



# Billings, MT

## The National Community Survey

Report of Results  
2022

Report by:



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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Billings. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 385 residents of the City of Billings collected from May 24th, 2022 to July 12th, 2022. The margin of error around any reported percentage is 5.0% for all respondents and the response rate for the 2022 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Billings.



### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

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

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.

## **Trends over time**

Trend data for Billings represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 7 percentage points between the 2016 and 2022 surveys, the change is statistically significant.

\* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

## Methods

### Selecting survey recipients

All households within the City of Billings were eligible to participate in the survey. A list of all households within the zip codes serving Billings was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Billings households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Billings boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

### Conducting the survey

The 2,800 randomly selected households received mailings beginning on May 24th, 2022 and the survey remained open for 7 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 4% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,694 households that received the invitations to participate, 385 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Billings survey is no greater than plus or minus 5.0 percentage points around any given percent reported for all respondents (385 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Billings. The open participation survey was identical to the probability sample survey with a question about where they heard about the survey. The open participation survey was open to all city residents and became available on June 28th, 2022. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the City of Billings. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	13%	31%	32%
	35-54	25%	31%	31%
	55+	63%	38%	38%
Hispanic origin	No, not Spanish, Hispanic, or Latino	98%	95%	95%
	Spanish, Hispanic, or Latino	2%	5%	5%
Housing tenure	Own	80%	63%	63%
	Rent	20%	37%	37%
Housing type	Attached	24%	39%	39%
	Detached	76%	61%	61%
Race & Hispanic origin	Not white alone	6%	12%	12%
	White alone, not Hispanic or Latino	94%	88%	88%
Sex	Female	58%	52%	52%
	Male	42%	48%	48%
Sex/age	Female 18-34	7%	16%	16%
	Female 35-54	14%	15%	15%
	Female 55+	36%	21%	21%
	Male 18-34	5%	16%	16%
	Male 35-54	11%	15%	15%
	Male 55+	26%	17%	17%

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

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## Contact

The City of Billings funded this research. Please contact Victoria Hill of the City of Billings at [hillv@billingsmt.gov](mailto:hillv@billingsmt.gov) if you have any questions about the survey.

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-validation>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2019 American Community Survey

## Highlights

### **Survey results indicate that safety is a potential area of growth for the community.**

Safety remains a top priority for residents, with most residents rating this facet as being of high importance but of low quality. Most respondents reported feeling safe in their neighborhoods during the day (86%), on par with previous survey results and comparison communities nationwide. Three-quarters also felt safe from fire, flood or other natural disasters. However, fewer than 3 in 10 residents gave excellent or good reviews to the overall feeling of safety in Billings; this rating decreased significantly since 2016 (from 55% to 28%) and fell much lower than the national average. Residents' perceptions of safety in Billings' downtown/commercial areas during the day, as well as safety from violent crime and property crime, were also much lower than in benchmark comparison communities. In addition, ratings for safety services tended to be below national benchmarks, with the exception of fire services (83% excellent or good). Only one-quarter of residents positively rated crime prevention services, which decreased by over 15% since 2016 and was much lower than counterparts across the nation.

### **Residents appreciate the vital health and wellness services offered by the City, but declining ratings indicate room for improvement.**

While most items pertaining to health and wellness in Billings tended to be on par with comparison communities, downward trends across this facet suggest an opportunity for renewed focus. Overall health and wellness opportunities in Billings received excellent or good ratings from about 6 in 10 respondents, dropping by almost 20% since 2016 survey results. A similar percentage gave positive reviews to Billings' health services (65%), the availability of preventive health services in the community (60%), and the availability of affordable quality health care (59%), all of which declined by roughly 10% since the previous survey. About one-third of residents positively rated the availability of affordable quality mental health care, a 12% decline from 2016. All of these were on par with national benchmarks. The only item in this facet scoring below average was the availability of affordable quality food, with slightly fewer than half of residents offering positive reviews (down from 64% in 2016).

### **Economy continues to be a priority, and items related to employment in Billings are on the rise.**

Residents indicated that Billings' economy should be a top priority for the City, with nearly 9 in 10 rating it an essential or very important focus area for the next two years. Nearly half of respondents provided favorable reviews of the city's overall economic health, which dropped 14 percentage points since 2016 and fell below the national average. However, residents' evaluations related to working in the city were a bright spot in this survey iteration: two-thirds gave positive reviews of Billings as a place to work, on par with comparison communities nationwide, and ratings for the city's employment opportunities were higher than benchmark comparisons (59% excellent or good). In addition, at least 6 in 10 were pleased with both the overall quality and variety of business and service establishments in Billings, while about half offered favorable ratings for the city's shopping opportunities and economic development, all of which were similar to the national benchmarks. Residents were less optimistic about their own personal economic outlook. When asked what impact, if any, the economy would likely have on their family income in the next six months, only 13% of residents anticipated somewhat or very positive effects, a rating that was lower than in 2016.

### **Residents value Billings' natural environment and recreational opportunities.**

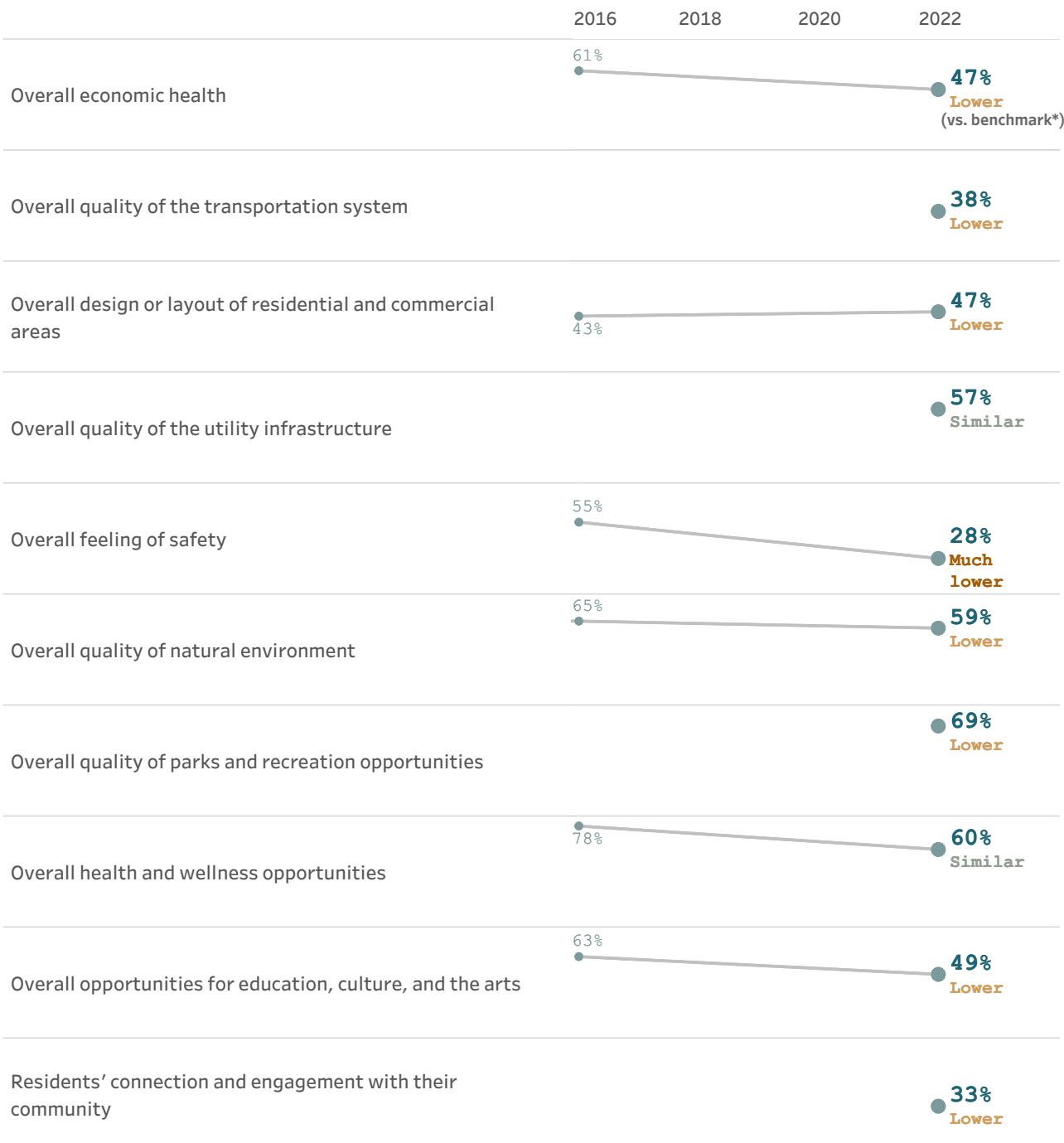
About 6 in 10 respondents were pleased with the overall quality of Billings' parks and recreation opportunities (69%) and natural environment (59%). At least two-thirds gave high marks to City parks and fitness opportunities, both on par with comparison communities. The availability of paths and walking trails also received strong ratings (67% excellent or good), increasing by nearly 10% since the previous survey iteration. About 4 in 10 respondents positively reviewed the city's open space, preservation of natural areas, and water resources. While most survey items in these facets remained stable over time, a few experienced declines since 2016: ratings for recreation programs or classes, recreation centers or facilities, and recycling services all decreased significantly and may present areas of opportunity for the coming years.

## Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark\*).

**Please rate each of the following characteristics as they relate to Billings as a whole.  
(% excellent or good)**



**Please rate how important, if at all, you think it is for the Billings community to focus on each of the following in the coming two years.  
(% essential or very important)**



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

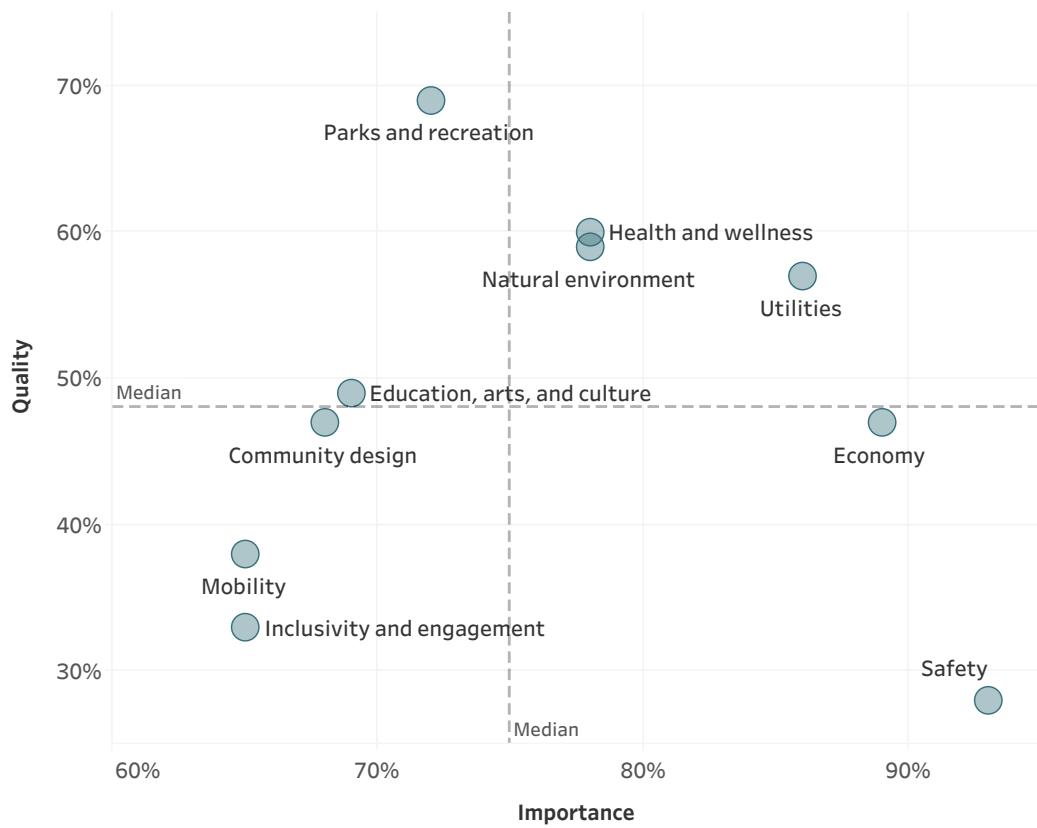
## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

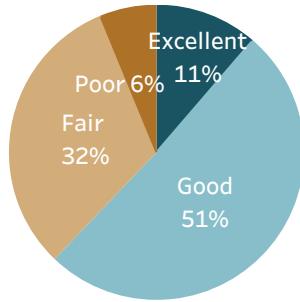
To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 48% or more of respondents were considered of "higher quality" and those with ratings lower than 48% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 75% or more of respondents. Services were rated as "less important" if they received a rating of less than 75%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



### The overall quality of life in Billings, 2022

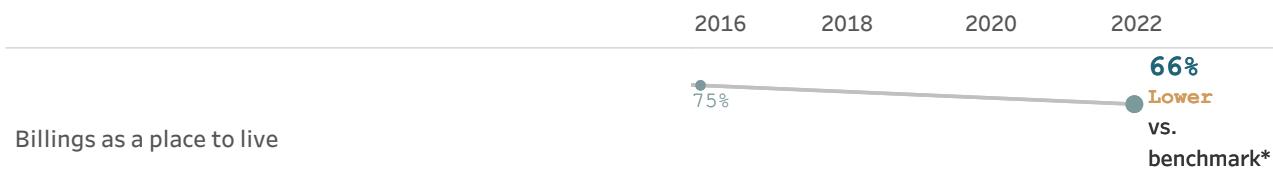


## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

### Please rate each of the following aspects of quality of life in Billings.

(% excellent or good)



### The overall quality of life

### Please indicate how likely or unlikely you are to do each of the following.

(% very or somewhat likely)



### Please rate each of the following in the Billings community.

(% excellent or good)

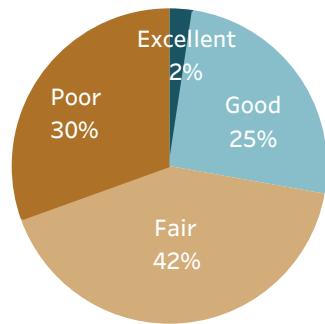


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Billings government, 2022



Please rate the quality of each of the following services in Billings.

(% excellent or good)

2016 2018 2020 2022

Public information services

53%

47%  
Lower

Overall customer service by Billings employees

61%

58%  
Lower  
vs.  
benchmark\*

Please rate the following categories of Billings government performance.

(% excellent or good)

2016 2018 2020 2022

The value of services for the taxes paid to Billings

44%

33%  
Lower

The overall direction that Billings is taking

52%

39%  
Lower

The job Billings government does at welcoming resident involvement

43%

27%  
Lower

Overall confidence in Billings government

41%

28%  
Lower

Generally acting in the best interest of the community

48%

34%  
Lower

Being honest

46%

32%  
Lower

Being open and transparent to the public

26%  
Lower

Informing residents about issues facing the community

29%  
Lower

Treating all residents fairly

45%  
31%  
Lower

Treating residents with respect

42%  
Lower

**Overall, how would you rate the quality of the services provided by each of the following?**

(% excellent or good)

2016      2018      2020      2022

The City of Billings

65%  
53%  
Lower

The Federal Government

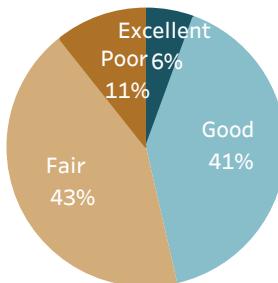
37%  
28%  
Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

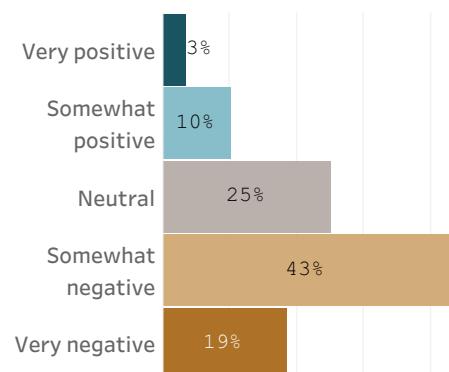
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Billings, 2022



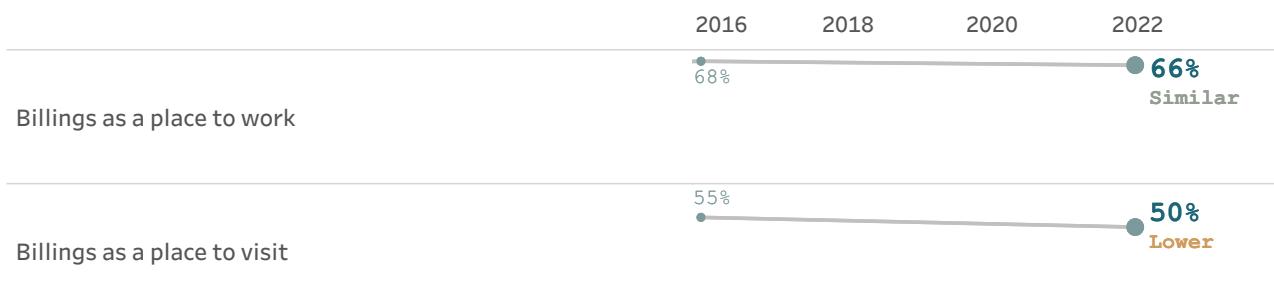
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



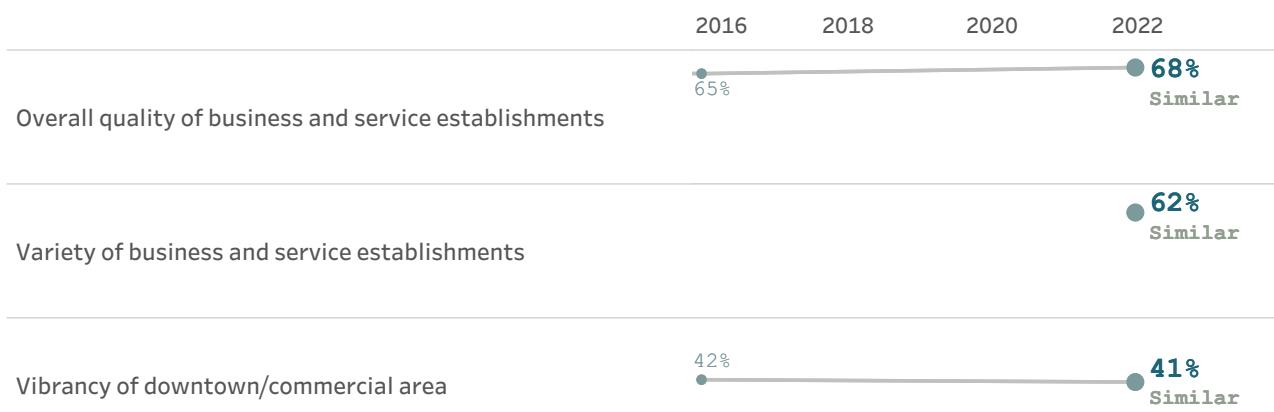
Please rate each of the following characteristics as they relate to Billings as a whole.  
(% excellent or good)



Please rate each of the following aspects of quality of life in Billings.  
(% excellent or good)



Please rate each of the following in the Billings community.  
(% excellent or good)

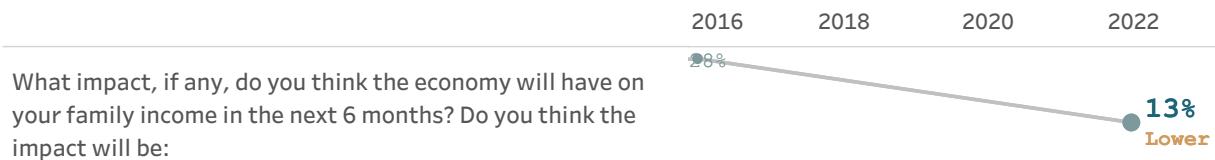




**Please rate the quality of each of the following services in Billings.  
(% excellent or good)**



**What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:  
(% very or somewhat positive)**

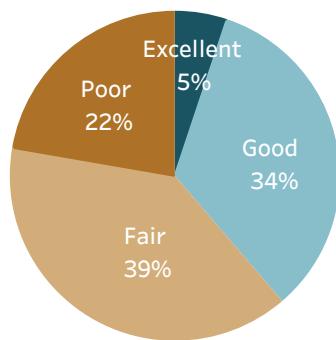


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

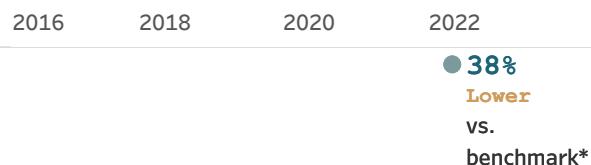
## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

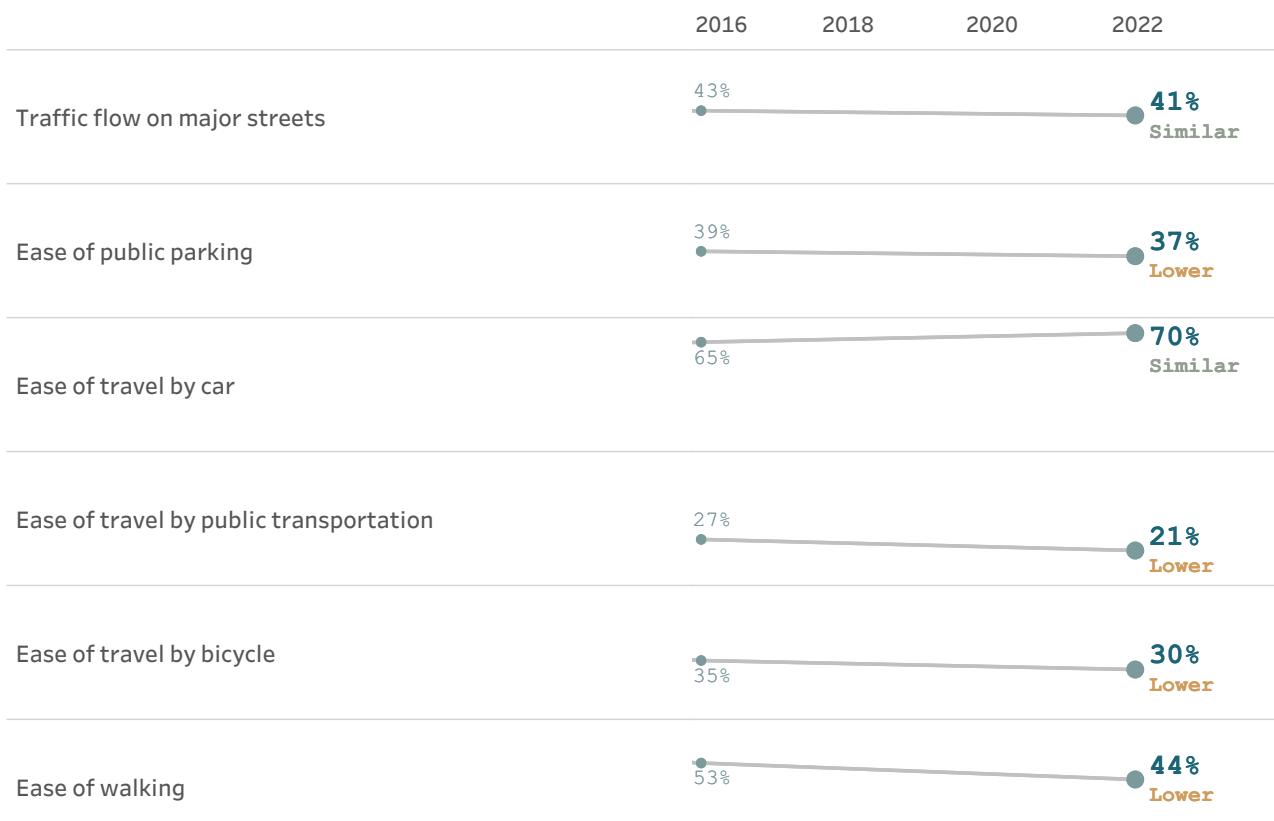
Overall quality of the transportation system in Billings, 2022



Please rate each of the following characteristics as they relate to Billings as a whole.  
(% excellent or good)

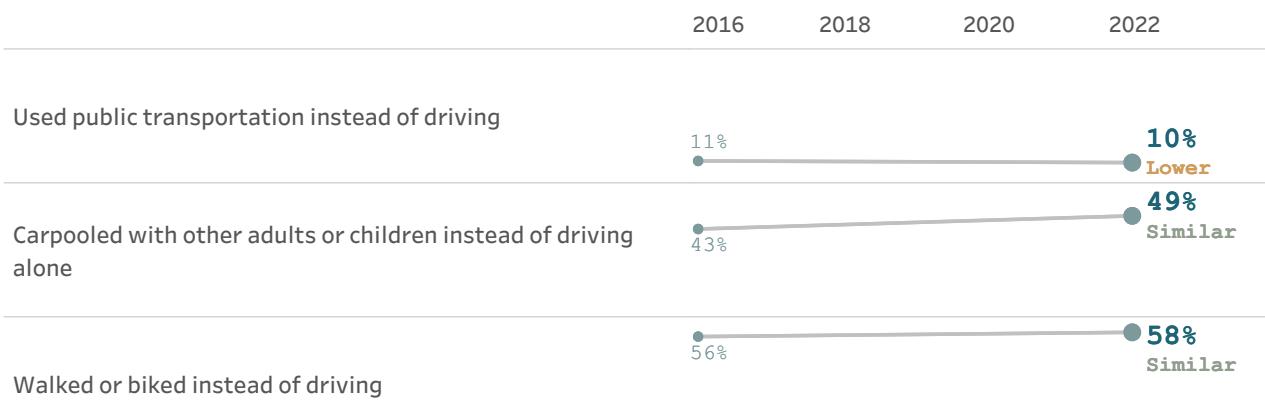


Please also rate each of the following in the Billings community.  
(% excellent or good)



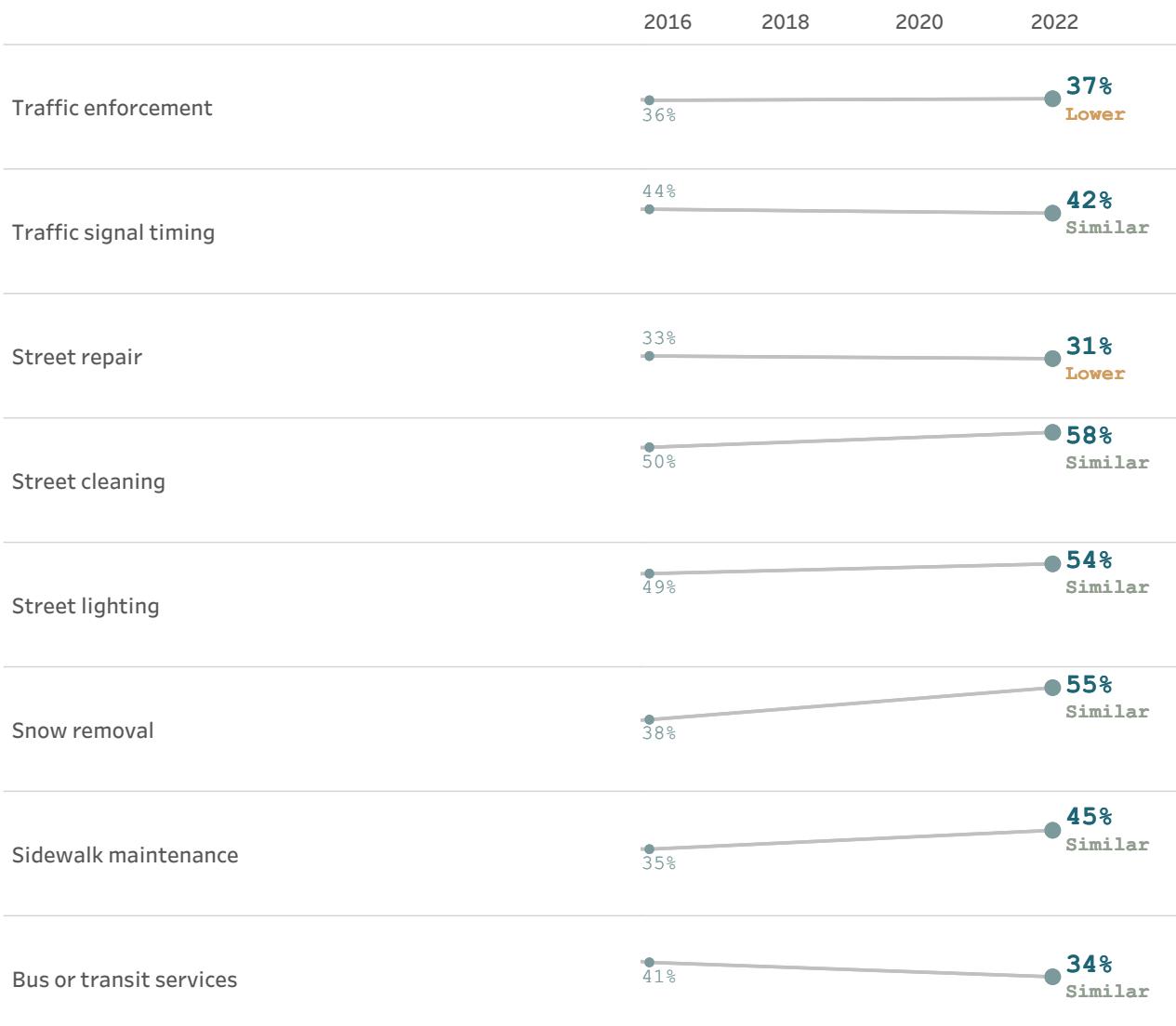
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)

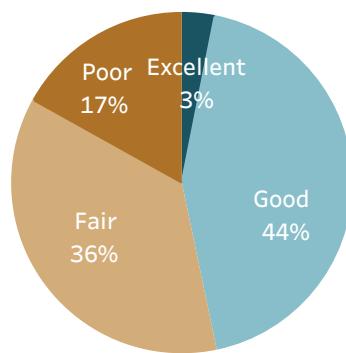


Please rate the quality of each of the following services in Billings.

(% excellent or good)



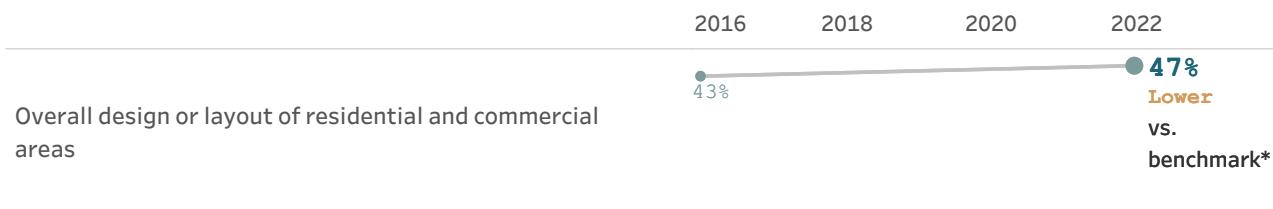
Overall design or layout of Billings's residential and commercial areas, 2022



## Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following characteristics as they relate to Billings as a whole.  
(% excellent or good)



Please rate each of the following aspects of quality of life in Billings.  
(% excellent or good)

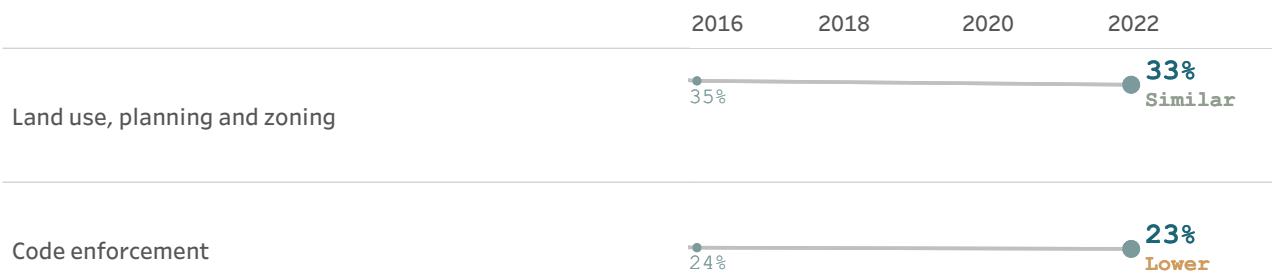


Please also rate each of the following in the Billings community.  
(% excellent or good)





**Please rate the quality of each of the following services in Billings.  
(% excellent or good)**

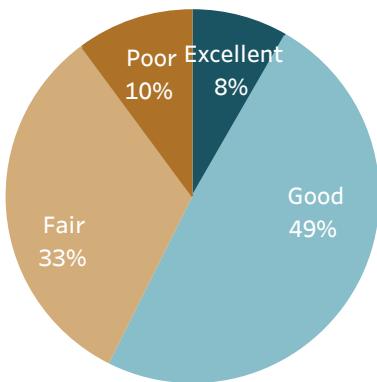


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

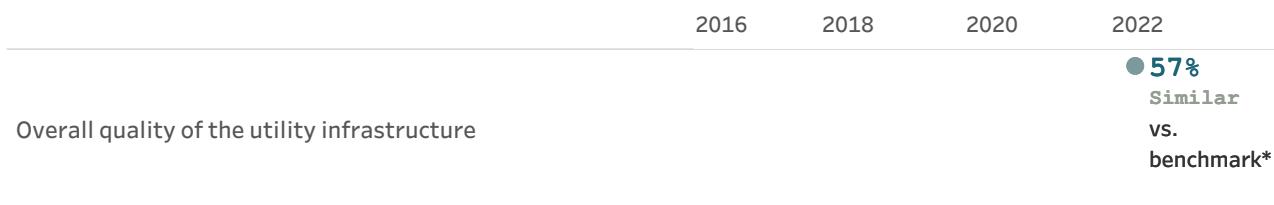
## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

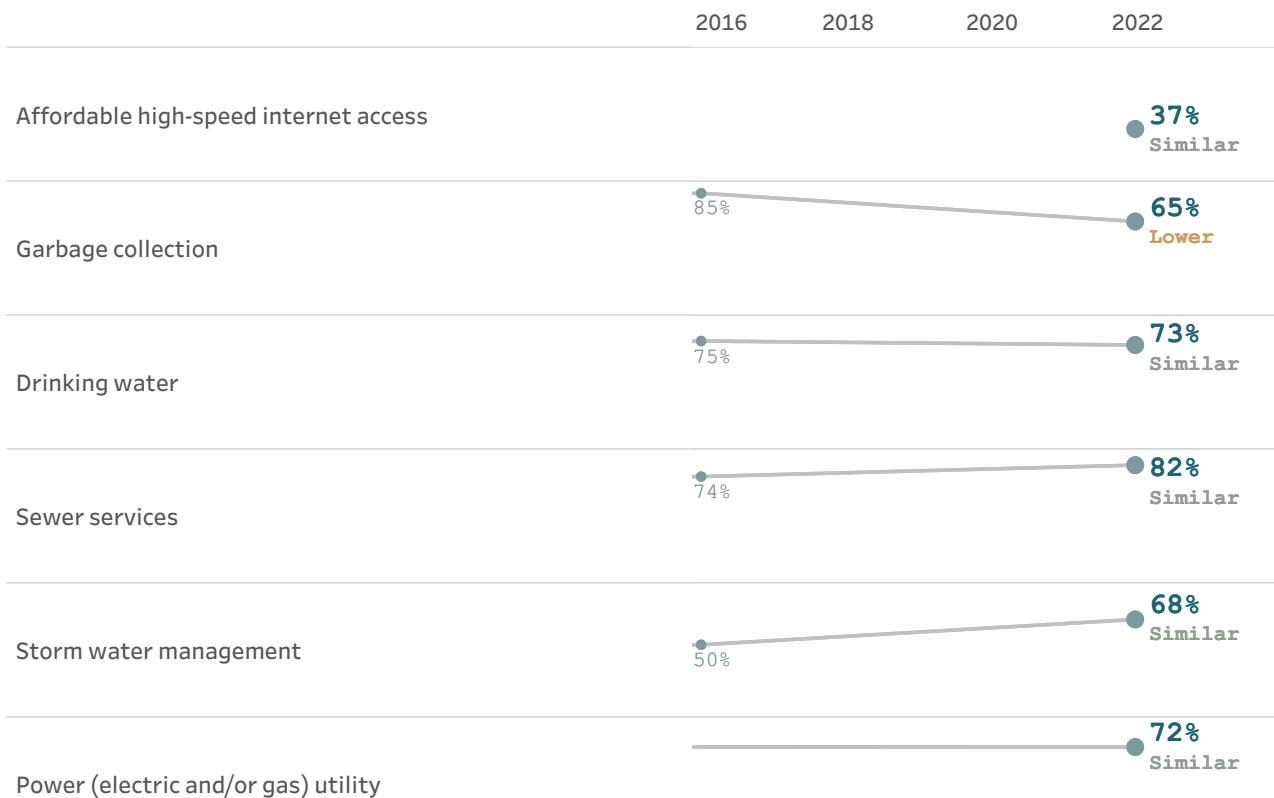
Overall quality of the utility infrastructure in Billings, 2022



Please rate each of the following characteristics as they relate to Billings as a whole.  
(% excellent or good)



Please rate the quality of each of the following services in Billings.  
(% excellent or good)



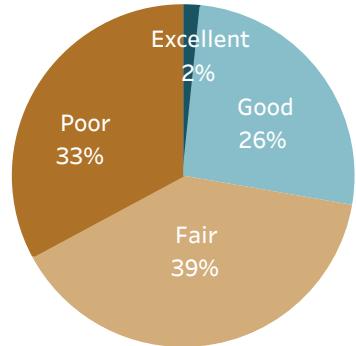


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Billings, 2022



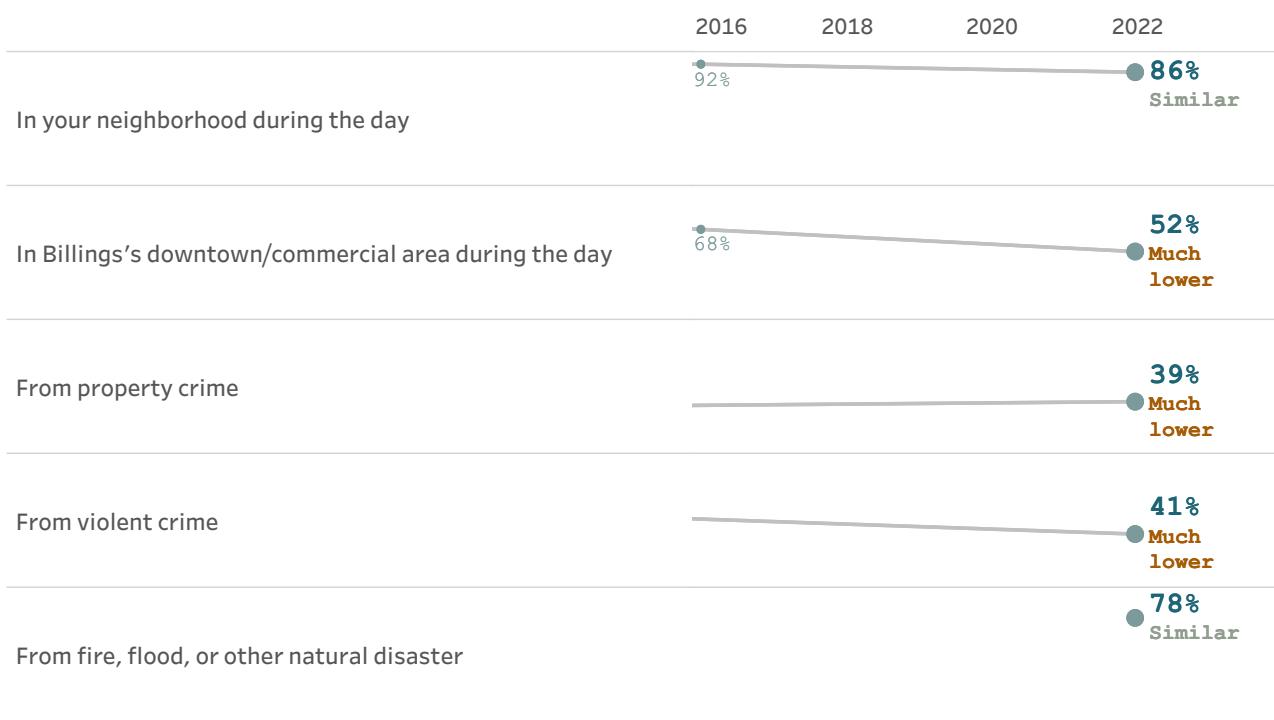
Please rate each of the following characteristics as they relate to Billings as a whole.

(% excellent or good)

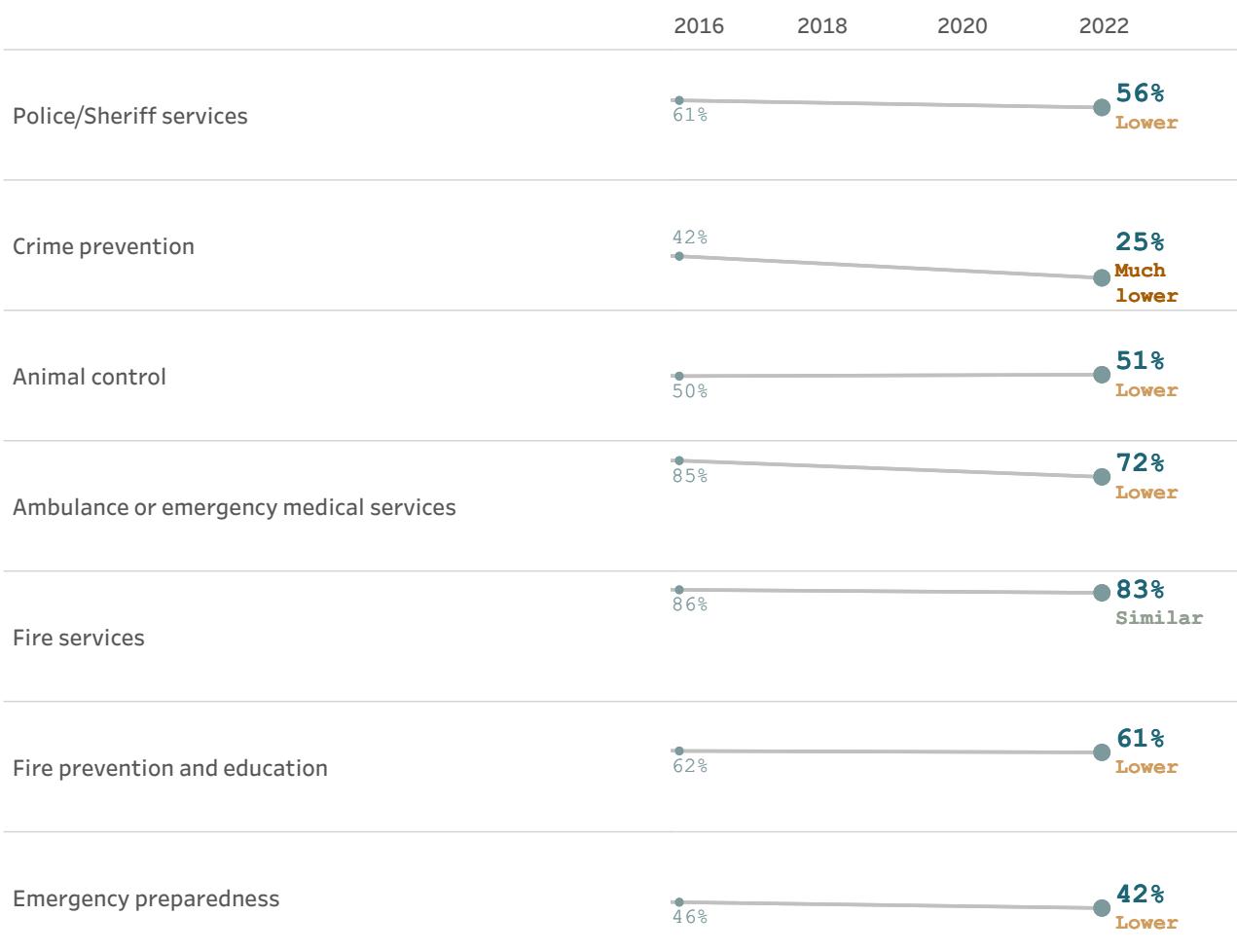


Please rate how safe or unsafe you feel:

(% very or somewhat safe)

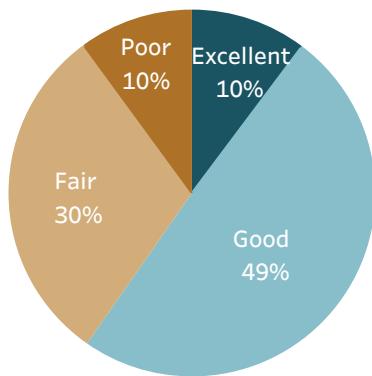


**Please rate the quality of each of the following services in Billings.  
(% excellent or good)**



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Overall quality of natural environment in Billings, 2022



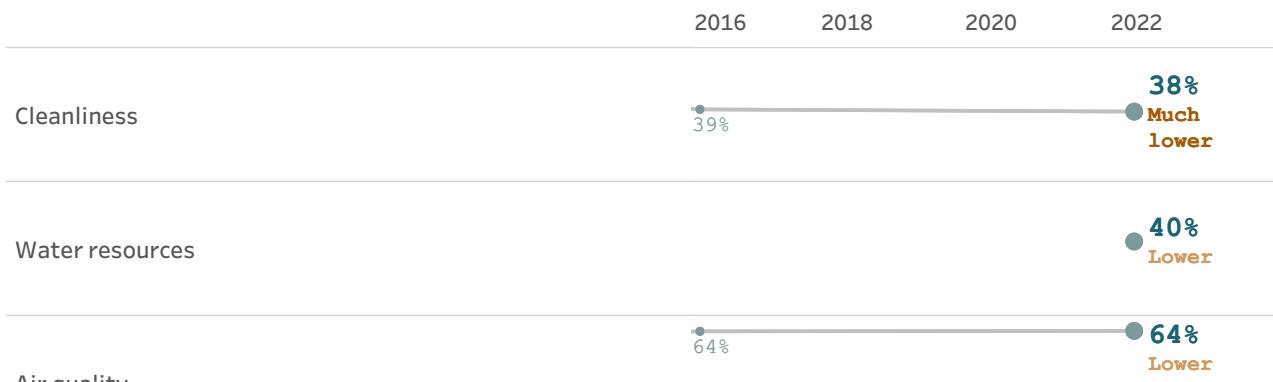
## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Please rate each of the following characteristics as they relate to Billings as a whole.  
(% excellent or good)



Please also rate each of the following in the Billings community.  
(% excellent or good)



Please rate the quality of each of the following services in Billings.  
(% excellent or good)



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Recycling

39%

16%  
Much  
lower

Yard waste pick-up

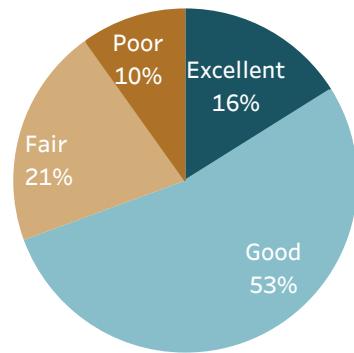
69%

56%  
Lower

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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Overall quality of parks and recreation opportunities, 2022



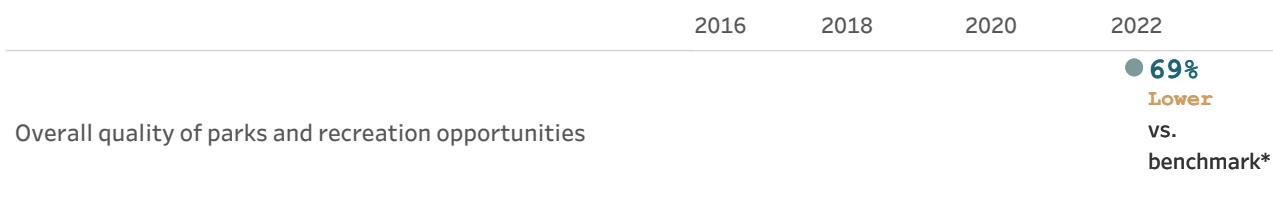
## Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association

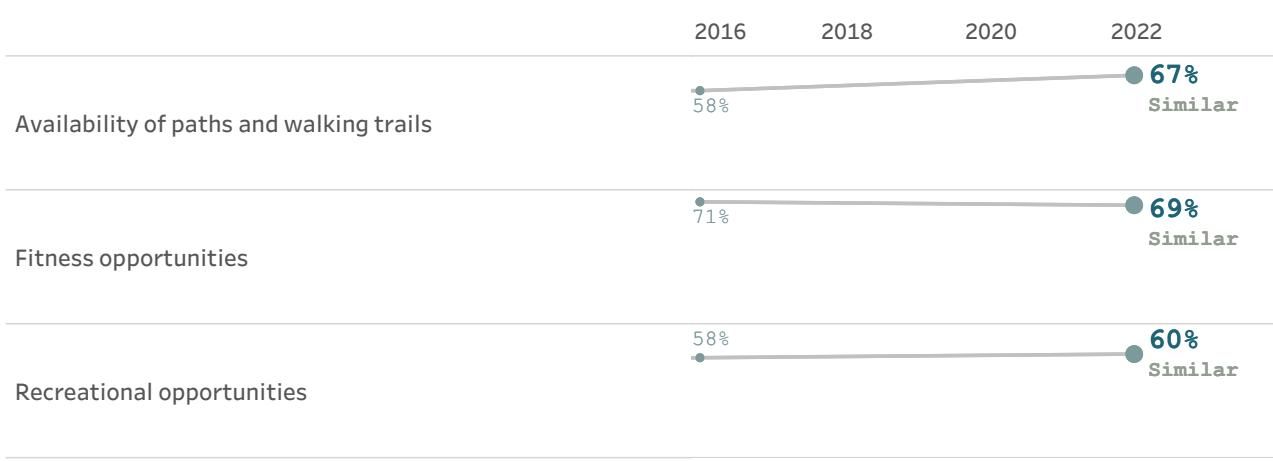
### Please rate each of the following characteristics as they relate to Billings as a whole.

(% excellent or good)



### Please also rate each of the following in the Billings community.

(% excellent or good)



### Please rate the quality of each of the following services in Billings.

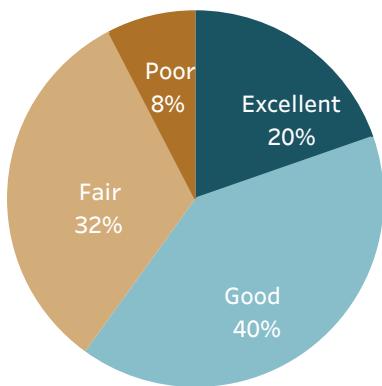
(% excellent or good)





\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Overall health and wellness opportunities in Billings, 2022



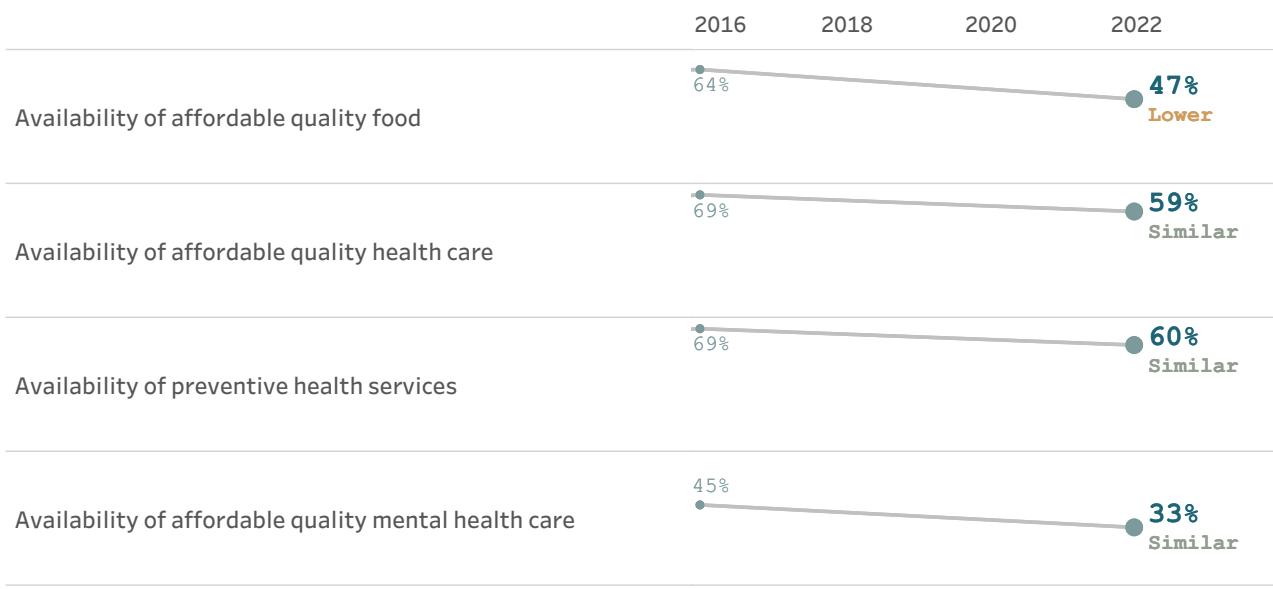
## Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

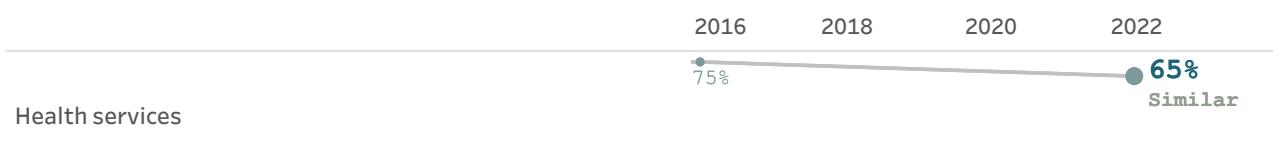
**Please rate each of the following characteristics as they relate to Billings as a whole.**  
(% excellent or good)



**Please also rate each of the following in the Billings community.**  
(% excellent or good)



**Please rate the quality of each of the following services in Billings.**  
(% excellent or good)



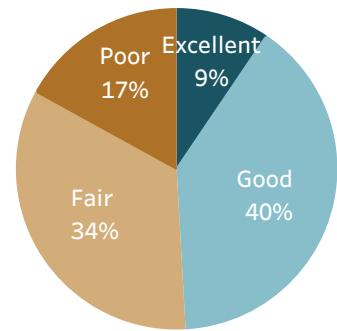
**Please rate your overall health.**  
(% excellent or very good)



Please rate your overall health.

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

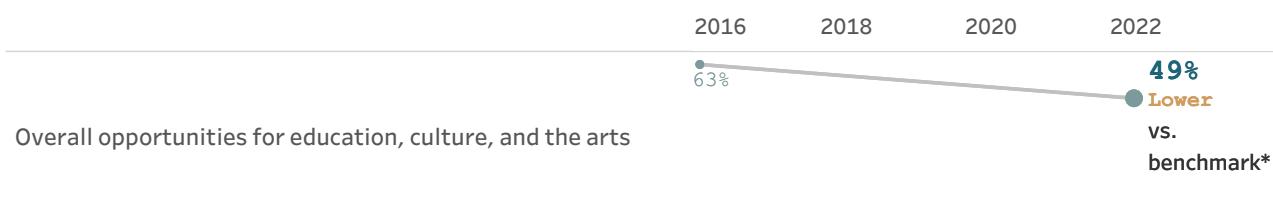
### Overall opportunities for education, culture and the arts, 2022



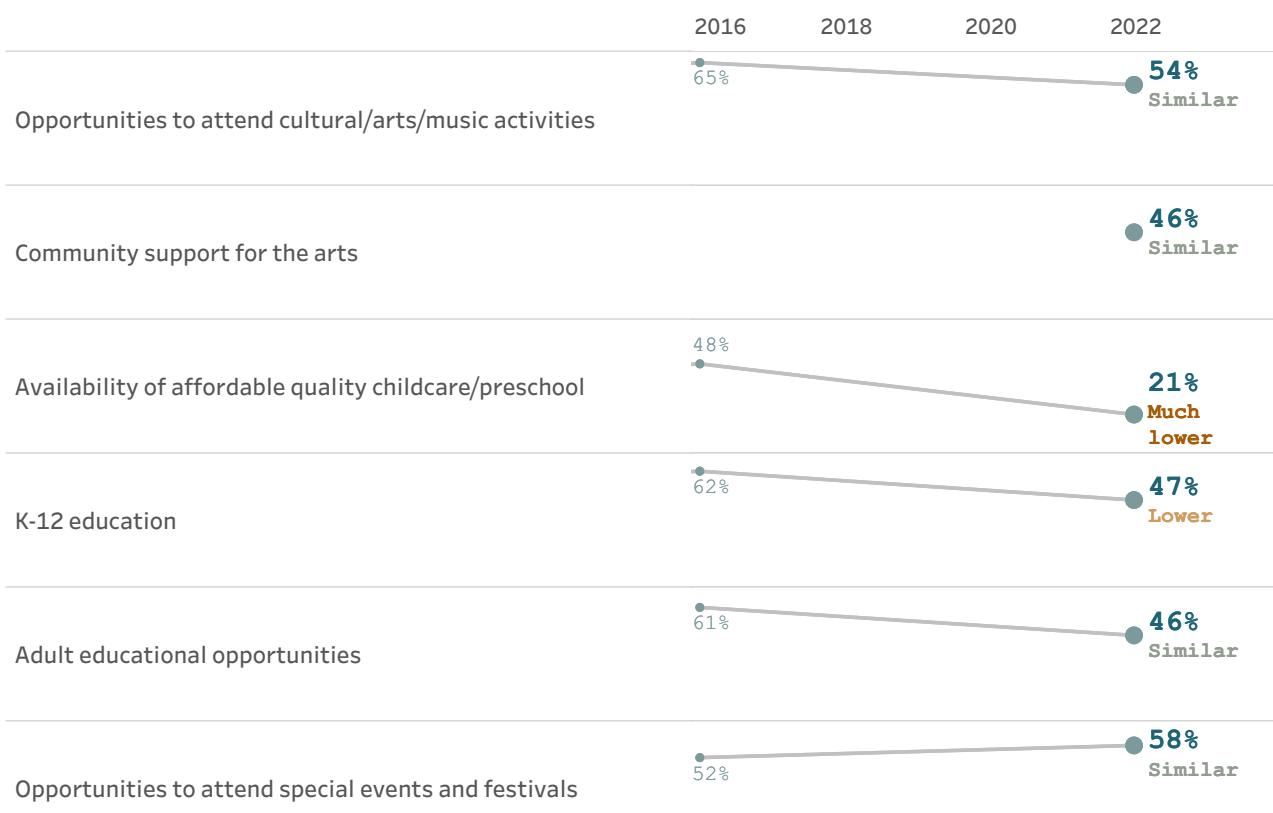
## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Please rate each of the following characteristics as they relate to Billings as a whole.  
(% excellent or good)



Please also rate each of the following in the Billings community.  
(% excellent or good)



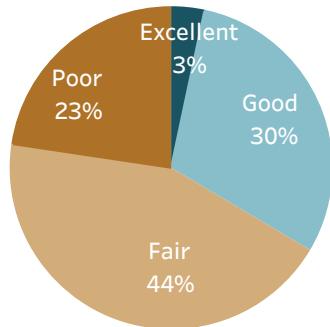
**Please rate the quality of each of the following services in Billings.**

(% excellent or good)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

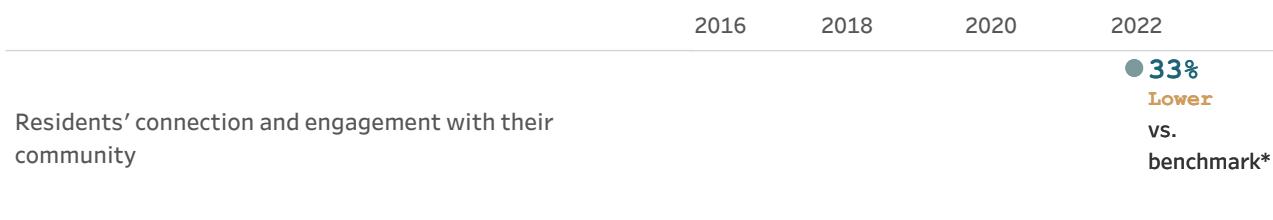
Residents' connection and engagement with their community, 2022



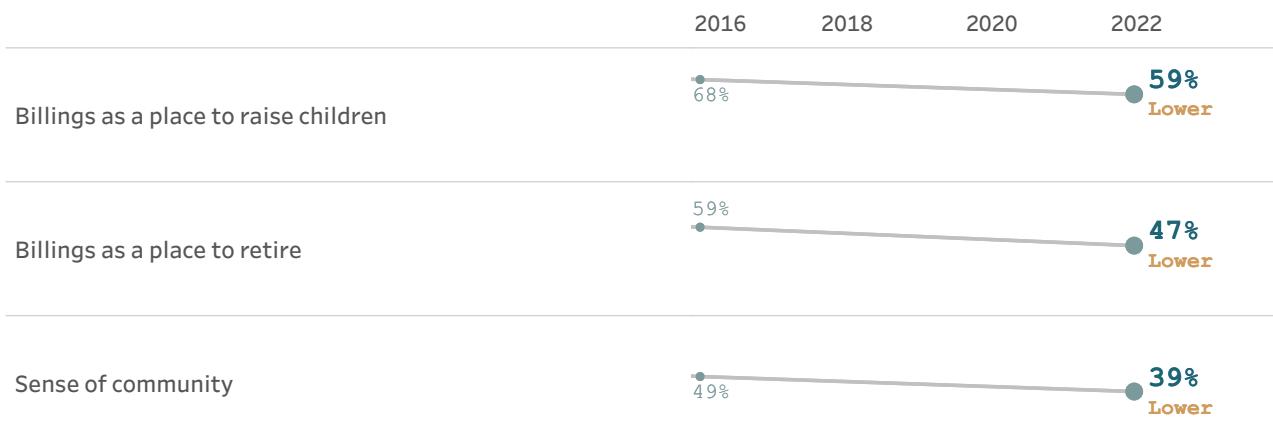
## Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

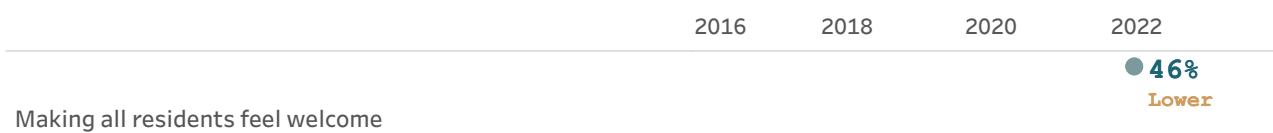
Please rate each of the following characteristics as they relate to Billings as a whole.  
(% excellent or good)

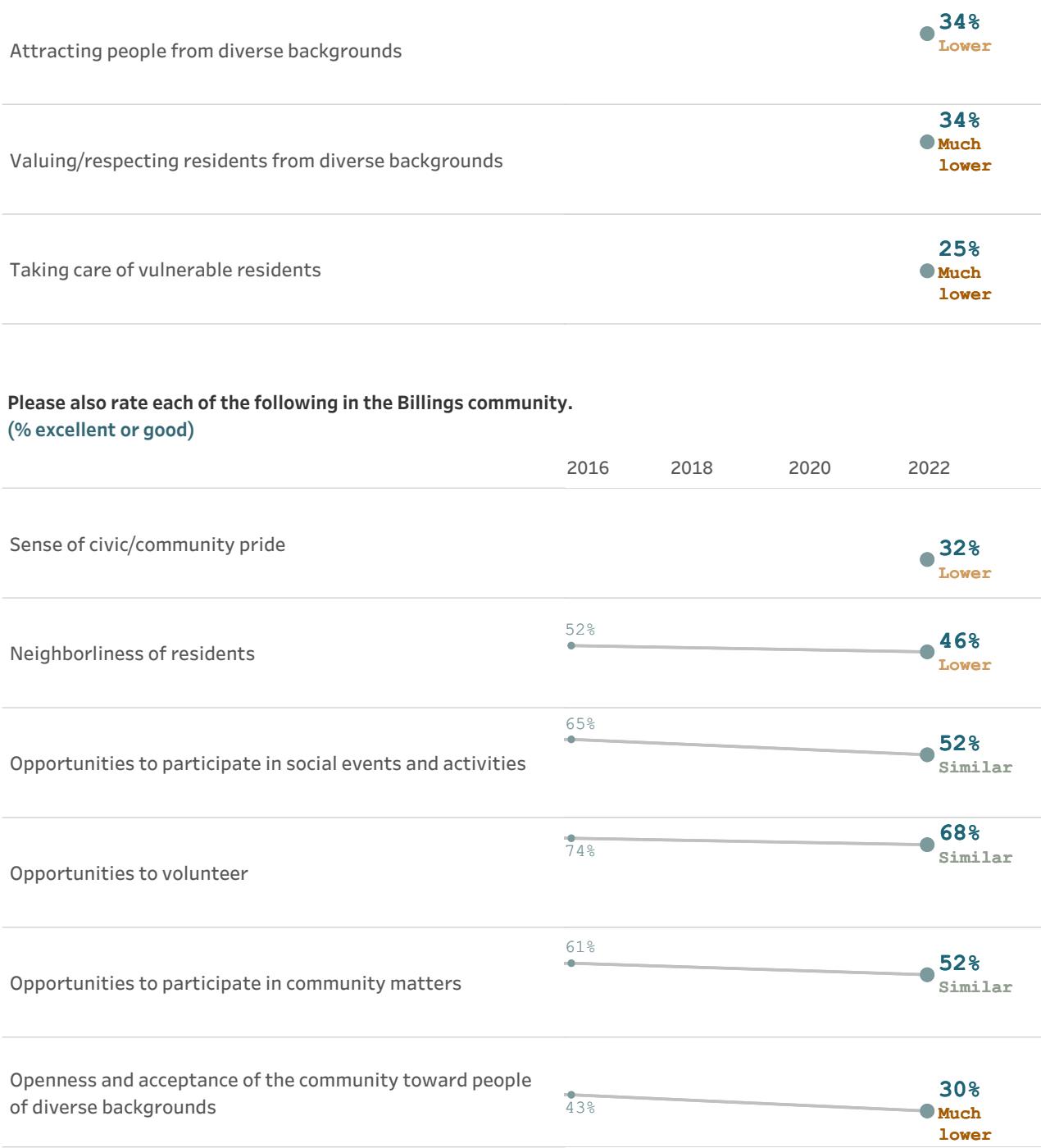


Please rate each of the following aspects of quality of life in Billings.  
(% excellent or good)



Please rate the job you feel the Billings community does at each of the following.  
(% excellent or good)



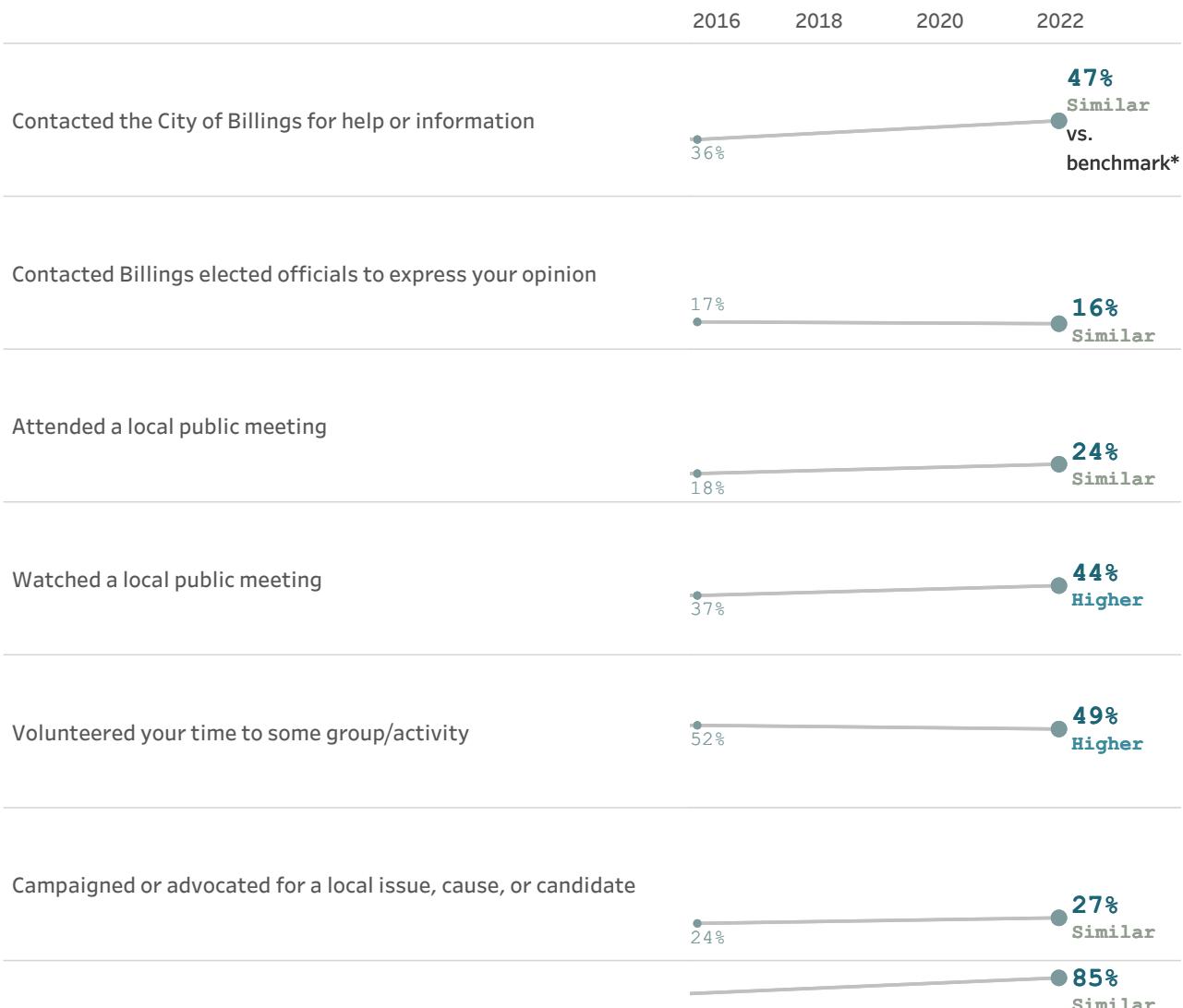


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

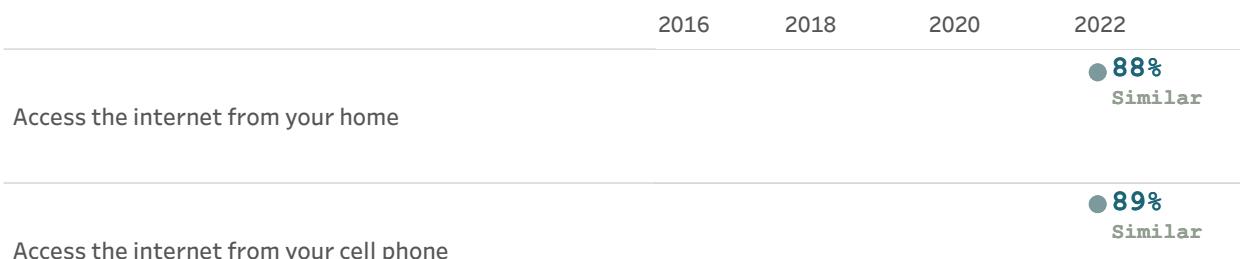
## Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



In general, how many times do you:  
(% a few times a week or more)



Visit social media sites

75%  
Similar

Use or check email

94%  
Similar

Share your opinions online

25%  
Similar

Shop online

40%  
Lower

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## National benchmark tables

This table contains the comparisons of Billings's results to those from other communities. The first column shows the comparison of Billings's rating to the benchmark. Billings's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Billings residents is statistically similar to or different than the benchmark. The second column is Billings's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Billings's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Billings's result -- that is what percent of surveyed communities had a lower rating than Billings.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Billings.</b>	Billings as a place to live	Lower	66%	368	399	8
	Your neighborhood as a place to live	Similar	74%	283	332	15
	Billings as a place to raise children	Lower	59%	353	401	12
	Billings as a place to work	Similar	66%	238	384	38
	Billings as a place to visit	Lower	50%	269	326	17
	Billings as a place to retire	Lower	47%	332	386	14
	The overall quality of life	Lower	62%	387	442	12
	Sense of community	Lower	39%	311	334	7
<b>Please rate each of the following characteristics as they relate to Billings as a whole.</b>	Overall economic health	Lower	47%	242	306	21
	Overall quality of the transportation system	Lower	38%	124	151	18
	Overall design or layout of residential and commercial areas	Lower	47%	264	300	12
	Overall quality of the utility infrastructure	Similar	57%	116	147	21
	Overall feeling of safety	Much lower	28%	380	382	0
	Overall quality of natural environment	Lower	59%	285	311	8
	Overall quality of parks and recreation opportunities	Lower	69%	131	153	15
	Overall health and wellness opportunities	Similar	60%	213	301	29
	Overall opportunities for education, culture, and the arts	Lower	49%	255	304	16
	Residents' connection and engagement with their community	Lower	33%	142	148	4
<b>Please indicate how likely or unlikely you are to do each of the following</b>	Recommend living in Billings to someone who asks	Lower	68%	287	317	9

<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Remain in Billings for the next five years	Similar	81%	221	310	29
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	86%	325	367	11
	In Billings's downtown/commercial area during the day	Much lower	52%	337	341	1
	From property crime	Much lower	39%	154	158	3
	From violent crime	Much lower	41%	154	158	1
	From fire, flood, or other natural disaster	Similar	78%	104	146	29
<b>Please rate the job you feel the Billings community does at each of the following.</b>	Making all residents feel welcome	Lower	46%	150	154	3
	Attracting people from diverse backgrounds	Lower	34%	144	151	5
	Valuing/respecting residents from diverse backgrounds	Much lower	34%	152	152	0
	Taking care of vulnerable residents	Much lower	25%	144	148	3
<b>Please rate each of the following in the Billings community.</b>	Overall quality of business and service establishments	Similar	68%	174	309	44
	Variety of business and service establishments	Similar	62%	81	148	45
	Vibrancy of downtown/commercial area	Similar	41%	208	290	28
	Employment opportunities	Higher	59%	66	338	80
	Shopping opportunities	Similar	53%	175	324	46
	Cost of living	Similar	30%	236	303	22
	Overall image or reputation	Much lower	38%	353	379	7
<b>Please also rate each of the following in the Billings community.</b>	Traffic flow on major streets	Similar	41%	246	355	30
	Ease of public parking	Lower	37%	240	280	14
	Ease of travel by car	Similar	70%	196	334	41
	Ease of travel by public transportation	Lower	21%	219	285	23
	Ease of travel by bicycle	Lower	30%	286	336	15
	Ease of walking	Lower	44%	290	336	13
	Well-planned residential growth	Lower	32%	124	150	18
	Well-planned commercial growth	Similar	37%	109	150	28
	Well-designed neighborhoods	Lower	39%	135	148	9

<b>Please also rate each of the following in the Billings community.</b>	Preservation of the historical or cultural character of the community	Similar	56%	114	146	22
	Public places where people want to spend time	Lower	42%	267	296	10
	Variety of housing options	Lower	22%	291	312	7
	Availability of affordable quality housing	Much lower	10%	315	337	6
	Overall quality of new development	Similar	44%	244	330	26
	Overall appearance	Much lower	38%	354	368	4
	Cleanliness	Much lower	38%	315	338	7
	Water resources	Lower	40%	109	135	20
	Air quality	Lower	64%	243	291	16
	Availability of paths and walking trails	Similar	67%	210	340	38
	Fitness opportunities	Similar	69%	196	292	33
	Recreational opportunities	Similar	60%	212	323	34
	Availability of affordable quality food	Lower	47%	259	287	10
	Availability of affordable quality health care	Similar	59%	180	300	40
	Availability of preventive health services	Similar	60%	176	283	38
	Availability of affordable quality mental health care	Similar	33%	213	283	25
	Opportunities to attend cultural/arts/music activities	Similar	54%	189	320	41
	Community support for the arts	Similar	46%	89	147	40
	Availability of affordable quality childcare/preschool	Much lower	21%	285	298	4
	K-12 education	Lower	47%	259	303	14
	Adult educational opportunities	Similar	46%	212	289	26
	Sense of civic/community pride	Lower	32%	144	147	2
	Neighborliness of residents	Lower	46%	271	296	8
	Opportunities to participate in social events and activities	Similar	52%	229	303	24
	Opportunities to attend special events and festivals	Similar	58%	242	310	22
	Opportunities to volunteer	Similar	68%	152	300	49

<b>Please also rate each of the following in the Billings community.</b>	Opportunities to participate in community matters	Similar	52%	253	304	17
	Openness and acceptance of the community toward people of diverse backgrounds	Much lower	30%	327	328	0
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Billings for help or information	Similar	47%	162	357	54
	Contacted Billings elected officials to express your opinion	Similar	16%	155	298	48
	Attended a local public meeting	Similar	24%	72	297	76
	Watched a local public meeting	Higher	44%	12	276	96
	Volunteered your time to some group/activity	Higher	49%	40	302	87
	Campaigned or advocated for a local issue, cause, or candidate	Similar	27%	60	286	79
	Voted in your most recent local election	Similar	85%	30	149	80
	Used public transportation instead of driving	Lower	10%	178	268	33
	Carpooled with other adults or children instead of driving alone	Similar	49%	51	291	82
	Walked or biked instead of driving	Similar	58%	146	295	50
<b>Please rate the quality of each of the following services in Billings.</b>	Public information services	Lower	47%	302	322	6
	Economic development	Similar	49%	199	313	36
	Traffic enforcement	Lower	37%	374	382	2
	Traffic signal timing	Similar	42%	261	302	13
	Street repair	Lower	31%	298	382	22
	Street cleaning	Similar	58%	238	323	26
	Street lighting	Similar	54%	284	363	21
	Snow removal	Similar	55%	223	282	20
	Sidewalk maintenance	Similar	45%	258	328	21
	Bus or transit services	Similar	34%	204	280	27
	Land use, planning and zoning	Similar	33%	261	326	20
	Code enforcement	Lower	23%	357	382	6
	Affordable high-speed internet access	Similar	37%	124	143	13
	Garbage collection	Lower	65%	340	358	5

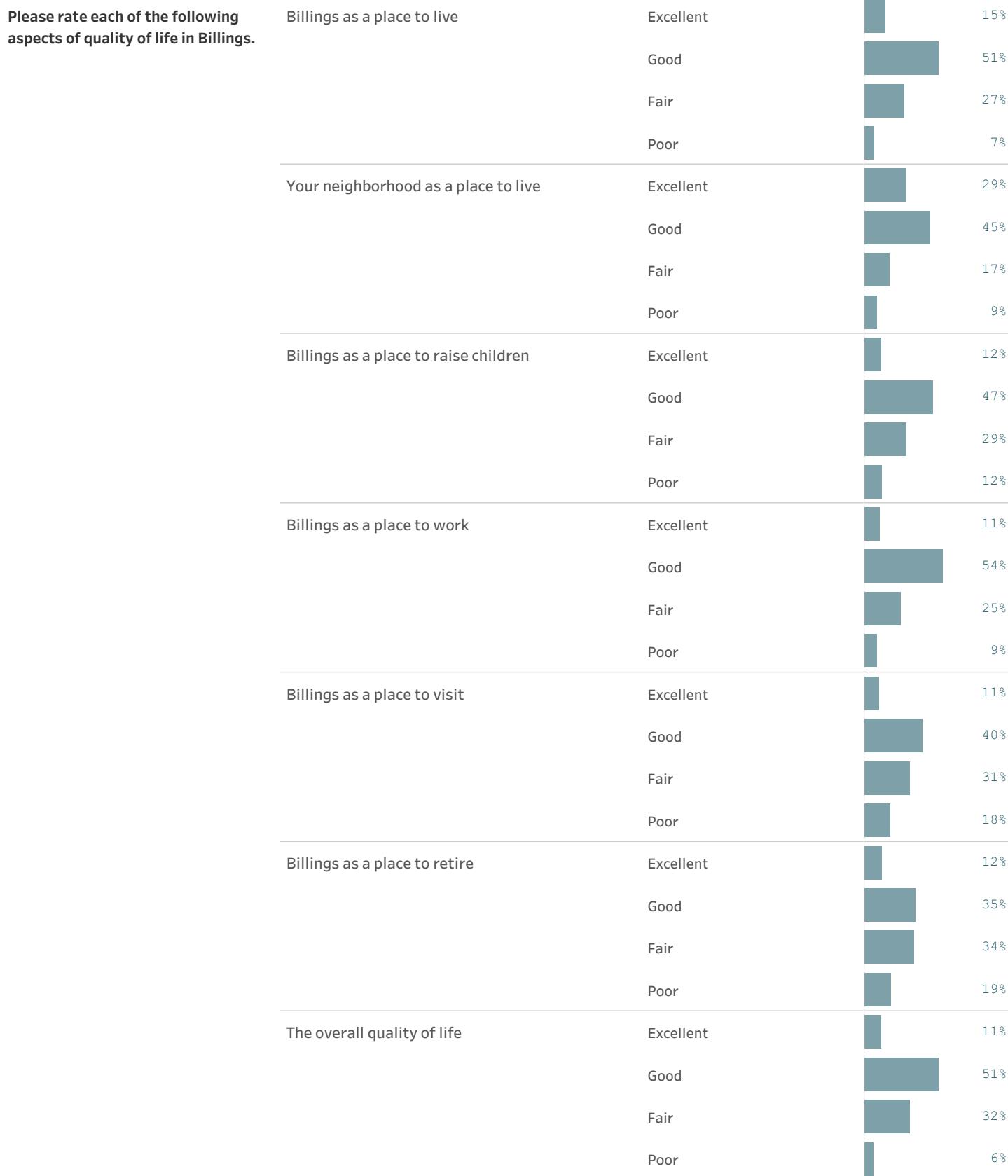
**Please rate the quality of each of the following services in Billings.**

Drinking water	Similar	73%	181	325	44
Sewer services	Similar	82%	202	327	38
Storm water management	Similar	68%	213	350	39
Power (electric and/or gas) utility	Similar	72%	207	246	16
Utility billing	Similar	62%	229	278	17
Police/Sheriff services	Lower	56%	405	433	6
Crime prevention	Much lower	25%	375	381	1
Animal control	Lower	51%	304	345	12
Ambulance or emergency medical services	Lower	72%	325	345	6
Fire services	Similar	83%	332	378	12
Fire prevention and education	Lower	61%	290	316	8
Emergency preparedness	Lower	42%	295	314	6
Preservation of natural areas	Lower	43%	270	295	8
Billings open space	Similar	48%	242	284	15
Recycling	Much lower	16%	360	362	0
Yard waste pick-up	Lower	56%	260	304	14
City parks	Similar	68%	287	340	15
Recreation programs or classes	Lower	53%	288	334	14
Recreation centers or facilities	Lower	42%	292	307	5
Health services	Similar	65%	157	274	43
Public library services	Similar	74%	303	350	13
Overall customer service by Billings employees	Lower	58%	358	397	9
<b>Please rate the following categories of Billings government performance.</b>					
The value of services for the taxes paid to Billings	Lower	33%	373	405	7
The overall direction that Billings is taking	Lower	39%	321	353	9
The job Billings government does at welcoming resident involvement	Lower	27%	331	347	4
Overall confidence in Billings government	Lower	28%	290	308	6

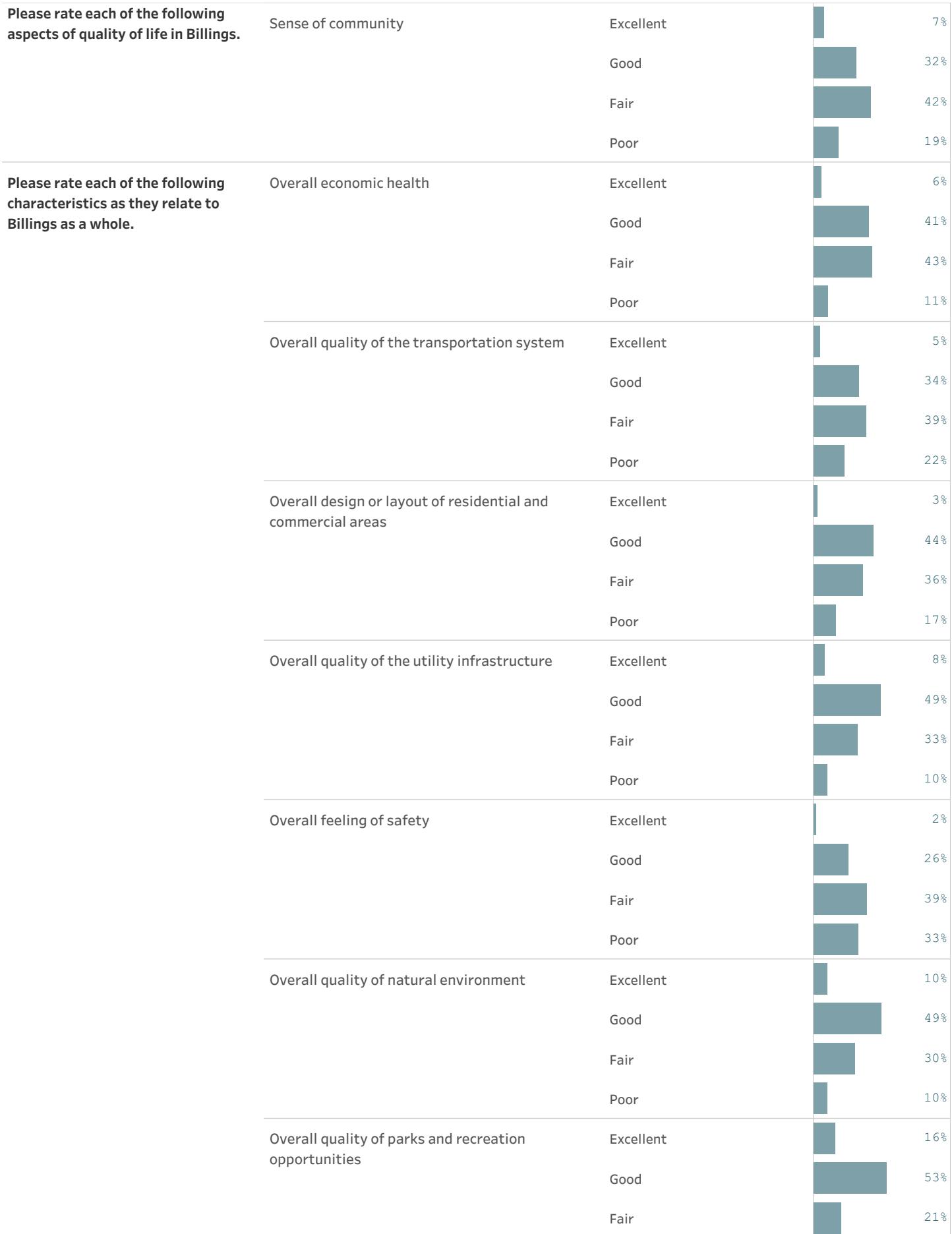
<b>Please rate the following categories of Billings government performance.</b>	Generally acting in the best interest of the community	Lower	34%	288	311	7		
	Being honest	Lower	32%	285	301	5		
	Being open and transparent to the public	Lower	26%	146	153	5		
	Informing residents about issues facing the community	Lower	29%	151	159	5		
	Treating all residents fairly	Lower	31%	295	308	4		
	Treating residents with respect	Lower	42%	145	150	4		
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Billings	Lower	53%	366	402	9		
	The Federal Government	Similar	28%	284	288	1		
<b>Please rate how important, if at all, you think it is for the Billings community to focus on each of the following in the coming two years.</b>	Overall economic health	Similar	89%	208	284	26		
	Overall quality of the transportation system	Similar	65%	125	146	15		
	Overall design or layout of residential and commercial areas	Similar	68%	241	284	15		
	Overall quality of the utility infrastructure	Similar	86%	118	145	19		
	Overall feeling of safety	Similar	93%	38	284	86		
	Overall quality of natural environment	Similar	78%	246	284	13		
	Overall quality of parks and recreation opportunities	Similar	72%	136	146	7		
	Overall health and wellness opportunities	Similar	78%	112	284	60		
	Overall opportunities for education, culture, and the arts	Similar	69%	233	284	18		
	Residents' connection and engagement with their community	Similar	65%	246	284	13		
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	88%	137	146	6		
	Access the internet from your cell phone	Similar	89%	124	146	15		
	Visit social media sites	Similar	75%	122	145	16		
	Use or check email	Similar	94%	131	146	10		
	Share your opinions online	Similar	25%	127	146	13		
	Shop online	Lower	40%	142	146	3		
	Please rate your overall health.	Similar	67%	112	290	61		
<b>What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:</b>				Lower	13%	286	292	2

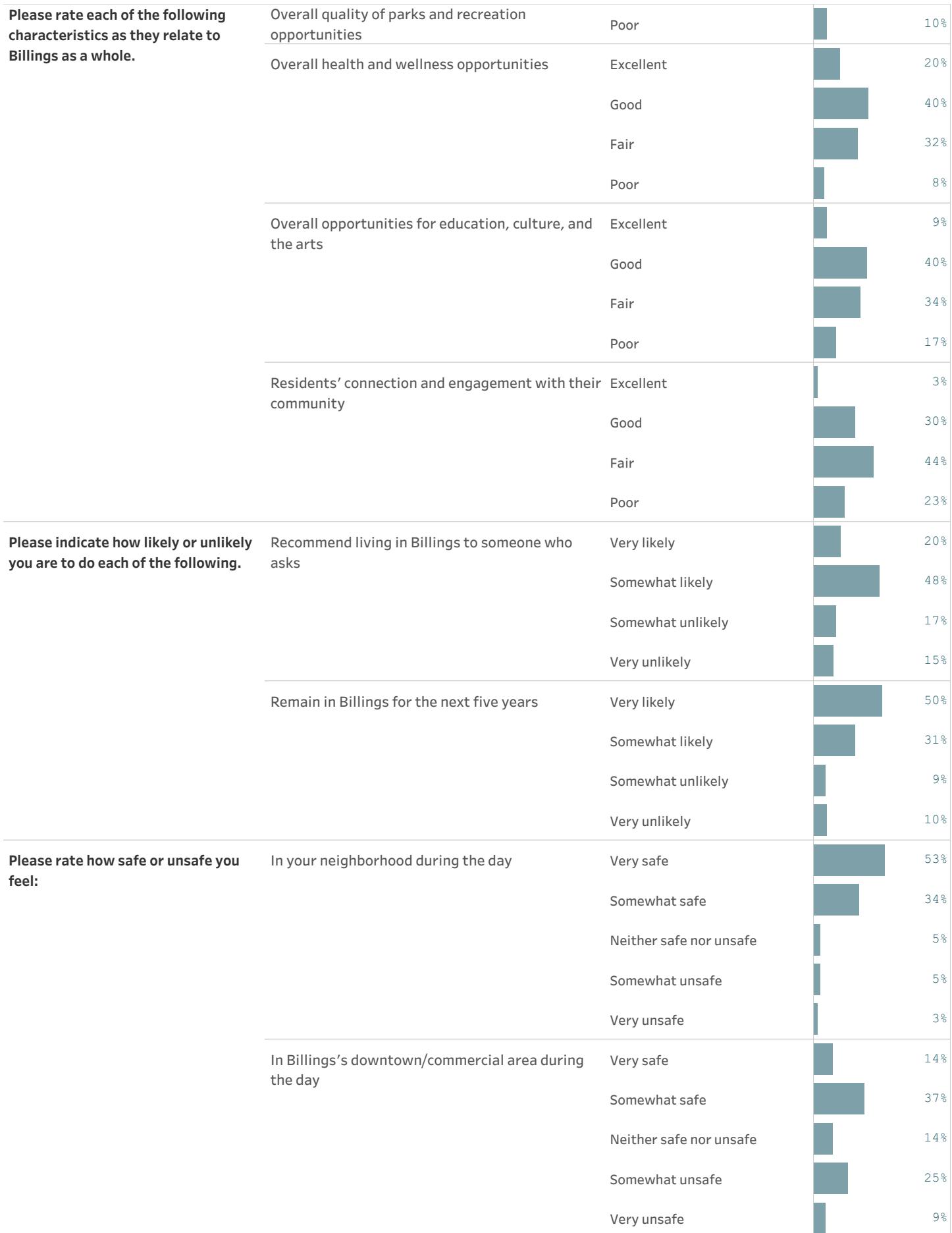
## Complete set of frequencies

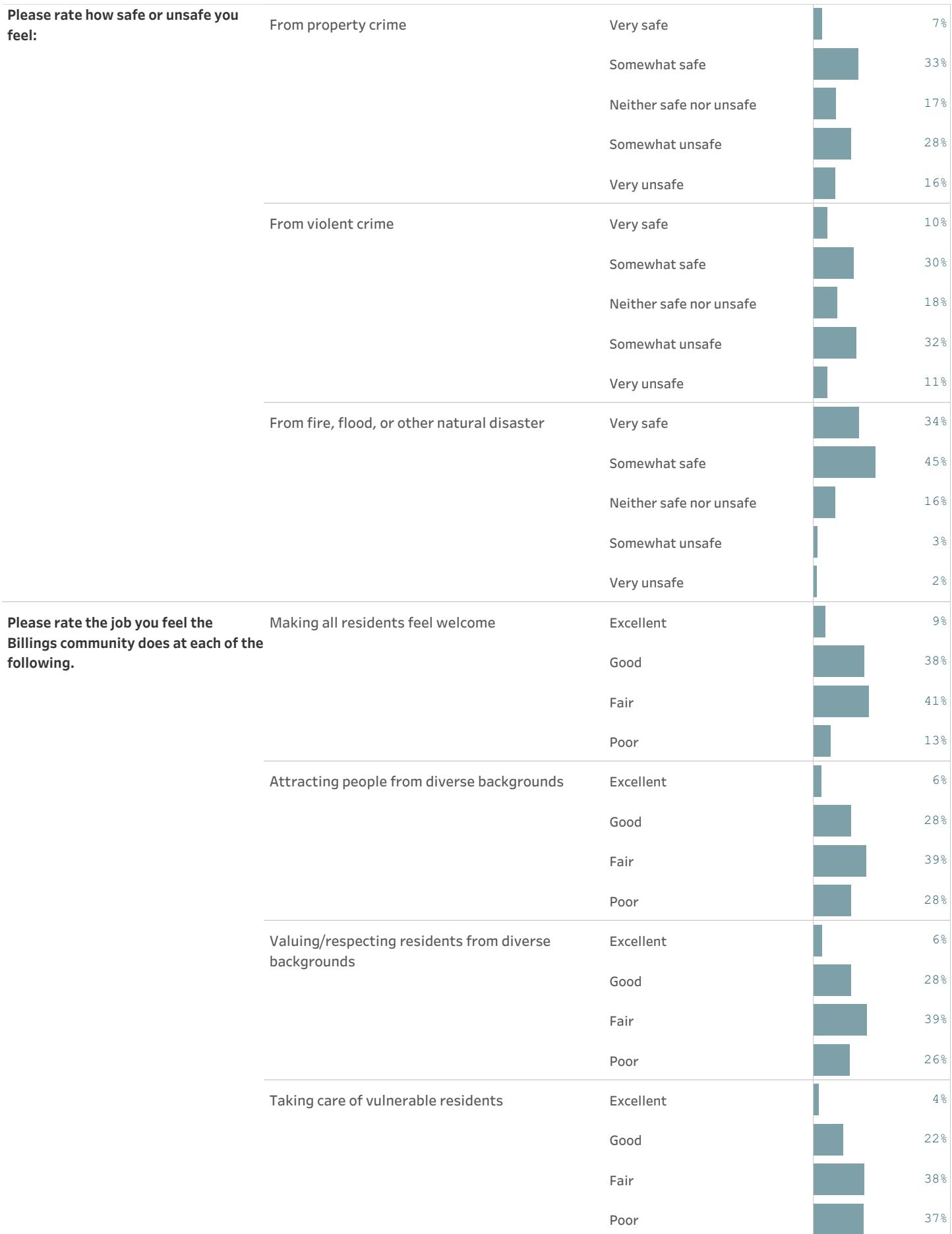
This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

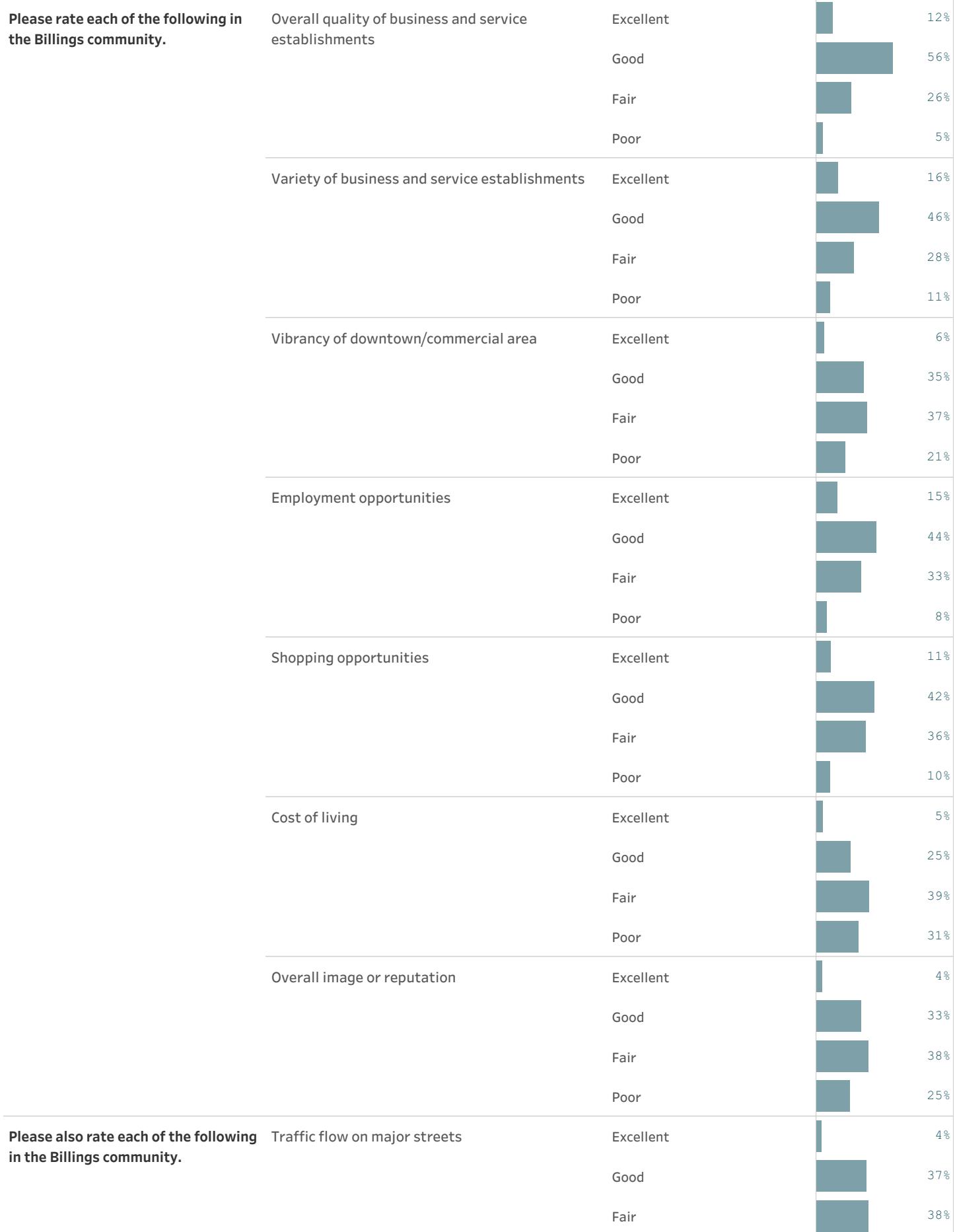


**Please rate each of the following aspects of quality of life in Billings.**

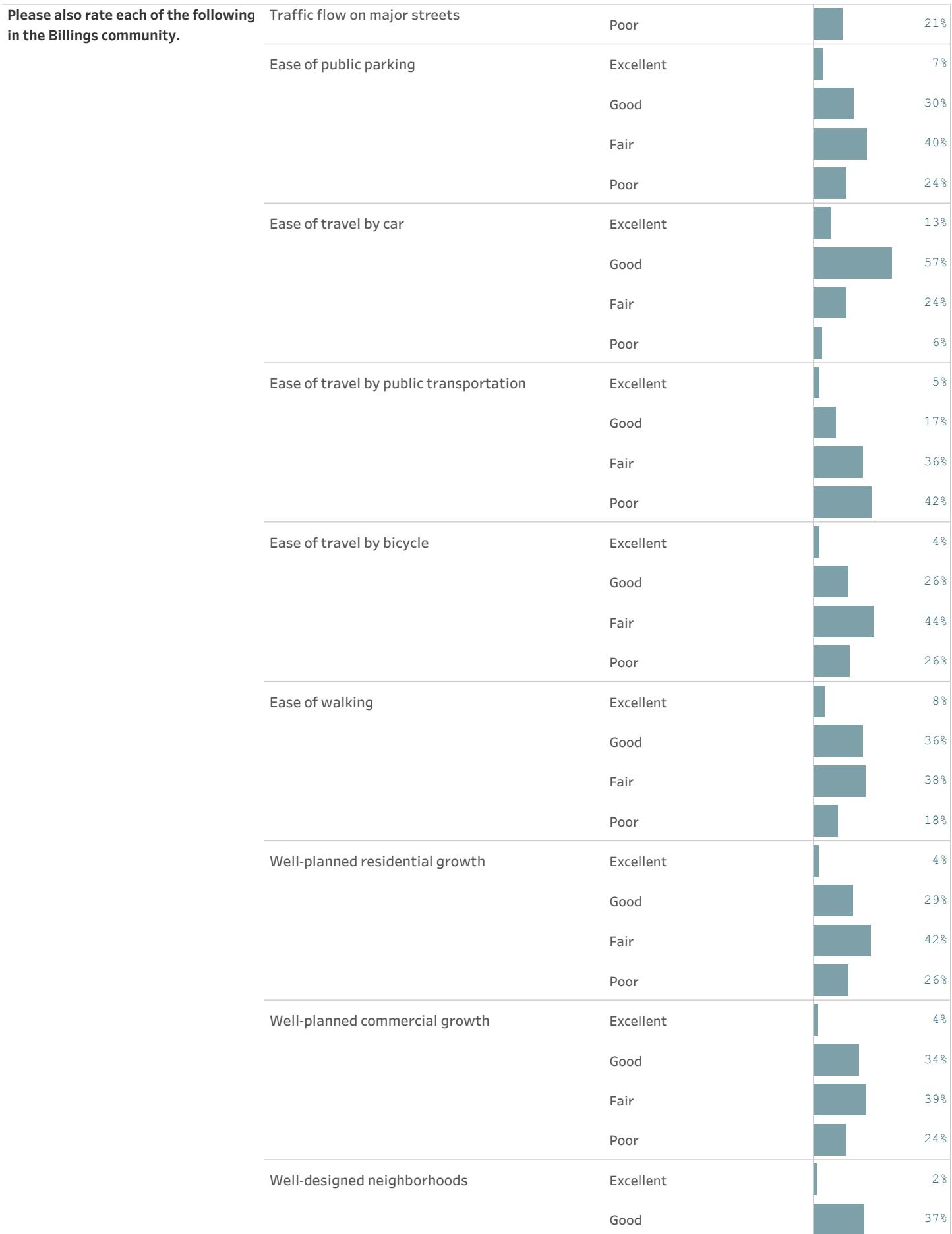








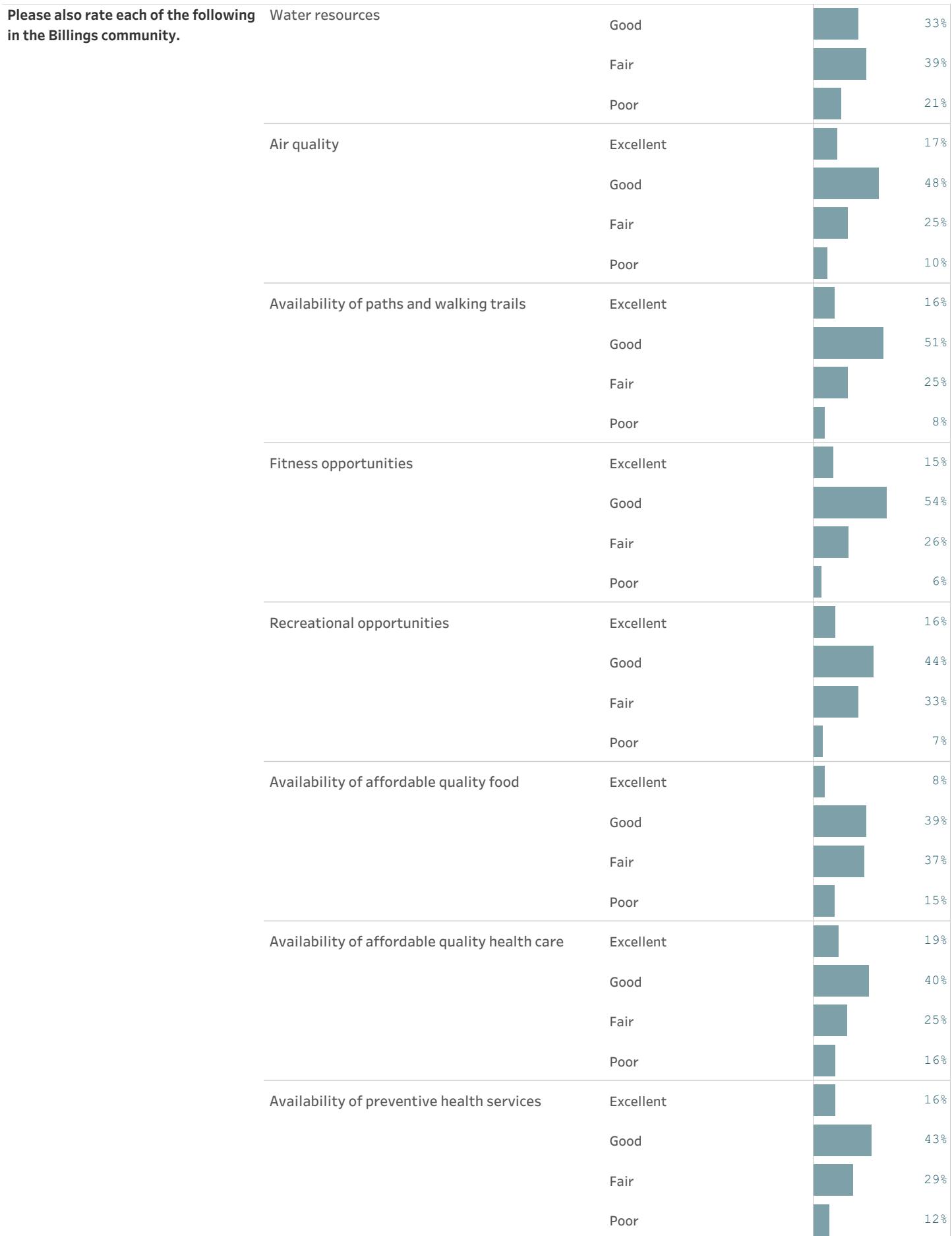
**Please also rate each of the following in the Billings community.**



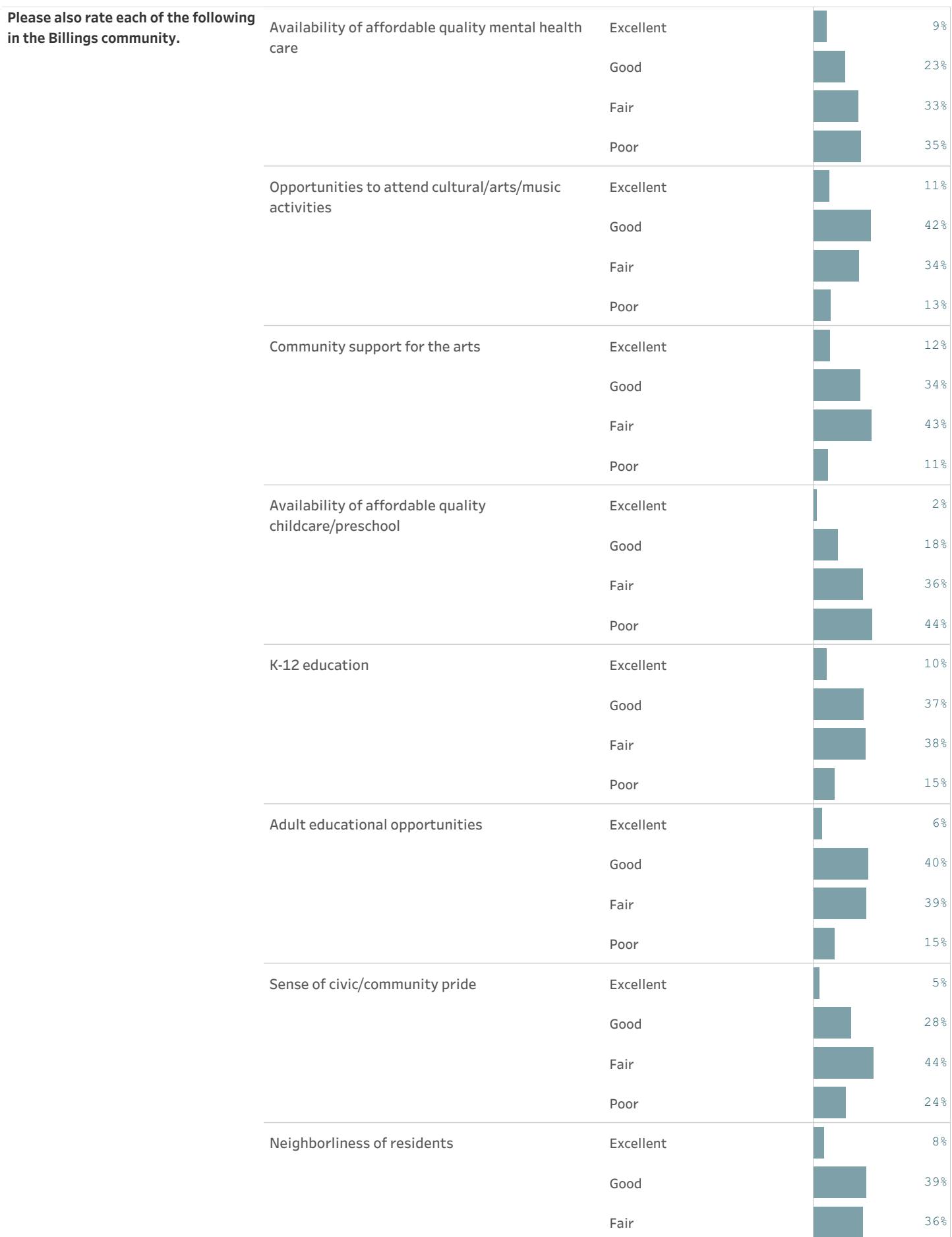
**Please also rate each of the following Well-designed neighborhoods in the Billings community.**

Well-designed neighborhoods in the Billings community.	Excellent	Good	Fair	Poor	42%
					19%
Preservation of the historical or cultural character of the community	Excellent	Good	Fair	Poor	6%
					50%
Public places where people want to spend time	Excellent	Good	Fair	Poor	33%
					11%
Variety of housing options	Excellent	Good	Fair	Poor	4%
					37%
Availability of affordable quality housing	Excellent	Good	Fair	Poor	39%
					20%
Overall quality of new development	Excellent	Good	Fair	Poor	2%
					19%
Overall appearance	Excellent	Good	Fair	Poor	39%
					39%
Cleanliness	Excellent	Good	Fair	Poor	1%
					9%
Water resources	Excellent	Good	Fair	Poor	25%
					64%
Overall quality of new development	Excellent	Good	Fair	Poor	5%
					40%
Overall appearance	Excellent	Good	Fair	Poor	43%
					13%
Cleanliness	Excellent	Good	Fair	Poor	3%
					35%
Water resources	Excellent	Good	Fair	Poor	45%
					17%
Overall quality of new development	Excellent	Good	Fair	Poor	4%
					34%
Overall appearance	Excellent	Good	Fair	Poor	45%
					17%
Cleanliness	Excellent	Good	Fair	Poor	7%
					17%

**Please also rate each of the following Water resources in the Billings community.**



**Please also rate each of the following in the Billings community.**

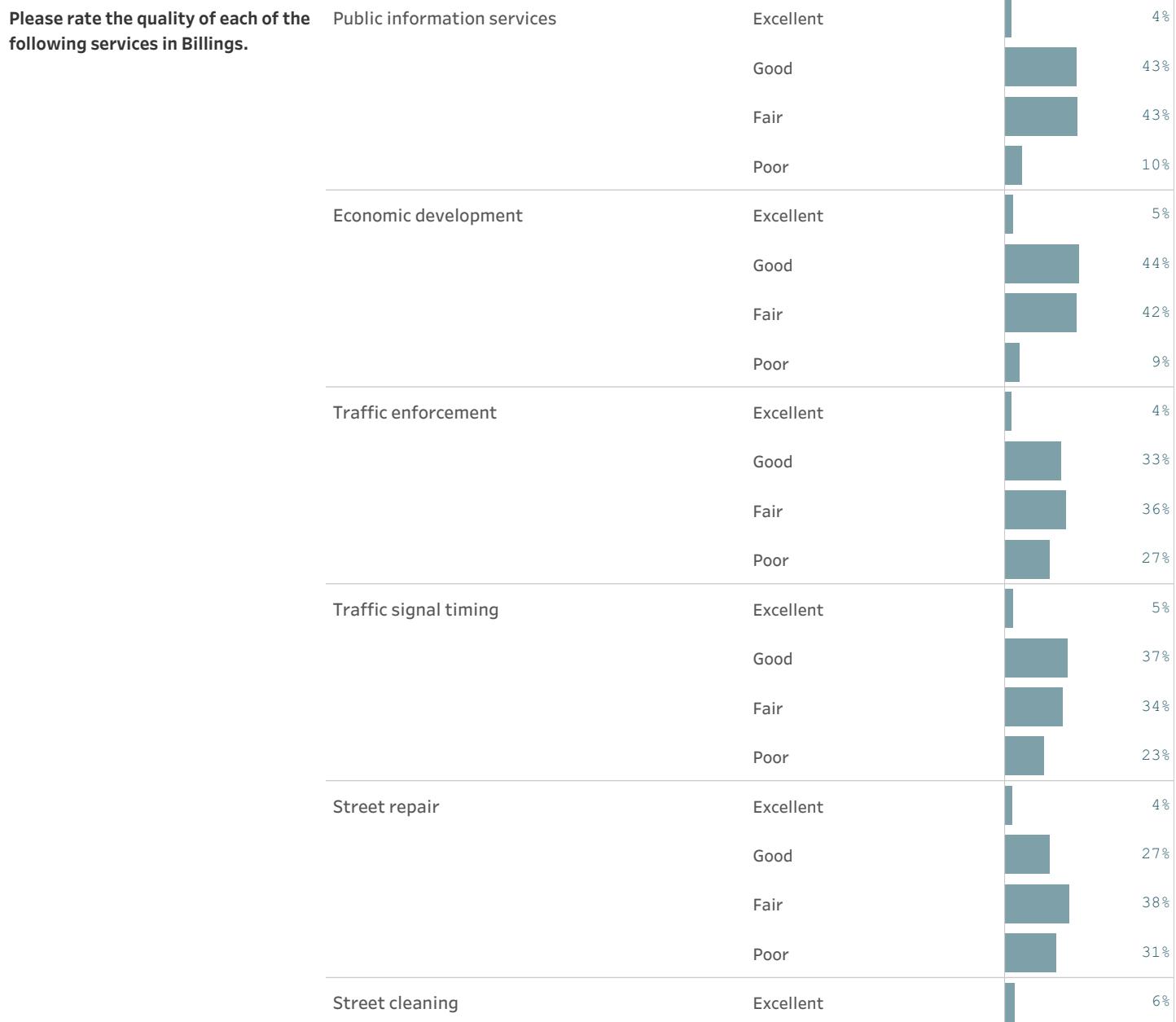


<b>Please also rate each of the following in the Billings community.</b>	Neighborliness of residents	Poor		17%
	Opportunities to participate in social events and activities	Excellent		5%
		Good		47%
		Fair		40%
		Poor		8%
	Opportunities to attend special events and festivals	Excellent		8%
		Good		50%
		Fair		33%
		Poor		9%
	Opportunities to volunteer	Excellent		17%
		Good		51%
		Fair		28%
		Poor		4%
	Opportunities to participate in community matters	Excellent		5%
		Good		47%
		Fair		40%
		Poor		8%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		5%
		Good		25%
		Fair		38%
		Poor		32%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Billings for help or information	No		53%
		Yes		47%
	Contacted Billings elected officials to express your opinion	No		84%
		Yes		16%
	Attended a local public meeting	No		76%
		Yes		24%
	Watched a local public meeting	No		57%
		Yes		43%
	Volunteered your time to some group/activity	No		50%
		Yes		50%

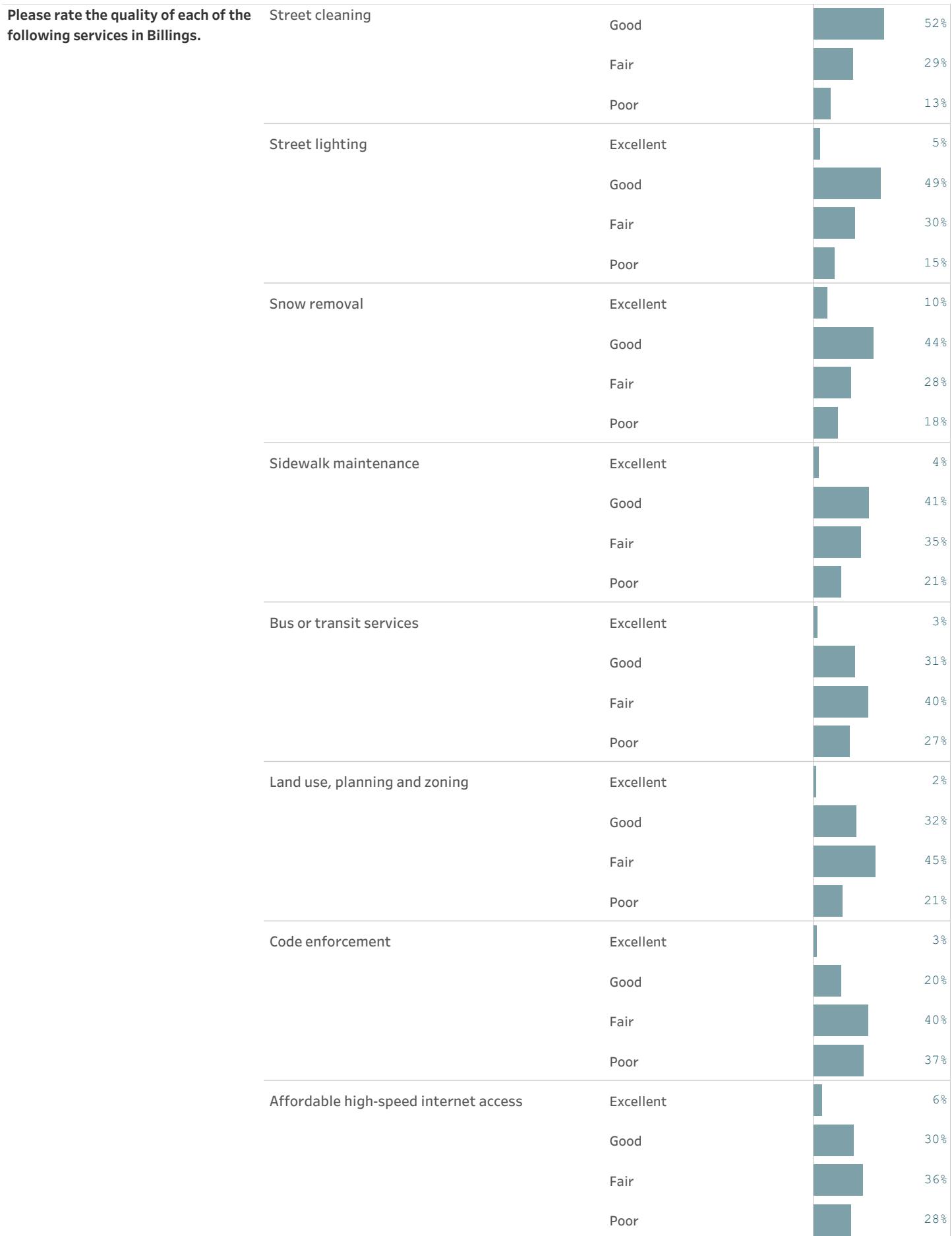
**Please indicate whether or not you have done each of the following in the last 12 months.**



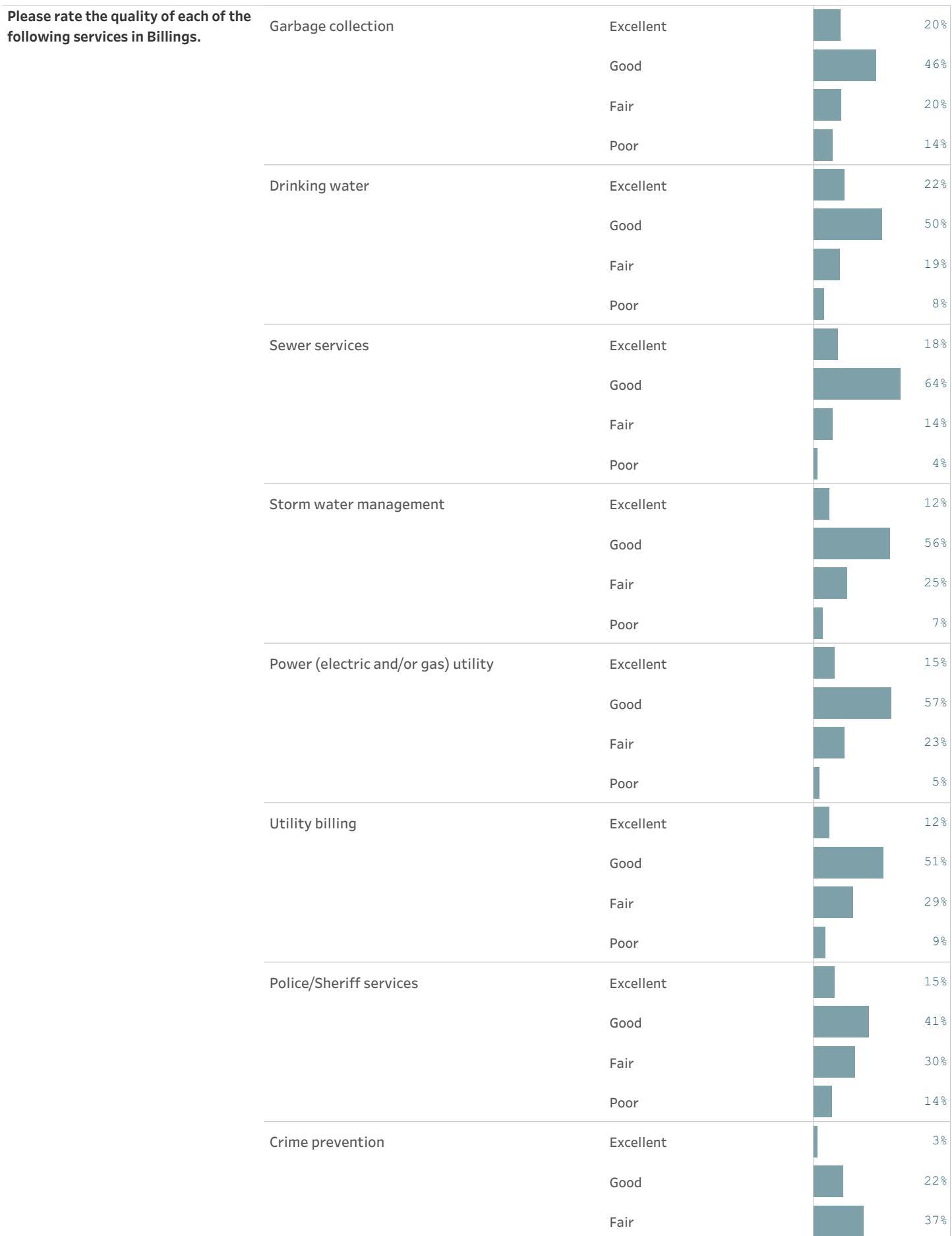
**Please rate the quality of each of the following services in Billings.**



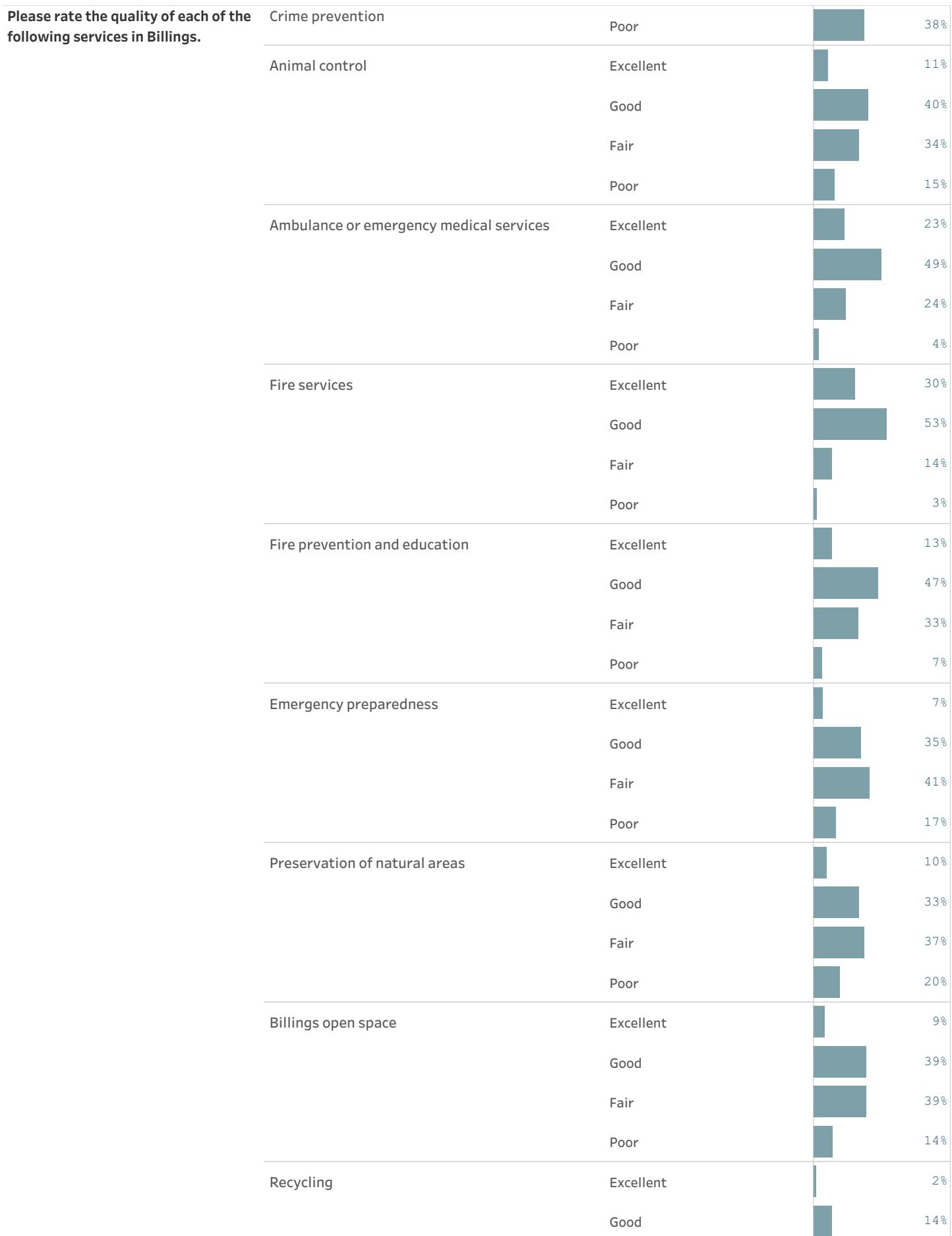
**Please rate the quality of each of the following services in Billings.**



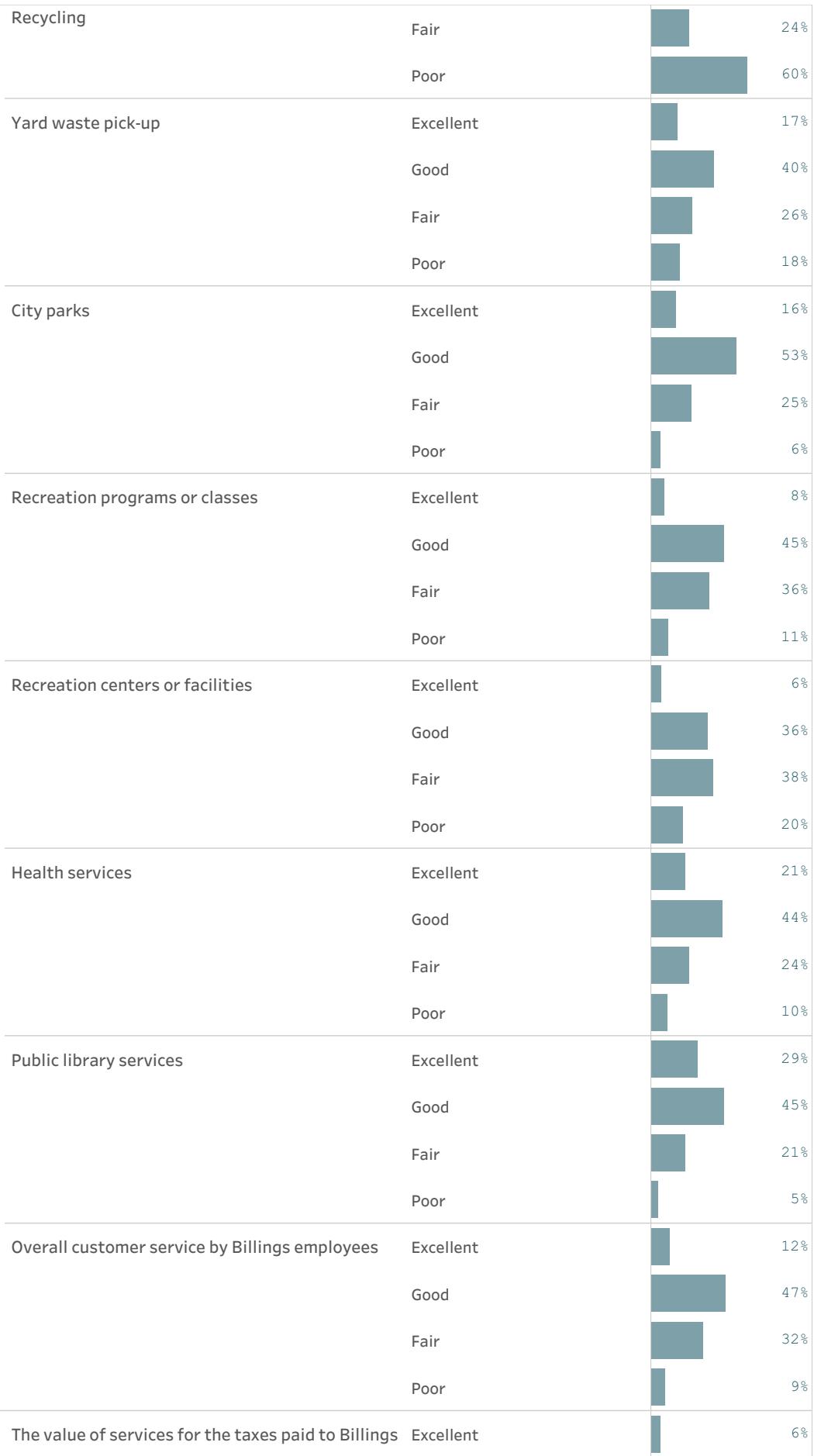
**Please rate the quality of each of the following services in Billings.**

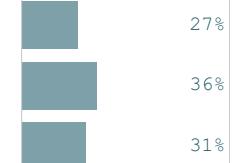
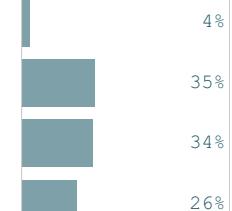
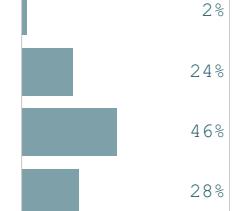
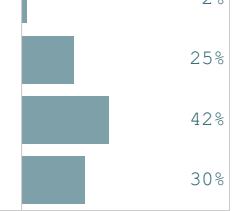
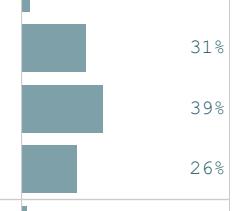
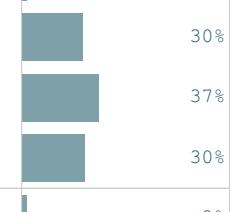
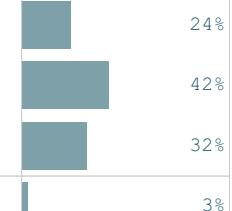
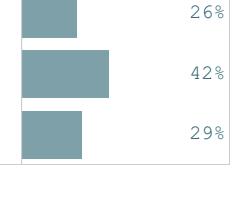


**Please rate the quality of each of the following services in Billings.**



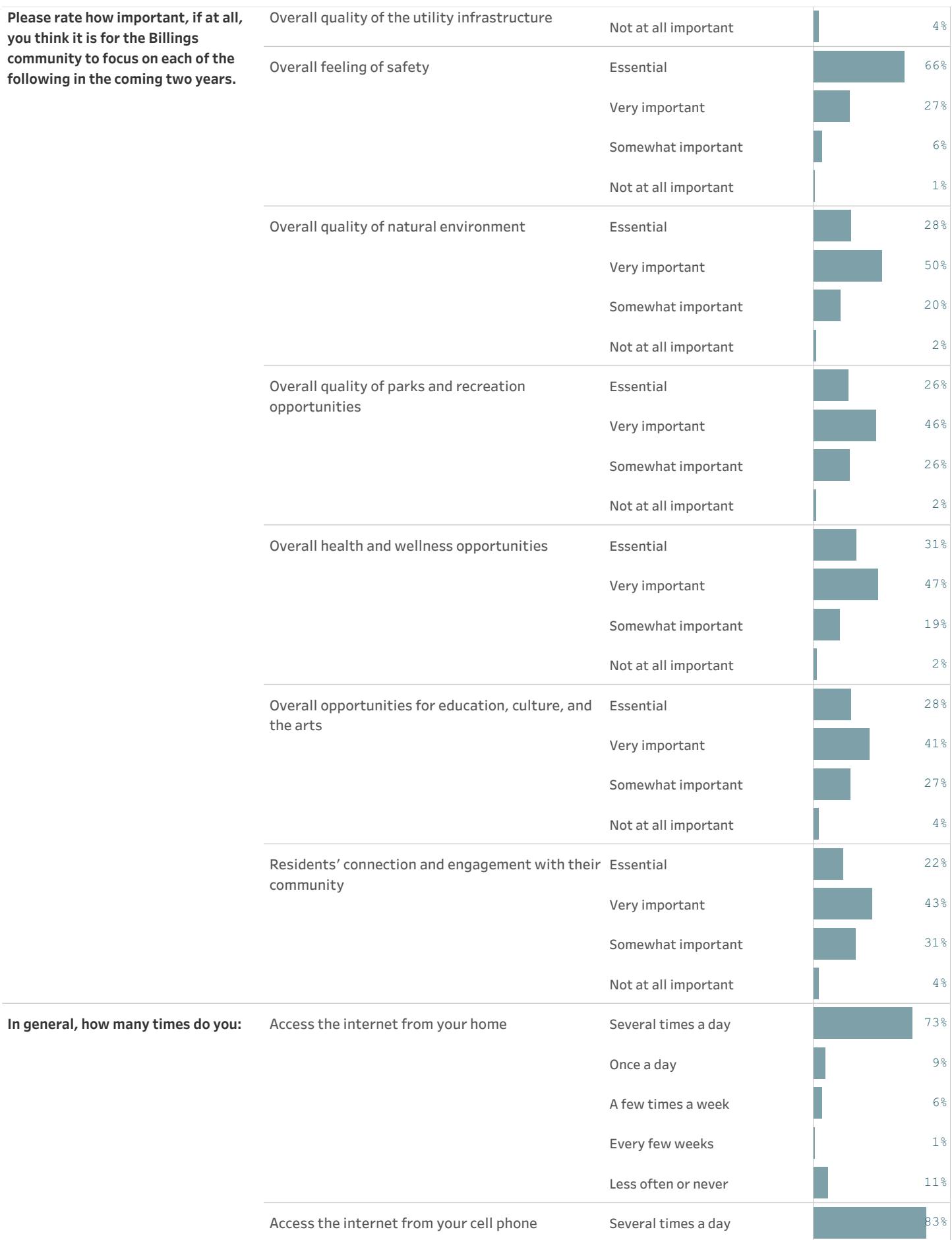
**Please rate the quality of each of the following services in Billings.**

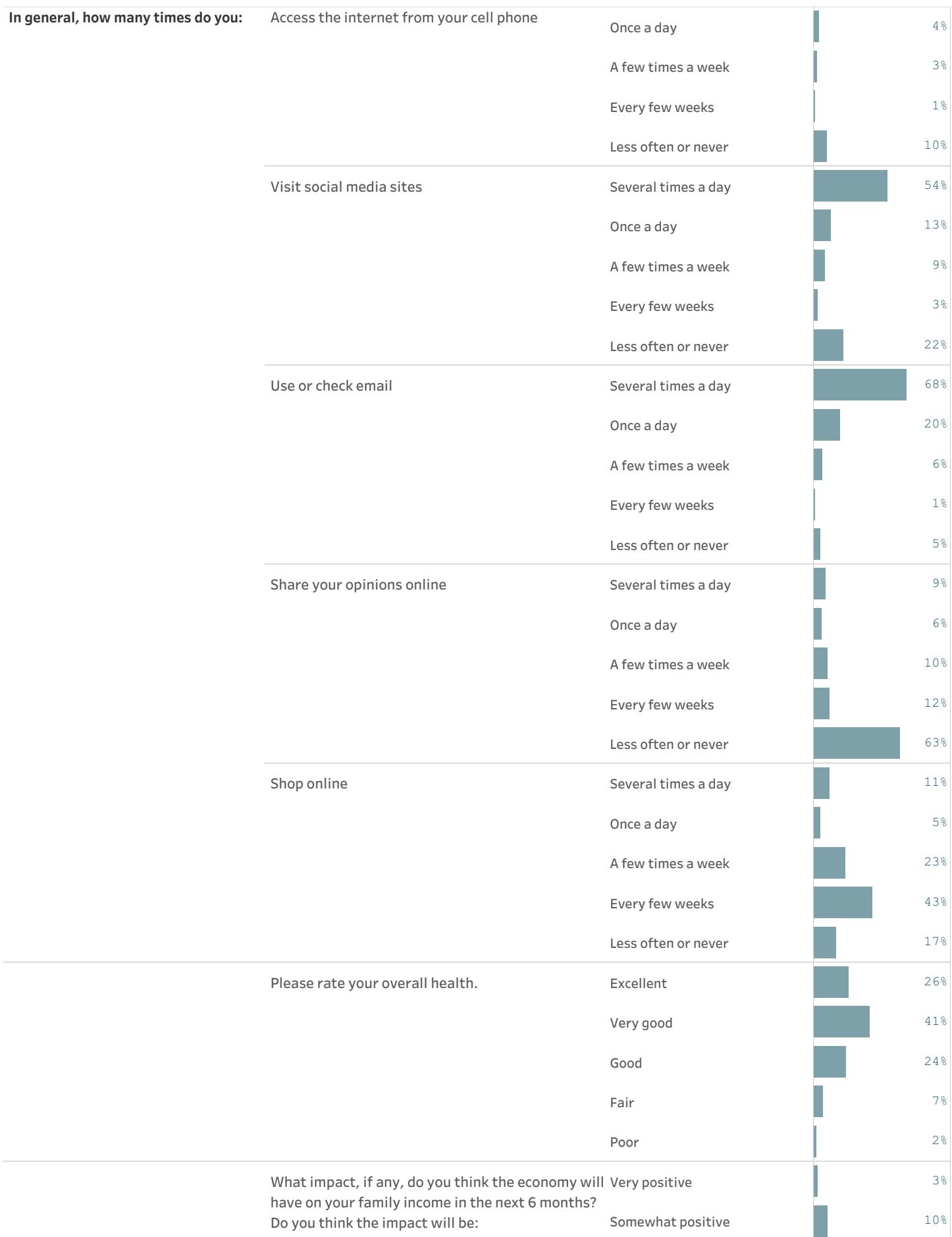


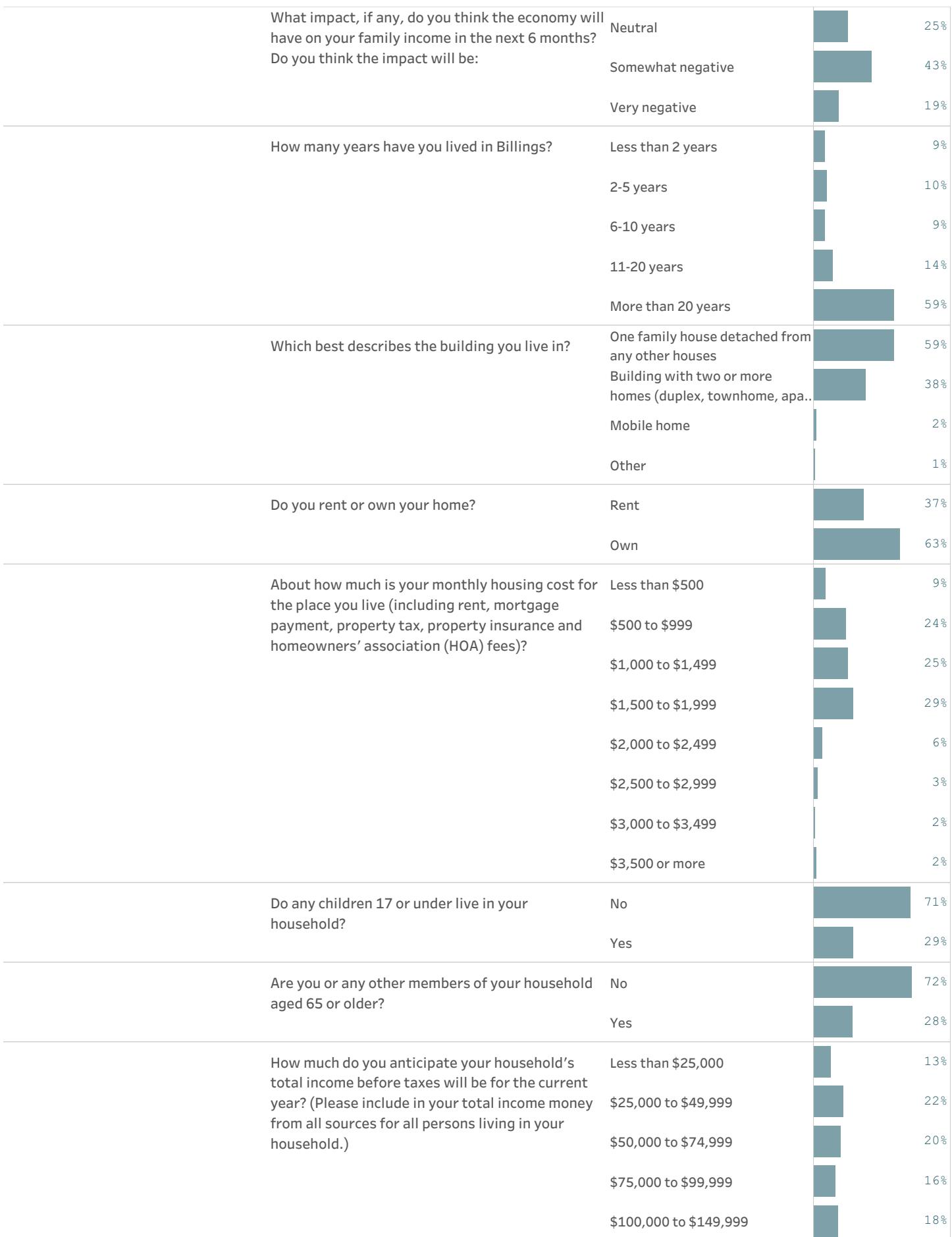
<b>Please rate the following categories of Billings government performance.</b>	The value of services for the taxes paid to Billings	Good		27%
		Fair		36%
		Poor		31%
	The overall direction that Billings is taking	Excellent		4%
		Good		35%
		Fair		34%
		Poor		26%
	The job Billings government does at welcoming resident involvement	Excellent		2%
		Good		24%
		Fair		46%
		Poor		28%
	Overall confidence in Billings government	Excellent		2%
		Good		25%
		Fair		42%
		Poor		30%
	Generally acting in the best interest of the community	Excellent		4%
		Good		31%
		Fair		39%
		Poor		26%
	Being honest	Excellent		3%
		Good		30%
		Fair		37%
		Poor		30%
	Being open and transparent to the public	Excellent		3%
		Good		24%
		Fair		42%
		Poor		32%
	Informing residents about issues facing the community	Excellent		3%
		Good		26%
		Fair		42%
		Poor		29%

<b>Please rate the following categories of Billings government performance.</b>	Treating all residents fairly	Excellent	4%
		Good	27%
		Fair	39%
		Poor	30%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Billings	Excellent	4%
		Good	37%
		Fair	37%
		Poor	22%
	The Federal Government	Excellent	6%
		Good	46%
		Fair	35%
		Poor	13%
<b>Please rate how important, if at all, you think it is for the Billings community to focus on each of the following in the coming two years.</b>	Overall economic health	Essential	44%
		Very important	45%
		Somewhat important	9%
		Not at all important	2%
	Overall quality of the transportation system	Essential	24%
		Very important	40%
		Somewhat important	32%
		Not at all important	3%
	Overall design or layout of residential and commercial areas	Essential	28%
		Very important	41%
		Somewhat important	27%
		Not at all important	4%
	Overall quality of the utility infrastructure	Essential	41%
		Very important	45%
		Somewhat important	11%

**Please rate how important, if at all, you think it is for the Billings community to focus on each of the following in the coming two years.**







from all sources for all persons living in your household.)	\$150,000 or more		11%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		95%
	Yes, I consider myself to be Spanish, Hispanic, or Latino		5%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3%
	Asian, Asian Indian, or Pacific Islander		1%
	Black or African American		1%
	White		97%
	Other		4%
In which category is your age?	18-24 years		6%
	25-34 years		25%
	35-44 years		14%
	45-54 years		17%
	55-64 years		12%
	65-74 years		13%
	75 years or older		12%
What is your gender?	Female		52%
	Male		48%

## Full trends

This table contains the trends over time for the City of Billings. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2016 and 2022 surveys is greater than 7 percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2009	2012	2016	2022
<b>Please rate each of the following aspects of quality of life in Billings.</b>	Billings as a place to live	88%	83%	75%	66%
	Your neighborhood as a place to live	80%	74%	75%	74%
	Billings as a place to raise children	82%	76%	68%	59%
	Billings as a place to work	67%	64%	68%	66%
	Billings as a place to visit			55%	50%
	Billings as a place to retire	59%	65%	59%	47%
	The overall quality of life	80%	73%	74%	62%
<b>Please rate each of the following characteristics as they relate to Billings as a whole.</b>	Sense of community	59%	60%	49%	39%
	Overall economic health			61%	47%
	Overall quality of the transportation system				38%
	Overall design or layout of residential and commercial areas			43%	47%
	Overall quality of the utility infrastructure				57%
	Overall feeling of safety			55%	28%
	Overall quality of natural environment	60%	65%	65%	59%
	Overall quality of parks and recreation opportunities				69%
	Overall health and wellness opportunities			78%	60%
	Overall opportunities for education, culture, and the arts			63%	49%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Residents' connection and engagement with their community				33%
	Recommend living in Billings to someone who asks	87%	86%	82%	68%
	Remain in Billings for the next five years	87%	90%	83%	81%

<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	93%	90%	92%	86%
	In Billings's downtown/commercial area during the day	79%	77%	68%	52%
	From property crime	45%	35%		39%
	From violent crime	67%	59%		41%
	From fire, flood, or other natural disaster				78%
<b>Please rate the job you feel the Billings community does at each of the following.</b>	Making all residents feel welcome				46%
	Attracting people from diverse backgrounds				34%
	Valuing/respecting residents from diverse backgrounds				34%
	Taking care of vulnerable residents				25%
<b>Please rate each of the following in the Billings community.</b>	Overall quality of business and service establishments	71%	67%	65%	68%
	Variety of business and service establishments				62%
	Vibrancy of downtown/commercial area				42% 41%
	Employment opportunities	45%	41%	56%	59%
	Shopping opportunities	70%	66%	65%	53%
	Cost of living				41% 30%
	Overall image or reputation	65%	61%	55%	38%
<b>Please also rate each of the following in the Billings community.</b>	Traffic flow on major streets	29%	38%	43%	41%
	Ease of public parking				39% 37%
	Ease of travel by car	59%	58%	65%	70%
	Ease of travel by public transportation				27% 21%
	Ease of travel by bicycle	26%	47%	35%	30%
	Ease of walking	46%	62%	53%	44%
	Well-planned residential growth				32%
	Well-planned commercial growth				37%
	Well-designed neighborhoods				39%
	Preservation of the historical or cultural character of the community				56%
	Public places where people want to spend time	51%	42%		

<b>Please also rate each of the following in the Billings community.</b>	Variety of housing options	55% 50% 50% 22%
	Availability of affordable quality housing	31% 38% 32% 10%
	Overall quality of new development	68% 63% 55% 44%
	Overall appearance	55% 61% 48% 38%
	Cleanliness	49% 52% 39% 38%
	Water resources	40%
	Air quality	53% 60% 64% 64%
	Availability of paths and walking trails	40% 57% 58% 67%
	Fitness opportunities	71% 69%
	Recreational opportunities	55% 54% 58% 60%
	Availability of affordable quality food	63% 60% 64% 47%
	Availability of affordable quality health care	55% 57% 69% 59%
	Availability of preventive health services	62% 60% 69% 60%
	Availability of affordable quality mental health care	45% 33%
	Opportunities to attend cultural/arts/music activities	54% 53% 65% 54%
	Community support for the arts	46%
	Availability of affordable quality childcare/preschool	29% 37% 48% 21%
	K-12 education	61% 55% 62% 47%
	Adult educational opportunities	61% 46%
	Sense of civic/community pride	32%
	Neighborliness of residents	52% 46%
	Opportunities to participate in social events and activities	62% 62% 65% 52%
	Opportunities to attend special events and festivals	52% 58%
	Opportunities to volunteer	83% 77% 74% 68%
	Opportunities to participate in community matters	60% 58% 61% 52%
	Openness and acceptance of the community toward people of diver..	48% 51% 43% 30%
<b>Please indicate whether or not you have done each of the following in the last 12 months</b>	Contacted the City of Billings for help or information	55% 45% 36% 47%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted Billings elected officials to express your opinion	17%	16%
	Attended a local public meeting	27%	20% 18% 24%
	Watched a local public meeting	59%	46% 37% 44%
	Volunteered your time to some group/activity	60%	52% 52% 49%
	Campaigned or advocated for a local issue, cause, or candidate		24% 27%
	Voted in your most recent local election	88%	69% 85%
	Used public transportation instead of driving		11% 10%
	Carpooled with other adults or children instead of driving alone		43% 49%
	Walked or biked instead of driving		56% 58%
<b>Please rate the quality of each of the following services in Billings.</b>	Public information services	51%	58% 53% 47%
	Economic development	47%	49% 54% 49%
	Traffic enforcement	42%	47% 36% 37%
	Traffic signal timing	40%	43% 44% 42%
	Street repair	21%	30% 33% 31%
	Street cleaning	40%	46% 50% 58%
	Street lighting	38%	46% 49% 54%
	Snow removal	23%	31% 38% 55%
	Sidewalk maintenance	29%	39% 35% 45%
	Bus or transit services	45%	56% 41% 34%
	Land use, planning and zoning	31%	42% 35% 33%
	Code enforcement	24%	27% 24% 23%
	Affordable high-speed internet access		37%
	Garbage collection	84%	83% 85% 65%
	Drinking water	66%	68% 75% 73%
	Sewer services	77%	73% 74% 82%
	Storm water management	48%	52% 50% 68%
	Power (electric and/or gas) utility	73%	72%

**Please rate the quality of each of the following services in Billings.**

Utility billing	63%	62%
Police/Sheriff services	66%	65% 61% 56%
Crime prevention	48%	47% 42% 25%
Animal control	52%	56% 50% 51%
Ambulance or emergency medical services	85%	86% 85% 72%
Fire services	89%	91% 86% 83%
Fire prevention and education	71%	69% 62% 61%
Emergency preparedness	45%	51% 46% 42%
Preservation of natural areas	36%	44% 44% 43%
Billings open space		44% 48%
Recycling	35%	47% 39% 16%
Yard waste pick-up	49%	66% 69% 56%
City parks	75%	78% 75% 68%
Recreation programs or classes	62%	69% 67% 53%
Recreation centers or facilities	53%	57% 58% 42%
Health services	74%	74% 75% 65%
Public library services	69%	76% 77% 74%
Overall customer service by Billings employees	73%	75% 61% 58%
<b>Please rate the following categories of Billings government performance.</b>		
The value of services for the taxes paid to Billings	41%	46% 44% 33%
The overall direction that Billings is taking	53%	57% 52% 39%
The job Billings government does at welcoming resident involvement	40%	42% 43% 27%
Overall confidence in Billings government		41% 28%
Generally acting in the best interest of the community		48% 34%
Being honest		46% 32%
Being open and transparent to the public		26%
Informing residents about issues facing the community		29%
Treating all residents fairly		45% 31%

<b>Please rate the following categories of Billings government performance.</b>	Treating residents with respect	42%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Billings	58% 64% 65% 53%
	The Federal Government	44% 39% 37% 28%
<b>Please rate how important, if at all, you think it is for the Billings community to focus on each of the following in the coming two years.</b>	Overall economic health	89% 89%
	Overall quality of the transportation system	65%
	Overall design or layout of residential and commercial areas	71% 68%
	Overall quality of the utility infrastructure	86%
	Overall feeling of safety	91% 93%
	Overall quality of natural environment	76% 78%
	Overall quality of parks and recreation opportunities	72%
	Overall health and wellness opportunities	81% 78%
	Overall opportunities for education, culture, and the arts	80% 69%
	Residents' connection and engagement with their community	77% 65%
<b>In general, how many times do you:</b>	Access the internet from your home	88%
	Access the internet from your cell phone	89%
	Visit social media sites	75%
	Use or check email	94%
	Share your opinions online	25%
	Shop online	40%
	Please rate your overall health.	56% 67%
	What impact, if any, do you think the economy will have on your fa..	11% 24% 28% 13%

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of Billings conducted a survey of 385 residents. Survey invitations were mailed to randomly selected households and data were collected from May 24th, 2022 to July 12th, 2022. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Billings. The open participation survey was identical to the probability sample survey with a question about where they heard about the survey. The open participation survey was open to all city residents and became available on June 28th, 2022. The survey remained open for 2 weeks and there were 524 responses.

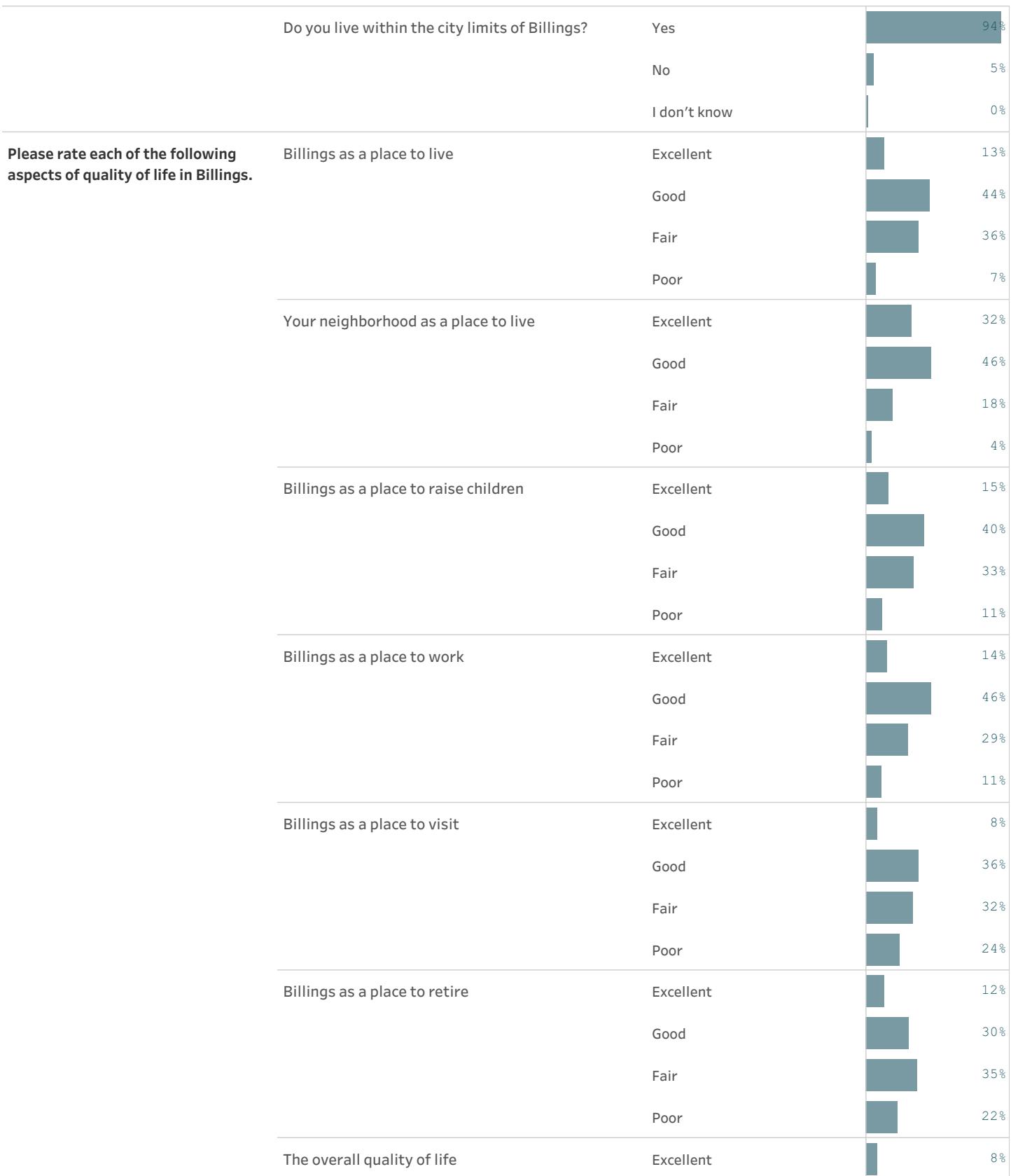
The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2019 American Community Survey estimates for adults in the City of Billings. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the open participation survey are presented in the following table.

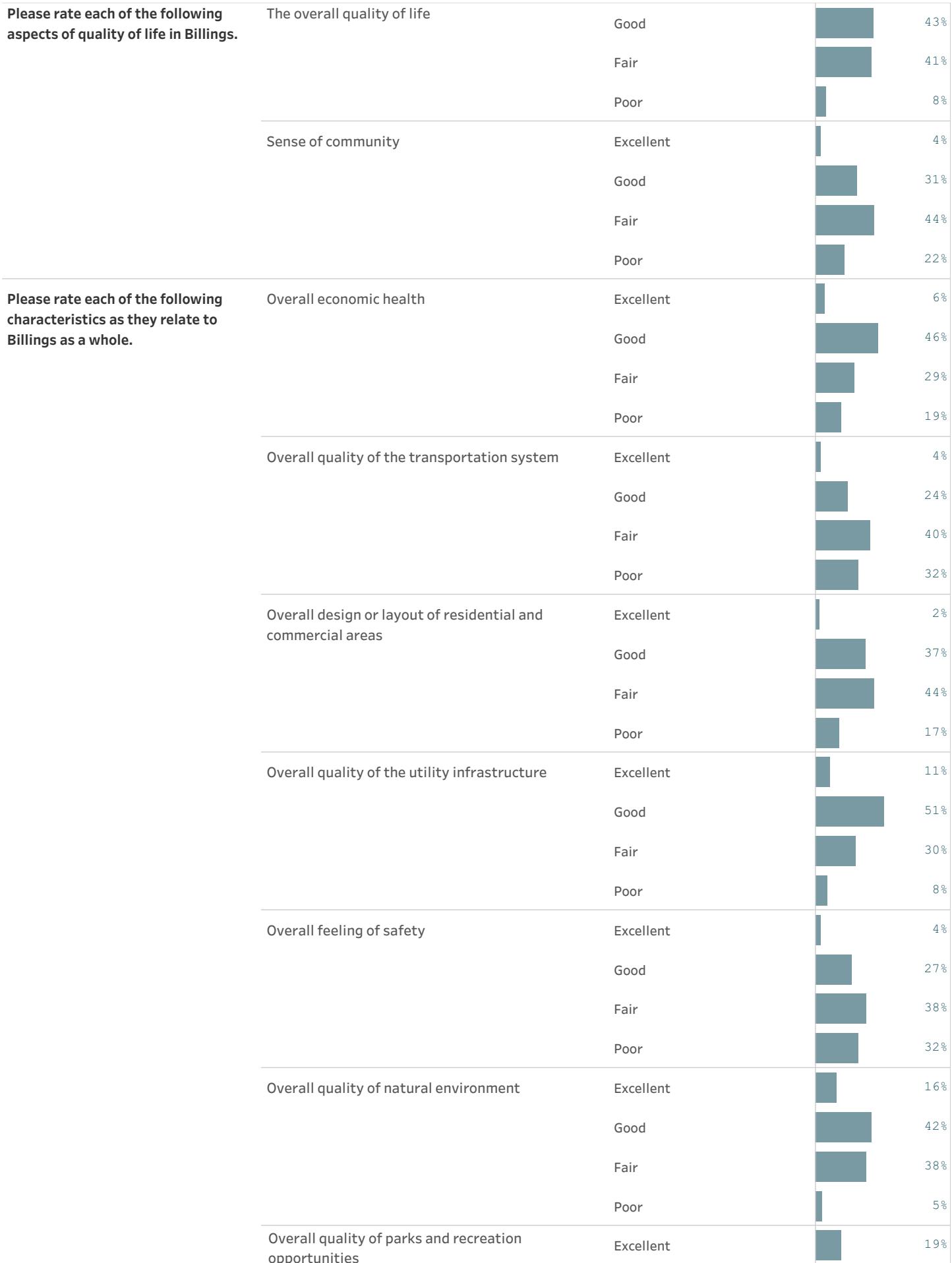
\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

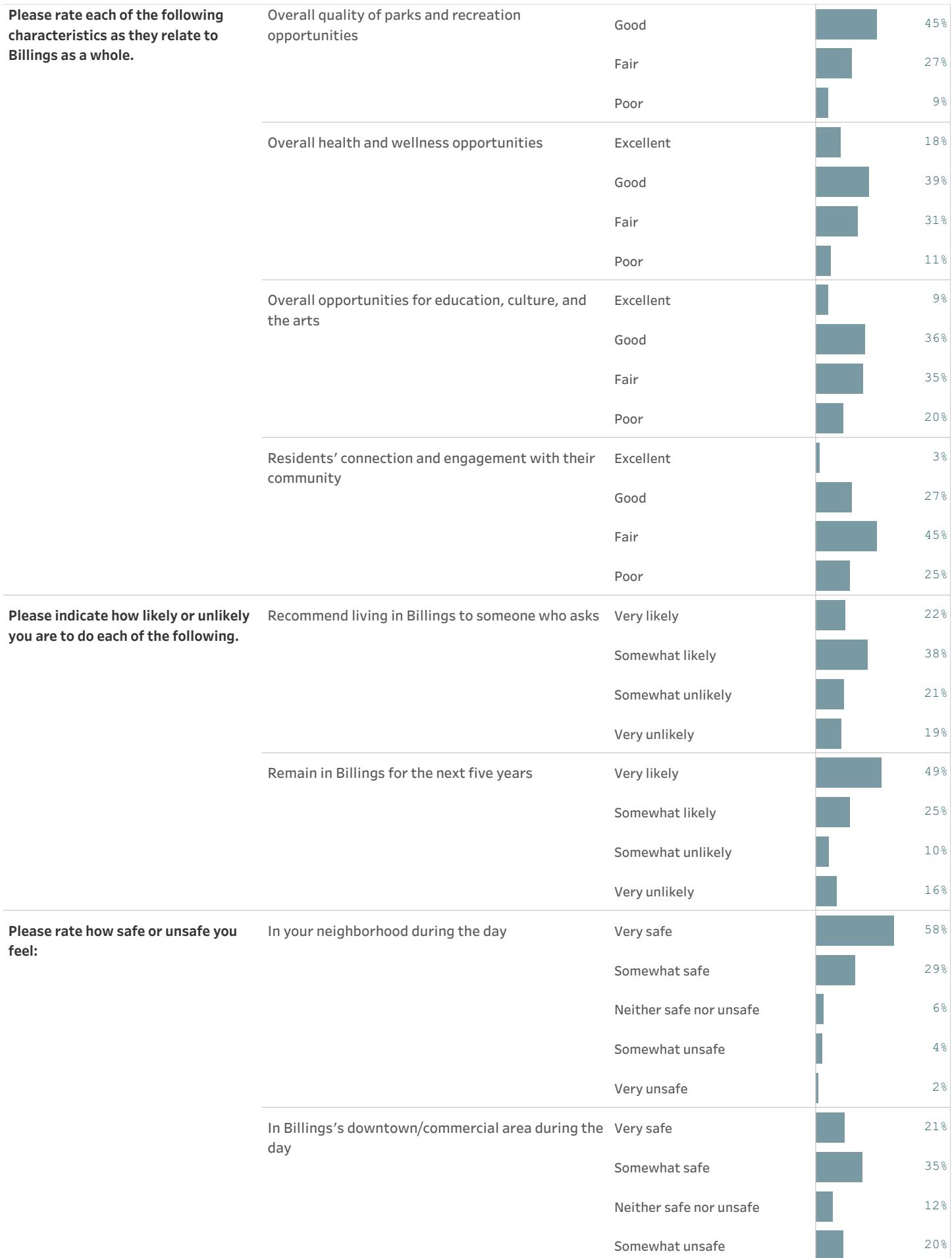
		Unweighted	Weighted	Target*
Age	18-34	17%	32%	32%
	35-54	43%	31%	31%
	55+	40%	38%	38%
Hispanic origin	No, not Spanish, Hispanic, or Latino	97%	96%	95%
	Yes, I consider myself to be Spanish, Hispa..	3%	4%	5%
Housing tenure	Own	86%	63%	63%
	Rent	14%	37%	37%
Housing type	Attached	12%	39%	39%
	Detached	88%	61%	61%
Race & Hispanic origin	Not white alone	10%	9%	12%
	White alone, not Hispanic or Latino	90%	91%	88%
Sex	Female	63%	52%	52%
	Male	37%	48%	48%
Sex/age	Female 18-34	10%	16%	16%
	Female 35-54	27%	15%	15%
	Female 55+	26%	21%	21%
	Male 18-34	7%	16%	16%
	Male 35-54	17%	15%	15%
	Male 55+	13%	17%	17%

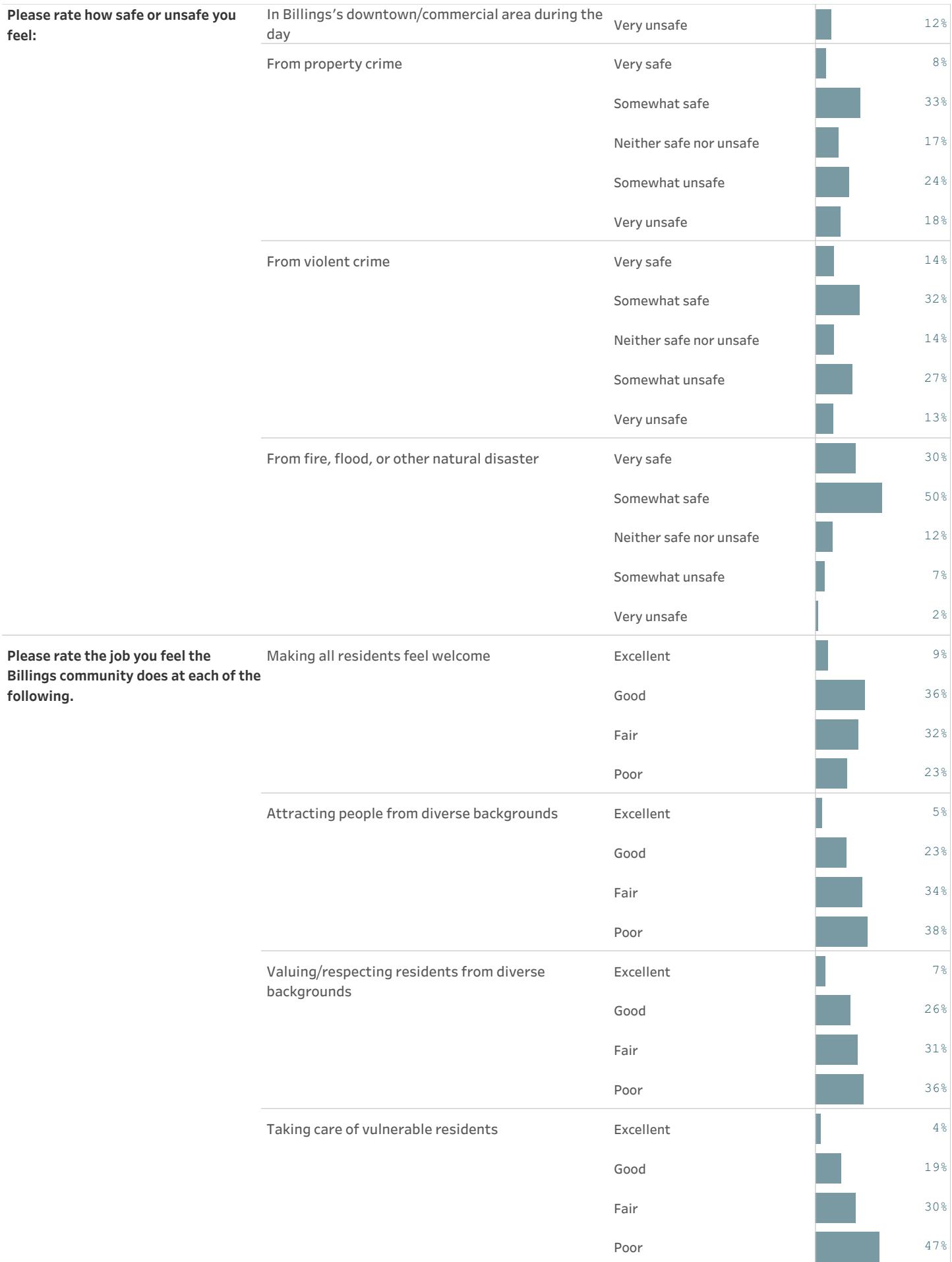
## Open participation survey results

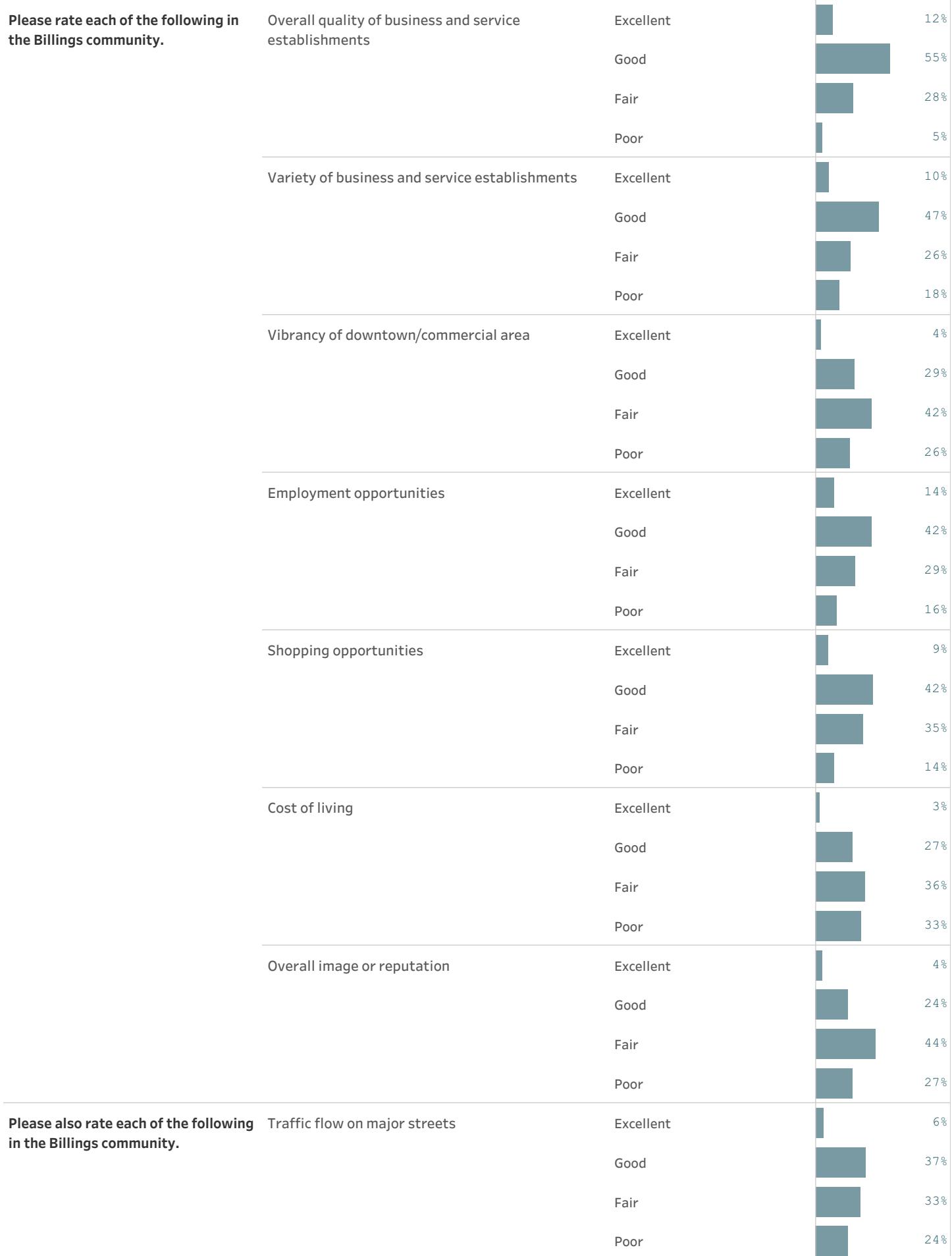
This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.



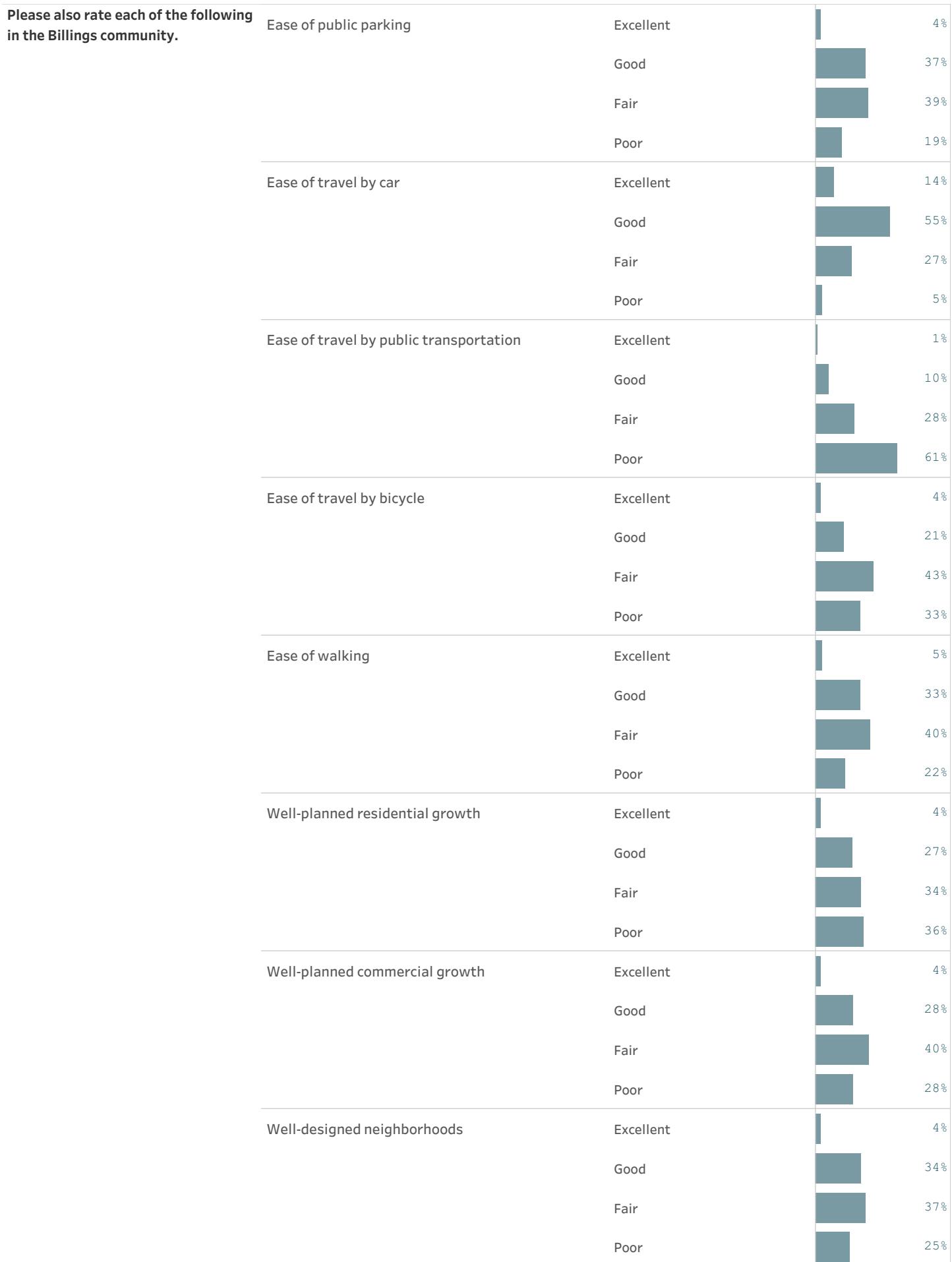




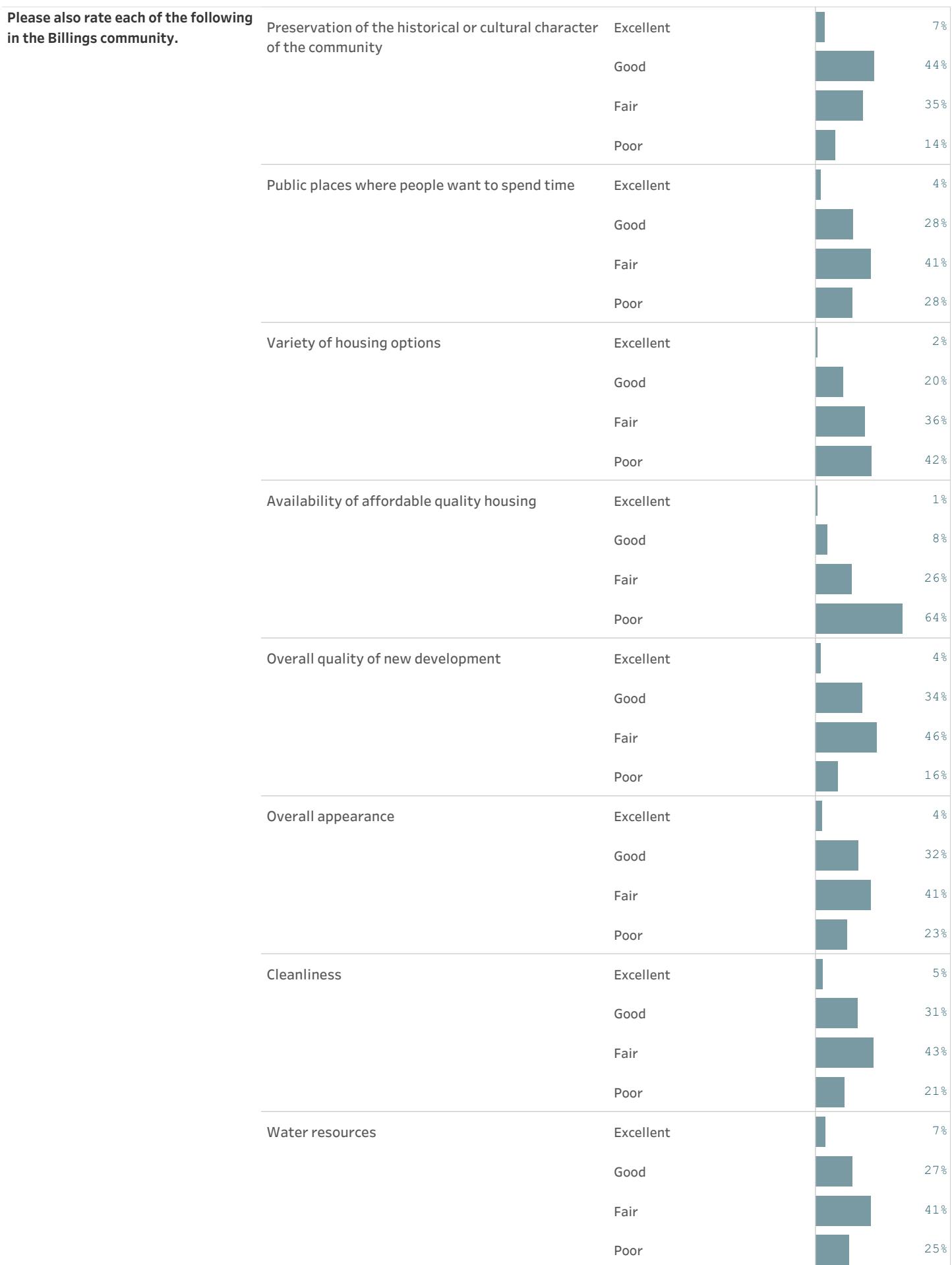


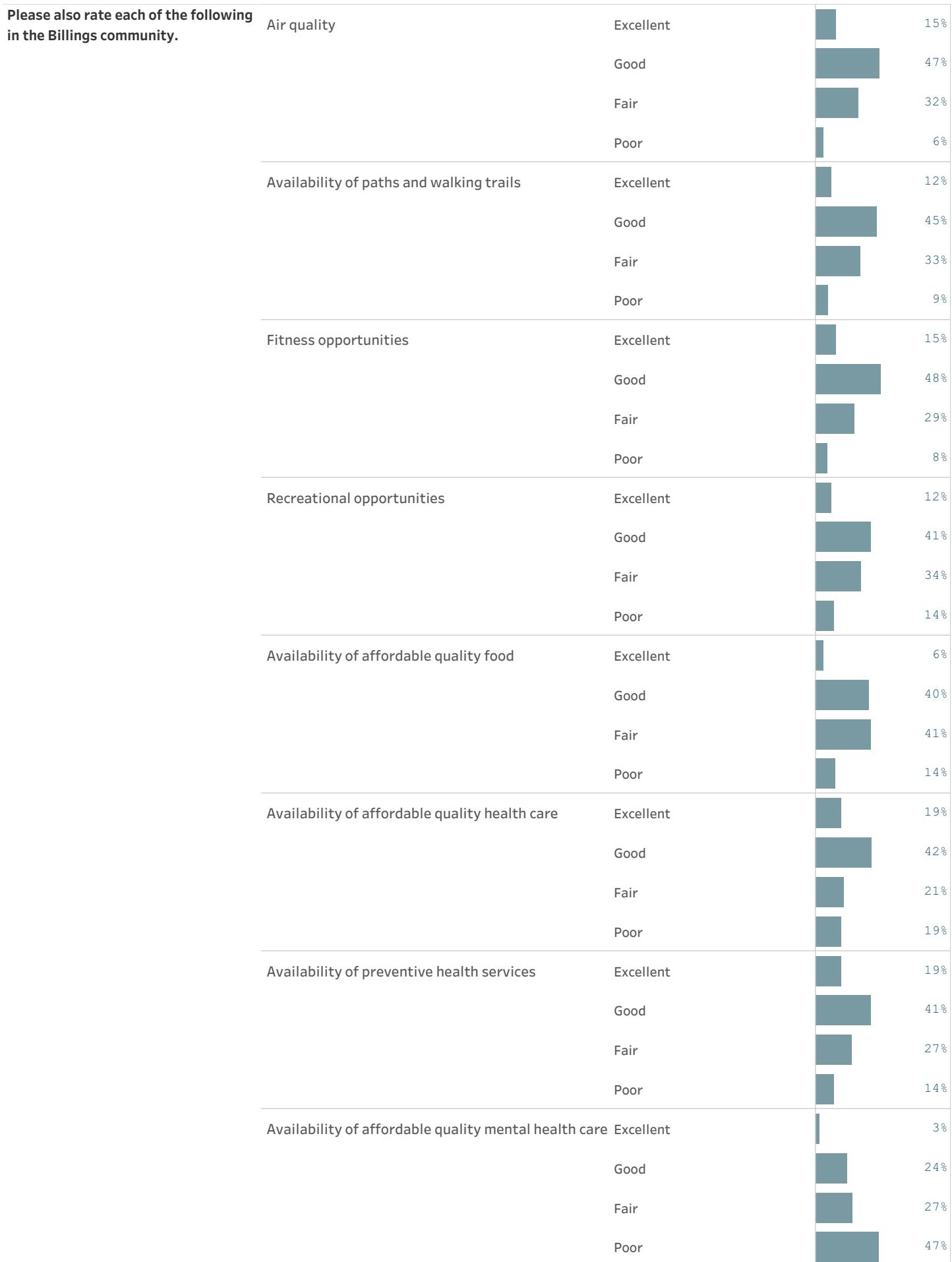


**Please also rate each of the following in the Billings community.**



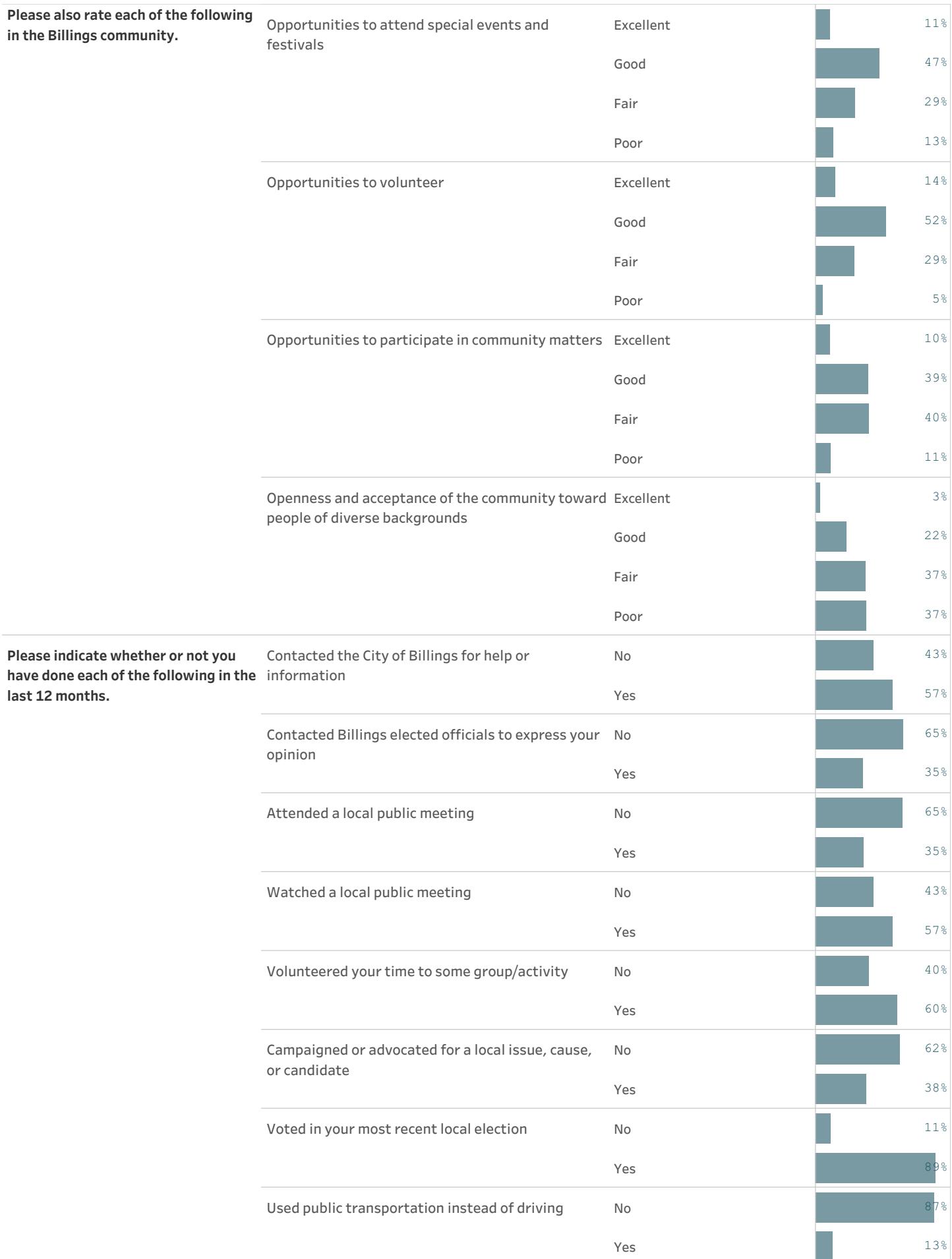
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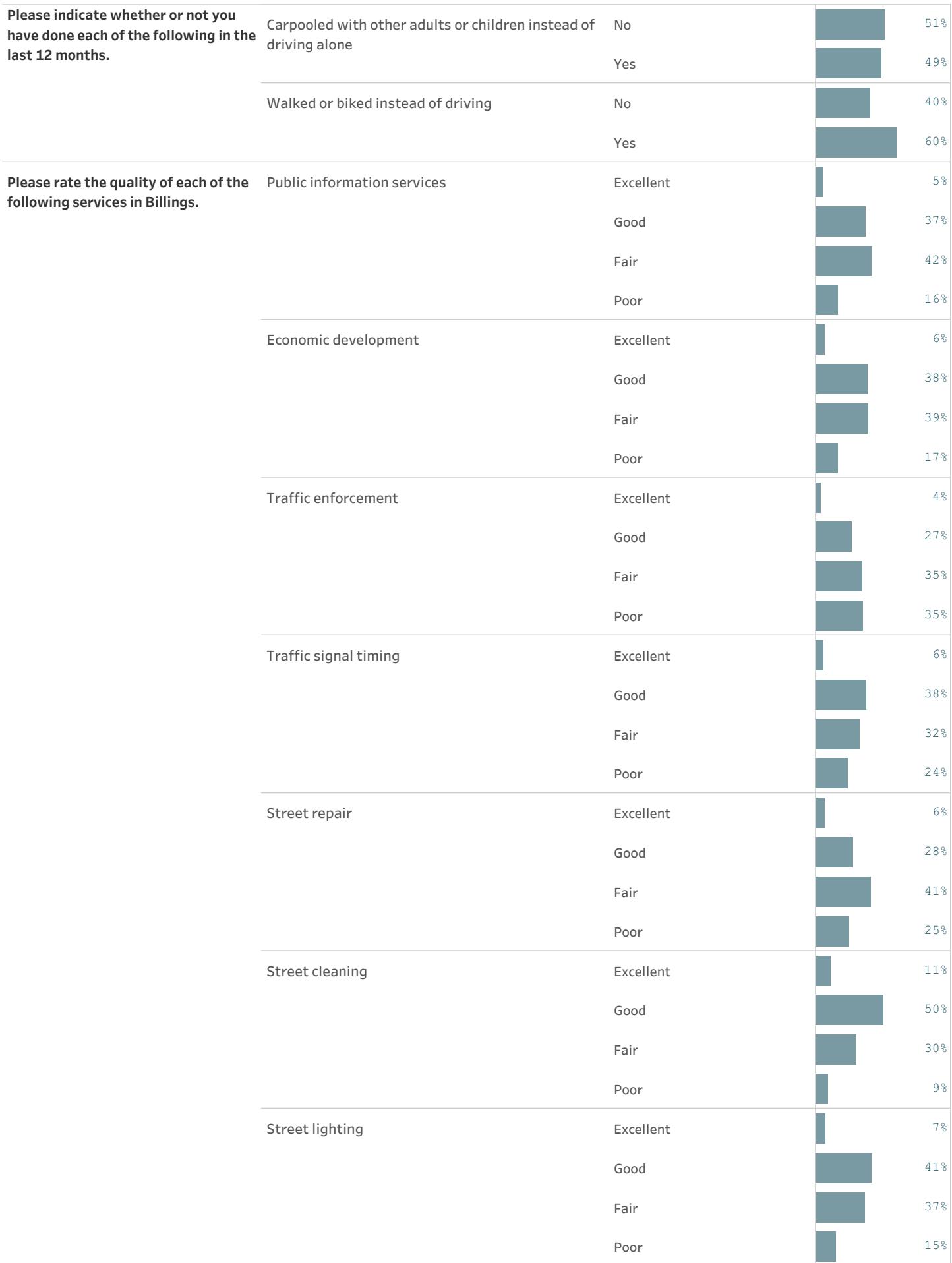




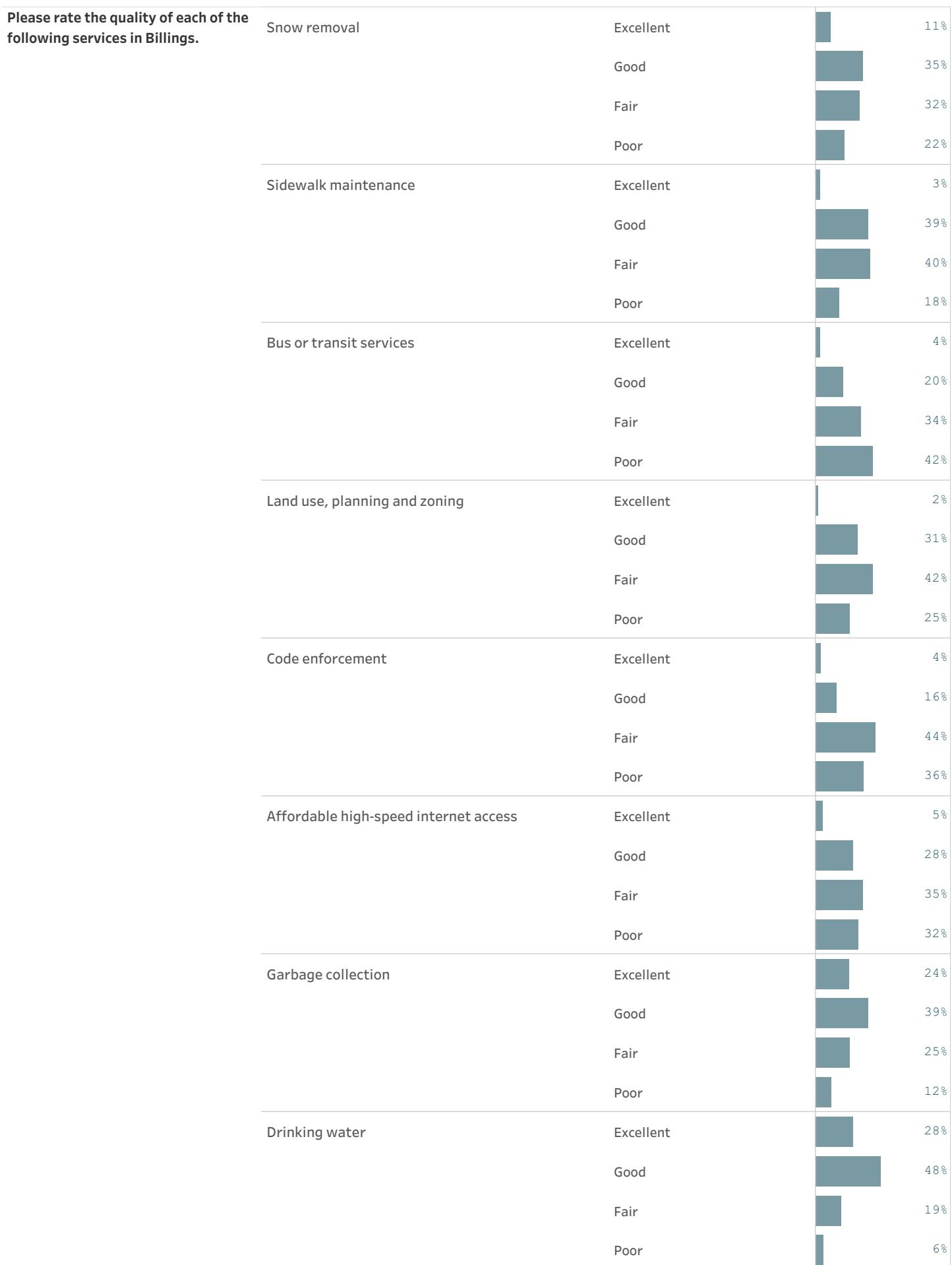
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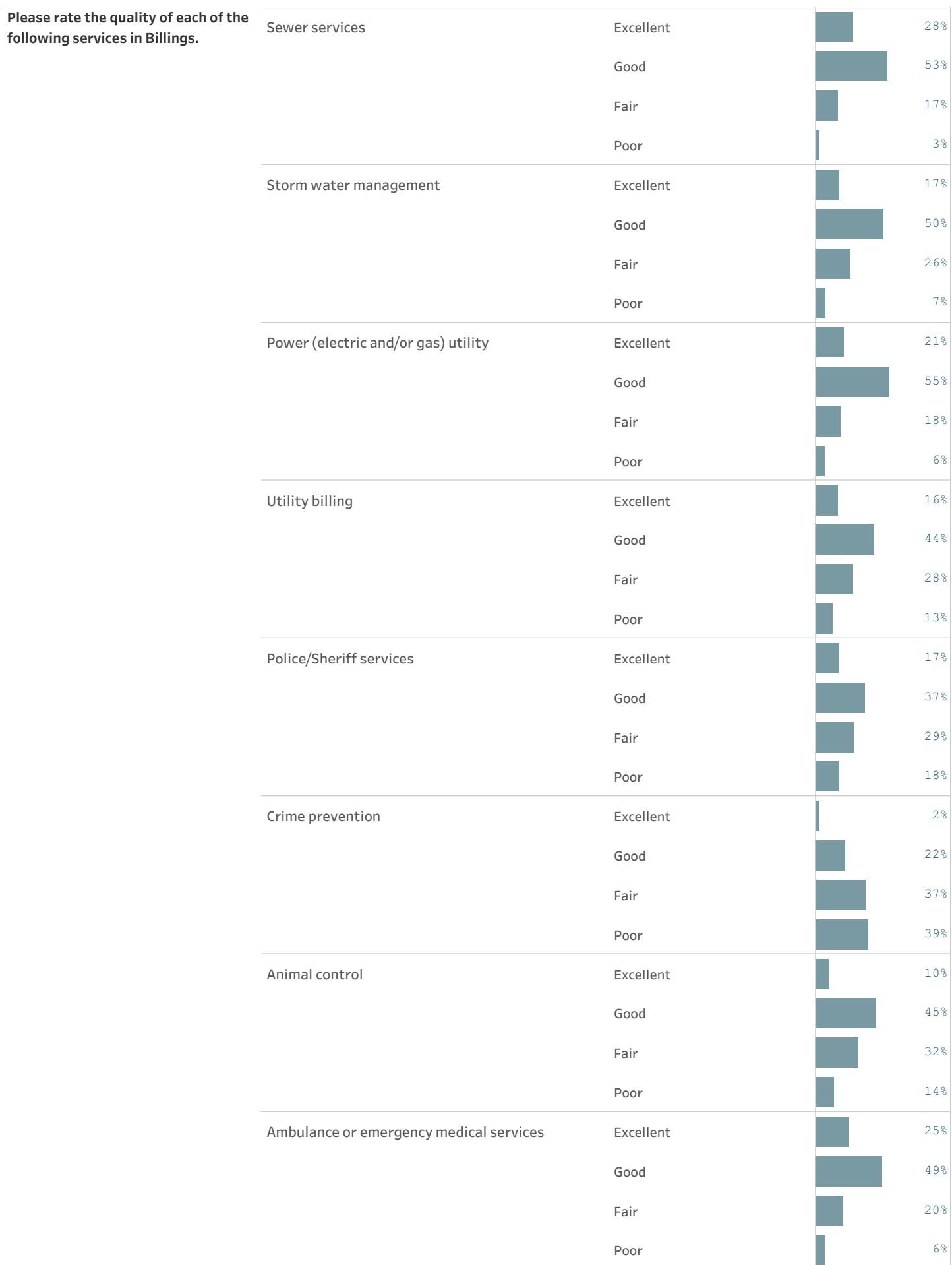




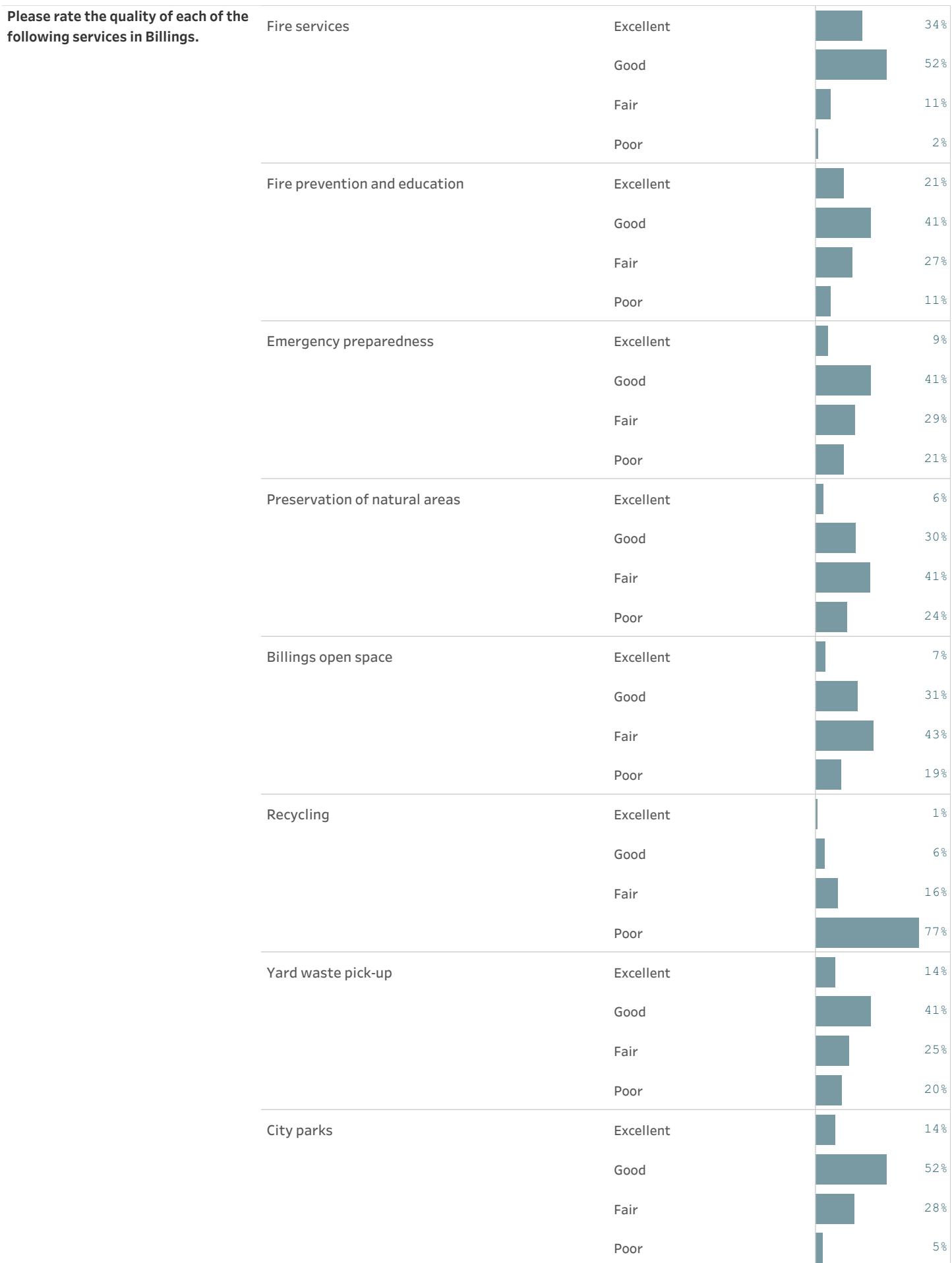
**Please rate the quality of each of the following services in Billings.**



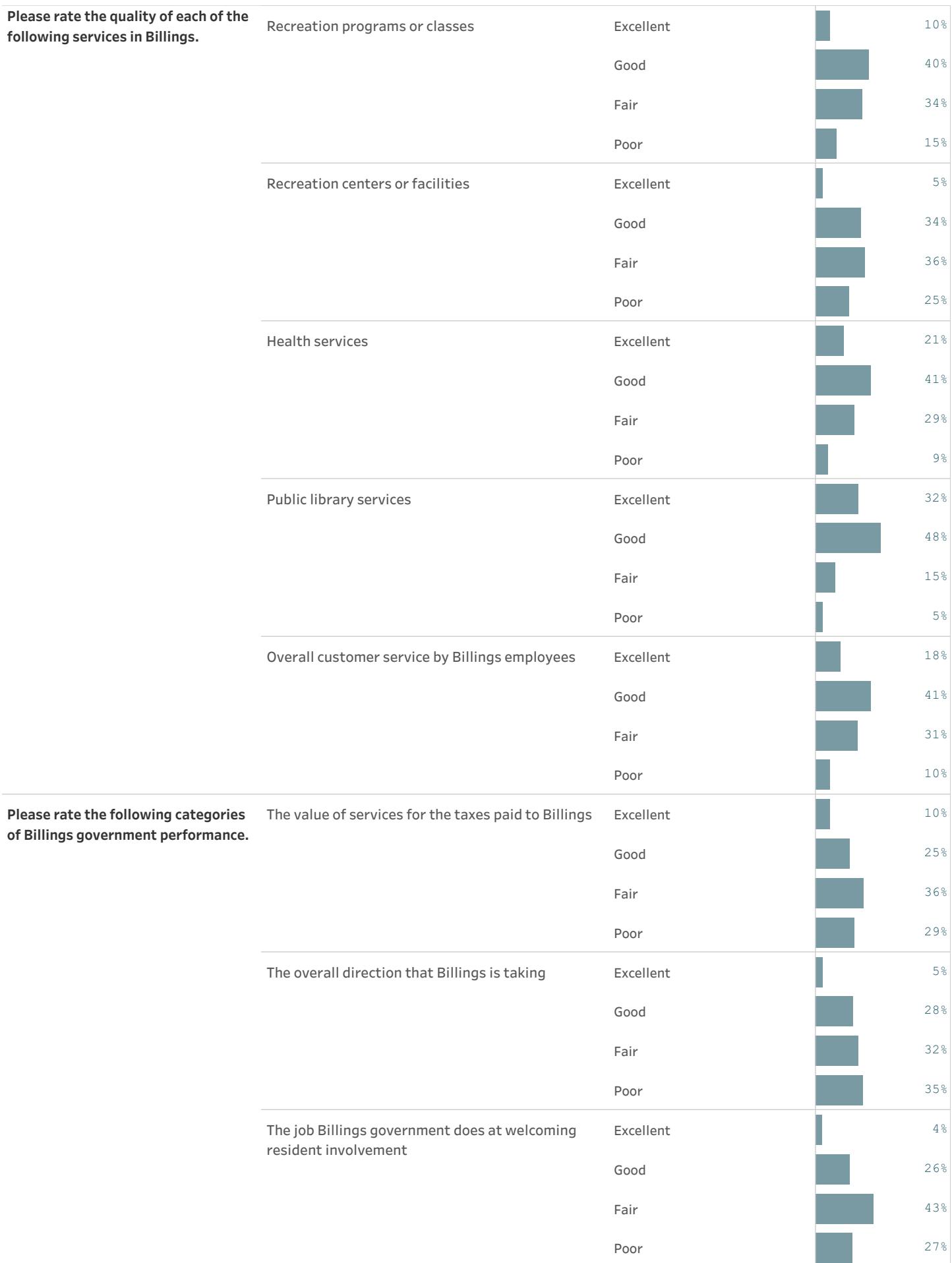
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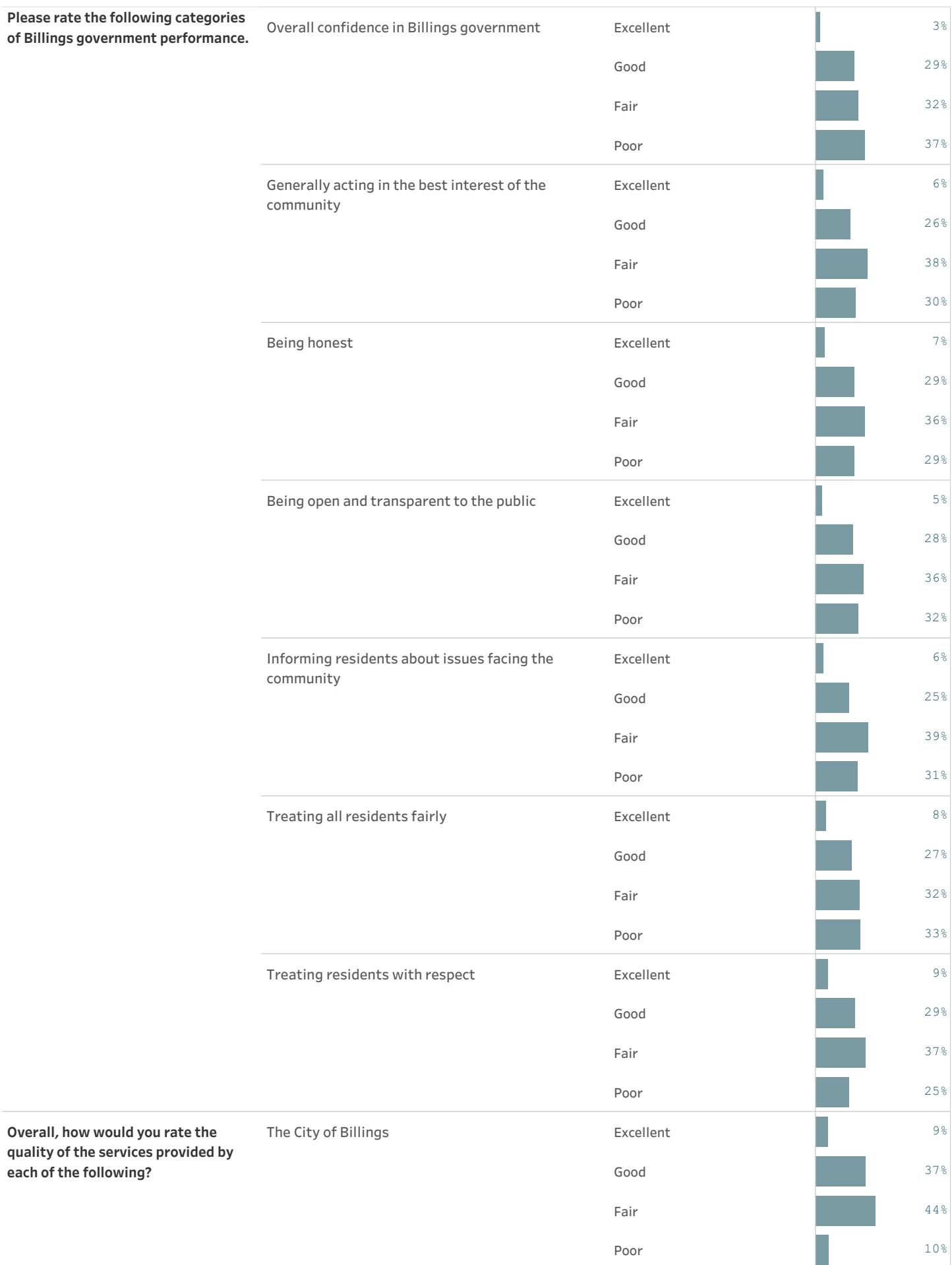
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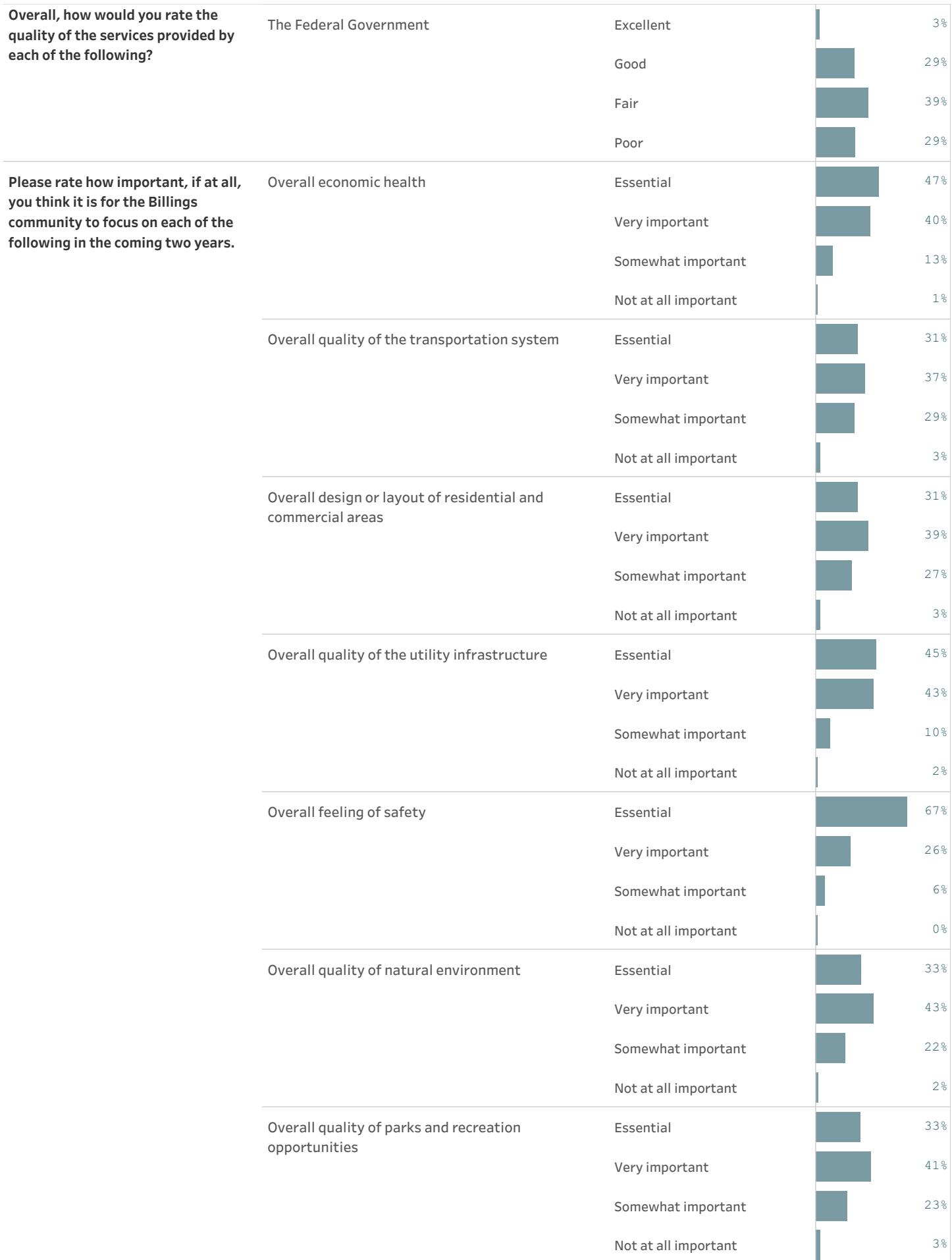


**Please rate the quality of each of the following services in Billings.**

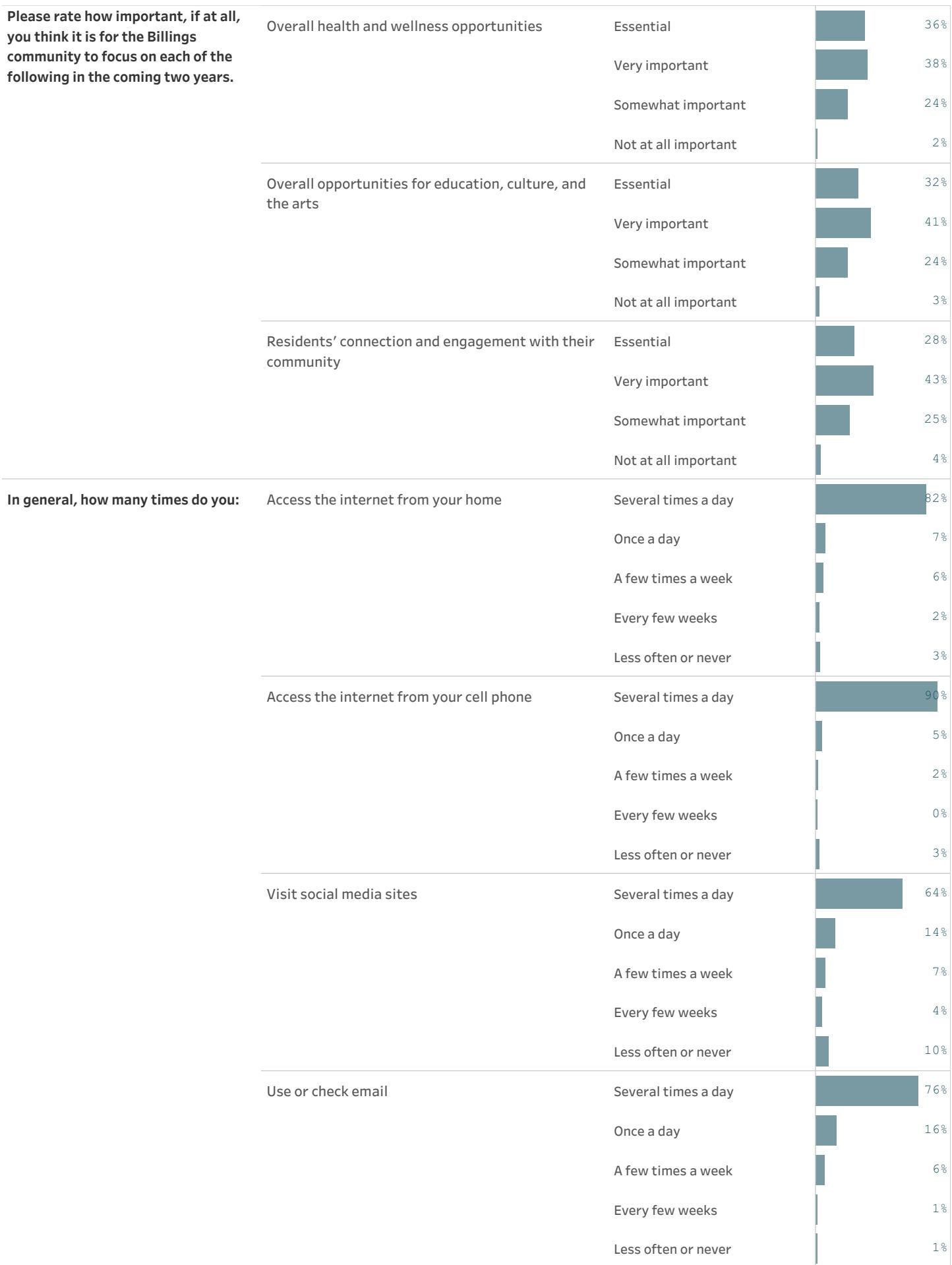


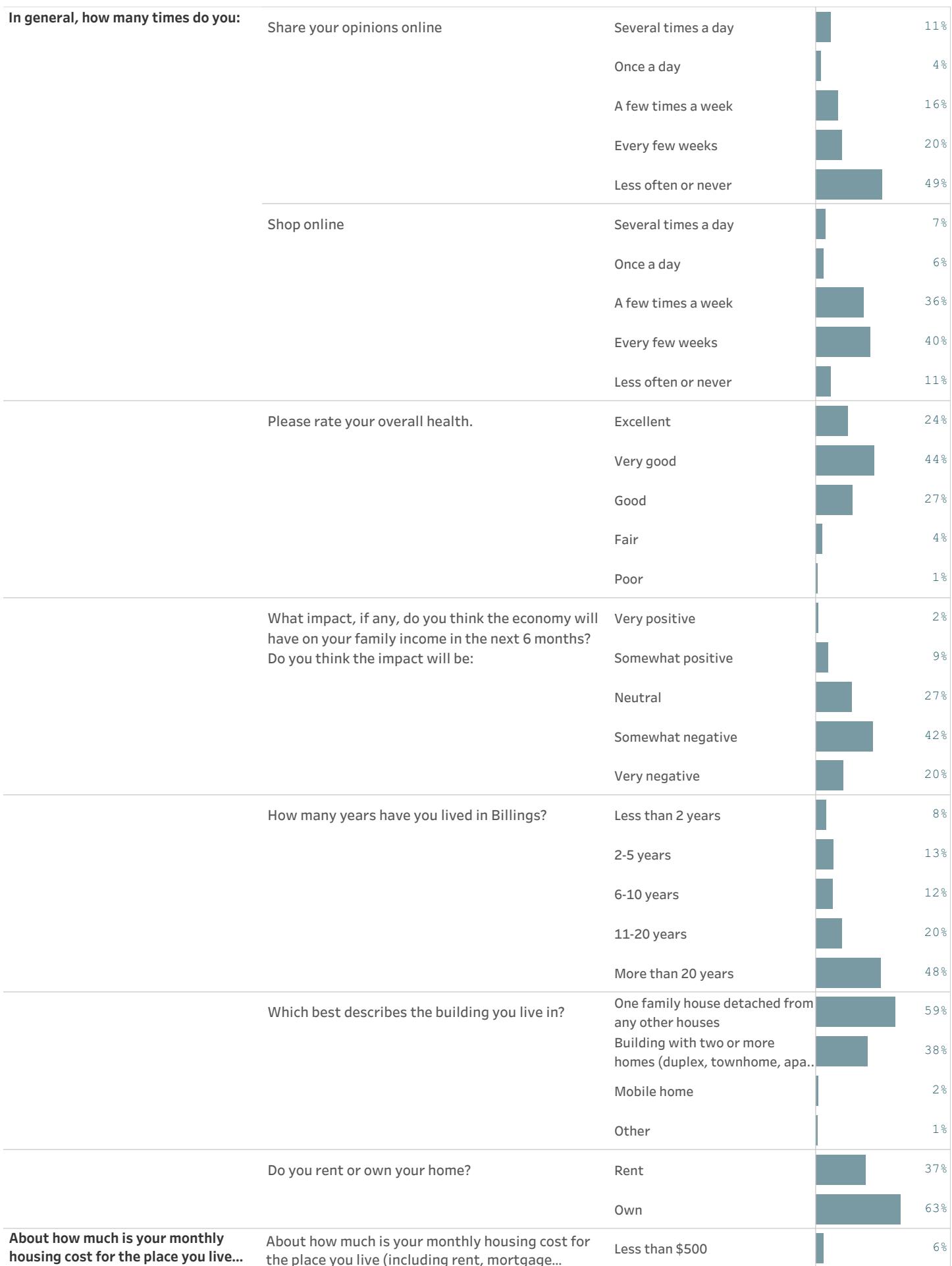
**Please rate the following categories of Billings government performance.**

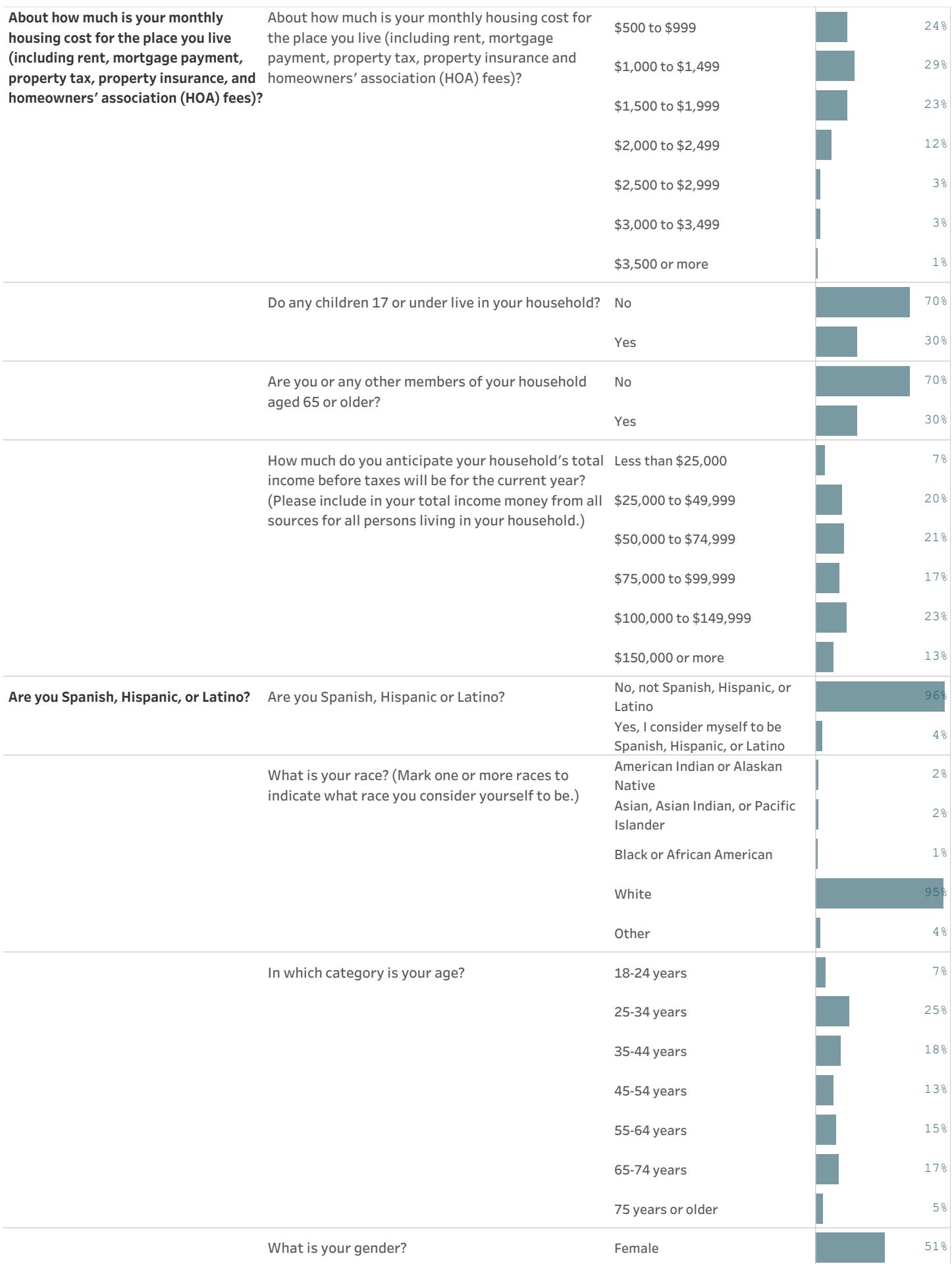


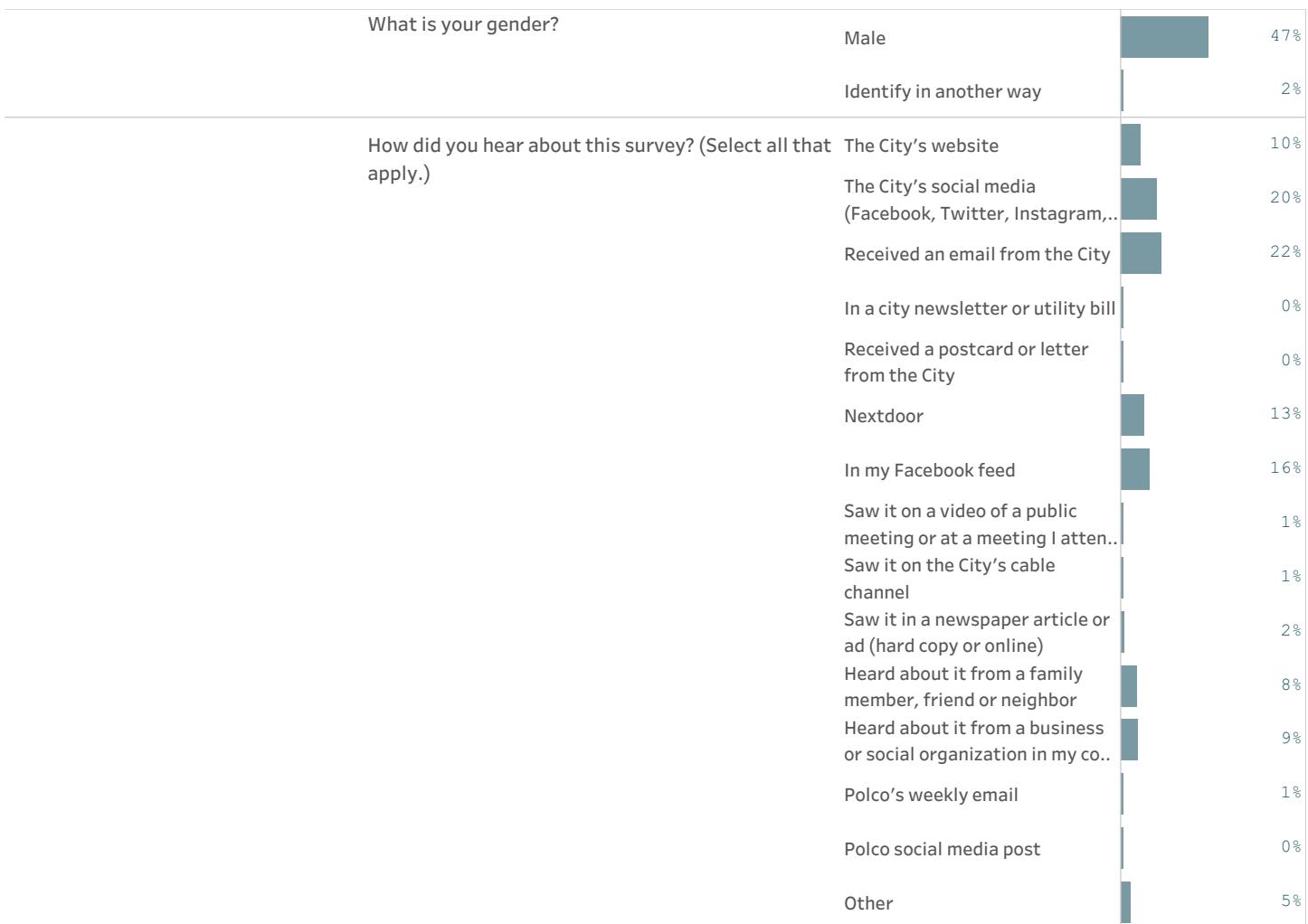


**Please rate how important, if at all, you think it is for the Billings community to focus on each of the following in the coming two years.**









# The City of Billings 2022 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

## 1. Please rate each of the following aspects of quality of life in Billings.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Billings as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live .....	1	2	3	4	5
Billings as a place to raise children .....	1	2	3	4	5
Billings as a place to work .....	1	2	3	4	5
Billings as a place to visit .....	1	2	3	4	5
Billings as a place to retire .....	1	2	3	4	5
The overall quality of life in Billings .....	1	2	3	4	5
Sense of community .....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to Billings as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Billings .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Billings .....	1	2	3	4	5
Overall design or layout of Billings' residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Billings (water, sewer, storm water, electric/gas, broadband) .....	1	2	3	4	5
Overall feeling of safety in Billings .....	1	2	3	4	5
Overall quality of natural environment in Billings .....	1	2	3	4	5
Overall quality of parks and recreation opportunities .....	1	2	3	4	5
Overall health and wellness opportunities in Billings .....	1	2	3	4	5
Overall opportunities for education, culture, and the arts .....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Billings to someone who asks .....	1	2	3	4	5
Remain in Billings for the next five years .....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day .....	1	2	3	4	5	6
In Billings' downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime .....	1	2	3	4	5	6
From violent crime .....	1	2	3	4	5	6
From fire, flood, or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the Billings community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds .....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds .....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.) .....	1	2	3	4	5

## 6. Please rate each of the following in the Billings community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Billings .....	1	2	3	4	5
Variety of business and service establishments in Billings .....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in Billings .....	1	2	3	4	5
Overall image or reputation of Billings .....	1	2	3	4	5

**7. Please also rate each of the following in the Billings community.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Billings.....	1	2	3	4	5
Ease of travel by public transportation in Billings.....	1	2	3	4	5
Ease of travel by bicycle in Billings.....	1	2	3	4	5
Ease of walking in Billings.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Billings.....	1	2	3	4	5
Overall appearance of Billings.....	1	2	3	4	5
Cleanliness of Billings.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Billings.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

**8. Please indicate whether or not you have done each of the following in the last 12 months.**

	<u>No</u>	<u>Yes</u>
Contacted the City of Billings (in-person, phone, email, or web) for help or information.....	1	2
Contacted Billings elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Billings.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

# The City of Billings 2022 Community Survey

## 9. Please rate the quality of each of the following services in Billings.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services .....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Affordable high-speed internet access .....	1	2	3	4	5
Garbage collection .....	1	2	3	4	5
Drinking water .....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.) .....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing .....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services .....	1	2	3	4	5
Fire services .....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) .....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts) ....	1	2	3	4	5
Billings open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes .....	1	2	3	4	5
Recreation centers or facilities .....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Overall customer service by Billings employees (police, receptionists, planners, etc.) .....	1	2	3	4	5

## 10. Please rate the following categories of Billings government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Billings .....	1	2	3	4	5
The overall direction that Billings is taking.....	1	2	3	4	5
The job Billings government does at welcoming resident involvement .....	1	2	3	4	5
Overall confidence in Billings government.....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community .....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
Treating residents with respect .....	1	2	3	4	5

**11. Overall, how would you rate the quality of the services provided by each of the following?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Billings.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. Please rate how important, if at all, you think it is for the Billings community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Billings.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Billings.....	1	2	3	4
Overall design or layout of Billings' residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Billings (water, sewer, storm water, electric/gas, broadband) .....	1	2	3	4
Overall feeling of safety in Billings .....	1	2	3	4
Overall quality of natural environment in Billings.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Billings .....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community .....	1	2	3	4

# The City of Billings 2022 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

## D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

## D2. Please rate your overall health.

Excellent       Very good       Good       Fair       Poor

## D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

Very positive       Somewhat positive       Neutral       Somewhat negative       Very negative

## D4. How many years have you lived in Billings?

Less than 2 years  
 2-5 years  
 6-10 years  
 11-20 years  
 More than 20 years

## D5. Which best describes the building you live in?

One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment, or condominium)  
 Mobile home  
 Other

## D6. Do you rent or own your home?

Rent  
 Own

## D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Less than \$500       \$2,000 to \$2,499  
 \$500 to \$999       \$2,500 to \$2,999  
 \$1,000 to \$1,499       \$3,000 to \$3,499  
 \$1,500 to \$1,999       \$3,500 or more

## D8. Do any children 17 or under live in your household?

No       Yes

## D9. Are you or any other members of your household aged 65 or older?

No       Yes

## D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

Less than \$25,000       \$75,000 to \$99,999  
 \$25,000 to \$49,999       \$100,000 to \$149,999  
 \$50,000 to \$74,999       \$150,000 or more

## D11. Are you Spanish, Hispanic or Latino?

No, not Spanish, Hispanic, or Latino  
 Yes, I consider myself to be Spanish, Hispanic, or Latino

## D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

American Indian or Alaskan Native  
 Asian, Asian Indian, or Pacific Islander  
 Black or African American  
 White  
 Other

## D13. In which category is your age?

18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

## D14. What is your gender?

Female  
 Male  
 Identify in another way

**Thank you!** Please return the completed survey in the postage-paid envelope to:  
**National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**