The Montrose Civility Project is a citizen-led campaign with the vision of improving communication among organizations, businesses, and residents by implementing THE NINE TOOLS OF CIVILITY.

<table>
<thead>
<tr>
<th>PAY ATTENTION</th>
<th>LISTEN</th>
<th>APOLOGIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>BE INCLUSIVE</td>
<td>DON'T GOSSIP</td>
<td>GIVE CONSTRUCTIVE CRITICISM</td>
</tr>
<tr>
<td>SHOW RESPECT</td>
<td>BE AGREEABLE</td>
<td>TAKE RESPONSIBILITY</td>
</tr>
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2016 CIVILITY SURVEY CIVILITY IN MONTROSE

In Fall 2016, more than 200 citizens responded to an in depth survey of attitudes and experiences. It is important to note that the time-frame of the survey overlapped with election season.

DEMOGRAPHICS

- 65% female
- 35% male
- Age distribution: 23% <18, 19% 19-30, 23% 31-40, 19% 41-50, 22% 51-60, 16% 61-70, 11% 71-80

WHAT IS CIVILITY?

Words used by 200 survey respondents to define civility.

Top 10 responses:
- 109 respect
- 73 kindness
- 41 others
- 26 polite
- 24 courtesy
- 18 considerate
- 14 understanding
- 13 manners
- 12 listening
- 10 self-control

To learn more information about the project and tools, please visit montrosecivilityproject.org
HOW OFTEN DO YOU OBSERVE CIVILITY MONTROSE?

Respondents’ observations of other people’s actions on a daily basis as they relate to civil behaviors.

- 58% FREQUENTLY
- 35% SOMETIMES
- 5% RARELY
- 0% NEVER
- 3% DON’T KNOW

DO OTHER PEOPLE IN MONTROSE...

DO I...

LISTEN & PAY ATTENTION

- 75% agree
- 5% disagree
- 10% neutral

REFRAIN FROM GOSSIP

- 60% agree
- 14% disagree
- 26% neutral

SHOW RESPECT

- 88% agree
- 2% disagree
- 10% neutral

GIVE CONSTRUCTIVE CRITICISM

- 65% agree
- 8% disagree
- 28% neutral

CIVILITY IN OUR COMMUNITY?

Respondents’ observations & opinions about level, importance and need for improvement of civility in the community.

HOW CIVIL IS OUR COMMUNITY?

- RARELY CIVIL: 16%
- SOMewhat CIVIL: 4%
- VERY CIVIL: 77%

HOW IMPORTANT IS CIVILITY?

- IMPORTANT: 24%
- VERY IMPORTANT: 70%
- SOMEWHAT IMPORTANT: 6%

CAN THE LEVEL OF CIVILITY BE IMPROVED?

97% SAID YES

MORE FROM THE RESPONDENTS

“I was thinking about the person-to-person context in my answers. I think people behave differently online, where they feel less visible and less accountable.”

“I see varying degrees of civility, depending on the people and the place. Most public events here in town reveal at least a surface civility. Within the communities and groups I belong to, I see a great deal of civility and a high expectation for behavior. A few incidences of incivility are highly noticeable in this context.”

“I think a good place to start is for people to learn to listen. Most people are phrasing their own response while the other is talking.”

Visit the website to take the pledge

I will be civil in my public discourse and behavior. I will be respectful of others whether or not I agree with them. I will stand against incivility when I see it.

Take the pledge & Get involved montrosecivilityproject.org