

Concord Town Survey
<Unweighted> October 2018

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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

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1214	58	804	104	248	293	187	701	33		68	90	116	245	84	115	137	279	80
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1138	56	773	76	233	279	161	672	26		64	84	105	231	81	109	131	266	67
	94%	97%	96%	73%	94%	95%	86%	96%	79%		94%	93%	91%	94%	96%	95%	96%	95%	84%
		D	D		D	GI		GI			R			R	R	R	R	R	
a. Excellent	521	22	372	24	103	138	58	315	10		31	46	51	107	30	49	55	125	27
	43%	38%	46%	23%	42%	47%	31%	45%	30%		46%	51%	44%	44%	36%	43%	40%	45%	34%
			D		D	GI		G				R							
b. Good	617	34	401	52	130	141	103	357	16		33	38	54	124	51	60	76	141	40
	51%	59%	50%	50%	52%	48%	55%	51%	48%		49%	42%	47%	51%	61%	52%	55%	51%	50%
Bottom 2 NET =====	76	2	31	28	15	14	26	29	7		4	6	11	14	3	6	6	13	13
	6%	3%	4%	27%	6%	5%	14%	4%	21%		6%	7%	9%	6%	4%	5%	4%	5%	16%
				BCE			FH		FH										OPQJMN
c. Fair	68	2	30	22	14	13	21	28	6		4	6	9	12	3	4	6	13	11
	6%	3%	4%	21%	6%	4%	11%	4%	18%		6%	7%	8%	5%	4%	3%	4%	5%	14%
				BCE			FH		FH										NOPQM
d. Poor	8	-	1	6	1	1	5	1	1		-	-	2	2	-	2	-	-	2
	1%		1%	6%	1%	1%	3%	1%	3%				2%	1%		2%			3%
				CE			H												
e. Don't Know / No Answer	40	3	12	1	24	6	14	18	2		-	1	1	5	5	4	2	19	3
MEAN	3.36	3.34	3.42	2.90	3.35	3.42	3.14	3.41	3.06		3.40	3.44	3.33	3.37	3.32	3.36	3.36	3.40	3.15
		D	D		D	GI		GI			R	R		R		R	R	R	
STANDARD DEVIATION	0.62	0.55	0.57	0.82	0.61	0.59	0.72	0.57	0.79		0.60	0.62	0.70	0.62	0.54	0.64	0.57	0.58	0.75
STANDARD ERROR	0.02	0.07	0.02	0.08	0.04	0.03	0.05	0.02	0.14		0.07	0.07	0.06	0.04	0.06	0.06	0.05	0.03	0.08

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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

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1143	52	773	101	217	279	175	662	27	63	87	111	227	77	112	128	258	80	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	1024	46	712	70	196	258	148	595	23	57	78	99	196	69	102	117	238	68	
	90%	88%	92%	69%	90%	92%	85%	90%	85%	90%	90%	89%	86%	90%	91%	91%	92%	85%	
		D	D		D	G													
a. Very satisfied	436	16	328	11	81	125	50	253	8	23	31	39	82	25	41	51	118	26	
	38%	31%	42%	11%	37%	45%	29%	38%	30%	37%	36%	35%	36%	32%	37%	40%	46%	33%	
		D	D		D	G		G									NR		
b. Somewhat satisfied	588	30	384	59	115	133	98	342	15	34	47	60	114	44	61	66	120	42	
	51%	58%	50%	58%	53%	48%	56%	52%	56%	54%	54%	54%	50%	57%	54%	52%	47%	53%	
Bottom 2 NET =====	119	6	61	31	21	21	27	67	4	6	9	12	31	8	10	11	20	12	
	10%	12%	8%	31%	10%	8%	15%	10%	15%	10%	10%	11%	14%	10%	9%	9%	8%	15%	
				BCE			F												
c. Not very satisfied	96	5	52	21	18	15	20	57	4	2	6	9	25	7	8	10	18	11	
	8%	10%	7%	21%	8%	5%	11%	9%	15%	3%	7%	8%	11%	9%	7%	8%	7%	14%	
				CE			F						J					J	
d. Not at all satisfied	23	1	9	10	3	6	7	10	-	4	3	3	6	1	2	1	2	1	
	2%	2%	1%	10%	1%	2%	4%	2%		6%	3%	3%	3%	1%	2%	1%	1%	1%	
				BCE															
e. Don't Know / No Answer	111	9	43	4	55	20	26	57	8	5	4	6	23	12	7	11	40	3	
MEAN	3.26	3.17	3.33	2.70	3.26	3.35	3.09	3.27	3.15	3.21	3.22	3.22	3.20	3.21	3.26	3.30	3.37	3.16	
		D	D		D	G		G									R		
STANDARD DEVIATION	0.69	0.68	0.65	0.79	0.67	0.68	0.74	0.68	0.66	0.79	0.72	0.71	0.73	0.66	0.67	0.65	0.65	0.70	
STANDARD ERROR	0.02	0.09	0.02	0.08	0.05	0.04	0.06	0.03	0.13	0.10	0.08	0.07	0.05	0.07	0.06	0.06	0.04	0.08	

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<Unweighted> October 2018

3. What local issue would you say is the highest priority for you?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254 100%	61 100%	816 100%	105 100%	272 100%	299 100%	201 100%	719 100%	35 100%	68 100%	91 100%	117 100%	250 100%	89 100%	119 100%	139 100%	298 100%	83 100%	
Total Answering	1224 100%	60 100%	804 100%	102 100%	258 100%	296 100%	196 100%	698 100%	34 100%	67 100%	91 100%	115 100%	241 100%	88 100%	118 100%	136 100%	287 100%	81 100%	
b. Preservation of the Town's Character	325 27%	14 23%	230 29%	16 16%	65 25%	77 26%	41 21%	200 29%	7 21%	9 13%	15 16%	28 24%	75 31%	8 9%	23 19%	53 39%	95 33%	19 23%	
			D		D			G					JK		N	NOR	NO	N	
e. Schools	279 23%	10 17%	201 25%	18 18%	50 19%	103 35%	38 19%	128 18%	10 29%	35 52%	42 46%	23 20%	23 10%	50 57%	58 49%	10 7%	23 8%	15 19%	
						GH				LMR	LMR	M		PQR	PQR			PQ	
f. Taxes	177 14%	5 8%	116 14%	28 27%	28 11%	27 9%	48 24%	97 14%	5 15%	8 12%	9 10%	14 12%	51 21%	3 3%	8 7%	16 12%	55 19%	13 16%	
				BCE			FH	F					KL			N	NOP	NO	
a. Affordable Housing	152 12%	9 15%	89 11%	15 15%	39 15%	25 8%	29 15%	95 14%	3 9%	6 9%	4 4%	13 11%	32 13%	11 13%	11 9%	18 13%	47 16%	10 12%	
							F	F					K				O		
d. Roads	110 9%	14 23%	57 7%	9 9%	30 12%	24 8%	15 8%	67 10%	4 12%	4 6%	10 11%	16 14%	29 12%	4 5%	6 5%	14 10%	21 7%	6 7%	
		CDE			C														
c. Public Safety	71 6%	4 7%	41 5%	4 4%	22 9%	16 5%	8 4%	46 7%	1 3%	2 3%	6 7%	5 4%	12 5%	7 8%	4 3%	10 7%	19 7%	6 7%	
j. Environment//Conservation	39 3%	3 5%	25 3%	2 2%	9 3%	11 4%	6 3%	21 3%	1 3%	1 1%	4 4%	7 6%	5 2%	3 3%	3 3%	5 4%	6 2%	5 6%	
g. Town Government Services	38 3%	1 2%	24 3%	6 6%	7 3%	5 2%	7 4%	24 3%	2 6%	1 1%	-	6 5%	10 4%	-	2 2%	4 3%	11 4%	4 5%	
h. Other (Please Specify)	33 3%	-	21 3%	4 4%	8 3%	8 3%	4 2%	20 3%	1 3%	1 1%	1 1%	3 3%	4 2%	2 2%	3 3%	6 4%	10 3%	3 4%	
i. Don't Know / No Answer	30	1	12	3	14	3	5	21	1	1	-	2	9	1	1	3	11	2	

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4. What is the most convenient way for you to find out about Town services, news, and events?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254 100%	61 100%	816 100%	105 100%	272 100%	299 100%	201 100%	719 100%	35 100%	68 100%	91 100%	117 100%	250 100%	89 100%	119 100%	139 100%	298 100%	83 100%	
Total Answering	1220 100%	61 100%	799 100%	103 100%	257 100%	291 100%	195 100%	701 100%	33 100%	68 100%	88 100%	116 100%	243 100%	87 100%	117 100%	137 100%	285 100%	79 100%	
b. By visiting the Town's website	332	16	222	31	63	76	52	199	5	19	31	43	64	22	36	36	57	24	
	27%	26%	28%	30%	25%	26%	27%	I 28%	15%	28%	35%	M 37%	26%	25%	31%	26%	20%	30%	
h. By reading the Concord Journal	315	14	211	22	68	58	49	198	10	7	14	27	81	3	14	35	114	20	
	26%	23%	26%	21%	26%	20%	25%	F 28%	30%	10%	16%	J 23%	33%	3%	12%	N 26%	NO 40%	NOJ 25%	
d. By email	230	11	140	15	64	66	31	127	6	22	20	21	32	26	32	24	40	13	
	19%	18%	18%	15%	25% CD	23%	16%	18%	18%	32% LMR	23%	18%	13%	30% PQR	27% Q	18%	14%	16%	
c. By subscribing to News & Notices on the Town's website	202	14	140	17	31	50	33	115	4	7	12	11	40	21	22	32	49	8	
	17%	23%	E 18%	17%	12%	17%	17%	16%	12%	10%	14%	9%	16%	R 24%		R 23%		10%	
e. By postal mail	88	2	48	16	22	20	24	41	3	6	8	9	18	8	5	8	19	7	
	7%	3%	6%	BC 16%	9%	7%	H 12%	6%	9%	9%	9%	8%	7%	9%	4%	6%	7%	9%	
g. By using social networking media (Facebook, twitter, etc.)	34	3	26	1	4	15	5	10	4	6	3	3	1	7	8	1	1	4	
	3%	5%	D 3%	1%	2%	H 5%	3%	1%	12%	M 9%	3%	3%	*%	PQ 8%	PQ 7%		*%	5%	
a. By visiting Town Offices	13	1	8	1	3	6	-	6	1	1	-	2	5	-	-	1	2	2	
	1%	2%	1%	1%	1%	2%		1%	3%	1%		2%	2%			1%	1%	3%	
f. By telephone	6	-	4	-	2	-	1	5	-	-	-	-	2	-	-	-	3	1	
	*%		1%		1%		1%	1%					1%				1%	1%	
i. Don't Know / No Answer	34	-	17	2	15	8	6	18	2	-	3	1	7	2	2	2	13	4	

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<Unweighted> October 2018

5. How would you rate your satisfaction with the way you receive information from the Town?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1212	61	797	105	249	286	193	700	33		65	88	113	248	83	117	134	283	81
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1071	50	720	85	216	250	158	634	29		57	83	103	224	67	104	115	258	60
	88%	82%	90%	81%	87%	87%	82%	91%	88%		88%	94%	91%	90%	81%	89%	86%	91%	74%
			D					G			R	R	R	R		R	R	NR	
a. Very satisfied	396	16	280	18	82	89	58	241	8		20	29	26	92	23	38	43	108	17
	33%	26%	35%	17%	33%	31%	30%	34%	24%		31%	33%	23%	37%	28%	32%	32%	38%	21%
			D		D									LR				R	
b. Somewhat satisfied	675	34	440	67	134	161	100	393	21		37	54	77	132	44	66	72	150	43
	56%	56%	55%	64%	54%	56%	52%	56%	64%		57%	61%	68%	53%	53%	56%	54%	53%	53%
													MR						
Bottom 2 NET =====	141	11	77	20	33	36	35	66	4		8	5	10	24	16	13	19	25	21
	12%	18%	10%	19%	13%	13%	18%	9%	12%		12%	6%	9%	10%	19%	11%	14%	9%	26%
				C				H							Q				QJKLM OP
c. Not very satisfied	115	11	61	16	27	29	26	56	4		8	3	6	19	13	10	17	22	17
	9%	18%	8%	15%	11%	10%	13%	8%	12%		12%	3%	5%	8%	16%	9%	13%	8%	21%
		C		C				H			K								OQKLM
d. Not at all satisfied	26	-	16	4	6	7	9	10	-		-	2	4	5	3	3	2	3	4
	2%		2%	4%	2%	2%	5%	1%				2%	4%	2%	4%	3%	1%	1%	5%
							H												
e. Don't Know / No Answer	42	-	19	-	23	13	8	19	2		3	3	4	2	6	2	5	15	2
MEAN	3.19	3.08	3.23	2.94	3.17	3.16	3.07	3.24	3.12		3.18	3.25	3.11	3.25	3.05	3.19	3.16	3.28	2.90
			D		D			G			R	R	R	R		R	R	NR	
STANDARD DEVIATION	0.69	0.67	0.67	0.69	0.71	0.70	0.79	0.65	0.60		0.63	0.63	0.65	0.68	0.76	0.69	0.70	0.65	0.78
STANDARD ERROR	0.02	0.09	0.02	0.07	0.05	0.04	0.06	0.02	0.10		0.08	0.07	0.06	0.04	0.08	0.06	0.06	0.04	0.09

Concord Town Survey
<Unweighted> October 2018

6. How would you rate the overall quality of services provided by the Finance Department?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1097	55	740	101	201	253	178	640	26		57	78	108	227	69	101	124	262	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	995	53	689	72	181	228	143	599	25		50	73	97	207	57	87	118	247	59
	91%	96%	93%	71%	90%	90%	80%	94%	96%		88%	94%	90%	91%	83%	86%	95%	94%	83%
		D	D		D	G		G	G			R					NOR	NOR	
a. Excellent	480	22	363	17	78	110	62	300	8		16	36	37	119	21	44	55	127	25
	44%	40%	49%	17%	39%	43%	35%	47%	31%		28%	46%	34%	52%	30%	44%	44%	48%	35%
		D	DE		D			G				J		JLR				NR	
b. Good	515	31	326	55	103	118	81	299	17		34	37	60	88	36	43	63	120	34
	47%	56%	44%	54%	51%	47%	46%	47%	65%		60%	47%	56%	39%	52%	43%	51%	46%	48%
				C					G		M		M						
Bottom 2 NET =====	102	2	51	29	20	25	35	41	1		7	5	11	20	12	14	6	15	12
	9%	4%	7%	29%	10%	10%	20%	6%	4%		12%	6%	10%	9%	17%	14%	5%	6%	17%
				BCE				FHI							PQ	PQ			PQK
c. Fair	85	1	45	24	15	20	29	35	1		6	4	7	17	12	12	6	12	9
	8%	2%	6%	24%	7%	8%	16%	5%	4%		11%	5%	6%	7%	17%	12%	5%	5%	13%
			B	BCE	B			FHI							PQ	Q			
d. Poor	17	1	6	5	5	5	6	6	-		1	1	4	3	-	2	-	3	3
	2%	2%	1%	5%	2%	2%	3%	1%			2%	1%	4%	1%		2%		1%	4%
e. Don't Know / No Answer	157	6	76	4	71	46	23	79	9		11	13	9	23	20	18	15	36	12
MEAN	3.33	3.35	3.41	2.83	3.26	3.32	3.12	3.40	3.27		3.14	3.38	3.20	3.42	3.13	3.28	3.40	3.42	3.14
		D	DE		D	G		G				JR		JLR			NR	NR	
STANDARD DEVIATION	0.68	0.62	0.64	0.76	0.70	0.70	0.80	0.64	0.53		0.67	0.65	0.72	0.69	0.68	0.75	0.58	0.64	0.80
STANDARD ERROR	0.02	0.08	0.02	0.08	0.05	0.04	0.06	0.03	0.10		0.09	0.07	0.07	0.05	0.08	0.07	0.05	0.04	0.09

Concord Town Survey
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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?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
						Compare to 2 Yrs Ago					Male					Female			
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA		< 44	45-54	55-65	65+		< 44	45-54	55-65	65+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)		(J)	(K)	(L)	(M)		(N)	(O)	(P)	(Q)
Total	1254	61	816	105	272	299	201	719	35		68	91	117	250		89	119	139	298
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%
Total Answering	999	45	699	92	163	248	150	576	25		50	79	95	206		61	102	121	219
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%
a. Over-assessed	300	17	189	52	42	70	63	161	6		12	27	31	73		10	38	31	54
	30%	38%	27%	57%	26%	28%	42%	28%	24%		24%	34%	33%	35%		16%	37%	26%	25%
				BCE			FH										NQ		N
b. Under-assessed	17	2	10	2	3	3	2	11	1		2	1	1	5		2	-	1	4
	2%	4%	1%	2%	2%	1%	1%	2%	4%		4%	1%	1%	2%		3%		1%	2%
c. Fairly assessed	682	26	500	38	118	175	85	404	18		36	51	63	128		49	64	89	161
	68%	58%	72%	41%	72%	71%	57%	70%	72%		72%	65%	66%	62%		80%	63%	74%	74%
			D		D	G		G								OR			
d. Rent / Does not apply	76	8	38	5	25	15	13	45	3		5	4	7	16		9	3	6	25
e. Don't Know / No Answer	179	8	79	8	84	36	38	98	7		13	8	15	28		19	14	12	54

Concord Town Survey
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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?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
											Compare to 2 Yrs Ago =====								
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254 100%	61 100%	816 100%	105 100%	272 100%	299 100%	201 100%	719 100%	35 100%	68 100%	91 100%	117 100%	250 100%	89 100%	119 100%	139 100%	298 100%	83 100%	
Total Answering	1216 100%	60 100%	797 100%	103 100%	256 100%	297 100%	195 100%	695 100%	29 100%	66 100%	90 100%	116 100%	244 100%	87 100%	118 100%	137 100%	278 100%	80 100%	
Top 2 NET =====	326 27%	19 32%	213 27%	24 23%	70 27%	114 38%	47 24%	158 23%	7 24%	38 58%	31 34%	31 27%	37 15%	51 59%	51 43%	30 22%	46 17%	11 14%	
a. Very important	130 11%	9 15%	82 10%	11 11%	28 11%	47 16%	23 12%	58 8%	2 7%	12 18%	14 16%	9 8%	21 9%	20 23%	23 19%	12 9%	14 5%	5 6%	
b. Somewhat important	196 16%	10 17%	131 16%	13 13%	42 16%	67 23%	24 12%	100 14%	5 17%	26 39%	17 19%	22 19%	16 7%	31 36%	28 24%	18 13%	32 12%	6 8%	
Bottom 2 NET =====	890 73%	41 68%	584 73%	79 77%	186 73%	183 62%	148 76%	537 77%	22 76%	28 42%	59 66%	85 73%	207 85%	36 41%	67 57%	107 78%	232 83%	69 86%	
c. Not very important	416 34%	16 27%	284 36%	35 34%	81 32%	93 31%	59 30%	255 37%	9 31%	19 29%	41 46%	46 40%	76 31%	24 28%	34 29%	49 36%	103 37%	24 30%	
d. Not at all important	474 39%	25 42%	300 38%	44 43%	105 41%	90 30%	89 46%	282 41%	13 45%	9 14%	18 20%	39 34%	131 54%	12 14%	33 28%	58 42%	129 46%	45 56%	
e. Don't Know / No Answer	38	1	19	2	16	2	6	24	6	2	1	1	6	2	1	2	20	3	
MEAN	1.99	2.05	1.99	1.91	1.97	2.24	1.90	1.91	1.86	2.62	2.30	2.01	1.70	2.68	2.35	1.88	1.75	1.64	
STANDARD DEVIATION	0.99	1.10	0.98	0.99	1.01	1.05	1.02	0.94	0.95	0.94	0.97	0.92	0.93	0.98	1.09	0.95	0.85	0.88	
STANDARD ERROR	0.03	0.14	0.03	0.10	0.06	0.06	0.07	0.04	0.18	0.12	0.10	0.09	0.06	0.11	0.10	0.08	0.05	0.10	

Concord Town Survey
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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?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age							
	Spending on Town Govnt										Male				Female			
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254 100%	61 100%	816 100%	105 100%	272 100%	299 100%	201 100%	719 100%	35 100%	68 100%	91 100%	117 100%	250 100%	89 100%	119 100%	139 100%	298 100%	83 100%
Total Answering	1096 100%	59 100%	744 100%	100 100%	193 100%	249 100%	183 100%	636 100%	28 100%	57 100%	78 100%	106 100%	218 100%	68 100%	103 100%	129 100%	264 100%	73 100%
Top 2 NET =====	764 70%	37 63%	542 73%	52 52%	133 69%	175 70%	112 61%	458 72%	19 68%	48 84%	55 71%	76 72%	165 76%	50 74%	67 65%	81 63%	182 69%	40 55%
a. Excellent	253 23%	8 14%	189 25%	9 9%	47 24%	63 25%	26 14%	158 25%	6 21%	18 32%	28 36%	24 23%	61 28%	13 19%	19 18%	28 22%	50 19%	12 16%
			BD		BD	G		G		R	R		R					
b. Good	511 47%	29 49%	353 47%	43 43%	86 45%	112 45%	86 47%	300 47%	13 46%	30 53%	27 35%	52 49%	104 48%	37 54%	48 47%	53 41%	132 50%	28 38%
										K		K	K					
Bottom 2 NET =====	332 30%	22 37%	202 27%	48 48%	60 31%	74 30%	71 39%	178 28%	9 32%	9 16%	23 29%	30 28%	53 24%	18 26%	36 35%	48 37%	82 31%	33 45%
c. Fair	240 22%	17 29%	152 20%	29 29%	42 22%	48 19%	49 27%	139 22%	4 14%	5 9%	16 21%	20 19%	38 17%	15 22%	22 21%	33 26%	66 25%	25 34%
											J							JLM
d. Poor	92 8%	5 8%	50 7%	19 19%	18 9%	26 10%	22 12%	39 6%	5 18%	4 7%	7 9%	10 9%	15 7%	3 4%	14 14%	15 12%	16 6%	8 11%
				BCE		H	H								NQ			
e. Don't Know / No Answer	158	2	72	5	79	50	18	83	7	11	13	11	32	21	16	10	34	10
MEAN	2.84	2.68	2.92	2.42	2.84	2.85	2.63	2.91	2.71	3.09	2.97	2.85	2.97	2.88	2.70	2.73	2.82	2.60
STANDARD DEVIATION STANDARD ERROR	0.87	0.82	0.85	0.90	0.90	0.92	0.87	0.84	1.01	0.83	0.97	0.88	0.86	0.76	0.93	0.93	0.81	0.89
	0.03	0.11	0.03	0.09	0.06	0.06	0.06	0.03	0.19	0.11	0.11	0.09	0.06	0.09	0.09	0.08	0.05	0.10

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

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1198	61	791	104	242	286	192	689	31		66	87	110	241	84	116	135	278	81
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	819	31	564	49	175	207	112	483	17		52	69	81	180	59	76	77	179	46
	68%	51%	71%	47%	72%	72%	58%	70%	55%		79%	79%	74%	75%	70%	66%	57%	64%	57%
			BD		BD		G		G		R	R	R	R	P				
a. Very satisfied	223	10	164	2	47	71	26	123	3		12	21	27	49	18	23	23	42	8
	19%	16%	21%	2%	19%	25%	14%	18%	10%		18%	24%	25%	20%	21%	20%	17%	15%	10%
		D	D		D	GHI						R	R	R	R	R			
b. Somewhat satisfied	596	21	400	47	128	136	86	360	14		40	48	54	131	41	53	54	137	38
	50%	34%	51%	45%	53%	48%	45%	52%	45%		61%	55%	49%	54%	49%	46%	40%	49%	47%
			B		B														
Bottom 2 NET =====	379	30	227	55	67	79	80	206	14		14	18	29	61	25	40	58	99	35
	32%	49%	29%	53%	28%	28%	42%	30%	45%		21%	21%	26%	25%	30%	34%	43%	36%	43%
		CE		CE			FH										N		JKLM
c. Not very satisfied	281	21	171	38	51	61	54	156	10		13	15	23	45	19	27	42	75	22
	23%	34%	22%	37%	21%	21%	28%	23%	32%		20%	17%	21%	19%	23%	23%	31%	27%	27%
		CE		CE															
d. Not at all satisfied	98	9	56	17	16	18	26	50	4		1	3	6	16	6	13	16	24	13
	8%	15%	7%	16%	7%	6%	14%	7%	13%		2%	3%	5%	7%	7%	11%	12%	9%	16%
				CE			FH							J					JKLM
e. Don't Know / No Answer	56	-	25	1	30	13	9	30	4		2	4	7	9	5	3	4	20	2
MEAN	2.79	2.52	2.85	2.33	2.85	2.91	2.58	2.81	2.52		2.95	3.00	2.93	2.88	2.85	2.74	2.62	2.71	2.51
			BD		BD	GI		G			R	R	R	R	R				
STANDARD DEVIATION	0.84	0.94	0.83	0.77	0.81	0.84	0.89	0.81	0.85		0.67	0.75	0.82	0.80	0.84	0.91	0.90	0.83	0.88
STANDARD ERROR	0.02	0.12	0.03	0.08	0.05	0.05	0.06	0.03	0.15		0.08	0.08	0.08	0.05	0.09	0.08	0.08	0.05	0.10

Concord Town Survey
<Unweighted> October 2018

11. How would you rate the overall quality of services provided by the Concord Free Public Library?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
											Spending on Town Govnt					Male			
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1195	58	783	103	251	285	192	684	34	63	87	110	232	85	115	135	287	81	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	1164	56	767	97	244	279	184	669	32	60	84	107	229	79	110	133	283	79	
	97%	97%	98%	94%	97%	98%	96%	98%	94%	95%	97%	97%	99%	93%	96%	99%	99%	N 98%	
a. Excellent	932	42	630	65	195	225	134	551	22	50	58	84	191	56	80	108	243	62	
	78%	72%	80%	63%	78%	79%	70%	81%	65%	79%	67%	76%	82%	66%	70%	80%	85%	77%	
			D		D	G		G					K			N	NO		
b. Good	232	14	137	32	49	54	50	118	10	10	26	23	38	23	30	25	40	17	
	19%	24%	17%	31%	20%	19%	26%	17%	29%	16%	30%	21%	16%	27%	26%	19%	14%	21%	
				CE			H				JM			Q	Q				
Bottom 2 NET =====	31	2	16	6	7	6	8	15	2	3	3	3	3	6	5	2	4	2	
	3%	3%	2%	6%	3%	2%	4%	2%	6%	5%	3%	3%	1%	7%	4%	1%	1%	2%	
														Q					
c. Fair	22	1	12	3	6	4	5	12	1	1	2	1	3	4	5	1	4	1	
	2%	2%	2%	3%	2%	1%	3%	2%	3%	2%	2%	1%	1%	5%	4%	1%	1%	1%	
d. Poor	9	1	4	3	1	2	3	3	1	2	1	2	-	2	-	1	-	1	
	1%	2%	1%	3%	1%	1%	2%	1%	3%	3%	1%	2%		2%		1%		1%	
e. Don't Know / No Answer	59	3	33	2	21	14	9	35	1	5	4	7	18	4	4	4	11	2	
MEAN	3.75	3.67	3.78	3.54	3.75	3.76	3.64	3.78	3.56	3.71	3.62	3.72	3.81	3.56	3.65	3.78	3.83	3.73	
			D		D	GI		GI					K			N	NO		
STANDARD DEVIATION	0.52	0.60	0.48	0.70	0.51	0.50	0.61	0.48	0.70	0.66	0.60	0.58	0.42	0.70	0.56	0.48	0.41	0.55	
STANDARD ERROR	0.02	0.08	0.02	0.07	0.03	0.03	0.04	0.02	0.12	0.08	0.06	0.05	0.03	0.08	0.05	0.04	0.02	0.06	

Concord Town Survey
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12. What types of lectures on current events would you like to attend, if they were offered by the Library?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
											Compare to 2 Yrs Ago =====								
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	916	44	603	79	190	229	152	514	21	44	72	85	170	68	94	106	217	60	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Community Issues	301	13	209	20	59	74	51	170	6	7	25	28	52	28	29	31	82	19	
	33%	30%	35%	25%	31%	32%	34%	33%	29%	16%	35%	33%	31%	41%	31%	29%	38%	32%	
											J	J	J						
d. World Affairs	267	20	158	26	63	57	42	159	9	10	24	20	58	11	22	29	75	18	
	29%	45%	26%	33%	33%	25%	28%	31%	43%	23%	33%	24%	34%	16%	23%	27%	35%	30%	
		C															NO		
c. Science and Technology	199	5	137	19	38	56	36	106	1	22	18	24	45	14	16	19	27	14	
	22%	11%	23%	24%	20%	24%	24%	21%	5%	50%	25%	28%	26%	21%	17%	18%	12%	23%	
			B			I	I	I		KLMR									
b. Health and Wellness	149	6	99	14	30	42	23	79	5	5	5	13	15	15	27	27	33	9	
	16%	14%	16%	18%	16%	18%	15%	15%	24%	11%	7%	15%	9%	22%	29%	25%	15%	15%	
															QR	Q			
e. Don't Know / No Answer	338	17	213	26	82	70	49	205	14	24	19	32	80	21	25	33	81	23	

Concord Town Survey
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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?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254 100%	61 100%	816 100%	105 100%	272 100%	299 100%	201 100%	719 100%	35 100%	68 100%	91 100%	117 100%	250 100%	89 100%	119 100%	139 100%	298 100%	83 100%	
Total Answering	476 100%	21 100%	308 100%	46 100%	101 100%	64 100%	80 100%	317 100%	15 100%	5 100%	10 100%	21 100%	138 100%	7 100%	15 100%	37 100%	205 100%	38 100%	
Top 2 NET =====	437 92%	19 90%	283 92%	39 85%	96 95%	59 92%	68 85%	295 93%	15 100%	4 80%	9 90%	16 76%	128 93%	7 100%	13 87%	34 92%	190 93%	36 95%	
a. Excellent	284 60%	10 48%	190 62%	17 37%	67 66%	41 64%	44 55%	190 60%	9 60%	1 20%	4 40%	6 29%	85 62%	4 57%	8 53%	19 51%	132 64%	25 66%	
			D		D								JL					JL	
b. Good	153 32%	9 43%	93 30%	22 48%	29 29%	18 28%	24 30%	105 33%	6 40%	3 60%	5 50%	10 48%	43 31%	3 43%	5 33%	15 41%	58 28%	11 29%	
				CE															
Bottom 2 NET =====	39 8%	2 10%	25 8%	7 15%	5 5%	5 8%	12 15%	22 7%	-	1 20%	1 10%	5 24%	10 7%	-	2 13%	3 8%	15 7%	2 5%	
c. Fair	27 6%	-	19 6%	4 9%	4 4%	4 6%	7 9%	16 5%	-	1 20%	-	3 14%	9 7%	-	-	2 5%	11 5%	1 3%	
d. Poor	12 3%	2 10%	6 2%	3 7%	1 1%	1 2%	5 6%	6 2%	-	-	1 10%	2 10%	1 1%	-	2 13%	1 3%	4 2%	1 3%	
e. Don't use service	524	30	339	40	115	153	81	278	12	35	53	61	73	57	69	74	70	32	
f. Don't Know / No Answer	254	10	169	19	56	82	40	124	8	28	28	35	39	25	35	28	23	13	
MEAN	3.49	3.29	3.52	3.15	3.60	3.55	3.34	3.51	3.60	3.00	3.20	2.95	3.54	3.57	3.27	3.41	3.55	3.58	
			D		D								L					L	
STANDARD DEVIATION	0.72	0.90	0.70	0.84	0.62	0.69	0.89	0.68	0.51	0.71	0.92	0.92	0.65	0.53	1.03	0.72	0.69	0.68	
STANDARD ERROR	0.03	0.20	0.04	0.12	0.06	0.09	0.10	0.04	0.13	0.32	0.29	0.20	0.06	0.20	0.27	0.12	0.05	0.11	

Concord Town Survey
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14. How would you rate the overall quality of services provided by the Concord Police Department?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1160	60	767	102	231	266	184	679	31		57	79	109	242	75	114	124	283	77
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1122	58	751	87	226	259	172	660	31		55	76	105	233	71	109	123	276	74
	97%	97%	98%	85%	98%	97%	93%	97%	100%		96%	96%	96%	96%	95%	96%	99%	98%	96%
		D	D		D				FGH										
a. Excellent	762	37	540	38	147	174	112	457	19		35	53	59	161	43	78	80	207	46
	66%	62%	70%	37%	64%	65%	61%	67%	61%		61%	67%	54%	67%	57%	68%	65%	73%	60%
		D	D		D									L				NR	
b. Good	360	21	211	49	79	85	60	203	12		20	23	46	72	28	31	43	69	28
	31%	35%	28%	48%	34%	32%	33%	30%	39%		35%	29%	42%	30%	37%	27%	35%	24%	36%
				CE									M		Q		Q		Q
Bottom 2 NET =====	38	2	16	15	5	7	12	19	-		2	3	4	9	4	5	1	7	3
	3%	3%	2%	15%	2%	3%	7%	3%			4%	4%	4%	4%	5%	4%	1%	2%	4%
				BCE															
c. Fair	30	1	13	11	5	7	8	15	-		2	3	3	7	3	2	1	6	3
	3%	2%	2%	11%	2%	3%	4%	2%			4%	4%	3%	3%	4%	2%	1%	2%	4%
				BCE															
d. Poor	8	1	3	4	-	-	4	4	-		-	-	1	2	1	3	-	1	-
	1%	2%	1%	4%			2%	1%					1%	1%	1%	3%		1%	
e. Don't Know / No Answer	94	1	49	3	41	33	17	40	4		11	12	8	8	14	5	15	15	6
MEAN	3.62	3.57	3.68	3.19	3.61	3.63	3.52	3.64	3.61		3.58	3.63	3.50	3.62	3.51	3.61	3.64	3.70	3.56
		D	D		D			G										NR	
STANDARD DEVIATION	0.57	0.62	0.52	0.78	0.53	0.54	0.69	0.56	0.50		0.57	0.56	0.60	0.59	0.64	0.66	0.50	0.52	0.57
STANDARD ERROR	0.02	0.08	0.02	0.08	0.03	0.03	0.05	0.02	0.09		0.07	0.06	0.06	0.04	0.07	0.06	0.04	0.03	0.07

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15. How would you rate the overall quality of services provided by the Concord Fire Department?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1088	57	734	92	205	245	172	640	31		53	74	97	235	67	103	116	272	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1076	55	731	87	203	243	170	633	30		51	74	95	233	67	100	116	269	71
	99%	96%	100%	95%	99%	99%	99%	99%	97%		96%	100%	98%	99%	100%	97%	100%	99%	100%
			D																
a. Excellent	842	45	595	43	159	197	128	494	23		38	57	63	184	47	81	96	226	50
	77%	79%	81%	47%	78%	80%	74%	77%	74%		72%	77%	65%	78%	70%	79%	83%	83%	70%
		D	D		D									L				NR	
b. Good	234	10	136	44	44	46	42	139	7		13	17	32	49	20	19	20	43	21
	22%	18%	19%	48%	21%	19%	24%	22%	23%		25%	23%	33%	21%	30%	18%	17%	16%	30%
				BCE									M		Q				Q
Bottom 2 NET =====	12	2	3	5	2	2	2	7	1		2	-	2	2	-	3	-	3	-
	1%	4%	3%	5%	1%	1%	1%	1%	3%		4%		2%	1%		3%		1%	
				C															
c. Fair	10	1	2	5	2	2	2	5	1		2	-	2	2	-	2	-	2	-
	1%	2%	3%	5%	1%	1%	1%	1%	3%		4%		2%	1%		2%		1%	
				C															
d. Poor	2	1	1	-	-	-	-	2	-		-	-	-	-	-	1	-	1	-
	3%	2%	3%					3%								1%		3%	
e. Don't Know / No Answer	166	4	82	13	67	54	29	79	4		15	17	20	15	22	16	23	26	12
MEAN	3.76	3.74	3.81	3.41	3.77	3.80	3.73	3.76	3.71		3.68	3.77	3.63	3.77	3.70	3.75	3.83	3.82	3.70
		D	D		D									L			NR		
STANDARD DEVIATION	0.46	0.58	0.41	0.60	0.45	0.42	0.47	0.47	0.53		0.55	0.42	0.53	0.44	0.46	0.54	0.38	0.43	0.46
STANDARD ERROR	0.01	0.08	0.02	0.06	0.03	0.03	0.04	0.02	0.09		0.08	0.05	0.05	0.03	0.06	0.05	0.04	0.03	0.05

Concord Town Survey
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16. How would you rate the overall quality of services provided by Concord Public Works?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1234	60	814	103	257	296	200	707	31		67	89	117	247	87	119	139	290	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	998	41	683	65	209	248	144	586	20		49	68	95	202	75	98	109	241	61
	81%	68%	84%	63%	81%	84%	72%	83%	65%		73%	76%	81%	82%	86%	82%	78%	83%	77%
			BD		BD	GI		GI											
a. Excellent	467	21	358	14	74	130	70	259	8		21	30	48	92	32	47	59	110	28
	38%	35%	44%	14%	29%	44%	35%	37%	26%		31%	34%	41%	37%	37%	39%	42%	38%	35%
		D	DE		D	GHI													
b. Good	531	20	325	51	135	118	74	327	12		28	38	47	110	43	51	50	131	33
	43%	33%	40%	50%	53%	40%	37%	46%	39%		42%	43%	40%	45%	49%	43%	36%	45%	42%
				B	BC			G							P				
Bottom 2 NET =====	236	19	131	38	48	48	56	121	11		18	21	22	45	12	21	30	49	18
	19%	32%	16%	37%	19%	16%	28%	17%	35%		27%	24%	19%	18%	14%	18%	22%	17%	23%
		CE		CE			FH		FH										
c. Fair	190	13	113	25	39	38	40	103	9		14	15	19	39	10	17	23	41	12
	15%	22%	14%	24%	15%	13%	20%	15%	29%		21%	17%	16%	16%	11%	14%	17%	14%	15%
				C			F												
d. Poor	46	6	18	13	9	10	16	18	2		4	6	3	6	2	4	7	8	6
	4%	10%	2%	13%	4%	3%	8%	3%	6%		6%	7%	3%	2%	2%	3%	5%	3%	8%
		C		CE			FH												
e. Don't Know / No Answer	20	1	2	2	15	3	1	12	4		1	2	-	3	2	-	-	8	4
MEAN	3.15	2.93	3.26	2.64	3.07	3.24	2.99	3.17	2.84		2.99	3.03	3.20	3.17	3.21	3.18	3.16	3.18	3.05
		D	BDE		D	GI		GI											
STANDARD DEVIATION	0.81	0.99	0.78	0.87	0.76	0.80	0.94	0.77	0.90		0.88	0.88	0.80	0.78	0.73	0.80	0.88	0.77	0.90
STANDARD ERROR	0.02	0.13	0.03	0.09	0.05	0.05	0.07	0.03	0.16		0.11	0.09	0.07	0.05	0.08	0.07	0.07	0.05	0.10

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17. How would you rate your satisfaction with the maintenance of Town roads?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1249	61	815	105	268	298	201	718	32		68	90	117	250	89	119	139	295	82
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	982	35	662	68	217	244	152	563	23		59	66	89	185	79	94	111	236	63
	79%	57%	81%	65%	81%	82%	76%	78%	72%		87%	73%	76%	74%	89%	79%	80%	80%	77%
			BD		BD						KM				QR				
a. Very satisfied	305	8	218	18	61	82	45	170	8		16	22	33	56	20	24	46	74	14
	24%	13%	27%	17%	23%	28%	22%	24%	25%		24%	24%	28%	22%	22%	20%	33%	25%	17%
			BD														OR		
b. Somewhat satisfied	677	27	444	50	156	162	107	393	15		43	44	56	129	59	70	65	162	49
	54%	44%	54%	48%	58%	54%	53%	55%	47%		63%	49%	48%	52%	66%	59%	47%	55%	60%
					B						L				PQ				
Bottom 2 NET =====	267	26	153	37	51	54	49	155	9		9	24	28	65	10	25	28	59	19
	21%	43%	19%	35%	19%	18%	24%	22%	28%		13%	27%	24%	26%	11%	21%	20%	20%	23%
		CE		CE								J		J				N	N
c. Not very satisfied	202	21	117	22	42	38	33	124	7		4	16	20	54	7	19	19	49	14
	16%	34%	14%	21%	16%	13%	16%	17%	22%		6%	18%	17%	22%	8%	16%	14%	17%	17%
		CE										J	J	J				N	J
d. Not at all satisfied	65	5	36	15	9	16	16	31	2		5	8	8	11	3	6	9	10	5
	5%	8%	4%	14%	3%	5%	8%	4%	6%		7%	9%	7%	4%	3%	5%	6%	3%	6%
				CE															
e. Don't Know / No Answer	5	-	1	-	4	1	-	1	3		-	1	-	-	-	-	-	3	1
MEAN	2.98	2.62	3.04	2.68	3.00	3.04	2.90	2.98	2.91		3.03	2.89	2.97	2.92	3.08	2.94	3.06	3.02	2.88
			BD		BD														
STANDARD DEVIATION	0.78	0.82	0.77	0.93	0.72	0.79	0.84	0.76	0.86		0.77	0.88	0.86	0.78	0.66	0.75	0.85	0.74	0.76
STANDARD ERROR	0.02	0.10	0.03	0.09	0.04	0.05	0.06	0.03	0.15		0.09	0.09	0.08	0.05	0.07	0.07	0.07	0.04	0.08

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18. How would you rate your satisfaction with the Town's snow plowing and winter maintenance?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1224	60	804	105	255	286	199	707	32		62	88	114	246	85	118	137	292	82
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1112	50	744	85	233	263	179	642	28		60	80	105	221	81	106	121	270	68
	91%	83%	93%	81%	91%	92%	90%	91%	88%		97%	91%	92%	90%	95%	90%	88%	92%	83%
			D		D						MR				R			R	
a. Very satisfied	658	25	449	39	145	166	97	383	12		35	55	67	131	50	58	77	149	36
	54%	42%	56%	37%	57%	58%	49%	54%	38%		56%	63%	59%	53%	59%	49%	56%	51%	44%
			BD		BD	GI						R	R						
b. Somewhat satisfied	454	25	295	46	88	97	82	259	16		25	25	38	90	31	48	44	121	32
	37%	42%	37%	44%	35%	34%	41%	37%	50%		40%	28%	33%	37%	36%	41%	32%	41%	39%
Bottom 2 NET =====	112	10	60	20	22	23	20	65	4		2	8	9	25	4	12	16	22	14
	9%	17%	7%	19%	9%	8%	10%	9%	13%		3%	9%	8%	10%	5%	10%	12%	8%	17%
				CE										J					NQJ
c. Not very satisfied	84	7	50	12	15	15	14	52	3		2	5	7	18	4	8	13	18	9
	7%	12%	6%	11%	6%	5%	7%	7%	9%		3%	6%	6%	7%	5%	7%	9%	6%	11%
d. Not at all satisfied	28	3	10	8	7	8	6	13	1		-	3	2	7	-	4	3	4	5
	2%	5%	1%	8%	3%	3%	3%	2%	3%			3%	2%	3%		3%	2%	1%	6%
				C															
e. Don't Know / No Answer	30	1	12	-	17	13	2	12	3		6	3	3	4	4	1	2	6	1
MEAN	3.42	3.20	3.47	3.10	3.45	3.47	3.36	3.43	3.22		3.53	3.50	3.49	3.40	3.54	3.36	3.42	3.42	3.21
			BD		BD						R	R	R	R	R			R	
STANDARD DEVIATION	0.72	0.84	0.67	0.89	0.73	0.72	0.74	0.71	0.75		0.56	0.76	0.69	0.75	0.59	0.76	0.75	0.67	0.87
STANDARD ERROR	0.02	0.11	0.02	0.09	0.05	0.04	0.05	0.03	0.13		0.07	0.08	0.07	0.05	0.06	0.07	0.06	0.04	0.10

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19. How would you rate your satisfaction with the Town's water service?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254 100%	61 100%	816 100%	105 100%	272 100%	299 100%	201 100%	719 100%	35 100%	68 100%	91 100%	117 100%	250 100%	89 100%	119 100%	139 100%	298 100%	83 100%	
Total Answering	1156 100%	54 100%	773 100%	96 100%	233 100%	273 100%	185 100%	670 100%	28 100%	63 100%	86 100%	113 100%	235 100%	80 100%	110 100%	124 100%	268 100%	77 100%	
Top 2 NET =====	1104 96%	49 91%	749 97%	83 86%	223 96%	261 96%	170 92%	647 97%	26 93%	60 95%	83 97%	107 95%	227 97%	73 91%	106 96%	118 95%	261 97%	69 90%	
a. Very satisfied	795 69%	35 65%	558 72%	44 46%	158 68%	188 69%	110 59%	483 72%	14 50%	36 57%	55 64%	79 70%	170 72%	48 60%	76 69%	90 73%	195 73%	46 60%	
b. Somewhat satisfied	309 27%	14 26%	191 25%	39 41%	65 28%	73 27%	60 32%	164 24%	12 43%	24 38%	28 33%	28 25%	57 24%	25 31%	30 27%	28 23%	66 25%	23 30%	
Bottom 2 NET =====	52 4%	5 9%	24 3%	13 14%	10 4%	12 4%	15 8%	23 3%	2 7%	3 5%	3 3%	6 5%	8 3%	7 9%	4 4%	6 5%	7 3%	8 10%	
c. Not very satisfied	34 3%	3 6%	16 2%	6 6%	9 4%	9 3%	7 4%	16 2%	2 7%	3 5%	1 1%	2 2%	6 3%	5 6%	2 2%	4 3%	6 2%	5 6%	
d. Not at all satisfied	18 2%	2 4%	8 1%	7 7%	1 *	3 1%	8 4%	7 1%	-	-	2 2%	4 4%	2 1%	2 3%	2 2%	2 2%	1 *	3 4%	
e. Don't Know / No Answer	98	7	43	9	39	26	16	49	7	5	5	4	15	9	9	15	30	6	
MEAN	3.63	3.52	3.68	3.25	3.63	3.63	3.47	3.68	3.43	3.52	3.58	3.61	3.68	3.49	3.64	3.66	3.70	3.45	
STANDARD DEVIATION	0.62	0.77	0.57	0.87	0.58	0.60	0.77	0.57	0.63	0.59	0.64	0.70	0.57	0.73	0.62	0.62	0.53	0.79	
STANDARD ERROR	0.02	0.10	0.02	0.09	0.04	0.04	0.06	0.02	0.12	0.07	0.07	0.07	0.04	0.08	0.06	0.06	0.03	0.09	

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20. Please indicate your consideration of the price of - Water Service?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
											Compare to 2 Yrs Ago =====								
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1012	47	711	84	170	248	162	580	22	58	82	101	209	69	98	110	215	70	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	165	14	116	7	28	31	21	110	3	3	5	12	41	7	9	24	52	12	
	16%	30%	16%	8%	16%	13%	13%	19%	14%	5%	6%	12%	20%	10%	9%	22%	24%	17%	
		CD	D		D			F					JK			NO	NO	JK	
b. Reasonably Priced	721	31	520	52	118	186	111	408	16	44	58	71	149	53	74	81	144	47	
	71%	66%	73%	62%	69%	75%	69%	70%	73%	76%	71%	70%	71%	77%	76%	74%	67%	67%	
			D																
c. Excessively Price	126	2	75	25	24	31	30	62	3	11	19	18	19	9	15	5	19	11	
	12%	4%	11%	30%	14%	13%	19%	11%	14%	19%	23%	18%	9%	13%	15%	5%	9%	16%	
			B	BCE	B		H				M	M			P			P	
d. Don't Use Service	79	7	40	6	26	18	13	43	5	4	3	3	13	7	6	11	29	3	
e. Don't Know / No Answer	163	7	65	15	76	33	26	96	8	6	6	13	28	13	15	18	54	10	

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21. Please indicate your consideration of the price of - Sewer Service?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
						Compare to 2 Yrs Ago					Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	476	24	332	50	70	130	75	260	11	30	43	38	92	34	55	53	89	42	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	59	7	38	2	12	13	8	38	-	2	1	4	18	1	4	8	16	5	
	12%	29%	11%	4%	17%	10%	11%	15%		7%	2%	11%	20%	3%	7%	15%	18%	12%	
		D	D		D								JK			N	NO		
b. Reasonably Priced	346	11	262	25	48	91	49	197	9	22	34	25	57	29	46	38	67	28	
	73%	46%	79%	50%	69%	70%	65%	76%	82%	73%	79%	66%	62%	85%	84%	72%	75%	67%	
			BD		BD						M			R					
c. Excessively Price	71	6	32	23	10	26	18	25	2	6	8	9	17	4	5	7	6	9	
	15%	25%	10%	46%	14%	20%	24%	10%	18%	20%	19%	24%	18%	12%	9%	13%	7%	21%	
				CE		H	H											Q	
d. Don't Use Service	542	27	368	36	111	122	87	324	9	24	38	57	113	37	47	63	134	29	
e. Don't Know / No Answer	236	10	116	19	91	47	39	135	15	14	10	22	45	18	17	23	75	12	

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22. Please indicate your consideration of the price of - Trash and Recycling Pickup provided by the Town?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
						Compare to 2 Yrs Ago					Male					Female			
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA		< 44	45-54	55-65	65+		< 44	45-54	55-65	65+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)		(J)	(K)	(L)	(M)		(N)	(O)	(P)	(Q)
Total	1254	61	816	105	272	299	201	719	35		68	91	117	250		89	119	139	298
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%
Total Answering	912	45	619	80	168	237	147	515	13		55	75	91	178		66	97	110	183
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%
a. Good Bargain	102	9	69	6	18	28	6	68	-		2	7	7	32		5	3	9	28
	11%	20%	11%	8%	11%	12%	4%	13%			4%	9%	8%	18%		8%	3%	8%	15%
						G		G						JL				O	OJ
b. Reasonably Priced	585	28	419	39	99	156	89	332	8		33	55	68	106		36	66	77	113
	64%	62%	68%	49%	59%	66%	61%	64%	62%		60%	73%	75%	60%		55%	68%	70%	62%
			DE									MR	MR				NR		
c. Excessively Price	225	8	131	35	51	53	52	115	5		20	13	16	40		25	28	24	42
	25%	18%	21%	44%	30%	22%	35%	22%	38%		36%	17%	18%	22%		38%	29%	22%	23%
				BCE	C		FH				KL					PQ			
d. Don't Use Service	239	11	150	16	62	46	39	142	12		10	9	19	50		14	16	22	77
e. Don't Know / No Answer	103	5	47	9	42	16	15	62	10		3	7	7	22		9	6	7	38
																			4

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23. Please indicate your consideration of the price of - Electricity?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
						Compare to 2 Yrs Ago					Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1168	59	785	101	223	280	194	671	23		65	85	111	235	81	110	136	269	76
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	253	20	169	14	50	51	26	173	3		9	14	17	66	10	10	24	85	18
	22%	34%	22%	14%	22%	18%	13%	26%	13%		14%	16%	15%	28%	12%	9%	18%	32%	24%
		D	D					FG						JKL			O	NOP	O
b. Reasonably Priced	759	32	520	56	151	195	131	417	16		42	59	75	147	62	76	91	165	42
	65%	54%	66%	55%	68%	70%	68%	62%	70%		65%	69%	68%	63%	77%	69%	67%	61%	55%
			D		D	H									QR				
c. Excessively Price	156	7	96	31	22	34	37	81	4		14	12	19	22	9	24	21	19	16
	13%	12%	12%	31%	10%	12%	19%	12%	17%		22%	14%	17%	9%	11%	22%	15%	7%	21%
				BCE			FH				M					NQ	Q		QM
d. Don't Use Service	14	1	6	-	7	-	2	10	2		-	-	-	4	-	-	-	9	1
e. Don't Know / No Answer	72	1	25	4	42	19	5	38	10		3	6	6	11	8	9	3	20	6

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24. Please indicate your consideration of the price of - Internet Service provided by the Town through the Light Plant?
BASE = ALL RESPONDENTS

											Gender and Age								
											Male					Female			
	Spending on Town Govnt					Compare to 2 Yrs Ago =====													
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	411	19	275	41	76	113	76	215	7	33	38	43	69	40	45	44	61	38	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	153	6	111	11	25	40	15	97	1	14	11	17	26	12	13	16	33	11	
	37%	32%	40%	27%	33%	35%	20%	45%	14%	42%	29%	40%	38%	30%	29%	36%	54%	29%	
						G		GI									NOR		
b. Reasonably Priced	200	7	136	18	39	62	35	97	6	12	21	21	33	24	26	21	23	19	
	49%	37%	49%	44%	51%	55%	46%	45%	86%	36%	55%	49%	48%	60%	58%	48%	38%	50%	
									FGH					Q	Q				
c. Excessively Price	58	6	28	12	12	11	26	21	-	7	6	5	10	4	6	7	5	8	
	14%	32%	10%	29%	16%	10%	34%	10%		21%	16%	12%	14%	10%	13%	16%	8%	21%	
		C		C			FH												
d. Don't Use Service	680	35	446	50	149	156	107	399	18	28	50	61	138	46	61	81	178	37	
e. Don't Know / No Answer	163	7	95	14	47	30	18	105	10	7	3	13	43	3	13	14	59	8	

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25. 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 Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	454	27	298	52	77	135	77	231	11	38	44	33	53	63	71	48	69	35
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	129	10	88	10	21	41	12	75	1	9	12	12	20	9	19	13	23	12
	28%	37%	30%	19%	27%	30%	16%	32%	9%	24%	27%	36%	38%	14%	27%	27%	33%	34%
						GI		GI									N	N
b. Reasonably Priced	264	13	180	27	44	78	41	137	8	24	25	17	31	39	44	28	40	16
	58%	48%	60%	52%	57%	58%	53%	59%	73%	63%	57%	52%	58%	62%	62%	58%	58%	46%
c. Excessively Price	61	4	30	15	12	16	24	19	2	5	7	4	2	15	8	7	6	7
	13%	15%	10%	29%	16%	12%	31%	8%	18%	13%	16%	12%	4%	24%	11%	15%	9%	20%
				C			FH				M			Q				M
d. Don't Use Service	665	28	446	42	149	141	104	405	15	24	39	76	158	23	39	81	181	44
e. Don't Know / No Answer	135	6	72	11	46	23	20	83	9	6	8	8	39	3	9	10	48	4

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26. 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				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	603	31	385	64	123	139	112	338	14	37	56	57	102	53	69	73	110	46	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	66	3	44	4	15	16	5	42	3	-	6	2	26	1	2	2	21	6	
	11%	10%	11%	6%	12%	12%	4%	12%	21%		11%	4%	25%	2%	3%	3%	19%	13%	
						G		G					KL				NOP	N	
b. Reasonably Priced	251	14	172	18	47	64	35	149	3	15	25	27	49	14	24	28	54	15	
	42%	45%	45%	28%	38%	46%	31%	44%	21%	41%	45%	47%	48%	26%	35%	38%	49%	33%	
			D			GI		GI									NR		
c. Excessively Price	286	14	169	42	61	59	72	147	8	22	25	28	27	38	43	43	35	25	
	47%	45%	44%	66%	50%	42%	64%	43%	57%	59%	45%	49%	26%	72%	62%	59%	32%	54%	
				CE			FH			M	M	M		Q	Q	Q		QM	
d. Don't Use Service	545	26	367	34	118	137	78	315	15	23	34	53	116	29	40	63	154	33	
e. Don't Know / No Answer	106	4	64	7	31	23	11	66	6	8	1	7	32	7	10	3	34	4	

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27. If you go to a fitness center or athletic club, please tell us which one.
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	693	39	455	54	145	188	105	385	15	40	57	65	131	49	81	84	141	45	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. The Beede Center	281	17	176	26	62	72	32	170	7	13	24	27	72	10	22	27	67	19	
	41%	44%	39%	48%	43%	38%	30%	44%	47%	33%	42%	42%	55%	20%	27%	32%	48%	42%	
								G					J				NOP	N	
f. A fitness center or athletic club outside of Concord	145	7	99	8	31	48	24	68	5	13	13	17	15	14	26	15	20	12	
	21%	18%	22%	15%	21%	26%	23%	18%	33%	33%	23%	26%	11%	29%	32%	18%	14%	27%	
						H				M		M		Q	PQ			M	
d. The Thoreau Club	107	5	72	9	21	22	18	65	2	8	8	3	22	8	6	18	28	6	
	15%	13%	16%	17%	14%	12%	17%	17%	13%	20%	14%	5%	17%	16%	7%	21%	20%	13%	
										L			L			O	O		
e. Another fitness center or athletic club in Concord	87	8	56	2	21	28	17	41	1	1	5	7	10	10	13	14	22	5	
	13%	21%	12%	4%	14%	15%	16%	11%	7%	3%	9%	11%	8%	20%	16%	17%	16%	11%	
		D	D		D														
b. Gold’s Gym	45	1	32	6	6	5	10	30	-	-	2	10	11	3	7	6	4	2	
	6%	3%	7%	11%	4%	3%	10%	8%			4%	15%	8%	6%	9%	7%	3%	4%	
							F	F				KR							
c. Orangetheory Fitness	28	1	20	3	4	13	4	11	-	5	5	1	1	4	7	4	-	1	
	4%	3%	4%	6%	3%	7%	4%	3%		13%	9%	2%	1%	8%	9%	5%		2%	
						H				LM	M								
g. Do not belong to a fitness center or athletic club	518	21	337	42	118	109	89	310	10	27	34	46	106	39	38	54	145	29	
h. Don’t Know / No Answer	43	1	24	9	9	2	7	24	10	1	-	6	13	1	-	1	12	9	

Concord Town Survey
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28-Total. What is the most important aspect for you in choosing a fitness center or athletic club?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	834	46	548	73	167	226	129	464	15		51	71	83	137	69	100	106	165	52
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
b. Location	194	9	131	17	37	51	23	118	2		13	17	16	39	12	23	21	44	9
	23%	20%	24%	23%	22%	23%	18%	25%	13%		25%	24%	19%	28%	17%	23%	20%	27%	17%
a. Price	176	10	109	21	36	40	47	84	5		13	14	13	21	23	26	22	24	20
	21%	22%	20%	29%	22%	18%	36%	18%	33%		25%	20%	16%	15%	33%	26%	21%	15%	38%
							FH								Q	Q			PQKLM
f. Programming / Classes	166	6	107	12	41	45	27	91	3		6	13	11	7	18	30	34	37	10
	20%	13%	20%	16%	25%	20%	21%	20%	20%		12%	18%	13%	5%	26%	30%	32%	22%	19%
												M							M
e. Fitness Facilities	127	13	87	8	19	42	14	71	-		7	13	26	31	7	10	13	15	5
	15%	28%	16%	11%	11%	19%	11%	15%			14%	18%	31%	23%	10%	10%	12%	9%	10%
		DE				G							JR	R					
d. Swim Facilities	121	5	84	11	21	35	11	71	4		9	10	12	29	6	8	8	33	6
	15%	11%	15%	15%	13%	15%	9%	15%	27%		18%	14%	14%	21%	9%	8%	8%	20%	12%
						G		G										NOP	
c. Cleanliness	50	3	30	4	13	13	7	29	1		3	4	5	10	3	3	8	12	2
	6%	7%	5%	5%	8%	6%	5%	6%	7%		6%	6%	6%	7%	4%	3%	8%	7%	4%
g. Do not belong to a fitness center or athletic club	349	13	227	26	83	65	61	213	10		11	18	29	91	18	19	31	111	21
h. Don't Know / No Answer	71	2	41	6	22	8	11	42	10		6	2	5	22	2	-	2	22	10

Concord Town Survey
<Unweighted> October 2018

28-Belong to fitness Center (Q27). What is the most important aspect for you in choosing a fitness center or athletic club?
BASE = BELONG TO A FITNESS CENTER

	Gender and Age																	
	Spending on Town Govnt					Compare to 2 Yrs Ago												
						=====				Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	693	39	455	54	145	188	105	385	15	40	57	65	131	49	81	84	141	45
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	665	38	437	54	136	183	100	368	14	37	56	63	126	48	81	82	131	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
b. Location	173	9	116	15	33	45	21	105	2	11	13	14	36	11	22	18	39	9
	26%	24%	27%	28%	24%	25%	21%	29%	14%	30%	23%	22%	29%	23%	27%	22%	30%	22%
f. Programming / Classes	133	5	88	10	30	36	23	71	3	5	11	9	7	11	25	27	30	8
	20%	13%	20%	19%	22%	20%	23%	19%	21%	14%	20%	14%	6%	23%	31%	33%	23%	20%
											M							M
e. Fitness Facilities	109	13	73	7	16	38	11	60	-	7	8	19	29	7	10	11	13	5
	16%	34%	17%	13%	12%	21%	11%	16%		19%	14%	30%	23%	15%	12%	13%	10%	12%
		CDE				G						KR						
d. Swim Facilities	107	5	71	10	21	30	11	62	4	7	10	11	29	5	7	8	26	4
	16%	13%	16%	19%	15%	16%	11%	17%	29%	19%	18%	17%	23%	10%	9%	10%	20%	10%
													R				OP	
a. Price	101	4	60	9	28	22	28	47	4	4	10	5	17	12	15	11	13	14
	15%	11%	14%	17%	21%	12%	28%	13%	29%	11%	18%	8%	13%	25%	19%	13%	10%	34%
							FH							Q				PQJLM
c. Cleanliness	42	2	29	3	8	12	6	23	1	3	4	5	8	2	2	7	10	1
	6%	5%	7%	6%	6%	7%	6%	6%	7%	8%	7%	8%	6%	4%	2%	9%	8%	2%
h. Don't Know / No Answer	28	1	18	-	9	5	5	17	1	3	1	2	5	1	-	2	10	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.
Pacific Market Research - 2018

Concord Town Survey
<Unweighted> October 2018

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?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
											Compare to 2 Yrs Ago =====								
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1235	61	810	104	260	298	198	707	32	68	91	114	247	89	118	139	289	80	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. High Priority	490	28	337	18	107	110	59	310	11	16	35	36	106	28	42	54	145	28	
	40%	46%	42%	17%	41%	37%	30%	44%	34%	24%	38%	32%	43%	31%	36%	39%	50%	35%	
		D	D		D			FG			J		JL				NOPR		
b. Moderate Priority	569	27	357	60	125	134	98	321	16	35	38	60	112	47	54	65	125	33	
	46%	44%	44%	58%	48%	45%	49%	45%	50%	51%	42%	53%	45%	53%	46%	47%	43%	41%	
				C															
c. Low Priority	176	6	116	26	28	54	41	76	5	17	18	18	29	14	22	20	19	19	
	14%	10%	14%	25%	11%	18%	21%	11%	16%	25%	20%	16%	12%	16%	19%	14%	7%	24%	
				BCE		H	H			M				Q	Q	Q		QM	
d. Don't Know / No Answer	19	-	6	1	12	1	3	12	3	-	-	3	3	-	1	-	9	3	

Concord Town Survey
<Unweighted> October 2018

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?
BASE = ALL RESPONDENTS

	Spending on Town Govnt									Gender and Age								
	Compare to 2 Yrs Ago =====																	
										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1229	61	804	104	260	296	199	703	31	68	91	116	246	89	118	139	283	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. High Priority	468	34	315	16	103	115	52	292	9	16	28	35	77	28	48	60	145	31
	38%	56%	39%	15%	40%	39%	26%	42%	29%	24%	31%	30%	31%	31%	41%	43%	51%	39%
		CDE	D		D	G		G									N	J
b. Moderate Priority	580	23	373	61	123	133	113	316	18	34	46	56	133	49	52	65	114	31
	47%	38%	46%	59%	47%	45%	57%	45%	58%	50%	51%	48%	54%	55%	44%	47%	40%	39%
				BCE			FH						R	QR				
c. Low Priority	181	4	116	27	34	48	34	95	4	18	17	25	36	12	18	14	24	17
	15%	7%	14%	26%	13%	16%	17%	14%	13%	26%	19%	22%	15%	13%	15%	10%	8%	22%
			B	BCE						M								PQ
d. Don't Know / No Answer	25	-	12	1	12	3	2	16	4	-	-	1	4	-	1	-	15	4

Concord Town Survey
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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?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
						Compare to 2 Yrs Ago					Male				Female				
						=====													
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1094	57	739	97	201	275	172	623	24	63	88	106	222	78	107	122	238	70	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Promote renewable energy initiatives, such as the use of solar power, by both the Light Plant and residences / businesses	434	22	300	32	80	119	64	241	10	33	38	40	91	34	42	45	86	25	
	40%	39%	41%	33%	40%	43%	37%	39%	42%	52%	43%	38%	41%	44%	39%	37%	36%	36%	
b. Promote energy conservation measures by encouraging efforts; upgrading insulation / installing EE lighting in buildings / purchase EE vehicles	312	13	215	29	55	70	43	192	7	11	26	37	68	21	23	38	67	21	
	29%	23%	29%	30%	27%	25%	25%	31%	29%	17%	30%	35%	31%	27%	21%	31%	28%	30%	
												J	J						
c. Promote alternatives to the use of gasoline-powered cars through efforts such as designating bike lanes, electric vehicle stations, encourage public transportation	158	13	99	12	34	43	26	87	2	8	15	19	29	14	19	18	24	12	
	14%	23%	13%	12%	17%	16%	15%	14%	8%	13%	17%	18%	13%	18%	18%	15%	10%	17%	
d. Promote waste reduction through recycling, reuse and composting of goods	119	4	76	15	24	29	20	67	3	11	5	6	21	6	18	10	36	6	
	11%	7%	10%	15%	12%	11%	12%	11%	13%	17%	6%	6%	9%	8%	17%	8%	15%	9%	
										KL					P		P		
e. Promote the reduction of indoor and outdoor water consumption to alleviate pressure on the water supply and reduce energy needs for H2O treatment	45	2	32	6	5	5	13	26	1	-	3	3	6	-	5	7	18	3	
	4%	4%	4%	6%	2%	2%	8%	4%	4%		3%	3%	3%		5%	6%	8%	4%	
							F	F											
f. Promote another method of reducing greenhouse gas emissions	26	3	17	3	3	9	6	10	1	-	1	1	7	3	-	4	7	3	
	2%	5%	2%	3%	1%	3%	3%	2%	4%		1%	1%	3%	4%		3%	3%	4%	
g. Don't Know / No Answer	160	4	77	8	71	24	29	96	11	5	3	11	28	11	12	17	60	13	

Concord Town Survey
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32. If you watch PEG Access channels, which PEG programming do you watch the most?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	249	23	168	28	30	49	53	139	8		3	20	25	47	6	23	41	63	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
c. Government (which includes Town Meeting, Select Board meetings, and Town Committee meetings) - Channel 9	193	19	137	20	17	42	38	107	6		3	17	22	38	3	17	36	41	16
	78%	83%	82%	71%	57%	86%	72%	77%	75%		100%	85%	88%	81%	50%	74%	88%	65%	76%
		E	E								MR						Q		
a. Public (which includes local theatre and recitals, COA programming, and Concord Talks) - Channel 8	42	3	24	5	10	3	10	28	1		-	1	2	7	1	2	4	21	4
	17%	13%	14%	18%	33%	6%	19%	20%	13%			5%	8%	15%	17%	9%	10%	33%	19%
					C		F	F										OP	
b. Educational (which includes CCHS Band concerts and School Committee meetings) - Channel 99	14	1	7	3	3	4	5	4	1		-	2	1	2	2	4	1	1	1
	6%	4%	4%	11%	10%	8%	9%	3%	13%			10%	4%	4%	33%	17%	2%	2%	5%
																Q			
d. Don't watch PEG Access channels	909	33	588	75	213	231	140	520	18		61	64	88	180	80	86	94	207	49
e. Don't Know / No Answer	96	5	60	2	29	19	8	60	9		4	7	4	23	3	10	4	28	13

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33. If you don't watch PEG Access channels, why not?
BASE = ALL RESPONDENTS

	Compare to 2 Yrs Ago =====										Gender and Age								
	Spending on Town Govnt										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35		68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	968	38	643	80	207	249	144	557	18		61	68	89	189	75	100	103	225	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
e. Didn't know that PEG Access channels existed	351	10	224	22	95	114	58	175	4		46	32	29	58	51	37	27	53	18
	36%	26%	35%	28%	46%	46%	40%	31%	22%		75%	47%	33%	31%	68%	37%	26%	24%	31%
					BCD		HI				KLMR	M			OPQR	Q			
a. Can't easily find out what programs are being broadcast	159	6	110	14	29	27	25	103	4		1	11	12	34	3	11	17	54	16
	16%	16%	17%	18%	14%	11%	17%	18%	22%		2%	16%	13%	18%	4%	11%	17%	24%	28%
								F				J	J	J			N	NO	NOJL
c. Don't find that the programs are interesting	127	2	97	14	14	35	18	73	1		5	12	9	35	5	19	10	27	5
	13%	5%	15%	18%	7%	14%	13%	13%	6%		8%	18%	10%	19%	7%	19%	10%	12%	9%
			BE	BE										JLR		N			
d. Have no interest since many of the programs are school-related	104	7	65	10	22	15	11	74	4		4	-	14	22	2	4	16	36	6
	11%	18%	10%	13%	11%	6%	8%	13%	22%		7%		16%	12%	3%	4%	16%	16%	10%
								FG									NO	NO	
b. Don't find that the programs are of good quality	31	2	20	4	5	8	4	19	-		2	4	4	6	2	2	2	6	3
	3%	5%	3%	5%	2%	3%	3%	3%			3%	6%	4%	3%	3%	2%	2%	3%	5%
f. Other	196	11	127	16	42	50	28	113	5		3	9	21	34	12	27	31	49	10
	20%	29%	20%	20%	20%	20%	19%	20%	28%		5%	13%	24%	18%	16%	27%	30%	22%	17%
													J	J			N		J
g. Don't Know / No Answer	286	23	173	25	65	50	57	162	17		7	23	28	61	14	19	36	73	25

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34. Town spending on - Town Government Services
BASE = ALL RESPONDENTS

	Spending on Town Govnt									Gender and Age								
						Compare to 2 Yrs Ago =====												
										Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	982	61	816	105	-	237	157	565	23	52	79	101	207	56	96	110	215	66
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	61	61	-	-	-	18	9	32	2	2	2	3	15	4	9	10	11	5
	6%	100%				8%	6%	6%	9%	4%	3%	3%	7%	7%	9%	9%	5%	8%
b. About the right amount of money	816	-	816	-	-	202	120	477	17	41	66	83	169	49	77	94	185	52
	83%		100%			85%	76%	84%	74%	79%	84%	82%	82%	88%	80%	85%	86%	79%
						G		G										
c. Too much money	105	-	-	105	-	17	28	56	4	9	11	15	23	3	10	6	19	9
	11%			100%		7%	18%	10%	17%	17%	14%	15%	11%	5%	10%	5%	9%	14%
							FH											
d. Don't Know / No Answer	272	-	-	-	272	62	44	154	12	16	12	16	43	33	23	29	83	17

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35. Town spending on - Concord Public Schools (Kindergarten through 8th Grade).
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
						Compare to 2 Yrs Ago					Male					Female			
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA		< 44	45-54	55-65	65+		< 44	45-54	55-65	65+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)		(J)	(K)	(L)	(M)		(N)	(O)	(P)	(Q)
Total	1254	61	816	105	272	299	201	719	35		68	91	117	250		89	119	139	298
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%
Total Answering	980	58	736	98	88	240	158	559	23		58	83	99	199		68	101	105	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%
a. Not enough money	121	14	87	10	10	47	18	55	1		14	15	7	11		22	21	3	23
	12%	24%	12%	10%	11%	20%	11%	10%	4%		24%	18%	7%	6%		32%	21%	3%	11%
		CD				GHI					LMR	LM				PQR	PQR		P
b. About the right amount of money	663	28	531	40	64	161	97	389	16		38	61	64	132		44	69	77	137
	68%	48%	72%	41%	73%	67%	61%	70%	70%		66%	73%	65%	66%		65%	68%	73%	67%
			BD		BD														
c. Too much money	196	16	118	48	14	32	43	115	6		6	7	28	56		2	11	25	43
	20%	28%	16%	49%	16%	13%	27%	21%	26%		10%	8%	28%	28%		3%	11%	24%	21%
				BCE			F	F					JK	JK			N	NO	NO
																			NOJK
d. Don't Know / No Answer	274	3	80	7	184	59	43	160	12		10	8	18	51		21	18	34	95
																			19

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36. Town spending on - Concord - Carlisle Regional High School (9th through 12th Grades)
BASE = ALL RESPONDENTS

	Spending on Town Govnt									Gender and Age								
										Compare to 2 Yrs Ago =====								
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	976	57	735	99	85	236	155	563	22	53	82	101	204	61	101	105	207	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	84	9	61	6	8	29	7	47	1	7	8	6	8	7	22	2	20	4
	9%	16%	8%	6%	9%	12%	5%	8%	5%	13%	10%	6%	4%	11%	22%	2%	10%	6%
						G								P	PQR		P	
b. About the right amount of money	626	21	510	35	60	164	90	359	13	39	65	62	125	48	61	74	116	36
	64%	37%	69%	35%	71%	69%	58%	64%	59%	74%	79%	61%	61%	79%	60%	70%	56%	58%
			BD		BD	G					LMR			OQR		Q		
c. Too much money	266	27	164	58	17	43	58	157	8	7	9	33	71	6	18	29	71	22
	27%	47%	22%	59%	20%	18%	37%	28%	36%	13%	11%	33%	35%	10%	18%	28%	34%	35%
		CE		CE			FH	F				JK	JK			N	NO	NOJK
d. Don't Know / No Answer	278	4	81	6	187	63	46	156	13	15	9	16	46	28	18	34	91	21

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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?
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	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1219	59	799	101	260	299	201	719	-	66	89	115	246	87	116	138	291	71	
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Better	299	18	202	17	62	299	-	-	-	35	36	28	41	45	35	37	32	10	
	25%	31%	25%	17%	24%	100%				53%	40%	24%	17%	52%	30%	27%	11%	14%	
			D							LMR	LMR			OPQR	QR	QR			
b. Worse	201	9	120	28	44	-	201	-	-	10	8	21	47	13	24	27	39	12	
	16%	15%	15%	28%	17%		100%			15%	9%	18%	19%	15%	21%	20%	13%	17%	
				CE									K	K					
c. About the same	719	32	477	56	154	-	-	719	-	21	45	66	158	29	57	74	220	49	
	59%	54%	60%	55%	59%			100%		32%	51%	57%	64%	33%	49%	54%	76%	69%	
											J	J	JK		N	N	NOP	NOPJK	
d. Don't Know / No Answer	35	2	17	4	12	-	-	-	35	2	2	2	4	2	3	1	7	12	

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38. 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 Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1231	60	806	102	263	296	199	710	26	68	91	117	250	89	119	139	298	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Under 35	26	-	11	3	12	16	5	4	1	12	-	-	-	14	-	-	-	-
	2%		1%	3%	5%	5%	3%	1%	4%	18%				16%				
					C	H												
b. 35 to 44	134	6	82	9	37	65	18	48	3	56	-	-	-	75	-	-	-	3
	11%	10%	10%	9%	14%	22%	9%	7%	12%	82%				84%				5%
						GH				R				R				
c. 45 to 54	219	12	147	23	37	73	33	107	6	-	91	-	-	-	119	-	-	9
	18%	20%	18%	23%	14%	25%	17%	15%	23%		100%				100%			15%
						GH					R				R			
d. 55 to 64	273	15	187	24	47	67	51	151	4	-	-	117	-	-	-	139	-	17
	22%	25%	23%	24%	18%	23%	26%	21%	15%			100%				100%		28%
												R				R		
e. 65 or Over	579	27	379	43	130	75	92	400	12	-	-	-	250	-	-	-	298	31
	47%	45%	47%	42%	49%	25%	46%	56%	46%				100%				100%	52%
							F	FG	F				R				R	
f. Don't Know / No Answer	23	1	10	3	9	3	2	9	9	-	-	-	-	-	-	-	-	23

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39. How long have you lived in Concord?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
											Compare to 2 Yrs Ago =====								
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1248	61	812	105	270	297	199	719	33	68	91	117	249	88	119	139	298	79	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Less than One Year	30	-	19	-	11	18	3	9	-	9	4	1	2	6	3	2	3	-	
	2%		2%		4%	6%	2%	1%		13%	4%	1%	1%	7%	3%	1%	1%		
						GH				LM				Q					
b. 1 to 5 Years	216	11	128	18	59	79	32	102	3	35	19	16	21	51	30	12	22	10	
	17%	18%	16%	17%	22%	27%	16%	14%	9%	51%	21%	14%	8%	58%	25%	9%	7%	13%	
					C	GHI				KLMR	M			OPQR	PQR				
c. 6 to 10 years	142	10	95	10	27	45	27	65	5	16	21	14	12	21	22	9	21	6	
	11%	16%	12%	10%	10%	15%	14%	9%	15%	24%	23%	12%	5%	24%	18%	6%	7%	8%	
						H				MR	LMR	M		PQR	PQR				
d. Over 10 Years	860	40	570	77	173	155	137	543	25	8	47	86	214	10	64	116	252	63	
	69%	66%	70%	73%	64%	52%	69%	76%	76%	12%	52%	74%	86%	11%	54%	83%	85%	80%	
							F	F	F		J	JK	JKL		N	NO	NO	NOJK	
e. Don't Know / No Answer	6	-	4	-	2	2	2	-	2	-	-	-	1	1	-	-	-	4	

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40. Do you currently have any children under the age of 18 in your household?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
						Compare to 2 Yrs Ago					Male				Female				
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Answering	1242	61	810	103	268	297	198	715	32	68	91	117	248	89	119	139	298	73	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Yes	377	17	238	40	82	144	63	163	7	58	78	30	9	76	87	16	5	18	
	30%	28%	29%	39%	31%	48%	32%	23%	22%	85%	86%	26%	4%	85%	73%	12%	2%	25%	
						GHI	H			LMR	LMR	M		OPQR	PQR	Q		PQM	
b. No	865	44	572	63	186	153	135	552	25	10	13	87	239	13	32	123	293	55	
	70%	72%	71%	61%	69%	52%	68%	77%	78%	15%	14%	74%	96%	15%	27%	88%	98%	75%	
							F	FG	F			JK	JKLR		N	NOR	NOPR	NOJK	
c. Don't Know / No Answer	12	-	6	2	4	2	3	4	3	-	-	-	2	-	-	-	-	10	

Concord Town Survey
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41. Which Polling Place do you use?
BASE = ALL RESPONDENTS

	Spending on Town Govnt										Gender and Age								
											Compare to 2 Yrs Ago =====								
	Total	Not Enough	Right Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1156	59	756	99	242	262	187	678	29	54	80	107	236	74	110	135	288	72	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. 141 Keyes Road	240	10	153	24	53	67	31	139	3	18	17	18	55	14	25	22	56	15	
	21%	17%	20%	24%	22%	26%	17%	21%	10%	33%	21%	17%	23%	19%	23%	16%	19%	21%	
b. Harvey Wheeler	539	30	344	43	122	111	102	312	14	18	35	46	105	38	50	65	149	33	
	47%	51%	46%	43%	50%	42%	55%	46%	48%	33%	44%	43%	44%	51%	45%	48%	52%	46%	
c. Ripley	239	10	165	22	42	53	35	141	10	15	17	26	44	14	24	27	57	15	
	21%	17%	22%	22%	17%	20%	19%	21%	34%	28%	21%	24%	19%	19%	22%	20%	20%	21%	
d. Hunt Gym	138	9	94	10	25	31	19	86	2	3	11	17	32	8	11	21	26	9	
	12%	15%	12%	10%	10%	12%	10%	13%	7%	6%	14%	16%	14%	11%	10%	16%	9%	13%	
e. Don't Vote in Concord	33	-	19	3	11	12	8	12	1	5	6	4	6	3	2	1	4	2	
f. Don't Know / No Answer	65	2	41	3	19	25	6	29	5	9	5	6	8	12	7	3	6	9	

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42. 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 Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1226	60	801	104	261	288	196	710	32	65	87	115	248	86	118	137	293	77	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Always	102	7	70	8	17	19	18	64	1	2	6	8	21	3	4	17	34	7	
	8%	12%	9%	8%	7%	7%	9%	9%	3%	3%	7%	7%	8%	3%	3%	12%	12%	9%	
b. Often	211	13	154	13	31	46	38	120	7	8	12	16	38	6	21	40	47	23	
	17%	22%	19%	13%	12%	16%	19%	17%	22%	12%	14%	14%	15%	7%	18%	29%	16%	30%	
c. Occasionally	499	21	341	48	89	96	74	314	15	9	40	51	117	17	55	50	133	27	
	41%	35%	43%	46%	34%	33%	38%	44%	47%	14%	46%	44%	47%	20%	47%	36%	45%	35%	
d. Never	414	19	236	35	124	127	66	212	9	46	29	40	72	60	38	30	79	20	
	34%	32%	29%	34%	48%	44%	34%	30%	28%	71%	33%	35%	29%	70%	32%	22%	27%	26%	
e. Don't Know / No Answer	28	1	15	1	11	11	5	9	3	3	4	2	2	3	1	2	5	6	

Concord Town Survey
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43. 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 Amount	Too Much	DK/NA	Better	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	1254	61	816	105	272	299	201	719	35	68	91	117	250	89	119	139	298	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Answering	1181	56	767	96	262	289	189	676	27	68	91	117	250	89	119	139	298	10	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Male	528	22	360	58	88	140	86	291	11	68	91	117	250	-	-	-	-	2	
	45%	39%	47%	60%	34%	48%	46%	43%	41%	100%	100%	100%	100%					20%	
			E	BCE							R	R	R	R					
b. Female	653	34	407	38	174	149	103	385	16	-	-	-	-	89	119	139	298	8	
	55%	61%	53%	40%	66%	52%	54%	57%	59%					100%	100%	100%	100%	80%	
		D	D		CD														
c. Don't Know / No Answer	73	5	49	9	10	10	12	43	8	-	-	-	-	-	-	-	-	73	