



The City of Cambridge has contracted Opinion Dynamics Corporation, a national public opinion polling firm based in Cambridge, to conduct this Citizen Survey. The survey—which the City has conducted every other year since 2000—covers a range of issues dealing with city services. Please take a few moments to fill out the questionnaire. It's very important to the City to receive feedback from its citizens. When you are finished, drop off the survey to the City Clerk's or City Council's Office, Cambridge City Hall, 795 Massachusetts Avenue, Cambridge. Thank you for your participation! Where appropriate, please place an **X** in the box that represents your answer.

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? (Write your answer below)

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

	Excellent	Good	Fair	Poor	Don't know
2. The overall performance of City government here in Cambridge					
3. The overall quality of life in Cambridge					
4. The overall quality of your neighborhood					
5. Cambridge as a place to raise a child					
6. Cambridge as a place to live					
7. Cambridge as a place to retire					
8. Cambridge as a safe place to live					

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

	Excellent	Good	Fair	Poor	Don't know
9. A sense of community					
10. A place welcoming to all races					
11. Overall appearance					
12. Quality of schools—K-12					
13. Opportunities to attend cultural events					
14. Shopping opportunities					
15. Air quality					
16. Open space/Recreation opportunities					
17. Job opportunities					
18. Access to affordable housing					
19. Economic development					
20. Cable television					
21. The balance between new construction and neighborhood preservation					
22. Ability to get around town					
23. Ability to participate in government					

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

- SCALE:** 1. (Never) 2. (Once) 3. (Twice)
 4. (3 to 12 times) 5. (13-26 times) 6. (More than 26 times)
 7. (Don't know/Refuse)

	Never	Once	Twice	3-12 times	13-26 times	More than 26	Don't know/Refuse
24. Used the Cambridge public libraries							
25. Used the city's recreational facilities							
26. Participated in after-school programs or activities							
27. Visited a neighborhood or city park							
28. Rode a bus within the city							
29. Attended a City Council meeting in person							
30. Watched a City Council meeting on cable TV							
31. Used the Internet							
32. Visited the city of Cambridge web site							
33. Called a city department for service							

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? Would you be very likely, somewhat likely, not very likely, or not likely at all?

Very likely	Somewhat likely	Not very likely	Not likely at all	Don't know

34a. 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?

Yes, Very satisfied	Yes, Somewhat satisfied	Yes, Not very satisfied	Yes, Not satisfied at all	Yes, Not sure	No, have never used Internet for that	Not sure/Refuse

Please read the following list of various city services provided by Cambridge. Using the scale of excellent, good, fair or poor, please rate each of these services.

	Excellent	Good	Fair	Poor	Don't know
35. Police Department services					
36. Fire Department services					
37. Garbage Collection					
38. Recycling					
39. Library services					

40. Recreational programs and facilities					
41. City parks and park maintenance					
42. Street maintenance and cleanliness					
43. Snow removal					
44. Ease of private car travel in the city					
45. Ease of public transportation in the city					
46. Animal control					
47. Parking and traffic regulation					
48. Senior services					
49. Planning and zoning					
50. Sidewalk maintenance					
51. Children and Youth services					
52. Health and Hospitals					
53. Schools and education					
54. Water/sewer services					
55. Public information					

56. 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.

Agree	Disagree	Don't know

57. When you need information or assistance with city-related issues or services, how do you go about seeking it?

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?

Totally dissatisfied		Neither satisfied nor dissatisfied		Totally satisfied	
1	2	3	4	5	Don't know

59. Specifically, why do you feel that way?

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?

61. Are there any children under the age of 18 living in your household?

Yes	No	Refuse

62. Do they attend public schools, private schools, or parochial schools?

Public school	Private school	Parochial school	Refuse

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

63. What is your gender?

Female	Male	Refuse

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

18-25	26-35	36-45	46-55	56-64	65 and over	Refuse

65. How many years have you lived in Cambridge?

Less than 1 year	1.1-2 years	2.1-5 years	5.1-10 years	10.1-20 years	20.1-30 years	Over 30 years	All my life	Refuse

66. Do you own or rent your home?

Own	Rent	Other	Refuse

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

North Cambridge		Porter Sq.	
Agassiz		West Cambridge	
Area 4		Riverside	
Central Sq.		Cambridgeport	
Kendall Sq.		East Cambridge	
Mid-Cambridge		Wellington/Harrington	

Other: _____

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

\$0 - 11,999	\$12 - 19,999	\$20 - 34,999	\$35 - 49,999	\$50 - 74,999	\$75 - 99,999	\$100,000 and over	Refuse

Thank you very much for your time and help with this survey!

Name: _____

Address: _____
