



Town of Andover 2012 Andover Citizens Survey Executive Summary



The Town of Andover partnered with the Center for Public Opinion at UMass Lowell to conduct the 2012 Andover Citizens Survey. A total of 555 responses were received back from the 1,200 Andover households that were randomly selected to participate in the survey in the fall of 2012. This represents an excellent 47% response rate.

Overall, citizens found the Town of Andover to be a very desirable place to live, raise children, work and engage in recreational activities. The town got more mixed ratings as a place to shop and dine, and as a place to retire. When it comes to community characteristics, Andover got its highest ratings for being a visually appealing and safe community, with strong ratings for having a “small town feel” and an overall “sense of community.” The lowest marks were on the range of available housing options and the lack of public transportation options.

Andover is viewed as a safe place to live largely because of the lack of any serious crime. Not a single person viewed violent crime as a serious problem. The largest problems appear to be automobile speeding (50% Strongly or Somewhat Agree that it is a problem), whereas 27% of respondents also see unsupervised youth as a problem.

The most important draw for the town of Andover is its public school system, with 45% of respondents saying that this was and is essential to moving to and staying in Andover. Town services, small town lifestyle, and property values also come in as very important reasons that individuals and families move to and stay in Andover. Most respondents agreed that the current mix of property uses is “just about right,” but sizable minorities expressed a desire for more open spaces and farmland, large retail shops, and small shops and businesses.

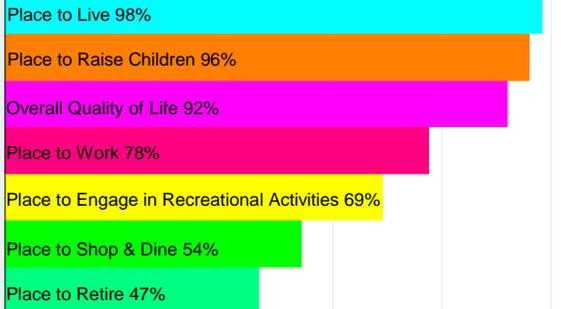
Voting in Andover appears to be quite high, with only 21% claiming to have not voted in any elections over the last 12 months. And while majorities have not attended town meetings, 45% have watched a town meeting at least one on television, 81% have attended a town event, and 93% have shopped in the Downtown Business District. As commentators often lament the lack of civic engagement, these responses indicate that social capital appears quite high in Andover.

Most town services receive ‘Excellent’ or ‘Good’ Ratings. Standouts include Ambulance/EMS services, Library Services, Fire services, Trash/Recycling and Police. The lowest marks are given for public transportation options, the availability of public parking, sidewalk maintenance and street maintenance/repair. It should be noted, however, that majorities of citizens rate every single service category positively, which is a remarkable achievement for a town government.

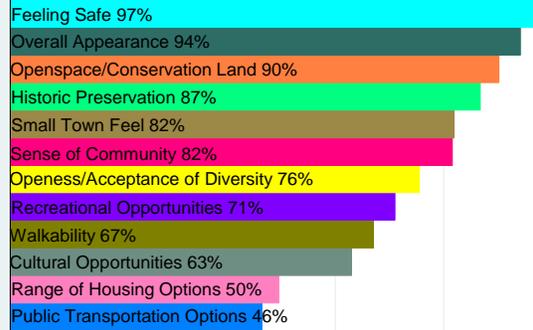
Many residents (46%) report reading the Andover Townsman on a weekly basis, and 38% look at the Eagle-Tribune weekly. These local publications outpace the Boston Globe or the Boston Herald as places where residents turn for information about the town, suggesting that local information is still often disseminated most effectively at the local level. The 2012 Andover Citizen Survey also included a specific question about expanding senior housing options. A majority of respondents (59%) are either ‘somewhat’ or ‘very’ interested in seeing senior housing expanded in the town.

View the complete 2012 Andover Citizens Survey Results Report at
<http://andoverma.gov/publish/citsurvey>

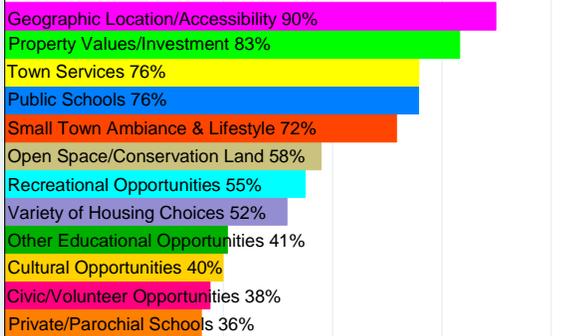
Quality of Life Rated Good/Excellent



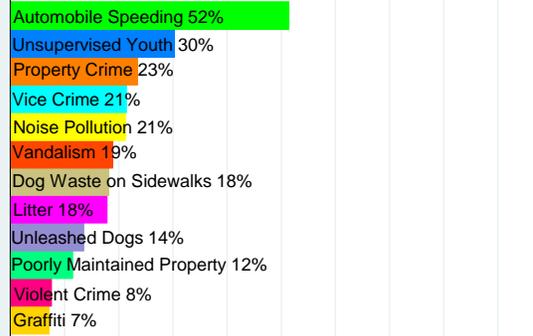
Community Characteristics Rated Good/Excellent



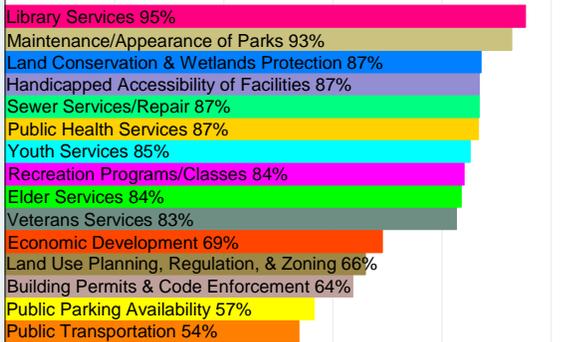
Essential/Important Reasons to Move to or Remain in Andover



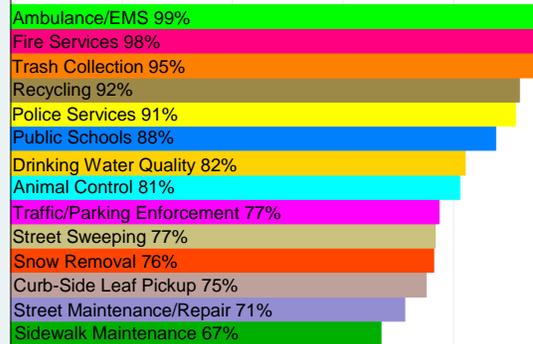
Agree These Are Problems in Andover?



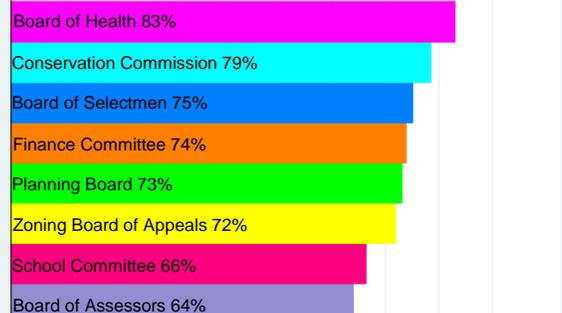
Andover Services & Programs: Good/Excellent



Andover Services & Programs: Good/Excellent



Performance of Town Boards & Committees: Good/Excellent



Andover Citizens Survey 2012

Report Prepared by

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The Students of Introduction to Political Analysis

About the Center for Public Opinion

<http://www.uml.edu/Research/centers/public-opinion/>

- ▶ The Center is a non-partisan, not-for-profit research center at UMass Lowell with the goal of producing and disseminating valuable information of political relevance to people in our surrounding community. We are strongly committed to:
 - Student involvement and participation in the research process
 - Community outreach
 - Rigorous standards

About the survey

What is this for?

- ▶ Every 4 years, the town has commissioned a survey to examine the attitudes of Andover residents regarding:
 - Community Life
 - Local Government
 - Participation
 - Town Services

- ▶ Surveys as a means of responsiveness and accountability
 - *"Polling is merely an instrument for gauging public opinion. When a... leader pays attention to poll results, he is, in effect, paying attention to the views of the people. Any other interpretation is nonsense."* – George Gallup

Methodology

By the numbers...

- ▶ 1200 randomly selected Andover households
 - Sent pre-notification
 - Sent surveys in September
 - Reminder letter
 - Option to complete the survey online
- ▶ Response rate:
 - $555/1200 = 47\%$
 - Telephone surveys typically are 10-15% RR
 - MOE of about +/- 5%
- ▶ Data weighted to census counts on age, gender, households with children and education level

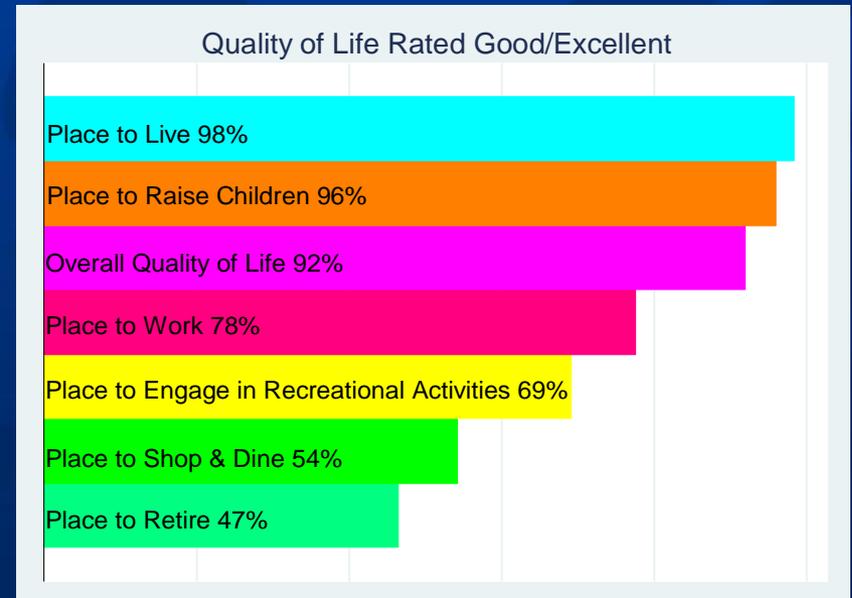
Summary of Findings

A Snapshot

- Andover is a desirable place to live and its citizens enjoy a high quality of life by almost every metric
- The town scores highest in its ratings on safety and overall appearances, including high marks for open spaces
- Citizens move to Andover for its location, schools, services, and property value stability
- Crime is not a problem in Andover and citizens see fewer problems in 2012 than in 2008
- Andover enjoys high rates of participation indicating a community with high levels of social capital
- Most town services are rated quite highly; satisfaction with Andover town government is quite high

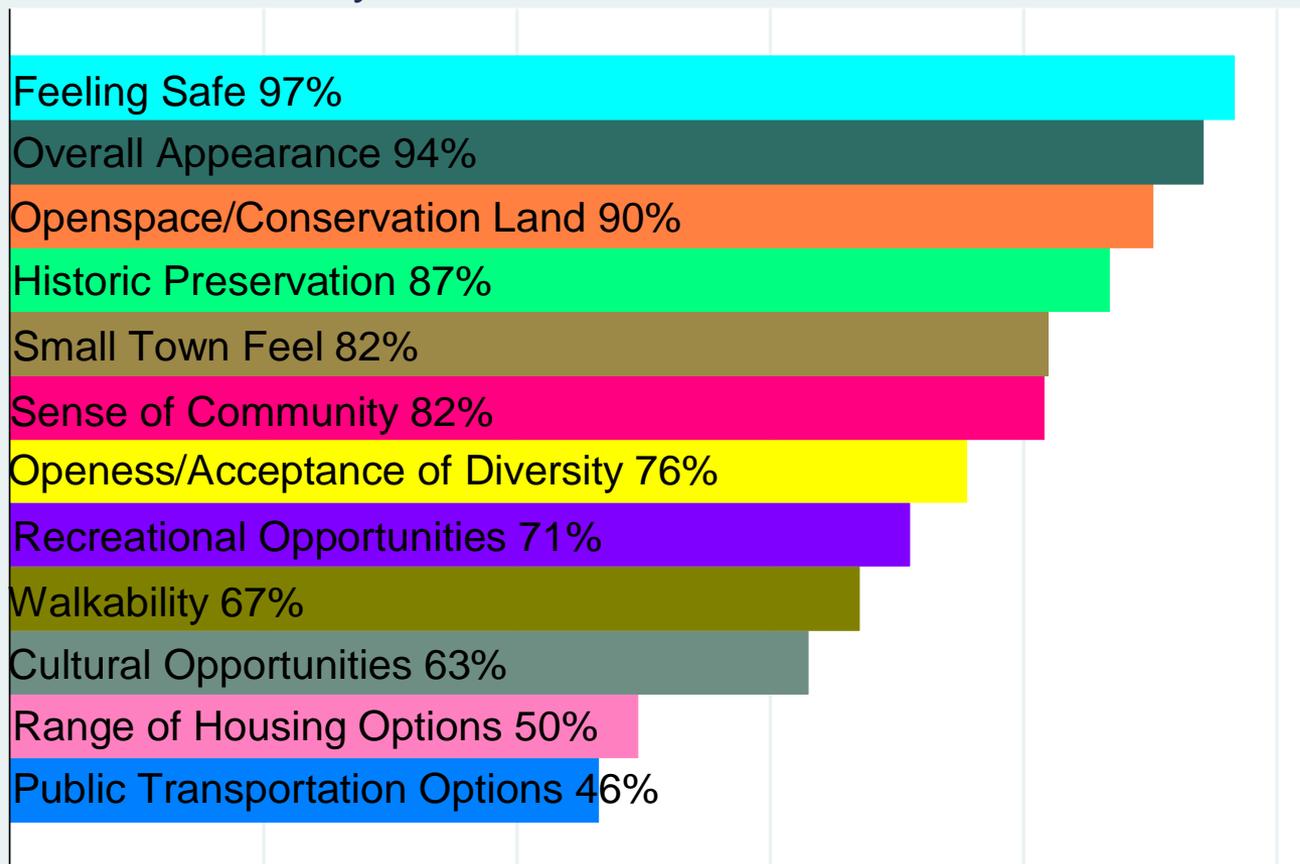
Quality of Life

By most metrics, a great place to live!



Community Characteristics

Community Characteristics Rated Good/Excellent



Notable Changes since 2008

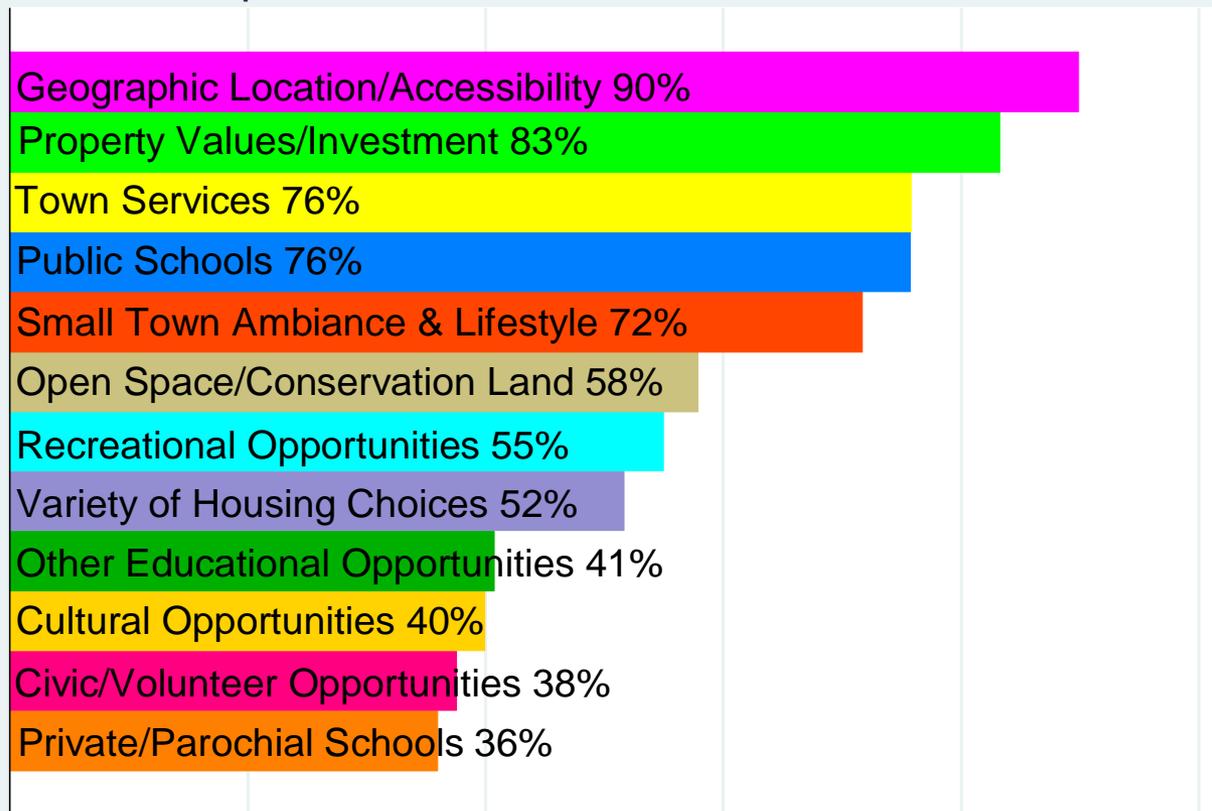
All metrics were the same or better in 2012

- ▶ Overall community 76% to 82%: **+6 points**
- ▶ Openness/Diversity 70% to 76%: **+6 points**
- ▶ Housing Options 45% to 50%: **+5 points**
- ▶ Overall appearance 90% to 94%: **+4 points**

What makes Andover a desirable place to live?

Schools, Services, Property Values, Geography

Essential/Important Reasons to Move to or Remain in Andover



Notable Changes since 2008

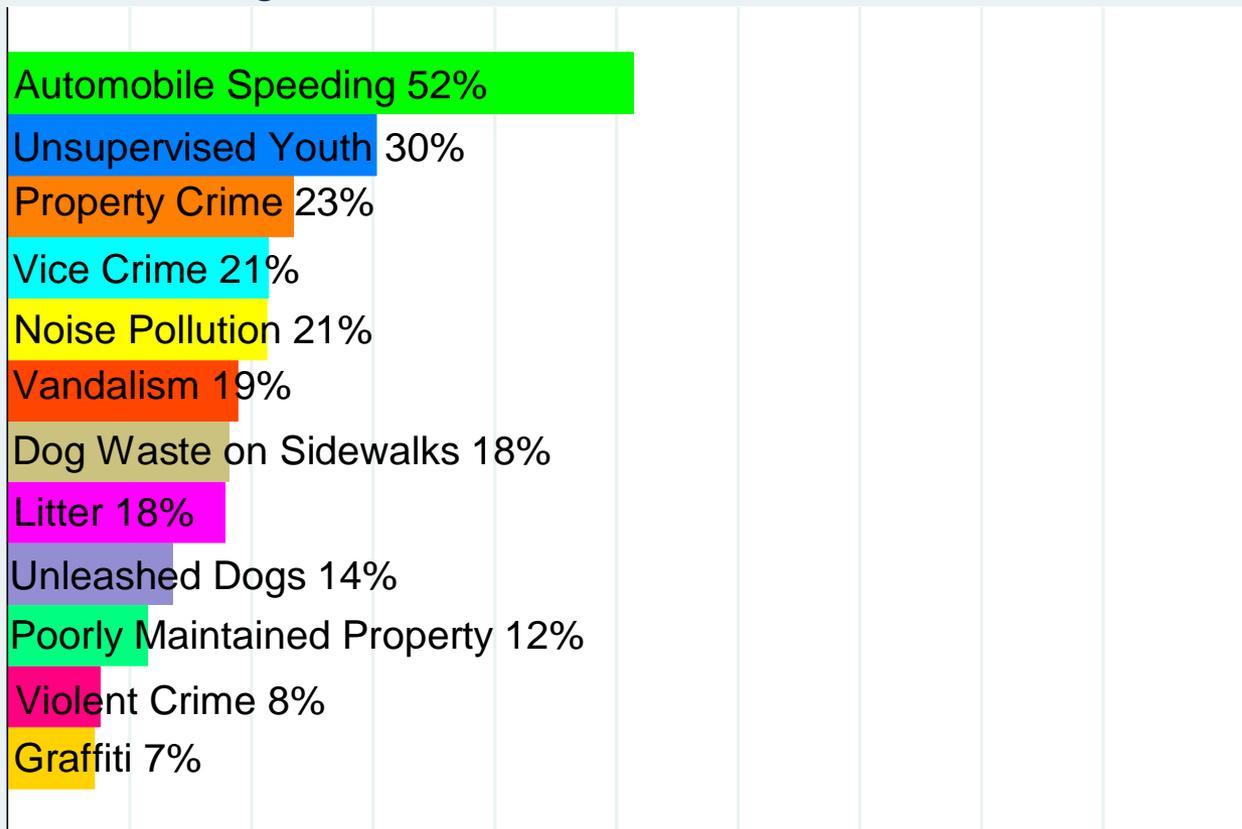
Stability over change

- ▶ Cultural Opportunities 48% to 40%: **-8 points**
- ▶ Private schools 28% to 36%: **+8 points**
- ▶ Property Values 88% to 83%: **-5 points**
- ▶ Location/Access 85% to 90%: **+5 points**
- ▶ Civic/Volunteer Opps 33% to 38%: **+5 points**

Problems?

Automobile speeding and Unsupervised Youth

Agree These Are Problems in Andover?



Notable Changes since 2008

Fewer problems in the last 4 years

- ▶ Vandalism 33% to 19% : **-14 points**
- ▶ Property Crime 31% to 23% : **-8 points**
- ▶ Litter 26% to 18%: **-8 points**
- ▶ Unleashed dogs 19% to 13%: **-6 points**
- ▶ Unsupervised youth 23% to 30%: **+7 points**

Property Use

Opinion of Andover's current mix of property uses

	Not enough	Just about right	Too much
Single-family houses	7	88	5
Residential Subdivisions	9	74	17
Multi-family housing	12	66	21
Rental housing	17	66	17
Office buildings	4	86	11
Large retail stores	35	61	4
Small shops & businesses	34	64	2
Open space/farmland	32	68	<1

Notable Changes since 2008

Housing Option Opinions Improved; growing support for large retail

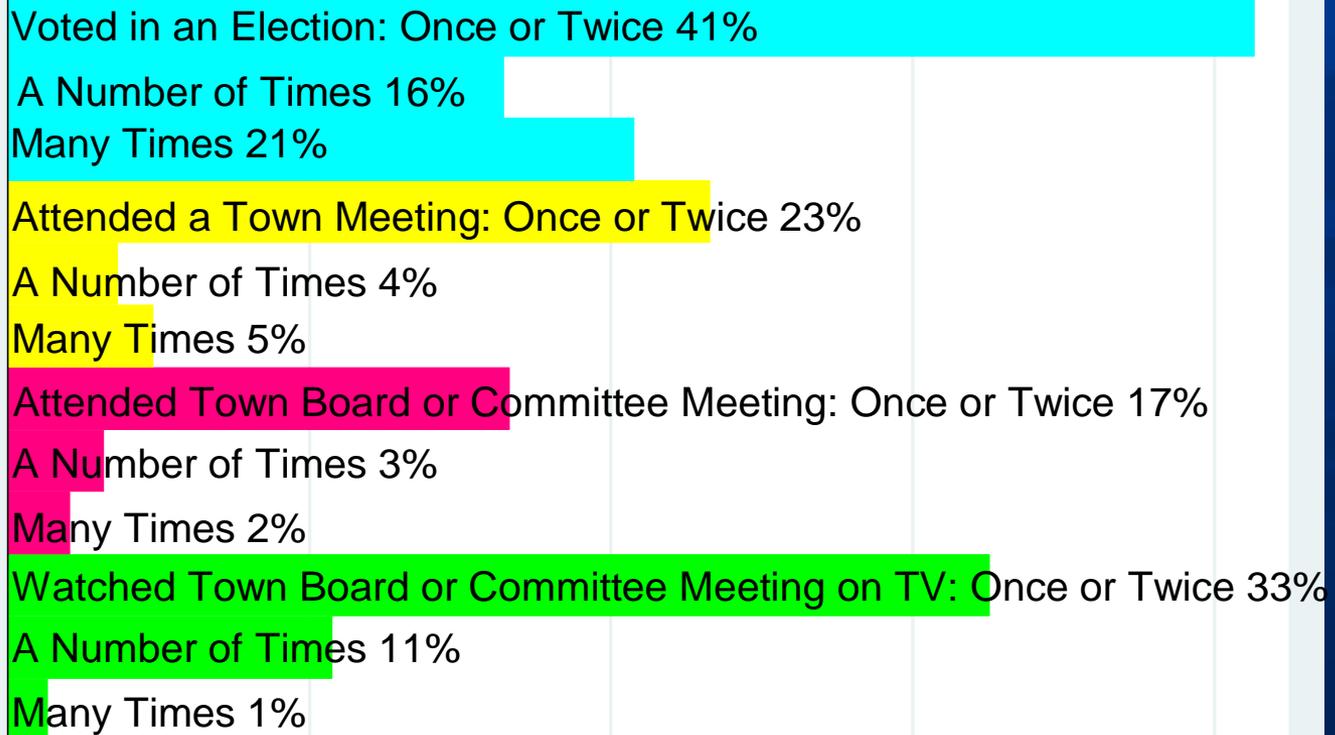
- ▶ All Real Estate Options Improved
 - Single family houses +3
 - Residential subdivisions +4
 - Multi-family housing +6
 - Rental housing +9
 - Office buildings +6

- ▶ Large retail stores
 - Those saying 'not enough' increased 13 points from 22% to 35% since 2008
 - Those saying 'just about right' dropped from 70% to 61% but this is still the modal answer

Civic Participation in Andover

High rates of participation

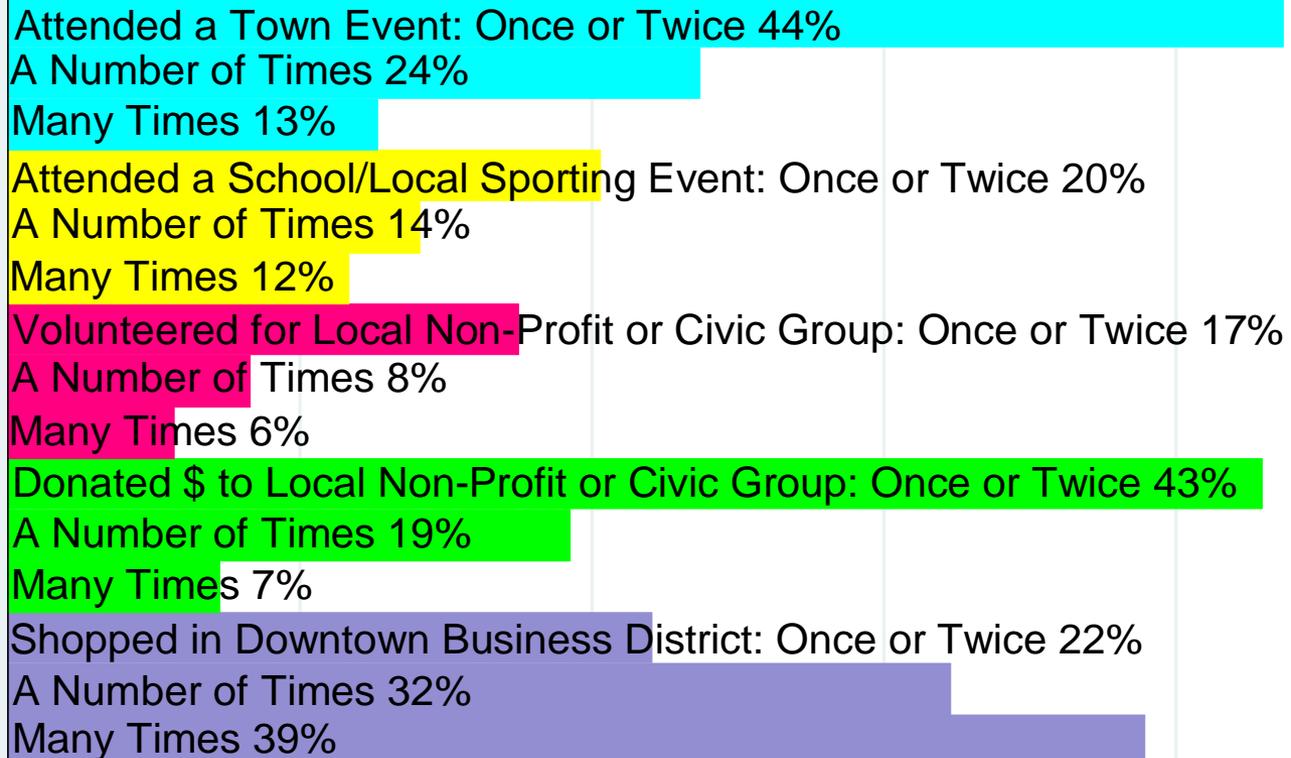
Civic/Community Participation in the Last 12 Months



Civic Participation in Andover

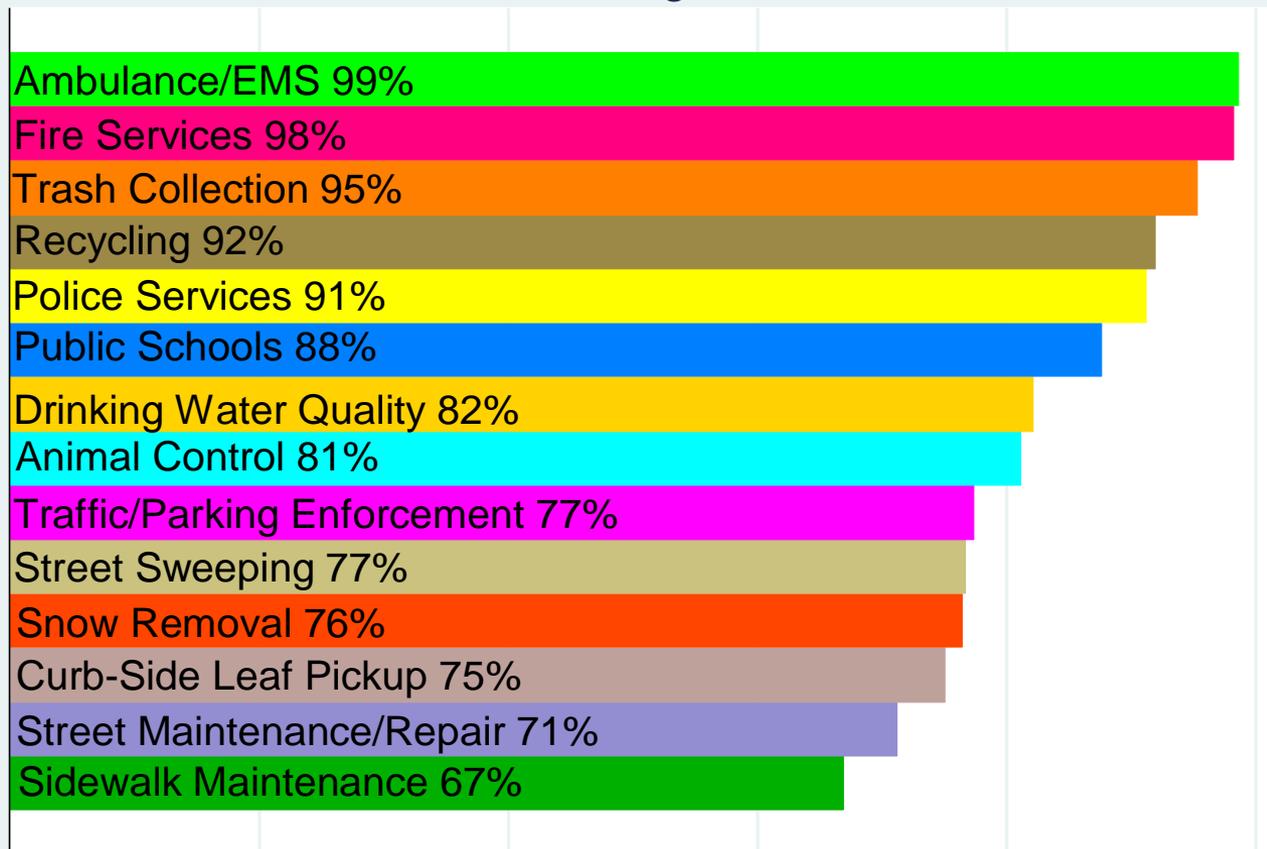
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Civic/Community Participation in Last 12 Months



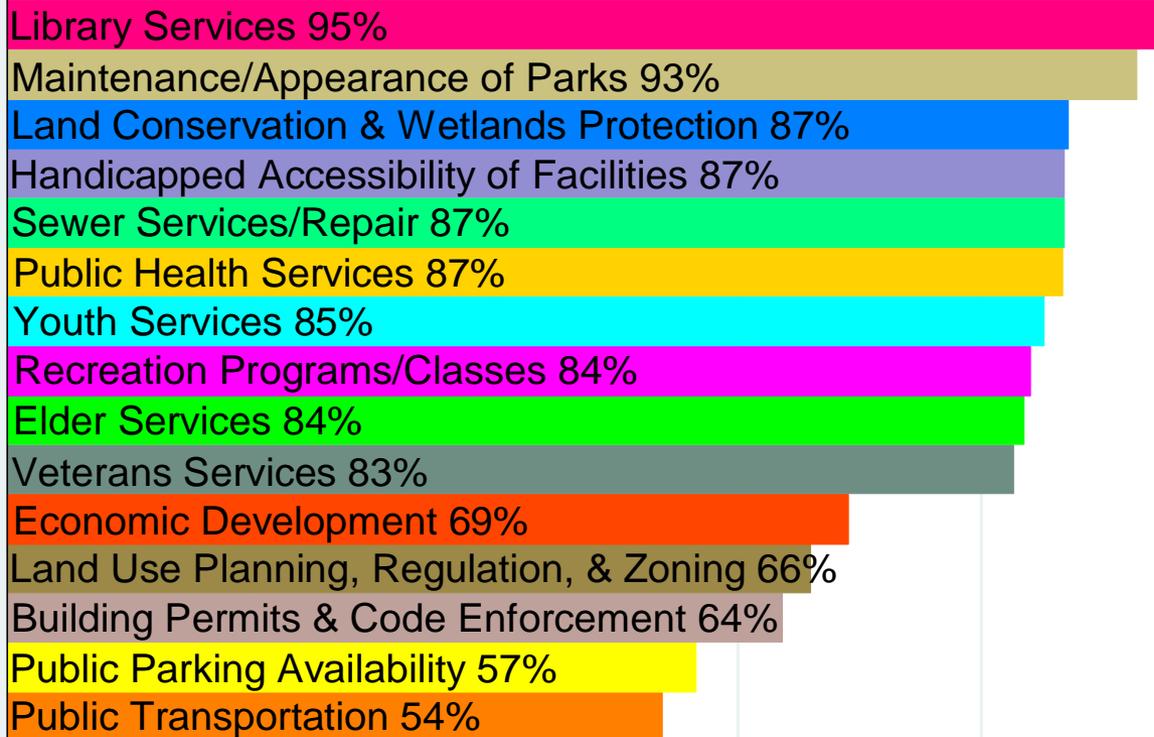
Rating Town Services and Programs

Andover Services & Programs: Good/Excellent



Rating Town Services and Programs

Andover Services & Programs: Good/Excellent



Notable Changes since 2008

Town Services and Programs

- ▶ Streets 54% to 71%: +17
- ▶ Sidewalks 54% to 67%: +13
- ▶ Parking Availability 49% to 57%: +8
- ▶ Public Transportation 43% to 54%: +11
- ▶ Economic Development 62% to 69%: +7

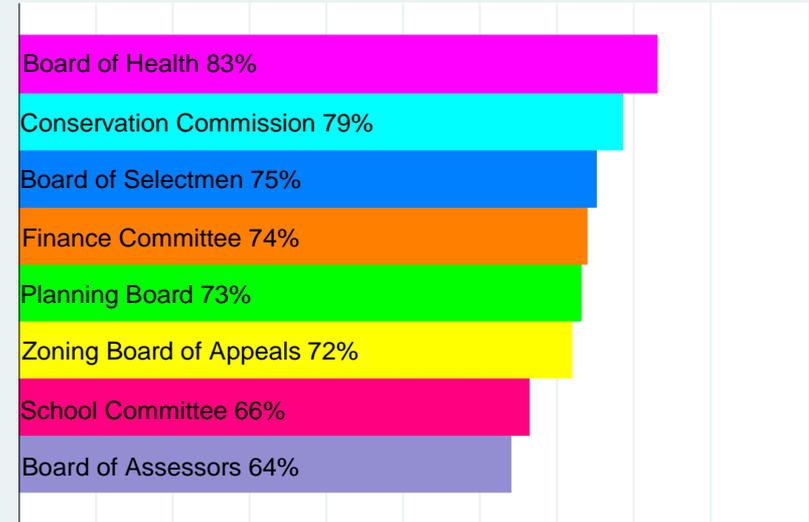
- ▶ Public Schools 95% to 88%: -7
- ▶ Leaf Pickup 81% to 75%: -6

How are Town Officials Doing?

Impression of Town Employee or Official: Good/Excellent



Performance of Town Boards & Committees: Good/Excellent



Only one significant change from 2008: Finance committee rating went from 67% to 74% (+7)

Summary of Findings

A Snapshot

- Andover is a desirable place to live and its citizens enjoy a high quality of life by almost every metric
- The town scores highest in its ratings on safety and overall appearances, including high marks for open spaces
- Citizens move to Andover for its location, schools, services, and property value stability
- Crime is not a problem in Andover and citizens see fewer problems in 2012 than in 2008
- Andover enjoys high rates of participation indicating a community with high levels of social capital
- Most town services are rated quite highly; satisfaction with Andover town government is quite high

Post-script

- Final report by year end
- Full analysis and time trends from 2004 and 2008
- Cross-tabs
- Thank you
- Questions and Comments?



University of
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Center for Public Opinion

Andover Town Survey 2012: Final Report

Report Submitted by:

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With Many Thanks to Alicia Robillon and the students of Introduction to Political Analysis

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Introduction

The 2012 Andover Citizens Survey is a joint venture between the Town of Andover and the University of Massachusetts Lowell. It was completed in the fall of 2012 by the Center for Public Opinion at the University of Massachusetts Lowell under the direction Professor Joshua J. Dyck and Professor Frank Talty, in collaboration with Professor Jenifer Whitten-Woodring and UMass Lowell undergraduate students.

Since 2004, the Town of Andover has completed a rigorous survey of the citizens of the town, designed to provide feedback and information to town officials and citizens on both the present state of public opinion in the town, as well as over time changes in opinion.

The 2012 survey is largely a repeat of previous surveys, allowing our analyses to focus on both static opinions and dynamic changes on a variety of issues in Andover. The survey covers several topics about Community Life and ratings of Local Government, including batteries of questions on the following issues:

- 1) Quality of Life
- 2) Community Characteristics
- 3) Problems
- 4) Reasons to Live in Andover
- 5) Property Use, Mix and Zoning
- 6) Civic Participation
- 7) Town Service Performance Assessments
- 8) Town Board and Official Performance Assessments
- 9) Media Usage
- 10) Senior Housing
- 11) Open-ended questions

Each bullet point listed above has a corresponding section in the report that follows. In each section, we proceed with a basic analysis of frequency distribution of the responses, which we denote as "Summary." We present the data both with and without those who were unsure or did not answer the question, as often non-response can mask interesting trends. We follow the frequency analysis by examining meaningful variations in which citizens answered questions in a section called "Interesting Relationships;" these are statistically significant cross-tabulations. Finally, we present meaningful overtime changes in a section labeled "Notable Changes Since 2008."

We also include several appendices. Appendix 1 includes a complete copy of the survey. Appendix 2 contains a complete list of cross-tabulations that we ran (not included here, but on file with the Town of Andover). Appendix 3 contains significance tests of the difference in means of every question asked in both 2008 and 2012.

Methodology

Survey Collection

During the first week of September 2012, a pre-survey notification was sent to 1,200 randomly selected households in the town of Andover. The same residences were sent a copy of the survey one week later (the second week of September). Citizens were sent a reminder in the fourth week of September. They were also given the option of completing the survey online using Survey Monkey (<http://www.surveymonkey.com>).

Response Rate

In total 555 responses were collected, for a response rate of 46.25%. This is down slightly from the prior surveys, but still very high generally. Response rates for surveys like this have tended to be 25-40%. Response rates for telephone surveys are commonly as low as 10-15%.

Margin of Error

The survey carries a margin of error of +/- 5%, with 95% confidence. This means that assuming that the survey is a random collection of responses from Andover Town citizens, the reported frequencies are expected to be within 5% of the true population average 95% of the time. There is always the 5% chance that our survey ended up outside the margin of error. However, given the ability to compare the survey to the 2008 responses to a near identical set of questions, we are quite confident that the survey is not subject to any particular random or non-random bias.

Weighting

It is common for surveys to contain some level of imbalance given that collection methods are imperfect. The laws of probability assume that we collected a simple random sample. However, for a survey of this type, where respondents opt whether or not to respond, there is the possibility for self-selection bias. In general, we found that respondents were older and more educated than the median citizen of the town of Andover. The table below compares raw percentages for Age, Sex, Education and Household from the 2012 Andover Town Survey with the 2010 Census counts for the same categories.

This issue is common and easily addressed by constructing a survey weight to correct the data to known population counts. After weighting, the data conforms much closer to the known census population counts.

Age	Census	Raw Data	Weighted Data
18-34	27%	4%	20%
35-44	15%	15%	17%
45-54	19%	26%	21%
55-64	15%	26%	17%
65 and up	23%	29%	26%
Sex			
Male	45%	41%	45%
Female	55%	59%	55%
Education			
High School and Below	24%	5%	22%
Some College	14%	9%	15%
Associate's Degree	8%	5%	8%
Bachelor's Degree	26%	32%	27%
Graduate/Professional Training	28%	49%	28%
Household Type			
Households with Children (17 and under)	31%	36%	31%
Households without Children	69%	64%	69%
<p>Notes: Weight was constructed using the iterative proportional fitting algorithm or “raking” as specified by Deming and Stephan (1940). The weight was constructed with STATA v11.0 using the ipfweight command by Bergmann.</p>			

Executive Summary

Overall citizens find the Town of Andover to be a very desirable place to live, raise children, work and engage in recreational activities. The town gets more mixed ratings as a place to shop and dine and as a place to retire. When it comes to community characteristics, Andover gets its highest ratings for being a visually appealing and safe community, with strong ratings for Andover as having a “small town feel” and an overall “sense of community.” The lowest marks are on the range of housing options available to citizens and the lack of public transportation options.

Andover is viewed as a safe place to live largely because of the lack of any serious crime. Not a single person viewed violent crime as a serious problem. The largest problems appear to be automobile speeding (50% Strongly or Somewhat Agree that it is a problem), whereas 27% of respondents also see unsupervised youth as a problem.

The most important draw for the town of Andover is its public school system, with 45% of respondents saying that this was and is essential to moving to and staying in Andover. Town services, small town lifestyle and property values also come in as very important reasons that individuals and families move to and stay in Andover. Most respondents agreed that the current mix of property uses is “just about right,” but sizable minorities expressed a desire for more open spaces and farmland, large retail shops, and small shops and businesses.

Voting in Andover appears to be quite high, with only 21% claiming to have not voted in any elections over the last 12 months. And while majorities have not attended town meetings, 45% have watched a town meeting at least one on television, 81% have attended a town event, and 93% have shopped in the Downtown Business District. As commentators often lament the lack of civic engagement, these responses indicate that social capital appears to be quite high in Andover.

Most town services receive ‘Excellent’ or ‘Good’ Ratings. Standouts include Ambulance/EMS services, Library Services, Fire services, Trash/Recycling and Police. The lowest marks are given for public transportation options, the availability of public parking, sidewalk maintenance and street maintenance/repair. It should be noted, however, that majorities of citizens rate every single service category positively, which is a remarkable achievement for a town government.

Many residents (46%) report reading the Andover Townsman on a weekly basis, and 38% look at the Eagle-Tribune weekly. These local publications outpace the Boston Globe or the Boston Herald as places where residents turn for information about the town, suggesting that local information is still often disseminated most effectively at the local level.

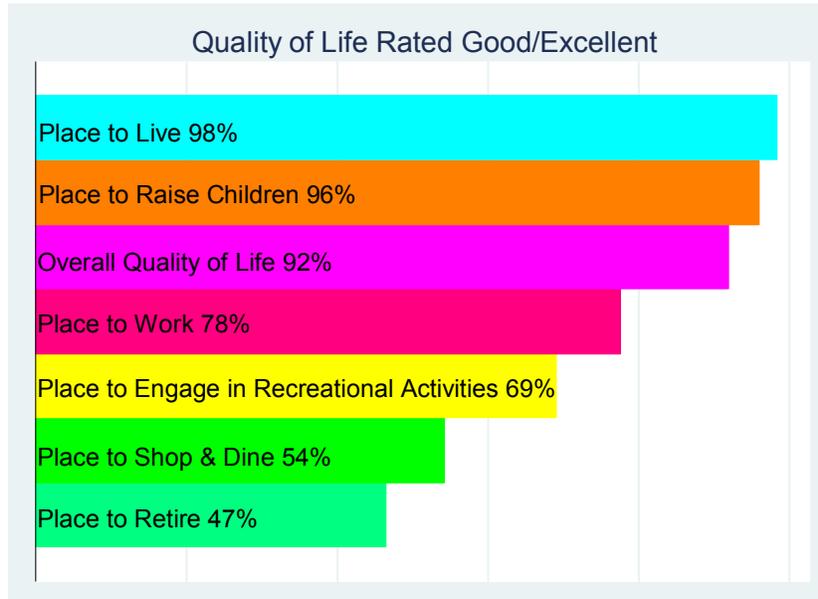
The 2012 Andover Town Survey included a new question about expanding senior housing options. A majority of respondents (59%) are either ‘somewhat’ or ‘very’ interested in seeing senior housing expanded in the town.

1a. Quality of Life - Summary

The first section examines answers by citizens of the Town of Andover to a question which asks them to rate the quality of life for various aspects of the town on a 4 point Likert scale. The results are summarized below:

Please rate the quality of life in Andover in each of the following categories:	Excellent	Good	Fair	Poor	Not Sure
Andover as a place to live...	57%	42%	1%	0%	0%
Andover as a place to raise children...	51%	36%	4%	0%	9%
Andover as a place to work...	18%	34%	13%	2%	34%
Andover as a place to shop and dine...	10%	42%	34%	9%	4%
Andover as a place to engage in recreational activities...	17%	47%	23%	5%	9%
Andover as a place to retire...	15%	19%	21%	17%	29%
Overall quality of life in Andover...	29%	62%	8%	0%	1%

Overall, we see the ratings of town life as being quite high on every dimension. As several of the ratings contain some uncertainty, we present all of the measures below, excluding those who say “not sure.”



The picture that emerges is one where we can see that Andover Citizens rate the town as a very desirable place to live, to raise children, as a generally excellent place to live and engage in recreational activities. The town gets more mixed ratings as a place to shop and dine and as a place to retire (more on both of those points in the sections to follow).

1b. Quality of Life – Interesting Relationships

When it came to rating the quality of life in Andover, for the most part there were no statistically significant differences between men and women, those with and those without 4-year college degrees, and those from households with and without children. In fact the only difference was that those who were over 55 were slightly more likely to rate Andover as a good or excellent place to work than those who were 55 and under, but this was weak relationship.

	55 and Under	Over 55	Total
Rated Andover Fair/Poor as a place to work	127 54%	120 43%	247 48%
Rated Andover Good/Excellent as a place to work	110 46%	161 57%	271 52%
Total	237 100%	281 100%	518 100%

Pearson Chi-Square(1) 6.10 (Pr=.013)

1c. Quality of Life - Notable Changes since 2008

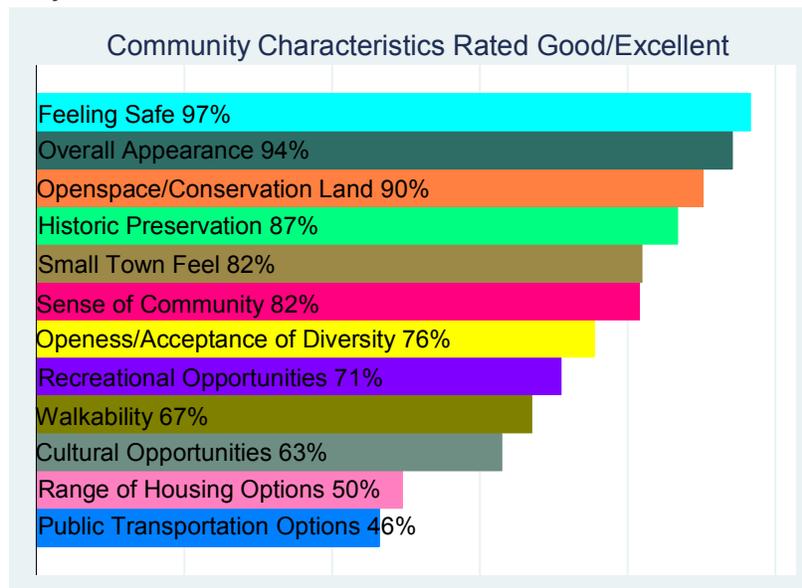
While a comparison to 2008 demonstrates that some numbers have shifted slightly, we used a difference of means test (t-test) to test differences on every question that was common to both surveys. In no instance do we observe any statistically significant differences between 2008 and 2012. This is notable given that the quality of life metrics in both surveys are already quite high and it would have been difficult to observe any statistical improvement from 2008. Quality of life in Andover was high in 2008 and it is high again in 2012.

2a. Community Characteristics - Summary

This section examines answers to answer citizen ratings of a variety of community characteristics in the town of Andover as Excellent, Good, Fair or Poor. The results are summarized below

Please rate each of the following community characteristics in Andover:	Excellent	Good	Fair	Poor	Not Sure
Small town feel...	30%	51%	15%	3%	1%
Feeling safe...	44%	52%	3%	0%	0%
Openness/acceptance of diversity...	22%	48%	18%	4%	8%
Public transportation options...	8%	29%	29%	14%	21%
Cultural opportunities...	12%	41%	27%	4%	16%
Range of housing options...	8%	38%	34%	11%	9%
Historical preservation...	28%	52%	11%	1%	8%
Recreational opportunities...	18%	48%	21%	5%	8%
Open space/conservation of land...	43%	43%	9%	0%	5%
Walk-ability...	28%	38%	23%	10%	1%
Overall appearance...	40%	54%	5%	1%	0%
Overall sense of community...	26%	54%	16%	2%	3%

Andover gets its highest ratings for being a visually appealing and safe community, with strong ratings for Andover as having a “small town feel” and an overall “sense of community.” The figure below represents the distributions, excluding those who are “not sure” from the analysis.



In sum, we find that Andover is a safe and appealing community with open space, a commitment to historic preservation and an acceptance of diversity. The lowest marks on community characteristics are on the range of housing options available to citizens and the lack of public transportation options.

2b. Community Characteristics – Interesting Relationships

Because these issues are similar to those in the previous section, we did not run cross-tabulations.

2c. Community Characteristics – Notable Changes since 2008

There were two statistically significant changes from 2008 to 2012. In both cases, the town received higher (better) marks in 2012.

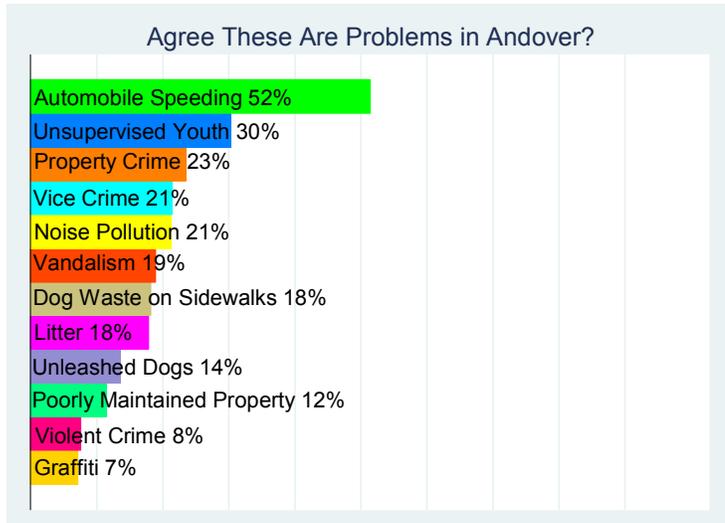
- Citizens rated the overall appearance of the community as higher in 2012. Those saying the appearance was “Excellent” jumped from 30% to 40% and those saying that the overall appearance was either ‘Excellent’ or ‘Good’ increased from 90% to 94%. This change is significant using a difference of means test at the $p < .01$ level.
- In connection with the higher rating for overall appearance, citizens gave the town higher marks for Open Space/Conservation Land. Those saying Open Space/Conservation Land was ‘Excellent’ increased 6 percentage points from 37% in 2008 to 43% in 2012.
- Two other changes were just short of general scientific standards for statistical significance. Community openness and diversity ratings increased slightly, as did ratings for historical preservation. Standard levels for statistical significance are $p < .05$. The former was significant at $p < .14$, while the latter was significant at $p < .09$. It’s possible that these numbers are picking up real trends, but we are hesitant to claim they are statistically significant.

3a. Problems in Andover – Summary

The third part of the questionnaire asked citizens to rank the severity of possible problems in Andover on everything from violent crime to noise pollution and speeding. The full frequency distributions are presented below.

To what degree do you feel the following things are problems in Andover:	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
Violent crime...	0%	7%	21%	67%	5%
Property crime...	2%	20%	34%	37%	8%
Vice crime (drugs, prostitution, etc.)...	3%	16%	24%	46%	11%
Vandalism...	1%	16%	36%	37%	10%
Graffiti...	0%	6%	30%	56%	8%
Litter...	3%	14%	40%	39%	3%
Unleashed dogs...	2%	10%	28%	52%	7%
Dog waste on sidewalks...	2%	14%	24%	51%	8%
Poorly maintained property...	2%	9%	37%	47%	5%
Noise pollution...	4%	16%	34%	42%	3%
Automobile speeding...	12%	38%	28%	19%	3%
Unsupervised youth...	6%	21%	39%	23%	11%

Overall, we can see, as a follow up to question 2 that Andover is viewed as a safe place to live largely because of the lack of any serious crime. Not a single person viewed violent crime as a serious problem. The largest problems appear to be automobile speeding (50% Strongly or Somewhat Agree that it is a problem), whereas 27% of respondents also see unsupervised youth as a problem. Excluding missing cases renders the following figure.



3b. Problems in Andover – Interesting Relationships

Gender, age, education and children did make a difference when it came to identifying some problems in Andover, but only a small difference. People from households without children were more likely to agree that vandalism and noise pollution are problems than people from households with children. People over 55 were also more likely to agree that vandalism and noise pollution are problems than those 55 and under. Similarly people over 65 were more likely to agree that vandalism and graffiti are problems than those 65 and under. Of course, people over 55 and 65 are also less likely to live in households with children, so we are unable to determine if it is age or children in the household that make a difference. Interestingly, people who did not have a 4-year college degree were slightly more likely to identify unsupervised youths as a problem than those with a 4-year degree. Finally, men were slightly more likely to agree that noise pollution is a problem than women.

	Household without Children	Household with Children	Total
Disagree that vandalism is a problem in Andover	212 70%	152 83%	364 75%
Agree that vandalism is a problem in Andover	90 30%	31 17%	121 25%
Total	302 100%	183 100%	485 100%

Pearson Chi-Square(1) 10.07 (Pr=.002)

	Household without Children	Household with Children	Total
Disagree that noise pollution is a problem in Andover	232 73%	158 83%	390 77%
Agree that noise pollution is a problem in Andover	86 27%	33 17%	119 23%
Total	318 100%	191 100%	509 100%

Pearson Chi-Square(1) 6.35 (Pr=.012)

	55 and Under	Over 55	Total
Disagree that vandalism is a problem in Andover	186 82%	178 70%	364 75%
Agree that vandalism is a problem in Andover	42 18%	77 30%	119 25%
Total	228 100%	255 100%	483 100%

Pearson Chi-Square(1) 8.99 (Pr=.003)

	55 and Under	Over 55	Total
Disagree that noise pollution is a problem in Andover	197 83%	193 71%	390 77%
Agree that noise pollution is a problem in Andover	41 17%	78 29%	119 23%
Total	238 100%	271 100%	509 100%

Pearson Chi-Square(1) 6.35 (Pr=.012)

	65 and Under	Over 65	Total
Disagree that vandalism is a problem in Andover	281 79%	83 64%	364 75%
Agree that vandalism is a problem in Andover	73 21%	46 36%	119 25%
Total	354 100%	129 100%	483 100%

Pearson Chi-Square(1) 11.51 (Pr=.001)

	65 and Under	Over 65	Total
Disagree that graffiti is a problem in Andover	332 94%	111 84%	443 91%
Agree that graffiti is a problem in Andover	21 6%	21 16%	42 9%
Total	353 100%	132 100%	485 100%

Pearson Chi-Square(1) 12.05 (Pr=.001)

	No 4-year College Degree	4-year College Degree	Total
Disagree that unsupervised youths are a problem in Andover	53 63%	294 74%	347 72%
Agree that unsupervised youths are a problem in Andover	31 37%	104 26%	135 28%
Total	84 100%	398 100%	482 100%

Pearson Chi-Square(1) 3.99 (Pr=.046)

	Male	Female	Total
Disagree that noise pollution is a problem in Andover	151 72%	234 80%	385 77%
Agree that noise pollution is a problem in Andover	58 28%	57 20%	115 23%
Total	209 100%	291 100%	500 100%

Pearson Chi-Square(1) 4.58 (Pr=.032)

3c. Problems in Andover – Notable Changes since 2008

Several problem areas for the town of Andover appear to have improved since 2008. If we compare the number of citizens either “strongly” or “somewhat” agreeing to these problems, we see some interesting changes:

- Vandalism, 33% in 2008 to 19% in 2012
- Property Crime, 31% in 2008 to 23% in 2012

Only one area appears to have gone in the other direction.

- Unsupervised Youth, 23% in 2008 to 30% in 2012.

Using a difference of means test with those saying “unsure” set to missing values, all three of these changes were found to be significant using a 2-tailed test, at the $p < .05$ level.

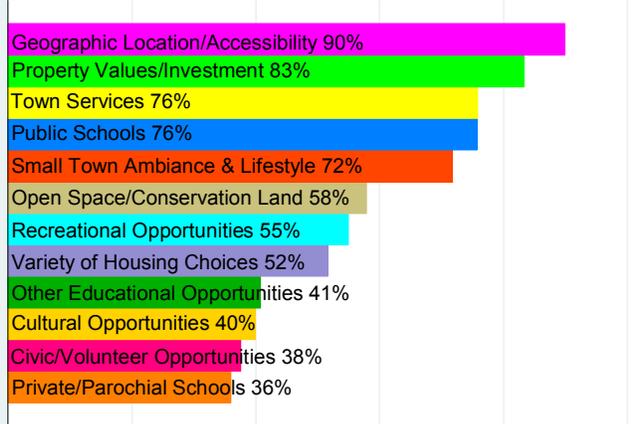
4a. Reasons to Live in Andover – Summary

This section asks Andover citizens to rate the importance of a variety of reasons that an individual or family might choose to live in Andover. The results are summarized below.

Please rate the level of importance of the following items in relation to their influence on your decisions to move to and/or remain in Andover:	Essential	Very Important	Somewhat Important	Not at all Important	Not Sure
Public schools...	45%	28%	7%	17%	4%
Private/parochial schools...	9%	25%	20%	41%	5%
Other educational opportunities...	17%	22%	33%	23%	5%
Town services...	26%	49%	19%	5%	1%
Civic/volunteer opportunities...	6%	30%	37%	23%	4%
Geographic location/accessibility...	34%	54%	9%	1%	2%
Variety of housing choices...	13%	36%	33%	13%	6%
Open space/conservation land...	19%	37%	30%	11%	3%
Small town ambiance and lifestyle...	28%	43%	25%	3%	2%
Recreational opportunities	14%	40%	37%	6%	3%
Cultural opportunities...	7%	32%	43%	15%	3%
Property values/investment...	44%	37%	12%	5%	3%

The most important draw for the town of Andover is its public school system, with 45% of respondents saying that this was and is essential to moving to and staying in Andover. Town services, small town lifestyle and property values also come in as very important reasons that individuals and families move to and stay in Andover. The results, without missing values are presented graphically to the right.

Essential/Important Reasons to Move to or Remain in Andover



4b. Reasons to Move to Andover – Interesting Relationships

Children, age, education and gender did matter when it came to rating the importance of different features that influenced respondents’ decisions to move to and/or remain in Andover. People from households with children were more likely to rate public schools as essential or very important than those from households without children, whereas people from households without children were more likely to rate private schools, civic/volunteer opportunities, variety of housing choices, open space/conservation land, and cultural opportunities as essential or very important. The pattern was identical for age: people 55 and under were more likely to rate public schools as essential or important than those over 55, and those over 55 were more likely to rate private schools, civic/volunteer opportunities, variety of housing choices, open space/conservation land, and cultural opportunities as essential or very important. Those without a 4-year college degree were more likely to rate private schools, civic/volunteer opportunities and variety of housing choices as essential or very important than those with a 4-year degree, and those with a 4-year degree were more likely to rate geographic location/accessibility as essential or very important. Compared to men, women were more likely to rate public schools, civic/volunteer opportunities and small town ambiance and lifestyle as essential or very important.

	Household without Children	Household with Children	Total
Public Schools only somewhat or not important to decision to move to or remain in Andover	101 31%	8 4%	109 21%
Public Schools essential or very important to decision to move to or remain in Andover	220 69%	189 96%	409 79%
Total	321 100%	197 100%	518 100%

Pearson Chi-Square(1) 12.05 (Pr=.001)

	Household without Children	Household with Children	Total
Private Schools only somewhat or not important to decision to move to or remain in Andover	201 65%	149 78%	350 70%
Private Schools essential or very important to decision to move to or remain in Andover	110 35%	42 22%	152 30%
Total	311 100%	191 100%	502 100%

Pearson Chi-Square(1) 10.03 (Pr=.002)

	Household without Children	Household with Children	Total
Civic/volunteer opportunities only somewhat or not important to decision to move to or remain in Andover	184 59%	139 73%	323 65%
Civic/volunteer opportunities essential or very important to decision to move to or remain in Andover	126 41%	51 27%	177 35%
Total	310 100%	190 100%	500 100%

Pearson Chi-Square(1) 9.81 (Pr=.002)

	Household without Children	Household with Children	Total
Variety of housing choices only somewhat or not important to decision to move to or remain in Andover	144 45%	108 57%	252 50%
Variety of housing choices essential or very important to decision to move to or remain in Andover	175 55%	81 43%	256 50%
Total	319 100%	189 100%	508 100%

Pearson Chi-Square(1) 6.839 (Pr=.009)

	Household without Children	Household with Children	Total
Open space/conservation land only somewhat or not important to decision to move to or remain in Andover	118 36%	91 46%	209 40%
Open space/conservation land essential or very important to decision to move to or remain in Andover	209 64%	105 54%	314 60%
Total	327 100%	196 100%	523 100%

Pearson Chi-Square(1) 10.03 (Pr=.002)

	Household without Children	Household with Children	Total
Cultural opportunities only somewhat or not important to decision to move to or remain in Andover	162 50%	115 60%	277 54%
Cultural opportunities essential or very important to decision to move to or remain in Andover	159 50%	76 40%	235 46%
Total	321 100%	191 100%	512 100%

Pearson Chi-Square(1) 10.03 (Pr=.002)

	55 and under	Over 55	Total
Public schools only somewhat or not important to decision to move to or remain in Andover	24 10%	84 30%	108 21%
Public schools essential or very important to decision to move to or remain in Andover	217 90%	194 70%	411 79%
Total	241 100%	278 100%	519 100%

Pearson Chi-Square(1) 32.15 (Pr=.000)

	55 and under	Over 55	Total
Private schools only somewhat or not important to decision to move to or remain in Andover	178 76%	175 65%	353 70%
Private schools essential or very important to decision to move to or remain in Andover	55 24%	96 35%	151 30%
Total	233 100%	271 100%	504 100%

Pearson Chi-Square(1) 8.34 (Pr=.004)

	55 and under	Over 55	Total
Civic/volunteer opportunities only somewhat or not important to decision to move to or remain in Andover	172 73%	152 57%	324 64%
Civic/volunteer opportunities essential or very important to decision to move to or remain in Andover	64 27%	115 43%	179 36%
Total	236 100%	267 100%	503 100%

Pearson Chi-Square(1) 13.91 (Pr=.000)

	55 and under	Over 55	Total
Variety of housing choices only somewhat or not important to decision to move to or remain in Andover	137 59%	115 42%	252 50%
Variety of housing choices essential or very important to decision to move to or remain in Andover	97 41%	159 58%	256 50%
Total	234 100%	274 100%	508 100%

Pearson Chi-Square(1) 13.87 (Pr=.000)

	55 and under	Over 55	Total
Open space/conservation land only somewhat or not important to decision to move to or remain in Andover	113 47%	95 34%	208 40%
Open space/conservation land essential or very important to decision to move to or remain in Andover	130 53%	185 66%	315 60%
Total	243 100%	280 100%	523 100%

Pearson Chi-Square(1) 8.59 (Pr=.003)

	55 and under	Over 55	Total
Cultural opportunities only somewhat or not important to decision to move to or remain in Andover	146 61%	130 47%	276 54%
Cultural opportunities essential or very important to decision to move to or remain in Andover	93 39%	144 53%	237 46%
Total	239 100%	274 100%	513 100%

Pearson Chi-Square(1) 9.56 (Pr=.002)

	No 4-year College Degree	4-year College Degree	Total
Private schools somewhat or not important to decision to move to or remain in Andover	52 60%	298 72%	350 70%
Private schools essential or very important to decision to move to or remain in Andover	35 40%	114 28%	149 30%
Total	87 100%	412 100%	499 100%

Pearson Chi-Square(1) 5.41 (Pr=.02)

	No 4-year College Degree	4-year College Degree	Total
Civic/volunteer opportunities somewhat or not important to decision to move to or remain in Andover	44 51%	276 67%	320 64%
Civic/volunteer opportunities essential or very important to decision to move to or remain in Andover	43 49%	135 33%	178 36%
Total	87 100%	411 100%	498 100%

Pearson Chi-Square(1) 8.59 (Pr=.003)

	No 4-year College Degree	4-year College Degree	Total
Location/accessibility somewhat or not important to decision to move to or remain in Andover	18 20%	45 10%	63 12%
Location/accessibility essential or very important to decision to move to or remain in Andover	73 80%	385 90%	458 88%
Total	91 100%	430 100%	521 100%

Pearson Chi-Square(1) 6.13 (Pr=.013)

	No 4-year College Degree	4-year College Degree	Total
Variety of housing choices somewhat or not important to decision to move to or remain in Andover	33 38%	218 52%	251 50%
Variety of housing choices essential or very important to decision to move to or remain in Andover	55 62%	200 48%	255 50%
Total	87 100%	412 100%	499 100%

Pearson Chi-Square(1) 6.34 (Pr=.012)

	Male	Female	Total
Public schools somewhat or not important to decision to move to or remain in Andover	57 27%	50 17%	107 21%
Public schools essential or very important to decision to move to or remain in Andover	157 73%	249 83%	406 79%
Total	214 100%	299 100%	513 100%

Pearson Chi-Square(1) 7.43 (Pr=.006)

	Male	Female	Total
Civic/volunteer opportunities somewhat or not important to decision to move to or remain in Andover	151 73%	169 58%	320 65%
Civic/volunteer opportunities essential or very important to decision to move to or remain in Andover	56 27%	120 42%	176 35%
Total	207 100%	289 100%	496 100%

Pearson Chi-Square(1) 11.03 (Pr=.001)

	Male	Female	Total
Small town ambiance and lifestyle somewhat or not important to decision to move to or remain in Andover	79 37%	83 27%	162 31%
Small town ambiance and lifestyle essential or very important to decision to move to or remain in Andover	135 63%	223 73%	358 69%
Total	214 100%	306 100%	520 100%

Pearson Chi-Square(1) 5.63 (Pr=.018)

4c. Reasons to Move to Andover – Notable Changes since 2008

While some differences exist in the data between 2008 and 2012, the story here is one of static priorities and community identity. None of the 2008 to 2012 changes in this category were statistically significant at anywhere near conventional levels. This indicates that the identity of Andover as a community over the last 4 years is relatively unchanged. Citizens move to and stay in Andover because of quality public schools, property values, town services and location.

5a. Property Use – Summary

Andover residents were asked their opinions on the current mix of property uses in the town. The results are summarized below.

What is your opinion of Andover’s current mix of property uses:	Not Enough	Just About Right	Too Much	Not Sure
Single-family houses...	6%	79%	4%	10%
Residential subdivisions...	8%	62%	14%	17%
Multi-family housing...	10%	54%	17%	18%
Rental housing...	13%	50%	13%	24%
Office buildings...	3%	75%	9%	13%
Large retail stores...	32%	56%	4%	8%
Small shops and businesses...	32%	60%	2%	6%
Open space/farmland...	27%	59%	0%	14%

While there is some degree of uncertainty in the responses here (not sure ranges from 6 to 24% across all questions), the modal and majority response for each category is “just about right,” indicating broad majority support for current property use. The following table sets the ‘Not Sure’ responses to missing.

What is your opinion of Andover’s current mix of property uses:	Not Enough	Just About Right	Too Much
Single-family houses...	7%	88%	5%
Residential subdivisions...	9%	74%	17%
Multi-family housing...	12%	66%	21%
Rental housing...	17%	66%	17%
Office buildings...	4%	86%	11%
Large retail stores...	35%	61%	4%
Small shops and businesses...	34%	64%	2%
Open space/farmland...	32%	68%	0%

There are three places, however, where sizable minorities expressed a desire for more:

- Open spaces and farmland
- Large retail shops
- Small shops and businesses

5b. Property Use – Interesting Relationships

We did not run cross-tabulations for this section.

5c. Property Use – Notable Changes since 2008

As noted in the summary, 'Just About Right' is the majority category for *every* type of property use in Andover. However, there are clearly some interesting dynamics that suggest a shift from 2008.

- Citizens have become more interested in seeing large retail shops in Andover. Only 22% said there were 'Not Enough' large retail shops in 2008, compared to 35% in 2012, a change of 13 percentage points that is statistically significant at the $p < .001$ level.
- Views on open space and farmland have also changed. In 2008, 41% of citizens said there was not enough open space and farmland; that number has dropped to 32% in 2012. This change is statistically significant at the $p < .01$ level. Note also that this change is consistent with the improved rating in Section 2 for opinions on the amount of open land/conservation space.
- The number of respondents saying that the number of residential subdivisions are 'Just About Right' increased from 70% in 2008 to 74% in 2012, while the number saying 'Not Enough' increased from 4% to 9%. This change is statistically significant at the $p < .10$ level with a 2-tailed test, which is right on the border of statistical significance. We would caution not to read too much from this finding.

6a. Civic Participation – Summary

This battery of questions asked citizens about their involvement in the town community, including their propensity to vote, attend town meetings, volunteer and shop locally. The results are summarized below

In the last 12 months, about how many times have you participated in the following civic/community activities in Andover?	None	Once or Twice	A Number of Times	Many Times
Voted in an election...	21%	41%	16%	21%
Attended Town Meeting...	68%	23%	4%	5%
Attended a meeting of a Town board or committee...	78%	17%	3%	2%
Watched a Town board or committee meeting on television...	55%	33%	11%	1%
Attended a Town event (e.g. July 4 th , Andover Days, etc.)...	20%	44%	24%	13%
Attended a school/local sporting event...	54%	20%	14%	12%
Volunteered at a local non-profit or civic group...	69%	17%	8%	6%
Donated money to a local non-profit or civic group...	31%	43%	19%	7%
Shopped in the Downtown Business District...	7%	22%	32%	39%

Voting in Andover appears to be quite high, with only 21% claiming to have not voted in any elections over the last 12 months. And while majorities have not attended town meetings, 45% have watched a town meeting at least once on television, 81% of respondents have attended a town event, and 93% have shopped in the Downtown Business District.

As commentators often lament the lack of civic engagement, these responses indicate that social capital appears to be quite high in Andover.

6b. Civic Participation – Interesting Relationships

There were some differences in reported participation in civic and community activities between people from households without children and those from households with children, between those 55 and under and those over 55, between those with and without a 4-year college degree and between men and women. Compared to people from households without children, people from households with children were more likely to volunteer at a local non-profit or civic group, to attend a town event and a school or local sporting event, but they were less likely to vote in an election. The pattern was similar for age: compared to those over 55, those 55 and under were more likely attend a town event and school or local sporting event, but less likely to vote. Compared to people 65 and under, people over 65 were more likely to vote and to attend a town meeting, but slightly less likely to shop in

the Downtown Business District. People without a 4-year college degree were more likely to watch a town board or committee meeting on television; those with a 4-year college degree were more likely to volunteer at a local non-profit or civic group and shop in the Downtown Business District. Finally, women were more likely to volunteer than men.

	Household without Children	Household with Children	Total
Did not vote in an election	33 10%	33 17%	66 12%
Voted in an election at least once	302 90%	164 83%	466 88%
Total	335 100%	197 100%	532 100%

Pearson Chi-Square(1) 5.44 (Pr=.02)

	Household without Children	Household with Children	Total
Did not attend a Town event	72 21%	19 10%	91 17%
Attended a Town event at least once	265 79%	177 90%	442 83%
Total	337 100%	196 100%	533 100%

Pearson Chi-Square(1) 11.92 (Pr=.001)

	Household without Children	Household with Children	Total
Did not attend a school/local sporting event	206 61%	33 17%	239 45%
Attended a school/local sporting event at least once	132 39%	162 83%	294 55%
Total	338 100%	195 100%	533 100%

Pearson Chi-Square(1) 96.9 (Pr=.000)

	Household without Children	Household with Children	Total
Did not volunteer at a local non-profit or civic group	190 58%	95 49%	285 54%
Volunteered at a local non-profit or civic group at least once	138 42%	100 51%	238 46%
Total	328 100%	195 100%	523 100%

Pearson Chi-Square(1) 4.18 (Pr=.041)

	55 and under	Over 55	Total
Did not vote in an election	46 19%	22 8%	68 13%
Voted in an election at least once	197 81%	268 92%	465 87%
Total	243 100%	290 100%	533 100%

Pearson Chi-Square(1) 15.29 (Pr=.000)

	55 and under	Over 55	Total
Did not attend a Town event	30 12%	60 21%	90 17%
Attended a Town event at least once	213 88%	230 79%	443 83%
Total	243 100%	290 100%	533 100%

Pearson Chi-Square(1) 6.56 (Pr=.01)

	55 and under	Over 55	Total
Did not attend a school/local sporting event	63 26%	175 60%	238 45%
Attended a school/local sporting event at least once	178 74%	115 40%	293 55%
Total	241 100%	290 100%	531 100%

Pearson Chi-Square(1) 62.26 (Pr=.000)

	65 and under	Over 65	Total
Did not vote in an election	59 15%	9 6%	68 13%
Voted in an election at least once	323 85%	142 94%	465 87%
Total	382 100%	151 100%	533 100%

Pearson Chi-Square(1) 8.74 (Pr=.003)

	65 and under	Over 65	Total
Did not attend a Town meeting	246 64%	81 53%	327 61%
Attended a Town meeting at least once	138 36%	71 47%	209 39%
Total	384 100%	152 100%	536 100%

Pearson Chi-Square(1) 5.31 (Pr=.021)

	65 and under	Over 65	Total
Did not shop in the Downtown Business District	11 3%	10 7%	21 4%
Shopped in the Downtown Business District at least once	373 97%	140 93%	513 96%
Total	384 100%	150 100%	534 100%

Pearson Chi-Square(1) 4.13 (Pr=.042)

	No 4-year College Degree	4-year College Degree	Total
Did not watch a Town board or committee meeting on television	44 44%	248 58%	292 55%
Watched a Town board or committee meeting on television at least once	55 56%	181 42%	236 45%
Total	99 100%	429 100%	528 100%

Pearson Chi-Square(1) 5.81 (Pr=.016)

	No 4-year College Degree	4-year College Degree	Total
Did not volunteer at a local non-profit or civic group	64 69%	217 51%	281 54%
Volunteered at a local non-profit or civic group at least once	29 31%	210 49%	239 46%
Total	93 100%	427 100%	520 100%

Pearson Chi-Square(1) 9.96 (Pr=.002)

	No 4-year College Degree	4-year College Degree	Total
Did not shop in the Downtown Business District	10 10%	13 3%	23 4%
Shopped in the Downtown Business District at least once	89 90%	419 97%	508 96%
Total	99 100%	432 100%	531 100%

Pearson Chi-Square(1) 9.78 (Pr=.002)

	Male	Female	Total
Did not volunteer at a local non-profit or civic group	130 61%	153 50%	283 55%
Volunteered at a local non-profit or civic group at least once	83 39%	151 50%	234 45%
Total	213 100%	304 100%	517 100%

Pearson Chi-Square(1) 5.79 (Pr=.016)

6c. Civic Participation – Notable Changes since 2008

While civic engagement remains high, there are observed drops in civic participation in 3 areas.

- Citizens reported watching a town meeting at much higher rates in 2008 than 2012. The number of respondents who said that they had not watched a town meeting on television in the last 12 months increased from 44% in 2008 to 55% in 2012.
- Additionally, participation also appears to have fallen for attending local community events including local sporting events and town events like Andover Day, the 4th of July, etc.

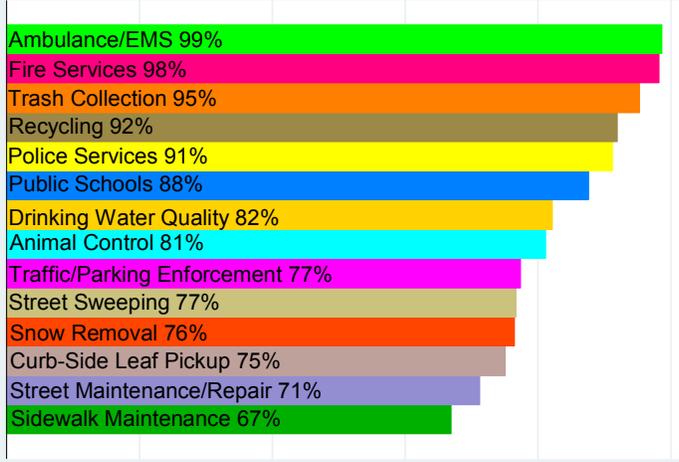
7a. Town Services – Summary

Town services make up a large part of local governments, and as we learned from Question 3, the quality of services are one of the top three reasons that citizens report moving to/deciding to remain in Andover. The ratings of 21 different Town Services are presented below.

How do you rate the quality and performance of each of the following Town of Andover services and programs:	Excellent	Good	Fair	Poor	Don't Know
Public schools...	34%	41%	9%	2%	15%
Fire services...	46%	33%	1%	0%	19%
Ambulance/EMS...	44%	27%	1%	0%	28%
Police services...	44%	38%	7%	1%	10%
Animal control...	22%	36%	10%	3%	28%
Traffic/parking enforcement...	23%	48%	14%	7%	8%
Street maintenance/repair...	15%	54%	24%	4%	3%
Street sweeping...	20%	51%	19%	3%	6%
Snow removal...	24%	51%	20%	3%	3%
Sidewalk maintenance...	16%	46%	22%	9%	7%
Trash collection...	40%	51%	4%	0%	4%
Recycling...	36%	53%	5%	3%	3%
Curb-side leaf pickup...	24%	30%	13%	5%	28%
Drinking water quality...	36%	40%	11%	5%	7%
Sewer services/repairs...	22%	35%	7%	2%	34%
Recreation programs/classes...	22%	45%	12%	1%	20%
Elder services...	17%	26%	7%	2%	49%
Youth services...	18%	35%	8%	1%	38%
Veterans services...	10%	23%	5%	2%	60%
Library services...	46%	42%	4%	0%	8%
Handicapped accessibility of facilities...	18%	33%	7%	1%	41%
Maintenance/appearance of parks...	38%	50%	6%	0%	5%
Public parking availability...	13%	41%	29%	13%	4%
Public transportation...	6%	34%	22%	13%	25%
Economic development...	8%	38%	17%	4%	33%
Land use planning, regulation and zoning...	7%	37%	15%	7%	33%
Building permits and code enforcement...	6%	30%	13%	8%	44%
Public health services...	10%	44%	5%	3%	39%
Land conservation & wetlands protection...	26%	44%	8%	3%	19%

Given that not every citizen will have interacted with every town service, it is particularly important here to re-calibrate these distributions without the “don’t know” responses. We do this in the figures presented on the following page. These figures help us to clarify the picture of ratings of town services.

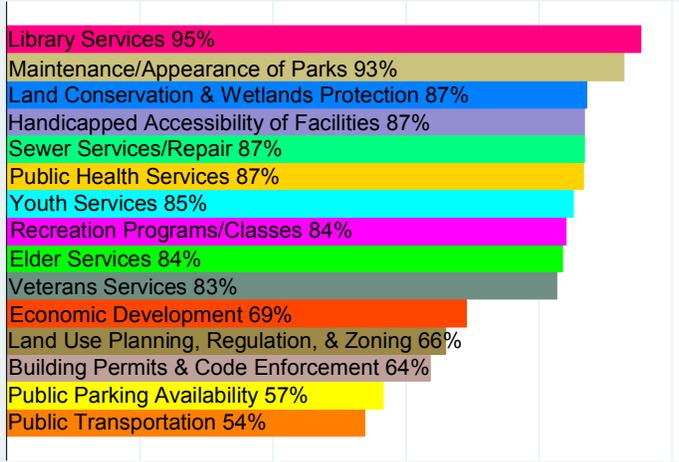
Andover Services & Programs: Good/Excellent



Overall, most town services receive 'Excellent' or 'Good' Ratings. Standouts include Ambulance/EMS services, Library Services, Fire services, Trash/Recycling and Police. Schools and Parks also receive genuine positive support.

The lowest marks are given for public transportation options, the availability of public parking, sidewalk maintenance and street maintenance/repair.

Andover Services & Programs: Good/Excellent



It should be noted, however, that majorities of citizens rate every single service category positively, which is a remarkable achievement for a town government.

7b. Town Services – Interesting Relationships

Children, age, education and gender made some differences in how people rated the quality and performance of some Town of Andover services. Compared to those from households with children, people from households without children were more likely to give a rating of good or excellent to public schools, fire services, recycling and maintenance/appearance of parks, and slightly less likely to give a good or excellent rating to recreation programs and classes. Those over 55 were more likely than those 55 and under to give a rating of good or excellent to public schools, ambulance/EMS, and building permits and code enforcement, whereas those 55 and under were more likely to give good or excellent marks to fire services and sidewalk maintenance. Those over 65 were also more likely to rate as good or excellent public schools, library services and economic development. Compared to people with a 4-year college degree, those without a 4-year degree were more likely to rate public

schools good or excellent. Compared to men, women were more likely to give good or excellent marks to curb-side leaf pickup and recreation programs and classes.

	Household without Children	Household with Children	Total
Rated public schools Fair/Poor	32 11%	43 23%	75 16%
Rated public schools Good/Excellent	250 89%	148 77%	398 84%
Total	282 100%	191 100%	473 100%

Pearson Chi-Square(1) 10.64 (Pr=.001)

	Household without Children	Household with Children	Total
Rated Andover ambulance/EMS Fair/Poor	4 2%	7 5%	11 3%
Rated Andover ambulance/EMS Good/Excellent	255 98%	131 95%	386 97%
Total	259 100%	138 100%	397 100%

Pearson Chi-Square(1) 4.16 (Pr=.041)

	Household without Children	Household with Children	Total
Rated recycling Fair/Poor	21 6%	23 12%	44 8%
Rated recycling Good/Excellent	308 94%	173 88%	481 92%
Total	329 100%	196 100%	525 100%

Pearson Chi-Square(1) 4.58 (Pr=.032)

	Household without Children	Household with Children	Total
Rated recreation programs/classes Fair/Poor	49 18%	18 10%	67 15%
Rated recreation programs/classes Good/Excellent	219 82%	160 90%	379 85%
Total	268 100%	178 100%	446 100%

Pearson Chi-Square(1) 5.59 (Pr=.018)

	Household without Children	Household with Children	Total
Rated maintenance/appearance of parks Fair/Poor	21 6%	24 12%	45 9%
Rated maintenance/appearance of parks Good/Excellent	310 94%	170 88%	480 91%
Total	331 100%	194 100%	525 100%

Pearson Chi-Square(1) 5.67 (Pr=.017)

	55 and under	Over 55	Total
Rated public schools Fair/Poor	46 21%	28 11%	74 16%
Rated public schools Good/Excellent	175 79%	226 89%	401 84%
Total	221 100%	254 100%	475 100%

Pearson Chi-Square(1) 8.61 (Pr=.003)

	55 and under	Over 55	Total
Rated fire services Fair/Poor	10 6%	5 2%	15 3%
Rated fire services Good/Excellent	170 94%	256 98%	426 97%
Total	180 100%	261 100%	441 100%

Pearson Chi-Square(1) 4.3 (Pr=.038)

	55 and under	Over 55	Total
Rated ambulance/EMS Fair/Poor	8 5%	3 1%	11 3%
Rated ambulance/EMS Good/Excellent	157 95%	225 99%	382 97%
Total	165 100%	228 100%	393 100%

Pearson Chi-Square(1) 4.39 (Pr=.036)

	55 and under	Over 55	Total
Rated sidewalk maintenance Fair/Poor	80 34%	113 44%	193 39%
Rated sidewalk maintenance Good/Excellent	154 66%	145 56%	299 61%
Total	234 100%	258 100%	492 100%

Pearson Chi-Square(1) 4.75 (Pr=.029)

	55 and under	Over 55	Total
Rated building permits and code enforcement Fair/Poor	66 46%	61 33%	127 38%
Rated building permits and code enforcement Good/Excellent	79 54%	124 67%	203 62%
Total	145 100%	185 100%	330 100%

Pearson Chi-Square(1) 5.4 (Pr=.02)

	65 and under	Over 65	Total
Rated public schools Fair/Poor	66 19%	8 6%	74 16%
Rated public schools Good/Excellent	280 81%	121 94%	401 84%
Total	326 100%	129 100%	475 100%

Pearson Chi-Square(1) 11.84 (Pr=.001)

	65 and under	Over 65	Total
Rated library services Fair/Poor	17 5%	1 1%	18 4%
Rated library services Good/Excellent	342 95%	146 99%	488 96%
Total	359 100%	147 100%	506 100%

Pearson Chi-Square(1) 5 (Pr=.025)

	65 and under	Over 65	Total
Rated economic development Fair/Poor	120 45%	28 31%	148 42%
Rated economic development Good/Excellent	145 55%	62 69%	207 58%
Total	265 100%	90 100%	355 100%

Pearson Chi-Square(1) 5.55 (Pr=.018)

	No 4-year College Degree	4-year College Degree	Total
Rated public schools Fair/Poor	7 8%	67 17%	74 16%
Rated public schools Good/Excellent	78 92%	320 83%	398 84%
Total	85 100%	387 100%	472 100%

Pearson Chi-Square(1) 4.34 (Pr=.037)

	Male	Female	Total
Rated curb-side leaf pickup Fair/Poor	47 32%	45 21%	92 26%
Rated curb-side leaf pickup Good/Excellent	98 68%	167 79%	265 74%
Total	145 100%	212 100%	357 100%

Pearson Chi-Square(1) 5.63 (Pr=.018)

	Male	Female	Total
Rated recreation programs/classes Fair/Poor	36 21%	28 11%	64 15%
Rated recreation programs/classes Good/Excellent	137 79%	237 89%	374 85%
Total	173 100%	265 100%	438 100%

Pearson Chi-Square(1) 8.8 (Pr=.003)

7c. Town Services – Notable Changes since 2008

Across 29 different service areas in the town, only 5 demonstrated statistically significant changes from 2008 to 2012.

- Most notably, ratings of Andover Public Schools declined. In 2008, 45% rated them as ‘Excellent’ and 50% rated them as ‘Good.’ In 2012, by contrast, 40% rated them as ‘Excellent’ and 48% rated them as good. By all metrics, an 88% Good/Excellent rating is high, but it is a decrease of 7 points from the 2008 survey. This change is statistically significant at the $p < .001$ level.
- On the other hand, citizens gave higher marks to the Town for street maintenance (54% in 2008 to 71% in 2012), sidewalk maintenance (54% to 67%), trash collection (93% to 95%) and land conservation (82% to 87%). Some other changes appear large and some approach statistical significance, but these were the only statistically verifiable changes at the $p < .05$ level with a 2-tailed test.

8a. Ratings of Town Employees, Officials, Boards and Committees – Summary

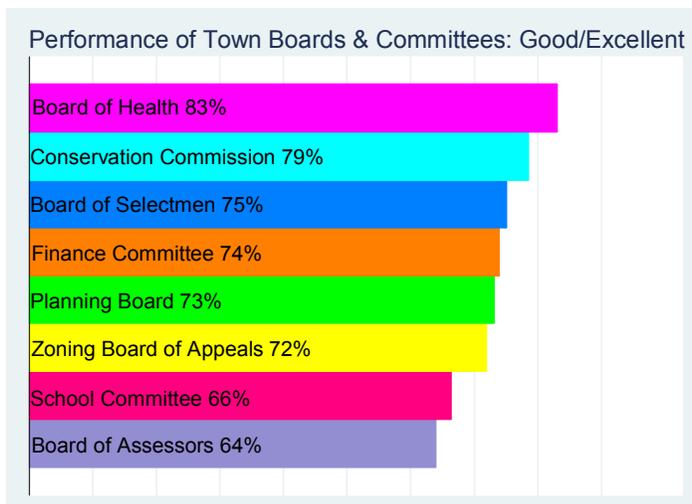
In the last 12 months, almost every respondent in our survey reported having had contact with a town employee or official. Asked to rate their impression of the employee/official, respondents gave the following answers:

What was your impressions of the Town employee or official you had contact with:	Excellent	Good	Fair	Poor	Not Sure
Courtesy/politeness...	54%	31%	8%	7%	0%
Knowledge/understanding...	52%	34%	8%	5%	0%
Responsiveness/resolution...	47%	31%	12%	9%	1%
Overall experience...	48%	32%	10%	8%	2%

These responses indicate almost uniformly positive overall opinions for citizens in interacting with their town Government officials. Citizens were asked to specifically rate town officials, boards and committees. These results are summarized below.

How would you rate the performance and actions of the following Town boards and committees:	Excellent	Good	Fair	Poor	Not Sure
Board of Selectmen...	9%	35%	10%	5%	41%
School Committee...	9%	31%	15%	6%	39%
Planning Board...	8%	31%	11%	3%	47%
Zoning Board of Appeals...	5%	26%	8%	4%	56%
Conservation Commission...	13%	29%	10%	2%	47%
Board of Health...	8%	33%	7%	2%	51%
Board of Assessors...	5%	25%	11%	6%	53%
Finance Committee...	8%	30%	8%	5%	49%

Given the large number of “not sure” responses, we created ratings below, excluding the missing data.



The ratings of town officials, boards and committees are all quite high here. However, in many cases, a plurality or majority of citizens responded “don’t know,” indicating that while citizens have a reasonably favorable opinion of their town officials, they are not quite certain who they are and/or what they do.

8b. Ratings of Town Officials, etc. – Interesting Relationships

Children, education and gender did not make a difference in how respondents rated town employees, officials, boards and committees but age did. Compared to those 65 and under, those over 65 were slightly more likely to give good or excellent marks to town employees and officials for courtesy/politeness and knowledge/understanding. Compared to those 65 and under, those over 65 were more likely to give good or excellent ratings to the Zoning Board of Appeals and the Board of Health. Compared to men, women were more likely to give good or excellent ratings to the School Committee.

	65 and under	Over 65	Total
Rated town employee or official courtesy/politeness Fair/Poor	39 16%	5 5%	44 12%
Rated town employee or official courtesy/politeness Good/Excellent	205 84%	104 95%	309 88%
Total	244 100%	109 100%	353 100%

Pearson Chi-Square(1) 8.97 (Pr=.003)

	65 and under	Over 65	Total
Rated town employee or official knowledge/understanding Fair/Poor	40 17%	7 6%	47 13%
Rated town employee or official knowledge/understanding Good/Excellent	202 83%	101 94%	303 87%
Total	242 100%	108 100%	350 100%

Pearson Chi-Square(1) 6.48 (Pr=.011)

	65 and under	Over 65	Total
Rated performance and actions of Zoning Board of Appeals Fair/Poor	62 39%	19 25%	81 35%
Rated performance and actions of Zoning Board of Appeals Good/Excellent	96 61%	57 75%	153 65%
Total	158 100%	76 100%	234 100%

Pearson Chi-Square(1) 4.6 (Pr=.032)

	65 and under	Over 65	Total
Rated performance and actions of Board of Health Fair/Poor	37 21%	8 10%	45 17%
Rated performance and actions of Board of Health Good/Excellent	141 79%	75 90%	216 83%
Total	178 100%	83 100%	261 100%

Pearson Chi-Square(1) 4.93 (Pr=.026)

	Male	Female	Total
Rated performance and actions of School Committee Fair/Poor	67 43%	65 32%	132 37%
Rated performance and actions of School Committee Good/Excellent	89 57%	136 68%	225 63%
Total	156 100%	201 100%	357 100%

Pearson Chi-Square(1) 4.24 (Pr=.039)

8c. Ratings of Town Officials, etc. – Notable Changes since 2008

Ratings of town officials are not ostensibly different from 2008, as none of the changes were statistically significant. This is also due in part to the fact that so many citizens responded ‘Unsure.’ Uncertainty creates wider standard errors, making statistical inference more difficult. However, the frequency distributions are not ostensibly different from 2008, suggesting that citizens remain satisfied with their government at roughly equal levels in 2012, compared to 2008.

9a. Media Usage – Summary

This question asked respondents to state their reliance on a variety of different media sources in obtaining information about the Town of Andover. The results are summarized below.

How often do you rely on the following media sources to obtain Town of Andover related news and information:	Daily	Weekly	Occasionally	Seldom	Never
Andover Townsman...	3%	43%	24%	13%	17%
Eagle-Tribune...	31%	7%	24%	16%	22%
Boston Globe or Boston Herald...	24%	9%	19%	15%	32%
Newspaper websites...	21%	12%	24%	15%	28%
Town of Andover website...	4%	8%	48%	23%	17%
Other websites or social media...	12%	14%	30%	19%	25%
Local access television...	4%	4%	30%	25%	36%
Word of mouth...	8%	21%	55%	10%	7%
E-mail notices or newsletters...	5%	10%	36%	22%	27%
Direct contact...	3%	6%	35%	27%	29%

Many residents (46%) report reading the Andover Townsman on a weekly basis, and 38% look at the Eagle-Tribune weekly. These local publications outpace the Boston Globe or the Boston Herald as places where residents turn for information about the town, suggesting that local information is still often disseminated most effectively at the local level. A considerable number of citizens also report hearing obtaining town information by word of mouth (29% hear something weekly or daily).

9b. Media Usage – Interesting Relationships

Children, age, education and gender all had statistically significant relationships with the media sources respondents reported using for Town of Andover related news and information. Compared to people from households without children, those from households with children were more likely to rely daily or weekly on the Andover Townsman, newspaper websites, other websites or social media, word of mouth, e-mail notices or newsletters, and direct contact, and they were less likely to rely on the Eagle-Tribune and the Boston Globe or Boston Herald. Compared to those 55 and under, those over 55 were more likely to rely on the Andover Townsman, the Boston Globe or the Boston Herald, and local access television and less likely to rely on newspaper websites, the Town of Andover website, other websites or social media, word of mouth and e-mail. Compared to those 65 and under, those over 65 were more likely to rely on the Eagle-Tribune and local access television and less likely to rely on newspaper websites, word of mouth, and e-mail. Compared to those with a 4-year college degree, those without a degree were more likely to rely on the Eagle-Tribune and local access television and less likely to rely on the Andover Townsman, the Boston Globe or the Boston Herald, newspaper

websites, word of mouth and e-mail. Compared to men, women were more likely to rely on e-mail notices or newsletters.

	Household without children	Household with children	Total
Relied on Andover Townsman for town news & information occasionally, seldom or never	152 45%	62 31%	213 39%
Relied on Andover Townsman for town news & information daily or weekly	185 55%	135 69%	320 60%
Total	336 100%	197 100%	533 100%

Pearson Chi-Square(1) 9.39 (Pr=.002)

	Household without children	Household with children	Total
Relied on Eagle-Tribune for town news & information occasionally, seldom or never	202 60%	145 74%	347 65%
Relied on Eagle-Tribune for town news & information daily or weekly	133 40%	50 26%	183 35%
Total	335 100%	195 100%	530 100%

Pearson Chi-Square(1) 10.78 (Pr=.001)

	Household without children	Household with children	Total
Relied on the Boston Globe or the Boston Herald for town news & information occasionally, seldom or never	188 57%	130 68%	318 61%
Relied on the Boston Globe or the Boston Herald for town news & information daily or weekly	142 43%	60 32%	202 39%
Total	330 100%	190 100%	520 100%

Pearson Chi-Square(1) 6.66 (Pr=.01)

	Household without children	Household with children	Total
Relied on newspaper websites for town news & information occasionally, seldom or never	302 91%	158 81%	460 87%
Relied on newspaper websites for town news & information daily or weekly	30 9%	37 19%	67 13%
Total	332 100%	195 100%	527 100%

Pearson Chi-Square(1) 10.93 (Pr=.001)

	Household without children	Household with children	Total
Relied on other websites for town news & information occasionally, seldom or never	260 79%	131 69%	391 76%
Relied on other websites for town news & information daily or weekly	68 21%	58 31%	126 24%
Total	328 100%	189 100%	517 100%

Pearson Chi-Square(1) 6.45 (Pr=.011)

	Household without children	Household with children	Total
Relied on word of mouth for town news & information occasionally, seldom or never	231 72%	93 48%	324 63%
Relied on word of mouth for town news & information daily or weekly	90 28%	101 52%	191 37%
Total	321 100%	194 100%	515 100%

Pearson Chi-Square(1) 29.91 (Pr=.000)

	Household without children	Household with children	Total
Relied on e-mail notices or newsletters for town news & information occasionally, seldom or never	282 86%	103 53%	385 74%
Relied on e-mail notices or newsletters for town news & information daily or weekly	45 14%	90 47%	135 26%
Total	327 100%	193 100%	520 100%

Pearson Chi-Square(1) 68.22 (Pr=.000)

	Household without children	Household with children	Total
Relied on direct contact for town news & information occasionally, seldom or never	291 89%	150 79%	441 86%
Relied on direct contact for town news & information daily or weekly	35 11%	39 21%	74 14%
Total	326 100%	189 100%	515 100%

Pearson Chi-Square(1) 9.53 (Pr=.002)

	55 and under	Over 55	Total
Relied on Andover Townsman for news & information occasionally, seldom or never	176 73%	172 60%	348 66%
Relied on Andover Townsman for town news & information daily or weekly	66 28%	116 40%	182 34%
Total	242 100%	288 100%	530 100%

Pearson Chi-Square(1) 9.86 (Pr=.002)

	55 and under	Over 55	Total
Relied on the Boston Globe or the Boston Herald for news & information occasionally, seldom or never	165 70%	153 54%	318 61%
Relied on the Boston Globe or the Boston Herald for town news & information daily or weekly	72 30%	129 46%	201 39%
Total	237 100%	282 100%	519 100%

Pearson Chi-Square(1) 12.81 (Pr=.000)

	55 and under	Over 55	Total
Relied on newspaper websites for news & information occasionally, seldom or never	142 59%	195 70%	337 65%
Relied on newspaper websites for town news & information daily or weekly	97 41%	84 30%	181 35%
Total	239 100%	278 100%	518 100%

Pearson Chi-Square(1) 6.21 (Pr=.013)

	55 and under	Over 55	Total
Relied on the Town of Andover website for news & information occasionally, seldom or never	201 83%	259 91%	460 87%
Relied on the Town of Andover website for town news & information daily or weekly	40 17%	27 9%	67 13%
Total	241 100%	286 100%	527 100%

Pearson Chi-Square(1) 6.04 (Pr=.014)

	55 and under	Over 55	Total
Relied on other websites or social media for news & information occasionally, seldom or never	168 71%	223 79%	391 76%
Relied on other websites or social media for town news & information daily or weekly	68 29%	58 21%	126 24%
Total	236 100%	281 100%	517 100%

Pearson Chi-Square(1) 4.65 (Pr=.031)

	55 and under	Over 55	Total
Relied on local access television for news & information occasionally, seldom or never	224 94%	247 89%	471 91%
Relied on local access television for town news & information daily or weekly	14 6%	31 11%	45 9%
Total	238 100%	278 100%	516 100%

Pearson Chi-Square(1) 4.47 (Pr=.034)

	55 and under	Over 55	Total
Relied on word of mouth for news & information occasionally, seldom or never	131 55%	193 70%	324 63%
Relied on word of mouth for town news & information daily or weekly	109 45%	81 30%	190 37%
Total	240 100%	274 100%	514 100%

Pearson Chi-Square(1) 13.8 (Pr=.000)

	55 and under	Over 55	Total
Relied on e-mail notices or newsletters for news & information occasionally, seldom or never	146 61%	239 84%	385 74%
Relied on e-mail notices or newsletters for town news & information daily or weekly	92 39%	44 16%	136 26%
Total	238 100%	283 100%	521 100%

Pearson Chi-Square(1) 35.79 (Pr=.000)

	65 and under	Over 65	Total
Relied on the Eagle-Tribune for town news & information occasionally, seldom or never	268 70%	80 54%	348 66%
Relied on the Eagle-Tribune for town news & information daily or weekly	113 30%	69 46%	182 34%
Total	381 100%	149 100%	530 100%

Pearson Chi-Square(1) 13.17 (Pr=.000)

	65 and under	Over 65	Total
Relied on newspaper websites for news & information occasionally, seldom or never	222 60%	115 79%	337 65%
Relied on newspaper websites for town news & information daily or weekly	150 40%	31 21%	181 35%
Total	372 100%	146 100%	518 100%

Pearson Chi-Square(1) 16.8 (Pr=.000)

	65 and under	Over 65	Total
Relied on other websites or social media for news & information occasionally, seldom or never	266 72%	125 86%	391 76%
Relied on other websites or social media for town news & information daily or weekly	106 28%	20 14%	126 24%
Total	372 100%	145 100%	517 100%

Pearson Chi-Square(1) 12.23 (Pr=.000)

	65 and under	Over 65	Total
Relied on local access television for news & information occasionally, seldom or never	353 94%	119 83%	471 91%
Relied on local access television for town news & information daily or weekly	21 6%	24 17%	45 9%
Total	373 100%	143 100%	516 100%

Pearson Chi-Square(1) 16.15 (Pr=.000)

	65 and under	Over 65	Total
Relied on word of mouth for news & information occasionally, seldom or never	217 58%	107 76%	324 63%
Relied on word of mouth for town news & information daily or weekly	156 42%	34 24%	190 37%
Total	373 100%	141 100%	514 100%

Pearson Chi-Square(1) 13.77 (Pr=.000)

	65 and under	Over 65	Total
Relied on e-mail notices or newsletters for news & information occasionally, seldom or never	257 69%	128 88%	385 74%
Relied on e-mail notices or newsletters for town news & information daily or weekly	118 31%	18 12%	136 26%
Total	375 100%	146 100%	521 100%

Pearson Chi-Square(1) 19.95 (Pr=.000)

	No 4-year College Degree	4-year College Degree	Total
Relied on the Andover Townsman for news & information occasionally, seldom or never	48 49%	162 38%	210 40%
Relied on the Andover Townsman for town news & information daily or weekly	49 51%	270 62%	319 60%
Total	97 100%	432 100%	529 100%

Pearson Chi-Square(1) 4.75 (Pr=.029)

	No 4-year College Degree	4-year College Degree	Total
Relied on the Eagle-Tribune for news & information occasionally, seldom or never	42 43%	303 71%	345 65%
Relied on the Eagle-Tribune for town news & information daily or weekly	56 57%	126 29%	182 35%
Total	98 100%	429 100%	527 100%

Pearson Chi-Square(1) 27.22 (Pr=.000)

	No 4-year College Degree	4-year College Degree	Total
Relied on the Boston Globe or the Boston Herald for news & information occasionally, seldom or never	71 75%	243 58%	314 61%
Relied on the Boston Globe or the Boston Herald for town news & information daily or weekly	24 25%	178 42%	202 39%
Total	95 100%	421 100%	516 100%

Pearson Chi-Square(1) 9.42 (Pr=.002)

	No 4-year College Degree	4-year College Degree	Total
Relied on newspaper websites for news & information occasionally, seldom or never	72 78%	262 62%	334 65%
Relied on newspaper websites for town news & information daily or weekly	20 22%	162 38%	182 35%
Total	92 100%	424 100%	516 100%

Pearson Chi-Square(1) 8.98 (Pr=.003)

	No 4-year College Degree	4-year College Degree	Total
Relied on local access television for news & information occasionally, seldom or never	77 83%	391 93%	468 91%
Relied on local access television for town news & information daily or weekly	16 17%	28 7%	44 9%
Total	93 100%	419 100%	512 100%

Pearson Chi-Square(1) 10.73 (Pr=.001)

	No 4-year College Degree	4-year College Degree	Total
Relied on word of mouth for news & information occasionally, seldom or never	70 77%	253 60%	323 63%
Relied on word of mouth for town news & information daily or weekly	21 23%	167 40%	188 37%
Total	91 100%	420 100%	511 100%

Pearson Chi-Square(1) 8.95 (Pr=.003)

	No 4-year College Degree	4-year College Degree	Total
Relied on e-mail notices or newsletters for news & information occasionally, seldom or never	84 90%	298 70%	382 74%
Relied on e-mail notices or newsletters for town news & information daily or weekly	9 10%	126 30%	135 26%
Total	93 100%	424 100%	517 100%

Pearson Chi-Square(1) 15.88 (Pr=.000)

	Male	Female	Total
Relied on e-mail notices or newsletters for news & information occasionally, seldom or never	170 79%	209 70%	379 74%
Relied on e-mail notices or newsletters for town news & information daily or weekly	46 21%	89 30%	135 26%
Total	216 100%	298 100%	514 100%

Pearson Chi-Square(1) 4.75 (Pr=.029)

9c. Media Usage – Notable Changes since 2008

Media usage across the nation has changed tremendously in the last 4 years and the national trend is apparent in the Andover data. Citizens are using traditional news less and less; the number that report having accessed information via the Andover Townsman ‘Seldom’ or ‘Never’ has increased from 19% in 2008 to 30% in 2012.

At the same time, we see increases for almost all internet based content. In 2008, 52% of respondents accessed the town website at least ‘Occasionally;’ that number has increased to 60% in 2012. This finding is statistically significant at the $p < .01$ level, along with changes in access to newspaper websites, social media/other websites, and e-mail. This pattern is not likely to abate into the future, as more and more people turn to digital/online repositories of information.

10a. Senior Housing - Summary

The 2012 Andover Town Survey included a new question about expanding senior housing options. The frequency distribution of this question is presented below.

What level of interest would you have in Andover expanding senior housing opportunities?	Very Interested	Somewhat Interested	Not Very Interested	Not at all Interested
	28%	31%	24%	17%

A majority of respondents (59%) are either ‘somewhat’ or ‘very’ interested in seeing senior housing expanded in the town. Here, we are obviously interested in the distribution of attitudes about senior housing by age. We turn to that in Section 10b.

10b. Senior Housing – Interesting Relationships

Not surprisingly, age had a statistically significant relationship with respondents’ level of interest in Andover expanding senior housing opportunities. Specifically, compared to those under 55, those over 55 were more likely to be very or somewhat interested in expanding senior housing opportunities; similarly, those over 65 were more likely to be very or somewhat interested than those 65 and under. People from households without children were more likely to be very or somewhat interested in expanding senior housing than those from households with children, and those without a 4 year college degree were more interested in expanding senior housing than those with a degree. Gender did not have a statistically significant relationship with how people responded to this question.

	Household without children	Household with children	Total
Not very or not at all interested in expanding senior housing opportunities	92 27%	98 51%	190 36%
Very interested or somewhat interested in expanding senior housing opportunities	251 73%	94 49%	345 64%
Total	343 100%	192 100%	535 100%

Pearson Chi-Square(1) 31.53 (Pr=.000)

	55 and under	Over 55	Total
Not very or not at all interested in expanding senior housing opportunities	118 49%	71 24%	189 35%
Very interested or somewhat interested in expanding senior housing opportunities	122 51%	223 76%	345 64%
Total	240 100%	294 100%	534 100%

Pearson Chi-Square(1) 36.17 (Pr=.000)

	65 and under	Over 65	Total
Not very or not at all interested in expanding senior housing opportunities	157 41%	32 21%	189 35%
Very interested or somewhat interested in expanding senior housing opportunities	223 59%	122 79%	345 65%
Total	380 100%	154 100%	534 100%

Pearson Chi-Square(1) 20.21 (Pr=.000)

	No 4-year College Degree	4-year College Degree	Total
Not very or not at all interested in expanding senior housing opportunities	23 23%	164 38%	187 35%
Very interested or somewhat interested in expanding senior housing opportunities	78 77%	266 62%	344 65%
Total	101 100%	430 100%	531 100%

Pearson Chi-Square(1) 8.47 (Pr=.004)

11a. Open Ended Responses – Summary

The 2012 Citizen Survey included 3 open ended questions about (1) what the town could do to improve town meetings, (2) why citizens do not attend town meetings, and (3) suggestions on how the town of Andover could generally better serve its citizens. While they provide a lot of information, open-ended questions are notoriously difficult to generalize from. In order to address this problem, we have placed open-ended responses into categories, and then include some discussion of general trends in what citizens are saying in answer to these questions.

11b. Open Ended Responses – Improving Town Meetings

Suggestions about improving town meetings were quite broad. Many of the responses involve making the meetings easier to attend either by expanding remote participation or by creating stricter rules which constrain the time commitment of the meetings. Some noted that seating was a problem, while others would like the meetings to consistently start on time. Other comments suggested that the town has grown too large for the town meeting format.

Do you have any suggestions on how the Town of Andover could improve the conduct of its Town Meetings?		
Topic Mentioned	Frequency	Sample Quotes
Eliminate town meetings	5	-“Eliminate town meetings” -“Eliminate the town meeting completely, It's a joke.” -“Abolish Town meetings its 2012!”
Poor citizen participation	2	-“The conduct is good the citizen participation is bad.” -“Get more people involved”
Remote access voting/technology	8	-“allow others to vote on issues even if they can't attend meeting-with technology there has to be a way to get true votes from more people.” -“Electronic communications. Town emails, use of social media.” -“Allow voting from home” -“Use Technology more-make it easier to vote etc.” -“Do online voting so people in attendance can have real discussion.” -“Webcast”
Satisfied with status quo	10	-“I like it very much the way it is!” -“Very Well Run” -“no-moderator, Sheila Doherty, is very good.” -“No-They are run quite well” -“no-works well now” -“Not really; Sheila Doherty runs a tight ship.”
Town is too large (City/Mayor)	7	-“Become a city and elect a mayor. Andover is too big for Town Meetings.” -“I think the town is too large to be governed by a town meeting.” -“Yes. I believe the town is too large for this format. Also, I think citizens should be allowed to express their views but voting should occur by private ballot: Ballots should be

		available all day long because seniors are very unlikely to vote due to late hour of town meeting voting. Younger adults are more likely to go to push youth initiatives + important senior issues are under represented." (multi-issue comment) -“Yes-Change to Representative Town Meeting-the town is too large for Town Meetings.”
Slow pace of meeting/prioritization	18	-“Start on time. Waiting 40 minutes to accommodate those arriving @ 7 PM hurts those who planned & arrived at 6:30 PM to start on time.” -“Bring the most important topics to the beginning of the meeting. Prioritize!” -“Too long + drawn out for families” -“Start meeting and not wait for late arrivers.” -“Questions could be submitted in advance to shorten time @ meeting” -“feels like a free-for-all, submitting questions in advance could change that” -“Limit speakers to 2 min!” -“More timely start to meeting. Find way to identify people in line at meeting start time and begin meeting once this group has checked in. Delay not fair to those who arrive on time.” -“Just make sure to be inclusive; also, limit time people have to make their point.” -“Email ?s ahead of time, put the most pressing issues 1st on the agenda.”
Inconvenient time/schedule/location	4	-“Try a Saturday Morning. Maybe more would come.”
Would rather have ballot voting	7	-“Have ballot votes rather than people just raising their hands or standing” -“let people vote by ballot! Not a fan of town mtg.” -“Modernize to a vote system”
Seating/overcrowding/poor organization	11	-“Plan for overcrowding-i.e. Youth Center Town mtg.” -“Be sure to have enough seating.” -“When I did go was very overcrowded” -“Can overcrowding such as at Youth Center mtg be avoided?” -“Plan better for the crowd.” -“Change to secret ballot vote”
Special interests/warrants	7	-“Way too many warrants; Special interests dominate meeting” -“Get rid of town meeting special interests pack the meetings” -“Get rid of nepotism”
Moderator/debate complaints	12	-“Elect a new Moderator” -“More balanced discussions” -“Better facilitation of meeting. Many speakers are allowed to go on and on.” -“Better control from the town moderator, less political influence” -“Allow for more pro and con debate time.”
Parking availability	1	-“more available parking”
Lack of notification	2	-“More notification through local media sources” -“more communication then direct mail or email or reverse 911 messages”

11c. Open Ended Responses – Why Citizens Don’t Attend Town Meetings

Some of the comments from the prior question were reflected in why citizens do not attend town meetings. The most common answer was that citizens were either too busy to attend or that the meeting was at an inconvenient time, especially for parents with children. The second most common answer (36 responses) was general political disengagement. The third most numerous minority complained in some manner about the conduct of politics and/or special interest control of meetings.

Could you please tell us why you have not attended any Andover Town Meetings within the last three years?		
Topic Mentioned	Frequency	Sample Quotations
Age/health	11	-“Age” -“Health reasons” -“I am 90 years old and it is not easy to get out much”
No time/busy schedule/inconvenience/lack of childcare	84	-“Don't have the time, sorry.” -“My job as a public school teacher demands that I work at night too.” -“scheduling issues with work and children” -“Young children and no babysitter.” -“Schedule does not typically allow for attendance” -“I don't drive at night.” -“I am elderly + do not drive at night” -“Busy with family responsibilities” -“Travel schedule” -“Too busy, too tired after long days work” -“Work a lot of hours, tends an elderly parent, too busy” -“More convenient to have polling in places when people can go at times that work for their schedule” -“no particular reason-busy with other matters” -“Family/work obligations in evenings.” -“We have young children and it is difficult to attend.”
No interest	36	-“No issues of consequence” -“Haven't felt the need.” -“no interest” -“no interest in small town clichés” -“We have very young children and there haven't been any topics we've been very interested in.” -“Moved here 2 yrs ago-Don't feel too involved yet”
Not anonymous/non-ballot voting system	3	-“Vote not anonymous” -“Do not like format, let citizens vote via ballots.”
Special interest groups/politics	19	-“Feel whatever group has an interest-votes it through-then leaves-Police/Schools etc” -“Politics in general & power plays.” -“Because All the Politicians just give you lip service” -“Not interested in most warrants. School budget not part of process” -“They are dominated by special interest groups that have issues on the agenda.” -“The cliques run the Town” -“Should be Representative. Interested parties pack meeting to affect results.”

		- "Too much politics and good ole' Boy network going on."
Slow pace of meeting/unorganized /crowded	17	- "last too long too much discussed before important things" - "too long + tedious mostly" - "Too long and too crowded-even though relatively small turnout." - "too long and seems irrelevant"
Parking availability	5	- "could not find a place to park and police ticket if you are in the wrong spot" - "Parking" - "Take too long, difficulty finding parking"
Do not agree with Town Meeting format (elect Mayor)	7	- "The town is too big for town meeting. Should be a city, with elected mayor." - "Become a city" - "I believe town meeting is no longer an effective form of government for Andover. Andover is now too big for the current form of government." - "Intimidation of setting & process" - "I do not like town meetings because 1) special interest parties, notably school personnel fill town meetings and get their articles passed. 2) the time (late P.M.) does not allow a significant number of seniors to attend and vote. 3) Andover should convert to a representative form of government." - "*10% of the voters show up-It doesn't work!"
Lack of notification	6	- "No idea what goes on at the meetings." - "don't know when/where they are" - "Not aware of schedule, no notification, not much interest, unaware of issues at stake." - "not sure how it impacts me."
Access through Townsman/website	2	- "Because I read about it in the paper or internet."
Not a US Citizen/ESL	2	- "not a US citizen so can't vote." - "English as a second language"

11d. Open Ended Responses – General Suggestions on Improving the Town

The truly open-ended nature of this question lead, as can be seen, to a variety of responses, listed below. The three most common areas where citizens offered suggestions for improvement were (1) town government and its conduct, (2) public schools/education, and (3) improved sidewalks and lighting.

Do you have any suggestions on how the Town of Andover could better serve you as a resident, taxpayer and citizen?		
Topic Mentioned	Frequency	Sample Quotations
Negative comments on Town employees/officials and Town spending/budget	43	<p>-“ TERM LIMITS, Enforce public responsibility for all town employees + enforce properly the laws of the state as it applies to all citizens, town employees. Get rid of giving town employee pensions + retirements when they break the laws on town time\Get rid of town manager he's incompetent + a fool for trying to persuade Board of Selectmen he saved the town any money.”</p> <p>-“I think we need a new Town Manager. Our current one is adequate, but we could use new ideas and a new perspective in the most crucial public position in town.”</p> <p>-“Residents want to see tax \$ go to projects that are necessary, not cosmetic.”</p> <p>-“I do not resent paying taxes. I would prefer the emphasis be on high quality services-esp schools-rather than always on lowering taxes.”</p> <p>-“Focus spending on schools, police, fire, public works, and infrastructure, ie, roads. Don't spend as much on social programs and activities/ Let people "pay as they go.””</p> <p>-“Hire someone outside to head the building inspector office, stop raising our taxes every single year!”</p> <p>-“ Andover is run like everyone here is a CEO w/ unlimited funds + the same concerns. Taxes are too high and Town meetings + expenditures don't reflect how much people are struggling. More needs to be done for special needs children etc. Schools, DCS, Youth Services #16 continued: Andover needs to get more diversity as well. Special needs children need DCS + Youth services too (lots of children in Andover have IEP + should have activities that are parent supervised in town. Also, more people of color would live here if there were more cultural activities + inclusion in Andover.”</p> <p>-“Keep the Public Schools strong, control the budget to keep property taxes affordable. Any expansion in housing or business development must be able to support itself from taxes generated by those additions.”</p> <p>-“ I have interacted with some town officials who were shockingly discourteous and unresponsive. Others have been friendly and professional, but that does not make up for the bad experiences. All town officials should be reminded that they are employees of the citizens. (This problem is not unique to Andover.) Continuation of answer to #16: All of your employees should have some basic instruction in Courtesy and professionalism. I also think it would be good for the Town to have some sort of Ombudsman to whom citizens can turn when our town employees are inappropriate, unresponsive,-or not doing their work.”</p>

		- " Stop spending big money on big projects. Show some common sense and stay within your means. *Get the drugs and alcohol out of the high school. Primary schools are great, the high school is terrible!"
More environmental conservation/land preservation/open space	5	- "Better protection and preservation of open space-fewer McMansion developments!" - " Respond to street (car) safety for children. Curtail use of hunting to limit lyme disease/Keep Open Space Safe. Make better use of evening life/restaurants/downtown parking."
Negative comments on Street lighting/Town, Tree, Road, and Sidewalk Maintenance	44	- "Turn lights (street) back on, even if dim." - "Please turn the lights back on in Andover. With ALL the money I spend in taxes it is a shame we are in the dark. It is not safe to do anything after dark!!!!" - "Look into tree branch trimming to avoid power outages." - " Reduced street lighting is a hazard - animals crossing the road in the dark. Medians & sidewalks on River Rd. from Lawrence line to I-93 poorly maintained. Create resident volunteer group and train them in upkeep?" - "More sidewalks in Andover, outside of the town center." - "Loose power way too frequently. Tree maintenance is poor." - "Better care of roads, especially for bicyclists." - " I am grateful to have lived here all my life. I have sought out my teachers from West Junior High and Andover High to thank them for helping me as a child. I have only one complaint-The turning-off and Red-capping of many street lights in town is a big mistake-Why are we spending so much money on Youth Center, etc-While our street + neighborhoods are pitch black!" - "yes, I live on the edge of Andover. It's like this part of town doesn't exist. I would like sidewalks and better snow removal."
Negative comments on taxes	36	- "Improve the formulas for calculating assessments. I'm on a corner, but pay the higher rate for my street address. A corner should pay the lower rate of the 2 streets." - "Lower Taxes" - "lower property taxes, not charging for full day kindergarten (like many towns in MA), more local opportunities. P.S. a stamp on the return survey envelope would be nice." - "1. Locate/develop mixed usage housing downtown so seniors can walk to town 2. Not assess downtown homes higher than McMansions in W Andover 3. Create lower tax rate for those living on private ways who have to pay for their own plowing, paving, etc + who do not get full benefit of town services." - "1. cut taxes 2. Improve public school ranking/quality of education 3. Bring in more businesses, create more business/job opportunities" - " no-we are probably selling our house in the Spring, downsizing-taxes too high. We do not need all these services. Schools anymore.- But loved living here."
More union influence	1	
Less union influence	3	- "Manage school unions better and lower property taxes. Provide recycling containers at the high school athletic fields!" - "Get rid of the teacher's union"
Comments wanting weekly recycling, better compost	14	- "Recycle pick up weekly and turn on street lights" - "recycling should be every week, not every 2 weeks" - "Increase haz/elec recycle days to more than once a year."

services/waste services		-“why isn't recycling available @many of the condominiums complexes in Andover”
Negative comments about Town Meetings/Interest groups	13	-“Abolish the format of Town Meetings” -“1. Stop town meeting 2. Stop compost fee for drop-off 3. Explain how polar bear sculpture represents Andover and why we spend any money on it. 4. UTILITY companies should be forced to correct their damage.” -“ Run the Town like a business. Live within a budget, not raising taxes every year to pay for special interests @ Town MTG. Town MTG is not any way to govern.” -“ Get rid of the Town Meetings + go to representative gov't; Andover is too big + Town Mtgs are unwieldy, poorly attended as a % of population-ballot is much better!”
Negative comments about Public School System/Teachers/You th Programs/Childcare	44	-“Pay more attention to the schools + the quality of teaching” -“Bring back programs and courses that have been cut from the schools. Our property values depend on having excellent schools and our children deserve it!” -“ As a parent of a high school student, I would like to see intramural sports brought back. As a parent of elementary students, my children would benefit from expansion of the music program with instrument instruction as was done several years ago. I think that the police should be more visible, get out of their cars and walk about downtown. Also, a police officer should regularly walk through the park downtown where youth gather and there is well-known drug activity going on. More police visibility will foster better community relations and a feeling of safety. More traffic enforcement is needed due to speeding drivers. There is a lack of elder housing that should be addressed.” (multi-issue) -“Lower classroom sizes-Put more \$ into schools. Stop 41B and other high density developments. Get a better mix of retail in downtown” -“Assist in improving schools + promoting more programs for teenagers.” -“re-evaluate taxes and allocate more to schools. I found that the budget cuts most severely effected those disenfranchised children who need the most help.” -“The town of Andover should focus on Education. It is why so many of us moved here-we have fallen from #5 to #27-this will directly affect property values, etc. It is time for us to come together as a community for our children.” -“I am involved w/ the disabilities community-you do nothing for children w/ special needs. It also saddens me that the School Committee has such low regard for teachers, as does the Board of Selectmen.” -“More money allocated to schools - esp modernizing (computers) and lower student to teacher ratios” -“ Improve the public schools. Unfortunately my unhappiness with Andover schools, in particular, the High School has caused me to pay exorbitant amounts of money to educate my children.” -“Put more money into the school systems. Put more money into the athletic fields-NEED more!!! Get moving on building rec center ASAP. Kids have nowhere to go.” -“Give more money to schools, children are our foundation. We keep cutting back and they are the ones to suffer. Too many banks!!!”

		<p>-“Improve educational system especially at high school level. This keeps the town attractive for families.”</p> <p>-“#1-Improve the schools-everyone benefits from this and they are going downhill. #2-Improve parking situation downtown and allow better stores in-so many vacancies now.”</p> <p>-“ Moved here for the school system and after 7 years we are very disappointed. Schools are getting to large to help on an individual basis. Need more controls in place.”</p> <p>-“Fix the High School! Falling from #8-#27 is terrible. \$13,263 per student is a lot of \$, perhaps we should hire teachers who want to work harder, rather than less. How can we teach our kids not to be entitled, when their HS teachers are.”</p> <p>-“Use more of the \$ given to the Town for improving the education & climate within the schools & MUCH less \$ on improving sidewalks & such. Andover’s #1 draw WAS the school system.”</p>
Update technology/communications/website	5	<p>-“Expand the use of the website and send out "alerts" that new information has been posted.”</p> <p>-“I’d like to see increased consistency of communication. It would be ideal for there to be a Webmaster for all town offices/committees/volunteer groups”</p> <p>-“use emails for better communication.”</p> <p>-“ Use electronic surveys, use online systems to gather feedback more frequently. See #14 response. Too many police officers with not enough to do.”</p>
Negative comments on parking and fees/traffic congestion	18	<p>-“Too much traffic downtown-especially during school year when all the kids are hanging out-very problematic.”</p> <p>-“ I find the daily commute into Boston extremely difficult-any solutions to that would improve my quality of life tremendously, such as a bus into the financial district. The cuts in programs in the public schools, most notably at the elementary school level, causes me great concern. I am also concerned about how a large housing development, if it occurs across from the IRS building, would impact traffic + increase class size in the schools.”</p> <p>-“ Make access (Parking) to downtown area easier. I do not shop downtown often because parking is difficult and it seems like the officer sits and waits for meters to expire. Not a pleasant shopping experience at all.”</p>
Negative comments about Downtown Andover/businesses/retail	22	<p>-“Better downtown parking, less fees for parking, more businesses that bring in people so not just community support. Less banks, more affordable everything (not doable I know).”</p> <p>-“I’d love to see more affordable stores-grocery stores, boutiques, etc.”</p> <p>-“Yes, the town could be more pro-business. It is incredibly difficult to get building permits, zoning ...,BOH certificates etc. In addition, real estate taxes are driving seniors out”</p> <p>-“Encourage more small businesses to move downtown (not banks or salons). Rents are too high & are forcing small biz out. Too much turnover.”</p> <p>-“Increase small business occupancy downtown with relative and practical endeavors-No more salons-Banks-Coffee Shops-Unique but affordable commerce.”</p> <p>-“This town has a great downtown area and the only thing that fills the storefronts are salons and banks. Please make an effort to get quality stores and restaurants in the downtown. It will raise</p>

		<p>property values to have a downtown worth going to. Now I would rather drive someplace close.”</p> <ul style="list-style-type: none"> -“Add a movie theater downtown” -“Continue to encourage the development/enhancement of the downtown area; develop better biking routes within the town; maintain family focus on community events.” -“Stricter zoning downtown-more merchantile less business. Too many banks, insurance, etc especially at street level make a static non-inviting downtown.”
Satisfied/Positive comments	9	<ul style="list-style-type: none"> -“Very Satisfied” -“I think the town is well run. I also think that preserving an open town meeting and easy access to public information is essential.” -“I think you are doing a great job. Keep up the good work!” -“I’ve lived in Andover for 76 years. And have always been treated wonderfully. I love Andover!”
Negative comments on retirement/senior center/senior housing/senior programs	32	<ul style="list-style-type: none"> -“Approve a Senior Center!” -“More opportunities for older residents: housing; part-time jobs; volunteering; groups to join;” -“Affordable senior housing” -“Options for Senior Citizens-Housing-transportation” -“Build over 55 housing” -“More recreational activities for seniors, better parking, farmers market in an easier accessible location.” -“More affordable senior housing so that we can stay in Andover when it's time to sell our two story house.” -“Keep Estate Tax down for Seniors who are on a fixed income (most are). Need to budget carefully, seems to be too much spent on schools.” -“Make Andover more affordable for Senior Citizens to remain living in Andover after retirement.” -“Be more sensitive to the plight of the Senior Citizens and the long-time residents that have made Andover what it is today.”
Negative comments on police/security/speeding	14	<ul style="list-style-type: none"> -“More attention to infrastructure- Keep traffic markings fresh for safety year round (lines are gone by summer when visitors are in town). Too much speeding and lack of courtesy in driving. Speeding motorcycles & too loud. (Central St. is an example & Essex St.” -“1. Enforce speeding and stop sign rules!!! 2. Construct more sidewalks-too many people walk/run along dangerous roads! 3. Make people keep their dogs on a leash!” -“Speed limit enforcement, particularly on streets lacking sidewalks. Get the dog park project moving forward!”
Negative comments on Town services/public parks/public transportation	20	<ul style="list-style-type: none"> -“Better Transportation” -“There is a lot of sediment in our water that should be removed. We use filter & drink bottled water to avoid it.” -“Beautify the downtown area-hang flower baskets better maintain garden areas. OPEN A DOG PARK” -“Would like a town playground at park” -“ Yes-sidewalks EVERYWHERE and PUBLIC TRANSPORT improve lobby for more frequent trains to Boston” -“It does seem that the residents in the suburbs (outskirts of town, especially West Andover cul-de-sacs) are neglected, as far as attention and town services go. Also, recycling should be picked up weekly, as with mandatory recycling, residents should have much more recycling than trash. The town needs to hire an environmental

		<p>educator to consult + meet/educate citizens to ensure citizens are doing what we can on a personal level.”</p> <p>-“ Use electronic surveys, use online systems to gather feedback more frequently. See #14 response. Too many police officers with not enough to do.</p> <p>-“Better water quality”</p>
Negative comments on lack of community activities/programs/cultural opportunities	11	<p>-“Turn the lights back on our streets (Center St.). More entertainment + fun things to do. Trees trimmed off wires before winter less outages. Hours added for compost drop off.” (multi-issue)</p> <p>-“Overall, doing a good job; maybe more community, group activities.”</p> <p>-“1. Use Newburyport as a model for downtown. 2. Improve Elder educational and cultural opportunities for a reasonable cost. 3. build community cohesion. 4. Reduce signs that tell us what not to do.”</p>
Negative comments on housing developments/population growth/McMansions	12	<p>-“The schools are becoming overcrowded due to rental properties. We need more senior housing, or small single family homes vs. large complexes that drain town services”</p> <p>-“Reduce negative impact of Memorial Circle housing authority; less noise, less parking on sidewalks and off-street, stricter enforcement of residency rules & regulations, strict adherence to income/asset criteria.”</p> <p>-“Yes. No more apartment-style housing + section 8 housing. They are a TREMENDOUS drain on our resources + school system! I see entire busloads of children disembark from buses across from IRS. No more big developments in the IRS area. The traffic and congestion there is a nightmare already. Andover has lost its small town ambiance.”</p>
*Negative comments about survey/stamp	3	<p>-“Please publish survey results in Andover Townsman”</p> <p>-“The envelope to this survey should have had a prepaid stamp on it.”</p>