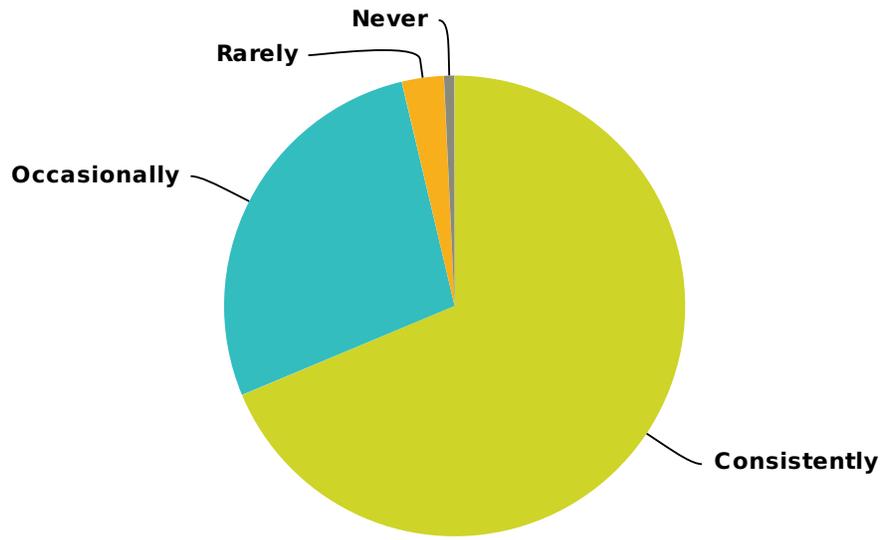


Q1 How often do you read the City & Town e-newsletter?

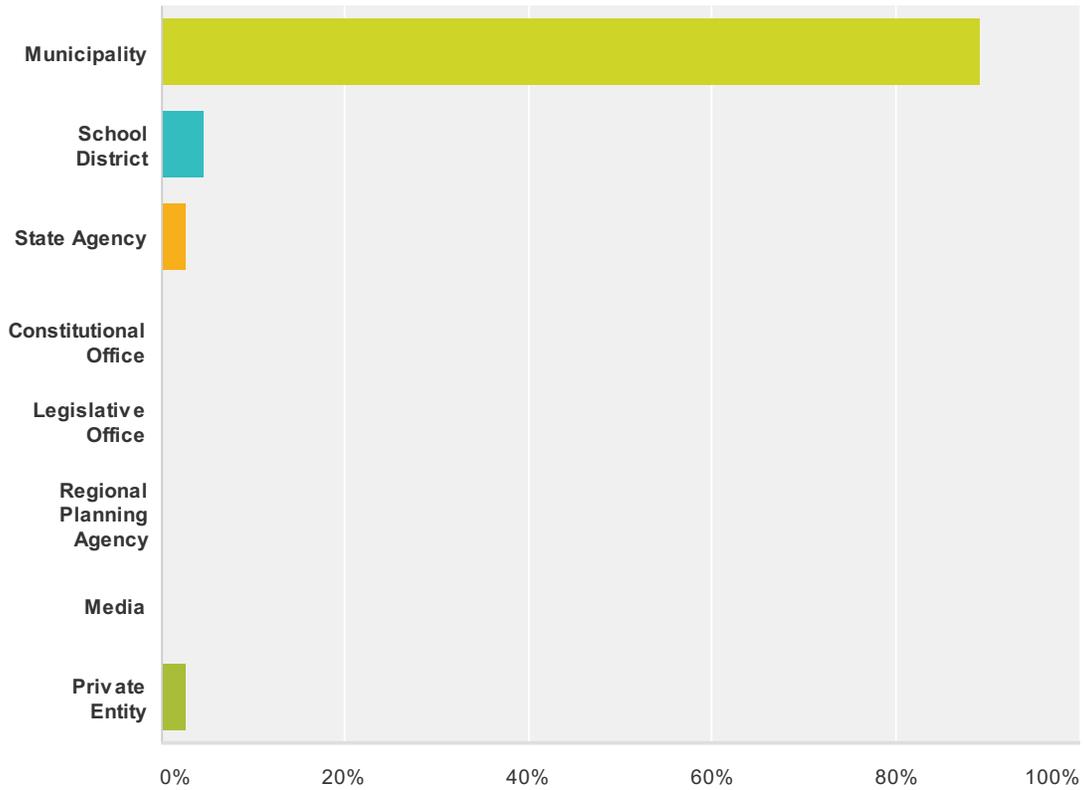
Answered: 543 Skipped: 1



Answer Choices	Responses	
Consistently	68.69%	373
Occasionally	27.62%	150
Rarely	2.95%	16
Never	0.74%	4
Total		543

Q2 How would you best describe the organization you represent?

Answered: 538 Skipped: 6



Answer Choices	Responses
Municipality	89.03% 479
School District	4.65% 25
State Agency	2.79% 15
Constitutional Office	0.19% 1
Legislative Office	0.37% 2
Regional Planning Agency	0.19% 1
Media	0% 0
Private Entity	2.79% 15
Total	538

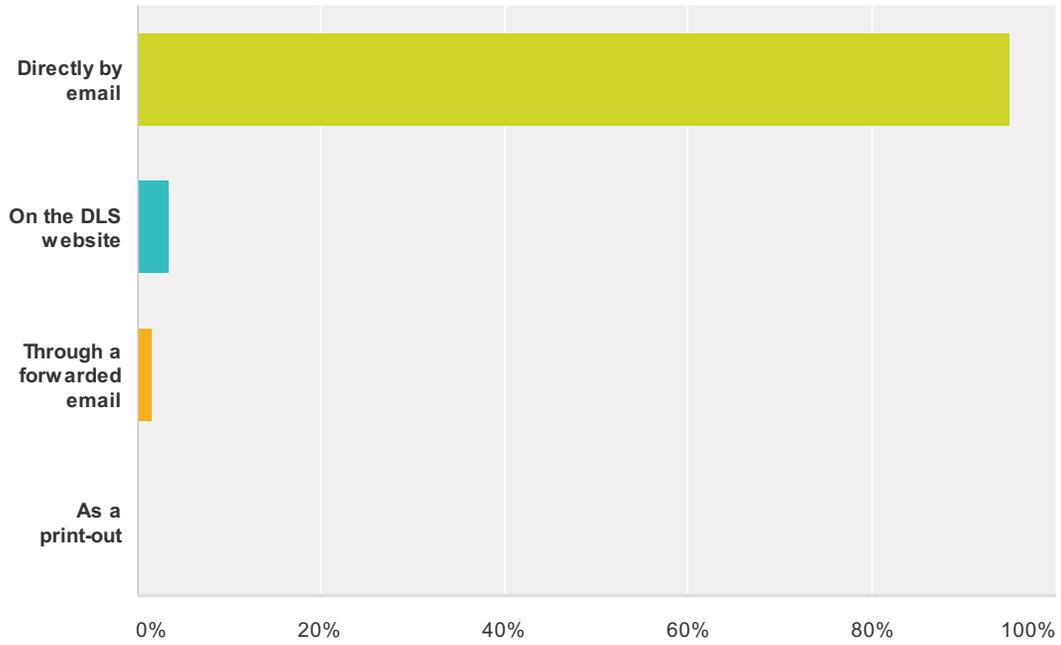
#	Other (please specify)	Date
1	ROAD DISTRICT	10/22/2013 8:06 PM
2	Member of Finance Committee and interest in municipal issues	10/22/2013 12:11 PM
3	Utility District	10/22/2013 9:34 AM
4	Interested citizen	10/22/2013 7:54 AM
5	Retired from school district	10/21/2013 1:19 PM
6	and the School District	10/21/2013 12:31 PM

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7	Non profit educational	10/17/2013 11:43 AM
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Q3 How do you receive the City & Town e-newsletter?

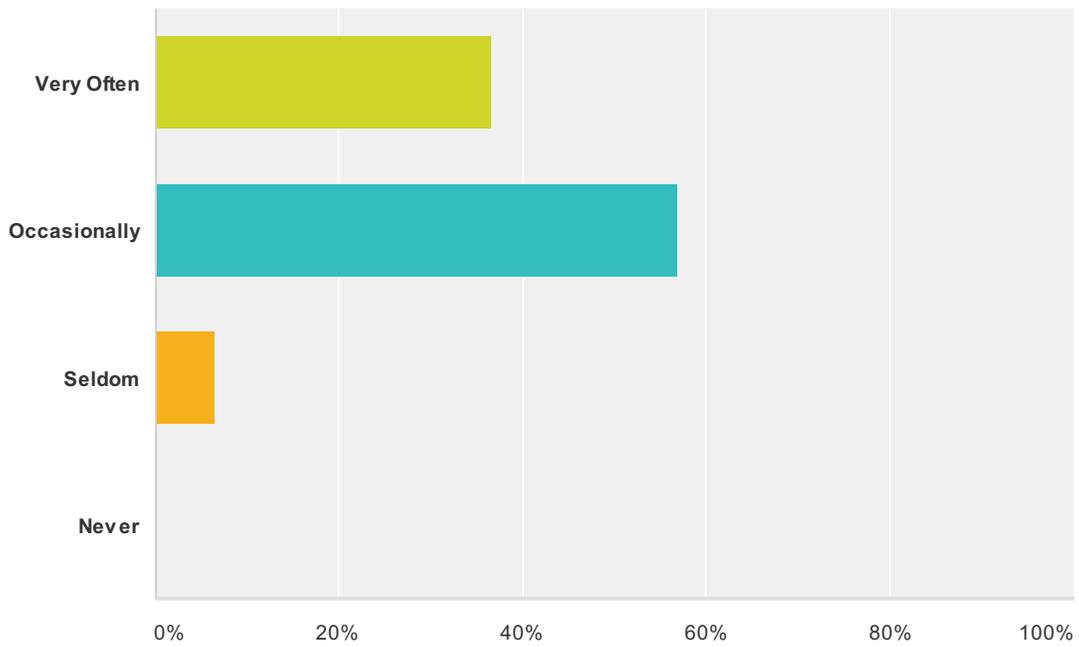
Answered: 537 Skipped: 7



Answer Choices	Responses
Directly by email	94.79% 509
On the DLS website	3.54% 19
Through a forwarded email	1.68% 9
As a print-out	0% 0
Total	537

Q4 How often do you find the content of City & Town relevant to your day-to-day functions?

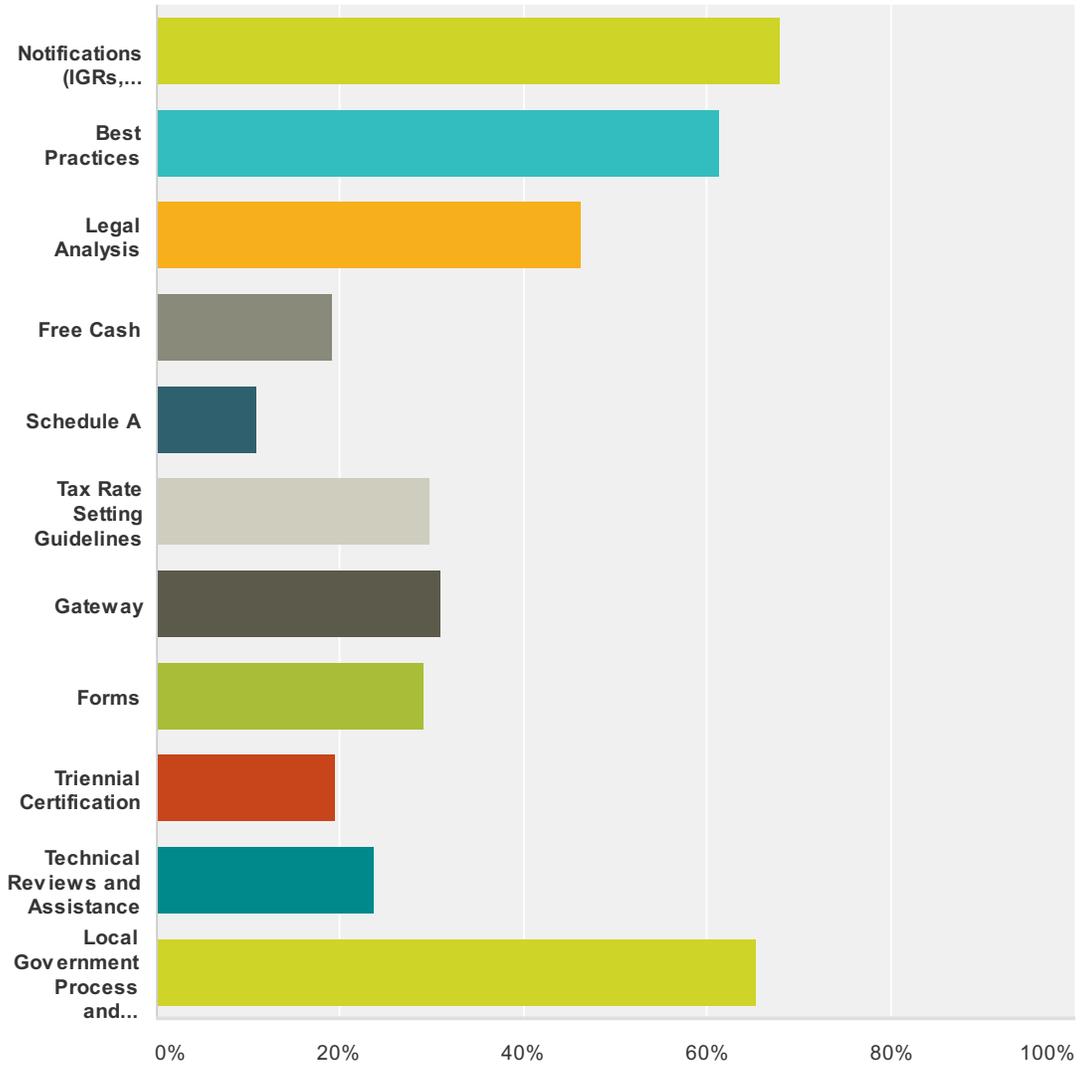
Answered: 539 Skipped: 5



Answer Choices	Responses
Very Often	36.55% 197
Occasionally	56.77% 306
Seldom	6.49% 35
Never	0.19% 1
Total	539

Q5 What subject area or process would you like to see highlighted in future editions? Please feel free to select more than one option and to suggest additional topics in the "Other" field.

Answered: 533 Skipped: 11



Answer Choices	Responses
Notifications (IGRs, trainings, conferences, etc.)	67.92% 362
Best Practices	61.16% 326
Legal Analysis	46.15% 246
Free Cash	19.14% 102
Schedule A	10.88% 58
Tax Rate Setting Guidelines	29.83% 159
Gateway	30.96% 165
Forms	29.08% 155

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Triennial Certification	19.51%	104
Technical Reviews and Assistance	23.64%	126
Local Government Process and Procedures	65.29%	348
Total Respondents: 533		

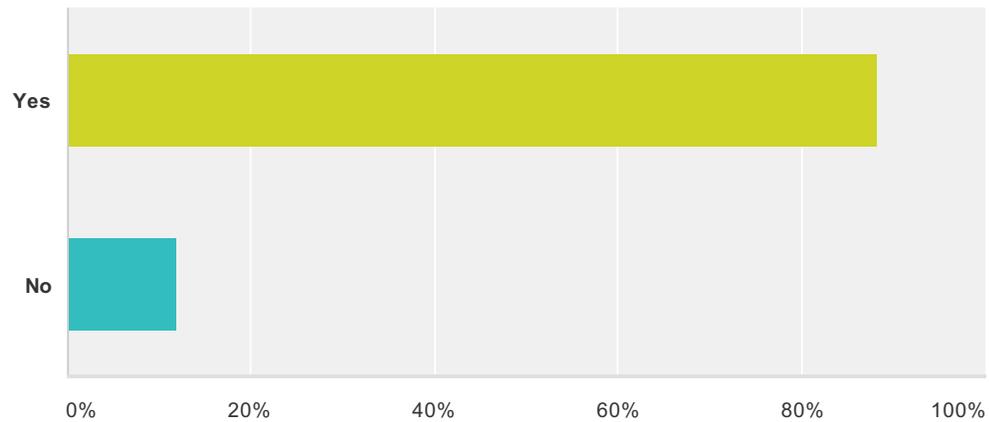
#	Other (please specify)	Date
1	Continue monthly calendar of responsibilities.	10/22/2013 12:00 PM
2	I like how you have the headlines and if I want to read more I click on the article.	10/22/2013 9:44 AM
3	Innovation, regionalization	10/22/2013 7:54 AM
4	Debt issuance, Excess & Deficiency Accounts and certification process	10/21/2013 4:37 PM
5	I don't even know what newsletter you are talking about.	10/21/2013 4:03 PM
6	IRS - LOCAL IRS AUDITS	10/21/2013 3:10 PM
7	I FIND INFORMATION PERTAINING TO THE ASSESSORS DEPT. TO BE VERY HELPFUL, RECENTLY YOU HAD INFORMATION ON CHAPTERLAND THAT WAS GOOD. ALSO THE EXEMPTION AND CIRCUIT BREAKER INFORMATION	10/21/2013 3:08 PM
8	enterprise funds, betterments (sewer)	10/21/2013 2:38 PM
9	Any Board of Health related information which is a broad area of topics. The changes in municipal law is most valuable.	10/21/2013 2:32 PM
10	issues relating to use of community preservation funds; criteria for determining taxability of non-profit organizations	10/21/2013 2:29 PM
11	Overview of Public Private Partnership opportunities	10/21/2013 2:19 PM
12	training training, education #1	10/21/2013 2:07 PM
13	WHY Sales records are reviewed by DOR using inventory/live card, instead of sales date data? Often new owner will improve property even 18months after sale or straight away.	10/21/2013 2:04 PM
14	Courses and dates when and where they are available through out the year.	10/21/2013 1:28 PM
15	all of the above	10/21/2013 1:01 PM
16	Training opportunities to learn more about municipal process	10/21/2013 1:00 PM
17	Links only to you IGR, trainings,conferences	10/21/2013 12:54 PM
18	Honestly all of the above would be great	10/21/2013 12:30 PM
19	Regionalization of Municipal Departments (Health, Fire, Police, DPW, etc.)	10/21/2013 12:22 PM
20	Grant Information would e especially helpful	10/21/2013 12:21 PM
21	Maybe some other city, town specific data for use for applications for federal grants etc. (poverty etc. municipal gap)	10/21/2013 12:20 PM
22	Things related to School Districts	10/21/2013 12:15 PM
23	More information pertaining to regional school districts as they function as a municipality.	10/21/2013 12:14 PM
24	Any focus on "seniors" -- 60+ is welcome....	10/21/2013 12:09 PM
25	ATB decisions	10/21/2013 11:57 AM
26	Community Preservation Act	10/17/2013 2:29 PM
27	reports on successful regionalization projects, even small ones; info on state grants; identification of state agencies that provide local help or advice and what each offers; reports on how small towns deal with health insurance and part-time employees	10/17/2013 11:52 AM
28	Land of Low Value and Ownership Unknown properties & procedures. Procedures for assessing & figuring Chapter 61 roll-back taxes. Prop. Tax Deferrals.	10/7/2013 1:39 PM
29	Chapter 70 school funding 101 course (and Votech and Agricultural school funding) and how to accurately interpret school spending peer analysis	10/3/2013 2:01 PM

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30	DETERMINING WHAT PROPERTIES SHOULD BE CLASSIFIED AS EXEMPT - ESPECIALLY REGARDING HOUSING FOR DISABLED, ALWAYS DIFFICULT TO DISCERN WOULD BE A GOOD TOPIC FOR ASK DLS	10/3/2013 11:08 AM
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Q6 Do you find the new AskDLS feature helpful?

Answered: 479 Skipped: 65



Answer Choices	Responses
Yes	88.10% 422
No	11.90% 57
Total	479

#	If no, please use the comment field to explain why not.	Date
1	haven't used yet	10/24/2013 2:10 PM
2	Haven't tried using it yet.	10/24/2013 6:53 AM
3	I was not aware there is an AskDLS website.	10/23/2013 4:15 PM
4	I HAVE NOT USED THIS SERVICE AS OF YET SO I CANNOT ATTEST TO IT BEING HELPFUL.	10/23/2013 2:07 PM
5	haven't tried it	10/23/2013 11:27 AM
6	I have not had the opportunity to use it	10/22/2013 1:52 PM
7	haven't tried	10/22/2013 12:46 PM
8	had not used	10/22/2013 8:48 AM
9	Ive not used the new feature	10/22/2013 8:44 AM
10	Unfamiliar with this feature.	10/22/2013 7:54 AM
11	Have not yet used this feature	10/21/2013 10:38 PM
12	I'm sure it is helpful to my assessor, collector/treasurer and/or comptroller	10/21/2013 6:44 PM
13	I have not used it... sorry...	10/21/2013 6:23 PM
14	Am not familiar with it.	10/21/2013 4:59 PM
15	Have not used it yet	10/21/2013 4:37 PM
16	Haven't tried it yet.	10/21/2013 3:13 PM
17	I HAVE NOT USED IT YET, BUT WILL LOOK TO USE IT	10/21/2013 3:08 PM
18	Wasn't aware of its existence	10/21/2013 2:45 PM
19	was much more helpful when i worked for Assessors department.	10/21/2013 2:38 PM
20	Not sure	10/21/2013 2:32 PM

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21	have not used it.	10/21/2013 2:08 PM
22	How could I have missed this?	10/21/2013 2:00 PM
23	Have not used as yet.	10/21/2013 1:53 PM
24	Have not used it.	10/21/2013 1:46 PM
25	Have not used it.	10/21/2013 1:42 PM
26	Not that it's unhelpful, I just don't use it.	10/21/2013 1:41 PM
27	I haven't had an opportunity to use it.	10/21/2013 1:31 PM
28	I am just not familiar with it	10/21/2013 1:31 PM
29	I have never used it.	10/21/2013 1:28 PM
30	Have not tried it	10/21/2013 1:21 PM
31	Have not used it	10/21/2013 1:19 PM
32	Never used	10/21/2013 1:10 PM
33	never used it	10/21/2013 1:04 PM
34	I truly haven't taken note of it.	10/21/2013 1:01 PM
35	Haven't had occasion yet to use it.	10/21/2013 12:57 PM
36	Have not used this feature yet.	10/21/2013 12:57 PM
37	i didn't know it existed	10/21/2013 12:49 PM
38	I have not used it.	10/21/2013 12:45 PM
39	I think your responses and comments to issues, "in real time", on the yahoo user group e-mail would be most beneficial.	10/21/2013 12:43 PM
40	HAVE NOT USED IT YET	10/21/2013 12:41 PM
41	Need to specify questions that will make clearer tax implications and assessments to businesses on Tangible Property.	10/21/2013 12:27 PM
42	Never used it.	10/21/2013 12:26 PM
43	Have not used	10/21/2013 12:21 PM
44	I do know. I have not used it.	10/21/2013 12:20 PM
45	didn't know it existed	10/21/2013 12:18 PM
46	have not used it, so cannot really answer.	10/21/2013 12:11 PM
47	Would prefer fewer questions about classified forest, farm and recreational land.	10/21/2013 12:11 PM
48	I have not used it yet.	10/17/2013 3:30 PM
49	Have not used	10/17/2013 3:17 PM
50	Haven't had occasion to use it yet.	10/17/2013 2:29 PM
51	Have not used it	10/17/2013 1:13 PM
52	Didn't know it existed.	10/17/2013 11:52 AM
53	didn't know it was there	10/17/2013 11:31 AM
54	not applicable to my position in town government (town clerk)	10/17/2013 11:22 AM
55	Was not aware of it.	10/9/2013 8:17 AM
56	haven't used it	10/3/2013 12:12 PM
57	Wasn't aware of this feature.	10/3/2013 11:50 AM
58	Haven't used it.	10/3/2013 11:38 AM

Q7 Please use the space below to offer any suggestions, comments or ways in which you think City & Town could improve as a publication.

Answered: 66 Skipped: 478

#	Responses	Date
1	I would prefer a wider column. I find it irritating to scroll down so much when reading the articles.	10/23/2013 6:06 PM
2	Cosmetics	10/23/2013 11:39 AM
3	Please do not eliminate the calendar! Being new to my position, it is a great reminder. Thank you.	10/23/2013 10:35 AM
4	sorry, can't think of any right now.	10/23/2013 9:31 AM
5	Entire staff benefits from information.	10/22/2013 4:02 PM
6	appears to be fine at this time. most helpful	10/22/2013 12:22 PM
7	great publication!!!	10/22/2013 11:50 AM
8	Offer a print edition or a text-only version for towns without high speed internet access.	10/22/2013 9:46 AM
9	Your enewsletter helps me stay somewhat informed. I don't have time to read it all but I do catch the articles that relate to my office.Thank you.	10/22/2013 9:44 AM
10	It seems to be helpful as is but I'm sure some folks will make suggestions.	10/22/2013 9:25 AM
11	It would be helpful for more information on the grants, budgets and changes in the Municipals processes.	10/22/2013 8:30 AM
12	Thank you all for the wonderful job well done with the info.,highlighted topics and everything.	10/22/2013 8:20 AM
13	Send an issue to every mayor/town manager, and city council and school committee president in the state and ask them to subscribe if they already do not.	10/22/2013 7:54 AM
14	A little less "cannot do" and a little more "can do"	10/22/2013 4:01 AM
15	No suggestions--"it would be like gilding a lily"	10/21/2013 5:46 PM
16	An option to print a particular section would be useful.	10/21/2013 4:11 PM
17	Like it just the way it is. Thanks for a good publication.	10/21/2013 3:35 PM
18	I didn't know about City & Town Reader.	10/21/2013 3:22 PM
19	City & Town is an excellent publication as it is. It's short and to the point, easy to read through, and informative.	10/21/2013 3:13 PM
20	I DO FIND THE CITY & TOWN VERY HELPFUL	10/21/2013 3:08 PM
21	it is done very well -- i always scan for relevant copy!	10/21/2013 2:38 PM
22	Watch the e-mail frequency. Too many in a week lose your readers.	10/21/2013 2:32 PM
23	In many discussions, there is an apparent emphasis on town forms of governance. It would be helpful to indicate whether a particular answer would be the same whether a city or town were involved.	10/21/2013 2:29 PM
24	I HAVE NONE.	10/21/2013 2:14 PM
25	Once a month would be better. go for quality rather than quantity.	10/21/2013 2:06 PM
26	Just keep it coming, thank you.	10/21/2013 2:04 PM
27	Need to expand interest level	10/21/2013 1:44 PM
28	Keep up the good work!	10/21/2013 1:41 PM
29	During the the legislative session to be alerted to bills reported out of the committees which would have a direct impact on local govt.	10/21/2013 1:32 PM

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30	How about a section entitled "ASK DOR" where we can write in a question that could be answered in a future publication.	10/21/2013 1:29 PM
31	good job!	10/21/2013 1:28 PM
32	Regionalization	10/21/2013 1:27 PM
33	Please do not discontinue City & Town!!	10/21/2013 1:24 PM
34	Keep up the good work!	10/21/2013 1:19 PM
35	I like the hard-copy version--even if it's just a PDF & not actually produced. I like being able to have "volumes" in a library like the old days.	10/21/2013 1:15 PM
36	I still miss the old printed/pdf version.	10/21/2013 1:07 PM
37	Please always put headings in the email and provide header links to the parts of the email	10/21/2013 1:04 PM
38	Perhaps discussions of potential new laws relating to DLS issues, explaining the intent and asking for feedback from readers to summarize in a future publication or post on a City & Town section of the DLS website.	10/21/2013 12:54 PM
39	I think updates from the Legal division with FAQs or the current hot topic would be beneficial to all of us.	10/21/2013 12:33 PM
40	My only suggestion would be to make it easier to download.	10/21/2013 12:30 PM
41	G	10/21/2013 12:27 PM
42	There are still counties in Massachusetts....how about addressing some county subjects?	10/21/2013 12:26 PM
43	DLS should be the template for other state agencies to use as reaching out from Boston with useful information and processes for our 352 cities and towns. Thank You.	10/21/2013 12:20 PM
44	I'm a selectmen and very pleased my past town administrator recommended the newsletter. I learn a lot from it.	10/21/2013 12:16 PM
45	Cover things related to schools more often (i.e. E&D, EOYR, etc.)	10/21/2013 12:15 PM
46	More in depth guidelines (i.e. chapter land requirements, CPA, pending legislation, etc.) or website addresses in which to obtain additional information.	10/21/2013 12:14 PM
47	more information on the new free cash fy 2014 calculation and explanations to communities	10/21/2013 12:13 PM
48	Great job and a very useful document!	10/21/2013 12:10 PM
49	I would like to stop receiving three identical emails. Somehow I am in your database three times.	10/21/2013 11:57 AM
50	thank you for this service publication.	10/17/2013 9:35 PM
51	just keep information flowing	10/17/2013 9:24 PM
52	My time to read publications is limited and there are MANY publications coming my way.	10/17/2013 3:17 PM
53	Excellent publication. I wish other state agencies took the time to prepare similar info. Thanks, Sharon Wason, Foxborough	10/17/2013 11:29 AM
54	I find the new AskDLS feature very helpful-it has helped to answer many questions. A quick reference to commonly used forms would be great-these are extremely difficult to search for via DLS/DOR websites, using keywords or the form name.	10/7/2013 1:39 PM
55	The calendar is very useful to a new assessor.	10/7/2013 10:27 AM
56	I would like to see on the DLS website an easier way to search City & Town for specific information.	10/4/2013 12:52 PM
57	Continue the good work - I enjoy the C&T and find it helpful.	10/4/2013 9:31 AM
58	KEEP UP THE EXCELLENT REPORTING!	10/3/2013 4:22 PM
59	Great job!	10/3/2013 4:20 PM
60	Occasionally, go back over the basics for new folks in municipalities; particularly definitions, and translating of acronyms. We speak a strange language to those in the "real" world; it really mixes folks when we talk about "free cash"...an oxymoron when we then increase their tax bills.	10/3/2013 2:02 PM
61	It is fine as it currently exists.	10/3/2013 12:46 PM
62	Keep in mind my perspective as a special town employee because I am a member of one of our town's two finance committees.	10/3/2013 12:43 PM

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63	Ability to save an individual article to my computer for future reference without saving the entire C & T; would especially like to save the new ASK DLS.	10/3/2013 12:42 PM
64	Great publication. Thanks for asking.	10/3/2013 11:42 AM
65	Calendar is very helpful.	10/3/2013 11:33 AM
66	Keep up the good work	10/3/2013 11:16 AM