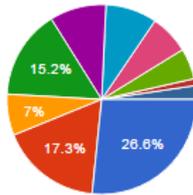


344 responses

Summary

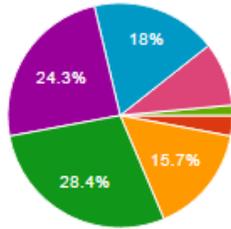
Section I - Demographic Information

What area of Medford do you live in?



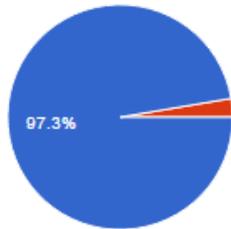
West Medford	91	26.6%
South Medford	59	17.3%
Wellington/Glenwood	24	7%
North Medford	52	15.2%
Hillside	33	9.6%
Medford Square	30	8.8%
Haines Square/Fellsway	23	6.7%
Lawrence Estates	18	5.3%
Non-Resident	4	1.2%
Other	8	2.3%

Age



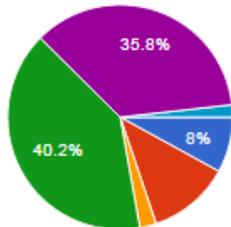
Age Group	Count	Percentage
Under 18	0	0%
18-24	10	3%
25-34	53	15.7%
35-44	96	28.4%
45-54	82	24.3%
55-64	61	18%
65-74	31	9.2%
75 and over	5	1.5%

Is English your primary language?



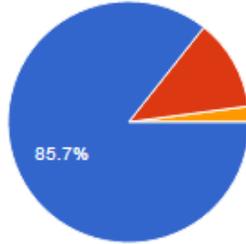
Response	Count	Percentage
Yes	329	97.3%
Other	9	2.7%

What level of education have you obtained?



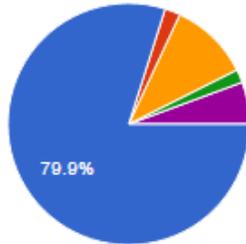
Education Level	Count	Percentage
High School/GED	27	8%
Some College	40	11.8%
Trade/Vocational School	8	2.4%
College Degree	136	40.2%
Post Grad Degree	121	35.8%
Other	6	1.8%

What is your housing status?



Own	287	85.7%
Rent	41	12.2%
Other	7	2.1%

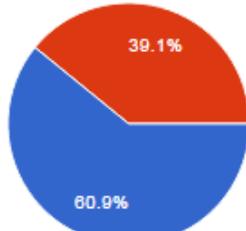
What is your work status?



Active	270	79.9%
Non-Active	7	2.1%
Retired	36	10.7%
Student	6	1.8%
Other	19	5.6%

Section II - Your Most Recent Experience with City Hall

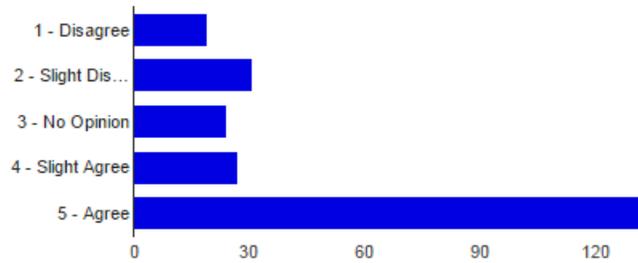
Part A - Was your last visit to Medford City Hall within the last 12 months?



Yes	207	60.9%
No	133	39.1%

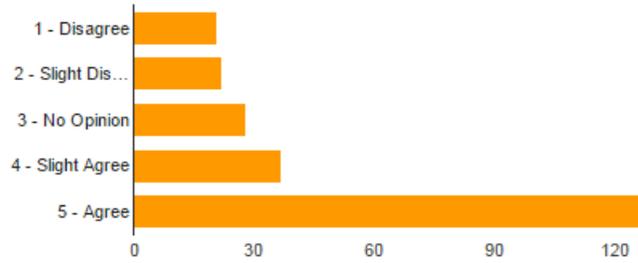
Please indicate the rating that best describes your experience.

The staff was available in a timely manner.



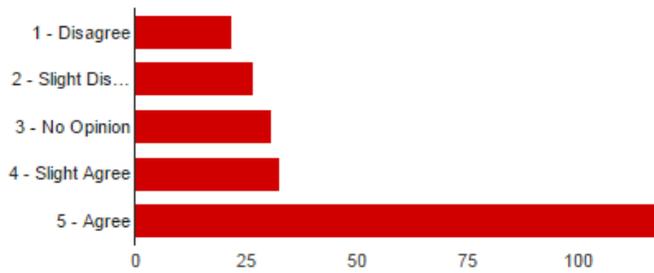
1 - Disagree	19	8.2%
2 - Slight Disagree	31	13.3%
3 - No Opinion	24	10.3%
4 - Slight Agree	27	11.6%
5 - Agree	133	57.1%

The staff greeted me and offered to help.



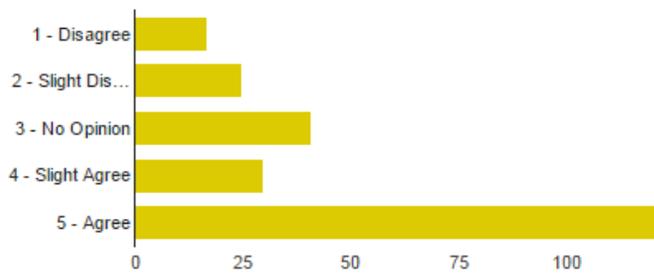
1 - Disagree	21	9%
2 - Slight Disagree	22	9.4%
3 - No Opinion	28	12%
4 - Slight Agree	37	15.8%
5 - Agree	128	54.7%

The staff was friendly and courteous throughout my visit.



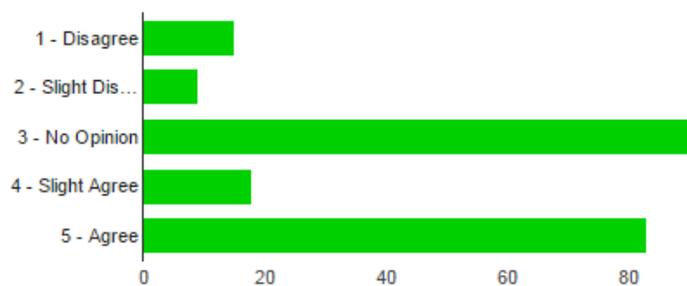
1 - Disagree	22	9.5%
2 - Slight Disagree	27	11.7%
3 - No Opinion	31	13.4%
4 - Slight Agree	33	14.3%
5 - Agree	119	51.5%

The staff answered all my questions completely and professionally.



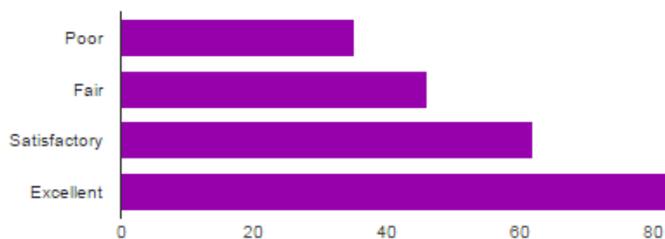
1 - Disagree	17	7.4%
2 - Slight Disagree	25	10.8%
3 - No Opinion	41	17.7%
4 - Slight Agree	30	13%
5 - Agree	122	52.8%

The staff pointed me in the right direction if I was in the wrong place.



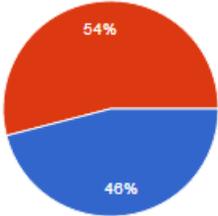
1 - Disagree	15	6.9%
2 - Slight Disagree	9	4.2%
3 - No Opinion	91	42.1%
4 - Slight Agree	18	8.3%
5 - Agree	83	38.4%

Overall, I would rate the customer service as...



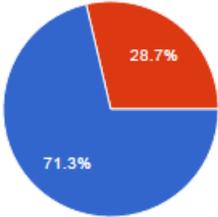
Poor	35	15.6%
Fair	46	20.4%
Satisfactory	62	27.6%
Excellent	83	36.9%

Part B - Was your last interaction via phone or email with Medford City Hall within the last 12 months?



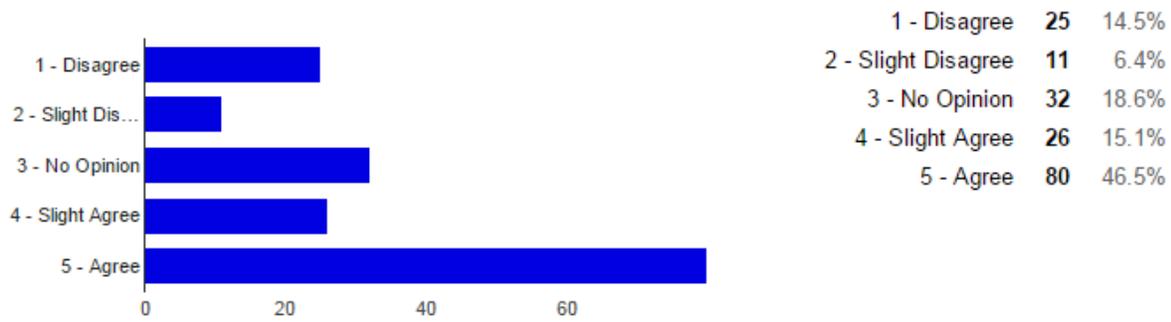
Yes	143	46%
No	168	54%

Was it a phone call or something else?

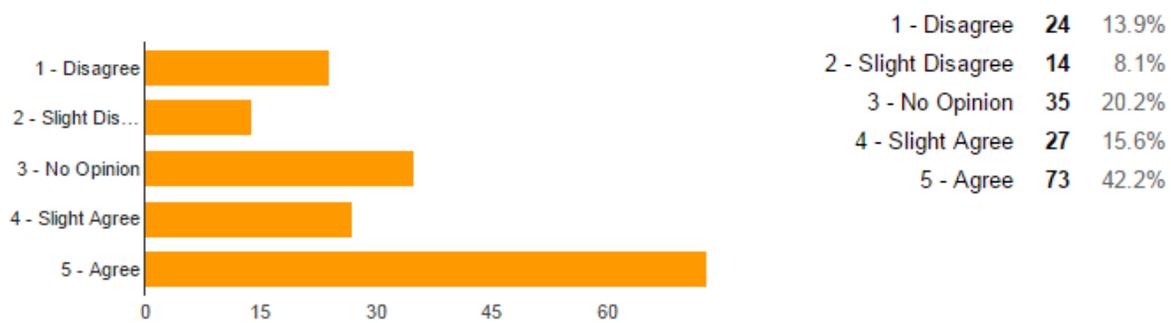


Phone call.	107	71.3%
Other	43	28.7%

The staff was available in a timely manner.



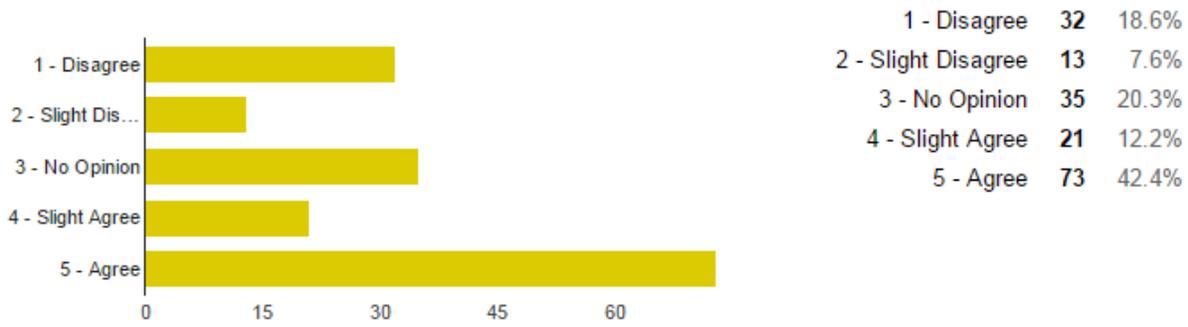
The staff greeted and offered to help me.



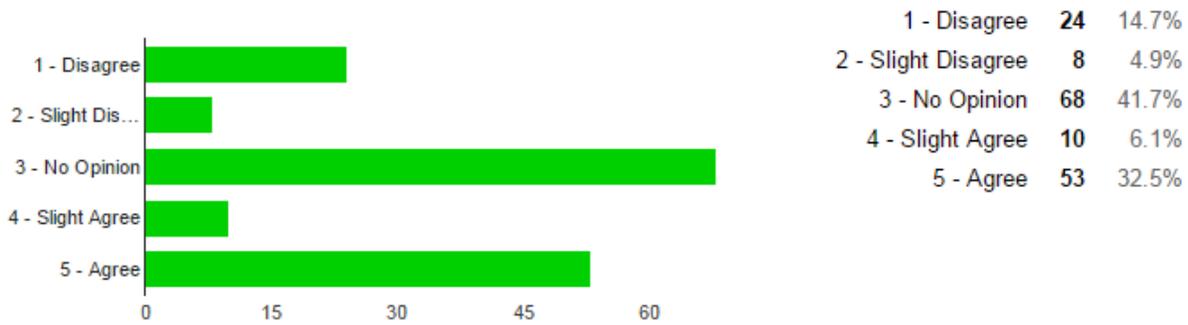
The staff was friendly and courteous throughout my experience.



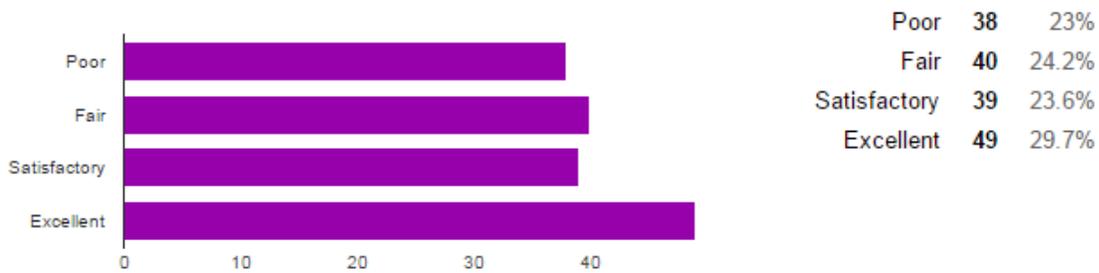
The staff answered all my questions completely and professionally.



The staff pointed me in the right direction if I was in the wrong place.



Overall, I would rate the customer service as...



Section III - Needs for Communication

I am very interested in keeping informed about City Events.



Disagree	10	3%
Agree	320	97%

The reverse 911 system is overused/text & phone.



Disagree	203	67.4%
Agree	98	32.6%

I am very interested in keeping informed about City services.



Disagree	10	3.1%
Agree	315	96.9%

I receive enough information from the City to stay informed.



Disagree	208	63.8%
Agree	118	36.2%

I am interested in signing up for email notification of Medford news that could alert me of emergency situations or information.



I am interested in signing up for email notification of Medford news such as library events, City Hall meetings, or traffic situations.



Section IV - How do you typically receive news about what is going on in Medford?

Medford Transcript



Medford Daily Mercury



InsideMedford.com



Yes **109** 39.4%
No **169** 61%

Medford.Patch



Yes **194** 65.8%
No **101** 34.2%

Boston.com/Medford



Yes **65** 24.2%
No **204** 75.8%

Boston Globe North



Yes **91** 32.6%
No **188** 67.4%

City Website - Medford.org



Yes 155 55%
No 127 45%

House of Worship



Yes 30 11.2%
No 238 88.8%

Local non-profit email list



Yes 99 35.4%
No 182 65%

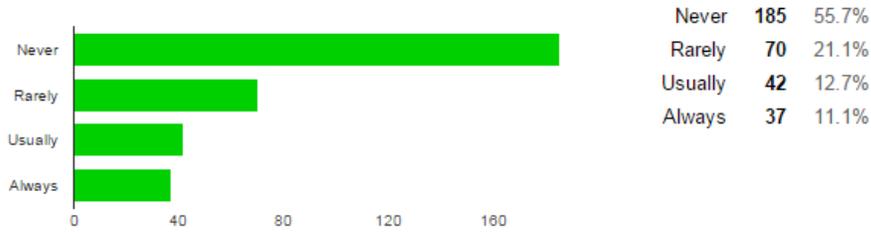
Social Media



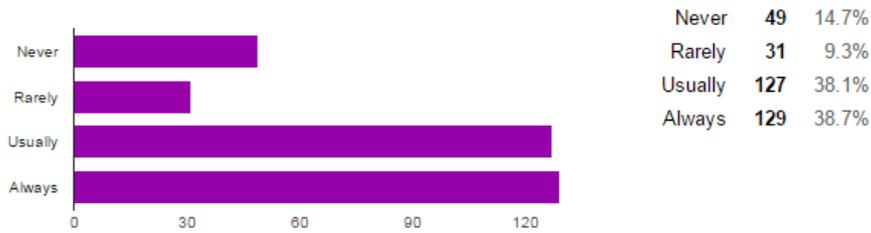
Yes 207 78.4%
No 57 21.6%

Section V - How often do you use/receive information from the following sources?

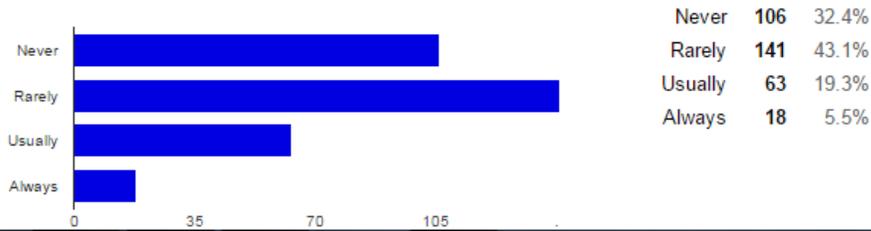
Twitter



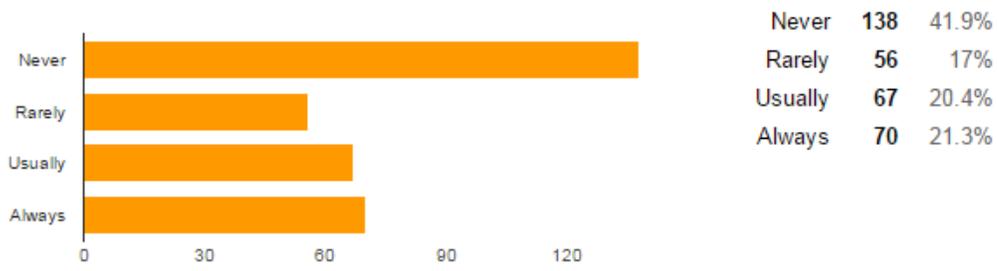
Facebook



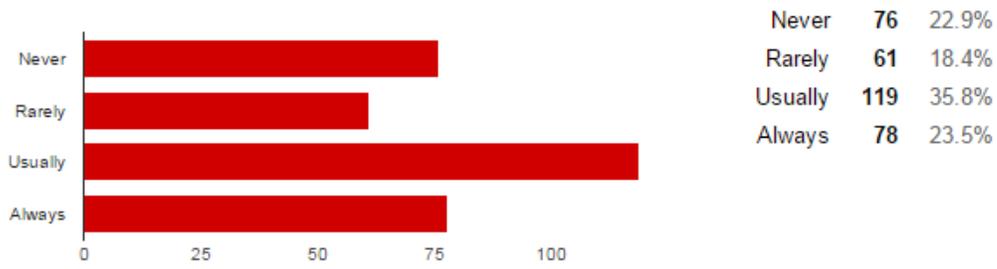
Medford.org



Text Message



Automated Phone Calls



Section VI - Would you use any of the following online services if they became available?

Submit Requests for Services



Search Public Records



Track Police Reports and Code Violations



View Historical Crime Data for My Neighborhood



Building Permit Submission



Access Proposed Projects and Permit Applications Near my Home



Reserve Park Space



Watch a Previous Council Meeting or Selected Sections of a Council Meeting



Participate in an Online Forum



Section VII - During the Past Year, have you watched the following programs on Medford Access Television

City Council Meetings



School Committee Meetings



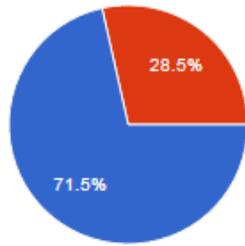
Special Events (e.g. Debates, Grand Openings, ect.)



School and Extracurricular Activities



May the City contact your email address with additional information.



Yes	203	71.5%
No	81	28.5%

THANK YOU!

Number of daily responses

