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Concord Town Survey
<Unweighted> December 2020

1. How would you rate the overall quality of services provided by the Concord Town Government?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1155	430	537	89	18	81	53	784	84	234	220	179	733	23	70	207	849	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1081	429	517	55	5	75	49	751	63	218	209	160	691	21	66	183	805	27
	94%	100%	96%	62%	28%	93%	92%	96%	75%	93%	95%	89%	94%	91%	94%	88%	95%	93%
		CDEF	DE	E		DE	I	I		I	L		L				P	
a. Excellent	574	333	195	8	-	38	23	430	17	104	117	72	378	7	41	78	444	11
	50%	77%	36%	9%		47%	43%	55%	20%	44%	53%	40%	52%	30%	59%	38%	52%	38%
		CDF	D			D	I	IJ		I	LN		LN		P		P	
b. Good	507	96	322	47	5	37	26	321	46	114	92	88	313	14	25	105	361	16
	44%	22%	60%	53%	28%	46%	49%	41%	55%	49%	42%	49%	43%	61%	36%	51%	43%	55%
			BEF	BE		B		H	H							OQ		
Bottom 2 NET =====	74	1	20	34	13	6	4	33	21	16	11	19	42	2	4	24	44	2
	6%	*%	4%	38%	72%	7%	8%	4%	25%	7%	5%	11%	6%	9%	6%	12%	5%	7%
			B	BCF	BCDF	B			GHJ				KM				Q	
c. Fair	70	1	20	34	10	5	4	32	18	16	10	18	40	2	4	23	41	2
	6%	*%	4%	38%	56%	6%	8%	4%	21%	7%	5%	10%	5%	9%	6%	11%	5%	7%
			B	BCF	BCF	B			GHJ				K				Q	
d. Poor	4	-	-	-	3	1	-	1	3	-	1	1	2	-	-	1	3	-
	*%				17%	1%		*%	4%		*%	1%	*%			*%	*%	
e. Don't Know / No Answer	34	4	3	3	1	23	-	10	3	21	7	6	20	1	3	5	24	2
MEAN	3.43	3.77	3.33	2.71	2.11	3.38	3.36	3.51	2.92	3.38	3.48	3.29	3.46	3.22	3.53	3.26	3.47	3.31
		CDEF	DE	E		DE	I	IJ		I	L		L		P		P	
STANDARD DEVIATION	0.62	0.43	0.54	0.63	0.68	0.66	0.62	0.58	0.75	0.61	0.61	0.67	0.61	0.60	0.61	0.67	0.61	0.60
STANDARD ERROR	0.02	0.02	0.02	0.07	0.16	0.07	0.09	0.02	0.08	0.04	0.04	0.05	0.02	0.13	0.07	0.05	0.02	0.11

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

2. In relation to the property taxes you pay, how satisfied are you with the overall quality of Town services?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA		Not	Right	Too	DK/NA		Better	Worse	About	DK/NA	Better	Worse	About	DK/NA
	Total	Satis	Satis	Satis	Satis	DK/NA	Enough	Amount	Much					Same				Same	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1085	434	540	92	19	-	45	745	85	210	208	162	693	22	67	187	805	26	
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	974	434	540	-	-	-	40	690	54	190	192	131	632	19	60	155	735	24	
	90%	100%	100%				89%	93%	64%	90%	92%	81%	91%	86%	90%	83%	91%	92%	
							I	I		I	L		L				P		
a. Very satisfied	434	434	-	-	-	-	17	322	9	86	88	47	295	4	28	56	346	4	
	40%	100%					38%	43%	11%	41%	42%	29%	43%	18%	42%	30%	43%	15%	
							I	I		I	LN		LN		R		PR		
b. Somewhat satisfied	540	-	540	-	-	-	23	368	45	104	104	84	337	15	32	99	389	20	
	50%		100%				51%	49%	53%	50%	50%	52%	49%	68%	48%	53%	48%	77%	
																		OPQ	
Bottom 2 NET =====	111	-	-	92	19	-	5	55	31	20	16	31	61	3	7	32	70	2	
	10%			100%	100%		11%	7%	36%	10%	8%	19%	9%	14%	10%	17%	9%	8%	
c. Not very satisfied	92	-	-	92	-	-	2	52	22	16	13	25	52	2	6	26	58	2	
	8%			100%			4%	7%	26%	8%	6%	15%	8%	9%	9%	14%	7%	8%	
d. Not at all satisfied	19	-	-	-	19	-	3	3	9	4	3	6	9	1	1	6	12	-	
	2%				100%		7%	*	11%	2%	1%	4%	1%	5%	1%	3%	1%		
e. Don't Know / No Answer	104	-	-	-	-	104	8	49	2	45	19	23	60	2	6	25	68	5	
MEAN	3.28	4.00	3.00	2.00	1.00	-	3.20	3.35	2.64	3.30	3.33	3.06	3.32	3.00	3.30	3.10	3.33	3.08	
							I	I		I	LN		LN				P		
STANDARD DEVIATION	0.69	0.00	0.00	0.00	0.00	-	0.81	0.63	0.81	0.69	0.66	0.77	0.67	0.69	0.70	0.75	0.67	0.48	
STANDARD ERROR	0.02	0.00	0.00	0.00	0.00	-	0.12	0.02	0.09	0.05	0.05	0.06	0.03	0.15	0.09	0.05	0.02	0.09	

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Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
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Concord Town Survey
<Unweighted> December 2020

3. What local issue would you say is the highest priority for you?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes										Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)					
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31					
Total Answering	1163	427	530	90	18	98	53	784	86	240	224	181	736	22	72	206	855	30					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
b. Preservation of the Town's Character	299	128	133	17	1	20	14	218	10	57	64	42	187	6	23	43	223	10					
	26%	30%	25%	19%	6%	20%	26%	28%	12%	24%	29%	23%	25%	27%	32%	21%	26%	33%					
		DEF	E	E		E	I	I		I													
e. Schools	232	84	127	9	1	11	10	165	12	45	62	29	139	2	17	43	170	2					
	20%	20%	24%	10%	6%	11%	19%	21%	14%	19%	28%	16%	19%	9%	24%	21%	20%	7%					
		DEF	DEF								LMN				R	R	R						
f. Taxes	159	20	90	35	14	-	5	91	35	28	13	38	104	4	2	37	115	5					
	14%	5%	17%	39%	78%		9%	12%	41%	12%	6%	21%	14%	18%	3%	18%	13%	17%					
			B	BC	BCD				GHJ			KM	K			O	O	O					
a. Affordable Housing	138	59	40	3	1	35	6	89	6	37	20	28	87	3	10	27	96	5					
	12%	14%	8%	3%	6%	36%	11%	11%	7%	15%	9%	15%	12%	14%	14%	13%	11%	17%					
		CD				BCDE				I		K											
g. Sustainability	105	58	37	3	-	7	3	73	5	24	21	11	72	1	4	11	89	1					
	9%	14%	7%	3%		7%	6%	9%	6%	10%	9%	6%	10%	5%	6%	5%	10%	3%					
		CDF															PR						
h. Economic Vitality	68	29	33	3	-	3	1	49	7	11	15	13	39	1	5	13	49	1					
	6%	7%	6%	3%		3%	2%	6%	8%	5%	7%	7%	5%	5%	7%	6%	6%	3%					
								G															
c. Public Safety	62	22	24	6	1	9	9	36	3	14	5	8	47	2	2	10	48	2					
	5%	5%	5%	7%	6%	9%	17%	5%	3%	6%	2%	4%	6%	9%	3%	5%	6%	7%					
							HIJ						K										
d. Roads	34	2	17	9	-	6	1	25	3	5	8	5	19	2	5	7	19	3					
	3%	*%	3%	10%		6%	2%	3%	3%	2%	4%	3%	3%	9%	7%	3%	2%	10%					
			B	BC		B																	
i. Other Town Services	66	25	29	5	-	7	4	38	5	19	16	7	42	1	4	15	46	1					
	6%	6%	5%	6%		7%	8%	5%	6%	8%	7%	4%	6%	5%	6%	7%	5%	3%					
j. Don't Know / No Answer	26	7	10	2	1	6	-	10	1	15	3	4	17	2	1	6	18	1					

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Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
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Concord Town Survey
<Unweighted> December 2020

4. What method do you utilize most often when trying to gather information about Town services, news, and events?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	Not Satis	Not Satis	All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1152	426	524	89	18	95	50	776	85	241	221	180	730	21	72	206	849	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
b. Browsing the Town's website	615	221	283	48	8	55	21	416	46	132	133	100	372	10	45	125	432	13	
	53%	52%	54%	54%	44%	58%	42%	54%	54%	55%	60%	56%	51%	48%	63%	61%	51%	52%	
											M					Q			
h. Reading the Concord Journal or other local publications	177	70	84	10	1	12	8	123	11	35	30	19	125	3	8	22	144	3	
	15%	16%	16%	11%	6%	13%	16%	16%	13%	15%	14%	11%	17%	14%	11%	11%	17%	12%	
													L				P		
c. Subscribing to News & Notices on the Town's website	158	77	61	4	6	10	14	105	7	32	29	23	105	1	11	21	126	-	
	14%	18%	12%	4%	33%	11%	28%	14%	8%	13%	13%	13%	14%	5%	15%	10%	15%	-	
		CDF	D		DF		HIJ						N						
f. Calling Town Offices / Town Departments directly	90	27	44	12	1	6	2	61	8	19	7	15	66	2	1	17	69	3	
	8%	6%	8%	13%	6%	6%	4%	8%	9%	8%	3%	8%	9%	10%	1%	8%	8%	12%	
												K	K			O	O		
g. Viewing social media sites (@TownofConcordMA: Facebook, twitter, Instagram)	56	18	23	7	2	6	3	34	3	16	17	12	27	-	5	13	38	-	
	5%	4%	4%	8%	11%	6%	6%	4%	4%	7%	8%	7%	4%		7%	6%	4%	-	
											M								
a. Visiting Town Offices in person	24	9	12	3	-	-	-	17	3	4	1	6	15	2	1	4	17	2	
	2%	2%	2%	3%				2%	4%	2%	*%	3%	2%	10%	1%	2%	2%	8%	
												K	K						
e. Postal mail	23	3	14	1	-	5	1	14	5	3	3	4	13	3	1	2	16	4	
	2%	1%	3%	1%		5%	2%	2%	6%	1%	1%	2%	2%	14%	1%	1%	2%	16%	
			B															P	
d. Email to Town Staff or committees directly	9	1	3	4	-	1	1	6	2	-	1	1	7	-	-	2	7	-	
	1%	*%	1%	4%		1%	2%	1%	2%		*%	1%	1%			1%	1%		
i. I don't use any of these platforms or methods	21	3	10	3	1	4	1	12	2	6	2	4	14	1	1	4	12	4	
j. Don't Know / No Answer	16	5	6	-	-	5	2	6	-	8	4	1	9	2	-	2	12	2	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
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Uppercase letters indicate significance at the 95% level.
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5. How would you rate your satisfaction with the manner in which you receive information from the Town?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA		Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)		(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255		227	185	753	24	73	212	873	31
Total Answering	1162	426	531	90	18	97	52	789	84	237		223	179	737	23	72	208	853	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1062	416	478	65	12	91	46	726	69	221		202	156	683	21	61	183	792	26
	91%	98%	90%	72%	67%	94%	88%	92%	82%	93%		91%	87%	93%	91%	85%	88%	93%	90%
		CDEF	DE			DE		I		I				L				P	
a. Very satisfied	466	246	173	9	2	36	16	321	21	108		92	71	294	9	29	81	344	12
	40%	58%	33%	10%	11%	37%	31%	41%	25%	46%		41%	40%	40%	39%	40%	39%	40%	41%
		CDEF	DE			DE		I		GI									
b. Somewhat satisfied	596	170	305	56	10	55	30	405	48	113		110	85	389	12	32	102	448	14
	51%	40%	57%	62%	56%	57%	58%	51%	57%	48%		49%	47%	53%	52%	44%	49%	53%	48%
			B	B		B													
Bottom 2 NET =====	100	10	53	25	6	6	6	63	15	16		21	23	54	2	11	25	61	3
	9%	2%	10%	28%	33%	6%	12%	8%	18%	7%		9%	13%	7%	9%	15%	12%	7%	10%
			B	BCF	BCF				HJ				M				Q		
c. Not very satisfied	87	10	47	20	5	5	6	53	14	14		20	22	43	2	10	22	52	3
	7%	2%	9%	22%	28%	5%	12%	7%	17%	6%		9%	12%	6%	9%	14%	11%	6%	10%
			B	BCF	BF				HJ				M				Q		
d. Not at all satisfied	13	-	6	5	1	1	-	10	1	2		1	1	11	-	1	3	9	-
	1%		1%	6%	6%	1%		1%	1%	1%		1%	1%	1%		1%	1%	1%	
												*							
e. Don't Know / No Answer	27	8	9	2	1	7	1	5	3	18		4	6	16	1	1	4	20	2
MEAN	3.30	3.55	3.21	2.77	2.72	3.30	3.19	3.31	3.06	3.38		3.31	3.26	3.31	3.30	3.24	3.25	3.32	3.31
		CDEF	DE			DE		I		I									
STANDARD DEVIATION	0.65	0.54	0.64	0.70	0.75	0.62	0.63	0.65	0.68	0.64		0.65	0.69	0.65	0.63	0.74	0.70	0.64	0.66
STANDARD ERROR	0.02	0.03	0.03	0.07	0.18	0.06	0.09	0.02	0.07	0.04		0.04	0.05	0.02	0.13	0.09	0.05	0.02	0.12

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

6. What do you believe to be the ideal frequency for receiving communications from the Town?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1154	423	525	90	19	97	53	776	83	242	222	180	729	23	72	208	844	30	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Weekly; Similar to a condensed report with news/information from all departments	290	108	131	21	6	24	18	209	15	48	50	50	184	6	19	52	212	7	
	25%	26%	25%	23%	32%	25%	34%	27%	18%	20%	23%	28%	25%	26%	26%	25%	25%	23%	
							IJ	IJ											
b. Monthly summary document with relevant news	443	143	218	42	6	34	21	285	44	93	86	69	278	10	28	93	311	11	
	38%	34%	42%	47%	32%	35%	40%	37%	53%	38%	39%	38%	38%	43%	39%	45%	37%	37%	
			B	B					HJ							Q			
c. The Town's Annual Report only	13	6	4	1	-	2	1	11	-	1	2	1	10	-	1	1	10	1	
	1%	1%	1%	1%		2%	2%	1%		*%	1%	1%	1%		1%	*%	1%	3%	
d. Sporadically; no specific schedule, news sent out as it happens (i.e. news and notices)	408	166	172	26	7	37	13	271	24	100	84	60	257	7	24	62	311	11	
	35%	39%	33%	29%	37%	38%	25%	35%	29%	41%	38%	33%	35%	30%	33%	30%	37%	37%	
		C								GI							P		
e. Don't Know / No Answer	35	11	15	2	-	7	-	18	4	13	5	5	24	1	1	4	29	1	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

7. How satisfied have you been with Town communications related to COVID19?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1066	397	486	85	17	81	51	735	75	205	209	174	661	22	68	198	773	27	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	899	365	397	55	12	70	44	630	61	164	183	136	562	18	59	153	665	22	
	84%	92%	82%	65%	71%	86%	86%	86%	81%	80%	88%	78%	85%	82%	87%	77%	86%	81%	
a. Very satisfied	452	226	171	17	2	36	19	324	19	90	90	69	284	9	30	66	344	12	
	42%	57%	35%	20%	12%	44%	37%	44%	25%	44%	43%	40%	43%	41%	44%	33%	45%	44%	
b. Somewhat satisfied	447	139	226	38	10	34	25	306	42	74	93	67	278	9	29	87	321	10	
	42%	35%	47%	45%	59%	42%	49%	42%	56%	36%	44%	39%	42%	41%	43%	44%	42%	37%	
Bottom 2 NET =====	167	32	89	30	5	11	7	105	14	41	26	38	99	4	9	45	108	5	
	16%	8%	18%	35%	29%	14%	14%	14%	19%	20%	12%	22%	15%	18%	13%	23%	14%	19%	
c. Not very satisfied	126	27	73	16	1	9	5	77	9	35	22	29	72	3	4	32	86	4	
	12%	7%	15%	19%	6%	11%	10%	10%	12%	17%	11%	17%	11%	14%	6%	16%	11%	15%	
d. Not at all satisfied	41	5	16	14	4	2	2	28	5	6	4	9	27	1	5	13	22	1	
	4%	1%	3%	16%	24%	2%	4%	4%	7%	3%	2%	5%	4%	5%	7%	7%	3%	4%	
e. Don't Know / No Answer	123	37	54	7	2	23	2	59	12	50	18	11	92	2	5	14	100	4	
MEAN	3.23	3.48	3.14	2.68	2.59	3.28	3.20	3.26	3.00	3.21	3.29	3.13	3.24	3.18	3.24	3.04	3.28	3.22	
STANDARD DEVIATION	0.80	0.68	0.79	0.98	1.00	0.76	0.78	0.79	0.81	0.83	0.73	0.87	0.80	0.85	0.87	0.87	0.77	0.85	
STANDARD ERROR	0.02	0.03	0.04	0.11	0.24	0.08	0.11	0.03	0.09	0.06	0.05	0.07	0.03	0.18	0.11	0.06	0.03	0.16	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

8. How would you rate the overall quality of services provided by the Finance Department, which includes the services of the Town Clerk, Tax Collector, and Town Assessor?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1008	383	468	86	16	55	44	714	81	169	179	159	649	21	58	177	744	29	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	903	377	420	53	5	48	41	657	58	147	165	132	590	16	52	141	687	23	
	90%	98%	90%	62%	31%	87%	93%	92%	72%	87%	92%	83%	91%	76%	90%	80%	92%	79%	
		CDEF	DE	E		DE	I	I		I	L		L		P		P		
a. Excellent	448	257	166	7	-	18	17	349	16	66	92	65	285	6	30	67	344	7	
	44%	67%	35%	8%		33%	39%	49%	20%	39%	51%	41%	44%	29%	52%	38%	46%	24%	
		CDF	D			D	I	IJ		I	N				R		PR		
b. Good	455	120	254	46	5	30	24	308	42	81	73	67	305	10	22	74	343	16	
	45%	31%	54%	53%	31%	55%	55%	43%	52%	48%	41%	42%	47%	48%	38%	42%	46%	55%	
			B	B		B													
Bottom 2 NET =====	105	6	48	33	11	7	3	57	23	22	14	27	59	5	6	36	57	6	
	10%	2%	10%	38%	69%	13%	7%	8%	28%	13%	8%	17%	9%	24%	10%	20%	8%	21%	
			B	BCF	BCDF	B			GHJ			KM				OQ			
c. Fair	92	6	48	28	5	5	2	52	17	21	13	21	53	5	6	30	51	5	
	9%	2%	10%	33%	31%	9%	5%	7%	21%	12%	7%	13%	8%	24%	10%	17%	7%	17%	
			B	BCF	B				GH							Q			
d. Poor	13	-	-	5	6	2	1	5	6	1	1	6	6	-	-	6	6	1	
	1%			6%	38%	4%	2%	1%	7%	1%	1%	4%	1%			3%	1%	3%	
				DF					HJ			K							
e. Don't Know / No Answer	181	51	72	6	3	49	9	80	6	86	48	26	104	3	15	35	129	2	
MEAN	3.33	3.66	3.25	2.64	1.94	3.16	3.30	3.40	2.84	3.25	3.43	3.20	3.34	3.05	3.41	3.14	3.38	3.00	
		CDEF	DE	E		DE	I	IJ		I	LN		LN		PR		PR		
STANDARD DEVIATION	0.69	0.51	0.63	0.72	0.85	0.74	0.67	0.65	0.83	0.69	0.65	0.81	0.67	0.74	0.68	0.82	0.65	0.76	
STANDARD ERROR	0.02	0.03	0.03	0.08	0.21	0.10	0.10	0.02	0.09	0.05	0.05	0.06	0.03	0.16	0.09	0.06	0.02	0.14	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

9. In terms of the tax assessment of your property, do you believe your property is over-assessed, under-assessed or fairly assessed relative to others similar properties in Town?

BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very	Some	NotVy	Nt All	DK/NA	Not Enough	Right	Too	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA	
		Satis	Satis	Satis	Satis			Amount	Much			About				About			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)		
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	938	364	459	85	18	12	37	671	74	156	184	140	597	17	62	159	694	23	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Over-assessed	282	47	162	54	17	2	13	180	48	41	42	70	161	9	11	71	190	10	
	30%	13%	35%	64%	94%	17%	35%	27%	65%	26%	23%	50%	27%	53%	18%	45%	27%	43%	
			B	BCF	BCDF				GHJ			KM		KM		OQ		O	
b. Under-assessed	9	2	6	-	-	1	1	4	1	3	4	2	2	1	3	2	3	1	
	1%	1%	1%			8%	3%	1%	1%	2%	2%	1%	*%	6%	5%	1%	*%	4%	
c. Fairly assessed	647	315	291	31	1	9	23	487	25	112	138	68	434	7	48	86	501	12	
	69%	87%	63%	36%	6%	75%	62%	73%	34%	72%	75%	49%	73%	41%	77%	54%	72%	52%	
		CDE	DE	E		DE	I	I		I	LN		LN		PR		P		
d. Rent / Does not apply	68	13	9	1	-	45	4	34	2	28	15	15	38	-	3	19	44	2	
e. Don't Know / No Answer	183	57	72	6	1	47	12	89	11	71	28	30	118	7	8	34	135	6	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

10. How would you rate the overall quality of services provided by the Department of Planning and Land Management, which regulate matters related to buildings, zoning, health, natural resources, and historic preservation?

BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA	
		Satis	Satis	Satis	Satis			Amount	Much			About				About			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)		
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	984	367	456	84	15	62	45	693	79	167	186	152	626	20	60	177	720	27	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET	741	312	332	41	6	50	33	543	41	124	138	117	476	10	37	130	558	16	
=====	75%	85%	73%	49%	40%	81%	73%	78%	52%	74%	74%	77%	76%	50%	62%	73%	78%	59%	
		CDE	DE			DE	I	I		I	N	N	N				O		
a. Excellent	263	151	86	8	1	17	14	200	6	43	53	42	166	2	13	51	194	5	
	27%	41%	19%	10%	7%	27%	31%	29%	8%	26%	28%	28%	27%	10%	22%	29%	27%	19%	
		CDEF	D			DE	I	I		I	N	N	N						
b. Good	478	161	246	33	5	33	19	343	35	81	85	75	310	8	24	79	364	11	
	49%	44%	54%	39%	33%	53%	42%	49%	44%	49%	46%	49%	50%	40%	40%	45%	51%	41%	
			BD																
Bottom 2 NET	243	55	124	43	9	12	12	150	38	43	48	35	150	10	23	47	162	11	
=====	25%	15%	27%	51%	60%	19%	27%	22%	48%	26%	26%	23%	24%	50%	38%	27%	23%	41%	
			B	BCF	BCF				GHJ					KLM	Q				
c. Fair	193	48	104	27	4	10	8	124	29	32	41	23	120	9	17	34	133	9	
	20%	13%	23%	32%	27%	16%	18%	18%	37%	19%	22%	15%	19%	45%	28%	19%	18%	33%	
			B	BF					GHJ					KLM					
d. Poor	50	7	20	16	5	2	4	26	9	11	7	12	30	1	6	13	29	2	
	5%	2%	4%	19%	33%	3%	9%	4%	11%	7%	4%	8%	5%	5%	10%	7%	4%	7%	
			B	BCF	BCF				H										
e. Don't Know / No Answer	205	67	84	8	4	42	8	101	8	88	41	33	127	4	13	35	153	4	
MEAN	2.97	3.24	2.87	2.39	2.13	3.05	2.96	3.03	2.48	2.93	2.99	2.97	2.98	2.55	2.73	2.95	3.00	2.70	
		CDE	DE			DE	I	I		I	N	N	N				O		
STANDARD DEVIATION	0.82	0.75	0.76	0.91	0.99	0.76	0.93	0.79	0.80	0.84	0.81	0.86	0.81	0.76	0.92	0.88	0.78	0.87	
STANDARD ERROR	0.03	0.04	0.04	0.10	0.26	0.10	0.14	0.03	0.09	0.07	0.06	0.07	0.03	0.17	0.12	0.07	0.03	0.17	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

11. In terms of land-use and development, how would you rate your satisfaction with recent development projects in Concord?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About	DK/NA	Better	Worse	About	DK/NA		
	Total	Satis	Satis	Satis	Satis	Enough	Amount	Much				Same							
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	928	345	433	78	14	58	46	651	75	156	169	151	590	18	56	173	678	21	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	642	269	287	39	7	40	31	473	40	98	128	92	415	7	41	107	482	12	
	69%	78%	66%	50%	50%	69%	67%	73%	53%	63%	76%	61%	70%	39%	73%	62%	71%	57%	
		CDE	D			D		IJ			LN		LN				P		
a. Very satisfied	158	88	54	3	-	13	7	122	4	25	37	27	93	1	10	24	122	2	
	17%	26%	12%	4%		22%	15%	19%	5%	16%	22%	18%	16%	6%	18%	14%	18%	10%	
		CD	D			D		I		I	N	N							
b. Somewhat satisfied	484	181	233	36	7	27	24	351	36	73	91	65	322	6	31	83	360	10	
	52%	52%	54%	46%	50%	47%	52%	54%	48%	47%	54%	43%	55%	33%	55%	48%	53%	48%	
													I						
Bottom 2 NET =====	286	76	146	39	7	18	15	178	35	58	41	59	175	11	15	66	196	9	
	31%	22%	34%	50%	50%	31%	33%	27%	47%	37%	24%	39%	30%	61%	27%	38%	29%	43%	
			B	BCF	B				H	H		KM		KM		Q			
c. Not very satisfied	214	56	113	25	5	15	12	130	28	44	33	45	130	6	13	47	149	5	
	23%	16%	26%	32%	36%	26%	26%	20%	37%	28%	20%	30%	22%	33%	23%	27%	22%	24%	
			B	B					H	H		K							
d. Not at all satisfied	72	20	33	14	2	3	3	48	7	14	8	14	45	5	2	19	47	4	
	8%	6%	8%	18%	14%	5%	7%	7%	9%	9%	5%	9%	8%	28%	4%	11%	7%	19%	
				BCF									K		O				
e. Don't Know / No Answer	261	89	107	14	5	46	7	143	12	99	58	34	163	6	17	39	195	10	
MEAN	2.78	2.98	2.71	2.36	2.36	2.86	2.76	2.84	2.49	2.70	2.93	2.70	2.78	2.17	2.88	2.65	2.82	2.48	
		CDE	D			DE		I			LMN	N	N				P		
STANDARD DEVIATION	0.82	0.81	0.78	0.82	0.74	0.83	0.79	0.81	0.74	0.85	0.78	0.87	0.80	0.92	0.74	0.85	0.80	0.93	
STANDARD ERROR	0.03	0.04	0.04	0.09	0.20	0.11	0.12	0.03	0.09	0.07	0.06	0.07	0.03	0.22	0.10	0.06	0.03	0.20	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

12. How would you rate the overall quality of services provided by the Concord Free Public Library?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1096	409	495	83	16	93	51	746	82	217	204	168	703	21	69	192	807	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1065	404	481	77	15	88	48	728	77	212	199	162	685	19	68	183	789	25
	97%	99%	97%	93%	94%	95%	94%	98%	94%	98%	98%	96%	97%	90%	99%	95%	98%	89%
a. Excellent	838	358	356	40	12	72	38	583	52	165	160	125	540	13	54	141	623	20
	76%	88%	72%	48%	75%	77%	75%	78%	63%	76%	78%	74%	77%	62%	78%	73%	77%	71%
		CDF	D		D	D		I		I								
b. Good	227	46	125	37	3	16	10	145	25	47	39	37	145	6	14	42	166	5
	21%	11%	25%	45%	19%	17%	20%	19%	30%	22%	19%	22%	21%	29%	20%	22%	21%	18%
			B	BCEF					H									
Bottom 2 NET =====	31	5	14	6	1	5	3	18	5	5	5	6	18	2	1	9	18	3
	3%	1%	3%	7%	6%	5%	6%	2%	6%	2%	2%	4%	3%	10%	1%	5%	2%	11%
				B														
c. Fair	24	4	10	4	1	5	3	12	4	5	3	6	14	1	-	9	13	2
	2%	1%	2%	5%	6%	5%	6%	2%	5%	2%	1%	4%	2%	5%		5%	2%	7%
d. Poor	7	1	4	2	-	-	-	6	1	-	2	-	4	1	1	-	5	1
	1%	*%	1%	2%				1%	1%		1%		1%	5%	1%		1%	4%
e. Don't Know / No Answer	93	25	45	9	3	11	2	48	5	38	23	17	50	3	4	20	66	3
MEAN	3.73	3.86	3.68	3.39	3.69	3.72	3.69	3.75	3.56	3.74	3.75	3.71	3.74	3.48	3.75	3.69	3.74	3.57
		CDF	D			D		I		I	N		N					
STANDARD DEVIATION	0.53	0.39	0.55	0.70	0.60	0.56	0.58	0.52	0.65	0.49	0.53	0.53	0.52	0.81	0.53	0.56	0.51	0.79
STANDARD ERROR	0.02	0.02	0.02	0.08	0.15	0.06	0.08	0.02	0.07	0.03	0.04	0.04	0.02	0.18	0.06	0.04	0.02	0.15

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

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13. Within the next year, are you more likely to participate in programs or events that are:
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	833	296	384	66	10	77	38	569	61	165	158	139	523	13	53	153	607	20	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
c. Hybrid Mix	334	124	153	19	3	35	14	239	18	63	58	56	215	5	17	63	247	7	
	40%	42%	40%	29%	30%	45%	37%	42%	30%	38%	37%	40%	41%	38%	32%	41%	41%	35%	
		D				D		I											
b. Online / Live Streams	230	78	107	23	6	16	8	150	24	48	41	34	153	2	20	42	164	4	
	28%	26%	28%	35%	60%	21%	21%	26%	39%	29%	26%	24%	29%	15%	38%	27%	27%	20%	
					BCF														
a. In Person	199	71	88	20	1	19	12	129	15	43	40	41	113	5	12	39	141	7	
	24%	24%	23%	30%	10%	25%	32%	23%	25%	26%	25%	29%	22%	38%	23%	25%	23%	35%	
d. Self-Guided (Not Live)	70	23	36	4	-	7	4	51	4	11	19	8	42	1	4	9	55	2	
	8%	8%	9%	6%		9%	11%	9%	7%	7%	12%	6%	8%	8%	8%	6%	9%	10%	
e. I do not plan to participate in library programs	201	73	84	16	6	22	9	128	17	47	49	24	123	5	14	30	152	5	
f. Don't Know / No Answer	155	65	72	10	3	5	6	97	9	43	20	22	107	6	6	29	114	6	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

14. How would you rate the overall quality of services provided by the Senior Services Division / Council on Aging, which includes social and recreational programming, nursing services, transportation and clinical social work?

BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	447	167	188	32	10	50	25	289	39	94	57	82	294	14	20	86	324	17	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET	408	155	177	27	6	43	23	271	29	85	54	70	270	14	18	74	300	16	
=====	91%	93%	94%	84%	60%	86%	92%	94%	74%	90%	95%	85%	92%	100%	90%	86%	93%	94%	
		E	E				I	I						LM					
a. Excellent	262	115	108	7	2	30	15	175	14	58	36	44	175	7	11	33	209	9	
	59%	69%	57%	22%	20%	60%	60%	61%	36%	62%	63%	54%	60%	50%	55%	38%	65%	53%	
		CDE	DE			DE		I		I							P		
b. Good	146	40	69	20	4	13	8	96	15	27	18	26	95	7	7	41	91	7	
	33%	24%	37%	63%	40%	26%	32%	33%	38%	29%	32%	32%	32%	50%	35%	48%	28%	41%	
			B	BCF												Q			
Bottom 2 NET	39	12	11	5	4	7	2	18	10	9	3	12	24	-	2	12	24	1	
=====	9%	7%	6%	16%	40%	14%	8%	6%	26%	10%	5%	15%	8%	10%	14%	7%	6%		
					BC				GHJ										
c. Fair	27	8	7	4	1	7	1	13	6	7	1	9	17	-	1	9	16	1	
	6%	5%	4%	13%	10%	14%	4%	4%	15%	7%	2%	11%	6%		5%	10%	5%	6%	
						C						K							
d. Poor	12	4	4	1	3	-	1	5	4	2	2	3	7	-	1	3	8	-	
	3%	2%	2%	3%	30%		4%	2%	10%	2%	4%	4%	2%		5%	3%	2%		
e. Don't use service	434	158	209	34	4	29	15	310	22	87	98	47	284	5	32	65	328	9	
f. Don't Know / No Answer	308	109	143	26	5	25	13	195	26	74	72	56	175	5	21	61	221	5	
MEAN	3.47	3.59	3.49	3.03	2.50	3.46	3.48	3.53	3.00	3.50	3.54	3.35	3.49	3.50	3.40	3.21	3.55	3.47	
		DE	DE			DE	I	I		I							P		
STANDARD DEVIATION	0.73	0.70	0.67	0.69	1.18	0.73	0.77	0.67	0.97	0.73	0.71	0.82	0.71	0.52	0.82	0.77	0.70	0.62	
STANDARD ERROR	0.03	0.05	0.05	0.12	0.37	0.10	0.15	0.04	0.16	0.08	0.09	0.09	0.04	0.14	0.18	0.08	0.04	0.15	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

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<Unweighted> December 2020

15. How would you rate the amount of social, physical, or mental support provided to you by Senior Services/COA during the COVID19 Pandemic?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	282	105	115	20	5	37	15	185	26	56	34	60	180	8	12	54	207	9	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	234	96	92	13	1	32	12	160	17	45	31	46	150	7	10	39	178	7	
	83%	91%	80%	65%	20%	86%	80%	86%	65%	80%	91%	77%	83%	88%	83%	72%	86%	78%	
		CDE	E	E		E		I		L							P		
a. Excellent	146	63	57	3	-	23	8	98	6	34	21	28	92	5	8	22	112	4	
	52%	60%	50%	15%		62%	53%	53%	23%	61%	62%	47%	51%	63%	67%	41%	54%	44%	
		D	D			D	I	I		I									
b. Good	88	33	35	10	1	9	4	62	11	11	10	18	58	2	2	17	66	3	
	31%	31%	30%	50%	20%	24%	27%	34%	42%	20%	29%	30%	32%	25%	17%	31%	32%	33%	
								J	J										
Bottom 2 NET =====	48	9	23	7	4	5	3	25	9	11	3	14	30	1	2	15	29	2	
	17%	9%	20%	35%	80%	14%	20%	14%	35%	20%	9%	23%	17%	13%	17%	28%	14%	22%	
			B	B	BCDF			H				K				Q			
c. Fair	33	4	17	6	2	4	1	17	5	10	2	8	22	1	1	10	20	2	
	12%	4%	15%	30%	40%	11%	7%	9%	19%	18%	6%	13%	12%	13%	8%	19%	10%	22%	
			B	B															
d. Poor	15	5	6	1	2	1	2	8	4	1	1	6	8	-	1	5	9	-	
	5%	5%	5%	5%	40%	3%	13%	4%	15%	2%	3%	10%	4%		8%	9%	4%		
e. Don't use service	588	234	270	42	6	36	27	408	33	120	125	70	386	7	38	95	442	13	
f. Don't Know / No Answer	319	95	155	30	8	31	11	201	28	79	68	55	187	9	23	63	224	9	
MEAN	3.29	3.47	3.24	2.75	1.80	3.46	3.20	3.35	2.73	3.39	3.50	3.13	3.30	3.50	3.42	3.04	3.36	3.22	
		DE	DE	E		DE		I		I							P		
STANDARD DEVIATION	0.87	0.79	0.89	0.79	0.84	0.80	1.08	0.82	1.00	0.85	0.75	1.00	0.85	0.76	1.00	0.99	0.83	0.83	
STANDARD ERROR	0.05	0.08	0.08	0.18	0.37	0.13	0.28	0.06	0.20	0.11	0.13	0.13	0.06	0.27	0.29	0.13	0.06	0.28	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

16. How would you rate the overall quality of services provided by the Concord Police Department?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVt Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1092	400	511	84	18	79	51	756	81	204	208	170	694	20	69	198	797	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1046	393	487	76	15	75	47	738	66	195	201	165	660	20	67	189	763	27
	96%	98%	95%	90%	83%	95%	92%	98%	81%	96%	97%	97%	95%	100%	97%	95%	96%	96%
		CD						I		I				KLM				
a. Excellent	700	319	280	44	8	49	37	514	25	124	142	109	437	12	48	121	516	15
	64%	80%	55%	52%	44%	62%	73%	68%	31%	61%	68%	64%	63%	60%	70%	61%	65%	54%
		CDEF					I	I		I								
b. Good	346	74	207	32	7	26	10	224	41	71	59	56	223	8	19	68	247	12
	32%	19%	41%	38%	39%	33%	20%	30%	51%	35%	28%	33%	32%	40%	28%	34%	31%	43%
			B	B		B			GHJ	G								
Bottom 2 NET =====	46	7	24	8	3	4	4	18	15	9	7	5	34	-	2	9	34	1
	4%	2%	5%	10%	17%	5%	8%	2%	19%	4%	3%	3%	5%		3%	5%	4%	4%
			B	B					HJ									
c. Fair	34	5	18	7	1	3	3	14	12	5	4	4	26	-	2	8	23	1
	3%	1%	4%	8%	6%	4%	6%	2%	15%	2%	2%	2%	4%		3%	4%	3%	4%
			B	B					HJ									
d. Poor	12	2	6	1	2	1	1	4	3	4	3	1	8	-	-	1	11	-
	1%	1%	1%	1%	11%	1%	2%	1%	4%	2%	1%	1%	1%			1%	1%	
e. Don't Know / No Answer	97	34	29	8	1	25	2	38	6	51	19	15	59	4	4	14	76	3
MEAN	3.59	3.78	3.49	3.42	3.17	3.56	3.63	3.65	3.09	3.54	3.63	3.61	3.57	3.60	3.67	3.56	3.59	3.50
		CDEF	E			E	I	IJ		I								
STANDARD DEVIATION	0.61	0.48	0.63	0.70	0.99	0.64	0.69	0.54	0.78	0.65	0.60	0.57	0.62	0.50	0.53	0.60	0.62	0.58
STANDARD ERROR	0.02	0.02	0.03	0.08	0.23	0.07	0.10	0.02	0.09	0.05	0.04	0.04	0.02	0.11	0.06	0.04	0.02	0.11

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

17. How would you rate the overall quality of services provided by the Concord Fire Department?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	994	370	452	78	18	76	48	697	67	182	183	157	634	20	65	178	727	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	984	369	446	78	17	74	47	693	64	180	180	156	628	20	63	177	720	24
	99%	100%	99%	100%	94%	97%	98%	99%	96%	99%	98%	99%	99%	100%	97%	99%	99%	100%
a. Excellent	772	330	327	46	12	57	42	562	33	135	139	123	492	18	50	135	566	21
	78%	89%	72%	59%	67%	75%	88%	81%	49%	74%	76%	78%	78%	90%	77%	76%	78%	88%
		CDEF	D			D	IJ	I		I								
b. Good	212	39	119	32	5	17	5	131	31	45	41	33	136	2	13	42	154	3
	21%	11%	26%	41%	28%	22%	10%	19%	46%	25%	22%	21%	21%	10%	20%	24%	21%	13%
			B	BCF		B			GHJ	G								
Bottom 2 NET =====	10	1	6	-	1	2	1	4	3	2	3	1	6	-	2	1	7	-
	1%	*%	1%		6%	3%	2%	1%	4%	1%	2%	1%	1%		3%	1%	1%	
c. Fair	8	1	5	-	-	2	1	3	2	2	2	1	5	-	2	1	5	-
	1%	*%	1%			3%	2%	*%	3%	1%	1%	1%	1%		3%	1%	1%	
d. Poor	2	-	1	-	1	-	-	1	1	-	1	-	1	-	-	-	2	-
	*%		*%		6%			*%	1%		1%		*%				*%	
e. Don't Know / No Answer	195	64	88	14	1	28	5	97	20	73	44	28	119	4	8	34	146	7
MEAN	3.76	3.89	3.71	3.59	3.56	3.72	3.85	3.80	3.43	3.73	3.74	3.78	3.76	3.90	3.74	3.75	3.77	3.88
		CDEF					I	I		I								
STANDARD DEVIATION	0.46	0.32	0.49	0.50	0.78	0.51	0.41	0.42	0.63	0.47	0.50	0.43	0.45	0.31	0.51	0.45	0.46	0.34
STANDARD ERROR	0.01	0.02	0.02	0.06	0.18	0.06	0.06	0.02	0.08	0.03	0.04	0.03	0.02	0.07	0.06	0.03	0.02	0.07

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

18. How would you rate the overall quality of services provided by Concord Public Works?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVt Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1166	431	536	91	18	90	53	789	86	238	223	182	737	24	71	210	854	31	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	978	413	440	42	7	76	40	688	55	195	184	147	631	16	54	166	733	25	
	84%	96%	82%	46%	39%	84%	75%	87%	64%	82%	83%	81%	86%	67%	76%	79%	86%	81%	
		CDEF	DE			DE		I		I							P		
a. Excellent	483	283	161	8	1	30	24	362	11	86	107	65	306	5	33	77	364	9	
	41%	66%	30%	9%	6%	33%	45%	46%	13%	36%	48%	36%	42%	21%	46%	37%	43%	29%	
		CDEF	DE			DE	I	IJ		I	LN		N						
b. Good	495	130	279	34	6	46	16	326	44	109	77	82	325	11	21	89	369	16	
	42%	30%	52%	37%	33%	51%	30%	41%	51%	46%	35%	45%	44%	46%	30%	42%	43%	52%	
			BD			B			G	G		K	K			O	O	O	
Bottom 2 NET =====	188	18	96	49	11	14	13	101	31	43	39	35	106	8	17	44	121	6	
	16%	4%	18%	54%	61%	16%	25%	13%	36%	18%	17%	19%	14%	33%	24%	21%	14%	19%	
			B	BCF	BCF	B			HJ							Q			
c. Fair	149	18	81	34	5	11	8	84	23	34	30	27	85	7	12	32	100	5	
	13%	4%	15%	37%	28%	12%	15%	11%	27%	14%	13%	15%	12%	29%	17%	15%	12%	16%	
			B	BCF	B	B			HJ										
d. Poor	39	-	15	15	6	3	5	17	8	9	9	8	21	1	5	12	21	1	
	3%		3%	16%	33%	3%	9%	2%	9%	4%	4%	4%	3%	4%	7%	6%	2%	3%	
				CF	CF				H										
e. Don't Know / No Answer	23	3	4	1	1	14	-	5	1	17	4	3	16	-	2	2	19	-	
MEAN	3.22	3.61	3.09	2.38	2.11	3.14	3.11	3.31	2.67	3.14	3.26	3.12	3.24	2.83	3.15	3.10	3.26	3.06	
		CDEF	DE			DE	I	IJ		I	N		N				P		
STANDARD DEVIATION	0.79	0.57	0.75	0.87	0.96	0.76	0.99	0.75	0.82	0.80	0.84	0.82	0.77	0.82	0.95	0.86	0.76	0.77	
STANDARD ERROR	0.02	0.03	0.03	0.09	0.23	0.08	0.14	0.03	0.09	0.05	0.06	0.06	0.03	0.17	0.11	0.06	0.03	0.14	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

19. How would you rate your satisfaction with the condition and maintenance of Town roadways and sidewalks?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1178	432	539	92	19	96	53	792	87	246	227	183	744	24	73	209	865	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	985	406	442	49	10	78	38	673	64	210	190	146	632	17	55	165	742	23
	84%	94%	82%	53%	53%	81%	72%	85%	74%	85%	84%	80%	85%	71%	75%	79%	86%	74%
		CDEF	DE			DE		GI		GI							OP	
a. Very satisfied	356	202	125	6	-	23	13	252	11	80	91	46	213	6	29	56	264	7
	30%	47%	23%	7%		24%	25%	32%	13%	33%	40%	25%	29%	25%	40%	27%	31%	23%
		CDF	D			D		I		I	LM			P				
b. Somewhat satisfied	629	204	317	43	10	55	25	421	53	130	99	100	419	11	26	109	478	16
	53%	47%	59%	47%	53%	57%	47%	53%	61%	53%	44%	55%	56%	46%	36%	52%	55%	52%
			BD									K	K		O	O		
Bottom 2 NET =====	193	26	97	43	9	18	15	119	23	36	37	37	112	7	18	44	123	8
	16%	6%	18%	47%	47%	19%	28%	15%	26%	15%	16%	20%	15%	29%	25%	21%	14%	26%
			B	BCF	BCF	B	HJ		HJ					Q	Q			
c. Not very satisfied	142	24	78	22	5	13	9	92	14	27	24	27	86	5	12	31	94	5
	12%	6%	14%	24%	26%	14%	17%	12%	16%	11%	11%	15%	12%	21%	16%	15%	11%	16%
			B	BC	B	B												
d. Not at all satisfied	51	2	19	21	4	5	6	27	9	9	13	10	26	2	6	13	29	3
	4%	*%	4%	23%	21%	5%	11%	3%	10%	4%	6%	5%	3%	8%	8%	6%	3%	10%
			B	BCF	B	B			H									
e. Don't Know / No Answer	11	2	1	-	-	8	-	2	-	9	-	2	9	-	-	3	8	-
MEAN	3.10	3.40	3.02	2.37	2.32	3.00	2.85	3.13	2.76	3.14	3.18	2.99	3.10	2.88	3.07	3.00	3.13	2.87
		CDEF	DE			DE		GI		GI	L						P	
STANDARD DEVIATION	0.77	0.62	0.72	0.91	0.82	0.77	0.93	0.74	0.81	0.75	0.84	0.79	0.73	0.90	0.95	0.82	0.73	0.88
STANDARD ERROR	0.02	0.03	0.03	0.09	0.19	0.08	0.13	0.03	0.09	0.05	0.06	0.06	0.03	0.18	0.11	0.06	0.02	0.16

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
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20. How would you rate your satisfaction with the Town's snow plowing and winter maintenance efforts?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1145	426	522	89	16	92	50	774	85	236	215	179	728	23	70	204	840	31	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	1053	412	481	65	12	83	46	716	69	222	201	154	676	22	64	180	780	29	
	92%	97%	92%	73%	75%	90%	92%	93%	81%	94%	93%	86%	93%	96%	91%	88%	93%	94%	
		CDEF	D			D		I		I	L		L						
a. Very satisfied	647	315	261	21	4	46	25	444	35	143	135	95	408	9	44	106	483	14	
	57%	74%	50%	24%	25%	50%	50%	57%	41%	61%	63%	53%	56%	39%	63%	52%	58%	45%	
		CDEF	DE			DE		I		I	N								
b. Somewhat satisfied	406	97	220	44	8	37	21	272	34	79	66	59	268	13	20	74	297	15	
	35%	23%	42%	49%	50%	40%	42%	35%	40%	33%	31%	33%	37%	57%	29%	36%	35%	48%	
			B	B	B	B							KL						
Bottom 2 NET =====	92	14	41	24	4	9	4	58	16	14	14	25	52	1	6	24	60	2	
	8%	3%	8%	27%	25%	10%	8%	7%	19%	6%	7%	14%	7%	4%	9%	12%	7%	6%	
			B	BCF	B	B			HJ			KM							
c. Not very satisfied	69	13	28	20	2	6	4	44	11	10	8	20	40	1	3	19	46	1	
	6%	3%	5%	22%	13%	7%	8%	6%	13%	4%	4%	11%	5%	4%	4%	9%	5%	3%	
				BCF					J			KM							
d. Not at all satisfied	23	1	13	4	2	3	-	14	5	4	6	5	12	-	3	5	14	1	
	2%	*%	2%	4%	13%	3%		2%	6%	2%	3%	3%	2%		4%	2%	2%	3%	
			B																
e. Don't Know / No Answer	44	8	18	3	3	12	3	20	2	19	12	6	25	1	3	8	33	-	
MEAN	3.46	3.70	3.40	2.92	2.88	3.37	3.42	3.48	3.16	3.53	3.53	3.36	3.47	3.35	3.50	3.38	3.49	3.35	
		CDEF	DE			DE		I		I	L						P		
STANDARD DEVIATION	0.70	0.53	0.70	0.80	0.96	0.75	0.64	0.69	0.87	0.66	0.70	0.79	0.68	0.57	0.78	0.76	0.68	0.71	
STANDARD ERROR	0.02	0.03	0.03	0.08	0.24	0.08	0.09	0.02	0.09	0.04	0.05	0.06	0.03	0.12	0.09	0.05	0.02	0.13	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
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21. How would you rate your satisfaction with the Town's maintenance of parks and playgrounds?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1056	391	487	78	15	85	46	730	75	205	206	166	665	19	65	194	772	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	1035	388	479	74	11	83	42	719	72	202	199	161	657	18	65	188	758	24	
	98%	99%	98%	95%	73%	98%	91%	98%	96%	99%	97%	97%	99%	95%	100%	97%	98%	96%	
a. Very satisfied	780	354	326	29	8	63	32	557	38	153	156	113	499	12	49	131	582	18	
	74%	91%	67%	37%	53%	74%	70%	76%	51%	75%	76%	68%	75%	63%	75%	68%	75%	72%	
		CDEF	D			D	I	I		I							P		
b. Somewhat satisfied	255	34	153	45	3	20	10	162	34	49	43	48	158	6	16	57	176	6	
	24%	9%	31%	58%	20%	24%	22%	22%	45%	24%	21%	29%	24%	32%	25%	29%	23%	24%	
			B	BCEF		B			GHJ										
Bottom 2 NET =====	21	3	8	4	4	2	4	11	3	3	7	5	8	1	-	6	14	1	
	2%	1%	2%	5%	27%	2%	9%	2%	4%	1%	3%	3%	1%	5%		3%	2%	4%	
					BCF														
c. Not very satisfied	15	2	6	3	2	2	4	8	1	2	5	4	5	1	-	4	10	1	
	1%	1%	1%	4%	13%	2%	9%	1%	1%	1%	2%	2%	1%	5%		2%	1%	4%	
d. Not at all satisfied	6	1	2	1	2	-	-	3	2	1	2	1	3	-	-	2	4	-	
	1%	*%	*%	1%	13%			*%	3%	*%	1%	1%	*%			1%	1%		
e. Don't Know / No Answer	133	43	53	14	4	19	7	64	12	50	21	19	88	5	8	18	101	6	
MEAN	3.71	3.90	3.65	3.31	3.13	3.72	3.61	3.74	3.44	3.73	3.71	3.64	3.73	3.58	3.75	3.63	3.73	3.68	
		CDEF	DE			DE		I		I			I				P		
STANDARD DEVIATION	0.52	0.35	0.53	0.61	1.13	0.50	0.65	0.49	0.66	0.50	0.56	0.56	0.49	0.61	0.43	0.58	0.50	0.56	
STANDARD ERROR	0.02	0.02	0.02	0.07	0.29	0.05	0.10	0.02	0.08	0.03	0.04	0.04	0.02	0.14	0.05	0.04	0.02	0.11	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

22. Please indicate your consideration of the price of - Water Service?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	983	383	466	83	14	37	42	687	73	181	196	148	620	19	67	174	716	26
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	154	69	71	8	1	5	7	118	4	25	29	31	91	3	14	26	109	5
	16%	18%	15%	10%	7%	14%	17%	17%	5%	14%	15%	21%	15%	16%	21%	15%	15%	19%
		D						I		I								
b. Reasonably Priced	692	282	333	44	7	26	31	479	47	135	141	89	451	11	48	111	518	15
	70%	74%	71%	53%	50%	70%	74%	70%	64%	75%	72%	60%	73%	58%	72%	64%	72%	58%
		D	D								I		I				P	
c. Excessively Price	137	32	62	31	6	6	4	90	22	21	26	28	78	5	5	37	89	6
	14%	8%	13%	37%	43%	16%	10%	13%	30%	12%	13%	19%	13%	26%	7%	21%	12%	23%
			B	BCF	BC					GHJ						OQ		
d. Don't Use Service	77	25	28	6	2	16	4	50	5	18	12	16	47	2	2	14	60	1
e. Don't Know / No Answer	129	26	46	3	3	51	7	57	9	56	19	21	86	3	4	24	97	4

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

23. Please indicate your consideration of the price of - Sewer Service?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	477	192	218	36	7	24	29	328	37	83	104	76	290	7	33	87	348	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	51	29	15	2	-	5	6	33	1	11	15	12	23	1	5	9	35	2
	11%	15%	7%	6%		21%	21%	10%	3%	13%	14%	16%	8%	14%	15%	10%	10%	22%
		CD					I	I		I								
b. Reasonably Priced	346	146	164	17	3	16	20	252	16	58	78	46	219	3	25	54	262	5
	73%	76%	75%	47%	43%	67%	69%	77%	43%	70%	75%	61%	76%	43%	76%	62%	75%	56%
		D	D				I	I		I	L		L				P	
c. Excessively Price	80	17	39	17	4	3	3	43	20	14	11	18	48	3	3	24	51	2
	17%	9%	18%	47%	57%	13%	10%	13%	54%	17%	11%	24%	17%	43%	9%	28%	15%	22%
			B	BCF	BCF					GHJ		K				OQ		
d. Don't Use Service	506	190	232	45	8	31	16	359	35	96	93	77	326	10	30	88	373	15
e. Don't Know / No Answer	206	52	90	11	4	49	8	107	15	76	30	32	137	7	10	37	152	7

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
 <Unweighted> December 2020

24. Please indicate your consideration of the price of - Trash and Recycling Pickup provided by the Town?
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	880	355	412	70	10	33	36	611	61	172	173	136	553	18	58	169	631	22
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	91	44	39	1	1	6	6	65	1	19	21	13	55	2	6	14	66	5
	10%	12%	9%	1%	10%	18%	17%	11%	2%	11%	12%	10%	10%	11%	10%	8%	10%	23%
		D	D			D	I	I		I								
b. Reasonably Priced	567	260	253	32	3	19	20	411	34	102	108	71	375	13	35	90	427	15
	64%	73%	61%	46%	30%	58%	56%	67%	56%	59%	62%	52%	68%	72%	60%	53%	68%	68%
		CDE	DE										I				P	
c. Excessively Price	222	51	120	37	6	8	10	135	26	51	44	52	123	3	17	65	138	2
	25%	14%	29%	53%	60%	24%	28%	22%	43%	30%	25%	38%	22%	17%	29%	38%	22%	9%
			B	BCF	BCF				H			KMN		R	QR	R		
d. Don't Use Service	220	59	99	19	9	34	9	134	21	56	42	32	142	4	13	27	173	7
e. Don't Know / No Answer	89	20	29	3	-	37	8	49	5	27	12	17	58	2	2	16	69	2

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

25. Please indicate your consideration of the price of - Electricity?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1123	420	519	89	16	79	49	763	82	229	219	172	711	21	69	204	823	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	238	119	93	7	5	14	15	173	7	43	48	33	154	3	19	32	181	6
	21%	28%	18%	8%	31%	18%	31%	23%	9%	19%	22%	19%	22%	14%	28%	16%	22%	22%
		CDF	D				I	I		I				P		P		
b. Reasonably Priced	746	278	347	60	6	55	25	504	55	162	145	104	482	15	42	129	556	19
	66%	66%	67%	67%	38%	70%	51%	66%	67%	71%	66%	60%	68%	71%	61%	63%	68%	70%
		E	E	E		E		G		G								
c. Excessively Price	139	23	79	22	5	10	9	86	20	24	26	35	75	3	8	43	86	2
	12%	5%	15%	25%	31%	13%	18%	11%	24%	10%	12%	20%	11%	14%	12%	21%	10%	7%
			B	BCF	B				HJ			KM			OQR			
d. Don't Use Service	16	4	5	1	-	6	1	8	1	6	2	3	11	-	1	3	11	1
e. Don't Know / No Answer	50	10	16	2	3	19	3	23	4	20	6	10	31	3	3	5	39	3

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
 <Unweighted> December 2020

26. Please indicate your consideration of the price of - Internet Service provided by the Town's Broadband Division within the Concord Municipal Light Plant?
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	411	175	179	35	6	16	19	275	38	79	81	62	261	7	35	81	284	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	141	75	52	8	-	6	11	99	8	23	30	20	91	-	14	24	100	3
	34%	43%	29%	23%		38%	58%	36%	21%	29%	37%	32%	35%		40%	30%	35%	27%
		CD					IJ	I										
b. Reasonably Priced	206	82	97	15	4	8	6	135	19	46	37	28	135	6	14	40	144	8
	50%	47%	54%	43%	67%	50%	32%	49%	50%	58%	46%	45%	52%	86%	40%	49%	51%	73%
										G				KLM				O
c. Excessively Price	64	18	30	12	2	2	2	41	11	10	14	14	35	1	7	17	40	-
	16%	10%	17%	34%	33%	13%	11%	15%	29%	13%	17%	23%	13%	14%	20%	21%	14%	
				BC						J								
d. Don't Use Service	617	209	287	48	12	61	28	422	41	126	120	97	388	12	29	99	474	15
e. Don't Know / No Answer	161	50	74	9	1	27	6	97	8	50	26	26	104	5	9	32	115	5

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Pacific Market Research - 2020

Concord Town Survey
 <Unweighted> December 2020

27. Please indicate your consideration of the price of - Recreation Programs (such as after school programs, special events, programs and summer camp)?
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About	DK/NA	Better	Worse	About	DK/NA
		Satis	Satis	Satis	Satis	DK/NA	Enough	Amount	Much	Same			Same				Same	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	369	146	174	29	6	14	18	250	28	73	76	68	214	11	25	91	244	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	83	39	34	3	1	6	6	60	2	15	18	15	44	6	7	18	53	5
	22%	27%	20%	10%	17%	43%	33%	24%	7%	21%	24%	22%	21%	55%	28%	20%	22%	56%
		D				D	I	I		I				LM				PQ
b. Reasonably Priced	248	98	122	18	5	5	10	161	24	53	53	37	153	5	15	56	173	4
	67%	67%	70%	62%	83%	36%	56%	64%	86%	73%	70%	54%	71%	45%	60%	62%	71%	44%
		F	F		F					GH				I				
c. Excessively Price	38	9	18	8	-	3	2	29	2	5	5	16	17	-	3	17	18	-
	10%	6%	10%	28%		21%	11%	12%	7%	7%	7%	24%	8%		12%	19%	7%	
				BC									KM			Q		
d. Don't Use Service	627	216	289	49	10	63	24	430	46	127	120	94	404	9	37	94	478	18
e. Don't Know / No Answer	193	72	77	14	3	27	11	114	13	55	31	23	135	4	11	27	151	4

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

28. Please indicate your consideration of the price of - Beede Swim and Fitness Center?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	512	188	230	51	8	35	20	347	50	95	91	94	315	12	32	118	348	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Good Bargain	65	28	25	2	1	9	4	40	5	16	9	9	45	2	3	9	49	4
	13%	15%	11%	4%	13%	26%	20%	12%	10%	17%	10%	10%	14%	17%	9%	8%	14%	29%
		D	D			D											P	
b. Reasonably Priced	246	107	101	19	4	15	4	181	19	42	45	43	154	4	19	52	171	4
	48%	57%	44%	37%	50%	43%	20%	52%	38%	44%	49%	46%	49%	33%	59%	44%	49%	29%
		CD						G		G					R			
c. Excessively Price	201	53	104	30	3	11	12	126	26	37	37	42	116	6	10	57	128	6
	39%	28%	45%	59%	38%	31%	60%	36%	52%	39%	41%	45%	37%	50%	31%	48%	37%	43%
			B	BF			H		H							Q		
d. Don't Use Service	552	197	261	36	9	49	26	370	34	122	113	74	355	10	32	78	428	14
e. Don't Know / No Answer	125	49	49	5	2	20	7	77	3	38	23	17	83	2	9	16	97	3

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

29. Given the current health climate, how satisfied have you been with the Town's efforts to continue essential services for the public?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1083	403	499	86	13	82	52	737	79	215	210	167	686	20	68	196	794	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	1042	400	476	75	9	82	50	715	67	210	202	163	659	18	67	186	766	23	
	96%	99%	95%	87%	69%	100%	96%	97%	85%	98%	96%	98%	96%	90%	99%	95%	96%	92%	
a. Very satisfied	702	331	289	26	4	52	35	507	17	143	144	103	447	8	45	117	530	10	
	65%	82%	58%	30%	31%	63%	67%	69%	22%	67%	69%	62%	65%	40%	66%	60%	67%	40%	
		CDEF	DE			DE	I	I		I	N		N		R		R		
b. Somewhat satisfied	340	69	187	49	5	30	15	208	50	67	58	60	212	10	22	69	236	13	
	31%	17%	37%	57%	38%	37%	29%	28%	63%	31%	28%	36%	31%	50%	32%	35%	30%	52%	
			B	BCF		B			GHJ									Q	
Bottom 2 NET =====	41	3	23	11	4	-	2	22	12	5	8	4	27	2	1	10	28	2	
	4%	1%	5%	13%	31%		4%	3%	15%	2%	4%	2%	4%	10%	1%	5%	4%	8%	
			B	BC	BC				GHJ										
c. Not very satisfied	29	2	19	7	1	-	1	17	7	4	4	2	21	2	-	7	21	1	
	3%	*%	4%	8%	8%		2%	2%	9%	2%	2%	1%	3%	10%		4%	3%	4%	
			B	B					HJ										
d. Not at all satisfied	12	1	4	4	3	-	1	5	5	1	4	2	6	-	1	3	7	1	
	1%	*%	1%	5%	23%		2%	1%	6%	*%	2%	1%	1%		1%	2%	1%	4%	
									HJ										
e. Don't Know / No Answer	106	31	41	6	6	22	1	57	8	40	17	18	67	4	5	16	79	6	
MEAN	3.60	3.81	3.53	3.13	2.77	3.63	3.62	3.65	3.00	3.64	3.63	3.58	3.60	3.30	3.63	3.53	3.62	3.28	
		CDEF	DE			DE	I	I		I	N	N	N		R		R		
STANDARD DEVIATION	0.60	0.42	0.61	0.75	1.17	0.48	0.63	0.56	0.75	0.55	0.62	0.58	0.59	0.66	0.57	0.64	0.58	0.74	
STANDARD ERROR	0.02	0.02	0.03	0.08	0.32	0.05	0.09	0.02	0.08	0.04	0.04	0.05	0.02	0.15	0.07	0.05	0.02	0.15	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

30. If you have children under the age of 18 living in your home: How satisfied have you been with the programs offered by Concord Recreation including afterschool, childcare, and summer camps made available throughout the pandemic?

BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About		About		DK/NA		
		Satis	Satis	Satis	Satis								Same	DK/NA	Better	Worse		Same	DK/NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)		
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	153	50	80	14	3	6	6	107	18	22	38	30	83	2	9	37	107	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET	133	48	66	11	2	6	6	92	16	19	34	23	74	2	8	29	96	-	
=====	87%	96%	83%	79%	67%	100%	100%	86%	89%	86%	89%	77%	89%	100%	89%	78%	90%	-	
		C				C	H						KLM						
a. Very Satisfied	75	37	30	4	1	3	5	54	4	12	20	13	40	2	5	16	54	-	
	49%	74%	38%	29%	33%	50%	83%	50%	22%	55%	53%	43%	48%	100%	56%	43%	50%	-	
		CD					HI	I		I			KLM						
b. Somewhat Satisfied	58	11	36	7	1	3	1	38	12	7	14	10	34	-	3	13	42	-	
	38%	22%	45%	50%	33%	50%	17%	36%	67%	32%	37%	33%	41%	-	33%	35%	39%	-	
			B						GHJ										
Bottom 2 NET	20	2	14	3	1	-	-	15	2	3	4	7	9	-	1	8	11	-	
=====	13%	4%	18%	21%	33%	-	-	14%	11%	14%	11%	23%	11%	-	11%	22%	10%	-	
			B																
c. Not Very Satisfied	12	-	11	1	-	-	-	9	1	2	2	2	8	-	1	3	8	-	
	8%	-	14%	7%	-	-	-	8%	6%	9%	5%	7%	10%	-	11%	8%	7%	-	
d. Not At All Satisfied	8	2	3	2	1	-	-	6	1	1	2	5	1	-	-	5	3	-	
	5%	4%	4%	14%	33%	-	-	6%	6%	5%	5%	17%	1%	-	-	14%	3%	-	
												M							
e. Don't have children under the age of 18 at home	790	297	356	58	12	67	28	544	50	168	133	103	537	17	39	114	613	24	
f. Don't Know / No Answer	246	87	104	20	4	31	19	143	19	65	56	52	133	5	25	61	153	7	
MEAN	3.31	3.66	3.16	2.93	2.67	3.50	3.83	3.31	3.06	3.36	3.37	3.03	3.36	4.00	3.44	3.08	3.37	-	
		CDE					I												
STANDARD DEVIATION	0.83	0.69	0.80	1.00	1.53	0.55	0.41	0.85	0.73	0.85	0.82	1.10	0.71	0.00	0.73	1.04	0.75	-	
STANDARD ERROR	0.07	0.10	0.09	0.27	0.88	0.22	0.17	0.08	0.17	0.18	0.13	0.20	0.08	0.00	0.24	0.17	0.07	-	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

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31. How satisfied are you with the availability of Town Staff and services throughout the pandemic?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About	DK/NA	Better	Worse	About	DK/NA		
	Total	Satis	Satis	Satis	Satis	Enough	Amount	Much				Same							
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	915	346	427	72	13	57	46	638	71	160	178	149	573	15	62	170	666	17	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	840	337	390	51	8	54	43	595	52	150	164	135	529	12	57	150	618	15	
	92%	97%	91%	71%	62%	95%	93%	93%	73%	94%	92%	91%	92%	80%	92%	88%	93%	88%	
		CDE	DE			DE	I	I		I									
a. Very satisfied	495	238	205	12	2	38	25	363	19	88	101	75	318	1	39	84	371	1	
	54%	69%	48%	17%	15%	67%	54%	57%	27%	55%	57%	50%	55%	7%	63%	49%	56%	6%	
		CDE	DE			CDE	I	I		I	N	N	N		R	R	R		
b. Somewhat satisfied	345	99	185	39	6	16	18	232	33	62	63	60	211	11	18	66	247	14	
	38%	29%	43%	54%	46%	28%	39%	36%	46%	39%	35%	40%	37%	73%	29%	39%	37%	82%	
			BF	BF									KLM				OPQ		
Bottom 2 NET =====	75	9	37	21	5	3	3	43	19	10	14	14	44	3	5	20	48	2	
	8%	3%	9%	29%	38%	5%	7%	7%	27%	6%	8%	9%	8%	20%	8%	12%	7%	12%	
			B	BCF	BCF				GHJ										
c. Not very satisfied	58	8	27	17	3	3	2	35	13	8	8	13	34	3	4	17	35	2	
	6%	2%	6%	24%	23%	5%	4%	5%	18%	5%	4%	9%	6%	20%	6%	10%	5%	12%	
			B	BCF					GHJ										
d. Not at all satisfied	17	1	10	4	2	-	1	8	6	2	6	1	10	-	1	3	13	-	
	2%	*%	2%	6%	15%		2%	1%	8%	1%	3%	1%	2%		2%	2%	2%		
			B						HJ										
e. Don't Know / No Answer	274	88	113	20	6	47	7	156	16	95	49	36	180	9	11	42	207	14	
MEAN	3.44	3.66	3.37	2.82	2.62	3.61	3.46	3.49	2.92	3.48	3.46	3.40	3.46	2.87	3.53	3.36	3.47	2.94	
		CDE	DE			CDE	I	I		I	N	N	N		R	R	R		
STANDARD DEVIATION	0.70	0.54	0.71	0.78	0.96	0.59	0.69	0.66	0.89	0.65	0.74	0.68	0.69	0.52	0.69	0.73	0.69	0.43	
STANDARD ERROR	0.02	0.03	0.03	0.09	0.27	0.08	0.10	0.03	0.11	0.05	0.06	0.06	0.03	0.13	0.09	0.06	0.03	0.10	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
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32. How satisfied are you with the experience of using Zoom meetings for public meetings, public forums, and other community input sessions?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	571	224	253	47	10	37	22	414	41	94	107	100	354	10	31	115	413	12	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	516	208	232	32	8	36	21	379	34	82	100	86	322	8	30	101	377	8	
	90%	93%	92%	68%	80%	97%	95%	92%	83%	87%	93%	86%	91%	80%	97%	88%	91%	67%	
a. Very satisfied	273	139	105	9	3	17	13	208	9	43	66	44	160	3	18	56	194	5	
	48%	62%	42%	19%	30%	46%	59%	50%	22%	46%	62%	44%	45%	30%	58%	49%	47%	42%	
b. Somewhat satisfied	243	69	127	23	5	19	8	171	25	39	34	42	162	5	12	45	183	3	
	43%	31%	50%	49%	50%	51%	36%	41%	61%	41%	32%	42%	46%	50%	39%	39%	44%	25%	
Bottom 2 NET =====	55	16	21	15	2	1	1	35	7	12	7	14	32	2	1	14	36	4	
	10%	7%	8%	32%	20%	3%	5%	8%	17%	13%	7%	14%	9%	20%	3%	12%	9%	33%	
c. Not very satisfied	41	15	16	8	1	1	1	23	6	11	5	9	26	1	-	8	30	3	
	7%	7%	6%	17%	10%	3%	5%	6%	15%	12%	5%	9%	7%	10%	7%	7%	25%		
d. Not at all satisfied	14	1	5	7	1	-	-	12	1	1	2	5	6	1	1	6	6	1	
	2%	*%	2%	15%	10%	-	-	3%	2%	1%	2%	5%	2%	10%	3%	5%	1%	8%	
e. Don't Know / No Answer	618	210	287	45	9	67	31	380	46	161	120	85	399	14	42	97	460	19	
MEAN	3.36	3.54	3.31	2.72	3.00	3.43	3.55	3.39	3.02	3.32	3.53	3.25	3.34	3.00	3.52	3.31	3.37	3.00	
STANDARD DEVIATION	0.72	0.64	0.68	0.95	0.94	0.55	0.60	0.72	0.69	0.72	0.68	0.82	0.69	0.94	0.68	0.82	0.68	1.04	
STANDARD ERROR	0.03	0.04	0.04	0.14	0.30	0.09	0.13	0.04	0.11	0.07	0.07	0.08	0.04	0.30	0.12	0.08	0.03	0.30	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
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33. Has your ability to participate in Town government public meetings, public forums, and other community input sessions increased with the online Zoom format?
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	702	271	313	57	11	50	31	478	63	130	133	110	443	16	45	126	510	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Yes	357	147	161	17	6	26	19	252	30	56	82	48	219	8	23	71	255	8
	51%	54%	51%	30%	55%	52%	61%	53%	48%	43%	62%	44%	49%	50%	51%	56%	50%	38%
		D	D			D		J			LM							
b. No	345	124	152	40	5	24	12	226	33	74	51	62	224	8	22	55	255	13
	49%	46%	49%	70%	45%	48%	39%	47%	52%	57%	38%	56%	51%	50%	49%	44%	50%	62%
				BCF						H		K	K					
c. Don't Know/ No Answer	487	163	227	35	8	54	22	316	24	125	94	75	310	8	28	86	363	10

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Pacific Market Research - 2020

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<Unweighted> December 2020

34. How interested would you be in having Administrative offices open to the public for general business in both Concord Center and West Concord Center?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1048	381	484	81	15	87	45	712	81	210	198	163	669	18	63	187	772	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Top 2 NET =====	536	193	238	41	7	57	34	369	28	105	97	90	340	9	26	102	394	14	
	51%	51%	49%	51%	47%	66%	76%	52%	35%	50%	49%	55%	51%	50%	41%	55%	51%	54%	
						BCD	HIJ	I		I									
a. Very Interested	214	71	100	15	6	22	18	147	13	36	40	38	131	5	12	44	152	6	
	20%	19%	21%	19%	40%	25%	40%	21%	16%	17%	20%	23%	20%	28%	19%	24%	20%	23%	
							HIJ												
b. Somewhat Interested	322	122	138	26	1	35	16	222	15	69	57	52	209	4	14	58	242	8	
	31%	32%	29%	32%	7%	40%	36%	31%	19%	33%	29%	32%	31%	22%	22%	31%	31%	31%	
		E	E	E		CE	I	I		I									
Bottom 2 NET =====	512	188	246	40	8	30	11	343	53	105	101	73	329	9	37	85	378	12	
	49%	49%	51%	49%	53%	34%	24%	48%	65%	50%	51%	45%	49%	50%	59%	45%	49%	46%	
		F	F	F				G	GHJ	G									
c. Not Very Interested	277	113	128	16	4	16	7	197	22	51	60	39	176	2	19	41	215	2	
	26%	30%	26%	20%	27%	18%	16%	28%	27%	24%	30%	24%	26%	11%	30%	22%	28%	8%	
		DF						G			N		N		R	R	R		
d. Not At All Interested	235	75	118	24	4	14	4	146	31	54	41	34	153	7	18	44	163	10	
	22%	20%	24%	30%	27%	16%	9%	21%	38%	26%	21%	21%	23%	39%	29%	24%	21%	38%	
				F				G	GHJ	G									
e. Don't Know / No Answer	141	53	56	11	4	17	8	82	6	45	29	22	84	6	10	25	101	5	
MEAN	2.49	2.50	2.45	2.40	2.60	2.75	3.07	2.52	2.12	2.41	2.48	2.58	2.48	2.39	2.32	2.55	2.50	2.38	
						BCD	HIJ	I		I									
STANDARD DEVIATION	1.05	1.01	1.07	1.10	1.30	1.01	0.96	1.04	1.10	1.05	1.04	1.07	1.05	1.29	1.09	1.09	1.03	1.24	
STANDARD ERROR	0.03	0.05	0.05	0.12	0.34	0.11	0.14	0.04	0.12	0.07	0.07	0.08	0.04	0.30	0.14	0.08	0.04	0.24	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

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35. Given the current health climate, are you comfortable using or accessing the Town recreational open space and park facilities?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1113	405	513	85	17	93	46	742	85	240	223	180	688	22	71	209	807	26
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	1005	378	462	68	16	81	42	683	72	208	209	152	626	18	68	182	732	23
	90%	93%	90%	80%	94%	87%	91%	92%	85%	87%	94%	84%	91%	82%	96%	87%	91%	88%
a. Very Comfortable	660	275	291	41	9	44	27	453	46	134	148	98	404	10	50	113	482	15
	59%	68%	57%	48%	53%	47%	59%	61%	54%	56%	66%	54%	59%	45%	70%	54%	60%	58%
b. Somewhat Comfortable	345	103	171	27	7	37	15	230	26	74	61	54	222	8	18	69	250	8
	31%	25%	33%	32%	41%	40%	33%	31%	31%	31%	27%	30%	32%	36%	25%	33%	31%	31%
Bottom 2 NET =====	108	27	51	17	1	12	4	59	13	32	14	28	62	4	3	27	75	3
	10%	7%	10%	20%	6%	13%	9%	8%	15%	13%	6%	16%	9%	18%	4%	13%	9%	12%
c. Not Very Comfortable	77	22	34	13	-	8	4	44	8	21	12	18	45	2	2	18	55	2
	7%	5%	7%	15%		9%	9%	6%	9%	9%	5%	10%	7%	9%	3%	9%	7%	8%
d. Not At All Comfortable	31	5	17	4	1	4	-	15	5	11	2	10	17	2	1	9	20	1
	3%	1%	3%	5%	6%	4%		2%	6%	5%	1%	6%	2%	9%	1%	4%	2%	4%
e. Don't Know / No Answer	76	29	27	7	2	11	7	52	2	15	4	5	65	2	2	3	66	5
MEAN	3.47	3.60	3.43	3.24	3.41	3.30	3.50	3.51	3.33	3.38	3.59	3.33	3.47	3.18	3.65	3.37	3.48	3.42
STANDARD DEVIATION	0.74	0.65	0.76	0.88	0.80	0.80	0.66	0.70	0.88	0.83	0.64	0.87	0.73	0.96	0.61	0.82	0.73	0.81
STANDARD ERROR	0.02	0.03	0.03	0.10	0.19	0.08	0.10	0.03	0.10	0.05	0.04	0.06	0.03	0.20	0.07	0.06	0.03	0.16

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

36. Please indicate your thinking of Town spending on - Town Government Services. This includes the Police Department, Fire Department, Public Works, Planning and Land Management, and General Government Services.
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	Same	DK/NA	Better	Worse	Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	934	348	436	76	15	59	53	794	87	-	178	137	601	18	57	154	701	22
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	53	17	23	2	3	8	53	-	-	-	14	9	29	1	4	9	37	3
	6%	5%	5%	3%	20%	14%	100%				8%	7%	5%	6%	7%	6%	5%	14%
						D												
b. About the right amount of money	794	322	368	52	3	49	-	794	-	-	152	108	518	16	49	126	601	18
	85%	93%	84%	68%	20%	83%		100%			85%	79%	86%	89%	86%	82%	86%	82%
		CDE	DE	E		DE												
c. Too much money	87	9	45	22	9	2	-	-	87	-	12	20	54	1	4	19	63	1
	9%	3%	10%	29%	60%	3%			100%		7%	15%	9%	6%	7%	12%	9%	5%
			BF	BCF	BCDF							K						
d. Don't Know / No Answer	255	86	104	16	4	45	-	-	-	255	49	48	152	6	16	58	172	9

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020

Concord Town Survey
 <Unweighted> December 2020

37. Please indicate your thinking of Town spending on - Concord Public Schools (Kindergarten through 8th Grade).
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	879	333	409	78	15	44	43	664	77	95	171	132	561	15	55	153	653	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	95	33	47	5	2	8	15	62	4	14	28	15	51	1	4	17	73	1
	11%	10%	11%	6%	13%	18%	35%	9%	5%	15%	16%	11%	9%	7%	7%	11%	11%	6%
							HIJ			I	M							
b. About the right amount of money	619	272	276	34	4	33	17	507	32	63	123	77	408	11	42	96	470	11
	70%	82%	67%	44%	27%	75%	40%	76%	42%	66%	72%	58%	73%	73%	76%	63%	72%	61%
		CDE	DE			DE		GIJ		GI	L		L		P		P	
c. Too much money	165	28	86	39	9	3	11	95	41	18	20	40	102	3	9	40	110	6
	19%	8%	21%	50%	60%	7%	26%	14%	53%	19%	12%	30%	18%	20%	16%	26%	17%	33%
			BF	BCF	BCF				GHJ			KM	K			Q		
d. Don't Know / No Answer	310	101	131	14	4	60	10	130	10	160	56	53	192	9	18	59	220	13

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Pacific Market Research - 2020

Concord Town Survey
 <Unweighted> December 2020

38. Please indicate your thinking of Town spending on - Concord - Carlisle Regional High School (9th through 12th Grades)
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	862	330	398	75	15	44	42	657	76	87	162	128	557	15	51	148	645	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Not enough money	70	27	29	8	1	5	11	45	3	11	19	12	37	2	5	14	49	2
	8%	8%	7%	11%	7%	11%	26%	7%	4%	13%	12%	9%	7%	13%	10%	9%	8%	11%
							HI			I								
b. About the right amount of money	594	269	264	23	4	34	19	493	26	56	119	66	401	8	37	85	463	9
	69%	82%	66%	31%	27%	77%	45%	75%	34%	64%	73%	52%	72%	53%	73%	57%	72%	50%
		CDE	DE			DE		GIJ		GI	L		L		P		P	
c. Too much money	198	34	105	44	10	5	12	119	47	20	24	50	119	5	9	49	133	7
	23%	10%	26%	59%	67%	11%	29%	18%	62%	23%	15%	39%	21%	33%	18%	33%	21%	39%
			BF	BCF	BCF				GHJ			KM	K		OQ			
d. Don't Know / No Answer	327	104	142	17	4	60	11	137	11	168	65	57	196	9	22	64	228	13

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Pacific Market Research - 2020

Concord Town Survey
<Unweighted> December 2020

39. How interested are you in providing General Fund (tax dollars) support for economic vitality or Concord businesses?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About	DK/NA	Better	Worse	About	DK/NA	
	Total	Satis	Satis	Satis	Satis	Enough	Amount	Much				Same						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1111	406	509	88	19	89	49	756	84	222	216	175	702	18	70	200	816	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Top 2 NET =====	806	329	354	44	4	75	41	555	37	173	168	116	511	11	55	131	605	15
	73%	81%	70%	50%	21%	84%	84%	73%	44%	78%	78%	66%	73%	61%	79%	66%	74%	60%
		CDE	DE	E		CDE	I	I		I	L			P		P		
a. Very Interested	326	149	134	10	3	30	20	224	14	68	78	47	196	5	23	60	237	6
	29%	37%	26%	11%	16%	34%	41%	30%	17%	31%	36%	27%	28%	28%	33%	30%	29%	24%
		CDE	D			D	I	I		I	LM							
b. Somewhat Interested	480	180	220	34	1	45	21	331	23	105	90	69	315	6	32	71	368	9
	43%	44%	43%	39%	5%	51%	43%	44%	27%	47%	42%	39%	45%	33%	46%	36%	45%	36%
		E	E	E		E		I		I							P	
Bottom 2 NET =====	305	77	155	44	15	14	8	201	47	49	48	59	191	7	15	69	211	10
	27%	19%	30%	50%	79%	16%	16%	27%	56%	22%	22%	34%	27%	39%	21%	35%	26%	40%
			BF	BCF	BCDF					GHJ			K			OQ		
c. Not Very Interested	164	50	80	22	4	8	4	114	15	31	31	29	103	1	7	40	116	1
	15%	12%	16%	25%	21%	9%	8%	15%	18%	14%	14%	17%	15%	6%	10%	20%	14%	4%
				BF												OR	R	
d. Not At All Interested	141	27	75	22	11	6	4	87	32	18	17	30	88	6	8	29	95	9
	13%	7%	15%	25%	58%	7%	8%	12%	38%	8%	8%	17%	13%	33%	11%	15%	12%	36%
			BF	BCF	BCDF				GHJ			K	K	K			OPQ	
e. Don't Know / No Answer	78	28	31	4	-	15	4	38	3	33	11	10	51	6	3	12	57	6
MEAN	2.89	3.11	2.81	2.36	1.79	3.11	3.16	2.92	2.23	3.00	3.06	2.76	2.88	2.56	3.00	2.81	2.92	2.48
		CDE	DE	E		CDE	I	I		I	LMN				R		R	
STANDARD DEVIATION	0.97	0.86	0.99	0.98	1.13	0.83	0.90	0.95	1.13	0.88	0.91	1.03	0.96	1.25	0.95	1.02	0.94	1.23
STANDARD ERROR	0.03	0.04	0.04	0.10	0.26	0.09	0.13	0.03	0.12	0.06	0.06	0.08	0.04	0.29	0.11	0.07	0.03	0.25

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
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 <Unweighted> December 2020

40. In terms of your personal household's financial situation/outlook, would you say you are doing better than you were two years ago, worse, or about the same?
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1165	430	525	90	18	102	52	778	86	249	227	185	753	-	73	209	870	13
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	227	88	104	13	3	19	14	152	12	49	227	-	-	-	60	8	158	1
	19%	20%	20%	14%	17%	19%	27%	20%	14%	20%	100%				82%	4%	18%	8%
															PQR		P	
b. Worse	185	47	84	25	6	23	9	108	20	48	-	185	-	-	-	130	51	4
	16%	11%	16%	28%	33%	23%	17%	14%	23%	19%		100%			62%	6%	31%	
			B	BC	B	B			H							QR		
c. About the Same	753	295	337	52	9	60	29	518	54	152	-	-	753	-	13	71	661	8
	65%	69%	64%	58%	50%	59%	56%	67%	63%	61%			100%		18%	34%	76%	62%
																O	OP	OP
d. Don't Know / No Answer	24	4	15	2	1	2	1	16	1	6	-	-	-	24	-	3	3	18

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
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 Pacific Market Research - 2020

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 <Unweighted> December 2020

41. Have your household finances changed due to the COVID19 pandemic?
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Better	73	28	32	6	1	6	4	49	4	16	60	-	13	-	73	-	-	-
	6%	6%	6%	7%	5%	6%	8%	6%	5%	6%	26%		2%		100%			
											M							
b. Worse	212	56	99	26	6	25	9	126	19	58	8	130	71	3	-	212	-	-
	18%	13%	18%	28%	32%	24%	17%	16%	22%	23%	4%	70%	9%	13%	100%			
			B	BC		B				H		KMN	K					
c. About the Same	873	346	389	58	12	68	37	601	63	172	158	51	661	3	-	-	873	-
	73%	80%	72%	63%	63%	65%	70%	76%	72%	67%	70%	28%	88%	13%			100%	
		CDF							J		LN	N	KLN					
d. Don't Know / No Answer	31	4	20	2	-	5	3	18	1	9	1	4	8	18	-	-	-	31

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
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42. In which of the following groups is your age?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA		Not Enough	Right Amount	Too Much	DK/NA		Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)		(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255		227	185	753	24	73	212	873	31
Total Answering	1176	434	531	91	18	102	52	784	86	254		225	185	746	20	73	210	867	26
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
a. Under 35	21	3	11	2	-	5	1	14	1	5		17	1	3	-	3	1	17	-
	2%	1%	2%	2%		5%	2%	2%	1%	2%		8%	1%	*%		4%	*%	2%	
												LM						P	
b. 35 to 44	102	32	54	5	4	7	6	62	7	27		34	16	49	3	11	24	66	1
	9%	7%	10%	5%	22%	7%	12%	8%	8%	11%		15%	9%	7%	15%	15%	11%	8%	4%
												LM				R			
c. 45 to 54	178	60	84	18	2	14	12	110	16	40		43	32	101	2	15	49	113	1
	15%	14%	16%	20%	11%	14%	23%	14%	19%	16%		19%	17%	14%	10%	21%	23%	13%	4%
																R	QR	R	
d. 55 to 64	253	96	120	18	4	15	11	176	23	43		49	48	150	6	13	53	179	8
	22%	22%	23%	20%	22%	15%	21%	22%	27%	17%		22%	26%	20%	30%	18%	25%	21%	31%
			F					J											
e. 65 or Over	622	243	262	48	8	61	22	422	39	139		82	88	443	9	31	83	492	16
	53%	56%	49%	53%	44%	60%	42%	54%	45%	55%		36%	48%	59%	45%	42%	40%	57%	62%
		C				C							K	KL				OP	P
f. Don't Know / No Answer	13	-	9	1	1	2	1	10	1	1		2	-	7	4	-	2	6	5

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
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43. How long have you lived in Concord?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1188	434	539	92	19	104	53	793	87	255	227	185	753	23	73	212	873	30	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. Less than One Year	49	10	24	1	2	12	4	20	2	23	18	9	21	1	4	10	34	1	
	4%	2%	4%	1%	11%	12%	8%	3%	2%	9%	8%	5%	3%	4%	5%	5%	4%	3%	
			D			BCD				HI	M								
b. 1 to 5 Years	171	58	73	12	1	27	5	113	8	45	58	25	85	3	19	38	113	1	
	14%	13%	14%	13%	5%	26%	9%	14%	9%	18%	26%	14%	11%	13%	26%	18%	13%	3%	
						BCDE				I	LM				QR	R	R		
c. 6 to 10 years	146	48	68	11	3	16	8	87	12	39	26	22	98	-	10	29	106	1	
	12%	11%	13%	12%	16%	15%	15%	11%	14%	15%	11%	12%	13%		14%	14%	12%	3%	
															R	R	R		
d. Over 10 Years	822	318	374	68	13	49	36	573	65	148	125	129	549	19	40	135	620	27	
	69%	73%	69%	74%	68%	47%	68%	72%	75%	58%	55%	70%	73%	83%	55%	64%	71%	90%	
		F	F	F				J	J			K	K	K			OP	OPQ	
e. Don't Know / No Answer	1	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	1	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
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Concord Town Survey
 <Unweighted> December 2020

44. Do you currently have any children under the age of 18 living in your household?
 BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt				Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About	DK/NA	Better	Worse	About	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31
Total Answering	1181	432	535	91	19	104	53	789	86	253	227	185	749	20	73	211	870	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
a. Yes	306	106	151	26	5	18	20	195	26	65	82	59	163	2	26	81	199	-
	26%	25%	28%	29%	26%	17%	38%	25%	30%	26%	36%	32%	22%	10%	36%	38%	23%	
			F								MN	MN			Q	Q		
b. No	875	326	384	65	14	86	33	594	60	188	145	126	586	18	47	130	671	27
	74%	75%	72%	71%	74%	83%	62%	75%	70%	74%	64%	68%	78%	90%	64%	62%	77%	100%
						C							KL	KL			OP	OPQ
c. Don't Know / No Answer	8	2	5	1	-	-	-	5	1	2	-	-	4	4	-	1	3	4

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
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45. Which Polling Place do you use?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very	Some	NotVy	Nt All	DK/NA	Not	Right	Too	DK/NA	Better	Worse	About		Better	Worse	About		
		Satis	Satis	Satis	Satis	DK/NA	Enough	Amount	Much				Same	DK/NA			Same	DK/NA	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)		
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1090	411	493	83	17	86	49	742	84	215	194	168	706	22	61	191	812	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. 141 Keyes Road	236	67	117	26	3	23	9	162	23	42	48	34	149	5	14	40	176	6	
	22%	16%	24%	31%	18%	27%	18%	22%	27%	20%	25%	20%	21%	23%	23%	21%	22%	23%	
			B	B		B													
b. Harvey Wheeler	494	189	220	29	5	51	29	324	24	117	83	77	322	12	29	98	351	16	
	45%	46%	45%	35%	29%	59%	59%	44%	29%	54%	43%	46%	46%	55%	48%	51%	43%	62%	
						BCDE	HI	I		HI						Q			
c. Ripley	234	105	97	19	6	7	7	168	26	33	40	36	154	4	11	35	185	3	
	21%	26%	20%	23%	35%	8%	14%	23%	31%	15%	21%	21%	22%	18%	18%	18%	23%	12%	
		CF	F	F	F			J	GJ										
d. Hunt Gym	126	50	59	9	3	5	4	88	11	23	23	21	81	1	7	18	100	1	
	12%	12%	12%	11%	18%	6%	8%	12%	13%	11%	12%	13%	11%	5%	11%	9%	12%	4%	
		F	F														R		
e. Don't Vote in Concord	31	8	15	4	1	3	1	17	1	12	8	7	16	-	4	7	20	-	
f. Don't Know / No Answer	68	15	32	5	1	15	3	35	2	28	25	10	31	2	8	14	41	5	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
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46. Do you attend Town Meeting? And if so, how often?
BASE = ALL RESPONDENTS

	Satisfaction w/Property Taxes						Spending on Town Govnt					Compare to 2 Yrs Ago				Compare to Pre-COVID			
	Total	Very Satis	Some Satis	NotVy Satis	Nt All Satis	DK/NA	Not Enough	Right Amount	Too Much	DK/NA	Better	Worse	About Same	DK/NA	Better	Worse	About Same	DK/NA	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total	1189	434	540	92	19	104	53	794	87	255	227	185	753	24	73	212	873	31	
Total Answering	1150	421	524	92	16	97	49	776	87	238	211	183	733	23	68	206	846	30	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
a. I always attend all days/sessions	68	39	21	4	1	3	3	55	4	6	11	12	45	-	6	14	46	2	
	6%	9%	4%	4%	6%	3%	6%	7%	5%	3%	5%	7%	6%		9%	7%	5%	7%	
		CF						J											
b. I often attend, but not all days/sessions	191	86	86	9	1	9	9	143	11	28	30	31	127	3	6	35	145	5	
	17%	20%	16%	10%	6%	9%	18%	18%	13%	12%	14%	17%	17%	13%	9%	17%	17%	17%	
		DEF	F					J									O		
c. I occasionally attend if/when an article is of interest	533	191	257	48	9	28	23	363	52	95	89	84	348	12	31	93	395	14	
	46%	45%	49%	52%	56%	29%	47%	47%	60%	40%	42%	46%	47%	52%	46%	45%	47%	47%	
		F	F	F	F				HJ										
d. I never attend	358	105	160	31	5	57	14	215	20	109	81	56	213	8	25	64	260	9	
	31%	25%	31%	34%	31%	59%	29%	28%	23%	46%	38%	31%	29%	35%	37%	31%	31%	30%	
						BCDE				GHI	M								
e. I Don't Know / No Answer	39	13	16	-	3	7	4	18	-	17	16	2	20	1	5	6	27	1	

Comparison Groups: BCDEF/GHIJ/KLMN/OPQR
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Pacific Market Research - 2020