



November 8, 2000

MEMORANDUM

TO: The City of Cambridge
FR: Opinion Dynamics Corporation
RE: Results of citizens surveys

This memorandum will provide an overall, preliminary summary of the top-line results of *two* surveys constructed by Opinion Dynamics Corporation for the City of Cambridge: a 400-interview telephone survey and a 2,173 mail surveys. The margin of error for the telephone survey—the more projectable of the two research vehicles—is $\pm 4.9\%$ at the midrange of the 95% confidence interval. That is, when conducting 100 such surveys, 95 of them will yield results that fall—at worst—4.9 on either side of a given percentage.

The Bottom Line

The results from these two surveys show that Cambridge citizens view housing-related issues as the predominant matters facing the city today. In terms of both overall importance and governmental priorities, housing is clearly the pre-eminent issue on the minds of Cambridge citizens. Education concerns and parking /traffic issues rank next on the list of key concerns among citizens, with a range of lesser issues trailing far behind these top three.

A majority of Cambridge citizens in the telephone survey (51%%) give a positive assessment to the *overall* performance of City government, while nearly one-third (31%) assign more negative ratings. When rating Cambridge overall as a place to live, citizens give positive over negative ratings by an almost nine-to-one margin (8.9:1). By a nearly 7-to-1 margin (6.6:1), citizens give positive ratings to the “quality of life” in Cambridge, while that positive margin is nearly six to one (5.6:1) on the overall quality of their neighborhood. Positive ratings also were given to Cambridge as a place to raise a child (2.7:1); and as a safe place to live (5.1:1). Citizens are more divided on whether Cambridge is a good place to retire (1.1: 1).

Among a list of characteristics, citizens gave majority positive ratings to Cambridge on the following: offering a “sense of community” (62% positive); a place welcoming all races (77% positive); overall appearance (77% positive); opportunities to attend cultural events (88% positive); shopping opportunities (80% positive); air quality (61% positive); open space and recreation (52% positive); job opportunities (63%); economic development (66% positive); the ability to “get around” (74% positive); and the ability to participate in government (51% positive).

Majority *negative* ratings were assigned to only one area: access to affordable housing (an overwhelming 87% negative—and 63% poor). Clearly, this result ties back to our very first conclusion: that housing issues dominate the minds of citizens. The City received mixed reviews on the following characteristic: quality of schools—K-12: 40% positive, 22% negative, and a full 38% unable to rate. Also, on cable television, the City received a total positive rating of 44%, a total negative rating 31%, with 25% unable to rate the system. Finally, on the “balance between new construction and neighborhood preservation”, 44% assigned positive ratings, 49% gave negative ratings, and 8% we’re unable to rate the issue.

On the issues of citizen behavior, we found that Cambridge residents are most likely to say they often participate in the following: using the internet (81% more than 26

times in the last year); visiting a neighborhood or city park (39% more than 26 times in the last year), riding a bus within the city (336% more than 26 times in the last year), and using the city's recreational facilities (21% more than 26 times in the last year). The least frequent behaviors were: attending or viewing a City Council meeting, participated in an after-school activity, and visited the City of Cambridge Web Site.

Despite the low use of the City's Website, a full 60% of our telephone sample said they would be "very" or "somewhat likely" to use the internet to complete financial transactions with the City—like payment of parking tickets and tax bills.

When we asked people to rate the performance of specific aspects of City services, the *highest* ratings went to: ease of public transport (30% "excellent"), recycling (28% "excellent"), fire department services (24% "excellent"), garbage collection (23% "excellent"), library services (21% "excellent"). The *poorest* ratings went to: parking and traffic regulation (35% "poor"), ease of private car travel (29% "poor"), sidewalk maintenance (16% "poor"), snow removal (10% "poor"), planning and zoning (10% "poor").

While the mail survey used different ratings schemes and categories, there were broad similarities between the two methodologies on this score.. For example, public safety (fire and police) was the most highly rated service in the mail survey, followed by trash collection and recycling,, elder services, social services and health and hospitals. The lowest rating in the mail survey went to affordable housing services, parking and traffic regulation, and regulation of development and growth.

Interestingly, by a 50%-31% margin, citizens agree that they've wanted to conduct business with the City after regular business hours, but couldn't. And, most (73%) say they use the phone to get information or assistance on city-related issues, while 18% say they use the internet, and 20% simply go to City Hall.

The two surveys found similar ratings on satisfaction with interactions with the City: a mean rating of 3.36 out of 5 for the phone survey and 3.45 out of 5 for the mail survey.

Finally, when asked the issues they would recommended city government focus more attention on, housing and parking top the list, followed by education.

AGGREGATE SUMMARY IN FOUR RANKINGS

SERVICE	GOOD	FAIR	POOR	DON'T KNOW
TRASH COLLECTION AND RECYCLING	71%	13%	11%	2%
Garbage Collection	88%	7%	3%	2%
Recycling	82%	12%	3%	2%
STREET REPAIR & CLEANING	38%	22%	34%	
Street Maintenance & Cleanliness	63%	27%	8%	
SCHOOLS & EDUCATION	24%	18%	14%	39%
Schools & Education	50%	15%	5%	30%
PUBLIC SAFETY POLICE & FIRE	68%	16%	6%	7%
Police Services	73%	15%	2%	9%
Fire Services	77%	3%	0%	19%
OPEN SPACE AND RECREATION SERVICES	51%	19%	19%	5%
Recreation Programs & Facilities	62%	14%	2%	22%
Parks & Park Maintenance	78%	14%	2%	5%
PUBLIC INFO/CABLE TELEVISION	17%	24%	30%	24%
Public Information	68%	22%	4%	7%
Cable Television	43%	21%	10%	25%
REGULATION OF DEVELOP- MENT AND GROWTH	22%	23%	31%	18%
Balance Between New Con- struction and Neighborhood Pre- servation	44%	32%	17%	8%

AFFORDABLE HOUSING SERVICES	19%	17%	37%	23%
Access to Affordable Housing	9%	24%	63%	4%
PARKING & TRAFFIC REGULATION	30%	23%	42%	2%
Parking & Traffic Regulation	31%	31%	35%	3%
SOCIAL SERVICES	26%	18%	6%	46%
No Telephone Equivalent	0%	0%	0%	0%
ELDER SERVICES	26%	14%	5%	51%
Senior Services	35%	10%	0%	55%
HEALTH & HOSPITALS	52%	18%	7%	30%
Health & Hospitals	68%	12%	2%	18%
OVERALL EXPERIENCE WHEN CONTACTING CITY GOVERNMENT	41%	21%	15%	15%
Overall Experience When Interacting with City Gov't	37%	46%	8%	9%

LEGEND: Capital Letters are Mail Survey. Lower Case Letters Are Telephone Survey of Approximately E Question

First, on a scale of "1" to "5", where "1" means "totally dissatisfied", and "5" means "totally satisfied", please rate each of the following types of services as performed by the City of Cambridge. The more satisfied you are about a particular type of service, the higher the number you would give. Please **CIRCLE** your responses below for each service.

		Totally dissatisfied		Neither satisfied nor dissatisfied		Totally satisfied	Don't know
1	Trash collection and recycling	1	2	3	4	5	DK
2	Street repair and cleaning	1	2	3	4	5	DK
3	Schools and education	1	2	3	4	5	DK
4	Public safety-police and fire	1	2	3	4	5	DK
5	Open space and recreation services	1	2	3	4	5	DK
6	Public information, cable television	1	2	3	4	5	DK
7	Regulation of development and growth	1	2	3	4	5	DK
8	Affordable housing services	1	2	3	4	5	DK
9	Parking and traffic regulation	1	2	3	4	5	DK
10	Social services	1	2	3	4	5	DK
11	Elder services	1	2	3	4	5	DK
12	Health and hospitals	1	2	3	4	5	DK

13 If you were speaking directly to the leaders of city government here in Cambridge, what are the two or three issues you would recommend that city government focus more attention on?

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

15 **CIRCLE** below how would you rate your overall experience when contacting city government:

Totally dissatisfied		Neither satisfied nor dissatisfied		Totally satisfied		Never contacted
1	2	3	4	5		NC

16 Finally, please **CIRCLE THE NUMBER** next to the area that best describes the neighborhood of Cambridge you live in:

01. North Cambridge	06. Riverside	10. East Cambridge
02. Porter Sq.	07. Central Sq.	11. Mid-Cambridge
03. Agassiz	08. Cambridgeport	12. Wellington/Harrington
04. West Cambridge	09. Kendall Sq.	13. Other: _____
05. Area 4		

It is not necessary to write your name below. But if you would like to be contacted to discuss City services more fully, please write your name and phone number and we'll be in touch. Or, send additional comments to the address listed on the front of this form.

Table of Contents

City of Cambridge Mail Survey (ODC# 5309)

Table HOW Received Mail/Email	Page 1
Table Q1 Satisfaction: TRASH COLLECTION & RECYCLING	Page 2
Table Q2 Satisfaction: STREET REPAIR & CLEANING	Page 3
Table Q3 Satisfaction: SCHOOLS & EDUCATION	Page 4
Table Q4 Satisfaction: PUBLIC SAFETY-POLICE & FIRE	Page 5
Table Q5 Satisfaction: OPEN SPACE & RECREATION SERVICES	Page 6
Table Q6 Satisfaction: PUBLIC INFORMATION, CABLE TELEVISION	Page 7
Table Q7 Satisfaction: REGULATION OF DEVELOPMENT & GROWTH	Page 8
Table Q8 Satisfaction: AFFORDABLE HOUSING SERVICES	Page 9
Table Q9 Satisfaction: PARKING & TRAFFIC REGULATION	Page 10
Table Q10 Satisfaction: SOCIAL SERVICES	Page 11
Table Q11 Satisfaction: ELDER SERVICES	Page 12
Table Q12 Satisfaction: HEALTH & HOSPITALS	Page 13
Table Q15 [ALL RESPONDENTS] OVERALL experience when contacting city government	Page 14

Table Q15-A	Page 15
[JUST THOSE ANSWERING] OVERALL experience when contacting city government	

Table SUM	Page 16
Summary of mean scores for city services (1-5, "5" = "totally satisfied")	

Table Q16	Page 17
Area	

Table NAME	Page 18
Included name	

Received Mail/Email

	TOT. ANS	Mail	Email
	-----	-----	-----
TOTAL ANSWER	2173	87%	13%
Returned via: Mail	1894	100%	-
Email	279	-	100%
City Government			

Satisfied (5)	264	86%	14%
Satisfied (4)	638	91%	9%
Neither (3)	447	83%	17%
Dissatisfied (2)	231	87%	13%
Dissatisfied (1)	94	90%	10%
Never Contacted	333	84%	16%
N Cambridge	267	83%	17%
Porter Sq	157	93%	7%
Agassiz	106	90%	10%
W Cambridge	330	92%	8%
Area 4	77	79%	21%
Riverside	68	84%	16%
Central Sq	175	78%	22%
Cambridgeport	225	88%	12%
Kendall Sq	33	91%	9%
E Cambridge	229	86%	14%
Mid Cambridge	224	89%	11%
Wellington/Harring-	52	83%	17%
ton			
Other	144	88%	12%
Gave name	299	88%	12%
Did not give name	1874	87%	13%

Satisfaction:
TRASH COLLECTION & RECYCLING

	TOT. ANS	Mean	Totally dissatisfied			Totally satisfied		No (DK)	resp.
			-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173	3.99	4%	7%	13%	33%	38%	2%	3%
Returned via: Mail	1894	4.03	3%	7%	12%	33%	40%	2%	3%
Email	279	3.69	8%	8%	19%	33%	28%	3%	1%
City Government									
Satisfied (5)	264	4.52	2%	3%	6%	17%	67%	2%	3%
Satisfied (4)	638	4.10	2%	6%	9%	42%	37%	2%	2%
Neither (3)	447	3.87	4%	8%	17%	37%	31%	1%	2%
Dissatisfied (2)	231	3.50	4%	13%	24%	37%	16%	3%	3%
Dissatisfied (1)	94	3.35	14%	13%	21%	18%	28%	-	6%
Never Contacted	333	4.01	5%	5%	14%	28%	40%	6%	2%
N Cambridge	267	4.18	5%	3%	8%	35%	46%	1%	2%
Porter Sq	157	4.08	4%	5%	11%	37%	41%	-	2%
Agassiz	106	4.10	-	8%	14%	35%	38%	4%	1%
W Cambridge	330	4.14	3%	6%	11%	31%	45%	3%	1%
Area 4	77	3.86	8%	6%	14%	26%	38%	-	8%
Riverside	68	4.06	-	7%	18%	29%	39%	1%	6%
Central Sq	175	3.85	5%	8%	15%	35%	31%	5%	1%
Cambridgeport	225	3.83	4%	11%	10%	44%	28%	-	3%
Kendall Sq	33	3.75	6%	9%	21%	27%	34%	-	3%
E Cambridge	229	3.89	5%	8%	17%	25%	39%	3%	3%
Mid Cambridge	224	3.87	4%	8%	16%	36%	32%	1%	3%
Wellington/Harring- ton	52	4.00	2%	8%	17%	25%	38%	2%	8%
Other	144	3.90	4%	9%	13%	30%	34%	8%	2%
Gave name	299	3.87	6%	7%	14%	31%	35%	1%	6%
Did not give name	1874	4.00	4%	7%	13%	33%	38%	3%	2%

Satisfaction:
STREET REPAIR & CLEANING

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		No (DK)	resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		3.05	13%	21%	22%	24%	14%	1%	5%
Returned via: Mail	1894		3.09	13%	20%	21%	25%	15%	1%	5%
Email	279		2.84	18%	23%	25%	20%	11%	2%	1%
City Government										
Satisfied (5)	264		3.70	7%	11%	18%	23%	34%	-	7%
Satisfied (4)	638		3.17	9%	20%	22%	34%	11%	-	4%
Neither (3)	447		2.87	14%	25%	25%	22%	9%	1%	4%
Dissatisfied (2)	231		2.59	18%	34%	22%	16%	7%	-	3%
Dissatisfied (1)	94		2.20	36%	26%	13%	9%	9%	3%	4%
Never Contacted	333		3.07	15%	18%	23%	22%	16%	2%	4%
N Cambridge	267		3.17	11%	19%	22%	30%	14%	-	4%
Porter Sq	157		3.11	14%	23%	16%	26%	18%	-	3%
Agassiz	106		2.52	21%	30%	17%	17%	6%	-	9%
W Cambridge	330		3.32	9%	16%	24%	26%	20%	-	5%
Area 4	77		2.86	17%	25%	19%	17%	14%	-	8%
Riverside	68		3.39	6%	18%	16%	35%	15%	1%	9%
Central Sq	175		3.01	16%	18%	27%	21%	15%	2%	1%
Cambridgeport	225		3.25	9%	18%	22%	33%	14%	1%	3%
Kendall Sq	33		2.71	21%	37%	6%	9%	21%	6%	-
E Cambridge	229		2.78	21%	22%	20%	21%	12%	1%	3%
Mid Cambridge	224		2.95	13%	22%	28%	23%	10%	-	4%
Wellington/Harring- ton	52		2.74	12%	30%	26%	12%	10%	-	10%
Other	144		2.99	10%	22%	26%	25%	8%	3%	6%
Gave name	299		2.94	16%	21%	22%	18%	15%	1%	7%
Did not give name	1874		3.07	13%	21%	22%	25%	14%	1%	4%

Satisfaction:
SCHOOLS & EDUCATION

	TOT. ANS	Mean	Totally dissatisfied			Totally satisfied			No resp.
			-1-	-2-	-3-	-4-	-5-	(DK)	
TOTAL ANSWER	2173	3.25	4%	10%	18%	15%	9%	39%	5%
Returned via: Mail	1894	3.27	4%	9%	16%	14%	8%	43%	6%
Email	279	3.18	8%	14%	29%	17%	14%	16%	2%
City Government									
Satisfied (5)	264	3.41	4%	9%	16%	10%	14%	38%	9%
Satisfied (4)	638	3.29	2%	10%	18%	19%	6%	41%	4%
Neither (3)	447	3.14	4%	11%	21%	14%	7%	40%	3%
Dissatisfied (2)	231	2.74	8%	19%	19%	10%	4%	37%	3%
Dissatisfied (1)	94	2.81	15%	13%	18%	13%	9%	26%	6%
Never Contacted	333	3.70	2%	4%	14%	14%	15%	48%	3%
N Cambridge	267	3.21	6%	8%	24%	16%	8%	35%	3%
Porter Sq	157	3.14	3%	10%	21%	13%	4%	45%	4%
Agassiz	106	3.13	4%	9%	18%	12%	6%	46%	5%
W Cambridge	330	3.06	5%	15%	19%	12%	8%	36%	5%
Area 4	77	3.35	5%	10%	17%	17%	13%	28%	10%
Riverside	68	3.32	4%	13%	10%	16%	12%	32%	13%
Central Sq	175	3.64	3%	8%	11%	14%	17%	44%	3%
Cambridgeport	225	3.27	4%	12%	16%	23%	6%	34%	5%
Kendall Sq	33	3.26	3%	9%	21%	18%	6%	37%	6%
E Cambridge	229	3.46	5%	5%	18%	15%	14%	38%	5%
Mid Cambridge	224	3.14	4%	11%	17%	13%	7%	45%	3%
Wellington/Harring- ton	52	3.25	6%	15%	21%	10%	17%	23%	8%
Other	144	3.16	3%	7%	19%	11%	4%	51%	5%
Gave name	299	3.15	5%	12%	19%	13%	9%	36%	6%
Did not give name	1874	3.27	4%	10%	18%	15%	9%	39%	5%

Satisfaction:
PUBLIC SAFETY-POLICE & FIRE

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		4.01	2%	4%	16%	36%	32%	7%	3%
Returned via: Mail	1894		4.05	2%	4%	15%	34%	33%	8%	4%
Email	279		3.72	5%	8%	23%	33%	26%	4%	1%
City Government										
Satisfied (5)	264		4.53	-	3%	5%	21%	60%	6%	5%
Satisfied (4)	638		4.08	1%	3%	13%	45%	30%	6%	2%
Neither (3)	447		3.91	1%	5%	21%	38%	27%	7%	1%
Dissatisfied (2)	231		3.65	3%	8%	25%	37%	18%	6%	3%
Dissatisfied (1)	94		3.26	17%	7%	28%	19%	23%	2%	4%
Never Contacted	333		3.98	3%	5%	15%	28%	32%	14%	3%
N Cambridge	267		4.02	2%	3%	18%	32%	34%	8%	3%
Porter Sq	157		4.02	1%	4%	13%	43%	28%	8%	3%
Agassiz	106		3.82	3%	5%	18%	38%	21%	8%	7%
W Cambridge	330		4.18	1%	2%	13%	37%	37%	7%	3%
Area 4	77		4.00	3%	6%	14%	31%	36%	4%	6%
Riverside	68		4.10	1%	7%	6%	45%	34%	3%	4%
Central Sq	175		3.97	3%	5%	15%	39%	30%	7%	1%
Cambridgeport	225		3.96	2%	5%	15%	37%	29%	9%	3%
Kendall Sq	33		3.66	9%	9%	24%	18%	37%	3%	-
E Cambridge	229		3.97	2%	5%	21%	29%	34%	6%	3%
Mid Cambridge	224		3.97	3%	4%	16%	39%	28%	8%	2%
Wellington/Harring- ton	52		3.90	2%	15%	15%	19%	43%	2%	4%
Other	144		3.94	3%	5%	16%	30%	29%	12%	5%
Gave name	299		4.00	3%	4%	14%	40%	31%	4%	4%
Did not give name	1874		4.01	2%	5%	16%	34%	32%	8%	3%

Satisfaction:
OPEN SPACE & RECREATION SERVICES

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		3.54	5%	14%	19%	31%	20%	7%	4%
Returned via: Mail	1894		3.61	4%	13%	18%	32%	21%	7%	5%
Email	279		3.08	11%	20%	23%	23%	13%	8%	2%
City Government										
Satisfied (5)	264		4.02	2%	8%	13%	26%	36%	9%	6%
Satisfied (4)	638		3.67	3%	12%	17%	43%	19%	4%	2%
Neither (3)	447		3.32	6%	18%	21%	31%	15%	7%	2%
Dissatisfied (2)	231		3.12	8%	21%	25%	30%	10%	5%	1%
Dissatisfied (1)	94		2.91	13%	21%	23%	16%	12%	9%	6%
Never Contacted	333		3.73	3%	10%	17%	28%	24%	13%	5%
N Cambridge	267		3.74	3%	12%	15%	35%	25%	7%	3%
Porter Sq	157		3.79	1%	13%	13%	38%	24%	8%	3%
Agassiz	106		3.41	5%	15%	25%	33%	15%	4%	3%
W Cambridge	330		3.72	3%	11%	19%	32%	25%	7%	3%
Area 4	77		3.42	3%	14%	26%	26%	14%	8%	9%
Riverside	68		3.69	4%	12%	12%	36%	22%	7%	7%
Central Sq	175		3.42	6%	15%	21%	32%	16%	8%	2%
Cambridgeport	225		3.43	4%	19%	19%	30%	18%	6%	4%
Kendall Sq	33		3.32	12%	12%	21%	31%	18%	6%	-
E Cambridge	229		3.22	11%	14%	21%	23%	17%	10%	4%
Mid Cambridge	224		3.50	4%	13%	23%	34%	17%	5%	4%
Wellington/Harring-	52		3.30	8%	21%	17%	25%	19%	6%	4%
ton										
Other	144		3.67	2%	15%	13%	32%	21%	12%	5%
Gave name	299		3.46	5%	17%	19%	27%	20%	5%	7%
Did not give name	1874		3.55	5%	13%	19%	32%	20%	7%	4%

Satisfaction:
PUBLIC INFORMATION, CABLE TELEVISION

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		3.27	7%	10%	24%	18%	12%	24%	5%
Returned via: Mail	1894		3.29	7%	9%	23%	18%	12%	26%	5%
Email	279		3.16	9%	14%	26%	23%	11%	15%	2%
City Government										
Satisfied (5)	264		3.80	3%	5%	21%	21%	25%	20%	5%
Satisfied (4)	638		3.39	4%	8%	23%	22%	11%	29%	3%
Neither (3)	447		3.07	8%	12%	29%	17%	7%	23%	4%
Dissatisfied (2)	231		2.80	11%	18%	30%	15%	5%	19%	2%
Dissatisfied (1)	94		2.62	24%	12%	28%	10%	10%	13%	3%
Never Contacted	333		3.52	5%	8%	18%	17%	17%	31%	4%
N Cambridge	267		3.27	6%	9%	24%	21%	10%	27%	3%
Porter Sq	157		3.54	5%	4%	21%	25%	13%	27%	5%
Agassiz	106		3.37	4%	7%	25%	22%	8%	30%	4%
W Cambridge	330		3.20	8%	8%	20%	16%	10%	33%	5%
Area 4	77		3.07	6%	17%	28%	12%	12%	19%	6%
Riverside	68		3.51	1%	15%	19%	19%	18%	22%	6%
Central Sq	175		3.29	9%	12%	22%	23%	15%	17%	2%
Cambridgeport	225		3.31	5%	11%	25%	16%	13%	26%	4%
Kendall Sq	33		3.37	6%	6%	37%	18%	15%	15%	3%
E Cambridge	229		3.17	12%	12%	25%	18%	16%	14%	3%
Mid Cambridge	224		3.21	6%	11%	25%	16%	11%	27%	4%
Wellington/Harring- ton	52		3.55	2%	12%	26%	21%	19%	8%	12%
Other	144		3.13	5%	10%	28%	14%	7%	30%	6%
Gave name	299		3.18	8%	10%	28%	14%	12%	23%	5%
Did not give name	1874		3.28	7%	10%	23%	19%	12%	25%	4%

Satisfaction:
REGULATION OF DEVELOPMENT & GROWTH

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		2.78	13%	19%	23%	16%	6%	18%	5%
Returned via: Mail	1894		2.77	13%	19%	23%	16%	5%	19%	5%
Email	279		2.80	15%	18%	25%	16%	8%	15%	3%
City Government										
Satisfied (5)	264		3.36	6%	15%	20%	22%	16%	16%	5%
Satisfied (4)	638		2.79	11%	20%	28%	18%	3%	17%	3%
Neither (3)	447		2.64	14%	23%	23%	17%	3%	16%	4%
Dissatisfied (2)	231		2.48	22%	22%	25%	11%	5%	12%	3%
Dissatisfied (1)	94		2.06	30%	21%	28%	2%	1%	7%	11%
Never Contacted	333		2.98	8%	11%	22%	13%	7%	35%	4%
N Cambridge	267		2.84	13%	15%	23%	15%	7%	23%	4%
Porter Sq	157		3.05	6%	17%	24%	22%	6%	19%	6%
Agassiz	106		2.99	8%	17%	30%	25%	3%	14%	3%
W Cambridge	330		2.85	8%	22%	26%	18%	4%	18%	4%
Area 4	77		2.35	19%	25%	29%	8%	1%	10%	8%
Riverside	68		2.48	22%	16%	19%	10%	6%	21%	6%
Central Sq	175		2.80	15%	15%	21%	15%	8%	23%	3%
Cambridgeport	225		2.62	18%	21%	23%	16%	4%	14%	4%
Kendall Sq	33		2.69	15%	28%	24%	12%	9%	9%	3%
E Cambridge	229		2.66	18%	17%	24%	14%	6%	17%	4%
Mid Cambridge	224		2.74	14%	17%	29%	13%	6%	16%	5%
Wellington/Harring- ton	52		2.95	8%	15%	36%	12%	8%	17%	4%
Other	144		2.89	6%	19%	19%	19%	3%	30%	4%
Gave name	299		2.57	19%	18%	24%	14%	4%	17%	4%
Did not give name	1874		2.81	12%	19%	23%	17%	6%	18%	5%

Satisfaction:
AFFORDABLE HOUSING SERVICES

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		2.58	20%	17%	17%	10%	9%	23%	4%
Returned via: Mail	1894		2.65	18%	16%	17%	11%	9%	25%	4%
Email	279		2.19	36%	23%	16%	7%	7%	10%	1%
City Government										
Satisfied (5)	264		3.09	13%	12%	19%	12%	16%	24%	4%
Satisfied (4)	638		2.68	14%	20%	19%	14%	5%	25%	3%
Neither (3)	447		2.53	21%	18%	19%	9%	8%	22%	3%
Dissatisfied (2)	231		2.36	29%	16%	16%	10%	7%	18%	4%
Dissatisfied (1)	94		2.29	35%	10%	23%	3%	10%	13%	6%
Never Contacted	333		2.35	25%	19%	9%	7%	8%	29%	3%
N Cambridge	267		2.68	18%	16%	18%	9%	10%	25%	4%
Porter Sq	157		2.67	18%	17%	17%	11%	9%	24%	4%
Agassiz	106		2.64	17%	19%	12%	13%	8%	28%	3%
W Cambridge	330		2.70	12%	21%	17%	10%	7%	29%	4%
Area 4	77		2.08	32%	19%	21%	5%	3%	12%	8%
Riverside	68		2.60	26%	18%	7%	21%	9%	15%	4%
Central Sq	175		2.29	30%	17%	13%	8%	7%	23%	2%
Cambridgeport	225		2.66	20%	21%	15%	10%	12%	18%	4%
Kendall Sq	33		2.84	18%	9%	28%	9%	12%	21%	3%
E Cambridge	229		2.49	25%	17%	17%	11%	9%	19%	2%
Mid Cambridge	224		2.51	24%	16%	21%	8%	8%	21%	2%
Wellington/Harring- ton	52		2.72	23%	12%	19%	10%	13%	15%	8%
Other	144		2.76	11%	11%	17%	13%	3%	39%	6%
Gave name	299		2.58	20%	16%	16%	11%	8%	25%	4%
Did not give name	1874		2.58	20%	17%	17%	10%	9%	23%	4%

Satisfaction:
PARKING & TRAFFIC REGULATION

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		2.76	20%	22%	23%	21%	9%	2%	3%
Returned via: Mail	1894		2.80	19%	22%	22%	22%	10%	2%	3%
Email	279		2.48	25%	25%	24%	16%	5%	3%	2%
City Government										
Satisfied (5)	264		3.43	13%	14%	17%	25%	26%	1%	4%
Satisfied (4)	638		2.93	12%	25%	23%	29%	7%	1%	3%
Neither (3)	447		2.57	20%	26%	29%	16%	4%	3%	2%
Dissatisfied (2)	231		2.29	29%	31%	23%	12%	3%	-	2%
Dissatisfied (1)	94		1.88	54%	14%	13%	5%	6%	4%	4%
Never Contacted	333		2.71	21%	24%	20%	20%	9%	5%	1%
N Cambridge	267		2.92	17%	21%	23%	24%	12%	2%	1%
Porter Sq	157		3.09	11%	23%	17%	35%	8%	3%	3%
Agassiz	106		2.67	22%	24%	20%	20%	8%	2%	4%
W Cambridge	330		2.93	15%	22%	25%	22%	11%	2%	3%
Area 4	77		2.63	24%	21%	22%	22%	5%	-	6%
Riverside	68		2.30	29%	22%	24%	12%	3%	6%	4%
Central Sq	175		2.55	26%	23%	19%	20%	6%	4%	2%
Cambridgeport	225		2.78	19%	20%	29%	20%	8%	2%	2%
Kendall Sq	33		2.84	31%	15%	15%	12%	24%	-	3%
E Cambridge	229		2.52	27%	24%	21%	15%	9%	3%	1%
Mid Cambridge	224		2.70	17%	25%	29%	17%	7%	2%	3%
Wellington/Harring- ton	52		2.72	25%	13%	23%	19%	10%	2%	8%
Other	144		2.73	19%	27%	18%	20%	10%	3%	3%
Gave name	299		2.83	19%	21%	23%	19%	12%	2%	4%
Did not give name	1874		2.75	20%	23%	22%	21%	9%	2%	3%

Satisfaction:
SOCIAL SERVICES

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		3.57	2%	4%	18%	16%	10%	46%	4%
Returned via: Mail	1894		3.60	1%	4%	17%	15%	10%	49%	4%
Email	279		3.45	6%	5%	25%	19%	14%	27%	4%
City Government										
Satisfied (5)	264		4.21	-	1%	9%	16%	25%	43%	6%
Satisfied (4)	638		3.60	1%	3%	18%	20%	7%	48%	3%
Neither (3)	447		3.47	2%	3%	22%	15%	7%	49%	2%
Dissatisfied (2)	231		3.28	2%	8%	25%	15%	7%	40%	3%
Dissatisfied (1)	94		2.75	11%	12%	31%	6%	5%	29%	6%
Never Contacted	333		3.71	1%	3%	14%	12%	12%	54%	4%
N Cambridge	267		3.61	1%	3%	21%	17%	10%	44%	4%
Porter Sq	157		3.52	2%	3%	18%	12%	8%	55%	2%
Agassiz	106		3.63	-	2%	21%	12%	8%	54%	3%
W Cambridge	330		3.66	1%	3%	14%	18%	8%	52%	4%
Area 4	77		3.62	3%	6%	16%	19%	14%	38%	4%
Riverside	68		4.03	-	3%	13%	18%	21%	39%	6%
Central Sq	175		3.35	5%	5%	15%	14%	9%	49%	3%
Cambridgeport	225		3.53	1%	4%	24%	15%	10%	43%	3%
Kendall Sq	33		3.43	-	12%	21%	21%	9%	34%	3%
E Cambridge	229		3.53	3%	5%	21%	14%	13%	38%	6%
Mid Cambridge	224		3.57	1%	3%	17%	15%	8%	52%	4%
Wellington/Harring- ton	52		3.82	-	8%	17%	19%	21%	33%	2%
Other	144		3.42	1%	4%	19%	13%	5%	55%	3%
Gave name	299		3.50	2%	6%	16%	14%	10%	46%	6%
Did not give name	1874		3.58	2%	4%	18%	16%	10%	46%	4%

Satisfaction:
ELDER SERVICES

	TOT. ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
			-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173	3.68	2%	3%	14%	13%	13%	51%	4%
Returned via: Mail	1894	3.74	2%	3%	13%	13%	12%	53%	4%
Email	279	3.44	5%	5%	23%	13%	15%	36%	3%
City Government									
Satisfied (5)	264	4.32	1%	2%	8%	10%	30%	43%	6%
Satisfied (4)	638	3.77	1%	1%	14%	18%	9%	54%	3%
Neither (3)	447	3.61	2%	3%	15%	14%	10%	54%	2%
Dissatisfied (2)	231	3.33	3%	7%	18%	13%	7%	49%	3%
Dissatisfied (1)	94	2.86	14%	3%	29%	7%	7%	34%	6%
Never Contacted	333	3.73	3%	4%	7%	8%	14%	62%	2%
N Cambridge	267	3.72	3%	1%	16%	14%	13%	49%	4%
Porter Sq	157	3.62	3%	2%	13%	10%	11%	59%	2%
Agassiz	106	3.77	-	1%	14%	9%	8%	67%	1%
W. Cambridge	330	3.72	2%	4%	10%	15%	10%	54%	5%
Area 4	77	3.93	3%	1%	13%	17%	19%	43%	4%
Riverside	68	4.21	-	3%	9%	18%	26%	37%	7%
Central Sq	175	3.68	3%	3%	13%	9%	14%	54%	4%
Cambridgeport	225	3.80	-	3%	16%	8%	14%	57%	2%
Kendall Sq	33	3.88	-	6%	9%	18%	15%	49%	3%
E Cambridge	229	3.50	4%	7%	17%	17%	14%	37%	4%
Mid Cambridge	224	3.52	3%	3%	13%	14%	8%	56%	3%
Wellington/Harring- ton	52	3.76	-	4%	21%	15%	15%	39%	6%
Other	144	3.57	2%	1%	13%	11%	7%	63%	3%
Gave name	299	3.61	3%	4%	13%	15%	11%	50%	4%
Did not give name	1874	3.70	2%	3%	14%	13%	13%	51%	4%

Satisfaction:
HEALTH & HOSPITALS

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)	No resp.
				-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173		3.75	3%	4%	18%	23%	19%	30%	3%
Returned via: Mail	1894		3.77	3%	4%	17%	22%	18%	33%	3%
Email	279		3.67	5%	5%	24%	23%	25%	17%	1%
City Government										
Satisfied (5)	264		4.29	3%	2%	8%	16%	38%	29%	4%
Satisfied (4)	638		3.87	1%	2%	17%	28%	15%	35%	2%
Neither (3)	447		3.62	2%	4%	22%	25%	12%	33%	2%
Dissatisfied (2)	231		3.26	6%	10%	25%	19%	11%	26%	3%
Dissatisfied (1)	94		3.05	7%	17%	30%	11%	13%	17%	5%
Never Contacted	333		3.85	5%	3%	13%	22%	23%	32%	2%
N Cambridge	267		3.76	4%	3%	22%	20%	22%	26%	3%
Porter Sq	157		3.82	1%	6%	15%	18%	19%	38%	3%
Agassiz	106		3.95	1%	1%	14%	25%	16%	41%	2%
W Cambridge	330		3.84	3%	2%	16%	22%	20%	33%	4%
Area 4	77		3.71	3%	6%	21%	26%	19%	22%	3%
Riverside	68		4.00	-	4%	15%	27%	24%	24%	6%
Central Sq	175		3.84	3%	3%	13%	23%	20%	37%	1%
Cambridgeport	225		3.73	2%	4%	22%	22%	16%	31%	3%
Kendall Sq	33		3.65	3%	9%	21%	25%	21%	18%	3%
E Cambridge	229		3.71	4%	5%	20%	23%	21%	25%	2%
Mid Cambridge	224		3.60	3%	7%	15%	30%	12%	30%	3%
Wellington/Harring- ton	52		3.42	6%	8%	25%	19%	15%	23%	4%
Other	144		3.74	1%	4%	17%	19%	15%	40%	4%
Gave name	299		3.81	2%	5%	18%	23%	21%	28%	3%
Did not give name	1874		3.74	3%	4%	18%	22%	18%	32%	3%

[ALL RESPONDENTS] OVERALL experience when contacting city government

	TOT.	ANS Mean	Totally dissatisfied			Totally satisfied		Never con- tacted	No resp.
			-1-	-2-	-3-	-4-	-5-		
TOTAL ANSWER	2173	3.45	4%	11%	21%	29%	12%	15%	8%
Returned via: Mail	1894	3.45	4%	11%	20%	30%	12%	15%	8%
Email	279	3.38	3%	11%	28%	20%	13%	19%	6%
City Government									
Satisfied (5)	264	5.00	-	-	-	-	100%	-	-
Satisfied (4)	638	4.00	-	-	-	100%	-	-	-
Neither (3)	447	3.00	-	-	100%	-	-	-	-
Dissatisfied (2)	231	2.00	-	100%	-	-	-	-	-
Dissatisfied (1)	94	1.00	100%	-	-	-	-	-	-
Never Contacted	333	-	-	-	-	-	-	100%	-
N Cambridge	267	3.47	5%	9%	19%	29%	13%	17%	8%
Porter Sq	157	3.62	3%	8%	22%	34%	15%	10%	8%
Agassiz	106	3.49	3%	11%	25%	34%	12%	8%	7%
W Cambridge	330	3.64	3%	10%	20%	34%	18%	10%	5%
Area 4	77	3.38	3%	17%	22%	23%	14%	9%	12%
Riverside	68	3.41	3%	12%	22%	35%	7%	12%	9%
Central Sq	175	3.46	4%	9%	17%	26%	11%	28%	5%
Cambridgeport	225	3.51	3%	12%	19%	35%	11%	12%	8%
Kendall Sq	33	3.08	6%	15%	31%	9%	12%	21%	6%
E Cambridge	229	3.21	7%	10%	20%	22%	7%	26%	8%
Mid Cambridge	224	3.27	7%	12%	25%	26%	11%	13%	6%
Wellington/Harring- ton	52	3.41	8%	8%	15%	39%	8%	12%	10%
Other	144	3.42	4%	12%	19%	32%	10%	17%	6%
Gave name	299	3.38	6%	14%	21%	28%	16%	10%	5%
Did not give name	1874	3.46	4%	10%	20%	30%	12%	16%	8%

[JUST THOSE ANSWERING] OVERALL experience when contacting city government

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied	
				-1-	-2-	-3-	-4-	-5-

TOTAL ANSWER	1674		3.45	6%	14%	27%	37%	16%
Returned via: Mail	1466		3.45	6%	14%	25%	39%	16%
Email	208		3.38	4%	15%	37%	27%	17%
City Government								

Satisfied (5)	264		5.00	-	-	-	-	100%
Satisfied (4)	638		4.00	-	-	-	100%	-
Neither (3)	447		3.00	-	-	100%	-	-
Dissatisfied (2)	231		2.00	-	100%	-	-	-
Dissatisfied (1)	94		1.00	100%	-	-	-	-
Never Contacted	-		-	-	-	-	-	-
N Cambridge	201		3.47	6%	12%	26%	39%	17%
Porter Sq	130		3.62	3%	10%	27%	42%	18%
Agassiz	90		3.49	3%	13%	29%	41%	14%
W Cambridge	280		3.64	3%	12%	24%	40%	21%
Area 4	61		3.38	3%	21%	28%	30%	18%
Riverside	54		3.41	4%	15%	28%	44%	9%
Central Sq	117		3.46	6%	14%	25%	39%	16%
Cambridgeport	179		3.51	3%	15%	24%	44%	14%
Kendall Sq	24		3.08	8%	21%	41%	13%	17%
E Cambridge	151		3.21	10%	15%	30%	34%	11%
Mid Cambridge	181		3.27	9%	15%	31%	31%	14%
Wellington/Harring-	41		3.41	10%	10%	20%	50%	10%
ton								
Other	111		3.42	5%	15%	24%	42%	14%
Gave name	254		3.38	7%	17%	25%	32%	19%
Did not give name	1420		3.46	5%	13%	27%	40%	15%

Summary of mean scores for city services (1-5, "5" = "totally satisfied")

		Q1-	Q2-	Q3-	Q4-	Q5-	Q6-	Q7-	Q8-	Q9-	Q10-	Q11-	Q12-	Q15-
		TOT. ANS	Street Trash	Sch- Repair	Public Safety	Open space	Public info	Dvlp.	Hous- ing	Park- ing/ traf.	Social Serv.	Elder Serv.	Health & hosp.	City Serv.
TOTAL ANSWER	2173	3.99	3.05	3.25	4.01	3.54	3.27	2.78	2.58	2.76	3.57	3.68	3.75	3.45
Returned via: Mail	1894	4.03	3.09	3.27	4.05	3.61	3.29	2.77	2.65	2.80	3.60	3.74	3.77	3.45
Email	279	3.69	2.84	3.18	3.72	3.08	3.16	2.80	2.19	2.48	3.45	3.44	3.67	3.38
City Government														
Satisfied (5)	264	4.52	3.70	3.41	4.53	4.02	3.80	3.36	3.09	3.43	4.21	4.32	4.29	5.00
Satisfied (4)	638	4.10	3.17	3.29	4.08	3.67	3.39	2.79	2.68	2.93	3.60	3.77	3.87	4.00
Neither (3)	447	3.87	2.87	3.14	3.91	3.32	3.07	2.64	2.53	2.57	3.47	3.61	3.62	3.00
Dissatisfied (2)	231	3.50	2.59	2.74	3.65	3.12	2.80	2.48	2.36	2.29	3.28	3.33	3.26	2.00
Dissatisfied (1)	94	3.35	2.20	2.81	3.26	2.91	2.62	2.06	2.29	1.88	2.75	2.86	3.05	1.00
Never Contacted	333	4.01	3.07	3.70	3.98	3.73	3.52	2.98	2.35	2.71	3.71	3.73	3.85	-
N Cambridge	267	4.18	3.17	3.21	4.02	3.74	3.27	2.84	2.68	2.92	3.61	3.72	3.76	3.47
Porter Sq	157	4.08	3.11	3.14	4.02	3.79	3.54	3.05	2.67	3.09	3.52	3.62	3.82	3.62
Agassiz	106	4.10	2.52	3.13	3.82	3.41	3.37	2.99	2.64	2.67	3.63	3.77	3.95	3.49
W Cambridge	330	4.14	3.32	3.06	4.18	3.72	3.20	2.85	2.70	2.93	3.66	3.72	3.84	3.64
Area 4	77	3.86	2.86	3.35	4.00	3.42	3.07	2.35	2.08	2.63	3.62	3.93	3.71	3.38
Riverside	68	4.06	3.39	3.32	4.10	3.69	3.51	2.48	2.60	2.30	4.03	4.21	4.00	3.41
Central Sq	175	3.85	3.01	3.64	3.97	3.42	3.29	2.80	2.29	2.55	3.35	3.68	3.84	3.46
Cambridgeport	225	3.83	3.25	3.27	3.96	3.43	3.31	2.62	2.66	2.78	3.53	3.80	3.73	3.51
Kendall Sq	33	3.75	2.71	3.26	3.66	3.32	3.37	2.69	2.84	2.84	3.43	3.88	3.65	3.08
E Cambridge	229	3.89	2.78	3.46	3.97	3.22	3.17	2.66	2.49	2.52	3.53	3.50	3.71	3.21
Mid Cambridge	224	3.87	2.95	3.14	3.97	3.50	3.21	2.74	2.51	2.70	3.57	3.52	3.60	3.27
Wellington/Harring- ton	52	4.00	2.74	3.25	3.90	3.30	3.55	2.95	2.72	2.72	3.82	3.76	3.42	3.41
Other	144	3.90	2.99	3.16	3.94	3.67	3.13	2.89	2.76	2.73	3.42	3.57	3.74	3.42
Gave name	299	3.87	2.94	3.15	4.00	3.46	3.18	2.57	2.58	2.83	3.50	3.61	3.81	3.38
Did not give name	1874	4.00	3.07	3.27	4.01	3.55	3.28	2.81	2.58	2.75	3.58	3.70	3.74	3.46

	Area														
	TOT.	N	Por-	Agas-	W	Area	River-	cen-	Camb-	Ken-	E	Mid-	Well-	Ot-	No
	ANS	Camb	ter	siz	Camb	4	side	tral	ridge-	dall	Camb	Camb	ington	her	resp.
								Sq	port	Sq			Harr-		
													ington		
TOTAL ANSWER	2173	12%	7%	5%	15%	4%	3%	8%	10%	2%	11%	10%	2%	7%	4%
Returned via: Mail	1894	12%	8%	5%	16%	3%	3%	7%	10%	2%	10%	11%	2%	7%	4%
Email	279	16%	4%	4%	9%	6%	4%	14%	10%	1%	12%	9%	3%	6%	2%
City Government															
Satisfied (5)	264	13%	9%	5%	23%	4%	2%	7%	9%	2%	6%	9%	2%	6%	3%
Satisfied (4)	638	12%	9%	6%	18%	3%	4%	7%	12%		8%	9%	3%	7%	2%
Neither (3)	447	12%	8%	6%	14%	4%	3%	6%	10%	2%	10%	13%	2%	6%	4%
Dissatisfied (2)	231	11%	6%	5%	14%	6%	3%	7%	11%	2%	10%	12%	2%	7%	4%
Dissatisfied (1)	94	14%	4%	3%	10%	2%	2%	7%	6%	2%	17%	18%	4%	6%	5%
Never Contacted	333	14%	5%	3%	10%	2%	2%	15%	8%	2%	17%	9%	2%	7%	4%
N Cambridge	267	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Porter Sq	157	-	100%	-	-	-	-	-	-	-	-	-	-	-	-
Agassiz	106	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
W Cambridge	330	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
Area 4	77	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
Riverside	68	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
Central Sq	175	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
Cambridgeport	225	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
Kendall Sq	33	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
E Cambridge	229	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
Mid Cambridge	224	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
Wellington/Harring-	52	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
ton															
Other	144	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
Gave name	299	9%	6%	5%	16%	4%	5%	8%	8%	2%	10%	13%	2%	8%	4%
Did not give name	1874	13%	7%	5%	16%	3%	3%	8%	11%	1%	11%	10%	2%	6%	4%

Included name

	TOT. ANS	Wrote name	No name
	-----	-----	-----
TOTAL ANSWER	2173	14%	86%
Returned via: Mail	1894	14%	86%
Email	279	13%	87%
City Government			

Satisfied (5)	264	18%	82%
Satisfied (4)	638	13%	87%
Neither (3)	447	14%	86%
Dissatisfied (2)	231	18%	82%
Dissatisfied (1)	94	20%	80%
Never Contacted	333	9%	91%
N Cambridge	267	10%	90%
Porter Sq	157	11%	89%
Agassiz	106	13%	87%
W Cambridge	330	14%	86%
Area 4	77	16%	84%
Riverside	68	21%	79%
Central Sq	175	13%	87%
Cambridgeport	225	11%	89%
Kendall Sq	33	15%	85%
E Cambridge	229	13%	87%
Mid Cambridge	224	18%	82%
Wellington/Harring- ton	52	13%	87%
Other	144	17%	83%
Gave name	299	100%	-
Did not give name	1874	-	100%

TOPLINE

OPINION DYNAMICS
ODC #5309

NOVEMBER 2000
CAMBRIDGE

1. What do you think is the single most important issue facing the City of Cambridge today—the one that affects you and your family the most?

Housing	31%
Education	13
Parking/traffic/big dig	13
Crime/drugs	4
Taxes	3
Govt/election	3
Library location	2
Economy	2
Cost of living	2
Diversity/racism	2
Healthcare	1
Environment	1
Children's issues	1
Welfare/social services	1
Fuel/energy prices	--
Employment	--
Other	3
(DK/ref)	18

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

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

	1	2	3	4	5
2. The overall performance of City government here in Cambridge	5%	46	26	5	18
3. The overall quality of life in Cambridge	24%	62	12	1	1
4. The overall quality of your neighborhood	36%	49	13	2	--
5. Cambridge as a place to raise a child	19%	44	19	4	13
6. Cambridge as a place to live	39%	50	8	2	1
7. Cambridge as a place to retire	13%	33	23	17	14
8. Cambridge as a safe place to live	21%	62	15	1	i

Now using the same scale of excellent, good, fair or poor, please rate the following characteristics as they relate to **Cambridge**:

	1	2	3	4	5
9. A sense of community	10%	52	31	5	2
10. A place welcoming to all races	32%	45	17	4	3
11. Overall appearance	13%	64	21	2	1
12. Quality of schools—K-12	10%	30	16	6	38
13. Opportunities to attend cultural events	48%	40	8	2	2
14. Shopping opportunities	26%	54	15	5	--
15. Air quality	6%	55	31	6	2
16. Open space/Recreation opportunities	10%	42	33	12	2
17. Job opportunities	18%	45	19	4	15
18. Access to affordable housing	2%	7	24	63	4
19. Economic development	12%	54	20	2	11
20. Cable television	11%	34	21	10	25
21. The balance between new construction and neighborhood preservation	5%	39	32	17	8
22. Ability to get around town	28%	46	19	6	--
23. Ability to participate in government	8%	43	22	5	22

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

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

	1	2	3	4	5	6	7
24. Used the Cambridge public libraries	34%	6	7	25	10	17	--
25. Used the city's recreational FACILITIES	37%	5	6	22	7	21	3
26. Participated in AFTER-SCHOOL PROGRAMS OR ACTIVITIES program or activity	75%	2	1	7	3	10	2
27. Visited a neighborhood or city park	11%	3	4	30	12	39	2
28. Rode a bus within the city	23%	4	10	19	8	36	1
29. Attended a City Council meeting in person	83%	9	3	4	--	1	1
30. Watched a City Council meeting on cable television	70%	8	6	11	2	3	1
31. Used the Internet	16%	--	--	1	2	81	--
32. Visited the city of Cambridge web site	67%	5	8	15	1	2	1
33. Called a city department for service	39%	12	12	32	3	2	1

34. How likely would you be to use the internet to complete financial transactions with the city of Cambridge—like paying parking tickets, paying tax bills and registering for various city programs? Would you be very likely, somewhat likely, not very likely, or not likely at all?

Very likely...	38%
Somewhat likely	22
Not very likely	11
Not likely at all	28
(Don't know)	2

Now, I'd like to read you one final list—dealing with various city services provided by Cambridge. Again using the scale of excellent, good, fair or poor, please rate each of these services:

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

	1	2	3	4	5
35. Police Department services	15%	58	15	2	9
36. Fire Department services	24%	53	3	--	19
37. Garbage Collection	23%	65	7	3	2
38. Recycling	28%	54	12	3	2
39. Library services	21%	54	9	1	16
40. Recreational programs and facilities	11%	51	14	2	22
41. City parks and park maintenance	17%	61	14	2	5
42. Street maintenance and cleanliness	10%	53	27	8	1
43. Snow removal	10%	46	23	10	12
44. Ease of private car travel in the city	3%	30	31	29	6
45. Ease of public transportation in the city	30%	53	13	2	2
46. Animal control	9%	50	12	5	25
47. Parking and traffic regulation	2%	29	31	35	3
48. Senior services	8%	27	10	--	55
49. Planning and zoning	3%	37	26	10	23
50. Sidewalk maintenance	6%	47	30	16	1
51. Children and Youth services	7%	36	13	--	44
52. Health and Hospitals	17%	51	12	2	18
53. Schools and education	15%	35	15	5	30
54. Water/sewer services	10%	66	15	3	6
55. Public information	9%	59	22	4	7

56. Would you agree or disagree with the following statement: I've wanted to conduct business with the City of Cambridge after regular business hours but I couldn't because city offices closed before I could get to them.

Agree	50%
Disagree	31
(Don't know)	19

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

Internet	18%
Phone/phonebook	73
City Hall	20
Word of mouth	1
Other	1
(DK/ref)	7

58. On a scale of "1" to "5", where "1" means "totally dissatisfied" "3" means "neither satisfied nor dissatisfied" and "5" means "totally satisfied", how would you rate your *overall* experience when interacting with city government?

Totally dissatisfied		Neither satisfied nor		Totally satisfied	(Don't know)
1	2	Dissatisfied	3	4	5
					6

1	2	3	4	5	6
2%	6	46	31	6	9

59. Specifically, why do you feel that way?

	Dissatisfied	(Neither)	Satisfied
No problems/satisfied	7%	4	41
Don't interact w/ city govt	4%	21	2
Quick to resolve/ solve problems	--%	3	18
Slow to respond/solve problems	4%	9	5
People are nice/helpful	--%	--	17
People are not helpful/rude	19%	5	3
Negative comments (gen.)	19%	7	--
Not accessible	22%	2	5
Traffic/parking issues	15%	3	3
Bad experience (gen.)	7%	2	--
Govt doesn't care for people	--%	3	1
Police issues	4%	1	2
Zoning issues	--%	2	1
Other	7%	2	4
(DK/ref)	4%	39	8

60. As you know, the city sprayed for the West Nile virus this summer. Did you receive notice prior to the spraying? [IF "YES"] How did you receive that notice?

Yes, (phone call)	10%
Yes, (poster)	11
Yes, (newspaper article)	4
Yes, (radio)	5
Yes, (TV)	7
Yes, (Ad in Globe)	--
Yes, (Other)	19
No, did not receive notice	28
(Don't know)	15

61. If you were speaking *directly* to the leaders of city government here in Cambridge, what are the two or three issues you would recommend that city government focus more attention on?

Housing	40%
Parking/traffic/big dig	38
Education	23
Govt/election	4
Diversity/racism	4
Children's issues	4
Crime/drugs	4
Cost of living	2
Senior issues/Sr. healthcare	2
Economy	2
Library location	2
Environment	2
Employment	2
Taxes	2
Healthcare	1
Social Security	--
Welfare/social services	--
Other	5
(DK/ref)	13

Table of Contents

City of Cambridge Data Tables Nov, 2000 (ODC# 5309)

Table Q1 Most important problem facing the City of Cambridge	Page 1
Table Q2 Rating: The overall performance of City government here in Cambridge	Page 2
Table Q3 Rating: The overall quality of life in Cambridge	Page 3
Table Q4 Rating: The overall quality of your neighborhood	Page 4
Table Q5 Rating: Cambridge as a place to raise a child	Page 5
Table Q6 Rating: Cambridge as a place to live	Page 6
Table Q7 Rating: Cambridge as a place to retire	Page 7
Table Q8 Rating: Cambridge as a safe place to live	Page 8
Table Q9 Rating as it relates to Cambridge: A sense of community	Page 9
Table Q10 Rating as it relates to Cambridge: A place welcoming to all races	Page 10
Table Q11 Rating as it relates to Cambridge: Overall appearance	Page 11
Table Q12 Rating as it relates to Cambridge: Quality of schools K-12	Page 12
Table Q13 Rating as it relates to Cambridge: Opportunities to attend cultural events	Page 13
Table Q14 Rating as it relates to Cambridge: Shopping opportunities	Page 14
Table Q15 Rating as it relates to Cambridge: Air quality	Page 15
Table Q16 Rating as it relates to Cambridge: Open space/Recreation opportunities	Page 16
Table Q17 Rating as it relates to Cambridge: Job opportunities	Page 17
Table Q18 Rating as it relates to Cambridge: Access to affordable housing	Page 18
Table Q19 Rating as it relates to Cambridge: Economic development	Page 19
Table Q20 Rating as it relates to Cambridge: Cable television	Page 20

Table Q21 Rating as it relates to Cambridge: The balance between new construction and neighborhood preservation	Page 21
Table Q22 Rating as it relates to Cambridge: Ability to get around town	Page 22
Table Q23 Rating as it relates to Cambridge: Ability to participate in government	Page 23
Table Q24 Participation in the past 12 months: USED THE CAMBRIDGE PUBIC LIBRARIES	Page 24
Table Q25 Participation in the past 12 months: USED THE CITY'S RECREATIONAL FACILITIES	Page 25
Table Q26 Participation in the past 12 months: PARTICIPATED IN AFTER-SCHOOL PROGRAMS OR ACTIVITIES	Page 26
Table Q27 Participation in the past 12 months: VISITED A NEIGHBORHOOD OR CITY PARK	Page 27
Table Q28 Participation in the past 12 months: RODE A BUS WITHIN THE CITY	Page 28
Table Q29 Participation in the past 12 months: ATTENDED A CITY COUNCIL MEETING IN PERSON	Page 29
Table Q30 Participation in the past 12 months: WATCHED A CITY COUNCIL MEETING ON CABLE TV	Page 30
Table Q31 Participation in the past 12 months: USED THE INTERNET	Page 31
Table Q32 Participation in the past 12 months: VISITED THE CITY OF CAMBRIDGE WEB SITE	Page 32
Table Q33 Participation in the past 12 months: CALLED A CITY DEPARTMENT FOR SERVICE	Page 33
Table Q34 Likelihood to use the internet to complete financial transactions with the city of Cambridge...	Page 34
Table Q35 City service rating: POLICE DEPARTMENT	Page 35
Table Q36 City service rating: FIRE DEPARTMENT	Page 36

Table Q37 City service rating: GARBAGE COLLECTION	Page 37
Table Q38 City service rating: RECYCLING	Page 38
Table Q39 City service rating: LIBRARY	Page 39
Table Q40 City service rating: RECREATIONAL PROGRAMS & FACILITIES	Page 40
Table Q41 City service rating: CITY PARKS & PARK MAINTENANCE	Page 41
Table Q42 City service rating: STREET MAINTENANCE & CLEANLINESS	Page 42
Table Q43 City service rating: SNOW REMOVAL	Page 43
Table Q44 City service rating: EASE OF PRIVATE CAR TRAVEL IN THE CITY	Page 44
Table Q45 City service rating: EASE OF PUBLIC TRANSPORTATION IN THE CITY	Page 45
Table Q46 City service rating: ANIMAL CONTROL	Page 46
Table Q47 City service rating: PARKING & TRAFFIC REGULATION	Page 47
Table Q48 City service rating: SENIOR SERVICES	Page 48
Table Q49 City service rating: PLANNING & ZONING	Page 49
Table Q50 City service rating: SIDEWALK MAINTENANCE	Page 50
Table Q51 City service rating: CHILDREN & YOUTH SERVICES	Page 51
Table Q52 City service rating: HEALTH & HOSPITALS	Page 52

Table Q53 City service rating: SCHOOLS & EDUCATION	Page 53
Table Q54 City service rating: WATER/SEWER SERVICES	Page 54
Table Q55 City service rating: PUBLIC INFORMATION	Page 55
Table Q56 "I've wanted to conduct business with the City after business hours but I couldn't because city offices close before I could get to them"	Page 56
Table Q57 When you need info or assistance with city-related issues or services, how do you go about seeking it (mult. resp.)	Page 57
Table Q58 Overall satisfaction when interacting with city government	Page 58
Table Q59 Why do you feel that way about your experience with city government (mult. resp.)	Page 59
Table Q60 Did you receive notice prior to the West Nile spraying	Page 60
Table Q61 Two or three issues city government should focus on (mult. resp.)	Page 61
Table Q62 Gender	Page 62
Table Q63 Age	Page 63
Table Q64 Years you have lived in Cambridge	Page 64
Table Q65 Own or rent	Page 65
Table Q66 Area	Page 66
Table Q67 Household income	Page 67

Most important problem facing the City of Cambridge

	TOT. ANS -----
TOTAL ANSWER	400
	100%
Housing	31%
Education	13%
Parking/traffic/ big dig	13%
Crime/drugs	4%
Taxes	3%
Govt/election	3%
Library location	2%
Economy	2%
Cost of living	2%
Diversity/racism	2%
Healthcare	1%
Environment	1%
Children's issues	1%
Welfare/social services	1%
Fuel/energy prices	-
Employment	-
Other	3%
(DK/ref)	18%

Rating: The overall performance of City government here in Cambridge

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	5%	46%	26%	5%	18%
Female	207	4%	50%	21%	4%	21%
Male	193	6%	41%	31%	6%	16%
Age 18-25	57	7%	41%	20%	4%	28%
26-35	121	1%	47%	22%	4%	26%
36-45	92	5%	48%	29%	3%	15%
46-55	66	11%	35%	37%	7%	9%
56+	62	6%	56%	22%	4%	12%
Up to 2 yrs in Camb	112	7%	45%	13%	2%	33%
2.1 - 5	73	3%	47%	24%	5%	20%
5.1 - 10	62	2%	48%	34%	2%	14%
10.1 - 20	62	4%	42%	42%	2%	10%
Over 20/all life	91	8%	47%	27%	9%	8%
Home owner	162	6%	48%	32%	4%	10%
Renter	233	5%	44%	22%	5%	24%
Income \$0-34,999	73	7%	49%	19%	3%	22%
\$35-49,999	65	6%	45%	25%	2%	23%
\$50-99,999	116	7%	49%	26%	5%	13%
\$100,000+	71	2%	41%	29%	7%	21%
N Cambridge	48	5%	56%	31%	-	8%
Porter Square	33	4%	44%	19%	4%	30%
Agassiz	14	-	45%	27%	9%	18%
W Cambridge	60	8%	45%	29%	2%	16%
Area 4	17	-	36%	29%	14%	21%
Riverside	6	-	20%	40%	20%	20%
Central Sq	54	9%	45%	18%	2%	25%
Cambridgeport	31	-	48%	40%	4%	8%
Kendall Sq	7	17%	67%	-	-	17%
E Cambridge	32	-	42%	42%	4%	12%
Mid Cambridge	65	6%	49%	15%	6%	25%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	100%	-	-	-	-
Good	183	-	100%	-	-	-
Fair/poor	122	-	-	85%	15%	-
(DK)	74	-	-	-	-	100%
Quality of Life						

Excellent	95	12%	56%	18%	1%	13%
Good	250	4%	47%	26%	3%	20%
Fair/poor	52	-	21%	43%	17%	19%

Rating: The overall quality of life in Cambridge

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	24%	62%	12%	1%	1%
Female	207	23%	65%	10%	1%	1%
Male	193	25%	59%	14%	1%	1%
Age 18-25	57	30%	59%	9%	2%	-
26-35	121	16%	71%	11%	1%	-
36-45	92	29%	57%	12%	-	1%
46-55	66	19%	61%	19%	2%	-
56+	62	28%	60%	8%	-	4%
Up to 2 yrs in Camb	112	23%	66%	10%	1%	-
2.1 - 5	73	25%	64%	8%	2%	-
5.1 - 10	62	26%	66%	6%	-	2%
10.1 - 20	62	22%	66%	12%	-	-
Over 20/all life	91	22%	53%	22%	1%	3%
Home owner	162	26%	65%	7%	1%	2%
Renter	233	22%	61%	15%	1%	-
Income \$0-34,999	73	22%	63%	14%	2%	-
\$35-49,999	65	23%	70%	6%	2%	-
\$50-99,999	116	23%	59%	17%	1%	-
\$100,000+	71	29%	66%	5%	-	-
N Cambridge	48	18%	59%	18%	5%	-
Porter Square	33	33%	67%	-	-	-
Agassiz	14	45%	36%	18%	-	-
W Cambridge	60	24%	67%	6%	-	2%
Area 4	17	7%	57%	21%	-	14%
Riverside	6	40%	20%	40%	-	-
Central Sq	54	9%	80%	11%	-	-
Cambridgeport	31	24%	52%	24%	-	-
Kendall Sq	7	50%	33%	17%	-	-
E Cambridge	32	19%	73%	8%	-	-
Mid Cambridge	65	30%	58%	9%	2%	-
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	53%	47%	-	-	-
Good	183	29%	64%	5%	1%	1%
Fair/poor	122	15%	60%	24%	1%	-
(DK)	74	17%	67%	12%	2%	3%
Quality of Life						

Excellent	95	100%	-	-	-	-
Good	250	-	100%	-	-	-
Fair/poor	52	-	-	93%	7%	-

Rating: The overall quality of your neighborhood

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)

TOTAL ANSWER	400	36%	49%	13%	2%	*
Female	207	38%	48%	10%	3%	1%
Male	193	33%	50%	17%	1%	-
Age 18-25	57	37%	48%	13%	2%	-
26-35	121	27%	55%	17%	1%	-
36-45	92	41%	48%	8%	3%	-
46-55	66	28%	54%	17%	2%	-
56+	62	52%	34%	10%	2%	2%
Up to 2 yrs in Camb	112	26%	60%	12%	1%	-
2.1 - 5	73	37%	49%	14%	-	-
5.1 - 10	62	30%	52%	16%	2%	-
10.1 - 20	62	42%	46%	10%	2%	-
Over 20/all life	91	45%	35%	15%	4%	1%
Home owner	162	43%	45%	11%	1%	-
Renter	233	31%	52%	15%	3%	-
Income \$0-34,999	73	25%	59%	15%	-	-
\$35-49,999	65	47%	40%	11%	2%	-
\$50-99,999	116	32%	51%	14%	3%	-
\$100,000+	71	45%	43%	12%	-	-
N Cambridge	48	26%	62%	13%	-	-
Porter Square	33	48%	41%	7%	4%	-
Agassiz	14	73%	27%	-	-	-
W Cambridge	60	51%	37%	10%	-	2%
Area 4	17	7%	71%	14%	7%	-
Riverside	6	-	60%	20%	20%	-
Central Sq	54	20%	55%	20%	5%	-
Cambridgeport	31	16%	52%	28%	4%	-
Kendall Sq	7	33%	67%	-	-	-
E Cambridge	32	19%	58%	23%	-	-
Mid Cambridge	65	51%	40%	9%	-	-
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	41%	53%	6%	-	-
Good	183	42%	50%	8%	1%	-
Fair/poor	122	31%	42%	22%	4%	-
(DK)	74	27%	57%	13%	2%	2%
Quality of Life						

Excellent	95	71%	26%	3%	-	-
Good	250	27%	60%	12%	1%	-
Fair/poor	52	14%	38%	38%	10%	-

Rating: Cambridge as a place to raise a child

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	19%	44%	19%	4%	13%
Female	207	20%	46%	17%	4%	14%
Male	193	19%	42%	22%	4%	13%
Age 18-25	57	17%	39%	22%	7%	15%
26-35	121	16%	45%	21%	5%	12%
36-45	92	25%	51%	11%	3%	11%
46-55	66	15%	41%	30%	4%	11%
56+	62	24%	40%	14%	2%	20%
Up to 2 yrs in Camb	112	18%	40%	20%	5%	18%
2.1 - 5	73	20%	47%	14%	-	19%
5.1 - 10	62	12%	48%	18%	4%	18%
10.1 - 20	62	18%	46%	24%	2%	10%
Over 20/all life	91	27%	43%	20%	7%	3%
Home owner	162	21%	43%	20%	2%	13%
Renter	233	19%	44%	19%	5%	13%
Income \$0-34,999	73	22%	44%	14%	8%	12%
\$35-49,999	65	23%	49%	17%	2%	9%
\$50-99,999	116	20%	38%	27%	3%	12%
\$100,000+	71	14%	45%	19%	2%	21%
N Cambridge	48	13%	49%	31%	-	8%
Porter Square	33	19%	48%	15%	-	19%
Agassiz	14	36%	9%	27%	9%	18%
W Cambridge	60	24%	53%	10%	4%	8%
Area 4	17	7%	50%	14%	14%	14%
Riverside	6	20%	-	-	40%	40%
Central Sq	54	18%	39%	25%	2%	16%
Cambridgeport	31	12%	48%	24%	-	16%
Kendall Sq	7	33%	17%	17%	-	33%
E Cambridge	32	8%	58%	23%	8%	4%
Mid Cambridge	65	28%	36%	15%	4%	17%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	65%	18%	12%	-	6%
Good	183	24%	48%	13%	2%	13%
Fair/poor	122	11%	40%	34%	7%	7%
(DK)	74	8%	50%	12%	5%	25%
Quality of Life						

Excellent	95	34%	40%	10%	-	16%
Good	250	17%	50%	17%	2%	14%
Fair/poor	52	7%	21%	45%	21%	5%

Rating: Cambridge as a place to live

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)

TOTAL ANSWER	400	39%	50%	8%	2%	1%
Female	207	40%	51%	7%	2%	1%
Male	193	38%	50%	10%	1%	1%
Age 18-25	57	43%	48%	4%	4%	-
26-35	121	31%	59%	8%	2%	-
36-45	92	44%	48%	5%	1%	1%
46-55	66	26%	56%	19%	-	-
56+	62	58%	34%	6%	-	2%
Up to 2 yrs in Camb	112	34%	58%	5%	2%	-
2.1 - 5	73	39%	47%	12%	2%	-
5.1 - 10	62	52%	38%	8%	-	2%
10.1 - 20	62	36%	60%	2%	2%	-
Over 20/all life	91	39%	45%	14%	1%	1%
Home owner	162	43%	48%	7%	-	2%
Renter	233	37%	51%	10%	3%	-
Income \$0-34,999	73	39%	46%	8%	7%	-
\$35-49,999	65	40%	57%	2%	2%	-
\$50-99,999	116	39%	49%	12%	-	-
\$100,000+	71	48%	48%	3%	-	-
N Cambridge	48	36%	46%	18%	-	-
Porter Square	33	44%	52%	4%	-	-
Agassiz	14	55%	27%	18%	-	-
W Cambridge	60	37%	57%	6%	-	-
Area 4	17	14%	36%	29%	7%	14%
Riverside	6	60%	-	40%	-	-
Central Sq	54	27%	66%	7%	-	-
Cambridgeport	31	36%	60%	4%	-	-
Kendall Sq	7	50%	33%	17%	-	-
E Cambridge	32	35%	58%	-	8%	-
Mid Cambridge	65	55%	40%	4%	2%	-
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	71%	29%	-	-	-
Good	183	48%	46%	3%	2%	1%
Fair/poor	122	27%	56%	15%	2%	-
(DK)	74	28%	58%	12%	-	2%
Quality of Life						

Excellent	95	78%	21%	1%	-	-
Good	250	31%	66%	2%	1%	-
Fair/poor	52	10%	33%	50%	7%	-

Rating: Cambridge as a place to retire

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	13%	33%	23%	17%	14%
Female	207	16%	32%	21%	14%	17%
Male	193	10%	35%	24%	19%	11%
Age 18-25	57	11%	22%	20%	17%	30%
26-35	121	6%	36%	28%	18%	12%
36-45	92	12%	31%	25%	15%	17%
46-55	66	15%	28%	17%	30%	11%
56+	62	28%	48%	20%	2%	2%
Up to 2 yrs in Camb	112	10%	35%	23%	13%	19%
2.1 - 5	73	10%	34%	24%	17%	15%
5.1 - 10	62	14%	24%	16%	26%	20%
10.1 - 20	62	20%	32%	20%	16%	12%
Over 20/all life	91	14%	38%	28%	15%	5%
Home owner	162	18%	38%	18%	14%	12%
Renter	233	10%	30%	26%	19%	15%
Income \$0-34,999	73	14%	29%	29%	12%	17%
\$35-49,999	65	13%	45%	26%	4%	11%
\$50-99,999	116	14%	30%	14%	26%	17%
\$100,000+	71	14%	29%	28%	17%	12%
N Cambridge	48	8%	28%	26%	23%	15%
Porter Square	33	11%	30%	22%	15%	22%
Agassiz	14	-	27%	18%	36%	18%
W Cambridge	60	24%	31%	20%	12%	12%
Area 4	17	7%	43%	21%	14%	14%
Riverside	6	20%	20%	40%	20%	-
Central Sq	54	9%	30%	30%	9%	23%
Cambridgeport	31	16%	32%	24%	20%	8%
Kendall Sq	7	17%	17%	17%	17%	33%
E Cambridge	32	-	42%	35%	19%	4%
Mid Cambridge	65	17%	36%	13%	19%	15%
Wellington/Harring- ton	1	-	-	-	100%	-
City Government						

Excellent	21	29%	35%	12%	12%	12%
Good	183	15%	38%	21%	13%	11%
Fair/poor	122	9%	27%	29%	24%	10%
(DK)	74	10%	30%	18%	13%	28%
Quality of Life						

Excellent	95	31%	31%	16%	6%	16%
Good	250	8%	37%	26%	14%	14%
Fair/poor	52	5%	17%	21%	50%	7%

Rating: Cambridge as a safe place to live

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	21%	62%	15%	1%	1%
Female	207	18%	64%	15%	1%	1%
Male	193	23%	59%	15%	1%	1%
Age 18-25	57	13%	63%	20%	2%	2%
26-35	121	20%	65%	12%	1%	1%
36-45	92	31%	53%	15%	1%	-
46-55	66	11%	67%	20%	2%	-
56+	62	22%	62%	14%	-	2%
Up to 2 yrs in Camb	112	21%	65%	13%	1%	-
2.1 - 5	73	27%	59%	10%	-	3%
5.1 - 10	62	20%	64%	14%	2%	-
10.1 - 20	62	16%	66%	16%	2%	-
Over 20/all life	91	19%	55%	23%	1%	1%
Home owner	162	17%	65%	17%	-	1%
Renter	233	23%	59%	15%	2%	1%
Income \$0-34,999	73	34%	49%	14%	-	3%
\$35-49,999	65	25%	64%	11%	-	-
\$50-99,999	116	16%	65%	18%	1%	-
\$100,000+	71	16%	69%	14%	2%	-
N Cambridge	48	8%	79%	8%	3%	3%
Porter Square	33	22%	63%	7%	4%	4%
Agassiz	14	55%	36%	9%	-	-
W Cambridge	60	14%	73%	12%	-	-
Area 4	17	7%	50%	43%	-	-
Riverside	6	40%	20%	40%	-	-
Central Sq	54	20%	59%	18%	2%	-
Cambridgeport	31	12%	64%	24%	-	-
Kendall Sq	7	67%	33%	-	-	-
E Cambridge	32	8%	73%	19%	-	-
Mid Cambridge	65	32%	53%	15%	-	-
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	41%	47%	12%	-	-
Good	183	22%	70%	7%	1%	-
Fair/poor	122	13%	55%	30%	2%	-
(DK)	74	23%	58%	12%	2%	5%
Quality of Life						

Excellent	95	36%	56%	6%	-	1%
Good	250	16%	71%	11%	*	*
Fair/poor	52	14%	26%	50%	7%	2%

Rating as it relates to Cambridge: A sense of community

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	10%	52%	31%	5%	2%
Female	207	10%	54%	29%	5%	2%
Male	193	10%	51%	32%	4%	3%
Age 18-25	57	4%	46%	46%	2%	2%
26-35	121	9%	45%	36%	7%	3%
36-45	92	12%	61%	17%	5%	4%
46-55	66	13%	50%	31%	6%	-
56+	62	8%	60%	28%	2%	2%
Up to 2 yrs in Camb	112	10%	43%	37%	4%	5%
2.1 - 5	73	8%	58%	29%	5%	-
5.1 - 10	62	14%	46%	32%	4%	4%
10.1 - 20	62	10%	64%	20%	6%	-
Over 20/all life	91	7%	55%	31%	5%	1%
Home owner	162	11%	56%	27%	5%	2%
Renter	233	9%	49%	33%	5%	3%
Income \$0-34,999	73	-	53%	36%	8%	3%
\$35-49,999	65	6%	62%	26%	4%	2%
\$50-99,999	116	18%	49%	28%	4%	1%
\$100,000+	71	12%	47%	31%	5%	5%
N Cambridge	48	18%	44%	33%	3%	3%
Porter Square	33	7%	44%	41%	-	7%
Agassiz	14	9%	36%	55%	-	-
W Cambridge	60	6%	65%	22%	2%	4%
Area 4	17	14%	43%	29%	7%	7%
Riverside	6	-	60%	-	40%	-
Central Sq	54	7%	48%	34%	9%	2%
Cambridgeport	31	16%	44%	36%	4%	-
Kendall Sq	7	17%	50%	33%	-	-
E Cambridge	32	4%	65%	23%	8%	-
Mid Cambridge	65	9%	55%	30%	6%	-
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	29%	59%	6%	6%	-
Good	183	11%	55%	28%	4%	1%
Fair/poor	122	4%	49%	38%	7%	1%
(DK)	74	8%	48%	32%	3%	8%
Quality of Life						

Excellent	95	13%	65%	18%	1%	3%
Good	250	9%	52%	33%	4%	2%
Fair/poor	52	7%	33%	40%	17%	2%

Rating as it relates to Cambridge: A place welcoming to all races

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	32%	45%	17%	4%	3%
Female	207	27%	48%	18%	4%	2%
Male	193	37%	42%	15%	3%	3%
Age 18-25	57	33%	52%	9%	7%	-
26-35	121	36%	48%	12%	1%	3%
36-45	92	40%	31%	24%	1%	4%
46-55	66	20%	50%	19%	11%	-
56+	62	26%	48%	18%	2%	6%
Up to 2 yrs in Camb	112	36%	46%	12%	2%	3%
2.1 - 5	73	31%	47%	17%	5%	-
5.1 - 10	62	38%	44%	8%	4%	6%
10.1 - 20	62	28%	44%	24%	2%	2%
Over 20/all life	91	27%	43%	22%	5%	3%
Home owner	162	32%	45%	14%	5%	3%
Renter	233	33%	44%	17%	3%	3%
Income \$0-34,999	73	36%	41%	17%	3%	3%
\$35-49,999	65	30%	43%	21%	2%	4%
\$50-99,999	116	37%	41%	16%	5%	-
\$100,000+	71	31%	48%	10%	5%	5%
N Cambridge	48	33%	36%	26%	5%	-
Porter Square	33	26%	48%	15%	7%	4%
Agassiz	14	36%	18%	18%	27%	-
W Cambridge	60	20%	53%	24%	-	2%
Area 4	17	29%	29%	29%	-	14%
Riverside	6	60%	40%	-	-	-
Central Sq	54	43%	45%	11%	-	-
Cambridgeport	31	24%	48%	20%	4%	4%
Kendall Sq	7	33%	67%	-	-	-
E Cambridge	32	27%	58%	8%	4%	4%
Mid Cambridge	65	32%	45%	13%	6%	4%
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	65%	18%	18%	-	-
Good	183	36%	45%	16%	3%	1%
Fair/poor	122	26%	47%	19%	5%	2%
(DK)	74	23%	48%	13%	5%	10%
Quality of Life						

Excellent	95	43%	42%	12%	3%	1%
Good	250	30%	49%	15%	3%	3%
Fair/poor	52	26%	31%	33%	10%	-

Rating as it relates to Cambridge: Overall appearance

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	13%	64%	21%	2%	1%
Female	207	13%	66%	20%	1%	1%
Male	193	13%	62%	21%	3%	1%
Age 18-25	57	17%	70%	11%	2%	-
26-35	121	9%	68%	19%	2%	1%
36-45	92	15%	60%	24%	1%	-
46-55	66	13%	69%	15%	4%	-
56+	62	12%	54%	32%	-	2%
Up to 2 yrs in Camb	112	15%	65%	16%	3%	-
2.1 - 5	73	8%	73%	17%	-	2%
5.1 - 10	62	12%	64%	22%	2%	-
10.1 - 20	62	16%	66%	18%	-	-
Over 20/all life	91	11%	55%	30%	3%	1%
Home owner	162	11%	65%	22%	2%	1%
Renter	233	14%	64%	19%	2%	1%
Income \$0-34,999	73	10%	68%	20%	2%	-
\$35-49,999	65	19%	72%	9%	-	-
\$50-99,999	116	16%	62%	19%	2%	1%
\$100,000+	71	10%	62%	28%	-	-
N Cambridge	48	23%	56%	21%	-	-
Porter Square	33	22%	63%	15%	-	-
Agassiz	14	27%	64%	-	9%	-
W Cambridge	60	14%	57%	27%	2%	-
Area 4	17	7%	36%	50%	7%	-
Riverside	6	20%	60%	-	-	20%
Central Sq	54	11%	61%	23%	5%	-
Cambridgeport	31	4%	60%	36%	-	-
Kendall Sq	7	17%	67%	17%	-	-
E Cambridge	32	4%	77%	19%	-	-
Mid Cambridge	65	8%	77%	13%	2%	-
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	47%	47%	6%	-	-
Good	183	13%	67%	19%	1%	1%
Fair/poor	122	5%	60%	31%	3%	1%
(DK)	74	15%	70%	12%	3%	-
Quality of Life						

Excellent	95	29%	61%	10%	-	-
Good	250	9%	70%	19%	1%	*
Fair/poor	52	2%	43%	45%	7%	2%

Rating as it relates to Cambridge: Quality of schools K-12

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	10%	30%	16%	6%	38%
Female	207	12%	29%	14%	5%	40%
Male	193	8%	31%	19%	6%	36%
Age 18-25	57	9%	26%	11%	-	54%
26-35	121	10%	19%	15%	5%	50%
36-45	92	15%	45%	7%	7%	27%
46-55	66	6%	28%	33%	11%	22%
56+	62	8%	30%	20%	4%	38%
Up to 2 yrs in Camb	112	10%	19%	10%	3%	58%
2.1 - 5	73	8%	25%	8%	5%	53%
5.1 - 10	62	12%	32%	16%	4%	36%
10.1 - 20	62	2%	42%	22%	10%	24%
Over 20/all life	91	15%	36%	27%	7%	15%
Home owner	162	8%	36%	20%	8%	29%
Renter	233	11%	25%	14%	4%	45%
Income \$0-34,999	73	8%	34%	12%	5%	41%
\$35-49,999	65	15%	36%	6%	2%	42%
\$50-99,999	116	10%	33%	18%	5%	34%
\$100,000+	71	7%	24%	26%	10%	33%
N Cambridge	48	8%	44%	18%	8%	23%
Porter Square	33	4%	15%	19%	7%	56%
Agassiz	14	-	27%	45%	18%	9%
W Cambridge	60	8%	22%	24%	6%	39%
Area 4	17	7%	36%	29%	-	29%
Riverside	6	-	20%	-	20%	60%
Central Sq	54	16%	20%	9%	2%	52%
Cambridgeport	31	8%	36%	16%	4%	36%
Kendall Sq	7	17%	33%	-	-	50%
E Cambridge	32	8%	54%	8%	4%	27%
Mid Cambridge	65	15%	26%	11%	8%	40%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	29%	35%	6%	6%	24%
Good	183	13%	38%	12%	1%	36%
Fair/poor	122	4%	29%	27%	11%	28%
(DK)	74	5%	10%	12%	7%	67%
Quality of Life						

Excellent	95	16%	38%	6%	4%	36%
Good	250	8%	30%	18%	3%	41%
Fair/poor	52	10%	19%	26%	19%	26%

Rating as it relates to Cambridge: Opportunities to attend cultural events

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	48%	40%	8%	2%	2%
Female	207	50%	36%	10%	1%	3%
Male	193	46%	43%	6%	3%	1%
Age 18-25	57	39%	39%	13%	7%	2%
26-35	121	41%	46%	10%	-	3%
36-45	92	56%	35%	5%	3%	1%
46-55	66	50%	41%	4%	4%	2%
56+	62	56%	36%	6%	-	2%
Up to 2 yrs in Camb	112	40%	45%	11%	-	4%
2.1 - 5	73	51%	37%	5%	5%	2%
5.1 - 10	62	60%	30%	8%	2%	-
10.1 - 20	62	54%	40%	6%	-	-
Over 20/all life	91	43%	42%	8%	4%	3%
Home owner	162	57%	40%	2%	1%	1%
Renter	233	42%	40%	12%	3%	3%
Income \$0-34,999	73	36%	42%	17%	3%	2%
\$35-49,999	65	53%	36%	8%	2%	2%
\$50-99,999	116	51%	39%	6%	2%	1%
\$100,000+	71	59%	34%	3%	-	3%
N Cambridge	48	44%	44%	5%	5%	3%
Porter Square	33	52%	26%	11%	-	11%
Agassiz	14	55%	36%	9%	-	-
W Cambridge	60	51%	43%	4%	2%	-
Area 4	17	43%	36%	14%	7%	-
Riverside	6	60%	20%	20%	-	-
Central Sq	54	48%	39%	7%	2%	5%
Cambridgeport	31	52%	36%	12%	-	-
Kendall Sq	7	67%	33%	-	-	-
E Cambridge	32	31%	58%	12%	-	-
Mid Cambridge	65	53%	36%	8%	4%	-
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	59%	41%	-	-	-
Good	183	52%	40%	5%	1%	2%
Fair/poor	122	41%	41%	12%	4%	1%
(DK)	74	45%	37%	12%	2%	5%
Quality of Life						

Excellent	95	73%	27%	-	-	-
Good	250	43%	46%	7%	1%	3%
Fair/poor	52	29%	33%	24%	12%	2%

Rating as it relates to Cambridge: Shopping opportunities

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	26%	54%	15%	5%	*
Female	207	26%	55%	14%	5%	1%
Male	193	26%	54%	16%	4%	-
Age 18-25	57	35%	46%	17%	2%	-
26-35	121	20%	57%	17%	5%	-
36-45	92	32%	51%	12%	5%	-
46-55	66	20%	63%	9%	6%	2%
56+	62	26%	50%	20%	4%	-
Up to 2 yrs in Camb	112	27%	52%	16%	4%	-
2.1 - 5	73	31%	51%	15%	3%	-
5.1 - 10	62	16%	60%	18%	4%	2%
10.1 - 20	62	30%	56%	10%	4%	-
Over 20/all life	91	24%	54%	15%	7%	-
Home owner	162	23%	61%	11%	5%	1%
Renter	233	29%	49%	17%	5%	-
Income \$0-34,999	73	17%	63%	19%	2%	-
\$35-49,999	65	36%	34%	21%	9%	-
\$50-99,999	116	32%	52%	12%	4%	-
\$100,000+	71	26%	53%	12%	9%	-
N Cambridge	48	26%	59%	15%	-	-
Porter Square	33	30%	52%	19%	-	-
Agassiz	14	36%	36%	18%	9%	-
W Cambridge	60	31%	49%	16%	2%	2%
Area 4	17	21%	57%	21%	-	-
Riverside	6	40%	40%	20%	-	-
Central Sq	54	20%	61%	14%	5%	-
Cambridgeport	31	20%	60%	12%	8%	-
Kendall Sq	7	17%	83%	-	-	-
E Cambridge	32	27%	58%	12%	4%	-
Mid Cambridge	65	21%	51%	17%	11%	-
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	35%	59%	6%	-	-
Good	183	30%	58%	6%	5%	1%
Fair/poor	122	22%	51%	22%	5%	-
(DK)	74	20%	48%	28%	3%	-
Quality of Life						

Excellent	95	32%	60%	6%	-	1%
Good	250	24%	55%	15%	6%	-
Fair/poor	52	24%	40%	29%	7%	-

Rating as it relates to Cambridge: Air quality

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	6%	55%	31%	6%	2%
Female	207	4%	53%	34%	7%	2%
Male	193	7%	57%	28%	6%	2%
Age 18-25	57	11%	59%	26%	4%	-
26-35	121	4%	57%	28%	8%	3%
36-45	92	8%	51%	35%	7%	-
46-55	66	-	56%	35%	4%	6%
56+	62	6%	56%	30%	6%	2%
Up to 2 yrs in Camb	112	10%	49%	30%	10%	1%
2.1 - 5	73	8%	61%	20%	7%	3%
5.1 - 10	62	4%	62%	28%	2%	4%
10.1 - 20	62	4%	54%	36%	4%	2%
Over 20/all life	91	-	54%	39%	5%	1%
Home owner	162	4%	55%	35%	5%	2%
Renter	233	7%	56%	28%	7%	3%
Income \$0-34,999	73	7%	58%	22%	8%	5%
\$35-49,999	65	9%	51%	32%	6%	2%
\$50-99,999	116	6%	47%	37%	7%	2%
\$100,000+	71	-	66%	29%	5%	-
N Cambridge	48	3%	59%	31%	5%	3%
Porter Square	33	4%	59%	26%	11%	-
Agassiz	14	-	64%	36%	-	-
W Cambridge	60	2%	55%	37%	2%	4%
Area 4	17	-	57%	43%	-	-
Riverside	6	-	40%	-	40%	20%
Central Sq	54	11%	55%	23%	7%	5%
Cambridgeport	31	4%	40%	48%	8%	-
Kendall Sq	7	17%	67%	17%	-	-
E Cambridge	32	4%	65%	19%	12%	-
Mid Cambridge	65	6%	57%	30%	6%	2%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	18%	53%	24%	6%	-
Good	183	7%	62%	26%	3%	2%
Fair/poor	122	3%	48%	40%	7%	1%
(DK)	74	3%	50%	30%	12%	5%
Quality of Life						

Excellent	95	16%	58%	18%	4%	4%
Good	250	3%	58%	33%	5%	1%
Fair/poor	52	-	38%	43%	17%	2%

Rating as it relates to Cambridge: Open space/Recreation opportunities

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	10%	42%	33%	12%	2%
Female	207	12%	42%	32%	12%	3%
Male	193	9%	43%	35%	11%	1%
Age 18-25	57	7%	48%	30%	11%	4%
26-35	121	14%	37%	33%	15%	1%
36-45	92	8%	47%	29%	13%	3%
46-55	66	4%	46%	37%	11%	2%
56+	62	18%	40%	38%	2%	2%
Up to 2 yrs in Camb	112	14%	37%	34%	12%	2%
2.1 - 5	73	12%	44%	36%	7%	2%
5.1 - 10	62	10%	44%	30%	12%	4%
10.1 - 20	62	8%	50%	24%	18%	-
Over 20/all life	91	7%	42%	38%	11%	3%
Home owner	162	8%	43%	37%	10%	2%
Renter	233	12%	43%	31%	13%	2%
Income \$0-34,999	73	7%	42%	37%	12%	2%
\$35-49,999	65	11%	42%	32%	13%	2%
\$50-99,999	116	12%	47%	32%	10%	-
\$100,000+	71	5%	43%	34%	16%	2%
N Cambridge	48	5%	56%	23%	13%	3%
Porter Square	33	15%	48%	30%	4%	4%
Agassiz	14	9%	55%	18%	18%	-
W Cambridge	60	16%	37%	39%	8%	-
Area 4	17	7%	29%	43%	14%	7%
Riverside	6	-	40%	20%	40%	-
Central Sq	54	2%	50%	34%	9%	5%
Cambridgeport	31	12%	48%	28%	12%	-
Kendall Sq	7	50%	-	33%	-	17%
E Cambridge	32	-	27%	58%	15%	-
Mid Cambridge	65	11%	43%	32%	13%	-
Wellington/Harring- ton	1	-	-	-	100%	-
City Government						

Excellent	21	18%	47%	29%	-	6%
Good	183	15%	48%	28%	10%	-
Fair/poor	122	3%	39%	39%	16%	2%
(DK)	74	10%	33%	38%	12%	7%
Quality of Life						

Excellent	95	23%	49%	19%	6%	1%
Good	250	7%	42%	39%	9%	2%
Fair/poor	52	-	36%	31%	33%	-

Rating as it relates to Cambridge: Job opportunities

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	18%	45%	19%	4%	15%
Female	207	12%	46%	20%	3%	19%
Male	193	25%	43%	18%	4%	10%
Age 18-25	57	17%	43%	17%	2%	20%
26-35	121	18%	47%	17%	6%	11%
36-45	92	20%	47%	17%	3%	13%
46-55	66	13%	43%	28%	6%	11%
56+	62	22%	40%	14%	-	24%
Up to 2 yrs in Camb	112	21%	44%	14%	2%	19%
2.1 - 5	73	25%	47%	8%	5%	14%
5.1 - 10	62	12%	42%	24%	4%	18%
10.1 - 20	62	18%	44%	18%	6%	14%
Over 20/all life	91	14%	45%	30%	3%	9%
Home owner	162	17%	45%	20%	2%	15%
Renter	233	20%	44%	17%	5%	14%
Income \$0-34,999	73	15%	37%	25%	7%	15%
\$35-49,999	65	23%	40%	21%	4%	13%
\$50-99,999	116	21%	47%	17%	2%	13%
\$100,000+	71	22%	47%	17%	2%	12%
N Cambridge	48	18%	51%	15%	10%	5%
Porter Square	33	7%	52%	11%	4%	26%
Agassiz	14	18%	18%	36%	-	27%
W Cambridge	60	16%	51%	20%	2%	10%
Area 4	17	7%	43%	36%	7%	7%
Riverside	6	-	60%	20%	-	20%
Central Sq	54	18%	52%	20%	-	9%
Cambridgeport	31	12%	32%	32%	-	24%
Kendall Sq	7	67%	33%	-	-	-
E Cambridge	32	15%	42%	27%	8%	8%
Mid Cambridge	65	21%	40%	11%	6%	23%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	41%	47%	12%	-	-
Good	183	21%	50%	15%	1%	12%
Fair/poor	122	11%	43%	29%	6%	10%
(DK)	74	15%	32%	13%	7%	33%
Quality of Life						

Excellent	95	35%	36%	9%	-	19%
Good	250	13%	51%	19%	2%	14%
Fair/poor	52	12%	29%	33%	19%	7%

Rating as it relates to Cambridge: Access to affordable housing

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	2%	7%	24%	63%	4%
Female	207	1%	5%	20%	70%	4%
Male	193	2%	10%	27%	57%	4%
Age 18-25	57	-	9%	22%	70%	-
26-35	121	1%	6%	29%	60%	4%
36-45	92	3%	5%	24%	64%	4%
46-55	66	-	13%	20%	65%	2%
56+	62	4%	4%	20%	60%	12%
Up to 2 yrs in Camb	112	-	5%	29%	63%	3%
2.1 - 5	73	2%	7%	24%	66%	2%
5.1 - 10	62	-	4%	22%	68%	6%
10.1 - 20	62	2%	4%	20%	72%	2%
Over 20/all life	91	4%	14%	22%	53%	8%
Home owner	162	2%	8%	25%	58%	8%
Renter	233	2%	6%	23%	67%	2%
Income \$0-34,999	73	3%	3%	20%	73%	-
\$35-49,999	65	-	6%	32%	58%	4%
\$50-99,999	116	1%	6%	24%	66%	2%
\$100,000+	71	2%	9%	26%	57%	7%
N Cambridge	48	3%	-	21%	74%	3%
Porter Square	33	4%	19%	22%	52%	4%
Agassiz	14	-	-	18%	73%	9%
W Cambridge	60	-	2%	31%	59%	8%
Area 4	17	-	-	29%	64%	7%
Riverside	6	-	-	-	100%	-
Central Sq	54	5%	11%	27%	57%	-
Cambridgeport	31	-	16%	20%	60%	4%
Kendall Sq	7	-	17%	17%	67%	-
E Cambridge	32	-	4%	35%	54%	8%
Mid Cambridge	65	2%	8%	15%	72%	4%
Wellington/Harring- ton	1	-	-	-	100%	-
City Government						

Excellent	21	12%	12%	18%	59%	-
Good	183	-	9%	23%	64%	4%
Fair/poor	122	2%	7%	29%	56%	6%
(DK)	74	2%	2%	17%	77%	3%
Quality of Life						

Excellent	95	-	8%	26%	61%	5%
Good	250	2%	6%	24%	64%	4%
Fair/poor	52	2%	10%	21%	67%	-

Rating as it relates to Cambridge: Economic development

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	12%	54%	20%	2%	11%
Female	207	7%	55%	23%	3%	12%
Male	193	18%	54%	17%	2%	10%
Age 18-25	57	15%	48%	26%	-	11%
26-35	121	11%	59%	18%	4%	7%
36-45	92	19%	53%	17%	1%	9%
46-55	66	6%	56%	22%	4%	13%
56+	62	10%	50%	18%	2%	20%
Up to 2 yrs in Camb	112	13%	54%	20%	2%	11%
2.1 - 5	73	17%	54%	19%	2%	8%
5.1 - 10	62	10%	50%	18%	-	22%
10.1 - 20	62	10%	58%	24%	4%	4%
Over 20/all life	91	11%	54%	20%	4%	11%
Home owner	162	14%	55%	18%	2%	11%
Renter	233	12%	54%	21%	3%	11%
Income \$0-34,999	73	8%	51%	29%	2%	10%
\$35-49,999	65	15%	57%	15%	2%	11%
\$50-99,999	116	11%	56%	20%	3%	10%
\$100,000+	71	16%	53%	21%	2%	9%
N Cambridge	48	8%	51%	26%	3%	13%
Porter Square	33	11%	70%	7%	-	11%
Agassiz	14	36%	36%	18%	9%	-
W Cambridge	60	10%	65%	12%	2%	10%
Area 4	17	-	57%	29%	-	14%
Riverside	6	20%	20%	20%	20%	20%
Central Sq	54	16%	50%	23%	2%	9%
Cambridgeport	31	8%	56%	24%	-	12%
Kendall Sq	7	50%	50%	-	-	-
E Cambridge	32	12%	46%	31%	4%	8%
Mid Cambridge	65	11%	57%	19%	-	13%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	29%	47%	12%	6%	6%
Good	183	15%	60%	15%	1%	8%
Fair/poor	122	9%	45%	33%	4%	8%
(DK)	74	7%	55%	12%	2%	25%
Quality of Life						

Excellent	95	26%	56%	6%	-	12%
Good	250	9%	57%	22%	1%	10%
Fair/poor	52	2%	36%	38%	12%	12%

Rating as it relates to Cambridge: Cable television

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	11%	34%	21%	10%	25%
Female	207	6%	35%	20%	9%	30%
Male	193	16%	32%	21%	11%	20%
Age 18-25	57	11%	35%	24%	4%	26%
26-35	121	10%	37%	18%	9%	26%
36-45	92	13%	31%	19%	13%	24%
46-55	66	9%	37%	22%	17%	15%
56+	62	10%	28%	20%	4%	38%
Up to 2 yrs in Camb	112	10%	34%	19%	8%	30%
2.1 - 5	73	12%	42%	24%	5%	17%
5.1 - 10	62	8%	30%	22%	6%	34%
10.1 - 20	62	14%	30%	16%	12%	28%
Over 20/all life	91	11%	31%	22%	18%	19%
Home owner	162	7%	32%	20%	14%	27%
Renter	233	14%	35%	20%	7%	24%
Income \$0-34,999	73	8%	37%	14%	7%	34%
\$35-49,999	65	6%	30%	21%	13%	30%
\$50-99,999	116	12%	34%	18%	10%	27%
\$100,000+	71	17%	36%	24%	5%	17%
N Cambridge	48	3%	46%	18%	15%	18%
Porter Square	33	15%	37%	26%	-	22%
Agassiz	14	18%	9%	18%	9%	45%
W Cambridge	60	8%	24%	31%	8%	29%
Area 4	17	14%	36%	29%	7%	14%
Riverside	6	-	20%	20%	-	60%
Central Sq	54	14%	30%	27%	5%	25%
Cambridgeport	31	16%	16%	16%	20%	32%
Kendall Sq	7	-	33%	-	-	67%
E Cambridge	32	12%	42%	15%	15%	15%
Mid Cambridge	65	9%	40%	9%	15%	26%
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	18%	35%	18%	6%	24%
Good	183	8%	39%	16%	9%	28%
Fair/poor	122	13%	27%	26%	14%	19%
(DK)	74	12%	30%	23%	5%	30%
Quality of Life						

Excellent	95	21%	29%	16%	4%	31%
Good	250	6%	35%	22%	10%	26%
Fair/poor	52	17%	31%	21%	19%	12%

Rating as it relates to Cambridge: The balance between new construction
and neighborhood preservation

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	5%	39%	32%	17%	8%
Female	207	5%	40%	29%	19%	7%
Male	193	4%	38%	35%	14%	9%
Age 18-25	57	4%	50%	26%	13%	7%
26-35	121	4%	41%	36%	11%	8%
36-45	92	5%	29%	36%	20%	9%
46-55	66	6%	39%	30%	20%	6%
56+	62	4%	40%	26%	22%	8%
Up to 2 yrs in Camb	112	5%	47%	30%	7%	11%
2.1 - 5	73	2%	39%	25%	25%	8%
5.1 - 10	62	10%	38%	26%	16%	10%
10.1 - 20	62	4%	30%	48%	18%	-
Over 20/all life	91	3%	35%	34%	22%	7%
Home owner	162	5%	35%	33%	22%	5%
Renter	233	4%	42%	32%	13%	9%
Income \$0-34,999	73	3%	42%	37%	8%	8%
\$35-49,999	65	4%	40%	32%	21%	4%
\$50-99,999	116	4%	43%	34%	13%	6%
\$100,000+	71	3%	38%	29%	24%	5%
N Cambridge	48	3%	49%	31%	15%	3%
Porter Square	33	4%	48%	15%	19%	15%
Agassiz	14	9%	36%	45%	9%	-
W Cambridge	60	2%	43%	29%	20%	6%
Area 4	17	-	14%	50%	29%	7%
Riverside	6	-	40%	-	60%	-
Central Sq	54	9%	43%	30%	9%	9%
Cambridgeport	31	8%	24%	48%	20%	-
Kendall Sq	7	-	100%	-	-	-
E Cambridge	32	-	19%	65%	15%	-
Mid Cambridge	65	6%	45%	25%	15%	9%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	6%	53%	12%	18%	12%
Good	183	4%	48%	30%	14%	4%
Fair/poor	122	5%	25%	42%	25%	2%
(DK)	74	5%	37%	25%	8%	25%
Quality of Life						

Excellent	95	6%	62%	14%	13%	4%
Good	250	4%	32%	37%	17%	9%
Fair/poor	52	2%	33%	38%	24%	2%

Rating as it relates to Cambridge: Ability to get around town

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	28%	46%	19%	6%	*
Female	207	32%	45%	17%	5%	1%
Male	193	24%	48%	21%	7%	-
Age 18-25	57	33%	50%	11%	7%	-
26-35	121	28%	44%	19%	9%	-
36-45	92	31%	48%	19%	3%	-
46-55	66	20%	50%	26%	4%	-
56+	62	32%	38%	20%	8%	2%
Up to 2 yrs in Camb	112	24%	48%	21%	7%	-
2.1 - 5	73	31%	42%	20%	7%	-
5.1 - 10	62	24%	54%	20%	2%	-
10.1 - 20	62	32%	46%	18%	4%	-
Over 20/all life	91	32%	41%	16%	9%	1%
Home owner	162	27%	48%	20%	5%	-
Renter	233	30%	44%	19%	7%	1%
Income \$0-34,999	73	37%	37%	19%	5%	2%
\$35-49,999	65	34%	47%	13%	6%	-
\$50-99,999	116	24%	52%	17%	6%	-
\$100,000+	71	26%	43%	28%	3%	-
N Cambridge	48	31%	49%	15%	5%	-
Porter Square	33	30%	44%	19%	7%	-
Agassiz	14	18%	64%	18%	-	-
W Cambridge	60	22%	53%	22%	2%	-
Area 4	17	14%	43%	21%	21%	-
Riverside	6	40%	20%	20%	20%	-
Central Sq	54	36%	45%	16%	2%	-
Cambridgeport	31	24%	40%	24%	12%	-
Kendall Sq	7	33%	50%	-	-	17%
E Cambridge	32	27%	54%	19%	-	-
Mid Cambridge	65	30%	40%	21%	9%	-
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	65%	29%	6%	-	-
Good	183	31%	46%	20%	3%	1%
Fair/poor	122	21%	45%	24%	9%	-
(DK)	74	23%	53%	12%	12%	-
Quality of Life						

Excellent	95	36%	48%	13%	1%	1%
Good	250	27%	46%	22%	5%	-
Fair/poor	52	24%	45%	14%	17%	-

Rating as it relates to Cambridge: Ability to participate in government

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)

TOTAL ANSWER	400	8%	43%	22%	5%	22%
Female	207	7%	43%	23%	5%	22%
Male	193	8%	43%	21%	6%	22%
Age 18-25	57	2%	35%	26%	9%	28%
26-35	121	9%	37%	23%	5%	26%
36-45	92	1%	53%	16%	3%	27%
46-55	66	13%	44%	22%	7%	13%
56+	62	14%	46%	26%	2%	12%
Up to 2 yrs in Camb	112	4%	29%	18%	4%	45%
2.1 - 5	73	7%	47%	22%	3%	20%
5.1 - 10	62	14%	42%	24%	2%	18%
10.1 - 20	62	6%	60%	18%	4%	12%
Over 20/all life	91	9%	47%	30%	9%	4%
Home owner	162	9%	52%	21%	3%	14%
Renter	233	7%	37%	23%	6%	27%
Income \$0-34,999	73	7%	39%	22%	7%	25%
\$35-49,999	65	4%	47%	26%	4%	19%
\$50-99,999	116	13%	45%	17%	3%	22%
\$100,000+	71	5%	45%	22%	7%	21%
N Cambridge	48	8%	44%	33%	3%	13%
Porter Square	33	11%	33%	15%	4%	37%
Agassiz	14	9%	27%	27%	9%	27%
W Cambridge	60	10%	53%	22%	4%	10%
Area 4	17	7%	21%	36%	7%	29%
Riverside	6	-	20%	20%	40%	20%
Central Sq	54	7%	39%	20%	5%	30%
Cambridgeport	31	12%	52%	20%	4%	12%
Kendall Sq	7	17%	50%	-	-	33%
E Cambridge	32	4%	54%	23%	12%	8%
Mid Cambridge	65	4%	43%	23%	4%	26%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	29%	53%	6%	-	12%
Good	183	9%	55%	19%	1%	15%
Fair/poor	122	5%	39%	35%	13%	7%
(DK)	74	2%	17%	12%	3%	67%
Quality of Life						

Excellent	95	21%	42%	14%	1%	22%
Good	250	4%	46%	23%	5%	22%
Fair/poor	52	2%	33%	31%	14%	19%

Participation in the past 12 months:
USED THE CAMBRIDGE PUBIC LIBRARIES

	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
TOTAL ANSWER	400	34%	6%	7%	25%	10%	17%	-
Female	207	28%	7%	7%	24%	12%	21%	-
Male	193	41%	6%	6%	26%	9%	11%	-
Age 18-25	57	52%	9%	7%	24%	7%	2%	-
26-35	121	46%	7%	5%	23%	8%	10%	-
36-45	92	20%	1%	11%	32%	15%	21%	-
46-55	66	26%	11%	6%	22%	9%	26%	-
56+	62	26%	6%	6%	24%	14%	24%	-
Up to 2 yrs in Camb	112	49%	8%	7%	19%	10%	8%	-
2.1 - 5	73	36%	8%	7%	27%	7%	15%	-
5.1 - 10	62	34%	-	6%	32%	8%	20%	-
10.1 - 20	62	12%	6%	6%	36%	12%	28%	-
Over 20/all life	91	30%	8%	8%	20%	15%	19%	-
Home owner	162	23%	6%	8%	30%	11%	23%	-
Renter	233	43%	7%	6%	22%	11%	12%	-
Income \$0-34,999	73	44%	7%	8%	10%	17%	14%	-
\$35-49,999	65	34%	4%	6%	30%	9%	17%	-
\$50-99,999	116	31%	11%	3%	27%	11%	18%	-
\$100,000+	71	31%	3%	12%	31%	7%	16%	-
N Cambridge	48	23%	3%	3%	36%	10%	26%	-
Porter Square	33	44%	4%	4%	19%	7%	22%	-
Agassiz	14	27%	9%	18%	27%	-	18%	-
W Cambridge	60	31%	8%	8%	31%	8%	14%	-
Area 4	17	36%	-	7%	21%	7%	29%	-
Riverside	6	40%	-	-	20%	-	40%	-
Central Sq	54	45%	5%	9%	25%	7%	9%	-
Cambridgeport	31	36%	-	12%	16%	16%	20%	-
Kendall Sq	7	17%	33%	17%	17%	17%	-	-
E Cambridge	32	31%	12%	-	27%	19%	12%	-
Mid Cambridge	65	28%	8%	8%	23%	17%	17%	-
Wellington/Harring- ton	1	-	-	-	100%	-	-	-
City Government								

Excellent	21	59%	6%	6%	18%	-	12%	-
Good	183	31%	9%	5%	23%	13%	18%	-
Fair/poor	122	28%	5%	5%	34%	11%	16%	-
(DK)	74	47%	3%	13%	17%	5%	15%	-
Quality of Life								

Excellent	95	34%	9%	8%	26%	8%	16%	-
Good	250	35%	5%	7%	27%	11%	15%	-
Fair/poor	52	33%	10%	5%	17%	12%	24%	-

Participation in the past 12 months:
USED THE CITY'S RECREATIONAL FACILITIES

	TOT.	ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
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TOTAL ANSWER		400	37%	5%	6%	22%	7%	21%	3%
Female		207	35%	2%	5%	22%	7%	24%	4%
Male		193	39%	8%	6%	21%	8%	17%	2%
Age 18-25		57	43%	4%	9%	22%	4%	11%	7%
26-35		121	39%	10%	4%	23%	3%	19%	1%
36-45		92	27%	3%	7%	21%	15%	27%	1%
46-55		66	35%	4%	6%	11%	11%	28%	6%
56+		62	44%	2%	4%	30%	4%	14%	2%
Up to 2 yrs in Camb		112	47%	7%	4%	21%	1%	18%	2%
2.1 - 5		73	29%	-	8%	29%	12%	20%	2%
5.1 - 10		62	30%	10%	2%	26%	8%	22%	2%
10.1 - 20		62	20%	4%	10%	20%	10%	32%	4%
Over 20/all life		91	46%	5%	4%	15%	9%	16%	4%
Home owner		162	27%	5%	7%	19%	13%	28%	2%
Renter		233	44%	6%	4%	24%	4%	15%	3%
Income \$0-34,999		73	42%	3%	2%	34%	2%	12%	5%
\$35-49,999		65	30%	9%	9%	26%	8%	13%	4%
\$50-99,999		116	34%	2%	9%	18%	13%	22%	2%
\$100,000+		71	33%	10%	3%	24%	3%	24%	2%
N Cambridge		48	26%	5%	3%	28%	8%	28%	3%
Porter Square		33	48%	4%	4%	22%	7%	11%	4%
Agassiz		14	36%	9%	9%	9%	18%	18%	-
W Cambridge		60	39%	-	8%	18%	14%	18%	2%
Area 4		17	21%	7%	-	14%	21%	29%	7%
Riverside		6	20%	20%	-	40%	-	20%	-
Central Sq		54	36%	11%	7%	16%	5%	23%	2%
Cambridgeport		31	20%	-	8%	32%	-	40%	-
Kendall Sq		7	67%	-	17%	17%	-	-	-
E Cambridge		32	38%	8%	12%	23%	8%	8%	4%
Mid Cambridge		65	42%	6%	2%	19%	6%	21%	6%
Wellington/Harring- ton		1	-	-	-	-	-	100%	-
City Government									

Excellent		21	53%	-	6%	12%	18%	6%	6%
Good		183	33%	5%	6%	26%	4%	24%	2%
Fair/poor		122	30%	7%	5%	21%	12%	22%	2%
(DK)		74	53%	3%	5%	15%	5%	13%	5%
Quality of Life									

Excellent		95	32%	3%	6%	21%	8%	27%	3%
Good		250	36%	5%	6%	24%	8%	18%	2%
Fair/poor		52	45%	10%	2%	12%	5%	19%	7%

Participation in the past 12 months:
PARTICIPATED IN AFTER-SCHOOL PROGRAMS OR ACTIVITIES

	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
TOTAL ANSWER	400	75%	2%	1%	7%	3%	10%	2%
Female	207	71%	1%	-	9%	2%	14%	2%
Male	193	80%	2%	1%	5%	4%	6%	3%
Age 18-25	57	74%	2%	-	7%	4%	13%	-
26-35	121	85%	1%	2%	3%	2%	4%	3%
36-45	92	59%	1%	-	15%	1%	20%	4%
46-55	66	69%	4%	-	9%	6%	11%	2%
56+	62	88%	-	-	2%	4%	4%	2%
Up to 2 yrs in Camb	112	84%	1%	1%	5%	1%	4%	3%
2.1 - 5	73	69%	2%	-	7%	5%	12%	5%
5.1 - 10	62	74%	2%	-	2%	4%	18%	-
10.1 - 20	62	62%	2%	-	14%	4%	18%	-
Over 20/all life	91	78%	1%	1%	8%	3%	5%	3%
Home owner	162	67%	2%	1%	8%	4%	15%	3%
Renter	233	80%	1%	1%	6%	3%	7%	2%
Income \$0-34,999	73	81%	2%	-	3%	3%	8%	2%
\$35-49,999	65	75%	-	-	8%	-	15%	2%
\$50-99,999	116	67%	2%	-	12%	3%	13%	3%
\$100,000+	71	74%	2%	3%	9%	5%	7%	-
N Cambridge	48	51%	-	3%	15%	5%	23%	3%
Porter Square	33	78%	-	-	15%	4%	4%	-
Agassiz	14	64%	-	-	-	9%	27%	-
W Cambridge	60	78%	4%	-	4%	4%	10%	-
Area 4	17	71%	-	-	-	-	29%	-
Riverside	6	80%	-	-	-	-	20%	-
Central Sq	54	82%	2%	-	7%	5%	2%	2%
Cambridgeport	31	80%	4%	-	16%	-	-	-
Kendall Sq	7	83%	-	-	-	-	-	17%
E Cambridge	32	77%	-	-	4%	4%	15%	-
Mid Cambridge	65	75%	2%	2%	4%	2%	9%	6%
Wellington/Harring- ton	1	100%	-	-	-	-	-	-
City Government								

Excellent	21	88%	-	-	6%	-	6%	-
Good	183	70%	2%	1%	9%	3%	11%	4%
Fair/poor	122	74%	1%	-	8%	5%	11%	1%
(DK)	74	87%	2%	-	2%	2%	7%	2%
Quality of Life								

Excellent	95	77%	1%	1%	6%	1%	10%	3%
Good	250	75%	1%	*	7%	4%	9%	3%
Fair/poor	52	69%	2%	-	10%	2%	17%	-

Participation in the past 12 months:
VISITED A NEIGHBORHOOD OR CITY PARK

	TOT. ANS	Never	1	2	3-12	13-26	More than 26	(DK/ref)
TOTAL ANSWER	400	11%	3%	4%	30%	12%	39%	2%
Female	207	12%	3%	5%	29%	12%	39%	1%
Male	193	10%	3%	4%	31%	11%	39%	2%
Age 18-25	57	15%	2%	4%	35%	13%	28%	2%
26-35	121	13%	3%	8%	29%	13%	33%	1%
36-45	92	5%	1%	1%	27%	11%	55%	-
46-55	66	7%	6%	-	30%	13%	39%	6%
56+	62	16%	4%	6%	32%	8%	34%	-
Up to 2 yrs in Camb	112	12%	3%	9%	29%	18%	27%	2%
2.1 - 5	73	12%	2%	2%	32%	5%	46%	2%
5.1 - 10	62	14%	6%	4%	26%	8%	40%	2%
10.1 - 20	62	2%	2%	4%	22%	12%	58%	-
Over 20/all life	91	14%	3%	1%	36%	12%	32%	1%
Home owner	162	9%	2%	3%	27%	11%	45%	2%
Renter	233	13%	4%	5%	31%	13%	33%	1%
Income \$0-34,999	73	12%	3%	3%	41%	14%	25%	2%
\$35-49,999	65	11%	-	6%	30%	19%	34%	-
\$50-99,999	116	7%	3%	4%	28%	14%	43%	1%
\$100,000+	71	10%	5%	3%	29%	2%	48%	2%
N Cambridge	48	-	5%	3%	21%	13%	59%	-
Porter Square	33	19%	-	7%	41%	11%	22%	-
Agassiz	14	9%	18%	-	18%	9%	45%	-
W Cambridge	60	8%	2%	2%	29%	16%	43%	-
Area 4	17	7%	-	-	43%	21%	29%	-
Riverside	6	-	-	-	20%	-	80%	-
Central Sq	54	9%	5%	9%	30%	9%	36%	2%
Cambridgeport	31	-	-	-	24%	16%	60%	-
Kendall Sq	7	50%	-	-	50%	-	-	-
E Cambridge	32	15%	4%	-	35%	15%	31%	-
Mid Cambridge	65	19%	2%	4%	25%	9%	38%	4%
Wellington/Harrington	1	-	-	-	-	-	100%	-
City Government								
Excellent	21	18%	-	6%	41%	12%	24%	-
Good	183	9%	3%	5%	30%	13%	38%	2%
Fair/poor	122	7%	2%	3%	25%	12%	49%	1%
(DK)	74	20%	5%	5%	32%	8%	28%	2%
Quality of Life								
Excellent	95	9%	6%	3%	34%	9%	38%	1%
Good	250	12%	1%	5%	29%	13%	38%	1%
Fair/poor	52	7%	7%	2%	24%	12%	45%	2%

Participation in the past 12 months:
RODE A BUS WITHIN THE CITY

	TOT. ANS	Never	1	2	3-12	13-26	More than 26	(DK/ref)
TOTAL ANSWER	400	23%	4%	10%	19%	8%	36%	1%
Female	207	21%	3%	11%	14%	7%	43%	1%
Male	193	25%	4%	8%	24%	9%	29%	1%
Age 18-25	57	15%	7%	9%	22%	7%	41%	-
26-35	121	26%	5%	9%	15%	10%	34%	1%
36-45	92	27%	4%	15%	20%	7%	27%	1%
46-55	66	22%	2%	7%	20%	9%	37%	2%
56+	62	22%	-	8%	18%	4%	48%	-
Up to 2 yrs in Camb	112	23%	7%	9%	18%	9%	33%	2%
2.1 - 5	73	25%	5%	7%	14%	14%	36%	-
5.1 - 10	62	24%	4%	10%	16%	8%	36%	2%
10.1 - 20	62	22%	-	14%	24%	8%	32%	-
Over 20/all life	91	22%	1%	11%	23%	1%	42%	-
Home owner	162	25%	3%	11%	21%	5%	35%	-
Renter	233	22%	4%	10%	16%	10%	37%	2%
Income \$0-34,999	73	17%	5%	12%	14%	8%	42%	2%
\$35-49,999	65	23%	2%	11%	28%	8%	28%	-
\$50-99,999	116	28%	2%	12%	16%	5%	35%	2%
\$100,000+	71	26%	7%	9%	16%	12%	31%	-
N Cambridge	48	15%	5%	13%	18%	-	46%	3%
Porter Square	33	19%	7%	11%	19%	7%	37%	-
Agassiz	14	18%	9%	-	18%	9%	45%	-
W Cambridge	60	8%	2%	12%	24%	12%	41%	-
Area 4	17	21%	-	14%	7%	21%	36%	-
Riverside	6	60%	-	-	20%	-	20%	-
Central Sq	54	34%	2%	9%	9%	7%	36%	2%
Cambridgeport	31	20%	4%	16%	28%	4%	28%	-
Kendall Sq	7	50%	17%	17%	-	-	-	17%
E Cambridge	32	23%	4%	8%	23%	4%	38%	-
Mid Cambridge	65	28%	-	8%	19%	8%	38%	-
Wellington/Harrington	1	100%	-	-	-	-	-	-
City Government								

Excellent	21	18%	6%	12%	35%	6%	24%	-
Good	183	23%	6%	9%	18%	6%	36%	1%
Fair/poor	122	17%	1%	10%	19%	10%	41%	1%
(DK)	74	33%	2%	12%	15%	8%	30%	-
Quality of Life								

Excellent	95	26%	5%	12%	18%	10%	27%	1%
Good	250	23%	3%	8%	19%	8%	38%	*
Fair/poor	52	21%	2%	14%	19%	2%	38%	2%

Participation in the past 12 months:
ATTENDED A CITY COUNCIL MEETING IN PERSON

	TOT. ANS	Never	1	2	3-12	13-26	More than 26	(DK/ref)
TOTAL ANSWER	400	83%	9%	3%	4%	-	1%	1%
Female	207	82%	7%	6%	4%	-	1%	1%
Male	193	84%	10%	1%	3%	-	1%	1%
Age 18-25	57	96%	-	2%	-	-	-	2%
26-35	121	91%	6%	1%	1%	-	-	1%
36-45	92	77%	11%	4%	7%	-	1%	-
46-55	66	74%	15%	7%	2%	-	2%	-
56+	62	74%	10%	4%	10%	-	2%	-
Up to 2 yrs in Camb	112	96%	2%	1%	-	-	-	1%
2.1 - 5	73	85%	10%	2%	2%	-	-	2%
5.1 - 10	62	86%	6%	4%	4%	-	-	-
10.1 - 20	62	66%	16%	10%	8%	-	-	-
Over 20/all life	91	74%	12%	3%	7%	-	4%	-
Home owner	162	71%	14%	5%	7%	-	2%	1%
Renter	233	91%	4%	3%	2%	-	-	1%
Income \$0-34,999	73	93%	2%	2%	3%	-	-	-
\$35-49,999	65	79%	9%	4%	6%	-	-	2%
\$50-99,999	116	80%	10%	5%	3%	-	2%	-
\$100,000+	71	79%	14%	2%	5%	-	-	-
N Cambridge	48	79%	8%	5%	8%	-	-	-
Porter Square	33	96%	4%	-	-	-	-	-
Agassiz	14	82%	9%	9%	-	-	-	-
W Cambridge	60	86%	12%	2%	-	-	-	-
Area 4	17	64%	21%	14%	-	-	-	-
Riverside	6	60%	20%	-	20%	-	-	-
Central Sq	54	84%	9%	-	5%	-	-	2%
Cambridgeport	31	80%	8%	-	4%	-	8%	-
Kendall Sq	7	100%	-	-	-	-	-	-
E Cambridge	32	81%	12%	4%	4%	-	-	-
Mid Cambridge	65	81%	6%	8%	4%	-	2%	-
Wellington/Harrington	1	-	100%	-	-	-	-	-
City Government								

Excellent	21	82%	-	6%	12%	-	-	-
Good	183	85%	7%	5%	3%	-	-	1%
Fair/poor	122	73%	16%	3%	5%	-	3%	-
(DK)	74	95%	3%	-	-	-	-	2%
Quality of Life								

Excellent	95	81%	10%	5%	4%	-	-	-
Good	250	86%	8%	2%	2%	-	-	1%
Fair/poor	52	71%	10%	2%	10%	-	7%	-

Participation in the past 12 months:
WATCHED A CITY COUNCIL MEETING ON CABLE TV

	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
TOTAL ANSWER	400	70%	8%	6%	11%	2%	3%	1%
Female	207	69%	7%	7%	12%	1%	4%	1%
Male	193	70%	10%	5%	10%	3%	2%	1%
Age 18-25	57	85%	4%	7%	2%	-	2%	-
26-35	121	78%	7%	6%	5%	1%	2%	1%
36-45	92	64%	4%	7%	16%	3%	4%	3%
46-55	66	59%	20%	6%	9%	4%	2%	-
56+	62	62%	6%	4%	20%	2%	6%	-
Up to 2 yrs in Camb	112	82%	5%	8%	1%	-	2%	1%
2.1 - 5	73	78%	3%	7%	10%	2%	-	-
5.1 - 10	62	62%	16%	4%	12%	4%	-	2%
10.1 - 20	62	68%	10%	6%	14%	-	2%	-
Over 20/all life	91	54%	8%	4%	19%	4%	9%	1%
Home owner	162	64%	8%	7%	14%	3%	3%	1%
Renter	233	75%	8%	5%	7%	1%	3%	1%
Income \$0-34,999	73	76%	7%	3%	8%	-	3%	2%
\$35-49,999	65	68%	6%	8%	13%	2%	2%	2%
\$50-99,999	116	67%	13%	3%	12%	3%	1%	1%
\$100,000+	71	72%	5%	14%	5%	3%	-	-
N Cambridge	48	59%	5%	5%	15%	8%	8%	-
Porter Square	33	74%	19%	7%	-	-	-	-
Agassiz	14	91%	9%	-	-	-	-	-
W Cambridge	60	73%	6%	6%	10%	2%	2%	-
Area 4	17	64%	14%	-	14%	7%	-	-
Riverside	6	60%	20%	-	20%	-	-	-
Central Sq	54	68%	11%	7%	7%	2%	5%	-
Cambridgeport	31	80%	-	-	16%	-	4%	-
Kendall Sq	7	67%	17%	-	-	-	-	17%
E Cambridge	32	50%	8%	8%	23%	-	8%	4%
Mid Cambridge	65	75%	6%	8%	8%	-	2%	2%
Wellington/Harring- ton	1	-	-	-	100%	-	-	-
City Government								

Excellent	21	47%	35%	6%	12%	-	-	-
Good	183	67%	7%	6%	12%	3%	3%	1%
Fair/poor	122	65%	9%	7%	13%	1%	4%	1%
(DK)	74	90%	-	3%	3%	-	3%	-
Quality of Life								

Excellent	95	70%	9%	10%	8%	-	1%	1%
Good	250	71%	8%	4%	10%	2%	2%	1%
Fair/poor	52	62%	5%	5%	17%	5%	7%	-

Participation in the past 12 months:
USED THE INTERNET

	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
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TOTAL ANSWER	400	16%	*	*	1%	2%	81%	-
Female	207	17%	1%	1%	2%	2%	78%	-
Male	193	14%	-	-	1%	1%	84%	-
Age 18-25	57	4%	-	-	4%	2%	89%	-
26-35	121	7%	-	-	-	1%	92%	-
36-45	92	9%	1%	-	1%	4%	84%	-
46-55	66	22%	-	2%	-	-	76%	-
56+	62	46%	-	-	-	-	54%	-
Up to 2 yrs in Camb	112	10%	-	-	1%	-	89%	-
2.1 - 5	73	5%	-	-	-	2%	93%	-
5.1 - 10	62	14%	-	-	-	-	86%	-
10.1 - 20	62	14%	2%	2%	-	2%	80%	-
Over 20/all life	91	34%	-	-	3%	4%	59%	-
Home owner	162	18%	1%	-	-	3%	78%	-
Renter	233	13%	-	1%	2%	1%	84%	-
Income \$0-34,999	73	27%	-	-	-	2%	71%	-
\$35-49,999	65	13%	-	-	-	4%	83%	-
\$50-99,999	116	7%	-	-	1%	1%	90%	-
\$100,000+	71	7%	-	-	-	2%	91%	-
N Cambridge	48	18%	-	3%	-	3%	77%	-
Porter Square	33	11%	-	-	-	4%	85%	-
Agassiz	14	9%	-	-	-	-	91%	-
W Cambridge	60	16%	2%	-	2%	-	80%	-
Area 4	17	14%	-	-	7%	-	79%	-
Riverside	6	20%	-	-	-	-	80%	-
Central Sq	54	14%	-	-	2%	-	84%	-
Cambridgeport	31	12%	-	-	-	-	88%	-
Kendall Sq	7	33%	-	-	-	-	67%	-
E Cambridge	32	23%	-	-	-	4%	73%	-
Mid Cambridge	65	9%	-	-	-	4%	87%	-
Wellington/Harring- ton	1	-	-	-	-	-	100%	-
City Government								

Excellent	21	35%	-	-	-	6%	59%	-
Good	183	17%	-	-	-	2%	81%	-
Fair/poor	122	11%	1%	-	2%	-	86%	-
(DK)	74	13%	-	2%	3%	2%	80%	-
Quality of Life								

Excellent	95	17%	-	-	3%	1%	79%	-
Good	250	15%	*	-	-	2%	82%	-
Fair/poor	52	12%	-	2%	5%	-	81%	-

Participation in the past 12 months:
VISITED THE CITY OF CAMBRIDGE WEB SITE

	TOT. ANS	Never	1	2	3-12	13-26	More than 26	(DK/ref)
TOTAL ANSWER	400	67%	5%	8%	15%	1%	2%	1%
Female	207	70%	4%	8%	15%	1%	2%	1%
Male	193	64%	6%	9%	16%	1%	3%	1%
Age 18-25	57	72%	7%	9%	11%	2%	-	-
26-35	121	56%	7%	12%	22%	1%	1%	-
36-45	92	68%	8%	5%	12%	3%	4%	-
46-55	66	70%	-	9%	17%	-	2%	2%
56+	62	80%	-	4%	10%	-	4%	2%
Up to 2 yrs in Camb	112	64%	7%	11%	16%	1%	-	1%
2.1 - 5	73	73%	5%	5%	12%	3%	2%	-
5.1 - 10	62	66%	2%	10%	16%	2%	2%	2%
10.1 - 20	62	54%	6%	12%	22%	-	6%	-
Over 20/all life	91	77%	4%	4%	12%	-	3%	-
Home owner	162	65%	5%	6%	17%	2%	4%	1%
Renter	233	68%	5%	10%	14%	1%	1%	1%
Income \$0-34,999	73	81%	7%	3%	5%	-	2%	2%
\$35-49,999	65	62%	9%	9%	15%	2%	2%	-
\$50-99,999	116	64%	2%	10%	20%	1%	3%	-
\$100,000+	71	62%	5%	14%	17%	-	2%	-
N Cambridge	48	59%	8%	8%	15%	5%	5%	-
Porter Square	33	67%	7%	15%	11%	-	-	-
Agassiz	14	64%	-	9%	27%	-	-	-
W Cambridge	60	67%	4%	10%	14%	2%	2%	-
Area 4	17	64%	7%	7%	14%	-	7%	-
Riverside	6	20%	20%	40%	20%	-	-	-
Central Sq	54	61%	11%	9%	16%	-	-	2%
Cambridgeport	31	72%	4%	4%	8%	4%	8%	-
Kendall Sq	7	83%	-	17%	-	-	-	-
E Cambridge	32	73%	4%	-	15%	-	4%	4%
Mid Cambridge	65	70%	-	8%	23%	-	-	-
Wellington/Harrington	1	-	-	-	100%	-	-	-
City Government								

Excellent	21	82%	-	-	18%	-	-	-
Good	183	71%	5%	9%	12%	2%	1%	-
Fair/poor	122	57%	7%	8%	21%	1%	5%	1%
(DK)	74	72%	3%	10%	13%	-	-	2%
Quality of Life								

Excellent	95	69%	1%	12%	14%	1%	3%	-
Good	250	66%	7%	8%	17%	*	1%	1%
Fair/poor	52	71%	2%	5%	12%	5%	5%	-

Participation in the past 12 months:
CALLED A CITY DEPARTMENT FOR SERVICE

	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
TOTAL ANSWER	400	39%	12%	12%	32%	3%	2%	1%
Female	207	38%	13%	13%	32%	3%	1%	1%
Male	193	40%	11%	11%	31%	3%	2%	2%
Age 18-25	57	61%	15%	7%	15%	2%	-	-
26-35	121	36%	14%	15%	29%	3%	2%	1%
36-45	92	36%	11%	15%	35%	-	3%	1%
46-55	66	31%	7%	13%	41%	2%	2%	4%
56+	62	38%	8%	8%	38%	8%	-	-
Up to 2 yrs in Camb	112	53%	16%	10%	16%	2%	-	2%
2.1 - 5	73	34%	14%	15%	31%	5%	-	2%
5.1 - 10	62	24%	8%	16%	50%	-	-	2%
10.1 - 20	62	34%	10%	12%	38%	-	6%	-
Over 20/all life	91	39%	7%	11%	35%	5%	3%	-
Home owner	162	25%	10%	10%	48%	3%	2%	2%
Renter	233	48%	13%	14%	20%	3%	1%	1%
Income \$0-34,999	73	54%	14%	15%	12%	2%	2%	2%
\$35-49,999	65	45%	9%	11%	30%	2%	2%	-
\$50-99,999	116	37%	15%	10%	34%	3%	-	1%
\$100,000+	71	22%	10%	10%	52%	3%	-	2%
N Cambridge	48	26%	15%	10%	49%	-	-	-
Porter Square	33	52%	30%	-	19%	-	-	-
Agassiz	14	9%	-	27%	64%	-	-	-
W Cambridge	60	37%	8%	12%	35%	4%	2%	2%
Area 4	17	57%	-	7%	29%	7%	-	-
Riverside	6	40%	20%	20%	-	20%	-	-
Central Sq	54	48%	11%	9%	16%	7%	7%	2%
Cambridgeport	31	32%	20%	-	44%	4%	-	-
Kendall Sq	7	83%	-	-	-	-	-	17%
E Cambridge	32	35%	8%	23%	31%	-	4%	-
Mid Cambridge	65	32%	9%	23%	32%	2%	-	2%
Wellington/Harring- ton	1	-	-	-	100%	-	-	-
City Government								

Excellent	21	53%	12%	12%	18%	6%	-	-
Good	183	36%	13%	14%	32%	2%	1%	2%
Fair/poor	122	29%	10%	11%	41%	3%	4%	1%
(DK)	74	57%	12%	10%	18%	3%	-	-
Quality of Life								

Excellent	95	35%	16%	16%	31%	1%	-	1%
Good	250	39%	12%	11%	33%	2%	1%	1%
Fair/poor	52	43%	5%	12%	29%	7%	5%	-

Likelihood to use the internet to complete financial transactions
with the city of Cambridge...

	TOT. ANS	Very likely	Some- what likely	Not very likely	Not likely at all	(DK)
TOTAL ANSWER	400	38%	22%	11%	28%	2%
Female	207	32%	22%	8%	36%	2%
Male	193	44%	21%	13%	20%	2%
Age 18-25	57	39%	33%	9%	20%	-
26-35	121	47%	27%	10%	11%	5%
36-45	92	39%	23%	9%	29%	-
46-55	66	37%	11%	15%	37%	-
56+	62	18%	12%	12%	56%	2%
Up to 2 yrs in Camb	112	46%	27%	9%	12%	5%
2.1 - 5	73	54%	25%	7%	12%	2%
5.1 - 10	62	40%	22%	12%	26%	-
10.1 - 20	62	26%	24%	18%	32%	-
Over 20/all life	91	20%	9%	11%	59%	-
Home owner	162	33%	17%	15%	35%	1%
Renter	233	42%	25%	8%	22%	3%
Income \$0-34,999	73	27%	14%	12%	44%	3%
\$35-49,999	65	38%	30%	2%	28%	2%
\$50-99,999	116	39%	23%	17%	20%	-
\$100,000+	71	55%	17%	5%	19%	3%
N Cambridge	48	23%	23%	15%	36%	3%
Porter Square	33	48%	26%	4%	19%	4%
Agassiz	14	55%	27%	-	18%	-
W Cambridge	60	24%	29%	8%	39%	-
Area 4	17	36%	14%	7%	43%	-
Riverside	6	20%	20%	-	60%	-
Central Sq	54	48%	14%	16%	20%	2%
Cambridgeport	31	44%	12%	24%	20%	-
Kendall Sq	7	33%	17%	17%	33%	-
E Cambridge	32	23%	23%	12%	38%	4%
Mid Cambridge	65	47%	25%	8%	21%	-
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	24%	6%	18%	53%	-
Good	183	35%	23%	11%	30%	2%
Fair/poor	122	39%	20%	12%	27%	1%
(DK)	74	45%	25%	7%	20%	3%
Quality of Life						

Excellent	95	43%	25%	6%	26%	-
Good	250	38%	23%	11%	26%	2%
Fair/poor	52	24%	12%	19%	40%	5%

City service rating:
POLICE DEPARTMENT

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	15%	58%	15%	2%	9%
Female	207	18%	54%	14%	2%	12%
Male	193	12%	64%	17%	2%	6%
Age 18-25	57	7%	67%	11%	4%	11%
26-35	121	15%	57%	11%	2%	14%
36-45	92	17%	60%	15%	4%	4%
46-55	66	15%	54%	26%	-	6%
56+	62	18%	56%	18%	-	8%
Up to 2 yrs in Camb	112	11%	58%	8%	2%	21%
2.1 - 5	73	10%	68%	15%	3%	3%
5.1 - 10	62	22%	58%	12%	2%	6%
10.1 - 20	62	12%	56%	26%	2%	4%
Over 20/all life	91	20%	54%	20%	1%	4%
Home owner	162	17%	60%	16%	2%	5%
Renter	233	13%	58%	15%	2%	12%
Income \$0-34,999	73	15%	54%	14%	5%	12%
\$35-49,999	65	15%	55%	19%	2%	9%
\$50-99,999	116	15%	62%	17%	-	6%
\$100,000+	71	16%	62%	14%	3%	5%
N Cambridge	48	15%	59%	15%	3%	8%
Porter Square	33	11%	56%	7%	-	26%
Agassiz	14	-	82%	-	9%	9%
W Cambridge	60	16%	53%	18%	2%	10%
Area 4	17	-	86%	14%	-	-
Riverside	6	-	60%	20%	20%	-
Central Sq	54	25%	59%	9%	-	7%
Cambridgeport	31	12%	52%	32%	4%	-
Kendall Sq	7	17%	33%	33%	-	17%
E Cambridge	32	27%	38%	27%	8%	-
Mid Cambridge	65	15%	66%	9%	-	9%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	35%	41%	12%	6%	6%
Good	183	17%	66%	8%	1%	7%
Fair/poor	122	13%	55%	28%	3%	1%
(DK)	74	8%	50%	13%	2%	27%
Quality of Life						

Excellent	95	23%	58%	5%	1%	12%
Good	250	13%	60%	17%	2%	8%
Fair/poor	52	12%	50%	26%	5%	7%

City service rating:
FIRE DEPARTMENT

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	24%	53%	3%	*	19%
Female	207	22%	55%	2%	1%	21%
Male	193	26%	52%	4%	-	18%
Age 18-25	57	13%	54%	2%	2%	28%
26-35	121	17%	57%	6%	-	19%
36-45	92	31%	49%	4%	-	16%
46-55	66	20%	59%	-	-	20%
56+	62	40%	44%	-	-	16%
Up to 2 yrs in Camb	112	13%	55%	7%	-	25%
2.1 - 5	73	20%	56%	2%	2%	20%
5.1 - 10	62	20%	52%	2%	-	26%
10.1 - 20	62	28%	52%	2%	-	18%
Over 20/all life	91	39%	51%	1%	-	8%
Home owner	162	27%	51%	2%	-	20%
Renter	233	21%	56%	4%	1%	19%
Income \$0-34,999	73	22%	63%	-	2%	14%
\$35-49,999	65	40%	42%	2%	-	17%
\$50-99,999	116	21%	52%	3%	-	23%
\$100,000+	71	16%	57%	5%	-	22%
N Cambridge	48	23%	64%	-	3%	10%
Porter Square	33	11%	52%	4%	-	33%
Agassiz	14	18%	45%	-	-	36%
W Cambridge	60	18%	63%	4%	-	14%
Area 4	17	21%	57%	-	-	21%
Riverside	6	40%	40%	20%	-	-
Central Sq	54	27%	48%	7%	-	18%
Cambridgeport	31	20%	68%	-	-	12%
Kendall Sq	7	33%	33%	-	-	33%
E Cambridge	32	42%	54%	-	-	4%
Mid Cambridge	65	26%	47%	-	-	26%
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	41%	53%	-	-	6%
Good	183	26%	57%	1%	1%	15%
Fair/poor	122	25%	56%	4%	-	15%
(DK)	74	12%	40%	8%	-	40%
Quality of Life						

Excellent	95	32%	43%	-	-	25%
Good	250	20%	58%	3%	*	19%
Fair/poor	52	29%	50%	10%	-	12%

City service rating:
GARBAGE COLLECTION

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	23%	65%	7%	3%	2%
Female	207	24%	66%	4%	3%	3%
Male	193	21%	64%	11%	3%	1%
Age 18-25	57	24%	67%	2%	4%	2%
26-35	121	21%	63%	9%	4%	2%
36-45	92	28%	64%	7%	1%	-
46-55	66	17%	67%	13%	4%	-
56+	62	24%	68%	2%	-	6%
Up to 2 yrs in Camb	112	19%	62%	11%	4%	4%
2.1 - 5	73	15%	71%	8%	3%	2%
5.1 - 10	62	30%	66%	2%	2%	-
10.1 - 20	62	28%	68%	2%	2%	-
Over 20/all life	91	26%	64%	8%	1%	1%
Home owner	162	21%	69%	7%	2%	1%
Renter	233	24%	63%	7%	3%	2%
Income \$0-34,999	73	29%	64%	-	7%	-
\$35-49,999	65	25%	68%	6%	2%	-
\$50-99,999	116	23%	67%	9%	1%	-
\$100,000+	71	17%	71%	10%	2%	-
N Cambridge	48	18%	77%	5%	-	-
Porter Square	33	30%	59%	4%	-	7%
Agassiz	14	27%	64%	-	9%	-
W Cambridge	60	18%	69%	8%	2%	2%
Area 4	17	14%	79%	7%	-	-
Riverside	6	40%	60%	-	-	-
Central Sq	54	34%	57%	9%	-	-
Cambridgeport	31	24%	64%	8%	4%	-
Kendall Sq	7	33%	50%	-	17%	-
E Cambridge	32	15%	81%	-	4%	-
Mid Cambridge	65	19%	68%	6%	8%	-
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	71%	24%	6%	-	-
Good	183	22%	66%	5%	4%	2%
Fair/poor	122	20%	66%	11%	3%	-
(DK)	74	15%	73%	7%	-	5%
Quality of Life						

Excellent	95	42%	51%	4%	3%	1%
Good	250	16%	71%	8%	3%	2%
Fair/poor	52	24%	62%	12%	2%	-

City service rating:
RECYCLING

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	28%	54%	12%	3%	2%
Female	207	30%	52%	13%	2%	3%
Male	193	27%	57%	10%	4%	2%
Age 18-25	57	20%	59%	13%	4%	4%
26-35	121	23%	58%	12%	5%	1%
36-45	92	40%	47%	11%	3%	-
46-55	66	28%	50%	17%	2%	4%
56+	62	30%	60%	4%	-	6%
Up to 2 yrs in Camb	112	19%	60%	9%	8%	4%
2.1 - 5	73	27%	54%	15%	2%	2%
5.1 - 10	62	36%	52%	10%	2%	-
10.1 - 20	62	42%	52%	6%	-	-
Over 20/all life	91	27%	50%	18%	1%	4%
Home owner	162	32%	52%	13%	2%	2%
Renter	233	26%	56%	10%	4%	3%
Income \$0-34,999	73	20%	59%	10%	8%	2%
\$35-49,999	65	28%	55%	11%	4%	2%
\$50-99,999	116	30%	51%	15%	2%	2%
\$100,000+	71	34%	60%	3%	2%	-
N Cambridge	48	31%	54%	15%	-	-
Porter Square	33	37%	56%	4%	4%	-
Agassiz	14	27%	64%	9%	-	-
W Cambridge	60	37%	51%	10%	-	2%
Area 4	17	21%	57%	21%	-	-
Riverside	6	20%	80%	-	-	-
Central Sq	54	27%	52%	14%	2%	5%
Cambridgeport	31	32%	48%	20%	-	-
Kendall Sq	7	17%	50%	-	17%	17%
E Cambridge	32	12%	69%	4%	12%	4%
Mid Cambridge	65	30%	53%	8%	8%	2%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	65%	29%	-	-	6%
Good	183	36%	52%	9%	2%	2%
Fair/poor	122	20%	59%	16%	4%	1%
(DK)	74	13%	62%	15%	5%	5%
Quality of Life						

Excellent	95	45%	48%	3%	1%	3%
Good	250	25%	57%	12%	4%	2%
Fair/poor	52	17%	55%	24%	2%	2%

City service rating:
LIBRARY

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	21%	54%	9%	1%	16%
Female	207	26%	52%	7%	1%	14%
Male	193	15%	55%	10%	1%	18%
Age 18-25	57	9%	50%	13%	4%	24%
26-35	121	10%	52%	10%	-	28%
36-45	92	31%	53%	7%	1%	8%
46-55	66	20%	61%	9%	-	9%
56+	62	38%	52%	4%	-	6%
Up to 2 yrs in Camb	112	13%	48%	11%	2%	25%
2.1 - 5	73	17%	58%	10%	2%	14%
5.1 - 10	62	16%	54%	6%	-	24%
10.1 - 20	62	38%	50%	8%	-	4%
Over 20/all life	91	26%	58%	7%	-	9%
Home owner	162	22%	62%	6%	1%	9%
Renter	233	20%	48%	10%	1%	21%
Income \$0-34,999	73	14%	58%	5%	2%	22%
\$35-49,999	65	26%	51%	8%	-	15%
\$50-99,999	116	21%	51%	14%	1%	13%
\$100,000+	71	21%	53%	10%	2%	14%
N Cambridge	48	18%	56%	18%	-	8%
Porter Square	33	26%	37%	4%	-	33%
Agassiz	14	9%	73%	-	9%	9%
W Cambridge	60	14%	63%	8%	-	14%
Area 4	17	29%	50%	7%	-	14%
Riverside	6	40%	-	20%	-	40%
Central Sq	54	23%	43%	7%	2%	25%
Cambridgeport	31	12%	56%	8%	-	24%
Kendall Sq	7	33%	50%	17%	-	-
E Cambridge	32	19%	65%	8%	4%	4%
Mid Cambridge	65	28%	53%	8%	-	11%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	29%	47%	12%	-	12%
Good	183	27%	53%	5%	1%	14%
Fair/poor	122	17%	58%	12%	2%	11%
(DK)	74	10%	50%	10%	-	30%
Quality of Life						

Excellent	95	29%	53%	3%	-	16%
Good	250	18%	54%	9%	1%	17%
Fair/poor	52	19%	55%	14%	-	12%

City service rating:
RECREATIONAL PROGRAMS & FACILITIES

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	11%	51%	14%	2%	22%
Female	207	13%	50%	13%	1%	24%
Male	193	10%	53%	15%	3%	19%
Age 18-25	57	11%	35%	22%	2%	30%
26-35	121	11%	50%	12%	4%	22%
36-45	92	15%	61%	12%	-	12%
46-55	66	9%	52%	19%	2%	19%
56+	62	10%	54%	6%	-	30%
Up to 2 yrs in Camb	112	8%	46%	14%	3%	29%
2.1 - 5	73	20%	46%	12%	-	22%
5.1 - 10	62	16%	48%	14%	2%	20%
10.1 - 20	62	10%	64%	10%	2%	14%
Over 20/all life	91	7%	55%	18%	1%	19%
Home owner	162	12%	56%	12%	-	20%
Renter	233	11%	48%	14%	3%	23%
Income \$0-34,999	73	3%	56%	20%	3%	17%
\$35-49,999	65	15%	55%	8%	2%	21%
\$50-99,999	116	15%	50%	19%	-	16%
\$100,000+	71	10%	55%	7%	3%	24%
N Cambridge	48	5%	72%	15%	-	8%
Porter Square	33	19%	41%	11%	-	30%
Agassiz	14	9%	73%	9%	9%	-
W Cambridge	60	8%	47%	18%	4%	22%
Area 4	17	14%	43%	36%	-	7%
Riverside	6	-	60%	-	20%	20%
Central Sq	54	18%	45%	7%	-	30%
Cambridgeport	31	16%	40%	20%	-	24%
Kendall Sq	7	17%	50%	-	-	33%
E Cambridge	32	4%	62%	19%	4%	12%
Mid Cambridge	65	9%	45%	11%	2%	32%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	35%	47%	12%	-	6%
Good	183	15%	56%	13%	1%	15%
Fair/poor	122	7%	54%	18%	5%	16%
(DK)	74	2%	37%	10%	-	52%
Quality of Life						

Excellent	95	21%	49%	5%	1%	23%
Good	250	9%	54%	16%	1%	20%
Fair/poor	52	7%	43%	19%	5%	26%

City service rating:
CITY PARKS & PARK MAINTENANCE

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	17%	61%	14%	2%	5%
Female	207	17%	60%	14%	2%	7%
Male	193	16%	62%	15%	3%	3%
Age 18-25	57	22%	61%	13%	2%	2%
26-35	121	16%	63%	11%	5%	4%
36-45	92	21%	53%	21%	3%	1%
46-55	66	13%	65%	17%	-	6%
56+	62	10%	66%	8%	-	16%
Up to 2 yrs in Camb	112	18%	56%	16%	4%	5%
2.1 - 5	73	20%	69%	7%	2%	2%
5.1 - 10	62	16%	62%	18%	-	4%
10.1 - 20	62	22%	62%	10%	4%	2%
Over 20/all life	91	9%	59%	19%	1%	11%
Home owner	162	20%	60%	15%	-	5%
Renter	233	15%	62%	14%	4%	5%
Income \$0-34,999	73	7%	73%	12%	5%	3%
\$35-49,999	65	26%	47%	11%	6%	9%
\$50-99,999	116	21%	60%	15%	-	4%
\$100,000+	71	14%	66%	14%	2%	5%
N Cambridge	48	21%	69%	8%	3%	-
Porter Square	33	22%	63%	11%	4%	-
Agassiz	14	9%	91%	-	-	-
W Cambridge	60	12%	55%	22%	-	10%
Area 4	17	7%	71%	21%	-	-
Riverside	6	20%	60%	-	20%	-
Central Sq	54	25%	55%	14%	2%	5%
Cambridgeport	31	20%	48%	24%	8%	-
Kendall Sq	7	33%	33%	17%	-	17%
E Cambridge	32	12%	73%	8%	4%	4%
Mid Cambridge	65	11%	62%	11%	2%	13%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	35%	53%	6%	-	6%
Good	183	21%	60%	14%	-	5%
Fair/poor	122	10%	63%	20%	5%	2%
(DK)	74	12%	65%	8%	5%	10%
Quality of Life						

Excellent	95	25%	60%	9%	1%	5%
Good	250	15%	63%	14%	2%	5%
Fair/poor	52	10%	55%	26%	7%	2%

City service rating:
STREET MAINTENANCE & CLEANLINESS

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	10%	53%	27%	8%	1%
Female	207	10%	54%	27%	8%	1%
Male	193	10%	53%	27%	8%	2%
Age 18-25	57	17%	46%	26%	11%	-
26-35	121	6%	56%	29%	8%	1%
36-45	92	15%	59%	20%	4%	3%
46-55	66	6%	48%	35%	11%	-
56+	62	8%	54%	26%	10%	2%
Up to 2 yrs in Camb	112	10%	55%	25%	8%	2%
2.1 - 5	73	15%	56%	24%	5%	-
5.1 - 10	62	10%	54%	26%	8%	2%
10.1 - 20	62	8%	58%	22%	12%	-
Over 20/all life	91	8%	46%	35%	9%	1%
Home owner	162	9%	49%	33%	8%	2%
Renter	233	11%	56%	23%	9%	1%
Income \$0-34,999	73	7%	49%	32%	12%	-
\$35-49,999	65	11%	51%	30%	6%	2%
\$50-99,999	116	12%	56%	24%	7%	-
\$100,000+	71	7%	64%	22%	7%	-
N Cambridge	48	10%	56%	26%	8%	-
Porter Square	33	15%	41%	33%	11%	-
Agassiz	14	18%	64%	9%	9%	-
W Cambridge	60	8%	55%	24%	10%	2%
Area 4	17	14%	43%	21%	14%	7%
Riverside	6	-	80%	-	20%	-
Central Sq	54	14%	57%	23%	5%	2%
Cambridgeport	31	12%	44%	32%	12%	-
Kendall Sq	7	33%	50%	17%	-	-
E Cambridge	32	4%	42%	42%	12%	-
Mid Cambridge	65	6%	66%	23%	6%	-
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	35%	53%	6%	6%	-
Good	183	10%	55%	28%	6%	1%
Fair/poor	122	6%	46%	33%	14%	-
(DK)	74	10%	60%	20%	5%	5%
Quality of Life						

Excellent	95	25%	56%	17%	3%	-
Good	250	4%	55%	30%	9%	1%
Fair/poor	52	12%	43%	31%	14%	-

City service rating:
SNOW REMOVAL

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	10%	46%	23%	10%	12%
Female	207	11%	42%	24%	12%	11%
Male	193	8%	49%	22%	8%	13%
Age 18-25	57	11%	39%	13%	4%	33%
26-35	121	9%	41%	30%	6%	14%
36-45	92	7%	49%	23%	12%	9%
46-55	66	15%	44%	19%	22%	-
56+	62	8%	54%	26%	8%	4%
Up to 2 yrs in Camb	112	8%	32%	15%	7%	38%
2.1 - 5	73	20%	51%	22%	3%	3%
5.1 - 10	62	10%	48%	26%	16%	-
10.1 - 20	62	8%	56%	20%	14%	2%
Over 20/all life	91	4%	49%	34%	14%	-
Home owner	162	6%	53%	24%	14%	3%
Renter	233	12%	40%	22%	8%	18%
Income \$0-34,999	73	10%	39%	24%	14%	14%
\$35-49,999	65	11%	43%	30%	-	15%
\$50-99,999	116	9%	35%	22%	16%	18%
\$100,000+	71	9%	66%	17%	7%	2%
N Cambridge	48	8%	51%	21%	10%	10%
Porter Square	33	11%	37%	19%	7%	26%
Agassiz	14	-	64%	36%	-	-
W Cambridge	60	6%	41%	33%	8%	12%
Area 4	17	-	50%	14%	29%	7%
Riverside	6	-	80%	20%	-	-
Central Sq	54	16%	39%	23%	7%	16%
Cambridgeport	31	4%	40%	28%	24%	4%
Kendall Sq	7	17%	50%	33%	-	-
E Cambridge	32	12%	42%	23%	19%	4%
Mid Cambridge	65	15%	47%	19%	6%	13%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	29%	59%	6%	-	6%
Good	183	10%	44%	26%	7%	13%
Fair/poor	122	8%	39%	28%	18%	6%
(DK)	74	5%	55%	13%	7%	20%
Quality of Life						

Excellent	95	13%	58%	9%	6%	13%
Good	250	8%	43%	28%	8%	13%
Fair/poor	52	10%	36%	24%	26%	5%

City service rating:
EASE OF PRIVATE CAR TRAVEL IN THE CITY

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	3%	30%	31%	29%	6%
Female	207	2%	32%	35%	24%	8%
Male	193	5%	29%	28%	34%	4%
Age 18-25	57	7%	26%	22%	37%	9%
26-35	121	1%	30%	38%	27%	5%
36-45	92	7%	28%	33%	28%	4%
46-55	66	2%	35%	31%	31%	-
56+	62	2%	34%	26%	24%	14%
Up to 2 yrs in Camb	112	3%	26%	32%	30%	9%
2.1 - 5	73	3%	24%	37%	32%	3%
5.1 - 10	62	2%	28%	32%	32%	6%
10.1 - 20	62	4%	34%	34%	26%	2%
Over 20/all life	91	4%	41%	24%	24%	7%
Home owner	162	2%	30%	31%	31%	5%
Renter	233	4%	31%	32%	28%	5%
Income \$0-34,999	73	7%	25%	32%	31%	5%
\$35-49,999	65	6%	23%	43%	23%	6%
\$50-99,999	116	2%	38%	30%	29%	1%
\$100,000+	71	2%	28%	34%	34%	2%
N Cambridge	48	-	31%	49%	15%	5%
Porter Square	33	4%	30%	30%	33%	4%
Agassiz	14	-	45%	36%	9%	9%
W Cambridge	60	2%	31%	31%	31%	6%
Area 4	17	7%	36%	7%	43%	7%
Riverside	6	-	60%	-	40%	-
Central Sq	54	9%	23%	36%	25%	7%
Cambridgeport	31	-	40%	28%	28%	4%
Kendall Sq	7	17%	33%	17%	17%	17%
E Cambridge	32	8%	31%	27%	31%	4%
Mid Cambridge	65	-	28%	30%	38%	4%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	18%	53%	6%	24%	-
Good	183	2%	36%	35%	21%	6%
Fair/poor	122	2%	25%	32%	37%	3%
(DK)	74	5%	18%	28%	37%	12%
Quality of Life						

Excellent	95	5%	42%	26%	22%	5%
Good	250	3%	27%	36%	28%	6%
Fair/poor	52	2%	29%	21%	45%	2%

City service rating:
EASE OF PUBLIC TRANSPORTATION IN THE CITY

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	30%	53%	13%	2%	2%
Female	207	32%	52%	12%	2%	2%
Male	193	27%	53%	14%	3%	3%
Age 18-25	57	33%	52%	11%	2%	2%
26-35	121	31%	49%	13%	4%	3%
36-45	92	28%	56%	13%	1%	1%
46-55	66	24%	59%	13%	2%	2%
56+	62	36%	46%	14%	2%	2%
Up to 2 yrs in Camb	112	33%	48%	11%	3%	4%
2.1 - 5	73	24%	58%	17%	2%	-
5.1 - 10	62	32%	52%	14%	-	2%
10.1 - 20	62	36%	52%	10%	-	2%
Over 20/all life	91	26%	54%	14%	5%	1%
Home owner	162	24%	58%	14%	2%	3%
Renter	233	34%	49%	12%	3%	2%
Income \$0-34,999	73	31%	49%	17%	3%	-
\$35-49,999	65	34%	47%	11%	6%	2%
\$50-99,999	116	32%	53%	10%	3%	2%
\$100,000+	71	28%	57%	12%	-	3%
N Cambridge	48	38%	51%	10%	-	-
Porter Square	33	33%	56%	7%	4%	-
Agassiz	14	9%	64%	18%	-	9%
W Cambridge	60	24%	61%	12%	-	2%
Area 4	17	29%	43%	21%	7%	-
Riverside	6	20%	40%	40%	-	-
Central Sq	54	36%	55%	7%	2%	-
Cambridgeport	31	28%	36%	24%	8%	4%
Kendall Sq	7	33%	67%	-	-	-
E Cambridge	32	31%	65%	4%	-	-
Mid Cambridge	65	30%	47%	15%	4%	4%
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	65%	29%	6%	-	-
Good	183	31%	56%	11%	1%	1%
Fair/poor	122	27%	48%	16%	7%	1%
(DK)	74	22%	57%	15%	-	7%
Quality of Life						

Excellent	95	44%	48%	4%	1%	3%
Good	250	26%	57%	15%	1%	2%
Fair/poor	52	26%	45%	14%	12%	2%

City service rating:
ANIMAL CONTROL

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	9%	50%	12%	5%	25%
Female	207	11%	48%	10%	4%	27%
Male	193	7%	52%	13%	6%	22%
Age 18-25	57	4%	48%	11%	11%	26%
26-35	121	12%	50%	12%	5%	20%
36-45	92	4%	55%	13%	3%	25%
46-55	66	17%	44%	11%	4%	24%
56+	62	8%	48%	8%	2%	34%
Up to 2 yrs in Camb	112	9%	43%	13%	9%	26%
2.1 - 5	73	10%	56%	12%	2%	20%
5.1 - 10	62	10%	40%	8%	-	42%
10.1 - 20	62	6%	58%	12%	4%	20%
Over 20/all life	91	11%	54%	11%	5%	19%
Home owner	162	13%	55%	9%	4%	20%
Renter	233	7%	47%	13%	5%	28%
Income \$0-34,999	73	7%	49%	5%	8%	31%
\$35-49,999	65	13%	42%	26%	6%	13%
\$50-99,999	116	7%	54%	14%	3%	21%
\$100,000+	71	16%	52%	7%	3%	22%
N Cambridge	48	10%	51%	15%	3%	21%
Porter Square	33	15%	37%	15%	-	33%
Agassiz	14	9%	64%	-	-	27%
W Cambridge	60	6%	53%	12%	2%	27%
Area 4	17	7%	36%	7%	7%	43%
Riverside	6	-	40%	-	20%	40%
Central Sq	54	11%	41%	9%	5%	34%
Cambridgeport	31	8%	68%	16%	-	8%
Kendall Sq	7	17%	50%	-	17%	17%
E Cambridge	32	4%	50%	15%	12%	19%
Mid Cambridge	65	11%	55%	11%	6%	17%
Wellington/Harring- ton	1	-	-	-	100%	-
City Government						

Excellent	21	24%	35%	12%	6%	24%
Good	183	10%	55%	7%	3%	24%
Fair/poor	122	5%	49%	19%	6%	20%
(DK)	74	10%	40%	10%	5%	35%
Quality of Life						

Excellent	95	9%	53%	8%	3%	27%
Good	250	10%	52%	10%	3%	25%
Fair/poor	52	7%	36%	26%	17%	14%

City service rating:
PARKING & TRAFFIC REGULATION

	TOT. ANSWERS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	2%	29%	31%	35%	3%
Female	207	2%	30%	26%	38%	4%
Male	193	3%	28%	36%	32%	2%
Age 18-25	57	4%	20%	26%	46%	4%
26-35	121	1%	29%	32%	37%	2%
36-45	92	3%	31%	28%	36%	3%
46-55	66	4%	26%	41%	30%	-
56+	62	2%	42%	24%	26%	6%
Up to 2 yrs in Camb	112	3%	24%	31%	37%	4%
2.1 - 5	73	3%	27%	34%	34%	2%
5.1 - 10	62	-	46%	26%	24%	4%
10.1 - 20	62	4%	26%	34%	36%	-
Over 20/all life	91	1%	28%	28%	39%	3%
Home owner	162	2%	29%	33%	36%	1%
Renter	233	3%	30%	29%	35%	3%
Income \$0-34,999	73	5%	24%	32%	36%	3%
\$35-49,999	65	6%	26%	36%	32%	-
\$50-99,999	116	1%	24%	35%	38%	1%
\$100,000+	71	2%	47%	19%	31%	2%
N Cambridge	48	3%	33%	21%	41%	3%
Porter Square	33	4%	22%	30%	41%	4%
Agassiz	14	-	64%	18%	18%	-
W Cambridge	60	6%	35%	24%	33%	2%
Area 4	17	-	14%	50%	29%	7%
Riverside	6	-	20%	20%	60%	-
Central Sq	54	2%	36%	27%	32%	2%
Cambridgeport	31	-	12%	48%	36%	4%
Kendall Sq	7	-	67%	33%	-	-
E Cambridge	32	-	23%	50%	27%	-
Mid Cambridge	65	2%	23%	36%	36%	4%
Wellington/Harring- ton	1	-	-	-	100%	-
City Government						

Excellent	21	24%	29%	29%	18%	-
Good	183	2%	34%	30%	30%	5%
Fair/poor	122	1%	23%	33%	42%	-
(DK)	74	-	28%	30%	38%	3%
Quality of Life						

Excellent	95	9%	43%	23%	22%	3%
Good	250	*	27%	34%	36%	2%
Fair/poor	52	-	17%	29%	52%	2%

City service rating:
SENIOR SERVICES

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	8%	27%	10%	*	55%
Female	207	10%	27%	8%	1%	54%
Male	193	7%	27%	11%	-	55%
Age 18-25	57	4%	20%	13%	-	63%
26-35	121	2%	22%	10%	-	65%
36-45	92	11%	31%	8%	-	51%
46-55	66	7%	30%	11%	2%	50%
56+	62	22%	34%	4%	-	40%
Up to 2 yrs in Camb	112	3%	21%	12%	-	64%
2.1 - 5	73	5%	24%	3%	-	68%
5.1 - 10	62	6%	26%	2%	-	66%
10.1 - 20	62	8%	32%	10%	2%	48%
Over 20/all life	91	19%	35%	15%	-	31%
Home owner	162	10%	32%	7%	-	52%
Renter	233	7%	24%	11%	1%	58%
Income \$0-34,999	73	14%	27%	12%	-	47%
\$35-49,999	65	13%	28%	6%	-	53%
\$50-99,999	116	1%	28%	10%	-	62%
\$100,000+	71	5%	29%	9%	-	57%
N Cambridge	48	10%	33%	10%	3%	44%
Porter Square	33	4%	26%	4%	-	67%
Agassiz	14	9%	9%	18%	-	64%
W Cambridge	60	8%	27%	12%	-	53%
Area 4	17	7%	14%	14%	-	64%
Riverside	6	-	60%	-	-	40%
Central Sq	54	11%	23%	9%	-	57%
Cambridgeport	31	4%	28%	8%	-	60%
Kendall Sq	7	17%	50%	-	-	33%
E Cambridge	32	8%	42%	19%	-	31%
Mid Cambridge	65	8%	21%	6%	-	66%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	41%	18%	-	-	41%
Good	183	7%	36%	5%	-	52%
Fair/poor	122	8%	22%	18%	-	52%
(DK)	74	2%	17%	8%	2%	72%
Quality of Life						

Excellent	95	14%	23%	3%	-	60%
Good	250	5%	30%	10%	-	55%
Fair/poor	52	12%	24%	19%	2%	43%

City service rating:
PLANNING & ZONING

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	3%	37%	26%	10%	23%
Female	207	4%	32%	27%	9%	29%
Male	193	3%	43%	26%	11%	17%
Age 18-25	57	4%	39%	26%	4%	26%
26-35	121	2%	41%	23%	8%	26%
36-45	92	4%	37%	32%	8%	19%
46-55	66	2%	37%	28%	17%	17%
56+	62	6%	26%	22%	14%	32%
Up to 2 yrs in Camb	112	3%	35%	18%	7%	37%
2.1 - 5	73	5%	41%	27%	12%	15%
5.1 - 10	62	2%	40%	26%	6%	26%
10.1 - 20	62	4%	30%	38%	10%	18%
Over 20/all life	91	3%	39%	28%	15%	15%
Home owner	162	2%	36%	27%	16%	18%
Renter	233	4%	38%	25%	6%	27%
Income \$0-34,999	73	3%	36%	36%	5%	20%
\$35-49,999	65	2%	51%	19%	9%	19%
\$50-99,999	116	4%	33%	28%	14%	21%
\$100,000+	71	2%	41%	26%	12%	19%
N Cambridge	48	3%	36%	28%	10%	23%
Porter Square	33	4%	48%	19%	4%	26%
Agassiz	14	-	27%	55%	9%	9%
W Cambridge	60	4%	29%	33%	10%	24%
Area 4	17	-	21%	29%	21%	29%
Riverside	6	-	20%	-	60%	20%
Central Sq	54	5%	48%	16%	2%	30%
Cambridgeport	31	4%	24%	32%	24%	16%
Kendall Sq	7	50%	17%	-	17%	17%
E Cambridge	32	-	50%	31%	4%	15%
Mid Cambridge	65	2%	42%	26%	8%	23%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	18%	59%	12%	-	12%
Good	183	5%	42%	22%	7%	23%
Fair/poor	122	1%	25%	41%	18%	14%
(DK)	74	-	37%	17%	5%	42%
Quality of Life						

Excellent	95	12%	43%	23%	3%	19%
Good	250	*	37%	27%	8%	27%
Fair/poor	52	2%	24%	29%	31%	14%

City service rating:
SIDEWALK MAINTENANCE

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	6%	47%	30%	16%	1%
Female	207	7%	43%	30%	18%	2%
Male	193	6%	51%	29%	13%	1%
Age 18-25	57	9%	46%	30%	15%	-
26-35	121	6%	55%	29%	8%	2%
36-45	92	5%	49%	28%	17%	-
46-55	66	9%	41%	26%	24%	-
56+	62	2%	36%	38%	20%	4%
Up to 2 yrs in Camb	112	3%	56%	25%	13%	2%
2.1 - 5	73	8%	51%	34%	7%	-
5.1 - 10	62	10%	36%	38%	16%	-
10.1 - 20	62	8%	50%	24%	18%	-
Over 20/all life	91	4%	38%	30%	26%	3%
Home owner	162	4%	41%	34%	20%	1%
Renter	233	8%	51%	26%	13%	2%
Income \$0-34,999	73	5%	46%	34%	15%	-
\$35-49,999	65	11%	55%	21%	13%	-
\$50-99,999	116	9%	49%	26%	16%	1%
\$100,000+	71	2%	41%	40%	17%	-
N Cambridge	48	8%	56%	23%	13%	-
Porter Square	33	7%	48%	22%	19%	4%
Agassiz	14	9%	45%	45%	-	-
W Cambridge	60	2%	45%	33%	18%	2%
Area 4	17	-	57%	14%	29%	-
Riverside	6	-	40%	-	40%	20%
Central Sq	54	14%	50%	23%	14%	-
Cambridgeport	31	8%	40%	28%	24%	-
Kendall Sq	7	-	67%	-	33%	-
E Cambridge	32	-	42%	38%	19%	-
Mid Cambridge	65	8%	49%	34%	9%	-
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	24%	47%	24%	6%	-
Good	183	7%	52%	28%	13%	1%
Fair/poor	122	2%	39%	35%	22%	1%
(DK)	74	7%	48%	27%	15%	3%
Quality of Life						

Excellent	95	12%	53%	23%	12%	-
Good	250	4%	48%	32%	15%	1%
Fair/poor	52	5%	33%	31%	29%	2%

City service rating:
CHILDREN & YOUTH SERVICES

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	7%	36%	13%	*	44%
Female	207	8%	37%	11%	-	45%
Male	193	7%	34%	15%	1%	43%
Age 18-25	57	4%	30%	11%	-	54%
26-35	121	5%	24%	17%	-	53%
36-45	92	17%	47%	12%	1%	23%
46-55	66	4%	41%	15%	-	41%
56+	62	4%	42%	2%	-	52%
Up to 2 yrs in Camb	112	5%	22%	15%	-	57%
2.1 - 5	73	10%	25%	8%	-	56%
5.1 - 10	62	4%	42%	10%	2%	42%
10.1 - 20	62	8%	52%	12%	-	28%
Over 20/all life	91	9%	46%	15%	-	30%
Home owner	162	5%	46%	9%	1%	39%
Renter	233	10%	29%	15%	-	47%
Income \$0-34,999	73	14%	36%	12%	-	39%
\$35-49,999	65	6%	36%	17%	-	42%
\$50-99,999	116	9%	40%	13%	-	38%
\$100,000+	71	2%	34%	16%	2%	47%
N Cambridge	48	5%	44%	21%	-	31%
Porter Square	33	4%	37%	-	-	59%
Agassiz	14	9%	36%	27%	9%	18%
W Cambridge	60	4%	43%	14%	-	39%
Area 4	17	21%	29%	21%	-	29%
Riverside	6	20%	-	20%	-	60%
Central Sq	54	14%	23%	11%	-	52%
Cambridgeport	31	4%	32%	16%	-	48%
Kendall Sq	7	33%	17%	-	-	50%
E Cambridge	32	-	54%	15%	-	31%
Mid Cambridge	65	8%	38%	8%	-	47%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	29%	29%	6%	-	35%
Good	183	9%	41%	10%	-	40%
Fair/poor	122	5%	38%	20%	1%	35%
(DK)	74	2%	20%	10%	-	68%
Quality of Life						

Excellent	95	16%	31%	4%	1%	48%
Good	250	4%	36%	14%	-	46%
Fair/poor	52	7%	40%	26%	-	26%

City service rating:
HEALTH & HOSPITALS

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	17%	51%	12%	2%	18%
Female	207	18%	49%	11%	2%	19%
Male	193	15%	54%	12%	2%	17%
Age 18-25	57	11%	35%	15%	2%	37%
26-35	121	13%	49%	12%	2%	23%
36-45	92	19%	53%	13%	1%	13%
46-55	66	11%	67%	13%	4%	6%
56+	62	34%	48%	4%	2%	12%
Up to 2 yrs in Camb	112	10%	42%	11%	1%	36%
2.1 - 5	73	15%	59%	12%	-	14%
5.1 - 10	62	18%	54%	10%	2%	16%
10.1 - 20	62	20%	50%	12%	4%	14%
Over 20/all life	91	24%	54%	14%	4%	4%
Home owner	162	20%	58%	11%	1%	11%
Renter	233	14%	47%	12%	3%	24%
Income \$0-34,999	73	20%	42%	14%	5%	19%
\$35-49,999	65	23%	47%	8%	-	23%
\$50-99,999	116	13%	56%	15%	-	16%
\$100,000+	71	17%	53%	10%	2%	17%
N Cambridge	48	10%	54%	18%	3%	15%
Porter Square	33	15%	37%	11%	4%	33%
Agassiz	14	9%	55%	18%	9%	9%
W Cambridge	60	12%	67%	8%	2%	10%
Area 4	17	14%	57%	-	7%	21%
Riverside	6	60%	20%	20%	-	-
Central Sq	54	25%	41%	14%	2%	18%
Cambridgeport	31	12%	52%	20%	-	16%
Kendall Sq	7	-	67%	17%	-	17%
E Cambridge	32	12%	58%	19%	4%	8%
Mid Cambridge	65	25%	43%	4%	-	28%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	35%	53%	6%	-	6%
Good	183	20%	56%	9%	1%	14%
Fair/poor	122	13%	55%	18%	4%	10%
(DK)	74	10%	33%	8%	3%	45%
Quality of Life						

Excellent	95	27%	44%	6%	-	22%
Good	250	13%	56%	10%	1%	19%
Fair/poor	52	14%	40%	29%	10%	7%

City service rating:
SCHOOLS & EDUCATION

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	15%	35%	15%	5%	30%
Female	207	15%	38%	11%	5%	31%
Male	193	15%	32%	18%	6%	29%
Age 18-25	57	15%	35%	9%	2%	39%
26-35	121	15%	33%	12%	4%	36%
36-45	92	24%	35%	12%	8%	21%
46-55	66	9%	39%	19%	11%	22%
56+	62	6%	38%	24%	-	32%
Up to 2 yrs in Camb	112	20%	27%	7%	3%	43%
2.1 - 5	73	19%	32%	10%	5%	34%
5.1 - 10	62	6%	44%	10%	6%	34%
10.1 - 20	62	10%	44%	16%	12%	18%
Over 20/all life	91	15%	36%	30%	3%	16%
Home owner	162	9%	39%	20%	7%	25%
Renter	233	19%	33%	11%	4%	33%
Income \$0-34,999	73	19%	39%	14%	2%	27%
\$35-49,999	65	19%	45%	8%	2%	26%
\$50-99,999	116	15%	37%	16%	4%	28%
\$100,000+	71	5%	38%	17%	12%	28%
N Cambridge	48	15%	49%	21%	3%	13%
Porter Square	33	11%	30%	11%	7%	41%
Agassiz	14	-	36%	36%	18%	9%
W Cambridge	60	10%	31%	16%	6%	37%
Area 4	17	14%	43%	21%	-	21%
Riverside	6	20%	-	-	20%	60%
Central Sq	54	20%	27%	7%	7%	39%
Cambridgeport	31	8%	40%	24%	4%	24%
Kendall Sq	7	33%	17%	-	-	50%
E Cambridge	32	12%	58%	12%	4%	15%
Mid Cambridge	65	19%	28%	13%	6%	34%
Wellington/Harring- ton	1	-	-	100%	-	-
City Government						

Excellent	21	35%	35%	12%	-	18%
Good	183	16%	42%	13%	2%	26%
Fair/poor	122	13%	31%	21%	12%	22%
(DK)	74	8%	25%	8%	3%	55%
Quality of Life						

Excellent	95	19%	39%	9%	4%	29%
Good	250	12%	37%	15%	4%	32%
Fair/poor	52	21%	21%	24%	14%	19%

City service rating:
WATER/SEWER SERVICES

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	10%	66%	15%	3%	6%
Female	207	12%	64%	15%	2%	7%
Male	193	9%	67%	16%	3%	5%
Age 18-25	57	15%	63%	9%	4%	9%
26-35	121	6%	73%	13%	1%	6%
36-45	92	13%	59%	20%	3%	5%
46-55	66	11%	61%	20%	4%	4%
56+	62	10%	66%	14%	4%	6%
Up to 2 yrs in Camb	112	9%	66%	11%	2%	12%
2.1 - 5	73	8%	73%	17%	-	2%
5.1 - 10	62	18%	50%	18%	6%	8%
10.1 - 20	62	10%	68%	16%	-	6%
Over 20/all life	91	9%	68%	18%	5%	-
Home owner	162	12%	64%	16%	2%	5%
Renter	233	10%	67%	14%	3%	6%
Income \$0-34,999	73	17%	61%	12%	7%	3%
\$35-49,999	65	15%	58%	19%	-	8%
\$50-99,999	116	7%	70%	13%	2%	7%
\$100,000+	71	7%	69%	17%	3%	3%
N Cambridge	48	13%	69%	8%	3%	8%
Porter Square	33	19%	48%	19%	11%	4%
Agassiz	14	-	64%	27%	-	9%
W Cambridge	60	8%	69%	16%	2%	4%
Area 4	17	14%	50%	21%	7%	7%
Riverside	6	-	20%	40%	20%	20%
Central Sq	54	11%	70%	14%	-	5%
Cambridgeport	31	8%	60%	28%	-	4%
Kendall Sq	7	17%	67%	17%	-	-
E Cambridge	32	8%	73%	15%	-	4%
Mid Cambridge	65	9%	72%	6%	4%	9%
Wellington/Harring- ton	1	100%	-	-	-	-
City Government						

Excellent	21	41%	47%	6%	6%	-
Good	183	12%	70%	8%	3%	6%
Fair/poor	122	7%	62%	30%	-	1%
(DK)	74	3%	65%	12%	5%	15%
Quality of Life						

Excellent	95	17%	66%	8%	1%	8%
Good	250	8%	68%	15%	3%	6%
Fair/poor	52	12%	55%	29%	5%	-

City service rating:
PUBLIC INFORMATION

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	9%	59%	22%	4%	7%
Female	207	7%	63%	17%	4%	10%
Male	193	11%	55%	26%	4%	4%
Age 18-25	57	7%	52%	26%	4%	11%
26-35	121	7%	58%	26%	4%	5%
36-45	92	15%	52%	25%	1%	7%
46-55	66	6%	67%	17%	9%	2%
56+	62	10%	66%	10%	-	14%
Up to 2 yrs in Camb	112	7%	56%	24%	3%	10%
2.1 - 5	73	14%	56%	22%	3%	5%
5.1 - 10	62	10%	54%	26%	4%	6%
10.1 - 20	62	10%	66%	22%	-	2%
Over 20/all life	91	7%	62%	15%	7%	9%
Home owner	162	10%	64%	18%	5%	4%
Renter	233	8%	56%	24%	3%	9%
Income \$0-34,999	73	14%	47%	27%	2%	10%
\$35-49,999	65	6%	66%	15%	4%	9%
\$50-99,999	116	11%	60%	20%	4%	5%
\$100,000+	71	9%	62%	24%	2%	3%
N Cambridge	48	15%	64%	13%	8%	-
Porter Square	33	11%	52%	30%	4%	4%
Agassiz	14	18%	73%	9%	-	-
W Cambridge	60	6%	59%	18%	4%	12%
Area 4	17	-	43%	50%	-	7%
Riverside	6	-	80%	20%	-	-
Central Sq	54	9%	61%	23%	-	7%
Cambridgeport	31	12%	52%	32%	4%	-
Kendall Sq	7	33%	33%	-	-	33%
E Cambridge	32	4%	65%	23%	4%	4%
Mid Cambridge	65	6%	57%	23%	6%	9%
Wellington/Harring- ton	1	-	100%	-	-	-
City Government						

Excellent	21	41%	59%	-	-	-
Good	183	12%	63%	18%	2%	5%
Fair/poor	122	3%	58%	30%	8%	1%
(DK)	74	2%	50%	22%	2%	25%
Quality of Life						

Excellent	95	19%	58%	13%	1%	8%
Good	250	6%	59%	24%	4%	7%
Fair/poor	52	2%	62%	26%	7%	2%

"I've wanted to conduct business with the City after business hours
but I couldn't because city offices close before I could get to them"

	TOT. ANS	Agree	Dis- agree	(DK)

TOTAL ANSWER	400	50%	31%	19%
Female	207	52%	27%	20%
Male	193	46%	36%	18%
Age 18-25	57	39%	33%	28%
26-35	121	53%	30%	17%
36-45	92	61%	29%	9%
46-55	66	54%	28%	19%
56+	62	30%	40%	30%
Up to 2 yrs in Camb	112	42%	32%	26%
2.1 - 5	73	51%	34%	15%
5.1 - 10	62	62%	20%	18%
10.1 - 20	62	54%	36%	10%
Over 20/all life	91	46%	34%	20%
Home owner	162	56%	28%	16%
Renter	233	46%	34%	21%
Income \$0-34,999	73	41%	41%	19%
\$35-49,999	65	49%	30%	21%
\$50-99,999	116	55%	27%	18%
\$100,000+	71	52%	34%	14%
N Cambridge	48	69%	21%	10%
Porter Square	33	52%	19%	30%
Agassiz	14	45%	18%	36%
W Cambridge	60	49%	27%	24%
Area 4	17	71%	14%	14%
Riverside	6	40%	60%	-
Central Sq	54	48%	30%	23%
Cambridgeport	31	48%	40%	12%
Kendall Sq	7	17%	50%	33%
E Cambridge	32	50%	35%	15%
Mid Cambridge	65	42%	45%	13%
Wellington/Harring- ton	1	100%	-	-
City Government				

Excellent	21	41%	53%	6%
Good	183	45%	35%	20%
Fair/poor	122	62%	27%	11%
(DK)	74	43%	23%	33%
Quality of Life				

Excellent	95	48%	34%	18%
Good	250	51%	29%	20%
Fair/poor	52	50%	38%	12%

When you need info or assistance with city-related issues or services,
how do you go about seeking it (mult. resp.)

	TOT. ANS	Inter- net	Phone/ book	City Hall	Word of mouth	Other	(DK/ ref)
TOTAL ANSWER	400	18%	73%	20%	1%	1%	7%
Female	207	13%	78%	20%	1%	1%	7%
Male	193	23%	68%	20%	1%	2%	8%
Age 18-25	57	35%	52%	15%	9%	-	11%
26-35	121	28%	69%	10%	-	1%	13%
36-45	92	13%	79%	24%	-	4%	1%
46-55	66	7%	74%	26%	-	-	6%
56+	62	2%	90%	30%	-	-	4%
Up to 2 yrs in Camb	112	36%	59%	9%	4%	1%	12%
2.1 - 5	73	19%	75%	17%	-	2%	7%
5.1 - 10	62	10%	82%	20%	-	-	6%
10.1 - 20	62	12%	76%	34%	-	2%	4%
Over 20/all life	91	4%	81%	26%	-	1%	5%
Home owner	162	9%	83%	26%	-	2%	4%
Renter	233	24%	66%	16%	2%	1%	10%
Income \$0-34,999	73	14%	71%	20%	3%	2%	10%
\$35-49,999	65	19%	74%	9%	2%	-	9%
\$50-99,999	116	27%	72%	20%	1%	-	2%
\$100,000+	71	14%	78%	22%	-	3%	3%
N Cambridge	48	13%	79%	26%	-	3%	3%
Porter Square	33	26%	56%	7%	4%	-	19%
Agassiz	14	9%	82%	18%	-	-	-
W Cambridge	60	14%	76%	20%	2%	-	6%
Area 4	17	7%	57%	50%	-	-	-
Riverside	6	40%	80%	20%	-	-	-
Central Sq	54	27%	73%	18%	-	-	11%
Cambridgeport	31	16%	80%	20%	-	-	4%
Kendall Sq	7	50%	50%	17%	-	-	-
E Cambridge	32	8%	85%	31%	8%	-	4%
Mid Cambridge	65	19%	81%	9%	-	2%	6%
Wellington/Harring- ton	1	-	100%	100%	-	-	-
City Government							

Excellent	21	12%	65%	24%	-	-	12%
Good	183	13%	82%	15%	1%	2%	5%
Fair/poor	122	15%	71%	29%	2%	1%	4%
(DK)	74	35%	58%	13%	2%	-	17%
Quality of Life							

Excellent	95	21%	81%	17%	1%	3%	1%
Good	250	18%	74%	18%	1%	*	9%
Fair/poor	52	14%	57%	31%	-	2%	10%

Overall satisfaction when interacting with city government

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)
				-1-	-2-	-3-	-4-	-5-	
TOTAL ANSWER	400	3.36		2%	6%	46%	31%	6%	9%
Female	207	3.41		1%	5%	45%	31%	7%	11%
Male	193	3.30		3%	7%	46%	31%	5%	7%
Age 18-25	57	3.32		2%	2%	52%	30%	2%	11%
26-35	121	3.31		2%	5%	51%	27%	5%	10%
36-45	92	3.46		3%	5%	40%	33%	9%	9%
46-55	66	3.20		4%	11%	48%	26%	6%	6%
56+	62	3.56		-	6%	34%	44%	6%	10%
Up to 2 yrs in Camb	112	3.38		2%	3%	48%	23%	9%	14%
2.1 - 5	73	3.28		-	7%	53%	29%	2%	10%
5.1 - 10	62	3.48		2%	4%	44%	38%	8%	4%
10.1 - 20	62	3.36		4%	4%	44%	38%	4%	6%
Over 20/all life	91	3.31		3%	11%	39%	34%	5%	8%
Home owner	162	3.39		1%	8%	42%	37%	5%	8%
Renter	233	3.33		3%	4%	48%	28%	6%	11%
Income \$0-34,999	73	3.28		5%	2%	51%	31%	3%	8%
\$35-49,999	65	3.45		-	4%	47%	32%	6%	11%
\$50-99,999	116	3.44		-	11%	39%	35%	9%	6%
\$100,000+	71	3.31		5%	3%	48%	33%	5%	5%
N Cambridge	48	3.58		-	5%	33%	49%	5%	8%
Porter Square	33	3.25		7%	-	37%	26%	4%	26%
Agassiz	14	3.18		9%	-	55%	36%	-	-
W Cambridge	60	3.51		-	6%	43%	39%	8%	4%
Area 4	17	3.15		7%	7%	50%	21%	7%	7%
Riverside	6	3.20		-	20%	40%	40%	-	-
Central Sq	54	3.35		-	5%	55%	27%	5%	9%
Cambridgeport	31	3.09		-	20%	52%	12%	8%	8%
Kendall Sq	7	3.67		-	17%	33%	17%	33%	-
E Cambridge	32	3.54		4%	-	42%	35%	12%	8%
Mid Cambridge	65	3.42		-	4%	49%	34%	4%	9%
Wellington/Harring- ton	1	2.00		-	100%	-	-	-	-
City Government									

Excellent	21	3.75		6%	6%	12%	53%	18%	6%
Good	183	3.49		-	4%	46%	35%	7%	7%
Fair/poor	122	3.08		5%	12%	53%	24%	3%	3%
(DK)	74	3.38		2%	2%	42%	27%	3%	25%
Quality of Life									

Excellent	95	3.50		4%	6%	32%	40%	10%	6%
Good	250	3.35		1%	4%	51%	30%	4%	10%
Fair/poor	52	3.11		5%	14%	43%	19%	7%	12%

Why do you feel that way about your experience with city government
(mult. resp.)

	TOT. ANS	-Q58 Satisfaction-- (Nei- Dis- ther/ sat. DK)			Sat.
TOTAL ANSWER	400	33	219	148	
	100%	100%	100%	100%	
No problems/satis- fied	18%	7%	4%	41%	
Don't interact with city government	12%	4%	21%	2%	
Quick to resolve/ solve problems	8%	-	3%	18%	
Slow to respond/ solve problems	7%	4%	9%	5%	
People are nice/ helpful	6%	-	-	17%	
People are not helpful/rude	5%	19%	5%	3%	
Negative comments (gen.)	5%	19%	7%	-	
Not accessible	5%	22%	2%	5%	
Traffic/parking issues	4%	15%	3%	3%	
Bad experience (gen.)	2%	7%	2%	-	
Govt doesn't care for people	2%	-	3%	1%	
Police issues	2%	4%	1%	2%	
Zoning issues	1%	-	2%	1%	
Other	3%	7%	2%	4%	
(DK/ref)	25%	4%	39%	8%	

Did you receive notice prior to the West Nile spraying

	TOT.	ANS	Phone call	Pos- ter	News- paper	Ra- dio	TV	Globe Ad	Ot- her	Did not rec- eive	(DK)
TOTAL ANSWER	400		10%	11%	4%	5%	7%	-	19%	28%	15%
Female	207		12%	8%	6%	7%	5%	-	16%	32%	14%
Male	193		8%	14%	3%	3%	9%	-	23%	24%	16%
Age 18-25	57		2%	7%	2%	4%	4%	-	28%	33%	20%
26-35	121		11%	14%	4%	4%	9%	-	11%	33%	13%
36-45	92		9%	13%	4%	5%	7%	-	23%	25%	13%
46-55	66		15%	11%	-	6%	4%	-	22%	26%	17%
56+	62		12%	6%	12%	6%	8%	-	20%	20%	16%
Up to 2 yrs in Camb	112		5%	11%	3%	2%	7%	-	18%	33%	21%
2.1 - 5	73		12%	8%	-	8%	7%	-	20%	32%	12%
5.1 - 10	62		18%	18%	4%	6%	4%	-	14%	24%	12%
10.1 - 20	62		12%	10%	8%	10%	4%	-	16%	26%	14%
Over 20/all life	91		8%	9%	7%	1%	11%	-	27%	23%	14%
Home owner	162		14%	11%	6%	6%	7%	-	23%	20%	14%
Renter	233		7%	12%	3%	4%	7%	-	17%	34%	16%
Income \$0-34,999	73		8%	19%	3%	3%	8%	-	14%	32%	12%
\$35-49,999	65		8%	11%	6%	6%	9%	-	23%	26%	11%
\$50-99,999	116		10%	9%	2%	3%	4%	-	21%	33%	18%
\$100,000+	71		14%	5%	5%	9%	9%	-	21%	24%	14%
N Cambridge	48		5%	13%	3%	13%	8%	-	21%	33%	5%
Porter Square	33		4%	11%	4%	-	7%	-	19%	37%	19%
Agassiz	14		9%	18%	-	9%	-	-	18%	27%	18%
W Cambridge	60		6%	4%	10%	2%	-	-	27%	37%	14%
Area 4	17		29%	21%	-	-	7%	-	14%	14%	14%
Riverside	6		20%	-	-	20%	-	-	20%	20%	20%
Central Sq	54		9%	11%	-	11%	18%	-	11%	25%	14%
Cambridgeport	31		16%	8%	12%	-	8%	-	24%	20%	12%
Kendall Sq	7		-	-	-	17%	-	-	33%	33%	17%
E Cambridge	32		4%	19%	4%	-	12%	-	31%	19%	12%
Mid Cambridge	65		19%	9%	4%	4%	4%	-	15%	26%	19%
Wellington/Harring- ton	1		-	-	100%	-	-	-	-	-	-
City Government											

Excellent	21		-	12%	-	6%	12%	-	24%	24%	24%
Good	183		9%	15%	5%	6%	5%	-	17%	30%	12%
Fair/poor	122		12%	7%	6%	6%	8%	-	22%	25%	13%
(DK)	74		12%	7%	2%	-	8%	-	20%	28%	23%
Quality of Life											

Excellent	95		9%	12%	3%	4%	4%	-	25%	25%	19%
Good	250		11%	11%	5%	6%	8%	-	16%	28%	15%
Fair/poor	52		7%	12%	2%	-	10%	-	24%	38%	7%

Two or three issues city government should focus on (mult. resp.)

	TOT. ANS -----
TOTAL ANSWER	400
	100%
Housing	40%
Parking/traffic/ big dig	38%
Education	23%
Govt/election	4%
Diversity/racism	4%
Children's issues	4%
Crime/drugs	4%
Cost of living	2%
Senior issues/Sr. healthcare	2%
Economy	2%
Library location	2%
Environment	2%
Employment	2%
Taxes	2%
Healthcare	1%
Social Security	-
Welfare/social services	-
Other	5%
(DK/ref)	13%

Gender

	TOT. ANS	Female	Male
	-----	-----	-----
TOTAL ANSWER	400	52%	48%
Female	207	100%	-
Male	193	-	100%
Age 18-25	57	52%	48%
26-35	121	44%	56%
36-45	92	53%	47%
46-55	66	54%	46%
56+	62	62%	38%
Up to 2 yrs in Camb	112	46%	54%
2.1 - 5	73	49%	51%
5.1 - 10	62	58%	42%
10.1 - 20	62	54%	46%
Over 20/all life	91	55%	45%
Home owner	162	55%	45%
Renter	233	49%	51%
Income \$0-34,999	73	53%	47%
\$35-49,999	65	58%	42%
\$50-99,999	116	51%	49%
\$100,000+	71	43%	57%
N Cambridge	48	64%	36%
Porter Square	33	52%	48%
Agassiz	14	27%	73%
W Cambridge	60	63%	37%
Area 4	17	50%	50%
Riverside	6	40%	60%
Central Sq	54	45%	55%
Cambridgeport	31	32%	68%
Kendall Sq	7	67%	33%
E Cambridge	32	50%	50%
Mid Cambridge	65	58%	42%
Wellington/Harring- ton	1	-	100%
City Government			

Excellent	21	41%	59%
Good	183	56%	44%
Fair/poor	122	42%	58%
(DK)	74	58%	42%
Quality of Life			

Excellent	95	49%	51%
Good	250	54%	46%
Fair/poor	52	43%	57%

Age

	TOT. ANS	18- 25	26- 35	36- 45	46- 55	56- 64	65+	(Ref)
TOTAL ANSWER	400	14%	30%	23%	17%	7%	8%	1%
Female	207	14%	26%	24%	17%	8%	11%	1%
Male	193	14%	35%	22%	16%	7%	5%	1%
Age 18-25	57	100%	-	-	-	-	-	-
26-35	121	-	100%	-	-	-	-	-
36-45	92	-	-	100%	-	-	-	-
46-55	66	-	-	-	100%	-	-	-
56+	62	-	-	-	-	48%	52%	-
Up to 2 yrs in Camb	112	31%	51%	13%	2%	2%	1%	-
2.1 - 5	73	22%	39%	22%	12%	3%	2%	-
5.1 - 10	62	2%	30%	28%	22%	8%	10%	-
10.1 - 20	62	2%	12%	44%	28%	8%	6%	-
Over 20/all life	91	4%	11%	19%	27%	16%	22%	1%
Home owner	162	2%	15%	31%	25%	12%	14%	-
Renter	233	23%	41%	18%	11%	4%	3%	-
Income \$0-34,999	73	27%	29%	22%	8%	7%	7%	-
\$35-49,999	65	17%	42%	26%	4%	4%	8%	-
\$50-99,999	116	15%	26%	24%	26%	5%	4%	-
\$100,000+	71	5%	36%	22%	16%	14%	7%	-
N Cambridge	48	13%	26%	26%	23%	-	13%	-
Porter Square	33	37%	37%	15%	11%	-	-	-
Agassiz	14	9%	9%	27%	45%	9%	-	-
W Cambridge	60	8%	18%	27%	14%	16%	16%	-
Area 4	17	7%	14%	50%	14%	7%	7%	-
Riverside	6	-	40%	20%	-	20%	20%	-
Central Sq	54	18%	48%	16%	16%	-	2%	-
Cambridgeport	31	8%	32%	24%	12%	12%	8%	4%
Kendall Sq	7	17%	-	33%	33%	-	17%	-
E Cambridge	32	23%	23%	27%	15%	8%	4%	-
Mid Cambridge	65	11%	36%	19%	19%	9%	6%	-
Wellington/Harring- ton	1	-	100%	-	-	-	-	-
City Government								
Excellent	21	18%	6%	24%	35%	6%	12%	-
Good	183	13%	31%	24%	13%	8%	11%	1%
Fair/poor	122	11%	26%	24%	24%	10%	3%	1%
(DK)	74	22%	42%	18%	8%	2%	8%	-
Quality of Life								
Excellent	95	18%	21%	29%	13%	8%	10%	1%
Good	250	13%	34%	21%	16%	8%	7%	-
Fair/poor	52	12%	29%	21%	26%	5%	5%	2%

Years you have lived in Cambridge

	TOT. ANS	<1 yr	1.1- 2	2.1- 5	5.1- 10	10.1- 20	20.1- 30	>30	(All life) (Ref)	
TOTAL ANSWER	400	12%	16%	18%	15%	15%	8%	9%	6%	*
Female	207	11%	14%	17%	17%	16%	8%	8%	8%	-
Male	193	13%	18%	19%	13%	15%	9%	10%	3%	1%
Age 18-25	57	30%	30%	28%	2%	2%	2%	-	4%	-
26-35	121	17%	30%	23%	15%	6%	5%	2%	1%	-
36-45	92	7%	9%	17%	19%	29%	7%	5%	7%	-
46-55	66	-	4%	13%	20%	26%	15%	17%	6%	-
56+	62	6%	-	6%	18%	14%	16%	26%	14%	-
Up to 2 yrs in Camb	112	43%	57%	-	-	-	-	-	-	-
2.1 - 5	73	-	-	100%	-	-	-	-	-	-
5.1 - 10	62	-	-	-	100%	-	-	-	-	-
10.1 - 20	62	-	-	-	-	100%	-	-	-	-
Over 20/all life	91	-	-	-	-	-	36%	39%	24%	-
Home owner	162	3%	2%	14%	19%	27%	14%	13%	8%	-
Renter	233	19%	26%	22%	13%	8%	4%	6%	3%	-
Income \$0-34,999	73	15%	17%	24%	10%	15%	3%	8%	7%	-
\$35-49,999	65	13%	17%	26%	11%	8%	13%	6%	6%	-
\$50-99,999	116	18%	15%	11%	15%	20%	11%	7%	3%	-
\$100,000+	71	3%	24%	19%	21%	19%	5%	7%	2%	-
N Cambridge	48	10%	10%	18%	18%	21%	10%	8%	5%	-
Porter Square	33	33%	11%	19%	22%	7%	-	4%	4%	-
Agassiz	14	-	9%	9%	27%	18%	18%	18%	-	-
W Cambridge	60	10%	8%	10%	16%	20%	10%	12%	12%	-
Area 4	17	-	-	14%	29%	21%	7%	14%	14%	-
Riverside	6	-	40%	-	20%	20%	20%	-	-	-
Central Sq	54	14%	32%	18%	16%	9%	-	7%	5%	-
Cambridgeport	31	8%	4%	16%	16%	20%	20%	12%	4%	-
Kendall Sq	7	-	17%	50%	-	17%	-	17%	-	-
E Cambridge	32	4%	19%	19%	12%	12%	15%	8%	12%	-
Mid Cambridge	65	11%	21%	25%	11%	15%	6%	9%	2%	-
Wellington/Harring- ton	1	-	-	-	-	100%	-	-	-	-
City Government										

Excellent	21	6%	29%	12%	6%	12%	6%	18%	12%	-
Good	183	13%	14%	19%	16%	14%	11%	9%	3%	-
Fair/poor	122	4%	10%	17%	18%	22%	8%	10%	9%	1%
(DK)	74	23%	27%	20%	12%	8%	3%	3%	3%	-
Quality of Life										

Excellent	95	10%	17%	19%	17%	14%	8%	9%	4%	1%
Good	250	13%	16%	19%	16%	16%	8%	7%	4%	-
Fair/poor	52	10%	14%	14%	7%	14%	12%	17%	12%	-

Own or rent

	TOT. ANS	Own	Rent	(Ot-her)	(Ref)
	-----	-----	-----	-----	-----
TOTAL ANSWER	400	41%	58%	1%	1%
Female	207	43%	55%	1%	1%
Male	193	38%	61%	1%	1%
Age 18-25	57	7%	93%	-	-
26-35	121	20%	80%	-	-
36-45	92	55%	45%	-	-
46-55	66	61%	39%	-	-
56+	62	70%	26%	4%	-
Up to 2 yrs in Camb	112	8%	92%	-	-
2.1 - 5	73	31%	69%	-	-
5.1 - 10	62	50%	48%	2%	-
10.1 - 20	62	70%	30%	-	-
Over 20/all life	91	64%	34%	1%	1%
Home owner	162	100%	-	-	-
Renter	233	-	100%	-	-
Income \$0-34,999	73	15%	85%	-	-
\$35-49,999	65	34%	66%	-	-
\$50-99,999	116	43%	57%	-	-
\$100,000+	71	53%	47%	-	-
N Cambridge	48	46%	54%	-	-
Porter Square	33	15%	85%	-	-
Agassiz	14	64%	36%	-	-
W Cambridge	60	63%	35%	2%	-
Area 4	17	43%	57%	-	-
Riverside	6	20%	80%	-	-
Central Sq	54	27%	73%	-	-
Cambridgeport	31	52%	40%	4%	4%
Kendall Sq	7	33%	67%	-	-
E Cambridge	32	35%	65%	-	-
Mid Cambridge	65	38%	62%	-	-
Wellington/Harring- ton	1	-	100%	-	-
City Government					

Excellent	21	47%	53%	-	-
Good	183	43%	56%	1%	1%
Fair/poor	122	47%	52%	-	1%
(DK)	74	22%	77%	2%	-
Quality of Life					

Excellent	95	44%	55%	-	1%
Good	250	42%	57%	*	-
Fair/poor	52	24%	74%	-	2%

	Area															
	TOT.	ANS	N Camb	Por- ter	Agas- siz	W Camb	Area 4	River- side	Cent- ral Sq	Camb- ridge- port	Ken- dall Sq	E Camb	Mid- Camb	Well- ington Harr- ington	Ot- her	(DK/ ref)
TOTAL ANSWER		400	12%	8%	3%	15%	4%	2%	14%	8%	2%	8%	16%	*	2%	5%
Female		207	15%	8%	2%	18%	4%	1%	12%	5%	2%	8%	18%	-	2%	4%
Male		193	9%	8%	5%	11%	4%	2%	15%	11%	1%	8%	14%	1%	3%	6%
Age 18-25		57	11%	22%	2%	9%	2%	-	17%	4%	2%	13%	13%	-	-	4%
26-35		121	10%	10%	1%	9%	2%	2%	21%	8%	-	6%	19%	1%	2%	7%
36-45		92	13%	5%	4%	17%	9%	1%	9%	8%	3%	9%	13%	-	5%	1%
46-55		66	17%	6%	9%	13%	4%	-	13%	6%	4%	7%	19%	-	2%	2%
56+		62	10%	-	2%	32%	4%	4%	2%	10%	2%	6%	16%	-	2%	10%
Up to 2 yrs in Camb		112	9%	13%	1%	10%	-	2%	22%	3%	1%	7%	19%	-	5%	8%
2.1 - 5		73	12%	8%	2%	8%	3%	-	14%	7%	5%	8%	22%	-	2%	8%
5.1 - 10		62	14%	12%	6%	16%	8%	2%	14%	8%	-	6%	12%	-	-	2%
10.1 - 20		62	16%	4%	4%	20%	6%	2%	8%	10%	2%	6%	16%	2%	2%	2%
Over 20/all life		91	12%	3%	5%	23%	7%	1%	7%	12%	1%	12%	12%	-	1%	3%
Home owner		162	14%	3%	5%	23%	5%	1%	9%	10%	2%	7%	15%	-	2%	5%
Renter		233	11%	12%	2%	9%	4%	2%	17%	5%	2%	9%	17%	1%	3%	5%
Income \$0-34,999		73	8%	10%	3%	5%	7%	2%	12%	7%	5%	20%	12%	-	5%	3%
\$35-49,999		65	4%	9%	2%	9%	4%	2%	25%	9%	-	11%	23%	-	-	2%
\$50-99,999		116	22%	7%	2%	15%	5%	1%	1%	7%	2%	4%	17%	1%	2%	2%
\$100,000+		71	10%	9%	9%	17%	-	3%	12%	5%	-	3%	22%	-	5%	3%
N Cambridge		48	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Porter Square		33	-	100%	-	-	-	-	-	-	-	-	-	-	-	-
Agassiz		14	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
W Cambridge		60	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
Area 4		17	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
Riverside		6	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
Central Sq		54	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
Cambridgeport		31	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
Kendall Sq		7	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
E Cambridge		32	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
Mid Cambridge		65	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
Wellington/Harring- ton		1	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
City Government																

Excellent		21	12%	6%	-	24%	-	-	24%	-	6%	-	18%	-	12%	-
Good		183	15%	8%	3%	15%	3%	1%	13%	8%	3%	7%	17%	-	2%	4%
Fair/poor		122	12%	6%	4%	15%	6%	3%	9%	11%	-	12%	11%	1%	2%	7%
(DK)		74	5%	13%	3%	13%	5%	2%	18%	3%	2%	5%	22%	-	2%	7%
Quality of Life																

Excellent		95	9%	12%	6%	16%	1%	3%	5%	8%	4%	6%	21%	-	4%	5%
Good		250	11%	9%	2%	16%	4%	*	17%	6%	1%	9%	15%	-	2%	6%
Fair/poor		52	21%	-	5%	7%	7%	5%	12%	14%	2%	5%	14%	2%	2%	2%

Household income

	TOT. ANS	\$0- 11,999	\$12- 19,999	\$20- 34,999	\$35- 49,999	\$50- 74,999	\$75- 99,999	\$100K+	(Ref/ DK)
TOTAL ANSWER	400	3%	6%	9%	16%	15%	14%	18%	19%
Female	207	2%	7%	9%	18%	15%	14%	15%	20%
Male	193	4%	5%	9%	14%	15%	15%	21%	18%
Age 18-25	57	9%	11%	15%	20%	20%	11%	7%	9%
26-35	121	5%	4%	8%	22%	15%	9%	21%	14%
36-45	92	-	7%	11%	19%	13%	17%	17%	16%
46-55	66	2%	2%	6%	4%	19%	26%	17%	26%
56+	62	-	10%	6%	12%	8%	10%	24%	30%
Up to 2 yrs in Camb	112	7%	8%	7%	18%	22%	12%	18%	10%
2.1 - 5	73	3%	5%	15%	24%	2%	15%	19%	17%
5.1 - 10	62	-	4%	8%	12%	20%	8%	24%	24%
10.1 - 20	62	4%	6%	8%	8%	14%	24%	22%	14%
Over 20/all life	91	-	7%	8%	18%	14%	14%	11%	30%
Home owner	162	1%	1%	5%	14%	13%	17%	23%	26%
Renter	233	5%	10%	12%	19%	16%	12%	14%	12%
Income \$0-34,999	73	17%	34%	49%	-	-	-	-	-
\$35-49,999	65	-	-	-	100%	-	-	-	-
\$50-99,999	116	-	-	-	-	51%	49%	-	-
\$100,000+	71	-	-	-	-	-	-	100%	-
N Cambridge	48	3%	5%	5%	5%	31%	23%	15%	13%
Porter Square	33	7%	11%	4%	19%	11%	15%	19%	15%
Agassiz	14	-	9%	9%	9%	-	18%	45%	9%
W Cambridge	60	-	2%	4%	10%	8%	20%	20%	35%
Area 4	17	-	-	29%	14%	14%	21%	-	21%
Riverside	6	-	-	20%	20%	20%	-	40%	-
Central Sq	54	2%	7%	7%	30%	18%	5%	16%	16%
Cambridgeport	31	4%	-	12%	20%	16%	12%	12%	24%
Kendall Sq	7	-	-	50%	-	-	33%	-	17%
E Cambridge	32	4%	27%	15%	23%	8%	8%	8%	8%
Mid Cambridge	65	4%	2%	8%	23%	21%	9%	25%	9%
Wellington/Harring- ton	1	-	-	-	-	-	100%	-	-
City Government									

Excellent	21	-	18%	6%	18%	24%	18%	6%	12%
Good	183	2%	5%	12%	16%	17%	14%	16%	17%
Fair/poor	122	3%	4%	6%	14%	14%	15%	21%	22%
(DK)	74	7%	8%	7%	20%	8%	12%	20%	18%
Quality of Life									

Excellent	95	1%	8%	8%	16%	21%	8%	22%	17%
Good	250	3%	5%	10%	18%	12%	15%	19%	18%
Fair/poor	52	7%	7%	7%	10%	19%	21%	7%	21%



CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager

Richard C. Rossi, Deputy City Manager

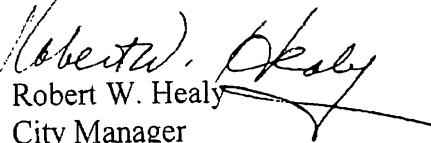
November 13, 2000

To The Honorable, The City Council:

Enclosed for your review please find copies of recently completed City of Cambridge community surveys. These surveys were conducted by telephone and by mail.

An overview of this data will be presented at the Round Table discussion on Monday, November 13, 2000.

Very truly yours,


Robert W. Healy
City Manager

RWH/dls
Enclosure



2000 Things 2 Do in 2000

S 399

City of Cambridge surveys
on housing related issues.

Roundtable Meeting for
November 13, 2000