

Town of Concord
Town House
Concord, MA 01742

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Residential Customer
Concord, Massachusetts
01742

Official Concord Town Government Survey

Please complete and respond by
Friday, November 7, 2014



OLD NORTH BRIDGE

TOWN OF CONCORD

TOWN MANAGER'S OFFICE
22 MONUMENT SQUARE - P.O. BOX 535
CONCORD, MASSACHUSETTS 01742

TELEPHONE (978) 318-3000
FAX (978) 318-3002

CHRISTOPHER WHELAN, TOWN MANAGER

October 22, 2014

Dear Resident:

Every two years, the Town of Concord conducts an anonymous survey of its residents to measure how residents feel about the programs and services provided by the Town government.

In the past, the survey was conducted by telephone to 375 randomly-selected Concord residents. Since the calls were to land-line telephones, the survey did not measure the opinions of those residents who have only cell phones. More and more, residents are opting to have just cell phones. To conduct the survey in the traditional way would miss a large number of Concord residents.

Accordingly, this year the methodology has changed. The Town is sending out this questionnaire to every household in Concord and requesting that residents answer the questionnaire using one of the three following methods:

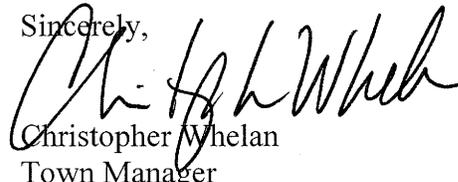
1. Call the toll-free number 877-872-1736 between the hours of 12PM and 8PM and complete the survey over the phone. A telephone operator will assist you.
2. Visit www.concordresidentsurvey.com and complete the survey online.
3. Fill out the questionnaire and mail it or bring it to the Concord Town House, 22 Monument Square, P.O. Box 535, Concord MA 01742.

For statistical purposes, there is only one survey response per household. Please note the unique PIN Number on page 1 of this survey and provide this number when completing the survey by phone or online. This survey is conducted anonymously and there is no match between the PIN Number and the responder, since the survey is being sent out to the generic address, Residential Customer.

To be counted, please complete this survey process **by Friday, November 7th**.

Thank you for providing the Town government with feedback on its programs and services. This feedback is very important to us.

Sincerely,



Christopher Whelan
Town Manager

Concord Town Government Survey
Fall 2014

The 2014 Concord Town Government Survey presented below has 41 questions with mostly multiple choice responses. For the most part, questions relate to Town government programs and services. It should take approximately 10 to 15 minutes to complete.

If you are completing the survey by phone, please dial the toll-free number 877-872-1736 between 12PM and 8PM seven-days-a-week. An operator will assist you. There may be a slight wait to connect you with someone to take in your information. Make sure you have the PIN Number below available.

If you are completing the survey online, please go to www.concordresidentsurvey.com and enter in your responses. Make sure you have the PIN Number below available.

If you are completing the survey by hand and mailing it or bringing it to the Concord Town House, just circle the letter associated with your response. If you don't have enough information to make a response or prefer not to answer a question, please mark the "Don't Know / No Answer" response.

We encourage you to take the survey by phone or online.

Thank you for your participation!

Your unique PIN Number is:

PIN Number:

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

Please begin.

Town Government

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

Concord Town Government Survey
Fall 2014

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

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

 4. What do you think is the greatest concern or issue facing Concord?
 - a. (Please specify your greatest concern or issue): _____
 - b. Don't Know / No Answer

 5. What is the most convenient way for you to find out about Town services, news, and events?
 - a. By visiting Town Offices
 - b. By visiting the Town's website
 - c. By subscribing to digital News & Notices on the Town's website
 - d. By email
 - e. By postal mail
 - f. By telephone
 - g. By using social networking media (facebook, twitter, etc.)
 - h. By reading the Concord Journal
 - i. Don't Know / No Answer

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

**Concord Town Government Survey
Fall 2014**

Finance Department

7. How would you rate the overall quality of services provided by the Finance Department, which includes the services of the Town Clerk, Tax Collector, and Town Assessor?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer

 8. In terms of the assessment of your property, do you believe your property is over-assessed, under-assessed or fairly assessed relative to others in Town?
 - a. Over-assessed
 - b. Under-assessed
 - c. Fairly assessed
 - d. Rent / Does not apply
 - e. Don't Know / No Answer

 9. How important is it for you to be able to pay bills online?
 - a. Very Important
 - b. Somewhat Important
 - c. Not Very Important
 - d. Not At All Important
 - e. Don't Know / No Answer
-

Department of Planning and Land Management

10. How would you rate the overall quality of services provided by the Department of Planning and Land Management, which regulates matters related to buildings, zoning, health, and environmental protection?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer

11. In terms of land-use and development, how would you rate your satisfaction with the way that Concord is being developed?
- Very Satisfied
 - Somewhat Satisfied
 - Not Very Satisfied
 - Not At All Satisfied
 - Don't Know / No Answer
-

Public Library

12. How would you rate the overall quality of services provided by the Concord Free Public Library?
- Excellent
 - Good
 - Fair
 - Poor
 - Don't Know / No Answer
13. In which of the following areas would you like to see the Library add or expand its offerings?
- Services to children and/or teens
 - Lectures on current events
 - Digital Media
 - Maker or hands-on learning opportunities
 - Don't Know / No Answer
-

Council on Aging

14. How would you rate the overall quality of services provided by the Council on Aging?
- Excellent
 - Good
 - Fair
 - Poor
 - Don't Know / No Answer
-

Public Safety

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

Public Works

17. How would you rate the overall quality of services provided by Concord Public Works, which maintains Town roads, parks, and cemeteries and provides water, sewer, and solid waste collection services?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Don't Know / No Answer
18. How would you rate your satisfaction with the maintenance of Town roads?
- a. Very Satisfied
 - b. Somewhat Satisfied
 - c. Not Very Satisfied
 - d. Not At All Satisfied
 - e. Don't Know / No Answer

Concord Town Government Survey
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19. How would you rate your satisfaction with the Town's snow plowing and winter maintenance?

- a. Very Satisfied
- b. Somewhat Satisfied
- c. Not Very Satisfied
- d. Not At All Satisfied
- e. Don't Know / No Answer

20. How would you rate your satisfaction with the Town's water service?

- a. Very Satisfied
- b. Somewhat Satisfied
- c. Not Very Satisfied
- d. Not At All Satisfied
- e. Don't Know / No Answer

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

21. Water Services?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

22. Sewer Services?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

23. Trash and Recycling Pickup?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

**Concord Town Government Survey
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24. Electricity?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

25. Beede Swim and Fitness Center?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

26. Recreation Programs (such as after school programs and summer camp)?

- a. Good Bargain
- b. Reasonably Priced
- c. Excessively Price
- d. Don't Use Service
- e. Don't Know / No Answer

Energy Management

27. For the Town Government, how much of a priority for you is it that the Town uses its financial resources to make its buildings and vehicles more energy efficient?

- a. High Priority
 - b. Moderate Priority
 - c. Low Priority
 - d. Don't Know / No Answer
-

Town Meeting

28. Where do you get most of your information to make decisions on how to vote at Town Meeting?
- Friends and Neighbors
 - Concord Journal
 - Town Website
 - Public Hearings before Town Meeting
 - Information presented at Town Meeting
 - Don't Attend Town Meeting
 - Don't Know / No Answer
29. What is your top priority for improving Town Meeting?
- Have better parking
 - Hold Town Meeting simultaneously at several locations throughout Town
 - Be able to vote electronically at Town Meeting with hand-held devices
 - Have stricter time limits on debate
 - Have shorter but more frequent Town Meetings
 - Don't Attend Town Meeting
 - Don't Know / No Answer
30. Last year, Town Meeting started on a Sunday afternoon instead of a Monday evening. How do you feel about this change?
- Strongly in Favor
 - In Favor
 - Neutral
 - Opposed
 - Strongly Opposed
 - Don't Attend Town Meeting
 - Don't Know / No Answer
31. If you don't regularly attend Town Meeting, why not?
- Satisfied to let others govern the Town
 - Meetings are at an inconvenient time
 - High School is an inconvenient location
 - Time commitment is too great
 - Find the process frustrating and/or tedious
 - Regularly attend Town Meeting
 - Don't Know / No Answer
-

**Concord Town Government Survey
Fall 2014**

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

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

35. Please indicate whether in terms of your household finances you are doing better than you were two years ago, worse, or about the same?
- a. Better
 - b. Worse
 - c. About the Same
 - d. Don't Know / No Answer
-

Demographics

36. In which of the following groups is your age?
- a. Under 35
 - b. 35 to 44
 - c. 45 to 54
 - d. 55 to 65
 - e. 65 or Over
 - f. Don't Know / No Answer

**Concord Town Government Survey
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37. How long have you lived in Concord?
- a. Less than One Year
 - b. 1 to 5 Years
 - c. 6 to 10 Years
 - d. Over 10 Years
 - e. Don't Know / No Answer
38. Do you currently have any children under the age of 18 in your household?
- a. Yes
 - b. No
 - c. Don't Know / No Answer
39. Which Polling Place do you use?
- a. 141 Keyes Road
 - b. Harvey Wheeler
 - c. Ripley
 - d. Hunt Gym
 - e. Don't Vote in Concord
 - f. Don't Know / No Answer
40. How often do you attend Town Meeting?
- a. Always
 - b. Often
 - c. Occasionally
 - d. Never
 - e. Don't Know / No Answer
41. What is your gender?
- a. Male
 - b. Female
 - c. Don't Know / No Answer

This concludes our survey. Thank you for your time and participation. If you would like to comment further on any of the issues in this survey or on the survey itself, please contact the Jon Harris, Budget and Purchasing Administrator in the Concord Finance Department at 978-318-3039 or jharris@concordma.gov. Thank you again!
