

**City of Cambridge  
2014 Citizen Telephone Survey**

**EXCELLENT/GOOD RESPONSES (Don't know shown when 2014 response greater than 10%)**

<b>7 Previous Survey Averages</b>	<b>Variance (+/-)</b>	<b>Survey question #/ Topic</b>	<b>2014</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
62	+11	2. City Gov./Overall Performance	73	75	67	70	62	60	51	51
89	-	3. Overall Quality of Life	89	94	92	91	86	89	85	86
84	+4	4. Overall Quality of Your Neighborhood	88	89	85	83	84	85	80	85
68	+14	5. Place to Raise a Child	82	81	76	64	67	65	61	63
90	+2	6. As a Place to Live	92	96	90	92	86	89	86	89
53	+8	7. As a Place to Retire	61	67	60	58	50	45	45	46
78	+8	8. As a Safe Place to Live	86	83	77	72	73	79	76	83
66	+12	9. Sense of Community	78	71	70	62	64	70	62	62
83	+5	10. Race Welcoming	88	89	89	82	83	83	79	77
79	+4	11. Overall Appearance	83	86	80	80	73	83	75	77
43	+24	12. Quality of Schools K-12	67	65	49	36	39	36	38	40
29	-16	Don't Know	13	21	31	26	24	28	37	38
89	+2	13. Cultural Events	91	89	93	92	87	90	86	88

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79	-3	14. Shopping Opportunities	<b>76</b>	80	79	84	79	77	76	80
65	<i>N/A - different question</i>	15. Environmental planning/policy (formerly air quality question)	<b>70</b>	77	73	72	60	61	50	61
<i>First time asked</i>	-	16. Overall Planning for the Community	<b>69</b>	-	-	-	-	-	-	-
63	+7	17. Open Space/Recreation	<b>70</b>	68	74	71	63	60	54	52
52	+9	18. Job Opportunities	<b>61</b>	61	47	54	51	45	40	63
19	+9	19. Access to Affordable Housing	<b>28</b>	32	26	24	15	15	14	9
61	<b>+17</b>	20. Economic Development	<b>78</b>	76	65	59	51	60	53	66
45	N/A	Cable Television ( <i>no longer asked</i> ) Don't Know	<i>No longer asked</i>	44 20	49 26	47 21	45 25	40 25	45 26	45 25
53	+4	21. Balance of construction/neighborhoods	<b>57</b>	62	59	60	46	52	47	44
<i>First time asked</i>	-	22. Ability/positive impact on community	<b>80</b>	-	-	-	-	-	-	-
80	-	23. Ability to Get Around Town	<b>80</b>	87	86	83	74	78	78	74
56	+4	24. Ability to Participate in Government	<b>60</b>	66	58	62	56	59	42	51

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<b>PERCENTAGE THAT USED/PARTICIPATED IN FACILITY MORE THAN 13 TIMES &amp; NEVER IN THE LAST YEAR</b>										
31	+8	25. Used Public Libraries 13+	<b>39</b>	45	28	31	26	32	27	27
30	-4	Never	<b>26</b>	22	25	36	31	28	36	34
33	-	26. Used Recreation Facilities 13+	<b>33</b>	41	31	39	36	28	29	28
32	-3	Never	<b>29</b>	30	34	27	29	33	37	37
13	+6	27. Participated in After-School Progs 13+	<b>19</b>	13	12	12	15	13	10	13
73	-3	Never	<b>70</b>	75	66	72	74	73	74	75
53	+6	28. Visited Neighborhood Park 13+	<b>59</b>	61	53	53	50	54	46	51
9	-3	Never	<b>6</b>	7	7	7	9	10	10	11
43	<b>+15</b>	29. Rode a Bus Within City 13+	<b>58</b>	55	43	44	39	37	41	44
22	-5	Never	<b>17</b>	14	25	23	21	25	24	23
1		30. Attended City Council Meeting 13+	-	1	1	1	1	1	1	1
78	+2	Never	<b>80</b>	79	76	77	78	77	77	83
5	-1	31. Watched City Council Mtg on TV 13+	<b>4</b>	4	5	7	6	3	6	5
64	-17	Never	<b>81</b>	63	68	62	59	64	62	70
85	N/A	Used the Internet 13+ (No longer asked)	<i>No longer asked</i>	91	85	90	82	84	78	83
		Never		4	9	7	11	9	17	6
15	+5	32. Visited Cambridge Website 13+	<b>20</b>	20	17	22	22	12	6	3
37	-15	Never	<b>22</b>	23	28	24	27	40	51	67

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6	+2	33. Called City Dept for Service 13+	<b>8</b>	5	3	7	7	8	6	5
36	+5	Never	<b>41</b>	40	43	30	28	32	37	39
<b>CITY SERVICES - EXCELLENT/GOOD RESPONSES</b> (don't know shown when 2014 response greater than 10%)										
75	+2	37. Police Department Services	<b>77</b>	71	76	79	76	78	75	73
81	<b>+12</b>	38. Fire Department Services	<b>93</b>	82	77	88	82	78	80	77
84	+2	39. Garbage Collection	<b>86</b>	79	86	86	80	85	86	88
86	+2	40. Recycling	<b>88</b>	90	86	86	85	86	80	88
79	<b>+16</b>	41. Library Services	<b>95</b>	88	85	77	76	77	74	75
67	<b>+10</b>	42. Recreational Programs and Facilities	<b>77</b>	75	68	70	68	64	62	64
83	+3	43. City Parks & Maintenance	<b>86</b>	87	85	84	82	82	80	78
63	+1	44. Street Maintenance & Cleanliness	<b>64</b>	72	68	63	55	57	61	63
62	+5	45. Snow Plowing ( <i>was "removal"</i> )	<b>67</b>	75	62	60	50	64	66	56
41	+5	46. Ease of Private Car Travel in the City	<b>46</b>	45	47	47	40	40	32	33
83	+1	47. Ease of Public Transportation in City	<b>84</b>	88	87	82	78	82	82	83
60	<b>+19</b>	48. Animal Control	<b>79</b>	68	55	63	59	61	54	59

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25	-14	Don't Know	<b>11</b>	18	29	23	23	26	30	25
40	+6	49. Parking & Traffic Regulation	<b>46</b>	43	45	49	44	38	33	31
39	<b>+23</b>	50. Senior Services	<b>62</b>	48	45	39	36	33	35	35
53	-25	Don't Know	<b>28</b>	42	49	55	54	58	55	55
45	+7	51. Planning and Zoning	<b>52</b>	57	57	46	37	41	36	40
25	-9	Don't Know	<b>16</b>	13	23	24	31	27	31	23
55	+2	52. Sidewalk Maintenance	<b>57</b>	66	64	54	51	50	50	53
47	<b>+21</b>	53. Children & Youth Services	<b>68</b>	65	50	47	47	44	36	43
42	-21	Don't Know	<b>21</b>	28	41	41	42	44	52	44
73	<b>+15</b>	54. Health & Hospitals	<b>88</b>	80	68	77	72	71	75	68
52	<b>+22</b>	55. Schools and Education	<b>74</b>	77	57	44	45	47	48	48
76	<b>+12</b>	56. Water/Sewer Services	<b>88</b>	88	74	74	77	73	71	76
73	<b>+10</b>	57. Public Information	<b>83</b>	77	78	75	77	72	67	68

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<b>(scale of 1 to 5, 1=totally dissatisfied, 5=totally satisfied)</b>										
<b>7 Previous Survey Averages</b>	<b>Variance (+/-)</b>	<b>Survey question #/ Topic</b>	<b>2014</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
46	+4	59. Overall Experience with City Gov't Satisfied ( <i>4 and 5 rating</i> )	<b>50</b>	55	52	49	47	46	35	37
9	+1	Dissatisfied ( <i>1 and 2 rating</i> )	<b>10</b>	9	9	8	9	9	11	8

REPORT FOR

**The City of Cambridge, Massachusetts  
2014 Citizen Telephone Survey**

BY



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December 4, 2014

This report summarizes the results from a telephone survey conducted by Opinion Dynamics for the City of Cambridge. The survey was conducted September 8-17, 2014, with 400 Cambridge residents aged 18 and older (including 118 interviews with cell-phone-only households). The overall sample yields a margin of error of  $\pm 4.9$  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. Results from both of these alternate methodologies will appear under separate cover. What follows is a summary of the key telephone survey findings, along with trended results from *seven* earlier surveys for the city conducted in 2000, 2002, 2004, 2006, 2008, 2010 and 2012.



## Executive Summary—The Bottom Line

The results from this survey indicate that, despite a *slight* drop in *some* positive assessments, *the city still enjoys ratings (e.g., 73% positive on overall performance) that are above the norm for most municipal governments*—both regionally and nationally. Moreover, many of the results from our last survey (2012) reflected *an all-time high* for some of the measures we tested—therefore, *some* modest drop-off is not totally unexpected.

The sluggish economic recovery may have had a dampening effect on some measurements of performance with fiscal implications—in addition, some ratings have “settled back” to the ranges seen a few surveys ago. It should also be pointed out that there are a number of areas where ratings of the city have gone *up*—like evaluations of the city’s “sense of community” and it being “a place welcoming to all races” and “a safe place to live”. High performance marks (e.g., “excellent” ratings) for individual departments generally dropped off or held steady—with the exception of **health and hospitals** (+6%); **public information** (+3%) and **schools and education** (+2%).

Some other interesting findings from this survey are:

- *affordable housing has overtaken education as the top issue* facing Cambridge;
- *extreme satisfaction with Internet transactions* with the city is up 5% over 2012;
- *extreme satisfaction with overall interaction with city government* is up 3% over 2012;
- just 25% of those with home Internet access are “*totally*” *satisfied with connection speeds*;

All in all, these data show a modest drop in positive citizen attitudes toward the City of Cambridge. While the drop is slight—and still places Cambridge higher than most municipalities—it helps identify issues to be addressed. In particular, the surge in concern over affordable housing, the drop in perceived “quality of life” and the ability to participate in government indicate potential areas for the City to focus on—in order to improve upon and maintain its relatively high standing with the citizenry.

## Summary of Findings

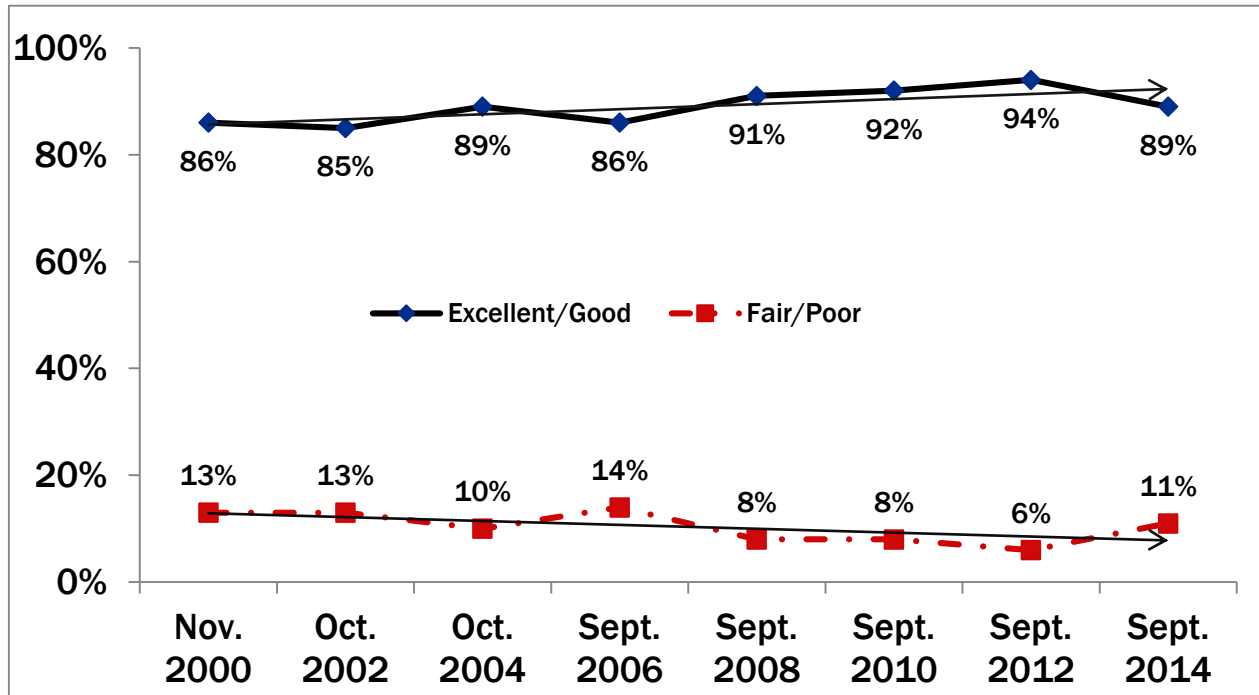
Affordable housing (18%) has displaced education (10%) as the “single most important issue” facing the City of Cambridge. Also at 10% is the issue of traffic, followed by crime (7%), homelessness (7%) and roads/infrastructure (6). The percentage of citizens citing taxes as the most important continues to drop and is now a just 1%. In 2012, education topped the list at 14%, followed by affordable housing at 8%.

*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?*

Affordable housing/Housing	18%
Education	10
Traffic/bikes	10
Crime/Public safety	7
Homelessness/Poverty	7
Roads/Infrastructure	6
Development/Overdevelopment	3
Public transportation	3
High cost of living	3
Economy	2
Construction	2
Employment	2
Climate Change	2
Government/Politics/Politicians	2
Healthcare	2
Taxes	1
Green space/Environmental issues	1
Parking	1
None/nothing	7
(Other)	4
(Don't know)	8
(Refused)	1

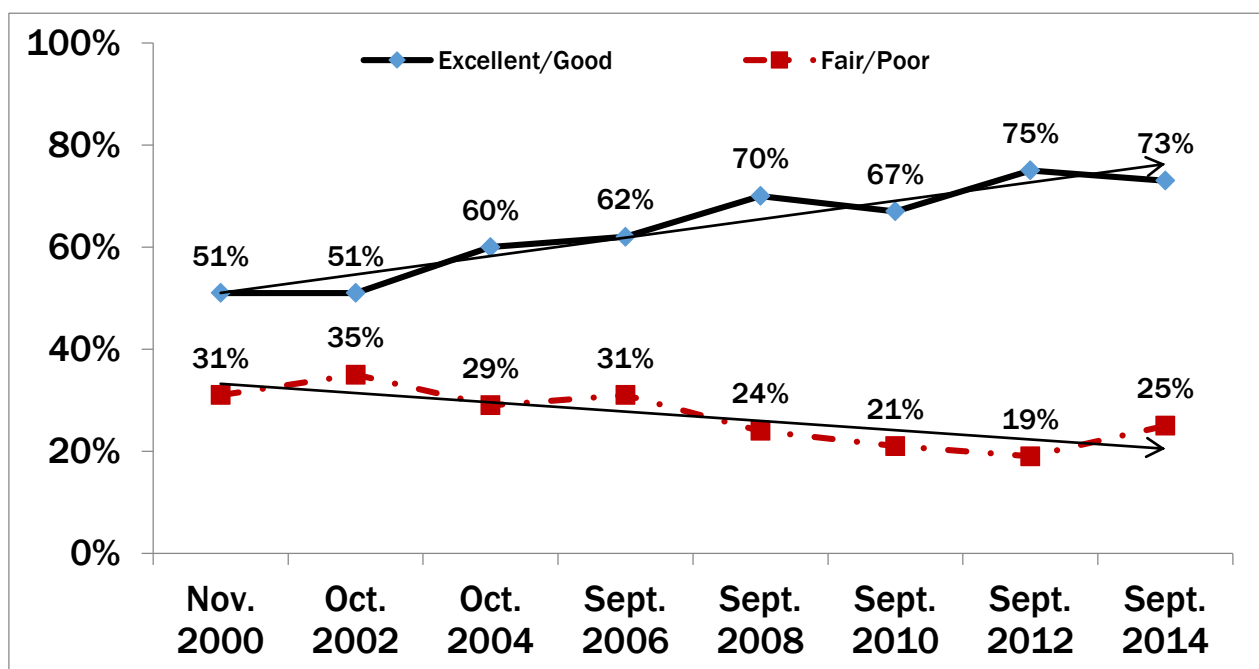
A total of 89% of our sample are either “very” or “somewhat” satisfied with the quality of life in Cambridge—down from a total of 94% in 2012. Forty-four percent rate the quality of life in Cambridge as *excellent*, a drop of seven points since 2012.

*Please rate the overall quality of life in Cambridge.*



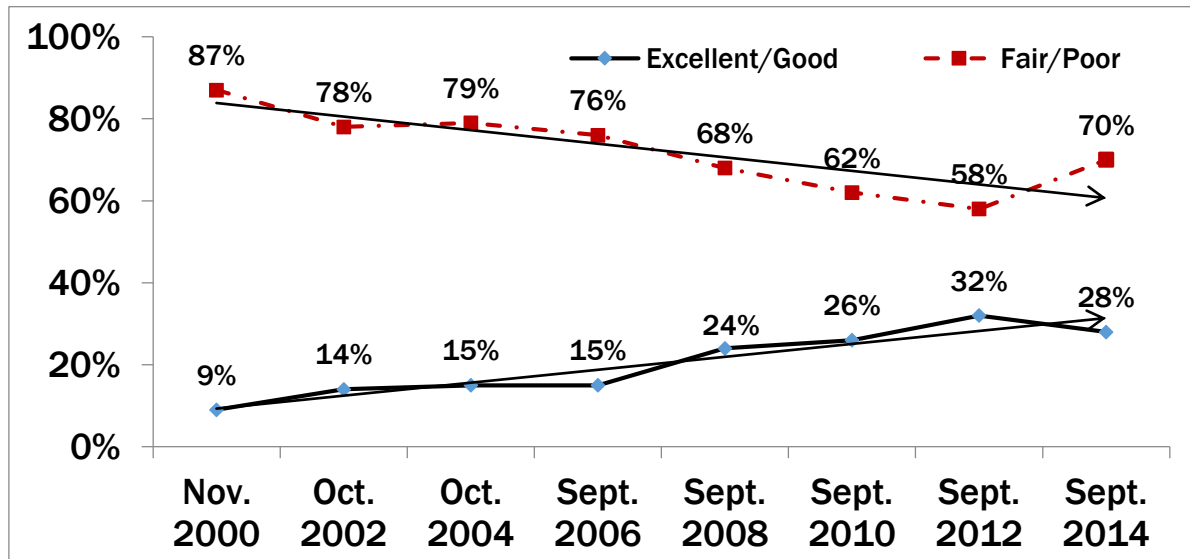
About three-quarters (73%) continue to give the overall performance of city government positive ratings of *excellent* or *good*—down just 2 points since 2012. Sixteen percent rate the performance of city government in Cambridge as *excellent*, a two-point drop from 2012.

*Please rate the overall performance of City government here in Cambridge.*



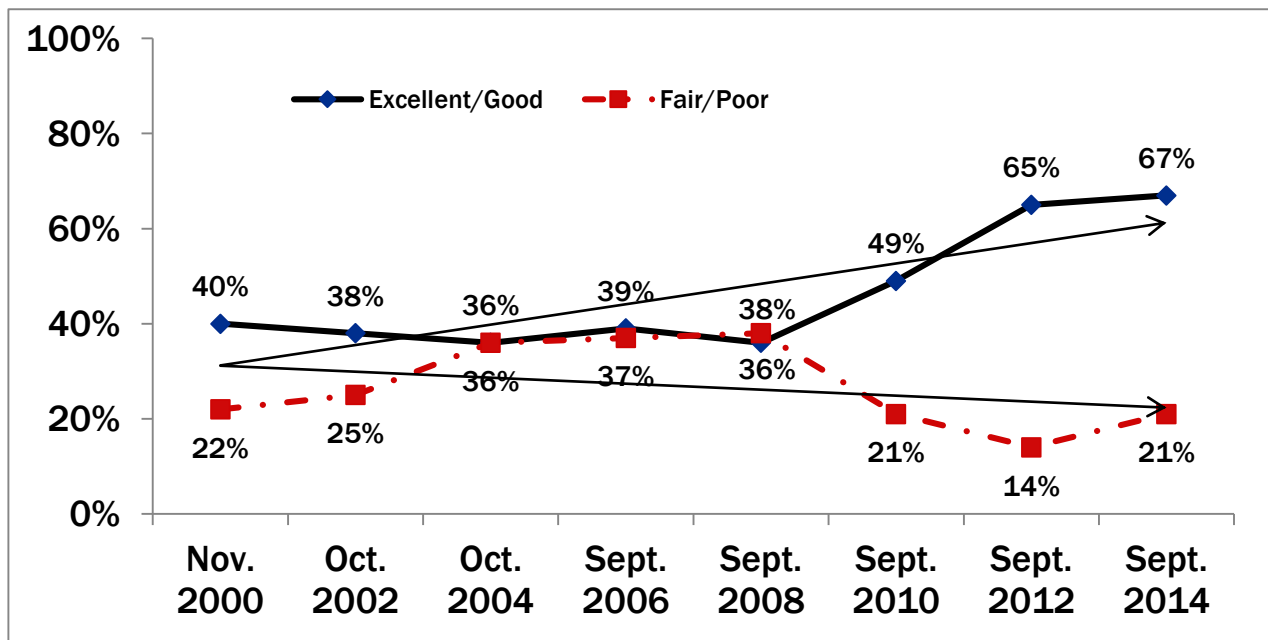
The percentage of those who give access to affordable housing a *positive* rating dropped from 32% in 2012 to 28% today. Considering the growing importance of this issue, this is a troubling trend. Moreover, a large majority (70%) still view access to affordable housing in the city as *fair* or *poor*—up a full twelve points from the 58% we saw in 2012.

*How would you rate Cambridge on access to affordable housing?*



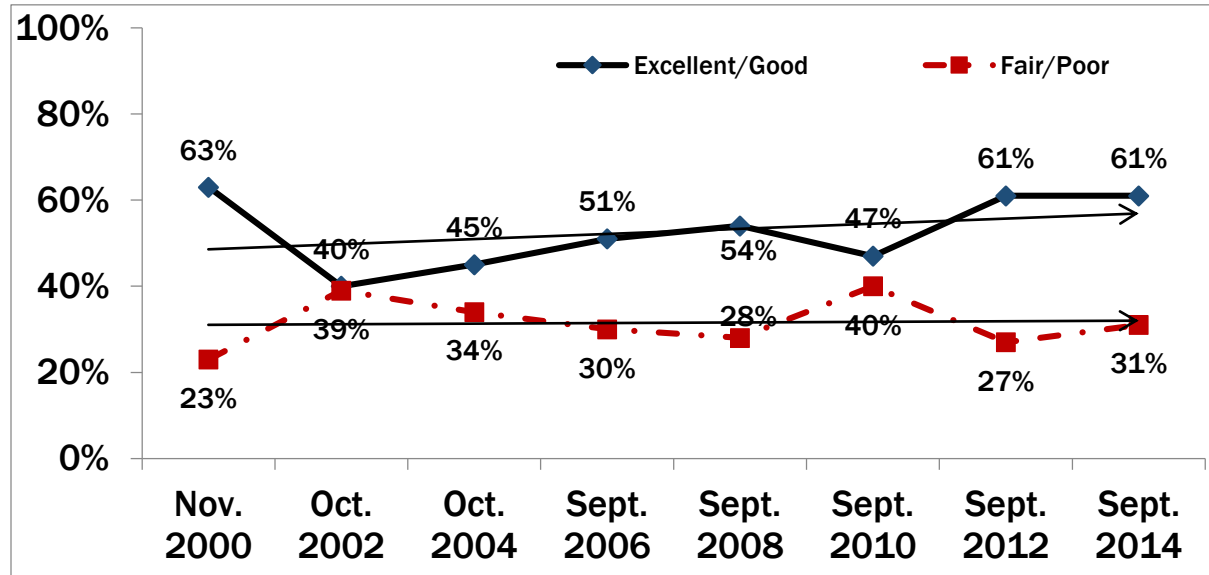
Positive ratings of the quality of Cambridge Public Schools (K-12) rose again—from 65% in 2012 to 67% today. As we saw in 2012, almost one-quarter (23%) consider the quality of schools to be *excellent*, while only 3% assign a “poor” rating to the schools.

*How would you rate Cambridge on the quality of schools K-12?*



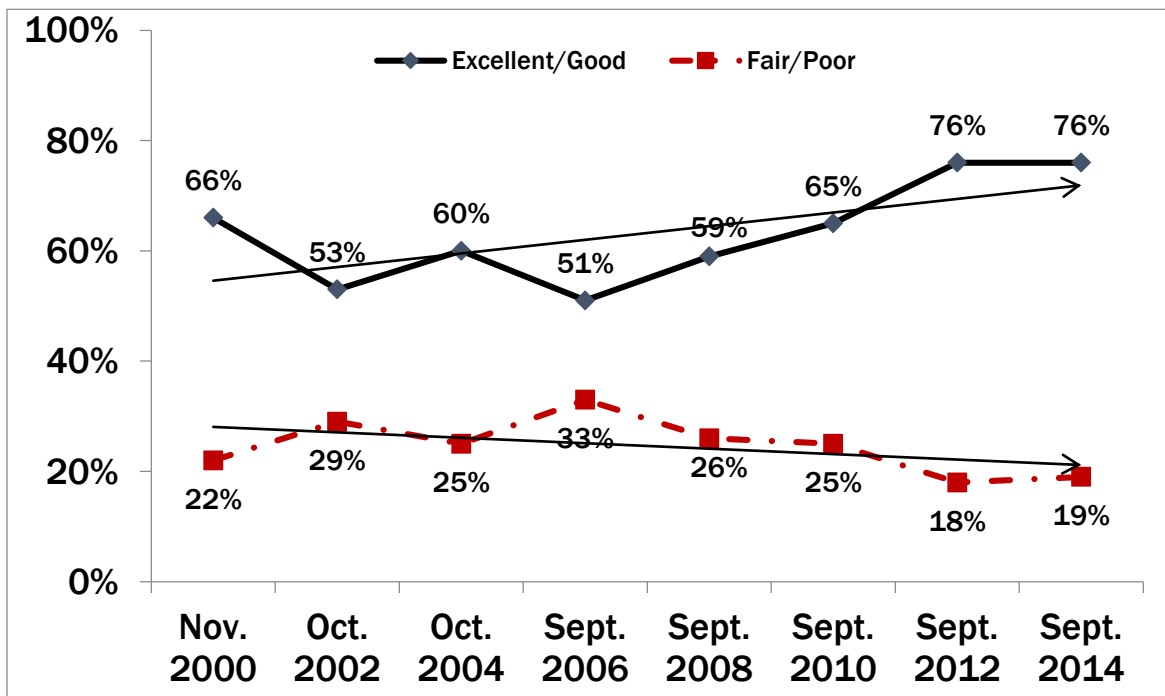
Evaluations of the Cambridge job market have improved *slightly* over the last two years, as 23% now consider job opportunities to be *excellent*— up from 19% in 2012. *Total* positive ratings (61%) are at the same level as in 2012.

*How would you rate Cambridge on job opportunities?*



Exactly the same percentage as in 2012 (76%) think economic development in Cambridge is either *excellent* or *good*.

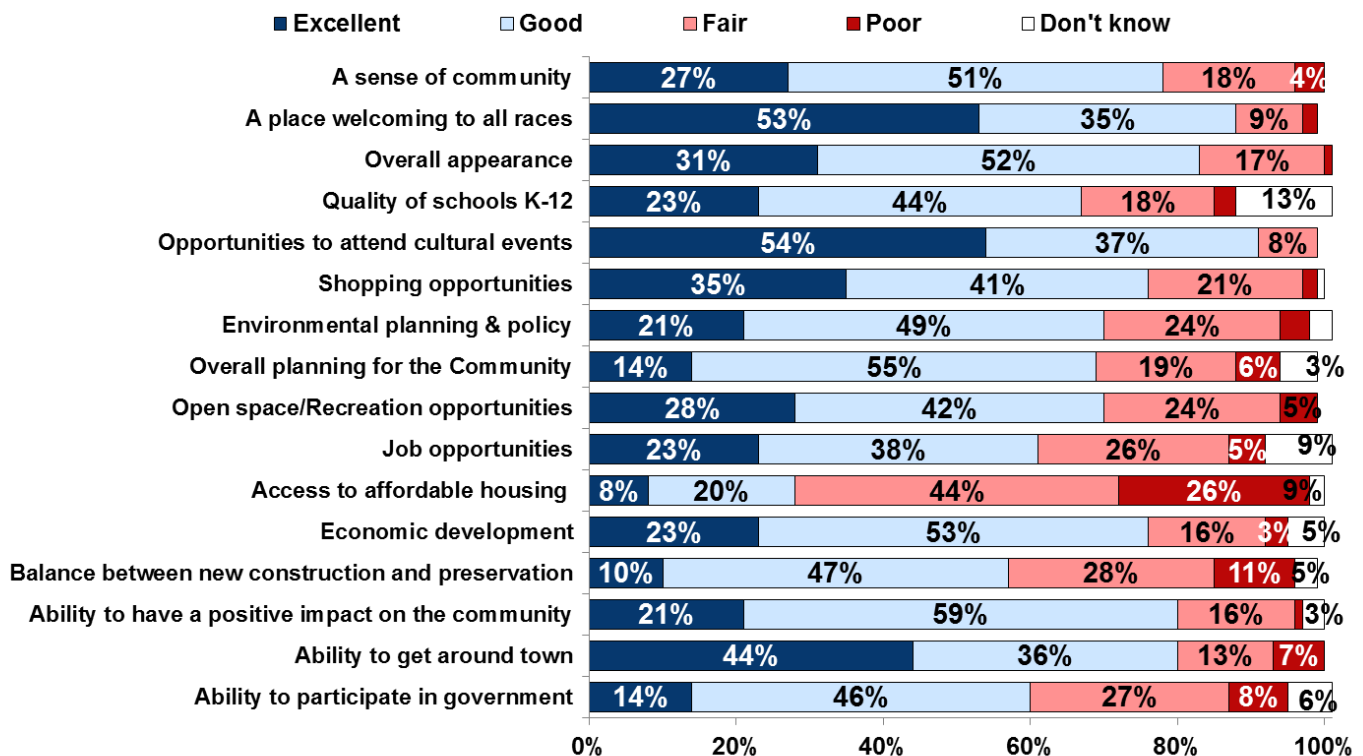
*How would you rate Cambridge on economic development?*



Of the 23 areas tested, combined *excellent* or *good* ratings have fallen in 12 areas and risen in 6 areas since 2012—also, 2 remained exactly even and 3 were completely new measures. The biggest drops in positive ratings came on: ability to get around town (80%, down from 87% in 2012); Cambridge as a place to retire (61%, down from 67%); ability to participate in government (60%, down from 66% in 2012); the overall quality of life in Cambridge (89%, down from 94% in 2012); and the balance between new construction and neighborhood preservation (57%, down from 62%). It should be noted that despite these drops (coming, in some cases, from all-time highs), all current ratings are in *at least* majority range.

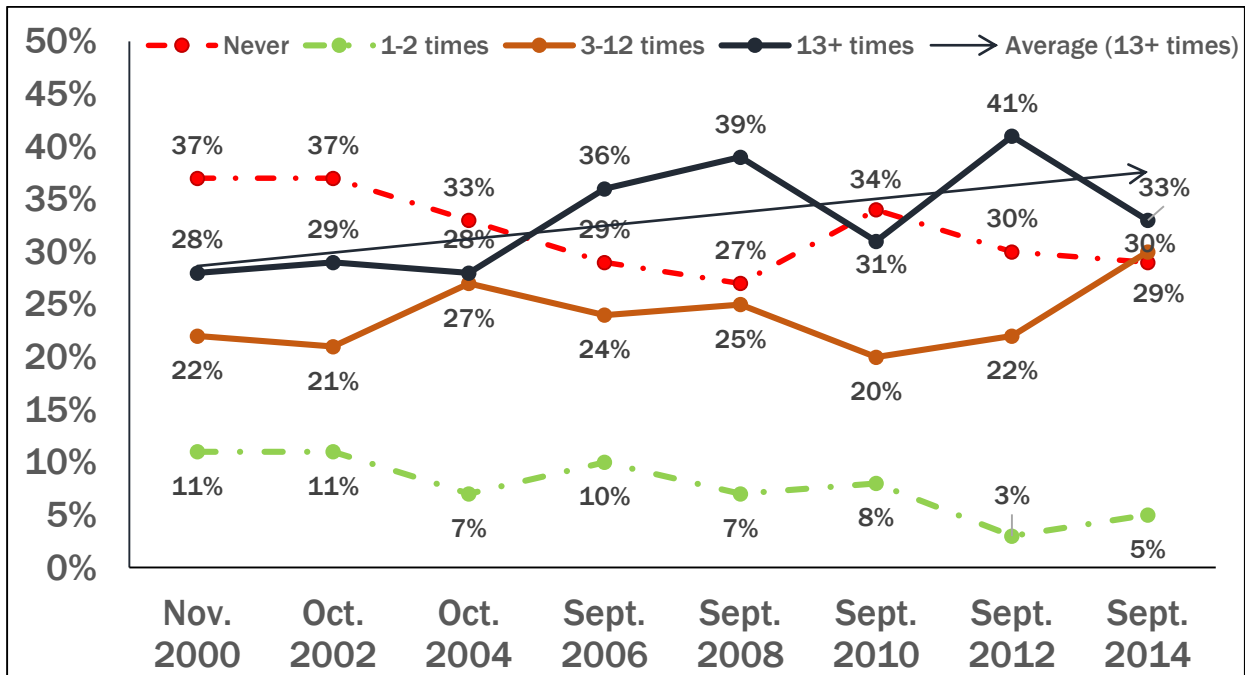
The six increased ratings were on: a sense of community (78%, up from 71% in 2012); Cambridge as a safe place to live (86%, up from 83% in 2012); quality of schools—K-12 (67%, up from 65% in 2012); opportunities to attend cultural events (91%, up from 89% in 2012); open space/recreation opportunities (70%, up from 68% in 2012); and Cambridge as a place to raise a child (82%, up from 81% in 2012). On this last measure, however, it should be noted that the “excellent” rating *dropped* a full ten points from 2012.

*Please rate the following characteristics as they relate to Cambridge:*

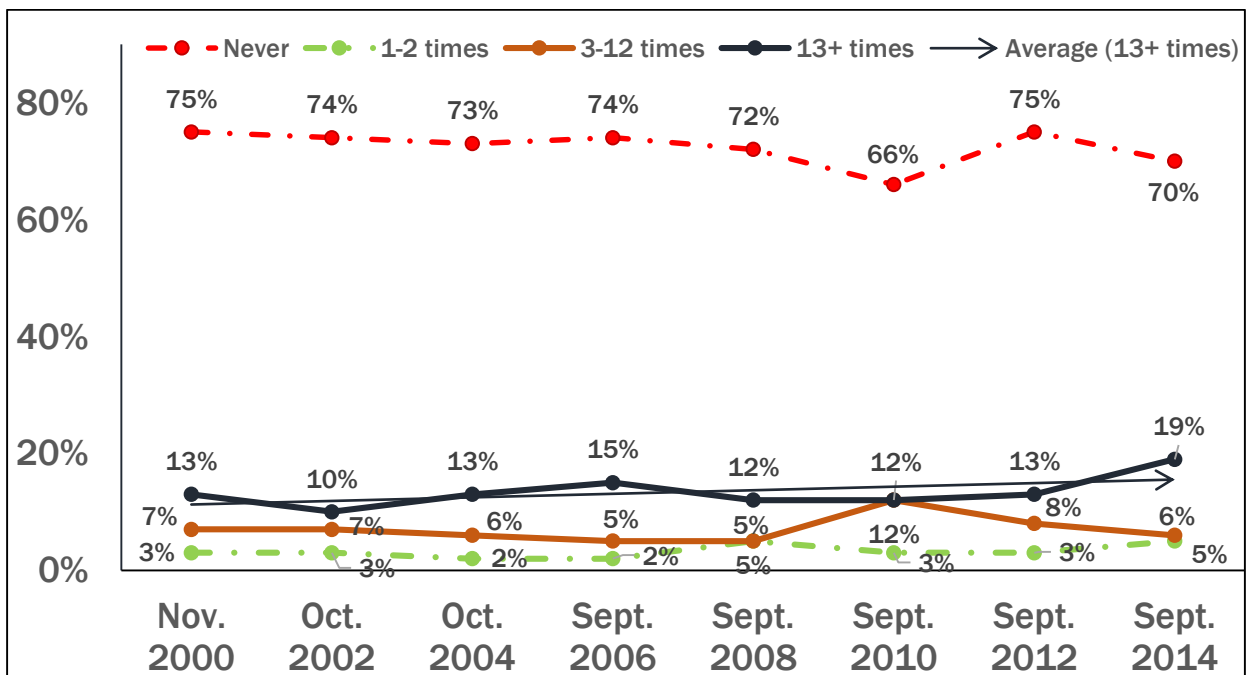


This year, we saw a *drop* in non-utilization (and therefore an *increase* in utilization) of the following: **use of recreational facilities; visited a neighborhood or city park; participated in after-school programs or activities; and visited the City of Cambridge website.**

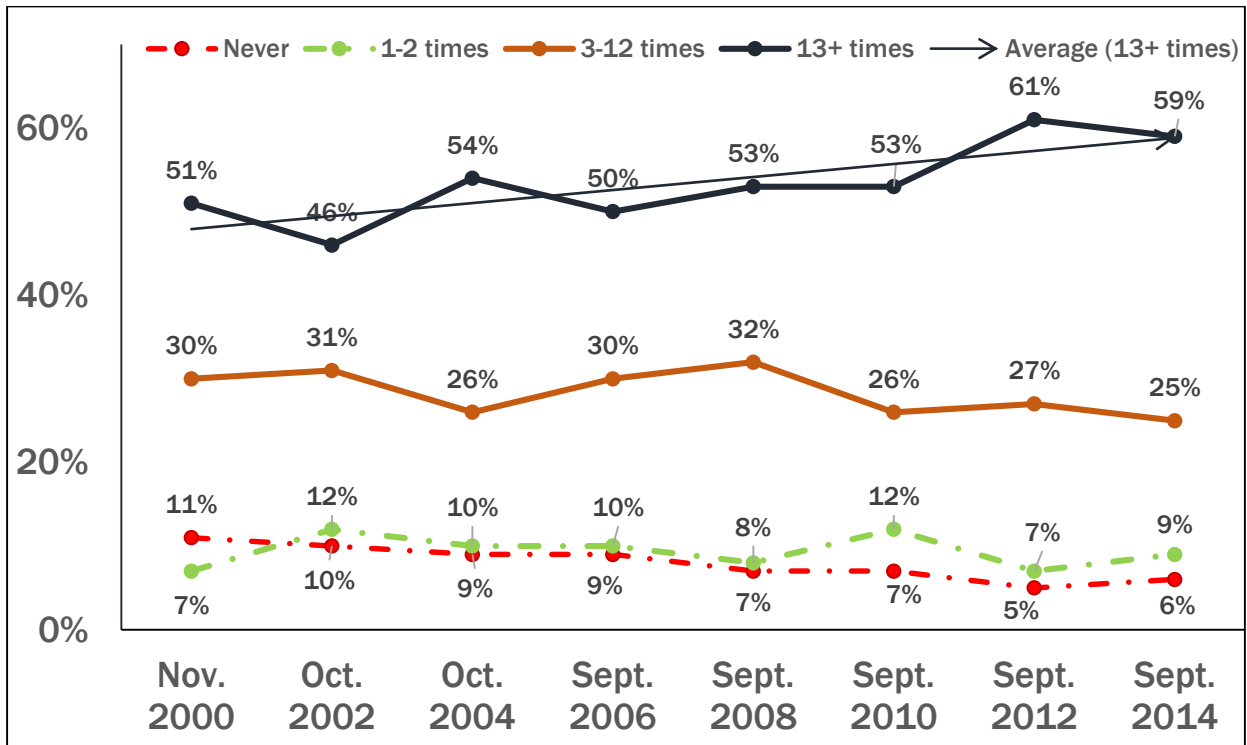
*In the last 12 months, about how many times, if ever, have you or another household member used the city's recreational facilities?*



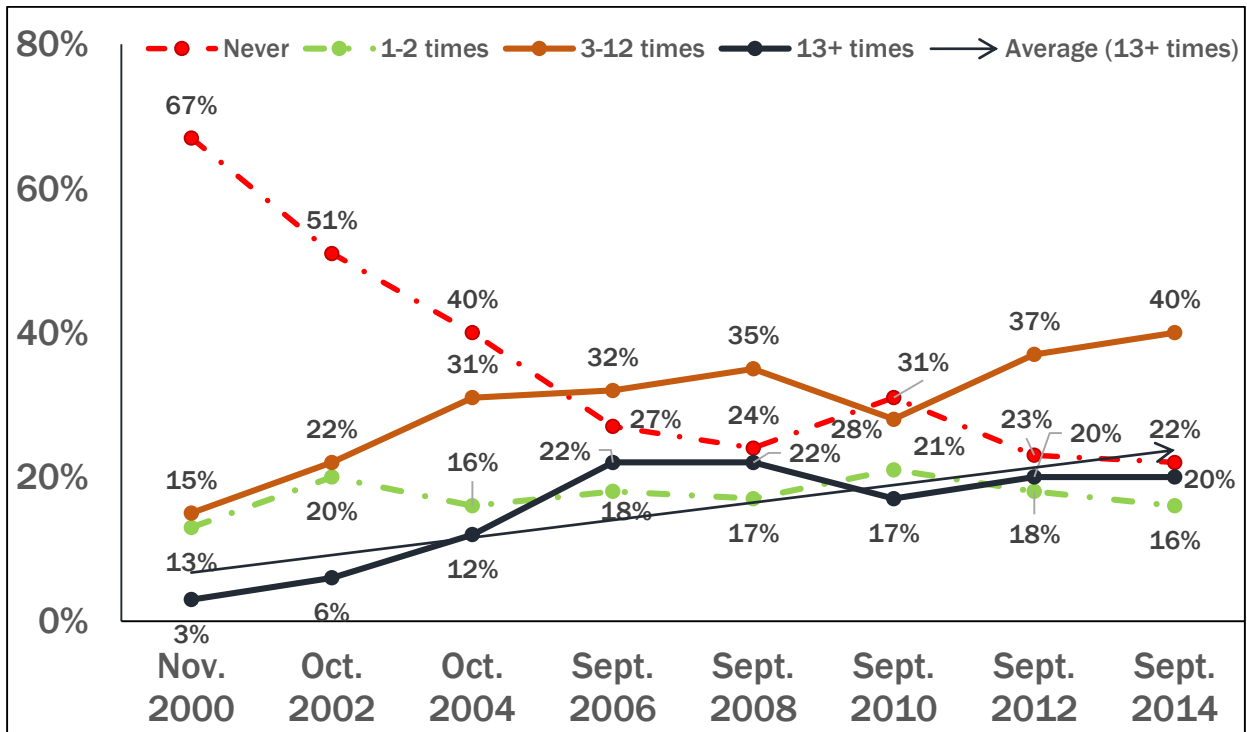
*In the last 12 months, about how many times, if ever, have you or another household member participated in after-school programs or activities?*



*In the last 12 months, about how many times, if ever, have you or another household member visited a neighborhood or city park?*



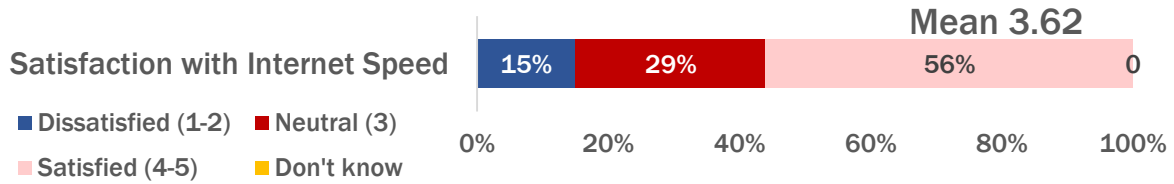
*In the last 12 months, about how many times, if ever, have you or another household member visited the city of Cambridge website?*





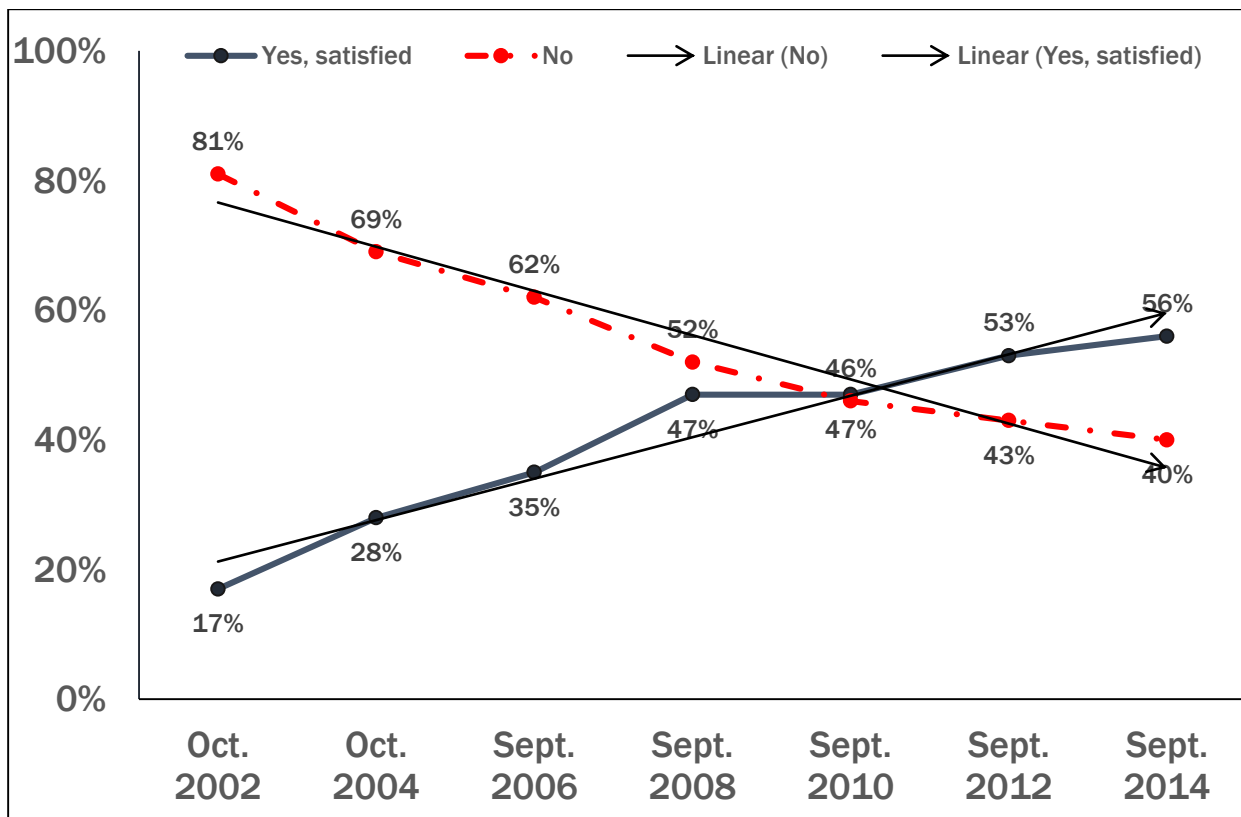
Fully 96% of our sample say they have access to the Internet at their home. And, among those respondents, only 25% are “totally satisfied” with the speed of their Internet connection.

*How would you rate your level of satisfaction with the speed of your Internet connection at home?*



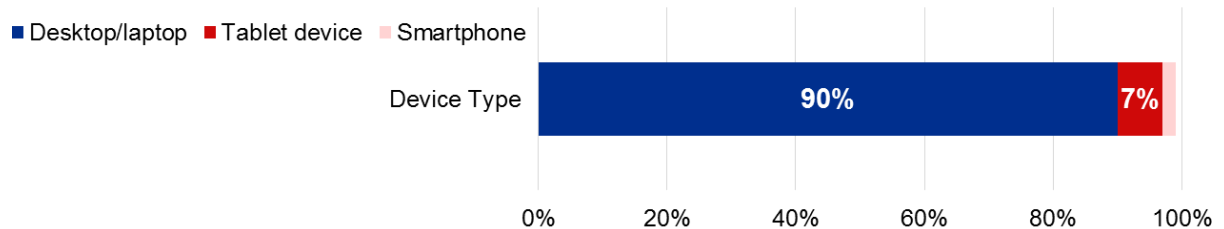
Sixty-five percent say they would be *likely* to use the Internet to conduct financial transactions with the city; and, among those who *have* made those types of transactions, 56% are either “very” or “somewhat” satisfied with the experience (up from 53% in 2012).

*Have you ever used the internet to complete financial transactions with the city of Cambridge, like paying parking tickets, paying tax bills, and registering for various city programs? (IF YES):*  
*Would you say you were very satisfied with the experience, somewhat satisfied, not very satisfied, or not satisfied at all?*



Overwhelmingly, these respondents are more likely to use a desktop or laptop computer (90%) than another type of device.

*When carrying out a financial transaction with the city on the internet, are you more likely to use: a desktop or laptop computer, a tablet device like an iPad, a Smartphone like an iPhone, or something else?*



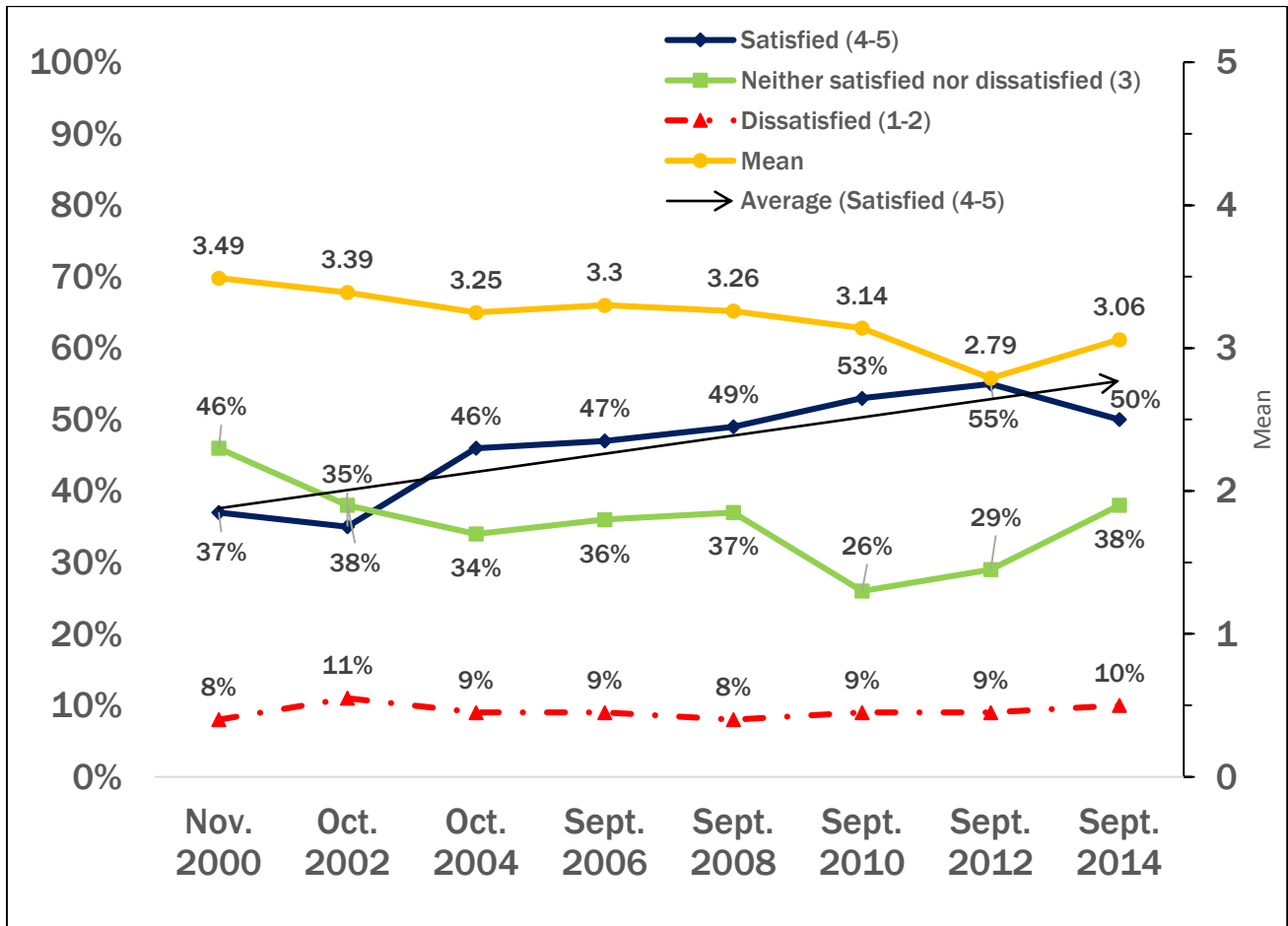
Of the 21 municipal services we tested for performance, *excellent* ratings improved for 7 since the last survey in 2012, while *excellent* ratings dropped for 13, and stayed the same for one.

Areas where *excellent* ratings have **improved** include: animal control (+1); schools and education (+2); recreational programs and facilities (+4); ease of private car travel in the city (+2); parking and traffic regulation (+3); health and hospitals (+6); and public information (+3)

**Decreases** in *excellent* ratings were seen for: police department (-8); fire department (-6); garbage collection (-4); recycling (-12); city parks and maintenance (-3); street maintenance and cleanliness (-6); snow plowing (-7); ease of public transportation in the city (-5); senior services (-1); planning and zoning (-4); sidewalk maintenance (-5); children and youth services (-5); and water/sewer services (-4).

The percentage of respondents who are **“totally”** satisfied with their interactions with the city rose from 16% in 2012 to 19% today—***the highest level we’ve seen over our eight surveys since 2000***. However, ***combined overall satisfaction*** dropped from 55% in 2012 to 50% today. Thirty-eight percent are *neither satisfied nor dissatisfied*, and just 10% are in any way *dissatisfied*.

*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?*



The full trended survey data is attached as Appendix A.

# Appendix A

**TOPLINE**

**OPINION DYNAMICS  
ODC #7854**

**CITY OF CAMBRIDGE  
SEPTEMBER 2014**

*Interviewing dates: 9/8/2014-9/17/2014  
Sample size: N=400*

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?

Affordable housing/Housing	<b>18%</b>
Education	<b>10</b>
Traffic/bikes	<b>10</b>
Crime/Public safety	<b>7</b>
Homelessness/Poverty	<b>7</b>
Roads/Infrastructure	<b>6</b>
Development/Overdevelopment	<b>3</b>
Public transportation	<b>3</b>
High cost of living	<b>3</b>
Economy	<b>2</b>
Construction	<b>2</b>
Employment	<b>2</b>
Climate Change	<b>2</b>
Government/Politics/Politicians	<b>2</b>
Healthcare	<b>2</b>
Taxes	<b>1</b>
Green space/Environmental issues	<b>1</b>
Parking	<b>1</b>
None/nothing	<b>7</b>
(Other)	<b>4</b>
(Don't know)	<b>8</b>
(Refused)	<b>1</b>

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
2. The overall performance of City government here in Cambridge.					
<b>September 2014</b>	<b>16%</b>	<b>57</b>	<b>17</b>	<b>8</b>	<b>2</b>
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

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
3.	The overall quality of life in Cambridge.					
	<b>September 2014</b>	<b>44%</b>	<b>45</b>	<b>9</b>	<b>2</b>	<b>-</b>
	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
4.	The overall quality of your neighborhood.					
	<b>September 2014</b>	<b>37%</b>	<b>51</b>	<b>10</b>	<b>2</b>	<b>-</b>
	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	-
5.	Cambridge as a place to raise a child.					
	<b>September 2014</b>	<b>34%</b>	<b>48</b>	<b>12</b>	<b>1</b>	<b>6</b>
	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
6.	Cambridge as a place to live.					
	<b>September 2014</b>	<b>49%</b>	<b>43</b>	<b>6</b>	<b>2</b>	<b>-</b>
	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

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
7.	Cambridge as a place to retire.					
	<b>September 2014</b>	<b>24%</b>	<b>37</b>	<b>25</b>	<b>9</b>	<b>4</b>
	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
8.	Cambridge as a safe place to live.					
	<b>September 2014</b>	<b>34%</b>	<b>52</b>	<b>14</b>	<b>1</b>	<b>-</b>
	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**:

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
9.	A sense of community.					
	<b>September 2014</b>	<b>27%</b>	<b>51</b>	<b>18</b>	<b>4</b>	<b>-</b>
	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
10.	A place welcoming to all races.					
	<b>September 2014</b>	<b>53%</b>	<b>35</b>	<b>9</b>	<b>2</b>	<b>-</b>
	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

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
11.	Overall appearance.					
	<b>September 2014</b>	<b>31%</b>	<b>52</b>	<b>17</b>	<b>1</b>	<b>-</b>
	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
12.	Quality of schools—K-12.					
	<b>September 2014</b>	<b>23%</b>	<b>44</b>	<b>18</b>	<b>3</b>	<b>13</b>
	September 2012	23%	42	11	3	21
	September 2010	15%	34	16	5	31
	September 2008	8%	28	28	10	26
	September 2006	8%	31	27	10	24
	October 2004	8%	28	27	9	28
	October 2002	7%	31	18	7	37
	November 2000	10%	30	16	6	38
13.	Opportunities to attend cultural events.					
	<b>September 2014</b>	<b>54%</b>	<b>37</b>	<b>8</b>	<b>-</b>	<b>-</b>
	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
14.	Shopping opportunities.					
	<b>September 2014</b>	<b>35%</b>	<b>41</b>	<b>21</b>	<b>2</b>	<b>1</b>
	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	-



		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
15.	Environmental planning and policy. <b>September 2014</b>	<b>21%</b>	<b>49</b>	<b>24</b>	<b>4</b>	<b>3</b>
16.	Overall planning for the community <b>September 2014</b>	<b>14%</b>	<b>55</b>	<b>19</b>	<b>6</b>	<b>5</b>
17.	Open space/Recreation opportunities. <b>September 2014</b>	<b>28%</b>	<b>42</b>	<b>24</b>	<b>5</b>	<b>-</b>
	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
18.	Job opportunities. <b>September 2014</b>	<b>23%</b>	<b>38</b>	<b>26</b>	<b>5</b>	<b>9</b>
	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
19.	Access to affordable housing <b>September 2014</b>	<b>8%</b>	<b>20</b>	<b>44</b>	<b>26</b>	<b>2</b>
	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
20.	Economic development <b>September 2014</b>	<b>23%</b>	<b>53</b>	<b>16</b>	<b>3</b>	<b>5</b>
	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

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
21.	The balance between new construction and neighborhood preservation					
	<b>September 2014</b>	<b>10%</b>	<b>47</b>	<b>28</b>	<b>11</b>	<b>3</b>
	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
22.	Ability to have a positive impact on the community					
	<b>September 2014</b>	<b>21%</b>	<b>59</b>	<b>16</b>	<b>1</b>	<b>3</b>
23.	Ability to get around town					
	<b>September 2014</b>	<b>44%</b>	<b>36</b>	<b>13</b>	<b>7</b>	<b>-</b>
	September 2012	45%	42	10	4	-
	September 2010	34%	52	9	2	3
	September 2008	37%	46	14	2	1
	September 2006	29%	45	20	5	1
	October 2004	28%	50	17	5	-
	October 2002	30%	48	16	6	-
	November 2000	28%	46	19	6	-
24.	Ability to participate in government					
	<b>September 2014</b>	<b>14%</b>	<b>46</b>	<b>27</b>	<b>8</b>	<b>6</b>
	September 2012	24%	42	22	3	9
	September 2010	12%	46	24	3	14
	September 2008	16%	46	17	4	16
	September 2006	13%	43	19	5	20
	October 2004	13%	46	19	5	17
	October 2002	12%	40	22	5	21
	November 2000	8%	43	22	5	22

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

		<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(&gt; 26 times)</u>	<u>(DK/Ref)</u>
25.	Used the Cambridge public libraries.							
	<b>September 2014</b>	<b>26%</b>	<b>7</b>	<b>5</b>	<b>24</b>	<b>13</b>	<b>26</b>	<b>-</b>
	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	-
26.	Used the city's recreational facilities.							
	<b>September 2014</b>	<b>29%</b>	<b>1</b>	<b>4</b>	<b>30</b>	<b>14</b>	<b>19</b>	<b>3</b>
	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
27.	Participated in after-school programs or activities.							
	<b>September 2014</b>	<b>70%</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>14</b>	<b>1</b>
	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
28.	Visited a neighborhood or city park.							
	<b>September 2014</b>	<b>6%</b>	<b>4</b>	<b>5</b>	<b>25</b>	<b>10</b>	<b>49</b>	<b>-</b>
	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

		<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(&gt; 26 times)</u>	<u>(DK/Ref)</u>
29.	Rode a bus within the city.							
	<b>September 2014</b>	<b>17%</b>	<b>1</b>	<b>5</b>	<b>19</b>	<b>12</b>	<b>46</b>	<b>-</b>
	September 2012	14%	1	4	26	8	47	1
	September 2010	25%	4	4	24	13	30	-
	September 2008	23%	2	8	22	9	35	1
	September 2006	21%	2	7	31	10	29	1
	October 2004	25%	7	6	24	5	32	1
	October 2002	24%	5	8	21	12	29	1
	November 2000	23%	4	10	19	8	36	1
30.	Attended a City Council meeting in person.							
	<b>September 2014</b>	<b>80%</b>	<b>10</b>	<b>3</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>-</b>
	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
31.	Watched a City Council meeting on cable TV							
	<b>September 2014</b>	<b>81%</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>-</b>
	September 2012	63%	8	8	15	2	2	1
	September 2010	68%	9	6	11	1	4	1
	September 2008	62%	8	7	16	3	4	1
	September 2006	59%	8	11	14	2	4	-
	October 2004	64%	10	6	15	1	2	2
	October 2002	62%	9	8	13	2	4	2
	November 2000	70%	8	6	11	2	3	1
32.	Visited the city of Cambridge web site							
	<b>September 2014</b>	<b>22%</b>	<b>6</b>	<b>10</b>	<b>40</b>	<b>11</b>	<b>9</b>	<b>2</b>
	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

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(&gt; 26 times)</u>	<u>(DK/Ref)</u>
33. Called a city department for service							
<b>September 2014</b>	<b>41%</b>	<b>15</b>	<b>13</b>	<b>24</b>	<b>3</b>	<b>5</b>	<b>-</b>
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

34. How likely would you be to use the internet to complete financial transactions with the city of Cambridge—like paying parking tickets, paying tax bills and registering for various city programs?

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Not very likely</u>	<u>Not likely at all</u>	<u>(DK)</u>
<b>September 2014</b>	<b>65%</b>	<b>13</b>	<b>7</b>	<b>13</b>	<b>1</b>
September 2012	64%	14	7	15	1
September 2010	54%	17	5	22	2
September 2008	51%	14	10	24	1
September 2006	49%	16	7	26	1
October 2004	40%	20	7	29	4
October 2002	40%	17	9	31	3
November 2000	38%	22	11	28	2

35. Have you ever used the Internet to complete financial transactions with the city of Cambridge, like paying parking tickets, paying tax bills, and registering for various city programs? (IF YES): Would you say you were very satisfied with the experience, somewhat satisfied, not very satisfied, or not satisfied at all?

	<u>Yes, Very satisfied</u>	<u>Yes, Somewhat satisfied</u>	<u>Yes, Not very satisfied</u>	<u>Yes, Not satisfied at all</u>	<u>Yes, (ref)</u>	<u>No</u>	<u>(NS/Ref)</u>
<b>September 2014</b>	<b>37%</b>	<b>19</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>40</b>	<b>2</b>
September 2012	32%	21	3	-	-	43	1
September 2010	38%	9	-	4	-	46	2
September 2008	35%	12	-	-	-	52	2
September 2006	29%	6	-	1	1	62	1
October 2004	21%	7	1	1	-	69	1
October 2002	11%	6	-	1	-	81	1

[Ask if Q35 is Yes, n=233]

36. When carrying out a financial transaction with the city on the Internet, are you more likely to use: a desktop or laptop computer, a tablet device like an iPad, a Smartphone like an iPhone, or something else?

<u>Desktop/laptop</u>	<u>Tablet device</u>	<u>Smartphone</u>	<u>Something else</u>	<u>Don't know</u>
90%	7	2	-	-

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:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
37. Police Department services.					
<b>September 2014</b>	<b>25%</b>	<b>52</b>	<b>15</b>	<b>4</b>	<b>5</b>
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
38. Fire Department services.					
<b>September 2014</b>	<b>41%</b>	<b>52</b>	<b>1</b>	<b>-</b>	<b>6</b>
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
39. Garbage Collection.					
<b>September 2014</b>	<b>30%</b>	<b>56</b>	<b>8</b>	<b>6</b>	<b>-</b>
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
40. Recycling.					
<b>September 2014</b>	<b>41%</b>	<b>47</b>	<b>9</b>	<b>3</b>	<b>-</b>
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

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
41.	Library services					
	<b>September 2014</b>	<b>56%</b>	<b>39</b>	<b>1</b>	<b>-</b>	<b>5</b>
	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
42.	Recreational programs and facilities					
	<b>September 2014</b>	<b>27%</b>	<b>50</b>	<b>14</b>	<b>1</b>	<b>9</b>
	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
43.	City parks and park maintenance					
	<b>September 2014</b>	<b>33%</b>	<b>53</b>	<b>12</b>	<b>1</b>	<b>1</b>
	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
44.	Street maintenance and cleanliness					
	<b>September 2014</b>	<b>20%</b>	<b>44</b>	<b>22</b>	<b>14</b>	<b>-</b>
	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

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
45.	Snow plowing*					
	<b>September 2014</b>	<b>22%</b>	<b>45</b>	<b>22</b>	<b>7</b>	<b>4</b>
	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
46.	Ease of private car travel in the city					
	<b>September 2014</b>	<b>11%</b>	<b>35</b>	<b>37</b>	<b>12</b>	<b>4</b>
	September 2012	9%	36	35	14	7
	September 2010	11%	36	29	13	11
	September 2008	6%	41	34	11	7
	September 2006	8%	32	33	18	9
	October 2004	5%	35	35	19	6
	October 2002	3%	29	38	21	9
	November 2000	3%	30	31	29	6
47.	Ease of public transportation in the city					
	<b>September 2014</b>	<b>39%</b>	<b>45</b>	<b>13</b>	<b>3</b>	<b>1</b>
	September 2012	44%	44	8	1	3
	September 2010	36%	51	9	1	3
	September 2008	35%	47	10	3	5
	September 2006	23%	55	13	4	5
	October 2004	28%	54	12	2	4
	October 2002	31%	51	13	2	3
	November 2000	30%	53	13	2	2
48.	Animal control					
	<b>September 2014</b>	<b>25%</b>	<b>54</b>	<b>7</b>	<b>3</b>	<b>11</b>
	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

\*Note wording change: Previously “snow removal”



		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
49.	Parking and traffic regulation					
	<b>September 2014</b>	<b>9%</b>	<b>37</b>	<b>38</b>	<b>15</b>	<b>2</b>
	September 2012	6%	37	38	16	3
	September 2010	13%	34	28	19	5
	September 2008	5%	44	32	15	5
	September 2006	5%	39	34	17	6
	October 2004	5%	33	33	24	5
	October 2002	5%	28	34	27	6
	November 2000	2%	29	31	35	3
50.	Senior services					
	<b>September 2014</b>	<b>16%</b>	<b>46</b>	<b>9</b>	<b>1</b>	<b>28</b>
	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
51.	Planning and zoning					
	<b>September 2014</b>	<b>9%</b>	<b>43</b>	<b>26</b>	<b>6</b>	<b>16</b>
	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
52.	Sidewalk maintenance					
	<b>September 2014</b>	<b>10%</b>	<b>47</b>	<b>34</b>	<b>8</b>	<b>1</b>
	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

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
53.	Children and Youth services					
	<b>September 2014</b>	<b>19%</b>	<b>49</b>	<b>9</b>	<b>1</b>	<b>21</b>
	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
54.	Health and Hospitals					
	<b>September 2014</b>	<b>38%</b>	<b>50</b>	<b>7</b>	<b>1</b>	<b>4</b>
	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
55.	Schools and education					
	<b>September 2014</b>	<b>33%</b>	<b>41</b>	<b>15</b>	<b>3</b>	<b>9</b>
	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
56.	Water/sewer services					
	<b>September 2014</b>	<b>31%</b>	<b>57</b>	<b>8</b>	<b>1</b>	<b>3</b>
	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

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
57.	Public information					
	<b>September 2014</b>	<b>25%</b>	<b>58</b>	<b>12</b>	<b>3</b>	<b>2</b>
	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

58. 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>
<b>September 2014</b>	<b>50%</b>	<b>47</b>	<b>3</b>
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

59. 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>
<b>September 2014</b>	<b>3%</b>	<b>7</b>	<b>38</b>	<b>31</b>	<b>19</b>	<b>1</b>
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

60. 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?

Affordable housing	26%
Improve schools	22
Road repairs/potholes	17
Homelessness	10
Traffic/congestion	9
Jobs/economic opportunity/job training	9
Parks/green spaces/open space/dog parks	7
Slow development/ avoid overdevelopment	7
Environmental issues	7
Crime/ public safety	7
Public transportation	6
Parking	6
Bicycle safety/bike lanes/paths	5
Litter/clean up the city	5
Youth programs	5
Sidewalks/pedestrian safety	5
Access to government/better communication	3
Zoning issues	3
Urban Planning/planned development	3
Race relations/ diversity	2
Snow removal/winter issues	2
Animal control/vermin	2
Voting/vote for mayor/term limits	2
Drugs	2
Taxes	1
Economic development	1
Programs for seniors/disabled	1
Noise control	1
(Other)	12
None/nothing	3
(Don't know)	8
(Refused)	-

61. 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, public</u>	<u>Yes, private</u>	<u>Yes, parochial</u>	<u>Yes, (any mixture of schools)</u>	<u>Yes, (refused)</u>	<u>No</u>	<u>(Ref)</u>
<b>September 2014</b>	<b>15%</b>	<b>4</b>	-	<b>2</b>	-	<b>78</b>	-
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

62. Do you have access to the Internet at home?

<u>Yes</u>	<u>No</u>	<u>Refused</u>
96%	4	-

[Ask if Q62=Yes, n=382]

63. 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 level of satisfaction with the speed of your Internet connection at home?

<u>Totally dissatisfied - 1</u>	<u>Neither satisfied nor dissatisfied - 3</u>	<u>Totally satisfied - 5</u>	<u>Don't know</u>
4%	29	25	1
2	31	11	

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

64. Gender

Female	52%
Male	48

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

18-35	55%
36-45	13
46-64	20
65+	11
(Refused)	1

66. How many years have you lived in Cambridge?

(Less than 1 year)	6%
(1.1 - 2 years)	10
(2.1 - 5 years)	18
(5.1 - 10 years)	13
(10.1 - 20 years)	15
(20.1 - 30 years)	19
(Over 30 years)	11
(All my life)	7
(Don't know)	-

67. Do you own or rent your home?

Own	44%
Rent	54
(Other)	1
(Refused)	-

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

North Cambridge	15%
West Cambridge	11
Porter Sq.	6
East Cambridge	12
Central Sq.	13
Mid-Cambridge	7
Cambridgeport	6
Area 4	10
Agassiz	2
Harvard Square	3
Riverside	4
Wellington/Harrington	1
Kendall Sq.	4
Inman Square	1
(Other)	2
(Don't know/Refused)	3

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

\$0-11,999	5%
\$12-19,999	7
\$20-34,999	10
\$35-49,999	8
\$50-74,999	7
\$75-99,999	16
\$100,000 and over	33
(Don't know/Refused)	13

