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2023 Resident Opinion Survey
Prepared for The City of Cambridge, MA

November 1, 2023
Polity Research Consulting LLC

Methodology

Polity Research Consulting conducted a random telephone survey among 400 adult residents of the City of Cambridge, Massachusetts between September 18th and September 23rd 2023. The sample was constructed to represent the adult population of the City—and was comprised of both landline and cell-phone households. The margin of error on the full, 400-member sample is ±4.90% at the mid-range of the 95% confidence interval. That is, when conducting 100 such surveys, 95 of them will yield results that fall—at worst—4.9 points on either side of a given percentage. When looking at smaller segments of the sample, the margins of error will increase.

<center>*Executive Summary Of Key Findings*</center>

All in all, the results of this survey point to a Cambridge resident population that is more positive about most City-related issues than we saw in 2022. Some of the highlights are:

• 'Performance of City government' got the highest "excellent" rating (22%) in the history of the survey program—dating back to 2000. Moreover, almost seven in ten residents give either an "excellent" or "good" rating of City government performance (69%);

• Most other key metrics are up—some significantly higher. For example, "Cambridge as a place to live" saw "excellent" ratings soar from 48% in 2022 to 56% today;

• Preliminary "Gap Analysis" shows that the areas needing greatest attention are: "providing market housing that is affordable" (2.01 mean score gap between 'importance ' and 'performance'); affordable housing (i.e, subsidized) (1.61 mean score gap between 'importance ' and 'performance'); and the 'quality of the transportation system' (1.13 mean score gap between 'importance ' and 'performance');

• Not surprisingly, 'affordable' housing' still dominates the list as the most important issue the city needs to focus on (39% of open-ended responses). Public transportation is second at 7%;

• Educational opportunities did show a drop in performance—going from 43% "excellent" in 2022 to 33% today—*although the wording did differ on the two surveys*);

• Efforts to mitigate climate change and address equity issues also show relatively low "excellent" scores (9% and 16%, respectively);

• The Fire and Library departments both show impressive increases in "excellent" ratings;

• City of Cambridge communications are —*by far*—seen as the most "valuable" information source by respondents (53% "very valuable", 32% "somewhat valuable");

• Respondents most want the City to focus on public transportation options—like buses and subway (although the City's control over this issue is limited).
What follows is a question-by-question analysis of the full survey results.

City Performance Ratings

As the chart shows, close to seven in ten residents (69%) give the city either "excellent" or "good" marks on the overall performance of city government in Cambridge—a 5-point increase from the 2022 score. Moreover, 22% now assign "excellent" ratings to overall performance—*the highest level in the history of this survey program.*

Overall performance of City government here in Cambridge

	Nov 2000	Oct 2002	Oct 2004	Sep 2006	Sep 2008	Sep 2010	Sep 2012	Sep 2014	Sep 2016	Sep 2018	Sep 2020	Sep 2022	Sep 2023
Excellent/Good	51%	51%	60%	62%	70%	67%	75%	73%	68%	63%	66%	64%	69%
Fair/Poor	31%	35%	29%	31%	24%	21%	19%	25%	24%	31%	28%	32%	28%

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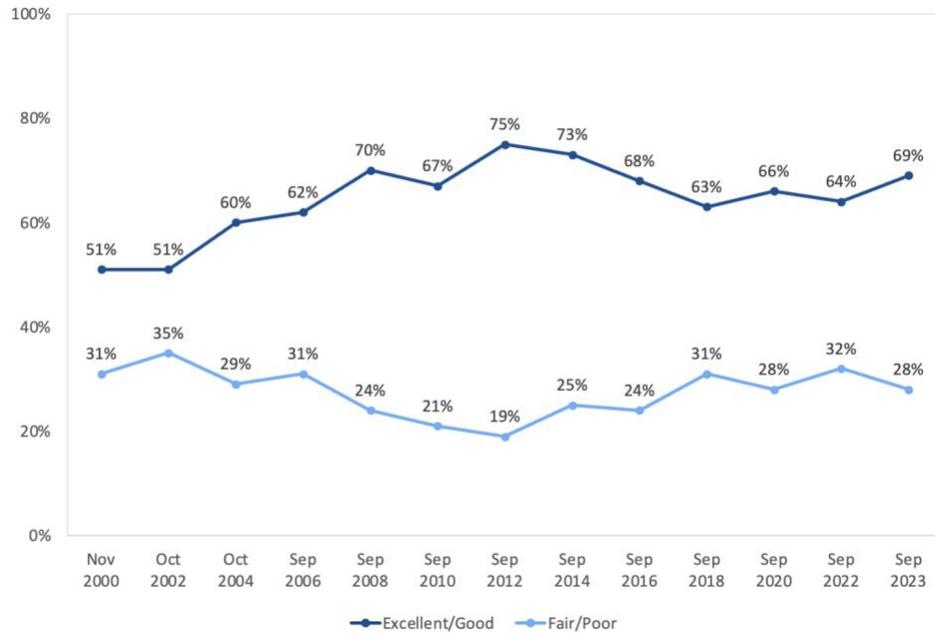
Demographically, the tendency to assign "excellent" ratings to the city comes most often from: men, people aged 18-34, students, lower-income residents, residents with high school educations, renters, and residents of the West and East areas of Cambridge. "Poor" ratings are most likely to come from residents earning under $50-$100,000 a year, Hispanic residents, those with some college education, and longer-term residents.

Respondents were also asked to rate a range of city attributes. As the chart shows, almost six in ten respondents assign "excellent" ratings to their **neighborhood being a safe place to live** (59%), followed by **the city *overall* as a place to live** (56% excellent); the **city as a welcoming place** (48% excellent)**; Cambridge as a safe place to live** (45% excellent); **a sense of community** (26% excellent—up five points from 2022); and **overall performance of the city government** (22% excellent—up one point from 2022).

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

	Excellent	Good	Fair	Poor	(Don't know)
Your neighborhood as a place to live*	59%	28%	8%	5%	1%
Cambridge as a place to live	56%	31%	8%	5%	
A place welcoming to all races, ethnicities, cultures, and identities*	48%	35%	12%	3%	2%
Cambridge as a safe place to live	45%	41%	9%	3%	1%
A sense of community	26%	42%	22%	8%	2%
Overall performance of City government in Cambridge	22%	47%	19%	9%	2%

*slightly different wording

■ Excellent ■ Good ■ Fair ■ Poor ■ (Don't know)
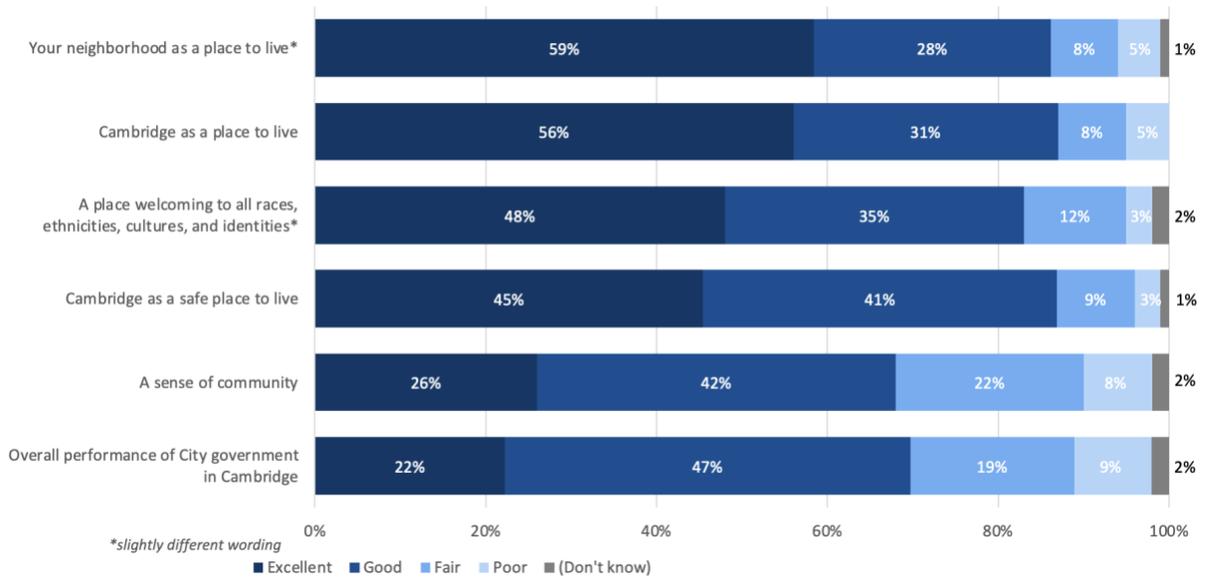
Importance/Performance Gap Analysis

This year, respondents were asked to rate a listing of 12 aspects of the community on two separate scales—first a "1" to "5" importance scale and next a "1" to "5" performance scale. We then analyzed the mean score results to construct a Gap Analysis—showing areas that the City performs well on and areas that need improvements.

First, here are the overall results to the *importance* ratings. As the chart shows, *both* **affordable housing** measures garner the highest percentages of *"extremely important"* ratings (65% "market" and 64% "subsidized"). Interestingly, the **quality of the transportation system** (at 64% "extremely" important) is next in line of importance. The importance list continues with**: quality of public utility infrastructure** (58% "extremely" important); **safe streets and neighborhoods** (54%); **efforts to address equity and inclusion** (52%); **economic health** (50%); **efforts to address climate change** (49%); **opportunities in education/culture/arts** (48%); **quality of open space/recreation** (45%); **construction/preservation balance** (42%); **connection and engagement with the community** (31%).

How important is it for the Cambridge community to focus on each of the following in the coming two years:
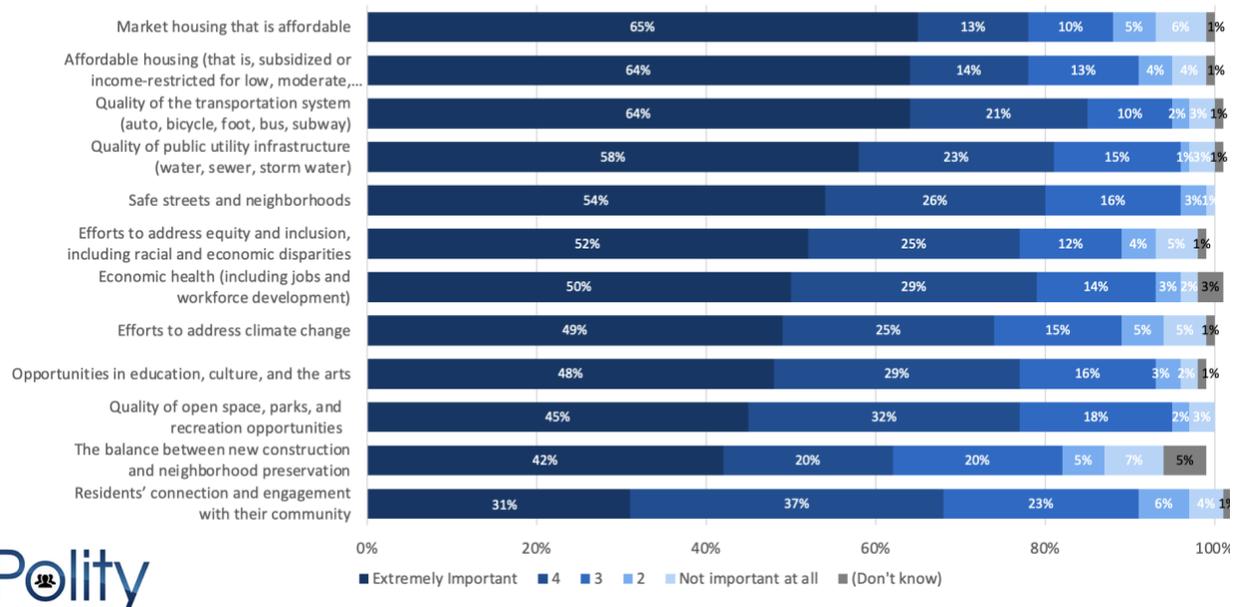
Next, here are the overall results to the *performance* ratings. As the chart shows, **quality of open space/recreation** tops the performance list—with 37% assigning "excellent" ratings to the City. **Opportunities in education/culture/arts** finishes second on the list (33% "excellent" ratings). Next in succession on City performance are: **quality of public utility infrastructure** (26%); **safe streets and neighborhoods** (25%); **quality of transportation system** (18%); **economic health** (17%); **efforts to address equity and inclusion** (16%); **engagement with the community** (14%); **construction/preservation balance** (13%); *subsidized* **affordable housing** (9%); **efforts to address climate change** (9%); *market* **affordable housing** (7%).

Please rate how well the City of Cambridge performs on each of these.

Category	Excellent	4	3	2	Poor	(Don't know)
Quality of open space, parks, and recreation opportunities*	37%	39%	15%	3%	5%	1%
Opportunities in education, culture, and the arts*	33%	39%	19%	3%	4%	2%
Quality of public utility infrastructure (water, sewer, storm water.)	26%	36%	25%	6%	5%	2%
Safe streets and neighborhoods	25%	48%	20%	2%	5%	
Quality of the transportation system (auto, bicycle, foot, bus, subway)	18%	30%	26%	16%	10%	
Economic health (including jobs and workforce development)	17%	36%	27%	3%	6%	12%
Efforts to address equity and inclusion, including racial and economic disparities	16%	33%	31%	10%	5%	6%
Residents' connection and engagement with their community	14%	30%	36%	12%	5%	3%
The balance between new construction and neighborhood preservation	13%	22%	34%	16%	11%	5%
Affordable housing (that is, subsidized or income-restricted for low, moderate, and middle income families)*	9%	14%	27%	24%	18%	7%
Efforts to address climate change	9%	35%	34%	7%	6%	10%
Market housing that is affordable	7%	7%	19%	34%	30%	3%

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*slightly different wording

Next, we calculated the mean scores of all the importance/performance measures and matched them up with one another. We find that (not surprisingly) the two affordable housing measures show the biggest negative gaps between importance and performance (2.01 "market", 1.61 "subsidized"). Interestingly, transportation system issues show the next biggest gap (1.13), followed by construction/preservation balance (0.76), equity efforts (0.70), climate change efforts (0.70); economic health (0.64); public utility infrastructure (0.59); resident engagement (0.49); safe streets (0.44); education/culture/arts (0.23); open space (0.10).

The bottom line is that the community aspects at the *top* of the Gap Analysis "pyramid" are relatively important to residents *and* the City is performing well on them. Conversely, those on the bottom of the pyramid are relatively important to residents and the City is performing less well on them.

Importance/Performance Gap Ranking (higher number=greater attention needed)

Category	Gap
Open Space	0.10
Education Culture	0.23
Safe Streets	0.44
Resident Engagement	0.49
Public Utility Infrastructure	0.59
Economic Health	0.64
Climate Change Efforts	0.70
Equity Efforts	0.70
Construction/Preservation Balance	0.76
Transportation System	1.13
Affordable Sub. Housing	1.61
Affordable Mkt. Housing	2.01

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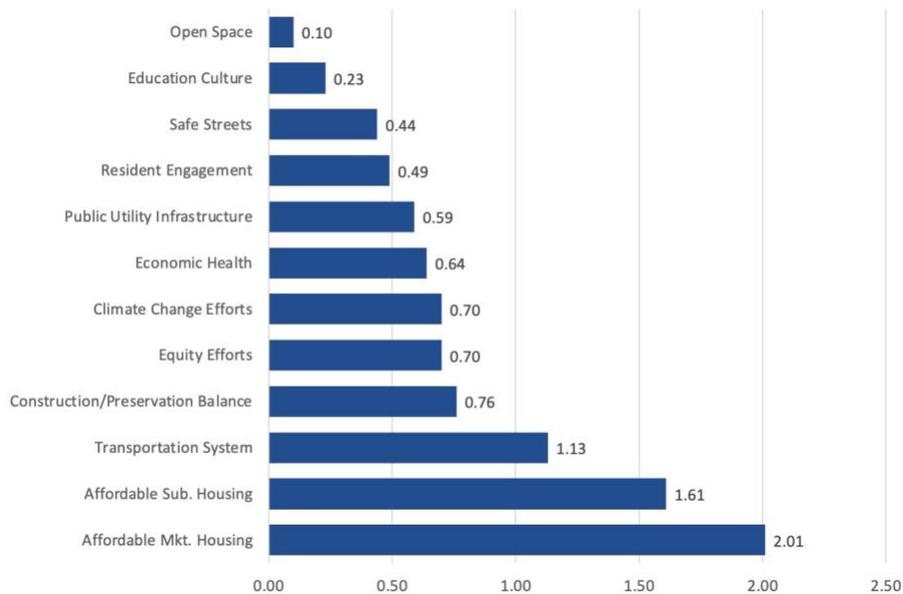
Another way of looking at this issue is by use of a "perceptual map"—which plots the relative mean scores of the community aspects on a matrix of importance and performance. Aspects in the upper right-hand quadrant of the map represent areas where the City is performing well on important areas. Aspects in the lower right-hand quadrant represent those where the City performance needs improvement on issues that are important to residents.

Again, the affordable housing issues are clearly in need of improved performance by the City—while transportation issues are also trending in a negative direction.

Importance / Performance Perceptual Map

Legend
1. Economic health
2. Construction./Preserv. balance
3. Utility infrastructure
4. Trans. System
5. Safe streets
6. Open space/Rec.
7. Educ./Cult./Arts
8. Community Engage.
9. Afford. Market Housing
10. Afford. Housing/Sub.
11. Climate Change
12. Equity/Inclus./Disparities

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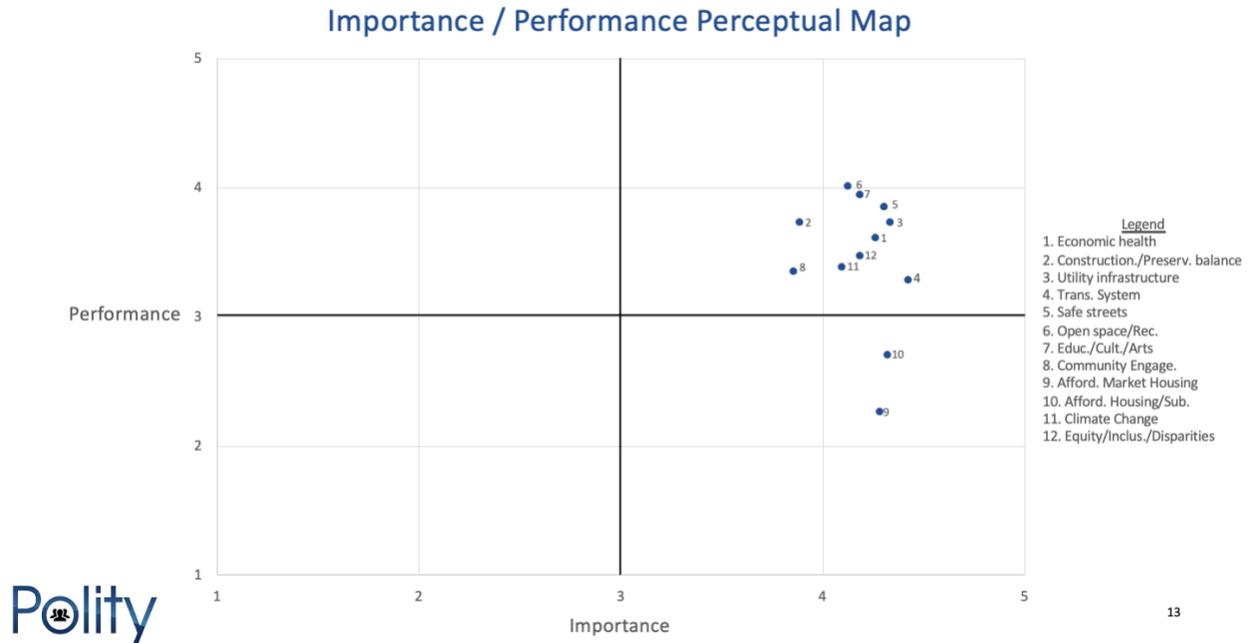
Most Important Issues Needing City Attention

Respondents were also asked to tell us—in their own words—what they think is the single most important issue that the City if Cambridge needs to focus on in the next *two* years. As the chart shows, affordable housing again tops the list—with almost four in ten of all responses (39%). Following far down the list are: public transportation (7%); climate change/environment (5%); education (5%); equality/equity (4%); city planning/construction (4%) and cost of living (4%).

What is the *single most important* issue the City of Cambridge should focus on in the coming two years?

Issue	%
Affordable housing	39%
Public transportation	7%
Climate change/environment	5%
Education	5%
Equality/Equity	4%
City planning/construction	4%
Cost of living	4%
Roads/Streets	3%
Bike safety issues	3%
Government transparency	3%
Economy/jobs	3%
Parking	2%
Traffic	2%
Safety/Crime	2%
Parks	1%
Community preservation	1%
Nothing	1%
Other	6%
Don't know/Refused	3%

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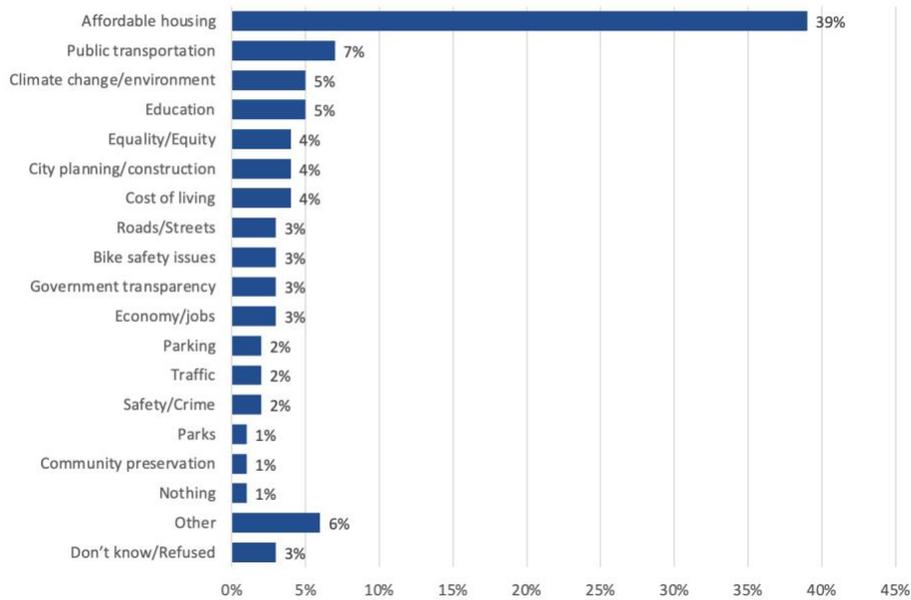
Frequency Of Activities

Respondents were also asked to tell us how many times they had participated in activities in the city. As the chart shows, the percentage of residents who have **ridden a bike** more than 26 times stands at 30%—about the same as we saw in 2022 (29%). The percentage who say they have "never" **attended a City Council meeting** is now at 55%—exactly the same as we saw in 2022. And, the percentage of residents who have *never* contacted a Cambridge City Councilor is 60%.

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

Activity	>26 times	13-26 times	3-12 times	Once or twice	Never	Don't know/Refused
Ridden a bike in the City	30%	7%	12%	5%	46%	
Attended a City Council meeting in person or watched it on TV or online	4%	1%	14%	25%	55%	1%
Contacted a Cambridge City Councilor to express your opinion or seek services	2%	2%	16%	19%	60%	1%

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■ >26 times ■ 13-26 times ■ 3-12 times ■ Once or twice ■ Never ■ Don't know/Refused
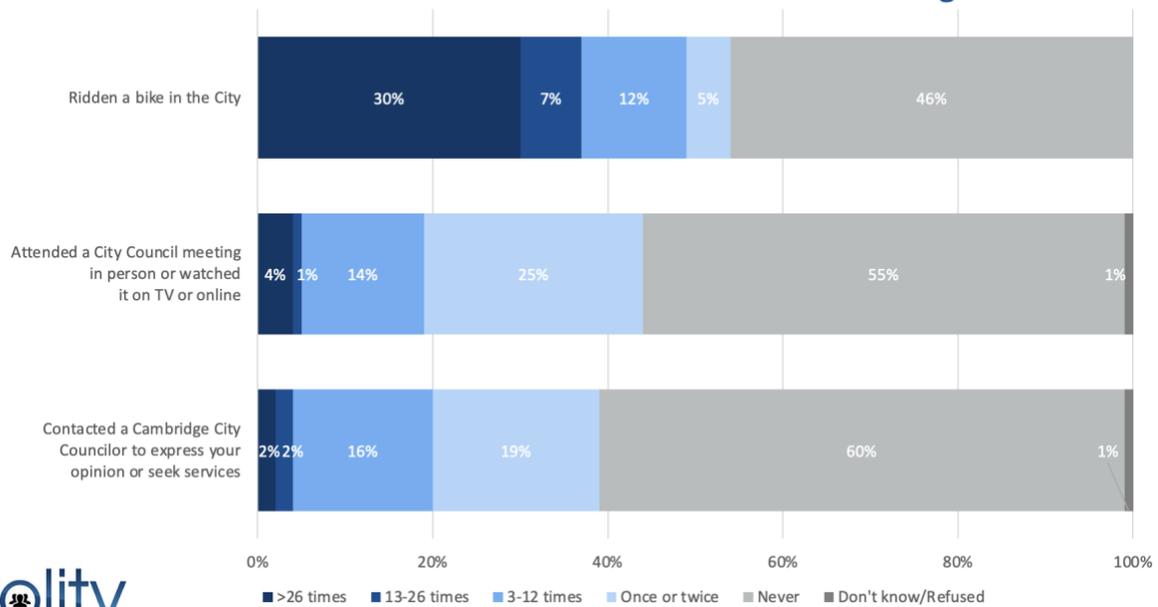
Ratings Of Specific City Services

Respondents were also asked to rate a range of City services on a scale of "excellent" to "poor". Since the 2022 survey, notable *improvements* in "excellent" scores occurred on: **library services** (up 11 points); **fire department services** (up 9 points); **public information** (up 4 points) and **water/sewer services** (up 3 points).

In terms of overall "excellent" scores, the top six were: library (68%); Fire Department services (51%); garbage, compost and recycling (50%) and city parks and maintenance (35%).

Now, I'd like to read you a number of services provided by the City of Cambridge. For each one, please rate the *quality* of these services on a scale of excellent, good, fair or poor.
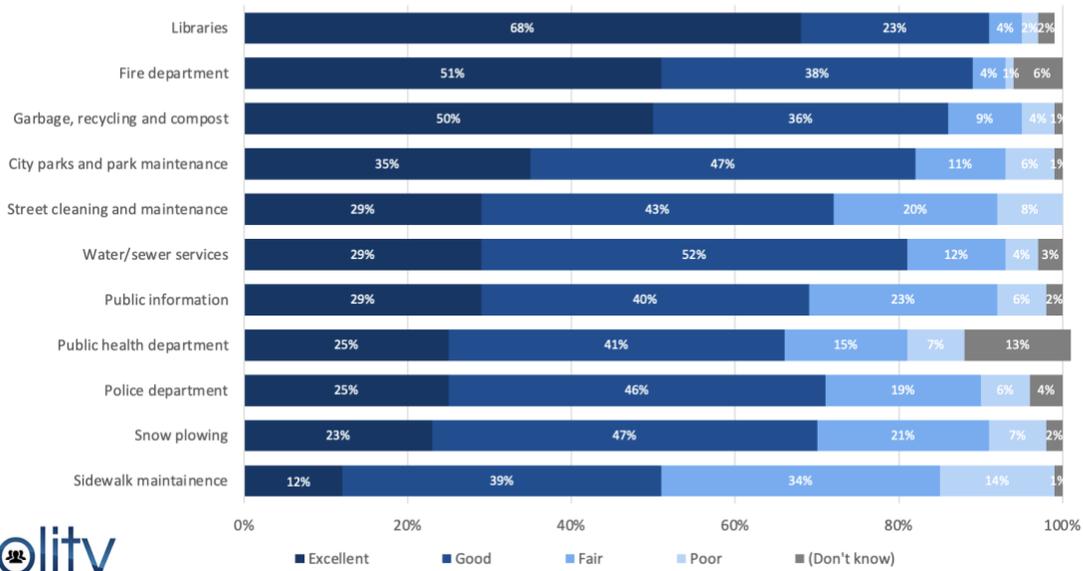
Resident Intentions And Recommendations

This year, we asked respondents two questions that reflect their level of pride in the City of Cambridge. First, we gauged the likelihood that residents would "recommend" living in the city to some who asked them. As the table shows, fully six in ten residents (60%) are "very likely" to make that recommendation. Also, almost the same number (55%) say they are "very likely" to "remain in Cambridge for the next five years".

Please tell me how likely you'd be to do each of the following—very likely, somewhat likely, somewhat unlikely, or very unlikely.

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	(Don't know)
Recommend living in Cambridge to someone who asks	60%	27%	4%	8%	1%
Remain in Cambridge for the next five years	55%	26%	7%	10%	1%
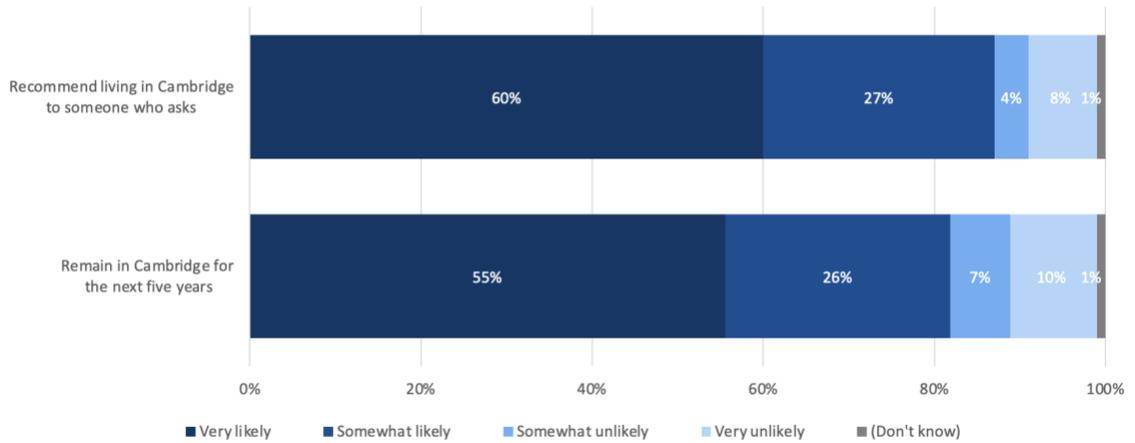
Transportation Options

As the following chart indicates, Cambridge residents clearly see walking as the best way to get around the city—with more than half rating that option as "excellent" (52%). Bicycle riding is seen as the nest best option (30% "excellent"), followed by Taxi/Uber (18%), public bus or subway (16%) and driving (10%).

On a scale of excellent, good, fair or poor, please rate the ease of getting around the city for each of the following transportation options.

Option	Excellent	Good	Fair	Poor	(Don't know)
On foot	52%	32%	11%	4%	1%
Bicycle, electric bicycle, or scooter	30%	36%	14%	5%	14%
Taxi or ride hail (e.g. Uber/Lyft)	18%	39%	25%	9%	8%
Public transportation, like bus or subway	16%	34%	35%	13%	2%
Driving	10%	31%	33%	22%	5%

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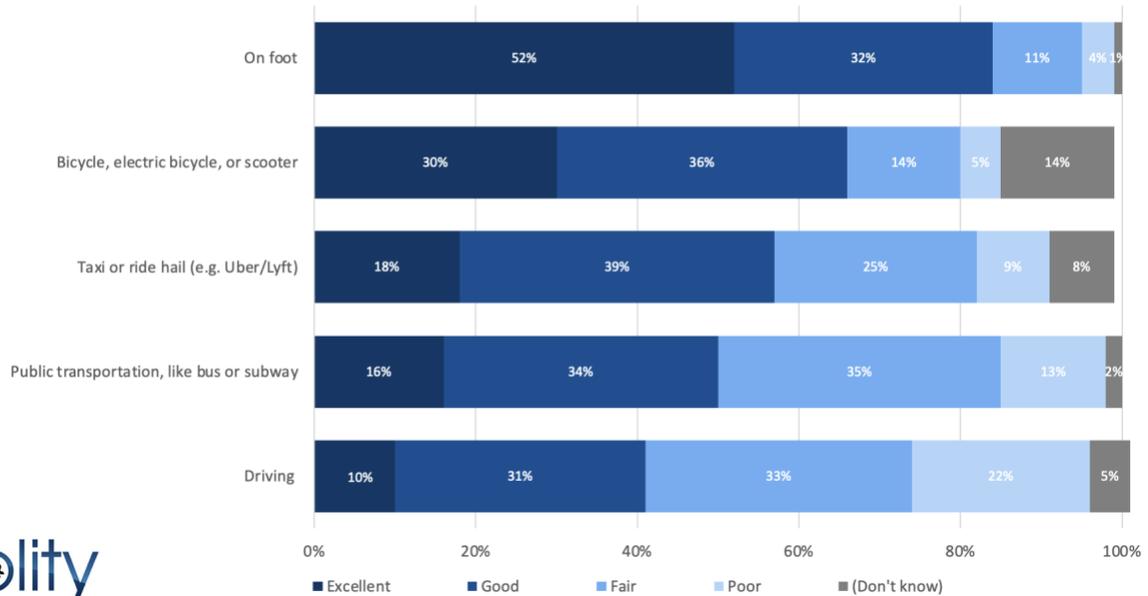
And, when asked which single transportation option is the most important for the City to improve—public transportation far and away tops the list at 44%. Parking comes in second place at 14%, followed by bicycle infrastructure at 10% and roadway infrastructure at 10%.

As you continue to think about transportation options to get around Cambridge, which of the following do you think is the *single most important option* for the city to focus on improving over the next few years?

Option	Percentage
Bicycle infrastructure	10%
Pedestrian infrastructure	9%
Roadway infrastructure	10%
Electric vehicle charging infrastructure	9%
Parking	14%
Public transportation, like bus or subway	44%
(All equally)	3%
(Don't know)	1%

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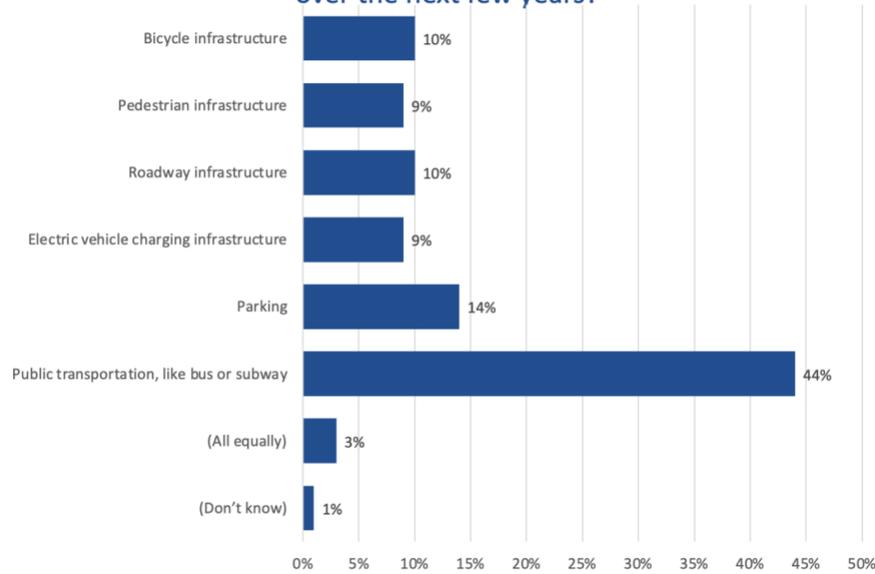
Lasty on transportation-related issues, we found overwhelming support (69%) for making *permanent* the City policy that replaced towing with a $50 fine with regard to street cleaning.

As you may know, the City implemented a street cleaning pilot program that replaced towing associated with street cleaning with a $50 fine. Thinking about the current level of cleanliness of our streets, do you favor or oppose this pilot program becoming permanent?

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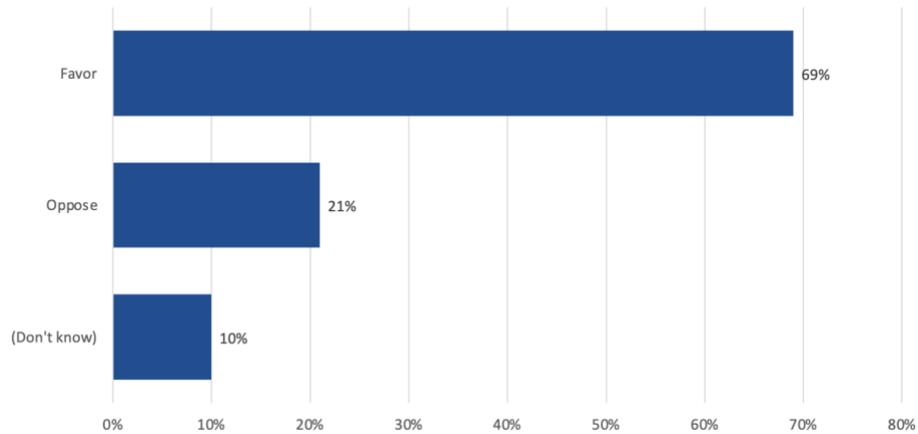
The highest levels of support for making this policy permanent are in the Central (74%) and West (73%) sections of the city,

Value Of Information Sources

As the next chart shows, Cambridge residents find official city information sources (emails, mailers, city website) as the most valuable for their household (53% "very valuable"). Next on the valued information source list are: word of mouth (39% "very valuable); online or print newspapers (28%), social media (26%) and television/radio (25%).

Please rate how valuable each of the following Cambridge-related information sources for your household

Information Source	Very valuable	Somewhat valuable	Not very valuable	Not valuable at all	(Don't know)
City of Cambridge email updates, printed mailers, website	53%	35%	4%	7%	1%
Word of Mouth	39%	41%	10%	9%	1%
Online or print newspapers (Boston Globe, Cambridge Day, Cambridge Chronicle)	28%	42%	11%	18%	1%
Social media (Facebook, Instagram, TikTok, X [TWITTER], Nextdoor, Neighborhood listserv)	26%	32%	12%	28%	2%
Television/Radio	25%	29%	15%	30%	1%
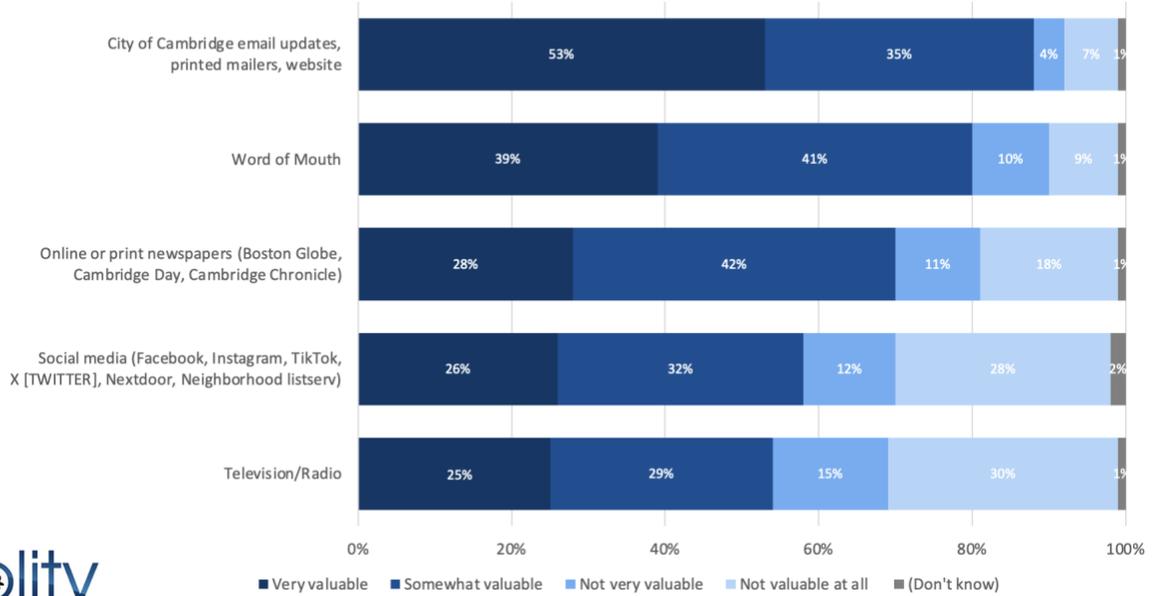
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2023 CITY OF CAMBRDIGE RESIDENT SURVEY
PRC #5300—SEPTEMBER 2023
SOME PERCENTAGES MAY NOT TOTAL 100% DUE TO ROUNDING ERROR
Interviewing dates: 9/18-9/23/2023; Sample size: N=400 Phone; MOE: ±4.90%
==

To begin, on a scale of excellent, good, fair or poor, how would you rate each of the following quality of life aspects here in the City of Cambridge?

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

1.   Cambridge as a place to live

	Excellent	Good	Fair	Poor	(DK)
September 2023	**56%**	**31**	**8**	**5**	**--**
September 2022	48%	40	9	4	--
September 2020	50%	42	6	2	--
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

2. Your neighborhood as a place to live*
different wording

	Excellent	Good	Fair	Poor	(DK)
September 2023	**59%**	**28**	**8**	**5**	**1**
September 2022	42%	45	9	4	-
September 2020	47%	40	11	1	1
September 2018	45%	43	11	1	-
September 2016	43%	48	6	3	-

	Excellent	Good	Fair	Poor	(DK)
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	-

3. Cambridge as a safe place to live

	Excellent	Good	Fair	Poor	(DK)
September 2023	**45%**	**41**	**9**	**3**	**1**
September 2022	39%	43	14	5	-
September 2020	45%	44	9	--	2
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

4. A sense of community

	Excellent	Good	Fair	Poor	(DK)
September 2023	**26%**	**42**	**22**	**8**	**2**
September 2022	21%	44	26	8	2
September 2020	18%	53	25	4	1
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

5. A place welcoming to all races, ethnicities,
cultures, and identities*
*slightly different wording

	Excellent	Good	Fair	Poor	(DK)
September 2023	**48%**	**35**	**12**	**3**	**2**
September 2022	36%	40	18	4	3
September 2020	34%	43	19	2	2
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

6. Overall performance of City government
   here in Cambridge

	Excellent	Good	Fair	Poor	(DK)
September 2023	**22%**	**47**	**19**	**9**	**2**
September 2022	21%	43	21	11	4
September 2020	16%	50	24	4	6
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

Please tell me how likely you'd be to do each of the following—very likely, somewhat likely, somewhat unlikely, or very unlikely.

SCALE:
    1. Very likely   2. Somewhat likely
    3. Somewhat unlikely   4. Very unlikely
    5. (Don't know)

	1	**2**	**3**	**4**	**5**
7. Recommend living in Cambridge to someone who asks	60%	27	4	8	1
8. Remain in Cambridge for the next five years	55%	26	7	10	1

Next, on a scale of "1" to "5", where "1" means "Not important at all" and "5" means "Extremely important", please rate how important, if at all, you think it is *for the Cambridge community to focus on each of the following in the coming two years*:

Not important at all   Extremely Important   (Don't Know)
1   2   3   4   5   6

	1	**2**	**3**	**4**	**5**	**6**
9. Economic health (including jobs and workforce development)	2%	3	14	29	50	3
10. The balance between new construction and neighborhood preservation	7%	5	20	20	42	5
11. Quality of public utility infrastructure (water, sewer, storm water)	3%	1	15	23	**58**	1
12. Quality of the transportation system (auto, bicycle, foot, bus, subway)	3%	2	10	21	**64**	1
13. Safe streets and neighborhoods	1%	3	16	26	54	--
14. Quality of open space, parks, and recreation opportunities	3%	2	18	32	45	--
15. Opportunities in education, culture, and the arts	2%	3	16	29	48	1
16. Residents' connection and engagement with their community	4%	6	23	37	31	1
17. Market housing that is affordable	6%	5	10	13	**65**	1
18. Affordable housing (that is, subsidized or income-restricted for low, moderate, and middle income families)	4%	4	13	14	**64**	1
19. Efforts to address climate change	5%	5	15	25	49	1

Not important at all				Extremely Important	(Don't Know)
1	2	3	4	5	6

1	**2**	**3**	**4**	**5**	**6**

20. Efforts to address equity and inclusion, including racial and economic disparities

	1	**2**	**3**	**4**	**5**	**6**
	5%	4	12	25	52	1

21.   And, what is the *single most important issue* the City of Cambridge should focus on in the coming two years?

Affordable housing	39%
Public transportation	7
Education	5
Climate change/environment	5
Cost of living	4
City planning/construction	4
Equality/Equity	4
Economy/jobs	3
Government transparency	3
Bike safety issues	3
Roads/Streets	3
Safety/Crime	2
Traffic	2
Parking	2
Community preservation	1
Parks	1
Nothing	1
Other	6
Don't know/Refused	3

Now, using a "1" to "5" scale, where "1" means "poor" and "5" means "excellent", please rate how well *the City of Cambridge performs* on each of these.

Poor				Excellent	(Don't Know)
1	2	3	4	5	6

1	**2**	**3**	**4**	**5**	**6***

different scaling in 2023

22. Economic health (including jobs and workforce development)

		1	**2**	**3**	**4**	**5**	**6***
	2023	**6%**	**3**	**27**	**36**	**17**	**12**

	Excellent	Good	Fair	Poor	(DK)
September 2022	14%	39	26	11	10
September 2020	11%	48	27	5	9
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

23. The balance between new construction and neighborhood preservation

Poor				Excellent		(Don't Know)
1	2	3	4	5		6

	1	**2**	**3**	**4**	**5**	**6***
different scaling in 2023 **2023**	**11%**	**16**	**34**	**22**	**13**	**5**

	Excellent	Good	Fair	Poor	(DK)
September 2022	7%	34	29	26	5
September 2020	8%	33	34	19	6
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

Poor				Excellent		(Don't Know)
1	2	3	4	5		6

	1	**2**	**3**	**4**	**5**	**6***
24. Quality of public utility infrastructure (water, sewer, storm water,) **2023**	**5%**	**6**	**25**	**36**	**26**	**2**
25. Quality of the transportation system (auto, bicycle, foot, bus, subway) **2023**	**10%**	**16**	**26**	**30**	**18**	**--**
26. Safe streets and neighborhoods **2023**	**5%**	**2**	**20**	**48**	**25**	**--**

27. Quality of open space, parks,
and recreation opportunities*
*different wording

				Excellent		(Don't Know)
Poor						
1	2	3	4	5		6

	1	**2**	**3**	**4**	**5**	**6***
2023	**5%**	**3**	**15**	**39**	**37**	**1**

	Excellent	Good	Fair	Poor	(DK)
September 2022	27%	43	22	7	2
September 2020	29%	47	19	4	1
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

28. Opportunities in education, culture,
and the arts *different wording

	1	**2**	**3**	**4**	**5**	**6***
2023	**4%**	**3**	**19**	**39**	**33**	**2**

	Excellent	Good	Fair	Poor	(DK)
September 2022	43%	38	13	4	3

Poor	2	3	4	Excellent	(Don't Know)
1				5	6

	1	2	3	4	5	6
29. Residents' connection and engagement with their community	5%	12	36	30	14	3
30. Market housing that is affordable	30%	34	19	7	7	3

31. Affordable housing (that is, subsidized or
income-restricted for low, moderate,
and middle income families)
different wording

	1	2	3	4	5	6*
2023	**18%**	**24**	**27**	**14**	**9**	**7**

	Excellent	Good	Fair	Poor	(DK)
September 2022	4%	10	28	55	4
September 2020	1%	10	33	50	6
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

32. Efforts to address climate change

Poor	2	3	4	Excellent	(Don't Know)
1				5	6

	1	2	3	4	5	6
2023	**6%**	**7**	**34**	**35**	**9**	**10**

33. Efforts to address equity and inclusion,
including racial and economic disparities

	1	2	3	4	5	6
2023	**5%**	**10**	**31**	**33**	**16**	**6**

Now, I'd like to read you a number of services provided by the City of Cambridge. For each one, please rate the *quality* of these services 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

34. Police department

	Excellent	Good	Fair	Poor	(DK)
September 2023	**25%**	**46**	**19**	**6**	**4**
September 2022	25%	42	18	6	10
September 2020	19%	44	22	5	10
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

35. Fire department

	Excellent	Good	Fair	Poor	(DK)
September 2023	**51%**	**38**	**4**	**1**	**6**
September 2022	42%	44	5	--	9
September 2020	36%	43	4	--	16
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

36. Libraries

	Excellent	Good	Fair	Poor	(DK)
September 2023	**68%**	**23**	**4**	**2**	**2**
September 2022	57%	32	2	1	8
September 2020	53%	32	5	--	10
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

37. Public health department

	Excellent	Good	Fair	Poor	(DK)
2023	25%	41	15	7	13

38. City parks and park maintenance

	Excellent	Good	Fair	Poor	(DK)
September 2023	**35%**	**47**	**11**	**6**	**1**
September 2022	37%	50	8	4	2
September 2020	37%	51	8	2	2
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

39. Street cleaning and maintenance

	Excellent	Good	Fair	Poor	(DK)
September 2023	**29%**	**43**	**20**	**8**	**--**
September 2022	28%	51	17	4	1
September 2020	29%	51	14	4	2
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

40. Sidewalk maintenance

	Excellent	Good	Fair	Poor	(DK)
September 2023	**12%**	**39**	**34**	**14**	**1**
September 2022	15%	45	27	12	2
September 2020	14%	44	31	8	3
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

41. Snow plowing

	Excellent	Good	Fair	Poor	(DK)
September 2023	**23%**	**47**	**21**	**7**	**2**
September 2022	26%	47	21	6	1

42. Water/sewer services

	Excellent	Good	Fair	Poor	(DK)
September 2023	**29%**	**52**	**12**	**4**	**3**
September 2022	26%	50	18	4	3
September 2020	31%	51	11	1	6
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

43. Garbage, recycling and compost

	Excellent	Good	Fair	Poor	(DK)
2023	50%	36	9	4	1

44. Public information

	Excellent	Good	Fair	Poor	(DK)
September 2023	**29%**	**40**	**23**	**6**	**2**
September 2022	25%	54	15	4	2
September 2020	30%	53	13	2	2
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

45. As you may know, the City implemented a street cleaning pilot program that replaced towing associated with street cleaning with a $50 fine. Thinking about the current level of cleanliness of our streets, do you favor or oppose this pilot program becoming permanent?

1. Favor 69%
2. Oppose 21
3. (Don't know) 10

In the last 12 months, about how many times, if ever, have you or another household member done the following: (ROTATE Qs. 46-48)

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

		(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(> 26 times)	(DK/ Ref)
46.	Attended a City Council meeting in person or watched it on TV or online							
	September 2023	**55%**	**15**	**10**	**14**	**1**	**4**	**1**
	September 2022	55%	14	10	17	3	2	1
	September 2020	57%	13	10	13	1	3	2
	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

		(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(> 26 times)	(DK/ Ref)
47.	Contacted a Cambridge City Councilor to express your opinion or seek services	60%	11	8	16	2	2	1
48.	Ridden a bike in the City							
	September 2023	**46%**	**2**	**3**	**12**	**7**	**30**	**-**
	September 2022	41%	3	6	15	7	29	-
	September 2020	37%	4	5	14	6	34	-
	September 2018	47%	2	4	11	6	30	-

Please rate how valuable each of the following Cambridge-related information sources for your household—using a scale of very valuable, somewhat valuable, not very valuable or not valuable at all. [ROTATE LIST]

SCALE:
1. Very valuable   2. Somewhat valuable
3. Not very valuable   4. Not valuable at all
5. (Don't know)

	1	**2**	**3**	**4**	**5**
49. Television/Radio	25%	29	15	**30**	1
50. City of Cambridge email updates, printed mailers, website	**53%**	35	4	7	1
51. Social media (Facebook, Instagram, TikTok, X [TWITTER], Nextdoor, Neighborhood listserv)	26%	32	12	28	2
52. Online or print newspapers (Boston Globe, Cambridge Day, Cambridge Chronicle)	28%	42	11	18	1
53. Word of Mouth	39%	41	10	9	1

On a scale of excellent, good, fair or poor, please rate the ease of getting around the city for each of the following transportation options.

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

	1	**2**	**3**	**4**	**5**
54. Bicycle, electric bicycle, or scooter	30%	36	14	5	14
55. On foot	52%	32	11	4	1
56. Driving	10%	31	33	22	5
57. Taxi or ride hail (e.g. Uber/Lyft)	18%	39	25	9	8
58. Public transportation, like bus or subway	16%	34	35	13	2

59.   As you continue to think about transportation options to get around Cambridge, which of the following do you think is the ***single most important option*** for the city to focus on improving over the next few years [READ 1-6]:

1. Bicycle infrastructure	10%
2. Pedestrian infrastructure	9
3. Roadway infrastructure	10
4. Electric vehicle charging infrastructure	9
5. Parking	14
6. Public transportation, like bus or subway	44
7. (All equally)	3
8. (Don't know)	1

Our last questions are about you and your household. Again, *all of your responses to this survey are confidential and no identifying information will be shared*.

60.   Are there any children under the age of 18 living in your household**?**
        1. Yes   28%
        2. No   72
        3. (Refused)   --

61.   What is your gender identity? *[DO NOT READ CATEGORIES]*
        1. Female/woman   48%
        2. Male/man   48
        3. Non-binary/gender non-conforming   1
        4. Transgender—birth gender different from current gender   --
        5. Cisgender—birth gender same as current gender   --
        6. Other, SPECIFY_____   1
        7. Refused   2

62.   In which of the following categories is your age?
        1. 18-24   12%
        2. 25-34   20
        3. 35-44   18
        4. 45-54   14
        5. 55-64   13
        6. 65-74   15
        7. 75 and over   5
        8. (Refused)   2

63.   How many years have you lived in Cambridge?
        1. Less than 1 year   3%
        2. 1.1 to 2 years   8
        3. 2.1 to 5 years   13
        4. 5.1 to 10 years   13
        5. 10.1 to 20 years   23
        6. 20.1 to 30 years   12
        7. Over 30 years   17
        8. All my life   10
        9. (Refused)   --

64. What is the primary language you speak at home? **[DO NOT READ]**

01. (Amharic)	1%
02. (Arabic)	1
03. (Bengali)	--
04. (Chinese)	1
05. (English)	89
06. (Haitian Kreyol)	--
07. (Portuguese)	2
08. (Spanish)	2
09. (Other, SPECIFY_____)	3
10. (Don't know/Refused)	1

65. Do you own or rent your home?

1. Own	45%
2. Rent	55
3. (Other)	--
9. (Refused)	--

66. Which one of the following *best* describes the neighborhood of Cambridge you live in?
    [READ RESPONSES 01-13]

01. East Cambridge (Kendall Sq. northeast of Broadway)	9%
02. MIT/Area 2	4
03. Wellington/Harrington	5
04. The Port (Central Square north of Mass Ave)	9
05. CambridgePort	10
06. Mid-Cambridge	6
07. Riverside	5
08. Baldwin (formally Agassiz)	4
09. Neighborhood Nine	7
10. West Cambridge	8
11. North Cambridge	21
12. Cambridge Highlands	1
13. Strawberry Hill	4
14. (Other_____)	3
15. (Don't know/Not sure/Refused)	2

67. Please tell me which of the following groups you identify with racially or ethnically:
[READ RESPONSES 1-7, ACCEPT UP TO 3 RESPONSES]
1. Asian/East Indian   9%
2. Black/African American   16
3. Hawaiian/Pacific Islander   --
4. Hispanic/Latinx   11
5. Middle Eastern or North African   1
6. Native American/Alaskan   --
7. White/Caucasian   58
8. (Self-describe_____)   2
9. (Don't know/Refused)   3

68. What is the highest level of education you have completed? [READ ALL GROUPS EXCEPT RESPONSE 7]
1. Less than High School/GED   1%
2. High School/GED   7
3. Some college, no degree   5
4. Associate degree or technical certificate   6
5. Bachelor's degree   29
6. Graduate school, professional, or advanced studies; no degree 7
7. Graduate school, professional, or advanced degree   44
8. (Refused/Don't know)   1

69. Which of the following best describes your current employment status?
[READ ALL GROUPS EXCEPT RESPONSE 7]
1. Employed full-time   59%
2. Employed part-time   12
3. Student   5
4. Retired   17
5. Homemaker   --
6. Not employed   5
7. Other _____   1
8. (Refused/Don't know)   1

70. How much do you anticipate your household's total income before taxes will be for the current year? Please include in your total income money from all sources for all persons living in your household. [READ ALL GROUPS EXCEPT RESPONSE 7]
1. Less than $25,000   6%
2. $25,000-$49,999   14
3. $50,000-$74,999   11
4. $75,000-$99,999   11
5. $100,000-$124,999   8
6. $125,000 or more   39
7. (Prefer not to answer)   12