



2021 GREENWICH RESIDENT SATISFACTION SURVEY

Prepared for the Town of Greenwich
By GreatBlue Research, Inc.



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EXECUTIVE SUMMARY

In order to measure public opinion concerning resident satisfaction with Town services, the Town of Greenwich has sponsored and commissioned a re-administration of the 2018 Greenwich Resident Satisfaction Survey. The 2021 survey was designed to provide an update to the 2018, 2016 and 2014 data and to track changes over time. While the survey was originally scheduled to be conducted in 2020, the study was put on hold by the Town of Greenwich until 2021 due to the onset of the COVID-19 pandemic.

The 2021 survey was administered via mixed methodology utilizing both telephone and digital outreach. The telephone survey was conducted with 133 adult Greenwich residents from October to November. Telephone numbers were randomly generated and included both landline and cell phone numbers. The telephone survey was administered in both English and Spanish. The survey instrument and more detailed results can be found in the remainder of this report and the appendices.

In addition, the Town of Greenwich utilized an online methodology as part of the overall study. A digital survey in English was available during October and November via a link placed on the Town's website. In total, 432 residents elected to take the survey online. In 2021, due to the decreased response rate and participation rate for the phone survey, coupled with an increased attrition rate for the phone survey, the 432 digital surveys have been included with the 133 phone surveys in the overall results throughout the following report to ensure a sample size of 400 completed surveys was achieved.

Of the 565 completed surveys in 2021, 432 were digital surveys (76.5% of all completed surveys) and 133 were phone surveys (23.5% of all completed surveys). In 2021, survey data was weighted in order to provide accurate tracking results utilizing the Random Iterative Method (RIM) to develop a representative multivariable weighting. The RIM weighting functionality was introduced in 2021 and is also reflected in 2018 results, to allow for statistically reliable tracking data. Phone survey data and digital survey data were weighted 50% / 50% to provide an equal balance across both methodologies, without over-weighting a smaller sample size of n=133 phone surveys compared to n=400 digital surveys.

The success of the digital survey link in 2021 was contrasted with a decline in respondent engagement on the phone survey. In 2018, a phone survey was completed per 55 outbound calls, equating to roughly 22,000 outbound phone calls to achieve 400 surveys. In 2021, a phone survey was completed per 272 outbound calls, equating to 35,997 outbound phone calls to achieve 133 surveys. When comparing 2018 versus 2021 phone fielding efforts, 2021 exhibited a 64% increase in the number of outbound phone calls made, but resulted in a 67% decline in those calls yielding a completed survey. Smart phone applications such as Hiya, Truecaller, and Showcaller, as well as iPhone and Android cell phone settings that block calls not listed on an individual's contact list, resulted in decreased phone survey engagement. In 2021 the digital survey implemented both IP-restriction and geo-restrictions to limit duplicate survey submissions as well as setting parameters for residents of the Town of Greenwich.

The outcome of this research will enable the Town of Greenwich to a) clearly understand the key elements that affect quality of life in the Town, b) uncover opportunities to improve Town services and, c) identify near-term strategies to increase residential satisfaction with the Town.

KEY FINDINGS

Overall, the results for the 2021 Town of Greenwich Resident Satisfaction Survey demonstrated increases in several key areas of the study.

- Overall satisfaction with Town services in 2021 had a slightly lower mean than in 2018 (2014=5.65, 2016=5.71, 2018=6.03, 2021=5.59) as did the mean of the overall value of tax dollars (2014=5.32, 2016=5.41, 2018=5.82, 2021=5.53), local police protection (2014=6.05, 2016=6.16, 2018=6.43, 2021=6.12), services provided by the local fire department (2014=6.54, 2016=6.50, 2018=6.69, 2021=6.45), and quality of education provided by the local public schools (2014=5.49, 2016=5.72, 2018=5.96, 2021=5.54).
- The Parks and Recreation Department (5.96) received the highest mean importance rating among Town service departments, followed by the Highway Division (5.51).
- While mean importance ratings were lower in 2021 than 2018 for Building Inspection Division, Planning and Zoning Department, and Inland Wetland and Watercourses Agency, the 2021 importance ratings for these departments were higher than 2016 and 2014 ratings.
- Mean ratings for the time to obtain permits (4.20), helpfulness of staff (5.36), and ease of finding information (3.83) of the Building Inspection Division experienced decreases in 2021 from 2018, while rating for their accuracy of information increased in 2021 (5.61) over 2018 (5.40).
- Mean ratings for the time to obtain approval (3.99), accuracy of information (5.04), and ease of finding information (3.44) of the Planning and Zoning Department experienced decreases in 2021 from 2018, while rating for the helpfulness of their staff increased in 2021 (5.34) over 2018 (5.14). While lower than 2018 metrics, ratings for time and accuracy in 2021 were at or above their 2016 and 2014 scores, while information received its lowest rating in the four waves of fielding.
- Ratings increased in 2021 for three of four Inland Wetland and Watercourses Agency characteristics measured, with accuracy of information (5.33) the highest rated characteristic, followed by helpfulness of staff (5.00) and time to obtain permit (4.59). Only the ease of finding information experienced a decline in 2021 (4.09) from 2018 (5.34). Ratings for all four characteristics were higher in 2021 as compared to 2016 and 2014.
- Each of the four Highway Division characteristics tracked since 2014 declined in 2021 from 2018, with the largest decline in 2021 for overall satisfaction (5.26 from 5.52 in 2018). New in 2021, the convenience of the application procedures for highway permits received the second highest rating (5.27), while the frequency of sidewalk and paving projects performed in Town received a rating of 5.04.
- The Parks and Recreation Department saw decreases in mean values across the areas of the accuracy of information for recreation passes (5.92), the helpfulness in obtaining recreation passes (5.65), time spent at Town Hall to receive a pass (5.63), and the ease of finding information (5.34). However, 2021 ratings for recreation passes were at or above their 2016 and 2014 levels.
- Further, the Parks and Recreation Department saw decreases in mean values with respect to the maintenance (5.82), hours of operation (5.76), staff members offering assistance (5.76), and the ease of finding information (5.26).

BACKGROUND & INTRODUCTION

The 2021 Greenwich Resident Satisfaction Survey was commissioned by the Town of Greenwich to be a re-administration of the 2018, 2016 and 2014 Greenwich Resident Satisfaction Survey. By using the 2014 survey as a benchmark, the Town of Greenwich is able to compare, measure changes, and track trends over time. Details concerning the purpose, planning, development, and administration of 2016 surveys and the original 2014 survey are detailed in the report compiled by the Castleton Polling Institute at Castleton University and the University of Connecticut's Department of Public Policy respectively.

The 2021 Greenwich Resident Satisfaction Survey was fielded by the GreatBlue Research, Inc. in October and November and the data was analyzed in December. The survey design was altered as minimally as possible in order to allow for comparisons to the 2018, 2016 and 2014 data.

METHODOLOGY

The 2021 survey instrument was nearly identical to the 2018, 2016 and 2014 instruments, with the exception of a few minor changes. All changes to the survey were made in consultation with the Town of Greenwich and were in response to the current needs of the Town. The full 2021 survey instrument is available in Appendix A. The survey fielded via telephone in English and Spanish from October 12, 2021 to November 12, 2021 and the online survey fielded between October 18, 2022 to November 21, 2021. In 2021, due to the decreased response rate and participation rate for the phone survey, coupled with an increased attrition rate for the phone survey, the 432 digital surveys have been included with the 133 phone surveys in the overall results throughout the following report to ensure a sample size of 400 completed surveys was achieved.

The phone sample for the 2021 survey included landline and cell phone numbers. The numbers were randomly generated (RDD) and targeted the Town of Greenwich. The landline sample and the cell phone sample was purchased from Aristotle International utilizing its Cell Phone and Landline purchasing portal. The inclusion of cell phones to the sample is a change that was made in 2016 to increase the coverage of the survey as many households are no longer able to be reached via landline telephone numbers. This was replicated in 2018 and 2021.

A total of 133 interviews were completed phone surveying and 432 via online surveying, for 565 total completed surveys. Any adult age 18 or older that lives in the Town of Greenwich was eligible. It should be noted that 2021 was the first-year online completions are included in all comprehensive results. The margin of sampling error at the 95% confidence level for the total number of completed interviews is +/- 4.10 percentage points. Any analysis using less than the total number of completed interviews have higher margins of sampling error. Survey data was weighted in order to provide accurate tracking results utilizing the Random Iterative Method (RIM) to develop a representative multivariable weighting. The RIM weighting functionality was introduced in 2021 and is also reflected in 2018 results, to allow for statistically reliable tracking data.

RESULTS

The data presented in the following sections (pages 6-21) is a comparison of the mean response value between 2014, 2016, 2018 and 2021 for all items rated on the 1 to 7 scale. The questionnaire asks respondents a set of questions for overall Town services and each service department. The data presented here are figures for each of the areas and the mean response values for 2014, 2016, 2018 and 2021 for each item. In order to test for statistically significant differences between the years, independent-samples T-tests were conducted. Any statistically significant difference ($p \leq .05$) is notated with an "*" on each figure. Testing for statistically significant differences helps to determine the likelihood of a difference being due to mere chance; however, it does not provide guidance as to whether or not a significant difference is a meaningful difference. For this report, the statistical differences are noted if there is a 95% chance of the difference being due to something other than chance.

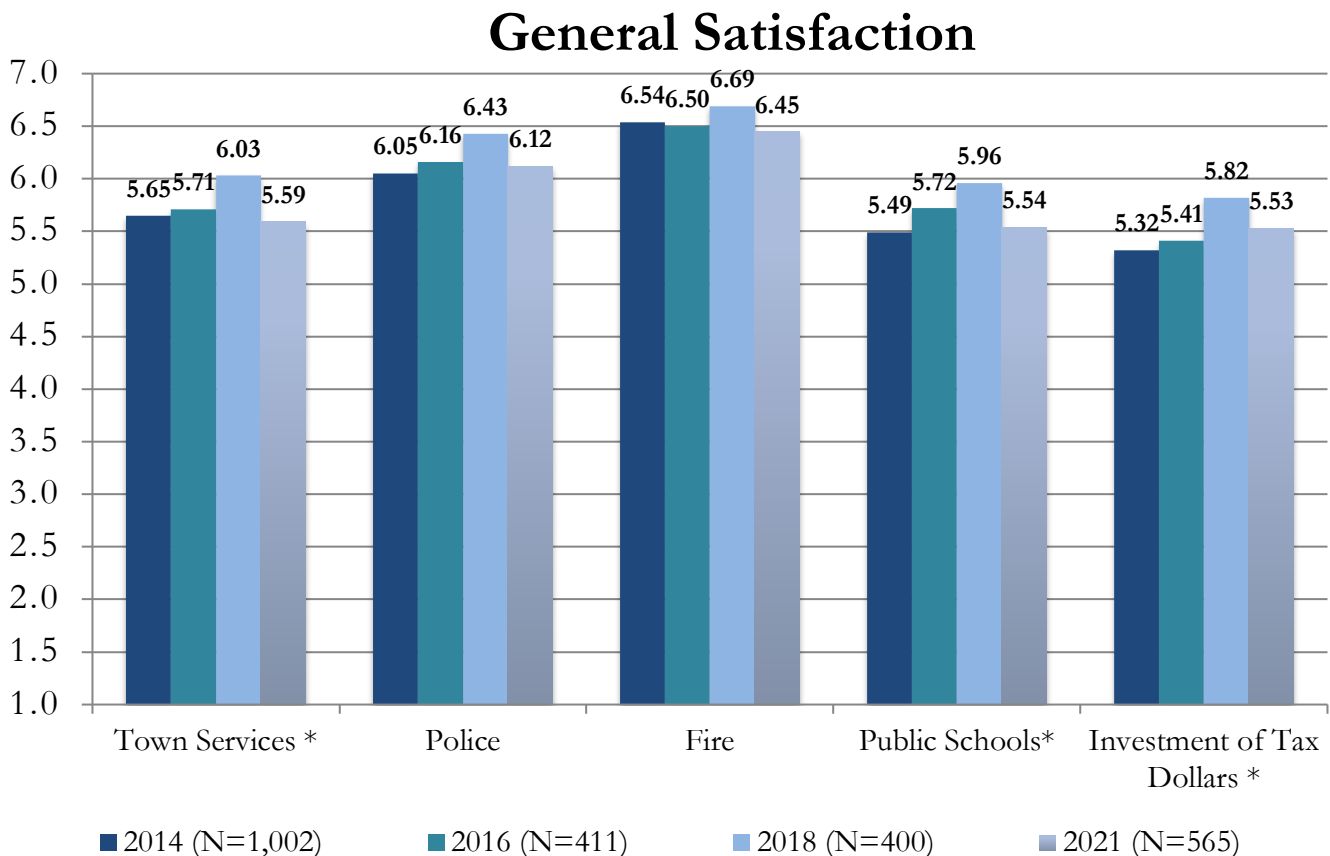
GENERAL SATISFACTION

The general satisfaction section measured responses to the following questions:

- *In general, how satisfied are you with the services provided by Greenwich?*
- *Overall, how satisfied are you with the local police protection?*
- *Overall, how satisfied are you with the services provided by your local fire department?*
- *Overall, how satisfied are you with the quality of education provided by the local public schools?*
- *Now thinking about the Town of Greenwich, in general, how would you rate the value of your tax dollars?*

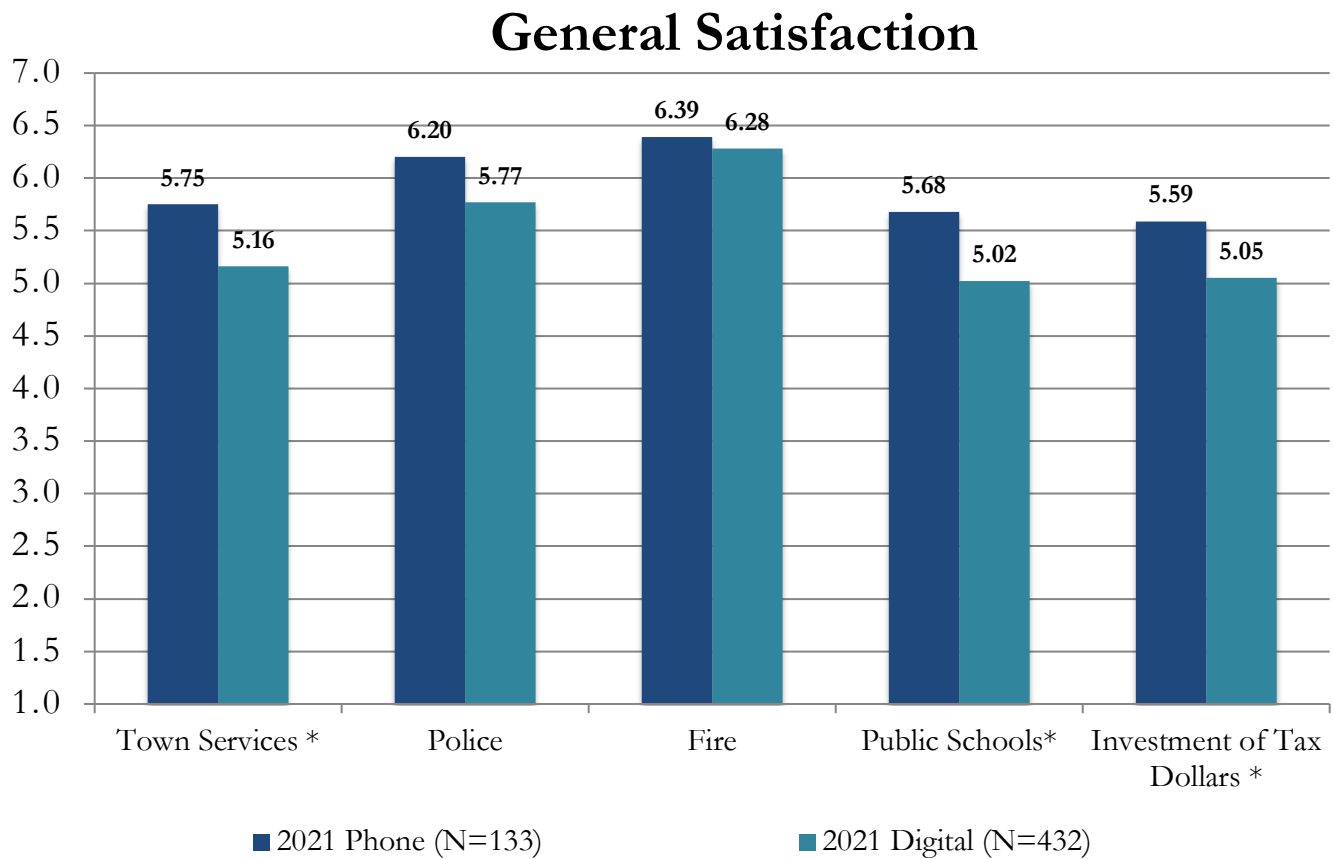
The averaged responses with the general service questions on the survey, based upon the mean of the responses among residents who provided a response from 1 to 7, were: services provided by the Town of Greenwich (2014=5.65, 2016=5.71, 2018=6.03, 2021=5.59), local police protection (2014=6.05, 2016=6.16, 2018=6.43, 2021=6.12), services provided by local fire department (2014=6.54, 2016=6.50, 2018=6.69, 2021=6.45), quality of education provided by the local public schools (2014=5.49, 2016=5.72, 2018=5.96, 2021=5.54), and rating on the value of tax dollars (2014=5.32, 2016=5.41, 2018=5.82, 2021=5.53) Figure 1 below, shows the average responses for the general satisfaction questions on the survey.

FIGURE 1: GENERAL SATISFACTION AVERAGE VALUES:



The following chart highlights a breakdown by characteristic of 2021 phone versus digital survey mean results. Readers should note the means below represent their actual 2021 metric and have not been weighted so as to highlight any differences across survey methodologies utilized for the study.

FIGURE 2: 2021 PHONE VS. DIGITAL GENERAL SATISFACTION AVERAGE VALUES:

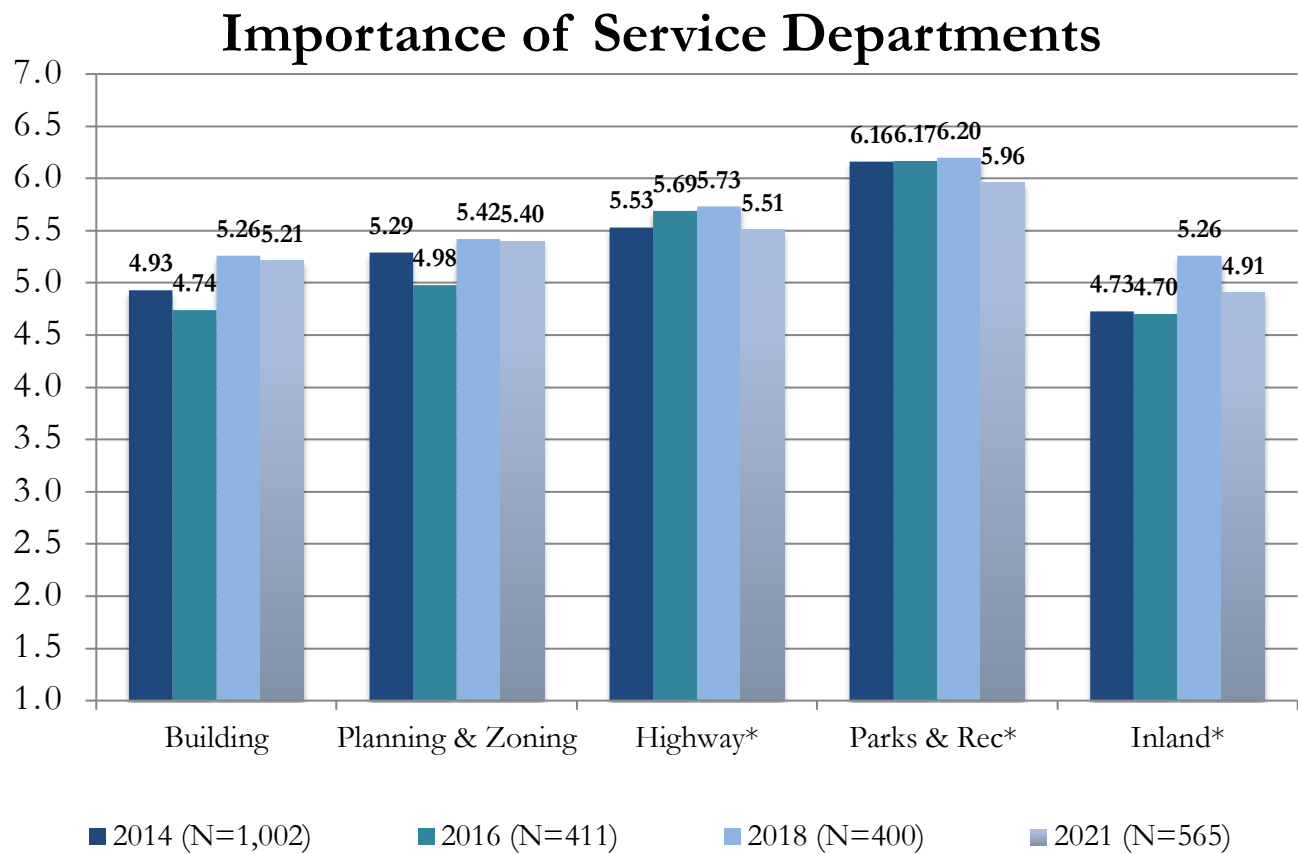


IMPORTANCE OF SERVICE DEPARTMENTS

The survey measured each respondent's perceived importance of the five service departments by asking the following question:

Please tell me how important each of the following Town services are to you on a scale of 1 to 7, one is not at all important and seven is extremely important: (A) Building Inspection Division, (B) Planning and Zoning Department, (C) Highway Division, (D) Parks and Recreation Department, [and] (E) Inland Wetland and Watercourses Agency (IWWA).

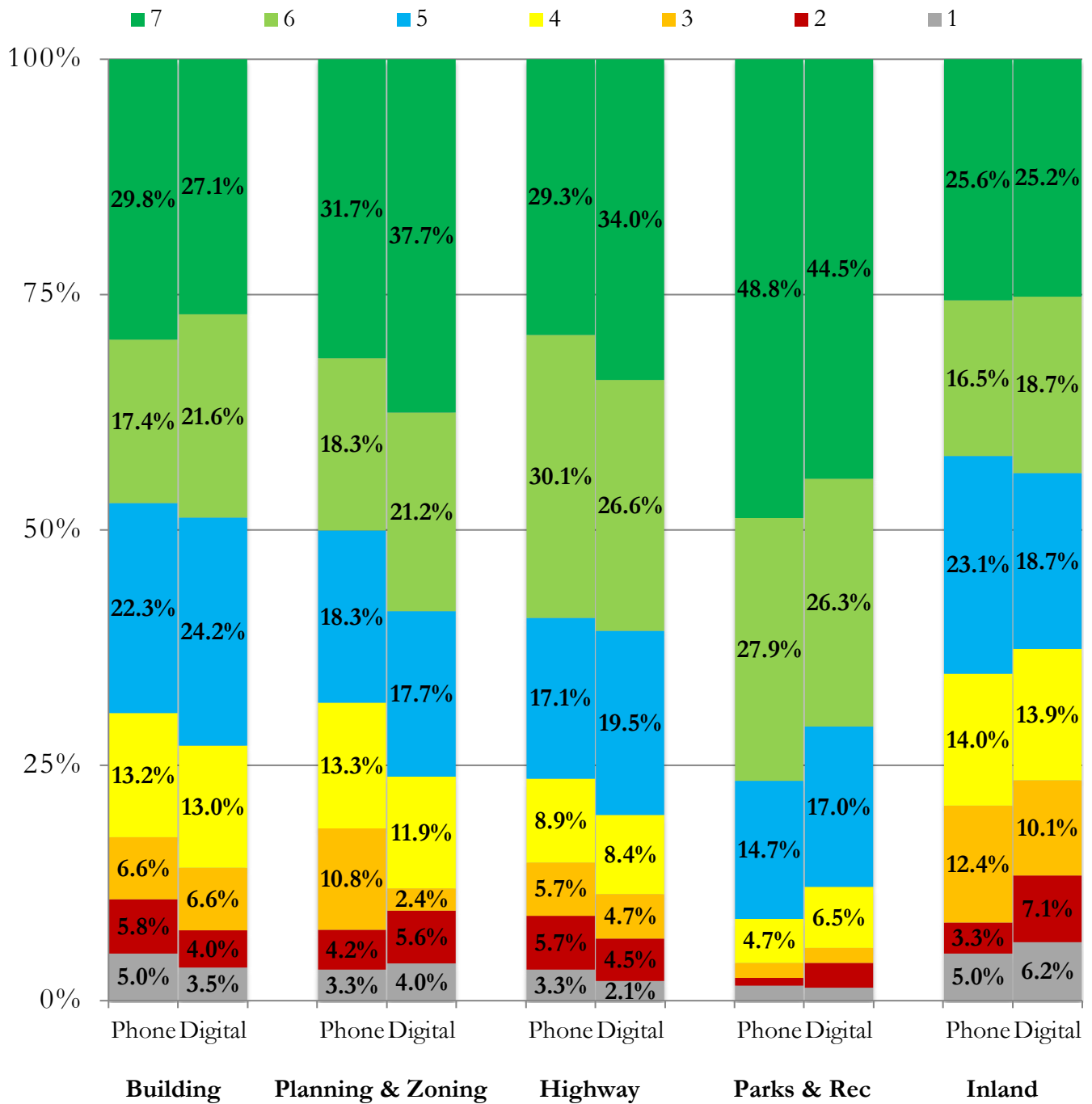
FIGURE 3: IMPORTANCE OF SERVICE DEPARTMENTS:



The following chart highlights a breakdown by characteristic of 2021 phone survey frequencies versus digital survey frequencies. Readers should note the results below represent their actual 2021 metric and have not been weighted so as to highlight any differences across survey methodologies utilized for the study.

FIGURE 4: 2021 PHONE VS. DIGITAL IMPORTANCE OF SERVICE DEPARTMENTS:

Importance of Service Departments



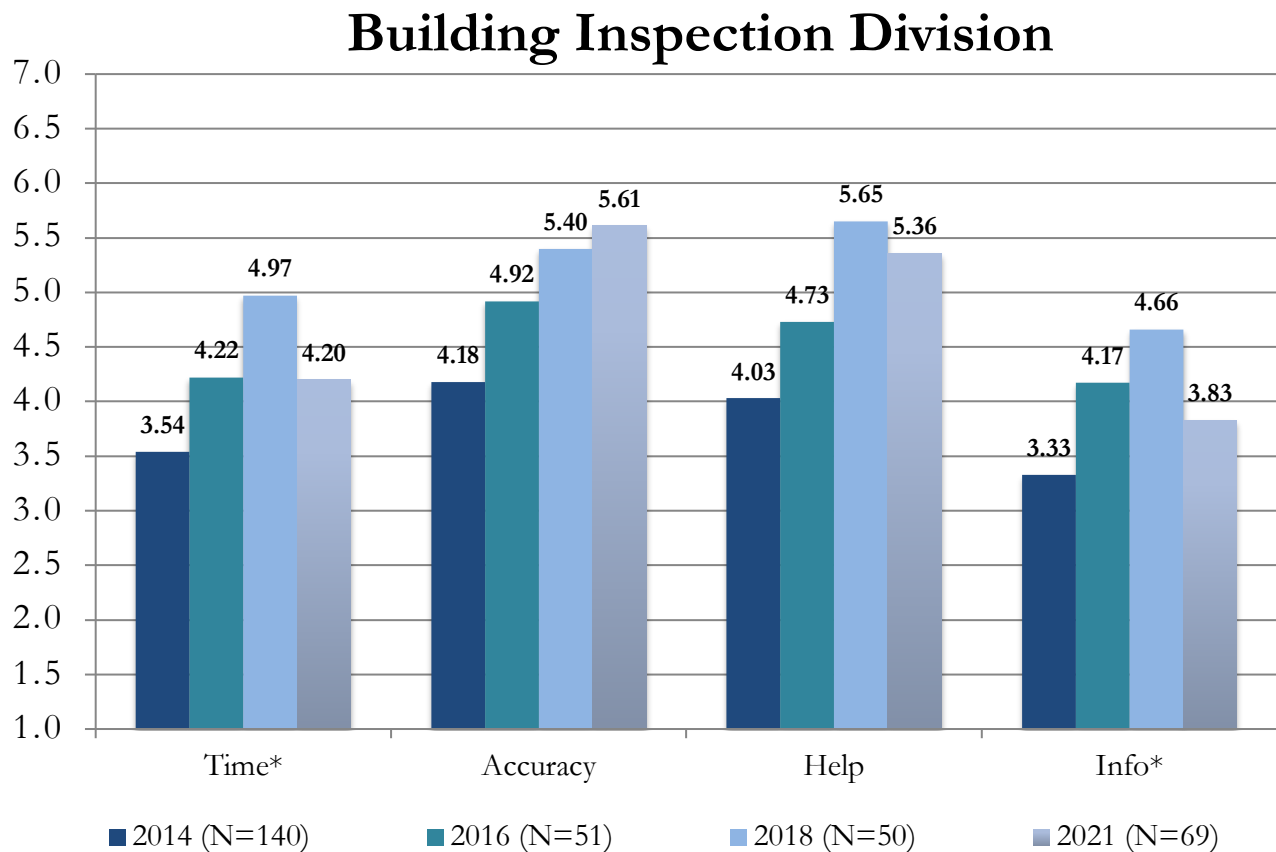
BUILDING INSPECTION DIVISION

The services under the Building Inspection Division are measured using the four factors: time, accuracy, help, and information. Due to skip logic present in the survey, this section was only asked to respondents who indicated that they or a contractor working on their behalf had been to the building inspection division to obtain a permit in the last 5 years (n=69).

The questions were asked in the following manner:

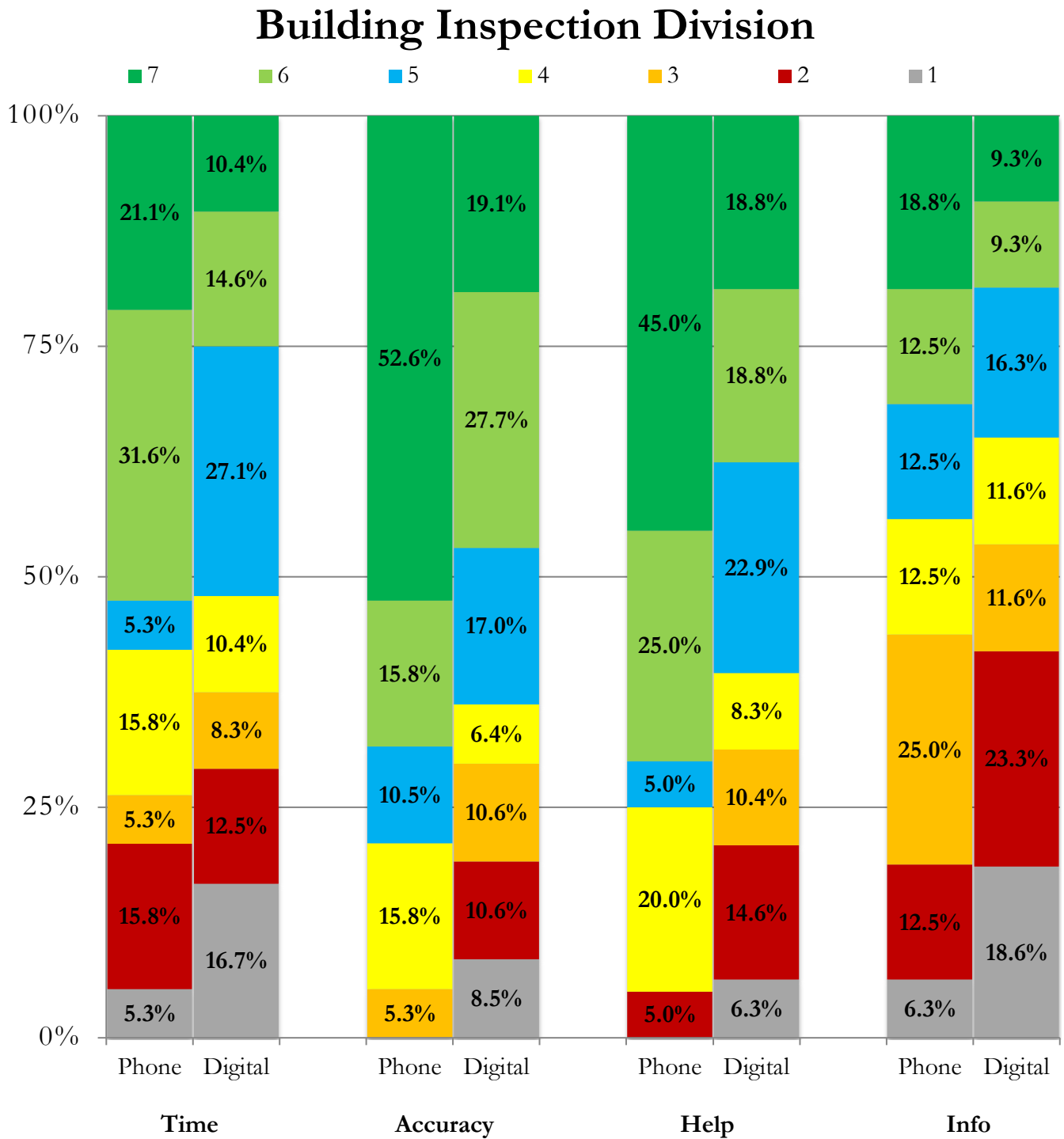
- *TIME: How satisfied are you with the length of time spent obtaining building permits?*
- *ACCURACY: To what degree did the Town Hall staff provide you with accurate information on current building codes?*
- *HELP: Overall, how satisfied are you with the Building staff in assisting you?*
- *INFORMATION: How easy was it for you to find the information you needed from the Building Division through the Town's website?*

FIGURE 5: BUILDING INSPECTION DIVISION AVERAGE VALUES:



The following chart highlights a breakdown by characteristic of 2021 phone survey frequencies versus digital survey frequencies. Readers should note the results below represent their actual 2021 metric and have not been weighted so as to highlight any differences across survey methodologies utilized for the study.

FIGURE 6: 2021 PHONE VS. DIGITAL BUILDING INSPECTION DIVISION FREQUENCIES:



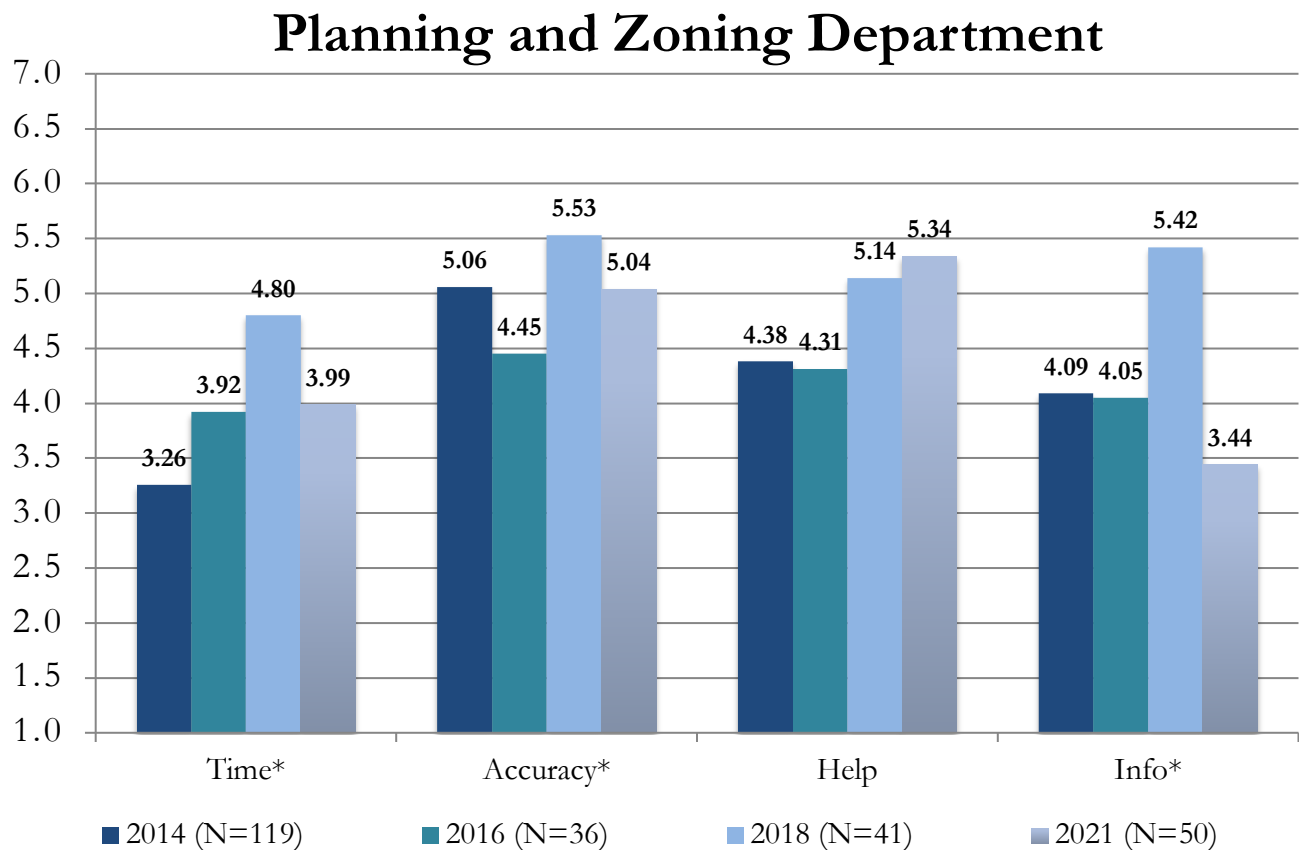
PLANNING AND ZONING DEPARTMENT

The services under the Planning and Zoning Department were measured using the four factors: time, accuracy, help, and information. Due to skip logic present in the survey, this section was only asked to respondents who indicated that they or a contractor working on their behalf had been to the Planning and Zoning Department to obtain an approval in the last 5 years (n=50).

The questions were asked in the following manner:

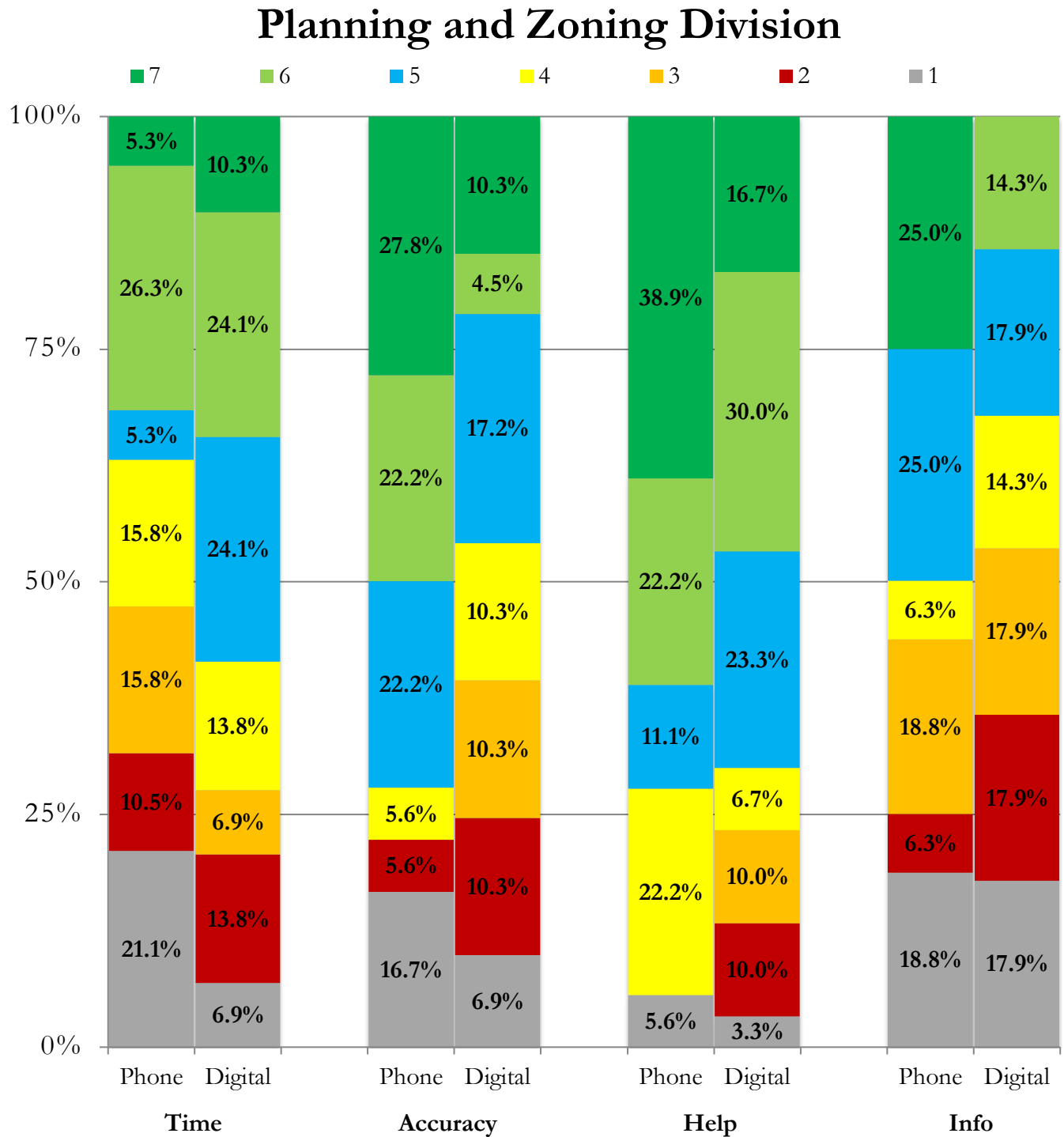
- *TIME: How satisfied are you with the length of time required to obtain Planning and Zoning approval?*
- *ACCURACY: To what degree did the Town Hall staff provide you with accurate information on the Planning and Zoning process?*
- *HELP: Overall, how satisfied are you with the Planning and Zoning staff in assisting you?*
- *INFORMATION: How easy was it for you to find the information you needed from the Planning and Zoning Department through the Town's website?*

FIGURE 7: PLANNING AND ZONING AVERAGE VALUES:



The following chart highlights a breakdown by characteristic of 2021 phone survey frequencies versus digital survey frequencies. Readers should note the results below represent their actual 2021 metric and have not been weighted so as to highlight any differences across survey methodologies utilized for the study.

FIGURE 8: 2021 PHONE VS. DIGITAL PLANNING AND ZONING DIVISION FREQUENCIES:



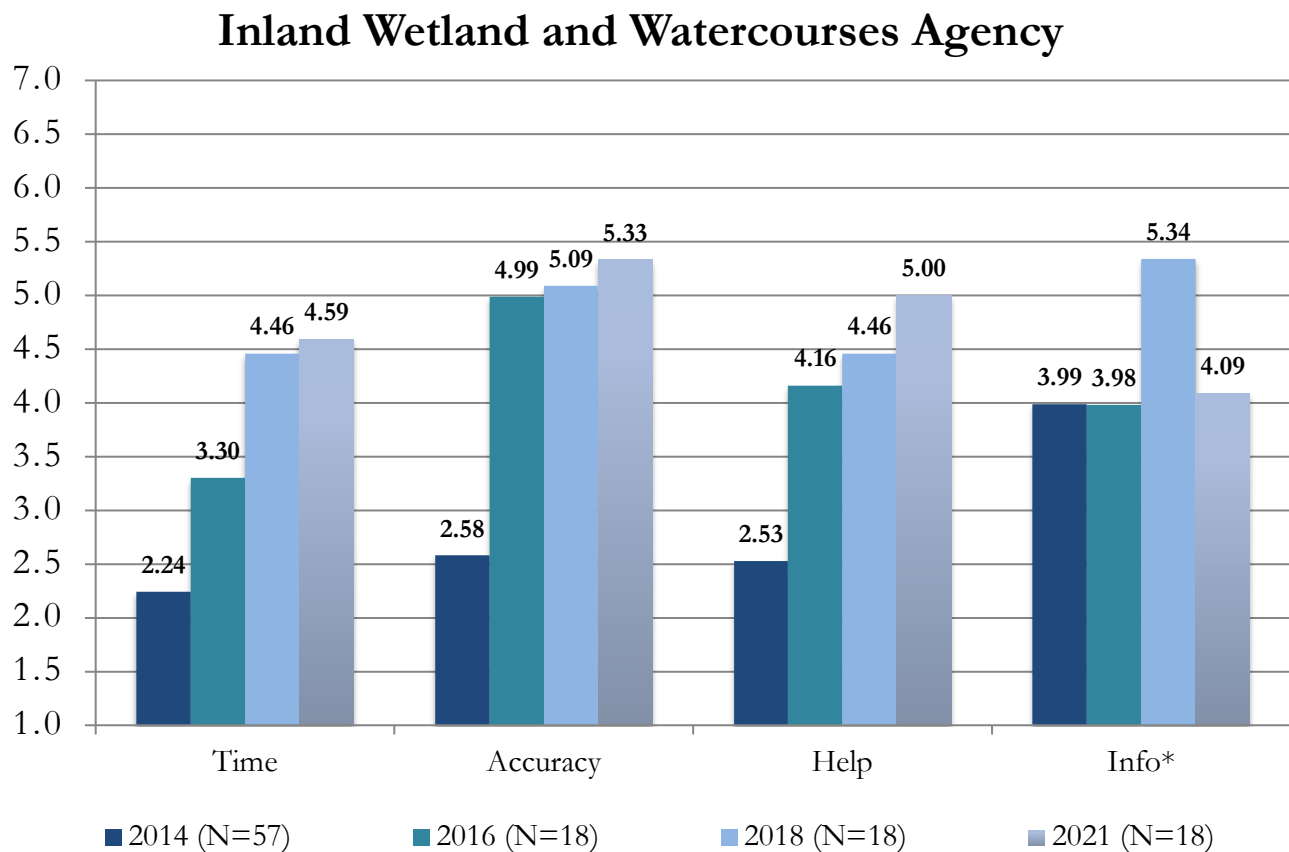
INLAND WETLAND AND WATERCOURSES AGENCY

The services under the Inland Wetland and Watercourses Agency were measured using the four factors time, accuracy, help, and information. Due to skip logic present in the survey, this section was only asked to respondents who indicated that they have you owned or lived near a property with wetlands or a watercourse in the last 5 years (n=18).

The questions were asked in the following manner:

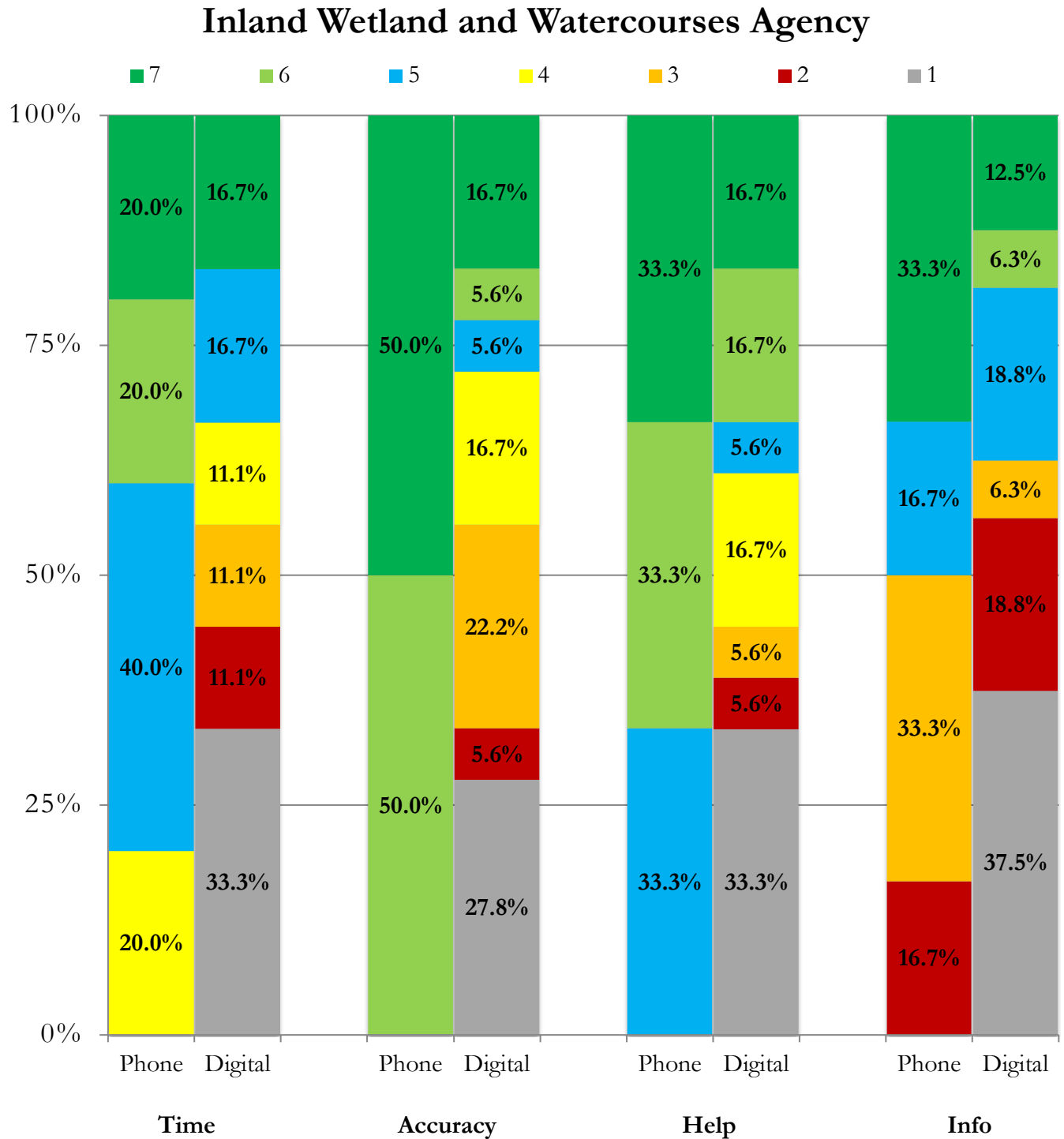
- *TIME: How satisfied are you with the length of time required to obtain a wetlands permit?*
- *ACCURACY: To what degree did the Town Hall staff provide you with accurate information on the process?*
- *HELP: Overall, how satisfied are you with the Agency staff in assisting you?*
- *INFORMATION: How easy was it for you to find the information you needed from the Agency through the Town's website?*

FIGURE 9: INLAND WETLAND AND WATERCOURSES AGENCY AVERAGE VALUES:



The following chart highlights a breakdown by characteristic of 2021 phone survey frequencies versus digital survey frequencies. Readers should note the results below represent their actual 2021 metric and have not been weighted so as to highlight any differences across survey methodologies utilized for the study.

FIGURE 10: 2021 PHONE VS. DIGITAL INLAND WETLAND AND WATERCOURSES AGENCY FREQUENCIES:



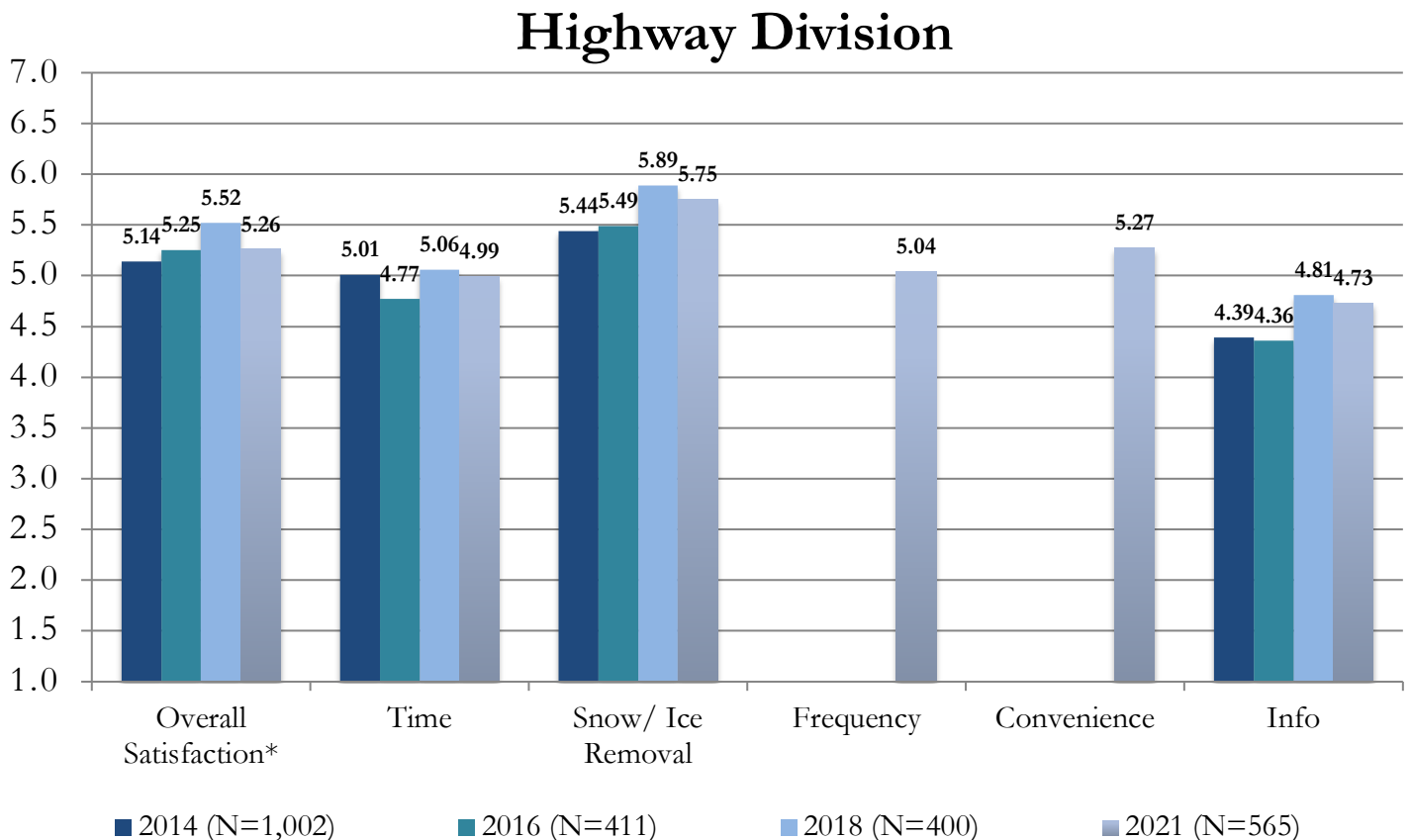
HIGHWAY DIVISION

The services under the Highway Division were measured using factors that deviate slightly from the usual four factors time, accuracy, help, and information – only the time and information measures were applicable to this division. Additional Highway Division factors included in the survey were overall satisfaction, effectiveness of snow and ice removal, frequency of sidewalk and paving projects, and convenience of the application process for highway permits.

The Highway Division questions were asked in the following manner:

- *Overall, how satisfied are you with the services provided by the Highway Division?*
- *TIME: How convenient are the hours of road construction in Greenwich?*
- *EFFECTIVENESS: How satisfied are you with the effectiveness of snow and ice removal on the roads in Greenwich?*
- *FREQUENCY: How satisfied are you with the amount of sidewalk and paving projects performed within the Town?*
- *CONVENIENCE: How convenient are the application procedures for highway permits in Greenwich?*
- *INFORMATION: How would you rate the division’s communication of road projects, highway conditions, and work zones?*

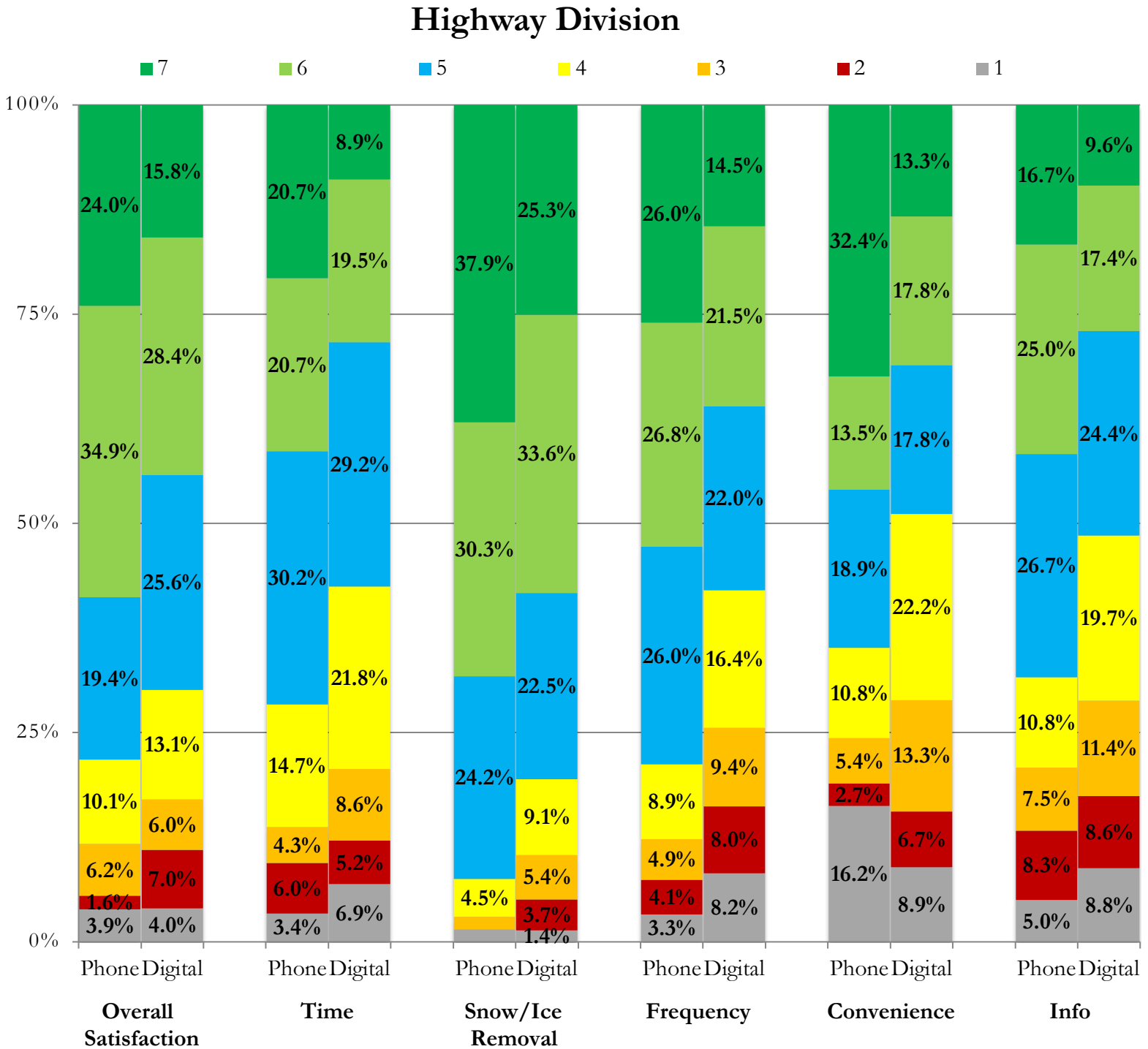
FIGURE 11: HIGHWAY DIVISION AVERAGE VALUES:



*READERS SHOULD NOTE THAT FREQUENCY AND CONVENIENCE QUESTIONS WERE NEW TO 2021 SURVEY INSTRUMENT.

The following chart highlights a breakdown by characteristic of 2021 phone survey frequencies versus digital survey frequencies. Readers should note the results below represent their actual 2021 metric and have not been weighted so as to highlight any differences across survey methodologies utilized for the study.

FIGURE 12: 2021 PHONE VS. DIGITAL HIGHWAY DIVISION FREQUENCIES:



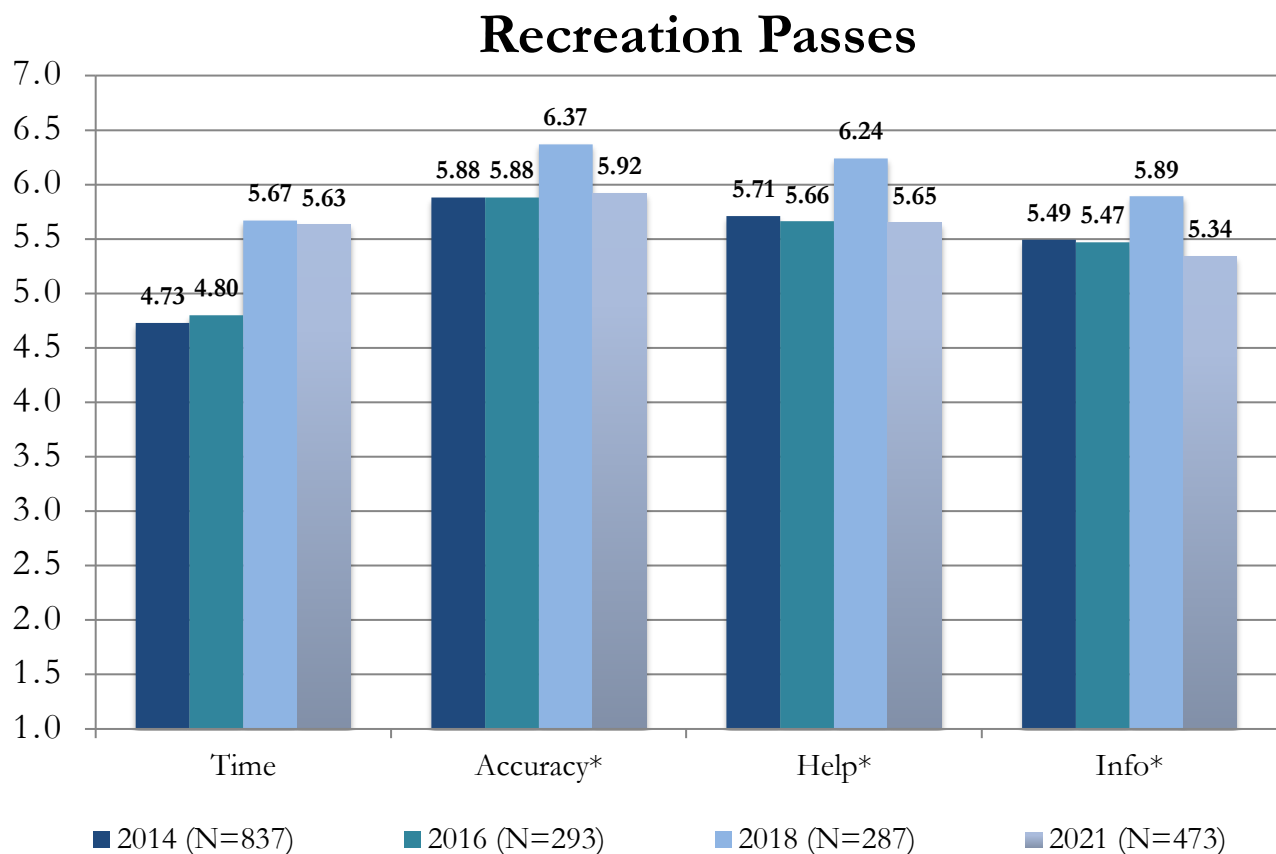
PARKS AND RECREATION DEPARTMENT —RECREATION PASSES

The services concerning recreation passes under the Parks and Recreation Department were measured using the four factors time, accuracy, help, and information. Due to skip logic present in the survey, this section was only asked to respondents who indicated that they or someone in your household applied for, or renewed, a Park/Beach pass in the last 12 months (n=473).

The questions were asked in the following manner:

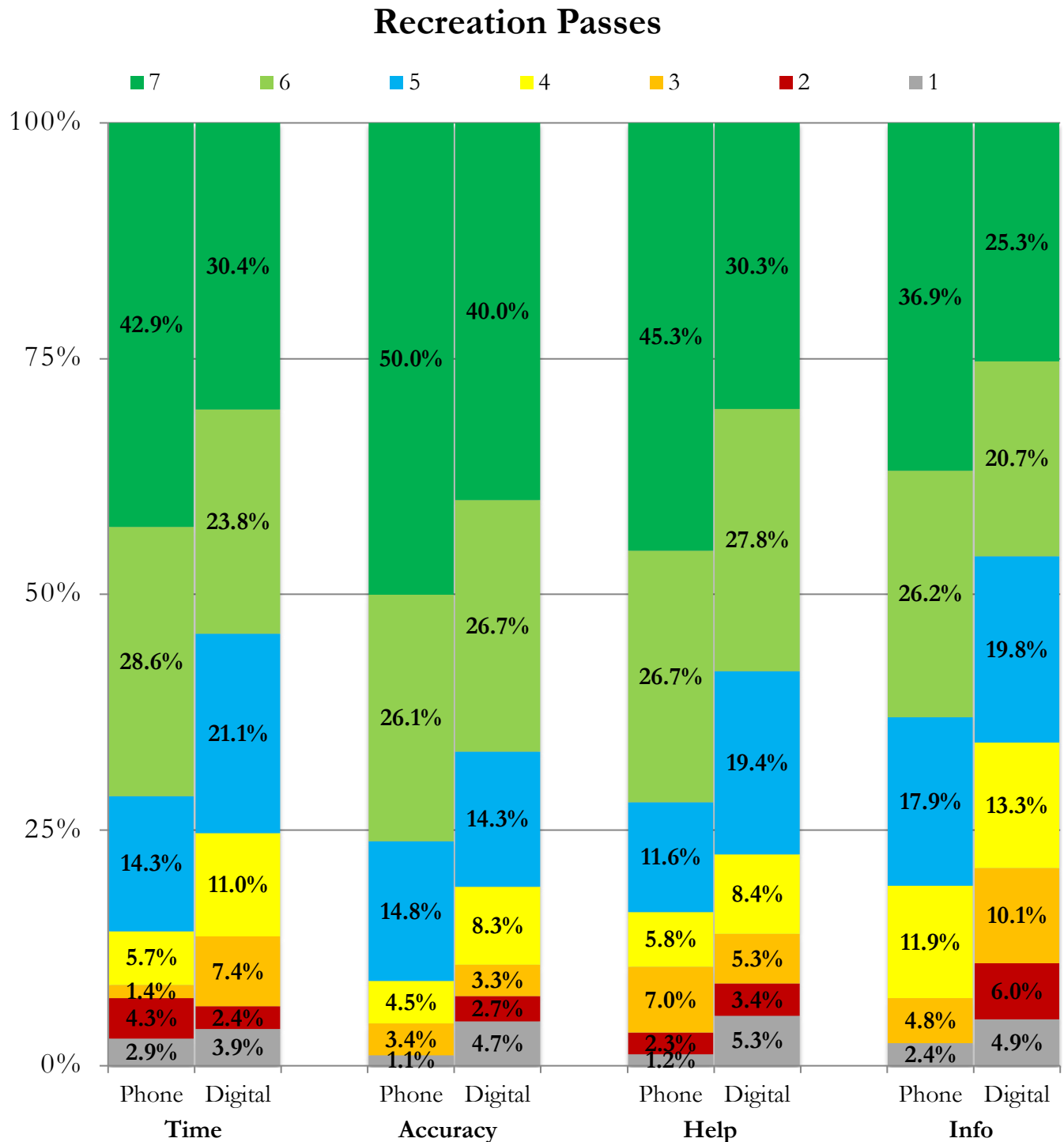
- *TIME: How satisfied are you with the wait time at Town Hall for a recreation pass?*
- *ACCURACY: To what degree did the department staff provide you with accurate information on recreation passes?*
- *HELP: Overall, how satisfied are you with the Parks and Recreation staff in assisting you?*
- *INFORMATION: How easy was it for you to find the information you need on recreation passes through the Town's website?*

FIGURE 13: PARKS AND RECREATION PASSES AVERAGE VALUES:



The following chart highlights a breakdown by characteristic of 2021 phone survey frequencies versus digital survey frequencies. Readers should note the results below represent their actual 2021 metric and have not been weighted so as to highlight any differences across survey methodologies utilized for the study.

FIGURE 14: 2021 PHONE VS. DIGITAL PARKS AND RECREATION PASSES FREQUENCIES:



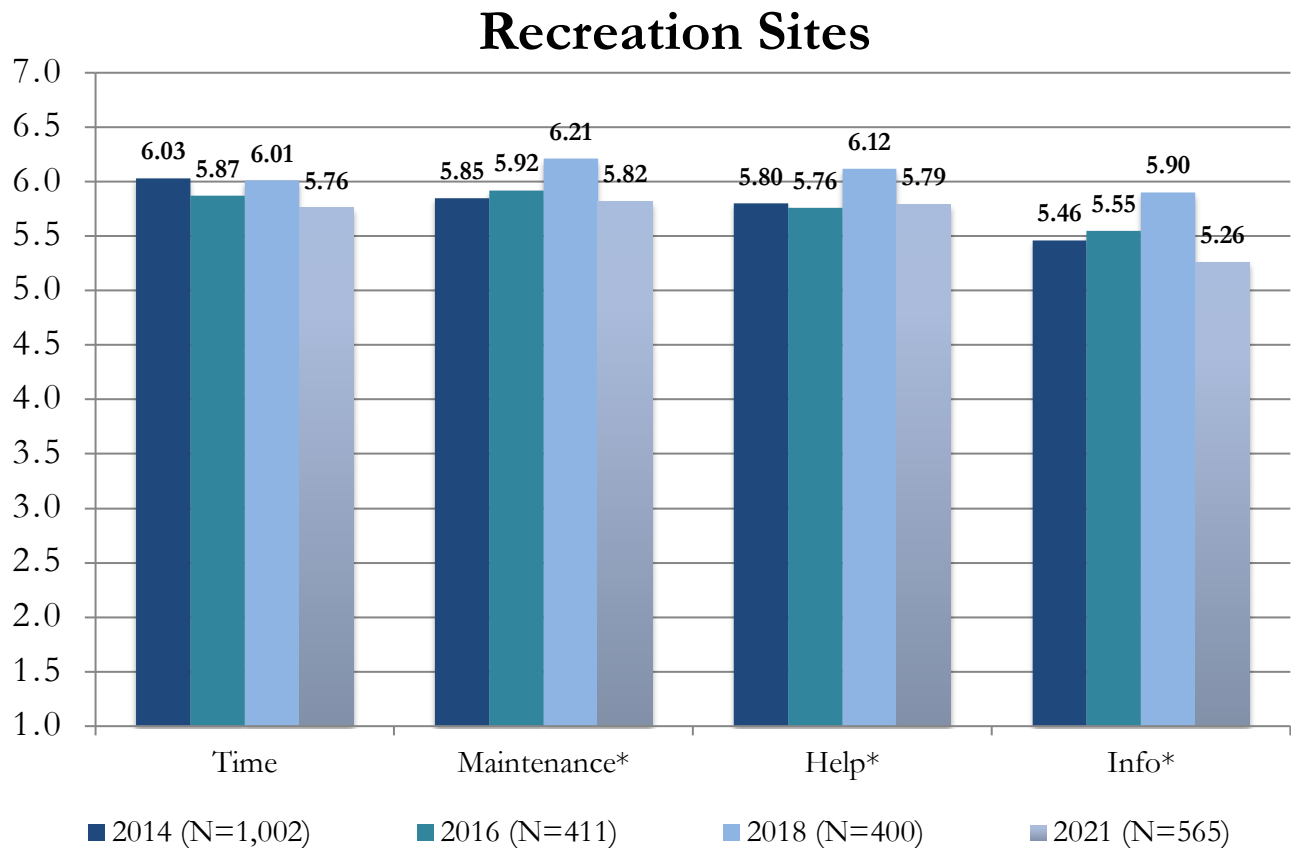
PARKS AND RECREATION— RECREATION SITES

The services concerning recreation sites under the Parks and Recreation Department were measured using the four factors time, maintenance, help, and information.

The questions were asked in the following manner:

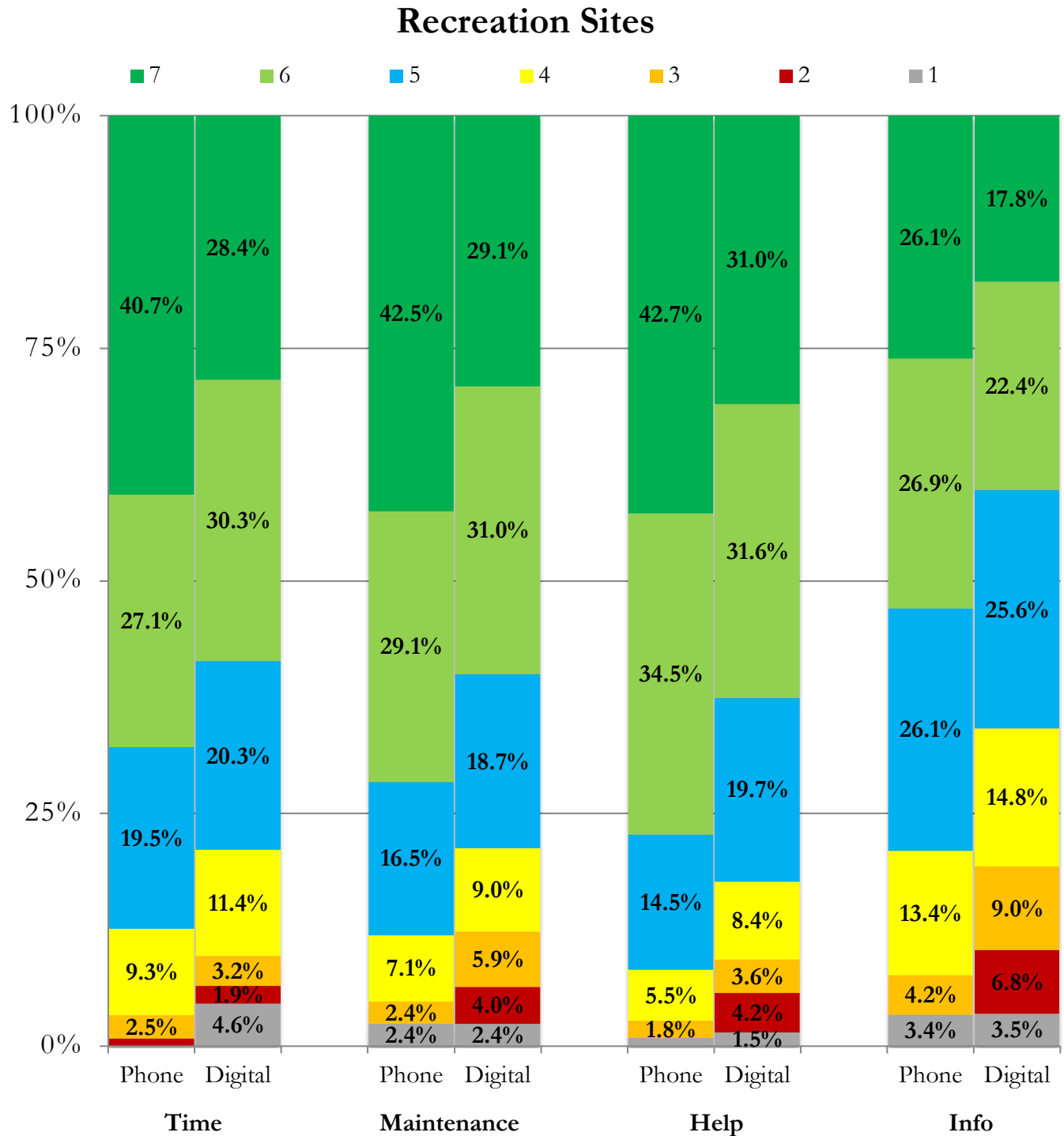
- *TIME: How satisfied are you with the recreational sites' hours of operations?*
- *MAINTENANCE: How satisfied are you with the maintenance of parks, trails, and open spaces?*
- *HELP: Overall, how satisfied are you with staff members at various recreational sites in assisting you?*
- *INFORMATION: How easy was it for you to find the information you need on recreational sites and programs through the Town's website?*

FIGURE 15: PARKS AND RECREATION SITES AVERAGE VALUES:



The following chart highlights a breakdown by characteristic of 2021 phone survey frequencies versus digital survey frequencies. Readers should note the results below represent their actual 2021 metric and have not been weighted so as to highlight any differences across survey methodologies utilized for the study.

FIGURE 16: 2021 PHONE VS. DIGITAL PARKS AND RECREATION SITES FREQUENCIES:



APPENDIX A: 2021 SURVEY INSTRUMENT



Researcher:	Date:
Time start:	CB:
Time end:	Supervisor:

Interviewer Note: Coding options in parentheses, for example (REFUSED), means volunteered.

Hello. My name is _____ and I am calling from Great Blue Research on behalf of the Town of Greenwich. We are conducting a short survey for Greenwich regarding town-provided services. Your responses will be kept confidential, and the results of this survey will go directly to the First Selectman's Office.

To ensure our study is scientific, have we reached you on a landline or cell phone?

- 1 LANDLINE→ SKIP TO INTRO1
- 2 CELLPHONE→ CONTINUE TO DRIVE
- 3 CALLBACK →THANK AND SCHEDULE CALLBACK
- 4 REFUSAL→ THANK AND TERMINATE
- 5 HARD REFUSAL→ THANK AND TERMINATE

DRIVE

Are you currently driving a car or doing any activity that requires your full attention?

- 1 YES, ENGAGED IN OTHER ACTIVITY→THANK AND SCHEDULE CALLBACK
- 2 NO, NOT DOING ANYTHING TO DISTRACT→CONTINUE TO VER18
- 9 NOT SURE/REFUSED→ THANK AND TERMINATE

VER18

For this survey, we are looking to speak with someone who is at least 18 years or older. Are you an adult who is at 18 years old or older?

- 1 YES →CONTINUE TO QZIP
- 2 NO→ THANK AND CODE AS INELIGIBLE
- 9 NOT SURE/REFUSED→ THANK AND TERMINATE

INTRO1

For this survey, we are looking to speak with someone who is at least 18 years or older. Is that you or someone else?

- 1 YES/ME → SKIP TO ZIPCODE
- 2 NO/SOMEONE ELSE → SKIP TO INTRO2
- 3 (REFUSED) → THANK AND TERMINATE

(IF ASKED: The results to this survey will be posted on the Town's website in early November.)

(IF ASKED: This survey will take about 10 minutes to complete.)

(IF ASKED: The results of this survey will be used to help the First Selectman's Office make decisions regarding town services in Greenwich.)

INTRO2

May I speak with someone at home who is at least 18 years or older?

- 1 YES → CONTINUE TO INTRO3
- 2 NO → SUSPEND CALL AND SET TIME TO CALL BACK (INTERVIEWER: please type in the name or the age/gender of the respondent who has been selected so that the callback can be directed to the appropriate person)
- 3 NO (CLEAR REFUSAL) → TERMINATE

(IF NECESSARY, READ: So that we can reach this person more easily when we call back, can you please tell me this person's first name or initials?)

(IF NECESSARY, READ: If you prefer to not give me their first name, could you tell me their age and gender so we know who to ask for when we call back?)

(IF NO INFORMATION PROVIDED, ENTER: "18+")

INTRO3

Hello. My name is _____ and I am calling from Great Blue Research on behalf of the Town of Greenwich. We are conducting a short survey for Greenwich regarding town-provided services. Your responses will be kept confidential, and the results of this survey will go directly to the First Selectman's Office.

For this survey, we are looking to speak with someone who is at least 18 years or older. Is that you or someone else?

- 1 YES → CONTINUE TO ZIPCODE
- 2 NO → SUSPEND CALL AND SET TIME TO CALL BACK (INTERVIEWER: please type in the name or the age/gender of the respondent who has been selected so that the callback can be directed to the appropriate person)
- 3 NO (CLEAR REFUSAL) → TERMINATE

(IF NECESSARY, READ: So that we can reach this person more easily when we call back, can you please tell me this person's first name or initials?)

(IF NECESSARY, READ: If you prefer to not give me their first name, could you tell me their age and gender so we know who to ask for when we call back?)

(IF NO INFORMATION PROVIDED, ENTER: "18 + ")

(IF ASKED: The results to this survey will be posted on the Town's website in early November.) (IF ASKED: This survey will take about 10 minutes to complete.)

(IF ASKED: The results of this survey will be used to help the First Selectman's Office make decisions regarding how and what services are delivered to residents.)

QZIP

This survey is only for residents in the Town of Greenwich, may I please have your zip code?

(INTERVIEWER: Do not read; Match with list)

- 1 06807 → SKIP TO QUALITY
- 2 06830 → CONTINUE TO ZIP830
- 3 06831 → SKIP TO QUALITY
- 4 06870 → SKIP TO QUALITY
- 5 06878 → SKIP TO QUALITY

- 6 (OTHER) → THANK AND TERMINATE
 7 (REFUSED) → THANK AND TERMINATE

ZIP830

For further clarification, do you live in Belle Haven, Byram, Downtown Greenwich, or another neighborhood I have not mentioned?

- 1 Belle Haven → CONTINUE TO QUALITY
 2 Byram → CONTINUE TO QUALITY
 3 Downtown Greenwich → CONTINUE TO QUALITY
 4 (OTHER) (INTERVIEWER: Please specify) → CONTINUE TO QUALITY
 5 (DK) → CONTINUE TO QUALITY
 6 (REFUSED) → CONTINUE TO QUALITY

QUALITY

I'd like to ask you about services provided by the Town of Greenwich to its residents. For each of these questions, please give a response on a scale of 1 to 7, with 1 being the least favorable and 7 being the most favorable.

In general, how satisfied are you with the services provided by Greenwich? Please rate your satisfaction on a scale of 1 to 7, with 1 being "Not at all satisfied" and 7 being "Extremely satisfied".

(INTERVIEWER: Code actual number)

- 8 (DK) → CONTINUE TO BLOCK A
 9 (REFUSED) → CONTINUE TO BLOCK A

BLOCK A: RANDOMIZE WITHIN BLOCK

APOLICE

Overall, how satisfied are you with the local police protection? Please rate your satisfaction on a scale of 1 to 7, one is not at all satisfied, and seven is extremely satisfied. (INTERVIEWER: Code actual number)

- 8 (DK)
 9 (REFUSED)

AFIRE

Overall, how satisfied are you with the services provided by your local fire department? Please rate your satisfaction on a scale of 1 to 7, one is not at all satisfied, and seven is extremely satisfied.

(INTERVIEWER: Code actual number)

- 8 (DK)
 9 (REFUSED)

SCHOOLS

Overall, how satisfied are you with the quality of education provided by the local public schools? Please rate your satisfaction on a scale of 1 to 7, one is not at all satisfied, and seven is extremely satisfied.

(INTERVIEWER: Code actual number)

- 8 (DK)
 9 (REFUSED)

END RANDOMIZATION WITHIN BLOCK A

TOWNSERVICES

Please tell me how important each of the following town services are to you on a scale of 1 to 7, one is not at all important and seven is extremely important.

RANDOMIZE THE FOLLOWING LIST OF SERVICES

SERVICES_OPTION_1 – Building Inspection Division

SERVICES_OPTION_2 – Planning and Zoning Division

SERVICES_OPTION_3 – Highway Division

SERVICES_OPTION_4 – Parks and Recreation Department

SERVICES_OPTION_5 – Inland Wetlands and Watercourses Agency

(INTERVIEWER: Code actual number for each services)

8 (N/A)

END RANDOMIZATION OF LIST

RANDOMIZE BLOCKS B to F

BLOCK B

BUSEBUILD

The Building Inspection Division, located at town hall, issues construction permits in compliance with State and local building codes.

In the last 5 years have you or your contractor been to the building inspection division to obtain a permit?

1 YES → CONTINUE TO BDIRECT1

2 NO → SKIP TO NEXT BLOCK

3 (DK) → (PROBE: Have you ever built an exterior deck, a shed, a swimming pool, or replaced wall sidings or roof shingles?) → SKIP TO NEXT BLOCK

4 (REFUSED) → SKIP TO NEXT BLOCK

BDIRECT1

Did you obtain a permit yourself or did you use a contractor?

1 MYSELF → SKIP TO BTIME1

2 CONTRACTOR → CONTINUE TO BCONTRACTOR1

3 (BOTH) → SKIP TO BTIME1

4 (DK) → SKIP TO NEXT BLOCK

5 (REFUSED) → SKIP TO NEXT BLOCK

BCONTRACTOR1

Did your contractor express any difficulties working with the town hall building division?

1 YES → SKIP TO NEXT BLOCK

2 NO → SKIP TO NEXT BLOCK

3 (DK) → SKIP TO NEXT BLOCK

4 (REFUSED) → SKIP TO NEXT BLOCK

BTIME1

How satisfied are you with the length of time spent obtaining building permits? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied.

(INTERVIEWER: Code actual number and continue to BACCU1)

- 8 (DK)
- 9 (REFUSED)

BACCU1

To what degree did the town hall staff provide you with accurate information on current building codes? Please rate this on a scale of 1 to 7, one is not at all accurate information and seven is completely accurate information. (INTERVIEWER: Code actual number and continue to BHELP1)

- 8 (DK)
- 9 (REFUSED)

BHELP1

Overall, how satisfied are you with the building staff in assisting you? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue to BINFO1)

- 8 (DK)
- 9 (REFUSED)

BINFO1

How easy was it for you to find the information you needed from the building division through the town's website? Please rate this on a scale of 1 to 7, one is not at all easy and seven is extremely easy.

(INTERVIEWER: Code actual number and continue to next block)

- 8 (DK)
- 9 (REFUSED)

BLOCK C**CUSEPLAN**

The Planning and Zoning Division, at town hall, is responsible for the regulations of land use and property rezoning throughout the town.

In the last 5 years, have you or your contractor been to the Planning and Zoning Department to obtain an approval?

- 1 YES → CONTINUE TO CDIRECT2
- 2 NO → SKIP TO NEXT BLOCK
- 3 (DK) → (PROBE: Have you ever built a house or enlarged properties such as converting a single family residence into a two-family residence?) → SKIP TO NEXT BLOCK
- 4 (REFUSED) → SKIP TO NEXT BLOCK

CDIRECT2

Did you obtain an approval yourself or did you use a contractor?

- 1 MYSELF → SKIP TO CTIME2
- 2 CONTRACTOR → CONTINUE TO CCONTRACTOR2
- 3 (BOTH) → SKIP TO CTIME2
- 4 (DK) → SKIP TO NEXT BLOCK
- 5 (REFUSED) → CONTINUE TO NEXT BLOCK

CCONTRACTOR2

Did your contractor express any difficulties working with the town hall planning and zoning department?

- 1 YES → SKIP TO NEXT BLOCK
- 2 NO → SKIP TO NEXT BLOCK
- 3 (DK) → SKIP TO NEXT BLOCK
- 4 (REFUSED) → SKIP TO NEXT BLOCK

CTIME2

How satisfied are you with the length of time required to obtain planning and zoning approval? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue to CACCU2)

- 8 (DK)
- 9 (REFUSED)

CACCU2

To what degree did the town hall staff provide you with accurate information on the planning and zoning process? Please rate this on a scale of 1 to 7, one is not at all accurate information and seven is completely accurate information. (INTERVIEWER: Code actual number and continue to CHELP2)

- 8 (DK)
- 9 (REFUSED)

CHELP2

Overall, how satisfied are you with the planning and zoning staff in assisting you? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue to CINFO2)

- 8 (DK)
- 9 (REFUSED)

CINFO2

How easy was it for you to find the information you needed from the planning and zoning department through the town's website? Please rate this on a scale of 1 to 7, one is not at all easy and seven is extremely easy. (INTERVIEWER: Code actual number and continue to next block)

- 8 (DK)
- 9 (REFUSED)

BLOCK D**DUSEHIGHWAY**

The Highway Division is responsible for the evaluation and maintenance of roadway surfaces, sidewalks, pedestrian and traffic signals, leaf program, and snow and ice control. Please use your experiences within the last 12 months to rate the services provided by this division.

Overall, how satisfied are you with the services provided by the highway division? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied.

(INTERVIEWER: Code actual number and continue to DAPP)

- 8 (DK)
- 9 (REFUSED)

DAPP

How convenient are the application procedures for highway permits in Greenwich? Please rate the convenience on a scale of 1 to 7, one is not at all convenient and seven is extremely convenient.

(INTERVIEWER: Code actual number and continue to DTIME4)

- 8 (DK)
- 9 (REFUSED)

DTIME4

How convenient are the hours of road construction in Greenwich? Please rate the convenience on a scale of 1 to 7, one is not at all convenient and seven is extremely convenient. (INTERVIEWER: Code actual number and continue to DEFFECT4)

- 8 (DK)
- 9 (REFUSED)

DEFFECT4

How satisfied are you with the effectiveness of snow and ice removal on the roads in Greenwich? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is completely satisfied. (INTERVIEWER: Code actual number and continue to DSIDE)

- 8 (DK)
- 9 (REFUSED)

DSIDE

How satisfied are you with the amount of sidewalk and paving projects performed within the Town? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is completely satisfied. (INTERVIEWER: Code actual number and continue to DINFO4)

- 8 (DK)
- 9 (REFUSED)

DINFO4

How would you rate the Department of Public Works' communication of road projects, highway conditions, and work zones? Please rate this on a scale of 1 to 7, one is extremely poor communication and seven is excellent communication. (IF ASKED: Communication means visible signs referencing future road construction projects, signs anticipating road work ahead, or notifications of construction in your neighborhood.) (INTERVIEWER: Code actual number and continue to next block)

- 8 (DK)
- 9 (REFUSED)

BLOCK E**EPARKS**

The following questions pertain to the services the town provides through the Parks and Recreation Department.

RANDOMIZE BLOCK E5 AND BLOCK E6 WITHIN BLOCK E

BLOCK E5**E5INTERNALPARK**

Beach cards, daily beach passes, and tennis passes are required during peak seasons at recreational sites. For the purposes of this survey we will refer to all of these as recreation passes.

In the last 12 months, have you or someone in your household applied for, or renewed, a Park/Beach pass?

- 1 YES → CONTINUE TO E5APASS
- 2 NO → SKIP TO NEXT BLOCK
- 3 (DK) → SKIP TO NEXT BLOCK
- 4 (REFUSED) → SKIP TO NEXT BLOCK

E5APASS

How did you verify residency for a Park/Beach pass? Did you renew your Park pass online, through email, or did you mail in your application?

- 1 ONLINE / EMAIL → CONTINUE TO E5TIME5
- 2 MAIL → SKIP TO E5ACCU5
- 3 (OTHER) → SKIP TO E5ACCU5
- 4 (BOTH) → CONTINUE TO E5TIME5
- 5 (DK) → SKIP TO NEXT BLOCK
- 6 (REFUSED) → SKIP TO NEXT BLOCK

E5TIME5

In general, how satisfied are you with the wait time for a Park/Beach pass? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue to E5ACCU5)

- 8 (DK)
- 9 (REFUSED)

E5ACCU5

To what degree did the department staff provide you with accurate information on Park/Beach passes? Please rate this on a scale of 1 to 7, one is not at all accurate information and seven is completely accurate information.

(INTERVIEWER: Code actual number and continue to E5HELP5)

- 8 (DK)
- 9 (REFUSED)

E5HELP5

Overall, how satisfied are you with the Parks and Recreation staff in assisting you? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue to E5INFO5)

- 8 (DK)
- 9 (REFUSED)

E5INFO5

How easy was it for you to find the information you needed on Park/Beach passes through the town's website? Please rate this on a scale of 1 to 7, one is not at all easy and seven is extremely easy.

(INTERVIEWER: Code actual number and continue to next block)

- 8 (DK)
- 9 (REFUSED)

BLOCK E6

E6PROGRAMTIME

The Parks and Recreation department operates programs and activities. These leisure opportunities include: playgrounds, beaches, athletic fields, parks, community centers, a municipal golf course, and other recreational programs.

How satisfied are you with the hours of operation of the Parks and Recreation department's programs and activities? Please rate your satisfaction on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue E6FACILITYTIME)

- 8 (DK)
- 9 (REFUSED)

E6FACILITYTIME

How satisfied are you with the recreational sites' hours of operation? Please rate your satisfaction on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue E6MAINTENANCE)

- 8 (DK)
- 9 (REFUSED)

E6MAINTENANCE

How satisfied are you with the maintenance of parks, trails, and open spaces? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue to E6HELP6)

- 8 (DK)
- 9 (REFUSED)

E6HELP6

Overall, how satisfied are you with staff members at various recreational sites in assisting you? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (IF ASKED: Staff members include lifeguards, maintenance, rangers, program directors, etc.) (INTERVIEWER: Code actual number and continue to E6INFO6)

- 8 (DK)
- 9 (REFUSED)

E6INFO6

How easy was it for you to find the information you needed on services through the town's website? Please rate this on a scale of 1 to 7, one is not at all easy and seven is extremely easy. (INTERVIEWER: Code actual number and continue to the next block)

- 8 (DK)
- 9 (REFUSED)

BLOCK F

FUSEAGENCY

The Inland Wetlands and Watercourses Agency determines the permitted use of wetlands and regulates development within these areas. (IF ASKED: Wetlands generally include swamps, marshes, bogs, and water areas.)

In the last five years, have you owned or lived near a property with wetlands or a watercourse?

- 1 YES → CONTINUE TO FAGENCYDEV
- 2 NO → SKIP TO ONLINEUSAGE
- 3 (DK) → SKIP TO ONLINEUSAGE
- 4 (REFUSED) → SKIP TO ONLINEUSAGE

FAGENCYDEV

Have you done any development projects on the wetland property, such as landscaping or construction, which needed a permit?

- 1 YES → CONTINUE TO FDIRECT3
- 2 NO → SKIP TO ONLINEUSAGE
- 3 (REFUSED) → SKIP TO ONLINEUSAGE

FDIRECT3

Did you obtain a permit yourself or did you use a contractor?

- 1 MYSELF → SKIP TO FTIME3
- 2 CONTRACTOR → CONTINUE TO FCONTRACTOR3
- 3 (BOTH) → SKIP TO FTIME3
- 4 (REFUSED) → SKIP TO ONLINEUSAGE

FCONTRACTOR3

Did your contractor express any difficulties working with the Agency at town hall?

- 1 YES → SKIP TO ONLINEUSAGE
- 2 NO → SKIP TO ONLINEUSAGE
- 3 (DK) → SKIP TO ONLINEUSAGE
- 4 (REFUSED) → SKIP TO ONLINEUSAGE

FTIME3

How satisfied are you with the length of time required to obtain a wetlands permit? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue to FACCU3)

- 8 (DK)
- 9 (REFUSED)

FACCU3

To what degree did the town hall staff provide you with accurate information on the process? Please rate this on a scale of 1 to 7, one is not at all accurate information and seven is completely accurate information. (IF ASKED: The process covers regulation, application, and permit.) (INTERVIEWER: Code actual number and continue to FHELP3)

- 8 (DK)
- 9 (REFUSED)

FHELP3

Overall, how satisfied are you with the agency staff in assisting you? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied. (INTERVIEWER: Code actual number and continue to FINFO3)

- 8 (DK)
- 9 (REFUSED)

FINFO3

How easy was it for you to find the information you needed from the Agency through the town's website? Please rate this on a scale of 1 to 7, one is not at all easy and seven is extremely easy. (INTERVIEWER: Code actual number and continue to INVESTMENT)

- 8 (DK)
- 9 (REFUSED)

END RANDOMIZATION OF BLOCKS

SATDESC

(ASKED ONLY IF ANY SATISFACTION ITEM IS 3 OR LESS)

You indicated that you were less than satisfied with [PROGRAMMING WILL FILL IN ALL AREAS WITH 3 OR LESS RATING]. What is the reason you gave that rating? (INTERVIEWER: Record Answer)

ONLINEUSAGE

Have you visited the Town of Greenwich website for any of the following programs or services?

SERVICES_OPTION_1 – Building Inspection Division

SERVICES_OPTION_2 – Planning and Zoning Division

SERVICES_OPTION_3 – Highway Division

SERVICES_OPTION_4 – Parks and Recreation Department

SERVICES_OPTION_5 – Inland Wetlands and Watercourses Agency

ONLINESAT

Overall, how would you rate your satisfaction using the Town of Greenwich website for <SERVICE>?

Please rate this on a scale of 1 to 7, where one is very dissatisfied and seven is very satisfied. (Only ask for options selected in ONLINEUSAGE).

8 (DK)

9 (REFUSED)

INVESTMENT

Now thinking about the Town of Greenwich, in general, how would you rate the value of your tax dollars? Please rate this on a scale of 1 to 7, one is extremely poor value for my tax dollars, and seven is excellent value. (INTERVIEWER: Code actual number)

8 (DK)

9 (REFUSED)

SERVICE

What is one service or specific project that would make Greenwich a better place to live? This could include improving an existing service or project or providing a new service or project. (INTERVIEWER: Record Answer) (PROBE: What is something the town could do to make a good use of your tax dollars?)

SERVICE2

If Greenwich must reduce spending, which of the following options do you think is the best approach?

1 Make across the board cuts to all Town departments → SKIP TO GENDER

2 Reduce specific services → CONTINUE TO SERVCUT

3 Raise taxes → SKIP TO GENDER

4 SOMETHING ELSE (SPECIFY): → SKIP TO GENDER

8 (DON'T KNOW) → SKIP TO GENDER

9 (REFUSED) → SKIP TO GENDER

SERVCUT

Which service would you suggest reducing? (INTERVIEWER: Record Answer)

PREFERRED COMMUNICATION

Please tell me how you would prefer to receive information from the Town of Greenwich?

(INTERVIEWER: Accept Multiple Responses)

- 1 Press/media
- 2 Social media
- 3 Town's website
- 4 Newsletter
- 5 Direct Mail
- 6 In-person
- 7 Other: _____
- 8 None

GENDER

Finally, I have a few demographic questions for classification purposes only.

(INTERVIEWER: RECORD GENDER, BUT DO NOT ASK)

- 1 MALE
- 2 FEMALE
- 3 (DK)

AGE

In what year were you born? (INTERVIEWER: Open ended and enter year born)

999 (REFUSED)

RACE

What is your race or ethnicity? (INTERVIEWER: Do not read, please code all that apply)

- 1 White (Caucasian)
- 2 Black or African-American
- 3 Hispanic
- 4 Asian
- 5 American Indian or Alaska Native or
- 6 Native Hawaiian or Pacific Islander
- 7 Other
- 8 (DK)
- 9 (REFUSED)

MARITAL

What is your current marital status? (INTERVIEWER: Do not read, please code all that apply)

- 1 Single/Never been married
- 2 Married
- 3 Separated
- 4 Divorced
- 5 Widowed
- 6 Domestic partnership/Living with partner (not legally married)
- 7 (DK)
- 8 (REFUSED)

ADULTS

How many adults (18 years or older) live in your household? (INTERVIEWER: Open ended and code actual number Enter whole numbers only; if R lives alone, enter 1.)

CHILDREN

In your household, how many children are there under the age of 18? (INTERVIEWER: Open ended and code actual number)

YEARS

How long have you lived in Greenwich? (INTERVIEWER: Do not read, please code actual number)

- 1 Includes up to a year
- 2 Up to 2 years
- 9 (REFUSED)

CELLONLY

[FOR CELL PHONE ONLY] Do you use a landline phone at home on which you can be reached?

- 1 YES
- 2 NO
- 8 (DK)
- 9 (REFUSED)

LLOONLY

[FOR LANDLINE PHONE ONLY] Do you also use a cell phone for personal use on which you can be reached?

- 1 YES
- 2 NO
- 8 (DK)
- 9 (REFUSED)

INCOME1

If you added together all the yearly income, before taxes, of all the members of your household for last year 2017, would that total be...

- 1 Less than \$50,000 or → SKIP TO CONCLUSION
- 2 \$50,000 or more→ CONTINUE TO INCOME2
- 8 (DK) → SKIP TO CONCLUSION
- 9 (REFUSED) → SKIP TO CONCLUSION

INCOME2

[If 50K or more] Would that be

- 1 50,000 but less than \$100,000
- 2 \$100,000 but less than \$150,000
- 3 \$150,000 but less than \$200,000
- 4 \$200,000 but less than \$250,000
- 5 \$250,000 or more
- 6 (DK)
- 7 (REFUSED)

CONCLUSION

That concludes our survey. The Town of Greenwich truly values your input. Thank you very much for your time and participation.

APPENDIX B: WEIGHTED DEMOGRAPHICS OF SURVEY RESPONDENTS

All percentages presented here are weighted. The frequency columns are unweighted counts.

Table 1. Phone and Online Composition of Respondents

Methodology	Frequency	Weighted Percent
Phone	133	50.0
Online	432	50.0
Total	565	100.0

Table 2. Zip Code Composition of Survey Respondents

Zip Code	Frequency	Weighted Percent
06807	96	11.7
06830	192	39.2
06831	139	24.1
06870	70	11.9
06878	68	13.1
Total	565	100.0

Table 3. Race/Ethnicity Composition of Survey Respondents

Race/Ethnicity	Frequency	Weighted Percent
White (Caucasian)	461	87.6
Black / African American	1	1.3
Hispanic	15	2.0
Asian	13	3.3
American Indian or Alaska Native	1	0.0
Native Hawaiian or Pacific Islander	4	0.0
Other	6	4.5
Don't Know/ Prefer not to answer	76	1.3
Total	565	100.0

Table 4. Survey Composition of Total Income

Income Range	Frequency	Weighted Percent
Less than \$50,000	23	10.1
\$50,000 but less than \$100,000	41	12.9
\$100,000 but less than \$150,000	43	10.1
\$150,000 but less than \$200,000	26	7.9
\$200,000 but less than \$250,000	28	6.9
\$250,000 or more	143	33.7
Don't Know/ Prefer not to answer	261	18.4
Total	565	100.0

Table 5. Gender Composition of Survey Respondents

Type	Frequency	Weighted Percent
Female Population	177	53.0
Male Population	350	47.0
Don't Know/Prefer not to answer	38	0.0
Total Population	565	100.0

APPENDIX C: CENTRAL TENDENCY MEASURES

As presented in 2014, measures of central tendency were used to analyze the data, specifically the variables with a 7-point scale. Central tendency measures are values that describe the middle positions of a variable. We used three measures of central tendency: mean, median, and mode. Mean is the most well-known measure of central tendency and measures the average value of a variable in the dataset. The mean for the following variables includes only responses of values 1 to 7. A standard error of mean is provided adjacent to each mean. The standard error of mean is a measure of how much the value of the mean may vary from sample to sample taken from the same distribution. Median is the middle value for a variable in which half of the values are above and half are below. The median for the following variables includes only responses of values 1 to 7. Mode is the most frequent value within the values of a variable. While the mean presents the ultimate average value it can be influenced by a small group of outliers that responded either extremely positively or negatively; however, mode clearly indicates the highest frequency response.

TABLE 10. CENTRAL TENDENCY MEASURES

DEPARTMENT	Variable Measured	Mean	Median	Mode
General	Overall Satisfaction with Services	5.59 (0.05)	6	6
	Police Protection	6.12 (0.05)	6	7
	Fire Department	6.45 (0.04)	7	7
	Quality of Education at Public Schools	5.54 (0.06)	6	6
	Investment of Tax Dollars	5.53 (0.05)	5	5
Building	Importance of Services Provided by Department	5.21 (0.07)	5	7
	Time Spent Obtaining Permits	4.20 (0.26)	5	5
	Degree of Accurate Info by Staff	5.61 (0.20)	6	7
	Satisfaction of Staff Assistance	5.36 (0.20)	5	7
	Ease of Finding Info on Website	3.83 (0.25)	3	2
Planning and Zoning	Importance of Services Provided by Department	5.40 (0.07)	6	7
	Time of the Planning and Zoning Process	3.99 (0.29)	4.5	6
	Degree of Accurate Info by Staff	5.04 (0.31)	5	6
	Satisfaction of Staff Assistance	5.34 (0.24)	6	6
	Ease of Finding Info on Website	3.44 (0.28)	3.5	5
Highway	Importance of Services Provided by Department	5.51 (0.07)	6	7
	Overall Satisfaction with Highway Department	5.26 (0.07)	5	6
	Convenience of Road Construction Hours	4.99 (0.07)	5	5
	Effectiveness of Snow/Ice Removal	5.75 (0.05)	6	6
	Amount of Sidewalk & Paving Projects	5.04 (0.07)	5	5
	Application Procedures for Highway Permits	5.27 (0.08)	5	7
	Communication of Projects & Road Conditions	4.73 (0.08)	5	5
Parks and Recreation: Recreation Passes	Importance of Services of Parks & Recreation Department	5.96 (0.05)	6	7
	Satisfaction with Wait Time	5.63 (0.08)	6	7
	Degree of Accurate Info by Staff	5.92 (0.07)	6	7
	Satisfaction of Staff Assistance	5.65 (0.08)	6	7
	Ease of Finding Info on Website	5.34 (0.08)	5	7
Parks and Recreation: Recreation Sites	Satisfaction of Site Hours	5.76 (0.06)	6	7
	Satisfaction with Maintenance of Sites	5.82 (0.06)	6	7
	Satisfaction of Staff Assistance	5.79 (0.07)	6	7
	Ease of Finding Info on Website	5.26 (0.07)	5	5
Inland Wetland and Watercourses Agency	Importance of Services Provided by Department	4.91 (0.07)	5	7
	Satisfaction with Time in Process	4.59 (0.38)	4	1
	Degree of Accurate Info by Staff	5.33 (0.41)	4	7
	Satisfaction of Staff Assistance	5.00 (0.38)	5	1
	Ease of Finding Info on Website	4.09 (0.26)	3	1

APPENDIX D: VENDOR CONTACT INFORMATION

GreatBlue Research, Inc. Corporate Headquarters
20 Western Boulevard
Glastonbury, CT 06033
860.740.4000
hello@greatblueresearch.com

APPENDIX E: 2023 RESIDENTIAL SATISFACTION SURVEY RECOMMENDATIONS

Following the completion of the 2021 Town of Greenwich Residential Satisfaction Survey, GreatBlue Research suggests the following considerations for implementations to the 2023 Residential Satisfaction Survey, with a recommended implementation timing of October 1, 2023 for the survey to become available to be completed by Town residents:

Survey Instrument – While the residential satisfaction survey instrument serves as a tracking study, the Town of Greenwich should consider any additional Town departments or services that could potentially be included in the survey, as well as re-assess the characteristics and attributes being rated within each Town department. As Town services evolve each year with respect to what is potentially offered and how residents interact with each department and the services they receive, the survey should be adjusted to reflect these changes accordingly.

Readers should also note that for the question related to respondent's gender, the 2021 survey included response options consistent with previous survey instruments, to maintain consistency with tracking data. In future surveys, GreatBlue Research recommends including additional response options when asking respondents' gender, to ensure the most accurate representation of the population.

Fielding Methodologies – With the decreased engagement of the outbound phone survey, GreatBlue recommends considering alternative fielding methodologies, including, but not limited to:

- **Inbound IVR** – GreatBlue has the ability to implement an in-bound IVR (Interactive Voice Response) methodology, offering the functionality for Town of Greenwich residents to call a 1-800 phone number at their convenience and either complete the survey with a live representative or with a pre-recorded automated script.
- **Email Distribution** – Contingent on residential contact lists available from the Town of Greenwich and its various departments, GreatBlue Research recommends implementing an outbound email blast to Town residents containing the digital survey link.
- **SMS / Text Survey** – Contingent on cell phone contact lists available from the Town of Greenwich and its various departments, GreatBlue Research recommends implementing an outbound SMS text blast to Town residents containing the digital survey link.
- **Postcard or Printed Out-bound Mailer** – Accompanying existing printed materials distributed to residents from the Town of Greenwich, or in a separate sealed postcard mailer, GreatBlue recommends including the digital survey link and/or a QR code providing access to the digital survey.
- Methodologies such as email distribution, digital URL survey links, and post-card printed mailers also offer the capability to include a username and password functionality for added access security to the digital survey link. During survey distribution, Town residents would be provided with a username and a password to access their digital survey; GreatBlue has the ability to customize usernames and passwords specific to Town residents, and would recommend a combination of secure features such as last name for password and an individual specific field (e.g. property tax ID number) as a password.

Data Analysis and Reporting – While the residential satisfaction survey serves as a tracking study, the Town of Greenwich should consider any additional data cross tabulations or report segmentations that would be of utility to Town departments. By highlighting demographic segments in the data analysis and report (e.g. sentiment of those respondents with children, those earning a certain household income level, etc.), GreatBlue Research and the Town of Greenwich would be able to uncover additional trending and directional data specific to certain demographic segments of Town residents.

APPENDIX F: CALL DISPOSITION REPORT

GreatBlue Research	
JOB NAME:	Greenwich CT
Project:	Residential Satisfaction
Methodology:	Phone Survey
Audience:	Residential
Sample:	Procured by GreatBlue

	<u>Spec</u>	<u>Actual</u>
Quota =	400	133
LOI =	13.00	18.00
Incidence =	50%	99%
Start:	10/04/21	10/04/21
End:	10/15/21	11/10/21

Call Dispositions	#
Disconnected / Number Not in Service	2,349
Fax / Modem Number	133
Business Number	2
Wrong Number	15
Language Barrier	72
Busy Signal	889
No Answer	9,195
Add to Do Not Call List	49
Voicemail / Answering Machine	19,233
Refusal	1,541
Call-Back	2,062
Screened	5
Drop Off	319
Completed Survey	133

Incidence	98.91%
Contact Rate	5.69%
Average Length (min.)	18.00
Total Records Called	35,997

APPENDIX G: WEIGHTED FREQUENCY DISTRIBUTIONS INCLUDING OPEN-END RESPONSES

A Note Regarding the Interpretation of Aggregate Results

The computer processed data for this survey is presented in the following frequency distributions. It is important to note that the wordings of the variable labels and value labels in the computer-processed data are largely abbreviated descriptions of the questionnaire items and available response categories.

The frequency distributions include the category or response for the question items. Responses deemed not appropriate for classification have been grouped together under the “Other” code.

If a “NA” category label appears, this refers to “No Answer” or “Not Applicable.” This code is also used to classify ambiguous responses. In addition, the “Don’t Know/Refused/Prefer not to answer” category includes those respondents who did not know their answer to a question or declined to answer it.

Each frequency distribution includes the absolute observed occurrence of each response (i.e. the total number of cases in each category). Also included with the absolute frequencies is the row of relative frequencies. These are the percentages of cases falling in each category response. One question in the questionnaire was a multiple response variable. For this item, data includes both the rate of valid cases, which means "total respondents who answered" this question as well as the total mentions. Total mentions is interpreted to mean "all of the answers received" in this given question. Due to the fact, that one respondent could have provided two or more responses, the total mentions will be higher than the number of valid cases.

Finally, this data was weighted in order to provide accurate tracking results utilizing the Random Iterative Method (RIM) to develop a representative multivariable weighting. The RIM weighting functionality was introduced in 2021 and is also reflected in 2018 results, to allow for statistically reliable tracking data.

Phone and online results have been weighted equally to ensure methodology does not influence results. Results are then weighted based Income, Ethnicity and Gender. In regard to zip codes, the data was weighted to most closely reflect the current population. Weighting is used to adjust the results of a study to bring them more in line with what is known about a population. For example, if a sample contains 40% males and 60% females, but the population contains 49% males and 51% females weighting can be used to adjust the data to correct for this discrepancy. In the instance of small demographic groups, weighting data can result in partial frequencies or counts.

		2021	
		Count	%
SurveyType	Phone	n=282.1	50.0
	Online	n=282.9	50.0

		2021	
		Count	%
This survey is only for residents in the Town of Greenwich, what is your zipcode?	06807	n=66.1	11.7
	06830	n=221.6	39.2
	06831	n=136.4	24.1
	06870	n=67.1	11.9
	06878	n=73.8	13.1
	OTHER (thank and terminate	n=0.0	0.0
	REFUSED (thank and terminate)	n=0.0	0.0

		2021	
		Count	%
For further clarification, do you live in Belle Haven, Byram, Downtown Greenwich, or another neighborhood not mentioned?	Belle Haven	n=4.3	1.1
	Byram	n=45.7	11.5
	Downtown Greenwich	n=87.0	21.9
	OTHER (INTERVIEWER: Please specify)	n=252.0	63.5
	Don't know	n=2.3	0.6
	Refused	n=5.4	1.3

		2021	
		Count	%
QUALITY: In general how satisfied are you with the services provided by Greenwich? :In general, how satisfied are you with the services provided by Greenwich? Please rate your satisfaction on a scale of 1 to 7, with 1 being Not at all satisfied and 7 being	Not at all satisfied	n=5.8	1.0
	2	n=7.7	1.4
	3	n=21.1	3.7
	4	n=49.9	8.8
	5	n=122.5	21.7
	6	n=207.3	36.7
	Extremely satisfied	n=124.4	22.0
	Don't know	n=26.4	4.7
	Refused	n=0.0	0.0

		2021	
		Count	%
APOLICE: Overall, how satisfied are you with the local police protection? :Please rate your satisfaction on a scale of 1 to 7, one is not at all satisfied, and seven is extremely satisfied	Not at all satisfied	n=2.3	0.4
	2	n=7.2	1.3
	3	n=6.4	1.1
	4	n=26.9	4.8
	5	n=89.0	15.8
	6	n=154.7	27.4
	Extremely satisfied	n=268.2	47.5
	Don't know	n=10.3	1.8
	Refused	n=0.0	0.0

		2021	
		Count	%
AFIRE: Overall, how satisfied are you with the services provided by your local fire department? :Please rate your satisfaction on a scale of 1 to 7, one is not at all satisfied, and seven is extremely satisfied	Not at all satisfied	n=1.4	0.2
	2	n=4.3	0.8
	3	n=4.3	0.8
	4	n=17.1	3.0
	5	n=36.4	6.4
	6	n=103.6	18.3
	Extremely satisfied	n=334.6	59.2
	Don't know	n=62.5	11.1
	Refused	n=0.7	0.1

		2021	
		Count	%
SCHOOLS: Overall, how satisfied are you with the quality of education provided by the local public schools? :Please rate your satisfaction on a scale of 1 to 7, one is not at all satisfied, and seven is extremely satisfied	Not at all satisfied	n=7.1	1.2
	2	n=17.4	3.1
	3	n=24.2	4.3
	4	n=43.7	7.7
	5	n=79.8	14.1
	6	n=144.3	25.5
	Extremely satisfied	n=136.9	24.2
	Don't know	n=105.9	18.7
	Refused	n=5.8	1.0

		2021	
		Count	%
INVESTMENT: Now thinking about the Town of Greenwich, in general, how would you rate the value of your tax dollars? Please rate this on a scale of 1 to 7, one is extremely poor value for my tax dollars, and seven is excellent value	Extremely poor value	n=4.5	0.8
	2	n=21.0	3.7
	3	n=17.0	3.0
	4	n=51.1	9.0
	5	n=144.2	25.5
	6	n=159.5	28.2
	Excellent value	n=149.4	26.4
	Don't know	n=18.4	3.3
	Refused	n=0.0	0.0

		2021	
		Count	%
SERVICE 1: Building Inspection Division: Please indicate how important each of the following town services are to you on a scale of 1 to 7, one is not at all important and seven is extremely important	Not at all important	n=16.7	3.0
	2	n=12.6	2.2
	3	n=40.7	7.2
	4	n=62.4	11.0
	5	n=115.9	20.5
	6	n=107.8	19.1
	Extremely important	n=131.4	23.3
	Don't know	n=55.0	9.7
	Refused	n=22.5	4.0

		2021	
		Count	%
SERVICE 2: Planning and Zoning Division: Please indicate how important each of the following town services are to you on a scale of 1 to 7, one is not at all important and seven is extremely important	Not at all important	n=12.6	2.2
	2	n=20.8	3.7
	3	n=37.9	6.7
	4	n=59.3	10.5
	5	n=109.4	19.4
	6	n=93.7	16.6
	Extremely important	n=164.0	29.0
	Don't know	n=41.1	7.3
	Refused	n=26.2	4.6

		2021	
		Count	%
SERVICE 3: Highway Division: Please indicate how important each of the following town services are to you on a scale of 1 to 7, one is not at all important and seven is extremely important	Not at all important	n=12.7	2.2
	2	n=14.9	2.6
	3	n=31.1	5.5
	4	n=54.0	9.6
	5	n=101.5	18.0
	6	n=156.9	27.8
	Extremely important	n=145.9	25.8
	Don't know	n=36.4	6.4
	Refused	n=11.8	2.1

		2021	
		Count	%
SERVICE 4: Parks and Recreation Department: Please indicate how important each of the following town services are to you on a scale of 1 to 7, one is not at all important and seven is extremely important	Not at all important	n=5.6	1.0
	2	n=5.9	1.1
	3	n=6.1	1.1
	4	n=28.0	4.9
	5	n=70.2	12.4
	6	n=174.7	30.9
	Extremely important	n=263.7	46.7
	Don't know	n=2.0	0.3
	Refused	n=8.8	1.6

		2021	
		Count	%
SERVICE 5: Inland Wetlands and Watercourses Agency: Please indicate how important each of the following town services are to you on a scale of 1 to 7, one is not at all important and seven is extremely important	Not at all important	n=19.8	3.5
	2	n=16.6	2.9
	3	n=53.1	9.4
	4	n=77.5	13.7
	5	n=94.8	16.8
	6	n=101.8	18.0
	Extremely important	n=108.9	19.3
	Don't know	n=67.9	12.0
	Refused	n=24.7	4.4

		2021	
		Count	%
In the last 5 years have you or your contractor been to the building inspection division to obtain a permit?	Yes	n=181.3	32.1
	No	n=315.0	55.7
	Don't know	n=23.4	4.1
	Refused	n=45.3	8.0

		2021	
		Count	%
Have you ever built an exterior deck, a shed, a swimming pool, or replaced wall sidings or roof shingles?)	Yes	n=1.2	9.1
	No	n=11.6	84.7
	Refused	n=0.8	6.2

		2021	
		Count	%
Did you obtain a permit yourself or did you use a contractor?	Myself	n=63.2	34.9
	Contractor	n=81.4	44.9
	Both	n=31.8	17.6
	Don't know	n=3.3	1.8
	Refused	n=1.5	0.8

		2021	
		Count	%
Did your contractor express any difficulties working with the town hall building division?	Yes	n=32.1	39.5
	No	n=43.9	54.0
	Don't know	n=5.3	6.5
	Refused	n=0.0	0.0

		2021	
		Count	%
BTIME1: How satisfied are you with the length of time spent obtaining building permits? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=12.4	13.1
	2	n=20.8	21.8
	3	n=1.5	1.6
	4	n=9.2	9.7
	5	n=13.6	14.3
	6	n=23.4	24.6
	Extremely satisfied	n=12.8	13.5
	Don't know	n=1.4	1.4
	Refused	n=0.0	0.0

		2021	
		Count	%
BACCU1: To what degree did the town hall staff provide you with accurate information on current building codes? Please rate this on a scale of 1 to 7, one is not at all accurate information and seven is completely accurate information	Not at all accurate information	n=3.2	3.3
	2	n=3.0	3.1
	3	n=6.1	6.4
	4	n=6.5	6.8
	5	n=13.8	14.6
	6	n=22.3	23.4
	Completely accurate information	n=37.1	39.1
	Don't know	n=3.1	3.3
	Refused	n=0.0	0.0

		2021	
		Count	%
BHELP1: Overall, how satisfied are you with the building staff in assisting you? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=3.2	3.4
	2	n=6.8	7.1
	3	n=2.4	2.6
	4	n=14.4	15.2
	5	n=9.4	9.9
	6	n=30.2	31.8
	Extremely satisfied	n=28.3	29.8
	Don't know	n=0.2	0.2
	Refused	n=0.0	0.0

		2021	
		Count	%
BINFO1: How easy was it for you to find the information you needed from the building division through the town's website? Please rate this on a scale of 1 to 7, one is not at all easy and seven is extremely easy	Not at all easy	n=6.9	7.3
	2	n=19.5	20.5
	3	n=12.4	13.0
	4	n=12.4	13.0
	5	n=10.9	11.4
	6	n=9.2	9.7
	Extremely easy	n=9.6	10.1
	Don't know	n=14.4	15.1
	Refused	n=0.0	0.0

		2021	
		Count	%
In the last 5 years, have you or your contractor been to the Planning and Zoning Department to obtain an approval?	Yes	n=111.0	19.7
	No	n=422.5	74.8
	Don't know	n=13.0	2.3
	Refused	n=18.5	3.3

		2021	
		Count	%
Have you ever built a house or enlarged properties such as converting a single family residence into a two-family residence?	Yes	n=3.5	37.3
	No	n=4.0	41.6
	Don't know	n=1.4	14.3
	Refused	n=0.6	6.7

		2021	
		Count	%
Did you obtain an approval yourself or did you use a contractor?	Myself	n=54.6	49.2
	Contractor	n=26.5	23.9
	Both	n=24.8	22.3
	Don't know	n=4.3	3.9
	Refused	n=0.8	0.8

		2021	
		Count	%
Did your contractor express any difficulties working with the town hall planning and zoning department?	Yes	n=4.4	16.7
	No	n=15.4	58.2
	Don't know	n=6.6	25.0
	Refused	n=0.0	0.0

		2021	
		Count	%
CTIME2: How satisfied are you with the length of time required to obtain planning and zoning approval? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=16.2	20.4
	2	n=5.6	7.1
	3	n=4.2	5.3
	4	n=9.2	11.6
	5	n=16.7	21.0
	6	n=19.0	23.9
	Extremely satisfied	n=2.9	3.6
	Don't know	n=5.6	7.0
	Refused	n=0.0	0.0

		2021	
		Count	%
CACCU2: To what degree did the town hall staff provide you with accurate information on the planning and zoning process? Please rate this on a scale of 1 to 7, one is not at all accurate information and seven is completely accurate information	Not at all accurate information	n=12.9	16.3
	2	n=1.7	2.1
	3	n=0.4	0.5
	4	n=3.5	4.4
	5	n=13.1	16.5
	6	n=22.1	27.9
	Completely accurate information	n=20.8	26.3
	Don't know	n=4.8	6.1
	Refused	n=0.0	0.0

		2021	
		Count	%
CHELP2: Overall, how satisfied are you with the planning and zoning staff in assisting you? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=5.8	7.3
	2	n=1.2	1.5
	3	n=1.3	1.6
	4	n=8.4	10.5
	5	n=11.4	14.3
	6	n=31.6	39.8
	Extremely satisfied	n=15.9	20.0
	Don't know	n=4.0	5.0
	Refused	n=0.0	0.0

		2021	
		Count	%
CINFO2: How easy was it for you to find the information you needed from the planning and zoning department through the town's website? Please rate this on a scale of 1 to 7, one is not at all easy and seven is extremely easy	Not at all easy	n=13.0	16.4
	2	n=12.8	16.1
	3	n=15.9	20.1
	4	n=5.9	7.5
	5	n=15.8	19.9
	6	n=2.5	3.1
	Extremely easy	n=6.3	8.0
	Don't know	n=7.1	9.0
	Refused	n=0.0	0.0

		2021	
		Count	%
DUSEHIGHWAY:Overall, how satisfied are you with the services provided by the highway division? : Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=20.0	3.5
	2	n=13.4	2.4
	3	n=33.5	5.9
	4	n=61.4	10.9
	5	n=118.6	21.0
	6	n=182.0	32.2
	Extremely satisfied	n=102.8	18.2
	Don't know	n=27.3	4.8
	Refused	n=5.9	1.0

		2021	
		Count	%
DTIME4: How convenient are the hours of road construction in Greenwich? :lease rate the convenience on a scale of 1 to 7, one is not at all convenient and seven is extremely convenient	Not at all convenient	n=28.3	5.0
	2	n=14.7	2.6
	3	n=24.0	4.3
	4	n=65.0	11.5
	5	n=144.1	25.5
	6	n=126.1	22.3
	Extremely convenient	n=69.3	12.3
	Don't know	n=93.5	16.5
	Refused	n=0.0	0.0

		2021	
		Count	%
DEFFECT4: How satisfied are you with the effectiveness of snow and ice removal on the roads in Greenwich? : Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=8.9	1.6
	2	n=10.0	1.8
	3	n=13.8	2.4
	4	n=33.0	5.8
	5	n=122.1	21.6
	6	n=198.4	35.1
	Completely satisfied	n=172.3	30.5
	Don't know	n=6.5	1.1
	Refused	n=0.0	0.0

		2021	
		Count	%
DSIDE4: How satisfied are you with the amount of sidewalk and paving projects performed within the Town? : Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=29.9	5.3
	2	n=37.4	6.6
	3	n=27.5	4.9
	4	n=55.0	9.7
	5	n=134.4	23.8
	6	n=142.8	25.3
	Extremely satisfied	n=111.5	19.7
	Don't know	n=26.4	4.7
	Refused	n=0.0	0.0

		2021	
		Count	%
DAPP4: How convenient are the application procedures for highway permits in Greenwich:lease rate the convenience on a scale of 1 to 7, one is not at all convenient and seven is extremely convenient	1	n=7.2	1.3
	2	n=2.8	0.5
	3	n=3.4	0.6
	4	n=16.2	2.9
	5	n=20.8	3.7
	6	n=21.8	3.9
	7	n=33.6	5.9
	Don't know	n=454.7	80.5
	Refused	n=4.3	0.8

		2021	
		Count	%
DINFO4: How would you rate the Department of Public Works' communication of road projects, highway conditions, and work zones? Please rate this on a scale of 1 to 7, one is extremely poor communication and seven is excellent communication	Extremely poor communication	n=39.8	7.1
	2	n=30.9	5.5
	3	n=45.8	8.1
	4	n=58.9	10.4
	5	n=149.0	26.4
	6	n=127.8	22.6
	Excellent communication	n=67.0	11.9
	Don't know	n=44.4	7.9
	Refused	n=1.3	0.2

		2021	
		Count	%
In the last 12 months, have you or someone in your household applied for, or renewed, a Park/Beach pass?	Yes	n=434.4	76.9
	No	n=110.8	19.6
	Don't know	n=8.0	1.4
	Refused	n=11.7	2.1

		2021	
		Count	%
How did you verify residency for a Park/Beach pass? Did you renew your Park pass online, through email, or did you mail in your application?	Online	n=334.9	77.1
	Mail	n=37.9	8.7
	Other (please specify):	n=44.4	10.2
	Both	n=14.9	3.4
	Dont know	n=1.2	0.3
	Refused	n=1.0	0.2

		2021	
		Count	%
E5TIME: In general, how satisfied are you with the wait time for a Park/Beach pass?:Please rate the following questions on a scale of 1 to 7, where one is the worst and seven is the best	Not at all satisfied	n=12.0	3.4
	2	n=8.6	2.4
	3	n=17.6	5.0
	4	n=23.0	6.6
	5	n=60.3	17.2
	6	n=98.2	28.1
	Extremely satisfied	n=124.7	35.7
	Don't know	n=5.4	1.5
	Refused	n=0.0	0.0

		2021	
		Count	%
E5ACCU: To what degree did the department staff provide you with accurate information on Park/Beach passes?:Please rate the following questions on a scale of 1 to 7, where one is the worst and seven is the best	Not at all accurate information	n=9.8	2.3
	2	n=7.0	1.6
	3	n=6.5	1.5
	4	n=21.6	5.0
	5	n=59.7	13.8
	6	n=101.0	23.4
	Completely accurate information	n=169.1	39.1
	Don't know	n=55.8	12.9
	Refused	n=1.7	0.4

		2021	
		Count	%
E5HELP5: Overall, how satisfied are you with the Parks and Recreation staff in assisting you?:Please rate the following questions on a scale of 1 to 7, where one is the worst and seven is the best	Not at all satisfied	n=13.1	3.0
	2	n=16.6	3.9
	3	n=13.3	3.1
	4	n=24.2	5.6
	5	n=48.7	11.3
	6	n=125.6	29.1
	Extremely satisfied	n=135.6	31.4
	Don't know	n=51.7	12.0
	Refused	n=3.3	0.8

		2021	
		Count	%
E5INFO: How easy was it for you to find the information you needed on Park/Beach passes through the town's website?:Please rate the following questions on a scale of 1 to 7, where one is the worst and seven is the best	Not at all easy	n=16.7	3.9
	2	n=11.5	2.7
	3	n=31.2	7.2
	4	n=39.5	9.1
	5	n=84.3	19.5
	6	n=109.3	25.3
	Extremely easy	n=117.3	27.2
	Don't know	n=20.5	4.7
	Refused	n=1.8	0.4

		2021	
		Count	%
E6FACILITYTIME: How satisfied are you with the recreational sites' hours of operation?:Please rate the following on a scale of 1 to 7, where one is worst and seven is best	Not at all satisfied	n=9.6	1.7
	2	n=4.9	0.9
	3	n=8.6	1.5
	4	n=49.2	8.7
	5	n=98.0	17.3
	6	n=146.5	25.9
	Extremely satisfied	n=171.8	30.4
	Don't know	n=74.3	13.2
	Refused	n=2.1	0.4

		2021	
		Count	%
E6MAINTENANCE: How satisfied are you with the maintenance of parks, trails, and open spaces?:Please rate the following on a scale of 1 to 7, where one is worst and seven is best	Not at all satisfied	n=13.3	2.4
	2	n=12.6	2.2
	3	n=15.6	2.8
	4	n=29.6	5.2
	5	n=76.0	13.5
	6	n=183.7	32.5
	Extremely satisfied	n=204.5	36.2
	Don't know	n=28.5	5.0
	Refused	n=1.1	0.2

		2021	
		Count	%
How satisfied are you with the hours of operation of the Parks and Recreation department's programs and activities?:Please rate the following on a scale of 1 to 7, where one is worst and seven is best	1	n=8.1	1.4
	2	n=4.6	0.8
	3	n=16.7	3.0
	4	n=39.6	7.0
	5	n=101.6	18.0
	6	n=134.1	23.7
	7	n=140.7	24.9
	Dont know	n=109.4	19.4
	Refused	n=10.3	1.8

		2021	
		Count	%
E6HELP: Overall, how satisfied are you with staff members at various recreational sites in assisting you?:Please rate the following on a scale of 1 to 7, where one is worst and seven is best	Not at all satisfied	n=9.1	1.6
	2	n=8.2	1.4
	3	n=14.1	2.5
	4	n=27.4	4.9
	5	n=70.3	12.4
	6	n=179.6	31.8
	Extremely satisfied	n=148.2	26.2
	Don't know	n=106.1	18.8
	Refused	n=2.0	0.4

		2021	
		Count	%
E6INFO: How easy was it for you to find the information you needed on services through the town's website?:Please rate the following on a scale of 1 to 7, where one is worst and seven is best	Not at all easy	n=13.6	2.4
	2	n=13.5	2.4
	3	n=29.5	5.2
	4	n=76.1	13.5
	5	n=124.7	22.1
	6	n=133.9	23.7
	Extremely easy	n=114.8	20.3
	Don't know	n=55.6	9.8
	Refused	n=3.2	0.6

		2021	
		Count	%
In the last five years, have you owned or lived near a property with wetlands or a watercourse?	Yes	n=225.2	39.9
	No	n=292.4	51.8
	Don't know	n=40.6	7.2
	Refused	n=6.8	1.2

		2021	
		Count	%
Have you done any development projects on the wetland property, such as landscaping or construction, which needed a permit?	Yes	n=43.0	19.1
	No	n=181.6	80.6
	Don't know	n=0.6	0.3
	Refused	n=0.0	0.0

		2021	
		Count	%
Did you obtain a permit yourself or did you use a contractor?	Myself	n=18.6	43.3
	Contractor	n=15.3	35.6
	Both	n=7.3	16.9
	Refused	n=1.8	4.2

		2021	
		Count	%
Did your contractor express any difficulties working with the Agency at town hall?	Yes	n=6.8	44.3
	No	n=7.1	46.3
	Don't know	n=1.4	9.4
	Refused	n=0.0	0.0

		2021	
		Count	%
FTIME3: How satisfied are you with the length of time required to obtain a wetlands permit? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=3.4	13.1
	2	n=0.3	1.2
	3	n=0.7	2.7
	4	n=2.7	10.5
	5	n=9.3	36.1
	6	n=3.9	15.2
	Extremely satisfied	n=2.6	10.1
	Don't know	n=2.8	11.0
	Refused	n=0.0	0.0

		2021	
		Count	%
FACCU3: To what degree did the town hall staff provide you with accurate information on the process? Please rate this on a scale of 1 to 7, one is not at all accurate information and seven is completely accurate information	Not at all accurate information	n=3.3	12.8
	2	n=0.3	1.0
	3	n=0.8	3.3
	4	n=2.0	7.9
	5	n=0.6	2.5
	6	n=11.1	43.0
	Completely accurate information	n=7.6	29.6
	Don't know	n=0.0	0.0
	Refused	n=0.0	0.0

		2021	
		Count	%
FHELP3: Overall, how satisfied are you with the agency staff in assisting you? Please rate this on a scale of 1 to 7, one is not at all satisfied and seven is extremely satisfied	Not at all satisfied	n=3.5	13.4
	2	n=0.3	1.0
	3	n=0.5	2.1
	4	n=0.6	2.2
	5	n=8.4	32.6
	6	n=8.9	34.3
	Extremely satisfied	n=3.7	14.4
	Don't know	n=0.0	0.0
	Refused	n=0.0	0.0

		2021	
		Count	%
FINFO3: How easy was it for you to find the information you needed from the Agency through the town's website? Please rate this on a scale of 1 to 7, one is not at all easy and seven is extremely easy	Not at all easy	n=3.5	13.4
	2	n=3.9	15.1
	3	n=3.9	15.0
	4	n=0.0	0.0
	5	n=6.5	25.0
	6	n=1.8	6.9
	Extremely easy	n=4.8	18.4
	Don't know	n=1.6	6.2
	Refused	n=0.0	0.0

		2021	
		Count	%
If Greenwich must reduce spending, which of the following options do you think is the best approach?	Make across the board cuts to all Town departments	n=143.0	25.3
	Reduce specific services	n=145.9	25.8
	Raise taxes	n=80.2	14.2
	Something else	n=86.6	15.3
	Don't know	n=90.2	16.0
	Refused	n=19.1	3.4

		2021	
		Count	%
Please tell me how you would prefer to receive information from the Town of Greenwich?	Press/media	n=86.5	15.3
	Social media	n=91.1	16.1
	Town's website	n=173.5	30.7
	Newsletter	n=174.7	30.9
	Direct mail	n=140.8	24.9
	In-person	n=33.5	5.9
	Other	n=119.9	21.2
	None	n=3.7	0.7
	Email	n=6.1	1.1
Text message	n=0.0	0.0	

		2021	
		Count	%
Have you visited the Town of Greenwich website for any of the following programs or services?	Building Inspection Division	n=95.1	16.8
	Planning and Zoning Division	n=83.8	14.8
	Highway Division	n=43.5	7.7
	Parks and Recreation Department	n=305.8	54.1
	Inland Wetlands and Watercourses Agency	n=30.7	5.4
	Don't know	n=90.9	16.1
	Refused	n=5.7	1.0
	None of the above	n=53.3	9.4

		2021	
		Count	%
Overall, how would you rate your satisfaction using the Town of Greenwich website for Building Inspection Division? Please rate this on a scale of 1 to 7, where one is very dissatisfied and seven is very satisfied	1	n=3.0	3.2
	2	n=17.7	18.7
	3	n=5.6	5.9
	4	n=10.6	11.1
	5	n=20.4	21.4
	6	n=12.1	12.7
	7	n=0.8	0.9
	Dont know	n=24.9	26.2
	Refused	n=0.0	0.0

		2021	
		Count	%
Overall, how would you rate your satisfaction using the Town of Greenwich website for Planning and Zoning Division? Please rate this on a scale of 1 to 7, where one is very dissatisfied and seven is very satisfied	1	n=4.7	5.6
	2	n=7.7	9.1
	3	n=8.7	10.3
	4	n=8.4	10.0
	5	n=23.7	28.3
	6	n=13.6	16.2
	7	n=10.8	12.9
	Dont know	n=6.3	7.6
	Refused	n=0.0	0.0

		2021	
		Count	%
Overall, how would you rate your satisfaction using the Town of Greenwich website for Highway Division? Please rate this on a scale of 1 to 7, where one is very dissatisfied and seven is very satisfied	1	n=1.6	3.7
	2	n=5.0	11.5
	3	n=8.5	19.6
	4	n=5.3	12.3
	5	n=6.6	15.2
	6	n=6.4	14.7
	7	n=6.3	14.4
	Dont know	n=3.7	8.5
	Refused	n=0.0	0.0

		2021	
		Count	%
Overall, how would you rate your satisfaction using the Town of Greenwich website for Parks and Recreation Department? Please rate this on a scale of 1 to 7, where one is very dissatisfied and seven is very satisfied	1	n=10.9	3.6
	2	n=15.2	5.0
	3	n=17.1	5.6
	4	n=38.5	12.6
	5	n=67.1	21.9
	6	n=92.1	30.1
	7	n=55.9	18.3
	Dont know	n=9.0	2.9
	Refused	n=0.0	0.0

		2021	
		Count	%
Overall, how would you rate your satisfaction using the Town of Greenwich website for Inland Wetlands and Watercourses Agency? Please rate this on a scale of 1 to 7, where one is very dissatisfied and seven is very satisfied	1	n=4.5	14.5
	2	n=0.8	2.6
	3	n=2.0	6.6
	4	n=0.5	1.7
	5	n=5.7	18.6
	6	n=4.9	16.0
	7	n=4.0	13.0
	Dont know	n=4.0	13.1
	Refused	n=4.3	14.1

		2021	
		Count	%
What is your gender?	Male	n=265.6	47.0
	Female	n=299.4	53.0
	Dont know	n=0.0	0.0
	Prefer not to say	n=0.0	0.0

		2021	
		Count	%
In what year were you born?	(Record response)	n=0.0	0.0
	18 to 39 years old	n=59.7	11.3
	40 to 64 years old	n=239.2	45.4
	65 years or older	n=228.5	43.3

		2021	
		Count	%
What is your race or ethnicity?	White (Caucasian)	n=494.9	87.6
	Black or African-American	n=7.3	1.3
	Hispanic	n=11.3	2.0
	Asian	n=18.6	3.3
	American Indian or Alaska Native	n=0.0	0.0
	Native Hawaiian or Pacific Islander	n=0.0	0.0
	Other	n=25.4	4.5
	Don't know/prefer not to say	n=7.3	1.3

		2021	
		Count	%
What is your current marital status?	Single/ Never been married	n=73.4	13.0
	Married	n=393.4	69.6
	Separated	n=4.7	0.8
	Divorced	n=37.2	6.6
	Widowed	n=35.3	6.2
	Domestic partnership/ Living with partner (not legally married)	n=11.2	2.0
	Don't know	n=0.0	0.0
	Refused	n=9.8	1.7

		2021	
		Count	%
How many adults (18 years or older) live in your household?	(Record response)	n=0.0	0.0
	1 person	n=140.2	24.8
	2 people	n=276.3	48.9
	3 people	n=78.0	13.8
	4 people	n=56.1	9.9
	5 people	n=12.5	2.2
	6 or more people	n=0.3	0.0
	Refused	n=1.6	0.3

		2021	
		Count	%
In your household, how many children are there under the age of 18?	(Record response)	n=0.0	0.0
	None	n=379.1	67.1
	1 child	n=62.6	11.1
	2 children	n=75.9	13.4
	3 children	n=31.7	5.6
	4 or more children	n=11.5	2.0
	Refused	n=4.2	0.7

		2021	
		Count	%
How long have you lived in Greenwich?	Less than 10 years	n=129.8	23.0
	10 to 19 years	n=97.6	17.3
	20 to 29 years	n=111.1	19.7
	30 to 39 years	n=77.5	13.7
	40 to 49 years	n=43.6	7.7
	50 to 59 years	n=35.8	6.3
	60 to 69 years	n=39.1	6.9
	70 to 79 years	n=11.1	2.0
	80 to 89 years	n=1.4	0.2
	90 to 99 years	n=0.0	0.0
	Did not specify number	n=7.1	1.3
Refused	n=10.8	1.9	

		2021	
		Count	%
If you added together all the yearly income, before taxes, of all the members of your household for last year, would that total be...	Less than \$50,000	n=57.1	10.1
	\$50,000 or more	n=447.8	79.3
	Don't know	n=13.2	2.3
	Refused	n=47.0	8.3

		2021	
		Count	%
IncomeRC - Would that be	Less than \$50,000	n=57.1	10.1
	\$50,000 but less than \$100,000	n=72.9	12.9
	\$100,000 but less than \$150,000	n=57.1	10.1
	\$150,000 but less than \$200,000	n=44.6	7.9
	\$200,000 but less than \$250,000	n=39.0	6.9
	\$250,000 or more	n=190.4	33.7
	Don't know / Refused	n=104.0	18.4

		2021	
		Count	%
You indicated you were dissatisfied with the Building Inspection Division. What is the reason you gave that rating?	Process takes too long	n=25.7	18.5
	Disorganized / inefficeint	n=0.0	0.0
	Poor hours of operation	n=0.0	0.0
	Overall difficult process	n=14.6	10.5
	Too many departments / agencies involved	n=0.0	0.0
	Staff too opinionated	n=0.0	0.0
	Needed to make multiple trips	n=0.0	0.0
	Staff rude / unfriendly	n=1.0	0.7
	Website issues	n=4.6	3.3
	Does not actively listen or enagage customers	n=0.4	0.3
	Other	n=3.0	2.1
	No problems or issues / good job	n=16.7	12.0
	Don't know / refused	n=4.6	3.3
	None / not applicable	n=68.3	49.2

		2021	
		Count	%
You indicated you were dissatisfied with the Planning and Zoning Division. What is the reason you gave that rating?	Process takes too long	n=13.6	11.9
	Zoning regulations difficult to understand	n=2.1	1.8
	Not helpful	n=0.0	0.0
	Poor hours of operation	n=1.1	1.0
	Disorganized process	n=0.0	0.0
	Overall dissatisfied	n=1.1	1.0
	Given inaccurate / misleading information	n=0.6	0.6
	Staff not helpful / practical	n=0.6	0.5
	Poor communication	n=3.1	2.7
	Website issues	n=3.8	3.3
	Overall difficult process	n=2.1	1.9
	Other	n=13.2	11.5
	No problems or issues / good job	n=3.9	3.4
	Don't know / refused	n=3.9	3.4
None / not applicable	n=65.5	57.2	

		2021	
		Count	%
You indicated you were dissatisfied with the Highway Division. What is the reason you gave that rating?	(Response)	n=0.0	0.0
	Need more roads/sidewalks	n=21.7	16.4
	Too much traffic	n=6.1	4.6
	Poor snow removal of roads/sidewalks	n=11.7	8.8
	Poor trash pickup	n=0.0	0.0
	Projects take too long/too many delays	n=2.8	2.2
	Poor road/sidewalk conditions	n=29.5	22.3
	Parking issues	n=0.0	0.0
	Cutting down too many trees	n=0.0	0.0
	Workers are rude	n=0.0	0.0
	Need more stop signs/lights	n=0.0	0.0
	Poor traffic lights in town	n=0.0	0.0
	Carless job/knocked down mailbox	n=0.0	0.0
	Too much construction	n=15.5	11.8
	Near too much highway noise	n=0.7	0.5
	Poor response / not timely / slow	n=7.2	5.5
	Poor communication / unresponsive	n=3.2	2.4
	Need tree trimming	n=4.6	3.5
	Flooding issues	n=3.5	2.7
	Timing inconveniences	n=0.4	0.3
	Other	n=4.2	3.1
	No problems or issues / good job	n=0.3	0.2
	Don't know / refused	n=3.9	3.0
	None / not applicable	n=16.5	12.5
Provided multiple issues	n=0.4	0.3	

		2021	
		Count	%
You indicated you were dissatisfied with the Parks and Recreation Department. What is the reason you gave that rating?	Long lines	n=0.0	0.0
	Frequent beach pass issues	n=1.4	1.7
	Website issues	n=0.7	0.8
	Process takes too long to complete	n=6.8	7.9
	Staff not help	n=0.0	0.0
	Poor customer service / rude reps	n=6.6	7.7
	Too much back and forth	n=0.0	0.0
	Unable to get through	n=2.9	3.4
	Inconvenient hours of operation	n=0.0	0.0
	Difficult to contact on weekends	n=0.2	0.2
	Hours too restrictive / need longer hours	n=4.4	5.1
	Not enough maintenance / poor conditions	n=14.3	16.6
	Provide more bike trails / walking paths	n=0.3	0.4
	Too much garbage / not clean	n=0.9	1.0
	Difficult to find information	n=4.5	5.3
	Overall difficult process	n=9.7	11.3
	Need to modernize / update process	n=1.9	2.2
	Other	n=10.7	12.4
	No problems or issues / good job	n=1.0	1.2
	Don't know / refused	n=5.8	6.8
None / not applicable	n=3.9	4.6	
Provided multiple issues	n=10.0	11.6	

		2021	
		Count	%
You indicated you were dissatisfied with the Inland Wetlands and Watercourses Agency. What is the reason you gave that rating?	Staff difficult to work with	n=0.0	0.0
	Too expensive	n=0.0	0.0
	Process takes too long	n=0.2	1.9
	Overall poor process	n=0.0	0.0
	Poor customer service / unfriendly	n=0.8	7.6
	Too many rules and regulations	n=0.3	3.0
	Corrupt department	n=1.8	16.6
	Other	n=1.4	13.0
	No problems or issues / good job	n=3.6	32.5
	Don't know / refused	n=1.1	10.1
	None / not applicable	n=1.7	15.1

		2021	
		Count	%
What is one service or specific project that would make Greenwich a better place to live? This could include improving an existing service or project or providing a new service or project What is something the town could do to make good use of your tax d	(Response)	n=0.0	0.0
	Zoning enforcement	n=6.9	1.2
	Underground wires/cables	n=7.1	1.3
	Less traffic/congestion	n=8.2	1.5
	Faster outage restoration/Reliable power	n=0.1	0.0
	Frequent trash pickup/cleaning	n=1.5	0.3
	Lower/less taxes	n=11.5	2.0
	Maintain sports fields	n=18.2	3.2
	Improve snow plowing/removal	n=0.0	0.0
	Need more street/highway signs	n=0.1	0.0
	Speed enforcement	n=2.6	0.5
	Provide more senior services/housing/transportation	n=20.3	3.6
	Improve road/sidewalk conditions	n=17.6	3.1
	Rebuild/renovate Greenwich Civic Center	n=8.0	1.4
	Improve public transportation	n=2.6	0.5
	Swimming pools (public, GHS, etc)	n=1.3	0.2
	Free passes for Greenwich Residents	n=3.3	0.6

Provide more/easier/free parking	n=12.4	2.2
Overpopulated town	n=3.0	0.5
Provide more youth services	n=6.0	1.1
Longer hours of operation/ extend service seasons	n=10.0	1.8
Need better technology/provide telecommunication system	n=1.8	0.3
More recreational areas near water/ open fishing pier	n=0.0	0.0
More parks/open spaces	n=5.3	0.9
Increase school funding	n=2.7	0.5
Community events/activities	n=0.0	0.0
Town vote for projects/easier to voice opinion	n=0.7	0.1
Easier access to passes/less renewals	n=0.5	0.1
Make town roads wider	n=0.0	0.0
Frequent leaf/debris clean up	n=4.4	0.8
Upgrade/maintain infrastructure	n=6.1	1.1
Improve waterways	n=1.7	0.3
Maintain/clean parks	n=3.5	0.6
Prompt, courteous, helpful service at Town Hall/hire more staff	n=4.3	0.8
Bike paths/walking trails	n=0.0	0.0
Drive through fast food chains	n=1.2	0.2
Improve educational facilities/school system/Board of Ed	n=74.2	13.1
Build more sidewalks/bicycle lane	n=11.5	2.0
Improve construction / new / existing / renovations	n=3.6	0.6
Overall better communication with residents	n=0.6	0.1
Longer dog season for recreational areas	n=1.8	0.3
Better town budget/use of tax dollars	n=0.0	0.0
Overall better police force/more police patrol	n=16.0	2.8
Citizen police academy	n=0.0	0.0
Update/improve town website	n=5.9	1.0
Reduce town services	n=0.0	0.0
Ferry service	n=0.0	0.0
Fix draining system issues / control flooding	n=4.7	0.8
Coordinate school hours with traffic	n=0.0	0.0
Less Zoning Department restrictions	n=0.0	0.0
Wetlands markings	n=0.0	0.0

Frequent tree trimming/removal	n=2.6	0.5
Multiple issues with town	n=48.8	8.6
Better school bus service for students	n=0.0	0.0
Improve Department of Health and Human Services	n=0.3	0.0
Reduce tree planting in town	n=0.0	0.0
Skate park	n=0.0	0.0
Conservation of trees	n=2.0	0.4
Make more business friendly/small businesses	n=0.0	0.0
Offer new services	n=0.0	0.0
Less Wetlands restrictions	n=0.0	0.0
More public daycare	n=0.0	0.0
More affordable housing	n=6.9	1.2
Better senior center	n=5.8	1.0
Make permits easier to obtain	n=0.0	0.0
Allow guests to parks/beaches	n=1.8	0.3
Fix traffic lights	n=0.0	0.0
Improve Housing Department	n=0.0	0.0
Establish noise ordinance	n=0.0	0.0
Provide more money to police/fire for equipment	n=0.0	0.0
Free garbage collection	n=0.0	0.0
Better dog park	n=0.6	0.1
Improve cell reception	n=0.0	0.0
Resolve harbor issue	n=0.0	0.0
Improve Parks and Recreation	n=11.7	2.1
More athletic facilities	n=0.0	0.0
Improve Tree Department	n=0.0	0.0
Better Housing Authority Department management	n=0.0	0.0
Better tax credits for seniors	n=0.0	0.0
Better Planning Department management	n=3.0	0.5
Decrease school funding	n=0.3	0.1
High cost of living / too expensive	n=0.1	0.0
Maintain / update existing structures (schools, office buildings, hospitals, etc)	n=10.8	1.9
ADA access to all town facilities (schools, parks, etc.)	n=2.9	0.5
Limited signage / speedy removal (political, etc.)	n=2.3	0.4

Economic development plans for pedestrian friendly environment	n=3.4	0.6
Renewable / environmentally friendly generation within town	n=0.8	0.1
Improve special ed, needs in schools, parks, rec etc.	n=1.7	0.3
Fiscal responsibility	n=1.6	0.3
Trash pickup / sewer service / etc	n=11.3	2.0
Noise reduction / control	n=9.2	1.6
More arts and cultural diversity	n=3.2	0.6
Improved lighting throughout the city	n=1.4	0.2
Highway division	n=1.5	0.3
Survey is poorly designed	n=0.0	0.0
Keep up the good work/ doing a good job	n=19.7	3.5
Other	n=50.4	8.9
None/nothing	n=52.4	9.3
Don't know/unsure/refused	n=17.5	3.1

		2021	
		Count	%
Which service would you suggest reducing?	(Response)	n=0.0	0.0
	Eliminate unnecessary workers	n=12.3	8.4
	Overall unnecessary spending	n=2.8	1.9
	Reduce number of police officers at sites/intersections	n=6.2	4.2
	Parks and Recreation	n=3.7	2.6
	Unneeded building/renovating	n=0.0	0.0
	Pointless sidewalks/curbs	n=3.9	2.7
	State assistance	n=0.0	0.0
	Wetlands	n=1.6	1.1
	School services/Board of Education	n=12.4	8.5
	Taxes	n=0.0	0.0
	Fire station	n=0.7	0.5
	Garbage/Leaf pickup	n=2.7	1.9
	Just depends	n=0.0	0.0
	Optimize the Town Hall	n=0.6	0.4
	Better training for existing employees	n=0.0	0.0
	Any duplicate service	n=0.0	0.0
	Road maintenance/Highway	n=7.2	4.9
	Parking meters	n=0.0	0.0
	Sports	n=0.0	0.0
	Low priority services	n=0.6	0.4
	Library	n=3.8	2.6
	Eliminate administrative expenses	n=0.0	0.0
	Golf course	n=0.0	0.0
	Subsidized housing	n=0.0	0.0
	Pool project	n=0.0	0.0
	Senior services	n=9.1	6.3
	Human services	n=0.1	0.1
	Department of public works sewer	n=0.0	0.0
	Ferry	n=0.3	0.2
Cut town hall employees	n=0.0	0.0	

Coordinate zoning and and building divisions	n=0.0	0.0
Children services	n=0.0	0.0
Give up artificial turf for playing field	n=0.0	0.0
Look at services selectively/where the cuts need to be applied	n=3.4	2.3
Any cuts are appropriate	n=0.0	0.0
All services	n=0.0	0.0
Other	n=23.9	16.4
Need more information/need to think about it	n=11.6	7.9
None/nothing	n=5.6	3.9
Don't know/unsure	n=33.4	22.9