

City of Cambridge
2018 Resident Telephone and Online Survey
 Phone Survey n=400 | Online Survey n=2587

EXCELLENT/GOOD RESPONSES

9 previous survey averages (phone only)	Variance (+/-)	Survey question #/ Topic	2018	2016	2014	2012	2010	2008	2006	2004	2002	2000
64	-1	2. City Gov./Overall Performance <i>Online</i>	63 72	68 68	73	75	67	70	62	60	51	51
88	-1	3. Overall Quality of Life <i>Online</i>	87 91	82 93	89	94	92	91	86	89	85	86
86	+2	4. Overall Quality of Your Neighborhood <i>Online</i>	88 88	91 88	88	89	85	83	84	85	80	85
71	+4	5. Place to Raise a Child <i>Online</i>	75 62	79 64	82	81	76	64	67	65	61	63
90	+1	6. As a Place to Live <i>Online</i>	91 92	86 93	92	96	90	92	86	89	86	89
54	-6	7. As a Place to Retire <i>Online</i>	48 43	54 43	61	67	60	58	50	45	45	46
79	+7	8. As a Safe Place to Live <i>Online</i>	86 86	78 87	86	83	77	72	73	79	76	83
67	+2	9. Sense of Community <i>Online</i>	69 63	67 63	78	71	70	62	64	70	62	62
84	-6	10. Welcoming to all races/cultures <i>Online</i>	78 77	84 88	88	89	89	82	83	83	79	77

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80	+7	11. Overall Appearance <i>Online</i>	87 79	82 80	83	86	80	80	73	83	75	77
89	0	12. Opportunities to attend cultural events <i>Online</i>	89 87	82 88	91	89	93	92	87	90	86	88
77	-4	13. Shopping Opportunities <i>Online</i>	73 73	63 74	76	80	79	84	79	77	76	80
66	+5	14. Environmental planning/policy <i>Online</i>	71 57	73 54	70	77	73	72	60	61	50	61
62	-2	15. Overall Planning for the Community <i>Online</i>	60 46	54 41	69	-	-	-	-	-	-	-
64	+18	16. Open Space/Recreation <i>Online</i>	82 74	60 72	70	68	74	71	63	60	54	52
53	+13	17. Job Opportunities <i>Online</i>	66 59	59 58	61	61	47	54	51	45	40	63
20	-1	18. Access to Affordable Housing <i>Online</i>	19 8	19 7	28	32	26	24	15	15	14	9
64	+4	19. Economic Development <i>Online</i>	68 62	65 62	78	76	65	59	51	60	53	66

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53	-10	20. Balance of construction/neighborhoods <i>Online</i>	43 34	49 34	57	62	59	60	46	52	47	44
73	+3	21. Ability/positive impact on community <i>Online</i>	76 63	66 62	80	-	-	-	-	-	-	-
70	+3	22. Ability to get around/ bicycle <i>Online</i>	73 50	70 49	-	-	-	-	-	-	-	-
84	+5	23. Ability to get around/ foot <i>Online</i>	89 89	84 92	-	-	-	-	-	-	-	-
78	-6	24. Ability to get around/ public transit <i>Online</i>	72 68	78 74	-	-	-	-	-	-	-	-
45	+5	25. Ability to get around town by car <i>Online</i>	50 35	45 37	-	-	-	-	-	-	-	-
23	+5	26. Ability to park <i>Online</i>	28 24	23 25	-	-	-	-	-	-	-	-
57	+2	27. Ability to Participate in Government <i>Online</i>	59 60	61 53	60	66	58	62	56	59	42	51
76	+5	36. Police Department Services <i>Online</i>	81 61	78 68	77	71	76	79	76	78	75	73

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83	+5	37. Fire Department Services <i>Online</i>	88 61	89 63	93	82	77	88	82	78	80	77
85	+6	38. Garbage Collection <i>Online</i>	91 88	93 87	86	79	86	86	80	85	86	88
87	+3	39. Recycling <i>Online</i>	90 89	90 88	88	90	86	86	85	86	80	88
82	+8	40. Library Services <i>Online</i>	90 83	91 81	95	88	85	77	76	77	74	75
69	+11	41. Recreational Programs and Facilities <i>Online</i>	80 56	74 59	77	75	68	70	68	64	62	64
83	+5	42. City Parks & Maintenance <i>Online</i>	88 83	79 82	86	87	85	84	82	82	80	78
63	+8	43. Street Maintenance & Cleanliness <i>Online</i>	71 65	63 64	64	72	68	63	55	57	61	63
63	+7	44. Snow Plowing <i>Online</i>	70 67	67 64	67	75	62	60	50	64	66	56
62	+8	45. Animal Control <i>Online</i>	70 39	59 42	79	68	55	63	59	61	54	59

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43	+2	46. Senior Services <i>Online</i>	45 18	53 19	62	48	45	39	36	33	35	35
-	-	Planning and Zoning <i>Online</i>	<i>No longer asked</i>	49 30	52	57	57	46	37	41	36	40
56	+7	47. Sidewalk Maintenance <i>Online</i>	63 48	55 49	57	66	64	54	51	50	50	53
52	+12	48. Children & Youth Services <i>Online</i>	64 34	66 37	68	65	50	47	47	44	36	43
-	-	Health & Hospitals <i>Online</i>	<i>No longer asked</i>	74 63	88	80	68	77	72	71	75	68
58	+20	49. Schools and Education <i>Online</i>	78 47	80 49	74	77	57	44	45	47	48	48
79	+8	50. Water/Sewer Services <i>Online</i>	87 71	86 70	88	88	74	74	77	73	71	76
75	+1	51. Public Information <i>Online</i>	76 74	79 69	83	77	78	75	77	72	67	68

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AMOUNTS OF ACTIVITY IN LAST 12 MONTHS

9 previous survey averages (phone only)	Variance (+/-)	Survey question #/ Topic	2018	2016	2014	2012	2010	2008	2006	2004	2002	2000
<i>New Question</i>	-	28. Ridden a Bike in the City 13+ Never <i>Online</i> <i>Never</i>	36 47 45 33	-	-	-	-	-	-	-	-	-
33 29	+3 -3	29. Used Public Libraries 13+ Never <i>Online</i> <i>Never</i>	36 26 43 16	42 21 38 20	39 26	45 22	28 25	31 36	26 31	32 28	27 36	27 34
34 32	-11 +4	30. Used Recreation Facilities 13+ Never <i>Online</i> <i>Never</i>	23 36 28 30	37 33 28 27	33 29	41 30	31 34	39 27	36 29	28 33	29 37	28 37
15 71	0 +3	31. Participated in After-School 13+ Never <i>Online</i> <i>Never</i>	15 74 15 71	32 57 13 71	19 70	13 75	12 66	12 72	15 74	13 73	10 74	13 75

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9 previous survey averages (phone only)	Variance (+/-)	Survey question #/ Topic	2018	2016	2014	2012	2010	2008	2006	2004	2002	2000
55 8	+2 -2	32. Visited Neighborhood Park 13+	57	69	59	61	53	53	50	54	46	51
		Never	6	3	6	7	7	7	9	10	10	11
		<i>Online</i>	<i>64</i>	<i>63</i>								
		<i>Never</i>	<i>2</i>	<i>2</i>								
1 79	+4 -15	33. Attended City Council Meeting or watched TV/online 13+	5	6	0	1	1	1	1	1	1	1
		Never	64	80	80	79	76	77	78	77	77	83
		<i>Online</i>	<i>4</i>	<i>2</i>								
		<i>Never</i>	<i>59</i>	<i>64</i>								
16 33	-1 -6	34. Visited Cambridge Website 13+	15	26	20	20	17	22	22	12	6	3
		Never	27	18	22	23	28	24	27	40	51	67
		<i>Online</i>	<i>32</i>	<i>25</i>								
		<i>Never</i>	<i>4</i>	<i>6</i>								
-	-	- Called City Dept for Service 13+	<i>No longer asked</i>	8	8	5	3	7	7	8	6	5
		Never		26	41	40	43	30	28	32	37	39
		<i>Online</i>		<i>3</i>								
		<i>Never</i>		<i>33</i>								

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SATISFIED/DISSATISFIED RESPONSES and AGREEMENT/DISAGREEMENT RESPONSES

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47 9	+8 -4	53 Overall Experience with City Gov't Satisfied (<i>4 and 5 rating</i>) Dissatisfied (<i>1 and 2 rating</i>) <i>Online</i> <i>Satisfied (4 and 5 rating)</i> <i>Dissatisfied (1 and 2 rating)</i>	55 5 58 9	53 11 56 8	50 10	55 9	52 9	49 8	47 9	46 9	35 11	37 8
<i>New Question</i>	-	54. City Improved Bicycle Safety Total Agreement/Agreement Total Disagreement/Disagreement <i>Online</i> <i>Total Agreement/Agreement</i> <i>Total Disagreement/Disagreement</i>	68 9 61 12	-	-	-	-	-	-	-	-	-

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<i>New Question</i>	-	55. City Improved Pedestrian Safety Total Agreement/Agreement Total Disagreement/Disagreement <i>Online</i> Total Agreement/Agreement Total Disagreement/Disagreement	61 10 43 19	-	-	-	-	-	-	-	-	-
<i>New Question</i>	-	56. Want More Protected Bike Lanes Total Agreement/Agreement Total Disagreement/Disagreement <i>Online</i> Total Agreement/Agreement Total Disagreement/Disagreement	60 26 64 26	-	-	-	-	-	-	-	-	-