



New England States Performance Measurement Project

Measure, Share, Improve

NESPMP Citizen Satisfaction Survey: Cross Comparison Results Summary

NESPMP: 06

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The Research Bureau



INTRODUCTION

Nine cities and towns in New England participated in an online citizen satisfaction survey during the winter and spring of 2010-11. In the fall of 2009, five cities and towns in the New England States Performance Measurement Project (NESPMP) participated in their first online survey. The purpose of the survey is to determine what residents think of the services provided by their municipal government and how they view the quality of life in their town or city. The leadership of these participating towns believes that obtaining residents' views is critical to their ability to provide the best level of services while utilizing tax dollars most effectively and efficiently. The areas surveyed included public works, parks and recreation, police, fire, emergency services/rescue, public education, permitting and code enforcement, town management, and administrative leadership. The Worcester Regional Research Bureau, which designed the survey and analyzed the results, hopes that the results are used to enhance the decision-making process and to indicate where there is need to improve the delivery of services and where the town is performing well.

Across all nine communities that participated in the 2010-11 round of the survey, 1,964 residents participated in the online survey. Each community was responsible for sending postcards to a subset of its population to inform them of the survey and how to access it. The number of participants and response

rates for each community are as follows: Belmont, MA, 257 participants for a response rate of 19%; Hamilton, MA, 151 participants for a response rate of 34%; Lewiston, ME, 237 participants¹; Holden, MA, 195 participants for a response rate of 33%; Peterborough, NH, 103 participants for a response rate of 17%; Scarborough, ME, 246 participants for a response rate of 19%; South Portland, ME, 267 participants for a response rate of 12%; Waterford, CT, 327 participants for a response rate of 16%; and Waterville Valley, NH, 181 participants for a response rate of 14%.² The goal was to have a response rate of at least 10% for each community in order to have significant results, which was achieved.³

The analysis below compares these nine communities' results for a variety of questions including quality of life, condition of streets, snow removal, and police, fire, ambulance, and 911 services.^{4,5} The average reported is weighted, and accounts for larger amounts of participants in some of the communities. Please note that respondents who answered each of these questions with either "No Opinion," "Don't Know," or similar, were excluded from analysis. This was done so that the results reflect participants who had an opinion or related experience to the particular question.

ANALYSIS

On average, about 93% of all respondents were “very satisfied (50.6%)” or “satisfied (42.2%)” with the overall quality of life in their city or town. Several communities had more than half of respondents answering “very satisfied” to this question: Waterville Valley, 76%; Peterborough, 61%; Scarborough, 57%; Holden, 55%; Hamilton, 54%; and South Portland, 53%. Respondents in Lewiston were the most dissatisfied in this category; a total of 41% were either “dissatisfied (30%)” or “very dissatisfied (11%).”

Participants were also asked to rate the condition of street and road surfaces in their community based on their experiences or observations over the past 12 months (see **Chart 1**). On average, just about half (51.5%) of respondents rated streets as “excellent (14.5%)” or “good (37%).” Another 27.6% rated streets as “fair,” while 12% said “poor” and 9%

said “very poor.” The satisfaction level among towns on this subject varied widely: the town of Waterville Valley reported the most satisfaction with the condition of its streets, 84.7% rated them as “excellent (34.4%)” or “good (50.3%)” while the town of Belmont reported the most dissatisfaction with the condition of streets; more than half (56.7%) of respondents rated them as “poor (21%)” or “very poor (35.7%).”⁶

Respondents were asked two questions about snow and ice removal on either major roads or residential streets. More than 90% of respondents on average either agreed or strongly agreed that both of these types of streets were passable either during or shortly after (main roads), or the day after (residential streets) a snow or ice event. Respondents across the nine communities were slightly more likely to agree that major roads were passable (92.8%) than residential streets (91.2%).

Chart 1: Rate the Condition of Street/Road Surfaces

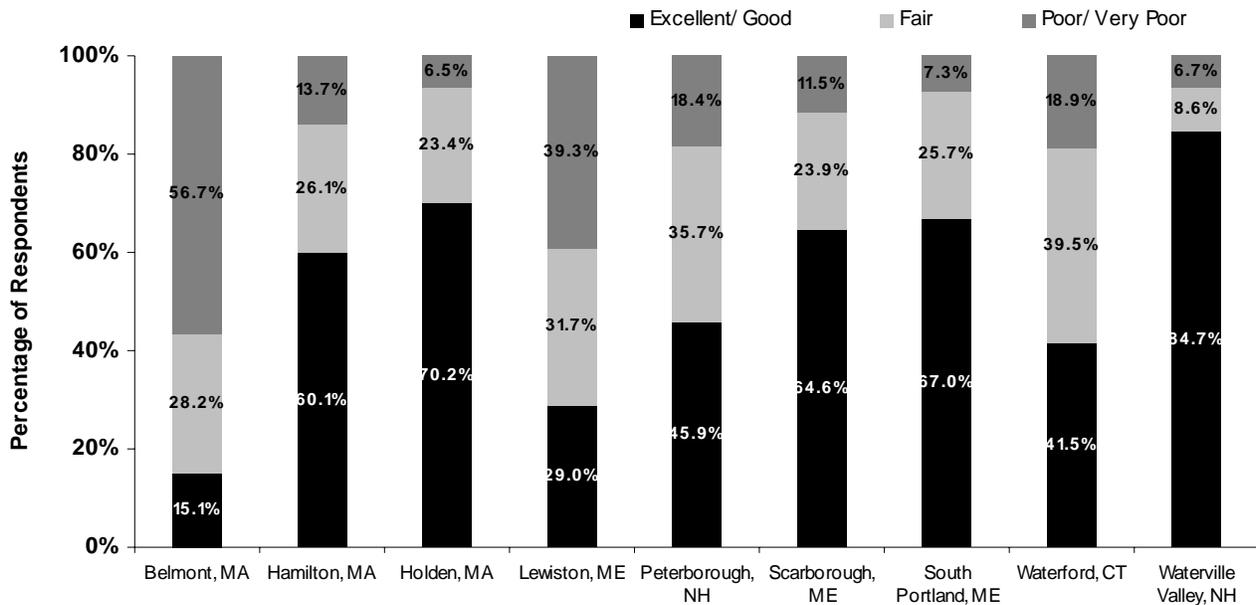
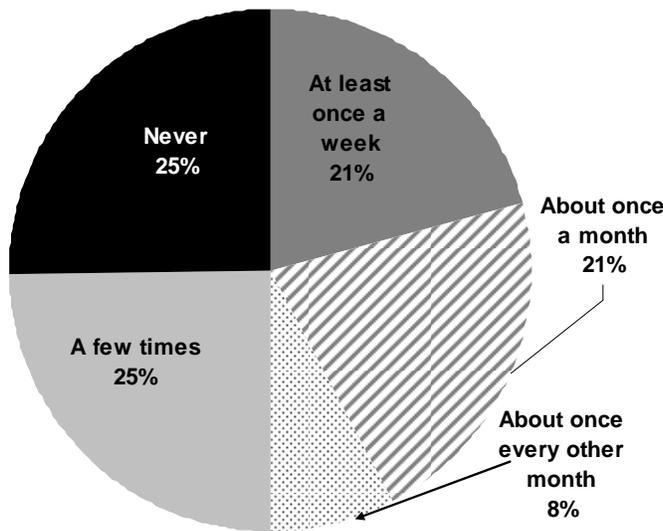


Chart 2: Average Use of Library Services over the Past 12 Months



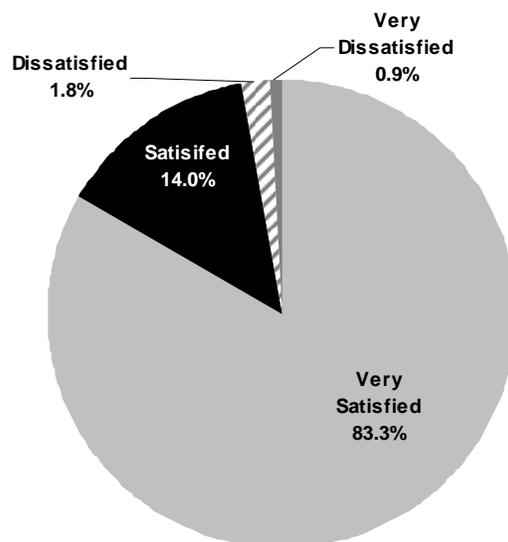
Respondents were also asked a series of questions about their local library services, including how often their household uses such services. As shown in **Chart 2**, on average, about a quarter (25.2%) of respondents never used public library facilities or online services within the past year. Respondents from Waterville Valley were the least likely to use local library services (48% of respondents never used its library) while residents from Hamilton were the most likely to use the library (13% had never used the services, while about 25% used library services at least once a week).

There were several questions that dealt with emergency services including Police, Fire, Ambulance, and 911 services.⁷ On average, 13% of respondents had received assistance from the Fire Department over the past 12 months. Half received Emergency Medical Services from their local Fire Department, while 8% received fire suppression services. Possibly due to the small number of respondents using

these services, the services received reported by respondents for each town varied. For example, in Belmont, about 56% of respondents received Emergency Medical Services, while only 11% in Lewiston reported the same (89% of respondents in Lewiston reported they received “other” services from the Fire Department). As shown in **Chart 3**, an overwhelming majority was very satisfied with the response time of the Fire Department, 83.3% on average (only 2 respondents across all nine communities were very dissatisfied). Waterville Valley had the most respondents reporting that they were very satisfied with the response time of the Fire Department (100%).

About 9% of respondents on average had received assistance from Ambulance or Advanced Life Support services over the past 12 months. About 97% of respondents across the nine communities were either “very satisfied” or “satisfied” with the response time of the ambulance

Chart 3: Satisfaction with Fire Department Response Time, Average



service or paramedic. Only one respondent in any community reported that they were very dissatisfied. On average, 13.8% of respondents had called 911 in the past 12 months to request emergency services. When asked how satisfied they were with the assistance they received from the call taker, 63.2% were “very satisfied” while 32.8% were “satisfied.” Four percent of respondents were dissatisfied with the experience.

When asked about their experience with the local Police Department, an average of 26% had received assistance from the police within the past year. Of those respondents, an average of 93% was satisfied with the police response time. In Hamilton, MA, there were no dissatisfied respondents.

Participants were also asked about their satisfaction with the leadership of their city or town, with both elected and appointed officials. On average, respondents were more satisfied with the leadership of appointed officials in their community. About 78% reported being “very satisfied” or “satisfied” with the leadership of appointed officials, while 72% said the same for the leadership of

elected officials. Residents of Holden (85% satisfied with elected and 92% satisfied with appointed) and Waterville Valley (92% satisfied with elected and 91% satisfied with appointed) were most likely to be satisfied with both elected and appointed officials.

We hope the results of the survey will be analyzed and used to set priorities since the data for each municipality indicates where there is need to improve the delivery of services and where the town is performing well.

¹ Lewiston opened up the survey to all residents through publicity (Lewiston has a population of about 35,000 residents).

² Waterville Valley has a number of citizens who own vacation or second homes there and may not spend the entire year there.

³ The sample size of citizens invited to participate in each town depended on the population size of each municipality.

⁴ Please see Appendix A for results of survey questions included in this analysis.

⁵ Please see Appendix B for results of select additional survey questions not included in this analysis.

⁶ However, on Waterville Valley’s survey, this item read “condition of **public** street/road surfaces” and it is possible this clarification led to higher satisfaction levels as these streets may be in better condition.

⁷ It is important to note that a small number of respondents utilized these emergency services, so the results of this section are based on a small number of individuals.

APPENDIX A – SURVEY QUESTIONS INCLUDED IN ANALYSIS

I. Please rate your level of satisfaction with: the the overall quality of life in _____										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	48.4%	53.6%	55.4%	10.8%	60.8%	57.2%	52.5%	49.7%	75.6%	50.6%
Satisfied	45.3%	39.9%	43.0%	48.7%	36.1%	39.8%	43.3%	48.7%	23.8%	42.2%
Dissatisfied	5.5%	6.5%	1.1%	29.7%	1.0%	2.5%	3.8%	1.6%	0.6%	5.8%
Very Dissatisfied	0.8%	0.0%	0.5%	10.8%	2.1%	0.4%	0.4%	0.0%	0.0%	1.5%

II. Please rate each of the following based on your experiences or observations during the past 12 months: Condition of street/road surfaces										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Excellent	3.6%	12.3%	20.7%	5.9%	12.2%	19.7%	19.5%	8.2%	34.4%	14.5%
Good	11.5%	47.8%	49.5%	23.1%	33.7%	44.9%	47.5%	33.3%	50.3%	37.0%
Fair	28.2%	26.1%	23.4%	31.7%	35.7%	23.9%	25.7%	39.5%	8.6%	27.6%
Poor	21.0%	6.5%	5.4%	25.3%	13.3%	8.1%	6.9%	12.4%	4.9%	11.8%
Very Poor	35.7%	7.2%	1.1%	14.0%	5.1%	3.4%	0.4%	6.5%	1.8%	9.1%

III. Major roads/arteries are passable during or shortly after a snowstorm, blizzard, or ice storm.										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Strongly Agree	26.1%	32.4%	30.6%	14.1%		34.5%	34.5%	23.2%	34.0%	28.4%
Agree	67.3%	60.3%	63.4%	66.8%		57.9%	62.1%	69.0%	66.0%	64.3%
Disagree	4.9%	6.6%	3.8%	14.1%		5.5%	3.4%	5.7%	0.0%	5.5%
Strongly Disagree	1.6%	0.7%	2.2%	4.9%		2.1%	0.0%	2.0%	0.0%	1.7%

IV. Residential streets are passable the day after a snowstorm, blizzard, or ice storm.										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Strongly Agree	24.5%	26.3%	29.6%	14.8%	39.4%	36.2%	34.7%	23.7%	37.3%	28.9%
Agree	65.7%	60.9%	65.9%	63.7%	55.3%	59.0%	60.6%	63.5%	62.0%	62.3%
Disagree	7.8%	6.8%	3.4%	12.6%	5.3%	3.9%	4.2%	8.7%	0.0%	6.1%
Strongly Disagree	2.0%	6.0%	1.1%	8.8%	0.0%	0.9%	0.4%	4.0%	0.7%	2.7%

V. During the past 12 months, approximately how often have you or other members of your household used the Public Library facilities and/or online services?										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
At least once a week	29.7%	24.5%	18.8%	15.3%	16.3%	19.3%	21.8%	25.5%	7.3%	20.8%
About once a month	29.3%	27.3%	17.2%	14.3%	21.4%	24.4%	17.6%	24.8%	10.9%	21.3%
About once every other month	7.4%	13.3%	8.1%	10.6%	9.2%	6.7%	5.3%	8.4%	3.0%	7.7%
A few times	18.0%	22.4%	27.4%	22.2%	34.7%	24.8%	23.3%	27.4%	30.9%	25.0%
Never	15.6%	12.6%	28.5%	37.6%	18.4%	24.8%	32.1%	13.9%	47.9%	25.2%

VI. In the past 12 months, have you or a member of your household received assistance from the Fire Department?										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Yes	14.6%	17.1%	13.1%	4.9%	12.2%	20.7%	10.0%	16.2%	8.0%	13.3%
No	85.4%	82.9%	86.9%	95.1%	87.8%	79.3%	90.0%	83.8%	92.0%	86.7%

VII. What services did the Fire Department provide? Check all that apply

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH
Emergency Medical Services	55.6%	38.1%	45.5%	11.1%	33.3%	53.7%	53.8%	54.2%	50.0%
Fire Suppression	8.3%	14.3%	13.6%	11.1%	25.0%	20.4%	15.4%	12.5%	8.3%
Other (please specify)	38.9%	57.1%	40.9%	88.9%	50.0%	25.9%	34.6%	39.6%	50.0%

VIII. How satisfied were you with the Fire Department's: Response time

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	88.6%	90.0%	90.5%	50.0%	40.0%	86.4%	83.3%	80.9%	100.0%	83.3%
Satisfied	8.6%	10.0%	4.8%	37.5%	50.0%	13.6%	16.7%	14.9%	0.0%	14.0%
Dissatisfied	0.0%	0.0%	4.8%	12.5%	10.0%	0.0%	0.0%	2.1%	0.0%	1.8%
Very Dissatisfied	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.9%

IX. In the past 12 months, have you or a member of your household received assistance from Ambulance/Advanced Life Support Services?

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Yes	7.1%	7.9%	9.8%		10.2%	11.0%	6.9%	12.9%	4.3%	9.0%
No	92.9%	92.1%	90.2%		89.8%	89.0%	93.1%	87.1%	95.7%	91.0%

X. How satisfied were you with the ambulance service/ paramedic's: Response time

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	94.4%	81.8%	82.4%		60.0%	88.5%	94.4%	69.2%	100.0%	82.2%
Satisfied	5.6%	18.2%	17.6%		30.0%	11.5%	5.6%	23.1%	0.0%	15.1%
Dissatisfied	0.0%	0.0%	0.0%		10.0%	0.0%	0.0%	5.1%	0.0%	2.1%
Very Dissatisfied	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	2.6%	0.0%	0.7%

XI. In the past 12 months, have you or any member of your household called 911 to request police, fire, or emergency medical/ambulance services?

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Yes	14.2%	10.1%	14.8%	17.8%	10.2%	19.0%	11.5%	16.8%	3.7%	13.8%
No	85.8%	89.9%	85.2%	82.2%	89.8%	81.0%	88.5%	83.2%	96.3%	86.2%

XII. How satisfied were you with the assistance you received from the person who took your 911 call? (If you have called 911 more than once in past 12 months, please base your response on the last time you called)

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	69.4%	78.6%	80.0%	30.3%	80.0%	67.4%	63.3%	60.8%	60.0%	63.2%
Satisfied	27.8%	21.4%	16.0%	54.5%	10.0%	32.6%	33.3%	37.3%	40.0%	32.8%
Dissatisfied	2.8%	4.0%	4.0%	15.2%	0.0%	0.0%	3.3%	2.0%	0.0%	3.6%
Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.4%

XIII. Overall, how satisfied are you with the leadership of elected officials in the town?

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	6.7%	11.4%	11.6%	2.5%	16.7%	8.5%	6.3%	20.7%	21.4%	11.5%
Satisfied	55.4%	46.5%	73.5%	45.1%	64.3%	63.0%	65.7%	61.6%	70.9%	60.7%
Dissatisfied	24.1%	24.6%	12.9%	31.5%	13.1%	20.9%	17.9%	12.9%	6.8%	18.6%
Very Dissatisfied	13.8%	17.5%	2.0%	21.0%	6.0%	7.6%	10.1%	4.8%	0.9%	9.3%

XIII. Overall, how satisfied are you with the leadership of appointed officials in the town?

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	7.0%	13.2%	15.3%	5.9%	19.0%	9.4%	10.6%	15.2%	18.2%	12.0%
Satisfied	56.8%	57.5%	76.4%	52.6%	68.4%	70.3%	66.8%	68.8%	72.7%	65.7%
Dissatisfied	23.8%	21.7%	6.3%	24.3%	6.3%	14.9%	15.1%	10.8%	9.1%	15.1%
Very Dissatisfied	12.4%	7.5%	2.1%	17.1%	6.3%	5.4%	7.5%	5.2%	0.0%	7.3%

APPENDIX B – ADDITIONAL SELECT SURVEY QUESTIONS

I. Please rate your level of satisfaction with: the value of services received for your town tax dollars										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	10.8%	10.1%	21.9%	10.5%	25.8%	22.8%	23.9%	28.3%	24.1%	20.2%
Satisfied	50.4%	41.0%	59.6%	37.2%	40.2%	49.6%	54.5%	49.0%	58.4%	49.6%
Dissatisfied	29.6%	35.3%	14.8%	29.8%	25.8%	23.3%	15.7%	18.3%	15.1%	22.4%
Very Dissatisfied	9.2%	13.7%	3.8%	22.5%	8.2%	4.3%	5.9%	4.3%	2.4%	7.8%

II. Please rate each of the following based on your experiences or observations during the past 12 months: Condition of sidewalks in your neighborhood										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Excellent	3.3%	8.7%	17.7%	2.9%	17.9%	20.5%	15.6%	7.7%	33.1%	12.8%
Good	17.6%	42.3%	38.9%	17.6%	46.2%	40.9%	43.7%	41.4%	45.3%	35.5%
Fair	31.6%	24.0%	30.1%	39.7%	17.9%	15.7%	22.1%	36.4%	17.3%	27.5%
Poor	25.0%	17.3%	8.8%	23.5%	12.8%	16.5%	16.0%	10.0%	4.3%	15.7%
Very Poor	22.5%	7.7%	4.4%	16.2%	5.1%	6.3%	2.6%	4.5%	0.0%	8.6%

III. Please rate each of the following based on your experiences or observations during the past 12 months: Residential trash collection and recycling services										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Excellent	38.6%	39.7%	54.2%	41.8%		66.2%	68.5%	63.7%	18.8%	51.7%
Good	48.6%	46.3%	35.7%	39.0%		27.9%	24.5%	29.7%	41.3%	35.6%
Fair	9.6%	11.0%	7.1%	11.0%		4.1%	4.6%	5.3%	16.7%	7.9%
Poor	2.0%	1.5%	2.4%	5.5%		1.4%	2.1%	1.3%	16.7%	3.4%
Very Poor	1.2%	1.5%	0.6%	2.7%		0.5%	0.4%	0.0%	6.5%	1.3%

IV. Please rate each of the following based on your experiences or observations during the past 12 months: Upkeep & appearance of town parks and active recreation areas

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Excellent	24.3%	40.7%	39.5%	9.0%			48.8%	42.3%	53.4%	37.1%
Good	56.4%	49.6%	50.3%	55.1%			44.5%	47.0%	40.5%	49.0%
Fair	16.0%	7.4%	9.0%	23.6%			5.1%	8.7%	4.9%	10.6%
Poor	2.5%	0.7%	0.0%	7.3%			1.6%	1.3%	1.2%	2.1%
Very Poor	0.8%	1.5%	1.0%	5.1%			0.0%	0.7%	0.0%	1.2%

V. In the past 12 months, have you or a member of your household received assistance from the Police Department?

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Yes	25.2%	24.6%	28.8%	25.3%	31.6%	30.4%	23.8%	25.5%	20.0%	25.9%
No	74.8%	75.4%	71.2%	74.7%	68.4%	69.6%	76.2%	74.5%	80.0%	74.1%

VI. How satisfied were you with the Police Department's: Response time

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	66.1%	82.8%	70.2%	46.3%	85.2%	70.8%	56.6%	60.0%	82.8%	66.6%
Satisfied	27.4%	17.2%	23.4%	26.8%	11.1%	24.6%	37.7%	32.9%	13.8%	26.0%
Dissatisfied	6.5%	0.0%	4.3%	22.0%	3.7%	3.1%	3.8%	4.3%	3.4%	5.7%
Very Dissatisfied	0.0%	0.0%	2.1%	4.9%	0.0%	1.5%	1.9%	2.9%	0.0%	1.7%

VII. How satisfied are/were you with the Public Schools: Administration (school level)

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	37.0%	23.2%	46.8%	24.2%		25.2%	26.1%	37.0%	75.0%	33.0%
Satisfied	48.1%	44.4%	42.3%	56.8%		54.1%	50.5%	48.1%	16.7%	48.5%
Dissatisfied	10.4%	24.2%	9.9%	10.5%		15.3%	19.8%	9.5%	8.3%	13.5%
Very Dissatisfied	4.5%	8.1%	0.9%	8.4%		5.4%	3.6%	5.3%	0.0%	5.0%

VIII. How satisfied are/were you with the Public Schools: Administration (district level)

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	35.6%	11.7%	36.0%	17.1%		17.8%	10.6%	25.3%	70.0%	23.8%
Satisfied	53.3%	54.3%	47.0%	54.9%		53.5%	47.8%	52.4%	30.0%	52.3%
Dissatisfied	6.7%	27.7%	14.0%	14.6%		22.8%	24.8%	16.3%	0.0%	17.6%
Very Dissatisfied	4.4%	6.4%	3.0%	13.4%		5.9%	6.2%	6.0%	0.0%	6.2%

IX. How satisfied are/were you with the Public Schools: Quality of curriculum

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	47.1%	28.6%	50.9%	21.6%		25.7%	25.7%	29.6%	58.3%	33.8%
Satisfied	38.7%	51.0%	40.2%	51.5%		58.4%	51.4%	51.9%	41.7%	48.6%
Dissatisfied	12.9%	18.4%	7.1%	13.4%		13.3%	16.5%	15.9%	0.0%	13.8%
Very Dissatisfied	1.3%	2.0%	1.8%	13.4%		2.7%	6.4%	2.6%	0.0%	3.8%

X. How satisfied are/were you with the Public Schools: Qualifications and performance of the teachers

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	44.5%	35.7%	49.1%	30.2%		29.8%	34.3%	35.4%	83.3%	38.0%
Satisfied	48.4%	51.0%	42.9%	50.0%		52.6%	48.1%	48.1%	16.7%	48.2%
Dissatisfied	5.8%	10.2%	8.0%	10.4%		14.0%	15.7%	13.8%	0.0%	11.0%
Very Dissatisfied	1.3%	3.1%	0.0%	9.4%		3.5%	1.9%	2.6%	0.0%	2.8%

XI. How satisfied are you with the mix of residential, commercial, retail, and industrial land areas in the town?

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	9.6%	12.1%	14.1%	1.2%	15.9%	10.0%	12.4%	16.3%	23.2%	12.5%
Satisfied	57.0%	58.1%	70.6%	61.4%	59.1%	73.5%	76.3%	73.6%	62.9%	67.2%
Dissatisfied	28.7%	25.8%	12.9%	23.5%	20.5%	11.4%	8.7%	8.0%	12.6%	15.9%
Very Dissatisfied	4.8%	4.0%	2.5%	13.9%	4.5%	5.0%	2.5%	2.2%	1.3%	4.3%

XII. Have you applied for a building permit or been a part of the permit process during the past 12 months in the town of _____?

	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Yes	14.3%	17.5%	8.7%	9.4%	12.4%	13.1%	10.4%	12.3%	7.4%	11.7%
No	85.7%	82.5%	91.3%	90.6%	87.6%	86.9%	89.6%	87.7%	92.6%	88.3%

XIII. How satisfied are you with the ease of obtaining information and materials during the permit process?										
	Belmont, MA	Hamilton, MA	Holden, MA	Lewiston, ME	Peterborough, NH	Scarborough, ME	South Portland, ME	Waterford, CT	Waterville Valley, NH	Average
Very Satisfied	24.2%	52.4%	33.3%	20.0%	45.5%	23.3%	25.9%	16.7%	25.0%	27.4%
Satisfied	54.5%	38.1%	66.7%	60.0%	45.5%	53.3%	51.9%	47.2%	75.0%	52.8%
Dissatisfied	15.2%	9.5%	0.0%	20.0%	0.0%	16.7%	14.8%	13.9%	0.0%	12.2%
Very Dissatisfied	6.1%	0.0%	0.0%	0.0%	9.1%	6.7%	7.4%	22.2%	0.0%	7.6%