

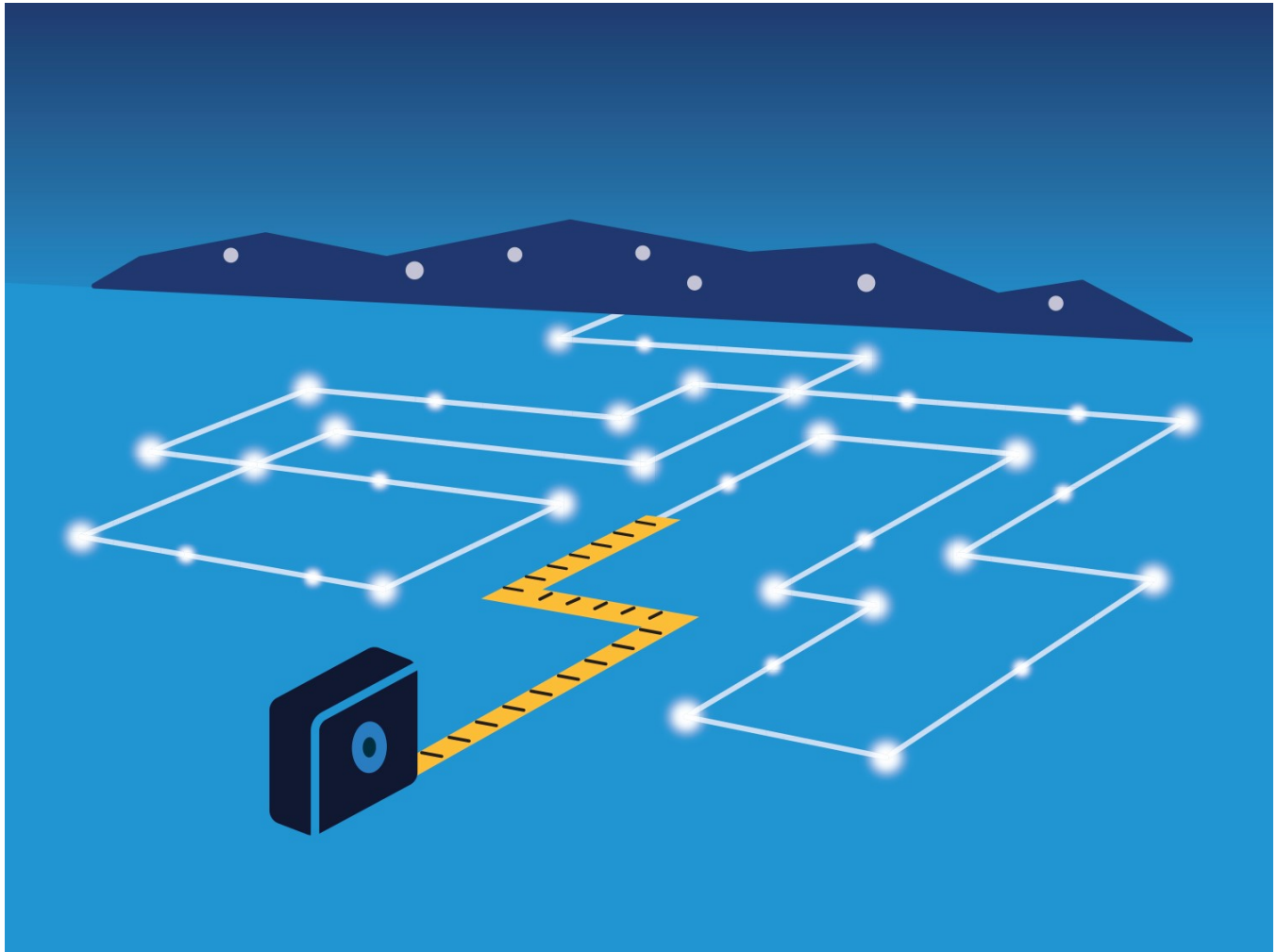


Opinion **Dynamics**

Boston | Headquarters

617 492 1400 tel
617 497 7944 fax
800 966 1254 toll free

1000 Winter St
Waltham, MA 02451



Cambridge Residents Survey

2018 Resident Telephone Survey

November 30, 2018





Chief Contributor

**Ernest Paicopolos
Principal, Opinion Dynamics**

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1. Evaluation Summary

This report summarizes the results from the tenth in a series of resident telephone surveys conducted by Opinion Dynamics for the City of Cambridge. The survey was conducted September 12-October 15, 2018, with 400 Cambridge residents aged 18 and older (including 170 interviews with cell-phone households). The overall sample yields a margin of error of ± 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. A hard copy of the survey was distributed at various locations throughout the city, and an online survey option was made available to citizens by the City. What follows is a summary of the key telephone survey findings, along with trended results from nine earlier surveys for the city conducted in 2000, 2002, 2004, 2006, 2008, 2010, 2012, 2014 and 2016.

2. Executive Summary – The Bottom Line

The results from this survey indicate that overall resident views of the City of Cambridge remain positive—although some key measures have reverted back to less positive 2014 levels. On perhaps the most all-encompassing measure of resident sentiment, “extreme” satisfaction with overall experiences with the city remains at the record high level for the 18-year history of this survey program. Fully 24% of our sample are “totally” satisfied with their interactions with the city—exactly the same level we saw in 2016. The 2018 survey did find some slippage on certain measures—such as a four-drop in “excellent” ratings for overall performance of city government (still showing a total positive rating of 63%—16% “excellent”; 47% “good”). What follows are some of the key survey findings:

Affordable housing continues to be the dominant issue on residents’ minds—as 35% volunteer it as the top city problem (up 5 points from 2016). However, on a separate measure—‘access to affordable housing’—“poor” ratings have dropped five points since 2016 (after an astonishing 26-point increase between 2014 and 2016). Traffic, Education and overdevelopment continue to rank in the top five of key issues—joined in that group this year by “roads, road construction and infrastructure”. Again, this extreme satisfaction rating, in fact, is the highest ever in this series of surveys—dating back to 2000.

Also, a number of city services and programs have seen increases in “excellent” ratings. For example, ‘open space/recreation opportunities’ saw a huge positive surge (+15), while ‘a place welcoming to all races and cultures’ (+3), ‘quality of neighborhood’ (+2), ‘shopping opportunities’ (+2), ‘a sense of community’ (+1) and ‘ability to get around town by car’ (+4) also saw modest gains. Drops in “excellent” ratings occurred on: ‘overall appearance’ (-8), ‘Cambridge as a place to live’ (-5), ‘the balance between new construction and neighborhood preservation’ (-5), ‘the overall quality of life in Cambridge’ (-3), ‘Cambridge as a safe place to live’ (-3), ‘Cambridge as a place to raise a child’ (-1)

On a range of transportation questions, citizens gave lowered “excellent” ratings to: ‘ability to get around town on foot’ (46%, -1), ‘ability to get around by public transportation—bus/subway’ (33%, -9%), and ‘ability to get around by bicycle’ (30%, -9). “Excellent” ratings for ‘ability to get around town by car’ went up a bit (9%, +4).

On a number of “service utilization” questions, we found usage at the highest level for every service down from 2016 levels: ‘public libraries’ (-5), ‘recreational facilities’ (-9), ‘after-school programs’ (-15), ‘visiting a neighborhood or city park’ (-6), ‘visiting the city of Cambridge web site’ (-6). Most of these responses seemed to revert to levels we saw in 2014. On a new measure, fully 30% said they had ‘ridden a bike in the city’ more than 26 times in the previous 12 months.

Overall use of the website is essentially tied with in-person interaction as the primary method of interacting with the city (32% in-person; 31% website) In 2016, website use was the top method of interaction at 43%. In this new survey, just 43% now “agree” that they’ve wanted to conduct city business after regular hours and could not—that’s a full 10% drop in this number since 2016.

‘Excellent’ ratings for the following city services went up: ‘public information’ (+6), ‘recreation programs and facilities’ (+3), ‘city parks and park maintenance’ (+3), ‘street maintenance and cleanliness’ (+4), ‘animal control’ (+3), ‘sidewalk maintenance’ (+1), ‘children and youth services’ (+3). ‘Excellent’ ratings for the following city services went down: ‘police’ (-7), ‘fire’ (-3), ‘garbage collection’ (-3), ‘recycling’ (-5), library (-11), ‘senior services’ (-10), ‘water/sewer’ (-11).

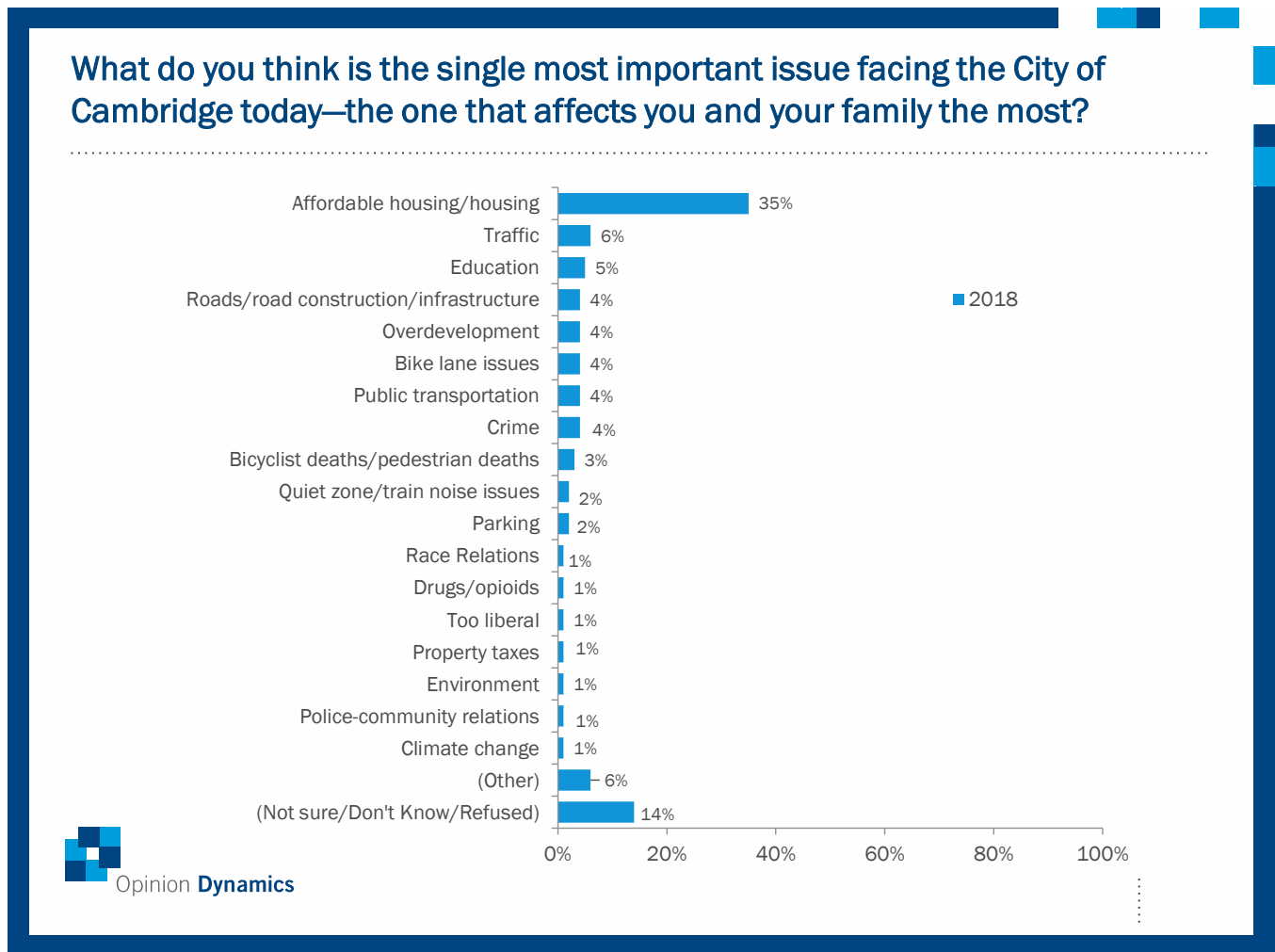
A series of new questions found: 36% in total agreement that the City has improved bicycle safety in Cambridge; 31% in total agreement that the City has improved pedestrian safety; 46% in total agreement that they'd like to see the City install more protected bike lanes in Cambridge.

All in all, these results show both positive and negative trends. On the one hand, most key, benchmark ratings still show high levels of satisfaction with the city and most of its services—e.g., overall satisfaction ratings continue to be the highest ever. On the other hand, the drop in evaluations of some key “community” image measures (like ‘overall appearance’, ‘Cambridge as a place to live’, ‘the balance between new construction and neighborhood preservation’, ‘the overall quality of life in Cambridge’, ‘Cambridge as a safe place to live’, ‘Cambridge as a place to raise a child’ are trending downward and should be monitored.

3. Summary of Findings

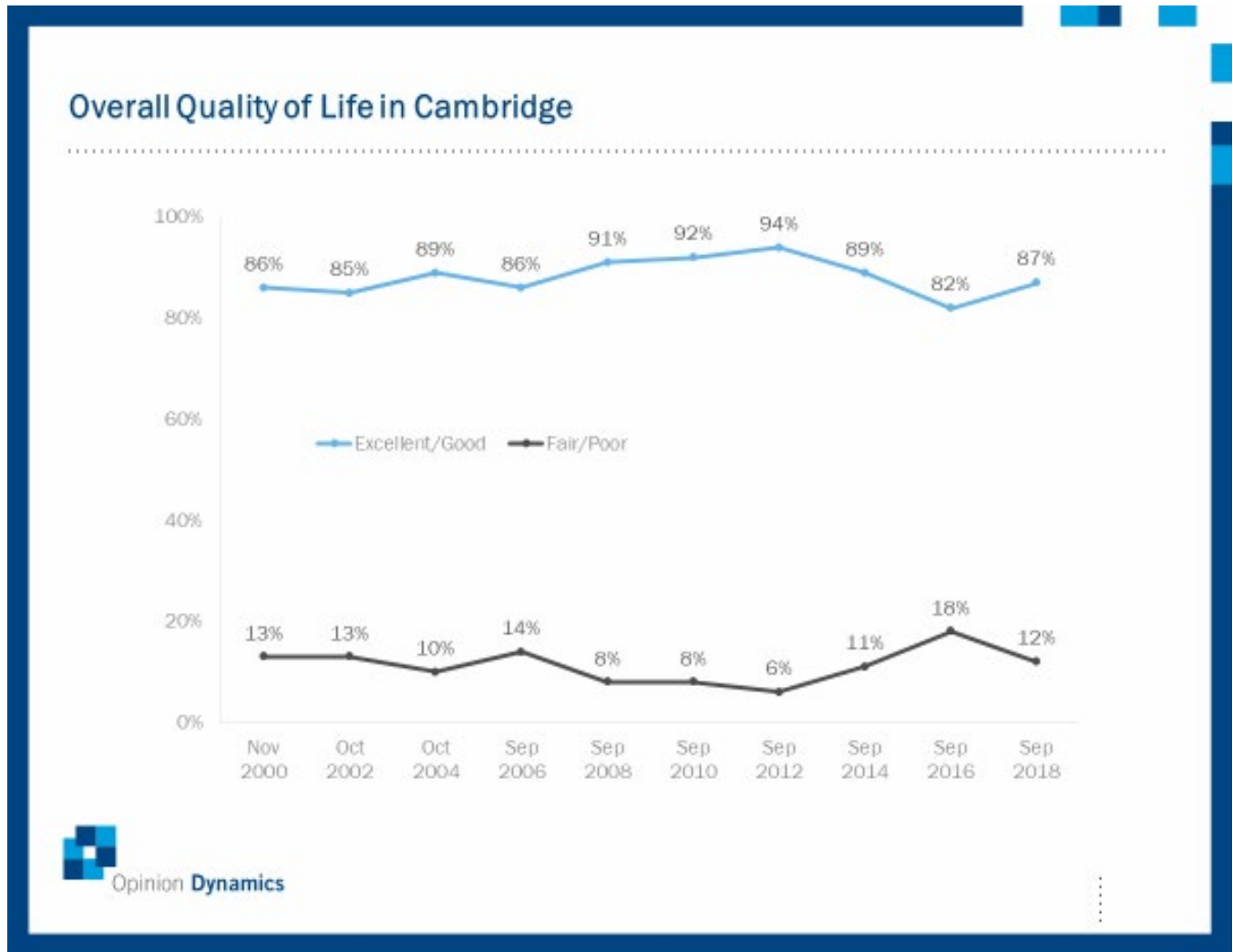
As the first chart shows, affordable housing continues to be the dominant issue on the minds of residents—with 35% volunteering it as the top city problem (up 5 points from 2016). Traffic concerns now ranks second on the list of important issues (6%), followed by education in third position at 5%—with ‘roads’ and ‘overdevelopment’ next.

Figure 1 Most Important Issue Facing Cambridge



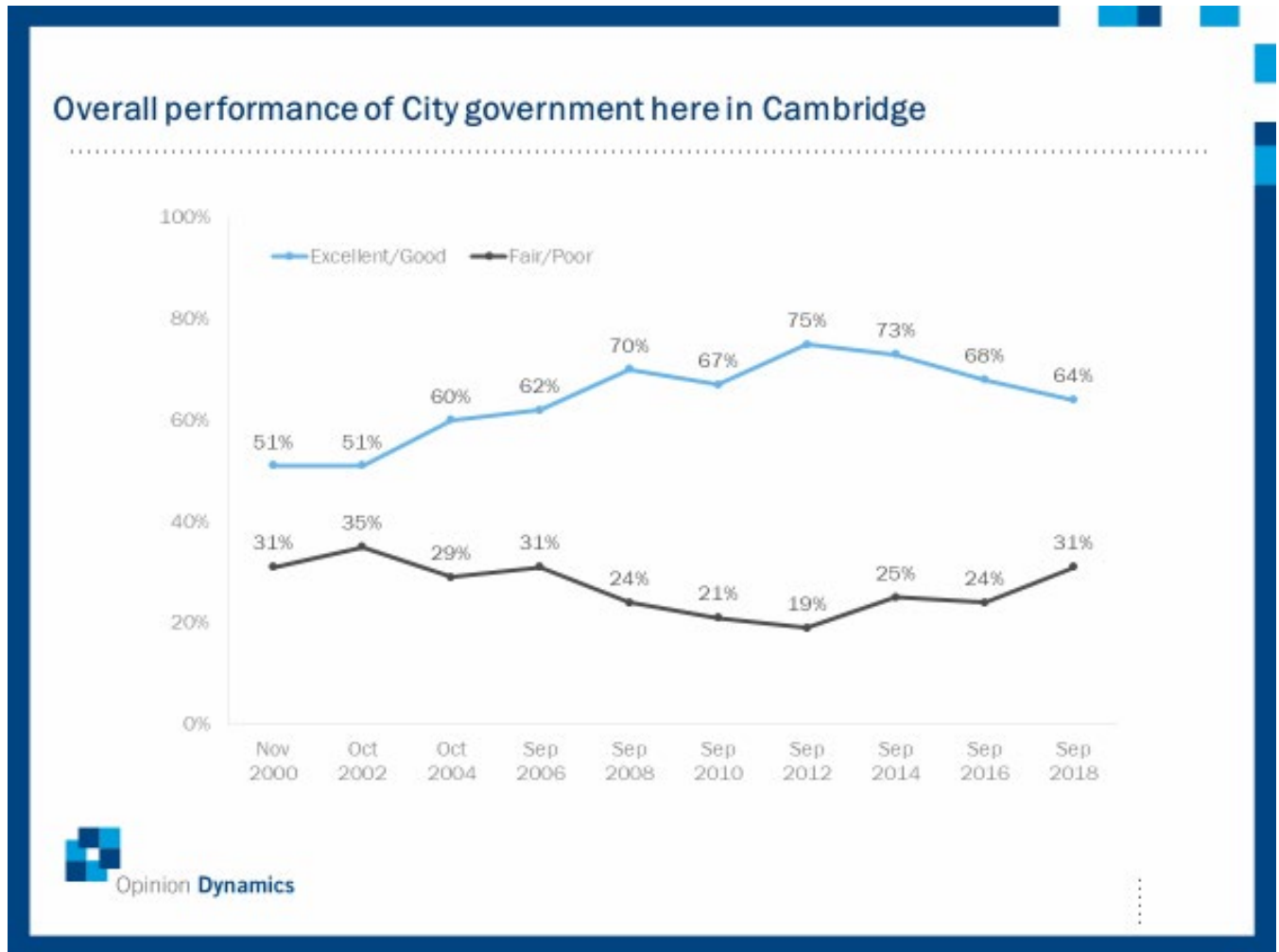
A total of 77% of our sample are either “very” or “somewhat” satisfied with the quality of life in Cambridge—down from a total of 82% in 2016 and 89% in 2014. Thirty-nine percent now rate the quality of life in Cambridge as excellent, a drop of three points since 2016.

Figure 2 Overall Quality of Life



Almost two-thirds of respondents (63%) give the overall performance of city government positive ratings of excellent or good—down five points since 2016. In addition, about one-seventh (16%) rate the performance of city government in Cambridge as excellent, a four-point decrease from 2016.

Figure 3 Overall Performance of Government in Cambridge



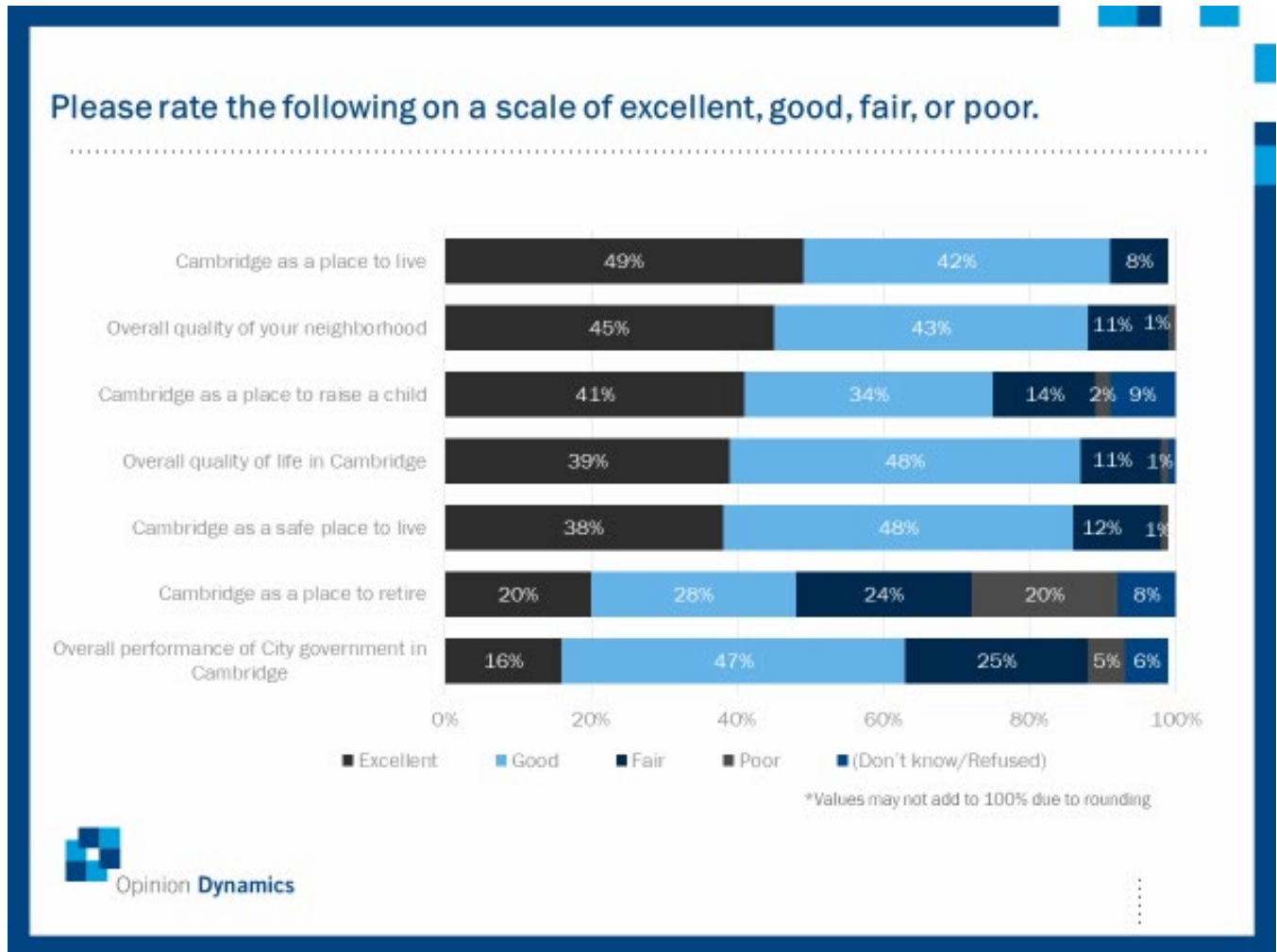
The percentage of citizens who give ‘access to affordable housing’ a poor rating has dropped five points since 2016—going from 52% then to 47% today. Taken together, 78% view access to affordable housing in the city as fair or poor—down two points from the 78% we saw in 2016.

Figure 4 Access to Affordable Housing



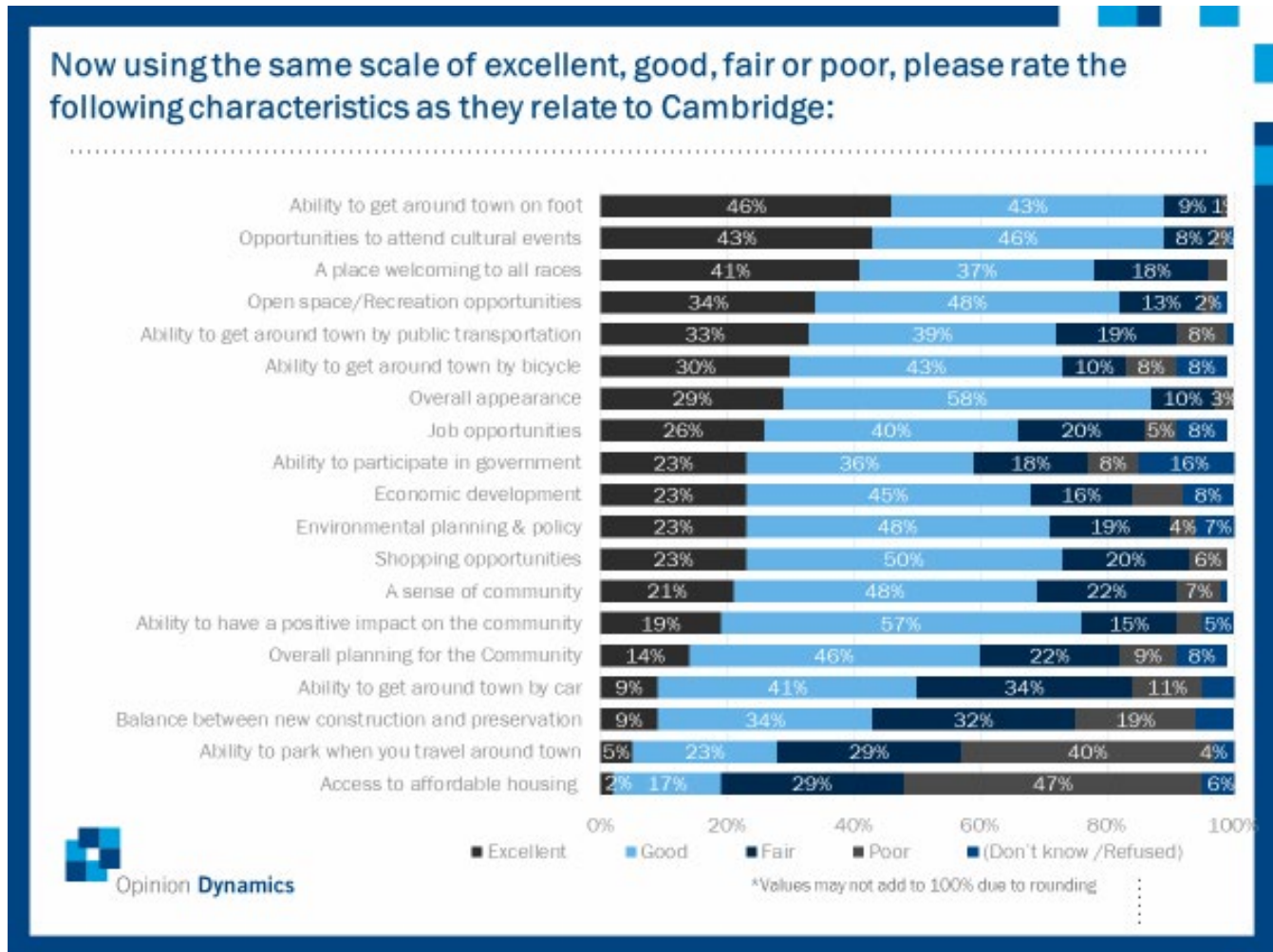
On a wide range of issues, this survey found the highest percentage of "excellent" ratings for Cambridge as 'place to live' (49%), 'quality of neighborhood' (45%), as a 'place to raise a child' (41%).

Figure 5 Cambridge as a Place to Live



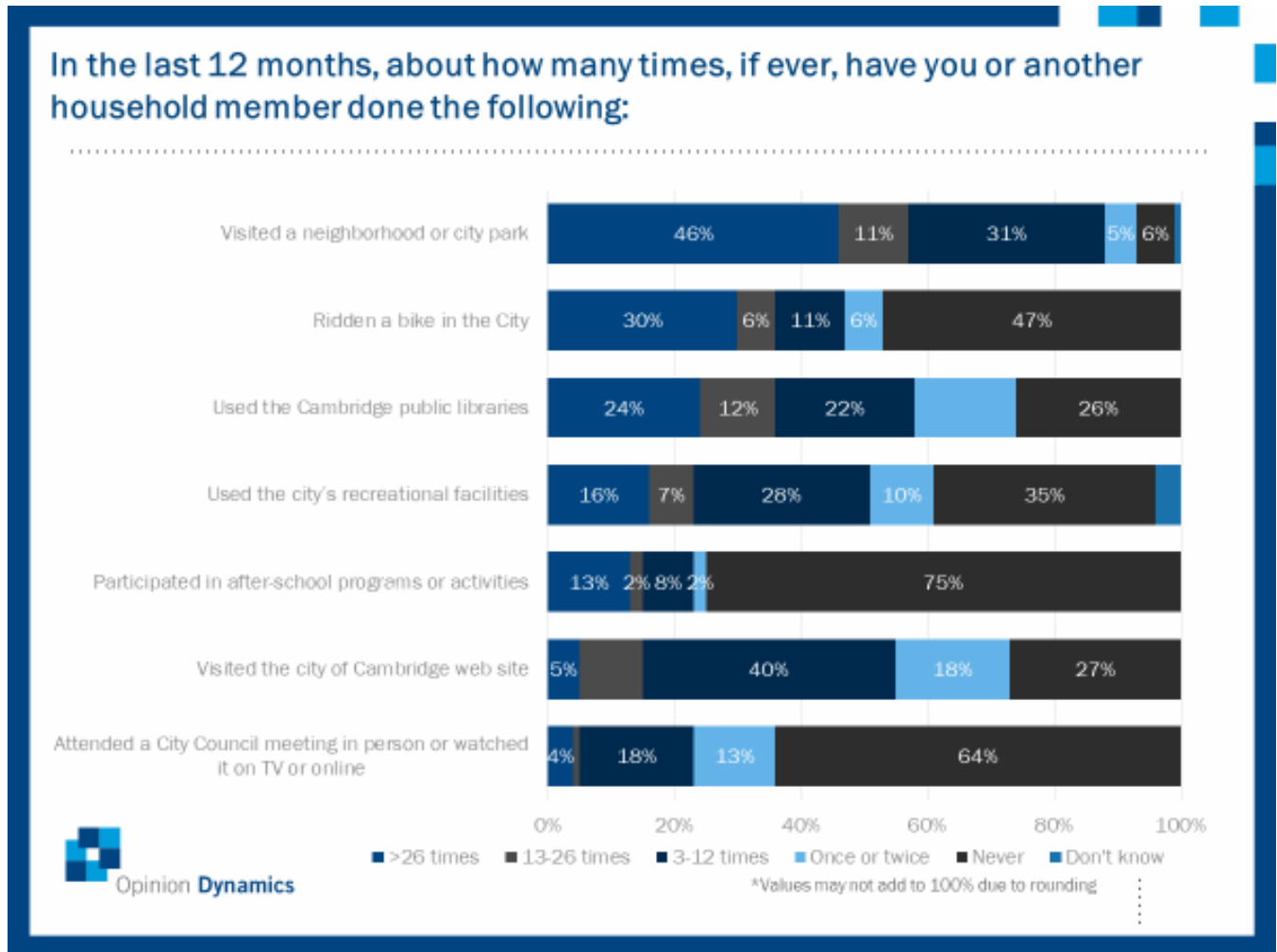
The top “excellent” ratings on a range of city characteristics were: ‘ability to get around town on foot’ (46%), ‘opportunities to attend cultural events’ (43%), ‘a place welcoming to all races and cultures’ (41%), ‘open space/recreation opportunities’ (34%), ‘ability to get around town by public transportation’ (33%) and ‘ability to get around town by bicycle’ (30%).

Figure 6 City Characteristics Satisfaction



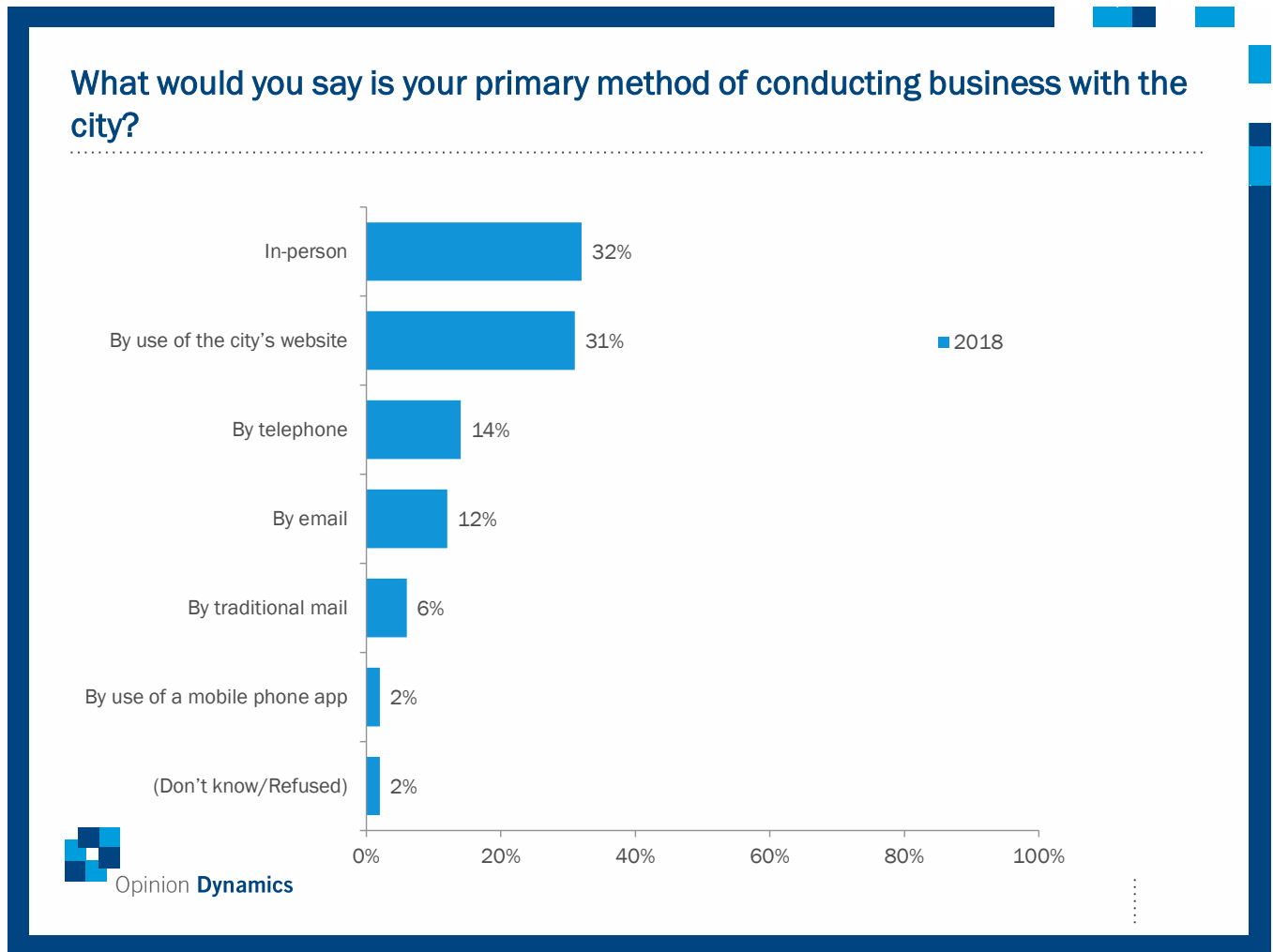
This year’s survey found the highest levels of utilization ‘visiting a neighborhood or city park’ (46% more than 26 times in the last 12 months), ‘riding a bike in the City’ (30% more than 26 times in the last 12 months), and ‘using the city’s public libraries’ (24% more than 26 times in the last 12 months).

Figure 7 Interaction with Cambridge Facilities



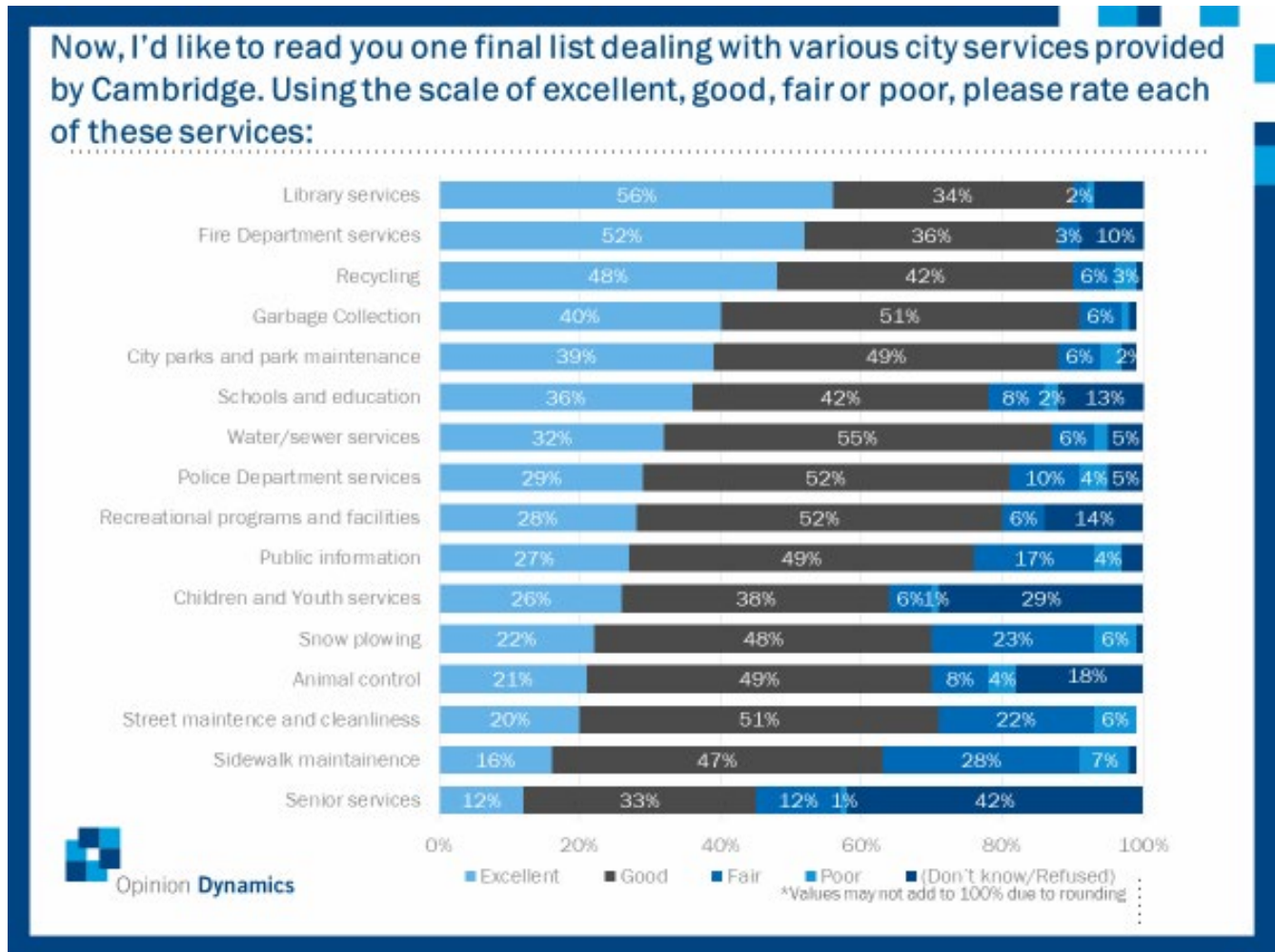
Most residents say they utilize either in-person visits (32%) or the city’s website (31%) as the primary methods of conducting business with the city. About equal shares say they use the telephone (14%) and email (12%) as the main method of conducting business with the city. Interestingly, 2% say they use a mobile app to do city-related business—down from 5% in 2016.

Figure 8 Method of Conducting Business in Cambridge



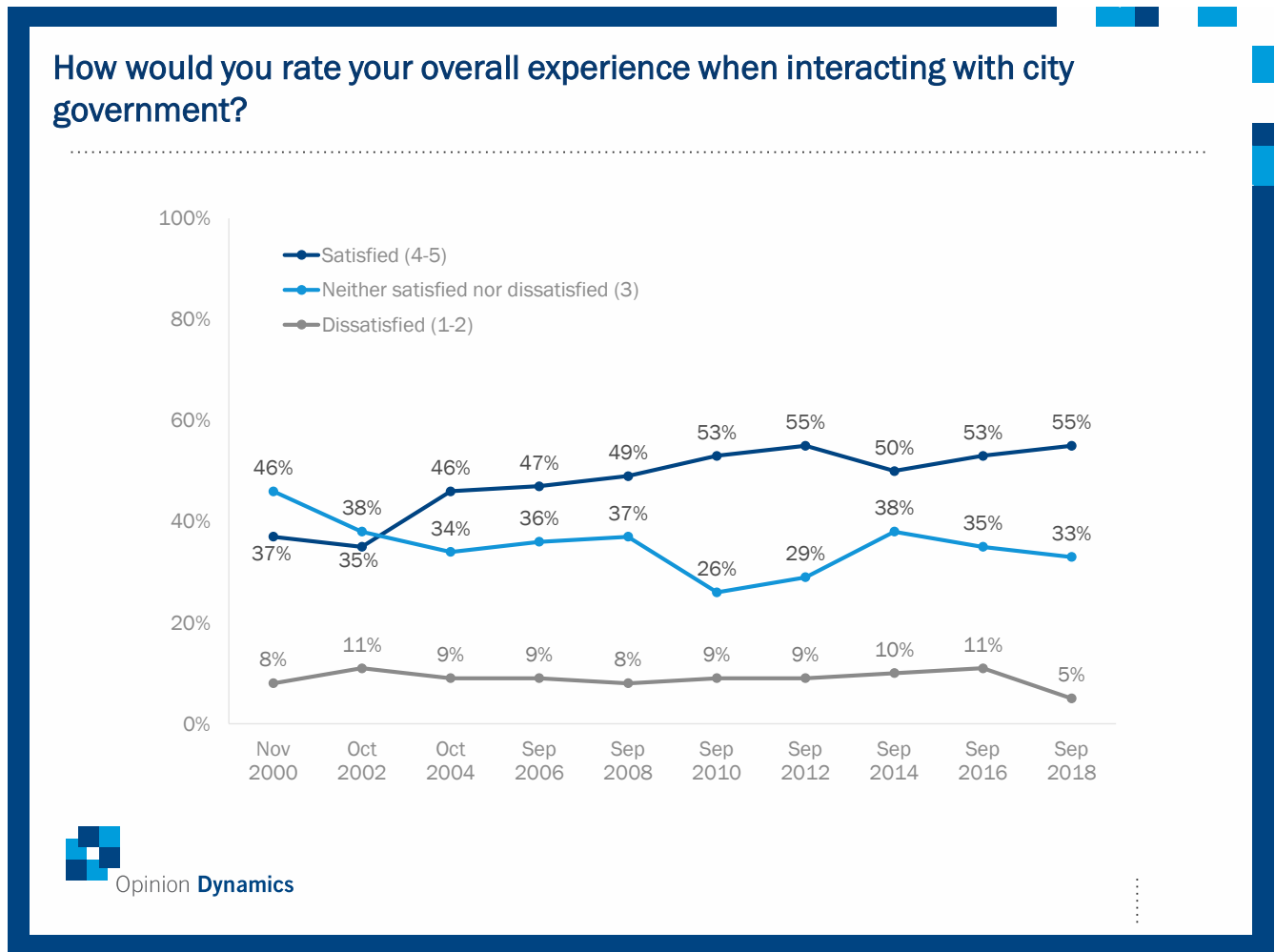
Among the 16 municipal services we tested for performance, excellent ratings improved on: 'public information' (+6), 'recreation programs and facilities' (+3), 'city parks and park maintenance' (+3), 'street maintenance and cleanliness' (+4), 'animal control' (+3), 'sidewalk maintenance' (+1), 'children and youth services' (+3). 'Excellent' ratings for the following city services went down: 'police' (-7), 'fire' (-3), 'garbage collection' (-3), 'recycling' (-5), library (-11), 'senior services' (-10), 'water/sewer' (-11). Top 'excellent' ratings (distinct from improvements or declines over time) were seen in: library services (56%), fire department services (52%), recycling (48%) and garbage collection (40%).

Figure 9 Cambridge Service Ratings



The percentage of respondents who are “totally” satisfied with their interactions with the city remained at 24% today—the highest level we’ve seen over the course of this survey program. And, combined overall satisfaction rose from 53% in 2016 to 55% today. Thirty-three percent are neither satisfied nor dissatisfied, and just 5% saying they are in any way dissatisfied—down from 11% in 2016.

Figure 10 Interaction with Cambridge Government Satisfaction



The full trended survey data is attached as Appendix A.

Appendix A.

TOPLINE

OPINION DYNAMICS

CITY OF CAMBRIDGE ODC #7976
SEPTEMBER 2018

Interviewing dates: 9/12-10/15

Sample size: N=400 Phone/Online=2,587

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?

	<u>Phone</u> <u>September</u> <u>2018</u>
Affordable housing/housing	35%
Traffic	6
Education	5
Roads/road construction/infrastructure	4
Overdevelopment	4
Bike lane issues	4
Public transportation	4
Crime	4
Bicyclist deaths/pedestrian deaths	3
Quiet zone/train noise issues	2
Parking	2
Race Relations	1
Drugs/opioids	1
Too liberal	1
Property taxes	1
Environment	1
Police-community relations	1
Climate change	1
Economy/jobs	-
Income inequality	-
Zoning	-
Presidential election/Trump	-
(Nothing)	-
(Other)	6
(Not sure/Don't Know/Refused)	14

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

2. The overall performance of City government here in Cambridge.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	18%	54	17	5	6
<u>Phone</u>					
September 2018	16%	47	25	5	6
September 2016	20%	48	20	4	8
September 2014	16%	57	17	8	2
September 2012	18%	57	17	2	6
September 2010	14%	53	16	5	11
September 2008	12%	58	21	3	6
September 2006	12%	50	24	7	7
October 2004	9%	51	23	6	11
October 2002	6%	45	27	8	14
November 2000	5%	46	26	5	18

3. The overall quality of life in Cambridge.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	39%	52	8	1	-
<u>Phone</u>					
September 2018	39%	48	11	1	1
September 2016	42%	40	13	5	-
September 2014	44%	45	9	2	-
September 2012	51%	43	5	1	-
September 2010	37%	55	7	1	-
September 2008	32%	59	7	1	1
September 2006	32%	54	12	2	-
October 2004	30%	59	10	-	1
October 2002	28%	57	12	1	2
November 2000	24%	62	12	1	1

4. The overall quality of your neighborhood.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	37%	51	10	2	-
<u>Phone</u>					
September 2018	45%	43	11	1	-
September 2016	43%	48	6	3	-
September 2014	37%	51	10	2	-
September 2012	46%	43	10	-	-
September 2010	42%	43	14	-	-
September 2008	37%	46	14	3	-
September 2006	36%	48	12	4	-
October 2004	34%	51	12	3	-
October 2002	32%	48	17	2	1
November 2000	36%	49	13	2	-

5. Cambridge as a place to raise a child.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	26%	36	12	3	24
<u>Phone</u>					
September 2018	41%	34	14	2	9
September 2016	42%	37	9	5	6
September 2014	34%	48	12	1	6
September 2012	44%	37	9	2	8
September 2010	33%	43	15	4	5
September 2008	22%	42	20	4	12
September 2006	22%	45	21	4	8
October 2004	21%	44	19	5	11
October 2002	18%	43	17	7	15
November 2000	19%	44	19	4	13

6. Cambridge as a place to live.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	50%	42	7	1	-
<u>Phone</u>					
September 2018	49%	42	8	-	-
September 2016	54%	32	11	3	-
September 2014	49%	43	6	2	-

September 2012	62%	34	3	1	-
September 2010	48%	42	8	1	1
September 2008	43%	49	7	2	-
September 2006	41%	45	10	3	1
October 2004	42%	47	8	2	1
October 2002	42%	44	10	3	1
November 2000	39%	50	8	2	1

7. Cambridge as a place to retire.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	17%	26	17	14	27
<u>Phone</u>					
September 2018	20%	28	24	20	8
September 2016	25%	29	22	14	9
September 2014	24%	37	25	9	4
September 2012	27%	40	21	4	8
September 2010	22%	38	19	8	12
September 2008	21%	37	17	13	12
September 2006	20%	30	20	15	15
October 2004	16%	29	26	17	12
October 2002	14%	31	21	22	12
November 2000	13%	33	23	17	14

8. Cambridge as a safe place to live.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	30%	56	12	2	-
<u>Phone</u>					
September 2018	38%	48	12	1	-
September 2016	41%	37	18	3	-
September 2014	34%	52	14	1	-
September 2012	32%	51	15	1	-
September 2010	25%	52	22	1	1
September 2008	17%	55	24	4	-
September 2006	19%	54	22	3	1
October 2004	21%	58	17	3	1
October 2002	24%	52	19	4	1
November 2000	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**:

9. A sense of community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	14%	49	28	7	2
<u>Phone</u>					
September 2018	21%	48	22	7	1
September 2016	20%	47	21	11	2
September 2014	27%	51	18	4	-
September 2012	16%	55	27	1	1
September 2010	21%	49	25	3	1
September 2008	16%	46	30	5	2
September 2006	17%	47	30	3	3
October 2004	18%	52	24	4	2
October 2002	17%	45	29	6	3
November 2000	10%	52	31	5	2

10. A place welcoming to all races and cultures. (Wording change)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	32%	45	16	2	4
<u>Phone</u>					
September 2018	41%	37	18	3	-
September 2016	38%	46	13	3	-
September 2014	53%	35	9	2	-
September 2012	44%	45	8	1	1
September 2010	42%	47	9	1	1
September 2008	38%	44	13	3	2
September 2006	37%	46	13	2	1
October 2004	37%	46	14	1	2
October 2002	33%	46	15	3	3
November 2000	32%	45	17	4	3

11. Overall appearance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	19%	60	17	3	-
<u>Phone</u>					

September 2018	29%	58	10	3	-
September 2016	37%	45	17	-	-
September 2014	31%	52	17	1	-
September 2012	26%	60	13	1	1
September 2010	25%	55	18	1	1
September 2008	16%	64	16	3	1
September 2006	19%	54	24	3	1
October 2004	15%	68	14	2	1
October 2002	13%	62	22	2	1
November 2000	13%	64	21	2	1

12. Opportunities to attend cultural events.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	45%	42	9	1	3
<u>Phone</u>					
September 2018	43%	46	8	2	1
September 2016	44%	38	15	3	1
September 2014	54%	37	8	-	-
September 2012	53%	36	8	-	2
September 2010	51%	42	4	-	1
September 2008	52%	40	6	1	1
September 2006	51%	36	9	2	3
October 2004	53%	37	7	1	2
October 2002	47%	39	9	2	3
November 2000	48%	40	8	2	2

13. Shopping opportunities.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	22%	51	21	5	1
<u>Phone</u>					
September 2018	23%	50	20	6	-
September 2016	21%	42	25	11	-
September 2014	35%	41	21	2	1
September 2012	30%	50	16	3	1
September 2010	32%	47	18	2	1
September 2008	30%	54	13	2	1
September 2006	34%	45	16	4	1
October 2004	23%	54	16	6	1
October 2002	27%	49	18	5	1

November 2000	26%	54	15	5	-
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14. Environmental planning and policy.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	14%	43	20	7	16
<u>Phone</u>					
September 2018	23%	48	19	4	7
September 2016	23%	50	16	2	9
September 2014	21%	49	24	4	3

15. Overall planning for the future of the community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	8%	38	25	11	18
<u>Phone</u>					
September 2018	14%	46	22	9	8
September 2016	16%	38	33	9	4
September 2014	14%	55	19	6	5

16. Open space/Recreation opportunities.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	22%	52	19	5	1
<u>Phone</u>					
September 2018	34%	48	13	2	2
September 2016	19%	41	33	6	-
September 2014	28%	42	24	5	-
September 2012	27%	41	28	2	2
September 2010	31%	43	20	5	1
September 2008	19%	52	24	5	-
September 2006	22%	41	29	8	1
October 2004	15%	45	31	8	1
October 2002	13%	41	33	9	4
November 2000	10%	42	33	12	2

17. Job opportunities.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	24%	35	14	3	25
<u>Phone</u>					
September 2018	26%	40	20	5	8
September 2016	25%	34	23	9	8
September 2014	23%	38	26	5	9
September 2012	19%	42	22	5	12
September 2010	9%	38	32	8	14
September 2008	13%	41	23	5	18
September 2006	9%	42	24	6	19
October 2004	6%	39	27	7	21
October 2002	6%	34	29	10	21
November 2000	18%	45	19	4	15

18. Access to affordable housing.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	2%	6	21	55	17
<u>Phone</u>					
September 2018	2%	17	29	47	6
September 2016	7%	12	26	52	4
September 2014	8%	20	44	26	2
September 2012	10%	22	35	23	9
September 2010	8%	18	40	22	11
September 2008	5%	19	38	30	8
September 2006	4%	11	32	44	9
October 2004	4%	11	29	50	6
October 2002	2%	12	24	54	8
November 2000	2%	7	24	63	4

19. Economic development.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	18%	44	17	3	17
<u>Phone</u>					
September 2018	23%	45	16	8	8
September 2016	30%	35	25	7	4
September 2014	23%	53	16	3	5
September 2012	23%	53	17	1	7

September 2010	13%	52	23	2	11
September 2008	10%	49	22	4	15
September 2006	8%	43	27	6	17
October 2004	8%	52	20	5	15
October 2002	9%	44	25	4	18
November 2000	12%	54	20	2	11

20. The balance between new construction and neighborhood preservation.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	4%	30	35	24	8
<u>Phone</u>					
September 2018	9%	34	32	19	6
September 2016	14%	35	25	25	2
September 2014	10%	47	28	11	3
September 2012	18%	44	26	8	3
September 2010	11%	48	27	4	9
September 2008	10%	50	25	11	4
September 2006	6%	40	33	15	6
October 2004	7%	45	27	12	9
October 2002	8%	39	32	12	9
November 2000	5%	39	32	17	8

21. Ability to have a positive impact on the community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	15%	48	20	4	13
<u>Phone</u>					
September 2018	19%	57	15	4	5
September 2016	19%	47	29	1	4
September 2014	21%	59	16	1	3

22. Ability to get around town by bicycle.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	13%	37	27	8	16

Phone

September 2018	30%	43	10	8	8
September 2016	39%	31	16	10	4

23. Ability to get around town on foot.

<u>Online</u>	<u>Excellent</u> 44%	<u>Good</u> 45	<u>Fair</u> 9	<u>Poor</u> 2	<u>(DK)</u> -
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Phone

September 2018	46%	43	9	1	-
September 2016	47%	37	15	-	-

24. Ability to get around town by public transportation – bus/subway.

<u>Online</u>	<u>Excellent</u> 21%	<u>Good</u> 47	<u>Fair</u> 25	<u>Poor</u> 6	<u>(DK)</u> 2
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Phone

September 2018	33%	39	19	8	1
September 2016	42%	36	20	1	1

25. Ability to get around town by car.

<u>Online</u>	<u>Excellent</u> 6%	<u>Good</u> 29	<u>Fair</u> 38	<u>Poor</u> 18	<u>(DK)</u> 9
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Phone

September 2018	9%	41	34	11	6
September 2016	5%	40	39	8	9

26. Ability to park when you travel around town.

<u>Online</u>	<u>Excellent</u> 5%	<u>Good</u> 19	<u>Fair</u> 34	<u>Poor</u> 30	<u>(DK)</u> 11
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Phone

September 2018	5%	23	29	40	4
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September 2016 9% 14 37 38 2

27. Ability to participate in government.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	17%	43	18	5	16
<u>Phone</u>					
September 2018	23%	36	18	8	16
September 2016	24%	37	25	7	7

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

28. Ridden a bike in the City.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	33%	4	4	12	6	39	2
<u>Phone</u>							
September 2018	47%	2	4	11	6	30	-

29. Used the Cambridge public libraries.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	16%	6	7	29	15	28	1
<u>Phone</u>							
September 2018	26%	7	9	22	12	24	-
September 2016	21%	4	6	26	13	29	2
September 2014	26%	7	5	24	13	26	-
September 2012	22%	4	5	24	14	31	1
September 2010	25%	11	11	24	12	16	1
September 2008	30%	6	7	26	11	20	1
September 2006	31%	6	9	27	11	15	1
October 2004	28%	4	7	28	13	19	1
October 2002	36%	6	8	23	10	17	-
November 2000	34%	6	7	25	10	17	-

30. Used the city’s recreational facilities.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	30%	3	7	25	10	18	7
<u>Phone</u>							
September 2018	36%	4	6	28	7	16	4
September 2016	33%	6	3	20	12	25	1
September 2014	29%	1	4	30	14	19	3
September 2012	30%	1	2	22	9	32	4
September 2010	34%	2	6	20	11	20	7
September 2008	27%	3	4	25	13	26	2
September 2006	29%	5	5	24	9	27	1
October 2004	33%	3	4	27	9	19	5
October 2002	37%	4	7	21	7	22	2
November 2000	37%	5	6	22	7	21	3

31. Participated in after-school programs or activities.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	71%	1	1	5	3	12	7
<u>Phone</u>							
September 2018	74%	1	1	8	2	13	-
September 2016	57%	-	2	8	4	28	1
September 2014	70%	3	2	6	5	14	1
September 2012	75%	1	2	8	3	10	3
September 2010	66%	1	2	12	4	8	6
September 2008	72%	2	3	5	2	10	5
September 2006	74%	1	1	5	3	12	3
October 2004	73%	1	1	6	4	9	6
October 2002	74%	1	2	7	3	7	6
November 2000	75%	2	1	7	3	10	2

32. Visited a neighborhood or city park.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
<u>Online</u>	2%	1	5	28	16	48	1

Phone

September 2018	6%	2	4	31	11	46	1
September 2016	3%	1	6	21	17	52	-
September 2014	6%	4	5	25	10	49	-
September 2012	7%	2	3	27	12	49	1
September 2010	7%	3	9	26	19	34	1
September 2008	7%	2	6	32	17	36	-
September 2006	9%	4	6	30	13	37	1
October 2004	10%	3	6	26	15	39	1
October 2002	10%	5	7	31	11	35	1
November 2000	11%	3	4	30	12	39	2

33. Attended a City Council meeting in person or watched it on TV or online (wording added)

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
Online	59%	13	9	14	2	2	2

Phone

September 2018	64%	6	7	18	1	4	-
September 2016	59%	12	6	18	2	4	-
September 2014	80%	10	3	7	-	-	-
September 2012	79%	8	5	7	1	-	1
September 2010	76%	7	4	10	-	1	1
September 2008	77%	6	6	10	1	-	-
September 2006	78%	8	5	8	1	-	-
October 2004	77%	9	6	7	-	1	-
October 2002	77%	9	6	6	-	1	1
November 2000	83%	9	3	4	-	1	1

34. Visited the city of Cambridge web site

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
Online	4%	5	9	49	18	14	1

Phone

September 2018	27%	6	12	40	10	5	-
September 2016	18%	10	5	41	15	11	-
September 2014	22%	6	10	40	11	9	2

September 2012	23%	6	12	37	8	12	1
September 2010	28%	6	15	31	10	7	2
September 2008	24%	5	12	35	10	12	1
September 2006	27%	6	12	32	8	14	-
October 2004	40%	7	9	31	6	6	1
October 2002	51%	9	11	22	4	2	1
November 2000	67%	5	8	15	1	2	1

35. Thinking about *all* of your interactions with the City of Cambridge, what would you say is your *primary method* of conducting business with the city:

	<u>Online</u>	<u>Phone</u> <u>September</u> <u>2018</u>
In-person	16%	32%
By telephone	8	14
By traditional mail*	3	6
By e-mail	13	12
By use of the city's website	45	31
By use of a mobile phone app	5	2
(Other)	1	-
(Don't know/Refused)	2	2

*Wording change: Previously "By mail" in 2016

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:

36. Police Department services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	22%	39	10	-2	26
<u>Phone</u>					
September 2018	29%	52	10	4	5
September 2016	36%	42	16	1	5
September 2014	25%	52	15	4	5
September 2012	33%	38	16	2	10
September 2010	24%	52	11	3	11
September 2008	26%	53	13	4	3
September 2006	23%	53	14	3	7
October 2004	22%	56	10	2	10
October 2002	21%	54	10	3	12
November 2000	15%	58	15	2	9

37. Fire Department services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	35%	26	2	-	38
<u>Phone</u>					
September 2018	52%	36	3	-	10
September 2016	55%	34	3	-	7
September 2014	41%	52	1	-	6
September 2012	47%	35	2	-	16
September 2010	37%	40	2	1	19
September 2008	40%	48	3	-	9
September 2006	36%	46	5	1	12
October 2004	31%	47	3	-	19
October 2002	34%	46	2	-	18
November 2000	24%	53	3	-	19

38. Garbage Collection.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	40%	48	7	1	4
<u>Phone</u>					
September 2018	40%	51	6	1	1
September 2016	43%	50	6	-	1
September 2014	30%	56	8	6	-
September 2012	34%	45	15	1	5
September 2010	29%	57	7	2	4
September 2008	36%	50	10	2	2
September 2006	29%	51	14	3	2
October 2004	24%	61	11	2	2
October 2002	24%	62	9	2	3
November 2000	23%	65	7	3	2

39. Recycling.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	47%	42	7	1	3
<u>Phone</u>					
September 2018	48%	42	6	3	1
September 2016	53%	37	7	2	1
September 2014	41%	47	9	3	-

September 2012	53%	37	5	2	3
September 2010	37%	49	9	2	2
September 2008	37%	49	10	2	2
September 2006	34%	51	11	2	2
October 2004	32%	54	10	2	2
October 2002	30%	50	12	5	3
November 2000	28%	54	12	3	2

40. Library services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	58%	25	3	-	14
<u>Phone</u>					
September 2018	56%	34	2	1	8
September 2016	67%	24	3	-	6
September 2014	56%	39	1	-	5
September 2012	56%	32	3	-	8
September 2010	47%	38	3	-	12
September 2008	38%	39	6	1	16
September 2006	38%	38	6	2	16
October 2004	34%	43	6	-	17
October 2002	30%	44	4	-	22
November 2000	21%	54	9	1	16

41. Recreational programs and facilities

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	14%	42	9	1	34
<u>Phone</u>					
September 2018	28%	52	6	-	14
September 2016	25%	49	12	5	9
September 2014	27%	50	14	1	9
September 2012	23%	52	13	-	12
September 2010	20%	48	11	1	20
September 2008	19%	51	10	2	18
September 2006	20%	48	11	2	18
October 2004	10%	54	14	1	21
October 2002	10%	52	14	1	23
November 2000	11%	51	14	2	22

42. City parks and park maintenance

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	27%	56	11	2	4
<u>Phone</u>					
September 2018	39%	49	6	3	2
September 2016	36%	43	13	4	3
September 2014	33%	53	12	1	1
September 2012	36%	51	7	3	3
September 2010	28%	57	9	3	4
September 2008	27%	57	12	3	2
September 2006	29%	53	14	1	3
October 2004	23%	59	12	2	4
October 2002	22%	58	12	2	6
November 2000	17%	61	14	2	5

43. Street maintenance and cleanliness

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	15%	50	26	9	1
<u>Phone</u>					
September 2018	20%	51	22	6	-
September 2016	16%	47	28	9	-
September 2014	20%	44	22	14	-
September 2012	26%	46	18	10	-
September 2010	19%	49	22	9	1
September 2008	13%	50	27	9	1
September 2006	13%	42	34	10	-
October 2004	9%	48	30	12	1
October 2002	11%	50	28	10	1
November 2000	10%	53	27	8	1

44. Snow plowing*

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	19%	48	22	7	5
<u>Phone</u>					
September 2018	22%	48	23	6	1
September 2016	22%	45	24	6	2
September 2014	22%	45	22	7	4

September 2012	29%	46	16	5	4
September 2010	13%	49	21	8	9
September 2008	11%	49	29	7	5
September 2006	11%	39	35	9	5
October 2004	11%	53	21	7	8
October 2002	14%	52	14	5	15
November 2000	10%	46	23	10	12

*Wording change: Previously “snow removal” in 2014

45. Animal Control

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	13%	26	9	4	49
<u>Phone</u>					
September 2018	21%	49	8	4	18
September 2016	18%	41	15	7	20
September 2014	25%	54	7	3	11
September 2012	24%	44	10	4	18
September 2010	15%	40	13	2	29
September 2008	17%	46	9	5	23
September 2006	15%	44	14	4	23
October 2004	11%	50	10	3	26
October 2002	11%	43	12	4	30
November 2000	9%	50	12	5	25

46. Senior services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	5%	13	4	2	76
<u>Phone</u>					
September 2018	12%	33	12	1	42
September 2016	22%	31	16	3	28
September 2014	16%	46	9	1	28
September 2012	17%	31	9	2	42
September 2010	14%	31	5	1	49
September 2008	10%	29	6	1	55
September 2006	9%	27	7	3	54
October 2004	8%	25	7	2	58
October 2002	8%	27	8	2	55
November 2000	8%	27	10	-	55

47. Sidewalk maintenance

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	7%	41	36	15	2
<u>Phone</u>					
September 2018	16%	47	28	7	1
September 2016	15%	40	29	15	1
September 2014	10%	47	34	8	1
September 2012	15%	51	23	9	1
September 2010	13%	51	26	9	1
September 2008	6%	48	34	11	1
September 2006	7%	44	35	11	3
October 2004	8%	42	34	14	2
October 2002	9%	41	32	15	3
November 2000	6%	47	30	16	1

48. Children and Youth services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	12%	22	5	1	60
<u>Phone</u>					
September 2018	26%	38	6	1	29
September 2016	23%	43	16	4	14
September 2014	19%	49	9	1	21
September 2012	24%	41	6	-	28
September 2010	15%	35	7	1	41
September 2008	12%	35	10	2	41
September 2006	12%	35	9	3	42
October 2004	8%	36	11	1	44
October 2002	7%	29	10	2	52
November 2000	7%	36	13	-	44

49. Schools and education

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	16%	31	9	2	42
<u>Phone</u>					
September 2018	36%	42	8	2	13
September 2016	36%	44	13	1	5
September 2014	33%	41	15	3	9
September 2012	31%	46	9	2	12

September 2010	22%	35	15	4	24
September 2008	10%	34	27	6	23
September 2006	11%	34	25	9	21
October 2004	10%	37	22	7	24
October 2002	13%	35	15	8	29
November 2000	15%	35	15	5	30

50. Water/sewer services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	25%	46	9	2	18
<u>Phone</u>					
September 2018	32%	55	6	2	5
September 2016	43%	43	3	5	5
September 2014	31%	57	8	1	3
September 2012	35%	53	6	1	6
September 2010	24%	50	11	2	12
September 2008	17%	57	13	5	8
September 2006	16%	61	12	3	8
October 2004	13%	60	14	4	9
October 2002	13%	58	16	3	10
November 2000	10%	66	15	3	6

51. Public information

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
<u>Online</u>	21%	53	15	3	8
<u>Phone</u>					
September 2018	27%	49	17	4	3
September 2016	21%	58	14	5	2
September 2014	25%	58	12	3	2
September 2012	22%	55	14	2	7
September 2010	22%	56	14	1	6
September 2008	17%	58	15	2	7
September 2006	18%	59	13	3	6
October 2004	14%	58	17	3	8
October 2002	12%	55	20	4	9
November 2000	9%	59	22	4	7

52. 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.

	<u>Agree</u>	<u>Disagree</u>	<u>(Don't know)</u>
<u>Online</u>	30%	38	31
<u>Phone</u>			
September 2018	43%	46	11
September 2016	53%	34	13
September 2014	50%	47	3
September 2012	47%	39	14
September 2010	45%	35	20
September 2008	41%	44	15
September 2006	42%	45	12
October 2004	40%	43	17
October 2002	42%	36	22
November 2000	50%	31	19

53. 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?

	<u>1- Totally dissatisfied</u>	<u>2</u>	<u>3-Neither satisfied nor Dissatisfied</u>	<u>4</u>	<u>5 -Totally satisfied</u>	<u>(DK)</u>	<u>(Avg.)</u>
<u>Online</u>	3%	6	24	41	17	9	3.72
<u>Phone</u>							
September 2018	2%	3	33	31	24	7	-
September 2016	5%	6	35	29	24	2	-
September 2014	3%	7	38	31	19	1	-
September 2012	2%	7	29	39	16	7	-
September 2010	4%	5	26	37	16	11	-
September 2008	4%	4	37	38	11	7	-
September 2006	3%	6	36	32	15	7	-
October 2004	4%	5	34	32	14	11	-
October 2002	5%	6	38	26	9	16	-
November 2000	2%	6	46	31	6	9	-

On a scale of 1 to 5, where 1 means *total disagreement*, 3 means *neither agreement nor disagreement* and 5 means *total agreement*, how would you rate your **overall** agreement with the following statements?

54. The City has improved bicycle safety in Cambridge.

	<u>1- Total disagreement</u>	<u>2</u>	<u>3-Neither agreement nor disagreement</u>	<u>4</u>	<u>5-Total agreement</u>	<u>(DK)</u>
<u>Online</u>	5%	7	17	43	19	9
<u>Phone</u> September 2018	6%	3	20	32	36	3

55. The City has improved pedestrian safety in Cambridge.

	<u>1- Total disagreement</u>	<u>2</u>	<u>3-Neither agreement nor disagreement</u>	<u>4</u>	<u>5-Total agreement</u>	<u>(DK)</u>
<u>Online</u>	8%	11	31	33	10	7
<u>Phone</u> September 2018	5%	5	26	30	31	2

56. I would like to see the City install more protected bike lanes in Cambridge.

	<u>1- Total disagreement</u>	<u>2</u>	<u>3-Neither agreement nor disagreement</u>	<u>4</u>	<u>5-Total agreement</u>	<u>(DK)</u>
<u>Online</u>	17%	6	11	13	51	2
<u>Phone</u> September 2018	22%	4	13	14	46	1

57. 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?

	<u>Phone</u> <u>September</u> <u>2018</u>
More affordable housing	26%
Bike safety	8
Parking	6

Traffic/congestion	5
Improve public transportation	4
Education/schools	4
Cost of living	3
Less development/overdevelopment	3
Race relations/police-community relations	3
Street/repair/infrastructure	3
Better communication from city	2
Help for homeless	2
Environmentally friendly/renewable energy	2
Zoning/planned development	2
Crime/public safety	2
Cleaning up trash/litter	2
Business development	1
Pedestrian Safety	1
Climate change	1
Snow removal	1
Help for drug addiction	1
More open space/green space	1
Maintain trees/plant/beautify	1
Sidewalk repair	-
Additional internet providers/cable	-
Help for seniors	-
Property taxes	-
(Nothing)	5
(Other)	8
(Not sure)	1

58. 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?

	<u>Yes, public</u>	<u>Yes, private</u>	<u>Yes, parochial</u>	<u>Yes, (any mixture of schools)</u>	<u>Yes, (refused)</u>	<u>No</u>	<u>(Ref)</u>
<u>Online</u>	17%	3	-	2	2	74	2
<u>Phone</u>							
September 2018	17%	6	-	-	2	73	1
September 2016	30%	6	-	-	-	63	-
September 2014	15%	4	-	2	-	78	-
September 2012	18%	2	-	2	1	74	1
September 2010	14%	5	2	1	3	73	2

Appendix A.

September 2008	15%	6	1	2	2	73	1
September 2006	18%	4	1	1	1	72	3
October 2004	12%	5	1	1	1	79	1
October 2002	12%	3	-	1	1	82	1

Now, I'd like to ask you some final questions for statistical purposes.

59. Gender

	<u>Online</u>	<u>Phone September 2018</u>
Female	60%	51%
Male	40	48
(Other)	2	1

60. In which of the following categories is your age?

	<u>Online</u>	<u>Phone September 2018</u>
18 - 25	7%	18%
26 - 35	26	37
6 - 45	20	13
46 - 55	16	8
56 - 64	13	12
65+	15	11
(Refused)	2	2

61. Where do you get *most* of your information about Cambridge-related issues:

	<u>Online</u>	<u>Phone September 2018</u>
Television	1%	6%
Radio	1	3
Newspapers	7	13
Newsletters	11	5
Social media	25	23
Meetings	1	3
Word of mouth	11	16
Websites	33	26
(Other)	8	2
(Don't know)	2	2

62. How many years have you lived in Cambridge?

	<u>Online</u>	<u>Phone September 2018</u>
(Less than 1 year)	5%	2%
(1.1 - 2 years)	7	4
(2.1 - 5 years)	18	14
(5.1 - 10 years)	16	22
(10.1 - 20 years)	19	18
(20.1 - 30 years)	12	13
(Over 30 years)	16	14
(All my life)	8	10
(Don't know)	-	2

63. What is your *primary* method of getting around Cambridge?

	<u>Online</u>	<u>Phone September 2018</u>
Car	28%	30%
Rideshare/TNC	1	-
Walking	34	31
Bicycle	22	9
Taxi/Uber/Lyft	-	2
Public Transportation (the "T")	14	23
(Other/Refused)	1	5

64. Do you own or rent your home?

	<u>Online</u>	<u>Phone September 2018</u>
Own	51%	42%
Rent	45	55
(Other)	2	1
(Refused)	2	3

65. Which one of the following best describes the neighborhood of Cambridge you live in?

	<u>Online</u>	<u>Phone</u> <u>September</u> <u>2018</u>
North Cambridge	17%	16%
Porter Square	8	10
Agassiz	4	1
West Cambridge	14	11
Area 4	4	6
Riverside	4	5
Central Square	8	11
Cambridgeport	12	10
Kendall Square	2	3
East Cambridge	9	11
Mid-Cambridge	11	7
Wellington/Harrington	4	-
Fresh Pond	-	-
Harvard Square	-	3
Inman Square	-	-
(Other)	2	1
(Don't know/Refused)	4	4

66. Would you please tell me in which of the following categories I read is your total household income—that is, of everyone living in your household?

	<u>Online</u>	<u>Phone</u> <u>September</u> <u>2018</u>
\$0-11,999	1%	6%
\$12-19,999	1	3
\$20-34,999	3	8
\$35-49,999	5	8
\$50-74,999	12	13
\$75-99,999	11	9
\$100,000 and over	48	37
(Don't know/Refused)	18	16

For more information, please contact:

Ernie Paicopolos
Principal

617 492 1400 tel
617 497 7944 Fax
epaicopolis@opiniondynamics.com

1000 Winter Street
Waltham, MA 02451



Boston | Headquarters

617 492 1400 tel
617 497 7944 fax
800 966 1254 toll free

1000 Winter St
Waltham, MA 02451

San Francisco Bay

510 444 5050 tel
510 444 5222 fax

1 Kaiser Plaza
Suite 445
Oakland, CA 94612

San Diego

858 270 5010 tel
858 270 5011 fax

7590 Fay Avenue
Suite 406
La Jolla, CA 92037