

Survey of the Wellbeing and Needs of the Rockville Community

Presented by the City of Rockville Human Rights Commission and
Human Services Advisory Commission
to the City of Rockville Mayor and Council

March 7, 2022

Executive Summary

Dear Mayor and Council:

The Rockville Human Rights Commission (“HRC”) and the Rockville Human Services Advisory Commission (“HSAC”) provide this report, presenting the results and findings of the Survey of the Wellbeing and Needs of the Rockville Community (“Wellbeing Survey” or “Survey”). The Survey was created, promoted, and analyzed by a Joint Committee formed by the HRC and HSAC. The Survey collected results from members of the Rockville community from June 1, 2021, through October 1, 2021. The Survey generated 347 responses, although not all Survey questions required a response

Below we discuss the development of the Survey and how it was promoted. We also note important limitations to consider when reviewing the results. Finally, we highlight some of the Survey findings, including the demographic breakdown of the Survey respondents, and provide recommendations and suggestions. Our report suggests areas where closer examination into discrimination in our community is warranted. It also reviews health and human needs and recommends City action to address those needs. Lastly, our report discusses communication media that the City employs to both communicate with and solicit feedback from the Rockville community.

Appended to the end of this report are the Survey and summary results of the Survey. We look forward to discussing the Survey findings with you.

Sincerely,

Andrew Lin
Co-Chair, City of Rockville Human Rights Commission

Wanneh Dixon
Chair, City of Rockville Human Services Advisory Commission

Table of Contents

Title	Page
Executive Summary	1
I. Background	3
A. Limitations and Considerations	3
B. Survey Development and Methodology	4
C. Promotional Efforts	4
D. Survey Organization	8
II. Response Demographics	8
A. Survey Respondent Age	9
B. Gender Identity	10
C. Sexual Orientation	11
D. Race and Ethnicity	11
E. Marital Status	12
F. Zip Code	13
G. Neighborhoods	13
III. Survey Findings	17
A. Policing	17
B. Discrimination in the Rockville Community	21
C. Mental Health and Wellbeing	24
D. Needs during the COVID-19 Pandemic	26
E. Additional Findings	29
IV. Conclusion	31
Appendix	
A. Survey	
B. Survey Results	

I. Background

In the Fall of 2020, the Human Rights Commission and Human Services Advisory Commission agreed to form a Joint Committee to develop a survey to assess the state and current needs of the Rockville community. The Joint Committee shared the following goals:

1. Gauging the impact of the COVID-19 pandemic on the Rockville community.
2. Gauging the Rockville community's perception about discrimination and inclusion in the wake of the death of George Floyd and the resulting societal turmoil.
3. Gathering preliminary data that could inform the Department of Housing and Community Development's preparation of its Human Services Needs Assessment.
4. Gauging the success of promotional efforts to solicit and obtain survey responses from a broad swath of community members, geographically and demographically.

These goals, which evolved throughout the process, impacted the contents of the Survey and how the Survey was promoted.

A. Limitations and Considerations

The Joint Committee would like the Mayor and Council, as well as any members of the community who review the results of the Wellbeing Survey to understand the limitations of the survey results.

The Survey generated 347 responses. SurveyMonkey provides a tool that approximates margin of error for surveys. In a community of approximately 67,000 residents¹ SurveyMonkey suggests that a sample size of 347 respondents, applying a confidence level of 85%, would provide a margin of error of 4%.

Demographic data of the respondents were collected primarily to gain a sense of how representative the respondent population is of the City's population, and to assess the effectiveness of promotional efforts. The Joint Committee presents below limited cross tab analysis of the Survey results; however, we stress the limitations of the data that was collected. With only 347 total respondents (often less when accounting for respondents who skipped questions or exited the survey early), caution should be exercised before forming generalizations based upon breaking out the Survey results by granular demographic groups.

The intent of the Survey was to gather responses from members of the Rockville community, broadly defined. While many of the Committee's promotional efforts were routed through residential organizations, the community targeted by the Survey comprised of anyone living, working, studying, or otherwise conducting business in or around Rockville.

The results provided in this report are not weighted. The members of the Joint Committee are not trained data analysts or statisticians. Accordingly, we made no effort to "adjust" the reported data to account for underrepresented groups. In addition, the Committee observed a tendency towards an increasing rate of skipped or incomplete questions for questions later in the Survey. This would

¹ <https://www.census.gov/quickfacts/fact/table/rockvillecitymaryland/POP010220>

seem to suggest that many respondents stopped completing the Survey entirely at a certain point, and that many questions towards the end were unanswered not because the respondent intentionally skipped the particular question but rather because the respondent had entirely ceased completing the Survey.

Additional limitations are discussed in greater detail throughout the remainder of this report.

B. Survey Development and Methodology

Work on the initial draft of the Wellbeing Survey was begun by members of the Joint Committee in the Fall of 2020. While preparing the survey, the Committee became aware that the Department of Housing and Community Development was preparing an Employee Survey on Equity and Inclusion (“Employee Survey”). The Employee Survey was administered in November of 2020, and the results were presented to the Mayor and Council on December 14, 2020. The results of Employee Survey were considered by the Committee, and several of its questions were incorporated in some form into the Wellbeing Survey.

The Committee also became aware of the City’s Biennial Community Survey, most recently completed in 2018. The Biennial Community Survey had different objectives, aiming to solicit feedback from Rockville residents about satisfaction with City services and governance. While questions from the Community Survey were not adapted into the Wellbeing Survey, the Committee considered the Community Survey when determining, for example, which languages to use for the Wellbeing Survey. Demographic results from the Community Survey were also considered when reviewing the results of the Wellbeing Survey.

The draft Survey was circulated to the full membership of the Human Rights Commission and Human Services Advisory Commission for additional feedback, revisions, and additions. City staff from the Department of Housing and Community Development also provided feedback and suggested revisions. The resulting draft was presented to the Mayor and Council on March 1, 2021.

Following consideration of feedback from the Mayor and Council, the Survey was sent to Schreiber Translations for translation into five additional languages (Chinese, Korean, Russian, Spanish, Vietnamese). On April 21, 2021, the Committee was granted access to the City’s SurveyMonkey account, purchased for this project, and began inputting the Survey and the translations into the online platform. Following input of the Survey materials and testing, the Survey was opened for public access on June 1, 2021, through links on the HRC and HSAC webpages of the City of Rockville website. Promotional efforts began immediately, as described in more detail below. The Survey remained open for responses through October 31, 2021.

C. Promotional Efforts

The Joint Committee was mindful of pandemic impacts on our ability to promote the Survey. Given the dramatic decrease in the number of in-person functions, there were limited opportunities for handing out or posting promotional materials. Nevertheless, relying solely on electronic

promotions has its own challenges, including lack of accessibility and digital overwhelm. Some community members may have limited access to technology or may not be connected to the online platforms the City uses for electronic communication. In addition, capturing a user's attention is ever more challenging in our modern media ecosystem. Those who do have access to technology may experience a deluge of electronic messages, including e-mails, tweets, texts and notifications. Accordingly, the Committee engaged in a wide variety of outreach activities to promote the Survey, both physical and electronic. Promotions and fliers noted both language availability as well as the option to request a printed copy; during the course of the Survey, printed copies were requested by five individuals.

One goal of the Survey was to assess the reach of the Committee's promotional efforts. The electronic and physical methods described below largely match what the Commissions and the City often uses to promote or announce events and services.

1. Survey announcements were sent in June, July and August via electronic mail to the City's community distribution list, which includes:
 - a. City staff
 - b. Contacts at:
 - i. City Boards and Commissions
 - ii. HOAs, Civic Associations, Management Offices
 - iii. Rockville Chamber of Commerce
 - iv. Other nonprofits and community organizations
2. The Survey was promoted through Rockville Reports:
 - a. Survey announcements were published in the April, May/June, July/August, and September print editions of Rockville Reports.
 - b. Online promotions were also separately published in April and September on RockvilleReports.com.
 - c. Promotions were included in Rockville Reports' weekly e-newsletter multiple times from August through October.
3. The Survey was promoted through the City's website and through social media:
 - a. Announcements were posted to the City's Facebook, Twitter and NextDoor accounts.
 - b. Additional postings were made to Facebook community groups that were accessible (Twinbrook Community Association, Hungerford Civic Association, King Farm Chronicle).
4. Fliers were posted (or provided to staff for posting) at the following locations:

- a. Grocery stores where public posting was available. The Committee targeted both general grocery stores as well as specialty grocers:

- i. Giant Food (625 Hungerford) - June
- ii. Sam's Hookah – June
- iii. Shah & Patel Grocery – June
- iv. Dawson's Market – June
- v. New York Mart – July
- vi. Great Wall Supermarket – July
- vii. Safeway (1800 Rockville Pike) (staff post) – July
- viii. MOM's Organic – July
- ix. Giant Food (12051 Rockville Pike) – July
- x. Parivar Grocery – July
- xi. Giant Food (9719 Traville Gateway) – September
- xii. Ganapati Foods – October
- xiii. Sweet Bakery – October
- xiv. San Miguel Market – October

- b. Restaurants, eateries, and food halls that provided boards or space for public posting:

- i. Pike Kitchen - June
- ii. Panera Bread (1780 E. Jefferson) – June
- iii. Buffalo Wild Wings – June
- iv. Ben & Jerry's – June
- v. Giuseppi's Pizza – June
- vi. Potbelly's Sandwich Shop – June
- vii. The Spot – June
- viii. Fontina Grille – July
- ix. Coffee Republic – July
- x. Hwa Gae Jang Tuh – July

- c. Community Centers and other City or civic sites

- i. VisArts – June
- ii. Croyden Creek Nature Center – June
- iii. Glenview Mansion – June
- iv. Rockville Swim Center – June
- v. Rockville Senior Center – July
- vi. Lincoln Park Community Center – July
- vii. King Farm Citizens Assembly / Pool – July
- viii. Twinbrook Library – July
- ix. Twinbrook Community Center – July
- x. Elwood Smith Community Center – August
- xi. Mt. Calvary Baptist Church – August
- xii. Rockville Memorial Library – June, August
- xiii. City bulletin boards / kiosks – July

- xiv. Montgomery County Recreation Dept. (Randolph Rd.) – July
- xv. Rockville Police Department – October

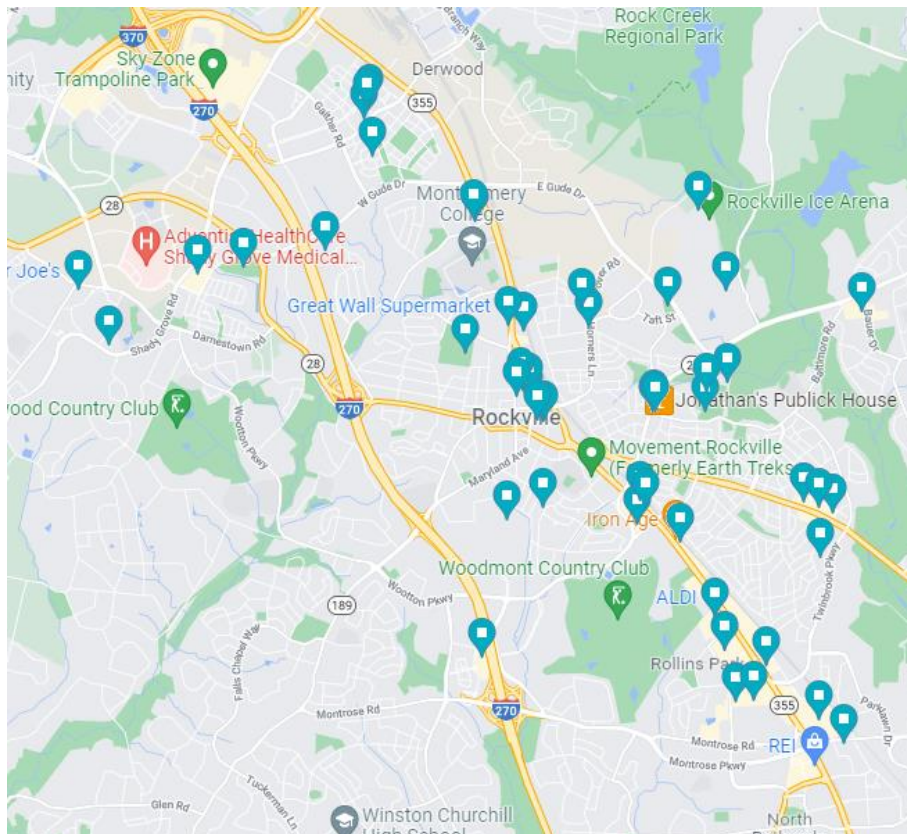
d. Residential Communities

- i. Fireside Park Apartments – July
- ii. Senior / Assisted Living communities:
 - 1. Bethany House - October
 - 2. Victory House - October
 - 3. Brightview at Town Square – October
 - 4. Town Center Apartments - October
- iii. Latvian Church House – October

5. Fliers for the survey were handed out at certain community functions and events:

- a. Rockville Farmer's Market – June
- b. Mt. Calvary Vaccine Clinic – June, July
- c. Food distribution - So What Else – July
- d. Food distribution – David Scull Park – July
- e. Food distribution - American Muslim Society – July
- f. Food distribution – Mt. Calvary Baptist Church - July
- g. Food distribution – Twinbrook Hub – Interfaith Clothing Center - July

The following map reflects the physical distribution, as indicated by teal markers, of fliers throughout the City.



The Committee would have preferred to have distributed survey fliers to more multi-family residential units. However, only a handful of communities were targeted due to limited resources and due to greater difficulty in accessing multifamily residential buildings during the pandemic.

It is important to note that, as evident from the above description, promotional efforts were not evenly spread throughout the City. Distribution through e-mail to organizations generally relied on transmission to designated contact persons rather than direct transmission to individual members. The notable exception to this was distribution to City staff. All City staff directly received e-mail notice of the Survey. Accordingly, it is possible that City staff are overrepresented among the respondent population.

D. Survey Organization

The Wellbeing Survey is composed of five parts. The first part solicits demographic data from the respondent. Because a critical goal of the Survey was to assess the reach of the promotional efforts, the Committee placed these questions near the front of the Survey to avoid respondents skipping or hastily clicking through them to complete the Survey.

The second part of the Survey asks questions about the general health and wellness of the respondent and members of the respondent's household.

The third part of the Survey asks questions about the impact of the COVID-19 pandemic on the respondent. It also gauges the respondent's feedback on the City's response to the pandemic.

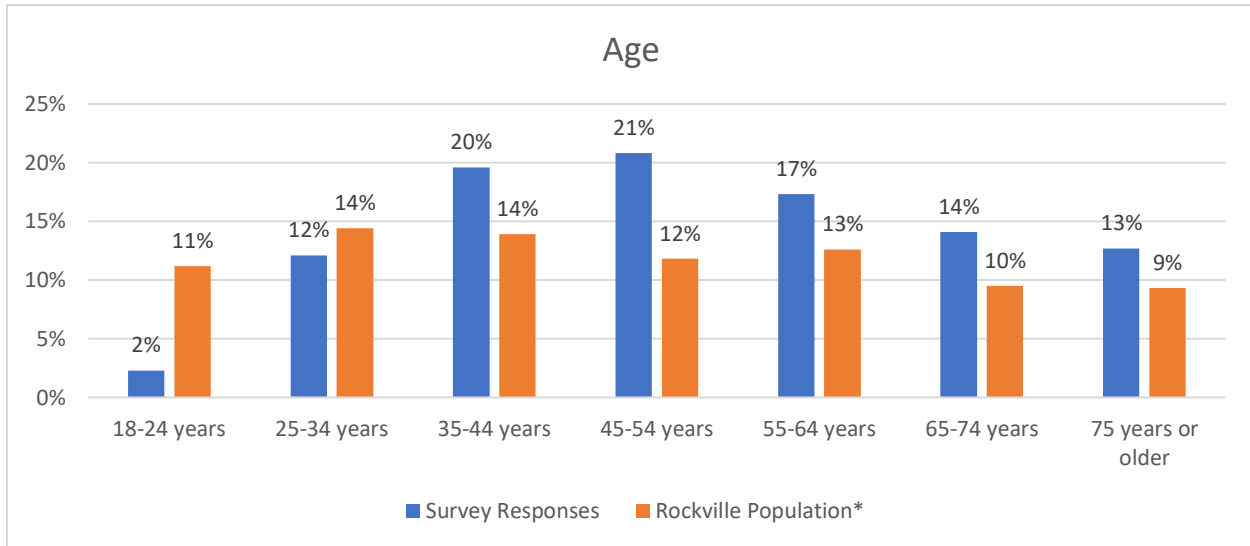
The fourth part of the Survey broadly discusses issues of racial justice and inclusion. It solicits feedback both on the equitable provision of public safety services by City police and the provision of services and programs by the City. It also inquires about perceived discrimination in the Rockville business community and the Rockville community at large. Finally, this part asks if the respondent has experienced instances of harassment or discrimination in Rockville.

The last part of the Survey asks questions about familiarity with the HRC and HSAC, and preferred means for receipt of community news.

II. Response Demographics

Below we produce some of the data points reflecting the demographic profile of the Survey respondents. The full Survey results are attached to the end of this report. From time to time, this report references demographic data about the City from other sources. As noted above, the Survey's response demographics should not be read as a source on City demographics. Bear in mind, as noted above, that the Survey did not strictly target residents within Rockville's city limits.

A. Survey Respondent Age



*Per ACS 2019 Data

13-18 years ²	4	1.2%
18-24 years	8	2.3%
25-34 years	42	12.1%
35-44 years	68	19.6%
45-54 years	72	20.8%
55-64 years	60	17.3%
65-74 years	49	14.1%
75 years or older	44	12.7%

Answered 347

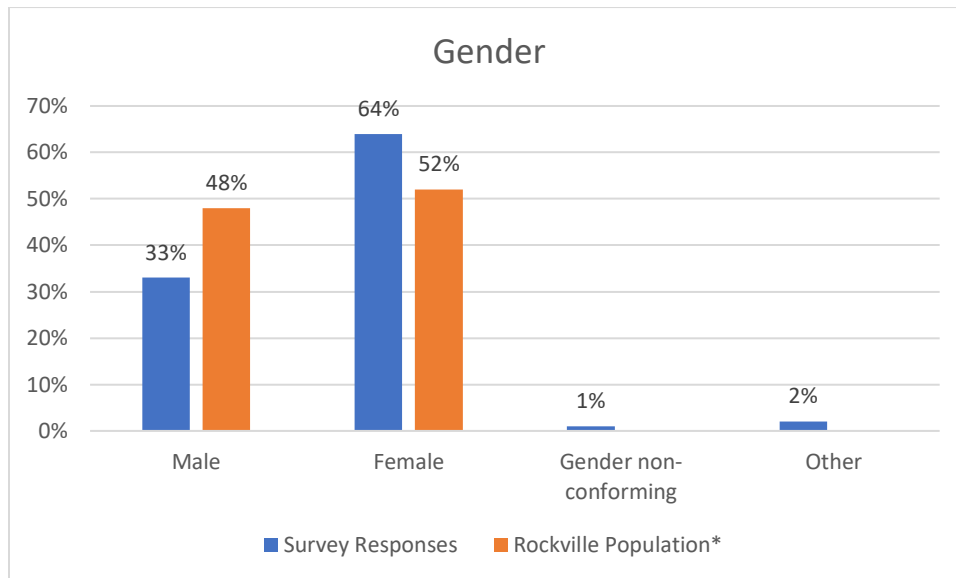
Skipped 0

Comment: By comparison, the ACS 2019 data reports the following age breakdown for Rockville.

Under 10	6.9%
10-17 years	10.4%
18-24 years	11.2%
25-34 years	14.4%
35-44 years	13.9%
45-54 years	11.8%
55-64 years	12.6%
65-74 years	9.5%
75 years or older	9.3%

² This survey option should have read 13-17. We report the survey options as presented and the responses that resulted.

B. Gender Identity



*Per ACS 2019 Data.

Please note that ACS 2019 data excludes people who are transgender, gender non-conforming, or identify as Other, and we look forward to future, inclusive Census Bureau Survey Questions.

Male	115	33.14%
Female	220	63.40%
TransMale	0	0.00%
TransFemale	1	0.29%
Gender Non-conforming	4	1.15%
Other	7	2.02%

Answered 347

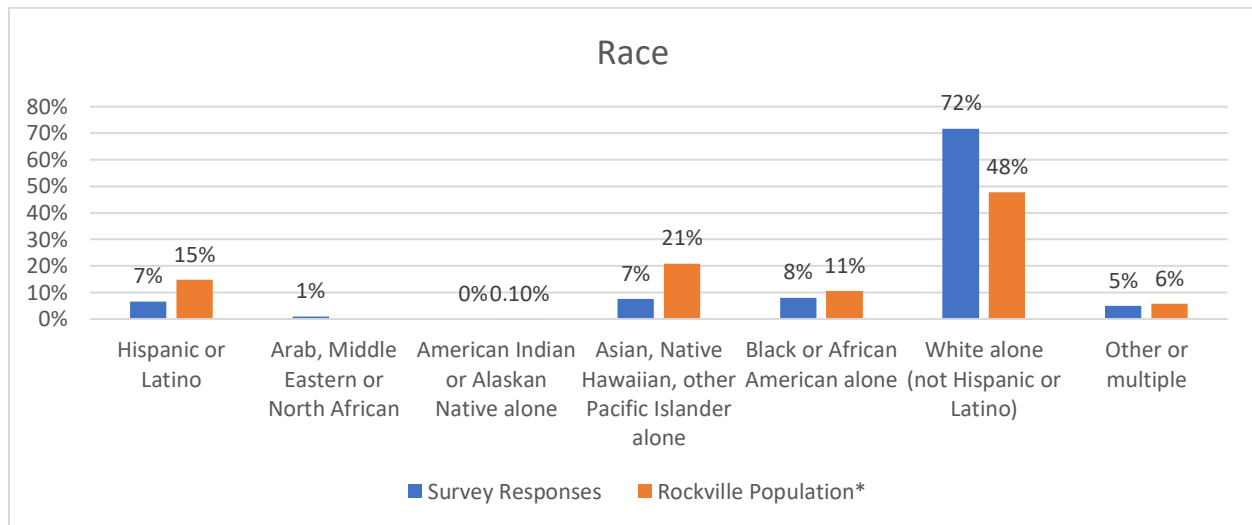
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Comments: ACS 2019 data estimates that 52.1% Rockville's population is female. Accordingly, the Survey clearly produced a disproportionately high response rate from respondents that identified as female.

C. Sexual Orientation

Bisexual	12	3.46%
Gay or Lesbian	7	2.02%
Heterosexual (straight)	310	89.34%
Other	18	5.19%
Answered	347	
Skipped	0	

D. Race and/or Ethnicity



*Per ACS 2019 Data.

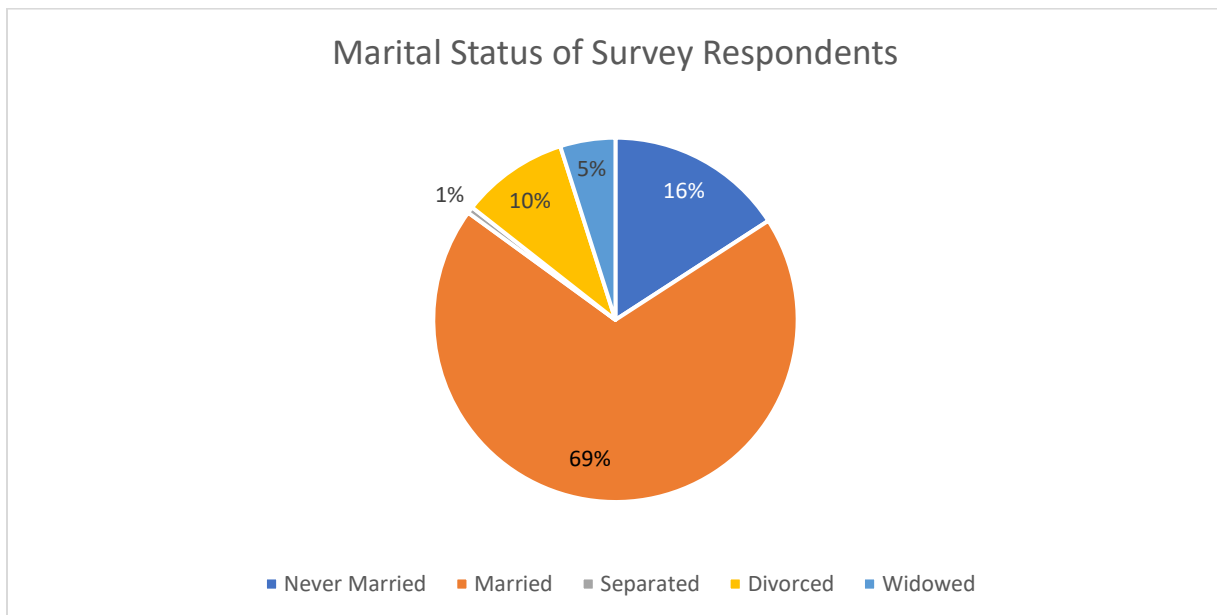
Please note, in currently available ACS data, “White” encompasses the original people of Europe, the Middle East, and North Africa. The Committee recognizes that Arab, Middle Eastern, and North African identities are distinct ethnicities.		
Hispanic or Latino	23	6.63%
Arab, Middle Eastern, or North African	4	1.15%
American Indian or Alaskan Native	0	0.00%
Asian, Asian Indian or Pacific Islander	26	7.49%
Black or African American	28	8.07%
White	249	71.76%
Other	17	4.90%
Answered	347	
Skipped	0	

Comments: For comparison, the ACS 2019 data estimates the following racial make-up for the City:

Hispanic or Latino	14.8%
American Indian or Alaskan Native alone	0.1%
Asian alone	20.9%
Native Hawaiian, other Pacific Islander alone	0.0%
Black or African American alone	10.6%
White alone (not Hispanic or Latino)	47.8%
Other or multiple	5.8%

This would seem to indicate that the Survey produced an under-representative response rate from people of color in the Rockville community.

E. Marital Status



Never Married	55	15.85%
Married	240	69.16%
Separated	2	0.58%
Divorced	33	9.51%
Widowed	17	4.90%

Answered 347

Skipped 0

F. Zip Code

Respondents were requested to enter their zip code. This item was mandatory. Below we list the responses broken out by Rockville's six zip codes. It is important to note that the geographic locality of zip codes do not align with the City boundaries. For comparison, the columns on the right report census data for the populations within each of the zip codes. The census data is *not* adjusted to count only populations within the City's boundaries. The final column lists each zip code's reported census population as a percentage of the total population reported for the six zip codes.

Zip Code	Count	% of Survey		Population³ (ZCTA 2010)	Population %⁴
20850	127	36%		46,340	24%
20851	65	19%		14,191	7%
20852	35	10%		40,365	21%
20853	13	4%		29,673	15%
20854	70	20%		49,611	26%
20855	4	1%		14,295	7%
Other	34	10%			

Among "other" zip codes, respondents identified the following localities within Montgomery County: Bethesda (2), Brookeville (1), Clarksburg (1), Columbia (3), Damascus (2), Gaithersburg (6), Germantown (6), Montgomery Village (1), Silver Spring (4). Three respondents noted zip codes in Frederick County, and one respondent in each of Calvert County, Prince George County, Baltimore County. Lastly, there were two out-of-state zip codes recorded.

G. Neighborhood

In addition to zip code, the Survey requested respondents identify their neighborhood. The Survey utilized a dropdown list, which was prepopulated with a list of neighborhoods and residential developments. That list was derived by combining the neighborhoods described in the 2017 publication "Rockville: A City of Neighborhoods" with the neighborhoods in the City's list of known Civic Associations and Homeowners' Associations.⁵ The Committee determined that attempting to build a comprehensive list that includes all new neighborhoods and multifamily developments would be cumbersome and subjective. Instead, an option for respondents to type in their neighborhood description was included. Unlike most of our demographic questions, this item was optional.

³ U.S. Census Bureau, 2010 Zip Code Tabulation Data.

⁴ Percentage population out of total population of the six zip codes.

⁵ The neighborhood associations map is also available as an online interactive map in the City's map gallery. See <https://maps.rockvillemd.gov/gallery>.

Below is a listing of all neighborhoods from the prepopulated list that were selected by respondents. The full list of neighborhoods is included in the appendix. Note that the % identifies the percentage of respondents selecting the neighborhood out of the total number of respondents that completed this question (265).

Completed: 265

Skipped or blank: 82

i. Listing of Rockville Neighborhoods Selected by Respondents

(In descending order of response counts)

Neighborhood	Count	%
Fallsmead	64	24.2%
Twinbrook	38	14.3%
Hungerford	10	3.8%
West End	10	3.8%
East Rockville	9	3.4%
New Mark Commons	9	3.4%
Potomac Woods	9	3.4%
King Farm	8	3.0%
Woodley Gardens	7	2.6%
Rockville Town Center	6	2.3%
Town Center Apartments	5	1.9%
Twinbrook Forest	5	1.9%
College Gardens	4	1.5%
Silver Rock	4	1.5%
Americana Centre	3	1.1%
Fallsgrove	3	1.1%
Lincoln Park	3	1.1%
Metropolitan, The	3	1.1%
Rockshire	3	1.1%
Burgundy Estates	2	0.8%
Cambridge Walk	2	0.8%
Horizon Hill	2	0.8%
Huntington at King Farm	2	0.8%
North Farm	2	0.8%
Palladian Condos	2	0.8%
Potomac Springs	2	0.8%
Rollins Park	2	0.8%

Neighborhood (cont.)	Count	%
Westchester at Rockville Stn.	2	0.8%
Ashleigh Woods	1	0.4%
Camden Fallsgrove	1	0.4%
College Square	1	0.4%
Congressional Towers	1	0.4%
David Scull	1	0.4%
Falls Ridge	1	0.4%
Fallsbend	1	0.4%
Fenestra, The	1	0.4%
Fireside	1	0.4%
Flats at Shady Grove, The	1	0.4%
Gables of Upper Rock	1	0.4%
Irvington Centre	1	0.4%
King Farm Village Center	1	0.4%
Markwood	1	0.4%
Post at Fallsgrove	1	0.4%
Regents Square	1	0.4%
Rose Hill Falls	1	0.4%
Rose Hills	1	0.4%
Stories, The	1	0.4%
Upton, The	1	0.4%
Victoria	1	0.4%
Victory Court	1	0.4%
Villages at Tower Oaks	1	0.4%
Wootton Oaks	1	0.4%
Yale Village	1	0.4%

ii. Listing of Additional Neighborhoods Written in by Respondents

Neighborhood	Coun t	%
Aspen Hill	3	1.1%
Catonsville (Baltimore)	1	0.4%
Civic center	1	0.4%
Connecticut Estates (Wheaton)	1	0.4%
Derwood Station	1	0.4%
Columbia	1	0.4%
English Manor (Aspen Hill)	1	0.4%
Frederick	1	0.4%
Germantown	1	0.4%

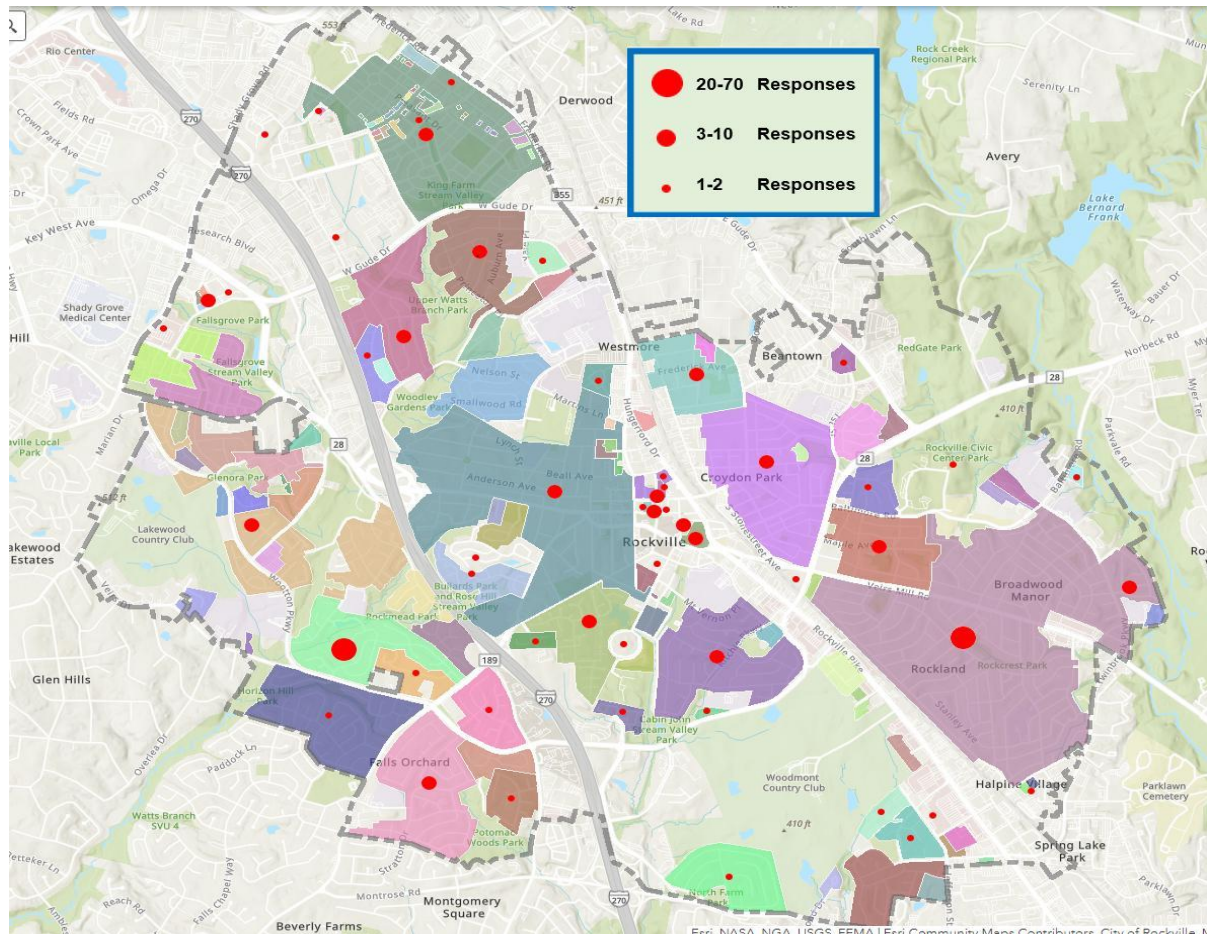
Neighborhood (cont.)	Coun t	%
Luxmanor (North Bethesda)	1	0.4%
Manor Lake	1	0.4%
Manor Woods	1	0.4%
North Potomac	1	0.4%
Tilden Woods (North Bethesda)	1	0.4%
Timberlawn (North Bethesda)	1	0.4%
West Deer Park (Gaithersburg)	1	0.4%
White Flint	1	0.4%

(parentheticals were not entered by the respondent)

Comments: The identified neighborhoods again reflect the fact that promotion and ultimately completion of the Survey were not geographically uniform throughout the City. This is evident, for example, in the disproportionately high response rate from Fallsmead and Twinbrook.

iii. Map of Response Neighborhoods

Below is a City map reflecting the geographic distribution of responses based upon reported neighborhoods. Note that the size of the indicators is not directly proportional to the number of reported respondents.



III. Survey Findings

A. Policing

Q16. How much of a priority should it be for the Rockville City Police Department to focus on each of the following?					
	High priority	Moderate priority	Low priority	Not a priority	N/A or Don't Know
Enforcement of personal crime laws (assault and battery, domestic/child abuse, homicide, sexual assault, rape)	88.9%	6.5%	0.8%	0.8%	3.1%
Enforcement of property crime laws (burglary, theft, auto-theft)	71.3%	22.5%	1.9%	1.2%	3.1%
Enforcement of traffic, parking and other motor vehicle laws	21.6%	45.2%	24.7%	5.8%	2.7%
Enforcement of laws concerning the abuse or dealing of illegal narcotics	44.6%	32.6%	14.7%	4.7%	3.5%
Acting as an accessible and effective liaison between community member and the City	42.0%	35.4%	11.3%	6.2%	5.1%
Hiring and maintaining a diverse police force that is reflective of the Rockville community	67.1%	19.0%	5.4%	5.4%	3.1%
Adopting, implementing, and maintaining training on discrimination and bias in policing	72.0%	13.6%	4.3%	5.8%	4.3%
Adopting, implementing, and maintaining training on community interaction and conflict resolution	72.2%	15.4%	5.4%	2.3%	4.6%

Answered 260
Skipped 87

Q17. Are you aware that the City of Rockville is forming a Community Policing Advisory Board?		
Yes	97	37.31%
No	163	62.69%

Answered 260
Skipped 87

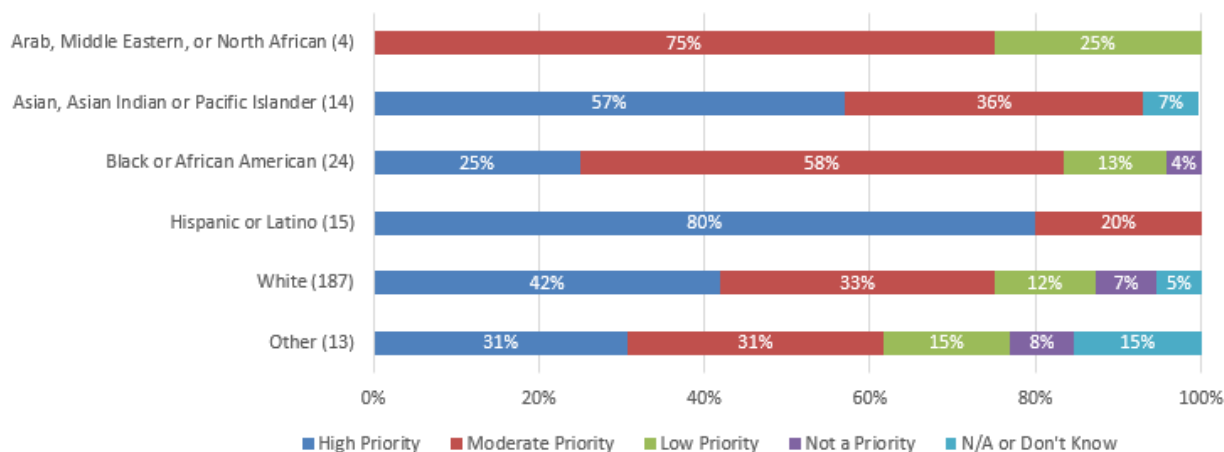
Comments and Recommendations: As detailed in the table above, respondents consider crime and theft to be a high priority (95% ranked personal crime enforcement a moderate or high priority, and 94% ranked property crime enforcement a moderate or high priority). These results suggest significant levels of concern about crime and theft. In 2021, when survey data was being collected,

crime received extensive media coverage throughout the Washington DC metro area.⁶ The results also imply high perceptions of property crimes; while this does not suggest causation, these results could be impacted by a number of factors: more people staying home due to the pandemic; greater use of home surveillance technology; more dependence on and utilization of Amazon and other services that rely on home delivery; and increased sharing of and discussion about local crime on social media. One potential area for further examination may be a closer look at the interaction between social media activity and perceptions of crime and safety in the community. The HRC will consider this in its future programming.

Although the results may reflect community concern about personal crime and theft, respondents also indicated moderate to high levels of support for maintaining a diverse police force (86%), police training on discrimination and bias (85.6%), and police training on community interaction and conflict resolution (87.6%). However, we do note that different respondent groups seemed to balance the police practices and procedures listed in Question 16 slightly differently. The following tables lists the percentage breakdown of how different groups prioritized the police practices. The percentage is the percentage of the particular respondent group that completed question 16:

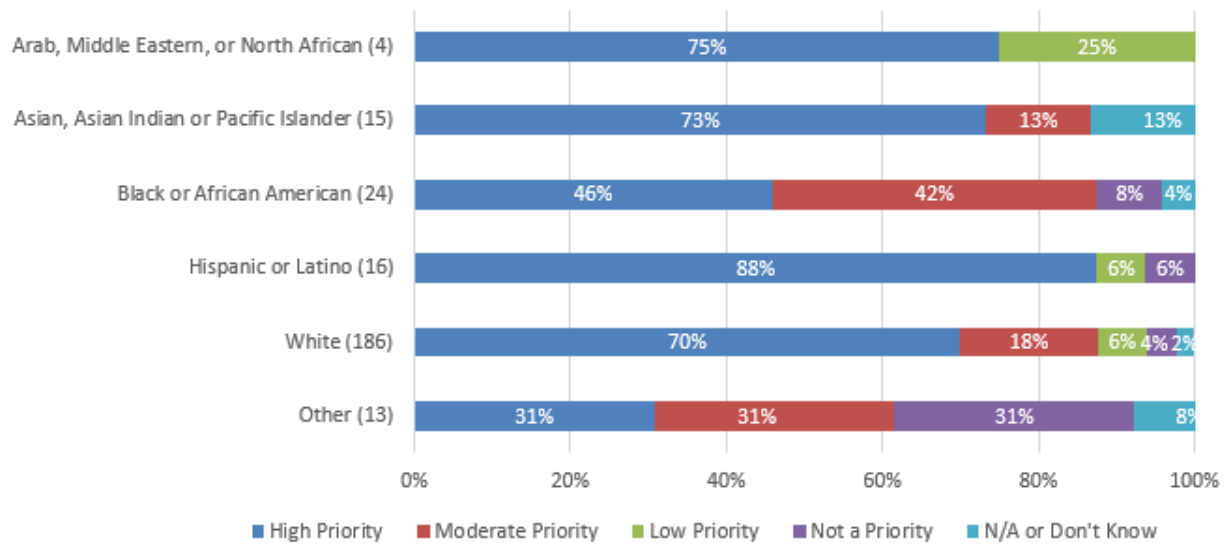
Question 16: How much of a priority should it be for the Rockville City Police Department to focus on each of the following?

Acting as an accessible and effective liaison between community member and the City

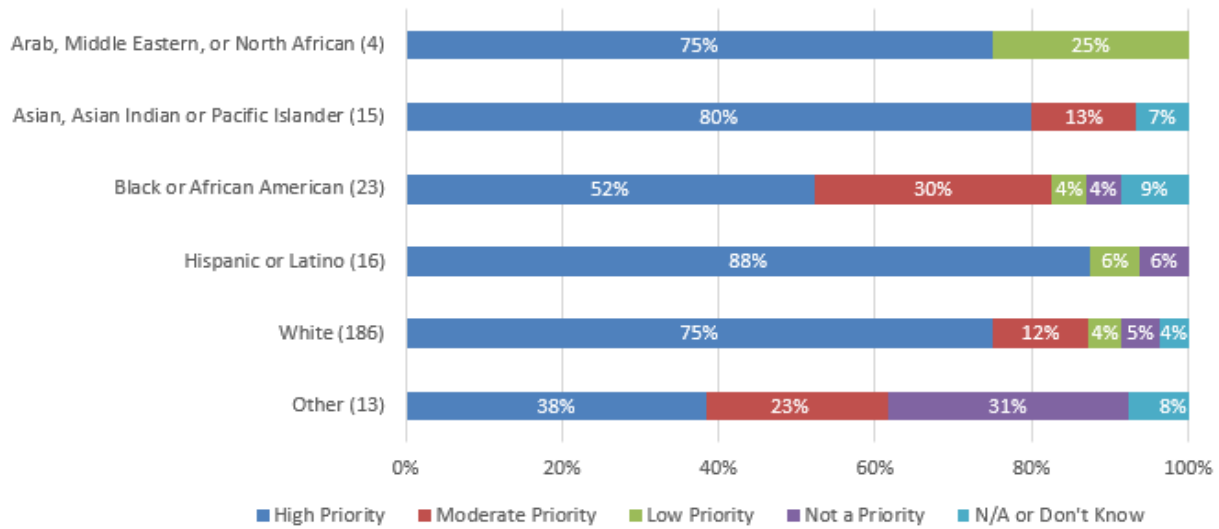


⁶ See, e.g., <https://bethesdamagazine.com/bethesda-beat/police-fire/more-homicides-so-far-this-year-in-montgomery-county-than-in-all-of-2020/> <https://www.washingtonian.com/2021/07/19/whats-really-happening-with-crime-rates-in-dc-right-now/>

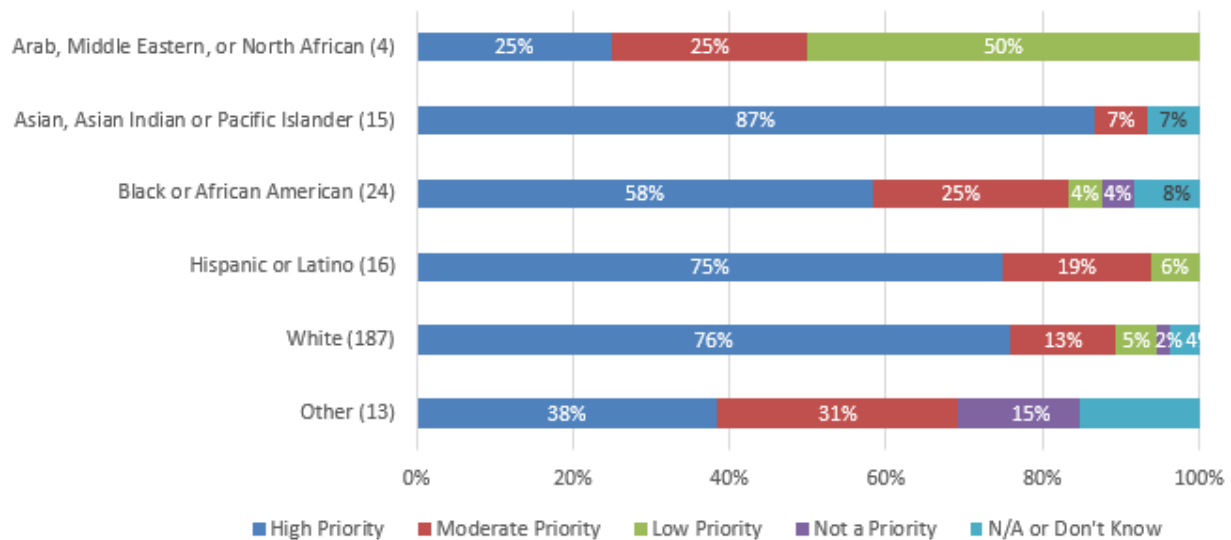
Hiring and maintaining a diverse police force that is reflective of the Rockville community



Adopting, implementing, and maintaining training on discrimination and bias in policing



Adopting, implementing, and maintaining training on community interaction and conflict resolution



Comments and Recommendations: The Joint Committee again reiterates and emphasizes the limitations of the Survey data. For example, in the above cross-tab analyses, only four respondents who identified as Arab, Middle Eastern or North African completed Question 16. Accordingly, it would not be meaningful to generalize the findings to the Arab, Middle Eastern or North African community in Rockville.

We nevertheless include these cross-tab analyses to note repeating trends that suggest areas of potential further examination. The analyses reflect, for example, that Black or African American respondents were more likely to indicate that the indicated police policy should be a moderate priority rather than a high priority as compared to other respondent groups. This can be interpreted in a number of ways. We do not believe firm conclusion can or should be drawn from these trends, but we do believe that these results suggest the need for a more detailed examination about public attitudes towards policing.

Finally, the Mayor and Council, as well as the Community Policing Advisory Board, should be aware that our Survey reflected generally low awareness of the new Advisory Board. We hope community awareness increases as the Advisory Board carries out its programs and issues recommendations.

B. Discrimination in the Rockville Community

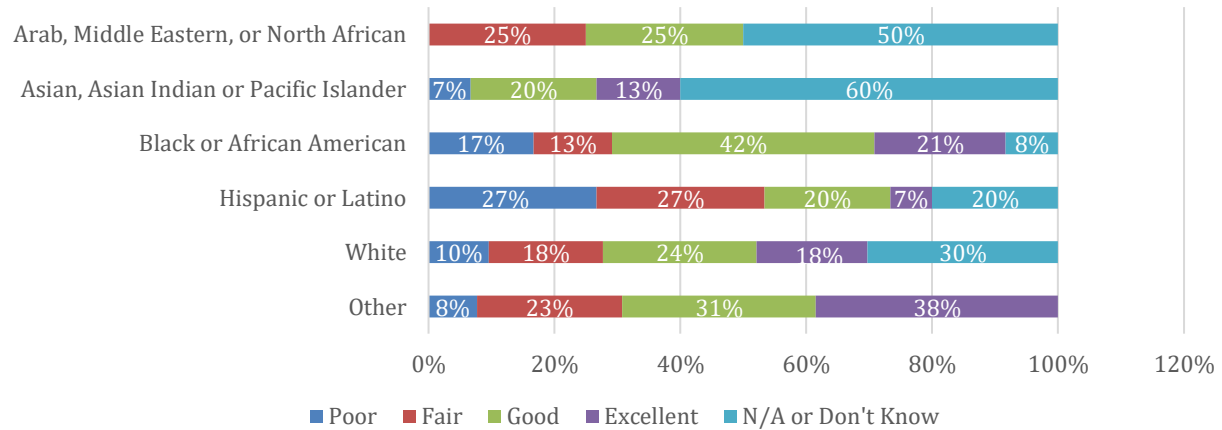
Q21. How would you rate the Rockville community in providing equal access to housing for persons of all backgrounds who live, work, or conduct business in the City?

	Poor		Fair		Good		Excellent		N/A or Don't Know	
	10.8%	28	17.4%	45	25.9%	67	17.8%	46	28.2%	73

Answered 259

Skipped 88

How would you rate the Rockville community in providing equal access to housing for persons of all backgrounds who live, work, or conduct business in the city?



Comments: Respondents were asked to rate the Rockville community on providing equal access to housing for persons of all backgrounds. See responses in table above. These responses reflect less favorably on the City than the questions asking for ratings on Rockville as a community, business community and governmental institution (Questions 18-20, see complete Survey and results in Appendix). This topic is discussed in greater detail below, regarding needs during the pandemic.

Q22. In which context do you believe people are most common to experience harassment or discrimination in Rockville? (Choose all that apply)		
Mental health services (e.g., counseling, crisis intervention)	109	54.0%
Housing support services	93	46.0%
Immigration services (e.g., assistance with forms, case evaluation, referral)	90	44.6%
Education services (e.g., computer, literacy, language, GED, degree programs)	70	34.7%
Drug treatment services	66	32.7%
Healthcare/dental services	63	31.2%
Job search or training services	60	29.7%
Legal aid and assistance	55	27.2%
Childcare or parenting services	48	23.8%
Foster care services	47	23.3%
Food assistance	45	22.3%
Senior services	45	22.3%
Transportation services	28	13.9%

Answered 202

Skipped 145

Q25. Have you experienced harassment or discriminatory treatment in Rockville within the past 12 months?						
	Yes		No		N/A	
By a neighbor	47	18.7%	185	73.7%	19	7.6%
Within a school system (public or private)	26	10.4%	188	75.2%	36	14.4%
By a Rockville business	22	8.8%	211	84.4%	17	6.8%
By Rockville city staff	20	7.9%	216	85.4%	17	6.7%
By any other organization that provides social services (human services, health services, other basic needs)	17	6.8%	204	81.0%	31	12.3%
By police from another jurisdiction	14	5.5%	216	85.0%	24	9.5%
By police from the Rockville Police Department	11	4.4%	218	86.2%	24	9.5%
By a Rockville house of worship	3	1.2%	214	85.6%	33	13.2%
By other emergency personnel	3	1.2%	221	87.4%	29	11.5%

Answered 254

Skipped 93

Comments and Recommendations: We note first that Question 22 experienced a relatively high skip rate (41.8%). However, we draw attention to this question because the mostly highly indicated response is the provision of mental health services; the issues surrounding the provision of mental health services are discussed in more detail below, regarding questions 27 through 29, and seemed to be a recurring theme throughout the Survey results. Question 22 raises further questions about

potential discrimination in the provision of support services generally. Are affected individuals experiencing discrimination in access to support services? Or are affected individuals experiencing discrimination in the rendering of support services? How can discrimination in support services be more precisely measured and what role can the City play in that process? These are questions we hope will be examined more closely by both Commissions and by the City in the Human Services Needs Assessment.

As an initial matter, we note that approximately a quarter (26.8%) of the respondents skipped Question 25. Presumptions should not be made about how individuals who skipped the question would have otherwise answered the question. We also do not wish to overstate the prevalence of discrimination in the Rockville community. Substantial majorities, ranging from 73% to 87% reported not having experienced discrimination in the listed contexts. *It may be noted here that a majority, 72%, of the respondents identified as White.*

However, it is notable that the most highly reported context in which discrimination or harassment has been experienced, across all respondent groups, was in connection with a neighbor. We think this could present an opportunity for the City and the HRC and is worth further exploration. The mission of the HRC, in part, is to “promote in every way possible the betterment of human relations.” The HRC is also intended to play a role in the City’s Community Mediation Program.

Below we present a cross tab analysis of the results from Question 25, reflecting the rate that each group by race or ethnicity indicated discrimination or harassment in each of the listed contexts, presented as a percent of the total number of respondents in each group that completed the question. Because respondents could separately indicate the presence of discrimination or harassment in each context, the percentages in each row do not total to 100%.

Respondents who have experienced harassment or discriminatory treatment in Rockville within the past 12 months									
	By police from the Rockville Police Department	By police from another jurisdiction	By other emergency personnel	By Rockville city staff	By any other organization that provides social services	By a Rockville business	By a Rockville house of worship	By a neighbor	Within a school system (public or private)
Hispanic or Latino (15)	20%	7%	0%	33%	13%	13%	0%	40%	27%
Arab, Middle East., or N. African (4)	0%	0%	0%	0%	0%	0%	0%	0%	25%
Asian, Asian Indian or Pac. Isl. (15)	0%	13%	0%	0%	0%	0%	7%	20%	0%
Black or African American (24)	17%	13%	0%	17%	21%	25%	4%	38%	17%
White (182)	2%	4%	2%	6%	4%	6%	1%	13%	7%
Other (13)	0%	8%	0%	0%	15%	23%	0%	38%	31%

Comments and Recommendations: This chart immediately reflects notable differences as compared to the aggregate results. Hispanics or Latino respondents and Black or African American respondents reported harassment or discrimination by police at substantially higher rates compared to other groups. Both groups also reported harassment or discrimination by City staff,

by social service organizations, by businesses and with a school system at higher rates as compared to all groups.

Again, we hesitate to draw conclusions from this data. Rather, we suggest that there should be a closer examination of how discrimination and harassment is experienced in the Rockville community and how particular groups are disparately impacted.

C. Mental Health and Well-Being

Q27. Mental Health										
	Poor		Fair		Good		Excellent		N/A or Don't Know	
How would you rate your overall mental health over the past 12 months?	18	7.1%	63	24.8%	116	45.7%	54	21.3%	3	1.2%
How would you rate your happiness over the past 12 months?	25	9.9%	62	24.5%	119	47.0%	44	17.4%	3	1.2%

Answered 254

Skipped 93

Q28. How much stress or anxiety have you experienced over the past 12 months?										
	None at all		A little		A moderate amount		A lot		N/A or Don't Know	
	4.3%	11	20.5%	52	35.8%	91	39.4%	100	0.00%	0

Answered 254

Skipped 93

Q29. Which of the following are the primary sources of your stress or anxiety over the past 12 months? (Choose all that apply)

Answer Choices	Responses	
National politics	171	68.7%
Danger of COVID-19	157	63.1%
Work issues	101	40.6%
Physical or mental health of a relative or friend	87	34.9%
Family issues	80	32.1%
Your physical health	77	30.9%
Your mental health	71	28.5%
Access to the COVID-19 Vaccine	61	24.5%
Local or state politics	57	22.9%
School issues	46	18.5%
Other	28	11.2%
Safety of the COVID-19 Vaccine	23	9.2%
Food insecurity	7	2.8%
Substance abuse issues	2	0.8%

Answered 249

Skipped 98

Comments and Recommendations: The results of questions 27-29 speak to respondents' rating of their mental health, happiness, stress and anxiety level as well as the source of the stress. Twenty-five percent rated their mental health and happiness as fair, 46% and 47% as good and 21% and 17% as excellent. For the preceding twelve months, 36% reported moderate amount and 39% reported a lot of stress or anxiety. Primary sources of stress reported are: 67% national politics, 63% danger of COVID-19, 41% work issues, and 35% physical or mental health of a friend. We conclude from this that many in Rockville have suffered with stress and anxiety due to circumstances beyond their immediate control. Having to cope with stress stemming from factors that are beyond one's personal control may be a new experience to many people. The need for help to learn coping skills to manage the stress and anxiety is understood. Hence, the heightened need for mental health services nationally. The timing of the Survey coincided or followed periods of heightened national civil unrest, the pandemic and uncertainty around the COVID-19 vaccine. Mental health is impacted by all of the categories and should remain a top priority for the allocation of City resources and a topic of ongoing discussion. The Human Services Needs Assessment would explore mental health needs and provide an updated perspective of citizens' mental state and wellbeing.

D. Needs during COVID-19 Pandemic

Q36. Have you or someone in your household been unable to pay or timely pay the following in the past 12 months?		
Answer Choices	Responses	
Mortgage or Rent	7	24.1%
Utilities	7	24.1%
Both	15	51.7%

Answered 29

Skipped 318

Q37. If Yes (mortgage or rent), how much are you behind?		
Answer Choices	Responses	
Less than \$500	19	59.4%
\$501-\$1,000	3	9.4%
\$1,001 -\$2,000	2	6.3%
\$2,001+	8	25.0%

Answered 32

Skipped 315

Q38. If Yes (utilities), how much are you behind?		
Answer Choices	Responses	
Less than \$500	21	65.6%
\$501-\$1,000	6	18.8%
\$1,001 -\$2,000	3	9.4%
\$2,001+	2	6.3%

Answered 32

Skipped 315

Comments and Recommendations: With respect to the preceding 12 months, 8.3% of all respondents reporting being unable to pay or timely pay mortgage/rent/utilities. Out of respondents reporting an amount for late rent or mortgage, 59% reported being minimally behind, 25% over \$2,000. Out of respondents reporting an amount for late utilities, 66% reported being behind by less than \$500, and 19% behind by \$500-\$1,000. The remainder were behind by over \$1,000. This data could speak to unemployment during the pandemic. With favorable rating of the City's services availability, residents are pleased with the help given (questions: 18-20 see full results in appendix; 39-40 see below). At this time, the County has provided rent and utility relief. The City has attempted to provide additional support where needed. Please know that there is an increased need in health and human services due to the pandemic.

Q39. Which of the following services has your household needed as a result of COVID or COVID restrictions? (Choose all that apply)		
None of the above	143	59.8%
Mental health services (e.g., counseling, crisis intervention)	45	18.8%
Childcare or parenting services	31	13.0%
Healthcare/dental services	31	13.0%
Education services (e.g., computer, literacy, language, GED, degree programs)	19	8.0%
Unemployment benefits	19	8.0%
Food assistance	17	7.1%
Senior services	17	7.1%
Job search or training services	16	6.7%
Housing support services	14	5.9%
Legal aid and assistance	8	3.4%
Transportation services	8	3.4%
Foster care services	3	1.3%
Immigration services (e.g., assistance with forms, case evaluation, referral)	3	1.3%
Drug treatment services	2	0.8%

Answered 239

Skipped 108

Comments and Recommendations: Most needed services question (39) showed that childcare and parenting services (13%), healthcare/dental services (13%), and mental health services (19%) are most needed. All three were difficult to obtain at that time, per respondents. Is it fear of contracting COVID-19 and therefore, the desire for safety kept people away from these services or is it more than that?

Social needs impact health outcomes. Affordable housing and economic stability are social determinants of health that result from socioeconomic barriers. It is recommended that a Human Services Needs Assessment investigate further the barriers to access and affordability of housing, and to accessing health care, mental health and childcare services to ensure that anyone who has a need can be supported. In addition to providing the services, there is an opportunity to improve outreach and engagement of populations that are difficult to reach to ensure they have the information about resources. These are concerns at all levels—local, State and National. Is it financial? Is it not knowing about services or how to apply for services? Is it a lack of inclusion? We need to reach the hard to reach as well to find this out.

Q40. Of the services that your household has needed as a result of COVID or the COVID restrictions, which services has your household been unable to obtain? (Choose all that apply)		
None of the above	169	76.8%
Childcare or parenting services	19	8.6%
Healthcare/dental services	17	7.7%
Mental health services (e.g., counseling, crisis intervention)	14	6.4%
Job search or training services	11	5.0%
Unemployment benefits	10	4.6%
Education services (e.g., computer, literacy, language, GED, degree programs)	9	4.1%
Senior services	8	3.6%
Transportation services	8	3.6%
Housing support services	7	3.2%
Food assistance	5	2.3%
Drug treatment services	4	1.8%
Legal aid and assistance	4	1.8%
Immigration services (e.g., assistance with forms, case evaluation, referral)	2	0.9%
Foster care services	1	0.5%

Answered 220

Skipped 127

Comments and Recommendations: Questions 39-40 speak to the respondent's need for services and ability to obtain needed services. Out of the respondents that answered this question, 60% reported that they needed none of the listed services (60%) and 77% reported that they did not experience barriers to obtaining services. Nineteen percent reported needing mental health services and 6% reported difficulty in obtaining those services.

The City's Housing and Community Development, Community Services Division's experience in providing for services shows that access to services and supports to help residents learn how to cope with and manage their stress and anxiety has had several barriers—fear of exposure to COVID-19, funds or insurance to pay for services, and language, time and transportation to be able to access services. In addition, there is a shortage of availability of mental health providers, specifically those who are bilingual and who take insurance. Hence, the County and the City's providing for school- and community-based health, mental health and case management services. Based on this Survey and on what City's Community Services Division's experience, we conclude that stress and anxiety have been and continue to be at a heightened level, due to the stressors reported in this Survey and likely to the lack of predictability and consistency experienced with regard to schooling, employment and recreational activities due to the pandemic and to societal unrest.

The experience of living through this pandemic has caused many to suffer from trauma due to the loss of a loved one, loss of employment and/or housing, family conflict, substance abuse, isolation, and lack of in person school and other essential and recreational activities. Residents need help

learning how to manage chronic trauma and/or post-traumatic stress. We encourage the City, and the County, to provide for an increased need for mental health services. For example, the City could provide increased funding for bilingual therapists, therapeutic recreation assistants, and seminars and promotional pieces on mental health self-care or could help facilitate access to such services provided by the County or State. Also, the City should continue to assist residents with navigating access to employment, affordable housing, health and mental health services, youth development, enrichment, and recreational activities. The City has a history of being responsive to its residents. At this time, as this Survey shows, the needs are for accessible mental health services, which may be provided in a variety of milieus—individual, family and group counseling, therapeutic recreation, youth development, and education.

To further support the wellbeing of Rockville residents, we recommend that the City, through the Human Services Needs Assessment study in greater detail the social, health and mental health services needs of residents and, whether what the City, County and State offers for those needs is and/or if it is what residents may access easily accessible to all members of the Rockville community.

E. Additional Findings and Results

ii. City Services and Communications

Q31. How well do you think the City of Rockville communicated changes to policies and procedures during the COVID-19 pandemic?									
Poor		Fair		Good		Excellent		N/A or Don't Know	
8.0%	20	14.9%	37	42.2%	105	26.5%	66	8.4%	21
Answered		249							
Skipped		98							

Comments: With respect to Question 31 (and similar questions such as Question 32), we note that respondents may not necessarily distinguish between policies and procedures administered by the City and policies and procedures administered by the County or State. When designing the Survey, the Committee believed that trying to explain or define in more detail the scope of City services would clutter the Survey. However, anyone reviewing the results should bear this limitation in mind.

Q41. How do you prefer to receive community news and updates? (check all that apply)		
Answer Choices	Responses	
E-mail	177	79.7%
City of Rockville Website	94	42.3%
Mail Newsletter	94	42.3%
Online Newsletter	56	25.2%
Third-party Community Websites (Nextdoor, Facebook)	52	23.4%
Civic Associations or Homeowners Associations	43	19.4%
Text	39	17.6%
Residential Community Centers (Leasing Offices)	11	5.0%
Governmental Community Centers	9	4.1%
Houses of Worship	8	3.6%
Phone Call	6	2.7%
Answered	222	
Skipped	125	

Comments and Recommendations: It is worth noting that over a third (36%) of the respondents did not complete this question. It is possible that this question experienced a high skip rate due to its placement as one of the very last items in the Survey.

As noted under our discussion of promotions, the Committee was concerned about the effectiveness of electronic distribution, particularly due to the heavy reliance on internet communications during the pandemic shutdown. Nevertheless, substantial portions of the respondents indicated a preference for electronic forms of communication, such as e-mail and the City's website.

As discussed in greater detail under Part I.c on pages 3-6 above, the Committee utilized many of the same physical and electronic means of promotion that the HRC and HSAC have previously relied on for their programs and events. In addition, during 2021, the City conducted no less than five community surveys (including this Survey).⁷ The City, as well as its various Commissions, Boards, Task Forces and other related entities, launch and promote countless events and services, and publish news, communications and announcements each year, using largely similar channels.

As noted above, the demographic profile of the Survey's respondents reflects that communities of color were ultimately underrepresented in the response pool. In response to our inquiry, the Public Information Office acknowledged long-standing difficulties in connecting with hard-to-reach populations in the Rockville community. The PIO believes that many members of hard-to-reach populations may not be subscribed to channels of communications that the City and its constituent

⁷ In addition to this Survey, the following surveys were open for responses during part of 2021: Budget Survey, Climate Action Plan Survey, Redgate Park Survey, Vision Zero Survey.

organizations typically use. The PIO has never done a specific survey on outreach, in part due to resource limitations.

While the Committee was satisfied that this Survey reached a reasonably sample of the Rockville community, we believe a dedicated, in-depth, and resourced study should be conducted by the City to gauge the effective reach of its current outreach programs. We note that any such study would consider two related but distinct goals:

1. How the City effectively and equitably gathers and assesses community feedback, such as through the use of surveys, townhall meetings, or other interactive events;
2. How effectively and broadly the City promotes events, programs and services and otherwise communicates with the community.

The results of such a study would be valuable to the City and all its related organizations, including Boards and Commissions. The HRC and HSAC would be happy to provide feedback or otherwise participate in any such project.

IV. Conclusion

The Survey provided valuable insights into the needs and perceptions of the Rockville community. The Joint Committee comprised of the HRC and HSAC invested time and effort to ensure that the Survey questions were respectful, mindful, and easy to understand. As discussed in the Survey results, there were limitations that impacted outreach, promotion, participation, and collection; however, the Committee feels confident that the results and the analysis are accurate within the scope of the intended research and the available resources.

The Survey results should be reviewed without bias and caution to avoid overgeneralizing or overinterpreting. The Committee took great caution to report only the facts, based on the analysis, and explains conclusions to provide context and insight into how the Committee viewed the data. The data collected represents the diverse population in Rockville; however, the responses and disbursement indicate that there is a need to be more strategic with future endeavors to engage hard to reach populations.

Generally, people are satisfied with Rockville, but there were indications of discrimination (perceived or experienced) in school settings or social service organizations. Respondents also rated diversity training and diverse hiring as high priorities for the police. At the time of the Survey the Community Policing Advisory Board was newly formed, so this may already be on their agenda. As for accessing and affording social services, the Survey indicated that people were satisfied that they could access services without barriers and there is a need for increased mental health support.

Although the Survey fulfilled its objectives, the results indicate the need for additional research in key areas such as social services availability, mental health, policing perception and

discrimination. It is our recommendation that the Department of Housing and Community Development and other commissions conduct community needs assessment, interviews, or focus groups to proactively engage with the community to be informed in real-time.

Human Rights Commission

Amina Shafi Rogers, Co-Chair
Andrew Lin, Co-Chair
Gabrielle Zwi, Vice-Chair
Bethany Pereira
James Pearce
Jeannie Shen
Kaoru Sakabe
Kindra Jones
Molly Cullen
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Sinan Wolf-Gazo

Human Services Advisory Commission

Wanneh Dixon, Chair
Amanda Schwartz
Anne Wallerstedt
Deborah Moore
Lauren Lehman
Leon Suskin
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Stacey Gold
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Survey Joint Committee

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Kaoru Sakabe – HRC
Molly Cullen – HRC
Frederika Granger – HSAC City Liaison

Additional Thanks

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Clark Larson and Department of Planning and Development Services – Data Support
Department of Housing and Community Development
Emily Pearce – Former Joint Committee/HSAC Member
Janet Kelly – Former HRC City Liaison
Leon Suskin – Additional Promotional Assistance
Councilmember Mark Pierzchala – Data Review Feedback
Rockville Public Information Office

Appendix

- A. Survey
- B. Survey Results