


















1. What is your opinion of the information your received from the town BEFORE the storm arrived?

		Response Percent	Response Count
Excellent		12.3%	14
Good		14.9%	17
Adequate		13.2%	15
Inadequate		28.1%	32
Poor		31.6%	36






Please provide us some specifics. 54

answered question	114
skipped question	5








2. What were your best sources of information BEFORE the storm arrived? (Check all that apply)

		Response Percent	Response Count
Portsmouth Town Web Site		3.4%	4
Newport Daily News		14.3%	17
Providence Journal		7.6%	9
Local TV		65.5%	78
Local Radio		26.1%	31
Portsmouth Patch		47.1%	56
Other internet sites/blogs, etc.		20.2%	24
Wireless Devices (text messages, etc.)		7.6%	9
Emails		14.3%	17
Facebook		16.0%	19
Twitter		2.5%	3
Other(please specify) or add comments		15.1%	18
		answered question	119
		skipped question	0

3. How useful was the storm information that was posted on the Town Web Site?

		Response Percent	Response Count
Excellent		3.4%	4
Good		4.2%	5
Poor		8.5%	10
Very Poor		11.0%	13
I did not know that information was posted on the web site		72.9%	86
answered question			118
skipped question			1




4. BEFORE THE STORM ARRIVED, where did you hear about the recommended evacuations of Island Park and Common Fence Point?

		Response Percent	Response Count
Portsmouth Town Officials		4.9%	5
Portsmouth Patch		41.2%	42
Local radio		11.8%	12
Local newspapers		2.0%	2
Social Media (Facebook, Twitter, Bogs, etc.)		18.6%	19
Email		1.0%	1
I never heard		20.6%	21
Other (please specify)			42
answered question			102
skipped question			17

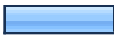


5. Please rate the Town's efforts to communicate with residents prior to the arrival of the storm.

	Totally inadequate	Poor	Average	Good	Excellent	N/A	Rating Average	Response Count
Visibility and accessibility of Town Leadership	37.2% (42)	26.5% (30)	9.7% (11)	7.1% (8)	8.0% (9)	11.5% (13)	2.12	113
Communication of Town Plans for the storm	33.0% (37)	32.1% (36)	10.7% (12)	8.9% (10)	9.8% (11)	5.4% (6)	2.26	112
Providing information as the storm drew nearer	32.4% (36)	33.3% (37)	11.7% (13)	6.3% (7)	10.8% (12)	5.4% (6)	2.26	111
Communicating evacuation plans, procedures and reasons	32.7% (36)	32.7% (36)	9.1% (10)	8.2% (9)	10.0% (11)	7.3% (8)	2.25	110
Providing periodic updates via public media	33.3% (37)	28.8% (32)	13.5% (15)	9.9% (11)	9.9% (11)	4.5% (5)	2.31	111
Providing contact information for problems or concerns	35.1% (39)	31.5% (35)	9.9% (11)	6.3% (7)	10.8% (12)	6.3% (7)	2.21	111
						Comments?		33
						answered question		114
						skipped question		5

6. If the town of Portsmouth had used a Facebook page to post emergency information before the storm, would you have subscribed to it?

		Response Percent	Response Count
Yes		56.0%	65
No		14.7%	17
Don't use Facebook		29.3%	34
	Other (please specify)		8
answered question			116
skipped question			3

7. If the town of Portsmouth had used a Twitter feed to send out emergency information before the storm, would you have subscribed to it?

		Response Percent	Response Count
Yes		16.0%	19
No		21.8%	26
Don't have a Twitter account		62.2%	74
	Other (please specify)		2
answered question			119
skipped question			0

8. How many hours was your main power supply from National Grid down?

		Response Percent	Response Count
Less than 2 hours		0.0%	0
Greater than 2 hours, bit less than 10 hours		0.0%	0
Greater than 10 hours, but less that 24 hours		4.7%	5
Greater than 24 hours		95.3%	101

If greater that 24 hours, how much time were you without power?

94

answered question

106

skipped question

13

9. Do you have a portable or auxiliary generator:

		Response Percent	Response Count
I do not have any kind of a generator		71.7%	81
I have a genrator that satisfied MINIMAL electrical needs		19.5%	22
I had a generator that satisfied MOST ALL of my electrical beeds		8.8%	10



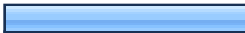



answered question

113





skipped question

6





10. When you were without power, what were your means of getting information about the status of the storm and related issues?

		Response Percent	Response Count
Portable or car radio		61.1%	69
Internet via a smart phone		40.7%	46
Personal contact with neighbors, passers by, etc.		36.3%	41
Personal contact with Town Officials (police, fire, other town officials)		2.7%	3
Land Line Telephone		11.5%	13
Other (please specify)		23.9%	27
answered question			113
skipped question			6

11. What is your opinion of the information you were getting from THE STATE during and after the storm?

		Response Percent	Response Count
Excellent		12.0%	13
Good		60.2%	65
Poor		14.8%	16
Inadequate		13.0%	14
Comments?			19
answered question			108
skipped question			11

12. What is your opinion on the information you were receiving from the TOWN OF PORTSMOUTH during the storm?

		Response Percent	Response Count
Excellent		4.8%	5
Good		16.2%	17
Poor		28.6%	30
Inadequate		50.5%	53
	Comments?		33
	answered question		105
	skipped question		14

13. Do you have any other comments about the storm that you would like to share?

	Response Count
	61
answered question	61
skipped question	58

Page 1, Q1. What is your opinion of the information your received from the town BEFORE the storm arrived?

1	Hurricanes are variable and weather unpredictable. I was told to listen to the weather reports and I did.	Sep 14, 2011 4:08 PM
2	I live in Common Fence Point. The only info I received before the storm was from my daughter who kept an eye on the Portsmouth Patch website.	Sep 13, 2011 11:31 PM
3	No advance notice of where to go (radio, web, phone, point of contact etc) for official Portsmouth information	Sep 13, 2011 4:44 PM
4	don't recall hearing anything from the Town	Sep 12, 2011 3:33 PM
5	Unclear as to what areas were under mandatory evacuation	Sep 10, 2011 8:27 PM

Page 1, Q1. What is your opinion of the information your received from the town BEFORE the storm arrived?

6	Whilst I didn't try to obtain too much information from town/state sources, it seems that severe warning information should be a "push", not a "pull". The community benefits when all are informed on local warnings/procedeures.	Sep 9, 2011 8:02 AM
7	Other towns had school cancellations on the news, & Portsmouth didn't.even though school was cancelled. I did hear no parking on street. Besides that, I didn't hear anything else from the town.	Sep 9, 2011 7:49 AM
8	The town did not give us any information before the storm, I received information from WPRO, WHJJ, and WJAR News Channel 10.	Sep 8, 2011 9:25 PM
9	I was not aware of any information given.	Sep 8, 2011 6:38 PM
10	My neighborhood, Common Fence Point, was under mandatory evacuation orders, but it was not posted on the news until right around the evacuation deadline. Luckily a neighbor told me to check it out on Portsmouth Patch, so I knew about it with enough warning to make plans. Many of my neighbors never knew. If it was the Patch several hours in advance, it should have been posted on the tv and radio to make sure word got out.	Sep 8, 2011 3:30 PM
11	did the town send out any info???? -not to our knowledge	Sep 8, 2011 2:03 PM
12	I tried to find information online and couldn't find anything. The ONLY information I found was on the Portsmouth Patch, but I had not way to verify that. I looked on the state's website, and they didn't mention Portsmouth at that time.	Sep 8, 2011 11:20 AM
13	poor, didn't hear anything.	Sep 8, 2011 9:25 AM
14	Didn't receive any info from the town, but didn't expect to either.	Sep 8, 2011 8:33 AM
15	I don't recall getting any information from the town. I read the local paper daily and saw nothing.	Sep 8, 2011 8:24 AM
16	I don't recall receiving anything directly from the Town about the Storm.	Sep 7, 2011 9:30 PM
17	No information about town preparedness, emergency facilities, and related info.	Sep 7, 2011 8:59 PM
18	I received no information from the town prior to the storm.	Sep 7, 2011 7:56 PM
19	I found the link to the state evacuation maps on the Friday before the Hurricane and realized my daughter's friend lived in an evacuation area. My daughter told her friend & they became hysterical (have pets). It was at least 14 hours before they found out they were in an evacuation area.	Sep 7, 2011 7:09 PM
20	what information from the town?	Sep 7, 2011 6:48 PM
21	Heard nothing not even a phone call where my parents had a call in Middletown telling them of the impending hurricane.	Sep 7, 2011 6:48 PM
22	We did not receive any information.	Sep 7, 2011 6:31 PM
23	If not for Portsmouth Patch, I would not have known about evacuations.	Sep 7, 2011 6:05 PM
24	what info? other than the bottom of the TV screen, no info provided	Sep 7, 2011 5:17 PM
25	I have Portsmouth Police officers in my neighborhood that live there and he did	Sep 7, 2011 5:04 PM

Page 1, Q1. What is your opinion of the information your received from the town BEFORE the storm arrived?

	not hear a thing. Plus the news was misleading when it had evacuations for Portsmouth. Should have been more specific such as "Island Park / Common Fence". I had family calling from Mass and far away asking if we had to leave.	
26	Since it is not the role of the Town to inform citizens of impending storms, but rather the National Communications media and Weather Stations, I was pleased to see that the Town did take direct action in preparation by having Public Works clearing trees close to the road and providing emergency shelter with staffing by volunteers for those in low-lying areas.	Sep 7, 2011 5:02 PM
27	Did not receive any info	Sep 7, 2011 3:28 PM
28	Did not receive any info	Sep 7, 2011 3:25 PM
29	My family did not receive any information.	Sep 7, 2011 3:10 PM
30	Only the Portsmouth Patch had any information.	Sep 7, 2011 2:33 PM
31	We were out of town from Friday through Saturday evening. We received NO information at all.	Sep 7, 2011 2:30 PM
32	Not everyone has internet access, so I think that the news should have been more up to date. People had more info from the computer, long before info was posted on the local new stations.	Sep 7, 2011 2:18 PM
33	i had to look for it - through portsmouth.patch.com and the town web site. i think i learned more from the patch site.	Sep 7, 2011 2:10 PM
34	was on vacation for a few days, so don't have a strong opinion	Sep 7, 2011 2:09 PM
35	The only storm information I received with was an email bulletin from the harbormaster. I heard by word of mouth we needed to evacuate. Confirmed the info on Portsmouth Patch. After we evacuated and where out of town, I never was able to get any information on when we could come back. Local tv news websites had town by town listings of storm updates, no info from Portsmouth. How do you issue a mandatory evacuation that is never actually announced? Those without internet are out of luck I guess.	Sep 7, 2011 2:06 PM
36	I don't receive any newspapers so any information I received came from information I went in search of. However, I did get a code red message from the water board, but that was it.	Sep 7, 2011 1:27 PM
37	Encouraged residents to prepare for bad weather.	Sep 7, 2011 12:38 PM
38	I appreciated the warnings and advice about electricity loss.	Sep 7, 2011 12:33 PM
39	tv radio coverage very good	Sep 7, 2011 12:32 PM
40	According to the evacuation maps online, we live in an evacuation area. We had no idea if we were being evacuated or not. The only contact information was about contacting evacuation centers after they opened. Thank goodness for the patch which was able to provide us the information we needed (we were not being evacuated).	Sep 7, 2011 12:30 PM
41	Sadly, the only way to get info was to go onto the Portsmouth Patch website - not the town site.	Sep 7, 2011 12:27 PM

Page 1, Q1. What is your opinion of the information your received from the town BEFORE the storm arrived?

42	No notice of disaster declaration by Town Council President, no notice of mandatory evacuation. Middletown has a CodeRed system to notify residents in the whole town or affected areas.	Sep 7, 2011 12:20 PM
43	.	Sep 7, 2011 11:40 AM
44	Nothing Readily available	Sep 7, 2011 10:43 AM
45	I received nothing from the town before, during or after the Irene passed through.	Sep 7, 2011 10:17 AM
46	Did receive ANY information from the town. Saw things on Portsmouth Patch and on friends facebook pages. In fact until then I thought the High School was the emergency shelter zone, not PMS!	Sep 7, 2011 9:01 AM
47	there really was no town outlet for info	Sep 7, 2011 8:59 AM
48	Did Portsmouth use it's new phone system to provide information? Even if it was to tell us that the water was okay to use. My house phone was out but my cell phone was on-no updates on that.	Sep 7, 2011 8:13 AM
49	I received information through the Portsmouth School's ListServ.	Sep 7, 2011 7:52 AM
50	I received NO notice from the Town whatsoever that my neighborhood was going to be under a mandatory evacuation order. I learned about it third-hand. I tried to verify it by going to the Town's website, but there was NOTHING on the site about evacuation or the storm in general. I know that eventually something was put up there, but way too late.	Sep 7, 2011 5:39 AM
51	Very little info from the town. Most of the info came from Providence TV stations and the weather channel.	Sep 6, 2011 9:22 PM
52	I received no information from the town. I learned on facebook, and then Patch, that my neighborhood had a mandatory evacuation. I later learned on Patch that the town had posted a notice, without contact information or even town letterhead, on their website. I looked at the notice on Patch.	Sep 6, 2011 9:04 PM
53	We heard nothing from the town.	Sep 6, 2011 8:36 PM
54	Not only did I receive no information directly from the Town before the storm, I found out about the mandatory evacuation in my neighborhood on Facebook. And when I went to the Town Hall to try to get some information, there was no one there. Total fail.	Sep 6, 2011 8:36 PM

Page 1, Q2. What were your best sources of information BEFORE the storm arrived? (Check all that apply)

1	TV news	Sep 10, 2011 5:04 PM
2	The most obvious one is missing here - The Weather Channel. While not local, it was the best source of information on general preparedness.	Sep 9, 2011 8:02 AM
3	The Newport Daily News did a great job of keeping the public informed on their Facebook page.	Sep 8, 2011 11:20 AM

Page 1, Q2. What were your best sources of information BEFORE the storm arrived? (Check all that apply)

4	National Weather Service (online)	Sep 8, 2011 8:33 AM
5	Internet Weather Info and Storm tracking info	Sep 8, 2011 7:32 AM
6	cnn.com and weather.com	Sep 8, 2011 5:55 AM
7	Accuweather.com and WeatherUnderground.com provided precise predictions of the impending storm & track.	Sep 7, 2011 7:09 PM
8	NOAA / Accuweather / Weather Bug	Sep 7, 2011 5:04 PM
9	Radio Station WPRO was an excellent source of information and up to date data regarding the position and timing of the storm's arrival in R.I.	Sep 7, 2011 5:02 PM
10	High School posted information from the town	Sep 7, 2011 3:53 PM
11	received two phone messages from the Middletown Police dept with updated information	Sep 7, 2011 3:52 PM
12	i listened to radio WRNI 102.7 fm (npr station) before the storm. once power went out, listened to 920 WHJJ AM and then 630 WPRO AM radio	Sep 7, 2011 2:10 PM
13	Turnto10.com, Wpri.com	Sep 7, 2011 2:06 PM
14	The Weather Channel NWS web site	Sep 7, 2011 1:57 PM
15	Code red message; Hard Deadlines; online hurricane sites	Sep 7, 2011 1:27 PM
16	Portsmouth police came thru CFP for evacuating orders.	Sep 7, 2011 1:13 PM
17	Portsmouth Patch had the most current information online. WPRO did a great job during and after the storm.	Sep 7, 2011 10:17 AM
18	NOAA National Hurricane Center, The Weather Channel	Sep 6, 2011 8:36 PM

Page 1, Q4. BEFORE THE STORM ARRIVED, where did you hear about the recommended evacuations of Island Park and Common Fence Point?

1	TV	Sep 21, 2011 9:54 AM
2	TV	Sep 21, 2011 9:41 AM
3	Reidy's restaraunt	Sep 14, 2011 6:54 PM
4	It was on the web site.	Sep 14, 2011 4:08 PM
5	This was only after I heard on the radio that someone had read it on Portsmouth Patch	Sep 13, 2011 4:44 PM
6	neighbors	Sep 12, 2011 3:33 PM
7	my kids, then local tv	Sep 10, 2011 5:04 PM

Page 1, Q4. BEFORE THE STORM ARRIVED, where did you hear about the recommended evacuations of Island Park and Common Fence Point?

8	People.	Sep 9, 2011 7:49 AM
9	Local TV	Sep 8, 2011 7:45 PM
10	local TV	Sep 8, 2011 2:03 PM
11	Mentioned to me at a practice field for kids sports	Sep 8, 2011 11:28 AM
12	Police Officer came into the neighborhood an hour before the evacuation order was to be completed, and that's how we knew it was official.	Sep 8, 2011 11:20 AM
13	word of mouth	Sep 8, 2011 9:55 AM
14	Did not here any info about evacuation plan before the Storm arrived	Sep 8, 2011 7:32 AM
15	Portsmouth Patch and local TV news channel	Sep 7, 2011 9:30 PM
16	television	Sep 7, 2011 9:18 PM
17	I received no information from the town prior to the storm.	Sep 7, 2011 7:56 PM
18	Local TV, all Providence stations announced it	Sep 7, 2011 7:51 PM
19	As mentioned above, I figured it out.	Sep 7, 2011 7:09 PM
20	Also:TV	Sep 7, 2011 5:56 PM
21	tv	Sep 7, 2011 5:17 PM
22	Family members that heard it on the TV.. I work full time and I do not sit in front of a TV when I get home	Sep 7, 2011 5:04 PM
23	Since you can only check one item on Item 4. I would add that the Police Dept. did a great job on this.	Sep 7, 2011 5:02 PM
24	why would you go to the patch it is nothing more than a gossip column	Sep 7, 2011 4:32 PM
25	local tv	Sep 7, 2011 3:52 PM
26	word of mouth through other people	Sep 7, 2011 3:13 PM
27	By local radio, I am referring to WPRO 63 am.	Sep 7, 2011 3:10 PM
28	Only heard of evac order via text messages from neighbors.	Sep 7, 2011 2:30 PM
29	Local TV	Sep 7, 2011 2:18 PM
30	friend on FB who lives in Island Park noted it	Sep 7, 2011 2:09 PM
31	Code red; Hard Deadliens	Sep 7, 2011 1:27 PM
32	Text messages	Sep 7, 2011 1:21 PM
33	Portsmouth Patch, and the Fire and Police	Sep 7, 2011 1:13 PM
34	The television news.	Sep 7, 2011 12:38 PM

Page 1, Q4. BEFORE THE STORM ARRIVED, where did you hear about the recommended evacuations of Island Park and Common Fence Point?

35	parents - word of mouth	Sep 7, 2011 12:35 PM
36	I first heard from other town residents while I was at my children's sporting events. My daughter first heard on facebook as kids posted that they had to evacuate.	Sep 7, 2011 12:35 PM
37	i heard it from someone at the bank then i confirmed w/portsmouth patch had it posted	Sep 7, 2011 12:32 PM
38	Only heard of evacuation order for Island Park from neighbor. Do not know if police department patrolled the village with loudspeaker notification, I never heard it. Evacuation order seemed to be premature	Sep 7, 2011 11:40 AM
39	The radio and projo.com were reporting evacuations of other RI neighborhoods, but not Portsmouth. Apparently, nobody from the Town thought to contact them.	Sep 7, 2011 5:39 AM
40	word of mouth	Sep 6, 2011 9:22 PM
41	There was no "recommended" evacuation. It was called a "mandatory" evacuation, which is quite a different thing.	Sep 6, 2011 9:04 PM
42	Hard Deadlines /John McDaid	Sep 6, 2011 8:36 PM

Page 1, Q5. Please rate the Town's efforts to communicate with residents prior to the arrival of the storm.

1	see item 1 comments	Sep 13, 2011 4:44 PM
2	don't recall hearing anything directly from the town	Sep 12, 2011 3:33 PM
3	Like said, I didn't look very much at the town/issued information. At the ssame time, there were people that I know who did - and each of them communcated the same sentiment of disappointment.	Sep 9, 2011 8:02 AM
4	I didn't hear anything.	Sep 9, 2011 7:49 AM
5	I don't recall receiving any communication from the town regarding the storm.	Sep 8, 2011 7:45 PM
6	Maybe our town officials weren't aware that a hurricane was coming !!!!!	Sep 8, 2011 6:38 PM
7	I actually "signed up" for the Code Red system, but found out later that Portsmouth opted out of that useful service. I searched for information from and about our town for quite awhile, and I never found any that could be verified. There was NOTHING from the town at all.	Sep 8, 2011 11:20 AM
8	They also left it up to residents to dispose of debris. they pick up Christmas trees, they should have picked up tree limbs and debris. VERY POOR LEADERSHIP!!!!	Sep 8, 2011 8:44 AM
9	Was not aware of any effort by the Town to communicate with residents	Sep 8, 2011 7:32 AM
10	I rated the Town's effort as poor because none of my information that I received	Sep 7, 2011 9:30 PM

Page 1, Q5. Please rate the Town's efforts to communicate with residents prior to the arrival of the storm.

	came from the Town.	
11	I received no information from the town prior to the storm.	Sep 7, 2011 7:56 PM
12	The reality is, when a hurricane hits anyone with a brain hunkers down in a safe place. The weather stations are the obvious place to keep up to date until the power goes out. What in the world do we expect our town leaders to do? Blow the storm away?	Sep 7, 2011 7:51 PM
13	Portsmouth government was not a "player" in any way before, during, or after the hurricane. The Portsmouth Patch (portsmouth.patch.com) was our primary source of information during the electrical outage. My kids used their cell phones to obtain pertinent information from "The Patch"	Sep 7, 2011 7:09 PM
14	I never had any communication from the town.	Sep 7, 2011 6:48 PM
15	Very disappointing almost embarrassing. Know about the evacuation routes because the signs are posted on the top of mcorrie lane	Sep 7, 2011 6:48 PM
16	When I worked & volunteered for Red Cross of RI ~ Harry Johnson had everything together and ran a perfectly smooth RI EMA for Portsmouth!	Sep 7, 2011 5:04 PM
17	Residents have their own media outlets to garner information. There is an evacuation plan. Department Heads were on emergency awareness. Citizens responded generously, neighbors helped neighbors. We had a tropical storm not a Hurricane. Only fault lies with National Grid and their failure to do routine maintenance.	Sep 7, 2011 5:02 PM
18	People should find their own way for information and not be depending on town government to hold their hand The fire chief was certainly on over kill with 17 fireman on duty but he was in the hip pocket of the past town administer I am sure Mr. Dolce will be able to see through these people	Sep 7, 2011 4:32 PM
19	I did not know the Town provided any information - did the Town use their reverse 911 telephone system to keep residents informed - if they did I never received a call..	Sep 7, 2011 4:08 PM
20	I am the Property Manager at Anthony House apartments. Fire Chief Lynch contacted me several days before the storm to offer assistance. He has always been very accessible and attentive to the needs of the elderly, handicapped and disabled residents of Anthony House. He is outstanding and very much appreciated.	Sep 7, 2011 3:04 PM
21	i thought the pre-storm info was pretty sketchy. maybe the town should inform the residents of WHERE they should go for info and notices - the town web site? portsmouth patch? WADK 1540?	Sep 7, 2011 2:10 PM
22	unless I searched it out for myself, there really was no communication with residents prior to arrival	Sep 7, 2011 2:09 PM
23	I think we have seen worse storms and higher winds in the winter. The fact that we lost power for so long was because of a pole collapse that supplies the island with power. I am grateful that it was only a tropical storm and not a hurricane, because I don't think we would have been able to handle more than we experienced. I think the DPW did a great job. The comments in the paper about crazy residents going out in a tropical storm to watch the waves were unjust after	Sep 7, 2011 12:38 PM

Page 1, Q5. Please rate the Town's efforts to communicate with residents prior to the arrival of the storm.

	all it was not a hurricane and only a TROPICAL STORM. I also feel that we should not force anyone from their home, but make the option available to them.	
24	The school department emails were also very useful!	Sep 7, 2011 12:33 PM
25	in past i had police come to my door to announce the evacuations. i heard the water dept is using a telephone notification system, can that be used to notify certain areas of the evacuation?	Sep 7, 2011 12:32 PM
26	Nothing heard from the town management before the storm at all.	Sep 7, 2011 10:17 AM
27	Never heard anything from the town. After a while "the town" was cited in Portsmouth Patch or on other blogs but nothing direct or in advance.	Sep 7, 2011 9:01 AM
28	There was no pre or post storm communication. Before the storm there was no info on what to do if ordered evacuated, how the evacuation order would be publicized, no reassurance that a beefed up police presence would safeguard your home during evacuation, all those things are necessary to accomplish an orderly and effective evacuation. Town employees as usual did a fine job but everyone above department head level seemed to think they had no responsibilities and could just go home and ride out the storm instead of monitoring the situation and preparing for what may happen in the following days, how to get post storm info out to residents, would the transfer station be open as usual on Monday or was power out there also? Would it be open on Wednesday? Why not? If your home was without electricity for four days could you go to the high school to take a shower? Why not? It seemed like town "leaders" simply wanted to hide until any potential for crisis or difficult questions passed.	Sep 7, 2011 8:59 AM
29	I find these questions a little hard to answer. Although I did receive the ListServ email...which was somewhat helpful though it said that the Portsmouth Fire Dept. would make the call to open shelters...but, it did not say where to check on that info. Perhaps in the future...officials can let people know that during the emergency they can check..Facebook, the Towns Website etc. and make sure that Portsmouth alerts the local media outlets...NDN, Portsmouth Patch and Eastbay Newspapers...WADK...the editors of these newspapers/media outlets are VERY accesible and can be reached with a simple email or phone call...they will, in turn, post throughout each their respective internet subscriptions. At this point, what's done is done...no one in Portsmouth was seriously hurt or died. Yes, losing power stunk...and it stunk more for some...but, the town cannot control power outages. Let's move on and put PROPER/MODERN/COST EFFECTIVE notifications in place for the future. :)	Sep 7, 2011 7:52 AM
30	I saw it on Portsmouth Patch hours before seeing it on the TV.	Sep 7, 2011 7:18 AM
31	Let's be clear, aside from the late posting on the Town's website, I saw no efforts by the Town to communicate anything.	Sep 7, 2011 5:39 AM
32	The only info from the town I saw had to do with evacuation routes -- again, seen on Patch. In my neighborhood (the one that was evacuated), I saw no police presence and heard no warnings or advisories. I don't understand why the town didn't use the school's robo-call capabilities before the storm.	Sep 6, 2011 9:04 PM
33	It would have been nice to know what to do with fallen trees etc on your property - some people on my street seem to have had theirs cleared away while my pile remained piled along the street. We received conflicting info that they would pick	Sep 6, 2011 8:36 PM

Page 1, Q5. Please rate the Town's efforts to communicate with residents prior to the arrival of the storm.

it up or they wouldn't.

Page 1, Q6. If the town of Portsmouth had used a Facebook page to post emergency information before the storm, would you have subscribed to it?

1	I would hope that whatever means of communication were used, it would be a place where people regularly went for town information. No one would think to subscribe to the town FB page just for the storm.	Sep 9, 2011 8:02 AM
2	The power and internet connections were out, dumb question	Sep 7, 2011 7:51 PM
3	I'm not sure if I would have known about it. The kids might have found information on Facebook. I recommend The Patch	Sep 7, 2011 7:09 PM
4	But don't use it so much, also when we lost power , my server would have been down.	Sep 7, 2011 6:48 PM
5	I already have too many things needing my attention.	Sep 7, 2011 1:13 PM
6	I check my Facebook for similar news stories every day. Portsmouth Patch is on it for instance. Would be great!	Sep 7, 2011 8:13 AM
7	The town needs a Facebook page. It is the fastest, easiest most cost effective way to connect people to the town government and it can also help to build a better sense of community...which Portsmouth SORELY lacks.	Sep 7, 2011 7:52 AM
8	My guess the Town is considering a social media outlet based on the results of this survey. Just do it and stop wasting more money on a survey monkey! If you put it out to bid properly, there are people in your community that will create and maintain the page for less then the cost of this survey.	Sep 7, 2011 7:18 AM

Page 1, Q7. If the town of Portrsmouth had used a Twitter feed to send out emergency information before the storm, would you have subscribed to it?

1	Same as above.	Sep 7, 2011 1:13 PM
2	I don't use Twitter, but others in my family do.	Sep 6, 2011 9:04 PM

Page 2, Q8. How many hours was your main power supply from National Grid down?

1	26	Sep 21, 2011 10:00 AM
2	26	Sep 21, 2011 9:43 AM
3	4 days	Sep 14, 2011 6:54 PM

Page 2, Q8. How many hours was your main power supply from National Grid down?

4	26 hours	Sep 14, 2011 4:15 PM
5	Not sure: it came back on Monday around 6pm	Sep 13, 2011 11:48 PM
6	W/O power from 10:00 am or so Sunday till 5:00 PM Monday afternoon	Sep 13, 2011 4:50 PM
7	approximately 24 hrs	Sep 12, 2011 3:36 PM
8	30	Sep 12, 2011 2:01 PM
9	2 and a half days	Sep 10, 2011 8:28 PM
10	32	Sep 10, 2011 5:05 PM
11	1.5 days	Sep 9, 2011 8:08 AM
12	26 hours	Sep 9, 2011 7:51 AM
13	Four days - Sunday AM through Wednesday PM	Sep 8, 2011 9:27 PM
14	28 hours?	Sep 8, 2011 7:50 PM
15	29 hours	Sep 8, 2011 6:43 PM
16	32 hours	Sep 8, 2011 3:35 PM
17	Nearly 30 hours	Sep 8, 2011 2:17 PM
18	until Tuesday afternoon	Sep 8, 2011 2:06 PM
19	About 55 hours	Sep 8, 2011 11:29 AM
20	33 hours	Sep 8, 2011 11:24 AM
21	28 hours	Sep 8, 2011 9:57 AM
22	27 hours	Sep 8, 2011 9:29 AM
23	28 hours	Sep 8, 2011 8:55 AM
24	72 hours	Sep 8, 2011 8:35 AM
25	26 hours	Sep 8, 2011 8:30 AM
26	30 hours	Sep 8, 2011 7:42 AM
27	26 hours	Sep 8, 2011 7:36 AM
28	30	Sep 8, 2011 7:29 AM
29	36 hrs	Sep 8, 2011 7:25 AM
30	Two days (Sunday morning to Tuesday afternoon)	Sep 7, 2011 9:37 PM
31	about 28 hours	Sep 7, 2011 9:20 PM
32	38 hours	Sep 7, 2011 7:58 PM

Page 2, Q8. How many hours was your main power supply from National Grid down?

33	30 hours	Sep 7, 2011 7:54 PM
34	25-27 hours	Sep 7, 2011 7:11 PM
35	42 hours	Sep 7, 2011 6:32 PM
36	32 hours	Sep 7, 2011 6:06 PM
37	26 hours	Sep 7, 2011 5:57 PM
38	28	Sep 7, 2011 5:21 PM
39	approximately 27 hours	Sep 7, 2011 5:07 PM
40	32 hours	Sep 7, 2011 5:05 PM
41	36	Sep 7, 2011 4:57 PM
42	26 hrs	Sep 7, 2011 4:46 PM
43	28 hours	Sep 7, 2011 4:39 PM
44	30	Sep 7, 2011 4:36 PM
45	the power outage was from lack of maintainence by national grid the pole at Montaip never should have gone down but it was already broken and never repaired	Sep 7, 2011 4:35 PM
46	26 hours	Sep 7, 2011 4:11 PM
47	25 - 30 hours	Sep 7, 2011 3:55 PM
48	27	Sep 7, 2011 3:30 PM
49	2 days	Sep 7, 2011 3:19 PM
50	One day.	Sep 7, 2011 3:11 PM
51	28 hours	Sep 7, 2011 3:05 PM
52	26	Sep 7, 2011 2:36 PM
53	34 hours	Sep 7, 2011 2:32 PM
54	30 hours	Sep 7, 2011 2:24 PM
55	36 hours	Sep 7, 2011 2:22 PM
56	26+ hours	Sep 7, 2011 2:15 PM
57	26	Sep 7, 2011 2:06 PM
58	26	Sep 7, 2011 1:58 PM
59	approximately 30 hours	Sep 7, 2011 1:55 PM
60	27 hours - I think National Grid did a great job!	Sep 7, 2011 1:45 PM

Page 2, Q8. How many hours was your main power supply from National Grid down?

61	Two Days	Sep 7, 2011 1:37 PM
62	just a few hours over 24	Sep 7, 2011 1:29 PM
63	approx. 30 hours	Sep 7, 2011 1:29 PM
64	31 hrs	Sep 7, 2011 1:15 PM
65	2 days	Sep 7, 2011 1:08 PM
66	about 30 hours	Sep 7, 2011 12:52 PM
67	28 hours	Sep 7, 2011 12:52 PM
68	about 28 hours	Sep 7, 2011 12:39 PM
69	36 hours	Sep 7, 2011 12:36 PM
70	Sunday until Tuesday morning	Sep 7, 2011 12:35 PM
71	27 hrs	Sep 7, 2011 12:35 PM
72	30	Sep 7, 2011 12:33 PM
73	26 hours	Sep 7, 2011 12:32 PM
74	36	Sep 7, 2011 12:32 PM
75	2 days	Sep 7, 2011 12:31 PM
76	26 hours	Sep 7, 2011 12:21 PM
77	Apx 30	Sep 7, 2011 11:45 AM
78	27	Sep 7, 2011 10:46 AM
79	26 hours	Sep 7, 2011 10:21 AM
80	2 days	Sep 7, 2011 9:05 AM
81	26	Sep 7, 2011 9:00 AM
82	came back on midday Wednesday	Sep 7, 2011 8:19 AM
83	28 hours	Sep 7, 2011 8:10 AM
84	72	Sep 7, 2011 7:36 AM
85	26	Sep 7, 2011 7:20 AM
86	2 days	Sep 7, 2011 5:42 AM
87	32	Sep 7, 2011 5:12 AM
88	36 hours	Sep 7, 2011 2:52 AM
89	78 hours	Sep 6, 2011 9:23 PM

Page 2, Q8. How many hours was your main power supply from National Grid down?

90	About 26 hours	Sep 6, 2011 9:14 PM
91	from around 10 am Sun until around 5 pm Mon	Sep 6, 2011 9:04 PM
92	30 hours	Sep 6, 2011 8:39 PM
93	approx 30 hours	Sep 6, 2011 8:37 PM
94	29	Sep 6, 2011 8:35 PM

Page 2, Q10. When you were without power, what were your means of getting information about the status of the storm and related issues?

1	Did not get info. I heard that even a battery operated radio or TV would have done no good because all of the radio and TV stations were out.	Sep 21, 2011 10:00 AM
2	I did not receive any info.	Sep 21, 2011 9:43 AM
3	cell phone only	Sep 14, 2011 4:15 PM
4	Please format any info on the town web site so that it can be read from a smartphone, including specific info on pets at shelters.	Sep 13, 2011 11:48 PM
5	calls to friends & family in other areas	Sep 12, 2011 3:36 PM
6	none	Sep 10, 2011 8:28 PM
7	none	Sep 9, 2011 7:51 AM
8	cell phone; land line was down too. internet from work	Sep 8, 2011 9:57 AM
9	family with power in mass	Sep 8, 2011 9:29 AM
10	None. Car was in garage with non-working opener due to loss of electricity	Sep 8, 2011 8:55 AM
11	Had generator TV / Radio / Scanner / Cell Phone	Sep 8, 2011 7:42 AM
12	Cox Land Line was good for about 8 hours when without power	Sep 8, 2011 7:29 AM
13	nothing really. cell phones were down, computer was down and radio died.just chatted with whoever we saw the day after the storm.	Sep 7, 2011 9:20 PM
14	Kids communicated via texting	Sep 7, 2011 7:11 PM
15	portable digital TV	Sep 7, 2011 5:21 PM
16	internet via laptop	Sep 7, 2011 4:39 PM
17	I drove to the fire station for an update. Chief Lynch was very busy but very accommodating.	Sep 7, 2011 3:05 PM
18	We were evacuated, there was power where we were staying (out of town). Cell phone, (not smart). Internet was available at work.	Sep 7, 2011 2:22 PM

Page 2, Q10. When you were without power, what were your means of getting information about the status of the storm and related issues?

19	920 AM and 630 AM radio stations. 920 was really great because they	Sep 7, 2011 2:15 PM
20	Internet via card	Sep 7, 2011 1:55 PM
21	text messages	Sep 7, 2011 1:29 PM
22	blackberry	Sep 7, 2011 12:36 PM
23	Landline telephone was only up for 2 hours after power went out. I have Cox bundled service.	Sep 7, 2011 10:21 AM
24	Power was out for the cell tower of my service so I had no cell phone either, once that was restored we had that before power here	Sep 7, 2011 9:05 AM
25	Found out why power was out and how long it was going to be out thru neighbors. I have a smartphone but did not want to run out of battery. Car chargers do not hold a phone charge very long. Having a battery operated radio was key for us.	Sep 7, 2011 8:19 AM
26	Internet via iPad For most of the day Sunday, we had nothing but personal contact. I never saw or heard from a Town Official.	Sep 6, 2011 9:04 PM
27	Spoke to the DPW workers that were on our street.	Sep 6, 2011 8:37 PM

Page 2, Q11. What is your opinion of the information you were getting from THE STATE during and after the storm?

1	During the storm I just stayed put. After the storm when power was restored the state did well enough.	Sep 14, 2011 4:15 PM
2	The state had no specific comments about Portsmouth as far as I know	Sep 13, 2011 4:50 PM
3	TV and WPRO were helpful in communicating state ongoing news.	Sep 8, 2011 6:43 PM
4	I recall hearing on the news about the hurrican barrier in Providence. That's about it. I received emails and phone calls from National Grid, however. And Cox Communications. They were very communicative.	Sep 8, 2011 3:35 PM
5	the state did not give much info after the storm	Sep 8, 2011 2:06 PM
6	The state's website was the ONLY place where I found official information for our town. They posted evacuation maps and the official evacuation order -- but it came in quite late in the day.	Sep 8, 2011 11:24 AM
7	fair, at my sister's we watched broadcast of governor, but could not hear much as there were insufficient microphones at the site.	Sep 8, 2011 9:29 AM
8	I knew they were planning for floods, etc. and watching the low-lying areas to evacuate people, mostly in South County. Did not hear the state mention Aquidneck Island in their plans.	Sep 8, 2011 8:30 AM

Page 2, Q11. What is your opinion of the information you were getting from THE STATE during and after the storm?

9	I received no information from the state during the storm.	Sep 7, 2011 7:58 PM
10	None	Sep 7, 2011 7:11 PM
11	Personally having State personell giving instructions that are so basic is overkill. People have common sense, and while it's annoying to be without power, it's a good reminder to appreciate what luxuries we normally have. Portsmouth came through with flying colors and big thanks to the Police and Fire Dept. for all the help they rendered.	Sep 7, 2011 5:07 PM
12	Where was the governor	Sep 7, 2011 4:35 PM
13	Press conferences where carried on tv and radio with good regularity to update damage and power situation. Even though the data was limited you felt an effort was being made to keep the public informed.	Sep 7, 2011 2:22 PM
14	What information?	Sep 7, 2011 12:35 PM
15	I heard little from the state except a few comments after EMA meetings/conference calls on WPRO	Sep 7, 2011 10:21 AM
16	What information?	Sep 7, 2011 9:05 AM
17	It is really hard to say because we were out of power.	Sep 7, 2011 8:19 AM
18	I think that the regular press conferences were helpful.	Sep 7, 2011 8:10 AM
19	Sen. Whitehouse sent some advice and internet links prior to the storm, but I do not recall seeing any info directly from the state.	Sep 6, 2011 9:04 PM

Page 2, Q12. What is your opinion on the information you were receiving from the TOWN OF PORTSMOUTH during the storm?

1	Did not receive info. See #10 above.	Sep 21, 2011 10:00 AM
2	Did not receive any info. Was it needed? I think not.	Sep 21, 2011 9:43 AM
3	While the power is out what do you want anyone to do? Besides radio that's all there is.	Sep 14, 2011 4:15 PM
4	What info?	Sep 13, 2011 11:48 PM
5	We had no direct information from the town of Portsmouth. TH was empty and the phones rang but were not answered	Sep 13, 2011 4:50 PM
6	Poor since I don't recall hearing anything from Town of Portsmouth	Sep 12, 2011 3:36 PM
7	Was there any information during/after the storm? The town web page didn't to reflect that there was even a storm (minus one link). I tried to find out information about whether the town would pick up brush... nothing. I even called teh town clerk's office and left a message with my contact info (no one in the office on the	Sep 9, 2011 8:08 AM

Page 2, Q12. What is your opinion on the information you were receiving from the TOWN OF PORTSMOUTH during the storm?

	Monday following the storm). No return call at all. In the age of smartphones (and excellent reliability), the town should use the webpage and other social media more. Of course there's a cost involved, but this is the communication channel of choice today and the future.	
8	didn't get any info	Sep 9, 2011 7:51 AM
9	I don't recall receiving any information from the town of Portsmouth regarding the storm.	Sep 8, 2011 7:50 PM
10	No information	Sep 8, 2011 6:43 PM
11	Posting info on Facebook would've been great because many were without power, but we still received updates on our cell phones. Even those without smart phones can receive updates via SMS. In addition to that, they should've done like a school closing by making sure info was on the news on TV and on the radio.	Sep 8, 2011 3:35 PM
12	What information?? The town did absolutely nothing!	Sep 8, 2011 11:24 AM
13	WHAT INFORMATION????? They didn't provide anything! Only the School Superintendent issued information.	Sep 8, 2011 8:46 AM
14	did not hear anything about Portsmouth on the radio, my means of information.	Sep 8, 2011 8:30 AM
15	Never heard anything for any town officials... and it appeared that no information was passed on to State agencies so they report on Portsmouth	Sep 8, 2011 7:25 AM
16	We ABSOLUTELY need an emergency phone system! This needs to reach residents by landline, cell, text AND email. MULTI-media! The fact that schools was pushed back was spread by word of mouth is not acceptable. Portsmouth didn't even put in on news till the bitter end. Those using smart phones to check email and web sites had to use a magnifier to see that opening was rescheduled - in tiny font that didn't stand out. If we all know in advance that one site is our "go-to" place this will really help! Also, I think we are all willing to let the elderly or less tech savy know by word of mouth if need be, but the majority of population will be in the know! As a side, Could you have used the list serves / and automated phone system from the school system? Could you use the water departments emergency lines??? I wasn't really impressed at all. I will make sure to check the town web site from now on thou...	Sep 8, 2011 7:22 AM
17	There was no information from the town.	Sep 7, 2011 9:07 PM
18	I received no information from the town during the storm.	Sep 7, 2011 7:58 PM
19	None	Sep 7, 2011 7:11 PM
20	what information?	Sep 7, 2011 6:49 PM
21	I can't answer this question because I did not know the Town was issuing any information and I would not have known where to receive it.	Sep 7, 2011 4:11 PM
22	Didn't get any info and had to guess when you could go back to Island Park.	Sep 7, 2011 2:36 PM
23	What information?	Sep 7, 2011 2:22 PM

Page 2, Q12. What is your opinion on the information you were receiving from the TOWN OF PORTSMOUTH during the storm?

24	Did not hear much information, just what came on the local TV.	Sep 7, 2011 2:20 PM
25	during the storm, I had no information that was received	Sep 7, 2011 2:11 PM
26	My only contact was the DPW who cleaned up a downed tree across the road. They told me we might not get power for a few days	Sep 7, 2011 1:08 PM
27	None but wasn't looking for it.	Sep 7, 2011 12:52 PM
28	We had no land line phone service so we didn't receive a phone message about the school delay. An email would have been more helpful because we were able to access our email through our smartphone. I would have to say that we received a lot of info just from talking with other people in town.	Sep 7, 2011 12:39 PM
29	I heard nothing from the town at any time.	Sep 7, 2011 10:21 AM
30	What information?	Sep 7, 2011 9:05 AM
31	I felt out of touch. But again, hard to say because of power outage.	Sep 7, 2011 8:19 AM
32	I did not receive any info during the storm FROM the town...only through local media.	Sep 7, 2011 8:10 AM
33	What information?	Sep 6, 2011 9:04 PM

Page 2, Q13. Do you have any other comments about the storm that you would like to share?

1	I get the feeling from this survey that you are unhappy about the way the town handled the hurricane. I am not sure what you would like them to do. Go door to door during the storm to assure people that we are OK? We always have at least two days to get ready for a hurricane. Since the town does not have a local radio or TV station I would think that it is prudent for people to pay attention via TV or radio to prepare for the storm.	Sep 21, 2011 10:00 AM
2	People seem to expect to have no disruption in their lives, but no matter how much planning is involved, you cannot control nature or plan for every event.	Sep 14, 2011 4:15 PM
3	This storm gave us a pass. Before the next inevitable storm or emergency, I would like to see 1) a combination of low tech (perhaps those portable electronic highway signs on major incoming roads or local radio or reverse 911) and high tech (town web site/Facebook) methods of disseminating info	Sep 13, 2011 11:48 PM
4	Portsmouth should designate an official Radio source (AM) perhaps with one alternate for official over the air information and should post the same information on the internet via one or more social media networks plus the Town website.	Sep 13, 2011 4:50 PM
5	Yes...there are tree limbs on the side of many streets awaiting cleanup.	Sep 12, 2011 3:36 PM
6	Pick up and disposal of large trees and or branches by the town for residential properties not on main roads would have been nice.	Sep 12, 2011 10:44 AM

Page 2, Q13. Do you have any other comments about the storm that you would like to share?

7	Once again, over blown by every EMA personnel including weather channels.	Sep 10, 2011 5:05 PM
8	No	Sep 9, 2011 8:08 AM
9	I'd like to suggest that after a storm like this the town should offer assistance to it's residents in the way of helping with the clean-up/removal of tree and yard debris. I think many people thought the town would pick up tree debris as they dragged the debris to their curbside, but I have not seen the town doing any yard waste removal, such as they do christmas trees.	Sep 8, 2011 7:50 PM
10	I hope this is a learning experience for our town to put into place procedures for disasters and widespread communication.	Sep 8, 2011 6:43 PM
11	I really think the town should allocate funds to the pickup and disposal of tree branches. They do it for Christmas trees, they have money for snow removal, they should prepare for this type of weather too.	Sep 8, 2011 3:35 PM
12	This was not a big storm.... how did it cause such big electrical problems? I think the people in charge were not prepared - because for too long too many little details have been neglected	Sep 8, 2011 2:06 PM
13	Our town council is the worst one I've seen since I've lived in this town. They should be ashamed of themselves for doing NOTHING to help protect the citizens.	Sep 8, 2011 11:24 AM
14	Not much of a storm. Really pointed out how fragile our infrastructure is. What if it had been a cat 2?	Sep 8, 2011 8:35 AM
15	There are still piles of storm waste on sides of streets. Is anything planned for removal????	Sep 8, 2011 8:30 AM
16	The performance of Town Public Works were outstanding. Trees and debris was cleared from roads very quickly.	Sep 8, 2011 7:29 AM
17	Still waiting for the Town to pick up all the tree branches along the roads!	Sep 8, 2011 7:25 AM
18	We ABSOLUTELY need an emergency phone system! This needs to reach residents by landline,cell, text AND email. MULTI-media! The fact that schools was pushed back was spread by word of mouth is not acceptable. Portsmouth didn't even put in on news till the bitter end. Those using smart phones to check email and web sites had to use a magnifier to see that opening was rescheduled - in tiny font that didn't stand out. If we all know in advance that one site is our "go-to" place this will really help! Also, I think we are all willing to let the elderly or less tech savy know by word of mouth if need be, but the majority of population will be in the know! As a side, Could you have used the list serves / and automated phone system from the school system? Could you use the water departments emergency lines??? I wasn't really impressed at all. I will make sure to check the town web site from now on thou...	Sep 8, 2011 7:22 AM
19	The town dump was poorly run after the storm. We had a hurricane. A majority of homes had a lot of yard waste (leaves, branches, tree limbs) after the storm. The town dump was not prepared to handle the volume. There needs to be a better system in place when you know the number of cars needing access to the dump will jump dramatically. That was an example of very poor town service.	Sep 8, 2011 5:59 AM
20	I think the Town's use of social media (via facebook, Town blog, etc.) would	Sep 7, 2011 9:37 PM

Page 2, Q13. Do you have any other comments about the storm that you would like to share?

	have been very helpful. I didn't realize or knew that information was posted on the Town website. Can the Town also use automated phone service BEFORE the storm to inform the citizens about evacuations, shelters, etc.? The schools (at least the High School) uses automated phone calls to broadcast information to the parents about "emergencies" and I find that very useful.	
21	Wish the town did some kind of leaf/branch/storm debris pick up. Been checking the town website but see nothing.	Sep 7, 2011 9:20 PM
22	Given the proximity of our properties to coastlines, our town should have an emergency management team that manages services and communication with residents before, during and after any such emergency.	Sep 7, 2011 9:07 PM
23	I have no idea what the town should be informing the residents about, or our responsibilities as citizens to the town when informed.	Sep 7, 2011 7:58 PM
24	Again, I don't think we should have expectations of a small town to update the citizens on a storm. The local news stations do that job and our town officials had declared evacuation areas and power outage information to the news stations for mass communication and to the power company	Sep 7, 2011 7:54 PM
25	We are on high ground and expected to take care of ourselves. I felt sorry for the people in evacuation areas.	Sep 7, 2011 7:11 PM
26	Funny that the superintendent was able to call us to tell us about the delay in schools but never heard anything about a storm coming and where shelters were. Why bother to have an emergency contact system when no one uses it	Sep 7, 2011 6:50 PM
27	I am new to the area so was unaware of the information provided by the town.	Sep 7, 2011 6:32 PM
28	Some storm drains were clogged/blocked and almost flooded a few people's garages and lower levels of their houses, fortunately neighbors pitched in and cleared the storm drains. Too bad the town didn't provide pick up of tree branches etc after the storm	Sep 7, 2011 5:21 PM
29	I would just like to add that I wish the EDC would do a survey of the businesses in Portsmouth who have moved to other towns and determine why we are losing these businesses and what are you doing to help existing business, instead of trying to evaluate what you see as shortcomings on the part of others.	Sep 7, 2011 5:07 PM
30	I was pissed to see town trucks in my neighborhood picking up limbs / branches and putting them back into yards. They did this several times to my yard when the limbs were in the street. They did not put anything in their truck. After the hurricane the same thing!	Sep 7, 2011 5:05 PM
31	Why is the town not picking up trees limbs that came down during the storm? Isn't that why we pay taxes?	Sep 7, 2011 4:57 PM
32	School has several phone #'s and an e-mail address and we were never notified by them that school was delayed.	Sep 7, 2011 4:46 PM
33	With so much debris from downed trees, I was surprised that the town did not set up a system to dispose of this. Without a truck it is difficult to get rid of. If I rent a truck, it won;t have the dump sticker on it	Sep 7, 2011 4:39 PM
34	We survived and I think National Grid did a great job because I did not expect to	Sep 7, 2011 4:11 PM

Page 2, Q13. Do you have any other comments about the storm that you would like to share?

	have power restored for many days.	
35	Thank goodness it was only a minimal tropical storm	Sep 7, 2011 3:55 PM
36	if you don't have power your out of touch with whatever is going on including updates or help.	Sep 7, 2011 3:19 PM
37	Reverse 911	Sep 7, 2011 2:36 PM
38	If school is cancelled the town seems to have a good telephone system to inform parents of the cancellation. Not sure why this could not be used to notify folks in the flood plane they need to evacuate.	Sep 7, 2011 2:22 PM
39	before a storm, inform all the residents of the town where they SHOULD turn to for info,etc. maybe put this inside everyone's tax bill? and list the places - the town web site, portsmouth patch, radio station, etc.	Sep 7, 2011 2:15 PM
40	I think the public works could have picked up everyone's yard waste to help people out during this time. I personally would have gone to the dump myself, but for some residents, they could have used some help.	Sep 7, 2011 2:11 PM
41	The Portsmouth Public Works did an amazing job during the days after the storm! I do have one concern. I was told they are not allowed to continue to pick up large branches left on the roadside by town residents. I am hoping this is not true as this service is greatly appreciated!	Sep 7, 2011 1:45 PM
42	It was also very difficult to get information from National Grid.	Sep 7, 2011 1:29 PM
43	No	Sep 7, 2011 1:15 PM
44	DPW did a great job cleaning up branches and debris from the storm.	Sep 7, 2011 1:08 PM
45	Having people bring yard debris to the dump just clogged up the roads and made the wait incredibly long for those just bringing everyday trash. The town should have had a separate location to just dump yard debris.	Sep 7, 2011 12:52 PM
46	More pressure should be put on the utilities to protect their lines from the storm. We pay a premium for power and from what the news stated they debated that it would cost them less in fines to have us wait for the power to return than to bring in workers for us to regain power more quickly. We do not have a choice on where our power comes from so I would think it would be more regulated and secured by our state and town.	Sep 7, 2011 12:42 PM
47	I appreciated how quickly the road crews were out to clear branches, etc.	Sep 7, 2011 12:35 PM
48	Portsmouth Patch was a great source of info especially up to the minute postings.	Sep 7, 2011 12:35 PM
49	Town MUST have emergency e-mail, phone emergency system such as the Portsmouth Water and Fire District has and Middletown and Newport have.	Sep 7, 2011 11:45 AM
50	No effort made to enable residents to dispose of the storm debris. Transfer station did not open for extra hours, dropoff wait times were lengthy.	Sep 7, 2011 10:46 AM
51	The town needs to reviews its emergency plan to provide better information to residents and contact information for people to ask questions.	Sep 7, 2011 10:21 AM

Page 2, Q13. Do you have any other comments about the storm that you would like to share?

52	I would like to see utility lines put underground.	Sep 7, 2011 9:05 AM
53	Good News: We had warm water the whole time. Bad News:VERY DISAPPOINTED TOWN WILL NOT PICK UP BRANCHES ALONG SIDE OF ROAD. WE ONLY HAVE A FEW AND THAT WOULD BE NICE. I DO UNDERSTAND THAT THERE IS A LOT OF WORK TO DO BUT STILL....	Sep 7, 2011 8:19 AM
54	As I said before, what's done is done and no one was seriously hurt or died. This was not Katrina...let's not make mountains out of molehills...learn from it, look at all of the options, put procedures in place and move on. But, I've learned that (through my own PR experience) that not everyone is going to be reached...not everyone is going to get this survey! A paper form may be helpful...it can be left at the Town Hall, the library, Clement's, the Post Office, BankNewport, Senior Center...and other busy local businesses...people can be instructed to either visit the site to fill out the survey or drop off the paper surveys in the same place they picked it up (in a box or what ever) Make it time sensitive...a one week blast. Pull volunteers from all of the town committes to deal with the surveys. (pick up, compile info etc.) Also, ask that it be included in a ListServ mailing. Have a great day!	Sep 7, 2011 8:10 AM
55	The town does not have control over a storm but clearly took the right measures to protect their citizens just didn't notify properly.	Sep 7, 2011 7:20 AM
56	I assume the Town had a formal emergency management plan in the case of a hurricane, and that the plan included communication with residents. What did the plan call for, and who was supposed to be responsible?	Sep 7, 2011 5:42 AM
57	We received several emails from the school department regarding the status of first day and emergency services offered to us and our child. We had signed up for the F&W District Code Red service too. Never heard from the town until the police came through IP with a bull horn and a recorded message on Saturday afternoon. Wound up staying at home.	Sep 7, 2011 5:12 AM
58	Please develop a Facebook page for the Town of Portsmouth. Although I did not have a smartphone during Irene, I have one now and use Facebook for most of my communication with family, friends and businesses and resources in the community.	Sep 6, 2011 9:14 PM
59	It seemed as though the town changed its mind about a "mandatory" evacuation, but didn't bother telling anyone, since communication of the evacuation was limited in the first place. Leaving our home was an expensive inconvenience we were willing to make for our own safety if the town considered it mandatory. We were left with little information about the town's policy, and no one to contact. Some have suggested that it is each person's responsibility to determine the safety of the situation, not the town's. However, when the town ordered a MANDATORY evacuation, it assumed that responsibility. By communicating inadequately with my neighbors and me, the town let us down. To put it simply, don't say "mandatory" unless you mean it.	Sep 6, 2011 9:04 PM
60	The total lack of communication from any elected officials was deeply disturbing, as was the failure to communicate the evacuation of Island Park in any official way. Did they send the PD out on bullhorns? I didn't hear them.	Sep 6, 2011 8:39 PM
61	The town should pick up all of the tax payers branches on the side of the road!!!	Sep 6, 2011 8:35 PM