

MVF Survey 2009

268 Total Surveys

1 – Overall Opinion

2. Overall Quality of life in Montgomery Village

	Count	Percentage
A. Excellent	32	12.17%
B. Good	158	60.08%
C. Fair	64	24.33%
D. Poor	8	3.04%
E. Don't Know	1	0.38%

3. Place to raise children

	Count	Percentage
A. Excellent	31	12.11%
B. Good	103	40.23%
C. Fair	69	26.95%
D. Poor	14	5.47%
E. Don't Know	39	15.23%

4. Place to retire

	Count	Percentage
A. Excellent	20	7.78%
B. Good	73	28.40%
C. Fair	74	28.79%
D. Poor	59	22.96%
E. Don't Know	31	12.06%

2 – Characteristics of Montgomery Village

5. Sense of Community

	Count	Percentage
A. Excellent	21	8.02%
B. Good	91	34.73%
C. Fair	110	41.98%
D. Poor	33	12.60%
E. Don't Know	7	2.67%

6. Openness/acceptance of the community towards diverse backgrounds

	Count	Percentage
A. Excellent	41	15.59%
B. Good	130	49.43%
C. Fair	69	26.24%
D. Poor	7	2.66%
E. Don't Know	16	6.08%

7. Overall Appearance of Montgomery Village

	Count	Percentage
A. Excellent	35	13.26%
B. Good	148	56.06%
C. Fair	65	24.62%
D. Poor	15	5.68%
E. Don't Know	1	0.38%

8. Opportunities to attend cultural activities

	Count	Percentage
A. Excellent	21	8.05%
B. Good	78	29.89%
C. Fair	91	34.87%
D. Poor	28	10.73%
E. Don't Know	43	16.48%

9. Shopping Opportunities

	Count	Percentage
A. Excellent	33	12.60%
B. Good	99	37.79%
C. Fair	76	29.01%
D. Poor	51	19.47%
E. Don't Know	3	1.15%

10. Recreational opportunities

	Count	Percentage
A. Excellent	46	17.62%
B. Good	115	44.06%
C. Fair	70	26.82%
D. Poor	15	5.75%
E. Don't Know	15	5.75%

11. Availability of affordable quality housing

	Count	Percentage
A. Excellent	25	9.51%
B. Good	96	36.50%
C. Fair	90	34.22%
D. Poor	20	7.60%
E. Don't Know	32	12.17%

12. Ease of bicycle travel in Montgomery Village

	Count	Percentage
A. Excellent	32	12.08%
B. Good	79	29.81%
C. Fair	64	24.15%
D. Poor	32	12.08%
E. Don't Know	58	21.89%

13. Ease of Walking in Montgomery Village

	Count	Percentage
A. Excellent	63	23.68%
B. Good	117	43.98%
C. Fair	63	23.68%
D. Poor	16	6.02%
E. Don't Know	7	2.63%

14. Quality of schools

	Count	Percentage
A. Excellent	13	4.94%
B. Good	61	23.19%
C. Fair	56	21.29%
D. Poor	34	12.93%
E. Don't Know	99	37.64%

15. Overall reputation of Montgomery Village by others

	Count	Percentage
A. Excellent	13	4.94%
B. Good	82	31.18%
C. Fair	95	36.12%
D. Poor	38	14.45%
E. Don't Know	35	13.31%

3 – Problems in Montgomery Village

16. Crime

	Count	Percentage
A. Not a problem	13	4.89%
B. Minor problem	56	21.05%
C. Moderate problem	119	44.74%
D. Major problem	67	25.19%
E. Don't know	11	4.14%

17. Noise

	Count	Percentage
A. Not a problem	58	21.72%
B. Minor problem	111	41.57%
C. Moderate problem	60	22.47%
D. Major problem	35	13.11%
E. Don't know	3	1.12%

18. Poorly maintained properties

	Count	Percentage
A. Not a problem	41	15.41%
B. Minor problem	94	35.34%
C. Moderate problem	77	28.95%
D. Major problem	49	18.42%
E. Don't know	5	1.88%

19. Traffic congestion

	Count	Percentage
A. Not a problem	56	21.05%
B. Minor problem	95	35.71%
C. Moderate problem	75	28.20%
D. Major problem	39	14.66%
E. Don't know	1	0.38%

20. Unsupervised youth

	Count	Percentage
A. Not a problem	20	7.52%
B. Minor problem	66	24.81%
C. Moderate problem	81	30.45%
D. Major problem	76	28.57%
E. Don't know	23	8.65%

4 - How Safe You Feel

21. In your neighborhood during the day

	Count	Percentage
A. Very safe	136	51.52%
B. Somewhat safe	83	31.44%
C. Neither safe nor unsafe	19	7.20%
D. Somewhat unsafe	21	7.95%
E. Very unsafe	3	1.14%
F. Don't know	2	0.76%

22. In your neighborhood after dark

	Count	Percentage
A. Very safe	43	16.23%
B. Somewhat safe	99	37.36%
C. Neither safe nor unsafe	26	9.81%
D. Somewhat unsafe	65	24.53%
E. Very unsafe	29	10.94%
F. Don't know	3	1.13%

23. In Village Shopping Areas during day

	Count	Percentage
A. Very safe	93	35.09%
B. Somewhat safe	111	41.89%
C. Neither safe nor unsafe	32	12.08%
D. Somewhat unsafe	25	9.43%
E. Very unsafe	2	0.75%
F. Don't know	2	0.75%

24. In Village Shopping Areas after dark

	Count	Percentage
A. Very safe	21	7.95%
B. Somewhat safe	65	24.62%
C. Neither safe nor unsafe	43	16.29%
D. Somewhat unsafe	87	32.95%
E. Very unsafe	42	15.91%
F. Don't know	6	2.27%

25. In MV Parks during the day

	Count	Percentage
A. Very safe	81	30.68%
B. Somewhat safe	91	34.47%
C. Neither safe nor unsafe	30	11.36%
D. Somewhat unsafe	22	8.33%
E. Very unsafe	6	2.27%
F. Don't know	34	12.88%

26. At MVF Community Centers after dark

	Count	Percentage
A. Very safe	17	6.44%
B. Somewhat safe	45	17.05%
C. Neither safe nor unsafe	36	13.64%
D. Somewhat unsafe	48	18.18%
E. Very unsafe	23	8.71%
F. Don't know	95	35.98%

5 – In last 12 months, how often you or household members participated in Village activities

27. Used MVF community centers

	Count	Percentage
A. Never	141	53.41%
B. Once or twice	70	26.52%
C. 3 to 12 times	36	13.64%
D. 13 to 26 times	10	3.79%
E. More than 26 times	7	2.65%

28. Participated in a recreation program or activity

	Count	Percentage
A. Never	171	64.77%
B. Once or twice	59	22.35%
C. 3 to 12 times	20	7.58%
D. 13 to 26 times	7	2.65%
E. More than 26 times	7	2.65%

29. Visited an MVF park

	Count	Percentage
A. Never	63	23.95%
B. Once or twice	75	28.52%
C. 3 to 12 times	66	25.10%
D. 13 to 26 times	28	10.65%
E. More than 26 times	31	11.79%

30. Attended a Lawn Theater concert

	Count	Percentage
A. Never	212	80.30%
B. Once or twice	42	15.91%
C. 3 to 12 times	7	2.65%
D. 13 to 26 times	1	0.38%
E. More than 26 times	2	0.76%

31. Attended a Community Band concert

	Count	Percentage
A. Never	222	84.73%
B. Once or twice	36	13.74%
C. 3 to 12 times	2	0.76%
D. 13 to 26 times	2	0.76%
E. More than 26 times	0	0%

32. Attended an MVF Board meeting

	Count	Percentage
A. Never	208	78.79%
B. Once or twice	37	14.02%
C. 3 to 12 times	12	4.55%
D. 13 to 26 times	6	2.27%
E. More than 26 times	1	0.38%

33. Volunteered time to an MVF committee or activity

	Count	Percentage
A. Never	226	86.59%
B. Once or twice	18	6.90%
C. 3 to 12 times	8	3.07%
D. 13 to 26 times	3	1.15%
E. More than 26 times	6	2.30%

34. Read the *Montgomery Village News*

	Count	Percentage
A. Never	27	10.27%
B. Once or twice	33	12.55%
C. 3 to 12 times	82	31.18%
D. 13 to 26 times	64	24.33%
E. More than 26 times	57	21.67%

35. Accessed the MVF website

	Count	Percentage
A. Never	113	42.97%
B. Once or twice	67	25.48%
C. 3 to 12 times	64	24.33%
D. 13 to 26 times	13	4.94%
E. More than 26 times	6	2.28%

36. Contacted MVF staff for assistance

	Count	Percentage
A. Never	76	28.57%
B. Once or twice	100	37.59%
C. 3 to 12 times	76	28.57%
D. 13 to 26 times	10	3.76%
E. More than 26 times	4	1.50%

6 - How do you rate the quality of these services in Montgomery Village?

➤ Recreation

37. Recreation programs or classes

	Count	Percentage
A. Excellent	26	9.89%
B. Good	75	28.52%
C. Fair	37	14.07%
D. Poor	6	2.28%
E. Don't know	119	45.25%

38. Range/Variety of recreation programs/classes

	Count	Percentage
A. Excellent	29	11.03%
B. Good	76	28.90%
C. Fair	43	16.35%
D. Poor	13	4.94%
E. Don't know	102	38.78%

39. Summer camps

	Count	Percentage
A. Excellent	15	5.73%
B. Good	38	14.50%
C. Fair	24	9.16%
D. Poor	4	1.53%
E. Don't know	181	69.08%

40. Community centers/facilities

	Count	Percentage
A. Excellent	33	12.64%
B. Good	88	33.72%
C. Fair	49	18.77%
D. Poor	6	2.30%
E. Don't know	85	32.57%

41. Outdoor swimming pools

	Count	Percentage
A. Excellent	51	19.32%
B. Good	118	44.70%
C. Fair	33	12.50%
D. Poor	2	0.76%
E. Don't know	60	22.73%

42. Tennis Courts

	Count	Percentage
A. Excellent	43	16.48%
B. Good	92	35.25%
C. Fair	30	11.49%
D. Poor	4	1.53%
E. Don't know	92	35.25%

43. Walking paths

	Count	Percentage
A. Excellent	64	24.43%
B. Good	113	43.13%
C. Fair	42	16.03%
D. Poor	11	4.20%
E. Don't know	32	12.21%

44. Accessibility of community centers/facilities

	Count	Percentage
A. Excellent	53	20.31%
B. Good	106	40.61%
C. Fair	32	12.26%
D. Poor	5	1.92%
E. Don't know	65	24.90%

45. Appearance/maintenance of parks

	Count	Percentage
A. Excellent	49	18.70%
B. Good	131	50.00%
C. Fair	46	17.56%
D. Poor	7	2.67%
E. Don't know	29	11.07%

46. Appearance of community centers/facilities

	Count	Percentage
A. Excellent	33	12.64%
B. Good	120	45.98%
C. Fair	49	18.77%
D. Poor	2	0.77%
E. Don't know	57	21.84%

47. Services to seniors

	Count	Percentage
A. Excellent	10	3.79%
B. Good	34	12.88%
C. Fair	20	7.58%
D. Poor	15	5.68%
E. Don't know	185	70.08%

48. Services to youth

	Count	Percentage
A. Excellent	19	7.25%
B. Good	52	19.85%
C. Fair	25	9.54%
D. Poor	9	3.44%
E. Don't know	157	59.92%

49. Special events (July 4th, Lawn Theater, etc.)

	Count	Percentage
A. Excellent	33	12.50%
B. Good	71	26.89%
C. Fair	29	10.98%
D. Poor	4	1.52%
E. Don't know	127	48.11%

50. Activity card process (if applicable)

	Count	Percentage
A. Excellent	39	14.77%
B. Good	111	42.05%
C. Fair	50	18.94%
D. Poor	12	4.55%
E. Don't know	52	19.70%

➤ Communications

51. Village News

	Count	Percentage
A. Excellent	68	25.66%
B. Good	123	46.42%
C. Fair	40	15.09%
D. Poor	13	4.91%
E. Don't know	21	7.92%

52. MVF website

	Count	Percentage
A. Excellent	26	9.85%
B. Good	84	31.82%
C. Fair	39	14.77%
D. Poor	7	2.65%
E. Don't know	108	40.91%

53. Other Publications (Residents Guide, Homeowner Edition, etc.)

	Count	Percentage
A. Excellent	35	13.31%
B. Good	66	25.10%
C. Fair	33	12.55%
D. Poor	6	2.28%
E. Don't know	123	46.77%

54. New Resident Welcome Reception

	Count	Percentage
A. Excellent	18	6.84%
B. Good	41	15.59%
C. Fair	14	5.32%
D. Poor	16	6.08%
E. Don't know	174	66.16%

➤ Landscaping & Public Works (on MVF property and/or for those who have maintenance contracts with MVF)

55. Maintenance of Montgomery Village Ave. (medians, grass cutting, etc.)

	Count	Percentage
A. Excellent	85	32.57%
B. Good	132	50.57%
C. Fair	35	13.41%
D. Poor	8	3.07%
E. Don't know	1	0.38%

56. General Landscaping (lawn mowing, fertilization, mulching)

	Count	Percentage
A. Excellent	82	31.30%
B. Good	129	49.24%
C. Fair	38	14.50%
D. Poor	11	4.20%
E. Don't know	2	0.76%

57. Tree maintenance (trimming, removal of dead trees)

	Count	Percentage
A. Excellent	57	21.76%
B. Good	105	40.08%
C. Fair	71	27.10%
D. Poor	19	7.25%
E. Don't know	10	3.82%

58. Removal of trash and debris along roadsides

	Count	Percentage
A. Excellent	47	18.15%
B. Good	113	43.63%
C. Fair	65	25.10%
D. Poor	31	11.97%
E. Don't know	3	1.16%

59. Snow removal

	Count	Percentage
A. Excellent	61	23.28%
B. Good	114	43.51%
C. Fair	57	21.76%
D. Poor	25	9.54%
E. Don't know	5	1.91%

60. Leaf removal

	Count	Percentage
A. Excellent	50	19.61%
B. Good	112	43.92%
C. Fair	58	22.75%
D. Poor	22	8.63%
E. Don't know	13	5.10%

61. Maintenance of ball fields

	Count	Percentage
A. Excellent	28	10.81%
B. Good	68	26.25%
C. Fair	22	8.49%
D. Poor	3	1.16%
E. Don't know	138	53.28%

62. General maintenance around lakes, ponds and stormwater management areas

	Count	Percentage
A. Excellent	34	13.03%
B. Good	123	47.13%
C. Fair	49	18.77%
D. Poor	14	5.36%
E. Don't know	41	15.71%

➤ Community Management (for associations managed by MVF)

63. Contract management (financial, lighting, maintenance)

	Count	Percentage
A. Excellent	15	6.17%
B. Good	67	27.57%
C. Fair	54	22.22%
D. Poor	24	9.88%
E. Don't know	83	34.16%

64. Overall responsiveness of management agent

	Count	Percentage
A. Excellent	23	9.47%
B. Good	46	18.93%
C. Fair	46	18.93%
D. Poor	25	10.29%
E. Don't know	103	42.39%

65. Quality of meeting minutes

	Count	Percentage
A. Excellent	10	4.13%
B. Good	27	11.16%
C. Fair	22	9.09%
D. Poor	7	2.89%
E. Don't know	176	72.73%

➤ Government Relations

66. Comprehensive and timely information on proposed legislation

	Count	Percentage
A. Excellent	26	10.16%
B. Good	72	28.13%
C. Fair	39	15.23%
D. Poor	14	5.47%
E. Don't know	105	41.02%

67. Effectiveness of advocacy

	Count	Percentage
A. Excellent	15	5.84%
B. Good	56	21.79%
C. Fair	41	15.95%
D. Poor	23	8.95%
E. Don't know	122	47.47%

68. Fair MVF Board election process

	Count	Percentage
A. Excellent	29	11.24%
B. Good	84	32.56%
C. Fair	33	12.79%
D. Poor	13	5.04%
E. Don't know	99	38.37%

69. Good customer service at MVF Reception Desk

	Count	Percentage
A. Excellent	58	22.48%
B. Good	102	39.53%
C. Fair	24	9.30%
D. Poor	11	4.26%
E. Don't know	63	24.42%

➤ Architectural Standards

70. Consistency of applying Architectural Standards

	Count	Percentage
A. Excellent	14	5.38%
B. Good	74	28.46%
C. Fair	63	24.23%
D. Poor	45	17.31%
E. Don't know	64	24.62%

71. Responsiveness of staff

	Count	Percentage
A. Excellent	34	13.13%
B. Good	89	34.36%
C. Fair	51	19.69%
D. Poor	29	11.20%
E. Don't know	56	21.62%

72. Importance of updating criteria

	Count	Percentage
A. Excellent	13	5.08%
B. Good	66	25.78%
C. Fair	46	17.97%
D. Poor	32	12.50%
E. Don't know	99	38.67%

73. Regularity of inspections

	Count	Percentage
A. Excellent	12	4.62%
B. Good	52	20.00%
C. Fair	52	20.00%
D. Poor	36	13.85%
E. Don't know	108	41.54%

➤ Finance

74. Budget process

	Count	Percentage
A. Excellent	14	5.38%
B. Good	58	22.31%
C. Fair	44	16.92%
D. Poor	22	8.46%
E. Don't know	122	46.92%

75. Regular financial reporting

	Count	Percentage
A. Excellent	20	7.66%
B. Good	78	29.89%
C. Fair	54	20.69%
D. Poor	18	6.90%
E. Don't know	91	34.87%

76. Assessment collection process

	Count	Percentage
A. Excellent	29	11.20%
B. Good	91	35.14%
C. Fair	43	16.60%
D. Poor	21	8.11%
E. Don't know	75	28.96%

77. Assessment ceiling increase process

	Count	Percentage
A. Excellent	16	6.18%
B. Good	61	23.55%
C. Fair	52	20.08%
D. Poor	38	14.67%
E. Don't know	92	35.52%

7. Opinions

78. I receive good value for the MVF assessments I pay

	Count	Percentage
A. Strongly Agree	34	13.18%
B. Somewhat Agree	86	33.33%
C. Neither Agree nor Disagree	41	15.89%
D. Somewhat Disagree	41	15.89%
E. Strongly Disagree	46	17.83%
F. Don't Know	10	3.88%

79. I believe it is necessary to increase MVF assessment to maintain services

	Count	Percentage
A. Strongly Agree	15	5.91%
B. Somewhat Agree	43	16.93%
C. Neither Agree nor Disagree	45	17.72%
D. Somewhat Disagree	45	17.72%
E. Strongly Disagree	88	34.65%
F. Don't Know	18	7.09%

80. I receive good value for Designated User Assessments I pay (if applicable)

	Count	Percentage
A. Strongly Agree	13	5.60%
B. Somewhat Agree	29	12.50%
C. Neither Agree nor Disagree	28	12.07%
D. Somewhat Disagree	22	9.48%
E. Strongly Disagree	34	14.66%
F. Don't Know	106	45.69%

81. I would pay an increased DU fee (if applicable) to update MVF pools (new water features, shade shelters, etc.)

	Count	Percentage
A. Strongly Agree	16	6.75%
B. Somewhat Agree	28	11.81%
C. Neither Agree nor Disagree	34	14.35%
D. Somewhat Disagree	28	11.81%
E. Strongly Disagree	92	38.82%
F. Don't Know	39	16.46%

82. I think it is appropriate to translate key information into other languages

	Count	Percentage
A. Strongly Agree	45	17.65%
B. Somewhat Agree	42	16.47%
C. Neither Agree nor Disagree	45	17.65%
D. Somewhat Disagree	30	11.76%
E. Strongly Disagree	75	29.41%
F. Don't Know	18	7.06%

83. I think MVF committees are effective in addressing important community issues

	Count	Percentage
A. Strongly Agree	21	8.20%
B. Somewhat Agree	60	23.44%
C. Neither Agree nor Disagree	62	24.22%
D. Somewhat Disagree	44	17.19%
E. Strongly Disagree	24	9.38%
F. Don't Know	45	17.58%

84. I am pleased with the overall direction that the MVF Board of Directors is taking

	Count	Percentage
A. Strongly Agree	24	9.41%
B. Somewhat Agree	59	23.14%
C. Neither Agree nor Disagree	68	26.67%
D. Somewhat Disagree	28	10.98%
E. Strongly Disagree	22	8.63%
F. Don't Know	54	21.18%

85. The MVF Board welcomes citizen involvement

	Count	Percentage
A. Strongly Agree	36	14.34%
B. Somewhat Agree	77	30.68%
C. Neither Agree nor Disagree	49	19.52%
D. Somewhat Disagree	15	5.98%
E. Strongly Disagree	15	5.98%
F. Don't Know	59	23.51%

86. The MVF Board listens to residents

	Count	Percentage
A. Strongly Agree	20	7.94%
B. Somewhat Agree	67	26.59%
C. Neither Agree nor Disagree	53	21.03%
D. Somewhat Disagree	27	10.71%
E. Strongly Disagree	24	9.52%
F. Don't Know	61	24.21%

87. MVF staff responds to inquiries/concerns in a timely manner

	Count	Percentage
A. Strongly Agree	38	15.32%
B. Somewhat Agree	82	33.06%
C. Neither Agree nor Disagree	39	15.73%
D. Somewhat Disagree	26	10.48%
E. Strongly Disagree	24	9.68%
F. Don't Know	39	15.73%

88. I think private security in neighborhoods is important

	Count	Percentage
A. Strongly Agree	133	51.35%
B. Somewhat Agree	63	24.32%
C. Neither Agree nor Disagree	26	10.04%
D. Somewhat Disagree	16	6.18%
E. Strongly Disagree	16	6.18%
F. Don't Know	5	1.93%

MVF Survey 2009

268 Total Surveys Received out of 1068 Mailed
 (10% randomly selected owner-occupied households
 from every one of the 76 subdivisions in Montgomery Village)

1. Subdivision

Responses from 68 of 76 Subdivisions	Count	Percentage of total received
SW08	19	7.22%
TG85	9	3.42%
NG14	9	3.42%
PR17	8	3.04%
WSG07	8	3.04%
MVF BOD	8	3.04%
NG36	7	2.66%
MV38	7	2.66%
EV61	7	2.66%
PR25	6	2.28%
HC99	6	2.28%
EV51	6	2.28%
SV45	6	2.28%
NG20	5	1.90%
CR99	5	1.90%
EV62	5	1.90%
SV48	5	1.90%
CC99	5	1.90%
SW15	5	1.90%
PR26	5	1.90%
PR18	5	1.90%
NG34	4	1.52%
EV64	4	1.52%
EV60	4	1.52%
NV42	4	1.52%
SV35	4	1.52%
SV44	4	1.52%
EG93	4	1.52%
EV63	4	1.52%
MP13	4	1.52%
PR30	4	1.52%
WS06	4	1.52%
SW12	4	1.52%
N299	4	1.52%

PR28	3	1.14%
SW19	3	1.14%
PR31	3	1.14%
NV40	3	1.14%
NV46	3	1.14%
NG33	3	1.14%
NV49	3	1.14%
SW20	3	1.14%
NG37	3	1.14%
TC19	2	0.76%
EV66	2	0.76%
EG92	2	0.76%
EV56	2	0.76%
SV81	2	0.76%
EV54	2	0.76%
EG98	2	0.76%
BR88	2	0.76%
EG91	2	0.76%
HR89	2	0.76%
NV43	2	0.76%
SV72	2	0.76%
MV32	2	0.76%
SV71	1	0.38%
EV65	1	0.38%
SW22	1	0.38%
NG58	1	0.38%
NV41	1	0.38%
WSR07	1	0.38%
EG96	1	0.38%
SW10	1	0.38%
WS09	1	0.38%
PS80	1	0.38%
P199	1	0.38%
EV55	1	0.38%