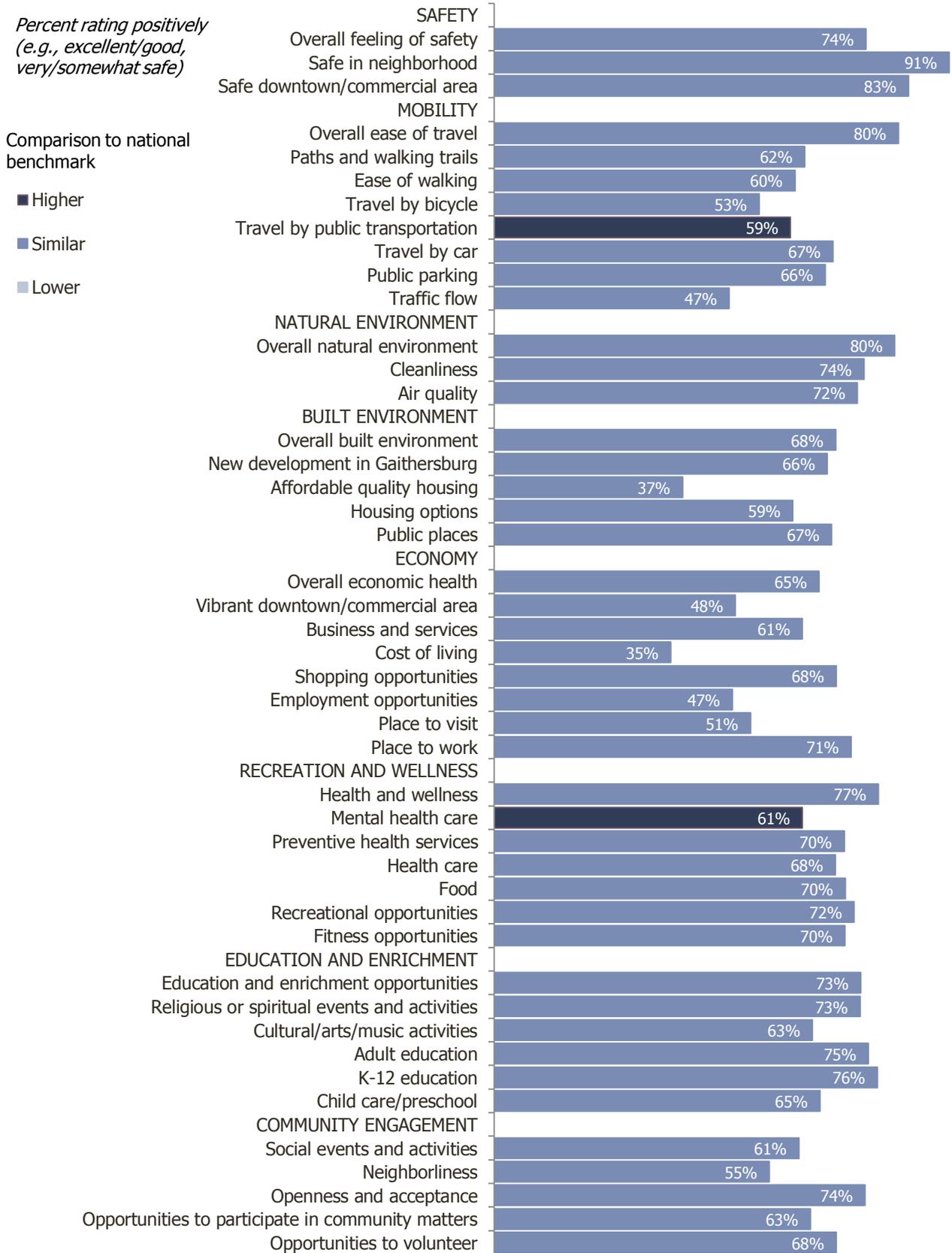
Percent rating positively (e.g., excellent/good)

Comparison to national benchmark
 ■ Higher ■ Similar ■ Lower



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Figure 1: Aspects of Community Characteristics



Governance

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

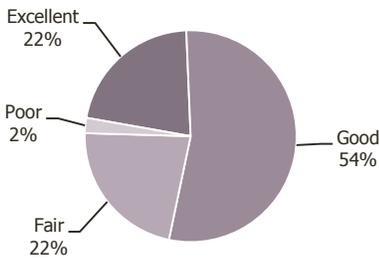
The overall quality of the services provided by Gaithersburg as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City of Gaithersburg was rated as “excellent” or “good” by 76% of residents, while services provided by the federal government were rated as “excellent” or “good” by 55% 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. At least a majority of residents rated each aspect “excellent” or “good” and each aspect was similar to the national benchmark.

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 all were 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 Built Environment and Economy facets were slightly lower in general. While

Mobility ratings were generally favorable, three of the six aspects within Mobility received lower ratings in 2015 compared to 2013. The highest rating across all aspects was recycling within Natural Environment with 85% of residents giving a positive rating. About 8 in 10 residents gave positive ratings to police services, yard waste pick-up and City parks.

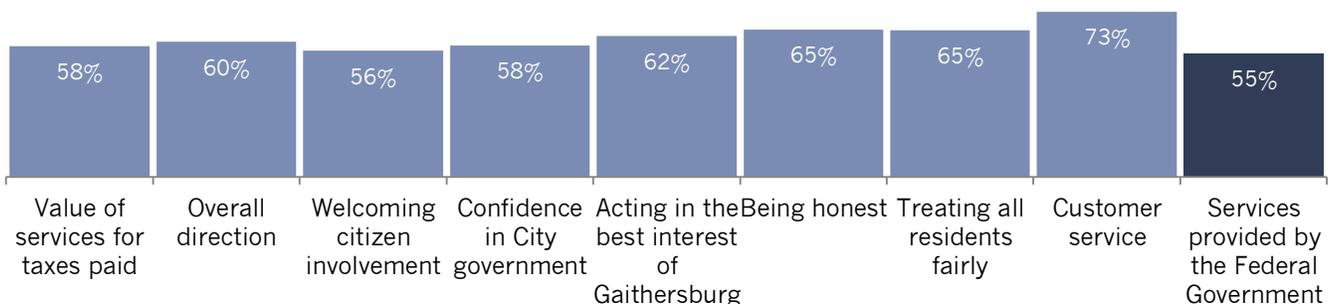
Overall Quality of City Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



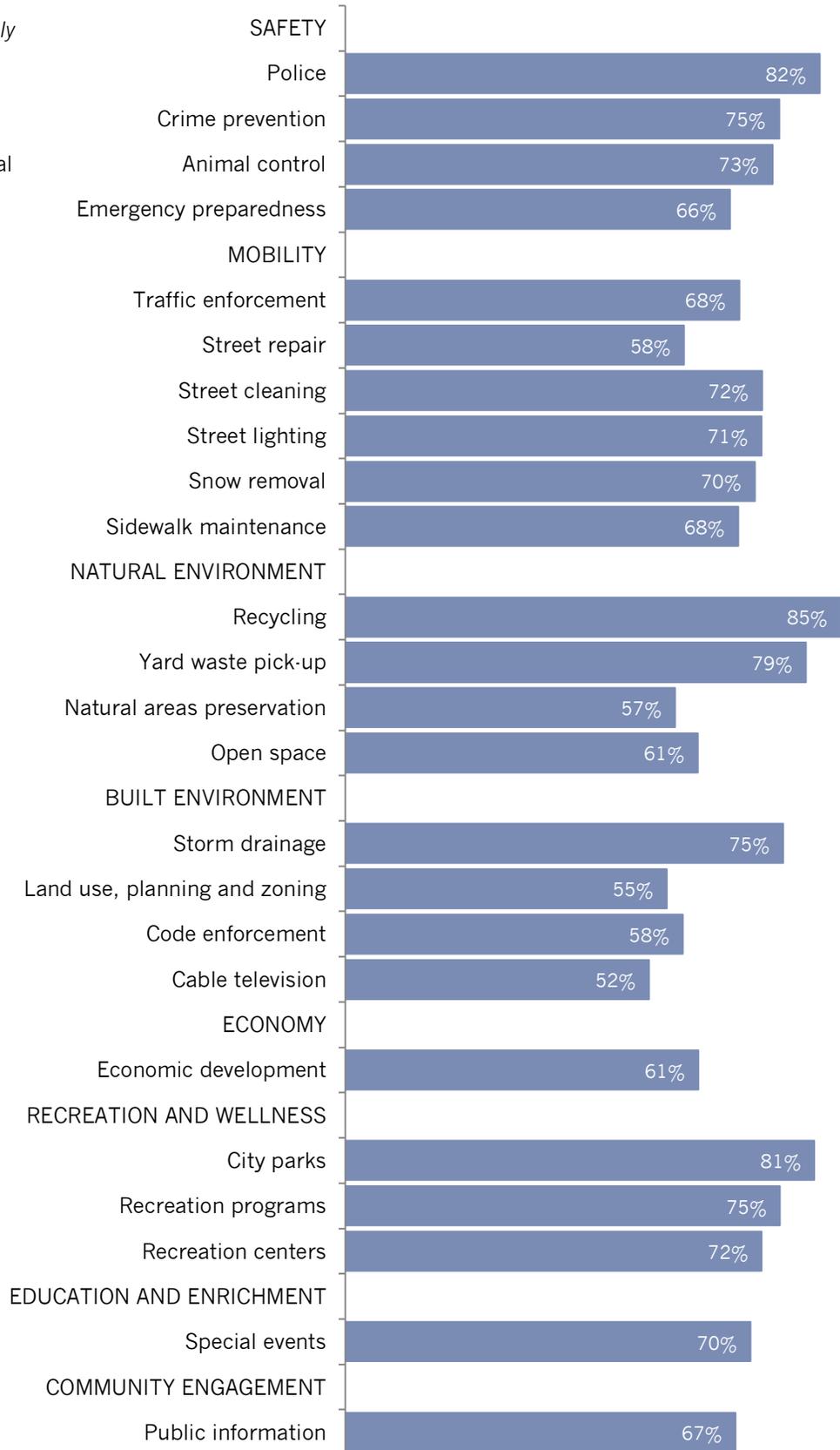
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Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



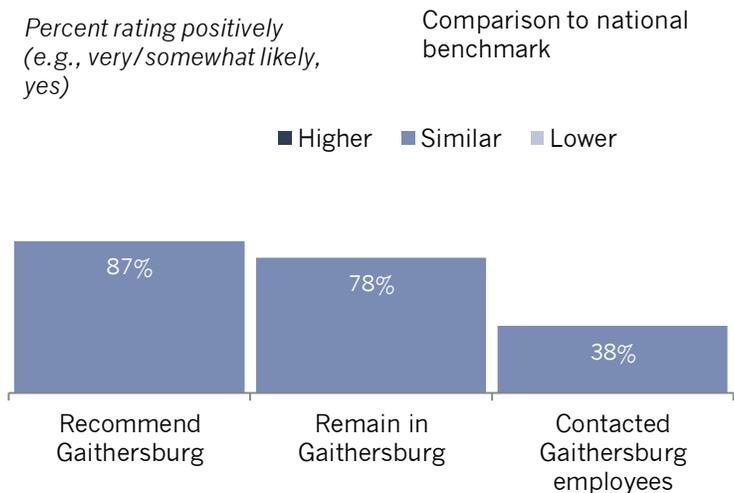
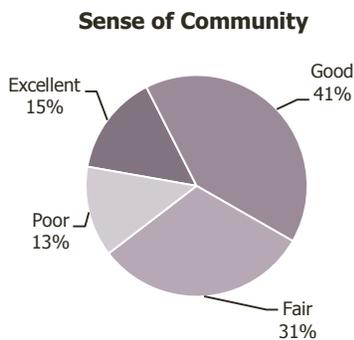
Participation

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

An engaged community harnesses its most valuable resource, its residents. 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 (87% “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. About 4 in 10 residents reported contacting a Gaithersburg employee within the last 12 months, which was a similar contact rate as seen 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.

Compared to residents in other communities across the country, more Gaithersburg residents reported using public transportation instead of driving while fewer felt they were not under housing cost stress, reported using the recreation centers, participated in religious or spiritual activities, attended a City-sponsored event, volunteered or voted in local elections. Participation in Economy-related activities was mixed; nearly all respondents had purchased goods or services in Gaithersburg while about one-third worked in Gaithersburg and 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, talked or visited with neighbors and done a favor for a neighbor but fewer than 2 in 10 had campaigned for an issue, cause or candidate, contacted elected officials or attended a public meeting.



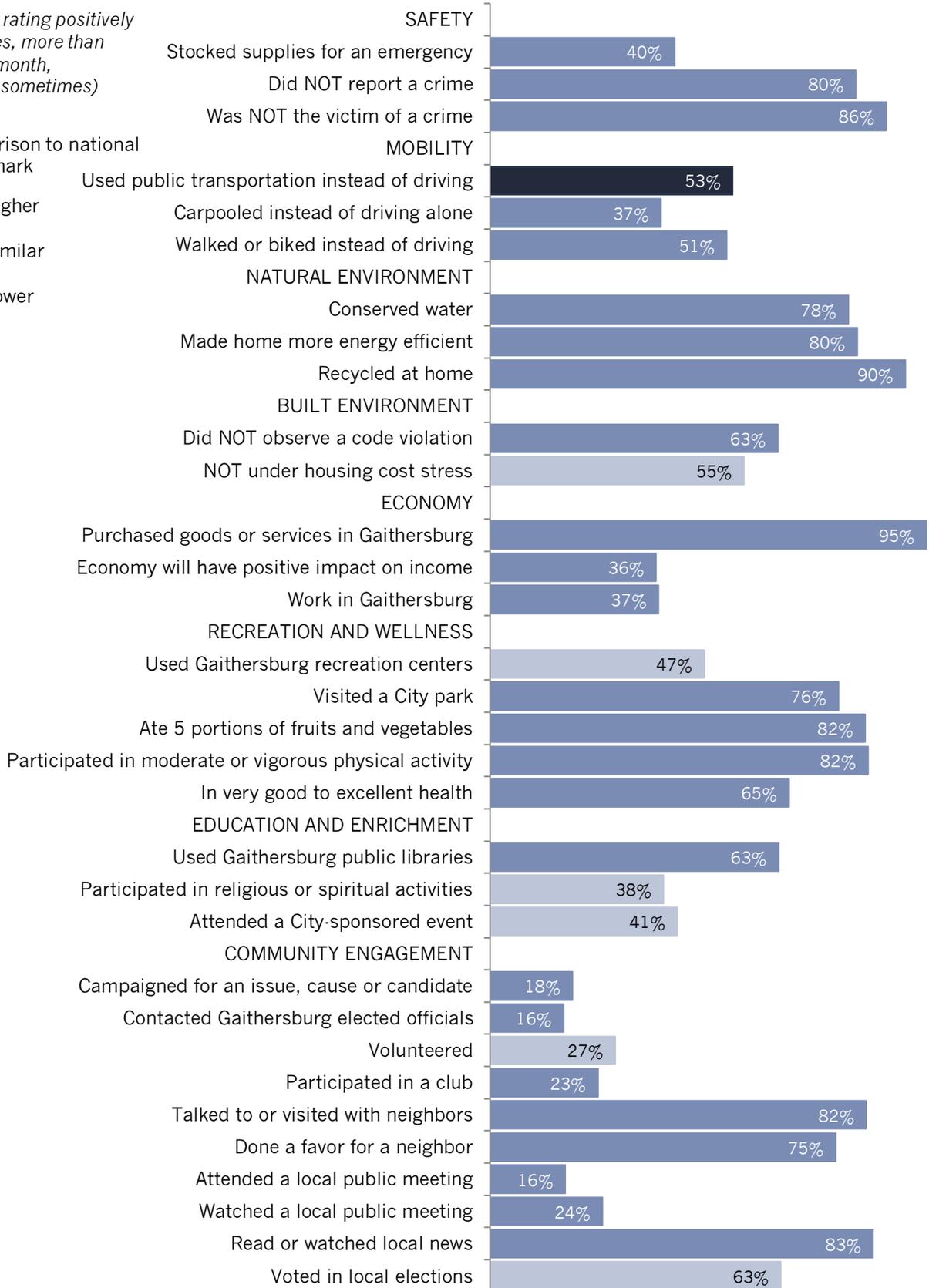
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



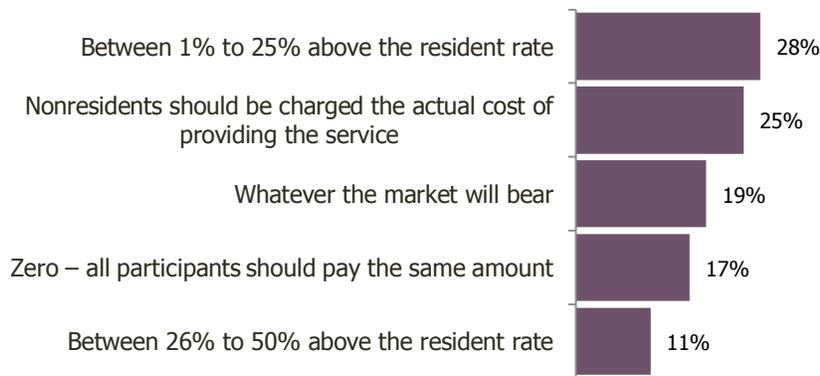
Special Topics

The City of Gaithersburg included four questions of special interest on The NCS.

When asked what they think the appropriate fee was to charge nonresidents to participate in city-run programs, ratings were mixed. About 3 in 10 thought between 1% and 25% above the resident rate was appropriate while one-quarter thought nonresidents should be charged the actual cost of providing the service. Two in 10 felt whatever the market will bear is appropriate and slightly fewer indicated zero and that all participants should pay the same amount. Only 1 in 10 indicated between 26% and 50% above the resident rate.

Figure 4: Funding for Recreation and Cultural Programs

Taxes paid by City residents help fund a variety of recreation and cultural programs. Non-City residents pay additional fees to participate in many of these programs. Those additional fees often do not fully cover the expense of providing the service. What do you think is an appropriate amount to charge nonresidents to participate in City-run programs?

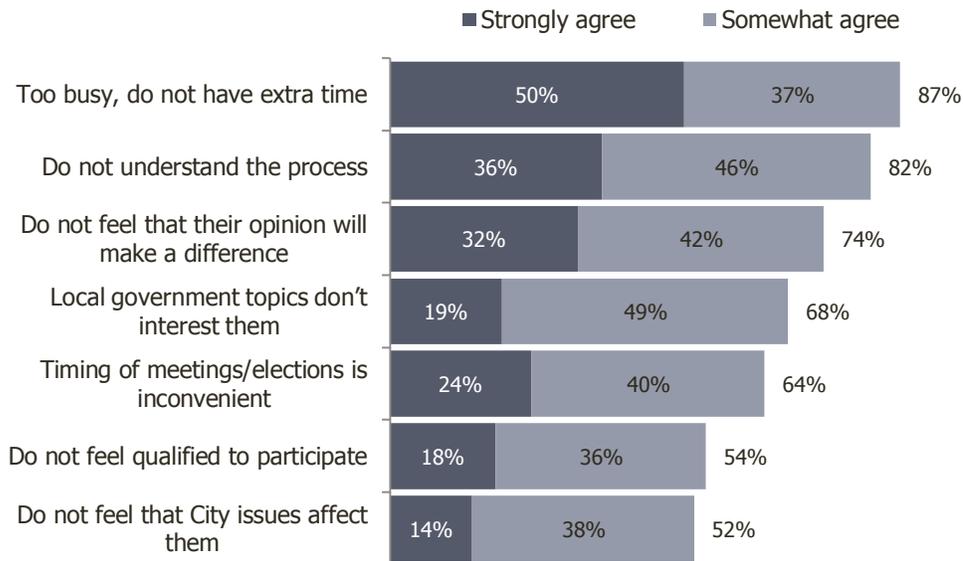


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When asked to indicate what the reasons might be for people who choose not to engage in civic activities, nearly 9 in 10 felt it was because they were too busy and do not have extra time. About 8 in 10 felt it could be because they do not understand the process and three-quarters felt it could be because they do not feel their opinion will make a difference. About half of residents felt the reasons could be that they do not feel qualified to participate or do not feel the City issues affect them.

Figure 5: Reasons for Low Civic Engagement

The City would benefit from more resident involvement, such as voting in municipal elections, attending public meetings and volunteering to serve on advisory committees. To what extent do you agree or disagree that each of the following reasons may be why people choose not to engage in any of these activities?

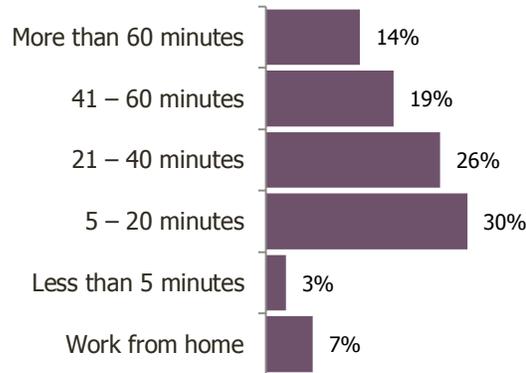


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When asked about length of time for the one-way commute of the primary wage earner in your household about 3 in 10 respondents commuted, on average, 5 to 20 minutes one way while about twice as many commuted more than 20 minutes. A small percentage reported working from home or having a commute of less than five minutes.

Figure 6: Commute Time

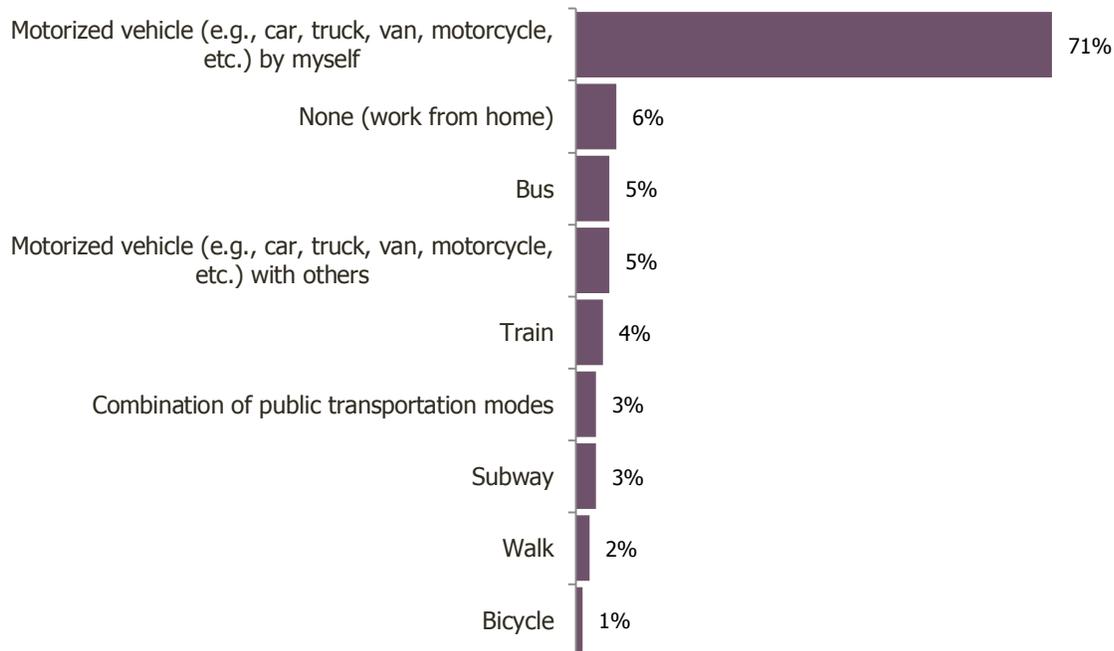
How many minutes, on average, is the one-way commute time of the primary wage earner in your household?



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 7: Mode of Travel for Commute

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



Conclusions

Gaithersburg residents continue to enjoy a high quality of life but improvements could be made to strengthen perceptions of retirement in the community.

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. These ratings were similar to the national comparisons. Gaithersburg’s overall appearance and overall image, their neighborhood as a place to live and Gaithersburg as a place to live and to raise children received favorable ratings by at least two-thirds of residents and each were similar to the national comparisons.

Gaithersburg as a place to retire was rated positively by fewer than 5 in 10 residents and was a lower rating when compared to ratings seen in other communities. The rating for Gaithersburg as a place to retire also decreased in 2015 compared to 2013, returning to levels reported in 2007 and 2009.

Mobility ratings are generally favorable, but some quality ratings have declined over time.

Mobility was identified as an important priority for Gaithersburg in the coming two years and overall ease of travel in Gaithersburg was rated positively by 80% of residents. Generally, aspects related to Mobility were rated positively by a majority of residents and were similar to the national comparisons. Within Community Characteristics, seven of the eight ratings related to Mobility were similar to the benchmark; however the rating for ease of travel by public transportation was higher than the benchmark and compared to residents in other communities across the country, more Gaithersburg residents reported using public transportation instead of driving.

Fewer than half of residents gave a positive rating to traffic flow within Community Characteristics and compared to 2013, this rating has declined in 2015. Three of the six aspects of Mobility within Governance have also declined in 2015 compared to 2013 including traffic enforcement, street repair and snow removal.

Residents value Economy and feel more positive about their economic outlook than in past years.

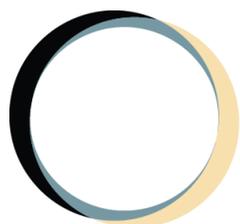
Economy was identified as a priority for the community in the coming two years. Within Community Characteristics, each of the eight aspects of Economy were similar to the benchmark but ratings were varied; Gaithersburg as a place to work, shopping opportunities and overall economic health of Gaithersburg were rated positively by at least 65% of residents while 35% gave positive ratings to the cost of living. Nearly all respondents had purchased goods or services in Gaithersburg and about 36% of respondents believed the economy would have a positive impact on their income which is a 15% increase from 2013 when only 21% believed the economy would have a positive impact on their income.

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Dashboard Summary of Findings

2015



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Summary

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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 the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. 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. The only exception was Education and Enrichment within Participation which was rated lower. 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	1	1	33	0	1	29	6
General	0	6	1	1	2	0	0	4	0
Safety	0	3	0	0	4	0	0	3	0
Mobility	1	7	0	0	6	0	1	2	0
Natural Environment	0	3	0	0	4	0	0	3	0
Built Environment	0	5	0	0	4	0	0	1	1
Economy	0	8	0	0	1	0	0	3	0
Recreation and Wellness	1	6	0	0	3	0	0	4	1
Education and Enrichment	0	6	0	0	1	0	0	1	2
Community Engagement	0	5	0	0	8	0	0	8	2

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	71%	Customer service	↔	↔	73%	Recommend Gaithersburg	↔	↔	87%
	Overall quality of life	↔	↔	75%	Services provided by Gaithersburg	↔	↔	76%	Remain in Gaithersburg	↔	↔	78%
	Place to retire	↓	↓	47%	Services provided by the Federal Government	↔	↑	55%	Contacted Gaithersburg employees	↔	↔	38%
	Place to raise children	↔	↔	81%					Sense of community	↔	↔	56%
	Place to live	↔	↔	86%								
	Neighborhood	↔	↔	80%								
Safety	Overall image	↔	↔	66%								
	Overall feeling of safety	↔	↔	74%	Police	↔	↔	82%	Was NOT the victim of a crime	↔	↔	86%
	Safe in neighborhood	↔	↔	91%	Crime prevention	↔	↔	75%	Did NOT report a crime	↔	↔	80%
	Safe downtown/commercial area	↔	↔	83%	Emergency preparedness	↔	↔	66%	Stocked supplies for an emergency	↔	↔	40%
Mobility					Animal control	↔	↔	73%				
	Traffic flow	↓	↔	47%	Traffic enforcement	↓	↔	68%	Carpooled instead of driving alone	↔	↔	37%
	Travel by car	↔	↔	67%	Street repair	↓	↔	58%	Walked or biked instead of driving	↔	↔	51%
	Travel by bicycle	↔	↔	53%	Street cleaning	↔	↔	72%	Used public transportation instead of driving	↔	↑↑	53%
	Ease of walking	↔	↔	60%	Street lighting	↔	↔	71%				
	Travel by public transportation	↔	↑	59%	Snow removal	↓	↔	70%				
	Overall ease travel	↔	↔	80%	Sidewalk maintenance	↔	↔	68%				
Natural Environment	Public parking	↔	↔	66%								
	Paths and walking trails	↔	↔	62%								
	Overall natural environment	↔	↔	80%	Recycling	↔	↔	85%	Recycled at home	↔	↔	90%
	Air quality	↔	↔	72%	Yard waste pick-up	↔	↔	79%	Conserved water	↔	↔	78%
Built Environment	Cleanliness	↔	↔	74%	Open space	↔	↔	61%	Made home more energy efficient	↔	↔	80%
					Natural areas preservation	↔	↔	57%				
	New development in Gaithersburg	↔	↔	66%	Storm drainage	↔	↔	75%	NOT experiencing housing cost stress	↔	↓	55%
	Affordable quality housing	↔	↔	37%	Land use, planning and zoning	↔	↔	55%	Did NOT observe a code violation	↔	↔	63%
				Code enforcement	↔	↔	58%					
Overall built environment	↔	↔	68%	Cable television	↔	↔	52%					
Public places	↔	↔	67%									

Legend

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

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↔	65%	Economic development	↔	↔	61%	Economy will have positive impact on income	↑	↔	36%
	Shopping opportunities	↔	↔	68%					Purchased goods or services in Gaithersburg	↔	↔	95%
	Employment opportunities	↔	↔	47%					Work in Gaithersburg	↔	↔	37%
	Place to visit	↔	↔	51%								
	Cost of living	↔	↔	35%								
	Vibrant downtown/commercial area	↔	↔	48%								
	Place to work	↔	↔	71%								
Recreation and Wellness	Business and services	↔	↔	61%								
	Fitness opportunities	↔	↔	70%	City parks	↔	↔	81%	In very good to excellent health	↔	↔	65%
	Recreational opportunities	↔	↔	72%	Recreation centers	↓	↔	72%	Used Gaithersburg recreation centers	↓	↓	47%
	Health care	↔	↔	68%	Recreation programs	↔	↔	75%	Visited a City park	↔	↔	76%
	Food	↔	↔	70%					Ate 5 portions of fruits and vegetables	↔	↔	82%
	Mental health care	↔	↑	61%					Participated in moderate or vigorous physical activity	↔	↔	82%
	Health and wellness	↔	↔	77%								
Education and Enrichment	Preventive health services	↔	↔	70%								
	K-12 education	↔	↔	76%	Special events	↔	↔	70%	Used Gaithersburg public libraries	↔	↔	63%
	Cultural/arts/music activities	↔	↔	63%					Participated in religious or spiritual activities	↔	↓	38%
	Child care/preschool	↔	↔	65%					Attended a City-sponsored event	↓	↓	41%
	Religious or spiritual events and activities	↔	↔	73%								
	Adult education	↔	↔	75%								
Community Engagement	Overall education and enrichment	↔	↔	73%								
	Opportunities to participate in community matters	↔	↔	63%	Public information	↔	↔	67%	Voted in local elections	↓	↓	63%
	Opportunities to volunteer	↑	↔	68%	Overall direction	↔	↔	60%	Talked to or visited with neighbors	*	↔	82%
	Openness and acceptance	↔	↔	74%	Value of services for taxes paid	↔	↔	58%	Attended a local public meeting	↔	↔	16%
	Social events and activities	↑	↔	61%	Welcoming citizen involvement	↔	↔	56%	Watched a local public meeting	↓	↔	24%
	Neighborliness	↔	↔	55%	Confidence in City government	↔	↔	58%	Volunteered	↔	↓	27%
					Acting in the best interest of Gaithersburg	↔	↔	62%	Participated in a club	↔	↔	23%
					Being honest	↔	↔	65%	Campaigned for an issue, cause or candidate	↔	↔	18%
					Treating all residents fairly	↔	↔	65%	Contacted Gaithersburg elected officials	↔	↔	16%
								Read or watched local news	↔	↔	83%	
								Done a favor for a neighbor	*	↔	75%	

Legend

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

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Trends over Time

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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 nine percentage points between the 2013 and 2015 surveys, otherwise the comparison between 2013 and 2015 are noted as being "similar." Additionally, benchmark comparisons 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 2015 generally remained stable. Of the 120 items for which comparisons were available, 107 items were rated similarly in 2013 and 2015, 10 items showed a decrease in ratings and three 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 Gaithersburg as a place to retire decreased in 2015 compared to 2013, but was similar to 2007 and 2009 ratings.
- Aspects related to Mobility across the pillars of Community Characteristics and Governance saw the most declines in ratings in 2015 compared to 2013. The aspects include traffic enforcement, street repair, snow removal and traffic flow.
- Within Recreation and Wellness the quality of recreation centers declined in 2015 compared to 2013 as well as the rate in which residents used recreation centers.
- Fewer residents reported they attended a City-sponsored event, voted in local elections or watched a local public meeting in 2015 compared to 2013; however, more felt the economy would have a positive impact on their income.
- Within the facet of Community Engagement, the ratings for opportunities to volunteer and social events and activities increased in 2015 compared to 2013.

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Figure 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2015 rating compared to 2013	Comparison to benchmark				
	2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
Overall quality of life	75%	73%	80%	80%	75%	Similar	Similar	Similar	Similar	Similar	Similar
Overall image	67%	64%	75%	73%	66%	Similar	Similar	Similar	Similar	Similar	Similar
Place to live	82%	84%	89%	85%	86%	Similar	Similar	Similar	Similar	Similar	Similar
Neighborhood	72%	73%	78%	82%	80%	Similar	Lower	Similar	Similar	Similar	Similar
Place to raise children	74%	66%	77%	77%	81%	Similar	Similar	Lower	Similar	Similar	Similar
Place to retire	48%	50%	59%	60%	47%	Lower	Much lower	Much lower	Similar	Similar	Lower
Overall appearance	78%	72%	82%	72%	71%	Similar	Higher	Similar	Much higher	Similar	Similar

Figure 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2015 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
Safety	Overall feeling of safety	NA	NA	NA	68%	74%	Similar	NA	NA	NA	Similar	Similar
	Safe in neighborhood	86%	93%	90%	90%	91%	Similar	Similar	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	75%	78%	79%	83%	83%	Similar	Lower	Much lower	Lower	Similar	Similar
Mobility	Overall ease of travel	NA	NA	NA	75%	80%	Similar	NA	NA	NA	Similar	Similar
	Paths and walking trails	NA	53%	64%	64%	62%	Similar	NA	Similar	Similar	Similar	Similar
	Ease of walking	53%	59%	69%	62%	60%	Similar	Similar	Similar	Higher	Similar	Similar
	Travel by bicycle	47%	35%	61%	52%	53%	Similar	Similar	Much lower	Much higher	Similar	Similar
	Travel by public transportation	NA	NA	NA	63%	59%	Similar	NA	NA	NA	Similar	Higher
	Travel by car	47%	62%	66%	73%	67%	Similar	Similar	Similar	Higher	Similar	Similar
	Public parking	NA	NA	NA	65%	66%	Similar	NA	NA	NA	Similar	Similar
	Traffic flow	25%	NA	48%	57%	47%	Lower	NA	NA	Similar	Similar	Similar
Natural Environment	Overall natural environment	NA	68%	81%	76%	80%	Similar	NA	Lower	Higher	Similar	Similar
	Cleanliness	NA	NA	NA	73%	74%	Similar	NA	NA	NA	Similar	Similar
	Air quality	73%	62%	85%	69%	72%	Similar	Similar	Similar	Higher	Similar	Similar
Built Environment	Overall built environment	NA	NA	NA	72%	68%	Similar	NA	NA	NA	Similar	Similar
	New development in Gaithersburg	67%	71%	79%	62%	66%	Similar	Higher	Higher	Much higher	Similar	Similar
	Affordable quality housing	27%	33%	44%	46%	37%	Similar	Much lower	Similar	Higher	Similar	Similar
	Housing options	NA	NA	60%	66%	59%	Similar	NA	NA	Higher	Similar	Similar
	Public places	NA	NA	NA	64%	67%	Similar	NA	NA	NA	Similar	Similar
Economy	Overall economic health	NA	NA	NA	61%	65%	Similar	NA	NA	NA	Similar	Similar
	Vibrant downtown/commercial area	NA	NA	NA	45%	48%	Similar	NA	NA	NA	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2015 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
	Business and services	NA	NA	75%	60%	61%	Similar	NA	NA	Much higher	Similar	Similar
	Cost of living	NA	NA	NA	33%	35%	Similar	NA	NA	NA	Similar	Similar
	Shopping opportunities	79%	72%	76%	68%	68%	Similar	Much higher	Much higher	Much higher	Higher	Similar
	Employment opportunities	48%	52%	55%	43%	47%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Place to visit	NA	NA	NA	47%	51%	Similar	NA	NA	NA	Lower	Similar
	Place to work	70%	71%	73%	71%	71%	Similar	Much higher	Much higher	Much higher	Similar	Similar
Recreation and Wellness	Health and wellness	NA	NA	NA	76%	77%	Similar	NA	NA	NA	Similar	Similar
	Mental health care	NA	NA	NA	61%	61%	Similar	NA	NA	NA	Similar	Higher
	Preventive health services	NA	NA	69%	68%	70%	Similar	NA	NA	Higher	Similar	Similar
	Health care	47%	52%	68%	69%	68%	Similar	Similar	Similar	Much higher	Similar	Similar
	Food	NA	NA	79%	69%	70%	Similar	NA	NA	Much higher	Similar	Similar
	Recreational opportunities	75%	65%	77%	68%	72%	Similar	Much higher	Similar	Higher	Similar	Similar
	Fitness opportunities	NA	NA	NA	70%	70%	Similar	NA	NA	NA	Lower	Similar
Education and Enrichment	Religious or spiritual events and activities	NA	NA	81%	78%	73%	Similar	NA	NA	Higher	Similar	Similar
	Cultural/arts/music activities	63%	64%	71%	62%	63%	Similar	Higher	Much higher	Much higher	Similar	Similar
	Adult education	NA	NA	NA	71%	75%	Similar	NA	NA	NA	Similar	Similar
	K-12 education	NA	NA	NA	81%	76%	Similar	NA	NA	NA	Similar	Similar
	Child care/preschool	NA	NA	53%	69%	65%	Similar	NA	NA	Higher	Higher	Similar
Community Engagement	Social events and activities	NA	67%	71%	50%	61%	Higher	NA	Higher	Higher	Similar	Similar
	Neighborliness	NA	NA	NA	50%	55%	Similar	NA	NA	NA	Similar	Similar
	Openness and acceptance	69%	74%	81%	66%	74%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Opportunities to participate in community matters	NA	NA	72%	56%	63%	Similar	NA	NA	Higher	Similar	Similar
	Opportunities to volunteer	NA	NA	83%	54%	68%	Higher	NA	NA	Similar	Similar	Similar

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Figure 3: Governance General

	Percent rating positively (e.g., excellent/good)					2015 rating compared to 2013	Comparison to benchmark				
	2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
Services provided by Gaithersburg	77%	78%	88%	81%	76%	Similar	Higher	Higher	Much higher	Similar	Similar
Customer service	80%	77%	88%	75%	73%	Similar	Much higher	Higher	Much higher	Similar	Similar
Value of services for taxes paid	63%	55%	61%	57%	58%	Similar	Much higher	Higher	Much higher	Similar	Similar
Overall direction	66%	55%	74%	62%	60%	Similar	Much higher	Similar	Much higher	Similar	Similar
Welcoming citizen involvement	66%	65%	63%	48%	56%	Similar	Much higher	Much higher	Much higher	Similar	Similar
Confidence in City government	NA	NA	NA	64%	58%	Similar	NA	NA	NA	Similar	Similar
Acting in the best interest of Gaithersburg	NA	NA	NA	69%	62%	Similar	NA	NA	NA	Similar	Similar
Being honest	NA	NA	NA	65%	65%	Similar	NA	NA	NA	Similar	Similar
Treating all residents fairly	NA	NA	NA	70%	65%	Similar	NA	NA	NA	Higher	Similar
Services provided by the Federal Government	46%	53%	71%	57%	55%	Similar	Higher	Much higher	Much higher	Higher	Higher

Figure 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2015 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
	Police	83%	81%	84%	87%	82%	Similar	Higher	Similar	Higher	Similar	Similar
	Crime prevention	60%	67%	65%	74%	75%	Similar	Similar	Similar	Similar	Similar	Similar
Safety	Animal control	74%	73%	83%	74%	73%	Similar	Higher	Much higher	Much higher	Similar	Similar
	Emergency preparedness	NA	NA	65%	69%	66%	Similar	NA	NA	Higher	Similar	Similar
	Traffic enforcement	58%	72%	77%	80%	68%	Lower	Similar	Higher	Higher	Similar	Similar
	Street repair	65%	61%	67%	69%	58%	Lower	Much higher	Much higher	Much higher	Higher	Similar
Mobility	Street cleaning	69%	75%	77%	75%	72%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Street lighting	65%	62%	69%	73%	71%	Similar	Higher	Similar	Higher	Similar	Similar
	Snow removal	60%	73%	69%	80%	70%	Lower	Similar	Much higher	Higher	Higher	Similar
	Sidewalk maintenance	65%	67%	75%	74%	68%	Similar	Much higher	Much higher	Much higher	Higher	Similar
	Recycling	82%	89%	85%	89%	85%	Similar	Higher	Much higher	Much higher	Similar	Similar

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		Percent rating positively (e.g., excellent/good)					2015 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
	Yard waste pick-up	78%	85%	83%	81%	79%	Similar	Similar	Much higher	Much higher	Similar	Similar
	Natural areas preservation	NA	62%	61%	61%	57%	Similar	NA	Higher	Higher	Similar	Similar
	Open space	NA	NA	NA	53%	61%	Similar	NA	NA	NA	Lower	Similar
Built Environment	Storm drainage	76%	75%	79%	75%	75%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Land use, planning and zoning	53%	48%	74%	53%	55%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Code enforcement	69%	62%	74%	59%	58%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Cable television	48%	56%	NA	57%	52%	Similar	Lower	Higher	NA	Similar	Similar
Economy	Economic development	67%	54%	69%	56%	61%	Similar	Much higher	Higher	Much higher	Similar	Similar
Recreation and Wellness	City parks	81%	86%	85%	86%	81%	Similar	Higher	Higher	Similar	Similar	Similar
	Recreation programs	77%	82%	86%	79%	75%	Similar	Higher	Much higher	Much higher	Similar	Similar
	Recreation centers	75%	77%	81%	85%	72%	Lower	Higher	Much higher	Higher	Similar	Similar
Education and Enrichment	Special events	NA	NA	NA	66%	70%	Similar	NA	NA	NA	Similar	Similar
Community Engagement	Public information	61%	68%	67%	69%	67%	Similar	Similar	Higher	Similar	Similar	Similar

Figure 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2015 rating compared to 2013	Comparison to benchmark				
	2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
Sense of community	63%	64%	71%	54%	56%	Similar	Similar	Similar	Similar	Similar	Similar
Recommend Gaithersburg	NA	85%	94%	92%	87%	Similar	NA	Similar	Higher	Similar	Similar
Remain in Gaithersburg	NA	78%	87%	74%	78%	Similar	NA	Lower	Similar	Similar	Similar
Contacted Gaithersburg employees	42%	41%	30%	35%	38%	Similar	NA	Much lower	Much lower	Lower	Similar

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Figure 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2015 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
Safety	Stocked supplies for an emergency	NA	NA	NA	37%	40%	Similar	NA	NA	NA	Similar	Similar
	Did NOT report a crime	NA	NA	NA	75%	80%	Similar	NA	NA	NA	Similar	Similar
	Was NOT the victim of a crime	89%	88%	88%	89%	86%	Similar	NA	Similar	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	60%	53%	Similar	NA	NA	NA	Much higher	Much higher
	Carpooled instead of driving alone	NA	NA	NA	44%	37%	Similar	NA	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	53%	51%	Similar	NA	NA	NA	Similar	Similar
Natural Environment	Conserved water	NA	NA	NA	79%	78%	Similar	NA	NA	NA	Similar	Similar
	Made home more energy efficient	NA	NA	NA	80%	80%	Similar	NA	NA	NA	Similar	Similar
	Recycled at home	91%	94%	85%	95%	90%	Similar	NA	Much higher	Higher	Higher	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	70%	63%	Similar	NA	NA	NA	Higher	Similar
	NOT under housing cost stress	NA	57%	58%	57%	55%	Similar	NA	Lower	Lower	Similar	Lower
Economy	Purchased goods or services in Gaithersburg	NA	NA	NA	96%	95%	Similar	NA	NA	NA	Similar	Similar
	Economy will have positive impact on income	21%	15%	28%	21%	36%	Higher	NA	Similar	Much higher	Similar	Similar
	Work in Gaithersburg	NA	NA	NA	34%	37%	Similar	NA	NA	NA	Lower	Similar
Recreation and Wellness	Used Gaithersburg recreation centers	NA	55%	42%	60%	47%	Lower	NA	Similar	Much lower	Similar	Lower
	Visited a City park	76%	83%	73%	78%	76%	Similar	NA	Similar	Much lower	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	90%	82%	Similar	NA	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	79%	82%	Similar	NA	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	NA	60%	65%	Similar	NA	NA	NA	Similar	Similar
Education and Enrichment	Used Gaithersburg public libraries	58%	NA	63%	57%	63%	Similar	NA	NA	Much lower	Lower	Similar
	Participated in religious or spiritual activities	NA	NA	41%	42%	38%	Similar	NA	NA	Much lower	Similar	Lower

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2015 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2015		2007	2009	2011	2013	2015
Community Engagement	Attended a City-sponsored event	NA	NA	NA	55%	41%	Lower	NA	NA	NA	Similar	Lower
	Campaigned for an issue, cause or candidate	NA	NA	NA	18%	18%	Similar	NA	NA	NA	Similar	Similar
	Contacted Gaithersburg elected officials	NA	NA	NA	13%	16%	Similar	NA	NA	NA	Similar	Similar
	Volunteered	29%	34%	37%	36%	27%	Similar	NA	Much lower	Lower	Similar	Lower
	Participated in a club	NA	NA	23%	26%	23%	Similar	NA	NA	Lower	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	82%	NA	NA	NA	NA	NA	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	75%	NA	NA	NA	NA	NA	Similar
	Attended a local public meeting	25%	23%	14%	18%	16%	Similar	NA	Lower	Much lower	Similar	Similar
	Watched a local public meeting	47%	37%	31%	36%	24%	Lower	NA	Lower	Much lower	Similar	Similar
	Read or watched local news	NA	NA	NA	87%	83%	Similar	NA	NA	NA	Similar	Similar
Voted in local elections	53%	69%	64%	73%	63%	Lower	NA	Lower	Much lower	Similar	Lower	

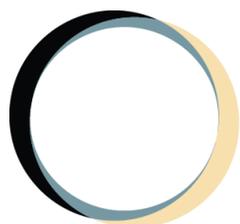


THE NCSTM
The National Citizen SurveyTM

Gaithersburg, MD

Supplemental Online Survey Results

2015



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About this Report

As part of its participation in The National Citizen Survey™, the City of Gaithersburg conducted a mailed survey of 2,200 residents. Surveys were mailed to randomly selected households in September and data were collected through October 30th, 2015. 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, 2015*), the City made available a web-based survey to its residents through a link on the City's website. Visitors to the site were able to complete the survey during November and early December and 284 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	
	%	N	%	N	%	N	%	N	%	N
Gaithersburg as a place to live	33%	N=88	48%	N=128	16%	N=43	2%	N=6	100%	N=265
Your neighborhood as a place to live	41%	N=109	42%	N=111	14%	N=37	3%	N=9	100%	N=266
Gaithersburg as a place to raise children	32%	N=77	43%	N=103	18%	N=42	6%	N=15	100%	N=237
Gaithersburg as a place to work	29%	N=59	41%	N=85	18%	N=37	12%	N=24	100%	N=205
Gaithersburg as a place to visit	15%	N=39	37%	N=94	29%	N=74	18%	N=46	100%	N=253
Gaithersburg as a place to retire	16%	N=35	29%	N=65	26%	N=58	29%	N=65	100%	N=223
The overall quality of life in Gaithersburg	25%	N=66	51%	N=135	21%	N=56	4%	N=10	100%	N=267

Table 2: Question 2

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Gaithersburg	11%	N=28	54%	N=137	27%	N=69	9%	N=22	100%	N=256
Overall ease of getting to the places you usually have to visit	18%	N=45	46%	N=117	28%	N=71	9%	N=23	100%	N=256
Quality of overall natural environment in Gaithersburg	19%	N=49	54%	N=138	19%	N=48	8%	N=20	100%	N=255
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	12%	N=31	49%	N=125	26%	N=65	13%	N=33	100%	N=254
Health and wellness opportunities in Gaithersburg	24%	N=53	56%	N=125	15%	N=33	6%	N=13	100%	N=224
Overall opportunities for education and enrichment	25%	N=60	50%	N=120	19%	N=45	6%	N=15	100%	N=240
Overall economic health of Gaithersburg	22%	N=52	50%	N=117	21%	N=48	6%	N=15	100%	N=232
Sense of community	15%	N=39	45%	N=113	27%	N=69	13%	N=32	100%	N=253
Overall image or reputation of Gaithersburg	18%	N=46	41%	N=103	30%	N=76	10%	N=26	100%	N=251

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	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Gaithersburg to someone who asks	43%	N=107	32%	N=80	14%	N=36	10%	N=26	100%	N=249
Remain in Gaithersburg for the next five years	54%	N=129	23%	N=56	13%	N=31	10%	N=24	100%	N=240

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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	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	61%	N=154	27%	N=67	6%	N=14	6%	N=15	0%	N=1	100%	N=251
In Gaithersburg's downtown/commercial area during the day	32%	N=77	37%	N=88	12%	N=28	13%	N=30	6%	N=15	100%	N=238

Table 5: Question 5

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	2%	N=5	41%	N=98	38%	N=91	18%	N=44	100%	N=238
Ease of public parking	12%	N=28	50%	N=116	30%	N=70	7%	N=17	100%	N=231
Ease of travel by car in Gaithersburg	8%	N=18	50%	N=119	31%	N=73	12%	N=28	100%	N=238
Ease of travel by public transportation in Gaithersburg	8%	N=14	40%	N=67	36%	N=61	16%	N=27	100%	N=169
Ease of travel by bicycle in Gaithersburg	4%	N=5	18%	N=24	38%	N=52	41%	N=56	100%	N=137
Ease of walking in Gaithersburg	12%	N=26	42%	N=95	28%	N=62	18%	N=41	100%	N=224
Availability of paths and walking trails	11%	N=23	40%	N=82	30%	N=62	19%	N=39	100%	N=206
Air quality	21%	N=49	63%	N=144	15%	N=34	1%	N=3	100%	N=230
Cleanliness of Gaithersburg	21%	N=50	53%	N=125	24%	N=56	3%	N=6	100%	N=237
Overall appearance of Gaithersburg	18%	N=42	53%	N=127	20%	N=47	10%	N=23	100%	N=239
Public places where people want to spend time	18%	N=41	52%	N=120	22%	N=51	8%	N=19	100%	N=231
Variety of housing options	14%	N=31	53%	N=116	22%	N=48	10%	N=22	100%	N=217
Availability of affordable quality housing	7%	N=13	35%	N=66	38%	N=72	20%	N=38	100%	N=189
Fitness opportunities (including exercise classes and paths or trails, etc.)	26%	N=57	49%	N=106	15%	N=32	10%	N=22	100%	N=217
Recreational opportunities	30%	N=67	51%	N=116	16%	N=36	4%	N=8	100%	N=227
Availability of affordable quality food	25%	N=59	50%	N=117	19%	N=44	7%	N=16	100%	N=236
Availability of affordable quality health care	23%	N=48	52%	N=108	19%	N=39	6%	N=13	100%	N=208
Availability of preventive health services	24%	N=45	52%	N=99	20%	N=37	4%	N=8	100%	N=189
Availability of affordable quality mental health care	16%	N=19	45%	N=53	24%	N=28	15%	N=17	100%	N=117

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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	16%	N=15	36%	N=33	27%	N=25	21%	N=19	100%	N=92
K-12 education	24%	N=37	40%	N=61	24%	N=37	12%	N=18	100%	N=153
Adult educational opportunities	23%	N=40	46%	N=80	24%	N=42	7%	N=13	100%	N=175
Opportunities to attend cultural/arts/music activities	24%	N=52	45%	N=97	24%	N=53	7%	N=15	100%	N=217
Opportunities to participate in religious or spiritual events and activities	30%	N=52	55%	N=95	11%	N=19	3%	N=6	100%	N=172
Employment opportunities	12%	N=19	34%	N=55	34%	N=54	20%	N=33	100%	N=161
Shopping opportunities	19%	N=42	48%	N=109	19%	N=44	14%	N=31	100%	N=226
Cost of living in Gaithersburg	3%	N=7	34%	N=76	43%	N=96	20%	N=46	100%	N=225
Overall quality of business and service establishments in Gaithersburg	10%	N=22	56%	N=124	24%	N=53	10%	N=23	100%	N=222
Vibrant downtown/commercial area	7%	N=15	22%	N=48	38%	N=81	33%	N=70	100%	N=214
Overall quality of new development in Gaithersburg	17%	N=35	43%	N=90	25%	N=51	15%	N=32	100%	N=208
Opportunities to participate in social events and activities	19%	N=40	47%	N=97	25%	N=52	8%	N=17	100%	N=206
Opportunities to volunteer	29%	N=54	48%	N=90	18%	N=34	5%	N=10	100%	N=188
Opportunities to participate in community matters	26%	N=51	45%	N=90	21%	N=42	8%	N=16	100%	N=199
Openness and acceptance of the community toward people of diverse backgrounds	26%	N=53	49%	N=101	17%	N=36	8%	N=17	100%	N=207
Neighborliness of residents in Gaithersburg	14%	N=30	45%	N=100	30%	N=66	11%	N=24	100%	N=220

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	26%	N=58	74%	N=166	100%	N=224
Made efforts to make your home more energy efficient	18%	N=41	82%	N=183	100%	N=224
Observed a code violation or other hazard in Gaithersburg	55%	N=124	45%	N=101	100%	N=225
Household member was a victim of a crime in Gaithersburg	87%	N=196	13%	N=29	100%	N=225
Reported a crime to the police in Gaithersburg	76%	N=170	24%	N=55	100%	N=225
Stocked supplies in preparation for an emergency	60%	N=135	40%	N=90	100%	N=225
Campaigned or advocated for an issue, cause or candidate	60%	N=134	40%	N=91	100%	N=225
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	43%	N=97	57%	N=128	100%	N=225
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	63%	N=142	37%	N=83	100%	N=225

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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	11%	N=23	18%	N=39	38%	N=83	33%	N=71	100%	N=216
Visited a neighborhood park or City park	14%	N=31	29%	N=61	36%	N=78	21%	N=44	100%	N=214
Used Gaithersburg public libraries or their services	4%	N=8	22%	N=48	35%	N=74	39%	N=84	100%	N=214
Participated in religious or spiritual activities in Gaithersburg	7%	N=16	17%	N=36	13%	N=28	63%	N=134	100%	N=214
Attended a City-sponsored event	2%	N=5	14%	N=30	51%	N=110	33%	N=70	100%	N=215
Used bus, rail, subway or other public transportation instead of driving	14%	N=30	11%	N=24	31%	N=68	44%	N=95	100%	N=217
Carpooled with other adults or children instead of driving alone	6%	N=14	13%	N=29	15%	N=33	65%	N=140	100%	N=216
Walked or biked instead of driving	16%	N=35	21%	N=46	23%	N=49	40%	N=85	100%	N=215
Volunteered your time to some group/activity in Gaithersburg	12%	N=26	13%	N=28	29%	N=63	46%	N=100	100%	N=217
Participated in a club	7%	N=16	12%	N=26	10%	N=22	71%	N=153	100%	N=217
Talked to or visited with your immediate neighbors	48%	N=105	32%	N=70	14%	N=30	6%	N=13	100%	N=218
Done a favor for a neighbor	20%	N=43	28%	N=62	42%	N=91	10%	N=22	100%	N=218

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	3%	N=6	5%	N=10	37%	N=78	55%	N=115	100%	N=209
Watched (online or on television) a local public meeting	2%	N=5	16%	N=34	30%	N=63	52%	N=110	100%	N=212

Table 10: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	33%	N=53	50%	N=81	15%	N=25	2%	N=3	100%	N=162
Crime prevention	18%	N=28	52%	N=83	24%	N=38	7%	N=11	100%	N=160
Traffic enforcement	13%	N=22	52%	N=89	25%	N=42	11%	N=18	100%	N=171
Street repair	15%	N=30	44%	N=87	26%	N=51	16%	N=31	100%	N=199
Street cleaning	25%	N=48	55%	N=106	17%	N=33	3%	N=6	100%	N=193
Street lighting	20%	N=40	51%	N=102	21%	N=42	8%	N=16	100%	N=200
Snow removal	42%	N=83	42%	N=82	14%	N=27	3%	N=5	100%	N=197
Sidewalk maintenance	19%	N=37	53%	N=101	22%	N=42	5%	N=10	100%	N=190
Recycling	53%	N=103	37%	N=72	8%	N=15	2%	N=4	100%	N=194
Yard waste pick-up	49%	N=89	39%	N=70	10%	N=18	2%	N=3	100%	N=180
Storm drainage	29%	N=47	50%	N=82	15%	N=24	7%	N=11	100%	N=164
City parks	43%	N=73	42%	N=71	13%	N=22	3%	N=5	100%	N=171
Recreation programs or classes	41%	N=64	39%	N=62	16%	N=26	4%	N=6	100%	N=158
Recreation centers or facilities	41%	N=68	43%	N=72	14%	N=24	2%	N=3	100%	N=167

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Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
Land use, planning and zoning	12%	N=19	43%	N=67	27%	N=42	18%	N=28	100%	N=156
Code enforcement (weeds, abandoned buildings, etc.)	12%	N=17	43%	N=62	36%	N=52	9%	N=13	100%	N=144
Animal control	25%	N=32	50%	N=64	19%	N=24	6%	N=7	100%	N=127
Economic development	13%	N=20	40%	N=61	31%	N=47	17%	N=26	100%	N=154
Public information services	20%	N=31	43%	N=66	28%	N=43	9%	N=14	100%	N=154
Cable television	16%	N=23	40%	N=58	22%	N=32	22%	N=32	100%	N=145
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=14	55%	N=56	21%	N=21	11%	N=11	100%	N=102
Preservation of natural areas such as open space, farmlands and greenbelts	13%	N=22	44%	N=77	25%	N=44	18%	N=32	100%	N=175
Gaithersburg open space	15%	N=28	40%	N=73	28%	N=51	17%	N=31	100%	N=183
City-sponsored special events	28%	N=48	49%	N=85	19%	N=33	3%	N=6	100%	N=172
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	36%	N=59	46%	N=76	13%	N=21	6%	N=10	100%	N=166

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	31%	N=62	48%	N=95	17%	N=34	4%	N=7	100%	N=198
The Federal Government	6%	N=12	41%	N=78	39%	N=73	13%	N=25	100%	N=188

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	23%	N=43	40%	N=74	21%	N=38	16%	N=29	100%	N=184
The overall direction that Gaithersburg is taking	15%	N=29	44%	N=84	21%	N=39	20%	N=38	100%	N=190
The job Gaithersburg government does at welcoming citizen involvement	20%	N=33	40%	N=66	24%	N=39	16%	N=26	100%	N=164
Overall confidence in Gaithersburg government	20%	N=37	43%	N=81	20%	N=38	17%	N=32	100%	N=188
Generally acting in the best interest of the community	18%	N=34	43%	N=81	19%	N=36	20%	N=37	100%	N=188
Being honest	21%	N=36	48%	N=83	21%	N=36	10%	N=18	100%	N=173
Treating all residents fairly	19%	N=31	45%	N=75	23%	N=39	13%	N=21	100%	N=166

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Table 13: Question 13

Please rate how important, if at all, you think it is for the Gaithersburg community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Overall feeling of safety in Gaithersburg	68%	N=133	27%	N=53	5%	N=9	0%	N=0	100%	N=195
Overall ease of getting to the places you usually have to visit	36%	N=71	50%	N=98	12%	N=24	1%	N=2	100%	N=195
Quality of overall natural environment in Gaithersburg	37%	N=73	49%	N=97	13%	N=26	0%	N=0	100%	N=196
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	39%	N=76	46%	N=91	14%	N=28	1%	N=2	100%	N=197
Health and wellness opportunities in Gaithersburg	26%	N=50	41%	N=80	25%	N=49	8%	N=16	100%	N=195
Overall opportunities for education and enrichment	32%	N=62	43%	N=85	20%	N=39	5%	N=10	100%	N=196
Overall economic health of Gaithersburg	54%	N=105	36%	N=70	10%	N=19	1%	N=1	100%	N=195
Sense of community	31%	N=61	46%	N=89	22%	N=42	2%	N=3	100%	N=195

Table 14: Question 14

Taxes paid by City residents help fund a variety of recreation and cultural programs. Non-City residents pay additional fees to participate in many of these programs. Those additional fees often do not fully cover the expense of providing the service. What should nonresidents be charged for these services?	Percent	Number
Nonresidents should be charged the actual cost of providing the service	33%	N=64
Between 1% to 25% above the resident rate	20%	N=39
Between 26% to 50% above the resident rate	15%	N=30
Whatever the market will bear	24%	N=48
Zero – all participants should pay the same amount	8%	N=15
Total	100%	N=196

Table 15: Question 15

The City would benefit from more resident involvement, such as voting in municipal elections, attending public meetings and volunteering to serve on advisory committees. To what extent do you agree or disagree that each of the following reasons may be why people choose not to engage in any of these activities?	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Too busy, do not have extra time	39%	N=77	46%	N=90	12%	N=23	4%	N=7	100%	N=197
Do not understand the process	34%	N=67	51%	N=99	10%	N=19	5%	N=10	100%	N=195
Do not feel that their opinion will make a difference	40%	N=79	42%	N=82	12%	N=24	6%	N=11	100%	N=196
Timing of meetings/elections is inconvenient	10%	N=19	38%	N=74	41%	N=80	10%	N=20	100%	N=193
Do not feel that City issues affect them	16%	N=31	41%	N=80	30%	N=59	13%	N=25	100%	N=195
Do not feel qualified to participate	12%	N=24	48%	N=94	29%	N=56	11%	N=22	100%	N=196
Local government topics don't interest them	18%	N=35	53%	N=104	20%	N=40	9%	N=17	100%	N=196

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Table 16: Question 16

How many minutes, on average, is the one-way commute time of the primary wage earner in your household?	Percent	Number
Work from home	20%	N=37
Less than 5 minutes	3%	N=6
5 – 20 minutes	26%	N=49
21 – 40 minutes	21%	N=40
41 – 60 minutes	14%	N=27
More than 60 minutes	15%	N=28
Total	100%	N=187

Table 17: Question 17

What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household?	Percent	Number
None (work from home)	19%	N=35
Walk	0%	N=0
Bicycle	2%	N=4
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	59%	N=111
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others	5%	N=10
Bus	1%	N=2
Subway	6%	N=12
Train	3%	N=5
Combination of public transportation modes	5%	N=10
Total	100%	N=189

Table 18: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	3%	N=5	1%	N=1	5%	N=9	11%	N=22	81%	N=161	100%	N=198
Purchase goods or services from a business located in Gaithersburg	2%	N=3	7%	N=13	32%	N=64	46%	N=91	14%	N=27	100%	N=198
Eat at least 5 portions of fruits and vegetables a day	3%	N=5	11%	N=22	39%	N=77	31%	N=62	16%	N=31	100%	N=197
Participate in moderate or vigorous physical activity	1%	N=2	15%	N=30	28%	N=55	35%	N=68	21%	N=42	100%	N=197
Read or watch local news (via television, paper, computer, etc.)	1%	N=2	6%	N=12	13%	N=25	28%	N=55	52%	N=103	100%	N=197
Vote in local elections	4%	N=8	4%	N=8	8%	N=15	19%	N=37	66%	N=130	100%	N=198

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Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=54
Very good	43%	N=85
Good	22%	N=44
Fair	7%	N=14
Poor	1%	N=1
Total	100%	N=198

Table 20: 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=8
Somewhat positive	23%	N=45
Neutral	53%	N=106
Somewhat negative	17%	N=33
Very negative	4%	N=7
Total	100%	N=199

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=115
Working part time for pay	10%	N=19
Unemployed, looking for paid work	4%	N=7
Unemployed, not looking for paid work	3%	N=6
Fully retired	25%	N=50
Total	100%	N=197

Table 22: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	27%	N=51
Yes, from home	13%	N=24
No	60%	N=113
Total	100%	N=188

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Table 23: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	6%	N=11
2 to 5 years	14%	N=27
6 to 10 years	11%	N=21
11 to 20 years	17%	N=33
More than 20 years	53%	N=104
Total	100%	N=196

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	52%	N=104
Building with two or more homes (duplex, townhome, apartment or condominium)	47%	N=94
Mobile home	0%	N=0
Other	1%	N=1
Total	100%	N=199

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	13%	N=26
Owned	87%	N=171
Total	100%	N=197

Table 26: 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	4%	N=8
\$300 to \$599 per month	6%	N=11
\$600 to \$999 per month	8%	N=16
\$1,000 to \$1,499 per month	15%	N=30
\$1,500 to \$2,499 per month	48%	N=94
\$2,500 or more per month	18%	N=35
Total	100%	N=194

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=148
Yes	25%	N=50
Total	100%	N=198

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Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=131
Yes	34%	N=67
Total	100%	N=198

Table 29: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	4%	N=8
\$25,000 to \$49,999	10%	N=19
\$50,000 to \$99,999	30%	N=57
\$100,000 to \$149,999	26%	N=49
\$150,000 or more	31%	N=59
Total	100%	N=192

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=187
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=9
Total	100%	N=196

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=3
Asian, Asian Indian or Pacific Islander	5%	N=9
Black or African American	6%	N=11
White	85%	N=167
Other	8%	N=16

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

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Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=1
25 to 34 years	8%	N=15
35 to 44 years	16%	N=31
45 to 54 years	21%	N=41
55 to 64 years	27%	N=54
65 to 74 years	21%	N=41
75 years or older	8%	N=15
Total	100%	N=198

Table 33: Question D16

What is your sex?	Percent	Number
Female	61%	N=118
Male	39%	N=74
Total	100%	N=192

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	45%	N=89
Land line	25%	N=50
Both	29%	N=58
Total	100%	N=197

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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 35: Question 1

Please rate each of the following aspects of quality of life in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Gaithersburg as a place to live	33%	N=88	48%	N=128	16%	N=43	2%	N=6	1%	N=4	100%	N=269
Your neighborhood as a place to live	40%	N=109	41%	N=111	14%	N=37	3%	N=9	2%	N=5	100%	N=271
Gaithersburg as a place to raise children	29%	N=77	38%	N=103	16%	N=42	6%	N=15	12%	N=33	100%	N=270
Gaithersburg as a place to work	22%	N=59	31%	N=85	14%	N=37	9%	N=24	24%	N=66	100%	N=271
Gaithersburg as a place to visit	14%	N=39	35%	N=94	27%	N=74	17%	N=46	7%	N=18	100%	N=271
Gaithersburg as a place to retire	13%	N=35	24%	N=65	22%	N=58	24%	N=65	17%	N=46	100%	N=269
The overall quality of life in Gaithersburg	25%	N=66	50%	N=135	21%	N=56	4%	N=10	0%	N=1	100%	N=268

Table 36: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Gaithersburg	11%	N=28	53%	N=137	27%	N=69	9%	N=22	0%	N=1	100%	N=257
Overall ease of getting to the places you usually have to visit	18%	N=45	46%	N=117	28%	N=71	9%	N=23	0%	N=0	100%	N=256
Quality of overall natural environment in Gaithersburg	19%	N=49	54%	N=138	19%	N=48	8%	N=20	0%	N=0	100%	N=255
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	12%	N=31	49%	N=125	25%	N=65	13%	N=33	0%	N=1	100%	N=255
Health and wellness opportunities in Gaithersburg	21%	N=53	49%	N=125	13%	N=33	5%	N=13	12%	N=31	100%	N=255
Overall opportunities for education and enrichment	23%	N=60	47%	N=120	18%	N=45	6%	N=15	6%	N=16	100%	N=256
Overall economic health of Gaithersburg	21%	N=52	46%	N=117	19%	N=48	6%	N=15	8%	N=21	100%	N=253
Sense of community	15%	N=39	44%	N=113	27%	N=69	13%	N=32	1%	N=2	100%	N=255
Overall image or reputation of Gaithersburg	18%	N=46	40%	N=103	30%	N=76	10%	N=26	2%	N=4	100%	N=255

Table 37: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Gaithersburg to someone who asks	43%	N=107	32%	N=80	14%	N=36	10%	N=26	1%	N=2	100%	N=251
Remain in Gaithersburg for the next five years	52%	N=129	23%	N=56	13%	N=31	10%	N=24	3%	N=8	100%	N=248

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Table 38: 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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	61%	N=154	27%	N=67	6%	N=14	6%	N=15	0%	N=1	0%	N=1	100%	N=252
In Gaithersburg's downtown/commercial area during the day	31%	N=77	36%	N=88	11%	N=28	12%	N=30	6%	N=15	3%	N=8	100%	N=246

Table 39: 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	2%	N=5	41%	N=98	38%	N=91	18%	N=44	0%	N=0	100%	N=238
Ease of public parking	12%	N=28	49%	N=116	30%	N=70	7%	N=17	2%	N=5	100%	N=236
Ease of travel by car in Gaithersburg	8%	N=18	50%	N=119	31%	N=73	12%	N=28	0%	N=0	100%	N=238
Ease of travel by public transportation in Gaithersburg	6%	N=14	28%	N=67	26%	N=61	11%	N=27	29%	N=70	100%	N=239
Ease of travel by bicycle in Gaithersburg	2%	N=5	10%	N=24	22%	N=52	23%	N=56	43%	N=102	100%	N=239
Ease of walking in Gaithersburg	11%	N=26	40%	N=95	26%	N=62	17%	N=41	5%	N=13	100%	N=237
Availability of paths and walking trails	10%	N=23	34%	N=82	26%	N=62	16%	N=39	14%	N=33	100%	N=239
Air quality	21%	N=49	60%	N=144	14%	N=34	1%	N=3	4%	N=9	100%	N=239
Cleanliness of Gaithersburg	21%	N=50	53%	N=125	24%	N=56	3%	N=6	0%	N=0	100%	N=237
Overall appearance of Gaithersburg	18%	N=42	53%	N=127	20%	N=47	10%	N=23	0%	N=0	100%	N=239
Public places where people want to spend time	17%	N=41	51%	N=120	22%	N=51	8%	N=19	2%	N=5	100%	N=236
Variety of housing options	13%	N=31	49%	N=116	20%	N=48	9%	N=22	8%	N=20	100%	N=237
Availability of affordable quality housing	5%	N=13	28%	N=66	30%	N=72	16%	N=38	20%	N=48	100%	N=237
Fitness opportunities (including exercise classes and paths or trails, etc.)	24%	N=57	44%	N=106	13%	N=32	9%	N=22	9%	N=22	100%	N=239
Recreational opportunities	29%	N=67	50%	N=116	16%	N=36	3%	N=8	2%	N=5	100%	N=232
Availability of affordable quality food	25%	N=59	49%	N=117	19%	N=44	7%	N=16	0%	N=1	100%	N=237
Availability of affordable quality health care	20%	N=48	45%	N=108	16%	N=39	5%	N=13	13%	N=30	100%	N=238
Availability of preventive health services	19%	N=45	42%	N=99	16%	N=37	3%	N=8	21%	N=49	100%	N=238
Availability of affordable quality mental health care	8%	N=19	22%	N=53	12%	N=28	7%	N=17	51%	N=121	100%	N=238

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Table 40: 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	7%	N=15	15%	N=33	11%	N=25	8%	N=19	59%	N=135	100%	N=227
K-12 education	16%	N=37	27%	N=61	16%	N=37	8%	N=18	32%	N=72	100%	N=225
Adult educational opportunities	18%	N=40	35%	N=80	19%	N=42	6%	N=13	23%	N=52	100%	N=227
Opportunities to attend cultural/arts/music activities	23%	N=52	43%	N=97	24%	N=53	7%	N=15	4%	N=8	100%	N=225
Opportunities to participate in religious or spiritual events and activities	23%	N=52	42%	N=95	8%	N=19	3%	N=6	25%	N=56	100%	N=228
Employment opportunities	8%	N=19	24%	N=55	24%	N=54	15%	N=33	29%	N=66	100%	N=227
Shopping opportunities	19%	N=42	48%	N=109	19%	N=44	14%	N=31	0%	N=1	100%	N=227
Cost of living in Gaithersburg	3%	N=7	33%	N=76	42%	N=96	20%	N=46	1%	N=2	100%	N=227
Overall quality of business and service establishments in Gaithersburg	10%	N=22	55%	N=124	24%	N=53	10%	N=23	1%	N=2	100%	N=224
Vibrant downtown/commercial area	7%	N=15	21%	N=48	36%	N=81	31%	N=70	4%	N=10	100%	N=224
Overall quality of new development in Gaithersburg	15%	N=35	40%	N=90	23%	N=51	14%	N=32	8%	N=18	100%	N=226
Opportunities to participate in social events and activities	18%	N=40	43%	N=97	23%	N=52	8%	N=17	9%	N=20	100%	N=226
Opportunities to volunteer	24%	N=54	40%	N=90	15%	N=34	4%	N=10	16%	N=36	100%	N=224
Opportunities to participate in community matters	23%	N=51	40%	N=90	19%	N=42	7%	N=16	12%	N=26	100%	N=225
Openness and acceptance of the community toward people of diverse backgrounds	24%	N=53	45%	N=101	16%	N=36	8%	N=17	8%	N=18	100%	N=225
Neighborliness of residents in Gaithersburg	13%	N=30	45%	N=100	29%	N=66	11%	N=24	2%	N=4	100%	N=224

Table 41: 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	26%	N=58	74%	N=166	100%	N=224
Made efforts to make your home more energy efficient	18%	N=41	82%	N=183	100%	N=224
Observed a code violation or other hazard in Gaithersburg	55%	N=124	45%	N=101	100%	N=225
Household member was a victim of a crime in Gaithersburg	87%	N=196	13%	N=29	100%	N=225
Reported a crime to the police in Gaithersburg	76%	N=170	24%	N=55	100%	N=225
Stocked supplies in preparation for an emergency	60%	N=135	40%	N=90	100%	N=225
Campaigned or advocated for an issue, cause or candidate	60%	N=134	40%	N=91	100%	N=225
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	43%	N=97	57%	N=128	100%	N=225
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	63%	N=142	37%	N=83	100%	N=225

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Table 42: 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	11%	N=23	18%	N=39	38%	N=83	33%	N=71	100%	N=216
Visited a neighborhood park or City park	14%	N=31	29%	N=61	36%	N=78	21%	N=44	100%	N=214
Used Gaithersburg public libraries or their services	4%	N=8	22%	N=48	35%	N=74	39%	N=84	100%	N=214
Participated in religious or spiritual activities in Gaithersburg	7%	N=16	17%	N=36	13%	N=28	63%	N=134	100%	N=214
Attended a City-sponsored event	2%	N=5	14%	N=30	51%	N=110	33%	N=70	100%	N=215
Used bus, rail, subway or other public transportation instead of driving	14%	N=30	11%	N=24	31%	N=68	44%	N=95	100%	N=217
Carpooled with other adults or children instead of driving alone	6%	N=14	13%	N=29	15%	N=33	65%	N=140	100%	N=216
Walked or biked instead of driving	16%	N=35	21%	N=46	23%	N=49	40%	N=85	100%	N=215
Volunteered your time to some group/activity in Gaithersburg	12%	N=26	13%	N=28	29%	N=63	46%	N=100	100%	N=217
Participated in a club	7%	N=16	12%	N=26	10%	N=22	71%	N=153	100%	N=217
Talked to or visited with your immediate neighbors	48%	N=105	32%	N=70	14%	N=30	6%	N=13	100%	N=218
Done a favor for a neighbor	20%	N=43	28%	N=62	42%	N=91	10%	N=22	100%	N=218

Table 43: 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	3%	N=6	5%	N=10	37%	N=78	55%	N=115	100%	N=209
Watched (online or on television) a local public meeting	2%	N=5	16%	N=34	30%	N=63	52%	N=110	100%	N=212

Table 44: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	26%	N=53	40%	N=81	12%	N=25	1%	N=3	21%	N=42	100%	N=204
Crime prevention	14%	N=28	42%	N=83	19%	N=38	6%	N=11	20%	N=39	100%	N=199
Traffic enforcement	11%	N=22	44%	N=89	21%	N=42	9%	N=18	16%	N=32	100%	N=203
Street repair	15%	N=30	43%	N=87	25%	N=51	15%	N=31	2%	N=5	100%	N=204
Street cleaning	24%	N=48	52%	N=106	16%	N=33	3%	N=6	5%	N=11	100%	N=204
Street lighting	20%	N=40	50%	N=102	21%	N=42	8%	N=16	2%	N=4	100%	N=204
Snow removal	41%	N=83	40%	N=82	13%	N=27	2%	N=5	3%	N=7	100%	N=204
Sidewalk maintenance	18%	N=37	50%	N=101	21%	N=42	5%	N=10	7%	N=14	100%	N=204
Recycling	51%	N=103	35%	N=72	7%	N=15	2%	N=4	4%	N=9	100%	N=203
Yard waste pick-up	44%	N=89	34%	N=70	9%	N=18	1%	N=3	12%	N=24	100%	N=204
Storm drainage	23%	N=47	40%	N=82	12%	N=24	5%	N=11	19%	N=39	100%	N=203
City parks	36%	N=73	35%	N=71	11%	N=22	2%	N=5	15%	N=30	100%	N=201
Recreation programs or classes	31%	N=64	30%	N=62	13%	N=26	3%	N=6	23%	N=46	100%	N=204

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Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
	Recreation centers or facilities	34%	N=68	36%	N=72	12%	N=24	1%	N=3	17%	N=35	100%
Land use, planning and zoning	9%	N=19	33%	N=67	21%	N=42	14%	N=28	23%	N=47	100%	N=203
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=17	31%	N=62	26%	N=52	6%	N=13	28%	N=57	100%	N=201
Animal control	16%	N=32	32%	N=64	12%	N=24	3%	N=7	37%	N=74	100%	N=201
Economic development	10%	N=20	30%	N=61	23%	N=47	13%	N=26	23%	N=47	100%	N=201
Public information services	16%	N=31	33%	N=66	22%	N=43	7%	N=14	23%	N=46	100%	N=200
Cable television	12%	N=23	29%	N=58	16%	N=32	16%	N=32	28%	N=55	100%	N=200
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=14	28%	N=56	10%	N=21	5%	N=11	50%	N=101	100%	N=203
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=22	38%	N=77	22%	N=44	16%	N=32	13%	N=26	100%	N=201
Gaithersburg open space	14%	N=28	36%	N=73	25%	N=51	15%	N=31	9%	N=19	100%	N=202
City-sponsored special events	24%	N=48	43%	N=85	17%	N=33	3%	N=6	14%	N=28	100%	N=200
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	29%	N=59	37%	N=76	10%	N=21	5%	N=10	18%	N=37	100%	N=203

Table 45: 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	30%	N=62	46%	N=95	17%	N=34	3%	N=7	3%	N=7	100%
The Federal Government	6%	N=12	38%	N=78	36%	N=73	12%	N=25	7%	N=15	100%	N=203

Table 46: 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	22%	N=43	37%	N=74	19%	N=38	14%	N=29	8%	N=16	100%
The overall direction that Gaithersburg is taking	14%	N=29	42%	N=84	19%	N=39	19%	N=38	5%	N=11	100%	N=201
The job Gaithersburg government does at welcoming citizen involvement	16%	N=33	33%	N=66	19%	N=39	13%	N=26	18%	N=37	100%	N=201
Overall confidence in Gaithersburg government	19%	N=37	41%	N=81	19%	N=38	16%	N=32	6%	N=12	100%	N=200
Generally acting in the best interest of the community	17%	N=34	40%	N=81	18%	N=36	18%	N=37	6%	N=13	100%	N=201
Being honest	18%	N=36	41%	N=83	18%	N=36	9%	N=18	14%	N=28	100%	N=201
Treating all residents fairly	16%	N=31	38%	N=75	20%	N=39	11%	N=21	17%	N=34	100%	N=200

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Table 47: Question 13

Please rate how important, if at all, you think it is for the Gaithersburg community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Gaithersburg	68%	N=133	27%	N=53	5%	N=9	0%	N=0	100%	N=195
Overall ease of getting to the places you usually have to visit	36%	N=71	50%	N=98	12%	N=24	1%	N=2	100%	N=195
Quality of overall natural environment in Gaithersburg	37%	N=73	49%	N=97	13%	N=26	0%	N=0	100%	N=196
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	39%	N=76	46%	N=91	14%	N=28	1%	N=2	100%	N=197
Health and wellness opportunities in Gaithersburg	26%	N=50	41%	N=80	25%	N=49	8%	N=16	100%	N=195
Overall opportunities for education and enrichment	32%	N=62	43%	N=85	20%	N=39	5%	N=10	100%	N=196
Overall economic health of Gaithersburg	54%	N=105	36%	N=70	10%	N=19	1%	N=1	100%	N=195
Sense of community	31%	N=61	46%	N=89	22%	N=42	2%	N=3	100%	N=195

Table 48: Question 14

Taxes paid by City residents help fund a variety of recreation and cultural programs. Non-City residents pay additional fees to participate in many of these programs. Those additional fees often do not fully cover the expense of providing the service. What	Percent	Number
Nonresidents should be charged the actual cost of providing the service	33%	N=64
Between 1% to 25% above the resident rate	20%	N=39
Between 26% to 50% above the resident rate	15%	N=30
Whatever the market will bear	24%	N=48
Zero – all participants should pay the same amount	8%	N=15
Total	100%	N=196

Table 49: Question 15

The City would benefit from more resident involvement, such as voting in municipal elections, attending public meetings and volunteering to serve on advisory committees. To what extent do you agree or disagree that each of the following reasons may be why people choose not to engage in any of these activities?	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
Too busy, do not have extra time	39%	N=77	46%	N=90	12%	N=23	4%	N=7	100%	N=197
Do not understand the process	34%	N=67	51%	N=99	10%	N=19	5%	N=10	100%	N=195
Do not feel that their opinion will make a difference	40%	N=79	42%	N=82	12%	N=24	6%	N=11	100%	N=196
Timing of meetings/elections is inconvenient	10%	N=19	38%	N=74	41%	N=80	10%	N=20	100%	N=193
Do not feel that City issues affect them	16%	N=31	41%	N=80	30%	N=59	13%	N=25	100%	N=195
Do not feel qualified to participate	12%	N=24	48%	N=94	29%	N=56	11%	N=22	100%	N=196
Local government topics don't interest them	18%	N=35	53%	N=104	20%	N=40	9%	N=17	100%	N=196

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Table 50: Question 16

How many minutes, on average, is the one-way commute time of the primary wage earner in your household?	Percent	Number
Work from home	20%	N=37
Less than 5 minutes	3%	N=6
5 – 20 minutes	26%	N=49
21 – 40 minutes	21%	N=40
41 – 60 minutes	14%	N=27
More than 60 minutes	15%	N=28
Total	100%	N=187

Table 51: Question 17

What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household?	Percent	Number
None (work from home)	19%	N=35
Walk	0%	N=0
Bicycle	2%	N=4
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	59%	N=111
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others	5%	N=10
Bus	1%	N=2
Subway	6%	N=12
Train	3%	N=5
Combination of public transportation modes	5%	N=10
Total	100%	N=189

Table 52: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	3%	N=5	1%	N=1	5%	N=9	11%	N=22	81%	N=161	100%	N=198
Purchase goods or services from a business located in Gaithersburg	2%	N=3	7%	N=13	32%	N=64	46%	N=91	14%	N=27	100%	N=198
Eat at least 5 portions of fruits and vegetables a day	3%	N=5	11%	N=22	39%	N=77	31%	N=62	16%	N=31	100%	N=197
Participate in moderate or vigorous physical activity	1%	N=2	15%	N=30	28%	N=55	35%	N=68	21%	N=42	100%	N=197
Read or watch local news (via television, paper, computer, etc.)	1%	N=2	6%	N=12	13%	N=25	28%	N=55	52%	N=103	100%	N=197
Vote in local elections	4%	N=8	4%	N=8	8%	N=15	19%	N=37	66%	N=130	100%	N=198

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Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=54
Very good	43%	N=85
Good	22%	N=44
Fair	7%	N=14
Poor	1%	N=1
Total	100%	N=198

Table 54: 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=8
Somewhat positive	23%	N=45
Neutral	53%	N=106
Somewhat negative	17%	N=33
Very negative	4%	N=7
Total	100%	N=199

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=115
Working part time for pay	10%	N=19
Unemployed, looking for paid work	4%	N=7
Unemployed, not looking for paid work	3%	N=6
Fully retired	25%	N=50
Total	100%	N=197

Table 56: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	27%	N=51
Yes, from home	13%	N=24
No	60%	N=113
Total	100%	N=188

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Table 57: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	6%	N=11
2 to 5 years	14%	N=27
6 to 10 years	11%	N=21
11 to 20 years	17%	N=33
More than 20 years	53%	N=104
Total	100%	N=196

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	52%	N=104
Building with two or more homes (duplex, townhome, apartment or condominium)	47%	N=94
Mobile home	0%	N=0
Other	1%	N=1
Total	100%	N=199

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	13%	N=26
Owned	87%	N=171
Total	100%	N=197

Table 60: 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	4%	N=8
\$300 to \$599 per month	6%	N=11
\$600 to \$999 per month	8%	N=16
\$1,000 to \$1,499 per month	15%	N=30
\$1,500 to \$2,499 per month	48%	N=94
\$2,500 or more per month	18%	N=35
Total	100%	N=194

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=148
Yes	25%	N=50
Total	100%	N=198

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Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=131
Yes	34%	N=67
Total	100%	N=198

Table 63: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	4%	N=8
\$25,000 to \$49,999	10%	N=19
\$50,000 to \$99,999	30%	N=57
\$100,000 to \$149,999	26%	N=49
\$150,000 or more	31%	N=59
Total	100%	N=192

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=187
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=9
Total	100%	N=196

Table 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=3
Asian, Asian Indian or Pacific Islander	5%	N=9
Black or African American	6%	N=11
White	85%	N=167
Other	8%	N=16

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

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Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=1
25 to 34 years	8%	N=15
35 to 44 years	16%	N=31
45 to 54 years	21%	N=41
55 to 64 years	27%	N=54
65 to 74 years	21%	N=41
75 years or older	8%	N=15
Total	100%	N=198

Table 67: Question D16

What is your sex?	Percent	Number
Female	61%	N=118
Male	39%	N=74
Total	100%	N=192

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	45%	N=89
Land line	25%	N=50
Both	29%	N=58
Total	100%	N=197

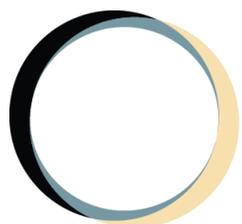


THE NCSTM
The National Citizen SurveyTM

Gaithersburg, MD

Technical Appendices

2015



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

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

Figure 1: Question 1

Please rate each of the following aspects of quality of life in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Gaithersburg as a place to live	37%	N=161	49%	N=211	13%	N=55	1%	N=6	100%	N=433
Your neighborhood as a place to live	39%	N=168	41%	N=177	18%	N=76	3%	N=11	100%	N=431
Gaithersburg as a place to raise children	33%	N=124	47%	N=175	15%	N=54	4%	N=16	100%	N=369
Gaithersburg as a place to work	27%	N=88	44%	N=147	22%	N=72	7%	N=23	100%	N=331
Gaithersburg as a place to visit	19%	N=77	32%	N=132	33%	N=136	16%	N=64	100%	N=410
Gaithersburg as a place to retire	19%	N=63	28%	N=96	24%	N=80	30%	N=100	100%	N=339
The overall quality of life in Gaithersburg	25%	N=107	50%	N=215	22%	N=96	2%	N=11	100%	N=428

Figure 2: Question 2

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Gaithersburg	20%	N=86	54%	N=234	21%	N=93	5%	N=20	100%	N=432
Overall ease of getting to the places you usually have to visit	28%	N=119	53%	N=225	16%	N=69	3%	N=14	100%	N=427
Quality of overall natural environment in Gaithersburg	28%	N=119	52%	N=221	18%	N=78	2%	N=8	100%	N=426
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	23%	N=98	45%	N=189	27%	N=116	5%	N=20	100%	N=424
Health and wellness opportunities in Gaithersburg	26%	N=98	50%	N=189	21%	N=80	2%	N=8	100%	N=375
Overall opportunities for education and enrichment	27%	N=98	46%	N=166	25%	N=90	2%	N=8	100%	N=363
Overall economic health of Gaithersburg	21%	N=79	43%	N=161	30%	N=111	5%	N=20	100%	N=371
Sense of community	15%	N=60	41%	N=165	31%	N=127	13%	N=54	100%	N=406
Overall image or reputation of Gaithersburg	16%	N=65	51%	N=209	27%	N=110	7%	N=31	100%	N=414

Figure 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	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Gaithersburg to someone who asks	47%	N=198	41%	N=171	9%	N=40	3%	N=14	100%	N=423
Remain in Gaithersburg for the next five years	50%	N=204	28%	N=113	13%	N=55	9%	N=36	100%	N=408

Figure 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	64%	N=275	27%	N=115	8%	N=33	1%	N=3	1%	N=5	100%	N=430
In Gaithersburg's downtown/commercial area during the day	39%	N=152	43%	N=167	10%	N=37	6%	N=24	2%	N=6	100%	N=387

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Figure 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	7%	N=29	40%	N=170	38%	N=159	16%	N=66	100%	N=424
Ease of public parking	21%	N=85	45%	N=179	26%	N=105	8%	N=32	100%	N=402
Ease of travel by car in Gaithersburg	24%	N=102	43%	N=184	28%	N=118	5%	N=19	100%	N=423
Ease of travel by public transportation in Gaithersburg	18%	N=52	41%	N=116	29%	N=84	12%	N=33	100%	N=286
Ease of travel by bicycle in Gaithersburg	14%	N=36	39%	N=102	32%	N=82	16%	N=41	100%	N=261
Ease of walking in Gaithersburg	20%	N=79	39%	N=152	35%	N=133	6%	N=22	100%	N=386
Availability of paths and walking trails	23%	N=86	38%	N=142	31%	N=114	7%	N=27	100%	N=369
Air quality	20%	N=81	52%	N=209	24%	N=98	3%	N=13	100%	N=402
Cleanliness of Gaithersburg	22%	N=92	52%	N=218	23%	N=98	3%	N=13	100%	N=421
Overall appearance of Gaithersburg	21%	N=87	51%	N=215	25%	N=108	3%	N=14	100%	N=425
Public places where people want to spend time	21%	N=83	46%	N=182	25%	N=99	8%	N=30	100%	N=395
Variety of housing options	17%	N=65	43%	N=168	30%	N=119	10%	N=40	100%	N=392
Availability of affordable quality housing	12%	N=44	26%	N=94	40%	N=147	23%	N=83	100%	N=369
Fitness opportunities (including exercise classes and paths or trails, etc.)	25%	N=97	45%	N=172	26%	N=101	4%	N=15	100%	N=385
Recreational opportunities	23%	N=89	49%	N=192	25%	N=97	4%	N=14	100%	N=392
Availability of affordable quality food	23%	N=96	47%	N=197	25%	N=106	5%	N=20	100%	N=419
Availability of affordable quality health care	22%	N=80	46%	N=168	25%	N=92	7%	N=25	100%	N=365
Availability of preventive health services	25%	N=86	45%	N=155	26%	N=89	5%	N=16	100%	N=345
Availability of affordable quality mental health care	24%	N=49	38%	N=79	31%	N=64	8%	N=17	100%	N=208

Figure 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	26%	N=52	39%	N=79	18%	N=37	17%	N=34	100%	N=201
K-12 education	33%	N=89	44%	N=118	19%	N=52	4%	N=12	100%	N=271
Adult educational opportunities	20%	N=56	55%	N=153	20%	N=55	6%	N=17	100%	N=280
Opportunities to attend cultural/arts/music activities	18%	N=64	45%	N=162	29%	N=104	8%	N=27	100%	N=357
Opportunities to participate in religious or spiritual events and activities	27%	N=76	46%	N=131	23%	N=66	4%	N=11	100%	N=284
Employment opportunities	16%	N=47	31%	N=92	36%	N=106	17%	N=50	100%	N=295
Shopping opportunities	25%	N=103	43%	N=179	24%	N=101	7%	N=31	100%	N=415
Cost of living in Gaithersburg	7%	N=28	28%	N=114	48%	N=194	17%	N=69	100%	N=405
Overall quality of business and service establishments in Gaithersburg	14%	N=54	48%	N=189	35%	N=137	4%	N=16	100%	N=396
Vibrant downtown/commercial area	13%	N=52	35%	N=135	34%	N=132	18%	N=69	100%	N=388
Overall quality of new development in Gaithersburg	23%	N=86	43%	N=163	25%	N=96	8%	N=31	100%	N=376
Opportunities to participate in social events and activities	18%	N=64	43%	N=151	32%	N=115	7%	N=24	100%	N=355
Opportunities to volunteer	22%	N=58	47%	N=125	27%	N=72	5%	N=14	100%	N=269
Opportunities to participate in community matters	19%	N=53	44%	N=121	28%	N=78	9%	N=25	100%	N=277
Openness and acceptance of the community toward people of diverse backgrounds	24%	N=85	50%	N=178	18%	N=66	8%	N=27	100%	N=356
Neighborliness of residents in Gaithersburg	15%	N=58	40%	N=154	31%	N=121	14%	N=54	100%	N=386

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Figure 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	22%	N=94	78%	N=330	100%	N=424
Made efforts to make your home more energy efficient	20%	N=84	80%	N=332	100%	N=416
Observed a code violation or other hazard in Gaithersburg	63%	N=253	37%	N=151	100%	N=405
Household member was a victim of a crime in Gaithersburg	86%	N=359	14%	N=57	100%	N=416
Reported a crime to the police in Gaithersburg	80%	N=333	20%	N=86	100%	N=419
Stocked supplies in preparation for an emergency	60%	N=250	40%	N=167	100%	N=417
Campaigned or advocated for an issue, cause or candidate	82%	N=342	18%	N=75	100%	N=417
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	62%	N=258	38%	N=161	100%	N=419
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	84%	N=351	16%	N=67	100%	N=418

Figure 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	
Used Gaithersburg recreation centers or their services	6%	N=27	16%	N=67	24%	N=101	53%	N=223	100%	N=418
Visited a neighborhood park or City park	13%	N=53	27%	N=114	36%	N=149	24%	N=101	100%	N=417
Used Gaithersburg public libraries or their services	10%	N=44	22%	N=91	31%	N=128	37%	N=156	100%	N=418
Participated in religious or spiritual activities in Gaithersburg	12%	N=50	13%	N=55	12%	N=51	62%	N=258	100%	N=415
Attended a City-sponsored event	1%	N=2	4%	N=16	36%	N=152	59%	N=247	100%	N=416
Used bus, rail, subway or other public transportation instead of driving	18%	N=75	9%	N=39	25%	N=107	47%	N=197	100%	N=418
Carpooled with other adults or children instead of driving alone	12%	N=48	10%	N=41	16%	N=66	63%	N=263	100%	N=419
Walked or biked instead of driving	17%	N=72	13%	N=53	22%	N=90	49%	N=203	100%	N=418
Volunteered your time to some group/activity in Gaithersburg	5%	N=20	6%	N=27	16%	N=67	73%	N=303	100%	N=417
Participated in a club	4%	N=16	6%	N=26	14%	N=56	77%	N=318	100%	N=416
Talked to or visited with your immediate neighbors	29%	N=120	30%	N=126	23%	N=98	18%	N=77	100%	N=421
Done a favor for a neighbor	18%	N=77	21%	N=87	36%	N=149	25%	N=104	100%	N=417

Figure 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	
Attended a local public meeting	0%	N=1	2%	N=8	14%	N=59	84%	N=349	100%	N=417
Watched (online or on television) a local public meeting	3%	N=13	3%	N=13	18%	N=76	76%	N=317	100%	N=419

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Figure 10: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	31%	N=103	50%	N=165	13%	N=42	6%	N=18	100%	N=328
Crime prevention	26%	N=80	49%	N=152	17%	N=54	8%	N=25	100%	N=311
Traffic enforcement	21%	N=75	47%	N=170	23%	N=84	9%	N=33	100%	N=362
Street repair	15%	N=61	43%	N=174	29%	N=118	13%	N=51	100%	N=405
Street cleaning	25%	N=99	46%	N=183	23%	N=91	5%	N=21	100%	N=394
Street lighting	24%	N=96	48%	N=195	21%	N=85	8%	N=31	100%	N=408
Snow removal	24%	N=92	47%	N=179	22%	N=84	8%	N=30	100%	N=385
Sidewalk maintenance	19%	N=74	49%	N=189	27%	N=105	5%	N=21	100%	N=389
Recycling	39%	N=154	46%	N=180	13%	N=51	2%	N=7	100%	N=393
Yard waste pick-up	39%	N=129	40%	N=132	18%	N=59	3%	N=10	100%	N=330
Storm drainage	26%	N=87	50%	N=169	22%	N=75	3%	N=9	100%	N=340
City parks	30%	N=107	51%	N=181	19%	N=67	1%	N=2	100%	N=357
Recreation programs or classes	28%	N=79	46%	N=128	24%	N=66	1%	N=4	100%	N=277
Recreation centers or facilities	27%	N=77	44%	N=126	27%	N=75	2%	N=5	100%	N=283
Land use, planning and zoning	16%	N=47	39%	N=112	36%	N=103	9%	N=26	100%	N=288
Code enforcement (weeds, abandoned buildings, etc.)	16%	N=43	42%	N=112	36%	N=94	6%	N=17	100%	N=266
Animal control	24%	N=66	49%	N=131	21%	N=56	6%	N=15	100%	N=268
Economic development	16%	N=48	45%	N=136	32%	N=98	7%	N=21	100%	N=303
Public information services	18%	N=54	49%	N=144	27%	N=81	6%	N=16	100%	N=295
Cable television	14%	N=44	38%	N=118	34%	N=104	14%	N=44	100%	N=310
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	N=56	43%	N=103	24%	N=59	9%	N=23	100%	N=241
Preservation of natural areas such as open space, farmlands and greenbelts	17%	N=56	39%	N=128	27%	N=89	16%	N=52	100%	N=326
Gaithersburg open space	17%	N=55	44%	N=144	30%	N=100	9%	N=29	100%	N=329
City-sponsored special events	21%	N=57	49%	N=136	27%	N=75	3%	N=10	100%	N=278
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	22%	N=71	51%	N=169	23%	N=75	4%	N=14	100%	N=328

Figure 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Gaithersburg	22%	N=85	54%	N=213	22%	N=87	2%	N=9	100%	N=395
The Federal Government	10%	N=36	45%	N=166	36%	N=132	10%	N=36	100%	N=369

Figure 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=49	44%	N=155	29%	N=101	13%	N=47	100%	N=353
The overall direction that Gaithersburg is taking	14%	N=47	46%	N=160	30%	N=106	10%	N=35	100%	N=348
The job Gaithersburg government does at welcoming citizen involvement	17%	N=46	38%	N=101	28%	N=75	16%	N=42	100%	N=264
Overall confidence in Gaithersburg government	15%	N=49	43%	N=140	30%	N=99	11%	N=37	100%	N=325
Generally acting in the best interest of the community	18%	N=56	45%	N=143	27%	N=88	10%	N=33	100%	N=319
Being honest	19%	N=51	46%	N=124	28%	N=76	7%	N=18	100%	N=268
Treating all residents fairly	18%	N=53	47%	N=135	25%	N=73	10%	N=29	100%	N=290

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Figure 13: Question 13

Please rate how important, if at all, you think it is for the Gaithersburg community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Gaithersburg	64%	N=272	32%	N=135	3%	N=14	1%	N=4	100%	N=425
Overall ease of getting to the places you usually have to visit	43%	N=180	43%	N=181	12%	N=50	2%	N=9	100%	N=421
Quality of overall natural environment in Gaithersburg	38%	N=158	47%	N=197	14%	N=57	2%	N=8	100%	N=419
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	33%	N=138	48%	N=204	16%	N=67	3%	N=11	100%	N=420
Health and wellness opportunities in Gaithersburg	36%	N=150	40%	N=167	22%	N=92	3%	N=13	100%	N=421
Overall opportunities for education and enrichment	43%	N=180	33%	N=141	21%	N=86	3%	N=14	100%	N=421
Overall economic health of Gaithersburg	46%	N=195	43%	N=181	7%	N=30	4%	N=15	100%	N=421
Sense of community	31%	N=132	45%	N=191	19%	N=79	5%	N=20	100%	N=422

Figure 14: Question 14

Taxes paid by City residents help fund a variety of recreation and cultural programs. Non-City residents pay additional fees to participate in many of these programs. Those additional fees often do not fully cover the expense of providing the service. What do you think is an appropriate amount to charge nonresidents to participate in city-run programs?	Percent	Number
Nonresidents should be charged the actual cost of providing the service	25%	N=100
Between 1% to 25% above the resident rate	28%	N=110
Between 26% to 50% above the resident rate	11%	N=44
Whatever the market will bear	19%	N=77
Zero – all participants should pay the same amount	17%	N=67
Total	100%	N=398

Figure 15: Question 15

The City would benefit from more resident involvement, such as voting in municipal elections, attending public meetings and volunteering to serve on advisory committees. To what extent do you agree or disagree that each of the following reasons may be why people choose not to engage in any of these activities?	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
Too busy, do not have extra time	50%	N=204	37%	N=152	8%	N=34	5%	N=18	100%	N=408
Do not understand the process	36%	N=147	46%	N=188	11%	N=46	7%	N=29	100%	N=410
Do not feel that their opinion will make a difference	32%	N=134	42%	N=175	21%	N=86	4%	N=18	100%	N=412
Timing of meetings/elections is inconvenient	24%	N=97	40%	N=162	30%	N=123	6%	N=25	100%	N=407
Do not feel that City issues affect them	14%	N=59	38%	N=158	37%	N=151	10%	N=43	100%	N=411
Do not feel qualified to participate	18%	N=72	36%	N=150	30%	N=125	15%	N=64	100%	N=410
Local government topics don't interest them	19%	N=78	49%	N=202	24%	N=97	8%	N=35	100%	N=411

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Figure 16: Question 16

How many minutes, on average, is the one-way commute time of the primary wage earner in your household?	Percent	Number
Work from home	7%	N=28
Less than 5 minutes	3%	N=13
5 – 20 minutes	30%	N=117
21 – 40 minutes	26%	N=104
41 – 60 minutes	19%	N=77
More than 60 minutes	14%	N=56
Total	100%	N=394

Figure 17: Question 17

What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household?	Percent	Number
None (work from home)	6%	N=23
Walk	2%	N=8
Bicycle	1%	N=3
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	71%	N=287
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others	5%	N=21
Bus	5%	N=22
Subway	3%	N=13
Train	4%	N=16
Combination of public transportation modes	3%	N=12
Total	100%	N=404

Figure 18: 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	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Recycle at home	5%	N=19	5%	N=22	4%	N=19	12%	N=53	74%	N=315	100%	N=428
Purchase goods or services from a business located in Gaithersburg	2%	N=9	3%	N=13	17%	N=72	48%	N=205	30%	N=129	100%	N=428
Eat at least 5 portions of fruits and vegetables a day	4%	N=19	14%	N=59	31%	N=134	29%	N=122	22%	N=92	100%	N=426
Participate in moderate or vigorous physical activity	4%	N=16	14%	N=59	31%	N=133	32%	N=135	19%	N=81	100%	N=426
Read or watch local news (via television, paper, computer, etc.)	5%	N=19	12%	N=51	23%	N=97	23%	N=97	37%	N=157	100%	N=422
Vote in local elections	23%	N=100	13%	N=57	12%	N=53	22%	N=94	29%	N=123	100%	N=426

Figure 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	25%	N=105
Very good	40%	N=172
Good	26%	N=111
Fair	7%	N=31
Poor	2%	N=6
Total	100%	N=426

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Figure 20: 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	9%	N=37
Somewhat positive	27%	N=114
Neutral	44%	N=186
Somewhat negative	17%	N=71
Very negative	3%	N=11
Total	100%	N=419

Figure 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=312
Working part time for pay	9%	N=40
Unemployed, looking for paid work	4%	N=18
Unemployed, not looking for paid work	1%	N=5
Fully retired	12%	N=53
Total	100%	N=428

Figure 22: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	32%	N=130
Yes, from home	5%	N=21
No	63%	N=261
Total	100%	N=413

Figure 23: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	16%	N=70
2 to 5 years	20%	N=87
6 to 10 years	19%	N=82
11 to 20 years	24%	N=102
More than 20 years	20%	N=86
Total	100%	N=427

Figure 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	21%	N=90
Building with two or more homes (duplex, townhome, apartment or condominium)	77%	N=330
Mobile home	0%	N=0
Other	2%	N=8
Total	100%	N=428

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Figure 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=189
Owned	55%	N=233
Total	100%	N=422

Figure 26: 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=11
\$300 to \$599 per month	6%	N=24
\$600 to \$999 per month	8%	N=34
\$1,000 to \$1,499 per month	23%	N=96
\$1,500 to \$2,499 per month	42%	N=177
\$2,500 or more per month	18%	N=76
Total	100%	N=418

Figure 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=257
Yes	39%	N=165
Total	100%	N=422

Figure 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=339
Yes	21%	N=88
Total	100%	N=427

Figure 29: 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	13%	N=53
\$25,000 to \$49,999	21%	N=86
\$50,000 to \$99,999	26%	N=108
\$100,000 to \$149,999	18%	N=77
\$150,000 or more	22%	N=90
Total	100%	N=415

Figure 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	78%	N=327
Yes, I consider myself to be Spanish, Hispanic or Latino	22%	N=93
Total	100%	N=420

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Figure 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=6
Asian, Asian Indian or Pacific Islander	19%	N=80
Black or African American	15%	N=63
White	56%	N=235
Other	12%	N=50

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

Figure 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=14
25 to 34 years	29%	N=123
35 to 44 years	14%	N=61
45 to 54 years	27%	N=114
55 to 64 years	12%	N=52
65 to 74 years	8%	N=33
75 years or older	7%	N=28
Total	100%	N=426

Figure 33: Question D16

What is your sex?	Percent	Number
Female	52%	N=221
Male	48%	N=203
Total	100%	N=424

Figure 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	65%	N=278
Land line	16%	N=70
Both	19%	N=79
Total	100%	N=427

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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=”).

Figure 35: 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	37%	N=161	49%	N=211	13%	N=55	1%	N=6	1%	N=2	100%	N=435
Your neighborhood as a place to live	39%	N=168	41%	N=177	18%	N=76	3%	N=11	0%	N=0	100%	N=431
Gaithersburg as a place to raise children	29%	N=124	41%	N=175	13%	N=54	4%	N=16	14%	N=61	100%	N=430
Gaithersburg as a place to work	21%	N=88	34%	N=147	17%	N=72	5%	N=23	22%	N=96	100%	N=427
Gaithersburg as a place to visit	18%	N=77	31%	N=132	32%	N=136	15%	N=64	5%	N=21	100%	N=431
Gaithersburg as a place to retire	15%	N=63	23%	N=96	19%	N=80	24%	N=100	20%	N=84	100%	N=423
The overall quality of life in Gaithersburg	25%	N=107	50%	N=215	22%	N=96	2%	N=11	0%	N=1	100%	N=429

Figure 36: 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	20%	N=86	54%	N=234	21%	N=93	5%	N=20	0%	N=1	100%	N=434
Overall ease of getting to the places you usually have to visit	28%	N=119	52%	N=225	16%	N=69	3%	N=14	1%	N=2	100%	N=430
Quality of overall natural environment in Gaithersburg	28%	N=119	52%	N=221	18%	N=78	2%	N=8	1%	N=3	100%	N=429
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	23%	N=98	44%	N=189	27%	N=116	5%	N=20	2%	N=7	100%	N=431
Health and wellness opportunities in Gaithersburg	23%	N=98	44%	N=189	19%	N=80	2%	N=8	13%	N=54	100%	N=429
Overall opportunities for education and enrichment	23%	N=98	39%	N=166	21%	N=90	2%	N=8	16%	N=68	100%	N=431
Overall economic health of Gaithersburg	18%	N=79	38%	N=161	26%	N=111	5%	N=20	14%	N=59	100%	N=430
Sense of community	14%	N=60	39%	N=165	30%	N=127	13%	N=54	4%	N=17	100%	N=423
Overall image or reputation of Gaithersburg	15%	N=65	49%	N=209	26%	N=110	7%	N=31	3%	N=13	100%	N=428

Figure 37: 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	46%	N=198	40%	N=171	9%	N=40	3%	N=14	2%	N=7	100%	N=430
Remain in Gaithersburg for the next five years	48%	N=204	26%	N=113	13%	N=55	8%	N=36	4%	N=19	100%	N=427

Figure 38: 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	64%	N=275	27%	N=115	8%	N=33	1%	N=3	1%	N=5	0%	N=1	100%	N=431
In Gaithersburg's downtown/commercial area during the day	36%	N=152	39%	N=167	9%	N=37	6%	N=24	1%	N=6	9%	N=39	100%	N=426

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Figure 39: 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	7%	N=29	40%	N=170	37%	N=159	16%	N=66	1%	N=5	100%	N=429
Ease of public parking	20%	N=85	42%	N=179	24%	N=105	8%	N=32	6%	N=26	100%	N=428
Ease of travel by car in Gaithersburg	24%	N=102	43%	N=184	28%	N=118	5%	N=19	1%	N=3	100%	N=426
Ease of travel by public transportation in Gaithersburg	12%	N=52	27%	N=116	20%	N=84	8%	N=33	33%	N=141	100%	N=427
Ease of travel by bicycle in Gaithersburg	8%	N=36	24%	N=102	19%	N=82	10%	N=41	39%	N=167	100%	N=428
Ease of walking in Gaithersburg	18%	N=79	36%	N=152	31%	N=133	5%	N=22	9%	N=40	100%	N=426
Availability of paths and walking trails	20%	N=86	33%	N=142	27%	N=114	6%	N=27	14%	N=58	100%	N=426
Air quality	19%	N=81	49%	N=209	23%	N=98	3%	N=13	6%	N=24	100%	N=426
Cleanliness of Gaithersburg	22%	N=92	51%	N=218	23%	N=98	3%	N=13	1%	N=4	100%	N=425
Overall appearance of Gaithersburg	20%	N=87	50%	N=215	25%	N=108	3%	N=14	1%	N=2	100%	N=427
Public places where people want to spend time	20%	N=83	43%	N=182	23%	N=99	7%	N=30	7%	N=31	100%	N=426
Variety of housing options	15%	N=65	39%	N=168	28%	N=119	9%	N=40	9%	N=37	100%	N=429
Availability of affordable quality housing	10%	N=44	22%	N=94	35%	N=147	20%	N=83	13%	N=56	100%	N=425
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	N=97	40%	N=172	24%	N=101	3%	N=15	10%	N=42	100%	N=427
Recreational opportunities	21%	N=89	45%	N=192	23%	N=97	3%	N=14	9%	N=37	100%	N=429
Availability of affordable quality food	22%	N=96	46%	N=197	25%	N=106	5%	N=20	2%	N=10	100%	N=429
Availability of affordable quality health care	19%	N=80	39%	N=168	22%	N=92	6%	N=25	14%	N=62	100%	N=427
Availability of preventive health services	20%	N=86	36%	N=155	21%	N=89	4%	N=16	19%	N=83	100%	N=428
Availability of affordable quality mental health care	11%	N=49	18%	N=79	15%	N=64	4%	N=17	51%	N=221	100%	N=429

Figure 40: 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	12%	N=52	18%	N=79	9%	N=37	8%	N=34	53%	N=224	100%	N=426
K-12 education	21%	N=89	28%	N=118	12%	N=52	3%	N=12	35%	N=149	100%	N=421
Adult educational opportunities	13%	N=56	36%	N=153	13%	N=55	4%	N=17	34%	N=144	100%	N=425
Opportunities to attend cultural/arts/music activities	15%	N=64	39%	N=162	25%	N=104	6%	N=27	15%	N=64	100%	N=421
Opportunities to participate in religious or spiritual events and activities	18%	N=76	31%	N=131	16%	N=66	3%	N=11	32%	N=134	100%	N=419
Employment opportunities	11%	N=47	22%	N=92	25%	N=106	12%	N=50	30%	N=124	100%	N=419
Shopping opportunities	24%	N=103	42%	N=179	24%	N=101	7%	N=31	2%	N=8	100%	N=423
Cost of living in Gaithersburg	7%	N=28	27%	N=114	46%	N=194	16%	N=69	4%	N=16	100%	N=420
Overall quality of business and service establishments in Gaithersburg	13%	N=54	45%	N=189	33%	N=137	4%	N=16	5%	N=22	100%	N=418
Vibrant downtown/commercial area	12%	N=52	32%	N=135	32%	N=132	17%	N=69	7%	N=31	100%	N=419
Overall quality of new development in Gaithersburg	20%	N=86	39%	N=163	23%	N=96	7%	N=31	11%	N=45	100%	N=421
Opportunities to participate in social events and activities	15%	N=64	36%	N=151	27%	N=115	6%	N=24	16%	N=69	100%	N=424
Opportunities to volunteer	14%	N=58	30%	N=125	17%	N=72	3%	N=14	36%	N=154	100%	N=423
Opportunities to participate in community matters	13%	N=53	29%	N=121	19%	N=78	6%	N=25	34%	N=143	100%	N=419
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=85	42%	N=178	16%	N=66	7%	N=27	15%	N=63	100%	N=418
Neighborliness of residents in Gaithersburg	14%	N=58	37%	N=154	29%	N=121	13%	N=54	7%	N=31	100%	N=417

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Figure 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	22%	N=94	78%	N=330	100%	N=424
Made efforts to make your home more energy efficient	20%	N=84	80%	N=332	100%	N=416
Observed a code violation or other hazard in Gaithersburg	63%	N=253	37%	N=151	100%	N=405
Household member was a victim of a crime in Gaithersburg	86%	N=359	14%	N=57	100%	N=416
Reported a crime to the police in Gaithersburg	80%	N=333	20%	N=86	100%	N=419
Stocked supplies in preparation for an emergency	60%	N=250	40%	N=167	100%	N=417
Campaigned or advocated for an issue, cause or candidate	82%	N=342	18%	N=75	100%	N=417
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	62%	N=258	38%	N=161	100%	N=419
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	84%	N=351	16%	N=67	100%	N=418

Figure 42: 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	
Used Gaithersburg recreation centers or their services	6%	N=27	16%	N=67	24%	N=101	53%	N=223	100%	N=418
Visited a neighborhood park or City park	13%	N=53	27%	N=114	36%	N=149	24%	N=101	100%	N=417
Used Gaithersburg public libraries or their services	10%	N=44	22%	N=91	31%	N=128	37%	N=156	100%	N=418
Participated in religious or spiritual activities in Gaithersburg	12%	N=50	13%	N=55	12%	N=51	62%	N=258	100%	N=415
Attended a City-sponsored event	1%	N=2	4%	N=16	36%	N=152	59%	N=247	100%	N=416
Used bus, rail, subway or other public transportation instead of driving	18%	N=75	9%	N=39	25%	N=107	47%	N=197	100%	N=418
Carpooled with other adults or children instead of driving alone	12%	N=48	10%	N=41	16%	N=66	63%	N=263	100%	N=419
Walked or biked instead of driving	17%	N=72	13%	N=53	22%	N=90	49%	N=203	100%	N=418
Volunteered your time to some group/activity in Gaithersburg	5%	N=20	6%	N=27	16%	N=67	73%	N=303	100%	N=417
Participated in a club	4%	N=16	6%	N=26	14%	N=56	77%	N=318	100%	N=416
Talked to or visited with your immediate neighbors	29%	N=120	30%	N=126	23%	N=98	18%	N=77	100%	N=421
Done a favor for a neighbor	18%	N=77	21%	N=87	36%	N=149	25%	N=104	100%	N=417

Figure 43: 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	
Attended a local public meeting	0%	N=1	2%	N=8	14%	N=59	84%	N=349	100%	N=417
Watched (online or on television) a local public meeting	3%	N=13	3%	N=13	18%	N=76	76%	N=317	100%	N=419

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Figure 44: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	25%	N=103	40%	N=165	10%	N=42	4%	N=18	21%	N=85	100%	N=414
Crime prevention	19%	N=80	37%	N=152	13%	N=54	6%	N=25	25%	N=103	100%	N=415
Traffic enforcement	18%	N=75	41%	N=170	20%	N=84	8%	N=33	12%	N=51	100%	N=413
Street repair	15%	N=61	42%	N=174	28%	N=118	12%	N=51	3%	N=11	100%	N=416
Street cleaning	24%	N=99	44%	N=183	22%	N=91	5%	N=21	5%	N=20	100%	N=414
Street lighting	23%	N=96	47%	N=195	21%	N=85	7%	N=31	2%	N=7	100%	N=415
Snow removal	22%	N=92	43%	N=179	20%	N=84	7%	N=30	8%	N=31	100%	N=416
Sidewalk maintenance	18%	N=74	45%	N=189	25%	N=105	5%	N=21	6%	N=27	100%	N=416
Recycling	37%	N=154	43%	N=180	12%	N=51	2%	N=7	6%	N=23	100%	N=416
Yard waste pick-up	31%	N=129	32%	N=132	14%	N=59	2%	N=10	20%	N=85	100%	N=415
Storm drainage	21%	N=87	41%	N=169	18%	N=75	2%	N=9	18%	N=75	100%	N=415
City parks	26%	N=107	44%	N=181	16%	N=67	1%	N=2	14%	N=59	100%	N=416
Recreation programs or classes	19%	N=79	31%	N=128	16%	N=66	1%	N=4	33%	N=139	100%	N=416
Recreation centers or facilities	19%	N=77	30%	N=126	18%	N=75	1%	N=5	32%	N=131	100%	N=413
Land use, planning and zoning	11%	N=47	27%	N=112	25%	N=103	6%	N=26	30%	N=125	100%	N=413
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=43	27%	N=112	23%	N=94	4%	N=17	35%	N=144	100%	N=410
Animal control	16%	N=66	32%	N=131	13%	N=56	4%	N=15	35%	N=147	100%	N=414
Economic development	11%	N=48	33%	N=136	24%	N=98	5%	N=21	27%	N=111	100%	N=414
Public information services	13%	N=54	35%	N=144	20%	N=81	4%	N=16	28%	N=117	100%	N=411
Cable television	11%	N=44	29%	N=118	25%	N=104	11%	N=44	25%	N=103	100%	N=413
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=56	25%	N=103	14%	N=59	6%	N=23	41%	N=170	100%	N=411
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=56	32%	N=128	22%	N=89	13%	N=52	19%	N=78	100%	N=404
Gaithersburg open space	14%	N=55	36%	N=144	25%	N=100	7%	N=29	18%	N=73	100%	N=403
City-sponsored special events	14%	N=57	34%	N=136	19%	N=75	2%	N=10	31%	N=123	100%	N=400
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	18%	N=71	42%	N=169	19%	N=75	4%	N=14	18%	N=70	100%	N=399

Figure 45: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Gaithersburg	20%	N=85	51%	N=213	21%	N=87	2%	N=9	5%	N=21	100%	N=416
The Federal Government	9%	N=36	40%	N=166	32%	N=132	9%	N=36	11%	N=44	100%	N=413

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Figure 46: 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	12%	N=49	37%	N=155	24%	N=101	11%	N=47	15%	N=63	100%	N=416
The overall direction that Gaithersburg is taking	11%	N=47	39%	N=160	26%	N=106	8%	N=35	16%	N=65	100%	N=414
The job Gaithersburg government does at welcoming citizen involvement	11%	N=46	24%	N=101	18%	N=75	10%	N=42	37%	N=152	100%	N=416
Overall confidence in Gaithersburg government	12%	N=49	34%	N=140	24%	N=99	9%	N=37	22%	N=90	100%	N=415
Generally acting in the best interest of the community	14%	N=56	34%	N=143	21%	N=88	8%	N=33	23%	N=97	100%	N=416
Being honest	12%	N=51	30%	N=124	18%	N=76	4%	N=18	35%	N=147	100%	N=415
Treating all residents fairly	13%	N=53	33%	N=135	18%	N=73	7%	N=29	30%	N=125	100%	N=415

Figure 47: Question 13

Please rate how important, if at all, you think it is for the Gaithersburg community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Gaithersburg	64%	N=272	32%	N=135	3%	N=14	1%	N=4	100%	N=425
Overall ease of getting to the places you usually have to visit	43%	N=180	43%	N=181	12%	N=50	2%	N=9	100%	N=421
Quality of overall natural environment in Gaithersburg	38%	N=158	47%	N=197	14%	N=57	2%	N=8	100%	N=419
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	33%	N=138	48%	N=204	16%	N=67	3%	N=11	100%	N=420
Health and wellness opportunities in Gaithersburg	36%	N=150	40%	N=167	22%	N=92	3%	N=13	100%	N=421
Overall opportunities for education and enrichment	43%	N=180	33%	N=141	21%	N=86	3%	N=14	100%	N=421
Overall economic health of Gaithersburg	46%	N=195	43%	N=181	7%	N=30	4%	N=15	100%	N=421
Sense of community	31%	N=132	45%	N=191	19%	N=79	5%	N=20	100%	N=422

Figure 48: Question 14

Taxes paid by City residents help fund a variety of recreation and cultural programs. Non-City residents pay additional fees to participate in many of these programs. Those additional fees often do not fully cover the expense of providing the service. What do you think is an appropriate amount to charge nonresidents to participate in city-run programs?	Percent	Number
Nonresidents should be charged the actual cost of providing the service	25%	N=100
Between 1% to 25% above the resident rate	28%	N=110
Between 26% to 50% above the resident rate	11%	N=44
Whatever the market will bear	19%	N=77
Zero – all participants should pay the same amount	17%	N=67
Total	100%	N=398

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Figure 49: Question 15

The City would benefit from more resident involvement, such as voting in municipal elections, attending public meetings and volunteering to serve on advisory committees. To what extent do you agree or disagree that each of the following reasons may be why people choose not to engage in any of these activities?	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
Too busy, do not have extra time	50%	N=204	37%	N=152	8%	N=34	5%	N=18	100%	N=408
Do not understand the process	36%	N=147	46%	N=188	11%	N=46	7%	N=29	100%	N=410
Do not feel that their opinion will make a difference	32%	N=134	42%	N=175	21%	N=86	4%	N=18	100%	N=412
Timing of meetings/elections is inconvenient	24%	N=97	40%	N=162	30%	N=123	6%	N=25	100%	N=407
Do not feel that City issues affect them	14%	N=59	38%	N=158	37%	N=151	10%	N=43	100%	N=411
Do not feel qualified to participate	18%	N=72	36%	N=150	30%	N=125	15%	N=64	100%	N=410
Local government topics don't interest them	19%	N=78	49%	N=202	24%	N=97	8%	N=35	100%	N=411

Figure 50: Question 16

How many minutes, on average, is the one-way commute time of the primary wage earner in your household?	Percent	Number
Work from home	7%	N=28
Less than 5 minutes	3%	N=13
5 – 20 minutes	30%	N=117
21 – 40 minutes	26%	N=104
41 – 60 minutes	19%	N=77
More than 60 minutes	14%	N=56
Total	100%	N=394

Figure 51: Question 17

What is the most frequently used mode of transportation for commuting to work for the primary wage earner in your household?	Percent	Number
None (work from home)	6%	N=23
Walk	2%	N=8
Bicycle	1%	N=3
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	71%	N=287
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with others	5%	N=21
Bus	5%	N=22
Subway	3%	N=13
Train	4%	N=16
Combination of public transportation modes	3%	N=12
Total	100%	N=404

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Figure 52: 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	5%	N=19	5%	N=22	4%	N=19	12%	N=53	74%	N=315	100%	N=428
Purchase goods or services from a business located in Gaithersburg	2%	N=9	3%	N=13	17%	N=72	48%	N=205	30%	N=129	100%	N=428
Eat at least 5 portions of fruits and vegetables a day	4%	N=19	14%	N=59	31%	N=134	29%	N=122	22%	N=92	100%	N=426
Participate in moderate or vigorous physical activity	4%	N=16	14%	N=59	31%	N=133	32%	N=135	19%	N=81	100%	N=426
Read or watch local news (via television, paper, computer, etc.)	5%	N=19	12%	N=51	23%	N=97	23%	N=97	37%	N=157	100%	N=422
Vote in local elections	23%	N=100	13%	N=57	12%	N=53	22%	N=94	29%	N=123	100%	N=426

Figure 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	25%	N=105
Very good	40%	N=172
Good	26%	N=111
Fair	7%	N=31
Poor	2%	N=6
Total	100%	N=426

Figure 54: 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	9%	N=37
Somewhat positive	27%	N=114
Neutral	44%	N=186
Somewhat negative	17%	N=71
Very negative	3%	N=11
Total	100%	N=419

Figure 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=312
Working part time for pay	9%	N=40
Unemployed, looking for paid work	4%	N=18
Unemployed, not looking for paid work	1%	N=5
Fully retired	12%	N=53
Total	100%	N=428

Figure 56: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	32%	N=130
Yes, from home	5%	N=21
No	63%	N=261
Total	100%	N=413

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Figure 57: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	16%	N=70
2 to 5 years	20%	N=87
6 to 10 years	19%	N=82
11 to 20 years	24%	N=102
More than 20 years	20%	N=86
Total	100%	N=427

Figure 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	21%	N=90
Building with two or more homes (duplex, townhome, apartment or condominium)	77%	N=330
Mobile home	0%	N=0
Other	2%	N=8
Total	100%	N=428

Figure 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=189
Owned	55%	N=233
Total	100%	N=422

Figure 60: 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=11
\$300 to \$599 per month	6%	N=24
\$600 to \$999 per month	8%	N=34
\$1,000 to \$1,499 per month	23%	N=96
\$1,500 to \$2,499 per month	42%	N=177
\$2,500 or more per month	18%	N=76
Total	100%	N=418

Figure 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=257
Yes	39%	N=165
Total	100%	N=422

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Figure 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=339
Yes	21%	N=88
Total	100%	N=427

Figure 63: 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	13%	N=53
\$25,000 to \$49,999	21%	N=86
\$50,000 to \$99,999	26%	N=108
\$100,000 to \$149,999	18%	N=77
\$150,000 or more	22%	N=90
Total	100%	N=415

Figure 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	78%	N=327
Yes, I consider myself to be Spanish, Hispanic or Latino	22%	N=93
Total	100%	N=420

Figure 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=6
Asian, Asian Indian or Pacific Islander	19%	N=80
Black or African American	15%	N=63
White	56%	N=235
Other	12%	N=50

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

Figure 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=14
25 to 34 years	29%	N=123
35 to 44 years	14%	N=61
45 to 54 years	27%	N=114
55 to 64 years	12%	N=52
65 to 74 years	8%	N=33
75 years or older	7%	N=28
Total	100%	N=426

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Figure 67: Question D16

What is your sex?	Percent	Number
Female	52%	N=221
Male	48%	N=203
Total	100%	N=424

Figure 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	65%	N=278
Land line	16%	N=70
Both	19%	N=79
Total	100%	N=427

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 National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. 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%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Figure 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Gaithersburg	75%	260	396	Similar
Overall image or reputation of Gaithersburg	66%	190	295	Similar
Gaithersburg as a place to live	86%	196	339	Similar
Your neighborhood as a place to live	80%	130	261	Similar
Gaithersburg as a place to raise children	81%	180	330	Similar
Gaithersburg as a place to retire	47%	286	313	Lower
Overall appearance of Gaithersburg	71%	170	308	Similar

Figure 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Gaithersburg	74%	153	222	Similar	
	In your neighborhood during the day	91%	179	301	Similar	
	In Gaithersburg's downtown/commercial area during the day	83%	200	255	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	80%	58	138	Similar	
	Availability of paths and walking trails	62%	124	264	Similar	
	Ease of walking in Gaithersburg	60%	129	245	Similar	
	Ease of travel by bicycle in Gaithersburg	53%	130	249	Similar	
	Ease of travel by public transportation in Gaithersburg	59%	27	122	Higher	
	Ease of travel by car in Gaithersburg	67%	85	252	Similar	
	Ease of public parking	66%	32	112	Similar	
	Traffic flow on major streets	47%	181	297	Similar	
	Natural Environment	Quality of overall natural environment in Gaithersburg	80%	100	233	Similar
Cleanliness of Gaithersburg		74%	127	226	Similar	
Air quality		72%	118	208	Similar	
Built Environment	Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	68%	38	132	Similar	
	Overall quality of new development in Gaithersburg	66%	52	241	Similar	
	Availability of affordable quality housing	37%	160	253	Similar	
	Variety of housing options	59%	109	232	Similar	
	Public places where people want to spend time	67%	57	125	Similar	
	Overall economic health of Gaithersburg	65%	60	137	Similar	
Economy	Vibrant downtown/commercial area	48%	51	122	Similar	
	Overall quality of business and service establishments in Gaithersburg	61%	118	226	Similar	
	Cost of living in Gaithersburg	35%	96	131	Similar	
	Shopping opportunities	68%	84	251	Similar	
	Employment opportunities	47%	47	265	Similar	
	Gaithersburg as a place to visit	51%	101	145	Similar	
	Gaithersburg as a place to work	71%	104	304	Similar	
	Recreation and Wellness	Health and wellness opportunities in Gaithersburg	77%	50	134	Similar
		Availability of affordable quality mental health care	61%	14	114	Higher
		Availability of preventive health services	70%	55	188	Similar
		Availability of affordable quality health care	68%	65	213	Similar
Availability of affordable quality food		70%	65	188	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Recreational opportunities	72%	102	257	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	70%	58	129	Similar
Education and Enrichment	Overall opportunities for education and enrichment	73%	57	132	Similar
	Opportunities to participate in religious or spiritual events and activities	73%	108	169	Similar
	Opportunities to attend cultural/arts/music activities	63%	96	250	Similar
	Adult educational opportunities	75%	31	119	Similar
	K-12 education	76%	87	222	Similar
	Availability of affordable quality child care/preschool	65%	42	211	Similar
Community Engagement	Opportunities to participate in social events and activities	61%	100	213	Similar
	Neighborliness of residents in Gaithersburg	55%	89	127	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	74%	41	242	Similar
	Opportunities to participate in community matters	63%	107	225	Similar
	Opportunities to volunteer	68%	128	220	Similar

Figure 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The City of Gaithersburg	76%	180	384	Similar
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	73%	209	319	Similar
The value of services for the taxes paid to Gaithersburg	58%	152	345	Similar
The overall direction that Gaithersburg is taking	60%	138	276	Similar
The job Gaithersburg government does at welcoming citizen involvement	56%	107	263	Similar
Overall confidence in Gaithersburg government	58%	49	132	Similar
Generally acting in the best interest of the community	62%	43	132	Similar
Being honest	65%	31	128	Similar
Treating all residents fairly	65%	34	131	Similar
The Federal Government	55%	3	204	Higher

Figure 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	82%	190	381	Similar
	Crime prevention	75%	129	305	Similar
	Animal control	73%	49	292	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	66%	87	239	Similar
Mobility	Traffic enforcement	68%	134	325	Similar
	Street repair	58%	123	370	Similar
	Street cleaning	72%	75	274	Similar
	Street lighting	71%	46	269	Similar
	Snow removal	70%	85	257	Similar
	Sidewalk maintenance	68%	45	274	Similar
Natural Environment	Recycling	85%	96	312	Similar
	Yard waste pick-up	79%	59	225	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	57%	135	217	Similar
	Gaithersburg open space	61%	60	125	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Built Environment	Storm drainage	75%	42	313	Similar
	Land use, planning and zoning	55%	62	253	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	58%	90	313	Similar
	Cable television	52%	85	162	Similar
Economy	Economic development	61%	63	241	Similar
Recreation and Wellness	City parks	81%	146	283	Similar
	Recreation programs or classes	75%	111	296	Similar
	Recreation centers or facilities	72%	96	240	Similar
Education and Enrichment	City-sponsored special events	70%	56	141	Similar
Community Engagement	Public information services	67%	124	245	Similar

Figure 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	56%	185	260	Similar
Recommend living in Gaithersburg to someone who asks	87%	136	234	Similar
Remain in Gaithersburg for the next five years	78%	184	229	Similar
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	38%	212	266	Similar

Figure 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	40%	40	118	Similar
	Did NOT report a crime to the police in Gaithersburg	80%	58	128	Similar
	Household member was NOT a victim of a crime in Gaithersburg	86%	161	226	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	53%	15	106	Much higher
	Carpooled with other adults or children instead of driving alone	37%	101	124	Similar
	Walked or biked instead of driving	51%	80	128	Similar
Natural Environment	Made efforts to conserve water	78%	83	119	Similar
	Made efforts to make your home more energy efficient	80%	36	119	Similar
Built Environment	Recycle at home	90%	93	213	Similar
	Observed a code violation or other hazard in Gaithersburg	63%	30	120	Similar
Economy	Housing costs LESS than 30% of income	55%	189	209	Lower
	Purchase goods or services from a business located in Gaithersburg	95%	99	124	Similar
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the imp	36%	31	211	Similar
	Do you work inside the boundaries of Gaithersburg?	37%	67	124	Similar
Recreation and Wellness	Used Gaithersburg recreation centers or their services	47%	176	197	Lower
	Visited a neighborhood park or City park	76%	194	229	Similar
	Eat at least 5 portions of fruits and vegetables a day	82%	75	121	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Participate in moderate or vigorous physical activity	82%	89	122	Similar
	Would you say that in general your health is:	65%	58	123	Similar
	Used Gaithersburg public libraries or their services	63%	123	199	Similar
	Participated in religious or spiritual activities in Gaithersburg	38%	132	166	Lower
	Attended a City-sponsored event	41%	105	125	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	84	116	Similar
	Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	16%	69	123	Similar
	Volunteered your time to some group/activity in Gaithersburg	27%	186	218	Lower
	Participated in a club	23%	130	194	Similar
	Talked to or visited with your immediate neighbors	82%	122	124	Similar
	Done a favor for a neighbor	75%	103	119	Similar
	Attended a local public meeting	16%	163	218	Similar
	Watched (online or on television) a local public meeting	24%	111	183	Similar
	Read or watch local news (via television, paper, computer, etc.)	83%	98	123	Similar
	Vote in local elections	63%	201	211	Lower

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.

Adams County, CO	441,603	Bartonville town, TX	1,469
Airway Heights city, WA	6,114	Battle Creek city, MI	52,347
Albany city, OR	50,158	Bay City city, MI	34,932
Albemarle County, VA	98,970	Baytown city, TX	71,802
Albert Lea city, MN	18,016	Bedford city, TX	46,979
Algonquin village, IL	30,046	Bedford town, MA	13,320
Aliso Viejo city, CA	47,823	Bellevue city, WA	122,363
Altoona city, IA	14,541	Bellingham city, WA	80,885
American Canyon city, CA	19,454	Beltrami County, MN	44,442
Ames city, IA	58,965	Benbrook city, TX	21,234
Andover CDP, MA	8,762	Bend city, OR	76,639
Ankeny city, IA	45,582	Benicia city, CA	26,997
Ann Arbor city, MI	113,934	Bettendorf city, IA	33,217
Annapolis city, MD	38,394	Billings city, MT	104,170
Apache Junction city, AZ	35,840	Blaine city, MN	57,186
Apple Valley town, CA	69,135	Bloomfield Hills city, MI	3,869
Arapahoe County, CO	572,003	Bloomington city, MN	82,893
Arkansas City city, AR	366	Blue Springs city, MO	52,575
Arlington city, TX	365,438	Boise City city, ID	205,671
Arlington County, VA	207,627	Boone County, KY	118,811
Arvada city, CO	106,433	Boulder city, CO	97,385
Asheville city, NC	83,393	Bowling Green city, KY	58,067
Ashland city, OR	20,078	Brentwood city, MO	8,055
Ashland town, VA	7,225	Brentwood city, TN	37,060
Aspen city, CO	6,658	Brighton city, CO	33,352
Auburn city, AL	53,380	Bristol city, TN	26,702
Auburn city, WA	70,180	Broken Arrow city, OK	98,850
Augusta CCD, GA	134,777	Brookfield city, WI	37,920
Aurora city, CO	325,078	Brookline CDP, MA	58,732
Austin city, TX	790,390	Broomfield city, CO	55,889
Bainbridge Island city, WA	23,025	Brownsburg town, IN	21,285
Baltimore city, MD	620,961	Bryan city, TX	76,201

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Burien city, WA.....	33,313	Denver city, CO.....	600,158
Burleson city, TX.....	36,690	Derby city, KS.....	22,158
Cabarrus County, NC.....	178,011	Des Peres city, MO.....	8,373
Cambridge city, MA.....	105,162	Destin city, FL.....	12,305
Canton city, SD.....	3,057	Dorchester County, MD.....	32,618
Cape Coral city, FL.....	154,305	Dothan city, AL.....	65,496
Cape Girardeau city, MO.....	37,941	Douglas County, CO.....	285,465
Carlisle borough, PA.....	18,682	Dover city, NH.....	29,987
Carlsbad city, CA.....	105,328	Dublin city, CA.....	46,036
Carroll city, IA.....	10,103	Duluth city, MN.....	86,265
Cartersville city, GA.....	19,731	Duncanville city, TX.....	38,524
Cary town, NC.....	135,234	Durham city, NC.....	228,330
Casa Grande city, AZ.....	48,571	Eagle town, CO.....	6,508
Casper city, WY.....	55,316	East Baton Rouge Parish, LA.....	440,171
Castine town, ME.....	1,366	East Grand Forks city, MN.....	8,601
Castle Pines North city, CO.....	10,360	East Lansing city, MI.....	48,579
Castle Rock town, CO.....	48,231	Eau Claire city, WI.....	65,883
Centennial city, CO.....	100,377	Eden Prairie city, MN.....	60,797
Centralia city, IL.....	13,032	Edgerton city, KS.....	1,671
Chambersburg borough, PA.....	20,268	Edgewater city, CO.....	5,170
Chandler city, AZ.....	236,123	Edina city, MN.....	47,941
Chanhassen city, MN.....	22,952	Edmond city, OK.....	81,405
Chapel Hill town, NC.....	57,233	Edmonds city, WA.....	39,709
Charlotte city, NC.....	731,424	El Cerrito city, CA.....	23,549
Charlotte County, FL.....	159,978	El Dorado County, CA.....	181,058
Charlottesville city, VA.....	43,475	El Paso city, TX.....	649,121
Chattanooga city, TN.....	167,674	Elk Grove city, CA.....	153,015
Chesterfield County, VA.....	316,236	Elk River city, MN.....	22,974
Chippewa Falls city, WI.....	13,661	Elko New Market city, MN.....	4,110
Citrus Heights city, CA.....	83,301	Elmhurst city, IL.....	44,121
Clackamas County, OR.....	375,992	Encinitas city, CA.....	59,518
Clarendon Hills village, IL.....	8,427	Englewood city, CO.....	30,255
Clayton city, MO.....	15,939	Erie town, CO.....	18,135
Clearwater city, FL.....	107,685	Escambia County, FL.....	297,619
Cleveland Heights city, OH.....	46,121	Estes Park town, CO.....	5,858
Clive city, IA.....	15,447	Fairview town, TX.....	7,248
Clovis city, CA.....	95,631	Farmington Hills city, MI.....	79,740
College Park city, MD.....	30,413	Fayetteville city, NC.....	200,564
College Station city, TX.....	93,857	Fishers town, IN.....	76,794
Colleyville city, TX.....	22,807	Flower Mound town, TX.....	64,669
Collinsville city, IL.....	25,579	Forest Grove city, OR.....	21,083
Columbia city, MO.....	108,500	Fort Collins city, CO.....	143,986
Columbia city, SC.....	129,272	Fort Smith city, AR.....	86,209
Columbia Falls city, MT.....	4,688	Fort Worth city, TX.....	741,206
Columbus city, WI.....	4,991	Fountain Hills town, AZ.....	22,489
Commerce City city, CO.....	45,913	Franklin city, TN.....	62,487
Concord city, CA.....	122,067	Fredericksburg city, VA.....	24,286
Concord town, MA.....	17,668	Fremont city, CA.....	214,089
Cookeville city, TN.....	30,435	Friendswood city, TX.....	35,805
Coon Rapids city, MN.....	61,476	Fruita city, CO.....	12,646
Copperas Cove city, TX.....	32,032	Gahanna city, OH.....	33,248
Coronado city, CA.....	18,912	Gaithersburg city, MD.....	59,933
Corvallis city, OR.....	54,462	Galveston city, TX.....	47,743
Creve Coeur city, MO.....	17,833	Gardner city, KS.....	19,123
Cross Roads town, TX.....	1,563	Geneva city, NY.....	13,261
Crystal Lake city, IL.....	40,743	Georgetown city, TX.....	47,400
Dade City city, FL.....	6,437	Gilbert town, AZ.....	208,453
Dakota County, MN.....	398,552	Gillette city, WY.....	29,087
Dallas city, OR.....	14,583	Glendora city, CA.....	50,073
Dallas city, TX.....	1,197,816	Glenview village, IL.....	44,692
Danville city, KY.....	16,218	Globe city, AZ.....	7,532
Dardenne Prairie city, MO.....	11,494	Golden Valley city, MN.....	20,371
Davenport city, IA.....	99,685	Goodyear city, AZ.....	65,275
Davidson town, NC.....	10,944	Grafton village, WI.....	11,459
Dayton city, OH.....	141,527	Grand Blanc city, MI.....	8,276
Decatur city, GA.....	19,335	Grand Island city, NE.....	48,520
Del Mar city, CA.....	4,161	Grass Valley city, CA.....	12,860
Delray Beach city, FL.....	60,522	Greeley city, CO.....	92,889
Denison city, TX.....	22,682	Green Valley CDP, AZ.....	21,391
Denton city, TX.....	113,383	Greenville city, NC.....	84,554

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Greenwich town, CT	61,171	Lake Oswego city, OR	36,619
Greenwood Village city, CO.....	13,925	Lake Stevens city, WA	28,069
Greer city, SC	25,515	Lake Worth city, FL	34,910
Guilford County, NC	488,406	Lake Zurich village, IL	19,631
Gunnison County, CO	15,324	Lakeville city, MN	55,954
Gurnee village, IL.....	31,295	Lakewood city, CO	142,980
Hailey city, ID	7,960	Lane County, OR.....	351,715
Haines Borough, AK	2,508	Larimer County, CO.....	299,630
Hallandale Beach city, FL.....	37,113	Las Cruces city, NM.....	97,618
Hamilton city, OH.....	62,477	Las Vegas city, NV	583,756
Hanover County, VA.....	99,863	Lawrence city, KS.....	87,643
Harrisonburg city, VA	48,914	League City city, TX	83,560
Harrisonville city, MO	10,019	Lee's Summit city, MO	91,364
Hayward city, CA	144,186	Lehi city, UT	47,407
Henderson city, NV	257,729	Lenexa city, KS	48,190
Herndon town, VA.....	23,292	Lewis County, NY	27,087
High Point city, NC	104,371	Lewisville city, TX.....	95,290
Highland Park city, IL	29,763	Libertyville village, IL.....	20,315
Highlands Ranch CDP, CO	96,713	Lincoln city, NE	258,379
Hillsborough town, NC.....	6,087	Lindsborg city, KS	3,458
Holland city, MI.....	33,051	Littleton city, CO	41,737
Honolulu County, HI.....	953,207	Livermore city, CA.....	80,968
Hooksett town, NH.....	13,451	Lombard village, IL	43,165
Hopkins city, MN	17,591	Lone Tree city, CO	10,218
Hopkinton town, MA.....	14,925	Long Grove village, IL	8,043
Hoquiam city, WA	8,726	Longmont city, CO	86,270
Horry County, SC	269,291	Longview city, TX.....	80,455
Hudson city, OH.....	22,262	Los Alamos County, NM.....	17,950
Hudson town, CO.....	2,356	Louisville city, CO.....	18,376
Hudsonville city, MI.....	7,116	Lynchburg city, VA	75,568
Huntersville town, NC.....	46,773	Lynnwood city, WA	35,836
Hurst city, TX.....	37,337	Macomb County, MI	840,978
Hutchinson city, MN	14,178	Madison city, WI	233,209
Hutto city, TX	14,698	Manhattan Beach city, CA.....	35,135
Hyattsville city, MD	17,557	Mankato city, MN	39,309
Independence city, MO.....	116,830	Maple Grove city, MN	61,567
Indian Trail town, NC	33,518	Maple Valley city, WA	22,684
Indianola city, IA	14,782	Maricopa County, AZ	3,817,117
Iowa City city, IA	67,862	Martinez city, CA	35,824
Issaquah city, WA	30,434	Maryland Heights city, MO.....	27,472
Jackson County, MI.....	160,248	Matthews town, NC.....	27,198
James City County, VA	67,009	McAllen city, TX	129,877
Jefferson City city, MO.....	43,079	McDonough city, GA.....	22,084
Jefferson County, CO	534,543	McKinney city, TX.....	131,117
Jefferson County, NY.....	116,229	McMinnville city, OR	32,187
Jerome city, ID	10,890	Medford city, OR.....	74,907
Johnson City city, TN.....	63,152	Menlo Park city, CA	32,026
Johnston city, IA	17,278	Mercer Island city, WA	22,699
Jupiter town, FL.....	55,156	Meridian charter township, MI	39,688
Kalamazoo city, MI.....	74,262	Meridian city, ID	75,092
Kansas City city, KS.....	145,786	Merriam city, KS.....	11,003
Kansas City city, MO.....	459,787	Mesa County, CO	146,723
Keizer city, OR	36,478	Miami Beach city, FL	87,779
Kenmore city, WA	20,460	Miami city, FL	399,457
Kennedale city, TX	6,763	Middleton city, WI.....	17,442
Kennett Square borough, PA.....	6,072	Midland city, MI	41,863
Kettering city, OH	56,163	Milford city, DE	9,559
Key West city, FL	24,649	Milton city, GA	32,661
King County, WA.....	1,931,249	Minneapolis city, MN	382,578
Kirkland city, WA.....	48,787	Mission Viejo city, CA	93,305
Kirkwood city, MO.....	27,540	Modesto city, CA	201,165
Knoxville city, IA	7,313	Monterey city, CA.....	27,810
La Mesa city, CA	57,065	Montgomery County, VA.....	94,392
La Plata town, MD.....	8,753	Monticello city, UT.....	1,972
La Porte city, TX	33,800	Monument town, CO	5,530
La Vista city, NE.....	15,758	Mooreville town, NC.....	32,711
Lafayette city, CO	24,453	Morristown city, TN	29,137
Laguna Beach city, CA.....	22,723	Morrisville town, NC	18,576
Laguna Hills city, CA.....	30,344	Moscow city, ID	23,800
Laguna Niguel city, CA	62,979	Mountain Village town, CO.....	1,320

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Mountlake Terrace city, WA	19,909	Prior Lake city, MN	22,796
Muscataine city, IA	22,886	Provo city, UT	112,488
Naperville city, IL	141,853	Pueblo city, CO	106,595
Needham CDP, MA	28,886	Purcellville town, VA	7,727
New Braunfels city, TX	57,740	Queen Creek town, AZ	26,361
New Brighton city, MN	21,456	Radnor township, PA	31,531
New Hanover County, NC	202,667	Ramsey city, MN	23,668
New Orleans city, LA	343,829	Rapid City city, SD	67,956
New Smyrna Beach city, FL	22,464	Raymore city, MO	19,206
Newberg city, OR	22,068	Redmond city, WA	54,144
Newport Beach city, CA	85,186	Rehoboth Beach city, DE	1,327
Newport News city, VA	180,719	Reno city, NV	225,221
Newton city, IA	15,254	Reston CDP, VA	58,404
Noblesville city, IN	51,969	Richmond city, CA	103,701
Nogales city, AZ	20,837	Richmond Heights city, MO	8,603
Norfolk city, VA	242,803	Rifle city, CO	9,172
North Richland Hills city, TX	63,343	River Falls city, WI	15,000
Northglenn city, CO	35,789	Riverdale city, UT	8,426
Novato city, CA	51,904	Riverside city, CA	303,871
Novi city, MI	55,224	Riverside city, MO	2,937
O'Fallon city, IL	28,281	Rochester Hills city, MI	70,995
O'Fallon city, MO	79,329	Rock Hill city, SC	66,154
Oak Park village, IL	51,878	Rockford city, IL	152,871
Oakland city, CA	390,724	Rockville city, MD	61,209
Oakland Park city, FL	41,363	Rogers city, MN	8,597
Oakley city, CA	35,432	Rolla city, MO	19,559
Ogdensburg city, NY	11,128	Roselle village, IL	22,763
Oklahoma City city, OK	579,999	Rosemount city, MN	21,874
Olathe city, KS	125,872	Roseville city, MN	33,660
Old Town city, ME	7,840	Roswell city, GA	88,346
Olmsted County, MN	144,248	Round Rock city, TX	99,887
Olympia city, WA	46,478	Royal Oak city, MI	57,236
Orland Park village, IL	56,767	Saco city, ME	18,482
Oshkosh city, WI	66,083	Sahuarita town, AZ	25,259
Oshtemo charter township, MI	21,705	Sammamish city, WA	45,780
Otsego County, MI	24,164	San Anselmo town, CA	12,336
Overland Park city, KS	173,372	San Antonio city, TX	1,327,407
Oviedo city, FL	33,342	San Carlos city, CA	28,406
Paducah city, KY	25,024	San Diego city, CA	1,307,402
Palm Coast city, FL	75,180	San Francisco city, CA	805,235
Palo Alto city, CA	64,403	San Jose city, CA	945,942
Papillion city, NE	18,894	San Juan County, NM	130,044
Park City city, UT	7,558	San Marcos city, CA	83,781
Parker town, CO	45,297	San Marcos city, TX	44,894
Parkland city, FL	23,962	San Rafael city, CA	57,713
Pasadena city, CA	137,122	Sandy Springs city, GA	93,853
Pasco city, WA	59,781	Sanford city, FL	53,570
Pasco County, FL	464,697	Sangamon County, IL	197,465
Pearland city, TX	91,252	Santa Clarita city, CA	176,320
Peoria city, AZ	154,065	Santa Fe County, NM	144,170
Peoria city, IL	115,007	Santa Monica city, CA	89,736
Peoria County, IL	186,494	Sarasota County, FL	379,448
Petoskey city, MI	5,670	Savage city, MN	26,911
Pflugerville city, TX	46,936	Scarborough CDP, ME	4,403
Phoenix city, AZ	1,445,632	Schaumburg village, IL	74,227
Pinal County, AZ	375,770	Scott County, MN	129,928
Pinehurst village, NC	13,124	Scottsdale city, AZ	217,385
Piqua city, OH	20,522	Seaside city, CA	33,025
Pitkin County, CO	17,148	SeaTac city, WA	26,909
Plano city, TX	259,841	Sevierville city, TN	14,807
Platte City city, MO	4,691	Shawnee city, KS	62,209
Plymouth city, MN	70,576	Sheboygan city, WI	49,288
Pocatello city, ID	54,255	Shoreview city, MN	25,043
Polk County, IA	430,640	Shorewood city, MN	7,307
Pompano Beach city, FL	99,845	Shorewood village, IL	15,615
Port Huron city, MI	30,184	Shorewood village, WI	13,162
Port Orange city, FL	56,048	Sioux Center city, IA	7,048
Portland city, OR	583,776	Sioux Falls city, SD	153,888
Post Falls city, ID	27,574	Skokie village, IL	64,784
Prince William County, VA	402,002	Snellville city, GA	18,242

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Snowmass Village town, CO.....	2,826	Upper Arlington city, OH.....	33,771
South Kingstown town, RI.....	30,639	Urbandale city, IA.....	39,463
South Lake Tahoe city, CA.....	21,403	Vail town, CO.....	5,305
South Portland city, ME.....	25,002	Vancouver city, WA.....	161,791
Southborough town, MA.....	9,767	Vestavia Hills city, AL.....	34,033
Southlake city, TX.....	26,575	Victoria city, MN.....	7,345
Sparks city, NV.....	90,264	Virginia Beach city, VA.....	437,994
Spokane Valley city, WA.....	89,755	Wake Forest town, NC.....	30,117
Spring Hill city, KS.....	5,437	Walnut Creek city, CA.....	64,173
Springboro city, OH.....	17,409	Washington County, MN.....	238,136
Springfield city, MO.....	159,498	Washington town, NH.....	1,123
Springfield city, OR.....	59,403	Washoe County, NV.....	421,407
Springville city, UT.....	29,466	Watauga city, TX.....	23,497
St. Charles city, IL.....	32,974	Wauwatosa city, WI.....	46,396
St. Cloud city, FL.....	35,183	Waverly city, IA.....	9,874
St. Cloud city, MN.....	65,842	Weddington town, NC.....	9,459
St. Joseph city, MO.....	76,780	Wentzville city, MO.....	29,070
St. Louis County, MN.....	200,226	West Carrollton city, OH.....	13,143
St. Louis Park city, MN.....	45,250	West Chester borough, PA.....	18,461
Stallings town, NC.....	13,831	West Des Moines city, IA.....	56,609
State College borough, PA.....	42,034	West Richland city, WA.....	11,811
Steamboat Springs city, CO.....	12,088	Western Springs village, IL.....	12,975
Sterling Heights city, MI.....	129,699	Westerville city, OH.....	36,120
Sugar Grove village, IL.....	8,997	Westlake town, TX.....	992
Sugar Land city, TX.....	78,817	Westminster city, CO.....	106,114
Summit city, NJ.....	21,457	Weston town, MA.....	11,261
Summit County, UT.....	36,324	Wheat Ridge city, CO.....	30,166
Sunnyvale city, CA.....	140,081	White House city, TN.....	10,255
Surprise city, AZ.....	117,517	Wichita city, KS.....	382,368
Suwanee city, GA.....	15,355	Williamsburg city, VA.....	14,068
Tacoma city, WA.....	198,397	Wilmington city, NC.....	106,476
Takoma Park city, MD.....	16,715	Wilsonville city, OR.....	19,509
Tamarac city, FL.....	60,427	Winchester city, VA.....	26,203
Temecula city, CA.....	100,097	Windsor town, CO.....	18,644
Tempe city, AZ.....	161,719	Windsor town, CT.....	29,044
Temple city, TX.....	66,102	Winnetka village, IL.....	12,187
The Woodlands CDP, TX.....	93,847	Winston-Salem city, NC.....	229,617
Thornton city, CO.....	118,772	Winter Garden city, FL.....	34,568
Thousand Oaks city, CA.....	126,683	Woodbury city, MN.....	61,961
Tigard city, OR.....	48,035	Woodland city, CA.....	55,468
Tracy city, CA.....	82,922	Woodland city, WA.....	5,509
Tualatin city, OR.....	26,054	Wrentham town, MA.....	10,955
Tulsa city, OK.....	391,906	Yakima city, WA.....	91,067
Twin Falls city, ID.....	44,125	York County, VA.....	65,464
Tyler city, TX.....	96,900	Yorktown town, IN.....	9,405
Umatilla city, OR.....	6,906		

Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Gaithersburg funded this research. Please contact the Gaithersburg office at 301-258-6310 if you have any questions about the survey.

Survey Validity

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

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

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

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

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

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

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

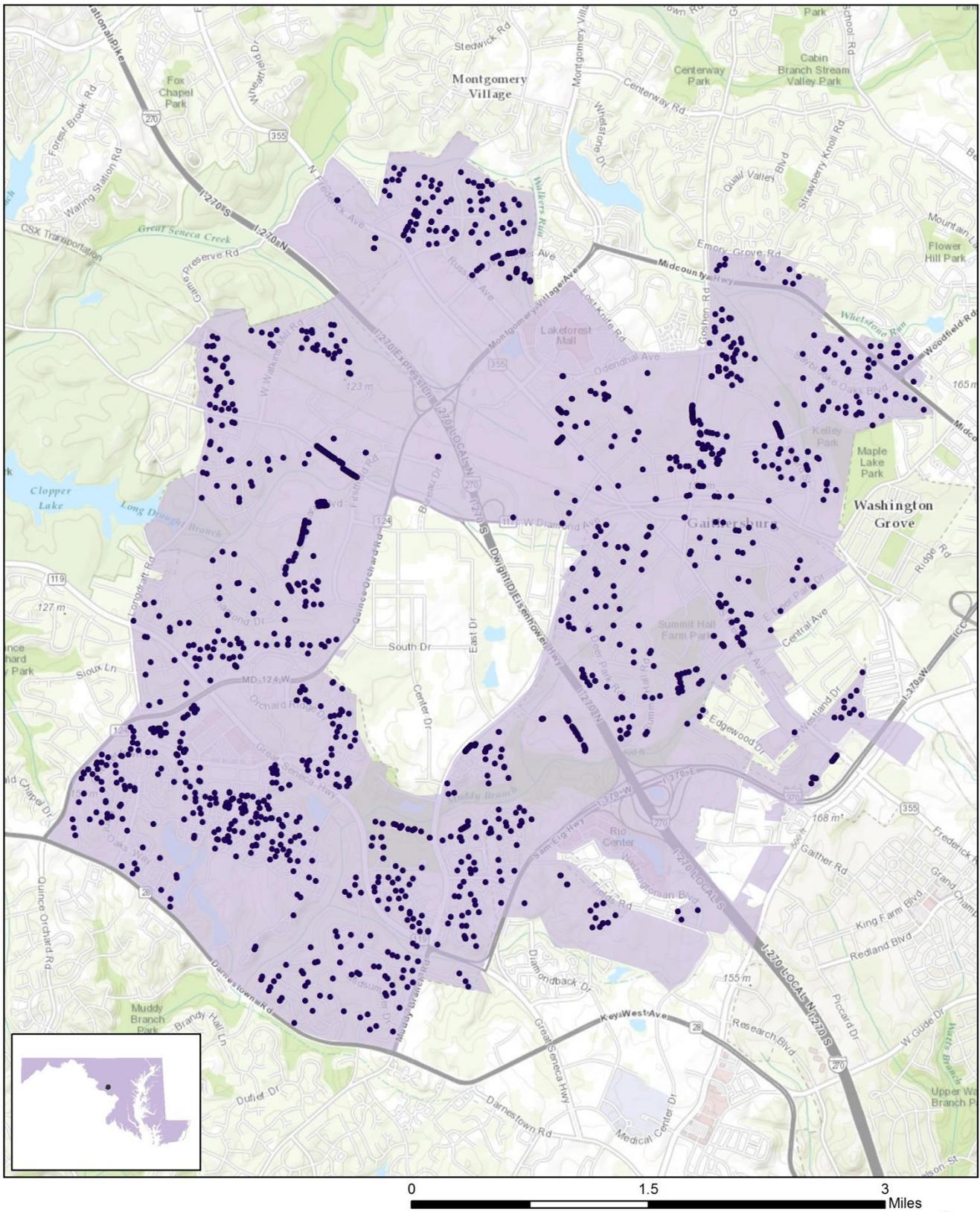
Survey Sampling

"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 within the zip codes serving Gaithersburg was purchased based on updated listings from the United States Postal Service. 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 2,200 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 households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were 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 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 75: Location of Survey Recipients



Survey Recipients in Gaithersburg, MD

- Survey Recipients

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 8, 2015. 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 third 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. Both cover letters contained paragraphs in Spanish instructing participants to contact the City if they needed a questionnaire in Spanish; respondents could opt to take the survey online as well in their language of preference. The fourth and final mailing was a reminder postcard which included the web link for residents to take the survey online. Completed surveys were collected over the following seven weeks.

About 4% of the 2,200 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 2,106 households that received the survey, 438 completed the survey, providing an overall response rate of 21%. Of the 438 completed surveys, two were completed in Spanish and 54 were completed online.

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.¹

The margin of error for the City of Gaithersburg survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (438 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 unit type, housing tenure, race, ethnicity, gender and age. The results of the weighting scheme are presented in the following table.

¹ 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.

The National Citizen Survey™

Table 1: Gaithersburg, MD 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	38%	45%
Own home	56%	62%	55%
Detached unit	21%	25%	21%
Attached unit	79%	75%	79%
Race and Ethnicity			
White	53%	61%	53%
Not white	47%	39%	47%
Not Hispanic	77%	89%	78%
Hispanic	23%	11%	22%
Sex and Age			
Female	52%	60%	52%
Male	48%	40%	48%
18-34 years of age	34%	11%	32%
35-54 years of age	40%	38%	41%
55+ years of age	26%	51%	27%
Females 18-34	17%	6%	16%
Females 35-54	21%	22%	20%
Females 55+	14%	32%	15%
Males 18-34	17%	5%	16%
Males 35-54	20%	16%	21%
Males 55+	11%	19%	12%

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.

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,

Estimado Residente de Gaithersburg,

It won't take much of your time to make a big difference!

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

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

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

Thank you for helping create a better City!

¡Gracias por ayudar a crear una ciudad mejor!

Sincerely,

Atentamente,



Jud Ashman
Mayor/Alcalde
City of Gaithersburg

Dear Gaithersburg Resident,

Estimado Residente de Gaithersburg,

It won't take much of your time to make a big difference!

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

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

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

Thank you for helping create a better City!

¡Gracias por ayudar a crear una ciudad mejor!

Sincerely,

Atentamente,



Jud Ashman
Mayor/Alcalde
City of Gaithersburg

Dear Gaithersburg Resident,

Estimado Residente de Gaithersburg,

It won't take much of your time to make a big difference!

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Gaithersburg
A CHARACTER COUNTS! CITY

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Gaithersburg, MD 20877-2038

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www.n-r-c.com/survey/gaithersburg.htm

Thank you very much!



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City of Gaithersburg

Estimado Residente de Gaithersburg,

Solamente un recordatorio – si usted aún no ha completado la Encuesta Ciudadana del 2015 de la Ciudad de Gaithersburg, por favor hágalo.

Su participación en esta encuesta es muy importante – sus respuestas le ayudarán a sus funcionarios electos toman decisiones que afectan a su comunidad.

También puede completar la encuesta en línea en español en:
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The City of Gaithersburg 2015 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	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 the City of 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 2015 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 rate how important, if at all, you think it is for the Gaithersburg community to focus on each of the following in the coming two years:

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

14. Taxes paid by City residents help fund a variety of recreation and cultural programs. Non-City residents pay additional fees to participate in many of these programs. Those additional fees often do not fully cover the expense of providing the service. What do you think is an appropriate amount to charge nonresidents to participate in City-run programs?

- Nonresidents should be charged the actual cost of providing the service
- Between 1% to 25% above the resident rate
- Between 26% to 50% above the resident rate
- Whatever the market will bear
- Zero – all participants should pay the same amount

15. The City would benefit from more resident involvement, such as voting in municipal elections, attending public meetings and volunteering to serve on advisory committees. To what extent do you agree or disagree that each of the following reasons may be why people choose not to engage in any of these activities?

	<i>Strongly agree</i>	<i>Somewhat agree</i>	<i>Somewhat disagree</i>	<i>Strongly disagree</i>
Too busy, do not have extra time.....	1	2	3	4
Do not understand the process.....	1	2	3	4
Do not feel that their opinion will make a difference	1	2	3	4
Timing of meetings/elections is inconvenient.....	1	2	3	4
Do not feel that City issues affect them.....	1	2	3	4
Do not feel qualified to participate.....	1	2	3	4
Local government topics don’t interest them.....	1	2	3	4

16. 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

17. 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

The City of Gaithersburg 2015 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 land line your primary telephone number?

- Cell Land line Both

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



Gaithersburg
A CHARACTER COUNTS! CITY

Dear City of Gaithersburg Resident:

Please help us shape the future of Gaithersburg! You have been selected at random to participate in the 2015 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 elected officials 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.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/gaithersburg.htm

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

Thank you for your time and participation!

Sincerely,

Jud Ashman
Mayor/Alcalde
City of Gaithersburg

Estimado Residente de la Ciudad 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 2015.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones nos ayudarán funcionarios electos toman decisiones que afectan a nuestra ciudad.

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.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

www.n-r-c.com/survey/gaithersburg.htm

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

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

¡Gracias por su tiempo y participación!

Atentamente,



Gaithersburg
A CHARACTER COUNTS! CITY

Dear City of Gaithersburg Resident:

Here's a second chance if you haven't already responded to the 2015 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 2015 Gaithersburg Citizen Survey.

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City of Gaithersburg

Estimado Residente de la Ciudad de Gaithersburg:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Ciudadanos de Gaithersburg del 2015! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de Gaithersburg! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Gaithersburg del 2015.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones nos ayudarán funcionarios electos toman decisiones que afectan a nuestra ciudad.

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.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

www.n-r-c.com/survey/gaithersburg.htm

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

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

¡Gracias por su tiempo y participación!

Atentamente,