

Concord Town Survey
November 2014

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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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1. How would you rate the overall quality of services provided by the Concord Town Government?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1293	49	854	108	282	248	306	706	33	63	97	130	276	80	129	152	289	77
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1204	46	811	79	268	231	266	675	32	59	89	119	258	73	121	143	271	71
	93%	94%	95%	73%	95%	93%	87%	96%	97%	94%	92%	92%	93%	91%	94%	94%	94%	92%
		D	D		D	G		G	G									
a. Excellent	536	26	392	14	104	125	84	312	15	22	41	63	115	25	52	64	124	30
	41%	53%	46%	13%	37%	50%	27%	44%	45%	35%	42%	48%	42%	31%	40%	42%	43%	39%
		DE	DE		D	G		G	G								N	
b. Good	668	20	419	65	164	106	182	363	17	37	48	56	143	48	69	79	147	41
	52%	41%	49%	60%	58%	43%	59%	51%	52%	59%	49%	43%	52%	60%	53%	52%	51%	53%
				BC	BC		FH	F		L								
Bottom 2 NET =====	89	3	43	29	14	17	40	31	1	4	8	11	18	7	8	9	18	6
	7%	6%	5%	27%	5%	7%	13%	4%	3%	6%	8%	8%	7%	9%	6%	6%	6%	8%
				BCE			FHI											
c. Fair	78	3	38	24	13	16	33	28	1	4	6	10	14	6	7	8	17	6
	6%	6%	4%	22%	5%	6%	11%	4%	3%	6%	6%	8%	5%	8%	5%	5%	6%	8%
				BCE			HI											
d. Poor	11	-	5	5	1	1	7	3	-	-	2	1	4	1	1	1	1	-
	1%		1%	5%	*%	*%	2%	*%			2%	1%	1%	1%	1%	1%	*%	
				CE			FH											
e. Don't Know / No Answer	44	1	18	2	23	4	16	21	3	3	1	3	6	8	6	4	12	1
MEAN	3.34	3.47	3.40	2.81	3.32	3.43	3.12	3.39	3.42	3.29	3.32	3.39	3.34	3.21	3.33	3.36	3.36	3.31
		D	DE		D	G		G	G									

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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1. How would you rate the overall quality of services provided by the Concord Town Government?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.63	0.62	0.60	0.71	0.58	0.63	0.68	0.59	0.56	0.58	0.69	0.66	0.64	0.63	0.62	0.61	0.61	0.61
STANDARD ERROR	0.02	0.09	0.02	0.07	0.03	0.04	0.04	0.02	0.10	0.07	0.07	0.06	0.04	0.07	0.05	0.05	0.04	0.07

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female			
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1238	44	827	106	261	231	297	681	29	60	92	126	274	74	127	150	262	73
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1108	41	769	59	239	213	237	636	22	55	80	103	243	67	119	136	241	64
	89%	93%	93%	56%	92%	92%	80%	93%	76%	92%	87%	82%	89%	91%	94%	91%	92%	88%
		D	D		D	GI		GI		L								
a. Very satisfied	464	21	344	8	91	108	63	285	8	20	33	52	109	23	41	49	116	21
	37%	48%	42%	8%	35%	47%	21%	42%	28%	33%	36%	41%	40%	31%	32%	33%	44%	29%
		D	DE		D	GI		G									NOPR	
b. Somewhat satisfied	644	20	425	51	148	105	174	351	14	35	47	51	134	44	78	87	125	43
	52%	45%	51%	48%	57%	45%	59%	52%	48%	58%	51%	40%	49%	59%	61%	58%	48%	59%
							FH			L					Q	Q		L
Bottom 2 NET =====	130	3	58	47	22	18	60	45	7	5	12	23	31	7	8	14	21	9
	11%	7%	7%	44%	8%	8%	20%	7%	24%	8%	13%	18%	11%	9%	6%	9%	8%	12%
				BCE			FH		FH			J						
c. Not very satisfied	102	2	49	33	18	15	42	40	5	4	10	16	26	6	8	11	15	6
	8%	5%	6%	31%	7%	6%	14%	6%	17%	7%	11%	13%	9%	8%	6%	7%	6%	8%
				BCE			FH											
d. Not at all satisfied	28	1	9	14	4	3	18	5	2	1	2	7	5	1	-	3	6	3
	2%	2%	1%	13%	2%	1%	6%	1%	7%	2%	2%	6%	2%	1%		2%	2%	4%
				BCE			FH											
e. Don't Know / No Answer	99	6	45	4	44	21	25	46	7	6	6	7	8	14	8	6	39	5
MEAN	3.25	3.39	3.33	2.50	3.25	3.38	2.95	3.35	2.97	3.23	3.21	3.17	3.27	3.20	3.26	3.21	3.34	3.12
		D	D		D	GI		GI									R	

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.70	0.69	0.64	0.82	0.65	0.67	0.77	0.62	0.87	0.65	0.72	0.86	0.70	0.64	0.57	0.66	0.69	0.73
STANDARD ERROR	0.02	0.10	0.02	0.08	0.04	0.04	0.04	0.02	0.16	0.08	0.07	0.08	0.04	0.07	0.05	0.05	0.04	0.08

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

BASE = ALL RESPONDENTS

	Gender and Age																		
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1307	48	857	108	294	246	313	715	33	65	98	128	276	87	133	151	293	76	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
b. Preservation of the Town's Character	366	12	260	23	71	59	68	231	8	9	21	47	94	11	33	47	86	18	
	28%	25%	30%	21%	24%	24%	22%	32%	24%	14%	21%	37%	34%	13%	25%	31%	29%	24%	
			DE					FG				JKR	JK		N	N	N		
e. Schools	334	8	224	12	90	109	42	177	6	39	45	31	32	53	56	27	37	14	
	26%	17%	26%	11%	31%	44%	13%	25%	18%	60%	46%	24%	12%	61%	42%	18%	13%	18%	
			D		BD	GHI		G		LMR	LMR	M		OPQR	PQR				
f. Taxes	228	6	132	55	35	21	95	105	7	7	10	20	71	5	11	27	60	17	
	17%	13%	15%	51%	12%	9%	30%	15%	21%	11%	10%	16%	26%	6%	8%	18%	20%	22%	
				BCE			FH	F					JKL			NO	NO	NOK	
a. Affordable Housing	111	6	71	3	31	17	40	53	1	3	1	6	20	9	5	17	42	8	
	8%	13%	8%	3%	11%	7%	13%	7%	3%	5%	1%	5%	7%	10%	4%	11%	14%	11%	
			D		D		FHI						K		O	O	O	K	
c. Public Safety	101	5	62	5	29	12	21	62	6	3	5	6	25	4	13	11	29	5	
	8%	10%	7%	5%	10%	5%	7%	9%	18%	5%	5%	5%	9%	5%	10%	7%	10%	7%	
				D			F												
d. Roads	68	4	46	3	15	9	15	41	3	4	4	5	17	2	6	8	14	8	
	5%	8%	5%	3%	5%	4%	5%	6%	9%	6%	4%	4%	6%	2%	5%	5%	5%	11%	
																		N	
g. Town Government Services	51	3	33	3	12	10	16	25	-	-	4	8	12	1	4	6	12	4	
	4%	6%	4%	3%	4%	4%	5%	3%			4%	6%	4%	1%	3%	4%	4%	5%	
j. Environment//Conservation	33	3	18	3	9	8	11	12	2	-	6	4	1	-	5	6	10	1	
	3%	6%	2%	3%	3%	3%	4%	2%	6%		6%	3%	*%		4%	4%	3%	1%	
											M								

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
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3. What local issue would you say is the highest priority for you?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
h. Other (Please Specify)	15	1	11	1	2	1	5	9	-	-	2	1	4	2	-	2	3	1
	1%	2%	1%	1%	1%	*%	2%	1%			2%	1%	1%	2%		1%	1%	1%
i. Don't Know / No Answer	30	2	15	2	11	6	9	12	3	1	-	5	6	1	2	5	8	2

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amount	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	994	40	671	92	191	177	259	535	23	40	83	103	207	56	103	125	217	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Schools//education	232	10	168	14	40	46	43	139	4	12	20	26	43	21	36	25	38	11
	23%	25%	25%	15%	21%	26%	17%	26%	17%	30%	24%	25%	21%	38%	35%	20%	18%	18%
				D		G		G						PQR	PQR			
Taxes//property taxes	167	7	100	34	26	9	56	96	6	3	17	16	47	6	14	23	34	7
	17%	18%	15%	37%	14%	5%	22%	18%	26%	8%	20%	16%	23%	11%	14%	18%	16%	12%
				BCE			F	F	F		J		JR					
Housing//affordable housing//McMansions	155	6	106	5	38	24	42	86	3	3	8	13	20	11	18	28	41	13
	16%	15%	16%	5%	20%	14%	16%	16%	13%	8%	10%	13%	10%	20%	17%	22%	19%	22%
				D	D													JM
Development//overdevelopment//managing growth	132	4	86	12	30	27	33	68	4	10	10	15	21	6	14	20	26	10
	13%	10%	13%	13%	16%	15%	13%	13%	17%	25%	12%	15%	10%	11%	14%	16%	12%	17%
										M								
Lack of diversity//no economic diversity//Concord is only for the rich	103	3	73	5	22	20	27	54	2	2	4	11	18	7	8	20	25	8
	10%	8%	11%	5%	12%	11%	10%	10%	9%	5%	5%	11%	9%	13%	8%	16%	12%	13%
				D														
Cost of living//affordability	87	2	61	7	17	13	29	45	-	6	6	13	18	9	9	12	12	2
	9%	5%	9%	8%	9%	7%	11%	8%		15%	7%	13%	9%	16%	9%	10%	6%	3%
											R			QR				
Preserving town character	77	3	61	2	11	21	26	30	-	5	4	10	12	7	6	11	20	2
	8%	8%	9%	2%	6%	12%	10%	6%		13%	5%	10%	6%	13%	6%	9%	9%	3%
				D		H	H											

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Traffic//congestion	76 8%	5 13%	48 7%	6 7%	17 9%	11 6%	17 7%	45 8%	3 13%	3 8%	13 16%	7 7%	13 6%	3 5%	4 4%	10 8%	18 8%	5 8%
Budget//spending	68 7%	1 3%	41 6%	13 14%	13 7%	10 6%	17 7%	39 7%	2 9%	3 8%	8 10%	10 10%	14 7%	1 2%	5 5%	8 6%	14 6%	5 8%
Infrastructure//roads	64 6%	4 10%	41 6%	1 1%	18 9%	17 10%	15 6%	30 6%	2 9%	6 15%	9 11%	6 6%	11 5%	4 7%	7 7%	7 6%	11 5%	3 5%
Current government// government services	61 6%	2 5%	38 6%	7 8%	14 7%	14 8%	17 7%	28 5%	2 9%	1 3%	6 7%	10 10%	15 7%	1 2%	7 7%	5 4%	8 4%	8 13%
Environment//climate change// bottled water issue	55 6%	3 8%	39 6%	4 4%	9 5%	15 8%	10 4%	28 5%	2 9%	5 13%	3 4%	4 4%	10 5%	1 2%	7 7%	7 6%	15 7%	3 5%
Seniors//affordability for the elderly	45 5%	2 5%	34 5%	5 5%	4 2%	6 3%	20 8%	18 3%	1 4%	-	4 5%	1 1%	14 7%	1 2%	-	9 7%	15 7%	1 2%
Need more representation in town meetings//more resident's participating	37 4%	-	31 5%	3 3%	3 2%	8 5%	4 2%	24 4%	1 4%	1 3%	5 6%	6 6%	5 2%	2 4%	7 7%	4 3%	5 2%	2 3%
Other	9 1%	1 3%	6 1%	-	2 1%	2 1%	3 1%	4 1%	-	-	-	-	3 1%	-	2 2%	-	4 2%	-
Refused	2	-	1	-	1	-	1	1	-	-	-	-	2	-	-	-	-	-

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

5. What is the most convenient way for you to find out about Town services, news, and events?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1300	48	852	104	296	245	311	709	35	65	96	129	274	87	132	149	291	77
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
h. By reading the Concord Journal	434	15	298	30	91	63	93	267	11	8	20	42	117	10	32	37	146	22
	33%	31%	35%	29%	31%	26%	30%	38%	31%	12%	21%	33%	43%	11%	24%	25%	50%	29%
								FG				JK	JKLR		N	N	NOPR	NJ
b. By visiting the Town's website	329	13	216	22	78	80	81	160	8	21	31	36	61	20	37	52	50	21
	25%	27%	25%	21%	26%	33%	26%	23%	23%	32%	32%	28%	22%	23%	28%	35%	17%	27%
						H									Q	NQ		
d. By email	186	8	110	18	50	43	41	98	4	15	21	17	33	25	21	23	21	10
	14%	17%	13%	17%	17%	18%	13%	14%	11%	23%	22%	13%	12%	29%	16%	15%	7%	13%
										M	M			OPQR	Q	Q		
c. By subscribing to digital News & Notices on the Town's website	175	5	126	9	35	37	40	95	3	14	12	17	20	19	30	23	26	14
	13%	10%	15%	9%	12%	15%	13%	13%	9%	22%	13%	13%	7%	22%	23%	15%	9%	18%
			D							M				Q	Q		QM	
e. By postal mail	104	6	60	14	24	14	32	54	4	6	7	13	17	9	7	11	31	3
	8%	13%	7%	13%	8%	6%	10%	8%	11%	9%	7%	10%	6%	10%	5%	7%	11%	4%
							F										OR	
a. By visiting Town Offices	38	-	26	6	6	5	12	19	2	-	3	3	20	-	1	-	7	4
	3%		3%	6%	2%	2%	4%	3%	6%		3%	2%	7%		1%		2%	5%
													L					
f. By telephone	21	1	10	4	6	2	8	10	1	-	-	-	5	-	2	1	10	3
	2%	2%	1%	4%	2%	1%	3%	1%	3%				2%		2%	1%	3%	4%
																	P	

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

5. What is the most convenient way for you to find out about Town services, news, and events?

BASE = ALL RESPONDENTS

	Gender and Age																		
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
g. By using social networking media (facebook, twitter, etc.)	13 1%	-	6 1%	1 1%	6 2%	1 *%	4 1%	6 1%	2 6%	1 2%	2 2%	1 1%	1 *%	4 5%	2 2%	2 1%	-	-	
i. Don't Know / No Answer	37	2	20	6	9	7	11	18	1	1	2	4	8	1	3	7	10	1	

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1289	47	854	108	280	240	313	704	32	60	96	131	276	85	132	149	285	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1136	42	783	72	239	209	267	632	28	53	86	113	250	62	120	124	265	63
	88%	89%	92%	67%	85%	87%	85%	90%	88%	88%	90%	86%	91%	73%	91%	83%	93%	84%
		D	DE		D										N		NPR	
a. Very satisfied	413	14	295	19	85	86	85	234	8	12	29	48	97	14	43	43	110	17
	32%	30%	35%	18%	30%	36%	27%	33%	25%	20%	30%	37%	35%	16%	33%	29%	39%	23%
			D		D	G		G				JR	JR		N	N	NPR	
b. Somewhat satisfied	723	28	488	53	154	123	182	398	20	41	57	65	153	48	77	81	155	46
	56%	60%	57%	49%	55%	51%	58%	57%	63%	68%	59%	50%	55%	56%	58%	54%	54%	61%
										L								
Bottom 2 NET =====	153	5	71	36	41	31	46	72	4	7	10	18	26	23	12	25	20	12
	12%	11%	8%	33%	15%	13%	15%	10%	13%	12%	10%	14%	9%	27%	9%	17%	7%	16%
				BCE	C									OQ		Q		Q
c. Not very satisfied	128	3	63	25	37	26	35	64	3	5	6	16	20	22	10	22	15	12
	10%	6%	7%	23%	13%	11%	11%	9%	9%	8%	6%	12%	7%	26%	8%	15%	5%	16%
				BCE	C									OPQ		Q		QK
d. Not at all satisfied	25	2	8	11	4	5	11	8	1	2	4	2	6	1	2	3	5	-
	2%	4%	1%	10%	1%	2%	4%	1%	3%	3%	4%	2%	2%	1%	2%	2%	2%	
				CE			H											
e. Don't Know / No Answer	48	3	18	2	25	12	9	23	4	6	2	2	6	3	3	7	16	3
MEAN	3.18	3.15	3.25	2.74	3.14	3.21	3.09	3.22	3.09	3.05	3.16	3.21	3.24	2.88	3.22	3.10	3.30	3.07
		D	DE		D			G						N	N	NPR		

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.68	0.72	0.63	0.87	0.69	0.71	0.72	0.65	0.69	0.65	0.72	0.71	0.68	0.68	0.65	0.71	0.65	0.62
STANDARD ERROR	0.02	0.11	0.02	0.08	0.04	0.05	0.04	0.02	0.12	0.08	0.07	0.06	0.04	0.07	0.06	0.06	0.04	0.07

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

7. How would you rate the overall quality of services provided by the Finance Department?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1174	45	805	99	225	219	280	648	27	49	93	119	264	66	115	149	255	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1049	43	750	59	197	192	229	603	25	45	77	107	245	56	103	130	234	52
	89%	96%	93%	60%	88%	88%	82%	93%	93%	92%	83%	90%	93%	85%	90%	87%	92%	81%
		DE	DE		D			FG					KR				R	
a. Excellent	517	23	390	23	81	99	98	312	8	16	35	52	145	19	45	59	125	21
	44%	51%	48%	23%	36%	45%	35%	48%	30%	33%	38%	44%	55%	29%	39%	40%	49%	33%
		D	DE		D	G		GI					JKLR				NR	
b. Good	532	20	360	36	116	93	131	291	17	29	42	55	100	37	58	71	109	31
	45%	44%	45%	36%	52%	42%	47%	45%	63%	59%	45%	46%	38%	56%	50%	48%	43%	48%
					D				F	M								
Bottom 2 NET =====	125	2	55	40	28	27	51	45	2	4	16	12	19	10	12	19	21	12
	11%	4%	7%	40%	12%	12%	18%	7%	7%	8%	17%	10%	7%	15%	10%	13%	8%	19%
				BCE	BC	H	H				M						QM	
c. Fair	102	2	48	28	24	23	39	39	1	4	15	9	13	9	11	17	17	7
	9%	4%	6%	28%	11%	11%	14%	6%	4%	8%	16%	8%	5%	14%	10%	11%	7%	11%
				BCE	C	H	HI				M							
d. Poor	23	-	7	12	4	4	12	6	1	-	1	3	6	1	1	2	4	5
	2%		1%	12%	2%	2%	4%	1%	4%		1%	3%	2%	2%	1%	1%	2%	8%
				CE			H										O	
e. Don't Know / No Answer	163	5	67	11	80	33	42	79	9	17	5	14	18	22	20	7	46	14
MEAN	3.31	3.47	3.41	2.71	3.22	3.31	3.13	3.40	3.19	3.24	3.19	3.31	3.45	3.12	3.28	3.26	3.39	3.06
		DE	DE		D	G		G				R	JKR				NR	

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

7. How would you rate the overall quality of services provided by the Finance Department?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.71	0.59	0.64	0.96	0.70	0.73	0.80	0.65	0.68	0.60	0.74	0.72	0.70	0.69	0.67	0.71	0.68	0.87
STANDARD ERROR	0.02	0.09	0.02	0.10	0.05	0.05	0.05	0.03	0.13	0.09	0.08	0.07	0.04	0.09	0.06	0.06	0.04	0.11

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

8. 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

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1092	39	747	102	204	196	269	606	21	49	88	112	250	60	110	131	230	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Over-assessed	330	11	206	55	58	30	134	155	11	11	25	29	78	13	36	48	70	20
	30%	28%	28%	54%	28%	15%	50%	26%	52%	22%	28%	26%	31%	22%	33%	37%	30%	32%
				BCE			FH	F	FH							N		
b. Under-assessed	38	5	23	4	6	7	15	16	-	1	4	1	6	3	6	4	12	1
	3%	13%	3%	4%	3%	4%	6%	3%		2%	5%	1%	2%	5%	5%	3%	5%	2%
c. Fairly assessed	724	23	518	43	140	159	120	435	10	37	59	82	166	44	68	79	148	41
	66%	59%	69%	42%	69%	81%	45%	72%	48%	76%	67%	73%	66%	73%	62%	60%	64%	66%
			D		D	GHI		GI										
d. Rent / Does not apply	74	3	37	2	32	19	15	35	5	4	4	8	10	11	8	5	22	2
e. Don't Know / No Answer	171	8	88	6	69	37	38	86	10	13	6	13	22	17	17	20	49	14

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female			
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1311	48	859	106	298	250	313	717	31	66	97	132	277	87	134	153	289	76
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	780	24	517	58	181	187	163	415	15	61	75	90	129	76	112	95	109	33
	59%	50%	60%	55%	61%	75%	52%	58%	48%	92%	77%	68%	47%	87%	84%	62%	38%	43%
						GHI				KLMR	MR	MR		PQR	PQR	QR		
a. Very important	488	17	312	38	121	129	107	241	11	50	47	52	69	59	70	65	59	17
	37%	35%	36%	36%	41%	52%	34%	34%	35%	76%	48%	39%	25%	68%	52%	42%	20%	22%
						GH				KLMR	MR	MR		OPQR	QR	QR		
b. Somewhat important	292	7	205	20	60	58	56	174	4	11	28	38	60	17	42	30	50	16
	22%	15%	24%	19%	20%	23%	18%	24%	13%	17%	29%	29%	22%	20%	31%	20%	17%	21%
								G				J			NPQ			
Bottom 2 NET =====	531	24	342	48	117	63	150	302	16	5	22	42	148	11	22	58	180	43
	41%	50%	40%	45%	39%	25%	48%	42%	52%	8%	23%	32%	53%	13%	16%	38%	62%	57%
							F	F	F		J	J	JKL			NO	NOP	OPJKL
																		N
c. Not very important	238	12	161	16	49	37	54	142	5	3	17	21	69	9	15	33	56	15
	18%	25%	19%	15%	16%	15%	17%	20%	16%	5%	18%	16%	25%	10%	11%	22%	19%	20%
											J	J	JL			NO	NO	J
d. Not at all important	293	12	181	32	68	26	96	160	11	2	5	21	79	2	7	25	124	28
	22%	25%	21%	30%	23%	10%	31%	22%	35%	3%	5%	16%	29%	2%	5%	16%	43%	37%
							FH	F	F			JK	JKL			NO	NOP	OPJKL
																		N
e. Don't Know / No Answer	26	2	13	4	7	2	9	10	5	-	1	1	5	1	1	3	12	2

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
MEAN	2.74	2.60	2.75	2.60	2.79	3.16	2.56	2.69	2.48	3.65	3.21	2.92	2.43	3.53	3.31	2.88	2.15	2.29
STANDARD DEVIATION	1.18	1.22	1.16	1.25	1.20	1.03	1.24	1.15	1.31	0.71	0.91	1.09	1.15	0.78	0.87	1.14	1.18	1.19
STANDARD ERROR	0.03	0.18	0.04	0.12	0.07	0.07	0.07	0.04	0.24	0.09	0.09	0.10	0.07	0.08	0.08	0.09	0.07	0.14

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

10. How would you rate the overall quality of services provided by the Department of Planning and Land Management?

BASE = ALL RESPONDENTS

	Gender and Age																					
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male									Female			
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)				
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Total Answering	1086	39	761	93	193	202	267	594	23	47	83	115	240	57	109	131	245	59				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Top 2 NET =====	786	28	586	36	136	160	161	452	13	33	69	84	184	42	77	87	171	39				
	72%	72%	77%	39%	70%	79%	60%	76%	57%	70%	83%	73%	77%	74%	71%	66%	70%	66%				
		D	D		D	GI		G			R											
a. Excellent	211	11	163	12	25	58	32	120	1	10	20	29	50	7	20	17	47	11				
	19%	28%	21%	13%	13%	29%	12%	20%	4%	21%	24%	25%	21%	12%	18%	13%	19%	19%				
		E	DE			GHI		GI														
b. Good	575	17	423	24	111	102	129	332	12	23	49	55	134	35	57	70	124	28				
	53%	44%	56%	26%	58%	50%	48%	56%	52%	49%	59%	48%	56%	61%	52%	53%	51%	47%				
			D		D			G														
Bottom 2 NET =====	300	11	175	57	57	42	106	142	10	14	14	31	56	15	32	44	74	20				
	28%	28%	23%	61%	30%	21%	40%	24%	43%	30%	17%	27%	23%	26%	29%	34%	30%	34%				
				BCE			FH		F								K					
c. Fair	217	9	137	31	40	31	70	108	8	13	12	20	37	9	23	30	59	14				
	20%	23%	18%	33%	21%	15%	26%	18%	35%	28%	14%	17%	15%	16%	21%	23%	24%	24%				
				CE			FH															
d. Poor	83	2	38	26	17	11	36	34	2	1	2	11	19	6	9	14	15	6				
	8%	5%	5%	28%	9%	5%	13%	6%	9%	2%	2%	10%	8%	11%	8%	11%	6%	10%				
				BCE			FH					JK	JK									
e. Don't Know / No Answer	251	11	111	17	112	50	55	133	13	19	15	18	42	31	26	25	56	19				
MEAN	2.84	2.95	2.93	2.24	2.75	3.02	2.59	2.91	2.52	2.89	3.05	2.89	2.90	2.75	2.81	2.69	2.83	2.75				
		D	DE		D	GI		GI			R											

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

10. How would you rate the overall quality of services provided by the Department of Planning and Land Management?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.82	0.86	0.77	1.00	0.79	0.81	0.87	0.78	0.73	0.76	0.70	0.90	0.82	0.81	0.83	0.83	0.81	0.88
STANDARD ERROR	0.02	0.14	0.03	0.10	0.06	0.06	0.05	0.03	0.15	0.11	0.08	0.08	0.05	0.11	0.08	0.07	0.05	0.11

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																					
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male									Female			
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)				
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Total Answering	1246	49	836	105	256	230	299	687	30	61	95	123	264	80	126	152	276	69				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Top 2 NET =====	837	29	588	51	169	169	159	492	17	45	73	86	198	63	82	82	174	34				
	67%	59%	70%	49%	66%	73%	53%	72%	57%	74%	77%	70%	75%	79%	65%	54%	63%	49%				
			D		D	G		G		R	R	R	R	OPQR	R		R					
a. Very satisfied	209	9	144	8	48	49	34	121	5	10	19	30	56	10	19	19	39	7				
	17%	18%	17%	8%	19%	21%	11%	18%	17%	16%	20%	24%	21%	13%	15%	13%	14%	10%				
			D		D	G		G				R	R									
b. Somewhat satisfied	628	20	444	43	121	120	125	371	12	35	54	56	142	53	63	63	135	27				
	50%	41%	53%	41%	47%	52%	42%	54%	40%	57%	57%	46%	54%	66%	50%	41%	49%	39%				
			D			G		G		R	R		R	OPQR								
Bottom 2 NET =====	409	20	248	54	87	61	140	195	13	16	22	37	66	17	44	70	102	35				
	33%	41%	30%	51%	34%	27%	47%	28%	43%	26%	23%	30%	25%	21%	35%	46%	37%	51%				
				CE			FH							N	N	N	N	QJKLM				
																		NO				
c. Not very satisfied	295	13	191	23	68	49	90	148	8	12	18	22	46	13	37	53	69	25				
	24%	27%	23%	22%	27%	21%	30%	22%	27%	20%	19%	18%	17%	16%	29%	35%	25%	36%				
							FH								N	NQ		NJKLM				
d. Not at all satisfied	114	7	57	31	19	12	50	47	5	4	4	15	20	4	7	17	33	10				
	9%	14%	7%	30%	7%	5%	17%	7%	17%	7%	4%	12%	8%	5%	6%	11%	12%	14%				
				BCE			FH					K					NO	K				
e. Don't Know / No Answer	91	1	36	5	49	22	23	40	6	5	3	10	18	8	9	4	25	9				
MEAN	2.75	2.63	2.81	2.27	2.77	2.90	2.48	2.82	2.57	2.84	2.93	2.82	2.89	2.86	2.75	2.55	2.65	2.45				
		D	D		D	GI		G		R	R	R	R	PQR	R							

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.84	0.95	0.80	0.97	0.84	0.79	0.90	0.80	0.97	0.78	0.75	0.94	0.82	0.69	0.78	0.85	0.87	0.87
STANDARD ERROR	0.02	0.14	0.03	0.09	0.05	0.05	0.05	0.03	0.18	0.10	0.08	0.08	0.05	0.08	0.07	0.07	0.05	0.10

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

12. How would you rate the overall quality of services provided by the Concord Free Public Library?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1268	50	830	107	281	234	310	693	31	61	95	130	267	79	130	151	286	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1217	48	805	92	272	224	293	672	28	56	91	121	260	73	125	148	277	66
	96%	96%	97%	86%	97%	96%	95%	97%	90%	92%	96%	93%	97%	92%	96%	98%	97%	96%
		D	D		D													
a. Excellent	945	41	637	58	209	177	206	545	17	42	69	91	216	44	98	109	226	50
	75%	82%	77%	54%	74%	76%	66%	79%	55%	69%	73%	70%	81%	56%	75%	72%	79%	72%
		D	D		D	GI		GI					L		N	N	N	N
b. Good	272	7	168	34	63	47	87	127	11	14	22	30	44	29	27	39	51	16
	21%	14%	20%	32%	22%	20%	28%	18%	35%	23%	23%	23%	16%	37%	21%	26%	18%	23%
				BC			FH		H					OQ				
Bottom 2 NET =====	51	2	25	15	9	10	17	21	3	5	4	9	7	6	5	3	9	3
	4%	4%	3%	14%	3%	4%	5%	3%	10%	8%	4%	7%	3%	8%	4%	2%	3%	4%
				BCE														
c. Fair	40	1	21	10	8	6	15	17	2	3	3	5	7	4	4	2	9	3
	3%	2%	3%	9%	3%	3%	5%	2%	6%	5%	3%	4%	3%	5%	3%	1%	3%	4%
				BCE														
d. Poor	11	1	4	5	1	4	2	4	1	2	1	4	-	2	1	1	-	-
	1%	2%	*%	5%	*%	2%	1%	1%	3%	3%	1%	3%		3%	1%	1%		
				CE														
e. Don't Know / No Answer	69	-	42	3	24	18	12	34	5	5	3	3	15	9	5	5	15	9
MEAN	3.70	3.76	3.73	3.36	3.71	3.70	3.60	3.75	3.42	3.57	3.67	3.60	3.78	3.46	3.71	3.70	3.76	3.68
		D	D		D	I		GI					JL		N	N	N	N

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

12. How would you rate the overall quality of services provided by the Concord Free Public Library?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.57	0.59	0.53	0.84	0.53	0.61	0.61	0.52	0.76	0.74	0.59	0.71	0.47	0.71	0.56	0.53	0.50	0.56
STANDARD ERROR	0.02	0.08	0.02	0.08	0.03	0.04	0.03	0.02	0.14	0.09	0.06	0.06	0.03	0.08	0.05	0.04	0.03	0.07

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female			
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	885	36	588	76	185	174	217	473	21	52	77	91	176	71	97	101	174	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
b. Lectures on current events	332	19	217	26	70	54	86	185	7	10	26	33	75	21	25	45	79	18
	38%	53%	37%	34%	38%	31%	40%	39%	33%	19%	34%	36%	43%	30%	26%	45%	45%	39%
												J	J			NO	NO	J
c. Digital Media	281	8	198	26	49	66	64	144	7	12	24	41	59	12	37	32	47	17
	32%	22%	34%	34%	26%	38%	29%	30%	33%	23%	31%	45%	34%	17%	38%	32%	27%	37%
												J			N	N		N
a. Services to children and/or teens	181	7	116	12	46	39	39	99	4	24	21	10	27	29	25	11	26	8
	20%	19%	20%	16%	25%	22%	18%	21%	19%	46%	27%	11%	15%	41%	26%	11%	15%	17%
										KLMR	LM			OPQR	PQ			
d. Maker or hands-on learning opportunities	91	2	57	12	20	15	28	45	3	6	6	7	15	9	10	13	22	3
	10%	6%	10%	16%	11%	9%	13%	10%	14%	12%	8%	8%	9%	13%	10%	13%	13%	7%
e. Don't Know / No Answer	452	14	284	34	120	78	105	254	15	14	21	42	106	17	38	55	127	32

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

14. How would you rate the overall quality of services provided by the Council on Aging?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	639	25	439	60	115	66	187	369	17	4	17	43	195	5	37	62	238	38
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	594	23	416	43	112	62	169	348	15	3	13	39	184	4	33	59	223	36
	93%	92%	95%	72%	97%	94%	90%	94%	88%	75%	76%	91%	94%	80%	89%	95%	94%	95%
		D	D		D													
a. Excellent	341	15	237	22	67	36	96	202	7	1	6	20	104	2	13	29	147	19
	53%	60%	54%	37%	58%	55%	51%	55%	41%	25%	35%	47%	53%	40%	35%	47%	62%	50%
		D	D		D												OP	
b. Good	253	8	179	21	45	26	73	146	8	2	7	19	80	2	20	30	76	17
	40%	32%	41%	35%	39%	39%	39%	40%	47%	50%	41%	44%	41%	40%	54%	48%	32%	45%
															Q	Q		
Bottom 2 NET =====	45	2	23	17	3	4	18	21	2	1	4	4	11	1	4	3	15	2
	7%	8%	5%	28%	3%	6%	10%	6%	12%	25%	24%	9%	6%	20%	11%	5%	6%	5%
				BCE														
c. Fair	34	-	21	10	3	4	10	19	1	1	2	3	7	-	4	3	13	1
	5%		5%	17%	3%	6%	5%	5%	6%	25%	12%	7%	4%		11%	5%	5%	3%
				CE														
d. Poor	11	2	2	7	-	-	8	2	1	-	2	1	4	1	-	-	2	1
	2%	8%	*%	12%			4%	1%	6%		12%	2%	2%	20%			1%	3%
				C			H											
e. Don't Know / No Answer	698	25	433	50	190	186	135	358	19	62	81	90	87	83	98	94	63	40
MEAN	3.45	3.44	3.48	2.97	3.56	3.48	3.37	3.49	3.24	3.00	3.00	3.35	3.46	3.00	3.24	3.42	3.55	3.42
		D	D		D								K				O	

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

14. How would you rate the overall quality of services provided by the Council on Aging?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.68	0.87	0.61	1.01	0.55	0.61	0.78	0.62	0.83	0.82	1.00	0.72	0.67	1.22	0.64	0.59	0.64	0.68
STANDARD ERROR	0.03	0.17	0.03	0.13	0.05	0.08	0.06	0.03	0.20	0.41	0.24	0.11	0.05	0.55	0.11	0.07	0.04	0.11

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1259	50	843	103	263	227	310	691	31	53	95	129	272	74	127	149	288	72
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1193	50	816	79	248	211	284	668	30	49	84	123	261	71	118	137	283	67
	95%	100%	97%	77%	94%	93%	92%	97%	97%	92%	88%	95%	96%	96%	93%	92%	98%	93%
		CDE	D		D			FG					K				OP	
a. Excellent	828	43	580	39	166	146	181	479	22	28	54	82	187	42	80	88	227	40
	66%	86%	69%	38%	63%	64%	58%	69%	71%	53%	57%	64%	69%	57%	63%	59%	79%	56%
		CDE	D		D			G					JKR				NOPR	
b. Good	365	7	236	40	82	65	103	189	8	21	30	41	74	29	38	49	56	27
	29%	14%	28%	39%	31%	29%	33%	27%	26%	40%	32%	32%	27%	39%	30%	33%	19%	38%
			B	BC	B									Q	Q	Q		Q
Bottom 2 NET =====	66	-	27	24	15	16	26	23	1	4	11	6	11	3	9	12	5	5
	5%		3%	23%	6%	7%	8%	3%	3%	8%	12%	5%	4%	4%	7%	8%	2%	7%
				CE		H	H				M				Q	Q		
c. Fair	50	-	21	17	12	11	21	17	1	3	9	2	10	2	6	10	3	5
	4%		2%	17%	5%	5%	7%	2%	3%	6%	9%	2%	4%	3%	5%	7%	1%	7%
				CE			H				L					Q		
d. Poor	16	-	6	7	3	5	5	6	-	1	2	4	1	1	3	2	2	-
	1%		1%	7%	1%	2%	2%	1%		2%	2%	3%	*%	1%	2%	1%	1%	
				CE														
e. Don't Know / No Answer	78	-	29	7	42	25	12	36	5	13	3	4	10	14	8	7	13	6
MEAN	3.59	3.86	3.65	3.08	3.56	3.55	3.48	3.65	3.68	3.43	3.43	3.56	3.64	3.51	3.54	3.50	3.76	3.49
		CDE	DE		D			FG					JKR				NOPR	

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.63	0.35	0.57	0.90	0.64	0.69	0.70	0.57	0.54	0.69	0.75	0.68	0.57	0.62	0.70	0.68	0.49	0.63
STANDARD ERROR	0.02	0.05	0.02	0.09	0.04	0.05	0.04	0.02	0.10	0.10	0.08	0.06	0.03	0.07	0.06	0.06	0.03	0.07

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

16. How would you rate the overall quality of services provided by the Concord Fire Department?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1165	45	798	94	228	204	290	642	29	42	85	118	262	55	115	139	284	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1149	45	790	88	226	201	283	636	29	42	83	116	255	54	114	137	283	65
	99%	100%	99%	94%	99%	99%	98%	99%	100%	100%	98%	98%	97%	98%	99%	99%	100%	100%
		CD	D		D				GH	M								M
a. Excellent	906	41	651	52	162	155	205	524	22	27	68	95	203	41	85	102	241	44
	78%	91%	82%	55%	71%	76%	71%	82%	76%	64%	80%	81%	77%	75%	74%	73%	85%	68%
		CDE	DE		D			G				J					OPR	
b. Good	243	4	139	36	64	46	78	112	7	15	15	21	52	13	29	35	42	21
	21%	9%	17%	38%	28%	23%	27%	17%	24%	36%	18%	18%	20%	24%	25%	25%	15%	32%
				BC	BC		H			KLM					Q	Q		QKLM
Bottom 2 NET =====	16	-	8	6	2	3	7	6	-	-	2	2	7	1	1	2	1	-
	1%		1%	6%	1%	1%	2%	1%			2%	2%	3%	2%	1%	1%	1%	*
				CE														
c. Fair	16	-	8	6	2	3	7	6	-	-	2	2	7	1	1	2	1	-
	1%		1%	6%	1%	1%	2%	1%			2%	2%	3%	2%	1%	1%	1%	*
				CE														
e. Don't Know / No Answer	172	5	74	16	77	48	32	85	7	24	13	15	20	33	20	17	17	13
MEAN	3.76	3.91	3.81	3.49	3.70	3.75	3.68	3.81	3.76	3.64	3.78	3.79	3.75	3.73	3.73	3.72	3.85	3.68
		DE	DE		D			G									NOPR	
STANDARD DEVIATION	0.46	0.29	0.42	0.62	0.48	0.47	0.52	0.42	0.44	0.48	0.47	0.45	0.49	0.49	0.46	0.48	0.37	0.47
STANDARD ERROR	0.01	0.04	0.01	0.06	0.03	0.03	0.03	0.02	0.08	0.07	0.05	0.04	0.03	0.07	0.04	0.04	0.02	0.06

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

17. How would you rate the overall quality of services provided by Concord Public Works?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1301	49	859	108	285	245	313	710	33	64	97	129	277	86	131	153	291	73
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1123	45	764	65	249	212	252	631	28	53	83	107	241	68	118	128	264	61
	86%	92%	89%	60%	87%	87%	81%	89%	85%	83%	86%	83%	87%	79%	90%	84%	91%	84%
		D	D		D			G							N		NP	
a. Excellent	534	26	388	14	106	108	108	306	12	21	43	56	128	28	43	60	127	28
	41%	53%	45%	13%	37%	44%	35%	43%	36%	33%	44%	43%	46%	33%	33%	39%	44%	38%
		DE	DE		D		G	G					J				O	
b. Good	589	19	376	51	143	104	144	325	16	32	40	51	113	40	75	68	137	33
	45%	39%	44%	47%	50%	42%	46%	46%	48%	50%	41%	40%	41%	47%	57%	44%	47%	45%
															P			
Bottom 2 NET =====	178	4	95	43	36	33	61	79	5	11	14	22	36	18	13	25	27	12
	14%	8%	11%	40%	13%	13%	19%	11%	15%	17%	14%	17%	13%	21%	10%	16%	9%	16%
				BCE			H							OQ		Q		
c. Fair	138	4	77	31	26	23	47	63	5	8	11	15	28	10	9	21	25	11
	11%	8%	9%	29%	9%	9%	15%	9%	15%	13%	11%	12%	10%	12%	7%	14%	9%	15%
				BCE			FH											
d. Poor	40	-	18	12	10	10	14	16	-	3	3	7	8	8	4	4	2	1
	3%		2%	11%	4%	4%	4%	2%		5%	3%	5%	3%	9%	3%	3%	1%	1%
				CE										PQR				
e. Don't Know / No Answer	36	1	13	2	20	7	9	17	3	2	1	4	5	2	4	3	10	5
MEAN	3.24	3.45	3.32	2.62	3.21	3.27	3.11	3.30	3.21	3.11	3.27	3.21	3.30	3.02	3.20	3.20	3.34	3.21
		DE	DE		D	G		G									N	

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

17. How would you rate the overall quality of services provided by Concord Public Works?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.76	0.65	0.72	0.85	0.75	0.79	0.82	0.72	0.70	0.80	0.78	0.85	0.77	0.91	0.70	0.77	0.66	0.74
STANDARD ERROR	0.02	0.09	0.02	0.08	0.04	0.05	0.05	0.03	0.12	0.10	0.08	0.08	0.05	0.10	0.06	0.06	0.04	0.09

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1319	48	867	108	296	248	320	717	34	65	97	131	280	88	132	156	294	76
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1109	36	748	69	256	208	251	626	24	54	80	109	233	69	117	132	251	64
	84%	75%	86%	64%	86%	84%	78%	87%	71%	83%	82%	83%	83%	78%	89%	85%	85%	84%
			D		D			GI							N			
a. Very satisfied	364	9	260	15	80	85	70	201	8	18	34	43	82	18	32	48	72	17
	28%	19%	30%	14%	27%	34%	22%	28%	24%	28%	35%	33%	29%	20%	24%	31%	24%	22%
			D		D		G	G										
b. Somewhat satisfied	745	27	488	54	176	123	181	425	16	36	46	66	151	51	85	84	179	47
	56%	56%	56%	50%	59%	50%	57%	59%	47%	55%	47%	50%	54%	58%	64%	54%	61%	62%
								F										
Bottom 2 NET =====	210	12	119	39	40	40	69	91	10	11	17	22	47	19	15	24	43	12
	16%	25%	14%	36%	14%	16%	22%	13%	29%	17%	18%	17%	17%	22%	11%	15%	15%	16%
				CE			H	H	H					O				
c. Not very satisfied	158	8	96	24	30	30	50	69	9	9	14	17	29	14	13	17	36	9
	12%	17%	11%	22%	10%	12%	16%	10%	26%	14%	14%	13%	10%	16%	10%	11%	12%	12%
				CE			H	H	H									
d. Not at all satisfied	52	4	23	15	10	10	19	22	1	2	3	5	18	5	2	7	7	3
	4%	8%	3%	14%	3%	4%	6%	3%	3%	3%	3%	4%	6%	6%	2%	4%	2%	4%
				CE														
e. Don't Know / No Answer	18	2	5	2	9	4	2	10	2	1	1	2	2	-	3	-	7	2
MEAN	3.08	2.85	3.14	2.64	3.10	3.14	2.94	3.12	2.91	3.08	3.14	3.12	3.06	2.93	3.11	3.11	3.07	3.03
			BD		BD		G	G										

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
STANDARD DEVIATION	0.74	0.82	0.71	0.89	0.71	0.78	0.78	0.70	0.79	0.74	0.78	0.77	0.81	0.77	0.63	0.77	0.68	0.71
STANDARD ERROR	0.02	0.12	0.02	0.09	0.04	0.05	0.04	0.03	0.14	0.09	0.08	0.07	0.05	0.08	0.05	0.06	0.04	0.08

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1293	48	854	109	282	238	319	706	30	56	97	129	277	80	132	155	292	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1156	43	782	79	252	216	272	642	26	51	87	116	250	71	114	137	263	67
	89%	90%	92%	72%	89%	91%	85%	91%	87%	91%	90%	90%	90%	89%	86%	88%	90%	89%
		D	D		D	G		G										
a. Very satisfied	644	28	435	34	147	136	137	360	11	31	51	75	149	38	65	69	134	32
	50%	58%	51%	31%	52%	57%	43%	51%	37%	55%	53%	58%	54%	48%	49%	45%	46%	43%
		D	D		D	GI		G				R						
b. Somewhat satisfied	512	15	347	45	105	80	135	282	15	20	36	41	101	33	49	68	129	35
	40%	31%	41%	41%	37%	34%	42%	40%	50%	36%	37%	32%	36%	41%	37%	44%	44%	47%
							F											L
Bottom 2 NET =====	137	5	72	30	30	22	47	64	4	5	10	13	27	9	18	18	29	8
	11%	10%	8%	28%	11%	9%	15%	9%	13%	9%	10%	10%	10%	11%	14%	12%	10%	11%
				BCE			FH											
c. Not very satisfied	108	5	62	18	23	19	36	50	3	5	8	8	20	7	16	13	26	5
	8%	10%	7%	17%	8%	8%	11%	7%	10%	9%	8%	6%	7%	9%	12%	8%	9%	7%
				CE			H											
d. Not at all satisfied	29	-	10	12	7	3	11	14	1	-	2	5	7	2	2	5	3	3
	2%		1%	11%	2%	1%	3%	2%	3%		2%	4%	3%	3%	2%	3%	1%	4%
				CE														
e. Don't Know / No Answer	44	2	18	1	23	14	3	21	6	10	1	4	5	8	3	1	9	3
MEAN	3.37	3.48	3.41	2.93	3.39	3.47	3.25	3.40	3.20	3.46	3.40	3.44	3.42	3.34	3.34	3.30	3.35	3.28
		D	D		D	G		G										

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
STANDARD DEVIATION	0.73	0.68	0.68	0.96	0.74	0.70	0.79	0.71	0.76	0.66	0.73	0.78	0.74	0.75	0.75	0.76	0.68	0.76
STANDARD ERROR	0.02	0.10	0.02	0.09	0.04	0.05	0.04	0.03	0.14	0.09	0.07	0.07	0.04	0.08	0.07	0.06	0.04	0.09

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female			
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1210	44	808	99	259	229	292	659	30	63	91	125	260	79	118	143	262	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1173	40	786	90	257	227	274	643	29	62	90	119	250	76	115	136	258	67
	97%	91%	97%	91%	99%	99%	94%	98%	97%	98%	99%	95%	96%	96%	97%	95%	98%	97%
			D		CD	G		G										
a. Very satisfied	884	33	609	48	194	167	190	504	23	39	65	90	201	55	83	103	201	47
	73%	75%	75%	48%	75%	73%	65%	76%	77%	62%	71%	72%	77%	70%	70%	72%	77%	68%
		D	D		D			G					J					
b. Somewhat satisfied	289	7	177	42	63	60	84	139	6	23	25	29	49	21	32	33	57	20
	24%	16%	22%	42%	24%	26%	29%	21%	20%	37%	27%	23%	19%	27%	27%	23%	22%	29%
				BCE			H			M								
Bottom 2 NET =====	37	4	22	9	2	2	18	16	1	1	1	6	10	3	3	7	4	2
	3%	9%	3%	9%	1%	1%	6%	2%	3%	2%	1%	5%	4%	4%	3%	5%	2%	3%
			E	CE			FH											
c. Not very satisfied	27	4	19	4	-	2	13	11	1	1	1	4	6	2	2	6	3	2
	2%	9%	2%	4%		1%	4%	2%	3%	2%	1%	3%	2%	3%	2%	4%	1%	3%
							FH											
d. Not at all satisfied	10	-	3	5	2	-	5	5	-	-	-	2	4	1	1	1	1	-
	1%		*%	5%	1%		2%	1%				2%	2%	1%	1%	1%	*%	
				C														
e. Don't Know / No Answer	127	6	64	11	46	23	30	68	6	3	7	8	22	9	17	13	39	9
MEAN	3.69	3.66	3.72	3.34	3.73	3.72	3.57	3.73	3.73	3.60	3.70	3.66	3.72	3.65	3.67	3.66	3.75	3.65
		D	D		D	G		G										

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Spending on Town Govnt				Compare to 2 Yrs Ago				Gender and Age									
	=====				=====				Male					Female				
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
STANDARD DEVIATION	0.55	0.64	0.52	0.78	0.49	0.47	0.66	0.52	0.52	0.52	0.48	0.62	0.58	0.60	0.56	0.59	0.48	0.54
STANDARD ERROR	0.02	0.10	0.02	0.08	0.03	0.03	0.04	0.02	0.10	0.07	0.05	0.06	0.04	0.07	0.05	0.05	0.03	0.06

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

21. Please indicate your consideration of the price of - Water Services?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1106	40	765	94	207	199	272	612	23	54	88	117	243	68	102	133	241	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	215	9	156	15	35	37	55	116	7	6	10	23	58	8	12	22	62	14
	19%	23%	20%	16%	17%	19%	20%	19%	30%	11%	11%	20%	24%	12%	12%	17%	26%	23%
													JK				NOP	
b. Reasonably Priced	765	27	535	53	150	141	167	444	13	44	68	76	150	51	80	100	160	36
	69%	68%	70%	56%	72%	71%	61%	73%	57%	81%	77%	65%	62%	75%	78%	75%	66%	60%
			D		D	G		G		LMR	LMR				QR	R		
c. Excessively Price	126	4	74	26	22	21	50	52	3	4	10	18	35	9	10	11	19	10
	11%	10%	10%	28%	11%	11%	18%	8%	13%	7%	11%	15%	14%	13%	10%	8%	8%	17%
				BCE			FH											
d. Don't Use Service	64	3	38	6	17	12	16	36	-	2	3	7	11	5	10	10	15	1
e. Don't Know / No Answer	167	7	69	10	81	41	34	79	13	10	7	9	28	15	23	13	45	17

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

22. Please indicate your consideration of the price of - Sewer Services?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	524	21	369	44	90	110	141	266	7	26	49	60	106	37	49	61	113	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	66	4	49	1	12	16	16	33	1	2	8	5	15	4	2	6	23	1
	13%	19%	13%	2%	13%	15%	11%	12%	14%	8%	16%	8%	14%	11%	4%	10%	20%	4%
			D		D												OR	
b. Reasonably Priced	363	14	265	23	61	83	80	195	5	19	33	43	67	30	35	49	71	16
	69%	67%	72%	52%	68%	75%	57%	73%	71%	73%	67%	72%	63%	81%	71%	80%	63%	70%
			D			G		G						Q		Q		
c. Excessively Price	95	3	55	20	17	11	45	38	1	5	8	12	24	3	12	6	19	6
	18%	14%	15%	45%	19%	10%	32%	14%	14%	19%	16%	20%	23%	8%	24%	10%	17%	26%
			BCE				FH								NP			
d. Don't Use Service	537	18	363	45	111	79	125	315	18	26	32	53	127	29	48	65	120	37
e. Don't Know / No Answer	276	11	140	21	104	63	56	146	11	14	17	20	49	22	38	30	68	18

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

23. Please indicate your consideration of the price of - Trash and Recycling Pickup?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female			
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1005	33	667	92	213	196	240	550	19	58	85	107	203	67	103	123	199	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	144	8	107	4	25	30	25	86	3	4	11	11	46	3	2	11	49	7
	14%	24%	16%	4%	12%	15%	10%	16%	16%	7%	13%	10%	23%	4%	2%	9%	25%	12%
		D	D		D			G					JKLR			O	NOPR	O
b. Reasonably Priced	568	13	406	35	114	115	118	328	7	30	50	61	120	31	67	76	104	29
	57%	39%	61%	38%	54%	59%	49%	60%	37%	52%	59%	57%	59%	46%	65%	62%	52%	48%
			BD		D	G		GI							NQR	N		
c. Excessively Price	293	12	154	53	74	51	97	136	9	24	24	35	37	33	34	36	46	24
	29%	36%	23%	58%	35%	26%	40%	25%	47%	41%	28%	33%	18%	49%	33%	29%	23%	40%
				BCE	C		FH			M		M		OPQ			QM	
d. Don't Use Service	228	9	152	15	52	36	53	132	7	3	10	16	62	15	22	26	64	10
e. Don't Know / No Answer	104	8	53	3	40	20	29	45	10	5	3	10	17	6	10	7	38	8

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

24. Please indicate your consideration of the price of -Electricity?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female			
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1259	48	844	105	262	241	307	682	29	65	94	127	266	79	121	154	281	72
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	405	24	278	26	77	74	89	236	6	14	20	37	110	11	23	50	118	22
	32%	50%	33%	25%	29%	31%	29%	35%	21%	22%	21%	29%	41%	14%	19%	32%	42%	31%
		CDE											JKL			NO	NOP	N
b. Reasonably Priced	720	17	490	53	160	143	168	391	18	45	59	76	134	58	83	83	139	43
	57%	35%	58%	50%	61%	59%	55%	57%	62%	69%	63%	60%	50%	73%	69%	54%	49%	60%
			B		B					M	M			PQ	PQ			
c. Excessively Price	134	7	76	26	25	24	50	55	5	6	15	14	22	10	15	21	24	7
	11%	15%	9%	25%	10%	10%	16%	8%	17%	9%	16%	11%	8%	13%	12%	14%	9%	10%
			CE				FH											
d. Don't Use Service	10	-	9	-	1	1	3	6	-	-	-	1	3	-	1	-	5	-
e. Don't Know / No Answer	68	2	19	5	42	10	12	39	7	1	4	5	13	9	13	2	15	6

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

25. Please indicate your consideration of the price of - Beede Swim and Fitness Center?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female			
	Not Enough		Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	680	23	441	60	156	146	157	364	13	42	63	58	128	53	93	76	131	36
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	119	5	80	11	23	18	25	75	1	2	10	7	46	-	3	2	46	3
	18%	22%	18%	18%	15%	12%	16%	21%	8%	5%	16%	12%	36%		3%	3%	35%	8%
								F			J		JKLR				OPR	
b. Reasonably Priced	225	5	159	12	49	56	39	124	6	8	18	24	54	15	26	23	44	13
	33%	22%	36%	20%	31%	38%	25%	34%	46%	19%	29%	41%	42%	28%	28%	30%	34%	36%
			D			G		G				J	J					
c. Excessively Price	336	13	202	37	84	72	93	165	6	32	35	27	28	38	64	51	41	20
	49%	57%	46%	62%	54%	49%	59%	45%	46%	76%	56%	47%	22%	72%	69%	67%	31%	56%
				C			H			KLM	M	M		Q	Q	Q		QM
d. Don't Use Service	487	23	323	40	101	71	125	276	15	16	24	49	112	29	32	63	130	32
e. Don't Know / No Answer	170	4	108	10	48	35	40	87	8	8	11	26	42	6	10	17	40	10

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

26. Please indicate your consideration of the price of - Recreation Programs

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	444	14	296	40	94	108	96	235	5	32	65	40	41	49	82	48	60	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	110	2	81	6	21	28	19	60	3	6	19	9	17	4	15	7	26	7
	25%	14%	27%	15%	22%	26%	20%	26%	60%	19%	29%	23%	41%	8%	18%	15%	43%	26%
			D										J				NOP	
b. Reasonably Priced	267	7	178	22	60	68	57	141	1	18	38	27	22	29	60	34	25	14
	60%	50%	60%	55%	64%	63%	59%	60%	20%	56%	58%	68%	54%	59%	73%	71%	42%	52%
						I	I	I							QR	Q		
c. Excessively Price	67	5	37	12	13	12	20	34	1	8	8	4	2	16	7	7	9	6
	15%	36%	13%	30%	14%	11%	21%	14%	20%	25%	12%	10%	5%	33%	9%	15%	15%	22%
				CE						M				OPQ			M	
d. Don't Use Service	619	27	404	49	139	85	168	347	19	20	15	63	164	29	38	77	179	34
e. Don't Know / No Answer	274	9	172	21	72	59	58	145	12	14	18	30	77	10	15	31	62	17

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

27. 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?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Not Right Too					About												
	Total	Enough	Amout	much	DK/NA	Bettr	Worse	Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1285	49	857	98	281	242	310	706	27	64	95	130	269	86	132	152	284	73
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. High Priority	491	23	331	19	118	99	110	275	7	15	26	46	99	26	51	65	135	28
	38%	47%	39%	19%	42%	41%	35%	39%	26%	23%	27%	35%	37%	30%	39%	43%	48%	38%
		D	D		D								J			N	N	
b. Moderate Priority	635	24	433	50	128	117	150	356	12	34	53	64	135	45	66	75	127	36
	49%	49%	51%	51%	46%	48%	48%	50%	44%	53%	56%	49%	50%	52%	50%	49%	45%	49%
c. Low Priority	159	2	93	29	35	26	50	75	8	15	16	20	35	15	15	12	22	9
	12%	4%	11%	30%	12%	11%	16%	11%	30%	23%	17%	15%	13%	17%	11%	8%	8%	12%
			B	BCE	B		H		FH					PQ				
d. Don't Know / No Answer	52	1	15	12	24	10	12	21	9	2	3	3	13	2	3	4	17	5

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
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28. Where do you get most of your information to make decisions on how to vote at Town Meeting?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1000	40	687	81	192	194	243	543	20	39	80	101	216	49	112	124	221	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
b. Concord Journal	486	17	353	36	80	92	107	278	9	12	37	51	118	18	56	56	110	28
	49%	43%	51%	44%	42%	47%	44%	51%	45%	31%	46%	50%	55%	37%	50%	45%	50%	48%
			E									J	J					
a. Friends and Neighbors	219	7	138	14	60	53	51	114	1	7	12	18	39	20	32	25	57	9
	22%	18%	20%	17%	31%	27%	21%	21%	5%	18%	15%	18%	18%	41%	29%	20%	26%	16%
					BCD	I	I	I						PQR	R			
e. Information presented at Town Meeting	132	5	95	12	20	27	25	77	3	7	14	15	31	3	13	16	27	6
	13%	13%	14%	15%	10%	14%	10%	14%	15%	18%	18%	15%	14%	6%	12%	13%	12%	10%
c. Town Website	88	7	49	12	20	15	31	37	5	12	12	8	11	8	6	16	8	7
	9%	18%	7%	15%	10%	8%	13%	7%	25%	31%	15%	8%	5%	16%	5%	13%	4%	12%
							H			LMR	M			Q		OQ		
d. Public Hearings before Town Meeting	75	4	52	7	12	7	29	37	2	1	5	9	17	-	5	11	19	8
	8%	10%	8%	9%	6%	4%	12%	7%	10%	3%	6%	9%	8%		4%	9%	9%	14%
							FH											J
f. Don't Attend Town Meeting	278	9	154	26	89	49	67	156	6	21	14	29	55	36	20	26	67	10
g. Don't Know / No Answer	59	1	31	3	24	9	12	28	10	6	4	3	11	3	3	6	13	10

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

29. What is your top priority for improving Town Meeting?

BASE = ALL RESPONDENTS

	Gender and Age																		
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	808	37	554	75	142	150	213	430	15	23	72	87	174	41	95	103	166	47	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
d. Have stricter time limits on debate	361	9	264	27	61	66	89	202	4	7	31	40	89	13	40	40	82	19	
	45%	24%	48%	36%	43%	44%	42%	47%	27%	30%	43%	46%	51%	32%	42%	39%	49%	40%	
			BD		B								J				N		
c. Be able to vote electronically at Town Meeting with hand-held devices	191	8	127	21	35	42	44	101	4	7	13	23	36	12	30	33	26	11	
	24%	22%	23%	28%	25%	28%	21%	23%	27%	30%	18%	26%	21%	29%	32%	32%	16%	23%	
														Q	Q				
e. Have shorter but more frequent Town Meetings	134	13	83	11	27	29	38	65	2	8	17	12	20	8	20	14	29	6	
	17%	35%	15%	15%	19%	19%	18%	15%	13%	35%	24%	14%	11%	20%	21%	14%	17%	13%	
		CD								LMR	M								
b. Hold Town Meeting simultaneously at several locations throughout Town	73	4	46	12	11	9	26	35	3	1	8	6	16	6	4	11	13	8	
	9%	11%	8%	16%	8%	6%	12%	8%	20%	4%	11%	7%	9%	15%	4%	11%	8%	17%	
							F											O	
a. Have better parking	49	3	34	4	8	4	16	27	2	-	3	6	13	2	1	5	16	3	
	6%	8%	6%	5%	6%	3%	8%	6%	13%		4%	7%	7%	5%	1%	5%	10%	6%	
							F	F									O		
f. Don't Attend Town Meeting	317	10	186	25	96	62	80	169	6	25	17	29	59	37	28	36	79	7	
g. Don't Know / No Answer	212	3	132	10	67	40	29	128	15	18	9	17	49	10	12	17	56	24	

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

30. Last year, Town Meeting started on a Sunday afternoon instead of a Monday evening. How do you feel about this change?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	970	37	669	85	179	177	239	535	19	42	74	102	196	56	106	122	217	55
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	428	21	294	34	79	87	99	235	7	20	33	45	89	24	44	54	97	22
	44%	57%	44%	40%	44%	49%	41%	44%	37%	48%	45%	44%	45%	43%	42%	44%	45%	40%
a. Strongly in Favor	142	8	100	8	26	32	25	81	4	4	10	15	27	6	17	21	34	8
	15%	22%	15%	9%	15%	18%	10%	15%	21%	10%	14%	15%	14%	11%	16%	17%	16%	15%
						G												
b. In Favor	286	13	194	26	53	55	74	154	3	16	23	30	62	18	27	33	63	14
	29%	35%	29%	31%	30%	31%	31%	29%	16%	38%	31%	29%	32%	32%	25%	27%	29%	25%
c. Neutral	329	9	228	26	66	54	82	188	5	14	21	37	57	20	34	47	79	20
	34%	24%	34%	31%	37%	31%	34%	35%	26%	33%	28%	36%	29%	36%	32%	39%	36%	36%
Bottom 2 NET =====	213	7	147	25	34	36	58	112	7	8	20	20	50	12	28	21	41	13
	22%	19%	22%	29%	19%	20%	24%	21%	37%	19%	27%	20%	26%	21%	26%	17%	19%	24%
d. Opposed	132	7	95	8	22	28	32	67	5	2	12	12	33	7	16	13	31	6
	14%	19%	14%	9%	12%	16%	13%	13%	26%	5%	16%	12%	17%	13%	15%	11%	14%	11%
											J		J					
e. Strongly Opposed	81	-	52	17	12	8	26	45	2	6	8	8	17	5	12	8	10	7
	8%		8%	20%	7%	5%	11%	8%	11%	14%	11%	8%	9%	9%	11%	7%	5%	13%
				CE			F	F							Q			
f. Don't Attend Town Meeting	245	11	143	20	71	43	60	137	5	14	17	24	50	27	17	30	59	7
g. Don't Know / No Answer	122	2	60	5	55	32	23	55	12	10	7	7	36	5	12	4	25	16

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

31. If you don't regularly attend Town Meeting, why not?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1141	45	763	99	234	211	273	635	22	51	87	120	240	74	122	140	250	57
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
e. Find the process frustrating and/or tedious	338	13	209	50	66	50	96	186	6	8	29	33	91	18	30	44	71	14
	30%	29%	27%	51%	28%	24%	35%	29%	27%	16%	33%	28%	38%	24%	25%	31%	28%	25%
				BCE			F				J		JLR					
d. Time commitment is too great	250	10	160	13	67	58	56	133	3	23	17	27	27	23	44	30	47	12
	22%	22%	21%	13%	29%	27%	21%	21%	14%	45%	20%	23%	11%	31%	36%	21%	19%	21%
			D		CD					KLMR		M		Q	PQR			
a. Satisfied to let others govern the Town	108	4	68	3	33	22	13	68	5	7	7	10	28	14	4	9	26	3
	9%	9%	9%	3%	14%	10%	5%	11%	23%	14%	8%	8%	12%	19%	3%	6%	10%	5%
			D		CD	G		G	G					OPR			O	
b. Meetings are at an inconvenient time	106	6	71	9	20	26	27	52	1	9	6	8	19	9	10	12	23	10
	9%	13%	9%	9%	9%	12%	10%	8%	5%	18%	7%	7%	8%	12%	8%	9%	9%	18%
																	L	
c. High School is an inconvenient location	12	1	6	2	3	2	3	7	-	-	1	1	3	1	-	1	5	-
	1%	2%	1%	2%	1%	1%	1%	1%			1%	1%	1%	1%		1%	2%	
f. Regularly attend Town Meeting	327	11	249	22	45	53	78	189	7	4	27	41	72	9	34	44	78	18
	29%	24%	33%	22%	19%	25%	29%	30%	32%	8%	31%	34%	30%	12%	28%	31%	31%	32%
			DE								J	J	J		N	N	N	NJ
g. Don't Know / No Answer	196	5	109	11	71	41	49	92	14	15	11	13	42	14	13	16	51	21

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

32. Town spending on - Town Government Services

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amount	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1032	50	872	110	-	189	255	572	16	45	81	121	251	45	88	116	232	53
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	50	50	-	-	-	8	17	23	2	-	7	4	7	4	2	7	15	4
	5%	100%				4%	7%	4%	13%		9%	3%	3%	9%	2%	6%	6%	8%
b. About the right amount of money	872	-	872	-	-	163	184	515	10	37	62	95	214	41	82	100	202	39
	84%		100%			86%	72%	90%	63%	82%	77%	79%	85%	91%	93%	86%	87%	74%
						G		GI						R	R		R	
c. Too much money	110	-	-	110	-	18	54	34	4	8	12	22	30	-	4	9	15	10
	11%			100%		10%	21%	6%	25%	18%	15%	18%	12%		5%	8%	6%	19%
							FH										OQ	
d. Don't Know / No Answer	305	-	-	-	305	63	67	155	20	21	17	12	31	43	47	40	69	25

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

33. Town spending on - Concord Public Schools (Kindergarten through 8th Grade).

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female			
	Total	Not Enough	Right Amount	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1050	46	765	103	136	208	257	566	19	55	91	110	229	62	101	125	222	55
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	106	12	70	7	17	38	14	51	3	8	12	10	11	12	18	11	18	6
	10%	26%	9%	7%	13%	18%	5%	9%	16%	15%	13%	9%	5%	19%	18%	9%	8%	11%
		CD				GH				M	M			Q	PQ			
b. About the right amount of money	641	22	509	28	82	137	132	363	9	41	62	69	126	41	63	73	137	29
	61%	48%	67%	27%	60%	66%	51%	64%	47%	75%	68%	63%	55%	66%	62%	58%	62%	53%
		D	BD		D	G		G		MR	M							
c. Too much money	303	12	186	68	37	33	111	152	7	6	17	31	92	9	20	41	67	20
	29%	26%	24%	66%	27%	16%	43%	27%	37%	11%	19%	28%	40%	15%	20%	33%	30%	36%
				BCE			FH	F				J	JKL			NO	NO	NOJK
d. Don't Know / No Answer	287	4	107	7	169	44	65	161	17	11	7	23	53	26	34	31	79	23

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

34. Town spending on - Concord - Carlisle Regional High School (9th through 12th Grades)

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amount	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1050	47	764	107	132	200	261	571	18	48	87	112	240	53	100	132	223	55
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	99	10	68	3	18	37	12	49	1	4	13	10	15	8	15	12	17	5
	9%	21%	9%	3%	14%	19%	5%	9%	6%	8%	15%	9%	6%	15%	15%	9%	8%	9%
		CD	D		D	GHI		G			M							
b. About the right amount of money	535	18	430	27	60	118	108	302	7	35	54	59	110	35	56	61	105	20
	51%	38%	56%	25%	45%	59%	41%	53%	39%	73%	62%	53%	46%	66%	56%	46%	47%	36%
			BDE		D	G		G		LMR	MR	R		PQR	R			
c. Too much money	416	19	266	77	54	45	141	220	10	9	20	43	115	10	29	59	101	30
	40%	40%	35%	72%	41%	23%	54%	39%	56%	19%	23%	38%	48%	19%	29%	45%	45%	55%
				BCE			FH	F	F			JK	JK			NO	NO	NOJKL
d. Don't Know / No Answer	287	3	108	3	173	52	61	156	18	18	11	21	42	35	35	24	78	23

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1301	48	862	106	285	252	322	727	-	63	96	131	280	87	134	154	295	61
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	252	8	163	18	63	252	-	-	-	36	31	26	36	32	38	19	23	11
	19%	17%	19%	17%	22%	100%				57%	32%	20%	13%	37%	28%	12%	8%	18%
										KL	LM	NR		PQ	RQ			Q
b. Worse	322	17	184	54	67	-	322	-	-	6	15	33	65	15	27	46	97	18
	25%	35%	21%	51%	24%		100%			10%	16%	25%	23%	17%	20%	30%	33%	30%
			C	CE								J	J		N	NO		JK
c. About the same	727	23	515	34	155	-	-	727	-	21	50	72	179	40	69	89	175	32
	56%	48%	60%	32%	54%			100%		33%	52%	55%	64%	46%	51%	58%	59%	52%
			D		D						J	J	JK				N	J
d. Don't Know / No Answer	36	2	10	4	20	-	-	-	36	3	2	2	2	1	1	2	6	17

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

36. In which of the following groups is your age?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1317	50	867	107	293	250	318	724	25	66	98	133	282	88	135	156	301	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Under 35	33	2	16	3	12	21	2	9	1	12	-	-	-	18	-	-	-	3
	3%	4%	2%	3%	4%	8%	1%	1%	4%	18%				20%				5%
						GH				R				R				
b. 35 to 44	128	3	66	6	53	52	19	54	3	54	-	-	-	70	-	-	-	4
	10%	6%	8%	6%	18%	21%	6%	7%	12%	82%				80%				7%
					BCD	GH				R				R				
c. 45 to 54	240	10	148	17	65	70	45	122	3	-	98	-	-	-	135	-	-	7
	18%	20%	17%	16%	22%	28%	14%	17%	12%		100%				100%			12%
						GHI					R				R			
d. 55 to 65	305	11	205	34	55	47	84	168	6	-	-	133	-	-	-	156	-	16
	23%	22%	24%	32%	19%	19%	26%	23%	24%			100%				100%		28%
				E			F					R			R			
e. 65 or Over	611	24	432	47	108	60	168	371	12	-	-	-	282	-	-	-	301	28
	46%	48%	50%	44%	37%	24%	53%	51%	48%				100%				100%	48%
			E				F	F	F				R				R	
f. Don't Know / No Answer	20	-	5	3	12	2	4	3	11	-	-	-	-	-	-	-	-	20

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

37. How long have you lived in Concord?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enogh	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1332	50	868	110	304	251	322	725	34	66	98	133	282	88	135	156	300	74
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Less than One Year	40	3	15	-	22	14	7	15	4	11	4	4	2	10	4	1	2	2
	3%	6%	2%		7%	6%	2%	2%	12%	17%	4%	3%	1%	11%	3%	1%	1%	3%
					C	GH				KLMR				OPQR				
b. 1 to 5 Years	189	6	104	8	71	67	31	89	2	32	19	15	14	45	28	12	20	4
	14%	12%	12%	7%	23%	27%	10%	12%	6%	48%	19%	11%	5%	51%	21%	8%	7%	5%
					BCD	GHI				KLMR	MR	M		OPQR	PQR			
c. 6 to 10 years	129	5	77	10	37	39	25	60	5	18	18	10	12	18	14	13	19	7
	10%	10%	9%	9%	12%	16%	8%	8%	15%	27%	18%	8%	4%	20%	10%	8%	6%	9%
					GH					LMR	LM			OPQR				
d. Over 10 Years	974	36	672	92	174	131	259	561	23	5	57	104	254	15	89	130	259	61
	73%	72%	77%	84%	57%	52%	80%	77%	68%	8%	58%	78%	90%	17%	66%	83%	86%	82%
		E	E	E			F	F			J	JK	JKL		N	NO	NO	NOJK
e. Don't Know / No Answer	5	-	4	-	1	1	-	2	2	-	-	-	-	-	-	-	1	4

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

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

BASE = ALL RESPONDENTS

	Gender and Age																		
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male					Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1329	50	868	109	302	251	320	725	33	66	98	133	282	88	135	155	301	71	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Yes	367	12	217	29	109	118	64	179	6	56	78	31	5	67	97	18	2	13	
	28%	24%	25%	27%	36%	47%	20%	25%	18%	85%	80%	23%	2%	76%	72%	12%	1%	18%	
					C	GHI				LMR	LMR	M		PQR	PQR	Q		QM	
b. No	962	38	651	80	193	133	256	546	27	10	20	102	277	21	38	137	299	58	
	72%	76%	75%	73%	64%	53%	80%	75%	82%	15%	20%	77%	98%	24%	28%	88%	99%	82%	
			E				F	F	F			JK	JKLR			NO	NOPR	NOJK	
c. Don't Know / No Answer	8	-	4	1	3	1	2	2	3	-	-	-	-	-	-	1	-	7	

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

39. Which Polling Place do you use?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1248	49	831	99	269	226	306	686	30	53	86	127	267	73	126	153	297	66
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. 141 Keyes Road	259	9	167	24	59	35	67	149	8	10	17	28	57	9	26	40	61	11
	21%	18%	20%	24%	22%	15%	22%	22%	27%	19%	20%	22%	21%	12%	21%	26%	21%	17%
								F								N		
b. Harvey Wheeler	545	23	374	35	113	105	135	293	12	19	39	54	112	33	53	61	141	33
	44%	47%	45%	35%	42%	46%	44%	43%	40%	36%	45%	43%	42%	45%	42%	40%	47%	50%
c. Ripley	284	11	184	26	63	55	70	152	7	20	21	27	61	21	26	32	61	15
	23%	22%	22%	26%	23%	24%	23%	22%	23%	38%	24%	21%	23%	29%	21%	21%	21%	23%
										LM								
d. Hunt Gym	160	6	106	14	34	31	34	92	3	4	9	18	37	10	21	20	34	7
	13%	12%	13%	14%	13%	14%	11%	13%	10%	8%	10%	14%	14%	14%	17%	13%	11%	11%
e. Don't Vote in Concord	29	-	14	4	11	8	4	16	1	3	4	3	8	5	3	1	2	-
f. Don't Know / No Answer	60	1	27	7	25	18	12	25	5	10	8	3	7	10	6	2	2	12

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

40. How often do you attend Town Meeting?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1304	50	854	109	291	237	317	718	32	62	97	133	276	81	132	154	298	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Always	168	7	128	9	24	21	47	95	5	2	14	21	38	4	14	21	42	12
	13%	14%	15%	8%	8%	9%	15%	13%	16%	3%	14%	16%	14%	5%	11%	14%	14%	17%
			DE				F				J	J	J			N	N	NJ
b. Often	234	8	174	16	36	41	55	136	2	4	17	21	55	8	29	37	55	8
	18%	16%	20%	15%	12%	17%	17%	19%	6%	6%	18%	16%	20%	10%	22%	24%	18%	11%
			E			I	I	I			J	J	J		NR	NR	N	
c. Occasionally	539	22	355	56	106	102	127	295	15	21	38	55	125	24	56	62	120	38
	41%	44%	42%	51%	36%	43%	40%	41%	47%	34%	39%	41%	45%	30%	42%	40%	40%	54%
				E														NQJ
d. Never	363	13	197	28	125	73	88	192	10	35	28	36	58	45	33	34	81	13
	28%	26%	23%	26%	43%	31%	28%	27%	31%	56%	29%	27%	21%	56%	25%	22%	27%	18%
					BCD					KLMR				OPQR				
e. Don't Know / No Answer	33	-	18	1	14	15	5	9	4	4	1	-	6	7	3	2	3	7

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Concord Town Survey
November 2014

41. What is your gender?

BASE = ALL RESPONDENTS

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago				Male				Female				
	Total	Not Enough	Right Amout	Too much	DK/NA	Bettr	Worse	About Same	DK/NA	< 44	45-54	55-65	65+	< 44	45-54	55-65	65+	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1337	50	872	110	305	252	322	727	36	66	98	133	282	88	135	156	301	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1267	46	834	101	286	241	305	696	25	66	98	133	282	88	135	156	301	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Male	584	18	409	73	84	129	120	323	12	66	98	133	282	-	-	-	-	5
	46%	39%	49%	72%	29%	54%	39%	46%	48%	100%	100%	100%	100%					63%
			E	BCE		G		G		R	R	R	R					
b. Female	683	28	425	28	202	112	185	373	13	-	-	-	-	88	135	156	301	3
	54%	61%	51%	28%	71%	46%	61%	54%	52%					100%	100%	100%	100%	38%
		D	D		CD		FH							R	R	R	R	
c. Don't Know / No Answer	70	4	38	9	19	11	17	31	11	-	-	-	-	-	-	-	-	70

Comparison Groups: BCDE/FGHI/JKLMR/NOPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.