

Question 1		
Are you currently a resident of the city of South Portland?		
Answer Options	Response Percent	Response Count
Yes	98.6%	280
No	1.4%	4
<i>answered question</i>		284
<i>skipped question</i>		0

Question 2						
Please rate your level of satisfaction with each of the following based on your experiences or observations during the past 12 months.						
Answer Options	No Opinion	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
The overall quality of life in South Portland (I)	0.4%	58.8%	38.0%	2.2%	0.7%	279
The overall appearance of South Portland	0.0%	29.7%	56.2%	13.0%	1.1%	276
The cost of living in the City of South Portland	0.7%	10.9%	59.4%	23.6%	5.4%	276
The City's efforts to attract businesses and jobs to the	13.4%	11.2%	47.8%	23.6%	4.0%	276
South Portland as a place to raise children	10.8%	46.2%	37.5%	4.0%	1.4%	277
South Portland as a place to live during retirement	21.5%	28.0%	34.9%	12.4%	3.3%	275
The value of services received for your City tax dollars	1.4%	20.9%	52.5%	20.1%	5.0%	278
<i>answered question</i>						279
<i>skipped question</i>						5

Adjust for No Opinion and Not Applicable

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
59.0%	38.1%	2.2%	0.7%
29.7%	56.2%	13.0%	1.1%
10.9%	59.9%	23.7%	5.5%
13.0%	55.2%	27.2%	4.6%
51.8%	42.1%	4.5%	1.6%
35.6%	44.4%	15.7%	4.2%
21.2%	53.3%	20.4%	5.1%

Question 3							
Please rate each of the following based on your experiences or observations during the past 12 months.							
Answer Options	Not Applicable	Excellent 5	Good 4	Fair	Poor	Very Poor	Response Count
Condition of street/road surfaces (IV)	0.0%	9.7%	48.7%	30.7%	9.0%	1.8%	277
Condition of sidewalks (smoothness/evenness) in your	7.2%	10.1%	34.8%	30.1%	11.2%	6.5%	276
Cleanliness of streets and sidewalks in your	0.7%	17.5%	63.1%	13.5%	4.4%	0.7%	274
Pedestrian safety in your neighborhood	0.7%	18.4%	46.2%	21.7%	9.7%	3.2%	277
Street lighting in your neighborhood	1.1%	13.1%	52.9%	23.7%	6.6%	2.6%	274
Fall leaf collection services	17.7%	20.3%	29.9%	17.0%	8.9%	6.3%	271
Residential trash collection and recycling services	6.2%	59.8%	25.7%	5.8%	1.1%	1.4%	276
Sewer and drainage services to your home	5.5%	33.9%	47.1%	9.5%	2.6%	1.5%	274
Upkeep and appearance of City parks and active	0.7%	39.6%	52.0%	5.5%	2.2%	0.0%	275
Adequacy of open space and passive recreation areas	0.4%	33.2%	54.5%	7.9%	3.2%	0.7%	277
<i>answered question</i>							277
<i>skipped question</i>							7

Adjust for No Opinion and Not Applicable

Excellent 5	Good 4	Fair	Poor	Very Poor
9.75%	48.74%	30.69%	9.03%	1.81%
10.94%	37.50%	32.42%	12.11%	7.03%
17.65%	63.60%	13.60%	4.41%	0.74%
18.55%	46.55%	21.82%	9.82%	3.27%
13.28%	53.51%	23.99%	6.64%	2.58%
24.66%	36.32%	20.63%	10.76%	7.62%
63.71%	27.41%	6.18%	1.16%	1.54%
35.91%	49.81%	10.04%	2.70%	1.54%
39.93%	52.38%	5.49%	2.20%	0.00%
33.33%	54.71%	7.97%	3.26%	0.72%

Question 4			
Major roads/arterials are passable during or shortly after a snowstorm, blizzard, or ice storm. (II)			
Answer Options	Response Percent	Response Count	w/o No Opinions
Strongly Agree	30.3%	84	30.6%
Agree	63.2%	175	63.9%
Disagree	2.5%	7	2.5%
Strongly Disagree	2.9%	8	2.9%
Don't Know/ No Opinion	1.1%	3	
<i>answered question</i>		277	
<i>skipped question</i>		7	

Question 5				
Residential streets are passable the day after a snowstorm, blizzard, or ice storm. (III)				
Answer Options	Response Percent	Response Count	w/o No Opinions	
Strongly Agree	31.6%	87	32.1%	
Agree	61.1%	168	62.0%	
Disagree	4.4%	12	4.5%	
Strongly Disagree	1.5%	4	1.5%	
Don't Know/ No Opinion	1.5%	4		
		answered question	275	
		skipped question	9	

Question 6		
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? (V)		
Answer Options	Response Percent	Response Count
At least once a week	19.9%	55
About once a month	18.1%	50
About once every other month	6.1%	17
A few times	30.0%	83
Never	26.0%	72
		answered question
		277
		skipped question
		7

Question 7						
In general, how satisfied are you with the following aspects of the Public Library?						
Answer Options	No Opinion/ Did Not Use	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Library hours of operation	13.7%	29.8%	46.8%	9.3%	0.5%	205
Selection of library material	15.1%	32.2%	47.3%	4.9%	0.5%	205
Computer resources/ Online services & databases	38.1%	25.7%	34.2%	2.0%	0.0%	202
Quality of Children's programs and services offered	61.0%	15.6%	19.5%	2.0%	2.0%	205
Quality of Young Adult programs and services offered	68.0%	6.9%	16.7%	4.9%	3.4%	203
Quality of Adult programs and services offered	44.9%	15.6%	35.6%	3.4%	0.5%	205
Variety of programs offered	41.5%	15.6%	35.1%	6.3%	1.5%	205
Assistance provided by library staff	16.3%	60.1%	20.2%	2.0%	1.5%	203
Overall quality of customer service (polite, friendly and	13.8%	63.1%	20.2%	1.5%	1.5%	203
Cleanliness and maintenance of facilities	12.7%	50.2%	31.2%	4.4%	1.5%	205
Accessibility to services and facilities	16.3%	46.8%	34.5%	2.5%	0.0%	203
Reasonableness of fees charged	17.6%	49.5%	32.4%	0.5%	0.0%	204
						answered question
						205
						skipped question
						79

Adjust for No Opinion and Did Not Use			
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
34.5%	54.2%	10.7%	0.6%
37.9%	55.7%	5.7%	0.6%
41.6%	55.2%	3.2%	0.0%
40.0%	50.0%	5.0%	5.0%
21.5%	52.3%	15.4%	10.8%
28.3%	64.6%	6.2%	0.9%
26.7%	60.0%	10.8%	2.5%
71.8%	24.1%	2.4%	1.8%
73.1%	23.4%	1.7%	1.7%
57.5%	35.8%	5.0%	1.7%
55.9%	41.2%	2.9%	0.0%
60.1%	39.3%	0.6%	0.0%

Question 8
If you have not used the Public Library in the past 12 months, why not?

Answer Options	Response Count
	102
<i>answered question</i>	102
<i>skipped question</i>	182

Number	Response Date	Response Text
1	Nov 2, 2009 4:14 PM	i have books at home
2	Nov 2, 2009 6:17 PM	We don't borrow books, we buy them on line or at a discount.
3	Nov 2, 2009 6:28 PM	just never went
4	Nov 2, 2009 7:26 PM	Use the library at College.
5	Nov 2, 2009 7:41 PM	no reason
6	Nov 2, 2009 7:47 PM	not convenient
7	Nov 2, 2009 7:48 PM	We either buy books or share books with family and friends.
8	Nov 2, 2009 8:09 PM	No particular reason
9	Nov 2, 2009 9:24 PM	Internet
10	Nov 2, 2009 9:34 PM	With the ability to use the internet from one's home the idea of a public library is outdated and most unnecessary.
11	Nov 2, 2009 10:01 PM	Have been busy doing other things
12	Nov 2, 2009 10:53 PM	too busy
13	Nov 2, 2009 10:55 PM	Haven't the need and the last time I went (over a year ago) I encountered an extremely rude employee.
14	Nov 2, 2009 11:42 PM	I purchase my books,and use this laptop for wwhat I need
15	Nov 2, 2009 11:46 PM	Don't read books
16	Nov 2, 2009 11:50 PM	Too busy working - soon will retire and then will use
17	Nov 3, 2009 12:06 AM	I usually purchase my books
18	Nov 3, 2009 12:19 AM	haven,t had the need to use it
19	Nov 3, 2009 1:15 AM	hours are not convenient
20	Nov 3, 2009 2:10 AM	No need to visit, Portland library is closer to my employer and easier to access.
21	Nov 3, 2009 2:15 AM	easy access to library in town I work
22	Nov 3, 2009 3:16 AM	dont read much but plan to use it this winter
23	Nov 3, 2009 3:45 AM	Have too many books I own that haven't been read yet!
24	Nov 3, 2009 10:27 AM	I use the Internet for information research and I buy my wife and I buy our own books to read. In fact on several ocassions we have donated books.
25	Nov 3, 2009 1:20 PM	I have not had the need to...
26	Nov 3, 2009 1:36 PM	Very hectic schedule
27	Nov 3, 2009 2:05 PM	NO NEED TO GO THERE. HAVE ACCESS AT HOME AND WORK.
28	Nov 3, 2009 2:38 PM	no interest
29	Nov 3, 2009 3:07 PM	my grandchildren do
30	Nov 3, 2009 3:27 PM	no need.
31	Nov 3, 2009 3:41 PM	My fault - I should use them and have been meaning to do just that. I think it is very important to have good libraries in a city.
32	Nov 3, 2009 3:47 PM	NOT INTERESTED
33	Nov 3, 2009 3:58 PM	not intrested
34	Nov 3, 2009 4:29 PM	Because
35	Nov 3, 2009 6:09 PM	Hours are erratic. Easier to read on-line
36	Nov 3, 2009 6:25 PM	NA
37	Nov 3, 2009 7:29 PM	The library might be useful for some people, but I don't typically have a need to use it.
38	Nov 3, 2009 7:31 PM	We subscribe to a book service that supplies any reading material that we desire.
39	Nov 3, 2009 9:35 PM	I use the internet for research.
40	Nov 3, 2009 11:03 PM	We don't have children, we are not fond of reading books, no need to go to it really. We use the internet for a lot of services he Library offers.
41	Nov 4, 2009 12:59 AM	Usually buy books
42	Nov 4, 2009 1:28 AM	no desire
43	Nov 4, 2009 2:37 PM	Not sure.
44	Nov 4, 2009 6:32 PM	haven't had a chance to
45	Nov 4, 2009 8:09 PM	My child used to visit the young adult room and then the person that ran it was layed off. The room was never open and then they moved all the YA materials around scattered
46	Nov 4, 2009 8:26 PM	I use it very regularly so this question does not apply to me.
47	Nov 4, 2009 9:23 PM	Not needed.
48	Nov 5, 2009 12:28 AM	Children are in college, husband and I work and I attend CE classes at Husson. We are avid readers but do not use the library.
49	Nov 5, 2009 3:29 AM	purchase & read books for recreation / internet for research

50	Nov 5, 2009 2:02 PM	have not had a need to use it lately
51	Nov 5, 2009 4:08 PM	Haven't had time or need
52	Nov 5, 2009 4:12 PM	Had no reason to.
53	Nov 5, 2009 4:13 PM	simply forgot about it
54	Nov 5, 2009 4:23 PM	I TEND TO BUY PAPERBACK BOOKS OFTEN AND WHEN I GO TO THE LIBRARY, THE AUTHORS I ENJOY, I HAVE ALREADY READ WHAT IS THERE.
55	Nov 5, 2009 4:25 PM	most of the information I need is on line
56	Nov 6, 2009 1:42 AM	do not have the need
57	Nov 6, 2009 3:24 PM	NEWS PAPERS,MAGAZINES AND INTER-NET IS ALL THATS NEEDED.
58	Nov 6, 2009 7:24 PM	I don't read much, and what I do read, I typically buy. I have used the library for audio books in the past for times when I commute long distances.
59	Nov 6, 2009 8:26 PM	Haven't had any time to get down there.
60	Nov 7, 2009 1:23 AM	I work at One City Center in Portland and the Portland library is right across the street so it is more convenient for me to use that one.
61	Nov 7, 2009 2:13 PM	USE ONLINE FOR REQUIRED INFORMATION AND BOOKS FOR READING ARE PURCHASED
62	Nov 7, 2009 2:25 PM	use home and computer resourses
63	Nov 7, 2009 7:11 PM	No need to.
64	Nov 8, 2009 1:51 PM	prefer to purchase books
65	Nov 8, 2009 3:38 PM	I have! I have! And I should use it more, it's a great library, the staff are terrific - friendly, relaxed, helpful, knowledgeable. It's one of my top two libraries that I've ever visited.
66	Nov 8, 2009 5:05 PM	I have no need to go.
67	Nov 9, 2009 9:30 AM	N/A
68	Nov 9, 2009 2:43 PM	no need. Use online resources from home or work
69	Nov 9, 2009 4:58 PM	Fellow gives me all the books I can handle.
70	Nov 9, 2009 5:35 PM	Not needed, but I have dropped off book donations.
71	Nov 9, 2009 8:17 PM	Belong to booksfree.com no need to go to library, I get all the books I need.
72	Nov 11, 2009 11:44 AM	I have used the Public Library extensively.
73	Nov 11, 2009 2:46 PM	NOT APPLICABLE
74	Nov 14, 2009 11:02 PM	NO NEED. MORE LIKELY TO PURCHASE READING MATERIALS
75	Nov 15, 2009 4:28 PM	I haven't had the need.
76	Nov 16, 2009 7:41 PM	I personally don't have much need for a library and I moved to South Portland only 4 months ago.
77	Nov 17, 2009 1:50 AM	library is not open when I have time to visit - evenings, Sunday
78	Nov 17, 2009 11:34 PM	I Purchase my books and donate them when finished to the library. I have no need to use it. Research is done online and at home
79	Nov 21, 2009 5:21 PM	No need to.
80	Nov 22, 2009 12:02 PM	I have access to the internet at my home. It provides a lot of information. aaaaaai do take movies out of the library, mostly classic films.
81	Nov 22, 2009 4:27 PM	Have our own computer access at home and we purchase books we need instead of borrowing them as we have in the past found the library unhelpful in finding books we needed.
82	Nov 22, 2009 6:42 PM	I prefer to buy books
83	Nov 23, 2009 1:43 AM	Not a library user
84	Nov 23, 2009 2:34 AM	I prefer the Portland Public Library...better everything. SoPo would be a better facility as a branch of the Portland System.
85	Nov 23, 2009 9:56 PM	No need.
86	Nov 24, 2009 1:30 AM	I assume it's closed by the time I get out of work.
87	Nov 25, 2009 8:02 PM	HAVE HAD NO REASON TOO
88	Nov 27, 2009 11:49 AM	Full time job and don't really read that much
89	Nov 29, 2009 5:12 PM	Use online services at home and work; purchase books at bookstores, Sam's Club or at yard sales.
90	Nov 30, 2009 5:20 PM	I don't have time.
91	Nov 30, 2009 10:11 PM	Too busy, hard to schedule time
92	Dec 2, 2009 2:21 AM	just don't think of it
93	Dec 2, 2009 9:58 PM	own my own computer and purchase books
94	Dec 4, 2009 11:32 PM	I read for pleasure and have another source for books at the present time
95	Dec 9, 2009 4:38 PM	Didn't need to.
96	Dec 10, 2009 3:51 PM	I have access to the SMCC library as an employee.
97	Dec 10, 2009 10:11 PM	most information that I need is found thru the computer
98	Dec 14, 2009 6:46 AM	I visit the library at least once a week and find it a wonderful resource. The ability to check-out DVD's in addition to books is a key motivator for me, as is the helpful and friendly
99	Dec 14, 2009 2:03 PM	Use mostly online and other resources more redily available
100	Dec 14, 2009 10:08 PM	Have used
101	Dec 16, 2009 2:53 AM	Have not had time
102	Dec 16, 2009 4:09 PM	No need, most information can be found on the internet online.

Question 9		
In the past 12 months, have you or a member of your household received assistance from the Police Department?		
Answer Options	Response Percent	Response Count
Yes	24.5%	68
No	75.5%	209
answered question		277
skipped question		7

Question 10						
How satisfied were you with the Police Department's:						
Answer Options	No Opinion/ Did Not Use	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Response time (how quickly help arrived)	7.5%	56.7%	23.9%	10.4%	1.5%	67
Professionalism of staff	1.5%	67.2%	23.9%	4.5%	3.0%	67
Quality of service provided	1.5%	65.7%	23.9%	7.5%	1.5%	67
answered question						67
skipped question						217

Question 11						
How satisfied are you with the Police Department's:						
Answer Options	No Opinion/ Did Not Use	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Quality of neighborhood policing	17.2%	25.2%	49.6%	6.6%	1.5%	274
Overall efforts to prevent crime	15.8%	28.2%	52.0%	2.6%	1.5%	273
Level of enforcement of local traffic laws	10.7%	22.1%	50.2%	12.9%	4.1%	271
Officers' attitude and behavior toward citizens	18.1%	33.2%	41.7%	5.2%	1.8%	271
Overall feeling of safety with the Police Department	6.2%	40.1%	49.3%	1.8%	2.6%	274
answered question						275
skipped question						9

Question 12		
In the past 12 months, have you or a member of your household received assistance from the Fire Department? (VIa)		
Answer Options	Response Percent	Response Count
Yes	11.2%	31
No	88.8%	246
answered question		277
skipped question		7

Question 13		
What services did the Fire Department provide? Check () all that apply (VIb)		
Answer Options	Response Percent	Response Count
Emergency Medical Services	53.3%	16
Fire Suppression	20.0%	6
Other (please specify)	40.0%	12
answered question		30
skipped question		254

Adjust for No Opinion and Did Not Use			
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
61.3%	25.8%	11.3%	1.6%
68.2%	24.2%	4.5%	3.0%
66.7%	24.2%	7.6%	1.5%

Adjust for No Opinion and Did Not Use			
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
30.4%	59.9%	7.9%	1.8%
33.5%	61.7%	3.0%	1.7%
24.8%	56.2%	14.5%	4.5%
40.5%	50.9%	6.3%	2.3%
42.8%	52.5%	1.9%	2.7%

Number	Response Date	Other (please specify)
1	Nov 2, 2009 6:11 PM	TREE ON POWER LINE - FIRE DEPARTMENT CAME TO ASSESS LEVEL OF DANGER
2	Nov 2, 2009 9:35 PM	Check on fire codes
3	Nov 2, 2009 11:48 PM	They helped me clarify to a tenant why she couldn't have a gas grill on the back porch next to the house.
4	Nov 3, 2009 1:56 AM	my stove was not working and I could smell gas, they came and checked it out for me
5	Nov 3, 2009 2:10 AM	Locked out of condo.
6	Nov 3, 2009 6:20 PM	HOUSE INSPECTION, FIRE MARCHAL
7	Nov 3, 2009 6:28 PM	LARGE LIMB FROM OAK TREE FELL, AT 3 AM, ON POWER LINES. NEIGHBORS
8	Nov 7, 2009 2:17 PM	CHECKED FOR POSSIBLE OIL DISPOSING IN TRENCH
9	Nov 9, 2009 6:33 PM	Tree leaning on power line - wanted to know if it was a significant fire hazard
10	Nov 10, 2009 9:00 PM	had odor in home checked. Satisfied with the checking. Officers very cooperative and friendly and thorough.
11	Nov 29, 2009 5:15 PM	Carbon monoxide alarm was activated three times in last 6 months.
12	Dec 2, 2009 10:01 PM	fire in oven that was put out by me but my alarm company had called the fire dept. because of smoke. Firemen said I had done the right thing, gave me a thumbs up

Question 14						
How satisfied were you with the Fire Department's:						
Answer Options	No Opinion/ Did Not Use	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Response time (how quickly help arrived) (VIc)	0.0%	90.3%	3.2%	6.5%	0.0%	31
Professionalism of staff	0.0%	93.5%	6.5%	0.0%	0.0%	31
Quality of service provided	0.0%	90.3%	6.5%	0.0%	3.2%	31
answered question						31
skipped question						253

Question 15						
How satisfied are you with the Fire Department's:						
Answer Options	No Opinion/ Did Not Use	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Efforts towards fire prevention/ education	38.1%	33.7%	26.4%	1.8%	0.0%	273
Firefighters' attitude and behavior toward citizens	35.3%	42.3%	21.7%	0.7%	0.0%	272
Overall feeling of safety with the Fire Department	19.1%	46.7%	32.7%	1.1%	0.4%	272
answered question						273
skipped question						11

Adjust for No Opinion and Did Not Use			
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
54.4%	42.6%	3.0%	0.0%
65.3%	33.5%	1.1%	0.0%
57.7%	40.5%	1.4%	0.5%

Question 16		
In the past 12 months, have you or a member of your household received assistance from Ambulance/Advanced Life Support Services? (VIIa)		
Answer Options	Response Percent	Response Count
Yes	9.1%	25
No	90.9%	251
answered question		276
skipped question		8

Question 17						
How satisfied were you with the ambulance service/paramedic's:						
Answer Options	No Opinion/ Did Not Use	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Response time (how quickly help arrived) (VIIb)	0.0%	87.5%	8.3%	4.2%	0.0%	24
Professionalism of staff	0.0%	95.8%	0.0%	0.0%	4.2%	24
Quality of service provided	0.0%	95.8%	0.0%	0.0%	4.2%	24
answered question						24
skipped question						260

Question 18		
In the past 12 months, have you or any member of your household called 911 to request police, fire, or emergency medical/ambulance services? (VIIIa)		
Answer Options	Response Percent	Response Count
Yes	14.5%	40
No	85.5%	235
<i>answered question</i>		275
<i>skipped question</i>		9

Question 19		
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) (VIIIb)		
Answer Options	Response Percent	Response Count
Very Satisfied	61.5%	24
Satisfied	35.9%	14
Dissatisfied	0.0%	0
Very Dissatisfied	2.6%	1
Don't Know/ No Opinion	0.0%	0
<i>answered question</i>		39
<i>skipped question</i>		245

Question 20		
Do you currently have any children in your household that attend the public schools?		
Answer Options	Response Percent	Response Count
Yes	20.0%	55
No	80.0%	220
<i>answered question</i>		275
<i>skipped question</i>		9

Question 21		
Have you ever had any children in your household that attended the public schools?		
Answer Options	Response Percent	Response Count
Yes	45.5%	100
No	54.5%	120
<i>answered question</i>		220
<i>skipped question</i>		64

Question 22						
How satisfied are/were you with the Public Schools:						
Answer Options	No Opinion/ Did Not Use	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Administration (school level)	3.2%	28.4%	51.0%	11.0%	6.5%	155
Administration (district level)	14.4%	14.4%	53.6%	9.2%	8.5%	153
Class size or student-teacher ratio	3.9%	20.1%	63.0%	8.4%	4.5%	154
Cleanliness and maintenance of facilities	2.6%	23.4%	62.3%	8.4%	3.2%	154
Quality of curriculum	3.2%	25.8%	54.8%	11.6%	4.5%	155
Qualifications and performance of the teachers	3.2%	29.0%	54.2%	11.6%	1.9%	155
Overall education that my child is receiving/received	3.2%	27.1%	56.1%	9.7%	3.9%	155
Athletics	16.8%	17.4%	57.4%	5.8%	2.6%	155
Other extracurricular activities	12.3%	23.2%	55.5%	7.7%	1.3%	155
Quality of communication between schools and home	4.5%	26.0%	55.2%	9.7%	4.5%	154
<i>answered question</i>						155
<i>skipped question</i>						129

Adjust for No Opinion and Did Not Use			
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
29.3%	52.7%	11.3%	6.7%
16.8%	62.6%	10.7%	9.9%
20.9%	65.5%	8.8%	4.7%
24.0%	64.0%	8.7%	3.3%
26.7%	56.7%	12.0%	4.7%
30.0%	56.0%	12.0%	2.0%
28.0%	58.0%	10.0%	4.0%
20.9%	69.0%	7.0%	3.1%
26.5%	63.2%	8.8%	1.5%
27.2%	57.8%	10.2%	4.8%

Question 23	
If your school age children do not attend public school: Why are these children not attending the public schools?	
Answer Options	Response Count
	50
<i>answered question</i>	50
<i>skipped question</i>	234

Number	Response Date	Response Text
1	Nov 2, 2009 4:17 PM	grown up
2	Nov 2, 2009 6:19 PM	does not apply
3	Nov 3, 2009 12:08 AM	We just moved here and our children are grown.
4	Nov 3, 2009 12:55 AM	Next year she will. She's only 4.
5	Nov 3, 2009 1:16 AM	no kids
6	Nov 3, 2009 1:47 AM	Do not have children.
7	Nov 3, 2009 3:19 AM	their grown and married
8	Nov 3, 2009 10:31 AM	N/A
9	Nov 3, 2009 11:08 AM	We felt the public schools did not meet their needs and felt we had no choice but to remove them and use private education.
10	Nov 3, 2009 4:28 PM	MY ERROR, THEY ATTENDED SCHOOL WHILE LIVING OUT OF STATE
11	Nov 3, 2009 4:30 PM	They go to school in another town.
12	Nov 3, 2009 5:18 PM	my child is not old enough to attend public school.
13	Nov 3, 2009 6:27 PM	NA
14	Nov 3, 2009 9:44 PM	They do attend but I would send them to private schools if I could afford it. All public school students should attend private schools, better education and cheaper per student.
15	Nov 4, 2009 1:50 PM	We chose to transfer our child to a small, independent school. Our child will return to SP public school for high school. Mahoney did not feel like a safe environment.
16	Nov 4, 2009 2:38 PM	Don't have kids.
17	Nov 4, 2009 5:49 PM	We do not believe our children will get a quality education.
18	Nov 4, 2009 6:36 PM	my daughter left public school (and went to McAuley) because she was being bullied and the high school administration did nothing about it. she was physically bullied as well as emotionally.
19	Nov 4, 2009 8:27 PM	Do not have children.
20	Nov 5, 2009 12:30 AM	Both children have graduated and attend college.
21	Nov 5, 2009 2:04 PM	graduated
22	Nov 5, 2009 4:10 PM	N/A
23	Nov 5, 2009 4:16 PM	na
24	Nov 5, 2009 4:28 PM	at this time we are considering not sending our child to high school because of its reputation.

		We feel they would simply be swept along and not truly known as individuals. Also, too much emphasis on test scores and not critical thinking skills. We are very relieved our
25	Nov 5, 2009 9:39 PM	children do not attend the public schools.
26	Nov 6, 2009 7:25 PM	I have no children.
27	Nov 7, 2009 1:26 AM	My children are grown
28	Nov 8, 2009 3:38 PM	they have graduated from sphs
29	Nov 8, 2009 3:40 PM	No children.
30	Nov 9, 2009 9:32 AM	N/A
31	Nov 9, 2009 6:34 PM	Do not have children
32	Nov 10, 2009 9:01 PM	Not yet old enough. Current state of the high school is a BIG concern. We would go private or consider a move before sending our kids to SPHS.
33	Nov 11, 2009 2:49 PM	NOT APPLICABLE
34	Nov 11, 2009 8:30 PM	Do not have any children.
35	Nov 12, 2009 12:57 AM	No children yet.
36	Nov 15, 2009 4:39 PM	Our daughter attends NYA because there is not a girls ice hockey team at SPHS and playing ice hockey for a scholld team is very important to her.
37	Nov 17, 2009 1:52 AM	Have not had school age children while living in Maine
38	Nov 22, 2009 4:29 PM	Not applicable
39	Nov 23, 2009 1:47 AM	No school age children
40	Nov 23, 2009 9:59 PM	Not everyone has kids...
41	Nov 24, 2009 3:12 AM	Youngest child is being home-schooled.
42	Nov 25, 2009 8:10 PM	N/A DO NOT HAVE CHILDREN
43	Nov 29, 2009 5:17 PM	Have no children.
44	Nov 30, 2009 5:23 PM	Too young for schooling.
45	Dec 4, 2009 11:34 PM	My children graduated from Cape Elizabeth years ago.
46	Dec 7, 2009 4:42 PM	They're all grown up and living and married on there own with children in another school district.
47	Dec 10, 2009 3:53 PM	I don't have any children....
48	Dec 14, 2009 6:47 AM	No children
49	Dec 14, 2009 2:05 PM	Attend Private school, Feel the quality, atmosphere, and special services are much better there
50	Dec 14, 2009 10:09 PM	No children

Question 24				
How satisfied are you with the mix of residential, commercial, retail, and industrial land areas in the City?				
Answer Options	Response Percent	Response Count		w/o No Opinions
Very Satisfied	10.4%	28		10.9%
Satisfied	73.7%	199		77.4%
Dissatisfied	9.6%	26		10.1%
Very Dissatisfied	1.5%	4		1.6%
Don't Know/ No Opinion	4.8%	13		
		answered question	270	
		skipped question	14	

Question 25		
What type of zoning should there be more of in the City?		
Answer Options	Response Percent	Response Count
Residential	19.0%	51
Commercial	8.6%	23
Retail	6.7%	18
Industrial	3.3%	9
None	11.2%	30
Don't Know/ No Opinion	51.3%	138
		answered question
		269
		skipped question
		15

Question 26		
What type of zoning should there be less of in the City?		
Answer Options	Response Percent	Response Count
Residential	4.6%	12
Commercial	8.8%	23
Retail	7.3%	19
Industrial	21.1%	55
None	13.4%	35
Don't Know/ No Opinion	44.8%	117
answered question		261
skipped question		23

Question 27		
Do you believe that there is an adequate supply of affordable, workforce (starter homes, first time homebuyer) housing in the community?		
Answer Options	Response Percent	Response Count
Yes	62.6%	166
No	37.4%	99
answered question		265
skipped question		19

Question 28		
Are you in favor of appropriately located growth or redevelopment in South Portland if it has the effect of reducing the need for property tax increases?		
Answer Options	Response Percent	Response Count
Yes	88.0%	235
No	12.0%	32
answered question		267
skipped question		17

Question 29		
The City should acquire more green space or open space.		
Answer Options	Response Percent	Response Count
Strongly Agree	23.6%	64
Agree	43.2%	117
Disagree	17.3%	47
Strongly Disagree	5.2%	14
Don't Know/ No Opinion	10.7%	29
answered question		271
skipped question		13

w/o No Opinions
26.4%
48.4%
19.4%
5.8%

Question 30		
Have you applied for a building permit or been a part of the permit process during the past 12 months in the City of South Portland?		
Answer Options	Response Percent	Response Count
Yes	8.8%	24
No	91.2%	248
answered question		272
skipped question		12

Question 31				
How satisfied were you with the ease of obtaining information and materials during the permit process?				
Answer Options	Response Percent	Response Count		
Very Satisfied	20.8%	5		w/o No Opinions
Satisfied	58.3%	14		21.7%
Dissatisfied	8.3%	2		60.9%
Very Dissatisfied	8.3%	2		8.7%
No Opinion	4.2%	1		8.7%
answered question		24		
skipped question		260		

Question 32		
In general, was City staff knowledgeable about the overall permitting process?		
Answer Options	Response Percent	Response Count
Yes	87.5%	21
No	12.5%	3
answered question		24
skipped question		260

Question 33		
How satisfied were you with the inspection process?		
Answer Options	Response Percent	Response Count
Very Satisfied	25.0%	6
Satisfied	41.7%	10
Dissatisfied	4.2%	1
Very Dissatisfied	8.3%	2
No Opinion	20.8%	5
answered question		24
skipped question		260

w/o No Opinions
31.6%
52.7%
5.3%
10.5%

Question 34		
In the past 12 months, have you or a member of your household used the City Bus Services?		
Answer Options	Response Percent	Response Count
Yes	21.7%	59
No	78.3%	213
answered question		272
skipped question		12

Question 35		
During the past 12 months, approximately how often have you or other members of your household taken public transportation?		
Answer Options	Response Percent	Response Count
At least once a week	28.0%	14
About once a month	20.0%	10
A few times	48.0%	24
Rarely or never	4.0%	2
answered question		50
skipped question		234

Question 36						
How satisfied were you with the Bus Service:						
Answer Options	No Opinion/ Did Not Use	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Arrival time (based on schedule)	0.0%	22.0%	71.2%	6.8%	0.0%	59
Professionalism of staff	1.7%	52.5%	44.1%	1.7%	0.0%	59
Quality of service provided	0.0%	44.1%	54.2%	1.7%	0.0%	59
Cleanliness of vehicles	0.0%	46.6%	50.0%	1.7%	1.7%	58
Frequency of service	0.0%	17.2%	55.2%	22.4%	5.2%	58
Overall feeling of safety on buses	3.4%	48.3%	46.6%	0.0%	1.7%	58
answered question						59
skipped question						225

Adjust for No Opinion and Did Not Use			
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
22.0%	71.2%	6.8%	0.0%
53.4%	44.8%	1.7%	0.0%
44.1%	54.2%	1.7%	0.0%
46.6%	50.0%	1.7%	1.7%
17.2%	55.2%	22.4%	5.2%
50.0%	48.2%	0.0%	1.8%

Question 37								Adjusted for Did Not Use				
If you have utilized the following city departments, offices, or services during the past 12 months, please rate your level of satisfaction based on your experiences or observations.								Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Answer Options	Did Not Use	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Response Count					
City Hall Services	14.6%	39.6%	38.4%	4.5%	1.9%	1.1%	268	46.3%	45.0%	5.2%	2.2%	1.3%
City Website	13.2%	35.1%	37.7%	8.7%	4.5%	0.8%	265	40.4%	43.5%	10.0%	5.2%	0.9%
Code Enforcement & Building Inspection	71.5%	6.8%	13.7%	4.9%	0.8%	2.3%	263	24.0%	48.0%	17.3%	2.7%	8.0%
Community Access Television	60.7%	10.3%	20.6%	6.1%	1.5%	0.8%	262	26.2%	52.4%	15.5%	3.9%	1.9%
Economic Development	76.2%	3.5%	10.8%	6.2%	3.1%	0.4%	260	14.5%	45.2%	25.8%	12.9%	1.6%
Emergency Medical Services (Rescue)	77.3%	12.3%	6.5%	3.5%	0.0%	0.4%	260	54.2%	28.8%	15.3%	0.0%	1.7%
Finance Department/ Motor Vehicle	9.7%	41.4%	41.0%	3.7%	2.2%	1.9%	268	45.9%	45.5%	4.1%	2.5%	2.1%
Fire Department	77.5%	14.5%	6.1%	1.1%	0.8%	0.0%	262	64.4%	27.1%	5.1%	3.4%	0.0%
Parks Department & Services	40.2%	30.3%	24.6%	2.3%	2.3%	0.4%	264	50.6%	41.1%	3.8%	3.8%	0.6%
Planning & Development	79.0%	3.4%	10.3%	3.4%	3.1%	0.8%	262	16.4%	49.1%	16.4%	14.5%	3.6%
Police Department	63.1%	14.1%	15.6%	2.3%	3.4%	1.5%	263	38.1%	42.3%	6.2%	9.3%	4.1%
Public Works Department	39.0%	22.7%	26.5%	4.9%	4.9%	1.9%	264	37.3%	43.5%	8.1%	8.1%	3.1%
Recreational Department & Services	47.1%	24.0%	24.3%	1.9%	2.3%	0.4%	263	45.3%	46.0%	3.6%	4.3%	0.7%
Transportation Services (Bus non-school)	74.1%	8.4%	14.1%	3.0%	0.4%	0.0%	263	32.4%	54.4%	11.8%	1.5%	0.0%
Wastewater Services (Sewer)	41.1%	17.9%	31.9%	6.1%	2.7%	0.4%	263	30.3%	54.2%	10.3%	4.5%	0.6%

Question 38		
Overall, how satisfied are you with the leadership of elected officials in the City? (IX)		
Answer Options	Response Percent	Response Count
Very Satisfied	4.1%	11
Satisfied	50.9%	138
Dissatisfied	23.6%	64
Very Dissatisfied	10.7%	29
Don't Know/ No Opinion	10.7%	29
answered question		271
skipped question		13

w/o No Opinions
4.6%
57.0%
26.4%
12.0%

Question 39		
Overall, how satisfied are you with the leadership of appointed officials in the City? (X)		
Answer Options	Response Percent	Response Count
Very Satisfied	5.5%	15
Satisfied	51.7%	140
Dissatisfied	21.8%	59
Very Dissatisfied	7.0%	19
Don't Know/ No Opinion	14.0%	38
answered question		271
skipped question		13

w/o No Opinions
6.4%
60.1%
25.3%
8.1%

Question 40		
Which of the following is your primary source of information about City issues, services, and events?		
Answer Options	Response Percent	Response Count
Television	10.7%	29
Radio	1.5%	4
Local newspapers	63.1%	171
City website	13.3%	36
Word of mouth	6.6%	18
Other	4.8%	13
answered question		271
skipped question		13

Question 41		
How long have you lived in South Portland?		
Answer Options	Response Percent	Response Count
Less than one year	2.6%	7
1-5 years	12.9%	35
6-10 years	15.4%	42
11 or more years	69.1%	188
answered question		272
skipped question		12

Question 42		
Do you rent or own your home?		
Answer Options	Response Percent	Response Count
Rent	11.5%	31
Own	88.5%	238
<i>answered question</i>		269
<i>skipped question</i>		15

Question 43		
Are you currently employed outside the home (full- or part-time)?		
Answer Options	Response Percent	Response Count
Yes	75.3%	204
No	24.7%	67
<i>answered question</i>		271
<i>skipped question</i>		13

Question 44		
What is your gender?		
Answer Options	Response Percent	Response Count
Male	46.8%	125
Female	53.2%	142
<i>answered question</i>		267
<i>skipped question</i>		17

Question 45		
What is your age?		
Answer Options	Response Percent	Response Count
18-24	0.4%	1
25-34	7.9%	21
35-44	16.5%	44
45-54	27.3%	73
55-64	27.7%	74
65-74	13.5%	36
75 or older	6.7%	18
<i>answered question</i>		267
<i>skipped question</i>		17

Question 46		
How many children under the age of 18 live in your household?		
Answer Options	Response Percent	Response Count
0	72.2%	169
1	14.5%	34
2	12.4%	29
3	0.9%	2
<i>answered question</i>		234
<i>skipped question</i>		50

Question 47		
Which of the following best describes your racial background?		
Answer Options	Response Percent	Response Count
American Indian or Alaska Native	1.5%	4
Asian	0.8%	2
Black/ African American	0.4%	1
Native Hawaiian/ Other Pacific Islander	0.0%	0
White/ Caucasian	97.3%	255
answered question		262
skipped question		22

Question 48		
Are you Hispanic or Latino?		
Answer Options	Response Percent	Response Count
Yes	0.8%	2
No	99.2%	260
answered question		262
skipped question		22

Question 49		
What was your total household income in 2008?		
Answer Options	Response Percent	Response Count
Less than \$25,000	5.5%	14
\$25,000 - \$49,999	28.5%	72
\$50,000 - \$99,999	42.7%	108
\$100,000 - \$199,999	20.6%	52
\$200,000 or more	2.8%	7
answered question		253
skipped question		31