

# CENTRAL MASS MOSQUITO CONTROL PROJECT

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



## Board of Health Survey

# 2013

## **INTRODUCTION**

Boards of Health are our primary conduit with our member communities. To gauge our communication efforts and to give our BOH departments an opportunity to comment on any aspect of our program, we devised a brief, 10 questions survey that could be completed online. This survey had basic questions on our program, communication efforts and had an open-ended comment box at the end to allow for any input the respondent felt was important. From 40 member communities, we received responses from 37, with double responses from Acton, Berlin & Devens. With individual responses from 34 communities, this represented an 85% response. Duplicate responses were expected because this survey was sent by e-mail to both generic BOH e-mail addresses as well as specific contacts within that department.

## **SURVEY METHODOLOGY**

The questions centered on communication with their departments, but also asked about knowledge of our services, responsiveness to the mosquito control needs in their community, and services they would like us to provide in the future. 2 weeks were given for the survey, and a reminder was sent with one week remaining, as well as the day before the survey closed. Sample questions were given to the CMMCP Board of Commission at the May 8, 2012 meeting for comment and review.

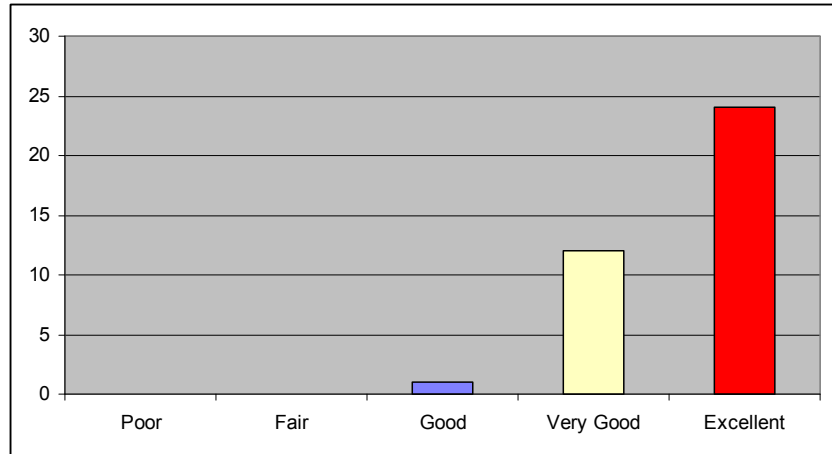
Results are detailed on the following pages, and all comments we received are included in this report. Overall we are pleased with the results, and will send follow up responses to the individual departments regarding their concerns outlined here. We will send a copy of this report to all member Boards of Health, Boards of Selectmen and Town Managers/Administrators, and a copy will also be sent to the State Reclamation & Mosquito Control Board, with a posting on our website.

CMMCP would like to thank the respondents for their time and effort in this survey, and will always welcome comment from any member community.

**TIMOTHY D. DESCHAMPS**, Executive Director  
Central Mass. Mosquito Control Project  
111 Otis Street Northborough, Massachusetts 01532  
[www.cmmcp.org](http://www.cmmcp.org) ♦ [deschamps@cmmcp.org](mailto:deschamps@cmmcp.org)

**Question #1: Board of Health are our primary conduit with our member communities. Using the scale below, how would you rate our communication with your office?**

	#	%
Poor	0	0%
Fair	0	0%
Good	1	2.7%
Very Good	12	32.4%
Excellent	24	64.9%
Total	37	



**5 Comments:**

- 1). *Consistent and useful; not an overload of information*
- 2). *Always available to answer questions and address concerns and very thorough when informing us of a potential problem.*
- 3). *We always get excellent call back and e-mail responses, even during periods of high activity. Secretary is pleasant and professional.*
- 4). *We receive reports monthly and when we had west nile virus issues, Tim was in constant contact with me.*
- 5). *Notifications and response is excellent*

**Question #2: Do you feel CMMCP is responsive to the public health needs created by mosquitoes in your community? If not, please elaborate.**

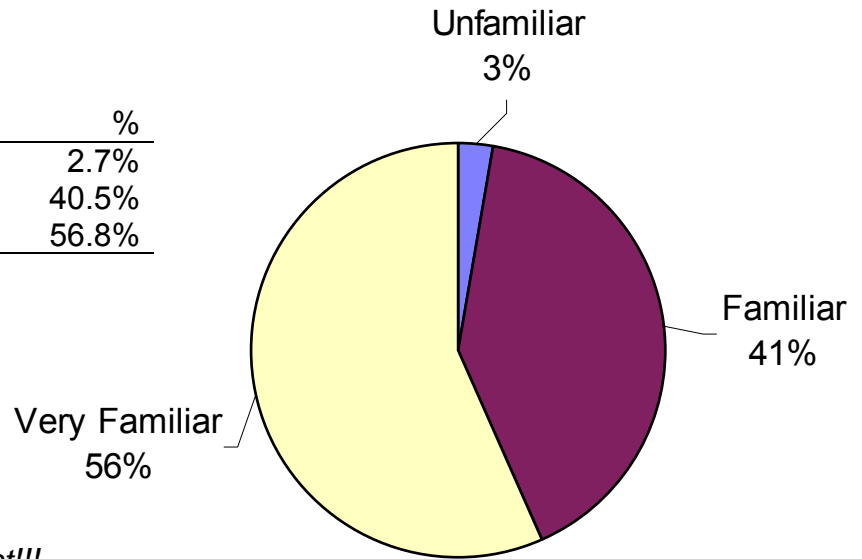
	#	%
Yes	37	100%
No	0	0%
Total	37	

**2 Comments:**

- 1). *They responded immediately to our WNV issues last year and provided continual spraying in affected areas.*
- 2). *Very receptive*

**Question #3: CMMCP offers a range of service to member communities & residents; how familiar are you with the following services offered by CMMCP? 1). Mosquito Larval Control; 2). Mosquito Adult Control; 3). Mosquito Surveillance; 4). Public Education; 5). Source Reduction; 6). Ditch Maintenance; and 7). Research & Efficacy**

	#	%
Unfamiliar	1	2.7%
Familiar	15	40.5%
Very Familiar	21	56.8%
Total	37	



**4 Comments:**

- 1). *In my opinion this is IPM at its best!!!*
- 2). *Would love to see Beaver activities included*
- 3). *The Mayor of our city is a Board Member for CMMCP*
- 4). *Unfamiliar with ditch maintenance*

**4). From the services listed in Question #3, please check the ones below you were not aware of, and/or would like more information about.**

	#	%
1). Mosquito Larval Control	1	2.7%
2). Mosquito Adult Control	4	10.8%
3). Mosquito Surveillance	1	2.7%
4). Public Education	10	27.0%
5). Source Reduction (tire recycling)	9	24.3%
6). Ditch Maintenance	6	16.2%
7). Research & Efficacy	9	24.3%
8). n/a	15	40.5%

**1 Comment:**

- 1). *Tim came to Leominster and joined in a cable TV segment to educate the people on the WNV spraying program.*

**5). Are there services you think we might be able to provide? If so, please list below.**

1). *Tic Control*

2). *None that I can think of. The tire collection program that CMMCP provides is such a great service to all participating communities.*

3). *I know your hands are tied but would like the state to give you more freedom to aid communities with growing beaver problems.*

4). *Tick Control*

5). *T-shirts :)*

6). *Tick Control ;)*

7). *Beaver activities trapping, breaching, flow devices, etc.*

8). *I think the program is excellent. Very responsive with good decision making.*

9). *Deer Tick Control?*

**6). CMMCP has a presence in social media; Facebook, Twitter, YouTube - are you aware of these communication outlets? Note: check our website at [www.cmmcp.org](http://www.cmmcp.org) for more information.**

	#	%
Yes	15	40.5%
No	22	59.5%
Total	37	

**7). CMMCP provides free educational materials to town departments, libraries and schools. Is your office given this information by our staff, and if not please list your contact information below if you would like us to provide this to you.**

**2 Comments:**

	#	%
Yes	35	94.6%
No	2	5.4%
Total	37	

1). *Will check office to see if more information wanted.*

2). *Need more. Town of Blackstone, Board of Health*

8). What community do you represent? If you would like to remain anonymous, please answer n/a

<b>Berlin</b> 5/23/2013 20:53	<b>Lancaster</b> 5/20/2013 10:20	<b>Boylston</b> 5/14/2013 8:14	<b>Holliston</b> 5/13/2013 9:05
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<b>Berlin</b> 5/23/2013 17:12	<b>NORTHBRIDGE</b> 5/20/2013 10:17	<b>N/a</b> 5/14/2013 7:01	<b>Westborough</b> 5/13/2013 8:55
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<b>Ayer, MA</b> 5/23/2013 13:57	<b>Dracut</b> 5/17/2013 11:34	<b>Hudson</b> 5/13/2013 16:51	<b>Hopkinton</b> 5/13/2013 8:53
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<b>Sturbridge</b> 5/21/2013 13:53	<b>Uxbridge</b> 5/16/2013 8:22	<b>Blackstone</b> 5/13/2013 15:27	<b>Shrewsbury</b> 5/13/2013 8:53
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<b>Devens</b> 5/21/2013 11:48	<b>Natick</b> 5/15/2013 18:30	<b>Tewksbury</b> 5/13/2013 11:49	<b>Ashland</b> 5/13/2013 8:49
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<b>Boxborough</b> 5/21/2013 9:43	<b>Lunenburg</b> 5/15/2013 10:31	<b>Hopedale</b> 5/13/2013 10:36	<b>Fitchburg</b> 5/13/2013 8:42
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<b>Devens</b> 5/21/2013 9:43	<b>Billerica</b> 5/15/2013 9:22	<b>Acton</b> 5/13/2013 9:49	<b>Acton</b> 5/13/2013 8:40
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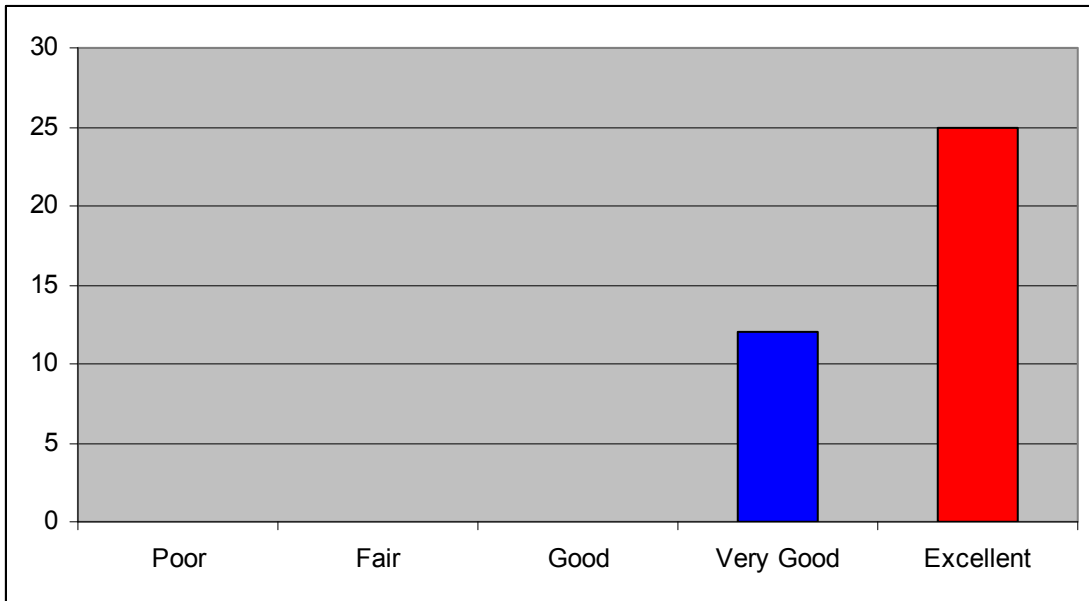
<b>Southborough</b> 5/20/2013 11:44	<b>Millbury</b> 5/14/2013 11:58	<b>Sherborn</b> 5/13/2013 9:31
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<b>Webster</b> 5/20/2013 11:24	<b>Marlborough</b> 5/14/2013 9:00	<b>City of Leominster, MA</b> 5/13/2013 9:16
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<b>Town of Milford</b> 5/20/2013 10:47	<b>n/a</b> 5/14/2013 8:50	<b>Wilmington</b> 5/13/2013 9:13
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**9). Please give us an overall rating based on your experiences to date**

	#	%
Poor	0	0.0%
Fair	0	0.0%
Good	0	0.0%
Very Good	12	32.4%
Excellent	25	67.6%
Total	37	



**10). Please use this comment box to send us any comments, questions or concerns - please include your e-mail address if you would like a response. We would like to thank you for taking your time today and providing your input to us.**

**6 Comments:**

- 1). Keep up the great work you do in protecting the public's health.*
- 2). You do an outstanding job!*
- 3). Excellent at responding to the needs of Billerica in a timely manner.*
- 4). Your program offers great services to Tewksbury. Thanks.*
- 5). CMMCP personnel have always gone out of their way to correct ANY concerns that residents of this community have presented. They have done a lot of behind the scenes work such as larval control, surveillance, source reduction education, ditch maintenance*

*and tire recycling. I blame my lack of time for not getting more notification of services out to the public.*

6). *We are very pleased to have CMMCP working in our city*

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## **CONCLUSION**

Several conclusions can be drawn from this survey. Our communication efforts are reaching our intended audience, and we must continue that same level of service (or better) to maintain this standard. Boards of Health feel we are responsive, and we must sustain that quality of effort. Most Boards are familiar with our services, but a follow up mailing to all Boards of Health in our service area outlining our services is planned shortly. We will emphasize the services detailed in Question #4 so all Health Boards are more knowledgeable and better able to communicate with town residents when asked about our program. The requested services that could be added to our program in question #5 were expected, and we are working toward adding beaver management into our suite of services; tick control could only be added if our legislative mandate were changed. We will continue to push our social media efforts, and educational materials have already been brought to the 2 departments noted in question #7.

The overall rating of 32.4% “Very Good” and 67.6% “Excellent” were a welcome sign that our hard work has been recognized, and that we must continue to work even harder in our efforts to maintain this important partnership with our member communities.

## **THANK YOU FOR YOUR SUPPORT**

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Reprints of this document are available by calling our office at (508) 393-3055 or sending an e-mail to [cmmcp@cmmcp.org](mailto:cmmcp@cmmcp.org). This survey has been sent to all cities and towns in our service area, as well as members of the State Reclamation & Mosquito Control Board. This has also been posted on our website on the “Research and Efficacy” link (from the “Our Services” page).

The author would like to thank the staff at CMMCP and the CMMCP Commission, and especially the residents and public officials in the member cities and towns we provided service to in 2013.

