

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

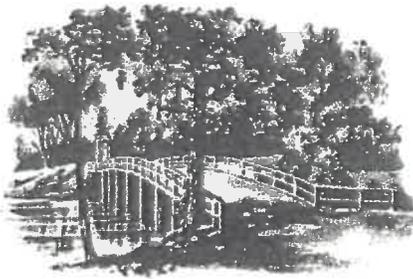
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**Residential Customer  
Concord, Massachusetts  
01742**

**Official Concord Town Government  
Survey**

Please complete and respond by  
Friday, October 12, 2018

(Though sooner would be better)



OLD NORTH BRIDGE

## TOWN OF CONCORD

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

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

CHRISTOPHER WHELAN, TOWN MANAGER

September 20, 2018

Dear Resident:

Every two years, the Town of Concord conducts an anonymous survey of Concord residents. The results of the survey provide us with valuable information to help guide our decision-making process. This questionnaire is composed of 43 questions and should take approximately 10 to 15 minutes to complete.

You are able to submit your response to the questionnaire in one of three ways:

1. By visiting [www.concordresidentsurvey.com](http://www.concordresidentsurvey.com) and completing the survey online.
2. By calling the toll-free number, 877-697-9627, between noon and 8PM and completing the survey over the phone. You will be assisted in this process.
3. By filling out the questionnaire by hand and mailing or bringing it to the Concord Town House, Finance Department, 22 Monument Square, Concord MA 01742.

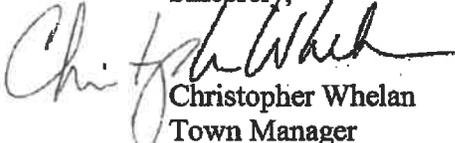
To be counted, you must complete this survey process by Friday, October 12<sup>th</sup>. However, it would be greatly appreciated if you would submit your response as soon as you can. In addition, I would like to encourage you to take the survey online as this will expedite the data collection process.

For statistical purposes, only one survey response is allowed per household. Each questionnaire has a unique PIN, which will be required when taking the survey. The PIN can only be used once. The survey is conducted anonymously and there is no match between the PIN and the responder, since the survey is being sent out to the generic address of Residential Customer, Concord, Massachusetts 01742.

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

I would like to thank you in advance for taking the survey. Your feedback about our programs and services is tremendously important to us.

Sincerely,



Christopher Whelan  
Town Manager

**Official Concord Town Government Survey  
Fall 2018**

The **Official 2018 Concord Town Government Survey** presented below has 43 questions with mostly multiple choice responses. For the most part, questions relate to Town programs and services. It should take approximately 10 to 15 minutes to complete.

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

If you are completing the survey by phone, please dial the toll-free number 877-697-9627 between noon and 8PM. You will be assisted in this process. There may be a slight wait in connecting you. Make sure you have the PIN Number below available.

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

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

**We encourage you to take the survey online.**

To be counted, please complete the survey process by **Friday, October 12<sup>th</sup>**. The sooner it is completed, the better.

**Thank you for your participation! Please begin.**

\*\*\*\*\*

Your unique PIN Number is:

**PIN:**

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

\*\*\*\*\*

Town Government

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

**Official Concord Town Government Survey  
Fall 2018**

2. In relation to the property taxes you pay, how satisfied are you with the overall quality of Town services?
  - a. Very satisfied
  - b. Somewhat satisfied
  - c. Not very satisfied
  - d. Not at all satisfied
  - e. Don't Know / No Answer
  
3. What local issue would you say is the highest priority for you?
  - a. Affordable Housing
  - b. Preservation of the Town's Character
  - c. Public Safety
  - d. Roads
  - e. Schools
  - f. Taxes
  - g. Town Government Services
  - h. Other (Please specify): \_\_\_\_\_
  - i. Don't Know / No Answer
  
4. What is the most convenient way for you to find out about Town services, news, and events?
  - a. By visiting Town Offices
  - b. By visiting the Town's website
  - c. By subscribing to News & Notices on the Town's website
  - d. By email
  - e. By postal mail
  - f. By telephone
  - g. By using social networking media (facebook, twitter, etc.)
  - h. By reading the Concord Journal
  - i. Don't Know / No Answer
  
5. How would you rate your satisfaction with the way you receive information from the Town?
  - a. Very Satisfied
  - b. Somewhat Satisfied
  - c. Not Very Satisfied
  - d. Not At All Satisfied
  - e. Don't Know / No Answer

Finance Department

6. How would you rate the overall quality of services provided by the Finance Department, which includes the services of the Town Clerk, Tax Collector, and Town Assessor?
  - a. Excellent
  - b. Good
  - c. Fair
  - d. Poor
  - e. Don't Know / No Answer
  
7. In terms of the assessment of your property, do you believe your property is over-assessed, under-assessed or fairly assessed relative to others in Town?
  - a. Over-assessed
  - b. Under-assessed
  - c. Fairly assessed
  - d. Rent / Does not apply
  - e. Don't Know / No Answer
  
8. How important is it for you to be able to pay bills and fees at Town departments with a credit card, given there would be a convenience fee?
  - a. Very Important
  - b. Somewhat Important
  - c. Not Very Important
  - d. Not At All Important
  - e. Don't Know / No Answer

Department of Planning and Land Management

9. How would you rate the overall quality of services provided by the Department of Planning and Land Management, which regulates matters related to buildings, zoning, health, natural resources protection, and historic preservation?
  - a. Excellent
  - b. Good
  - c. Fair
  - d. Poor
  - e. Don't Know / No Answer
  
10. In terms of land-use and development, how would you rate your satisfaction with the way that Concord is being developed?
  - a. Very Satisfied
  - b. Somewhat Satisfied
  - c. Not Very Satisfied
  - d. Not At All Satisfied
  - e. Don't Know / No Answer

Public Library

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

Senior Services / Council on Aging

13. How would you rate the overall quality of services provided by the Senior Services Division / Council on Aging, which includes social / recreational programming, nursing services, transportation services and clinical social work?
  - a. Excellent
  - b. Good
  - c. Fair
  - d. Poor
  - e. Don't Use Service
  - f. Don't Know / No Answer

Public Safety

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

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

Public Works

16. How would you rate the overall quality of services provided by Concord Public Works, which maintains Town roads, parks, and cemeteries and provides water, sewer, and solid waste collection services?
- a. Excellent
  - b. Good
  - c. Fair
  - d. Poor
  - e. Don't Know / No Answer

17. How would you rate your satisfaction with the maintenance of Town roads?
- a. Very Satisfied
  - b. Somewhat Satisfied
  - c. Not Very Satisfied
  - d. Not At All Satisfied
  - e. Don't Know / No Answer

18. How would you rate your satisfaction with the Town's snow plowing and winter maintenance?
- a. Very Satisfied
  - b. Somewhat Satisfied
  - c. Not Very Satisfied
  - d. Not At All Satisfied
  - e. Don't Know / No Answer

19. How would you rate your satisfaction with the Town's water service?
- a. Very Satisfied
  - b. Somewhat Satisfied
  - c. Not Very Satisfied
  - d. Not At All Satisfied
  - e. Don't Know / No Answer

**Official Concord Town Government Survey**  
**Fall 2018**

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

20. Water Service?

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

21. Sewer Service?

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

22. Trash and Recycling Pickup provided by the Town?

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

23. Electricity?

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

24. Internet Service provided by the Town through the Light Plant?

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

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

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

26. Beede Swim and Fitness Center?
- Good Bargain
  - Reasonably Priced
  - Excessively Price
  - Don't Use Service
  - Don't Know / No Answer

Fitness Centers

27. If you go to a fitness center or athletic club, please tell us which one.
- The Beede Center
  - Gold's Gym
  - Orangetheory Fitness
  - The Thoreau Club
  - Another fitness center or athletic club in Concord
  - A fitness center or athletic club outside of Concord
  - Do not belong to a fitness center or athletic club
  - Don't Know / No Answer
28. What is the most important aspect for you in choosing a fitness center or athletic club?
- Price
  - Location
  - Cleanliness
  - Swim Facilities
  - Fitness Facilities
  - Programming / Classes
  - Do not belong to a fitness center or athletic club
  - Don't Know / No Answer

Sustainability

29. How much of a priority is it for you that the Town Government uses its financial resources to make its buildings and vehicles more energy efficient?
- High Priority
  - Moderate Priority
  - Low Priority
  - Don't Know / No Answer
30. How much of a priority is it for you that the Town Government uses its financial resources to make its buildings and landscapes more water-resource efficient?
- High Priority
  - Moderate Priority
  - Low Priority
  - Don't Know / No Answer

31. The Town has a goal of reducing community-wide greenhouse gas emissions by 80% by 2050 to mitigate the effects of climate change. How do you think Concord should best prioritize the effort to achieve this goal?
- a. Promote renewable energy initiatives, such as the use of solar power, by both the Light Plant and residences / businesses
  - b. Promote energy conservation measures by encouraging efforts such as upgrading insulation and installing energy-efficient lighting in buildings and purchasing electric and fuel-efficient vehicles
  - c. Promote alternatives to the use gasoline-powered cars through efforts such as designating bike lanes on Town roads, providing electric vehicle charging stations, and encouraging public transportation
  - d. Promote waste reduction through recycling, reuse and composting of goods
  - e. Promote the reduction of indoor and outdoor water consumption to alleviate pressure on the water supply and reduce energy needs for pumping and treatment
  - f. Promote another method of reducing greenhouse gas emissions
  - g. Don't Know / No Answer

PEG Access Programming (formerly CCTV)

The Towns of Concord and Carlisle have three local television channels, one each for Public, Educational, and Government (PEG) programming. Programs can be watched on cable television, online at [concordtv.org](http://concordtv.org), or on YouTube.

32. If you watch PEG Access channels, which PEG programming do you watch the most?
- a. Public (which includes local theatre and recitals, COA programming, and Concord Talks) – Channel 8
  - b. Educational (which includes CCHS Band concerts and School Committee meetings) – Channel 99
  - c. Government (which includes Town Meeting, Select Board meetings, and Town Committee meetings) – Channel 9
  - d. Don't watch PEG Access channels
  - e. Don't Know / No Answer
33. If you don't watch PEG Access channels, why not?
- a. Can't easily find out what programs are being broadcast
  - b. Don't find that the programs are of good quality
  - c. Don't find that the programs are interesting
  - d. Have no interest since many of the programs are school-related
  - e. Didn't know that PEG Access channels existed
  - f. Other
  - g. Don't Know / No Answer

**Official Concord Town Government Survey**  
**Fall 2018**

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

34. Town Government Services. This includes the Police Department, Fire Department, Public Works, Planning and Land Management, and General Government Services.
- a. Not enough money
  - b. About the right amount of money
  - c. Too much money
  - d. Don't Know / No Answer
35. Concord Public Schools (Kindergarten through 8<sup>th</sup> Grade).
- a. Not enough money
  - b. About the right amount of money
  - c. Too much money
  - d. Don't Know / No Answer
36. Concord – Carlisle Regional High School (9<sup>th</sup> through 12<sup>th</sup> Grades)
- a. Not enough money
  - b. About the right amount of money
  - c. Too much money
  - d. Don't Know / No Answer

Household Finances

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

Demographics

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

**Official Concord Town Government Survey  
Fall 2018**

39. How long have you lived in Concord?
- a. Less than One Year
  - b. 1 to 5 Years
  - c. 6 to 10 Years
  - d. Over 10 Years
  - e. Don't Know / No Answer
40. Do you currently have any children under the age of 18 in your household?
- a. Yes
  - b. No
  - c. Don't Know / No Answer
41. Which Polling Place do you use?
- a. 141 Keyes Road
  - b. Harvey Wheeler
  - c. Ripley
  - d. Hunt Gym
  - e. Don't Vote in Concord
  - f. Don't Know / No Answer
42. How often do you attend Town Meeting?
- a. Always
  - b. Often
  - c. Occasionally
  - d. Never
  - e. Don't Know / No Answer
43. What is your gender?
- a. Male
  - b. Female
  - c. Don't Know / No Answer

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

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