



# COUNTY RECEIVES RESULTS FROM THE NATIONAL CITIZEN SURVEY™

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**Montgomery County, Virginia** –The overall quality of life in Montgomery County was rated as excellent or good by 78 percent of respondents and many local government services received favorable ratings in a citizens survey conducted this past fall.

A random sample of 1,200 citizens received questionnaires asking for feedback on the quality and usefulness of County services and a variety of community characteristics. Residents living in the unincorporated areas, as well as the towns of Christiansburg and Blacksburg, received the survey. The results will be included in a final report that County officials can use in planning for the future.

“The National Citizen Survey™ results will serve as a guide to the future,” said Board of Supervisors Chair Jim Politis. “It is one of the Board’s priorities to seek feedback from residents to ensure we are moving in the right direction.”

Montgomery County received high ratings for economic development, law enforcement and educational opportunities compared to residents’ impressions in other jurisdictions that survey their citizens. Residents who had interacted with a County employee in the previous 12 months also gave high marks to those employees based on knowledge, overall impression and responsiveness.

The community characteristics receiving the least positive ratings were employment opportunities and the availability of affordable child care. County services ranked below the national comparison included recycling and emergency preparedness.

A total of 344 surveys were completed, providing an overall response rate of 30 percent and giving a +-5% margin of error. Response rates on citizen surveys typically range from 25 percent to 40 percent.

The National Citizen Survey™ is sponsored by the International City/County Management Association in cooperation with National Research Center, Inc. Many localities across the country, including in Virginia, have enrolled in the citizen survey or used it in the past. This is the first time Montgomery County participated in the survey.

For more information, see [www.montgomerycountyva.gov](http://www.montgomerycountyva.gov).

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