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Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1155	442	455	126	32	100	684	333	27	11	100	497	346	52	17	243
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1077	434	419	109	21	93	661	300	20	5	92	480	321	35	13	229
	93%	98%	92%	87%	67%	93%	97%	90%	75%	41%	92%	97%	93%	66%	78%	94%
		CDEF	E	E		E	HIJ	J		J	MN	N				N
a. Excellent	544	275	183	42	5	38	399	93	3	-	49	312	113	11	-	109
	47%	62%	40%	33%	15%	38%	58%	28%	10%		49%	63%	33%	21%		45%
		CDEF	E	E		E	HIJ	IJ			HIJ	MNOP	O	O		MNO
b. Good	533	159	236	67	16	55	262	206	18	5	43	168	208	24	13	120
	46%	36%	52%	54%	52%	55%	38%	62%	65%	41%	43%	34%	60%	45%	78%	50%
			B	B		B		GK	G				LNP		LNP	L
Bottom 2 NET =====	78	8	36	16	10	7	24	33	7	7	8	17	25	18	4	14
	7%	2%	8%	13%	33%	7%	3%	10%	25%	59%	8%	3%	7%	34%	22%	6%
			B	B	BCDF	B		G	G	GHK			L	LMP		
c. Fair	75	8	34	16	10	7	24	32	7	5	7	17	25	16	3	14
	6%	2%	8%	12%	31%	7%	3%	10%	25%	44%	7%	3%	7%	30%	16%	6%
			B	B	BCDF	B		G	G	GHK			L	LMP		
d. Poor	3	-	2	1	1	-	-	1	-	2	1	-	-	2	1	-
	*%		*%	1%	2%			*%		15%	1%			4%	6%	
e. Don't Know / No Answer	34	12	5	2	1	15	16	6	-	-	12	10	3	2	-	19
MEAN	3.40	3.61	3.32	3.20	2.80	3.31	3.55	3.18	2.85	2.26	3.41	3.59	3.25	2.83	2.71	3.39
		CDEF	E	E		E	HIJ	IJ	J		HIJ	MNOP	NO			MNO
STANDARD DEVIATION	0.62	0.52	0.63	0.67	0.72	0.60	0.56	0.60	0.58	0.74	0.65	0.56	0.58	0.80	0.59	0.60
STANDARD ERROR	0.02	0.03	0.03	0.07	0.12	0.07	0.02	0.04	0.12	0.23	0.08	0.03	0.04	0.11	0.15	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1079	415	427	115	31	92	643	309	27	11	89	458	335	51	17	218
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	966	397	371	98	17	82	611	256	21	5	73	441	291	32	11	191
	90%	96%	87%	86%	56%	90%	95%	83%	79%	44%	82%	96%	87%	62%	66%	88%
		CDE	E	E		E	HJK	J	J		J	MNOP	N			N
a. Very satisfied	408	217	130	24	3	33	311	66	2	1	28	230	93	6	1	77
	38%	52%	30%	21%	10%	36%	48%	21%	6%	6%	31%	50%	28%	13%	4%	35%
		CDEF	E			DE	HIJK	I			IJ	MNOP	NO			NO
b. Somewhat satisfied	559	180	241	74	14	50	299	190	20	4	45	211	198	25	10	114
	52%	43%	57%	64%	45%	54%	47%	61%	73%	38%	51%	46%	59%	49%	62%	52%
			B	BE				G	GJ				L			
Bottom 2 NET =====	113	18	56	17	14	9	32	53	6	6	16	17	44	19	6	27
	10%	4%	13%	14%	44%	10%	5%	17%	21%	56%	18%	4%	13%	38%	34%	12%
			B	B	BCDF			G		GHIK	G		L	LMP	L	L
c. Not very satisfied	93	16	44	16	10	7	28	49	5	3	8	14	39	16	3	20
	9%	4%	10%	14%	34%	7%	4%	16%	17%	29%	9%	3%	12%	32%	20%	9%
			B	B	BCDF			G					L	LMP		L
d. Not at all satisfied	20	2	12	1	3	2	4	4	1	3	7	3	5	3	2	7
	2%	*%	3%	1%	11%	2%	1%	1%	4%	27%	8%	1%	2%	6%	14%	3%
			B		BD					G	G					
e. Don't Know / No Answer	110	39	33	12	2	24	57	30	-	-	23	49	14	3	-	44
MEAN	3.26	3.48	3.15	3.06	2.55	3.24	3.43	3.03	2.82	2.22	3.06	3.46	3.13	2.69	2.55	3.20
		CDEF	E	E		E	HIJK	J	J		J	MNOP	NO			NO
STANDARD DEVIATION	0.69	0.59	0.70	0.61	0.84	0.70	0.61	0.65	0.61	0.95	0.86	0.59	0.66	0.77	0.81	0.73
STANDARD ERROR	0.02	0.03	0.04	0.06	0.14	0.08	0.03	0.04	0.12	0.30	0.11	0.03	0.04	0.11	0.21	0.06

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<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1167	444	454	124	32	114	686	334	26	11	110	498	344	53	16	256
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
e. Schools	323	122	146	29	4	21	203	85	7	3	25	154	99	8	3	58
	28%	27%	32%	23%	13%	19%	30%	26%	25%	26%	23%	31%	29%	16%	21%	23%
		E	DEF									NP	N			
b. Preservation of the Town's Character	260	102	97	30	6	24	164	61	5	3	26	101	76	11	5	67
	22%	23%	21%	25%	20%	21%	24%	18%	21%	30%	23%	20%	22%	20%	33%	26%
f. Taxes	138	35	55	17	10	20	52	62	6	4	15	40	53	9	4	32
	12%	8%	12%	14%	31%	18%	8%	19%	21%	33%	13%	8%	15%	18%	23%	13%
					BCD	B		G					L			
a. Affordable Housing	121	46	39	15	4	17	71	33	2	-	14	63	22	8	-	28
	10%	10%	9%	12%	13%	15%	10%	10%	9%		13%	13%	7%	14%		11%
							J	J			J	MO	O	O		O
g. Sustainability	99	44	39	9	-	6	68	25	-	-	6	47	35	2	-	15
	8%	10%	9%	7%		5%	10%	7%			6%	9%	10%	3%		6%
		E	E	E		E	IJ	IJ			IJ	NO	NO			O
h. Economic Vitality	68	37	21	5	1	4	47	14	1	-	6	35	15	7	1	10
	6%	8%	5%	4%	2%	4%	7%	4%	2%		5%	7%	4%	13%	4%	4%
		EF					J	J			J					
c. Public Safety	60	23	26	5	2	4	31	24	1	-	4	22	18	3	-	17
	5%	5%	6%	4%	6%	3%	5%	7%	2%		4%	4%	5%	6%		7%
							J	J				O	O			O
d. Roads	36	16	9	5	3	4	16	13	1	1	6	10	11	1	1	13
	3%	4%	2%	4%	8%	3%	2%	4%	5%	6%	5%	2%	3%	2%	7%	5%
i. Other Town Services	64	19	20	9	2	14	34	17	4	1	8	26	15	4	2	16
	5%	4%	4%	7%	7%	12%	5%	5%	14%	6%	8%	5%	4%	7%	12%	6%
						BC										
j. Don't Know / No Answer	22	9	6	4	1	2	14	5	1	-	2	9	5	1	1	6

Comparison Groups: BCDEF/GHIJK/LMNOP  
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Concord Town Survey  
<Weighted> December 2020

4. What method do you utilize most often when trying to gather information about Town services, news, and events?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1160	445	457	123	29	106	686	332	26	11	105	501	340	49	17	253
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
b. Browsing the Town's website	637	251	244	67	13	62	389	180	9	3	56	278	199	23	6	132
	55%	56%	53%	55%	45%	58%	57%	54%	35%	25%	53%	55%	58%	46%	36%	52%
							IJ	J								
c. Subscribing to News & Notices on the Town's website	160	77	60	8	3	11	108	40	3	1	8	81	43	4	2	29
	14%	17%	13%	7%	11%	11%	16%	12%	12%	6%	8%	16%	13%	9%	14%	11%
		D					K									
h. Reading the Concord Journal or other local publications	153	46	60	24	6	16	86	51	4	2	9	63	39	6	3	41
	13%	10%	13%	19%	21%	15%	13%	15%	17%	19%	9%	13%	11%	12%	20%	16%
				B												
g. Viewing social media sites (@TownofConcordMA: Facebook, twitter, Instagram)	87	29	44	9	1	3	51	17	2	3	15	36	20	8	1	22
	8%	7%	10%	8%	5%	3%	7%	5%	6%	28%	14%	7%	6%	16%	8%	9%
			F								H			LM		
f. Calling Town Offices / Town Departments directly	69	24	24	8	3	10	32	25	4	1	7	25	20	6	2	15
	6%	5%	5%	7%	9%	9%	5%	7%	16%	10%	6%	5%	6%	13%	10%	6%
e. Postal mail	28	10	12	3	1	2	11	9	1	-	7	8	9	-	-	11
	2%	2%	3%	2%	2%	2%	2%	3%	2%		6%	2%	3%			4%
							J	J			J	NO	NO			LNO
a. Visiting Town Offices in person	19	3	10	2	1	2	5	7	2	1	4	6	8	2	1	3
	2%	1%	2%	2%	2%	2%	1%	2%	9%	6%	3%	1%	2%	4%	4%	1%
d. Email to Town Staff or committees directly	9	4	3	1	2	-	4	3	1	1	-	4	4	-	1	-
	1%	1%	1%	1%	6%		1%	1%	2%	6%		1%	1%		8%	
i. I don't use any of these platforms or methods	17	3	3	3	1	7	5	6	1	1	5	3	3	5	-	5
j. Don't Know / No Answer	12	6	1	1	2	3	8	1	-	-	3	3	5	-	-	4

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

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	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1163	452	459	127	30	96	687	334	27	11	104	500	348	52	17	247
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1063	440	413	104	12	94	654	292	18	7	92	486	310	36	10	221
	91%	97%	90%	82%	41%	98%	95%	87%	69%	61%	88%	97%	89%	69%	62%	90%
		CDE	E	E		CDE	HIJ				MNOP	NO				NO
a. Very satisfied	460	292	119	14	1	35	348	71	1	-	39	264	96	3	1	96
	40%	65%	26%	11%	2%	36%	51%	21%	2%		38%	53%	28%	6%	6%	39%
		CDEF	DE	E		DE	HIJK	IJ			HIJ	MNOP	NO			MNO
b. Somewhat satisfied	603	148	294	90	12	59	305	220	18	7	53	222	214	33	9	125
	52%	33%	64%	71%	38%	62%	44%	66%	66%	61%	51%	44%	62%	63%	56%	51%
			BE	BE		BE		GK	G				LP	L		
Bottom 2 NET =====	100	11	46	23	18	2	33	42	8	4	12	14	38	16	6	26
	9%	3%	10%	18%	59%	2%	5%	13%	31%	39%	12%	3%	11%	31%	38%	10%
			BF	BF	BCDF			G	G	G			L	LMP	LMP	L
c. Not very satisfied	87	9	41	23	12	2	30	35	7	3	11	12	33	14	4	24
	8%	2%	9%	18%	40%	2%	4%	11%	26%	27%	11%	2%	9%	27%	26%	10%
			BF	BCF	BCDF			G	G				L	LMP	L	L
d. Not at all satisfied	13	2	5	-	6	-	3	7	1	1	1	2	5	2	2	2
	1%	1%	1%		19%		3%	2%	5%	12%	1%	3%	1%	4%	12%	1%
					BCDF											
e. Don't Know / No Answer	26	2	1	1	2	20	13	5	-	-	8	7	1	2	-	15
MEAN	3.30	3.62	3.15	2.93	2.23	3.34	3.46	3.07	2.66	2.49	3.26	3.50	3.15	2.70	2.56	3.28
		CDEF	DE	E		CDE	HIJK	IJ			HIJ	MNOP	NO			MNO
STANDARD DEVIATION	0.65	0.55	0.61	0.53	0.79	0.52	0.60	0.63	0.62	0.73	0.67	0.56	0.64	0.65	0.81	0.66
STANDARD ERROR	0.02	0.03	0.03	0.05	0.14	0.06	0.03	0.04	0.12	0.23	0.08	0.03	0.04	0.09	0.21	0.05

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

6. What do you believe to be the ideal frequency for receiving communications from the Town?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1160	450	450	125	32	104	690	325	26	11	107	500	340	53	16	250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Weekly; Similar to a condensed report with news/information from all departments	283	107	120	26	9	21	171	80	8	3	20	124	89	10	7	52
	24%	24%	27%	21%	29%	20%	25%	25%	30%	30%	18%	25%	26%	19%	45%	21%
b. Monthly summary document with relevant news	469	159	190	57	15	48	278	132	7	3	50	187	142	24	2	114
	40%	35%	42%	46%	48%	46%	40%	40%	27%	23%	47%	37%	42%	46%	12%	45%
												0	0	0		0
c. The Town's Annual Report only	13	8	1	1	-	2	10	2	-	-	1	8	4	1	-	1
	1%	2%	*%	1%		2%	1%	1%			1%	2%	1%	1%		*%
		CE					IJ					0				
d. Sporadically; no specific schedule, news sent out as it happens (i.e. news and notices)	396	176	139	40	7	34	231	111	11	5	37	181	105	18	7	84
	34%	39%	31%	32%	22%	33%	34%	34%	43%	47%	34%	36%	31%	34%	43%	34%
		CE														
e. Don't Know / No Answer	29	4	10	3	1	11	10	13	1	-	5	7	9	1	1	12

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

7. How satisfied have you been with Town communications related to COVID19?  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1073	454	460	127	33	-	652	309	23	11	79	474	324	50	15	210
	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	914	454	460	-	-	-	591	246	9	5	63	434	273	28	7	172
	85%	100%	100%				91%	80%	39%	48%	79%	91%	84%	55%	47%	82%
							HIJ	IJ			I	MNOP	NO			NO
a. Very satisfied	454	454	-	-	-	-	356	68	2	-	27	269	99	8	1	77
	42%	100%					55%	22%	8%		35%	57%	31%	17%	4%	37%
							HIJK	J			IJ	MNOP	NO			NO
b. Somewhat satisfied	460	-	460	-	-	-	234	178	7	5	35	165	174	19	7	95
	43%		100%				36%	58%	31%	48%	45%	35%	54%	39%	43%	45%
								GI					L			L
Bottom 2 NET =====	160	-	-	127	33	-	62	62	14	6	16	40	51	22	8	39
	15%			100%	100%		9%	20%	61%	52%	21%	9%	16%	45%	53%	18%
								G	GHK	GH			L	LMP	LMP	L
c. Not very satisfied	127	-	-	127	-	-	51	51	10	3	12	37	39	17	5	29
	12%			100%			8%	17%	45%	27%	15%	8%	12%	34%	36%	14%
								G	GHK					LMP	L	
d. Not at all satisfied	33	-	-	-	33	-	11	11	4	3	4	4	11	5	3	10
	3%				100%		2%	4%	16%	24%	5%	1%	3%	10%	17%	5%
													L			L
e. Don't Know / No Answer	116	-	-	-	-	116	47	30	4	1	33	33	25	4	2	52
MEAN	3.24	4.00	3.00	2.00	1.00	-	3.43	2.98	2.32	2.24	3.09	3.47	3.11	2.62	2.34	3.14
							HIJK	IJ			IJ	MNOP	NO			NO
STANDARD DEVIATION	0.78	0.00	0.00	0.00	0.00	-	0.71	0.73	0.86	0.86	0.84	0.67	0.74	0.89	0.83	0.82
STANDARD ERROR	0.03	0.00	0.00	0.00	0.00	-	0.03	0.05	0.18	0.28	0.13	0.04	0.05	0.13	0.22	0.07

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

8. How would you rate the overall quality of services provided by the Finance Department, which includes the services of the Town Clerk, Tax Collector, and Town Assessor?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	985	385	388	104	27	82	603	275	23	10	74	440	299	48	17	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	868	370	329	78	16	75	573	215	13	4	63	421	250	28	10	158
	88%	96%	85%	76%	60%	92%	95%	78%	57%	41%	85%	96%	84%	59%	62%	88%
		CDE	E			DE	HIJK	IJ			IJ	MNOP	N			NO
a. Excellent	412	238	123	24	3	24	323	60	4	1	24	264	79	6	6	57
	42%	62%	32%	23%	12%	30%	54%	22%	15%	13%	32%	60%	26%	13%	34%	32%
		CDEF	E			E	HIJK					MNOP	N			N
b. Good	456	132	206	54	13	51	250	155	10	3	39	157	171	22	5	101
	46%	34%	53%	52%	48%	62%	41%	56%	41%	28%	53%	36%	57%	45%	28%	56%
			B	B		B		GJ					LO			LO
Bottom 2 NET =====	116	15	59	25	11	7	30	60	10	6	11	19	49	20	6	22
	12%	4%	15%	24%	40%	8%	5%	22%	43%	59%	15%	4%	16%	41%	38%	12%
			B	BF	BCF			G	GHK	GHK	G		L	LMP	LP	L
c. Fair	103	12	53	21	10	6	29	52	10	4	8	19	42	15	5	22
	10%	3%	14%	20%	38%	7%	5%	19%	43%	41%	11%	4%	14%	30%	32%	12%
			B	BF	BCF			G	GHK	G			L	LMP	L	L
d. Poor	14	2	6	4	1	1	1	8	-	2	3	-	7	5	1	1
	1%	1%	1%	4%	2%	1%	*	3%		18%	4%		2%	11%	6%	*
								GI					L	LP		
e. Don't Know / No Answer	204	69	72	24	5	34	97	64	4	2	38	67	50	6	-	81
MEAN	3.29	3.57	3.15	2.95	2.69	3.21	3.49	2.97	2.72	2.37	3.13	3.56	3.08	2.61	2.89	3.19
		CDEF	DE			DE	HIJK	J			IJ	MNOP	N			N
STANDARD DEVIATION	0.71	0.59	0.70	0.78	0.72	0.60	0.60	0.72	0.73	0.98	0.76	0.58	0.70	0.86	0.98	0.65
STANDARD ERROR	0.03	0.03	0.04	0.08	0.13	0.08	0.03	0.05	0.16	0.31	0.11	0.03	0.04	0.13	0.25	0.05

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

9. In terms of the tax assessment of your property, do you believe your property is over-assessed, under-assessed or fairly assessed relative to others similar properties in Town?

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	932	371	369	97	28	67	553	268	24	11	77	399	295	48	16	174
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Over-assessed	283	75	130	50	13	16	137	111	6	7	22	89	107	26	6	56
	30%	20%	35%	51%	46%	23%	25%	41%	27%	69%	28%	22%	36%	54%	34%	32%
			B	BCF	BF			G		GIK			L	LMP		L
b. Under-assessed	9	2	4	1	-	2	2	6	-	-	1	2	6	-	-	2
	1%	1%	1%	1%		2%	*%	2%			2%	*%	2%			1%
								IJ					NO			
c. Fairly assessed	639	294	235	46	15	50	413	152	18	3	54	309	182	22	11	116
	69%	79%	64%	48%	54%	74%	75%	57%	73%	31%	70%	77%	62%	46%	66%	67%
		CDE	D			D	HJ		J		J	MNP	N			N
d. Rent / Does not apply	79	33	17	15	-	14	47	17	1	-	14	41	10	4	-	24
e. Don't Know / No Answer	178	50	75	15	4	34	101	54	2	1	21	66	45	3	1	64

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

10. How would you rate the overall quality of services provided by the Department of Planning and Land Management, which regulate matters related to buildings, zoning, health, natural resources, and historic preservation?

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	955	379	373	104	30	69	562	291	25	10	67	418	293	50	14	180
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET	726	312	286	65	12	51	458	198	9	6	55	356	197	26	7	140
=====	76%	82%	77%	62%	39%	74%	81%	68%	37%	63%	82%	85%	67%	52%	46%	78%
		DE	DE	E		E	HI	I			HI	MNO				MNO
a. Excellent	264	140	94	11	2	16	203	38	1	-	21	160	57	3	-	44
	28%	37%	25%	11%	8%	24%	36%	13%	4%		32%	38%	19%	6%		24%
		CDEF	DE			DE	HIJ	IJ			HIJ	MNOP	NO			NO
b. Good	462	172	193	53	9	34	254	160	8	6	34	195	140	23	7	97
	48%	45%	52%	51%	31%	50%	45%	55%	33%	63%	50%	47%	48%	46%	46%	54%
			E	E				GI								
Bottom 2 NET	229	67	86	39	18	18	105	93	15	4	12	62	96	24	8	39
=====	24%	18%	23%	38%	61%	26%	19%	32%	63%	37%	18%	15%	33%	48%	54%	22%
				BC	BCDF			GK	GHK				LP	LP	LP	
c. Fair	179	53	74	29	9	14	87	71	10	1	10	53	76	16	4	30
	19%	14%	20%	28%	29%	21%	16%	24%	41%	13%	14%	13%	26%	32%	26%	17%
				B				G	GK				LP	LP		
d. Poor	49	14	12	11	10	4	17	22	5	2	3	9	19	8	4	9
	5%	4%	3%	10%	32%	5%	3%	7%	21%	24%	4%	2%	7%	16%	28%	5%
				BC	BCDF			G	G				L	LP	L	
e. Don't Know / No Answer	234	74	88	23	2	47	138	48	2	1	45	89	56	4	2	82
MEAN	2.99	3.16	2.99	2.63	2.15	2.93	3.14	2.74	2.20	2.39	3.10	3.21	2.80	2.41	2.19	2.97
		CDEF	DE	E		DE	HIJ	I			HIJ	MNOP	NO			MNO
STANDARD DEVIATION	0.82	0.79	0.76	0.81	0.98	0.81	0.79	0.78	0.84	0.89	0.78	0.74	0.83	0.83	0.87	0.78
STANDARD ERROR	0.03	0.05	0.04	0.09	0.17	0.10	0.04	0.05	0.17	0.29	0.12	0.04	0.05	0.12	0.24	0.06

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

11. In terms of land-use and development, how would you rate your satisfaction with recent development projects in Concord?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	903	365	360	99	28	52	536	271	24	10	61	402	271	47	14	169
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	635	279	255	57	10	34	400	169	16	4	45	313	175	26	7	113
	70%	76%	71%	58%	36%	65%	75%	62%	67%	43%	74%	78%	65%	55%	51%	67%
		DE	DE	E		E	HJ					MNP				
a. Very satisfied	164	91	48	12	1	11	135	20	1	-	7	105	30	1	1	26
	18%	25%	13%	12%	2%	22%	25%	7%	4%		12%	26%	11%	3%	8%	15%
		CDE	E	E		E	HIJK	J			J	MNOP	N			N
b. Somewhat satisfied	471	187	207	45	9	22	265	149	15	4	38	208	145	25	6	87
	52%	51%	57%	46%	33%	43%	49%	55%	63%	43%	61%	52%	54%	53%	44%	52%
		E	E													
Bottom 2 NET =====	269	86	105	42	18	18	136	102	8	6	16	89	96	21	7	56
	30%	24%	29%	42%	64%	35%	25%	38%	33%	57%	26%	22%	35%	45%	49%	33%
				BC	BCDF			G		G			L	L		L
c. Not very satisfied	203	63	89	28	7	16	101	77	7	3	14	75	62	16	4	46
	22%	17%	25%	29%	26%	30%	19%	28%	27%	33%	23%	19%	23%	34%	32%	27%
			B	B				G						L		
d. Not at all satisfied	66	23	16	13	10	3	35	25	1	2	2	15	33	5	2	10
	7%	6%	4%	14%	38%	5%	7%	9%	5%	24%	3%	4%	12%	10%	17%	6%
				C	BCDF								LP			
e. Don't Know / No Answer	286	89	100	28	5	64	163	67	3	1	51	105	78	7	3	93
MEAN	2.81	2.95	2.80	2.56	2.00	2.82	2.93	2.60	2.66	2.19	2.82	3.00	2.64	2.48	2.42	2.76
		CDE	DE	E		E	HJ				J	MNOP				N
STANDARD DEVIATION	0.81	0.82	0.72	0.88	0.91	0.84	0.84	0.76	0.66	0.84	0.68	0.77	0.84	0.72	0.89	0.78
STANDARD ERROR	0.03	0.05	0.04	0.10	0.16	0.11	0.04	0.05	0.14	0.27	0.11	0.04	0.06	0.11	0.24	0.07

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1077	421	430	111	27	87	643	309	25	11	88	463	323	50	16	225
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1045	417	418	101	23	85	636	297	22	8	82	457	315	45	13	214
	97%	99%	97%	91%	84%	98%	99%	96%	88%	68%	93%	99%	98%	91%	81%	95%
		DE	DE			E	HJK				P					
a. Excellent	813	359	311	65	15	64	534	197	12	2	68	400	218	27	7	162
	76%	85%	72%	58%	54%	73%	83%	64%	46%	20%	78%	86%	68%	54%	41%	72%
		CDEF	DE			D	HIJ	J			HIJ	MNOP	O			NO
b. Good	231	58	107	37	8	22	102	100	11	5	13	57	97	18	6	53
	21%	14%	25%	33%	30%	25%	16%	32%	42%	48%	15%	12%	30%	37%	40%	23%
			B	B		B		GK	GK	GK			L	L	L	L
Bottom 2 NET =====	32	4	12	10	4	2	7	12	3	4	6	6	7	5	3	11
	3%	1%	3%	9%	16%	2%	1%	4%	12%	32%	7%	1%	2%	9%	19%	5%
				BC	BCF			G		G	G					L
c. Fair	22	2	7	9	2	2	5	11	1	2	2	5	6	2	2	6
	2%	*%	2%	8%	8%	2%	1%	4%	5%	15%	2%	1%	2%	5%	11%	3%
				BC				G								
d. Poor	10	2	4	2	2	-	1	1	2	2	4	1	1	2	1	4
	1%	1%	1%	1%	7%		*%	*%	6%	17%	5%	*%	*%	5%	8%	2%
			F								GH					LM
e. Don't Know / No Answer	112	32	30	16	6	28	57	30	2	-	24	44	26	4	1	37
MEAN	3.72	3.84	3.69	3.48	3.31	3.71	3.82	3.60	3.28	2.70	3.65	3.85	3.65	3.40	3.15	3.65
		CDEF	DE			DE	HIJK	IJ			IJ	MNOP	NO			NO
STANDARD DEVIATION	0.55	0.42	0.56	0.70	0.92	0.50	0.42	0.58	0.85	1.02	0.76	0.41	0.53	0.79	0.93	0.64
STANDARD ERROR	0.02	0.02	0.03	0.07	0.16	0.06	0.02	0.04	0.18	0.32	0.10	0.02	0.03	0.12	0.25	0.05

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

13. Within the next year, are you more likely to participate in programs or events that are:  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	851	330	356	82	22	60	504	255	20	7	64	382	264	38	9	158
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
c. Hybrid Mix	349	123	166	31	11	18	206	103	6	6	29	160	103	22	6	58
	41%	37%	47%	37%	49%	30%	41%	40%	31%	81%	45%	42%	39%	58%	66%	37%
			BF							GHI				MP		
b. Online / Live Streams	211	89	76	23	8	15	130	61	5	-	16	101	65	6	-	39
	25%	27%	21%	28%	34%	25%	26%	24%	23%		25%	26%	25%	16%		25%
							J	J	J		J	O	O	O		O
a. In Person	203	81	85	16	3	18	112	69	8	1	14	76	71	8	2	45
	24%	25%	24%	19%	14%	30%	22%	27%	37%	9%	22%	20%	27%	21%	26%	29%
d. Self-Guided (Not Live)	87	37	28	12	1	9	56	23	2	1	5	45	24	2	1	15
	10%	11%	8%	15%	3%	15%	11%	9%	10%	9%	8%	12%	9%	5%	7%	10%
				E		E										
e. I do not plan to participate in library programs	198	79	54	25	7	34	108	47	4	4	36	72	51	9	8	59
f. Don't Know / No Answer	140	45	50	20	4	22	88	36	2	1	12	52	34	8	1	45

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

14. How would you rate the overall quality of services provided by the Senior Services Division / Council on Aging, which includes social and recreational programming, nursing services, transportation and clinical social work?

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	340	135	124	40	13	27	188	106	15	4	28	135	105	22	9	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	310	128	110	35	11	26	177	95	12	1	24	127	97	16	5	64
	91%	94%	89%	87%	85%	95%	94%	90%	83%	35%	87%	95%	92%	76%	61%	92%
							J	J			J	NO				
a. Excellent	191	96	58	17	5	14	131	41	3	-	16	105	43	3	3	37
	56%	71%	47%	43%	40%	53%	70%	39%	18%		56%	78%	41%	16%	31%	53%
		CDEF					HIJ	IJ	J		IJ	MNOP	N			N
b. Good	119	31	52	17	6	12	46	53	9	1	8	22	54	13	3	27
	35%	23%	42%	43%	45%	42%	25%	50%	64%	35%	31%	17%	51%	60%	30%	39%
			B	B		B		GK	GK				L	L		L
Bottom 2 NET =====	30	8	14	5	2	1	11	11	3	2	4	7	8	5	3	6
	9%	6%	11%	13%	15%	5%	6%	10%	17%	65%	13%	5%	8%	24%	39%	8%
											GHK			L	L	
c. Fair	21	3	12	4	1	1	6	10	1	-	4	3	6	5	1	6
	6%	2%	10%	10%	5%	5%	3%	10%	9%		13%	2%	6%	21%	12%	8%
			B				J	GJ			J			L		
d. Poor	9	5	2	1	1	-	5	1	1	2	-	4	2	1	2	-
	3%	4%	1%	3%	10%		3%	1%	9%	65%		3%	2%	3%	27%	
		F					K			GHIK		P				
e. Don't use service	480	197	191	45	10	37	299	128	4	4	44	225	136	17	3	99
f. Don't Know / No Answer	369	121	145	42	9	52	213	105	8	4	40	147	108	15	5	94
MEAN	3.45	3.62	3.34	3.26	3.15	3.48	3.62	3.28	2.92	1.71	3.43	3.70	3.31	2.89	2.65	3.45
		CDE					HIJ	IJ	J		IJ	MNOP	NO			NO
STANDARD DEVIATION	0.73	0.70	0.71	0.78	0.95	0.60	0.67	0.66	0.81	1.12	0.72	0.67	0.67	0.71	1.25	0.64
STANDARD ERROR	0.04	0.05	0.06	0.12	0.22	0.10	0.04	0.06	0.20	0.51	0.12	0.05	0.07	0.14	0.42	0.07

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

15. How would you rate the amount of social, physical, or mental support provided to you by Senior Services/COA during the COVID19 Pandemic?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	207	88	79	21	6	13	118	71	6	3	10	85	73	10	4	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	169	79	65	11	3	11	104	53	2	1	8	76	58	3	2	30
	82%	90%	82%	53%	50%	85%	89%	75%	30%	50%	87%	89%	79%	26%	53%	89%
		DE	D			D	HI	I			I	N	N			N
a. Excellent	101	57	30	5	1	8	75	20	-	-	5	59	22	1	-	20
	49%	65%	38%	24%	20%	60%	64%	29%			53%	69%	30%	6%		58%
		CDE				DE	HIJ	IJ			IJ	MNO	NO			MNO
b. Good	68	22	35	6	2	3	29	33	2	1	3	17	36	2	2	10
	33%	25%	44%	29%	30%	25%	24%	46%	30%	50%	33%	20%	50%	20%	53%	30%
			B					G					LNP			
Bottom 2 NET =====	38	9	14	10	3	2	14	18	4	1	1	9	15	8	2	4
	18%	10%	18%	47%	50%	15%	11%	25%	70%	50%	13%	11%	21%	74%	47%	11%
				BCF	B			G	GHK					LMP		
c. Fair	26	5	13	5	1	2	8	15	1	-	1	6	14	4	-	3
	13%	6%	16%	26%	20%	15%	7%	22%	23%		13%	7%	19%	38%		8%
			B	B			J	GJ				O	LO	IOP		O
d. Poor	11	3	2	4	2	-	5	2	3	1	-	3	1	4	2	1
	6%	4%	2%	21%	30%		4%	3%	47%	50%		4%	2%	36%	47%	4%
		F		BCF	F		K		GHK	K				LMP	M	
e. Don't use service	628	248	248	62	15	55	401	155	10	5	57	292	157	23	8	148
f. Don't Know / No Answer	354	118	133	45	11	47	181	113	12	4	45	130	118	21	5	80
MEAN	3.25	3.51	3.18	2.56	2.40	3.45	3.48	3.00	1.83	2.00	3.40	3.54	3.07	1.97	2.06	3.43
		CDE	DE			DE	HIJ	IJ			IJ	MNO	NO			MNO
STANDARD DEVIATION	0.88	0.78	0.78	1.10	1.21	0.77	0.81	0.80	0.95	1.28	0.75	0.80	0.75	0.95	1.17	0.80
STANDARD ERROR	0.06	0.07	0.09	0.22	0.38	0.19	0.07	0.10	0.34	0.64	0.19	0.08	0.09	0.26	0.54	0.11

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1089	425	424	118	29	93	658	313	23	11	82	481	327	50	15	215
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1036	419	409	102	23	83	640	289	20	6	80	462	310	44	10	209
	95%	99%	96%	87%	79%	89%	97%	92%	86%	56%	98%	96%	95%	88%	68%	97%
		DEF	DEF				HJ	J			J	O	O			O
a. Excellent	681	314	242	58	18	48	473	143	10	3	52	352	164	20	8	137
	63%	74%	57%	49%	61%	52%	72%	46%	42%	29%	63%	73%	50%	40%	51%	64%
		CDF					HIJ				HJ	MNP				MN
b. Good	355	105	166	44	5	35	167	146	10	3	28	111	146	24	3	72
	33%	25%	39%	37%	18%	37%	25%	47%	44%	26%	34%	23%	45%	47%	17%	33%
			BE	BE		BE		G					LOP	LO		L
Bottom 2 NET =====	53	6	15	16	6	10	18	24	3	5	2	18	17	6	5	6
	5%	1%	4%	13%	21%	11%	3%	8%	14%	44%	2%	4%	5%	12%	32%	3%
				BC	BC	BC		G		GHK					LMP	
c. Fair	39	5	12	14	4	3	9	23	3	3	1	12	14	6	2	5
	4%	1%	3%	12%	14%	4%	1%	7%	11%	23%	2%	3%	4%	11%	16%	2%
				BCF	B			GK								
d. Poor	14	1	3	1	2	7	9	1	1	2	1	6	3	1	2	1
	1%	*%	1%	1%	7%	7%	1%	*%	3%	22%	1%	1%	1%	1%	16%	1%
						BCD										
e. Don't Know / No Answer	100	29	36	9	3	22	41	25	4	-	30	26	22	4	2	47
MEAN	3.56	3.73	3.53	3.35	3.34	3.34	3.68	3.37	3.25	2.63	3.60	3.68	3.44	3.27	3.03	3.60
		CDEF	DF				HIJ	J			HIJ	MNO	O			MNO
STANDARD DEVIATION	0.63	0.48	0.59	0.74	0.97	0.86	0.57	0.64	0.78	1.17	0.57	0.59	0.63	0.71	1.18	0.57
STANDARD ERROR	0.02	0.03	0.03	0.08	0.17	0.10	0.03	0.04	0.17	0.36	0.08	0.03	0.04	0.10	0.31	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	974	390	377	100	28	79	598	283	20	9	65	439	297	48	12	178
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	962	388	371	97	28	77	595	274	20	8	65	437	288	47	11	178
	99%	100%	98%	97%	100%	97%	100%	97%	100%	88%	100%	100%	97%	99%	91%	100%
a. Excellent	722	323	254	69	24	53	496	160	14	4	47	361	192	26	9	134
	74%	83%	67%	69%	86%	66%	83%	57%	70%	42%	73%	82%	65%	55%	74%	75%
		CDF			CDF		HJ				H	MN				MN
b. Good	240	66	117	28	4	25	99	113	6	4	18	76	96	21	2	44
	25%	17%	31%	28%	14%	31%	16%	40%	30%	46%	27%	17%	33%	44%	17%	25%
			BE	B		BE		GK					L	LOP		
Bottom 2 NET =====	13	1	6	3	-	2	3	9	-	1	-	2	8	1	1	1
	1%	*%	2%	3%		3%	*%	3%		12%		*%	3%	1%	9%	*%
			E					GIK					LP			
c. Fair	10	1	5	3	-	1	1	9	-	-	-	2	7	1	-	1
	1%	*%	1%	3%		1%	*%	3%				*%	2%	1%		*%
			E					GIJK					LOP			
d. Poor	2	-	1	-	-	1	1	-	-	1	-	-	1	-	1	-
	*%		*%			2%	*%			12%			*%		9%	
e. Don't Know / No Answer	215	64	83	27	4	36	102	56	7	2	47	68	52	6	5	84
MEAN	3.73	3.83	3.65	3.65	3.86	3.62	3.82	3.54	3.70	3.19	3.73	3.82	3.62	3.53	3.56	3.75
		CDF			CF		HJ				HJ	MNO				MN
STANDARD DEVIATION	0.48	0.39	0.52	0.54	0.36	0.60	0.40	0.56	0.47	0.98	0.45	0.40	0.56	0.53	0.93	0.44
STANDARD ERROR	0.02	0.02	0.03	0.06	0.06	0.08	0.02	0.04	0.11	0.33	0.06	0.02	0.04	0.08	0.27	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1169	448	458	126	32	105	694	336	25	11	103	503	346	53	15	250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	962	397	368	96	18	84	614	251	14	3	80	442	283	30	9	198
	82%	89%	80%	77%	57%	79%	89%	75%	56%	29%	77%	88%	82%	57%	59%	79%
		CDEF	E	E		E	HIJK	J			J	MNOP	N			N
a. Excellent	481	250	154	36	9	33	361	79	4	1	37	290	93	9	2	87
	41%	56%	34%	28%	27%	31%	52%	24%	15%	6%	36%	58%	27%	17%	15%	35%
		CDEF					HIJK	J			IJ	MNOP				N
b. Good	481	147	214	61	9	50	254	172	10	3	43	152	190	21	7	112
	41%	33%	47%	48%	30%	48%	37%	51%	42%	23%	41%	30%	55%	39%	43%	45%
			BE	BE		B		GJ					LNP			L
Bottom 2 NET =====	206	51	90	29	14	22	79	85	11	8	23	61	64	23	6	51
	18%	11%	20%	23%	43%	21%	11%	25%	44%	71%	23%	12%	18%	43%	41%	21%
			B	B	BCDF	B		G	G	GHK	G		L	LMP	L	L
c. Fair	159	46	65	22	8	18	64	67	8	4	16	54	45	16	3	41
	14%	10%	14%	18%	26%	17%	9%	20%	32%	38%	15%	11%	13%	29%	17%	16%
					B			G	G					LM		
d. Poor	47	5	25	7	5	4	15	18	3	4	7	7	19	8	4	10
	4%	1%	5%	6%	17%	4%	2%	5%	12%	33%	7%	1%	5%	14%	24%	4%
			B		BF			G		G			L	LP	L	
e. Don't Know / No Answer	20	6	2	1	1	10	6	3	2	-	9	4	2	1	1	12
MEAN	3.19	3.43	3.08	2.99	2.67	3.07	3.38	2.93	2.59	2.02	3.06	3.44	3.03	2.59	2.50	3.10
		CDEF	E			E	HIJK	IJ			IJ	MNOP	NO			NO
STANDARD DEVIATION	0.82	0.72	0.83	0.84	1.07	0.80	0.74	0.80	0.90	0.93	0.90	0.74	0.78	0.94	1.05	0.82
STANDARD ERROR	0.03	0.04	0.05	0.08	0.18	0.09	0.03	0.05	0.19	0.29	0.11	0.04	0.05	0.13	0.28	0.06

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

19. How would you rate your satisfaction with the condition and maintenance of Town roadways and sidewalks?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1179	453	458	127	33	109	697	336	27	11	109	506	346	54	17	257
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	983	401	375	94	20	93	607	264	19	1	91	449	283	37	9	206
	83%	88%	82%	74%	61%	86%	87%	79%	72%	11%	83%	89%	82%	68%	51%	80%
		CDE	E			DE	HJ	J	J		J	MNOP	NO			O
a. Very satisfied	369	177	115	34	4	40	274	62	2	1	31	213	75	8	2	70
	31%	39%	25%	26%	12%	36%	39%	18%	7%	6%	28%	42%	22%	15%	14%	27%
		CDE	E	E		CE	HIJ				IJ	MNOP				N
b. Somewhat satisfied	613	224	260	60	16	54	333	60	17	1	60	235	208	28	6	135
	52%	49%	57%	47%	49%	49%	48%	60%	65%	6%	55%	47%	60%	53%	37%	53%
							J	GJ	J		J		L			
Bottom 2 NET =====	197	52	83	34	13	15	90	72	8	10	18	57	63	18	8	51
	17%	12%	18%	26%	39%	14%	13%	21%	28%	89%	17%	11%	18%	32%	49%	20%
			B	BF	BCF			G		GHIK			L	LM	LMP	L
c. Not very satisfied	143	40	60	24	7	11	67	55	6	4	10	45	46	9	3	40
	12%	9%	13%	19%	22%	11%	10%	16%	23%	38%	9%	9%	13%	16%	18%	16%
				B				G								L
d. Not at all satisfied	54	12	23	10	5	4	22	17	1	6	8	12	17	9	5	12
	5%	3%	5%	8%	17%	3%	3%	5%	5%	51%	7%	2%	5%	16%	30%	4%
					BF					GHIK				LMP	LMP	
e. Don't Know / No Answer	10	1	2	-	-	7	3	3	-	-	4	1	3	-	-	5
MEAN	3.10	3.25	3.02	2.92	2.57	3.19	3.23	2.92	2.74	1.66	3.04	3.29	2.99	2.67	2.35	3.03
		CDE	E	E		DE	HIJK	J	J		J	MNOP	NO			NO
STANDARD DEVIATION	0.78	0.72	0.77	0.87	0.92	0.76	0.75	0.74	0.67	0.86	0.82	0.72	0.74	0.93	1.09	0.78
STANDARD ERROR	0.03	0.04	0.04	0.09	0.15	0.08	0.03	0.05	0.13	0.27	0.10	0.04	0.04	0.13	0.28	0.06

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1119	441	428	125	32	94	664	324	25	11	95	483	330	50	17	239
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1033	416	395	113	23	86	632	290	21	8	81	462	303	38	13	216
	92%	94%	92%	90%	73%	92%	95%	90%	83%	67%	86%	96%	92%	76%	78%	91%
		E	E	E		E	HK					MNP	N			N
a. Very satisfied	637	295	214	62	7	58	438	141	10	4	45	328	167	14	6	121
	57%	67%	50%	50%	21%	62%	66%	43%	38%	32%	48%	68%	51%	29%	37%	51%
		CDE	E	E		CE	HIJK					MNOP	N			N
b. Somewhat satisfied	396	120	181	50	17	28	195	149	11	4	36	134	136	24	7	96
	35%	27%	42%	40%	53%	30%	29%	46%	45%	35%	38%	28%	41%	47%	40%	40%
			BF	B	BF			G					L	L		L
Bottom 2 NET =====	86	25	33	12	8	8	31	34	4	4	13	21	28	12	4	22
	8%	6%	8%	10%	27%	8%	5%	10%	17%	33%	14%	4%	8%	24%	22%	9%
					BCDF			G			G		L	LMP		L
c. Not very satisfied	61	22	17	9	5	7	26	23	4	1	5	17	20	8	2	13
	5%	5%	4%	7%	17%	8%	4%	7%	17%	12%	6%	3%	6%	16%	12%	6%
					C									L		
d. Not at all satisfied	26	3	16	4	3	1	5	10	-	2	8	4	7	4	2	9
	2%	1%	4%	3%	10%	1%	1%	3%		21%	8%	1%	2%	7%	10%	4%
			BF				I	GI			GI					L
e. Don't Know / No Answer	70	13	32	3	1	21	36	15	2	-	17	24	18	4	-	23
MEAN	3.47	3.61	3.39	3.38	2.85	3.53	3.60	3.30	3.21	2.78	3.25	3.63	3.40	2.98	3.05	3.37
		CDE	E	E		E	HIJK	J				MNOP	N			N
STANDARD DEVIATION	0.70	0.62	0.73	0.74	0.87	0.67	0.60	0.74	0.73	1.16	0.90	0.59	0.71	0.87	0.98	0.76
STANDARD ERROR	0.02	0.03	0.04	0.08	0.14	0.07	0.03	0.04	0.15	0.36	0.11	0.03	0.04	0.13	0.25	0.05

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

21. How would you rate your satisfaction with the Town's maintenance of parks and playgrounds?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1069	413	430	116	26	83	626	312	24	11	95	455	326	50	17	221
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1042	409	410	116	23	83	614	309	24	7	88	445	323	46	14	213
	97%	99%	95%	99%	91%	100%	98%	99%	100%	61%	92%	98%	99%	93%	82%	97%
		C		C		C	JK	JK	GJK		J					
a. Very satisfied	771	339	281	74	14	62	527	173	12	4	54	392	197	22	9	150
	72%	82%	65%	63%	56%	75%	84%	56%	48%	36%	57%	86%	60%	44%	56%	68%
		CDE					HIJK					MNOP	N			N
b. Somewhat satisfied	271	70	129	42	9	21	87	136	13	3	33	53	126	24	4	63
	25%	17%	30%	36%	35%	25%	14%	44%	52%	26%	35%	12%	39%	49%	26%	29%
			B	B	B			G	G		G		LP	LP		L
Bottom 2 NET =====	27	4	20	1	2	-	13	3	-	4	7	9	3	4	3	7
	3%	1%	5%	1%	9%		2%	1%		39%	8%	2%	1%	7%	18%	3%
			BDF				I			GHIK	GHI					
c. Not very satisfied	22	2	18	-	2	-	11	1	-	2	7	9	1	3	1	7
	2%	1%	4%		6%		2%	*%		18%	8%	2%	*%	6%	8%	3%
			BDF				HI				GHI	M				M
d. Not at all satisfied	5	1	2	1	1	-	1	1	-	2	-	-	2	1	2	1
	*%	*%	1%	1%	3%		*%	*%		21%			1%	1%	10%	*%
e. Don't Know / No Answer	120	40	30	11	7	32	73	27	3	-	17	52	22	4	-	41
MEAN	3.69	3.81	3.60	3.62	3.44	3.75	3.82	3.54	3.48	2.76	3.49	3.84	3.59	3.36	3.27	3.64
		CDE				CE	HIJK	J	J		J	MNOP	NO			NO
STANDARD DEVIATION	0.53	0.43	0.60	0.52	0.74	0.44	0.44	0.53	0.51	1.20	0.64	0.42	0.54	0.66	1.02	0.56
STANDARD ERROR	0.02	0.02	0.03	0.05	0.14	0.05	0.02	0.03	0.11	0.37	0.09	0.02	0.03	0.10	0.26	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	991	383	404	107	24	73	590	294	21	10	76	414	319	49	13	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	124	58	46	9	5	7	79	33	1	1	10	65	31	4	1	25
	13%	15%	11%	8%	19%	9%	13%	11%	5%	13%	13%	16%	10%	7%	5%	13%
												M				
b. Reasonably Priced	709	284	297	68	12	47	436	209	13	6	46	298	233	30	8	140
	72%	74%	74%	64%	52%	65%	74%	71%	60%	63%	60%	72%	73%	62%	62%	71%
		E	E													
c. Excessively Price	158	41	61	30	7	19	75	52	7	2	20	51	55	15	4	32
	16%	11%	15%	28%	29%	26%	13%	18%	35%	24%	27%	12%	17%	31%	32%	16%
				BC	B	BC			G		G			L		
d. Don't Use Service	72	30	20	7	4	11	42	12	4	1	14	30	13	3	3	23
e. Don't Know / No Answer	126	41	37	13	4	31	68	33	2	1	22	63	17	2	1	42

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	485	177	221	47	11	30	289	145	10	3	38	199	161	22	6	98
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	40	22	14	2	1	1	30	7	-	-	3	26	5	1	-	9
	8%	13%	6%	4%	6%	4%	10%	5%			9%	13%	3%	3%		9%
							IJ	IJ				MO				O
b. Reasonably Priced	368	133	176	35	7	17	229	104	4	1	31	154	125	10	2	77
	76%	75%	80%	74%	62%	57%	79%	72%	35%	21%	80%	77%	78%	46%	39%	79%
			F				IJ	I			IJ	N	N			N
c. Excessively Price	77	21	30	11	3	11	30	33	7	2	4	19	31	11	4	11
	16%	12%	14%	22%	32%	38%	11%	23%	65%	79%	11%	10%	19%	51%	61%	12%
						BC		G	GHK	GK			L	LMP	LP	
d. Don't Use Service	503	203	176	60	17	48	311	128	13	6	46	221	142	26	8	105
e. Don't Know / No Answer	201	73	63	20	5	38	100	67	4	2	28	87	46	6	3	59

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	899	349	366	93	18	72	552	249	20	6	71	389	270	43	11	186
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	73	39	23	2	1	7	52	15	-	-	6	39	23	1	1	9
	8%	11%	6%	2%	7%	10%	9%	6%			8%	10%	9%	1%	6%	5%
		D					IJ	IJ			N	N				
b. Reasonably Priced	564	224	235	54	5	45	355	152	12	2	44	247	168	24	4	121
	63%	64%	64%	58%	29%	62%	64%	61%	57%	34%	62%	63%	62%	55%	40%	65%
		E	E	E		E										
c. Excessively Price	263	87	108	37	12	20	145	83	9	4	22	103	80	19	6	56
	29%	25%	29%	40%	64%	28%	26%	33%	43%	66%	31%	26%	29%	43%	54%	30%
				B	BCDF					G				L		
d. Don't Use Service	208	78	69	23	10	27	103	61	6	5	32	80	62	8	6	52
e. Don't Know / No Answer	82	26	24	12	4	16	44	28	-	-	9	38	17	3	-	24

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
 <Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1126	440	438	117	31	101	675	322	26	11	93	486	339	53	16	232
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	203	102	67	12	2	19	138	46	4	1	13	103	58	4	3	36
	18%	23%	15%	10%	6%	19%	21%	14%	14%	13%	15%	21%	17%	7%	18%	16%
		CDE					H					N	N			
b. Reasonably Priced	770	293	307	77	22	70	457	222	17	5	68	330	221	41	8	169
	68%	67%	70%	65%	73%	70%	68%	69%	66%	49%	74%	68%	65%	77%	52%	73%
c. Excessively Price	154	45	63	28	7	11	79	54	5	4	11	53	60	9	5	27
	14%	10%	14%	24%	21%	11%	12%	17%	20%	38%	12%	11%	18%	17%	31%	12%
				BCF									L			
d. Don't Use Service	14	3	8	2	-	1	5	5	1	-	3	2	4	1	1	7
e. Don't Know / No Answer	49	11	15	8	2	13	21	11	-	1	16	19	6	-	1	23

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
 <Weighted> December 2020

26. Please indicate your consideration of the price of - Internet Service provided by the Town's Broadband Division within the Concord Municipal Light Plant?  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	435	188	163	43	11	31	264	124	9	4	34	202	129	21	5	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	145	68	51	14	2	10	100	32	1	2	11	88	33	4	-	21
	33%	36%	31%	32%	22%	32%	38%	26%	7%	45%	33%	43%	26%	17%		27%
							HI					MNOP	O			O
b. Reasonably Priced	221	96	87	16	6	17	127	70	5	1	18	94	67	10	3	47
	51%	51%	53%	38%	52%	53%	48%	56%	49%	18%	55%	46%	52%	46%	71%	60%
c. Excessively Price	69	24	25	13	3	5	37	23	4	1	4	21	29	8	1	10
	16%	13%	15%	30%	26%	15%	14%	18%	44%	38%	13%	10%	23%	37%	29%	13%
				B									L	LP		
d. Don't Use Service	611	216	243	70	17	65	363	174	14	6	53	258	180	26	11	137
e. Don't Know / No Answer	142	49	54	14	5	19	72	40	3	1	25	47	40	7	1	47

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

27. Please indicate your consideration of the price of - Recreation Programs (such as after school programs, special events, programs and summer camp)?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	426	188	175	39	8	14	272	126	6	5	17	201	140	15	5	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	95	44	41	8	1	1	68	15	1	4	6	48	21	1	4	20
	22%	23%	23%	20%	17%	9%	25%	12%	11%	87%	38%	24%	15%	7%	87%	31%
							H			GHI		N			LMNP	MN
b. Reasonably Priced	287	128	117	25	5	12	180	93	3	1	10	133	102	8	1	43
	67%	68%	67%	63%	55%	82%	66%	73%	58%	13%	62%	66%	73%	53%	13%	66%
							J	J				O	O			O
c. Excessively Price	44	16	17	7	2	1	24	18	2	-	-	19	17	6	-	2
	10%	9%	10%	18%	28%	9%	9%	14%	30%			10%	12%	40%		3%
							JK	JK				O	OP	LMOP		
d. Don't Use Service	584	212	223	65	19	65	335	164	12	6	67	249	154	26	9	146
e. Don't Know / No Answer	179	54	62	23	5	36	93	48	9	1	28	57	55	13	3	52

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

28. Please indicate your consideration of the price of - Beede Swim and Fitness Center?  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	516	191	206	61	17	41	314	149	13	6	35	204	179	25	8	99
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	52	21	21	4	1	6	34	13	1	-	4	22	18	1	1	10
	10%	11%	10%	7%	4%	13%	11%	8%	5%		12%	11%	10%	5%	8%	10%
							J	J			J					
b. Reasonably Priced	248	101	102	19	7	19	167	63	5	1	11	109	84	6	1	48
	48%	53%	49%	32%	43%	45%	53%	43%	41%	22%	31%	54%	47%	22%	8%	48%
		D	D				HK					NO	NO			NO
c. Excessively Price	217	69	83	38	9	17	113	73	7	5	20	73	77	18	7	42
	42%	36%	40%	62%	53%	41%	36%	49%	54%	78%	57%	36%	43%	73%	84%	42%
				BCF				G		G	G			LMP	LMP	
d. Don't Use Service	551	224	203	58	12	53	325	155	11	5	56	256	136	20	8	131
e. Don't Know / No Answer	122	39	50	8	4	21	61	36	3	1	22	47	34	9	1	32

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

29. Given the current health climate, how satisfied have you been with the Town's efforts to continue essential services for the public?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1077	426	425	115	29	82	700	339	27	11	-	498	332	51	17	180
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%
Top 2 NET =====	1039	424	413	102	22	78	700	339	-	-	-	498	326	34	3	178
	96%	100%	97%	89%	78%	94%	100%	100%	-	-	-	100%	98%	68%	17%	99%
		CDE	DE			E						MNO	NO	O		NO
a. Very satisfied	700	356	234	51	11	47	700	-	-	-	-	440	136	8	-	116
	65%	84%	55%	44%	38%	58%	100%	-	-	-	-	88%	41%	16%	-	65%
		CDEF										MNOP	NO	O		MNO
b. Somewhat satisfied	339	68	178	51	11	30	-	339	-	-	-	58	189	26	3	62
	31%	16%	42%	44%	40%	37%	-	100%	-	-	-	12%	57%	52%	17%	35%
			B	B	B	B							LOP	LOP		L
Bottom 2 NET =====	38	2	12	13	6	5	-	-	27	11	-	-	7	16	14	1
	4%	*%	3%	11%	22%	6%	-	-	100%	100%	-	-	2%	32%	83%	1%
			B	BC	BCF								L	LMP	LMNP	
c. Not very satisfied	27	2	7	10	4	4	-	-	27	-	-	-	5	15	6	1
	2%	*%	2%	9%	13%	5%	-	-	100%	-	-	-	2%	29%	37%	*%
				BC	B								L	LMP	LMP	
d. Not at all satisfied	11	-	5	3	3	1	-	-	-	11	-	-	2	1	8	1
	1%		1%	3%	9%	1%	-	-	-	100%	-	-	*%	3%	46%	*%
			B												LMNP	
e. Don't Know / No Answer	112	27	35	12	4	33	-	-	-	-	112	9	17	4	-	83
MEAN	3.60	3.83	3.51	3.30	3.08	3.52	4.00	3.00	2.00	1.00	-	3.88	3.39	2.81	1.71	3.63
		CDEF	DE			E						MNOP	NO	O		MNO
STANDARD DEVIATION	0.59	0.39	0.60	0.74	0.95	0.63	0.00	0.00	0.00	0.00	-	0.32	0.55	0.73	0.76	0.51
STANDARD ERROR	0.02	0.02	0.03	0.08	0.17	0.08	0.00	0.00	0.00	0.00	-	0.02	0.03	0.11	0.19	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

30. If you have children under the age of 18 living in your home: How satisfied have you been with the programs offered by Concord Recreation including afterschool, childcare, and summer camps made available throughout the pandemic?

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	214	96	100	10	2	6	125	74	5	2	10	102	74	12	1	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	184	87	89	5	-	3	113	63	3	1	4	94	65	8	1	17
	86%	90%	89%	50%		55%	91%	85%	65%	68%	40%	92%	87%	66%	100%	66%
		DE	DE	E		E						F			LMNP	
a. Very Satisfied	106	61	44	-	-	1	81	22	2	1	1	69	26	2	1	8
	50%	63%	44%			22%	65%	30%	35%	68%	7%	68%	35%	14%	100%	33%
		CDEF	DE				HK					MNP			LMNP	
b. Somewhat Satisfied	77	26	44	5	-	2	32	41	1	-	3	24	39	6	-	8
	36%	27%	44%	50%		33%	26%	56%	30%		33%	24%	53%	52%		33%
		E	BE	E			J	GJ				O	LO	O		O
Bottom 2 NET =====	31	9	11	5	2	3	12	11	2	1	6	9	9	4	-	9
	14%	10%	11%	50%	100%	45%	9%	15%	35%	32%	60%	8%	13%	34%		34%
				BC	BCDF							O	O	O		LO
c. Not Very Satisfied	18	6	5	3	2	3	8	8	2	-	1	8	8	2	-	1
	9%	6%	5%	31%	71%	45%	6%	11%	35%		14%	7%	11%	14%		5%
							J	J				O	O			
d. Not At All Satisfied	12	3	7	2	1	-	4	3	-	1	4	1	2	2	-	7
	6%	3%	7%	19%	29%		3%	4%		32%	46%	1%	2%	20%		28%
			F								GI					LMO
e. Don't have children under the age of 18 at home	671	249	239	77	25	81	393	192	15	4	66	278	194	28	9	162
f. Don't Know / No Answer	303	109	121	39	6	28	182	73	7	5	37	127	80	15	6	75
MEAN	3.30	3.51	3.27	2.30	1.71	2.78	3.52	3.11	3.00	3.03	2.01	3.58	3.20	2.59	4.00	2.71
		DEF	DE				HK	K				MNP	N			
STANDARD DEVIATION	0.85	0.76	0.83	0.81	0.60	0.86	0.76	0.75	0.95	1.98	1.09	0.68	0.71	1.01	0.00	1.23
STANDARD ERROR	0.07	0.09	0.11	0.29	0.46	0.40	0.08	0.10	0.55	1.48	0.59	0.08	0.11	0.35	0.00	0.34

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

31. How satisfied are you with the availability of Town Staff and services throughout the pandemic?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services						Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)	
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262	
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274	
Total Answering	927	376	365	99	23	64	584	276	26	11	30	507	349	54	17	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	
Top 2 NET =====	856	367	340	76	15	58	576	247	5	2	26	507	349	-	-	-	
	92%	98%	93%	77%	66%	91%	99%	89%	19%	15%	88%	100%	100%	-	-	-	
		CDE	DE			DE	HIJ	IJ			IJ						
a. Very satisfied	507	269	165	37	4	33	440	58	-	-	9	507	-	-	-	-	
	55%	71%	45%	37%	16%	51%	75%	21%			32%	100%					
		CDEF	E	E		E	HIJK	IJ			IJ						
b. Somewhat satisfied	349	99	174	39	11	25	136	189	5	2	17	-	349	-	-	-	
	38%	26%	48%	40%	50%	40%	23%	69%	19%	15%	56%		100%				
			B	B	B			GIJ			GIJ						
Bottom 2 NET =====	71	9	26	22	8	6	8	29	21	9	4	-	-	54	17	-	
	8%	2%	7%	23%	34%	9%	1%	11%	81%	85%	12%			100%	100%		
			B	BCF	BCF			G	GHK	GHK							
c. Not very satisfied	54	8	19	17	5	4	8	26	15	1	4	-	-	54	-	-	
	6%	2%	5%	17%	23%	7%	1%	10%	57%	12%	12%			100%			
				BC	BC			G	GHJK								
d. Not at all satisfied	17	1	7	5	3	2	-	3	6	8	-	-	-	-	17	-	
	2%	*%	2%	6%	11%	3%		1%	24%	73%					100%		
			B						GHK	GHJK							
e. Don't Know / No Answer	262	77	95	29	10	52	116	62	1	1	83	-	-	-	-	262	
MEAN	3.45	3.69	3.36	3.09	2.70	3.39	3.74	3.09	1.95	1.42	3.20	4.00	3.00	2.00	1.00	-	
		CDEF	DE			E	HIJK	IJ	J		IJ						
STANDARD DEVIATION	0.69	0.52	0.67	0.88	0.89	0.73	0.47	0.58	0.67	0.78	0.64	0.00	0.00	0.00	0.00	-	
STANDARD ERROR	0.03	0.03	0.04	0.10	0.17	0.11	0.02	0.04	0.14	0.25	0.12	0.00	0.00	0.00	0.00	-	

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

32. How satisfied are you with the experience of using Zoom meetings for public meetings, public forums, and other community input sessions?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	566	239	228	60	17	22	352	161	19	4	31	266	180	33	7	80
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	520	229	211	48	13	18	339	139	11	-	30	261	164	19	3	72
	92%	96%	93%	80%	75%	83%	97%	87%	56%		98%	98%	91%	57%	46%	91%
		D	D				HIJ	IJ	J		HIJ	MNOP	NO			NO
a. Very satisfied	278	148	97	20	6	7	214	47	3	-	15	179	64	6	-	30
	49%	62%	43%	34%	35%	31%	61%	29%	18%		47%	67%	35%	18%		37%
		CDEF					HIJ	J	J		IJ	MNOP	NO	O		NO
b. Somewhat satisfied	241	82	114	27	7	11	126	92	7	-	16	82	101	13	3	43
	43%	34%	50%	45%	41%	52%	36%	57%	39%		51%	31%	56%	39%	46%	53%
			B				J	GJ	J		J		L			L
Bottom 2 NET =====	46	10	17	12	4	4	12	21	8	4	1	5	16	14	4	7
	8%	4%	7%	20%	25%	17%	3%	13%	44%	100%	2%	2%	9%	43%	54%	9%
				BC				GK	GHK	GHIK			L	LMP	LMP	L
c. Not very satisfied	35	7	15	8	2	3	12	16	5	2	1	4	15	8	2	5
	6%	3%	7%	13%	10%	12%	3%	10%	25%	47%	2%	2%	8%	25%	26%	7%
				B				G	GK	K			L	LMP		
d. Not at all satisfied	12	2	1	4	3	1	1	5	4	2	-	1	1	6	2	2
	2%	1%	1%	7%	15%	5%	*%	3%	19%	53%		*%	1%	18%	29%	3%
								GK		GHK				LMP		
e. Don't Know / No Answer	623	214	232	67	15	94	348	178	8	8	81	241	169	21	10	183
MEAN	3.39	3.57	3.35	3.07	2.95	3.09	3.57	3.13	2.55	1.47	3.45	3.65	3.26	2.58	2.17	3.25
		CDEF	DE				HIJ	IJ	J		IJ	MNOP	NO			NO
STANDARD DEVIATION	0.70	0.61	0.63	0.88	1.05	0.80	0.57	0.72	1.01	0.59	0.55	0.52	0.63	1.00	0.92	0.70
STANDARD ERROR	0.03	0.04	0.05	0.12	0.24	0.17	0.03	0.06	0.24	0.27	0.12	0.04	0.05	0.17	0.34	0.09

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

33. Has your ability to participate in Town government public meetings, public forums, and other community input sessions increased with the online Zoom format?  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	692	268	275	82	20	47	405	215	20	7	45	303	228	34	10	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Yes	380	164	153	37	9	16	233	114	9	3	21	190	115	16	1	57
	55%	61%	56%	45%	45%	34%	57%	53%	46%	45%	47%	63%	50%	46%	14%	49%
		DF	F									MOP	O	O		O
b. No	312	104	121	45	11	31	172	101	11	4	24	112	113	18	9	60
	45%	39%	44%	55%	55%	66%	43%	47%	54%	55%	53%	37%	50%	54%	86%	51%
				B		BC							L		LMNP	L
c. Don't Know/ No Answer	497	185	185	46	13	68	295	124	6	5	68	204	120	20	7	145

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

34. How interested would you be in having Administrative offices open to the public for general business in both Concord Center and West Concord Center?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1043	404	408	115	28	88	626	302	22	11	82	454	312	47	17	214
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	557	214	230	53	13	47	336	149	12	7	52	235	182	25	10	105
	53%	53%	56%	46%	45%	53%	54%	50%	53%	63%	64%	52%	58%	53%	58%	49%
a. Very Interested	227	88	100	18	7	15	127	67	8	6	19	94	68	19	9	38
	22%	22%	24%	16%	23%	17%	20%	22%	37%	51%	24%	21%	22%	40%	51%	18%
b. Somewhat Interested	330	127	130	35	6	32	209	82	4	1	33	141	114	6	1	67
	32%	31%	32%	30%	22%	36%	33%	27%	17%	11%	40%	31%	37%	13%	8%	31%
Bottom 2 NET =====	486	189	178	62	15	42	290	152	10	4	29	219	130	22	7	108
	47%	47%	44%	54%	55%	47%	46%	50%	47%	37%	36%	48%	42%	47%	42%	51%
c. Not Very Interested	270	109	105	26	9	20	171	72	7	1	19	141	59	9	3	58
	26%	27%	26%	23%	33%	22%	27%	24%	32%	11%	23%	31%	19%	18%	20%	27%
d. Not At All Interested	217	80	73	35	6	22	119	80	3	3	11	78	71	14	4	50
	21%	20%	18%	31%	21%	25%	19%	27%	15%	26%	13%	17%	23%	29%	22%	23%
e. Don't Know / No Answer	146	50	52	12	4	27	73	37	5	-	30	53	37	7	-	49
MEAN	2.54	2.55	2.63	2.32	2.47	2.45	2.55	2.45	2.75	2.88	2.74	2.55	2.57	2.64	2.87	2.44
STANDARD DEVIATION	1.05	1.04	1.04	1.08	1.09	1.05	1.02	1.11	1.13	1.34	0.97	1.00	1.07	1.28	1.29	1.04
STANDARD ERROR	0.04	0.06	0.06	0.12	0.19	0.13	0.05	0.07	0.24	0.42	0.13	0.06	0.07	0.19	0.33	0.08

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

35. Given the current health climate, are you comfortable using or accessing the Town recreational open space and park facilities?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1137	432	446	125	30	103	675	323	25	11	103	489	341	53	16	237
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1039	400	405	112	27	95	627	291	23	10	88	455	310	44	16	213
	91%	92%	91%	90%	90%	92%	93%	90%	92%	89%	86%	93%	91%	82%	100%	90%
															LMNP	
a. Very Comfortable	695	294	253	64	18	66	437	177	14	7	61	330	189	28	13	137
	61%	68%	57%	52%	61%	63%	65%	55%	55%	63%	59%	67%	55%	52%	81%	58%
		CD					H					MNP			MNP	
b. Somewhat Comfortable	343	106	152	48	9	29	190	114	9	3	27	126	122	16	3	77
	30%	24%	34%	38%	29%	28%	28%	35%	37%	26%	27%	26%	36%	30%	19%	32%
			B	B				G					L			
Bottom 2 NET =====	98	32	41	12	3	9	48	32	2	1	15	34	31	9	-	24
	9%	8%	9%	10%	10%	8%	7%	10%	8%	11%	14%	7%	9%	18%		10%
												O	O	O		O
c. Not Very Comfortable	75	24	33	10	1	7	36	25	1	-	13	24	26	6	-	19
	7%	6%	7%	8%	3%	7%	5%	8%	3%		12%	5%	8%	11%		8%
							J	J			J	O	O	O		O
d. Not At All Comfortable	23	9	9	3	2	1	12	7	1	1	2	10	5	3	-	5
	2%	2%	2%	2%	6%	1%	2%	2%	5%	11%	2%	2%	1%	6%		2%
												O				
e. Don't Know / No Answer	52	21	14	3	3	12	25	16	2	-	9	18	8	1	1	25
MEAN	3.51	3.59	3.45	3.40	3.45	3.54	3.56	3.43	3.41	3.40	3.43	3.58	3.45	3.28	3.81	3.45
		CD					H					MN			N	
STANDARD DEVIATION	0.71	0.69	0.72	0.73	0.85	0.69	0.68	0.73	0.81	1.01	0.78	0.68	0.70	0.91	0.40	0.73
STANDARD ERROR	0.02	0.04	0.04	0.07	0.15	0.08	0.03	0.05	0.17	0.31	0.10	0.04	0.04	0.13	0.11	0.06

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

36. Please indicate your thinking of Town spending on - Town Government Services. This includes the Police Department, Fire Department, Public Works, Planning and Land Management, and General Government Services.

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	931	362	381	91	27	70	556	268	24	10	73	412	282	46	15	176
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	58	23	24	6	2	2	40	14	2	1	1	29	18	3	1	6
	6%	6%	6%	7%	9%	3%	7%	5%	7%	14%	1%	7%	6%	7%	9%	3%
							K									
b. About the right amount of money	785	319	317	76	21	52	496	206	15	4	64	360	231	30	7	156
	84%	88%	83%	84%	78%	74%	89%	77%	65%	41%	87%	87%	82%	66%	50%	89%
		F					HIJ	J			IJ	NO	NO			NO
c. Too much money	89	21	40	8	4	16	20	49	7	4	9	23	33	13	6	14
	10%	6%	10%	9%	13%	23%	4%	18%	28%	45%	12%	6%	12%	27%	40%	8%
			B			BCD		G	G	GK			L	LMP	LMP	
d. Don't Know / No Answer	258	91	79	37	5	46	144	70	3	2	39	95	67	8	2	86

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
 <Weighted> December 2020

37. Please indicate your thinking of Town spending on - Concord Public Schools (Kindergarten through 8th Grade).  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	892	339	371	91	29	62	532	262	23	10	65	384	285	42	16	165
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	133	44	64	18	1	5	80	33	3	3	14	56	40	1	3	33
	15%	13%	17%	19%	4%	8%	15%	13%	12%	30%	21%	14%	14%	3%	19%	20%
		E	EF	EF								N	N			N
b. About the right amount of money	619	257	247	54	15	45	390	171	9	5	45	283	196	26	7	108
	69%	76%	67%	59%	54%	73%	73%	65%	38%	47%	69%	74%	69%	61%	44%	65%
		CDE					HI	I			I	O				
c. Too much money	140	37	59	19	12	12	63	58	11	2	6	46	49	15	6	24
	16%	11%	16%	21%	43%	19%	12%	22%	50%	24%	10%	12%	17%	37%	37%	15%
					BCDF			GK	GHK					LMP		
d. Don't Know / No Answer	297	114	89	36	4	54	168	77	4	1	47	123	64	12	1	97

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
 <Weighted> December 2020

38. Please indicate your thinking of Town spending on - Concord - Carlisle Regional High School (9th through 12th Grades)  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	866	335	351	91	28	61	518	251	23	10	65	371	276	41	16	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	83	32	35	9	2	5	44	25	3	3	9	35	27	2	3	16
	10%	9%	10%	10%	7%	8%	8%	10%	12%	30%	13%	10%	10%	5%	19%	10%
b. About the right amount of money	611	255	242	57	15	42	394	157	8	5	48	282	187	19	6	118
	71%	76%	69%	62%	55%	69%	76%	63%	35%	47%	74%	76%	68%	45%	37%	72%
		DE					HI	I			I	MNO	NO			NO
c. Too much money	172	48	74	26	10	14	80	69	12	2	8	53	62	20	7	29
	20%	14%	21%	28%	37%	23%	16%	27%	53%	24%	13%	14%	23%	50%	44%	18%
				B	B			GK	GHK				L	LMP	L	
d. Don't Know / No Answer	323	119	109	36	5	55	182	88	4	1	48	136	73	13	1	100

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

39. How interested are you in providing General Fund (tax dollars) support for economic vitality or Concord businesses?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1121	436	437	119	30	98	673	315	27	11	94	488	326	53	17	238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	823	338	322	84	13	65	538	204	14	5	62	391	230	28	10	164
	73%	78%	74%	70%	44%	66%	80%	65%	52%	47%	66%	80%	71%	52%	58%	69%
		E	E	E		E	HIJK					MNP	N			N
a. Very Interested	331	148	118	29	7	28	235	61	5	3	28	165	76	12	5	74
	30%	34%	27%	24%	24%	29%	35%	19%	19%	23%	29%	34%	23%	23%	28%	31%
							H					M				
b. Somewhat Interested	492	190	204	54	6	37	302	143	9	3	35	226	155	16	5	91
	44%	44%	47%	46%	20%	37%	45%	45%	33%	23%	37%	46%	47%	29%	30%	38%
		E	E	E								N	N			
Bottom 2 NET =====	298	98	115	36	17	33	136	111	13	6	32	97	95	25	7	74
	27%	22%	26%	30%	56%	34%	20%	35%	48%	53%	34%	20%	29%	48%	42%	31%
					BCDF			G	G	G	G		L	LMP		L
c. Not Very Interested	158	51	63	21	8	14	74	65	4	2	13	52	52	15	2	37
	14%	12%	15%	17%	28%	14%	11%	21%	16%	18%	13%	11%	16%	28%	12%	15%
					B			G						L		
d. Not At All Interested	140	46	51	15	8	19	62	46	9	4	19	44	43	10	5	37
	12%	11%	12%	12%	28%	19%	9%	15%	32%	35%	21%	9%	13%	20%	30%	15%
					BC			G	G		G					L
e. Don't Know / No Answer	68	18	23	8	3	17	26	24	-	-	18	19	23	1	-	24
MEAN	2.91	3.01	2.89	2.82	2.41	2.76	3.06	2.69	2.39	2.35	2.75	3.05	2.81	2.56	2.55	2.85
		EF	E	E			HIJK					MNOP				
STANDARD DEVIATION	0.96	0.94	0.94	0.94	1.15	1.08	0.91	0.95	1.14	1.24	1.10	0.90	0.94	1.06	1.23	1.03
STANDARD ERROR	0.03	0.05	0.05	0.10	0.20	0.12	0.04	0.06	0.23	0.38	0.15	0.05	0.06	0.15	0.31	0.08

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

40. In terms of your personal household's financial situation/outlook, would you say you are doing better than you were two years ago, worse, or about the same?  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1165	446	451	124	32	113	691	330	24	11	109	506	338	51	17	253
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	297	113	128	30	3	22	186	72	6	4	29	138	77	11	7	64
	25%	25%	28%	24%	11%	20%	27%	22%	23%	39%	27%	27%	23%	20%	44%	25%
		E	EF	E												
b. Worse	183	70	67	28	7	11	100	60	1	2	19	75	59	13	1	35
	16%	16%	15%	23%	22%	10%	14%	18%	5%	20%	17%	15%	17%	26%	6%	14%
				F				I						O		
c. About the Same	686	262	256	66	21	80	406	197	17	5	61	293	202	27	8	154
	59%	59%	57%	53%	67%	71%	59%	60%	71%	41%	56%	58%	60%	53%	49%	61%
						BCD										
d. Don't Know / No Answer	24	8	9	3	1	3	8	9	3	-	4	1	11	3	-	9

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
 <Weighted> December 2020

41. Have your household finances changed due to the COVID19 pandemic?  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	86	43	30	4	3	5	51	24	-	1	10	45	19	5	1	15
	7%	9%	7%	3%	10%	5%	7%	7%		6%	9%	9%	6%	10%	4%	6%
		DF					I	I			I					
b. Worse	223	71	93	33	10	16	122	73	6	3	18	87	71	17	3	45
	19%	16%	20%	26%	31%	14%	17%	21%	24%	26%	16%	17%	20%	31%	17%	17%
				BF	F									LP		
c. About the Same	854	329	329	86	18	91	516	231	19	7	80	373	246	30	13	191
	72%	73%	72%	68%	56%	79%	74%	68%	72%	63%	71%	74%	70%	55%	80%	73%
						E						N	N			N
d. Don't Know / No Answer	27	11	8	4	1	3	10	11	1	1	4	1	13	2	-	11

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

42. In which of the following groups is your age?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1176	452	455	126	30	114	695	333	26	11	111	503	344	52	17	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Under 35	93 8%	31 7%	44 10%	9 7%	-	9 8%	58 8%	18 5%	-	-	18 16%	53 11%	18 5%	-	-	22 9%
		E	BE	E		E	HIJ	IJ			GHIJ	MNO	NO			MNO
b. 35 to 44	165 14%	68 15%	65 14%	16 13%	2 5%	15 13%	91 13%	49 15%	6 25%	2 14%	18 16%	70 14%	53 16%	11 22%	2 10%	29 11%
		E	E											P		
c. 45 to 54	243 21%	97 21%	100 22%	23 18%	3 9%	20 18%	143 21%	72 22%	4 16%	4 36%	19 17%	102 20%	72 21%	8 16%	7 40%	53 20%
		E	E												N	
d. 55 to 64	272 23%	105 23%	100 22%	40 32%	6 22%	20 18%	162 23%	86 26%	4 17%	1 10%	18 16%	111 22%	97 28%	12 23%	3 19%	49 19%
				F									P			
e. 65 or Over	403 34%	150 33%	146 32%	38 30%	19 64%	49 43%	241 35%	108 33%	11 43%	5 40%	38 34%	167 33%	104 30%	21 40%	5 31%	106 41%
					BCDF											M
f. Don't Know / No Answer	13	2	5	1	3	2	5	6	1	-	1	4	5	2	-	2

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
<Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1188	454	459	127	33	116	700	338	27	11	112	507	349	54	17	261
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Less than One Year	88 7%	28 6%	39 9%	2 1%	-	19 17%	52 7%	19 6%	2 6%	-	16 14%	42 8%	23 7%	3 6%	-	20 8%
		DE	DE			BCDE	J	J			HJ	O	O	O		O
b. 1 to 5 Years	245 21%	90 20%	93 20%	33 26%	2 5%	27 24%	149 21%	61 18%	3 12%	-	32 29%	125 25%	54 15%	6 10%	2 10%	60 23%
		E	E	E		E	J	J	J		HIJ	MNO				MNO
c. 6 to 10 years	168 14%	68 15%	71 15%	16 13%	3 9%	10 8%	102 15%	56 17%	1 2%	-	9 8%	67 13%	60 17%	8 14%	-	33 13%
		F	F				IJ	IJK			J	O	O	O		O
d. Over 10 Years	687 58%	267 59%	255 56%	77 61%	28 86%	59 51%	397 57%	202 60%	21 80%	11 100%	55 49%	273 54%	212 61%	38 70%	15 90%	149 57%
					BCDF				GHK	GHIK				L	LMNP	
e. Don't Know / No Answer	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	1

Comparison Groups: BCDEF/GHIJK/LMNOP  
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 - 2020

Concord Town Survey  
 <Weighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1181	452	457	125	32	116	697	336	25	11	112	505	346	53	17	261
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Yes	446	184	190	43	4	26	273	122	9	6	37	206	135	16	7	83
	38%	41%	42%	34%	11%	23%	39%	36%	35%	50%	33%	41%	39%	31%	40%	32%
		EF	EF	EF								P				
b. No	735	268	267	82	28	89	424	214	16	6	75	299	211	37	10	178
	62%	59%	58%	66%	89%	77%	61%	64%	65%	50%	67%	59%	61%	69%	60%	68%
				BCD	BCD											L
c. Don't Know / No Answer	8	2	3	2	1	-	3	3	2	-	-	2	3	1	-	2

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
 <Weighted> December 2020

45. Which Polling Place do you use?  
 BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1056	412	413	116	29	85	630	305	26	11	84	456	313	49	17	221
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. 141 Keyes Road	242	77	112	33	6	14	143	74	6	6	13	103	76	13	6	44
	23%	19%	27%	28%	22%	17%	23%	24%	23%	53%	16%	23%	24%	27%	36%	20%
			BF							K						
b. Harvey Wheeler	467	195	169	47	17	39	281	137	10	3	36	209	124	22	6	106
	44%	47%	41%	40%	57%	46%	45%	45%	38%	23%	43%	46%	40%	45%	34%	48%
c. Ripley	227	95	83	27	4	18	135	60	7	2	23	89	71	8	4	54
	21%	23%	20%	23%	13%	21%	22%	20%	25%	18%	27%	19%	23%	17%	26%	25%
d. Hunt Gym	120	46	48	10	3	14	70	34	4	1	12	55	42	6	1	16
	11%	11%	12%	8%	9%	16%	11%	11%	14%	6%	14%	12%	13%	12%	4%	7%
													P			
e. Don't Vote in Concord	41	16	14	6	2	3	16	13	-	-	11	14	10	2	-	14
f. Don't Know / No Answer	92	25	33	5	2	27	54	21	1	-	17	36	26	3	-	27

Comparison Groups: BCDEF/GHIJK/LMNOP  
 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 - 2020

Concord Town Survey  
<Weighted> December 2020

46. Do you attend Town Meeting? And if so, how often?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	454	460	127	33	116	700	339	27	11	112	507	349	54	17	262
Unweighted Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1139	439	437	127	32	104	668	331	25	11	104	488	337	52	17	245
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. I always attend all days/sessions	57 5%	27 6%	21 5%	6 4%	1 2%	3 2%	36 5%	17 5%	1 5%	-	3 3%	32 6%	18 5%	4 7%	1 4%	3 1%
							J	J				P	P			
b. I often attend, but not all days/sessions	168 15%	71 16%	64 15%	16 13%	6 19%	11 11%	104 16%	47 14%	6 26%	1 6%	10 10%	67 14%	65 19%	6 12%	4 22%	26 11%
													P			
c. I occasionally attend if/when an article is of interest	512 45%	187 43%	202 46%	66 52%	19 59%	38 37%	299 45%	158 48%	12 48%	9 77%	35 33%	217 44%	151 45%	25 47%	9 56%	110 45%
				F	BF			K		GHK						
d. I never attend	402 35%	154 35%	150 34%	39 31%	6 19%	52 50%	229 34%	109 33%	5 21%	2 18%	56 55%	172 35%	103 31%	18 34%	3 18%	106 43%
		E	E			BCDE					GHIJ	O				MO
e. I Don't Know / No Answer	50	15	23	-	1	12	32	8	2	-	9	19	12	2	-	17

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