CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager *Richard C. Rossi, Deputy City Manager*

November 4, 2010

To The Honorable, the City Council:

I am transmitting the results of the bi-annual Citizens Opinion Survey for 2010. The survey methodology is a statistically valid random telephone survey of residents. I am also enclosing a separate compilation of results that aggregates the percentage of responses of "Good or Excellent." I include "Don't Know" or "Never" if those responses are greater than 10%.

The results should be encouraging to City Councillors, Department Heads and City Staff.

Question 1 – "the most important issue facing Cambridge today," remains Education. However, the percentage ranking that Category Number 1 has, declined from 23% in September 2008 to 13% in 2010 resulting in a 4-year average in that category of 18%. The Categories of "Place to Raise a Child" and "Quality of Schools" have both shown an 11% positive rating increase over the five prior survey averages. This indicates very positive impressions of the most highly rated issue.

The Categories of "Overall Performance of City Government," "Overall Quality of Life and Cambridge" and Cambridge as a Place to Live" all produced increased satisfaction over the 10-year survey average.

The highest increase in the Good/Excellent categories, in addition to Education are:

As a Place to Retire	+11
Race Welcoming	+ 8
Quality of Schools	+11
Open Space/Recreation	+14
Ability to Get Around Town	+11
Senior Services	+10
Planning & Zoning	+17
Sidewalk Maintenance	+13
Schools & Education	+11
Totally Satisfied when Interacting with City Gov't	+ 9

I would be pleased to further discuss these results.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachments

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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?

	Sept. 2010	Sept. 2008	Sept. 2006	Oct. 2004
Education	13%	23%	19%	16%
Housing/Affordable housing/Rent Control	7%	13%	22%	23%
Crime/Drugs/Public Safety	11%	10%	4%	5%
Parking/Traffic/Infrastructure/Condition of Roads	7%	7%	7%	8%
Taxes	3%	5%	11%	3%
Economy	9%	4%	2%	2%
High Cost of Living	1%	3%	3%	3%
Homelessness/Poverty	2%	1%	-	1%
Public Transportation	4%	1%	1%	1%
Healthcare	2%	1%	2%	1%
Government/Education/Politics	3%	1%	3%	3%
Environment	2%	1%	3%	1%
Better Management of City Services	2%	1%	-	-
Homelessness/poverty	2%	-	-	1%
Employment	4%	-	-	1%
None/Nothing	1%	1%	1%	-
Other	1%	7%	1%	2%
Don't know/Refused	25%	15%	19%	24%

Excellent/Good
Don't Know Shown When Greater Than 10%

5 Previous Survey Averages	Variance +/-	Topic	2010	2008	2006	2004	2002	2000
59	+8	2. City Gov./Overall Performance	67	70	62	60	51	51
		Don't Know	11	6	7	11	14	18
87	+5	3. Overall Quality of Life	92	91	86	89	85	86
83	+2	4. Overall Quality of Your Neighborhood	85	83	84	85	80	85
64	+11	5. Place to Raise a Child	76	64	67	65	61	63
		Don't Know	5	12	8	11	15	13
88	+2	6. As a Place to Live	90	92	86	89	86	89
49	+11	7. As a Place to Retire	60	58	50	45	45	46
		Don't Know	12	12	15	12	12	14
77	0	8. As a Safe Place to Live	77	72	73	79	76	83

Excellent/Good
Don't Know Shown When Greater Than 10%

5 Previous Survey Averages	Variance +/-	Topic	2010	2008	2006	2004	2002	2000
64	+6	9. Sense of Community	70	62	64	70	62	62
81	+8	10. Race Welcoming	89	82	83	83	79	77
77	+3	11. Overall Appearance	80	80	73	83	75	77

Excellent/Good
Don't Know Shown When Greater Than 10%

5 Previous Survey Averages	Variance +/-	Topic	2010	2008	2006	2004	2002	2000
38	**+11**	12. Quality of Schools K-12	49	36	39	36	38	40
		Don't Know	31	26	24	28	37	38
89	+4	13. Cultural Events	93	92	87	90	86	88
79	0	14. Shopping Opportunities	79	84	79	77	76	80
61	**+12**	15. Air Quality	73	72	60	61	50	61
60	**+14**	16. Open Space/Recreation	74	71	63	60	54	52
50	-3	17. Job Opportunities	47	54	51	45	40	63
		Don't Know	14	18	19	21	21	15
15	**+11**	18. Access to Affordable Housing	26	24	15	15	14	9
		Don't Know	11	8	9	6	8	4
58	+7	19. Economic Development	65	59	51	60	53	66
		Don't Know	11	15	17	15	18	11
44	+5	20. Cable Television	49	47	45	40	45	45
		Don't Know	26	21	25	25	26	25
50	**+9**	21. Balance of Construction/Neighborhoods	59	60	46	52	47	44
77	**+11**	22. Ability to Get Around Town	86	83	74	78	78	74
54	+4	23. Ability to Participate in Government	58	62	56	59	42	51
		Don't Know	14	16	20	17	21	22

Use or Participation – More Than 13 Times & Never

5 Previous Survey Averages	Variance +/-	Topic		2010	2008	2006	2004	2002	2000
28	0	24. Library 13+		28	31	26	32	27	27
33	(-7)		Never	25	36	31	28	36	34
32	-1	25. Use of Recreation Facilities 13+		31	39	36	28	29	28
33	+1		Never	34	27	29	33	37	37
13	0	26. Participate in After-School Programs 13+		12	12	15	13	10	13
74	(-8)		Never	66	72	74	73	74	75
51	+8	27. Visit Parks 13+		53	53	50	54	46	51
9	(-2)		Never	7	7	9	10	10	11
41	+2	28. Rode Bus Within City 13+		43	44	39	37	41	44
23	+2		Never	25	23	21	25	24	23
1	0	29. Attended City Council Meeting 13+		1	1	1	1	1	1
78	(-2)		Never	76	77	78	77	77	83
5	0	30. Watched City Council Meeting on TV 13+		5	7	6	3	6	5
63	+5		Never	68	62	59	64	62	70
83	+2	31. Used the Internet 13+		85	90	82	84	78	83
10	(-1)		Never	9	7	11	9	17	6
13	+4	32. Visited Cambridge Website 13+		17	22	22	12	6	3
42	(-14)		Never	28	24	27	40	51	67
7	-4	33. Called City Department for Service 13+		3	7	7	8	6	5
33	+10		Never	43	30	28	32	37	39

City Services
Excellent/Good – Don't Know

5 Previous Survey Averages	Variance +/-	Topic	2010	2008	2006	2004	2002	2000
76	0	35. Police Excellent/Good	76	79	76	78	75	73
Don't Know 8	Don't Know +3	Don't Know	11	3	7	10	12	9
81	-4	36. Fire Excellent/Good	77	88	82	78	80	77
Don't Know 15	Don't Know +4	Don't Know	19	9	12	19	18	19
85	+1	37. Garbage Collection Excellent/Good	86	86	80	85	86	88
		Don't Know	4	2	2	2	3	2
84	+2	38. Recycling Excellent/Good	86	86	85	86	80	82
		Don't Know	2	2	2	2	3	2
76	**+9**	39. Library Services Excellent/Good	85	77	76	77	74	75
Don't Know 17	Don't Know (-5)	Don't Know	12	16	16	17	22	16
65	+3	40. Recreational Programs/Facilities Excellent/Good	68	70	68	64	62	64
Don't Know 20	Don't Know (-8)	Don't Know	12	18	18	21	23	22
81	+4	41. Park & Park Maintenance Excellent/Good	85	84	82	82	80	78
		Don't Know	4	2	3	4	6	5
60	+8	42. Street Maintenance &Cleanliness Excellent/Good	68	63	55	57	61	63
		Don't Know	1	1	0	1	1	1
60	+2	43. Snow Removal Excellent/Good	62	60	50	64	66	56
		Don't Know	9	5	5	8	15	12
38	**+11**	44. Ease of Private Car Travel Excellent/Good	47	47	40	40	32	33
		Don't Know	11	7	9	6	9	6
81	+6	45. Ease of Public Transportation Excellent/Good	87	82	78	82	82	83
		Don't Know	3	5	5	4	3	2

City Services
Excellent/Good – Don't Know

5 Previous Survey Averages	Variance +/-	Topic	2010	2008	2006	2004	2002	2000
59 Don't Know 25	-4 Don't Know +4	46. Animal Control Excellent/Good Don't Know	55 29	63 23	59 23	61 26	54 30	59 25
39	+6	47. Parking & Traffic Regulation Ex/Good Don't Know	45 5	49 5	44 6	38 5	33 6	31 3
35 Don't Know 55	**+10** Don't Know (-6)	48. Senior Services Excellent/Good Don't Know	45 49	39 55	36 54	33 58	35 55	35 55
40 Don't Know 27	**+17** Don't Know (-4)	49. Planning and Zoning Excellent/Good Don't Know	57 23	46 24	37 31	41 27	36 31	40 23
51	**+13**	50. Sidewalk Maintenance Excellent/Good Don't Know	64 1	54 1	51 3	50 2	50 3	53 1
43 Don't Know 44	+7 Don't Know (-3)	51. Children &Youth Services Excellent/Good Don't Know	50 41	47 41	47 42	44 44	36 52	43 44
72 Don't Know 16	-4 Don't Know +3	52. Health & Hospital Excellent/Good Don't Know	68 19	77 10	72 15	71 18	75 20	68 18
46 Don't Know 25	**+11** Don't Know -1	53. School and Education Excellent/Good Don't Know	57 24	44 23	45 22	47 24	48 29	48 30
74 Don't Know 8	-0 Don't Know +4	54. Water/Sewer Services Excellent/Good Don't Know	74 12	74 8	77 8	73 9	71 10	76 6
72	+6	55. Public Information Excellent/Good Don't Know	78 6	75 7	77 6	72 8	67 9	68 7

OVERALL EXPERIENCE

5 Previous Survey Averages	Variance +/-		2010	2008	2006	2004	2002	2000
43	+9	**Totally Satisfied**	52	49	47	46	35	37
4	0	**Totally Dissatisfied**	4	4	3	4	5	2

TOPLINE

OPINION DYNAMICS
ODC #7667

CITY OF CAMBRIDGE
SEPTEMBER 2010

Interviewing dates: September 9, 2010 – September 26, 2010
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?

Education	13%
Crime/Drugs/Public Safety	11
Economy	9
Housing/Affordable housing/Rent control	7
Parking/traffic/infrastructure/Condition of roads	7
Employment	4
Public transportation	4
Government/Election/Politics	3
Taxes	3
Healthcare	2
Homelessness/Poverty	2
Environment	2
Better management of city services	2
High cost of living	1
Pedestrians/Bicycles	1
(Other)	1
None/Nothing	1
(Don't know)	24
(Refused)	1

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

	Excellent	Good	Fair	Poor	(DK)
2. The overall performance of City government here in Cambridge.					
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

	Excellent	Good	Fair	Poor	(DK)
3. The overall quality of life in Cambridge.					
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.					
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.					
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.					
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
7. Cambridge as a place to retire.					
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

	Excellent	Good	Fair	Poor	(DK)
8. Cambridge as a safe place to live.					
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**:

	Excellent	Good	Fair	Poor	(DK)
9. A sense of community.					
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.					
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
11. Overall appearance.					
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.					
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

		Excellent	Good	Fair	Poor	(DK)
13.	Opportunities to attend cultural events.					
	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.					
	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	-
15.	Air quality.					
	September 2010	**14%**	**59**	**20**	**5**	**2**
	September 2008	11%	61	21	4	2
	September 2006	9%	51	30	5	4
	October 2004	5%	56	31	5	3
	October 2002	6%	44	38	9	3
	November 2000	6%	55	31	6	2
16.	Open space/Recreation opportunities.					
	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
17.	Job opportunities.					
	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

		Excellent	Good	Fair	Poor	(DK)
18.	Access to affordable housing					
	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
19.	Economic development					
	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
20.	Cable television					
	September 2010	**15%**	**34**	**13**	**12**	**26**
	September 2008	13%	34	21	11	21
	September 2006	11%	34	18	13	25
	October 2004	10%	30	20	15	25
	October 2002	10%	35	17	12	26
	November 2000	11%	34	21	10	25
21.	The balance between new construction and neighborhood preservation					
	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 get around town					
	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	-

23. Ability to participate in government	Excellent	Good	Fair	Poor	(DK)
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:

	(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(> 26 times)	(DK/ Ref)
24. Used the Cambridge public libraries.							
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	-
25. Used the city's recreational facilities.							
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
26. Participated in after-school programs or activities.							
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

	(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(> 26 times)	(DK/ Ref)
27. Visited a neighborhood or city park.							
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
28. Rode a bus within the city.							
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
29. Attended a City Council meeting in person.							
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
30. Watched a City Council meeting on cable TV							
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
31. Used the Internet							
September 2010	**9%**	**2**	**1**	**2**	**7**	**78**	**2**
September 2008	7%	-	1	3	5	85	-
September 2006	11%	2	2	4	3	79	-
October 2004	9%	-	1	4	5	79	2
October 2002	17%	1	1	2	3	75	1
November 2000	16%	-	-	1	2	81	-

32. Visited the city of Cambridge web site

	(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(> 26 times)	(DK/ Ref)
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

33. Called a city department for service

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?

	Very likely	Somewhat likely	Not very likely	Not likely at all	(DK)
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

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?

	Yes, Very satisfied	Yes, Somewhat satisfied	Yes, Not very satisfied	Yes, Not satisfied at all	Yes, (ref)	No	(NS/ Ref)
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

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:

		Excellent	Good	Fair	Poor	(DK)
35.	Police Department services.					
	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
36.	Fire Department services.					
	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
37.	Garbage Collection.					
	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
38.	Recycling.					
	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
39.	Library services					
	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

		Excellent	Good	Fair	Poor	(DK)
40.	Recreational programs and facilities					
	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
41.	City parks and park maintenance					
	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
42.	Street maintenance and cleanliness					
	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
43.	Snow removal					
	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
44.	Ease of private car travel in the city					
	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

		Excellent	Good	Fair	Poor	(DK)
45.	Ease of public transportation in the city					
	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
46.	Animal control					
	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
47.	Parking and traffic regulation					
	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
48.	Senior services					
	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
49.	Planning and zoning					
	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

		Excellent	Good	Fair	Poor	(DK)
50.	Sidewalk maintenance					
	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
51.	Children and Youth services					
	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
52.	Health and Hospitals					
	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
53.	Schools and education					
	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
54.	Water/sewer services					
	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

55. Public information

	Excellent	Good	Fair	Poor	(DK)
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

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)
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

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

Internet/City of Cambridge website	60%
Phone/Phone book	26
City Hall/go to office in person	9
Word of mouth	4
Newspaper	3
City pamphlets/mailings	1
(Other)	-
(Don't know)	9
(Refused)	1

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?

	1- Totally dissatisfied	2	3-Neither satisfied nor Dissatisfied	4	5 -Totally satisfied	(DK)
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

(SKIP IF DK Q58. n=354)

59. Specifically, why do you feel that way?

	1- Totally dissatisfied	2	3-Neither satisfied nor Dissatisfied	4	5 -Totally satisfied
Issue unresolved	31%	-%	2%	-%	-%
Taxes	31	-	-	-	-
Bad service/could be improved	9	12	-	4	1
Political/bureaucratic	8	6	4	1	-
Slow to respond/Solve problems	6	8	6	5	-
No changes/don't listen	6	4	1	-	1
People not helpful/rude	4	7	4	2	-
Zoning issues	4	-	2	1	-
School/education issues	4	-	-	1	-
Govt. doesn't care for people	2	3	10	-	-
Don't interact with city govt.	-	3	16	6	2
No problems/Satisfied	-	2	2	13	25
Quick to respond/Solve problems	-	-	-	10	7
People are helpful/nice	-	-	2	3	8
Traffic/Parking issues	-	6	10	3	-
Not accessible	-	-	1	-	-
Police issues	-	-	1	1	1
Bad experience (gen)	-	29	3	3	-
Negative comments (gen)	-	3	-	1	-
Some Positive/Negative experiences	-	-	4	6	-
Positive comments (gen)	-	-	-	1	-
Accessible/Easy to get a hold of	-	-	-	1	3
Good experience	-	-	-	3	2
Helpful/good website	-	-	-	1	-
Hours	-	-	1	1	1
Good service	-	-	1	2	1
Good job/City runs well	-	2	-	17	8
Good information	-	-	-	1	-
Listen/receptive	-	-	-	1	7
Elderly services	-	2	-	-	-
Communication issues	-	-	5	-	-
People not heard	-	-	-	1	-
Hard to get a hold of right people/dept.	-	10	2	2	-
Know people in city council	-	-	-	1	2
Long waits/lines	-	-	1	4	-
(Other)	-	3	-	-	9
(Don't know/Refused	4	2	27	15	22

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?

Education	18%
Parking/Traffic	13
Crime/Drugs/Public safety	12
Condition of streets/sidewalks/street signs/street lamps	11
Housing/Affordable housing	10
Government/Election/Politics	9
Trash/litter collections/street cleaning	8
Development/Overdevelopment/Open space	6
Employment	6
Police issues	5
Parks/Playgrounds/Dog parks	4
Public transportation	3
Taxes	3
Public works issues	2
Pedestrian/Bicycle issues	2
Snow removal/Winter issues	2
Healthcare	2
Youth/Children's issues/After-school programs	1
Senior healthcare/Senior issues	1
Homelessness	1
Economy	1
Community/Recreational centers	1
Welfare/Social Services	1
Rent control/Rent	1
Zoning issues	1
Environment	1
Cultural/racial/economic diversity	1
High cost of living	1
(Other)	2
None/Nothing	1
(Don't know/Refused)	19

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?

	Yes, public	Yes, private	Yes, parochial	Yes, (any mixture of schools)	Yes, (refused)	No	(Ref)
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

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

62. Gender

Female	52%
Male	48

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

18-25	9%
26-35	37
36-45	14
46-55	11
56-64	12
65+	11
(Refused)	7

64. How many years have you lived in Cambridge?

(Less than 1 year)	9%
(1.1-2 years)	8
(2.1-5 years)	6
(5.1-10 years)	22
(10.1-20 years)	20
(20.1-30 years)	10
(Over 30 years)	12
(All my life)	8
(Don't know)	4

65. Do you own or rent your home?

Own	44%
Rent	50
(Other)	2
(Refused)	5

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

West Cambridge	15%
Central Sq.	15
North Cambridge	12
East Cambridge	10
Cambridgeport	6
Kendall Sq.	6
Porter Sq.	6
Harvard Sq	5
Area 4	4
Mid-Cambridge	4
Riverside	3
Agassiz	2
Wellington/Harrington	1
Avon Hill	1
(Other)	2
(Don't know/Refused)	8

67. 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	6%
$12-19,999	4
$20-34,999	6
$35-49,999	7
$50-74,999	13
$75-99,999	13
$100,000 and over	17
(Refused/Don't know)	34