



The 2008 Andover Citizens Survey: Final Report

Submitted by Russell K. Mayer, PhD
Director of the Center for Public Opinion Research at Merrimack College
with Brittny DeMatteo, Sonia Moura, Jennifer Rando, Michael Salvucci,
Jenna Ware, and Molly Warren

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Introduction

This project represents collaboration between the Town of Andover and the Center for Public Opinion Research at Merrimack designed to help town government and citizens better understand the opinions of resident regarding their community. In many respects, the survey instrument and methodology is a replication and extension of the 2004 Andover Citizens Survey, and the information obtained from that project formed the baseline from which the 2008 survey was designed.

The 2008 survey contains question on two main topics: Community Life and Local Government. Within these areas, the survey collected detailed opinions on the quality of life in Andover, community characteristics, problems in Andover, important factors in the decision to move to or stay in Andover, Andover's current mix of property use, citizen participation in community life, town services, contact with town officials, the performance of town boards and committees, and sources of news and information about Andover.¹ In addition a range of demographic information was collected about survey participants to facilitate a better understanding of the sources of these beliefs and opinions.

The analysis contained in the report is divided as follows. The first two sections of the report examine basic frequencies for each of the closed-ended questions asked in the survey. In the next two sections of the report, a trend analysis that looks at changes in attitudes from the 2004 to the 2008 citizen survey is presented. In addition, Appendix 1 presents complete frequency breakdowns, including missing values. Appendix 2 contains a comparison between survey demographics and census demographics. Appendix 3 shows the exact question wording and formatting of the survey. Finally, Appendix 4 (available in a separate file from the Town of Andover) provides a crosstabulation of attitudinal measures by demographics.

The results of this are intended to be used by the town for such things as: measuring municipal service performance and citizen satisfaction, identifying community-wide issues and problems, strategic planning and goal-setting, improving programs and services, setting budgetary priorities, and enhancing communications.

¹ In addition, the survey contained two open ended questions on improvements in the conduct of Town Meeting and how the town could better serve citizens which were not analyzed as part of this report.

Survey Methodology

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Completed surveys were received from 672 residents for a response rate of 56%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

Sample Accuracy

All surveys that rely on a sample of the population of interest, in this case the citizens of the Town of Andover, have some level of error associated with them. This is because we can never be completely sure that the sample of individuals we collect data from is perfectly representative of the broader population of the town. However, given the initial random selection of households and response rate 56%, the sampling error associated with this survey is +/- 5 percent, with a 95% confidence level.

There are two parts to this measure of sampling error. First, the statistical data obtained from the sample is an accurate representation of the true population within a margin of +/- 5%. For instance, 53% of our sample respondents rate Andover as an excellent place to live. What this means is that in reality somewhere between 48% (- 5%) and 58% (+5%) of the whole population of the town rank Andover as an excellent place to live. Our data from the sample still makes 53% our best estimate of what percentage of the entire population of Andover ranks the town as an excellent place to live, but because we did not collect data from every single resident of the town (an extremely expensive undertaking) we must admit that there is some possibility that the true population percent varies from the percent in our sample.

The second part of the measure of sampling error considers the possibility that our sample estimates are "way off", i.e. the true population percentage falls outside our +/-5% margin of error. It is certainly possible that we ended up with a skewed sample of individuals to collect data from and that the 672 people in our sample have views that are very different from the rest of the population of the town. What is the chance of that happening? Well the confidence level

associated with this, our sample procedure (random selection), our response rate (56%), and our sample size (672) is 95%. What this means is that if we were to take a random sample of individuals from the Town of Andover, following the sample procedures and yielding the same response rate as we did here, 100 times, that in 95 of these 100 samples we would get answers to our questions that were representative of the entire population of the town, to within our margin of +/- 5%, and in only 5 of these 100 samples would we get unrepresentative data.

Thus, we are 95% confident that our sample estimates represent the true population views to within a margin of +/- 5%. This margin of error applies to the analyses that consider the whole sample. In those cases where the data are broken by sub-groups, sampling error increases because we are considering fewer individuals within each sub-group. Therefore, we have less confidence that these sub-groups in our sample represent the opinions of all of the individuals in Andover in that particular sub-group.

The Questionnaire

For the exact question wording and formatting of the questionnaire, please see Appendix 3.

Survey Scaling

For the most part the survey employed four point Likert scales. Respondents were, in general, asked to rate stimuli a symmetric scales, and provided with a not sure option. Depending on the question, respondents were asked to choose from excellent, good, fair, or poor; strongly agree, somewhat agree, somewhat disagree, or strongly disagree; or essential, very important, somewhat important, or not at all important. All of these scales contained four options in an attempt to force respondents to differentiated positive from negative rating, while still providing a not sure option for respondents who were truly uninformed about or held no opinion on the stimulus in question.

The mix of property use question employs a scale of not enough, just about right, or too much (along with a not sure option) to capture attitudes about the current supply of various types of property in Andover. The question on civic participation asks if residents participated in various civic activities in the last 12 months many times, a number of times, once or twice, or none. The question on how often residents use various news sources to keep up on town related news provides the options of daily, weekly, occasionally, seldom or

never. For these last two questions, which ask respondents to self-report on the frequency of certain behaviors, a not sure option is not needed, and ordinal level measurement appropriately captures differences among respondents.

In frequency counts reported in the preliminary report to the town (delivered November 19, 2008) and in the body of this report, only substantive responses are included. The appendices and raw data provided along with this report, however, include the not sure responses, so that any questions for which large numbers of respondents chose not sure as an option can be identified.

Adjusting Survey Data

All of the data presented in this report are unweighted. Appendix 2 shows a reasonable correspondence between survey demographics and census demographics, and so there is no need to adjust survey data to correspond to census information. Given the time between the 2000 US Census and the 2008 Andover Survey, the demographics in the survey may in fact be a more accurate representation of Andover's population circa 2008 than the census data.

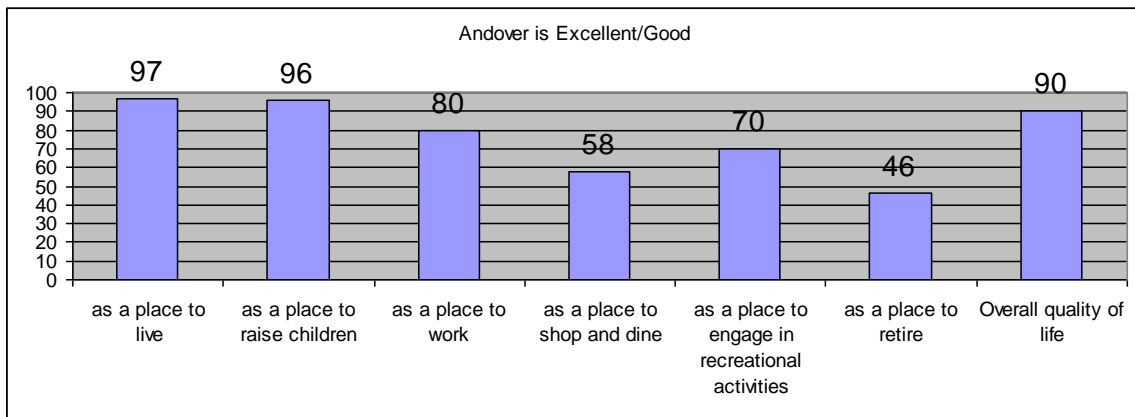
Furthermore, a weighting factor, adjusting survey results to census information on age, gender and education was calculated and the adjusted frequencies were examined. However the results of this weighted analysis were essentially identical to the unweighted analysis presented in this report. Thus for simplicity and ease of interpretation unweighted statistics are reported. The raw data and weighted factor examined are available upon request from the Center for Public Opinion Research at Merrimack College.

Community Life

The survey questions on community life contain information on five areas: the quality of life in Andover, community characteristics, problems in Andover, important factors in the decision to move to or stay in Andover, and Andover’s current mix of property use. For areas in which community life was examined, frequency tables and corresponding graphics are presented that highlight the key statistical findings. In addition, a narrative description of these findings is presented at the end of subsection. A narrative summary of all findings on community life is included at the end of this section.

Quality of Life

Please rate the quality of quality of life in Andover in each of the following categories				
	Excellent	Good	Fair	Poor
as a place to live	53	44	3	0
as a place to raise children	57	39	4	0
as a place to work	31	49	17	3
as a place to shop and dine	12	36	40	3
as a place for recreation	19	51	25	5
as a place to retire	13	33	28	26
Overall quality of life	30	60	8	1

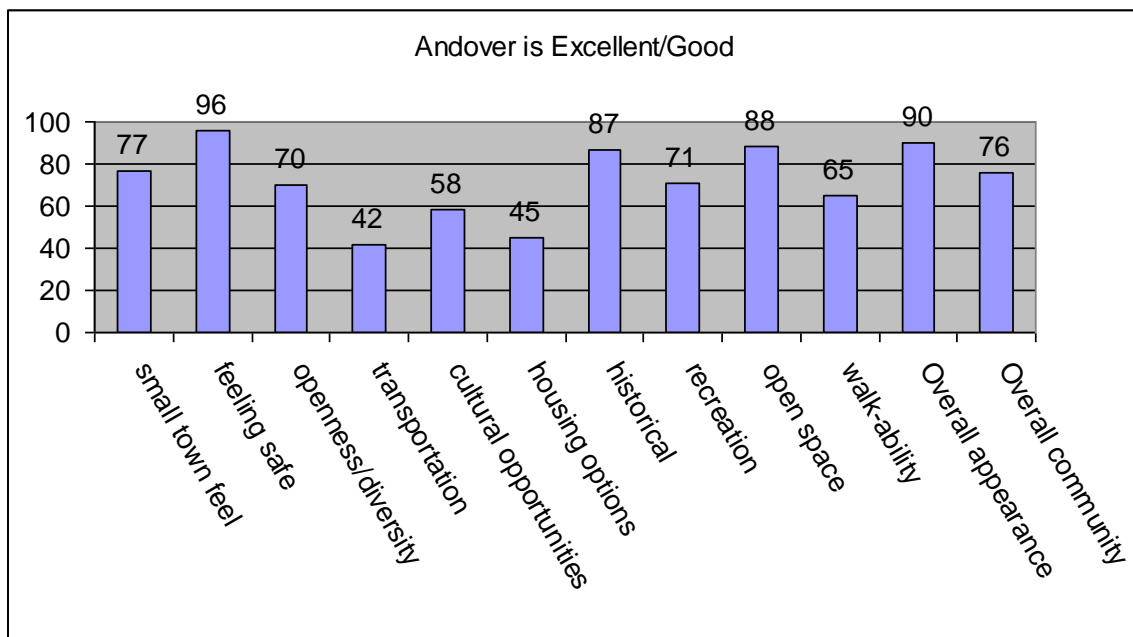


The Town of Andover is rated as an excellent place to live and raise children, with 97% and 96% of respondents rating the town as excellent or good in these two categories respectively. In addition, overall quality of life receives a 90% excellent/good rating. The areas of weakness in the town appear to be

shopping and dining (40% rate this as fair) and as a place to retire (54% rate this as fair or poor). In addition, a quarter of respondents indicated they were unsure about quality of Andover as a place to retire (see Appendix 1 for more details on the percentages unsure on all questions).

Community Characteristics

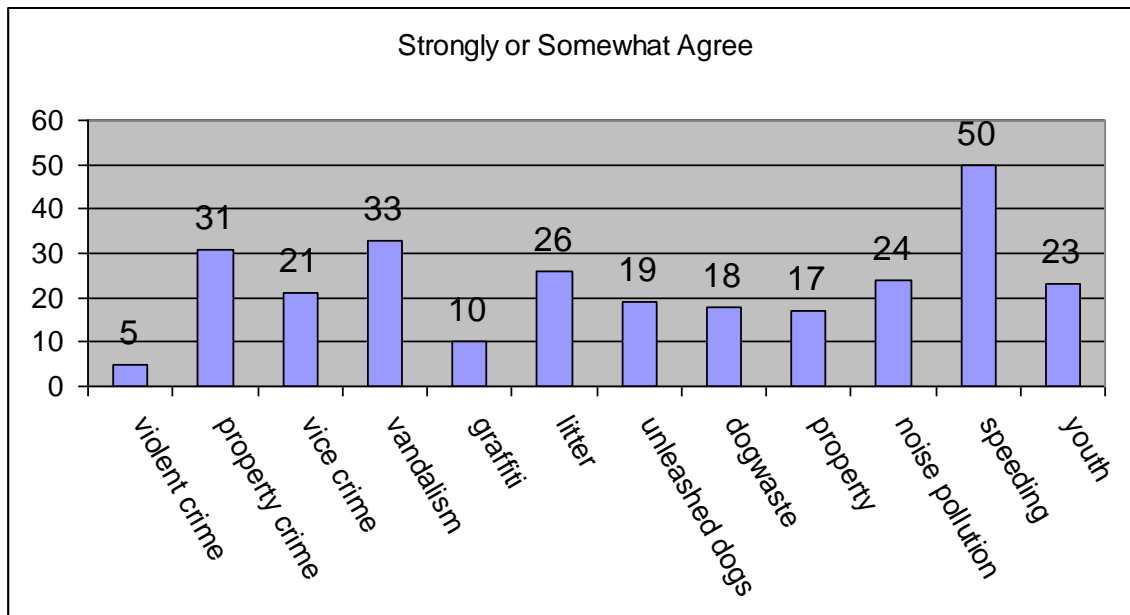
Please rate each of the following community characteristics in Andover				
	Excellent	Good	Fair	Poor
small town feel	27	50	19	4
feeling safe	51	45	4	1
openness/acceptance of diversity	24	46	23	7
public transportation options	9	33	32	26
cultural opportunities	13	45	35	7
range of housing options	7	38	40	14
historical preservation	24	63	11	2
recreational opportunities	17	54	25	5
open space/conservation land	37	51	10	2
walk-ability	21	44	27	9
Overall appearance	30	60	9	2
Overall sense of community	20	56	21	3



The Town of Andover receives extremely high marks for safety and appearance, with 96% of respondents rating it as excellent or good in terms of feeling safe, and 90% rating its overall appearance as excellent or good. Public transportation and range of housing options received the lowest overall ratings.

Problems in Andover

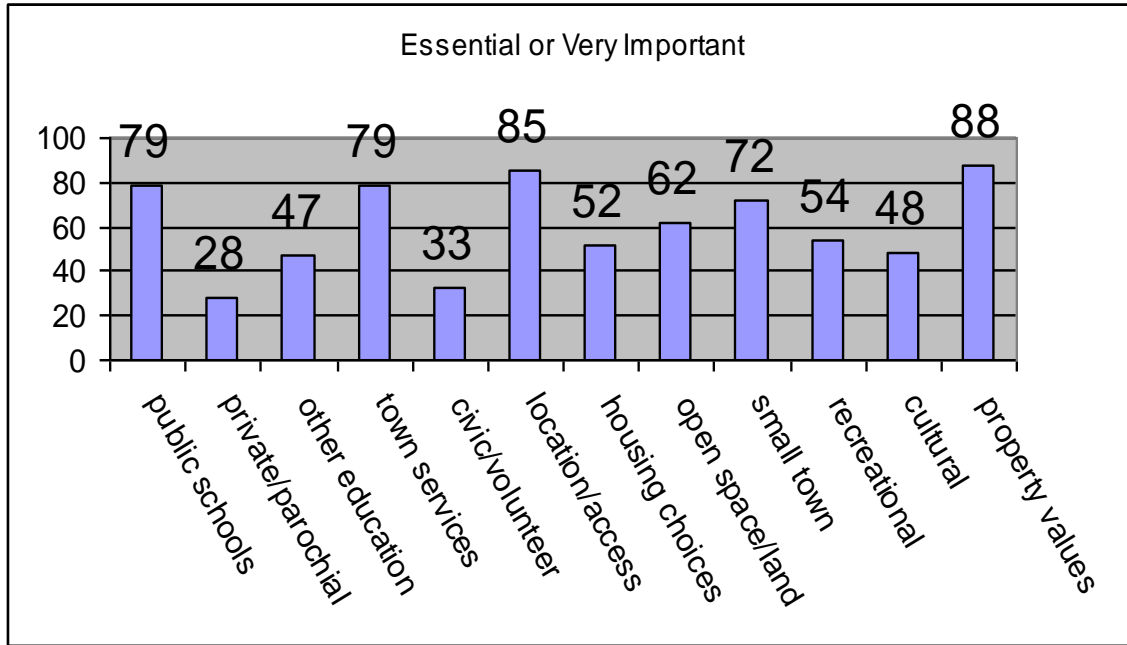
To what degree do you feel the following things are problems in Andover				
	strongly agree	somewhat agree	somewhat disagree	strongly disagree
violent crime	1	4	19	76
property crime	4	27	36	32
vice crime (drugs, prostitution, etc.)	2	19	32	47
vandalism	4	29	38	30
graffiti	1	9	34	56
litter	4	22	38	38
unleashed dogs	5	14	31	51
dog waste on sidewalks	5	13	32	51
poorly maintained property	2	15	40	43
noise pollution	4	20	31	44
automobile speeding	13	37	28	22
unsupervised youth	5	18	42	35



Violent crime is not perceived as a problem in Andover, with 76% of respondents strongly disagreeing and 19% somewhat disagreeing that this issue is concern for them in their community. On the other hand, property crime and vandalism (though not graffiti) are seen as the more relevant problems in the community. Overall, however, most of the potential problems that respondents were asked about did not seem to be major issues for the town. The one exception to this generalization appears to be automobile speeding, where half of the respondents strongly or somewhat agreed that this was problem in Andover.

Decision to Move to/Stay in Andover

Please rate the level of importance of the following items in relation to their influence on your decision to move to and/or remain in Andover				
	essential	very important	somewhat important	not at all important
public schools	56	23	9	12
private/parochial schools	11	17	25	47
other educational opportunities	16	31	26	27
town services	29	50	19	2
civic/volunteer opportunities	7	26	45	23
Geographic location/accessibility	35	50	14	1
variety of housing choices	15	37	36	13
open space/land conservation	20	42	29	9
small town ambiance and lifestyle	22	50	25	3
recreational opportunities	16	39	38	8
cultural opportunities	11	37	39	13
property values/investment	45	43	10	2



The public schools are seen as one of the most attractive features of the community, with three quarters of the respondents rating it as essential or very important in their decision to move to and/or stay in Andover. Private/parochial schools and other educational opportunities were much less likely to be seen as critical in this decision. Town services, location, and property values were also rated as extremely important in attracting respondents to Andover and keeping them there.

Andover’s Current Mix of Property Uses

What is your opinion of Andover’s current mix of property uses			
	not enough	just about right	too much
single family houses	6	85	8
residential subdivisions	4	70	26
multi-family housing	17	60	22
rental housing	24	57	18
office buildings	7	80	12
large retail stores	22	70	9
small shops and businesses	31	65	4
open space/farmland	41	58	1

There is a strong consensus that Andover's stock of single family housing is appropriate for the community, with 85% rating it as just about right. Opinion on the amount of multi-family and rental housing is more divided, with approximately 20% of residents feeling there is too much of these types of housing, and another 20% feeling there is too little of these types of housing. Only 1% of residents feel there is too much open space/farmland, while a substantial number (40%) feel there is not enough of this type of property in Andover's current mix.

Community Life Summary

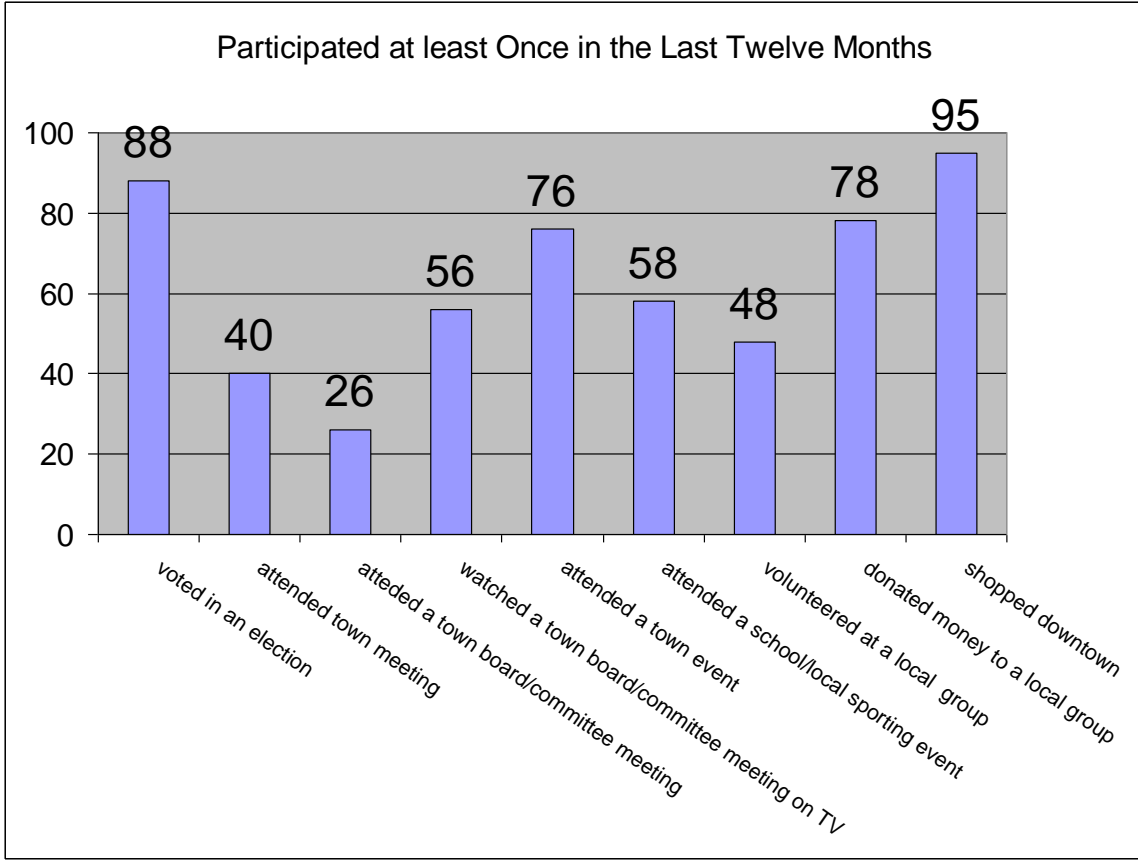
In general Andover is perceived by its residents to have an excellent quality of life. It is seen as a safe and attractive place to live. Housing, dining, and shopping options are seen as areas of concern. It is the community's schools, services, location and property values that make it attractive to its residents.

Local Government

The survey questions on local government contain information on five areas: citizen participation in community life, town services, contact with town officials, the performance of town boards and committees, and sources of news and information about Andover. For areas in which local government was examined, frequency tables and corresponding graphics are presented that highlight the key statistical findings. In addition, a narrative description of these findings is presented at the end of subsection. A narrative summary of all findings on local government is included at the end of this section.

Citizen Participation in Community Life

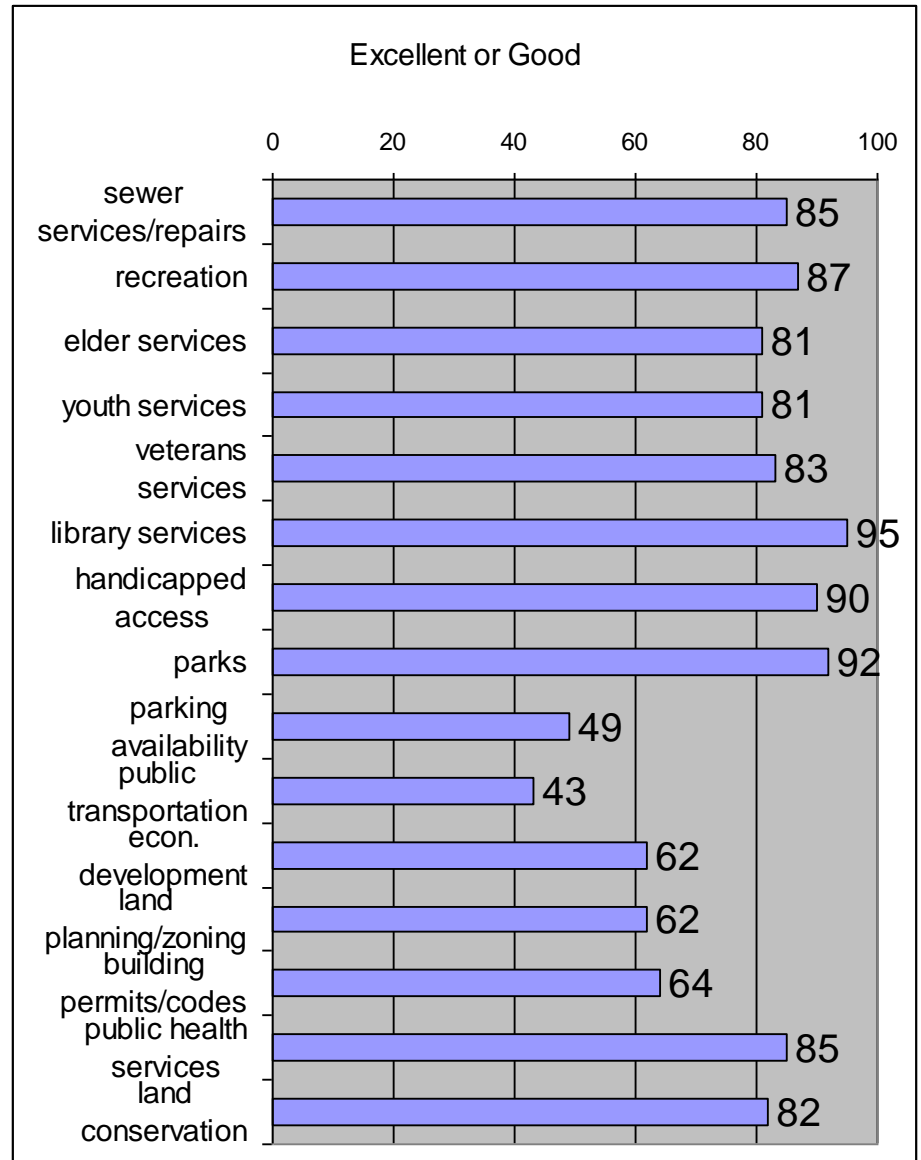
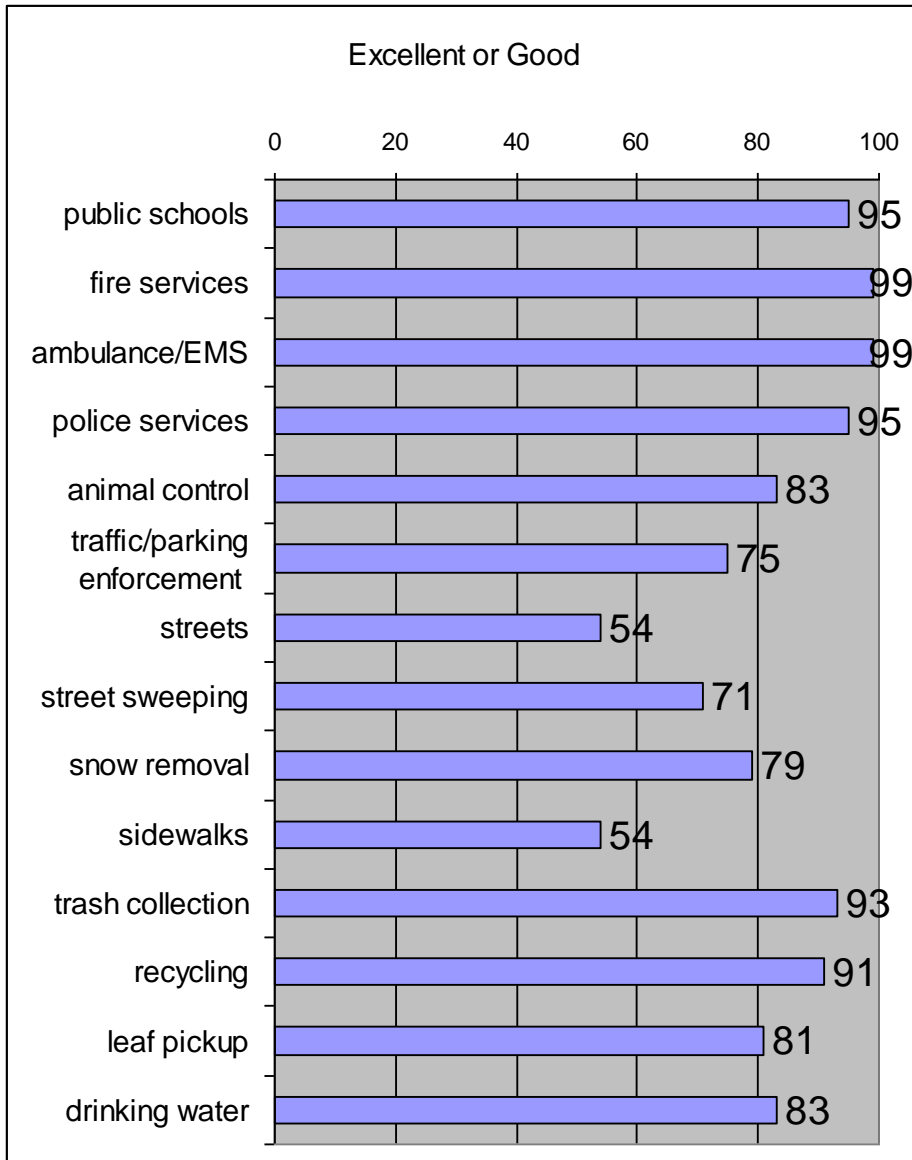
In the last 12 months, about how many times have you participated in the following civic/community activities				
	none	once or twice	a number of times	many times
voted in an election	12	50	18	20
attended town meeting	60	27	6	6
attended a meeting of a town board or committee	74	17	4	4
watched a town board or committee meeting on television	44	34	14	8
attended a town event (e.g. July 4th, Andover Days, etc.)	24	40	24	11
attended a school/local sporting event	42	18	16	25
volunteered at a local non-profit or civic group	52	19	11	18
donated money to a local non-profit or civic group	22	34	25	19
shopped in the downtown business district	5	13	32	51



In terms of civic and community participation, voting rates are much higher than rates of attendance at Town Meeting. Almost 90% of respondents said they had voted at least once in the past twelve months, while only 40% claimed to have attended the Annual Town Meeting. In a separate question 43% of respondents reported attending Town Meeting at least once in the past three years. In addition, large numbers of residents attend town events (76%), donate money to local groups (78%), and shop in the downtown district (95%) at least once a year.

Town Services

How do you rate the quality and performance of each of the following town services				
	excellent	good	fair	poor
public schools	45	50	4	2
fire services	59	40	1	0
ambulance/EMS	62	37	1	0
police services	49	45	5	1
animal control	32	51	13	4
traffic/parking enforcement	25	50	18	6
street maintenance/repair	14	40	34	12
street sweeping	19	52	24	4
snow removal	28	53	14	5
sidewalk maintenance	12	42	33	12
trash collection	41	52	6	1
Recycling	43	48	7	2
curb-side leaf pickup	31	50	15	4
drinking water quality	38	46	13	4
sewer services/repairs	27	58	13	2
recreation programs/classes	30	57	11	2
elder services	28	53	16	3
youth services	31	50	14	5
veterans services	30	53	13	4
library services	53	42	5	0
handicapped accessibility of facilities	31	59	8	2
maintenance/appearance of parks	33	59	7	1
public parking availability	10	39	34	16
public transportation	9	34	37	20
economic development	9	53	32	6
land use planning, regulation and zoning	12	50	30	8
building permits and code enforcement	13	51	27	9
public health services	19	66	13	2
land conservation and wetlands protection	27	55	14	4



Most town services were ranked quite positively with nearly all being rated as excellent or good by at least 70% of survey respondents. Superior services (with excellent/good scores in the 90+ range) were: schools, police, fire, EMS, trash collection, recycling, library services, parks, and handicapped access. Services that received less positive ratings were: street repair and maintenance, sidewalk maintenance, public parking availability, and public transportation, which were ranked as fair or poor by 45-50% of citizens.

Contact with Town Officials

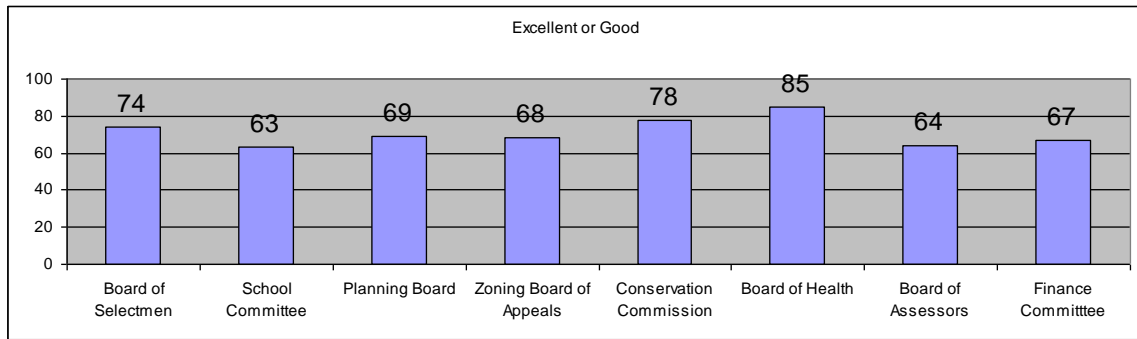
63% of Respondents Reported Having Had Contact with a Town of Andover Employee or Official within the Last Year.
That Contact was Rated as



Contact with town officials was rated very positive, with 85% of survey respondents ranking their experience as excellent or good across all criteria. Not surprisingly, the lowest ranking was in the category of responsiveness and resolution.

Performance of Town Committees and Boards

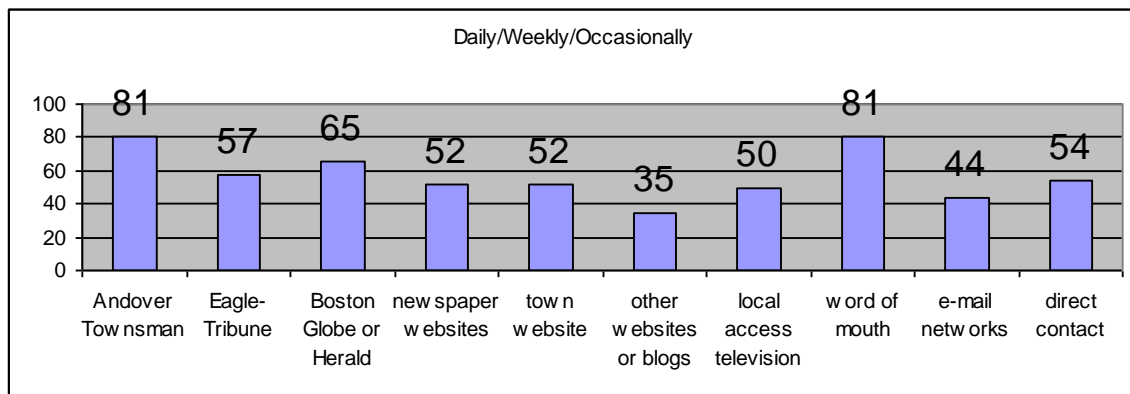
How would you rate the performance and actions of the following Town Boards and Committees				
	excellent	good	fair	poor
Board of Selectmen	14	60	21	4
School Committee	13	50	26	11
Planning Board	13	56	26	6
Zoning Board of Appeals	13	55	25	7
Conservation Commission	21	57	16	5
Board of Health	22	63	12	2
Board of Assessors	13	51	30	6
Finance Committee	19	48	26	8



The highest profile boards and committees – the Board of Selectmen – and the lowest profiles boards and committee – the Conservation Commission and the Board of Health receive the most positive rating, with combined excellent/good scores in the 70-90% range. The School Committee and the Board of Assessors receive less positive scores, the later not surprisingly due to their natural linkage to property taxes.

Sources of Andover News and Information

How often do you rely on the following sources to obtain Town of Andover related news and information					
	daily	weekly	occasionally	seldom	never
Andover Townsman	2	65	14	9	10
Eagle-Tribune	33	7	17	15	28
Boston Globe or Boston Herald	36	13	16	13	22
newspaper websites	16	10	26	18	31
town website	2	8	42	20	27
other websites or blogs	7	7	21	19	46
local access television	7	9	34	22	29
word of mouth	12	28	41	11	8
e-mail networks	9	14	21	15	41
direct contact	6	11	37	23	23



The Andover Townsman and word of mouth are the primary sources of local news and information for residents with over 80% of residents reporting they use these sources at least occasionally to keep up on local town news. Electronic media, including newspaper websites, the town website, other websites or blogs, local access television, and email networks, were less frequently used by respondents as a source of local information and news.

Local Government Summary

Andover is a town where levels of voting and community engagement are high. In terms of town services, the schools and essential services (fire, police, EMS, trash collection) are highly rated. The primary areas of weakness in service delivery are streets and transportation. Overall, contact with town officials is seen as very positive. The highest and lowest profile board and committees received the most favorable rating from citizens. Finally, in general, residents use local sources for local information.

Trends in Community Life

Because the 2008 Andover Citizens Survey replicated certain questions from the 2004 Andover Citizens Survey, it is possible to identify any substantial changes in attitudes in those areas in which questions were repeated. The analysis presented in this and the next section identifies those areas in which there were the largest positive and negative changes in attitudes. Where questions were essentially identical, with only minor wording variations, the trend analysis was performed, but these instances are noted in the tables. Exact question wording and formatting for the 2004 survey is available on the Town of Andover’s website, so that question comparability can be verified.

Furthermore, the positive and negative changes identified in these sections need to be interpreted cautiously, as the particular circumstances and timing – rather than broader trends – may be in part responsible for the observed changes. In addition, over a four year period, the interpretation of terminology and the contextual factors that respondents bring to bear in answers question may also have shifted. Further replication of these survey questions going forward (i.e., a repeated time-series with additional data points) would significantly enhance the ability to identify important changes in citizens perceptions of their community and local government.

Andover rated as excellent or good	2004	2008	Change
as a place to live	97	97	0
as a place to raise children	95	96	1
as a place to retire	43	46	3
Overall quality of life	94	90	-4
sense of community*	76	76	0
openness/diversity	65	70	5
Overall appearance	89	90	1
cultural opportunities	71	58	-13
recreational opportunities	72	71	-1
walkability*	71	65	-6

** minor wording changes from 2004 to 2008*

Essential or very important in decision to move to/stay in Andover	2004	2008	Change
public schools	77	79	2
private/parochial schools	27	28	1
other educational opportunities	44	47	3
town services	74	79	5
civic/volunteer opportunities	28	33	5
geographic location/accessibility	77	85	8
variety of housing choices	42	52	10
natural resources/open space*	66	62	-4
small town ambiance and lifestyle	75	72	-3
recreational opportunities	54	54	0
cultural opportunities	44	48	4
property values/investment	87	88	1

* *minor wording changes from 2004 to 2008*

The two areas of substantial change in citizens' perceptions of their community were in terms of cultural opportunities and variety of housing choices. Citizens perceptions of the availability of cultural opportunities declined between 2004 and 2008, while the variety of housing choices become more important as reason to move to and or stay in Andover.

Trends in Local Government

Andover services rated as excellent or good	2004	2008	Change
Police	93	95	2
Fire	97	99	2
EMS	98	99	1
traffic enforcement	79	75	-4
street repair	42	54	12
street cleaning	62	71	9
snow removal	79	79	0
sidewalk maintenance	49	54	5
public parking*	37	49	12
transportation*	56	43	-13
recreation programs/classes	81	87	6
appearance/maintenance of parks	84	92	8
library services	95	95	0
garbage collection	92	93	1
Recycling	91	91	0
yard waste pickup*	71	81	10
sewer service*	78	85	7
land use, planning, zoning	53	62	9
economic development	67	62	-5
elder services*	69	81	12
youth services	66	81	15
public schools	85	95	10

** minor wording changes from 2004 to 2008*

Impression of Town employee/officials with whom you had contact excellent or good	2004	2008	Change
knowledge*	90	88	-2
responsiveness*	85	83	-2
courtesy*	86	90	4
overall impression*	86	85	-1

** minor wording change from 2004 to 2008*

Of the ratings of town services that changed between 2004 and 2008, six areas were rated more highly in 2008: street repair, public parking, yard waste pick up, elder services, youth services, and public schools, while only transportation received a less favorable rating in 2008. The impressions of town officials with whom citizens had contact did not change in any notable way across the two surveys.

Appendix 1 Frequencies Including Missing Data

Andover as a Place to Live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	353	52.5	52.8	52.8
	Good	292	43.5	43.7	96.6
	Fair	22	3.3	3.3	99.9
	Not Sure	1	.1	.1	100.0
	Total	668	99.4	100.0	
Missing	Missing	4	.6		
Total		672	100.0		

Andover as a Place to Raise Children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	360	53.6	54.7	54.7
	Good	250	37.2	38.0	92.7
	Fair	22	3.3	3.3	96.0
	Poor	2	.3	.3	96.4
	Not Sure	24	3.6	3.6	100.0
	Total	658	97.9	100.0	
Missing	Missing	14	2.1		
Total		672	100.0		

Andover as a Place to Work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	128	19.0	19.9	19.9
	Good	203	30.2	31.6	51.5
	Fair	72	10.7	11.2	62.7
	Poor	11	1.6	1.7	64.4
	Not Sure	229	34.1	35.6	100.0
	Total	643	95.7	100.0	
Missing	Missing	29	4.3		
Total		672	100.0		

Andover as a Place to Shop and Dine

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	79	11.8	11.9	11.9
	Good	238	35.4	35.9	47.8
	Fair	262	39.0	39.5	87.3
	Poor	78	11.6	11.8	99.1
	Not Sure	6	.9	.9	100.0
	Total	663	98.7	100.0	
Missing	Missing	9	1.3		
Total		672	100.0		

Andover as a Place to Engage in Recreational Activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	120	17.9	18.3	18.3
	Good	317	47.2	48.4	66.7
	Fair	155	23.1	23.7	90.4
	Poor	33	4.9	5.0	95.4
	Not Sure	30	4.5	4.6	100.0
	Total	655	97.5	100.0	
Missing	Missing	17	2.5		
Total		672	100.0		

Andover as a Place to Retire

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	70	10.4	10.5	10.5
	Good	165	24.6	24.8	35.3
	Fair	143	21.3	21.5	56.8
	Poor	134	19.9	20.2	77.0
	Not Sure	153	22.8	23.0	100.0
	Total	665	99.0	100.0	
Missing	Missing	7	1.0		
Total		672	100.0		

Overall Quality of Life

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	204	30.4	30.6	30.6
	Good	404	60.1	60.7	91.3
	Fair	51	7.6	7.7	98.9
	Poor	5	.7	.8	99.7
	Not Sure	2	.3	.3	100.0
	Total	666	99.1	100.0	
Missing	Missing	6	.9		
Total		672	100.0		

Small Town Feel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	178	26.5	26.8	26.8
	Good	330	49.1	49.8	76.6
	Fair	126	18.8	19.0	95.6
	Poor	25	3.7	3.8	99.4
	Not Sure	4	.6	.6	100.0
	Total	663	98.7	100.0	
Missing	Missing	9	1.3		
Total		672	100.0		

Feeling Safe

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	338	50.3	50.7	50.7
	Good	296	44.0	44.4	95.1
	Fair	28	4.2	4.2	99.3
	Poor	3	.4	.4	99.7
	Not Sure	2	.3	.3	100.0
	Total	667	99.3	100.0	
Missing	Missing	5	.7		
Total		672	100.0		

Openness/Acceptance of Diversity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	149	22.2	22.7	22.7
	Good	282	42.0	43.0	65.7
	Fair	142	21.1	21.6	87.3
	Poor	41	6.1	6.2	93.6
	Not Sure	42	6.2	6.4	100.0
	Total	656	97.6	100.0	
Missing	Missing	16	2.4		
Total		672	100.0		

Public Transportation Options

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	51	7.6	7.8	7.8
	Good	182	27.1	27.9	35.7
	Fair	179	26.6	27.5	63.2
	Poor	141	21.0	21.6	84.8
	Not Sure	99	14.7	15.2	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Cultural Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	76	11.3	11.7	11.7
	Good	273	40.6	41.9	53.5
	Fair	210	31.2	32.2	85.7
	Poor	42	6.2	6.4	92.2
	Not Sure	51	7.6	7.8	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Range of Housing Options

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	44	6.5	6.7	6.7
	Good	234	34.8	35.5	42.2
	Fair	246	36.6	37.3	79.5
	Poor	88	13.1	13.4	92.9
	Not Sure	47	7.0	7.1	100.0
	Total	659	98.1	100.0	
Missing	Missing	13	1.9		
Total		672	100.0		

Historical Preservation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	153	22.8	23.4	23.4
	Good	395	58.8	60.3	83.7
	Fair	68	10.1	10.4	94.0
	Poor	10	1.5	1.5	95.6
	Not Sure	29	4.3	4.4	100.0
	Total	655	97.5	100.0	
Missing	Missing	17	2.5		
Total		672	100.0		

Recreational Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	104	15.5	15.9	15.9
	Good	337	50.1	51.4	67.2
	Fair	154	22.9	23.5	90.7
	Poor	32	4.8	4.9	95.6
	Not Sure	29	4.3	4.4	100.0
	Total	656	97.6	100.0	
Missing	Missing	16	2.4		
Total		672	100.0		

Open Space/Conservation Land

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	236	35.1	36.1	36.1
	Good	320	47.6	48.9	85.0
	Fair	62	9.2	9.5	94.5
	Poor	14	2.1	2.1	96.6
	Not Sure	22	3.3	3.4	100.0
	Total	654	97.3	100.0	
Missing	Missing	18	2.7		
Total		672	100.0		

Walk-ability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	136	20.2	20.6	20.6
	Good	289	43.0	43.7	64.3
	Fair	176	26.2	26.6	90.9
	Poor	56	8.3	8.5	99.4
	Not Sure	4	.6	.6	100.0
	Total	661	98.4	100.0	
Missing	Missing	11	1.6		
Total		672	100.0		

Overall Appearance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	192	28.6	29.2	29.2
	Good	395	58.8	60.1	89.3
	Fair	60	8.9	9.1	98.5
	Poor	10	1.5	1.5	100.0
	Total	657	97.8	100.0	
Missing	Missing	15	2.2		
Total		672	100.0		

Overall Sense of Community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	130	19.3	19.7	19.7
	Good	361	53.7	54.8	74.5
	Fair	132	19.6	20.0	94.5
	Poor	22	3.3	3.3	97.9
	Not Sure	14	2.1	2.1	100.0
	Total	659	98.1	100.0	
Missing	Missing	13	1.9		
Total		672	100.0		

Violent Crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	5	.7	.8	.8
	Somewhat Agree	25	3.7	3.8	4.6
	Somewhat Disagree	119	17.7	18.3	22.9
	Strongly Disagree	470	69.9	72.1	94.9
	Not Sure	33	4.9	5.1	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Property Crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	26	3.9	4.0	4.0
	Somewhat Agree	160	23.8	24.7	28.7
	Somewhat Disagree	217	32.3	33.5	62.2
	Strongly Disagree	195	29.0	30.1	92.3
	Not Sure	50	7.4	7.7	100.0
	Total	648	96.4	100.0	
Missing	Missing	24	3.6		
Total		672	100.0		

Vice Crime (Drugs, Prostitution, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	12	1.8	1.8	1.8
	Somewhat Agree	109	16.2	16.7	18.5
	Somewhat Disagree	181	26.9	27.7	46.2
	Strongly Disagree	272	40.5	41.6	87.8
	Not Sure	80	11.9	12.2	100.0
	Total	654	97.3	100.0	
Missing	Missing	18	2.7		
Total		672	100.0		

Vandalism

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	22	3.3	3.4	3.4
	Somewhat Agree	173	25.7	26.6	30.0
	Somewhat Disagree	229	34.1	35.2	65.2
	Strongly Disagree	181	26.9	27.8	93.1
	Not Sure	45	6.7	6.9	100.0
	Total	650	96.7	100.0	
Missing	Missing	22	3.3		
Total		672	100.0		

Graffiti

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	5	.7	.8	.8
	Somewhat Agree	54	8.0	8.3	9.1
	Somewhat Disagree	203	30.2	31.3	40.4
	Strongly Disagree	331	49.3	51.0	91.4
	Not Sure	56	8.3	8.6	100.0
	Total	649	96.6	100.0	
Missing	Missing	23	3.4		
Total		672	100.0		

Litter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	22	3.3	3.4	3.4
	Somewhat Agree	136	20.2	20.8	24.2
	Somewhat Disagree	236	35.1	36.1	60.3
	Strongly Disagree	234	34.8	35.8	96.2
	Not Sure	25	3.7	3.8	100.0
	Total	653	97.2	100.0	
Missing	Missing	19	2.8		
Total		672	100.0		

Unleashed Dogs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	28	4.2	4.3	4.3
	Somewhat Agree	83	12.4	12.7	17.0
	Somewhat Disagree	191	28.4	29.2	46.2
	Strongly Disagree	313	46.6	47.9	94.0
	Not Sure	39	5.8	6.0	100.0
	Total	654	97.3	100.0	
Missing	Missing	18	2.7		
Total		672	100.0		

Dog Waste on Sidewalks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	28	4.2	4.3	4.3
	Somewhat Agree	79	11.8	12.1	16.4
	Somewhat Disagree	191	28.4	29.3	45.7
	Strongly Disagree	306	45.5	46.9	92.6
	Not Sure	48	7.1	7.4	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Poorly Maintained Property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	13	1.9	2.0	2.0
	Somewhat Agree	92	13.7	14.1	16.1
	Somewhat Disagree	250	37.2	38.3	54.4
	Strongly Disagree	272	40.5	41.7	96.0
	Not Sure	26	3.9	4.0	100.0
	Total	653	97.2	100.0	
Missing	Missing	19	2.8		
Total		672	100.0		

Noise Pollution

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	25	3.7	3.8	3.8
	Somewhat Agree	128	19.0	19.7	23.5
	Somewhat Disagree	199	29.6	30.6	54.1
	Strongly Disagree	281	41.8	43.2	97.2
	Not Sure	18	2.7	2.8	100.0
	Total	651	96.9	100.0	
Missing	Missing	21	3.1		
Total		672	100.0		

Automobile Speeding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	82	12.2	12.5	12.5
	Somewhat Agree	236	35.1	35.9	48.3
	Somewhat Disagree	181	26.9	27.5	75.8
	Strongly Disagree	138	20.5	21.0	96.8
	Not Sure	21	3.1	3.2	100.0
	Total	658	97.9	100.0	
Missing	Missing	14	2.1		
Total		672	100.0		

Unsupervised Youth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	31	4.6	4.7	4.7
	Somewhat Agree	107	15.9	16.2	20.9
	Somewhat Disagree	251	37.4	38.1	59.0
	Strongly Disagree	205	30.5	31.1	90.1
	Not Sure	65	9.7	9.9	100.0
	Total	659	98.1	100.0	
Missing	Missing	13	1.9		
Total		672	100.0		

Public Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	362	53.9	55.4	55.4
	Very Important	147	21.9	22.5	77.8
	Somewhat Important	57	8.5	8.7	86.5
	Not Important At All	80	11.9	12.2	98.8
	Not Sure	8	1.2	1.2	100.0
	Total	654	97.3	100.0	
Missing	Missing	18	2.7		
Total		672	100.0		

Private/Parochial Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	69	10.3	10.6	10.6
	Very Important	108	16.1	16.6	27.3
	Somewhat Important	156	23.2	24.0	51.3
	Not Important At All	292	43.5	45.0	96.3
	Not Sure	24	3.6	3.7	100.0
	Total	649	96.6	100.0	
Missing	Missing	23	3.4		
Total		672	100.0		

Other Educational Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	97	14.4	14.9	14.9
	Very Important	190	28.3	29.2	44.2
	Somewhat Important	161	24.0	24.8	68.9
	Not Important At All	164	24.4	25.2	94.2
	Not Sure	38	5.7	5.8	100.0
	Total	650	96.7	100.0	
Missing	Missing	22	3.3		
Total		672	100.0		

Town Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	190	28.3	28.8	28.8
	Very Important	325	48.4	49.3	78.1
	Somewhat Important	122	18.2	18.5	96.7
	Not Important At All	15	2.2	2.3	98.9
	Not Sure	7	1.0	1.1	100.0
	Total	659	98.1	100.0	
Missing	Missing	13	1.9		
Total		672	100.0		

Civic/Volunteer Organizations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	42	6.2	6.5	6.5
	Very Important	157	23.4	24.4	30.9
	Somewhat Important	277	41.2	43.1	74.0
	Not Important At All	139	20.7	21.6	95.6
	Not Sure	28	4.2	4.4	100.0
	Total	643	95.7	100.0	
Missing	Missing	29	4.3		
Total		672	100.0		

Geographic Location/Accessibility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	224	33.3	34.4	34.4
	Very Important	323	48.1	49.6	84.0
	Somewhat Important	90	13.4	13.8	97.8
	Not Important At All	5	.7	.8	98.6
	Not Sure	9	1.3	1.4	100.0
	Total	651	96.9	100.0	
Missing	Missing	21	3.1		
Total		672	100.0		

Variety of Housing Choices

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	91	13.5	14.1	14.1
	Very Important	227	33.8	35.1	49.1
	Somewhat Important	224	33.3	34.6	83.8
	Not Important At All	79	11.8	12.2	96.0
	Not Sure	26	3.9	4.0	100.0
	Total	647	96.3	100.0	
Missing	Missing	25	3.7		
Total		672	100.0		

Open Space/Conservation Land

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	127	18.9	19.6	19.6
	Very Important	271	40.3	41.9	61.5
	Somewhat Important	187	27.8	28.9	90.4
	Not Important At All	54	8.0	8.3	98.8
	Not Sure	8	1.2	1.2	100.0
	Total	647	96.3	100.0	
Missing	Missing	25	3.7		
Total		672	100.0		

Small Town Ambiance and Lifestyle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	143	21.3	21.9	21.9
	Very Important	322	47.9	49.4	71.3
	Somewhat Important	159	23.7	24.4	95.7
	Not Important At All	22	3.3	3.4	99.1
	Not Sure	6	.9	.9	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Recreational Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	102	15.2	15.6	15.6
	Very Important	252	37.5	38.7	54.3
	Somewhat Important	242	36.0	37.1	91.4
	Not Important At All	49	7.3	7.5	98.9
	Not Sure	7	1.0	1.1	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Cultural Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	73	10.9	11.2	11.2
	Very Important	236	35.1	36.1	47.2
	Somewhat Important	246	36.6	37.6	84.9
	Not Important At All	83	12.4	12.7	97.6
	Not Sure	16	2.4	2.4	100.0
	Total	654	97.3	100.0	
Missing	Missing	18	2.7		
Total		672	100.0		

Property Values/Investment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	289	43.0	44.1	44.1
	Very Important	280	41.7	42.7	86.7
	Somewhat Important	61	9.1	9.3	96.0
	Not Important At All	15	2.2	2.3	98.3
	Not Sure	11	1.6	1.7	100.0
	Total	656	97.6	100.0	
Missing	Missing	16	2.4		
Total		672	100.0		

Single Family Houses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Enough	38	5.7	5.9	5.9
	Just About Right	513	76.3	79.2	85.0
	Too Much	50	7.4	7.7	92.7
	Not Sure	47	7.0	7.3	100.0
	Total	648	96.4	100.0	
Missing	Missing	24	3.6		
Total		672	100.0		

Residential Subdivisions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Enough	22	3.3	3.4	3.4
	Just About Right	390	58.0	60.1	63.5
	Too Much	145	21.6	22.3	85.8
	Not Sure	92	13.7	14.2	100.0
	Total	649	96.6	100.0	
Missing	Missing	23	3.4		
Total		672	100.0		

Multi-Family Housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Enough	90	13.4	13.8	13.8
	Just About Right	317	47.2	48.7	62.5
	Too Much	118	17.6	18.1	80.6
	Not Sure	126	18.8	19.4	100.0
	Total	651	96.9	100.0	
Missing	Missing	21	3.1		
Total		672	100.0		

Rental Housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Enough	116	17.3	17.8	17.8
	Just About Right	273	40.6	42.0	59.8
	Too Much	87	12.9	13.4	73.2
	Not Sure	174	25.9	26.8	100.0
	Total	650	96.7	100.0	
Missing	Missing	22	3.3		
Total		672	100.0		

Office Buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Enough	40	6.0	6.2	6.2
	Just About Right	454	67.6	70.2	76.4
	Too Much	68	10.1	10.5	86.9
	Not Sure	85	12.6	13.1	100.0
	Total	647	96.3	100.0	
Missing	Missing	25	3.7		
Total		672	100.0		

Large Retail Stores

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Enough	125	18.6	19.4	19.4
	Just About Right	405	60.3	62.9	82.3
	Too Much	50	7.4	7.8	90.1
	Not Sure	64	9.5	9.9	100.0
	Total	644	95.8	100.0	
Missing	Missing	28	4.2		
Total		672	100.0		

Small Shops and Businesses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Enough	196	29.2	30.0	30.0
	Just About Right	403	60.0	61.7	91.7
	Too Much	21	3.1	3.2	94.9
	Not Sure	33	4.9	5.1	100.0
	Total	653	97.2	100.0	
Missing	Missing	19	2.8		
Total		672	100.0		

Open Space/Farmland

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Enough	233	34.7	35.9	35.9
	Just About Right	328	48.8	50.5	86.4
	Too Much	8	1.2	1.2	87.7
	Not Sure	80	11.9	12.3	100.0
	Total	649	96.6	100.0	
Missing	Missing	23	3.4		
Total		672	100.0		

Voted in an Election

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	76	11.3	11.6	11.6
	Once or Twice	331	49.3	50.4	61.9
	A Number of Times	118	17.6	18.0	79.9
	Many Times	132	19.6	20.1	100.0
	Total	657	97.8	100.0	
Missing	Missing	15	2.2		
Total		672	100.0		

Attended Town Meeting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	394	58.6	60.4	60.4
	Once or Twice	176	26.2	27.0	87.4
	A Number of Times	42	6.2	6.4	93.9
	Many Times	40	6.0	6.1	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Attended a Meeting of a Town Board or Committee

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	481	71.6	74.2	74.2
	Once or Twice	113	16.8	17.4	91.7
	A Number of Times	27	4.0	4.2	95.8
	Many Times	27	4.0	4.2	100.0
	Total	648	96.4	100.0	
Missing	Missing	24	3.6		
Total		672	100.0		

Watched a Town Board or Committee Meeting on Television

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	287	42.7	44.4	44.4
	Once or Twice	219	32.6	33.8	78.2
	A Number of Times	92	13.7	14.2	92.4
	Many Times	49	7.3	7.6	100.0
	Total	647	96.3	100.0	
Missing	Missing	25	3.7		
Total		672	100.0		

Attended a Town Event (e.g. July 4th, Andover Days, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	157	23.4	24.1	24.1
	Once or Twice	263	39.1	40.4	64.5
	A Number of Times	158	23.5	24.3	88.8
	Many Times	73	10.9	11.2	100.0
	Total	651	96.9	100.0	
Missing	Missing	21	3.1		
Total		672	100.0		

Attended a School/Local Sporting Event

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	267	39.7	41.5	41.5
	Once or Twice	113	16.8	17.5	59.0
	A Number of Times	103	15.3	16.0	75.0
	Many Times	161	24.0	25.0	100.0
	Total	644	95.8	100.0	
Missing	Missing	28	4.2		
Total		672	100.0		

Volunteered at a Local Non-Profit or Civic Group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	338	50.3	52.3	52.3
	Once or Twice	124	18.5	19.2	71.5
	A Number of Times	68	10.1	10.5	82.0
	Many Times	116	17.3	18.0	100.0
	Total	646	96.1	100.0	
Missing	Missing	26	3.9		
Total		672	100.0		

Donated Money to a Local Non-Profit or Civic Group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	145	21.6	22.1	22.1
	Once or Twice	224	33.3	34.2	56.3
	A Number of Times	162	24.1	24.7	81.1
	Many Times	124	18.5	18.9	100.0
	Total	655	97.5	100.0	
Missing	Missing	17	2.5		
Total		672	100.0		

Shopped in the Downtown Business District

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	33	4.9	5.0	5.0
	Once or Twice	84	12.5	12.7	17.6
	A Number of Times	211	31.4	31.8	49.5
	Many Times	335	49.9	50.5	100.0
	Total	663	98.7	100.0	
Missing	Missing	9	1.3		
Total		672	100.0		

Public Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	263	39.1	40.2	40.2
	Good	296	44.0	45.2	85.3
	Fair	22	3.3	3.4	88.7
	Poor	10	1.5	1.5	90.2
	DK	64	9.5	9.8	100.0
	Total	655	97.5	100.0	
Missing	Missing	17	2.5		
Total		672	100.0		

Fire Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	321	47.8	48.4	48.4
	Good	216	32.1	32.6	81.0
	Fair	4	.6	.6	81.6
	Poor	1	.1	.2	81.7
	DK	121	18.0	18.3	100.0
	Total	663	98.7	100.0	
Missing	Missing	9	1.3		
Total		672	100.0		

Ambulance/EMS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	292	43.5	44.1	44.1
	Good	176	26.2	26.6	70.7
	Fair	3	.4	.5	71.1
	Poor	1	.1	.2	71.3
	DK	190	28.3	28.7	100.0
	Total	662	98.5	100.0	
Missing	Missing	10	1.5		
Total		672	100.0		

Police Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	295	43.9	44.8	44.8
	Good	273	40.6	41.5	86.3
	Fair	28	4.2	4.3	90.6
	Poor	5	.7	.8	91.3
	DK	57	8.5	8.7	100.0
	Total	658	97.9	100.0	
Missing	Missing	14	2.1		
Total		672	100.0		

Animal Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	151	22.5	23.0	23.0
	Good	241	35.9	36.7	59.8
	Fair	63	9.4	9.6	69.4
	Poor	19	2.8	2.9	72.3
	DK	182	27.1	27.7	100.0
	Total	656	97.6	100.0	
Missing	Missing	16	2.4		
Total		672	100.0		

Traffic/Parking Enforcement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	145	21.6	22.3	22.3
	Good	289	43.0	44.5	66.8
	Fair	106	15.8	16.3	83.1
	Poor	37	5.5	5.7	88.8
	DK	73	10.9	11.2	100.0
	Total	650	96.7	100.0	
Missing	Missing	22	3.3		
Total		672	100.0		

Street Maintenance/Repair

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	94	14.0	14.3	14.3
	Good	261	38.8	39.7	54.0
	Fair	223	33.2	33.9	87.8
	Poor	75	11.2	11.4	99.2
	DK	5	.7	.8	100.0
	Total	658	97.9	100.0	
Missing	Missing	14	2.1		
Total		672	100.0		

Street Sweeping

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	123	18.3	18.8	18.8
	Good	326	48.5	49.7	68.4
	Fair	148	22.0	22.6	91.0
	Poor	27	4.0	4.1	95.1
	DK	32	4.8	4.9	100.0
	Total	656	97.6	100.0	
Missing	Missing	16	2.4		
Total		672	100.0		

Snow Removal

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	182	27.1	27.5	27.5
	Good	342	50.9	51.7	79.2
	Fair	93	13.8	14.0	93.2
	Poor	31	4.6	4.7	97.9
	DK	14	2.1	2.1	100.0
	Total	662	98.5	100.0	
Missing	Missing	10	1.5		
Total		672	100.0		

Sidewalk Maintenance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	76	11.3	11.7	11.7
	Good	257	38.2	39.5	51.2
	Fair	202	30.1	31.1	82.3
	Poor	76	11.3	11.7	94.0
	DK	39	5.8	6.0	100.0
	Total	650	96.7	100.0	
Missing	Missing	22	3.3		
Total		672	100.0		

Trash Collection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	264	39.3	40.1	40.1
	Good	333	49.6	50.6	90.7
	Fair	38	5.7	5.8	96.5
	Poor	9	1.3	1.4	97.9
	DK	14	2.1	2.1	100.0
	Total	658	97.9	100.0	
Missing	Missing	14	2.1		
Total		672	100.0		

Recycling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	277	41.2	42.0	42.0
	Good	307	45.7	46.6	88.6
	Fair	48	7.1	7.3	95.9
	Poor	14	2.1	2.1	98.0
	DK	13	1.9	2.0	100.0
	Total	659	98.1	100.0	
Missing	Missing	13	1.9		
Total		672	100.0		

Curb-side Leaf Pickup

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	138	20.5	21.5	21.5
	Good	224	33.3	34.8	56.3
	Fair	68	10.1	10.6	66.9
	Poor	20	3.0	3.1	70.0
	DK	193	28.7	30.0	100.0
	Total	643	95.7	100.0	
Missing	Missing	29	4.3		
Total		672	100.0		

Drinking Water Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	241	35.9	36.5	36.5
	Good	291	43.3	44.1	80.6
	Fair	82	12.2	12.4	93.0
	Poor	24	3.6	3.6	96.7
	DK	22	3.3	3.3	100.0
	Total	660	98.2	100.0	
Missing	Missing	12	1.8		
Total		672	100.0		

Sewer Services/Repairs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	107	15.9	16.6	16.6
	Good	229	34.1	35.4	52.0
	Fair	53	7.9	8.2	60.2
	Poor	9	1.3	1.4	61.6
	DK	248	36.9	38.4	100.0
	Total	646	96.1	100.0	
Missing	Missing	26	3.9		
Total		672	100.0		

Recreation Programs/Classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	159	23.7	24.4	24.4
	Good	304	45.2	46.7	71.1
	Fair	61	9.1	9.4	80.5
	Poor	10	1.5	1.5	82.0
	DK	117	17.4	18.0	100.0
	Total	651	96.9	100.0	
Missing	Missing	21	3.1		
Total		672	100.0		

Elder Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	95	14.1	14.6	14.6
	Good	180	26.8	27.6	42.2
	Fair	55	8.2	8.4	50.6
	Poor	10	1.5	1.5	52.1
	DK	312	46.4	47.9	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Youth Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	136	20.2	20.9	20.9
	Good	223	33.2	34.3	55.2
	Fair	62	9.2	9.5	64.8
	Poor	22	3.3	3.4	68.2
	DK	207	30.8	31.8	100.0
	Total	650	96.7	100.0	
Missing	Missing	22	3.3		
Total		672	100.0		

Veterans Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	68	10.1	10.6	10.6
	Good	118	17.6	18.4	29.0
	Fair	29	4.3	4.5	33.5
	Poor	9	1.3	1.4	34.9
	DK	418	62.2	65.1	100.0
	Total	642	95.5	100.0	
Missing	Missing	30	4.5		
Total		672	100.0		

Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	326	48.5	49.5	49.5
	Good	262	39.0	39.8	89.2
	Fair	31	4.6	4.7	93.9
	Poor	2	.3	.3	94.2
	DK	38	5.7	5.8	100.0
	Total	659	98.1	100.0	
Missing	Missing	13	1.9		
Total		672	100.0		

Handicapped Accessibility of Facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	113	16.8	17.3	17.3
	Good	216	32.1	33.0	50.3
	Fair	28	4.2	4.3	54.6
	Poor	9	1.3	1.4	56.0
	DK	288	42.9	44.0	100.0
	Total	654	97.3	100.0	
Missing	Missing	18	2.7		
Total		672	100.0		

Maintenance/Appearance of Parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	214	31.8	32.4	32.4
	Good	386	57.4	58.5	90.9
	Fair	48	7.1	7.3	98.2
	Poor	7	1.0	1.1	99.2
	DK	5	.7	.8	100.0
	Total	660	98.2	100.0	
Missing	Missing	12	1.8		
Total		672	100.0		

Public Parking Availability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	67	10.0	10.3	10.3
	Good	254	37.8	38.9	49.2
	Fair	220	32.7	33.7	82.8
	Poor	105	15.6	16.1	98.9
	DK	7	1.0	1.1	100.0
	Total	653	97.2	100.0	
Missing	Missing	19	2.8		
Total		672	100.0		

Public Transportation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	45	6.7	6.9	6.9
	Good	167	24.9	25.8	32.7
	Fair	181	26.9	27.9	60.6
	Poor	100	14.9	15.4	76.1
	DK	155	23.1	23.9	100.0
	Total	648	96.4	100.0	
Missing	Missing	24	3.6		
Total		672	100.0		

Economic Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	43	6.4	6.7	6.7
	Good	243	36.2	37.7	44.3
	Fair	145	21.6	22.5	66.8
	Poor	25	3.7	3.9	70.7
	DK	189	28.1	29.3	100.0
	Total	645	96.0	100.0	
Missing	Missing	27	4.0		
Total		672	100.0		

Building Permits and Code Enforcement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	54	8.0	8.3	8.3
	Good	204	30.4	31.4	39.7
	Fair	109	16.2	16.8	56.5
	Poor	37	5.5	5.7	62.2
	DK	246	36.6	37.8	100.0
	Total	650	96.7	100.0	
Missing	Missing	22	3.3		
Total		672	100.0		

Public Health Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	75	11.2	11.5	11.5
	Good	254	37.8	39.0	50.5
	Fair	52	7.7	8.0	58.4
	Poor	6	.9	.9	59.4
	DK	265	39.4	40.6	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Land Conservation and Wetlands Protection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	147	21.9	22.5	22.5
	Good	302	44.9	46.2	68.7
	Fair	77	11.5	11.8	80.4
	Poor	19	2.8	2.9	83.3
	DK	109	16.2	16.7	100.0
	Total	654	97.3	100.0	
Missing	Missing	18	2.7		
Total		672	100.0		

Contact with Town Employee/Official in Last 12 Months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	411	61.2	63.0	63.0
	No	241	35.9	37.0	100.0
	Total	652	97.0	100.0	
Missing	Missing	20	3.0		
Total		672	100.0		

Impression: Courtesy/Politeness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	222	33.0	53.1	53.1
	Good	151	22.5	36.1	89.2
	Fair	24	3.6	5.7	95.0
	Poor	18	2.7	4.3	99.3
	Not Sure	3	.4	.7	100.0
	Total	418	62.2	100.0	
Missing	Missing	254	37.8		
Total		672	100.0		

Impression: Knowledge/Understanding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	204	30.4	48.8	48.8
	Good	159	23.7	38.0	86.8
	Fair	33	4.9	7.9	94.7
	Poor	17	2.5	4.1	98.8
	Not Sure	5	.7	1.2	100.0
	Total	418	62.2	100.0	
Missing	Missing	254	37.8		
Total		672	100.0		

Impression: Responsiveness/Resolution

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	192	28.6	46.2	46.2
	Good	148	22.0	35.6	81.7
	Fair	36	5.4	8.7	90.4
	Poor	34	5.1	8.2	98.6
	Not Sure	6	.9	1.4	100.0
	Total	416	61.9	100.0	
Missing	Missing	256	38.1		
Total		672	100.0		

Impression: Overall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	195	29.0	46.5	46.5
	Good	158	23.5	37.7	84.2
	Fair	40	6.0	9.5	93.8
	Poor	23	3.4	5.5	99.3
	Not Sure	3	.4	.7	100.0
	Total	419	62.4	100.0	
Missing	Missing	253	37.6		
Total		672	100.0		

Board of Selectmen

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	61	9.1	9.4	9.4
	Good	249	37.1	38.3	47.7
	Fair	152	22.6	23.4	71.1
	Poor	40	6.0	6.2	77.2
	DK	148	22.0	22.8	100.0
	Total	650	96.7	100.0	
Missing	Missing	22	3.3		
Total		672	100.0		

School Committee

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	60	8.9	9.5	9.5
	Good	233	34.7	36.9	46.4
	Fair	122	18.2	19.3	65.8
	Poor	53	7.9	8.4	74.2
	Not Sure	163	24.3	25.8	100.0
	Total	631	93.9	100.0	
Missing	Missing	41	6.1		
Total		672	100.0		

Panning Board

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	46	6.8	7.3	7.3
	Good	206	30.7	32.9	40.2
	Fair	94	14.0	15.0	55.2
	Poor	22	3.3	3.5	58.7
	Not Sure	259	38.5	41.3	100.0
	Total	627	93.3	100.0	
Missing	Missing	45	6.7		
Total		672	100.0		

Zoning Board of Appeals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	40	6.0	6.4	6.4
	Good	169	25.1	27.0	33.3
	Fair	77	11.5	12.3	45.6
	Poor	21	3.1	3.3	49.0
	Not Sure	320	47.6	51.0	100.0
	Total	627	93.3	100.0	
Missing	Missing	45	6.7		
Total		672	100.0		

Conservation Commission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	82	12.2	13.1	13.1
	Good	215	32.0	34.2	47.3
	Fair	62	9.2	9.9	57.2
	Poor	18	2.7	2.9	60.0
	Not Sure	251	37.4	40.0	100.0
	Total	628	93.5	100.0	
Missing	Missing	44	6.5		
Total		672	100.0		

Board of Health

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	71	10.6	11.3	11.3
	Good	204	30.4	32.5	43.9
	Fair	39	5.8	6.2	50.1
	Poor	5	.7	.8	50.9
	Not Sure	308	45.8	49.1	100.0
	Total	627	93.3	100.0	
Missing	Missing	45	6.7		
Total		672	100.0		

Board of Assessors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	43	6.4	6.9	6.9
	Good	167	24.9	26.9	33.8
	Fair	95	14.1	15.3	49.1
	Poor	20	3.0	3.2	52.3
	Not Sure	296	44.0	47.7	100.0
	Total	621	92.4	100.0	
Missing	Missing	51	7.6		
Total		672	100.0		

Finance Committee

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	72	10.7	11.5	11.5
	Good	185	27.5	29.6	41.1
	Fair	99	14.7	15.8	56.9
	Poor	29	4.3	4.6	61.5
	Not Sure	241	35.9	38.5	100.0
	Total	626	93.2	100.0	
Missing	Missing	46	6.8		
Total		672	100.0		

Andover Townsman

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	13	1.9	2.0	2.0
	Weekly	426	63.4	65.2	67.2
	Occasionally	94	14.0	14.4	81.6
	Seldom	58	8.6	8.9	90.5
	Never	62	9.2	9.5	100.0
	Total	653	97.2	100.0	
Missing	Missing	19	2.8		
Total		672	100.0		

Eagle-Tribune

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	213	31.7	33.0	33.0
	Weekly	42	6.2	6.5	39.5
	Occasionally	112	16.7	17.3	56.8
	Seldom	98	14.6	15.2	72.0
	Never	181	26.9	28.0	100.0
	Total	646	96.1	100.0	
Missing	Missing	26	3.9		
Total		672	100.0		

Boston Globe or Boston Herald

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	226	33.6	35.5	35.5
	Weekly	84	12.5	13.2	48.7
	Occasionally	103	15.3	16.2	64.8
	Seldom	83	12.4	13.0	77.9
	Never	141	21.0	22.1	100.0
	Total	637	94.8	100.0	
Missing	Missing	35	5.2		
Total		672	100.0		

Newspaper Websites

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	99	14.7	15.9	15.9
	Weekly	59	8.8	9.5	25.3
	Occasionally	161	24.0	25.8	51.1
	Seldom	110	16.4	17.6	68.8
	Never	195	29.0	31.2	100.0
	Total	624	92.9	100.0	
Missing	Missing	48	7.1		
Total		672	100.0		

Town Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	9	1.3	1.4	1.4
	Weekly	51	7.6	8.1	9.5
	Occasionally	267	39.7	42.4	52.0
	Seldom	131	19.5	20.8	72.8
	Never	171	25.4	27.2	100.0
	Total	629	93.6	100.0	
Missing	Missing	43	6.4		
Total		672	100.0		

Other Websites or Blogs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	44	6.5	7.2	7.2
	Weekly	44	6.5	7.2	14.5
	Occasionally	126	18.8	20.7	35.2
	Seldom	114	17.0	18.8	53.9
	Never	280	41.7	46.1	100.0
	Total	608	90.5	100.0	
Missing	Missing	64	9.5		
Total		672	100.0		

Local Access Television

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	42	6.2	6.7	6.7
	Weekly	55	8.2	8.7	15.4
	Occasionally	212	31.5	33.7	49.0
	Seldom	141	21.0	22.4	71.4
	Never	180	26.8	28.6	100.0
	Total	630	93.8	100.0	
Missing	Missing	42	6.2		
Total		672	100.0		

Work of Mouth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	77	11.5	12.1	12.1
	Weekly	178	26.5	27.9	39.9
	Occasionally	262	39.0	41.0	80.9
	Seldom	69	10.3	10.8	91.7
	Never	53	7.9	8.3	100.0
	Total	639	95.1	100.0	
Missing	Missing	33	4.9		
Total		672	100.0		

E-mail Networks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	58	8.6	9.2	9.2
	Weekly	86	12.8	13.7	22.9
	Occasionally	134	19.9	21.3	44.2
	Seldom	91	13.5	14.5	58.7
	Never	260	38.7	41.3	100.0
	Total	629	93.6	100.0	
Missing	Missing	43	6.4		
Total		672	100.0		

Direct Contact

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	39	5.8	6.2	6.2
	Weekly	67	10.0	10.7	17.0
	Occasionally	230	34.2	36.9	53.8
	Seldom	143	21.3	22.9	76.8
	Never	145	21.6	23.2	100.0
	Total	624	92.9	100.0	
Missing	Missing	48	7.1		
Total		672	100.0		

Attended Town Meeting within the Last Three Years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	279	41.5	43.1	43.1
	No	369	54.9	56.9	100.0
	Total	648	96.4	100.0	
Missing	Missing	24	3.6		
Total		672	100.0		

Appendix 2 Survey Demographics

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 24 Years	1	.1	.2	.2
	25 to 34 Years	26	3.9	3.9	4.1
	35 to 44 Years	129	19.2	19.4	23.5
	45 to 54 Years	175	26.0	26.4	49.8
	55 to 64 Years	155	23.1	23.3	73.2
	65 to 74 Years	111	16.5	16.7	89.9
	75 to 84 Years	53	7.9	8.0	97.9
	85 Years or Older	14	2.1	2.1	100.0
	Total	664	98.8	100.0	
Missing	Missing	8	1.2		
	Total	672	100.0		

Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	371	55.2	57.4	57.4
	Male	275	40.9	42.6	100.0
	Total	646	96.1	100.0	
Missing	Missing	26	3.9		
	Total	672	100.0		

Years Lived in Andover

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than 2 Years	37	5.5	5.6	5.6
	2 to 5 Years	76	11.3	11.5	17.1
	6 to 10 Years	96	14.3	14.5	31.6
	11 to 20 Years	153	22.8	23.1	54.8
	More Than 20 Years	299	44.5	45.2	100.0
	Total	661	98.4	100.0	
Missing	Missing	11	1.6		
Total		672	100.0		

Children (12 or Under) in Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	196	29.2	29.4	29.4
	No	471	70.1	70.6	100.0
	Total	667	99.3	100.0	
Missing	Missing	5	.7		
Total		672	100.0		

Teenagers (13-17) in Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	140	20.8	21.1	21.1
	No	525	78.1	78.9	100.0
	Total	665	99.0	100.0	
Missing	Missing	7	1.0		
Total		672	100.0		

Self or Any Other Members of Household 65 or Older

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	208	31.0	31.2	31.2
	No	458	68.2	68.8	100.0
	Total	666	99.1	100.0	
Missing	Missing	6	.9		
Total		672	100.0		

Highest Level of School Completed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than 12 Years	8	1.2	1.2	1.2
	High School (Diploma/GED)	23	3.4	3.5	4.7
	Some College, No Degree	49	7.3	7.4	12.1
	Associates Degree	39	5.8	5.9	18.0
	Bachelors Degree	232	34.5	35.1	53.1
	Graduate or Professional Degree	310	46.1	46.9	100.0
Total		661	98.4	100.0	
Missing	Missing	11	1.6		
Total		672	100.0		

Number of Adults in Household, Including Self, Worked for Pay in Past Year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	92	13.7	13.8	13.8
	1	188	28.0	28.2	42.0
	2	350	52.1	52.6	94.6
	3 or More	36	5.4	5.4	100.0
	Total	666	99.1	100.0	
Missing	Missing	6	.9		
Total		672	100.0		

Income Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than 30,000	36	5.4	6.0	6.0
	30,000 to 59,999	51	7.6	8.5	14.6
	60,000 to 89,999	80	11.9	13.4	28.0
	90,000 to 119,999	84	12.5	14.1	42.0
	120,000 to 149,999	77	11.5	12.9	54.9
	150,000 to 179,999	72	10.7	12.1	67.0
	180,000 to 209,999	53	7.9	8.9	75.9
	210,000 or more	144	21.4	24.1	100.0
Total		597	88.8	100.0	
Missing	Missing	75	11.2		
Total		672	100.0		

How Likely to Move from Andover within Next 5 Years

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	71	10.6	10.7	10.7
	Somewhat Likely	151	22.5	22.7	33.4
	Not Very Likely	255	37.9	38.4	71.8
	Not At All Likely	187	27.8	28.2	100.0
	Total	664	98.8	100.0	
Missing	Missing	8	1.2		
Total		672	100.0		

Type of Building Live In

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single Family House	566	84.2	85.5	85.5
	Duplex or Townhouse	29	4.3	4.4	89.9
	Multi-Unit Condominium	40	6.0	6.0	95.9
	Multi-Unit Apartment	17	2.5	2.6	98.5
	Apartment Within A House	10	1.5	1.5	100.0
	Total	662	98.5	100.0	
Missing	Missing	10	1.5		
Total		672	100.0		

**A Comparison of Demographics between the 2008 Andover Citizens Survey
and the 2008 US Census Data for Andover**

	Frequency 2008 Andover Citizens Survey	Frequency 2000 US Census Data for Andover
<u>Age</u>		
18 to 24	< 1%	7%
25 to 34	4%	13%
35 to 44	19%	26%
45 to 54	26%	23%
55 to 64	23%	13%
65 to 74	16%	9%
75 to 84	8%	6%
85 or older	2%	2%
 <u>Sex</u>		
Female	57%	52%
Male	43%	48%
 <u>Education</u>		
< 12 years	1%	4%
High School	3%	14%
Some College	7%	14%
Associates	6%	6%
Bachelors	34%	33%
Graduate	46%	30%

Appendix 3 Andover Citizens Survey 2008

2008 TOWN OF ANDOVER CITIZENS SURVEY

Dear Andover Resident:

You have been randomly selected to participate in the 2008 Town of Andover Citizens Survey. We want to know what you think about your community and municipal government. Please take a few minutes to fill out this survey and then mail it back to us. Your participation is very important. The survey responses will help the Town better understand how a representative sampling of the community feels on a wide variety of issues and topics.

You will receive this survey twice in the mail over a two week period. The second mailing is a reminder. Please only respond to and mail back one copy of the survey. You may dispose of the other copy. Please mail back the completed survey in the enclosed return envelope (and remember to apply a first class postage stamp). If you have misplaced the return envelope, you can mail the completed survey back in a plain stamped business size envelope addressed to: 2008 Citizens Survey, Office of the Town Manager, 36 Bartlet Street, Andover, MA 01810. Thank you for your participation.

The Andover Board of Selectmen

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. **Please circle the response that most closely represents your opinion for each question.** Your responses are anonymous and will be reported in group form only.

1. Please rate the quality of life in Andover in each of the following categories:

	<i>excellent</i>	<i>good</i>	<i>fair</i>	<i>poor</i>	<i>not sure</i>
Andover as a place to live.....	1	2	3	4	5
Andover as a place to raise children.....	1	2	3	4	5
Andover as a place to work.....	1	2	3	4	5
Andover as a place to shop and dine.....	1	2	3	4	5
Andover as a place to engage in recreational activities.....	1	2	3	4	5
Andover as a place to retire.....	1	2	3	4	5
Overall quality of life in Andover.....	1	2	3	4	5

2. Please rate each of the following community characteristics in Andover:

	<i>excellent</i>	<i>good</i>	<i>fair</i>	<i>poor</i>	<i>not sure</i>
Small town feel.....	1	2	3	4	5
Feeling safe.....	1	2	3	4	5
Openness/acceptance of diversity.....	1	2	3	4	5
Public transportation options.....	1	2	3	4	5
Cultural opportunities.....	1	2	3	4	5
Range of housing options.....	1	2	3	4	5
Historical preservation.....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Open space/conservation land.....	1	2	3	4	5
Walk-ability.....	1	2	3	4	5
Overall appearance.....	1	2	3	4	5
Overall sense of community.....	1	2	3	4	5

3. To what degree do you feel the following things are problems in Andover:

	<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>not sure</i>
Violent crime.....	1	2	3	4	5
Property crime.....	1	2	3	4	5
Vice crime (drugs, prostitution, etc.).....	1	2	3	4	5
Vandalism.....	1	2	3	4	5
Graffiti.....	1	2	3	4	5
Litter.....	1	2	3	4	5
Unleashed dogs.....	1	2	3	4	5
Dog waste on sidewalks.....	1	2	3	4	5
Poorly maintained property.....	1	2	3	4	5
Noise pollution.....	1	2	3	4	5
Automobile speeding.....	1	2	3	4	5
Unsupervised youth.....	1	2	3	4	5

4. 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:

	<i>essential</i>	<i>very important</i>	<i>somewhat important</i>	<i>not at all important</i>	<i>not sure</i>
Public schools.....	1	2	3	4	5
Private/parochial schools.....	1	2	3	4	5
Other educational opportunities.....	1	2	3	4	5
Town services.....	1	2	3	4	5
Civic/volunteer opportunities.....	1	2	3	4	5
Geographic location/accessibility.....	1	2	3	4	5
Variety of housing choices.....	1	2	3	4	5
Open space/conservation land.....	1	2	3	4	5
Small town ambiance and lifestyle.....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Cultural opportunities.....	1	2	3	4	5
Property values/investment.....	1	2	3	4	5

5. What is your opinion of Andover's current mix of property uses:

	<i>not enough</i>	<i>just about right</i>	<i>too much</i>	<i>not sure</i>
Single-family houses.....	1	2	3	4
Residential subdivisions.....	1	2	3	4
Multi-family housing.....	1	2	3	4
Rental housing.....	1	2	3	4
Office buildings.....	1	2	3	4
Large retail stores.....	1	2	3	4
Small shops and businesses.....	1	2	3	4
Open space/farmland.....	1	2	3	4

6. In the last 12 months, about how many times have you participated in the following civic/community activities in Andover?

	<i>none</i>	<i>once or twice</i>	<i>a number of times</i>	<i>many times</i>
Voted in an election.....	1	2	3	4
Attended Town Meeting.....	1	2	3	4
Attended a meeting of a Town board or committee.....	1	2	3	4
Watched a Town board or committee meeting on television.....	1	2	3	4
Attended a Town event (e.g. July 4 th , Andover Days, etc.).....	1	2	3	4
Attended a school/local sporting event.....	1	2	3	4
Volunteered at a local non-profit or civic group.....	1	2	3	4
Donated money to a local non-profit or civic group.....	1	2	3	4
Shopped in the Downtown Business District.....	1	2	3	4

7. How do you rate the quality and performance of each of the following Town of Andover services and programs:

	<i>excellent</i>	<i>good</i>	<i>fair</i>	<i>poor</i>	<i>don't know</i>
Public schools.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/EMS.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Traffic/parking enforcement.....	1	2	3	4	5
Street maintenance/repair.....	1	2	3	4	5
Street sweeping.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Trash collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Curb-side leaf pickup.....	1	2	3	4	5
Drinking water quality.....	1	2	3	4	5
Sewer services/repairs.....	1	2	3	4	5
Recreation programs/classes.....	1	2	3	4	5
Elder services.....	1	2	3	4	5
Youth services.....	1	2	3	4	5
Veterans services.....	1	2	3	4	5
Library services.....	1	2	3	4	5
Handicapped accessibility of facilities.....	1	2	3	4	5

7. (continued)

	<i>excellent</i>	<i>good</i>	<i>fair</i>	<i>poor</i>	<i>don't know</i>
Maintenance/appearance of parks.....	1	2	3	4	5
Public parking availability.....	1	2	3	4	5
Public transportation.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Land use planning, regulation and zoning.....	1	2	3	4	5
Building permits and code enforcement.....	1	2	3	4	5
Public health services.....	1	2	3	4	5
Land conservation & wetlands protection.....	1	2	3	4	5

8. Have you had any contact with a Town of Andover employee or official within the last 12 months?

Yes (go to question #9) No (skip to question #10)

9. What was your impressions of the Town employee or official you had contact with:

	<i>excellent</i>	<i>good</i>	<i>fair</i>	<i>poor</i>	<i>not sure</i>
Courtesy/politeness.....	1	2	3	4	5
Knowledge/understanding.....	1	2	3	4	5
Responsiveness/resolution.....	1	2	3	4	5
Overall experience.....	1	2	3	4	5

10. How would you rate the performance and actions of the following Town boards and committees:

	<i>excellent</i>	<i>good</i>	<i>fair</i>	<i>poor</i>	<i>not sure</i>
Board of Selectmen.....	1	2	3	4	5
School Committee.....	1	2	3	4	5
Planning Board.....	1	2	3	4	5
Zoning Board of Appeals.....	1	2	3	4	5
Conservation Commission.....	1	2	3	4	5
Board of Health.....	1	2	3	4	5
Board of Assessors.....	1	2	3	4	5
Finance Committee.....	1	2	3	4	5

11. How often do you rely on the following sources to obtain Town of Andover related news and information:

	<i>daily</i>	<i>weekly</i>	<i>occasionally</i>	<i>seldom</i>	<i>never</i>
Andover Townsman.....	1	2	3	4	5
Eagle-Tribune.....	1	2	3	4	5
Boston Globe or Boston Herald.....	1	2	3	4	5
Newspaper websites.....	1	2	3	4	5
Town website.....	1	2	3	4	5
Other websites or blogs.....	1	2	3	4	5
Local access television.....	1	2	3	4	5
Word of mouth.....	1	2	3	4	5
E-mail networks.....	1	2	3	4	5
Direct contact.....	1	2	3	4	5

12. Have you attended a Town of Andover Annual Town Meeting within the last three years?

Yes (go to question #13) No (skip to question #14)

13. Do you have any suggestions on how the Town could improve upon the conduct of its Annual Town Meeting?

14. How can the Town better serve you as a resident, taxpayer and citizen?

Demographic Questions (please check one response only for each question)

15. What age range do you fall in?

- 18 to 24 years
- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 to 64 years
- 65 to 74 years
- 75 to 84 years
- 85 years or older

16. What is your sex?

- Female Male

17. How many years have you lived in Andover?

- Less than 2 years
- 2-5 years
- 6-10 years
- 11-20 years
- More than 20 years

18. Are there any children 12 or under in your household?

- Yes No

19. Are there any teenagers aged between 13 and 17 in your household?

- Yes No

20. Are you or any other members of your household aged 65 or older?

- Yes No

21. What is the highest degree or level of school you have completed?

- Less than 12 years
- High School (diploma/GED)
- Some college, no degree
- Associates degree
- Bachelors degree
- Graduate or professional degree

22. How many adults in your household, including yourself, worked for pay in the past year?

- None
- 1
- 2
- 3 or more
- Don't know

23. What is the total annual income of your household?

- Less than \$30,000
- \$30,000 to \$59,999
- \$60,000 to \$89,999
- \$90,000 to \$119,999
- \$120,000 to \$149,999
- \$150,000 to \$179,999
- \$180,000 to \$209,999
- \$210,000 or more

24. How likely are you to move from Andover within the next 5 years?

- Very likely
- Somewhat likely
- Not very likely
- Not at all likely

25. Which best describes the type of building you live in?

- Single family house
- Duplex or townhouse
- Multi-unit condominium
- Multi-unit apartment
- Apartment within a house

Thank you for completing the 2008 Town of Andover Citizens Survey. Please mail back the completed survey in the enclosed return envelope (and remember to apply a first class postage stamp).

If you have misplaced the return envelop, you can mail the completed survey back in a plain stamped business size envelope addressed to:

*2008 Citizens Survey
Office of the Town Manager
36 Bartlet Street
Andover, MA 01810*

Appendix 4

Crosstabulations

A printout of crosstabulations of question responses by each demographic variable is available in pdf format from the Town of Andover.