


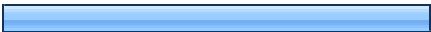






1. Were you physically residing in Portsmouth during the storm?			
		Response Percent	Response Count
Yes (I am a Portsmouth Resident)		100.0%	32
Yes (I am NOT a resident but was visiting Portsmouth)		0.0%	0
No		0.0%	0
answered question			32
skipped question			0

2. Overall, how do you feel about the Town response during the storm?							
	very poor	poor	good	very good	excellent	Rating Average	Response Count
Overall town response was...	3.1% (1)	0.0% (0)	25.0% (8)	28.1% (9)	43.8% (14)	4.09	32
Comments							10
answered question							32
skipped question							0

3. Did you experience any problems with Town snow plowing?			
		Response Percent	Response Count
Was very late or did not happen		0.0%	0
The snow plows left piles of snow on my sidewalk or driveway entrance		35.5%	11
The snow plows did damage to my property (specify below)		3.2%	1
I had NO problems		64.5%	20
	Comments		7
	answered question		31
	skipped question		1

4. How do you rate any Town services provided or needed during the storm?								
	Very Poor	Poor	Good	Very Good	Excellent	None Used	Rating Average	Response Count
Emergency Services (Town Police or Fire)	0.0% (0)	3.2% (1)	3.2% (1)	3.2% (1)	9.7% (3)	80.6% (25)	4.00	31
Non-Emergency Town Services	3.4% (1)	0.0% (0)	3.4% (1)	3.4% (1)	6.9% (2)	82.8% (24)	3.60	29
							Comments	1
							answered question	31
							skipped question	1

5. Did you experience any utility outages during the storm?

		Response Percent	Response Count
I had an electric power outage		6.5%	2
I had phone problems		0.0%	0
I had Cable TV problems		3.2%	1
I had internet access problems		3.2%	1
I had NO utility problems		90.3%	28
	Comments		3
		answered question	31
		skipped question	1

2. Overall, how do you feel about the Town response during the storm?

Comments		
1	Plows were working on my road at 3:30 am	Jan 13, 2011 2:59 AM
2	My guess is State of RI cleared 114 and 138, we do the rest. Neighborhoods were OK based on contractors equipment. Portsmouth Middles School parking lot gets a failing grade...should be a higher priority knowing the high foot traffic and continued freezing temps...understood only so many hours/so many trucks available.	Jan 13, 2011 12:53 PM
3	Snow	Jan 13, 2011 5:16 PM
4	The town did a good job, but the driver of DPW truck plate 765, should be let go. He drives way to fast and caused damaged to several people's property.	Jan 13, 2011 5:34 PM
5	They came an plowed sometime early Wed morning, didn't see or hear them again. When we woke up this morning they had come by again and left some sand. This is our usual treatment, it wasn't so bad for this storm, but we live on the side of a hill, and so often we can't get out of the neighborhood until the snow has stopped and they have come by to plow us, and we have had time to dig out what they have put in front of our driveways.	Jan 13, 2011 6:34 PM
6	It was so nice to see the streets plowed very early in the morning on Weds. great work!	Jan 13, 2011 6:46 PM
7	NICE JOB GUYS	Jan 13, 2011 6:48 PM
8	The Town is fortunate to have Director Kehew at the helm. He works with his men and consistently delivers high quality service with limited resources.	Jan 14, 2011 12:51 AM
9	I have no complaints about the quality/frequency of snow removal. I never have! The town does a great job.	Jan 15, 2011 2:55 PM
10	the side streets were plowed, on schedule!	Jan 18, 2011 10:52 PM

3. Did you experience any problems with Town snow plowing?

Comments		
1	The driveway snow piles are unavoidable - where else is the snow going to go?	Jan 13, 2011 2:59 AM
2	The drivers goes extremely fast plowing the street (Red DPW truck - plate 765) and destroyed several mailboxes as a result. The Mailboxes are not set close to the street at all.	Jan 13, 2011 5:34 PM
3	Since our cars fill most of the driveways, Almost all of the 4 hours spent shovelling was digging out of our 2 single wide driveways from the plows. Also, we have no sidewalks to shovel.	Jan 13, 2011 6:34 PM
4	I live on a cul de sac and EVERY SINGLE SNOW STORM the plow pushes all the snow from the cul de sac in front of my mailbox. We would understand if there weren't other places to put the snow...but there are other places the snow can be moved. PLEASE (beg, beg,) ask the plow drivers to think about where they're pushing these huge piles of snow. It is nearly impossible to remove this packed in, icy, salty, sandy snow in a timely manner for the mail truck.	Jan 13, 2011 6:46 PM
5	It was rather loud and woke us all at about 2am.	Jan 13, 2011 7:46 PM
6	I'm just wondering why the plows feel the need to circle the block 3 times going in both directions. And why they we out with blades down on a wet east main road (no snow or slush on the road) at 9 on Thursday morning?	Jan 13, 2011 11:37 PM
7	the plough ALWAYS leaves a big pile in my driveway - i doubt there is any way around it, as the snow just gets pushed to the side of the road, and there is my driveway, on the side of the street.	Jan 18, 2011 10:52 PM

4. How do you rate any Town services provided or needed during the storm?

Comments		
1	snow	Jan 13, 2011 5:16 PM

5. Did you experience any utility outages during the storm?

Comments		
1	Our luck held for another storm!	Jan 13, 2011 2:59 AM
2	snow	Jan 13, 2011 5:16 PM
3	i had a power outage tuesday. and another on sunday. and one two weeks ago. that is three in three weeks! and this only the third week of january. maybe you should do a survey on the quality of electric service in portsmouth?	Jan 18, 2011 10:52 PM