

Town of Concord
Town House
22 Monument Square
Concord, MA 01742

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**Residential Customer
Concord, Massachusetts
01742**

**Official Concord Town Government
Survey**

Please complete and respond by
Friday, December 2, 2016

Official Concord Town Government Survey
Fall 2016



OLD NORTH BRIDGE

TOWN OF CONCORD
TOWN MANAGER'S OFFICE
22 MONUMENT SQUARE - P.O. BOX 535
CONCORD, MASSACHUSETTS 01742

TELEPHONE (978) 318-3000
FAX (978) 318-3002

November 14, 2016

Dear Resident:

Every two years, the Town of Concord conducts an anonymous survey to find out how you feel about the programs and services provided by the Town government. The following is the 41-question 2016 Official Town Government Survey.

You are able to answer and submit responses to the questionnaire in one of three ways:

1. By visiting www.concordresidentsurvey.com and completing the survey online.
2. By calling the toll-free number 877-872-1736 between the hours of 1PM and 8PM and completing the survey over the phone. A telephone operator will assist you.
3. By filling out the questionnaire by hand and mailing it or bringing it to the Concord Town House, 22 Monument Square, P.O. Box 535, Concord MA 01742.

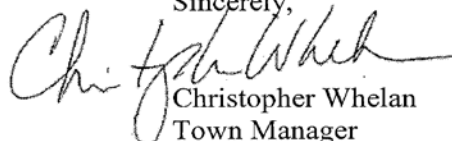
To be counted in the results, you must complete this survey process by Friday, December 2nd. However, it would be appreciated if you would submit your survey response as soon as you can. In addition, I would like to encourage you to take the survey online, as this will greatly expedite the data collection process.

For statistical purposes, only one survey response is allowed per household. Each questionnaire has a unique PIN, which will be required when taking the survey. The PIN can only be used once. The survey is conducted anonymously and there is no match between the PIN and the responder, since the survey is being sent out to the generic address, Residential Customer.

If you have any questions or need additional information, please contact Jon Harris, Budget and Purchasing Director, at 978-318-3039 or jharris@concordma.gov.

I would like to thank you in advance for taking the survey. Feedback from the survey provides us with valuable information to guide our decision-making process.

Sincerely,


Christopher Whelan
Town Manager

**Official Concord Town Government Survey
Fall 2016**

The **2016 Official Concord Town Government Survey** presented below has 41 questions with mostly multiple choice responses. For the most part, questions relate to Town programs and services. It should take approximately 10 to 15 minutes to complete.

If you are completing the survey online, please go to www.concordresidentsurvey.com and have the PIN Number below available. **(The preferred method)**

If you are completing the survey by phone, please dial the toll-free number 877-872-1736 between 1PM and 8PM. An operator will assist you. There may be a slight wait to connect you with someone. Make sure you have the PIN Number below available.

If you are completing the survey by hand and mailing it or bringing it to the Concord Town House, just circle the letter associated with your response on this questionnaire.

If you don't have enough information to make a response or prefer not to answer a question, please mark the "Don't Know / No Answer" response.

We encourage you to take the survey online or by phone.

To be counted, please complete the survey process **by Friday, December 2nd**. And the sooner it is completed, the better.

Thank you for your participation! Please begin.

Your unique PIN Number is:

PIN Number:

For statistical purposes, there is only one response and one PIN Number per household. It should be noted that the PIN Number can only be used once.

Town Government

1. How would you rate the overall quality of services provided by the Concord Town Government?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer

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2. In relation to the property taxes you pay, how satisfied are you with the overall quality of Town services?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Not very satisfied
 - d. Not at all satisfied
 - e. Don't Know / No Answer

 3. What local issue would you say is the highest priority for you?
 - a. Affordable Housing
 - b. Preservation of the Town's Character
 - c. Public Safety
 - d. Roads
 - e. Schools
 - f. Taxes
 - g. Town Government Services
 - h. Other (Please specify): _____
 - i. Don't Know / No Answer

 4. What is the most convenient way for you to find out about Town services, news, and events?
 - a. By visiting Town Offices
 - b. By visiting the Town's website
 - c. By subscribing to digital News & Notices on the Town's website
 - d. By email
 - e. By postal mail
 - f. By telephone
 - g. By using social networking media (facebook, twitter, etc.)
 - h. By reading the Concord Journal
 - i. Don't Know / No Answer

 5. How would you rate your satisfaction with the way you receive information from the Town?
 - a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer
-

Finance Department

6. How would you rate the overall quality of services provided by the Finance Department, which includes the services of the Town Clerk, Tax Collector, and Town Assessor?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer

 7. In terms of the assessment of your property, do you believe your property is over-assessed, under-assessed or fairly assessed relative to others in Town?
 - a. Over-assessed
 - b. Under-assessed
 - c. Fairly assessed
 - d. Rent / Does not apply
 - e. Don't Know / No Answer

 8. How important is it for you to be able to pay bills online?
 - a. Very Important
 - b. Somewhat Important
 - c. Not Very Important
 - d. Not At All Important
 - e. Don't Know / No Answer
-

Department of Planning and Land Management

9. How would you rate the overall quality of services provided by the Department of Planning and Land Management, which regulates matters related to buildings, zoning, health, and environmental protection?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer

10. In terms of land-use and development, how would you rate your satisfaction with the way that Concord is being developed?
 - a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer

Public Library

11. How would you rate the overall quality of services provided by the Concord Free Public Library?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer
12. What types of lectures on current events would you like to attend, if they were offered by the Library?
- a. Community Issues
 - b. Health and Wellness
 - c. Science and Technology
 - d. World Affairs
 - e. Don't Know / No Answer
-

Council on Aging

13. How would you rate the overall quality of services provided by the Council on Aging?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer
-

Public Safety

14. How would you rate the overall quality of services provided by the Concord Police Department, which provides Police services, as well as Community Policing programs, School Resource Officer initiatives, and 911 Dispatching?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer

15. How would you rate the overall quality of services provided by the Concord Fire Department, which provides Fire as well as Emergency Ambulance services?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer
-

Public Works

16. How would you rate the overall quality of services provided by Concord Public Works, which maintains Town roads, parks, and cemeteries and provides water, sewer, and solid waste collection services?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer
17. How would you rate your satisfaction with the maintenance of Town roads?
- a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer
18. How would you rate your satisfaction with the Town's snow plowing and winter maintenance?
- a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer
19. How would you rate your satisfaction with the Town's water service?
- a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer
-

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Fees for Services. (Please indicate whether you consider the price of the following services to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.)

20. Water Services?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

21. Sewer Services?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

22. Trash and Recycling Pickup?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

23. Electricity?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

24. Beede Swim and Fitness Center?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

25. Recreation Programs (such as after school programs and summer camp)?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

Energy Management

26. For the Town Government, how much of a priority for you is it that the Town uses its financial resources to make its buildings and vehicles more energy efficient?
- High Priority
 - Moderate Priority
 - Low Priority
 - Don't Know / No Answer
-

Comprehensive Long Range Plan

The Town is undertaking an open, public process to define Concord's vision for the next 20 years. The Comprehensive Long Range Plan Committee values your input regarding any ideas that you might have about potential areas of emphasis in developing this plan.

27. Which type of infrastructure improvement is your highest priority?
- Public Transit Networks
 - Sidewalks / Paths to connect neighborhoods and popular destinations
 - Bike Trails and Bike Lanes
 - Parks / Recreation Facilities
 - Community Centers
 - Commercial / Business Centers
 - Middle School Renovations
 - Water / Sewer Systems
 - Don't Know / No Answer
28. The Town can use zoning regulations to guide the development of the three village centers and three industrial park areas. New / expanded business areas could create jobs and provide for a more diversified economy. How should the Town approach the development of these areas?
- Add new / additional areas
 - Expand existing areas
 - Keep existing areas the same
 - Don't Know / No Answer
29. How important is using "green initiatives", which focus on maintaining a sustainable, natural environment, in the long-term planning process?
- Very Important
 - Somewhat Important
 - Not Very Important
 - Not At All Important
 - Don't Know / No Answer

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30. On a scale from “1” to “5” with “1” being least pressing and “5” being most pressing, what do you think are the most pressing issues that the Comprehensive Long Range Plan will need to address?

- | | | | | | | |
|--|---|---|---|---|---|------------------------|
| a. Affordable Housing | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |
| b. Economic Development | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |
| c. Clean Energy / Sustainability | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |
| d. Public Transportation | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |
| e. Land-Use / Land Conservation | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |
| f. Social Diversity | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |
| g. Fiscal Responsibility | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |
| h. Education | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |
| i. Infrastructure (streets, utilities, etc.) | 1 | 2 | 3 | 4 | 5 | Don't Know / No Answer |

31. What do you think is the most critical challenge facing Concord in the next 10 years?

- a. (Please specify the most critical challenge): _____

- b. Don't Know / No Answer

Spending Levels. (Please indicate whether you think the Town is spending not enough money, about the right amount of money, or too much money in the following three areas.)

32. Town Government Services. This includes the Police Department, Fire Department, Public Works, Senior Services, and General Government Services.

- a. Not enough money
- b. About the right amount of money
- c. Too much money
- d. Don't Know / No Answer

33. Concord Public Schools (Kindergarten through 8th Grade).

- a. Not enough money
- b. About the right amount of money
- c. Too much money
- d. Don't Know / No Answer

34. Concord – Carlisle Regional High School (9th through 12th Grades)
- a. Not enough money
 - b. About the right amount of money
 - c. Too much money
 - d. Don't Know / No Answer
-

35. Please indicate whether in terms of your household finances you are doing better than you were two years ago, worse, or about the same?
- a. Better
 - b. Worse
 - c. About the Same
 - d. Don't Know / No Answer
-

Demographics

36. In which of the following groups is your age?
- a. Under 35
 - b. 35 to 44
 - c. 45 to 54
 - d. 55 to 64
 - e. 65 or Over
 - f. Don't Know / No Answer

37. How long have you lived in Concord?
- a. Less than One Year
 - b. 1 to 5 Years
 - c. 6 to 10 Years
 - d. Over 10 Years
 - e. Don't Know / No Answer

38. Do you currently have any children under the age of 18 in your household?
- a. Yes
 - b. No
 - c. Don't Know / No Answer

39. Which Polling Place do you use?
- a. 141 Keyes Road
 - b. Harvey Wheeler
 - c. Ripley
 - d. Hunt Gym
 - e. Don't Vote in Concord
 - f. Don't Know / No Answer

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40. How often do you attend Town Meeting?

- a. Always
- b. Often
- c. Occasionally
- d. Never
- e. Don't Know / No Answer

41. What is your gender?

- a. Male
- b. Female
- c. Don't Know / No Answer

This concludes our survey. Thank you for your time and participation. If you would like to comment further on any of the issues in this survey or on the survey itself, please contact the Jon Harris, Budget and Purchasing Director in the Concord Finance Department at 978-318-3039 or jharris@concordma.gov. Thank you again!
