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**Data Tables**

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City of Cambridge

October, 2002

ODC# 6144



**400 TELEPHONE INTERVIEWS  
AMONG  
RESIDENTS OF  
CAMBRIDGE, MASSACHUSETTS**

**CONDUCTED FOR:  
THE CITY OF CAMBRIDGE**

**OCTOBER 2002**

**ODC#6144**

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?

	<b>Oct. '02</b>	<b>Nov. '00</b>
Housing	25%	31%
Education	9	13
Parking/traffic/big dig	7	13
Crime/drugs	6	4
Taxes	4	3
Govt/election	--	3
Library location	--	2
Economy	4	2
Overdevelopment	4	--
Cost of living	2	2
Diversity/racism	1	2
Healthcare	2	1
Environment	2	1
Children's issues	--	1
Welfare/social services	1	1
Fuel/energy prices	-	--
Employment	2	--
War/Terrorism	2	--
Other	5	3
(DK/ref)	23	18
No/Nothing	1	--

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					
Oct. '02	6%	45	27	8	14
Nov. '00	5%	46	26	5	18
3. The overall quality of life in Cambridge					
Oct. '02	28%	57	12	1	2
Nov. '00	24%	62	12	1	1
4. The overall quality of your neighborhood					
Oct. '02	32%	48	17	2	1
Nov. '00	36%	49	13	2	--
5. Cambridge as a place to raise a child					
Oct. '02	18%	43	17	7	15
Nov. '00	19%	44	19	4	13
6. Cambridge as a place to live					
Oct. '02	42%	44	10	3	1
Nov. '00	39%	50	8	2	1
7. Cambridge as a place to retire					
Oct. '02	14%	31	21	22	12
Nov. '00	13%	33	23	17	14
8. Cambridge as a safe place to live					
Oct. '02	24%	52	19	4	1
Nov. '00	21%	62	15	1	1

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

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

		1	2	3	4	5
9. A sense of community						
	Oct. '02	17%	45	29	6	3
	Nov. '00	10%	52	31	5	2
10. A place welcoming to all races						
	Oct. '02	33%	46	15	3	3
	Nov. '00	32%	45	17	4	3
11. Overall appearance						
	Oct. '02	13%	62	22	2	1
	Nov. '00	13%	64	21	2	1
12. Quality of schools—K-12						
	Oct. '02	7%	31	18	7	37
	Nov. '00	10%	30	16	6	38
13. Opportunities to attend cultural events						
	Oct. '02	47%	39	9	2	3
	Nov. '00	48%	40	8	2	2
14. Shopping opportunities						
	Oct. '02	27%	49	18	5	1
	Nov. '00	26%	54	15	5	--
15. Air quality						
	Oct. '02	6%	44	38	9	3
	Nov. '00	6%	55	31	6	2
16. Open space/Recreation opportunities						
	Oct. '02	13%	41	33	9	4
	Nov. '00	10%	42	33	12	2
17. Job opportunities						
	Oct. '02	6%	34	29	10	21
	Nov. '00	18%	45	19	4	15
18. Access to affordable housing						
	Oct. '02	2%	12	24	54	8
	Nov. '00	2%	7	24	63	4
19. Economic development						
	Oct. '02	9%	44	25	4	18
	Nov. '00	12%	54	20	2	11
20. Cable television						
	Oct. '02	10%	35	17	12	26
	Nov. '00	11%	34	21	10	25
21. The balance between new construction and neighborhood preservation						
	Oct. '02	8%	39	32	12	9
	Nov. '00	5%	39	32	17	8
22. Ability to get around town						
	Oct. '02	30%	48	16	6	--
	Nov. '00	28%	46	19	6	--
23. Ability to participate in government						
	Oct. '02	12%	40	22	5	21
	Nov. '00	8%	43	22	5	22

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

SCALE: 1. (Never) 2. (Once) 3. (Twice)  
 4. (3 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							
Oct. '02	36%	6	8	23	10	17	--
Nov. '00	34%	6	7	25	10	17	--
25. Used the city's recreational facilities							
Oct. '02	37%	4	7	21	7	22	2
Nov. '00	37%	5	6	22	7	21	3
26. Participated in after-school programs or activities							
Oct. '02	74%	1	2	7	3	7	6
Nov. '00	75%	2	1	7	3	10	2
27. Visited a neighborhood or city park							
Oct. '02	10%	5	7	31	11	35	1
Nov. '00	11%	3	4	30	12	39	2
28. Rode a bus within the city							
Oct. '02	24%	5	8	21	12	29	1
Nov. '00	23%	4	10	19	8	36	1
29. Attended a City Council meeting in person							
Oct. '02	77%	9	6	6	--	1	1
Nov. '00	83%	9	3	4	--	1	1
30. Watched a City Council meeting on cable tv							
Oct. '02	62%	9	8	13	2	4	2
Nov. '00	70%	8	6	11	2	3	1
31. Used the Internet							
Oct. '02	17%	1	1	2	3	75	1
Nov. '00	16%	--	--	1	2	81	--
32. Visited the city of Cambridge web site							
Oct. '02	51%	9	11	22	4	2	1
Nov. '00	67%	5	8	15	1	2	1
33. Called a city department for service							
Oct. '02	37%	14	17	25	3	3	1
Nov. '00	39%	12	12	32	3	2	1

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

	Oct. '02	Nov. '00
Very likely...	40%	38%
Somewhat likely	17	22
Not very likely	9	11
Not likely at all	31	28
(Don't know)	3	2

- 34a. Have you ever used the internet to complete financial transactions with the city of Cambridge, like paying parking tickets, paying tax bills, and registering for various city programs? (IF YES): Would you say you were very satisfied with the experience, somewhat satisfied, not very satisfied, or not satisfied at all?

	Oct. '02
Yes, Very satisfied	11%
Yes, Somewhat satisfied	6
Yes, Not very satisfied	--
Yes, Not satisfied at all	1
Yes, (refused)	--
No, have never used internet for that	81
(Not sure/Refused)	1

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

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

	1	2	3	4	5
35. Police Department services					
Oct. '02	21%	54	10	3	12
Nov. '00	15%	58	15	2	9
36. Fire Department services					
Oct. '02	34%	46	2	--	18
Nov. '00	24%	53	3	--	19
37. Garbage Collection					
Oct. '02	24%	62	9	2	3
Nov. '00	23%	65	7	3	2
38. Recycling					
Oct. '02	30%	50	12	5	3
Nov. '00	28%	54	12	3	2
39. Library services					
Oct. '02	30%	44	4	--	22
Nov. '00	21%	54	9	1	16
40. Recreational programs and facilities					
Oct. '02	10%	52	14	1	23
Nov. '00	11%	51	14	2	22
41. City parks and park maintenance					
Oct. '02	22%	58	12	2	6
Nov. '00	17%	61	14	2	5
42. Street maintenance and cleanliness					
Oct. '02	11%	50	28	10	1
Nov. '00	10%	53	27	8	1
43. Snow removal					
Oct. '02	14%	52	14	5	15
Nov. '00	10%	46	23	10	12
44. Ease of private car travel in the city					
Oct. '02	3%	29	38	21	9
Nov. '00	3%	30	31	29	6

45. Ease of public transportation in the city						
	Oct. '02	31%	51	13	2	3
	Nov. '00	30%	53	13	2	2
46. Animal control						
	Oct. '02	11%	43	12	4	30
	Nov. '00	9%	50	12	5	25
47. Parking and traffic regulation						
	Oct. '02	5%	28	34	27	6
	Nov. '00	2%	29	31	35	3
48. Senior services						
	Oct. '02	8%	27	8	2	55
	Nov. '00	8%	27	10	--	55
49. Planning and zoning						
	Oct. '02	4%	32	26	7	31
	Nov. '00	3%	37	26	10	23
50. Sidewalk maintenance						
	Oct. '02	9%	41	32	15	3
	Nov. '00	6%	47	30	16	1
51. Children and Youth services						
	Oct. '02	7%	29	10	2	52
	Nov. '00	7%	36	13	--	44
52. Health and Hospitals <sup>17</sup>						
	Oct. '02	20%	45	13	2	20
	Nov. '00	17%	51	12	2	18
53. Schools and education						
	Oct. '02	13%	35	15	8	29
	Nov. '00	15%	35	15	5	30
54. Water/sewer services						
	Oct. '02	13%	58	16	3	10
	Nov. '00	10%	66	15	3	6
55. Public information						
	Oct. '02	12%	55	20	4	9
	Nov. '00	9%	59	22	4	7

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

	Oct. '02	Nov. '00
Agree	42%	50%
Disagree	36	31
(Don't know)	22	19

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

	Oct. '02	Nov. '00
Internet	36%	18%
Phone/phonebook	49	73
City Hall	14	20
Word of mouth	3	1
Newspaper	1	-
Other	2	1
(DK/ref)	13	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?

	1	2	3	4	5	6
Oct. '02	5%	6	38	26	9	16
Nov. '00	2%	6	46	31	6	9

59. Specifically, why do you feel that way?

	Oct. '02			Nov. '00		
	Dissatisfied	(Neither)	Satisfied	Dissatisfied	(Neither)	Satisfied
No problems/satisfied	7%	5	25	7%	4	41
Don't interact w/ city govt	2%	26	2	4%	21	2
Quick to resolve/ solve problems	--%	--	17	--%	3	18
Slow to respond/solve problems	23%	9	1	4%	9	5
People are nice/helpful	--%	--	22	--%	--	17
People are not helpful/rude	21%	8	2	19%	5	3
Negative comments (gen.)	14%	4	1	19%	7	--
Not accessible	12%	5	1	22%	2	5
Traffic/parking issues	5%	4	6	15%	3	3
Bad experience (gen.)	7%	1	--	7%	2	--
Govt doesn't care for people	2%	--	--	--%	3	1
Police issues	2%	--	1	4%	1	2
Zoning issues	5%	1	1	--%	2	1
Some Pos/neg. exper./Depends	--%	5	4	--%	--	--
Issue unresolved	7%	2	--	--%	--	--
Positive comments (gen.)	--%	--	1	--%	--	--
Other	5%	1	6	7%	2	4
(DK/ref)	16%	38	20	4%	39	8

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?

	Oct. '02	Nov. '00
Housing	26%	40%
Parking/traffic/big dig	32	38
Education	21	23
Govt/election	2	4
Diversity/racism	1	4
Children's issues	3	4
Crime/drugs	11	4
Cost of living	1	2
Senior issues/Sr. healthcare	2	2
Economy	5	2
Library location	--	2
Environment	2	2
Employment	4	2
Taxes	4	2
Healthcare	2	1
Social Security	--	--
Welfare/social services	7	--
Rent control/Rent	6	--
Trash collection/Litter	4	--
Overdevelopment/Open Space	2	--
Low income housing	2	--
Zoning issues	2	--
Relationship with colleges	1	--
Other	4	5
(DK/ref)	16	13

- 61a. Are there any children under the age of 18 living in your household? (IF YES): Do they attend public schools, private schools, or parochial schools?

	Oct. '02
Yes, public school	12%
Yes, private school	3
Yes, parochial school	--
Yes, (any mixture of schools)	1
Yes, (refused)	1
No, no school age children	82
(Refused)	1

(If answered "public school" n=49)

61B. How confident are you that the Cambridge Public School system will provide your family with a quality education? Are you . . .

	<b>Oct. '02</b>
Very confident	39%
Somewhat confident	41
Not very confident	8
Not confident at all	10
(Don't know)	2

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Most important problem facing the City of Cambridge

	TOT. ANS
	-----
TOTAL ANSWER	400
	100%
Housing	25%
Education	9%
Parking/traffic/ big dig	7%
Crime/drugs	6%
Taxes	4%
Overdevelopment	4%
Economy	4%
Environment	2%
Cost of living	2%
Employment	2%
Healthcare	2%
War/Terrorism	2%
Welfare/social services	1%
Diversity/racism	1%
(DK/ref)	23%
No/Nothing	1%
Other	5%

Rating: The overall performance of City government here in Cambridge

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	6%	45%	27%	8%	14%
Female	219	3%	49%	27%	8%	13%
Male	181	10%	41%	26%	8%	15%
Age 18-25	67	4%	44%	28%	6%	18%
26-35	113	4%	41%	22%	8%	25%
36-45	69	3%	50%	28%	7%	12%
46-55	49	10%	49%	31%	4%	6%
56+	92	10%	43%	28%	12%	7%
Up to 2 yrs in Camb	99	6%	37%	19%	6%	32%
2.1 - 5	54	7%	58%	24%	4%	7%
5.1 - 10	62	6%	49%	24%	6%	15%
10.1 - 20	50	4%	38%	40%	8%	10%
Over 20/all life	130	6%	47%	30%	12%	5%
Home owner	157	8%	49%	28%	10%	5%
Renter	225	5%	42%	26%	7%	20%
Income \$0-34,999	77	6%	39%	29%	13%	13%
\$35-49,999	48	10%	50%	17%	10%	13%
\$50-99,999	110	2%	49%	28%	5%	16%
\$100,000+	57	11%	50%	25%	9%	5%
N Cambridge	62	10%	43%	23%	6%	18%
Porter Square	46	4%	49%	26%	4%	17%
Agassiz	9	-	22%	33%	34%	11%
W Cambridge	44	11%	57%	16%	7%	9%
Area 4	18	-	55%	28%	17%	-
Riverside	11	18%	36%	37%	9%	-
Central Sq	62	2%	47%	26%	6%	19%
Cambridgeport	29	-	52%	31%	7%	10%
Kendall Sq	12	8%	8%	51%	8%	25%
E Cambridge	32	9%	28%	38%	16%	9%
Mid Cambridge	33	3%	40%	36%	12%	9%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	100%	-	-	-	-
Good	180	-	100%	-	-	-
Fair/poor	139	-	-	77%	23%	-
(DK)	57	-	-	-	-	100%
<b>Quality of Life</b>						
-----						
Excellent	111	14%	52%	17%	2%	15%
Good	230	3%	47%	30%	7%	13%
Fair/poor	53	-	23%	36%	26%	15%

Rating: The overall quality of life in Cambridge

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	28%	57%	12%	1%	2%
Female	219	28%	54%	15%	1%	2%
Male	181	28%	61%	8%	2%	1%
Age 18-25	67	18%	63%	18%	-	1%
26-35	113	24%	61%	11%	1%	3%
36-45	69	30%	60%	7%	3%	-
46-55	49	29%	59%	8%	2%	2%
56+	92	35%	48%	15%	1%	1%
Up to 2 yrs in Camb	99	25%	56%	16%	1%	2%
2.1 - 5	54	30%	61%	7%	-	2%
5.1 - 10	62	29%	58%	13%	-	-
10.1 - 20	50	30%	58%	8%	2%	2%
Over 20/all life	130	26%	58%	12%	2%	2%
Home owner	157	34%	55%	8%	1%	2%
Renter	225	24%	59%	15%	1%	1%
Income \$0-34,999	77	13%	63%	19%	4%	1%
\$35-49,999	48	31%	54%	13%	2%	-
\$50-99,999	110	36%	53%	8%	1%	2%
\$100,000+	57	40%	55%	5%	-	-
N Cambridge	62	29%	53%	11%	2%	5%
Porter Square	46	35%	58%	7%	-	-
Agassiz	9	45%	22%	22%	11%	-
W Cambridge	44	41%	50%	5%	2%	2%
Area 4	18	22%	56%	22%	-	-
Riverside	11	36%	64%	-	-	-
Central Sq	62	11%	69%	15%	3%	2%
Cambridgeport	29	31%	59%	10%	-	-
Kendall Sq	12	25%	67%	8%	-	-
E Cambridge	32	13%	56%	31%	-	-
Mid Cambridge	33	36%	52%	12%	-	-
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	63%	33%	-	-	4%
Good	180	32%	60%	7%	-	1%
Fair/poor	139	15%	60%	21%	3%	1%
(DK)	57	30%	52%	12%	2%	4%
<b>Quality of Life</b>						
-----						
Excellent	111	100%	-	-	-	-
Good	230	-	100%	-	-	-
Fair/poor	53	-	-	91%	9%	-

Rating: The overall quality of your neighborhood

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	32%	48%	17%	2%	1%
Female	219	32%	48%	17%	2%	1%
Male	181	32%	48%	17%	2%	1%
Age 18-25	67	19%	51%	27%	3%	-
26-35	113	31%	50%	17%	1%	1%
36-45	69	32%	54%	12%	1%	1%
46-55	49	37%	43%	20%	-	-
56+	92	41%	44%	11%	3%	1%
Up to 2 yrs in Camb	99	28%	46%	23%	2%	1%
2.1 - 5	54	33%	45%	22%	-	-
5.1 - 10	62	21%	60%	15%	2%	2%
10.1 - 20	50	28%	54%	18%	-	-
Over 20/all life	130	42%	43%	11%	3%	1%
Home owner	157	41%	51%	8%	-	-
Renter	225	26%	47%	23%	3%	1%
Income \$0-34,999	77	22%	49%	25%	3%	1%
\$35-49,999	48	41%	38%	21%	-	-
\$50-99,999	110	31%	53%	12%	3%	1%
\$100,000+	57	47%	42%	9%	-	2%
N Cambridge	62	31%	49%	16%	2%	2%
Porter Square	46	43%	50%	7%	-	-
Agassiz	9	45%	22%	33%	-	-
W Cambridge	44	53%	45%	2%	-	-
Area 4	18	6%	44%	39%	11%	-
Riverside	11	36%	37%	27%	-	-
Central Sq	62	16%	56%	23%	5%	-
Cambridgeport	29	34%	49%	14%	-	3%
Kendall Sq	12	8%	59%	33%	-	-
E Cambridge	32	19%	40%	38%	3%	-
Mid Cambridge	33	39%	52%	6%	-	3%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	54%	38%	8%	-	-
Good	180	41%	47%	10%	1%	1%
Fair/poor	139	20%	51%	24%	4%	1%
(DK)	57	25%	46%	25%	2%	2%
<b>Quality of Life</b>						
-----						
Excellent	111	60%	30%	8%	-	2%
Good	230	24%	61%	15%	-	-
Fair/poor	53	9%	38%	42%	11%	-

Rating: Cambridge as a place to raise a child

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	18%	43%	17%	7%	15%
Female	219	19%	46%	17%	6%	12%
Male	181	16%	42%	16%	9%	17%
Age 18-25	67	16%	40%	21%	7%	16%
26-35	113	18%	35%	21%	10%	16%
36-45	69	17%	59%	14%	1%	9%
46-55	49	18%	62%	2%	6%	12%
56+	92	18%	40%	18%	10%	14%
Up to 2 yrs in Camb	99	9%	43%	24%	8%	16%
2.1 - 5	54	26%	33%	9%	15%	17%
5.1 - 10	62	15%	48%	21%	3%	13%
10.1 - 20	50	20%	50%	10%	-	20%
Over 20/all life	130	22%	45%	15%	8%	10%
Home owner	157	22%	44%	15%	8%	11%
Renter	225	15%	43%	19%	7%	16%
Income \$0-34,999	77	17%	44%	17%	4%	18%
\$35-49,999	48	15%	31%	23%	6%	25%
\$50-99,999	110	18%	45%	19%	9%	9%
\$100,000+	57	19%	44%	16%	5%	16%
N Cambridge	62	24%	44%	13%	8%	11%
Porter Square	46	22%	47%	13%	7%	11%
Agassiz	9	33%	34%	11%	11%	11%
W Cambridge	44	16%	50%	9%	9%	16%
Area 4	18	11%	50%	17%	11%	11%
Riverside	11	18%	55%	27%	-	-
Central Sq	62	11%	37%	26%	2%	24%
Cambridgeport	29	31%	46%	10%	3%	10%
Kendall Sq	12	8%	17%	25%	33%	17%
E Cambridge	32	13%	34%	34%	13%	6%
Mid Cambridge	33	15%	52%	15%	3%	15%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	13%	53%	13%	8%	13%
Good	180	25%	48%	11%	3%	13%
Fair/poor	139	11%	39%	26%	12%	12%
(DK)	57	14%	34%	16%	11%	25%
<b>Quality of Life</b>						
-----						
Excellent	111	32%	40%	12%	2%	14%
Good	230	15%	49%	14%	6%	16%
Fair/poor	53	4%	23%	41%	21%	11%

Rating: Cambridge as a place to live

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	42%	44%	10%	3%	1%
Female	219	42%	44%	11%	3%	-
Male	181	43%	45%	9%	2%	1%
Age 18-25	67	30%	54%	13%	3%	-
26-35	113	40%	45%	12%	3%	-
36-45	69	42%	56%	1%	1%	-
46-55	49	49%	39%	10%	-	2%
56+	92	49%	35%	11%	4%	1%
Up to 2 yrs in Camb	99	38%	53%	6%	3%	-
2.1 - 5	54	50%	33%	15%	-	2%
5.1 - 10	62	37%	48%	15%	-	-
10.1 - 20	50	40%	54%	6%	-	-
Over 20/all life	130	44%	40%	10%	5%	1%
Home owner	157	50%	43%	5%	1%	1%
Renter	225	36%	47%	13%	4%	-
Income \$0-34,999	77	23%	57%	16%	4%	-
\$35-49,999	48	44%	44%	10%	2%	-
\$50-99,999	110	50%	42%	6%	2%	-
\$100,000+	57	48%	46%	4%	-	2%
N Cambridge	62	52%	37%	6%	3%	2%
Porter Square	46	48%	46%	4%	2%	-
Agassiz	9	45%	33%	22%	-	-
W Cambridge	44	64%	34%	2%	-	-
Area 4	18	33%	45%	22%	-	-
Riverside	11	27%	73%	-	-	-
Central Sq	62	29%	61%	8%	2%	-
Cambridgeport	29	49%	41%	7%	-	3%
Kendall Sq	12	17%	42%	33%	8%	-
E Cambridge	32	19%	47%	25%	9%	-
Mid Cambridge	33	52%	33%	12%	3%	-
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	67%	25%	4%	-	4%
Good	180	53%	42%	4%	1%	-
Fair/poor	139	24%	51%	19%	5%	1%
(DK)	57	44%	47%	5%	4%	-
<b>Quality of Life</b>						
-----						
Excellent	111	84%	16%	-	-	-
Good	230	29%	59%	9%	2%	1%
Fair/poor	53	11%	44%	34%	11%	-

Rating: Cambridge as a place to retire

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	14%	31%	21%	22%	12%
Female	219	15%	34%	19%	21%	11%
Male	181	13%	27%	24%	23%	13%
Age 18-25	67	6%	24%	28%	30%	12%
26-35	113	8%	32%	16%	26%	18%
36-45	69	9%	36%	29%	16%	10%
46-55	49	16%	36%	14%	22%	12%
56+	92	29%	30%	20%	16%	5%
Up to 2 yrs in Camb	99	9%	30%	19%	31%	11%
2.1 - 5	54	6%	30%	19%	26%	19%
5.1 - 10	62	10%	28%	24%	19%	19%
10.1 - 20	50	6%	30%	32%	24%	8%
Over 20/all life	130	25%	34%	19%	15%	7%
Home owner	157	22%	32%	23%	17%	6%
Renter	225	9%	29%	21%	26%	15%
Income \$0-34,999	77	10%	34%	18%	25%	13%
\$35-49,999	48	10%	25%	13%	33%	19%
\$50-99,999	110	18%	32%	21%	22%	7%
\$100,000+	57	16%	26%	29%	18%	11%
N Cambridge	62	16%	30%	18%	26%	10%
Porter Square	46	11%	30%	33%	15%	11%
Agassiz	9	22%	22%	11%	34%	11%
W Cambridge	44	30%	36%	14%	9%	11%
Area 4	18	17%	33%	17%	22%	11%
Riverside	11	27%	18%	28%	18%	9%
Central Sq	62	5%	32%	38%	19%	6%
Cambridgeport	29	10%	32%	24%	17%	17%
Kendall Sq	12	-	17%	33%	50%	-
E Cambridge	32	6%	25%	9%	41%	19%
Mid Cambridge	33	18%	28%	18%	24%	12%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
	-----						
City Government							
-----							
Excellent	24		37%	25%	13%	21%	4%
Good	180		19%	40%	19%	12%	10%
Fair/poor	139		7%	22%	27%	35%	9%
(DK)	57		5%	28%	16%	23%	28%
Quality of Life							
-----							
Excellent	111		35%	32%	11%	10%	12%
Good	230		6%	35%	27%	19%	13%
Fair/poor	53		4%	13%	17%	62%	4%

Rating: Cambridge as a safe place to live

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	24%	52%	19%	4%	1%
Female	219	21%	53%	20%	5%	1%
Male	181	28%	51%	18%	2%	1%
Age 18-25	67	21%	53%	22%	4%	-
26-35	113	22%	52%	23%	2%	1%
36-45	69	13%	74%	12%	1%	-
46-55	49	37%	45%	16%	2%	-
56+	92	32%	43%	20%	5%	-
Up to 2 yrs in Camb	99	19%	57%	20%	3%	1%
2.1 - 5	54	26%	46%	28%	-	-
5.1 - 10	62	19%	62%	16%	3%	-
10.1 - 20	50	26%	58%	12%	2%	2%
Over 20/all life	130	28%	49%	18%	5%	-
Home owner	157	25%	61%	11%	3%	-
Renter	225	23%	48%	24%	4%	1%
Income \$0-34,999	77	22%	55%	18%	5%	-
\$35-49,999	48	25%	42%	29%	4%	-
\$50-99,999	110	23%	62%	15%	-	-
\$100,000+	57	26%	53%	21%	-	-
N Cambridge	62	29%	46%	23%	2%	-
Porter Square	46	22%	65%	9%	4%	-
Agassiz	9	45%	33%	11%	11%	-
W Cambridge	44	34%	53%	9%	2%	2%
Area 4	18	-	55%	39%	6%	-
Riverside	11	36%	37%	18%	9%	-
Central Sq	62	27%	47%	23%	3%	-
Cambridgeport	29	14%	58%	28%	-	-
Kendall Sq	12	-	50%	50%	-	-
E Cambridge	32	16%	49%	22%	13%	-
Mid Cambridge	33	21%	67%	12%	-	-
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	59%	33%	4%	4%	-
Good	180	29%	57%	12%	1%	1%
Fair/poor	139	10%	53%	30%	7%	-
(DK)	57	25%	52%	19%	2%	2%
<b>Quality of Life</b>						
-----						
Excellent	111	41%	47%	9%	1%	2%
Good	230	18%	62%	19%	1%	-
Fair/poor	53	9%	32%	40%	19%	-

Rating as it relates to Cambridge: A sense of community

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	17%	45%	29%	6%	3%
Female	219	17%	49%	26%	5%	3%
Male	181	15%	43%	31%	8%	3%
Age 18-25	67	9%	37%	39%	12%	3%
26-35	113	15%	51%	25%	4%	5%
36-45	69	17%	45%	25%	9%	4%
46-55	49	20%	52%	24%	4%	-
56+	92	22%	41%	32%	4%	1%
Up to 2 yrs in Camb	99	15%	39%	31%	9%	6%
2.1 - 5	54	20%	43%	31%	4%	2%
5.1 - 10	62	15%	54%	18%	8%	5%
10.1 - 20	50	14%	54%	26%	6%	-
Over 20/all life	130	18%	43%	32%	5%	2%
Home owner	157	18%	46%	29%	6%	1%
Renter	225	16%	44%	30%	6%	4%
Income \$0-34,999	77	14%	43%	36%	6%	1%
\$35-49,999	48	13%	35%	35%	13%	4%
\$50-99,999	110	21%	47%	24%	4%	4%
\$100,000+	57	23%	43%	21%	9%	4%
N Cambridge	62	15%	43%	31%	5%	6%
Porter Square	46	17%	55%	24%	4%	-
Agassiz	9	22%	22%	34%	22%	-
W Cambridge	44	27%	34%	32%	2%	5%
Area 4	18	22%	45%	22%	11%	-
Riverside	11	9%	64%	27%	-	-
Central Sq	62	11%	50%	26%	8%	5%
Cambridgeport	29	28%	35%	31%	3%	3%
Kendall Sq	12	8%	33%	59%	-	-
E Cambridge	32	13%	37%	37%	13%	-
Mid Cambridge	33	15%	55%	15%	15%	-
Wellington/Harrington	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>							
-----							
Excellent	24		42%	41%	13%	4%	-
Good	180		24%	49%	23%	2%	2%
Fair/poor	139		8%	40%	40%	12%	-
(DK)	57		4%	45%	28%	7%	16%
<b>Quality of Life</b>							
-----							
Excellent	111		35%	43%	16%	3%	3%
Good	230		10%	50%	31%	5%	4%
Fair/poor	53		8%	26%	45%	21%	-

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

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	33%	46%	15%	3%	3%
Female	219	31%	48%	15%	3%	3%
Male	181	34%	46%	15%	2%	3%
Age 18-25	67	33%	40%	22%	1%	4%
26-35	113	32%	51%	10%	4%	3%
36-45	69	41%	47%	12%	-	-
46-55	49	35%	41%	22%	2%	-
56+	92	25%	53%	12%	5%	5%
Up to 2 yrs in Camb	99	30%	43%	17%	5%	5%
2.1 - 5	54	33%	48%	17%	-	2%
5.1 - 10	62	39%	44%	13%	2%	2%
10.1 - 20	50	36%	48%	16%	-	-
Over 20/all life	130	28%	53%	12%	4%	3%
Home owner	157	32%	47%	15%	2%	4%
Renter	225	32%	48%	15%	3%	2%
Income \$0-34,999	77	34%	42%	14%	5%	5%
\$35-49,999	48	33%	50%	13%	2%	2%
\$50-99,999	110	27%	52%	18%	2%	1%
\$100,000+	57	40%	44%	12%	-	4%
N Cambridge	62	35%	45%	15%	3%	2%
Porter Square	46	28%	53%	15%	2%	2%
Agassiz	9	22%	67%	-	11%	-
W Cambridge	44	18%	63%	14%	-	5%
Area 4	18	39%	44%	6%	11%	-
Riverside	11	55%	27%	9%	-	9%
Central Sq	62	42%	43%	10%	2%	3%
Cambridgeport	29	49%	31%	14%	3%	3%
Kendall Sq	12	17%	42%	33%	8%	-
E Cambridge	32	31%	50%	16%	3%	-
Mid Cambridge	33	27%	49%	18%	-	6%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	54%	29%	13%	-	4%
Good	180	32%	54%	11%	1%	2%
Fair/poor	139	29%	45%	18%	5%	3%
(DK)	57	32%	40%	19%	5%	4%
<b>Quality of Life</b>						
-----						
Excellent	111	41%	46%	12%	-	1%
Good	230	29%	51%	15%	2%	3%
Fair/poor	53	28%	36%	21%	11%	4%

Rating as it relates to Cambridge: Overall appearance

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	13%	62%	22%	2%	1%
Female	219	13%	59%	26%	1%	1%
Male	181	13%	65%	17%	4%	1%
Age 18-25	67	10%	57%	30%	3%	-
26-35	113	13%	63%	19%	4%	1%
36-45	69	14%	62%	23%	-	1%
46-55	49	14%	60%	22%	2%	2%
56+	92	12%	65%	20%	2%	1%
Up to 2 yrs in Camb	99	9%	59%	28%	3%	1%
2.1 - 5	54	19%	58%	19%	2%	2%
5.1 - 10	62	19%	62%	16%	3%	-
10.1 - 20	50	6%	72%	20%	-	2%
Over 20/all life	130	13%	62%	22%	2%	1%
Home owner	157	13%	67%	18%	1%	1%
Renter	225	12%	60%	24%	3%	1%
Income \$0-34,999	77	10%	61%	29%	-	-
\$35-49,999	48	15%	52%	29%	4%	-
\$50-99,999	110	13%	63%	21%	2%	1%
\$100,000+	57	19%	66%	11%	4%	-
N Cambridge	62	18%	51%	26%	2%	3%
Porter Square	46	13%	74%	11%	2%	-
Agassiz	9	22%	67%	11%	-	-
W Cambridge	44	27%	59%	14%	-	-
Area 4	18	17%	60%	17%	6%	-
Riverside	11	9%	82%	9%	-	-
Central Sq	62	3%	63%	29%	5%	-
Cambridgeport	29	10%	59%	24%	-	7%
Kendall Sq	12	-	50%	42%	8%	-
E Cambridge	32	-	63%	34%	3%	-
Mid Cambridge	33	15%	67%	15%	3%	-
Wellington/Harrington	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	25%	63%	8%	-	4%
Good	180	16%	65%	16%	2%	1%
Fair/poor	139	6%	62%	30%	1%	1%
(DK)	57	16%	50%	25%	7%	2%
<b>Quality of Life</b>						
-----						
Excellent	111	31%	55%	8%	3%	3%
Good	230	7%	70%	22%	1%	-
Fair/poor	53	8%	38%	48%	6%	-

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

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	7%	31%	18%	7%	37%
Female	219	6%	33%	23%	8%	30%
Male	181	8%	29%	12%	6%	45%
Age 18-25	67	4%	18%	16%	3%	59%
26-35	113	11%	30%	11%	8%	40%
36-45	69	12%	35%	23%	10%	20%
46-55	49	2%	43%	16%	8%	31%
56+	92	5%	34%	24%	8%	29%
Up to 2 yrs in Camb	99	6%	17%	13%	2%	62%
2.1 - 5	54	9%	28%	7%	7%	49%
5.1 - 10	62	6%	41%	13%	8%	32%
10.1 - 20	50	6%	36%	28%	8%	22%
Over 20/all life	130	8%	36%	25%	11%	20%
Home owner	157	8%	33%	24%	11%	24%
Renter	225	6%	30%	13%	5%	46%
Income \$0-34,999	77	12%	26%	16%	4%	42%
\$35-49,999	48	8%	27%	21%	6%	38%
\$50-99,999	110	5%	31%	21%	9%	34%
\$100,000+	57	7%	33%	16%	14%	30%
N Cambridge	62	6%	40%	19%	8%	27%
Porter Square	46	2%	42%	15%	4%	37%
Agassiz	9	22%	22%	22%	23%	11%
W Cambridge	44	7%	32%	34%	9%	18%
Area 4	18	6%	17%	32%	17%	28%
Riverside	11	27%	18%	28%	18%	9%
Central Sq	62	2%	26%	15%	2%	55%
Cambridgeport	29	3%	45%	14%	-	38%
Kendall Sq	12	8%	17%	17%	33%	25%
E Cambridge	32	9%	31%	16%	6%	38%
Mid Cambridge	33	9%	33%	9%	9%	40%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
-----						
City Government						
-----						
Excellent	24	8%	33%	21%	4%	34%
Good	180	9%	36%	18%	3%	34%
Fair/poor	139	4%	33%	19%	15%	29%
(DK)	57	9%	11%	14%	2%	64%
Quality of Life						
-----						
Excellent	111	6%	31%	23%	6%	34%
Good	230	9%	33%	14%	7%	37%
Fair/poor	53	4%	25%	26%	8%	37%

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

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	47%	39%	9%	2%	3%
Female	219	49%	40%	7%	2%	2%
Male	181	46%	38%	12%	1%	3%
Age 18-25	67	37%	46%	12%	1%	4%
26-35	113	47%	37%	10%	3%	3%
36-45	69	60%	35%	3%	1%	1%
46-55	49	51%	35%	10%	2%	2%
56+	92	44%	42%	11%	1%	2%
Up to 2 yrs in Camb	99	46%	37%	9%	3%	5%
2.1 - 5	54	53%	43%	2%	-	2%
5.1 - 10	62	58%	29%	11%	2%	-
10.1 - 20	50	40%	40%	14%	2%	4%
Over 20/all life	130	44%	43%	9%	2%	2%
Home owner	157	55%	37%	6%	1%	1%
Renter	225	44%	39%	12%	2%	3%
Income \$0-34,999	77	38%	48%	12%	1%	1%
\$35-49,999	48	52%	38%	6%	4%	-
\$50-99,999	110	58%	35%	5%	-	2%
\$100,000+	57	63%	30%	5%	-	2%
N Cambridge	62	40%	45%	13%	2%	-
Porter Square	46	41%	44%	13%	2%	-
Agassiz	9	22%	45%	33%	-	-
W Cambridge	44	70%	23%	7%	-	-
Area 4	18	44%	50%	-	-	6%
Riverside	11	73%	27%	-	-	-
Central Sq	62	46%	39%	10%	-	5%
Cambridgeport	29	56%	34%	-	7%	3%
Kendall Sq	12	50%	42%	8%	-	-
E Cambridge	32	31%	41%	13%	9%	6%
Mid Cambridge	33	52%	42%	3%	-	3%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	58%	38%	4%	-	-
Good	180	61%	32%	4%	1%	2%
Fair/poor	139	33%	45%	17%	3%	2%
(DK)	57	37%	45%	9%	4%	5%
<b>Quality of Life</b>						
-----						
Excellent	111	69%	27%	3%	-	1%
Good	230	42%	43%	11%	1%	3%
Fair/poor	53	26%	48%	15%	9%	2%

Rating as it relates to Cambridge: Shopping opportunities

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	27%	49%	18%	5%	1%
Female	219	26%	48%	19%	6%	1%
Male	181	29%	50%	17%	3%	1%
Age 18-25	67	24%	56%	13%	7%	-
26-35	113	28%	46%	21%	4%	1%
36-45	69	30%	52%	14%	4%	-
46-55	49	33%	47%	18%	2%	-
56+	92	24%	52%	18%	5%	1%
Up to 2 yrs in Camb	99	22%	54%	17%	7%	-
2.1 - 5	54	30%	49%	19%	-	2%
5.1 - 10	62	31%	45%	19%	3%	2%
10.1 - 20	50	20%	54%	16%	8%	2%
Over 20/all life	130	31%	46%	18%	5%	-
Home owner	157	32%	50%	13%	4%	1%
Renter	225	24%	50%	20%	5%	1%
Income \$0-34,999	77	22%	48%	21%	6%	3%
\$35-49,999	48	33%	46%	13%	8%	-
\$50-99,999	110	27%	56%	16%	1%	-
\$100,000+	57	39%	44%	12%	5%	-
N Cambridge	62	24%	48%	24%	2%	2%
Porter Square	46	37%	42%	15%	4%	2%
Agassiz	9	33%	33%	-	34%	-
W Cambridge	44	39%	39%	20%	2%	-
Area 4	18	28%	61%	11%	-	-
Riverside	11	18%	55%	18%	9%	-
Central Sq	62	18%	59%	21%	2%	-
Cambridgeport	29	31%	52%	10%	7%	-
Kendall Sq	12	17%	50%	25%	8%	-
E Cambridge	32	28%	44%	19%	6%	3%
Mid Cambridge	33	30%	52%	15%	3%	-
Wellington/Harrington	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	55%	29%	4%	4%	8%
Good	180	28%	51%	17%	3%	1%
Fair/poor	139	23%	49%	20%	7%	1%
(DK)	57	23%	51%	21%	5%	-
<b>Quality of Life</b>						
-----						
Excellent	111	41%	43%	9%	4%	3%
Good	230	24%	55%	17%	4%	-
Fair/poor	53	11%	44%	34%	11%	-

Rating as it relates to Cambridge: Air quality

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	6%	44%	38%	9%	3%
Female	219	4%	48%	32%	11%	5%
Male	181	8%	41%	44%	6%	1%
Age 18-25	67	9%	34%	49%	7%	1%
26-35	113	7%	49%	35%	8%	1%
36-45	69	4%	47%	38%	7%	4%
46-55	49	8%	37%	37%	12%	6%
56+	92	2%	52%	32%	11%	3%
Up to 2 yrs in Camb	99	9%	41%	39%	10%	1%
2.1 - 5	54	9%	39%	44%	2%	6%
5.1 - 10	62	2%	43%	37%	13%	5%
10.1 - 20	50	8%	52%	34%	4%	2%
Over 20/all life	130	3%	49%	34%	11%	3%
Home owner	157	5%	55%	30%	6%	4%
Renter	225	7%	39%	42%	10%	2%
Income \$0-34,999	77	13%	41%	31%	12%	3%
\$35-49,999	48	2%	45%	40%	13%	-
\$50-99,999	110	5%	42%	45%	5%	3%
\$100,000+	57	5%	51%	33%	9%	2%
N Cambridge	62	6%	39%	41%	8%	6%
Porter Square	46	4%	50%	35%	9%	2%
Agassiz	9	-	67%	33%	-	-
W Cambridge	44	5%	43%	41%	2%	9%
Area 4	18	-	50%	39%	11%	-
Riverside	11	-	73%	9%	18%	-
Central Sq	62	2%	37%	38%	18%	5%
Cambridgeport	29	7%	52%	31%	10%	-
Kendall Sq	12	8%	33%	51%	8%	-
E Cambridge	32	-	46%	41%	13%	-
Mid Cambridge	33	18%	52%	27%	3%	-
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>							
-----							
Excellent		24	17%	42%	33%	-	8%
Good		180	6%	51%	32%	9%	2%
Fair/poor		139	4%	43%	41%	10%	2%
(DK)		57	7%	32%	47%	9%	5%
<b>Quality of Life</b>							
-----							
Excellent		111	7%	49%	38%	4%	2%
Good		230	5%	48%	36%	8%	3%
Fair/poor		53	6%	23%	44%	25%	2%

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

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	13%	41%	33%	9%	4%
Female	219	10%	46%	32%	8%	4%
Male	181	17%	36%	34%	10%	3%
Age 18-25	67	9%	37%	41%	12%	1%
26-35	113	13%	43%	33%	7%	4%
36-45	69	13%	39%	33%	12%	3%
46-55	49	14%	45%	29%	6%	6%
56+	92	13%	43%	32%	9%	3%
Up to 2 yrs in Camb	99	13%	41%	35%	9%	2%
2.1 - 5	54	17%	38%	33%	6%	6%
5.1 - 10	62	10%	47%	34%	6%	3%
10.1 - 20	50	18%	50%	20%	6%	6%
Over 20/all life	130	10%	39%	37%	12%	2%
Home owner	157	14%	45%	29%	9%	3%
Renter	225	12%	39%	38%	8%	3%
Income \$0-34,999	77	8%	40%	42%	9%	1%
\$35-49,999	48	6%	38%	42%	8%	6%
\$50-99,999	110	17%	40%	35%	6%	2%
\$100,000+	57	18%	41%	32%	7%	2%
N Cambridge	62	19%	52%	24%	3%	2%
Porter Square	46	17%	37%	37%	2%	7%
Agassiz	9	11%	33%	34%	22%	-
W Cambridge	44	18%	46%	27%	7%	2%
Area 4	18	6%	43%	39%	6%	6%
Riverside	11	9%	36%	55%	-	-
Central Sq	62	13%	27%	42%	13%	5%
Cambridgeport	29	14%	42%	38%	3%	3%
Kendall Sq	12	8%	25%	33%	34%	-
E Cambridge	32	3%	38%	28%	25%	6%
Mid Cambridge	33	3%	46%	39%	12%	-
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	38%	33%	29%	-	-
Good	180	14%	48%	29%	6%	3%
Fair/poor	139	7%	37%	40%	14%	2%
(DK)	57	11%	38%	33%	9%	9%
<b>Quality of Life</b>						
-----						
Excellent	111	19%	43%	32%	3%	3%
Good	230	12%	42%	32%	10%	4%
Fair/poor	53	4%	32%	41%	19%	4%

Rating as it relates to Cambridge: Job opportunities

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	6%	34%	29%	10%	21%
Female	219	5%	30%	30%	10%	25%
Male	181	8%	38%	29%	9%	16%
Age 18-25	67	9%	37%	33%	12%	9%
26-35	113	6%	45%	28%	6%	15%
36-45	69	7%	37%	30%	13%	13%
46-55	49	6%	27%	39%	6%	22%
56+	92	3%	21%	23%	11%	42%
Up to 2 yrs in Camb	99	7%	37%	29%	9%	18%
2.1 - 5	54	2%	45%	30%	6%	17%
5.1 - 10	62	10%	29%	37%	11%	13%
10.1 - 20	50	4%	36%	36%	6%	18%
Over 20/all life	130	7%	28%	24%	12%	29%
Home owner	157	6%	32%	29%	6%	27%
Renter	225	7%	35%	30%	12%	16%
Income \$0-34,999	77	6%	34%	25%	14%	21%
\$35-49,999	48	6%	37%	23%	15%	19%
\$50-99,999	110	5%	37%	34%	5%	19%
\$100,000+	57	14%	33%	37%	4%	12%
N Cambridge	62	6%	31%	37%	11%	15%
Porter Square	46	4%	30%	35%	11%	20%
Agassiz	9	11%	34%	22%	11%	22%
W Cambridge	44	11%	39%	30%	2%	18%
Area 4	18	-	61%	11%	11%	17%
Riverside	11	18%	27%	37%	9%	9%
Central Sq	62	6%	35%	19%	13%	27%
Cambridgeport	29	3%	28%	45%	3%	21%
Kendall Sq	12	8%	33%	25%	17%	17%
E Cambridge	32	9%	25%	47%	6%	13%
Mid Cambridge	33	3%	40%	27%	3%	27%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	17%	17%	49%	-	17%
Good	180	5%	45%	20%	8%	22%
Fair/poor	139	9%	24%	34%	14%	19%
(DK)	57	-	32%	36%	7%	25%
<b>Quality of Life</b>						
-----						
Excellent	111	9%	36%	27%	2%	26%
Good	230	5%	37%	30%	10%	18%
Fair/poor	53	6%	15%	34%	26%	19%

Table Q18

## Rating as it relates to Cambridge: Access to affordable housing

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	2%	12%	24%	54%	8%
Female	219	1%	10%	26%	57%	6%
Male	181	3%	13%	23%	52%	9%
Age 18-25	67	6%	9%	31%	48%	6%
26-35	113	2%	14%	27%	53%	4%
36-45	69	-	10%	14%	70%	6%
46-55	49	-	12%	16%	68%	4%
56+	92	1%	12%	28%	44%	15%
Up to 2 yrs in Camb	99	3%	15%	23%	52%	7%
2.1 - 5	54	2%	11%	26%	54%	7%
5.1 - 10	62	-	6%	21%	68%	5%
10.1 - 20	50	2%	12%	26%	50%	10%
Over 20/all life	130	2%	12%	26%	52%	8%
Home owner	157	3%	12%	28%	49%	8%
Renter	225	1%	12%	22%	58%	7%
Income \$0-34,999	77	1%	13%	19%	59%	8%
\$35-49,999	48	4%	6%	27%	59%	4%
\$50-99,999	110	-	16%	20%	58%	6%
\$100,000+	57	5%	7%	33%	51%	4%
N Cambridge	62	-	11%	23%	66%	-
Porter Square	46	4%	4%	26%	57%	9%
Agassiz	9	-	-	22%	78%	-
W Cambridge	44	5%	11%	36%	37%	11%
Area 4	18	-	11%	33%	45%	11%
Riverside	11	9%	18%	36%	37%	-
Central Sq	62	2%	13%	24%	55%	6%
Cambridgeport	29	-	7%	24%	62%	7%
Kendall Sq	12	-	17%	25%	58%	-
E Cambridge	32	-	28%	19%	44%	9%
Mid Cambridge	33	-	12%	15%	64%	9%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	13%	4%	21%	49%	13%
Good	180	1%	12%	32%	49%	6%
Fair/poor	139	2%	11%	19%	62%	6%
(DK)	57	-	14%	18%	54%	14%
<b>Quality of Life</b>						
-----						
Excellent	111	2%	8%	29%	53%	8%
Good	230	2%	10%	26%	55%	7%
Fair/poor	53	2%	23%	9%	60%	6%

Rating as it relates to Cambridge: Economic development

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
	-----	-----	-----	-----	-----	-----
TOTAL ANSWER	400	9%	44%	25%	4%	18%
Female	219	7%	41%	26%	5%	21%
Male	181	11%	49%	23%	2%	15%
Age 18-25	67	7%	48%	27%	3%	15%
26-35	113	10%	41%	25%	2%	22%
36-45	69	9%	52%	23%	7%	9%
46-55	49	10%	46%	20%	4%	20%
56+	92	8%	40%	25%	5%	22%
Up to 2 yrs in Camb	99	11%	33%	26%	4%	26%
2.1 - 5	54	7%	55%	15%	4%	19%
5.1 - 10	62	5%	50%	32%	3%	10%
10.1 - 20	50	12%	50%	22%	4%	12%
Over 20/all life	130	8%	44%	25%	5%	18%
Home owner	157	9%	50%	20%	4%	17%
Renter	225	8%	40%	30%	4%	18%
Income \$0-34,999	77	5%	41%	25%	8%	21%
\$35-49,999	48	8%	38%	27%	4%	23%
\$50-99,999	110	9%	49%	25%	1%	16%
\$100,000+	57	12%	51%	19%	4%	14%
N Cambridge	62	5%	50%	26%	8%	11%
Porter Square	46	9%	39%	28%	2%	22%
Agassiz	9	-	56%	22%	11%	11%
W Cambridge	44	18%	35%	27%	-	20%
Area 4	18	11%	44%	39%	-	6%
Riverside	11	-	73%	9%	-	18%
Central Sq	62	6%	47%	19%	5%	23%
Cambridgeport	29	10%	49%	17%	3%	21%
Kendall Sq	12	8%	42%	25%	8%	17%
E Cambridge	32	19%	31%	28%	3%	19%
Mid Cambridge	33	3%	52%	27%	3%	15%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
	-----	-----	-----	-----	-----	-----	-----
City Government							
-----							
Excellent		24	29%	41%	13%	-	17%
Good		180	9%	55%	21%	1%	14%
Fair/poor		139	6%	41%	32%	9%	12%
(DK)		57	7%	21%	23%	4%	45%
Quality of Life							
-----							
Excellent		111	15%	49%	15%	2%	19%
Good		230	7%	47%	25%	4%	17%
Fair/poor		53	2%	28%	43%	8%	19%

Rating as it relates to Cambridge: Cable television

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	10%	35%	17%	12%	26%
Female	219	8%	32%	19%	13%	28%
Male	181	12%	38%	15%	11%	24%
Age 18-25	67	15%	44%	16%	12%	13%
26-35	113	11%	32%	18%	9%	30%
36-45	69	9%	34%	12%	12%	33%
46-55	49	4%	36%	24%	14%	22%
56+	92	10%	32%	16%	17%	25%
Up to 2 yrs in Camb	99	11%	36%	20%	8%	25%
2.1 - 5	54	11%	41%	11%	11%	26%
5.1 - 10	62	10%	33%	16%	10%	31%
10.1 - 20	50	8%	28%	20%	18%	26%
Over 20/all life	130	10%	35%	16%	15%	24%
Home owner	157	8%	33%	17%	15%	27%
Renter	225	12%	36%	17%	10%	25%
Income \$0-34,999	77	12%	32%	13%	12%	31%
\$35-49,999	48	10%	42%	19%	6%	23%
\$50-99,999	110	11%	38%	15%	11%	25%
\$100,000+	57	7%	32%	19%	14%	28%
N Cambridge	62	10%	33%	15%	15%	27%
Porter Square	46	11%	48%	17%	9%	15%
Agassiz	9	-	22%	11%	33%	34%
W Cambridge	44	7%	35%	20%	11%	27%
Area 4	18	11%	33%	22%	6%	28%
Riverside	11	27%	9%	28%	18%	18%
Central Sq	62	11%	42%	15%	3%	29%
Cambridgeport	29	17%	28%	27%	7%	21%
Kendall Sq	12	-	25%	33%	17%	25%
E Cambridge	32	13%	37%	9%	22%	19%
Mid Cambridge	33	9%	24%	15%	18%	34%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
Excellent	24	17%	41%	13%	13%	16%
Good	180	10%	35%	14%	10%	31%
Fair/poor	139	11%	32%	22%	16%	19%
(DK)	57	5%	34%	18%	11%	32%
<b>Quality of Life</b>						
Excellent	111	11%	39%	12%	6%	32%
Good	230	10%	34%	17%	13%	26%
Fair/poor	53	8%	26%	30%	21%	15%

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	8%	39%	32%	12%	9%
Female	219	8%	40%	29%	14%	9%
Male	181	9%	39%	34%	10%	8%
Age 18-25	67	6%	33%	38%	10%	13%
26-35	113	9%	44%	32%	8%	7%
36-45	69	7%	41%	32%	14%	6%
46-55	49	10%	35%	27%	18%	10%
56+	92	8%	42%	29%	13%	8%
Up to 2 yrs in Camb	99	10%	43%	28%	7%	12%
2.1 - 5	54	4%	47%	33%	7%	9%
5.1 - 10	62	6%	39%	37%	13%	5%
10.1 - 20	50	18%	34%	22%	18%	8%
Over 20/all life	130	6%	38%	33%	16%	7%
Home owner	157	9%	40%	31%	15%	5%
Renter	225	8%	40%	32%	11%	9%
Income \$0-34,999	77	6%	29%	42%	13%	10%
\$35-49,999	48	6%	42%	40%	8%	4%
\$50-99,999	110	6%	47%	29%	9%	9%
\$100,000+	57	12%	47%	21%	11%	9%
N Cambridge	62	8%	35%	41%	6%	10%
Porter Square	46	4%	47%	33%	9%	7%
Agassiz	9	22%	56%	-	22%	-
W Cambridge	44	14%	45%	25%	9%	7%
Area 4	18	6%	44%	22%	28%	-
Riverside	11	-	27%	46%	18%	9%
Central Sq	62	8%	38%	34%	5%	15%
Cambridgeport	29	17%	28%	31%	17%	7%
Kendall Sq	12	8%	42%	25%	25%	-
E Cambridge	32	3%	25%	41%	28%	3%
Mid Cambridge	33	3%	52%	24%	18%	3%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>						
Excellent	24	25%	42%	33%	-	-
Good	180	7%	49%	31%	7%	6%
Fair/poor	139	9%	29%	34%	23%	5%
(DK)	57	5%	32%	28%	7%	28%
<u>Quality of Life</u>						
Excellent	111	14%	42%	26%	8%	10%
Good	230	5%	42%	34%	12%	7%
Fair/poor	53	11%	26%	32%	25%	6%

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

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	30%	48%	16%	6%	-
Female	219	28%	53%	14%	5%	-
Male	181	32%	42%	19%	6%	1%
Age 18-25	67	28%	50%	15%	7%	-
26-35	113	26%	48%	19%	7%	-
36-45	69	35%	44%	14%	6%	1%
46-55	49	33%	45%	14%	8%	-
56+	92	30%	52%	16%	2%	-
Up to 2 yrs in Camb	99	26%	46%	18%	10%	-
2.1 - 5	54	26%	50%	20%	4%	-
5.1 - 10	62	27%	50%	18%	5%	-
10.1 - 20	50	28%	56%	10%	6%	-
Over 20/all life	130	35%	45%	15%	4%	1%
Home owner	157	28%	50%	15%	6%	1%
Renter	225	30%	47%	18%	5%	-
Income \$0-34,999	77	36%	47%	17%	-	-
\$35-49,999	48	31%	42%	19%	8%	-
\$50-99,999	110	33%	44%	18%	5%	-
\$100,000+	57	26%	52%	18%	4%	-
N Cambridge	62	23%	48%	24%	5%	-
Porter Square	46	43%	44%	9%	4%	-
Agassiz	9	33%	56%	-	11%	-
W Cambridge	44	32%	50%	16%	2%	-
Area 4	18	56%	11%	33%	-	-
Riverside	11	27%	64%	9%	-	-
Central Sq	62	23%	54%	13%	8%	2%
Cambridgeport	29	38%	45%	14%	3%	-
Kendall Sq	12	17%	49%	17%	17%	-
E Cambridge	32	34%	41%	9%	16%	-
Mid Cambridge	33	30%	43%	21%	6%	-
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	54%	25%	17%	4%	-
Good	180	29%	53%	14%	3%	1%
Fair/poor	139	28%	46%	17%	9%	-
(DK)	57	26%	51%	18%	5%	-
<b>Quality of Life</b>						
-----						
Excellent	111	39%	38%	20%	3%	-
Good	230	24%	57%	13%	6%	-
Fair/poor	53	30%	38%	21%	11%	-

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

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
	-----	-----	-----	-----	-----	-----
TOTAL ANSWER	400	12%	40%	22%	5%	21%
Female	219	11%	44%	21%	4%	20%
Male	181	12%	37%	23%	6%	22%
Age 18-25	67	6%	28%	30%	1%	35%
26-35	113	4%	39%	26%	3%	28%
36-45	69	20%	39%	20%	4%	17%
46-55	49	16%	60%	14%	4%	6%
56+	92	13%	48%	15%	12%	12%
Up to 2 yrs in Camb	99	2%	31%	21%	1%	45%
2.1 - 5	54	6%	45%	24%	6%	19%
5.1 - 10	62	13%	42%	24%	5%	16%
10.1 - 20	50	18%	42%	24%	2%	14%
Over 20/all life	130	16%	47%	19%	9%	9%
Home owner	157	17%	46%	18%	8%	11%
Renter	225	7%	38%	24%	3%	28%
Income \$0-34,999	77	4%	41%	27%	6%	22%
\$35-49,999	48	13%	44%	27%	8%	8%
\$50-99,999	110	12%	44%	16%	5%	23%
\$100,000+	57	19%	42%	16%	5%	18%
N Cambridge	62	8%	40%	26%	2%	24%
Porter Square	46	13%	44%	17%	-	26%
Agassiz	9	-	33%	11%	34%	22%
W Cambridge	44	25%	40%	14%	7%	14%
Area 4	18	6%	60%	11%	6%	17%
Riverside	11	27%	36%	37%	-	-
Central Sq	62	3%	31%	32%	3%	31%
Cambridgeport	29	17%	35%	21%	10%	17%
Kendall Sq	12	-	49%	17%	17%	17%
E Cambridge	32	3%	48%	34%	6%	9%
Mid Cambridge	33	21%	46%	12%	9%	12%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	38%	41%	13%	-	8%
Good	180	14%	52%	18%	1%	15%
Fair/poor	139	7%	35%	33%	13%	12%
(DK)	57	2%	25%	7%	2%	64%
<b>Quality of Life</b>						
-----						
Excellent	111	20%	47%	12%	1%	20%
Good	230	10%	43%	24%	4%	19%
Fair/poor	53	4%	21%	32%	17%	26%



	TOT.	ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
<b>City Government</b>									
-----									
Excellent		24	33%	13%	4%	25%	8%	17%	-
Good		180	31%	4%	8%	25%	14%	17%	1%
Fair/poor		139	40%	7%	9%	19%	6%	19%	-
(DK)		57	52%	4%	7%	22%	4%	11%	-
<b>Quality of Life</b>									
-----									
Excellent		111	33%	5%	9%	26%	9%	18%	-
Good		230	36%	6%	9%	22%	11%	16%	-
Fair/poor		53	44%	6%	4%	23%	8%	13%	2%



	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
<b>City Government</b>								
-----								
Excellent	24	42%	4%	8%	13%	4%	29%	-
Good	180	32%	3%	6%	21%	11%	24%	3%
Fair/poor	139	34%	6%	6%	26%	4%	22%	2%
(DK)	57	50%	2%	11%	16%	5%	14%	2%
<b>Quality of Life</b>								
-----								
Excellent	111	40%	3%	7%	20%	5%	24%	1%
Good	230	33%	5%	6%	21%	9%	24%	2%
Fair/poor	53	41%	6%	9%	23%	4%	13%	4%



	TOT.	ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
-----									
City Government									
-----									
Excellent	24	71%	-	4%	17%	-	4%	4%	
Good	180	76%	2%	2%	5%	3%	7%	5%	
Fair/poor	139	70%	-	1%	9%	3%	8%	9%	
(DK)	57	87%	-	2%	7%	-	2%	2%	
-----									
Quality of Life									
-----									
Excellent	111	80%	1%	2%	5%	3%	5%	4%	
Good	230	74%	-	2%	8%	1%	8%	7%	
Fair/poor	53	65%	2%	4%	8%	9%	4%	8%	



	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
<b>City Government</b>								
-----								
Excellent	24	4%	4%	8%	33%	8%	39%	4%
Good	180	6%	7%	5%	29%	11%	42%	-
Fair/poor	139	12%	1%	10%	30%	10%	36%	1%
(DK)	57	18%	4%	7%	38%	14%	19%	-
<b>Quality of Life</b>								
-----								
Excellent	111	6%	5%	5%	31%	12%	40%	1%
Good	230	10%	5%	8%	29%	11%	37%	-
Fair/poor	53	15%	2%	9%	38%	11%	23%	2%



	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
-----								
City Government								
-----								
Excellent	24	17%	8%	8%	25%	13%	29%	-
Good	180	19%	4%	7%	22%	14%	33%	1%
Fair/poor	139	28%	3%	8%	18%	11%	30%	2%
(DK)	57	27%	9%	9%	25%	9%	21%	-
-----								
Quality of Life								
-----								
Excellent	111	19%	5%	6%	26%	13%	31%	-
Good	230	25%	4%	9%	19%	14%	28%	1%
Fair/poor	53	30%	8%	8%	17%	4%	29%	4%



	TOT.	ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
<b>City Government</b>									
Excellent	24	79%	4%	13%	-	-	4%	-	
Good	180	79%	12%	3%	5%	-	1%	-	
Fair/poor	139	73%	7%	8%	10%	-	1%	1%	
(DK)	57	90%	4%	4%	-	-	-	2%	
<b>Quality of Life</b>									
Excellent	111	79%	9%	8%	3%	-	1%	-	
Good	230	77%	9%	5%	7%	-	1%	1%	
Fair/poor	53	77%	8%	2%	9%	-	2%	2%	



	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
<b>City Government</b>								
-----								
Excellent	24	62%	13%	8%	17%	-	-	-
Good	180	62%	8%	7%	15%	3%	2%	3%
Fair/poor	139	55%	10%	12%	14%	1%	7%	1%
(DK)	57	80%	9%	4%	5%	-	-	2%
<b>Quality of Life</b>								
-----								
Excellent	111	63%	9%	10%	15%	-	2%	1%
Good	230	64%	10%	6%	12%	2%	3%	3%
Fair/poor	53	54%	6%	13%	15%	2%	8%	2%



	TOT.	ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
-----									
City Government									
-----									
Excellent	24	21%	4%	-	-	4%	-	67%	4%
Good	180	13%	1%	1%	1%	2%	3%	79%	1%
Fair/poor	139	21%	1%	1%	1%	1%	4%	71%	1%
(DK)	57	14%	-	2%	5%	2%	77%	-	-
Quality of Life									
-----									
Excellent	111	10%	-	-	-	5%	2%	81%	2%
Good	230	17%	1%	2%	1%	3%	76%	-	-
Fair/poor	53	30%	-	-	-	4%	64%	2%	-



	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
<b>City Government</b>								
Excellent	24	62%	-	17%	17%	-	-	4%
Good	180	46%	11%	9%	26%	5%	1%	2%
Fair/poor	139	52%	9%	10%	19%	4%	5%	1%
(DK)	57	61%	5%	14%	18%	2%	-	-
<b>Quality of Life</b>								
Excellent	111	51%	11%	15%	17%	3%	2%	1%
Good	230	50%	8%	10%	24%	4%	3%	1%
Fair/poor	53	56%	9%	8%	19%	4%	2%	2%



	TOT. ANS	Never	1	2	3- 12	13- 26	More than 26	(DK/ ref)
<b>City Government</b>								
-----								
Excellent	24	29%	8%	25%	34%	4%	-	-
Good	180	33%	13%	19%	29%	3%	2%	1%
Fair/poor	139	40%	12%	17%	21%	4%	4%	2%
(DK)	57	47%	21%	9%	19%	2%	2%	-
<b>Quality of Life</b>								
-----								
Excellent	111	31%	15%	21%	29%	3%	1%	-
Good	230	37%	15%	15%	25%	3%	4%	1%
Fair/poor	53	50%	4%	21%	21%	2%	-	2%

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	40%	17%	9%	31%	3%
Female	219	32%	17%	9%	37%	5%
Male	181	50%	17%	9%	23%	1%
Age 18-25	67	56%	18%	4%	22%	-
26-35	113	55%	17%	12%	15%	1%
36-45	69	37%	28%	9%	23%	3%
46-55	49	39%	14%	8%	37%	2%
56+	92	12%	12%	10%	58%	8%
Up to 2 yrs in Camb	99	53%	22%	11%	13%	1%
2.1 - 5	54	51%	15%	11%	19%	4%
5.1 - 10	62	54%	13%	5%	26%	2%
10.1 - 20	50	28%	20%	12%	38%	2%
Over 20/all life	130	23%	15%	8%	49%	5%
Home owner	157	37%	17%	10%	34%	2%
Renter	225	43%	19%	8%	27%	3%
Income \$0-34,999	77	34%	19%	9%	37%	1%
\$35-49,999	48	35%	19%	6%	38%	2%
\$50-99,999	110	45%	18%	14%	21%	2%
\$100,000+	57	65%	16%	7%	12%	-
N Cambridge	62	37%	15%	8%	34%	6%
Porter Square	46	48%	17%	7%	24%	4%
Agassiz	9	33%	33%	-	34%	-
W Cambridge	44	27%	20%	11%	40%	2%
Area 4	18	55%	6%	6%	27%	6%
Riverside	11	45%	-	-	55%	-
Central Sq	62	53%	19%	13%	13%	2%
Cambridgeport	29	62%	10%	-	28%	-
Kendall Sq	12	33%	25%	8%	34%	-
E Cambridge	32	25%	16%	9%	44%	6%
Mid Cambridge	33	30%	18%	9%	43%	-
Wellington/Harrington	-	-	-	-	-	-

	TOT. ANS	Very likely	Some-what likely	Not very likely	Not likely at all	(DK)
<b>City Government</b>						
-----						
Excellent	24	46%	-	8%	46%	-
Good	180	43%	16%	11%	27%	3%
Fair/poor	139	39%	17%	6%	37%	1%
(DK)	57	32%	28%	12%	23%	5%
<b>Quality of Life</b>						
-----						
Excellent	111	42%	18%	11%	26%	3%
Good	230	43%	16%	9%	30%	2%
Fair/poor	53	28%	19%	6%	43%	4%



TOT. ANS	Yes, very satis- fied	Yes, s/what satis- fied	Yes, Not very satis.	Yes, Not satis. at all	Yes, (Ref.)	No, never used that	(Not sure/ Ref.)
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City Government

Excellent	24	21%	-	-	-	-	79%	-
Good	180	11%	6%	-	1%	1%	80%	1%
Fair/poor	139	11%	6%	-	1%	-	82%	-
(DK)	57	7%	5%	-	2%	-	82%	4%

Quality of Life

Excellent	111	12%	3%	-	-	1%	82%	2%
Good	230	12%	7%	-	2%	-	79%	-
Fair/poor	53	8%	6%	-	-	-	84%	2%

City service rating:  
 POLICE DEPARTMENT

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	21%	54%	10%	3%	12%
Female	219	22%	55%	9%	2%	12%
Male	181	19%	56%	11%	3%	11%
Age 18-25	67	18%	54%	9%	7%	12%
26-35	113	13%	63%	8%	1%	15%
36-45	69	29%	46%	12%	-	13%
46-55	49	18%	60%	10%	2%	10%
56+	92	28%	53%	10%	2%	7%
Up to 2 yrs in Camb	99	14%	51%	8%	5%	22%
2.1 - 5	54	17%	68%	6%	-	9%
5.1 - 10	62	21%	49%	15%	2%	13%
10.1 - 20	50	22%	52%	14%	-	12%
Over 20/all life	130	27%	58%	8%	3%	4%
Home owner	157	20%	59%	6%	3%	12%
Renter	225	21%	54%	11%	3%	11%
Income \$0-34,999	77	19%	48%	12%	4%	17%
\$35-49,999	48	17%	56%	17%	-	10%
\$50-99,999	110	22%	63%	5%	1%	9%
\$100,000+	57	26%	47%	11%	2%	14%
N Cambridge	62	18%	63%	8%	-	11%
Porter Square	46	26%	54%	9%	-	11%
Agassiz	9	11%	67%	11%	11%	-
W Cambridge	44	32%	56%	2%	5%	5%
Area 4	18	11%	66%	17%	6%	-
Riverside	11	27%	64%	9%	-	-
Central Sq	62	21%	46%	13%	5%	15%
Cambridgeport	29	17%	63%	10%	-	10%
Kendall Sq	12	-	75%	17%	-	8%
E Cambridge	32	28%	51%	6%	6%	9%
Mid Cambridge	33	30%	43%	9%	-	18%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>							
Excellent	24	50%	29%	-	-	21%	
Good	180	23%	59%	7%	2%	9%	
Fair/poor	139	17%	56%	17%	4%	6%	
(DK)	57	11%	54%	7%	-	28%	
<u>Quality of Life</u>							
Excellent	111	29%	46%	6%	-	19%	
Good	230	19%	60%	10%	3%	8%	
Fair/poor	53	17%	51%	19%	4%	9%	

City service rating:  
 FIRE DEPARTMENT

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	34%	46%	2%	-	18%
Female	219	35%	48%	1%	-	16%
Male	181	33%	45%	3%	-	19%
Age 18-25	67	27%	43%	3%	-	27%
26-35	113	25%	47%	1%	-	27%
36-45	69	43%	44%	1%	-	12%
46-55	49	35%	53%	2%	-	10%
56+	92	41%	49%	1%	-	9%
Up to 2 yrs in Camb	99	26%	40%	2%	-	32%
2.1 - 5	54	26%	59%	-	-	15%
5.1 - 10	62	24%	53%	-	-	23%
10.1 - 20	50	34%	52%	2%	-	12%
Over 20/all life	130	46%	43%	2%	1%	8%
Home owner	157	35%	49%	1%	1%	14%
Renter	225	32%	46%	2%	-	20%
Income \$0-34,999	77	32%	41%	4%	1%	22%
\$35-49,999	48	35%	46%	2%	-	17%
\$50-99,999	110	35%	50%	1%	-	14%
\$100,000+	57	32%	43%	-	-	25%
N Cambridge	62	31%	46%	5%	-	18%
Porter Square	46	30%	57%	-	-	13%
Agassiz	9	33%	45%	-	-	22%
W Cambridge	44	52%	41%	-	-	7%
Area 4	18	39%	44%	6%	-	11%
Riverside	11	55%	36%	-	-	9%
Central Sq	62	24%	48%	-	2%	26%
Cambridgeport	29	28%	44%	-	-	28%
Kendall Sq	12	25%	58%	17%	-	-
E Cambridge	32	40%	38%	-	-	22%
Mid Cambridge	33	36%	46%	-	-	18%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
-----						
City Government						
-----						
Excellent	24	59%	33%	-	-	8%
Good	180	37%	44%	1%	-	18%
Fair/poor	139	32%	54%	3%	1%	10%
(DK)	57	18%	41%	2%	-	39%
Quality of Life						
-----						
Excellent	111	41%	36%	1%	-	22%
Good	230	30%	50%	2%	-	18%
Fair/poor	53	36%	51%	4%	-	9%

City service rating:  
 GARBAGE COLLECTION

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	24%	62%	9%	2%	3%
Female	219	25%	64%	7%	2%	2%
Male	181	23%	58%	12%	3%	4%
Age 18-25	67	22%	64%	9%	4%	1%
26-35	113	19%	62%	13%	2%	4%
36-45	69	26%	61%	9%	1%	3%
46-55	49	27%	67%	6%	-	-
56+	92	28%	61%	4%	3%	4%
Up to 2 yrs in Camb	99	20%	62%	11%	4%	3%
2.1 - 5	54	24%	63%	11%	2%	-
5.1 - 10	62	18%	69%	6%	2%	5%
10.1 - 20	50	22%	60%	10%	2%	6%
Over 20/all life	130	29%	60%	7%	2%	2%
Home owner	157	27%	60%	7%	3%	3%
Renter	225	21%	64%	10%	2%	3%
Income \$0-34,999	77	19%	58%	16%	3%	4%
\$35-49,999	48	21%	67%	10%	-	2%
\$50-99,999	110	23%	68%	6%	2%	1%
\$100,000+	57	28%	62%	4%	4%	2%
N Cambridge	62	22%	64%	10%	2%	2%
Porter Square	46	26%	57%	11%	4%	2%
Agassiz	9	33%	67%	-	-	-
W Cambridge	44	43%	48%	2%	2%	5%
Area 4	18	17%	72%	11%	-	-
Riverside	11	36%	64%	-	-	-
Central Sq	62	11%	73%	8%	3%	5%
Cambridgeport	29	31%	52%	17%	-	-
Kendall Sq	12	8%	50%	25%	-	17%
E Cambridge	32	31%	60%	-	3%	6%
Mid Cambridge	33	24%	67%	9%	-	-
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
-----							
City Government							
-----							
Excellent	24		50%	42%	-	-	8%
Good	180		29%	59%	8%	2%	2%
Fair/poor	139		19%	63%	12%	4%	2%
(DK)	57		9%	75%	11%	-	5%
Quality of Life							
-----							
Excellent	111		28%	61%	5%	3%	3%
Good	230		24%	62%	10%	1%	3%
Fair/poor	53		13%	60%	15%	6%	6%

City service rating:  
 RECYCLING

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	30%	50%	12%	5%	3%
Female	219	32%	53%	11%	3%	1%
Male	181	28%	47%	13%	8%	4%
Age 18-25	67	24%	42%	18%	9%	7%
26-35	113	27%	55%	12%	4%	2%
36-45	69	38%	45%	10%	6%	1%
46-55	49	35%	51%	10%	2%	2%
56+	92	32%	53%	8%	5%	2%
Up to 2 yrs in Camb	99	27%	43%	15%	8%	7%
2.1 - 5	54	33%	46%	15%	2%	4%
5.1 - 10	62	27%	54%	8%	8%	3%
10.1 - 20	50	22%	60%	12%	6%	-
Over 20/all life	130	36%	52%	9%	3%	-
Home owner	157	36%	54%	6%	3%	1%
Renter	225	27%	47%	15%	7%	4%
Income \$0-34,999	77	21%	53%	16%	6%	4%
\$35-49,999	48	29%	55%	6%	6%	4%
\$50-99,999	110	36%	45%	13%	5%	1%
\$100,000+	57	39%	47%	5%	4%	5%
N Cambridge	62	31%	49%	13%	5%	2%
Porter Square	46	26%	53%	17%	2%	2%
Agassiz	9	33%	45%	11%	11%	-
W Cambridge	44	43%	48%	7%	2%	-
Area 4	18	28%	55%	6%	11%	-
Riverside	11	45%	46%	9%	-	-
Central Sq	62	24%	51%	11%	6%	8%
Cambridgeport	29	52%	31%	14%	3%	-
Kendall Sq	12	8%	76%	-	8%	8%
E Cambridge	32	31%	56%	13%	-	-
Mid Cambridge	33	36%	46%	9%	6%	3%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>						
Excellent	24	42%	50%	4%	-	4%
Good	180	38%	45%	10%	3%	4%
Fair/poor	139	22%	54%	14%	9%	1%
(DK)	57	19%	54%	18%	5%	4%
<u>Quality of Life</u>						
Excellent	111	47%	41%	8%	2%	2%
Good	230	26%	53%	14%	4%	3%
Fair/poor	53	13%	55%	9%	17%	6%

City service rating:  
 LIBRARY

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	30%	44%	4%	-	22%
Female	219	37%	43%	2%	-	18%
Male	181	22%	46%	5%	1%	26%
Age 18-25	67	18%	33%	6%	-	43%
26-35	113	27%	45%	4%	1%	23%
36-45	69	30%	50%	3%	-	17%
46-55	49	39%	49%	2%	-	10%
56+	92	38%	44%	2%	-	16%
Up to 2 yrs in Camb	99	16%	35%	6%	-	43%
2.1 - 5	54	30%	42%	2%	-	26%
5.1 - 10	62	31%	51%	3%	-	15%
10.1 - 20	50	32%	54%	4%	-	10%
Over 20/all life	130	41%	43%	2%	1%	13%
Home owner	157	39%	46%	2%	1%	12%
Renter	225	24%	42%	5%	-	29%
Income \$0-34,999	77	27%	43%	3%	-	27%
\$35-49,999	48	46%	31%	4%	-	19%
\$50-99,999	110	28%	49%	3%	1%	19%
\$100,000+	57	30%	44%	5%	-	21%
N Cambridge	62	24%	56%	5%	-	15%
Porter Square	46	30%	46%	2%	-	22%
Agassiz	9	33%	45%	-	-	22%
W Cambridge	44	43%	46%	2%	-	9%
Area 4	18	28%	33%	6%	-	33%
Riverside	11	55%	36%	9%	-	-
Central Sq	62	23%	43%	3%	-	31%
Cambridgeport	29	24%	56%	3%	-	17%
Kendall Sq	12	17%	33%	17%	-	33%
E Cambridge	32	44%	28%	3%	-	25%
Mid Cambridge	33	43%	39%	3%	3%	12%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>						
Excellent	24	46%	29%	4%	-	21%
Good	180	35%	45%	1%	-	19%
Fair/poor	139	27%	47%	6%	1%	19%
(DK)	57	16%	45%	4%	-	35%
<u>Quality of Life</u>						
Excellent	111	41%	40%	2%	-	17%
Good	230	26%	48%	4%	-	22%
Fair/poor	53	26%	40%	4%	-	30%

City service rating:  
 RECREATIONAL PROGRAMS & FACILITIES

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	10%	52%	14%	1%	23%
Female	219	14%	49%	16%	1%	20%
Male	181	6%	56%	12%	1%	25%
Age 18-25	67	7%	46%	19%	1%	27%
26-35	113	7%	57%	11%	2%	23%
36-45	69	14%	44%	22%	1%	19%
46-55	49	10%	58%	8%	-	24%
56+	92	13%	53%	11%	1%	22%
Up to 2 yrs in Camb	99	9%	42%	16%	1%	32%
2.1 - 5	54	4%	55%	9%	2%	30%
5.1 - 10	62	11%	65%	13%	3%	8%
10.1 - 20	50	8%	58%	16%	-	18%
Over 20/all life	130	14%	50%	14%	1%	21%
Home owner	157	18%	51%	12%	1%	18%
Renter	225	5%	53%	16%	2%	24%
Income \$0-34,999	77	5%	48%	18%	-	29%
\$35-49,999	48	13%	48%	8%	-	31%
\$50-99,999	110	11%	55%	14%	2%	18%
\$100,000+	57	18%	50%	14%	4%	14%
N Cambridge	62	5%	65%	11%	-	19%
Porter Square	46	15%	55%	9%	4%	17%
Agassiz	9	-	78%	11%	-	11%
W Cambridge	44	25%	43%	14%	-	18%
Area 4	18	6%	49%	17%	6%	22%
Riverside	11	9%	82%	9%	-	-
Central Sq	62	10%	43%	24%	-	23%
Cambridgeport	29	10%	59%	10%	-	21%
Kendall Sq	12	8%	42%	25%	-	25%
E Cambridge	32	6%	50%	16%	3%	25%
Mid Cambridge	33	9%	55%	9%	3%	24%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
-----							
City Government							
-----							
Excellent	24		17%	58%	-	-	25%
Good	180		15%	57%	9%	1%	18%
Fair/poor	139		6%	45%	26%	2%	21%
(DK)	57		4%	48%	7%	2%	39%
Quality of Life							
-----							
Excellent	111		17%	57%	5%	1%	20%
Good	230		9%	49%	16%	2%	24%
Fair/poor	53		4%	47%	26%	-	23%

City service rating:  
 CITY PARKS & PARK MAINTENANCE

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	22%	58%	12%	2%	6%
Female	219	22%	56%	13%	2%	7%
Male	181	22%	62%	10%	2%	4%
Age 18-25	67	24%	58%	10%	4%	4%
26-35	113	18%	64%	12%	2%	4%
36-45	69	26%	51%	14%	3%	6%
46-55	49	33%	51%	10%	2%	4%
56+	92	18%	59%	12%	1%	10%
Up to 2 yrs in Camb	99	21%	58%	9%	4%	8%
2.1 - 5	54	17%	74%	7%	-	2%
5.1 - 10	62	32%	52%	11%	-	5%
10.1 - 20	50	16%	66%	14%	4%	-
Over 20/all life	130	23%	52%	15%	2%	8%
Home owner	157	24%	58%	11%	2%	5%
Renter	225	21%	58%	12%	3%	6%
Income \$0-34,999	77	14%	68%	6%	4%	8%
\$35-49,999	48	21%	54%	13%	8%	4%
\$50-99,999	110	26%	61%	9%	1%	3%
\$100,000+	57	25%	55%	16%	-	4%
N Cambridge	62	24%	62%	6%	3%	5%
Porter Square	46	24%	60%	9%	-	7%
Agassiz	9	22%	56%	22%	-	-
W Cambridge	44	42%	34%	11%	2%	11%
Area 4	18	17%	66%	11%	-	6%
Riverside	11	18%	55%	18%	9%	-
Central Sq	62	16%	64%	13%	2%	5%
Cambridgeport	29	17%	70%	7%	3%	3%
Kendall Sq	12	25%	33%	34%	8%	-
E Cambridge	32	16%	62%	13%	3%	6%
Mid Cambridge	33	24%	55%	18%	-	3%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>						
Excellent	24	59%	33%	-	4%	4%
Good	180	26%	65%	6%	1%	2%
Fair/poor	139	14%	53%	22%	4%	7%
(DK)	57	16%	56%	12%	4%	12%
<u>Quality of Life</u>						
Excellent	111	33%	56%	5%	1%	5%
Good	230	20%	60%	13%	2%	5%
Fair/poor	53	11%	52%	23%	6%	8%

City service rating:  
 STREET MAINTENANCE & CLEANLINESS

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	11%	50%	28%	10%	1%
Female	219	10%	54%	26%	10%	-
Male	181	12%	48%	30%	9%	1%
Age 18-25	67	12%	48%	25%	15%	-
26-35	113	6%	53%	31%	10%	-
36-45	69	16%	49%	25%	9%	1%
46-55	49	14%	51%	33%	2%	-
56+	92	12%	52%	25%	10%	1%
Up to 2 yrs in Camb	99	8%	51%	30%	10%	1%
2.1 - 5	54	15%	59%	15%	11%	-
5.1 - 10	62	10%	51%	26%	13%	-
10.1 - 20	50	12%	54%	32%	2%	-
Over 20/all life	130	12%	46%	31%	10%	1%
Home owner	157	11%	51%	29%	8%	1%
Renter	225	11%	51%	27%	11%	-
Income \$0-34,999	77	9%	56%	19%	16%	-
\$35-49,999	48	15%	50%	29%	6%	-
\$50-99,999	110	9%	49%	35%	6%	1%
\$100,000+	57	18%	47%	26%	9%	-
N Cambridge	62	6%	56%	27%	11%	-
Porter Square	46	13%	59%	17%	11%	-
Agassiz	9	22%	45%	33%	-	-
W Cambridge	44	30%	38%	27%	5%	-
Area 4	18	6%	44%	28%	22%	-
Riverside	11	9%	73%	9%	9%	-
Central Sq	62	5%	51%	27%	15%	2%
Cambridgeport	29	10%	31%	52%	7%	-
Kendall Sq	12	-	42%	41%	17%	-
E Cambridge	32	6%	47%	38%	9%	-
Mid Cambridge	33	12%	52%	27%	6%	3%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>						
Excellent	24	33%	51%	8%	8%	-
Good	180	13%	55%	26%	5%	1%
Fair/poor	139	6%	44%	35%	14%	1%
(DK)	57	7%	56%	25%	12%	-
<u>Quality of Life</u>						
Excellent	111	17%	56%	21%	5%	1%
Good	230	9%	51%	31%	9%	-
Fair/poor	53	8%	39%	32%	21%	-

City service rating:  
 SNOW PLOWING

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	14%	52%	14%	5%	15%
Female	219	13%	52%	14%	8%	13%
Male	181	14%	54%	13%	2%	17%
Age 18-25	67	9%	48%	12%	3%	28%
26-35	113	15%	46%	14%	3%	22%
36-45	69	12%	60%	10%	9%	9%
46-55	49	12%	52%	20%	8%	8%
56+	92	16%	58%	15%	7%	4%
Up to 2 yrs in Camb	99	9%	33%	6%	3%	49%
2.1 - 5	54	15%	64%	17%	2%	2%
5.1 - 10	62	11%	66%	16%	5%	2%
10.1 - 20	50	20%	58%	12%	2%	8%
Over 20/all life	130	15%	54%	18%	10%	3%
Home owner	157	17%	56%	15%	4%	8%
Renter	225	12%	50%	13%	5%	20%
Income \$0-34,999	77	14%	56%	9%	5%	16%
\$35-49,999	48	10%	46%	17%	10%	17%
\$50-99,999	110	11%	53%	15%	5%	16%
\$100,000+	57	28%	47%	14%	-	11%
N Cambridge	62	13%	59%	11%	6%	11%
Porter Square	46	15%	53%	15%	2%	15%
Agassiz	9	11%	67%	11%	-	11%
W Cambridge	44	27%	48%	11%	7%	7%
Area 4	18	6%	66%	11%	6%	11%
Riverside	11	27%	55%	18%	-	-
Central Sq	62	8%	55%	8%	3%	26%
Cambridgeport	29	17%	42%	31%	3%	7%
Kendall Sq	12	17%	50%	8%	17%	8%
E Cambridge	32	9%	54%	9%	9%	19%
Mid Cambridge	33	12%	43%	30%	6%	9%
Wellington/Harrington	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
-----						
City Government						
-----						
Excellent	24	33%	50%	4%	-	13%
Good	180	16%	57%	12%	3%	12%
Fair/poor	139	11%	51%	20%	8%	10%
(DK)	57	7%	40%	7%	9%	37%
Quality of Life						
-----						
Excellent	111	22%	49%	10%	5%	14%
Good	230	13%	54%	14%	5%	14%
Fair/poor	53	4%	48%	21%	8%	19%

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

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	3%	29%	38%	21%	9%
Female	219	3%	32%	34%	21%	10%
Male	181	3%	25%	42%	22%	8%
Age 18-25	67	-	19%	45%	27%	9%
26-35	113	-	29%	41%	23%	7%
36-45	69	4%	29%	37%	26%	4%
46-55	49	6%	37%	33%	18%	6%
56+	92	7%	33%	32%	14%	14%
Up to 2 yrs in Camb	99	1%	26%	28%	34%	11%
2.1 - 5	54	-	30%	49%	17%	4%
5.1 - 10	62	-	18%	56%	21%	5%
10.1 - 20	50	4%	28%	46%	18%	4%
Over 20/all life	130	7%	38%	28%	15%	12%
Home owner	157	3%	38%	38%	17%	4%
Renter	225	4%	24%	38%	25%	9%
Income \$0-34,999	77	3%	29%	32%	17%	19%
\$35-49,999	48	8%	36%	31%	23%	2%
\$50-99,999	110	2%	31%	39%	23%	5%
\$100,000+	57	2%	21%	50%	25%	2%
N Cambridge	62	3%	31%	40%	23%	3%
Porter Square	46	2%	20%	54%	22%	2%
Agassiz	9	-	22%	45%	22%	11%
W Cambridge	44	7%	43%	30%	9%	11%
Area 4	18	6%	22%	33%	28%	11%
Riverside	11	9%	27%	37%	18%	9%
Central Sq	62	3%	21%	29%	29%	18%
Cambridgeport	29	-	34%	39%	24%	3%
Kendall Sq	12	-	25%	42%	33%	-
E Cambridge	32	6%	28%	28%	25%	13%
Mid Cambridge	33	-	30%	49%	15%	6%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
-----						
City Government						
-----						
Excellent	24	17%	33%	29%	13%	8%
Good	180	4%	35%	38%	18%	5%
Fair/poor	139	1%	22%	39%	27%	11%
(DK)	57	-	26%	37%	19%	18%
Quality of Life						
-----						
Excellent	111	5%	33%	36%	20%	6%
Good	230	3%	27%	41%	20%	9%
Fair/poor	53	-	26%	28%	31%	15%

City service rating:  
 EASE OF PUBLIC TRANSPORTATION IN THE CITY

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	31%	51%	13%	2%	3%
Female	219	29%	49%	15%	2%	5%
Male	181	34%	52%	10%	2%	2%
Age 18-25	67	28%	57%	12%	3%	-
26-35	113	32%	51%	12%	2%	3%
36-45	69	35%	42%	20%	-	3%
46-55	49	33%	55%	6%	2%	4%
56+	92	32%	49%	10%	2%	7%
Up to 2 yrs in Camb	99	30%	52%	13%	3%	2%
2.1 - 5	54	33%	56%	9%	2%	-
5.1 - 10	62	34%	55%	11%	-	-
10.1 - 20	50	22%	56%	14%	-	8%
Over 20/all life	130	34%	46%	13%	2%	5%
Home owner	157	33%	51%	11%	1%	4%
Renter	225	32%	51%	13%	2%	2%
Income \$0-34,999	77	31%	54%	13%	1%	1%
\$35-49,999	48	25%	61%	8%	2%	4%
\$50-99,999	110	42%	41%	13%	2%	2%
\$100,000+	57	30%	58%	12%	-	-
N Cambridge	62	31%	54%	11%	2%	2%
Porter Square	46	43%	44%	9%	-	4%
Agassiz	9	22%	56%	11%	11%	-
W Cambridge	44	36%	54%	5%	-	5%
Area 4	18	50%	28%	11%	-	11%
Riverside	11	27%	73%	-	-	-
Central Sq	62	24%	59%	15%	2%	-
Cambridgeport	29	34%	46%	17%	-	3%
Kendall Sq	12	25%	33%	34%	-	8%
E Cambridge	32	31%	48%	6%	6%	9%
Mid Cambridge	33	33%	46%	18%	-	3%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	63%	33%	-	4%	-
Good	180	32%	51%	13%	1%	3%
Fair/poor	139	26%	51%	15%	2%	6%
(DK)	57	28%	57%	11%	4%	-
<b>Quality of Life</b>						
-----						
Excellent	111	46%	47%	6%	-	1%
Good	230	26%	52%	16%	2%	4%
Fair/poor	53	21%	54%	13%	6%	6%

City service rating:  
 ANIMAL CONTROL

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	11%	43%	12%	4%	30%
Female	219	11%	44%	11%	5%	29%
Male	181	10%	45%	12%	3%	30%
Age 18-25	67	13%	40%	15%	1%	31%
26-35	113	8%	49%	9%	3%	31%
36-45	69	10%	43%	9%	6%	32%
46-55	49	10%	45%	12%	6%	27%
56+	92	13%	45%	14%	3%	25%
Up to 2 yrs in Camb	99	11%	42%	6%	2%	39%
2.1 - 5	54	9%	50%	2%	-	39%
5.1 - 10	62	8%	41%	18%	6%	27%
10.1 - 20	50	6%	40%	20%	6%	28%
Over 20/all life	130	14%	47%	14%	4%	21%
Home owner	157	9%	44%	12%	6%	29%
Renter	225	12%	43%	12%	2%	31%
Income \$0-34,999	77	12%	41%	9%	-	38%
\$35-49,999	48	8%	46%	15%	4%	27%
\$50-99,999	110	12%	46%	11%	5%	26%
\$100,000+	57	16%	44%	7%	5%	28%
N Cambridge	62	8%	42%	11%	2%	37%
Porter Square	46	15%	42%	15%	2%	26%
Agassiz	9	-	56%	11%	-	33%
W Cambridge	44	18%	46%	11%	2%	23%
Area 4	18	11%	44%	6%	11%	28%
Riverside	11	9%	46%	27%	9%	9%
Central Sq	62	6%	52%	8%	-	34%
Cambridgeport	29	10%	42%	21%	3%	24%
Kendall Sq	12	8%	51%	8%	8%	25%
E Cambridge	32	13%	44%	9%	3%	31%
Mid Cambridge	33	9%	33%	12%	12%	34%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
-----						
City Government						
-----						
Excellent	24	13%	17%	13%	-	57%
Good	180	12%	50%	6%	3%	29%
Fair/poor	139	10%	44%	22%	6%	18%
(DK)	57	5%	40%	4%	4%	47%
Quality of Life						
-----						
Excellent	111	10%	45%	9%	1%	35%
Good	230	11%	44%	12%	4%	29%
Fair/poor	53	11%	45%	17%	8%	19%

City service rating:  
 PARKING & TRAFFIC REGULATION

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	5%	28%	34%	27%	6%
Female	219	6%	29%	32%	26%	7%
Male	181	4%	26%	37%	28%	5%
Age 18-25	67	4%	27%	43%	19%	7%
26-35	113	3%	30%	32%	31%	4%
36-45	69	9%	28%	35%	25%	3%
46-55	49	10%	10%	45%	33%	2%
56+	92	4%	34%	22%	28%	12%
Up to 2 yrs in Camb	99	2%	26%	33%	31%	8%
2.1 - 5	54	6%	33%	33%	24%	4%
5.1 - 10	62	6%	23%	38%	27%	6%
10.1 - 20	50	6%	30%	36%	22%	6%
Over 20/all life	130	7%	28%	33%	27%	5%
Home owner	157	8%	33%	34%	21%	4%
Renter	225	4%	25%	32%	32%	7%
Income \$0-34,999	77	6%	22%	33%	25%	14%
\$35-49,999	48	-	27%	27%	42%	4%
\$50-99,999	110	5%	29%	38%	25%	3%
\$100,000+	57	11%	35%	33%	19%	2%
N Cambridge	62	3%	32%	36%	24%	5%
Porter Square	46	4%	34%	30%	28%	4%
Agassiz	9	11%	45%	11%	33%	-
W Cambridge	44	9%	39%	32%	11%	9%
Area 4	18	6%	33%	28%	22%	11%
Riverside	11	-	27%	27%	28%	18%
Central Sq	62	3%	18%	35%	29%	15%
Cambridgeport	29	7%	28%	45%	17%	3%
Kendall Sq	12	-	17%	25%	58%	-
E Cambridge	32	6%	13%	44%	34%	3%
Mid Cambridge	33	6%	21%	40%	33%	-
Wellington/Harrington	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
-----						
Excellent	24	25%	37%	13%	21%	4%
Good	180	6%	33%	33%	22%	6%
Fair/poor	139	3%	22%	36%	35%	4%
(DK)	57	2%	23%	35%	28%	12%
<b>Quality of Life</b>						
-----						
Excellent	111	7%	37%	32%	19%	5%
Good	230	5%	26%	35%	29%	5%
Fair/poor	53	4%	17%	28%	38%	13%

City service rating:  
 SENIOR SERVICES

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	8%	27%	8%	2%	55%
Female	219	11%	32%	6%	2%	49%
Male	181	6%	22%	9%	2%	61%
Age 18-25	67	4%	15%	9%	4%	68%
26-35	113	1%	21%	4%	1%	73%
36-45	69	9%	25%	12%	3%	51%
46-55	49	8%	31%	6%	2%	53%
56+	92	21%	43%	9%	1%	26%
Up to 2 yrs in Camb	99	3%	16%	5%	2%	74%
2.1 - 5	54	4%	17%	4%	2%	73%
5.1 - 10	62	6%	16%	8%	-	70%
10.1 - 20	50	6%	34%	12%	2%	46%
Over 20/all life	130	16%	43%	8%	3%	30%
Home owner	157	7%	36%	4%	2%	51%
Renter	225	9%	22%	8%	2%	59%
Income \$0-34,999	77	13%	22%	13%	4%	48%
\$35-49,999	48	6%	23%	10%	4%	57%
\$50-99,999	110	7%	27%	6%	1%	59%
\$100,000+	57	-	30%	2%	2%	66%
N Cambridge	62	5%	31%	5%	3%	56%
Porter Square	46	2%	37%	9%	4%	48%
Agassiz	9	22%	33%	-	-	45%
W Cambridge	44	11%	41%	7%	2%	39%
Area 4	18	6%	33%	6%	-	55%
Riverside	11	18%	55%	-	9%	18%
Central Sq	62	5%	19%	13%	2%	61%
Cambridgeport	29	14%	24%	10%	-	52%
Kendall Sq	12	-	17%	8%	-	75%
E Cambridge	32	19%	25%	6%	3%	47%
Mid Cambridge	33	15%	12%	3%	-	70%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
<hr/>							
City Government							
<hr/>							
Excellent	24		21%	17%	-	4%	58%
Good	180		9%	33%	4%	2%	52%
Fair/poor	139		7%	28%	15%	2%	48%
(DK)	57		4%	11%	4%	-	81%
Quality of Life							
<hr/>							
Excellent	111		6%	26%	5%	1%	62%
Good	230		10%	28%	7%	2%	53%
Fair/poor	53		6%	25%	17%	4%	48%

City service rating:  
 PLANNING & ZONING

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	4%	32%	26%	7%	31%
Female	219	5%	31%	25%	6%	33%
Male	181	3%	32%	28%	7%	30%
Age 18-25	67	1%	27%	30%	6%	36%
26-35	113	2%	39%	20%	5%	34%
36-45	69	4%	37%	23%	7%	29%
46-55	49	4%	22%	44%	8%	22%
56+	92	10%	29%	23%	7%	31%
Up to 2 yrs in Camb	99	2%	35%	23%	3%	37%
2.1 - 5	54	4%	30%	22%	-	44%
5.1 - 10	62	2%	35%	23%	8%	32%
10.1 - 20	50	2%	32%	26%	10%	30%
Over 20/all life	130	8%	28%	31%	10%	23%
Home owner	157	8%	27%	29%	11%	25%
Renter	225	2%	35%	24%	4%	35%
Income \$0-34,999	77	4%	31%	21%	5%	39%
\$35-49,999	48	6%	40%	31%	4%	19%
\$50-99,999	110	4%	38%	24%	9%	25%
\$100,000+	57	7%	28%	26%	11%	28%
N Cambridge	62	-	23%	31%	8%	38%
Porter Square	46	7%	41%	11%	4%	37%
Agassiz	9	-	45%	22%	11%	22%
W Cambridge	44	16%	25%	25%	2%	32%
Area 4	18	-	50%	22%	6%	22%
Riverside	11	-	46%	9%	18%	27%
Central Sq	62	5%	29%	31%	5%	30%
Cambridgeport	29	3%	28%	38%	10%	21%
Kendall Sq	12	-	25%	50%	-	25%
E Cambridge	32	-	47%	19%	6%	28%
Mid Cambridge	33	6%	18%	21%	15%	40%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>						
Excellent	24	17%	46%	-	4%	33%
Good	180	6%	41%	26%	3%	24%
Fair/poor	139	2%	22%	34%	14%	28%
(DK)	57	-	18%	21%	-	61%
<b>Quality of Life</b>						
Excellent	111	10%	35%	17%	4%	34%
Good	230	2%	32%	31%	7%	28%
Fair/poor	53	2%	26%	26%	9%	37%

City service rating:  
 SIDEWALK MAINTENANCE

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	9%	41%	32%	15%	3%
Female	219	9%	41%	31%	15%	4%
Male	181	9%	41%	34%	14%	2%
Age 18-25	67	12%	49%	27%	12%	-
26-35	113	6%	50%	29%	13%	2%
36-45	69	6%	41%	40%	13%	-
46-55	49	10%	29%	35%	18%	8%
56+	92	13%	36%	30%	18%	3%
Up to 2 yrs in Camb	99	7%	47%	32%	12%	2%
2.1 - 5	54	19%	46%	22%	11%	2%
5.1 - 10	62	6%	49%	29%	13%	3%
10.1 - 20	50	4%	40%	42%	14%	-
Over 20/all life	130	10%	33%	34%	19%	4%
Home owner	157	8%	38%	36%	16%	2%
Renter	225	10%	45%	29%	14%	2%
Income \$0-34,999	77	8%	44%	35%	9%	4%
\$35-49,999	48	13%	45%	21%	21%	-
\$50-99,999	110	9%	44%	29%	17%	1%
\$100,000+	57	7%	37%	41%	11%	4%
N Cambridge	62	11%	48%	23%	15%	3%
Porter Square	46	9%	37%	37%	17%	-
Agassiz	9	11%	33%	45%	11%	-
W Cambridge	44	7%	43%	30%	11%	9%
Area 4	18	-	50%	28%	22%	-
Riverside	11	9%	27%	46%	9%	9%
Central Sq	62	8%	44%	35%	13%	-
Cambridgeport	29	3%	39%	34%	24%	-
Kendall Sq	12	8%	42%	25%	25%	-
E Cambridge	32	9%	38%	38%	9%	6%
Mid Cambridge	33	9%	37%	33%	18%	3%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>							
Excellent	24	29%	42%	17%	4%	8%	
Good	180	12%	45%	27%	13%	3%	
Fair/poor	139	5%	33%	44%	16%	2%	
(DK)	57	4%	48%	25%	21%	2%	
<u>Quality of Life</u>							
Excellent	111	13%	45%	22%	15%	5%	
Good	230	9%	42%	34%	13%	2%	
Fair/poor	53	4%	28%	43%	21%	4%	

City service rating:  
 CHILDREN & YOUTH SERVICES

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	7%	29%	10%	2%	52%
Female	219	9%	31%	10%	4%	46%
Male	181	4%	27%	10%	1%	58%
Age 18-25	67	6%	22%	10%	-	62%
26-35	113	3%	29%	5%	1%	62%
36-45	69	10%	36%	9%	4%	41%
46-55	49	10%	27%	22%	4%	37%
56+	92	7%	32%	9%	3%	49%
Up to 2 yrs in Camb	99	2%	19%	9%	1%	69%
2.1 - 5	54	-	22%	7%	-	71%
5.1 - 10	62	5%	34%	10%	-	51%
10.1 - 20	50	8%	36%	12%	2%	42%
Over 20/all life	130	13%	35%	10%	5%	37%
Home owner	157	10%	31%	8%	3%	48%
Renter	225	4%	28%	10%	2%	56%
Income \$0-34,999	77	8%	21%	10%	3%	58%
\$35-49,999	48	6%	38%	10%	2%	44%
\$50-99,999	110	6%	34%	7%	2%	51%
\$100,000+	57	9%	25%	9%	-	57%
N Cambridge	62	2%	29%	16%	2%	51%
Porter Square	46	9%	30%	9%	-	52%
Agassiz	9	11%	45%	11%	11%	22%
W Cambridge	44	16%	32%	9%	2%	41%
Area 4	18	17%	33%	6%	-	44%
Riverside	11	9%	55%	18%	9%	9%
Central Sq	62	5%	24%	6%	2%	63%
Cambridgeport	29	3%	31%	10%	-	56%
Kendall Sq	12	-	33%	8%	-	59%
E Cambridge	32	6%	38%	9%	9%	38%
Mid Cambridge	33	6%	18%	9%	3%	64%
Wellington/Harrington	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
City Government						
-----						
Excellent	24	13%	21%	8%	-	58%
Good	180	9%	38%	4%	1%	48%
Fair/poor	139	5%	23%	19%	5%	48%
(DK)	57	-	19%	4%	-	77%
Quality of Life						
-----						
Excellent	111	10%	32%	5%	-	53%
Good	230	5%	28%	12%	2%	53%
Fair/poor	53	6%	28%	11%	8%	47%

City service rating:  
 HEALTH & HOSPITALS

	TOT	ANS	Excel- lent	Good	Fair	Poor	(DK)
	-----	-----	-----	-----	-----	-----	-----
TOTAL ANSWER		400	20%	45%	13%	2%	20%
Female		219	20%	44%	14%	1%	21%
Male		181	20%	48%	11%	2%	19%
Age 18-25		67	12%	47%	6%	1%	34%
26-35		113	18%	40%	13%	-	29%
36-45		69	28%	44%	17%	1%	10%
46-55		49	18%	48%	20%	-	14%
56+		92	23%	57%	8%	4%	8%
Up to 2 yrs in Camb		99	18%	29%	12%	2%	39%
2.1 - 5		54	19%	53%	6%	2%	20%
5.1 - 10		62	11%	58%	18%	-	13%
10.1 - 20		50	20%	58%	10%	-	12%
Over 20/all life		130	25%	47%	14%	2%	12%
Home owner		157	23%	49%	8%	2%	18%
Renter		225	17%	45%	16%	-	22%
Income \$0-34,999		77	13%	41%	16%	1%	29%
\$35-49,999		48	27%	35%	17%	2%	19%
\$50-99,999		110	21%	59%	10%	1%	9%
\$100,000+		57	14%	33%	18%	-	35%
N Cambridge		62	21%	44%	19%	-	16%
Porter Square		46	20%	49%	9%	-	22%
Agassiz		9	11%	45%	11%	11%	22%
W Cambridge		44	23%	52%	11%	-	14%
Area 4		18	17%	55%	11%	6%	11%
Riverside		11	27%	64%	-	9%	-
Central Sq		62	11%	42%	10%	-	37%
Cambridgeport		29	28%	51%	14%	-	7%
Kendall Sq		12	17%	41%	17%	-	25%
E Cambridge		32	19%	43%	16%	3%	19%
Mid Cambridge		33	33%	37%	12%	-	18%
Wellington/Harring- ton		-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>						
Excellent	24	25%	42%	8%	4%	21%
Good	180	26%	50%	8%	1%	15%
Fair/poor	139	14%	43%	20%	3%	20%
(DK)	57	11%	43%	11%	-	35%
<u>Quality of Life</u>						
Excellent	111	24%	48%	6%	2%	20%
Good	230	21%	46%	12%	1%	20%
Fair/poor	53	6%	39%	28%	4%	23%

City service rating:  
 SCHOOLS & EDUCATION

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	13%	35%	15%	8%	29%
Female	219	11%	37%	17%	9%	26%
Male	181	15%	33%	13%	6%	33%
Age 18-25	67	13%	34%	13%	3%	37%
26-35	113	15%	35%	6%	4%	40%
36-45	69	14%	36%	14%	13%	23%
46-55	49	14%	42%	18%	8%	18%
56+	92	8%	35%	24%	11%	22%
Up to 2 yrs in Camb	99	12%	33%	5%	1%	49%
2.1 - 5	54	22%	24%	4%	6%	44%
5.1 - 10	62	11%	44%	18%	6%	21%
10.1 - 20	50	10%	44%	18%	8%	20%
Over 20/all life	130	11%	34%	25%	14%	16%
Home owner	157	10%	34%	22%	13%	21%
Renter	225	14%	37%	10%	4%	35%
Income \$0-34,999	77	16%	31%	12%	8%	33%
\$35-49,999	48	13%	29%	21%	4%	33%
\$50-99,999	110	13%	39%	13%	10%	25%
\$100,000+	57	7%	35%	14%	12%	32%
N Cambridge	62	19%	32%	19%	6%	24%
Porter Square	46	9%	43%	11%	4%	33%
Agassiz	9	22%	22%	22%	23%	11%
W Cambridge	44	7%	44%	27%	11%	11%
Area 4	18	6%	28%	22%	11%	33%
Riverside	11	27%	18%	28%	18%	9%
Central Sq	62	6%	37%	11%	3%	43%
Cambridgeport	29	14%	55%	7%	-	24%
Kendall Sq	12	8%	41%	17%	17%	17%
E Cambridge	32	19%	25%	6%	13%	37%
Mid Cambridge	33	21%	28%	15%	12%	24%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>						
Excellent	24	17%	25%	21%	4%	33%
Good	180	19%	40%	12%	3%	26%
Fair/poor	139	6%	35%	17%	17%	25%
(DK)	57	9%	28%	16%	-	47%
<u>Quality of Life</u>						
Excellent	111	14%	29%	22%	5%	30%
Good	230	12%	39%	12%	7%	30%
Fair/poor	53	15%	30%	17%	13%	25%

City service rating:  
 WATER/SEWER SERVICES

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	13%	58%	16%	3%	10%
Female	219	12%	53%	18%	4%	13%
Male	181	14%	64%	14%	2%	6%
Age 18-25	67	13%	52%	21%	1%	13%
26-35	113	6%	71%	14%	1%	8%
36-45	69	14%	62%	13%	7%	4%
46-55	49	10%	62%	16%	2%	10%
56+	92	21%	49%	15%	3%	12%
Up to 2 yrs in Camb	99	10%	57%	16%	2%	15%
2.1 - 5	54	15%	66%	17%	-	2%
5.1 - 10	62	6%	66%	15%	3%	10%
10.1 - 20	50	16%	60%	12%	6%	6%
Over 20/all life	130	16%	53%	17%	4%	10%
Home owner	157	18%	59%	13%	3%	7%
Renter	225	10%	60%	17%	3%	10%
Income \$0-34,999	77	8%	54%	19%	3%	16%
\$35-49,999	48	19%	58%	13%	6%	4%
\$50-99,999	110	12%	64%	13%	4%	7%
\$100,000+	57	12%	62%	21%	-	5%
N Cambridge	62	19%	58%	10%	5%	8%
Porter Square	46	20%	52%	15%	2%	11%
Agassiz	9	-	89%	11%	-	-
W Cambridge	44	23%	50%	16%	2%	9%
Area 4	18	-	66%	17%	11%	6%
Riverside	11	9%	64%	27%	-	-
Central Sq	62	8%	57%	24%	3%	8%
Cambridgeport	29	14%	58%	21%	-	7%
Kendall Sq	12	17%	66%	17%	-	-
E Cambridge	32	6%	59%	13%	3%	19%
Mid Cambridge	33	9%	67%	12%	3%	9%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT.	ANS	Excel- lent	Good	Fair	Poor	(DK)
<b>City Government</b>							
Excellent	24	25%	67%	4%	-	4%	
Good	180	16%	61%	12%	2%	9%	
Fair/poor	139	9%	54%	24%	5%	8%	
(DK)	57	11%	55%	16%	2%	16%	
<b>Quality of Life</b>							
Excellent	111	18%	61%	8%	3%	10%	
Good	230	11%	60%	19%	2%	8%	
Fair/poor	53	9%	47%	23%	8%	13%	

City service rating:  
 PUBLIC INFORMATION

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
TOTAL ANSWER	400	12%	55%	20%	4%	9%
Female	219	13%	57%	19%	3%	8%
Male	181	10%	52%	22%	5%	11%
Age 18-25	67	9%	52%	24%	3%	12%
26-35	113	10%	55%	24%	3%	8%
36-45	69	17%	45%	28%	6%	4%
46-55	49	12%	66%	12%	-	10%
56+	92	13%	57%	10%	8%	12%
Up to 2 yrs in Camb	99	10%	53%	18%	3%	16%
2.1 - 5	54	9%	57%	26%	4%	4%
5.1 - 10	62	15%	51%	26%	3%	5%
10.1 - 20	50	14%	46%	28%	2%	10%
Over 20/all life	130	12%	60%	14%	6%	8%
Home owner	157	13%	56%	17%	4%	10%
Renter	225	11%	54%	23%	4%	8%
Income \$0-34,999	77	18%	41%	29%	4%	8%
\$35-49,999	48	6%	69%	17%	2%	6%
\$50-99,999	110	11%	63%	20%	3%	3%
\$100,000+	57	12%	51%	18%	7%	12%
N Cambridge	62	8%	57%	24%	3%	8%
Porter Square	46	9%	54%	22%	4%	11%
Agassiz	9	22%	22%	22%	34%	-
W Cambridge	44	14%	54%	16%	2%	14%
Area 4	18	11%	77%	6%	6%	-
Riverside	11	18%	55%	27%	-	-
Central Sq	62	18%	44%	29%	3%	6%
Cambridgeport	29	10%	73%	17%	-	-
Kendall Sq	12	-	67%	25%	8%	-
E Cambridge	32	19%	46%	16%	6%	13%
Mid Cambridge	33	9%	55%	21%	3%	12%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Excel- lent	Good	Fair	Poor	(DK)
<u>City Government</u>						
Excellent	24	29%	33%	21%	4%	13%
Good	180	16%	64%	13%	1%	6%
Fair/poor	139	6%	50%	29%	9%	6%
(DK)	57	5%	46%	21%	2%	26%
<u>Quality of Life</u>						
Excellent	111	14%	60%	15%	-	11%
Good	230	10%	54%	22%	5%	9%
Fair/poor	53	11%	50%	23%	8%	8%

"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	42%	36%	22%
Female	219	44%	35%	21%
Male	181	41%	36%	23%
Age 18-25	67	48%	33%	19%
26-35	113	45%	38%	17%
36-45	69	45%	39%	16%
46-55	49	45%	41%	14%
56+	92	32%	32%	36%
Up to 2 yrs in Camb	99	44%	35%	21%
2.1 - 5	54	53%	28%	19%
5.1 - 10	62	40%	45%	15%
10.1 - 20	50	42%	26%	32%
Over 20/all life	130	38%	39%	23%
Home owner	157	40%	38%	22%
Renter	225	43%	35%	22%
Income \$0-34,999	77	42%	35%	23%
\$35-49,999	48	48%	33%	19%
\$50-99,999	110	47%	36%	17%
\$100,000+	57	42%	39%	19%
N Cambridge	62	56%	23%	21%
Porter Square	46	39%	41%	20%
Agassiz	9	56%	22%	22%
W Cambridge	44	32%	41%	27%
Area 4	18	33%	39%	28%
Riverside	11	55%	45%	-
Central Sq	62	51%	34%	15%
Cambridgeport	29	31%	45%	24%
Kendall Sq	12	42%	41%	17%
E Cambridge	32	44%	31%	25%
Mid Cambridge	33	36%	43%	21%
Wellington/Harring- ton	-	-	-	-

	TOT. ANS	Agree	Dis- agree	(DK)
-----				
City Government				
-----				
Excellent	24	25%	50%	25%
Good	180	41%	37%	22%
Fair/poor	139	53%	30%	17%
(DK)	57	32%	38%	30%
Quality of Life				
-----				
Excellent	111	30%	40%	30%
Good	230	46%	35%	19%
Fair/poor	53	49%	34%	17%



	TOT.	ANS	Inter- net	Phone/ phone book	City Hall	Word of mouth	News- paper	Other	(DK/ ref)
<b>City Government</b>									
Excellent		24	25%	50%	4%	-	-	4%	25%
Good		180	40%	50%	11%	3%	1%	2%	11%
Fair/poor		139	30%	50%	21%	3%	2%	1%	10%
(DK)		57	44%	40%	11%	-	2%	-	21%
<b>Quality of Life</b>									
Excellent		111	40%	51%	14%	1%	-	2%	10%
Good		230	37%	50%	14%	3%	1%	2%	12%
Fair/poor		53	26%	40%	15%	4%	4%	-	19%

Overall satisfaction when interacting with city government

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)
				-1-	-2-	-3-	-4-	-5-	
TOTAL ANSWER	400	3.33		5%	6%	38%	26%	9%	16%
Female	219	3.37		5%	4%	41%	23%	11%	16%
Male	181	3.29		4%	9%	35%	29%	7%	16%
Age 18-25	67	3.19		3%	7%	52%	21%	4%	13%
26-35	113	3.28		5%	5%	38%	33%	4%	15%
36-45	69	3.13		7%	9%	45%	26%	4%	9%
46-55	49	3.66		2%	4%	33%	27%	18%	16%
56+	92	3.55		4%	5%	30%	23%	17%	21%
Up to 2 yrs in Camb	99	3.30		3%	5%	42%	25%	5%	20%
2.1 - 5	54	3.27		6%	7%	44%	30%	7%	6%
5.1 - 10	62	3.32		5%	8%	34%	24%	10%	19%
10.1 - 20	50	3.28		-	10%	44%	20%	6%	20%
Over 20/all life	130	3.41		7%	5%	35%	28%	13%	12%
Home owner	157	3.41		6%	8%	34%	27%	14%	11%
Renter	225	3.27		4%	5%	43%	25%	5%	18%
Income \$0-34,999	77	3.28		8%	3%	40%	23%	9%	17%
\$35-49,999	48	3.34		2%	6%	40%	25%	6%	21%
\$50-99,999	110	3.26		5%	9%	45%	25%	9%	7%
\$100,000+	57	3.51		2%	5%	37%	42%	7%	7%
N Cambridge	62	3.35		6%	3%	36%	33%	6%	16%
Porter Square	46	3.30		4%	4%	41%	24%	7%	20%
Agassiz	9	2.78		11%	11%	67%	11%	-	-
W Cambridge	44	3.62		5%	5%	31%	20%	23%	16%
Area 4	18	3.12		6%	11%	44%	33%	-	6%
Riverside	11	3.00		-	27%	55%	9%	9%	-
Central Sq	62	3.29		5%	8%	37%	26%	8%	16%
Cambridgeport	29	3.44		7%	7%	21%	44%	7%	14%
Kendall Sq	12	3.20		8%	-	50%	17%	8%	17%
E Cambridge	32	3.60		-	3%	47%	28%	16%	6%
Mid Cambridge	33	3.34		3%	9%	40%	27%	9%	12%
Wellington/Harrington	-	-		-	-	-	-	-	-

	TOT.	ANS	Mean	Totally dissatisfied			Totally satisfied		(DK)
				-1-	-2-	-3-	-4-	-5-	
<b>City Government</b>									
-----									
Excellent	24		4.00	-	4%	33%	17%	42%	4%
Good	180		3.48	4%	3%	36%	33%	9%	15%
Fair/poor	139		3.06	6%	12%	44%	19%	5%	14%
(DK)	57		3.20	4%	5%	36%	23%	2%	30%
<b>Quality of Life</b>									
-----									
Excellent	111		3.54	1%	5%	38%	29%	12%	15%
Good	230		3.30	5%	7%	38%	27%	8%	15%
Fair/poor	53		3.10	8%	8%	37%	19%	6%	22%

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

	-Q58 Satisfaction--			
	TOT. ANS	Dis- sat.	ther/ DK)	Sat.
TOTAL ANSWER	400	43	219	138
	100%	100%	100%	100%
Don't interact with city government	15%	2%	26%	2%
No problems/satis- fied	12%	7%	5%	25%
People are nice/ helpful	8%	-	*	22%
Slow to respond/ solve problems	8%	23%	9%	1%
People are not helpful/rude	7%	21%	8%	2%
Quick to resolve/ solve problems	6%	-	*	17%
Traffic/parking issues	5%	5%	4%	6%
Not accessible	4%	12%	5%	1%
Negative comments (gen.)	4%	14%	4%	1%
Some Pos/neg exper. /Depends	4%	-	5%	4%
Issue unresolved	2%	7%	2%	-
Zoning issues	2%	5%	1%	1%
Bad experience (gen.)	1%	7%	1%	-
Police issues	1%	2%	*	1%
Positive comments (gen)	1%	-	-	1%
Govt doesn't care for people	-	2%	-	-
Other (DK/ref)	3%	5%	1%	6%
	30%	16%	38%	20%

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

	TOT. ANS
	-----
TOTAL ANSWER	400
	100%
Parking/traffic/ big dig	32%
Housing	26%
Education	21%
Crime/drugs	11%
Welfare/social services	7%
Rent control/Rent	6%
Economy	5%
Trash collection/ Litter	4%
Employment	4%
Taxes	4%
Children's issues	3%
Overdevelopment/ Open space	2%
Low income housing	2%
Environment	2%
Zoning issues	2%
Healthcare	2%
Govt/election	2%
Senior issues/Sr. healthcare	2%
Cost of living	1%
Diversity/racism	1%
Recycling	1%
Relationship with colleges	1%
Other	4%
(DK/ref)	16%



TOT. ANS	Yes, Public school	Yes, Pri- vate school	Yes, Paro- chial school	Yes, mix- ture	Yes, (Ref.)	No	(Ref.)
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City Government

Excellent	24	8%	8%	4%	4%	-	76%	-
Good	180	14%	2%	-	1%	1%	82%	-
Fair/poor	139	14%	4%	-	1%	1%	78%	2%
(DK)	57	4%	2%	-	2%	-	90%	2%

Quality of Life

Excellent	111	9%	5%	1%	1%	-	83%	1%
Good	230	14%	2%	-	1%	1%	81%	1%
Fair/poor	53	9%	-	-	-	2%	89%	-

How confident are you that the Cambridge Public School system will provide your family with a quality education

	TOT. ANS	Very confi- dent	S/what confi- dent	Not very confi- dent	Not confi- dent at all	(Don't know)
TOTAL ANSWER	400	20%	30%	9%	10%	31%
Female	219	19%	30%	10%	12%	29%
Male	181	20%	30%	8%	8%	34%
Age 18-25	67	27%	39%	-	7%	27%
26-35	113	14%	31%	12%	8%	35%
36-45	69	20%	37%	6%	14%	23%
46-55	49	27%	27%	14%	8%	24%
56+	92	20%	20%	13%	13%	34%
Up to 2 yrs in Camb	99	16%	35%	5%	8%	36%
2.1 - 5	54	22%	30%	7%	7%	34%
5.1 - 10	62	13%	27%	10%	11%	39%
10.1 - 20	50	20%	40%	6%	12%	22%
Over 20/all life	130	25%	24%	15%	12%	24%
Home owner	157	17%	33%	11%	15%	24%
Renter	225	20%	30%	8%	7%	35%
Income \$0-34,999	77	22%	30%	5%	4%	39%
\$35-49,999	48	23%	31%	10%	13%	23%
\$50-99,999	110	22%	35%	7%	14%	22%
\$100,000+	57	9%	28%	12%	16%	35%
N Cambridge	62	26%	34%	8%	8%	24%
Porter Square	46	17%	33%	4%	13%	33%
Agassiz	9	33%	33%	-	34%	-
W Cambridge	44	16%	36%	16%	9%	23%
Area 4	18	22%	11%	22%	6%	39%
Riverside	11	27%	18%	28%	18%	9%
Central Sq	62	15%	32%	5%	8%	40%
Cambridgeport	29	28%	41%	3%	7%	21%
Kendall Sq	12	17%	33%	17%	8%	25%
E Cambridge	32	22%	28%	16%	9%	25%
Mid Cambridge	33	21%	21%	6%	21%	31%
Wellington/Harring- ton	-	-	-	-	-	-

	TOT. ANS	Very confi- dent	S/what confi- dent	Not very confi- dent	Not confi- dent at all	(Don't know)
<b>City Government</b>						
Excellent	24	21%	38%	8%	4%	29%
Good	180	26%	33%	7%	6%	28%
Fair/poor (DK)	139 57	16% 11%	24% 30%	12% 9%	19% 5%	29% 45%
<b>Quality of Life</b>						
Excellent	111	18%	32%	7%	12%	31%
Good	230	22%	30%	10%	8%	30%
Fair/poor	53	15%	28%	11%	15%	31%

Gender

	TOT. ANS	Female	Male
	-----	-----	-----
TOTAL ANSWER	400	55%	45%
Female	219	100%	-
Male	181	-	100%
Age 18-25	67	43%	57%
26-35	113	50%	50%
36-45	69	61%	39%
46-55	49	49%	51%
56+	92	68%	32%
Up to 2 yrs in Camb	99	45%	55%
2.1 - 5	54	39%	61%
5.1 - 10	62	65%	35%
10.1 - 20	50	50%	50%
Over 20/all life	130	67%	33%
Home owner	157	63%	37%
Renter	225	50%	50%
Income \$0-34,999	77	62%	38%
\$35-49,999	48	56%	44%
\$50-99,999	110	53%	47%
\$100,000+	57	49%	51%
N Cambridge	62	63%	37%
Porter Square	46	48%	52%
Agassiz	9	56%	44%
W Cambridge	44	66%	34%
Area 4	18	61%	39%
Riverside	11	64%	36%
Central Sq	62	45%	55%
Cambridgeport	29	52%	48%
Kendall Sq	12	25%	75%
E Cambridge	32	66%	34%
Mid Cambridge	33	55%	45%
Wellington/Harrington	-	-	-

	TOT. ANS	Female	Male
	-----	-----	-----
City Government			
-----			
Excellent	24	25%	75%
Good	180	59%	41%
Fair/poor	139	56%	44%
(DK)	57	51%	49%
Quality of Life			
-----			
Excellent	111	55%	45%
Good	230	52%	48%
Fair/poor	53	66%	34%



	TOT.	18-	26-	36-	46-	56-	65+	(Ref)
	ANS	25	35	45	55	64		
<hr/>								
City Government								
<hr/>								
Excellent	24	13%	17%	8%	21%	8%	29%	4%
Good	180	16%	27%	19%	13%	7%	15%	3%
Fair/poor	139	17%	25%	17%	12%	7%	19%	3%
(DK)	57	21%	49%	14%	5%	4%	7%	-
<hr/>								
Quality of Life								
<hr/>								
Excellent	111	11%	23%	19%	13%	13%	16%	5%
Good	230	18%	30%	18%	13%	4%	15%	2%
Fair/poor	53	23%	24%	13%	9%	8%	21%	2%



	TOT.	ANS	<1 yr	1.1- 2	2.1- 5	5.1- 10	10.1- 20	20.1- 30	>30	(All life)	(Ref)
<b>City Government</b>											
Excellent	24	8%	17%	17%	16%	8%	8%	13%	13%		
Good	180	11%	9%	17%	17%	11%	14%	16%	3%	2%	
Fair/poor (DK)	139	6%	12%	11%	14%	17%	10%	17%	12%	1%	
	57	34%	21%	7%	16%	9%	4%	4%	5%	-	
<b>Quality of Life</b>											
Excellent	111	10%	13%	14%	15%	14%	12%	15%	4%	3%	
Good	230	13%	11%	14%	15%	13%	12%	14%	7%	1%	
Fair/poor	53	17%	15%	8%	15%	9%	6%	15%	15%	-	

Own or rent

	TOT. ANS	Own	Rent	(Ot-her)	(Ref)
TOTAL ANSWER	400	39%	56%	2%	3%
Female	219	45%	52%	1%	2%
Male	181	32%	62%	3%	3%
Age 18-25	67	15%	81%	3%	1%
26-35	113	24%	75%	-	1%
36-45	69	41%	56%	-	3%
46-55	49	57%	37%	6%	-
56+	92	68%	28%	2%	2%
Up to 2 yrs in Camb	99	14%	85%	1%	-
2.1 - 5	54	24%	70%	4%	2%
5.1 - 10	62	32%	64%	2%	2%
10.1 - 20	50	52%	48%	-	-
Over 20/all life	130	65%	30%	2%	3%
Home owner	157	100%	-	-	-
Renter	225	-	100%	-	-
Income \$0-34,999	77	19%	76%	4%	1%
\$35-49,999	48	33%	67%	-	-
\$50-99,999	110	39%	59%	2%	-
\$100,000+	57	61%	39%	-	-
N Cambridge	62	40%	58%	2%	-
Porter Square	46	43%	57%	-	-
Agassiz	9	56%	33%	11%	-
W Cambridge	44	68%	27%	-	5%
Area 4	18	39%	55%	-	6%
Riverside	11	36%	64%	-	-
Central Sq	62	23%	74%	3%	-
Cambridgeport	29	52%	48%	-	-
Kendall Sq	12	8%	92%	-	-
E Cambridge	32	25%	66%	3%	6%
Mid Cambridge	33	52%	45%	3%	-
Wellington/Harrington	-	-	-	-	-

	TOT. ANS	Own	Rent	(Ot-her)	(Ref)
<u>City Government</u>					
Excellent	24	54%	46%	-	-
Good	180	43%	53%	2%	2%
Fair/poor	139	42%	53%	1%	4%
(DK)	57	14%	78%	4%	4%
<u>Quality of Life</u>					
Excellent	111	48%	48%	1%	3%
Good	230	37%	58%	2%	3%
Fair/poor	53	26%	68%	4%	2%



	TOT.	N ANS 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	Hvd. square	Ot- her	(DK/ ref)
<b>City Government</b>																
Excellent	24	26%	8%	-	21%	-	8%	4%	-	4%	13%	4%	-	4%	4%	4%
Good	180	15%	12%	1%	14%	6%	2%	17%	8%	1%	5%	7%	-	8%	-	4%
Fair/poor (DK)	139	13%	10%	4%	7%	6%	4%	14%	8%	5%	12%	12%	-	1%	1%	3%
	57	19%	14%	2%	7%	-	-	22%	5%	5%	5%	5%	-	9%	-	7%
<b>Quality of Life</b>																
Excellent	111	16%	14%	4%	15%	4%	4%	6%	8%	3%	4%	11%	-	6%	-	5%
Good	230	14%	12%	1%	10%	4%	3%	19%	7%	3%	8%	7%	-	6%	1%	5%
Fair/poor	53	14%	6%	6%	6%	8%	-	20%	6%	2%	18%	8%	-	4%	-	2%



TOT. ANS	\$0-	\$12-	\$20-	\$35-	\$50-	\$75-	\$100K+	(Ref/ DK)
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 City Government

Excellent	24	-	13%	8%	21%	4%	4%	25%	25%
Good	180	3%	4%	9%	13%	18%	12%	16%	25%
Fair/poor	139	8%	4%	12%	9%	14%	12%	14%	27%
(DK)	57	2%	5%	11%	11%	26%	5%	5%	35%

-----  
 Quality of Life

Excellent	111	2%	2%	5%	14%	21%	15%	21%	20%
Good	230	6%	5%	10%	11%	15%	10%	13%	30%
Fair/poor	53	6%	9%	19%	13%	15%	4%	6%	28%



**400 TELEPHONE INTERVIEWS  
AMONG  
RESIDENTS OF  
CAMBRIDGE, MASSACHUSETTS**

**CONDUCTED FOR:  
THE CITY OF CAMBRIDGE**

**OCTOBER 2002**

**ODC#6144**

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?

	Oct. '02	Nov. '00
Housing	25%	31%
Education	9	13
Parking/traffic/big dig	7	13
Crime/drugs	6	4
Taxes	4	3
Govt/election	--	3
Library location	--	2
Economy	4	2
Overdevelopment	4	--
Cost of living	2	2
Diversity/racism	1	2
Healthcare	2	1
Environment	2	1
Children's issues	--	1
Welfare/social services	1	1
Fuel/energy prices	-	--
Employment	2	--
War/Terrorism	2	--
Other	5	3

(DK/ref)	23	18
No/Nothing	1	--

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					
Oct. '02	6%	45	27	8	14
Nov. '00	5%	46	26	5	18
3. The overall quality of life in Cambridge					
Oct. '02	28%	57	12	1	2
Nov. '00	24%	62	12	1	1
4. The overall quality of your neighborhood					
Oct. '02	32%	48	17	2	1
Nov. '00	36%	49	13	2	--
5. Cambridge as a place to raise a child					
Oct. '02	18%	43	17	7	15
Nov. '00	19%	44	19	4	13
6. Cambridge as a place to live					
Oct. '02	42%	44	10	3	1
Nov. '00	39%	50	8	2	1
7. Cambridge as a place to retire					
Oct. '02	14%	31	21	22	12
Nov. '00	13%	33	23	17	14
8. Cambridge as a safe place to live					
Oct. '02	24%	52	19	4	1
Nov. '00	21%	62	15	1	1

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

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

		1	2	3	4	5
9. A sense of community						
	Oct. '02	17%	45	29	6	3
	Nov. '00	10%	52	31	5	2
10. A place welcoming to all races						
	Oct. '02	33%	46	15	3	3
	Nov. '00	32%	45	17	4	3
11. Overall appearance						
	Oct. '02	13%	62	22	2	1
	Nov. '00	13%	64	21	2	1
12. Quality of schools—K-12						
	Oct. '02	7%	31	18	7	37
	Nov. '00	10%	30	16	6	38
13. Opportunities to attend cultural events						
	Oct. '02	47%	39	9	2	3
	Nov. '00	48%	40	8	2	2
14. Shopping opportunities						
	Oct. '02	27%	49	18	5	1
	Nov. '00	26%	54	15	5	--
15. Air quality						
	Oct. '02	6%	44	38	9	3
	Nov. '00	6%	55	31	6	2
16. Open space/Recreation opportunities						
	Oct. '02	13%	41	33	9	4
	Nov. '00	10%	42	33	12	2
17. Job opportunities						
	Oct. '02	6%	34	29	10	21
	Nov. '00	18%	45	19	4	15
18. Access to affordable housing						
	Oct. '02	2%	12	24	54	8
	Nov. '00	2%	7	24	63	4
19. Economic development						
	Oct. '02	9%	44	25	4	18
	Nov. '00	12%	54	20	2	11
20. Cable television						
	Oct. '02	10%	35	17	12	26
	Nov. '00	11%	34	21	10	25
21. The balance between new construction and neighborhood preservation						
	Oct. '02	8%	39	32	12	9
	Nov. '00	5%	39	32	17	8
22. Ability to get around town						

	<b>Oct. '02</b>	30%	48	16	6	--
	Nov. '00	28%	46	19	6	--
<b>23. Ability to participate in government</b>						
	<b>Oct. '02</b>	12%	40	22	5	21
	Nov. '00	8%	43	22	5	22

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

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

		1	2	3	4	5	6	7
<b>24. Used the Cambridge public libraries</b>								
	<b>Oct. '02</b>	36%	6	8	23	10	17	--
	Nov. '00	34%	6	7	25	10	17	--
<b>25. Used the city's recreational facilities</b>								
	<b>Oct. '02</b>	37%	4	7	21	7	22	2
	Nov. '00	37%	5	6	22	7	21	3
<b>26. Participated in after-school programs or activities</b>								
	<b>Oct. '02</b>	74%	1	2	7	3	7	6
	Nov. '00	75%	2	1	7	3	10	2
<b>27. Visited a neighborhood or city park</b>								
	<b>Oct. '02</b>	10%	5	7	31	11	35	1
	Nov. '00	11%	3	4	30	12	39	2
<b>28. Rode a bus within the city</b>								
	<b>Oct. '02</b>	24%	5	8	21	12	29	1
	Nov. '00	23%	4	10	19	8	36	1
<b>29. Attended a City Council meeting in person</b>								
	<b>Oct. '02</b>	77%	9	6	6	--	1	1
	Nov. '00	83%	9	3	4	--	1	1
<b>30. Watched a City Council meeting on cable tv</b>								
	<b>Oct. '02</b>	62%	9	8	13	2	4	2
	Nov. '00	70%	8	6	11	2	3	1
<b>31. Used the Internet</b>								
	<b>Oct. '02</b>	17%	1	1	2	3	75	1
	Nov. '00	16%	--	--	1	2	81	--
<b>32. Visited the city of Cambridge web site</b>								
	<b>Oct. '02</b>	51%	9	11	22	4	2	1
	Nov. '00	67%	5	8	15	1	2	1
<b>33. Called a city department for service</b>								
	<b>Oct. '02</b>	37%	14	17	25	3	3	1
	Nov. '00	39%	12	12	32	3	2	1

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

	Oct. '02	Nov. '00
Very likely...	40%	38%
Somewhat likely	17	22
Not very likely	9	11
Not likely at all	31	28
(Don't know)	3	2

- 34a. Have you ever used the internet to complete financial transactions with the city of Cambridge, like paying parking tickets, paying tax bills, and registering for various city programs? (IF YES): Would you say you were very satisfied with the experience, somewhat satisfied, not very satisfied, or not satisfied at all?

	Oct. '02
Yes, Very satisfied	11%
Yes, Somewhat satisfied	6
Yes, Not very satisfied	--
Yes, Not satisfied at all	1
Yes, (refused)	--
No, have never used internet for that	81
(Not sure/Refused)	1

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

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

		1	2	3	4	5
35. Police Department services						
	<i>E/</i> Oct. '02	21%	54	10	3	12
	Nov. '00	15%	58	15	2	9
36. Fire Department services						
	Oct. '02	34%	46	2	--	18
	Nov. '00	24%	53	3	--	19
37. Garbage Collection						
	Oct. '02	24%	62	9	2	3
	Nov. '00	23%	65	7	3	2
38. Recycling						
	Oct. '02	30%	50	12	5	3
	Nov. '00	28%	54	12	3	2
39. Library services						
	Oct. '02	30%	44	4	--	22

	Nov. '00	21%	54	9	1	16
40. Recreational programs and facilities						
	Oct. '02	10%	52	14	1	23
	Nov. '00	11%	51	14	2	22
41. City parks and park maintenance						
	Oct. '02	22%	58	12	2	6
	Nov. '00	17%	61	14	2	5
42. Street maintenance and cleanliness						
	Oct. '02	11%	50	28	10	1
	Nov. '00	10%	53	27	8	1
43. Snow removal						
	Oct. '02	14%	52	14	5	15
	Nov. '00	10%	46	23	10	12
44. Ease of private car travel in the city						
	Oct. '02	3%	29	38	21	9
	Nov. '00	3%	30	31	29	6
45. Ease of public transportation in the city						
	Oct. '02	31%	51	13	2	3
	Nov. '00	30%	53	13	2	2
46. Animal control						
	Oct. '02	11%	43	12	4	30
	Nov. '00	9%	50	12	5	25
47. Parking and traffic regulation						
	Oct. '02	5%	28	34	27	6
	Nov. '00	2%	29	31	35	3
48. Senior services						
	Oct. '02	8%	27	8	2	55
	Nov. '00	8%	27	10	--	55
49. Planning and zoning						
	Oct. '02	4%	32	26	7	31
	Nov. '00	3%	37	26	10	23
50. Sidewalk maintenance						
	Oct. '02	9%	41	32	15	3
	Nov. '00	6%	47	30	16	1
51. Children and Youth services						
	Oct. '02	7%	29	10	2	52
	Nov. '00	7%	36	13	--	44
52. Health and Hospitals <sup>17</sup>						
	Oct. '02	20%	45	13	2	20
	Nov. '00	17%	51	12	2	18
53. Schools and education						
	Oct. '02	13%	35	15	8	29
	Nov. '00	15%	35	15	5	30
54. Water/sewer services						
	Oct. '02	13%	58	16	3	10

	Nov. '00	10%	66	15	3	6
55.Public information						
	Oct. '02	12%	55	20	4	9
	Nov. '00	9%	59	22	4	7

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

	Oct. '02	Nov. '00
Agree	42%	50%
Disagree	36	31
(Don't know)	22	19

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

	Oct. '02	Nov. '00
Internet	36%	18%
Phone/phonebook	49	73
City Hall	14	20
Word of mouth	3	1
Newspaper	1	-
Other	2	1
(DK/ref)	13	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?

	1	2	3	4	5	6
Oct. '02	5%	6	38	26	9	16
Nov. '00	2%	6	46	31	6	9

59. Specifically, why do you feel that way?

	Oct. '02			Nov. '00		
	Dissatisfied	(Neither)	Satisfied	Dissatisfied	(Neither)	Satisfied
No problems/satisfied	7%	5	25	7%	4	41
Don't interact w/ city govt	2%	26	2	4%	21	2
Quick to resolve/ solve problems	--%	--	17	--%	3	18
Slow to respond/solve problems	23%	9	1	4%	9	5
People are nice/helpful	--%	--	22	--%	--	17
People are not helpful/rude	21%	8	2	19%	5	3
Negative comments (gen.)	14%	4	1	19%	7	--
Not accessible	12%	5	1	22%	2	5
Traffic/parking issues	5%	4	6	15%	3	3
Bad experience (gen.)	7%	1	--	7%	2	--
Govt doesn't care for people	2%	--	--	--%	3	1
Police issues	2%	--	1	4%	1	2
Zoning issues	5%	1	1	--%	2	1
Some Pos/neg. exper./Depends	--%	5	4	--%	--	--
Issue unresolved	7%	2	--	--%	--	--
Positive comments (gen)	--%	--	1	--%	--	--
Other	5%	1	6	7%	2	4
(DK/ref)	16%	38	20	4%	39	8

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?

	Oct. '02	Nov. '00
Housing	26%	40%
Parking/traffic/big dig	32	38
Education	21	23
Govt/election	2	4
Diversity/racism	1	4
Children's issues	3	4
Crime/drugs	11	4
Cost of living	1	2
Senior issues/Sr. healthcare	2	2
Economy	5	2
Library location	--	2
Environment	2	2
Employment	4	2
Taxes	4	2
Healthcare	2	1
Social Security	--	--
Welfare/social services	7	--
Rent control/Rent	6	--
Trash collection/Litter	4	--
Overdevelopment/Open Space	2	--
Low income housing	2	--
Zoning issues	2	--
Relationship with colleges	1	--
Other	4	5
(DK/ref)	16	13

- 61a. Are there any children under the age of 18 living in your household? (IF YES): Do they attend public schools, private schools, or parochial schools?

	Oct. '02
Yes, public school	12%
Yes, private school	3
Yes, parochial school	--
Yes, (any mixture of schools)	1
Yes, (refused)	1
No, no school age children	82
(Refused)	1

(If answered "public school" n=49)

61B. How confident are you that the Cambridge Public School system will provide your family with a quality education? Are you . . .

	<b>Oct. '02</b>
Very confident	39%
Somewhat confident	41
Not very confident	8
Not confident at all	10
(Don't know)	2



October 29, 2002

**MEMORANDUM**

TO: The City of Cambridge  
FR: Opinion Dynamics Corporation  
RE: Analysis of recent telephone survey data

This memo will summarize the results from a survey conducted by ODC for the City of Cambridge. The survey was conducted among a total of 400 residents aged 18 and older. The overall sample yields a margin of error of  $\pm 4.9$  percent at the mid-range of the 95% confidence interval. That is, when conducting 100 such surveys, 95 of them will produce results that fall—at worst—4.9 points on either side of a given percentage. The interviewing period for this survey was between October 10 and October 16, 2002.

**Executive Summary—The Bottom Line**

All in all, this survey points to a continued positive assessment of Cambridge city government by most residents of the city. A majority (51%) continue to give the city positive (“excellent” or “good”) job performance ratings *and* satisfaction with city government overall garners a mean (average) score of 3.3 on a 5-point scale (the same as in November of 2000). Given the greater pre-occupation of residents with crime and economic issues, there has been *some* understandable erosion in positive perceptions of city activities that relate to these concerns. However, in this difficult period for all municipal governments, Cambridge has managed to not only hold its own, but actually improve public perceptions on a number of key city activities.

Some of the key specific findings of the survey are:

- Residents assign nearly identical performance ratings for Cambridge city government as they did in November of 2000. Today, a total of 51% give a positive job performance rating to the city, with 35% giving less favorable ratings. The numbers from two years ago were 51% favorable, 31% less favorable;

- In fact, given the margins of error, residents have essentially held steady in their favorable ratings of: overall quality of life (85% favorable today/86% in 2000), overall quality of neighborhood (80% favorable today/85% in 2000), a place to raise a child (61% favorable today/63% in 2000), a place to live (86% favorable today/89% in 2000), and a place to retire (45% favorable today/46% in 2000).

- When asked to rate their level of *satisfaction* with city government overall, we found that just about as many residents placed themselves on the scale positions representing satisfaction (35%) as did in 2000 (37%). There was a slight 3% increase in the number of residents assigning less than satisfied responses (11% up from 8% in 2000). The mean (or average) satisfaction rating was 3.3 out of possible 5, compared with an identical mean score of 3.3 from the year 2000.

- Also, the percentage of people giving the city an “excellent” rating went up from 2000 on the following: overall performance (+1), quality of life (+4), a place to live (+3), a place to retire (+1), and a safe place to live (+3);

- Despite this rise in excellent ratings on the safety question, overall positive ratings on this score dropped from 2000—going from 83% to 76% today. While these positive numbers are still quite high, it is an area that should be paid attention to;

- While “housing”, “education” and “parking/traffic” concerns still dominate the list of most important problems facing the city, the *intensity* of these issues has dropped off some since November of 2000. For example, housing concerns dropped from 31% to 25%, education from 13% to 9%, and parking from 13% to 7%. Areas that rose from 2000 were crime and drugs (2%), the economy (2%), and “overdevelopment” (+4);

- Respondents were again asked, as they were in 2000, to rate the city on a range of characteristics. Again, the changes from 2000 mostly fall within the margins of error, but three areas showed marked declines in favorability—two of which reflect the growing concerns with economic issues. Positive ratings for “job opportunities” in Cambridge dropped 23 points from 2000, while “economic development” dropped 13 points over the same period. Also, positive ratings of air quality dipped 11 points since out last survey;

- Notable improvements over 2000 include “ability to get around town” (positive ratings up 4 points), “balance between new construction and neighborhood preservation” (positive ratings up 3 points), “access to affordable housing” (positive ratings up 5 points), and the “ability to participate in government” (*excellent* ratings up 4 points);

- Regarding the usage patterns for various activities, we found virtually no change from 2000 on: use of public libraries (64% today/66% in 2000), use of recreational facilities (63% today/63% in 2000), use of after-school programs (26% today/25% in 2000), visiting a city park (90% today/89% in 2000), riding a bus in the city (76% today/77% in 2000), using the internet (83% today/84% in 2000), calling a city department for service (63% today/61% in 2000);
- We did find significant differences in usage for: attending a City Council meeting in person (23% today/17% in 2000), watching a City Council meeting on cable television (38% today/30% in 2000), and visiting the City of Cambridge web site (49% today/33% in 2000);
- We found about the same level of likelihood to complete financial transactions with the city over the internet: 57% today versus 60% in 2000. In fact, about one resident in five says they have already done an internet transaction with the city—the vast majority of these (94%) expressing satisfaction with the process;
- When we asked for ratings of 21 city services provided by Cambridge, 16 of the 21 garnered higher “excellent” ratings than in 2000. Leading the improvement on excellent ratings were: Fire Department services (+10), Library services (+9), Police department services (+6), City parks and maintenance (+5), public information (+4), snow removal (+4), water/sewer services (+3), health and hospitals (+3), sidewalk maintenance (+3), parking and traffic regulation (+3), animal control (+2), and recycling (+2).
- Garbage collection, ease of public transportation, planning and zoning, and street maintenance each got a modest 1 point increase in excellent ratings. Schools and education saw a 2 point drop in excellent ratings from the last survey—with 48% still assigning overall positive ratings. Recreational programs suffered a minor 1 point decrease in “excellent ratings”—although fully 62% give these programs an overall positive rating. Senior and Children and Youth Services maintained the same “excellent” rating as in 2000. Finally, excellent ratings for “ease of car travel in the city” remained the same as two years ago—only 32% give this aspect of the city overall positive ratings;
- Two years ago, fully 50% of our sample agreed that they had wanted to conduct city business after regular hours but could not. Today, that number has dropped a full 8 points down to 42%;

- Perhaps reflecting the jump in usage of the city's website, we found a sharp increase in the number of residents who seek assistance with city-related issues on the internet (a *doubling* from 18% in 2000 to 36% today). Phone book usage for this purpose dropped sharply (73% to 49%), while City Hall as a source has also dropped (from 20% to 14%);
- Our survey found that 17% of city residents have school age children, and by a 4-to-1 margin these children are sent to public rather than private schools. Moreover, among those parents sending children to public schools, fully 80% are confident that the Cambridge Public School System will provide them with a quality education;
- Lastly, when asked to name two or three key issues that city leaders should address, housing, parking and education again topped the list—but housing concerns are far below the level we saw in November of 2000. Indeed, the percentage mentioning housing issues dropped from 40% in 2000 to 26% today. The most significant increase over 2000 occurred on crime and drug concerns (up to 11% from 4%), and economic-related responses (economy/employment/taxes/cost of living), which were up to a combined 14% from 8% in 2000.



A

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

*Robert W. Healy, City Manager*

*Richard C. Rossi, Deputy City Manager*

October 29, 2002

To City Councillor David Maher, Chair Government Operations Committee, and  
Members of the City Council:

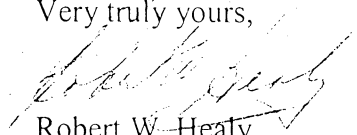
I am pleased to present to you the results of the October, 2002 Community Survey conducted by Opinion Dynamics of Cambridge. The Survey consisted of 400 telephone interviews of Cambridge residents, which is considered statistically significant, with a variation factor of +/- 5%.

There are over 100 pages of data included, and I am providing some summary results and comparisons to the similar survey conducted in 2000, which becomes important for a base line for future surveys.

The summary I am providing contains the percentage ratings of Excellent/Good and Excellent/Good/Fair category. Additionally, in those categories that a statistically significant number of responses were "Do Not Know" I have included these percentages where appropriate.

I look forward to the discussion today, and the future utilization of this data in the City Council's goal setting work.

Very truly yours,

  
Robert W. Healy  
City Manager

RWH/dls  
Enclosure

<u>Question</u>		<u>Excellent/Good</u>	<u>Excellent/Good/Fair</u>	<u>Don't Know</u>
Quality of Life	2002	85%	97%	
	2000	86%	98%	
Quality of Neighborhood	2002	80%	97%	
	2000	85%	98%	
Place to Raise A Child	2002	61%	78%	15%
	2000	63%	79%	13%
Place to Live	2002	86%	96%	
	2000	89%	97%	
Place to Retire	2002	45%	64%	12%
	2000	46%	69%	14%
Safe Place To Live	2002	76%	95%	
	2000	83%	98%	
Overall Performance Of the City	2002	51%	78%	14%
	2000	51%	77%	18%
Police Department	2002	75%	85%	
	2000	73%	88%	
Fire Department	2002	80%	82%	18%
	2000	77%	80%	19%
Garbage	2002	86%	95%	
	2000	88%	95%	

<u>Question</u>		<u>Excellent/Good</u>	<u>Excellent/Good Fair</u>	<u>Don't Know</u>
Recycling	2002	83%	95%	
	2000	82%	94%	
Quality of Schools K-12	2002	38%	56%	37%
	2000	40%	56%	38%
Library Services	2002	74%	78%	22%
	2000	75%	84%	16%
Recreational Programs/Facilities	2002	62%	76%	23%
	2000	62%	76%	22%
City Parks & Parks Maintenance	2002	80%	92%	
	2000	77%	91%	
Street Maintenance/ Cleanliness	2002	61%	89%	
	2000	63%	90%	
Snow Removal	2002	66%	80%	15%
	2000	56%	80%	12%
Ease of Private Car Travel	2002	32%	70%	
	2000	33%	64%	
Ease of Public Transit	2002	82%	95%	
	2000	83%	96%	
Animal Control	2002	54%	66%	30%
	2000	59%	71%	25%

<u>Question</u>		<u>Excellent/Good</u>	<u>Excellent/Good/Fair</u>	<u>Don't Know</u>
Parking & Traffic Regulations	2002	33%	67%	
	2000	31%	62%	
Senior Services	2002	35%	43%	55%
	2000	31%	41%	55%
Planning & Zoning	2002	40%	76%	31%
	2000	40%	76%	23%
Children & Youth Services	2002	36%	46%	52%
	2000	43%	56%	44%
Health & Hospital	2002	65%	68%	20%
	2000	68%	70%	18%
Water/Sewer Service	2002	73%	79%	10%
	2000	76%	81%	6%
Public Information	2002	67%	87%	
	2000	68%	90%	

# City of Cambridge

## GOVERNMENT OPERATIONS AND RULES

In City Council November 18, 2002

### COMMITTEE MEMBERS

*Councillor David P. Maher, Chair*  
*Councillor Anthony D. Galluccio*  
*Councillor Brian Murphy*  
*Councillor Kenneth E. Reeves*  
*Councillor Timothy J. Toomey*

The Government Operation and Rules Committee held a public meeting on October 30, 2002, beginning at 4:45 p.m. in the Sullivan Chamber. The purpose of meeting was to receive a report on the telephone survey of Cambridge residents undertaken at the request of the City Council.

Present at the hearing were Councillor David P. Maher, chair of the committee, Vice Mayor Henrietta Davis, Councillor Anthony Galluccio, Councillor Brian Murphy, Councillor Kenneth E. Reeves, Councillor E. Denise Simmons and City Clerk D. Margaret Drury. Also present were Robert W. Healy, City Manager, Richard Rossi, Deputy City Manager, Julia Bowden, Assistant to the City Manager, Jill Herold, Assistant City Manager for Human Services, Ellen Semonoff, Deputy Director of the Human Services Department, Donna Lopez, Deputy City Clerk, Sandra Albano, and Ini Tomeu, Public Information Officer. Also present were Roberta Miller, Watertown, facilitator and trainer, and Elie Yarden, 143 Pleasant Street.

Councillor Maher convened the hearing and explained the purpose. Two years ago, the City Council requested that the City Manager arrange for a statistically valid citizen survey to be used as part of the City Council's goal setting process. Thereafter, the City Council agreed that the survey should be repeated as part of the biannual fall process of setting City Council goals in conjunction with the city administrations process of budget development. The City Council is currently engaged in this process, and the survey results to be presented and discussed at this meeting will be used at the November 7, 2002 all-day meeting to set the FY2004 City Council goals. Councillor Maher invited the City Manager to begin the presentation.

Mr. Healy said that, like the first telephone survey, this survey was developed, administered and analyzed by Opinion Dynamics. Opinion Dynamics intentionally kept the questions almost identical to those used in the first survey, so that the responses to the first survey could serve as a baseline for purposes of analyzing the responses. A couple of new questions were added. The survey was a random digit dialing survey of 400 residents, which is considered to be a statistically valid sample of overall opinion of Cambridge residents, with a variation factor of +/- 5%. Completion of each survey took approximately 13 minutes. Mr. Healy provided the committee with Opinion Dynamics' tabular summary and comparison of the survey results for 2002 and 2000 (**Attachment C**), a complete set of the data tables of results (**Attachment D**), an executive summary by Opinion Dynamics (**Attachment B**) and his own cover letter and

some analysis of the percentage ratings of Excellent/Good and Excellent/Good/Fair, with comparisons to the 2000 ratings (**Attachment A**).

With regard to the results of the survey, Mr. Healy said that there were no big surprises. Housing is still seen as one of the most important problems facing the city, although the percentage citing it as a major concern dropped from 31% in 2000 to 25% in 2002. Similarly, 13% of respondents cited education as a major concern in 2000 and that percentage dropped to 9% in 2002. Concern for crime and drugs increased from 4% in 2000 to 6% in 2002. Traffic, the economy and over-development all scored as areas of increased concern. Mr. Healy noted that what the City needs to do to address the problem is not as clear. For example, there is increased concern about public safety, but at the same time, the ratings of excellent/good for the police department and fire department have also increased. Finally, Mr. Healy observed that the percent of people giving the city an excellent rating as a place to live and in overall quality of life went up, as did the percent of people rating the ability to participate in government in Cambridge as excellent

Councillor Maher then invited questions and comments from members of the Council.

Vice Mayor Davis asked about the statistical validity of results of subgroups of the total 400 respondents, especially in cases where 55% of the respondents in the subgroup chose “don’t know” as a response. Mr. Healy responded that 400 responses is taken as statistically significant for Cambridge, as the subgroups get smaller, the validity of the response of a small subgroup as representative of the whole group becomes less likely.

Vice Mayor Davis said that overall, it appears that the city is getting information quite similar to that of the survey two years ago. For most policies and services, this is a pretty good argument for “staying the course,” however, she is not so sure about the schools.

Councillor Murphy thanked the City Manager for the survey and said that he is very pleased that Cambridge does this survey. He said that he would be interested to know how the demographics of the respondents match up with the demographics reported in the 2000 Census. He noted that even where the subgroup is too small for statistical validity, there is still much useful information in the responses. He said that he has tended to look at the ratio of excellent/good to fair/poor. Councillor Murphy observed the percentage rating air quality as excellent/good has decreased noticeably from the percentage so rating it in 2000, and the percentage rating air quality as fair/poor has increased. Positive ratings for “job opportunities” fell dramatically. The survey reveals that a large number of people have watched the City Council on television or attended a meeting. The 2002 study shows an increased use of the city website, a trend that will continue, and there is a 70% satisfaction rate of people who have used the website to pay bills. Councillor Murphy noted the high positive ratings for the fire department, police department and the library. While the traffic, parking and transportation department gets a low favorability rating, the rating has gone up slightly since 2000. Ratings for street

maintenance and cleanliness are down and should be looked at. He also sees a warning flag in the increase in people reporting that the city was slow to respond or solve their problem.

Councillor Simmons noted that there was a question on the survey about whether people had not been able to conduct business with the city because the city office closed too early, and asked about the experience with evening hours. Mr. Healy said that there was a sixteen-week pilot program in which the offices in City Hall with high numbers of walk-in customers stayed open Monday nights from 5 p.m. to 7 p.m. The program was extensively advertised. Nevertheless, the service was very underutilized, and customers for those hours did not increase over the weeks. The cost/benefit analysis simply did not justify continuing the evening hours.

Councillor Reeves asked the City Manager if he believes that the survey reflects the quality of his administration. Mr. Healy said that it is unusual to get such high favorable ratings on a survey of satisfaction with government, even municipal government. Overall, he is pleased with the results and takes them as an overall indication of citizen satisfaction with the high level of service provided by the city government. Councillor Reeves noted a Kennedy School study of the very significant influence of the media on the decreasing public confidence in government.

Councillor Galluccio said the responses to the questions about the public schools bear further investigation. The survey found that for every one child sent to private school, four attend the public schools. He would be interested in how that statistic compares with other communities. Mr. Healy noted that 82% of the 400 people surveyed had no school-age children, so there were only 70 respondents with children in school. Councillor Galluccio said that he would like to see more hard data on customer satisfaction with schools and also with after school programs, particularly in light of the Council's ranking of supporting and strengthening education as its second highest goal. He would like to see a statistically valid survey that examines parents' confidence in the schools, the percent of Cambridge kids not attending public schools, elementary school concerns and high school concerns. Similarly, he would like to have more information from the people living in affordable housing about how satisfied they are with their housing.

Councillor Maher agreed with Councillor Galluccio that a statistically valid survey of parents could go far to get information needed to strengthen and support public education.

Councillor Galluccio noted that overall the favorability ratings for city services are lower in Area Four, East Cambridge, Kendall Square and Central Square and asked the City Manager to take a look at this issue. Mr. Healy said that he would do so; however, he also cautioned that the random digit dialing does not result in responses that can be seen as statistically significant for the neighborhood. In some cases the number of responses from a particular neighborhood is too low to constitute a representative sample.

Vice Mayor Davis said that on brief examination, it appears that the four top issues are housing, education, parking/traffic/Big Dig and crime/drugs. However, looking at the response to question number 22, where 78% of the respondents rated the "ability to get around town" as excellent/good, it is hard to understand from the responses what the traffic/parking issue is.

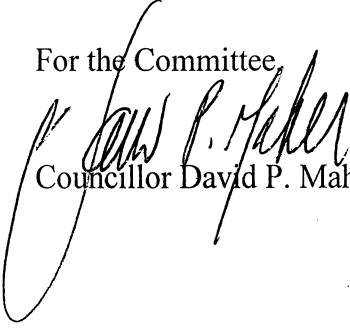
Roberta Miller, Watertown, facilitator and trainer for the City Council goal setting process, said that general telephone surveys are very good for uncovering areas and issues that need more examination and attention. However, she cautioned that another survey of the issue is not necessarily the best way to get to the next level of education. Often techniques such as focus groups and exit interviews can provide more of the details needed to develop and implement solutions.

Elie Yarden, 143 Pleasant Street, said that one of the important questions in sampling is the reliability of the sample. One way to check on reliability is by sequential sampling. Demographic data from the first 100 responses can be checked with the Census data. Then the next 100 can be checked for consistency with the first 100, and so on.

Councillor Maher thanked all of those present for attendance and interest.

The meeting was adjourned at six o'clock and ten minutes p. m.

For the Committee,

  
Councillor David P. Maher, Chair

S-344

**Committee Report #1**

Committee Report from Councillor David P. Maher, Chair of the Government Operations and Rules Committee, for a meeting held on October 30, 2002 to receive a report on the telephone survey of Cambridge residents undertaken at the request of the City Council.

**In City Council November 18, 2002**

**REPORT ACCEPTED.  
PLACED ON FILE.**