



400 TELEPHONE INTERVIEWS
AMONG
RESIDENTS OF
CAMBRIDGE, MASSACHUSETTS

CONDUCTED FOR:
THE CITY OF CAMBRIDGE

SEPTEMBER 2006

ODC #6748

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?

	Sep. '06	Oct. '04
Housing/affordable housing/rent control	22%	23%
Education	19	16
Taxes	11	3
Parking/traffic/road construction/infrastructure	7	8
Crime/drugs/public safety	4	5
Environment	3	1
High cost of living	3	3
Government/election/politics	3	3
Healthcare	2	1
Economy	2	2
Overdevelopment	2	2
Diversity/racism	2	1
Public transportation	1	1
War/terrorism/national security	-	1
Homelessness/poverty	-	1
Welfare/social services	-	1
Employment	-	1
Children's issues	-	1
(Other)	1	2
(Nothing/none)	1	-
(Don't know)	19	24

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

SCALE: 1. Excellent 2. Good 3. Fair
 4. Poor 5. (Don't know)

	1	2	3	4	5
2. The overall performance of City government here in Cambridge.					
Sep. '06	12%	50	24	7	7
Oct. '04	9%	51	23	6	11
Oct. '02	6%	45	27	8	14
Nov. '00	5%	46	26	5	18
3. The overall quality of life in Cambridge.					
Sep. '06	32%	54	12	2	-
Oct. '04	30%	59	10	-	1
Oct. '02	28%	57	12	1	2
Nov. '00	24%	62	12	1	1
4. The overall quality of your neighborhood.					
Sep. '06	36%	48	12	4	-
Oct. '04	34%	51	12	3	-
Oct. '02	32%	48	17	2	1
Nov. '00	36%	49	13	2	-
5. Cambridge as a place to raise a child.					
Sep. '06	22%	45	21	4	8
Oct. '04	21%	44	19	5	11
Oct. '02	18%	43	17	7	15
Nov. '00	19%	44	19	4	13
6. Cambridge as a place to live.					
Sep. '06	41%	45	10	3	1
Oct. '04	42%	47	8	2	1
Oct. '02	42%	44	10	3	1
Nov. '00	39%	50	8	2	1
7. Cambridge as a place to retire.					
Sep. '06	20%	30	20	15	15
Oct. '04	16%	29	26	17	12
Oct. '02	14%	31	21	22	12
Nov. '00	13%	33	23	17	14
8. Cambridge as a safe place to live.					
Sep. '06	19%	54	22	3	1
Oct. '04	21%	58	17	3	1
Oct. '02	24%	52	19	4	1
Nov. '00	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**:

SCALE: 1. Excellent 2. Good 3. Fair
 4. Poor 5. (Don't know)

	1	2	3	4	5
9. A sense of community.					
Sep. '06	17%	47	30	3	3
Oct. '04	18%	52	24	4	2
Oct. '02	17%	45	29	6	3
Nov. '00	10%	52	31	5	2
10. A place welcoming to all races.					
Sep. '06	37%	46	13	2	1
Oct. '04	37%	46	14	1	2
Oct. '02	33%	46	15	3	3
Nov. '00	32%	45	17	4	3
11. Overall appearance.					
Sep. '06	19%	54	24	3	1
Oct. '04	15%	68	14	2	1
Oct. '02	13%	62	22	2	1
Nov. '00	13%	64	21	2	1
12. Quality of schools—K-12.					
Sep. '06	8%	31	27	10	24
Oct. '04	8%	28	27	9	28
Oct. '02	7%	31	18	7	37
Nov. '00	10%	30	16	6	38
13. Opportunities to attend cultural events.					
Sep. '06	51%	36	9	2	3
Oct. '04	53%	37	7	1	2
Oct. '02	47%	39	9	2	3
Nov. '00	48%	40	8	2	2
14. Shopping opportunities.					
Sep. '06	34%	45	16	4	1
Oct. '04	23%	54	16	6	1
Oct. '02	27%	49	18	5	1
Nov. '00	26%	54	15	5	-
15. Air quality.					
Sep. '06	9%	51	30	5	4
Oct. '04	5%	56	31	5	3
Oct. '02	6%	44	38	9	3
Nov. '00	6%	55	31	6	2

	1	2	3	4	5
16. Open space/Recreation opportunities.					
Sep. '06	22%	41	29	8	1
Oct. '04	15%	45	31	8	1
Oct. '02	13%	41	33	9	4
Nov. '00	10%	42	33	12	2
17. Job opportunities.					
Sep. '06	9%	42	24	6	19
Oct. '04	6%	39	27	7	21
Oct. '02	6%	34	29	10	21
Nov. '00	18%	45	19	4	15
18. Access to affordable housing.					
Sep. '06	4%	11	32	44	9
Oct. '04	4%	11	29	50	6
Oct. '02	2%	12	24	54	8
Nov. '00	2%	7	24	63	4
19. Economic development.					
Sep. '06	8%	43	27	6	17
Oct. '04	8%	52	20	5	15
Oct. '02	9%	44	25	4	18
Nov. '00	12%	54	20	2	11
20. Cable television.					
Sep. '06	11%	34	18	13	25
Oct. '04	10%	30	20	15	25
Oct. '02	10%	35	17	12	26
Nov. '00	11%	34	21	10	25
21. The balance between new construction and neighborhood preservation.					
Sep. '06	6%	40	33	15	6
Oct. '04	7%	45	27	12	9
Oct. '02	8%	39	32	12	9
Nov. '00	5%	39	32	17	8
22. Ability to get around town.					
Sep. '06	29%	45	20	5	1
Oct. '04	28%	50	17	5	-
Oct. '02	30%	48	16	6	-
Nov. '00	28%	46	19	6	-
23. Ability to participate in government.					
Sep. '06	13%	43	19	5	20
Oct. '04	13%	46	19	5	17
Oct. '02	12%	40	22	5	21
Nov. '00	8%	43	22	5	22

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

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

	1	2	3	4	5	6	7
24. Used the Cambridge public libraries.							
Sep. '06	31%	6	9	27	11	15	1
Oct. '04	28%	4	7	28	13	19	1
Oct. '02	36%	6	8	23	10	17	-
Nov. '00	34%	6	7	25	10	17	-
25. Used the city's recreational facilities.							
Sep. '06	29%	5	5	24	9	27	1
Oct. '04	33%	3	4	27	9	19	5
Oct. '02	37%	4	7	21	7	22	2
Nov. '00	37%	5	6	22	7	21	3
26. Participated in after-school programs or activities.							
Sep. '06	74%	1	1	5	3	12	3
Oct. '04	73%	1	1	6	4	9	6
Oct. '02	74%	1	2	7	3	7	6
Nov. '00	75%	2	1	7	3	10	2
27. Visited a neighborhood or city park.							
Sep. '06	9%	4	6	30	13	37	1
Oct. '04	10%	3	6	26	15	39	1
Oct. '02	10%	5	7	31	11	35	1
Nov. '00	11%	3	4	30	12	39	2
28. Rode a bus within the city.							
Sep. '06	21%	2	7	31	10	29	1
Oct. '04	25%	7	6	24	5	32	1
Oct. '02	24%	5	8	21	12	29	1
Nov. '00	23%	4	10	19	8	36	1
29. Attended a City Council meeting in person.							
Sep. '06	78%	8	5	8	1	-	-
Oct. '04	77%	9	6	7	-	1	-
Oct. '02	77%	9	6	6	-	1	1
Nov. '00	83%	9	3	4	-	1	1

	1	2	3	4	5	6	7
30. Watched a City Council meeting on cable TV.							
Sep. '06	59%	8	11	14	2	4	-
Oct. '04	64%	10	6	15	1	2	2
Oct. '02	62%	9	8	13	2	4	2
Nov. '00	70%	8	6	11	2	3	1
31. Used the Internet.							
Sep. '06	11%	2	2	4	3	79	-
Oct. '04	9%	-	1	4	5	79	2
Oct. '02	17%	1	1	2	3	75	1
Nov. '00	16%	-	-	1	2	81	-
32. Visited the city of Cambridge web site.							
Sep. '06	27%	6	12	32	8	14	-
Oct. '04	40%	7	9	31	6	6	1
Oct. '02	51%	9	11	22	4	2	1
Nov. '00	67%	5	8	15	1	2	1
33. Called a city department for service.							
Sep. '06	28%	9	16	39	3	4	1
Oct. '04	32%	11	16	31	5	3	2
Oct. '02	37%	14	17	25	3	3	1
Nov. '00	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? Would you be very likely, somewhat likely, not very likely, or not likely at all?

	Sep. '06	Oct. '04	Oct. '02	Nov. '00
Very likely	49%	40%	40%	38%
Somewhat likely	16	20	17	22
Not very likely	7	7	9	11
Not likely at all	26	29	31	28
(Don't know)	1	4	3	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? (IF YES): Would you say you were very satisfied with the experience, somewhat satisfied, not very satisfied, or not satisfied at all?

	Sep. '06	Oct. '04	Oct. '02
Yes, Very satisfied	29%	21%	11%
Yes, Somewhat satisfied	6	7	6
Yes, Not very satisfied	-	1	-
Yes, Not satisfied at all	1	1	1
Yes, (refused)	1	-	-
No, have never used internet for that	62	69	81
(Not sure/Refused)	1	1	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:

SCALE: 1. Excellent 2. Good 3. Fair
 4. Poor 5. (Don't know)

		1	2	3	4	5
35. Police Department services.						
	Sep. '06	23%	53	14	3	7
	Oct. '04	22%	56	10	2	10
	Oct. '02	21%	54	10	3	12
	Nov. '00	15%	58	15	2	9
36. Fire Department services.						
	Sep. '06	36%	46	5	1	12
	Oct. '04	31%	47	3	-	19
	Oct. '02	34%	46	2	-	18
	Nov. '00	24%	53	3	-	19
37. Garbage Collection.						
	Sep. '06	29%	51	14	3	2
	Oct. '04	24%	61	11	2	2
	Oct. '02	24%	62	9	2	3
	Nov. '00	23%	65	7	3	2
38. Recycling.						
	Sep. '06	34%	51	11	2	2
	Oct. '04	32%	54	10	2	2
	Oct. '02	30%	50	12	5	3
	Nov. '00	28%	54	12	3	2

	1	2	3	4	5
39. Library services.					
Sep. '06	38%	38	6	2	16
Oct. '04	34%	43	6	-	17
Oct. '02	30%	44	4	-	22
Nov. '00	21%	54	9	1	16
40. Recreational programs and facilities.					
Sep. '06	20%	48	11	2	18
Oct. '04	10%	54	14	1	21
Oct. '02	10%	52	14	1	23
Nov. '00	11%	51	14	2	22
41. City parks and park maintenance.					
Sep. '06	29%	53	14	1	3
Oct. '04	23%	59	12	2	4
Oct. '02	22%	58	12	2	6
Nov. '00	17%	61	14	2	5
42. Street maintenance and cleanliness.					
Sep. '06	13%	42	34	10	-
Oct. '04	9%	48	30	12	1
Oct. '02	11%	50	28	10	1
Nov. '00	10%	53	27	8	1
43. Snow removal.					
Sep. '06	11%	39	35	9	5
Oct. '04	11%	53	21	7	8
Oct. '02	14%	52	14	5	15
Nov. '00	10%	46	23	10	12
44. Ease of private car travel in the city.					
Sep. '06	8%	32	33	18	9
Oct. '04	5%	35	35	19	6
Oct. '02	3%	29	38	21	9
Nov. '00	3%	30	31	29	6
45. Ease of public transportation in the city.					
Sep. '06	23%	55	13	4	5
Oct. '04	28%	54	12	2	4
Oct. '02	31%	51	13	2	3
Nov. '00	30%	53	13	2	2
46. Animal control.					
Sep. '06	15%	44	14	4	23
Oct. '04	11%	50	10	3	26
Oct. '02	11%	43	12	4	30
Nov. '00	9%	50	12	5	25

	1	2	3	4	5
47. Parking and traffic regulation.					
Sep. '06	5%	39	34	17	6
Oct. '04	5%	33	33	24	5
Oct. '02	5%	28	34	27	6
Nov. '00	2%	29	31	35	3
48. Senior services.					
Sep. '06	9%	27	7	3	54
Oct. '04	8%	25	7	2	58
Oct. '02	8%	27	8	2	55
Nov. '00	8%	27	10	-	55
49. Planning and zoning.					
Sep. '06	5%	32	24	8	31
Oct. '04	4%	37	24	8	27
Oct. '02	4%	32	26	7	31
Nov. '00	3%	37	26	10	23
50. Sidewalk maintenance.					
Sep. '06	7%	44	35	11	3
Oct. '04	8%	42	34	14	2
Oct. '02	9%	41	32	15	3
Nov. '00	6%	47	30	16	1
51. Children and Youth services.					
Sep. '06	12%	35	9	3	42
Oct. '04	8%	36	11	1	44
Oct. '02	7%	29	10	2	52
Nov. '00	7%	36	13	-	44
52. Health and Hospitals.					
Sep. '06	20%	52	10	3	15
Oct. '04	22%	49	10	1	18
Oct. '02	20%	45	13	2	20
Nov. '00	17%	51	12	2	18
53. Schools and education.					
Sep. '06	11%	34	25	9	21
Oct. '04	10%	37	22	7	24
Oct. '02	13%	35	15	8	29
Nov. '00	15%	35	15	5	30
54. Water/sewer services.					
Sep. '06	16%	61	12	3	8
Oct. '04	13%	60	14	4	9
Oct. '02	13%	58	16	3	10
Nov. '00	10%	66	15	3	6
55. Public information.					
Sep. '06	18%	59	13	3	6
Oct. '04	14%	58	17	3	8
Oct. '02	12%	55	20	4	9
Nov. '00	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.

	Sep. '06	Oct. '04	Oct. '02	Nov. '00
Agree	42%	40%	42%	50%
Disagree	45	43	36	31
(Don't know)	12	17	22	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	50%
Phone/phonebook	33
City Hall/visit the office in person	12
Word of mouth	-
City pamphlets/mailings	-
Newspaper	-
Public library	-
(Other)	1
(Don't know)	8
(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	2	3	4	5	6
Sep. '06	3%	6	36	32	15	7
Oct. '04	4%	5	34	32	14	11
Oct. '02	5%	6	38	26	9	16
Nov. '00	2%	6	46	31	6	9

59. Specifically, why do you feel that way?

	Dissatisfied	(Neither)	Satisfied
No problems/satisfied	7%	5%	56%
Quick to respond/solved problems	6	2	35
Don't interact with the city government	-	14	8
People are helpful/nice	7	2	18
Negative comments (general)	28	7	6
Not accessible	8	11	3
Bad experience (general)	24	8	6
Positive and negative experiences/depends	-	12	2
Positive comments (general)	-	1	16
People not helpful/rude	25	3	4
Slow to respond/solve problems	11	3	3
Government doesn't care for the people	24	1	-
Police issues	-	1	1
Zoning issues	4	-	1
Issue unresolved	-	-	1
(Other)	15	2	10
(Don't know)	41	30	33
(Refused)	8	3	1

61. 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	28%
Housing/affordable housing	26
Condition of streets/sidewalks/signs/lamps	10
Parking/traffic	9
Crime/drugs/public safety	9
Taxes	6
Parks/playgrounds/dog parks	4
Homelessness	3
Development/overdevelopment/open space	3
Public transportation	3
Employment	3
Economy	2
Environment	1
Community/recreational centers	1
Healthcare	1
Cultural/racial/economic diversity	1
Zoning issues	1
Library location/hours	1
Pedestrian/bicycle issues	1
Youth issues/after-school programs	1
Trash/litter collection/street cleaning	1
Government/election/politics	1
High cost of living	1
Senior healthcare/senior issues	-
Social security	-
Historic preservation	-
(Other)	-
(Don't know)	15
(Refused)	2

- 61a. 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?

	Sep. '06	Oct. '04	Oct. '02
Yes, public school	18%	12%	12%
Yes, private school	4	5	3
Yes, parochial school	1	1	-
Yes, (any mixture of schools)	1	1	1
Yes, (refused)	1	1	1
No, no school age children	72	79	82
(Refused)	3	1	1

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

North Cambridge	16%
West Cambridge	11
Central Square	11
East Cambridge	10
Porter Square	9
Cambridgeport	8
Mid-Cambridge	8
Area 4	5
Harvard Square	4
Agassiz	2
Riverside	2
Kendall Square	2
Wellington/Harrington	2
Inman Square	1
(Other)	-
(Don't know)	4
(Refused)	4