



Town of Concord

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2016 TOWN GOVERNMENT SURVEY RESULTS

CONCORD, MA--During the last two weeks of November, the Town conducted a survey of its residents. A questionnaire was mailed out to all 7,047 residential households and 1,022 residents responded. The 2016 Town Government Survey is similar to surveys taken every two years over the last decade.

The results show that townspeople are generally satisfied with the operations of the Town government. In assessing the quality of serviced provided by the Town government, 45% of respondents think the services are “excellent” and 47% think they are “good.” Eighty-two percent feel that the Town is spending “about the right amount” on Town government services. While 29% of respondents feel their property is “over assessed”, 60% think their property is “fairly assessed.”

The Town is currently undertaking an open, public process to define Concord’s vision for the next 20 years. Accordingly, several questions were asked to better understand residents’ feelings about several potential areas of interest that the Comprehensive Long Range Plan could focus on and emphasize. The survey also includes questions related to residents’ opinions of the quality of services provided by Town departments and the level of rates and fees charged by the Town’s utilities.

A copy of the 2016 Town Government Survey Report and the cross-tabulation survey data can be accessed by going to www.concordma.gov/Finance and clicking on “Residential Surveys.” For questions, or additional information about the survey, contact Jon Harris.

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