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Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1155	444	441	125	40	105	689	333	29	12	92	488	341	57	17	252
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1081	434	409	110	27	101	672	300	20	5	84	478	317	37	13	236
	94%	98%	93%	88%	68%	96%	98%	90%	69%	42%	91%	98%	93%	65%	76%	94%
		CDE	E	E		DE	HIJK	IJ			IJ	MNOP	N			N
a. Excellent	574	282	198	42	7	45	430	96	3	-	45	331	113	13	-	117
	50%	64%	45%	34%	18%	43%	62%	29%	10%		49%	68%	33%	23%		46%
		CDEF	DE	E		E	HIJK	IJ			HIJ	MNOP	O	O		MNO
b. Good	507	152	211	68	20	56	242	204	17	5	39	147	204	24	13	119
	44%	34%	48%	54%	50%	53%	35%	61%	59%	42%	42%	30%	60%	42%	76%	47%
			B	B		B		GK	G				LNP		LNP	L
Bottom 2 NET =====	74	10	32	15	13	4	17	33	9	7	8	10	24	20	4	16
	6%	2%	7%	12%	33%	4%	2%	10%	31%	58%	9%	2%	7%	35%	24%	6%
			B	BF	BCDF			G	GHK	GHK	G		L	LMP	L	L
c. Fair	70	10	30	14	12	4	17	32	9	5	7	10	24	17	3	16
	6%	2%	7%	11%	30%	4%	2%	10%	31%	42%	8%	2%	7%	30%	18%	6%
			B	BF	BCDF			G	GHK	GHK			L	LMP		L
d. Poor	4	-	2	1	1	-	-	1	-	2	1	-	-	3	1	-
	*%		*%	1%	3%			*%		17%	1%			5%	6%	
e. Don't Know / No Answer	34	8	6	1	1	18	13	7	-	-	14	7	4	1	-	22
MEAN	3.43	3.61	3.37	3.21	2.83	3.39	3.60	3.19	2.79	2.25	3.39	3.66	3.26	2.82	2.71	3.40
		CDEF	DE	E		DE	HIJK	IJ	J		HIJ	MNOP	NO			MNO
STANDARD DEVIATION	0.62	0.53	0.63	0.66	0.75	0.56	0.54	0.60	0.62	0.75	0.68	0.52	0.58	0.85	0.59	0.61
STANDARD ERROR	0.02	0.03	0.03	0.06	0.12	0.05	0.02	0.03	0.12	0.22	0.07	0.02	0.03	0.11	0.14	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1085	416	413	117	39	100	650	310	29	12	84	457	329	55	17	227
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	974	397	365	100	21	91	620	256	21	5	72	443	284	35	11	201
	90%	95%	88%	85%	54%	91%	95%	83%	72%	42%	86%	97%	86%	64%	65%	89%
		CDE	E	E		E	HIJK	J			J	MNOP	N			NO
a. Very satisfied	434	226	139	27	5	37	331	69	2	1	31	238	99	8	1	88
	40%	54%	34%	23%	13%	37%	51%	22%	7%	8%	37%	52%	30%	15%	6%	39%
		CDEF	DE			DE	HIJK	I			HIJ	MNOP	NO			MNO
b. Somewhat satisfied	540	171	226	73	16	54	289	187	19	4	41	205	185	27	10	113
	50%	41%	55%	62%	41%	54%	44%	60%	66%	33%	49%	45%	56%	49%	59%	50%
			B	BE		B		G	GJ				L			
Bottom 2 NET =====	111	19	48	17	18	9	30	54	8	7	12	14	45	20	6	26
	10%	5%	12%	15%	46%	9%	5%	17%	28%	58%	14%	3%	14%	36%	35%	11%
			B	B	BCDF			G	G	GHK	G		L	LMP	LP	L
c. Not very satisfied	92	17	38	16	14	7	26	49	7	4	6	12	39	17	4	20
	8%	4%	9%	14%	36%	7%	4%	16%	24%	33%	7%	3%	12%	31%	24%	9%
			B	B	BCDF			GK	GK	G			L	LMP	L	L
d. Not at all satisfied	19	2	10	1	4	2	4	5	1	3	6	2	6	3	2	6
	2%	*%	2%	1%	10%	2%	1%	2%	3%	25%	7%	*%	2%	5%	12%	3%
			B		B					G						L
e. Don't Know / No Answer	104	36	34	9	2	23	52	30	-	-	22	38	16	3	-	47
MEAN	3.28	3.49	3.20	3.08	2.56	3.26	3.46	3.03	2.76	2.25	3.15	3.49	3.15	2.73	2.59	3.25
		CDEF	E	E		DE	HIJK	IJ			IJ	MNOP	NO			NO
STANDARD DEVIATION	0.69	0.60	0.70	0.63	0.85	0.68	0.60	0.67	0.64	0.97	0.84	0.57	0.69	0.78	0.80	0.72
STANDARD ERROR	0.02	0.03	0.03	0.06	0.14	0.07	0.02	0.04	0.12	0.28	0.09	0.03	0.04	0.11	0.19	0.05

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Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1163	442	439	122	40	120	685	335	28	12	103	486	340	57	16	264
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
b. Preservation of the Town's Character	299	117	109	34	9	30	190	70	6	3	30	115	84	14	5	81
	26%	26%	25%	28%	23%	25%	28%	21%	21%	25%	29%	24%	25%	25%	31%	31%
							H									L
e. Schools	232	91	97	21	3	20	142	63	5	3	19	110	69	7	3	43
	20%	21%	22%	17%	8%	17%	21%	19%	18%	25%	18%	23%	20%	12%	19%	16%
		E	E									NP				
f. Taxes	159	44	63	19	11	22	64	71	8	4	12	51	59	11	4	34
	14%	10%	14%	16%	28%	18%	9%	21%	29%	33%	12%	10%	17%	19%	25%	13%
			B		B	B		GK	G				L			
a. Affordable Housing	138	56	47	12	6	17	83	40	2	-	13	70	29	7	-	32
	12%	13%	11%	10%	15%	14%	12%	12%	7%		13%	14%	9%	12%		12%
							J	J			J	MO	O	O		O
g. Sustainability	105	46	44	8	-	7	74	25	-	-	6	50	37	2	-	16
	9%	10%	10%	7%		6%	11%	7%			6%	10%	11%	4%		6%
		E	E	E		E	IJ	IJ			IJ	NOP	NOP			O
h. Economic Vitality	68	35	22	6	1	4	47	15	1	-	5	34	17	7	1	9
	6%	8%	5%	5%	3%	3%	7%	4%	4%		5%	7%	5%	12%	6%	3%
		F					J	J			J	P		P		
c. Public Safety	62	21	26	6	3	6	35	20	1	-	6	21	17	4	-	20
	5%	5%	6%	5%	8%	5%	5%	6%	4%		6%	4%	5%	7%		8%
							J	J			J	O	O	O		O
d. Roads	34	11	9	6	4	4	15	13	2	1	3	10	11	2	1	10
	3%	2%	2%	5%	10%	3%	2%	4%	7%	8%	3%	2%	3%	4%	6%	4%
i. Other Town Services	66	21	22	10	3	10	35	18	3	1	9	25	17	3	2	19
	6%	5%	5%	8%	8%	8%	5%	5%	11%	8%	9%	5%	5%	5%	13%	7%
j. Don't Know / No Answer	26	10	8	4	1	3	17	5	1	-	3	9	5	1	1	10

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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 Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1152	440	442	122	37	111	685	332	28	11	96	487	334	53	17	261
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
b. Browsing the Town's website	615	244	230	63	17	61	374	175	9	3	54	264	187	25	6	133
	53%	55%	52%	52%	46%	55%	IJ	I			IJ	54%	56%	47%	35%	51%
h. Reading the Concord Journal or other local publications	177	54	71	23	8	21	101	56	5	2	13	69	45	8	3	52
	15%	12%	16%	19%	22%	19%	15%	17%	18%	18%	14%	14%	13%	15%	18%	20%
																LM
c. Subscribing to News & Notices on the Town's website	158	76	58	11	3	10	111	39	3	1	4	80	43	5	2	28
	14%	17%	13%	9%	8%	9%	HK	K				P	16%	13%	9%	12%
f. Calling Town Offices / Town Departments directly	90	32	31	11	4	12	43	33	5	1	8	33	27	8	2	20
	8%	7%	7%	9%	11%	11%	6%	10%	18%	9%	8%	7%	8%	15%	12%	8%
g. Viewing social media sites (@TownofConcordMA: Facebook, twitter, Instagram)	56	20	26	7	1	2	34	10	1	2	9	22	11	5	1	17
	5%	5%	6%	6%	3%	2%	5%	3%	4%	18%	9%	5%	3%	9%	6%	7%
			F								H					
a. Visiting Town Offices in person	24	5	12	3	1	3	7	9	3	1	4	8	10	2	1	3
	2%	1%	3%	2%	3%	3%	1%	3%	11%	9%	4%	2%	3%	4%	6%	1%
e. Postal mail	23	6	11	3	1	2	11	7	1	-	4	7	8	-	-	8
	2%	1%	2%	2%	3%	2%	2%	2%	4%		4%	1%	2%			3%
							J	J			J	NO	NO			NO
d. Email to Town Staff or committees directly	9	3	3	1	2	-	4	3	1	1	-	4	3	-	2	-
	1%	1%	1%	1%	5%		1%	1%	4%	9%		1%	1%		12%	
							K					NP				
i. I don't use any of these platforms or methods	21	4	4	3	2	8	7	6	1	1	6	5	4	5	-	7
j. Don't Know / No Answer	16	8	1	1	2	4	10	2	-	-	4	3	7	-	-	6

Comparison Groups: BCDEF/GHIJK/LMNOP  
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5. How would you rate your satisfaction with the manner in which you receive information from the Town?  
BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1162	449	445	125	38	105	690	334	29	12	97	490	343	56	17	256
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1062	438	405	101	16	102	656	293	19	7	87	476	306	38	10	232
	91%	98%	91%	81%	42%	97%	95%	88%	66%	58%	90%	97%	89%	68%	59%	91%
		CDE	DE	E		CDE	HIJ	IJ			IJ	MNOP	NO			NO
a. Very satisfied	466	292	120	13	1	40	355	72	1	-	38	271	89	4	1	101
	40%	65%	27%	10%	3%	38%	51%	22%	3%		39%	55%	26%	7%	6%	39%
		CDEF	DE	E		CDE	HIJK	IJ			HIJ	MNOP	NO			MNO
b. Somewhat satisfied	596	146	285	88	15	62	301	221	18	7	49	205	217	34	9	131
	51%	33%	64%	70%	39%	59%	44%	66%	62%	58%	51%	42%	63%	61%	53%	51%
			BE	BE		BE		GK	G				LP	L		L
Bottom 2 NET =====	100	11	40	24	22	3	34	41	10	5	10	14	37	18	7	24
	9%	2%	9%	19%	58%	3%	5%	12%	34%	42%	10%	3%	11%	32%	41%	9%
			BF	BCF	BCDF			G	GHK	GHK			L	LMP	LMP	L
c. Not very satisfied	87	9	36	24	15	3	31	35	8	4	9	12	34	15	5	21
	7%	2%	8%	19%	39%	3%	4%	10%	28%	33%	9%	2%	10%	27%	29%	8%
			BF	BCF	BCDF			G	GHK	G			L	LMP	L	L
d. Not at all satisfied	13	2	4	-	7	-	3	6	2	1	1	2	3	3	2	3
	1%	*%	1%		18%		*%	2%	7%	8%	1%	*%	1%	5%	12%	1%
			DF		BCDF											
e. Don't Know / No Answer	27	3	2	1	3	18	12	6	-	-	9	5	2	2	-	18
MEAN	3.30	3.62	3.17	2.91	2.26	3.35	3.46	3.07	2.62	2.50	3.28	3.52	3.14	2.70	2.53	3.29
		CDEF	DE	E		CDE	HIJK	IJ			HIJ	MNOP	NO			MNO
STANDARD DEVIATION	0.65	0.55	0.60	0.54	0.79	0.54	0.60	0.62	0.68	0.67	0.67	0.57	0.61	0.69	0.80	0.66
STANDARD ERROR	0.02	0.03	0.03	0.05	0.13	0.05	0.02	0.03	0.13	0.19	0.07	0.03	0.03	0.09	0.19	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1154	447	434	123	40	110	690	323	28	12	101	486	336	57	16	259
	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	290	114	119	26	10	21	177	79	9	3	22	124	91	10	7	58
	25%	26%	27%	21%	25%	19%	26%	24%	32%	25%	22%	26%	27%	18%	44%	22%
b. Monthly summary document with relevant news	443	149	179	51	19	45	256	129	8	4	46	165	139	26	3	110
	38%	33%	41%	41%	48%	41%	37%	40%	29%	33%	46%	34%	41%	46%	19%	42%
			B										LO	O		LO
c. The Town's Annual Report only	13	7	2	2	-	2	9	3	-	-	1	6	5	1	-	1
	1%	2%	*%	2%		2%	1%	1%			1%	1%	1%	2%		*%
		E					IJ				O	O				
d. Sporadically; no specific schedule, news sent out as it happens (i.e. news and notices)	408	177	134	44	11	42	248	112	11	5	32	191	101	20	6	90
	35%	40%	31%	36%	28%	38%	36%	35%	39%	42%	32%	39%	30%	35%	38%	35%
		C										M				
e. Don't Know / No Answer	35	5	13	3	1	13	12	17	1	-	5	9	9	1	1	15

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1066	452	447	126	41	-	657	302	26	11	70	465	318	54	16	213
	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	899	452	447	-	-	-	593	240	10	4	52	429	265	29	6	170
	84%	100%	100%				90%	79%	38%	36%	74%	92%	83%	54%	38%	80%
							HIJK	IJ			IJ	MNOP	NO			NO
a. Very satisfied	452	452	-	-	-	-	363	65	3	-	21	266	102	7	1	76
	42%	100%					55%	22%	12%		30%	57%	32%	13%	6%	36%
							HIJK	J			IJ	MNOP	NO			NO
b. Somewhat satisfied	447	-	447	-	-	-	230	175	7	4	31	163	163	22	5	94
	42%		100%				35%	58%	27%	36%	44%	35%	51%	41%	31%	44%
								GIK					L			L
Bottom 2 NET =====	167	-	-	126	41	-	64	62	16	7	18	36	53	25	10	43
	16%			100%	100%		10%	21%	62%	64%	26%	8%	17%	46%	63%	20%
								G	GHK	GHK	G		L	LMP	LMP	L
c. Not very satisfied	126	-	-	126	-	-	50	49	11	3	13	31	41	17	6	31
	12%			100%			8%	16%	42%	27%	19%	7%	13%	31%	38%	15%
								G	GHK		G		L	LMP	LM	L
d. Not at all satisfied	41	-	-	-	41	-	14	13	5	4	5	5	12	8	4	12
	4%				100%		2%	4%	19%	36%	7%	1%	4%	15%	25%	6%
									G	GHK			L	LM	L	L
e. Don't Know / No Answer	123	-	-	-	-	123	45	38	3	1	36	30	27	4	1	61
MEAN	3.23	4.00	3.00	2.00	1.00	-	3.43	2.97	2.31	2.00	2.97	3.48	3.12	2.52	2.19	3.10
							HIJK	IJ			IJ	MNOP	NO			NO
STANDARD DEVIATION	0.80	0.00	0.00	0.00	0.00	-	0.73	0.74	0.93	0.89	0.88	0.67	0.77	0.91	0.91	0.85
STANDARD ERROR	0.02	0.00	0.00	0.00	0.00	-	0.03	0.04	0.18	0.27	0.11	0.03	0.04	0.12	0.23	0.06

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services						Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)	
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274	
Total Answering	1008	397	386	106	35	84	614	283	25	11	75	443	301	52	17	195	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	903	383	344	79	22	75	588	229	15	4	67	429	258	31	11	174	
	90%	96%	89%	75%	63%	89%	96%	81%	60%	36%	89%	97%	86%	60%	65%	89%	
		CDEF	DE			DE	HIJ	IJ			HIJ	MNOP	N			NO	
a. Excellent	448	258	133	25	5	27	348	65	4	2	29	279	84	8	6	71	
	44%	65%	34%	24%	14%	32%	57%	23%	16%	18%	39%	63%	28%	15%	35%	36%	
		CDEF	DE			E	HIJK				HI	MNOP	N			MN	
b. Good	455	125	211	54	17	48	240	164	11	2	38	150	174	23	5	103	
	45%	31%	55%	51%	49%	57%	39%	58%	44%	18%	51%	34%	58%	44%	29%	53%	
			B	B		B		GJ			J		LO			LO	
Bottom 2 NET =====	105	14	42	27	13	9	26	54	10	7	8	14	43	21	6	21	
	10%	4%	11%	25%	37%	11%	4%	19%	40%	64%	11%	3%	14%	40%	35%	11%	
			B	BCF	BCF	B		GK	GHK	GHK			L	LMP	LP	L	
c. Fair	92	12	37	23	12	8	25	47	10	5	5	14	37	16	5	20	
	9%	3%	10%	22%	34%	10%	4%	17%	40%	45%	7%	3%	12%	31%	29%	10%	
			B	BCF	BCF	B		GK	GHK	GK			L	LMP	L	L	
d. Poor	13	2	5	4	1	1	1	7	-	2	3	-	6	5	1	1	
	1%	1%	1%	4%	3%	1%	*%	2%		18%	4%		2%	10%	6%	1%	
								GI					L	LP			
e. Don't Know / No Answer	181	55	61	20	6	39	88	57	4	1	31	52	44	6	-	79	
MEAN	3.33	3.61	3.22	2.94	2.74	3.20	3.52	3.01	2.76	2.36	3.24	3.60	3.12	2.65	2.94	3.25	
		CDEF	DE			DE	HIJK	J			HIJ	MNOP	N			MN	
STANDARD DEVIATION	0.69	0.57	0.67	0.78	0.74	0.65	0.58	0.70	0.72	1.03	0.75	0.55	0.69	0.86	0.97	0.65	
STANDARD ERROR	0.02	0.03	0.03	0.08	0.13	0.07	0.02	0.04	0.14	0.31	0.09	0.03	0.04	0.12	0.23	0.05	

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	938	373	359	99	36	71	559	269	26	11	73	398	290	52	16	182
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Over-assessed	282	80	121	49	15	17	138	109	8	7	20	92	103	28	5	54
	30%	21%	34%	49%	42%	24%	25%	41%	31%	64%	27%	23%	36%	54%	31%	30%
			B	BCF	B			GK		GK			L	LMP		
b. Under-assessed	9	3	4	1	-	1	3	5	-	-	1	2	5	-	-	2
	1%	1%	1%	1%		1%	1%	2%			1%	1%	2%			1%
			E					IJ					NO			
c. Fairly assessed	647	290	234	49	21	53	418	155	18	4	52	304	182	24	11	126
	69%	78%	65%	49%	58%	75%	75%	58%	69%	36%	71%	76%	63%	46%	69%	69%
			CDE	D		D	HJ				HJ	MN	N			N
d. Rent / Does not apply	68	29	14	11	-	14	39	16	1	-	12	29	12	3	-	24
e. Don't Know / No Answer	183	50	74	16	5	38	104	55	2	1	21	68	43	3	1	68

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	984	386	376	108	38	76	591	289	27	11	66	427	291	55	15	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET	741	315	286	68	16	56	475	196	11	6	53	356	199	29	7	150
=====	75%	82%	76%	63%	42%	74%	80%	68%	41%	55%	80%	83%	68%	53%	47%	77%
		DE	DE	E		E	HI	I			HI	MNO	N			MNO
a. Excellent	263	145	87	11	2	18	209	34	1	-	19	165	49	3	-	46
	27%	38%	23%	10%	5%	24%	35%	12%	4%		29%	39%	17%	5%		23%
		CDEF	DE			DE	HIJ	IJ			HIJ	MNOP	NO			NO
b. Good	478	170	199	57	14	38	266	162	10	6	34	191	150	26	7	104
	49%	44%	53%	53%	37%	50%	45%	56%	37%	55%	52%	45%	52%	47%	47%	53%
			B					G								
Bottom 2 NET	243	71	90	40	22	20	116	93	16	5	13	71	92	26	8	46
=====	25%	18%	24%	37%	58%	26%	20%	32%	59%	45%	20%	17%	32%	47%	53%	23%
				BC	BCDF			GK	GHK				LP	LMP	LP	
c. Fair	193	58	80	29	10	16	98	74	10	2	9	62	74	17	4	36
	20%	15%	21%	27%	26%	21%	17%	26%	37%	18%	14%	15%	25%	31%	27%	18%
			B	B				GK	GK				L	L		
d. Poor	50	13	10	11	12	4	18	19	6	3	4	9	18	9	4	10
	5%	3%	3%	10%	32%	5%	3%	7%	22%	27%	6%	2%	6%	16%	27%	5%
				BC	BCDF			G	G				L	LMP	L	
e. Don't Know / No Answer	205	66	71	18	3	47	111	51	2	1	40	68	54	3	2	78
MEAN	2.97	3.16	2.97	2.63	2.16	2.92	3.13	2.73	2.22	2.27	3.03	3.20	2.79	2.42	2.20	2.95
		CDEF	DE	E		DE	HIJ	IJ			HIJ	MNOP	NO			MNO
STANDARD DEVIATION	0.82	0.80	0.74	0.80	0.95	0.81	0.79	0.75	0.85	0.90	0.82	0.76	0.79	0.83	0.86	0.79
STANDARD ERROR	0.03	0.04	0.04	0.08	0.15	0.09	0.03	0.04	0.16	0.27	0.10	0.04	0.05	0.11	0.22	0.06

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	928	366	365	102	34	61	557	275	26	11	59	404	275	51	15	183
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	642	275	260	57	12	38	408	171	17	4	42	306	178	28	7	123
	69%	75%	71%	56%	35%	62%	73%	62%	65%	36%	71%	76%	65%	55%	47%	67%
		DE	DE	E		E	HJ				J	MNOP				
a. Very satisfied	158	89	46	12	1	10	129	19	1	-	9	98	26	2	1	31
	17%	24%	13%	12%	3%	16%	23%	7%	4%		15%	24%	9%	4%	7%	17%
		CDE	E	E		E	HIJ	J			J	MNOP				MN
b. Somewhat satisfied	484	186	214	45	11	28	279	152	16	4	33	208	152	26	6	92
	52%	51%	59%	44%	32%	46%	50%	55%	62%	36%	56%	51%	55%	51%	40%	50%
		E	BDE													
Bottom 2 NET =====	286	91	105	45	22	23	149	104	9	7	17	98	97	23	8	60
	31%	25%	29%	44%	65%	38%	27%	38%	35%	64%	29%	24%	35%	45%	53%	33%
				BC	BCDF			G			GK		L	L	L	L
c. Not very satisfied	214	67	88	31	9	19	111	78	7	4	14	82	62	17	5	48
	23%	18%	24%	30%	26%	31%	20%	28%	27%	36%	24%	20%	23%	33%	33%	26%
				B		B		G								
d. Not at all satisfied	72	24	17	14	13	4	38	26	2	3	3	16	35	6	3	12
	8%	7%	5%	14%	38%	7%	7%	9%	8%	27%	5%	4%	13%	12%	20%	7%
				BC	BCDF								LP			
e. Don't Know / No Answer	261	86	82	24	7	62	145	65	3	1	47	91	70	7	2	91
MEAN	2.78	2.93	2.79	2.54	2.00	2.72	2.90	2.60	2.62	2.09	2.81	2.96	2.61	2.47	2.33	2.78
		CDE	DE	E		E	HJ	J			HJ	MNOP				MNO
STANDARD DEVIATION	0.82	0.83	0.72	0.88	0.92	0.82	0.83	0.76	0.70	0.83	0.75	0.78	0.83	0.76	0.90	0.80
STANDARD ERROR	0.03	0.04	0.04	0.09	0.16	0.10	0.04	0.05	0.14	0.25	0.10	0.04	0.05	0.11	0.23	0.06

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1096	427	422	114	35	98	653	315	27	12	89	461	325	53	16	241
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1065	423	413	104	30	95	647	302	24	7	85	455	318	48	12	232
	97%	99%	98%	91%	86%	97%	99%	96%	89%	58%	96%	99%	98%	91%	75%	96%
		DE	DE				HJ	J	J		J	NO	O			
a. Excellent	838	364	316	67	19	72	546	206	13	2	71	397	224	31	6	180
	76%	85%	75%	59%	54%	73%	84%	65%	48%	17%	80%	86%	69%	58%	38%	75%
		CDEF	DE			DE	HIJ	J	J		HIJ	MNOP	O			NO
b. Good	227	59	97	37	11	23	101	96	11	5	14	58	94	17	6	52
	21%	14%	23%	32%	31%	23%	15%	30%	41%	42%	16%	13%	29%	32%	38%	22%
			B	B	B	B		GK	GK			LP	L	L	L	L
Bottom 2 NET =====	31	4	9	10	5	3	6	13	3	5	4	6	7	5	4	9
	3%	1%	2%	9%	14%	3%	1%	4%	11%	42%	4%	1%	2%	9%	25%	4%
				BC	BC			G		GHIK				L	LM	
c. Fair	24	2	8	9	2	3	5	12	2	2	3	5	6	3	2	8
	2%	*%	2%	8%	6%	3%	1%	4%	7%	17%	3%	1%	2%	6%	13%	3%
				BC				G								
d. Poor	7	2	1	1	3	-	1	1	1	3	1	1	1	2	2	1
	1%	*%	*%	1%	9%		*%	*%	4%	25%	1%	*%	*%	4%	13%	*%
										GH						
e. Don't Know / No Answer	93	25	25	12	6	25	49	25	2	-	17	34	20	5	1	33
MEAN	3.73	3.84	3.73	3.49	3.31	3.70	3.83	3.61	3.33	2.50	3.74	3.85	3.66	3.45	3.00	3.71
		CDEF	DE			DE	HIJ	IJ	J		IJ	MNOP	NO			NO
STANDARD DEVIATION	0.53	0.42	0.50	0.68	0.93	0.52	0.41	0.58	0.78	1.09	0.57	0.41	0.53	0.77	1.03	0.55
STANDARD ERROR	0.02	0.02	0.02	0.06	0.16	0.05	0.02	0.03	0.15	0.31	0.06	0.02	0.03	0.11	0.26	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	833	326	334	82	27	64	490	252	22	7	62	367	255	41	9	161
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
c. Hybrid Mix	334	121	149	33	12	19	198	98	6	5	27	155	94	22	6	57
	40%	37%	45%	40%	44%	30%	40%	39%	27%	71%	44%	42%	37%	54%	67%	35%
			BF							I				MP		
b. Online / Live Streams	230	97	79	25	10	19	142	66	5	-	17	110	68	7	-	45
	28%	30%	24%	30%	37%	30%	29%	26%	23%		27%	30%	27%	17%		28%
							J	J	J		J	NO	O	O		O
a. In Person	199	79	81	16	4	19	103	70	9	1	16	68	73	10	2	46
	24%	24%	24%	20%	15%	30%	21%	28%	41%	14%	26%	19%	29%	24%	22%	29%
								G					L			L
d. Self-Guided (Not Live)	70	29	25	8	1	7	47	18	2	1	2	34	20	2	1	13
	8%	9%	7%	10%	4%	11%	10%	7%	9%	14%	3%	9%	8%	5%	11%	8%
							K									
e. I do not plan to participate in library programs	201	75	57	26	9	34	113	50	4	4	30	76	49	10	7	59
f. Don't Know / No Answer	155	51	56	18	5	25	99	38	3	1	14	52	41	7	1	54

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	447	179	161	49	19	39	252	133	19	5	38	182	130	27	10	98
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	408	170	143	42	16	37	239	118	15	2	34	172	119	21	6	90
	91%	95%	89%	86%	84%	95%	95%	89%	79%	40%	89%	95%	92%	78%	60%	92%
		C					HJ	J			J	NO	O			O
a. Excellent	262	133	80	21	7	21	182	56	2	-	22	144	58	4	2	54
	59%	74%	50%	43%	37%	54%	72%	42%	11%	-	58%	79%	45%	15%	20%	55%
		CDEF					HIJ	IJ			IJ	MNOP	N			NO
b. Good	146	37	63	21	9	16	57	62	13	2	12	28	61	17	4	36
	33%	21%	39%	43%	47%	41%	23%	47%	68%	40%	32%	15%	47%	63%	40%	37%
			B	B	B	B		G	GK				L	LP		L
Bottom 2 NET =====	39	9	18	7	3	2	13	15	4	3	4	10	11	6	4	8
	9%	5%	11%	14%	16%	5%	5%	11%	21%	60%	11%	5%	8%	22%	40%	8%
			B					G		GHK				L	LMP	
c. Fair	27	3	16	5	1	2	7	14	2	-	4	5	8	5	1	8
	6%	2%	10%	10%	5%	5%	3%	11%	11%	-	11%	3%	6%	19%	10%	8%
			B				J	GJ			J			L		
d. Poor	12	6	2	2	2	-	6	1	2	3	-	5	3	1	3	-
	3%	3%	1%	4%	11%	-	2%	1%	11%	60%	-	3%	2%	4%	30%	-
		F					K			GHIK		P			P	
e. Don't use service	434	173	171	39	12	39	276	115	4	4	35	198	123	17	3	93
f. Don't Know / No Answer	308	100	115	38	10	45	174	92	6	3	33	115	92	14	4	83
MEAN	3.47	3.66	3.37	3.24	3.11	3.49	3.65	3.30	2.79	1.80	3.47	3.71	3.34	2.89	2.50	3.47
		CDE					HIJ	IJ	J		IJ	MNOP	NO			NO
STANDARD DEVIATION	0.73	0.68	0.71	0.80	0.94	0.60	0.65	0.69	0.79	1.10	0.69	0.65	0.70	0.70	1.18	0.65
STANDARD ERROR	0.03	0.05	0.06	0.11	0.21	0.10	0.04	0.06	0.18	0.49	0.11	0.05	0.06	0.13	0.37	0.07

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	282	123	104	27	10	18	166	89	8	4	15	119	92	14	5	52
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	234	113	86	15	5	15	151	66	2	2	13	108	74	3	3	46
	83%	92%	83%	56%	50%	83%	91%	74%	25%	50%	87%	91%	80%	21%	60%	88%
		CDE	DE			D	HI	I			I	MN	N			N
a. Excellent	146	83	44	7	2	10	110	28	-	-	8	84	31	1	-	30
	52%	67%	42%	26%	20%	56%	66%	31%			53%	71%	34%	7%		58%
		CDE				DE	HIJ	IJ			IJ	MNO	NO			MNO
b. Good	88	30	42	8	3	5	41	38	2	2	5	24	43	2	3	16
	31%	24%	40%	30%	30%	28%	25%	43%	25%	50%	33%	20%	47%	14%	60%	31%
			B					G					LN			
Bottom 2 NET =====	48	10	18	12	5	3	15	23	6	2	2	11	18	11	2	6
	17%	8%	17%	44%	50%	17%	9%	26%	75%	50%	13%	9%	20%	79%	40%	12%
			B	BCF	BC			G	GHK				L	LMP		
c. Fair	33	6	16	6	2	3	9	20	2	-	2	7	16	6	-	4
	12%	5%	15%	22%	20%	17%	5%	22%	25%		13%	6%	17%	43%		8%
			B	B				J	GJ				O	LO	LOP	O
d. Poor	15	4	2	6	3	-	6	3	4	2	-	4	2	5	2	2
	5%	3%	2%	22%	30%		4%	3%	50%	50%		3%	2%	36%	40%	4%
		F		BCF	F			K	GHK	K				LMP		
e. Don't use service	588	227	229	57	17	58	376	146	11	5	50	265	146	24	8	145
f. Don't Know / No Answer	319	102	114	42	14	47	160	105	10	3	41	111	107	20	4	77
MEAN	3.29	3.56	3.23	2.59	2.40	3.39	3.54	3.02	1.75	2.00	3.40	3.58	3.12	1.93	2.20	3.42
		CDE	DE			DE	HIJ	IJ			IJ	MNO	NO			MNO
STANDARD DEVIATION	0.87	0.74	0.78	1.12	1.17	0.78	0.76	0.83	0.89	1.15	0.74	0.75	0.77	0.92	1.10	0.80
STANDARD ERROR	0.05	0.07	0.08	0.22	0.37	0.18	0.06	0.09	0.31	0.58	0.19	0.07	0.08	0.25	0.49	0.11

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1092	427	412	118	37	98	662	316	25	12	77	472	327	53	16	224
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1046	421	399	106	29	91	648	297	21	6	74	461	312	46	11	216
	96%	99%	97%	90%	78%	93%	98%	94%	84%	50%	96%	98%	95%	87%	69%	96%
		DEF	DE			E	HJ	J	J		J	NO	O			NO
a. Excellent	700	321	242	57	23	57	489	151	10	4	46	359	168	23	8	142
	64%	75%	59%	48%	62%	58%	74%	48%	40%	33%	60%	76%	51%	43%	50%	63%
		CDF	D				HIJK					MNOP				MN
b. Good	346	100	157	49	6	34	159	146	11	2	28	102	144	23	3	74
	32%	23%	38%	42%	16%	35%	24%	46%	44%	17%	36%	22%	44%	43%	19%	33%
			BE	BE		BE		GJ	G		G		LOP	LO		L
Bottom 2 NET =====	46	6	13	12	8	7	14	19	4	6	3	11	15	7	5	8
	4%	1%	3%	10%	22%	7%	2%	6%	16%	50%	4%	2%	5%	13%	31%	4%
				BC	BCF	B		G			GHIK			LP	LMP	
c. Fair	34	5	10	10	5	4	8	17	3	4	2	8	11	6	3	6
	3%	1%	2%	8%	14%	4%	1%	5%	12%	33%	3%	2%	3%	11%	19%	3%
				BC	B			G			GHK			L		
d. Poor	12	1	3	2	3	3	6	2	1	2	1	3	4	1	2	2
	1%	*%	1%	2%	8%	3%	1%	1%	4%	17%	1%	1%	1%	2%	13%	1%
e. Don't Know / No Answer	97	25	35	8	4	25	40	24	4	-	29	23	18	5	1	50
MEAN	3.59	3.74	3.55	3.36	3.32	3.48	3.71	3.41	3.20	2.67	3.55	3.73	3.46	3.28	3.06	3.59
		CDEF	DE				HIJK	J			IJ	MNOP	O			MNO
STANDARD DEVIATION	0.61	0.48	0.58	0.71	1.00	0.72	0.53	0.62	0.82	1.15	0.62	0.52	0.62	0.74	1.12	0.59
STANDARD ERROR	0.02	0.02	0.03	0.07	0.16	0.07	0.02	0.04	0.16	0.33	0.07	0.02	0.03	0.10	0.28	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	994	399	375	100	35	85	607	288	22	10	67	434	301	51	13	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	984	397	372	97	35	83	604	282	22	9	67	432	296	50	12	194
	99%	99%	99%	97%	100%	98%	100%	98%	100%	90%	100%	100%	98%	98%	92%	99%
a. Excellent	772	340	270	71	30	61	518	179	17	5	53	373	204	32	10	153
	78%	85%	72%	71%	86%	72%	85%	62%	77%	50%	79%	86%	68%	63%	77%	78%
		CDF			CD		HJ				H	MNP				MN
b. Good	212	57	102	26	5	22	86	103	5	4	14	59	92	18	2	41
	21%	14%	27%	26%	14%	26%	14%	36%	23%	40%	21%	14%	31%	35%	15%	21%
			BE	B		B		GK					LP	L		L
Bottom 2 NET =====	10	2	3	3	-	2	3	6	-	1	-	2	5	1	1	1
	1%	1%	1%	3%		2%	*%	2%		10%		*%	2%	2%	8%	1%
								IK								
c. Fair	8	2	2	3	-	1	2	6	-	-	-	2	4	1	-	1
	1%	1%	1%	3%		1%	*%	2%				*%	1%	2%		1%
								GIJK					O			
d. Poor	2	-	1	-	-	1	1	-	-	1	-	-	1	-	1	-
	*%		*%			1%	*%			10%			*%		8%	
e. Don't Know / No Answer	195	53	72	26	6	38	95	52	7	2	39	61	44	7	4	79
MEAN	3.76	3.85	3.71	3.68	3.86	3.68	3.85	3.60	3.77	3.30	3.79	3.85	3.66	3.61	3.62	3.78
		CDF					HJ				HJ	MNOP				MN
STANDARD DEVIATION	0.46	0.37	0.48	0.53	0.36	0.56	0.38	0.53	0.43	0.95	0.41	0.37	0.52	0.53	0.87	0.43
STANDARD ERROR	0.01	0.02	0.02	0.05	0.06	0.06	0.02	0.03	0.09	0.30	0.05	0.02	0.03	0.07	0.24	0.03

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1166	445	444	125	40	112	694	336	27	12	97	491	342	57	16	260
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	978	396	369	95	23	95	624	256	15	4	79	437	286	33	9	213
	84%	89%	83%	76%	58%	85%	85%	76%	56%	33%	81%	89%	84%	58%	56%	82%
		CDE	E	E		E	HIJK	IJ			IJ	MNOP	NO			NO
a. Excellent	483	245	157	32	11	38	368	71	5	1	38	284	92	11	3	93
	41%	55%	35%	26%	28%	34%	53%	21%	19%	8%	39%	58%	27%	19%	19%	36%
		CDEF	D				HIJK				HIJ	MNOP				MN
b. Good	495	151	212	63	12	57	256	185	10	3	41	153	194	22	6	120
	42%	34%	48%	50%	30%	51%	37%	55%	37%	25%	42%	31%	57%	39%	38%	46%
			BE	BE		BE		GJK					LNP			L
Bottom 2 NET =====	188	49	75	30	17	17	70	80	12	8	18	54	56	24	7	47
	16%	11%	17%	24%	43%	15%	10%	24%	44%	67%	19%	11%	16%	42%	44%	18%
			B	B	BCDF			G	GHK	GHK	G		L	LMP	LMP	L
c. Fair	149	44	59	23	10	13	56	67	9	4	13	47	43	17	3	39
	13%	10%	13%	18%	25%	12%	8%	20%	33%	33%	13%	10%	13%	30%	19%	15%
				B	B			G	GK					LMP		L
d. Poor	39	5	16	7	7	4	14	13	3	4	5	7	13	7	4	8
	3%	1%	4%	6%	18%	4%	2%	4%	11%	33%	5%	1%	4%	12%	25%	3%
			B	B	BCF					GHK			L	LP	LP	
e. Don't Know / No Answer	23	7	3	1	1	11	8	4	2	-	9	4	3	1	1	14
MEAN	3.22	3.43	3.15	2.96	2.68	3.15	3.41	2.93	2.63	2.08	3.15	3.45	3.07	2.65	2.50	3.15
		CDEF	DE			E	HIJK	IJ			HIJ	MNOP	NO			NO
STANDARD DEVIATION	0.79	0.72	0.78	0.82	1.07	0.76	0.72	0.75	0.93	1.00	0.85	0.73	0.74	0.94	1.10	0.78
STANDARD ERROR	0.02	0.03	0.04	0.07	0.17	0.07	0.03	0.04	0.18	0.29	0.09	0.03	0.04	0.12	0.27	0.05

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1178	451	444	126	41	116	698	336	29	12	103	494	342	58	17	267
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	985	403	364	94	24	100	613	264	20	2	86	443	277	39	9	217
	84%	89%	82%	75%	59%	86%	88%	79%	69%	17%	83%	90%	81%	67%	53%	81%
		CDE	E			DE	HIJ	J	J		J	MNOP	NO			NO
a. Very satisfied	356	172	107	30	6	41	265	57	3	1	30	198	73	9	3	73
	30%	38%	24%	24%	15%	35%	38%	17%	10%	8%	29%	40%	21%	16%	18%	27%
		CDE				CDE	HIJ				HIJ	MNOP				N
b. Somewhat satisfied	629	231	257	64	18	59	348	207	17	1	56	245	204	30	6	144
	53%	51%	58%	51%	44%	51%	50%	62%	59%	8%	54%	50%	60%	52%	35%	54%
			B				J	GJ	J		J		LO			
Bottom 2 NET =====	193	48	80	32	17	16	85	72	9	10	17	51	65	19	8	50
	16%	11%	18%	25%	41%	14%	12%	21%	31%	83%	17%	10%	19%	33%	47%	19%
			B	BF	BCF			G	G	GHIK			L	LMP	LMP	L
c. Not very satisfied	142	37	61	22	10	12	65	55	7	4	11	40	49	10	3	40
	12%	8%	14%	17%	24%	10%	9%	16%	24%	33%	11%	8%	14%	17%	18%	15%
			B	B	B			G					L			L
d. Not at all satisfied	51	11	19	10	7	4	20	17	2	6	6	11	16	9	5	10
	4%	2%	4%	8%	17%	3%	3%	5%	7%	50%	6%	2%	5%	16%	29%	4%
				B	BCF						GHIK			LMP	LMP	
e. Don't Know / No Answer	11	1	3	-	-	7	4	4	-	-	3	1	3	-	-	7
MEAN	3.10	3.25	3.02	2.90	2.56	3.18	3.23	2.90	2.72	1.75	3.07	3.28	2.98	2.67	2.41	3.05
		CDE	E	E		CDE	HIJK	J	J		IJ	MNOP	NO			NO
STANDARD DEVIATION	0.77	0.71	0.74	0.85	0.95	0.75	0.73	0.73	0.75	0.97	0.80	0.70	0.74	0.93	1.12	0.76
STANDARD ERROR	0.02	0.03	0.04	0.08	0.15	0.07	0.03	0.04	0.14	0.28	0.08	0.03	0.04	0.12	0.27	0.05

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1145	442	433	123	40	107	680	332	28	12	93	479	337	55	17	257
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1053	417	400	109	29	98	645	296	22	8	82	457	305	42	13	236
	92%	94%	92%	89%	73%	92%	95%	89%	79%	67%	88%	95%	91%	76%	76%	92%
		E	E	E		E	HIJK					MN	N			N
a. Very satisfied	647	300	215	58	9	65	447	137	10	3	50	327	166	15	6	133
	57%	68%	50%	47%	23%	61%	66%	41%	36%	25%	54%	68%	49%	27%	35%	52%
		CDE	E	E		CDE	HIJK				HJ	MNOP	N			N
b. Somewhat satisfied	406	117	185	51	20	33	198	159	12	5	32	130	139	27	7	103
	35%	26%	43%	41%	50%	31%	29%	48%	43%	42%	34%	27%	41%	49%	41%	40%
			BF	B	BF			GK					L	L		L
Bottom 2 NET =====	92	25	33	14	11	9	35	36	6	4	11	22	32	13	4	21
	8%	6%	8%	11%	28%	8%	5%	11%	21%	33%	12%	5%	9%	24%	24%	8%
					BCDF			G	G	G			L	LMP		
c. Not very satisfied	69	22	21	11	7	8	30	26	6	1	6	18	25	9	2	15
	6%	5%	5%	9%	18%	7%	4%	8%	21%	8%	6%	4%	7%	16%	12%	6%
					BC			G	G				L	LP		
d. Not at all satisfied	23	3	12	3	4	1	5	10	-	3	5	4	7	4	2	6
	2%	1%	3%	2%	10%	1%	1%	3%		25%	5%	1%	2%	7%	12%	2%
			B					I	GI		I	GI				
e. Don't Know / No Answer	44	10	14	3	1	16	22	8	1	-	13	16	8	3	-	17
MEAN	3.46	3.62	3.39	3.33	2.85	3.51	3.60	3.27	3.14	2.67	3.37	3.63	3.38	2.96	3.00	3.41
		CDE	E	E		E	HIJK	J			J	MNOP	NO			NO
STANDARD DEVIATION	0.70	0.61	0.71	0.74	0.89	0.68	0.61	0.73	0.76	1.15	0.83	0.60	0.71	0.86	1.00	0.71
STANDARD ERROR	0.02	0.03	0.03	0.07	0.14	0.07	0.02	0.04	0.14	0.33	0.09	0.03	0.04	0.12	0.24	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1056	408	411	117	31	89	624	310	26	12	84	446	319	53	17	221
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1035	403	399	116	28	89	616	306	26	7	80	441	315	49	14	216
	98%	99%	97%	99%	90%	100%	99%	99%	100%	58%	95%	99%	99%	92%	82%	98%
						BC	J	J	GHJK		J					
a. Very satisfied	780	342	279	73	18	68	531	175	12	4	58	389	198	24	9	160
	74%	84%	68%	62%	58%	76%	85%	56%	46%	33%	69%	87%	62%	45%	53%	72%
		CDE				D	HIJK				HIJ	MNOP	N			MN
b. Somewhat satisfied	255	61	120	43	10	21	85	131	14	3	22	52	117	25	5	56
	24%	15%	29%	37%	32%	24%	14%	42%	54%	25%	26%	12%	37%	47%	29%	25%
			B	BF	B			GK	GK		G		LP	LP		L
Bottom 2 NET =====	21	5	12	1	3	-	8	4	-	5	4	5	4	4	3	5
	2%	1%	3%	1%	10%		1%	1%		42%	5%	1%	1%	8%	18%	2%
		F	F				I	I		GHIK	I					
c. Not very satisfied	15	3	10	-	2	-	7	2	-	2	4	5	2	3	1	4
	1%	1%	2%		6%		1%	1%		17%	5%	1%	1%	6%	6%	2%
			DF				I				I					
d. Not at all satisfied	6	2	2	1	1	-	1	2	-	3	-	-	2	1	2	1
	1%	*%	*%	1%	3%		*%	1%		25%			1%	2%	12%	*%
										GIK						
e. Don't Know / No Answer	133	44	36	9	10	34	78	30	3	-	22	49	26	5	-	53
MEAN	3.71	3.82	3.64	3.61	3.45	3.76	3.84	3.55	3.46	2.67	3.64	3.86	3.60	3.36	3.24	3.70
		CDE				DE	HIJK	J	J		J	MNOP	NO			MNO
STANDARD DEVIATION	0.52	0.44	0.55	0.54	0.77	0.43	0.41	0.55	0.51	1.23	0.57	0.38	0.54	0.68	1.03	0.53
STANDARD ERROR	0.02	0.02	0.03	0.05	0.14	0.05	0.02	0.03	0.10	0.36	0.06	0.02	0.03	0.09	0.25	0.04

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	983	376	391	107	30	79	589	291	22	10	71	408	309	51	13	202
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	154	69	57	13	6	9	102	37	1	2	12	79	36	5	1	33
	16%	18%	15%	12%	20%	11%	17%	13%	5%	20%	17%	19%	12%	10%	8%	16%
							I				I	MN				
b. Reasonably Priced	692	272	280	68	16	56	425	200	14	6	47	289	222	31	8	142
	70%	72%	72%	64%	53%	71%	72%	69%	64%	60%	66%	71%	72%	61%	62%	70%
		E														
c. Excessively Price	137	35	54	26	8	14	62	54	7	2	12	40	51	15	4	27
	14%	9%	14%	24%	27%	18%	11%	19%	32%	20%	17%	10%	17%	29%	31%	13%
				BC	B			G	G				L	LP		
d. Don't Use Service	77	32	19	8	5	13	46	15	4	1	11	35	14	4	2	22
e. Don't Know / No Answer	129	44	37	11	6	31	67	34	3	1	24	52	22	3	2	50

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	477	180	203	50	12	32	291	142	10	3	31	206	148	23	5	95
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	51	28	17	3	1	2	38	10	-	-	3	32	6	1	-	12
	11%	16%	8%	6%	8%	6%	13%	7%			10%	16%	4%	4%		13%
		CD					HIJ	IJ				MNO	O			MO
b. Reasonably Priced	346	131	153	36	7	19	221	96	4	1	24	153	112	11	2	68
	73%	73%	75%	72%	58%	59%	76%	68%	40%	33%	77%	74%	76%	48%	40%	72%
							I				I	N	N			N
c. Excessively Price	80	21	33	11	4	11	32	36	6	2	4	21	30	11	3	15
	17%	12%	16%	22%	33%	34%	11%	25%	60%	67%	13%	10%	20%	48%	60%	16%
						BC		G	GHK	G			L	LMP	LP	
d. Don't Use Service	506	197	177	58	21	53	309	136	14	6	41	214	145	28	8	111
e. Don't Know / No Answer	206	75	67	18	8	38	102	62	5	3	34	75	52	7	4	68

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	880	344	348	92	23	73	541	242	22	7	68	376	259	46	12	187
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	91	46	30	3	2	10	65	18	-	-	8	50	26	1	1	13
	10%	13%	9%	3%	9%	14%	12%	7%			12%	13%	10%	2%	8%	7%
		CD	D			D	HIJ	IJ			IJ	NP	N			
b. Reasonably Priced	567	224	233	56	6	48	355	152	13	2	45	248	156	26	5	132
	64%	65%	67%	61%	26%	66%	66%	63%	59%	29%	66%	66%	60%	57%	42%	71%
		E	E	E		E	J	J			J					MO
c. Excessively Price	222	74	85	33	15	15	121	72	9	5	15	78	77	19	6	42
	25%	22%	24%	36%	65%	21%	22%	30%	41%	71%	22%	21%	30%	41%	50%	22%
				BCF	BCDF			G			GHK		L	LP	L	
d. Don't Use Service	220	78	69	25	13	35	113	68	7	5	27	86	65	9	5	55
e. Don't Know / No Answer	89	30	30	9	5	15	48	30	-	-	11	33	21	3	-	32

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1123	435	427	115	39	107	674	321	28	11	89	473	335	57	15	243
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	238	115	80	15	3	25	163	53	4	1	17	122	62	5	2	47
	21%	26%	19%	13%	8%	23%	24%	17%	14%	9%	19%	26%	19%	9%	13%	19%
		CDE	E			DE	H					MNP	N			N
b. Reasonably Priced	746	278	294	75	29	70	442	218	18	7	61	306	221	42	8	169
	66%	64%	69%	65%	74%	65%	66%	68%	64%	64%	69%	65%	66%	74%	53%	70%
c. Excessively Price	139	42	53	25	7	12	69	50	6	3	11	45	52	10	5	27
	12%	10%	12%	22%	18%	11%	10%	16%	21%	27%	12%	10%	16%	18%	33%	11%
				BCF				G					L			
d. Don't Use Service	16	4	8	2	-	2	5	7	1	-	3	3	3	1	1	8
e. Don't Know / No Answer	50	13	12	9	2	14	23	12	-	1	14	19	7	-	1	23

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	411	166	158	41	14	32	251	115	9	3	33	187	119	21	4	80
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	141	61	52	13	3	12	96	32	1	1	11	82	32	4	-	23
	34%	37%	33%	32%	21%	38%	38%	28%	11%	33%	33%	44%	27%	19%		29%
							HI					MNOP	O	O		O
b. Reasonably Priced	206	83	85	16	8	14	119	63	5	1	18	86	60	11	3	46
	50%	50%	54%	39%	57%	44%	47%	55%	56%	33%	55%	46%	50%	52%	75%	58%
c. Excessively Price	64	22	21	12	3	6	36	20	3	1	4	19	27	6	1	11
	16%	13%	13%	29%	21%	19%	14%	17%	33%	33%	12%	10%	23%	29%	25%	14%
				BC									L			
d. Don't Use Service	617	227	233	68	20	69	367	178	15	7	50	251	184	28	11	143
e. Don't Know / No Answer	161	59	56	17	7	22	84	47	5	2	23	57	42	9	2	51

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	369	160	150	36	9	14	236	111	6	4	12	175	117	15	5	57
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	83	39	34	7	1	2	59	16	1	3	4	42	20	1	4	16
	22%	24%	23%	19%	11%	14%	25%	14%	17%	75%	33%	24%	17%	7%	80%	28%
							H			GHI		N			LMNP	N
b. Reasonably Priced	248	108	102	22	5	11	157	79	3	1	8	117	83	8	1	39
	67%	68%	68%	61%	56%	79%	67%	71%	50%	25%	67%	67%	71%	53%	20%	68%
								J				O	O			O
c. Excessively Price	38	13	14	7	3	1	20	16	2	-	-	16	14	6	-	2
	10%	8%	9%	19%	33%	7%	8%	14%	33%			9%	12%	40%		4%
							JK	JK				O	OP	LMOP		
d. Don't Use Service	627	228	234	65	25	75	364	176	13	7	67	254	175	29	9	160
e. Don't Know / No Answer	193	64	63	25	7	34	102	53	10	1	27	66	53	14	3	57

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	512	188	201	58	21	44	308	148	14	6	36	202	167	28	8	107
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	65	27	25	5	1	7	42	17	1	-	5	27	20	2	1	15
	13%	14%	12%	9%	5%	16%	14%	11%	7%		14%	13%	12%	7%	13%	14%
							J	J			J					
b. Reasonably Priced	246	97	101	18	9	21	162	64	6	2	12	106	81	8	1	50
	48%	52%	50%	31%	43%	48%	53%	43%	43%	33%	33%	52%	49%	29%	13%	47%
		D	D				K					NO	NO			O
c. Excessively Price	201	64	75	35	11	16	104	67	7	4	19	69	66	18	6	42
	39%	34%	37%	60%	52%	36%	34%	45%	50%	67%	53%	34%	40%	64%	75%	39%
				BCF				G			G			LMP	LMP	
d. Don't Use Service	552	221	201	58	15	57	328	157	12	5	50	241	147	21	8	135
e. Don't Know / No Answer	125	43	45	10	5	22	66	35	3	1	20	52	31	9	1	32

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1083	431	416	113	36	87	702	340	29	12	-	483	329	54	17	200
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%
Top 2 NET =====	1042	428	405	99	27	83	702	340	-	-	-	483	323	35	3	198
	96%	99%	97%	88%	75%	95%	100%	100%	-	-	-	100%	98%	65%	18%	99%
		CDE	DE			DE						MNO	NO	O		NO
a. Very satisfied	702	363	230	50	14	45	702	-	-	-	-	430	137	8	-	127
	65%	84%	55%	44%	39%	52%	100%					89%	42%	15%		64%
		CDEF	D									MNOP	NO	O		MNO
b. Somewhat satisfied	340	65	175	49	13	38	-	340	-	-	-	53	186	27	3	71
	31%	15%	42%	43%	36%	44%		100%				11%	57%	50%	18%	36%
			B	B	B	B							LOP	LO		L
Bottom 2 NET =====	41	3	11	14	9	4	-	-	29	12	-	-	6	19	14	2
	4%	1%	3%	12%	25%	5%			100%	100%			2%	35%	82%	1%
			B	BCF	BCF								L	LMP	LMNP	
c. Not very satisfied	29	3	7	11	5	3	-	-	29	-	-	-	5	17	6	1
	3%	1%	2%	10%	14%	3%			100%				2%	31%	35%	1%
				BC	BC								L	LMP	LMP	
d. Not at all satisfied	12	-	4	3	4	1	-	-	-	12	-	-	1	2	8	1
	1%		1%	3%	11%	1%				100%			*%	4%	47%	1%
			B		B										LMNP	
e. Don't Know / No Answer	106	21	31	13	5	36	-	-	-	-	106	12	16	4	-	74
MEAN	3.60	3.84	3.52	3.29	3.03	3.46	4.00	3.00	2.00	1.00	-	3.89	3.40	2.76	1.71	3.62
		CDEF	DE			E						MNOP	NO	O		MNO
STANDARD DEVIATION	0.60	0.39	0.58	0.75	1.00	0.63	0.00	0.00	0.00	0.00	-	0.31	0.54	0.75	0.77	0.53
STANDARD ERROR	0.02	0.02	0.03	0.07	0.17	0.07	0.00	0.00	0.00	0.00	-	0.01	0.03	0.10	0.19	0.04

Comparison Groups: BCDEF/GHIJK/LMNP  
 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  
 <Unweighted> December 2020

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

BASE = ALL RESPONDENTS

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	153	70	68	8	2	5	88	55	3	2	5	76	51	9	1	16
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	133	64	62	4	-	3	80	47	2	1	3	70	45	5	1	12
	87%	91%	91%	50%		60%	91%	85%	67%	50%	60%	92%	88%	56%	100%	75%
		DE	DE	E		E					N				LMNP	
a. Very Satisfied	75	45	29	-	-	1	56	16	1	1	1	51	16	1	1	6
	49%	64%	43%			20%	64%	29%	33%	50%	20%	67%	31%	11%	100%	38%
		CDEF	DE				HK				MNP				LMNP	
b. Somewhat Satisfied	58	19	33	4	-	2	24	31	1	-	2	19	29	4	-	6
	38%	27%	49%	50%		40%	27%	56%	33%		40%	25%	57%	44%		38%
		E	BE	E			J	GJ			O	LO	O			O
Bottom 2 NET =====	20	6	6	4	2	2	8	8	1	1	2	6	6	4	-	4
	13%	9%	9%	50%	100%	40%	9%	15%	33%	50%	40%	8%	12%	44%		25%
				BC	BCDF						O	O	LO			O
c. Not Very Satisfied	12	4	3	2	1	2	5	5	1	-	1	5	5	1	-	1
	8%	6%	4%	25%	50%	40%	6%	9%	33%		20%	7%	10%	11%		6%
							J	J			O	O				
d. Not At All Satisfied	8	2	3	2	1	-	3	3	-	1	1	1	1	3	-	3
	5%	3%	4%	25%	50%		3%	5%		50%	20%	1%	2%	33%		19%
														IMO		
e. Don't have children under the age of 18 at home	790	295	281	89	32	93	477	216	20	6	71	328	221	35	11	195
f. Don't Know / No Answer	246	87	98	29	7	25	137	69	6	4	30	91	73	14	5	63
MEAN	3.31	3.53	3.29	2.25	1.50	2.80	3.51	3.09	3.00	2.50	2.60	3.58	3.18	2.33	4.00	2.94
		DEF	DE				HK				MNP	N				
STANDARD DEVIATION	0.83	0.74	0.75	0.89	0.71	0.84	0.76	0.78	1.00	2.12	1.14	0.68	0.68	1.12	0.00	1.12
STANDARD ERROR	0.07	0.09	0.09	0.31	0.50	0.37	0.08	0.10	0.58	1.50	0.51	0.08	0.10	0.37	0.00	0.28

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	915	376	353	95	29	62	575	269	28	11	32	495	345	58	17	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-
Top 2 NET =====	840	368	326	72	17	57	567	239	5	1	28	495	345	-	-	-
	92%	98%	92%	76%	59%	92%	99%	89%	18%	9%	88%	100%	100%	-	-	-
		CDE	DE			DE	HIJ	IJ			IJ					
a. Very satisfied	495	266	163	31	5	30	430	53	-	-	12	495	-	-	-	-
	54%	71%	46%	33%	17%	48%	75%	20%			38%	100%				
		CDEF	DE			DE	HIJK	IJ			HIJ					
b. Somewhat satisfied	345	102	163	41	12	27	137	186	5	1	16	-	345	-	-	-
	38%	27%	46%	43%	41%	44%	24%	69%	18%	9%	50%		100%			
			B	B		B		GIJK			GIJ					
Bottom 2 NET =====	75	8	27	23	12	5	8	30	23	10	4	-	-	58	17	-
	8%	2%	8%	24%	41%	8%	1%	11%	82%	91%	13%			100%	100%	
			B	BCF	BCF			G	GHK	GHK						
c. Not very satisfied	58	7	22	17	8	4	8	27	17	2	4	-	-	58	-	-
	6%	2%	6%	18%	28%	6%	1%	10%	61%	18%	13%			100%		
			B	BCF	BCF			G	GHJK							
d. Not at all satisfied	17	1	5	6	4	1	-	3	6	8	-	-	-	-	17	-
	2%	*%	1%	6%	14%	2%		1%	21%	73%					100%	
				B	B				GHK	GHJK						
e. Don't Know / No Answer	274	76	94	31	12	61	127	71	1	1	74	-	-	-	-	274
MEAN	3.44	3.68	3.37	3.02	2.62	3.39	3.73	3.07	1.96	1.36	3.25	4.00	3.00	2.00	1.00	-
		CDEF	DE	E		DE	HIJK	IJ	J		IJ					
STANDARD DEVIATION	0.70	0.52	0.67	0.87	0.94	0.69	0.47	0.58	0.64	0.67	0.67	0.00	0.00	0.00	0.00	-
STANDARD ERROR	0.02	0.03	0.04	0.09	0.17	0.09	0.02	0.04	0.12	0.20	0.12	0.00	0.00	0.00	0.00	-

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	571	237	224	63	21	26	354	162	21	5	29	262	180	37	8	84
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	516	227	204	49	15	21	340	138	10	-	28	256	162	19	3	76
	90%	96%	91%	78%	71%	81%	96%	85%	48%		97%	98%	90%	51%	38%	90%
		CDEF	D				HIJ	IJ	J		HIJ	MNOP	NO			NO
a. Very satisfied	273	147	92	20	7	7	209	46	3	-	15	175	61	6	-	31
	48%	62%	41%	32%	33%	27%	59%	28%	14%		52%	67%	34%	16%		37%
		CDEF					HIJ	J			HIJ	MNOP	NO	O		NO
b. Somewhat satisfied	243	80	112	29	8	14	131	92	7	-	13	81	101	13	3	45
	43%	34%	50%	46%	38%	54%	37%	57%	33%		45%	31%	56%	35%	38%	54%
			B			B	J	GIJ	J		J		LN			L
Bottom 2 NET =====	55	10	20	14	6	5	14	24	11	5	1	6	18	18	5	8
	10%	4%	9%	22%	29%	19%	4%	15%	52%	100%	3%	2%	10%	49%	63%	10%
			B	BC	B			GK	GHK	GHIK			L	LMP	LMP	L
c. Not very satisfied	41	8	18	9	2	4	13	19	6	2	1	5	17	11	2	6
	7%	3%	8%	14%	10%	15%	4%	12%	29%	40%	3%	2%	9%	30%	25%	7%
			B	B				G	GK				L	LMP		
d. Not at all satisfied	14	2	2	5	4	1	1	5	5	3	-	1	1	7	3	2
	2%	1%	1%	8%	19%	4%	*%	3%	24%	60%		*%	1%	19%	38%	2%
				BC	BC			GK	GHK	GHK				LMP	LMP	
e. Don't Know / No Answer	618	215	223	63	20	97	348	178	8	7	77	233	165	21	9	190
MEAN	3.36	3.57	3.31	3.02	2.86	3.04	3.55	3.10	2.38	1.40	3.48	3.64	3.23	2.49	2.00	3.25
		CDEF	DEF				HIJ	IJ			HIJ	MNOP	NO			NO
STANDARD DEVIATION	0.72	0.60	0.66	0.89	1.11	0.77	0.58	0.72	1.02	0.55	0.57	0.54	0.64	0.99	0.93	0.69
STANDARD ERROR	0.03	0.04	0.04	0.11	0.24	0.15	0.03	0.06	0.22	0.24	0.11	0.03	0.05	0.16	0.33	0.08

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	702	264	275	83	25	55	410	215	22	7	48	303	221	38	10	130
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Yes	357	153	143	34	10	17	226	100	9	2	20	179	106	16	1	55
	51%	58%	52%	41%	40%	31%	55%	47%	41%	29%	42%	59%	48%	42%	10%	42%
		DF	F				H					MNOP	O	O		O
b. No	345	111	132	49	15	38	184	115	13	5	28	124	115	22	9	75
	49%	42%	48%	59%	60%	69%	45%	53%	59%	71%	58%	41%	52%	58%	90%	58%
				B		BC		G					L	L	LMNP	L
c. Don't Know/ No Answer	487	188	172	43	16	68	292	125	7	5	58	192	124	20	7	144

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1048	402	400	115	35	96	625	305	25	12	81	438	313	52	17	228
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	536	205	218	48	17	48	314	153	12	7	50	214	179	26	9	108
	51%	51%	55%	42%	49%	50%	50%	50%	48%	58%	62%	49%	57%	50%	53%	47%
a. Very Interested	214	79	93	18	9	15	110	70	9	5	20	81	72	20	7	34
	20%	20%	23%	16%	26%	16%	18%	23%	36%	42%	25%	18%	23%	38%	41%	15%
b. Somewhat Interested	322	126	125	30	8	33	204	83	3	2	30	133	107	6	2	74
	31%	31%	31%	26%	23%	34%	33%	27%	12%	17%	37%	30%	34%	12%	12%	32%
Bottom 2 NET =====	512	197	182	67	18	48	311	152	13	5	31	224	134	26	8	120
	49%	49%	46%	58%	51%	50%	50%	50%	52%	42%	38%	51%	43%	50%	47%	53%
c. Not Very Interested	277	109	107	30	10	21	176	71	9	2	19	133	64	11	4	65
	26%	27%	27%	26%	29%	22%	28%	23%	36%	17%	23%	30%	20%	21%	24%	29%
d. Not At All Interested	235	88	75	37	8	27	135	81	4	3	12	91	70	15	4	55
	22%	22%	19%	32%	23%	28%	22%	27%	16%	25%	15%	21%	22%	29%	24%	24%
e. Don't Know / No Answer	141	50	47	11	6	27	77	35	4	-	25	57	32	6	-	46
MEAN	2.49	2.49	2.59	2.25	2.51	2.38	2.46	2.47	2.68	2.75	2.72	2.47	2.58	2.60	2.71	2.38
STANDARD DEVIATION	1.05	1.04	1.04	1.07	1.12	1.06	1.02	1.11	1.14	1.29	1.00	1.02	1.07	1.27	1.26	1.01
STANDARD ERROR	0.03	0.05	0.05	0.10	0.19	0.11	0.04	0.06	0.23	0.37	0.11	0.05	0.06	0.18	0.31	0.07

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1113	422	427	122	37	105	667	316	26	12	92	471	333	56	16	237
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1005	388	380	109	33	95	613	279	24	10	79	431	302	45	16	211
	90%	92%	89%	89%	89%	90%	92%	88%	92%	83%	86%	92%	91%	80%	100%	89%
												N			LMNP	
a. Very Comfortable	660	277	237	61	23	62	417	172	14	7	50	305	186	30	12	127
	59%	66%	56%	50%	62%	59%	63%	54%	54%	58%	54%	65%	56%	54%	75%	54%
		CD					H					MP				
b. Somewhat Comfortable	345	111	143	48	10	33	196	107	10	3	29	126	116	15	4	84
	31%	26%	33%	39%	27%	31%	29%	34%	38%	25%	32%	27%	35%	27%	25%	35%
			B	B								L			L	
Bottom 2 NET =====	108	34	47	13	4	10	54	37	2	2	13	40	31	11	-	26
	10%	8%	11%	11%	11%	10%	8%	12%	8%	17%	14%	8%	9%	20%	-	11%
												O	O	LO		O
c. Not Very Comfortable	77	24	34	10	1	8	38	28	1	-	10	27	25	7	-	18
	7%	6%	8%	8%	3%	8%	6%	9%	4%		11%	6%	8%	13%		8%
							J	J			J	O	O	O		O
d. Not At All Comfortable	31	10	13	3	3	2	16	9	1	2	3	13	6	4	-	8
	3%	2%	3%	2%	8%	2%	2%	3%	4%	17%	3%	3%	2%	7%		3%
												O	O	O		O
e. Don't Know / No Answer	76	30	20	4	4	18	35	24	3	-	14	24	12	2	1	37
MEAN	3.47	3.55	3.41	3.37	3.43	3.48	3.52	3.40	3.42	3.25	3.37	3.54	3.45	3.27	3.75	3.39
		CD					H					NP				
STANDARD DEVIATION	0.74	0.71	0.77	0.74	0.90	0.72	0.71	0.77	0.76	1.14	0.81	0.73	0.71	0.94	0.45	0.77
STANDARD ERROR	0.02	0.03	0.04	0.07	0.15	0.07	0.03	0.04	0.15	0.33	0.08	0.03	0.04	0.13	0.11	0.05

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	934	362	373	91	35	73	559	273	25	11	66	407	283	50	15	179
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	53	19	25	5	2	2	35	15	1	1	1	25	18	2	1	7
	6%	5%	7%	5%	6%	3%	6%	5%	4%	9%	2%	6%	6%	4%	7%	4%
							K									
b. About the right amount of money	794	324	306	77	28	59	507	208	17	5	57	363	232	35	8	156
	85%	90%	82%	85%	80%	81%	91%	76%	68%	45%	86%	89%	82%	70%	53%	87%
		C					HIJ	J			HJ	MNO	O			NO
c. Too much money	87	19	42	9	5	12	17	50	7	5	8	19	33	13	6	16
	9%	5%	11%	10%	14%	16%	3%	18%	28%	45%	12%	5%	12%	26%	40%	9%
			B			B		G	G	GK	G		L	LMP	LMP	
d. Don't Know / No Answer	255	90	74	35	6	50	143	67	4	1	40	88	62	8	2	95

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	879	338	345	91	36	69	524	262	24	10	59	379	274	47	15	164
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	95	39	39	11	1	5	56	25	2	2	10	40	28	1	2	24
	11%	12%	11%	12%	3%	7%	11%	10%	8%	20%	17%	11%	10%	2%	13%	15%
		E	E	E								N	N			N
b. About the right amount of money	619	258	236	56	20	49	393	172	8	5	41	283	190	27	7	112
	70%	76%	68%	62%	56%	71%	75%	66%	33%	50%	69%	75%	69%	57%	47%	68%
		CDE					HI	I			I	NO				
c. Too much money	165	41	70	24	15	15	75	65	14	3	8	56	56	19	6	28
	19%	12%	20%	26%	42%	22%	14%	25%	58%	30%	14%	15%	20%	40%	40%	17%
			B	B	BCF			GK	GHK					LMP	L	
d. Don't Know / No Answer	310	114	102	35	5	54	178	78	5	2	47	116	71	11	2	110

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

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 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	862	335	333	90	35	69	514	255	24	10	59	370	270	47	15	160
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	70	29	27	7	2	5	39	21	2	2	6	30	23	2	2	13
	8%	9%	8%	8%	6%	7%	8%	8%	8%	20%	10%	8%	9%	4%	13%	8%
b. About the right amount of money	594	253	220	54	20	47	382	157	7	5	43	276	177	21	6	114
	69%	76%	66%	60%	57%	68%	74%	62%	29%	50%	73%	75%	66%	45%	40%	71%
		CDE					HI	I			I	MNO	NO			NO
c. Too much money	198	53	86	29	13	17	93	77	15	3	10	64	70	24	7	33
	23%	16%	26%	32%	37%	25%	18%	30%	63%	30%	17%	17%	26%	51%	47%	21%
			B	B	B			GK	GHK				L	LMP	LP	
d. Don't Know / No Answer	327	117	114	36	6	54	188	85	5	2	47	125	75	11	2	114

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1111	428	423	118	38	104	671	311	29	12	88	472	318	57	17	247
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	806	333	303	81	18	71	522	197	15	6	66	367	221	29	11	178
	73%	78%	72%	69%	47%	68%	78%	63%	52%	50%	75%	78%	69%	51%	65%	72%
		CE	E	E		E	HI				HI	MN	N			N
a. Very Interested	326	146	108	30	10	32	224	65	6	3	28	155	77	13	5	76
	29%	34%	26%	25%	26%	31%	33%	21%	21%	25%	32%	33%	24%	23%	29%	31%
		C					H				H	M				
b. Somewhat Interested	480	187	195	51	8	39	298	132	9	3	38	212	144	16	6	102
	43%	44%	46%	43%	21%	38%	44%	42%	31%	25%	43%	45%	45%	28%	35%	41%
		E	E	E		E						N	N			N
Bottom 2 NET =====	305	95	120	37	20	33	149	114	14	6	22	105	97	28	6	69
	27%	22%	28%	31%	53%	32%	22%	37%	48%	50%	25%	22%	31%	49%	35%	28%
			B		BCDF			GK	GK				L	LMP		
c. Not Very Interested	164	52	67	20	9	16	85	64	5	2	8	60	52	15	2	35
	15%	12%	16%	17%	24%	15%	13%	21%	17%	17%	9%	13%	16%	26%	12%	14%
								GK						L		
d. Not At All Interested	141	43	53	17	11	17	64	50	9	4	14	45	45	13	4	34
	13%	10%	13%	14%	29%	16%	10%	16%	31%	33%	16%	10%	14%	23%	24%	14%
					BC			G	G					L		
e. Don't Know / No Answer	78	24	24	8	3	19	31	29	-	-	18	23	27	1	-	27
MEAN	2.89	3.02	2.85	2.80	2.45	2.83	3.02	2.68	2.41	2.42	2.91	3.01	2.80	2.51	2.71	2.89
		CDE	E				HIJ				I	MN	N			N
STANDARD DEVIATION	0.97	0.93	0.95	0.98	1.18	1.05	0.92	0.98	1.15	1.24	1.02	0.92	0.97	1.09	1.16	1.00
STANDARD ERROR	0.03	0.04	0.05	0.09	0.19	0.10	0.04	0.06	0.21	0.36	0.11	0.04	0.05	0.14	0.28	0.06

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
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 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1165	443	438	123	40	121	694	330	27	12	102	494	334	55	17	265
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	227	90	93	22	4	18	144	58	4	4	17	101	63	8	6	49
	19%	20%	21%	18%	10%	15%	21%	18%	15%	33%	17%	20%	19%	15%	35%	18%
		E	E													
b. Worse	185	69	67	29	9	11	103	60	2	2	18	75	60	13	1	36
	16%	16%	15%	24%	23%	9%	15%	18%	7%	17%	18%	15%	18%	24%	6%	14%
		F	F	CF				I					O	O		
c. About the Same	753	284	278	72	27	92	447	212	21	6	67	318	211	34	10	180
	65%	64%	63%	59%	68%	76%	64%	64%	78%	50%	66%	64%	63%	62%	59%	68%
						BCD										
d. Don't Know / No Answer	24	9	9	3	1	2	8	10	2	-	4	1	11	3	-	9

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

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 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	73	30	29	4	5	5	45	22	-	1	5	39	18	4	1	11
	6%	7%	6%	3%	12%	4%	6%	6%		8%	5%	8%	5%	7%	6%	4%
							I	I			I	P				
b. Worse	212	66	87	32	13	14	117	69	7	3	16	84	66	17	3	42
	18%	15%	19%	25%	32%	11%	17%	20%	24%	25%	15%	17%	19%	29%	18%	15%
			F	BF	BF									LP		
c. About the Same	873	344	321	86	22	100	530	236	21	7	79	371	247	35	13	207
	73%	76%	72%	68%	54%	81%	75%	69%	72%	58%	75%	75%	72%	60%	76%	76%
		E	E			CDE	H					N				N
d. Don't Know / No Answer	31	12	10	4	1	4	10	13	1	1	6	1	14	2	-	14

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
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Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1176	450	442	125	38	121	697	334	28	12	105	491	340	56	17	272
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Under 35	21	7	10	2	-	2	13	4	-	-	4	12	4	-	-	5
	2%	2%	2%	2%		2%	2%	1%			4%	2%	1%			2%
		E	E				IJ	IJ			IJ	NO	NO			NO
b. 35 to 44	102	42	40	10	1	9	56	30	4	1	11	43	33	7	1	18
	9%	9%	9%	8%	3%	7%	8%	9%	14%	8%	10%	9%	10%	13%	6%	7%
		E	E													
c. 45 to 54	178	71	73	17	2	15	105	53	3	3	14	75	53	6	5	39
	15%	16%	17%	14%	5%	12%	15%	16%	11%	25%	13%	15%	16%	11%	29%	14%
		E	E													
d. 55 to 64	253	98	93	37	6	19	151	80	4	1	17	103	90	11	3	46
	22%	22%	21%	30%	16%	16%	22%	24%	14%	8%	16%	21%	26%	20%	18%	17%
				F									P			
e. 65 or Over	622	232	226	59	29	76	372	167	17	7	59	258	160	32	8	164
	53%	52%	51%	47%	76%	63%	53%	50%	61%	58%	56%	53%	47%	57%	47%	60%
					BCD	BCD										LM
f. Don't Know / No Answer	13	2	5	1	3	2	5	6	1	-	1	4	5	2	-	2

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

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<Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1188	452	446	126	41	123	702	339	29	12	106	495	345	58	17	273
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Less than One Year	49	15	19	1	-	14	27	10	1	-	11	23	12	2	-	12
	4%	3%	4%	1%		11%	4%	3%	3%		10%	5%	3%	3%		4%
		DE	DE			BCDE	J	J			GHJ	O	O			O
b. 1 to 5 Years	171	65	62	21	2	21	106	44	2	-	19	82	40	5	1	43
	14%	14%	14%	17%	5%	17%	15%	13%	7%		18%	17%	12%	9%	6%	16%
		E	E	E		E	J	J			J	MN				
c. 6 to 10 years	146	58	61	15	2	10	88	49	1	-	8	60	49	6	-	31
	12%	13%	14%	12%	5%	8%	13%	14%	3%		8%	12%	14%	10%		11%
		E	E				IJ	IJK			J	O	O	O		O
d. Over 10 Years	822	314	304	89	37	78	481	236	25	12	68	330	244	45	16	187
	69%	69%	68%	71%	90%	63%	69%	70%	86%	100%	64%	67%	71%	78%	94%	68%
					BCDF				GHK	GHIK					LMNP	
e. Don't Know / No Answer	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	1

Comparison Groups: BCDEF/GHIJK/LMNP  
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  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1181	450	444	124	40	123	699	337	27	12	106	493	342	57	17	272
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Yes	306	130	125	29	3	19	182	91	6	4	23	137	98	12	5	54
	26%	29%	28%	23%	8%	15%	26%	27%	22%	33%	22%	28%	29%	21%	29%	20%
		EF	EF	E								P	P			
b. No	875	320	319	95	37	104	517	246	21	8	83	356	244	45	12	218
	74%	71%	72%	77%	93%	85%	74%	73%	78%	67%	78%	72%	71%	79%	71%	80%
					BCD	BC										LM
c. Don't Know / No Answer	8	2	3	2	1	-	3	3	2	-	-	2	3	1	-	2

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1090	421	414	116	38	101	651	313	28	12	86	460	321	53	17	239
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. 141 Keyes Road	236	84	97	30	8	17	141	72	6	6	11	100	73	15	7	41
	22%	20%	23%	26%	21%	17%	22%	23%	21%	50%	13%	22%	23%	28%	41%	17%
							K	K		K					P	
b. Harvey Wheeler	494	196	182	46	21	49	291	147	10	3	43	208	136	23	6	121
	45%	47%	44%	40%	55%	49%	45%	47%	36%	25%	50%	45%	42%	43%	35%	51%
c. Ripley	234	95	87	28	5	19	145	60	7	2	20	95	70	9	3	57
	21%	23%	21%	24%	13%	19%	22%	19%	25%	17%	23%	21%	22%	17%	18%	24%
d. Hunt Gym	126	46	48	12	4	16	74	34	5	1	12	57	42	6	1	20
	12%	11%	12%	10%	11%	16%	11%	11%	18%	8%	14%	12%	13%	11%	6%	8%
e. Don't Vote in Concord	31	10	12	5	1	3	12	12	-	-	7	11	8	2	-	10
f. Don't Know / No Answer	68	21	21	5	2	19	39	15	1	-	13	24	16	3	-	25

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020

Concord Town Survey  
 <Unweighted> December 2020

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

	Satisfaction with COVID Communications						Satisfaction with COVID Continued Services					Satisfaction with COVID Availability of Staff				
	Total (A)	Very Satis (B)	Some Satis (C)	NotVy Satis (D)	NotAll Satis (E)	DK/NA (F)	Very Satis (G)	Some Satis (H)	NotVy Satis (I)	NotAll Satis (J)	DK/NA (K)	Very Satis (L)	Some Satis (M)	NotVy Satis (N)	NotAll Satis (O)	DK/NA (P)
Total	1189	452	447	126	41	123	702	340	29	12	106	495	345	58	17	274
Total Answering	1150	438	434	126	40	112	677	335	28	12	98	481	336	57	17	259
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. I always attend all days/sessions	68 6%	32 7%	23 5%	8 6%	1 3%	4 4%	42 6%	20 6%	2 7%	-	4 4%	38 8%	20 6%	5 9%	1 6%	4 2%
b. I often attend, but not all days/sessions	191 17%	78 18%	73 17%	19 15%	7 18%	14 13%	122 18%	51 15%	7 25%	1 8%	10 10%	81 17%	68 20%	7 12%	4 24%	31 12%
c. I occasionally attend if/when an article is of interest	533 46%	184 42%	213 49%	64 51%	24 60%	48 43%	306 45%	165 49%	13 46%	9 75%	40 41%	217 45%	156 46%	27 47%	10 59%	123 47%
d. I never attend	358 31%	144 33%	125 29%	35 28%	8 20%	46 41%	207 31%	99 30%	6 21%	2 17%	44 45%	145 30%	92 27%	18 32%	2 12%	101 39%
e. I Don't Know / No Answer	39	14	13	-	1	11	25	5	1	-	8	14	9	1	-	15

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Pacific Market Research - 2020