

Needham, MA

The National Community Survey

Report of Results
2022

Report by:



POWERED BY POLCO



Visit us online!
www.polco.us

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Needham. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 630 residents of the Town of Needham collected from April 11th, 2022 to May 30th, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2022 survey was 23%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Needham.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Needham’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Needham residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Needham’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Needham’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your Town’s 2022 ratings compare to other communities’ ratings from the past five years.

Trends over time

Trend data for Needham represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2018 and 2022 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the Town of Needham were eligible to participate in the survey. A list of all households within the zip codes serving Needham was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Town of Needham households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the Town of Needham boundaries were removed from the list of potential households to survey. Each address identified as being within town boundaries was further identified as being within one of the 10 precincts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 2,800 randomly selected households received mailings beginning on April 11th, 2022 and the survey remained open for 7 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again. All mailings included a web link to give residents the opportunity to respond to the survey online.

About 3% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,706 households that received the invitations to participate, 630 completed the survey, providing an overall response rate of 23%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the Town of Needham survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (630 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the Town of Needham. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all town residents and became available on May 16th, 2022. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the Town of Needham. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	3%	13%	17%
	35-54	30%	40%	38%
	55+	67%	47%	44%
Area	A	7%	11%	10%
	B	10%	11%	11%
	C	9%	9%	8%
	D	8%	11%	10%
	E	12%	8%	9%
	F	15%	7%	10%
	G	12%	9%	9%
	H	10%	11%	10%
	I	9%	9%	9%
	J	8%	15%	14%
Hispanic origin	No, not Spanish, Hispanic, or Latino	97%	98%	97%
	Spanish, Hispanic, or Latino	3%	2%	3%
Housing tenure	Own	88%	84%	84%
	Rent	12%	16%	16%
Housing type	Attached	20%	24%	24%
	Detached	80%	76%	76%
Race & Hispanic origin	Not white alone	16%	15%	15%
	White alone, not Hispanic or Latino	84%	85%	85%
Sex	Female	52%	51%	53%
	Male	48%	49%	47%
Sex/age	Female 18-34	1%	5%	10%
	Female 35-54	14%	20%	19%
	Female 55+	37%	26%	24%
	Male 18-34	2%	8%	7%
	Male 35-54	16%	20%	19%
	Male 55+	30%	21%	20%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The Town of Needham funded this research. Please contact Cyndi Roy Gonzalez of the Town of Needham at croygonzalez@needhamma.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2019 American Community Survey

Highlights

Needham's economy is strong but poses challenges to community affordability.

Results relating to the economy in Needham tended to be positive and stable from the previous survey iteration, which is worth noting due to the economic challenges and impacts felt nationwide from the COVID-19 pandemic. At least 9 in 10 residents gave high marks to the overall economic health of the town. Evaluations of Needham as a place to work remained strong, with favorable ratings from at least 8 in 10 community members. Both of these exceeded ratings given in benchmark comparison communities. A similar proportion was pleased with the community's overall quality of business and service establishments (80%), on par with national averages and a significant increase over Needham's previous survey. About 70% of residents gave positive reviews to the town's economic development and Needham as a place to visit, and more than half approved of the variety of business and service establishments, vibrancy of the downtown/commercial area, and employment opportunities.

While ratings in this facet were largely positive, overall affordability may be a growing concern for residents. Cost of living received slightly less favorable reviews this year (20% excellent or good in 2022, compared to 26% in 2018), which fell below the national averages. Fewer than 2 in 10 participants gave positive marks to availability of affordable quality housing, also lower than the national benchmark. In addition, only 14% of residents anticipated that the economy would have a positive impact on their family income over the next 6 months, a steep decline from 2018 (35%).

Inclusivity is both a strength and opportunity for continued growth in Needham.

When asked about inclusivity in Needham, three-quarters of survey participants gave favorable scores to the quality of residents' connection and engagement with their community, which was higher than the national benchmark. At least 9 in 10 positively reviewed Needham as a place to raise children, while about 8 in 10 gave good marks to the sense of community, sense of civic/community pride, and neighborliness of residents. All of these surpassed national averages. Needham received positive evaluations for making all residents feel welcome (81% excellent or good), valuing/respecting residents from diverse backgrounds (68%), and taking care of vulnerable residents (66%), on par with benchmark comparisons. In a custom question unique to Needham's survey, nearly all respondents somewhat or strongly agreed that their neighborhood is a great place to live, they trust their neighbors, and they like to help their neighbors when they need it.

Also included on the survey were three questions unique to Needham on the topic of community inclusion. About 4 in 10 felt residents very or somewhat familiar with the Town's efforts to make people of all races feel welcome. At least one-third of respondents perceived barriers to living in Needham based on age, and one-quarter felt the same regarding race. Slightly fewer residents identified potential barriers related to disability and national origin, and less than 10% of respondents perceived barriers based on gender, religion, sexual orientation, or gender identity. Additionally, nearly 20% of respondents reported that in the past year, they had worried at least some of the time about another person of their same race, ethnicity, or nationality experiencing unfair treatment because of their race, ethnicity, or color. Fewer than 10% felt the same concerns about themselves or their family members experiencing unfair treatment.

The majority of residents perceive the Town of Needham as a safe place to live.

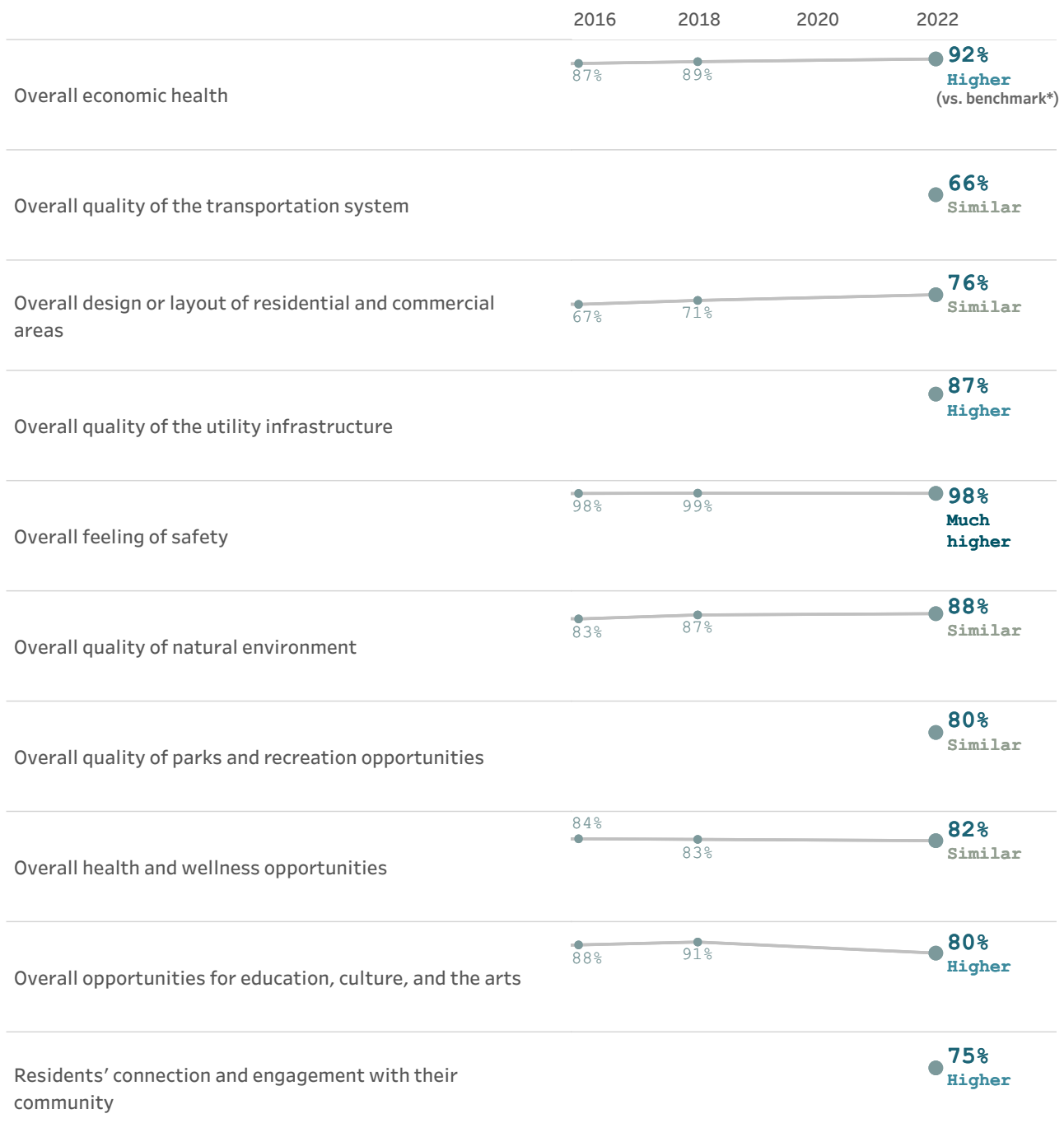
Nearly all respondents (98%) praised the overall feeling of safety in Needham, much higher than in benchmark comparison communities across the country. A similarly high proportion felt safe from property crime (98%) and from violent crime (99%), and residents also gave overwhelmingly positive ratings to the feeling of safety in Needham's downtown/commercial area during the day (99%), all of which were higher than the national average. Many safety services in the Town received favorable reviews from at least 9 in 10 survey participants, including police/sheriff services, crime prevention, fire services, fire prevention and education, and ambulance or emergency medical services. More than three-quarters of residents applauded emergency preparedness and animal control.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

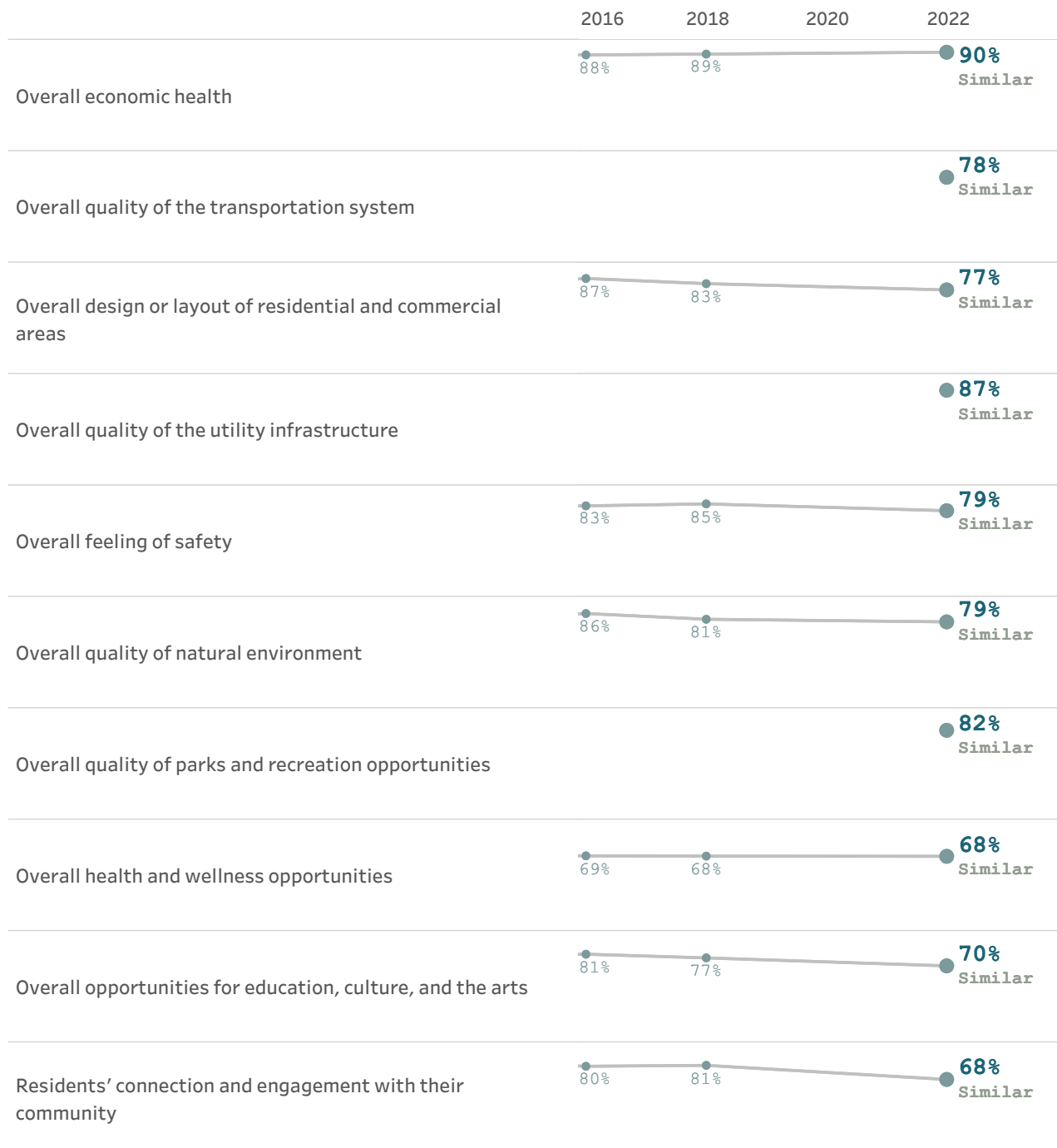
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.

(% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

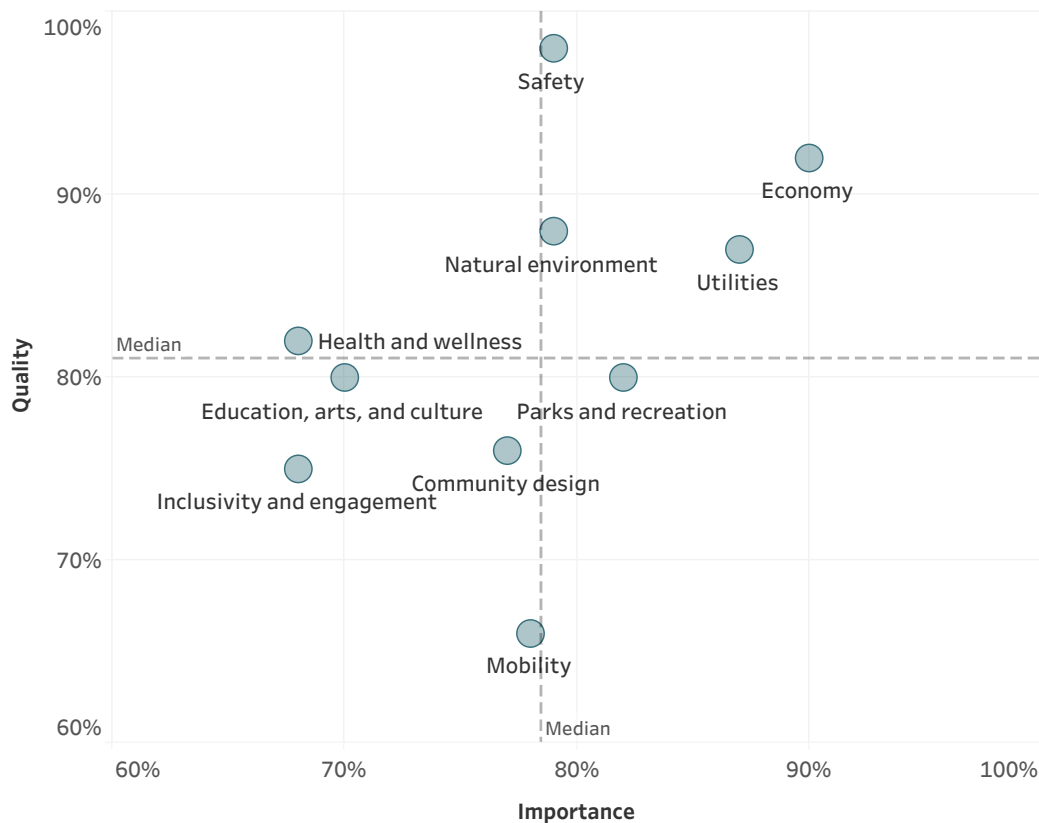
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide Town staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 81% or more of respondents were considered of “higher quality” and those with ratings lower than 81% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 78% or more of respondents. Services were rated as “less important” if they received a rating of less than 78%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



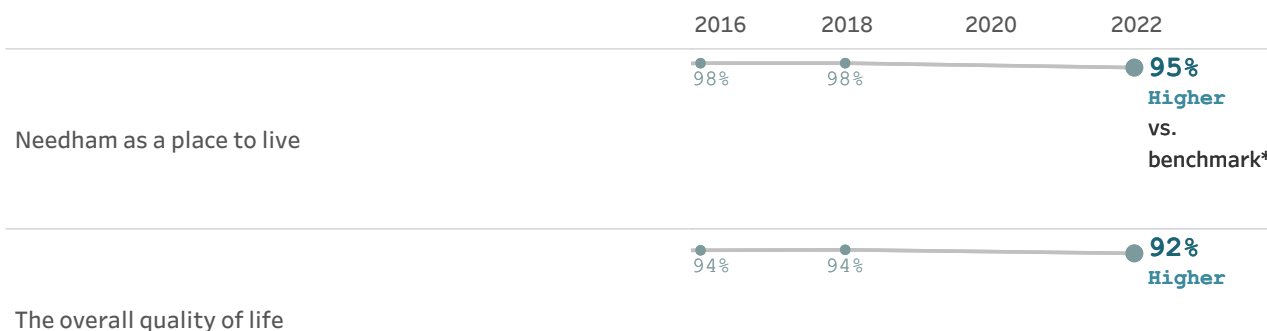
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Needham, 2022



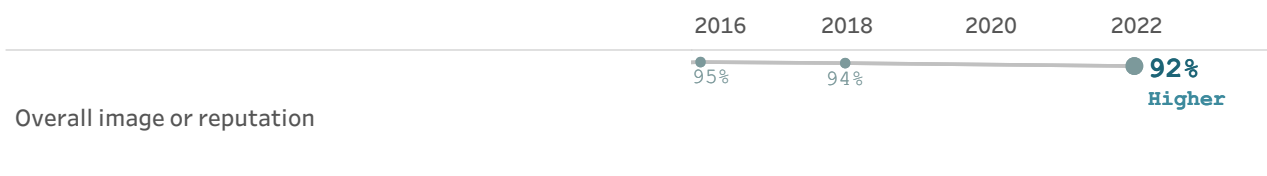
Please rate each of the following aspects of quality of life in Needham.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Needham community.
(% excellent or good)

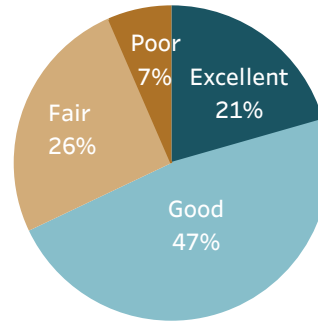


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

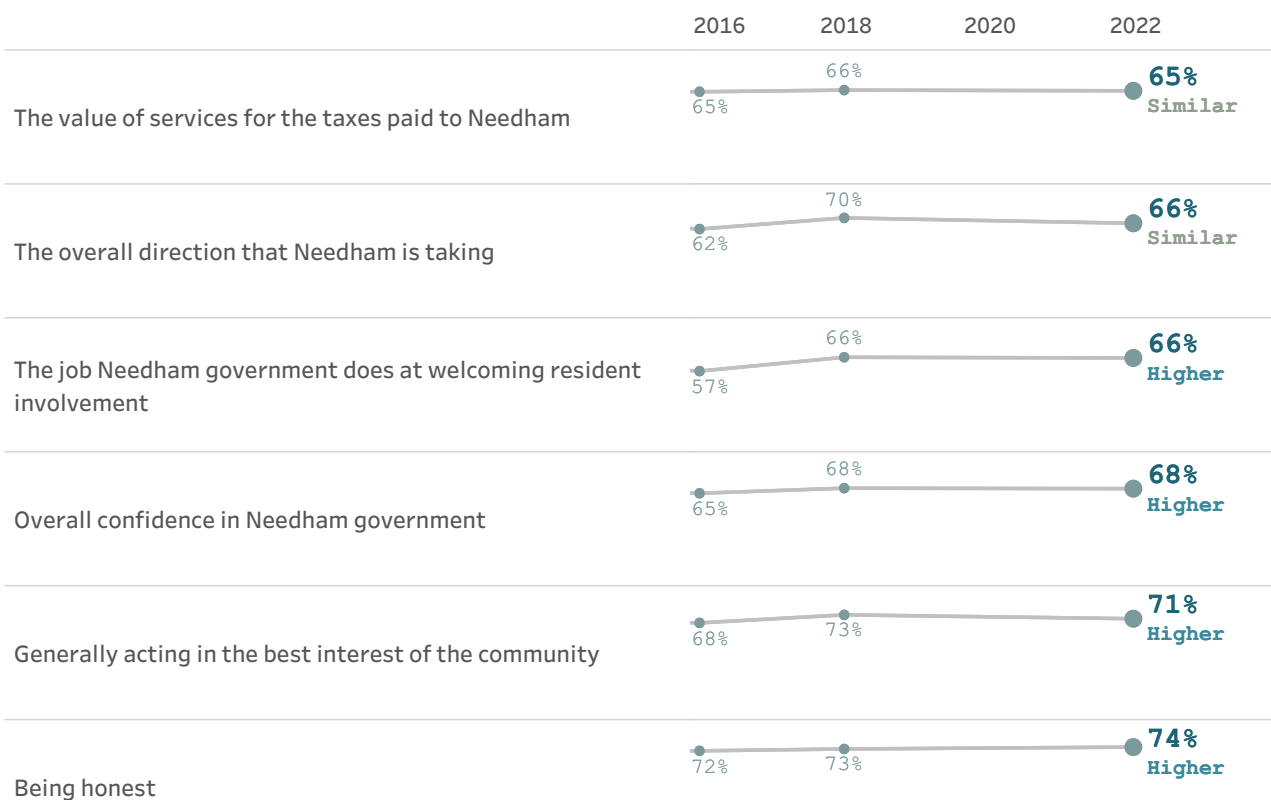
Overall confidence in Needham government, 2022

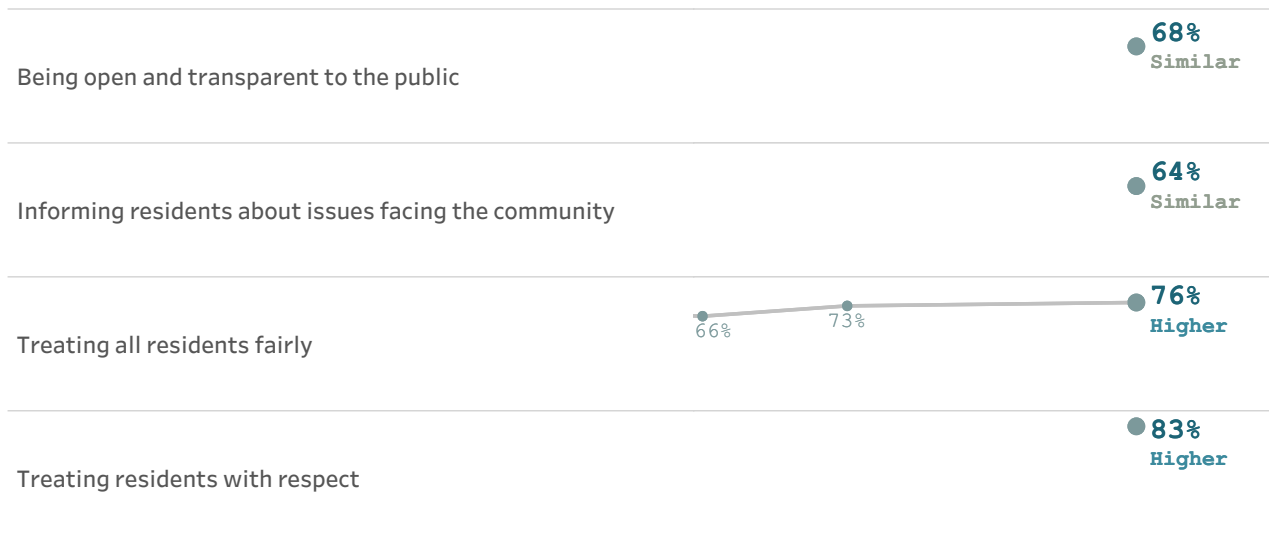


Please rate the quality of each of the following services in Needham.
(% excellent or good)

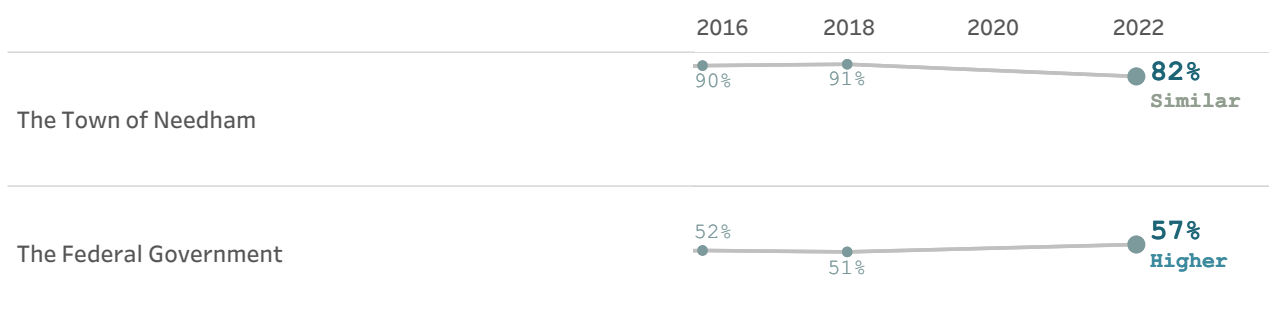


Please rate the following categories of Needham government performance.
(% excellent or good)





Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

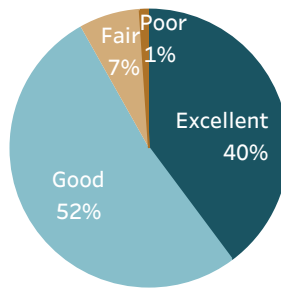


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

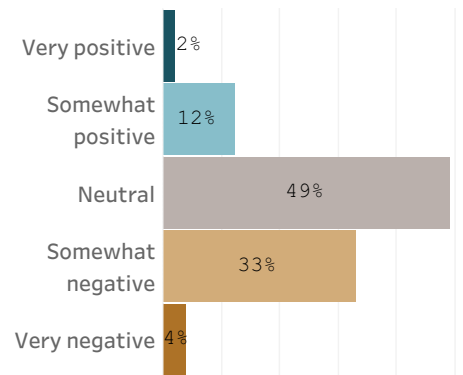
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

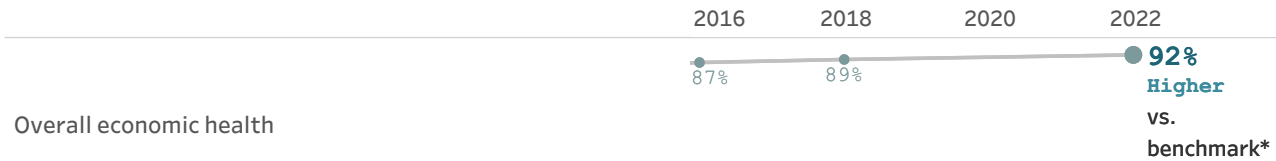
Overall economic health of Needham, 2022



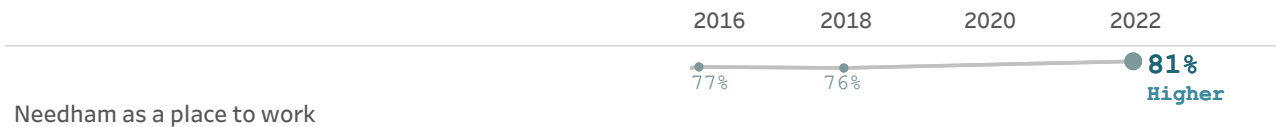
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



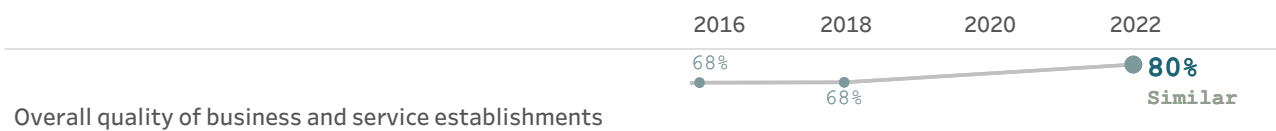
Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)



Please rate each of the following aspects of quality of life in Needham.
(% excellent or good)

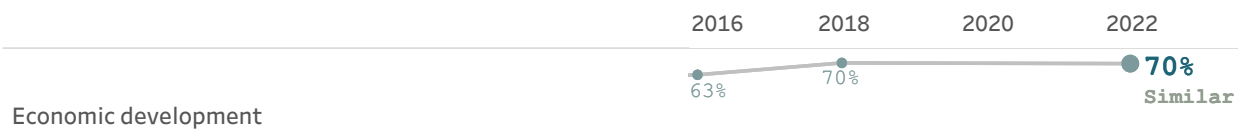


Please rate each of the following in the Needham community.
(% excellent or good)

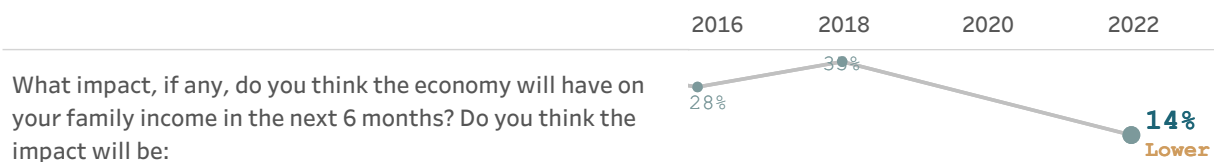




Please rate the quality of each of the following services in Needham.
(% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

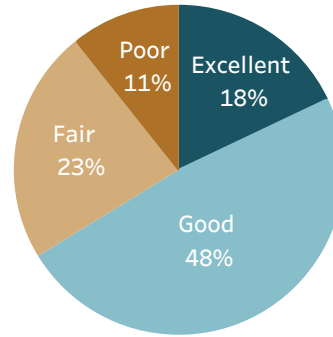


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

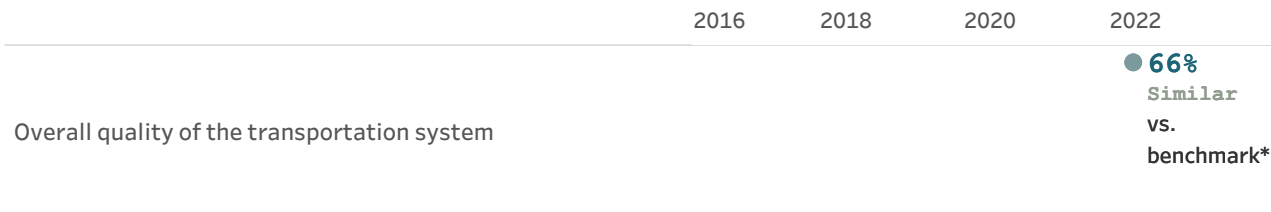
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

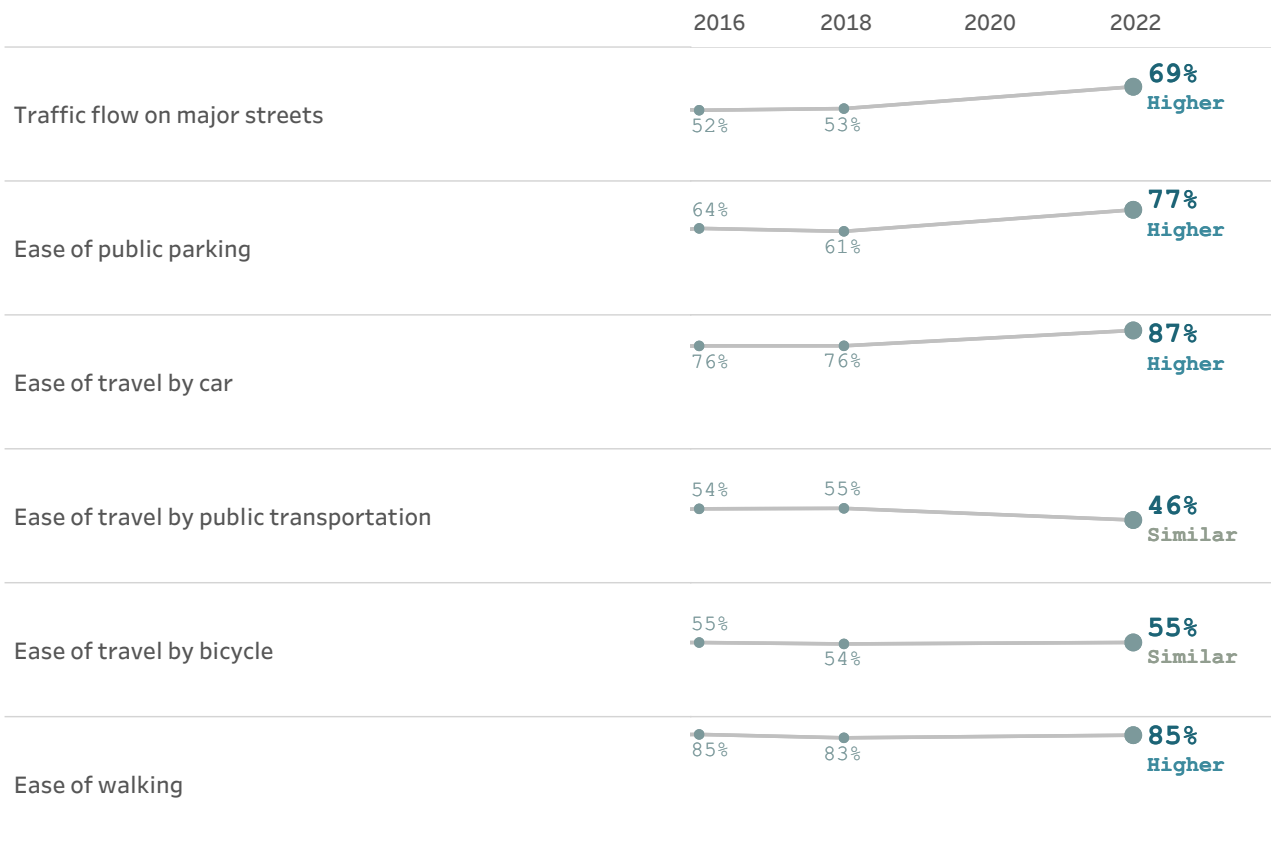
Overall quality of the transportation system in Needham, 2022



Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)

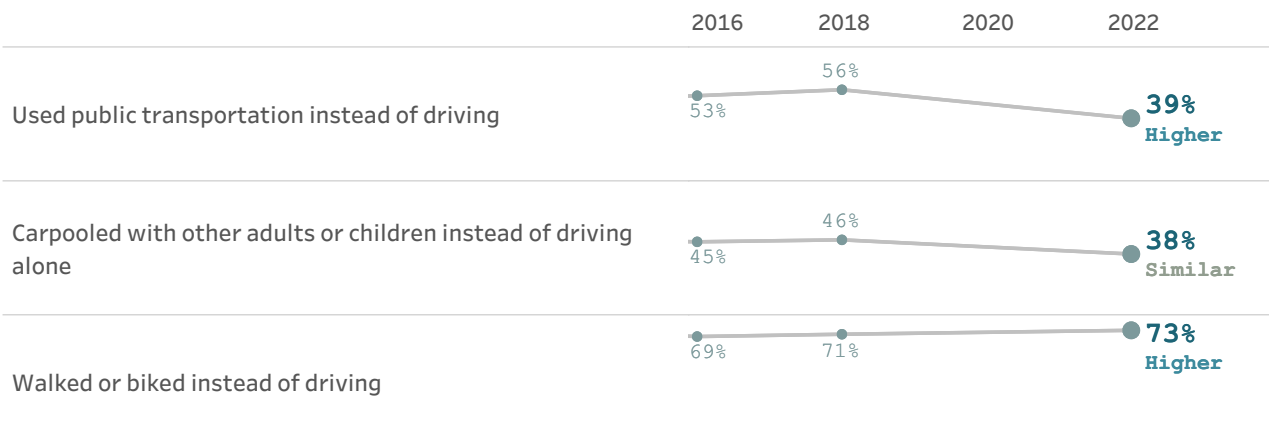


Please also rate each of the following in the Needham community.
(% excellent or good)



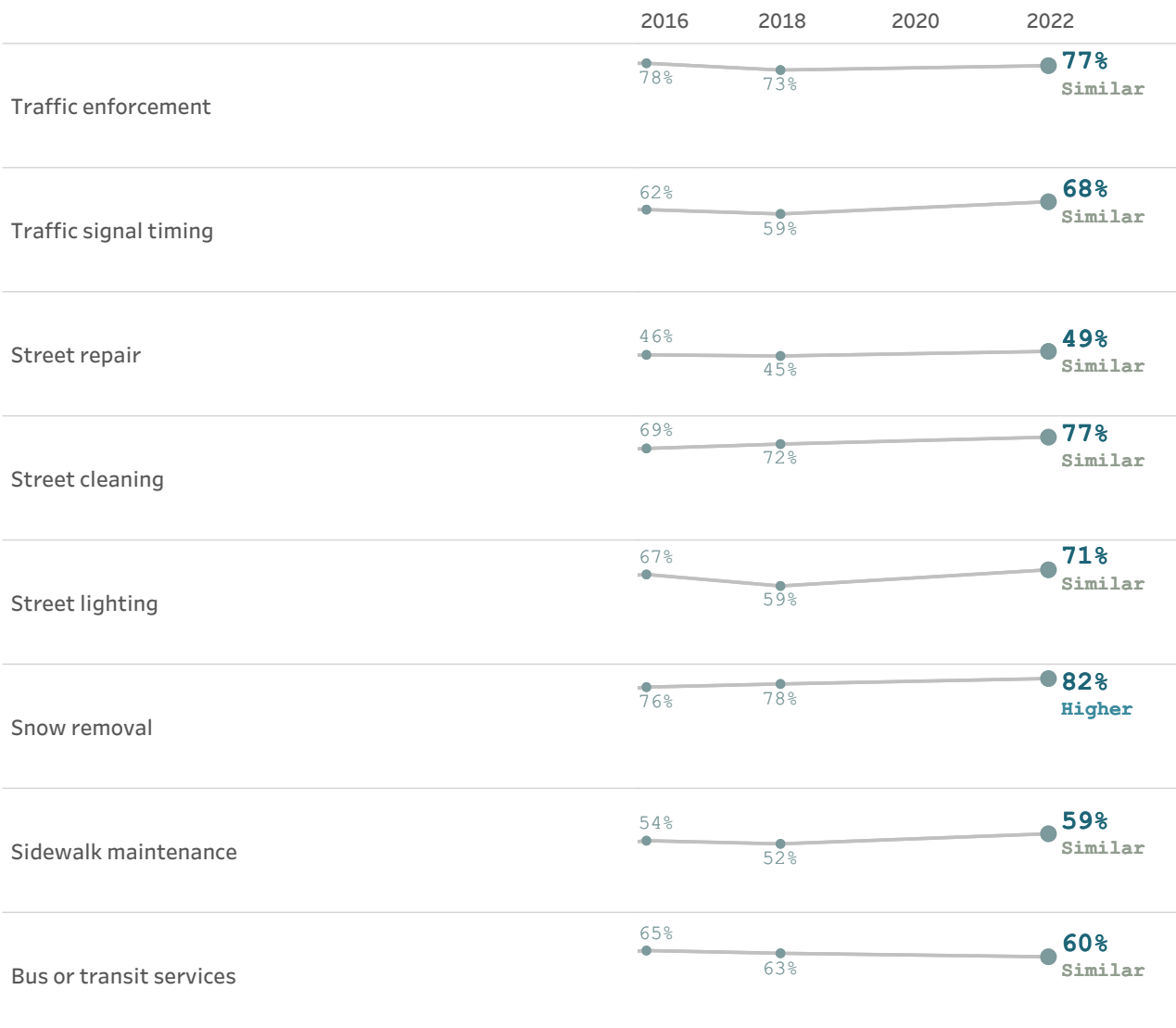
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



Please rate the quality of each of the following services in Needham.

(% excellent or good)

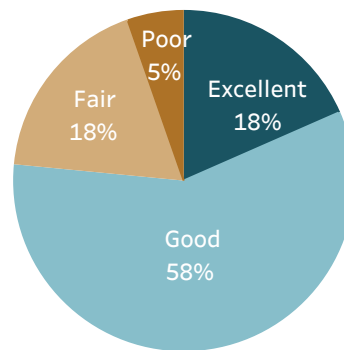


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

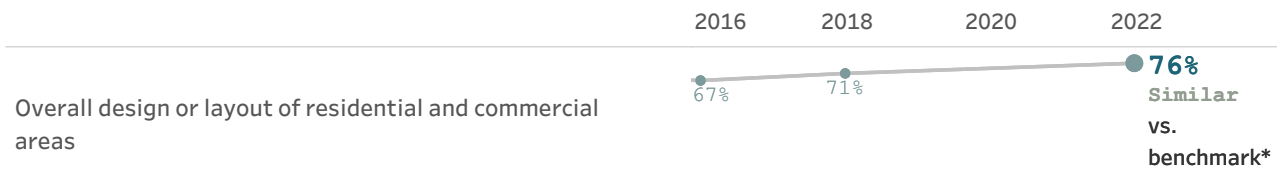
Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

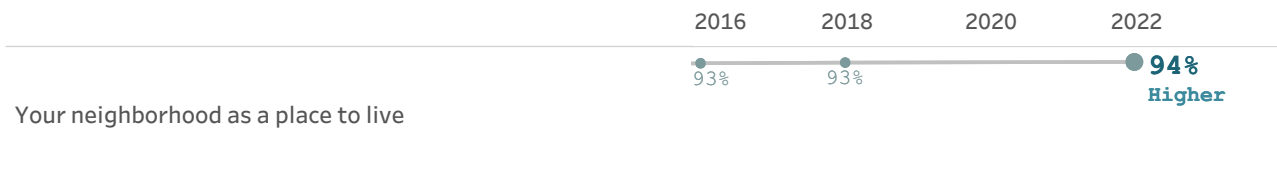
Overall design or layout of
Needham's residential and
commercial areas, 2022



Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)

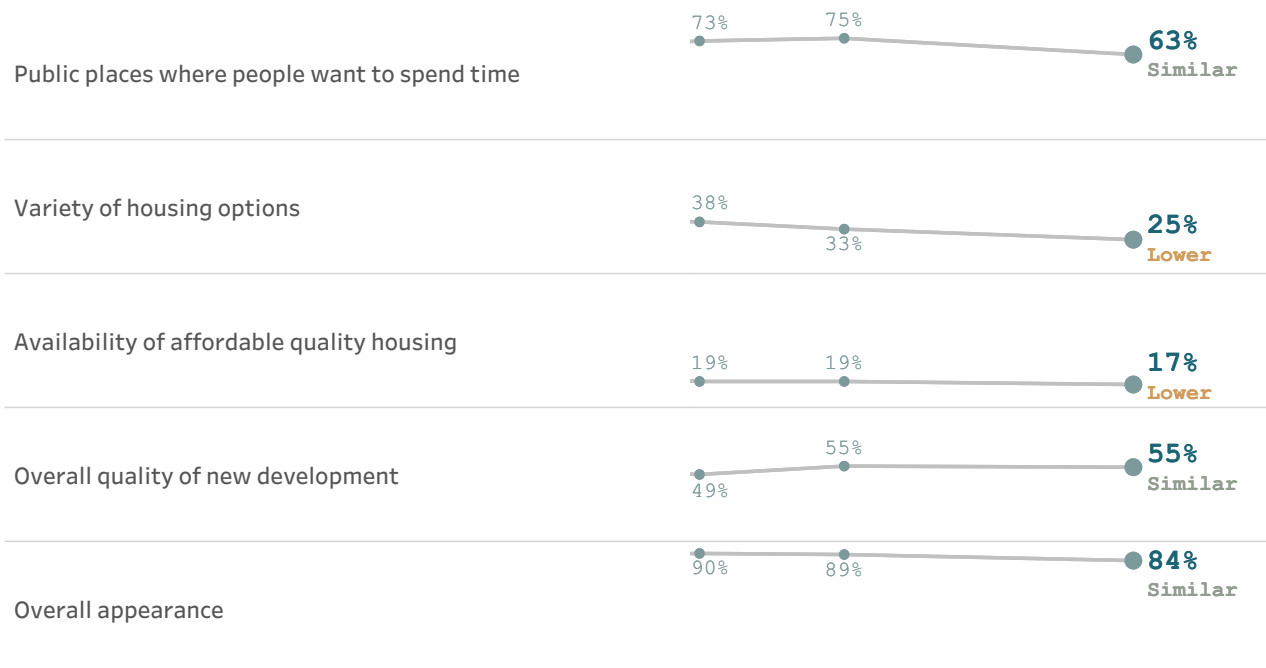


Please rate each of the following aspects of quality of life in Needham.
(% excellent or good)

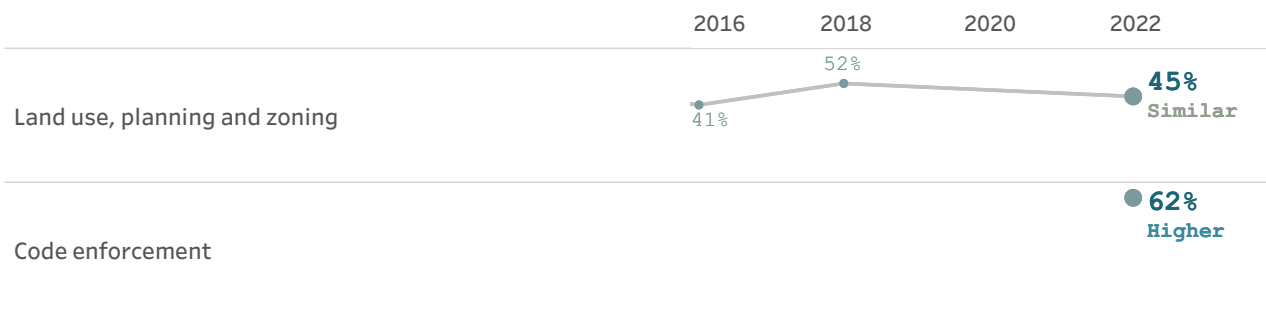


Please also rate each of the following in the Needham community.
(% excellent or good)





Please rate the quality of each of the following services in Needham.
 (% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

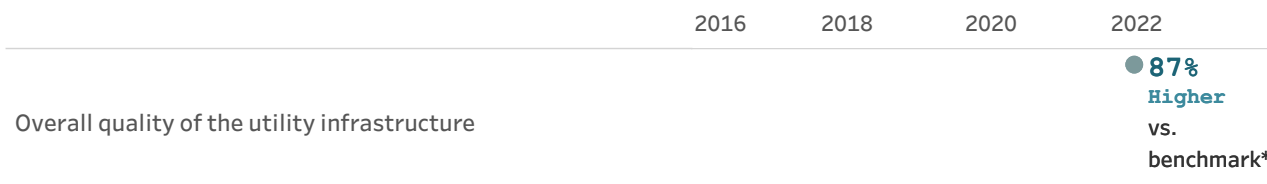
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

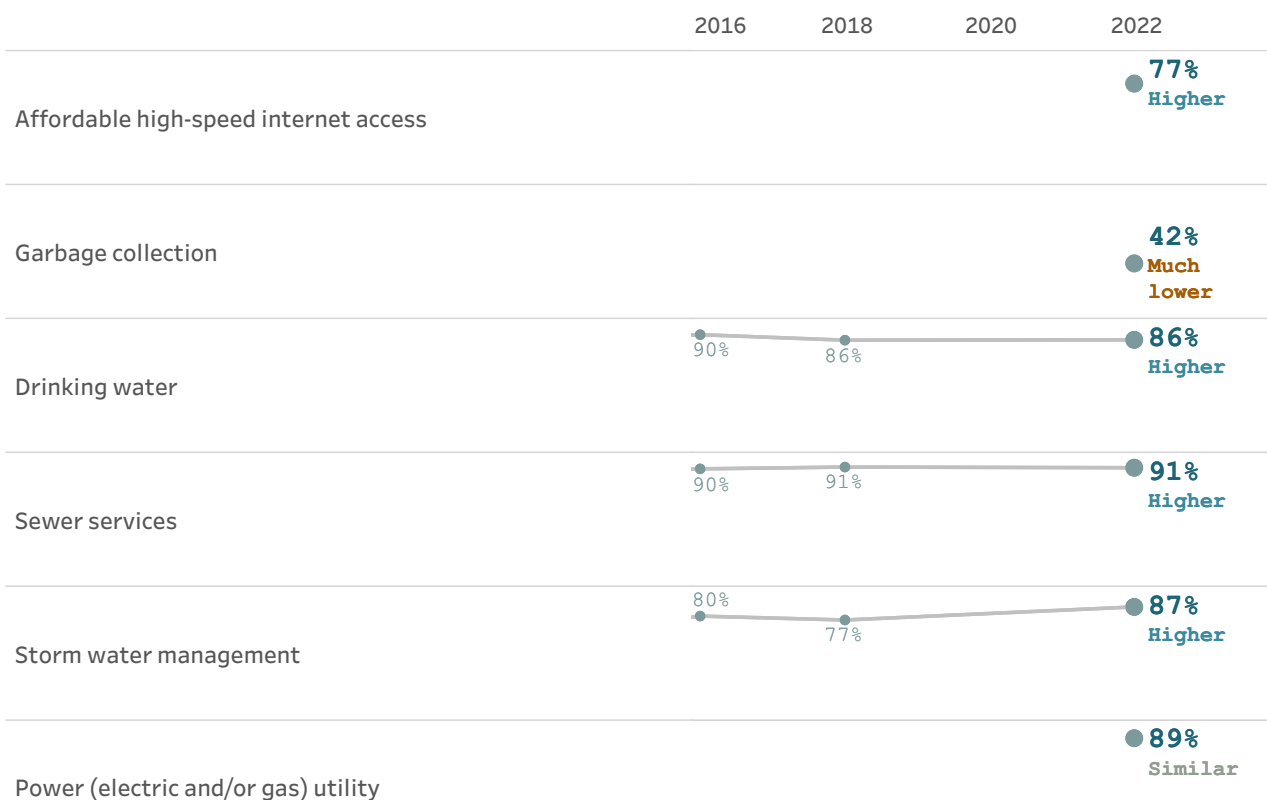
Overall quality of the utility infrastructure in Needham, 2022



Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Needham.
(% excellent or good)



● **82%**
Similar

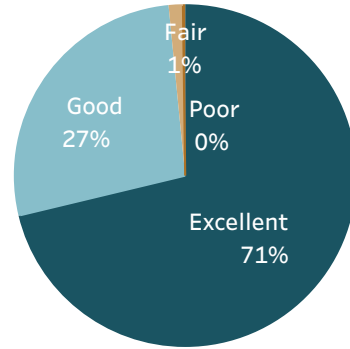
Utility billing

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

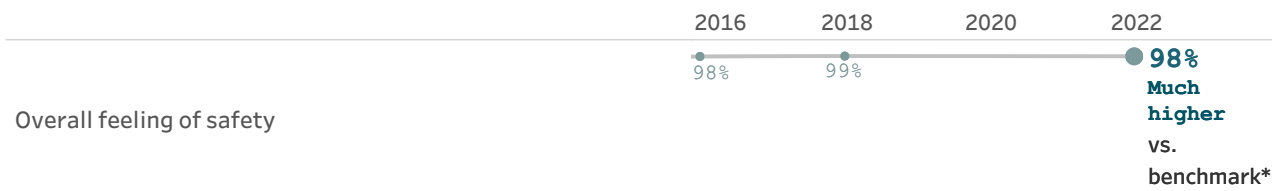
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

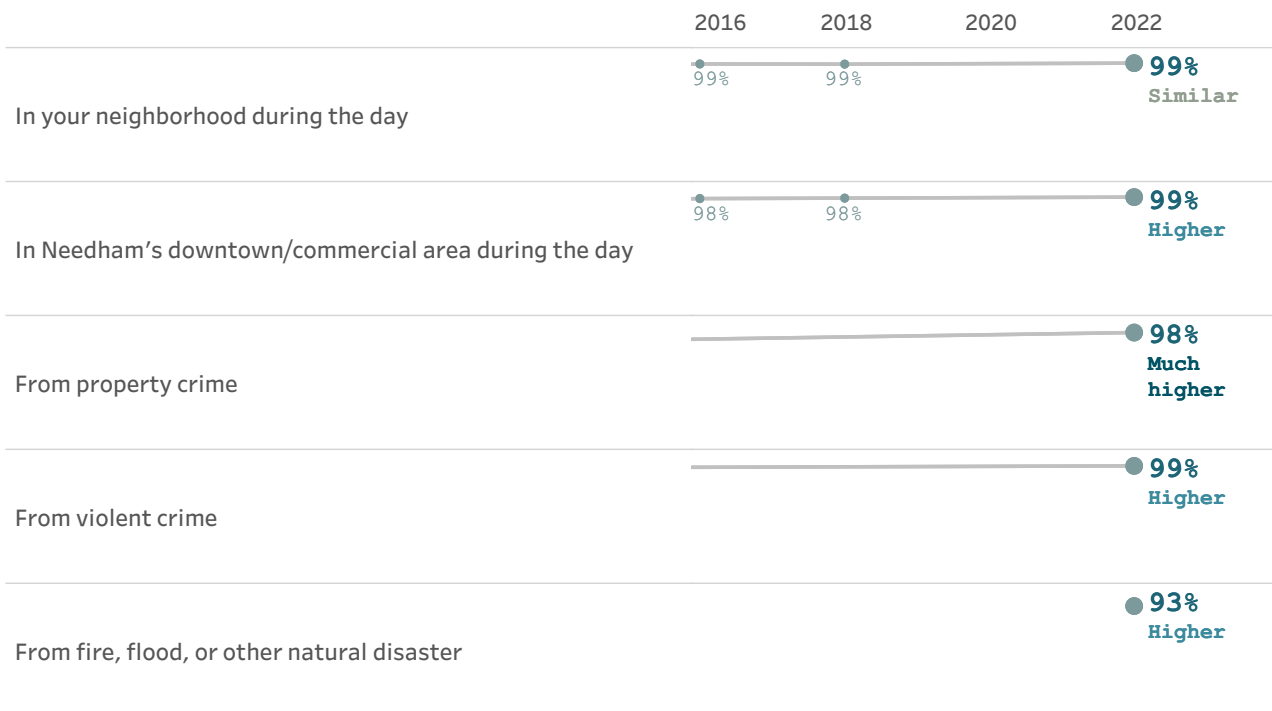
Overall feeling of safety in
Needham, 2022



Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)

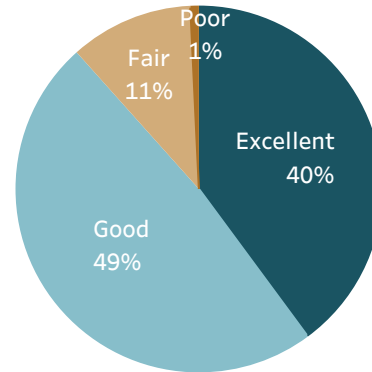


Please rate the quality of each of the following services in Needham.
 (% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

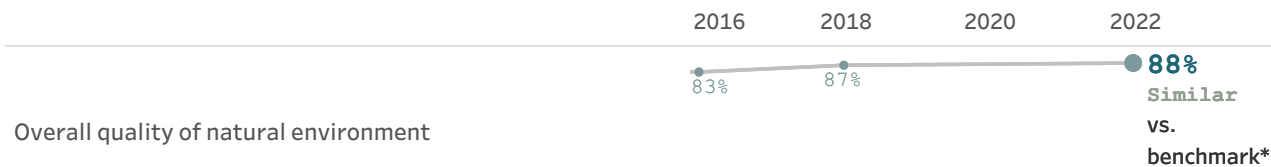
Overall quality of natural environment in Needham, 2022



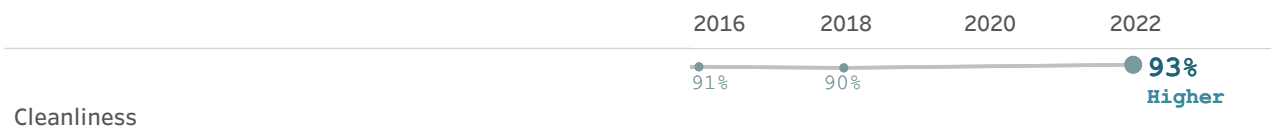
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

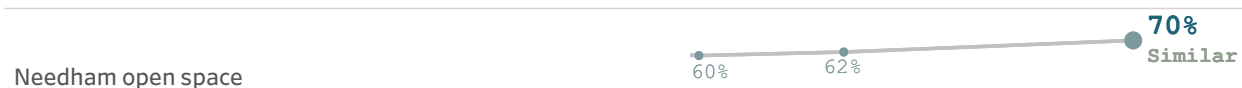
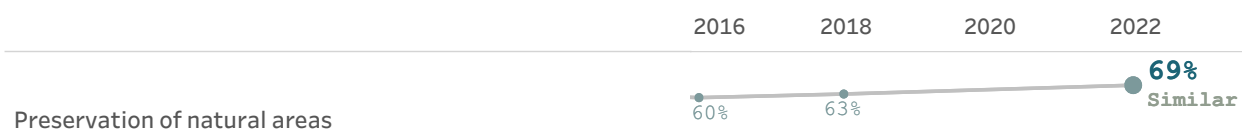
Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)

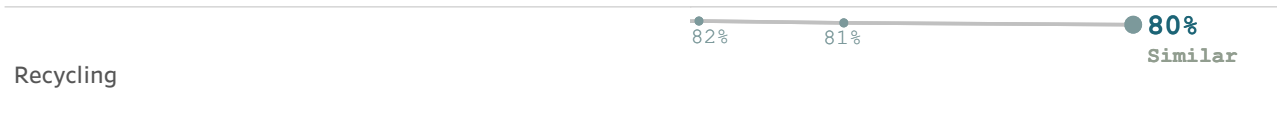


Please also rate each of the following in the Needham community.
(% excellent or good)



Please rate the quality of each of the following services in Needham.
(% excellent or good)





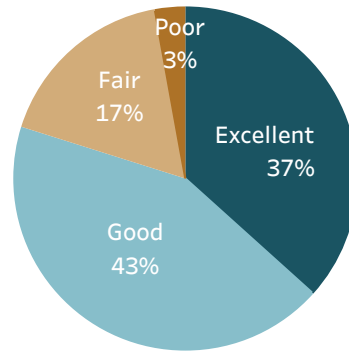
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

Parks and recreation

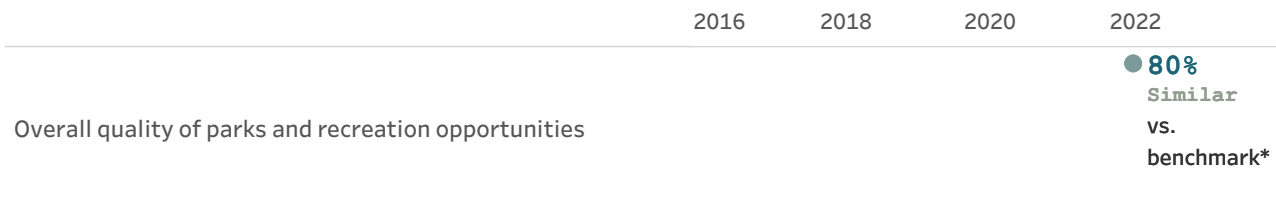
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association



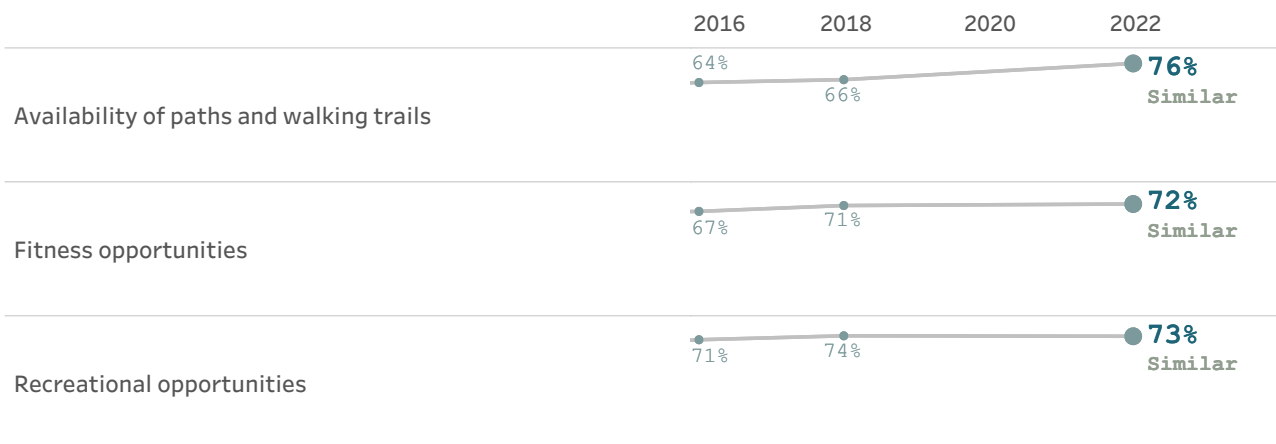
Please rate each of the following characteristics as they relate to Needham as a whole.

(% excellent or good)



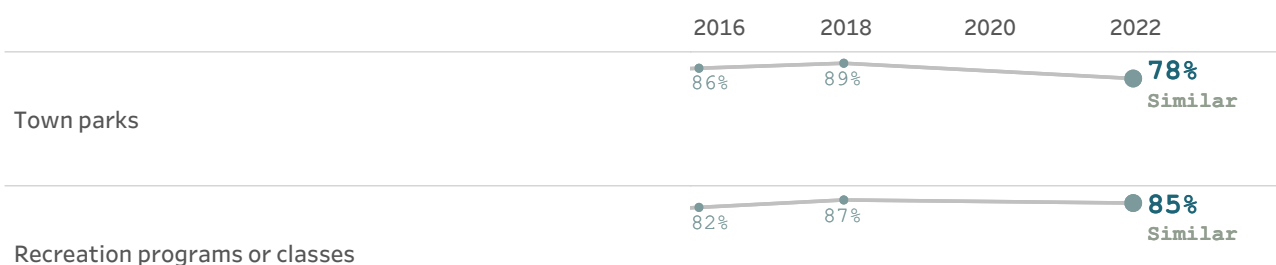
Please also rate each of the following in the Needham community.

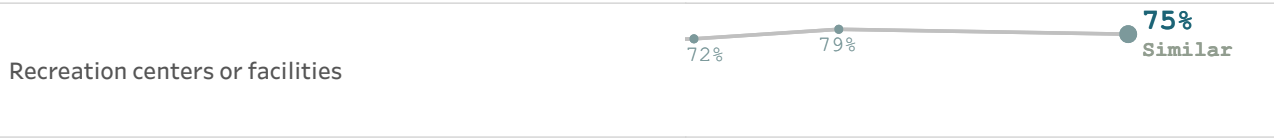
(% excellent or good)



Please rate the quality of each of the following services in Needham.

(% excellent or good)



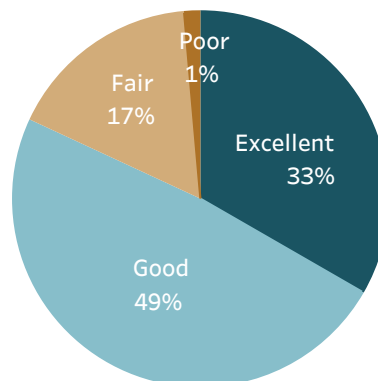


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

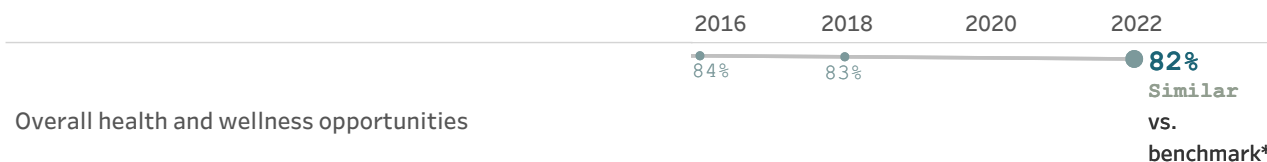
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

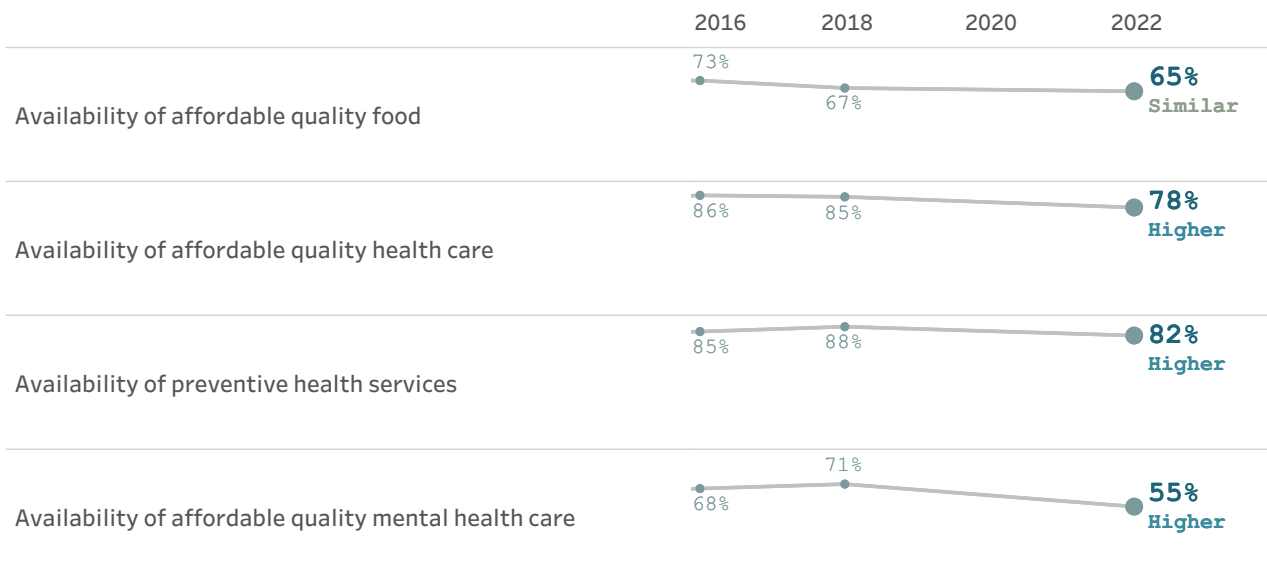
Overall health and wellness opportunities in Needham, 2022



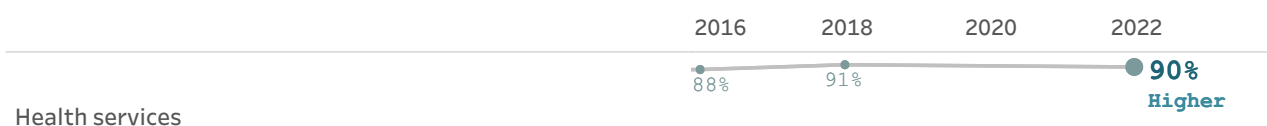
Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)



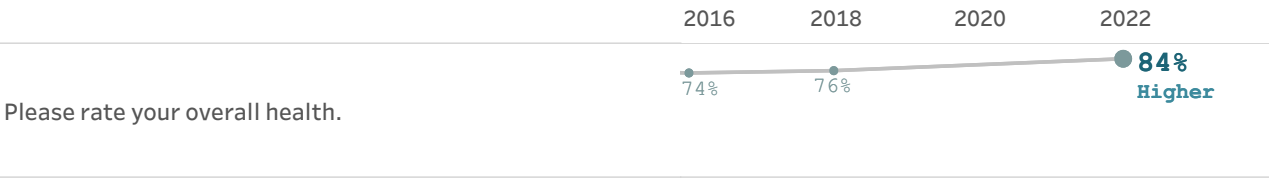
Please also rate each of the following in the Needham community.
(% excellent or good)



Please rate the quality of each of the following services in Needham.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)

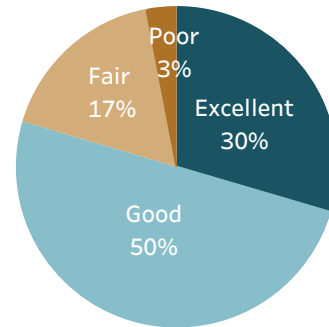


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

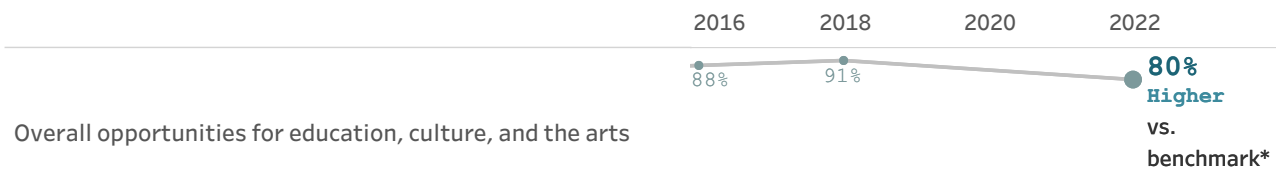
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

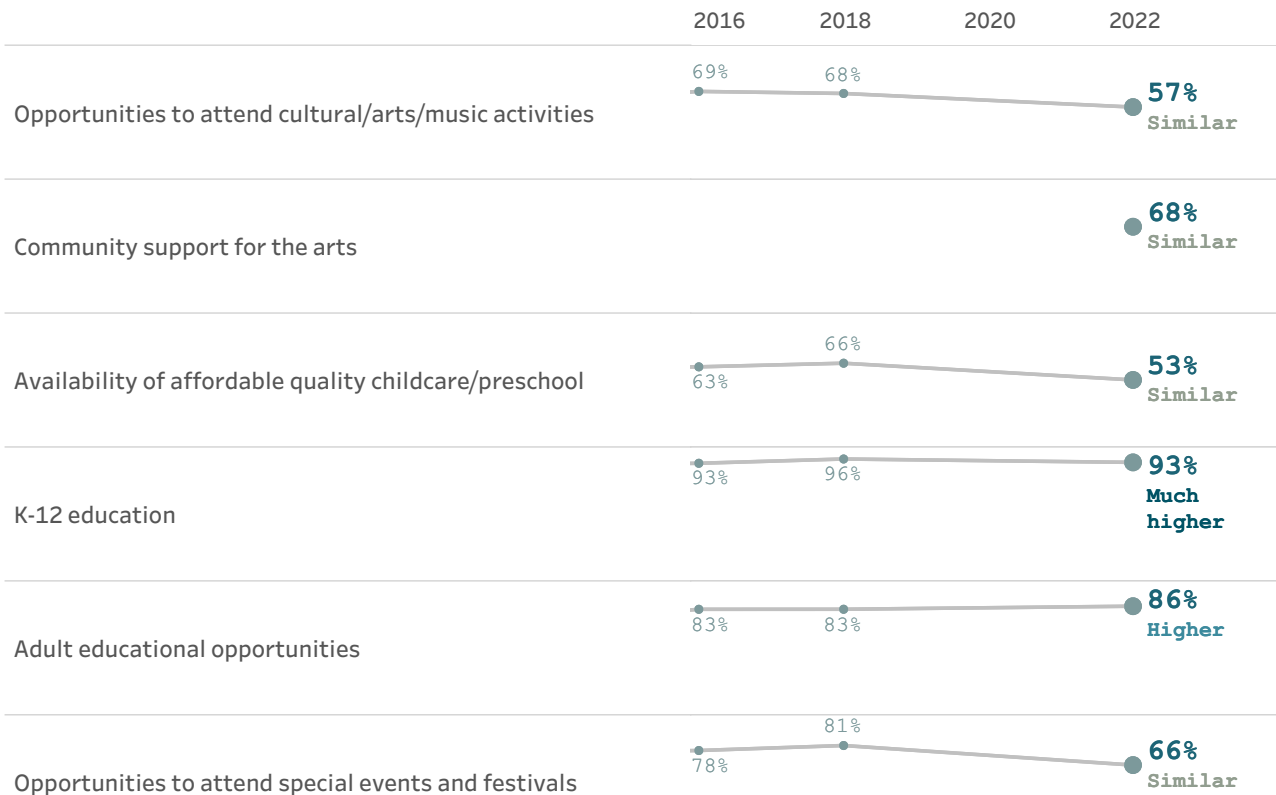
Overall opportunities for education, culture and the arts, 2022



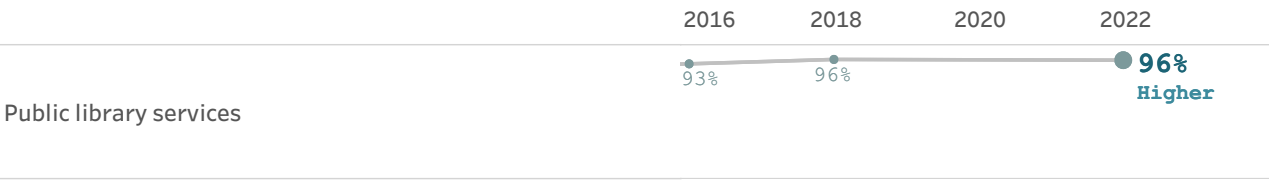
Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)



Please also rate each of the following in the Needham community.
(% excellent or good)



Please rate the quality of each of the following services in Needham.
(% excellent or good)

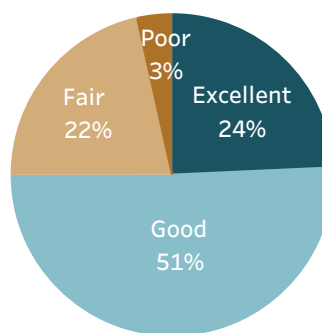


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

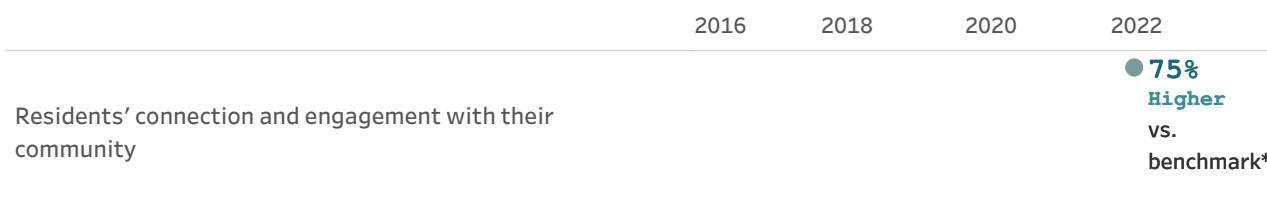
Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

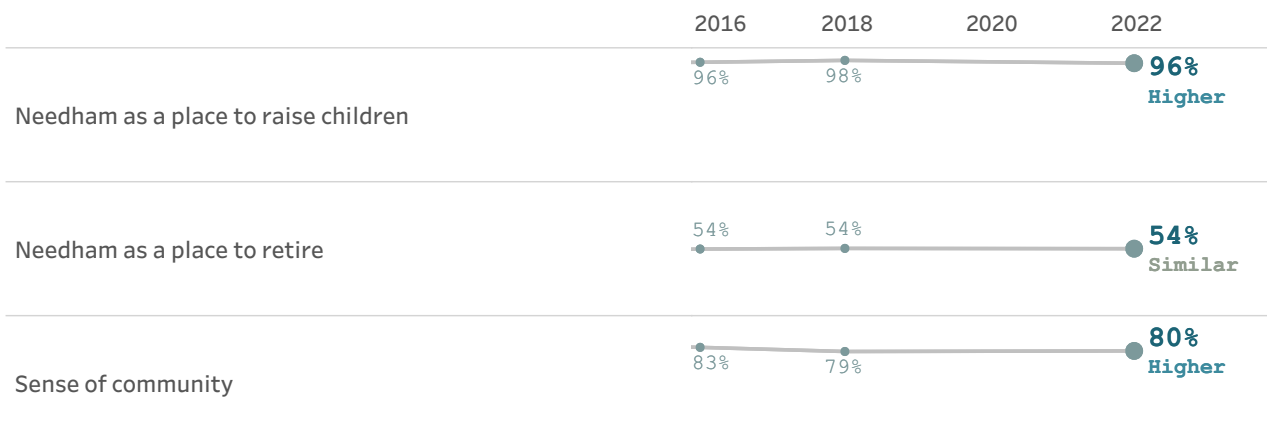
Residents' connection and engagement with their community, 2022



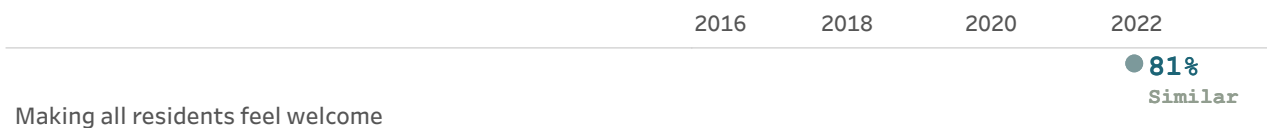
Please rate each of the following characteristics as they relate to Needham as a whole.
(% excellent or good)



Please rate each of the following aspects of quality of life in Needham.
(% excellent or good)



Please rate the job you feel the Needham community does at each of the following.
(% excellent or good)

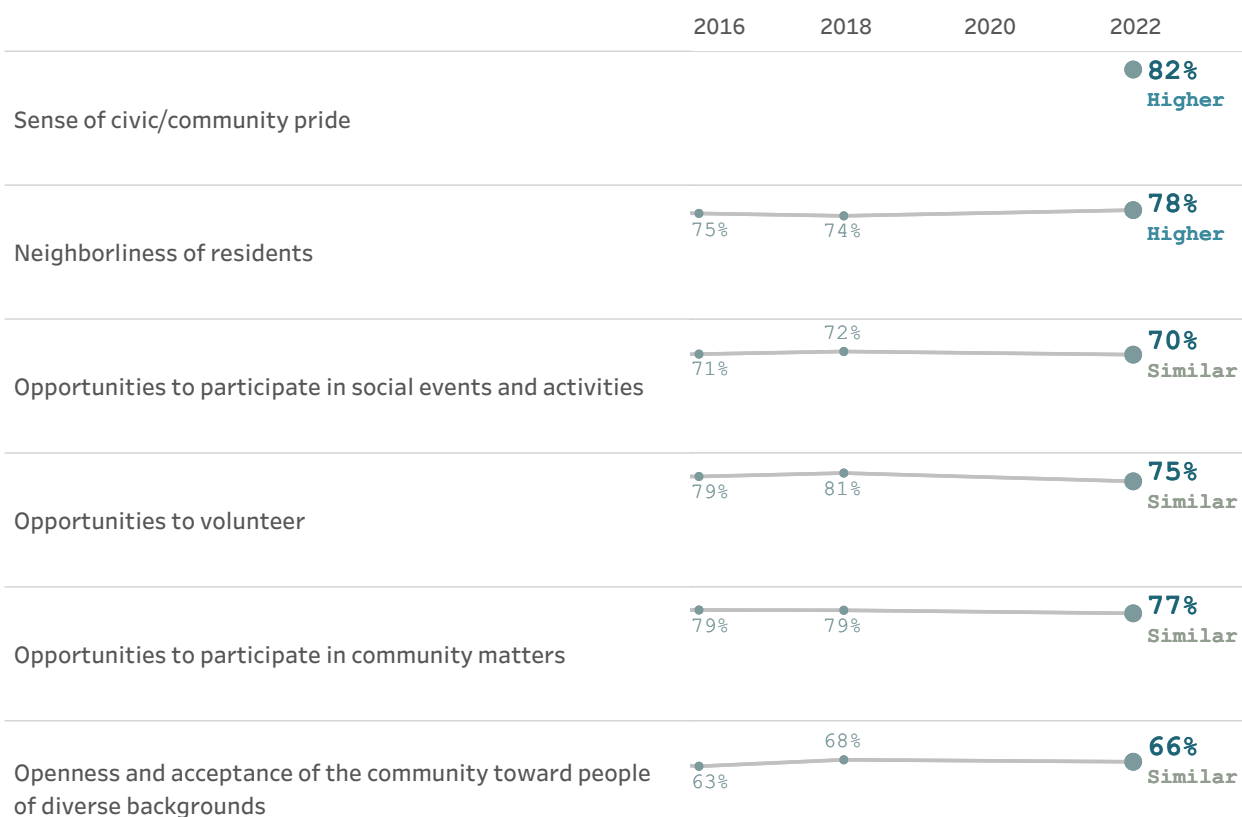


Attracting people from diverse backgrounds 44% Similar

Valuing/respecting residents from diverse backgrounds 68% Similar

Taking care of vulnerable residents 66% Similar

Please also rate each of the following in the Needham community.
(% excellent or good)

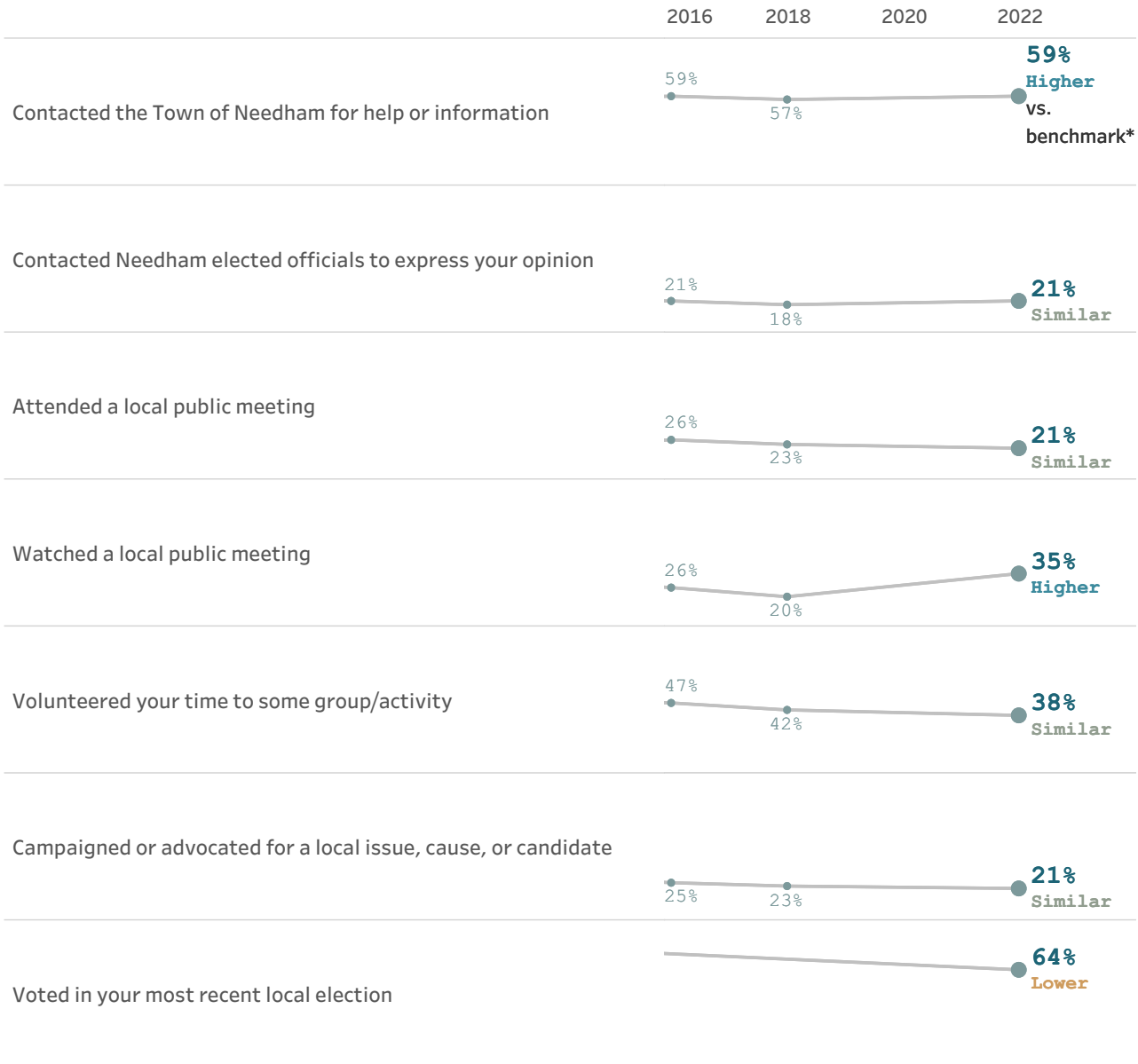


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

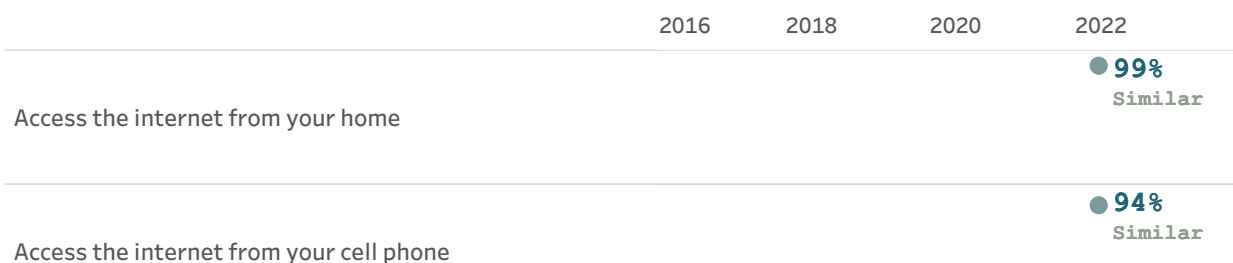
Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



In general, how many times do you:
(% a few times a week or more)

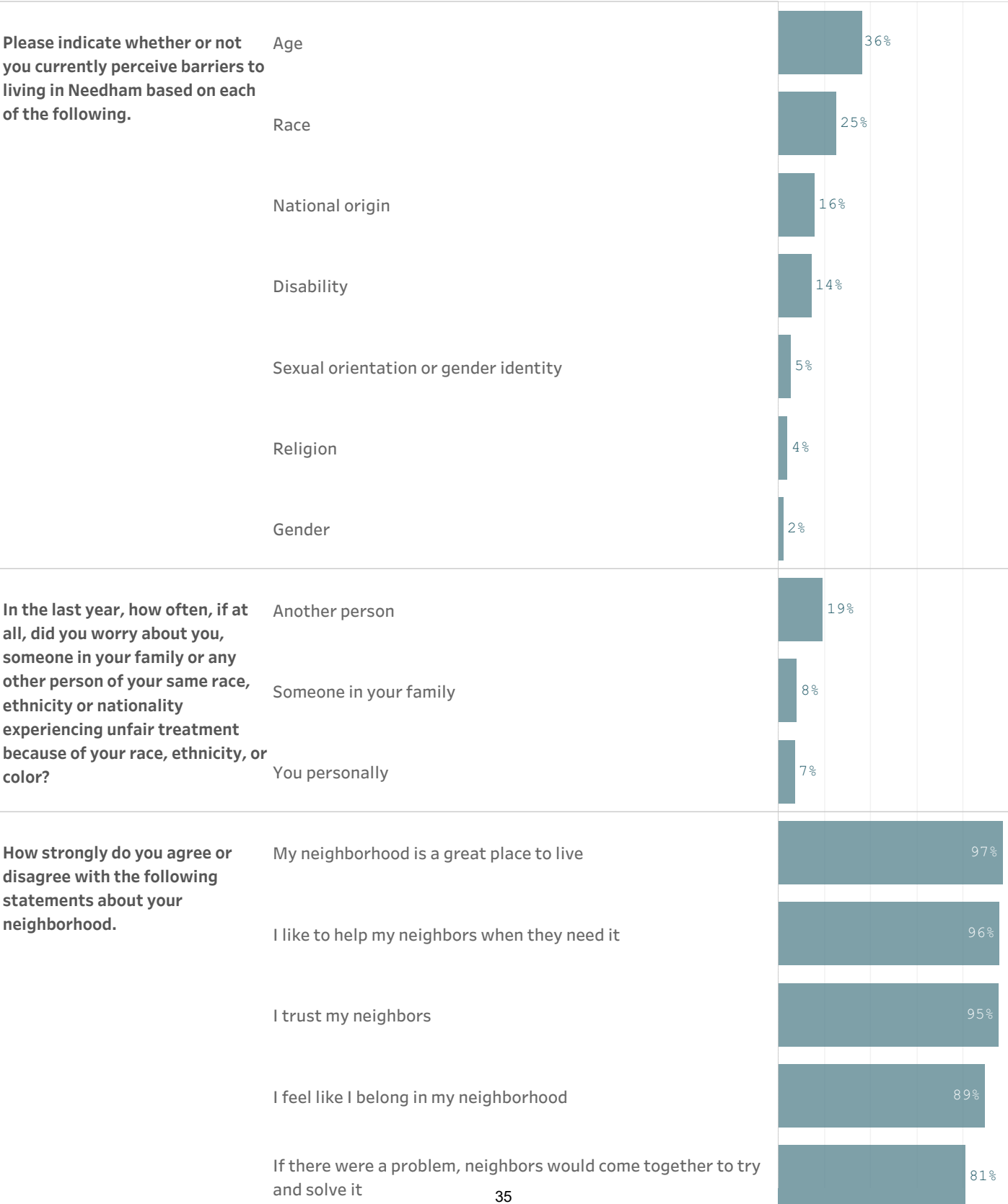


Visit social media sites	
Use or check email	
Share your opinions online	
Shop online	

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Yes or Most/Some of the time or Strongly/Somewhat agree or Very/Somewhat familiar) is shown.



and solve it



National benchmark tables

This table contains the comparisons of Needham's results to those from other communities. The first column shows the comparison of Needham's rating to the benchmark. Needham's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Needham residents is statistically similar to or different than the benchmark. The second column is Needham's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Needham's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Needham's result -- that is what percent of surveyed communities had a lower rating than Needham.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Needham.	Needham as a place to live	Higher	95%	22	403	94
	Your neighborhood as a place to live	Higher	94%	13	335	96
	Needham as a place to raise children	Higher	96%	10	405	97
	Needham as a place to work	Higher	81%	33	388	91
	Needham as a place to visit	Similar	70%	151	329	54
	Needham as a place to retire	Similar	54%	295	389	24
	The overall quality of life	Higher	92%	35	445	92
	Sense of community	Higher	80%	24	337	93
Please rate each of the following characteristics as they relate to Needham as a whole.	Overall economic health	Higher	92%	16	310	95
	Overall quality of the transportation system	Similar	66%	44	159	72
	Overall design or layout of residential and commercial areas	Similar	76%	67	303	78
	Overall quality of the utility infrastructure	Higher	87%	12	155	92
	Overall feeling of safety	Much higher	98%	4	385	99
	Overall quality of natural environment	Similar	88%	75	314	76
	Overall quality of parks and recreation opportunities	Similar	80%	75	161	54
	Overall health and wellness opportunities	Similar	82%	59	304	80
	Overall opportunities for education, culture, and the arts	Higher	80%	60	307	80
	Residents' connection and engagement with their community	Higher	75%	12	156	92
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Needham to someone who asks	Similar	93%	80	320	75

Please indicate how likely or unlikely you are to do each of the following.	Remain in Needham for the next five years	Similar	91%	24	313	92
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	99%	6	370	98
	In Needham's downtown/commercial area during the day	Higher	99%	5	344	98
	From property crime	Much higher	98%	1	166	100
	From violent crime	Higher	99%	2	166	99
	From fire, flood, or other natural disaster	Higher	93%	6	154	96
Please rate the job you feel the Needham community does at each of the following.	Making all residents feel welcome	Similar	81%	15	162	91
	Attracting people from diverse backgrounds	Similar	44%	135	159	15
	Valuing/respecting residents from diverse backgrounds	Similar	68%	54	160	66
	Taking care of vulnerable residents	Similar	66%	36	156	77
Please rate each of the following in the Needham community.	Overall quality of business and service establishments	Similar	80%	58	312	81
	Variety of business and service establishments	Similar	50%	106	156	32
	Vibrancy of downtown/commercial area	Similar	55%	119	293	59
	Employment opportunities	Similar	54%	87	341	74
	Shopping opportunities	Similar	39%	220	327	33
	Cost of living	Lower	20%	257	306	16
	Overall image or reputation	Higher	92%	28	383	92
Please also rate each of the following in the Needham community.	Traffic flow on major streets	Higher	69%	62	358	82
	Ease of public parking	Higher	77%	48	283	83
	Ease of travel by car	Higher	87%	39	337	88
	Ease of travel by public transportation	Similar	46%	91	288	68
	Ease of travel by bicycle	Similar	55%	149	339	56
	Ease of walking	Higher	85%	28	339	92
	Well-planned residential growth	Similar	52%	71	158	55
	Well-planned commercial growth	Similar	51%	56	158	65
	Well-designed neighborhoods	Similar	68%	57	156	64

Please also rate each of the following in the Needham community.	Preservation of the historical or cultural character of the community	Similar	67%	69	154	55
	Public places where people want to spend time	Similar	63%	144	299	52
	Variety of housing options	Lower	25%	281	315	11
	Availability of affordable quality housing	Lower	17%	295	340	13
	Overall quality of new development	Similar	55%	179	333	46
	Overall appearance	Similar	84%	86	371	77
	Cleanliness	Higher	93%	45	341	87
	Water resources	Similar	65%	62	142	57
	Air quality	Higher	93%	32	294	89
	Availability of paths and walking trails	Similar	76%	137	343	60
	Fitness opportunities	Similar	72%	146	295	50
	Recreational opportunities	Similar	73%	125	326	61
	Availability of affordable quality food	Similar	65%	166	290	43
	Availability of affordable quality health care	Higher	78%	24	303	92
	Availability of preventive health services	Higher	82%	25	286	91
	Availability of affordable quality mental health care	Higher	55%	49	286	83
	Opportunities to attend cultural/arts/music activities	Similar	57%	155	323	52
	Community support for the arts	Similar	68%	49	155	69
	Availability of affordable quality childcare/preschool	Similar	53%	116	301	61
	K-12 education	Much higher	93%	14	308	95
	Adult educational opportunities	Higher	86%	6	292	98
	Sense of civic/community pride	Higher	82%	11	155	93
	Neighborliness of residents	Higher	78%	20	299	93
	Opportunities to participate in social events and activities	Similar	70%	83	306	73
	Opportunities to attend special events and festivals	Similar	66%	135	313	57
	Opportunities to volunteer	Similar	75%	77	303	74

Please also rate each of the following in the Needham community.	Opportunities to participate in community matters	Similar	77%	31	307	90
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	66%	83	331	75
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Town of Needham for help or information	Higher	59%	29	360	92
	Contacted Needham elected officials to express your opinion	Similar	21%	77	301	74
	Attended a local public meeting	Similar	21%	120	300	60
	Watched a local public meeting	Higher	35%	45	279	84
	Volunteered your time to some group/activity	Similar	38%	107	305	65
	Campaigned or advocated for a local issue, cause, or candidate	Similar	21%	131	289	55
	Voted in your most recent local election	Lower	64%	140	157	11
	Used public transportation instead of driving	Higher	39%	41	271	85
	Carpooled with other adults or children instead of driving alone	Similar	38%	195	294	34
	Walked or biked instead of driving	Higher	73%	47	298	84
Please rate the quality of each of the following services in Needham.	Public information services	Similar	73%	100	325	69
	Economic development	Similar	70%	63	316	80
	Traffic enforcement	Similar	77%	55	385	85
	Traffic signal timing	Similar	68%	37	306	88
	Street repair	Similar	49%	166	385	57
	Street cleaning	Similar	77%	77	326	76
	Street lighting	Similar	71%	96	366	73
	Snow removal	Higher	82%	28	286	90
	Sidewalk maintenance	Similar	59%	174	331	47
	Bus or transit services	Similar	60%	94	283	67
	Land use, planning and zoning	Similar	45%	189	329	42
	Code enforcement	Higher	62%	65	386	83
	Affordable high-speed internet access	Higher	77%	3	152	98
	Garbage collection	Much lower	42%	362	362	0

Please rate the quality of each of the following services in Needham.	Drinking water	Higher	86%	34	329	89
	Sewer services	Higher	91%	11	331	96
	Storm water management	Higher	87%	22	353	94
	Power (electric and/or gas) utility	Similar	89%	13	250	95
	Utility billing	Similar	82%	38	282	86
	Police/Sheriff services	Higher	93%	43	436	90
	Crime prevention	Higher	94%	5	384	98
	Animal control	Higher	81%	34	348	90
	Ambulance or emergency medical services	Similar	97%	31	348	91
	Fire services	Similar	98%	16	381	96
	Fire prevention and education	Similar	91%	21	319	93
	Emergency preparedness	Higher	81%	25	317	92
	Preservation of natural areas	Similar	69%	84	298	72
	Needham open space	Similar	70%	88	287	69
	Recycling	Similar	80%	149	365	59
	Town parks	Similar	78%	206	343	40
	Recreation programs or classes	Similar	85%	57	337	83
	Recreation centers or facilities	Similar	75%	118	310	62
	Health services	Higher	90%	6	278	98
	Public library services	Higher	96%	21	353	94
	Overall customer service by Needham employees	Higher	93%	23	400	94
Please rate the following categories of Needham government performance.	The value of services for the taxes paid to Needham	Similar	65%	69	408	83
	The overall direction that Needham is taking	Similar	66%	104	356	71
	The job Needham government does at welcoming resident involvement	Higher	66%	37	350	89
	Overall confidence in Needham government	Higher	68%	26	311	91
	Generally acting in the best interest of the community	Higher	71%	25	314	92

Please rate the following categories of Needham government performance.	Being honest	Higher	74%	26	304	91
	Being open and transparent to the public	Similar	68%	24	161	85
	Informing residents about issues facing the community	Similar	64%	28	167	83
	Treating all residents fairly	Higher	76%	21	311	93
	Treating residents with respect	Higher	83%	11	158	93
Overall, how would you rate the quality of the services provided by each of the following?	The Town of Needham	Similar	82%	85	405	79
	The Federal Government	Higher	57%	4	291	98
Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.	Overall economic health	Similar	90%	123	287	57
	Overall quality of the transportation system	Similar	78%	50	154	68
	Overall design or layout of residential and commercial areas	Similar	77%	145	287	49
	Overall quality of the utility infrastructure	Similar	87%	81	153	47
	Overall feeling of safety	Similar	79%	256	287	10
	Overall quality of natural environment	Similar	79%	163	287	43
	Overall quality of parks and recreation opportunities	Similar	82%	47	154	70
	Overall health and wellness opportunities	Similar	68%	223	287	22
	Overall opportunities for education, culture, and the arts	Similar	70%	209	287	27
	Residents' connection and engagement with their community	Similar	68%	217	287	24
In general, how many times do you:	Access the internet from your home	Similar	99%	8	154	95
	Access the internet from your cell phone	Similar	94%	65	154	58
	Visit social media sites	Similar	76%	126	153	18
	Use or check email	Similar	99%	33	154	79
	Share your opinions online	Lower	20%	152	154	1
	Shop online	Similar	62%	41	154	74
	Please rate your overall health.	Higher	84%	3	293	99
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Lower	14%	283	295	4

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Needham.	Needham as a place to live	Excellent		67%
		Good		28%
		Fair		5%
	Your neighborhood as a place to live	Excellent		65%
		Good		29%
		Fair		6%
		Poor		0%
	Needham as a place to raise children	Excellent		71%
		Good		24%
		Fair		4%
		Poor		0%
	Needham as a place to work	Excellent		42%
		Good		39%
		Fair		17%
		Poor		2%
	Needham as a place to visit	Excellent		19%
		Good		51%
		Fair		24%
		Poor		6%
	Needham as a place to retire	Excellent		21%
		Good		34%
		Fair		24%
		Poor		21%
	The overall quality of life	Excellent		53%
		Good		39%
		Fair		7%
		Poor		1%
	Sense of community	Excellent		35%

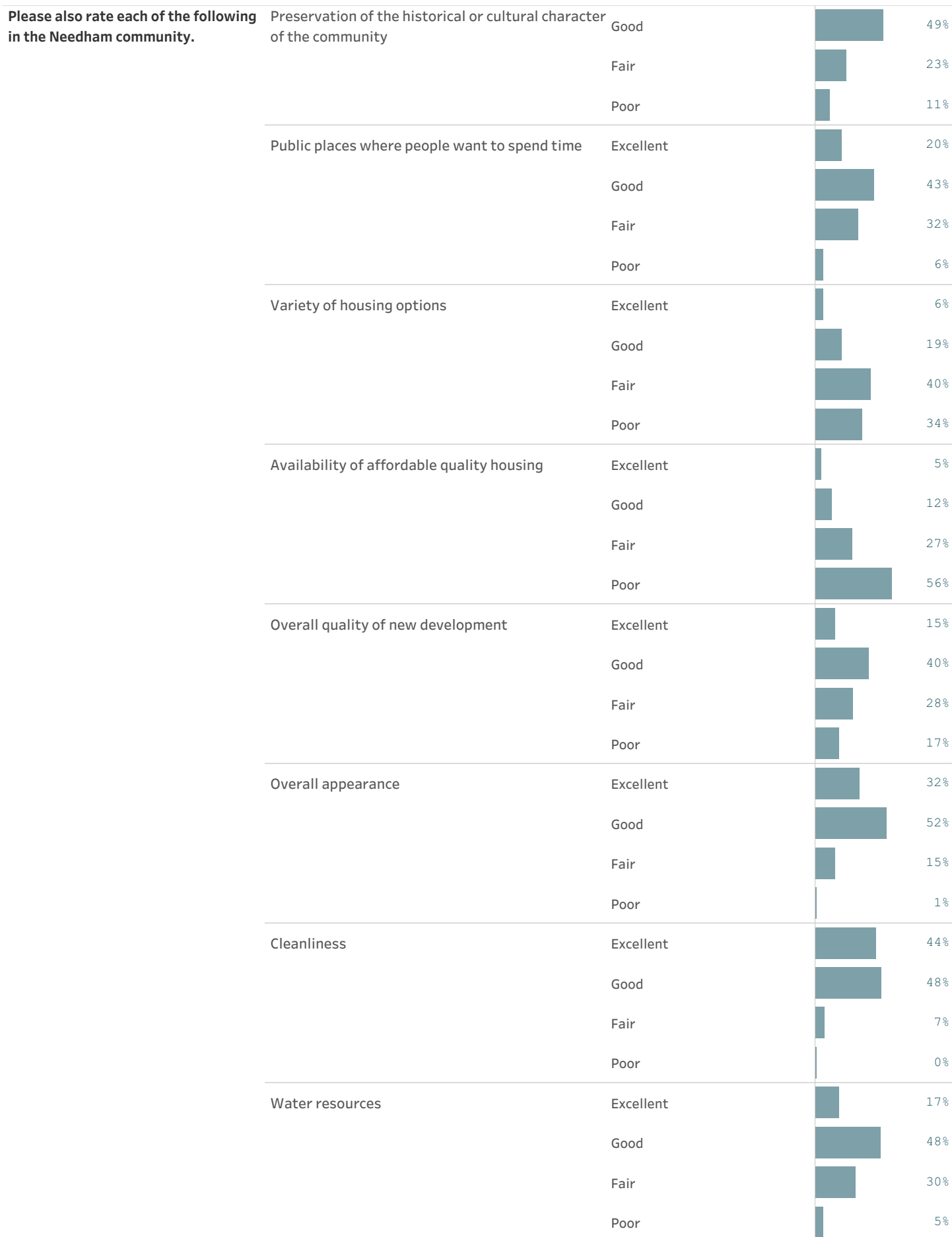
Please rate each of the following aspects of quality of life in Needham.	Sense of community	Good		45%
		Fair		16%
		Poor		4%
Please rate each of the following characteristics as they relate to Needham as a whole.	Overall economic health	Excellent		40%
		Good		52%
		Fair		7%
		Poor		1%
	Overall quality of the transportation system	Excellent		18%
		Good		48%
		Fair		23%
		Poor		11%
	Overall design or layout of residential and commercial areas	Excellent		18%
		Good		58%
		Fair		18%
		Poor		5%
	Overall quality of the utility infrastructure	Excellent		36%
		Good		51%
		Fair		10%
		Poor		3%
	Overall feeling of safety	Excellent		71%
		Good		27%
		Fair		1%
		Poor		0%
	Overall quality of natural environment	Excellent		40%
		Good		49%
		Fair		11%
		Poor		1%
	Overall quality of parks and recreation opportunities	Excellent		37%
		Good		43%
		Fair		17%
		Poor		3%

Please rate each of the following characteristics as they relate to Needham as a whole.	Overall health and wellness opportunities	Excellent		33%
		Good		49%
		Fair		17%
		Poor		1%
	Overall opportunities for education, culture, and the arts	Excellent		30%
		Good		50%
		Fair		17%
		Poor		3%
	Residents' connection and engagement with their community	Excellent		24%
		Good		51%
		Fair		22%
		Poor		3%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Needham to someone who asks	Very likely		69%
		Somewhat likely		24%
		Somewhat unlikely		4%
		Very unlikely		3%
	Remain in Needham for the next five years	Very likely		70%
		Somewhat likely		22%
		Somewhat unlikely		3%
		Very unlikely		6%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		94%
		Somewhat safe		6%
		Neither safe nor unsafe		0%
		Somewhat unsafe		0%
		Very unsafe		0%
	In Needham's downtown/commercial area during the day	Very safe		92%
		Somewhat safe		8%
		Neither safe nor unsafe		0%
		Somewhat unsafe		0%
		Very unsafe		0%
	From property crime	Very safe		74%

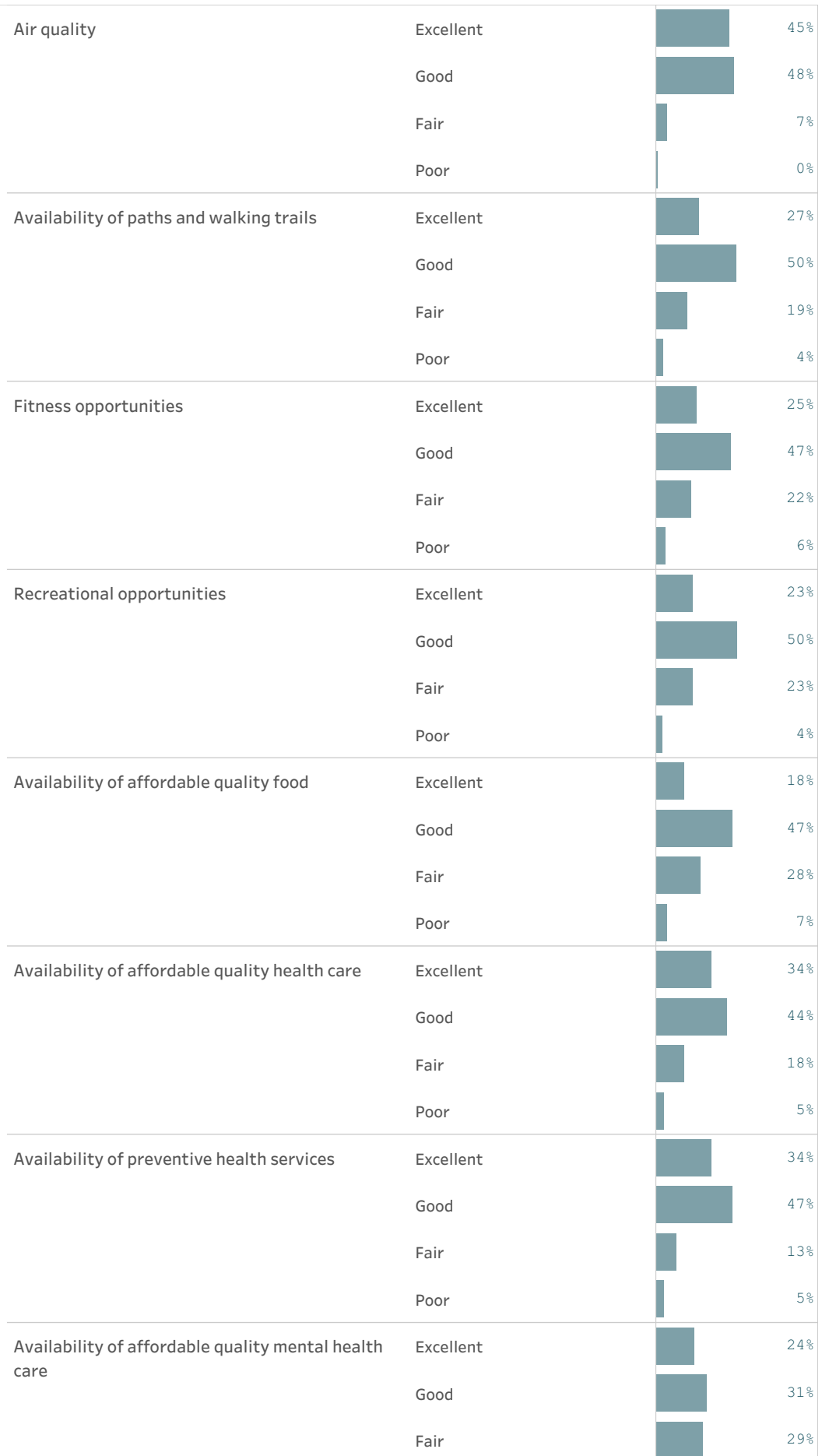
Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		24%
		Neither safe nor unsafe		2%
		Somewhat unsafe		0%
	From violent crime	Very safe		89%
		Somewhat safe		9%
		Neither safe nor unsafe		1%
		Somewhat unsafe		0%
	From fire, flood, or other natural disaster	Very safe		67%
		Somewhat safe		26%
		Neither safe nor unsafe		6%
		Somewhat unsafe		0%
		Very unsafe		0%
Please rate the job you feel the Needham community does at each of the following.	Making all residents feel welcome	Excellent		30%
		Good		51%
		Fair		17%
		Poor		2%
	Attracting people from diverse backgrounds	Excellent		15%
		Good		29%
		Fair		37%
		Poor		19%
	Valuing/respecting residents from diverse backgrounds	Excellent		25%
		Good		43%
		Fair		25%
		Poor		7%
	Taking care of vulnerable residents	Excellent		23%
		Good		43%
		Fair		28%
		Poor		7%
Please rate each of the following in the Needham community.	Overall quality of business and service establishments	Excellent		28%
		Good		52%
		Fair		15%

Please rate each of the following in the Needham community.	Overall quality of business and service establishments	Poor		5%
	Variety of business and service establishments	Excellent		13%
		Good		37%
		Fair		38%
		Poor		12%
	Vibrancy of downtown/commercial area	Excellent		15%
		Good		40%
		Fair		38%
		Poor		7%
	Employment opportunities	Excellent		11%
		Good		42%
		Fair		40%
		Poor		6%
	Shopping opportunities	Excellent		8%
		Good		32%
		Fair		47%
		Poor		14%
	Cost of living	Excellent		2%
		Good		17%
		Fair		50%
		Poor		30%
	Overall image or reputation	Excellent		48%
		Good		44%
		Fair		8%
		Poor		0%
Please also rate each of the following in the Needham community.	Traffic flow on major streets	Excellent		13%
		Good		56%
		Fair		24%
		Poor		6%
	Ease of public parking	Excellent		22%
		Good		55%

Please also rate each of the following in the Needham community.	Ease of public parking	Fair		18%
		Poor		5%
Ease of travel by car		Excellent		33%
		Good		54%
		Fair		11%
		Poor		2%
Ease of travel by public transportation		Excellent		13%
		Good		33%
		Fair		31%
		Poor		23%
Ease of travel by bicycle		Excellent		15%
		Good		40%
		Fair		34%
		Poor		12%
Ease of walking		Excellent		42%
		Good		43%
		Fair		14%
		Poor		2%
Well-planned residential growth		Excellent		13%
		Good		38%
		Fair		31%
		Poor		17%
Well-planned commercial growth		Excellent		11%
		Good		40%
		Fair		34%
		Poor		15%
Well-designed neighborhoods		Excellent		15%
		Good		52%
		Fair		25%
		Poor		8%
Preservation of the historical or cultural character of the community		Excellent		17%



Please also rate each of the following in the Needham community.

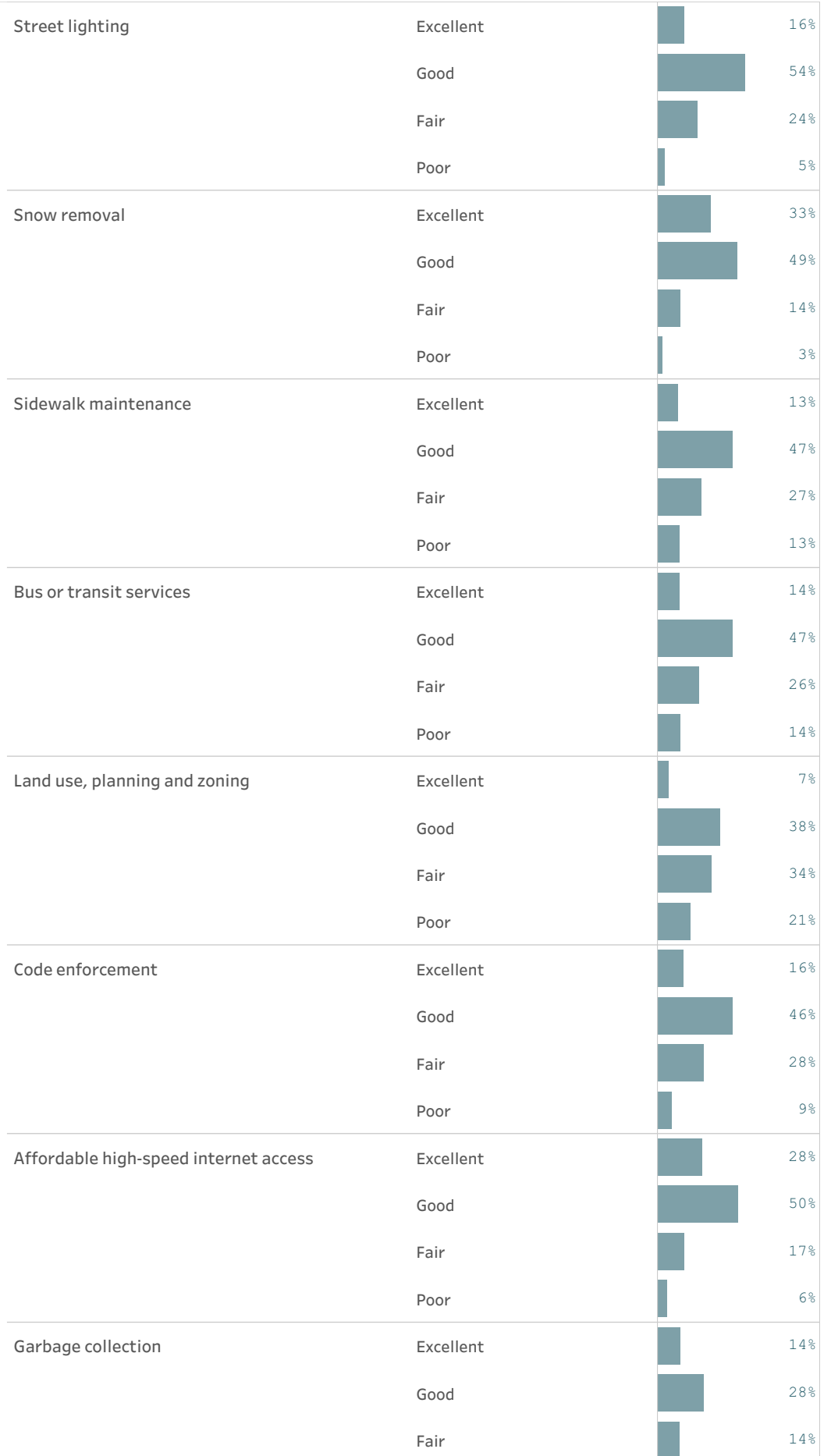


Please also rate each of the following in the Needham community.	Availability of affordable quality mental health care	Poor		16%
	Opportunities to attend cultural/arts/music activities	Excellent		15%
		Good		42%
		Fair		34%
		Poor		9%
	Community support for the arts	Excellent		17%
		Good		51%
		Fair		27%
		Poor		5%
	Availability of affordable quality childcare/preschool	Excellent		20%
Good			33%	
Fair			30%	
Poor			17%	
K-12 education	Excellent		55%	
	Good		38%	
	Fair		6%	
	Poor		1%	
Adult educational opportunities	Excellent		31%	
	Good		55%	
	Fair		12%	
	Poor		3%	
Sense of civic/community pride	Excellent		32%	
	Good		51%	
	Fair		16%	
	Poor		2%	
Neighborliness of residents	Excellent		31%	
	Good		46%	
	Fair		16%	
	Poor		6%	
Opportunities to participate in social events and activities	Excellent		18%	
	Good		52%	

Please also rate each of the following in the Needham community.	Opportunities to participate in social events and activities	Fair		25%
		Poor		5%
	Opportunities to attend special events and festivals	Excellent		21%
		Good		45%
		Fair		29%
		Poor		5%
	Opportunities to volunteer	Excellent		26%
		Good		49%
		Fair		20%
		Poor		5%
	Opportunities to participate in community matters	Excellent		25%
		Good		52%
		Fair		19%
		Poor		4%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		21%
		Good		46%
		Fair		25%
		Poor		8%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Town of Needham for help or information	No		41%
		Yes		59%
	Contacted Needham elected officials to express your opinion	No		79%
		Yes		21%
	Attended a local public meeting	No		79%
		Yes		21%
	Watched a local public meeting	No		65%
		Yes		35%
	Volunteered your time to some group/activity	No		62%
		Yes		38%
	Campaigned or advocated for a local issue, cause, or candidate	No		79%
		Yes		21%
	Voted in your most recent local election	No		36%

Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	Yes		64%
	Used public transportation instead of driving	No		61%
		Yes		39%
	Carpooled with other adults or children instead of driving alone	No		62%
		Yes		38%
	Walked or biked instead of driving	No		27%
		Yes		73%
Please rate the quality of each of the following services in Needham.	Public information services	Excellent		19%
		Good		54%
		Fair		25%
		Poor		3%
	Economic development	Excellent		14%
		Good		56%
		Fair		24%
		Poor		7%
	Traffic enforcement	Excellent		19%
		Good		57%
		Fair		18%
		Poor		6%
	Traffic signal timing	Excellent		15%
		Good		53%
		Fair		24%
		Poor		8%
	Street repair	Excellent		10%
		Good		39%
		Fair		37%
		Poor		14%
	Street cleaning	Excellent		22%
		Good		56%
		Fair		20%
		Poor		3%

Please rate the quality of each of the following services in Needham.



Please rate the quality of each of the following services in Needham.	Garbage collection	Poor		44%
	Drinking water	Excellent		44%
		Good		42%
		Fair		11%
		Poor		2%
	Sewer services	Excellent		45%
		Good		46%
		Fair		8%
		Poor		2%
	Storm water management	Excellent		34%
		Good		53%
		Fair		10%
		Poor		3%
	Power (electric and/or gas) utility	Excellent		40%
		Good		49%
		Fair		10%
		Poor		2%
	Utility billing	Excellent		26%
		Good		57%
		Fair		16%
		Poor		1%
	Police/Sheriff services	Excellent		44%
		Good		48%
		Fair		7%
		Poor		0%
	Crime prevention	Excellent		47%
		Good		47%
		Fair		5%
		Poor		1%
	Animal control	Excellent		31%
		Good		50%

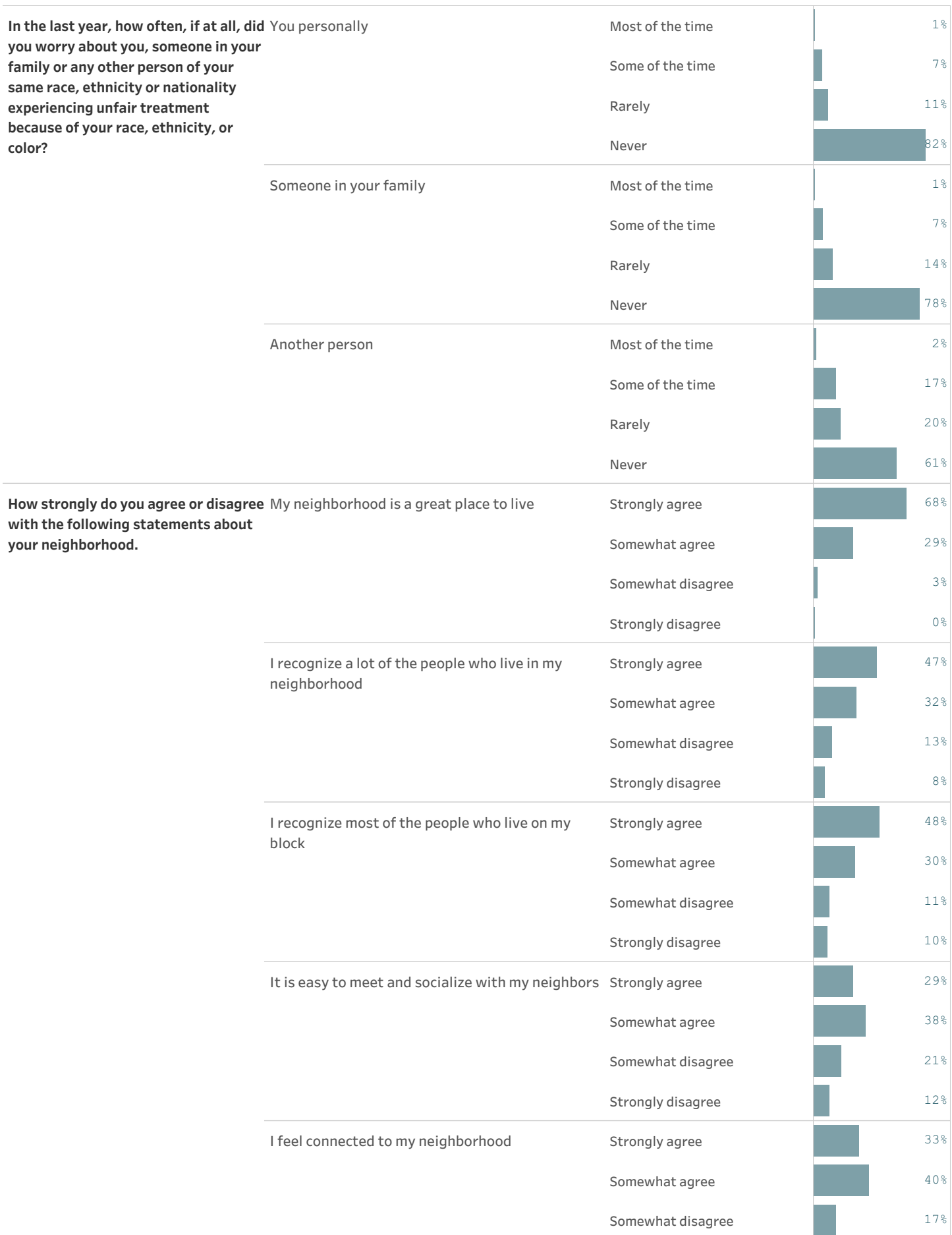
Please rate the quality of each of the following services in Needham.	Animal control	Fair		14%
		Poor		4%
Ambulance or emergency medical services	Excellent			55%
	Good			42%
	Fair			2%
	Poor			0%
Fire services	Excellent			61%
	Good			37%
	Fair			2%
Fire prevention and education	Excellent			42%
	Good			48%
	Fair			8%
	Poor			1%
Emergency preparedness	Excellent			31%
	Good			50%
	Fair			14%
	Poor			5%
Preservation of natural areas	Excellent			24%
	Good			45%
	Fair			25%
	Poor			7%
Needham open space	Excellent			21%
	Good			49%
	Fair			25%
	Poor			5%
Recycling	Excellent			33%
	Good			47%
	Fair			12%
	Poor			8%
Town parks	Excellent			29%
	Good			50%

Please rate the quality of each of the following services in Needham.	Town parks	Fair		18%
		Poor		4%
	Recreation programs or classes	Excellent		28%
		Good		57%
		Fair		12%
		Poor		3%
	Recreation centers or facilities	Excellent		26%
		Good		50%
		Fair		17%
		Poor		8%
	Health services	Excellent		35%
		Good		55%
		Fair		9%
		Poor		1%
	Public library services	Excellent		58%
		Good		38%
		Fair		4%
		Poor		0%
	Overall customer service by Needham employees	Excellent		40%
		Good		53%
		Fair		6%
		Poor		1%
Please rate the following categories of Needham government performance.	The value of services for the taxes paid to Needham	Excellent		17%
		Good		48%
		Fair		28%
		Poor		7%
	The overall direction that Needham is taking	Excellent		15%
		Good		51%
		Fair		26%
		Poor		8%
	The job Needham government does at welcoming resident involvement	Excellent		20%

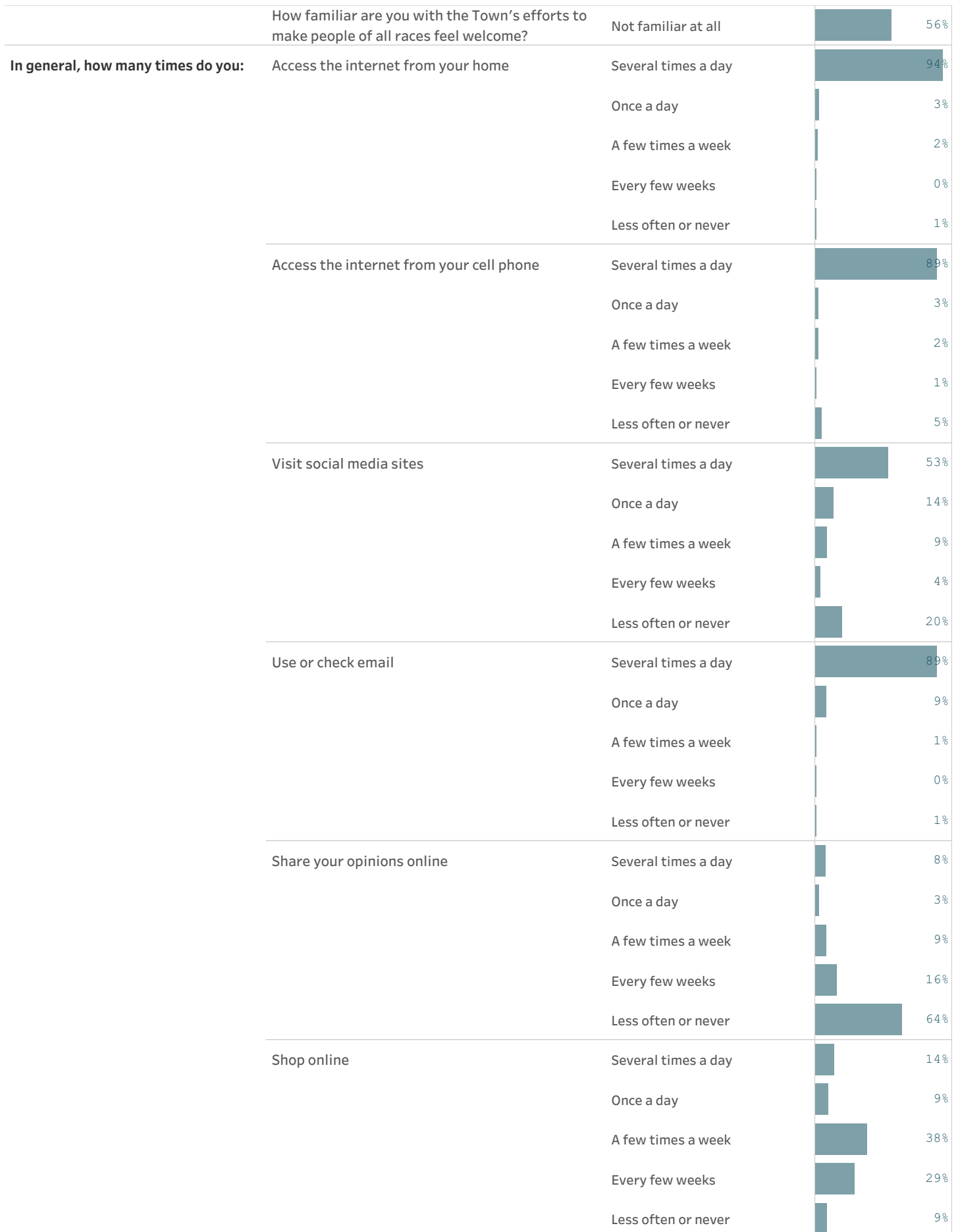
Please rate the following categories of Needham government performance.	The job Needham government does at welcoming resident involvement	Good		46%
		Fair		27%
		Poor		7%
	Overall confidence in Needham government	Excellent		21%
		Good		47%
		Fair		26%
		Poor		7%
	Generally acting in the best interest of the community	Excellent		24%
		Good		46%
		Fair		23%
		Poor		7%
	Being honest	Excellent		25%
		Good		50%
		Fair		19%
		Poor		6%
	Being open and transparent to the public	Excellent		22%
		Good		46%
		Fair		24%
		Poor		9%
	Informing residents about issues facing the community	Excellent		21%
		Good		43%
		Fair		27%
		Poor		9%
	Treating all residents fairly	Excellent		25%
		Good		51%
		Fair		18%
		Poor		6%
	Treating residents with respect	Excellent		28%
		Good		55%
		Fair		14%
		Poor		3%

Overall, how would you rate the quality of the services provided by each of the following?	The Town of Needham	Excellent		29%
		Good		54%
		Fair		15%
		Poor		3%
	The Federal Government	Excellent		5%
		Good		51%
		Fair		35%
		Poor		8%
Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.	Overall economic health	Essential		47%
		Very important		44%
		Somewhat important		9%
		Not at all important		0%
	Overall quality of the transportation system	Essential		32%
		Very important		46%
		Somewhat important		19%
		Not at all important		3%
	Overall design or layout of residential and commercial areas	Essential		32%
		Very important		45%
		Somewhat important		20%
		Not at all important		3%
	Overall quality of the utility infrastructure	Essential		48%
		Very important		39%
		Somewhat important		12%
		Not at all important		1%
	Overall feeling of safety	Essential		50%
		Very important		29%
		Somewhat important		19%
		Not at all important		3%
	Overall quality of natural environment	Essential		36%
		Very important		43%
		Somewhat important		21%

Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.	Overall quality of natural environment	Not at all important		0%
	Overall quality of parks and recreation opportunities	Essential		35%
		Very important		47%
		Somewhat important		18%
		Not at all important		0%
	Overall health and wellness opportunities	Essential		26%
		Very important		42%
		Somewhat important		30%
		Not at all important		2%
	Overall opportunities for education, culture, and the arts	Essential		29%
		Very important		41%
		Somewhat important		28%
		Not at all important		2%
	Residents' connection and engagement with their community	Essential		21%
		Very important		47%
		Somewhat important		30%
		Not at all important		2%
Please indicate whether or not you currently perceive barriers to living in Needham based on each of the following.	Age	No		64%
		Yes		36%
	Gender	No		98%
		Yes		2%
	Race	No		75%
		Yes		25%
	National origin	No		84%
		Yes		16%
	Religion	No		96%
		Yes		4%
	Disability	No		86%
		Yes		14%
	Sexual orientation or gender identity	No		95%
		Yes		5%



How strongly do you agree or disagree with the following statements about your neighborhood.	I feel connected to my neighborhood	Strongly disagree		9%
	If there were a problem, neighbors would come together to try and solve it	Strongly agree		42%
		Somewhat agree		38%
		Somewhat disagree		12%
		Strongly disagree		7%
	I like to help my neighbors when they need it	Strongly agree		66%
		Somewhat agree		29%
		Somewhat disagree		3%
		Strongly disagree		1%
	I can rely on my neighbors to help when I need it	Strongly agree		44%
		Somewhat agree		35%
		Somewhat disagree		15%
		Strongly disagree		6%
	I trust my neighbors	Strongly agree		64%
		Somewhat agree		31%
		Somewhat disagree		3%
		Strongly disagree		1%
	I feel like I belong in my neighborhood	Strongly agree		55%
		Somewhat agree		34%
		Somewhat disagree		8%
		Strongly disagree		3%
	I regularly communicate with my neighbors online	Strongly agree		13%
		Somewhat agree		22%
		Somewhat disagree		24%
		Strongly disagree		41%
	I regularly communicate with my neighbors in person	Strongly agree		33%
		Somewhat agree		41%
		Somewhat disagree		16%
		Strongly disagree		10%
	How familiar are you with the Town's efforts to make people of all races feel welcome?	Very familiar		11%
		Somewhat familiar		33%



Please rate your overall health.	Excellent		48%
	Very good		37%
	Good		12%
	Fair		4%
	Poor		0%
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		2%
	Somewhat positive		12%
	Neutral		49%
	Somewhat negative		33%
	Very negative		4%
How many years have you lived in Needham?	Less than 2 years		9%
	2-5 years		16%
	6-10 years		14%
	11-20 years		17%
	More than 20 years		43%
Which best describes the building you live in?	One family house detached from any other houses		76%
	Building with two or more homes (duplex, townhome, apa..		23%
	Other		1%
Do you rent or own your home?	Rent		16%
	Own		84%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		1%
	\$500 to \$999		5%
	\$1,000 to \$1,499		9%
	\$1,500 to \$1,999		11%
	\$2,000 to \$2,499		9%
	\$2,500 to \$2,999		10%
	\$3,000 to \$3,499		14%
	\$3,500 or more		40%
Do any children 17 or under live in your household?	No		59%
	Yes		41%
Are you or any other members of your household aged 65 or older?	No		66%

Are you or any other members of your household aged 65 or older?	Yes		34%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		3%
	\$25,000 to \$49,999		4%
	\$50,000 to \$74,999		7%
	\$75,000 to \$99,999		7%
	\$100,000 to \$149,999		15%
	\$150,000 or more		63%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		98%
	Yes, I consider myself to be Spanish, Hispanic, or Latino		2%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		0%
	Asian, Asian Indian, or Pacific Islander		9%
	Black or African American		1%
	White		90%
	Other		2%
In which category is your age?	18-24 years		2%
	25-34 years		12%
	35-44 years		15%
	45-54 years		25%
	55-64 years		15%
	65-74 years		16%
	75 years or older		15%
What is your gender?	Female		50%
	Male		49%
	Identify in another way		1%

Full trends

This table contains the trends over time for the Town of Needham. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2022 surveys is greater than six percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2008	2010	2012	2014	2016	2018	2022
Please rate each of the following aspects of quality of life in Needham.	Needham as a place to live	96%	98%	97%	96%	98%	98%	95%
	Your neighborhood as a place to live	89%	94%	93%	90%	93%	93%	94%
	Needham as a place to raise children	94%	97%	97%	95%	96%	98%	96%
	Needham as a place to work	72%	75%	79%	65%	77%	76%	81%
	Needham as a place to visit				66%	68%	67%	70%
	Needham as a place to retire	51%	57%	59%	51%	54%	54%	54%
	The overall quality of life	91%	96%	97%	93%	94%	94%	92%
	Sense of community	81%	84%	87%	85%	83%	79%	80%
Please rate each of the following characteristics as they relate to Needham as a whole.	Overall economic health				84%	87%	89%	92%
	Overall quality of the transportation system							66%
	Overall design or layout of residential and commercial areas				70%	67%	71%	76%
	Overall quality of the utility infrastructure							87%
	Overall feeling of safety				97%	98%	99%	98%
	Overall quality of natural environment	72%	81%	84%	86%	83%	87%	88%
	Overall quality of parks and recreation opportunities							80%
	Overall health and wellness opportunities				83%	84%	83%	82%
	Overall opportunities for education, culture, and the arts				85%	88%	91%	80%
	Residents' connection and engagement with their community							75%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Needham to someone who asks	93%	96%	97%	94%	96%	95%	93%

Please indicate how likely or unlikely you are to do each of the following.	Remain in Needham for the next five years	90% 90% 91% 89% 91% 88% 91%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	99% 99% 99% 96% 99% 99% 99%
	In Needham's downtown/commercial area during the day	98% 99% 98% 96% 98% 98% 99%
	From property crime	90% 87% 89% 98%
	From violent crime	95% 95% 97% 99%
	From fire, flood, or other natural disaster	93%
Please rate the job you feel the Needham community does at each of the following.	Making all residents feel welcome	81%
	Attracting people from diverse backgrounds	44%
	Valuing/respecting residents from diverse backgrounds	68%
	Taking care of vulnerable residents	66%
Please rate each of the following in the Needham community.	Overall quality of business and service establishments	63% 65% 66% 63% 68% 68% 80%
	Variety of business and service establishments	50%
	Vibrancy of downtown/commercial area	47% 51% 51% 55%
	Employment opportunities	34% 36% 43% 37% 52% 56% 54%
	Shopping opportunities	30% 36% 36% 39% 44% 44% 39%
	Cost of living	28% 30% 26% 20%
	Overall image or reputation	89% 91% 95% 91% 95% 94% 92%
Please also rate each of the following in the Needham community.	Traffic flow on major streets	48% 48% 51% 58% 52% 53% 69%
	Ease of public parking	55% 64% 61% 77%
	Ease of travel by car	75% 78% 79% 75% 76% 76% 87%
	Ease of travel by public transportation	78% 77% 72% 51% 54% 55% 46%
	Ease of travel by bicycle	50% 59% 60% 55% 55% 54% 55%
	Ease of walking	76% 81% 83% 84% 85% 83% 85%
	Well-planned residential growth	52%

Please also rate each of the following in the Needham community.

Well-planned commercial growth	51%
Well-designed neighborhoods	68%
Preservation of the historical or cultural character of the community	67%
Public places where people want to spend time	67% 73% 75% 63%
Variety of housing options	40% 47% 45% 42% 38% 33% 25%
Availability of affordable quality housing	22% 29% 25% 25% 19% 19% 17%
Overall quality of new development	51% 65% 60% 52% 49% 55% 55%
Overall appearance	73% 83% 85% 88% 90% 89% 84%
Cleanliness	78% 85% 89% 89% 91% 90% 93%
Water resources	65%
Air quality	86% 85% 91% 91% 93% 93%
Availability of paths and walking trails	44% 50% 57% 61% 64% 66% 76%
Fitness opportunities	66% 67% 71% 72%
Recreational opportunities	65% 71% 67% 66% 71% 74% 73%
Availability of affordable quality food	72% 70% 72% 73% 67% 65%
Availability of affordable quality health care	71% 76% 79% 82% 86% 85% 78%
Availability of preventive health services	77% 78% 82% 85% 88% 82%
Availability of affordable quality mental health care	65% 68% 71% 55%
Opportunities to attend cultural/arts/music activities	42% 47% 53% 62% 69% 68% 57%
Community support for the arts	68%
Availability of affordable quality childcare/preschool	44% 52% 51% 62% 63% 66% 53%
K-12 education	91% 89% 93% 91% 93% 96% 93%
Adult educational opportunities	74% 83% 83% 86%
Sense of civic/community pride	82%

Please also rate each of the following in the Needham community.	Neighborliness of residents	78% 75% 74% 78%
	Opportunities to participate in social events and activities	67% 73% 75% 69% 71% 72% 70%
	Opportunities to attend special events and festivals	76% 78% 81% 66%
	Opportunities to volunteer	85% 86% 87% 79% 79% 81% 75%
	Opportunities to participate in community matters	78% 78% 83% 79% 79% 79% 77%
	Openness and acceptance of the community toward people of diverse backgrounds	69% 71% 71% 71% 63% 68% 66%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Town of Needham for help or information	74% 60% 61% 58% 59% 57% 59%
	Contacted Needham elected officials to express your opinion	22% 21% 18% 21%
	Attended a local public meeting	35% 28% 30% 23% 26% 23% 21%
	Watched a local public meeting	51% 46% 38% 31% 26% 20% 35%
	Volunteered your time to some group/activity	51% 51% 55% 50% 47% 42% 38%
	Campaigned or advocated for a local issue, cause, or candidate	29% 25% 23% 21%
	Voted in your most recent local election	89% 90% 82% 64%
	Used public transportation instead of driving	50% 53% 56% 39%
	Carpooled with other adults or children instead of driving alone	47% 45% 46% 38%
	Walked or biked instead of driving	73% 69% 71% 73%
Please rate the quality of each of the following services in Needham.	Public information services	81% 81% 82% 80% 82% 83% 73%
	Economic development	52% 50% 52% 60% 63% 70% 70%
	Traffic enforcement	76% 80% 77% 77% 78% 73% 77%
	Traffic signal timing	56% 57% 55% 61% 62% 59% 68%
	Street repair	32% 39% 52% 43% 46% 45% 49%
	Street cleaning	55% 61% 73% 64% 69% 72% 77%
	Street lighting	56% 66% 70% 60% 67% 59% 71%
	Snow removal	63% 63% 72% 65% 76% 78% 82%

Please rate the quality of each of the following services in Needham.

Sidewalk maintenance	41%	46%	51%	44%	54%	52%	59%
Bus or transit services	59%	60%	58%	65%	63%	60%	
Land use, planning and zoning	47%	49%	51%	50%	41%	52%	45%
Code enforcement							62%
Affordable high-speed internet access							77%
Garbage collection							42%
Drinking water	83%	89%	89%	85%	90%	86%	86%
Sewer services	83%	86%	92%	88%	90%	91%	91%
Storm water management	70%	67%	77%	66%	80%	77%	87%
Power (electric and/or gas) utility							89%
Utility billing							82%
Police/Sheriff services	95%	96%	94%	92%	94%	96%	93%
Crime prevention	94%	91%	93%	91%	93%	97%	94%
Animal control	79%	78%	77%	79%	77%	81%	81%
Ambulance or emergency medical services	98%	97%	98%	95%	96%	97%	97%
Fire services	98%	99%	98%	94%	98%	99%	98%
Fire prevention and education	92%	92%	92%	88%	88%	94%	91%
Emergency preparedness	83%	87%	80%	75%	77%	81%	81%
Preservation of natural areas	60%	64%	70%	64%	60%	63%	69%
Needham open space				63%	60%	62%	70%
Recycling	84%	84%	82%	80%	82%	81%	80%
Town parks	78%	88%	89%	82%	86%	89%	78%
Recreation programs or classes	79%	86%	86%	77%	82%	87%	85%
Recreation centers or facilities	68%	65%	69%	72%	79%	75%	

Please rate the quality of each of the following services in Needham.	Health services	83% 85% 89% 87% 88% 91% 90%
	Public library services	94% 93% 94% 90% 93% 96% 96%
	Overall customer service by Needham employees	86% 84% 84% 84% 89% 86% 93%
Please rate the following categories of Needham government performance.	The value of services for the taxes paid to Needham	62% 61% 67% 65% 65% 66% 65%
	The overall direction that Needham is taking	60% 65% 70% 67% 62% 70% 66%
	The job Needham government does at welcoming resident involvement	62% 63% 67% 63% 57% 66% 66%
	Overall confidence in Needham government	65% 65% 68% 68%
	Generally acting in the best interest of the community	69% 68% 73% 71%
	Being honest	72% 72% 73% 74%
	Being open and transparent to the public	68%
	Informing residents about issues facing the community	64%
	Treating all residents fairly	69% 66% 73% 76%
	Treating residents with respect	83%
Overall, how would you rate the quality of the services provided by each of the following?	The Town of Needham	85% 89% 90% 85% 90% 91% 82%
	The Federal Government	43% 50% 55% 50% 52% 51% 57%
Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.	Overall economic health	89% 88% 89% 90%
	Overall quality of the transportation system	78%
	Overall design or layout of residential and commercial areas	80% 87% 83% 77%
	Overall quality of the utility infrastructure	87%
	Overall feeling of safety	83% 83% 85% 79%
	Overall quality of natural environment	83% 86% 81% 79%
	Overall quality of parks and recreation opportunities	82%
	Overall health and wellness opportunities	70% 69% 68% 68%
	Overall opportunities for education, culture, and the arts	79% 81% 77% 70%

Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.

	Residents' connection and engagement with their community	84% 80% 81% 68%
In general, how many times do you:	Access the internet from your home	99%
	Access the internet from your cell phone	94%
	Visit social media sites	76%
	Use or check email	99%
	Share your opinions online	20%
	Shop online	62%
	Please rate your overall health.	77% 74% 76% 84%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	7% 15% 17% 34% 28% 35% 14%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the Town of Needham conducted a survey of 630 residents. Survey invitations were mailed to randomly selected households and data were collected from April 11th, 2022 to May 30th, 2022. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the Town of Needham. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all town residents and became available on May 16th, 2022. The survey remained open for 2 weeks and there were 128 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2019 American Community Survey estimates for adults in the Town of Needham. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

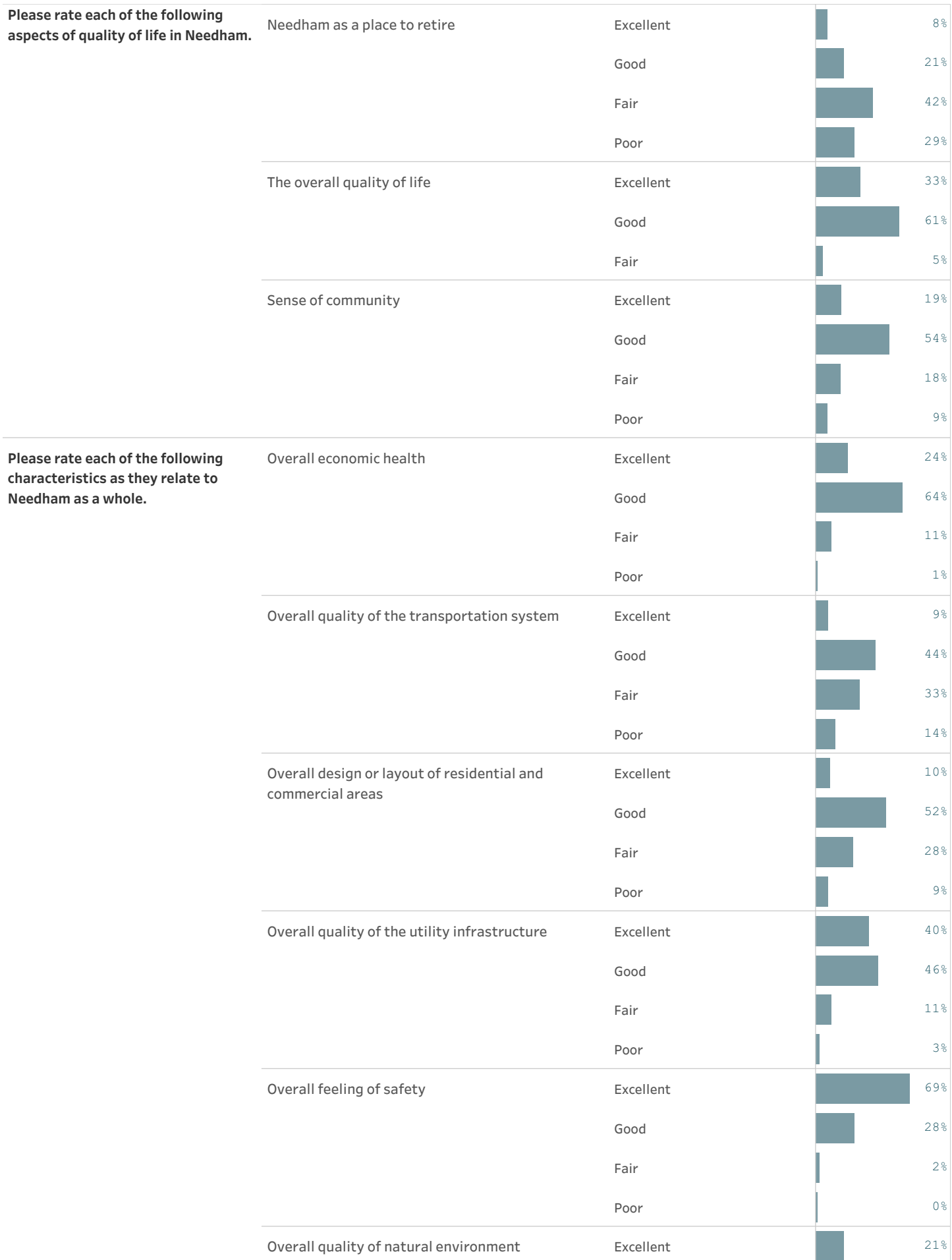
<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	2%	12%	17%
	35-54	42%	41%	39%
	55+	55%	47%	44%
Area	A	7%	7%	10%
	B	11%	11%	11%
	C	6%	10%	8%
	D	10%	10%	10%
	E	8%	10%	9%
	F	11%	12%	10%
	G	10%	10%	9%
	H	13%	12%	10%
	I	14%	6%	9%
	J	10%	12%	14%
Hispanic origin	No, not Spanish, Hispanic, or Latino	98%	99%	97%
	Yes, I consider myself to be Spanish, Hispa..	2%	1%	3%
Housing tenure	Own	98%	92%	83%
	Rent	2%	8%	17%
Housing type	Attached	6%	23%	23%
	Detached	94%	77%	77%
Race & Hispanic origin	Not white alone	9%	14%	13%
	White alone, not Hispanic or Latino	91%	86%	87%
Sex	Female	66%	50%	54%
	Male	34%	50%	46%
Sex/age	Female 18-34	2%	8%	9%
	Female 35-54	27%	19%	20%
	Female 55+	37%	24%	24%
	Male 18-34	1%	4%	7%
	Male 35-54	15%	23%	19%
	Male 55+	19%	23%	20%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

	In which Precinct of Needham do you live? (Refer to map above.)	1 (Precinct A)		7%
		2 (Precinct B)		11%
		3 (Precinct C)		10%
		4 (Precinct D)		10%
		5 (Precinct E)		10%
		6 (Precinct F)		12%
		7 (Precinct G)		10%
		8 (Precinct H)		12%
		9 (Precinct I)		6%
		10 (Precinct J)		12%
Please rate each of the following aspects of quality of life in Needham.	Needham as a place to live	Excellent		45%
		Good		55%
		Fair		0%
	Your neighborhood as a place to live	Excellent		59%
		Good		34%
		Fair		8%
		Poor		0%
	Needham as a place to raise children	Excellent		70%
		Good		24%
		Fair		5%
	Needham as a place to work	Excellent		21%
		Good		61%
		Fair		15%
		Poor		3%
	Needham as a place to visit	Excellent		7%
		Good		44%
		Fair		34%
		Poor		14%

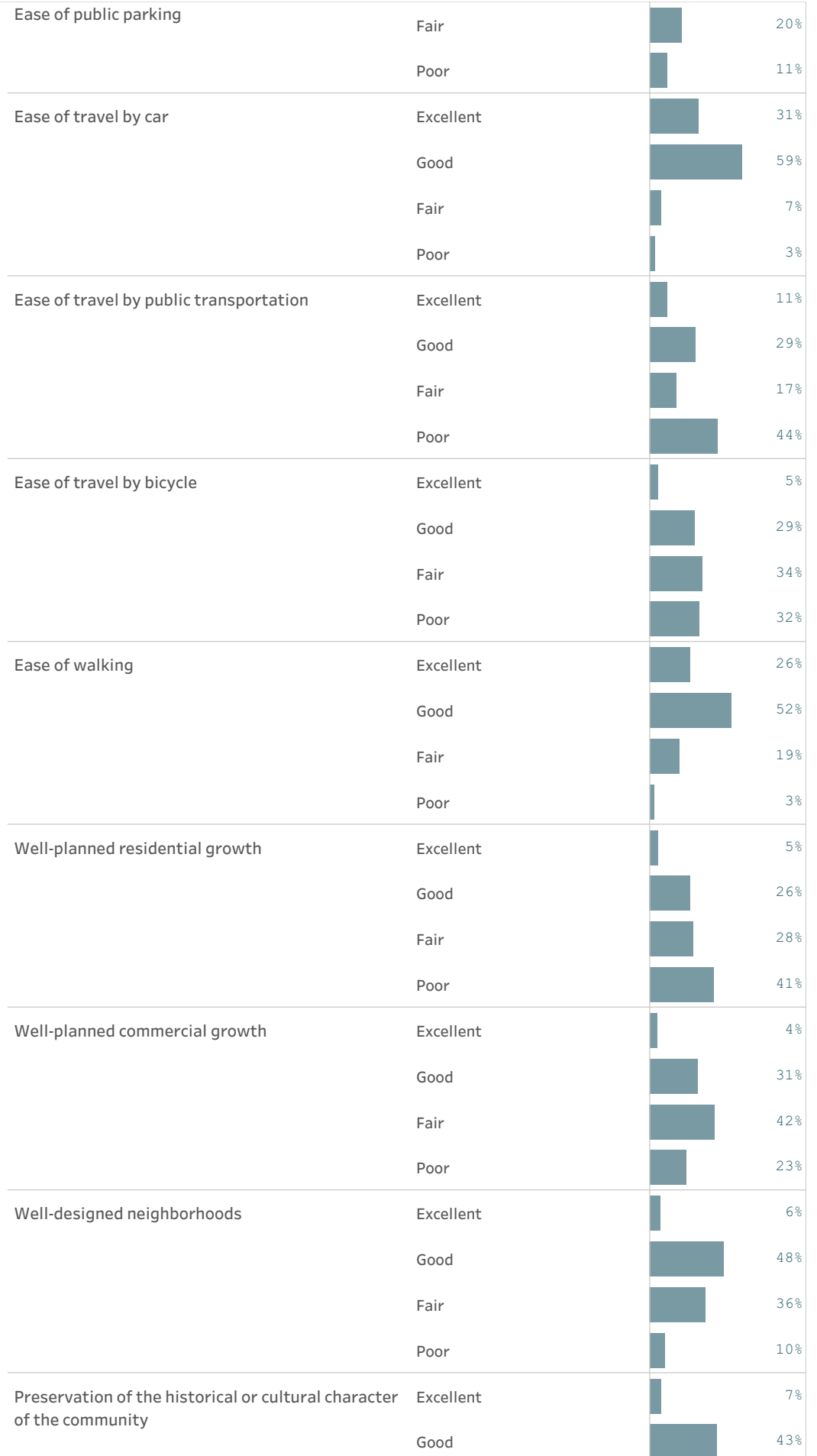


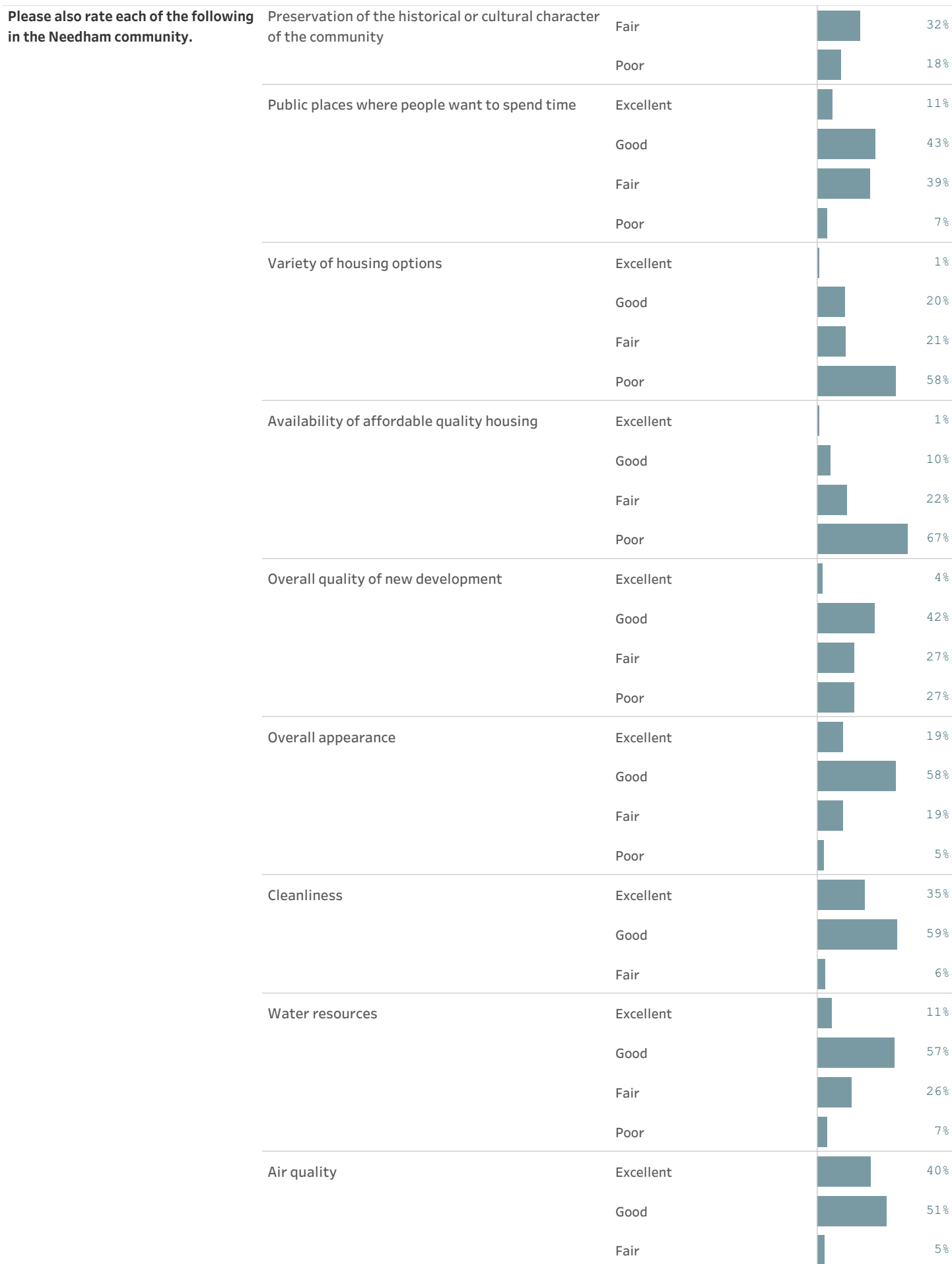
Please rate each of the following characteristics as they relate to Needham as a whole.	Overall quality of natural environment	Good		55%
		Fair		18%
		Poor		6%
	Overall quality of parks and recreation opportunities	Excellent		24%
		Good		52%
		Fair		22%
		Poor		2%
	Overall health and wellness opportunities	Excellent		22%
		Good		63%
		Fair		14%
		Poor		1%
	Overall opportunities for education, culture, and the arts	Excellent		19%
		Good		52%
		Fair		24%
		Poor		5%
	Residents' connection and engagement with their community	Excellent		12%
		Good		47%
		Fair		35%
		Poor		5%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Needham to someone who asks	Very likely		53%
		Somewhat likely		33%
		Somewhat unlikely		6%
		Very unlikely		8%
	Remain in Needham for the next five years	Very likely		60%
		Somewhat likely		28%
		Somewhat unlikely		11%
		Very unlikely		0%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		94%
		Somewhat safe		3%
		Neither safe nor unsafe		2%
		Somewhat unsafe		0%
	In Needham's downtown/commercial area during the day	Very safe		95%

Please rate how safe or unsafe you feel:	In Needham's downtown/commercial area during the day	Somewhat safe		3%
		Neither safe nor unsafe		2%
	From property crime	Very safe		63%
		Somewhat safe		29%
		Neither safe nor unsafe		5%
		Somewhat unsafe		4%
	From violent crime	Very safe		85%
		Somewhat safe		8%
		Neither safe nor unsafe		3%
		Somewhat unsafe		4%
	From fire, flood, or other natural disaster	Very safe		61%
		Somewhat safe		29%
		Neither safe nor unsafe		8%
		Somewhat unsafe		0%
		Very unsafe		2%
Please rate the job you feel the Needham community does at each of the following.	Making all residents feel welcome	Excellent		16%
		Good		51%
		Fair		24%
		Poor		9%
	Attracting people from diverse backgrounds	Excellent		7%
		Good		24%
		Fair		37%
		Poor		32%
	Valuing/respecting residents from diverse backgrounds	Excellent		15%
		Good		39%
		Fair		31%
		Poor		14%
	Taking care of vulnerable residents	Excellent		13%
		Good		34%
		Fair		35%
		Poor		18%
Please rate each of the following in the Needham community.	Overall quality of business and service establishments	Excellent		18%

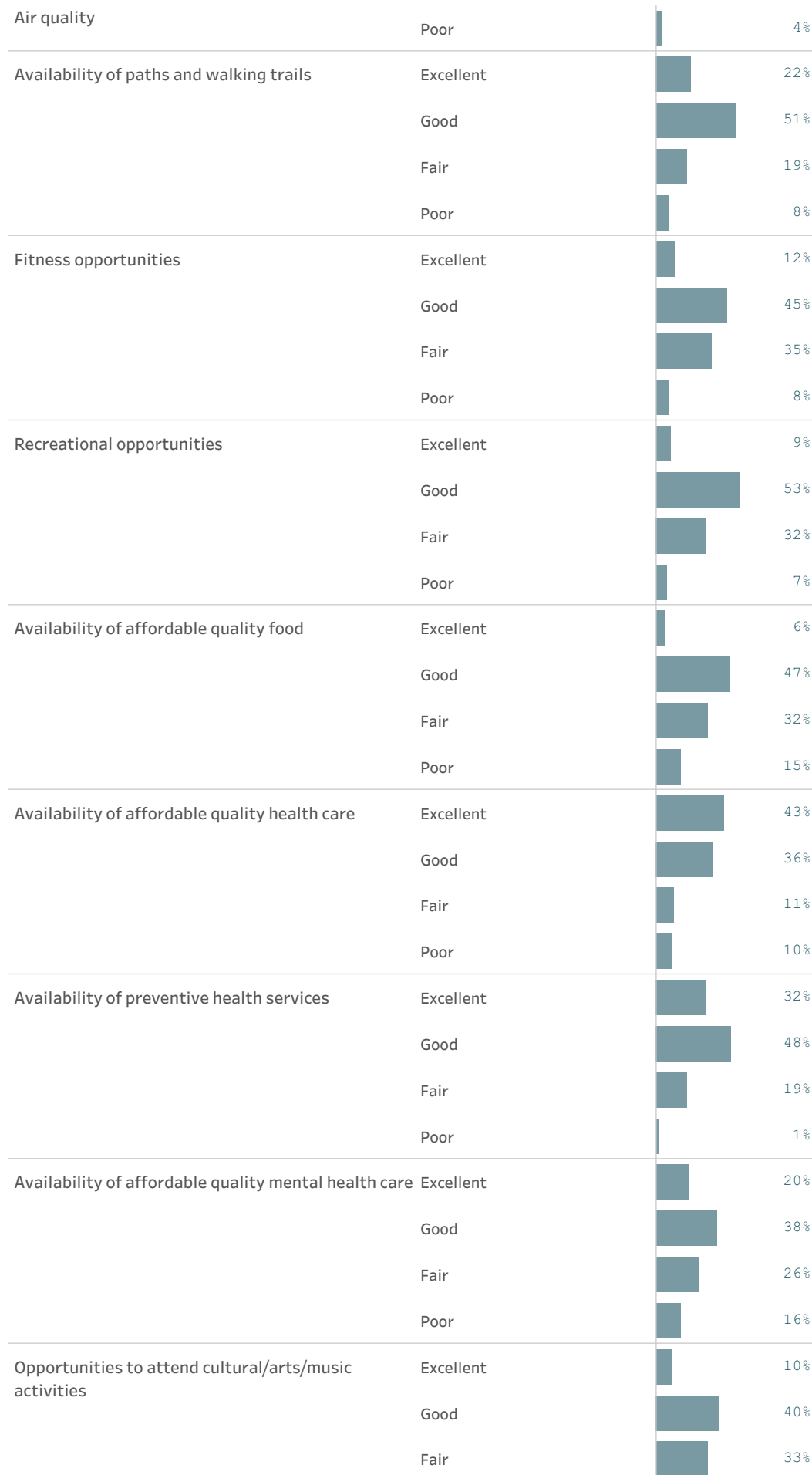
Please rate each of the following in the Needham community.	Overall quality of business and service establishments	Good		56%
		Fair		19%
		Poor		8%
	Variety of business and service establishments	Excellent		7%
		Good		29%
		Fair		36%
		Poor		28%
	Vibrancy of downtown/commercial area	Excellent		12%
		Good		24%
		Fair		42%
		Poor		22%
	Employment opportunities	Excellent		3%
		Good		45%
		Fair		44%
		Poor		8%
	Shopping opportunities	Excellent		3%
		Good		19%
		Fair		46%
		Poor		32%
	Cost of living	Good		12%
		Fair		42%
		Poor		47%
	Overall image or reputation	Excellent		28%
		Good		49%
		Fair		23%
		Poor		0%
Please also rate each of the following in the Needham community.	Traffic flow on major streets	Excellent		4%
		Good		52%
		Fair		28%
		Poor		15%
	Ease of public parking	Excellent		16%
		Good		52%

Please also rate each of the following in the Needham community.





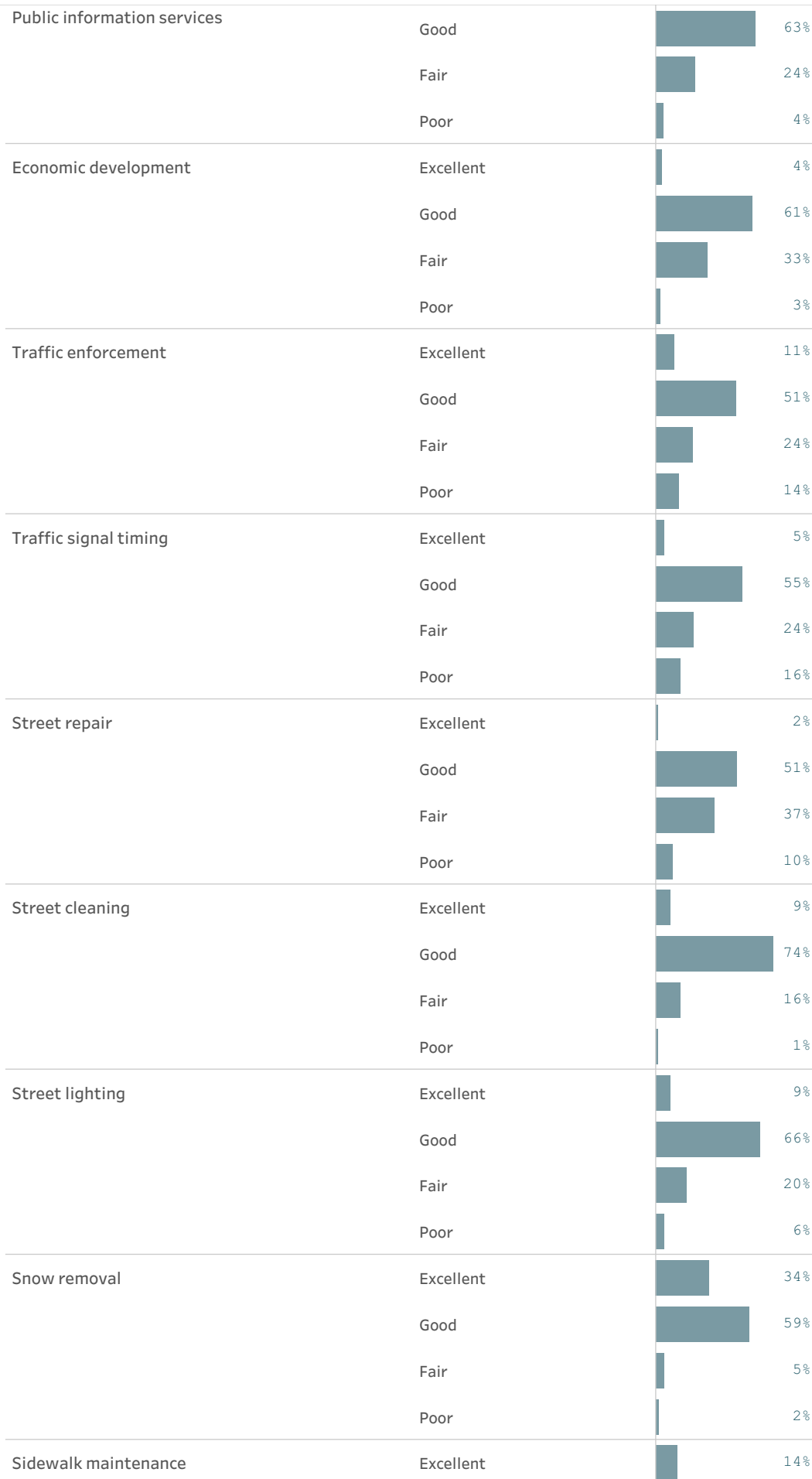
Please also rate each of the following in the Needham community.



Please also rate each of the following in the Needham community.	Opportunities to attend cultural/arts/music activities	Poor		18%
	Community support for the arts	Excellent		13%
		Good		44%
		Fair		35%
		Poor		8%
	Availability of affordable quality childcare/preschool	Excellent		12%
		Good		29%
		Fair		31%
		Poor		29%
	K-12 education	Excellent		56%
		Good		41%
		Fair		3%
	Adult educational opportunities	Excellent		31%
		Good		51%
		Fair		18%
	Sense of civic/community pride	Excellent		25%
		Good		54%
		Fair		16%
		Poor		4%
	Neighborliness of residents	Excellent		17%
		Good		54%
		Fair		24%
		Poor		5%
	Opportunities to participate in social events and activities	Excellent		7%
		Good		54%
		Fair		34%
		Poor		4%
	Opportunities to attend special events and festivals	Excellent		8%
		Good		52%
		Fair		39%
		Poor		1%
	Opportunities to volunteer	Excellent		28%

Please also rate each of the following in the Needham community.	Opportunities to volunteer	Good		43%
		Fair		28%
		Poor		1%
	Opportunities to participate in community matters	Excellent		21%
		Good		51%
		Fair		19%
		Poor		9%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		9%
		Good		38%
		Fair		35%
		Poor		18%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Town of Needham for help or information	No		23%
		Yes		77%
	Contacted Needham elected officials to express your opinion	No		51%
		Yes		49%
	Attended a local public meeting	No		52%
		Yes		48%
	Watched a local public meeting	No		42%
		Yes		58%
	Volunteered your time to some group/activity	No		42%
		Yes		58%
	Campaigned or advocated for a local issue, cause, or candidate	No		67%
		Yes		33%
	Voted in your most recent local election	No		22%
		Yes		78%
	Used public transportation instead of driving	No		53%
		Yes		47%
	Carpooled with other adults or children instead of driving alone	No		60%
		Yes		40%
	Walked or biked instead of driving	No		18%
		Yes		82%
Please rate the quality of each of the following services in Needham.	Public information services	Excellent		8%

Please rate the quality of each of the following services in Needham.



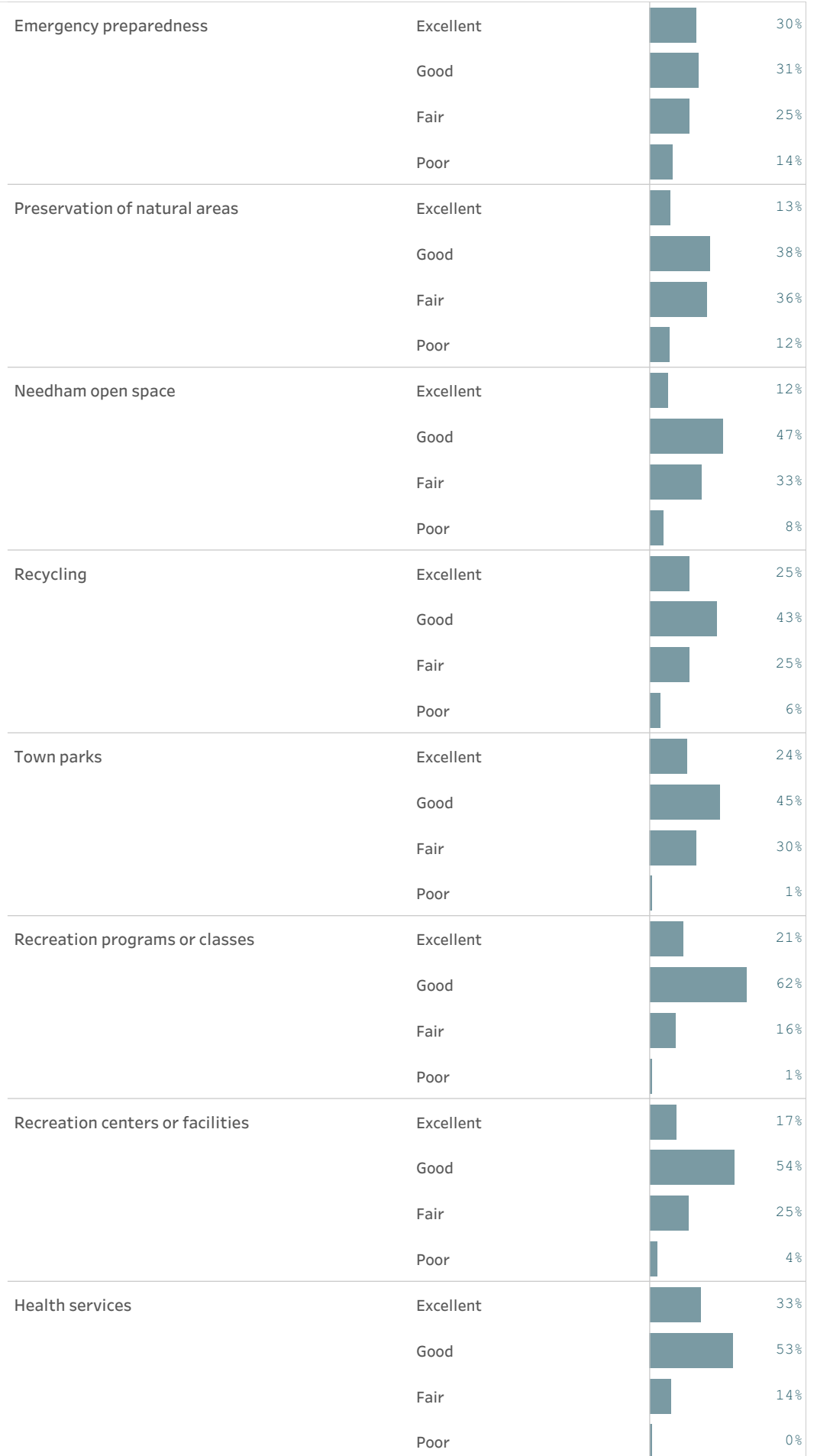
Please rate the quality of each of the following services in Needham.

Sidewalk maintenance	Good		50%
	Fair		16%
	Poor		20%
Bus or transit services	Excellent		9%
	Good		36%
	Fair		21%
	Poor		34%
Land use, planning and zoning	Excellent		1%
	Good		33%
	Fair		36%
	Poor		30%
Code enforcement	Excellent		1%
	Good		44%
	Fair		42%
	Poor		13%
Affordable high-speed internet access	Excellent		35%
	Good		42%
	Fair		17%
	Poor		6%
Garbage collection	Excellent		10%
	Good		22%
	Fair		9%
	Poor		59%
Drinking water	Excellent		54%
	Good		30%
	Fair		11%
	Poor		5%
Sewer services	Excellent		44%
	Good		49%
	Fair		5%
	Poor		2%
Storm water management	Excellent		30%

Please rate the quality of each of the following services in Needham.

Storm water management	Good		66%
	Fair		2%
	Poor		2%
Power (electric and/or gas) utility	Excellent		40%
	Good		44%
	Fair		14%
	Poor		2%
Utility billing	Excellent		26%
	Good		52%
	Fair		21%
	Poor		2%
Police/Sheriff services	Excellent		32%
	Good		48%
	Fair		19%
	Poor		0%
Crime prevention	Excellent		43%
	Good		50%
	Fair		7%
Animal control	Excellent		35%
	Good		45%
	Fair		18%
	Poor		2%
Ambulance or emergency medical services	Excellent		54%
	Good		45%
	Fair		1%
Fire services	Excellent		52%
	Good		44%
	Fair		3%
Fire prevention and education	Excellent		41%
	Good		39%
	Fair		17%
	Poor		3%

Please rate the quality of each of the following services in Needham.

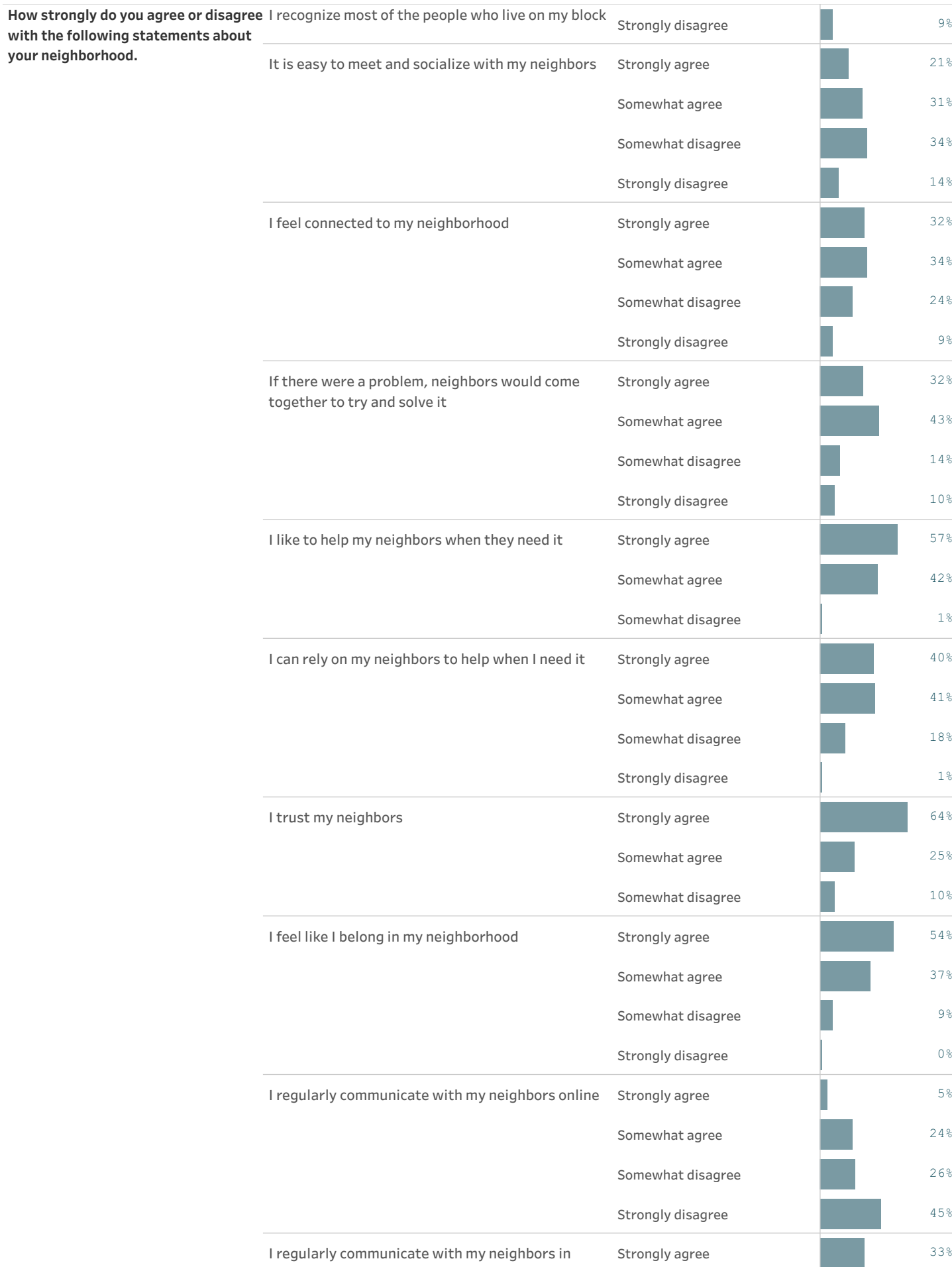


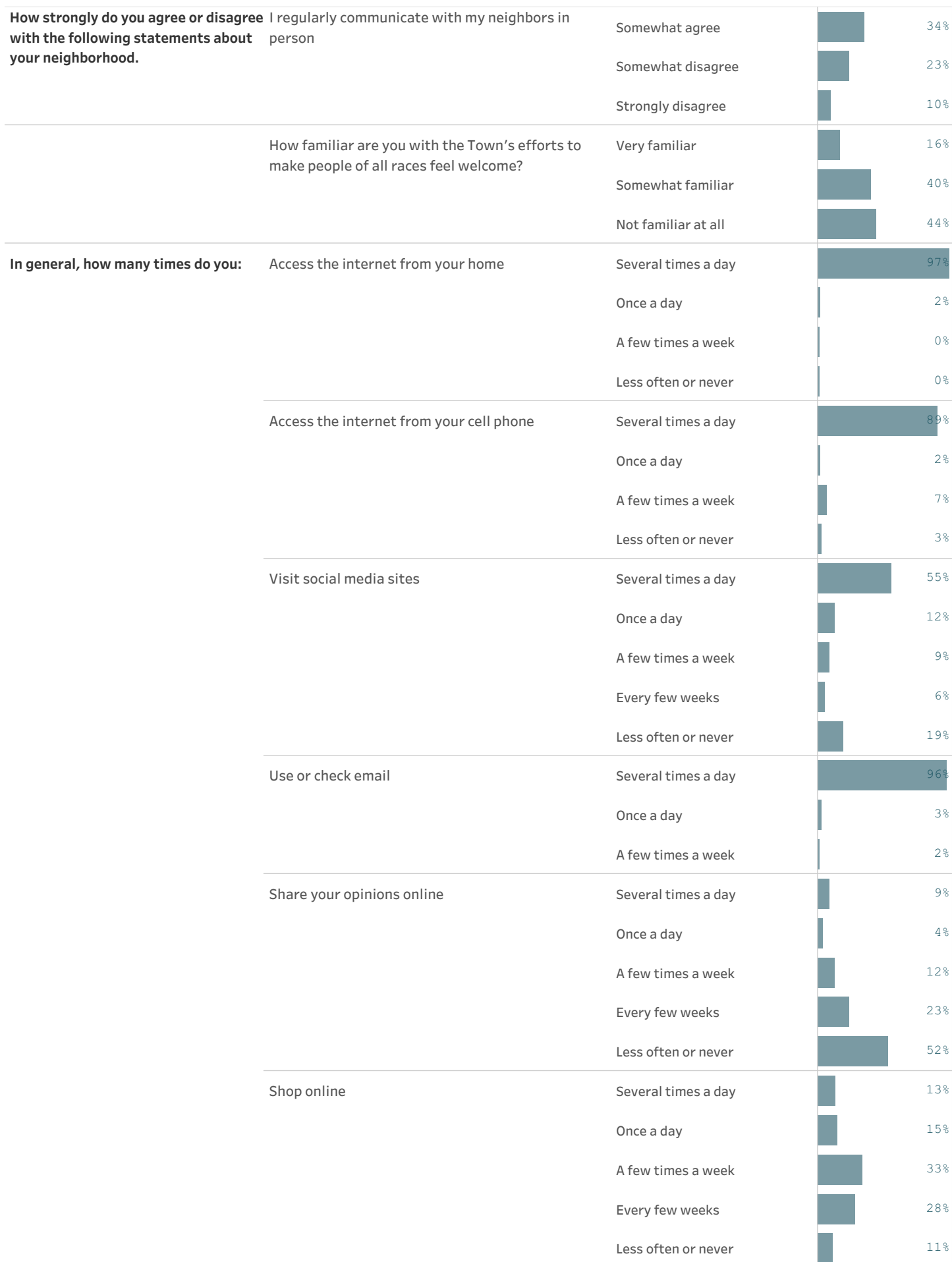
Please rate the quality of each of the following services in Needham.	Public library services	Excellent		62%
		Good		30%
		Fair		7%
	Overall customer service by Needham employees	Excellent		39%
		Good		55%
		Fair		6%
Please rate the following categories of Needham government performance.	The value of services for the taxes paid to Needham	Excellent		20%
		Good		41%
		Fair		29%
		Poor		10%
	The overall direction that Needham is taking	Excellent		10%
		Good		30%
		Fair		46%
		Poor		13%
	The job Needham government does at welcoming resident involvement	Excellent		9%
		Good		48%
		Fair		27%
		Poor		17%
	Overall confidence in Needham government	Excellent		16%
		Good		31%
		Fair		31%
		Poor		22%
	Generally acting in the best interest of the community	Excellent		21%
		Good		31%
		Fair		24%
		Poor		24%
	Being honest	Excellent		20%
		Good		39%
		Fair		28%
		Poor		13%
	Being open and transparent to the public	Excellent		15%
		Good		43%

Please rate the following categories of Needham government performance.	Being open and transparent to the public	Fair		23%
		Poor		19%
	Informing residents about issues facing the community	Excellent		14%
		Good		38%
		Fair		25%
		Poor		23%
	Treating all residents fairly	Excellent		19%
		Good		49%
		Fair		20%
		Poor		12%
	Treating residents with respect	Excellent		22%
		Good		57%
		Fair		19%
		Poor		2%
Overall, how would you rate the quality of the services provided by each of the following?	The Town of Needham	Excellent		25%
		Good		47%
		Fair		24%
		Poor		4%
	The Federal Government	Excellent		5%
		Good		44%
		Fair		40%
		Poor		12%
Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.	Overall economic health	Essential		41%
		Very important		49%
		Somewhat important		9%
	Overall quality of the transportation system	Essential		35%
		Very important		41%
		Somewhat important		23%
		Not at all important		1%
	Overall design or layout of residential and commercial areas	Essential		44%
		Very important		41%
		Somewhat important		14%

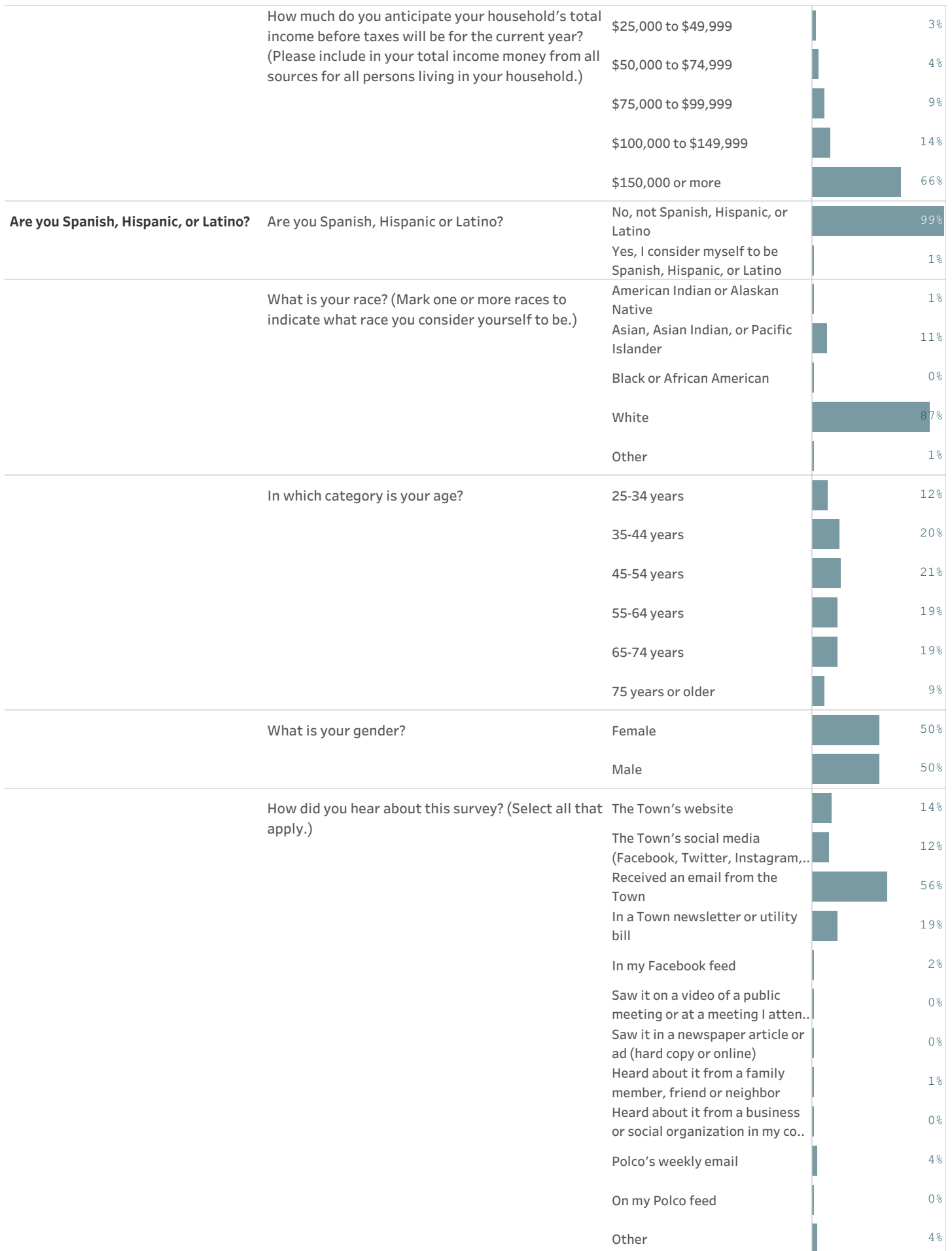
Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.	Overall design or layout of residential and commercial areas	Not at all important		0%
	Overall quality of the utility infrastructure	Essential		42%
		Very important		38%
		Somewhat important		20%
		Not at all important		0%
	Overall feeling of safety	Essential		37%
		Very important		38%
		Somewhat important		17%
		Not at all important		8%
	Overall quality of natural environment	Essential		37%
		Very important		56%
		Somewhat important		7%
	Overall quality of parks and recreation opportunities	Essential		26%
		Very important		58%
		Somewhat important		15%
		Not at all important		0%
	Overall health and wellness opportunities	Essential		10%
		Very important		59%
		Somewhat important		25%
		Not at all important		5%
	Overall opportunities for education, culture, and the arts	Essential		22%
		Very important		46%
		Somewhat important		24%
		Not at all important		7%
	Residents' connection and engagement with their community	Essential		20%
		Very important		50%
		Somewhat important		28%
		Not at all important		2%
	Age	No		74%
		Yes		26%
	Gender	No		100%
	Race	No		59%

Please indicate whether or not you currently perceive barriers to living in Needham based on each of the following.	Race	Yes		41%
	National origin	No		66%
		Yes		34%
	Religion	No		92%
		Yes		8%
	Disability	No		73%
		Yes		27%
	Sexual orientation or gender identity	No		89%
		Yes		11%
In the last year, how often, if at all, did you worry about you, someone in your family or any other person of your same race, ethnicity or nationality experiencing unfair treatment because of your race, ethnicity, or color?	You personally	Most of the time		4%
		Some of the time		2%
		Rarely		9%
		Never		84%
	Someone in your family	Most of the time		4%
		Some of the time		3%
		Rarely		15%
		Never		78%
	Another person	Most of the time		5%
		Some of the time		30%
		Rarely		11%
		Never		54%
How strongly do you agree or disagree with the following statements about your neighborhood.	My neighborhood is a great place to live	Strongly agree		58%
		Somewhat agree		41%
		Somewhat disagree		1%
		Strongly disagree		0%
	I recognize a lot of the people who live in my neighborhood	Strongly agree		35%
		Somewhat agree		47%
		Somewhat disagree		9%
		Strongly disagree		9%
	I recognize most of the people who live on my block	Strongly agree		52%
		Somewhat agree		28%
		Somewhat disagree		11%





Please rate your overall health.	Excellent		46%	
	Very good		46%	
	Good		8%	
	Fair		0%	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		3%	
	Somewhat positive		6%	
	Neutral		41%	
	Somewhat negative		40%	
	Very negative		9%	
How many years have you lived in Needham?	Less than 2 years		8%	
	2-5 years		7%	
	6-10 years		16%	
	11-20 years		20%	
	More than 20 years		49%	
Which best describes the building you live in?	One family house detached from any other houses		74%	
	Building with two or more homes (duplex, townhome, apa...		22%	
	Other		4%	
Do you rent or own your home?	Rent		8%	
	Own		92%	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		1%
		\$500 to \$999		6%
		\$1,000 to \$1,499		6%
		\$1,500 to \$1,999		6%
		\$2,000 to \$2,499		13%
		\$2,500 to \$2,999		12%
		\$3,000 to \$3,499		10%
		\$3,500 or more		46%
	Do any children 17 or under live in your household?	No		47%
		Yes		53%
Are you or any other members of your household aged 65 or older?	No		65%	
	Yes		35%	
How much do you anticipate your household's total income before taxes will be for the current year?	Less than \$25,000		4%	



The Town of Needham 2022 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Needham.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Needham as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Needham as a place to raise children.....	1	2	3	4	5
Needham as a place to work	1	2	3	4	5
Needham as a place to visit	1	2	3	4	5
Needham as a place to retire.....	1	2	3	4	5
The overall quality of life in Needham.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Needham as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Needham	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Needham	1	2	3	4	5
Overall design or layout of Needham's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Needham (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Needham.....	1	2	3	4	5
Overall quality of natural environment in Needham.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Needham.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Needham to someone who asks	1	2	3	4	5
Remain in Needham for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Needham's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Needham community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Needham community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Needham	1	2	3	4	5
Variety of business and service establishments in Needham.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Needham.....	1	2	3	4	5
Overall image or reputation of Needham	1	2	3	4	5

7. Please also rate each of the following in the Needham community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Needham.....	1	2	3	4	5
Ease of travel by public transportation in Needham.....	1	2	3	4	5
Ease of travel by bicycle in Needham.....	1	2	3	4	5
Ease of walking in Needham.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Needham.....	1	2	3	4	5
Overall appearance of Needham.....	1	2	3	4	5
Cleanliness of Needham.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Needham.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the Town of Needham (in-person, phone, email, or web) for help or information.....	1	2
Contacted Needham elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like Select Board, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Needham.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The Town of Needham 2022 Community Survey

9. Please rate the quality of each of the following services in Needham.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing	1	2	3	4	5
Police/Sheriff services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts)	1	2	3	4	5
Needham open space	1	2	3	4	5
Recycling.....	1	2	3	4	5
Town parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Needham employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Needham government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Needham	1	2	3	4	5
The overall direction that Needham is taking	1	2	3	4	5
The job Needham government does at welcoming resident involvement	1	2	3	4	5
Overall confidence in Needham government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The Town of Needham.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Needham community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Needham	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Needham	1	2	3	4
Overall design or layout of Needham's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Needham (water, sewer, storm water, electric/gas, broadband)	1	2	3	4
Overall feeling of safety in Needham	1	2	3	4
Overall quality of natural environment in Needham.....	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Needham.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please indicate whether or not you currently perceive barriers to living in Needham based on each of the following.

	<u>No</u>	<u>Yes</u>
Age.....	1	2
Gender	1	2
Race.....	1	2
National origin	1	2
Religion	1	2
Disability.....	1	2
Sexual orientation or gender identity.....	1	2

14. In the last year, how often, if at all, did you worry about you, someone in your family or any other person of your same race, ethnicity or nationality experiencing unfair treatment because of your race, ethnicity, or color?

	<u>Most of the time</u>	<u>Some of the time</u>	<u>Rarely</u>	<u>Never</u>
You personally	1	2	3	4
Someone in your family	1	2	3	4
Another person.....	1	2	3	4

15. How strongly do you agree or disagree with the following statements about your neighborhood.

	<u>Strongly agree</u>	<u>Somewhat agree</u>	<u>Somewhat disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
My neighborhood is a great place to live	1	2	3	4	5
I recognize a lot of the people who live in my neighborhood	1	2	3	4	5
I recognize most of the people who live on my block	1	2	3	4	5
It is easy to meet and socialize with my neighbors	1	2	3	4	5
I feel connected to my neighborhood.....	1	2	3	4	5
If there were a problem, neighbors would come together to try and solve it	1	2	3	4	5
I like to help my neighbors when they need it	1	2	3	4	5
I can rely on my neighbors to help when I need it.....	1	2	3	4	5
I trust my neighbors	1	2	3	4	5
I feel like I belong in my neighborhood.....	1	2	3	4	5
I regularly communicate with my neighbors online.....	1	2	3	4	5
I regularly communicate with my neighbors in person	1	2	3	4	5

16. How familiar are you with the Town's efforts to make people of all races feel welcome?

☐ Very familiar ☐ Somewhat familiar ☐ Not familiar at all

The Town of Needham 2022 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

- ☐ Excellent
 ☐ Very good
 ☐ Good
 ☐ Fair
 ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- ☐ Very positive
 ☐ Somewhat positive
 ☐ Neutral
 ☐ Somewhat negative
 ☐ Very negative

D4. How many years have you lived in Needham?

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

D5. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes
 (duplex, townhome, apartment, or condominium)
☐ Mobile home
☐ Other

D6. Do you rent or own your home?

- ☐ Rent
☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- ☐ Less than \$500
 ☐ \$2,000 to \$2,499
☐ \$500 to \$999
 ☐ \$2,500 to \$2,999
☐ \$1,000 to \$1,499
 ☐ \$3,000 to \$3,499
☐ \$1,500 to \$1,999
 ☐ \$3,500 or more

D8. Do any children 17 or under live in your household?

- ☐ No
 ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

- ☐ No
 ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
 ☐ \$75,000 to \$99,999
☐ \$25,000 to \$49,999
 ☐ \$100,000 to \$149,999
☐ \$50,000 to \$74,999
 ☐ \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic, or Latino
☐ Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian, or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D13. In which category is your age?

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

D14. What is your gender?

- ☐ Female
☐ Male
☐ Identify in another way

Thank you!

Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502