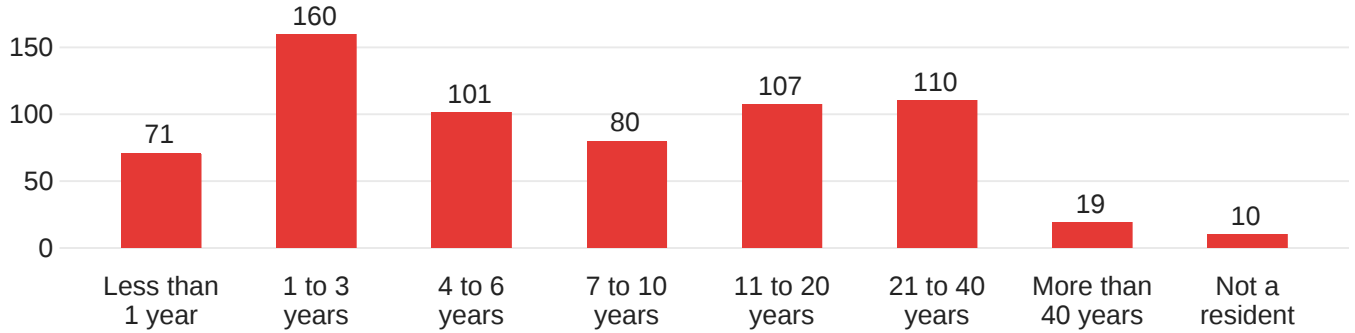
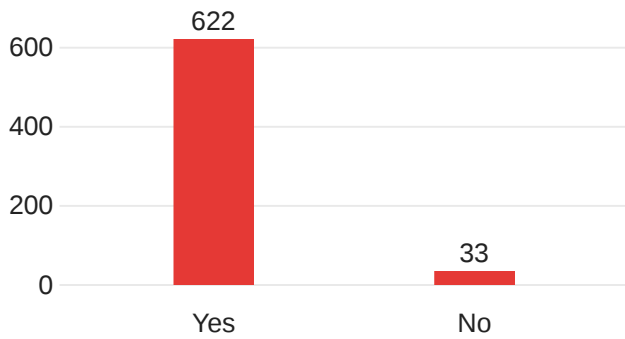


Quality of Life Survey - Full Survey Report

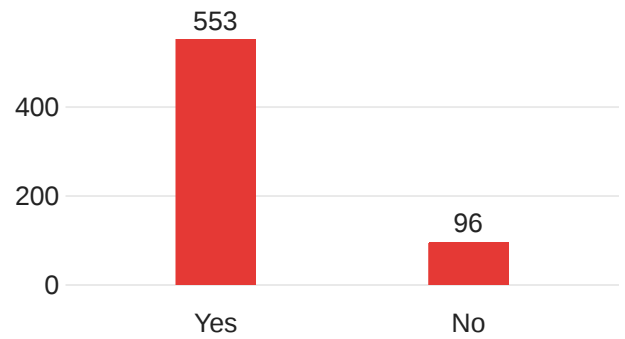
Resident Tenure



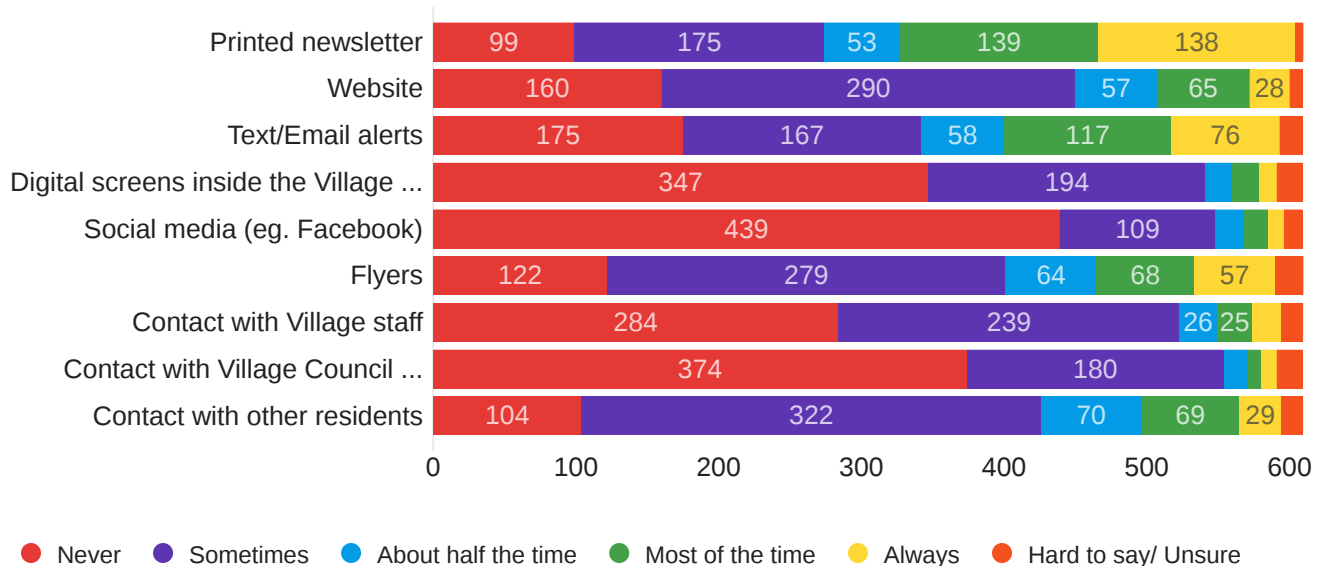
Recommend



Ease of Information



Information Frequency



Information Frequency Percentage Breakout

Social media (eg. Facebook)



- Never [72%]
- Sometimes [18%]
- About half the time [3%]
- Most of the time [3%]
- Hard to say/ Unsure [2%]
- Always [2%]

Contact with Village Council members



- Never [61%]
- Sometimes [30%]
- Hard to say/ Unsure [3%]
- About half the time [3%]
- Always [2%]
- Most of the time [1%]

Digital screens inside the Village Center



- Never [57%]
- Sometimes [32%]
- Most of the time [3%]
- About half the time [3%]
- Hard to say/ Unsure [3%]
- Always [2%]

Contact with other residents



- Sometimes [53%]
- Never [17%]
- About half the time [11%]
- Most of the time [11%]
- Always [5%]
- Hard to say/ Unsure [2%]

Website



- Sometimes [48%]
- Never [26%]
- Most of the time [11%]
- About half the time [9%]
- Always [5%]
- Hard to say/ Unsure [1%]

Contact with Village staff



- Never [47%]
- Sometimes [39%]
- About half the time [4%]
- Most of the time [4%]
- Always [3%]
- Hard to say/ Unsure [2%]

Flyers



- Sometimes [46%]
- Never [20%]
- Most of the time [11%]
- About half the time [11%]
- Always [9%]
- Hard to say/ Unsure [3%]

Printed newsletter



- Sometimes [29%]
- Most of the time [23%]
- Always [23%]
- Never [16%]
- About half the time [9%]
- Hard to say/ Unsure [1%]

Text/Email alerts

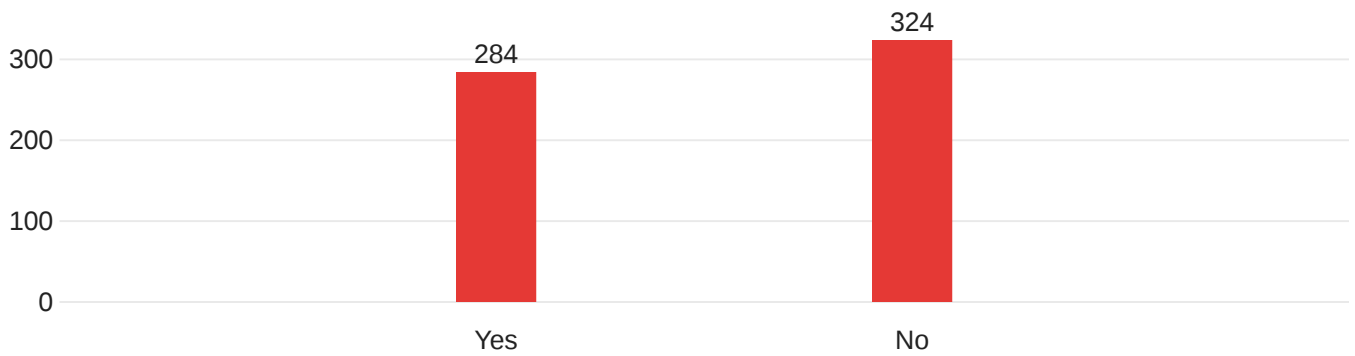


- Never [29%]
- Sometimes [27%]
- Most of the time [19%]
- Always [12%]
- About half the time [10%]
- Hard to say/ Unsure [3%]

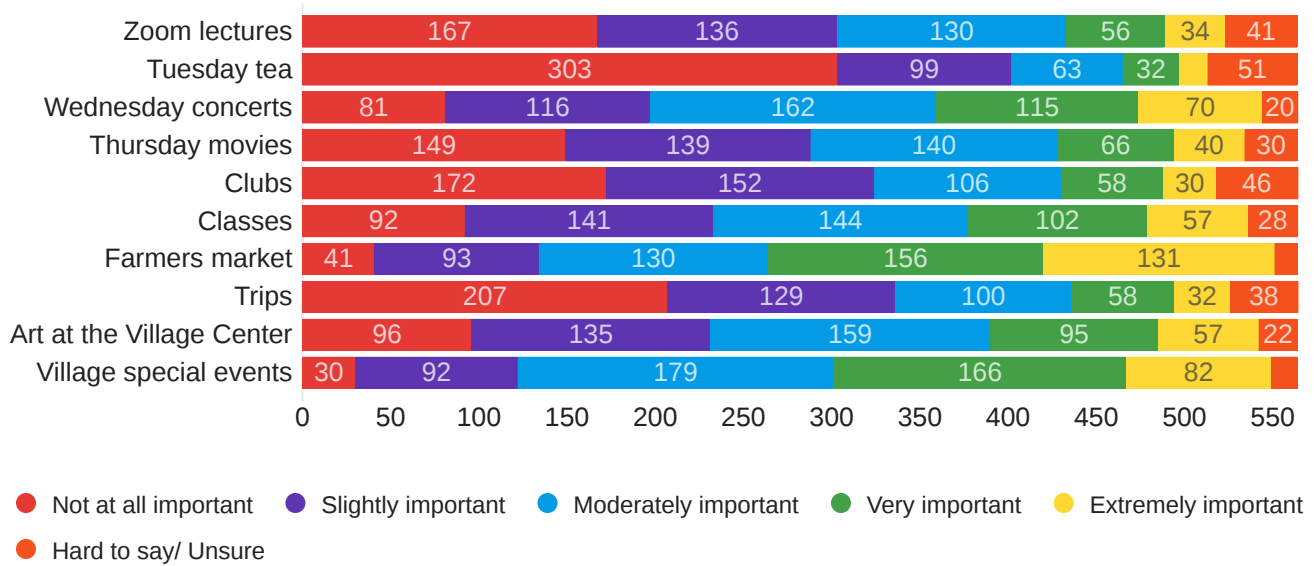
Information Frequency

Field	Never	Sometimes	About half the time	Most of the time	Always	Hard to say/ Unsure
Printed newsletter	99	175	53	139	138	5
Website	160	290	57	65	28	9
Text/Email alerts	175	167	58	117	76	16
Digital screens inside the Village Center	347	194	19	19	12	18
Social media (eg. Facebook)	439	109	20	17	11	13
Flyers	122	279	64	68	57	19
Contact with Village staff	284	239	26	25	20	15
Contact with Village Council members	374	180	17	9	11	18
Contact with other residents	104	322	70	69	29	15

Alerts

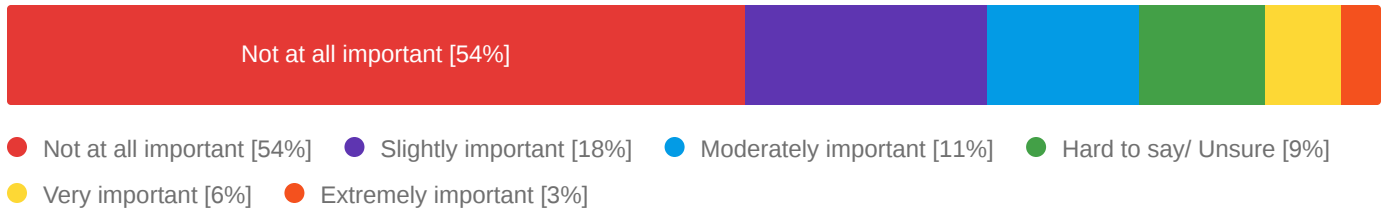


Program Importance

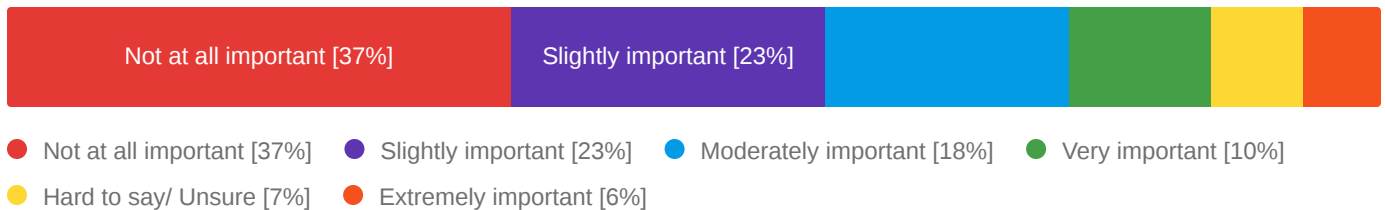


Program Importance Percentage Breakout

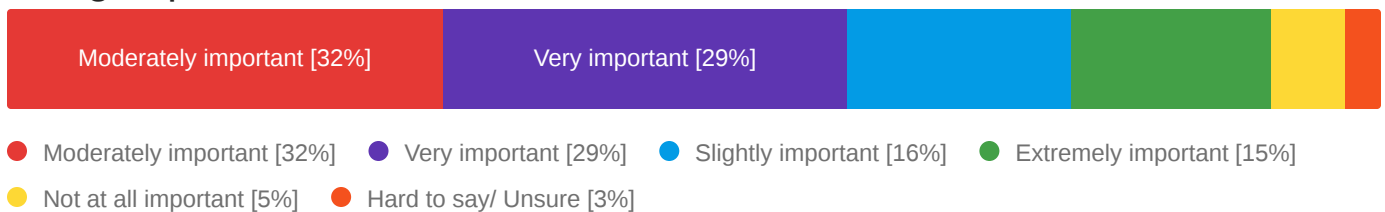
Tuesday tea



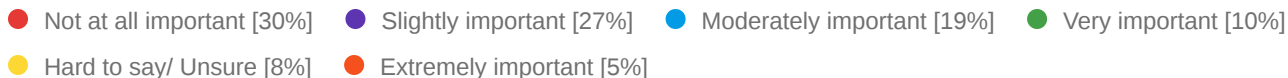
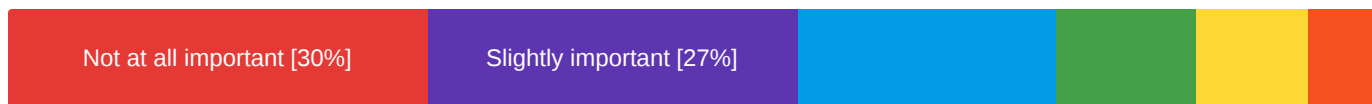
Trips



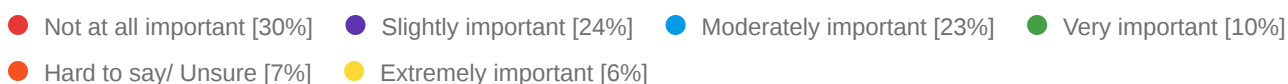
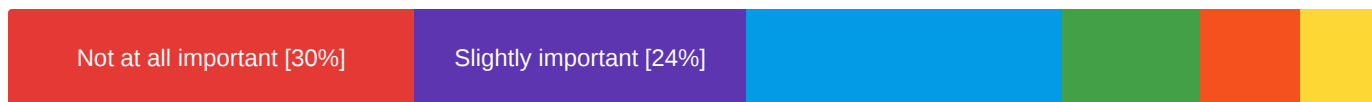
Village special events



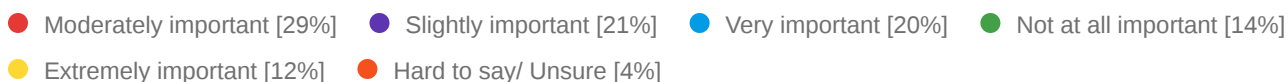
Clubs



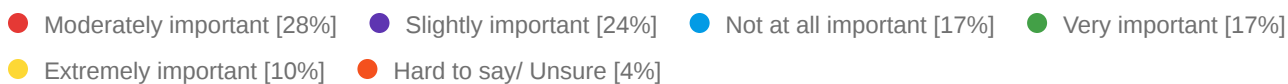
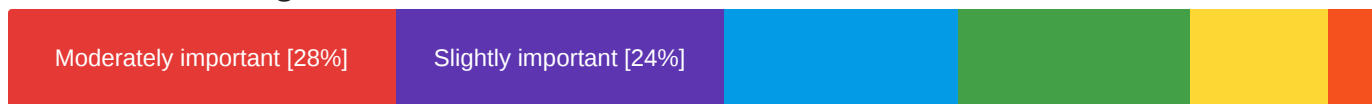
Zoom lectures



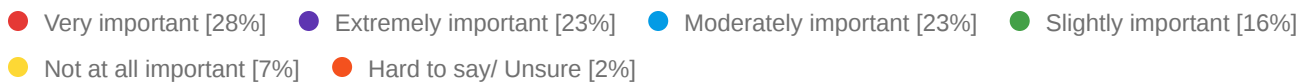
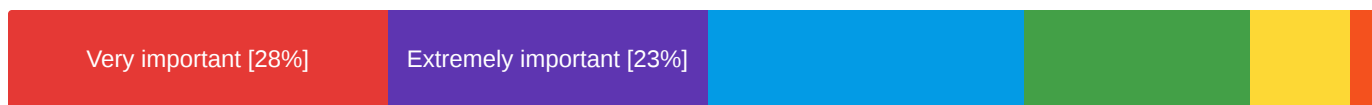
Wednesday concerts



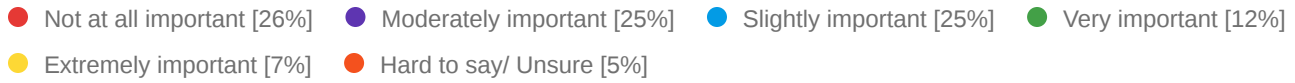
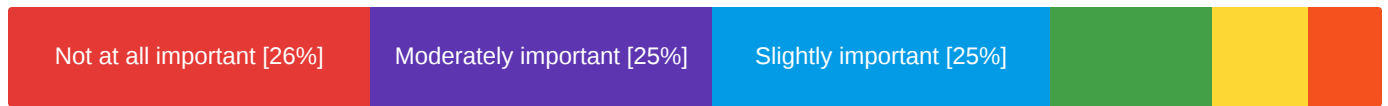
Art at the Village Center



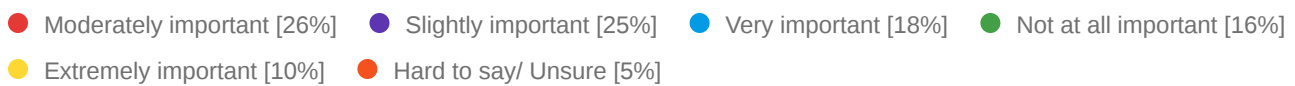
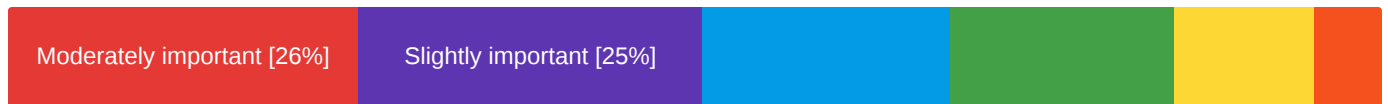
Farmers market



Thursday movies



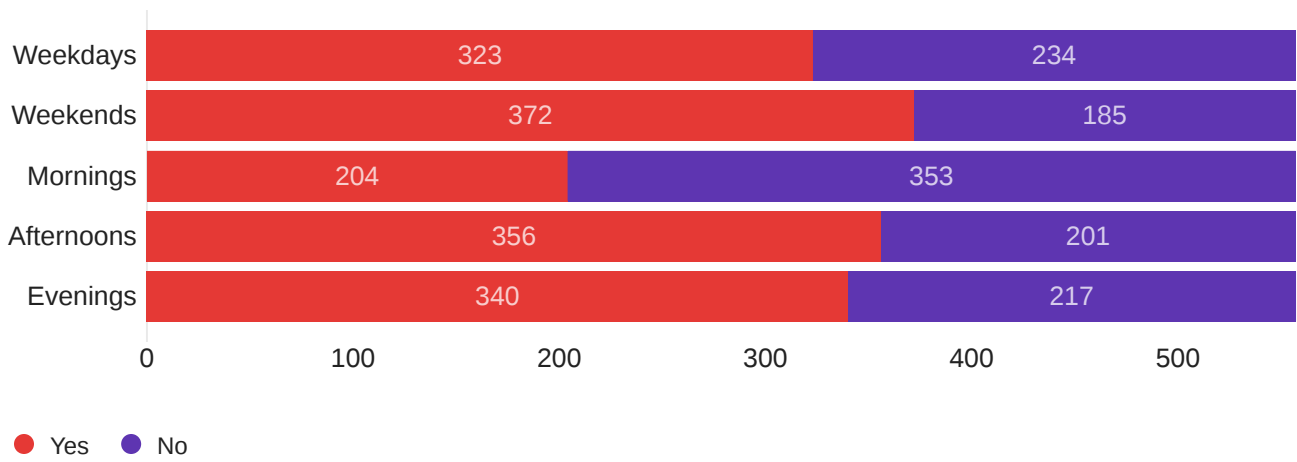
Classes



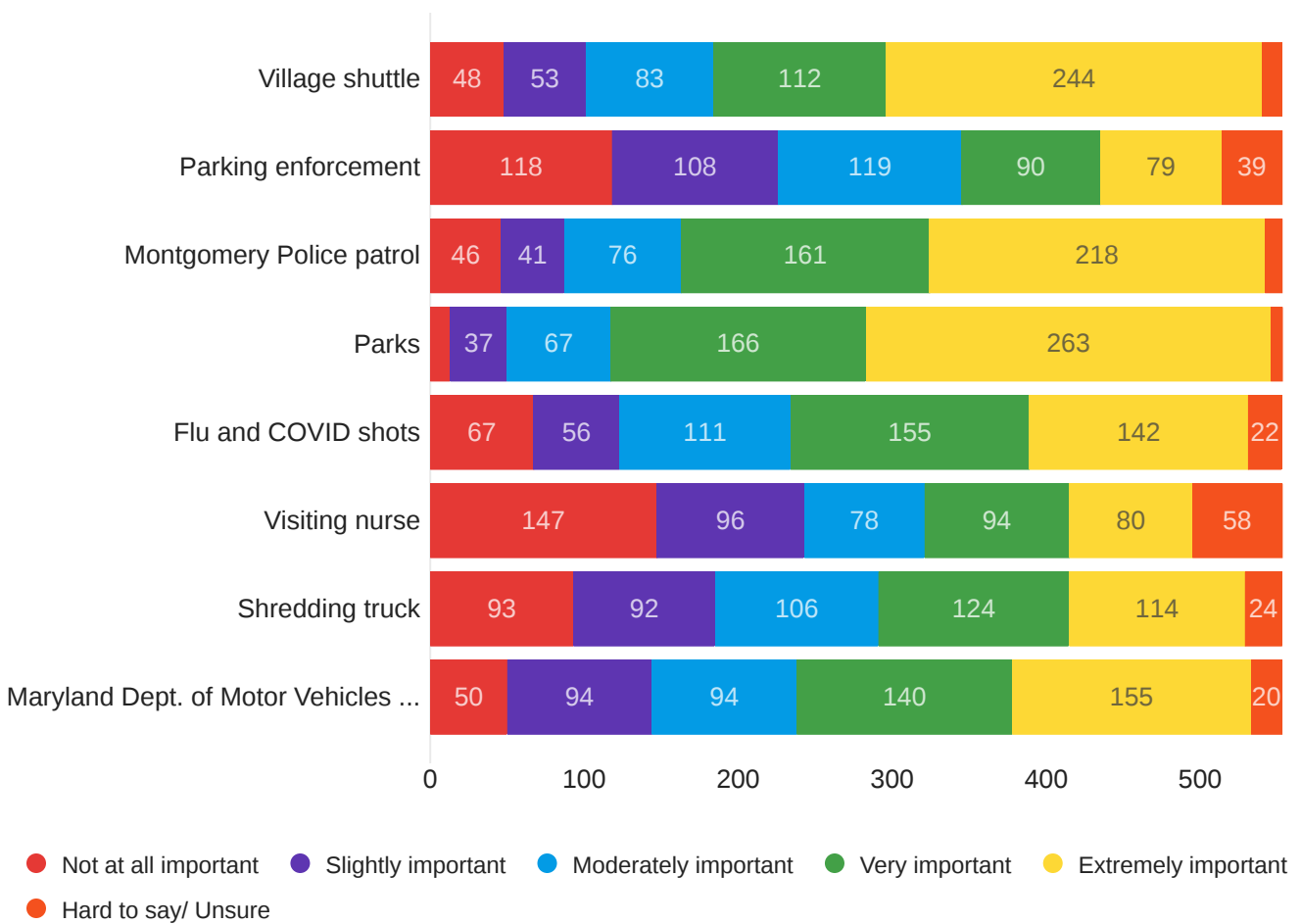
Program Importance

Field	Not at all important	Slightly important	Moderately important	Very important	Extremely important	Hard to say/ Unsure
Zoom lectures	167	136	130	56	34	41
Tuesday tea	303	99	63	32	16	51
Wednesday concerts	81	116	162	115	70	20
Thursday movies	149	139	140	66	40	30
Clubs	172	152	106	58	30	46
Classes	92	141	144	102	57	28
Farmers market	41	93	130	156	131	13
Trips	207	129	100	58	32	38
Art at the Village Center	96	135	159	95	57	22
Village special events	30	92	179	166	82	15

Program Preference



Service Importance



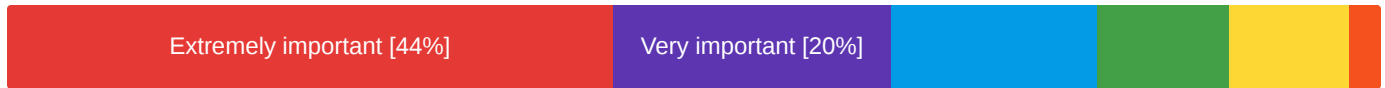
Service Importance Percentage Breakout

Parks



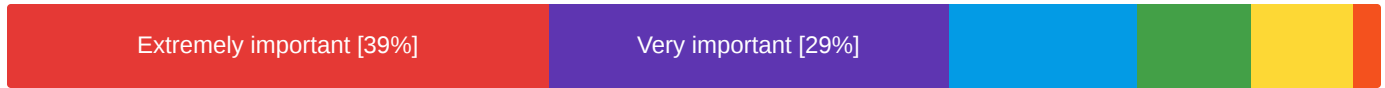
- Extremely important [48%
- Very important [30%
- Moderately important [12%
- Slightly important [7%
- Not at all important [2%
- Hard to say/ Unsure [1%

Village shuttle



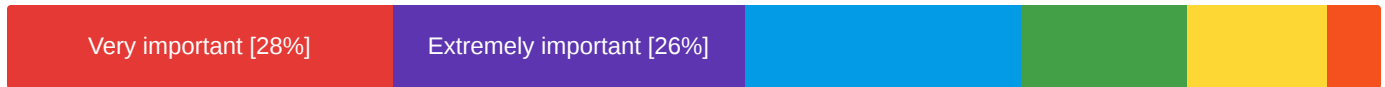
- Extremely important [44%
- Very important [20%
- Moderately important [15%
- Slightly important [10%
- Not at all important [9%
- Hard to say/ Unsure [2%

Montgomery Police patrol



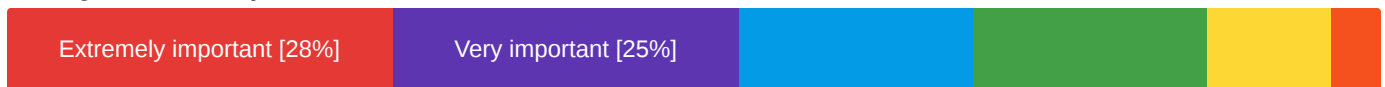
- Extremely important [39%
- Very important [29%
- Moderately important [14%
- Not at all important [8%
- Slightly important [7%
- Hard to say/ Unsure [2%

Flu and COVID shots



- Very important [28%
- Extremely important [26%
- Moderately important [20%
- Not at all important [12%
- Slightly important [10%
- Hard to say/ Unsure [4%

Maryland Dept. of Motor Vehicles bus



- Extremely important [28%
- Very important [25%
- Moderately important [17%
- Slightly important [17%
- Not at all important [9%
- Hard to say/ Unsure [4%

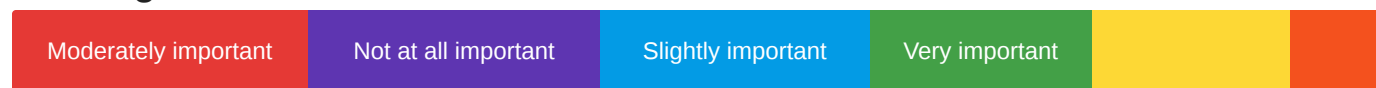
Visiting nurse



● Not at all important [27%] ● Slightly important [17%] ● Very important [17%] ● Extremely important [14%]

● Moderately important [14%] ● Hard to say/ Unsure [10%]

Parking enforcement



● Moderately important [22%] ● Not at all important [21%] ● Slightly important [20%] ● Very important [16%]

● Extremely important [14%] ● Hard to say/ Unsure [7%]

Shredding truck



● Very important [22%] ● Extremely important [21%] ● Moderately important [19%] ● Not at all important [17%]

● Slightly important [17%] ● Hard to say/ Unsure [4%]

Service Importance

Field	Not at all important	Slightly important	Moderately important	Very important	Extremely important	Hard to say/ Unsure
Village shuttle	48	53	83	112	244	13
Parking enforcement	118	108	119	90	79	39
Montgomery Police patrol	46	41	76	161	218	11
Parks	13	37	67	166	263	7
Flu and COVID shots	67	56	111	155	142	22
Visiting nurse	147	96	78	94	80	58
Shredding truck	93	92	106	124	114	24
Maryland Dept. of Motor Vehicles bus	50	94	94	140	155	20

Service Recommendations Open End

Service Recommendations Open End

None

Deaf / Hearing disability such as: crossing traffic sign attention.

None

Could we bring a noise ordinance into effect/ Some of the garbage trucks and electric blowers are just awful. Thank you.

More stops on the shuttle

One more reminder that the Secuitas personnel need to learn and practice basic human courtesy.

Zumba classes

I think you do a great job on your offerings. Perhaps add more exercise training or strength training.

No ideas at present

Noise abatement and open Page Park.

Open up Page Park

Please please stop the village bus from reversing into willard towers. The reverse noise is horrific even with my windows closed and it is driving me to madness. I am considering moving out it is so frequent and disturbing to my sanity

Advocate for traffic calming services and enforcement of full stops at stop signs, non local traffic endangering pedestrians. I am sick and tired of people speeding through the neighborhood and running stop signs.

Continue this way

Cannot think of anything right now

More holiday events with food and entertainment

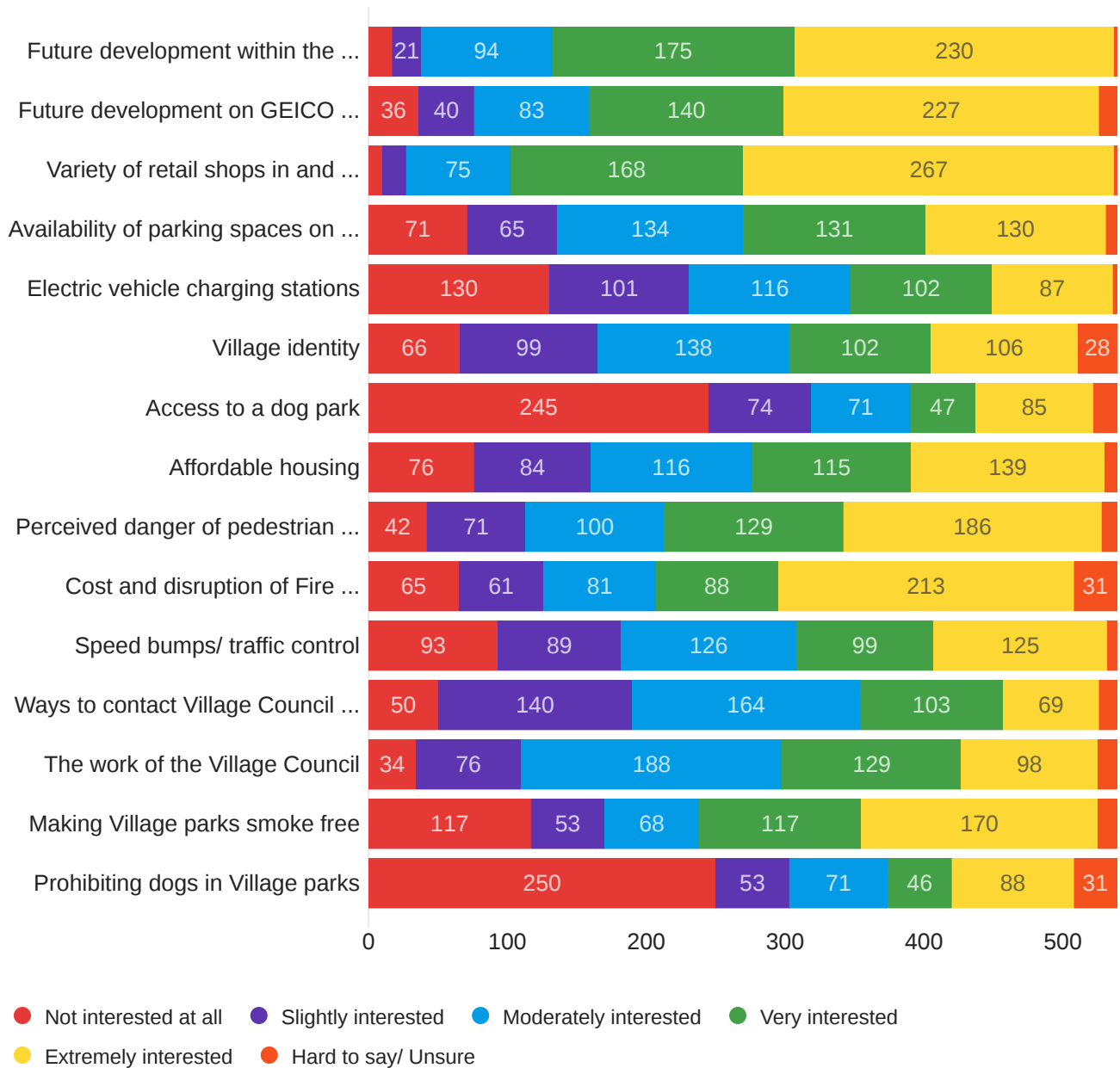
Notary services

None at the moment.

I can't really think of any.

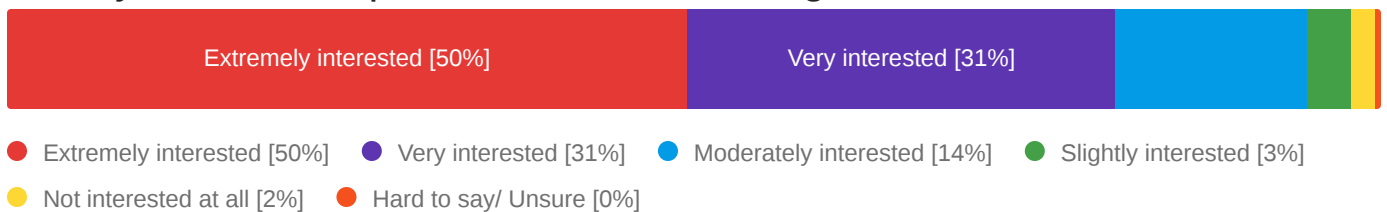
More educational talks in person and online ... e g art, music, local history etc

Policy Issue Interests

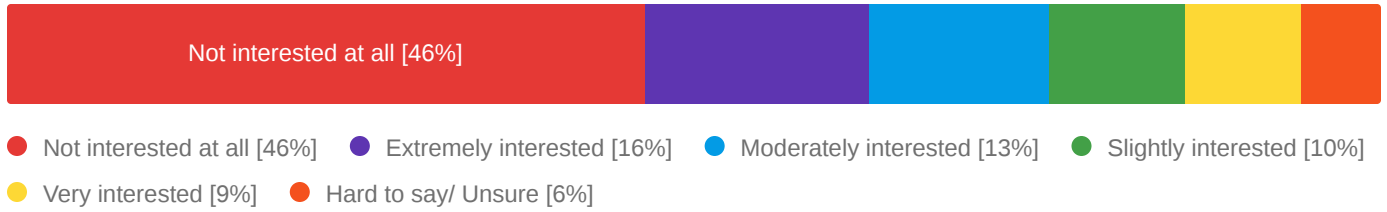


Policy Issue Interests Percentage Breakouts

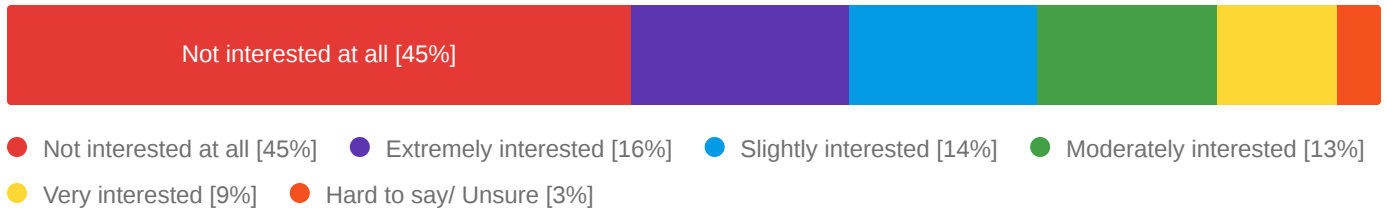
Variety of retail shops in and near the Village



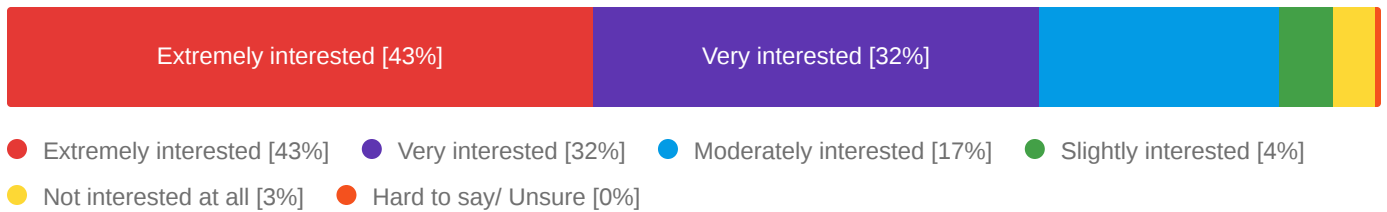
Prohibiting dogs in Village parks



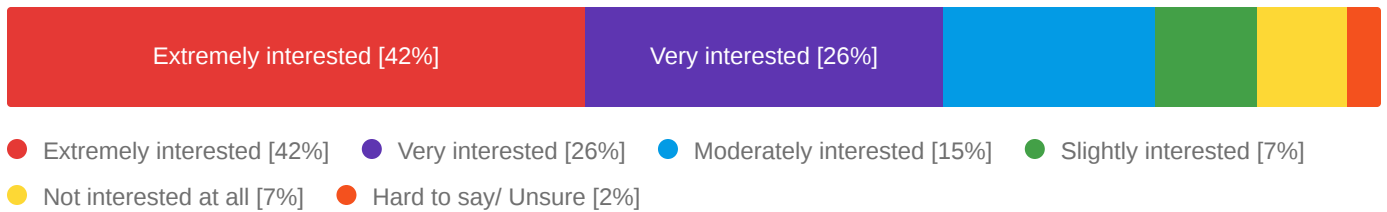
Access to a dog park



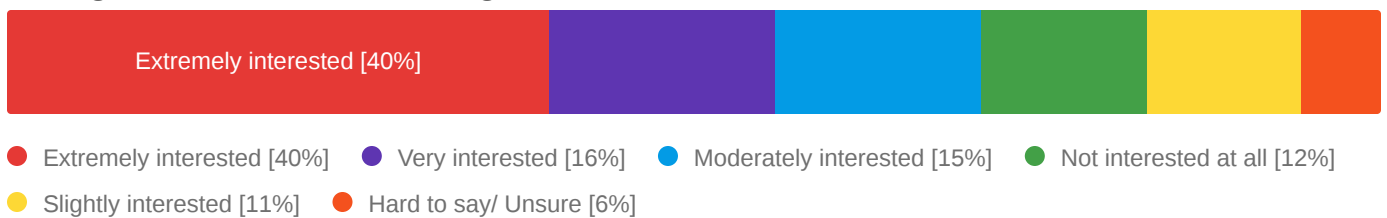
Future development within the Village



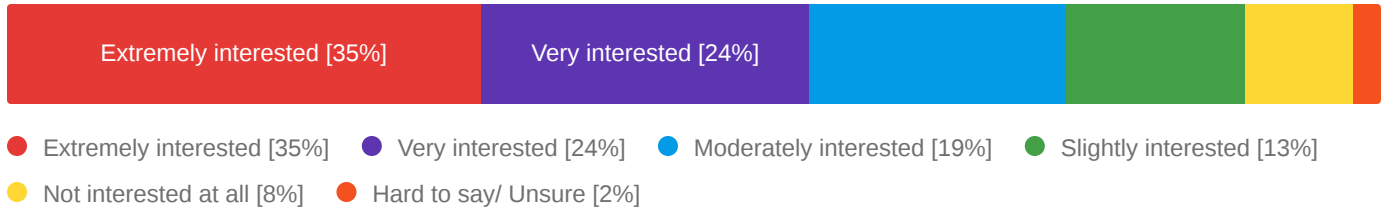
Future development on GEICO property



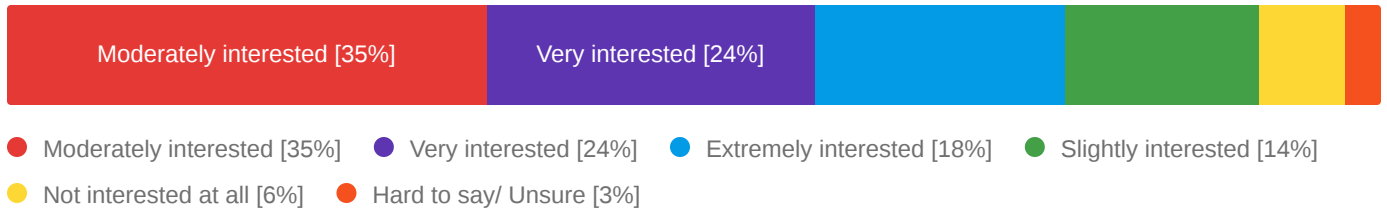
Cost and disruption of Fire Marshall's mandate for sprinkler systems in Village residential buildings



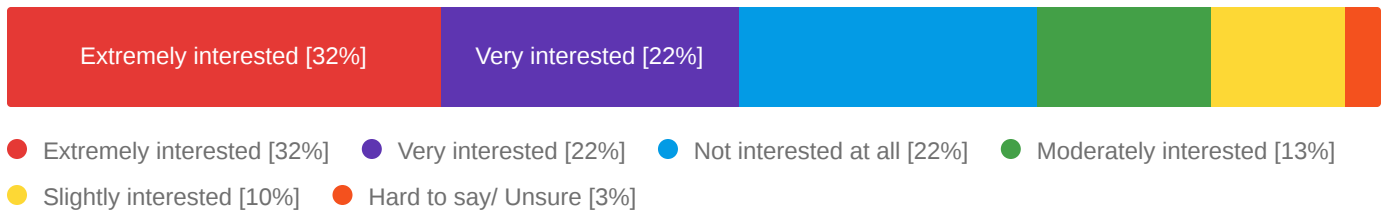
Perceived danger of pedestrian crossings in and near the Village



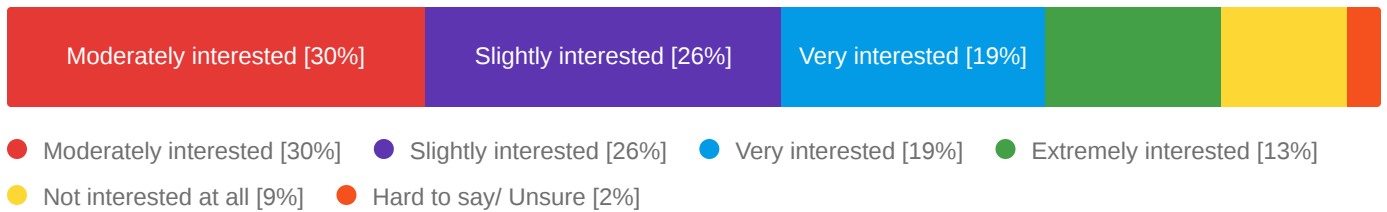
The work of the Village Council



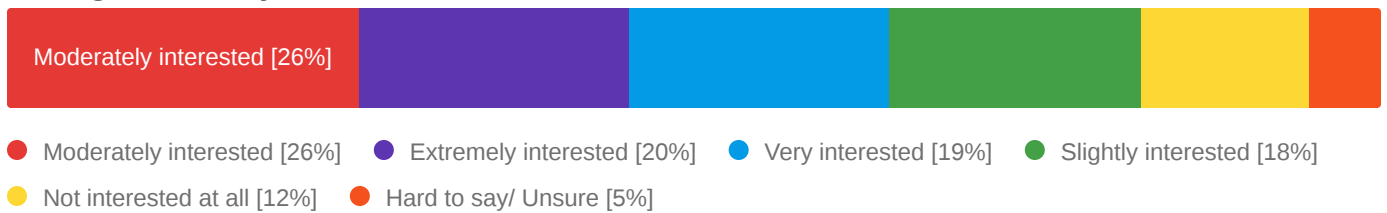
Making Village parks smoke free



Ways to contact Village Council members and staff



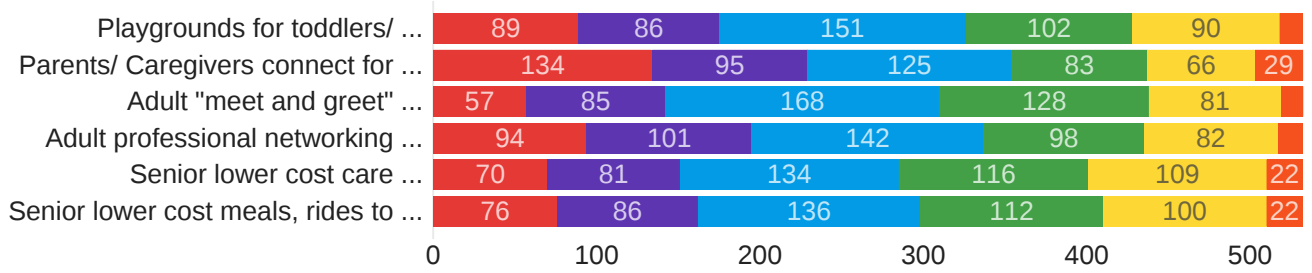
Village identity



Policy Issue Interests

Field	Not interested at all	Slightly interested	Moderately interested	Very interested	Extremely interested	Hard to say/ Unsure
Future development within the Village	17	21	94	175	230	2
Future development on GEICO property	36	40	83	140	227	13
Variety of retail shops in and near the Village	10	17	75	168	267	2
Availability of parking spaces on Village streets	71	65	134	131	130	8
Electric vehicle charging stations	130	101	116	102	87	3
Village identity	66	99	138	102	106	28
Access to a dog park	245	74	71	47	85	17
Affordable housing	76	84	116	115	139	9
Perceived danger of pedestrian crossings in and near the Village	42	71	100	129	186	11
Cost and disruption of Fire Marshall's mandate for sprinkler systems in Village residential buildings	65	61	81	88	213	31
Speed bumps/ traffic control	93	89	126	99	125	7
Ways to contact Village Council members and staff	50	140	164	103	69	13
The work of the Village Council	34	76	188	129	98	14
Making Village parks smoke free	117	53	68	117	170	14
Prohibiting dogs in Village parks	250	53	71	46	88	31

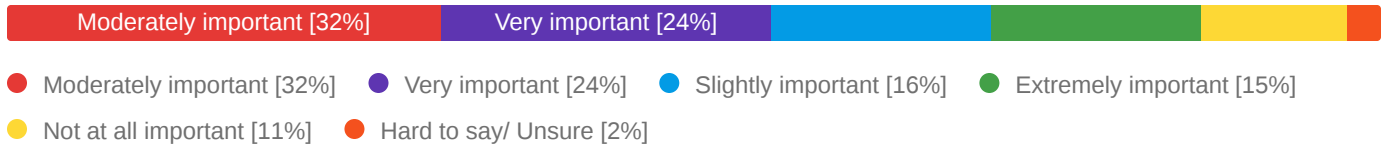
Age Friendly Importance



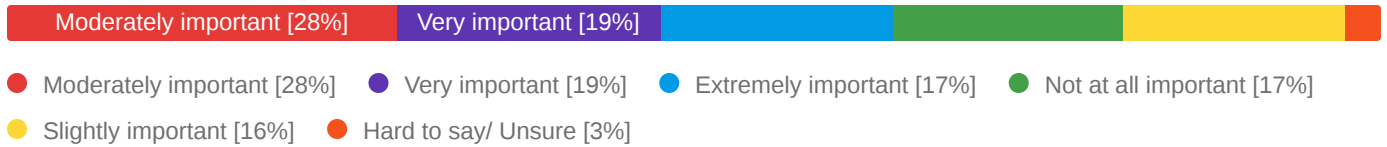
- Not at all important
- Slightly important
- Moderately important
- Very important
- Extremely important
- Hard to say/ Unsure

Age Friendly Importance Percentage Breakouts

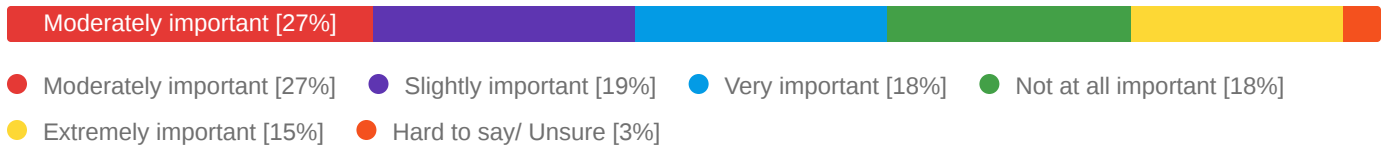
Adult "meet and greet" opportunities



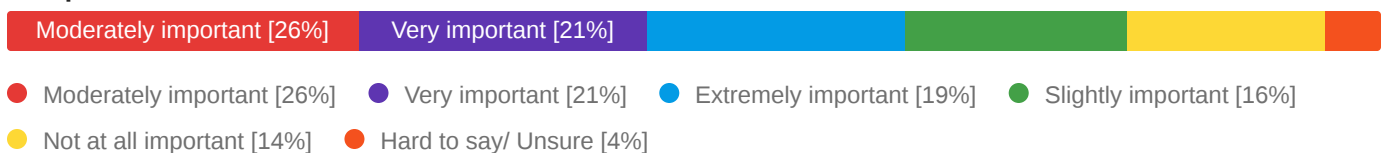
Playgrounds for toddlers/ school-age children



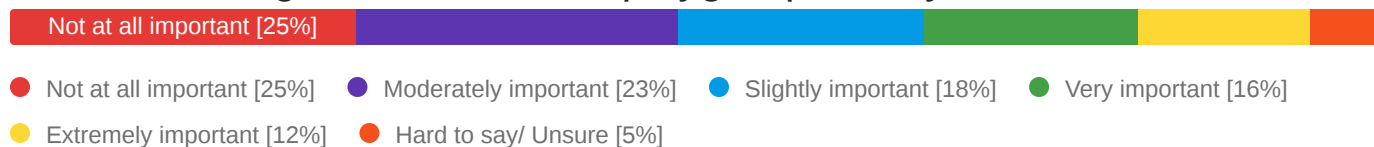
Adult professional networking opportunities



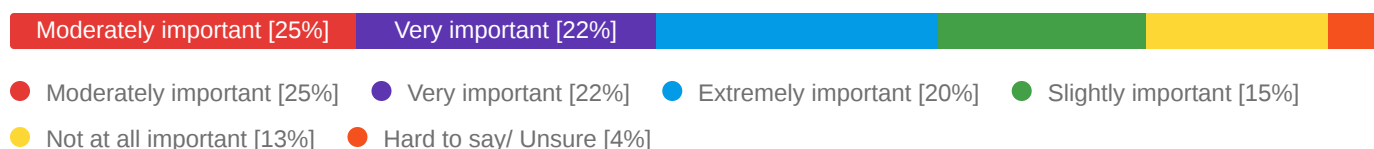
Senior lower cost meals, rides to medical appointments & bill paying help



Parents/ Caregivers connect for playgroups, babysitters, etc.



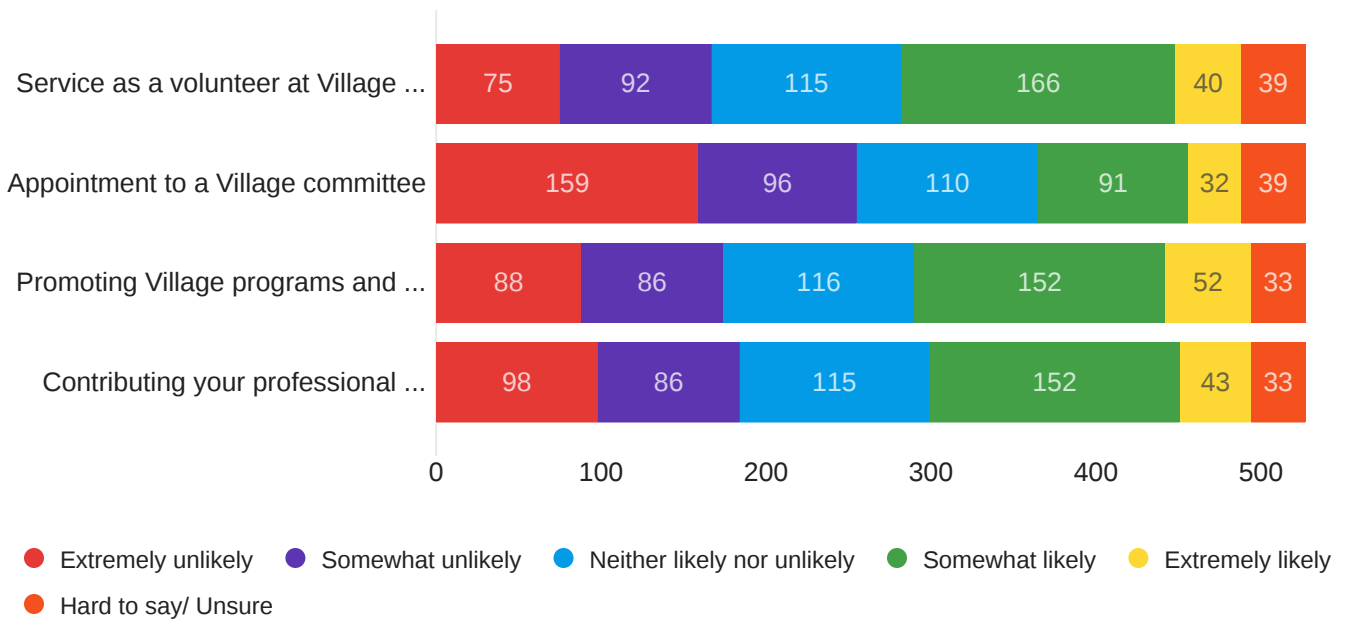
Senior lower cost care coordination with home health aides



Age Friendly Importance

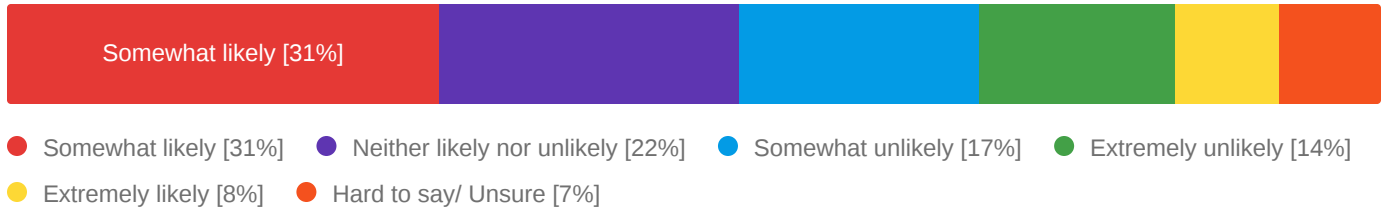
Field	Not at all important	Slightly important	Moderately important	Very important	Extremely important	Hard to say/ Unsure
Playgrounds for toddlers/ school-age children	89	86	151	102	90	14
Parents/ Caregivers connect for playgroups, babysitters, etc.	134	95	125	83	66	29
Adult "meet and greet" opportunities	57	85	168	128	81	13
Adult professional networking opportunities	94	101	142	98	82	15
Senior lower cost care coordination with home health aides	70	81	134	116	109	22
Senior lower cost meals, rides to medical appointments & bill paying help	76	86	136	112	100	22

Active Village Life Willingness

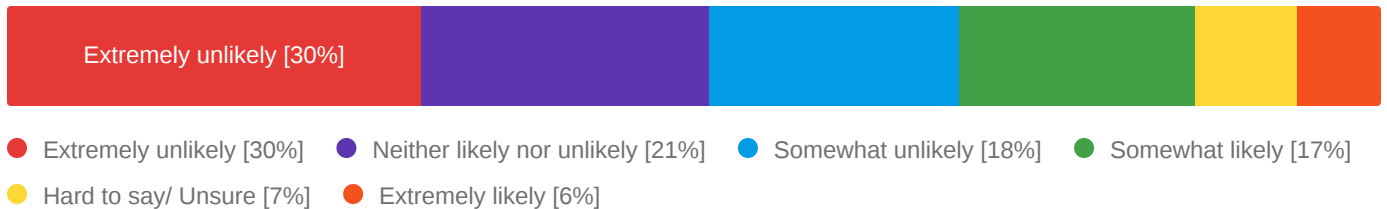


Active Village Life Willingness Percentage Breakout

Service as a volunteer at Village events



Appointment to a Village committee



Promoting Village programs and events within your building



- Somewhat likely [29%
- Neither likely nor unlikely [22%
- Extremely unlikely [17%
- Somewhat unlikely [16%
- Extremely likely [10%
- Hard to say/ Unsure [6%

Contributing your professional expertise



- Somewhat likely [29%
- Neither likely nor unlikely [22%
- Extremely unlikely [19%
- Somewhat unlikely [16%
- Extremely likely [8%
- Hard to say/ Unsure [6%

Involvement Open End

Involvement Open End

Cooking, making meals for elders

Have a pleasant coffee shop nearby.

Attend classes

The process to enroll in the diverse Village activities (through the website) is very annoying and has deterred me from signing up for some events/classes. I would like to share my experience for further simplifications

Volunteering at the front desk

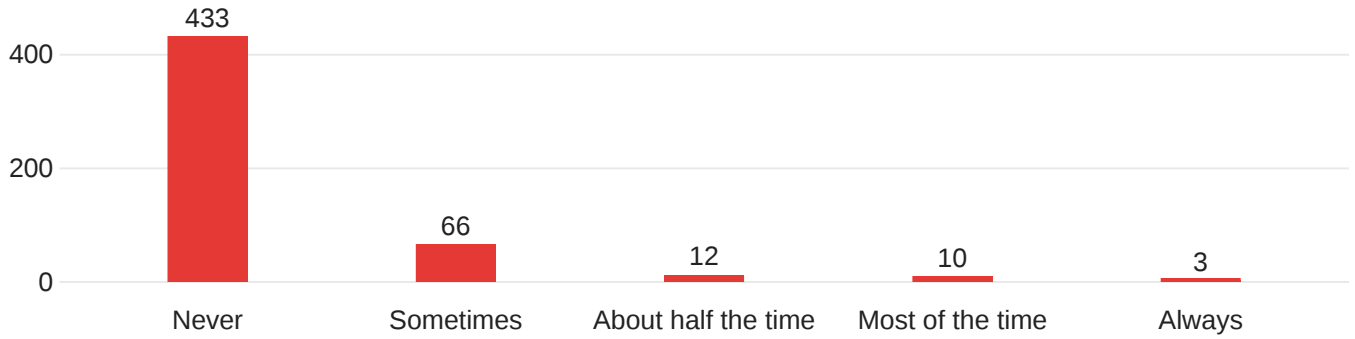
Prefer informal interactions with residents.

Please open Page park!!!! This is craziness

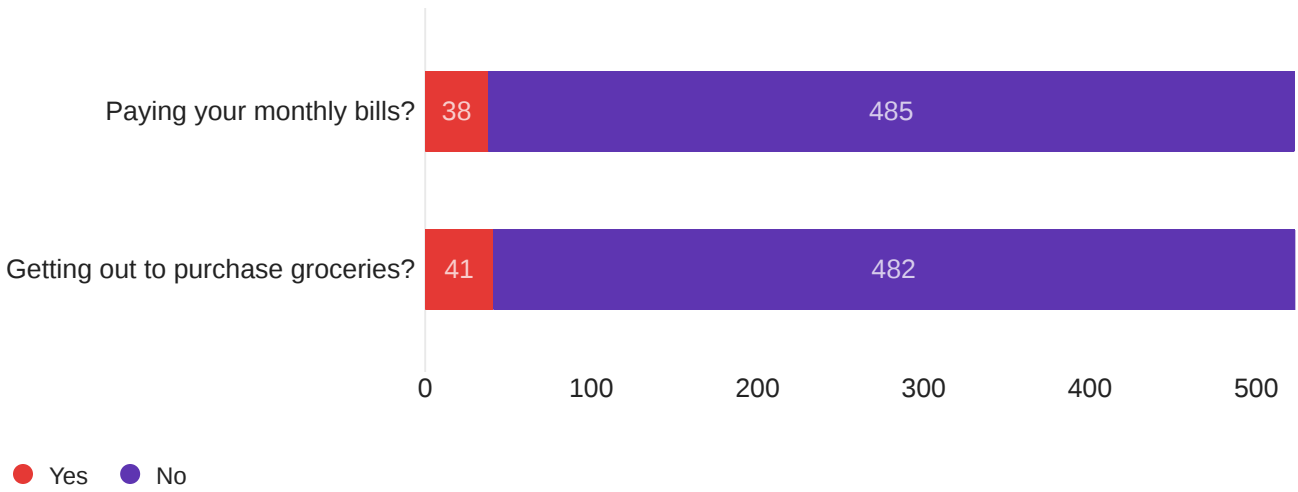
No

Not sure what other options are

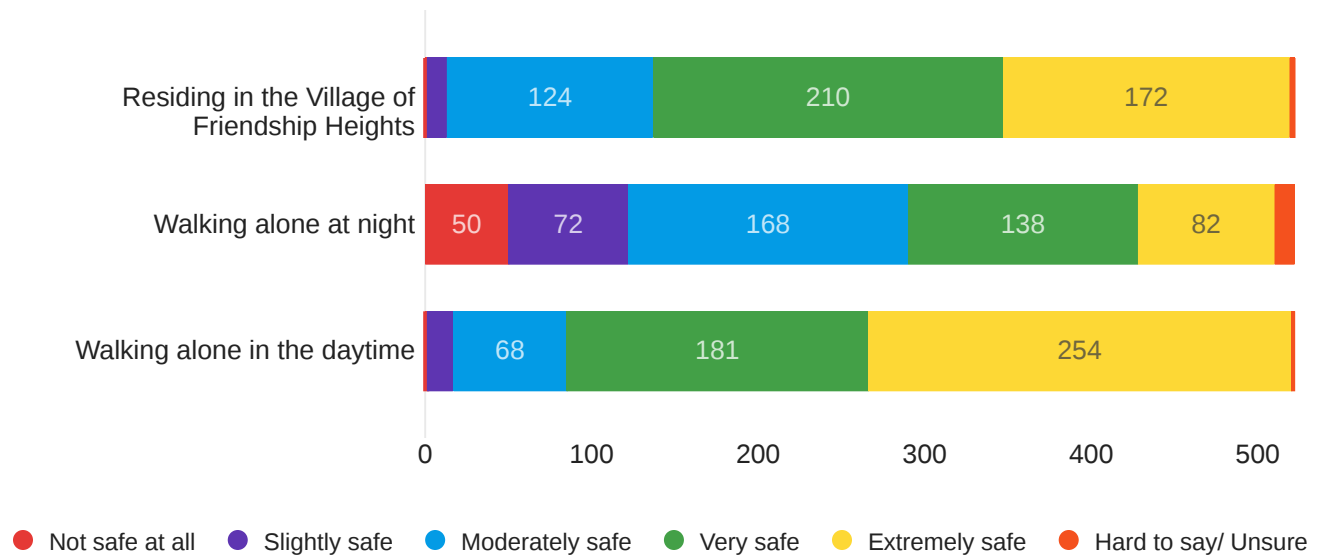
Participation Roadblocks



Financial Circumstances



Village Safety



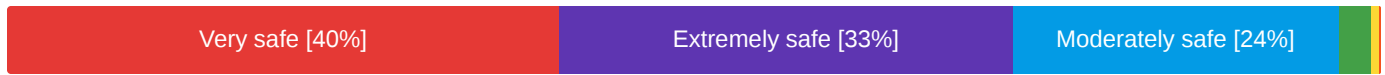
Village Safety Percentage Breakouts

Walking alone in the daytime



- Extremely safe [49%]
- Very safe [35%]
- Moderately safe [13%]
- Slightly safe [3%]
- Hard to say/ Unsure [0%]
- Not safe at all [0%]

Residing in the Village of Friendship Heights



- Very safe [40%]
- Extremely safe [33%]
- Moderately safe [24%]
- Slightly safe [2%]
- Hard to say/ Unsure [1%]
- Not safe at all [0%]

Walking alone at night

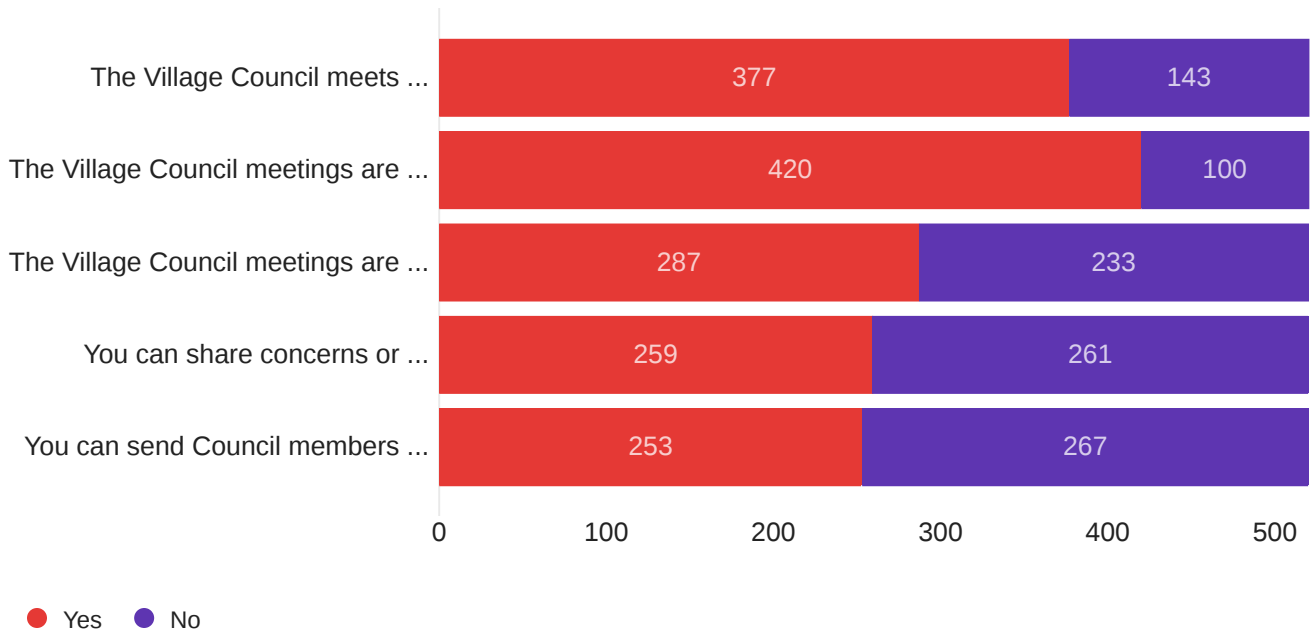


- Moderately safe [32%]
- Very safe [26%]
- Extremely safe [16%]
- Slightly safe [14%]
- Not safe at all [10%]
- Hard to say/ Unsure [2%]

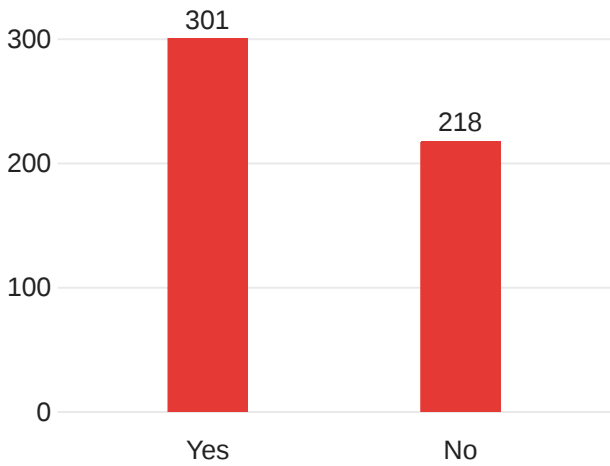
Village Safety

Field	Not safe at all	Slightly safe	Moderately safe	Very safe	Extremely safe	Hard to say/ Unsure
Residing in the Village of Friendship Heights	1	12	124	210	172	3
Walking alone at night	50	72	168	138	82	12
Walking alone in the daytime	1	16	68	181	254	2

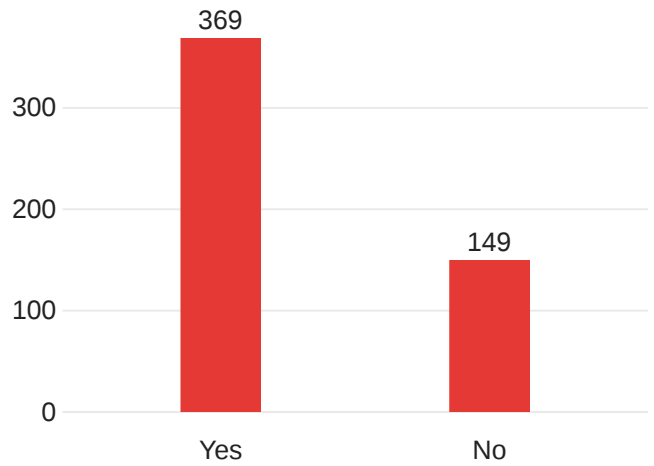
Government Knowledge



Council Member Responsiveness



Council Staff Responsiveness



Village does well

Village does well

Quiet, peacefully landscape.

Pleasant Village Center

Shuttle. Programs.

Classes and gatherings.

Communication, seem to care

Transportation, Village Community Center operation, farmers market, parks, programs & amenities.

It's good to have a community organization and I appreciate the value it provides to many residents

Annoying the people of the neighborhood. I was really unhappy that those campaigning to be on the board accosted me in my building and on street corners. They refused to take my ignoring them as a sign not to harass me. That behavior is completely inappropriate.

N/A

This survey has some facets that need improvement, such as the question about sending comments to council members. Some email addresses are nonspecific, and have the email address info@ This suggests that an email sent to that address will be seen by more than the intended, and that is not good

Not sure

Can't think of anything specific at the moment.

Keeping trees and green spaces very accessible and very beautiful, and providing pleasurable and stimulating activities.

Keep a close knit community and offer dedicated services to residents based on their needs

Helping retirees

The newsletter and programming.

snow removal, landscaping

Landscaping Community Center

Village could improve

Village could improve

Restore Page Park

Elevators could be better.

Street lighting and appearance of buildings.

Publicize how FHNN can help seniors.

Advise Securitas on basic human interactions ie. how to be polite.

Conducting surveys simlair to this more one often and caring about the responses and then taking action.

Don't see much need for improvement.

Control the rent rates posted by current owners of Willard Towers.

More parks, more trashcans

Open Page Park

Respond to complaints about noise from the shuttle bus

continue current policy

see previous response about responsible work....

Very pleased living here

Tell us what is going on with the park that we can't use.

Promote services from residence

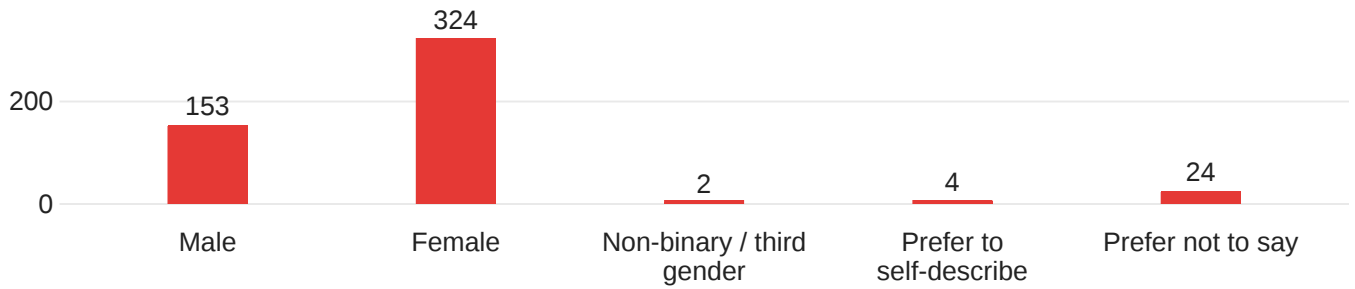
Activities

Can't think of anything at the moment.

I don't know.

Communicate with residents on upcoming plans

Gender



Prefer to self-describe - Text

Prefer to self-describe - Text

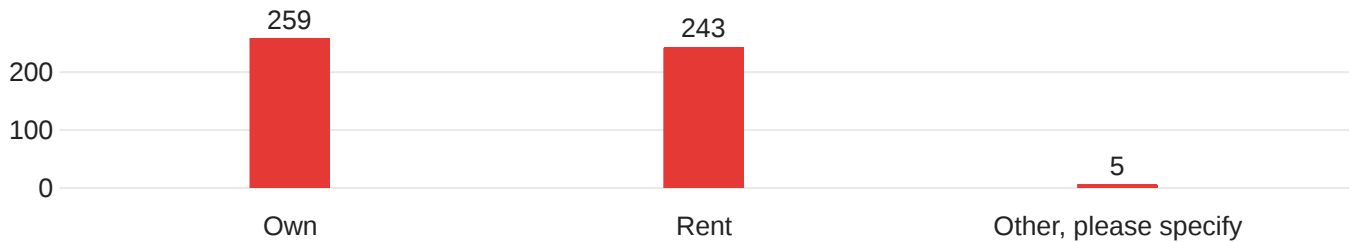
This is a rude survey instrument. I've spent 15 minutes with it and scarcely half through

Native Washingtonian. Born in 1939...have a lot of energy and physically and mentally very active

Foufa

just plain white

Home Ownership



Other, please specify - Text

Other, please specify - Text

n/a

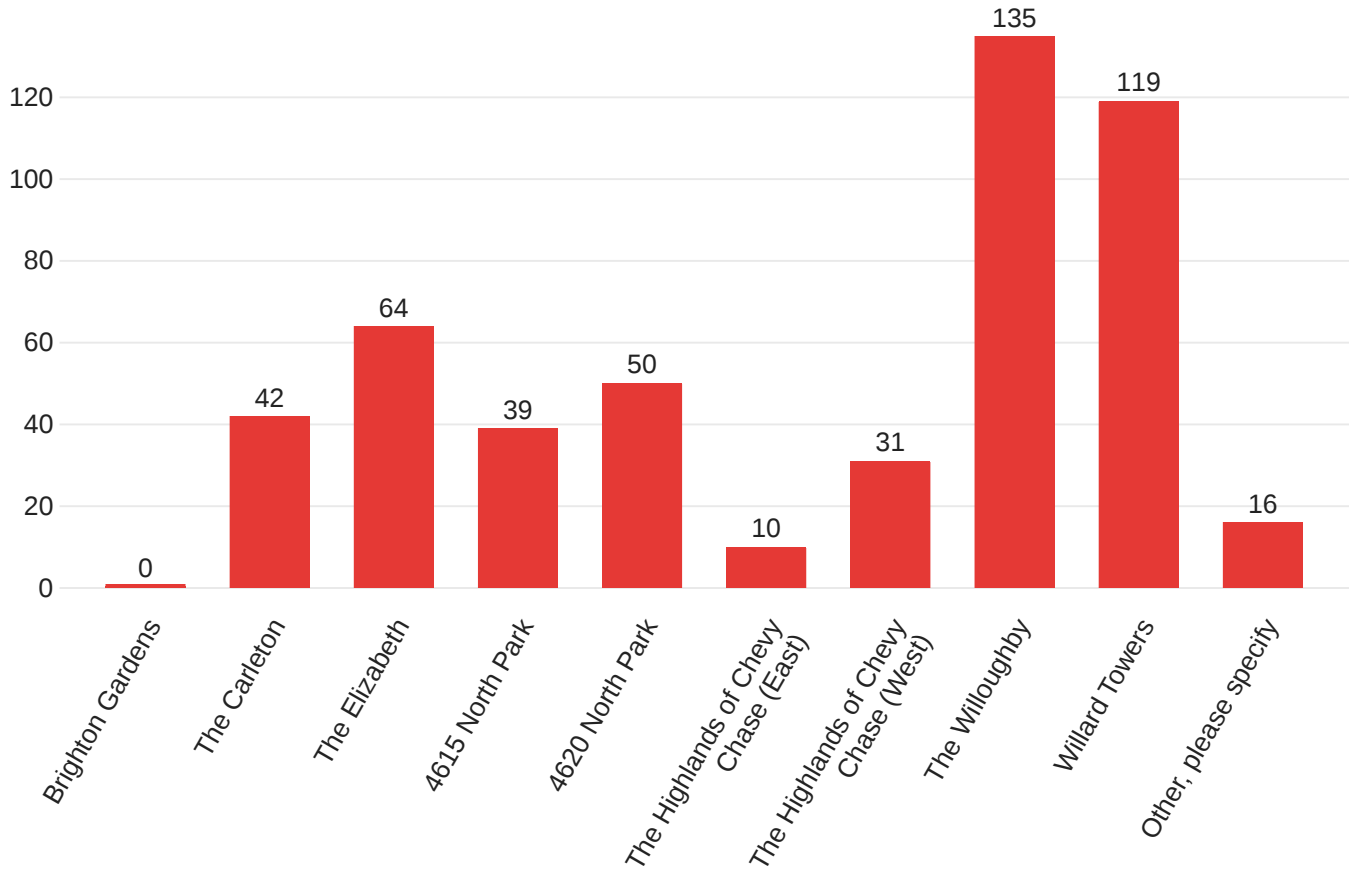
Prefer not to say

Renting here. Own my home elsewhere.

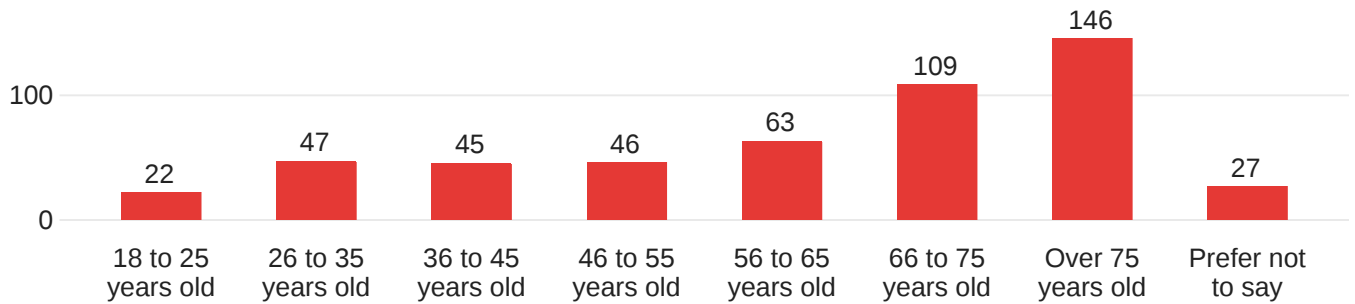
Widow living rent free

Not your business

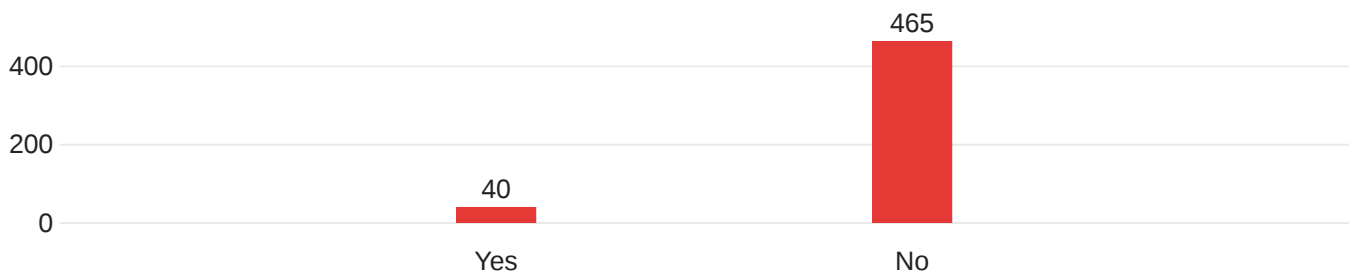
Building Residence



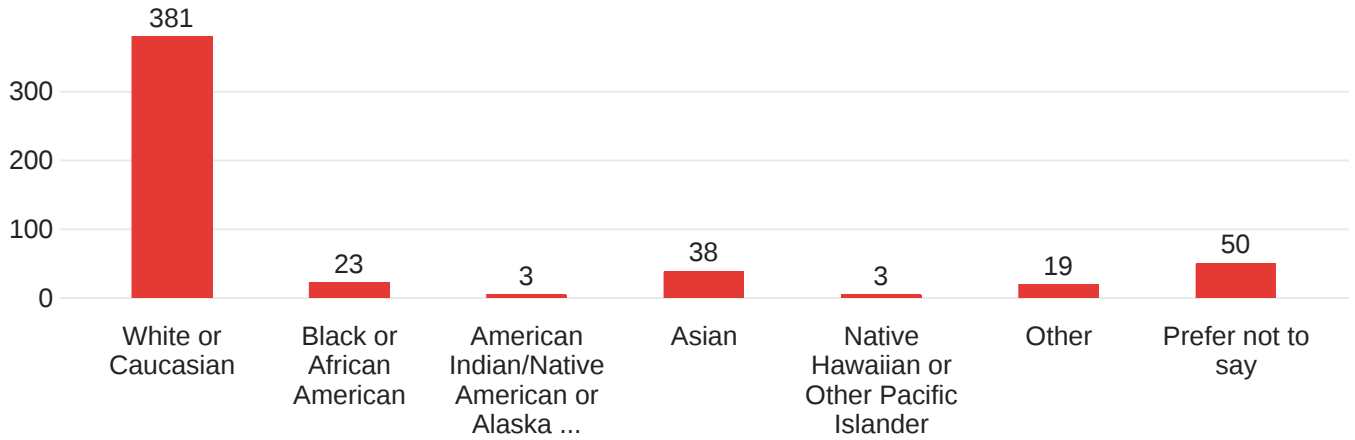
Age



Are you of Spanish, Hispanic, or Latino origin?



Race



Other - Text

Other - Text

Rude and stupid question

middle eastern

Arab

Mixed

Hispano

Early Jewish backroud also regular member of liberal Esiscopal church.

Jeeish

Middle Eastern

Arabic

Mixed bicultural

Other

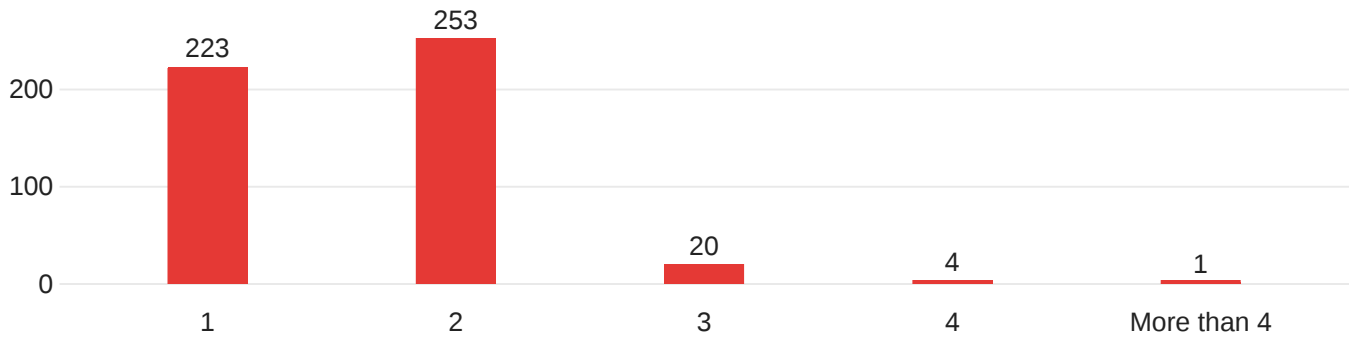
Unknown. Mixed heritage.

Mixed Race- Latino

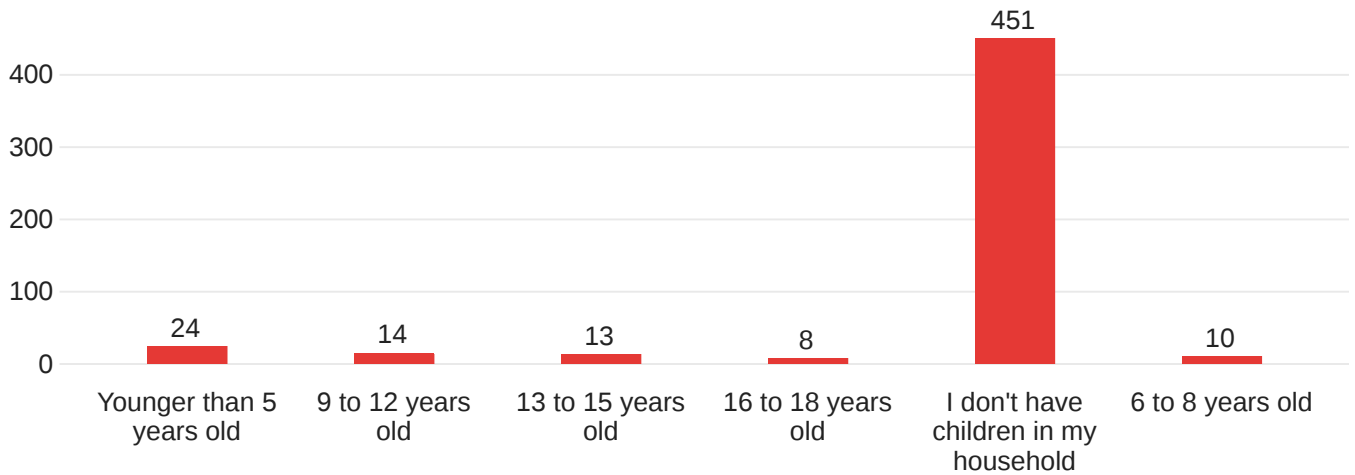
Mixed race

Middle eastern

Adults



Children



Dogs

