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**Center for
Community
Performance
Measurement**



**WORCESTER
REGIONAL
RESEARCH
BUREAU**

**Citizen
Satisfaction
with Municipal
Services:
2004 Survey**

CCPM-04-08

CITIZEN SATISFACTION WITH MUNICIPAL SERVICES: 2004 SURVEY

EXECUTIVE SUMMARY

The findings contained in this report are based on a telephone survey of 1,434 Worcester residents conducted during May and June of 2004. Respondents were asked to rate their satisfaction with a number of municipal services including Public Library services, the Worcester Public Schools, police and fire services, trash collection, and snow removal, as well as conditions in their own neighborhoods (e.g., streets, sidewalks, cleanliness, etc.). Key findings include the following:

- In 2004, trash collection services were the most highly rated service provided by Worcester City government with 77% of respondents rating trash collection services as “excellent” or “good”.
- Sixty-three percent of respondents citywide rated Worcester’s public library services as “excellent” or “good” (30% responded “don’t know” or did not answer this question; presumably many of these individuals had not used library services during the past year).
- Just over half (52%) of all respondents rated street cleaning services in Worcester as “excellent” or “good”.
- Snow removal services received satisfactory ratings from 59% of respondents, and 55% were satisfied with the City’s drinking water.
- About one in five respondents reported that there were “a few” or “many” abandoned buildings in their neighborhood (a slight increase compared to last year).
- Only one in three respondents rated the streets in their neighborhood as being in “good condition”.

While knowing how citizens feel is an important first step, City leaders must also seek to understand why residents feel as they do in order to identify effective options and strategies for improving service delivery. For example, the percentage of residents who have rated street cleaning services as "good" or "excellent" has been declining steadily for the last three years. What are the options available to City leaders to reverse this trend? As well, while several services receive high satisfaction ratings, such as trash collection, City leaders must consider ways to ensure that these ratings remain high. While trash collection remains a highly-rated service, satisfaction has also declined slightly over the last three years. City leaders should consider the reasons why various services have high satisfaction and should work to ensure that these high ratings continue in future years.

INTRODUCTION AND BACKGROUND

The Worcester Regional Research Bureau's Center for Community Performance Measurement (CCPM) is pleased to present the results of its third annual survey of citizen satisfaction with municipal services.¹ The survey measures Worcester residents' satisfaction with services provided by a number of City Departments, including Public Works, Code Enforcement, Police, Fire, and Worcester Public Schools. Financial and staffing data for these departments are provided in Table 1 below. Increases or decreases in funding and/or staffing may affect service delivery, which in turn may affect citizen satisfaction.

The data described in this report are also discussed in conjunction with other performance measurement data in the CCPM's *Benchmarking Municipal and Neighborhood Services in Worcester* reports, available at www.wrrb.org.

Table 1: **Departmental Expenditures and Staffing Levels, FY02-FY04**

(Dollar amounts expressed in thousands)

	FY02	FY03	FY04	% Change FY02-FY04
Worcester Public Schools				
Operating Expenditures*	\$179,401	\$181,006	\$189,472	5.6%
Staffing (Total)	3,332	3,031	2,816	-15.5%
Student Enrollment	25,817	25,721	25,055	-3.0%
Department of Public Works				
Operating Expenditures (Total)*	\$15,122	\$17,599	\$15,086	-0.2%
<i>Snow and Ice Removal</i>	\$1,389	\$4,275	\$2,442	75.8%
<i>Street Lighting</i>	\$2,509	\$2,374	\$2,541	1.3%
Staffing (Budgeted Positions)	239	229	200	-16.3%
Worcester Public Library				
Operating Expenditures*	\$4,054	\$3,944	\$3,600	-11.2%
Staffing (Budgeted Positions)	116	97	84	-27.6%
Worcester Police Department				
Operating Expenditures*	\$31,803	\$31,272	\$30,731	-3.4%
Staffing (Budgeted Positions)	540	467	491	-9.1%
Worcester Fire Department				
Operating Expenditures*	\$30,491	\$29,373	\$28,961	-5.0%
Staffing (Budgeted Positions)	462	437	411	-11.0%
Code Inspection				
Operating Expenditures*	na	1,176	1,553	-
Staffing (Budgeted Positions)	na	63	58	-

* Expenditure data do not include fringe benefits.

Data Sources: 1) Comprehensive Annual Financial Report, Office of the City Auditor (Expenditures)

2) Fiscal 2004 and Fiscal 2005 Annual Budgets, Office of the City Manager (Budgeted Positions) and Massachusetts Department of Education School District Profiles (WPS Staffing and Enrollment)

¹ The CCPM has conducted this annual survey since 2002. Prior to 2002, the Office of the City Manager administered a citizen satisfaction survey in Worcester. Upon taking over its administration in 2002, the CCPM modified the survey instrument previously used by the City. Therefore the City's earlier data are not directly comparable to later data and are not included in this report.

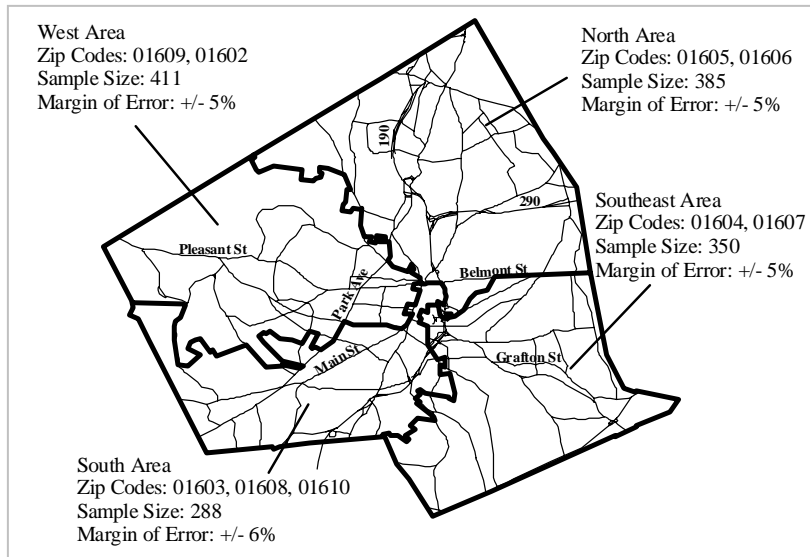
A note to the reader: The findings from this survey describe how residents feel about the services provided by municipal government, but do not tell us why they feel that way. While this information should help City leaders determine where to focus their efforts, it does not describe specific changes that may be needed.

METHODOLOGY

The Research Bureau contracted with InterGlobal Services, located in Worcester to conduct a telephone survey of a random sample of Worcester households to determine citizen satisfaction with various municipal services and neighborhood conditions. All survey questions were developed by the CCPM. (See Appendix B for the complete survey instrument.) With the exception of one question that was added to the series of questions pertaining to Fire Department services (regarding the reason for the service call), all questions were identical to those asked in last year's survey.² A total of 1,434 telephone surveys, conducted by Spanish- and English-speaking interviewers, were completed during May and June of 2004.³

All analyses of the data were conducted by the CCPM, with results presented for the City as a whole as well as for the City's west, north, southeast, and south quadrants. The geographic breakdowns are based on the zip code in which a respondent resides. The map on this page

shows the boundaries of the four quadrants, along with the number of respondents from each area and the margin of error for each quadrant. A similar map will reappear throughout this report detailing the findings for each quadrant. The margin of error for citywide results is +/- 4%. The quadrant results have higher margins of error due to smaller sample sizes. Results for questions regarding the Police and Fire Departments and the Worcester Public Schools have higher margins of error due to smaller sample sizes of respondents who had first-hand knowledge of those departments. Margins of error for those questions are presented in the relevant section of the report. Demographic characteristics of survey respondents are presented in Appendix C.



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Although respondents were generally not asked to add comments, if they did so, surveyors were instructed to record this information. Appendix D provides the full list of comments for each question.

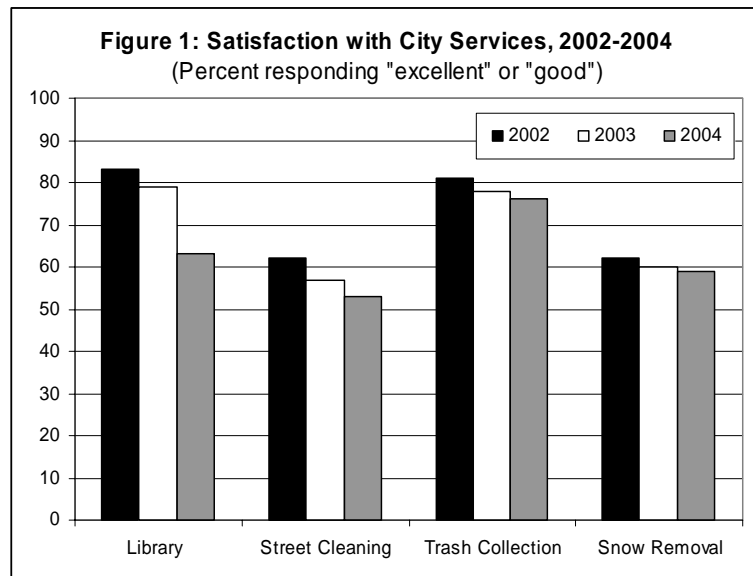
² Due to a survey administration error, one question regarding the schools (accessibility of principals and teachers) has been omitted from the findings presented here.

³ Respondents were drawn from a sample of 48,000 households having residential phone numbers.

SATISFACTION WITH SELECTED CITY SERVICES

Citywide Results

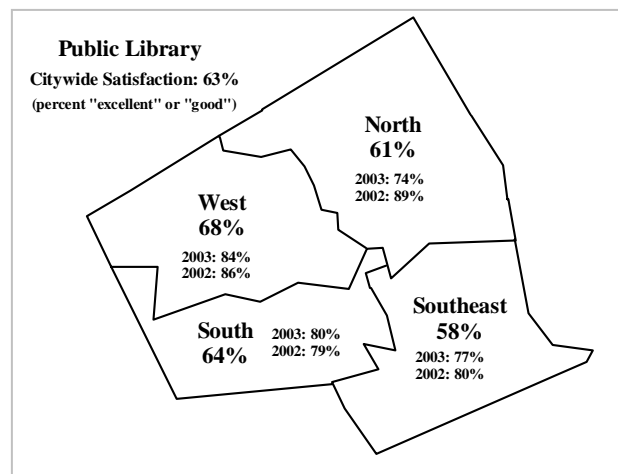
Overall, residents citywide were satisfied with municipal services; all services investigated in this survey received a positive rating from more than 50% of respondents. Figure 2 summarizes respondents' satisfaction with various services for the last three years. Satisfaction with library services declined from 83% in 2002 to 63% in 2004.⁴ Satisfaction with trash collection services declined slightly from 81% in 2002 to 77% in 2004. Satisfaction with snow removal service remained almost steady; 62% of respondents said snow removal was "excellent" or "good" in 2002 and 60% offered the same rating in 2004. Satisfaction with street cleaning services has declined, from 62% in 2002 to 52% in 2004.



Quadrant Results

Public Library

Sixty-three percent of respondents citywide rated Worcester's public library services as "excellent" or "good," seven percent rated library services as "fair" or "poor," and 30% of respondents responded "don't know" or did not answer this question (presumably, many of these individuals did not respond to the question because they had not used the library). Among respondents living in the western quadrant of the City, 68% offered an assessment of "excellent" or "good" with 25% not rating the service. Of those respondents living in the southeast area of the City, 58% offered a positive assessment of library services, but more than a third (36%) did not rate the service. As noted in the 2003 report, library officials have attributed some of the patron dissatisfaction to reduced hours of operation at the Main and branch libraries. Currently, the Main Library is closed Sunday and Monday, the



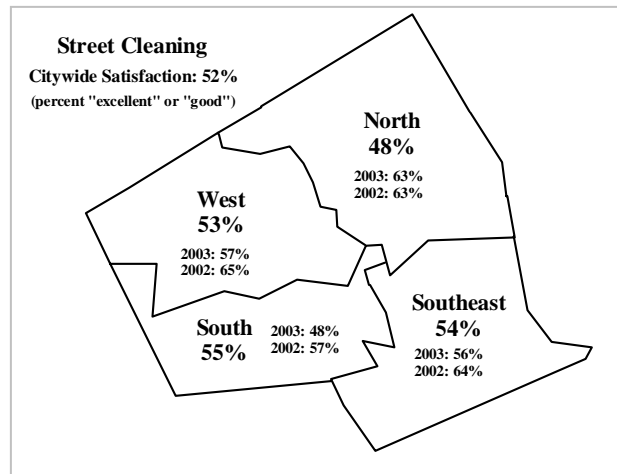
⁴ This decline from 2002 to 2004 is partly attributed to an increase in the percentage of respondents stating "don't know" or "did not use the service," which rose from 6% in 2002 to 30% in 2004.

Frances Perkins Branch Library in Greendale operates three days a week, and the Great Brook Valley Branch is open from 2-5PM Monday-Thursday.⁵

While the overall satisfaction rate appears to be substantially lower in 2004 compared to prior years, this finding may be due in part to fewer respondents answering the question; from 2003 to 2004, the proportion of respondents who “didn’t know” or did not answer the question about library services increased from 12% to 30%. The Research Bureau plans to modify this question in 2005, and will first ask respondents if they have used the Public Library, and if so, how satisfied they were with services.

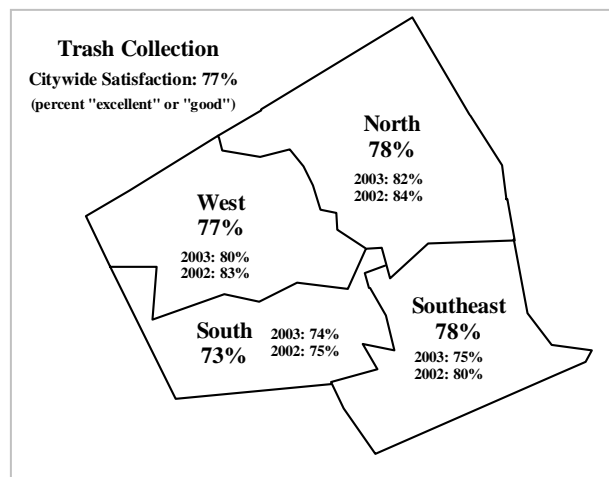
Street Cleaning

Just over half (52%) of all respondents rated street cleaning services in Worcester as “excellent” or “good”. Those in the south area reported the highest satisfaction rating (55%), representing an increase of seven percentage points from the year before; however, in the same area, nearly one in four respondents offered the lowest rating level of “poor”. Satisfaction levels among respondents in the north area of the City declined substantially in the past year; in 2003, 63% of residents in the north rated street cleaning services as “excellent” or “good” compared to just 48% offering the same rating a year later. Additionally, in the north, one in five respondents indicated that street cleaning services were “poor”. The west and southeast quadrants also saw satisfaction with street cleaning decline from 2003 to 2004.



Trash Collection

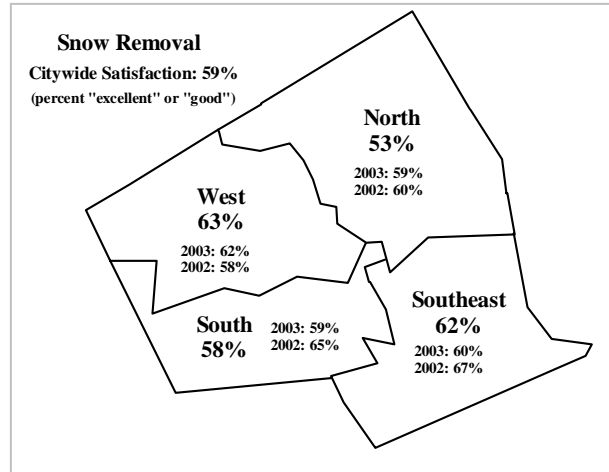
For 2004, trash collection services were the most highly rated service provided by municipal government. Seventy-seven percent of respondents citywide rated trash collection services as “excellent” or “good”. There was little variation in reported satisfaction by quadrant, though respondents in three of the four quadrants (north, west, and south) reported slight declines in satisfaction from 2003 to 2004.



⁵ Supplemental funding and a donation will allow the Main Branch to open twelve Sundays during the first half of 2005.

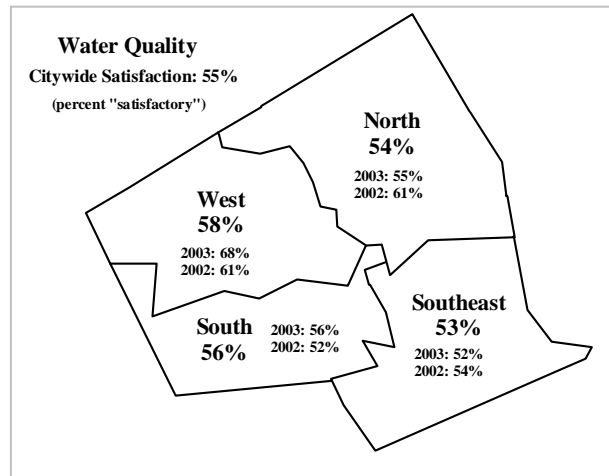
Snow Removal

Over half (59%) of respondents citywide rated snow removal services as “excellent” or “good”. Satisfaction levels were highest in the west and southeast areas. Those in the north and south areas were slightly less satisfied with snow removal services in 2004 compared to 2003.



City Drinking Water

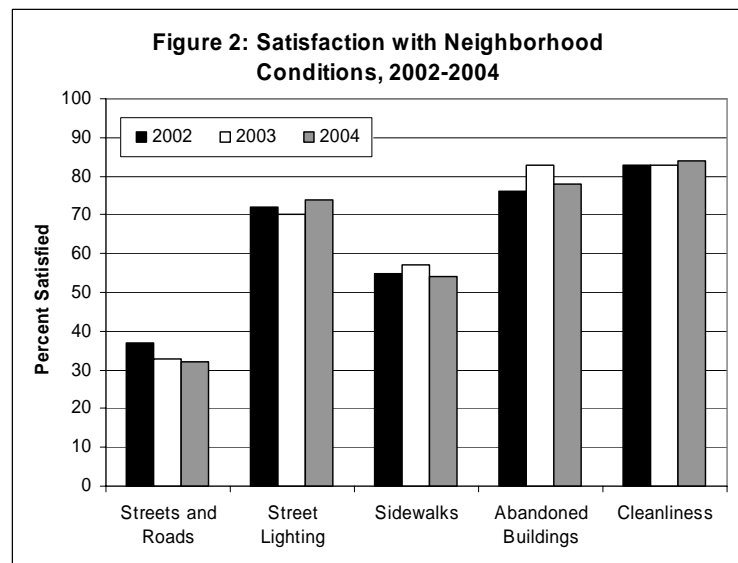
Fifty-five percent of respondents citywide rated the taste, odor, temperature, and appearance of their drinking water as “satisfactory”. Those living in the west area reported the highest satisfaction levels, with 58% rating the quality of their drinking water “satisfactory,” though resident satisfaction in this quadrant has declined each year since 2002. Residents in the southeast area were less satisfied with the taste, odor, temperature, and appearance of their drinking water than their neighbors, with 53% rating these factors as “satisfactory”.



SATISFACTION WITH NEIGHBORHOOD CONDITIONS

Citywide Results

In addition to being asked about services provided to the entire City, survey respondents were asked about the prevalence of, or their satisfaction with, conditions in their own neighborhoods, including the condition of street and road surfaces, the amount of street lighting, sidewalk conditions, the presence of abandoned buildings, and litter. Neighborhood cleanliness continues to have a high satisfaction rating among respondents citywide; 84% said that their neighborhoods were “very clean” or “fairly clean”.

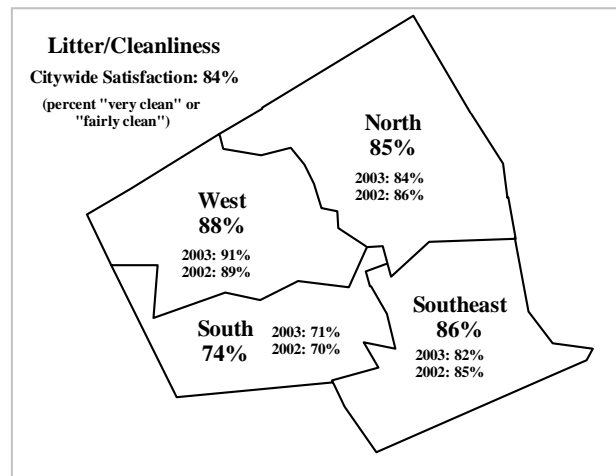


More than three-quarters (78%) of respondents citywide indicated that there were no abandoned buildings in their neighborhood. However, this is a smaller proportion compared to 83% last year, though it remains above the 2002 level of 76%. About three-quarters of respondents (74%) said that street lighting was “about right” in their neighborhood, which is up from 70% in 2003. The percentage of respondents who said that their neighborhood sidewalks are in good condition has been fairly steady for each of the last three years at around 55%. The percentage of respondents citywide stating that their streets and roads are in “good condition” declined from 37% in 2002 to 32% in 2004 (less than one in three respondents). The same proportion, 32% rated the streets and roads in their neighborhood as “very rough” compared to 21% offering this rating just two years earlier.

Quadrant Results

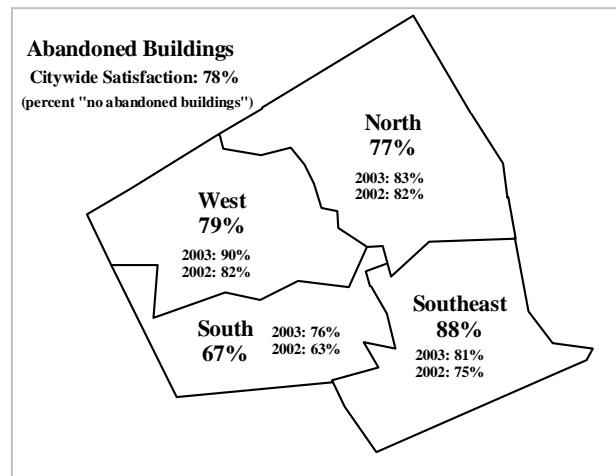
Litter

Respondents throughout the City continue to be satisfied with the cleanliness of their neighborhoods. Eighty-four percent of respondents citywide said that their neighborhood (the six-block area around their home) was “very clean” or “fairly clean”. A smaller proportion of residents in the southern quadrant (74%) consider their neighborhood to be “very clean” or “fairly clean,” but this percentage has increased (improved) each year since 2002.



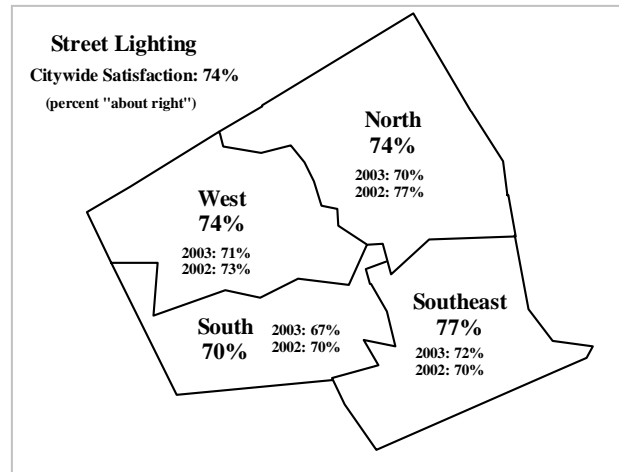
Abandoned Buildings

A high percentage of respondents continued to report “no abandoned buildings” in their neighborhoods, although the percentage declined (worsened) over the last year. Seventy-eight percent of respondents citywide said that there were no abandoned buildings in their neighborhood in 2004. In the southeast area, 88% of respondents said that there were no abandoned buildings in their neighborhood, while only 67% of respondents in the south area offered the same answer. In three of the four quadrants (north, west, and south), there was a decrease from 2003 to 2004 in the percentage of respondents who said that there were no abandoned buildings in their neighborhood.



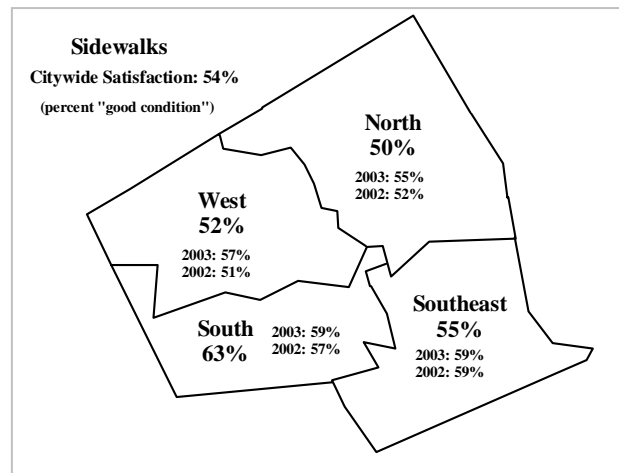
Street Lighting

Seventy-four percent of respondents citywide said that the amount of street lighting in their neighborhood was “about right”. Seventy-seven percent of those in the southeast felt lighting was “about right,” with a slightly lower proportion, 70%, feeling this way in the southern quadrant.



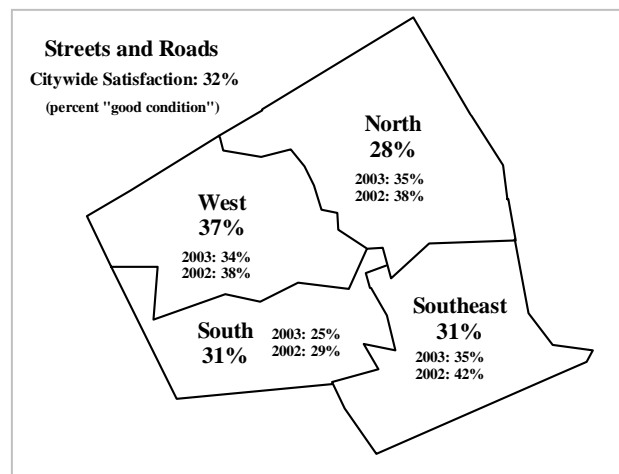
Sidewalks

Slightly more than half (54%) of respondents citywide said that the sidewalks in their neighborhood are in good condition. The south area had the highest percentage of respondents offering a positive assessment (63%) while the north area had the lowest percentage (50%). In three of the four quadrants (north, west, and southeast), the proportion of respondents offering a positive rating of the condition of sidewalks in their neighborhood declined from 2003 to 2004.



Streets and Road Surfaces

The condition of neighborhood streets and roads continues to be the lowest rated neighborhood condition throughout the City. Only about one in three (32%) respondents citywide said that their neighborhood streets and roads were in “good condition”. The west area had the highest percentage (37%) of respondents offering a positive assessment of their streets and roads, while the north area had the lowest percentage (28%). Two of the quadrants saw increases in the percentage of respondents offering positive assessments (west and south), while the north and southeast areas saw satisfaction levels decline from last year.



SATISFACTION WITH POLICE AND FIRE SERVICES

About one in five (21%) survey respondents had contact with the Worcester Police Department (WPD) in the last year, while 12% (178) had contact with the Worcester Fire Department (WFD) in that period. 2004 was the first year that respondents who had contact with the WFD were asked about the reason: (53%) required emergency medical services, 22% had contact due to a fire, 2% required fire and medical services, and 23% had contact for other/ unspecified reasons. The margins of error for questions related to the WPD and WFD are +/- 6%, and +/- 7%, respectively.

As shown in Figures 3 and 4 below, among respondents having had contact with the WFD, 94% rated the overall level of service provided by WFD as “good” or “excellent” compared to 84% the year before. Satisfaction with the WFD response times also increased. Data tables containing the detailed responses to these questions are included in Appendix A.

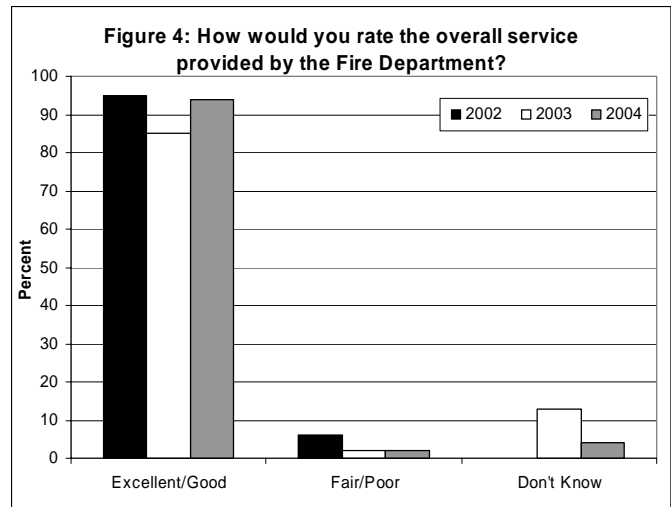
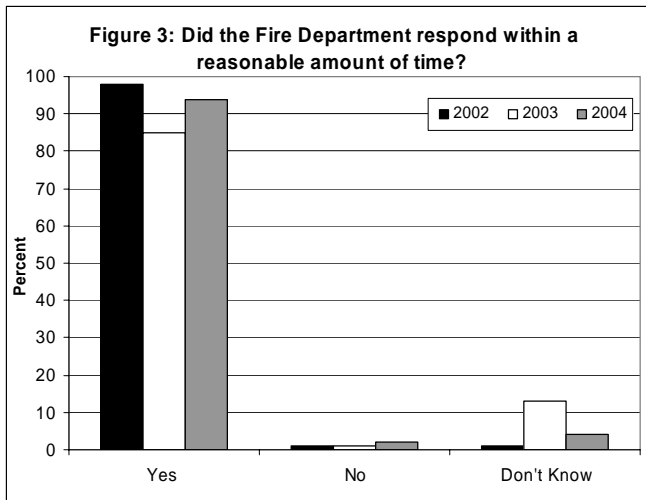
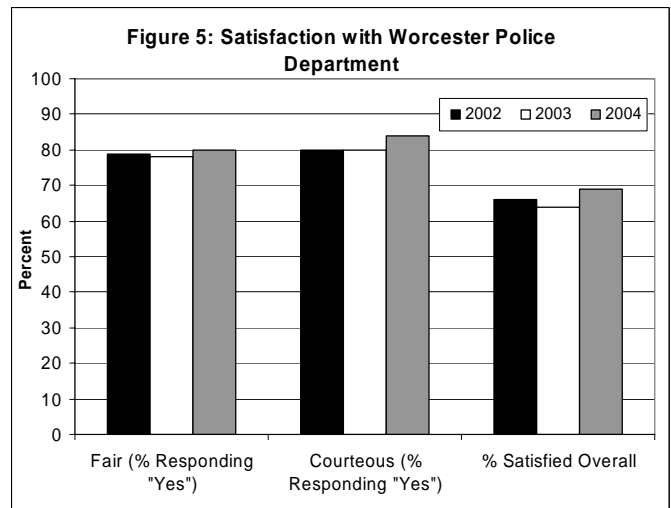


Figure 5 summarizes respondents’ satisfaction with services provided the WPD. Only those respondents who had contact with the department were asked the detailed questions about police services. As shown below, in 2004, four out of five respondents thought that the police were fair in dealing with their situation, and a slightly higher proportion, 84%, thought the police had been courteous. When asked “How satisfied were you with the way in which the Worcester police handled your situation?” 69% responded “satisfied” in 2004, an increase of five percentage points compared to 2003.



Additional information related to the effectiveness of the WPD and WFD is included in the CCPM report “*Benchmarking Public Safety in Worcester: 2004*” (Report # CCPM-04-03).

SATISFACTION WITH WORCESTER PUBLIC SCHOOLS

Among all households responding to the survey, 255 (18%) had at least one child enrolled in Worcester Public Schools (WPS).⁶ Because some households had multiple children in the public schools, there were a total of 376 students represented by the survey (1.5% of all students in public schools in Worcester).⁷ The distribution of these 376 students by grade level is shown in Table 2. Each of the questions related to the respondent’s satisfaction with WPS was asked for each student in the household. In other words, a respondent with two children enrolled in WPS was asked each of the questions twice, once for each child. Therefore, the percentages in the tables below describe the proportion of students represented by our sample (n=376) in each response category. The margin of error for questions related the public schools is +/-6 percentage points.⁸

Table 2: Total number of public school students in households surveyed compared to total number of students in public schools in Worcester

	WPS Student Enrollment by Grade, FY04	WPS Students in Households Surveyed	
		Number of Students	Percent of Total WPS Enrollment
Elementary (PK-6)	14,408	209	1.5%
Middle (7-8)	3,860	63	1.6%
High (9-12)	6,760	104	1.5%
Other	27	-	-
Total	25,055	376	1.5%

Table 3 shows that a higher proportion-37%- of elementary school students’ parents met or spoke with the child’s teacher more than 6 times compared to 11% of middle school students and 9% of high school students.⁹ Additionally, the data show that in 2004, the proportion of elementary school children whose parents reported meeting with their child’s teacher more than 12 times was nearly five times higher than the previous year (24% in 2004 compared to 5% in 2003). There was also a slight increase in the proportion of middle school and high school students whose parents said that they met with their child’s teacher more than 12 times, though the magnitude of these increases at 5 percentage points and 2 percentage points, respectively, was much less. Additionally, a smaller proportion of high school students had parents who reported never meeting with or speaking to their child’s teacher. More specifically, the proportion of high school students whose parents reported having had at least one contact with a teacher increased to 85% in 2004.

⁶ This includes students in the Worcester Public Schools as well as students at either of the two charter schools in the City. It does not include children who attend non-public schools within or outside the City, nor does it include students who exercise the “school choice” option and attend public school outside of Worcester.

⁷ Total number of public school students includes students at the two charter schools in the city. Data on number of students is from the Massachusetts Department of Education: <http://www.doe.mass.edu>.

⁸ Comparisons across quadrants are not possible due to small sample sizes and the resultant high margins of error.

⁹ The survey question asked only the number of times the parent had contact with a child’s teacher, and it did not ask about the reason for the contact.

Table 3: Number of times parent spoke to or met with teacher by grade level

	Elementary		Middle		High	
	2004	2003	2004	2003	2004	2003
Never	3%	7%	11%	10%	15%	22%
1 to 3 times	33%	45%	57%	49%	57%	43%
4 to 6 times	28%	26%	21%	30%	18%	21%
7 to 9 times	4%	5%	2%	2%	0%	6%
10 to 12 times	9%	12%	2%	8%	5%	7%
More than 12 times	24%	5%	7%	2%	4%	2%
<i>Number of students</i>	<i>172</i>	<i>236</i>	<i>56</i>	<i>63</i>	<i>92</i>	<i>106</i>

Table 4 shows that a vast majority (86%) of parents or guardians of elementary school students think that the child’s teacher does a good job of explaining what is expected of the child academically. However, among students in the middle and high school grade levels, the proportion whose parents responded “well” to “How well does your child’s teacher explain to you what he/she expects from your child academically?” declined to 72% and 73% respectively.

Table 4: How well does your child's teacher explain to you what he/she expects from your child?

	Elementary		Middle		High	
	2004	2003	2004	2003	2004	2003
Well	86%	83%	72%	75%	73%	75%
Neutral	8%	10%	15%	17%	14%	16%
Not well	6%	7%	13%	8%	13%	8%
<i>Number of students</i>	<i>185</i>	<i>385</i>	<i>60</i>	<i>111</i>	<i>101</i>	<i>178</i>

As shown in Table 5, as students age, parental satisfaction with the child’s progress in school declines. The proportion of elementary school students whose parents indicated they were satisfied with their child’s progress remained at 85% in 2004. The proportion of middle school students whose parents were satisfied with the child’s progress increased from 78% in 2003 to 82% in 2004, though in both years these proportions were lower compared to elementary students. In 2004, the proportion of high school students whose parents reported being satisfied with their child’s progress in school was 78%, a percentage point decrease from the previous year.

Table 5: How satisfied are you with your child's progress in school?

	Elementary		Middle		High	
	2004	2003	2004	2003	2004	2003
Satisfied	85%	85%	82%	78%	78%	79%
Neutral	9%	9%	12%	13%	10%	14%
Not Satisfied	6%	6%	7%	9%	12%	7%
<i>Number of students</i>	<i>185</i>	<i>386</i>	<i>60</i>	<i>112</i>	<i>102</i>	<i>178</i>

APPENDIX A: Detailed Survey Results

		City			north			south			southeast			west		
		2004	2003	2002	2004	2003	2002	2004	2003	2002	2004	2003	2002	2004	2003	2002
Library Services	Excellent	25%	31%	30%	26%	29%	29%	24%	33%	32%	20%	29%	27%	28%	33%	32%
	Good	38%	48%	53%	35%	45%	60%	40%	47%	47%	37%	48%	53%	40%	51%	54%
	Fair	6%	7%	9%	5%	7%	9%	7%	8%	10%	5%	8%	11%	6%	6%	5%
	Poor	1%	2%	3%	2%	2%	2%	2%	1%	4%	1%	2%	2%	1%	2%	2%
	No answer/don't know	30%	12%	6%	32%	17%	0%	27%	11%	7%	36%	13%	6%	25%	8%	8%
Street Cleaning Services	Excellent	9%	10%	9%	7%	12%	8%	8%	7%	7%	10%	9%	12%	9%	10%	9%
	Good	44%	47%	53%	41%	51%	55%	47%	41%	50%	43%	47%	52%	44%	47%	56%
	Fair	27%	26%	27%	30%	24%	29%	21%	26%	29%	30%	26%	25%	27%	26%	27%
	Poor	19%	17%	11%	20%	13%	9%	24%	25%	14%	15%	18%	12%	19%	12%	8%
	No answer/don't know	1%	1%	0%	2%	1%	0%	1%	1%	0%	2%	1%	0%	1%	1%	0%
Trash Collection Services	Excellent	24%	23%	23%	21%	24%	19%	20%	18%	21%	22%	24%	23%	32%	24%	27%
	Good	52%	55%	58%	57%	58%	65%	52%	56%	54%	56%	51%	57%	45%	56%	56%
	Fair	14%	14%	14%	13%	12%	12%	18%	18%	16%	9%	16%	14%	15%	12%	13%
	Poor	5%	7%	5%	5%	4%	4%	6%	7%	9%	7%	8%	5%	4%	8%	4%
	No answer/don't know	5%	1%	1%	5%	2%	1%	3%	1%	1%	6%	1%	1%	4%	1%	1%
Snow Removal Services	Excellent	10%	13%	13%	8%	13%	11%	13%	13%	12%	10%	15%	15%	11%	12%	14%
	Good	49%	47%	49%	45%	46%	49%	45%	46%	53%	52%	45%	52%	51%	50%	44%
	Fair	25%	25%	25%	28%	25%	27%	22%	24%	21%	25%	24%	23%	23%	26%	27%
	Poor	14%	14%	13%	16%	15%	13%	17%	17%	15%	10%	15%	10%	13%	11%	15%
	No answer/don't know	3%	1%	1%	3%	1%	1%	3%	1%	0%	2%	1%	1%	2%	2%	1%
Taste, Odor, and Appearance of Drinking Water	Satisfactory	55%	58%	57%	54%	55%	61%	56%	56%	52%	53%	52%	54%	58%	68%	61%
	Unsatisfactory	33%	36%	38%	37%	37%	35%	32%	39%	43%	33%	43%	40%	31%	28%	35%
	No answer/don't know	12%	6%	5%	9%	8%	5%	13%	5%	5%	14%	5%	7%	11%	5%	5%
Neighborhood Streets and Roads	Good condition	32%	33%	37%	28%	35%	38%	31%	25%	29%	31%	35%	42%	37%	34%	38%
	Somewhat rough	36%	35%	42%	38%	32%	40%	34%	37%	45%	35%	33%	38%	35%	37%	45%
	Very rough	32%	33%	21%	33%	33%	22%	36%	38%	26%	33%	32%	20%	27%	29%	18%
	No answer/don't know	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Neighborhood Street Lighting	Too bright	2%	4%	3%	1%	3%	3%	3%	5%	5%	2%	4%	3%	1%	3%	2%
	About right	74%	70%	72%	74%	70%	77%	70%	67%	70%	77%	72%	70%	74%	71%	73%
	Not bright enough	24%	26%	25%	24%	26%	20%	27%	27%	25%	20%	24%	28%	24%	26%	25%
	No answer/don't know	1%	1%	1%	1%	1%	1%	0%	1%	0%	2%	1%	0%	0%	0%	0%
Neighborhood Sidewalks - Good condition	No	28%	31%	35%	28%	29%	33%	29%	32%	36%	25%	29%	31%	31%	33%	40%
	Yes	54%	57%	55%	50%	55%	52%	63%	59%	57%	55%	59%	59%	52%	57%	51%
	No answer/don't know	17%	12%	10%	22%	16%	15%	8%	9%	7%	20%	13%	10%	17%	10%	9%
Neighborhood Abandoned Buildings	Many abandoned buildings	2%	2%	3%	2%	2%	2%	5%	2%	7%	1%	1%	2%	1%	2%	3%
	Few abandoned buildings	19%	15%	20%	20%	15%	16%	27%	22%	30%	11%	18%	22%	18%	8%	15%
	No abandoned buildings	78%	83%	76%	77%	83%	82%	67%	76%	63%	88%	81%	75%	79%	90%	82%
	No answer/don't know	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	2%	0%	1%
Cleanliness of Neighborhood/ Litter	Very clean	37%	36%	33%	40%	41%	36%	23%	22%	21%	37%	33%	30%	44%	43%	42%
	Fairly clean	47%	47%	50%	45%	43%	50%	51%	49%	49%	49%	49%	55%	45%	48%	47%
	Fairly dirty	11%	13%	12%	11%	12%	10%	19%	23%	23%	10%	13%	12%	8%	6%	7%
	Very dirty	4%	5%	4%	4%	4%	3%	7%	6%	7%	4%	6%	4%	4%	3%	3%
	No answer/don't know	0%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	0%	1%

APPENDIX A Continued

Respondents having some contact with the WFD in the last year:		
	Percent	N
No	88%	1,256
Yes	12%	178
What was the nature of the request for WFD service?		
	Percent	
Emergency Medical & Fire	2%	
Emergency Medical	53%	
Fire	22%	
Other	23%	

Respondents having some contact with the WPD in the last year:		
	Percent	Number
No	79%	1,137
Yes	21%	297

		2004	2003	2002
Were the police fair?	No	17%	16%	18%
	Yes	80%	78%	79%
	No answer/don't know	3%	6%	3%
Were the police courteous?	No	11%	14%	17%
	Yes	84%	80%	80%
	No answer/don't know	6%	6%	3%
Satisfaction with the way WPD handled your situation	Satisfied	69%	64%	66%
	Neutral	13%	15%	18%
	Not satisfied	17%	17%	16%
	No answer/don't know	1%	1%	1%
Did the WFD respond in a reasonable amount of time?	No	2%	1%	1%
	Yes	94%	85%	98%
	No answer/don't know	4%	13%	1%
How would you rate the overall service by the WFD?	Excellent	79%	72%	79%
	Good	15%	13%	16%
	Fair	1%	1%	4%
	Poor	1%	1%	2%
	No answer/don't know	4%	13%	0%

APPENDIX B: 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 & 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
Don't know
- 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 for any other reason?
Yes
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
 Don't know
- 13) Again, based on your experience, were the Worcester police courteous in their dealings with people?
 Yes
 No
 Don't know
- 14) For this question, please **use a scale of 1 to 5**, where **one is very dissatisfied and five 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
 No → go to question 19
 Don't know → go to question 19
- 16) What was the nature of the request for service?
 Fire
 Emergency Medical Services
 Both
 Other – please explain
- 17) In your experience, did the Fire Department respond within a reasonable amount of time?
 Yes
 No
 Don't know
- 18) How would you rate the overall service provided by the Fire Department?
 Excellent
 Good
 Fair
 Poor

Next I would like to ask you some questions about the Worcester Public Schools.

- 19) How many children do you have in public school in Worcester?
 none → go to question 25
- 20) What grades are your children in?
- 21) Thinking about your child in the <GRADE>, what school does that child attend?
- 22) During the past school year, how many times have you met with or spoken to that child's teacher?

- 23) On a scale of 1 to 5, where 1 is not well and 5 is very well, how well does that child's teacher explain to you what he or she expects from your child academically?
- 24) On a scale of 1 to 5, where one is very dissatisfied and five is very satisfied, how satisfied are you with your <GRADE> child's progress in school?
- 25) Do you think that your <GRADE> child's teacher and principal are accessible to you when you need to talk with them?
- Yes
 - No → why not?
 - Don't know

My final questions are for statistical purposes only:

- 26) Are you between the ages of:
- 18-24
 - 25-34
 - 35-44
 - 45-54
 - 55-64
 - 65 and over
 - Refused
- 27) Which race or ethnic group do you identify with?
- Hispanic or Latino
 - African American
 - White / Caucasian
 - Asian
 - Other
 - Refused
- 28) Please tell me which of the following best describes your household income for 2002:
- 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
- 29) And finally, are you the:
- Female head of household
 - Other female in household
 - Male head of household
 - Other male in household

APPENDIX C: Respondent Characteristics

<u>Race/ethnicity</u>	<u>Percent of Respondents</u>
White/Caucasian	73.3%
African American	5.6%
Hispanic/Latino	6.1%
Asian	2.4%
Other	4.2%
Refused	8.5%

<u>Household income</u>	<u>Percent of Respondents</u>
Under \$15,000	11.5%
\$15,000-\$24,000	9.8%
\$25,000-\$34,000	9.0%
\$35,000-\$44,000	7.9%
\$45,000-\$54,000	7.1%
\$55,000-up	22.8%
Refused	31.8%

<u>Gender</u>	<u>Percent of Respondents</u>
Male	34.5%
Female	63.9%
Refused/No answer	1.6%

APPENDIX D: Additional Comments Provided by Respondents

Library Services

Concerned about closing 2 days a week
Cut back of hours are inconvenient.
Doesn't use service (38)
[The City doesn't] spend enough money on it
Hardly ever open
Haven't used it too much lately
More people needed
Not open enough
Reasonable collection, limited selection of books on tape
She loves it, but she's sad it's not open as much
Uses library in Paxton

Street cleaning

Need to clean streets better especially by Belmont street
Could be better
Didn't sweep since last year
Does not apply - private street (5)
Due to building streets are rough
Hasn't had her street cleaned yet
Haven't swept his road yet
Job should be done more completely
Keeping up the streets is poor
Kept very clean. Side streets need it though
Lives in condo, where they clean their own streets
Lives on dirt road
More often
Non Existent
Not Often Enough
Signs need to be posted more clearly and ahead of time
Skipped last year. Tree branches all over the street
Some streets have leaves on them from 2003
Still waiting to get street done
The people at Rice Square. school need to clean up after themselves
Very arrogant workers

Trash collection

Need a pick up truck twice a year for items not picked up
Always seem to skip her home
Apt/condo complex – not applicable (9)
Bags are expensive (2)
Basic service is all right; leaves need to be picked up (2)
Best service in town
Bring back large item pick up
Comes by too early
Trash gets thrown around everywhere
Don't take pizza boxes
Last few times terrible
Leave trash behind (2)
More often
Never pick it up
Never pick up recycling
No appliances need clearer guidelines for recycling
No yellow trash bags
Policy is fair, yellow bags and no big items
Recycle guy not good
Sometimes they won't pick up trash

They don't pick up general refuse
They work very hard
Empty recycle bin gets tossed in the driveway

Snow removal

Building owners plow
Cars are always in the way
Come more often
Could be better
Damage to curbing in drive
Dead end street never gets plowed, but she's not here in winter
Depends on where you live
Don't do much for his road
Drivers push snow into the sidewalks - dangerous for seniors
[Plows] go by too fast
Horrible!
Major rip off
More plows
Never plow wide enough. Needs to be sanded and salted more
No ice removal on sidewalks
Parking on one side, plowing pushes snow where cars are parked
They plow all the snow into the driveway
Plow destroyed the curb and road on the street
Push snow onto sidewalk and then [the homeowner] is fined for it
She tries to plant grass but the plow ruined it
Side streets need help (4)
The fella who does his street the last few years is GREAT!
The men who plow don't plow wide enough on side streets
They don't so very often on a private road

Drinking water

A week ago the water was yellow
Black crud collects in the washers and fear it's also in water
Respondent drinks bottled/filtered water (14)
Chlorine smell is too strong (5)
Could be better
Does not drink the water. Chlorine odor
Doesn't drink it (8)
Doesn't like the taste in summer
Sometimes there's a funny taste to the water
Tastes funny and smells strange
Terrible
Water pressure is too low and dims while on.
Water could be colder

Streets/Road surfaces

A lot of damage (2)
Areas pretty decent
Awful, private road, no servicing, very unhappy!
Brantwood St. has dangerous pothole. Rough near school
Can't even park in front of their own house
Could use some repair. Especially McFarland Court
Dalton St. very rough needs to be taken care of
Deplorable; Copperfield and Granada streets are bad
Do not want it paved because cars are flying

Don't drive anymore, not noticed
Emergency medical couldn't get through
Potholes (16)
Highland Street doesn't have lines painted on road
Neighborhood is entirely Private roads; worse than bad
Street is paved half way and is half dirt; likes it that way
Paying taxes and services are deplorable
Private streets are pretty rough
Quality of work [is awful]
Side streets horrible with lots pot holes
Some are good
Some are ok, some are rough
Some dirt roads not paved
Speed bumps are needed
Street needs to be repaired
The street is beat up from trailer trucks
They are prompt in repairs of potholes in her neighborhood

Street lighting

Some nights Elm Park is dark before 10
Trees obstruct the lights (6)
Could be brighter
Doesn't go out at night (3)
Improved in the last few years, very good
New pole across the street, yet still no light, very dark
No street lights (5)
North of Upland St. could be better
Only one street light on the street. Very dark
She loves the amber light but it's quite dim
Bulb needs to be replaced

Sidewalks

City trees in them
Could use help
Dead tree in her sidewalk, called many times to remove (2)
Don't have any (18)
Downtown is tough
Fair
Fairly poor condition
Hard to walk with baby carriage
Just done over 4 or 5 years ago
Just redid them last week
A lot of rubbish
Need improvement
Need more sidewalks (3)
Overgrown trees
Requested repair has not been carried out
Rough
She fell on a pipe near May St. People walk on the lawn
Sidewalks are cracked, need repair
Some are not in good condition
Some of the streets in the area are bad, but not her street
In bad condition due to tree roots/tree roots pose trip hazards (9)
They have large tree roots, people are falling! FIX IT!
Terrible condition, tried to get service to stop more injuries
They are in bad shape
They've been fixed after waiting 5 years
They are all cracked, and there are roots sticking up
Too narrow
Winter not good condition

Abandoned buildings

Abandoned sheds were in her yard, they took it down
Not aware of any (10)
Doing a good job redoing the neighborhood
Next to her is a house on May and June St. in bad condition
One on her street; it is a disaster
Two residential properties neglected

Cleanliness of neighborhood/presence of litter

Always has to call to get trash cleaned up
Being Close to Elm Park, there's litter there all the time
Bottom of the hill is dirty
City needs a lot of cleaning up
High school litter all the time
Highway makes the house dirty
His street is fairly clean
Immediate neighborhood clean, off West St. it's very dirty
Indian Lake Beach is dirty
It's improving
A lot of litter
Neighbors do a good job of cleaning up
Never looks clean, litter tossed on streets all the time
Newspaper all over Park Ave
Residents of shelter throw trash
Slum landlords around don't take care of the property
Some dumping on her property
The park does pick up everyday but debris does blow over
There are some people who drive by and litter on her lawn
They try to keep it clean
Vandalism on cars is increasing, police advised
Washer& dryer on the street next to her for 3 weeks

Worcester Police Department

People broke into her home. Other residents complained as well.
Area needs more patrol
Called to remove car in driveway (2)
Car accident on corner of Brantwood and Radmore
Car accident. He started out nice, then was very impolite.
Nice to the men
[Police Officer] did not read him his rights
Excellent
First time helpful/2nd not helpful
It was taken care of quickly
One [Officer] was very discourteous
Police didn't want to deal with drug and prostitution in the neighborhood
Police very courteous to person
Rare to see patrolling around neighborhood
Restitution wanted - facing him in court was fearful, charges not pressed
They couldn't do much so she wasn't happy! Petty vandalism
They were wonderful!
Took too long to arrive (2)

Worcester Fire Department

Responded well when his diabetic neighbor had an attack
Came before the police, police took too long to answer
Rave Reviews! Way beyond the call of duty! Thank you!
Responded within 5 minutes.
Within 3 or 4 minutes they arrived.

Schools

Budget cut science and computer lab. Very upset about budget cut

Class sizes too large, in 2nd grade. 5&6th grade reducing classes

Disappointed in school system

Doherty teacher and principal not easy to talk to

Guidance counselor not good

Has gotten involved impressed w/ school

Language barrier with teachers

Reading class has been difficult

Thinks that the principal is racist

Teacher not always accessible

The high school doesn't inform parents

Very dissatisfied