

Below is a comparative summary of Excellent/Good ratings for the City of Cambridge Citizen Survey conducted every two years since 2000. The Don't Know Category has also been shown when greater than 10%

	<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
2. City Gov./Overall Performance	62	60	51	51
Don't Know	7	11	14	18
3. Overall Quality of Life	86	89	85	86
4. Overall Quality of Your Neighborhood	84	85	80	85
5. Place to Raise a Child	67	65	61	63
Don't Know	8	11	15	13
6. As a Place to Live	86	89	86	89
7. As a Place to Retire	50	45	45	46
Don't Know	15	12	12	14
8. As a Safe Place to Live	73	79	76	83

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

	<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
9. Sense of Community	64	70	62	62
10. Race Welcoming	83	83	79	77
11. Overall Appearance	73	83	75	77

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

	<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
12. Quality of Schools K-12	39	36	38	40
Don't Know	24	28	37	38
13. Cultural Events	87	90	86	88
14. Shopping Opportunities	79	77	76	80
15. Air Quality	60	61	50	61
Don't Know	8	11	15	13
16. Open Space/Recreation	63	60	54	52
17. Job Opportunities	51	45	40	63
Don't Know	19	21	21	15
18. Access to Affordable Housing	15	15	14	9
19. Economic Development	51	60	53	66
Don't Know	17	15	18	11
20. Cable Television	45	40	45	45
Don't Know	25	25	26	25
21. Balance of Construction/Neighborhoods	46	52	47	44
22. Ability to Get Around Town	74	78	78	74
23. Ability to Participate in Government	56	59	42	51
Don't Know	20	17	21	22

**Use or Participation – More Than 13 Times & Never**

		<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
24. Library 13+		26	32	27	27
	Never	31	28	36	34
25. Use of Recreation Facilities 13+		36	28	29	28
	Never	29	33	37	37
26. Participate in After-School Programs 13+		15	13	10	13
	Never	74	73	74	75
27. Visit Parks 13+		50	54	46	51
	Never	9	10	10	11
28. Rode Bus Within City 13+		39	37	41	44
	Never	21	25	24	23
29. Attended City Council Meeting 13+		1	1	1	1
	Never	78	77	77	83
30. Watched City Council Meeting on TV 13+		6	3	6	5
	Never	59	64	62	70
31. Used the Internet 13+		82	84	78	83
	Never	11	9	17	6
32. Visited Cambridge Website 13+		22	12	6	3
	Never	27	40	51	67
	3-12	32	31	22	15
33. Called City Department for Service 13+		7	8	6	5
	Never	28	32	37	39
	3-12	39	31	25	32

**City Services  
Excellent/Good – Don't Know**

	<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
35. Police Excellent/Good	76	78	75	73
Don't Know	7	10	12	9
36. Fire Excellent/Good	82	78	80	77
Don't Know	12	19	18	19
37. Garbage Collection Excellent/Good	80	85	86	88
Don't Know	2	2	3	2
38. Recycling Excellent/Good	85	86	80	82
Don't Know	2	2	3	2
39. Library Services Excellent/Good	76	77	74	75
Don't Know	16	17	22	16
40. Recreational Programs/Facilities Ex/Good	68	64	62	64
Don't Know	18	21	23	22
41. Park & Park Maintenance Excellent/Good	82	82	80	78
Don't Know	3	4	6	5
42. Street Maintenance & Cleanliness Ex/Good	55	57	61	63
Don't Know	0	1	1	1
43. Snow Removal Excellent/Good	50	64	66	56
Don't Know	5	8	15	12
44. Ease of Private Car Travel Excellent/Good	40	40	32	33
Don't Know	9	6	9	6
45. Ease of Public Transportation Ex/Good	78	82	82	83
Don't Know	5	4	3	2
46. Animal Control Excellent/Good	59	61	54	59
Don't Know	23	26	30	25
47. Parking & Traffic Regulation Ex/Good	44	38	33	31
Don't Know	6	5	6	3
48. Senior Services Excellent/Good	36	33	35	35
Don't Know	54	58	55	55

**City Services**  
**Excellent/Good – Don't Know**

	<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
49. Planning and Zoning Excellent/Good	37	41	36	40
Don't Know	31	27	31	23
50. Sidewalk Maintenance Excellent/Good	51	50	50	53
Don't Know	3	2	3	1
51. Children & Youth Services Excellent/Good	47	44	36	43
Don't Know	42	44	52	44
52. Health & Hospital Excellent/Good	72	71	75	68
Don't Know	15	18	20	18
53. School and Education Excellent/Good	45	47	48	48
Don't Know	22	24	29	30
54. Water/Sewer Services Excellent/Good	77	73	71	76
Don't Know	8	9	10	6
55. Public Information Excellent/Good	77	72	67	68
Don't Know	6	8	9	7

## OVERALL EXPERIENCE

	<b>2006</b>	<b>2004</b>	<b>2002</b>	<b>2000</b>
<b>Totally Satisfied</b>	47	46	35	37
<b>Totally Dissatisfied</b>	3	4	5	2