

THE NCSTM
The National Community SurveyTM

Gaithersburg, MD

Community Livability Report

2019



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The National Community 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 Community 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.

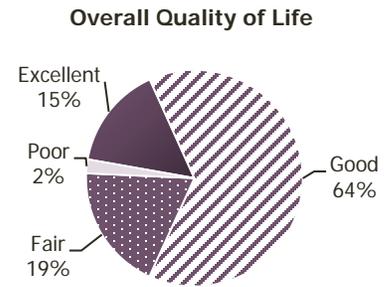
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central 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 350 residents of the City of Gaithersburg. The margin of error around any reported percentage is 5% for all respondents. 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 rated the quality of life in Gaithersburg as excellent or good. This rating was similar to the national benchmark comparison (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.

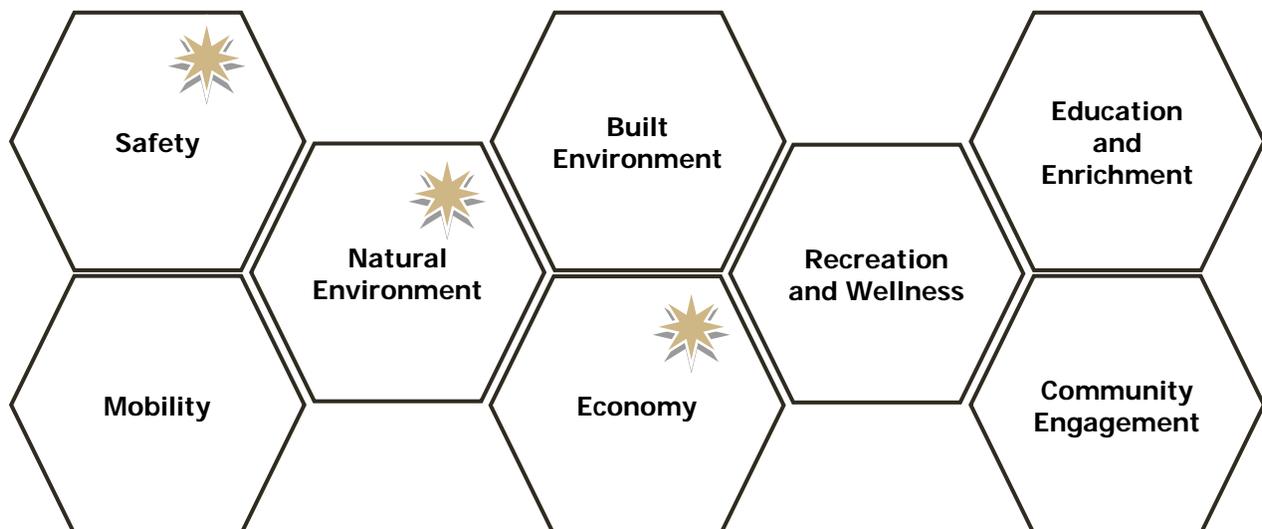
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Natural Environment and Economy as priorities for the Gaithersburg community in the coming two years. Ratings for all facets were positive and similar to other communities. 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. At least 6 in 10 respondents rated each aspect positively and similarly to the national benchmarks with the exception of Gaithersburg as a place to retire, which was positively rated by about half of respondents and was lower than the national benchmark.

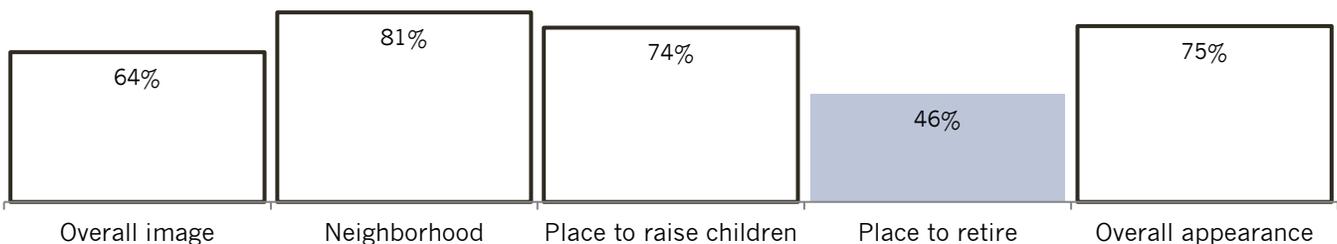
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Almost all aspects were rated similarly to the national comparisons, however, two aspects eclipsed national averages (ease of travel by public transportation and openness and acceptance of the community toward people of diverse backgrounds). Ratings for Gaithersburg as a place to visit decreased from 2017 to 2019 (see the *Trends over Time* report under separate cover) and were lower than the national benchmark. Gaithersburg residents also gave lower marks to variety of housing options, cost of living, Gaithersburg as a place to work, and the availability of affordably quality food, health care and mental health care in 2019 compared to 2017. However, ratings for opportunities to participate in community matters increased during this same time period.



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



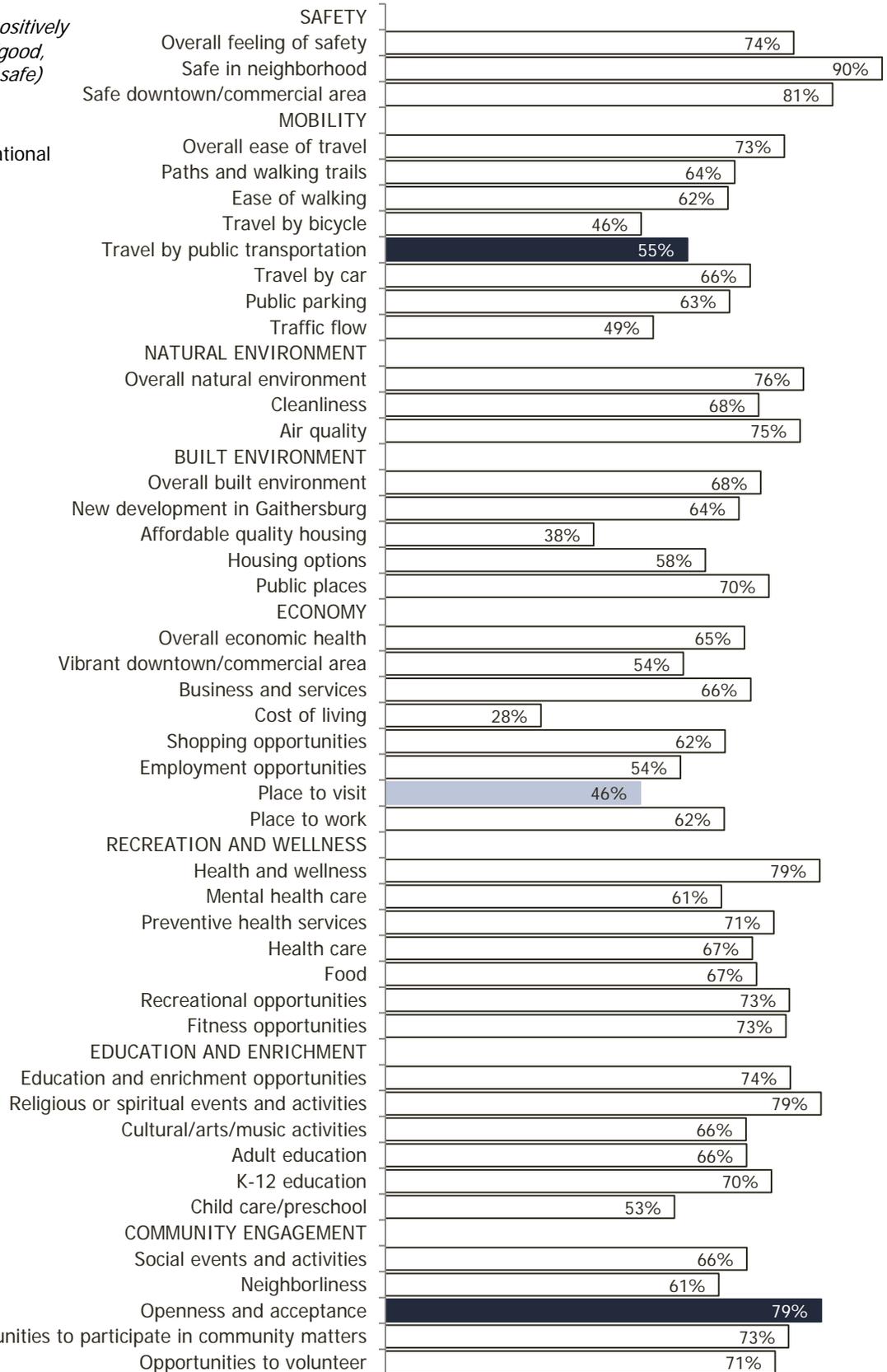
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Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

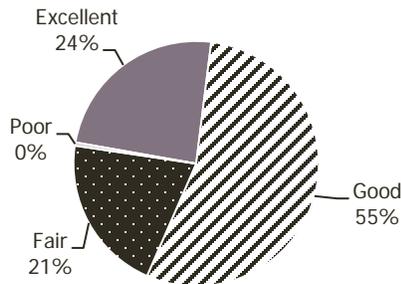
How well does the government of Gaithersburg meet the needs and expectations of its residents?

The overall quality of the services provided by Gaithersburg as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 8 in 10 residents gave excellent or good marks to the overall quality of services provided by the City; while about 5 in 10 gave excellent or good marks to the overall quality of services provided by the Federal Government. Both of these ratings were similar to the national benchmarks.

Survey respondents also rated various aspects of Gaithersburg’s leadership and governance. Each aspect was rated highly by a majority of respondents and all ratings were similar to those observed in comparison communities across the nation. While most ratings remained stable from 2017 to 2019, fewer residents gave high marks to the job Gaithersburg government does at welcoming resident involvement in 2019.

Respondents evaluated over 30 individual services and amenities available in Gaithersburg. Governance ratings tended to be positive and similar to the national benchmarks, however ratings for sidewalk maintenance, bus or transit services, storm drainage, recreation programs and recreation centers were higher than national averages. Survey respondents gave lower marks to traffic enforcement, land use, planning and zoning and economic development in 2019 compared to 2017. However, perceptions improved for snow removal and bus or transit services in 2019.

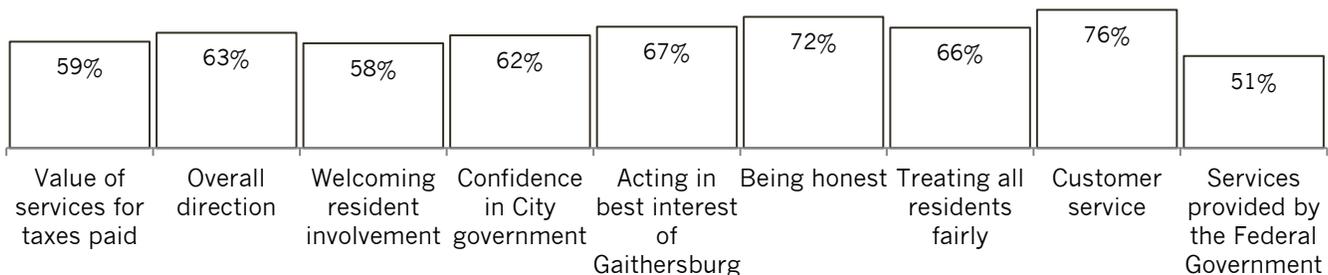
Overall Quality of City Services



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

Comparison to national benchmark

■ Higher □ Similar ■ Lower



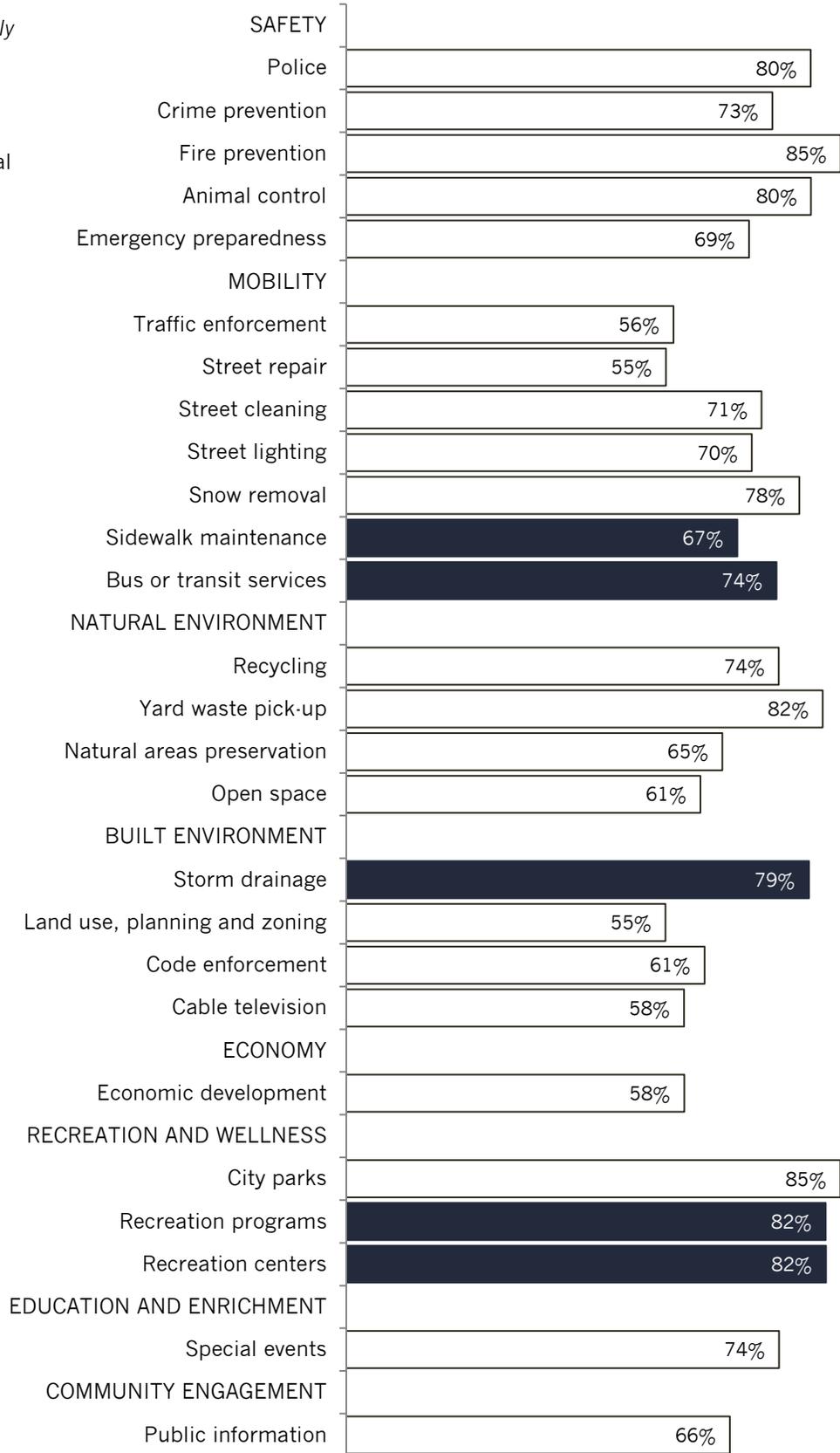
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Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



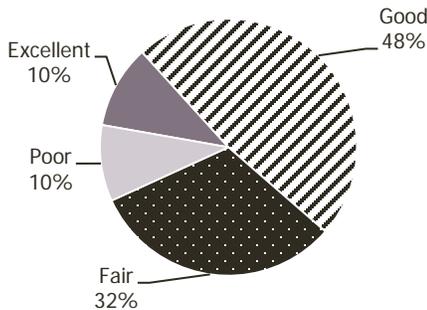
Participation

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. About 6 in 10 gave high marks to the sense of community in Gaithersburg; this rating was similar to the national average and stable over time. At least about three-quarters of respondents planned to remain in Gaithersburg and would recommend living in the city; these rates were on par with national averages.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. While reported rates of Participation varied among facets, Gaithersburg residents tended to report the same levels of Participation as residents in comparison communities for most facets. More Gaithersburg residents reported that they had used public transportation instead of driving, while fewer reported that they had participated in a club or done a favor for a neighbor compared to rates in other communities. More residents had observed a code violation in 2019 compared to 2017. Further, more survey respondents reported that they had walked or biked instead of driving, were not under housing cost stress, were in very good to excellent health, voted in local elections and had contacted Gaithersburg elected officials in 2019.

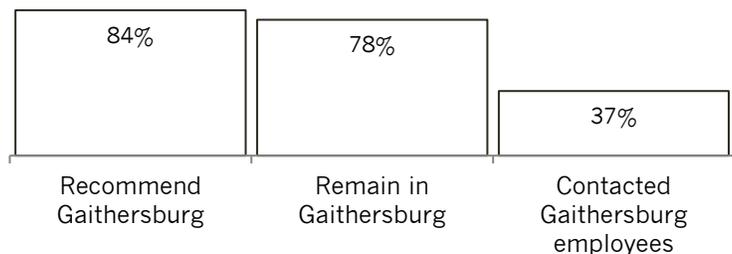
Sense of Community



Percent rating positively
(e.g., very/somewhat likely,
yes)

Comparison to national
benchmark

■ Higher □ Similar ■ Lower



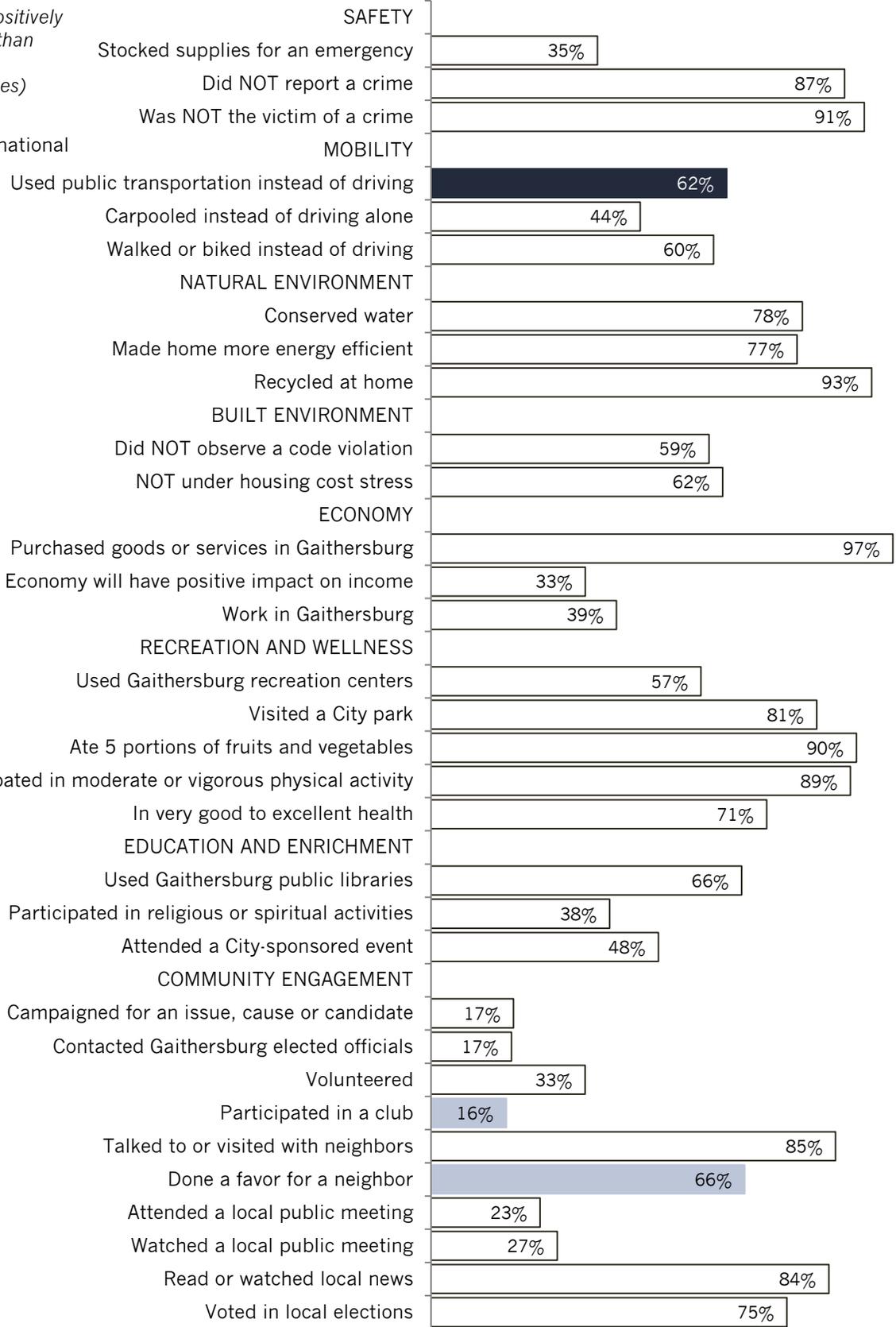
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

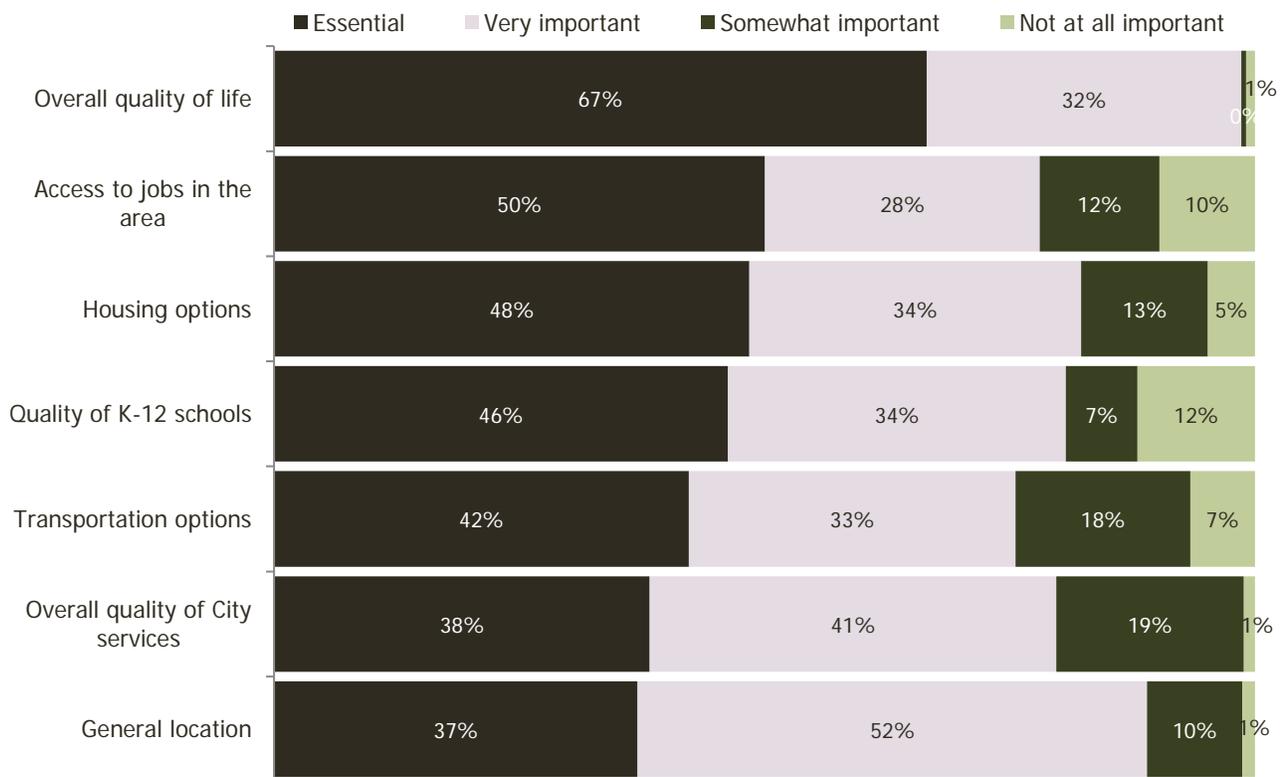


Special Topics

The City of Gaithersburg included three questions of special interest on The NCS. The questions covered a variety of topics; including reasons why residents would choose to remain in Gaithersburg, usage of bicycles and electric vehicles, and encouraging alternative modes of travel in the city. When asked to rate the importance of several factors in residents' decision to remain in Gaithersburg, each aspect was rated as essential or very important by at least three-quarters of respondents. About two-thirds rated the overall quality of life as essential, and about half rated access to jobs in the area, housing options and the quality of K-12 schools as essential.

Figure 4: Reasons to Remain in Gaithersburg

The City of Gaithersburg is engaged in a visioning exercise to explore and help guide what the community will look like over the next 25 years. Please indicate how important, if at all, each of the following factors would be in your decision to remain in Gaithersburg:



Residents were then given the opportunity to indicate their likelihood of using bicycle or electric scooters or mopeds in the city. Close to half of respondents were very or somewhat likely to use a bicycle sharing program; while fewer than one-third were very or somewhat likely to use electric scooters or electric mopeds. When asked to voice their support or opposition for reducing on-street parking for vehicles or reducing travel lanes for vehicles to make room for bicycle lanes, a majority indicated that they would strongly or somewhat support these measures. However, about the same number of respondents strongly opposed each measure as those that indicated strong support.

Figure 5: Bicycle and Electric Vehicle Sharing Programs

Bicycle and electric vehicle sharing programs are becoming an increasingly popular way to get around while reducing carbon emissions. How likely or unlikely would you be to use each of the following in the City of Gaithersburg?

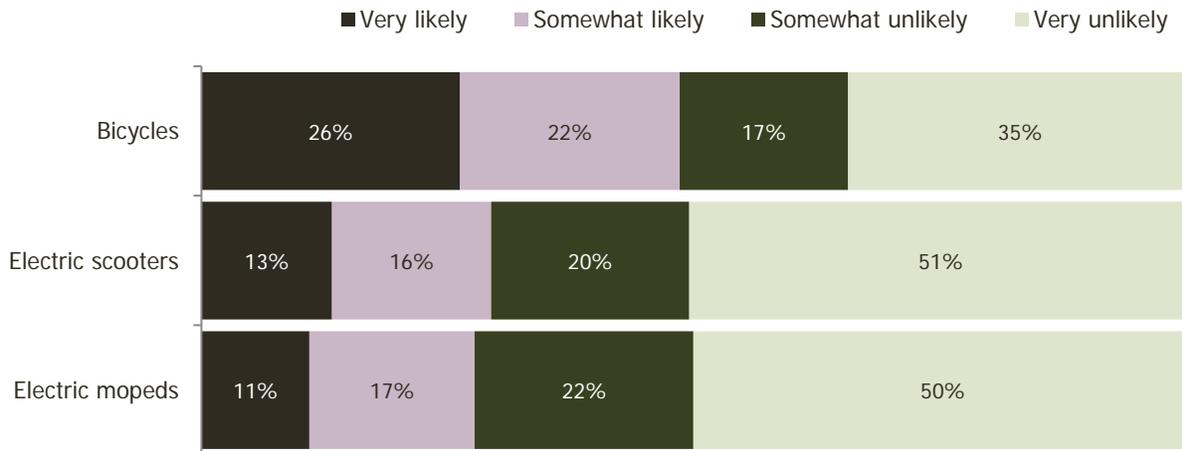
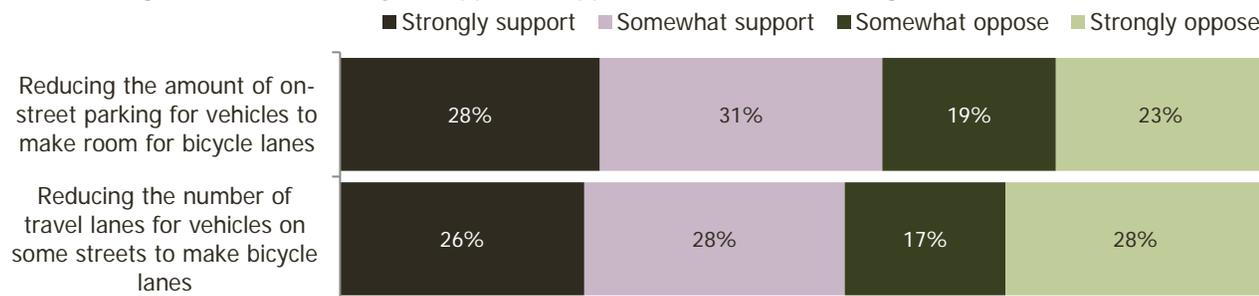


Figure 6: Bicycle Lanes

To encourage use of alternative modes of travel, the City is considering ways to make biking easier and safer in Gaithersburg. How much would you support or oppose each of the following?



Conclusions

The Natural Environment is a key focus area.

For the first time since Gaithersburg's 2013 survey, residents identified Natural Environment as a top community focus area. About 7 in 10 respondents gave positive evaluations to the overall natural environment, cleanliness and air quality; these levels were all similar to those observed in other communities across the nation. At least two-thirds of respondents were pleased with natural areas preservation, yard waste pick-up and recycling; these ratings were similar to the benchmarks and remained stable over time.

Gaithersburg's economy provides opportunities and challenges.

Residents again identified Economy as a priority in the coming two years. About 6 in 10 residents awarded high marks to the overall economic health of Gaithersburg, the city as a place to work, shopping opportunities and to the overall quality of businesses and services. About half gave high marks to economic development, employment opportunities and to Gaithersburg's vibrant downtown/commercial area. Most of these ratings were on par with comparison communities. Ratings for Gaithersburg as a place to work, to visit and for economic development decreased from 2017 to 2019. Further, ratings for Gaithersburg as a place to visit fell below the national benchmark.

Affordability was a potential issue impacting the quality of life in Gaithersburg. About one-quarter of respondents positively rated the cost of living in Gaithersburg and this rating decreased from 2017 to 2019.

Mobility is a community asset.

Ratings within the facet of Mobility were strong, and all were at least on par with comparison communities. Residents gave higher than average ratings to the ease of travel by public transportation, bus or transit services and sidewalk maintenance. More Gaithersburg residents reported that they had used public transportation than those in other communities across the nation. While ratings for ease of travel by public transportation and traffic enforcement declined in 2019 compared to 2017; other aspects were on the rise. Survey respondents gave higher marks to snow removal and bus or transit services in 2019; and more residents reported that they had walked or biked instead of driving.

Residents were asked about their likelihood of using bicycles or electronic scooters or mopeds; close to half of respondents were very or somewhat likely to use a bicycle sharing program; while fewer than one-third were very or somewhat likely to use electric scooters or electric mopeds. When asked to voice their support or opposition for reducing on-street parking for vehicles or reducing travel lanes for vehicles to make room for bicycle lanes, a majority indicated that they would strongly or somewhat support these measures. However, about the same number of respondents strongly opposed each measure as those that indicated strong support.



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Dashboard Summary of Findings

2019



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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. This information can be helpful in identifying the areas that merit more attention.

Overall, ratings across most pillars and facets tended to be positive and on par with ratings in other communities across the nation. Gaithersburg residents tended to give higher than average ratings to aspects of Recreation and Wellness within Governance.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	2	48	2	5	31	0	1	33	2
General	0	6	1	0	3	0	0	3	0
Safety	0	3	0	0	5	0	0	3	0
Mobility	1	7	0	2	5	0	1	2	0
Natural Environment	0	3	0	0	4	0	0	3	0
Built Environment	0	5	0	1	3	0	0	2	0
Economy	0	7	1	0	1	0	0	3	0
Recreation and Wellness	0	7	0	2	1	0	0	5	0
Education and Enrichment	0	6	0	0	1	0	0	3	0
Community Engagement	1	4	0	0	8	0	0	9	2

National Benchmark	
Higher	Higher
Similar	Similar
Lower	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	↔	↔	75%	Customer service	↔	↔	76%	Recommend Gaithersburg	↔	↔	84%
	Overall quality of life	↔	↔	79%	Services provided by Gaithersburg	↔	↔	79%	Remain in Gaithersburg	↔	↔	78%
	Place to retire	↔	↓	46%	Services provided by the Federal Government	↔	↔	51%	Contacted Gaithersburg employees	↔	↔	37%
	Place to raise children	↔	↔	74%								
	Place to live	↔	↔	86%								
	Neighborhood	↔	↔	81%								
	Overall image	↔	↔	64%								
Safety	Overall feeling of safety	↔	↔	74%	Police	↔	↔	80%	Was NOT the victim of a crime	↔	↔	91%
	Safe in neighborhood	↔	↔	90%	Crime prevention	↔	↔	73%	Did NOT report a crime	↔	↔	87%
	Safe downtown/commercial area	↔	↔	81%	Fire prevention	↔	↔	85%	Stocked supplies for an emergency	↔	↔	35%
					Emergency preparedness	↔	↔	69%				
				Animal control	↔	↔	80%					
Mobility	Traffic flow	↔	↔	49%	Traffic enforcement	↓	↔	56%	Carpooled instead of driving alone	↔	↔	44%
	Travel by car	↔	↔	66%	Street repair	↔	↔	55%	Walked or biked instead of driving	↑	↔	60%
	Travel by bicycle	↔	↔	46%	Street cleaning	↔	↔	71%	Used public transportation instead of driving	↔	↑↑	62%
	Ease of walking	↔	↔	62%	Street lighting	↔	↔	70%				
	Travel by public transportation	↓	↑	55%	Snow removal	↑	↔	78%				
	Overall ease travel	↔	↔	73%	Sidewalk maintenance	↔	↑	67%				
	Public parking	↔	↔	63%	Bus or transit services	↑	↑	74%				
	Paths and walking trails	↔	↔	64%								
Natural Environment	Overall natural environment	↔	↔	76%	Recycling	↔	↔	74%	Recycled at home	↔	↔	93%
	Air quality	↔	↔	75%	Yard waste pick-up	↔	↔	82%	Conserved water	↔	↔	78%
	Cleanliness	↔	↔	68%	Open space	↔	↔	61%	Made home more energy efficient	↔	↔	77%
					Natural areas preservation	↔	↔	65%				
Built Environment	New development in Gaithersburg	↔	↔	64%	Storm drainage	↔	↑	79%	NOT experiencing housing cost stress	↑	↔	62%
	Affordable quality housing	↔	↔	38%	Land use, planning and zoning	↓	↔	55%	Did NOT observe a code violation	↓	↔	59%
	Housing options	↓	↔	58%	Code enforcement	↔	↔	61%				
	Overall built environment	↔	↔	68%	Cable television	↔	↔	58%				
	Public places	↔	↔	70%								

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	↓	↔	58%	Economy will have positive impact on income	↔	↔	33%
	Shopping opportunities	↔	↔	62%					Purchased goods or services in Gaithersburg	↔	↔	97%
	Employment opportunities	↔	↔	54%					Work in Gaithersburg	↔	↔	39%
	Place to visit	↓	↓	46%								
	Cost of living	↓	↔	28%								
	Vibrant downtown/commercial area	↔	↔	54%								
	Place to work	↓	↔	62%								
Recreation and Wellness	Business and services	↔	↔	66%								
	Fitness opportunities	↔	↔	73%	City parks	↔	↔	85%	In very good to excellent health	↑	↔	71%
	Recreational opportunities	↔	↔	73%	Recreation centers	↔	↑	82%	Used Gaithersburg recreation centers	↔	↔	57%
	Health care	↓	↔	67%	Recreation programs	↔	↑	82%	Visited a City park	↔	↔	81%
	Food	↓	↔	67%					Ate 5 portions of fruits and vegetables	↔	↔	90%
	Mental health care	↓	↔	61%					Participated in moderate or vigorous physical activity	↔	↔	89%
	Health and wellness	↔	↔	79%								
Education and Enrichment	Preventive health services	↔	↔	71%								
	K-12 education	↔	↔	70%	Special events	↔	↔	74%	Used Gaithersburg public libraries	↔	↔	66%
	Cultural/arts/music activities	↔	↔	66%					Participated in religious or spiritual activities	↔	↔	38%
	Child care/preschool	↔	↔	53%					Attended a City-sponsored event	↔	↔	48%
	Religious or spiritual events and activities	↔	↔	79%								
	Adult education	↔	↔	66%								
Community Engagement	Overall education and enrichment	↔	↔	74%								
	Opportunities to participate in community matters	↑	↔	73%	Public information	↔	↔	66%	Sense of community	↔	↔	59%
	Opportunities to volunteer	↔	↔	71%	Overall direction	↔	↔	63%	Voted in local elections	↑	↔	75%
	Openness and acceptance	↔	↑	79%	Value of services for taxes paid	↔	↔	59%	Talked to or visited with neighbors	↔	↔	85%
	Social events and activities	↔	↔	66%	Welcoming resident involvement	↓	↔	58%	Attended a local public meeting	↔	↔	23%
	Neighborliness	↔	↔	61%	Confidence in City government	↔	↔	62%	Watched a local public meeting	↔	↔	27%
					Acting in the best interest of Gaithersburg	↔	↔	67%	Volunteered	↔	↔	33%
					Being honest	↔	↔	72%	Participated in a club	↔	↓	16%
					Treating all residents fairly	↔	↔	66%	Campaigned for an issue, cause or candidate	↔	↔	17%
									Contacted Gaithersburg elected officials	↑	↔	17%
								Read or watched local news	↔	↔	84%	
								Done a favor for a neighbor	↔	↓	66%	

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 seven percentage points between the 2017 and 2019 surveys, otherwise the comparisons between 2017 and 2019 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 2019 generally remained stable. Of the 124 items for which comparisons were available, 103 items were rated similarly in 2017 and 2019, 13 items showed a decrease in ratings and eight showed an increase in ratings. Notable trends over time included the following:

- While most aspects of Community Characteristics remained stable from 2017 to 2019; several were trending down. In 2019, Gaithersburg residents gave lower marks to: ease of travel by public transportation, variety of housing options, the City as a place to visit and as a place to work, cost of living, and the availability of affordable quality health care, mental health care, and food. However, ratings improved in 2019 compared to 2017 for opportunities to participate in community matters.
- Some aspects of Governance fluctuated from 2017 to 2019. Ratings decreased for traffic enforcement, land use, planning and zoning, economic development and the job Gaithersburg government does at welcoming resident involvement. Survey respondents gave higher marks to snow removal and bus or transit services in 2019 compared to 2017.
- Almost all reported rates of Participation remained stable in 2019. However, more Gaithersburg residents reported that they had observed a code violation in 2019; and more reported that they had walked or biked instead of driving, were not under housing cost stress, were in very good to excellent health, had voted in local elections or had contact Gaithersburg elected officials compared to 2017.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)							2019 rating compared to 2017	Comparison to benchmark						
	2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Overall quality of life	75%	73%	80%	80%	75%	75%	79%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Overall image	67%	64%	75%	73%	66%	66%	64%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Place to live	82%	84%	89%	85%	86%	85%	86%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Neighborhood	72%	73%	78%	82%	80%	82%	81%	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar
Place to raise children	74%	66%	77%	77%	81%	76%	74%	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Similar
Place to retire	48%	50%	59%	60%	47%	48%	46%	Similar	Much lower	Much lower	Similar	Similar	Lower	Lower	Lower
Overall appearance	78%	72%	82%	72%	71%	73%	75%	Similar	Higher	Similar	Much higher	Similar	Similar	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)								2019 rating compared to 2017	Comparison to benchmark						
		2007	2009	2011	2013	2015	2017	2019	2007		2009	2011	2013	2015	2017	2019	
Safety	Overall feeling of safety	NA	NA	NA	68%	74%	69%	74%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar	
	Safe in neighborhood	86%	93%	90%	90%	91%	94%	90%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Safe downtown/commercial area	75%	78%	79%	83%	83%	81%	81%	Similar	Lower	Much lower	Lower	Similar	Similar	Similar	Similar	
Mobility	Overall ease of travel	NA	NA	NA	75%	80%	71%	73%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar	
	Paths and walking trails	NA	53%	64%	64%	62%	64%	64%	Similar	NA	Similar	Similar	Similar	Similar	Similar	Similar	
	Ease of walking	53%	59%	69%	62%	60%	67%	62%	Similar	Similar	Similar	Higher	Similar	Similar	Similar	Similar	
	Travel by bicycle	47%	35%	61%	52%	53%	52%	46%	Similar	Similar	Much lower	Much higher	Similar	Similar	Similar	Similar	
	Travel by public transportation	NA	NA	NA	63%	59%	62%	55%	Lower	NA	NA	NA	Similar	Higher	Higher	Higher	
	Travel by car	47%	62%	66%	73%	67%	66%	66%	Similar	Similar	Similar	Higher	Similar	Similar	Similar	Similar	
	Public parking	NA	NA	NA	65%	66%	62%	63%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar	
	Traffic flow	25%	NA	48%	57%	47%	50%	49%	Similar	NA	NA	Similar	Similar	Similar	Similar	Similar	
Natural Environment	Overall natural environment	NA	68%	81%	76%	80%	78%	76%	Similar	NA	Lower	Higher	Similar	Similar	Similar	Similar	
	Cleanliness	NA	NA	NA	73%	74%	73%	68%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar	
	Air quality	73%	62%	85%	69%	72%	77%	75%	Similar	Similar	Similar	Higher	Similar	Similar	Similar	Similar	
Built Environment	Overall built environment	NA	NA	NA	72%	68%	70%	68%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar	
	New development in Gaithersburg	67%	71%	79%	62%	66%	64%	64%	Similar	Higher	Higher	Much higher	Similar	Similar	Similar	Similar	

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)							2019 rating compared to 2017	Comparison to benchmark						
		2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
	Affordable quality housing	27%	33%	44%	46%	37%	40%	38%	Similar	Much lower	Similar	Higher	Similar	Similar	Similar	Similar
	Housing options	NA	NA	60%	66%	59%	68%	58%	Lower	NA	NA	Higher	Similar	Similar	Similar	Similar
	Public places	NA	NA	NA	64%	67%	70%	70%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
Economy	Overall economic health	NA	NA	NA	61%	65%	68%	65%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Vibrant downtown/commercial area	NA	NA	NA	45%	48%	51%	54%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Business and services	NA	NA	75%	60%	61%	61%	66%	Similar	NA	NA	Much higher	Similar	Similar	Similar	Similar
	Cost of living	NA	NA	NA	33%	35%	36%	28%	Lower	NA	NA	NA	Similar	Similar	Similar	Similar
	Shopping opportunities	79%	72%	76%	68%	68%	68%	62%	Similar	Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar
	Employment opportunities	48%	52%	55%	43%	47%	56%	54%	Similar	Much higher	Much higher	Much higher	Similar	Similar	Higher	Similar
	Place to visit	NA	NA	NA	47%	51%	55%	46%	Lower	NA	NA	NA	Lower	Similar	Similar	Lower
	Place to work	70%	71%	73%	71%	71%	70%	62%	Lower	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar
	Health and wellness	NA	NA	NA	76%	77%	76%	79%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Mental health care	NA	NA	NA	61%	61%	68%	61%	Lower	NA	NA	NA	Similar	Higher	Higher	Similar
Recreation and Wellness	Preventive health services	NA	NA	69%	68%	70%	77%	71%	Similar	NA	NA	Higher	Similar	Similar	Similar	Similar
	Health care	47%	52%	68%	69%	68%	76%	67%	Lower	Similar	Similar	Much higher	Similar	Similar	Similar	Similar
	Food	NA	NA	79%	69%	70%	75%	67%	Lower	NA	NA	Much higher	Similar	Similar	Similar	Similar
	Recreational opportunities	75%	65%	77%	68%	72%	69%	73%	Similar	Much higher	Similar	Higher	Similar	Similar	Similar	Similar
	Fitness opportunities	NA	NA	NA	70%	70%	73%	73%	Similar	NA	NA	NA	Lower	Similar	Similar	Similar
	Education and enrichment opportunities	NA	NA	NA	66%	73%	72%	74%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Religious or spiritual events and activities	NA	NA	81%	78%	73%	76%	79%	Similar	NA	NA	Higher	Similar	Similar	Similar	Similar
Education and Enrichment	Cultural/arts/music activities	63%	64%	71%	62%	63%	63%	66%	Similar	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar
	Adult education	NA	NA	NA	71%	75%	67%	66%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	K-12 education	NA	NA	NA	81%	76%	73%	70%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Child care/preschool	NA	NA	53%	69%	65%	55%	53%	Similar	NA	NA	Higher	Higher	Similar	Similar	Similar
	Social events and activities	NA	67%	71%	50%	61%	63%	66%	Similar	NA	Higher	Higher	Similar	Similar	Similar	Similar
Community Engagement																

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	Percent rating positively (e.g., excellent/good, very/somewhat safe)							2019 rating compared to 2017	Comparison to benchmark						
	2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Neighborhoodness	NA	NA	NA	50%	55%	64%	61%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
Openness and acceptance	69%	74%	81%	66%	74%	74%	79%	Similar	Much higher	Much higher	Much higher	Similar	Similar	Higher	Higher
Opportunities to participate in community matters	NA	NA	72%	56%	63%	64%	73%	Higher	NA	NA	Higher	Similar	Similar	Similar	Similar
Opportunities to volunteer	NA	NA	83%	54%	68%	70%	71%	Similar	NA	NA	Similar	Similar	Similar	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)							2019 rating compared to 2017	Comparison to benchmark						
	2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Services provided by Gaithersburg	77%	78%	88%	81%	76%	79%	79%	Similar	Higher	Higher	Much higher	Similar	Similar	Similar	Similar
Customer service	80%	77%	88%	75%	73%	74%	76%	Similar	Much higher	Higher	Much higher	Similar	Similar	Similar	Similar
Value of services for taxes paid	63%	55%	61%	57%	58%	62%	59%	Similar	Much higher	Higher	Much higher	Similar	Similar	Similar	Similar
Overall direction	66%	55%	74%	62%	60%	66%	63%	Similar	Much higher	Similar	Much higher	Similar	Similar	Similar	Similar
Welcoming resident involvement	66%	65%	63%	48%	56%	66%	58%	Lower	Much higher	Much higher	Much higher	Similar	Similar	Higher	Similar
Confidence in City government	NA	NA	NA	64%	58%	67%	62%	Similar	NA	NA	NA	Similar	Similar	Higher	Similar
Acting in the best interest of Gaithersburg	NA	NA	NA	69%	62%	69%	67%	Similar	NA	NA	NA	Similar	Similar	Higher	Similar
Being honest	NA	NA	NA	65%	65%	73%	72%	Similar	NA	NA	NA	Similar	Similar	Higher	Similar
Treating all residents fairly	NA	NA	NA	70%	65%	70%	66%	Similar	NA	NA	NA	Higher	Similar	Higher	Similar
Services provided by the Federal Government	46%	53%	71%	57%	55%	57%	51%	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)							2019 rating compared to 2017	Comparison to benchmark						
		2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Safety	Police	83%	81%	84%	87%	82%	82%	80%	Similar	Higher	Similar	Higher	Similar	Similar	Similar	Similar
	Crime prevention	60%	67%	65%	74%	75%	67%	73%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Fire prevention	74%	NA	NA	NA	NA	80%	85%	Similar	Similar	NA	NA	NA	NA	Similar	Similar

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		Percent rating positively (e.g., excellent/good)							2019 rating compared to 2017	Comparison to benchmark						
		2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
	Animal control	74%	73%	83%	74%	73%	75%	80%	Similar	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar
	Emergency preparedness	NA	NA	65%	69%	66%	69%	69%	Similar	NA	NA	Higher	Similar	Similar	Similar	Similar
Mobility	Traffic enforcement	58%	72%	77%	80%	68%	67%	56%	Lower	Similar	Higher	Higher	Similar	Similar	Similar	Similar
	Street repair	65%	61%	67%	69%	58%	62%	55%	Similar	Much higher	Much higher	Much higher	Higher	Similar	Higher	Similar
	Street cleaning	69%	75%	77%	75%	72%	74%	71%	Similar	Much higher	Much higher	Much higher	Similar	Similar	Similar	Similar
	Street lighting	65%	62%	69%	73%	71%	71%	70%	Similar	Higher	Similar	Higher	Similar	Similar	Similar	Similar
	Snow removal	60%	73%	69%	80%	70%	67%	78%	Higher	Similar	Much higher	Higher	Higher	Similar	Similar	Similar
	Sidewalk maintenance	65%	67%	75%	74%	68%	65%	67%	Similar	Much higher	Much higher	Much higher	Higher	Similar	Similar	Higher
	Bus or transit services	NA	NA	NA	NA	NA	66%	74%	Higher	NA	NA	NA	NA	NA	Higher	Higher
Natural Environment	Recycling	82%	89%	85%	89%	85%	79%	74%	Similar	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar
	Yard waste pick-up	78%	85%	83%	81%	79%	80%	82%	Similar	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
	Natural areas preservation	NA	62%	61%	61%	57%	61%	65%	Similar	NA	Higher	Higher	Similar	Similar	Similar	Similar
	Open space	NA	NA	NA	53%	61%	65%	61%	Similar	NA	NA	NA	Lower	Similar	Similar	Similar
Built Environment	Storm drainage	76%	75%	79%	75%	75%	74%	79%	Similar	Much higher	Much higher	Much higher	Similar	Similar	Similar	Higher
	Land use, planning and zoning	53%	48%	74%	53%	55%	64%	55%	Lower	Much higher	Much higher	Much higher	Similar	Similar	Higher	Similar
	Code enforcement	69%	62%	74%	59%	58%	65%	61%	Similar	Much higher	Much higher	Much higher	Similar	Similar	Higher	Similar
	Cable television	48%	56%	NA	57%	52%	62%	58%	Similar	Lower	Higher	NA	Similar	Similar	Similar	Similar
Economy	Economic development	67%	54%	69%	56%	61%	67%	58%	Lower	Much higher	Higher	Much higher	Similar	Similar	Higher	Similar
Recreation and Wellness	City parks	81%	86%	85%	86%	81%	79%	85%	Similar	Higher	Higher	Similar	Similar	Similar	Similar	Similar
	Recreation programs	77%	82%	86%	79%	75%	79%	82%	Similar	Higher	Much higher	Much higher	Similar	Similar	Similar	Higher
	Recreation centers	75%	77%	81%	85%	72%	80%	82%	Similar	Higher	Much higher	Higher	Similar	Similar	Similar	Higher

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		Percent rating positively (e.g., excellent/good)							2019 rating compared to 2017	Comparison to benchmark						
		2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Education and Enrichment	Special events	NA	NA	NA	66%	70%	75%	74%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
Community Engagement	Public information	61%	68%	67%	69%	67%	72%	66%	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar

Table 5: Participation General

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2019 rating compared to 2017	Comparison to benchmark						
		2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Sense of community		63%	64%	71%	54%	56%	60%	59%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Recommend Gaithersburg		NA	85%	94%	92%	87%	88%	84%	Similar	NA	Similar	Higher	Similar	Similar	Similar	Similar
Remain in Gaithersburg		NA	78%	87%	74%	78%	80%	78%	Similar	NA	Lower	Similar	Similar	Similar	Similar	Similar
Contacted Gaithersburg employees		42%	41%	30%	35%	38%	30%	37%	Similar	NA	Much lower	Much lower	Lower	Similar	Lower	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2019 rating compared to 2017	Comparison to benchmark						
		2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Safety	Stocked supplies for an emergency	NA	NA	NA	37%	40%	33%	35%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Did NOT report a crime	NA	NA	NA	75%	80%	84%	87%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Was NOT the victim of a crime	89%	88%	88%	89%	86%	88%	91%	Similar	NA	Similar	Similar	Similar	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	60%	53%	56%	62%	Similar	NA	NA	NA	Much higher	Much higher	Much higher	Much higher
	Carpooled instead of driving alone	NA	NA	NA	44%	37%	38%	44%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	53%	51%	51%	60%	Higher	NA	NA	NA	Similar	Similar	Similar	Similar
Natural Environment	Conserved water	NA	NA	NA	79%	78%	76%	78%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Made home more energy efficient	NA	NA	NA	80%	80%	76%	77%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2019 rating compared to 2017	Comparison to benchmark						
		2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Built Environment	Recycled at home	91%	94%	85%	95%	90%	94%	93%	Similar	NA	Much higher	Higher	Higher	Similar	Similar	Similar
	Did NOT observe a code violation	NA	NA	NA	70%	63%	70%	59%	Lower	NA	NA	NA	Higher	Similar	Higher	Similar
	NOT under housing cost stress	NA	57%	58%	57%	55%	53%	62%	Higher	NA	Lower	Lower	Similar	Lower	Lower	Similar
Economy	Purchased goods or services in Gaithersburg	NA	NA	NA	96%	95%	97%	97%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Economy will have positive impact on income	21%	15%	28%	21%	36%	37%	33%	Similar	NA	Similar	Much higher	Similar	Similar	Similar	Similar
	Work in Gaithersburg	NA	NA	NA	34%	37%	39%	39%	Similar	NA	NA	NA	Lower	Similar	Similar	Similar
Recreation and Wellness	Used Gaithersburg recreation centers	NA	55%	42%	60%	47%	55%	57%	Similar	NA	Similar	Much lower	Similar	Lower	Similar	Similar
	Visited a City park	76%	83%	73%	78%	76%	79%	81%	Similar	NA	Similar	Much lower	Similar	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	90%	82%	86%	90%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	79%	82%	82%	89%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	In very good to excellent health	NA	NA	NA	60%	65%	62%	71%	Higher	NA	NA	NA	Similar	Similar	Similar	Similar
Education and Enrichment	Used Gaithersburg public libraries	58%	NA	63%	57%	63%	67%	66%	Similar	NA	NA	Much lower	Lower	Similar	Similar	Similar
	Participated in religious or spiritual activities	NA	NA	41%	42%	38%	43%	38%	Similar	NA	NA	Much lower	Similar	Lower	Similar	Similar
	Attended a City-sponsored event	NA	NA	NA	55%	41%	48%	48%	Similar	NA	NA	NA	Similar	Lower	Similar	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	18%	18%	18%	17%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
	Contacted Gaithersburg elected officials	NA	NA	NA	13%	16%	10%	17%	Higher	NA	NA	NA	Similar	Similar	Similar	Similar

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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2019 rating compared to 2017	Comparison to benchmark						
	2007	2009	2011	2013	2015	2017	2019		2007	2009	2011	2013	2015	2017	2019
Volunteered	29%	34%	37%	36%	27%	32%	33%	Similar	NA	Much lower	Lower	Similar	Lower	Similar	Similar
Participated in a club	NA	NA	23%	26%	23%	18%	16%	Similar	NA	NA	Lower	Similar	Similar	Similar	Lower
Talked to or visited with neighbors	NA	NA	NA	NA	82%	82%	85%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Done a favor for a neighbor	NA	NA	NA	NA	75%	71%	66%	Similar	NA	NA	NA	NA	Similar	Lower	Lower
Attended a local public meeting	25%	23%	14%	18%	16%	20%	23%	Similar	NA	Lower	Much lower	Similar	Similar	Similar	Similar
Watched a local public meeting	47%	37%	31%	36%	24%	23%	27%	Similar	NA	Lower	Much lower	Similar	Similar	Similar	Similar
Read or watched local news	NA	NA	NA	87%	83%	84%	84%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
Voted in local elections	53%	69%	64%	73%	63%	65%	75%	Higher	NA	Lower	Much lower	Similar	Lower	Lower	Similar



THE NCSTM
The National Community SurveyTM

Gaithersburg, MD

Supplemental Online Survey Results

2019



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About this Report

As part of its participation in The National Community Survey™, the City of Gaithersburg conducted a mailed survey of 2,500 residents. Surveys were mailed to randomly selected households in September 2019 and data were collected through November 5, 2019 (see the report, *The National Community Survey: Community Livability Report, Gaithersburg, MD, 2019*). The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, 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 from October 18, 2019 to November 7, 2019 and 255 surveys were received. This report contains the results of this opt-in administration of the web-based survey. These data were not collected through a random sample and it is unknown who in the community was aware of link on the City's website; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Gaithersburg.

The results of the weighting scheme for the opt-in survey are presented in the following table.

Table 1: Gaithersburg, MD 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	48%	18%	39%
Own home	52%	82%	61%
Detached unit*	21%	54%	32%
Attached unit*	79%	46%	68%
Race and Ethnicity			
White	53%	85%	58%
Not white	47%	15%	42%
Not Hispanic	77%	95%	83%
Hispanic	23%	5%	17%
Sex and Age			
Female	52%	61%	53%
Male	48%	39%	47%
18-34 years of age	34%	11%	23%
35-54 years of age	40%	35%	42%
55+ years of age	26%	45%	35%
Females 18-34	17%	6%	11%
Females 35-54	21%	22%	22%
Females 55+	14%	33%	20%
Males 18-34	17%	4%	12%
Males 35-54	20%	13%	20%
Males 55+	11%	22%	15%

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

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 2: 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	38%	N=94	47%	N=117	15%	N=38	0%	N=0	100%	N=249
Your neighborhood as a place to live	41%	N=99	42%	N=103	16%	N=39	1%	N=2	100%	N=243
Gaithersburg as a place to raise children	36%	N=80	48%	N=106	12%	N=28	4%	N=9	100%	N=222
Gaithersburg as a place to work	27%	N=46	53%	N=91	17%	N=30	3%	N=6	100%	N=173
Gaithersburg as a place to visit	21%	N=49	35%	N=81	38%	N=90	6%	N=15	100%	N=235
Gaithersburg as a place to retire	21%	N=42	35%	N=70	29%	N=58	14%	N=27	100%	N=197
The overall quality of life in Gaithersburg	29%	N=72	55%	N=134	13%	N=33	3%	N=6	100%	N=245

Table 3: 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	24%	N=59	49%	N=120	21%	N=52	5%	N=13	100%	N=243
Overall ease of getting to the places you usually have to visit	28%	N=68	48%	N=115	16%	N=39	8%	N=19	100%	N=241
Quality of overall natural environment in Gaithersburg	34%	N=83	49%	N=117	12%	N=28	5%	N=13	100%	N=240
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	18%	N=44	59%	N=143	15%	N=36	8%	N=18	100%	N=241
Health and wellness opportunities in Gaithersburg	42%	N=95	42%	N=96	13%	N=29	4%	N=10	100%	N=230
Overall opportunities for education and enrichment	33%	N=75	45%	N=101	18%	N=41	4%	N=9	100%	N=226
Overall economic health of Gaithersburg	23%	N=48	50%	N=106	18%	N=38	9%	N=20	100%	N=212
Sense of community	16%	N=37	49%	N=116	23%	N=54	12%	N=29	100%	N=237
Overall image or reputation of Gaithersburg	21%	N=49	53%	N=122	18%	N=43	8%	N=18	100%	N=232

Table 4: 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	45%	N=106	41%	N=97	9%	N=21	5%	N=13	100%	N=238
Remain in Gaithersburg for the next five years	51%	N=115	28%	N=64	13%	N=29	8%	N=17	100%	N=225

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Table 5: 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=150	27%	N=64	2%	N=6	4%	N=10	2%	N=5	100%	N=235
In Gaithersburg's downtown/commercial area during the day	41%	N=90	37%	N=81	12%	N=25	7%	N=15	3%	N=8	100%	N=218

Table 6: 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	6%	N=13	38%	N=90	40%	N=93	16%	N=38	100%	N=234
Ease of public parking	26%	N=59	48%	N=109	20%	N=46	6%	N=15	100%	N=228
Ease of travel by car in Gaithersburg	16%	N=37	49%	N=113	26%	N=60	9%	N=20	100%	N=229
Ease of travel by public transportation in Gaithersburg	8%	N=12	37%	N=57	35%	N=53	20%	N=30	100%	N=151
Ease of travel by bicycle in Gaithersburg	4%	N=5	26%	N=34	34%	N=45	35%	N=46	100%	N=130
Ease of walking in Gaithersburg	14%	N=31	42%	N=91	27%	N=59	16%	N=34	100%	N=215
Availability of paths and walking trails	15%	N=31	50%	N=105	17%	N=35	18%	N=38	100%	N=208
Air quality	21%	N=46	57%	N=121	17%	N=36	5%	N=11	100%	N=214
Cleanliness of Gaithersburg	24%	N=56	60%	N=139	8%	N=19	7%	N=16	100%	N=231
Overall appearance of Gaithersburg	24%	N=56	60%	N=139	8%	N=18	8%	N=18	100%	N=231
Public places where people want to spend time	26%	N=61	48%	N=110	20%	N=45	5%	N=13	100%	N=229
Variety of housing options	16%	N=35	43%	N=94	27%	N=59	14%	N=29	100%	N=217
Availability of affordable quality housing	6%	N=12	32%	N=64	32%	N=65	30%	N=60	100%	N=201
Fitness opportunities (including exercise classes and paths or trails, etc.)	32%	N=72	46%	N=102	15%	N=33	7%	N=16	100%	N=223
Recreational opportunities	30%	N=69	47%	N=107	18%	N=41	5%	N=11	100%	N=228
Availability of affordable quality food	23%	N=52	49%	N=112	19%	N=44	9%	N=20	100%	N=227
Availability of affordable quality health care	21%	N=40	60%	N=116	10%	N=20	9%	N=18	100%	N=194
Availability of preventive health services	21%	N=36	61%	N=107	11%	N=20	7%	N=13	100%	N=176
Availability of affordable quality mental health care	14%	N=18	42%	N=52	15%	N=19	28%	N=35	100%	N=125

Table 7: Question 6

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
Availability of affordable quality child care/preschool	9%	N=10	36%	N=38	28%	N=29	28%	N=29	100%	N=107
K-12 education	34%	N=56	36%	N=59	15%	N=25	15%	N=24	100%	N=164
Adult educational opportunities	26%	N=49	46%	N=87	19%	N=36	9%	N=17	100%	N=188
Opportunities to attend cultural/arts/music activities	27%	N=60	42%	N=93	24%	N=53	7%	N=16	100%	N=222
Opportunities to participate in religious or spiritual events and activities	30%	N=48	49%	N=77	15%	N=24	5%	N=8	100%	N=157
Employment opportunities	10%	N=19	47%	N=84	31%	N=56	11%	N=20	100%	N=178
Shopping opportunities	20%	N=43	46%	N=101	24%	N=53	10%	N=22	100%	N=219

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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
Cost of living in Gaithersburg	2%	N=4	38%	N=85	45%	N=101	16%	N=36	100%	N=225
Overall quality of business and service establishments in Gaithersburg	12%	N=26	66%	N=141	16%	N=35	5%	N=11	100%	N=212
Vibrant downtown/commercial area	12%	N=25	40%	N=84	33%	N=70	16%	N=33	100%	N=213
Overall quality of new development in Gaithersburg	21%	N=41	53%	N=107	18%	N=36	8%	N=17	100%	N=201
Opportunities to participate in social events and activities	21%	N=45	52%	N=113	21%	N=46	5%	N=12	100%	N=215
Opportunities to volunteer	29%	N=54	47%	N=86	17%	N=31	7%	N=13	100%	N=185
Opportunities to participate in community matters	29%	N=56	49%	N=95	16%	N=32	6%	N=12	100%	N=196
Openness and acceptance of the community toward people of diverse backgrounds	38%	N=82	44%	N=96	11%	N=23	8%	N=18	100%	N=218
Neighborliness of residents in Gaithersburg	15%	N=31	56%	N=120	21%	N=46	8%	N=17	100%	N=214

Table 8: 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	23%	N=51	77%	N=173	100%	N=224
Made efforts to make your home more energy efficient	22%	N=49	78%	N=174	100%	N=223
Observed a code violation or other hazard in Gaithersburg (weeds, abandoned buildings, etc.)	68%	N=153	32%	N=71	100%	N=224
Household member was a victim of a crime in Gaithersburg	93%	N=207	7%	N=17	100%	N=224
Reported a crime to the police in Gaithersburg	84%	N=188	16%	N=37	100%	N=224
Stocked supplies in preparation for an emergency	67%	N=150	33%	N=74	100%	N=224
Campaigned or advocated for an issue, cause or candidate	71%	N=160	29%	N=64	100%	N=223
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	51%	N=113	49%	N=109	100%	N=222
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	79%	N=178	21%	N=46	100%	N=224

Table 9: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Gaithersburg?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Gaithersburg recreation centers or their services	12%	N=27	14%	N=31	36%	N=81	37%	N=82	100%	N=221
Visited a neighborhood park or City park	21%	N=45	36%	N=79	29%	N=64	14%	N=30	100%	N=219
Used Gaithersburg public libraries or their services	10%	N=22	19%	N=42	36%	N=79	35%	N=76	100%	N=219
Participated in religious or spiritual activities in Gaithersburg	10%	N=23	15%	N=33	12%	N=26	62%	N=136	100%	N=218
Attended a City-sponsored event	3%	N=6	12%	N=27	59%	N=128	27%	N=58	100%	N=218
Used bus, rail, subway or other public transportation instead of driving	8%	N=16	12%	N=26	25%	N=54	55%	N=119	100%	N=215
Carpooled with other adults or children instead of driving alone	15%	N=31	6%	N=13	17%	N=37	62%	N=134	100%	N=215
Walked or biked instead of driving	16%	N=34	17%	N=38	24%	N=52	43%	N=94	100%	N=219
Volunteered your time to some group/activity in Gaithersburg	6%	N=13	13%	N=29	17%	N=38	64%	N=139	100%	N=219
Participated in a club	6%	N=13	8%	N=17	15%	N=32	72%	N=155	100%	N=217
Talked to or visited with your immediate neighbors	33%	N=71	28%	N=61	30%	N=66	9%	N=20	100%	N=218
Done a favor for a neighbor	13%	N=28	22%	N=48	42%	N=91	23%	N=51	100%	N=217

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Table 10: 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	1%	N=2	4%	N=9	31%	N=68	64%	N=140	100%	N=220
Watched (online or on television) a local public meeting	2%	N=5	7%	N=16	27%	N=60	63%	N=138	100%	N=219

Table 11: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	27%	N=42	59%	N=92	8%	N=12	6%	N=9	100%	N=155
Crime prevention	16%	N=25	54%	N=83	16%	N=25	14%	N=21	100%	N=155
Fire prevention and education	24%	N=35	62%	N=93	6%	N=9	8%	N=12	100%	N=149
Traffic enforcement	10%	N=17	51%	N=86	27%	N=45	12%	N=20	100%	N=168
Street repair	20%	N=41	53%	N=108	18%	N=37	8%	N=17	100%	N=203
Street cleaning	24%	N=48	62%	N=125	7%	N=13	7%	N=14	100%	N=200
Street lighting	18%	N=38	64%	N=132	10%	N=20	8%	N=17	100%	N=206
Snow removal	31%	N=60	59%	N=115	4%	N=7	7%	N=14	100%	N=196
Sidewalk maintenance	16%	N=32	52%	N=101	25%	N=49	6%	N=12	100%	N=195
Bus or transit services	20%	N=25	53%	N=65	16%	N=20	11%	N=14	100%	N=124
Recycling	37%	N=75	49%	N=99	5%	N=11	9%	N=19	100%	N=203
Yard waste pick-up	33%	N=53	57%	N=91	4%	N=6	6%	N=9	100%	N=159
Storm drainage	21%	N=33	61%	N=94	10%	N=15	8%	N=13	100%	N=155
City parks	37%	N=69	58%	N=109	3%	N=5	3%	N=6	100%	N=189
Recreation programs or classes	37%	N=60	50%	N=82	7%	N=12	5%	N=9	100%	N=163
Recreation centers or facilities	37%	N=61	53%	N=87	4%	N=7	5%	N=8	100%	N=164
Land use, planning and zoning	17%	N=25	49%	N=71	18%	N=26	15%	N=22	100%	N=144
Code enforcement (weeds, abandoned buildings, etc.)	20%	N=26	54%	N=72	15%	N=20	12%	N=16	100%	N=134
Animal control	21%	N=29	55%	N=76	12%	N=17	11%	N=15	100%	N=137
Economic development	11%	N=18	59%	N=94	16%	N=26	13%	N=21	100%	N=158
Public information services	23%	N=34	63%	N=96	6%	N=9	8%	N=12	100%	N=151
Cable television	19%	N=25	46%	N=60	12%	N=16	23%	N=30	100%	N=131
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	20%	N=24	55%	N=66	14%	N=17	11%	N=13	100%	N=121
Preservation of natural areas such as open space, farmlands and greenbelts	24%	N=40	46%	N=75	14%	N=23	16%	N=27	100%	N=164
Gaithersburg open space	28%	N=52	47%	N=89	17%	N=31	9%	N=16	100%	N=189
City-sponsored special events	34%	N=62	49%	N=89	11%	N=20	5%	N=9	100%	N=180
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	37%	N=58	56%	N=87	2%	N=2	6%	N=9	100%	N=157

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Table 12: 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	34%	N=66	54%	N=105	6%	N=12	6%	N=11	100%	N=195
The Federal Government	7%	N=12	50%	N=89	34%	N=60	9%	N=17	100%	N=178

Table 13: 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	20%	N=37	50%	N=95	23%	N=44	7%	N=12	100%	N=188
The overall direction that Gaithersburg is taking	15%	N=27	60%	N=107	14%	N=24	12%	N=21	100%	N=179
The job Gaithersburg government does at welcoming resident involvement	18%	N=31	46%	N=77	22%	N=38	14%	N=23	100%	N=168
Overall confidence in Gaithersburg government	22%	N=38	49%	N=86	18%	N=31	11%	N=20	100%	N=174
Generally acting in the best interest of the community	19%	N=35	57%	N=106	11%	N=20	14%	N=25	100%	N=186
Being honest	24%	N=40	53%	N=90	8%	N=14	15%	N=25	100%	N=169
Treating all residents fairly	24%	N=42	53%	N=93	12%	N=22	11%	N=20	100%	N=177

Table 14: 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	67%	N=136	27%	N=55	3%	N=6	3%	N=7	100%	N=203
Overall ease of getting to the places you usually have to visit	44%	N=87	47%	N=94	10%	N=19	0%	N=0	100%	N=201
Quality of overall natural environment in Gaithersburg	31%	N=62	57%	N=115	12%	N=24	0%	N=0	100%	N=201
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	35%	N=69	44%	N=88	21%	N=42	0%	N=1	100%	N=200
Health and wellness opportunities in Gaithersburg	29%	N=57	44%	N=89	23%	N=47	4%	N=8	100%	N=201
Overall opportunities for education and enrichment	41%	N=83	44%	N=88	12%	N=24	3%	N=5	100%	N=200
Overall economic health of Gaithersburg	47%	N=95	39%	N=79	13%	N=27	0%	N=0	100%	N=201
Sense of community	30%	N=58	49%	N=96	20%	N=39	1%	N=3	100%	N=196

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Table 15: Question 14

The City of Gaithersburg is engaged in a visioning exercise to explore and help guide what the community will look like over the next 25 years. Please indicate how important, if at all, each of the following factors would be in your decision to remain in Gaithersburg:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
General location	45%	N=90	38%	N=77	17%	N=34	0%	N=1	100%	N=202
Housing options	55%	N=109	35%	N=71	7%	N=13	4%	N=7	100%	N=201
Quality of K-12 schools	51%	N=101	20%	N=39	14%	N=28	15%	N=29	100%	N=197
Overall quality of City services	42%	N=85	45%	N=90	13%	N=26	0%	N=0	100%	N=201
Transportation options	38%	N=74	38%	N=75	18%	N=35	6%	N=11	100%	N=195
Access to jobs in the area	40%	N=80	32%	N=65	16%	N=32	12%	N=24	100%	N=201
Overall quality of life	62%	N=121	37%	N=73	1%	N=1	0%	N=0	100%	N=196

Table 16: Question 15

Bicycle and electric vehicle sharing programs are becoming an increasingly popular way to get around while reducing carbon emissions. How likely or unlikely would you be to use each of the following in the City of Gaithersburg?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Bicycles	23%	N=46	21%	N=42	8%	N=15	48%	N=96	100%	N=201
Electric scooters	16%	N=32	9%	N=17	15%	N=29	60%	N=120	100%	N=199
Electric mopeds	10%	N=20	10%	N=19	11%	N=21	68%	N=130	100%	N=190

Table 17: Question 16

To encourage use of alternative modes of travel, the City is considering ways to make biking easier and safer in Gaithersburg. How much would you support or oppose each of the following?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Reducing the amount of on-street parking for vehicles to make room for bicycle lanes	30%	N=59	33%	N=65	18%	N=35	20%	N=38	100%	N=197
Reducing the number of travel lanes for vehicles on some streets to make bicycle lanes	21%	N=40	33%	N=64	19%	N=37	28%	N=55	100%	N=197

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	0%	N=1	3%	N=6	5%	N=11	22%	N=44	69%	N=139	100%	N=201
Purchase goods or services from a business located in Gaithersburg	0%	N=0	0%	N=1	18%	N=37	51%	N=102	30%	N=60	100%	N=199
Eat at least 5 portions of fruits and vegetables a day	0%	N=0	6%	N=12	47%	N=90	33%	N=63	13%	N=26	100%	N=191
Participate in moderate or vigorous physical activity	2%	N=4	7%	N=14	41%	N=81	36%	N=70	14%	N=28	100%	N=197
Read or watch local news (via television, paper, computer, etc.)	6%	N=12	7%	N=15	16%	N=32	34%	N=68	36%	N=71	100%	N=197
Vote in local elections	7%	N=15	5%	N=10	9%	N=19	25%	N=49	54%	N=106	100%	N=198

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Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=30
Very good	58%	N=115
Good	20%	N=39
Fair	7%	N=13
Poor	0%	N=0
Total	100%	N=197

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	8%	N=16
Somewhat positive	22%	N=44
Neutral	54%	N=107
Somewhat negative	15%	N=31
Very negative	1%	N=1
Total	100%	N=198

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	72%	N=143
Working part time for pay	6%	N=12
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	3%	N=7
Fully retired	16%	N=31
Total	100%	N=200

Table 22: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	28%	N=54
Yes, from home	8%	N=15
No	65%	N=127
Total	100%	N=196

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Table 23: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	25%	N=49
2 to 5 years	20%	N=40
6 to 10 years	13%	N=26
11 to 20 years	12%	N=24
More than 20 years	29%	N=57
Total	100%	N=197

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	32%	N=80
Building with two or more homes (duplex, townhome, apartment or condominium)	66%	N=166
Mobile home	0%	N=0
Other	2%	N=5
Total	100%	N=252

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	39%	N=97
Owned	61%	N=151
Total	100%	N=248

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	2%	N=3
\$300 to \$599 per month	4%	N=7
\$600 to \$999 per month	6%	N=11
\$1,000 to \$1,499 per month	14%	N=27
\$1,500 to \$2,499 per month	45%	N=84
\$2,500 or more per month	29%	N=53
Total	100%	N=185

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=135
Yes	29%	N=54
Total	100%	N=189

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Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=156
Yes	21%	N=42
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	1%	N=1
\$25,000 to \$49,999	15%	N=28
\$50,000 to \$99,999	36%	N=68
\$100,000 to \$149,999	24%	N=45
\$150,000 or more	24%	N=45
Total	100%	N=188

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	83%	N=160
Yes, I consider myself to be Spanish, Hispanic or Latino	17%	N=33
Total	100%	N=193

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	5%	N=9
Asian, Asian Indian or Pacific Islander	11%	N=22
Black or African American	19%	N=36
White	62%	N=118
Other	11%	N=22

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=2
25 to 34 years	22%	N=55
35 to 44 years	18%	N=46
45 to 54 years	24%	N=60
55 to 64 years	18%	N=46
65 to 74 years	11%	N=29
75 years or older	6%	N=14
Total	100%	N=254

Table 33: Question D16

What is your sex?	Percent	Number
Female	53%	N=132
Male	47%	N=118
Total	100%	N=251

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	79%	N=158
Land line	7%	N=15
Both	13%	N=26
Total	100%	N=199

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	37%	N=94	47%	N=117	15%	N=38	0%	N=0	1%	N=2	100%	N=251
Your neighborhood as a place to live	40%	N=99	42%	N=103	16%	N=39	1%	N=2	2%	N=4	100%	N=247
Gaithersburg as a place to raise children	32%	N=80	43%	N=106	11%	N=28	4%	N=9	11%	N=27	100%	N=248
Gaithersburg as a place to work	19%	N=46	37%	N=91	12%	N=30	2%	N=6	30%	N=74	100%	N=246
Gaithersburg as a place to visit	20%	N=49	33%	N=81	36%	N=90	6%	N=15	5%	N=12	100%	N=247
Gaithersburg as a place to retire	17%	N=42	28%	N=70	23%	N=58	11%	N=27	20%	N=49	100%	N=246
The overall quality of life in Gaithersburg	29%	N=72	54%	N=134	13%	N=33	3%	N=6	1%	N=2	100%	N=247

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	24%	N=59	49%	N=120	21%	N=52	5%	N=13	0%	N=1	100%	N=244
Overall ease of getting to the places you usually have to visit	28%	N=68	48%	N=115	16%	N=39	8%	N=19	0%	N=0	100%	N=241
Quality of overall natural environment in Gaithersburg	34%	N=83	49%	N=117	12%	N=28	5%	N=13	0%	N=0	100%	N=240
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	18%	N=44	59%	N=143	15%	N=36	8%	N=18	0%	N=0	100%	N=241
Health and wellness opportunities in Gaithersburg	40%	N=95	40%	N=96	12%	N=29	4%	N=10	4%	N=9	100%	N=238
Overall opportunities for education and enrichment	31%	N=75	42%	N=101	17%	N=41	4%	N=9	6%	N=14	100%	N=241
Overall economic health of Gaithersburg	20%	N=48	44%	N=106	16%	N=38	8%	N=20	12%	N=29	100%	N=241
Sense of community	16%	N=37	48%	N=116	23%	N=54	12%	N=29	2%	N=4	100%	N=241
Overall image or reputation of Gaithersburg	21%	N=49	51%	N=122	18%	N=43	8%	N=18	3%	N=8	100%	N=240

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	44%	N=106	41%	N=97	9%	N=21	5%	N=13	0%	N=1	100%	N=239
Remain in Gaithersburg for the next five years	48%	N=115	27%	N=64	12%	N=29	7%	N=17	5%	N=12	100%	N=237

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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	63%	N=150	27%	N=64	2%	N=6	4%	N=10	2%	N=5	1%	N=2	100%	N=237
In Gaithersburg's downtown/commercial area during the day	38%	N=90	34%	N=81	11%	N=25	6%	N=15	3%	N=8	8%	N=19	100%	N=237

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	6%	N=13	38%	N=90	40%	N=93	16%	N=38	0%	N=0	100%	N=234
Ease of public parking	25%	N=59	47%	N=109	20%	N=46	6%	N=15	2%	N=4	100%	N=232
Ease of travel by car in Gaithersburg	16%	N=37	49%	N=113	26%	N=60	9%	N=20	0%	N=1	100%	N=230
Ease of travel by public transportation in Gaithersburg	5%	N=12	24%	N=57	23%	N=53	13%	N=30	35%	N=80	100%	N=231
Ease of travel by bicycle in Gaithersburg	2%	N=5	15%	N=34	19%	N=45	20%	N=46	44%	N=102	100%	N=232
Ease of walking in Gaithersburg	13%	N=31	39%	N=91	25%	N=59	15%	N=34	7%	N=17	100%	N=232
Availability of paths and walking trails	14%	N=31	45%	N=105	15%	N=35	16%	N=38	10%	N=24	100%	N=232
Air quality	20%	N=46	52%	N=121	15%	N=36	5%	N=11	8%	N=18	100%	N=232
Cleanliness of Gaithersburg	24%	N=56	60%	N=139	8%	N=19	7%	N=16	0%	N=1	100%	N=232
Overall appearance of Gaithersburg	24%	N=56	60%	N=139	8%	N=18	8%	N=18	0%	N=0	100%	N=231
Public places where people want to spend time	26%	N=61	48%	N=110	20%	N=45	5%	N=13	1%	N=3	100%	N=232
Variety of housing options	15%	N=35	41%	N=94	26%	N=59	13%	N=29	5%	N=13	100%	N=230
Availability of affordable quality housing	5%	N=12	28%	N=64	28%	N=65	26%	N=60	13%	N=31	100%	N=232
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=72	44%	N=102	14%	N=33	7%	N=16	4%	N=9	100%	N=232
Recreational opportunities	30%	N=69	47%	N=107	18%	N=41	5%	N=11	1%	N=1	100%	N=229
Availability of affordable quality food	23%	N=52	49%	N=112	19%	N=44	9%	N=20	1%	N=2	100%	N=229
Availability of affordable quality health care	17%	N=40	50%	N=116	9%	N=20	8%	N=18	17%	N=38	100%	N=232
Availability of preventive health services	16%	N=36	46%	N=107	9%	N=20	6%	N=13	24%	N=55	100%	N=231
Availability of affordable quality mental health care	8%	N=18	23%	N=52	8%	N=19	15%	N=35	46%	N=107	100%	N=232

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	4%	N=10	17%	N=38	13%	N=29	13%	N=29	53%	N=120	100%	N=227
K-12 education	25%	N=56	26%	N=59	11%	N=25	11%	N=24	27%	N=62	100%	N=226
Adult educational opportunities	22%	N=49	39%	N=87	16%	N=36	7%	N=17	16%	N=37	100%	N=225
Opportunities to attend cultural/arts/music activities	27%	N=60	42%	N=93	24%	N=53	7%	N=16	1%	N=2	100%	N=225
Opportunities to participate in religious or spiritual events and activities	21%	N=48	34%	N=77	11%	N=24	4%	N=8	30%	N=68	100%	N=226

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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
Employment opportunities	8%	N=19	38%	N=84	25%	N=56	9%	N=20	19%	N=42	100%	N=220
Shopping opportunities	19%	N=43	45%	N=101	24%	N=53	10%	N=22	3%	N=6	100%	N=226
Cost of living in Gaithersburg	2%	N=4	38%	N=85	45%	N=101	16%	N=36	0%	N=0	100%	N=225
Overall quality of business and service establishments in Gaithersburg	11%	N=26	62%	N=141	15%	N=35	5%	N=11	6%	N=13	100%	N=226
Vibrant downtown/commercial area	11%	N=25	37%	N=84	31%	N=70	15%	N=33	6%	N=13	100%	N=226
Overall quality of new development in Gaithersburg	18%	N=41	47%	N=107	16%	N=36	7%	N=17	11%	N=24	100%	N=225
Opportunities to participate in social events and activities	20%	N=45	50%	N=113	20%	N=46	5%	N=12	5%	N=10	100%	N=225
Opportunities to volunteer	24%	N=54	38%	N=86	14%	N=31	6%	N=13	18%	N=41	100%	N=226
Opportunities to participate in community matters	25%	N=56	42%	N=95	14%	N=32	5%	N=12	13%	N=29	100%	N=225
Openness and acceptance of the community toward people of diverse backgrounds	36%	N=82	42%	N=96	10%	N=23	8%	N=18	3%	N=7	100%	N=225
Neighborliness of residents in Gaithersburg	14%	N=31	53%	N=120	20%	N=46	7%	N=17	5%	N=12	100%	N=225

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	23%	N=51	77%	N=173	100%	N=224
Made efforts to make your home more energy efficient	22%	N=49	78%	N=174	100%	N=223
Observed a code violation or other hazard in Gaithersburg (weeds, abandoned buildings, etc.)	68%	N=153	32%	N=71	100%	N=224
Household member was a victim of a crime in Gaithersburg	93%	N=207	7%	N=17	100%	N=224
Reported a crime to the police in Gaithersburg	84%	N=188	16%	N=37	100%	N=224
Stocked supplies in preparation for an emergency	67%	N=150	33%	N=74	100%	N=224
Campaigned or advocated for an issue, cause or candidate	71%	N=160	29%	N=64	100%	N=223
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	51%	N=113	49%	N=109	100%	N=222
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	79%	N=178	21%	N=46	100%	N=224

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	12%	N=27	14%	N=31	36%	N=81	37%	N=82	100%	N=221
Visited a neighborhood park or City park	21%	N=45	36%	N=79	29%	N=64	14%	N=30	100%	N=219
Used Gaithersburg public libraries or their services	10%	N=22	19%	N=42	36%	N=79	35%	N=76	100%	N=219
Participated in religious or spiritual activities in Gaithersburg	10%	N=23	15%	N=33	12%	N=26	62%	N=136	100%	N=218
Attended a City-sponsored event	3%	N=6	12%	N=27	59%	N=128	27%	N=58	100%	N=218
Used bus, rail, subway or other public transportation instead of driving	8%	N=16	12%	N=26	25%	N=54	55%	N=119	100%	N=215
Carpooled with other adults or children instead of driving alone	15%	N=31	6%	N=13	17%	N=37	62%	N=134	100%	N=215
Walked or biked instead of driving	16%	N=34	17%	N=38	24%	N=52	43%	N=94	100%	N=219
Volunteered your time to some group/activity in Gaithersburg	6%	N=13	13%	N=29	17%	N=38	64%	N=139	100%	N=219

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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	
Participated in a club	6%	N=13	8%	N=17	15%	N=32	72%	N=155	100%	N=217
Talked to or visited with your immediate neighbors	33%	N=71	28%	N=61	30%	N=66	9%	N=20	100%	N=218
Done a favor for a neighbor	13%	N=28	22%	N=48	42%	N=91	23%	N=51	100%	N=217

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	
Attended a local public meeting	1%	N=2	4%	N=9	31%	N=68	64%	N=140	100%	N=220
Watched (online or on television) a local public meeting	2%	N=5	7%	N=16	27%	N=60	63%	N=138	100%	N=219

Table 44: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	20%	N=42	43%	N=92	6%	N=12	4%	N=9	27%	N=57	100%	N=212
Crime prevention	12%	N=25	40%	N=83	12%	N=25	10%	N=21	26%	N=54	100%	N=209
Fire prevention and education	17%	N=35	44%	N=93	4%	N=9	6%	N=12	29%	N=60	100%	N=209
Traffic enforcement	8%	N=17	41%	N=86	22%	N=45	10%	N=20	19%	N=39	100%	N=207
Street repair	20%	N=41	51%	N=108	18%	N=37	8%	N=17	3%	N=6	100%	N=209
Street cleaning	23%	N=48	60%	N=125	6%	N=13	7%	N=14	4%	N=9	100%	N=209
Street lighting	18%	N=38	63%	N=132	10%	N=20	8%	N=17	1%	N=3	100%	N=209
Snow removal	29%	N=60	55%	N=115	4%	N=7	7%	N=14	6%	N=13	100%	N=209
Sidewalk maintenance	15%	N=32	49%	N=101	24%	N=49	6%	N=12	7%	N=14	100%	N=209
Bus or transit services	12%	N=25	31%	N=65	10%	N=20	6%	N=14	41%	N=85	100%	N=208
Recycling	36%	N=75	47%	N=99	5%	N=11	9%	N=19	3%	N=6	100%	N=209
Yard waste pick-up	25%	N=53	44%	N=91	3%	N=6	5%	N=9	24%	N=50	100%	N=209
Storm drainage	16%	N=33	45%	N=94	7%	N=15	6%	N=13	26%	N=54	100%	N=209
City parks	34%	N=69	53%	N=109	3%	N=5	3%	N=6	7%	N=15	100%	N=204
Recreation programs or classes	29%	N=60	39%	N=82	6%	N=12	4%	N=9	22%	N=46	100%	N=208
Recreation centers or facilities	29%	N=61	42%	N=87	3%	N=7	4%	N=8	22%	N=45	100%	N=209
Land use, planning and zoning	12%	N=25	34%	N=71	12%	N=26	11%	N=22	31%	N=65	100%	N=209
Code enforcement (weeds, abandoned buildings, etc.)	13%	N=26	35%	N=72	10%	N=20	8%	N=16	36%	N=75	100%	N=209
Animal control	14%	N=29	36%	N=76	8%	N=17	7%	N=15	34%	N=72	100%	N=209
Economic development	9%	N=18	46%	N=94	13%	N=26	10%	N=21	23%	N=47	100%	N=205
Public information services	17%	N=34	46%	N=96	4%	N=9	6%	N=12	27%	N=57	100%	N=208
Cable television	12%	N=25	29%	N=60	8%	N=16	14%	N=30	37%	N=78	100%	N=209

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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
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=24	32%	N=66	8%	N=17	6%	N=13	42%	N=86	100%	N=207
Preservation of natural areas such as open space, farmlands and greenbelts	19%	N=40	36%	N=75	11%	N=23	13%	N=27	21%	N=43	100%	N=207
Gaithersburg open space	25%	N=52	43%	N=89	15%	N=31	8%	N=16	10%	N=20	100%	N=209
City-sponsored special events	30%	N=62	43%	N=89	9%	N=20	4%	N=9	14%	N=29	100%	N=209
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	28%	N=58	42%	N=87	1%	N=2	4%	N=9	25%	N=52	100%	N=208

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	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Gaithersburg	33%	N=66	51%	N=105	6%	N=12	6%	N=11	4%	N=9	100%	N=204
The Federal Government	6%	N=12	44%	N=89	30%	N=60	8%	N=17	12%	N=24	100%	N=202

Table 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	18%	N=37	47%	N=95	22%	N=44	6%	N=12	7%	N=15	100%	N=202
The overall direction that Gaithersburg is taking	13%	N=27	53%	N=107	12%	N=24	10%	N=21	11%	N=23	100%	N=202
The job Gaithersburg government does at welcoming resident involvement	15%	N=31	38%	N=77	19%	N=38	11%	N=23	17%	N=34	100%	N=202
Overall confidence in Gaithersburg government	19%	N=38	43%	N=86	15%	N=31	10%	N=20	13%	N=27	100%	N=201
Generally acting in the best interest of the community	17%	N=35	53%	N=106	10%	N=20	13%	N=25	8%	N=16	100%	N=202
Being honest	20%	N=40	45%	N=90	7%	N=14	12%	N=25	16%	N=33	100%	N=202
Treating all residents fairly	21%	N=42	46%	N=93	11%	N=22	10%	N=20	12%	N=25	100%	N=202

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	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Gaithersburg	67%	N=136	27%	N=55	3%	N=6	3%	N=7	100%	N=203
Overall ease of getting to the places you usually have to visit	44%	N=87	47%	N=94	10%	N=19	0%	N=0	100%	N=201
Quality of overall natural environment in Gaithersburg	31%	N=62	57%	N=115	12%	N=24	0%	N=0	100%	N=201
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	35%	N=69	44%	N=88	21%	N=42	0%	N=1	100%	N=200
Health and wellness opportunities in Gaithersburg	29%	N=57	44%	N=89	23%	N=47	4%	N=8	100%	N=201
Overall opportunities for education and enrichment	41%	N=83	44%	N=88	12%	N=24	3%	N=5	100%	N=200
Overall economic health of Gaithersburg	47%	N=95	39%	N=79	13%	N=27	0%	N=0	100%	N=201
Sense of community	30%	N=58	49%	N=96	20%	N=39	1%	N=3	100%	N=196

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Table 48: Question 14

The City of Gaithersburg is engaged in a visioning exercise to explore and help guide what the community will look like over the next 25 years. Please indicate how important, if at all, each of the following factors would be in your decision to remain in Gaithersburg:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
General location	45%	N=90	38%	N=77	17%	N=34	0%	N=1	100%	N=202
Housing options	55%	N=109	35%	N=71	7%	N=13	4%	N=7	100%	N=201
Quality of K-12 schools	51%	N=101	20%	N=39	14%	N=28	15%	N=29	100%	N=197
Overall quality of City services	42%	N=85	45%	N=90	13%	N=26	0%	N=0	100%	N=201
Transportation options	38%	N=74	38%	N=75	18%	N=35	6%	N=11	100%	N=195
Access to jobs in the area	40%	N=80	32%	N=65	16%	N=32	12%	N=24	100%	N=201
Overall quality of life	62%	N=121	37%	N=73	1%	N=1	0%	N=0	100%	N=196

Table 49: Question 15

Bicycle and electric vehicle sharing programs are becoming an increasingly popular way to get around while reducing carbon emissions. How likely or unlikely would you be to use each of the following in the City of Gaithersburg?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Bicycles	23%	N=46	21%	N=42	8%	N=15	48%	N=96	0%	N=0	100%	N=201
Electric scooters	16%	N=32	9%	N=17	15%	N=29	60%	N=120	0%	N=0	100%	N=199
Electric mopeds	10%	N=20	10%	N=19	11%	N=21	67%	N=130	2%	N=5	100%	N=194

Table 50: Question 16

To encourage use of alternative modes of travel, the City is considering ways to make biking easier and safer in Gaithersburg. How much would you support or oppose each of the following?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Reducing the amount of on-street parking for vehicles to make room for bicycle lanes	29%	N=59	32%	N=65	17%	N=35	19%	N=38	1%	N=3	100%	N=200
Reducing the number of travel lanes for vehicles on some streets to make bicycle lanes	20%	N=40	32%	N=64	18%	N=37	28%	N=55	1%	N=3	100%	N=200

Table 51: 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	0%	N=1	3%	N=6	5%	N=11	22%	N=44	69%	N=139	100%	N=201
Purchase goods or services from a business located in Gaithersburg	0%	N=0	0%	N=1	18%	N=37	51%	N=102	30%	N=60	100%	N=199
Eat at least 5 portions of fruits and vegetables a day	0%	N=0	6%	N=12	47%	N=90	33%	N=63	13%	N=26	100%	N=191
Participate in moderate or vigorous physical activity	2%	N=4	7%	N=14	41%	N=81	36%	N=70	14%	N=28	100%	N=197
Read or watch local news (via television, paper, computer, etc.)	6%	N=12	7%	N=15	16%	N=32	34%	N=68	36%	N=71	100%	N=197
Vote in local elections	7%	N=15	5%	N=10	9%	N=19	25%	N=49	54%	N=106	100%	N=198

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Table 52: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=30
Very good	58%	N=115
Good	20%	N=39
Fair	7%	N=13
Poor	0%	N=0
Total	100%	N=197

Table 53: 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	8%	N=16
Somewhat positive	22%	N=44
Neutral	54%	N=107
Somewhat negative	15%	N=31
Very negative	1%	N=1
Total	100%	N=198

Table 54: Question D4

What is your employment status?	Percent	Number
Working full time for pay	72%	N=143
Working part time for pay	6%	N=12
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	3%	N=7
Fully retired	16%	N=31
Total	100%	N=200

Table 55: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	28%	N=54
Yes, from home	8%	N=15
No	65%	N=127
Total	100%	N=196

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Table 56: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	25%	N=49
2 to 5 years	20%	N=40
6 to 10 years	13%	N=26
11 to 20 years	12%	N=24
More than 20 years	29%	N=57
Total	100%	N=197

Table 57: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	32%	N=80
Building with two or more homes (duplex, townhome, apartment or condominium)	66%	N=166
Mobile home	0%	N=0
Other	2%	N=5
Total	100%	N=252

Table 58: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	39%	N=97
Owned	61%	N=151
Total	100%	N=248

Table 59: 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	2%	N=3
\$300 to \$599 per month	4%	N=7
\$600 to \$999 per month	6%	N=11
\$1,000 to \$1,499 per month	14%	N=27
\$1,500 to \$2,499 per month	45%	N=84
\$2,500 or more per month	29%	N=53
Total	100%	N=185

Table 60: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=135
Yes	29%	N=54
Total	100%	N=189

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Table 61: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=156
Yes	21%	N=42
Total	100%	N=198

Table 62: 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	1%	N=1
\$25,000 to \$49,999	15%	N=28
\$50,000 to \$99,999	36%	N=68
\$100,000 to \$149,999	24%	N=45
\$150,000 or more	24%	N=45
Total	100%	N=188

Table 63: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	83%	N=160
Yes, I consider myself to be Spanish, Hispanic or Latino	17%	N=33
Total	100%	N=193

Table 64: 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	5%	N=9
Asian, Asian Indian or Pacific Islander	11%	N=22
Black or African American	19%	N=36
White	62%	N=118
Other	11%	N=22

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

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Table 65: Question D15

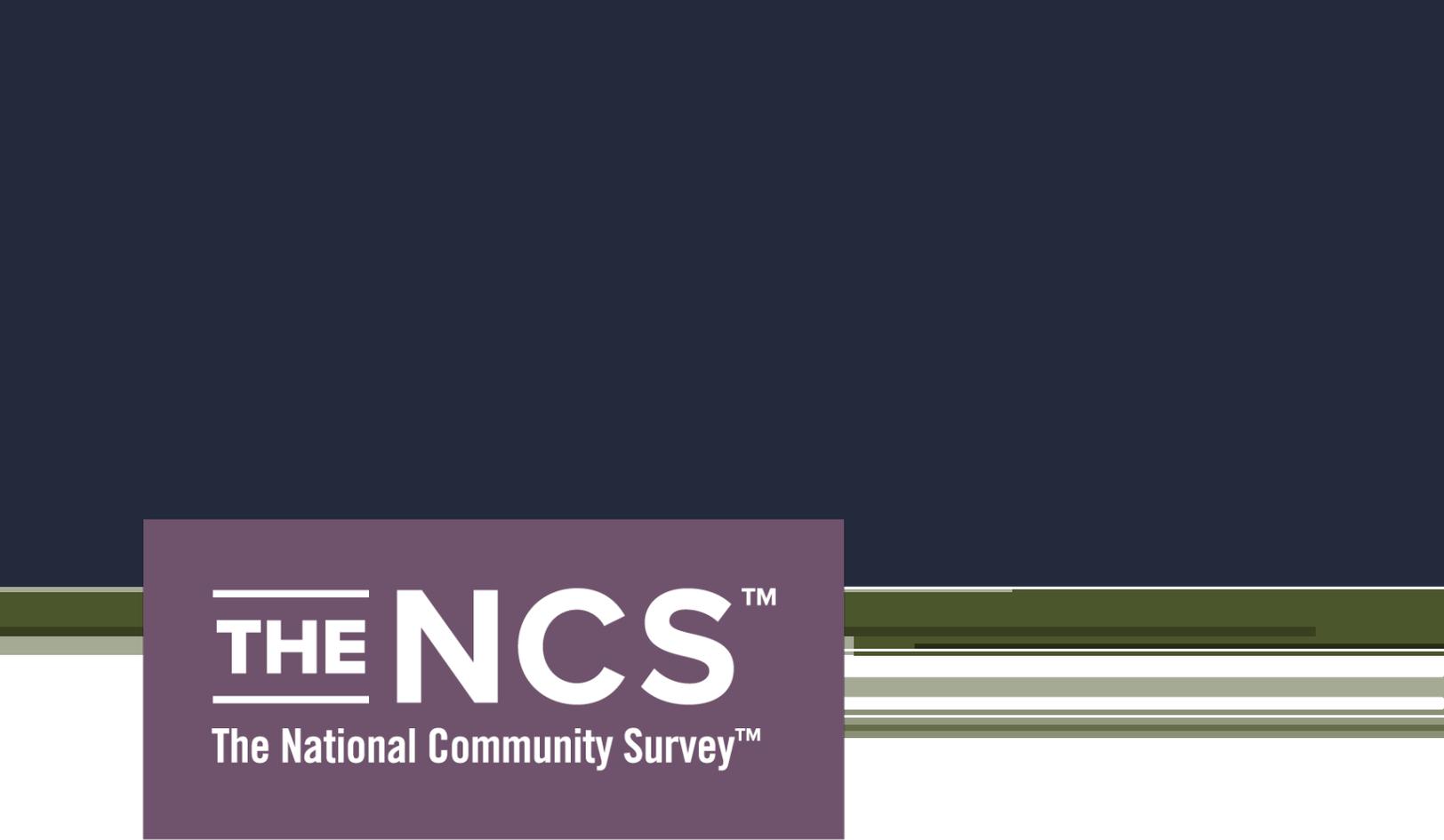
In which category is your age?	Percent	Number
18 to 24 years	1%	N=2
25 to 34 years	22%	N=55
35 to 44 years	18%	N=46
45 to 54 years	24%	N=60
55 to 64 years	18%	N=46
65 to 74 years	11%	N=29
75 years or older	6%	N=14
Total	100%	N=254

Table 66: Question D16

What is your sex?	Percent	Number
Female	53%	N=132
Male	47%	N=118
Total	100%	N=251

Table 67: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	79%	N=158
Land line	7%	N=15
Both	13%	N=26
Total	100%	N=199



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Technical Appendices

2019



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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=”).

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	26%	N=90	60%	N=206	13%	N=46	1%	N=4	100%	N=345
Your neighborhood as a place to live	38%	N=129	43%	N=149	14%	N=48	5%	N=17	100%	N=343
Gaithersburg as a place to raise children	29%	N=80	46%	N=126	21%	N=60	4%	N=11	100%	N=278
Gaithersburg as a place to work	19%	N=50	43%	N=112	30%	N=80	8%	N=21	100%	N=262
Gaithersburg as a place to visit	12%	N=41	34%	N=112	38%	N=126	15%	N=51	100%	N=330
Gaithersburg as a place to retire	15%	N=39	32%	N=85	28%	N=77	25%	N=68	100%	N=269
The overall quality of life in Gaithersburg	15%	N=53	64%	N=217	19%	N=64	2%	N=7	100%	N=341

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	19%	N=64	55%	N=188	20%	N=70	5%	N=18	100%	N=340
Overall ease of getting to the places you usually have to visit	20%	N=71	52%	N=180	24%	N=85	3%	N=11	100%	N=347
Quality of overall natural environment in Gaithersburg	21%	N=69	55%	N=186	21%	N=70	3%	N=10	100%	N=336
Overall “built environment” of Gaithersburg (including overall design, buildings, parks and transportation systems)	14%	N=48	54%	N=184	25%	N=86	7%	N=23	100%	N=340
Health and wellness opportunities in Gaithersburg	19%	N=57	60%	N=178	17%	N=52	4%	N=11	100%	N=298
Overall opportunities for education and enrichment	22%	N=66	51%	N=152	18%	N=54	8%	N=24	100%	N=295
Overall economic health of Gaithersburg	15%	N=45	50%	N=153	26%	N=79	9%	N=26	100%	N=304
Sense of community	10%	N=34	48%	N=157	32%	N=104	10%	N=31	100%	N=327
Overall image or reputation of Gaithersburg	13%	N=45	51%	N=170	31%	N=103	5%	N=18	100%	N=337

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	34%	N=116	50%	N=170	11%	N=39	5%	N=17	100%	N=342
Remain in Gaithersburg for the next five years	43%	N=141	35%	N=117	7%	N=22	15%	N=50	100%	N=330

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	63%	N=218	27%	N=94	8%	N=28	2%	N=5	0%	N=0	100%	N=345
In Gaithersburg’s downtown/commercial area during the day	38%	N=126	43%	N=141	15%	N=49	3%	N=12	0%	N=2	100%	N=329

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Gaithersburg as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	6%	N=19	43%	N=147	33%	N=114	18%	N=61	100%	N=341
Ease of public parking	15%	N=51	47%	N=156	30%	N=100	7%	N=24	100%	N=332
Ease of travel by car in Gaithersburg	17%	N=56	50%	N=165	25%	N=83	9%	N=29	100%	N=333
Ease of travel by public transportation in Gaithersburg	19%	N=43	36%	N=83	28%	N=64	17%	N=39	100%	N=229
Ease of travel by bicycle in Gaithersburg	10%	N=19	36%	N=67	36%	N=66	18%	N=32	100%	N=185
Ease of walking in Gaithersburg	17%	N=57	45%	N=147	28%	N=93	9%	N=31	100%	N=329
Availability of paths and walking trails	22%	N=70	41%	N=130	30%	N=93	7%	N=21	100%	N=314
Air quality	18%	N=59	57%	N=185	23%	N=75	2%	N=5	100%	N=324
Cleanliness of Gaithersburg	19%	N=66	49%	N=168	27%	N=92	6%	N=19	100%	N=345
Overall appearance of Gaithersburg	18%	N=63	57%	N=198	22%	N=75	3%	N=11	100%	N=347
Public places where people want to spend time	14%	N=46	56%	N=182	25%	N=81	6%	N=19	100%	N=327
Variety of housing options	16%	N=47	43%	N=129	27%	N=82	15%	N=45	100%	N=304
Availability of affordable quality housing	7%	N=22	30%	N=88	31%	N=91	31%	N=89	100%	N=289
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	N=74	49%	N=155	23%	N=73	4%	N=13	100%	N=315
Recreational opportunities	23%	N=72	51%	N=162	23%	N=73	4%	N=12	100%	N=319
Availability of affordable quality food	22%	N=74	46%	N=155	27%	N=92	5%	N=18	100%	N=339
Availability of affordable quality health care	20%	N=56	46%	N=129	26%	N=73	7%	N=20	100%	N=278
Availability of preventive health services	19%	N=49	52%	N=135	24%	N=62	6%	N=15	100%	N=261
Availability of affordable quality mental health care	16%	N=24	45%	N=66	25%	N=36	14%	N=21	100%	N=148

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	13%	N=19	39%	N=58	27%	N=40	20%	N=30	100%	N=147
K-12 education	24%	N=45	46%	N=86	20%	N=37	10%	N=19	100%	N=188
Adult educational opportunities	21%	N=49	44%	N=102	30%	N=68	5%	N=11	100%	N=230
Opportunities to attend cultural/arts/music activities	24%	N=73	41%	N=125	26%	N=78	9%	N=26	100%	N=303
Opportunities to participate in religious or spiritual events and activities	30%	N=66	49%	N=106	18%	N=39	3%	N=6	100%	N=218
Employment opportunities	11%	N=26	42%	N=100	38%	N=90	8%	N=20	100%	N=236
Shopping opportunities	17%	N=58	45%	N=152	27%	N=92	11%	N=38	100%	N=339
Cost of living in Gaithersburg	4%	N=13	24%	N=83	43%	N=146	29%	N=98	100%	N=340
Overall quality of business and service establishments in Gaithersburg	8%	N=27	58%	N=188	28%	N=90	6%	N=19	100%	N=324
Vibrant downtown/commercial area	10%	N=33	44%	N=140	31%	N=98	15%	N=49	100%	N=320
Overall quality of new development in Gaithersburg	16%	N=49	48%	N=147	28%	N=86	8%	N=23	100%	N=304
Opportunities to participate in social events and activities	20%	N=58	45%	N=131	28%	N=81	6%	N=18	100%	N=289
Opportunities to volunteer	21%	N=42	50%	N=101	26%	N=52	3%	N=7	100%	N=202
Opportunities to participate in community matters	18%	N=42	55%	N=129	22%	N=52	4%	N=10	100%	N=234
Openness and acceptance of the community toward people of diverse backgrounds	33%	N=99	46%	N=140	19%	N=56	2%	N=7	100%	N=302
Neighborliness of residents in Gaithersburg	17%	N=54	43%	N=136	34%	N=106	6%	N=18	100%	N=314

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	22%	N=73	78%	N=263	100%	N=336
Made efforts to make your home more energy efficient	23%	N=77	77%	N=260	100%	N=336
Observed a code violation or other hazard in Gaithersburg (weeds, abandoned buildings, etc.)	59%	N=189	41%	N=133	100%	N=323
Household member was a victim of a crime in Gaithersburg	91%	N=306	9%	N=29	100%	N=335
Reported a crime to the police in Gaithersburg	87%	N=295	13%	N=43	100%	N=338
Stocked supplies in preparation for an emergency	65%	N=221	35%	N=120	100%	N=341
Campaigned or advocated for an issue, cause or candidate	83%	N=280	17%	N=59	100%	N=339
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	63%	N=214	37%	N=127	100%	N=341
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	83%	N=282	17%	N=58	100%	N=340

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	
Used Gaithersburg recreation centers or their services	11%	N=36	13%	N=44	33%	N=110	43%	N=143	100%	N=333
Visited a neighborhood park or City park	20%	N=66	30%	N=102	32%	N=106	19%	N=63	100%	N=337
Used Gaithersburg public libraries or their services	12%	N=41	25%	N=83	29%	N=96	34%	N=116	100%	N=336
Participated in religious or spiritual activities in Gaithersburg	9%	N=31	17%	N=58	11%	N=38	62%	N=209	100%	N=336
Attended a City-sponsored event	2%	N=8	4%	N=13	42%	N=140	52%	N=175	100%	N=336
Used bus, rail, subway or other public transportation instead of driving	13%	N=44	20%	N=67	30%	N=101	38%	N=128	100%	N=340
Carpooled with other adults or children instead of driving alone	15%	N=51	10%	N=34	19%	N=62	56%	N=186	100%	N=333
Walked or biked instead of driving	22%	N=73	19%	N=63	19%	N=65	40%	N=136	100%	N=337
Volunteered your time to some group/activity in Gaithersburg	7%	N=22	8%	N=28	17%	N=59	67%	N=228	100%	N=337
Participated in a club	4%	N=15	5%	N=17	7%	N=22	84%	N=283	100%	N=336
Talked to or visited with your immediate neighbors	29%	N=95	30%	N=100	27%	N=89	15%	N=49	100%	N=334
Done a favor for a neighbor	19%	N=63	17%	N=57	31%	N=105	34%	N=115	100%	N=340

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	
Attended a local public meeting	1%	N=2	1%	N=4	21%	N=72	77%	N=260	100%	N=338
Watched (online or on television) a local public meeting	1%	N=5	3%	N=9	23%	N=77	73%	N=250	100%	N=341

Table 10: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	38%	N=98	42%	N=110	17%	N=46	3%	N=7	100%	N=261
Crime prevention	21%	N=53	52%	N=133	24%	N=62	3%	N=6	100%	N=254
Fire prevention and education	36%	N=83	49%	N=115	11%	N=26	4%	N=10	100%	N=233
Traffic enforcement	20%	N=58	36%	N=104	35%	N=101	9%	N=25	100%	N=288
Street repair	21%	N=66	34%	N=108	30%	N=94	16%	N=49	100%	N=317
Street cleaning	27%	N=82	45%	N=138	24%	N=75	4%	N=14	100%	N=308

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Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Street lighting	27%	N=87	43%	N=138	24%	N=78	6%	N=20	100%	N=323
Snow removal	33%	N=96	45%	N=129	13%	N=37	9%	N=27	100%	N=289
Sidewalk maintenance	26%	N=82	41%	N=129	23%	N=72	10%	N=32	100%	N=315
Bus or transit services	31%	N=69	43%	N=97	20%	N=44	7%	N=15	100%	N=225
Recycling	35%	N=111	39%	N=122	16%	N=49	10%	N=32	100%	N=314
Yard waste pick-up	41%	N=97	41%	N=96	13%	N=32	5%	N=12	100%	N=236
Storm drainage	28%	N=75	52%	N=140	18%	N=48	3%	N=8	100%	N=271
City parks	32%	N=94	53%	N=155	13%	N=38	2%	N=6	100%	N=293
Recreation programs or classes	41%	N=86	41%	N=86	14%	N=29	4%	N=8	100%	N=208
Recreation centers or facilities	40%	N=86	43%	N=92	15%	N=33	2%	N=5	100%	N=216
Land use, planning and zoning	21%	N=47	33%	N=72	31%	N=68	14%	N=30	100%	N=217
Code enforcement (weeds, abandoned buildings, etc.)	21%	N=43	41%	N=84	25%	N=52	14%	N=28	100%	N=208
Animal control	24%	N=44	56%	N=103	15%	N=27	5%	N=10	100%	N=183
Economic development	16%	N=39	42%	N=105	29%	N=71	13%	N=33	100%	N=247
Public information services	17%	N=38	48%	N=106	28%	N=62	6%	N=13	100%	N=219
Cable television	16%	N=31	42%	N=84	24%	N=48	18%	N=35	100%	N=198
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	N=43	46%	N=85	20%	N=37	11%	N=20	100%	N=185
Preservation of natural areas such as open space, farmlands and greenbelts	21%	N=53	44%	N=113	25%	N=66	10%	N=26	100%	N=258
Gaithersburg open space	22%	N=61	39%	N=109	30%	N=83	9%	N=26	100%	N=279
City-sponsored special events	27%	N=63	47%	N=108	22%	N=50	4%	N=9	100%	N=230
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	25%	N=65	51%	N=131	21%	N=53	3%	N=8	100%	N=258

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	
	%	N	%	N	%	N	%	N	%	N
The City of Gaithersburg	24%	N=72	55%	N=163	21%	N=62	0%	N=1	100%	N=299
The Federal Government	12%	N=34	39%	N=108	40%	N=111	10%	N=27	100%	N=280

Table 12: Question 12

Please rate the following categories of Gaithersburg government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Gaithersburg	15%	N=44	44%	N=128	27%	N=78	15%	N=44	100%	N=293
The overall direction that Gaithersburg is taking	13%	N=38	50%	N=142	24%	N=68	12%	N=35	100%	N=284
The job Gaithersburg government does at welcoming resident involvement	18%	N=43	39%	N=93	29%	N=68	13%	N=32	100%	N=236
Overall confidence in Gaithersburg government	16%	N=43	46%	N=129	27%	N=75	11%	N=30	100%	N=278
Generally acting in the best interest of the community	21%	N=58	46%	N=130	20%	N=56	13%	N=37	100%	N=281
Being honest	21%	N=54	51%	N=128	15%	N=38	13%	N=32	100%	N=251
Treating all residents fairly	22%	N=57	44%	N=115	20%	N=51	14%	N=36	100%	N=259

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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	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Gaithersburg	64%	N=220	29%	N=101	5%	N=16	2%	N=7	100%	N=343
Overall ease of getting to the places you usually have to visit	35%	N=119	52%	N=178	12%	N=41	1%	N=4	100%	N=341
Quality of overall natural environment in Gaithersburg	44%	N=150	44%	N=151	11%	N=37	1%	N=2	100%	N=342
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	33%	N=110	51%	N=171	16%	N=53	1%	N=5	100%	N=339
Health and wellness opportunities in Gaithersburg	35%	N=118	43%	N=146	19%	N=63	3%	N=11	100%	N=337
Overall opportunities for education and enrichment	41%	N=140	41%	N=140	14%	N=48	3%	N=11	100%	N=339
Overall economic health of Gaithersburg	47%	N=160	44%	N=151	9%	N=29	0%	N=1	100%	N=341
Sense of community	30%	N=102	50%	N=170	16%	N=55	4%	N=15	100%	N=341

Table 14: Question 14

The City of Gaithersburg is engaged in a visioning exercise to explore and help guide what the community will look like over the next 25 years. Please indicate how important, if at all, each of the following factors would be in your decision to remain in Gaithersburg:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
General location	37%	N=124	52%	N=174	10%	N=33	1%	N=4	100%	N=336
Housing options	48%	N=164	34%	N=114	13%	N=44	5%	N=16	100%	N=338
Quality of K-12 schools	46%	N=155	34%	N=116	7%	N=24	12%	N=40	100%	N=336
Overall quality of City services	38%	N=130	41%	N=140	19%	N=65	1%	N=4	100%	N=339
Transportation options	42%	N=143	33%	N=112	18%	N=60	7%	N=22	100%	N=337
Access to jobs in the area	50%	N=169	28%	N=94	12%	N=41	10%	N=33	100%	N=337
Overall quality of life	67%	N=225	32%	N=108	0%	N=2	1%	N=3	100%	N=338

Table 15: Question 15

Bicycle and electric vehicle sharing programs are becoming an increasingly popular way to get around while reducing carbon emissions. How likely or unlikely would you be to use each of the following in the City of Gaithersburg?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Bicycles	26%	N=85	22%	N=72	17%	N=55	35%	N=113	100%	N=324
Electric scooters	13%	N=43	16%	N=52	20%	N=65	51%	N=165	100%	N=326
Electric mopeds	11%	N=35	17%	N=54	22%	N=71	50%	N=162	100%	N=321

Table 16: Question 16

To encourage use of alternative modes of travel, the City is considering ways to make biking easier and safer in Gaithersburg. How much would you support or oppose each of the following?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Reducing the amount of on-street parking for vehicles to make room for bicycle lanes	28%	N=91	31%	N=99	19%	N=61	23%	N=73	100%	N=323
Reducing the number of travel lanes for vehicles on some streets to make bicycle lanes	26%	N=86	28%	N=91	17%	N=56	28%	N=91	100%	N=325

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Table 17: 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	4%	N=14	3%	N=10	5%	N=15	13%	N=43	76%	N=259	100%	N=342
Purchase goods or services from a business located in Gaithersburg	0%	N=1	2%	N=7	16%	N=53	49%	N=165	33%	N=111	100%	N=338
Eat at least 5 portions of fruits and vegetables a day	2%	N=6	9%	N=29	33%	N=111	32%	N=107	25%	N=86	100%	N=338
Participate in moderate or vigorous physical activity	2%	N=7	9%	N=32	31%	N=104	32%	N=106	26%	N=87	100%	N=336
Read or watch local news (via television, paper, computer, etc.)	5%	N=18	11%	N=36	26%	N=89	25%	N=83	33%	N=111	100%	N=336
Vote in local elections	20%	N=65	5%	N=18	10%	N=32	20%	N=68	45%	N=150	100%	N=332

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=97
Very good	43%	N=146
Good	23%	N=80
Fair	5%	N=18
Poor	0%	N=1
Total	100%	N=342

Table 19: 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	12%	N=40
Somewhat positive	21%	N=68
Neutral	54%	N=179
Somewhat negative	11%	N=37
Very negative	2%	N=8
Total	100%	N=331

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	70%	N=234
Working part time for pay	9%	N=29
Unemployed, looking for paid work	4%	N=12
Unemployed, not looking for paid work	2%	N=6
Fully retired	16%	N=55
Total	100%	N=336

Table 21: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	28%	N=92
Yes, from home	11%	N=36
No	61%	N=199
Total	100%	N=327

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Table 22: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	14%	N=46
2 to 5 years	33%	N=114
6 to 10 years	11%	N=39
11 to 20 years	19%	N=65
More than 20 years	22%	N=77
Total	100%	N=341

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	23%	N=77
Building with two or more homes (duplex, townhome, apartment or condominium)	75%	N=257
Mobile home	0%	N=0
Other	2%	N=7
Total	100%	N=341

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=154
Owned	55%	N=185
Total	100%	N=340

Table 25: 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	2%	N=6
\$300 to \$599 per month	7%	N=24
\$600 to \$999 per month	6%	N=20
\$1,000 to \$1,499 per month	19%	N=65
\$1,500 to \$2,499 per month	43%	N=145
\$2,500 or more per month	22%	N=74
Total	100%	N=334

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=224
Yes	34%	N=113
Total	100%	N=336

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Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=261
Yes	23%	N=79
Total	100%	N=340

Table 28: 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	9%	N=30
\$25,000 to \$49,999	15%	N=48
\$50,000 to \$99,999	22%	N=72
\$100,000 to \$149,999	25%	N=81
\$150,000 or more	29%	N=93
Total	100%	N=324

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	77%	N=257
Yes, I consider myself to be Spanish, Hispanic or Latino	23%	N=75
Total	100%	N=332

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=2
Asian, Asian Indian or Pacific Islander	16%	N=54
Black or African American	13%	N=43
White	55%	N=185
Other	17%	N=58

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

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=17
25 to 34 years	25%	N=85
35 to 44 years	21%	N=72
45 to 54 years	20%	N=67
55 to 64 years	13%	N=44
65 to 74 years	8%	N=26
75 years or older	8%	N=29
Total	100%	N=340

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Table 32: Question D16

What is your sex?	Percent	Number
Female	54%	N=181
Male	46%	N=157
Total	100%	N=339

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	75%	N=253
Land line	9%	N=31
Both	16%	N=55
Total	100%	N=339

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 34: 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	26%	N=90	60%	N=206	13%	N=46	1%	N=4	0%	N=0	100%	N=345
Your neighborhood as a place to live	38%	N=129	43%	N=149	14%	N=48	5%	N=17	0%	N=0	100%	N=343
Gaithersburg as a place to raise children	24%	N=80	37%	N=126	17%	N=60	3%	N=11	19%	N=63	100%	N=341
Gaithersburg as a place to work	15%	N=50	33%	N=112	23%	N=80	6%	N=21	23%	N=79	100%	N=341
Gaithersburg as a place to visit	12%	N=41	33%	N=112	37%	N=126	15%	N=51	3%	N=11	100%	N=341
Gaithersburg as a place to retire	12%	N=39	25%	N=85	23%	N=77	20%	N=68	21%	N=70	100%	N=339
The overall quality of life in Gaithersburg	15%	N=53	63%	N=217	19%	N=64	2%	N=7	1%	N=2	100%	N=343

Table 35: 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	19%	N=64	55%	N=188	20%	N=70	5%	N=18	0%	N=1	100%	N=341
Overall ease of getting to the places you usually have to visit	20%	N=71	52%	N=180	24%	N=85	3%	N=11	0%	N=1	100%	N=348
Quality of overall natural environment in Gaithersburg	20%	N=69	55%	N=186	21%	N=70	3%	N=10	1%	N=2	100%	N=338
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	14%	N=48	53%	N=184	25%	N=86	7%	N=23	1%	N=5	100%	N=345
Health and wellness opportunities in Gaithersburg	17%	N=57	53%	N=178	15%	N=52	3%	N=11	11%	N=38	100%	N=336
Overall opportunities for education and enrichment	19%	N=66	44%	N=152	16%	N=54	7%	N=24	14%	N=47	100%	N=342
Overall economic health of Gaithersburg	13%	N=45	45%	N=153	23%	N=79	8%	N=26	11%	N=38	100%	N=343
Sense of community	10%	N=34	46%	N=157	30%	N=104	9%	N=31	4%	N=14	100%	N=341
Overall image or reputation of Gaithersburg	13%	N=45	50%	N=170	30%	N=103	5%	N=18	2%	N=6	100%	N=343

Table 36: 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	33%	N=116	49%	N=170	11%	N=39	5%	N=17	2%	N=6	100%	N=348
Remain in Gaithersburg for the next five years	41%	N=141	34%	N=117	6%	N=22	15%	N=50	4%	N=15	100%	N=344

Table 37: 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	63%	N=218	27%	N=94	8%	N=28	2%	N=5	0%	N=0	0%	N=1	100%	N=346
In Gaithersburg's downtown/commercial area during the day	37%	N=126	41%	N=141	14%	N=49	3%	N=12	0%	N=2	5%	N=16	100%	N=345

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Table 38: 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	6%	N=19	42%	N=147	33%	N=114	18%	N=61	1%	N=5	100%	N=346
Ease of public parking	15%	N=51	45%	N=156	29%	N=100	7%	N=24	4%	N=12	100%	N=345
Ease of travel by car in Gaithersburg	16%	N=56	48%	N=165	24%	N=83	8%	N=29	3%	N=11	100%	N=345
Ease of travel by public transportation in Gaithersburg	12%	N=43	24%	N=83	18%	N=64	11%	N=39	34%	N=119	100%	N=348
Ease of travel by bicycle in Gaithersburg	5%	N=19	20%	N=67	20%	N=66	10%	N=32	46%	N=156	100%	N=341
Ease of walking in Gaithersburg	17%	N=57	43%	N=147	27%	N=93	9%	N=31	5%	N=17	100%	N=346
Availability of paths and walking trails	20%	N=70	38%	N=130	27%	N=93	6%	N=21	8%	N=29	100%	N=343
Air quality	17%	N=59	53%	N=185	22%	N=75	1%	N=5	7%	N=23	100%	N=348
Cleanliness of Gaithersburg	19%	N=66	49%	N=168	27%	N=92	6%	N=19	0%	N=1	100%	N=346
Overall appearance of Gaithersburg	18%	N=63	57%	N=198	22%	N=75	3%	N=11	0%	N=1	100%	N=348
Public places where people want to spend time	13%	N=46	53%	N=182	23%	N=81	5%	N=19	6%	N=20	100%	N=347
Variety of housing options	14%	N=47	38%	N=129	24%	N=82	13%	N=45	12%	N=40	100%	N=343
Availability of affordable quality housing	6%	N=22	26%	N=88	26%	N=91	26%	N=89	16%	N=54	100%	N=343
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=74	45%	N=155	21%	N=73	4%	N=13	9%	N=31	100%	N=347
Recreational opportunities	21%	N=72	47%	N=162	21%	N=73	4%	N=12	8%	N=27	100%	N=346
Availability of affordable quality food	21%	N=74	44%	N=155	26%	N=92	5%	N=18	3%	N=9	100%	N=348
Availability of affordable quality health care	16%	N=56	37%	N=129	21%	N=73	6%	N=20	20%	N=68	100%	N=346
Availability of preventive health services	14%	N=49	39%	N=135	18%	N=62	4%	N=15	24%	N=83	100%	N=344
Availability of affordable quality mental health care	7%	N=24	19%	N=66	11%	N=36	6%	N=21	57%	N=195	100%	N=342

Table 39: 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	6%	N=19	17%	N=58	12%	N=40	9%	N=30	57%	N=193	100%	N=340
K-12 education	13%	N=45	26%	N=86	11%	N=37	6%	N=19	44%	N=149	100%	N=337
Adult educational opportunities	15%	N=49	30%	N=102	20%	N=68	3%	N=11	31%	N=105	100%	N=335
Opportunities to attend cultural/arts/music activities	22%	N=73	37%	N=125	23%	N=78	8%	N=26	10%	N=32	100%	N=335
Opportunities to participate in religious or spiritual events and activities	20%	N=66	31%	N=106	12%	N=39	2%	N=6	36%	N=120	100%	N=338
Employment opportunities	8%	N=26	30%	N=100	26%	N=90	6%	N=20	30%	N=103	100%	N=339
Shopping opportunities	17%	N=58	45%	N=152	27%	N=92	11%	N=38	0%	N=0	100%	N=339
Cost of living in Gaithersburg	4%	N=13	24%	N=83	43%	N=146	29%	N=98	0%	N=1	100%	N=341
Overall quality of business and service establishments in Gaithersburg	8%	N=27	55%	N=188	26%	N=90	5%	N=19	5%	N=17	100%	N=341
Vibrant downtown/commercial area	10%	N=33	42%	N=140	29%	N=98	15%	N=49	4%	N=14	100%	N=334
Overall quality of new development in Gaithersburg	15%	N=49	44%	N=147	25%	N=86	7%	N=23	9%	N=31	100%	N=336
Opportunities to participate in social events and activities	17%	N=58	39%	N=131	24%	N=81	5%	N=18	14%	N=48	100%	N=336
Opportunities to volunteer	12%	N=42	30%	N=101	15%	N=52	2%	N=7	41%	N=138	100%	N=340
Opportunities to participate in community matters	12%	N=42	38%	N=129	15%	N=52	3%	N=10	31%	N=105	100%	N=339
Openness and acceptance of the community toward people of diverse backgrounds	29%	N=99	42%	N=140	17%	N=56	2%	N=7	10%	N=35	100%	N=337
Neighborliness of residents in Gaithersburg	16%	N=54	40%	N=136	31%	N=106	5%	N=18	7%	N=25	100%	N=339

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Table 40: 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=73	78%	N=263	100%	N=336
Made efforts to make your home more energy efficient	23%	N=77	77%	N=260	100%	N=336
Observed a code violation or other hazard in Gaithersburg (weeds, abandoned buildings, etc.)	59%	N=189	41%	N=133	100%	N=323
Household member was a victim of a crime in Gaithersburg	91%	N=306	9%	N=29	100%	N=335
Reported a crime to the police in Gaithersburg	87%	N=295	13%	N=43	100%	N=338
Stocked supplies in preparation for an emergency	65%	N=221	35%	N=120	100%	N=341
Campaigned or advocated for an issue, cause or candidate	83%	N=280	17%	N=59	100%	N=339
Contacted the City of Gaithersburg (in-person, phone, email or web) for help or information	63%	N=214	37%	N=127	100%	N=341
Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	83%	N=282	17%	N=58	100%	N=340

Table 41: 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	11%	N=36	13%	N=44	33%	N=110	43%	N=143	100%	N=333
Visited a neighborhood park or City park	20%	N=66	30%	N=102	32%	N=106	19%	N=63	100%	N=337
Used Gaithersburg public libraries or their services	12%	N=41	25%	N=83	29%	N=96	34%	N=116	100%	N=336
Participated in religious or spiritual activities in Gaithersburg	9%	N=31	17%	N=58	11%	N=38	62%	N=209	100%	N=336
Attended a City-sponsored event	2%	N=8	4%	N=13	42%	N=140	52%	N=175	100%	N=336
Used bus, rail, subway or other public transportation instead of driving	13%	N=44	20%	N=67	30%	N=101	38%	N=128	100%	N=340
Carpooled with other adults or children instead of driving alone	15%	N=51	10%	N=34	19%	N=62	56%	N=186	100%	N=333
Walked or biked instead of driving	22%	N=73	19%	N=63	19%	N=65	40%	N=136	100%	N=337
Volunteered your time to some group/activity in Gaithersburg	7%	N=22	8%	N=28	17%	N=59	67%	N=228	100%	N=337
Participated in a club	4%	N=15	5%	N=17	7%	N=22	84%	N=283	100%	N=336
Talked to or visited with your immediate neighbors	29%	N=95	30%	N=100	27%	N=89	15%	N=49	100%	N=334
Done a favor for a neighbor	19%	N=63	17%	N=57	31%	N=105	34%	N=115	100%	N=340

Table 42: 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	1%	N=2	1%	N=4	21%	N=72	77%	N=260	100%	N=338
Watched (online or on television) a local public meeting	1%	N=5	3%	N=9	23%	N=77	73%	N=250	100%	N=341

Table 43: Question 10

Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	29%	N=98	33%	N=110	14%	N=46	2%	N=7	22%	N=74	100%	N=335
Crime prevention	16%	N=53	39%	N=133	18%	N=62	2%	N=6	25%	N=83	100%	N=338
Fire prevention and education	25%	N=83	34%	N=115	8%	N=26	3%	N=10	31%	N=103	100%	N=336
Traffic enforcement	17%	N=58	31%	N=104	30%	N=101	8%	N=25	15%	N=49	100%	N=338
Street repair	20%	N=66	32%	N=108	28%	N=94	15%	N=49	5%	N=18	100%	N=335

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Please rate the quality of each of the following services in Gaithersburg:	Excellent		Good		Fair		Poor		Don't know		Total	
Street cleaning	24%	N=82	41%	N=138	22%	N=75	4%	N=14	8%	N=28	100%	N=336
Street lighting	26%	N=87	41%	N=138	23%	N=78	6%	N=20	3%	N=11	100%	N=335
Snow removal	29%	N=96	39%	N=129	11%	N=37	8%	N=27	12%	N=41	100%	N=330
Sidewalk maintenance	25%	N=82	39%	N=129	22%	N=72	10%	N=32	5%	N=18	100%	N=333
Bus or transit services	21%	N=69	29%	N=97	13%	N=44	4%	N=15	33%	N=109	100%	N=334
Recycling	33%	N=111	37%	N=122	15%	N=49	10%	N=32	6%	N=19	100%	N=333
Yard waste pick-up	29%	N=97	29%	N=96	9%	N=32	3%	N=12	29%	N=97	100%	N=332
Storm drainage	22%	N=75	42%	N=140	14%	N=48	2%	N=8	19%	N=63	100%	N=334
City parks	28%	N=94	47%	N=155	12%	N=38	2%	N=6	11%	N=38	100%	N=331
Recreation programs or classes	26%	N=86	26%	N=86	9%	N=29	2%	N=8	37%	N=125	100%	N=333
Recreation centers or facilities	26%	N=86	28%	N=92	10%	N=33	2%	N=5	34%	N=112	100%	N=329
Land use, planning and zoning	14%	N=47	22%	N=72	21%	N=68	9%	N=30	34%	N=113	100%	N=331
Code enforcement (weeds, abandoned buildings, etc.)	13%	N=43	25%	N=84	16%	N=52	8%	N=28	38%	N=126	100%	N=333
Animal control	13%	N=44	31%	N=103	8%	N=27	3%	N=10	45%	N=151	100%	N=334
Economic development	12%	N=39	32%	N=105	21%	N=71	10%	N=33	25%	N=83	100%	N=330
Public information services	12%	N=38	32%	N=106	19%	N=62	4%	N=13	33%	N=107	100%	N=326
Cable television	9%	N=31	25%	N=84	14%	N=48	11%	N=35	41%	N=135	100%	N=333
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	13%	N=43	26%	N=85	11%	N=37	6%	N=20	44%	N=147	100%	N=331
Preservation of natural areas such as open space, farmlands and greenbelts	16%	N=53	35%	N=113	20%	N=66	8%	N=26	20%	N=66	100%	N=324
Gaithersburg open space	19%	N=61	33%	N=109	26%	N=83	8%	N=26	15%	N=48	100%	N=327
City-sponsored special events	19%	N=63	33%	N=108	15%	N=50	3%	N=9	30%	N=97	100%	N=326
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	20%	N=65	41%	N=131	16%	N=53	3%	N=8	20%	N=64	100%	N=321

Table 44: 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	22%	N=72	50%	N=163	19%	N=62	0%	N=1	9%	N=30	100%	N=329
The Federal Government	10%	N=34	33%	N=108	34%	N=111	8%	N=27	16%	N=52	100%	N=331

Table 45: 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	13%	N=44	38%	N=128	23%	N=78	13%	N=44	12%	N=41	100%	N=335
The overall direction that Gaithersburg is taking	11%	N=38	42%	N=142	20%	N=68	10%	N=35	16%	N=53	100%	N=336
The job Gaithersburg government does at welcoming resident involvement	13%	N=43	28%	N=93	20%	N=68	9%	N=32	30%	N=100	100%	N=335
Overall confidence in Gaithersburg government	13%	N=43	38%	N=129	22%	N=75	9%	N=30	17%	N=58	100%	N=335
Generally acting in the best interest of the community	17%	N=58	39%	N=130	17%	N=56	11%	N=37	16%	N=53	100%	N=334
Being honest	16%	N=54	38%	N=128	11%	N=38	9%	N=32	25%	N=84	100%	N=336
Treating all residents fairly	17%	N=57	34%	N=115	15%	N=51	11%	N=36	23%	N=76	100%	N=335

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Table 46: 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=220	29%	N=101	5%	N=16	2%	N=7	100%	N=343
Overall ease of getting to the places you usually have to visit	35%	N=119	52%	N=178	12%	N=41	1%	N=4	100%	N=341
Quality of overall natural environment in Gaithersburg	44%	N=150	44%	N=151	11%	N=37	1%	N=2	100%	N=342
Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	33%	N=110	51%	N=171	16%	N=53	1%	N=5	100%	N=339
Health and wellness opportunities in Gaithersburg	35%	N=118	43%	N=146	19%	N=63	3%	N=11	100%	N=337
Overall opportunities for education and enrichment	41%	N=140	41%	N=140	14%	N=48	3%	N=11	100%	N=339
Overall economic health of Gaithersburg	47%	N=160	44%	N=151	9%	N=29	0%	N=1	100%	N=341
Sense of community	30%	N=102	50%	N=170	16%	N=55	4%	N=15	100%	N=341

Table 47: Question 14

The City of Gaithersburg is engaged in a visioning exercise to explore and help guide what the community will look like over the next 25 years. Please indicate how important, if at all, each of the following factors would be in your decision to remain in Gaithersburg:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
General location	37%	N=124	52%	N=174	10%	N=33	1%	N=4	100%	N=336
Housing options	48%	N=164	34%	N=114	13%	N=44	5%	N=16	100%	N=338
Quality of K-12 schools	46%	N=155	34%	N=116	7%	N=24	12%	N=40	100%	N=336
Overall quality of City services	38%	N=130	41%	N=140	19%	N=65	1%	N=4	100%	N=339
Transportation options	42%	N=143	33%	N=112	18%	N=60	7%	N=22	100%	N=337
Access to jobs in the area	50%	N=169	28%	N=94	12%	N=41	10%	N=33	100%	N=337
Overall quality of life	67%	N=225	32%	N=108	0%	N=2	1%	N=3	100%	N=338

Table 48: Question 15

Bicycle and electric vehicle sharing programs are becoming an increasingly popular way to get around while reducing carbon emissions. How likely or unlikely would you be to use each of the following in the City of Gaithersburg?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Bicycles	25%	N=85	21%	N=72	16%	N=55	33%	N=113	5%	N=17	100%	N=341
Electric scooters	13%	N=43	15%	N=52	19%	N=65	48%	N=165	5%	N=16	100%	N=341
Electric mopeds	10%	N=35	16%	N=54	21%	N=71	48%	N=162	6%	N=19	100%	N=340

Table 49: Question 16

To encourage use of alternative modes of travel, the City is considering ways to make biking easier and safer in Gaithersburg. How much would you support or oppose each of the following?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Reducing the amount of on-street parking for vehicles to make room for bicycle lanes	27%	N=91	29%	N=99	18%	N=61	21%	N=73	5%	N=19	100%	N=342
Reducing the number of travel lanes for vehicles on some streets to make bicycle lanes	25%	N=86	27%	N=91	17%	N=56	27%	N=91	5%	N=17	100%	N=342

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Table 50: 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	4%	N=14	3%	N=10	5%	N=15	13%	N=43	76%	N=259	100%	N=342
Purchase goods or services from a business located in Gaithersburg	0%	N=1	2%	N=7	16%	N=53	49%	N=165	33%	N=111	100%	N=338
Eat at least 5 portions of fruits and vegetables a day	2%	N=6	9%	N=29	33%	N=111	32%	N=107	25%	N=86	100%	N=338
Participate in moderate or vigorous physical activity	2%	N=7	9%	N=32	31%	N=104	32%	N=106	26%	N=87	100%	N=336
Read or watch local news (via television, paper, computer, etc.)	5%	N=18	11%	N=36	26%	N=89	25%	N=83	33%	N=111	100%	N=336
Vote in local elections	20%	N=65	5%	N=18	10%	N=32	20%	N=68	45%	N=150	100%	N=332

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=97
Very good	43%	N=146
Good	23%	N=80
Fair	5%	N=18
Poor	0%	N=1
Total	100%	N=342

Table 52: 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	12%	N=40
Somewhat positive	21%	N=68
Neutral	54%	N=179
Somewhat negative	11%	N=37
Very negative	2%	N=8
Total	100%	N=331

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	70%	N=234
Working part time for pay	9%	N=29
Unemployed, looking for paid work	4%	N=12
Unemployed, not looking for paid work	2%	N=6
Fully retired	16%	N=55
Total	100%	N=336

Table 54: Question D5

Do you work inside the boundaries of Gaithersburg?	Percent	Number
Yes, outside the home	28%	N=92
Yes, from home	11%	N=36
No	61%	N=199
Total	100%	N=327

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Table 55: Question D6

How many years have you lived in Gaithersburg?	Percent	Number
Less than 2 years	14%	N=46
2 to 5 years	33%	N=114
6 to 10 years	11%	N=39
11 to 20 years	19%	N=65
More than 20 years	22%	N=77
Total	100%	N=341

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	23%	N=77
Building with two or more homes (duplex, townhome, apartment or condominium)	75%	N=257
Mobile home	0%	N=0
Other	2%	N=7
Total	100%	N=341

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=154
Owned	55%	N=185
Total	100%	N=340

Table 58: 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	2%	N=6
\$300 to \$599 per month	7%	N=24
\$600 to \$999 per month	6%	N=20
\$1,000 to \$1,499 per month	19%	N=65
\$1,500 to \$2,499 per month	43%	N=145
\$2,500 or more per month	22%	N=74
Total	100%	N=334

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=224
Yes	34%	N=113
Total	100%	N=336

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Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=261
Yes	23%	N=79
Total	100%	N=340

Table 61: 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	9%	N=30
\$25,000 to \$49,999	15%	N=48
\$50,000 to \$99,999	22%	N=72
\$100,000 to \$149,999	25%	N=81
\$150,000 or more	29%	N=93
Total	100%	N=324

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	77%	N=257
Yes, I consider myself to be Spanish, Hispanic or Latino	23%	N=75
Total	100%	N=332

Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=2
Asian, Asian Indian or Pacific Islander	16%	N=54
Black or African American	13%	N=43
White	55%	N=185
Other	17%	N=58

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

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=17
25 to 34 years	25%	N=85
35 to 44 years	21%	N=72
45 to 54 years	20%	N=67
55 to 64 years	13%	N=44
65 to 74 years	8%	N=26
75 years or older	8%	N=29
Total	100%	N=340

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Table 65: Question D16

What is your sex?	Percent	Number
Female	54%	N=181
Male	46%	N=157
Total	100%	N=339

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	75%	N=253
Land line	9%	N=31
Both	16%	N=55
Total	100%	N=339

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. 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,” 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. Being rated as “higher” or “lower” than the benchmark means that Gaithersburg’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Gaithersburg’s average rating was more than 20 points different when compared to the benchmark.

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

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Gaithersburg	79%	293	431	Similar
Overall image or reputation of Gaithersburg	64%	223	339	Similar
Gaithersburg as a place to live	86%	244	376	Similar
Your neighborhood as a place to live	81%	176	307	Similar
Gaithersburg as a place to raise children	74%	229	367	Similar
Gaithersburg as a place to retire	46%	304	347	Lower
Overall appearance of Gaithersburg	75%	183	338	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Gaithersburg	74%	247	348	Similar	
	In your neighborhood during the day	90%	221	345	Similar	
	In Gaithersburg's downtown/commercial area during the day	81%	239	313	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	73%	154	272	Similar	
	Availability of paths and walking trails	64%	151	308	Similar	
	Ease of walking in Gaithersburg	62%	165	302	Similar	
	Ease of travel by bicycle in Gaithersburg	46%	182	301	Similar	
	Ease of travel by public transportation in Gaithersburg	55%	41	234	Higher	
	Ease of travel by car in Gaithersburg	66%	161	300	Similar	
	Ease of public parking	63%	78	231	Similar	
	Traffic flow on major streets	49%	169	328	Similar	
Natural Environment	Quality of overall natural environment in Gaithersburg	76%	180	274	Similar	
	Cleanliness of Gaithersburg	68%	181	281	Similar	
	Air quality	75%	152	244	Similar	
Built Environment	Overall "built environment" of Gaithersburg (including overall design, buildings, parks and transportation systems)	68%	99	263	Similar	
	Overall quality of new development in Gaithersburg	64%	70	288	Similar	
	Availability of affordable quality housing	38%	170	297	Similar	
	Variety of housing options	58%	116	276	Similar	
	Public places where people want to spend time	70%	137	257	Similar	
Economy	Overall economic health of Gaithersburg	65%	145	269	Similar	
	Vibrant downtown/commercial area	54%	119	246	Similar	
	Overall quality of business and service establishments in Gaithersburg	66%	145	271	Similar	
	Cost of living in Gaithersburg	28%	214	265	Similar	
	Shopping opportunities	62%	128	289	Similar	
	Employment opportunities	54%	77	306	Similar	
	Gaithersburg as a place to visit	46%	224	283	Lower	
	Gaithersburg as a place to work	62%	176	351	Similar	
	Recreation and Wellness	Health and wellness opportunities in Gaithersburg	79%	113	264	Similar
		Availability of affordable quality mental health care	61%	49	234	Similar
Availability of preventive health services		71%	99	238	Similar	
Availability of affordable quality health care		67%	106	257	Similar	
Availability of affordable quality food		67%	106	244	Similar	
Recreational opportunities	73%	109	289	Similar		

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	73%	117	255	Similar
	Overall opportunities for education and enrichment	74%	128	266	Similar
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	79%	100	204	Similar
	Opportunities to attend cultural/arts/music activities	66%	105	286	Similar
	Adult educational opportunities	66%	71	243	Similar
	K-12 education	70%	161	267	Similar
	Availability of affordable quality child care/preschool	53%	146	257	Similar
	Opportunities to participate in social events and activities	66%	99	262	Similar
Community Engagement	Neighborhoodliness of Gaithersburg	61%	135	258	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	79%	11	289	Higher
	Opportunities to participate in community matters	73%	75	272	Similar
	Opportunities to volunteer	71%	128	263	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Gaithersburg	79%	131	401	Similar
Overall customer service by Gaithersburg employees (police, receptionists, planners, etc.)	76%	162	367	Similar
Value of services for the taxes paid to Gaithersburg	59%	139	385	Similar
Overall direction that Gaithersburg is taking	63%	134	310	Similar
Job Gaithersburg government does at welcoming resident involvement	58%	91	313	Similar
Overall confidence in Gaithersburg government	62%	82	270	Similar
Generally acting in the best interest of the community	67%	65	270	Similar
Being honest	72%	52	261	Similar
Treating all residents fairly	66%	76	267	Similar
Services provided by the Federal Government	51%	6	250	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	80%	193	426	Similar
	Crime prevention	73%	152	349	Similar
	Fire prevention and education	85%	81	281	Similar
	Animal control	80%	31	317	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	69%	103	275	Similar
Mobility	Traffic enforcement	56%	203	353	Similar
	Street repair	55%	98	358	Similar
	Street cleaning	71%	64	313	Similar
	Street lighting	70%	46	315	Similar
	Snow removal	78%	51	265	Similar
	Sidewalk maintenance	67%	48	306	Higher
	Bus or transit services	74%	17	228	Higher
Natural Environment	Recycling	74%	204	340	Similar
	Yard waste pick-up	82%	64	265	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	65%	87	252	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Built Environment	Gaithersburg open space	61%	100	240	Similar
	Storm drainage	79%	30	331	Higher
	Land use, planning and zoning	55%	56	294	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	61%	74	372	Similar
	Cable television	58%	68	200	Similar
Economy	Economic development	58%	119	280	Similar
Recreation and Wellness	City parks	85%	133	309	Similar
	Recreation programs or classes	82%	30	310	Higher
	Recreation centers or facilities	82%	34	273	Higher
Education and Enrichment	City-sponsored special events	74%	66	280	Similar
Community Engagement	Public information services	66%	157	283	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	59%	203	301	Similar
Recommend living in Gaithersburg to someone who asks	84%	182	280	Similar
Remain in Gaithersburg for the next five years	78%	225	275	Similar
Contacted Gaithersburg (in-person, phone, email or web) for help or information	37%	255	318	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	35%	110	235	Similar
	Did NOT report a crime to the police	87%	26	261	Similar
	Household member was NOT a victim of a crime	91%	100	270	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	62%	20	214	Much higher
	Carpooled with other adults or children instead of driving alone	44%	102	249	Similar
	Walked or biked instead of driving	60%	108	258	Similar
Natural Environment	Made efforts to conserve water	78%	152	243	Similar
	Made efforts to make your home more energy efficient	77%	80	245	Similar
	Recycle at home	93%	106	257	Similar
Built Environment	Did NOT observe a code violation or other hazard in Gaithersburg	59%	100	252	Similar
	NOT experiencing housing costs stress	62%	203	256	Similar
Economy	Purchase goods or services from a business located in Gaithersburg	97%	99	255	Similar
	Economy will have positive impact on income	33%	130	257	Similar
	Work inside boundaries of Gaithersburg	39%	117	256	Similar
Recreation and Wellness	Used Gaithersburg recreation centers or their services	57%	115	238	Similar
	Visited a neighborhood park or City park	81%	178	265	Similar
	Eat at least 5 portions of fruits and vegetables a day	90%	12	246	Similar
	Participate in moderate or vigorous physical activity	89%	61	251	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	In very good to excellent health	71%	41	251	Similar
	Used Gaithersburg public libraries or their services	66%	85	246	Similar
	Participated in religious or spiritual activities in Gaithersburg	38%	152	204	Similar
	Attended City-sponsored event	48%	187	260	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	17%	190	239	Similar
	Contacted Gaithersburg elected officials (in-person, phone, email or web) to express your opinion	17%	125	253	Similar
	Volunteered your time to some group/activity in Gaithersburg	33%	169	263	Similar
	Participated in a club	16%	220	244	Lower
	Talked to or visited with your immediate neighbors	85%	223	253	Similar
	Done a favor for a neighbor	66%	242	248	Lower
	Attended a local public meeting	23%	91	262	Similar
	Watched (online or on television) a local public meeting	27%	68	232	Similar
	Read or watch local news (via television, paper, computer, etc.)	84%	142	256	Similar
	Vote in local elections	75%	228	258	Similar

Communities included in national comparisons

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

Adams County, CO.....	487,850	Bay Village city, OH.....	15,426
Airway Heights city, WA.....	8,017	Baytown city, TX.....	76,205
Albany city, OR.....	52,007	Bedford city, TX.....	49,082
Albemarle County, VA.....	105,105	Bedford town, MA.....	14,105
Albert Lea city, MN.....	17,716	Bellevue city, WA.....	139,014
Alexandria city, VA.....	154,710	Bellingham city, WA.....	85,388
American Canyon city, CA.....	20,341	Bend city, OR.....	87,167
Ames city, IA.....	65,005	Bethlehem township, PA.....	23,800
Ankeny city, IA.....	56,237	Bettendorf city, IA.....	35,293
Ann Arbor city, MI.....	119,303	Billings city, MT.....	109,082
Apache Junction city, AZ.....	38,452	Bloomington city, IN.....	83,636
Arapahoe County, CO.....	626,612	Bloomington city, MN.....	85,417
Arlington city, TX.....	388,225	Boise City city, ID.....	220,859
Arvada city, CO.....	115,320	Bonner Springs city, KS.....	7,644
Asheville city, NC.....	89,318	Boulder city, CO.....	106,271
Ashland city, OR.....	20,733	Bowling Green city, KY.....	64,302
Ashland town, MA.....	17,478	Bozeman city, MT.....	43,132
Ashland town, VA.....	7,554	Brentwood city, TN.....	41,524
Aspen city, CO.....	7,097	Brighton city, CO.....	38,016
Athens-Clarke County, GA.....	122,292	Brookline CDP, MA.....	59,246
Auburn city, AL.....	61,462	Brooklyn Center city, MN.....	30,885
Augusta CCD, GA.....	136,103	Brooklyn city, OH.....	10,891
Aurora city, CO.....	357,323	Broomfield city, CO.....	64,283
Austin city, TX.....	916,906	Brownsburg town, IN.....	24,625
Avon town, CO.....	6,503	Buffalo Grove village, IL.....	41,551
Avon town, IN.....	16,479	Burlingame city, CA.....	30,401
Avondale city, AZ.....	81,590	Cabarrus County, NC.....	196,716
Azusa city, CA.....	49,029	Cambridge city, MA.....	110,893
Bainbridge Island city, WA.....	23,689	Canandaigua city, NY.....	10,402
Baltimore city, MD.....	619,796	Cannon Beach city, OR.....	1,517
Baltimore County, MD.....	828,637	Cañon City city, CO.....	16,298
Battle Creek city, MI.....	51,505	Canton city, SD.....	3,352

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Cape Coral city, FL	173,679	Dover city, NH	30,901
Carlsbad city, CA	113,147	Dublin city, CA	57,022
Carroll city, IA	9,937	Dublin city, OH	44,442
Cartersville city, GA	20,235	Duluth city, MN	86,066
Cary town, NC	159,715	Durham city, NC	257,232
Castle Rock town, CO	57,274	Durham County, NC	300,865
Cedar Hill city, TX	48,149	Dyer town, IN	16,077
Cedar Park city, TX	70,010	Eagan city, MN	66,102
Cedar Rapids city, IA	130,330	Eagle Mountain city, UT	27,773
Celina city, TX	7,910	Eau Claire city, WI	67,945
Centennial city, CO	108,448	Eden Prairie city, MN	63,660
Chandler city, AZ	245,160	Eden town, VT	1,254
Chandler city, TX	2,896	Edgewater city, CO	5,299
Chanhassen city, MN	25,108	Edina city, MN	50,603
Chapel Hill town, NC	59,234	Edmond city, OK	89,769
Chardon city, OH	5,166	Edmonds city, WA	41,309
Charles County, MD	156,021	El Cerrito city, CA	24,982
Charlotte County, FL	173,236	El Paso de Robles (Paso Robles) city, CA	31,409
Charlottesville city, VA	46,487	Elk Grove city, CA	166,228
Chattanooga city, TN	176,291	Elmhurst city, IL	46,139
Chautauqua town, NY	4,362	Englewood city, CO	33,155
Chesterfield County, VA	335,594	Erie town, CO	22,019
Clackamas County, OR	399,962	Estes Park town, CO	6,248
Clayton city, MO	16,214	Euclid city, OH	47,698
Clearwater city, FL	112,794	Fairview town, TX	8,473
Cleveland Heights city, OH	45,024	Farmers Branch city, TX	33,808
Clinton city, SC	8,538	Farmersville city, TX	3,440
Clive city, IA	17,134	Farmington Hills city, MI	81,235
Clovis city, CA	104,411	Farmington town, CT	25,596
College Park city, MD	32,186	Fate city, TX	10,339
College Station city, TX	107,445	Fayetteville city, GA	17,069
Colleyville city, TX	25,557	Fayetteville city, NC	210,324
Collinsville city, IL	24,767	Ferguson township, PA	18,837
Columbia city, MO	118,620	Fernandina Beach city, FL	11,957
Columbia city, SC	132,236	Flower Mound town, TX	71,575
Columbia Falls city, MT	5,054	Forest Grove city, OR	23,554
Commerce City city, CO	52,905	Fort Collins city, CO	159,150
Concord city, CA	128,160	Franklin city, TN	72,990
Concord town, MA	19,357	Frederick town, CO	11,397
Conshohocken borough, PA	7,985	Fremont city, CA	230,964
Coolidge city, AZ	12,221	Fruita city, CO	13,039
Coon Rapids city, MN	62,342	Gahanna city, OH	34,691
Coral Springs city, FL	130,110	Gaithersburg city, MD	67,417
Coronado city, CA	24,053	Galveston city, TX	49,706
Corvallis city, OR	56,224	Gardner city, KS	21,059
Cottonwood Heights city, UT	34,214	Germantown city, TN	39,230
Coventry Lake CDP, CT	2,932	Gilbert town, AZ	232,176
Creve Coeur city, MO	18,259	Gillette city, WY	31,783
Cupertino city, CA	60,687	Glen Ellyn village, IL	27,983
Dacono city, CO	4,929	Glendora city, CA	51,891
Dakota County, MN	414,655	Glenview village, IL	47,066
Dallas city, OR	15,413	Golden city, CO	20,365
Dallas city, TX	1,300,122	Golden Valley city, MN	21,208
Danville city, KY	16,657	Goodyear city, AZ	74,953
Darien city, IL	22,206	Grafton village, WI	11,576
Davenport city, FL	3,665	Grand Blanc city, MI	7,964
Davidson town, NC	12,325	Grants Pass city, OR	36,687
Dayton city, OH	140,939	Grass Valley city, CA	12,893
Dayton town, WY	815	Greeley city, CO	100,760
Dearborn city, MI	95,295	Greenville city, NC	90,347
Decatur city, GA	22,022	Greenwich town, CT	62,782
Del Mar city, CA	4,338	Greenwood Village city, CO	15,397
DeLand city, FL	30,315	Greer city, SC	28,587
Delaware city, OH	38,193	Gunnison County, CO	16,215
Denison city, TX	23,342	Haltom City city, TX	44,059
Denton city, TX	131,097	Hamilton city, OH	62,216
Denver city, CO	678,467	Hamilton town, MA	7,991
Des Moines city, IA	214,778	Hampton city, VA	136,255
Des Peres city, MO	8,536	Hanover County, VA	103,218
Destin city, FL	13,421	Harrisburg city, SD	5,429

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Harrisonburg city, VA	53,064	Lombard village, IL	43,776
Harrisonville city, MO	10,025	Lone Tree city, CO	13,430
Hastings city, MN	22,620	Long Grove village, IL	7,980
Henderson city, NV	284,817	Longmont city, CO	91,730
Herndon town, VA	24,545	Lonsdale city, MN	3,850
High Point city, NC	109,849	Los Alamos County, NM	18,031
Highland Park city, IL	29,796	Los Altos Hills town, CA	8,490
Highlands Ranch CDP, CO	105,264	Loudoun County, VA	374,558
Homer Glen village, IL	24,403	Louisville city, CO	20,319
Honolulu County, HI	990,060	Lower Merion township, PA	58,500
Hoquiam city, WA	8,416	Lynchburg city, VA	79,237
Horry County, SC	310,186	Lynnwood city, WA	37,242
Hudson town, CO	1,709	Manassas city, VA	41,379
Huntley village, IL	26,265	Manhattan Beach city, CA	35,698
Huntsville city, TX	40,727	Manhattan city, KS	55,427
Hutchinson city, MN	13,836	Mankato city, MN	41,241
Hutto city, TX	22,644	Maple Grove city, MN	68,362
Independence city, MO	117,369	Maplewood city, MN	40,127
Indio city, CA	86,867	Maricopa County, AZ	4,155,501
Iowa City city, IA	73,415	Marin County, CA	260,814
Irving city, TX	235,648	Marion city, IA	38,014
Issaquah city, WA	35,629	Mariposa County, CA	17,658
Jackson city, MO	14,690	Marshfield city, WI	18,326
Jackson County, MI	158,989	Martinez city, CA	37,902
James City County, VA	73,028	Marysville city, WA	66,178
Jefferson County, NY	116,567	Maui County, HI	164,094
Jefferson Parish, LA	437,038	McKinney city, TX	164,760
Jerome city, ID	11,306	McMinnville city, OR	33,211
Johnson City city, TN	65,598	Mecklenburg County, NC	1,034,290
Johnston city, IA	20,172	Menlo Park city, CA	33,661
Jupiter town, FL	62,373	Menomonee Falls village, WI	36,411
Kalamazoo city, MI	75,833	Mercer Island city, WA	24,768
Kansas City city, KS	151,042	Meridian charter township, MI	41,903
Kansas City city, MO	476,974	Meridian city, ID	91,917
Keizer city, OR	37,910	Merriam city, KS	11,259
Kent city, WA	126,561	Mesa city, AZ	479,317
Kerrville city, TX	22,931	Miami Beach city, FL	92,187
Key West city, FL	25,316	Miami city, FL	443,007
King City city, CA	13,721	Middleton city, WI	18,951
Kingman city, AZ	28,855	Middletown town, RI	16,100
Kirkland city, WA	86,772	Midland city, MI	41,958
Kirkwood city, MO	27,659	Milford city, DE	10,645
Knoxville city, IA	7,202	Milton city, GA	37,556
La Plata town, MD	9,160	Minneapolis city, MN	411,452
La Vista city, NE	17,062	Minnetrissa city, MN	7,187
Laguna Niguel city, CA	65,429	Missouri City city, TX	72,688
Lake Forest city, IL	18,931	Moline city, IL	42,644
Lake in the Hills village, IL	28,908	Monroe city, MI	20,128
Lake Zurich village, IL	19,983	Montgomery city, MN	2,921
Lakeville city, MN	61,056	Montgomery County, MD	1,039,198
Lakewood city, CO	151,411	Monticello city, UT	2,599
Lakewood city, WA	59,102	Montrose city, CO	18,918
Lancaster County, SC	86,544	Moraga town, CA	17,231
Lansing city, MI	115,222	Morristown city, TN	29,446
Laramie city, WY	32,104	Morrisville town, NC	23,873
Larimer County, CO	330,976	Morro Bay city, CA	10,568
Las Cruces city, NM	101,014	Mountlake Terrace city, WA	20,922
Las Vegas city, NM	13,445	Murphy city, TX	20,361
Lawrence city, KS	93,954	Naperville city, IL	146,431
Lawrenceville city, GA	29,287	Napoleon city, OH	8,646
Lehi city, UT	58,351	Nederland city, TX	17,284
Lenexa city, KS	52,030	Needham CDP, MA	30,429
Lewisville city, TX	103,638	Nevada City city, CA	3,112
Lewisville town, NC	13,516	Nevada County, CA	98,838
Libertyville village, IL	20,504	New Braunfels city, TX	70,317
Lincolnwood village, IL	12,637	New Brighton city, MN	22,440
Lindsborg city, KS	3,313	New Concord village, OH	2,561
Little Chute village, WI	11,006	New Hope city, MN	20,909
Littleton city, CO	45,848	New Orleans city, LA	388,182
Livermore city, CA	88,232	New Ulm city, MN	13,249

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Newport city, RI.....	24,745	Richland city, WA.....	53,991
Newport News city, VA.....	180,775	Richmond city, CA.....	108,853
Newton city, IA.....	15,085	Richmond Heights city, MO.....	8,466
Niles village, IL.....	29,823	Rio Rancho city, NM.....	93,317
Noblesville city, IN.....	59,807	River Falls city, WI.....	15,256
Norcross city, GA.....	16,474	Riverside city, CA.....	321,570
Norfolk city, NE.....	24,352	Roanoke city, VA.....	99,572
Norfolk city, VA.....	245,752	Roanoke County, VA.....	93,419
North Mankato city, MN.....	13,583	Rochester city, NY.....	209,463
North Port city, FL.....	62,542	Rock Hill city, SC.....	70,764
North Yarmouth town, ME.....	3,714	Rockville city, MD.....	66,420
Northglenn city, CO.....	38,473	Roeland Park city, KS.....	6,810
Novato city, CA.....	55,378	Rohnert Park city, CA.....	42,305
Novi city, MI.....	58,835	Rolla city, MO.....	20,013
O'Fallon city, IL.....	29,095	Rosemount city, MN.....	23,474
Oak Park village, IL.....	52,229	Rosenberg city, TX.....	35,867
Oakley city, CA.....	39,950	Roseville city, MN.....	35,624
Oklahoma City city, OK.....	629,191	Round Rock city, TX.....	116,369
Olmsted County, MN.....	151,685	Royal Palm Beach village, FL.....	37,665
Olympia city, WA.....	49,928	Sacramento city, CA.....	489,650
Orange village, OH.....	3,280	Sahuarita town, AZ.....	28,257
Orland Park village, IL.....	59,161	Sammamish city, WA.....	62,877
Orleans Parish, LA.....	388,182	San Diego city, CA.....	1,390,966
Oshkosh city, WI.....	66,649	San Jose city, CA.....	1,023,031
Oswego village, IL.....	33,759	San Marcos city, CA.....	93,493
Ottawa County, MI.....	280,243	San Marcos city, TX.....	59,935
Overland Park city, KS.....	186,147	Sangamon County, IL.....	198,134
Paducah city, KY.....	24,879	Santa Fe city, NM.....	82,980
Palm Beach Gardens city, FL.....	53,119	Santa Fe County, NM.....	147,514
Palm Coast city, FL.....	82,356	Sarasota County, FL.....	404,839
Palo Alto city, CA.....	67,082	Savage city, MN.....	30,011
Palos Verdes Estates city, CA.....	13,591	Schaumburg village, IL.....	74,427
Papillion city, NE.....	19,478	Schertz city, TX.....	38,199
Paradise Valley town, AZ.....	13,961	Scott County, MN.....	141,463
Park City city, UT.....	8,167	Scottsdale city, AZ.....	239,283
Parker town, CO.....	51,125	Sedona city, AZ.....	10,246
Parkland city, FL.....	28,901	Sevierville city, TN.....	16,387
Pasco city, WA.....	70,607	Shakopee city, MN.....	40,024
Pasco County, FL.....	498,136	Sharonville city, OH.....	13,974
Payette city, ID.....	7,366	Shawnee city, KS.....	64,840
Pearland city, TX.....	113,693	Shawnee city, OK.....	30,974
Peoria city, IL.....	115,424	Sherborn town, MA.....	4,302
Pflugerville city, TX.....	58,013	Shoreline city, WA.....	55,431
Pinehurst village, NC.....	15,580	Shoreview city, MN.....	26,432
Piqua city, OH.....	20,793	Shorewood village, IL.....	16,809
Pitkin County, CO.....	17,747	Sierra Vista city, AZ.....	43,585
Plano city, TX.....	281,566	Silverton city, OR.....	9,757
Platte City city, MO.....	4,867	Sioux Falls city, SD.....	170,401
Pleasant Hill city, IA.....	9,608	Skokie village, IL.....	64,773
Pleasanton city, CA.....	79,341	Snoqualmie city, WA.....	12,944
Polk County, IA.....	467,235	Snowmass Village town, CO.....	2,827
Pompano Beach city, FL.....	107,542	Somerset town, MA.....	18,257
Port Orange city, FL.....	60,315	South Jordan city, UT.....	65,523
Port St. Lucie city, FL.....	178,778	Southlake city, TX.....	30,090
Portland city, OR.....	630,331	Spearfish city, SD.....	11,300
Powell city, OH.....	12,658	Springfield city, MO.....	165,785
Powhatan County, VA.....	28,364	Springville city, UT.....	32,319
Prince William County, VA.....	450,763	St. Augustine city, FL.....	13,952
Prior Lake city, MN.....	25,452	St. Charles city, IL.....	32,730
Pueblo city, CO.....	109,122	St. Joseph city, MO.....	76,819
Purcellville town, VA.....	9,217	St. Louis County, MN.....	200,294
Queen Creek town, AZ.....	33,298	St. Lucie County, FL.....	298,763
Raleigh city, NC.....	449,477	State College borough, PA.....	42,224
Ramsey city, MN.....	25,853	Steamboat Springs city, CO.....	12,520
Raymond town, ME.....	4,497	Sugar Land city, TX.....	86,886
Raymore city, MO.....	20,358	Suisun City city, CA.....	29,280
Redmond city, OR.....	28,492	Summit County, UT.....	39,731
Redmond city, WA.....	60,712	Sunnyvale city, CA.....	151,565
Redwood City city, CA.....	84,368	Surprise city, AZ.....	129,534
Reno city, NV.....	239,732	Suwanee city, GA.....	18,655

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Tacoma city, WA.....	207,280	Washougal city, WA.....	15,241
Takoma Park city, MD.....	17,643	Wauwatosa city, WI.....	47,687
Temecula city, CA.....	110,722	Wentzville city, MO.....	35,768
Tempe city, AZ.....	178,339	West Carrollton city, OH.....	12,963
Temple city, TX.....	71,795	West Chester township, OH.....	62,804
Texarkana city, TX.....	37,222	Western Springs village, IL.....	13,187
The Woodlands CDP, TX.....	109,608	Westerville city, OH.....	38,604
Tigard city, OR.....	51,355	Westlake town, TX.....	1,006
Tinley Park village, IL.....	57,107	Westminster city, CO.....	111,895
Tracy city, CA.....	87,613	Westminster city, MD.....	18,557
Trinidad CCD, CO.....	10,819	Wheat Ridge city, CO.....	31,162
Tualatin city, OR.....	27,135	White House city, TN.....	11,107
Tulsa city, OK.....	401,352	Wichita city, KS.....	389,054
Tustin city, CA.....	80,007	Williamsburg city, VA.....	14,817
Twin Falls city, ID.....	47,340	Willowbrook village, IL.....	8,598
Unalaska city, AK.....	4,809	Wilmington city, NC.....	115,261
University Heights city, OH.....	13,201	Wilsonville city, OR.....	22,789
University Park city, TX.....	24,692	Windsor town, CO.....	23,386
Urbandale city, IA.....	42,222	Windsor town, CT.....	29,037
Vail town, CO.....	5,425	Winnetka village, IL.....	12,504
Ventura CCD, CA.....	115,218	Winter Garden city, FL.....	40,799
Vernon Hills village, IL.....	26,084	Woodbury city, MN.....	67,648
Vestavia Hills city, AL.....	34,003	Woodinville city, WA.....	11,675
Victoria city, MN.....	8,679	Wyandotte County, KS.....	163,227
Vienna town, VA.....	16,474	Yakima city, WA.....	93,182
Virginia Beach city, VA.....	450,057	York County, VA.....	67,196
Walnut Creek city, CA.....	68,516	Yorktown town, IN.....	11,200
Warrensburg city, MO.....	19,890	Yorkville city, IL.....	18,691
Washington County, MN.....	250,979	Yountville city, CA.....	2,978
Washoe County, NV.....	445,551		

Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

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

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

Selecting Survey Recipients

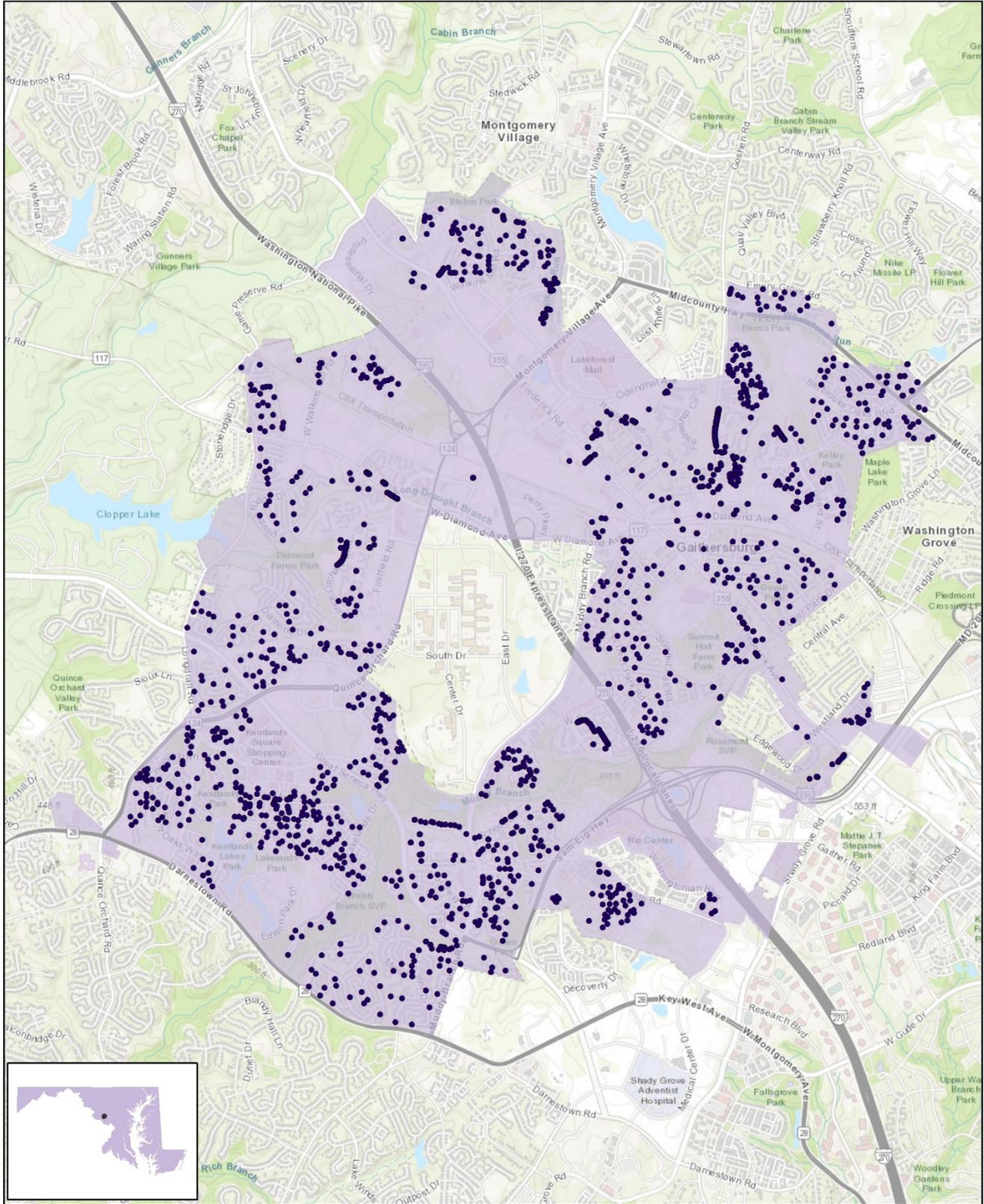
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Gaithersburg were eligible to participate in the survey. A list of all households within the zip codes serving Gaithersburg was purchased from Go-Dog Direct based on updated listings 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 2,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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

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

Figure 1: Location of Survey Recipients



Survey Recipients in Gaithersburg, MD

- Survey Recipients

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 13, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English and Spanish. Both cover letters included a URL through which the residents selected for the mail survey could choose to respond online rather than by mail. The cover letters also contained paragraphs in Spanish instructing participants to complete the Spanish version of the survey online. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on October 18, 2019 and remained open for three weeks.

About 4% of the 2,500 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 2,410 households that received the survey, 350 completed the survey, providing an overall response rate of 15%. Of the 350 completed surveys, two were completed in Spanish and 58 were completed online. The response rate was calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 255 residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 73: Survey Response Rate

	Overall
Total sample used	2,500
I=Complete Interviews	342
P=Partial Interviews	8
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	2,060
NE=Not eligible	90
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	15%

Confidence Intervals

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

The margin of error for the City of Gaithersburg survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (350 completed surveys).

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

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out

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

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

of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

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

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

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

Survey Data Weighting

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

Table 74: Gaithersburg, MD 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	48%	30%	45%
Own home	52%	70%	55%
Detached unit*	21%	33%	23%
Attached unit*	79%	67%	77%
Race and Ethnicity			
White	53%	62%	54%
Not white	47%	38%	46%
Not Hispanic	77%	88%	77%
Hispanic	23%	12%	23%
Sex and Age			
Female	52%	65%	54%
Male	48%	35%	46%
18-34 years of age	34%	9%	30%
35-54 years of age	40%	33%	41%
55+ years of age	26%	57%	29%
Females 18-34	17%	7%	17%
Females 35-54	21%	22%	21%
Females 55+	14%	36%	15%
Males 18-34	17%	3%	14%
Males 35-54	20%	12%	21%
Males 55+	11%	21%	12%

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

Survey Data Analysis and Reporting

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

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear 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.

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

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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



Gaithersburg
A CHARACTER COUNTS! CITY

31 South Summit Avenue
Gaithersburg, MD 20877-2038

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



Gaithersburg
A CHARACTER COUNTS! CITY

31 South Summit Avenue
Gaithersburg, MD 20877-2038

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US Postage
PAID
Boulder, CO
Permit NO. 94



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 2019 Gaithersburg Community 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:**

xx.webplaceholder.xx

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

Thank you for your time and participation!

Sincerely,

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 la Comunidad de Gaithersburg del 2019.

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

xx.webplaceholder.xx

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,

Jud Ashman
Mayor/Alcalde
City of Gaithersburg



Gaithersburg
A CHARACTER COUNTS! CITY

Dear City of Gaithersburg Resident:

Here's a second chance if you haven't already responded to the 2019 Gaithersburg Community 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 2019 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:**

<http://bit.ly/xxplaceholder>

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:

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

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

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

<http://bit.ly/xxplaceholder>

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,

The City of Gaithersburg 2019 Community 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 2019 Community 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
Fire prevention and education	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Bus or transit services	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 resident 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. The City of Gaithersburg is engaged in a visioning exercise to explore and help guide what the community will look like over the next 25 years. Please indicate how important, if at all, each of the following factors would be in your decision to remain in Gaithersburg:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
General location.....	1	2	3	4
Housing options.....	1	2	3	4
Quality of K-12 schools	1	2	3	4
Overall quality of City services	1	2	3	4
Transportation options	1	2	3	4
Access to jobs in the area.....	1	2	3	4
Overall quality of life	1	2	3	4

15. Bicycle and electric vehicle sharing programs are becoming an increasingly popular way to get around while reducing carbon emissions. How likely or unlikely would you be to use each of the following in the City of Gaithersburg?

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Bicycles.....	1	2	3	4	5
Electric scooters	1	2	3	4	5
Electric mopeds	1	2	3	4	5

16. To encourage use of alternative modes of travel, the City is considering ways to make biking easier and safer in Gaithersburg. How much would you support or oppose each of the following?

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Reducing the amount of on-street parking for vehicles to make room for bicycle lanes.....	1	2	3	4	5
Reducing the number of travel lanes for vehicles on some streets to make bicycle lanes.....	1	2	3	4	5

The City of Gaithersburg 2019 Community 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

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