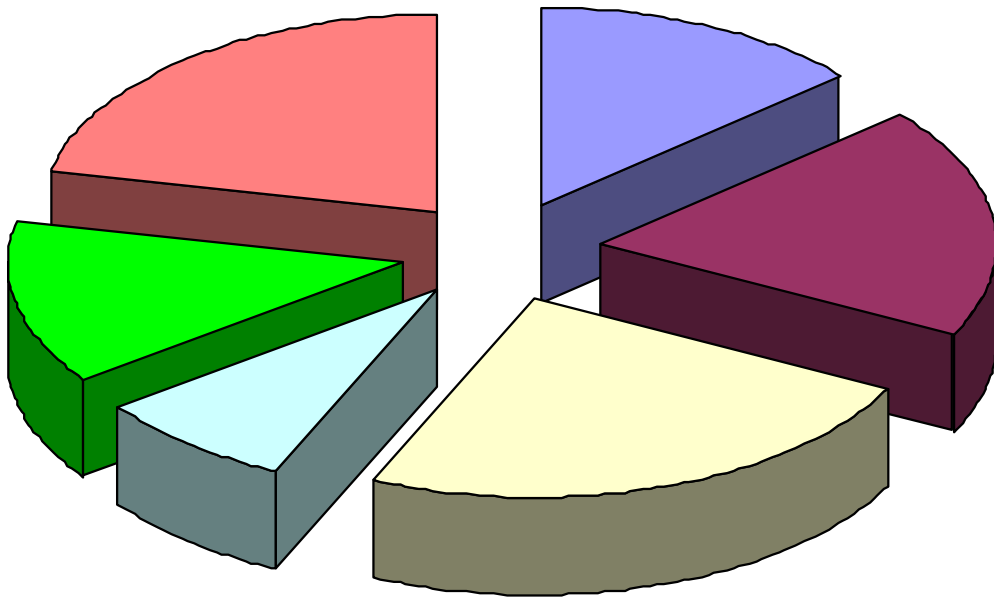


# CENTRAL MASS MOSQUITO CONTROL PROJECT

[www.cmmcp.org](http://www.cmmcp.org)

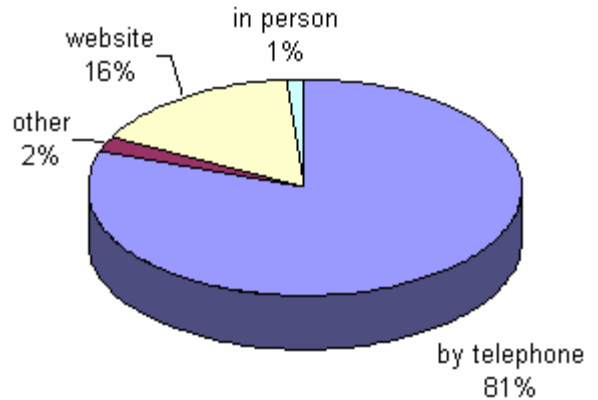


## RESIDENT SURVEY

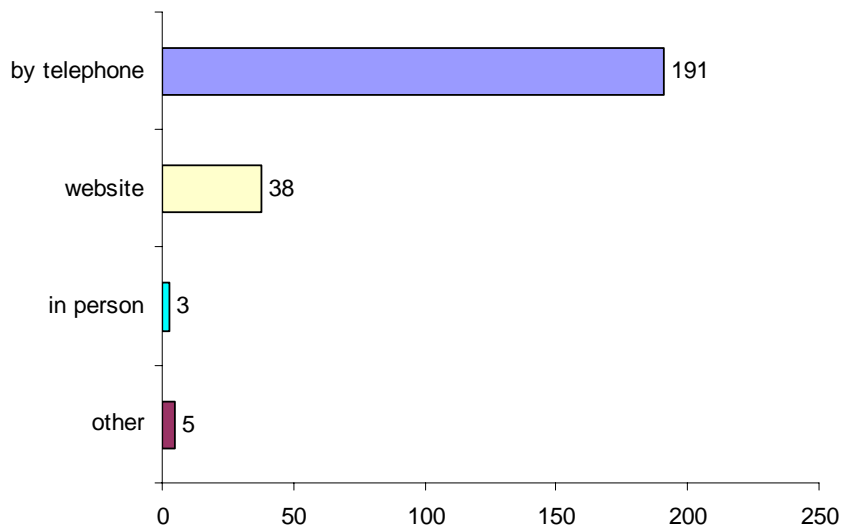
# 2005

**1). In your most recent experience, how did you contact the Central Mass. Mosquito Control Project?**

	Number	Percent
Telephone	191	81%
Website	38	16%
In person	3	1%
Other*	5	2%
Total	237	



\*4 through town offices, 1 through a neighbor



**Comments: the phone system continues to be the most popular method of communication with CMMCP. The website continues to gain momentum, and the results here are lower than the database figures (24%).**

**2). If by telephone or in person at the CMMCP office, were your questions or concerns answered to your satisfaction?**

	Number	Percent
Yes	192	99.5%
No	1	0.5%
Total	193	

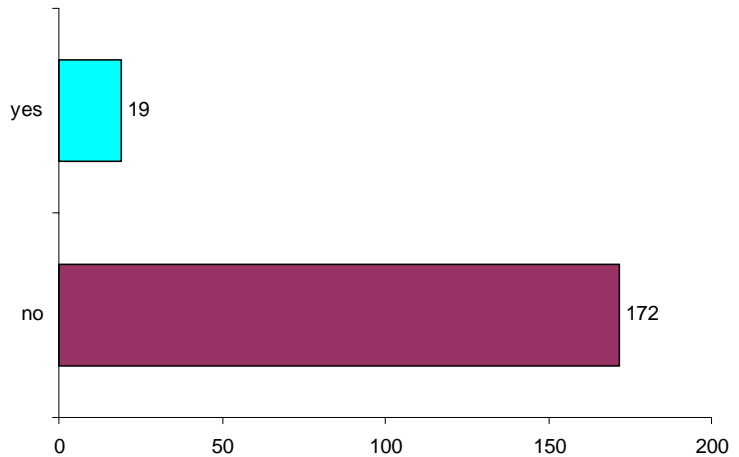


**Comments: communication from the operators of the telephone system is clear and effective.**

**3). If by telephone, did you experience difficulty reaching our staff?**

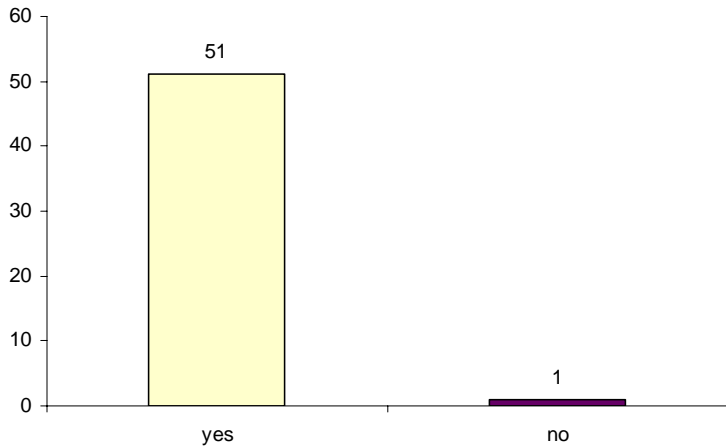


	Number	Percent
Yes	19	9.9%
No	172	90.1%
Total	191	



**Comments:** while nearly 10% noted difficulty reaching CMMCP through the phone system, 90% did not experience any problems reaching our staff through the current system.

**4). If through the website or e-mail, did you find the information you needed in a satisfactory manner?**

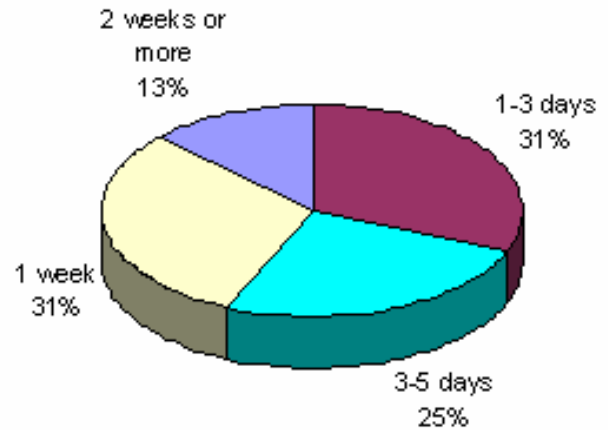


	Number	Percent
Yes	51	98.1%
No	1	1.9%
Total	52	

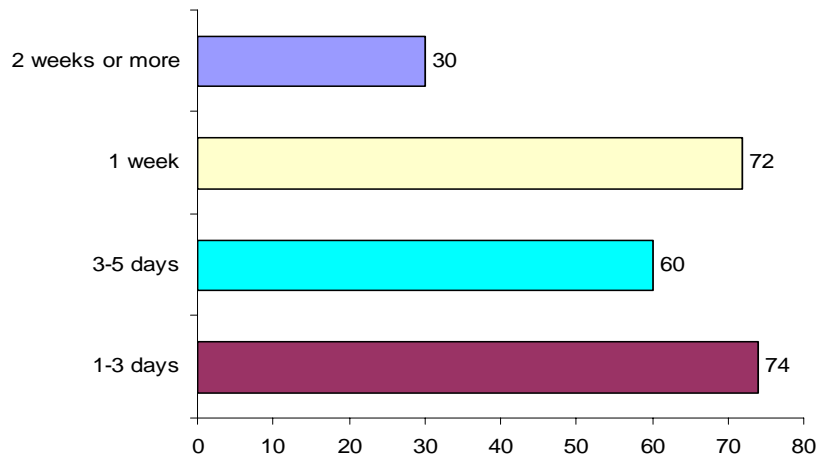
**Comments:** nearly all respondents found the information they required on the website.

5). Please give the approximate time you waited for service from your initial request:

	Number	Percent
1-3 days	74	31.4%
3-5 days	60	25.4%
1 week	72	30.5%
2 weeks+	30	12.7%
Total	236	

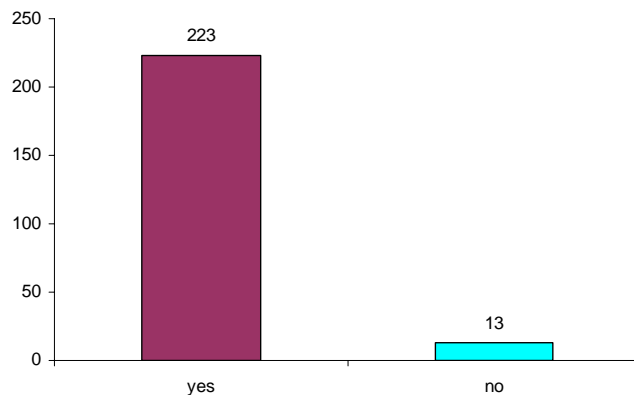


Comments: 87.3% were serviced within one week or less.



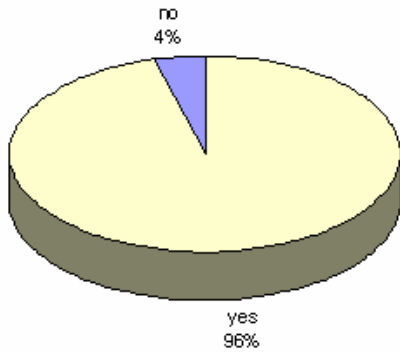
6). Did you find our response from your initial request to when you received service within a reasonable amount of time?

	Number	Percent
Yes	223	95.5%
No	13	5.5%
Total	236	



Comments: a majority thought that the response time was reasonable.

7). Were your questions and concerns answered by the Technician to your satisfaction?

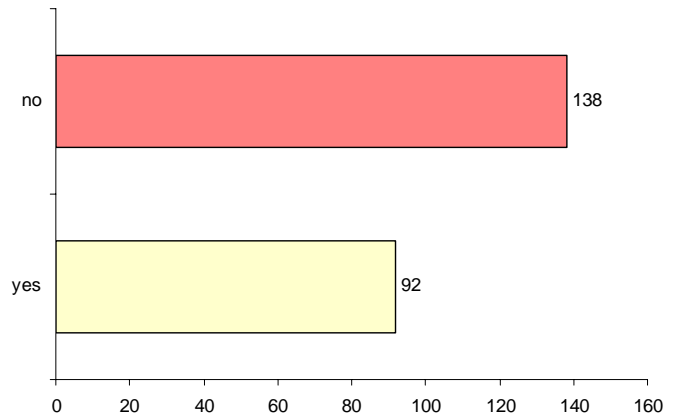


	Number	Percent
Yes	204	95.8%
No	9	4.2%
Total	213	

**Comments:** most residents polled thought our Technicians answered their questions to their satisfaction.

8). Did you receive any written information (pamphlets, etc.) from our representative?

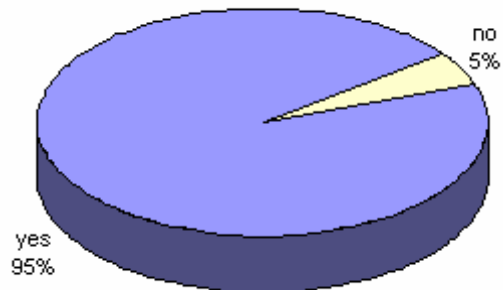
	Number	Percent
No	138	60%
Yes	92	40%
Total	330	



**Comments:** not enough residents received our written information.

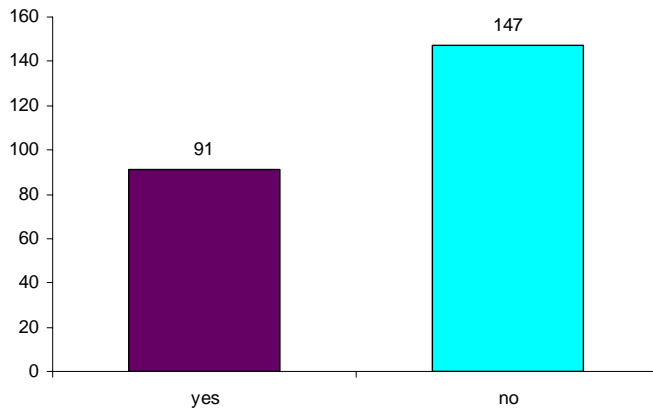
9). Did you find this information useful?

	Number	Percent
Yes	80	95%
No	4	5%
Total	84	



**Comments:** our written PR material is useful to residents

**10). Did you request service more than once in 2005?**

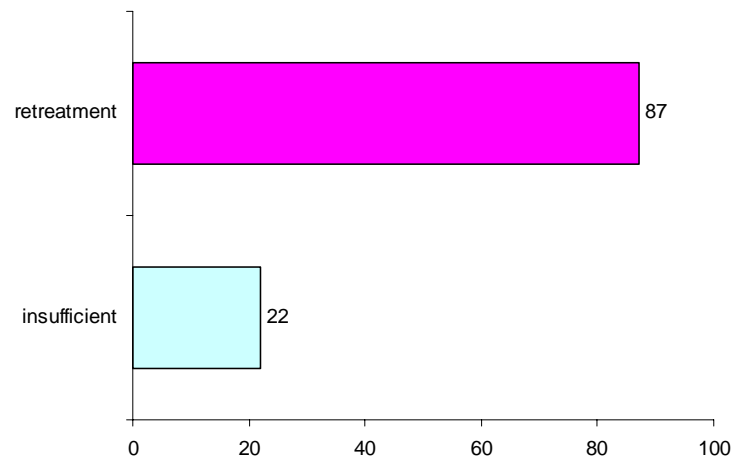


	Number	Percent
Yes	91	38.2%
No	147	61.8%
Total	238	

**Comments: only 1/3 of our service calls are repeat calls**

**11). If you requested additional service in 2005, was it because the original application was insufficient to meet your needs, or for a later re-treatment or follow up?**

	Number	Percent
Re-treatment	87	79.8%
Insufficient	22	20.2%
Total	109	



**Comments: nearly 80% of our repeat calls are for additional service, not because the first application didn't meet their needs.**

**12). Would you/did you recommend our service to others in the future?**



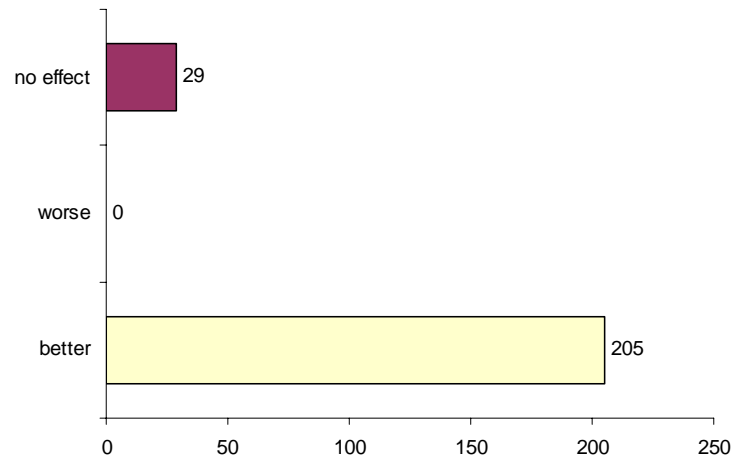
	Number	Percent
Yes	230	98.3%
No	4	1.7%
Total	234	

**Comments: nearly all residents polled would recommend our services**

**13). In your opinion, did our application made your area better, worse, or had no effect?**

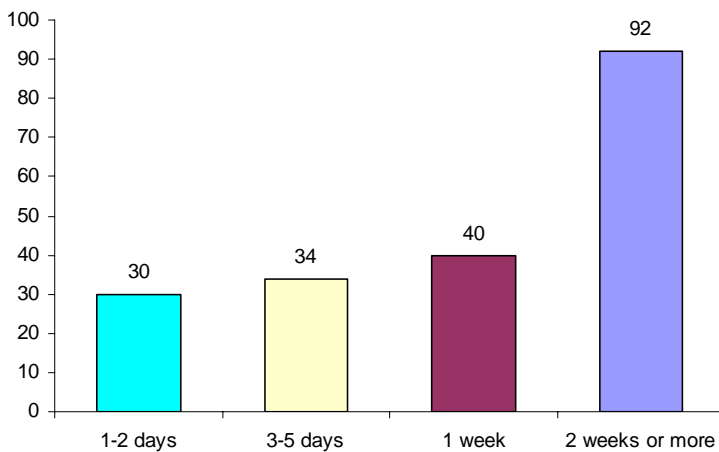


	Number	Percent
Better	205	87.6%
Worse	0	0%
No Effect	29	12.4%
Total	234	



**Comments: nearly all residents received relief from mosquitoes after our application**

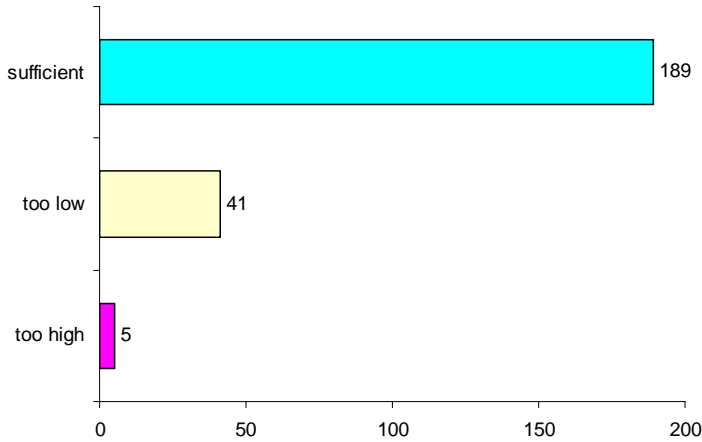
**14). If you think your area improved, can you give an approximate length of time you experienced relief from mosquito annoyance?**



	Number	Percent
1-2 days	30	15.3%
3-5 days	34	17.3%
1 week	40	20.4%
2 weeks+	92	46.9%
Total	196	

**Comments: 2/3 of residents polled reported relief of 1 week or greater, nearly 1/2 report more than 2 weeks of relief**

15). On average, our services cost \$2.00 – \$4.00 per person each year (withheld from local aid rec'd from the State). In your opinion, is this amount too high, too low, or sufficient?

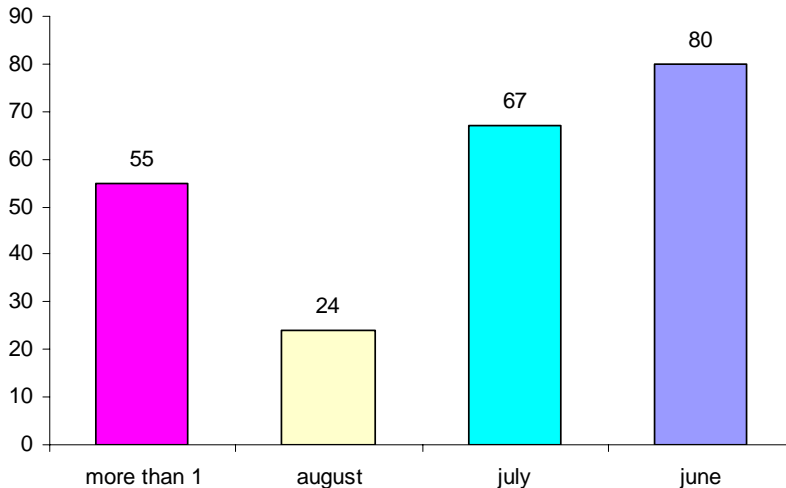
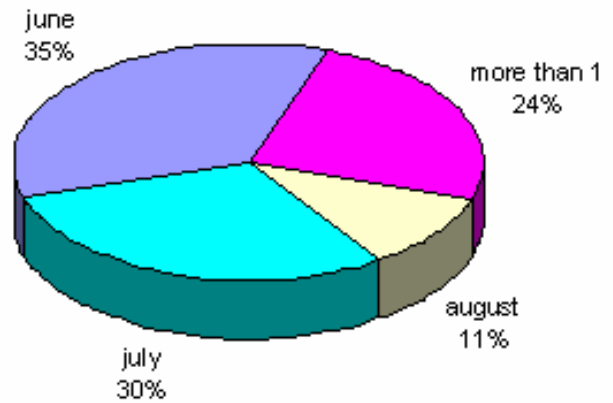


	Number	Percent
Sufficient	189	80.4%
Too Low	41	17.4%
Too High	5	2.1%
Total	235	

**Comments: most residents are satisfied with the assessments paid from local taxes for our services**

16). In which month or months do you recall receiving service?

	Number	Percent
1+	55	24.3%
August	24	10.6%
July	67	29.6%
June	80	35.4%
Total	226	

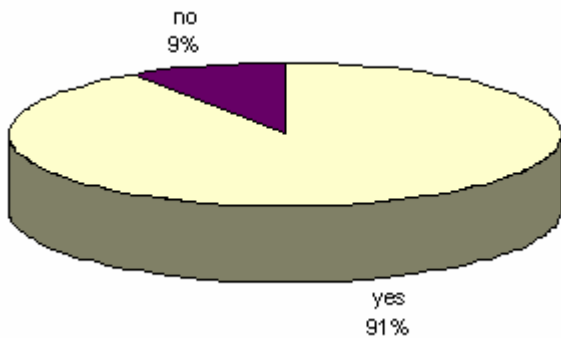
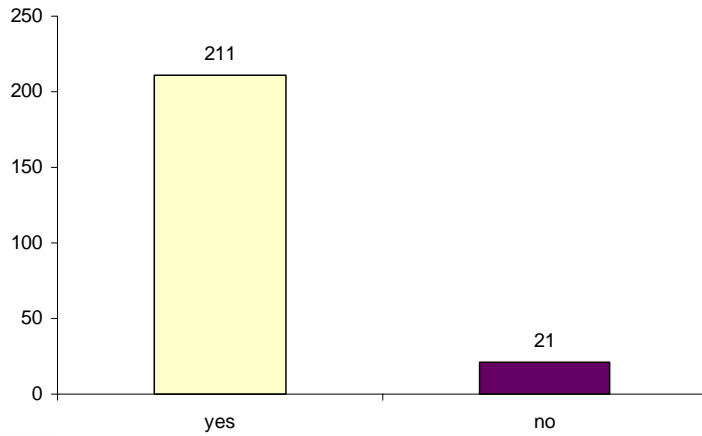


**Comments: June has the greatest number of service requests**



**17). Overall, are you happy with the service provided this year by CMMCP?**

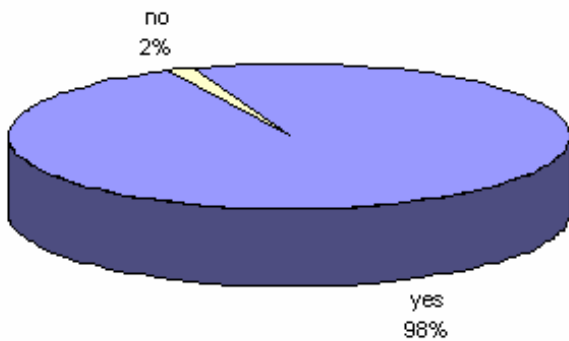
	Number	Percent
Yes	211	90.9%
No	21	9.1%
Total	232	



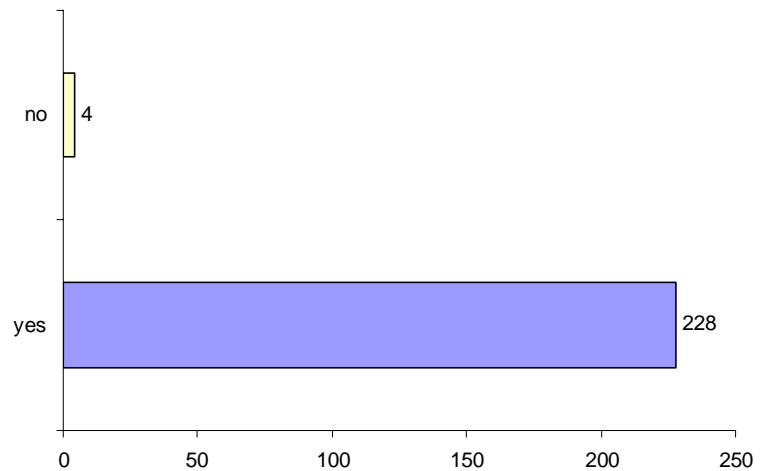
**Comments: 9 out of 10 residents were happy with the services provided by CMMCP in 2005**

**18). Do you plan on using our service again in the future?**

	Number	Percent
Yes	228	98.3%
No	4	1.7%
Total	232	

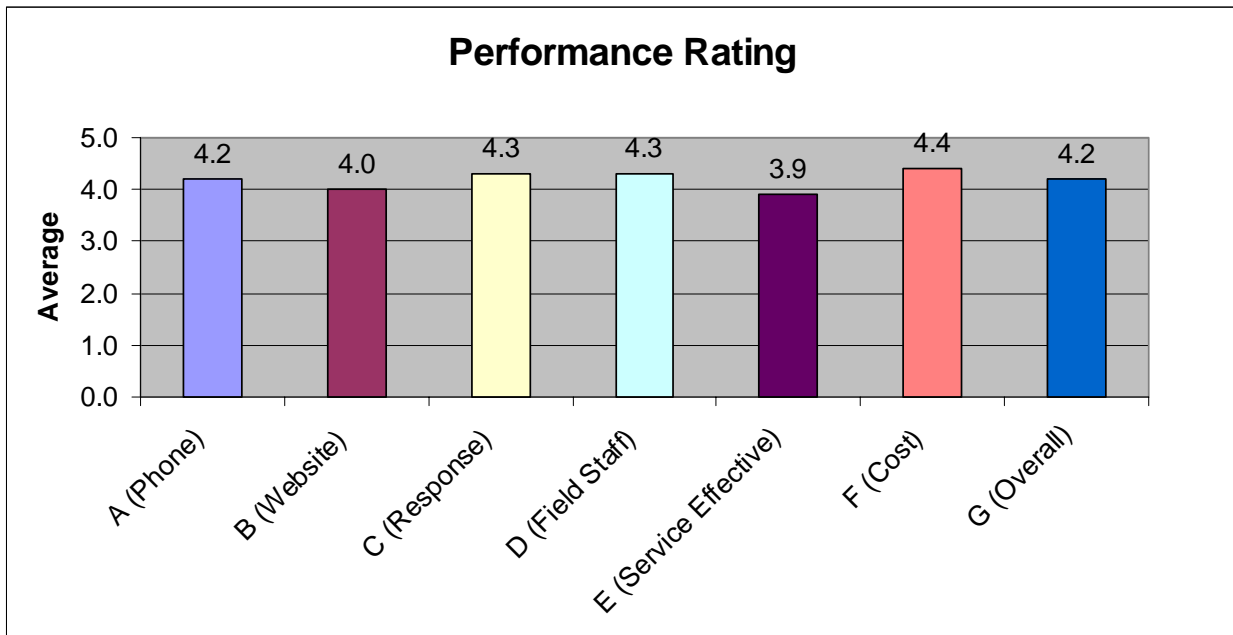


**Comments: nearly all residents that used our service will do so again in the future.**



Please rate our performance for 2005 from 0 to 5, where 5 is the best rating, 0 is the worst rating:

- A. The information you received over the phone was informative & helpful:** 851 points from 1,010 (202 respondents) – 4.2 average from 5
- B. The information on our website is easily available and helpful:** 604 points from 745 (149 respondents) – 4.0 average from 5
- C. The response time for service is reasonable:** 992 points out of 1,145 (229 respondents) – 4.3 average from 5
- D. Our field staff that responded is knowledgeable and competent:** 939 points out of 1,070 (214 respondents) – 4.3 average from 5
- E. The service provided was effective:** 888 points out of 1,135 (227 respondents) – 3.9 average from 5
- F. This service is reasonable compared to the cost:** 995 points out of 1,120 (224 respondents) – 4.4 average from 5
- G. Please rate your overall satisfaction with the service received in 2005:** 975 points out of 1,140 (228 respondents) – 4.2 average from 5



**Total satisfaction rating: 6,244 points out of 7,365 possible – 4.23 average**