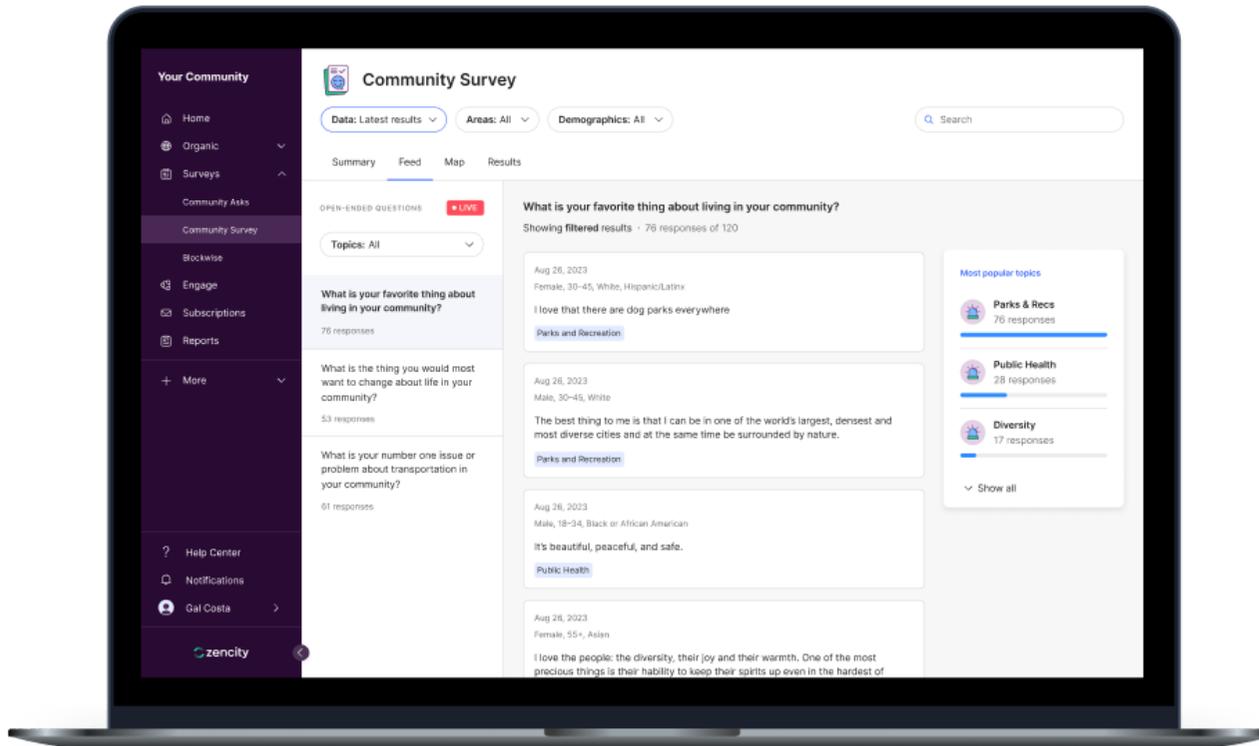# Calvert County, MD

Community Survey

December 2023 - February 2024

Powered by ⟳ Zencity

The Zencity Community Survey

A recurring survey that never stops running, the Zencity Community Survey measures how satisfied residents are with their community and with local government-provided services and allows officials to compare these scores over time and against a cohort of similar communities.

Survey Methodology

690 respondents were digitally recruited (e.g. over social media, mobile apps, local websites, and survey panels) between December 2023 - February 2024. An additional 179 responses were collected through the county's distribution efforts, which were used to supplement the Zencity-recruited responses for free-text questions. Zencity built a representative sample by matching respondent data to the U.S. Census Bureau's race, ethnicity, age, and gender distributions in Calvert County, MD. Finally, rake-weighting was applied as a statistical safeguard to balance out any remaining discrepancies in distribution, so no demographic group is overrepresented or underrepresented in the final score.

Score Calculation

The overall satisfaction score is calculated by averaging how each resident rated quality of life and community characteristics on a numeric scale (1-5), and classifying this average as satisfied, neutral, or not satisfied. The resulting score, then, is the weighted percentage of residents who gave an overall satisfied rating.

Overall Satisfaction

The overall satisfaction score is calculated from the questions in the two main sections of the survey: general quality of life and satisfaction with different characteristics of life in your community.
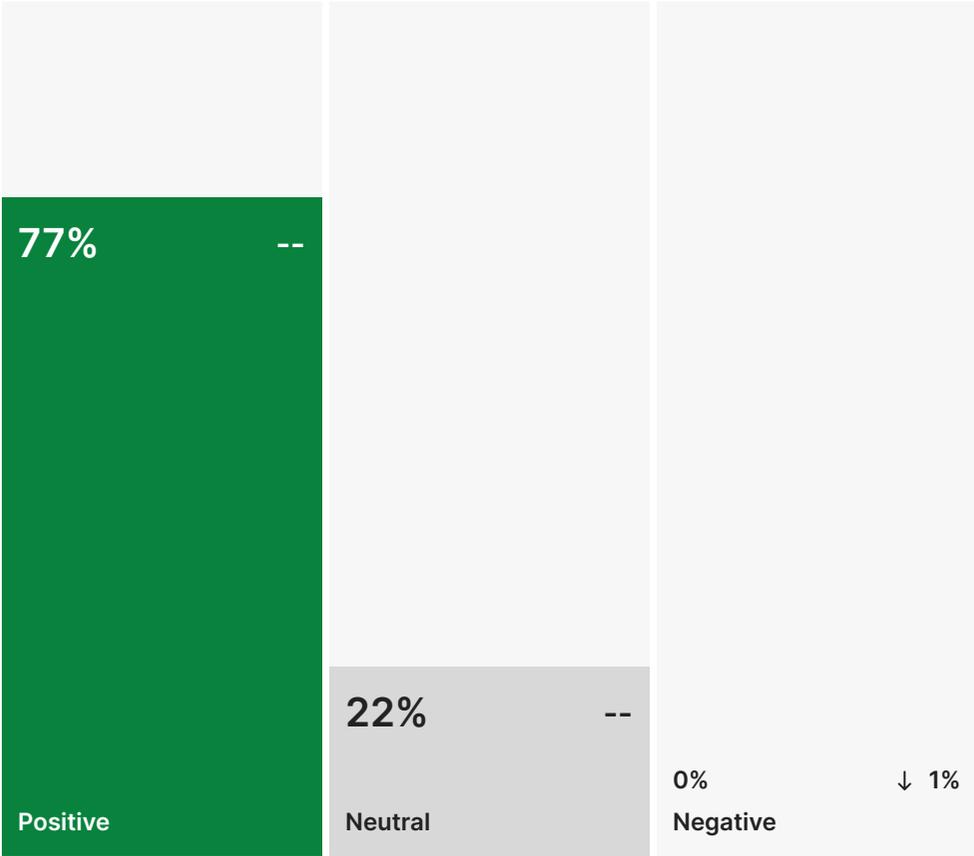
We take the average of these questions, then classify the score as positive (3+), neutral (1.5 to <3), or negative (≤1.5). The percentages represent the percent of respondents in each category.

If you have a previous cycle, the up (↑) and down (↓) arrows will show the change in percentage points.

Zencity Community Survey

77%

of 690 surveyed residents are satisfied with life in Calvert County

--   vs. previous cycle

77%	--
Positive	

22%	--
Neutral	

0%	↓ 1%
Negative	

Zencity Community Survey

These are the main measures of satisfaction in your community

The bars on the right show the proportion of responses that are positive (4 or 5), neutral (3), or negative (1 or 2). The percentages show the percent in the positive category.

We take the average of the Community Characteristics, then classify the score as positive (3+), neutral (1.5 to <3), or negative (≤1.5). The percentages represent the percent of respondents in each category.

If you have a previous cycle, the up (↑) and down (↓) arrows will show the change in percentage points.

QUESTION	RESIDENT SATISFACTION	
How is the overall quality of life in Calvert County?	69% · ↓ 1%	
How likely are you to recommend Calvert County as a place to live?	60% · ↓ 7%	
How likely are you to be living in Calvert County 5 years from now?	68% · ↑ 3%	
Average rating from the Community Characteristics questions	68% · ↑ 2%	

Across the Community

Zencity Community Survey

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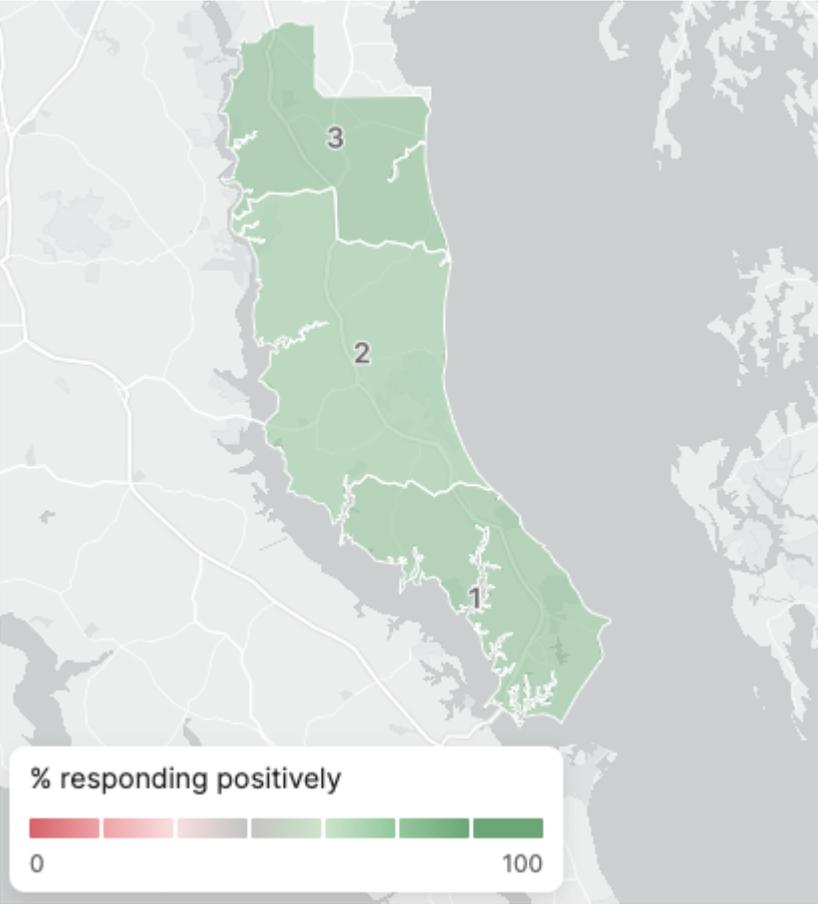
AREA	RESIDENT SATISFACTION	
1	78% · ↓ 2%	
2	73% · ↓ 4%	
3	80% · ↑ 5%	

% responding positively

0   100

Demographic Breakdown

Smaller sample sizes can lead to unreliable estimates. For this reason, we hide scores for groups under 30 respondents.

For groups between 30 and 49 respondents, we highlight the small sample size using an asterisk (*). Use these scores with caution.

Zencity Community Survey

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DEMOGRAPHIC	GROUP	SCORE	N
Age	18-34	65%	98
Age	35-54	77%	197
Age	55+	87%	376
Education	High school degree or less	76%	129
Education	Some college or college degree	79%	394
Education	Higher education degree	78%	147
Ethnicity	Black or African American	68%	57

DEMOGRAPHIC	GROUP	SCORE	N
Ethnicity	White	78%	538
Gender	Female	74%	356
Gender	Male	82%	318
Income	$49,999 or less	73%	71
Income	$50,000-$149,999	79%	301
Income	$150,000 or more	79%	214

Life in Calvert County

The bars show the percent of respondents who reported positively (4 or 5) in response to questions about community characteristics.

We also display the percent of respondents who were neutral (3, shown with a gray dot) or negative (1 or 2, shown with a red dot).

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COMMUNITY CHARACTERISTIC	SATISFACTION SCORE	CHANGE	
Quality of the library system	78% / 18% / (red)	↑ 1%	↓ 2%
Sense of overall safety	73% / 21% / 5%	↑ 2%	↓ 2%
Quality of parks and recreational amenities	73% / 19% / 8%	↑ 2%	↓ 1%
Access to quality education	72% / 21% / 7%	- 0%	↓ 1%
Overall cleanliness and maintenance	69% / 24% / 8%	↑ 3%	↑ 2%
Quality of waste and recycling services	64% / 23% / 13%	↑ **9%**	↓ **8%**
Sense of community among residents	52% / 31% / 17%	↑ 1%	↓ 3%
Overall quality of services provided by Calvert County	50% / 33% / 17%	↑ 3%	- 0%

KEY

● POSITIVE
● NEUTRAL
● NEGATIVE

↓ ↑ CHANGE IN POSITIVE SCORE

↓ ↑ CHANGE IN NEGATIVE SCORE

The 'Change' column shows the percentage point changes in positive and negative scores from the previous cycle. In addition, questions with the largest changes above 5% are highlighted.

Zencity Community Survey

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COMMUNITY CHARACTERISTIC	SATISFACTION SCORE			CHANGE	
Acceptance of residents of all backgrounds	48%	28%	24%	↓ 4%	↑ 3%
Access to quality health care services	46%	30%	24%	↑ 6%	↓ 1%
Availability of a variety of art and cultural events	33%	35%	32%	↓ 8%	↑ 6%
Ability of residents to give input to the Calvert County government	27%	36%	37%	↓ 6%	↓ 1%
Availability of affordable housing	19%	35%	46%	↓ 1%	↓ 3%
Ease of the permit and zoning process	19%	36%	45%	↓ 4%	- 0%
Availability of jobs that pay a living wage	15%	35%	50%	↓ 1%	↓ 3%
Ease of getting around by public transportation	13%	19%	67%	- 0%	↑ 2%

KEY

● POSITIVE
● NEUTRAL
● NEGATIVE

↓ ↑ CHANGE IN POSITIVE SCORE

↓ ↑ CHANGE IN NEGATIVE SCORE

The 'Change' column shows the percentage point changes in positive and negative scores from the previous cycle. In addition, questions with the largest changes above 5% are highlighted.

The ratings residents gave these parts of life showed a connection to their overall satisfaction

In order to appear here, a characteristic must a) demonstrate a strong correlation with how residents rated their overall satisfaction and b) receive a notably high or low satisfaction score

Maintain

High-scoring characteristics with strong correlation to overall satisfaction

● 5%   ↓ 2%
● 21%   ↓ 1%

73%   ↑ **2%**

Sense of Overall Safety
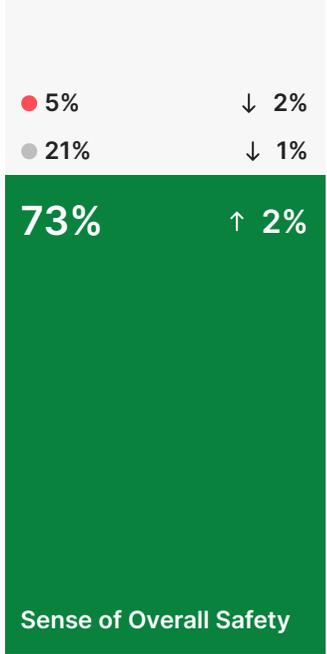
Focus on

Low-scoring characteristics with strong correlation to overall satisfaction

● 17%   ↓ 3%
● 31%   ↑ 2%

52%   ↑ **1%**

Sense of Community Among Residents
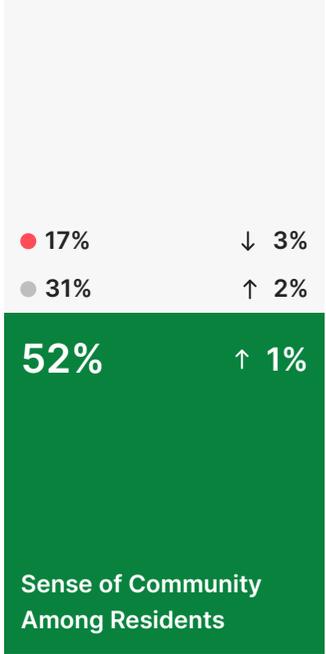
Strengths

This community characteristic was selected because it had a high correlation with satisfaction AND received a notably high score.

The percentages shown indicate the percent of respondents who responded positively (4 or 5). The bars indicate the proportion of respondents who were positive, neutral (3), or negative (1 or 2).

For groups between 30 and 49 respondents, we highlight the small sample size using an asterisk (*). Use these scores with caution.

Zencity Community Survey

73%

of residents are satisfied with the sense of overall safety

↑ **2%**   vs. previous cycle

Neutral	Dissatisfied
21% · ↓ 1%	**5%** · ↓ 2%

AREA

1	**68%** · ↓ 1%	
2	**77%** · ↑ 1%	
3	**75%** · ↑ 6%	

AGE

18-34	**67%** · ↑ 13%	
35-54	**79%** · ↑ 1%	
55+	**74%** · ↓ 2%	

GENDER

Male	**78%** · ↑ 5%	
Female	**71%** · ↑ 1%	

RACE/ETHNICITY

White	**75%** · ↑ 4%	
Black or African American	**65%** · --	

In Focus

This community characteristic was selected because it had a high correlation with satisfaction AND received a notably low score.

The percentages shown indicate the percent of respondents who responded positively (4 or 5). The bars indicate the proportion of respondents who were positive, neutral (3), or negative (1 or 2).

For groups between 30 and 49 respondents, we highlight the small sample size using an asterisk (*). Use these scores with caution.

Zencity Community Survey

52%

of residents are satisfied with the sense of community among residents

↑ **1%** vs. previous cycle

Neutral	Dissatisfied
31% · ↑ 2%	**17%** · ↓ 3%

AREA

1	**49%** · ↑ 8%
2	**46%** · ↓ 5%
3	**59%** · ↓ 1%

AGE

18-34	**44%** · ↓ 4%
35-54	**51%** · ↑ 8%
55+	**58%** · ↓ 2%

RACE/ETHNICITY

| White | **53%** · ↑ 5% |
| Black or African American | **47%** · -- |

HOME OWNERSHIP

| Owned | **53%** · ↑ 2% |
| Rented * | **49%** · -- |

Community

Benchmark

How we compare Calvert County, MD to other similar communities

Residents from more than 1,000 communities across the United States have participated in Zencity's Community Surveys. We use the combined results from these surveys to produce our benchmark estimates. By averaging across respondents from dozens or hundreds of different communities, it's possible to arrive at a picture of what the results for a "typical" community in that cohort look like. This offers a way to compare your results- particularly strengths and areas for improvement- within a greater context. Each community running a Community Survey with Zencity receives a customized community benchmark cohort that reflects its unique characteristics.

First, the cities, towns, and counties in the United States are allocated into cohorts using variables such as population size, geography, density, and demographics to group similar communities together. Then, each cohort's benchmarks are calculated using the same scoring methodology outlined in the Survey Methodology section. Finally, since recruitment methods can differ slightly according to the needs of each community, cohort benchmarks are adjusted accordingly to match the exact distribution of recruitment methods.

Community Benchmark

These are some of the communities represented in your cohort

Density is calculated by people per square mile of land area.
Diversity is measured by percentage of people who are not in the largest race or ethnicity group.
Median income is the median annual dollars of income per household.

The data displayed on this page was sourced from the U.S. Census Bureau's 2020 Census of Population and Housing.

COMMUNITY NAME	TOTAL POP	DENSITY	DIVERSITY	MEDIAN INCOME ($)
Calvert County, Maryland	92,094	432	15.54%	$112,696
Wicomico County, Maryland	103,222	276	31.48%	$60,366
Carroll County, Maryland	168,233	376	7.10%	$99,569
Washington County, Maryland	150,575	329	14.23%	$63,510
Charles County, Maryland	161,448	353	48.51%	$103,678
Frederick County, Maryland	255,955	387	16.67%	$100,685

+ more communities with similar characteristics

Community Benchmark

The overall resident satisfaction in Calvert County is 2% higher than its cohort.
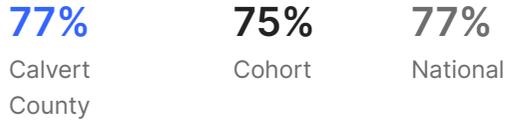
77%
Calvert County

75%
Cohort

77%
National

● Calvert County

■ Cohort

▲ National

QUESTION	NATIONAL	COHORT	YOUR SCORE	SATISFACTION COMPARISON
How is the overall quality of life in Calvert County?	63%	63%	69%	
How likely are you to recommend Calvert County as a place to live?	62%	63%	60%	
How likely are you to be living in Calvert County 5 years from now?	64%	63%	68%	

0%   25%   50%   75%   100%

Community Benchmark

Satisfaction with Life in Calvert County, MD

Breakdown by characteristic

● Calvert County

■ Cohort

▲ National

QUESTION	NATIONAL	COHORT	YOUR SCORE	SATISFACTION COMPARISON
Availability of affordable housing	36%	35%	19%	
Availability of jobs that pay a living wage	41%	40%	15%	
Access to quality health care services	61%	63%	46%	
Access to quality education	61%	63%	72%	
Ease of getting around by public transportation	42%	37%	13%	
Sense of overall safety	61%	63%	73%	
Sense of community among residents	53%	52%	52%	
Acceptance of residents of all backgrounds	61%	56%	48%	
Overall cleanliness and maintenance	58%	59%	69%	
Quality of parks and recreational amenities	63%	61%	73%	
Quality of waste and recycling services	61%	58%	64%	
Availability of a variety of art and cultural events	51%	49%	33%	
Quality of the library system	65%	65%	78%	
Ease of the permit and zoning process	44%	44%	19%	

0%   25%   50%   75%   100%
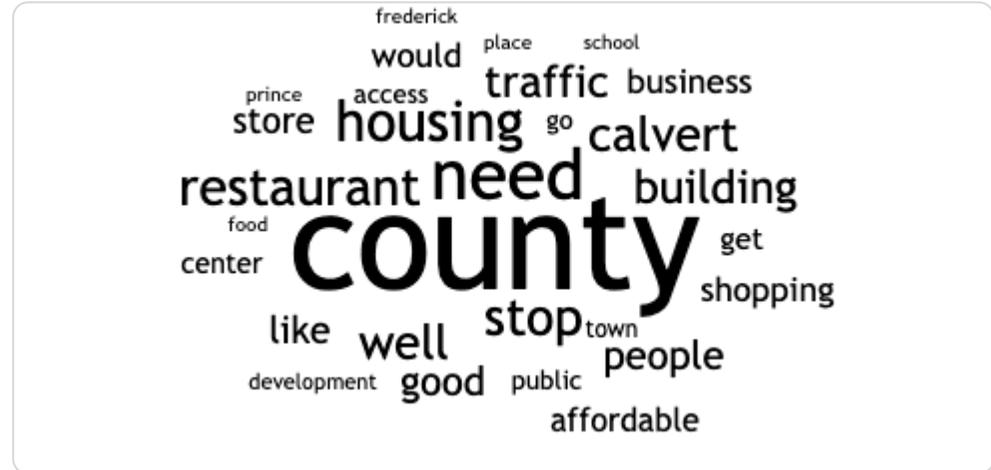
Free-Text Responses

Zencity Community Survey

What residents love

Question: What is your favorite thing about living in Calvert County?

What residents want changed

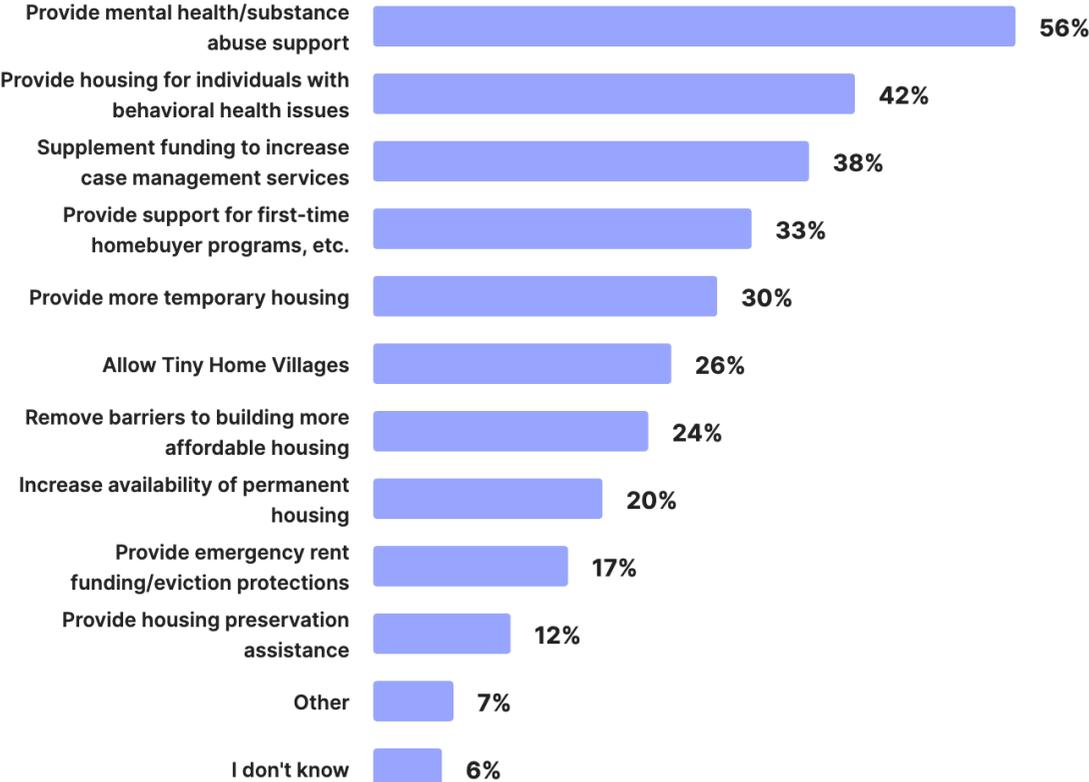Question: What is the one thing you would change in Calvert County?

Rotating Survey Section

The rotating survey section focuses on one issue per survey cycle and can be updated as new areas of interest emerge.

Zencity Community Survey

56% of respondents think Calvert County should **provide mental health and substance abuse support** in order to reduce the issue of homelessness.

The question: In your opinion, what should be done in order to reduce the issue of homelessness locally in Calvert County?

Provide mental health/substance abuse support	56%
Provide housing for individuals with behavioral health issues	42%
Supplement funding to increase case management services	38%
Provide support for first-time homebuyer programs, etc.	33%
Provide more temporary housing	30%
Allow Tiny Home Villages	26%
Remove barriers to building more affordable housing	24%
Increase availability of permanent housing	20%
Provide emergency rent funding/eviction protections	17%
Provide housing preservation assistance	12%
Other	7%
I don't know	6%

Zencity Community Survey

66% of respondents would like to see the **choice of internet providers** improved in their area.

The question: When thinking about internet services available in your area, which of the following factors would you most like to see improved?

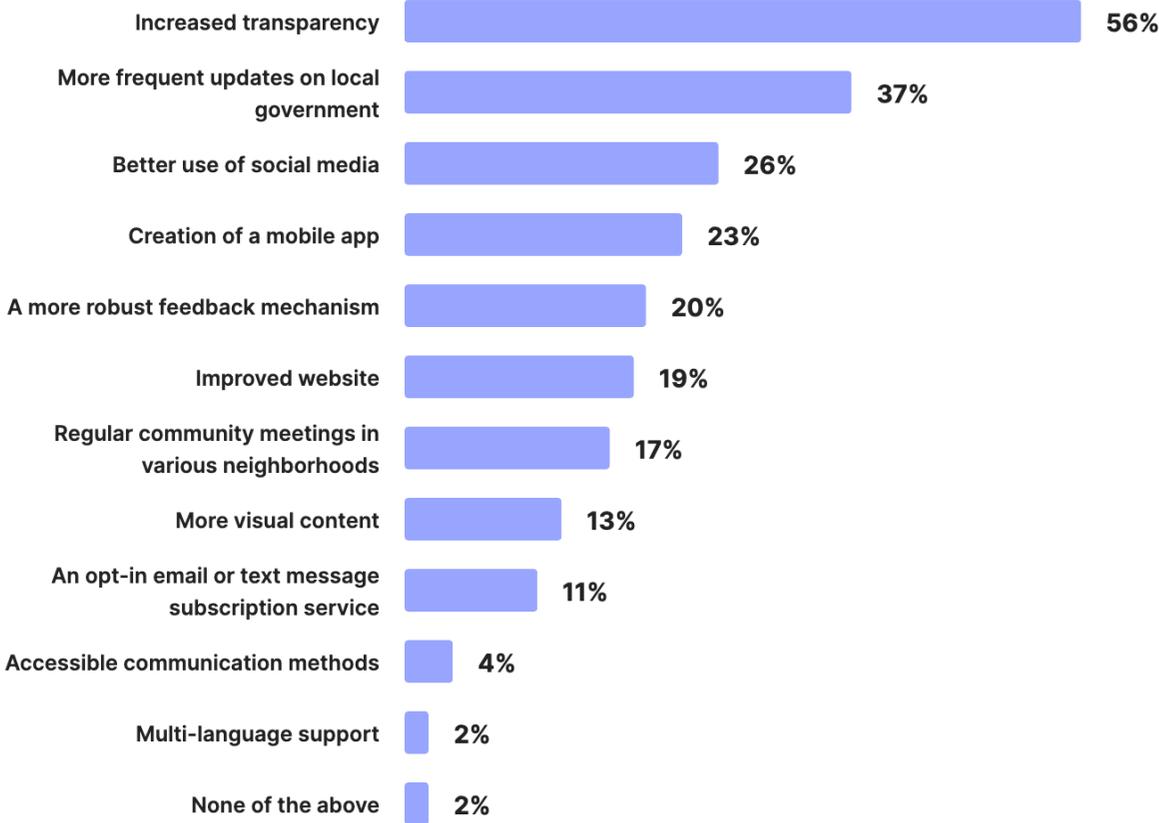| Factor	Percentage
Choice of providers	66%
Cost	47%
Reliability	36%
Speed	32%
Customer or technical support	11%
I don't know	5%
Other	2%

Zencity Community Survey
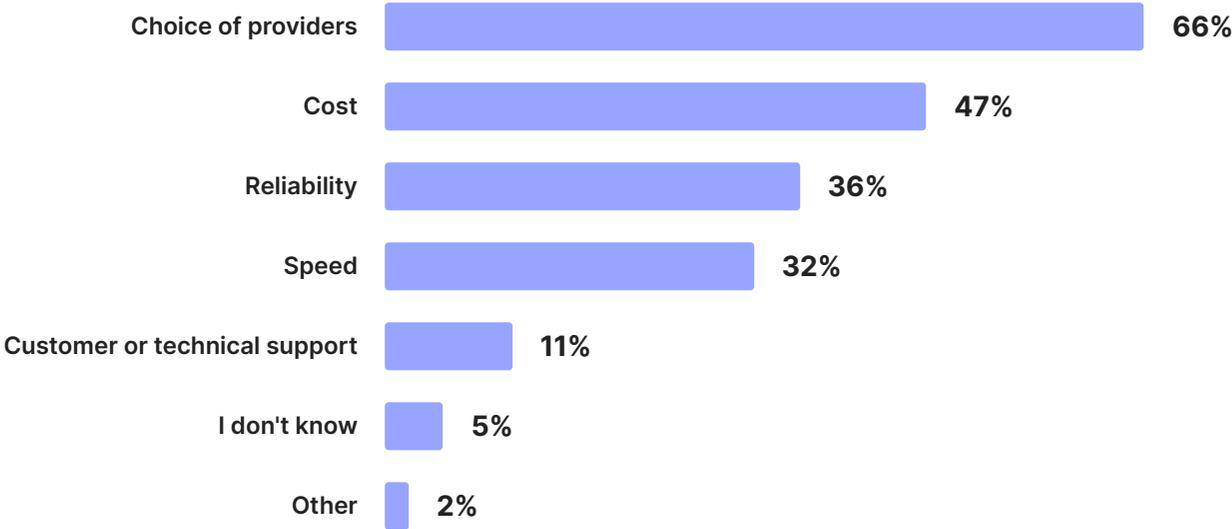
27% of respondents think a **lack of awareness of eligibility for benefits** are the biggest barrier to accessing benefits for Veterans in Calvert County, while **40% don't know**.

The question: What do you think are the biggest barriers to accessing benefits for Veterans living in Calvert County?

Lack of awareness of eligibility for benefits	27%
Lack of dedicated Veteran Service Officer (VSO) in County	20%
Challenges in navigating complex system	19%
Long wait times for appointments at VA facilities	16%
Lack of transportation options to VA facilities	14%
I don't know	40%
Other	2%
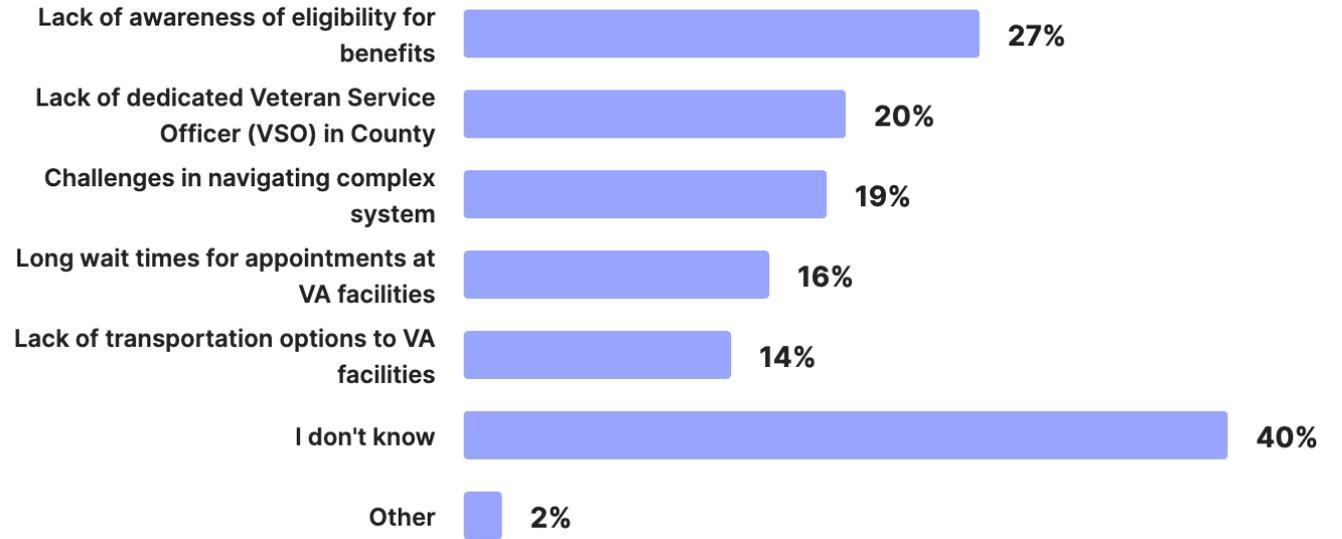
56% of respondents would most like to see **increased transparency** from the county government.

The question: What would you most like to see from the county government when it comes to communication with residents?

Category	Percentage
Increased transparency	56%
More frequent updates on local government	37%
Better use of social media	26%
Creation of a mobile app	23%
A more robust feedback mechanism	20%
Improved website	19%
Regular community meetings in various neighborhoods	17%
More visual content	13%
An opt-in email or text message subscription service	11%
Accessible communication methods	4%
Multi-language support	2%
None of the above	2%

162 respondents would like to receive more information about **zoning, planning, and development projects** from the county government.

The question: In what areas would you like to receive more information from the county government?

Category	Value
Zoning, planing & development projects	162
"All areas" / everything	41
Budget, policies & decision making	41
Schools & education	40
Business development & employment	40
Parks & events	36
Transportation, traffic & road improvements	30
Affordable housing, housing projects & policies	30
Crime reports & prevention programs	28
Taxes, fees and other payments	26
Feedback opportunities & meetings transparency	20
Mentions of communication platforms	17

The Questionnaire

Zencity Community Survey

Section 1

General Satisfaction

QUESTIONS	CHOICES
How is the overall quality of life in Calvert County? *	1 - 5 Scale (Poor - Excellent)
How likely are you to recommend Calvert County as a place to live? *	1 - 5 Scale (Very unlikely - Very likely)
How likely are you to be living in Calvert County 5 years from now? *	1 - 5 Scale (Very unlikely - Very likely)
What is your favorite thing about living in Calvert County?	Open Ended
What is the thing you would most want to change about life in Calvert County?	Open Ended

Section 2

Community Characteristics

QUESTIONS
Availability of affordable housing
Availability of jobs that pay a living wage
Access to quality health care services
Access to quality education
Availability of a variety of art and cultural events
Ease of getting around by public transportation
Sense of overall safety
Sense of community among residents
Acceptance of residents of all backgrounds

QUESTIONS
Ability of residents to give input to the Calvert County government
Overall cleanliness and maintenance
Quality of parks and recreational amenities
Quality of the library system
Quality of waste and recycling services
Ease of the permit and zoning process
Overall quality of services provided by Calvert County

Section 3

Rotating
Survey Section

Section 3

Rotating Survey Section

QUESTIONS	CHOICES
What would you most like to see from the county government when it comes to communication with residents?	More frequent updates on local government activities and decisions / Increased transparency in the decision-making processes / Better use of social media to inform younger demographics / Improved website with easier navigation and more information / Regular community meetings in various neighborhoods / Creation of a mobile app for instant notifications and updates / More visual content to explain policies and changes / Multi-language support for non-English speaking residents / Accessible communication methods for people with disabilities / An opt-in email or text message subscription service / A more robust feedback mechanism for citizen concerns and suggestions / None of the above
In what areas would you like to receive more information from the county government?	Open Ended

Section 4

Demographics

QUESTIONS	CHOICES
In what year were you born? *	Open Ended
Which of the following do you identify as? *	Male / Female / Prefer to self-describe
Please state the gender you identify as.	Open Ended
Which one of these statements best describes your current situation? *	Full-time employed / Part-time employed / Unemployed / Student / Apprentice/intern / In retirement or early retirement / Permanently disabled / Homemaker or family caregiver / Prefer not to say / Other
Are you of Hispanic, Latino, or Spanish origin? *	Yes / No / Prefer not to say
What is your race? *	White / Black or African American / American Indian or Alaska Native / Asian / Native Hawaiian, Samoan, Chamorro, or other Pacific Islander / Prefer not to say / Other
Is your home: *	Owned by you or someone in your household, with or without a mortgage or loan? / Rented? / Occupied without payment of rent? / Prefer not to say

Section 4
Demographics

QUESTIONS	CHOICES
What is the highest level of school you have completed or the highest degree you have received? *	Less than a high school diploma / High school graduate or GED / Some college but no degree / Associate degree in college / Bachelor's degree (For example: BA, AB, BS) / Master's degree (for example: MA, MS, MBA) / Professional School Degree (for example: MD, DDS, DVM, LLB, JD) / Doctorate degree (for example: PhD, EdD) / Prefer not to say
Do any children under the age of 18 live in your household at least half of the time? *	Yes / No / Prefer not to say
Which category best represents your household's total income over the past year? *	$14,999 or less / $15,000-$29,999 / $30,000-$49,999 / $50,000-$74,999 / $75,000-$99,999 / $100,000-$124,999 / $125,000-$149,999 / $150,000-$199,999 / $200,000-$299,999 / $300,000 or more / Prefer not to say

Zencity