

TABLE OF CONTENTS

Banner 2

Table Q1	Page 1	1. How would you rate the overall quality of services provided by the Concord Town Government? BASE = ALL RESPONDENTS
Table Q2	Page 2	2. In relation to the property taxes you pay, how satisfied are you with the overall quality of Town services? BASE = ALL RESPONDENTS
Table Q3	Page 3	3. What local issue would you say is the highest priority for you? BASE = ALL RESPONDENTS
Table Q4	Page 4	4. What method do you utilize most often when trying to gather information about Town services, news, and events? BASE = ALL RESPONDENTS
Table Q5	Page 5	5. How would you rate your satisfaction with the manner in which you receive information from the Town? BASE = ALL RESPONDENTS
Table Q6	Page 6	6. What do you believe to be the ideal frequency for receiving communications from the Town? BASE = ALL RESPONDENTS
Table Q7	Page 7	7. How satisfied have you been with Town communications related to COVID19? BASE = ALL RESPONDENTS
Table Q8	Page 8	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
Table Q9	Page 9	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
Table Q10	Page 10	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
Table Q11	Page 11	11. In terms of land-use and development, how would you rate your satisfaction with recent development projects in Concord? BASE = ALL RESPONDENTS
Table Q12	Page 12	12. How would you rate the overall quality of services provided by the Concord Free Public Library? BASE = ALL RESPONDENTS
Table Q13	Page 13	13. Within the next year, are you more likely to participate in programs or events that are: BASE = ALL RESPONDENTS
Table Q14	Page 14	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
Table Q15	Page 15	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
Table Q16	Page 16	16. How would you rate the overall quality of services provided by the Concord Police Department? BASE = ALL RESPONDENTS
Table Q17	Page 17	17. How would you rate the overall quality of services provided by the Concord Fire Department? BASE = ALL RESPONDENTS
Table Q18	Page 18	18. How would you rate the overall quality of services provided by Concord Public Works? BASE = ALL RESPONDENTS
Table Q19	Page 19	19. How would you rate your satisfaction with the condition and maintenance of Town roadways and sidewalks? BASE = ALL RESPONDENTS
Table Q20	Page 20	20. How would you rate your satisfaction with the Town's snow plowing and winter maintenance efforts? BASE = ALL RESPONDENTS
Table Q21	Page 21	21. How would you rate your satisfaction with the Town's maintenance of parks and playgrounds? BASE = ALL RESPONDENTS
Table Q22	Page 22	22. Please indicate your consideration of the price of - Water Service? BASE = ALL RESPONDENTS
Table Q23	Page 23	23. Please indicate your consideration of the price of - Sewer Service? BASE = ALL RESPONDENTS
Table Q24	Page 24	24. Please indicate your consideration of the price of - Trash and Recycling Pickup provided by the Town? BASE = ALL RESPONDENTS
Table Q25	Page 25	25. Please indicate your consideration of the price of - Electricity? BASE = ALL RESPONDENTS
Table Q26	Page 26	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
Table Q27	Page 27	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

Table Q28	Page 28	28. Please indicate your consideration of the price of - Beede Swim and Fitness Center? BASE = ALL RESPONDENTS
Table Q29	Page 29	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
Table Q30	Page 30	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
Table Q31	Page 31	31. How satisfied are you with the availability of Town Staff and services throughout the pandemic? BASE = ALL RESPONDENTS
Table Q32	Page 32	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
Table Q33	Page 33	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
Table Q34	Page 34	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
Table Q35	Page 35	35. Given the current health climate, are you comfortable using or accessing the Town recreational open space and park facilities? BASE = ALL RESPONDENTS
Table Q36	Page 36	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
Table Q37	Page 37	37. Please indicate your thinking of Town spending on - Concord Public Schools (Kindergarten through 8th Grade). BASE = ALL RESPONDENTS
Table Q38	Page 38	38. Please indicate your thinking of Town spending on - Concord - Carlisle Regional High School (9th through 12th Grades) BASE = ALL RESPONDENTS
Table Q39	Page 39	39. How interested are you in providing General Fund (tax dollars) support for economic vitality or Concord businesses? BASE = ALL RESPONDENTS
Table Q40	Page 40	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
Table Q41	Page 41	41. Have your household finances changed due to the COVID19 pandemic? BASE = ALL RESPONDENTS
Table Q42	Page 42	42. In which of the following groups is your age? BASE = ALL RESPONDENTS
Table Q43	Page 43	43. How long have you lived in Concord? BASE = ALL RESPONDENTS
Table Q44	Page 44	44. Do you currently have any children under the age of 18 living in your household? BASE = ALL RESPONDENTS
Table Q45	Page 45	45. Which Polling Place do you use? BASE = ALL RESPONDENTS
Table Q46	Page 46	46. Do you attend Town Meeting? And if so, how often? BASE = ALL RESPONDENTS

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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1155	404	556	90	19	87	58	772	86	240	286	177	669	22	79	217	834	25	
Top 2 NET	1077	403	536	55	5	78	54	741	62	220	266	157	633	21	74	191	789	23	
=====	93%	100%	96%	61%	25%	90%	94%	96%	73%	92%	93%	89%	95%	94%	93%	88%	95%	95%	
		CDEF	DE	E		DE	I	IJ		I			L				P		
a. Excellent	544	301	195	8	-	40	24	403	17	100	130	75	332	6	46	83	405	9	
	47%	75%	35%	9%		46%	41%	52%	20%	42%	46%	43%	50%	29%	58%	38%	49%	37%	
		CDF	D			D	I	IJ		I			N		P		P		
b. Good	533	102	341	47	5	38	30	338	45	120	136	81	302	14	27	108	383	14	
	46%	25%	61%	53%	25%	44%	52%	44%	52%	50%	47%	46%	45%	65%	34%	50%	46%	58%	
			BEF	BE		B										O		O	
Bottom 2 NET	78	1	20	35	14	9	4	31	24	20	20	20	36	1	6	25	45	1	
=====	7%	*%	4%	39%	75%	10%	6%	4%	27%	8%	7%	11%	5%	6%	7%	12%	5%	5%	
			B	BCF	BCDF	B			GHJ	H			M			Q			
c. Fair	75	1	20	35	12	8	4	30	21	20	19	19	35	1	6	25	43	1	
	6%	*%	4%	39%	62%	9%	6%	4%	25%	8%	7%	11%	5%	6%	7%	11%	5%	5%	
			B	BCF	BCF	B			GHJ	H			M			Q			
d. Poor	3	-	-	-	2	1	-	1	2	-	1	1	1	-	-	1	2	-	
	*%				13%	1%		*%	3%		*%	*%	*%			*%	*%		
e. Don't Know / No Answer	34	4	3	3	1	24	-	13	3	18	11	6	16	2	6	6	20	2	
MEAN	3.40	3.74	3.32	2.70	2.12	3.36	3.35	3.48	2.90	3.33	3.38	3.31	3.44	3.23	3.51	3.26	3.43	3.32	
		CDEF	DE	E		DE	I	IJ		I			L		P		P		
STANDARD DEVIATION	0.62	0.44	0.54	0.62	0.62	0.68	0.60	0.58	0.75	0.62	0.63	0.68	0.60	0.56	0.63	0.66	0.60	0.58	
STANDARD ERROR	0.02	0.02	0.03	0.08	0.16	0.10	0.09	0.02	0.09	0.05	0.05	0.06	0.02	0.12	0.09	0.05	0.02	0.11	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1079	408	559	93	20	-	52	730	83	215	260	164	634	22	73	200	783	23	
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	966	408	559	-	-	-	47	676	53	191	237	133	578	18	64	167	713	21	
	90%	100%	100%				90%	93%	64%	89%	91%	81%	91%	85%	87%	84%	91%	92%	
							I	I		I	L		L				P		
a. Very satisfied	408	408	-	-	-	-	19	298	9	82	91	50	264	3	27	62	316	3	
	38%	100%					37%	41%	10%	38%	35%	31%	42%	15%	37%	31%	40%	13%	
							I	I		I	N		LN		R	R	PR		
b. Somewhat satisfied	559	-	559	-	-	-	27	378	44	109	147	83	314	15	37	106	398	18	
	52%		100%				53%	52%	53%	51%	57%	50%	50%	69%	51%	53%	51%	79%	
																		OPQ	
Bottom 2 NET =====	113	-	-	93	20	-	5	54	30	24	22	31	56	3	9	32	69	2	
	10%			100%	100%		10%	7%	36%	11%	9%	19%	9%	15%	13%	16%	9%	8%	
									GHJ			KM				Q			
c. Not very satisfied	93	-	-	93	-	-	2	51	21	19	19	25	48	2	8	26	58	2	
	9%			100%			4%	7%	26%	9%	7%	15%	8%	8%	10%	13%	7%	8%	
									GHJ			KM							
d. Not at all satisfied	20	-	-	-	20	-	3	3	9	5	4	6	8	2	2	7	12	-	
	2%				100%		6%	*%	11%	2%	1%	4%	1%	7%	2%	3%	1%		
									HJ										
e. Don't Know / No Answer	110	-	-	-	-	110	6	55	6	43	37	19	52	2	12	23	71	4	
MEAN	3.26	4.00	3.00	2.00	1.00	-	3.21	3.33	2.63	3.25	3.25	3.08	3.31	2.92	3.22	3.12	3.30	3.06	
							I	I		I	LN		LN				P		
STANDARD DEVIATION	0.69	0.00	0.00	0.00	0.00	-	0.79	0.62	0.81	0.71	0.65	0.78	0.67	0.74	0.72	0.75	0.67	0.46	
STANDARD ERROR	0.02	0.00	0.00	0.00	0.00	-	0.13	0.03	0.09	0.06	0.05	0.07	0.03	0.17	0.10	0.06	0.03	0.09	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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

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

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About		Better	Worse	About		
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)			(J)	(K)			(L)	(M)	(N)
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1167	402	550	91	19	105	58	777	88	246	295	179	672	22	85	217	840	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
e. Schools	323	108	182	14	2	17	17	224	15	66	116	38	166	3	30	59	233	1	
	28%	27%	33%	16%	9%	16%	29%	29%	18%	27%	39%	22%	25%	13%	35%	27%	28%	5%	
		DEF	BDEF					I			LMN				R	R	R		
b. Preservation of the Town's Character	260	109	118	14	1	18	13	187	10	50	60	36	158	6	21	38	192	9	
	22%	27%	21%	16%	3%	17%	23%	24%	11%	20%	20%	20%	24%	26%	24%	18%	23%	35%	
		DE	E					I											
f. Taxes	138	15	73	34	15	-	5	74	34	24	13	32	89	4	2	33	98	4	
	12%	4%	13%	38%	81%		9%	10%	38%	10%	4%	18%	13%	18%	3%	15%	12%	16%	
			B	BC	BCD				GHJ			K	K			O	O		
a. Affordable Housing	121	45	34	3	1	38	6	79	8	28	32	22	64	2	9	23	86	4	
	10%	11%	6%	3%	3%	36%	10%	10%	10%	11%	11%	12%	10%	10%	10%	10%	10%	14%	
		CD				BCDE													
g. Sustainability	99	51	39	2	-	7	3	68	4	23	23	12	62	1	4	14	80	1	
	8%	13%	7%	3%		6%	5%	9%	5%	9%	8%	7%	9%	5%	5%	6%	9%	4%	
		CD																	
h. Economic Vitality	68	29	33	4	-	2	1	50	6	10	19	14	34	1	6	13	48	1	
	6%	7%	6%	4%		2%	2%	6%	7%	4%	6%	8%	5%	5%	7%	6%	6%	4%	
								G											
c. Public Safety	60	21	25	5	1	8	7	35	2	16	5	11	42	2	1	13	44	2	
	5%	5%	5%	6%	3%	8%	12%	5%	2%	6%	2%	6%	6%	8%	2%	6%	5%	7%	
												K	K						
d. Roads	36	2	16	9	-	9	1	23	3	9	12	5	16	3	9	7	17	3	
	3%	1%	3%	10%		9%	1%	3%	4%	4%	4%	3%	2%	12%	10%	3%	2%	13%	
			B	B		B								Q					
i. Other Town Services	64	24	29	5	-	6	5	35	5	19	16	7	40	1	4	16	43	1	
	5%	6%	5%	5%		6%	8%	4%	6%	8%	5%	4%	6%	3%	5%	7%	5%	3%	
j. Don't Know / No Answer	22	5	8	2	1	5	-	8	1	12	2	4	14	2	1	6	14	1	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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

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

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVt Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1160	402	546	90	19	103	55	772	86	247	293	178	668	21	85	218	836	22	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
b. Browsing the Town's website	637	213	310	47	8	58	21	433	50	133	172	103	351	11	47	136	443	11	
	55%	53%	57%	53%	44%	56%	38%	56%	58%	54%	59%	58%	53%	50%	55%	63%	53%	49%	
								G	G							Q			
c. Subscribing to News & Notices on the Town's website	160	77	62	8	5	8	18	101	6	35	34	23	102	1	15	22	122	-	
	14%	19%	11%	9%	27%	7%	32%	13%	7%	14%	12%	13%	15%	3%	17%	10%	15%		
		CDF					HIJ						N						
h. Reading the Concord Journal or other local publications	153	58	73	8	1	12	8	108	9	27	35	15	100	3	8	20	123	3	
	13%	14%	13%	9%	7%	12%	15%	14%	10%	11%	12%	9%	15%	13%	9%	9%	15%	13%	
													L				P		
g. Viewing social media sites (@TownofConcordMA: Facebook, twitter, Instagram)	87	23	38	12	3	11	4	51	5	27	36	16	36	-	10	18	59	-	
	8%	6%	7%	13%	16%	11%	8%	7%	5%	11%	12%	9%	5%		12%	8%	7%		
				B						H	M								
f. Calling Town Offices / Town Departments directly	69	19	36	8	1	4	2	44	7	15	7	11	49	2	1	14	52	2	
	6%	5%	7%	9%	6%	4%	4%	6%	8%	6%	2%	6%	7%	8%	1%	7%	6%	11%	
													K			O	O		
e. Postal mail	28	4	15	1	-	8	1	15	5	6	6	3	15	4	4	2	17	4	
	2%	1%	3%	1%		8%	1%	2%	6%	2%	2%	2%	2%	17%	5%	1%	2%	20%	
			B			BD									P			PQ	
a. Visiting Town Offices in person	19	7	9	2	-	-	-	13	2	4	1	6	11	2	1	3	13	2	
	2%	2%	2%	2%				2%	2%	1%	*	3%	2%	8%	1%	2%	2%	8%	
d. Email to Town Staff or committees directly	9	1	3	3	-	1	1	6	2	-	2	1	6	-	-	2	7	-	
	1%	*	1%	4%		1%	1%	1%	2%		1%	1%	1%			1%	1%		
i. I don't use any of these platforms or methods	17	2	8	3	1	3	1	8	2	5	1	4	11	1	1	4	9	3	
j. Don't Know / No Answer	12	3	5	-	-	4	2	5	-	5	3	1	7	2	-	2	9	2	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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

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

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVt Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA		Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)		(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258		297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255		227	185	753	24	73	212	873	31
Total Answering	1163	402	550	91	19	101	57	781	83	242		290	178	673	23	85	220	834	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET	1063	393	494	68	12	97	51	715	70	228		263	157	622	20	73	196	772	22
=====	91%	98%	90%	75%	66%	95%	89%	92%	84%	94%		91%	88%	92%	91%	86%	89%	93%	89%
		CDE	DE			DE				I									
a. Very satisfied	460	228	182	7	3	40	21	307	21	111		114	76	263	7	40	90	321	10
	40%	57%	33%	8%	14%	40%	36%	39%	25%	46%		39%	43%	39%	31%	47%	41%	38%	39%
		CDEF	DE			DE			I	I									
b. Somewhat satisfied	603	164	312	61	10	56	30	408	49	116		150	80	360	13	33	106	451	12
	52%	41%	57%	67%	51%	56%	53%	52%	59%	48%		52%	45%	53%	60%	39%	48%	54%	50%
			B	B		B													O
Bottom 2 NET	100	9	57	23	6	5	6	66	13	15		26	21	51	2	11	24	62	3
=====	9%	2%	10%	25%	34%	5%	11%	8%	16%	6%		9%	12%	8%	9%	14%	11%	7%	11%
			B	BCF	BCF					J									
c. Not very satisfied	87	9	50	19	6	4	6	56	12	12		25	21	40	2	11	21	53	3
	8%	2%	9%	21%	31%	4%	11%	7%	15%	5%		9%	12%	6%	9%	13%	9%	6%	11%
			B	BCF	BF					J				M					
d. Not at all satisfied	13	-	7	4	1	1	-	10	1	2		1	1	11	-	1	3	9	-
	1%		1%	4%	3%	1%		1%	1%	1%		*	*	2%		1%	1%	1%	
e. Don't Know / No Answer	26	6	8	2	1	9	1	4	6	15		7	5	13	1	1	3	19	2
MEAN	3.30	3.54	3.21	2.79	2.77	3.34	3.26	3.30	3.09	3.39		3.30	3.31	3.30	3.22	3.33	3.29	3.30	3.28
		CDEF	DE			DE			I	I									
STANDARD DEVIATION	0.65	0.54	0.65	0.65	0.75	0.60	0.64	0.65	0.66	0.63		0.64	0.68	0.65	0.61	0.73	0.69	0.64	0.66
STANDARD ERROR	0.02	0.03	0.03	0.08	0.19	0.08	0.10	0.03	0.08	0.05		0.05	0.06	0.03	0.13	0.10	0.05	0.03	0.13

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID				
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Total	Not Enough	Right Amount	Too Much	DK/NA	Total	Better	Worse	About Same	DK/NA	Total	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)		
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27		
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31		
Total Answering	1160	398	547	91	20	104	58	770	86	246	292	179	667	23	85	220	830	26		
	100%	100%	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	101	130	20	5	27	17	208	16	43	67	49	163	4	25	53	200	5		
	24%	25%	24%	22%	28%	26%	29%	27%	18%	17%	23%	27%	24%	19%	30%	24%	24%	19%		
b. Monthly summary document with relevant news	469	139	238	43	7	43	23	293	46	106	119	73	266	11	32	102	325	10		
	40%	35%	43%	47%	34%	41%	40%	38%	54%	43%	41%	41%	40%	50%	38%	47%	39%	38%		
c. The Town's Annual Report only	13	6	4	1	-	2	1	11	-	1	3	1	9	-	1	1	9	1		
	1%	1%	1%	1%		2%	2%	1%		*%	1%	1%	1%		1%	1%	1%	4%		
d. Sporadically; no specific schedule, news sent out as it happens (i.e. news and notices)	396	153	176	27	8	32	17	258	24	97	103	56	230	7	27	63	296	10		
	34%	38%	32%	30%	39%	31%	29%	33%	28%	39%	35%	31%	34%	31%	32%	29%	36%	39%		
e. Don't Know / No Answer	29	9	11	2	-	7	-	15	3	11	5	4	19	1	1	3	24	1		

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1073	375	509	86	17	86	55	733	73	212	275	172	606	21	80	207	762	24
Top 2 NET	914	347	421	60	13	72	47	636	61	170	241	137	519	17	73	164	658	19
=====	85%	93%	83%	70%	77%	84%	84%	87%	84%	80%	88%	80%	86%	80%	91%	79%	86%	80%
a. Very satisfied	454	217	180	16	2	39	23	319	21	91	113	70	262	8	43	71	329	11
	42%	58%	35%	18%	10%	45%	41%	43%	29%	43%	41%	41%	43%	37%	53%	34%	43%	46%
b. Somewhat satisfied	460	130	241	44	12	33	24	317	40	79	128	67	256	9	30	93	329	8
	43%	35%	47%	51%	67%	39%	43%	43%	55%	37%	47%	39%	42%	43%	38%	45%	43%	34%
Bottom 2 NET	160	28	88	26	4	14	9	98	12	42	34	35	87	4	7	43	104	5
=====	15%	7%	17%	30%	23%	16%	16%	13%	16%	20%	12%	20%	14%	20%	9%	21%	14%	20%
c. Not very satisfied	127	24	74	16	1	12	6	76	8	37	30	28	66	3	4	33	86	4
	12%	7%	15%	18%	4%	14%	11%	10%	11%	17%	11%	16%	11%	15%	5%	16%	11%	16%
d. Not at all satisfied	33	3	14	10	3	2	2	21	4	5	3	7	21	1	3	10	18	1
	3%	1%	3%	12%	19%	2%	4%	3%	5%	2%	1%	4%	4%	5%	4%	5%	2%	4%
e. Don't Know / No Answer	116	33	50	7	2	24	2	52	16	46	22	11	80	3	5	16	91	3
MEAN	3.24	3.50	3.15	2.76	2.67	3.27	3.21	3.27	3.08	3.21	3.28	3.16	3.25	3.12	3.40	3.09	3.27	3.21
STANDARD DEVIATION	0.78	0.66	0.77	0.89	0.92	0.78	0.82	0.76	0.78	0.81	0.70	0.84	0.79	0.85	0.77	0.83	0.75	0.88
STANDARD ERROR	0.03	0.04	0.04	0.11	0.24	0.11	0.13	0.03	0.09	0.07	0.06	0.07	0.03	0.19	0.11	0.06	0.03	0.18

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	Not Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	985	355	473	88	15	54	49	681	83	173	219	158	588	20	61	184	715	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	868	348	420	49	4	47	45	619	60	144	199	127	529	14	54	144	651	19	
	88%	98%	89%	56%	27%	87%	93%	91%	73%	83%	91%	81%	90%	69%	90%	78%	91%	78%	
		CDEF	DE	E		DE	I	IJ			LN		LN		P		P		
a. Excellent	412	230	161	5	-	16	22	317	16	57	98	64	246	5	32	70	305	6	
	42%	65%	34%	6%		30%	45%	47%	20%	33%	45%	40%	42%	23%	52%	38%	43%	23%	
		CDF	D			D	I	IJ		I					R		R		
b. Good	456	119	259	44	4	30	23	301	44	88	100	63	283	9	23	75	346	13	
	46%	33%	55%	51%	27%	57%	47%	44%	53%	51%	46%	40%	48%	46%	37%	40%	48%	54%	
			BE	B		BE													
Bottom 2 NET =====	116	7	53	38	11	7	4	62	23	29	21	30	59	6	6	40	65	6	
	12%	2%	11%	44%	73%	13%	7%	9%	27%	17%	9%	19%	10%	31%	10%	22%	9%	22%	
			B	BCF	BCDF	B			GH	H			KM		KM		OQ		
c. Fair	103	7	53	32	5	5	2	57	16	27	20	24	53	6	6	32	59	5	
	10%	2%	11%	37%	34%	10%	4%	8%	19%	16%	9%	15%	9%	31%	10%	18%	8%	20%	
			B	BCF	B				GH	GH				KM		Q			
d. Poor	14	-	-	6	6	2	1	4	7	1	1	7	6	-	-	8	5	1	
	1%			7%	39%	3%	3%	1%	8%	1%	*	4%	1%			4%	1%	3%	
				DF					HJ				K			Q			
e. Don't Know / No Answer	204	52	86	5	4	57	9	105	6	85	78	25	98	4	25	39	138	2	
MEAN	3.29	3.63	3.23	2.55	1.88	3.15	3.35	3.37	2.84	3.15	3.35	3.17	3.31	2.93	3.42	3.12	3.33	2.98	
		CDEF	DE	E		DE	I	IJ		I	N		LN		PR		PR		
STANDARD DEVIATION	0.71	0.52	0.63	0.71	0.83	0.72	0.70	0.66	0.83	0.70	0.66	0.84	0.67	0.75	0.68	0.84	0.66	0.75	
STANDARD ERROR	0.03	0.03	0.03	0.09	0.22	0.11	0.12	0.03	0.10	0.06	0.06	0.07	0.03	0.17	0.10	0.07	0.03	0.14	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	932	344	472	86	19	11	45	655	74	159	231	142	544	16	67	168	677	20	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Over-assessed	283	44	164	55	18	2	14	179	48	42	56	68	150	9	13	72	189	9	
	30%	13%	35%	64%	97%	14%	31%	27%	65%	27%	24%	48%	28%	59%	19%	43%	28%	47%	
			B	BCF	BCDF				GHJ			KM		KM		OQ		O	
b. Under-assessed	9	2	6	-	-	1	1	5	1	2	5	2	1	1	3	2	3	1	
	1%	1%	1%			6%	1%	1%	2%	1%	2%	2%	*%	4%	5%	1%	*%	3%	
c. Fairly assessed	639	297	302	31	1	9	30	471	24	114	170	71	392	6	51	93	486	10	
	69%	86%	64%	36%	3%	80%	68%	72%	33%	72%	74%	50%	72%	37%	76%	55%	72%	50%	
		CDE	DE	E		DE	I	I		I	LN		LN		PR		PR		
d. Rent / Does not apply	79	12	9	2	-	57	4	41	5	28	32	14	33	-	10	19	48	1	
e. Don't Know / No Answer	178	52	77	5	1	42	9	89	10	71	34	27	109	8	8	36	128	6	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	955	338	461	78	14	63	47	670	76	162	226	149	560	20	61	185	685	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET	726	287	341	37	6	54	33	531	41	120	171	118	427	10	37	140	535	14
=====	76%	85%	74%	47%	46%	86%	70%	79%	54%	74%	76%	79%	76%	48%	61%	76%	78%	58%
		CDE	DE			DE		I		I	N	N	N				OR	
a. Excellent	264	139	101	7	1	16	15	200	6	43	62	51	150	1	14	62	185	4
	28%	41%	22%	9%	5%	26%	31%	30%	8%	26%	28%	34%	27%	6%	23%	33%	27%	15%
		CDEF	DE			DE	I	I		I	N	N	N				R	
b. Good	462	149	240	30	6	38	18	331	36	78	109	67	278	8	23	79	350	10
	48%	44%	52%	39%	41%	60%	39%	49%	47%	48%	48%	45%	50%	41%	39%	43%	51%	43%
			BD			BD												
Bottom 2 NET	229	51	120	41	8	9	14	138	35	42	54	31	133	11	23	44	150	10
=====	24%	15%	26%	53%	54%	14%	30%	21%	46%	26%	24%	21%	24%	52%	39%	24%	22%	42%
			B	BCF	BCF					HJ				KLM	Q			Q
c. Fair	179	45	99	25	4	8	9	114	25	30	46	18	106	10	17	30	123	9
	19%	13%	21%	32%	25%	12%	20%	17%	33%	19%	20%	12%	19%	47%	28%	16%	18%	35%
			B	BF					HJ					KLM				
d. Poor	49	6	21	16	4	1	5	24	9	11	9	13	27	1	7	14	27	2
	5%	2%	5%	21%	29%	2%	10%	4%	12%	7%	4%	9%	5%	5%	11%	8%	4%	7%
			B	BCF	BF				H									
e. Don't Know / No Answer	234	69	98	15	6	47	11	115	12	96	71	34	125	4	25	38	168	3
MEAN	2.99	3.24	2.91	2.35	2.21	3.09	2.91	3.06	2.50	2.94	3.00	3.05	2.98	2.49	2.73	3.02	3.01	2.65
		CDE	DE			DE	I	I		I	N	N	N			O	OR	
STANDARD DEVIATION	0.82	0.75	0.78	0.92	0.95	0.68	0.96	0.78	0.81	0.85	0.80	0.90	0.80	0.71	0.94	0.90	0.78	0.83
STANDARD ERROR	0.03	0.04	0.04	0.11	0.26	0.10	0.15	0.03	0.10	0.07	0.07	0.08	0.03	0.17	0.13	0.07	0.03	0.17

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVt Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	903	316	440	72	14	61	50	629	71	153	207	148	530	17	64	181	640	18	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	635	246	300	35	7	46	33	464	40	97	162	94	372	7	47	116	463	9	
	70%	78%	68%	49%	52%	76%	66%	74%	56%	63%	78%	64%	70%	38%	74%	64%	72%	48%	
		CD	D			D		IJ			LN	N	N				R		
a. Very satisfied	164	82	64	2	-	15	11	123	4	26	50	29	84	1	18	28	116	1	
	18%	26%	15%	3%		25%	22%	20%	6%	17%	24%	20%	16%	4%	28%	16%	18%	7%	
		CD	D			D	I	I		I	MN	N	N		R				
b. Somewhat satisfied	471	164	236	33	7	31	22	341	36	72	112	65	288	6	29	87	347	8	
	52%	52%	54%	45%	52%	51%	45%	54%	50%	47%	54%	44%	54%	34%	46%	48%	54%	41%	
													L						
Bottom 2 NET =====	269	70	140	37	7	15	17	165	31	56	45	54	159	11	16	66	177	10	
	30%	22%	32%	51%	48%	24%	34%	26%	44%	37%	22%	36%	30%	62%	26%	36%	28%	52%	
			B	BCF					H	H		K		KLM				Q	
c. Not very satisfied	203	52	109	24	5	13	13	121	25	44	36	41	119	6	14	48	135	6	
	22%	16%	25%	34%	35%	21%	27%	19%	35%	29%	18%	27%	23%	37%	22%	26%	21%	31%	
			B	B					H	H									
d. Not at all satisfied	66	19	31	13	2	2	4	44	6	12	9	13	40	4	2	18	42	4	
	7%	6%	7%	18%	12%	3%	7%	7%	9%	8%	4%	9%	7%	26%	4%	10%	7%	21%	
				BCF															
e. Don't Know / No Answer	286	91	119	21	6	49	8	157	17	105	90	35	155	6	22	42	214	8	
MEAN	2.81	2.98	2.76	2.34	2.40	2.98	2.81	2.86	2.53	2.72	2.98	2.75	2.78	2.16	2.98	2.70	2.84	2.35	
		CDE	D			DE		I			LMN	N	N		R		R		
STANDARD DEVIATION	0.81	0.81	0.78	0.81	0.72	0.77	0.86	0.81	0.74	0.84	0.77	0.87	0.80	0.87	0.81	0.85	0.79	0.91	
STANDARD ERROR	0.03	0.05	0.04	0.10	0.21	0.13	0.15	0.04	0.09	0.07	0.07	0.08	0.04	0.22	0.13	0.07	0.03	0.21	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1077	382	499	81	16	98	55	722	83	216	258	164	634	20	82	199	772	24	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	1045	378	480	77	15	95	53	701	79	212	250	159	617	19	81	190	752	21	
	97%	99%	96%	95%	93%	96%	95%	97%	95%	98%	97%	97%	97%	91%	99%	96%	97%	90%	
a. Excellent	813	333	353	35	12	79	41	552	55	165	198	120	484	11	66	146	585	17	
	76%	87%	71%	44%	75%	81%	75%	77%	65%	76%	77%	73%	76%	56%	81%	73%	76%	70%	
b. Good	231	44	127	42	3	15	11	148	24	47	52	40	133	7	15	45	167	5	
	21%	12%	25%	52%	19%	16%	20%	21%	29%	22%	20%	24%	21%	35%	18%	22%	22%	20%	
Bottom 2 NET =====	32	4	19	4	1	4	3	21	4	4	8	5	17	2	1	9	20	2	
	3%	1%	4%	5%	7%	4%	5%	3%	5%	2%	3%	3%	3%	9%	1%	4%	3%	10%	
c. Fair	22	4	11	3	1	4	3	11	4	4	3	5	13	1	-	9	12	1	
	2%	1%	2%	3%	7%	4%	5%	2%	5%	2%	1%	3%	2%	3%	-	4%	1%	5%	
d. Poor	10	1	8	1	-	-	-	10	1	-	5	-	4	1	1	-	9	1	
	1%	*%	2%	2%	-	-	-	1%	1%	-	2%	-	1%	5%	1%	-	1%	5%	
e. Don't Know / No Answer	112	26	59	12	3	12	2	63	5	42	39	18	51	4	4	24	81	3	
MEAN	3.72	3.86	3.65	3.37	3.68	3.77	3.69	3.72	3.59	3.75	3.72	3.70	3.73	3.42	3.80	3.69	3.72	3.56	
STANDARD DEVIATION	0.55	0.39	0.61	0.63	0.61	0.51	0.57	0.56	0.62	0.47	0.59	0.52	0.53	0.81	0.46	0.55	0.55	0.81	
STANDARD ERROR	0.02	0.02	0.03	0.08	0.16	0.07	0.09	0.02	0.08	0.04	0.05	0.04	0.02	0.19	0.07	0.04	0.02	0.16	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	851	280	412	68	10	80	44	573	66	168	220	143	476	13	62	166	605	17	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
c. Hybrid Mix	349	117	173	19	3	37	16	254	18	61	81	60	202	5	22	72	249	6	
	41%	42%	42%	28%	32%	46%	37%	44%	27%	36%	37%	42%	43%	41%	35%	43%	41%	35%	
			D					I											
b. Online / Live Streams	211	69	97	21	6	18	8	132	25	47	49	30	131	2	21	39	148	3	
	25%	25%	24%	31%	55%	22%	18%	23%	38%	28%	22%	21%	27%	13%	33%	24%	24%	19%	
									H										
a. In Person	203	64	98	24	1	16	15	127	16	46	56	44	99	5	14	45	138	6	
	24%	23%	24%	35%	13%	20%	35%	22%	24%	27%	25%	31%	21%	38%	23%	27%	23%	36%	
												M							
d. Self-Guided (Not Live)	87	30	43	4	-	10	4	61	7	15	34	8	44	1	5	10	71	2	
	10%	11%	11%	5%		12%	10%	11%	11%	9%	15%	6%	9%	8%	8%	6%	12%	10%	
											L						P		
e. I do not plan to participate in library programs	198	72	81	16	6	23	8	125	15	50	54	21	119	5	18	29	147	4	
f. Don't Know / No Answer	140	55	65	9	3	7	5	87	8	40	24	19	91	6	6	27	101	5	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA	
		Satis	Satis	Satis	Satis			Amount	Much			About				About			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)		
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	340	123	148	23	9	37	22	216	33	69	44	68	215	13	14	75	237	14	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET	310	114	140	19	5	32	20	201	24	64	42	59	196	13	13	65	218	14	
=====	91%	92%	94%	86%	56%	86%	94%	93%	73%	92%	95%	86%	92%	100%	91%	87%	92%	95%	
		E	E				I	I		I				LM					
a. Excellent	191	83	81	5	1	21	13	124	12	42	26	34	125	6	8	27	149	7	
	56%	68%	54%	20%	14%	58%	62%	58%	35%	60%	58%	50%	58%	48%	56%	37%	63%	47%	
		CDE	DE			DE	I	I		I							P		
b. Good	119	30	59	15	4	11	7	77	12	22	16	24	71	7	5	37	69	7	
	35%	24%	40%	66%	41%	29%	32%	36%	38%	31%	36%	36%	33%	52%	35%	50%	29%	49%	
			B	BCF												Q			
Bottom 2 NET	30	9	8	3	4	5	1	14	9	6	2	10	18	-	1	10	18	1	
=====	9%	8%	6%	14%	44%	14%	6%	7%	27%	8%	5%	14%	8%		9%	13%	8%	5%	
					BC				GHJ										
c. Fair	21	6	5	3	2	5	1	11	5	5	1	8	13	-	1	8	12	1	
	6%	5%	4%	11%	18%	14%	3%	5%	16%	7%	1%	11%	6%		5%	11%	5%	5%	
												K							
d. Poor	9	3	3	1	2	-	1	4	3	1	2	2	5	-	1	2	6	-	
	3%	2%	2%	3%	26%		3%	2%	11%	2%	4%	3%	3%		5%	3%	3%		
e. Don't use service	480	160	234	37	6	43	19	333	23	105	142	49	285	5	47	74	351	8	
f. Don't Know / No Answer	369	124	176	33	5	30	16	236	33	83	111	66	186	7	24	74	266	5	
MEAN	3.45	3.58	3.47	3.03	2.44	3.44	3.53	3.49	2.98	3.50	3.49	3.33	3.47	3.48	3.42	3.21	3.53	3.42	
		DE	DE			DE	I	I		I							P		
STANDARD DEVIATION	0.73	0.71	0.67	0.67	1.09	0.73	0.71	0.67	0.98	0.71	0.72	0.79	0.72	0.52	0.81	0.74	0.72	0.60	
STANDARD ERROR	0.04	0.06	0.05	0.12	0.37	0.11	0.15	0.04	0.17	0.08	0.10	0.10	0.04	0.15	0.19	0.09	0.04	0.15	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVt Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	207	74	88	14	4	26	12	136	20	39	25	48	127	7	8	46	146	7	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	169	66	69	10	1	22	9	116	13	30	22	38	103	6	6	35	123	5	
	82%	90%	78%	68%	34%	85%	75%	86%	66%	78%	89%	79%	81%	84%	83%	75%	84%	74%	
		CE	E			E		I											
a. Excellent	101	43	40	2	-	16	5	68	5	23	15	20	63	4	5	17	76	3	
	49%	59%	45%	14%		59%	44%	50%	23%	59%	59%	40%	50%	59%	67%	36%	52%	39%	
		D	D			D		I		I									
b. Good	68	23	29	8	1	7	4	48	9	7	8	19	40	2	1	18	46	2	
	33%	31%	33%	54%	34%	25%	32%	36%	43%	18%	31%	38%	32%	25%	17%	39%	32%	35%	
				F				J	J										
Bottom 2 NET =====	38	8	19	5	3	4	3	19	7	9	3	10	24	1	1	12	23	2	
	18%	10%	22%	32%	66%	15%	25%	14%	34%	22%	11%	21%	19%	16%	17%	25%	16%	26%	
			B		BCF				H										
c. Fair	26	3	14	4	1	3	2	13	4	8	2	6	17	1	1	8	16	2	
	13%	5%	16%	27%	33%	13%	14%	9%	19%	21%	8%	12%	14%	16%	8%	16%	11%	26%	
			B	B					H										
d. Poor	11	4	5	1	1	1	1	6	3	1	1	4	6	-	1	4	7	-	
	6%	6%	5%	5%	33%	2%	11%	5%	15%	2%	3%	9%	5%		8%	9%	5%		
e. Don't use service	628	232	293	44	8	52	33	424	36	136	174	75	373	7	53	105	458	12	
f. Don't Know / No Answer	354	102	177	35	8	32	13	226	32	83	98	60	186	10	25	72	249	8	
MEAN	3.25	3.43	3.18	2.77	2.02	3.41	3.08	3.31	2.74	3.35	3.45	3.10	3.26	3.43	3.42	3.02	3.32	3.13	
		CDE	E			DE		I		I									
STANDARD DEVIATION	0.88	0.82	0.90	0.76	0.95	0.82	1.05	0.83	0.99	0.87	0.77	0.94	0.88	0.82	1.02	0.95	0.85	0.87	
STANDARD ERROR	0.06	0.08	0.09	0.17	0.45	0.14	0.29	0.07	0.20	0.12	0.14	0.15	0.07	0.30	0.29	0.15	0.06	0.30	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1089	378	527	82	18	84	56	748	82	202	267	168	633	20	78	206	779	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	1036	371	502	75	15	73	52	725	65	195	249	164	602	20	76	197	738	24	
	95%	98%	95%	91%	85%	88%	92%	97%	79%	96%	93%	98%	95%	100%	98%	96%	95%	97%	
		CF	F				I	I		I				KM					
a. Excellent	681	295	288	40	9	49	38	503	24	116	173	107	389	12	52	126	490	13	
	63%	78%	55%	49%	49%	59%	68%	67%	29%	58%	65%	63%	61%	60%	67%	61%	63%	51%	
		CDEF					I	IJ		I									
b. Good	355	76	214	35	6	24	13	222	41	78	76	57	213	8	24	71	248	12	
	33%	20%	41%	43%	35%	29%	24%	30%	50%	39%	29%	34%	34%	40%	31%	35%	32%	46%	
			B	B					GH	GH									
Bottom 2 NET =====	53	7	26	7	3	10	5	23	17	7	17	4	31	-	2	9	41	1	
	5%	2%	5%	9%	15%	12%	8%	3%	21%	4%	7%	2%	5%		2%	4%	5%	3%	
			B			BC			GHJ										
c. Fair	39	6	20	6	1	6	3	20	11	4	11	4	25	-	2	8	28	1	
	4%	2%	4%	8%	6%	7%	6%	3%	14%	2%	4%	2%	4%		2%	4%	4%	3%	
			B						HJ										
d. Poor	14	1	6	1	2	4	1	3	6	3	7	1	6	-	-	1	13	-	
	1%	*%	1%	1%	10%	5%	2%	*%	7%	1%	3%	*%	1%		*%	2%			
						BCD			HJ										
e. Don't Know / No Answer	100	30	31	11	2	27	1	37	6	56	30	14	53	4	8	17	74	2	
MEAN	3.56	3.76	3.49	3.39	3.24	3.41	3.57	3.64	3.00	3.52	3.56	3.61	3.56	3.60	3.65	3.56	3.56	3.48	
		CDEF					I	IJ		I									
STANDARD DEVIATION	0.63	0.48	0.63	0.67	0.96	0.84	0.72	0.56	0.86	0.62	0.69	0.55	0.62	0.50	0.53	0.59	0.65	0.56	
STANDARD ERROR	0.02	0.03	0.03	0.08	0.24	0.12	0.11	0.02	0.11	0.05	0.06	0.05	0.03	0.12	0.07	0.05	0.03	0.11	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	974	344	455	77	18	80	53	680	68	173	230	152	573	20	75	184	695	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	962	343	446	77	17	79	52	672	66	171	224	151	568	20	73	183	685	21
	99%	100%	98%	100%	94%	98%	99%	99%	97%	99%	97%	99%	99%	100%	98%	99%	99%	100%
		C		C										KM				Q
a. Excellent	722	300	313	40	12	57	43	525	34	121	162	113	430	18	54	134	515	19
	74%	87%	69%	52%	68%	71%	81%	77%	49%	70%	70%	75%	75%	90%	73%	73%	74%	88%
		CDF	D			D	I	I		I				KM				
b. Good	240	44	133	37	5	21	9	148	32	50	62	37	138	2	19	48	169	3
	25%	13%	29%	48%	26%	27%	18%	22%	29%	29%	27%	25%	24%	10%	26%	26%	24%	12%
			B	BCF		B			GHJ				N					
Bottom 2 NET =====	13	1	9	-	1	2	1	8	2	2	6	1	5	-	1	1	10	-
	1%	*%	2%		6%	2%	1%	1%	3%	1%	3%	1%	1%		2%	1%	1%	
			B															
c. Fair	10	1	8	-	-	2	1	6	1	2	5	1	4	-	1	1	8	-
	1%	*%	2%			2%	1%	1%	2%	1%	2%	1%	1%		2%	1%	1%	
			B															
d. Poor	2	-	1	-	1	-	-	1	1	-	1	-	1	-	-	-	2	-
	*%		*%		6%			*%	2%		*%		*%				*%	
e. Don't Know / No Answer	215	64	103	16	2	30	5	105	20	84	67	31	113	4	11	39	159	6
MEAN	3.73	3.87	3.66	3.52	3.56	3.69	3.80	3.76	3.44	3.69	3.67	3.74	3.74	3.90	3.71	3.72	3.72	3.88
		CDEF	D				I	I		I								
STANDARD DEVIATION	0.48	0.34	0.52	0.50	0.80	0.51	0.44	0.46	0.62	0.49	0.54	0.46	0.47	0.31	0.49	0.46	0.49	0.34
STANDARD ERROR	0.02	0.02	0.03	0.06	0.20	0.08	0.07	0.02	0.09	0.04	0.05	0.04	0.02	0.07	0.07	0.04	0.02	0.07

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1169	405	555	92	19	98	58	781	88	243	292	179	674	24	84	220	838	27	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	962	389	448	36	7	83	45	671	52	195	230	144	573	16	67	174	700	22	
	82%	96%	81%	39%	38%	84%	77%	86%	60%	80%	79%	80%	85%	67%	79%	79%	84%	83%	
		CDEF	DE			DE	I	I		I									
a. Excellent	481	270	167	7	1	37	28	357	12	84	128	67	283	4	39	83	352	7	
	41%	67%	30%	8%	3%	38%	49%	46%	14%	34%	44%	37%	42%	15%	47%	38%	42%	26%	
		CDEF	DE			DE	I	IJ		I	N	N	N						
b. Good	481	120	281	29	7	46	16	314	40	111	102	77	290	12	27	91	348	15	
	41%	30%	51%	31%	35%	47%	28%	40%	46%	46%	35%	43%	43%	52%	33%	41%	42%	57%	
			BD			B				G								O	
Bottom 2 NET =====	206	16	107	56	11	15	13	110	35	48	62	36	100	8	17	46	138	5	
	18%	4%	19%	61%	62%	16%	23%	14%	40%	20%	21%	20%	15%	33%	21%	21%	16%	17%	
			B	BCF	BCF	B				GHJ									
c. Fair	159	16	84	40	7	13	8	85	27	39	44	28	81	6	11	33	111	4	
	14%	4%	15%	43%	36%	13%	13%	11%	31%	16%	15%	15%	12%	26%	13%	15%	13%	15%	
			B	BCF	B	B				GHJ									
d. Poor	47	-	23	17	5	3	5	25	8	9	18	8	20	2	7	13	27	1	
	4%		4%	18%	25%	3%	9%	3%	10%	4%	6%	4%	3%	7%	8%	6%	3%	2%	
				CF															
e. Don't Know / No Answer	20	3	4	1	1	12	-	4	1	15	5	3	12	-	2	3	16	-	
MEAN	3.19	3.63	3.07	2.28	2.17	3.19	3.17	3.29	2.64	3.11	3.16	3.13	3.24	2.76	3.18	3.11	3.22	3.07	
		CDEF	DE			DE	I	IJ		I	N	N	N						
STANDARD DEVIATION	0.82	0.56	0.78	0.85	0.87	0.77	0.99	0.78	0.84	0.80	0.90	0.83	0.77	0.81	0.94	0.87	0.80	0.72	
STANDARD ERROR	0.03	0.03	0.04	0.10	0.22	0.10	0.15	0.03	0.10	0.06	0.07	0.07	0.03	0.17	0.13	0.06	0.03	0.13	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	Not Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1179	406	558	93	20	103	58	784	89	249	297	180	679	24	86	219	847	27	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	983	386	448	50	11	86	40	663	66	213	241	144	582	16	65	176	723	19	
	83%	95%	80%	54%	57%	84%	70%	85%	74%	86%	81%	80%	86%	68%	76%	80%	85%	71%	
		CDEF	D			DE		G		G									
a. Very satisfied	369	194	137	5	-	34	15	263	12	79	112	49	203	6	33	64	266	6	
	31%	48%	24%	5%		33%	26%	34%	13%	32%	38%	27%	30%	25%	39%	29%	31%	23%	
		CDF	D			D		I		I	L								
b. Somewhat satisfied	613	192	312	45	11	53	25	400	54	134	129	95	379	10	32	111	457	13	
	52%	47%	56%	49%	57%	52%	44%	51%	61%	54%	43%	53%	56%	43%	37%	51%	54%	48%	
			B										K				O		
Bottom 2 NET =====	197	20	110	43	8	16	17	120	23	36	56	36	97	8	21	44	125	8	
	17%	5%	20%	46%	43%	16%	30%	15%	26%	14%	19%	20%	14%	32%	24%	20%	15%	29%	
			B	BCF	BF	B	HJ												
c. Not very satisfied	143	18	87	20	5	12	12	90	14	27	38	25	73	6	15	30	93	6	
	12%	4%	16%	21%	27%	12%	21%	11%	16%	11%	13%	14%	11%	26%	17%	14%	11%	21%	
			B	B	B														
d. Not at all satisfied	54	2	22	23	3	4	6	30	9	9	18	11	24	1	6	14	32	2	
	5%	1%	4%	25%	15%	4%	10%	4%	10%	4%	6%	6%	4%	5%	7%	6%	4%	7%	
			B	BCF															
e. Don't Know / No Answer	10	1	1	-	-	8	-	1	-	8	-	3	7	-	-	3	6	-	
MEAN	3.10	3.42	3.01	2.35	2.42	3.13	2.86	3.14	2.78	3.14	3.13	3.01	3.12	2.87	3.07	3.03	3.13	2.87	
		CDEF	DE			DE		GI		GI									
STANDARD DEVIATION	0.78	0.60	0.75	0.91	0.76	0.77	0.92	0.77	0.81	0.75	0.86	0.81	0.73	0.86	0.92	0.83	0.75	0.86	
STANDARD ERROR	0.03	0.03	0.04	0.11	0.19	0.10	0.14	0.03	0.10	0.06	0.07	0.06	0.03	0.19	0.13	0.06	0.03	0.16	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1119	398	521	86	15	98	54	745	85	234	270	171	656	22	83	209	801	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1033	386	482	64	12	89	50	690	72	221	251	149	613	21	76	185	747	25
	92%	97%	92%	74%	78%	91%	92%	93%	84%	94%	93%	87%	93%	93%	92%	89%	93%	92%
		CD	D			D				I			L					
a. Very satisfied	637	298	264	19	3	53	29	423	39	145	155	96	378	9	49	117	459	12
	57%	75%	51%	22%	21%	54%	54%	57%	46%	62%	57%	56%	58%	39%	59%	56%	57%	44%
		CDEF	DE			DE				I								
b. Somewhat satisfied	396	88	218	45	9	37	21	267	33	76	96	53	235	12	27	68	287	13
	35%	22%	42%	52%	56%	37%	38%	36%	38%	32%	36%	31%	36%	54%	33%	33%	36%	47%
			B	B	B	B							L					
Bottom 2 NET =====	86	13	39	22	3	9	4	56	14	13	19	23	43	2	6	24	54	2
	8%	3%	8%	26%	22%	9%	8%	7%	16%	6%	7%	13%	7%	7%	8%	11%	7%	8%
			B	BCF					J				M					
c. Not very satisfied	61	12	23	18	2	6	4	38	9	9	9	18	32	2	3	19	37	2
	5%	3%	4%	21%	11%	6%	8%	5%	11%	4%	3%	11%	5%	7%	4%	9%	5%	6%
				BCF									KM					
d. Not at all satisfied	26	1	16	4	2	3	-	18	4	3	10	5	11	-	3	5	17	1
	2%	*%	3%	5%	11%	3%		2%	5%	1%	4%	3%	2%		4%	3%	2%	2%
			B															
e. Don't Know / No Answer	70	9	37	7	4	12	3	40	3	24	27	11	30	2	3	14	53	-
MEAN	3.47	3.71	3.40	2.92	2.88	3.42	3.46	3.47	3.24	3.55	3.47	3.40	3.49	3.31	3.48	3.42	3.49	3.33
		CDEF	DE			DE				I								
STANDARD DEVIATION	0.70	0.53	0.72	0.79	0.90	0.74	0.64	0.70	0.85	0.65	0.74	0.79	0.67	0.61	0.75	0.76	0.68	0.71
STANDARD ERROR	0.02	0.03	0.04	0.09	0.24	0.10	0.10	0.03	0.10	0.05	0.06	0.06	0.03	0.13	0.11	0.06	0.03	0.13

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA		Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)		(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258		297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255		227	185	753	24	73	212	873	31
Total Answering	1069	366	510	82	16	95	51	726	79	212		273	168	610	19	78	208	761	22
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1042	363	502	72	12	94	48	712	76	206		261	163	600	18	78	202	741	21
	97%	99%	98%	88%	75%	99%	94%	98%	96%	97%		96%	97%	98%	97%	100%	97%	97%	97%
		DE	D			D										PQ			
a. Very satisfied	771	332	333	26	9	71	38	539	43	151		196	111	453	11	60	141	555	15
	72%	91%	65%	32%	57%	75%	73%	74%	54%	71%		72%	66%	74%	59%	77%	68%	73%	70%
		CDEF	D			D		I		I									
b. Somewhat satisfied	271	31	169	45	3	23	10	173	33	55		66	52	147	7	18	61	186	6
	25%	8%	33%	56%	18%	24%	20%	24%	41%	26%		24%	31%	24%	38%	23%	29%	24%	27%
			B	BCEF		B			GHJ										
Bottom 2 NET =====	27	3	8	10	4	1	3	14	3	6		11	5	10	1	-	6	21	1
	3%	1%	2%	12%	25%	1%	6%	2%	4%	3%		4%	3%	2%	3%		3%	3%	3%
				BCF	B														
c. Not very satisfied	22	2	7	10	2	1	3	12	2	5		9	4	7	1	-	4	17	1
	2%	*%	1%	12%	14%	1%	6%	2%	2%	2%		3%	3%	1%	3%		2%	2%	3%
				BCF															
d. Not at all satisfied	5	1	1	1	2	-	-	2	2	1		2	1	3	-	-	1	4	-
	*%	*%	*%	1%	11%			*%	2%	1%		1%	*%	*%			1%	*%	
e. Don't Know / No Answer	120	42	48	11	4	15	6	59	10	46		24	15	76	5	8	15	92	5
MEAN	3.69	3.90	3.63	3.19	3.21	3.73	3.67	3.72	3.48	3.67		3.67	3.63	3.72	3.55	3.77	3.65	3.70	3.67
		CDEF	DE			DE		I		I				I					
STANDARD DEVIATION	0.53	0.35	0.53	0.66	1.09	0.48	0.60	0.50	0.65	0.55		0.57	0.56	0.50	0.58	0.43	0.56	0.53	0.54
STANDARD ERROR	0.02	0.02	0.03	0.09	0.30	0.07	0.10	0.02	0.08	0.04		0.05	0.05	0.02	0.14	0.06	0.04	0.02	0.11

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	991	367	488	85	15	35	48	683	71	188	249	148	575	19	73	188	707	23	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	124	54	59	6	1	3	7	94	3	20	27	28	67	2	13	23	84	4	
	13%	15%	12%	7%	9%	9%	14%	14%	5%	11%	11%	19%	12%	12%	18%	12%	12%	15%	
								I											
b. Reasonably Priced	709	274	353	48	8	27	37	485	45	142	183	91	424	11	54	123	518	14	
	72%	75%	72%	56%	52%	76%	76%	71%	64%	76%	74%	62%	74%	58%	74%	65%	73%	61%	
		D	D								L		L						
c. Excessively Price	158	39	77	31	6	5	5	105	22	26	39	28	85	6	6	42	105	6	
	16%	11%	16%	37%	39%	15%	10%	15%	31%	14%	16%	19%	15%	30%	8%	22%	15%	24%	
			B	BCF	B				GHJ							OQ			
d. Don't Use Service	72	20	28	5	2	17	3	44	5	20	17	15	39	1	5	12	54	1	
e. Don't Know / No Answer	126	20	42	3	3	58	6	58	13	49	31	20	71	3	8	23	92	3	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About		Better	Worse	About			
	Satis	Satis	Satis	Satis	DK/NA	Enough	Amount	Much	DK/NA			Same	DK/NA			Same	DK/NA		
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	485	186	234	35	7	23	31	337	36	81	134	76	269	7	36	93	348	8	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	40	23	13	1	-	3	5	26	1	9	11	10	18	1	5	7	27	1	
	8%	12%	5%	4%		14%	17%	8%	2%	11%	8%	14%	7%	9%	13%	8%	8%	17%	
		C																	
b. Reasonably Priced	368	146	184	17	3	18	22	270	16	60	109	48	207	3	28	61	275	4	
	76%	79%	78%	48%	47%	76%	70%	80%	45%	73%	82%	63%	77%	44%	78%	65%	79%	56%	
		D	D			D	I	I		I	L		L				P		
c. Excessively Price	77	17	38	17	4	2	4	41	19	13	13	17	43	3	3	25	46	2	
	16%	9%	16%	48%	53%	10%	13%	12%	53%	16%	10%	23%	16%	47%	9%	27%	13%	28%	
				BCF	BF				GHJ			K				OQ			
d. Don't Use Service	503	175	240	48	9	31	20	343	35	106	119	78	297	10	36	92	362	13	
e. Don't Know / No Answer	201	47	84	10	4	56	6	106	18	70	44	29	120	7	14	38	143	6	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	899	345	434	74	11	36	43	615	60	182	222	138	521	18	65	183	632	19	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	73	33	33	1	1	4	4	54	1	13	21	10	41	2	7	11	51	4	
	8%	10%	8%	2%	6%	11%	10%	9%	2%	7%	9%	7%	8%	9%	11%	6%	8%	19%	
		D	D					I											
b. Reasonably Priced	564	253	260	27	4	20	23	403	32	106	128	77	346	13	36	100	415	14	
	63%	73%	60%	37%	36%	56%	54%	66%	53%	58%	58%	56%	66%	70%	54%	54%	66%	70%	
		CDE	D										L				P		
c. Excessively Price	263	59	141	45	7	12	15	157	27	63	74	51	134	4	23	72	166	2	
	29%	17%	32%	61%	58%	33%	36%	26%	45%	35%	33%	37%	26%	20%	35%	40%	26%	11%	
			B	BCF	B				H	H		M		R	QR	R			
d. Don't Use Service	208	49	101	16	8	33	9	123	21	54	54	29	120	4	15	25	161	6	
e. Don't Know / No Answer	82	13	24	3	-	42	6	48	7	21	21	15	45	2	5	15	60	2	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1126	395	536	90	16	89	55	753	84	234	285	171	650	21	82	215	806	24	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	203	95	86	7	5	10	12	148	7	36	47	32	121	2	17	33	148	5	
	18%	24%	16%	8%	28%	12%	23%	20%	8%	15%	17%	19%	19%	11%	21%	15%	18%	19%	
		CDF	D					I											
b. Reasonably Priced	770	276	359	60	7	68	32	510	58	171	194	102	459	14	55	135	564	17	
	68%	70%	67%	67%	41%	77%	58%	68%	68%	73%	68%	60%	71%	69%	67%	63%	70%	72%	
		E	E			E							L						
c. Excessively Price	154	25	91	22	5	11	11	96	20	27	43	37	70	4	10	47	95	2	
	14%	6%	17%	25%	31%	12%	20%	13%	23%	12%	15%	21%	11%	19%	12%	22%	12%	9%	
			B	B	B				J			M			QR				
d. Don't Use Service	14	4	4	1	-	6	1	7	1	5	2	2	9	-	1	3	9	1	
e. Don't Know / No Answer	49	9	19	2	3	15	2	25	4	18	10	9	26	3	3	5	38	2	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	435	178	200	35	7	16	25	282	39	90	101	72	255	8	44	95	287	10	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	145	72	60	7	-	6	15	98	8	25	42	22	82	-	20	28	96	2	
	33%	41%	30%	21%		37%	59%	35%	19%	28%	42%	30%	32%		46%	29%	33%	20%	
		D					IJ	I											
b. Reasonably Priced	221	86	108	15	4	8	8	141	19	53	42	34	139	6	16	47	150	8	
	51%	48%	54%	42%	54%	52%	31%	50%	49%	60%	41%	47%	54%	79%	37%	49%	52%	80%	
										G				KL				OP	
c. Excessively Price	69	20	31	13	3	2	2	44	12	11	17	16	35	2	8	21	40	-	
	16%	11%	16%	38%	46%	11%	10%	15%	31%	12%	17%	22%	14%	21%	18%	22%	14%		
				BCF						J									
d. Don't Use Service	611	190	288	49	12	73	29	418	43	122	162	90	348	11	34	98	466	13	
e. Don't Know / No Answer	142	40	70	9	2	22	4	86	6	46	34	21	82	5	8	29	101	4	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	426	157	215	32	7	14	26	281	33	86	106	75	233	11	34	105	278	8	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	95	40	44	3	2	6	11	66	1	17	27	16	46	6	12	21	58	5	
	22%	25%	20%	10%	23%	44%	42%	23%	4%	20%	25%	21%	20%	52%	34%	20%	21%	55%	
		D				D	I	I		I			M				PQ		
b. Reasonably Priced	287	108	148	20	5	5	12	184	30	61	72	42	167	5	18	67	198	4	
	67%	69%	69%	64%	77%	32%	47%	65%	91%	71%	67%	57%	72%	48%	52%	65%	71%	45%	
		F	F		F				GHJ				L						
c. Excessively Price	44	9	23	8	-	4	3	32	2	8	8	16	20	-	5	16	23	-	
	10%	6%	11%	26%		24%	10%	11%	5%	9%	8%	22%	9%		14%	16%	8%		
				B								KM							
d. Don't Use Service	584	189	263	48	10	74	22	402	45	116	152	84	340	9	42	88	439	15	
e. Don't Know / No Answer	179	61	80	14	3	22	10	102	11	56	39	24	112	4	9	30	136	3	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	516	186	238	48	8	36	24	350	50	92	105	98	302	12	35	126	343	12	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Good Bargain	52	23	19	1	1	8	5	31	3	13	8	6	36	1	3	7	40	3	
	10%	12%	8%	3%	8%	24%	21%	9%	6%	14%	8%	6%	12%	11%	8%	6%	12%	22%	
		D				D													
b. Reasonably Priced	248	103	107	17	4	17	6	182	18	42	55	46	142	4	19	56	170	3	
	48%	56%	45%	34%	48%	48%	24%	52%	36%	46%	52%	47%	47%	38%	53%	44%	50%	28%	
		CD						GI		G									
c. Excessively Price	217	60	113	30	3	10	13	138	29	37	42	45	123	6	14	64	133	6	
	42%	32%	47%	63%	43%	28%	55%	39%	57%	40%	40%	46%	41%	51%	39%	50%	39%	50%	
			B	BF					H							Q			
d. Don't Use Service	551	181	262	40	9	59	27	363	35	126	161	65	314	10	42	75	421	13	
e. Don't Know / No Answer	122	40	58	5	3	16	6	72	3	40	30	20	69	2	9	21	90	2	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1077	380	513	85	13	87	57	721	80	219	268	164	625	20	76	204	774	23	
Top 2 NET	1039	377	489	77	8	87	54	702	69	214	258	160	603	18	75	195	747	21	
=====	96%	99%	95%	91%	67%	100%	95%	97%	86%	98%	96%	98%	96%	87%	99%	95%	97%	93%	
a. Very satisfied	700	311	299	28	4	57	40	496	20	144	186	100	406	8	51	122	516	10	
	65%	82%	58%	33%	32%	66%	71%	69%	25%	66%	69%	61%	65%	42%	68%	60%	67%	44%	
b. Somewhat satisfied	339	66	190	49	4	30	14	206	49	70	72	60	197	9	24	73	231	11	
	31%	17%	37%	58%	35%	34%	24%	29%	61%	32%	27%	37%	32%	46%	31%	35%	30%	49%	
Bottom 2 NET	38	2	24	8	4	-	3	19	11	5	10	4	22	3	1	9	27	2	
=====	4%	1%	5%	9%	33%	-	5%	3%	14%	2%	4%	2%	4%	13%	1%	5%	3%	7%	
c. Not very satisfied	27	2	20	5	1	-	2	15	7	3	6	1	17	3	-	6	19	1	
	2%	*%	4%	5%	9%	-	3%	2%	8%	2%	2%	1%	3%	13%	-	3%	3%	4%	
d. Not at all satisfied	11	1	4	3	3	-	1	4	4	2	4	2	5	-	1	3	7	1	
	1%	*%	1%	4%	25%	-	2%	1%	5%	1%	2%	1%	1%	1%	1%	1%	1%	3%	
e. Don't Know / No Answer	112	28	45	8	7	23	1	64	9	39	29	19	61	4	10	18	80	4	
MEAN	3.60	3.81	3.53	3.20	2.74	3.66	3.63	3.66	3.05	3.63	3.64	3.57	3.61	3.29	3.66	3.54	3.62	3.34	
STANDARD DEVIATION	0.59	0.42	0.61	0.71	1.20	0.48	0.66	0.55	0.74	0.56	0.61	0.59	0.58	0.70	0.53	0.63	0.58	0.71	
STANDARD ERROR	0.02	0.02	0.03	0.09	0.35	0.07	0.10	0.02	0.09	0.04	0.05	0.05	0.02	0.16	0.08	0.05	0.02	0.15	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	214	67	118	18	4	8	8	151	22	33	60	38	113	3	14	48	152	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET	184	64	94	14	3	8	8	127	20	29	51	30	100	3	12	39	133	-	
=====	86%	96%	80%	80%	82%	100%	100%	84%	90%	86%	85%	79%	88%	100%	88%	80%	87%	-	
a. Very Satisfied	106	50	46	5	1	4	7	77	5	18	32	17	55	3	8	21	77	-	
	50%	74%	39%	29%	38%	48%	83%	51%	21%	54%	53%	44%	48%	100%	57%	44%	51%	-	
b. Somewhat Satisfied	77	15	48	9	2	4	1	50	15	11	19	13	45	-	4	18	55	-	
	36%	22%	41%	50%	45%	52%	17%	33%	69%	32%	32%	35%	40%	-	31%	36%	36%	-	
Bottom 2 NET	31	2	24	4	1	-	-	24	2	5	9	8	14	-	2	9	20	-	
=====	14%	4%	20%	20%	18%	-	-	16%	10%	14%	15%	21%	12%	-	12%	20%	13%	-	
c. Not Very Satisfied	18	-	17	2	-	-	-	14	2	3	3	3	12	-	2	5	12	-	
	9%	-	14%	9%	-	-	-	9%	7%	10%	5%	9%	11%	-	12%	10%	8%	-	
d. Not At All Satisfied	12	2	7	2	1	-	-	10	1	1	6	5	2	-	-	5	7	-	
	6%	4%	6%	11%	18%	-	-	7%	3%	4%	10%	13%	1%	-	-	10%	5%	-	
e. Don't have children under the age of 18 at home	671	237	308	46	11	69	22	458	45	147	143	88	422	17	35	101	514	22	
f. Don't Know / No Answer	303	103	133	29	5	33	27	176	21	78	94	56	150	4	37	74	187	5	
MEAN	3.30	3.67	3.13	2.97	3.02	3.48	3.83	3.29	3.08	3.36	3.29	3.10	3.35	4.00	3.45	3.15	3.33	-	
STANDARD DEVIATION	0.85	0.67	0.88	0.94	1.23	0.53	0.40	0.89	0.64	0.83	0.95	1.03	0.73	0.00	0.72	0.97	0.82	-	
STANDARD ERROR	0.07	0.10	0.10	0.26	0.75	0.22	0.17	0.09	0.15	0.18	0.17	0.19	0.08	0.00	0.24	0.16	0.08	-	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	927	331	444	73	13	66	51	629	75	172	233	148	531	15	71	178	662	16	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	856	323	409	53	8	63	47	591	56	162	215	133	496	12	65	158	619	14	
	92%	98%	92%	73%	59%	95%	91%	94%	75%	94%	92%	90%	93%	82%	92%	89%	93%	87%	
		CDE	DE			DE	I	I		I									
a. Very satisfied	507	230	211	14	3	49	29	360	23	95	138	75	293	1	45	87	373	1	
	55%	70%	47%	19%	21%	75%	56%	57%	30%	55%	59%	50%	55%	9%	64%	49%	56%	7%	
		CDE	DE			CDE	I	I		I	N	N	N		R	R	R		
b. Somewhat satisfied	349	93	198	39	5	14	18	231	33	67	77	59	202	11	19	71	246	13	
	38%	28%	44%	54%	38%	21%	35%	37%	45%	39%	33%	40%	38%	73%	27%	40%	37%	80%	
			BF	BF										KLM				OPQ	
Bottom 2 NET =====	71	7	36	20	5	3	5	38	19	10	18	15	36	3	6	20	43	2	
	8%	2%	8%	27%	41%	5%	9%	6%	25%	6%	8%	10%	7%	18%	8%	11%	7%	13%	
			B	BCF	BCF					GHJ									
c. Not very satisfied	54	6	25	16	3	3	3	30	13	8	11	13	27	3	5	17	30	2	
	6%	2%	6%	23%	22%	5%	6%	5%	17%	5%	5%	9%	5%	18%	7%	9%	5%	13%	
			B	BCF						HJ									
d. Not at all satisfied	17	1	10	3	2	-	1	7	6	2	7	1	8	-	1	3	13	-	
	2%	*%	2%	5%	19%		3%	1%	8%	1%	3%	1%	2%		1%	2%	2%		
			B																
e. Don't Know / No Answer	262	77	114	20	7	44	6	156	14	86	64	35	154	9	15	45	191	11	
MEAN	3.45	3.67	3.37	2.87	2.61	3.70	3.45	3.50	2.97	3.49	3.48	3.40	3.47	2.91	3.55	3.36	3.48	2.94	
		CDE	DE			CDE	I	I		I	N	N	N		R	R	R		
STANDARD DEVIATION	0.69	0.52	0.70	0.77	1.05	0.55	0.74	0.65	0.90	0.64	0.73	0.68	0.67	0.53	0.68	0.72	0.68	0.46	
STANDARD ERROR	0.03	0.03	0.04	0.10	0.31	0.10	0.12	0.03	0.12	0.06	0.07	0.06	0.03	0.14	0.10	0.06	0.03	0.11	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	566	210	269	43	11	33	23	402	39	102	130	100	325	10	31	121	403	11	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	520	197	252	29	9	32	22	372	34	91	124	88	300	8	31	109	373	7	
	92%	94%	94%	68%	84%	97%	97%	93%	85%	90%	95%	87%	92%	80%	98%	90%	93%	65%	
		D	D			D								R		R			
a. Very satisfied	278	136	113	8	4	17	14	204	8	52	76	48	152	3	19	62	193	4	
	49%	65%	42%	18%	37%	52%	62%	51%	21%	51%	58%	47%	47%	26%	61%	51%	48%	35%	
		CD	D			D	I	I		I	N								
b. Somewhat satisfied	241	60	139	22	5	15	8	168	25	39	48	40	148	5	11	47	180	3	
	43%	29%	52%	50%	47%	45%	35%	42%	65%	39%	37%	40%	45%	54%	37%	39%	45%	30%	
			B	B					GHJ										
Bottom 2 NET =====	46	13	17	14	2	1	1	29	6	10	7	13	25	2	1	12	30	4	
	8%	6%	6%	32%	16%	3%	3%	7%	15%	10%	5%	13%	8%	20%	2%	10%	7%	35%	
				BCF														OQ	
c. Not very satisfied	35	12	13	7	1	1	1	19	5	10	5	8	21	1	-	7	25	3	
	6%	6%	5%	16%	10%	3%	3%	5%	13%	10%	4%	8%	6%	10%		6%	6%	26%	
				F															
d. Not at all satisfied	12	1	4	7	1	-	-	10	1	1	1	5	4	1	1	5	5	1	
	2%	*%	1%	15%	6%			3%	2%	1%	1%	5%	1%	10%	2%	4%	1%	9%	
				BC															
e. Don't Know / No Answer	623	198	290	50	9	77	35	383	49	156	167	82	360	14	54	102	451	16	
MEAN	3.39	3.58	3.34	2.71	3.16	3.48	3.60	3.41	3.04	3.40	3.52	3.30	3.38	2.97	3.57	3.38	3.39	2.90	
		CD	D			D	I	I		I	N				R		R		
STANDARD DEVIATION	0.70	0.62	0.64	0.95	0.87	0.57	0.56	0.70	0.64	0.69	0.63	0.82	0.67	0.92	0.62	0.77	0.66	1.04	
STANDARD ERROR	0.03	0.04	0.05	0.15	0.29	0.10	0.12	0.04	0.11	0.08	0.07	0.09	0.04	0.30	0.12	0.08	0.04	0.31	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	692	252	325	52	13	49	33	465	64	130	165	108	403	17	50	134	489	19	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Yes	380	147	186	17	7	23	20	261	34	64	106	52	213	8	25	81	267	7	
	55%	58%	57%	32%	54%	48%	61%	56%	53%	50%	65%	49%	53%	49%	50%	60%	55%	35%	
		D	D								LM					R			
b. No	312	105	140	35	6	25	13	204	30	65	58	55	190	8	25	53	222	12	
	45%	42%	43%	68%	46%	52%	39%	44%	47%	50%	35%	51%	47%	51%	50%	40%	45%	65%	
				BC								K	K					P	
c. Don't Know/ No Answer	497	155	233	41	7	62	24	320	24	128	132	75	283	7	36	89	365	8	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA		Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)		(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258		297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255		227	185	753	24	73	212	873	31
Total Answering	1043	359	499	79	16	90	50	703	82	209		259	161	606	17	72	196	753	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	557	182	272	43	7	53	39	376	33	108		145	91	313	9	30	110	404	12
	53%	51%	54%	54%	45%	59%	79%	54%	41%	52%		56%	56%	52%	50%	42%	56%	54%	54%
							HIJ	I											
a. Very Interested	227	70	114	18	6	19	22	151	14	40		65	35	123	4	16	45	161	4
	22%	19%	23%	23%	41%	21%	45%	21%	17%	19%		25%	22%	20%	21%	23%	23%	21%	19%
							HIJ												
b. Somewhat Interested	330	112	158	25	1	34	17	226	19	68		80	55	190	5	14	65	243	8
	32%	31%	32%	32%	4%	38%	34%	32%	24%	32%		31%	34%	31%	29%	19%	33%	32%	35%
		E	E	E		E													O
Bottom 2 NET =====	486	177	227	36	9	37	10	326	49	101		114	70	293	9	42	86	348	11
	47%	49%	46%	46%	55%	41%	21%	46%	59%	48%		44%	44%	48%	50%	58%	44%	46%	46%
								G	GH	G									
c. Not Very Interested	270	112	116	12	4	25	6	190	20	54		71	37	160	2	24	40	204	2
	26%	31%	23%	16%	28%	27%	12%	27%	25%	26%		27%	23%	26%	10%	34%	20%	27%	7%
		CD						G		G		N		N		R	R	R	
d. Not At All Interested	217	65	111	24	4	12	4	136	28	47		43	33	133	7	17	46	144	9
	21%	18%	22%	30%	27%	14%	9%	19%	35%	23%		17%	20%	22%	40%	24%	24%	19%	39%
				F				G	GH	G									
e. Don't Know / No Answer	146	49	59	14	4	20	8	82	7	49		38	22	80	7	14	27	101	4
MEAN	2.54	2.52	2.55	2.47	2.59	2.67	3.15	2.56	2.23	2.48		2.64	2.58	2.50	2.31	2.41	2.56	2.56	2.34
							HIJ	I											
STANDARD DEVIATION	1.05	1.00	1.07	1.15	1.31	0.96	0.96	1.03	1.11	1.04		1.04	1.05	1.05	1.24	1.09	1.09	1.03	1.20
STANDARD ERROR	0.04	0.06	0.06	0.14	0.36	0.13	0.16	0.04	0.14	0.08		0.09	0.09	0.04	0.30	0.16	0.09	0.04	0.25

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1137	388	540	88	18	103	52	750	87	248	294	179	641	23	84	221	808	24	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	1039	366	488	75	17	93	47	695	77	220	272	156	591	20	80	199	738	21	
	91%	94%	91%	84%	96%	90%	91%	93%	88%	89%	92%	87%	92%	87%	95%	90%	91%	90%	
a. Very Comfortable	695	269	316	47	10	54	33	466	50	146	194	102	390	9	62	121	498	14	
	61%	69%	59%	53%	56%	52%	64%	62%	58%	59%	66%	57%	61%	41%	74%	55%	62%	58%	
		CDF									N				P				
b. Somewhat Comfortable	343	96	172	28	7	39	14	229	26	74	78	54	201	10	18	78	240	8	
	30%	25%	32%	32%	41%	38%	27%	31%	30%	30%	26%	30%	31%	46%	21%	35%	30%	32%	
			B																
Bottom 2 NET =====	98	22	51	14	1	10	5	54	11	28	22	23	50	3	4	22	70	2	
	9%	6%	9%	16%	4%	10%	9%	7%	12%	11%	8%	13%	8%	13%	5%	10%	9%	10%	
c. Not Very Comfortable	75	18	38	11	-	7	5	43	7	21	20	16	36	2	2	15	55	2	
	7%	5%	7%	13%		7%	9%	6%	8%	8%	7%	9%	6%	8%	3%	7%	7%	7%	
d. Not At All Comfortable	23	4	13	3	1	3	-	12	4	8	2	6	13	1	2	6	15	1	
	2%	1%	2%	3%	4%	3%		2%	5%	3%	1%	4%	2%	6%	2%	3%	2%	3%	
e. Don't Know / No Answer	52	20	19	5	2	7	6	35	1	10	3	3	45	1	1	2	46	3	
MEAN	3.51	3.63	3.47	3.34	3.48	3.39	3.55	3.53	3.41	3.44	3.58	3.40	3.51	3.22	3.67	3.42	3.51	3.45	
		CDF									LN				P				
STANDARD DEVIATION	0.71	0.62	0.73	0.81	0.70	0.75	0.66	0.68	0.82	0.78	0.65	0.80	0.70	0.84	0.63	0.75	0.71	0.76	
STANDARD ERROR	0.02	0.03	0.04	0.10	0.18	0.10	0.11	0.03	0.10	0.06	0.05	0.07	0.03	0.19	0.09	0.06	0.03	0.16	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	931	326	450	74	15	67	58	785	89	-	233	137	543	19	66	161	683	21	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	
a. Not enough money	58	19	27	2	3	6	58	-	-	-	19	9	29	1	8	10	37	2	
	6%	6%	6%	3%	21%	8%	100%	-	-	-	8%	7%	5%	3%	12%	6%	5%	11%	
b. About the right amount of money	785	298	378	51	3	55	-	785	-	-	195	108	465	17	53	131	584	17	
	84%	91%	84%	68%	20%	83%	-	100%	-	-	84%	79%	86%	91%	81%	81%	85%	84%	
		CDE	DE	E		E													
c. Too much money	89	9	44	21	9	6	-	-	89	-	19	20	49	1	5	20	63	1	
	10%	3%	10%	29%	59%	9%	-	-	100%	-	8%	15%	9%	6%	7%	12%	9%	5%	
			B	BCF	BCDF	B													
d. Don't Know / No Answer	258	82	109	19	5	43	-	-	-	258	64	46	143	5	20	61	170	6	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	892	320	431	78	16	47	46	663	76	106	216	133	528	15	63	163	650	16	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Not enough money	133	44	72	6	3	7	18	89	6	20	55	18	59	1	6	23	103	1	
	15%	14%	17%	8%	21%	16%	40%	13%	7%	18%	26%	13%	11%	4%	9%	14%	16%	4%	
			D				HIJ	I		I	LMN						R		
b. About the right amount of money	619	253	287	37	5	37	17	494	35	72	143	81	384	11	49	105	455	10	
	69%	79%	67%	48%	30%	79%	37%	75%	46%	68%	66%	61%	73%	75%	79%	64%	70%	61%	
		CDE	DE			DE		GI		GI			L						
c. Too much money	140	24	72	35	8	2	11	80	35	14	18	34	85	3	7	35	92	6	
	16%	7%	17%	44%	50%	5%	24%	12%	46%	14%	8%	26%	16%	21%	12%	21%	14%	35%	
			BF	BCF	BCF				GHJ			KM	K						
d. Don't Know / No Answer	297	87	128	15	4	63	12	122	13	151	81	50	158	9	23	60	203	11	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About	DK/NA	Better	Worse	About	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	866	312	417	75	16	46	44	654	75	94	203	128	520	15	56	157	637	16	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Not enough money	83	33	34	10	2	4	13	53	4	13	27	13	41	2	7	19	55	2	
	10%	10%	8%	14%	10%	9%	28%	8%	6%	14%	13%	10%	8%	11%	13%	12%	9%	10%	
							HI												
b. About the right amount of money	611	250	292	26	5	38	20	498	29	65	153	70	380	9	41	93	470	8	
	71%	80%	70%	34%	33%	82%	45%	76%	38%	70%	75%	55%	73%	57%	73%	59%	74%	48%	
		CDE	DE			DE		GI		GI	L		L				PR		
c. Too much money	172	30	90	39	9	4	12	102	42	16	23	45	99	5	8	45	112	7	
	20%	10%	22%	52%	56%	9%	27%	16%	56%	17%	11%	35%	19%	32%	14%	29%	18%	42%	
			BF	BCF	BCF				GHJ			KM	K			Q		OQ	
d. Don't Know / No Answer	323	95	142	18	4	64	13	132	14	164	93	55	165	9	29	66	217	11	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes											Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)					
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27					
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31					
Total Answering	1121	386	530	89	20	96	55	754	85	228	285	173	643	20	83	210	805	23					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
Top 2 NET =====	823	316	378	44	3	81	47	566	38	173	230	115	465	13	65	140	604	15					
	73%	82%	71%	49%	17%	84%	85%	75%	45%	76%	81%	67%	72%	66%	78%	67%	75%	64%					
		CDE	DE	E		CDE	I	I		I	LM						P						
a. Very Interested	331	143	145	9	3	31	20	236	11	64	104	48	174	5	27	60	238	6					
	30%	37%	27%	11%	14%	32%	38%	31%	13%	28%	36%	28%	27%	28%	33%	29%	30%	27%					
		CDE	D			D	I	I		I	M												
b. Somewhat Interested	492	173	233	35	1	50	26	330	27	109	126	68	291	7	37	80	366	8					
	44%	45%	44%	39%	3%	52%	48%	44%	32%	48%	44%	39%	45%	38%	45%	38%	46%	37%					
		E	E	E		E		I		I													
Bottom 2 NET =====	298	69	151	45	16	15	8	188	47	55	55	57	179	7	18	70	201	8					
	27%	18%	29%	51%	83%	16%	15%	25%	55%	24%	19%	33%	28%	34%	22%	33%	25%	36%					
			BF	BCF	BCDF				GHJ			K	K			Q							
c. Not Very Interested	158	43	80	22	6	7	4	108	15	32	34	28	94	2	6	42	110	1					
	14%	11%	15%	25%	32%	7%	7%	14%	17%	14%	12%	16%	15%	8%	7%	20%	14%	3%					
				BF	BF											OR	R						
d. Not At All Interested	140	26	71	23	10	9	4	80	32	23	21	29	85	5	12	29	91	7					
	12%	7%	13%	26%	51%	9%	7%	11%	38%	10%	7%	17%	13%	26%	15%	14%	11%	33%					
			B	BCF	BCF				GHJ			K	K					Q					
e. Don't Know / No Answer	68	22	29	4	-	14	3	31	4	30	12	10	42	4	3	12	49	4					
MEAN	2.91	3.12	2.85	2.34	1.80	3.07	3.15	2.96	2.19	2.94	3.10	2.78	2.86	2.68	2.96	2.82	2.93	2.58					
		CDE	DE			DE	I	I		I	LM												
STANDARD DEVIATION	0.96	0.86	0.97	0.98	1.06	0.87	0.86	0.94	1.09	0.91	0.88	1.03	0.96	1.17	1.00	1.00	0.94	1.23					
STANDARD ERROR	0.03	0.05	0.05	0.12	0.26	0.12	0.14	0.04	0.13	0.07	0.07	0.09	0.04	0.29	0.14	0.08	0.04	0.26					

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1165	404	544	91	18	108	57	768	88	252	297	183	686	-	86	219	851	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	297	91	147	19	4	37	19	195	19	64	297	-	-	-	75	9	212	1
	25%	22%	27%	20%	20%	34%	34%	25%	21%	25%	100%	-	-	-	87%	4%	25%	7%
						BD									PQR		PR	
b. Worse	183	50	83	25	6	19	9	108	20	46	-	183	-	-	-	135	44	3
	16%	12%	15%	27%	33%	17%	16%	14%	23%	18%	-	100%	-	-	-	62%	5%	31%
				BC												QR		Q
c. About the Same	686	264	314	48	8	52	29	465	49	143	-	-	686	-	11	75	594	6
	59%	65%	58%	52%	46%	48%	50%	61%	56%	56%	-	-	100%	13%	34%	70%	62%	
		CDF														O	OP	O
d. Don't Know / No Answer	24	3	15	2	2	2	1	17	1	5	-	-	-	24	-	4	3	17

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About	DK/NA	Better	Worse	About	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	86	27	37	8	2	12	8	53	5	20	75	-	11	-	86	-	-	-
	7%	7%	7%	8%	8%	11%	14%	7%	5%	8%	25%		2%		100%			
											M							
b. Worse	223	62	106	26	7	23	10	131	20	61	9	135	75	4	-	223	-	-
	19%	15%	19%	28%	33%	21%	18%	17%	23%	24%	3%	74%	11%	15%		100%		
				B								KMN	K					
c. About the Same	854	316	398	58	12	71	37	584	63	170	212	44	594	3	-	-	854	-
	72%	77%	71%	62%	59%	64%	64%	74%	71%	66%	72%	24%	87%	12%			100%	
		CDF						J			LN		KLN					
d. Don't Know / No Answer	27	3	18	2	-	4	2	17	1	6	1	3	6	17	-	-	-	27

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About	DK/NA	Better	Worse	About	DK/NA		
	Total	Satis	Satis	Satis	DK/NA	Enough	Amount	Much	DK/NA	(K)	(L)	Same	(N)	(O)	(P)	Same	(R)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1176	408	550	92	19	108	57	775	88	257	295	183	679	20	86	221	848	22	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Under 35	93	13	49	9	-	22	4	62	4	22	75	4	13	-	13	4	75	-	
	8%	3%	9%	10%		20%	8%	8%	5%	9%	26%	2%	2%		16%	2%	9%		
			B	B		BCD		I		I	LM				PQ		P		
b. 35 to 44	165	52	87	8	6	11	10	100	11	44	55	26	79	5	18	39	107	2	
	14%	13%	16%	9%	35%	10%	17%	13%	13%	17%	19%	14%	12%	24%	21%	18%	13%	7%	
			D		BDF						M				R	R			
c. 45 to 54	243	82	115	25	3	19	16	150	22	55	59	44	138	3	20	67	154	1	
	21%	20%	21%	27%	15%	18%	29%	19%	25%	21%	20%	24%	20%	14%	24%	30%	18%	6%	
															R	QR	R		
d. 55 to 64	272	103	129	19	4	16	12	189	25	46	53	52	161	6	14	57	193	9	
	23%	25%	23%	21%	23%	15%	21%	24%	28%	18%	18%	28%	24%	32%	16%	26%	23%	39%	
		F						J				K						O	
e. 65 or Over	403	157	170	31	5	40	14	273	25	90	53	57	287	6	20	54	319	10	
	34%	39%	31%	34%	28%	37%	25%	35%	29%	35%	18%	31%	42%	29%	23%	24%	38%	47%	
		C										K	KL				OP	P	
f. Don't Know / No Answer	13	-	9	1	1	2	1	10	1	1	2	-	7	4	-	2	6	5	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1188	408	558	93	20	110	58	784	89	258	297	183	686	23	86	223	854	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Less than One Year	88	17	54	1	3	13	5	51	3	29	46	15	26	2	5	17	65	1	
	7%	4%	10%	1%	16%	12%	9%	6%	4%	11%	15%	8%	4%	7%	6%	8%	8%	4%	
			BD		D	BD				HI	LM	M							
b. 1 to 5 Years	245	73	107	20	1	44	9	158	13	64	107	30	104	4	33	46	164	1	
	21%	18%	19%	22%	5%	40%	16%	20%	15%	25%	36%	16%	15%	19%	39%	21%	19%	5%	
		E	E	E		BCDE				I	LMN				PQR	R	R		
c. 6 to 10 years	168	56	80	14	3	14	11	98	13	46	32	26	109	-	13	37	117	1	
	14%	14%	14%	15%	17%	12%	18%	12%	15%	18%	11%	14%	16%		15%	17%	14%	4%	
																R	R		
d. Over 10 Years	687	262	317	57	12	39	33	477	59	118	112	112	446	17	34	122	508	22	
	58%	64%	57%	61%	62%	36%	57%	61%	66%	46%	38%	61%	65%	74%	40%	55%	59%	86%	
		CF	F	F	F			J	J			K	K	K			O	OPQ	
e. Don't Know / No Answer	1	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	1	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1181	406	554	92	20	110	58	780	88	256	297	183	682	20	86	222	851	23	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Yes	446	146	226	39	8	28	31	286	35	94	143	77	224	3	44	110	293	-	
	38%	36%	41%	42%	39%	25%	54%	37%	39%	37%	48%	42%	33%	15%	51%	49%	34%		
		F	F	F			HJ				MN	MN	N		Q	Q			
b. No	735	259	328	53	12	83	26	494	53	162	154	106	458	17	42	112	558	23	
	62%	64%	59%	58%	61%	75%	46%	63%	61%	63%	52%	58%	67%	85%	49%	51%	66%	100%	
						BCD		G		G			KL	KLM			OP	OPQ	
c. Don't Know / No Answer	8	2	5	1	-	-	-	5	1	2	-	-	4	4	-	1	3	4	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1056	382	495	80	17	83	54	723	82	198	241	160	633	22	68	195	771	22	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. 141 Keyes Road	242	67	118	29	3	25	9	172	24	38	68	31	137	6	14	40	183	6	
	23%	18%	24%	36%	16%	31%	17%	24%	30%	19%	28%	20%	22%	27%	21%	20%	24%	25%	
			B	B		B													
b. Harvey Wheeler	467	177	214	26	4	47	33	302	22	110	104	70	283	11	36	97	321	13	
	44%	46%	43%	32%	23%	57%	62%	42%	27%	56%	43%	44%	45%	48%	52%	50%	42%	58%	
		D				DE	HI	I		HI									
c. Ripley	227	92	104	18	6	6	8	164	27	29	44	39	140	4	12	40	171	3	
	21%	24%	21%	23%	38%	8%	14%	23%	32%	15%	18%	24%	22%	17%	18%	21%	22%	14%	
		F	F	F	F			J	GJ										
d. Hunt Gym	120	46	59	7	4	4	4	86	9	21	26	20	73	2	6	18	95	1	
	11%	12%	12%	9%	23%	5%	7%	12%	11%	11%	11%	12%	11%	7%	9%	9%	12%	3%	
																	R		
e. Don't Vote in Concord	41	9	22	5	2	3	1	21	1	17	13	9	18	-	5	9	26	-	
f. Don't Know / No Answer	92	17	42	8	1	24	3	41	6	43	42	14	35	2	13	18	56	5	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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 w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same		Better	Worse	About Same		DK/NA
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)		(J)	(K)	(L)		(M)	(N)	(O)	
Total	1189	408	559	93	20	110	58	785	89	258	297	183	686	24	86	223	854	27	
Unweighted Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1139	392	533	93	16	104	54	755	89	241	268	181	668	22	81	216	816	26	
	100%	100%	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%	32 8% CF	18 3%	3 4%	1 8%	2 2%	4 7%	45 6% J	4 4%	5 2%	10 4%	11 6%	35 5%	-	5 6%	14 6%	36 4%	2 7%	
b. I often attend, but not all days/sessions	168 15%	74 19% DF	79 15% F	9 9%	1 7%	6 6%	10 19%	125 16% J	10 12%	23 10%	28 11%	30 16%	108 16%	2 10%	6 7%	35 16%	124 15%	4 14%	
c. I occasionally attend if/when an article is of interest	512 45%	181 46% F	253 48% F	43 47% F	9 54% F	25 24%	23 42%	350 46% J	48 54% J	91 38%	99 37%	82 45%	318 48% K	12 54%	32 39%	98 45%	369 45%	13 49%	
d. I never attend	402 35%	106 27%	183 34% B	38 40% B	5 32%	70 68% BCDE	17 32%	236 31%	26 30%	123 51%	130 48% GHI	58 32% LM	206 31%	8 35%	39 48%	70 32%	286 35%	8 30%	
e. I Don't Know / No Answer	50	15	26	-	3	6	4	30	-	17	29	2	18	2	5	7	38	1	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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