CITY OF MONTGOMERY RESIDENT SURVEY

January 31

2021

Report outlining the results of the 2020 City of Montgomery Resident Survey and comparative to the 2016 and 2018 Resident Survey's

EXECUTIVE SUMMARY

SURVEY BACKGROUND

The City of Montgomery conducted the resident Survey in July and August of 2020. The survey provided residents the opportunity to rate the quality of life and character of the City, as well as delivery of service. The responses help the City better understand what is working and what needs improvement. The survey also asked residents to rank their priorities. These responses help the Council plan and the allocate resources. This is the third survey of Montgomery residents, the first being conducted in 2016.

Surveys were mailed to all residential dwelling units, approximately 1235, within the city limit of Montgomery. The survey was also available in a digital format. A total of 300 response were collected for a response rate of 24%. This compares to 27% in 2018 and 25% in 2016.

Survey information will be shown in summary from. The report will also compare responses to those collected in 2018 and 2016. We also show responses by demographic grouping of those over 55 and those under 55.

SUMMARY SURVEY RESULTS

68% of Montgomery residents reported the quality of life in the community as being good to excellent and are generally satisfied with various aspects of the community. 70% of the residents perceive Montgomery as a "good" or "excellent" place to live and 75% of the residents see their neighborhood as a "good" or "excellent" place to live. 7 in 10, report the city as a "good" or "excellent" place to raise kids.

Respondents, as a whole, view the City of Montgomery as "fair" when looking at other characteristics. Four in 10 respondents rated "sense of community" as being "fair" and almost five in 10 saw the sense of community as "good." This was a pretty standard response to most of the characteristics with the exception of "overall appearance" and "image and reputation." A quarter of respondents indicated Montgomery's overall appearance is "very poor" or "poor" and over half viewed it as "fair." Just over 20% of the respondents view the overall image and reputation of Montgomery as "very poor" or "poor" and 41% see it as "fair". The other area that scored poorly was availability of paths, walking trails, and sidewalks. Over a third (35.28%) rated this characteristic as "very poor" or "poor". Another 35% indicated this characteristic was only "fair".

Residents overall impression of city services is "good" with 48.8% providing this rating. The individual services of fire, ambulance, police, and Library were seen as "good" or "excellent" by eight in 10 residents. Residents were less impressed with road conditions (59% very poor or poor), street maintenance (67% very poor or poor), and code enforcement (36% very poor or poor).

In terms of safety, over three quarters of the residents (79%) somewhat or strongly agree Montgomery is a safe place with a low crime rate. When asked about how safe residents feel from violent crime or property crime. Eight in 10 feels somewhat or very safe from violent crime and seven in 10 feels somewhat or very safe from property crime.

Seven in 10 feel very safe in their neighborhood during the day and 8 in 10 report feeling somewhat or very safe in their neighborhood after dark.

Overall, residents gave high marks to the quality of service provided by city staff. Seven in 10 residents stated that staff's knowledge, responsiveness, and timeliness, is "good" or "excellent". Courtesy was rated at "good" or "excellent" by eight in 10 respondents. Just over six in 10 felt staff follow-up was "good" or "excellent."

Montgomery residents are involved in community events. Almost all (95%) reported participating in Kolacky days and 82% reported participating in the Torchlight Parade and Fireworks. Almost half (49%) participated in the Montgomery Chamber's "Car Roll's" and a third attended Music in The Park or Library programs.

As a part of this survey, the City identified key drivers; the services that most influence resident's perceptions about overall quality of city services. This means that if these services are rated highly, overall City service quality is more likely to be rated positively as well. The key drivers for Montgomery are police department visibility, police department overall service, street maintenance and repair, snow plowing, road conditions, parks, and code enforcement.

Key Driver	Percent "Good"	Percent "Excellent"	Total Good or Excellent
Police Visibility	50.15%	26.99%	77.14%
Police Overall	50.89%	28.83%	79.72%
Street Maintenance	8.53%	1.02%	9.55%
Snow Removal	46.42%	14.68%	61.10%
Road Conditions	9.66%	2.07%	11.73%
Parks	48.45%	12.37%	57.82%
Code Enforcement	25.00%	4.23%	29.23%

Table 1 – key drivers

The survey asked residents to indicate the top five (5) priorities for the city. In 2016 and 2018, the top priority was street repair and maintenance. The council approved a 12-year street reconstruction and improvement plan in 2019. This option was not included in the 2020 survey. Residents indicated the most important priority (rated 1 to 5) is mosquito control (51%), followed by expanding walking and hiking opportunities with trails and sidewalks (49%). Spring clean-up was indicated next with 39% and police service received support from 35%. Below is a table representing the top five in each rating group.

RATING	PRIORITY	PERCENT SUPPORT
RATING OF 1 OR 2	Expanding walking & hiking	29%
	Mosquito control	20%
	Police protection	20%
	Industrial park development	16%
	New police facility	13%
RATING OF 2 OR 3	Mosquito control	26%
	Expanding walking & hiking	18%
	Police protection	14%
	Industrial park development	13%

	Spring Clean-up	13%
RATING OF 3 OR 4	Mosquito control	23%
	Spring clean-up	19%
	Expanding walking & hiking	15%
	Ambulance service	13%
	Police protection	11%
RATING OF 4 OR 5	Spring clean-up	21%
	Mosquito control	17%
	Code enforcement	14%
	Compost site	13%
	Expanding walking & hiking	13%

Table 2 – Priority ranking

The next table illustrates the full range of priorities getting a rating of 1 to 5 and the level of support for a levy increase to address the priority.

PRIORITY	PERCENT RECEIVED 1 – 5 RATING	SUPPORT A LEVY INCREASE
MOSQUITO CONTROL	51.08%	23.81%
EXPANDING WALKING & HIKING	49.35%	30.74%
SPRING CLEAN-UP	38.96%	8.23%
POLICE PROTECTION	35.06%	15.58%
DEVELOP AN INDUSTRIAL PARK	27.71%	10.82%
CODE ENFORCEMENT	26.41%	8.23%
COMMERCIAL BUILDING REHAB PROGRAM	25.97%	8.66%
DEVELOPMENT OF NEW POLICE FACILITY	24.68%	14.29%
AMBULANCE SERVICES	22.94%	12.12%
FIRE SERVICES	21.65%	11.69%
COMPOST SITE	20.78%	8.66%
IMPROVED HOCKEY RINK AT NORTHSIDE PARK	19.91%	7.79%
DEVELOPMENT OF SENIOR HOUSING	18.18%	7.79%
DEVELOPMENT OF AFFORDABLE HOUSING	18.18%	3.46%
REHABILITATE TENNIS COURT AT NORTHSIDE PARK	14.72%	6.93%
IMPROVE PLAYGROUND AT WESTSIDE PARK	11.26%	5.19%
1ST TIME HOMEBUYER PROGRAM/EDUCATION	8.23%	1.30%

Table 3 – Overall Priority ranking

QUALITY OF LIFE AND COMMUNITY

Residents were asked to rate various characteristics of the community that best describe Montgomery and to rate how safe they felt in the City and their individual neighborhoods.

ASPECTS OF QUALITY OF LIFE

Respondents indicated Montgomery as a place to live, raise kids, and neighborhood to be "good" or "excellent" by seven in 10 respondents. Overall quality of life is seen as "good" or "excellent" by almost seven in 10 and Montgomery as a place to retire was seen by just over half the respondents as "good" or "excellent." All these factors improved from the 2018 survey

When accounting for age, there is a marked difference in perception on these factors with those over 55 having a more favorable impression. Seven in 10 respondents over the age of 55 report Montgomery as a "good" or "excellent" place to live and almost eight in 10 view Montgomery as a "good" or "excellent" place to raise kids. This is contrasted by respondents under the age of 55 where just over six in 10 report the City as a "good" or "excellent" place to live and a "good" or "excellent" place to raise kids. 69.41% of those over 55 say the overall quality of life is "good" or "excellent" compared to only 64.7% of those under 55.

2020 RESIDENT SURVEY	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
Montgomery as a place to live	0.68%	3.74%	25.51%	59.18%	10.88%
Your neighborhood as a place to live	0.68%	2.38%	21.09%	59.86%	15.99%
Montgomery as a place to raise children	0.69%	2.08%	25.00%	54.86%	17.36%
Montgomery as a place to retire	3.09%	9.28%	31.62%	43.99%	12.03%
The overall quality of life in Montgomery	0.34%	4.73%	27.36%	58.78%	8.78%

Table 4: Aspects of Quality of Life

The graphs on the following page illustrates the change in perception from the 2016 resident survey to the 2020 survey. As can be seen, the perception of the city has improved significantly from 2016.
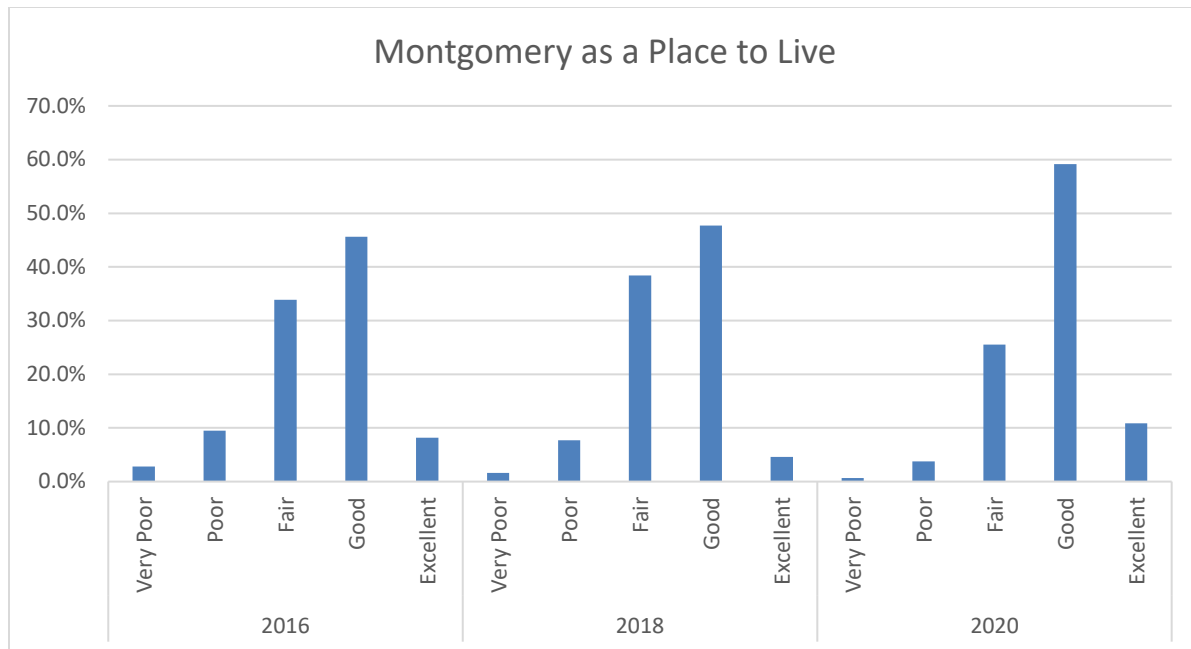
Chart 1– Rating percentage of Montgomery as a place to live
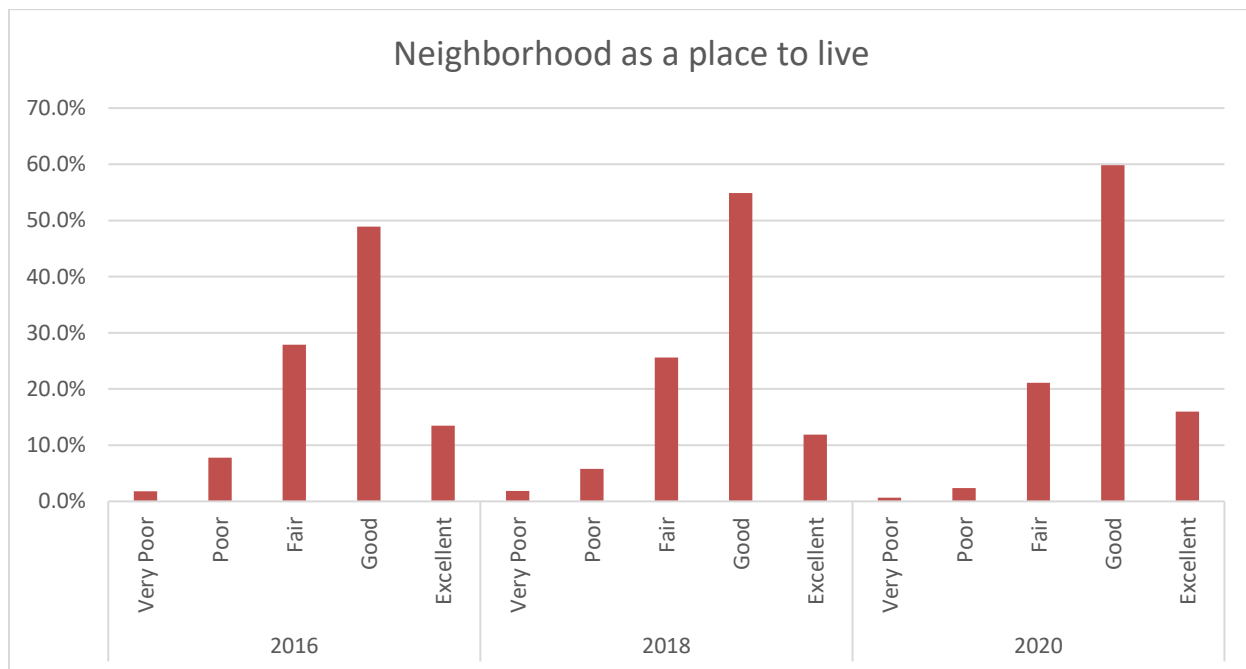
Chart 2– Rating percentage of Neighborhood as a place to live
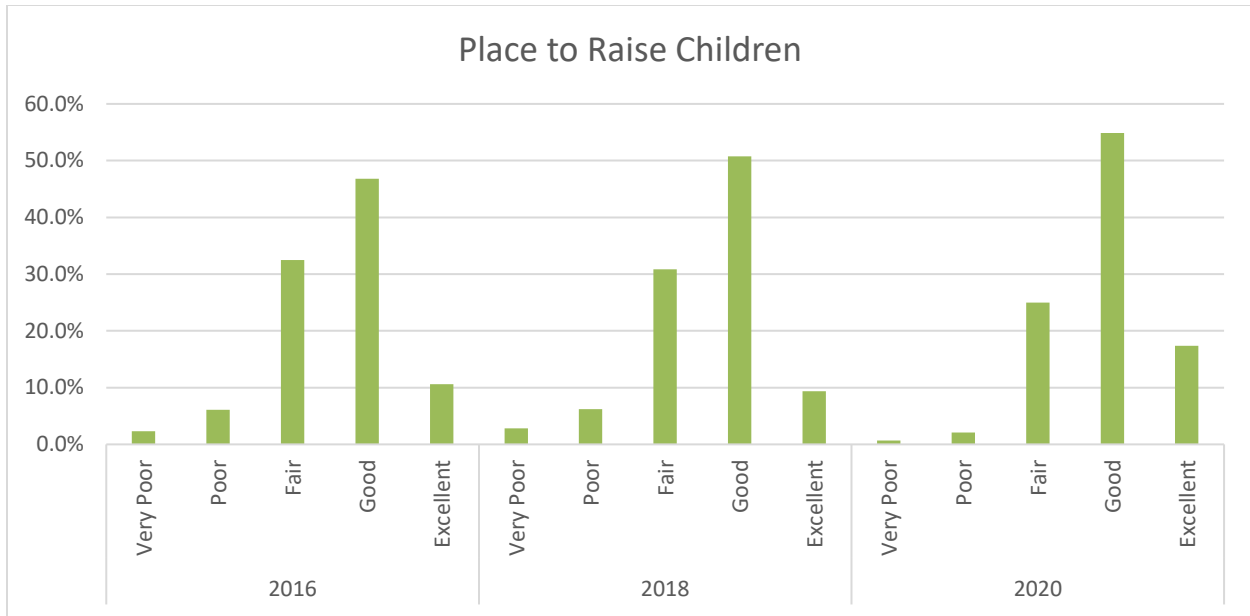
Chart 3– Rating percentage of Montgomery as a place to raise children
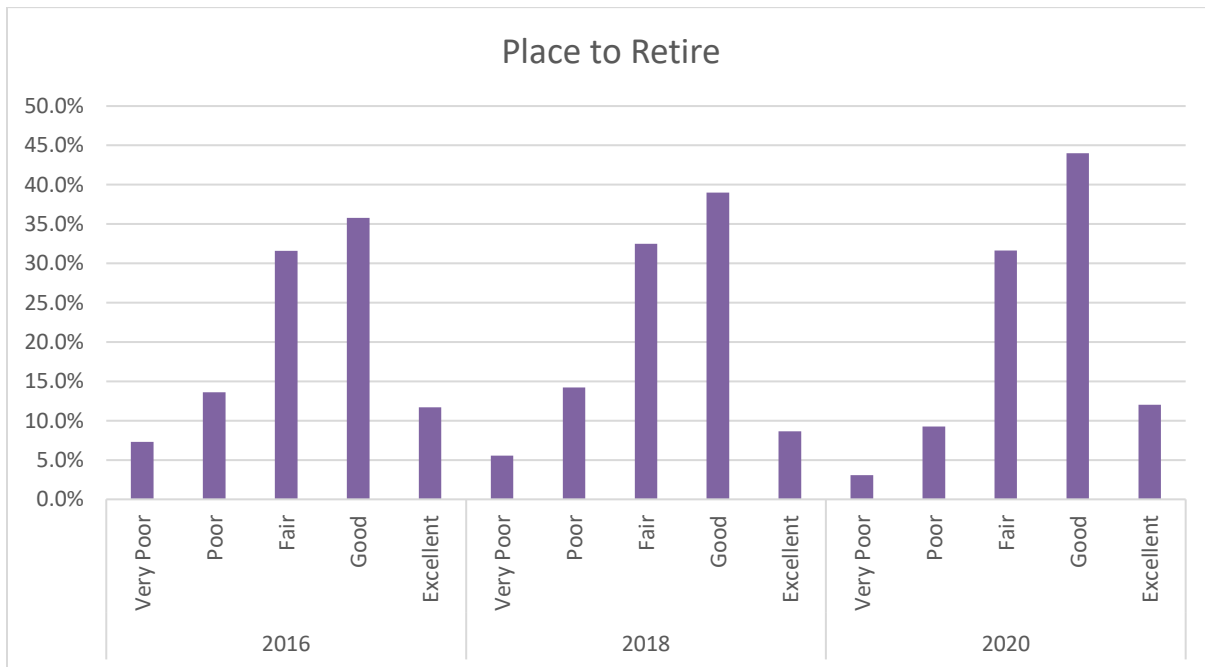
Chart 4– Rating percentage of Montgomery as a place to retire
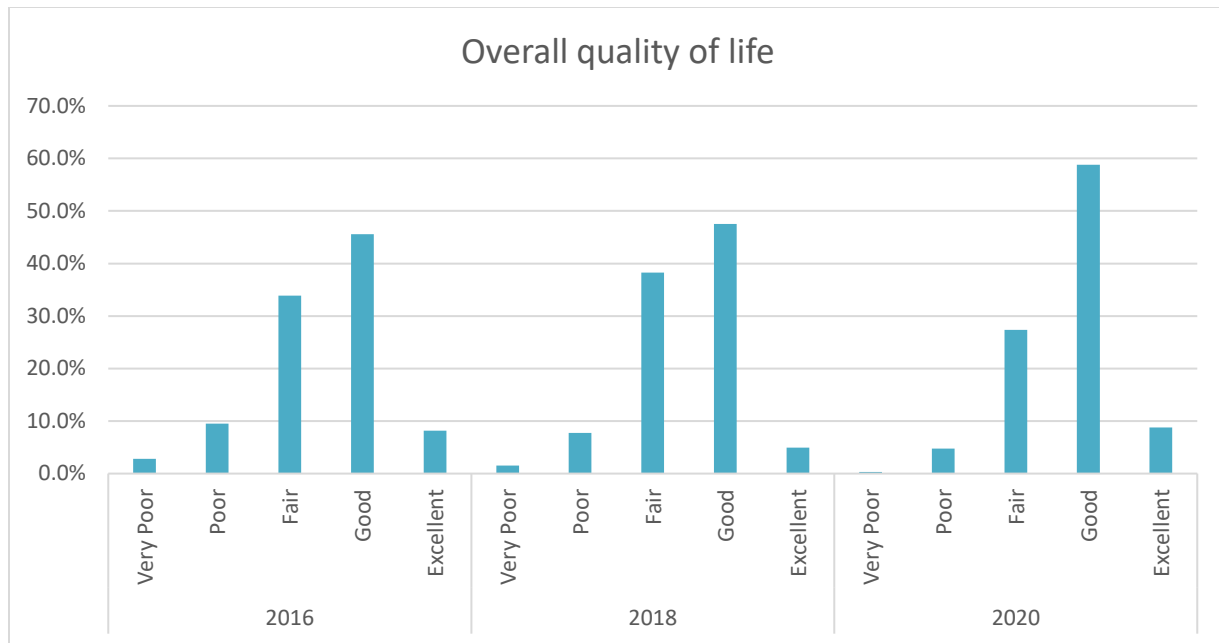
Chart 5– Rating percentage of Overall quality of life

The following graphs show the quality of life factors based on those under the age of 55 years old and those over the age of 55.
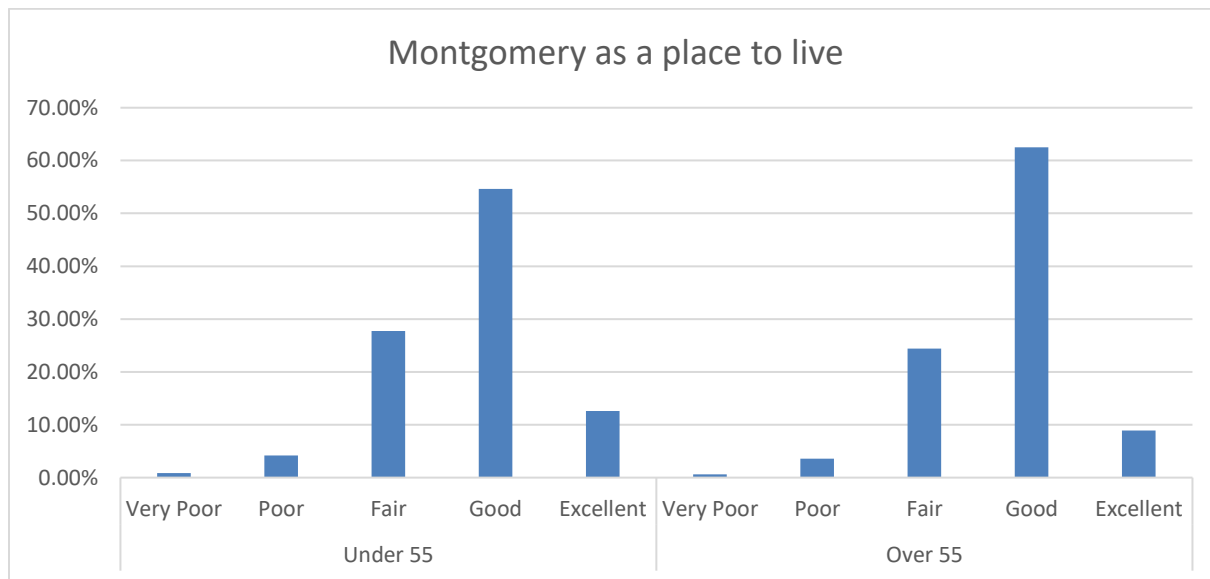
Chart 6 -Rating percentage of Montgomery as a place to live; 2020
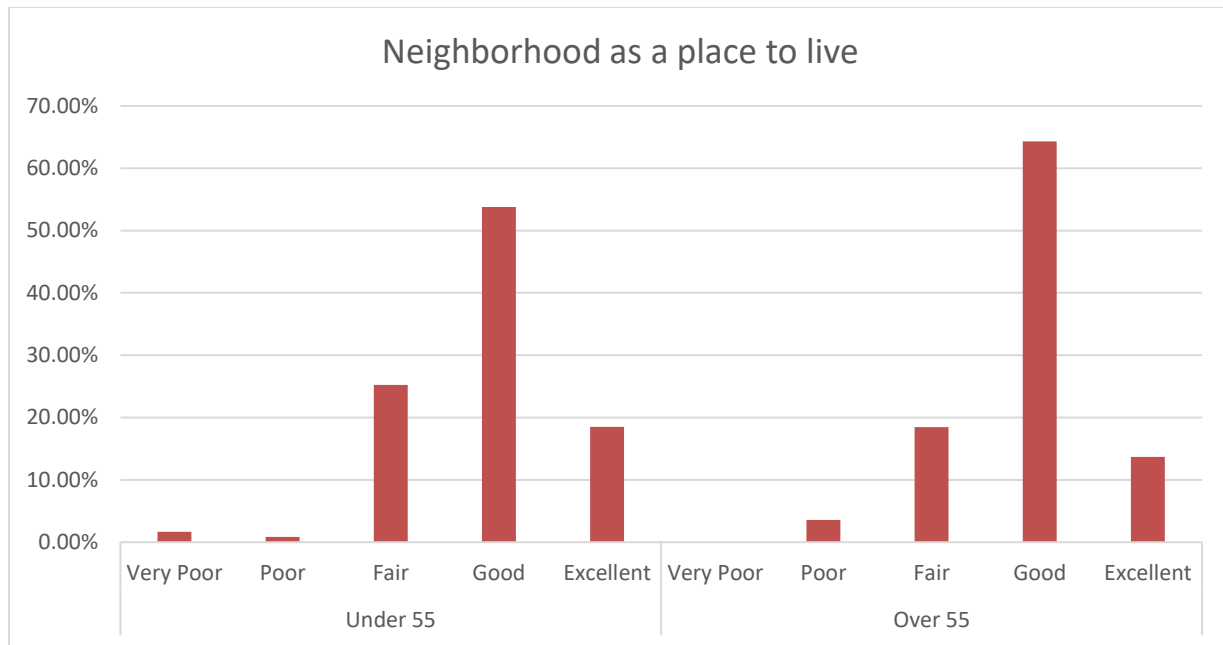
Chart 7 – Rating percentage ; 2020

Chart 8 – Rating percentage ; 2020

Chart 9 – Rating percentage ; 2020

Chart 10 – Rating percentage ; 2020

Residents were asked to rate the quality of 21 different characteristics of Montgomery on a very poor, poor, fair, good, or excellent scale. Residents rated 17 of the 21 characteristics "fair" to "good" with an average rating of 3 or better out of 5. These are shown below.

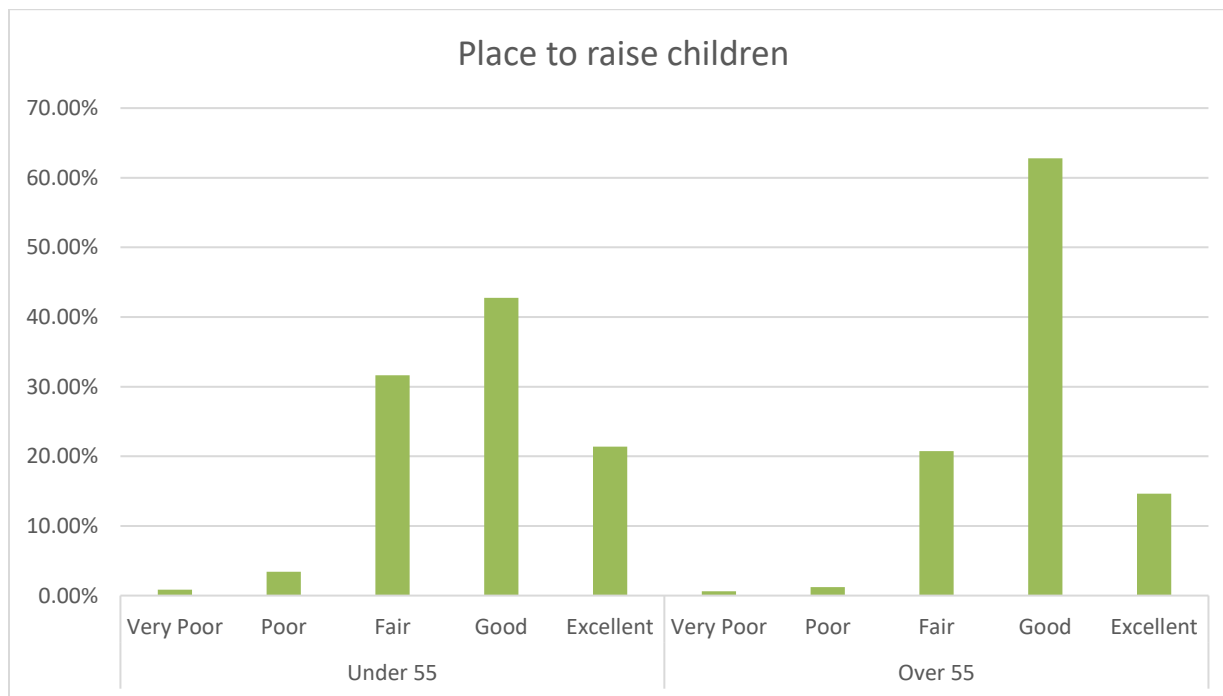| CHARACTERISTIC	AVERAGE RATING OUT OF 5
Ease of car travel	3.56
Air quality	3.61
Educational Opportunities	3.66
Opportunities to Volunteer	3.55
Traffic flow on major streets	3.58
Sense of Community	3.53
Opportunities to participate in community matters	3.48
Availability of open space	3.46
Quality of overall natural environment	3.49
Opportunities to participate in social activities	3.52
Opportunities to participate in family oriented events	3.39
Ease of walking	3.29
Availability of affordable child care	3.29
Ease of bicycle travel	3.20
Variety of Housing	3.22
Opportunities for senior/older adult activities	3.03
Overall image and reputation of Montgomery	3.17

Table 5 – Characteristic – Fair to Good Averaged response rating

Respondents view the overall appearance of Montgomery as "poor" to "fair" (rating less than 3). The other areas that received a rating of "poor" to "fair" were recreational opportunities, availability of walking paths, trails and sidewalks, and ease of access to shopping.

CHARACTERISTIC	AVERAGE RATING OUT OF 5
Overall appearance of Montgomery	2.95
Availability of walking paths, walking trails and sidewalks	2.89
Recreational opportunities	2.88
Ease of access to shopping opportunities	2.82

Table 6 – Characteristic – Fair to Good Averaged response rating

Respondents were asked to rate these same characteristics in the 2016 and 2018 survey. Respondents rated the same 15 characteristics "fair" to "good" (an average rating of 3.0 or better) in 2016 and 2018. Two characteristics moved up to the "fair" to "good" rating in 2020 – opportunities for senior/older adults and overall image and reputation of Montgomery. Overall, the average ratings improved in 2020 over the 2016 and 2018 surveys.

CHARACTERISTIC	2016 AVERAGE RESPONSE	2018 AVERAGE RESPONSE	2020 AVERAGE RESPONSE
Sense of Community	3.28	3.36	3.53
Overall Appearance of Montgomery	2.81	2.77	2.95
Variety of Housing	3.12	3.07	3.22
Ease of access to shopping	2.58	2.52	2.82
Recreational opportunities	2.76	2.71	2.88
Educational opportunities	3.49	3.46	3.66
Opportunities to participate in social events	3.26	3.25	3.52
Opportunities to attend family-oriented activities	3.21	3.23	3.39
Opportunities for senior/older adult activities	2.97	2.95	3.03
Opportunities to volunteer	3.43	3.44	3.55
Opportunities to participate in community matters	3.31	3.34	3.48
Ease of car travel	3.37	3.51	3.56
Ease of bicycle travel	3.11	3.09	3.20
Ease of walking	3.20	3.18	3.29
Availability of paths, walking trails and sidewalks	2.77	2.74	2.89
Traffic flow on major streets	3.40	3.40	3.58
Availability of affordable childcare	3.20	3.10	3.29
Availability of open space	3.37	3.30	3.46
Air Quality	3.45	3.48	3.61
Quality of overall natural environment	3.45	3.30	3.49
Overall image and reputation	2.96	2.89	3.17

Table 7 – Characteristic 2016 to 2018 comparative

DEMOGRAPHIC

Respondents over 55 and respondents under 55 identify fourteen of the same characteristics as "fair" to "good" (average rating of 3.0 or better). Respondents over 55 identified three additional characteristics as "fair" to "good." These were "Opportunities for senior/older adults", "Ease of bicycle travel", and "overall image and reputation." Respondents under 55 generally rated the 21 characteristics lower than respondents over 55.

CHARACTERISTIC	UNDER 55 AVERAGE RESPONSE	OVER 55 AVERAGE RESPONSE
Sense of Community	3.58	3.49
Overall Appearance of Montgomery	2.88	2.99
Variety of Housing	3.31	3.14
Ease of access to shopping	2.83	2.80
Recreational opportunities	2.74	2.94

Educational opportunities	3.51	3.77
Opportunities to participate in social events	3.42	3.59
Opportunities to attend family oriented activities	3.38	3.40
Opportunities for senior/older adult activities	3.05	3.00
Opportunities to volunteer	3.39	3.64
Opportunities to participate in community matters	3.42	3.51
Ease of car travel	3.45	3.62
Ease of bicycle travel	3.13	3.23
Ease of walking	3.24	3.31
Availability of paths, walking trails and sidewalks	2.82	2.93
Traffic flow on major streets	3.55	3.60
Availability of affordable childcare	3.35	3.24
Availability of open space	3.46	3.45
Air Quality	3.50	3.68
Quality of overall natural environment	3.52	3.46
Overall image and reputation	3.06	3.24

Table 8 – Characteristic by age demographic

THE CHARACTER OF MONTGOMERY

We asked four questions related to the general character of Montgomery. Respondents were asked to what extent they agreed or disagreed with these four statements "Montgomery is a safe community with a low crime rate", "Montgomery has tight-knit neighborhoods", "Montgomery offers the best schools", and "Montgomery provides and protects open space".

78.84 percent of the respondents stated they "somewhat" or "strongly" agree that Montgomery is a safe community with a low crime rate. More than fifty percent (56.79%) "somewhat" or "strongly" agree that Montgomery has tight-knit neighborhoods. Respondents had a positive view of the schools with sixty percent "somewhat" or "strongly" agreeing that Montgomery offers the best schools. When it comes to protecting and providing open space, only forty-seven percent "somewhat" or "strongly" agreed.

CHARACTER	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
Montgomery is a safe community with a low crime rate	25.60%	53.24%	11.26%	7.85%	2.05%
Montgomery has tight-knit neighborhood's	14.63%	42.16%	30.66%	10.80%	1.74%

Montgomery offers the best schools	24.22%	36.33%	27.68%	10.03%	1.73%
Montgomery provides and protects open space	9.51%	38.03%	40.49%	9.86%	2.11%

Table 9

Each of these metrics improved significantly over the past two surveys. The table below shows the increase in respondents rating the criteria "somewhat" or "strongly" agree.

	2016	2018	2020
Montgomery is a safe community with a low crime rate	69.77%	51.09%	78.84%
Montgomery has tight-knit neighborhoods	48.36%	45.00%	56.79%
Montgomery offers the best schools	55.81%	54.40%	60.55%
Montgomery provides and protects open space	39.39%	39.37%	47.54%

Table 10

When looking at the information based on demographic, the feeling of Montgomery being a safe community with a low crime rate is viewed about the same by those over 55 (78.58%) and those under 55 (79.66%). Those under 55 feel Montgomery has tight-knit neighborhoods (61.01%) as opposed to those over 55 who feel they are not that tight-knit (53.37%). When it comes to schools, those under 55 have a lesser view (51.69%) than those over 55 (64.07%). Both groups feel about the same when it comes to providing and protecting open space, 49.16% under 55 and 45.92% over 55.
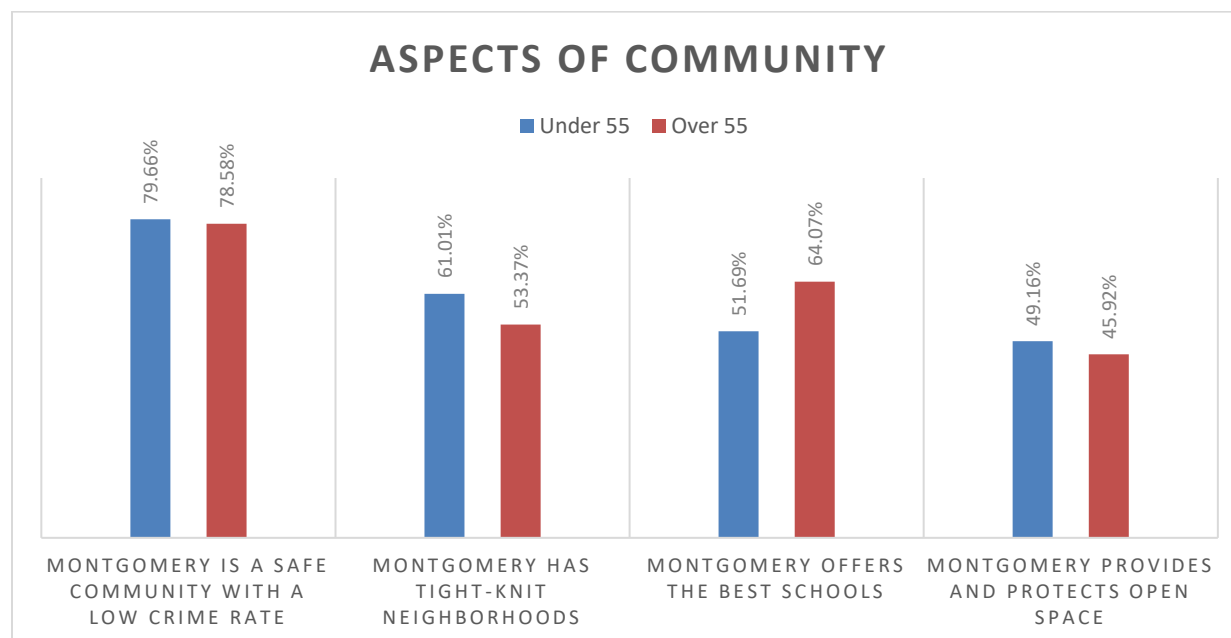
Chart 11 Aspects of Community

NEIGHBORLINESS IN MONTGOMERY

An individual's sense of community and how safe they feel in their neighborhood can often be associated with how connected they feel to their neighbors; a greater level of connection to their neighbors, the greater sense of community and safety they may express.

We gauge the connectedness of neighbors by asking how often respondents visited or talked to their immediate neighbors - those who live in the 10 to 20 households closest to them.

Fifty-four percent of respondents reported talking to their immediate neighbors just about every day or several times a week.

HOW OFTEN TO YOU TALK TO YOUR NEIGHBORS

Just about every day ■ Several times in a week ■ Several times in a month ■ Not much at all
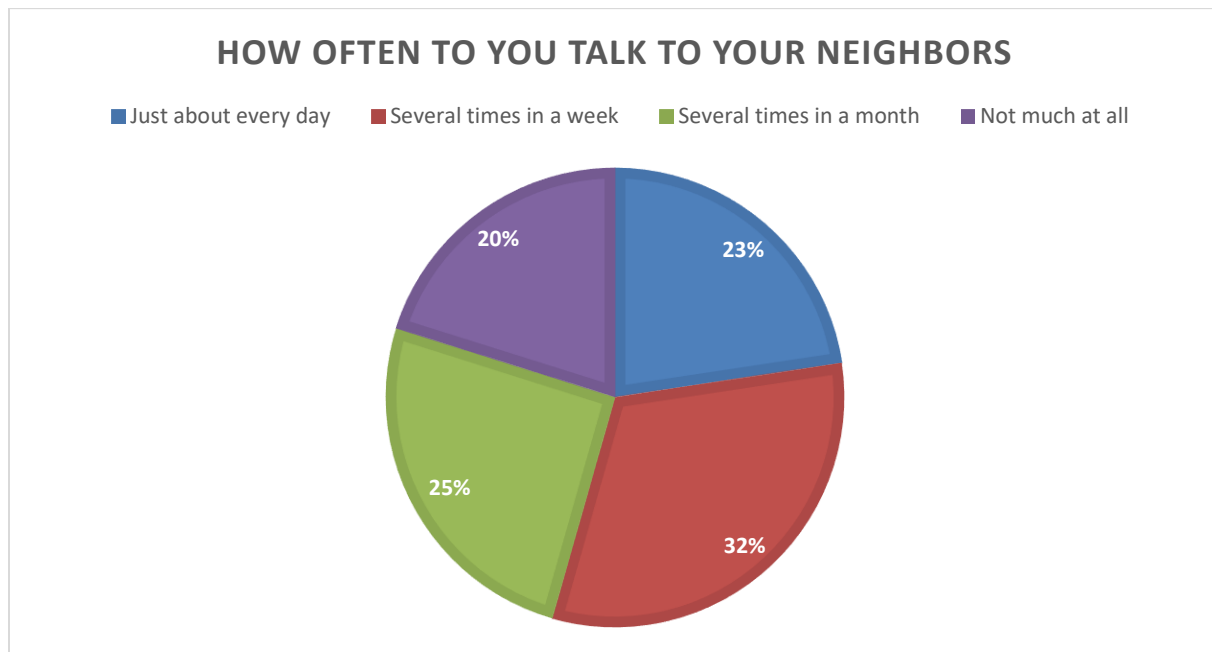
Chart 12 Neighborliness

The number of respondents who talked just about every day or several times a week decreased from 2018 and was higher than 2016. Just over 54% indicated they talk to their neighbors daily or several times a week compared to over 56% in 2018 and 49% in 2016.

NEIGHBORLINESS	2016	2018	2020
Just about every day	18.90%	21.27%	22.61%
Several time a week	30.30%	35.24%	31.80%
Several times a month	25.70%	18.10%	25.44%
Not very often	25.10%	25.40%	20.14%

Table 11 – Neighborliness 2016 to 2018

DEMOGRAPHIC

24.14%, Respondents under the age of 55 years old reported talking to their neighbors just about every day compared to only 21.88% of respondents over 55. Both groups were as likely, 30.17% under 55 and 31.88% over 55, to talk to their neighbors several times a week. Overall, fifty-four percent of respondents under 55 and respondents over 55 indicated they talk to their neighbors at least several times a week.

NEIGHBORLINESS	UNDER 55	OVER 55
Just about every day	24.14%	21.88%
Several time a week	30.17%	31.88%
Several times a month	26.72%	24.38%
Not very often	18.97%	21.88%

Table 12 - Neighborliness under 55 to over 55

FEELING OF SAFETY

We asked respondents to indicate their feeling of general safety and wellbeing by asking how safe they felt from violent crime, property crime, and environmental hazards. We also asked how safe they felt in their neighborhood during the day and after dark.

Respondents feel safe from violent crime and environmental hazards. They also reported feeling safe in their neighborhoods during the day and after dark. Not as many, but still more than half, felt safe from property crimes. Over eighty-four percent of the respondents indicated they feel "very" or "somewhat" safe from violent crime; almost eighty percent feel "very" or "somewhat" safe from environmental hazards. Almost 91% feel "very" or "somewhat" safe in their neighborhood during the day; and eighty percent feel "very" or "somewhat" safe in their neighborhood after dark. Just about seventy percent feel "very" or "somewhat" safe from property crime.

CRIME OR HAZARD	VERY SAFE	SOMEWHAT SAFE	NEITHER SAFE NOR UNSAFE	SOMEWHAT UNSAFE	VERY UNSAFE
From violent crime	53.56%	31.19%	6.78%	4.41%	1.69%
From property crime	23.89%	45.39%	12.63%	13.31%	3.31%
From environmental hazards	42.47%	36.30%	11.30%	3.42%	2.05%
Safe in your neighborhood during the day	69.83%	21.02%	4.41%	1.69%	1.36%
Safe in your neighborhood after dark	40.00%	40.00%	8.14%	7.12%	2.71%

Table 13 - Feeling of Safety

Respondent's view of safety has increased significantly from the 2016 and the 2018 surveys. Feeling safe from violent crime is up over 3% from 2018 and 4% from 2016. The feeling of safety from property crime is up 11% from 2018 and 8% over 2016. Residents perception of safety in their neighborhood after dark is up 4% from 2016 and 2018.

SAFETY IN MONTGOMERY
RATING SOMEWHAT TO VERY SAFE

■ 2016 ■ 2018 ■ 2020

Category	2016	2018	2020
FROM VIOLENT CRIME (E.G. RAPE, ASSAULT)	80.65%	81.21%	84.75%
FROM PROPERTY CRIMES (BURGLARY, THEFT)	61.97%	58.71%	69.28%
FROM ENVIRONMENTAL HAZARDS	70.53%	70.74%	78.77%
IN YOUR NEIGHBORHOOD DURING THE DAY	87.46%	88.18%	90.85%
IN YOUR NEIGHBORHOOD AFTER DARK	76.97%	76.04%	80.00%
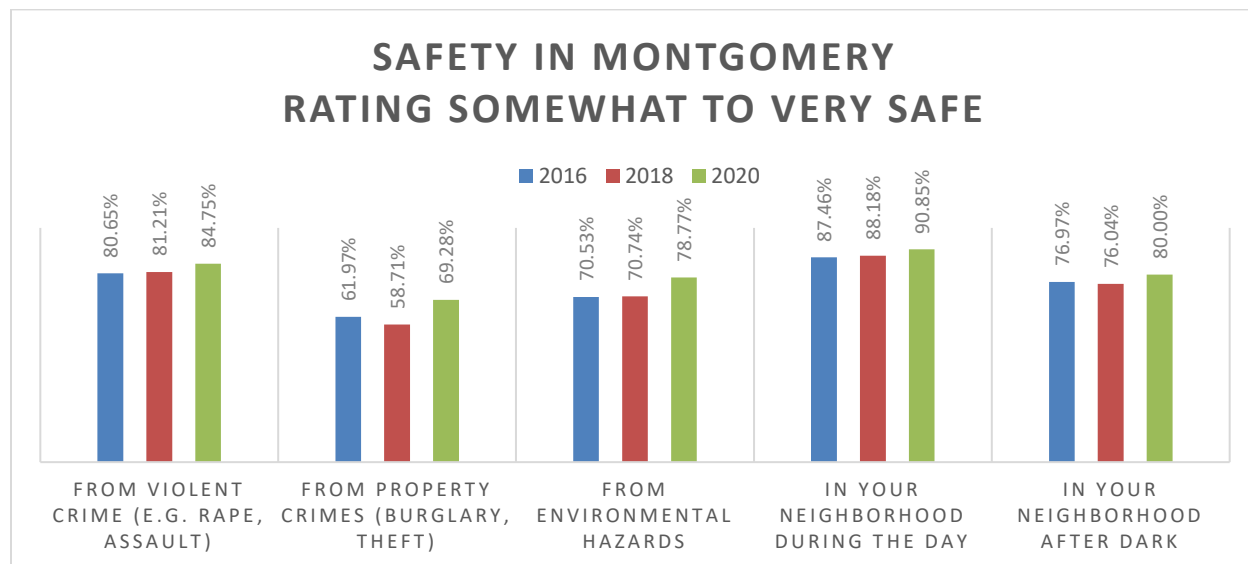
Chart 13 – rating of safety

DEMOGRAPHIC

Respondents over 55 have a greater feeling of safety then those under 55. Almost 89% of the residents over 55 feel "somewhat" or "very" safe from violent crime, compared to just over 82% of residents under 55. When it comes to property crime, almost 75% of the residents over 55 feel "somewhat" or "very" safe and only sixty-two percent of residents under 55 feel "somewhat" or "very" safe. 92% residents over 55 feel "very" or "somewhat" safe in their neighborhoods during the day, and 82% stated they feel "very" or "somewhat" safe during the night. This compares to those under 55 where 90% reported feeling "somewhat' or "very" safe in their neighborhoods during the day and 76% after dark.

SAFETY IN MONTGOMERY BY DEMOGRAPHIC GROUP

■ Under 55 ■ Over 55

	Under 55	Over 55
FROM VIOLENT CRIME (E.G. RAPE, ASSAULT)	82.35%	86.98%
FROM PROPERTY CRIMES (BURGLARY, THEFT)	62.19%	74.85%
FROM ENVIRONMENTAL HAZARDS	75.63%	80.72%
IN YOUR NEIGHBORHOOD DURING THE DAY	89.92%	91.72%
IN YOUR NEIGHBORHOOD AFTER DARK	76.48%	81.66%
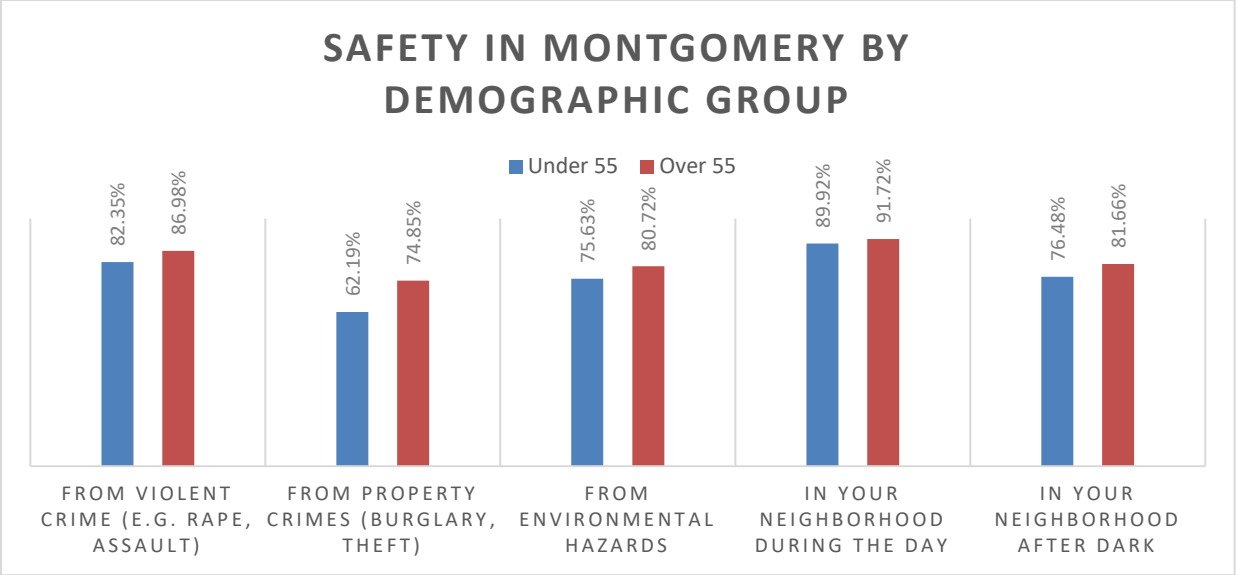
Chart 14 – feeling of safety by age cohort

We asked respondents to report if they or a member of their household were victims of a crime in the past 12 months. Just under seven percent of the respondents reported they or a member of their household were crime victims. This is down eight percent from 2018 when fifteen percent of respondents reported being a victim of a crime.

Of those who reported being a victim of a crime, fifty-three percent stated they reported it to police. This is about a twenty percent decrease from 2018 where seventy-two percent stated they reported the crime to police.

CRIME VICITM IN LAST 12 MONTHS 2016 - 2020

■ Yes ■ No ■ Unknown

	Yes	No	Unknown
2016	9.45%	88.62%	1.95%
2018	14.51%	83.60%	1.89%
2020	6.73%	92.26%	1.01%

Chart 15 – Crime victim
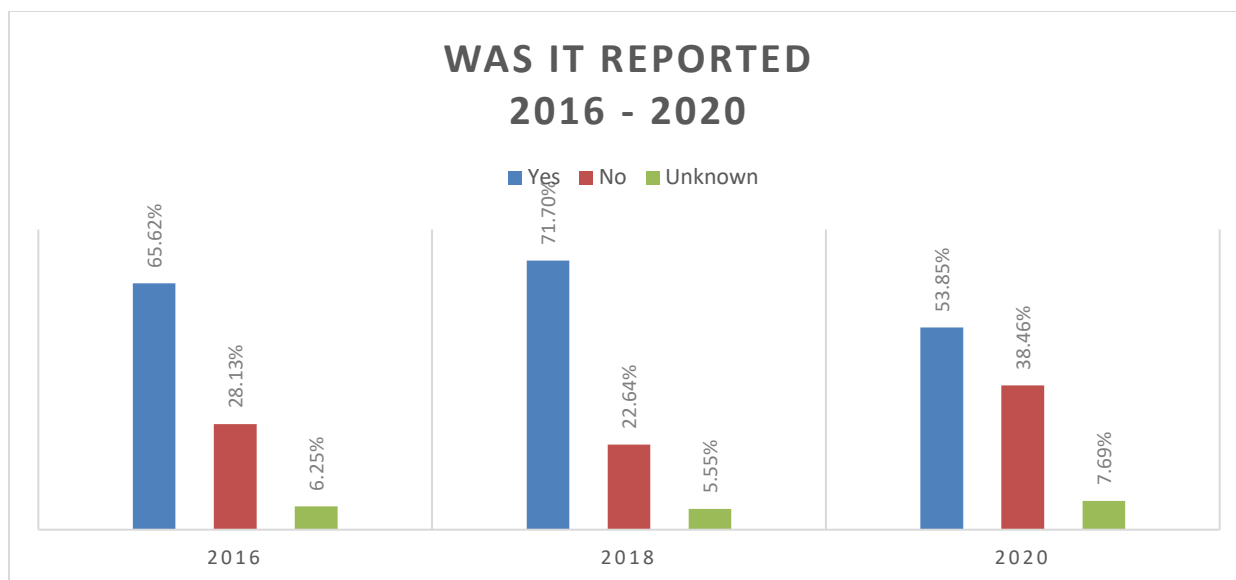
Chart 16 – Reporting of crime

COMMUNITY PARTICIPATION

Residents were asked to indicate their level of participation in events, services, and activities in Montgomery. Providing help to a neighbor, recycling, and visiting the library are the three top activities. Memorial park is the park most often visited followed by Northside.

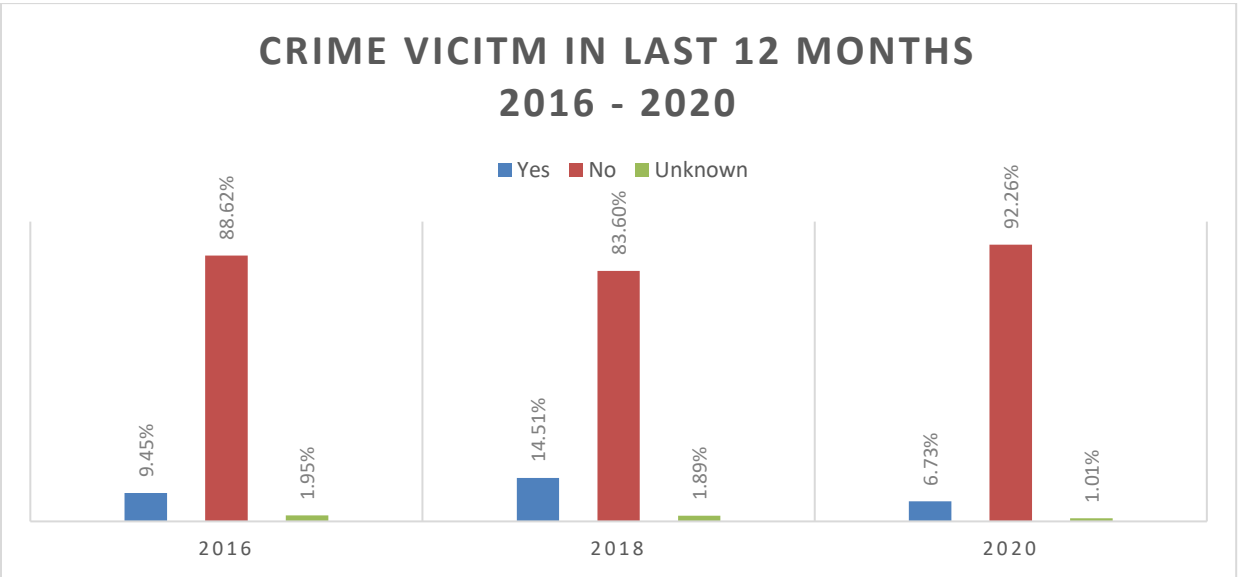| IN THE LAST 12 MONTHS, ABOUT HOW MANY TIMES, IF EVER, HAVE YOU OR OTHER HOUSEHOLD MEMBERS PARTICIPATED IN THE FOLLOWING ACTIVITIES IN MONTGOMERY?	NEVER	ONCE OR TWICE	3 – 12 TIMES	13 -26 TIMES	MORE THAN 26 TIMES
Visited Memorial Park	16.20%	34.15%	32.39%	10.56%	6.69%
Visited Northside Park	46.24%	31.18%	13.26%	5.38%	3.94%
Visited Westside Park	71.07%	16.07%	8.21%	2.5%	2.14%
Visited the Montgomery Library	32.28%	27.37%	26.32%	8.07%	5.96%
Attended a meeting of local elected officials or other local public meeting	62.24%	23.43%	9.44%	3.15%	1.75%
Visited the Montgomery website	33.33%	25.00%	28.82%	6.60%	6.25%
Recycled used paper, glass, cans, or cardboard	8.90%	2.40%	6.16%	14.38%	68.15%
Volunteered your time to a group or activity in Montgomery	46.67%	15.09%	17.54%	8.07%	12.63%
Participated in religious or spiritual activities in the City	42.71%	14.58%	10.07%	9.72%	22.92%
Participated in a club or civic group in Montgomery	55.83%	14.49%	14.13%	7.42%	8.13%
Provided help to a friend or neighbor	6.25%	16.67%	37.15%	22.22%	17.71%

Table 16 – Community Participation

DEMOGRAPHIC

There is a significant difference in participation by those over and under 55. Both groups were very high in providing help to a friend or neighbor at least once in the past 12 months (95% and 97% respectively) and in recycling (96% and 93% respectively). However, the similarities end there as the following tables illustrate.

The first table are responses from those over 55 and the second is for those under 55.

IN THE LAST 12 MONTHS, ABOUT HOW MANY TIMES, IF EVER, HAVE YOU OR OTHER HOUSEHOLD MEMBERS PARTICIPATED IN THE FOLLOWING ACTIVITIES IN MONTGOMERY?	NEVER	ONCE OR TWICE	3 – 12 TIMES	13 - 26 TIMES	MORE THAN 26 TIMES
Visited Memorial Park	18.01%	34.78%	33.54%	8.07%	5.59%
Visited Northside Park	48.39%	29.03%	14.19%	4.52%	3.87%
Visited Westside Park	75.64%	14.74%	5.77%	1.92%	1.92%
Visited the Montgomery Library	30.00%	29.38%	26.25%	7.05%	6.88%
Attended a meeting of local elected officials or other local public meeting	60.25%	26.09%	8.07%	3.73%	1.86%
Visited the Montgomery website	42.59%	22.22%	25.31%	6.17%	3.70%
Recycled used paper, glass, cans, or cardboard	6.02%	2.41%	7.83%	16.87%	66.87%
Volunteered your time to a group or activity in Montgomery	44.38%	16.25%	16.25%	9.38%	13.75%
Participated in religious or spiritual activities in the City	34.36%	15.34%	7.98%	13.50%	28.83%
Participated in a club or civic group in Montgomery	52.53%	12.66%	15.82%	9.49%	9.49%
Provided help to a friend or neighbor	6.17%	14.81%	41.98%	22.84%	14.20%

Table 17 – Community participation age 55 and over

IN THE LAST 12 MONTHS, ABOUT HOW MANY TIMES, IF EVER, HAVE YOU OR OTHER HOUSEHOLD MEMBERS PARTICIPATED IN THE FOLLOWING ACTIVITIES IN MONTGOMERY?	NEVER	ONCE OR TWICE	3 – 12 TIMES	13 - 26 TIMES	MORE THAN 26 TIMES
Visited Memorial Park	13.79%	33.62%	30.17%	13.79%	8.62%
Visited Northside Park	43.22%	33.05%	12.71%	6.78%	4.24%
Visited Westside Park	65.25%	16.95%	11.86%	3.39%	2.54%
Visited the Montgomery Library	37.29%	26.27%	23.73%	8.47%	4.24%
Attended a meeting of local elected officials or other local public meeting	66.95%	19.49%	9.32%	2.54%	1.69%
Visited the Montgomery website	21.85%	27.73%	33.61%	6.72%	10.08%
Recycled used paper, glass, cans, or cardboard	13.45%	2.52%	3.36%	11.76%	68.91%

Volunteered your time to a group or activity in Montgomery	52.54%	12.71%	18.64%	4.24%	13.56%
Participated in religious or spiritual activities in the City	55.93%	14.41%	11.86%	4.24%	11.96%
Participated in a club or civic group in Montgomery	62.71%	16.95%	10.17%	3.39%	6.78%
Provided help to a friend or neighbor	6.72%	19.13%	31.09%	21.85%	21.01%

Table 18 Participation under age 55

There are several events held each year in the community and we asked what events residents' participated in. Ninety-five percent reported participating in Kolacky Days and eighty-one percent reported participation in the Torchlight Parade and Fireworks.
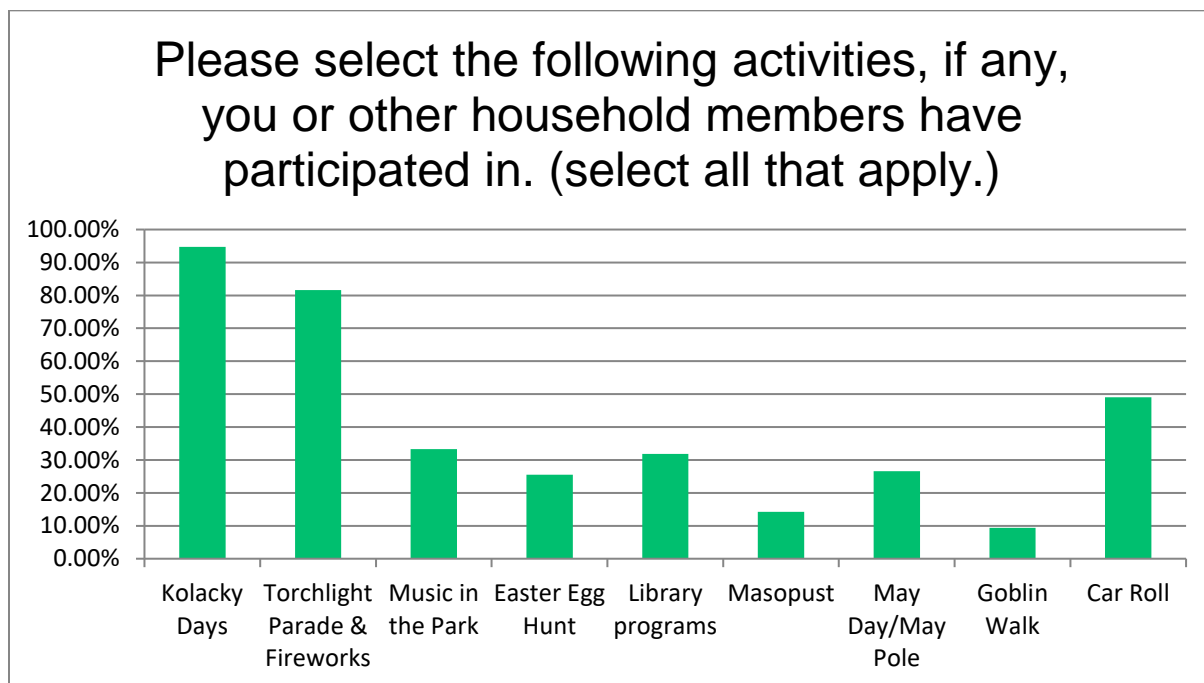
Chart 17 - Participation

We were interested in knowing what recreational facilities respondents used most often in the past 12 months. The most common facility respondents reported using were playgrounds with sixty-nine percent of respondents stating they used these facilities within the past 12 months.

Please select which of the following Montgomery recreational facilities, if any, you or other household member have used in the last 12 months. (Select all that apply.)
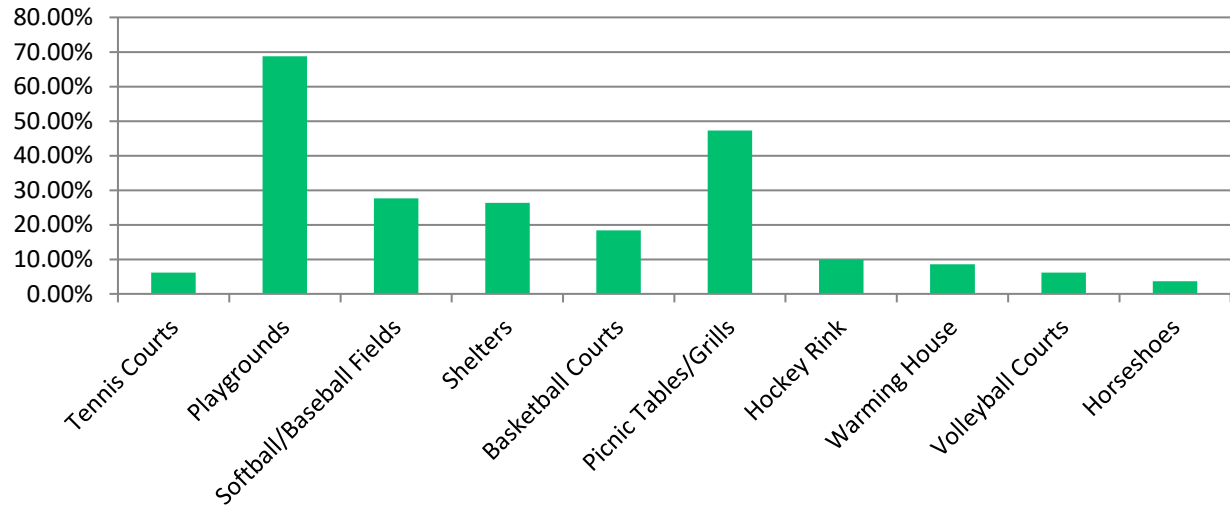
Chart 18 – facility use

DEMOGRAPHIC

FACILITY USE BY DEMOGRAPHIC

■ Under 55 ■ Over 55

Facility	Under 55	Over 55
Tennis Courts	6.10%	6.76%
Playgrounds	81.71%	56.76%
Softball/Baseball...	32.93%	21.62%
Shelters	28.05%	24.32%
Basketball Courts	25.61%	12.16%
Picnic Tables/Grills	40.24%	52.70%
Hockey Rink	14.63%	4.05%
Warming House	10.98%	6.76%
Volleyball Courts	8.54%	2.70%
Horseshoes	3.66%	4.05%
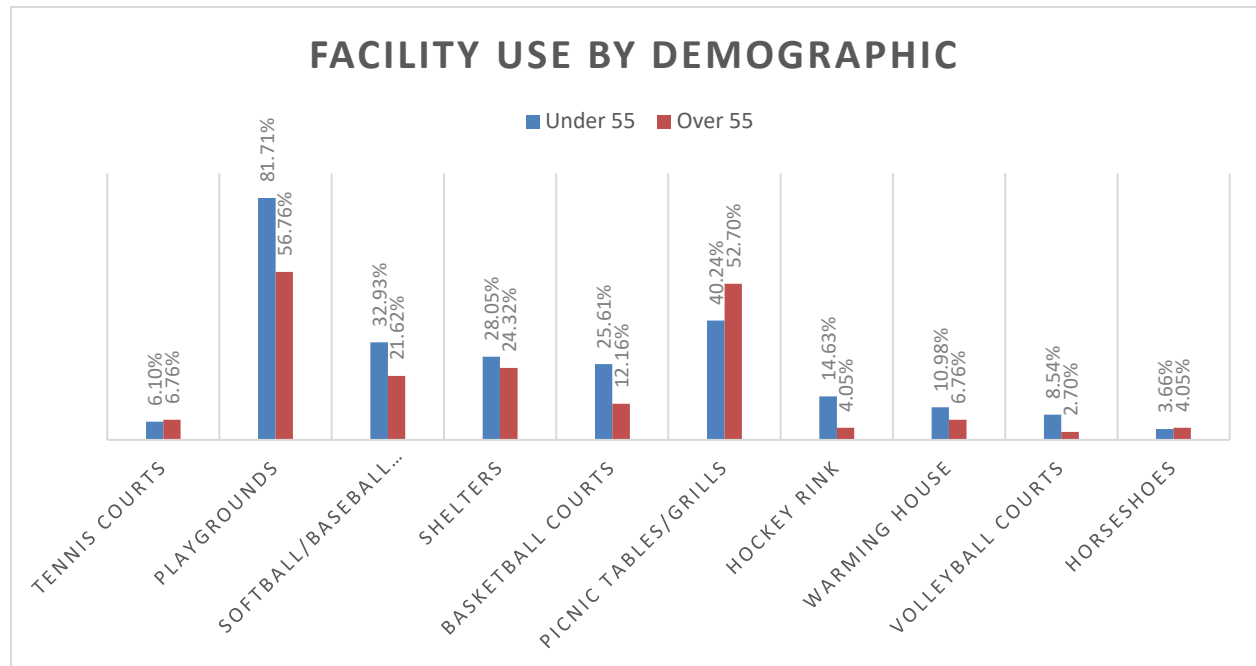
Chart 19 – facility use by demographic

In general, those under 55 make more use of the recreational facilities than those over 55, with the exception to the picnic tables/grills, which are utilized more by the over 55 cohort.

SERVICES PROVIDED IN MONTGOMERY

Respondents were asked to rate the overall quality of services provided by the City of Montgomery. In addition to asking about the overall quality of service, we asked residents to rate 33 specific services provided by the city or others such as the school district.

OVERALL QUALITY OF SERVICE

Residents indicated general satisfaction with the overall level of service provided by the city. Fifty-three percent of residents rated overall city services as "good" or "excellent". This is an improvement over the 2016 (39%) and 2018 (42%) surveys. Just under thirty-nine percent rated overall city services as "fair" and under eight percent rated services as "poor" or "very poor".

OVERALL SASTIFACTION WITH SERVICES

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor

6% 2% 4%
39%
49%

Chart 20 – satisfaction with services

The overall impression on the quality of the services the city provides improved significantly from the past two surveys. The number reporting services to be "excellent" and "good" increased, and the number reporting services to be "fair", "poor" or "very poor" decreased.

Level of satisfaction	2016	2018	2020	Change from 2016
Excellent	2.87%	2.77%	4.47%	1.6%
Good	36.31%	39.38%	48.80%	12.49%
Fair	45.22%	42.77%	38.83%	(6.39%)
Poor	13.06%	11.08%	6.19%	(6.87%)
Very Poor	2.55%	4.00%	1.72%	(.83%)

Table 19 – Change in satisfaction rating 2016; 2018; 2020.

SASIFACTION WITH SERVICES 2016 - 2020
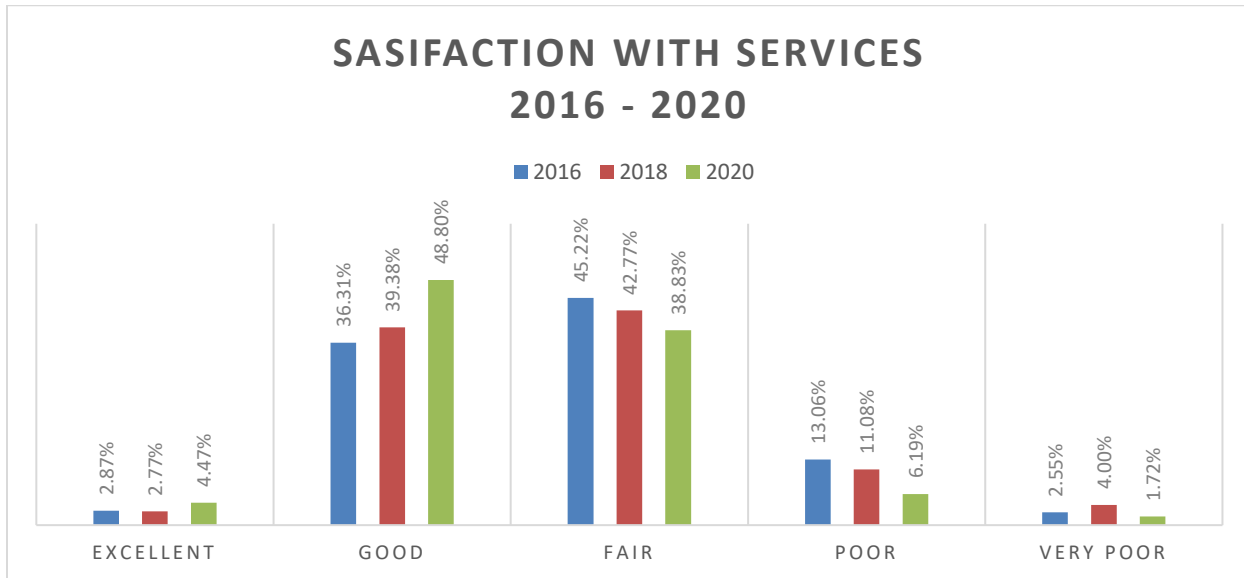
Chart 21

DEMOGRAPHIC

Respondents over 55 were more likely to see the overall quality of city services as "excellent" or "good" than those under 55, however, more respondents under 55 reported services to be "excellent". Those under 55 were apt to rate the city's services as "good" or "fair". The number who viewed city services as "poor" or "very poor" were relatively equal.

	UNDER 55	OVER 55
Excellent	5.93%	3.01%
Good	43.22%	52.41%
Fair	43.33%	36.75%
Poor	5.08%	6.63%
Very Poor	2.54%	1.20%

Table 20 – Overall Service by Demographic group

SPECIFIC SERVICES

Residents perception of the quality of individual city services has improved over the past two surveys. In the past two surveys, no individual services exceeded 90% "good" or "excellent" rating. Residents viewed three of the individual services at this level in the 2020 survey. These are…

- Fire Department overall service (90.25%),
- Fire Department response to calls (90.11%), and
- Ambulance response to calls (90.00%)

Individual Service	2016	2018	2020	Change from 2016
Fire Response to calls	88.15%	86.04%	90.11%	1.96%
Fire overall service	85.86%	86.09%	90.25%	4.39%
Ambulance response to calls	84.86%	84.64%	90.00%	5.14%

Table 21 – top service ratings

There were ten services residents rated at 80% or higher as "good" or "excellent" in the 2016 and 2018 surveys. For 2020, resident identified four individual services achieving this level of performance. These were:

- The Montgomery Library (84.91%)
- Ambulance overall service (89.30%)
- Police response to calls (82.97%)
- Fire visibility in the community (80.86%)

The biggest improvement in this grouping came in police response to calls, which improved 10.52% from the 2016 survey and 6.17% from the 2018 survey.

Individual Service	2016	2018	2020	Change from 2016
Montgomery Library	82.85%	81.96%	84.91%	2.06%
Ambulance Overall Service	83.80%	84.64%	89.30%	5.50%
Police response to calls	72.45%	76.80%	82.97%	10.52%
Fire Visibility in the community	79.19%	76.45%	80.86%	1.67%

Table 22 – second tier service ratings

Four of the services received a rating of 70% or better as being "good" or "excellent". These are…

- Police visibility in the community (77.16%),
- Public schools (72.66%),
- Fire department fire prevention and education (74.90%), and
- Police overall services (79.72%)

Police visibility and Police overall service experienced the largest improvement moving up 17 and 16 points from 2016 respectively.

Individual Service	2016	2018	2020	Change from 2016
Police Visibility in the Community	59.42%	69.59%	77.16%	17.74%
Public Schools	69.07%	66.56%	72.66%	3.59%
Fire Department Education	76.41%	72.64%	74.90%	(1.51%)
Police Overall Service	63.51%	71.11%	79.72%	16.21%

Table 23 – greatest improvements 2016 to 2020

On the other end of the spectrum, seven services received a rating "very poor" or "poor" of greater than 25%.

These are:

- Street maintenance and repair   67.27%
- Road Conditions   59.31%
- Code Enforcement   35.92%
- Sidewalk and trail maintenance   34.98%
- Alley Maintenance   31.38%
- Cable Television   27.17%
- Street sweeping and cleaning   27.09%

One of the objectives of the resident survey is to see if city service delivery has improved. All services, except for five, saw an increase in perceived quality over the 2016 and all but two saw an increase over the 2018 survey. There were 8 individual services that experienced a change in satisfaction of greater than 10% from the 2016 survey. These are shown in the table below.

SERVICE	2016 RESULTS	2020 RESULTS	CHANGE IN RATING
Police Visibility in the community	59.42%	77.16%	17.74%
Police services overall	63.51%	79.72%	16.21%
Snow Removal	45.71%	61.10%	15.39%
Alley Maintenance	17.51%	31.38%	13.87%
Montgomery Parks	47.12%	60.82%	13.70%
Street Sweeping/Cleaning	22.73%	33.56%	10.83%
Police Response to Calls	72.45%	82.97%	10.52%
Land use, Planning and Zoning	35.00%	42.24%	10.24%

Table 24 – Increase in "Good" or "Excellent" rating 2016 - 2020

There were six individual services that continued the upward trend exceeding an improvement of 10% or more in satisfaction rating from 2018 to 2020. These services are shown below.

SERVICE	2018 RESULTS	2020 RESULTS	CHANGE IN RATING
Montgomery Parks	45.18%	60.82%	15.64%
Alley Maintenance	17.91%	31.38%	13.47%
Snow Removal	47.68%	61.10%	13.42%
Land use, planning & zoning	31.96%	42.24%	13.28%
Sanitary Sewer	43.87%	56.69%	12.82%
Building inspections	39.54%	50.00%	10.46%

Table 25 – Increase in "Good" or "Excellent" rating 2018 – 2020

Residents indicated a decrease in "good" or "excellent" rating from 2018 to 2020 for two services. These were street maintenance and repair, down 1.09% and road conditions, down 1.76%. It should be noted that the city's street improvement program will begin in 2021 so future surveys should see satisfaction with road conditions as well as general street maintenance, increase.

KEY DRIVERS

The key drivers for Montgomery are police department visibility, police department overall service, street maintenance and repair, snow plowing, road conditions, parks, and code enforcement.

SERVICE	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
Police visibility in the community	1.73%	3.81%	17.30%	50.17%	26.99%
Police overall service	2.49%	1.07%	16.73%	50.89%	28.83%
Street maintenance and repair	33.45%	33.79%	23.21%	8.53%	1.02%
Snow removal	5.46%	7.17%	26.28%	46.42%	14.68%
Road Conditions	31.38%	27.93%	28.97%	9.66%	2.07%
Parks	1.72%	7.22%	30.24%	48.45	12.37%
Code enforcement	14.79%	21.13%	34.86%	25.00%	4.23%

Table 26 – Key Driver Ratings

Respondents reported an increase in the level of satisfaction from 2016 to 2020 in all the key drivers except for street maintenance and repair when measuring "good" and "excellent". Residents indicated an increased level of satisfaction with all but two key drivers from 2018 to 2020 when measuring "good" and "excellent". The two that fell from 2018 to 2020 were street maintenance and road conditions.

	2016	2018	2020
Police Visibility	59.42%	69.59%	77.16%
Police Overall Service	63.52%	71.11%	79.72%
Street Maintenance	9.82%	10.64%	9.55%
Snow Removal	45.72%	47.68%	61.10%
Road Conditions	1.11%	13.49%	11.73%
Parks	47.11%	45.18%	60.82%
Code Enforcement	26.24%	23.99%	29.23%

The following charts show how satisfaction with key drivers improved.

POLICE VISIBILITY

■ 2016 ■ 2018 ■ 2020

	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
2016	4.78%	9.74%	26.32%	42.21%	17.21%
2018	2.19%	5.96%	22.26%	47.96%	21.63%
2020	1.73%	3.81%	17.30%	50.17%	26.99%
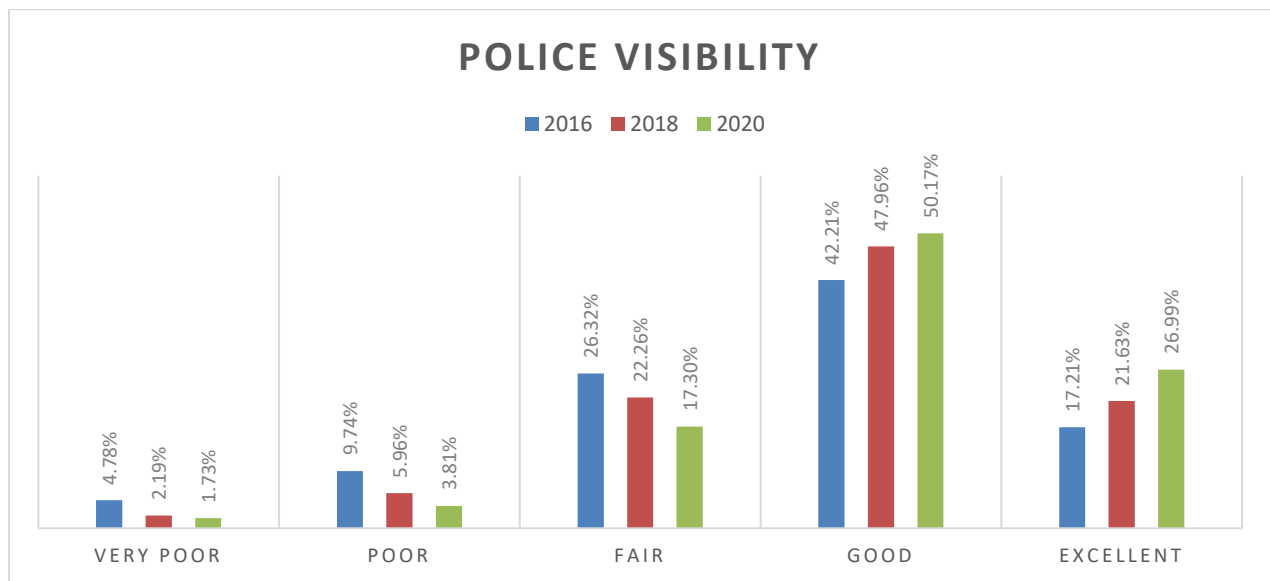
Chart 22 – police visibility

POLICE OVERALL SERVICE

■ 2016 ■ 2018 ■ 2020

	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
2016	4.05%	9.46%	22.97%	47.30%	16.22%
2018	1.27%	6.03%	21.59%	53.97%	17.14%
2020	2.49%	1.07%	16.73%	50.89%	28.83%
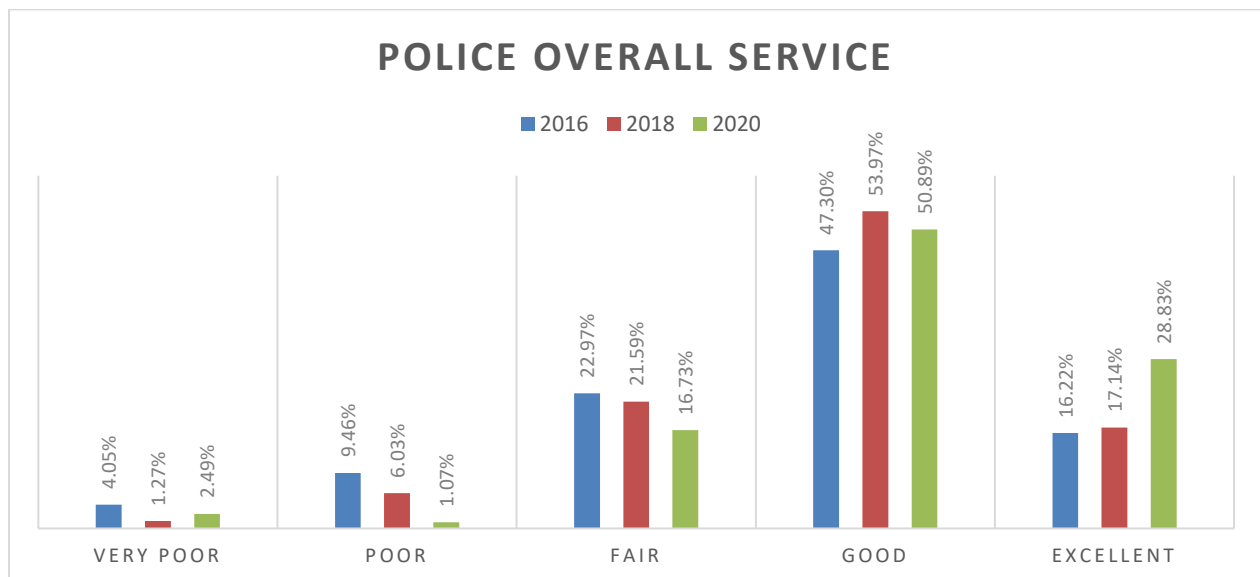
Chart 23 – police overall service

STREET MAINTENANCE & REPAIR

■ 2016　■ 2018　■ 2020

	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
2016	46.69%	26.18%	17.03%	7.57%	2.25%
2018	35.56%	33.13%	20.67%	9.73%	0.91%
2020	33.45%	33.79%	23.21%	8.53%	1.02%
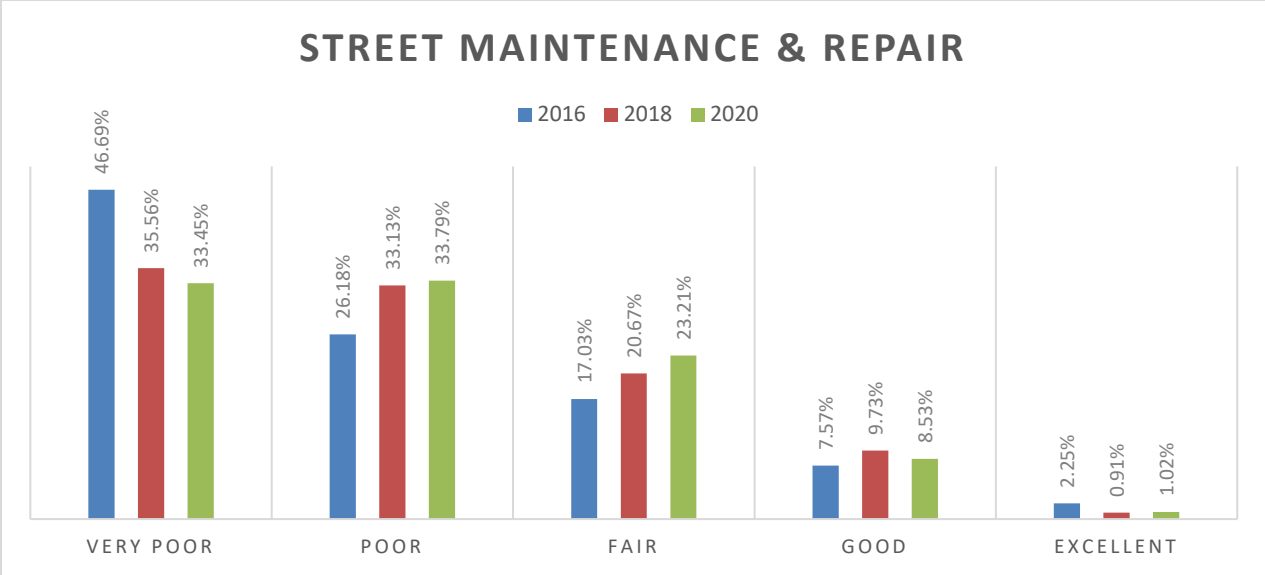
Chart 24 – street maintenance

SNOW REMOVAL

■ 2016　■ 2018　■ 2020

	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
2016	9.52%	14.29%	30.48%	38.10%	7.62%
2018	8.98%	11.15%	32.20%	38.39%	9.29%
2020	5.46%	7.17%	26.28%	46.42%	14.68%

Chart 25 – snow removal

ROAD CONDITIONS

■ 2016 ■ 2018 ■ 2020

	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
2016	37.30%	25.72%	24.12%	1.09%	0.02%
2018	30.98%	29.75%	25.77%	11.96%	1.53%
2020	31.38%	27.93%	28.97%	9.66%	2.07%
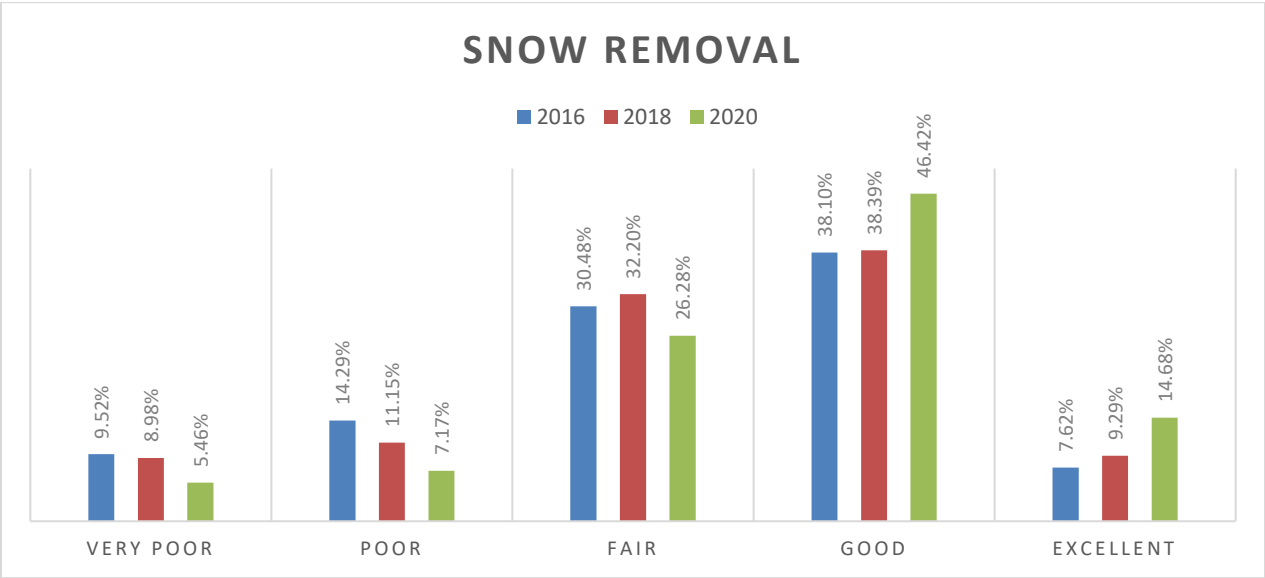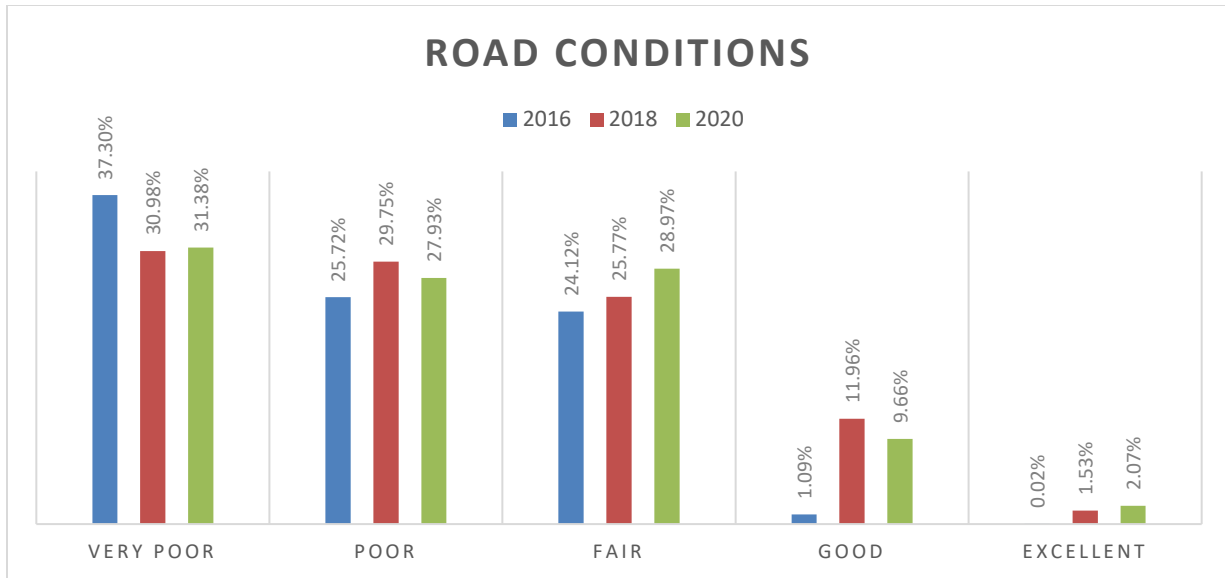
Chart 26 – road conditions

PARKS

■ 2016 ■ 2018 ■ 2020

	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
2016	3.21%	10.26%	39.42%	40.38%	6.73%
2018	4.67%	14.02%	36.14%	38.01%	7.17%
2020	1.72%	7.22%	30.24%	48.45%	12.37%

Chart 27 - parks

CODE ENFORCEMENT

Legend: ■ 2016 ■ 2018 ■ 2020

	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
2016	21.64%	20.00%	32.13%	21.64%	4.60%
2018	18.07%	24.61%	33.33%	19.63%	4.36%
2020	4.79%	21.13%	34.89%	25.00%	4.23%

Chart 28 – code enforcement

DEMOGRAPHIC

Respondents under 55 years of age rated police visibility and police overall service slightly better when looking at "good" and "excellent." Respondents over 55 viewed snow removal and parks as "good" or "excellent" (68% and 66% respectively) than respondents under 55 do (54% and 51%) respectively.

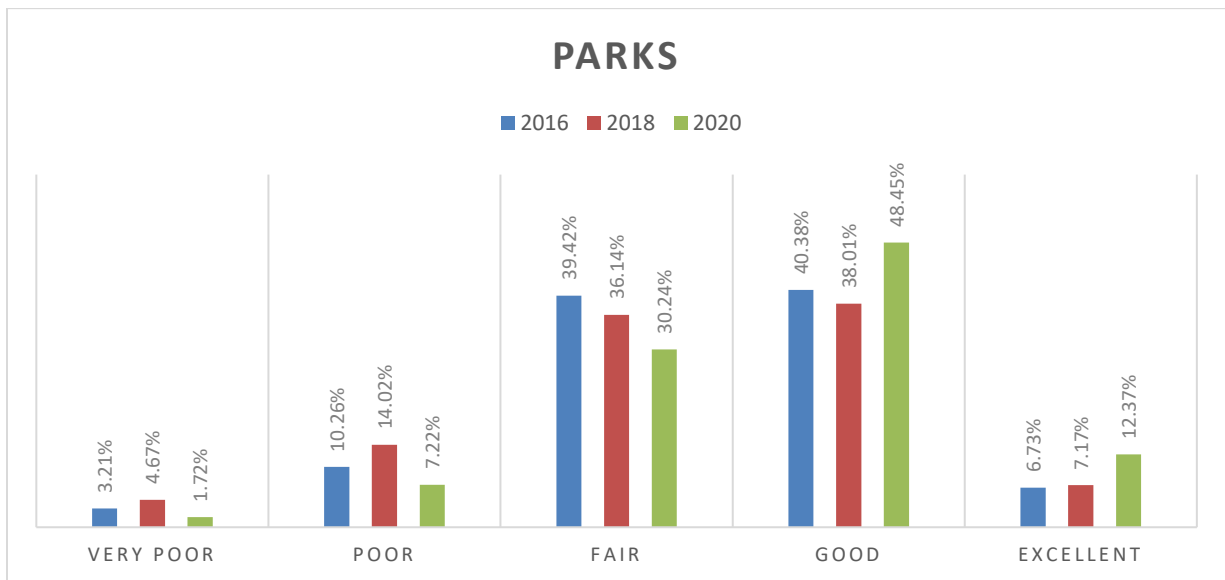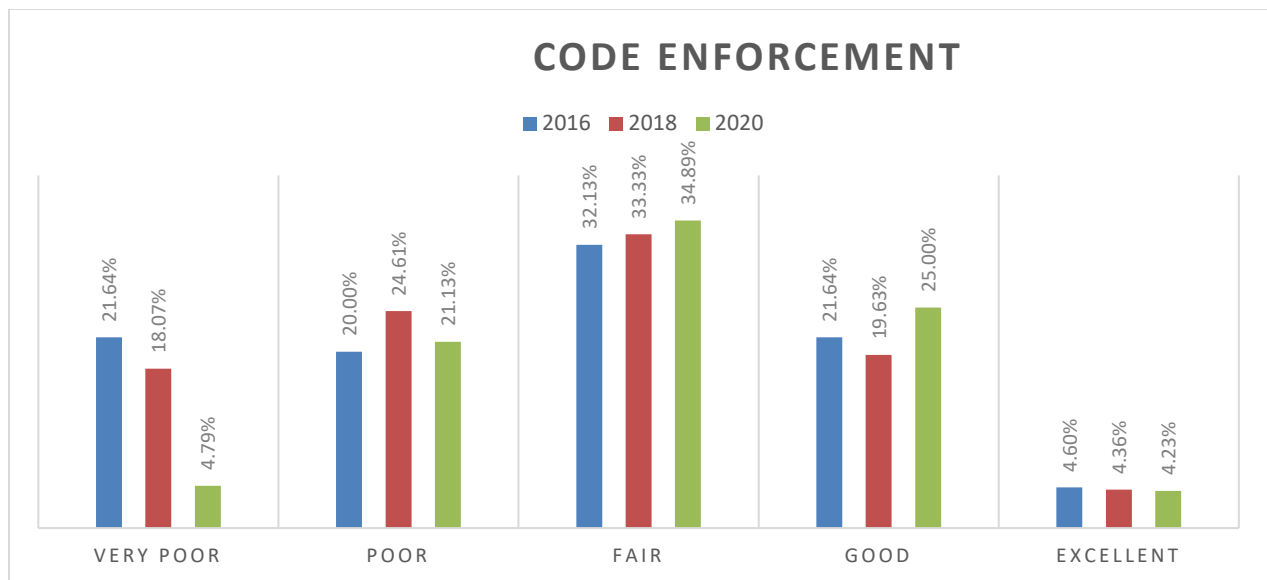Street maintenance, road conditions, and code enforcement were relatively close in ratings of "good" or "excellent" by both groups.

	UNDER 55					OVER 55				
	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	VERY POOR	POOR	FAIR	GOOD	EXCELLENT
Police visibility	1.69	3.39	16.95	50.00	27.97	1.82	4.24	18.18	50.91	24.85
Police overall	2.59	.86	16.38	52.59	27.59	2.53	1.27	17.72	49.37	29.11
Street maintenance	42.50	35.00	14.17	7.5	0.83	27.71	33.73	29.52	7.83	1.20
Snow removal	10.00	10.00	29.17	38.33	15.50	2.40	5.39	24.55	51.50	16.17
Road conditions	38.98	27.12	24.58	5.93	3.39	27.27	27.27	32.73	11.52	1.21
Parks	3.39	13.56	32.20	41.53	9.32	0.60	3.01	30.12	51.81	14.46
Code Enforcement	13.04	20.00	36.52	23.48	6.96	16.67	22.22	32.10	26.54	2.47

Table 27 – Key Drivers by age demographic

QUALITY OF SERVICES	EXCELLENT	GOOD	FAIR	POOR	VERY POOR
Ambulance response to calls	47.04	42.96	8.15	1.11	.74
Ambulance overall	43.17	46.13	9.59	.74	0.37
Fire departments response to calls	39.56	50.55	9.52	0.00	0.37
Fire department overall	36.46	53.79	9.03	.36	.36
Montgomery library	35.79	49.12	13.68	.70	.70
Police department response to calls	32.25	50.72	14.49	1.45	1.09
Fire department visibility in the community	29.60	51.26	16.25	1.81	1.08
Police services overall	28.83	50.89	16.73	1.07	2.49
Police visibility in the community	26.99	50.17	17.30	3.81	1.73
Public schools	24.46	48.20	23.38	2.52	1.44
Fire department education and prevention programs	23.95	50.95	22.81	1.90	.38
Private Schools	21.59	44.32	26.14	5.30	2.65
Traffic enforcement	17.25	46.48	27.46	4.23	4.58
Police education and crime prevention programs	14.87	45.35	32.34	5.58	1.86
Snow removal	14.68	46.42	26.28	7.17	5.46
City Highlights Newsletter	14.59	51.60	29.18	3.20	1.42
Montgomery Parks	12.37	48.45	30.24	7.22	1.72
Street signs and street markings	9.62	57.04	28.87	3.09	1.37
Building inspections	9.16	40.08	41.22	5.34	3.44
Sanitary sewer	8.80	47.89	35.56	5.99	1.76
Services to youth	8.24	34.08	40.07	15.36	2.25
Street lighting	7.77	47.64	34.46	7.09	3.04
Preservation of natural areas and open spaces	7.01	42.07	42.08	5.90	2.21
Street sweeping/cleaning	5.82	27.74	39.38	18.15	8.90
Services to seniors	5.54	34.69	45.39	12.18	2.21
Alley maintenance	5.47	25.91	37.23	17.88	13.50
Land use, planning and zoning	5.32	39.91	39.16	9.13	6.46
Cable Television	4.91	29.43	38.49	16.23	10.94
Code enforcement (weeds, abandoned vehicles, etc.)	4.23	25.00	34.86	21.13	14.79
Sidewalk and trail maintenance	3.89	21.20	39.93	22.61	12.37
Storm Drainage	3.46	37.02	42.21	12.46	4.84
Road conditions	2.07	9.66	28.97	27.93	31.38
Street maintenance and repair	1.02	8.53	23.21	33.79	33.45

Table 28 – Rating of Quality of Service, 2020

Street maintenance and repair and road conditions are the two most prominent areas for improvement as more than 50% of respondents rate these areas as "poor" or "very poor." The Council has made improvement to streets a major priority and in2019 approved a comprehensive street improvement plan. This plan calls for the reconstruction of about 50% of the streets in the city and continued maintenance of the rest of the streets.

We asked residents how they felt about "nuisance" or "blighting" factors in the city. These are identified as rundown buildings, junk, and debris, weed filled lots/property, and junk vehicles. They were asked to indicate if these were a major problem, somewhat of a problem, or not a problem.

Eighty-two percent of the respondents felt rundown buildings present a "major problem" or "somewhat a problem." Three quarters saw junk and debris as a "major problem" or "somewhat of a problem."

7 in ten viewed weed filled lots / property as a "major problem" or "somewhat of a problem." And 65% indicated junk vehicles to be a "major problem" or "somewhat of a problem."

What we would like to see overtime is a shift from these issues being a "major problem" or "somewhat a problem" and to "not a problem."

	MAJOR PROBLEM	SOMEWHAT A PROBLEM	NOT A PROBLEM
Rundown Buildings	39.53%	42.91%	10.81%
Junk and debris	27.91%	47.44%	18.43%
Weed filled lots / property	22.87%	48.12%	21.50%
Junk Vehicles	27.60%	42.47%	23.63%

Table 19 – Code Enforcement, 2020

Perception of these issues has fluctuated slightly from the 2016, 2018, and 2020 surveys. These issues still appear to be an issue with the residents. The table below illustrates the fluctuation in these items being seen as a "major problem" or "somewhat a problem."

	2016	2018	2020
Run Down buildings	80.03%	83.85%	82.44%
Junk and Debris	73.63%	74.61%	75.43%
Weed filled lots	68.37%	76.78%	70.99%
Junk vehicles	60.38%	66.57%	65.07%

Table 30 – 2016, 2018, and 2020 comparison

We asked residents who had in-person or phone contact with a city employee in the 12 months prior to the survey the to provide their impression on service. They were asked to rate staff's knowledge of issues, responsiveness, follow-up, courtesy, timeliness, and their overall impression. Residents perspective of staff in all these areas continues to improve over the past two surveys.

Seventy-nine percent of those who reported having contact with city staff over the past 12 months indicated staff's knowledge of the issue as "good" or "excellent." This is an increase from 2016 and 2018 when the rating was 60% and 66% respectively.

Responsiveness was rated "good" or "excellent" by 79% of respondents. This is an increase over 2018 and 2016 when sixty-eight percent of respondents (2018) and 57% (2016) rated responsiveness "good" or "excellent."

Follow-up by staff was rated by sixty-five percent of respondents as "good" or "excellent." This is an improvement over 2018 (57.83%) and 2016 (44.61%). Three quarters of the respondents rated staff "good" or "excellent" in courtesy. This is up one point from 2018 (74%) and six point from 2016 (69%).

In terms of timeliness, 77% found staff to be timely. Again, this is an improvement over 2018 (65%) and 2016 (56%).

Seventy-five percent of resident felt the overall impression of staff to be "good" or "excellent". This is an improvement over 2018 by seven percent and 2016 by twenty percent.

	EXCELLENT	GOOD	FAIR	POOR	VERY POOR
Knowledge of the issue	36.99%	42.47%	10.27%	6.16%	4.11%
Responsiveness	39.73%	38.36%	9.59%	4.79%	7.53%
Follow-up	28.17%	37.32%	16.20%	7.04%	11.27%
Courtesy	45.21%	39.04%	8.22%	4.11%	3.42%
Timeliness	39.31%	37.93%	11.03%	4.83%	6.90%
Overall impression	37.67%	36.99%	13.01%	6.16%	6.16%

Table 31 – Perception of Staff, 2020

The table below

	2020	2018	2016
Knowledge of Issues	79.46%	67.61%	59.60%
Responsiveness	78.09%	67.80%	56.79%
Follow-up	65.49%	57.83%	44.61%
Courtesy	84.25%	74.01%	68.84%
Timeliness	77.24%	64.70%	55.73%
Overall Impression	74.66%	67.80%	55.00%

Table 32 – Perception of Staff good to excellent 2016, 2018, 2020

We also asked respondents who had contact with city administration to rate their perception of the performance of the city's administration.

	EXCELLENT	GOOD	FAIR	POOR	VERY POOR
Response to resident concerns	10.47%	35.74%	36.10%	11.91%	5.77%
Transparency and accountability	11.31%	33.58%	36.86%	13.14%	5.11%
Information about City programs and plans	13.72%	37.55%	37.55%	7.22%	3.97%
Follow-up	9.36%	37.83%	34.83%	11.24%	6.74

Table 33 – Perception of Administration, 2020

We asked the same question specifically related to contact with a Montgomery police officer in the last 12 months. Those who reported having contact with a Montgomery officer indicated their overall impression was "good" or "excellent" (86%). This is up 12% over 2018, the first year we asked this question.

	EXCELLENT	GOOD	FAIR	POOR	VERY POOR
Treated you with respect	52.38%	36.51%	7.14%	1.59%	2.38%
Responsive to your concerns	45.97%	37.90%	8.06%	3.23%	4.84%
Followed up in a timely manner	44.07%	37.29%	8.47%	5.93%	4.24%
Professional	53.23%	34.68%	6.45%	3.23%	2.42%
Used appropriate language	56.45%	33.87%	5.65%	0.81%	3.23%
Overall impression	51.61%	34.68%	8.87%	.81%	4.03%

Table 34 – Perception of Police Deparment Employees; 2020

CITY PRIORITIES

Council is interested in knowing what the top priorities are for residents. The Council uses this this information to help establish city priorities and allocation of resources.

The top priorities identified in 2016 and 2018 were reconstruction of streets and general street maintenance. The Council took this information and worked hard to develop a comprehensive street improvement and maintenance plan. The council also dedicated funding to ensure there were funds available to carry out the plan.

The following information shows the top five priorities identified by respondents.

Priority	Rated in the top five (given 1, 2, 3, 4, and 5)
Mosquito Control	51.08%
Expanding hiking and walking opportunities with trails and sidewalks	49.35%
City Wide Clean-up	38.96%
Police Protection	35.06%
Development of an industrial Park	27.71%
Blight, Rental, and other code enforcement	26.41%
Commercial building rehabilitation – grants or loans	25.97%
Pursue development of a new police facility	24.68%
Ambulance Services	22.94%
Fire Services	21.65%
City yard waste / compost site	20.78%
Improved hockey rink / skating at Northside Park	19.91%
Pursue development of affordable housing	18.18%
Pursue development of senior housing	18.18%
Rehabilitate tennis court and pickleball at Northside Park	14.72%
Improve playground at Westside Park	11.26%
1st Time homebuyer education/counseling	8.23%

Table 35 – top priority – those giving a rating of 1 through 5

DEMOGRAPHICS

When looking at priorities from a demographic perspective, respondents under 55 indicated by a very wide margin that expanding walking and hiking (63.81%) and spraying for mosquitos (60.00%) to be the highest priorities. Rounding out the top five for this group are city wide clean-up (43.81%), police protection (37.14%), and city yard waste / compost site (31.43%)

Those over 55 indicated that mosquito control is the top priority (43.80%) followed by expanding walking and hiking (38.84%). The rest of the top five for this group consists of city-wide clean-up (35.54%), development of an industrial park (34.71%), and police protection (33.88%).

	Under 55	Over 55
Expand walking and hiking opportunities with trails and sidewalks	63.81%	38.84%
Spraying for Mosquito control	60.00%	43.80%
City wide spring clean-up	43.81%	35.54%
Police protection (drug enforcement, school resource officer, etc.	37.14%	33.88%
City yard waste / compost site	31.43%	12.40%
Provide an improved hockey rink and skating area at Northside Park	28.57%	13.22%
Blight, rental and other administrative code enforcement	26.67%	26.45%

Commercial building rehabilitation program - grant or loan	26.67%	24.79%
Pursue the development of a new police facility	23.81%	24.79%
Fire Services	23.81%	19.01%
Ambulance services	22.86%	22.31%
Improve playground and facilities at Westside Park	20.95%	3.31%
Pursue development of an industrial park	20.00%	34.71%
Pursue the development of affordable housing	19.05%	18.18%
Rehabilitate the tennis court with pickle ball at Northside Park	17.14%	13.22%
Pursue the development of Senior Housing	13.33%	23.14%
1st time homebuyer education/counseling	12.38%	4.96%

Table 36 – top priority by age cohort

When looking at only the priority that received a number 1 ranking, the top priority was expanding walking and hiking trails (20.09%) followed by police protection (13.70%).

Expand walking and hiking opportunities with trails and sidewalks	20.09%
Police protection (drug enforcement, school resource officer, etc.	13.70%
Spraying for Mosquito control	9.13%
Pursue the development of a new police facility	8.22%
Pursue development of an industrial park	7.76%
City wide spring clean-up	5.02%
Commercial building rehabilitation program - grant or loan	4.57%
Fire Services	4.57%
Pursue the development of affordable housing	4.11%
Rehabilitate the tennis court with pickle ball at Northside Park	4.11%
Ambulance services	3.65%
Provide an improved hockey rink and skating area at Northside Park	3.65%
Pursue the development of Senior Housing	3.65%
Blight, rental and other administrative code enforcement	3.20%
Improve playground and facilities at Westside Park	2.28%
City yard waste / compost site	1.37%
1st time homebuyer education/counseling	.91%

Table 37 – item selected #1 one

DEMOGRAPHICS

Both groups stated the number one priority of the city is to expand walking and hiking opportunities in the city followed by police protection.

Expand walking and hiking opportunities with trails and sidewalks	22.52%
Police protection (drug enforcement, school resource officer, etc.	10.81%
Spraying for Mosquito control	9.91%
City wide spring clean-up	8.11%
Pursue the development of a new police facility	6.31%
Fire Services	6.31%
Provide an improved hockey rink and skating area at Northside Park	4.50%
Improve playground and facilities at Westside Park	4.50%
Rehabilitate the tennis court with pickle ball at Northside Park	4.50%
Commercial building rehabilitation program - grant or loan	3.60%
Pursue development of an industrial park	3.60%
Pursue the development of affordable housing	3.60%
City yard waste / compost site	2.70%
Blight, rental and other administrative code enforcement	2.70%
Ambulance services	2.70%
Pursue the development of Senior Housing	2.70%
1st time homebuyer education/counseling	.90%

Table 38 – #1 priority respondents under 55

Expand walking and hiking opportunities with trails and sidewalks	18.27%
Police protection (drug enforcement, school resource officer, etc.	16.35%
Pursue development of an industrial park	12.50%
Pursue the development of a new police facility	9.62%
Spraying for Mosquito control	7.69%
Commercial building rehabilitation program - grant or loan	4.81%
Pursue the development of Senior Housing	4.81%
Ambulance services	4.81%
Pursue the development of affordable housing	4.81%
Blight, rental and other administrative code enforcement	3.85%
Rehabilitate the tennis court with pickle ball at Northside Park	3.85%
Fire Services	2.88%
Provide an improved hockey rink and skating area at Northside Park	2.88%
City wide spring clean-up	1.92%
1st time homebuyer education/counseling	.96%
City yard waste / compost site	0.00%
Improve playground and facilities at Westside Park	0.00%

Table 39 - #1 priority respondents over 55

LEVY INCREASE TO SUPPORT PRIORITIES

We asked respondents if they would support a levy increase for priorities or services. While no one wants to raise their taxes, there was some support by residents for taxes to expand waking and hiking opportunities, and mosquito control. There was also support, to a lesser degree, for tax increases to support police protection, ambulance, fire, and a new police facility.

Expand walking and hiking opportunities with trails and sidewalks	30.74%
Spraying for Mosquito control	23.81%
Police protection (drug enforcement, school resource officer, etc.	15.58%
Pursue the development of a new police facility	14.29%
Ambulance services	12.12%
Fire Services	11.69%
Pursue development of an industrial park	10.82%
Commercial building rehabilitation program - grant or loan	8.66%
City yard waste / compost site	8.66%
City wide spring clean-up	8.23%
Blight, rental and other administrative code enforcement	8.23%
Provide an improved hockey rink and skating area at Northside Park	7.79%
Pursue the development of Senior Housing	7.79%
Rehabilitate the tennis court with pickle ball at Northside Park	6.93%
Improve playground and facilities at Westside Park	5.19%
Pursue the development of affordable housing	3.46%
1st time homebuyer education/counseling	1.30%

Table 40 – levy support for priority

DEMOGRAPHICS

Both those over 55 and under 55 support a levy increase for the expansion of walking and hiking trails and for mosquito control. That is where the similarities end. Those over 55 are more likely to support basic services such as police, fire, and ambulance as well as development of an industrial park, senior housing, and a police facility. Those under 55 are more inclined to support police protection and also for improvements to recreational facilities.

Expand walking and hiking opportunities with trails and sidewalks	37.14%
Spraying for Mosquito control	28.57%
Police protection (drug enforcement, school resource officer, etc.	16.19%
Provide an improved hockey rink and skating area at Northside Park	13.33%
Pursue the development of a new police facility	11.43%
Improve playground and facilities at Westside Park	10.48%
Commercial building rehabilitation program - grant or loan	10.48%
City yard waste / compost site	10.48%
Rehabilitate the tennis court with pickle ball at Northside Park	8.57%
Pursue development of an industrial park	8.57%
Fire Services	8.57%

Ambulance services	8.57%
City wide spring clean-up	8.57%
Blight, rental and other administrative code enforcement	7.62%
Pursue the development of affordable housing	2.86%
1st time homebuyer education/counseling	1.90%
Pursue the development of Senior Housing	1.90%

Table 41 – levy support under 55

Expand walking and hiking opportunities with trails and sidewalks	24.79%
Spraying for Mosquito control	19.01%
Pursue the development of a new police facility	16.53%
Police protection (drug enforcement, school resource officer, etc.	15.70%
Fire Services	14.05%
Ambulance services	14.05%
Pursue development of an industrial park	13.22%
Pursue the development of Senior Housing	11.57%
Blight, rental and other administrative code enforcement	9.09%
City wide spring clean-up	8.26%
Commercial building rehabilitation program - grant or loan	7.44%
City yard waste / compost site	6.61%
Rehabilitate the tennis court with pickle ball at Northside Park	5.79%
Pursue the development of affordable housing	4.13%
Provide an improved hockey rink and skating area at Northside Park	3.31%
Improve playground and facilities at Westside Park	0.83%
1st time homebuyer education/counseling	0.83%

Table 42 – levy support over 55

PUBLIC INFORMATION

HOW INFORMED

The City wanted to know how informed residents felt they were and how residents obtained information about the city. We also wanted to know their preferred method of getting information.

57% of the respondents indicated they were "very" or "moderately" informed about local government issues in the City of Montgomery.

How informed do you consider yourself about local government issues and operations of the City of Montgomery?

- 12% Very informed
- 45% Moderately informed
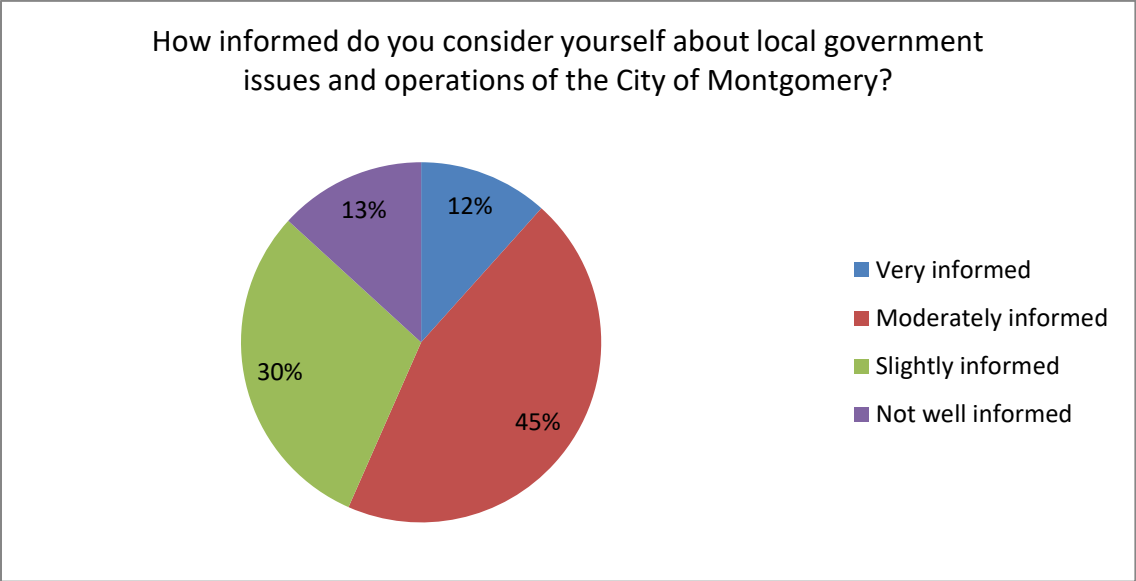- 30% Slightly informed
- 13% Not well informed

Chart 29 – how informed resident are

SOURCE OF INFORMATION

The vast majority of residents always or regularly obtain their information about city issues and operations from the City Newsletter (63%) or the Montgomery Messenger (60%).

	Always/Regularly	Sometimes	Never
City Website	22.06%	47.06%	30.88%
City Newsletter	62.73%	26.88%	10.39%
Facebook Page	27.51%	29.74%	42.45%
Montgomery Messenger	60.00%	20.70%	19.30%
Word of Mouth	53.24%	39.57%	7.19%

Table 43 – source of information

DEMOGRAPHICS

Looking at the same information by age group, those under 55 were more likely than those over 55 to obtain their information always/regularly from the city's website or Facebook page.

Information Source	Under 55	Over 55
City Website	27.58%	17.11%
City Highlights	49.14%	72.32%
Facebook Page	38.46%	18.16%
Montgomery Messenger	43.48%	70.48%

Word of Mouth	52.99%	53.16%

Table 44 – information by demographic

We then asked residents how they would prefer to obtain their information. They could choose between the following methods: City website, Facebook page, City Highlights, Montgomery Messenger, Word of Mouth, e-mail notification, cable access station, or text notification.

The two most preferred methods for respondents to receive information are the City Highlights Newsletter and the Montgomery Messenger.

City Highlights Newsletter	48.69%
The Montgomery Messenger	43.45%
The City's Website (www.cityofmontgomerymn.com)	27.72%
City Facebook Page	26.59%
Word of Mouth	17.98%
E-mail notification	14.98%
Text notification	13.48%
City's Cable access station	2.45%

Table 45 – preferred method of information

DEMOGRAPHICS

When looking at the results by age group, respondents over 55 prefers to receive information by print media over digital media with over half preferring the Newsletter and Montgomery Messenger. Respondents under 55 prefer to receive information in digital format with forty-five percent stating a preference for the City Facebook page.

What is your preferred method to get information on locdal issues under 55

Method	Percentage
City's Cable access station	1.80%
Word of Mouth	18.92%
Text notification	19.82%
E-mail notification	24.32%
The Montgomery Messenger	29.73%
City Highlights Newsletter	36.04%
The City's Website (www.cityofmontgomerymn.com)	36.94%
City Facebook Page	45.05%
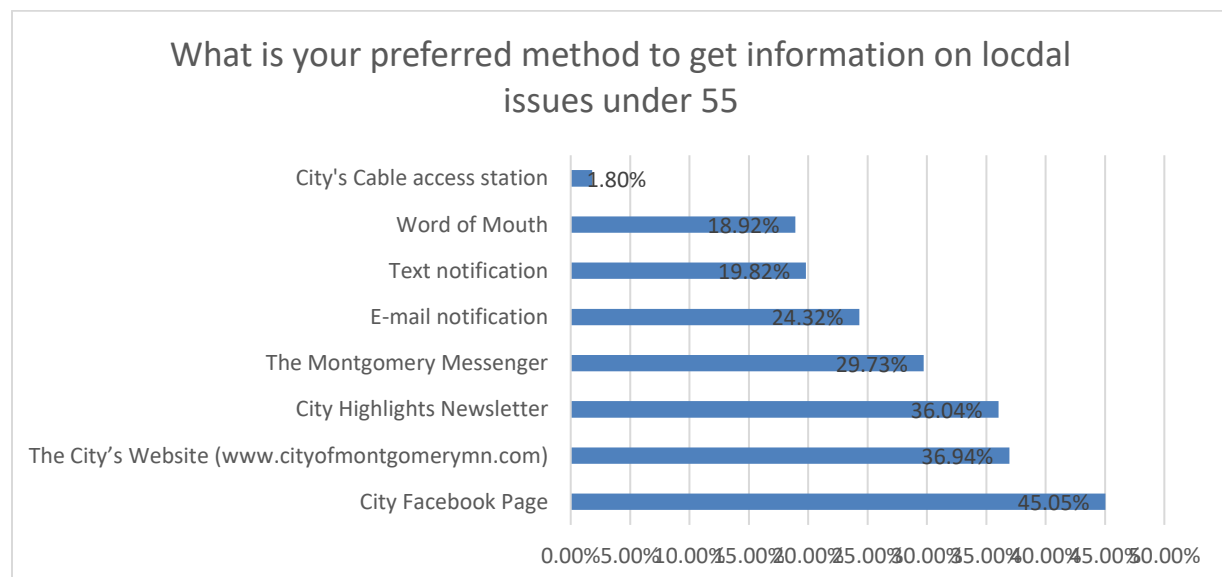
Chart 30 – information under 55

What is your perferred method to get information on local issues over 55

City's Cable access station	2.61%
E-mail notification	8.50%
Text notification	9.15%
City Facebook Page	13.73%
Word of Mouth	17.65%
The City's Website (www.cityofmontgomerymn.com)	20.92%
The Montgomery Messenger	52.29%
City Highlights Newsletter	58.82%

0.00% 10.00% 20.00% 30.00% 40.00% 50.00% 60.00% 70.00%
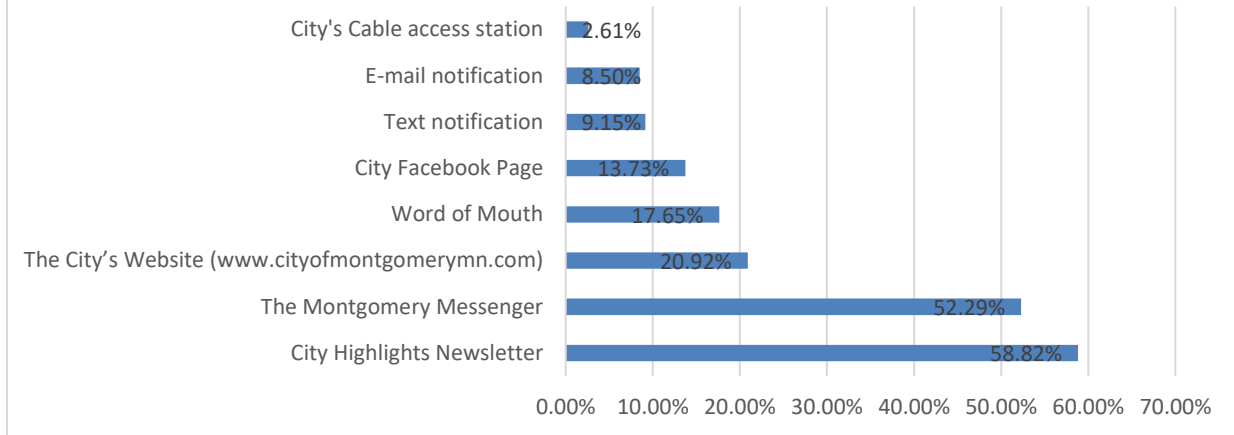
Chart 31 – information over 55

How many years have you lived in Montgomery?

	2016	2018	2020
Less than 2 Years	4.2%	5.9%	5.1%
2 – 5 years	9.1%	9.7%	10.2%
6 – 10 years	9.4%	8.1%	10.9%
11 – 20 years	13.3%	13.3%	13.9%
More than 20 years	64.1%	62.5%	60.0%

What best describes the building you live in?

	2016	2018	2020
One family house detached from other houses	84.4%	84.3%	82.6%
House attached to one or more houses	6.8%	7.2%	7.5%
Building with two or more apartments	4.9%	6.0%	6.5%
Other	3.9%	2.5%	3.4%

Do you rent or own?

	2016	2018	2020
Rent	10.4%	9.1%	11.2%
Own	89.6%	90.9%	88.9%

Do any children under 18 live in your home?

	2016	2018	2020
Yes	25.7%	29.4%	22.9%
No	74.3%	70.6%	77.1%

What is your gender?

	2016	2018	2020
Female	59.9%	58.2%	59.2%
Male	40.1%	41.8%	40.8%

In which category is your age?

	2016	2018	2020
18 – 24	1.0%	1.3%	.7%
25 – 34	10.9%	9.4%	9.38%
35 – 44	12.5%	19.1%	10.2%
45 – 54	18.5%	17.2%	14.0%
55 – 64	21.8%	21.6%	16.0%
65 – 74	19.5%	19.1%	21.5%
75 or older	15.8%	12.5%	15.0%