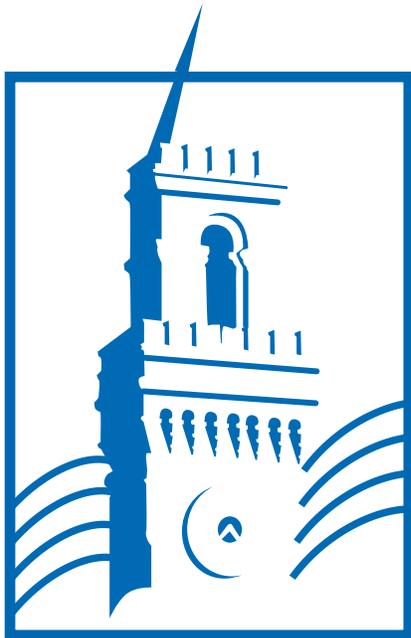


**February, 2003**



**Center for  
Community  
Performance  
Measurement**



**WORCESTER  
REGIONAL  
RESEARCH  
BUREAU**

**Citizen  
Satisfaction  
with Municipal  
Services:  
2002 Survey**

**CCPM-03-02**

## Executive Summary

- Judging from a survey of 1,479 randomly selected households in Worcester, residents are generally satisfied with the municipal services that are provided by the City of Worcester. This is especially true for public library services and trash collection services, both of which receive a positive assessment from at least 80% of respondents.
- Most residents say that their neighborhood is clean (83%), that there are no abandoned buildings in their neighborhood (76%), and that neighborhood street lighting is sufficient (72%).
- Residents are less satisfied with the condition of neighborhood sidewalks (35% say that their sidewalks are not in good condition) and neighborhood streets (63% say that streets and roads in their neighborhood are “very rough” or “somewhat rough”).
- While citizen satisfaction varied among the four quadrants, the variations were not major. To the extent that there was variation, satisfaction depended on the particular service asked about. (See page 3 for quadrant definitions.)

<b>Quadrant</b>	<b>Highest satisfaction</b> <small>(percentage offering positive assessment)</small>	<b>Lowest satisfaction</b> <small>(percentage offering positive assessment)</small>
South	Library services (79%) Trash collection (75%)	Streets and roads (29%) Water quality (52%)
Southeast	Neighborhood cleanliness (85%) Library services (80%) Trash collection (80%)	Streets and roads (42%) Water quality (54%)
North	Library services (89%) Neighborhood cleanliness (86%)	Streets and roads (38%) Sidewalks (52%)
West	Neighborhood cleanliness (89%) Library services (86%)	Streets and roads (38%) Sidewalks (51%)

- The lowest rated services in Worcester are snow removal and street cleaning; 38% of respondents say that these services are “fair” or “poor.”
- From 2001 to 2002, there was a statistically significant increase in the percentage of respondents who say that the library services are “good” or “excellent” (from 71% to 83%). Alternatively, there was a statistically significant decline in the percentage of respondents who say that trash collection services are “good” or “excellent” (from 91% to 81%).
- Satisfaction with the services provided by the Worcester Fire Department and the Worcester Police Department, according to those who have had some contact with these departments over the last year, is high. 95% are satisfied with Fire Department service, while 79% said that the police were fair and 80% said that the police were courteous in their dealings with people.
- When asked about the helpfulness and courteousness of municipal departments, respondents gave the highest rating to the City Clerk’s office (83% “good” or “excellent”) and the lowest rating to the Planning Board and Zoning Board of Appeals (50% “good” or “excellent”).

### I. Introduction

The purpose of this survey is to determine how satisfied Worcester’s residents are with a variety of services provided by the City of Worcester, as well as their degree of satisfaction with conditions in their neighborhood. The Research Bureau undertook this survey in 2002 because Worcester’s City Manager decided not to conduct his annual satisfaction survey due to budget constraints. In the past, the Research Bureau’s Center for Community Performance Measurement had used the data from the City Manager’s annual survey to evaluate the City’s performance in providing municipal and neighborhood services. In

order to continue its ongoing evaluation process the Research Bureau plans to conduct this independent survey each year, assuming the availability of requisite funding.

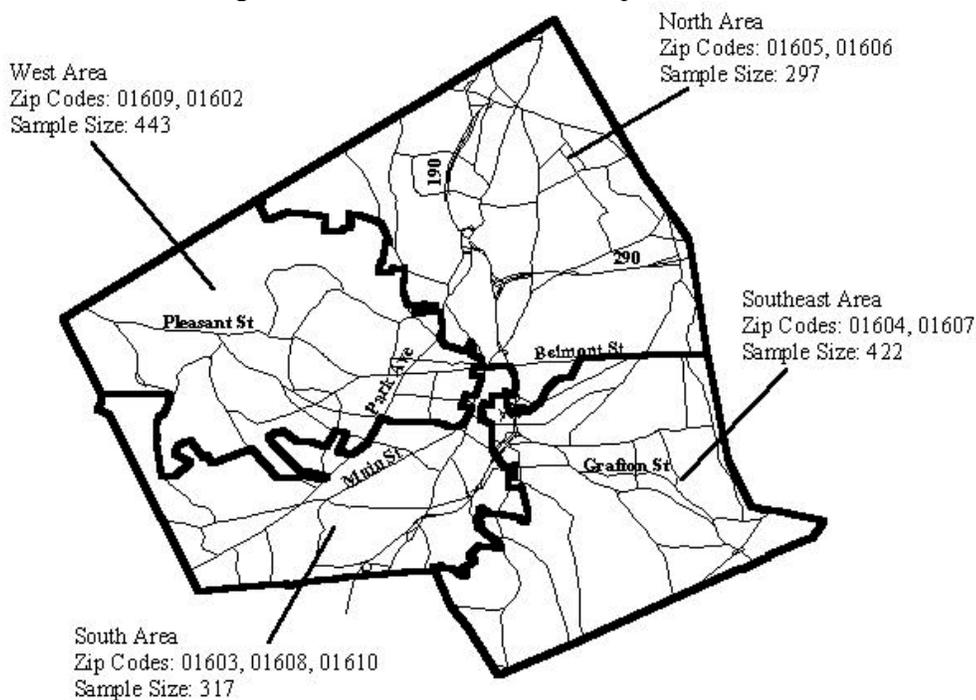
## II. Methodology

The Research Bureau contracted with InterGlobal Services, a local customer relations management company, to survey a random sample of Worcester's households by telephone and ask them a series of questions regarding various municipal services and neighborhood conditions. (See Appendix A for the full survey instrument.) Although the survey instrument used was not the same one that was used in prior surveys by the Office of the City Manager, some questions were similar to those asked in prior surveys.<sup>1</sup> For those questions that were similar enough to allow responses to be compared, four-year trends are presented in the results. A total of 1,479 completed telephone surveys were sampled from a database of 48,000 households who have valid residential phone numbers. Data collection was completed between June 19 and July 10, 2002.

All analyses of the data were conducted by the Research Bureau's Center for Community Performance Measurement. Results were compiled for the city as a whole as well as for quadrants of the city as defined by zip codes. Figure 1 shows a map with the boundaries of the four quadrants, along with the number of respondents from each area. It should be stressed that quadrant results have higher and more variable margins of error due to smaller sample sizes, and the quadrants themselves are artificially constructed. They have no political significance. The margins of error are provided in each results table. Demographic information for those responding to the survey is presented in Appendix B.

Although respondents were not asked to provide comments on each question, if they did so surveyors were instructed to record this information. Appendix C provides the full list of comments provided for each question.

Figure 1: Worcester Areas and Sample Sizes

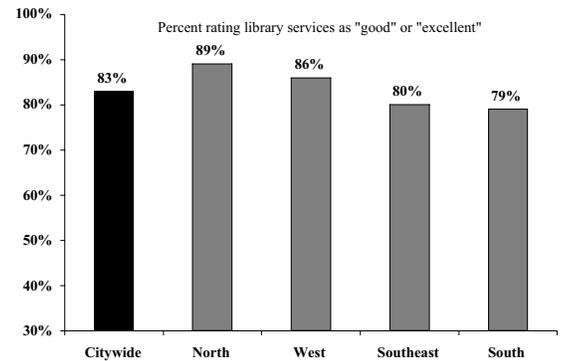


<sup>1</sup> Some questions were changed to reduce respondent bias. Also, selected questions were asked only of those who responded in particular ways on previous questions. For example, respondents were asked how satisfied they were with the police department **only** if they reported some contact with the department in the last year. In past surveys, all respondents were asked how satisfied they were even if they had no recent first-hand experience with the department.

### III. Satisfaction with selected City services

Table 1: Public library services

	City	South	Southeast	North	West
Excellent	<b>30%</b>	32%	27%	29%	32%
Good	<b>53%</b>	47%	53%	60%	54%
Fair	<b>9%</b>	10%	11%	9%	5%
Poor	<b>3%</b>	4%	2%	2%	2%
Don't Know	<b>6%</b>	7%	6%	0%	8%
Margin of error	+/- 4%	+/- 10%	+/- 8%	+/- 8%	+/- 7%



Public library services are highly rated in the city. The north area of the city has the highest rating (89%), possibly because the City’s only two branch libraries are located there. Very few households (3%) rate the library services as “poor.”

The four-year trend in satisfaction with library services is shown in the graph to the right. Satisfaction fell slightly from 2000 to 2001 but increased in 2002. The increase from 71% in 2001 to 83% in 2002 is statistically significant.<sup>2</sup> (It should be noted that the main library was under construction in 2001 and re-opened in 2002.)

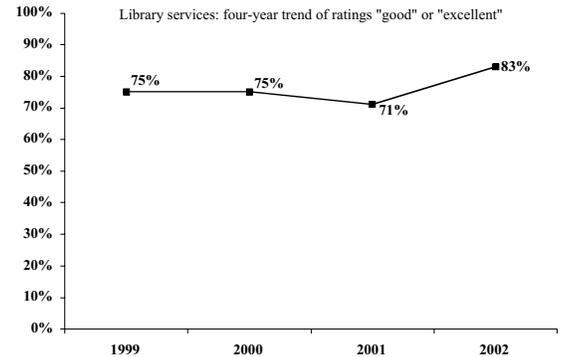
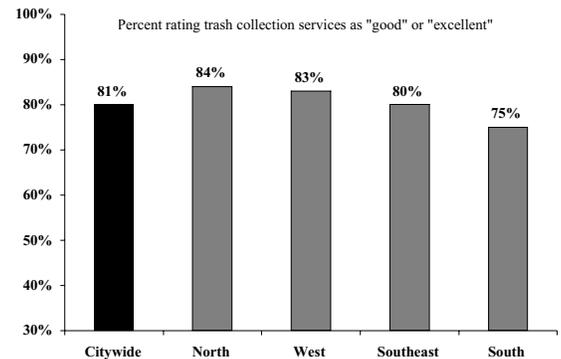


Table 2: Trash collection services

	City	South	Southeast	North	West
Excellent	<b>23%</b>	21%	23%	19%	27%
Good	<b>58%</b>	54%	57%	65%	56%
Fair	<b>14%</b>	16%	14%	12%	13%
Poor	<b>5%</b>	9%	5%	4%	4%
Don't Know	<b>1%</b>	<1%	<1%	<1%	<1%
Margin of error	+/- 4%	+/- 9%	+/- 7%	+/- 8%	+/- 7%



Satisfaction with trash collection services is high, with 81% of all respondents rating trash collection as “good” or “excellent.” Residents of the north and west areas provide the highest positive ratings. The percent of respondents who give trash collection a “poor” rating varied from 4% in the west area to 9% in the south.

<sup>2</sup> Statistically significant at the  $p < .05$  level, which means that we can be 95% confident that the increase from 2001 to 2002 is an actual increase in the percentage of respondents who are satisfied and is not due to sampling error.

Satisfaction with trash collection services declined from 91% in 2001 to 81% in 2002, as shown in the graph on the right. This is a statistically significant decline.<sup>3</sup> (Surveys were conducted during the period in which increases in the cost of trash bags were being implemented in local stores. Therefore, it is possible that the trash bag fee increase affected the level of satisfaction with trash collection services, although only thirteen respondents commented that they felt trash bag fees are too high.)

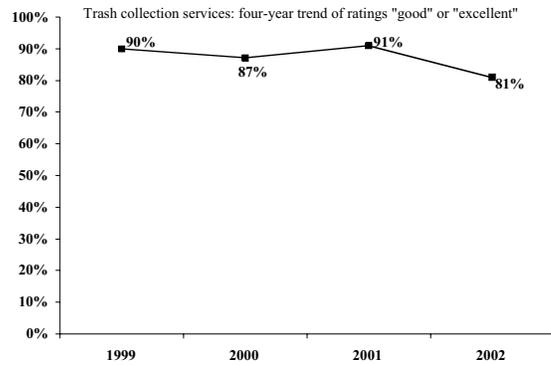
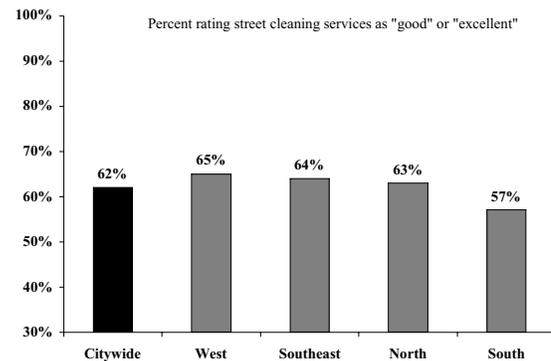


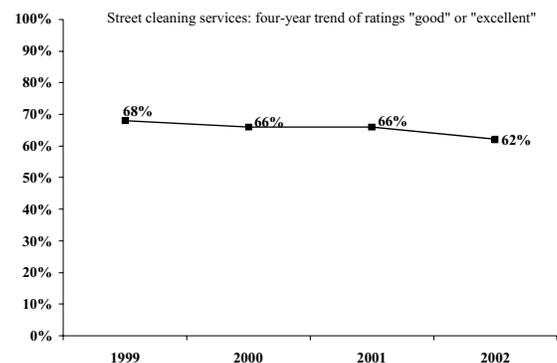
Table 3: Street cleaning services

	City	South	Southeast	North	West
Excellent	9%	7%	12%	8%	9%
Good	53%	50%	52%	55%	56%
Fair	27%	29%	25%	29%	27%
Poor	11%	14%	12%	9%	8%
Don't Know	0%	0%	0%	0%	0%
Margin of error	+/- 4%	+/- 9%	+/- 8%	+/- 9%	+/- 7%



Overall, 62% of respondents provide a positive assessment of street cleaning services in the city, while 38% say that they are “fair” or “poor.” 65% of those residing on the west side of the city are satisfied, while residents of the south area are slightly less satisfied, with 57% saying that street cleaning services are “good” or “excellent.”

Satisfaction with street cleaning services in the city has remained fairly stable at between 62% and 68% over the last four years, as shown in the graph on the right. (The decline from 66% in 2001 to 62% in 2002 is not statistically significant.<sup>4</sup>)

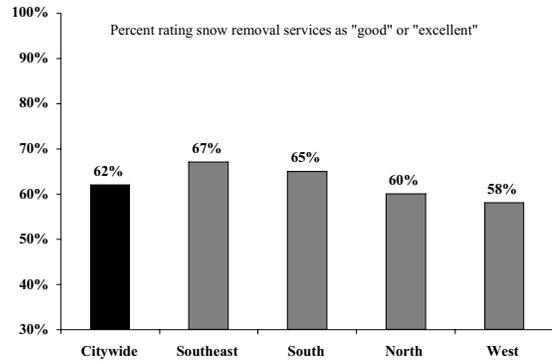


<sup>3</sup> Statistically significant at the  $p < .05$  level, which means that we can be 95% confident that the percentage of residents rating this service favorably in 2002 is different than the level recorded in 2001.

<sup>4</sup> The 2002 satisfaction level is not statistically different from the 2001 satisfaction level at the  $p < .05$  level, which means that we can be 95% confident that the percentage of respondents who rated the service favorably in 2002 is statistically the same as the percent in 2001.

Table 4: Snow removal services

	City	South	Southeast	North	West
Excellent	13%	12%	15%	11%	14%
Good	49%	53%	52%	49%	44%
Fair	25%	21%	23%	27%	27%
Poor	13%	15%	10%	13%	15%
Don't Know	<1%	0%	<1%	<1%	<1%
Margin of error	+/- 4%	+/- 10%	+/- 8%	+/- 10%	+/- 9%



Snow removal services have the largest poor rating of any service, with 13% citywide offering a “poor” rating and an additional 25% rating snow removal services as “fair.” Satisfaction tends to be higher in the southeast and south areas of the city than in the north and west. Overall, 62% of respondents say that snow removal services are either “excellent” or “good” in Worcester.

Satisfaction with snow removal services in Worcester has remained fairly stable over the last four years, with between 62% and 67% offering positive assessments. (The decline from 66% in 2001 to 62% in 2002 is not statistically significant.)

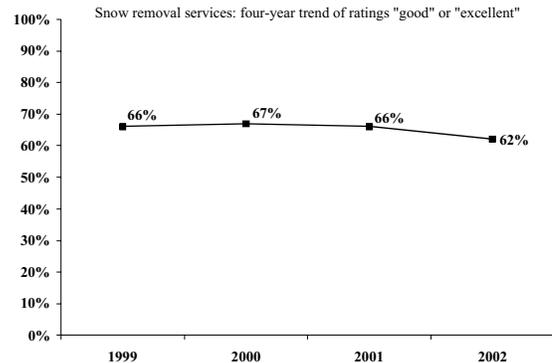
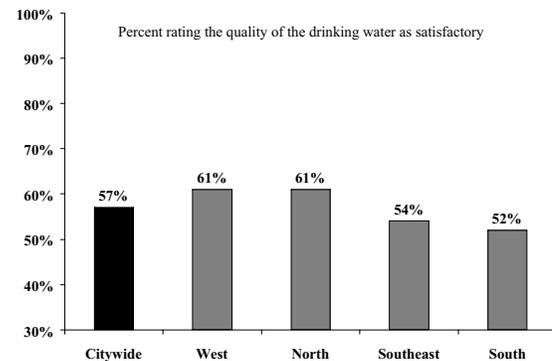


Table 5: City drinking water

	City	South	Southeast	North	West
Satisfactory	57%	52%	54%	61%	61%
Unsatisfactory	38%	43%	40%	35%	35%
Don't Know	5%	5%	7%	5%	5%
Margin of error	+/- 3%	+/- 6%	+/- 6%	+/- 7%	+/- 5%



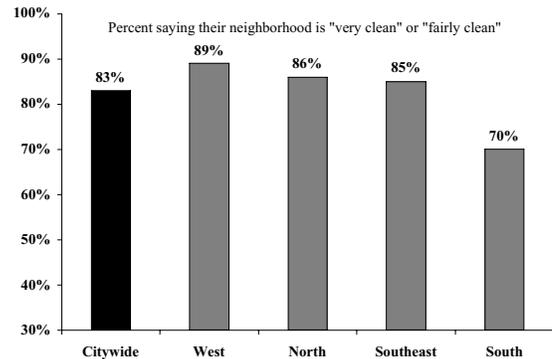
Overall, 57% of residents say that the taste, odor, temperature, and appearance of their drinking water are satisfactory. Satisfaction is higher for those residing in the west and north areas of the city (61%), while a slightly smaller proportion of residents in the southeast (54%) and south (52%) areas give positive assessments. It should be noted that, according to water quality reports from the Department of Public Works, Worcester’s water meets or exceeds all standards for water quality and water contaminants in

tests conducted both before the water enters the distribution system and at taps throughout the city.<sup>5</sup> Therefore, low assessments of water quality may be due to differences in perception or the quality of pipes and fixtures in individual homes rather than the quality of the water being supplied to the home.

#### IV. Satisfaction with selected neighborhood conditions

Table 6: Amount of litter in the neighborhood

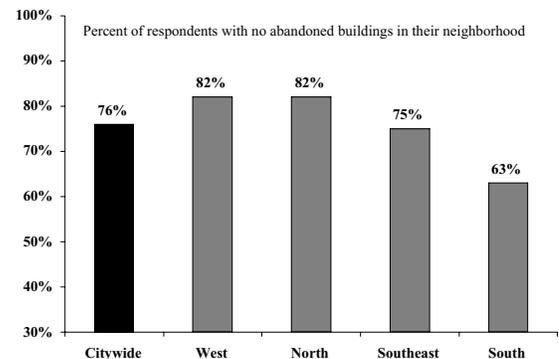
	City	South	Southeast	North	West
Very clean	<b>33%</b>	21%	30%	36%	42%
Fairly clean	<b>50%</b>	49%	55%	50%	47%
Fairly dirty	<b>12%</b>	23%	12%	10%	7%
Very dirty	<b>4%</b>	7%	4%	3%	3%
Don't know	<b>&lt;1%</b>	<1%	0%	1%	<1%
Margin of error	+/- 4%	+/- 9%	+/- 7%	+/- 9%	+/- 7%



Overall, respondents are very satisfied with the cleanliness of their neighborhood, with 83% saying that their neighborhood is either very clean or fairly clean. Those on the west side are most satisfied, with just under 90% responding positively. Litter is reportedly more of a problem in the south area, with 30% indicating that their neighborhood is either fairly dirty or very dirty.

Table 7: Number of abandoned buildings in neighborhood

	City	South	Southeast	North	West
Many	<b>3%</b>	7%	2%	2%	3%
Few	<b>20%</b>	30%	22%	16%	15%
None	<b>76%</b>	63%	75%	82%	82%
Don't know	<b>&lt;1%</b>	<1%	<1%	<1%	<1%
Margin of error	+/- 3%	+/- 7%	+/- 5%	+/- 5%	+/- 4%

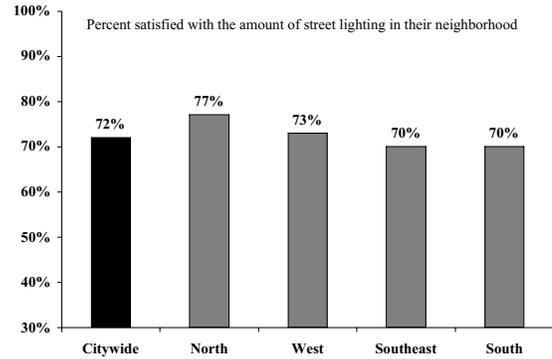


According to survey respondents, the north and west areas of the city have the fewest abandoned buildings, with 82% in each area saying that there are no abandoned buildings within six blocks of their home. In the south area, however, 37% of respondents say that there are either a few or many abandoned buildings within six blocks of their house, while 24% of those in the southeast area respond in this way.

<sup>5</sup> For more information, see "City of Worcester 2001 Water Quality Report" available at [www.ci.worcester.ma.us/reports.htm](http://www.ci.worcester.ma.us/reports.htm).

Table 8: Amount of neighborhood street lighting

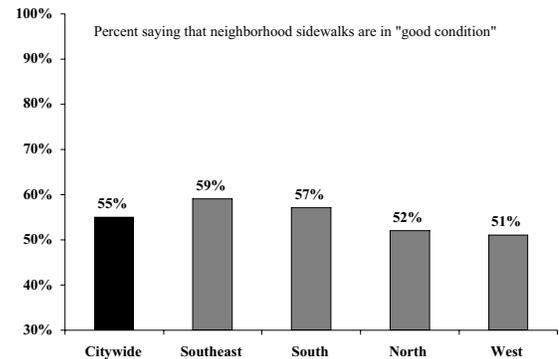
	City	South	Southeast	North	West
Too bright	3%	5%	3%	3%	2%
About right	72%	70%	70%	77%	73%
Not bright enough	25%	25%	28%	20%	25%
Don't Know	<1%	0%	0%	<1%	0%
Margin of error	+/- 3%	+/- 6%	+/- 5%	+/- 6%	+/- 5%



Satisfaction with neighborhood street lighting is fairly high, with 72% of residents saying that the amount of lighting in their neighborhood is “about right.” About a quarter of residents in each area of the city, however, say that the lighting in their neighborhood is “not bright enough.”

Table 9: Condition of neighborhood sidewalks

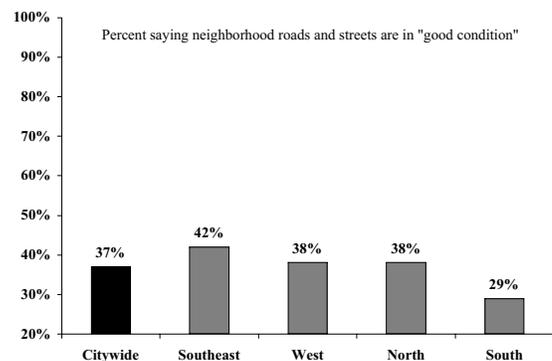
	City	South	Southeast	North	West
Good condition	55%	57%	59%	52%	51%
Not in good condition	35%	36%	31%	33%	40%
Don't know	10%	7%	10%	15%	9%
Margin of error	+/- 3%	+/- 7%	+/- 6%	+/- 8%	+/- 6%



Just over half of all residents in the city say that their neighborhood sidewalks are in good condition. Residents of the southeast area tend to be most satisfied, with just under 60% saying that their sidewalks are in good condition. 40% of residents of the west area of the city, however, say that their sidewalks are not in good condition.

Table 10: Condition of neighborhood street and road surfaces

	City	South	Southeast	North	West
Good condition	37%	29%	42%	38%	38%
Somewhat rough	42%	45%	38%	40%	45%
Very rough	21%	26%	20%	22%	18%
Don't Know	<1%	0%	0%	<1%	0%
Margin of error	+/- 4%	+/- 8%	+/- 7%	+/- 9%	+/- 7%



Overall, only 37% of respondents say that the streets and roads in their neighborhood are in good condition. An additional 42% say that the roads are “somewhat rough” and 21% say that they are “very rough.” Residents of the southeast area of the city are most satisfied with their roadways, with 42% saying that their streets are in good condition. Those living in the south area are the most dissatisfied, with just 29% saying that their roads and streets are in good condition.

## V. Satisfaction with the Worcester Police and Fire Departments

Of the 1,497 survey respondents, 357 (24%) have had some contact with the police department in the last year, while 179 (12%) have had some contact with the fire department. Only those respondents who have had some contact with these departments in the last year were asked questions about their satisfaction with the service provided.

Table 11: **Percent and number of respondents having some contact with the Police and/or Fire departments in the last year.**

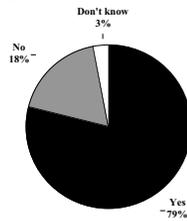
	Contact	No contact	Don't know
Police Department	24% (357)	76% (1,116)	<1% (6)
Fire Department	12% (179)	88% (1,296)	<1% (4)
Margin of Error	+/- 2%		

Of those who have had some contact with the police department in the last year, 79% say that the police were fair in dealing with the situation. Similarly, 80% say that the police were courteous in their dealings with people. These results are shown in Table 12.

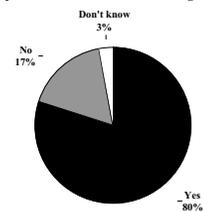
Table 12: **Respondent's assessments of the fairness and courteousness of the police department.**

	Were the police fair? (n=353)	Were the police courteous? (n=352)
Yes	79%	80%
No	18%	17%
Don't know	3%	3%
Margin of Error	+/- 5%	

Were the police fair in dealing with your situation?



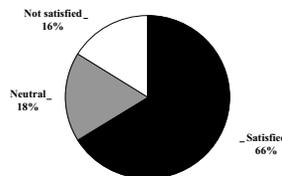
Were the police courteous in their dealings with people?



As shown in Table 13, overall satisfaction with the way in which the Worcester police handled the respondents' situation is positive. About two-thirds of respondents say that they are satisfied, while 16% say that they are not satisfied with the way the police handled the situation.

Table 13: **Overall satisfaction with police department interaction.**

	(n=349)
Satisfied	66%
Neutral	18%
Not satisfied	16%
Don't know	<1%
Margin of Error	+/- 8%



Respondents who have had some contact with the Fire Department in the last year are overwhelmingly satisfied with the service provided. As shown in Table 14, 98% of respondents say that the fire department responded within a reasonable amount of time. As shown in Table 15, 95% of respondents say that the overall service provided by the fire department was either "excellent" or "good."

Table 14: Did the fire department respond in a reasonable amount of time?

(n=173)	
Yes	98%
No	1%
Don't know	1%
<i>Margin of Error +/- 4%</i>	

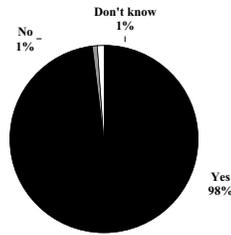
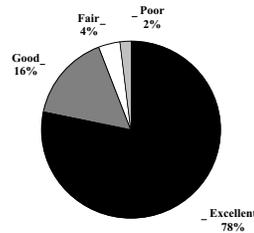


Table 15: Overall satisfaction with the service provided by the fire department.

(n=173)	
Excellent	79%
Good	16%
Fair	4%
Poor	2%
<i>Margin of Error +/- 9%</i>	

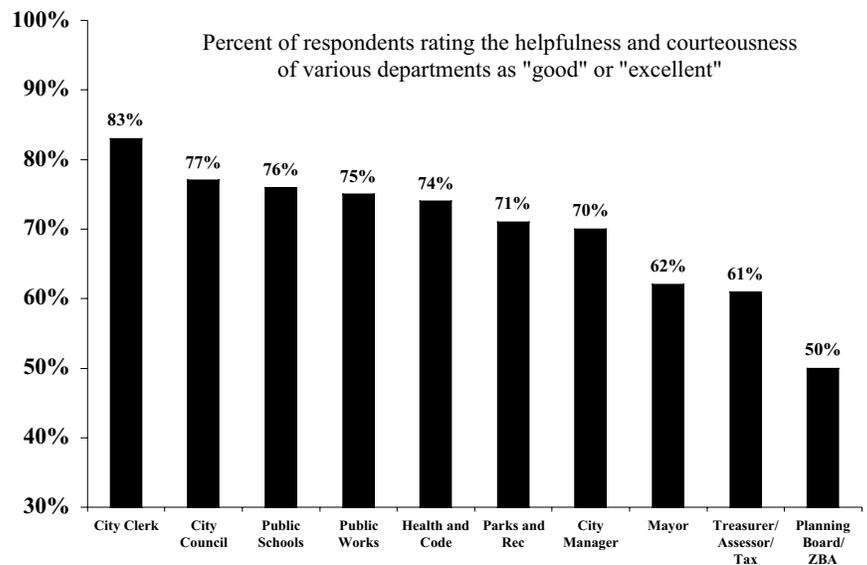


## VI. Satisfaction with other municipal departments

Of the 1,479 survey respondents, 300 (20%) have had some contact with a municipal department other than the police or fire department in the last year. The Department of Public Works was the most frequently contacted, with 111 respondents indicating that they have had some contact with this department in the last year.

Overall, respondents seem satisfied with the helpfulness and courteousness of the department employee that they spoke with. 37% of those who have had some contact with a department representative rate their helpfulness and courteousness as “excellent”, while an additional 35% rate it as “good.”

The graph to the right shows the percentage of respondents who rate the helpfulness and courteousness of various departments as “good” or “excellent.” The City Clerk’s office has the highest rating (83%), while the planning board/zoning board of appeals has the lowest rating (50%).<sup>6</sup>



<sup>6</sup> The Research Bureau, in cooperation with the Department of Code Enforcement, has recently completed a survey of applicants to the Planning Board and ZBA. The results of this survey will provide information on issues of concern to those applying for approvals from these boards.

## Appendix A Survey Instrument

First I would like to ask you about a variety of services that the government provides to the entire city. Please use a scale of excellent, good, fair, or poor.

1. How would you rate the public library services in Worcester?
2. How would you rate the street cleaning services in Worcester?
3. How would you rate the trash collection services in Worcester?
4. How would you rate the snow removal services in Worcester?
5. Thinking about the City's drinking water, considering taste, odor, appearance, and temperature, do you consider it to be satisfactory or unsatisfactory?

My next questions are about your neighborhood. Please consider your neighborhood to be within six blocks of your home.

6. How would you rate the condition of street and road surfaces in your neighborhood?  
Good condition  
Somewhat rough  
Very rough
7. Would you say the amount of street lighting in your neighborhood is:  
Too bright  
Not bright enough  
About right
8. Are the sidewalks in your neighborhood generally in good condition?  
Yes  
No
9. Again, considering your neighborhood to be within 6 blocks of your home, are there:  
Many abandoned buildings  
Few abandoned buildings  
No abandoned buildings
10. Thinking about litter in your neighborhood, would you say your neighborhood is:  
Very clean  
Fairly clean  
Fairly dirty  
Very dirty

My next questions are about the Worcester Police Department.

11. In the last year have you contacted the Worcester police for assistance, to report a crime, or any other reason?  
Yes (GO TO QUESTION 12)  
No (GO TO QUESTION 15)  
Don't know (GO TO QUESTION 15)
12. In your personal experience, do you think that the Worcester police were fair in dealing with your situation?  
Yes  
No
13. Again, based on your experience, were the Worcester police courteous in their dealings with people?  
Yes  
No
14. For this question, use a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied. How satisfied were you with the way in which the Worcester police handled your situation?

Next, I would like to ask you some questions about the Worcester Fire Department.

15. Have you or anyone in your household called the Fire Department for assistance of any kind, or have you had any first hand contact with the Fire Department within the last year?  
Yes (GO TO QUESTION 16)  
No (GO TO QUESTION 18)

- Don't know (GO TO QUESTION 18)
16. In your experience, did the Fire Department respond within a reasonable amount of time?  
 Yes  
 No
17. How would you rate the overall service provided by the Fire Department?  
 Excellent  
 Good  
 Fair  
 Poor
18. Other than the Police and Fire Departments, during the last year did you contact a Worcester City office or employee for service, information, or for any other reason?  
 Yes (GO TO QUESTION 19)  
 No (GO TO QUESTION 21)  
 Don't know (GO TO QUESTION 21)
19. What offices did you contact?
20. Please rate the helpfulness and courteousness of the *INSERT DEPARTMENT* employee that you dealt with as:  
 Excellent  
 Good  
 Fair  
 Poor
- (Keep asking question for each department contacted)

My final questions are for statistical purposes only:

21. Are you between the ages of:  
 18-24  
 25-34  
 35-44  
 45-54  
 55-64  
 65 and over  
 Refused
22. Which race or ethnic group do you identify with?  
 Hispanic or latino  
 African American  
 White/Caucasian  
 Asian  
 Of other nationality  
 Refused
23. Please tell me which of the following best describes your household income for 2001:  
 Under \$15,000  
 \$15,000-\$24,000  
 \$25,000-\$34,000  
 \$35,000-\$44,000  
 \$45,000-\$54,000  
 \$55,000-and above  
 Don't know/Refused
24. And finally, are you the:  
 Female head of household  
 Other female in household  
 Male head of household  
 Other male in household

## Appendix B

### Demographic Information of Respondents

#### Age of respondents

18-24	7.0%
25-34	15.4%
35-44	18.1%
45-54	17.8%
55-64	11.4%
65 and over	28.8%
Refused	1.6%

#### Race/Ethnicity of respondents

White/Caucasian	79.5%
African American	5.0%
Hispanic/Latino	6.4%
Asian	2.6%
Other	4.9%
Refused	1.6%

#### Gender of respondents

Male	39.1%
Female	60.6%

#### Household income of respondents

Under \$15,000	15.5%
\$15,000-\$24,000	11.2%
\$25,000-\$34,000	12.0%
\$35,000-\$44,000	8.6%
\$45,000-\$54,000	8.2%
\$55,000-up	21.2%
Don't know	8.0%
Refused	15.3%

## Appendix C Comments

1. How would you rate the public library services in Worcester?
  - Never been to library/don't go to library (57)
  - No branches/need more branches/need more libraries (4)
  - Very good/wonderful (2)
  - Not too familiar, but my daughter likes it
  - Too far from home
2. How would you rate the street cleaning services in Worcester?
  - Should do it more often (2)
  - Depends on what neighborhood you're in
  - More fines for people who litter
  - They should have cars removed or towed
3. How would you rate the trash collection services in Worcester?
  - Bags too expensive/fees increasing (13)
  - Appointments take too long/bulk pick up too difficult (7)
  - I have private removal/live in condo (5)
  - They don't pick up trash that they drop/don't pick up everything (3)
  - Would like pick-up more often (2)
  - Sometimes they won't pick up pizza boxes
  - They come too early in the morning
  - They should pick up black trash bags
  - Very impressed with recycling
  - Upset about not being able to dispose of a TV
4. How would you rate the snow removal services in Worcester?
  - Do a good job on main streets, but not on side streets (3)
  - Don't come close enough to curb (3)
  - Not here in the winter (3)
  - They are out when they aren't needed (2)
  - Needs more salt
  - Parking bans should go back into effect
  - Bad job in my area
  - I have private snow removal
5. Thinking about the City's drinking water, considering taste, odor, appearance, and temperature, do you consider it to be satisfactory or unsatisfactory?
  - We use bottled water (2)
  - I cannot drink it
  - Could be improved
  - Depends on which side of the city
  - Do not agree with the increase of water and sewer rates
  - Not unbearable, but not good either
  - They should put fluoride in the water
  - Water smells of very strong chlorine
6. How would you rate the condition of street and road surfaces in your neighborhood?
  - Need repair/resurfacing (5)
  - A lot of potholes on my street/very bad/very rough (4)
  - Too many cars speeding (3)
  - My street is very nice (2)
  - I live on a private road (2)
7. Amount of street lighting in your neighborhood.
  - Missing street lights (2)
  - Need better lighting (2)
  - Trees should be cut/trimmed (2)
  - Bulbs are burned out

8. Are the sidewalks in your neighborhood generally in good condition?
  - No sidewalks in neighborhood (17)
  - Very bad sidewalks in my area (14)
  - I have trouble walking because they are uneven
  - Some are good and some are bad
  - Parking on sidewalks on both sides of street
  - Some have been fixed
  - Tar on sidewalk
  - Sidewalks are sometimes blocked
  - Tree roots pulling sidewalks apart
  - Valves are in the way
9. Presence of abandoned buildings.
  - Being repaired
10. Cleanliness of neighborhood/presence of litter
  - Everybody is clean and organized
  - Lincoln Plaza/Ames Plaza are very dirty
  - Neighborhood isn't very clean – needs improvement
  - People actually pick up after their pets
11. In the last year have you contacted the Worcester police for assistance, to report a crime, or any other reason?
  - Car accidents all the time
  - Cars speed down the road
  - Disturbance in the street
  - For children ringing the bell
  - Had to call for handicap parking
  - Someone stole shovel
  - The police don't care, they're horrible
  - Under age drinking
12. In your personal experience, do you think that the Worcester police were fair in dealing with your situation?
  - They never showed up
  - Not good, no good communication
  - They were prompt
  - They didn't do a good job, dissatisfied with the investigation that was done, they dropped the ball
  - When I did the report they were nice
13. Again, based on your experience, were the Worcester police courteous in their dealings with people?
  - They're always nice (2)
  - They lied
  - Very indifferent
14. How satisfied were you with the way in which the Worcester police handled your situation?
  - The younger ones are nicer
  - There should be more policemen and should be walking
  - They still haven't found my car
15. Have you or anyone in your household called the Fire Department for assistance of any kind, or have you had any first hand contact with the Fire Department within the last year?
  - Elderly person fell – came within minutes
  - Grass fires
16. In your experience, did the Fire Department respond within a reasonable amount of time?
  - Very efficient/quick (3)
17. How would you rate the overall service provided by the Fire Department?
  - They couldn't help me but they were here fast, I needed an ambulance

## MISSION STATEMENT

*The Worcester Regional Research Bureau is a private, non-profit organization dedicated to conducting independent, non-partisan research on financial, administrative, management and community issues facing Worcester's municipal government and the surrounding region.*



319 Main Street  
Worcester, MA 01608-1511  
Telephone: 508-799-7169  
Fax: 508-799-4720

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

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