



# RESILIENT MONTGOMERY

2020 LISTENING SESSIONS SUMMARY

OFFICE OF THE COUNTY EXECUTIVE,  
MONTGOMERY COUNTY GOVERNMENT



## ABOUT RESILIENT MONTGOMERY

Resilient Montgomery was developed by the Office of the County Executive in summer 2020 to get residents involved in the planning process for Vision Zero and the Climate Action Plan that have not traditionally participated in these efforts. Lead by the Climate Change and Vision Zero Coordinators, there were two feedback efforts developed under the Resilient Montgomery banner. The Resilience Ambassador program trained five young adults to perform community interviews and the listening sessions were one-hour focus group sessions. Overall, the efforts collected detailed feedback from 130 and 108 county residents, respectively. The feedback was used to inform the creation of action items for both plans.

Learn more about both plans and how to stay engaged by visiting their websites.

Climate Action Plan - <https://www.montgomerycountymd.gov/climate>

Vision Zero - <https://www.montgomerycountymd.gov/visionzero/>

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# DEVELOPMENT AND RECRUITING

## Resilient Montgomery Background

For gathering community feedback for the Vision Zero 2030 Action Plan and the Climate Action Plan, the Office of the County Executive hosted eight community focus groups between August 13 and October 7, 2020. The eight sessions were designed to gather feedback from traditionally underrepresented groups. Without hearing more voices during the planning process, the plans may not meet all the needs of the county or could unintentionally burden these communities. In reviewing previous outreach efforts and who had not been heard, the eight listening sessions were dedicated to outreach to limited English speaking households, Hispanic-Americans, African-Americans, Asian-Americans, people with physical and cognitive disabilities, residents making less than 50% of the area median income, and residents under the age of 35. To incentivize participation, a \$20 thank you payment was provided for all that attended the entire session.

The listening sessions were part of the Resilient Montgomery outreach program. Resilient Montgomery was developed by the Office of the County Executive to get more residents involved in the planning processes for Vision Zero and the Climate Action Plan. Along with the listening sessions, the plans' coordinators sponsored a Resilience Ambassador program where 5 young adults were trained to do community interviews. The Ambassadors interviewed 130 residents with the majority of responses from under 18 Black, Indigenous, People of Color communities.

## Interview and Listening Session Questions

To ensure the feedback from both Resilient Montgomery outreach initiatives could be combined, the following questions were developed to start each conversation:

1. **Health/Pollution/COVID-19.** Before the Covid-19 pandemic began, what were your concerns about health and pollution for you and your family? What about now?
2. **Safe Travel.** Before the Covid-19 pandemic began, what concerns and challenges did you face travelling in your community? What about now?
3. **Climate Change and Extreme Weather.** What are ways that communities can tackle extreme weather, such as flooding and hotter days? What changes would you like to see?

Two additional questions were developed on community safety and future priorities but were unused for the listening sessions due to time constraints.

4. **Community Safety.** On a typical day, what makes you and your family feel safe: (1) at home, (2) at work (or school/college), and (3) while travelling in Montgomery County?
5. **Priorities for the Future.** What kind of Montgomery County do you want to see in your lifetime? What would it look like for you?

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## Recruiting for Listening Sessions

With support from an outreach contracting team, the Office of the County Executive used a variety of outreach methods and channels to gather participants for each focus group. To start, the intended audience was defined for each listening session. Based on the traditionally underrepresented groups listed above, areas with known high crash risk and an EPA environmental justice priority area, the sessions were as follows<sup>1</sup>:

Session Name	Date	Number of Participants
Montgomery Village and Germantown	August 13	14
Wheaton and Silver Spring	August 20	17
People with Disabilities	September 3	20
People under 35	September 10	8
Catch-up (for people that signed up for other sessions, but could not attend)	September 17	7
Spanish Speaking Residents	September 22	15
Chinese Speaking Residents	September 29	17
Amharic Speaking Residents	October 7	10

Due to the on-going COVID-19 pandemic, no person-to-person recruitment was performed. To gather interest, the following methods were used:

- **Direct e-mails** to teachers and principals at nearby schools, County Government liaisons and outreach coordinators, and advocacy and community organizations. For each session, between 50 and 500 people were contacted directly via e-mail. The size of the direct e-mail campaign depended upon the size of the group targeted for the listening session.
- **Social media posts on Facebook and Twitter.** The team reached out to local organizations to post the meeting information on their social media pages. For the first two sessions, paid ads were placed on Facebook since those sessions were targeted to specific geographies.
- **Flyers** were posted in grocery stores, hair salons, and barber shops in Silver Spring for outreach to the Amharic speaking population.
- **Newsletter advertisement** was placed in the Montgomery Village newsletter to reach out to residents in the area.

Each outreach channel provided potential participants with a link to a session sign-up page where they could register. See Appendix II for the English version of one outreach flyer.

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<sup>1</sup> See Appendix I for the community maps that were developed to help identify geographic areas to prioritize for the listening session outreach efforts.

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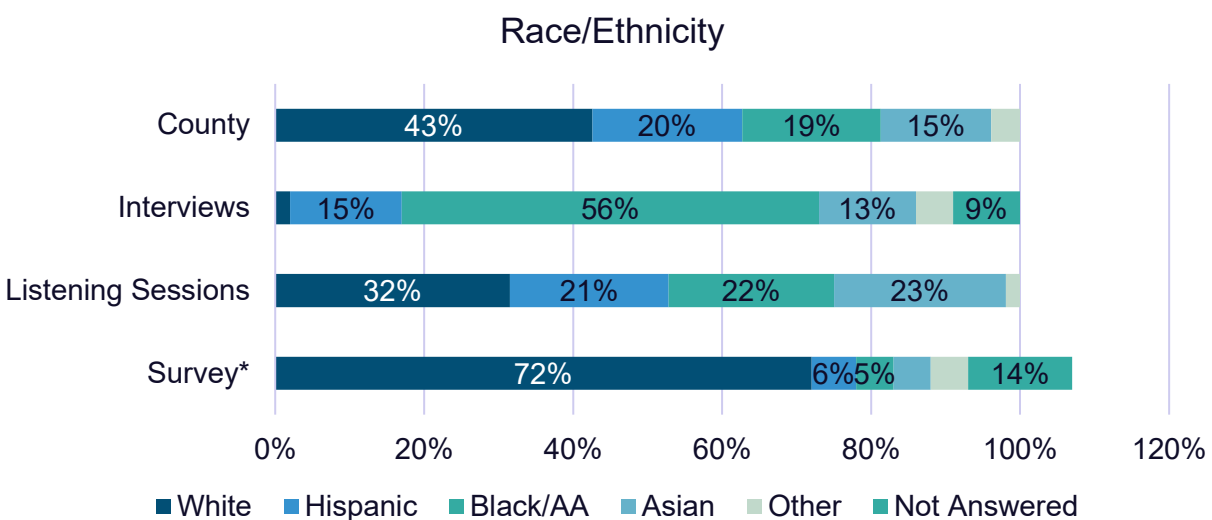
## **Listening Session Format**

All eight listening sessions followed the same meeting format. In the first 10-15 minutes the Vision Zero Coordinator, representing both planning initiatives for traffic safety and climate change, gave an overview of the planning efforts to date, how to use the virtual meeting platform, and then turned to the discussion questions. The rest of the hour was open to participants to share their thoughts and ideas either verbally or using the meeting chat. Participants were given a survey link at the end of the meeting to provide any additional feedback. For the three non-English sessions, a translator was used to summarize the feedback from each participant during the session. All meetings were recorded and transcribed to allow for analyzing and categorizing attendee responses.

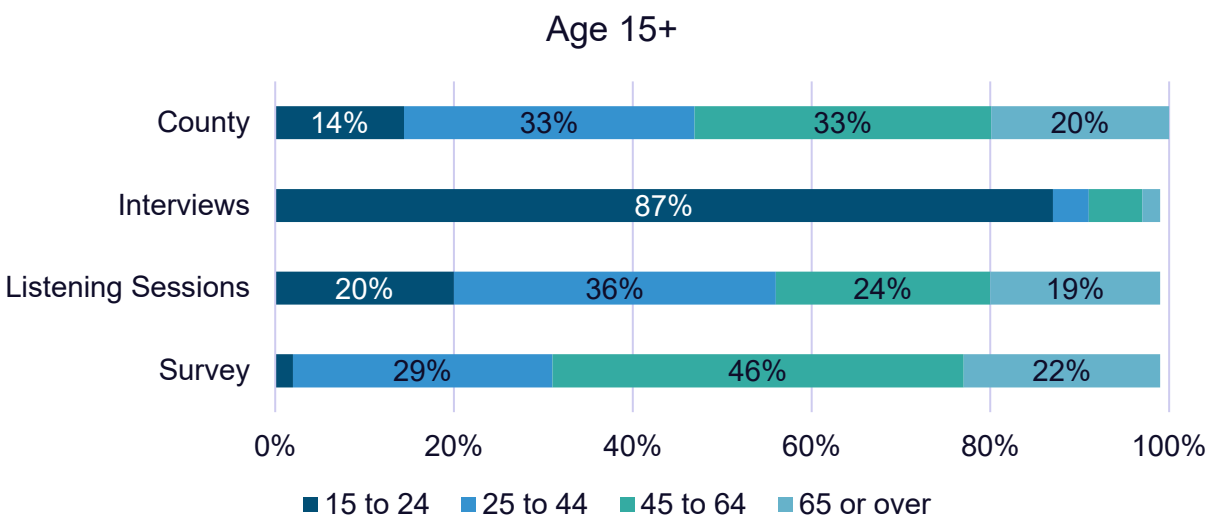
# RESULTS

## Attendee Demographics

The targeted outreach approach proved successful. Even with the links and registration being open to everyone, each session was populated by the targeted group or neighborhoods. Based on the self-identified age and race/ethnicity, the listening session participants were more diverse in age and race/ethnicity compared to the opt-in survey and the Resilience Ambassador's interviews. A breakdown showing Montgomery County's demographics compared to each outreach effort's demographics is provided below.



\*Participants could mark more than one race or ethnicity, so responses are > 100%.



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## Major Themes from Listening Sessions

### Health, Pollution, and COVID-19 Pandemic

- **No major health concerns prior to COVID-19.** Participants did not mention specific public or private health concerns before the start of the COVID-19 pandemic.
- **Perception of younger people taking social distancing and mask requirements less seriously.** Many session participants, including those in the age 35 and younger session, felt that younger people were less likely to follow precautionary measures like social distancing and wearing a mask compared to older adults. The news that young people are unlikely to experience severe symptoms or hospitalization was believed to be one reason behind the difference.
- **Avoiding public spaces due to noncompliance with masking.** Participants, particularly those over the age of 55, noted that they were rarely if ever going to public parks or shopping centers because of others not properly social distancing or wearing masks. Parents with larger concerns about coronavirus exposure also mentioned limiting their kids' activities such as playing together or participating in group activities.
- **Using parks and Zoom to stay active and connected.** Participants that were more likely to leave their homes during the COVID-19 pandemic mentioned they enjoyed going to nearby parks with their family to stay active. Many were using Zoom to catch up with family and friends while staying socially distant, though concerns were raised that many older adults may be uncomfortable with tools like Zoom and may be very isolated during the pandemic.
- **Concerns with virtual learning and eventual return to physical classrooms.** Participants with children in Montgomery County Public Schools mentioned concerns about virtual learning, particularly concerns about the quality of virtual education, the lack of social interaction, and having to monitor their kids during the day while also working. Participants were concerned about proper safety protocols (social distancing, masking, testing, etc.) in place when students return to physical classrooms.

### Environment and Climate Change

- **Masks and gloves littering the county during the COVID-19 pandemic.** Across sessions and neighborhoods, a common observation during the COVID-19 pandemic was the number of discarded masks and gloves laying around sidewalks, in parks, and near entrances to shops and apartments.
- **Increasing opportunities and education for recycling.** A common request was for more publicly provided recycling bins along sidewalks, park trails, and bus stops. The County Government should also provide recycling education that shows how to properly recycle and why recycling is important for everyone.

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- **Support, but confusion for greener energy supply.** There was overall support for providing cleaner and green energy to buildings and homes in the county. Concerns were raised about solicitations received regarding changing energy sources for their current power providers and if the mailed solicitations were scams. Also mentioned were concerns about higher utility bills to pay for greener energy sources and if there would be offsets for the increased price. Participants mentioned current energy bills, particularly during the pandemic and a hot summer, were high and can be a burden when added up against all other living expenses.
  - **Improving tree canopy to provide more shade.** Many participants mentioned the importance of preserving and planting trees in the county to provide shade and comfort during hotter days.
  - **Flash flooding damaging properties, roads, and trails.** Participants noted that flash flooding events in the past few years have caused damage to homes, roads, and trails in their neighborhoods and throughout the county. Participants wanted the county to use mitigation efforts such as tree planting and rain barrels and ensure future development does not add to the flash flooding problem.

### Traffic Safety (Vision Zero)

- **Need for new and wider sidewalks.** The most common request for improving traffic safety in the county was building new sidewalks and providing wider sidewalks along busy roads that currently are narrow and next to the travel lane.
- **Additional bike lanes, but need to address accessibility issues.** Participants mentioned additional bike lanes, particularly ones that provide separation from the car travel lanes, would help make biking more attractive and safer in the county. People with disabilities noted that they were concerned current protected bike infrastructure such as floating bus stops compromised accessibility and need to be rethought or use a different strategy to improve safety and accessibility for all.
- **More protected crossings.** Common across the eight sessions were requests to provide more protected crossings using traffic signals and pedestrian hybrid beacons. Participants noted that jaywalking occurs when the distance to the nearest protected crossing is too far away.
- **Bus stop safety and amenities.** Participants that were frequent bus riders mentioned several areas where bus service and stops could improve to make riding the bus safer and more comfortable. For safety, participants mentioned the need for safe crossings to and from the bus stop. Having crossings with some way to stop cars would limit the need to cross dangerous roads without having to assume a car would stop for them. To address crime near bus stops, participants recommended new, bright lighting and potentially security cameras. For comfort, participants mentioned having more shelters, more trees, and regular snow clearing as important factors. For service, many noted the service cuts and limited capacity during the COVID-19 pandemic made using bus service difficult. There were also issues with bus schedule and real-time reporting reliability.

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# LISTENING SESSION SUMMARIES

The following are summaries of major themes that emerged from each listening session.

## Montgomery Village and Germantown – August 13 – 14 participants Health/COVID19

- **Student health.** Concerns about overcrowding and limited physical space in local elementary schools which would make new requirements for social distancing during the pandemic difficult. Schools and the overall community also must address existing student health needs such as asthma and diabetes. Participants were also concerned how student health and activity would be supported during distance learning.
- **Apartment building maintenance.** A concern was raised that apartment owners with poor maintenance records will not properly clean the buildings, which is crucial with so many at home during the day. One participant had to contact the Department of Housing and Community Affairs due to negligence of the property owner.

## Environment and Climate Change

- **Extra litter during pandemic.** Since the start of the pandemic, participants have noticed additional trash along roads and trails in the area. Not only tossed out masks and gloves, but general litter. Community members that would normally help clean up, such as youth groups, are not doing so out of fear of contamination. Participants recommended that additional receptacles and recycling cans in areas with litter could help people make the right choice.
- **Green energy and construction opportunities for existing buildings.** One participant mentioned confusion regarding solicitations for green energy options through electric utilities and would like to see more straightforward options for purchasing renewable energy. There were also questions about the legitimacy of these unsolicited offers for green energy purchase options. Another wondered if there were opportunities to rehabilitate buildings instead of demolishing the building and surrounding trees to protect existing green space.
- **Alternative transportation to reduce air pollution.** Session attendees mentioned they knew of and wanted walk and bike to work/school events, but were not aware that the County Government had these events every year. They also wanted to see telework promoted after the COVID-19 pandemic ended and have the County support long-term telework for local employers. The county's land use where there are not "neighborhoods where you can walk to stores" increases the number of car trips in the county.

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- **Flash flooding.** The County Government needs to keep up with tree and road maintenance along roads that frequently get covered with water during heavy rain events.

## Traffic Safety

- **Need for more sidewalks and bike lanes.** Participants noted that they would feel safer to walk and bike more if there were more sidewalks and bike lanes in the area. Specific areas mentioned were lack of sidewalk along Clopper Rd near Richter Farm Rd as well as places where sidewalks do not continue consistently on one side of the road requiring pedestrians to cross. Participants were excited about plans for additional sidewalks and bike lanes in UpCounty and existing trails, but much of the existing trail network does not connect to shopping or other activity centers in the area. One participant mentioned feeling safer to use his bike along Rockville Pike during the pandemic since traffic volume was reduced.
- **Need for more controlled crosswalks.** Participants mentioned frustrations with pedestrians crossing outside of marked crosswalks. Participants also mentioned specific uncontrolled crossings where they felt unsafe. They also recommended solutions such as having a holder with high visibility flags to carry across the crosswalk, speed enforcement, and adding more crossing time for pedestrians.

***“the nearest crosswalk is probably almost a football field in either direction... But just for convenience sake, sometimes it’s just maybe there’s just not enough crosswalks where I am.”***

- **School pick up and drop off issues.** Lack of parking for parents and staff as well as small bus parking lots can make drop off and pick up “crazy.” Also, there are not crossing guards at every school and parents in the session would like to see them at every elementary school.
- **Bus stop locations and lack of amenities.** Many bus stops are not located close to crosswalks causing people to cross outside of the crosswalk. Bus stops may lack tree coverage or a shelter making standing at the stop uncomfortable.
- **Better connections to rapid transit (Metro).** There are no fast transit options north of Shady Grove, so participants would like to see better connections to existing Metro and expanding transit options such as a Red Line extension or faster bus service.

## Wheaton and Silver Spring – August 20 – 17 participants Health/COVID19

- **Utilizing parks during the pandemic.** Participants cited using County Parks as a way to stay active by walking or playing basketball during the pandemic. One

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participant wanting to play basketball noted that courts could get crowded and that discourages him to keep going outside.

***“I go to the park a couple times a week to play basketball. Well, it depends which court I go to. Because the ones close to me, the hoops have been taken off, and I have to go further, and those are overcrowded, so it's less encouraging to play when there's multiple people playing at a court and knowing that there's a pandemic going on.”***

## Environment and Climate Change

- **Confusion regarding green energy options from power suppliers.** One participant mentioned that she would be interested in purchasing green energy produced by wind or solar sources, but was very confused on the options available through her electric energy supplier and whether or not offers for selling green energy are legitimate or not. Having easy access to consumer information and comparisons would be helpful for people in the same situation.
- **Litter and illegal dumping.** Around littering and illegal dumping, participants talked about regular trash issues and new uptick in seeing personal protective equipment like masks and gloves thrown around since the start of the COVID-19 pandemic. While some felt there were adequate trash cans along sidewalks, there was also a request to have more or larger trash cans around bus stops.

***“I see a lot of bus stops, and I only see one trash can in each of the bus stops, and I feel like it's always full.”***

- **Recycling and waste reduction education.** Participants conversed about what the County Government and Public Schools could do to help promote recycling and waste reduction efforts and to educate individuals on environmentally friendly practices with one participant asking “How do we hold ourselves accountable for keeping our environment clean, cleaning up in our neighborhoods, cleaning up so that we don't pollute and destroy the place that we live?” Participants mentioned the importance of teaching people about the lifecycle of plastic materials and the benefits of plastic alternatives. These programs must be multi-lingual considering people come from all around the world and may not be familiar with how the Montgomery County recycling program works and what is accepted for recycling.

***“You have people coming in and out of this area not only from other parts of the US that have a different driving culture but also internationally that have very different cultures and norms towards recycling, trash, and all those sorts of things.”***

- **Flooding and standing water.** Utilizing water barrels to capture runoff could help with keeping rainwater from overflowing the county's sewers and having small ponds of standing water. One participant mentioned they felt the mosquitos

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were thriving in her neighborhood due to standing water after a big flash flood event.

- **More community pools and trees to deal with hotter summers.** Participants suggested having more community pools, splash parks, and shaded areas would help people cope more effectively with hotter summers in the future.

## Traffic Safety

- **Need for more sidewalks and bike lanes.** Participants discussed issues with walking and biking in the Wheaton area and whether or not they would consider walking or biking to work in current conditions. One participant mentioned “I would love to bike to work, but [...] it’s just like the Indy 500 [...] I just wouldn’t feel safe” adding that dedicated bike lanes in the area would make her more likely to bike to work. Another participant mentioned how the ability to walk around the neighborhood can add to a sense of community saying “I don’t see a lot of people walking to places here. When you’re outside, it’s almost like, “Why are they walking,” because it’s just odd. I would love to walk to places. [...] you meet so many different people, and you see things differently on your feet.” A third participant said the bike lanes would be good, but her work is too far from home to bike there. A final participant on this topic mentioned that while bike lanes are nice, “You’re never going to get Americans out of their cars” and the County needs to consider current land use and travel patterns when deciding how to utilize road space and that “there are some roads that you’re just never going to be able to make bike-friendly.”

*“I would love to bike to work, but [...] it’s just like the Indy 500 [...] I just wouldn’t feel safe”*

- **Need for more controlled crosswalks.** Participants aired concerns about crossing major roads and having children safely walking to school. One participant with children in a Montgomery County Public School was concerned that not all schools have crossing guards and has heard similar complaints from other parents. Three other participants mentioned seeing devices in other parts of the county (Pedestrian Hybrid Beacons) allowing people on foot or bike to press a button to safely cross and would like to see more devices like that in their area. One participant mentioned that these devices are very helpful for drivers as it gives the driver a clear indication that a person is trying to cross, whereas at uncontrolled crossings it may not always be clear if the person is wanting to cross.

## People with Disabilities – September 3 – 20 participants

### Health/COVID19

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- **COVID-19 Exposure notifications from cell phone.** Participants had heard about this program but were not sure if it had been rolled out in Maryland or how to activate the notification features.
  - **More healthy food choices.** Need to expand the availability and affordability of “organic, unprocessed food” in the county.
  - **Water quality for county lakes and streams.** One participant mentioned that it would be good to see regular data shared with the community about the water quality of recreational waterways like Rock Creek and Sligo Creek so people can see what they may be exposed to and if conditions are getting better or worse.

## Environment and Climate Change

- **Expansion for zero emission energy and transportation services.** Participants mentioned it was good that the County Government was supporting expanded solar energy projects, more electric vehicle charging stations, and zero emission electric buses. Participants wanted to know how they could learn more about having these energy programs support their neighborhoods. However, some participants were concerned that the new electric buses may be too quiet, similar to current electric sedans, making them difficult to detect for people with limited or no hearing.
- **Need for expanded tree canopy and tree preservation.** Participants stated concerns over new development projects that were taking out mature trees and were not being replaced.
- **Illegal dumping of e-scooters.** Participants mentioned seeing e-scooters that had been tossed into waterways and along roadways and sidewalks.

## Traffic Safety

- **Concerns for safety and accessibility for curbside bike lanes and “floating” bus stops.** Participants expressed multiple concerns about the curbside bike lanes and “floating” bus stops that were installed in Downtown Silver Spring. Participants felt that guide dogs would not know how to navigate to the floating bus stop since it is not at an intersection and not a movement that guide dogs are trained for. People with no and low vision rely on hearing to know when to cross and bikes can be too quiet to hear if they are approaching and cannot confirm if the cyclists intend to stop. For people using assistive mobility devices, there were also concerns for crossing the bike lanes and the inability to have services like Metro Access deploy a ramp for wheelchair users to get to the sidewalk.
- **Lack of sidewalks.** Participants noted that there is a lack of continuous sidewalks in neighborhoods or areas where pedestrians must cross the street to continue using the sidewalk. This can be dangerous for people with mobility issues and young children walking to school.
- **Permanent and temporary sidewalk obstructions.** Permanent obstructions such as utility poles and fire hydrants on the sidewalk and temporary obstructions

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like bikes and e-scooters make it difficult for people using assistive mobility devices and people with no and low vision since they must determine how to get around each object or in some cases find an alternative route. A new hazard has been outdoor dining allowed during the pandemic, which can sometimes leave too little space to pass on the sidewalk or place obstructions in the clear zone. Uneven sidewalks can also create mobility challenges.

- **Navigation through construction zones.** Related to the discussion on sidewalk obstructions, participants noted that the lack of pedestrian accommodations to get through construction zones and the uneven temporary paths when they are available make it difficult to get around. Concerns were also raised that the construction was damaging the neighborhood roads without being properly repaired after work is completed.
- **Growing transit options.** Participants mentioned the need for more transit options that can get across the county and the region. The MARC train is available, but much too limited.
- **Pedestrians not crossing in crosswalks.** Two participants mentioned concerns about hitting a pedestrian while driving when a pedestrian is crossing outside of a crosswalk.
- **Need for adequate snow removal.** Participants noted that people with disabilities can be stuck at home for days or weeks after a snowstorm because of the snow and ice that remains on sidewalks and curb ramps.

## People under 35 – September 10 – 8 participants

### Health/COVID19

- **Mixed reactions to how well young people adhere to COVID-19 protections.** Participants felt that younger people may not be taking COVID-19 as seriously given the news that it does not impact them health wise as much as older people. The discussion turned to how social media may be helping or hurting people taking precautions and participants mentioned that what they see their peers or influencers doing on social media may impact compliance with masks and social distancing.

***“I know people who take classes online with friends in their house and who don’t wear a mask, don’t quarantine. I know other people who spent all summer in their house. So I think it’s more hit or miss.”***

## Environment and Climate Change

- **Difficult to properly recycle in apartment/condo buildings.** Participants noted it is nearly impossible to know if their recycled materials are being recycled by property management or if property management is educating residents on proper recycling. One participant summed up her efforts to lower her waste “Personally, I’ve been trying to get into the zero-waste lifestyle, which is really

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hard since I live in an apartment building. I'm always very concerned with how the recyclables and like the garbage room are handled when I separate them."

- **Renewable energy options for home.** Participants were largely supportive of expanding zero-emission energy to homes and businesses, but one participant was concerned about too much focus on solar vs. other forms of energy. Another participant mentioned it would be good to have more information about where her energy is being sourced from and options to utilize greener sources if possible.

**Expansion of tree canopy.** Participants expressed support for planting more trees, especially in urbanized and industrial areas, to help with pollution and keep areas cooler in the hot summer months.

## Traffic Safety

- **Driver education for new bike facilities.** Many of the new bike lanes like those in Silver Spring are new and not covered in driver's education. It would be helpful to do outreach to teach people how to navigate and share the road when these new bike lanes are installed.
- **Need for infrastructure investments (sidewalks, bike lanes, road pavement quality).** Participants noted that investments are needed to keep the quality of the current transportation network adequate and to create more space for safe walking and biking.

*"Large lack of investment in infrastructure, whether that be sidewalks, bridges, roads, etc., which make it harder to get around. And it certainly doesn't help you know if you have a car on a crumbling road. You're gonna have to get it checked on more and it's going to cost more and more money."*

- **Commuter options and telework to lower driving alone and traffic congestion.** Participants mentioned programs such as Commuter Connections to help people find carpools and the massive expansion of telework during the COVID-19 pandemic as opportunities to have less traffic congestion in the county.

## Catch-up – September 17 – 7 participants

### Health/COVID19

- **Taking precautions to stay healthy during COVID-19 pandemic.** Participants overall felt they were taking the necessary precautions to avoid contracting the COVID-19 virus. One essential worker mentioned that her employer was taking good care to keep her healthy and safe. Participants mentioned various ways they are staying safe. One person mentioned that her family was very concerned about contracting the virus and was sanitizing groceries and mail at home. Another agreed that she was sanitizing her materials, limiting grocery trips to twice a month, no deliveries, and keeping her children from participating in group

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activities since she knew someone who passed away early during the pandemic. Most participants have been using video meeting platforms such as Zoom to keep in touch with friends and family.

- **Alert Montgomery is useful for updates and would like more ways for two-way communication with government.** One participant mentioned that he liked getting the text alerts from Alert Montgomery about hazards in his neighborhood, but was not aware of how to report hazards to the County Government. Other participants agreed and would like to see a feedback service like the current 3-1-1 system that also worked for city and state service requests.

## Environment and Climate Change

- **Concerns about too much tree trimming by PEPCO.** Participants noted that when PEPCO trims trees around utility lines the trees looked damaged and “might as well just [cut] [the tree] down” after trimming.
- **Flood mitigation for new buildings.** Participants mentioned it would be good for the County Government to ensure new developments do not add to flash flooding problems. Recommendations were for new green roofs and rainwater capture for new buildings and better drainage in residential areas.

## Traffic Safety

- **Safe cycling with additional bike lanes.** One participant noted that cyclists in Silver Spring and Bethesda “would sort of dart in and out unsafely, but I don’t know if that’s because where I was there weren’t bike lanes or they’re not as familiar with the bike rules.” Another noted that they felt unsafe biking in Gaithersburg because she did not want to bike on sidewalks and have to go around pedestrians and the painted bike lanes do not have physical barriers between the bike lane and car traffic.
- **Speeding on roadways during the COVID-19 Pandemic.** In conversation about changes in travel patterns since March, participants discussed speeding and there was agreement that speeding was up on major roads. Some said the speeding issues on local roads existed prior to the pandemic, but it is more noticeable since more people are home all day.

## Spanish Speaking Residents – September 22 – 15 participants Health/COVID19

- **Substance abuse during the pandemic.** Participants felt that “cabin fever” had set in for many of their neighbors leading to more “bold” use of alcohol and drugs. One participant mentioned that intoxicated men were publicly urinating off nearby apartment balconies and other public areas. Another participant worried that the recent allowance of drinking alcohol in County Parks would worsen the

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situation. Downtown Silver Spring and areas around Lakeforest Mall were called out as an area where participants typically see people opening smoking marijuana, drinking, and urinating.

- **Fear of being in public spaces during pandemic.** Two mothers on the focus group noted that they are fearful of taking their children to public parks as they are unsure of the cleanliness of the park and social distance and mask compliance of others that may be at the park.
- **Mixed mask compliance.** Participants felt that they were good about wearing masks outside the home, but felt that in places like parks and some stores compliance could be better.
- **Utility payment support.** When participants were asked if they were struggling with making any payments because of COVID-19, they mentioned there were some struggles and support could help. Help on electric bills was the most common request.

## Environment and Climate Change

- **Recycling education and support.** Participants wanted to see more education and funding focusing on where and how to recycle to keep the neighborhood clean and trash free. A few participants wanted more public recycling bins along sidewalks, at bus stops, and in front of apartment buildings. There was also support for wide ranging education on how to recycle in Montgomery County, in schools but also for older adults. One participant found that people in her neighborhood may be recycling, but may still be throwing away too much material that could be recycled.
- **Flooding.** Heavy downpours this summer have caused damage to nearby roads and trails. Sligo Creek Park in Takoma was called out for flooding many times during the summer and the trail was damaged.

## Traffic Safety

- **Bus schedule reliability.** Participants that were frequent bus riders noted that using the bus for errands and appointments can be difficult and add travel time because the bus schedule or app are not accurate. This can cause them to miss the bus or not know when the next bus is arriving. If it is late at night, they noted that it can make them feel unsafe waiting for a long time.
- **Safety to, at, and from bus stops.** Participants mentioned issues getting to and waiting for the bus at the bus stop. One participant mentioned she knew of someone who was assaulted while waiting at a bus stop and wondered if cameras could be added to the stops to prevent crime and vandalism. Participants also mentioned that during winter storms, bus stops can be covered in snow and ice and snow plows sometimes push snow from the road on to the stop location making it difficult to stand and board the bus.

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## Chinese Speaking Residents – September 29 – 17 participants

### Health/COVID19

- **Bus access and safety during COVID-19.** Many in the group were senior citizens and mentioned that they typically used the bus to get around pre-COVID-19. They mentioned there were some worries about the safety and cleanliness of the bus during the pandemic. There were also concerns about not knowing when the bus was arriving due to schedule changes and that busses can pass by unannounced if the bus is labeled full by Ride On.
- **Isolation during COVID-19.** Participants mentioned they have been very cautious about leaving the house except for getting essentials. One couple mentioned they have stopped going to their neighborhood park over worries about encountering unmasked people at the park. There was also concern that not all seniors are comfortable with tools like Zoom, so those seniors may be even more isolated and difficult to reach.
- **Reopening of senior centers for activity and lunch.** Participants mentioned they missed having regular activity at senior recreation centers, but understood why they would be closed. Many would go to senior centers for lunch during the week pre-COVID-19 and while some of the meals have been switched to pick-up they wondered if everyone was aware of pick-up options and if it was accessible given that there are fewer buses running during the day.

### Environment and Climate Change

- **Status of nearby gravel pit.** A few participants live near an active quarry and noted that it is very noisy and brings a lot of truck traffic. They want to know if there were any plans to close or change the operations of the quarry.

### Traffic Safety

- **Improving signing and lighting.** Participants mentioned that some intersections, such as the intersection of Rockville Pike and Veirs Mill Rd, can be difficult to navigate especially for those not familiar with the area. The County Government should look into improving signage and lighting at intersections like the one mentioned above.

## Amharic Speaking Residents – October 7 – 10 participants

### Health/COVID19

- **Mask litter.** Participants noted that there were discarded masks and gloves in parks, parking lots, and along the sidewalk.
- **Positive aspects of current shutdown.** While they did not think the shut down would last this long, participants noted some positives of the current situation.

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One participant noted that he and his family were visiting local parks together and that did not happen as much pre-COVID-19.

- **Limited social interaction.** Participants noted it can be difficult not seeing friends and family in person and it takes a psychological toll. One participant summed it up as, “a large psychological impact on the community and especially like within the Ethiopian community there's like a lot of social interaction. Now, those have like virtually disappeared after COVID because nobody trusts anybody” (regarding protection against COVID-19). Participants have mixed opinions about what was safe to do during COVID-19. Some visited parks with family while others were wary of being in places with other people.
- **Challenges with virtual learning.** Participants with school-aged kids noted the difficulty of virtual learning. They were concerned about the quality of the education their children were receiving, occasionally having Wi-Fi issues that prevent their kids from attending classes, and the added stress of having to work and monitor their kids during the virtual school day.
- **Difficult expressing complicated issues and views in non-English.** Participants were asked what issues they faced communicating in Montgomery County. The most common response was getting difficult or more nuanced answers across and translations can sometimes lose that nuance.

## Environment and Climate Change

- **Education and outreach on impact of individual decisions on the environment.** Participants discussed that the County Government could expand its education and outreach on topics like recycling, tree planting, and solar power to show how individual choices can impact the quality of the environment. There could also be awards or subsidies for making greener choices.

## Traffic Safety

- **Speeding and aggressive drivers.** A major impact for safe walking and driving mentioned was the amount of speeding drivers on roads like Georgia Ave. This was an issue before and during the pandemic.
- **Careless bus drivers and passengers.** Participants had issues with bus drivers and fellow passengers since the pandemic started. They noted “bus drivers aren’t putting in as much care and effort as they used to,” with stories of drowsy bus drivers and drivers passing the bus stop while passengers are waiting at the stop. When asked if they knew how to report driver or service problems, no participants were aware that they could call or go online to MC311 to report.

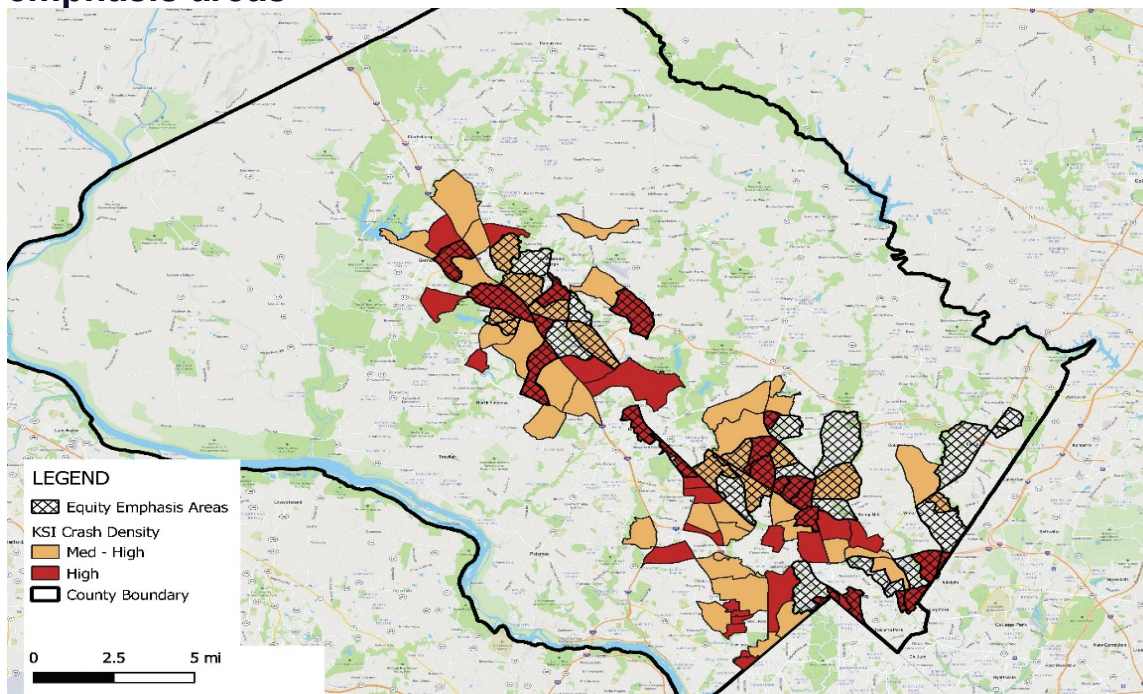
# APPENDIX I: MAPS USED FOR IDENTIFYING NEIGHBORHOODS FOR RECRUITMENT

**Map 1: Predicted top 10 census tracts with highest non-response rates for 2020 census**

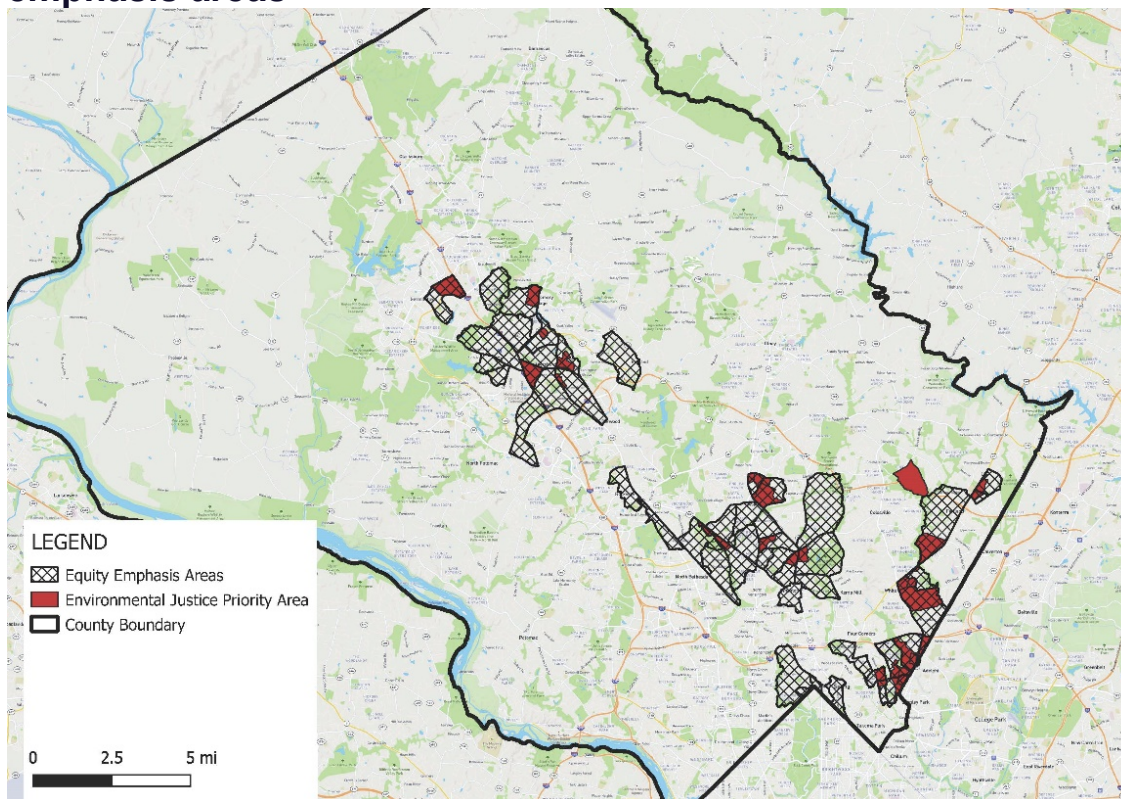


Rank	Rate	In neighborhood	Specific location
1	35.8%	Fairland	Knights Bridge I Apartments, Windsor Court and Tower Apartments & Woodvale Apartments
2	32.3%	North Bethesda	Parklawn area bordered by Twinbrook Pkwy (N), train tracks (W) & Rock Creek (E)
3	32.1%	Long Branch	Mt. Pisgah Road area bordered by 495 (N), New Hampshire Ave (W) & county line (E)
4	32.1%	Aspen Hill	Strathmore ES area bordered by Bel Pre Rd (N), Connecticut Ave (W), Georgia Ave/Hewitt Ave (S) & Bethpage Ln (E)
5	31.6%	Aspen Hill	Bordered by Bel Pre Rd (N), Georgia Ave (W) & Connecticut Ave (E)
6	31.4%	Gaithersburg	Bordered by W Diamond Ave (N), 270 (W) & Water St (E)
7	30.4%	Wheaton	Brookside Gardens area bordered by Randolph Rd (N), Georgia Ave (W), Arcola Ave (S) & Kemp Mill Rd (E)
8	30.3%	Montgomery Village	Lakeforest Mall area bordered by 355 (W), Odenhal Ave (S), Goshen Rd (E) & Lake Whetstone (N)
9	30.2%	Long Branch	New Hampshire Estates area bordered by Piney Branch Rd (N), Long Branch (W) & county line (E)
10	30.2%	Germantown	Seneca Valley HS area bordered by Germantown Rd (N), train tracks (W) & Gunners Lake/Middlebrook Rd (S) & 270 (E)

**Map 2: Serious and fatal crash density by census tract and equity emphasis areas**



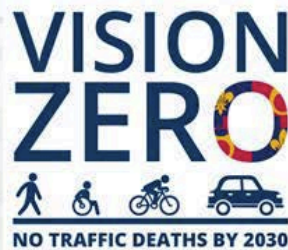
**Map 3: Environmental justice priority areas by census tract and equity emphasis areas**



## APPENDIX II: RECRUITMENT FLYER

**Attention:**  
**Montgomery County Residents**  
**We need your input to ...**

... help build the future of Montgomery County with cleaner air and safe places to walk and bike. You are invited to join us for a special opportunity where you can offer important feedback on a Zoom call (video or audio).



**RESILIENT MONTGOMERY COUNTY  
LISTENING SESSIONS  
THURSDAY, SEPT. 3 - 7PM**

A one-hour interactive and engaging virtual discussion where you share your opinions, experiences, and thoughts with County Officials on the following important topics that affect our community:

- Climate Change and Resilience
- Traffic Safety for Walking, Biking, Using a Wheelchair, and Driving
- Air and Water Pollution
- Community Challenges
- Public Transportation
- Infrastructure Maintenance
- And More ...

All contributors are eligible for a **\$20 check as a thank you** for your time (*NOTE: you must engage and fully participate to receive payment.*) Your feedback is needed as the County plans for a future free of deadly traffic crashes and puts an end to climate change. Participants will need access to the Internet and able to log-in to the virtual discussion by smart phone, tablet or computer. Limited capacity on a first-come, first-sign up basis. Zoom log-in instructions will be sent after registration.

Register at

Contact:

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# APPENDIX III: PRESENTATION SLIDES (ENGLISH, SPANISH, CHINESE, AMHARIC)

## English Language Slides

Slide 1



Slide 2

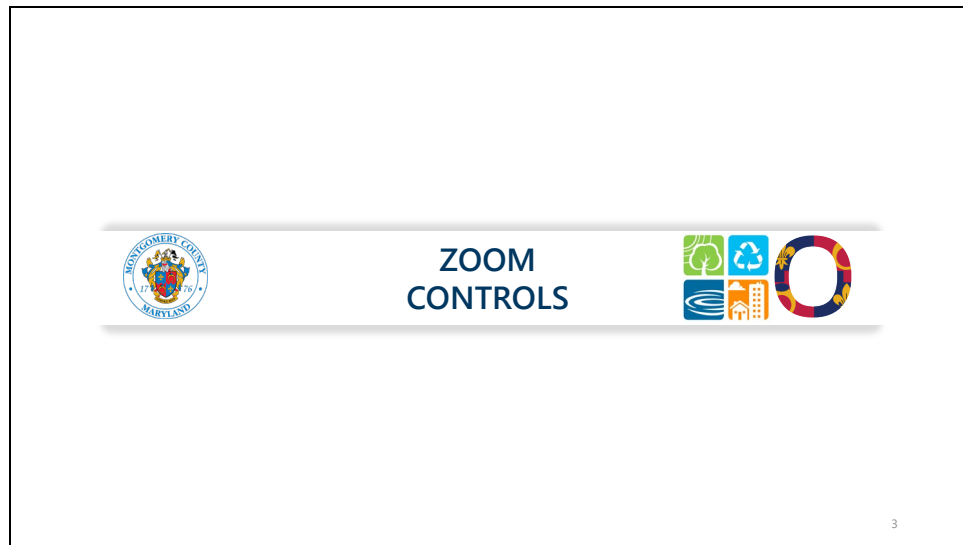
MEETING IS BEING RECORDED 

This meeting, including audio, video, and chat, is being recorded to ensure we capture all your ideas and can refer to the recording if needed.

This meeting will **not** be posted online.

2

## Slide 3



## Slide 4

**ZOOM MEETING CONTROLS**

- 1. Mute/Unmute:** Toggles your microphone off and on.
- 2. Start/Stop video:** Toggles your video on and off.
- 3. Participants:** Lets you see who is in the meeting.
- 4. Chat:** Opens the Chat tool.
- 5. Share Screen:** Lets you choose a window to share.
- 6. Record:** Starts or stops the recording. (Only host can record.)
- 7. Reactions:** Provide non-verbal feedback to the conversation.
- 8. Leave Meeting:** Allows you to leave the meeting

4

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Slide 5


ZOOM PHONE CONTROLS 

**Mute/Unmute: \*6**

**Raise your Hand: \*9**

5

Slide 6

MEETING ETIQUETTE 


- Stay **muted** when not speaking to avoid background noise.
- **Raise your hand or use the chat box** to alert us that you want to speak.
- Speak from **your experience**.
- **Respect the group** and be mindful to give everyone a chance to chime in.
- **Listen** to each other. Wait for a break in the conversation to avoid speaking over each other or interrupting.

6

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Slide 7


MORE WAYS TO TELL YOUR STORY




- Use the **chat function** to add your thoughts or reply to a topic that was brought into the conversation.
- **E-mail us** after the meeting to share additional thoughts that may have come to you after our time ends tonight. The e-mail is...

7

Slide 8



INTRODUCTIONS

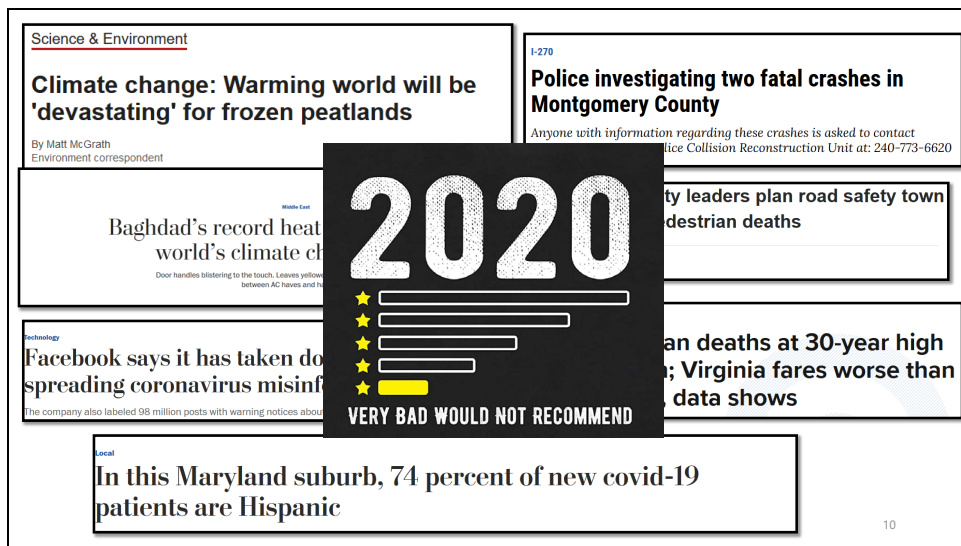


8

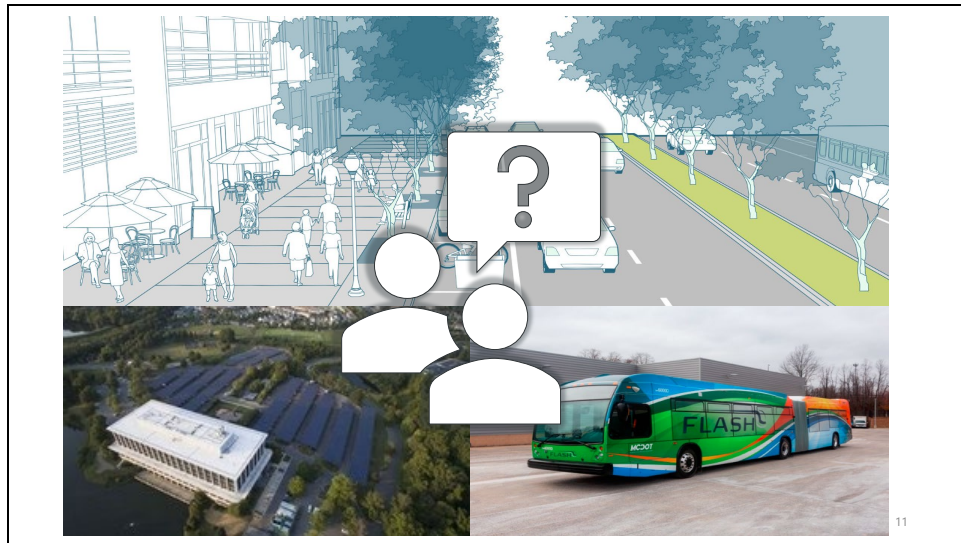
## Slide 9



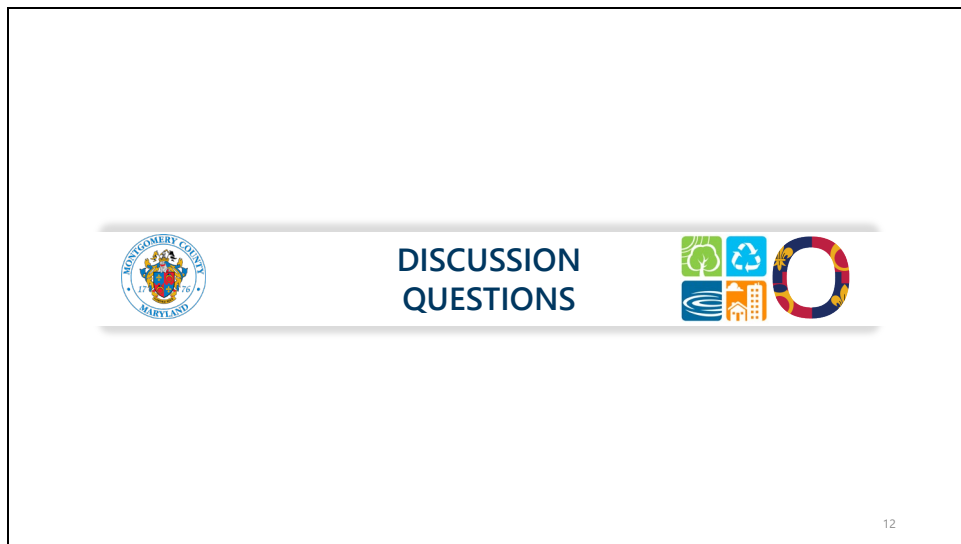
## Slide 10



Slide 11



Slide 12



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Slide 13

DISCUSSION QUESTIONS 

Health and Pollution

Travel


Climate Change & Extreme Weather

Community Safety

Priorities for the Future

13

Slide 14

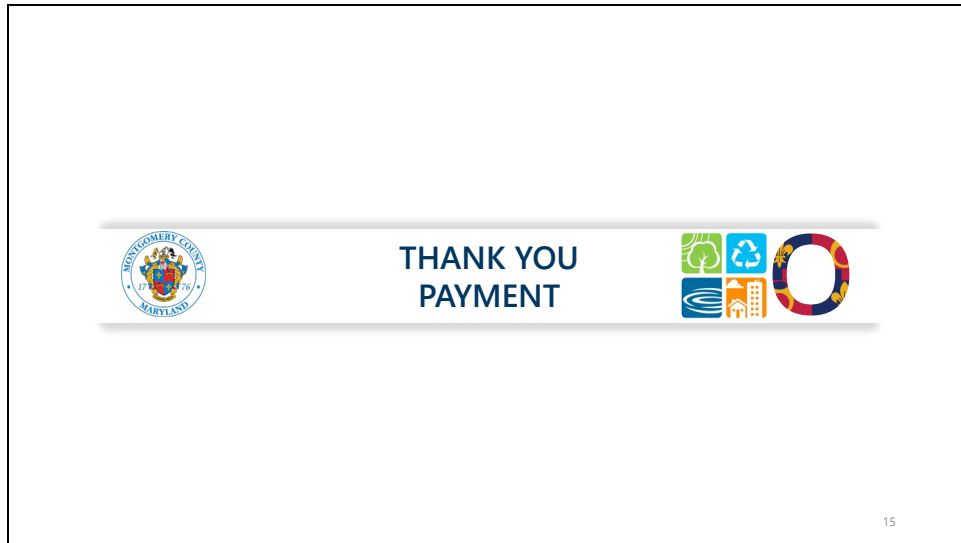
DISCUSSION QUESTIONS 

1. Before the Covid-19 pandemic began, what were your concerns about health and pollution for you and your family? What about now?
2. Before the Covid-19 pandemic began, what concerns and challenges did you face travelling in your community? What about now?
3. What are ways that communities can tackle extreme weather, such as flooding and hotter days? What changes would you like to see?
4. On a typical day, what makes you and your family feel safe: (1) at home, (2) at work (or school/college), and (3) while travelling in Montgomery County?
5. What kind of Montgomery County do you want to see in your lifetime? What would it look like for you?


14

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Slide 15



Slide 16

**THANK YOU PAYMENT**

- Be sure you have sent your name (as it appears on your driver's license or other form of official ID) and address to Brian at.
- A \$20 check will be issued and sent to your address within 15 business days.
- If you have a bank account, it can be cashed like any other check.
- If you do not have a bank account:
  - Take the check to any PNC Bank along with 2 forms of photo ID. No fee will be charged.
  - Take the check to a retail outlet such as Wal-Mart and cash in with one form of ID. \$2 service fee charged.

16

Slide 17

THANK YOU!



Group photo of County employees involved in designing and building the 2<sup>nd</sup>/Spring protected intersection.

[Wade.holland@montgomerycountymd.gov](mailto:Wade.holland@montgomerycountymd.gov)

17


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## Spanish Language Slides

Slide 1



Slide 2

La reunión está siendo grabada 

Esta reunión, incluyendo audio, video y chat, se está grabando para asegurarnos que obtuvimos todas sus ideas y podemos referirnos a la grabación si es necesario.

Esta reunión **no** se publicará en línea.

2

### Slide 3




### Slide 4

Controles de reunión de zoom

1. **Silenciar/Desactivar:** Activa y desactiva el micrófono.  
2. **Iniciar/Detener vídeo:** Activa y desactiva el vídeo.  
3. **Participantes:** Le permite ver quién está en la reunión.  
4. **Chat:** Abre la herramienta Chat.  
5. **Compartir pantalla:** Le permite elegir una pantalla para compartir.  
6. **Grabar:** Inicia o detiene la grabación. (Solo el organizador puede grabar.)  
7. **Reacciones:** Hacer comentarios no verbales en la conversación.  
8. **Salir de la reunión:** Se le permite salir de la reunión.

4

Slide 5


Controles de Zoom telefónicos 

**Silenciar/Desactivar: : \*6**

**Levantar la mano: \*9**

5

Slide 6

Cortesías de la reunión 

- Manténgase **silenciado** cuando no hable para evitar el ruido de fondo.
- **Levante la mano o utilice el cuadro de chat** para avisarnos que desea hablar.
- Hable de su propia **experiencia**.
- **Respete al grupo** y tenga en cuenta que debe darle a todos la oportunidad de hablar.
- **Escúchense** unos a los otros. Esperen un descanso en la conversación para evitar hablar unos sobre los otros o interrumpir.

6

## Slide 7



## Slide 8


### Pago de agradecimiento

- Asegúrese de haber enviado su nombre (como aparece en su licencia de conducir o otra forma de identificación oficial) y dirección a Brian a .
- Se emitirá un cheque de \$20 y se enviará a su dirección en un plazo de 15 días hábiles.
- Si tiene una cuenta bancaria, se puede cobrar como cualquier otro cheque.
- Si no tiene una cuenta bancaria:
  - Lleve el cheque a cualquier banco de la PNC junto con 2 formas de identificación con foto. No se cobrará ningún cargo.
  - Lleve el cheque a un punto de venta al por menor como Wal-Mart y haga efectivo con una forma de identificación se le cobrara \$2 por servicio de cobro.

8

## Slide 9


### Más formas de contar su historia



- Utilice la **función de chat** para agregar sus pensamientos o responder a un tema que se introdujo en la conversación.
- Responda a las preguntas **de la encuesta** en <https://www.research.net/r/mocolistens2020>
- **Envíenos un correo electrónico** después de la reunión para compartir pensamientos adicionales que le haya llegado a usted después de que nuestro tiempo termine esta noche. El correo electrónico es .

9

## Slide 10

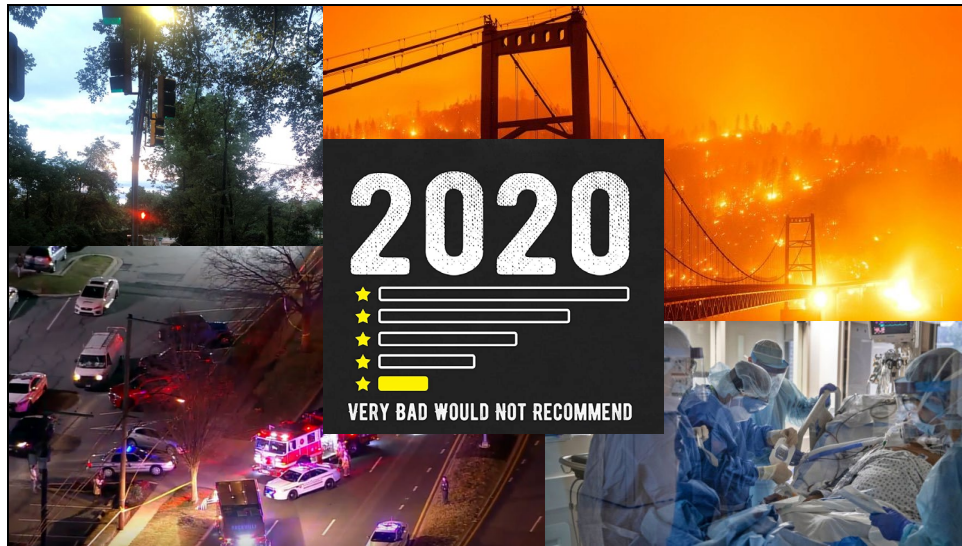


PASADO, PRESENTE,  
FUTURO...

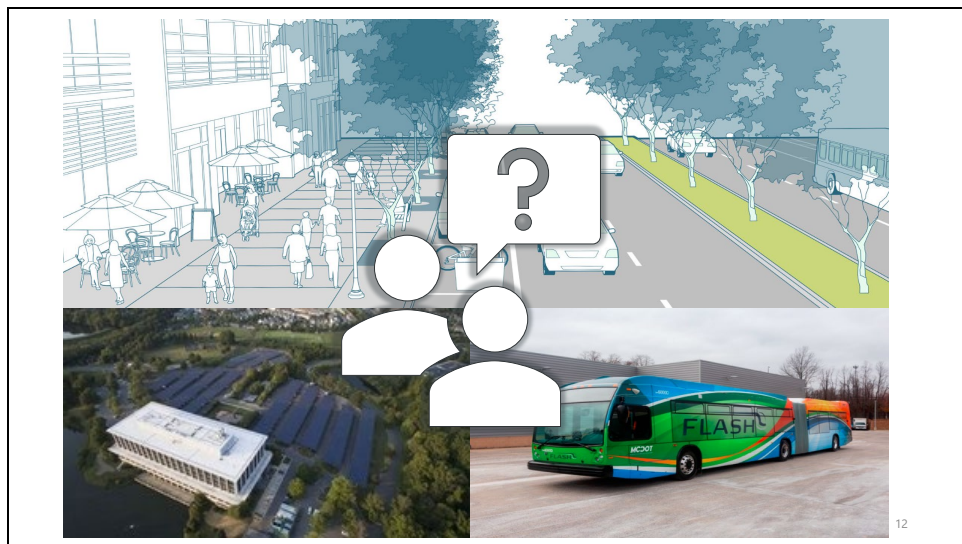


10

Slide 11



Slide 12



Slide 13




Slide 13 features a horizontal banner with three elements: the Montgomery County, Maryland seal on the left, the text "PREGUNTAS DE DISCUSIÓN" in the center, and a set of icons on the right. The icons include a green tree, a blue recycling symbol, a blue water drop, a yellow house, and a large, colorful circular graphic. The slide number "13" is in the bottom right corner.

MONTGOMERY COUNTY  
MARYLAND

PREGUNTAS DE  
DISCUSIÓN

13

Slide 14



Slide 14 has a grey header bar with the text "PREGUNTAS DE DISCUSIÓN" and the same set of icons as Slide 13. Below the header, five colored boxes contain the following text: "Salud y contaminación" (red), "viajes" (yellow), "cambio climático y clima extremo" (dark grey), "seguridad comunitaria" (blue), and "prioridades para el futuro" (light grey). The slide number "14" is in the bottom right corner.

PREGUNTAS DE DISCUSIÓN

Salud y  
contaminación

viajes

cambio  
climático y  
clima extremo


seguridad  
comunitaria

prioridades  
para el futuro

14

## Slide 15

### PREGUNTAS DE DISCUSIÓN

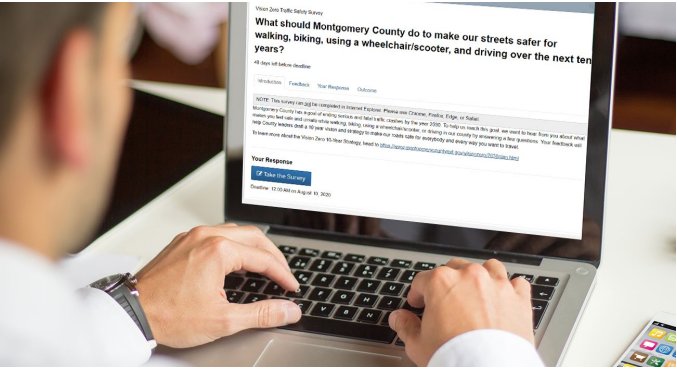



1. Antes de que comenzara la pandemia de Covid-19, ¿cuáles eran sus preocupaciones sobre la salud y la contaminación para usted y su familia? ¿Y ahora cuáles son?
2. Antes de que comenzara la pandemia de Covid-19, ¿a qué preocupaciones y desafíos se enfrentan al recorrer dentro de su comunidad? ¿Y ahora cuáles son?
3. ¿Cuáles son las formas en que las comunidades pueden enfrentarse al clima extremo, como las inundaciones y los días más calurosos? ¿Qué cambios le gustaría ver?
4. En un día típico, ¿qué hace que usted y su familia se sienten seguros: (1) en casa, (2) en el trabajo (o escuela/universidad), y (3) mientras recorren el condado de Montgomery?
5. ¿Qué clase de condado de Montgomery quiere ver en su vida? ¿Cómo se vería para usted?

15

## Slide 16

### Comentarios adicionales



<https://www.research.net/r/mocolistens2020>

16

Slide 17

¡Gracias!



Foto de grupo de los empleados del condado en Second y Spring Street intersección.

[Wade.holland@montgomerycountymd.gov](mailto:Wade.holland@montgomerycountymd.gov)

17

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## Chinese Language Slides

Slide 1



Slide 2

这个会议被记录

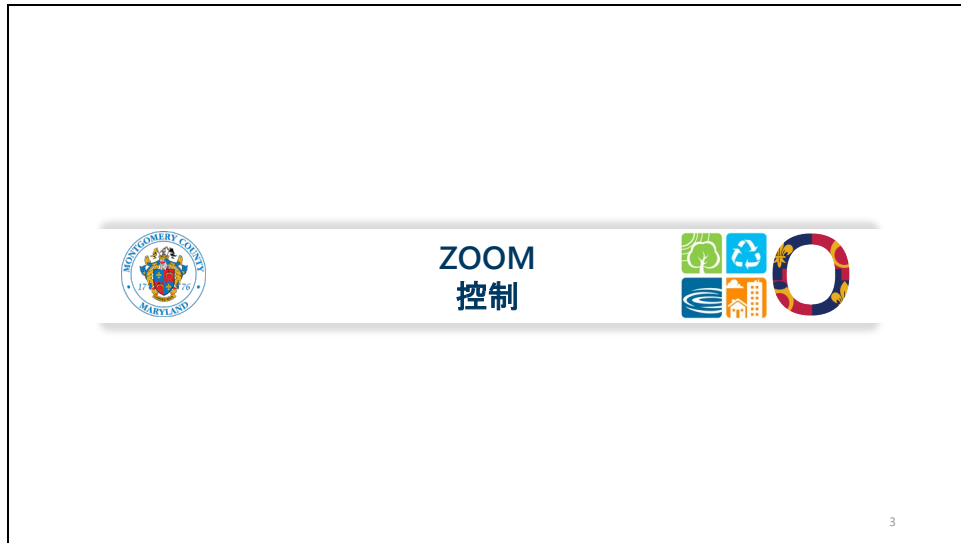


这个会议被记录，包括音频，视频，和聊天室。

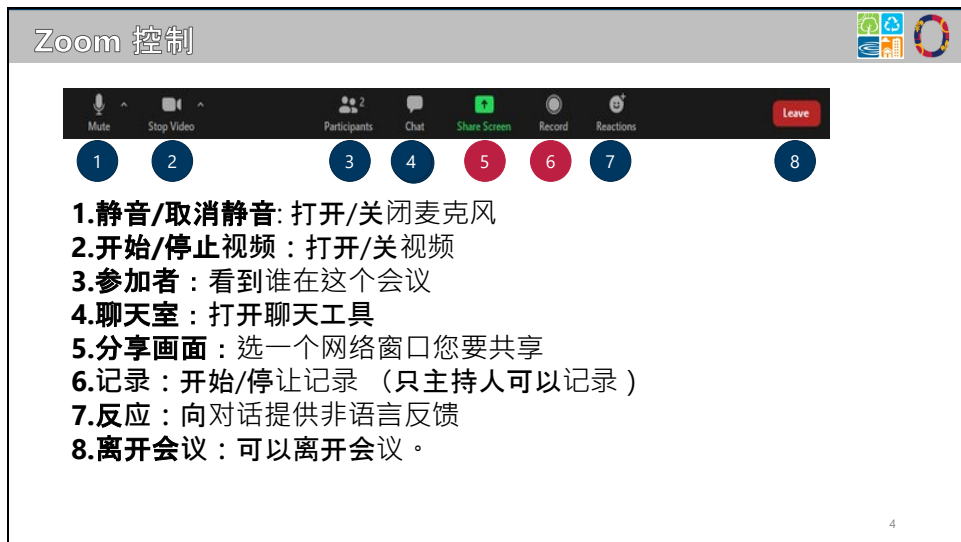
因为我们要用您的意见，所以我们未来可以用记录，但是这个会议不会在线发布。

2

### Slide 3



### Slide 4



Slide 5

用电脑上Zoom 控制

静音/取消静音: \*6

举手: \*9

5

Slide 6

会议礼仪

- 请不要说话时保持静音以避免背景噪音
- 您要说话的时候，请举手/用聊天框告诉我们您要说话
- 从经验说话
- 尊重别人，让别人有发言的机会。
- 听别人的说话。等待对话中断，以免讲话或打扰他人。


6

Slide 7



Slide 8

谢谢您付款



- 确保发送的姓名与驾驶执照或其他官方ID上的姓名完全相同。确保将您的姓名和地址与驾驶执照或其他正式ID上的信息完全相同地发送到Brian的电子邮件地址:.
- 一张二十美元支票会将在十五工昨日内发送到您的地址。
- 如果您有银行账户，支票可以兑现。
- 如果您没有银行账户，您可以：
  - 将支票连同两种ID形式带到PNC银行。免费的。
  - 将支票带到沃尔玛等零售店，并用ID兑现。将收取2美元的费用

8

## Slide 9

### 更多讲故事的方法



- 用聊天工具添加您的想法或回复对话中提到的话题。
- 在此链接上填写调查问题: <https://zh.research.net/r/3KB3359>
- 通过电子邮件将其他想法发送给此处的讨论: .

9

## Slide 10



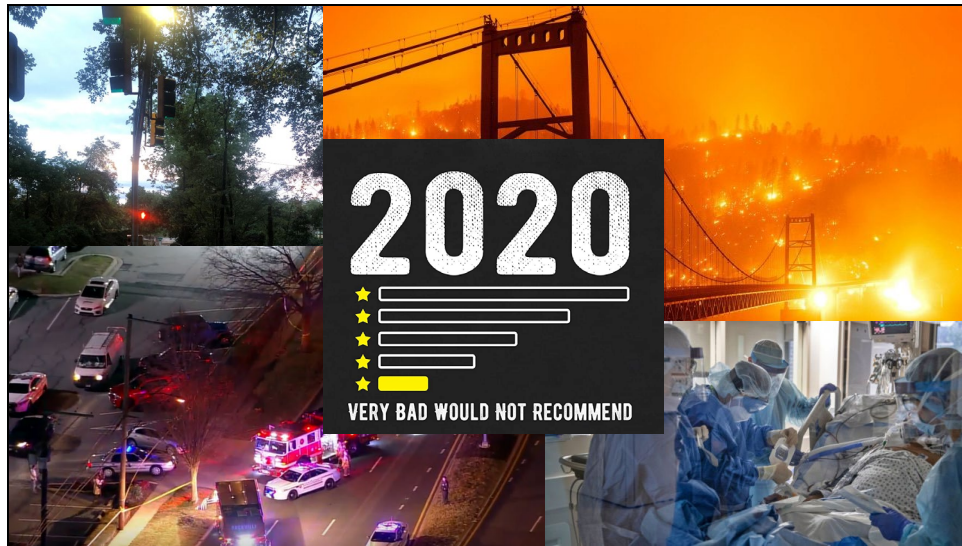
过去, 现在,  
日后...



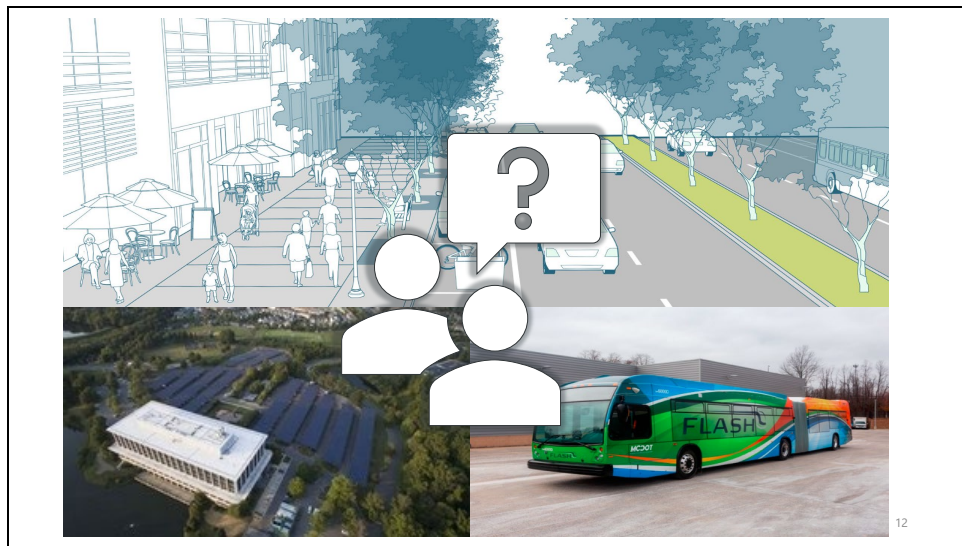
10

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Slide 11



Slide 12



Slide 13



Slide 13 features a horizontal banner with three elements: the Montgomery County seal on the left, the Chinese text "讨论问题" (Discussion Topics) in the center, and a circular logo with icons for a tree, a recycling symbol, a water drop, and a building on the right. The slide number "13" is in the bottom right corner.


Slide 14



Slide 14 features a header bar with the Chinese text "讨论问题" (Discussion Topics) on the left and a circular logo with icons for a tree, a recycling symbol, a water drop, and a building on the right. Below the header, there are five colored boxes arranged in two rows. The top row contains three boxes: a red box with "健康与污染" (Health and Pollution), a yellow box with "旅行" (Travel), and a dark gray box with "气候变化与极端天气" (Climate Change and Extreme Weather). The bottom row contains two boxes: a blue box with "社区安全" (Community Safety) and a light gray box with "未来优先事项" (Future Priorities). The slide number "14" is in the bottom right corner.

## Slide 15

讨论问题



1. 2019 冠状病毒病大流行以前，您对您和家人的健康和污染有问题吗？现在呢？
2. 2019冠状病毒病大流行以前，您在社区中面临哪些关注和挑战？现在呢？
3. 社区可以通过哪些方式应对极端天气，例如红水和炎热的天气？您要看什么变化？
4. 您典型的一天，神马地方让您和您的家人感到安全？1.在家 2.在工作/在大学/在学校 3. 在蒙哥马利县里旅行时？
5. 在您的一生中，您要看什么样的蒙哥马利县？蒙哥马利县是什么样子的？

15

## Slide 16

额外的反馈





<https://zh.research.net/r/3KB3359>

16

Slide 17

谢谢



县职员照片

Wade.holland@montgomerycountymd.gov

17

## Amharic Language Slides

Slide 1



Slide 2

### MEETING IS BEING RECORDED



ይህ ስብሰባ አዲሱን ፣ ሺዲዮን እና ቻትን ጨምሮ ሁሉንም  
ሃሳቦችዎችን መያዛችንን ለማረጋገጥ እና ለወደፊት አስፈላጊ  
ከሆነም ቀረፃውን ለማታቀስ እንዲቻል እየተቀረፀ ነው ::

ይህ ስብሰባ አንላይን **አይለጠፍም**።

This meeting, including audio, video, and chat, is being  
recorded to ensure we capture all your ideas and can  
refer to the recording if needed.

This meeting will **not** be posted online.

2

## Slide 3



## Slide 4

ዙፍ መቆጣጠሪያዎች / ZOOM MEETING CONTROLS

The image shows the Zoom Meeting Controls interface. At the top, there is a header bar with the Amharic text 'ዙፍ መቆጣጠሪያዎች' and the English text 'ZOOM MEETING CONTROLS'. Below this is a toolbar with icons for Mute, Stop Video, Participants, Chat, Share Screen, Record, Reactions, and a red 'Leave' button. Below the toolbar, eight numbered callouts (1 through 8) are displayed, each corresponding to a specific control in the toolbar. The callouts are: 1. Mute/Unmute, 2. Start/Stop video, 3. Participants, 4. Chat, 5. Share Screen, 6. Record, 7. Reactions, and 8. Leave Meeting.

1. **Mute/Unmute:** Toggles your microphone off and on.
2. **Start/Stop video:** Toggles your video on and off.
3. **Participants:** Lets you see who is in the meeting.
4. **Chat:** Opens the Chat tool.
5. **Share Screen:** Lets you choose a window to share.
6. **Record:** Starts or stops the recording. (Only host can record.)
7. **Reactions:** Provide non-verbal feedback to the conversation.
8. **Leave Meeting:** Allows you to leave the meeting

4

Slide 5

የስልክ መቆጣጠሪያዎች / ZOOM PHONE CONTROLS

ገጽ 5

ጸገር/ጸገር: \*6  
እጅ ለማውጣት: \*9

Mute/Unmute: \*6  
Raise your Hand: \*9

5


Slide 6

ገጽ 6

የምስጋና ክፍያ  
THANK YOU PAYMENT

6


የምስጋና ክፍያ



- ስምዎን (በመንጃ ፍቃድ ወይም በሌላ በይፋዊ መታወቂያ ቅጽ ላይ እንደሚታየው) እና አድራሻውን ለብራዩን መላክዎን ያረጋግጡ፡...
- የ \$ 20 ችክ በ 15 የሥራ ቀናት ውስጥ ወደ አድራሻዎ ይላሉታል፡፡
- የባንክ ሂሳብ ካለዎት እንደማንኛውም ችክ ገንዘብ ሊወስድ ይችላል፡፡
- የባንክ ሂሳብ ከሌለዎት
  - ችኩን **ከ 2 የፎቶ መታወቂያ ጋር** ወደ ማንኛውም ፒኤንሲ ባንክ ይውሰዱት፡፡ ምንም ክፍያ አይጠቁም፡፡
  - ችኩን እንደ ዋል-ማርት አይነት ችረቻሮ መደብሮች ረጋ **አንድ መታወቂያ ይዞ** በመሄድ በጥሬ ገንዘብ መለወጥ ይችላሉ፡፡ \$ 2 የአገልግሎት ክፍያ ያስከፍሉታል፡፡

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THANK YOU PAYMENT



- Be sure you have sent your name (as it appears on your driver's license or other form of official ID) and address to Brian at...
- A \$20 check will be issued and sent to your address within 15 business days.
- If you have a bank account, it can be cashed like any other check.
- If you do not have a bank account:
  - Take the check to any PNC Bank along with 2 forms of photo ID. No fee will be charged.
  - Take the check to a retail outlet such as Wal-Mart and cash in with one form of ID. \$2 service fee charged.

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## Slide 9

ታሪክዎን ለመናገር ተጨማሪ መንገዶች




- ሀሳቦችዎን ለመጨመር ወይም ወደ ውይይቱ ለተነሳው ርዕስ መልስ ለመስጠት ቻቱን ይጠቀሙ።
- ጥያቄዎች በ <https://www.research.net/r/8B97972> ላይ ይመልሱ።
- ከስብሰባው በኋላ የመጥዎለትን ተጨማሪ ሀሳቦች ለማካፈል በዚህ አድራሻ: [e-mail](#) ኢሜል ይላኩልን ።

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## Slide 10

MORE WAYS TO TELL YOUR STORY



- Use the **chat function** to add your thoughts or reply to a topic that was brought into the conversation.
- **Fill out the survey** questions at <https://www.research.net/r/mocolistens2020> (English)  
<https://www.research.net/r/8B97972> (Amharic / አማርኛ)
- **E-mail us** after the meeting to share additional thoughts that may have come to you after our time ends tonight. The e-mail is [e-mail].

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Slide 11



የውይይት ጥያቄዎች


**DISCUSSION QUESTIONS**



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Slide 12

የውይይት ጥያቄዎች




1. የ “ኮቪድ -19” ወረርሽኝ ከመጀመሩ በፊት ለእርስዎ እና ለቤተሰብዎ ስለ ጤና እና ስለ ብክለት የሚያሳስቡዎት ጉዳዮች ምንድን ነበሩ? አሁንስ?
2. የ “ኮቪድ -19” ወረርሽኝ ከመጀመሩ በፊት በማህበረሰብዎ ውስጥ ለመጓዝ ምን ዓይነት ስጋቶች እና ችግሮች አጋጥመውዎታል? አሁንስ?
3. እንደ ጎርፍ እና ሞቃታማ ቀናት ያሉ ከባድ የአየር ሁኔታን ማህበረሰቦች መቋቋም የሚችሉበት መንገዶች ምንድናቸው? ምን ለውጦች ማየት ይፈልጋሉ?
4. በተለመደው ቀን እርስዎ እና ቤተሰብዎ ደህንነት እንዲሰማዎት -(1) በቤት ውስጥ ፣ (2) በሥራ ቦታ (ወይም ትምህርት ቤት / ኮሌጅ) እና (3) በሞንትጎመሪ ካውንቲ ሲጓዙ የሚያደርጉት ነገር ምንድን ነው?
5. በሕይወትዎ ውስጥ ምን ዓይነት የሞንትጎመሪ ካውንቲ ማየት ይፈልጋሉ? ለእርስዎ ምን ይመስላል?

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## Slide 13

### DISCUSSION QUESTIONS




1. Before the Covid-19 pandemic began, what were your concerns about health and pollution for you and your family? What about now?
2. Before the Covid-19 pandemic began, what concerns and challenges did you face travelling in your community? What about now?
3. What are ways that communities can tackle extreme weather, such as flooding and hotter days? What changes would you like to see?
4. On a typical day, what makes you and your family feel safe: (1) at home, (2) at work (or school/college), and (3) while travelling in Montgomery County?
5. What kind of Montgomery County do you want to see in your lifetime? What would it look like for you?

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## Slide 14

### ተጨማሪ መረጃ



<https://www.research.net/r/mocolistens2020> (English)

<https://www.research.net/r/8B97972> (Amharic / አማርኛ)

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እናውሰግናለን!



Group photo of County employees involved in designing and building the 2<sup>nd</sup>/Spring protected intersection.

Wade.holland@montgomerycountymd.gov

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Office of the County Executive  
101 Monroe Street  
Rockville, Maryland 20850

## **CONNECT WITH VISION ZERO AND THE CLIMATE ACTION PLAN**

**[montgomerycountymd.gov/visionzero](https://montgomerycountymd.gov/visionzero)**

**[montgomerycountymd.gov/climate](https://montgomerycountymd.gov/climate)**



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