

CROSS COMPARISON - NESPMP CITIZEN SATISFACTION SURVEY 2009

I. Please rate your level of satisfaction with: the overall quality of life in _____						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Very Satisfied	55.0%	52.2%	22.1%	31.6%	59.0%	39.3%
Satisfied	40.0%	45.9%	59.6%	54.4%	38.1%	50.2%
Dissatisfied	3.8%	1.9%	15.6%	11.6%	2.2%	8.8%
Very Dissatisfied	1.3%	0.0%	2.7%	2.4%	0.7%	1.7%

II. Major roads/arteries are passable during or shortly after a snowstorm, blizzard, or ice storm.						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Strongly Agree	30.4%	32.5%	17.2%	9.0%	30.7%	20.9%
Agree	62.0%	63.6%	73.7%	65.7%	63.9%	67.2%
Disagree	5.1%	2.6%	6.9%	17.6%	2.6%	8.2%
Strongly Disagree	2.5%	1.3%	2.2%	7.7%	2.9%	3.8%

III. Residential streets are passable the day after a snowstorm, blizzard, or ice storm.						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Strongly Agree	38.2%	28.5%	16.5%	5.0%	32.1%	19.8%
Agree	57.9%	65.6%	68.7%	51.4%	62.0%	61.3%
Disagree	2.6%	4.6%	10.3%	27.2%	4.4%	12.4%
Strongly Disagree	1.3%	1.3%	4.5%	16.4%	1.5%	6.4%

IV. Please rate each of the following based on your experiences or observations during the past 12 months: Condition of Street/ Road surfaces						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Excellent	11.8%	27.9%	5.0%	5.2%	9.7%	9.5%
Good	48.7%	54.5%	29.8%	13.4%	48.7%	34.0%
Fair	19.7%	16.2%	31.1%	24.6%	30.7%	26.6%
Poor	10.5%	0.6%	20.7%	23.7%	9.0%	15.6%
Very Poor	9.2%	0.6%	13.5%	33.1%	1.8%	14.3%

V. During the past 12 months, approximately how often have you or other members of your household used the Public Library facilities and/or online services?						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
At least once a week	35.8%	13.6%	10.2%	19.3%	19.9%	17.1%
About once a month	23.5%	20.8%	11.3%	26.9%	18.1%	19.1%
About once every other month	1.2%	9.1%	5.5%	9.1%	6.1%	6.8%
A few times	28.4%	28.6%	31.0%	26.6%	30.0%	29.1%
Never	11.1%	27.9%	42.0%	18.1%	26.0%	27.9%

VI a. In the past 12 months, have you or a member of your household received assistance from the Fire Department?						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Yes	16.3%	13.8%	6.6%	27.7%	11.2%	15.0%
No	83.8%	86.2%	93.4%	72.3%	88.8%	85.0%

VI b. What services did the Fire Department provide? Check (☐) all that apply						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Emergency Medical Services	38.5%	45.0%	8.3%	71.6%	53.3%	54.3%
Fire Suppression	0.0%	30.0%	20.8%	21.6%	20.0%	20.6%
Other (please specify)	61.5%	30.0%	83.3%	29.5%	40.0%	41.1%

VI c. How satisfied were you with the Fire Department's: Response time						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Very Satisfied	72.7%	94.7%	75.0%	88.6%	90.3%	86.7%
Satisfied	27.3%	5.3%	25.0%	9.1%	3.2%	11.0%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	6.5%	2.3%
Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

VII a. In the past 12 months, have you or a member of your household received assistance from Ambulance/Advanced Life Support Services?						
	Freeport, ME	Holden, MA	Newport, RI	South Portland, ME	Average	
Yes	11.3%	11.8%	17.7%	9.1%	13.2%	
No	88.8%	88.2%	82.3%	90.9%	86.8%	

VII b. How satisfied were you with the ambulance service/paramedic's: Response time						
	Freeport, ME	Holden, MA	Newport, RI	South Portland, ME	Average	
Very Satisfied	88.9%	94.4%	94.7%	87.5%	92.6%	
Satisfied	11.1%	5.6%	3.5%	8.3%	5.6%	
Dissatisfied	0.0%	0.0%	1.8%	4.2%	1.9%	
Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	

VIII a. In the past 12 months, have you or any member of your household called 911 to request police, fire, or emergency medical/ambulance services?						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Yes	11.3%	17.1%	12.4%	23.9%	14.5%	16.6%
No	88.8%	82.9%	87.6%	76.1%	85.5%	83.4%

VIII b. How satisfied were you with the assistance you received from the person who took your 911 call? (If you have called 911 more than once in past 12 months, please base your response on the last time you called)						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Very Satisfied	77.8%	72.0%	58.1%	63.2%	61.5%	63.5%
Satisfied	22.2%	24.0%	39.5%	31.6%	35.9%	32.8%
Dissatisfied	0.0%	4.0%	0.0%	2.6%	0.0%	1.6%
Very Dissatisfied	0.0%	0.0%	2.3%	2.6%	2.6%	2.1%

IX. Overall, how satisfied are you with the leadership of elected officials in the town?						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Very Satisfied	20.8%	4.7%	0.9%	2.3%	4.5%	3.9%
Satisfied	56.9%	59.4%	32.2%	29.5%	57.0%	42.0%
Dissatisfied	16.7%	26.6%	42.6%	35.6%	26.4%	33.3%
Very Dissatisfied	5.6%	9.4%	24.3%	32.6%	12.0%	20.8%

X. Overall, how satisfied are you with the leadership of appointed officials in the City?						
	Freeport, ME	Holden, MA	Lewiston, ME	Newport, RI	South Portland, ME	Average
Very Satisfied	23.2%	12.5%	5.1%	3.9%	6.4%	7.2%
Satisfied	60.9%	69.5%	54.1%	43.5%	60.1%	54.9%
Dissatisfied	13.0%	14.1%	27.7%	33.6%	25.3%	26.1%
Very Dissatisfied	2.9%	3.9%	13.2%	19.1%	8.2%	11.8%