

South Portland, ME

The National Community Survey

Report of Results
2020

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of South Portland. The phrase “livable community” is used here to evoke 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.

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 797 residents of the City of South Portland collected from November 10, 2020 to December 29, 2020. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2020 survey was 20%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in South Portland.



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” and “good,” “very safe” and “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, South Portland’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 South Portland residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that South Portland’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 South Portland’s average rating was more than 20 points different when compared to the benchmark.

Methods

Selecting survey recipients

All households within the City of South Portland were eligible to participate in the survey. A list of all households within the zip codes serving South Portland 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 City of South Portland 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 City of South Portland boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of five Districts. 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 4,100 randomly selected households received mailings beginning on November 11, 2020 and the survey remained open for seven weeks. For 2,600 households, 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 final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings 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.

The survey was available in English, Spanish, French, and Somali. All mailings contained paragraphs in these languages instructing participants to complete the survey online in their preferred language.

About 3% of the 4,100 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 3,959 households that received the invitations to participate, 797 completed the survey, providing an overall response rate of 20%. The response rates 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 City of South Portland survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (797 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of South Portland. The open participation survey was identical to the probability sample survey with one small update; it included a map at the beginning asking where the respondent lives. The open participation survey was open to all city residents and became available on December 15, 2020. The survey remained open for two 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.

For the probability sample survey, the demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of South Portland. 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, ethnicity, area, housing type, and tenure. 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.

		Unweighted	Weighted	Target*
Age	18-34	11%	30%	30%
	35-54	26%	35%	35%
	55+	63%	36%	36%
Area	District 1	24%	20%	20%
	District 2	29%	22%	22%
	District 3	17%	20%	20%
	District 4	17%	18%	18%
	District 5	13%	21%	21%
Hispanic	No, not Spanish, Hispanic or Latino	98%	98%	98%
	Yes, I consider myself to be Spanish, Hispanic or Latino	2%	2%	2%

Housing type	Attached	35%	43%	42%
	Detached	65%	57%	58%
Race/ethnicity	Not white alone	10%	7%	7%
	White alone	90%	93%	93%
Sex	Female	61%	55%	55%
	Male	39%	45%	45%
Sex/age	Female 18-34	6%	16%	16%
	Female 35-54	16%	19%	19%
	Female 55+	38%	20%	20%
	Male 18-34	4%	14%	14%
	Male 35-54	10%	16%	16%
	Male 55+	25%	16%	16%
Tenure	Own	76%	62%	62%
	Rent	24%	38%	38%

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” and “good,” “very safe” and “somewhat safe,” “essential” and “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 City of South Portland funded this research. Please contact Scott Morelli of the City of South Portland at smorelli@southportland.org 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 2017 American Community Survey

Highlights

South Portland is a desirable place to live and residents report a positive sense of community.

About 9 in 10 residents positively rated the overall quality of life in South Portland and the city as a place to live and raise children. About 8 in 10 gave high marks to the overall image or reputation of the community. Similar to the national benchmarks, about three-quarters of respondents favorably evaluated the sense of community, the community making all residents feel welcome, the neighborliness of residents, and residents' connection and engagement with their community. About 94% of residents would recommend living in South Portland to someone who asked and 84% planned to remain in the community for the next five years.

Community members feel safe in South Portland and give high marks to the South Portland Police Department.

About 9 in 10 rated the overall feeling of safety in South Portland as excellent or good. Almost all residents reported feeling safe in their neighborhood during the day (98%) and in the downtown/commercial area during the day (97%), and 9 in 10 felt safe from violent crime, property crime, and from fire, flood, or other natural disaster. The highest rated safety-related services included ambulance or emergency medical services, fire services, and police services, with at least 85% of residents awarding high marks to each.

About 8 in 10 residents that had contact with the South Portland Police Department (SPPD) in the 12 months prior to the survey positively rated the employee they had contact with in regards to fairness, responsiveness to requests and/or needs, treating all people involved in a respectful manner, knowledge, timeliness of handling the situation, resolution of concerns, and the overall impression of the staff member. Roughly 8 in 10 also assigned favorable reviews to all aspects related to the SPPD overall, including holding police officers accountable for their actions, protecting individual civil rights, being a positive influence in the community, and caring about the well-being of the people they deal with. Although survey respondents generally gave positive ratings to the SPPD, they were amenable to certain changes to the SPPD's budget and focus. About 8 in 10 residents strongly or somewhat supported increasing the City's budget to hire social workers to respond to certain nonviolent calls or to fund social programs intended to reduce calls. Residents were evenly split on whether to reduce the SPPD's budget in order to fund social workers (50% supported, 50% opposed) or to fund social programs (49% supported, 51% opposed).

Residents praise the economic health of South Portland and see it as an important focus area for the community in the coming years.

At least three-quarters of survey participants gave high marks to South Portland as a place to work and to visit, the overall quality of business and service establishments, the variety of business and service establishments, and shopping opportunities; these ratings were exceptional and higher than the national benchmarks. Residents' assessments of the overall economic health of South Portland, employment opportunities, vibrancy of the downtown/commercial area, and economic development were positive and on par with comparison communities. Residents indicated that the overall economic health of South Portland should be a focus for the community in the coming years, with 9 in 10 respondents indicating this was an essential or very important focus.

Respondents feel that community members typically follow COVID-19 mask regulations and the majority have not had symptoms of, been tested for, or diagnosed with COVID-19.

At the time of this survey administration, the State of Maine required that everyone wear a mask in most indoor and certain outdoor areas. Residents rated how often they felt employees and the public had been following the COVID-19 mask requirements at various locations in the 30 days prior to the survey. Almost all respondents felt that people were following the mask requirements always or most of the time at grocery stores (96%), public schools (95%), and local government facilities (95%), while 8 in 10 felt similarly about houses of worship and other businesses and 4 in 10 felt similarly about public spaces (parks, beaches, trails). Community members were also asked if anyone in their household had been diagnosed with COVID-19 at any point in 2020 up to the time the survey was administered. About 7 in 10 respondents reported that no one in their household had symptoms and they were never tested for COVID-19. About one-quarter of residents indicated that one or more people in their household had symptoms but tested negative for COVID-19. About 4% reported that at least one person in their household had symptoms but were never tested. Only 1% indicated that someone else in their household had been diagnosed with COVID-19, while almost no one indicated that they personally had been diagnosed.

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).

Quality ratings

		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall economic health of South Portland	77%	Similar
	Overall quality of the transportation system (auto, bicycle, foot, bus)	61%	Similar
	Overall design or layout of South Portland’s residential and commercial areas	60%	Similar
	Overall quality of the utility infrastructure in South Portland	77%	Similar
	Overall feeling of safety in South Portland	87%	Similar
	Overall quality of natural environment in South Portland	77%	Similar
	Overall quality of parks and recreation opportunities	80%	Similar
	Overall health and wellness opportunities in South Portland	80%	Similar
	Overall opportunities for education, culture and the arts	64%	Similar
	Residents’ connection and engagement with their community	61%	Similar

Importance ratings

Please rate how important, if at all, you think it is for the South Portland community to focus on each of the following in the coming two years.	Overall economic health of South Portland	92%	Similar
	Overall quality of the transportation system (auto, bicycle, foot, bus)	81%	Similar
	Overall design or layout of South Portland’s residential and commercial areas	76%	Similar
	Overall quality of the utility infrastructure in South Portland	88%	Similar
	Overall feeling of safety in South Portland	83%	Lower
	Overall quality of natural environment in South Portland	89%	Higher
	Overall quality of parks and recreation opportunities	84%	Similar
	Overall health and wellness opportunities in South Portland	81%	Similar
	Overall opportunities for education, culture and the arts	78%	Similar
	Residents’ connection and engagement with their community	75%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** 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 City 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.

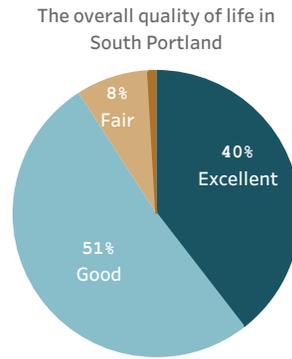
Services receiving quality ratings of excellent or good by 71% or more of respondents were considered of "higher quality" and those with ratings lower than 71% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 82% or more of respondents. Services were rated as "less important" if they received a rating of less than 82%. 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 (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their deliv..



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.



		% positive *	vs. benchmark **
Please rate each of the following aspects of quality of life in South Portland.	South Portland as a place to live	95%	Similar
	The overall quality of life in South Portland	91%	Similar
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in South Portland to someone who asks	94%	Similar
	Remain in South Portland for the next five years	84%	Similar
Please rate each of the following characteristics as they relate to South Portland..	Overall image or reputation of South Portland	82%	Similar

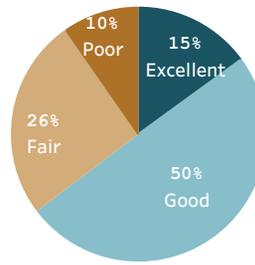
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** 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 South Portland government



		% positive *	vs. benchmark **
Please rate the quality of each of the following services in South Portland.	Public information services	76%	Similar
	Overall customer service by South Portland employees (police, receptionists, planners, etc.)	88%	Higher
Please rate the following categories of South Portland government performance.	Treating residents with respect	79%	Similar
	Being honest	76%	Higher
	Treating all residents fairly	72%	Similar
	Generally acting in the best interest of the community	72%	Similar
	The overall direction that South Portland is taking	71%	Similar
	Being open and transparent to the public	70%	Similar
	The value of services for the taxes paid to South Portland	68%	Similar
	Overall confidence in South Portland government	65%	Similar
	Informing residents about issues facing the community	63%	Similar
Overall, how would you rate the quality of the services provided by each of the following?	The City of South Portland	82%	Similar
	The Federal Government	33%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

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

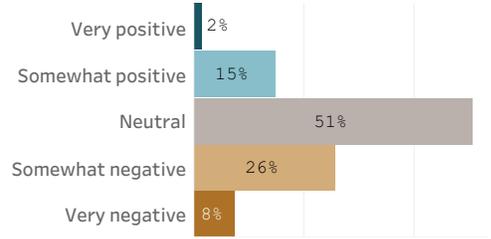
Economy

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 South Portland



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:



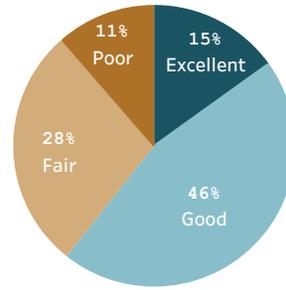
		% positive *	vs...
Please rate each of the following aspects of quality of life in South Portland.	South Portland as a place to visit	81%	Higher
	South Portland as a place to work	79%	Higher
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall quality of business and service establishments in South Portland	85%	Higher
	Variety of business and service establishments in South Portland	77%	Higher
	Overall economic health of South Portland	77%	Similar
	Shopping opportunities	75%	Higher
	Employment opportunities	54%	Similar
	Vibrancy of downtown/commercial area	54%	Similar
	Cost of living in South Portland	40%	Similar
Please rate the quality of each of the following services in South Portland.	Economic development	61%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
 ** 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 South Portland



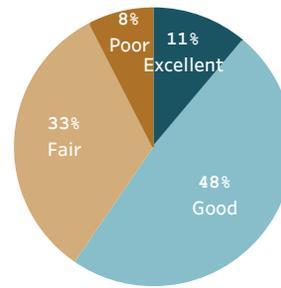
		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to South Portland as a whole.	Ease of public parking	76%	Higher
	Ease of travel by car in South Portland	74%	Similar
	Ease of walking in South Portland	67%	Similar
	Overall quality of the transportation system (auto, bicycle, foot, bus) in South Portland	61%	Similar
	Ease of travel by bicycle in South Portland	55%	Similar
	Traffic flow on major streets	52%	Similar
	Ease of travel by public transportation in South Portland	44%	Similar
Please indicate whether or not you have done each of the following in the last 12 months.	Walked or biked instead of driving	67%	Higher
	Carpooled with other adults or children instead of driving alone	33%	Similar
	Used bus, rail, subway or other public transportation instead of driving	16%	Similar
Please rate the quality of each of the following services in South Portland.	Snow removal	74%	Similar
	Traffic enforcement	67%	Similar
	Street cleaning	63%	Similar
	Street lighting	56%	Similar
	Traffic signal timing	55%	Similar
	Bus or transit services	52%	Similar
	Street repair	44%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
 ** 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 South Portland's residential and commercial areas



		% positive *	vs. benchmark **
Please rate each of the following aspects of quality of life in South Portland.	Your neighborhood as a place to live	89%	Similar
	<hr/>		
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall appearance of South Portland	67%	Similar
	Public places where people want to spend time	65%	Similar
	Preservation of the historical or cultural character of the community	62%	Similar
	Overall design or layout of South Portland's residential and commercial areas .	60%	Similar
	Well-designed neighborhoods	56%	Similar
	Well-planned commercial growth	49%	Similar
	Overall quality of new development in South Portland	47%	Similar
	Well-planned residential growth	47%	Similar
	Variety of housing options	45%	Similar
	Availability of affordable quality housing	23%	Similar
Please rate the quality of each of the following services in South Portland.	Code enforcement (building permits, abandoned buildings, etc.)	54%	Similar
	Land use, planning and zoning	48%	Similar

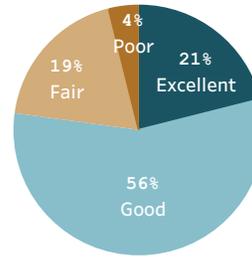
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** 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 South Portland



		% positive *	vs. benchmark**
Please rate each of the following characteristics as they relate to South Portland.	Overall quality of the utility infrastructure in South Portland (water, sewer, storm water, electric/gas)	77%	Similar
Please rate the quality of each of the following services in South Portland.	Drinking water	91%	Higher
	Sewer services	90%	Similar
	Garbage collection	89%	Similar
	Power (electric and/or gas) utility	81%	Similar
	Storm water management (storm drainage, dams, levees, etc.)	78%	Similar
	Utility billing	72%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** 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 South Portland

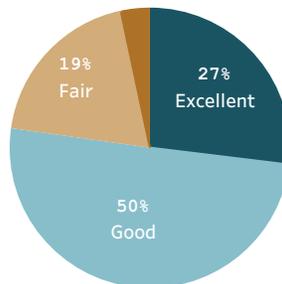


		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to South Portland.			
	Overall feeling of safety in South Portland	87%	Similar
Please rate how safe or unsafe you feel:			
	In your neighborhood during the day	98%	Similar
	In South Portland's downtown/commercial area during the day	97%	Similar
	From violent crime	92%	Similar
	From fire, flood or other natural disaster	91%	Similar
	From property crime	87%	Similar
Please rate the quality of each of the following services in South Portland.			
	Ambulance or emergency medical services	92%	Similar
	Fire services	90%	Similar
	Police services	85%	Similar
	Fire prevention and education	84%	Similar
	Crime prevention	83%	Similar
	Animal control	77%	Similar
	Emergency preparedness	68%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

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

Overall quality of natural environment in South Portland



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.

		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to South Portland as a whole.	Water resources (beaches, lakes, ponds, riverways, etc.)	80%	Higher
	Overall quality of natural environment in South Portland	77%	Similar
	Cleanliness of South Portland	76%	Similar
	Air quality	60%	Lower
Please rate the quality of each of the following services in South Portland.	Recycling	84%	Similar
	Preservation of natural areas (open space, farmlands and greenbelts)	72%	Similar
	South Portland open space	69%	Similar
	Yard waste pick-up	63%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

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

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

Overall quality of the parks and recreation opportunities

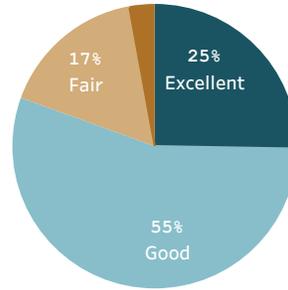


		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to South Portland as a whole.	Availability of paths and walking trails	83%	Higher
	Overall quality of parks and recreation opportunities	80%	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	Similar
	Recreational opportunities	74%	Similar
Please also rate the quality of each of the following services in South Portland.	City parks	82%	Similar
	Recreation centers or facilities	81%	Similar
	Recreation programs or classes	75%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. “excellent” or “good”, “very likely” or “somewhat likely”).

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

Overall health and wellness opportunities in South Portland



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.

		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall health and wellness opportunities in South Portland	80%	Similar
	Availability of affordable quality food	78%	Similar
	Availability of affordable quality health care	68%	Similar
	Availability of preventive health services	67%	Similar
	Availability of affordable quality mental health care	51%	Similar
Please also rate the quality of each of the following services in South Portland.	Health services	73%	Similar
Would you say that in general your health is:	Would you say that in general your health is:	72%	Similar

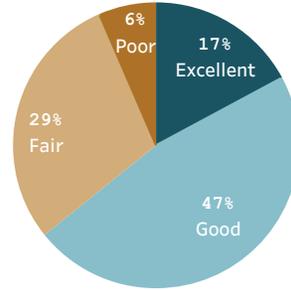
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** 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



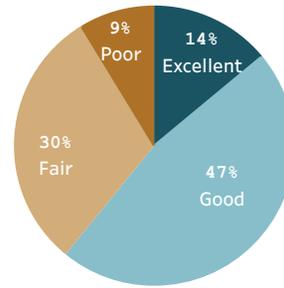
		% positive *	vs...
Please rate each of the following characteristics as they relate to South Portland as a whole.	K-12 education	75%	Similar
	Overall opportunities for education, culture and the arts	64%	Similar
	Community support for the arts	62%	Similar
	Adult educational opportunities	59%	Similar
	Availability of affordable quality childcare/preschool	54%	Similar
	Opportunities to attend cultural/arts/music activities	54%	Similar
Please also rate each of the following characteristics as they relate to South Portland as a whole.	Opportunities to participate in social events and activities	60%	Similar
	Opportunities to attend special events and festivals	58%	Similar
Please also rate the quality of each of the following services in South Portland.	Public library services	85%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
 ** 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



		% positive *	vs. benchmark **
Please rate each of the following aspects of quality of life in South Portland.	South Portland as a place to raise children	92%	Similar
	South Portland as a place to retire	76%	Similar
	Sense of community	73%	Similar
Please rate the job you feel the South Portland community does at each of the following.	Making all residents feel welcome	78%	Similar
	Valuing/respecting residents from diverse backgrounds	71%	Similar
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	65%	Similar
	Attracting people from diverse backgrounds	64%	Similar
Please also rate each of the following characteristics as they relate to South Portland as a whole.	Neighborliness of residents in South Portland	76%	Similar
	Sense of civic/community pride	70%	Similar
	Opportunities to volunteer	68%	Similar
	Opportunities to participate in community matters	66%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	65%	Similar
	Opportunities to participate in social events and activities	60%	Similar
Please rate how important, if at all, you think it is for the South Portland community to foc..	Residents' connection and engagement with their community	75%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely")...

Residents' participation levels

		% yes	vs. benchmark *
Please indicate whether or not you have done each of the following in the last 12 months.	Attended a local public meeting	20%	Similar
	Campaigned or advocated for a local issue, cause or candidate	20%	Similar
	Contacted South Portland elected officials (in-person, phone, email or web)	19%	Similar
	Contacted the City of South Portland (in-person, phone, email or web)	67%	Much higher
	Volunteered your time to some group/activity in South Portland	26%	Lower
	Voted in your most recent local election	90%	Higher
	Watched (online or on television) a local public meeting	25%	Similar

		% a few times a week or more	
In general, how many times do you:	Access the internet from your home	96%	Similar
	Use or check email	96%	Similar
	Access the internet from your cell phone	91%	Similar
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	80%	Similar
	Shop online	53%	Similar
	Share your opinions online	25%	Similar

* 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. When appropriate, the percentage of positive responses is shown. For questions where there was no applicable percentage of positive responses, the complete set of responses is shown. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

Currently, the State of Maine requires that everyone wear a mask in most indoor and certain outdoor areas. Knowing that people feel differently about wearing masks, how often do you feel employees and the public have been following the COVID-19 mask requirements in each of the following locations over the last 30 days?	Grocery stores	Always & Most of the time	96%
	Other businesses	Always & Most of the time	84%
	Public schools	Always & Most of the time	95%
	Local government facilities	Always & Most of the time	95%
	Houses of worship	Always & Most of the time	85%
	Public spaces (parks, beaches, trails)	Always & Most of the time	45%
	Have you or anyone in your household been diagnosed with COVID-19 at any point this year?	No, none of us have had symptoms and we were never tested	
No, one or more of us have had symptoms but tested negative			25%
No, one or more of us have had symptoms but we were never tested			4%
Yes, just me			0%
Yes, me and another person (or more) who lives here			0%
Yes, someone else who lives here			1%
Over the past 12 months, how often (on average) have you smelled what you feel are petroleum-related fuel odors at your house (not attributed to automobiles) AND you feel they have had a large negative impact on your quality of life?		A few times a year	
	At least daily		6%
	At least monthly		11%
	At least weekly		15%
Please rate the South Portland Police Department on the following.	Being trustworthy	Excellent & Good	87%
	Acting in the best interest of the community	Excellent & Good	85%
	Treating all residents fairly	Excellent & Good	81%
	Caring about the well-being of the people they deal with	Excellent & Good	86%
	Holding police officers accountable for their actions	Excellent & Good	78%
	Protecting individual civil rights	Excellent & Good	83%
	Being a positive influence in the community	Excellent & Good	82%
	Acting within the law	Excellent & Good	86%
	Using the appropriate amount of force	Excellent & Good	80%
Police reform has come up as a topic at the national and local levels in recent months. How much do you support or oppose each of the following changes to the South Portland Police Department’s (SPPD’s) budget:	Increase the City’s budget (but not by reducing SPPD’s budget) to hire social workers	Somewhat support & Strongly support	86%
	Increase the City’s budget (but not by reducing SPPD’s budget) to fund social programs	Somewhat support & Strongly support	85%
	Reduce SPPD’s budget to hire social workers to respond to certain nonviolent calls	Somewhat support & Strongly support	50%
	Reduce SPPD’s budget to fund social programs	Somewhat support & Strongly support	49%

The City of South Portland offers a government access channel (SPC-TV) that airs various public meetings such as the City..	Spectrum (cable box or app)	1-5 times a year, 6-11 times a year, At least once a month and 1 more		18%
	Live stream (via City website)	1-5 times a year, 6-11 times a year, At least once a month and 1 more		18%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	Community newsletter	Major source & Minor source		63%
	Government access channel SPC-TV	Major source & Minor source		22%
	Neighborhood associations (e.g., Ferry Village Neighborhood Association)	Major source & Minor source		27%
	"Nextdoor" app or website	Major source & Minor source		35%
	Facebook	Major source & Minor source		59%
	Other social media platforms	Major source & Minor source		39%
	Portland Press Herald	Major source & Minor source		80%
	South Portland Sentry	Major source & Minor source		79%
	Radio	Major source & Minor source		53%
	TV news	Major source & Minor source		61%
	Faith-based groups	Major source & Minor source		13%
	Other local organizations (e.g., American Legion, Opportunity Alliance)	Major source & Minor source		17%
	If you have had contact with the South Portland Police Department (SPPD) over the last 12 months, please rate each of the following aspects of the last employee with whom you had contact.	Fairness	Excellent & Good	
Responsiveness to requests and/or needs		Excellent & Good		81%
Treating all people involved in a respectful manner		Excellent & Good		85%
Knowledge		Excellent & Good		82%
Timeliness of handling the situation		Excellent & Good		82%
Resolution of concerns		Excellent & Good		79%
Overall impression of the SSPD staff member		Excellent & Good		82%
If the City Council were to ask voters to approve a bond that would allow the City to purchase various parcels of open space across our community, as outlined in an adopted Open Space Plan, what is the largest amount, if any, you would be willing to approve?		> \$10 Million		
	\$2.5 Million			17%
	\$5 Million			18%
	\$7.5 Million			10%
	\$10 Million			15%
	None/\$0			17%

National benchmark tables

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in South Portland.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of South Portland’s rating to the benchmark. In that column, South Portland’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 South Portland residents is statistically similar to or different (greater or lesser) than the benchmark. The second column is South Portland’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). The third column is the rank assigned to South Portland’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. And finally, the fifth column shows the percentile for South Portland’s result -- that is what percent of surveyed communities had a lower rating than South Portland.

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 City’s 2020 ratings compare t..

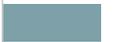
			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in South Portland.	South Portland as a place to live	Similar	95%	66	383	83
	Your neighborhood as a place to live	Similar	89%	51	315	84
	South Portland as a place to raise children	Similar	92%	114	380	70
	South Portland as a place to work	Higher	79%	67	363	82
	South Portland as a place to visit	Higher	81%	73	298	76
	South Portland as a place to retire	Similar	76%	71	364	81
	The overall quality of life in South Portland	Similar	91%	97	440	78
	Sense of community	Similar	73%	69	311	78
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall economic health of South Portland	Similar	77%	126	280	55
	Overall quality of the transportation system	Similar	61%	231	285	19
	Overall design of South Portland’s residential and commercial	Similar	60%	157	275	43
	Overall quality of the utility infrastructure	Similar	77%	18	43	56
	Overall feeling of safety in South Portland	Similar	87%	144	361	61
	Overall quality of natural environment in South Portland	Similar	77%	168	286	42
	Overall quality of parks and recreation opportunities	Similar	80%	27	43	35
	Overall health and wellness opportunities in South Portland	Similar	80%	93	278	67
	Overall opportunities for education, culture and the arts	Similar	64%	160	277	43
Residents’ connection and engagement	Similar	61%	20	43	51	
Please indicate how likely or unlikely you ar..	Recommend living in South Portland to someone who asks	Similar	94%	63	295	79
	Remain in South Portland for the next five years	Similar	84%	147	288	49
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	98%	60	354	83
	In South Portland’s downtown/commercial area	Similar	97%	75	328	77
	From property crime	Similar	87%	11	57	80
	From violent crime	Similar	92%	16	57	70
	From fire, flood or other natural disaster	Similar	91%	16	43	61
Please rate the job you feel the South Portland community does at each of the following.	Making all residents feel welcome	Similar	78%	14	43	66
	Attracting people from diverse backgrounds	Similar	64%	10	43	76
	Valuing/respecting residents from diverse backgrounds	Similar	71%	10	43	76
	Taking care of vulnerable residents	Similar	65%	20	43	51
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall quality of business and service establishments	Higher	85%	27	284	91
	Variety of business and service establishments	Higher	77%	6	42	85
	Vibrancy of downtown/commercial area	Similar	54%	124	261	53
	Employment opportunities	Similar	54%	105	315	67
	Shopping opportunities	Higher	75%	52	301	83
	Cost of living in South Portland	Similar	40%	172	278	38
	Overall image or reputation of South Portland	Similar	82%	138	353	61
Please rate each of the following characteristics as they relate to South Portland as a whole.	Traffic flow on major streets	Similar	52%	131	338	62
	Ease of public parking	Higher	76%	34	246	87
	Ease of travel by car in South Portland	Similar	74%	113	314	64
	Ease of travel by public transportation in South Portland	Similar	44%	94	250	63
	Ease of travel by bicycle in South Portland	Similar	55%	135	314	57
	Ease of walking in South Portland	Similar	67%	151	315	52
	Well-planned residential growth	Similar	47%	25	46	42

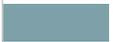
	Well-planned commercial growth	Similar	49%	21	46	52
	Well-designed neighborhoods	Similar	56%	27	47	39
	Preservation of the historical or cultural character	Similar	62%	22	41	43
	Public places where people want to spend time	Similar	65%	145	269	46
	Variety of housing options	Similar	45%	178	288	38
	Availability of affordable quality housing	Similar	23%	233	312	26
	Overall quality of new development in South Portland	Similar	47%	217	300	28
	Overall appearance of South Portland	Similar	67%	223	346	36
	Cleanliness of South Portland	Similar	76%	166	311	47
	Water resources (beaches, lakes, ponds, riverways, etc.)	Higher	80%	10	39	73
	Air quality	Lower	60%	228	259	12
	Availability of paths and walking trails	Higher	83%	67	316	79
	Fitness opportunities	Similar	78%	92	266	66
	Recreational opportunities	Similar	74%	100	300	67
	Availability of affordable quality food	Similar	78%	56	259	79
	Availability of affordable quality health care	Similar	68%	107	273	61
	Availability of preventive health services	Similar	67%	117	255	54
	Availability of affordable quality mental health care	Similar	51%	93	250	63
	Opportunities to attend cultural/arts/music activities	Similar	54%	188	299	37
	Community support for the arts	Similar	62%	19	43	53
	Availability of affordable quality childcare/preschool	Similar	54%	138	271	49
	K-12 education	Similar	75%	150	275	46
	Adult educational opportunities	Similar	59%	138	257	47
Please also rate each of the following characteristics as they relate to South Portland as a whole.	Sense of civic/community pride	Similar	70%	19	43	53
	Neighborliness of residents in South Portland	Similar	76%	37	271	87
	Opportunities to participate in social events and activities	Similar	60%	160	275	42
	Opportunities to attend special events and festivals	Similar	58%	226	293	23
	Opportunities to volunteer	Similar	68%	165	278	41
	Opportunities to participate in community matters	Similar	66%	135	284	53
	Openness and acceptance of the community toward people	Similar	65%	114	304	63
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of South Portland	Much higher	67%	5	338	99
	Contacted South Portland elected officials	Similar	19%	95	269	65
	Attended a local public meeting	Similar	20%	142	275	49
	Watched (online or on television) a local public meeting	Similar	25%	86	246	65
	Volunteered your time to some group/activity	Lower	26%	232	277	16
	Campaigned or advocated for a local issue/cause/candidate	Similar	20%	148	257	42
	Voted in your most recent local election	Higher	90%	2	43	96
	Used bus, rail, subway or other public transportation	Similar	16%	125	230	46
	Carpooled with other adults or children	Similar	33%	231	262	12
	Walked or biked instead of driving	Higher	67%	66	270	76
Please rate the quality of each of the following services in South Portland.	Public information services	Similar	76%	89	291	70
	Economic development	Similar	61%	124	290	58
	Traffic enforcement	Similar	67%	173	362	53
	Traffic signal timing	Similar	55%	143	274	48
	Street repair	Similar	44%	177	357	51
	Street cleaning	Similar	63%	173	315	45
	Street lighting	Similar	56%	205	335	39
	Snow removal	Similar	74%	90	276	68
	Sidewalk maintenance	Similar	52%	187	314	41
	Bus or transit services	Similar	52%	124	245	49
	Land use, planning and zoning	Similar	48%	134	305	56
	Code enforcement	Similar	54%	161	372	57
	Affordable high-speed internet access	Similar	43%	29	40	22
	Garbage collection	Similar	89%	95	341	73
	Drinking water	Higher	91%	9	308	98
	Sewer services	Similar	90%	34	310	90
	Storm water management	Similar	78%	55	335	84
	Power (electric and/or gas) utility	Similar	81%	105	199	48
	Utility billing	Similar	72%	116	244	53
	Police services	Similar	85%	157	428	64
	Crime prevention	Similar	83%	107	358	71
	Animal control	Similar	77%	65	326	81
	Ambulance or emergency medical services	Similar	92%	126	329	62

	Fire services	Similar	90%	179	368	52
	Fire prevention and education	Similar	84%	104	291	65
	Emergency preparedness	Similar	68%	144	286	50
	Preservation of natural areas	Similar	72%	55	264	80
	South Portland open space	Similar	69%	67	254	74
	Recycling	Similar	84%	94	346	73
	Yard waste pick-up	Similar	63%	215	274	22
Please also rate the quality of each of the following services in South Portland.	City parks	Similar	82%	157	318	51
	Recreation programs or classes	Similar	75%	128	319	60
	Recreation centers or facilities	Similar	81%	60	287	80
	Health services	Similar	73%	104	238	57
	Public library services	Similar	85%	144	326	56
	Overall customer service by South Portland employees	Higher	88%	41	380	90
Please rate the following categories of South Portland government performance.	The value of services for the taxes paid to South Portland	Similar	68%	83	391	79
	The overall direction that South Portland is taking	Similar	71%	85	326	74
	The job South Portland government does at welcoming	Similar	63%	80	328	76
	Overall confidence in South Portland government	Similar	65%	75	282	74
	Generally acting in the best interest of the community	Similar	72%	51	284	82
	Being honest	Higher	76%	33	275	88
	Being open and transparent to the public	Similar	70%	11	43	73
	Informing residents about issues facing the community	Similar	63%	16	48	66
	Treating all residents fairly	Similar	72%	57	280	80
	Treating residents with respect	Similar	79%	15	43	63
Overall, how would you rate the quality of the s..	The City of South Portland	Similar	82%	122	402	70
	The Federal Government	Similar	33%	203	263	23
Please rate how important, if at all, you think it is for the South Portland community to focus on each of the following in the coming two years.	Overall economic health of South Portland	Similar	92%	100	259	61
	Overall quality of the transportation system	Similar	81%	76	259	71
	Overall design/layout of South Portland	Similar	76%	106	259	59
	Overall quality of the utility infrastructure	Similar	88%	22	43	46
	Overall feeling of safety in South Portland	Lower	83%	230	259	11
	Overall quality of natural environment in South Portland	Higher	89%	16	259	94
	Overall quality of parks and recreation opportunities	Similar	84%	8	43	81
	Overall health and wellness opportunities in South Portland	Similar	81%	69	258	73
	Overall opportunities for education, culture and the arts	Similar	78%	153	259	41
	Residents' connection and engagement	Similar	75%	187	259	27
In general, how many times do you:	Access the internet from your home	Similar	96%	13	43	67
	Access the internet from your cell phone	Similar	91%	24	43	39
	Visit social media sites	Similar	80%	19	43	52
	Use or check email	Similar	96%	22	43	44
	Share your opinions online	Similar	25%	36	43	8
	Shop online	Similar	53%	18	43	54
	Would you say that in general your health is:	Similar	72%	43	264	84
	What impact, if any, do you think the economy will have on your family in the next 6 months?	Lower	16%	257	269	5

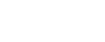
Complete set of frequencies

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 South Portland as a place to live quality of life in South Portland.	South Portland as a place to live	Excellent		53%
		Good		42%
		Fair		4%
		Poor		1%
Your neighborhood as a place to live	Excellent		55%	
	Good		34%	
	Fair		10%	
	Poor		1%	
South Portland as a place to raise children	Excellent		46%	
	Good		46%	
	Fair		7%	
	Poor		1%	
South Portland as a place to work	Excellent		29%	
	Good		50%	
	Fair		18%	
	Poor		3%	
South Portland as a place to visit	Excellent		34%	
	Good		47%	
	Fair		15%	
	Poor		4%	
South Portland as a place to retire	Excellent		36%	
	Good		39%	
	Fair		18%	
	Poor		6%	
The overall quality of life in South Portland	Excellent		40%	
	Good		51%	
	Fair		8%	
	Poor		1%	
Sense of community	Excellent		28%	
	Good		44%	
	Fair		20%	
	Poor		7%	
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall economic health of South Portland	Excellent		10%
		Good		66%
		Fair		20%

Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall economic health of South Portland	Poor		3%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in South Portland	Excellent		15%
		Good		46%
		Fair		28%
		Poor		11%
	Overall design or layout of South Portland's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		11%
		Good		48%
		Fair		33%
		Poor		8%
	Overall quality of the utility infrastructure in South Portland (water, sewer, storm water, electric/gas)	Excellent		21%
		Good		56%
		Fair		19%
		Poor		4%
Overall feeling of safety in South Portland	Excellent		37%	
	Good		51%	
	Fair		11%	
	Poor		1%	
Overall quality of natural environment in South Portland	Excellent		27%	
	Good		50%	
	Fair		19%	
	Poor		3%	
Overall quality of parks and recreation opportunities	Excellent		34%	
	Good		46%	
	Fair		17%	
	Poor		3%	
Overall health and wellness opportunities in South Portland	Excellent		25%	
	Good		55%	
	Fair		17%	
	Poor		3%	
Overall opportunities for education, culture and the arts	Excellent		17%	
	Good		47%	
	Fair		29%	
	Poor		6%	
Residents' connection and engagement with their community	Excellent		14%	
	Good		47%	
	Fair		30%	
	Poor		9%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in South Portland to someone who asks	Very likely		61%
		Somewhat likely		33%

Please indicate how likely or unlikely you are to do each of the following.	Recommend living in South Portland to someone who asks	Somewhat unlikely		4%
		Very unlikely		2%
	Remain in South Portland for the next five years	Very likely		62%
		Somewhat likely		22%
Somewhat unlikely			9%	
Very unlikely			6%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		84%
		Somewhat safe		13%
		Neither safe nor unsafe		1%
		Somewhat unsafe		1%
		Very unsafe		0%
	In South Portland's downtown/commercial area during the day	Very safe		75%
		Somewhat safe		22%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
		Very unsafe		0%
	From property crime	Very safe		48%
		Somewhat safe		39%
		Neither safe nor unsafe		6%
		Somewhat unsafe		5%
		Very unsafe		2%
	From violent crime	Very safe		66%
		Somewhat safe		26%
		Neither safe nor unsafe		4%
		Somewhat unsafe		1%
		Very unsafe		2%
From fire, flood or other natural disaster	Very safe		49%	
	Somewhat safe		41%	
	Neither safe nor unsafe		7%	
	Somewhat unsafe		2%	
	Very unsafe		1%	
Please rate the job you feel the South Portland community does at each of the following.	Making all residents feel welcome	Excellent		26%
		Good		52%
		Fair		18%
		Poor		5%
	Attracting people from diverse backgrounds	Excellent		20%
		Good		44%
		Fair		28%
		Poor		8%

Please rate the job you feel the South Portland community does at each of the following.	Valuing/respecting residents from diverse backgrounds	Excellent		23%
		Good		48%
		Fair		24%
		Poor		5%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		18%
		Good		46%
		Fair		26%
		Poor		9%
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall quality of business and service establishments in South Portland	Excellent		26%
		Good		59%
		Fair		11%
		Poor		4%
	Variety of business and service establishments in South Portland	Excellent		27%
		Good		50%
		Fair		20%
		Poor		4%
	Vibrancy of downtown/commercial area	Excellent		10%
		Good		43%
		Fair		34%
		Poor		12%
	Employment opportunities	Excellent		8%
		Good		46%
		Fair		34%
		Poor		12%
	Shopping opportunities	Excellent		27%
		Good		48%
		Fair		21%
		Poor		4%
	Cost of living in South Portland	Excellent		6%
		Good		35%
		Fair		39%
		Poor		20%
	Overall image or reputation of South Portland	Excellent		25%
		Good		57%
		Fair		16%
		Poor		3%
Please rate each of the following characteristics as they relate to South Portland as a whole.	Traffic flow on major streets	Excellent		8%
		Good		44%
		Fair		36%

Please rate each of the following characteristics as they relate to South Portland as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
	Traffic flow on major streets	Poor		12%
	Ease of public parking	Excellent		16%
		Good		60%
		Fair		20%
		Poor		4%
	Ease of travel by car in South Portland	Excellent		19%
		Good		55%
		Fair		22%
		Poor		4%
	Ease of travel by public transportation in South Portland	Excellent		10%
		Good		34%
		Fair		31%
		Poor		25%
	Ease of travel by bicycle in South Portland	Excellent		16%
		Good		39%
		Fair		34%
		Poor		11%
	Ease of walking in South Portland	Excellent		21%
		Good		46%
		Fair		24%
		Poor		9%
	Well-planned residential growth	Excellent		8%
		Good		38%
		Fair		39%
		Poor		15%
	Well-planned commercial growth	Excellent		7%
		Good		41%
		Fair		36%
		Poor		15%
	Well-designed neighborhoods	Excellent		8%
		Good		48%
		Fair		36%
		Poor		8%
	Preservation of the historical or cultural character of the community	Excellent		13%
		Good		49%
		Fair		30%
		Poor		8%
	Public places where people want to spend time	Excellent		20%
		Good		45%

Please rate each of the following characteristics as they relate to South Portland as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
	Public places where people want to spend time	Fair		28%
		Poor		8%
	Variety of housing options	Excellent		9%
		Good		36%
		Fair		40%
		Poor		15%
	Availability of affordable quality housing	Excellent		5%
		Good		18%
		Fair		42%
		Poor		35%
	Overall quality of new development in South Portland	Excellent		6%
		Good		41%
		Fair		41%
		Poor		12%
	Overall appearance of South Portland	Excellent		15%
		Good		52%
		Fair		30%
		Poor		3%
	Cleanliness of South Portland	Excellent		22%
		Good		54%
		Fair		23%
		Poor		2%
	Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		33%
		Good		46%
		Fair		17%
		Poor		3%
	Air quality	Excellent		20%
		Good		40%
		Fair		25%
		Poor		15%
	Availability of paths and walking trails	Excellent		36%
		Good		47%
		Fair		15%
		Poor		2%
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		28%
		Good		50%
		Fair		18%
		Poor		4%
	Recreational opportunities	Excellent		27%

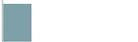
Please rate each of the following characteristics as they relate to South Portland as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
Recreational opportunities		Good		48%
		Fair		20%
		Poor		5%
Availability of affordable quality food		Excellent		26%
		Good		52%
		Fair		16%
		Poor		6%
Availability of affordable quality health care		Excellent		22%
		Good		46%
		Fair		23%
		Poor		9%
Availability of preventive health services		Excellent		21%
		Good		46%
		Fair		24%
		Poor		9%
Availability of affordable quality mental health care		Excellent		14%
		Good		38%
		Fair		30%
		Poor		18%
Opportunities to attend cultural/arts/music activities		Excellent		13%
		Good		40%
		Fair		33%
		Poor		13%
Community support for the arts		Excellent		14%
		Good		47%
		Fair		31%
		Poor		7%
Availability of affordable quality childcare/preschool		Excellent		15%
		Good		39%
		Fair		27%
		Poor		19%
K-12 education		Excellent		21%
		Good		55%
		Fair		18%
		Poor		7%
Adult educational opportunities		Excellent		15%
		Good		44%
		Fair		28%
		Poor		13%

Please also rate each of the following characteristics as they relate to South Portland as a whole.	Sense of civic/community pride	Excellent		18%
		Good		53%
		Fair		24%
		Poor		6%
Neighborhoodliness of residents in South Portland	Excellent		24%	
	Good		52%	
	Fair		19%	
	Poor		5%	
Opportunities to participate in social events and activities	Excellent		13%	
	Good		47%	
	Fair		31%	
	Poor		9%	
Opportunities to attend special events and festivals	Excellent		14%	
	Good		44%	
	Fair		31%	
	Poor		10%	
Opportunities to volunteer	Excellent		18%	
	Good		51%	
	Fair		25%	
	Poor		7%	
Opportunities to participate in community matters	Excellent		16%	
	Good		50%	
	Fair		26%	
	Poor		8%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		16%	
	Good		50%	
	Fair		27%	
	Poor		7%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of South Portland (in-person, phone, email or web)	No		33%
		Yes		67%
	Contacted South Portland elected officials (in-person, phone, email or web)	No		81%
		Yes		19%
	Attended a local public meeting	No		80%
		Yes		20%
	Watched (online or on television) a local public meeting	No		75%
		Yes		25%
	Volunteered your time to some group/activity in South Portland	No		74%
		Yes		26%
	Campaigned or advocated for a local issue, cause or candidate	No		80%

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause or candidate	Yes		20%
	Voted in your most recent local election	No		10%
		Yes		90%
	Used bus, rail, subway or other public transportation instead of driving	No		84%
		Yes		16%
	Carpooled with other adults or children instead of driving alone	No		67%
		Yes		33%
	Walked or biked instead of driving	No		33%
Yes			67%	
Please rate the quality of each of the following services in South Portland.	Public information services	Excellent		20%
		Good		56%
		Fair		19%
		Poor		5%
	Economic development	Excellent		9%
		Good		52%
		Fair		29%
		Poor		10%
	Traffic enforcement	Excellent		13%
		Good		54%
		Fair		25%
		Poor		8%
	Traffic signal timing	Excellent		9%
		Good		46%
		Fair		28%
		Poor		17%
Street repair	Excellent		8%	
	Good		36%	
	Fair		42%	
	Poor		14%	
Street cleaning	Excellent		13%	
	Good		50%	
	Fair		30%	
	Poor		7%	
Street lighting	Excellent		11%	
	Good		45%	
	Fair		31%	
	Poor		12%	
Snow removal	Excellent		20%	
	Good		53%	

Please rate the quality of each of the following services in South Portland.			
Snow removal	Fair		22%
	Poor		4%
Sidewalk maintenance	Excellent		9%
	Good		43%
	Fair		34%
	Poor		14%
Bus or transit services	Excellent		14%
	Good		38%
	Fair		29%
	Poor		20%
Land use, planning and zoning	Excellent		9%
	Good		39%
	Fair		37%
	Poor		15%
Code enforcement (building permits, abandoned buildings, etc.)	Excellent		12%
	Good		42%
	Fair		30%
	Poor		16%
Affordable high-speed internet access	Excellent		10%
	Good		33%
	Fair		35%
	Poor		22%
Garbage collection	Excellent		39%
	Good		50%
	Fair		8%
	Poor		3%
Drinking water	Excellent		49%
	Good		43%
	Fair		8%
	Poor		1%
Sewer services	Excellent		35%
	Good		54%
	Fair		9%
	Poor		2%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		24%
	Good		54%
	Fair		19%
	Poor		3%
Power (electric and/or gas) utility	Excellent		24%

Please rate the quality of each of the following services in South Portland.

Power (electric and/or gas) utility	Good		57%
	Fair		16%
	Poor		4%
Utility billing	Excellent		20%
	Good		52%
	Fair		21%
	Poor		6%
Police services	Excellent		38%
	Good		48%
	Fair		13%
	Poor		2%
Crime prevention	Excellent		28%
	Good		55%
	Fair		12%
	Poor		5%
Animal control	Excellent		23%
	Good		54%
	Fair		16%
	Poor		7%
Ambulance or emergency medical services	Excellent		46%
	Good		45%
	Fair		8%
Fire services	Excellent		49%
	Good		41%
	Fair		8%
	Poor		2%
Fire prevention and education	Excellent		33%
	Good		51%
	Fair		12%
	Poor		4%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		19%
	Good		49%
	Fair		22%
	Poor		10%
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		23%
	Good		48%
	Fair		23%
	Poor		6%
South Portland open space	Excellent		22%

Please rate the quality of each of the following services in South Portland.	South Portland open space	Good		48%
		Fair		25%
		Poor		6%
	Recycling	Excellent		35%
		Good		49%
		Fair		12%
		Poor		3%
	Yard waste pick-up	Excellent		24%
		Good		39%
		Fair		25%
		Poor		12%
	Please also rate the quality of each of the following services in South Portland.	City parks	Excellent	
Good				48%
Fair				14%
Poor				4%
Recreation programs or classes		Excellent		25%
		Good		50%
		Fair		20%
		Poor		5%
Recreation centers or facilities		Excellent		31%
		Good		50%
		Fair		15%
		Poor		4%
Health services		Excellent		19%
		Good		54%
		Fair		22%
		Poor		5%
Public library services		Excellent		43%
		Good		42%
		Fair		12%
		Poor		3%
Overall customer service by South Portland employees (police, receptionists, planners, etc.)		Excellent		38%
		Good		50%
		Fair		9%
		Poor		3%
Please rate the following categories of South Portland government performance.	The value of services for the taxes paid to South Portland	Excellent		14%
		Good		54%
		Fair		21%
		Poor		11%

Please rate the following categories of South Portland government performance.				
The overall direction that South Portland is taking	Excellent		15%	
	Good		56%	
	Fair		20%	
	Poor		9%	
The job South Portland government does at welcoming resident involvement	Excellent		13%	
	Good		50%	
	Fair		27%	
	Poor		10%	
Overall confidence in South Portland government	Excellent		15%	
	Good		50%	
	Fair		26%	
	Poor		10%	
Generally acting in the best interest of the community	Excellent		19%	
	Good		53%	
	Fair		20%	
	Poor		9%	
Being honest	Excellent		20%	
	Good		56%	
	Fair		17%	
	Poor		6%	
Being open and transparent to the public	Excellent		18%	
	Good		51%	
	Fair		23%	
	Poor		8%	
Informing residents about issues facing the community	Excellent		17%	
	Good		46%	
	Fair		28%	
	Poor		9%	
Treating all residents fairly	Excellent		20%	
	Good		52%	
	Fair		19%	
	Poor		9%	
Treating residents with respect	Excellent		21%	
	Good		58%	
	Fair		16%	
	Poor		5%	
Overall, how would you rate the quality of the services provided by each of the following?	The City of South Portland	Excellent	25%	
		Good	57%	
		Fair	15%	

Overall, how would you rate the quality of the services provided by each of the following?	The City of South Portland	Poor		3%
	The Federal Government	Excellent		5%
		Good		28%
		Fair		43%
		Poor		24%
Please rate how important, if at all, you think it is for the South Portland community to focus on each of the following in the coming two years.	Overall economic health of South Portland	Essential		46%
		Very important		46%
		Somewhat important		7%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in South Portland	Essential		36%
		Very important		45%
		Somewhat important		18%
		Not at all important		1%
	Overall design or layout of South Portland's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		34%
		Very important		42%
		Somewhat important		22%
		Not at all important		2%
	Overall quality of the utility infrastructure in South Portland (water, sewer, storm water, electric/gas)	Essential		45%
Very important			43%	
Somewhat important			12%	
Not at all important			1%	
Overall feeling of safety in South Portland	Essential		43%	
	Very important		40%	
	Somewhat important		15%	
	Not at all important		2%	
Overall quality of natural environment in South Portland	Essential		49%	
	Very important		40%	
	Somewhat important		10%	
	Not at all important		1%	
Overall quality of parks and recreation opportunities	Essential		36%	
	Very important		48%	
	Somewhat important		14%	
	Not at all important		2%	
Overall health and wellness opportunities in South Portland	Essential		32%	
	Very important		49%	
	Somewhat important		17%	
	Not at all important		2%	
Overall opportunities for education, culture and the arts	Essential		32%	
	Very important		46%	

Please rate how important, if at all, you think it is for the South Portland community to focus on each of the following in the coming two years.	Overall opportunities for education, culture and the arts	Somewhat important		20%
		Not at all important		2%
	Residents' connection and engagement with their community	Essential		26%
		Very important		49%
Somewhat important			22%	
Not at all important			3%	
Currently, the State of Maine requires that everyone wear a mask in most indoor and certain outdoor areas. Knowing that people feel differently about wearing masks, how often do you feel employees and the public have been following the COVID-19 mask requirements in each of the following locations over the last 30 days?	Grocery stores	Always		54%
		Most of the time		41%
		Some of the time		4%
	Other businesses	Always		30%
		Most of the time		54%
		Some of the time		16%
		Rarely		0%
	Public schools	Always		81%
		Never		0%
		Most of the time		14%
		Some of the time		5%
	Local government facilities	Always		77%
		Most of the time		18%
		Some of the time		5%
	Houses of worship	Always		60%
		Most of the time		25%
		Some of the time		10%
		Rarely		5%
	Public spaces (parks, beaches, trails)	Always		13%
		Never		1%
Most of the time			32%	
Some of the time			45%	
Rarely			9%	
Have you or anyone in your household been diagnosed with COVID-19 at any point this year?	Yes, just me		0%	
	Yes, someone else who lives ..		1%	
	Yes, me and another person ..		0%	
	No, one or more of us have h..		25%	
	No, one or more of us have h..		4%	
	No, none of us have had sym..		69%	
Over the past 12 months, how often (on average) have you smelled what you feel are petroleum-related fuel odors at your house (not attributed to automobiles) AND you feel they have had a large negative impact on your quality of life?	At least daily		6%	
	Never		47%	
	At least weekly		15%	
	At least monthly		11%	

Please rate the South Portland Police Department on the following.	Treating all residents fairly	A few times a year		22%
		Excellent		43%
		Good		38%
		Fair		14%
		Poor		5%
	Being trustworthy	Excellent		44%
		Good		44%
		Fair		10%
		Poor		3%
	Acting in the best interest of the community	Excellent		43%
		Good		42%
		Fair		11%
		Poor		4%
Caring about the well-being of the people they deal with	Excellent		44%	
	Good		43%	
	Fair		10%	
	Poor		4%	
Holding police officers accountable for their actions	Excellent		44%	
	Good		34%	
	Fair		15%	
	Poor		7%	
Protecting individual civil rights	Excellent		43%	
	Good		40%	
	Fair		12%	
	Poor		5%	
Being a positive influence in the community	Excellent		40%	
	Good		42%	
	Fair		14%	
	Poor		4%	
Acting within the law	Excellent		46%	
	Good		40%	
	Fair		10%	
	Poor		4%	
Using the appropriate amount of force	Excellent		46%	
	Good		34%	
	Fair		15%	
	Poor		5%	
Police reform has come up as a topic at the national and local levels in recent months.	Increase the City's budget (but not by reducing SPPD's budget) to hire social workers	Strongly support		50%
		Somewhat support		35%

How much do you support or oppose each of the following changes to the South Portland Police Department's (SPPD's) budget:	Increase the City's budget (but not by reducing SPPD's budget) to hire social workers	Somewhat oppose		8%
		Strongly oppose		6%
	Increase the City's budget (but not by reducing SPPD's budget) to fund social programs	Strongly support		54%
		Somewhat support		31%
		Somewhat oppose		9%
		Strongly oppose		5%
	Reduce SPPD's budget to hire social workers to respond to certain nonviolent calls	Strongly support		26%
		Somewhat support		24%
		Somewhat oppose		16%
		Strongly oppose		34%
	Reduce SPPD's budget to fund social programs intended to reduce calls	Strongly support		25%
		Somewhat support		24%
Somewhat oppose			16%	
Strongly oppose			35%	
If you have had contact with the South Portland Police Department (SPPD) over the last 12 months, please rate each of the following aspects of the last employee with whom you had contact.	Fairness	Excellent		24%
		Good		10%
		Fair		4%
		Poor		2%
		Not applicable		60%
	Responsiveness to requests and/or needs	Excellent		22%
		Good		10%
		Fair		5%
		Poor		3%
		Not applicable		60%
	Treating all people involved in a respectful manner	Excellent		23%
		Good		11%
		Fair		4%
		Poor		2%
		Not applicable		61%
	Knowledge	Excellent		20%
Good			12%	
Fair			5%	
Poor			2%	
Not applicable			61%	
Timeliness of handling the situation	Excellent		21%	
	Good		12%	
	Fair		4%	
	Poor		3%	
	Not applicable		61%	

If you have had contact with the South Portland Police Department (SPPD) over the last 12 months, please rate each of the following aspects of the last employee with whom you had contact.	Resolution of concerns	Excellent		20%
		Good		11%
		Fair		4%
		Poor		5%
		Not applicable		61%
	Overall impression of the SSPD staff member	Excellent		24%
		Good		11%
		Fair		5%
		Poor		3%
		Not applicable		57%
The City of South Portland offers a government access channel (SPC-TV) that airs various public meetings such as the City Council, along with other public service announcements and videos. This station can be viewed with a subscription to Spectrum or via live stream over the internet. In the last 12 months, how often, if at all, have you watched SPC-TV for at least 5 consecutive minutes either via live stream or Spectrum?	Spectrum (cable box or app)	Never		82%
		1-5 times a year		12%
		6-11 times a year		4%
		At least once a month		1%
		At least once a week		1%
	Live stream (via City website)	Never		82%
		1-5 times a year		14%
		6-11 times a year		1%
		At least once a month		1%
		At least once a week		2%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	Community newsletter	Major source		32%
		Minor source		31%
		Not a source		37%
	Government access channel SPC-TV	Major source		4%
		Minor source		18%
		Not a source		78%
	Neighborhood associations (e.g., Ferry Village Neighborhood Association)	Major source		8%
		Minor source		19%
		Not a source		73%
	"Nextdoor" app or website	Major source		12%
		Minor source		23%
		Not a source		65%
	Facebook	Major source		25%
		Minor source		34%
		Not a source		41%
	Other social media platforms	Major source		13%
		Minor source		26%
		Not a source		61%
Portland Press Herald	Major source		44%	

How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	Portland Press Herald	Minor source		35%
		Not a source		20%
	South Portland Sentry	Major source		51%
		Minor source		29%
		Not a source		21%
	Radio	Major source		16%
		Minor source		37%
		Not a source		47%
	TV news	Major source		28%
		Minor source		32%
		Not a source		39%
	Faith-based groups	Major source		3%
		Minor source		10%
		Not a source		87%
	Other local organizations (e.g., American Legion, Opportunity Alliance)	Major source		3%
Minor source			14%	
Not a source			83%	
If the City Council were to ask voters to approve a bond that would allow the City to purchase various parcels of open space across our community, as outlined in an adopted Open Space Plan, what is the largest amount, if any, you would be willing to approve?	None/\$0		17%	
	\$2.5 Million		17%	
	\$5 Million		18%	
	\$7.5 Million		10%	
	\$10 Million		15%	
	> \$10 Million		22%	
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		87%
		Once a day		4%
		A few times a week		4%
		Every few weeks		1%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		83%
		Once a day		5%
		A few times a week		3%
		Every few weeks		1%
		Less often or never		8%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day		60%
		Once a day		12%
		A few times a week		7%
		Every few weeks		3%
		Less often or never		18%
Use or check email	Several times a day		83%	

In general, how many times do you:	Use or check email	Once a day		10%
		A few times a week		3%
		Every few weeks		1%
		Less often or never		3%
Share your opinions online	Several times a day		11%	
	Once a day		5%	
	A few times a week		10%	
	Every few weeks		14%	
	Less often or never		61%	
Shop online	Several times a day		14%	
	Once a day		6%	
	A few times a week		33%	
	Every few weeks		33%	
	Less often or never		15%	
Would you say that in general your health is:	Excellent		31%	
	Good		22%	
	Very good		40%	
	Fair		6%	
	Poor		1%	
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		15%	
	Neutral		51%	
	Somewhat negative		26%	
	Very negative		8%	
How many years have you lived in South Portland?	Less than 2 years		14%	
	2-5 years		25%	
	6-10 years		14%	
	11-20 years		17%	
	More than 20 years		30%	
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		7%	
	\$500 to \$999		16%	
	\$1,000 to \$1,499		30%	
	\$1,500 to \$1,999		28%	
	\$2,000 to \$2,499		12%	
	\$2,500 to \$2,999		3%	
	\$3,000 to \$3,499		2%	
	\$3,500 or more		2%	
Do any children 17 or under live in your household?	No		73%	
	Yes		27%	

Are you or any other members of your household aged 65 or older?	No		71%
	Yes		29%
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		14%
	\$25,000 to \$49,999		22%
	\$50,000 to \$74,999		17%
	\$75,000 to \$99,999		16%
	\$100,000 to \$149,999		20%
	\$150,000 or more		11%
Are you Spanish, Hispanic or Latino?	No		98%
	Yes		2%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan		1%
	Asian, Asian Indian		1%
	Black or African American		1%
	Other		1%
	White		98%
In which category is your age?	18-24 years		2%
	25-34 years		28%
	35-44 years		17%
	45-54 years		18%
	55-64 years		10%
	65-74 years		16%
	75 years or older		9%
What is your gender?	Female		55%
	Male		45%
	Identify in another way		1%
Which best describes the building you live in?	One family house detached		56%
	Building with two or more		42%
	Other		2%
Do you rent or own your home?	Rent		38%
	Own		62%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of South Portland conducted a survey of 4,100 residents. Survey invitations were mailed to randomly selected households and data were collected from November 10, 2020 to December 29, 2020. 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 City of South Portland. The open participation survey was identical to the probability sample survey with one small update; 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 city residents and became available on December 15, 2020. The survey remained open for two weeks and there were 38 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. Due to limited response, the results were not statistically weighted.

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.

Please rate each of the following aspects of South Portland as a place to live quality of life in South Portland.	South Portland as a place to live	Excellent		58%
		Good		37%
		Fair		4%
		Poor		1%
Your neighborhood as a place to live	Excellent		60%	
	Good		31%	
	Fair		8%	
	Poor		1%	
South Portland as a place to raise children	Excellent		50%	
	Good		44%	
	Fair		5%	
	Poor		1%	
South Portland as a place to work	Excellent		32%	
	Good		50%	
	Fair		15%	
	Poor		2%	
South Portland as a place to visit	Excellent		39%	
	Good		47%	
	Fair		11%	
	Poor		3%	
South Portland as a place to retire	Excellent		41%	
	Good		38%	
	Fair		16%	
	Poor		6%	
The overall quality of life in South Portland	Excellent		45%	
	Good		48%	
	Fair		7%	
	Poor		1%	
Sense of community	Excellent		33%	
	Good		44%	
	Fair		17%	
	Poor		5%	
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall economic health of South Portland	Excellent		11%
		Good		69%
		Fair		18%

Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall economic health of South Portland	Poor		2%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in South Portland	Excellent		18%
		Good		51%
		Fair		23%
		Poor		8%
	Overall design or layout of South Portland's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		12%
		Good		51%
		Fair		31%
		Poor		6%
	Overall quality of the utility infrastructure in South Portland (water, sewer, storm water, electric/gas)	Excellent		21%
		Good		59%
		Fair		16%
		Poor		4%
Overall feeling of safety in South Portland	Excellent		37%	
	Good		53%	
	Fair		9%	
	Poor		1%	
Overall quality of natural environment in South Portland	Excellent		28%	
	Good		53%	
	Fair		17%	
	Poor		3%	
Overall quality of parks and recreation opportunities	Excellent		36%	
	Good		47%	
	Fair		15%	
	Poor		2%	
Overall health and wellness opportunities in South Portland	Excellent		26%	
	Good		57%	
	Fair		14%	
	Poor		2%	
Overall opportunities for education, culture and the arts	Excellent		18%	
	Good		49%	
	Fair		29%	
	Poor		4%	
Residents' connection and engagement with their community	Excellent		16%	
	Good		51%	
	Fair		27%	
	Poor		6%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in South Portland to someone who asks	Very likely		65%
		Somewhat likely		29%

Please indicate how likely or unlikely you are to do each of the following.	Recommend living in South Portland to someone who asks	Somewhat unlikely		4%
		Very unlikely		2%
	Remain in South Portland for the next five years	Very likely		72%
		Somewhat likely		18%
Somewhat unlikely			6%	
Very unlikely			4%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		84%
		Somewhat safe		13%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
		Very unsafe		0%
	In South Portland's downtown/commercial area during the day	Very safe		76%
		Somewhat safe		21%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
		Very unsafe		0%
	From property crime	Very safe		49%
		Somewhat safe		39%
		Neither safe nor unsafe		6%
		Somewhat unsafe		5%
		Very unsafe		1%
	From violent crime	Very safe		69%
		Somewhat safe		24%
		Neither safe nor unsafe		4%
		Somewhat unsafe		2%
		Very unsafe		1%
From fire, flood or other natural disaster	Very safe		52%	
	Somewhat safe		39%	
	Neither safe nor unsafe		6%	
	Somewhat unsafe		2%	
	Very unsafe		1%	
Please rate the job you feel the South Portland community does at each of the following.	Making all residents feel welcome	Excellent		27%
		Good		54%
		Fair		15%
		Poor		4%
	Attracting people from diverse backgrounds	Excellent		21%
		Good		48%
		Fair		25%
		Poor		6%

Please rate the job you feel the South Portland community does at each of the following.	Valuing/respecting residents from diverse backgrounds	Excellent		24%
		Good		51%
		Fair		22%
		Poor		4%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		19%
		Good		48%
		Fair		26%
		Poor		6%
Please rate each of the following characteristics as they relate to South Portland as a whole.	Overall quality of business and service establishments in South Portland	Excellent		28%
		Good		60%
		Fair		9%
		Poor		2%
	Variety of business and service establishments in South Portland	Excellent		28%
		Good		51%
		Fair		18%
		Poor		3%
	Vibrancy of downtown/commercial area	Excellent		11%
		Good		48%
		Fair		31%
		Poor		9%
	Employment opportunities	Excellent		9%
		Good		49%
		Fair		34%
		Poor		9%
	Shopping opportunities	Excellent		29%
		Good		49%
		Fair		18%
		Poor		3%
	Cost of living in South Portland	Excellent		7%
		Good		39%
		Fair		39%
		Poor		16%
	Overall image or reputation of South Portland	Excellent		28%
		Good		56%
		Fair		13%
		Poor		2%
Please rate each of the following characteristics as they relate to South Portland as a whole.	Traffic flow on major streets	Excellent		8%
		Good		48%
		Fair		34%

Please rate each of the following characteristics as they relate to South Portland as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
	Traffic flow on major streets	Poor		10%
	Ease of public parking	Excellent		16%
		Good		62%
		Fair		19%
		Poor		3%
		Ease of travel by car in South Portland	Excellent	
	Ease of travel by car in South Portland	Good		56%
		Fair		20%
		Poor		4%
		Ease of travel by public transportation in South Portland	Excellent	
	Ease of travel by public transportation in South Portland	Good		43%
		Fair		29%
		Poor		18%
		Ease of travel by bicycle in South Portland	Excellent	
	Ease of travel by bicycle in South Portland	Good		45%
		Fair		32%
		Poor		9%
		Ease of walking in South Portland	Excellent	
	Ease of walking in South Portland	Good		49%
		Fair		21%
		Poor		6%
		Well-planned residential growth	Excellent	
	Well-planned residential growth	Good		42%
		Fair		36%
		Poor		12%
		Well-planned commercial growth	Excellent	
	Well-planned commercial growth	Good		45%
		Fair		34%
		Poor		13%
		Well-designed neighborhoods	Excellent	
	Well-designed neighborhoods	Good		50%
		Fair		33%
		Poor		7%
		Preservation of the historical or cultural character of the community	Excellent	
	Preservation of the historical or cultural character of the community	Good		50%
		Fair		28%
		Poor		7%
		Public places where people want to spend time	Excellent	
	Public places where people want to spend time	Good		48%

Please rate each of the following characteristics as they relate to South Portland as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
	Public places where people want to spend time	Fair		25%
		Poor		6%
	Variety of housing options	Excellent		10%
		Good		38%
		Fair		38%
		Poor		13%
	Availability of affordable quality housing	Excellent		5%
		Good		21%
		Fair		43%
		Poor		31%
	Overall quality of new development in South Portland	Excellent		6%
		Good		43%
		Fair		39%
		Poor		12%
	Overall appearance of South Portland	Excellent		15%
		Good		56%
		Fair		26%
		Poor		3%
	Cleanliness of South Portland	Excellent		23%
		Good		59%
		Fair		17%
		Poor		1%
	Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		33%
		Good		50%
		Fair		14%
		Poor		3%
	Air quality	Excellent		20%
		Good		44%
		Fair		24%
		Poor		13%
	Availability of paths and walking trails	Excellent		38%
		Good		48%
		Fair		12%
		Poor		1%
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		32%
		Good		51%
		Fair		15%
		Poor		3%
	Recreational opportunities	Excellent		30%

Please rate each of the following characteristics as they relate to South Portland as a whole.	Characteristic	Rating	
		Percentage	Visual Bar
Recreational opportunities	Good	51%	[Bar]
	Fair	17%	[Bar]
	Poor	3%	[Bar]
Availability of affordable quality food	Excellent	28%	[Bar]
	Good	54%	[Bar]
	Fair	15%	[Bar]
	Poor	3%	[Bar]
Availability of affordable quality health care	Excellent	22%	[Bar]
	Good	51%	[Bar]
	Fair	20%	[Bar]
	Poor	6%	[Bar]
Availability of preventive health services	Excellent	21%	[Bar]
	Good	49%	[Bar]
	Fair	24%	[Bar]
	Poor	6%	[Bar]
Availability of affordable quality mental health care	Excellent	14%	[Bar]
	Good	38%	[Bar]
	Fair	32%	[Bar]
	Poor	15%	[Bar]
Opportunities to attend cultural/arts/music activities	Excellent	13%	[Bar]
	Good	44%	[Bar]
	Fair	34%	[Bar]
	Poor	9%	[Bar]
Community support for the arts	Excellent	15%	[Bar]
	Good	50%	[Bar]
	Fair	30%	[Bar]
	Poor	6%	[Bar]
Availability of affordable quality childcare/preschool	Excellent	15%	[Bar]
	Good	39%	[Bar]
	Fair	31%	[Bar]
	Poor	15%	[Bar]
K-12 education	Excellent	20%	[Bar]
	Good	58%	[Bar]
	Fair	17%	[Bar]
	Poor	4%	[Bar]
Adult educational opportunities	Excellent	14%	[Bar]
	Good	47%	[Bar]
	Fair	30%	[Bar]
	Poor	9%	[Bar]

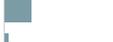
Please also rate each of the following characteristics as they relate to South Portland as a whole.	Sense of civic/community pride	Excellent		19%
		Good		55%
		Fair		21%
		Poor		4%
Neighborhoodliness of residents in South Portland	Excellent		26%	
	Good		52%	
	Fair		18%	
	Poor		4%	
Opportunities to participate in social events and activities	Excellent		15%	
	Good		50%	
	Fair		30%	
	Poor		5%	
Opportunities to attend special events and festivals	Excellent		16%	
	Good		48%	
	Fair		30%	
	Poor		6%	
Opportunities to volunteer	Excellent		18%	
	Good		56%	
	Fair		22%	
	Poor		4%	
Opportunities to participate in community matters	Excellent		17%	
	Good		55%	
	Fair		23%	
	Poor		5%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		18%	
	Good		53%	
	Fair		25%	
	Poor		5%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of South Portland (in-person, phone, email or web)	No		31%
		Yes		69%
	Contacted South Portland elected officials (in-person, phone, email or web)	No		79%
		Yes		21%
	Attended a local public meeting	No		78%
		Yes		22%
	Watched (online or on television) a local public meeting	No		71%
		Yes		29%
	Volunteered your time to some group/activity in South Portland	No		74%
		Yes		26%
	Campaigned or advocated for a local issue, cause or candidate	No		78%

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause or candidate	Yes		22%
	Voted in your most recent local election	No		10%
		Yes		90%
	Used bus, rail, subway or other public transportation instead of driving	No		86%
		Yes		14%
	Carpooled with other adults or children instead of driving alone	No		69%
		Yes		31%
	Walked or biked instead of driving	No		34%
		Yes		66%
	Please rate the quality of each of the following services in South Portland.	Public information services	Excellent	
Good				59%
Fair				17%
Poor				4%
Economic development		Excellent		8%
		Good		58%
		Fair		26%
		Poor		8%
Traffic enforcement		Excellent		12%
		Good		59%
		Fair		21%
		Poor		8%
Traffic signal timing		Excellent		9%
		Good		47%
		Fair		29%
		Poor		15%
Street repair	Excellent		6%	
	Good		39%	
	Fair		40%	
	Poor		15%	
Street cleaning	Excellent		12%	
	Good		53%	
	Fair		28%	
	Poor		7%	
Street lighting	Excellent		11%	
	Good		49%	
	Fair		27%	
	Poor		13%	
Snow removal	Excellent		23%	
	Good		56%	

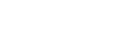
Please rate the quality of each of the following services in South Portland.

Snow removal	Fair		18%
	Poor		4%
Sidewalk maintenance	Excellent		10%
	Good		45%
	Fair		30%
	Poor		15%
Bus or transit services	Excellent		15%
	Good		45%
	Fair		27%
	Poor		13%
Land use, planning and zoning	Excellent		7%
	Good		44%
	Fair		36%
	Poor		13%
Code enforcement (building permits, abandoned buildings, etc.)	Excellent		10%
	Good		45%
	Fair		29%
	Poor		15%
Affordable high-speed internet access	Excellent		12%
	Good		37%
	Fair		31%
	Poor		20%
Garbage collection	Excellent		43%
	Good		49%
	Fair		6%
	Poor		2%
Drinking water	Excellent		51%
	Good		42%
	Fair		7%
	Poor		1%
Sewer services	Excellent		38%
	Good		54%
	Fair		7%
	Poor		1%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		26%
	Good		55%
	Fair		15%
	Poor		4%
Power (electric and/or gas) utility	Excellent		25%

Please rate the quality of each of the following services in South Portland.				
Power (electric and/or gas) utility	Good		58%	
	Fair		13%	
	Poor		3%	
Utility billing	Excellent		19%	
	Good		56%	
	Fair		20%	
	Poor		5%	
Police services	Excellent		42%	
	Good		48%	
	Fair		9%	
	Poor		1%	
Crime prevention	Excellent		32%	
	Good		56%	
	Fair		9%	
	Poor		3%	
Animal control	Excellent		24%	
	Good		56%	
	Fair		14%	
	Poor		6%	
Ambulance or emergency medical services	Excellent		53%	
	Good		42%	
	Fair		5%	
Fire services	Excellent		54%	
	Good		40%	
	Fair		5%	
	Poor		1%	
Fire prevention and education	Excellent		34%	
	Good		53%	
	Fair		11%	
	Poor		2%	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		20%	
	Good		53%	
	Fair		20%	
	Poor		7%	
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		23%	
	Good		52%	
	Fair		20%	
	Poor		5%	
South Portland open space	Excellent		22%	

Please rate the quality of each of the following services in South Portland.	South Portland open space	Good		50%
		Fair		22%
		Poor		5%
	Recycling	Excellent		36%
		Good		51%
		Fair		10%
		Poor		3%
	Yard waste pick-up	Excellent		22%
		Good		44%
		Fair		23%
		Poor		11%
	Please also rate the quality of each of the following services in South Portland.	City parks	Excellent	
Good				51%
Fair				12%
Poor				2%
Recreation programs or classes		Excellent		27%
		Good		55%
		Fair		15%
		Poor		3%
Recreation centers or facilities		Excellent		34%
		Good		52%
		Fair		12%
		Poor		2%
Health services	Excellent		17%	
	Good		59%	
	Fair		19%	
	Poor		4%	
Public library services	Excellent		47%	
	Good		43%	
	Fair		9%	
	Poor		2%	
Overall customer service by South Portland employees (police, receptionists, planners, etc.)	Excellent		40%	
	Good		51%	
	Fair		8%	
	Poor		2%	
Please rate the following categories of South Portland government performance.	The value of services for the taxes paid to South Portland	Excellent		15%
		Good		56%
		Fair		21%
		Poor		8%

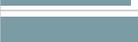
Please rate the following categories of South Portland government performance.				
The overall direction that South Portland is taking	Excellent		14%	
	Good		57%	
	Fair		20%	
	Poor		9%	
The job South Portland government does at welcoming resident involvement	Excellent		15%	
	Good		51%	
	Fair		25%	
	Poor		9%	
Overall confidence in South Portland government	Excellent		15%	
	Good		54%	
	Fair		23%	
	Poor		8%	
Generally acting in the best interest of the community	Excellent		18%	
	Good		55%	
	Fair		19%	
	Poor		7%	
Being honest	Excellent		20%	
	Good		59%	
	Fair		16%	
	Poor		5%	
Being open and transparent to the public	Excellent		18%	
	Good		53%	
	Fair		23%	
	Poor		7%	
Informing residents about issues facing the community	Excellent		16%	
	Good		51%	
	Fair		24%	
	Poor		8%	
Treating all residents fairly	Excellent		19%	
	Good		55%	
	Fair		18%	
	Poor		8%	
Treating residents with respect	Excellent		22%	
	Good		60%	
	Fair		15%	
	Poor		3%	
Overall, how would you rate the quality of the services provided by each of the following?	The City of South Portland	Excellent		27%
		Good		60%
		Fair		11%

Overall, how would you rate the quality of the services provided by each of the following?	The City of South Portland	Poor		2%
	The Federal Government	Excellent		5%
		Good		32%
		Fair		42%
		Poor		20%
Please rate how important, if at all, you think it is for the South Portland community to focus on each of the following in the coming two years.	Overall economic health of South Portland	Essential		47%
		Very important		46%
		Somewhat important		6%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in South Portland	Essential		33%
		Very important		48%
		Somewhat important		18%
		Not at all important		1%
	Overall design or layout of South Portland's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		34%
		Very important		44%
		Somewhat important		20%
		Not at all important		2%
	Overall quality of the utility infrastructure in South Portland (water, sewer, storm water, electric/gas)	Essential		48%
Very important			42%	
Somewhat important			10%	
Not at all important			0%	
Overall feeling of safety in South Portland	Essential		45%	
	Very important		41%	
	Somewhat important		12%	
	Not at all important		1%	
Overall quality of natural environment in South Portland	Essential		48%	
	Very important		42%	
	Somewhat important		9%	
	Not at all important		1%	
Overall quality of parks and recreation opportunities	Essential		35%	
	Very important		49%	
	Somewhat important		14%	
	Not at all important		2%	
Overall health and wellness opportunities in South Portland	Essential		32%	
	Very important		49%	
	Somewhat important		17%	
	Not at all important		3%	
Overall opportunities for education, culture and the arts	Essential		31%	
	Very important		47%	

Please rate how important, if at all, you think it is for the South Portland community to focus on each of the following in the coming two years.	Overall opportunities for education, culture and the arts	Somewhat important		20%
		Not at all important		2%
	Residents' connection and engagement with their community	Essential		25%
		Very important		49%
Somewhat important			24%	
Not at all important			2%	
Currently, the State of Maine requires that everyone wear a mask in most indoor and certain outdoor areas. Knowing that people feel differently about wearing masks, how often do you feel employees and the public have been following the COVID-19 mask requirements in each of the following locations over the last 30 days?	Grocery stores	Always		53%
		Most of the time		43%
		Some of the time		4%
	Other businesses	Always		31%
		Most of the time		56%
		Some of the time		13%
		Rarely		0%
	Public schools	Always		79%
		Never		0%
		Most of the time		17%
		Some of the time		3%
	Local government facilities	Always		77%
		Most of the time		20%
		Some of the time		3%
	Houses of worship	Always		60%
		Most of the time		26%
		Some of the time		10%
		Rarely		4%
	Public spaces (parks, beaches, trails)	Always		12%
		Never		1%
Most of the time			37%	
Some of the time			43%	
Rarely			8%	
Have you or anyone in your household been diagnosed with COVID-19 at any point this year?	Yes, just me		0%	
	Yes, someone else who lives ..		1%	
	Yes, me and another person ..		0%	
	No, one or more of us have h..		20%	
	No, one or more of us have h..		4%	
	No, none of us have had sym..		75%	
Over the past 12 months, how often (on average) have you smelled what you feel are petroleum-related fuel odors at your house (not attributed to automobiles) AND you feel they have had a large negative impact on your quality of life?	At least daily		5%	
	Never		48%	
	At least weekly		12%	
	At least monthly		11%	

Please rate the South Portland Police Department on the following.	Treating all residents fairly	A few times a year		24%
		Excellent		48%
		Good		37%
		Fair		11%
		Poor		4%
	Being trustworthy	Excellent		50%
		Good		41%
		Fair		7%
		Poor		2%
	Acting in the best interest of the community	Excellent		50%
Good			41%	
Fair			7%	
Poor			2%	
Caring about the well-being of the people they deal with	Excellent		49%	
	Good		41%	
	Fair		7%	
	Poor		2%	
Holding police officers accountable for their actions	Excellent		49%	
	Good		37%	
	Fair		10%	
	Poor		4%	
Protecting individual civil rights	Excellent		47%	
	Good		39%	
	Fair		10%	
	Poor		3%	
Being a positive influence in the community	Excellent		46%	
	Good		42%	
	Fair		10%	
	Poor		2%	
Acting within the law	Excellent		52%	
	Good		39%	
	Fair		7%	
	Poor		2%	
Using the appropriate amount of force	Excellent		53%	
	Good		33%	
	Fair		12%	
	Poor		2%	
Police reform has come up as a topic at the national and local levels in recent months. How much do you support or oppose each	Increase the City's budget (but not by reducing SPPD's budget) to hire social workers	Strongly support		49%
		Somewhat support		34%

Police reform has come up as a topic at the national and local levels in recent months. How much do you support or oppose each of the following changes to the South Portland Police Department's (SPPD's) budget:	Increase the City's budget (but not by reducing SPPD's budget) to hire social workers	Somewhat oppose		10%
		Strongly oppose		7%
	Increase the City's budget (but not by reducing SPPD's budget) to fund social programs	Strongly support		51%
		Somewhat support		33%
		Somewhat oppose		10%
		Strongly oppose		6%
	Reduce SPPD's budget to hire social workers to respond to certain nonviolent calls	Strongly support		20%
		Somewhat support		23%
		Somewhat oppose		18%
		Strongly oppose		38%
	Reduce SPPD's budget to fund social programs intended to reduce calls	Strongly support		18%
		Somewhat support		24%
Somewhat oppose			18%	
Strongly oppose			39%	
If you have had contact with the South Portland Police Department (SPPD) over the last 12 months, please rate each of the following aspects of the last employee with whom you had contact.	Fairness	Excellent		26%
		Good		9%
		Fair		4%
		Poor		1%
		Not applicable		61%
	Responsiveness to requests and/or needs	Excellent		25%
		Good		10%
		Fair		3%
		Poor		2%
		Not applicable		60%
	Treating all people involved in a respectful manner	Excellent		25%
		Good		9%
		Fair		3%
		Poor		1%
		Not applicable		61%
	Knowledge	Excellent		23%
Good			11%	
Fair			4%	
Poor			1%	
Not applicable			61%	
Timeliness of handling the situation	Excellent		23%	
	Good		11%	
	Fair		3%	
	Poor		2%	
	Not applicable		60%	

If you have had contact with the South Portland Police Department (SPPD) over the last 12 months, please rate each of the following aspects of the last employee with whom you had contact.	Resolution of concerns	Excellent		22%
		Good		11%
		Fair		4%
		Poor		3%
		Not applicable		61%
	Overall impression of the SSPD staff member	Excellent		28%
		Good		10%
		Fair		5%
		Poor		2%
		Not applicable		56%
The City of South Portland offers a government access channel (SPC-TV) that airs various public meetings such as the City Council, along with other public service announcements and videos. This station can be viewed with a subscription to Spectrum or via live stream over the internet. In the last 12 months, how often, if at all, have you watched SPC-TV for at least 5 consecutive minutes either via live stream or Spectrum?	Spectrum (cable box or app)	Never		78%
		1-5 times a year		15%
		6-11 times a year		4%
		At least once a month		2%
		At least once a week		2%
	Live stream (via City website)	Never		82%
		1-5 times a year		14%
		6-11 times a year		1%
		At least once a month		2%
		At least once a week		1%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	Community newsletter	Major source		37%
		Minor source		29%
		Not a source		34%
	Government access channel SPC-TV	Major source		5%
		Minor source		21%
		Not a source		74%
	Neighborhood associations (e.g., Ferry Village Neighborhood Association)	Major source		10%
		Minor source		22%
		Not a source		69%
	"Nextdoor" app or website	Major source		15%
		Minor source		21%
		Not a source		64%
	Facebook	Major source		21%
		Minor source		32%
		Not a source		47%
	Other social media platforms	Major source		10%
		Minor source		25%
		Not a source		65%
Portland Press Herald	Major source		47%	

How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	Portland Press Herald	Minor source		32%
		Not a source		22%
	South Portland Sentry	Major source		57%
		Minor source		29%
		Not a source		14%
	Radio	Major source		18%
		Minor source		35%
		Not a source		47%
	TV news	Major source		36%
		Minor source		33%
		Not a source		31%
	Faith-based groups	Major source		3%
		Minor source		12%
		Not a source		86%
	Other local organizations (e.g., American Legion, Opportunity Alliance)	Major source		3%
Minor source			14%	
Not a source			83%	
If the City Council were to ask voters to approve a bond that would allow the City to purchase various parcels of open space across our community, as outlined in an adopted Open Space Plan, what is the largest amount, if any, you would be willing to approve?	None/\$0		18%	
	\$2.5 Million		19%	
	\$5 Million		20%	
	\$7.5 Million		10%	
	\$10 Million		13%	
	> \$10 Million		19%	
	In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day	
Once a day				5%
A few times a week				4%
Every few weeks				1%
Less often or never				5%
Access the internet from your cell phone		Several times a day		75%
		Once a day		6%
		A few times a week		5%
		Every few weeks		1%
		Less often or never		13%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.		Several times a day		51%
		Once a day		13%
		A few times a week		9%
		Every few weeks		3%
		Less often or never		24%
Use or check email		Several times a day		80%

In general, how many times do you:	Use or check email	Once a day		12%
		A few times a week		3%
		Every few weeks		1%
		Less often or never		4%
Share your opinions online	Several times a day		9%	
	Once a day		5%	
	A few times a week		11%	
	Every few weeks		12%	
	Less often or never		63%	
Shop online	Several times a day		11%	
	Once a day		6%	
	A few times a week		30%	
	Every few weeks		33%	
	Less often or never		19%	
Would you say that in general your health is:	Excellent		29%	
	Very good		41%	
	Good		24%	
	Fair		5%	
	Poor		1%	
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		14%	
	Neutral		53%	
	Somewhat negative		25%	
	Very negative		6%	
How many years have you lived in South Portland?	Less than 2 years		9%	
	2-5 years		17%	
	6-10 years		15%	
	11-20 years		17%	
	More than 20 years		42%	
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		10%	
	\$500 to \$999		20%	
	\$1,000 to \$1,499		27%	
	\$1,500 to \$1,999		22%	
	\$2,000 to \$2,499		11%	
	\$2,500 to \$2,999		4%	
	\$3,000 to \$3,499		3%	
	\$3,500 or more		3%	
Do any children 17 or under live in your household?	No		80%	
	Yes		20%	

Are you or any other members of your household aged 65 or older?	No		52%
	Yes		48%
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		13%
	\$25,000 to \$49,999		23%
	\$50,000 to \$74,999		17%
	\$75,000 to \$99,999		17%
	\$100,000 to \$149,999		18%
	\$150,000 or more		12%
Are you Spanish, Hispanic or Latino?	No		98%
	Yes		2%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan		1%
	Asian, Asian Indian		2%
	Black or African American		2%
	White		96%
	Other		2%
In which category is your age?	18-24 years		1%
	25-34 years		10%
	35-44 years		12%
	45-54 years		14%
	55-64 years		19%
	65-74 years		29%
	75 years or older		16%
What is your gender?	Female		61%
	Male		39%
	Identify in another way		1%
Which best describes the building you live in?	One family house detached		64%
	Building with two or more		34%
	Other		2%
Do you rent or own your home?	Rent		24%
	Own		76%

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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 anonymous and will be reported in group form only.

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of South Portland.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in South Portland.....	1	2	3	4	5
Overall design or layout of South Portland's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in South Portland (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in South Portland	1	2	3	4	5
Overall quality of natural environment in South Portland	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in South Portland	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 South Portland to someone who asks.....	1	2	3	4	5
Remain in South Portland 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 South Portland'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 South Portland 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 characteristics as they relate to South Portland as a whole.

	<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 South Portland....	1	2	3	4	5
Variety of business and service establishments in South Portland.....	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 South Portland	1	2	3	4	5
Overall image or reputation of South Portland.....	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to South Portland as a whole.

	<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 South Portland	1	2	3	4	5
Ease of travel by public transportation in South Portland.....	1	2	3	4	5
Ease of travel by bicycle in South Portland	1	2	3	4	5
Ease of walking in South Portland.....	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 South Portland	1	2	3	4	5
Overall appearance of South Portland	1	2	3	4	5
Cleanliness of South Portland.....	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 South Portland	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 City of South Portland (in-person, phone, email or web) for help or information	1	2
Contacted South Portland elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, 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 South Portland	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

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9. Please rate the quality of each of the following services in South Portland.

	<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 (building permits, 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 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
South Portland open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City 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 South Portland employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of South Portland 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 South Portland.....	1	2	3	4	5
The overall direction that South Portland is taking.....	1	2	3	4	5
The job South Portland government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in South Portland 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 City of South Portland.....	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 South Portland 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 South Portland.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in South Portland.....	1	2	3	4
Overall design or layout of South Portland's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in South Portland (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in South Portland.....	1	2	3	4
Overall quality of natural environment in South Portland.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in South Portland.....	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. Currently, the State of Maine requires that everyone wear a mask in most indoor and certain outdoor areas. Knowing that people feel differently about wearing masks, how often do you feel employees and the public have been following the COVID-19 mask requirements in each of the following locations over the last 30 days?

	<u>Always</u>	<u>Most of the time</u>	<u>Some of the time</u>	<u>Rarely</u>	<u>Never</u>	<u>Don't know</u>
Grocery stores.....	1	2	3	4	5	6
Other businesses.....	1	2	3	4	5	6
Public schools.....	1	2	3	4	5	6
Local government facilities.....	1	2	3	4	5	6
Houses of worship.....	1	2	3	4	5	6
Public spaces (parks, beaches, trails).....	1	2	3	4	5	6

14. Have you or anyone in your household been diagnosed with COVID-19 at any point this year?

- Yes, just me
- Yes, someone else who lives here
- Yes, me and another person (or more) who lives here
- No, one or more of us have had symptoms but tested negative
- No, one or more of us have had symptoms but we were never tested
- No, none of us have had symptoms and we were never tested

15. Over the past 12 months, how often (on average) have you smelled what you feel are petroleum-related fuel odors at your house (not attributed to automobiles) AND you feel they have had a large negative impact on your quality of life?

- At least daily
- At least weekly
- At least monthly
- A few times a year
- Never

16. Please rate the South Portland Police Department on the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Being trustworthy.....	1	2	3	4	5
Acting in the best interest of the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Caring about the well-being of the people they deal with.....	1	2	3	4	5
Holding police officers accountable for their actions.....	1	2	3	4	5
Protecting individual civil rights.....	1	2	3	4	5
Being a positive influence in the community.....	1	2	3	4	5
Acting within the law.....	1	2	3	4	5
Using the appropriate amount of force.....	1	2	3	4	5

The City of South Portland 2020 Community Survey

17. Police reform has come up as a topic at the national and local levels in recent months. How much do you support or oppose each of the following changes to the South Portland Police Department's (SPPD's) budget:

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Increase the City's budget (but not by reducing SPPD's budget) to hire social workers to respond to certain nonviolent calls.....	1	2	3	4	5
Increase the City's budget (but not by reducing SPPD's budget) to fund social programs (e.g., homelessness and substance use prevention, and mental health assistance) intended to reduce calls.....	1	2	3	4	5
Reduce SPPD's budget to hire social workers to respond to certain nonviolent calls	1	2	3	4	5
Reduce SPPD's budget to fund social programs intended to reduce calls	1	2	3	4	5

18. If you have had contact with the South Portland Police Department (SPPD) over the last 12 months, please rate each of the following aspects of the last employee with whom you had contact.

	Excellent	Good	Fair	Poor	Not applicable
Fairness.....	1	2	3	4	5
Responsiveness to requests and/or needs.....	1	2	3	4	5
Treating all people involved in a respectful manner.....	1	2	3	4	5
Knowledge.....	1	2	3	4	5
Timeliness of handling the situation.....	1	2	3	4	5
Resolution of concerns.....	1	2	3	4	5
Overall impression of the SPPD staff member.....	1	2	3	4	5

19. The City of South Portland offers a government access channel (SPC-TV) that airs various public meetings such as the City Council, along with other public service announcements and videos. This station can be viewed with a subscription to Spectrum or via live stream over the internet. In the last 12 months, how often, if at all, have you watched SPC-TV for at least 5 consecutive minutes either via live stream or Spectrum?

	Never	1-5 times a year	6-11 times a year	At least once a month	At least once a week
Spectrum (cable box or app).....	1	2	3	4	5
Live stream (via City website).....	1	2	3	4	5

20. How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?

	Major source	Minor source	Not a source
Community newsletter.....	1	2	3
Government access channel SPC-TV.....	1	2	3
Neighborhood associations (e.g., Ferry Village Neighborhood Association).....	1	2	3
"Nextdoor" app or website.....	1	2	3
Facebook.....	1	2	3
Other social media platforms.....	1	2	3
Portland Press Herald.....	1	2	3
South Portland Sentry.....	1	2	3
Radio.....	1	2	3
TV news.....	1	2	3
Faith-based groups.....	1	2	3
Other local organizations (e.g., American Legion, Opportunity Alliance).....	1	2	3

21. If the City Council were to ask voters to approve a bond that would allow the City to purchase various parcels of open space across our community, as outlined in an adopted Open Space Plan, what is the largest amount, if any, you would be willing to approve?

- None/\$0 (0% property tax increase, \$0 annual increase on a \$250,000 home))
- \$2.5 Million (estimated 0.4% property tax increase, \$18 annual increase on a \$250,000 home)
- \$5 Million (estimated 0.7% property tax increase, \$35 annual increase on a \$250,000 home)
- \$7.5 Million (estimated 1.1% property tax increase, \$53 annual increase on a \$250,000 home)
- \$10 Million (estimated 1.4% property tax increase, \$70 annual increase on a \$250,000 home)
- > \$10 Million (estimated > 1.4% property tax increase, > \$70 annual increase on a \$250,000 home)

Our last questions are about you and your household.
Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

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, WhatsApp, 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. Would you say that in general your health is:

- 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 South Portland?

- 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