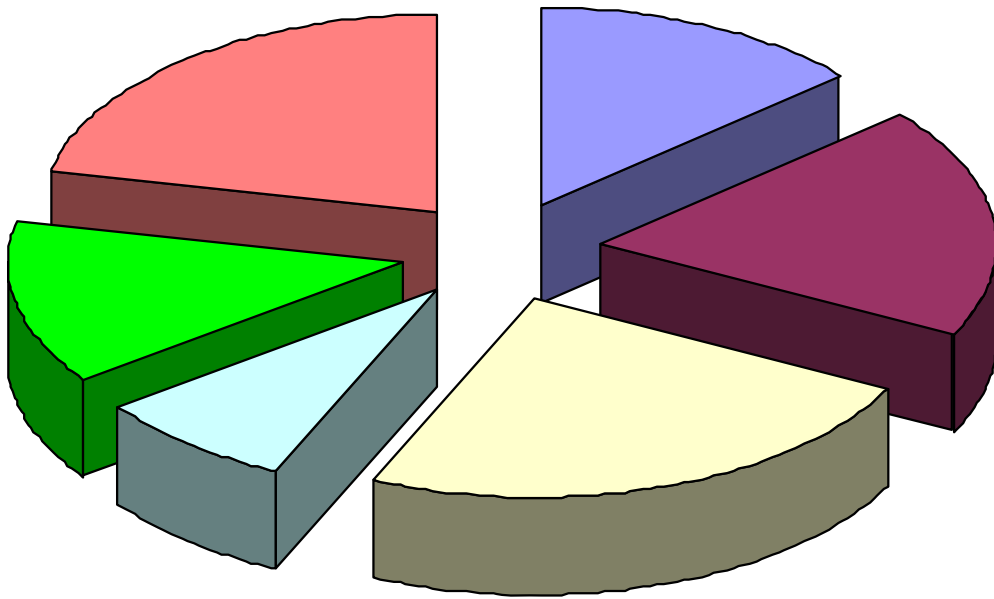


CENTRAL MASS MOSQUITO CONTROL PROJECT

www.cmmcp.org



RESIDENT SURVEY 2017

INTRODUCTION

Member residents request assistance from the menu of services offered to them by CMMCP. Requests for adulticiding (spraying) and larval control are the most common forms of service requests we receive. We accept these requests through a variety of means, primarily by telephone, but increasing more by the online service request form from the CMMCP website. Additional methods include personal visits to our office, phone calls on behalf of residents from town and/or state officials, and direct requests to our field staff. The CMMCP Commission requested a survey of residents who received service in 2017 to determine if our staff was meeting acceptable levels of customer satisfaction. This is the same survey that was done in 2005-2016 (excluding 2006). After compiling these results, we find that a majority of residents in our service area were satisfied with our control efforts and methods, which mirrors our results from previous years.

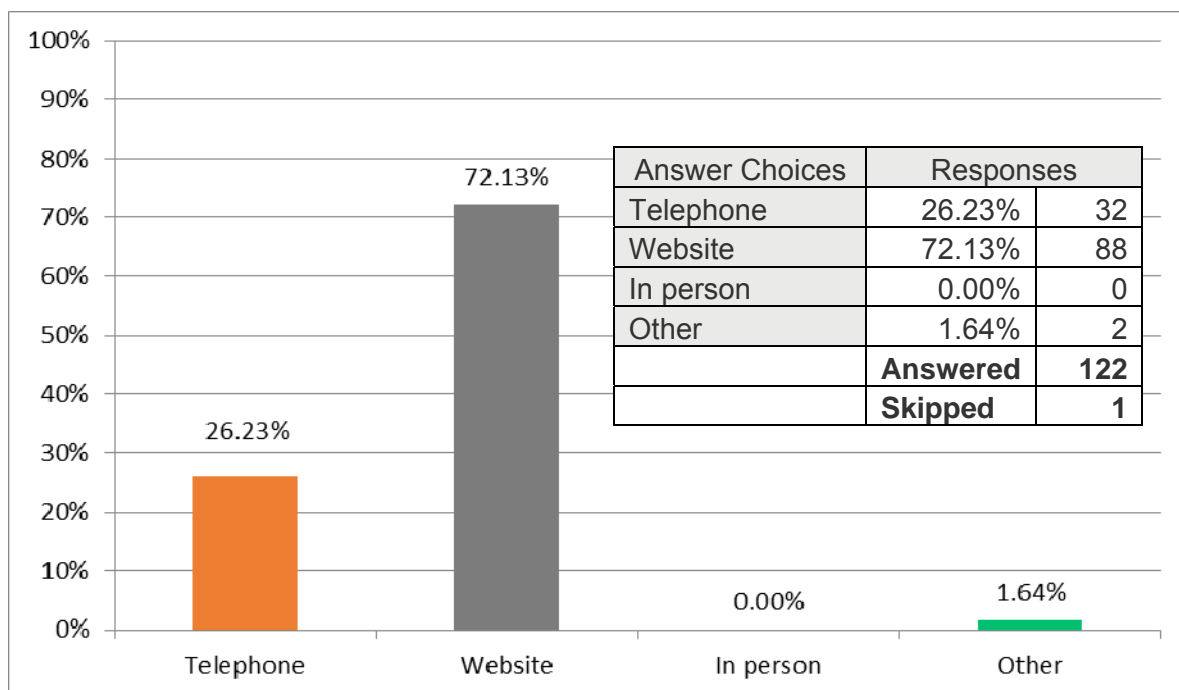
SURVEY METHODOLOGY

In 2016 we received 16,767 requests for service, ranging from adulticiding to larval control. 8,111 adulticiding calls were filtered (duplicates removed) and placed into a separate database. Service calls were sorted according to town, and each town was tabulated for total requests received in 2017. These towns were then graphed to show which towns had the most calls. Each town was assigned a percentage according to this data. This percentage would determine the number of postcards sent to each town from the overall total. The CMMCP Commission has determined that 1,500 postcards would be a representative sample of the service calls received this year (this is an increase of 500 over the first 3 surveys but the same as 2009-2015). The survey was designed to be as easy as possible for residents to access and complete. An online survey was created through SurveyMonkey®, and the postcards would include unique identifiers that the residents would use. The postcards contained a blind weblink to the survey so that uninvited users would not be able to participate in the survey. Information such as how they contacted us, were the office and field staff helpful and informative, how long did they wait for service, was the service provided effective, and their overall satisfaction was measured. This study uses the same methodology as all previous resident surveys.

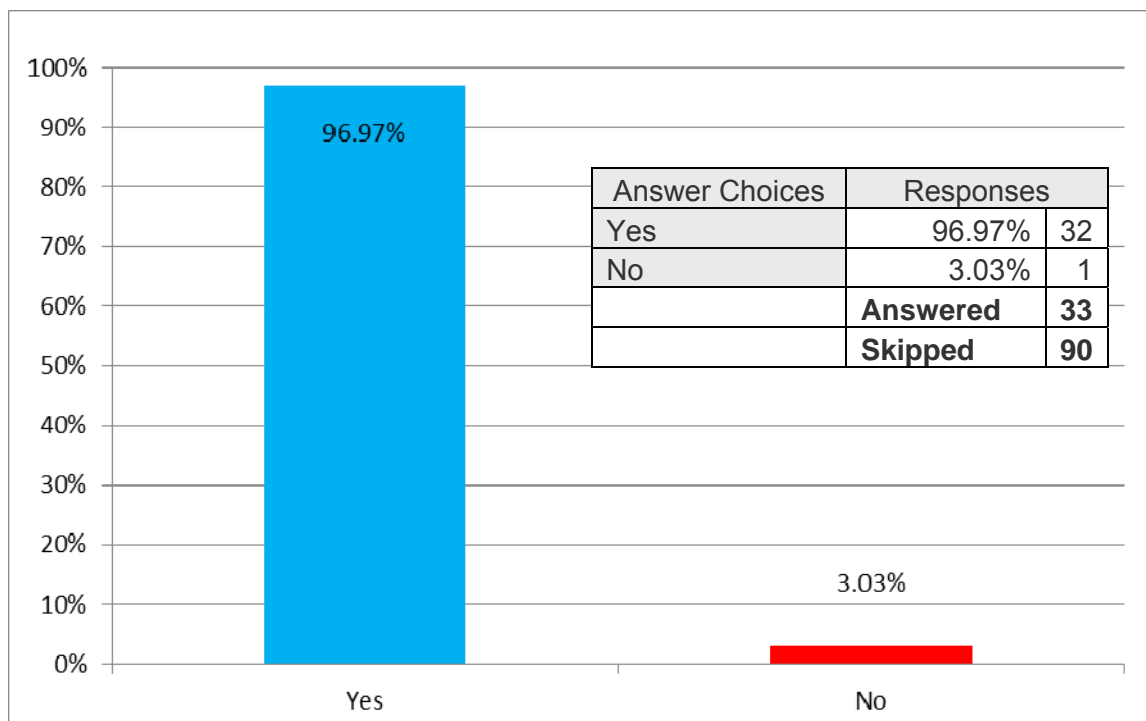
From 1,500 postcards mailed, 123 responses were received (8.2%). The results are outlined in this report.

TIMOTHY D. DESCHAMPS, Executive Director
Central Mass. Mosquito Control Project
111 Otis Street Northborough, Massachusetts 01532
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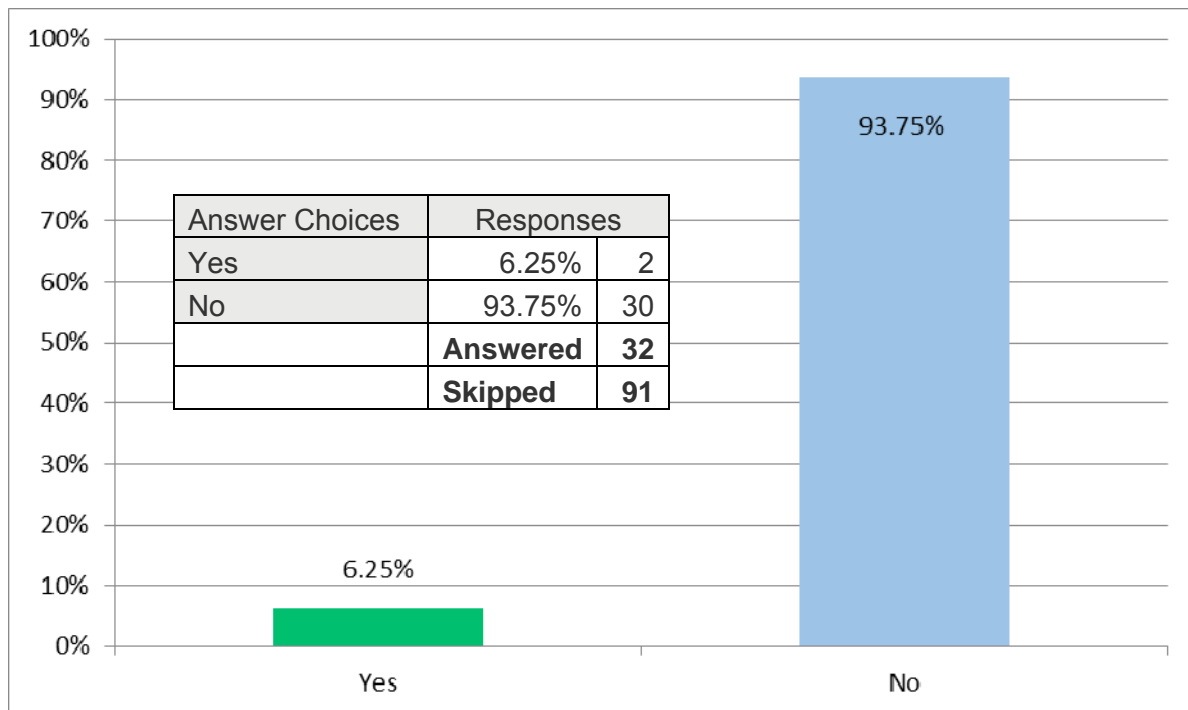
Question #1: In your most recent experience, how did you contact the Central Mass. Mosquito Control Project?



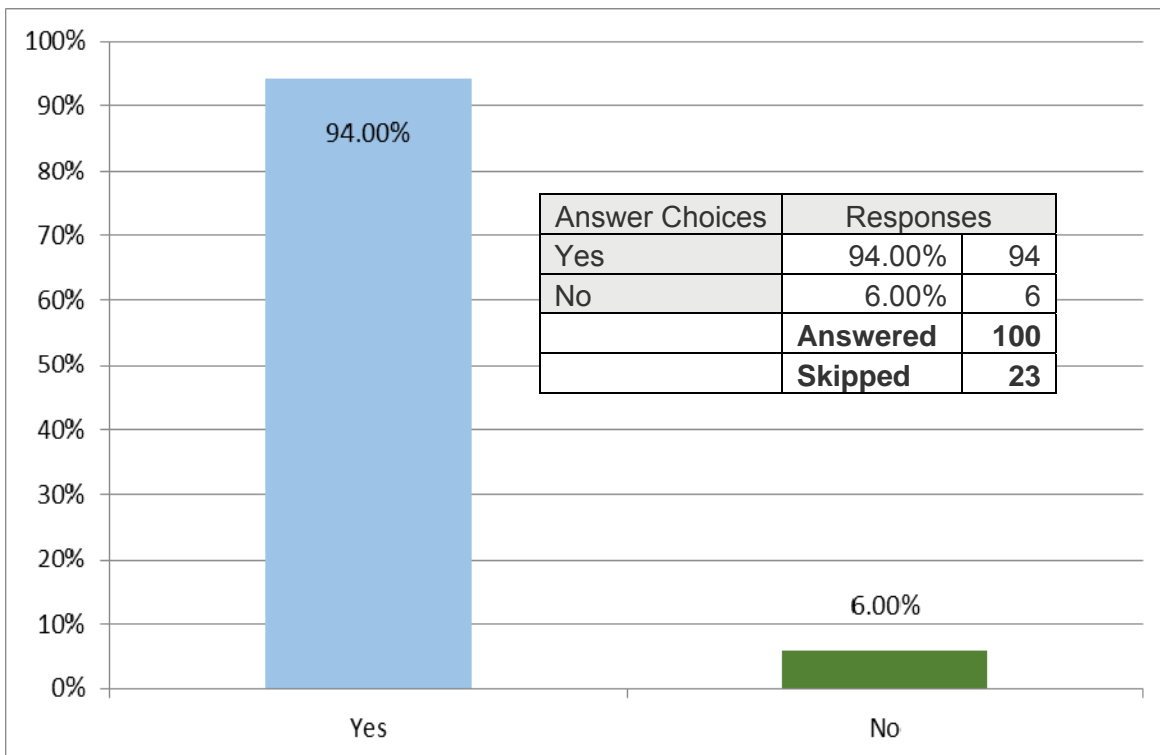
Question #2: If by telephone or in person at the CMMCP office, were your questions/concerns answered to your satisfaction?



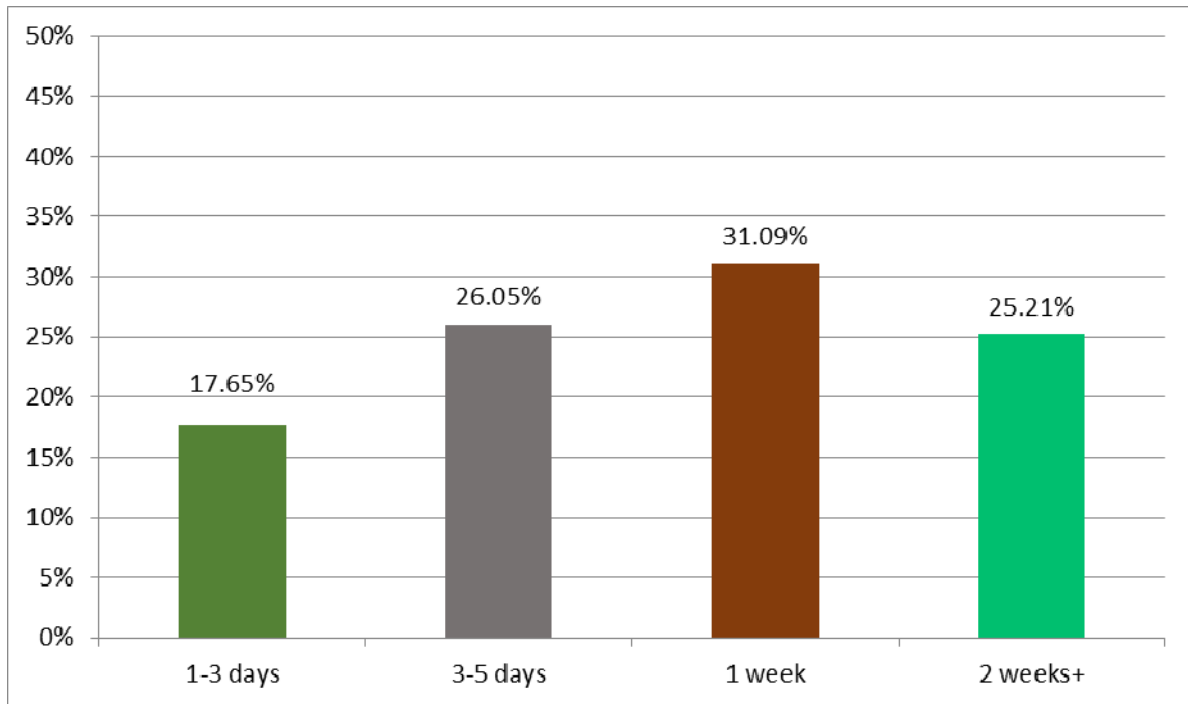
Question #3: If by telephone, did you experience difficulty reaching our staff?



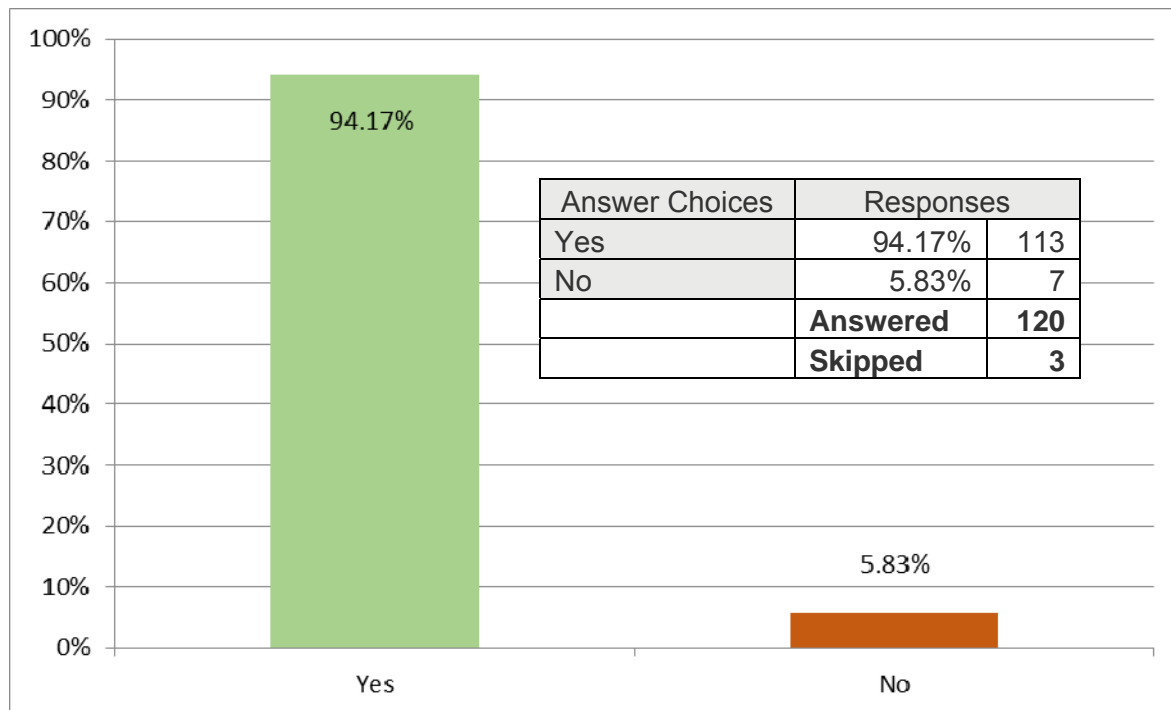
Question #4: If through the website or e-mail, did you find the information you needed in a satisfactory manner?



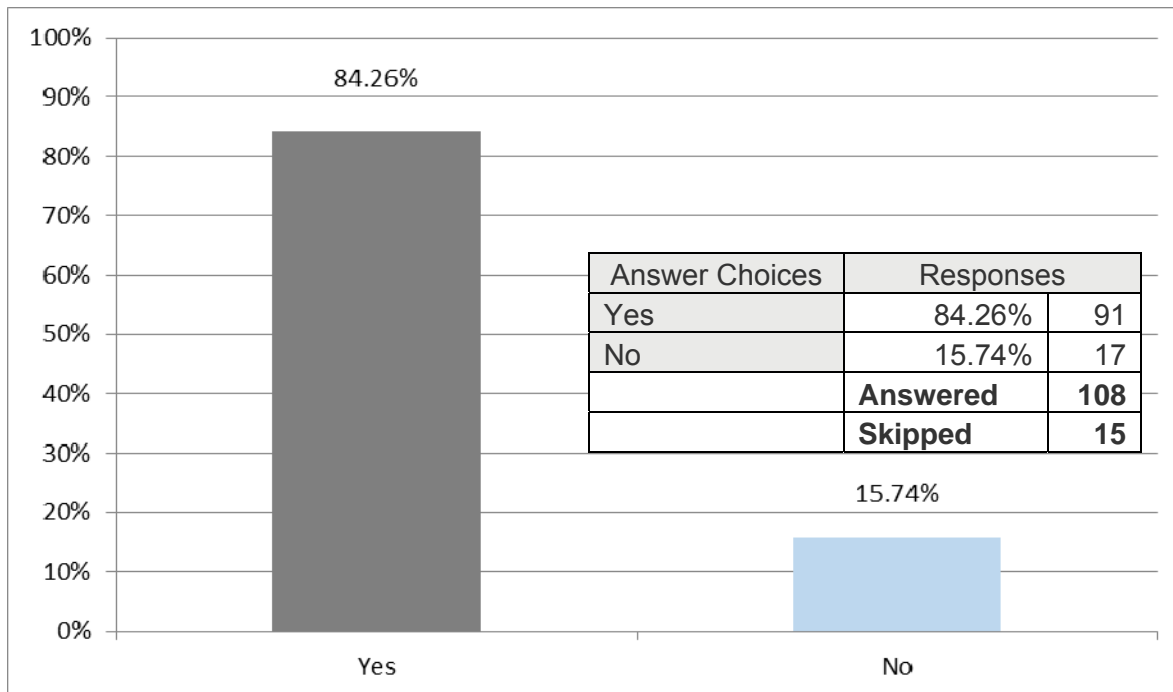
Question #5: Please give the approximate time you waited for service from your initial request:



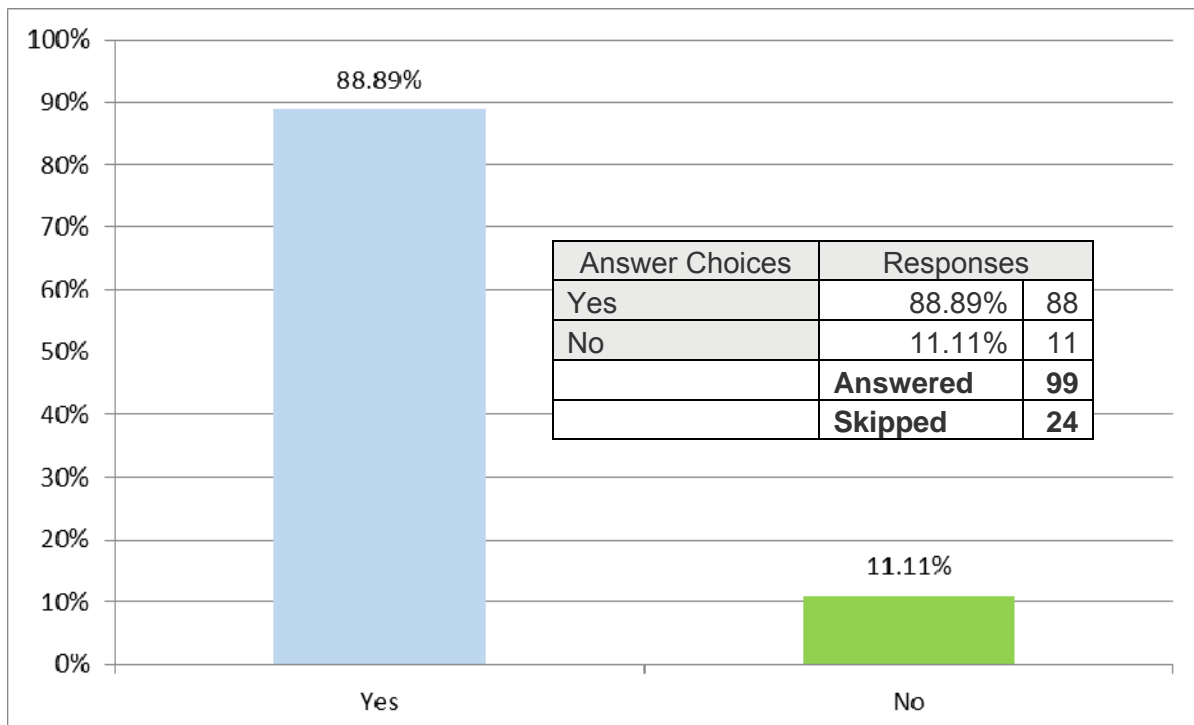
Question #6: Did you find our response from your initial request to when you received service within a reasonable amount of time?



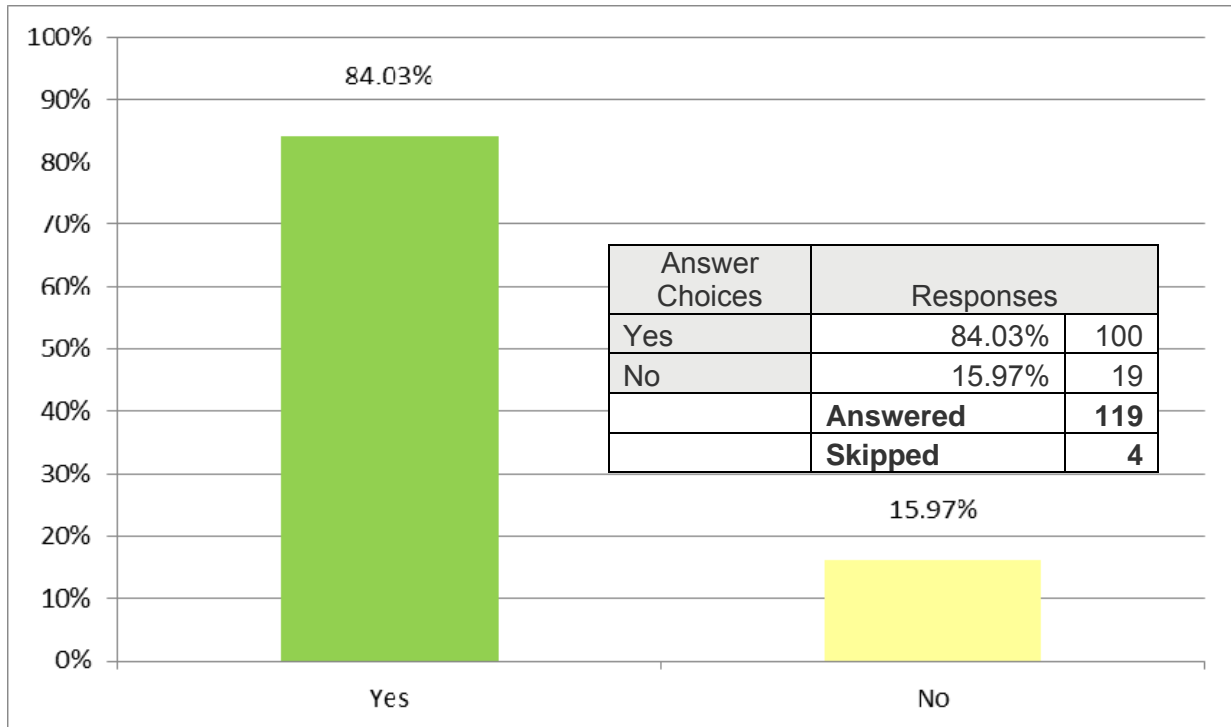
Question #7: When you received service, did our field representative appear knowledgeable and competent about his/her profession?



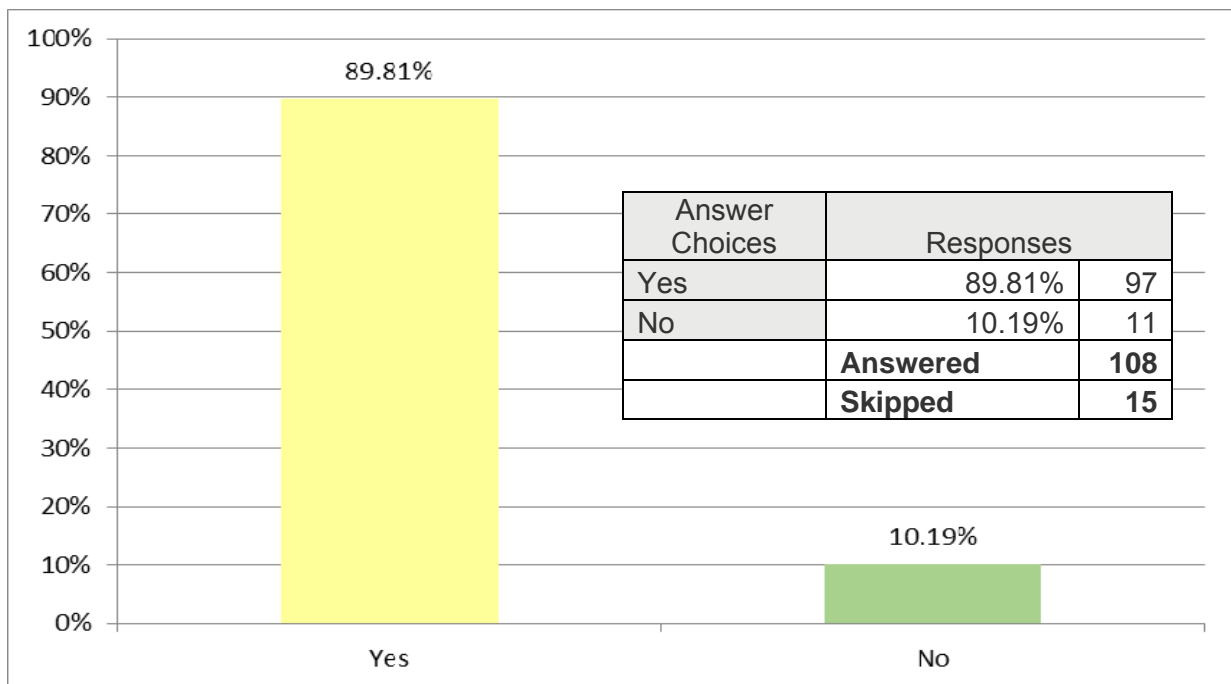
Question #8: Were your questions and concerns answered to your satisfaction from our field representative?



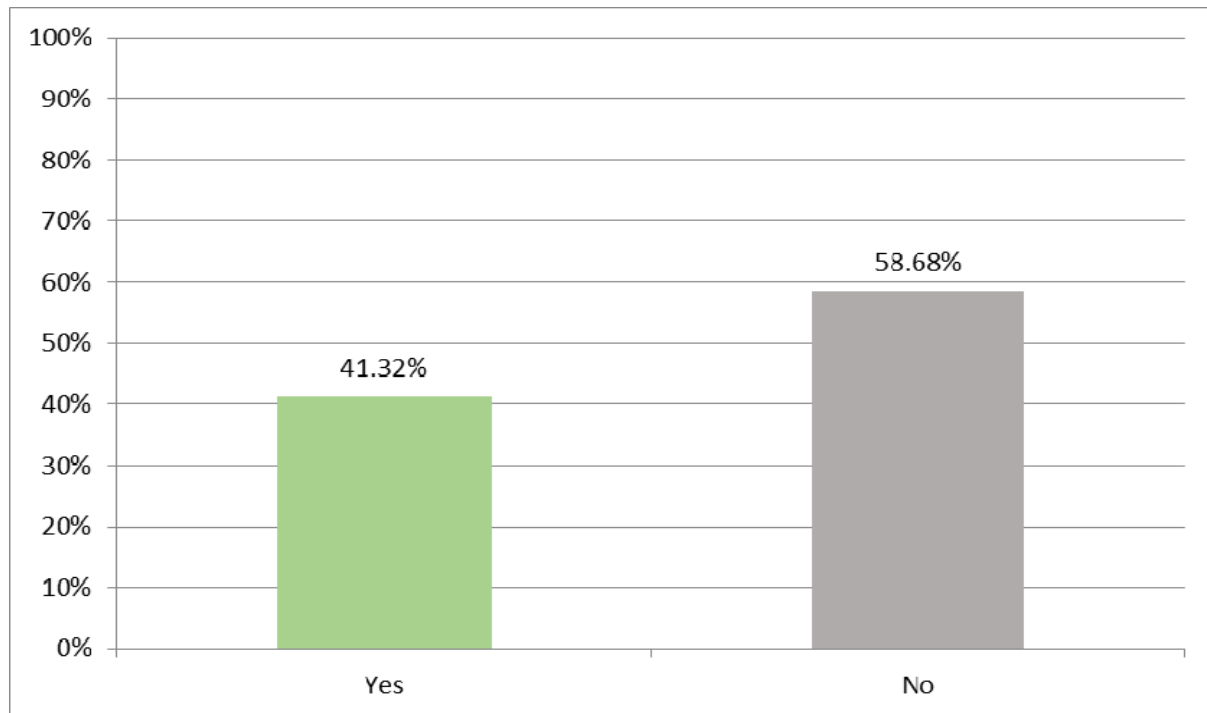
Question #9: Did you receive any written information (pamphlets, door hanger, etc.) from our field representative?



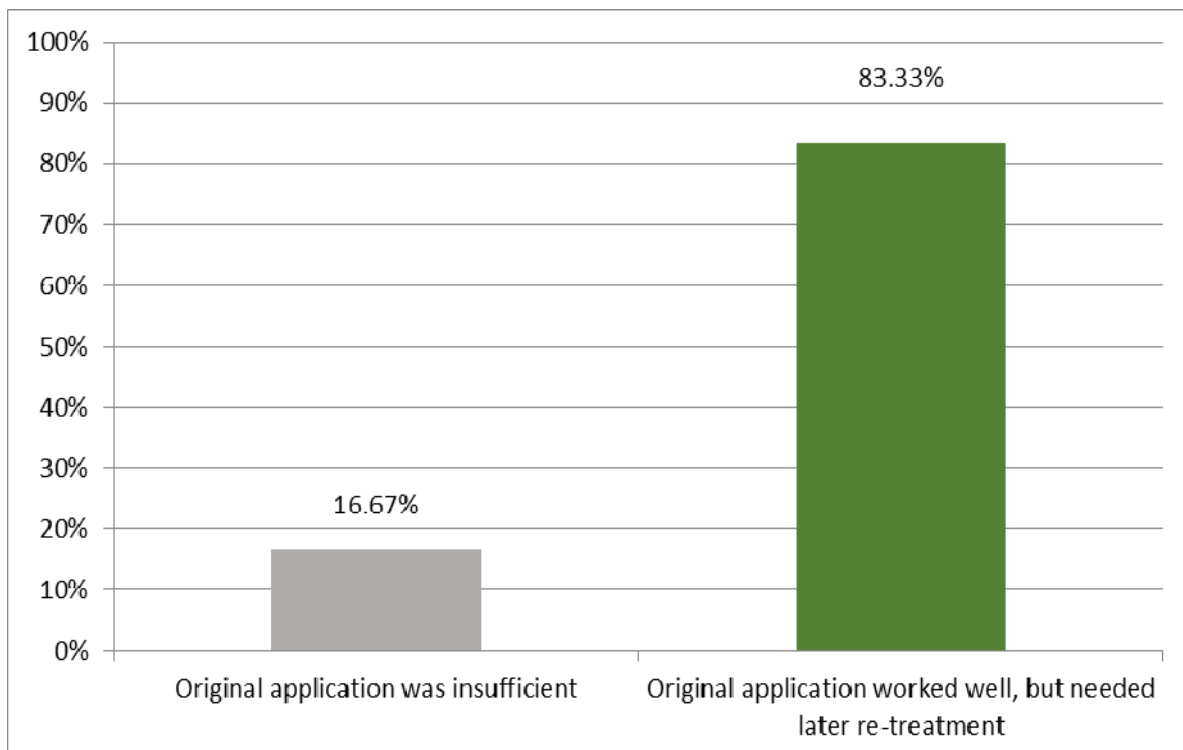
Question #10: Did you find this information useful?



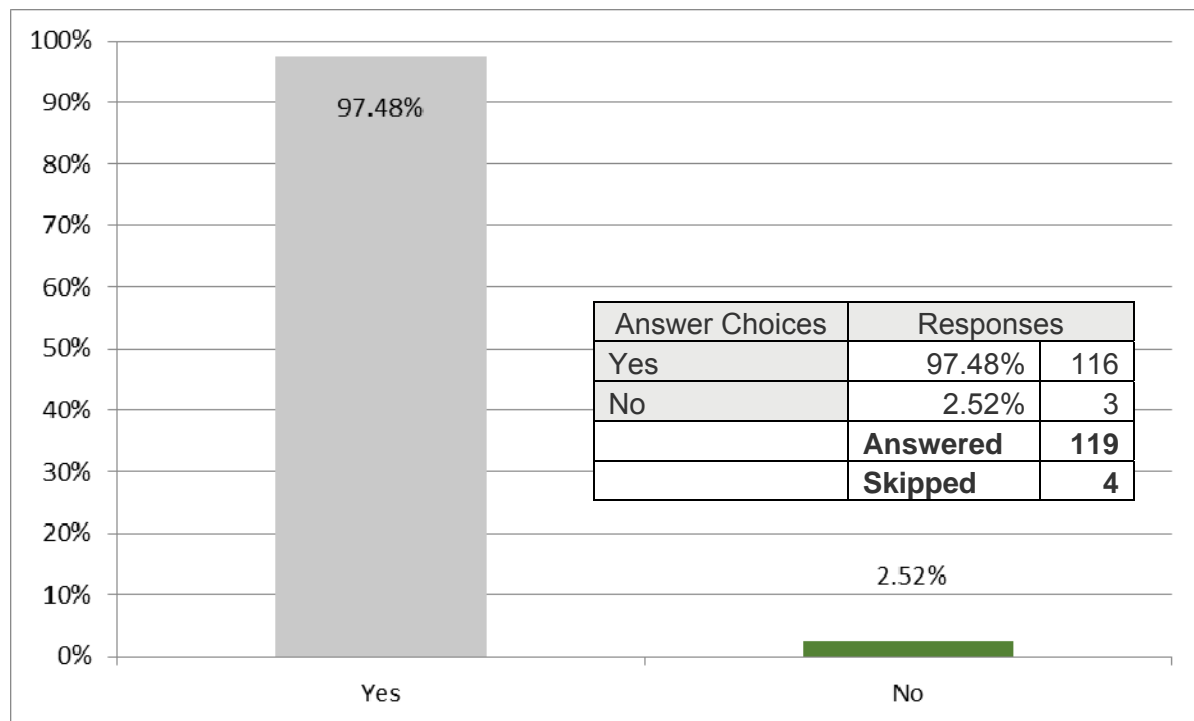
Question #11: Did you request service more than once this year?



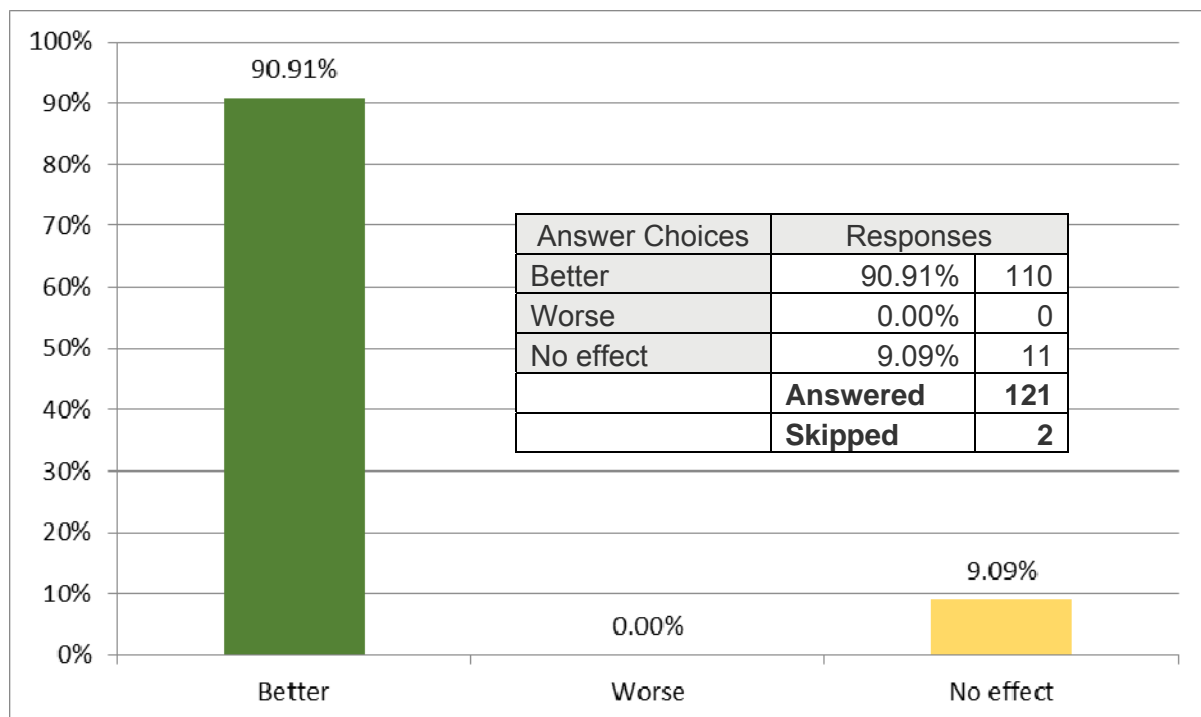
Question #12: If you requested additional service this year, was it because the original application was insufficient to meet your needs, or for a later re-treatment?



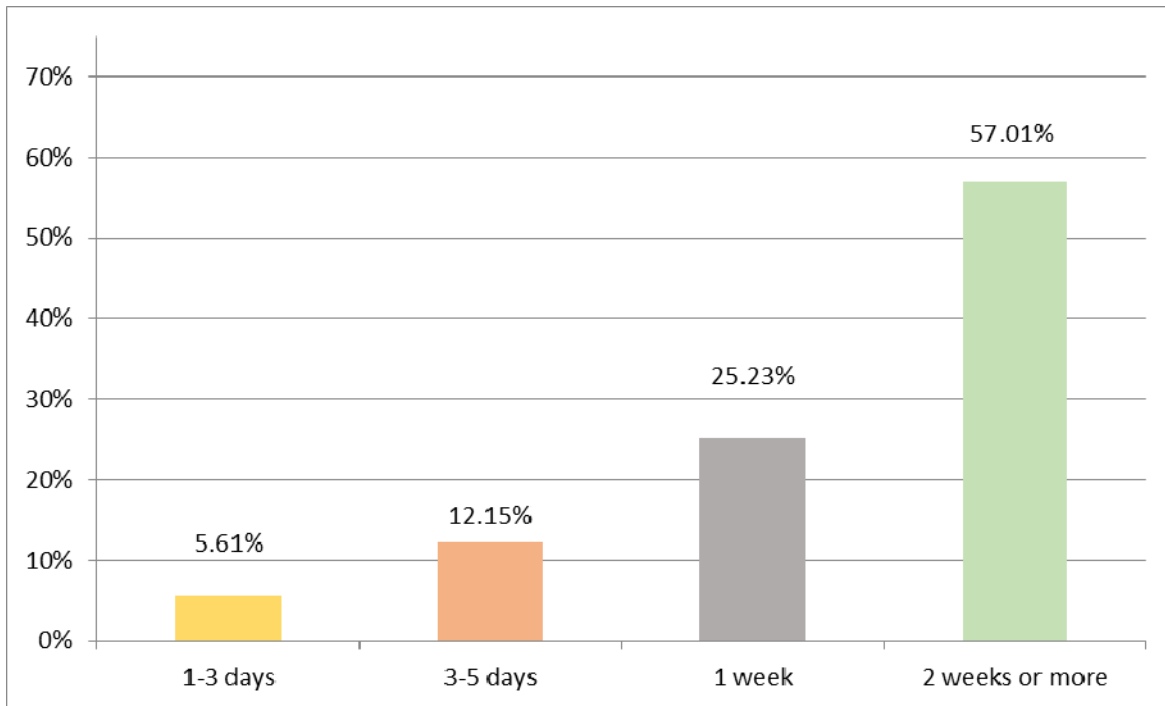
Question #13: Would you/did you recommend our service to others in the future?



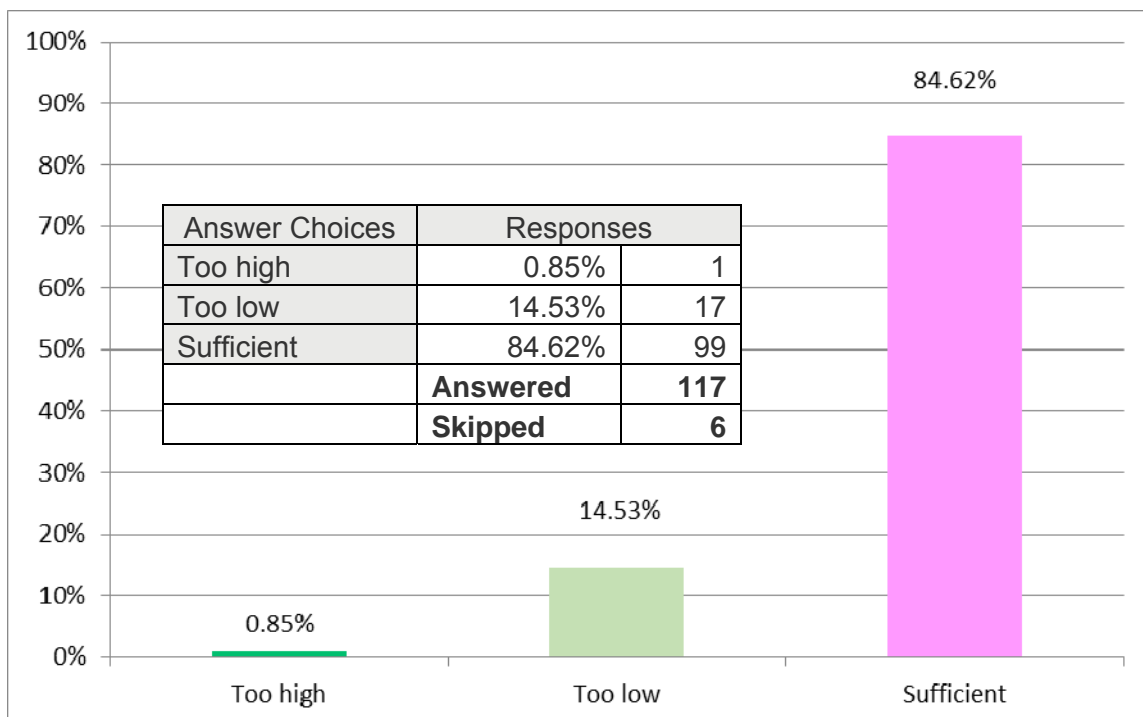
Question #14: In your opinion, did our application made your area better, worse, or had no effect?



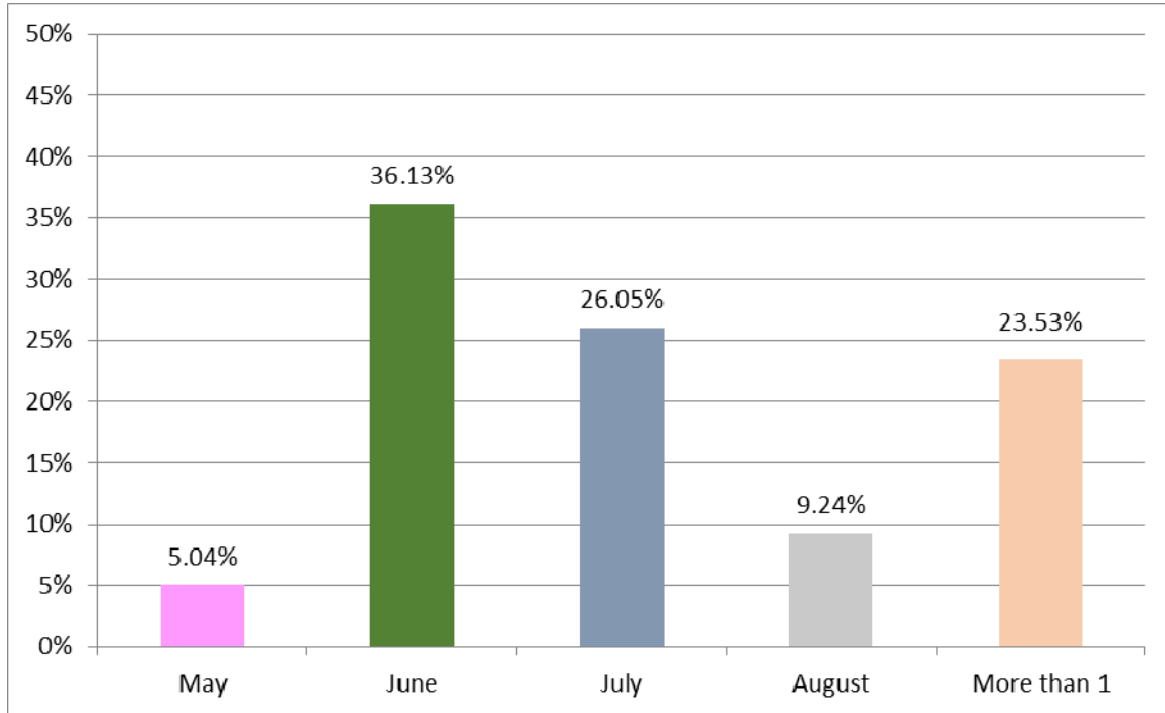
Question #15: If you think your area improved, can you give an approximate length of time you experienced relief from mosquito annoyance?



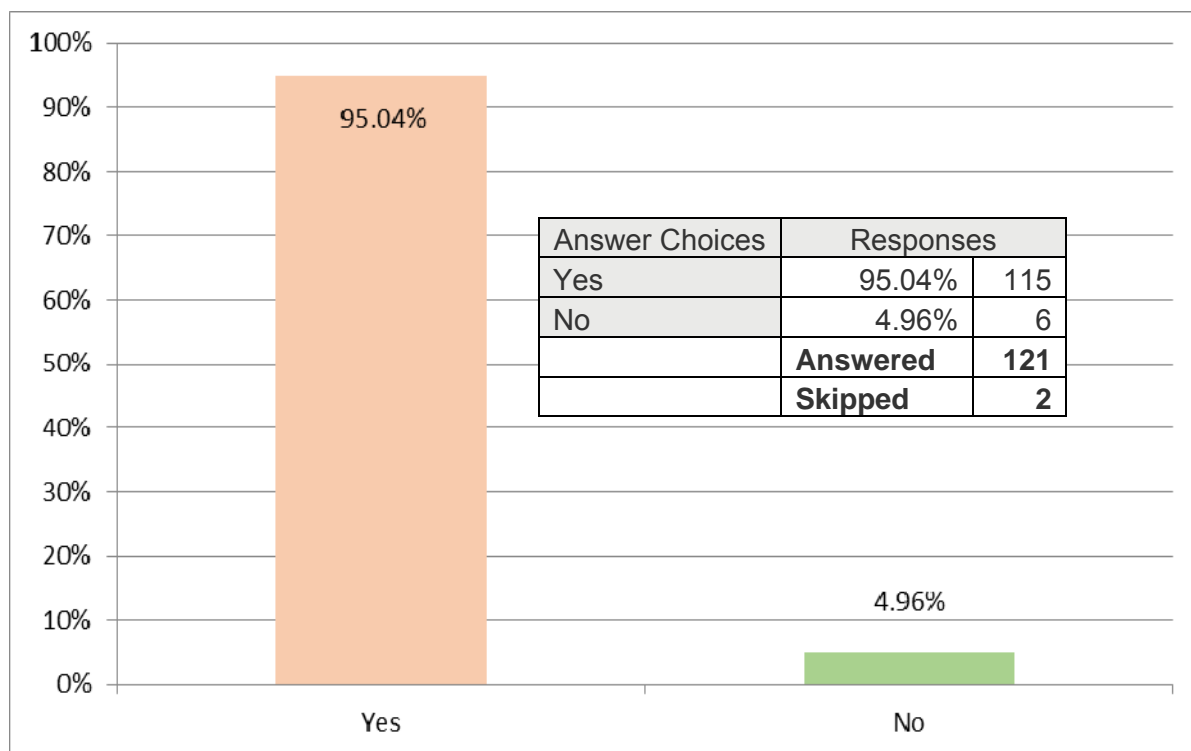
Question #16: On average, our services cost \$2.00 – \$4.00 per person each year (withheld from local aid rec'd from the State). In your opinion, is this amount too high, too low, or sufficient?



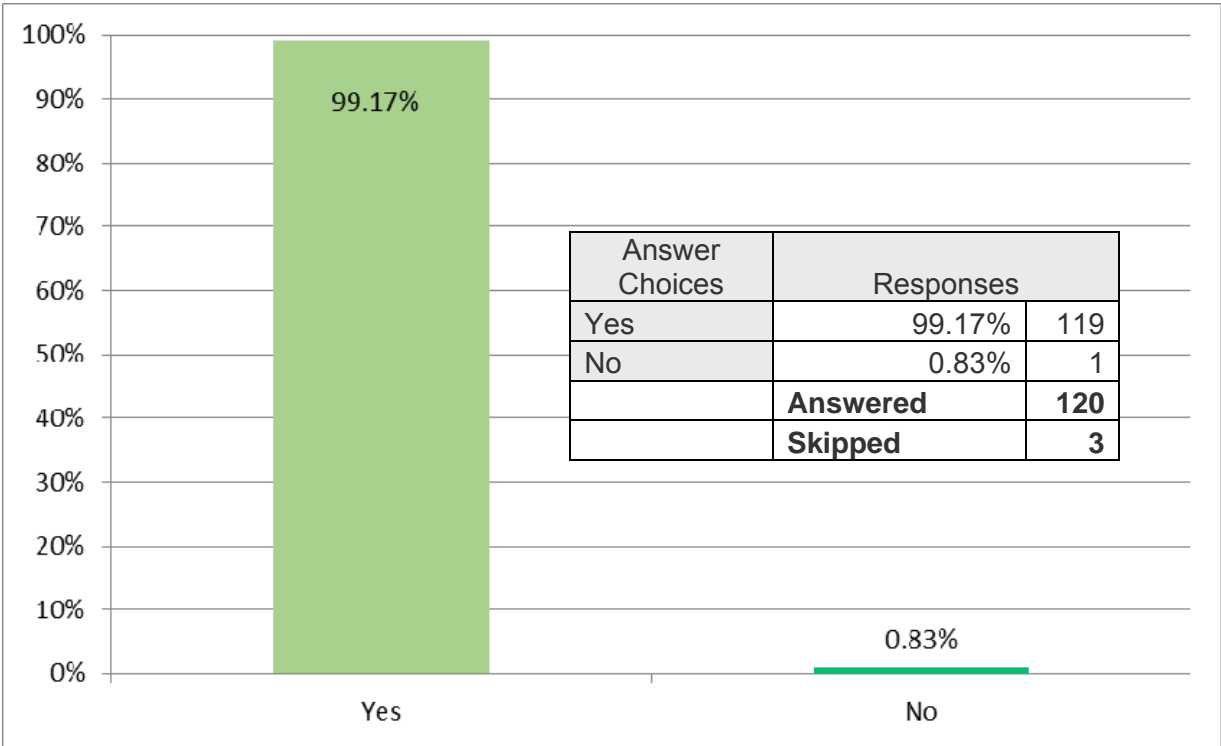
Question #17: In which month or months do you recall receiving service?



Question #18: Overall, are you happy with the service provided this year by CMMCP?



Question #19: Do you plan on using our service again in the future?

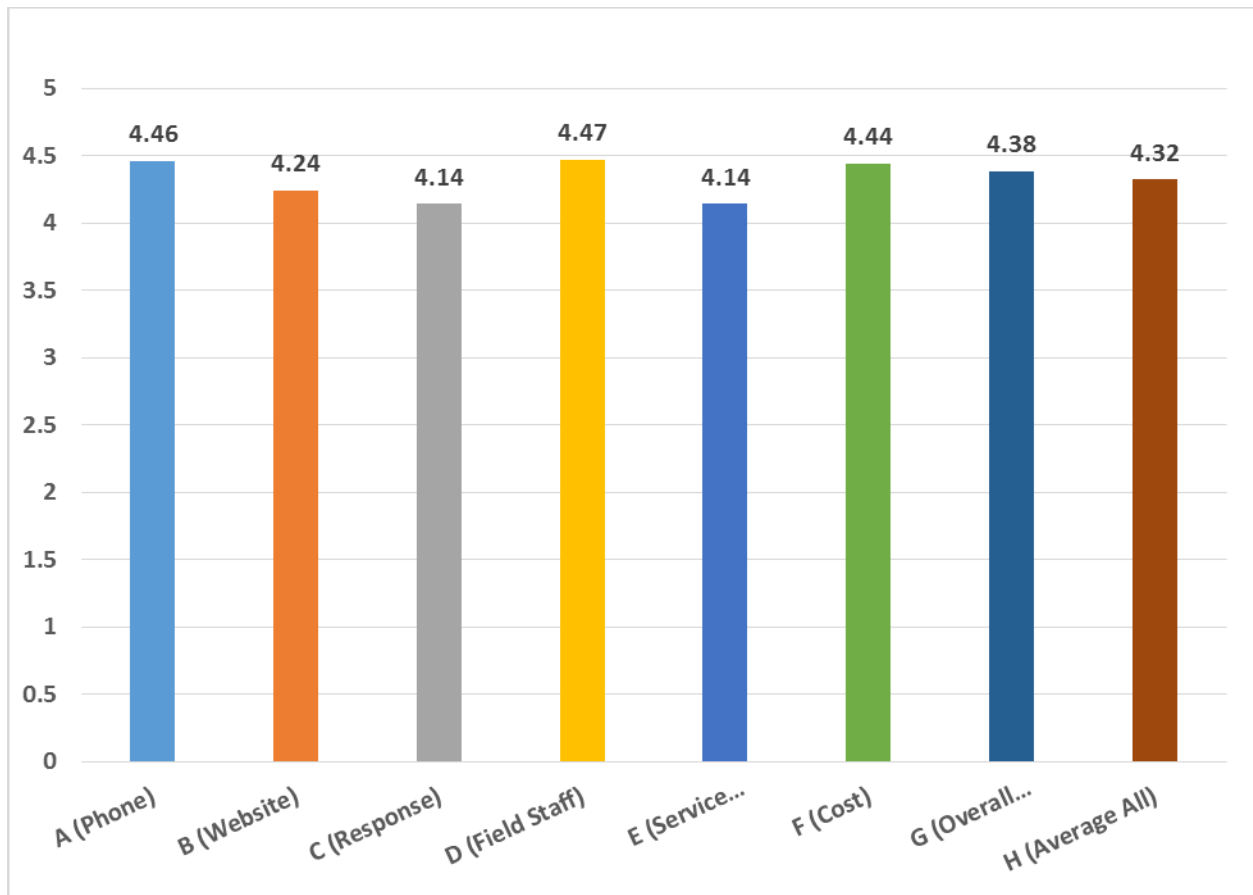


Please rate our performance for 2017 from 0 to 5, where 5 is the best rating, 0 is the worst rating:

- A. The information you received over the phone was informative & helpful:** 156 points from 175 (35 respondents) – **4.46 weighted average** from 5
- B. The information on our website is easily available and helpful:** 403 points from 475 (95 respondents) – **4.24 weighted average** from 5
- C. The response time for service is reasonable:** 484 points out of 585 (117 respondents) – **4.14 weighted average** from 5
- D. Our field staff that responded is knowledgeable and competent:** 411 points out of 460 (92 respondents) – **4.47 weighted average** from 5
- E. The service provided was effective:** 484 points out of 585 (117 respondents) – **4.14 weighted average** from 5
- F. This service is reasonable compared to the cost:** 422 points out of 475 (95 respondents) – **4.44 weighted average** from 5
- G. Please rate your overall satisfaction with the service received in 2017:** 511 points out of 585 (117 respondents) – **4.38 weighted average** from 5

Total satisfaction rating: 2,871 points out of 3,340 possible – 4.32 weighted average

668 total responses to questions



CONCLUSION

Overall satisfaction was 95.04%, and 99.17% would use our services again in the future. Overall this survey shows high satisfaction amongst the respondents, with some variability in some ratings than in past surveys.

Reprints of this document are available by calling our office at (508) 393-3055 or sending an e-mail to cmmcp@cmmcp.org. This survey has been included in our 2017 annual report available to residents and town officials in 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 2017.