

REPORT FOR

**The City of Cambridge, Massachusetts
2016 Resident Telephone Survey**

BY



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November 30, 2016

This report summarizes the results from the *ninth* in a series of resident telephone surveys conducted by Opinion Dynamics for the City of Cambridge. The survey was conducted September 13-25, 2016, with 400 Cambridge residents aged 18 and older (including 192 interviews with cell-phone households). The overall sample yields a margin of error of ± 4.9 percent at the mid-range of the 95% confidence interval. That is, when conducting 100 such surveys, 95 of them will produce results that fall, at worst, 4.9 points on either side of a given percentage. A hard copy of the survey was distributed at various locations throughout the city, and an online survey option was made available to citizens by the City. What follows is a summary of the key telephone survey findings, along with trended results from *eight* earlier surveys for the city conducted in 2000, 2002, 2004, 2006, 2008, 2010, 2012 and 2014.

Executive Summary—The Bottom Line

The results from this survey indicate that overall resident views of the City of Cambridge remain quite positive. In fact, “extreme” satisfaction with overall experiences with the city is at the highest level in the 16-year history of this survey program. Along with these positive elements, the survey did find some troubling trends—primarily a drop in evaluations of some cultural and community issues. What follows are some of the key survey findings:

Affordable housing is the dominant issue on peoples' minds—as 30% *volunteer* it as the top city problem (up 12 points from 2014). Moreover, on a separate measure, —'**access to affordable housing**'—"poor" ratings went up an astonishing 26 points—from 26% to 52%. **Education** is ranked as the second most important issue, followed by traffic and overdevelopment. The City continues to score very high ratings on **overall performance** (20% "excellent", up from 16% in 2014) and **extreme satisfaction** (24% "totally satisfied"—up from 19% in 2014). The extreme satisfaction rating, in fact, is *the highest ever in this series of surveys*—dating back to 2000. On a cautionary note, while "*excellent*" overall performance ratings are up, the **combined "excellent" and "good" ratings are down 5 points from 2014.**

Also, a wide range of **city services and programs have seen increases in "excellent" ratings.** For example, ‘quality of neighborhood’ (+6), a ‘place to raise a child’ (+8), a ‘place to live’ (+5), a ‘safe place to live’ (+7), ‘overall appearance’ (+6). On a range of *new transportation* questions, citizens give “excellent” ratings to: ‘ability to get around town on foot’ (47%), ‘ability to get around by public transportation—bus/subway’ (42%), and ‘ability to get around by bicycle’ (39%—although this got a total *negative* [fair/poor] rating of 26%). “Excellent” ratings were very low for: ‘ability to get around town by car’ (5%) and ‘ability to park when you travel around town’ (9%).

On a number of trended “utilization” questions, we found increased usage at the *highest* level for: ‘public libraries’ (+3), ‘recreational facilities’ (+6), ‘after-school programs’ (+14), ‘visiting a neighborhood or city park’ (+4), ‘visiting the city of Cambridge web site’ (+2). In *fact*, use of the website is the top *primary* method of interacting with the city (43%), followed by telephone (21%) and in-person (20%) interactions. And, fully 61% say they’d be “very likely” to conduct online transactions (parking tickets, bills) if the option were available. About one in twenty respondents

(6%) say they *already* conduct on-line transactions with the city. However, fully 53% (up 3 points) now “agree” that they’ve *wanted* to conduct city business after regular hours and could *not*.

‘Excellent’ ratings of *most* city services went up as well: ‘police’ (+11), ‘fire’ (+14), ‘garbage collection’ (+13), ‘recycling’ (+12), library (+11), ‘city parks’ (+3), ‘senior services’ (+6), ‘planning and zoning’ (+6), ‘sidewalk maintenance’ (+5), ‘children and youth services’ (+4), ‘schools and education’ (+3), ‘water/sewer’ (+12).

Having said this, a range of measures dealing with "culture" and "community" are *down*—e.g., "welcoming for all races and cultures" down 15 points; "a sense of community" down 7 points; "opportunities to attend cultural events" down 10 points; "ability to have positive impact on community" down 3 points. Also, several 'open space/recreation' measures dropped—e.g., 'open space/recreation opportunities' down 9 points; 'recreation programs and facilities' excellent rating down 2 points.

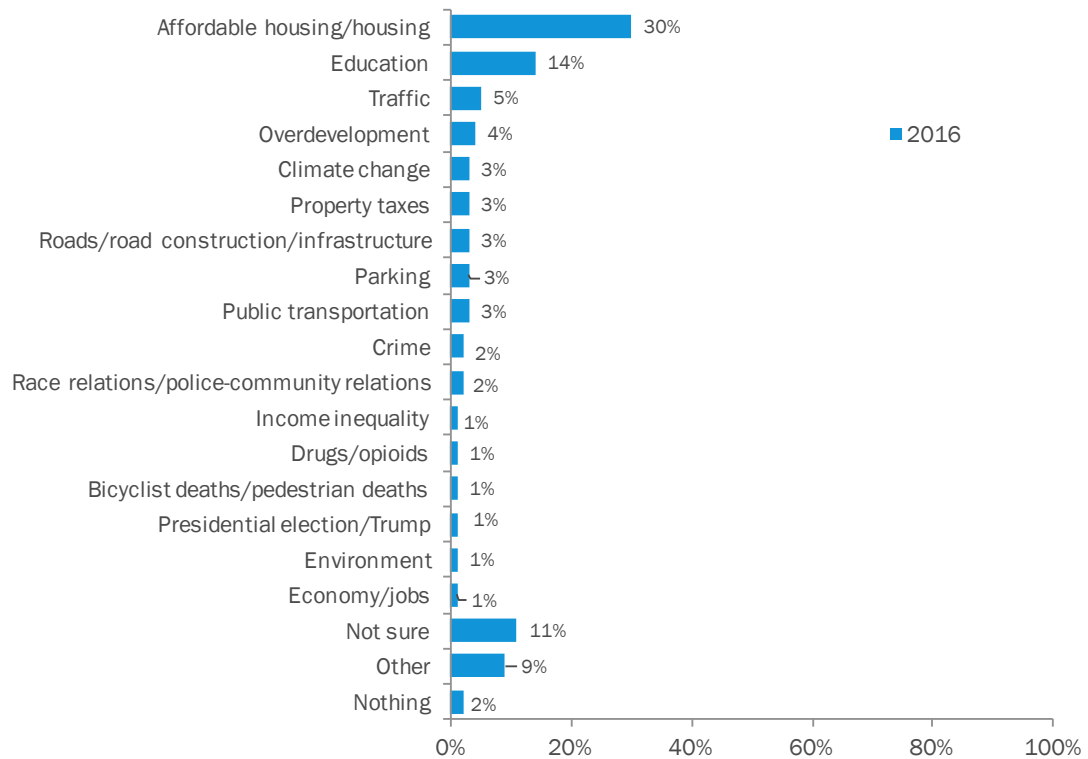
And, we found that fully 96% of our sample of Cambridge residents say they have access to the Internet at home—excluding smart-phone or mobile data plans. And, of that group, fully 62% say that home Internet service is “very” adequate to meet the needs of their household.

All in all, these results are mixed. On the one hand, several service and program ratings are up and satisfaction ratings are the highest *ever*. On the other hand, the clear concern about affordable housing and the drop in evaluations of cultural and community issues indicates a *potential* emerging problem.

Summary of Findings

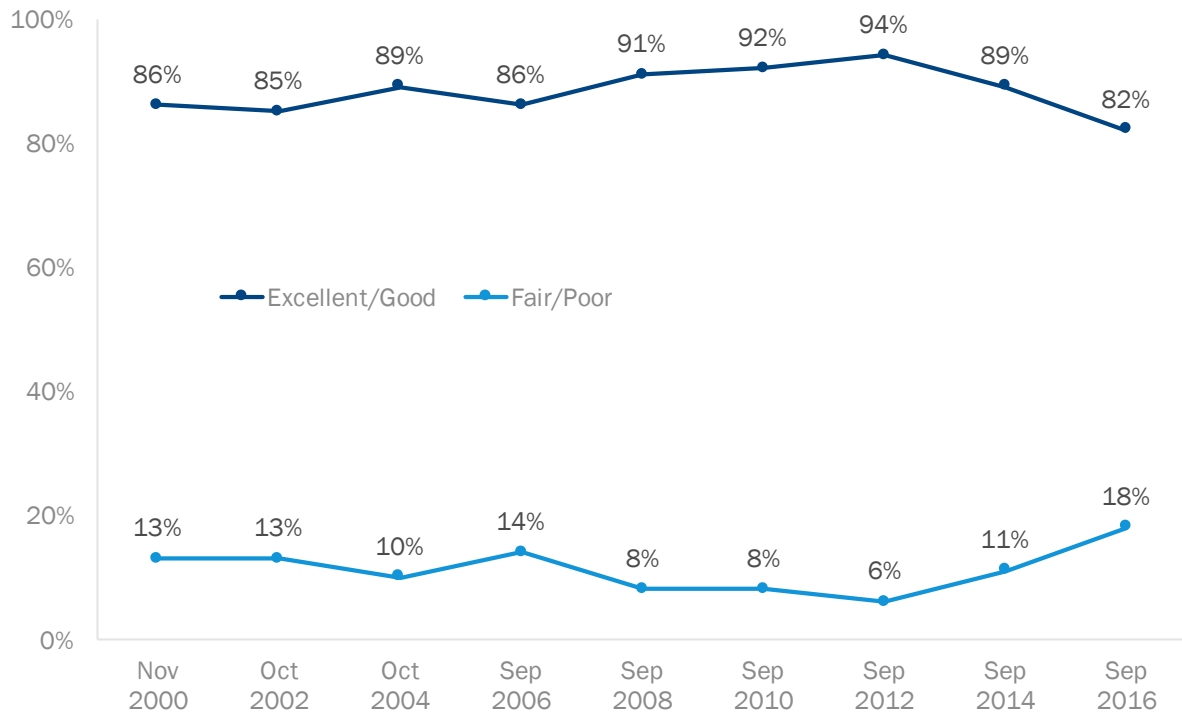
Affordable housing again dominates (30%) as the “single most important issue” facing the City of Cambridge—up a full 12 points since 2014. For the second straight survey, education now resides in the *second* spot—garnering 14% of open-ended responses. In third position at 5% is the issue of traffic, followed by overdevelopment (4%), public transportation (3%) and parking (3%). For perspective, in 2012, *education* topped the list at 14%, followed by affordable housing at 8%.

Figure 1. What do you think is the single most important issue facing the City of Cambridge today—the one that affects you and your family the most?



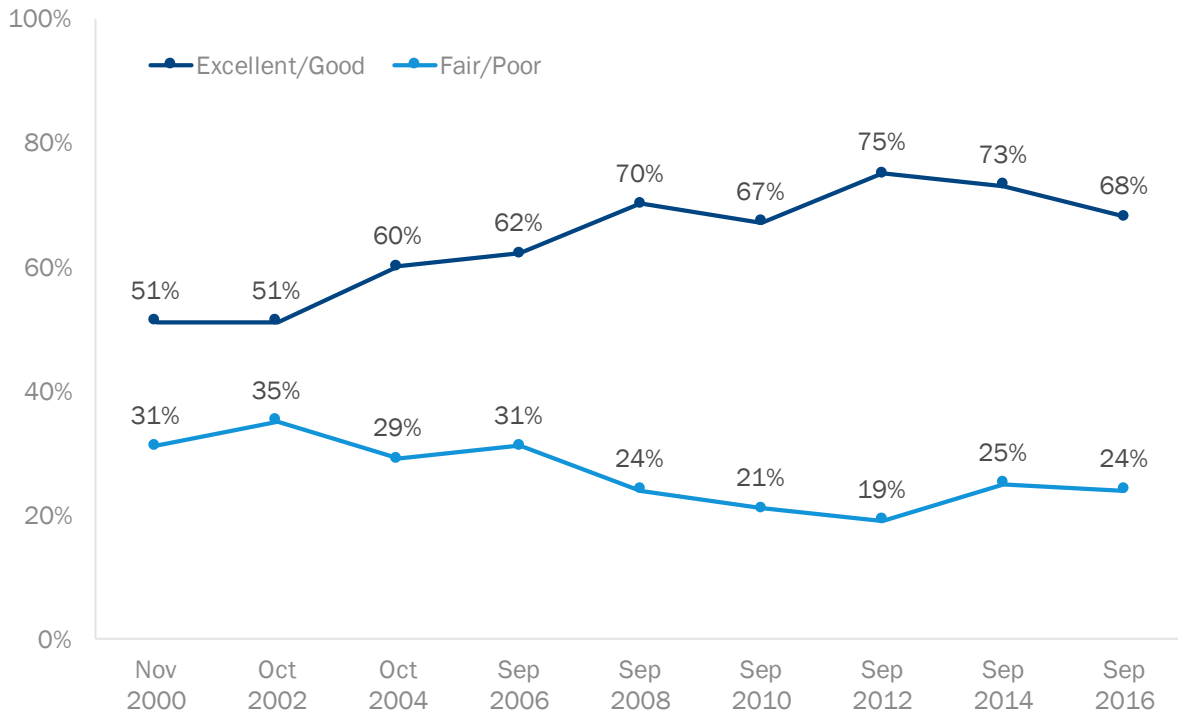
A total of 82% of our sample are either “very” or “somewhat” satisfied with the quality of life in Cambridge—down from a total of 89% in 2014 and 94% in 2012. Forty-two percent now rate the quality of life in Cambridge as *excellent*, a drop of two points since 2014.

Figure 2. Please rate the following on a scale of excellent, good, fair or poor: Overall quality of life in Cambridge



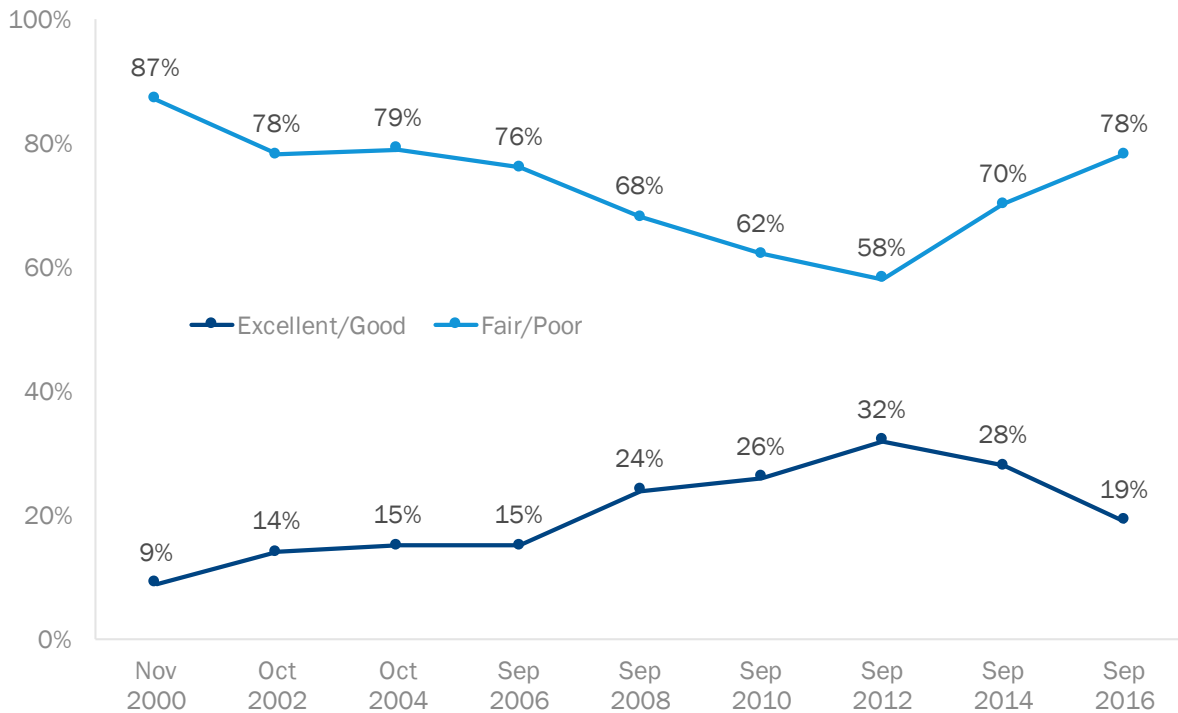
Almost seven in ten respondents (68%) give the overall performance of city government positive ratings of *excellent* or *good*—down five points since 2014. **However**, fully one in five (20%) rate the performance of city government in Cambridge as *excellent*, a four-point **increase** from 2014. In fact, the 20% ‘excellent’ rating is ***the best in the 16-year history of this polling program for the city.***

Figure 3. Please rate the following on a scale of excellent, good, fair or poor: Overall performance of City government here in Cambridge



The percentage of citizens who give ‘access to affordable housing’ a *poor* rating has risen *precipitously* since 2014—going from 26% then to 52% today. Given the increased importance of this issue, the jump in ‘poor’ ratings is clearly troubling. Taken together, a large majority (78%) view access to affordable housing in the city as *fair* or *poor*—up *eight points* from the 70% we saw in 2014. This large swing in negative ratings is clearly tied to a growing perception of affordable housing difficulties in the city—a perception that has been rising since the 2012 survey.*

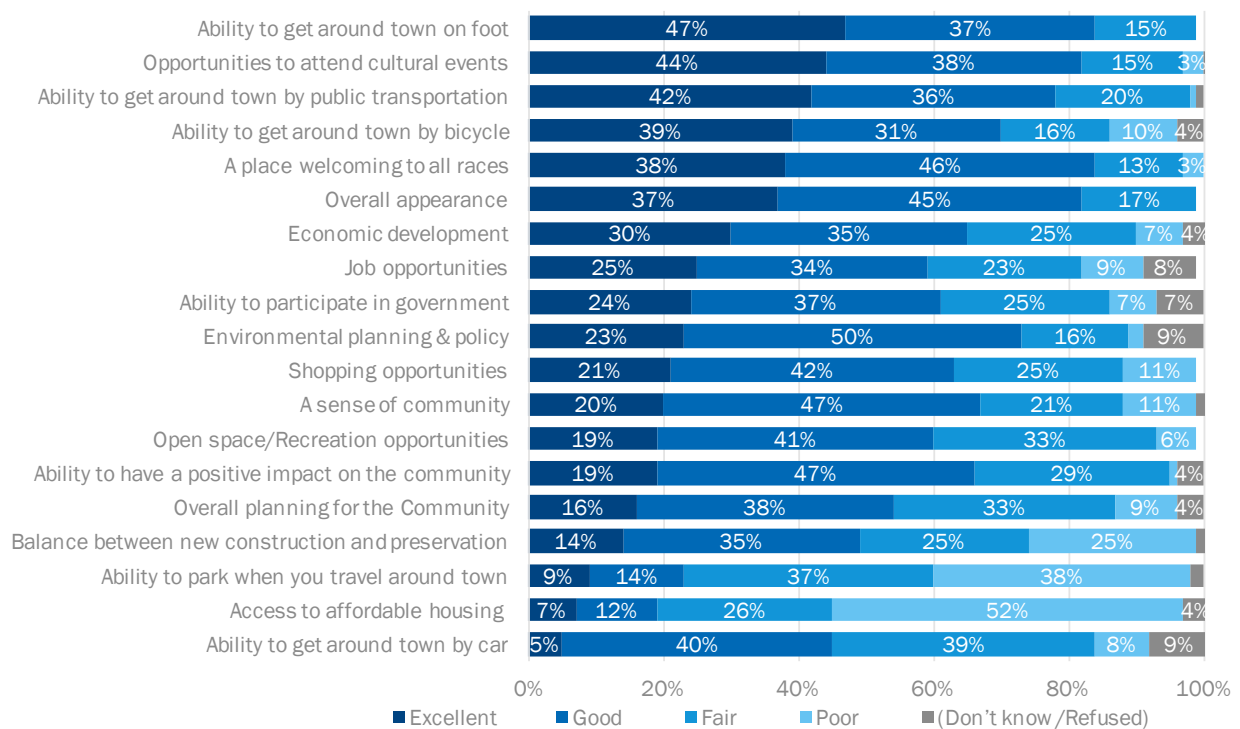
Figure 4. Please rate the following on a scale of excellent, good, fair or poor: Access to affordable housing



** These and other sharp swings in attitudes may be due to a number of issues: sampling error, differing survey question wordings—or could reflect actual trends in respondent sentiment.*

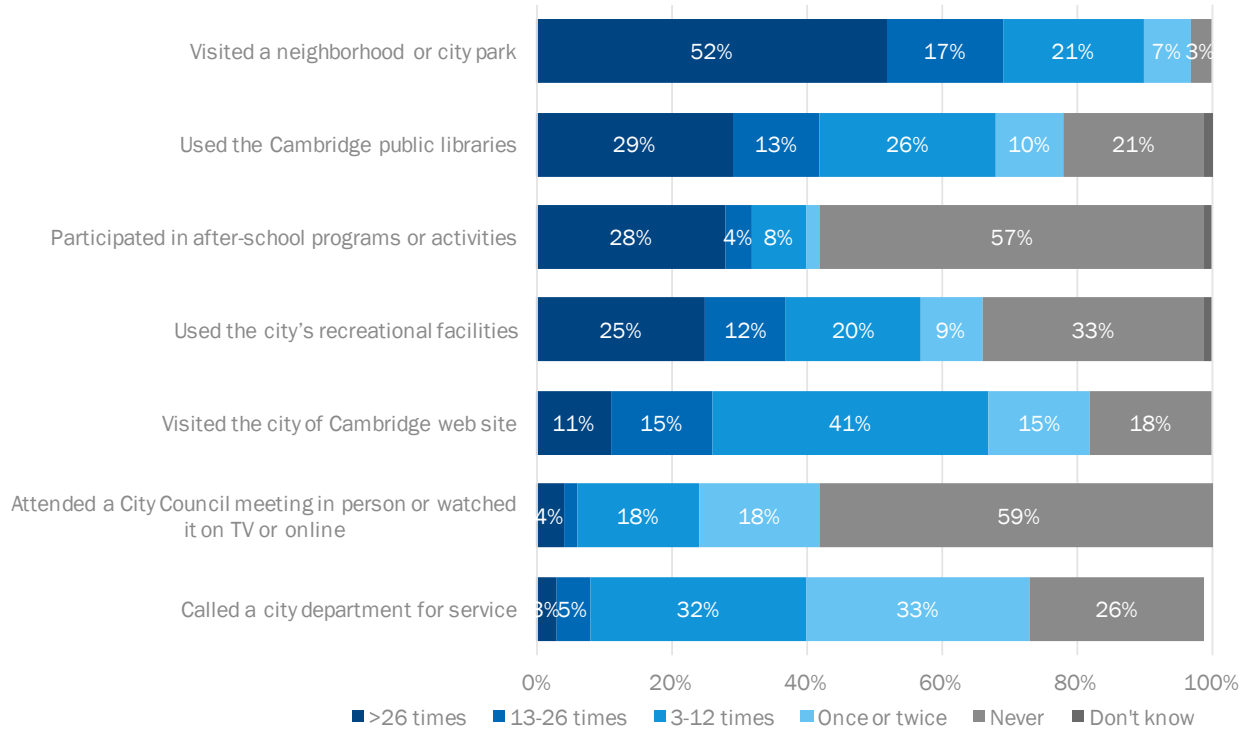
On a wide range of city services and programs, this survey found solid increases in "excellent" ratings. For example, 'quality of neighborhood' (+6), a 'place to raise a child' (+8), a 'place to live' (+5), a 'safe place to live' (+7), 'overall appearance' (+6) all improved over 2014. And, on a range of *new* transportation questions, we found the following "excellent" ratings: 'ability to get around town on foot' (47%), 'ability to get around by public transportation—bus/subway' (42%), and 'ability to get around by bicycle' (39%—although this got a total *negative* [fair/poor] rating of 26%). "Excellent" ratings were very low for: 'ability to get around town by car' (5%) and 'ability to park when you travel around town' (9%);

Figure 5. Using the same scale of excellent, good, fair or poor, please rate the following characteristics as they relate to Cambridge...



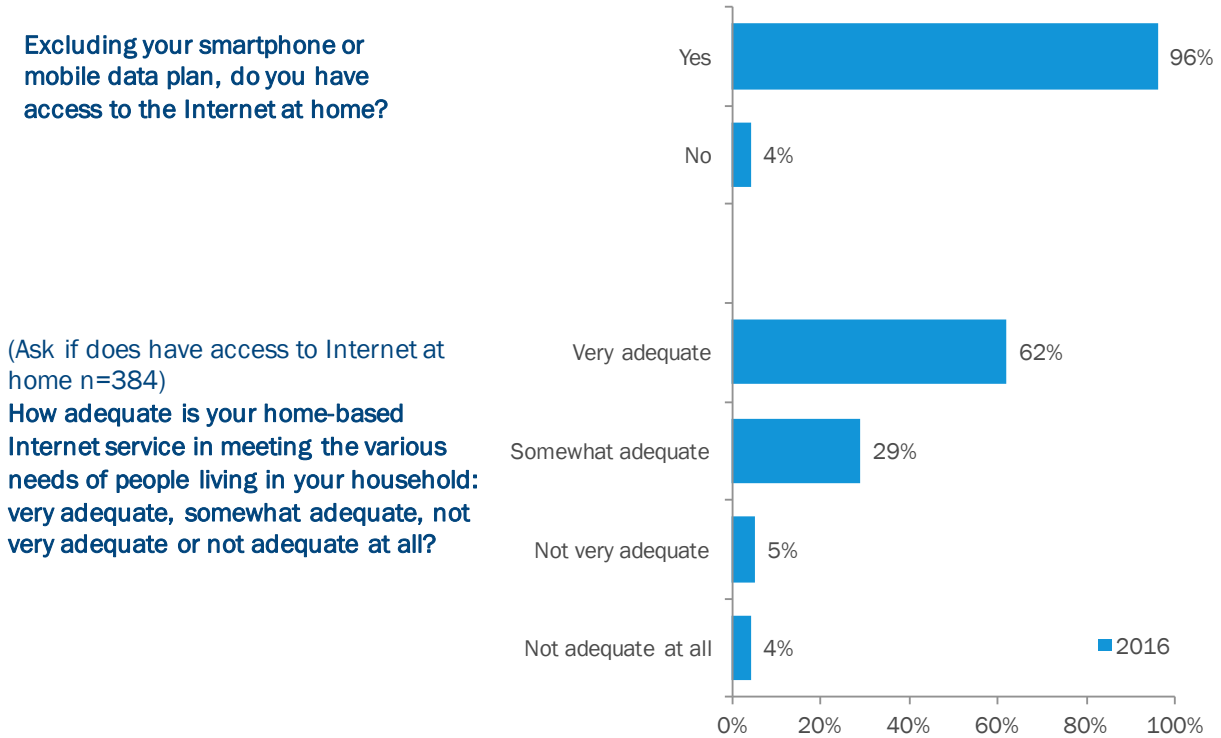
This year, we found increased usage at the *highest* level for: ‘public libraries’ (+3), ‘recreational facilities’ (+6), ‘after-school programs’ (+14), ‘visiting a neighborhood or city park’ (+4), ‘visiting the city of Cambridge web site’ (+2).

Figure 6. In the last 12 months, about how many times, if ever, have you or another household member done the following...



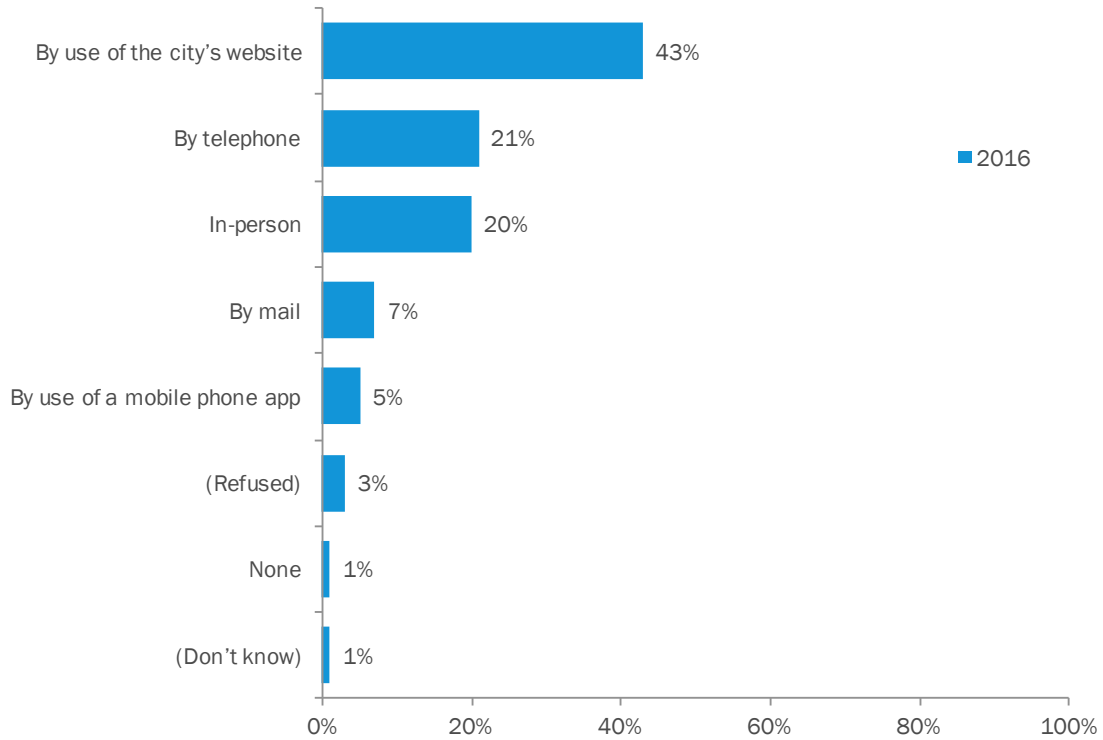
Fully 96% of our sample say they have access to the Internet at their home. And, among those respondents, fully 91% rate their home-based Internet service as either “very” (62%) or “somewhat” (29%) adequate.

Figure 7. Home Internet Access



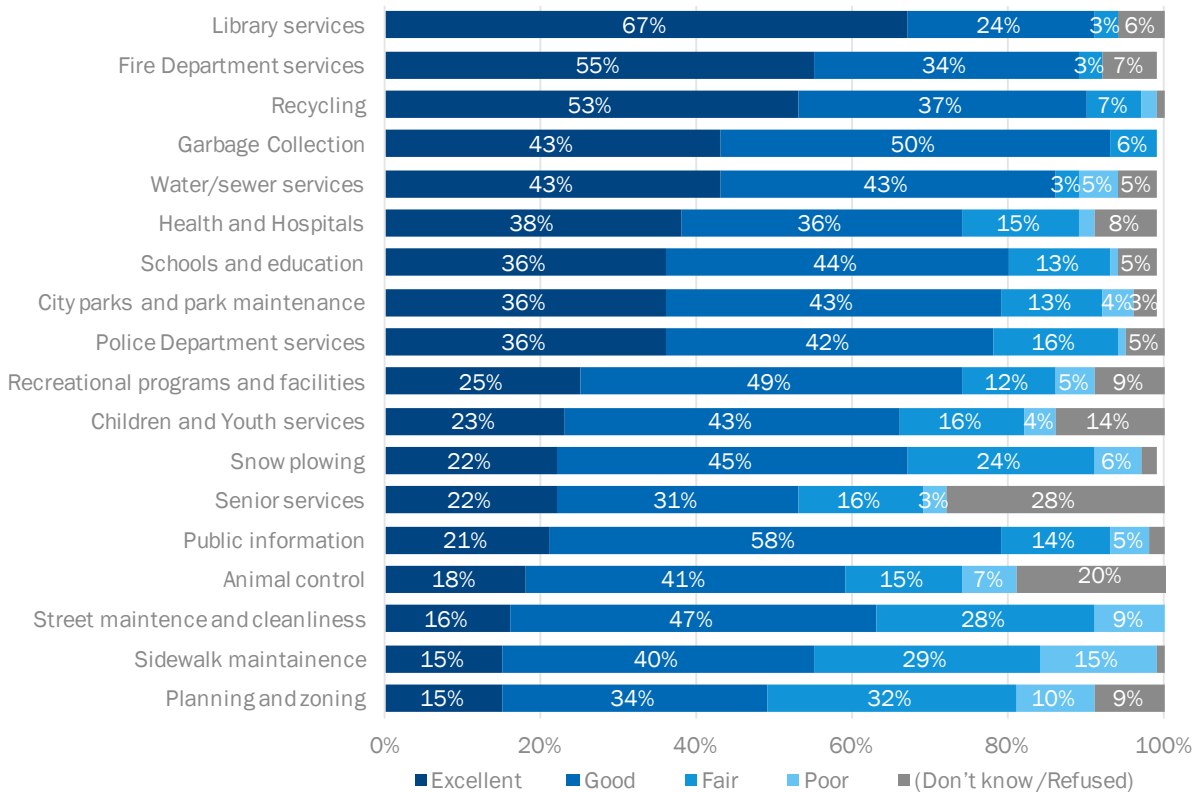
Most residents (43%) say they utilize the city’s website as the *primary* method of conducting business with the city. About equal shares say they use the telephone (21%) and in-person visits (20%) as the main method of conducting business with the city. Interestingly, 5% say they use a mobile app to do city-related business.

Figure 8. Where do you get most of your information about Cambridge-related issues?



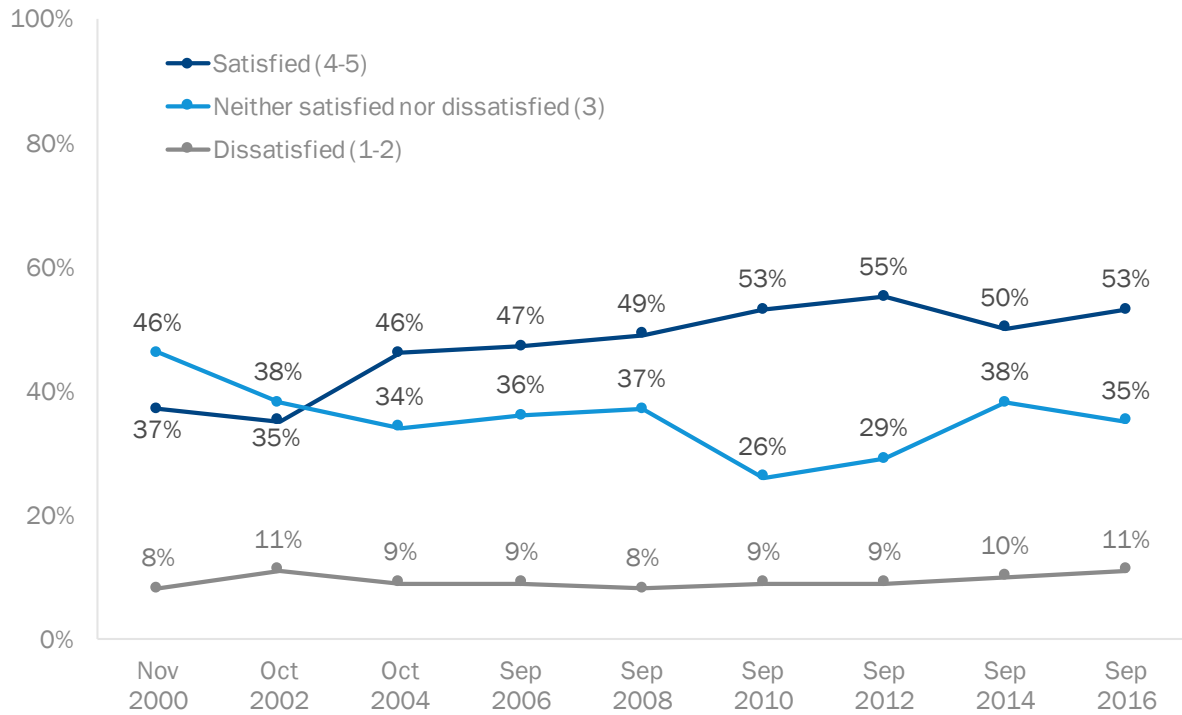
The 18 municipal services we tested for performance, *excellent* ratings improved on: ‘police’ (+11), ‘fire’ (+14), ‘garbage collection’ (+13), ‘recycling’ (+12), library (+11), ‘city parks’ (+3), ‘senior services’ (+6), ‘planning and zoning’ (+6), ‘sidewalk maintenance’ (+5), ‘children and youth services’ (+4), ‘schools and education’ (+3), ‘water/sewer’ (+12). **Decreases** in *excellent* ratings occurred on: public information (-4), street maintenance and cleanliness (-4), recreational programs and facilities (-2), and animal control (-7). Library services topped this year’s list with 67% combined “excellent” and “good” ratings.

Figure 9. Using the scale of excellent, good, fair or poor, please rate each of these services...



The percentage of respondents who are **“totally”** satisfied with their interactions with the city rose from 19% in 2014 to 25% today—***the highest level we’ve seen over the course of this survey program.*** ***And, combined overall satisfaction*** rose from 50% in 2014 to 53% today. Thirty-five percent are *neither satisfied nor dissatisfied*, and just 11% are ***in any way dissatisfied***.

Figure 10. How would you rate your overall experience when interacting with city government?



The full trended survey data is attached as Appendix A.

Appendix A

TOPLINE

**OPINION DYNAMICS
ODC #7915**

**CITY OF CAMBRIDGE
DECEMBER 2016**

*Interviewing dates: 9/13-9/25
Sample size: N=400 Phone, N=1901Web*

3. What do you think is the single most important issue facing the City of Cambridge today—the one that affects you and your family the most?

	<u>Phone</u> <u>September</u> <u>2016</u>
Affordable housing/housing	30%
Education	14
Traffic	5
Overdevelopment	4
Public transportation	3
Parking	3
Roads/road construction/infrastructure	3
Property taxes	3
Climate change	3
Race relations/police-community relations	2
Crime	2
Economy/jobs	1
Environment	1
Residential election/Trump	1
Bicyclist deaths/pedestrian deaths	1
Drugs/opioids	1
Income inequality	1
Too liberal	-
Zoning	-
Choosing new city manager	-
Nothing	2
Other	9
Not sure	11

Please rate the following on a scale of excellent, good, fair or poor:

4. The overall performance of City government here in Cambridge.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	15%	53	20	4	9
<u>Phone</u>					
September 2016	20%	48	20	4	8
September 2014	16%	57	17	8	2
September 2012	18%	57	17	2	6
September 2010	14%	53	16	5	11
September 2008	12%	58	21	3	6

September 2006	12%	50	24	7	7
October 2004	9%	51	23	6	11
October 2002	6%	45	27	8	14
November 2000	5%	46	26	5	18

5. The overall quality of life in Cambridge.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	41%	52	7	1	-
<u>Phone</u>					
September 2016	42%	40	13	5	-
September 2014	44%	45	9	2	-
September 2012	51%	43	5	1	-
September 2010	37%	55	7	1	-
September 2008	32%	59	7	1	1
September 2006	32%	54	12	2	-
October 2004	30%	59	10	-	1
October 2002	28%	57	12	1	2
November 2000	24%	62	12	1	1

6. The overall quality of your neighborhood.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	36%	52	11	2	-
<u>Phone</u>					
September 2016	43%	48	6	3	-
September 2014	37%	51	10	2	-
September 2012	46%	43	10	-	-
September 2010	42%	43	14	-	-
September 2008	37%	46	14	3	-
September 2006	36%	48	12	4	-
October 2004	34%	51	12	3	-
October 2002	32%	48	17	2	1
November 2000	36%	49	13	2	-

7. Cambridge as a place to raise a child.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	28%	36	13	3	21
<u>Phone</u>					
September 2016	42%	37	9	5	6
September 2014	34%	48	12	1	6
September 2012	44%	37	9	2	8
September 2010	33%	43	15	4	5
September 2008	22%	42	20	4	12
September 2006	22%	45	21	4	8

October 2004	21%	44	19	5	11
October 2002	18%	43	17	7	15
November 2000	19%	44	19	4	13

8. Cambridge as a place to live.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	52%	41	6	1	-
<u>Phone</u>					
September 2016	54%	32	11	3	-
September 2014	49%	43	6	2	-
September 2012	62%	34	3	1	-
September 2010	48%	42	8	1	1
September 2008	43%	49	7	2	-
September 2006	41%	45	10	3	1
October 2004	42%	47	8	2	1
October 2002	42%	44	10	3	1
November 2000	39%	50	8	2	1

9. Cambridge as a place to retire.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	17%	26	18	12	26
<u>Phone</u>					
September 2016	25%	29	22	14	9
September 2014	24%	37	25	9	4
September 2012	27%	40	21	4	8
September 2010	22%	38	19	8	12
September 2008	21%	37	17	13	12
September 2006	20%	30	20	15	15
October 2004	16%	29	26	17	12
October 2002	14%	31	21	22	12
November 2000	13%	33	23	17	14

10. Cambridge as a safe place to live.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	30%	57	12	1	-
<u>Phone</u>					
September 2016	41%	37	18	3	-
September 2014	34%	52	14	1	-
September 2012	32%	51	15	1	-
September 2010	25%	52	22	1	1
September 2008	17%	55	24	4	-
September 2006	19%	54	22	3	1
October 2004	21%	58	17	3	1
October 2002	24%	52	19	4	1
November 2000	21%	62	15	1	1

Now using the same scale of excellent, good, fair or poor, please rate the following characteristics as they relate to **Cambridge**:

11. A sense of community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	16%	47	29	7	2
<u>Phone</u>					
September 2016	20%	47	21	11	2
September 2014	27%	51	18	4	-
September 2012	16%	55	27	1	1
September 2010	21%	49	25	3	1
September 2008	16%	46	30	5	2
September 2006	17%	47	30	3	3
October 2004	18%	52	24	4	2
October 2002	17%	45	29	6	3
November 2000	10%	52	31	5	2

12. A place welcoming to all races and cultures. (Wording change)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	33%	47	13	3	4
<u>Phone</u>					
September 2016	38%	46	13	3	-
September 2014	53%	35	9	2	-
September 2012	44%	45	8	1	1
September 2010	42%	47	9	1	1
September 2008	38%	44	13	3	2
September 2006	37%	46	13	2	1
October 2004	37%	46	14	1	2
October 2002	33%	46	15	3	3
November 2000	32%	45	17	4	3

13. Overall appearance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	20%	60	17	3	-
<u>Phone</u>					
September 2016	37%	45	17	-	-
September 2014	31%	52	17	1	-
September 2012	26%	60	13	1	1
September 2010	25%	55	18	1	1
September 2008	16%	64	16	3	1
September 2006	19%	54	24	3	1
October 2004	15%	68	14	2	1
October 2002	13%	62	22	2	1
November 2000	13%	64	21	2	1

14. Opportunities to attend cultural events.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	45%	43	9	1	2
<u>Phone</u>					
September 2016	44%	38	15	3	1
September 2014	54%	37	8	-	-
September 2012	53%	36	8	-	2
September 2010	51%	42	4	-	1
September 2008	52%	40	6	1	1
September 2006	51%	36	9	2	3
October 2004	53%	37	7	1	2
October 2002	47%	39	9	2	3
November 2000	48%	40	8	2	2

15. Shopping opportunities.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	21%	53	21	4	1
<u>Phone</u>					
September 2016	21%	42	25	11	-
September 2014	35%	41	21	2	1
September 2012	30%	50	16	3	1
September 2010	32%	47	18	2	1
September 2008	30%	54	13	2	1
September 2006	34%	45	16	4	1
October 2004	23%	54	16	6	1
October 2002	27%	49	18	5	1
November 2000	26%	54	15	5	-

16. Environmental planning and policy.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	14%	40	21	6	20
<u>Phone</u>					
September 2016	23%	50	16	2	9
September 2014	21%	49	24	4	3

17. Overall planning for the future of the community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	7%	34	26	12	21
<u>Phone</u>					
September 2016	16%	38	33	9	4
September 2014	14%	55	19	6	5

18. Open space/Recreation opportunities.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	23%	49	22	5	1
<u>Phone</u>					
September 2016	19%	41	33	6	-
September 2014	28%	42	24	5	-
September 2012	27%	41	28	2	2
September 2010	31%	43	20	5	1
September 2008	19%	52	24	5	-
September 2006	22%	41	29	8	1
October 2004	15%	45	31	8	1
October 2002	13%	41	33	9	4
November 2000	10%	42	33	12	2

19. Job opportunities.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	19%	39	18	4	20
<u>Phone</u>					
September 2016	25%	34	23	9	8
September 2014	23%	38	26	5	9
September 2012	19%	42	22	5	12
September 2010	9%	38	32	8	14
September 2008	13%	41	23	5	18
September 2006	9%	42	24	6	19
October 2004	6%	39	27	7	21
October 2002	6%	34	29	10	21
November 2000	18%	45	19	4	15

20. Access to affordable housing.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	2%	5	21	58	14
<u>Phone</u>					
September 2016	7%	12	26	52	4
September 2014	8%	20	44	26	2
September 2012	10%	22	35	23	9
September 2010	8%	18	40	22	11
September 2008	5%	19	38	30	8
September 2006	4%	11	32	44	9
October 2004	4%	11	29	50	6
October 2002	2%	12	24	54	8
November 2000	2%	7	24	63	4

21. Economic development.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	17%	45	18	4	16
<u>Phone</u>					
September 2016	30%	35	25	7	4
September 2014	23%	53	16	3	5
September 2012	23%	53	17	1	7
September 2010	13%	52	23	2	11
September 2008	10%	49	22	4	15
September 2006	8%	43	27	6	17
October 2004	8%	52	20	5	15
October 2002	9%	44	25	4	18
November 2000	12%	54	20	2	11

22. The balance between new construction and neighborhood preservation

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	5%	29	35	23	8
<u>Phone</u>					
September 2016	14%	35	25	25	2
September 2014	10%	47	28	11	3
September 2012	18%	44	26	8	3
September 2010	11%	48	27	4	9
September 2008	10%	50	25	11	4
September 2006	6%	40	33	15	6
October 2004	7%	45	27	12	9
October 2002	8%	39	32	12	9
November 2000	5%	39	32	17	8

23. Ability to have a positive impact on the community

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	14%	48	20	3	15
<u>Phone</u>					
September 2016	19%	47	29	1	4
September 2014	21%	59	16	1	3

24. Ability to get around town by bicycle.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	14%	35	26	10	14
<u>Phone</u>					
September 2016	39%	31	16	10	4

25.	Ability to get around town on foot.		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	<u>Online</u>		48%	44	7	1	-
	<u>Phone</u>						
	September 2016		47%	37	15	-	-
26.	Ability to get around town by public transportation – bus/subway		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	<u>Online</u>		27%	47	22	4	1
	<u>Phone</u>						
	September 2016		42%	36	20	1	1
27.	Ability to get around town by car.		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	<u>Online</u>		6%	31	39	16	7
	<u>Phone</u>						
	September 2016		5%	40	39	8	9
28.	Ability to park when you travel around town.		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	<u>Online</u>		4%	21	37	30	8
	<u>Phone</u>						
	September 2016		9%	14	37	38	2
29.	Ability to participate in government		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	<u>Online</u>		15%	38	20	6	23
	<u>Phone</u>						
	September 2016		24%	37	25	7	7

In the last 12 months, about how many times, if ever, have you or another household member done the following:

31. Used the Cambridge public libraries.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	20%	6	7	28	14	24	1
<u>Phone</u>							
September 2016	21%	4	6	26	13	29	2
September 2014	26%	7	5	24	13	26	-
September 2012	22%	4	5	24	14	31	1
September 2010	25%	11	11	24	12	16	1
September 2008	30%	6	7	26	11	20	1
September 2006	31%	6	9	27	11	15	1
October 2004	28%	4	7	28	13	19	1
October 2002	36%	6	8	23	10	17	-
November 2000	34%	6	7	25	10	17	-

31. Used the city's recreational facilities.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	27%	5	7	27	11	17	6
<u>Phone</u>							
September 2016	33%	6	3	20	12	25	1
September 2014	29%	1	4	30	14	19	3
September 2012	30%	1	2	22	9	32	4
September 2010	34%	2	6	20	11	20	7
September 2008	27%	3	4	25	13	26	2
September 2006	29%	5	5	24	9	27	1
October 2004	33%	3	4	27	9	19	5
October 2002	37%	4	7	21	7	22	2
November 2000	37%	5	6	22	7	21	3

32. Participated in after-school programs or activities.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	71%	1	2	5	3	10	7
<u>Phone</u>							
September 2016	57%	-	2	8	4	28	1
September 2014	70%	3	2	6	5	14	1
September 2012	75%	1	2	8	3	10	3
September 2010	66%	1	2	12	4	8	6
September 2008	72%	2	3	5	2	10	5

September 2006	74%	1	1	5	3	12	3
October 2004	73%	1	1	6	4	9	6
October 2002	74%	1	2	7	3	7	6
November 2000	75%	2	1	7	3	10	2

33. Visited a neighborhood or city park.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	2%	2	4	28	17	46	1
<u>Phone</u>							
September 2016	3%	1	6	21	17	52	-
September 2014	6%	4	5	25	10	49	-
September 2012	7%	2	3	27	12	49	1
September 2010	7%	3	9	26	19	34	1
September 2008	7%	2	6	32	17	36	-
September 2006	9%	4	6	30	13	37	1
October 2004	10%	3	6	26	15	39	1
October 2002	10%	5	7	31	11	35	1
November 2000	11%	3	4	30	12	39	2

34. Attended a City Council meeting in person or watched it on TV or online (wording added)

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	64%	12	8	11	1	1	2
<u>Phone</u>							
September 2016	59%	12	6	18	2	4	-
September 2014	80%	10	3	7	-	-	-
September 2012	79%	8	5	7	1	-	1
September 2010	76%	7	4	10	-	1	1
September 2008	77%	6	6	10	1	-	-
September 2006	78%	8	5	8	1	-	-
October 2004	77%	9	6	7	-	1	-
October 2002	77%	9	6	6	-	1	1
November 2000	83%	9	3	4	-	1	1

35. Visited the city of Cambridge web site

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	6%	6	11	51	13	12	1
<u>Phone</u>							
September 2016	18%	10	5	41	15	11	-
September 2014	22%	6	10	40	11	9	2
September 2012	23%	6	12	37	8	12	1
September 2010	28%	6	15	31	10	7	2
September 2008	24%	5	12	35	10	12	1
September 2006	27%	6	12	32	8	14	-
October 2004	40%	7	9	31	6	6	1
October 2002	51%	9	11	22	4	2	1
November 2000	67%	5	8	15	1	2	1

36. Called a city department for service

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	33%	16	21	26	2	1	2
<u>Phone</u>							
September 2016	26%	19	14	32	5	3	-
September 2014	41%	15	13	24	3	5	-
September 2012	40%	12	12	29	3	2	2
September 2010	43%	13	15	24	2	1	3
September 2008	30%	10	17	36	3	4	-
September 2006	28%	9	16	39	3	4	1
October 2004	32%	11	16	31	5	3	2
October 2002	37%	14	17	25	3	3	1
November 2000	39%	12	12	32	3	2	1

37. *If the option were available to you*, how likely would you be to conduct online transactions with the City of Cambridge—like paying parking tickets, paying bills and registering for various city programs?

	<u>Online</u>	<u>Phone September 2016</u>
Very likely	74%	61%
Somewhat likely	10	17
Not very likely	2	8
Not likely at all	1	8
(Already conducted online transaction with the city)	12	6
(Don't know)	1	1

38. Thinking about *all* of your interactions with the City of Cambridge, what would you say is your *primary method* of conducting business with the city:

	<u>Online</u>	<u>Phone</u> <u>September</u> <u>2016</u>
In-person	19%	20%
By telephone	11	21
By mail	7	7
By use of the city's website	52	43
By use of a mobile phone app	3	5
Email	-	-
None	-	1
Other	3	-
(Don't know)	6	1
(Refused)	-	3

Now, I'd like to read you one final list dealing with various city services provided by Cambridge. Again using the scale of excellent, good, fair or poor, please rate each of these services:

39. Police Department services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	25%	43	10	2	21
<u>Phone</u>					
September 2016	36%	42	16	1	5
September 2014	25%	52	15	4	5
September 2012	33%	38	16	2	10
September 2010	24%	52	11	3	11
September 2008	26%	53	13	4	3
September 2006	23%	53	14	3	7
October 2004	22%	56	10	2	10
October 2002	21%	54	10	3	12
November 2000	15%	58	15	2	9

40. Fire Department services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	33%	30	2	-	35
<u>Phone</u>					
September 2016	55%	34	3	-	7
September 2014	41%	52	1	-	6
September 2012	47%	35	2	-	16
September 2010	37%	40	2	1	19
September 2008	40%	48	3	-	9
September 2006	36%	46	5	1	12
October 2004	31%	47	3	-	19
October 2002	34%	46	2	-	18
November 2000	24%	53	3	-	19

41. Garbage Collection.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	38%	49	8	1	5
<u>Phone</u>					
September 2016	43%	50	6	-	1
September 2014	30%	56	8	6	-
September 2012	34%	45	15	1	5
September 2010	29%	57	7	2	4
September 2008	36%	50	10	2	2
September 2006	29%	51	14	3	2
October 2004	24%	61	11	2	2
October 2002	24%	62	9	2	3
November 2000	23%	65	7	3	2

42. Recycling.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	44%	44	8	1	3
<u>Phone</u>					
September 2016	53%	37	7	2	1
September 2014	41%	47	9	3	-
September 2012	53%	37	5	2	3
September 2010	37%	49	9	2	2
September 2008	37%	49	10	2	2
September 2006	34%	51	11	2	2
October 2004	32%	54	10	2	2
October 2002	30%	50	12	5	3
November 2000	28%	54	12	3	2

43. Library services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	58%	23	3	-	16
<u>Phone</u>					
September 2016	67%	24	3	-	6
September 2014	56%	39	1	-	5
September 2012	56%	32	3	-	8
September 2010	47%	38	3	-	12
September 2008	38%	39	6	1	16
September 2006	38%	38	6	2	16
October 2004	34%	43	6	-	17
October 2002	30%	44	4	-	22
November 2000	21%	54	9	1	16

44. Recreational programs and facilities

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	15%	44	11	1	29
<u>Phone</u>					
September 2016	25%	49	12	5	9
September 2014	27%	50	14	1	9
September 2012	23%	52	13	-	12
September 2010	20%	48	11	1	20
September 2008	19%	51	10	2	18
September 2006	20%	48	11	2	18
October 2004	10%	54	14	1	21
October 2002	10%	52	14	1	23
November 2000	11%	51	14	2	22

45. City parks and park maintenance

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	29%	53	12	2	3
<u>Phone</u>					
September 2016	36%	43	13	4	3
September 2014	33%	53	12	1	1
September 2012	36%	51	7	3	3
September 2010	28%	57	9	3	4
September 2008	27%	57	12	3	2
September 2006	29%	53	14	1	3
October 2004	23%	59	12	2	4
October 2002	22%	58	12	2	6
November 2000	17%	61	14	2	5

46. Street maintenance and cleanliness

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	15%	49	27	9	1
<u>Phone</u>					
September 2016	16%	47	28	9	-
September 2014	20%	44	22	14	-
September 2012	26%	46	18	10	-
September 2010	19%	49	22	9	1
September 2008	13%	50	27	9	1
September 2006	13%	42	34	10	-
October 2004	9%	48	30	12	1
October 2002	11%	50	28	10	1
November 2000	10%	53	27	8	1

47. Snow plowing*

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	14%	50	25	6	5
<u>Phone</u>					
September 2016	22%	45	24	6	2
September 2014	22%	45	22	7	4
September 2012	29%	46	16	5	4
September 2010	13%	49	21	8	9
September 2008	11%	49	29	7	5
September 2006	11%	39	35	9	5
October 2004	11%	53	21	7	8
October 2002	14%	52	14	5	15
November 2000	10%	46	23	10	12

*Wording change: Previously “snow removal” in 2014

48. Animal Control

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	13%	29	9	3	46
<u>Phone</u>					
September 2016	18%	41	15	7	20
September 2014	25%	54	7	3	11
September 2012	24%	44	10	4	18
September 2010	15%	40	13	2	29
September 2008	17%	46	9	5	23
September 2006	15%	44	14	4	23
October 2004	11%	50	10	3	26
October 2002	11%	43	12	4	30
November 2000	9%	50	12	5	25

49. Senior services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	6%	13	5	1	75
<u>Phone</u>					
September 2016	22%	31	16	3	28
September 2014	16%	46	9	1	28
September 2012	17%	31	9	2	42
September 2010	14%	31	5	1	49
September 2008	10%	29	6	1	55
September 2006	9%	27	7	3	54
October 2004	8%	25	7	2	58
October 2002	8%	27	8	2	55
November 2000	8%	27	10	-	55

50. Planning and zoning

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	5%	25	27	15	29
<u>Phone</u>					
September 2016	15%	34	32	10	9
September 2014	9%	43	26	6	16
September 2012	13%	44	25	5	13
September 2010	9%	48	16	4	23
September 2008	6%	40	23	8	24
September 2006	5%	32	24	8	31
October 2004	4%	37	24	8	27
October 2002	4%	32	26	7	31
November 2000	3%	37	26	10	23

51. Sidewalk maintenance

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	8%	41	35	15	1
<u>Phone</u>					
September 2016	15%	40	29	15	1
September 2014	10%	47	34	8	1
September 2012	15%	51	23	9	1
September 2010	13%	51	26	9	1
September 2008	6%	48	34	11	1
September 2006	7%	44	35	11	3
October 2004	8%	42	34	14	2
October 2002	9%	41	32	15	3
November 2000	6%	47	30	16	1

52. Children and Youth services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	12%	25	6	1	55
<u>Phone</u>					
September 2016	23%	43	16	4	14
September 2014	19%	49	9	1	21
September 2012	24%	41	6	-	28
September 2010	15%	35	7	1	41
September 2008	12%	35	10	2	41
September 2006	12%	35	9	3	42
October 2004	8%	36	11	1	44
October 2002	7%	29	10	2	52
November 2000	7%	36	13	-	44

53. Health and Hospitals

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	23%	40	9	2	25
<u>Phone</u>					
September 2016	38%	36	15	2	8
September 2014	38%	50	7	1	4
September 2012	32%	48	11	1	8
September 2010	29%	39	9	3	19
September 2008	20%	57	10	2	10
September 2006	20%	52	10	3	15
October 2004	22%	49	10	1	18
October 2002	20%	45	13	2	20
November 2000	17%	51	12	2	18

54. Schools and education

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	18%	31	11	2	39
<u>Phone</u>					
September 2016	36%	44	13	1	5
September 2014	33%	41	15	3	9
September 2012	31%	46	9	2	12
September 2010	22%	35	15	4	24
September 2008	10%	34	27	6	23
September 2006	11%	34	25	9	21
October 2004	10%	37	22	7	24
October 2002	13%	35	15	8	29
November 2000	15%	35	15	5	30

55. Water/sewer services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	26%	44	10	2	17
<u>Phone</u>					
September 2016	43%	43	3	5	5
September 2014	31%	57	8	1	3
September 2012	35%	53	6	1	6
September 2010	24%	50	11	2	12
September 2008	17%	57	13	5	8
September 2006	16%	61	12	3	8
October 2004	13%	60	14	4	9
October 2002	13%	58	16	3	10
November 2000	10%	66	15	3	6

56. Public information

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	17%	52	19	3	10
<u>Phone</u>					
September 2016	21%	58	14	5	2
September 2014	25%	58	12	3	2
September 2012	22%	55	14	2	7
September 2010	22%	56	14	1	6
September 2008	17%	58	15	2	7
September 2006	18%	59	13	3	6
October 2004	14%	58	17	3	8
October 2002	12%	55	20	4	9
November 2000	9%	59	22	4	7

57. Would you agree or disagree with the following statement: I've wanted to conduct business with the City of Cambridge after regular business hours but I couldn't because city offices closed before I could get to them.

	<u>Agree</u>	<u>Disagree</u>	<u>(Don't know)</u>
<u>Online</u>	40%	31	29
<u>Phone</u>			
September 2016	53%	34	13
September 2014	50%	47	3
September 2012	47%	39	14
September 2010	45%	35	20
September 2008	41%	44	15
September 2006	42%	45	12
October 2004	40%	43	17
October 2002	42%	36	22
November 2000	50%	31	19

58. On a scale of 1 to 5, where 1 means *totally dissatisfied*, 3 means *neither satisfied nor dissatisfied* and 5 means *totally satisfied*, how would you rate your **overall** experience when interacting with city government?

	<u>1- Totally dissatisfied</u>	<u>2</u>	<u>3-Neither satisfied nor Dissatisfied</u>	<u>4</u>	<u>5 -Totally satisfied</u>	<u>(DK)</u>	<u>(Avg.)</u>
<u>Online</u>	2%	6	27	42	14	8	3.66
<u>Phone</u>							
September 2016	5%	6	35	29	24	2	-
September 2014	3%	7	38	31	19	1	-
September 2012	2%	7	29	39	16	7	-
September 2010	4%	5	26	37	16	11	-
September 2008	4%	4	37	38	11	7	-
September 2006	3%	6	36	32	15	7	-

October 2004	4%	5	34	32	14	11	-
October 2002	5%	6	38	26	9	16	-
November 2000	2%	6	46	31	6	9	-

59. If you were speaking *directly* to the leaders of city government here in Cambridge, what are the two or three issues you would recommend that city government focus more attention on?

	<u>Phone</u>
	<u>September</u>
	<u>2016</u>
More affordable housing	41%
Education/schools	17
Street/repair/infrastructure	13
Parking	11
Traffic/congestion	8
Crime/public safety	7
Bike safety	5
Cost of living	5
Business development	5
Zoning/planned development	5
Improve public transportation	4
Better communication from city	4
Sidewalk repair	3
Race relations/police-community relations	3
More open space/green space	3
Cleaning up trash/litter	3
Additional internet providers/cable	3
Environmentally friendly/renewable energy	3
Maintain trees/plants/beautify	3
Help for drug addiction	3
Less development/overdevelopment	2
Property taxes	2
Help for homeless	1
Charter schools	1
Snow removal	1
Help for seniors	1
Improve website	1
Historical preservation	-
Climate change	-
Pedestrian safety	-
Nothing	1
Other	11
Not sure	8
Refused	-

60. Are there any children under the age of 18 living in your household? (IF YES): Do they attend public schools, private schools, or parochial schools?

	<u>Yes,</u> <u>public</u>	<u>Yes,</u> <u>private</u>	<u>Yes,</u> <u>parochial</u>	<u>Yes, (any</u> <u>mixture of</u> <u>schools)</u>	<u>Yes,</u> <u>(refused)</u>	<u>No</u>	<u>(Ref)</u>
<u>Online</u>	17%	4	1	2	1	74	2
<u>Phone</u>							
September 2016	30%	6	-	-	-	63	-
September 2014	15%	4	-	2	-	78	-
September 2012	18%	2	-	2	1	74	1
September 2010	14%	5	2	1	3	73	2
September 2008	15%	6	1	2	2	73	1
September 2006	18%	4	1	1	1	72	3
October 2004	12%	5	1	1	1	79	1
October 2002	12%	3	-	1	1	82	1

61. Excluding your smartphone or mobile data plan, do you have access to the Internet *at home*? (New wording)

	<u>Yes</u>	<u>No</u>	<u>Refused</u>
<u>Online</u>	97%	2	1
<u>Phone</u>			
September 2016	96%	4	-
September 2014	96%	4	-

(ask if Q59=yes,n=1850)

62. How adequate is your home-based Internet service *in meeting the various needs of people living in your household*: very adequate, somewhat adequate, not very adequate or not adequate at all?

	<u>Online</u>	<u>Phone</u> <u>September</u> <u>2016</u>
Very adequate	42%	62 %
Somewhat adequate	39	29
Not very adequate	12	5
Not adequate at all	6	4
(Don't know/Not sure)	-	-

Now, I'd like to ask you some final questions for statistical purposes.

63. Gender

	<u>Online</u>	<u>Phone September 2016</u>
Female	65%	52%
Male	33	48
Other	1	-

64. In which of the following categories is your age?

	<u>Online</u>	<u>Phone September 2016</u>
18 – 35	40	55 %
36 – 45	22	13
46 – 64	27	19
65+	9	11
(Refused)	2	2

65. Where do you get *most* of your information about Cambridge-related issues:

	<u>Online</u>	<u>Phone September 2016</u>
Television	1%	8%
Radio	1	4
Newspapers	6	9
Newsletters	5	7
Social media	31	9
Meetings	1	2
Word of mouth	12	23
Websites	31	34
Prefer not to say	1	-
(Other)	9	3
(Don't know)	3	1

66. How many years have you lived in Cambridge?

	<u>Online</u>	<u>Phone September 2016</u>
(Less than 1 year)	5%	2%
(1.1 - 2 years)	8	1
(2.1 - 5 years)	19	5
(5.1 - 10 years)	17	12
(10.1 - 20 years)	19	29
(20.1 - 30 years)	10	17
(Over 30 years)	11	21
(All my life)	10	13
(Don't know)	-	-

67. Do you own or rent your home?

	<u>Online</u>	<u>Phone September 2016</u>
Own	50%	46%
Rent	45	48
(Other)	3	4
(Refused)	2	1

68. Which one of the following best describes the neighborhood of Cambridge you live in?

	<u>Online</u>	<u>Phone September 2016</u>
North Cambridge	15%	21%
West Cambridge	15	16
Cambridgeport	11	6
East Cambridge	10	9
Mid-Cambridge	10	7
Porter Sq.	8	12
Central Sq.	8	8
Area 4	6	8
Riverside	4	4
Wellington/Harrington	4	-
Agassiz	3	1
Kendall Sq.	2	2
Harvard Square	-	2
Neighborhood 9	-	-
(Other)	-	3
(Don't know/Refused)	3	1

69. Would you please tell me in which of the following categories I read is your total household income—that is, of everyone living in your household?

	<u>Online</u>	<u>Phone</u> <u>September</u> <u>2016</u>
\$0-11,999	1%	10%
\$12-19,999	1	2
\$20-34,999	4	12
\$35-49,999	7	6
\$50-74,999	12	13
\$75-99,999	13	6
\$100,000 and over	44	38
(Don't know/Refused)	17	13