



User Experience Survey

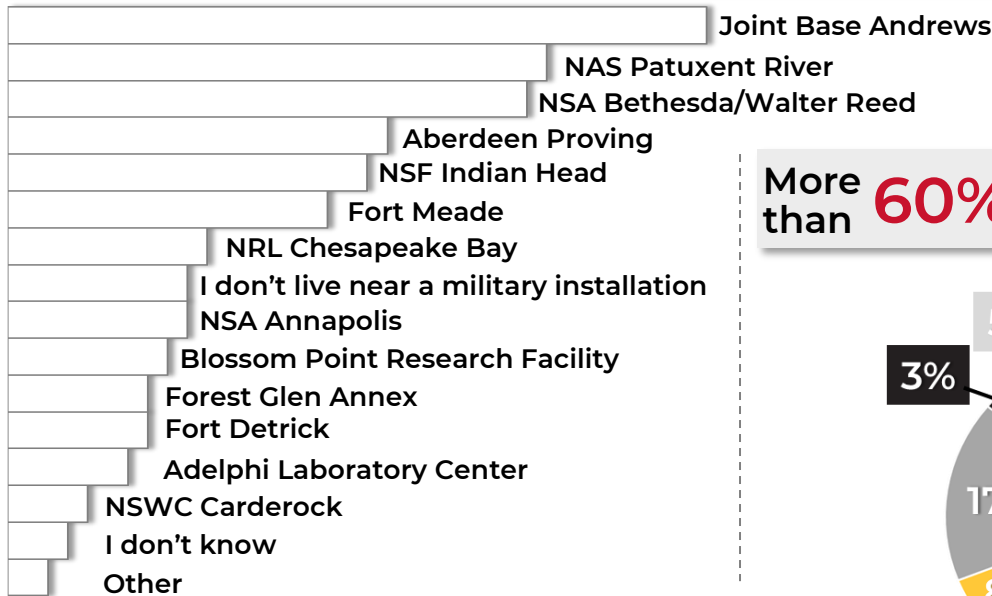
Compatible Use Website and Handbook Development

Maryland is committed to protecting the \$55.5B in economic impact from the state's military facilities. To preserve and protect the state's military installations, missions, and the communities that surround and support them, Maryland has partnered with state, local, and military leaders to develop a compatible use website and handbook to provide tools and resources needed to ensure that land uses in surrounding communities are compatible with a military installation's operations.

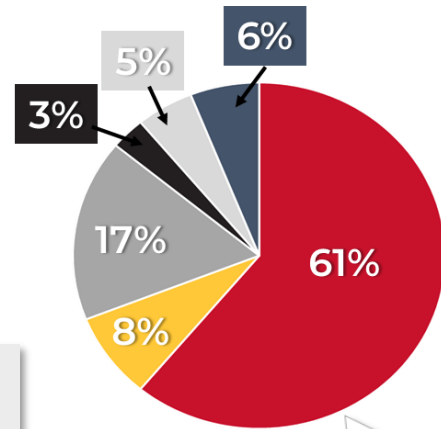
The Maryland Department of Planning sought the input of communities around the state to help guide the development of project deliverables. This survey informs the project team of information needs, community compatibility topics that should be explored, and provides valuable insight as to how adjacent communities interact with the military installations in Maryland. Over the next few months, the project team will be analyzing survey results to provide Maryland and the surrounding regions with resources and frameworks to guide compatible community development that supports the long-term sustainability, mission resiliency, and operability of military operations throughout the state.

130 Responses Received Statewide

The most responses came from those that live and/or work near **Joint Base Andrews**.

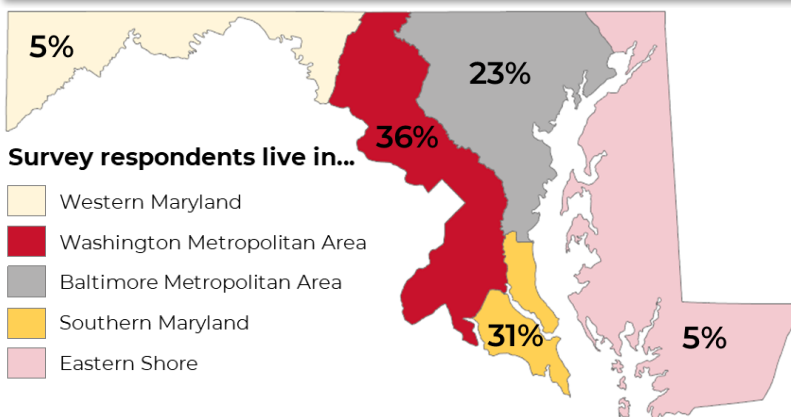


More than **60%** of respondents were private citizens.



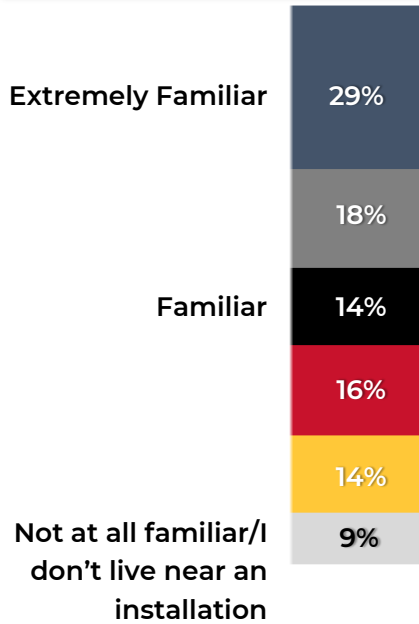
- Private Citizen
- Business Community Member
- Local Government Representative
- Other
- Non-Profit Organization
- Military Representative

The **Washington Metropolitan Area** had the highest regional response rate.



Gauging Installation Familiarity

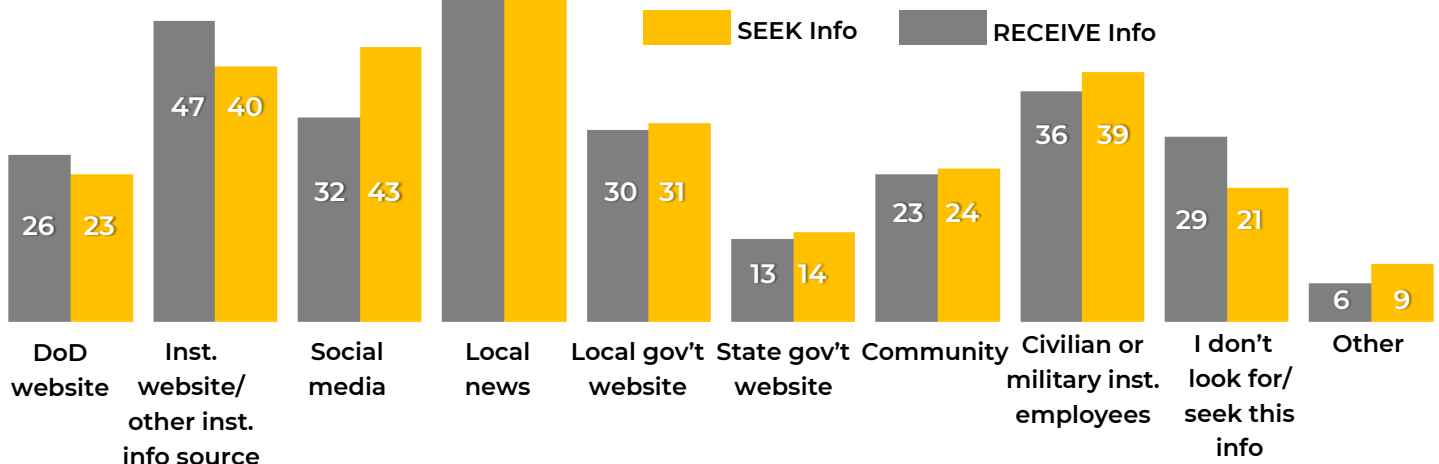
Respondent's familiarity with the mission of the facilities near them:



Top 5 types of information that would help respondents familiarize themselves with Maryland's military installations:

- 1 Information about how military operations may affect daily civilian/community activities.
- 2 Summaries of major military installations and missions in the state of Maryland.
- 3 Information about how community land use development and civilian activities may affect military operations.
- 4 Examples of local ordinances that impact compatible use.
- 5 Information on state and federal grant opportunities that promote compatible use.

Respondents seek or receive information on military operations from...



Note: respondents could select more than one answer.

Most common reasons respondents noted that they do not seek information on Maryland's military installations and the DoD mission include:

Lack of interest or relevance

Already aware of what they need to know

Not sure where to go or what types of information is available

Perceived Military Importance

62%

of respondents noted that military installations in Maryland were **extremely important** to the economic well-being of their community.

62%

15%

9%

8%

6%

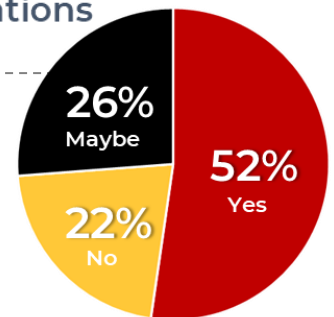
Extremely Important

Not at all important

Top reasons cited as to why:

businesses support local
employer security jobs largest
opportunities personnel economic community
installations

More than **50%** of respondents **agree** that they have a role in supporting the military mission and quality of life in their community.



64%

of respondents said they **would participate** in joint events between their community and surrounding military installation.

24%

of respondents said they **would and have participated** in joint events between their community and surrounding military installation.

18%

of respondents said they **would not participate** in joint events between their community and surrounding military installation.

Respondents who noted they would not participate cited a **lack of information, interest, time, and difficulties posed by COVID-19.**

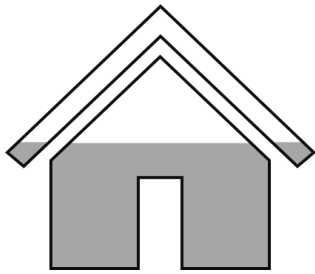
Top event types desired to encourage collaboration and communication:

- 1: Town hall meetings
 - 2: Q&A sessions with military leaders
 - 3: Family/recreational events
 - 4: Online community forums
- "Other" included events to bring together small businesses, STEM opportunities, and increased information sharing from the local government.

Events participated in include:

- Town hall/ local gov't meetings
- BRAC meetings
- Patuxent Partnership events
- Q&A sessions with military leaders
- Various advisory board meetings
- Industry days
- Installation sponsored events: air shows, tours, STEAM-M/educational events, etc.
- Alliance activities
- Veterans activities

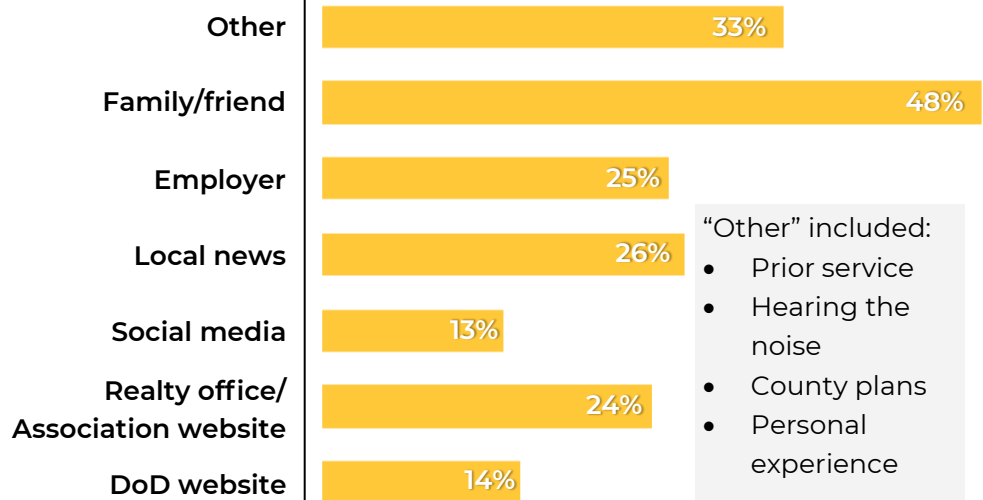
The Military & the Community



59%

said they **knew or learned about nearby military and training operations** when they bought or rented their home.

Most respondents learned about military presence near their home from a **family member or friend**.



"Other" included:

- Prior service
- Hearing the noise
- County plans
- Personal experience

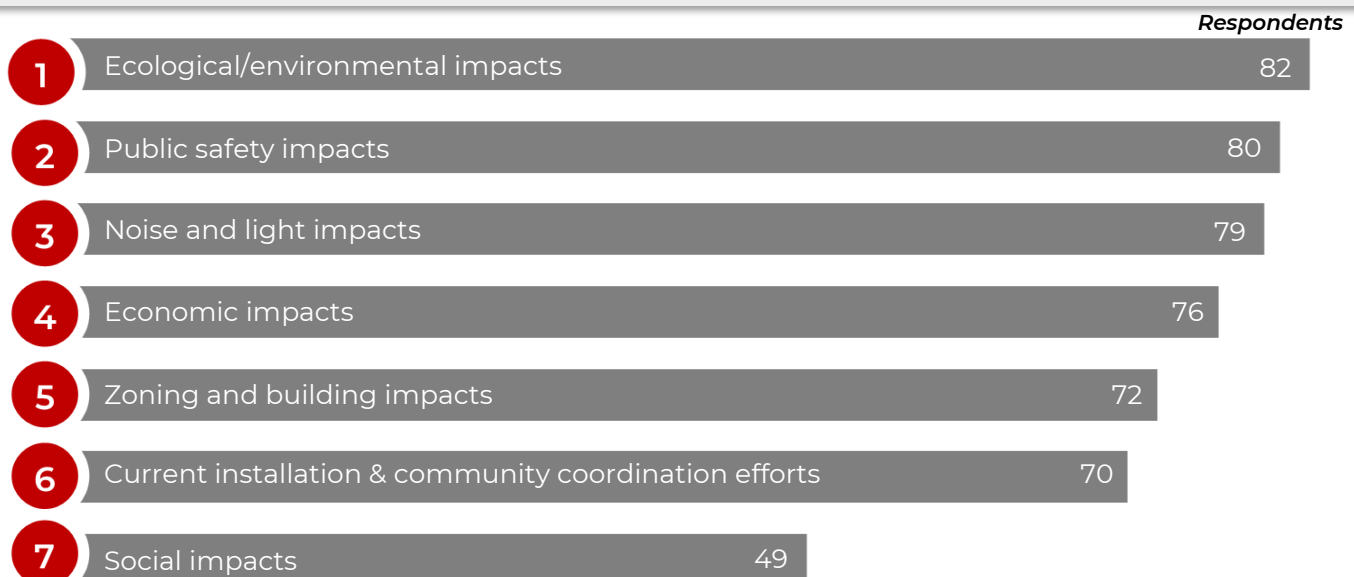
Note: respondents could select more than one answer

For respondents that did not know about military operations, the following **forms of communication** would have helped inform their housing search:

- Welcome packet/handbook
- Better info on social media or from realtor
- Maps and charts from the installation
- Billboards or public service announcements
- Community newsletters (email or text)
- Required disclosures

What Citizens Would Like to Know

Ranking types of information about **military construction and operations** respondents would like to know:



Other answers included project timelines and traffic and transportation issues.

Policy & Support Considerations

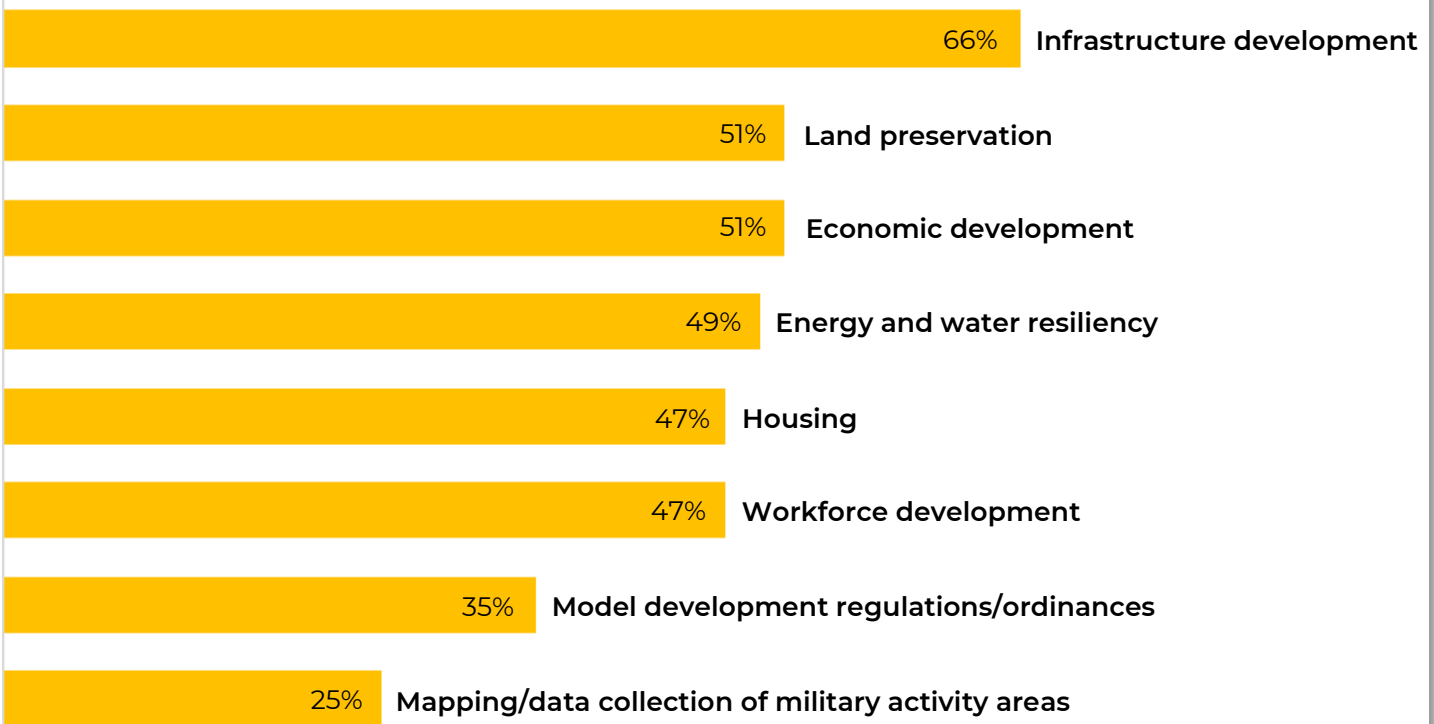
Top policy and procedure considerations to help best sustain military operations while preserving community quality of life.

Listed from most to least selected

- Traffic/transportation control
- Land preservation and growth management
- Noise mitigation
- Pollution control
- Zoning
- "Other:" Light pollution, housing considerations, communication methods

Categories where **additional support is most necessary** to promote compatible/sustainable development:

Note: respondents could select more than one answer



Other answers included education, funding, and troop transition support.

Thank you!



The Maryland Department of Planning would like to thank those who took the time to participate in and share this survey. Your input is helping to strengthen communication and coordination between Maryland's military installations and surrounding communities and we look forward to sharing final deliverables with you.

For more information on Maryland's Compatible Use Project, visit the project website (commerce.maryland.gov/compatibleuse) or contact Sarah Diehl, Compatible Use Community Planning Liaison at sarah.diehl@maryland.gov.