



**TOWN OF CONCORD**  
**Office of the Town Manager**  
Town House  
P.O. Box 535  
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To: Concord Select Board

Cc: Kerry Lafleur, Town Manager

From: Shannon McAndrew, Management Specialist, Carmin Reiss, Town Moderator,  
Eric Moore, Chair of the Town Meeting Study Committee

Date: July 14, 2025

Re: 2025 Annual Town Meeting Debrief/Post-Town Meeting Survey Results

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Following Annual Town Meetings, the Town has typically had a survey available for residents who attended Town Meeting to provide feedback. This year, the Town Meeting Study Committee developed a clearer and more informative Post-Annual Town Meeting Survey, which we will continue to tweak and use moving forward. The Town conducted a direct mailing using voter check in data with a postcard message regarding this year's Post-Annual Town Meeting Survey, QR code, and link.

A total of 207 residents responded to the survey. The survey gauged experiences with the meeting format, new processes like electronic voting ("clickers"), the Briefing Book, scheduling changes, and communication tools. It also collected extensive open-ended comments on potential improvements.

### **Attendance & Participation**

- Attended:
  - One night: 17%
  - Two nights: 37%
  - Three nights: 46%
- Most residents (56%) attended the full sessions; 29% attended as availability allowed during a session.

### **Feedback on New Processes**

#### Clickers

- 84% found the clickers easy to use.
- 77% expressed support for continued use of clickers.
- While many praised the privacy, accuracy, and efficiency for close votes, others criticized delays and lack of transparency.

- Several comments called for limiting clicker use to close or 2/3 majority votes.

### Scheduling

- 85% approved of the earlier meeting start time (6:30 PM).
- 89% appreciated that meeting sessions ended earlier (9:30 PM).
- Some comments noted the earlier start conflicted with family obligations and commutes.
- Suggestions included better coordination with school and town events to reduce conflicts.
  - Note that conflicts were likely higher this year due to the late scheduling of the meeting in June, versus the typical end of April – early May schedule.

## Meeting Content & Deliberation

### Presentations

- Over 75% found article presentations and board opinions “about right.”
- Town service-related content (e.g., enterprise fund presentations) had lower clarity, with 21% unsure about those presentations.

### Deliberation Experience

- 61% felt they had the right opportunity to share their views.
- 60% said deliberation involved too much repetitive commentary.
- Many respondents expressed frustration with a small group of individuals dominating discussion. Several supported formal limits on the number of times individuals can speak per night or per article.
- There was strong interest in **better facilitation of debate**, including stricter time enforcement, more use of “calling the question,” and limiting off-topic remarks.

## Resources & Communications

### Briefing Book & Warrant

- 86% found the new mailed Briefing Book helpful.
- Only 33% used the Warrant printed in the *Concord Bridge*.
  - For 2026, we plan to ask the *Bridge* to place a notice on the front cover that alerts readers that this edition contains the Warrant.
- Forums and public hearings had lower engagement (~50% didn't use them).
- Suggestions included posting slide decks in advance, publishing cumulative tax impact summaries, and improving Town website organization.

## Community Engagement

- 83% found Town Meeting-related *Concord Bridge* articles helpful.
- Forums and public hearings had lower engagement (~50% didn't attend).

- Suggestions included posting slide decks in advance, publishing cumulative tax impact summaries, and improving Town website organization.

### **Common Themes in Open Comments**

- Support for continued experimentation (clickers, scheduled articles, earlier starts).
- Desire for process efficiency (shorter comments, tighter facilitation, pre-published materials).
- Broad concern over low turnout, with frequent calls for structural reforms including remote access or even Representative Town Meeting.