

THE NCSTM

The National Citizen SurveyTM

Billings, MT

Comparisons by Demographic Subgroups

FINAL
2016



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by length of residency in Billings, annual household income, age, sex and housing tenure (rent or own).

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (395 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Where statistically significant differences occurred, male survey respondents tended to give higher ratings to aspects of Community Characteristics than female survey participants. Residents who reported owning their homes tended to give higher ratings than residents who rented to most aspects across general aspects of Community Characteristics as well as to the facets of Mobility, Natural Environment, Built Environment, Recreation and Wellness and Community Engagement. Residents who had lived in the city for less than two years at the time of the survey gave lower ratings to several aspects within general Community Characteristics and facets of Community Characteristics such as Economy and Community Engagement than residents who had lived in the City for more than two years.
- Within the pillar of Governance, residents who owned their home tended to give higher ratings to Natural Environment-related services than survey participants who rented their home. When comparing resident tenure, residents who had lived in the City for less than two years gave lower ratings to ambulance/EMS and bus or transit services.
- Where differences occurred, home-owners tended to report higher rates of participation than residents who rent their home. However, there were a few exceptions: renters were more likely to have used Billings’ public libraries and their services and used public transportation instead of driving than homeowners. When compared to their younger counterparts, residents aged 55 or older reported higher levels of participation in several aspects Community Engagement, including voting in local elections and doing a favor for a neighbor.
- Residents whose reported annual household income was less than \$25,000 per year were more likely to indicate that it was essential or very important that the City of Billings have a public information officer than their counterparts. It is noteworthy that residents whose household income was less than \$25,000 per year also gave higher ratings than their counterparts to public information services provided by the City. Residents in this same demographic group were also more likely than their counterparts to indicate that creating a citizen committee to review the Charter is essential or very important.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
The overall quality of life in Billings	47%	62%	69%	74%	83%	69%	75%	76%	75%	75%	67%	75%	79%	69%	79%	63%	80%	74%
Overall image or reputation of Billings	32%	49%	44%	50%	64%	59%	58%	53%	49%	56%	45%	51%	67%	57%	52%	45%	60%	55%
Billings as a place to live	47%	63%	73%	76%	84%	68%	79%	76%	74%	85%	61%	79%	85%	72%	79%	65%	81%	75%
Your neighborhood as a place to live	77%	73%	74%	67%	77%	64%	63%	79%	95%	89%	75%	71%	79%	69%	81%	60%	83%	75%
Billings as a place to raise children	45%	36%	73%	79%	79%	64%	68%	75%	62%	74%	56%	70%	78%	71%	66%	55%	76%	68%
Billings as a place to retire	33%	55%	50%	60%	65%	66%	66%	49%	64%	50%	42%	61%	69%	56%	63%	62%	57%	59%
Overall appearance of Billings	48%	44%	43%	44%	51%	57%	51%	48%	40%	37%	42%	44%	57%	47%	49%	45%	49%	48%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall feeling of safety in Billings	37%	40%	46%	61%	64%	55%	56%	53%	58%	63%	55%	47%	64%	55%	57%	49%	59%	55%
In your neighborhood during the day	98%	93%	94%	90%	91%	94%	84%	95%	95%	95%	98%	88%	92%	91%	93%	90%	93%	92%
In Billings' downtown/commercial area during the day	84%	57%	50%	65%	75%	82%	66%	68%	58%	67%	62%	69%	73%	66%	72%	69%	68%	68%

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Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall ease of getting to the places you usually have to visit	59%	71%	62%	70%	77%	61%	71%	81%	79%	65%	73%	76%	67%	66%	78%	64%	76%	72%
Traffic flow on major streets	45%	43%	35%	46%	44%	41%	35%	50%	47%	46%	41%	44%	45%	42%	45%	35%	47%	43%
Ease of public parking	45%	24%	31%	43%	44%	30%	37%	48%	30%	53%	45%	38%	36%	30%	50%	33%	43%	39%
Ease of travel by car in Billings	56%	59%	61%	61%	70%	51%	57%	78%	66%	76%	67%	64%	65%	62%	68%	49%	73%	65%
Ease of travel by public transportation in Billings	35%	14%	34%	7%	35%	30%	25%	28%	26%	24%	21%	22%	41%	28%	27%	19%	33%	27%
Ease of travel by bicycle in Billings	31%	22%	24%	36%	41%	49%	27%	27%	50%	24%	27%	36%	43%	34%	36%	26%	39%	35%
Ease of walking in Billings	29%	44%	38%	48%	65%	57%	53%	46%	59%	64%	42%	60%	57%	50%	57%	44%	59%	53%
Availability of paths and walking trails	37%	54%	50%	56%	64%	62%	57%	51%	76%	55%	48%	66%	59%	55%	61%	50%	62%	58%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Quality of overall natural environment in Billings	55%	50%	59%	67%	72%	56%	67%	68%	65%	72%	55%	69%	69%	64%	66%	55%	71%	65%
Air quality	39%	65%	71%	65%	65%	56%	62%	70%	70%	70%	68%	62%	64%	60%	68%	58%	67%	64%
Cleanliness of Billings	50%	30%	38%	36%	42%	41%	39%	45%	36%	25%	32%	39%	46%	42%	36%	31%	44%	39%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall "built environment" of Billings (including overall design, buildings, parks and transportation systems)	32%	48%	34%	40%	46%	47%	41%	48%	41%	30%	44%	35%	50%	48%	38%	35%	48%	43%
Public places where people want to spend time	41%	37%	42%	56%	58%	54%	55%	53%	50%	34%	51%	45%	58%	51%	51%	50%	52%	51%
Variety of housing options	35%	39%	44%	51%	55%	45%	39%	52%	57%	59%	48%	46%	55%	46%	53%	41%	53%	50%
Availability of affordable quality housing	22%	24%	33%	37%	34%	21%	25%	34%	47%	41%	32%	28%	35%	33%	31%	18%	39%	32%
Overall quality of new development in Billings	42%	52%	60%	47%	60%	52%	56%	59%	55%	52%	54%	50%	61%	50%	60%	53%	56%	55%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall economic health of Billings	44%	53%	47%	67%	67%	55%	49%	71%	67%	64%	64%	56%	63%	57%	65%	52%	66%	61%
Billings as a place to work	53%	58%	62%	73%	72%	49%	71%	69%	86%	68%	66%	65%	72%	60%	76%	57%	73%	68%
Billings as a place to visit	30%	50%	53%	42%	66%	64%	63%	48%	56%	37%	40%	57%	67%	57%	54%	55%	55%	55%
Employment opportunities	47%	57%	47%	53%	60%	44%	45%	67%	59%	72%	62%	54%	54%	51%	62%	48%	61%	56%
Shopping opportunities	60%	61%	52%	58%	71%	63%	63%	73%	64%	47%	67%	53%	74%	62%	66%	65%	64%	65%
Cost of living in Billings	41%	34%	41%	48%	40%	35%	29%	45%	46%	61%	44%	35%	43%	39%	42%	36%	43%	41%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall quality of business and service establishments in Billings	36%	63%	61%	70%	69%	55%	57%	74%	72%	67%	69%	58%	68%	60%	69%	59%	68%	65%
Vibrant downtown/commercial area	29%	45%	35%	55%	41%	39%	37%	49%	42%	42%	41%	41%	46%	42%	42%	37%	45%	42%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Health and wellness opportunities in Billings	65%	60%	72%	81%	86%	66%	82%	83%	73%	84%	64%	78%	90%	76%	79%	67%	84%	78%
Fitness opportunities (including exercise classes and paths or trails, etc.)	75%	45%	64%	80%	78%	61%	75%	78%	64%	76%	63%	76%	73%	68%	75%	60%	77%	71%
Recreational opportunities	56%	51%	58%	56%	62%	57%	66%	55%	56%	57%	48%	63%	63%	59%	57%	53%	61%	58%
Availability of affordable quality food	58%	53%	63%	54%	71%	60%	59%	72%	59%	70%	57%	61%	73%	60%	68%	56%	68%	64%
Availability of affordable quality health care	45%	64%	65%	74%	72%	51%	66%	79%	70%	79%	66%	59%	80%	66%	72%	56%	74%	69%
Availability of preventive health services	54%	55%	65%	70%	76%	51%	62%	79%	73%	83%	60%	65%	80%	66%	72%	49%	78%	69%
Availability of affordable quality mental health care	46%	49%	70%	38%	43%	41%	41%	50%	54%	37%	56%	37%	47%	39%	54%	35%	50%	45%

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Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall opportunities for education and enrichment	49%	46%	75%	56%	70%	64%	62%	66%	56%	63%	47%	62%	77%	62%	63%	51%	69%	63%
Availability of affordable quality child care/preschool	20%	50%	55%	41%	50%	60%	42%	46%	27%	72%	33%	56%	55%	38%	59%	42%	51%	48%
K-12 education	34%	48%	72%	61%	65%	71%	59%	71%	33%	53%	59%	50%	76%	61%	62%	60%	62%	62%
Adult educational opportunities	55%	40%	69%	68%	64%	66%	59%	61%	45%	74%	51%	60%	69%	63%	57%	62%	60%	61%
Opportunities to attend cultural/arts/music activities	61%	54%	68%	66%	69%	60%	68%	68%	52%	77%	50%	71%	73%	68%	63%	60%	68%	65%
Opportunities to participate in religious or spiritual events and activities	79%	65%	81%	81%	86%	72%	82%	79%	88%	92%	75%	83%	84%	78%	84%	73%	85%	81%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Opportunities to participate in social events and activities	42%	54%	69%	71%	68%	48%	64%	75%	61%	76%	55%	68%	70%	65%	64%	54%	70%	65%
Opportunities to volunteer	49%	83%	64%	69%	78%	55%	74%	77%	86%	88%	64%	75%	80%	70%	78%	62%	79%	74%
Opportunities to participate in community matters	31%	65%	61%	62%	64%	41%	65%	64%	75%	67%	53%	65%	65%	57%	65%	46%	69%	61%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Openness and acceptance of the community toward people of diverse backgrounds	27%	39%	45%	38%	48%	42%	43%	46%	40%	40%	37%	43%	50%	44%	43%	32%	49%	43%
Neighborhoodliness of residents in Billings	33%	42%	62%	53%	55%	47%	35%	58%	61%	71%	47%	53%	55%	52%	51%	35%	61%	52%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
The City of Billings	61%	56%	60%	65%	69%	62%	61%	67%	72%	72%	61%	65%	69%	63%	67%	59%	68%	65%
The value of services for the taxes paid to Billings	47%	49%	41%	44%	41%	38%	47%	43%	39%	65%	45%	37%	48%	43%	44%	44%	43%	44%
The overall direction that Billings is taking	46%	58%	49%	56%	49%	47%	50%	56%	58%	47%	52%	50%	54%	48%	55%	52%	51%	52%
The job Billings government does at welcoming citizen involvement	39%	48%	30%	48%	42%	37%	49%	43%	39%	49%	38%	41%	51%	39%	47%	39%	44%	43%
Overall confidence in Billings government	41%	42%	35%	38%	42%	38%	32%	43%	48%	48%	38%	43%	41%	39%	43%	40%	41%	41%
Generally acting in the best interest of the community	56%	49%	50%	49%	44%	43%	44%	51%	53%	51%	54%	44%	45%	45%	49%	48%	47%	48%
Being honest	54%	44%	47%	53%	42%	40%	44%	48%	44%	65%	52%	39%	48%	45%	46%	49%	44%	46%
Treating all residents fairly	42%	50%	52%	51%	39%	42%	39%	47%	52%	49%	53%	39%	44%	41%	48%	44%	45%	45%

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Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall customer service by Billings employees (police, receptionists, planners, etc.)	42%	66%	54%	67%	61%	64%	53%	63%	58%	76%	60%	59%	63%	64%	57%	58%	62%	61%
The Federal Government	39%	36%	40%	31%	37%	40%	33%	41%	28%	34%	38%	27%	44%	43%	29%	34%	37%	37%
The State Government	44%	45%	38%	49%	43%	40%	41%	45%	48%	48%	43%	38%	51%	48%	40%	39%	46%	44%
Yellowstone County Government	52%	36%	61%	54%	58%	54%	52%	54%	58%	51%	48%	56%	57%	54%	54%	48%	57%	54%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Police services	66%	50%	53%	63%	65%	61%	56%	61%	64%	71%	45%	59%	77%	62%	60%	56%	63%	61%
Fire services	70%	87%	86%	84%	88%	89%	87%	83%	90%	84%	84%	81%	91%	83%	88%	84%	86%	86%
Ambulance or emergency medical services	59%	85%	84%	82%	89%	88%	87%	82%	88%	84%	86%	81%	88%	84%	85%	87%	84%	85%
Crime prevention	26%	37%	38%	51%	43%	42%	41%	38%	40%	53%	32%	43%	48%	45%	38%	34%	45%	42%
Fire prevention and education	49%	66%	71%	56%	62%	67%	73%	52%	60%	54%	71%	52%	65%	69%	55%	69%	59%	62%
Animal control	48%	43%	51%	34%	56%	54%	43%	48%	43%	81%	51%	46%	53%	52%	47%	49%	50%	50%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	49%	43%	55%	36%	48%	55%	43%	40%	41%	59%	44%	39%	55%	49%	42%	44%	47%	46%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Traffic enforcement	41%	51%	47%	31%	31%	51%	26%	35%	38%	37%	39%	34%	36%	35%	38%	39%	35%	36%
Street repair	37%	37%	23%	48%	28%	41%	21%	33%	41%	34%	37%	28%	34%	33%	33%	35%	31%	33%
Street cleaning	45%	51%	54%	60%	46%	47%	42%	55%	55%	53%	54%	47%	50%	51%	49%	47%	51%	50%
Street lighting	38%	51%	49%	56%	48%	51%	44%	54%	36%	67%	58%	44%	47%	49%	49%	53%	48%	49%
Snow removal	37%	41%	40%	37%	36%	34%	31%	49%	39%	26%	51%	27%	38%	36%	40%	37%	38%	38%
Sidewalk maintenance	38%	33%	32%	33%	36%	42%	27%	34%	38%	38%	47%	28%	32%	35%	35%	38%	33%	35%
Traffic signal timing	64%	45%	52%	41%	41%	41%	37%	44%	54%	52%	52%	43%	40%	43%	46%	43%	45%	44%
Bus or transit services	0%	41%	40%	26%	49%	46%	45%	34%	37%	32%	43%	26%	55%	45%	37%	36%	44%	41%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Garbage collection	79%	80%	86%	91%	85%	79%	81%	92%	86%	90%	85%	80%	89%	85%	86%	81%	88%	85%
Recycling	39%	49%	27%	34%	39%	54%	33%	32%	40%	37%	39%	34%	43%	41%	35%	34%	40%	39%
Yard waste pick-up	57%	70%	62%	79%	68%	61%	57%	68%	86%	87%	67%	66%	72%	70%	68%	50%	77%	69%
Drinking water	60%	78%	62%	79%	78%	67%	72%	85%	63%	88%	74%	70%	82%	69%	82%	66%	80%	75%
Preservation of natural areas such as open space, farmlands and greenbelts	30%	48%	35%	63%	40%	41%	41%	47%	36%	54%	41%	45%	46%	43%	44%	38%	46%	44%
Billings open space	49%	44%	41%	52%	41%	43%	43%	47%	44%	43%	44%	43%	45%	44%	43%	39%	46%	44%

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Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Storm drainage	49%	54%	60%	47%	48%	48%	45%	53%	47%	65%	55%	42%	55%	54%	46%	51%	50%	50%
Sewer services	63%	67%	68%	86%	75%	69%	66%	83%	73%	83%	68%	68%	85%	72%	76%	60%	81%	74%
Utility billing	71%	57%	54%	74%	61%	50%	55%	69%	68%	77%	69%	49%	70%	59%	66%	49%	69%	63%
Land use, planning and zoning	45%	39%	51%	25%	32%	39%	40%	31%	33%	29%	46%	24%	36%	39%	30%	40%	32%	35%
Code enforcement (weeds, abandoned buildings, etc.)	29%	27%	13%	22%	24%	28%	23%	25%	16%	20%	21%	25%	24%	26%	21%	16%	27%	24%
Cable television	42%	43%	36%	44%	43%	56%	34%	52%	24%	41%	52%	30%	46%	41%	43%	41%	43%	42%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Economic development	54%	53%	45%	61%	54%	48%	47%	66%	56%	53%	62%	46%	56%	56%	53%	47%	58%	54%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
City parks	64%	74%	68%	90%	73%	69%	76%	75%	81%	77%	72%	73%	80%	75%	74%	74%	76%	75%
Recreation programs or classes	67%	70%	59%	71%	65%	54%	63%	72%	67%	88%	72%	59%	70%	69%	63%	65%	67%	67%
Recreation centers or facilities	68%	69%	48%	56%	55%	58%	51%	68%	54%	55%	64%	53%	59%	65%	49%	62%	55%	58%
Health services	64%	70%	62%	77%	80%	62%	70%	86%	73%	82%	69%	67%	86%	71%	79%	62%	81%	75%

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Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Public library services	55%	72%	86%	74%	80%	75%	83%	79%	59%	78%	73%	73%	84%	78%	75%	78%	76%	77%
City-sponsored special events	43%	71%	39%	60%	47%	49%	51%	60%	50%	45%	58%	43%	56%	56%	47%	55%	50%	52%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Public information services	30%	55%	63%	45%	57%	65%	49%	58%	34%	49%	61%	46%	54%	55%	52%	58%	50%	53%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Sense of community	43%	36%	39%	50%	56%	48%	46%	49%	49%	54%	40%	49%	57%	52%	45%	38%	55%	49%
Recommend living in Billings to someone who asks	83%	67%	83%	79%	88%	78%	85%	83%	81%	86%	76%	83%	87%	80%	84%	78%	85%	82%
Remain in Billings for the next five years	78%	67%	78%	80%	92%	81%	87%	85%	82%	76%	69%	88%	92%	85%	82%	71%	90%	83%
Contacted the City of Billings (in-person, phone, email or web) for help or information	38%	35%	26%	39%	36%	28%	29%	41%	33%	51%	24%	43%	38%	33%	38%	25%	41%	36%

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Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Was NOT the victim of a crime	93%	80%	65%	91%	77%	71%	81%	82%	80%	81%	79%	73%	87%	83%	76%	76%	82%	79%
Did NOT report a crime	84%	61%	41%	81%	59%	69%	66%	54%	66%	62%	60%	53%	76%	69%	57%	69%	61%	63%
Stocked supplies in preparation for an emergency	13%	34%	46%	30%	30%	33%	34%	26%	30%	38%	27%	36%	30%	27%	35%	28%	33%	31%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Walked or biked instead of driving	56%	60%	44%	49%	58%	56%	58%	58%	44%	54%	63%	59%	45%	51%	59%	57%	55%	56%
Carpooled with other adults or children instead of driving alone	30%	48%	56%	33%	43%	46%	45%	45%	35%	33%	49%	50%	30%	46%	39%	47%	40%	43%
Used bus, rail, subway or other public transportation instead of driving	7%	19%	23%	6%	8%	25%	13%	6%	5%	3%	16%	7%	11%	10%	12%	20%	6%	11%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Recycle at home	53%	70%	68%	64%	78%	61%	74%	68%	78%	81%	55%	80%	77%	69%	73%	58%	78%	71%
Made efforts to make your home more energy efficient	65%	73%	96%	76%	75%	74%	74%	72%	81%	87%	71%	86%	72%	80%	73%	66%	82%	76%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Made efforts to conserve water	57%	82%	74%	72%	78%	67%	87%	71%	70%	83%	67%	78%	81%	81%	70%	70%	79%	76%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
NOT under housing cost stress	74%	79%	49%	79%	65%	19%	71%	76%	99%	100%	72%	68%	66%	63%	75%	64%	72%	69%
Did NOT observe a code violation	65%	34%	27%	39%	35%	38%	39%	37%	26%	44%	39%	35%	37%	37%	36%	40%	34%	37%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Purchase goods or services from a business located in Billings	100%	99%	98%	100%	98%	99%	98%	100%	99%	98%	100%	100%	97%	99%	98%	99%	99%	99%
Economy will have positive impact on income	20%	27%	31%	37%	26%	15%	23%	25%	45%	54%	32%	30%	22%	17%	40%	17%	34%	28%
Work in Billings	68%	83%	79%	79%	66%	60%	68%	77%	86%	85%	90%	88%	41%	69%	78%	75%	72%	73%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Used Billings recreation centers or their services	72%	60%	65%	75%	52%	53%	59%	62%	65%	71%	68%	65%	49%	60%	61%	56%	63%	60%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Visited a neighborhood park or City park	74%	95%	92%	92%	87%	88%	84%	95%	90%	92%	97%	94%	77%	89%	88%	87%	90%	89%
Eat at least 5 portions of fruits and vegetables a day	68%	66%	92%	85%	81%	73%	81%	83%	69%	95%	69%	86%	82%	86%	72%	70%	84%	79%
Participate in moderate or vigorous physical activity	88%	82%	95%	91%	87%	78%	83%	91%	93%	98%	88%	92%	83%	84%	92%	82%	90%	88%
Reported being in "very good" or "excellent" health	76%	44%	60%	64%	54%	45%	39%	65%	71%	82%	64%	62%	44%	53%	60%	44%	63%	56%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Used Billings public libraries or their services	82%	58%	59%	57%	51%	67%	58%	51%	47%	56%	62%	63%	45%	53%	59%	68%	50%	56%
Participated in religious or spiritual activities in Billings	60%	49%	58%	53%	62%	66%	54%	53%	56%	63%	50%	59%	64%	60%	55%	45%	65%	58%
Attended a City-sponsored event	62%	73%	58%	51%	48%	28%	59%	63%	69%	58%	69%	59%	39%	53%	57%	55%	54%	55%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Campaigned or advocated for an issue, cause or candidate	12%	17%	26%	34%	23%	22%	23%	21%	26%	35%	16%	28%	26%	21%	26%	15%	28%	24%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Contacted Billings elected officials (in-person, phone, email or web) to express your opinion	2%	17%	19%	21%	19%	19%	18%	9%	19%	32%	11%	21%	19%	14%	21%	12%	20%	17%
Volunteered your time to some group/activity in Billings	45%	53%	46%	50%	55%	44%	49%	57%	50%	66%	45%	60%	50%	53%	51%	49%	54%	52%
Participated in a club	25%	53%	44%	36%	34%	27%	33%	38%	48%	56%	37%	42%	35%	36%	40%	35%	39%	38%
Talked to or visited with your immediate neighbors	100%	97%	98%	90%	97%	93%	98%	97%	95%	96%	98%	95%	96%	96%	96%	95%	97%	96%
Done a favor for a neighbor	74%	89%	94%	79%	86%	76%	91%	84%	85%	90%	79%	86%	91%	88%	82%	79%	88%	85%
Attended a local public meeting	21%	5%	30%	14%	21%	15%	11%	21%	18%	30%	13%	22%	19%	11%	26%	11%	22%	18%
Watched (online or on television) a local public meeting	13%	26%	31%	45%	43%	21%	46%	36%	41%	45%	26%	36%	49%	38%	36%	29%	42%	37%
Read or watch local news (via television, paper, computer, etc.)	60%	76%	94%	95%	88%	81%	90%	91%	76%	92%	74%	86%	96%	89%	82%	78%	90%	86%
Vote in local elections	73%	69%	85%	93%	88%	71%	82%	87%	92%	93%	70%	88%	93%	83%	85%	73%	90%	84%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall feeling of safety in Billings	89%	84%	92%	90%	94%	92%	95%	89%	87%	93%	86%	93%	94%	94%	89%	90%	92%	91%

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Percent rating positively (e.g., essential/very important)	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Overall ease of getting to the places you usually have to visit	58%	66%	77%	62%	76%	81%	71%	65%	55%	81%	59%	75%	76%	73%	68%	64%	74%	70%
Quality of overall natural environment in Billings	78%	83%	79%	66%	76%	84%	77%	80%	54%	78%	72%	82%	74%	78%	74%	81%	73%	76%
Overall "built environment" of Billings (including overall design, buildings, parks and transportation systems)	75%	71%	65%	70%	71%	75%	70%	70%	54%	88%	69%	69%	74%	68%	73%	76%	67%	71%
Health and wellness opportunities in Billings	70%	75%	72%	95%	81%	89%	84%	73%	75%	84%	76%	81%	86%	84%	78%	83%	80%	81%
Overall opportunities for education and enrichment	59%	80%	72%	85%	82%	81%	79%	83%	73%	84%	81%	77%	81%	82%	77%	81%	79%	80%
Overall economic health of Billings	85%	85%	90%	87%	93%	92%	87%	87%	89%	96%	85%	91%	92%	89%	90%	86%	91%	89%
Sense of community	81%	70%	89%	65%	81%	77%	78%	80%	64%	85%	74%	80%	78%	78%	77%	78%	77%	77%

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Table 29: Citizen Committee Creation

Please rate how important, if at all, it is for the City to create a citizen committee (Percent rating as "Essential" or "Very important").	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Importance of creating a citizen committee?	59%	70%	86%	55%	58%	72%	62%	59%	55%	73%	68%	70%	51%	61%	64%	74%	57%	63%

Table 30: Current Charter Articles

Please select how important it would be, if at all, for the committee to review the current Charter articles: (Percent rating as "Essential" or "Very important").	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Property tax limit of 74 mills for general purposes	83%	66%	69%	63%	75%	91%	78%	62%	65%	59%	67%	72%	74%	69%	74%	89%	65%	72%
Five City wards, each represented by two Councilmembers	77%	46%	83%	61%	61%	76%	63%	51%	64%	60%	63%	62%	61%	63%	61%	69%	58%	62%
Mayor elected at-large and votes on all issues	61%	69%	66%	74%	80%	90%	71%	70%	65%	84%	64%	81%	76%	72%	77%	76%	74%	75%
Limit of two (2) consecutive four (4) year terms	60%	70%	66%	76%	72%	87%	67%	68%	64%	77%	66%	77%	69%	70%	72%	75%	69%	71%
Council members must live in the Wards they represent	83%	88%	85%	90%	88%	94%	80%	88%	92%	90%	84%	89%	90%	87%	89%	90%	87%	88%
City Administrator must be appointed to manage day-to-day city operations	69%	75%	83%	85%	78%	88%	77%	73%	70%	94%	75%	83%	78%	80%	78%	83%	77%	79%

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Please select how important it would be, if at all, for the committee to review the current Charter articles: (Percent rating as "Essential" or "Very important").	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
Mayor and Council have no administrative duties, cannot hire or remove City employees and must deal with employees through the City Administrator	70%	67%	55%	65%	68%	84%	68%	58%	73%	49%	71%	60%	69%	63%	69%	76%	62%	66%
Boards and Commissions are advisory only and members may not be compensated	59%	52%	74%	58%	69%	79%	68%	60%	53%	60%	52%	74%	64%	63%	65%	71%	61%	64%

Table 31: Importance of a Public Information Officer

How important, if at all, do you believe it is for the City of Billings to have a Public Information Officer? (Percent "Essential or Very important")	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
How important, if at all, do you believe it is for the City of Billings to have a Public Information Officer? (Percent "Essential or Very important")	56%	54%	79%	36%	49%	66%	57%	55%	34%	25%	51%	54%	49%	51%	52%	62%	45%	51%

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Table 32: Contact with the City for Information, News and Announcements

Please indicate how important, if at all, it is for the City to contact you about the following types of information, news or announcements. (Percent rating as "Essential" or "Very important").	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
City and employee awards or accomplishments	27%	20%	38%	13%	17%	30%	19%	21%	15%	13%	24%	16%	20%	20%	20%	26%	16%	20%
Responses to text or email questions/concerns within 24 hours	79%	87%	87%	59%	69%	78%	69%	78%	67%	63%	75%	73%	71%	76%	69%	79%	69%	72%
Downtown events	66%	61%	52%	43%	49%	62%	51%	57%	48%	32%	51%	54%	50%	53%	50%	56%	49%	52%
Street closures, traffic accident locations or other current transportation news	85%	66%	99%	74%	80%	75%	87%	81%	66%	83%	73%	82%	82%	81%	76%	77%	80%	79%
Elected officials' opinions on City issues or projects	41%	58%	74%	64%	62%	56%	58%	75%	52%	63%	60%	56%	68%	55%	68%	58%	63%	61%
Police and Fire media announcements	76%	73%	96%	74%	73%	74%	70%	82%	76%	74%	74%	75%	78%	74%	78%	80%	74%	76%
Council meeting results	28%	50%	83%	50%	62%	64%	53%	64%	48%	54%	47%	63%	61%	57%	58%	54%	59%	57%
Zoning or other land use changes that may affect your neighborhood	67%	78%	100%	81%	87%	76%	79%	88%	87%	98%	74%	91%	87%	82%	88%	74%	90%	85%
How the City sets its service rates	50%	76%	75%	74%	74%	71%	63%	75%	72%	86%	64%	77%	76%	68%	78%	66%	76%	73%
Explaining Montana property tax system	45%	56%	85%	78%	74%	69%	67%	77%	68%	67%	60%	74%	77%	67%	74%	64%	74%	71%

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Table 33: Property Tax Voter Restriction

	Length of Residency					Annual Household Income					Age			Sex		Rent or own		Overall
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	18-34	35-54	55+	Female	Male	Rent	Own	
In Montana, property tax is the only local government tax that voters are allowed to increase. To what extent would you support or oppose this restriction being lifted in Billings so that residents could vote on a 1%-4% selective sales tax, how to spend those taxes and that would reduce property taxes? (Percent strongly or somewhat support)	64%	50%	55%	64%	57%	59%	55%	60%	58%	74%	62%	59%	55%	57%	59%	51%	62%	58%