

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

ECRWSS
PRSRT STD
U.S. Postage Paid
Permit No. 51

**Residential Customer
Concord, Massachusetts
01742**

**Official Concord Town Government
Survey**

Please complete and respond by
Friday, December 18, 2020

**Official Concord Town Government Survey
Fall 2020**

The **Official 2020 Concord Town Government Survey** presented below has 46 questions with mostly multiple choice responses. For the most part, questions relate to Town programs and services. It should take approximately 10 to 15 minutes to complete. In addition to the standard questions that help the Town evaluate service over time, there are several additional questions regarding Towns services during the COVID19 pandemic.

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

If you are completing the survey by phone, please dial the toll-free number 877-691-2586 between noon and 8PM. You will be assisted in this process. There may be a slight wait in connecting you. Make sure you have the PIN Number below available.

If you are completing the survey by hand, please circle the letter associated with your response on this questionnaire and mail it to the Concord Town House, 22 Monument Square, Concord MA 01742 or bring it to a Town drop box located at the Concord Town House (left side near the accessible entrance) or a Town drop box located at the Harvey Wheeler Community Center.

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

We encourage you to take the survey online.

To be counted, please complete the survey process **by Friday, December 18th**. The sooner it is completed, the better.

Thank you for your participation! Please begin.

Your unique PIN Number is:

PIN:

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

Town Government

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

2. In relation to the property taxes you pay, how satisfied are you with the overall quality of Town services?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Not very satisfied
 - d. Not at all satisfied
 - e. Don't Know / No Answer

3. What local issue would you say is the highest priority for you?
 - a. Affordable Housing
 - b. Preservation of the Town's Character
 - c. Public Safety
 - d. Roads
 - e. Schools
 - f. Taxes
 - g. Sustainability
 - h. Economic Vitality
 - i. Other Town Services (Please specify): _____
 - j. Don't Know / No Answer

4. What method do you utilize most often when trying to gather information about Town services, news, and events?
 - a. Visiting Town Offices in person
 - b. Browsing the Town's website
 - c. Subscribing to News & Notices on the Town's website
 - d. Email to Town Staff or committees directly
 - e. Postal mail
 - f. Calling Town Offices / Town Departments directly
 - g. Viewing social media sites (@TownofConcordMA: Facebook, twitter, Instagram)
 - h. Reading the Concord Journal or other local publications
 - i. I don't use any of these platforms or methods
 - j. Don't Know / No Answer

**Official Concord Town Government Survey
Fall 2020**

5. How would you rate your satisfaction with the manner in which you receive information from the Town?
 - a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer

6. What do you believe to be the ideal frequency for receiving communications from the Town?
 - a. Weekly; Similar to a condensed report with news/information from all departments
 - b. Monthly summary document with relevant news
 - c. The Town's Annual Report only
 - d. Sporadically; no specific schedule, news sent out as it happens (i.e. news and notices)
 - e. Don't Know / No Answer

7. How satisfied have you been with Town communications related to COVID19?
 - a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer

Finance Department

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?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer

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 other similar properties in Town?
 - a. Over-assessed
 - b. Under-assessed
 - c. Fairly assessed
 - d. Rent / Does not apply
 - e. Don't Know / No Answer

Department of Planning and Land Management

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?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer
11. In terms of land-use and development, how would you rate your satisfaction with recent development projects in Concord?
- a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer

Public Library

12. How would you rate the overall quality of services provided by the Concord Free Public Library?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer
13. Within the next year, are you more likely to participate in programs or events that are:
- a. In Person
 - b. Online / Live Streams
 - c. Hybrid Mix
 - d. Self-Guided (Not Live)
 - e. I do not plan to participate in library programs
 - f. Don't Know / No Answer

Senior Services / Council on Aging

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?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Use Service
 - f. Don't Know / No Answer

15. How would you rate the amount of social, physical, or mental support provided to you by Senior Services/COA during the COVID19 Pandemic?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Use Service
 - f. Don't Know / No Answer

Public Safety

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

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

Public Works

18. How would you rate the overall quality of services provided by Concord Public Works, who maintain Town roads, sidewalks, and cemeteries and provides the necessary utilities such as water, sewer, and solid waste collection?
- Excellent
 - Good
 - Fair
 - Poor
 - Don't Know / No Answer
19. How would you rate your satisfaction with the condition and maintenance of Town roadways and sidewalks?
- Very Satisfied
 - Somewhat Satisfied
 - Not Very Satisfied
 - Not At All Satisfied
 - Don't Know / No Answer
20. How would you rate your satisfaction with the Town's snow plowing and winter maintenance efforts?
- Very Satisfied
 - Somewhat Satisfied
 - Not Very Satisfied
 - Not At All Satisfied
 - Don't Know / No Answer
21. How would you rate your satisfaction with the Town's maintenance of parks and playgrounds?
- Very Satisfied
 - Somewhat Satisfied
 - Not Very Satisfied
 - Not At All Satisfied
 - Don't Know / No Answer

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

22. Water Service?
- Good Bargain
 - Reasonably Priced
 - Excessively Price
 - Don't Use Service
 - Don't Know / No Answer

23. Sewer Service?
- a. Good Bargain
 - b. Reasonably Priced
 - c. Excessively Price
 - d. Don't Use Service
 - e. Don't Know / No Answer
24. Trash and Recycling Pickup provided by the Town?
- a. Good Bargain
 - b. Reasonably Priced
 - c. Excessively Price
 - d. Don't Use Service
 - e. Don't Know / No Answer
25. Electricity?
- a. Good Bargain
 - b. Reasonably Priced
 - c. Excessively Price
 - d. Don't Use Service
 - e. Don't Know / No Answer
26. Internet Service provided by the Town's Broadband Division within the Concord Municipal Light Plant?
- a. Good Bargain
 - b. Reasonably Priced
 - c. Excessively Price
 - d. Don't Use Service
 - e. Don't Know / No Answer
27. Recreation Programs (such as after school programs, special events, programs and summer camp)?
- a. Good Bargain
 - b. Reasonably Priced
 - c. Excessively Price
 - d. Don't Use Service
 - e. Don't Know / No Answer
28. Beede Swim and Fitness Center?
- a. Good Bargain
 - b. Reasonably Priced
 - c. Excessively Price
 - d. Don't Use Service
 - e. Don't Know / No Answer

Town Services during COVID19 Pandemic

29. Given the current health climate, how satisfied have you been with the Town's efforts to continue essential services for the public?
- Very Satisfied
 - Somewhat Satisfied
 - Not Very Satisfied
 - Not At All Satisfied
 - Don't Know / No Answer
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?
- Very Satisfied
 - Somewhat Satisfied
 - Not Very Satisfied
 - Not At All Satisfied
 - Don't have children under the age of 18 at home
 - Don't Know / No Answer
31. How satisfied are you with the availability of Town Staff and services throughout the pandemic?
- Very Satisfied
 - Somewhat Satisfied
 - Not Very Satisfied
 - Not At All Satisfied
 - Don't Know / No Answer
32. How satisfied are you with the experience of using Zoom meetings for public meetings, public forums, and other community input sessions?
- Very Satisfied
 - Somewhat Satisfied
 - Not Very Satisfied
 - Not At All Satisfied
 - Don't Know / No Answer
33. Has your ability to participate in Town government public meetings, public forums, and other community input sessions increased with the online Zoom format?
- Yes
 - No
 - Don't Know/ No Answer

**Official Concord Town Government Survey
Fall 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?
- a. Very Interested
 - b. Somewhat Interested
 - c. Not Very Interested
 - d. Not At All Interested
 - e. Don't Know / No Answer
35. Given the current health climate, are you comfortable using or accessing the Town recreational open space and park facilities?
- a. Very Comfortable
 - b. Somewhat Comfortable
 - c. Not Very Comfortable
 - d. Not At All Comfortable
 - e. Don't Know / No Answer

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

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

**Official Concord Town Government Survey
Fall 2020**

39. Economic vitality and local small business support efforts have been a growing focus for the community throughout the past year. Given this, how interested are you in providing General Fund (tax dollars) support for economic vitality or Concord businesses?
- a. Very Interested
 - b. Somewhat Interested
 - c. Not Very Interested
 - d. Not At All Interested
 - e. Don't Know / No Answer

Household Finances

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?
- a. Better
 - b. Worse
 - c. About the Same
 - d. Don't Know / No Answer
41. Have your household finances changed due to the COVID19 pandemic?
- a. Better
 - b. Worse
 - c. About the Same
 - d. Don't Know / No Answer

Demographics

42. In which of the following groups is your age?
- a. Under 35
 - b. 35 to 44
 - c. 45 to 54
 - d. 55 to 64
 - e. 65 or Over
 - f. Don't Know / No Answer
43. How long have you lived in Concord?
- a. Less than One Year
 - b. 1 to 5 Years
 - c. 6 to 10 Years
 - d. Over 10 Years
 - e. Don't Know / No Answer

**Official Concord Town Government Survey
Fall 2020**

44. Do you currently have any children under the age of 18 living in your household?
- a. Yes
 - b. No
 - c. Don't Know / No Answer
45. Which Polling Place do you use?
- a. 141 Keyes Road
 - b. Harvey Wheeler
 - c. Ripley
 - d. Hunt Gym
 - e. Don't Vote in Concord
 - f. Don't Know / No Answer
46. Do you attend Town Meeting? And if so, how often?
- a. I always attend all days/sessions
 - b. I often attend, but not all days/sessions
 - c. I occasionally attend if/when an article is of interest
 - d. I never attend
 - e. I Don't Know / No Answer

This concludes our survey. Thank you for your time and participation. If you would like to comment further on any of the issues in this survey or on the survey itself, please contact Erin Stevens, Public Information and Communications Manager in the Concord Town Manager's Office at 978-318-3000 or estevens@concordma.gov. Thank you again!
