

Citizen Survey - Fall 2012

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BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

Table Q11 Page 17.....Q11 In terms of land-use and development, how would you rate your satisfaction with the way that Concord is being developed?
BASE = ALL RESPONDENTS

Table Q13 Page 18.....Q12 I'd like to ask you some questions about Concord Libraries. How would you rate the overall quality of services provided by Concord Public Libraries?
BASE = ALL RESPONDENTS

Table Q14 Page 19.....Q13 In which of the following areas would you like to see the Library add or expand its offerings?
BASE = ALL RESPONDENTS

Table Q15 Page 20.....Q14 When is it most convenient for you to visit the Concord Public Libraries?
BASE = ALL RESPONDENTS

Table Q16 Page 21.....Q15 How would you rate the overall quality of services provided by the Council on Aging, Veterans Services, and Community Services?
BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

Table Q18 Page 23.....Q17 How would you rate the overall quality of services provided by the Concord Fire Department, which provides Fire as well as Emergency Ambulance services?
BASE = ALL RESPONDENTS

Table Q19 Page 24.....Q18 Now, I'd like to ask you about matters relating to Public Works in Concord. How would you rate the overall quality of services provided by Concord Public Works?
BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

Table Q22 Page 27.....Q21 How would you rate your satisfaction with the Town's water service?
BASE = ALL RESPONDENTS

Table Q24 Page 28.....Q22 Town Water Services - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.
BASE = ALL RESPONDENTS

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BASE = ALL RESPONDENTS

Table Q26 Page 30.....Q24 Trash and Recycling Pickup - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.
BASE = ALL RESPONDENTS

Table Q27 Page 31.....Q25 Electricity - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.
BASE = ALL RESPONDENTS

Table Q28 Page 32.....Q26 Beede Swim and Fitness Center - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.
BASE = ALL RESPONDENTS

Table Q29 Page 33.....Q27 Recreation Programs (like after school programs and summer camp) - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.
BASE = ALL RESPONDENTS

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Table Q31 Page 34.....Q28 You may have Internet service provided to your home by a private company. How would you rate your satisfaction with this service?
BASE = ALL RESPONDENTS

Table NQ29 Page 36.....Q29 If the Town were to offer a high-speed internet service to your home, how likely would you be to subscribe to this service?
BASE = NEW IN 2012

Table NQ30 Page 38.....Q30 Which of the following internet activities do you perform at least three-times-a-week?
BASE = NEW IN 2012 AND INTERESTED IN INTERNET

Table NQ31 Page 40.....Q31 How many computers and internet devices do you have in your home?
BASE = NEW IN 2012 AND INTERESTED IN INTERNET

Table Q32 Page 41.....Q32 Next, I'd like you to tell me if you think the Town has been spending not enough money, about the right amount of money, or too much money in Town Government Services.
BASE = ALL RESPONDENTS

Table Q33 Page 42.....Q33 Next, I'd like you to tell me if you think the Town has been spending not enough money, about the right amount of money, or too much money in Concord Public Schools (K through 8).
BASE = ALL RESPONDENTS

Table Q34 Page 43.....Q34 I'd like you to tell me if you think the Town has been spending not enough money, about the right amount of money, or too much money in Concord - Carlisle Regional High School.
BASE = ALL RESPONDENTS

Table Q35 Page 44.....Q35 In terms of your household finances, would you say that you are doing better than you were two years ago, worse, or about the same?
BASE = ALL RESPONDENTS

Table Q37 Page 45.....Q37 How long have you lived in Concord?
BASE = ALL RESPONDENTS

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Table Q38 Page 46.....Q38 Do you currently have any children under the age of 18
in your household?

BASE = ALL RESPONDENTS

Table Q39 Page 47.....Q39 Which Polling Place do you use?

BASE = ALL RESPONDENTS

Table Q40 Page 48.....Q40 How often do you attend Town Meeting?

BASE = ALL RESPONDENTS

Table Q41 Page 49.....Gender

BASE = ALL RESPONDENTS

Citizen Survey - Fall 2012

Q36 In which of the following groups is your age?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	375	44	66	160	103	2	165	149	24	10	27	143	18	17	80	15	21	67	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 35	3	1	1		1		1	2				1			1			1		
	1%	2%	2%		1%		1%	1%				1%			1%			1%		
35 to 44	29	5	4	13	7		8	17	2	1	1	19	1	1	5	1		1		1
	8%	11%	6%	8%	7%		5%	11%	8%	10%	4%	13%	6%	6%	6%	7%		1%		9%
								G				R								
45 to 54	97	12	17	48	20		49	37	7	2	2	53	4	8	15	2	5	9		1
	26%	27%	26%	30%	19%		30%	25%	29%	20%	7%	37%	22%	47%	19%	13%	24%	13%		9%
				E			K	K	K			OPRT		OPRT						
55 to 64	96	10	19	43	24		41	39	6	3	7	29	3	3	21	3	4	28	2	3
	26%	23%	29%	27%	23%		25%	26%	25%	30%	26%	20%	17%	18%	26%	20%	19%	42%	67%	27%
																		LMNOQ		
65 or Over	150	16	25	56	51	2	66	54	9	4	17	41	10	5	38	9	12	28	1	6
	40%	36%	38%	35%	50%	100%	40%	36%	38%	40%	63%	29%	56%	29%	48%	60%	57%	42%	33%	55%
					D	BCDE					GH		L		L	L	L			
Don't know / No answer	1	1																		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q1 How would you rate the overall quality of services provided by the Town Government in Concord?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVRN	AFFRD	PRSRV	OTHER	DK/NA
							STSFD	STSFD	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	374	45	66	160	101	2	166	148	24	10	26	144	18	16	80	15	21	66	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor	5		1	3	1			2	1	2		1		4						
	1%		2%	2%	1%			1%	4%	20%		1%		5%						
Fair	29	6	3	12	8		1	15	9	2	2	11	1	2	8	1	3	3		
	8%	13%	5%	8%	8%		1%	10%	38%	20%	8%	8%	6%	13%	10%	7%	14%	5%		
								G	GHK											
Good	169	19	32	67	50	1	44	92	12	5	16	57	11	4	46	7	11	28	1	4
	45%	42%	48%	42%	50%	50%	27%	62%	50%	50%	62%	40%	61%	25%	58%	47%	52%	42%	33%	36%
								G	G		G		N		LN					
Excellent	171	20	30	78	42	1	121	39	2	1	8	75	6	10	22	7	7	35	2	7
	46%	44%	45%	49%	42%	50%	73%	26%	8%	10%	31%	52%	33%	63%	28%	47%	33%	53%	67%	64%
							HIJK	I			I	O		O				O		O
Don't know / No answer	2				2			1			1			1				1		
MEAN	3.35	3.31	3.38	3.38	3.32	3.50	3.72	3.14	2.63	2.50	3.23	3.43	3.28	3.50	3.08	3.40	3.19	3.48	3.67	3.64
							HIJK	IJ			IJ	O		O				O		O
STANDARD DEVIATION	0.68	0.70	0.65	0.71	0.66	0.71	0.46	0.64	0.71	0.97	0.59	0.67	0.57	0.73	0.76	0.63	0.68	0.59	0.58	0.50
STANDARD ERROR	0.04	0.10	0.08	0.06	0.07	0.50	0.04	0.05	0.15	0.31	0.12	0.06	0.14	0.18	0.08	0.16	0.15	0.07	0.33	0.15

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
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Citizen Survey - Fall 2012

Q2 In relation to the property taxes you pay, how satisfied are you with the overall quality of Town services?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	349	45	64	151	87	2	166	149	24	10		134	14	13	80	15	16	64	3	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all satisfied	10		2	4	4					10					9			1		
	3%		3%	3%	5%					100%					11%			2%		
															R					
Not very satisfied	24	2	5	9	8				24			7	2		9	2	1	3		
	7%	4%	8%	6%	9%				100%			5%	14%		11%	13%	6%	5%		
Somewhat satisfied	149	18	24	66	40	1		149				56	6	7	45	4	2	23	2	4
	43%	40%	38%	44%	46%	50%		100%				42%	43%	54%	56%	27%	13%	36%	67%	40%
												Q			Q	LPQR		Q		
Very satisfied	166	25	33	72	35	1	166					71	6	6	17	9	13	37	1	6
	48%	56%	52%	48%	40%	50%	100%					53%	43%	46%	21%	60%	81%	58%	33%	60%
												O				O	LMNOR	O		O
Don't know / No answer	27		2	9	16						27	10	4	4			5	3		1
MEAN	3.35	3.51	3.38	3.36	3.22	3.50	4.00	3.00	2.00	1.00		3.48	3.29	3.46	2.88	3.47	3.75	3.50	3.33	3.60
		E										O		O		O	O	O		O
STANDARD DEVIATION	0.73	0.59	0.77	0.72	0.80	0.71	0.00	0.00	0.00	0.00		0.60	0.73	0.52	0.88	0.74	0.58	0.67	0.58	0.52
STANDARD ERROR	0.04	0.09	0.10	0.06	0.09	0.50	0.00	0.00	0.00	0.00		0.05	0.19	0.14	0.10	0.19	0.14	0.08	0.33	0.16

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
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Citizen Survey - Fall 2012

Q3 What local issue would you say is the highest priority for you?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	365	45	63	153	102	2	160	145	24	10	26	144	18	17	80	15	21	67	3	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Schools	144	19	27	64	33	1	71	56	7		10	144								
	39%	42%	43%	42%	32%	50%	44%	39%	29%		38%	100%								
Taxes	80	11	15	34	20		17	45	9	9					80					
	22%	24%	24%	22%	20%		11%	31%	38%	90%					100%					
							G	G	GHI											
Preservation of the Town's Character	67	8	11	30	17	1	37	23	3	1	3								67	
	18%	18%	17%	20%	17%	50%	23%	16%	13%	10%	12%								100%	
Affordable Housing	21	2	5	5	9		13	2	1		5							21		
	6%	4%	8%	3%	9%		8%	1%	4%		19%							100%		
							H				H									
Public Safety	18	2	2	5	9		6	6	2		4		18							
	5%	4%	3%	3%	9%		4%	4%	8%		15%		100%							
Roads	17	1		6	10		6	7			4				17					
	5%	2%		4%	10%		4%	5%			15%				100%					
					B															
Governmental Services	15	2	2	8	3		9	4	2							15				
	4%	4%	3%	5%	3%		6%	3%	8%							100%				

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

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Citizen Survey - Fall 2012

Q3 What local issue would you say is the highest priority for you?

BASE = ALL RESPONDENTS

	Attend Town Meeting					Satisfaction w/Property Taxes					Local Issue That Is Priority											
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	GOVERN AFFRD PRSRV							OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY	ROADS	TAXES	SRVCS	HSING	CHRCT				
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)			
Other (SPECIFY)	3 1%		1 2%	1 1%	1 1%		1 1%	2 1%											3 100%			
Don't know / No answer	11		3	7	1		6	4			1									11		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.

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Citizen Survey - Fall 2012

Q4 What do you think is the greatest concern or issue facing Concord?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA	
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		ROADS	SRVCS	HSING			CHRCT
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	338	41	64	143	88	2	145	133	24	10	26	132	17	16	74	10	16	61	3	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Taxes / tax increases	46	4	10	22	10		14	23	6	3		9	5	3	21	1		7		
	14%	10%	16%	15%	11%		10%	17%	25%	30%		7%	29%	19%	28%	10%		11%		
												L			LR					
Education / school budget / quality of schools	41	6	9	19	7		20	17	2	1	1	24	1	1	6			8		1
	12%	15%	14%	13%	8%		14%	13%	8%	10%	4%	18%	6%	6%	8%			13%		11%
							K					O								
Building a new school / cost of new schools / the high school project	38	5	8	18	7		23	12	1	1	1	20			8		1	8		1
	11%	12%	13%	13%	8%		16%	9%	4%	10%	4%	15%			11%		6%	13%		11%
							IK													
Affordability / cost of living / low wages	27	2	7	11	7		8	14	3		2	8	2	2	5		2	6		2
	8%	5%	11%	8%	8%		6%	11%	13%		8%	6%	12%	13%	7%		13%	10%		22%
Affordable housing	24	2	7	8	6	1	15	7	1		1	9		2	5		4	3		1
	7%	5%	11%	6%	7%	50%	10%	5%	4%		4%	7%		13%	7%		25%	5%		11%
Overdevelopment / preserving open space / controlling growth	21	4	2	10	5		10	10			1	6	2	1	4		3	5		
	6%	10%	3%	7%	6%		7%	8%			4%	5%	12%	6%	5%		19%	8%		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

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Q4 What do you think is the greatest concern or issue facing Concord?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	GOVERN					OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY	ROADS	TAXES	SRVCS	HSING	CHRCT		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Local government/ government communication / trust / working together	21 6%	6 15%	7 11%	4 3%	4 5%		13 9%	4 3%	2 8%	1 10%	1 4%	14 11%		3 4%	2 20%		1 2%		1 11%	
Character / maintaining character of the town	16 5%	2 5%	3 5%	7 5%	4 5%		10 7%	4 3%	1 4%		1 4%	5 4%	1 6%	1 1%	2 20%	1 6%	1 10%	6 0%		
Traffic	13 4%			8 6%	5 6%		5 3%	5 4%			3 12%	3 2%		4 25%	2 3%			4 7%		
Budget / balancing the budget / wasteful government spending	12 4%	3 7%	1 2%	5 3%	3 3%		3 2%	4 3%	3 13%	2 20%		1 1%		9 12%	1 10%		1 2%			
Maintaining services on limited budget / having enough money	11 3%		1 2%	3 2%	7 8%		2 1%	4 3%	1 4%		4 15%	4 3%	1 6%	2 3%	1 10%	1 6%	1 3%	2 3%		
Property taxes / high property taxes	8 2%	1 2%	1 2%	4 3%	2 2%		2 1%	2 2%	2 8%	1 10%	1 4%	2 2%		4 5%		1 6%	1 2%			
Environmental / energy concerns	8 2%			5 3%	3 3%		2 1%	5 4%		1 10%		4 3%			1 10%		2 3%	1 33%		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q4 What do you think is the greatest concern or issue facing Concord?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	GOVERN AFFRD PRSRV					OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY	ROADS	TAXES	SRVCS	HSING	CHRCT		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Diverse community / not enough diversity	8 2%	1 2%	1 2%	5 3%	1 1%		4 3%	3 2%			1 4%	6 5%				1 6%			1 11%	
Development / smart development planning	7 2%	3 7%	1 2%	1 1%	1 1%	1 50%	4 3%	1 1%			2 8%	3 2%	2 12%						2 3%	
Economy / businesses closing / keeping businesses	6 2%	1 2%	1 2%	1 1%	3 3%		1 1%	2 2%	2 8%		1 4%	3 2%			1 1%	1 10%			1 2%	
Lighting on roadways / street lights	3 1%			1 1%	2 2%			3 2%					1 6%	1 6%						1 11%
Infrastructure / fixing roads	3 1%	1 2%		1 1%	1 1%		1 1%	1 1%			1 4%	2 2%		1 6%						
Public safety	2 1%				2 2%						2 8%	1 1%	1 6%							
Other	10 3%		4 6%	5 3%	1 1%		1 1%	8 6%			1 4%	3 2%		1 6%	3 4%	1 10%		1 2%	1 33%	
None / nothing	13 4%		1 2%	5 3%	7 8%		7 5%	4 3%			2 8%	5 4%	1 6%				2 13%	3 5%	1 33%	1 11%
Don't know	1				1			1											1	

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q4 What do you think is the greatest concern or issue facing Concord?

BASE = ALL RESPONDENTS

	Attend Town Meeting					Satisfaction w/Property Taxes					Local Issue That Is Priority										
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	GOVERN AFFRD PRSRV						OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY	ROADS	TAXES	SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)		
Refused / No Answer	37	4	2	17	14		21	15			1	12	1	1	6	5	5	5		2	

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q5 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?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT VERY STSFD	NOT ATALL STSFD	DK/NA	SCH -OOLS	PUBLIC SAFETY	ROADS	TAXES	GOVRN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	346	45	62	150	87	2	159	137	23	8	19	137	14	15	74	14	15	64	3	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor	6			6			1	1		3	1	1			3			1		1
	2%			4%			1%	1%		38%	5%	1%			4%			2%		10%
										GH										
Fair	41	4	7	17	13		5	30	4	2		17	1	2	18	1		2		
	12%	9%	11%	11%	15%		3%	22%	17%	25%		12%	7%	13%	24%	7%		3%		
								G				R			LMPR					
Good	169	17	27	73	51	1	61	76	15	3	14	69	7	8	31	6	9	35	1	3
	49%	38%	44%	49%	59%	50%	38%	55%	65%	38%	74%	50%	50%	53%	42%	43%	60%	55%	33%	30%
					B			G	G		G									
Excellent	130	24	28	54	23	1	92	30	4		4	50	6	5	22	7	6	26	2	6
	38%	53%	45%	36%	26%	50%	58%	22%	17%		21%	36%	43%	33%	30%	50%	40%	41%	67%	60%
		DE	E				HIK													
Don't know / No answer	30		4	10	16		7	12	1	2	8	7	4	2	6	1	6	3		1
MEAN	3.22	3.44	3.34	3.17	3.11	3.50	3.53	2.99	3.00	2.00	3.11	3.23	3.36	3.20	2.97	3.43	3.40	3.34	3.67	3.40
		DE	E				HIJK	J	J		J	O						O		
STANDARD DEVIATION	0.72	0.66	0.68	0.78	0.64	0.71	0.59	0.69	0.60	0.93	0.66	0.69	0.63	0.68	0.84	0.65	0.51	0.62	0.58	0.97
STANDARD ERROR	0.04	0.10	0.09	0.06	0.07	0.50	0.05	0.06	0.13	0.33	0.15	0.06	0.17	0.17	0.10	0.17	0.13	0.08	0.33	0.31

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q6 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?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	353	41	60	154	96	2	158	138	23	10	24	137	18	15	76	15	19	62	3	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Over-assessed	97	12	16	37	31	1	23	52	12	10		25	1	3	47	3	3	13	1	1
	27%	29%	27%	24%	32%	50%	15%	38%	52%	100%		18%	6%	20%	62%	20%	16%	21%	33%	13%
								G	G	GHI		M			NPQRT			M		
															LM					
Under-assessed	11	2	1	6	2		8	3				4	1		2	2		2		
	3%	5%	2%	4%	2%		5%	2%				3%	6%		3%	13%		3%		
Fairly assessed	217	27	42	102	45	1	124	79	11		3	101	12	8	27	9	8	44	2	6
	61%	66%	70%	66%	47%	50%	78%	57%	48%		13%	74%	67%	53%	36%	60%	42%	71%	67%	75%
		E	E	E			HIK	K	K			OQ	O					OQ		O
Rent / Does not apply	28		1	9	18		3	4			21	7	4	4		1	8	3		1
	8%		2%	6%	19%		2%	3%			88%	5%	22%	27%		7%	42%	5%		13%
					CD						GH						LPR			
Don't know / No answer	23	4	6	6	7		8	11	1		3	7		2	4		2	5		3

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q7 What would be the most convenient way for you to find out about Town services, news, and events?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	370	44	63	159	102	2	164	146	23	10	27	144	18	17	76	15	20	66	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
By reading the Concord Journal	104	12	18	43	30	1	49	36	3	5	11	36	6	6	21	1	6	23	1	4
	28%	27%	29%	27%	29%	50%	30%	25%	13%	50%	41%	25%	33%	35%	28%	7%	30%	35%	33%	36%
							I			I	I	P	P	P	P			P		
By visiting the Town's website	102	14	17	48	23		48	42	6	1	5	52	3	5	21	5	5	10		1
	28%	32%	27%	30%	23%		29%	29%	26%	10%	19%	36%	17%	29%	28%	33%	25%	15%		9%
												MRT								
By email	70	6	17	32	14	1	32	28	8	1	1	29	2	2	10	4	5	15		3
	19%	14%	27%	20%	14%	50%	20%	19%	35%	10%	4%	20%	11%	12%	13%	27%	25%	23%		27%
			E				K	K	K											
By regular mail	21	2	4	6	9		8	9	2		2	9			4	2		4		2
	6%	5%	6%	4%	9%		5%	6%	9%		7%	6%			5%	13%		6%		18%
By visiting Town Offices	18		1	11	6		4	8	2		4	3	3	2	5	1	1	3		
	5%		2%	7%	6%		2%	5%	9%		15%	2%	17%	12%	7%	7%	5%	5%		
				C																
By visiting a specific departments' webpage	15	5	1	3	6		6	7	1		1	5	2	1	1			6		
	4%	11%	2%	2%	6%		4%	5%	4%		4%	3%	11%	6%	1%			9%		
																		O		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q7 What would be the most convenient way for you to find out about Town services, news, and events?

BASE = ALL RESPONDENTS

	Attend Town Meeting					Satisfaction w/Property Taxes					Local Issue That Is Priority									
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
By subscribing to electronic News & Notices	15 4%	2 5%	1 2%	7 4%	5 5%		6 4%	7 5%		1 10%	1 4%	4 3%	1 6%	1 6%	7 9%			2 3%		
By telephone	11 3%		1 2%	3 2%	7 7%		5 3%	3 2%		1 10%	2 7%	2 1%	1 6%		3 4%	2 13%	2 10%	1 2%		
By using social networking media (Facebook, Twitter, etc.)	11 3%	2 5%	2 3%	6 4%	1 1%		4 2%	5 3%	1 4%	1 10%		3 2%			3 4%		1 5%	2 3%	1 33%	1 9%
By reading the Town Manager's Report	3 1%	1 2%	1 2%		1 1%		2 1%	1 1%				1 1%			1 1%					1 33%
Don't know / No answer	6	1	3	1	1		2	3	1						4		1	1		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q8 How would you rate your satisfaction with the way you receive information from the Town?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVRN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	370	45	64	159	100	2	166	146	24	10	24	141	17	17	79	15	21	66	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all satisfied	6		3	2	1			2	3	1		3	1		1		1			
	2%		5%	1%	1%			1%	13%	10%		2%	6%		1%		5%			
Not very satisfied	38	5	6	14	13		7	21	6	2	2	12	2	2	11	2	2	7		
	10%	11%	9%	9%	13%		4%	14%	25%	20%	8%	9%	12%	12%	14%	13%	10%	11%		
								G	G											
Somewhat satisfied	177	22	31	81	43		71	79	10	7	10	67	8	10	37	6	9	37	1	2
	48%	49%	48%	51%	43%		43%	54%	42%	70%	42%	48%	47%	59%	47%	40%	43%	56%	33%	18%
								G				T		T	T			T		
Very satisfied	149	18	24	62	43	2	88	44	5		12	59	6	5	30	7	9	22	2	9
	40%	40%	38%	39%	43%	100%	53%	30%	21%		50%	42%	35%	29%	38%	47%	43%	33%	67%	82%
						BCDE	HI				I									NOPQR LM
Don't know / No answer	6		2	1	3			3			3	3	1		1			1		
MEAN	3.27	3.29	3.19	3.28	3.28	4.00	3.49	3.13	2.71	2.60	3.42	3.29	3.12	3.18	3.22	3.33	3.24	3.23	3.67	3.82
							HIJ	IJ			IJ									MNOQR L
STANDARD DEVIATION	0.71	0.66	0.79	0.67	0.73	0.00	0.58	0.70	0.95	0.70	0.65	0.71	0.86	0.64	0.73	0.72	0.83	0.63	0.58	0.40
STANDARD ERROR	0.04	0.10	0.10	0.05	0.07	0.00	0.05	0.06	0.19	0.22	0.13	0.06	0.21	0.15	0.08	0.19	0.18	0.08	0.33	0.12

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q9 How important is it for you to be able to pay bills online?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFD	STSFD	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	372	45	66	160	99	2	165	148	24	9	26	143	18	17	79	14	20	67	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all important	90	11	17	32	30		35	32	7	4	12	20	4	5	26	5	8	17	2	3
	24%	24%	26%	20%	30%		21%	22%	29%	44%	46%	14%	22%	29%	33%	36%	40%	25%	67%	27%
											GH				L		L			
Not very important	81	11	14	35	21		37	31	8	1	4	28	6	3	19	2	3	16		4
	22%	24%	21%	22%	21%		22%	21%	33%	11%	15%	20%	33%	18%	24%	14%	15%	24%		36%
Somewhat Important	87	13	16	40	16	2	46	28	6	1	6	45	2	4	12	4	4	14	1	1
	23%	29%	24%	25%	16%	100%	28%	19%	25%	11%	23%	31%	11%	24%	15%	29%	20%	21%	33%	9%
						BCDE						MOT								
Very Important	114	10	19	53	32		47	57	3	3	4	50	6	5	22	3	5	20		3
	31%	22%	29%	33%	32%		28%	39%	13%	33%	15%	35%	33%	29%	28%	21%	25%	30%		27%
							I	IK												
Don't know / No answer	4				4		1	1		1	1	1			1	1	1			
MEAN	2.60	2.49	2.56	2.71	2.51	3.00	2.64	2.74	2.21	2.33	2.08	2.87	2.56	2.53	2.38	2.36	2.30	2.55	1.67	2.36
							K	IK				OQRS								
STANDARD DEVIATION	1.16	1.10	1.17	1.13	1.23	0.00	1.11	1.18	1.02	1.41	1.16	1.05	1.20	1.23	1.21	1.22	1.26	1.17	1.15	1.21
STANDARD ERROR	0.06	0.16	0.14	0.09	0.12	0.00	0.09	0.10	0.21	0.47	0.23	0.09	0.28	0.30	0.14	0.32	0.28	0.14	0.67	0.36

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q10 How would you rate the overall quality of services that you receive from the Planning Department, which regulates building, zoning, environmental protection, and other land use.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT VERY STSFD	NOT ATALL STSFD	DK/NA	SCH -OOLS	PUBLIC SAFTY	ROADS	TAXES	GOVRN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	328	44	55	145	82	2	151	131	21	8	17	130	16	12	71	11	19	57	3	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor	22	3	5	8	6		2	9	6	5		8			8		2	4		
	7%	7%	9%	6%	7%		1%	7%	29%	63%		6%			11%		11%	7%		
								G	GH	GH										
Fair	64	9	12	26	17		22	33	5	2	2	22	4	3	17	1	6	9	1	1
	20%	20%	22%	18%	21%		15%	25%	24%	25%	12%	17%	25%	25%	24%	9%	32%	16%	33%	11%
								G												
Good	174	20	24	84	44	2	80	73	9	1	11	67	10	8	37	7	7	31	1	6
	53%	45%	44%	58%	54%	100%	53%	56%	43%	13%	65%	52%	63%	67%	52%	64%	37%	54%	33%	67%
						BCDE	J	J			J									
Excellent	68	12	14	27	15		47	16	1		4	33	2	1	9	3	4	13	1	2
	21%	27%	25%	19%	18%		31%	12%	5%		24%	25%	13%	8%	13%	27%	21%	23%	33%	22%
							HI					O								
Don't know / No answer	48	1	11	15	21		15	18	3	2	10	14	2	5	9	4	2	10		2
MEAN	2.88	2.93	2.85	2.90	2.83	3.00	3.14	2.73	2.24	1.50	3.12	2.96	2.88	2.83	2.66	3.18	2.68	2.93	3.00	3.11
							HIJ	IJ			HIJ	O								
STANDARD DEVIATION	0.81	0.87	0.91	0.76	0.81	0.00	0.70	0.76	0.94	0.76	0.60	0.82	0.62	0.58	0.84	0.60	0.95	0.82	1.00	0.60
STANDARD ERROR	0.04	0.13	0.12	0.06	0.09	0.00	0.06	0.07	0.21	0.27	0.15	0.07	0.15	0.17	0.10	0.18	0.22	0.11	0.58	0.20

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q11 In terms of land-use and development, how would you rate your satisfaction with the way that Concord is being developed?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFDF	STSFDF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	368	45	65	157	99	2	163	149	23	8	25	142	18	16	78	15	20	65	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all satisfied	18	3	4	7	4		3	7	4	4		6	1	1	6		2	2		
	5%	7%	6%	4%	4%		2%	5%	17%	50%		4%	6%	6%	8%		10%	3%		
Not very satisfied	67	10	18	24	15		20	34	8	1	4	31	2	2	14	1	1	16		
	18%	22%	28%	15%	15%		12%	23%	35%	13%	16%	22%	11%	13%	18%	7%	5%	25%		
Somewhat satisfied	196	22	34	82	57	1	87	85	9	1	14	70	14	10	44	9	12	26	2	9
	53%	49%	52%	52%	58%	50%	53%	57%	39%	13%	56%	49%	78%	63%	56%	60%	60%	40%	67%	82%
Very satisfied	87	10	9	44	23	1	53	23	2	2	7	35	1	3	14	5	5	21	1	2
	24%	22%	14%	28%	23%	50%	33%	15%	9%	25%	28%	25%	6%	19%	18%	33%	25%	32%	33%	18%
Don't know / No answer	8		1	3	4		3		1	2	2	2		1	2		1	2		
MEAN	2.96	2.87	2.74	3.04	3.00	3.50	3.17	2.83	2.39	2.13	3.12	2.94	2.83	2.94	2.85	3.27	3.00	3.02	3.33	3.18
STANDARD DEVIATION	0.78	0.84	0.78	0.78	0.74	0.71	0.71	0.74	0.89	1.36	0.67	0.80	0.62	0.77	0.81	0.59	0.86	0.84	0.58	0.40
STANDARD ERROR	0.04	0.13	0.10	0.06	0.07	0.50	0.06	0.06	0.19	0.48	0.13	0.07	0.15	0.19	0.09	0.15	0.19	0.10	0.33	0.12

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q12 I'd like to ask you some questions about Concord Libraries. How would you rate the overall quality of services provided by Concord Public Libraries?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	354	44	64	152	92	2	159	140	21	8	26	141	15	15	72	14	20	63	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor	3			3				3				2		1						
	1%			2%				2%				1%		7%						
Fair	10	4	2	3	1		3	5	2			3			3	1		1	1	1
	3%	9%	3%	2%	1%		2%	4%	10%			2%			4%	7%		2%	33%	9%
Good	79	9	15	32	23		29	34	7	3	6	32	4	4	15	5	5	10	1	3
	22%	20%	23%	21%	25%		18%	24%	33%	38%	23%	23%	27%	27%	21%	36%	25%	16%	33%	27%
Excellent	262	31	47	114	68	2	127	98	12	5	20	104	11	10	54	8	15	52	1	7
	74%	70%	73%	75%	74%	100%	80%	70%	57%	63%	77%	74%	73%	67%	75%	57%	75%	83%	33%	64%
						BCDE	HI													
Don't know / No answer	22	1	2	8	11		7	9	3	2	1	3	3	2	8	1	1	4		
MEAN	3.69	3.61	3.70	3.69	3.73	4.00	3.78	3.62	3.48	3.63	3.77	3.69	3.73	3.53	3.71	3.50	3.75	3.81	3.00	3.55
							HI					S			S		S	PS		
STANDARD DEVIATION	0.57	0.65	0.52	0.61	0.47	0.00	0.46	0.66	0.68	0.52	0.43	0.59	0.46	0.83	0.54	0.65	0.44	0.43	1.00	0.69
STANDARD ERROR	0.03	0.10	0.07	0.05	0.05	0.00	0.04	0.06	0.15	0.18	0.08	0.05	0.12	0.22	0.06	0.17	0.10	0.05	0.58	0.21

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q13 In which of the following areas would you like to see the Library add or expand its offerings?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFD	STSFD	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	293	40	51	125	75	2	130	119	17	6	21	124	13	14	60	11	18	46	2	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Electronic resources	103	16	13	51	21	2	48	42	8		5	53	6	4	18	4		16	1	1
	35%	40%	25%	41%	28%	100%	37%	35%	47%		24%	43%	46%	29%	30%	36%		35%	50%	20%
				C		BCDE														
Lectures on current events	81	14	18	33	16		39	33	1	2	6	36	3	5	12	5	6	11	1	2
	28%	35%	35%	26%	21%		30%	28%	6%	33%	29%	29%	23%	36%	20%	45%	33%	24%	50%	40%
							I	I			I									
Bestseller / popular interest collections	65	6	11	23	25		23	23	8	4	7	19	2	4	24		2	13		1
	22%	15%	22%	18%	33%		18%	19%	47%	67%	33%	15%	15%	29%	40%		11%	28%		20%
					BD				GH	GH					LMQ					
Multi-cultural programs	44	4	9	18	13		20	21			3	16	2	1	6	2	10	6		1
	15%	10%	18%	14%	17%		15%	18%			14%	13%	15%	7%	10%	18%	56%	13%		20%
																MNOPR				
																I				
Don't know / No answer	83	5	15	35	28		36	30	7	4	6	20	5	3	20	4	3	21	1	6

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q14 When is it most convenient for you to visit the Concord Public Libraries?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	314	42	56	138	76	2	141	128	21	5	19	128	14	12	61	13	17	56	3	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Weekday Mornings	48	8	11	14	15		19	19	5		5	21	1	1	10	3	2	9		1
	15%	19%	20%	10%	20%		13%	15%	24%		26%	16%	7%	8%	16%	23%	12%	16%		10%
Weekday Afternoons	94	12	17	42	21	2	43	32	5	3	11	33	6	5	17	5	7	15	1	5
	30%	29%	30%	30%	28%	100%	30%	25%	24%	60%	58%	26%	43%	42%	28%	38%	41%	27%	33%	50%
						BCDE					GHI									
Weekday Evenings	52	11	7	22	12		25	23	4			24	2	2	13	1	1	8		1
	17%	26%	13%	16%	16%		18%	18%	19%			19%	14%	17%	21%	8%	6%	14%		10%
															Q					
Saturday Mornings	23	2	6	11	4		8	13	1	1		11	1	1	3	2		4	1	
	7%	5%	11%	8%	5%		6%	10%	5%	20%		9%	7%	8%	5%	15%		7%	33%	
Saturday Afternoons	52	3	7	30	12		24	21	5	1	1	23	2	2	10		3	11		1
	17%	7%	13%	22%	16%		17%	16%	24%	20%	5%	18%	14%	17%	16%		18%	20%		10%
				B																
Sunday Afternoons	45	6	8	19	12		22	20	1		2	16	2	1	8	2	4	9	1	2
	14%	14%	14%	14%	16%		16%	16%	5%		11%	13%	14%	8%	13%	15%	24%	16%	33%	20%
Don't know / No answer	62	3	10	22	27		25	21	3	5	8	16	4	5	19	2	4	11		1

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q15 How would you rate the overall quality of services provided by the Council on Aging, Veterans Services, and Community Services?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	246	31	45	103	66	1	109	94	18	8	17	85	11	11	63	10	16	41	2	7
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor	3			2	1			2		1				1	2					
	1%			2%	2%			2%		13%				9%	3%					
Fair	15	1	5	5	4		5	7	1	2		3		1	9		1		1	
	6%	3%	11%	5%	6%		5%	7%	6%	25%		4%		9%	14%		6%		50%	
															L					
Good	113	14	23	49	27		39	53	9	3	9	42	2	4	29	5	8	18	1	4
	46%	45%	51%	48%	41%		36%	56%	50%	38%	53%	49%	18%	36%	46%	50%	50%	44%	50%	57%
								G				M			M					
Excellent	115	16	17	47	34	1	65	32	8	2	8	40	9	5	23	5	7	23		3
	47%	52%	38%	46%	52%	100%	60%	34%	44%	25%	47%	47%	82%	45%	37%	50%	44%	56%		43%
						BCDE	HJ						IOQ					O		
Don't know / No answer	130	14	21	57	37	1	57	55	6	2	10	59	7	6	17	5	5	26	1	4
MEAN	3.38	3.48	3.27	3.37	3.42	4.00	3.55	3.22	3.39	2.75	3.47	3.44	3.82	3.18	3.16	3.50	3.38	3.56	2.50	3.43
STANDARD DEVIATION	0.66	0.57	0.65	0.67	0.68	0.00	0.59	0.67	0.61	1.04	0.51	0.57	0.40	0.98	0.79	0.53	0.62	0.50	0.71	0.53
STANDARD ERROR	0.04	0.10	0.10	0.07	0.08	0.00	0.06	0.07	0.14	0.37	0.12	0.06	0.12	0.30	0.10	0.17	0.15	0.08	0.50	0.20

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q16 How would you rate the overall quality of services provided by the Concord Police Department?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVRN	AFFRD	PRSRV	OTHER	DK/NA
							STSFDF	STSFDF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	367	45	65	155	100	2	163	143	24	10	27	141	18	17	79	15	21	63	2	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor	3 1%	1 2%			2 2%			3 2%				3 2%								
Fair	9 2%	1 2%	2 3%	2 1%	4 4%			5 3%	2 8%	1 10%	1 4%	3 2%	1 6%		2 3%	1 7%	1 5%	1 2%		
Good	87 24%	9 20%	14 22%	42 27%	21 21%	1 50%	18 11%	51 36% GK	8 33% G	5 50% G	5 19%	27 19%	3 17%	4 24%	26 33% LQ	3 20%	3 14%	16 25%		5 45%
Excellent	268 73%	34 76%	49 75%	111 72%	73 73%	1 50%	145 89% HIJ	84 59%	14 58%	4 40%	21 78% HJ	108 77%	14 78%	13 76%	51 65%	11 73%	17 81%	46 73%	2 100% OPQRT LMN	6 55%
Don't know / No answer	9		1	5	3		3	6				3			1			4	1	
MEAN	3.69	3.69	3.72	3.70	3.65	3.50	3.89 HIJK	3.51	3.50	3.30	3.74 J	3.70	3.72	3.76	3.62	3.67	3.76	3.71	4.00	3.55
STANDARD DEVIATION	0.56	0.63	0.52	0.49	0.66	0.71	0.31	0.67	0.66	0.67	0.53	0.62	0.57	0.44	0.54	0.62	0.54	0.49	0.00	0.52
STANDARD ERROR	0.03	0.09	0.06	0.04	0.07	0.50	0.02	0.06	0.13	0.21	0.10	0.05	0.14	0.11	0.06	0.16	0.12	0.06	0.00	0.16

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q17 How would you rate the overall quality of services provided by the Concord Fire Department, which provides Fire as well as Emergency Ambulance services?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFDF	STSFDF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	360	45	65	153	96	1	157	144	24	10	25	134	18	16	80	15	20	64	2	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fair	1				1			1										1		
	*%				1%			1%										2%		
Good	81	11	11	35	23	1	13	49	7	5	7	26	3	3	26	4	3	12		4
	23%	24%	17%	23%	24%	100%	8%	34%	29%	50%	28%	19%	17%	19%	33%	27%	15%	19%		36%
						BCDE		G	G	G	G				L					
Excellent	278	34	54	118	72		144	94	17	5	18	108	15	13	54	11	17	51	2	7
	77%	76%	83%	77%	75%		92%	65%	71%	50%	72%	81%	83%	81%	68%	73%	85%	80%	100%	64%
							HIJK					O							LOPRT	
Don't know / No answer	16		1	7	7	1	9	5			2	10		1			1	3	1	
MEAN	3.77	3.76	3.83	3.77	3.74	3.00	3.92	3.65	3.71	3.50	3.72	3.81	3.83	3.81	3.68	3.73	3.85	3.78	4.00	3.64
			F				HIJK					O								
STANDARD DEVIATION	0.43	0.43	0.38	0.42	0.46	0.00	0.28	0.49	0.46	0.53	0.46	0.40	0.38	0.40	0.47	0.46	0.37	0.45	0.00	0.50
STANDARD ERROR	0.02	0.06	0.05	0.03	0.05	0.00	0.02	0.04	0.09	0.17	0.09	0.03	0.09	0.10	0.05	0.12	0.08	0.06	0.00	0.15

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q18 Now, I'd like to ask you about matters relating to Public Works in Concord. How would you rate the overall quality of services provided by Concord Public Works?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	355	45	62	154	92	2	157	145	24	8	21	140	17	14	77	14	17	63	2	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor	4	2	1	1				3	1			2			1		1			
	1%	4%	2%	1%				2%	4%			1%			1%		6%			
Fair	36	7	5	13	11		4	23	4	3	2	11	2	1	11	1	1	9		
	10%	16%	8%	8%	12%		3%	16%	17%	38%	10%	8%	12%	7%	14%	7%	6%	14%		
								G		G										
Good	154	14	24	75	41		53	75	13	3	10	58	11	7	34	5	7	24		8
	43%	31%	39%	49%	45%		34%	52%	54%	38%	48%	41%	65%	50%	44%	36%	41%	38%		73%
				B				G					R							LOPR
Excellent	161	22	32	65	40	2	100	44	6	2	9	69	4	6	31	8	8	30	2	3
	45%	49%	52%	42%	43%	100%	64%	30%	25%	25%	43%	49%	24%	43%	40%	57%	47%	48%	100%	27%
						BCDE	HIJ					M				M		M	OPQRT	LMN
Don't know / No answer	21		4	6	11		9	4		2	6	4	1	3	3	1	4	4	1	
MEAN	3.33	3.24	3.40	3.32	3.32	4.00	3.61	3.10	3.00	2.88	3.33	3.39	3.12	3.36	3.23	3.50	3.29	3.33	4.00	3.27
STANDARD DEVIATION	0.70	0.88	0.71	0.66	0.68	0.00	0.54	0.73	0.78	0.83	0.66	0.70	0.60	0.63	0.74	0.65	0.85	0.72	0.00	0.47
STANDARD ERROR	0.04	0.13	0.09	0.05	0.07	0.00	0.04	0.06	0.16	0.30	0.14	0.06	0.15	0.17	0.08	0.17	0.21	0.09	0.00	0.14

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q19 How would you rate your satisfaction with the maintenance of Town roads?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFD	STSFD	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	374	45	65	159	103	2	166	148	24	9	27	144	18	17	79	15	21	66	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all satisfied	5	1	1	1	2			1	3	1		3			1		1			
	1%	2%	2%	1%	2%			1%	13%	11%		2%			1%		5%			
Not very satisfied	38	2	8	17	10	1	8	19	6	1	4	11	2	6	10	1	1	6		1
	10%	4%	12%	11%	10%	50%	5%	13%	25%	11%	15%	8%	11%	35%	13%	7%	5%	9%		9%
								G	G					LPQR						
Somewhat satisfied	184	27	28	82	47		76	86	8	3	11	67	9	9	46	5	8	32	1	7
	49%	60%	43%	52%	46%		46%	58%	33%	33%	41%	47%	50%	53%	58%	33%	38%	48%	33%	64%
								GI												
Very satisfied	147	15	28	59	44	1	82	42	7	4	12	63	7	2	22	9	11	28	2	3
	39%	33%	43%	37%	43%	50%	49%	28%	29%	44%	44%	44%	39%	12%	28%	60%	52%	42%	67%	27%
								HI					NO			NO	NO	N		
Don't know / No answer	2		1	1				1		1					1					1
MEAN	3.26	3.24	3.28	3.25	3.29	3.00	3.45	3.14	2.79	3.11	3.30	3.32	3.28	2.76	3.13	3.53	3.38	3.33	3.67	3.18
							HI	I			I	NO	N		N	NO	N	N	N	
STANDARD DEVIATION	0.69	0.65	0.74	0.67	0.72	1.41	0.59	0.65	1.02	1.05	0.72	0.71	0.67	0.66	0.67	0.64	0.80	0.64	0.58	0.60
STANDARD ERROR	0.04	0.10	0.09	0.05	0.07	1.00	0.05	0.05	0.21	0.35	0.14	0.06	0.16	0.16	0.08	0.17	0.18	0.08	0.33	0.18

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q20 How would you rate your satisfaction with the Town's snow plowing and winter maintenance?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	372	44	66	160	100	2	164	149	24	10	25	143	18	16	80	14	20	67	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all satisfied	6		3	2	1			3	2	1					3				2	
	2%		5%	1%	1%			2%	8%	10%					4%				3%	
Not very satisfied	26	3	7	11	5		7	12	3	3	1	9	2	1	7	1	2	4		
	7%	7%	11%	7%	5%		4%	8%	13%	30%	4%	6%	11%	6%	9%	7%	10%	6%		
Somewhat satisfied	124	20	22	49	33		41	66	8	1	8	49	8	7	30	2	3	19	1	5
	33%	45%	33%	31%	33%		25%	44%	33%	10%	32%	34%	44%	44%	38%	14%	15%	28%	33%	45%
								GJ				PQ	PQ		PQ					
Very satisfied	216	21	34	98	61	2	116	68	11	5	16	84	8	8	40	11	15	42	2	6
	58%	48%	52%	61%	61%	100%	71%	46%	46%	50%	64%	59%	44%	50%	50%	79%	75%	63%	67%	55%
						BCDE	HI									MO	MO			
Don't know / No answer	4	1			3		2				2	1		1		1	1			
MEAN	3.48	3.41	3.32	3.52	3.54	4.00	3.66	3.34	3.17	3.00	3.60	3.51	3.33	3.44	3.34	3.71	3.65	3.51	3.67	3.55
							HIJ				J									
STANDARD DEVIATION	0.70	0.62	0.84	0.68	0.64	0.00	0.56	0.71	0.96	1.15	0.58	0.65	0.69	0.63	0.79	0.61	0.67	0.75	0.58	0.52
STANDARD ERROR	0.04	0.09	0.10	0.05	0.06	0.00	0.04	0.06	0.20	0.37	0.12	0.05	0.16	0.16	0.09	0.16	0.15	0.09	0.33	0.16

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q21 How would you rate your satisfaction with the Town's water service?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	360	43	63	155	97	2	160	145	20	9	26	139	17	16	79	14	20	62	3	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all satisfied	3			1	2		1	1			1				2					
	1%			1%	2%		1%	1%			11%				3%					
Not very satisfied	16	1	1	6	8		5	9	1	1		6	1	2	4				3	
	4%	2%	2%	4%	8%		3%	6%	5%	11%		4%	6%	13%	5%				5%	
					C															
Somewhat satisfied	73	15	9	31	17	1	22	39	7	1	4	29	4	4	20	3	2	8		3
	20%	35%	14%	20%	18%	50%	14%	27%	35%	11%	15%	21%	24%	25%	25%	21%	10%	13%		30%
		CE						G												
Very satisfied	268	27	53	117	70	1	132	96	12	6	22	103	12	10	53	11	18	51	3	7
	74%	63%	84%	75%	72%	50%	83%	66%	60%	67%	85%	74%	71%	63%	67%	79%	90%	82%	100%	70%
			B				HI				H					LNO		O	MNORT	I
Don't know / No answer	16	2	3	5	6		6	4	4	1	1	5	1	1	1	1	1	5		1
MEAN	3.68	3.60	3.83	3.70	3.60	3.50	3.78	3.59	3.55	3.33	3.85	3.68	3.65	3.50	3.57	3.79	3.90	3.77	4.00	3.70
			BE				HJ				HIJ						NO			
STANDARD DEVIATION	0.60	0.54	0.42	0.57	0.73	0.71	0.52	0.64	0.60	1.12	0.37	0.59	0.61	0.73	0.71	0.43	0.31	0.53	0.00	0.48
STANDARD ERROR	0.03	0.08	0.05	0.05	0.07	0.50	0.04	0.05	0.14	0.37	0.07	0.05	0.15	0.18	0.08	0.11	0.07	0.07	0.00	0.15

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q22 Town Water Services - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFDF	STSFDF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	346	42	62	149	91	2	154	139	23	10	20	134	16	16	74	13	16	65	3	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good Bargain	81	10	12	32	26	1	42	29	3	2	5	30	3	5	17	2	1	18	2	3
	23%	24%	19%	21%	29%	50%	27%	21%	13%	20%	25%	22%	19%	31%	23%	15%	6%	28%	67%	33%
												Q			Q			Q	Q	
Reasonably Priced	205	27	42	96	39	1	99	88	8	5	5	82	10	9	42	7	10	39	1	5
	59%	64%	68%	64%	43%	50%	64%	63%	35%	50%	25%	61%	63%	56%	57%	54%	63%	60%	33%	56%
		E	E	E			IK	IK												
Excessively Priced	28	3	4	12	9		5	15	6	2		9	1		13	3		2		
	8%	7%	6%	8%	10%		3%	11%	26%	20%		7%	6%		18%	23%		3%		
							G	G							LR					
Don't Use Service	32	2	4	9	17		8	7	6	1	10	13	2	2	2	1	5	6		1
	9%	5%	6%	6%	19%		5%	5%	26%	10%	50%	10%	13%	13%	3%	8%	31%	9%		11%
					BCD				GH		GHJ		O			O				
Don't know / No answer	30	3	4	11	12		12	10	1		7	10	2	1	6	2	5	2		2

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q23 Sewer Services - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT	NOT	DK/NA	SCH -OOLS	PUBLC SAFTY	ROADS	TAXES	GOVERN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
									VERY STSFD	ATALL STSFD										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	353	44	63	154	90	2	158	143	23	10	19	135	16	17	78	13	17	64	2	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good Bargain	40	5	3	20	12		19	15	1		5	14	1	3	10		1	6	2	3
	11%	11%	5%	13%	13%		12%	10%	4%		26%	10%	6%	18%	13%		6%	9%	100%	27%
				C							I								NOQRT	LM
Reasonably Priced	97	19	20	44	13	1	45	43	4	2	3	40	6	4	22	3	3	15		4
	27%	43%	32%	29%	14%	50%	28%	30%	17%	20%	16%	30%	38%	24%	28%	23%	18%	23%		36%
		E	E	E																
Excessively Priced	21	2	4	9	6		3	13	4	1		8	2	1	7	1		2		
	6%	5%	6%	6%	7%		2%	9%	17%	10%		6%	13%	6%	9%	8%		3%		
								G												
Don't Use Service	195	18	36	81	59	1	91	72	14	7	11	73	7	9	39	9	13	41		4
	55%	41%	57%	53%	66%	50%	58%	50%	61%	70%	58%	54%	44%	53%	50%	69%	76%	64%		36%
					BD												LMOT			
Don't know / No answer	23	1	3	6	13		8	6	1		8	9	2		2	2	4	3	1	

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q24 Trash and Recycling Pickup - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	362	43	65	158	94	2	159	147	24	10	22	139	16	17	80	13	17	66	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good Bargain	72	5	9	40	18		35	31	2	1	3	34	4	1	15	3	1	11	1	2
	20%	12%	14%	25%	19%		22%	21%	8%	10%	14%	24%	25%	6%	19%	23%	6%	17%	33%	18%
				BC			I					NQ								
Reasonably Priced	153	24	33	60	34	2	83	51	9	2	8	67	4	9	29	3	7	29		5
	42%	56%	51%	38%	36%	100%	52%	35%	38%	20%	36%	48%	25%	53%	36%	23%	41%	44%		45%
		DE				BCDE	HJ					MP								
Excessively Priced	63	8	10	27	18		13	35	7	4	4	20	2	3	20	2	1	13		2
	17%	19%	15%	17%	19%		8%	24%	29%	40%	18%	14%	13%	18%	25%	15%	6%	20%		18%
								G	G	G					Q					
Don't Use Service	74	6	13	31	24		28	30	6	3	7	18	6	4	16	5	8	13	2	2
	20%	14%	20%	20%	26%		18%	20%	25%	30%	32%	13%	38%	24%	20%	38%	47%	20%	67%	18%
												L					LOR		L	
Don't know / No answer	14	2	1	2	9		7	2			5	5	2			2	4	1		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q25 Electricity - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLC	ROADS	TAXES	GOVRN	AFFRD	PRSRV	OTHER	DK/NA
							STSFDF	STSFDF	VERY	ATALL										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	366	43	64	160	97	2	164	146	23	9	24	143	17	17	77	12	19	67	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good Bargain	124	13	25	53	33		70	39	2	2	11	41	8	5	29	3	6	25	2	5
	34%	30%	39%	33%	34%		43%	27%	9%	22%	46%	29%	47%	29%	38%	25%	32%	37%	67%	45%
							HI	I			I									
Reasonably Priced	196	28	35	84	47	2	81	89	16	3	7	82	7	8	38	7	10	37	1	6
	54%	65%	55%	53%	48%	100%	49%	61%	70%	33%	29%	57%	41%	47%	49%	58%	53%	55%	33%	55%
							BCDE	K	GK	JK										
Excessively Priced	40	2	4	20	14		11	17	5	4	3	17	2	3	10	2	1	5		
	11%	5%	6%	13%	14%		7%	12%	22%	44%	13%	12%	12%	18%	13%	17%	5%	7%		
							B		G											
Don't Use Service	6			3	3		2	1			3	3		1			2			
	2%			2%	3%		1%	1%			13%	2%		6%			11%			
Don't know / No answer	10	2	2		6		2	3	1	1	3	1	1		3	3	2			

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q26 Beede Swim and Fitness Center - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	360	44	65	157	92	2	158	147	22	10	23	138	18	16	78	14	19	63	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good Bargain	45	2	14	20	9		23	18	1		3	18	3	1	7	2	1	12	1	
	13%	5%	22%	13%	10%		15%	12%	5%		13%	13%	17%	6%	9%	14%	5%	19%	33%	
			BE	B																
Reasonably Priced	63	9	13	31	9	1	38	17	6	1	1	24	2	3	11	3	4	14	1	1
	18%	20%	20%	20%	10%	50%	24%	12%	27%	10%	4%	17%	11%	19%	14%	21%	21%	22%	33%	9%
				E			HK		K											
Excessively Priced	81	14	13	33	21		26	42	3	2	8	40	2	3	16	2	4	11		3
	23%	32%	20%	21%	23%		16%	29%	14%	20%	35%	29%	11%	19%	21%	14%	21%	17%		27%
							G					M								
Don't Use Service	171	19	25	73	53	1	71	70	12	7	11	56	11	9	44	7	10	26	1	7
	48%	43%	38%	46%	58%	50%	45%	48%	55%	70%	48%	41%	61%	56%	56%	50%	53%	41%	33%	64%
					C										L					
Don't know / No answer	16	1	1	3	11		8	2	2		4	6		1	2	1	2	4		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q27 Recreation Programs (like after school programs and summer camp) - Please tell me whether you consider the price to be a Good Bargain, Reasonably Priced, or Excessively Priced, or that you don't use the service.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT VERY STSFD	NOT ATALL STSFD	DK/NA	SCH -OOLS	PUBLIC SAFTY	ROADS	TAXES	GOVERN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	352	43	64	151	92	2	154	142	24	9	23	134	18	16	76	14	19	64	3	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good Bargain	47	3	5	26	12	1	22	19	4		2	24	2	3	9		2	5	2	
	13%	7%	8%	17%	13%	50%	14%	13%	17%		9%	18%	11%	19%	12%		11%	8%	67%	
				BC								R							MOQR	
Reasonably Priced	85	14	18	45	8		39	37	5	1	3	45	3	3	16	3	1	12		2
	24%	33%	28%	30%	9%		25%	26%	21%	11%	13%	34%	17%	19%	21%	21%	5%	19%		25%
		E	E	E								OQR			Q					
Excessively Priced	12		5	3	4		4	6	1	1		8			1	1		1		1
	3%		8%	2%	4%		3%	4%	4%	11%		6%			1%	7%		2%		13%
Don't Use Service	208	26	36	77	68	1	89	80	14	7	18	57	13	10	50	10	16	46	1	5
	59%	60%	56%	51%	74%	50%	58%	56%	58%	78%	78%	43%	72%	63%	66%	71%	84%	72%	33%	63%
				CD							GH		L		L	L	L	L		
Don't know / No answer	24	2	2	9	11		12	7		1	4	10		1	4	1	2	3		3

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q28 You may have Internet service provided to your home by a private company. How would you rate your satisfaction with this service?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFD	STSFD	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	372	45	65	160	100	2	166	146	24	10	26	142	18	17	80	15	20	67	3	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all satisfied	16	6	1	7	2		6	8	1		1	8	2		2			3		1
	4%	13%	2%	4%	2%		4%	5%	4%		4%	6%	11%		3%			4%		10%
		CE																		
Not very satisfied	62	10	14	23	14	1	27	29	5		1	29	1	2	13	2	1	13		1
	17%	22%	22%	14%	14%	50%	16%	20%	21%		4%	20%	6%	12%	16%	13%	5%	19%		10%
							K	K				MQ						Q		
Somewhat satisfied	169	19	33	79	38		78	67	13	4	7	70	8	8	33	6	9	29	2	4
	45%	42%	51%	49%	38%		47%	46%	54%	40%	27%	49%	44%	47%	41%	40%	45%	43%	67%	40%
							K	K	K											
Very satisfied	94	7	15	44	27	1	47	30	4	6	7	30	2	4	25	6	7	17		3
	25%	16%	23%	28%	27%	50%	28%	21%	17%	60%	27%	21%	11%	24%	31%	40%	35%	25%		30%
									GHI						M	M				
Don't have this service	31	3	2	7	19		8	12	1		10	5	5	3	7	1	3	5	1	1
	8%	7%	3%	4%	19%		5%	8%	4%		38%	4%	28%	18%	9%	7%	15%	7%	33%	10%
					BCD						GHI		L							
Don't know / No answer	4		1		3			3			1	2					1			1

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q28 You may have Internet service provided to your home by a private company. How would you rate your satisfaction with this service?

BASE = ALL RESPONDENTS

	Attend Town Meeting					Satisfaction w/Property Taxes					Local Issue That Is Priority									
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT VERY STSFD	NOT ATALL STSFD	DK/NA	SCH -OOLS	PUBLIC SAFTY	ROADS	TAXES	GOVERN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
MEAN	3.00	2.64	2.98	3.05	3.11	3.00	3.05	2.89	2.87	3.60	3.25	2.89	2.77	3.14	3.11	3.29	3.35	2.97	3.00	3.00
STANDARD DEVIATION	0.80	0.93	0.73	0.79	0.77	1.41	0.79	0.82	0.76	0.52	0.86	0.81	0.93	0.66	0.79	0.73	0.61	0.83	0.00	1.00
STANDARD ERROR	0.04	0.14	0.09	0.06	0.09	1.00	0.06	0.07	0.16	0.16	0.21	0.07	0.26	0.18	0.09	0.19	0.15	0.11	0.00	0.33

Comparison Groups: BCDEF/GHIJK/LMNOPQRST

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q29 If the Town were to offer a high-speed internet service to your home, how likely would you be to subscribe to this service?

BASE = NEW IN 2012

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFDF	STSFDF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	361	45	64	155	95	2	163	140	24	9	25	138	18	17	76	15	21	63	2	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all likely	18	2	2	3	11		5	6	2	1	4	4		3	4	1	2	4		
	5%	4%	3%	2%	12%		3%	4%	8%	11%	16%	3%		18%	5%	7%	10%	6%		
					CD															
Not very likely	27	1	4	10	12		12	6	5	1	3	5	4	2	6	2	5	3		
	7%	2%	6%	6%	13%		7%	4%	21%	11%	12%	4%	22%	12%	8%	13%	24%	5%		
					B												LR			
Somewhat likely	100	12	17	52	18	1	46	41	6	2	5	37	3	4	22	6	3	20		5
	28%	27%	27%	34%	19%	50%	28%	29%	25%	22%	20%	27%	17%	24%	29%	40%	14%	32%		45%
				E																
Very likely	205	29	40	85	50	1	98	84	11	4	8	90	10	7	41	6	10	34	2	5
	57%	64%	63%	55%	53%	50%	60%	60%	46%	44%	32%	65%	56%	41%	54%	40%	48%	54%	100%	45%
							K	K											OPQRT	
																			LMN	
Not interested in this service	11	1	1	5	4		2	3		1	5	2	1	1	3		1	2		1
	3%	2%	2%	3%	4%		1%	2%		11%	20%	1%	6%	6%	4%		5%	3%		9%
											GH									

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q29 If the Town were to offer a high-speed internet service to your home, how likely would you be to subscribe to this service?

BASE = NEW IN 2012

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT VERY STSFD	NOT ATALL STSFD	DK/NA	SCH -OOLS	PUBLIC SAFTY	ROADS	TAXES	GOVERN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Don't know / No answer	15		2	5	8		3	9		1	2	6			4			4	1	
MEAN	3.41	3.55	3.51	3.46	3.18	3.50	3.47	3.48	3.08	3.13	2.85	3.57	3.35	2.94	3.37	3.13	3.05	3.38	4.00	3.50
STANDARD DEVIATION	0.84	0.76	0.76	0.71	1.07	0.71	0.77	0.78	1.02	1.13	1.18	0.71	0.86	1.18	0.86	0.92	1.10	0.86	0.00	0.53
STANDARD ERROR	0.04	0.11	0.10	0.06	0.11	0.50	0.06	0.07	0.21	0.40	0.26	0.06	0.21	0.30	0.10	0.24	0.25	0.11	0.00	0.17

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q30 Which of the following internet activities do you perform at least three-times-a-week?

BASE = NEW IN 2012 AND INTERESTED IN INTERNET

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	365	44	65	155	99	2	164	146	24	9	22	142	17	16	77	15	20	65	3	10
TOTAL ANSWERING	341	41	64	150	84	2	159	134	24	8	16	137	13	14	71	14	18	62	3	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Checking Email	337	41	64	148	82	2	159	131	24	8	15	136	13	14	71	14	16	61	3	9
	99%	100%	100%	99%	98%	100%	100%	98%	100%	100%	94%	99%	100%	100%	100%	100%	89%	98%	100%	100%
Web Browsing	303	35	57	135	74	2	141	119	22	7	14	124	13	14	61	12	13	57	2	7
	89%	85%	89%	90%	88%	100%	89%	89%	92%	88%	88%	91%	100%	100%	86%	86%	72%	92%	67%	78%
						BCDE								LOQR	LOQR					
Telecommuting, Home-Office	167	20	35	82	30		81	62	12	5	7	75	7	9	29	6	8	29		4
	49%	49%	55%	55%	36%		51%	46%	50%	63%	44%	55%	54%	64%	41%	43%	44%	47%		44%
			E	E																
Video Streaming (such as with Netflix or Hulu)	129	17	25	52	35		61	54	6	3	5	61	3	7	23	6	4	22	1	2
	38%	41%	39%	35%	42%		38%	40%	25%	38%	31%	45%	23%	50%	32%	43%	22%	35%	33%	22%
												Q								
Music Streaming	115	11	22	57	24	1	49	51	8	5	2	54	4	7	21	4	4	18	1	2
	34%	27%	34%	38%	29%	50%	31%	38%	33%	63%	13%	39%	31%	50%	30%	29%	22%	29%	33%	22%
							K	K		K										
Using a Telephone over the Internet service (such as with Skype or Vonage)	110	15	24	43	28		50	46	4	5	5	47	1	5	30	5	3	18		1
	32%	37%	38%	29%	33%		31%	34%	17%	63%	31%	34%	8%	36%	42%	36%	17%	29%		11%
								I		I		MT			MQT			M		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q30 Which of the following internet activities do you perform at least three-times-a-week?

BASE = NEW IN 2012 AND INTERESTED IN INTERNET

	Attend Town Meeting					Satisfaction w/Property Taxes					Local Issue That Is Priority											
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	GOVERN AFFRD PRSRV							OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY	ROADS	TAXES	SRVCS	HSING	CHRCT				
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)			
Don't know/No Answer	24	3	1	5	15		5	12		1	6	5	4	2	6	1	2	3		1		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q31 How many computers and internet devices do you have in your home?

BASE = NEW IN 2012 AND INTERESTED IN INTERNET

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSFD	STSFD	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	365	44	65	155	99	2	164	146	24	9	22	142	17	16	77	15	20	65	3	10
TOTAL ANSWERING	360	44	63	155	96	2	162	145	23	9	21	141	17	15	77	15	18	65	3	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3-5	136	23	25	56	31	1	60	59	7	4	6	60	6	7	31	4	2	23	1	2
	38%	52%	40%	36%	32%	50%	37%	41%	30%	44%	29%	43%	35%	47%	40%	27%	11%	35%	33%	22%
		E										Q		Q	Q			Q		
1-2	125	12	20	59	33	1	62	44	8	3	8	40	6	2	27	5	12	27	2	4
	35%	27%	32%	38%	34%	50%	38%	30%	35%	33%	38%	28%	35%	13%	35%	33%	67%	42%	67%	44%
														N		LNOPR		N		
5-10	64	6	12	29	17		29	27	7		1	33	1	3	11	4	3	8		1
	18%	14%	19%	19%	18%		18%	19%	30%		5%	23%	6%	20%	14%	27%	17%	12%		11%
							K	K	K			MR								
None	20	1	2	6	11		4	9	1	1	5	3	3	1	5	2	1	4		1
	6%	2%	3%	4%	11%		2%	6%	4%	11%	24%	2%	18%	7%	6%	13%	6%	6%		11%
					BCD						G									
More than 10	15	2	4	5	4		7	6		1	1	5	1	2	3			3		1
	4%	5%	6%	3%	4%		4%	4%		11%	5%	4%	6%	13%	4%			5%		11%
Don't know/No answer	5		2		3		2	1	1		1	1		1			2			1

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q32 Next, I'd like you to tell me if you think the Town has been spending not enough money, about the right amount of money, or too much money in Town Government Services.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT VERY STSFD	NOT ATALL STSFD	DK/NA	SCH -OOLS	PUBLIC SAFTY	ROADS	TAXES	GOVERN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	335	44	60	143	86	2	152	131	23	9	20	129	15	14	77	13	15	60	2	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not enough money	6	1	1	2	2		3	3				2	2		1			1		
	2%	2%	2%	1%	2%		2%	2%				2%	13%		1%			2%		
About the right amount of money	294	41	52	125	74	2	146	109	16	4	19	118	13	14	58	11	13	55	2	10
	88%	93%	87%	87%	86%	100%	96%	83%	70%	44%	95%	91%	87%	100%	75%	85%	87%	92%	100%	100%
						CDE	HIJ	J			HIJ	O		LOR				O	LOR	LOR
Too much money	35	2	7	16	10		3	19	7	5	1	9			18	2	2	4		
	10%	5%	12%	11%	12%		2%	15%	30%	56%	5%	7%			23%	15%	13%	7%		
								G	GK	GHK					LR					
Don't know / No answer	41	1	6	17	17		14	18	1	1	7	15	3	3	3	2	6	7	1	1

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q33 Next, I'd like you to tell me if you think the Town has been spending not enough money, about the right amount of money, or too much money in Concord Public Schools (K through 8).

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT VERY STSFD	NOT ATALL STSFD	DK/NA	SCH -OOLS	PUBLIC SAFTY	ROADS	TAXES	GOVRN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	330	44	61	147	76	2	152	131	24	9	14	138	13	13	73	13	14	56	2	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not enough money	37	8	6	17	6		18	13	4		2	25		1	4	1		6		
	11%	18%	10%	12%	8%		12%	10%	17%		14%	18%		8%	5%	8%		11%		
												O								
About the right amount of money	220	27	39	102	50	2	112	85	7	4	12	99	11	9	35	8	11	37	2	8
	67%	61%	64%	69%	66%	100%	74%	65%	29%	44%	86%	72%	85%	69%	48%	62%	79%	66%	100%	100%
						BCDE	I	I			HIJ	O	O				O	O	LNOPR	LNOPR
Too much money	73	9	16	28	20		22	33	13	5		14	2	3	34	4	3	13		
	22%	20%	26%	19%	26%		14%	25%	54%	56%		10%	15%	23%	47%	31%	21%	23%		
							G	GH	G						LMQR			L		
Don't know / No answer	46	1	5	13	27		14	18		1	13	6	5	4	7	2	7	11	1	3

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q34 I'd like you to tell me if you think the Town has been spending not enough money, about the right amount of money, or too much money in Concord - Carlisle Regional High School.

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT STSFD	NOT VERY STSFD	NOT ATALL STSFD	DK/NA	SCH -OOLS	PUBLIC SAFTY	ROADS	TAXES	GOVRN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	327	43	61	145	77	1	148	133	24	8	14	134	14	14	74	13	14	54	2	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not enough money	49	8	7	25	9		21	20	2		6	34	1	3	3	1		6		1
	15%	19%	11%	17%	12%		14%	15%	8%		43%	25%	7%	21%	4%	8%		11%		13%
											GHI	MOPR								
About the right amount of money	199	26	37	90	45	1	104	80	6	2	7	84	10	8	35	8	11	34	2	7
	61%	60%	61%	62%	58%	100%	70%	60%	25%	25%	50%	63%	71%	57%	47%	62%	79%	63%	100%	88%
						BCDE	IJ	IJ				O					O		MNOPR	LO
																				L
Too much money	79	9	17	30	23		23	33	16	6	1	16	3	3	36	4	3	14		
	24%	21%	28%	21%	30%		16%	25%	67%	75%	7%	12%	21%	21%	49%	31%	21%	26%		
								K	GHK	GHK					LMNQR			L		
Don't know / No answer	49	2	5	15	26	1	18	16		2	13	10	4	3	6	2	7	13	1	3

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q35 In terms of your household finances, would you say that you are doing better than you were two years ago, worse, or about the same?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	371	45	64	160	101	1	163	148	23	10	27	142	18	17	79	15	20	66	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Better	67	8	6	34	19		36	24	4	1	2	27	2	2	7	5	2	18	2	2
	18%	18%	9%	21%	19%		22%	16%	17%	10%	7%	19%	11%	12%	9%	33%	10%	27%	67%	18%
				C			K					O						OQ	MOQ	
Worse	89	7	13	40	29		25	42	7	6	9	30	3	7	32	2	3	8	1	3
	24%	16%	20%	25%	29%		15%	28%	30%	60%	33%	21%	17%	41%	41%	13%	15%	12%	33%	27%
								G		GH				R	LMPQR					
About the same	215	30	45	86	53	1	102	82	12	3	16	85	13	8	40	8	15	40		6
	58%	67%	70%	54%	52%	100%	63%	55%	52%	30%	59%	60%	72%	47%	51%	53%	75%	61%		55%
			DE			BCDE	J										O			
Don't know / No answer	5		2		2	1	3	1	1			2			1		1	1		

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q37 How long have you lived in Concord?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	375	45	66	160	103	1	165	149	24	10	27	143	18	17	80	15	21	67	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Less than One Year	2	1			1		2					1				1				
	1%	2%			1%		1%					1%				7%				
1 to 5 Years	51	6	1	21	22	1	20	24			7	25		3	8	2	4	7	1	1
	14%	13%	2%	13%	21%	100%	12%	16%			26%	17%		18%	10%	13%	19%	10%	33%	9%
		C		C	C	BCDE														
6 to 10 Years	29	3	4	11	11		6	16	1	1	5	14	2	2	8				3	
	8%	7%	6%	7%	11%		4%	11%	4%	10%	19%	10%	11%	12%	10%				4%	
								G												
Over 10 Years	293	35	61	128	69		137	109	23	9	15	103	16	12	64	12	17	57	2	10
	78%	78%	92%	80%	67%		83%	73%	96%	90%	56%	72%	89%	71%	80%	80%	81%	85%	67%	91%
			BDE	E			HK		GHK	K		L					L		L	L
Don't know / No answer	1						1	1					1							

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q38 Do you currently have any children under the age of 18 in your household?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	375	45	66	160	103	1	165	149	24	10	27	143	18	17	80	15	21	67	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	116	15	19	60	22		50	52	8	1	5	74	3	6	17	3	2	9	1	1
	31%	33%	29%	38%	21%		30%	35%	33%	10%	19%	52%	17%	35%	21%	20%	10%	13%	33%	9%
				E			J	J				OPQRT								
											M									
No	259	30	47	100	81	1	115	97	16	9	22	69	15	11	63	12	19	58	2	10
	69%	67%	71%	63%	79%	100%	70%	65%	67%	90%	81%	48%	83%	65%	79%	80%	90%	87%	67%	91%
					D	BCDE				GH			L		L	L	L	L		L
Don't know / No answer	1																			
							1	1												

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q39 Which Polling Place do you use?

BASE = ALL RESPONDENTS

	Attend Town Meeting					Satisfaction w/Property Taxes					Local Issue That Is Priority									
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	362	45	64	159	94		162	144	24	8	24	139	17	17	77	14	20	65	3	10
	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harvey Wheeler	157	23	29	66	39		84	55	5	2	11	63	10	9	24	8	6	29	2	6
	43%	51%	45%	42%	41%		52%	38%	21%	25%	46%	45%	59%	53%	31%	57%	30%	45%	67%	60%
							HI					O	O							
141 Keyes (pronounced 'KIZE') Road	87	13	17	32	25		35	35	7	1	9	31	6	1	21	1	9	15		3
	24%	29%	27%	20%	27%		22%	24%	29%	13%	38%	22%	35%	6%	27%	7%	45%	23%		30%
												N	NP		NP		NP	N		
Ripley	69	5	10	36	18		27	31	7	2	2	23	1	5	20	5	3	10	1	1
	19%	11%	16%	23%	19%		17%	22%	29%	25%	8%	17%	6%	29%	26%	36%	15%	15%	33%	10%
				B				K						M	M					
Hunt Gym	41	3	7	22	9		14	18	5	2	2	17		2	9		2	11		
	11%	7%	11%	14%	10%		9%	13%	21%	25%	8%	12%		12%	12%		10%	17%		
Don't Vote in Concord	8	1	1	3	3		2	5		1		5			3					
	2%	2%	2%	2%	3%		1%	3%		13%		4%			4%					
Don't know / No answer	14		2	1	9	2	4	5		2	3	5	1		3	1	1	2		1

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Q40 How often do you attend Town Meeting?

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY	SMWHT	NOT	NOT	DK/NA	SCH	PUBLIC	ROADS	TAXES	GOVERN	AFFRD	PRSRV	OTHER	DK/NA
							STSF	STSF	VERY	ATALL		-OOLS	SAFTY		SRVCS	HSING	CHRCT			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	374	45	66	160	103		165	148	24	10	27	143	18	17	80	15	21	66	3	11
	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Always	45	45					25	18	2			19	2	1	11	2	2	8		
	12%	100%					15%	12%	8%			13%	11%	6%	14%	13%	10%	12%		
Often	66		66				33	24	5	2	2	27	2		15	2	5	11	1	3
	18%		100%				20%	16%	21%	20%	7%	19%	11%		19%	13%	24%	17%	33%	27%
							K													
Occasionally	160			160			72	66	9	4	9	64	5	6	34	8	5	30	1	7
	43%			100%			44%	45%	38%	40%	33%	45%	28%	35%	43%	53%	24%	45%	33%	64%
												Q								MQ
Never	103				103		35	40	8	4	16	33	9	10	20	3	9	17	1	1
	28%				100%		21%	27%	33%	40%	59%	23%	50%	59%	25%	20%	43%	26%	33%	9%
										GH			LOT	LOPRT			T			
Don't know / No answer	2					2	1	1				1								1

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

Prepared by: Pacific Market Research - November 27, 2012

Citizen Survey - Fall 2012

Gender

BASE = ALL RESPONDENTS

	Attend Town Meeting						Satisfaction w/Property Taxes					Local Issue That Is Priority								
	TOTAL	ALWYS	OFTEN	OCCSN	NEVER	DK/NA	VERY STSFD	SMWHT	NOT	NOT	DK/NA	SCH -OOLS	PUBLIC SAFTY	ROADS	TAXES	GOVERN SRVCS	AFFRD HSING	PRSRV CHRCT	OTHER	DK/NA
								STSFDF	VERY	ATALL										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
TOTAL ANSWERING	376	45	66	160	103	2	166	149	24	10	27	144	18	17	80	15	21	67	3	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	162	17	26	78	40	1	72	64	14	3	9	56	7	5	35	7	9	38	1	4
	43%	38%	39%	49%	39%	50%	43%	43%	58%	30%	33%	39%	39%	29%	44%	47%	43%	57%	33%	36%
																		LN		
Female	214	28	40	82	63	1	94	85	10	7	18	88	11	12	45	8	12	29	2	7
	57%	62%	61%	51%	61%	50%	57%	57%	42%	70%	67%	61%	61%	71%	56%	53%	57%	43%	67%	64%
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														R						

Comparison Groups: BCDEF/GHIJK/LMNOPQRST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.

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