

2016 Greenwich Resident Satisfaction Survey

Prepared for the Town of Greenwich
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CASTLETON POLLING INSTITUTE

Amplifying the Voices of Vermont



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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 2014 Greenwich Resident Satisfaction Survey. The 2016 survey was designed to provide an update to the 2014 data and to track changes over time. The 2016 survey was administered via telephone with 411 adult Greenwich residents in October. Telephone numbers were randomly generated and included both landline and cell phone numbers. The survey instrument and more detailed results can be found in the remainder of this report and the appendices.

Key Findings

Overall, the results for 2016 Town of Greenwich Resident Satisfaction Survey are very similar to 2014.

- Overall satisfaction with Town services in 2016 had a slightly higher mean than in 2014 (2014=5.65, 2016=5.71) as did the mean of the overall value of tax dollars (2014=5.32, 2016=5.41). However, neither of these increases is statistically significant.
- General satisfaction average values with key town services are similar to 2014 with a statistically significant increase in mean satisfaction of the quality of education in public schools.
- Highways, Parks and Recreation, and Inland Wetland and Watercourses Agency have similar mean importance ratings in 2014 and 2016. Building Inspection Division and the Planning and Zoning Department both have slightly lower mean importance in 2016 than in 2014, but this difference is statistically significant.
- Items found in 2014 to have high levels of satisfaction, continue to average similarly in 2016 as do the factors wither lower ratings within each service department.

Background & Introduction

The 2016 Greenwich Resident Satisfaction Survey was commissioned by the Town of Greenwich to be a re-administration of the 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 the original 2014 survey are detailed in the report compiled by the University of Connecticut's Department of Public Policy¹.

The 2016 Greenwich Resident Satisfaction Survey was fielded and analyzed by the Castleton Polling Institute at Castleton University in October 2016. The survey design was altered as minimally as possible in order to allow for comparisons to the 2014 data.

Methodology

The 2016 survey instrument was nearly identical to the 2014 instrument, with the exception of a few minor changes². 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 2016 survey instrument is available in Appendix A. The survey fielded via telephone in English only from October 15, 2016 to October 26, 2016.

The sample for the 2016 survey included landline and cell phone numbers. The numbers were randomly generated (RDD) and targeted the Town of Greenwich. The landline sample was purchased from ASDE Survey Sampler, Inc and the cell phone sample was purchased from Survey Sampling International utilizing its Smart Cell product to geographically target the Town of Greenwich. 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 numbers³.

A total of 411 interviews were completed; 224 completed on landline telephone numbers and 187 completed on cell phone numbers. Any adult age 18 or older that lives in the Town of Greenwich was eligible. It should be noted that the number of completed interviews is less than in 2014. The margin of sampling error for a 50/50 distribution at the 95% confidence level for the total number of completed interviews is +/- 4.8 percentage points. Any analyzes using less than the total number of completed interviews have higher margins of sampling error.

The smaller number of interviews in 2016 reduces the precision of the sample estimate compared to 2014 (1.8 point increase to the percentage point margin), however 2016's survey included sample drawn from cell phone numbers to the design, which reduces other sources of error (i.e., coverage). There is no correct number of completed interviews for any study, but rather a decision concerning what level of precision is desired, consideration about all sources of survey error, and what is logistically and financially appropriate given the resources and project purpose.

¹ <http://www.greenwichct.org/upload/medialibrary/232/Greenwich-Final-Report-2014.pdf>

² Inland Wetlands and Watercourses items were revised to better mirror the wording of the questions about other agencies and were included in the randomization of the order of questions. Two new items were added before the demographic section, an open-ended follow-up asked of any respondent who indicated low satisfaction (≤ 3) on any of the items and an item designed to better understand public opinion concerning the best approach should the Town need to reduce spending. Additional changes were also made to update the introduction and standardize the demographic items.

³ According to the most recent data (2015) from the National Center for Health Statistic's National Health Interview Study, it is estimated that 31.1% of Connecticut households are wireless-only.
http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless_state_201608.pdf

In order to make the survey more representative of the general population of the Town of Greenwich, the data was weighted by age and gender. Weighting is a statistical technique used to help adjust the data to align with known details of the target population. Data were weighted by utilizing a post-stratification raking method to reflect 2010 US Census figures for gender and age for the Town of Greenwich. Sampling errors and statistical tests were not adjusted to account for sample design effects due to weighting and clustering. The average design effect for this study was not calculated. All data presented in this report are weighted, unless otherwise noted. Statistical tests are run on unweighted data. Appendix C presents descriptive tables with the demographics of survey respondents.

A total of 13,150 call attempts were made over the field period at varied days and times including weekdays until 9PM and during the daytime on the weekends. A total of 5,153 telephone numbers were called. Using the American Association for Public Opinion Research's definition for the calculation of Response Rate 2, the response rate for the 2016 survey is 10.1%.

Results

The data presented in this section is a comparison of the mean response value between 2014 and 2016 for all items rated on the 1 to 7 scale⁴. 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 and 2016 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.

⁴ Don't know and Refused responses are excluded from analysis.

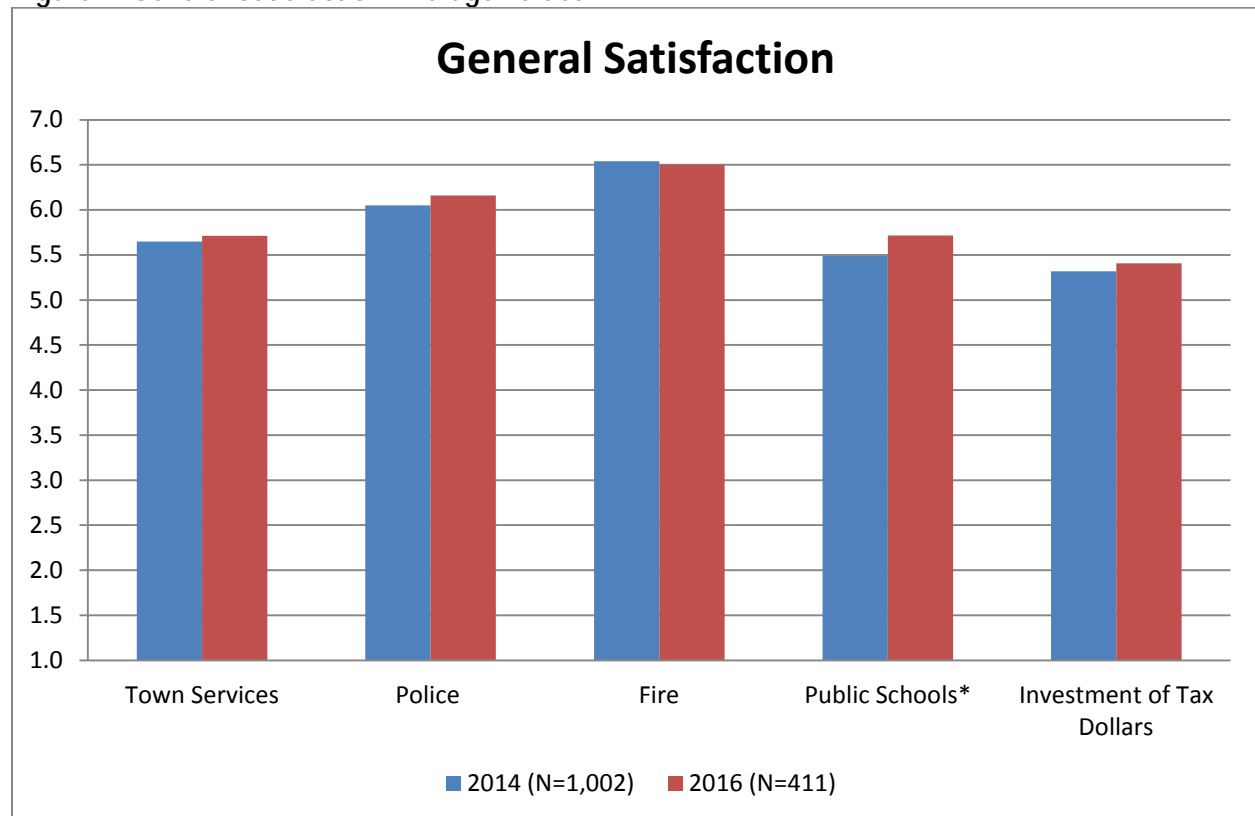
General Satisfaction

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), local police protection (2014=6.05, 2016=6.16), services provided by local fire department (2014=6.54, 2016=6.50), quality of education provided by the local public schools (2014=5.49, 2016=5.72), and rating on the value of tax dollars (2014=5.32, 2016=5.41). Figure 1 below, shows the average responses for the general satisfaction questions on the survey. The increase in mean satisfaction between 2014 and 2016 on the quality of education provided by local public schools is statistically significant ($p=.01$).

Figure 1: General Satisfaction Average Values

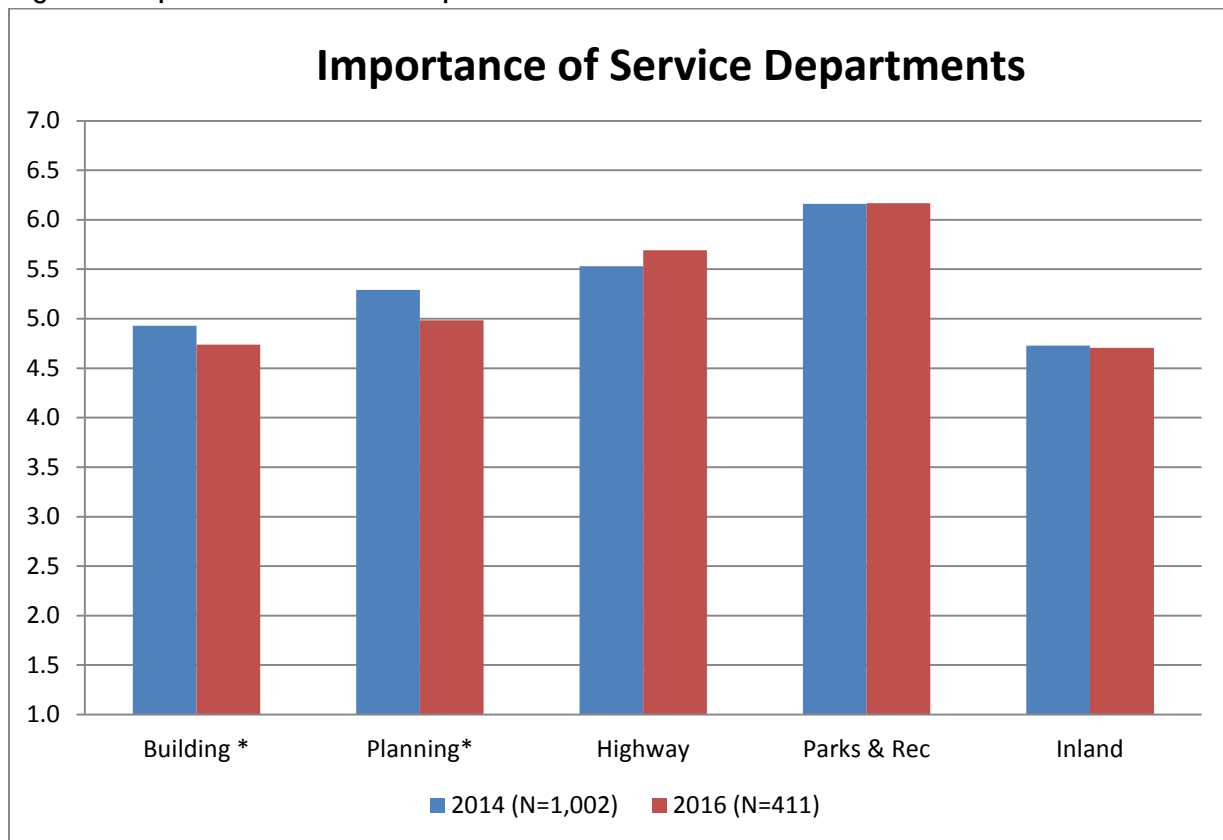


Importance of Service Departments

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: (1) Building Inspection Division, (2) Planning and Zoning Department, (3) Highway Division, (4) Parks and Recreation Department, [and] (5) Inland Wetland and Watercourses Agency (IWWA).

Figure 2: Importance of Service Departments



There is a statistically significant difference between the means of the two years for the Building Inspection Division (2014=4.93, 2016=4.74, $p=.02$) and the Planning and Zoning Department (2014=5.29, 2016=4.98, $p=.00$). The difference between the means in 2014 and 2016 for Highway, Parks and Recreation and IWWA is not statistically significant.

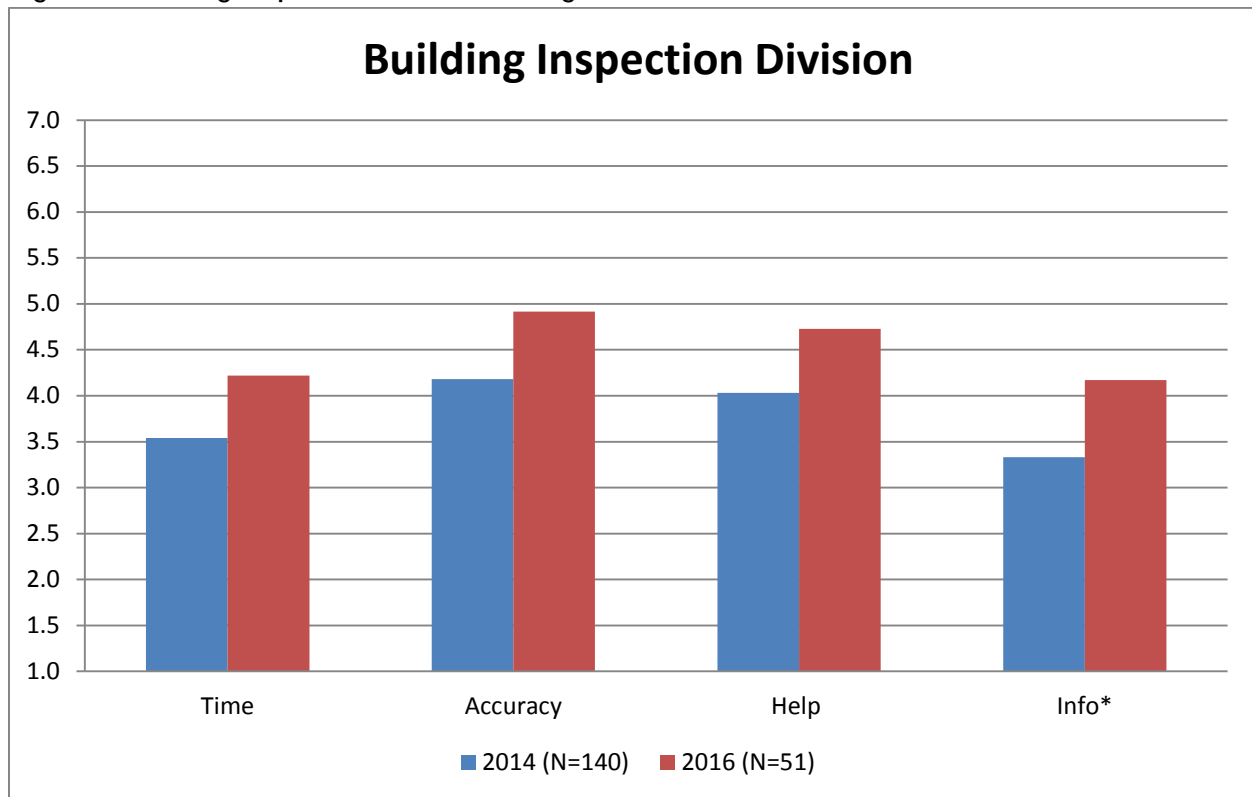
Building Inspection Division

The services under the Building Inspection Division are measured using the four factors: time, accuracy, help, and information.

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 3: Building Inspection Division Average Values



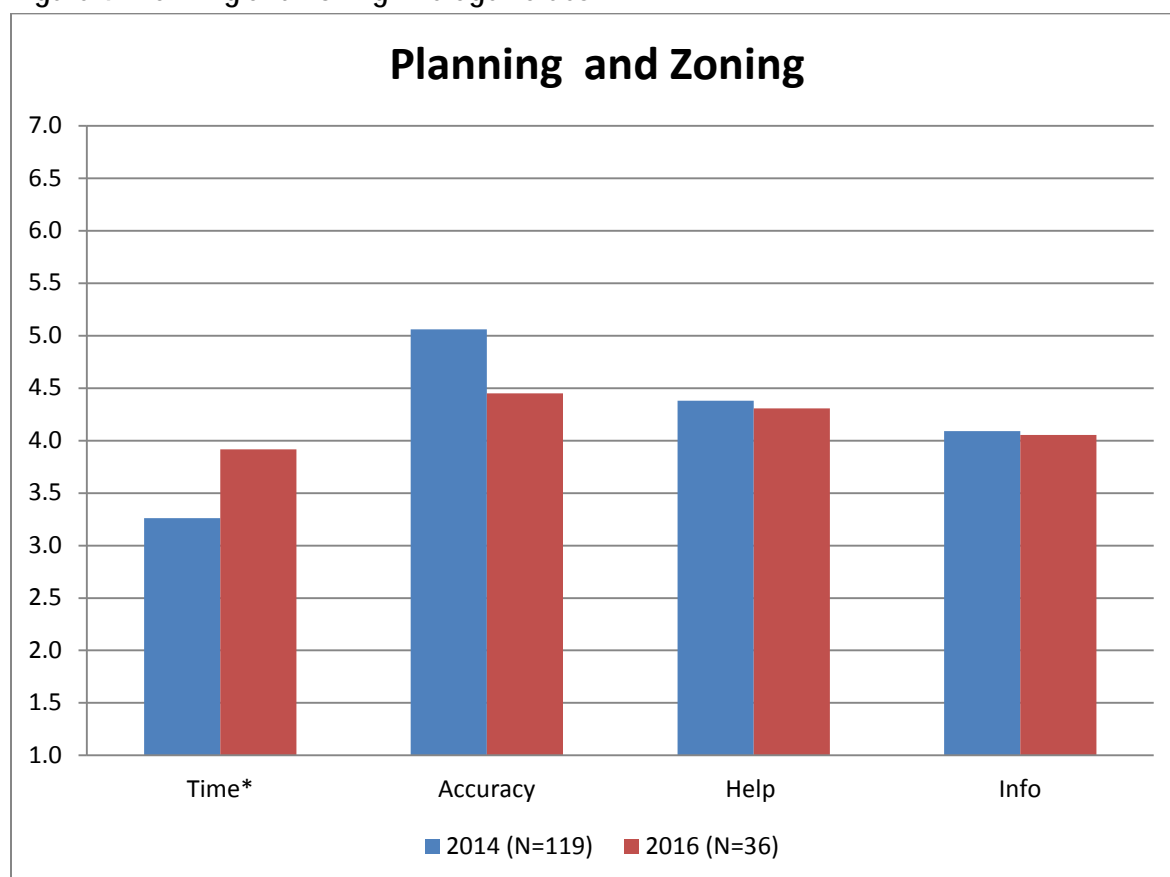
The averaged responses with the Building Inspection Division based upon the mean of the responses among residents who had an opinion all increased in satisfaction from 2014 to 2016. The only increase that was statistically significant was related to finding information about the process on the Town's website (2014=3.33, 2016=4.17, $p=.03$).

Planning and Zoning Department

The services under the Planning and Zoning Department were measured using the four factors: time, accuracy, help, and information. The questions were asked in the following manner:

- **TIME:** *How satisfied are you with the length of time required to obtain planning and zoning permits?*
- **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 4: Planning and Zoning Average Values



There was a statistically significant difference in means between 2014 and 2016 for the satisfaction with time required for going through the planning and zoning process (2014=3.26, 2016=3.9, $p=.03$). However, it should be noted that there was a slight change to the wording of this item in 2016 to make it more consistent with the other sections⁵.

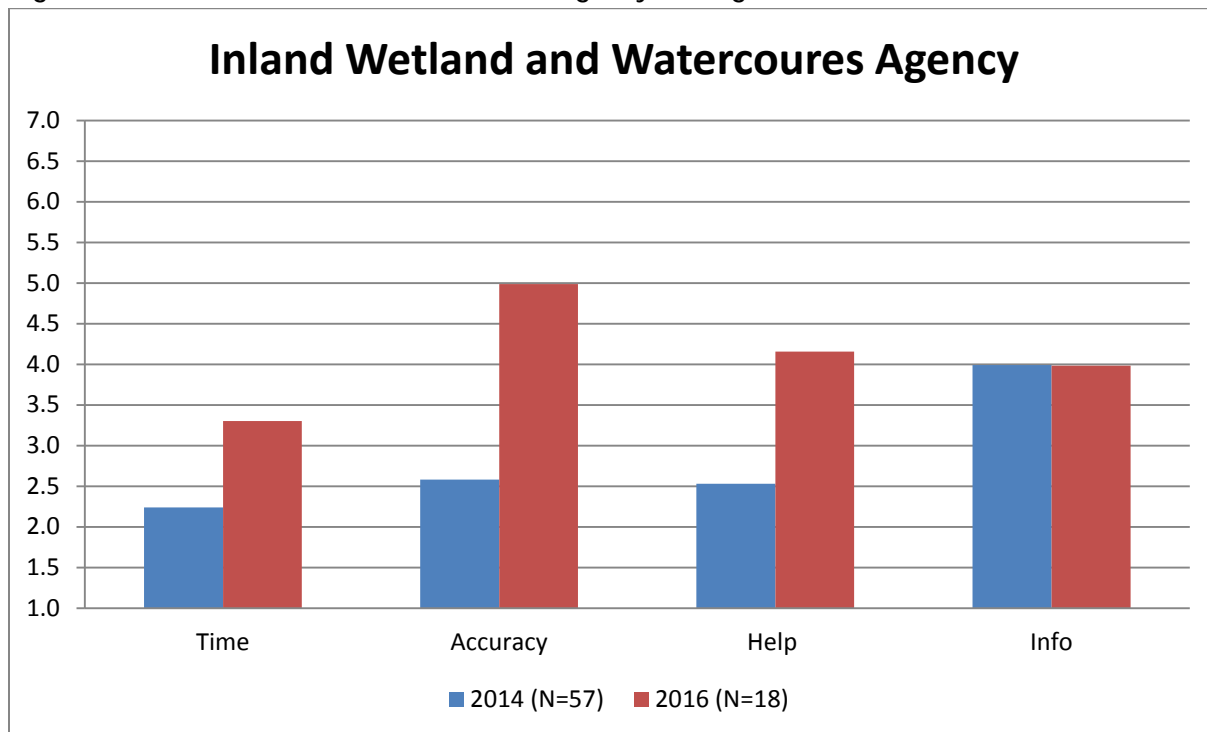
⁵ 2014 wording: *How satisfied are you with the length of time required to obtain planning and zoning process?*

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. The questions were asked in the following manner:

- TIME⁶: *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 5: Inland Wetland and Watercourses Agency Average Values



Statistical tests to detect significant differences between the means were not conducted for this section because of the small number of respondents who are asked about this agency (only those who live near a wetlands or watercourse and have done construction projects requiring a permit). It is uncommon for statistical tests to be run on sample sizes less than 30 because of the lack of statistical power to detect a meaningful difference.

⁶ 2014 wording: *How satisfied are you with the length of time required to go through the Agency's regulatory and inspection process?*

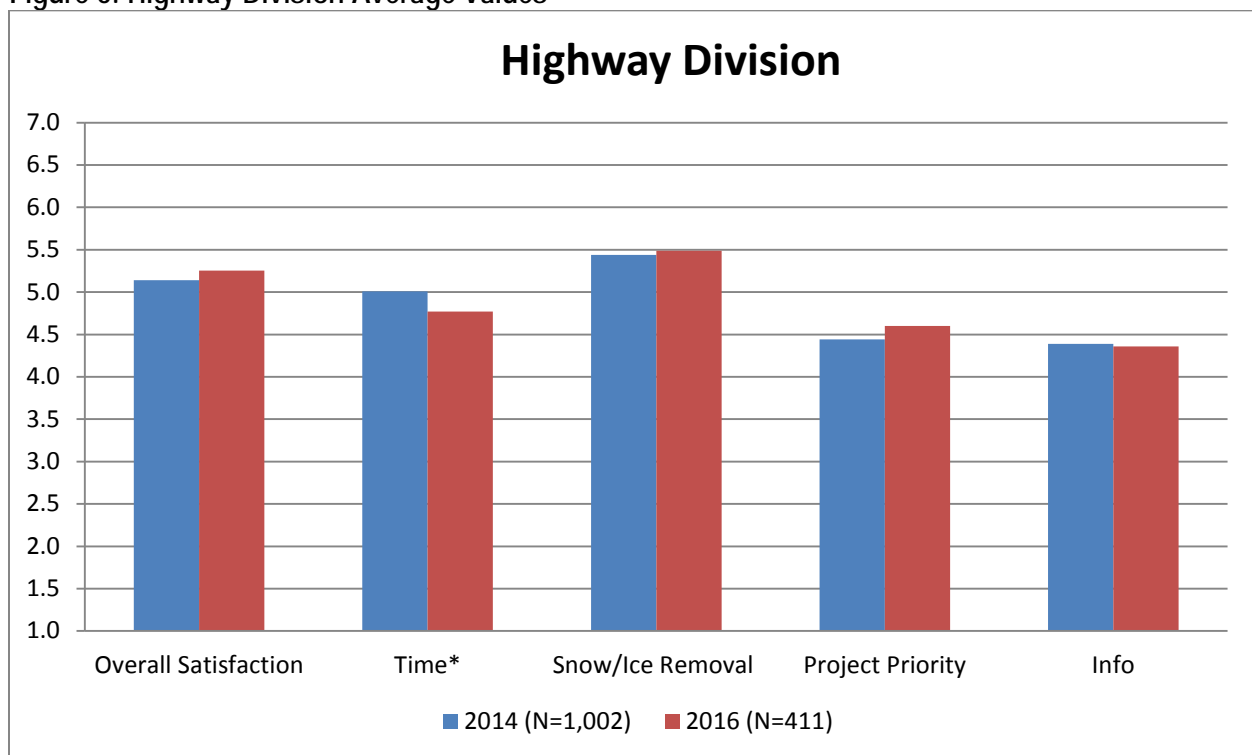
Highway Division

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.

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?
- How satisfied are you with the effectiveness of snow and ice removal on the roads in Greenwich?
- How often does the division prioritize projects that are most important to you?
- INFORMATION: How would you rate the division's communication of road projects, highway conditions, and work zones?

Figure 6: Highway Division Average Values



There was a statistically significant difference between 2014 and 2016 the mean satisfaction for the item concerning the hours of road construction with a slight decrease in mean satisfaction in 2016 (2014=5.01, 2016=4.77, $p=.05$).

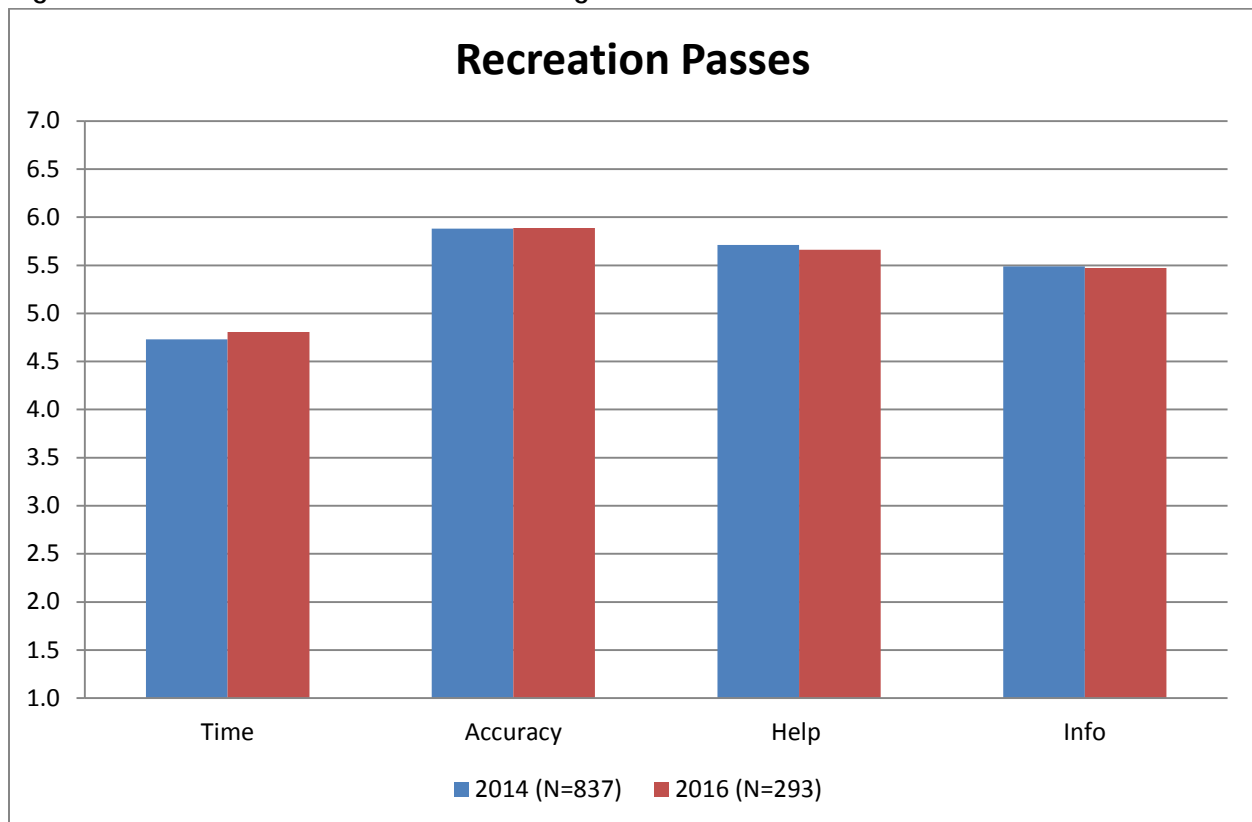
Parks and Recreation Department —Recreation Passes

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

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 7: Parks and Recreation Passes Average Values



None of the differences in means on the recreation passes section from 2014 to 2016 were statistically significant.

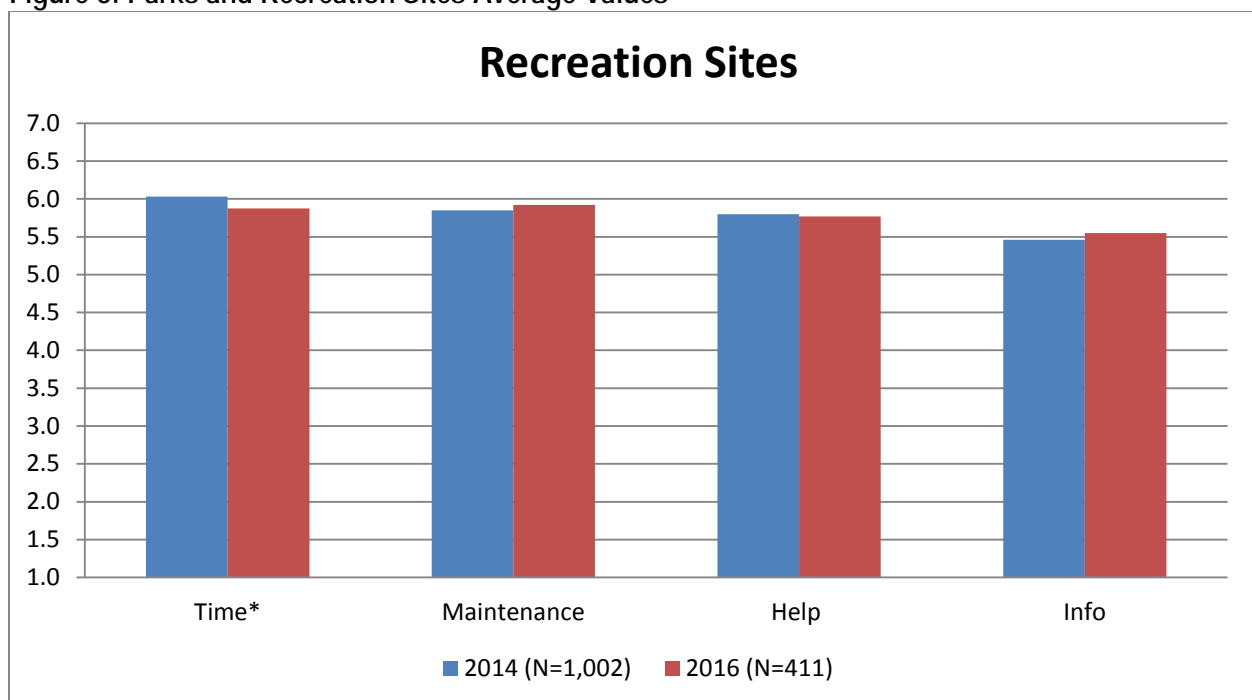
Parks and Recreation—Recreation Sites

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 8: Parks and Recreation Sites Average Values



There was a slight, but statistically significant decrease in mean satisfaction on the item concerning recreational sites hours of operation (2014=6.03, 2016=5.87, $p=.01$).

Re-Administering the Survey

Recommendations for the re-administration of the Town of Greenwich Resident Satisfaction Survey are the same as described in the 2014 report. To have more confidence in trends from year to year, any re-administration of the survey in the future should adhere as closely as possible to the protocols used in 2016. Changes in question wording, survey timing, etc. can all have an unknown impact on results. Because it is unknown whether or not the differences can be contributed to any changes in survey protocol or actual changes in public opinion, any alterations to the survey protocol in the future should only be undertaken with careful consideration.

Conclusion

As in 2014, residents expressed high satisfaction with Town-provided services. The 2016 data is the start of a trend line that the Town of Greenwich can use to track changes in satisfaction over time. With the repeat of these metrics Town administration can track resident responses to policy and service changes.

Appendix A: 2016 Survey Instrument

2016 Citizen Satisfaction Survey

Field: October 2016

Average Interview Length: 16 minutes

Sample: Adult; Greenwich, CT Resident

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

INTRO

Hello. My name is _____ and I am calling from Castleton University. We are conducting a short survey for the Town of Greenwich regarding town-provided services. Your responses will be kept confidential, and the results of this survey will go directly to the 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 December.)

(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 t Castleton University. We are conducting a short survey for the Town of Greenwich regarding town-provided services. Your responses will be kept confidential, and the results of this survey will go directly to the 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 December.)

(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 a permit?

- 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 a permit 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 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 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, traffic and pedestrian signals, and leaf, snow, and ice removal. 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 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 DACCU4)**

- 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 DEXPERT4)

- 8 (DK)
- 9 (REFUSED)

DEXPERT4

How often does the division prioritize projects that are most important to you? Please rate this on a scale of 1 to 7, one is never and 7 is almost always. **(INTERVIEWER: Code actual number and continue to DINFO4)**

- 8 (DK)
- 9 (REFUSED)

DINFO4

How would you rate the department's 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)

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 recreation 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 submit your application for a recreation pass? Did you visit town hall or did you mail in your application?

- 1 TOWN HALL → 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 at town hall for a recreation 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 recreation 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)

E5HELPS

Overall, how satisfied are you with the Parks and Recreation staff at town hall 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 recreation 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

E6TIME6

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 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 recreational sites and programs 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 INVESTMENT
- 3 (DK) → SKIP TO INVESTMENT
- 4 (REFUSED) → SKIP TO INVESTMENT

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 INVESTMENT
- 4 (REFUSED) → SKIP TO INVESTMENT

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 INVESTMENT

FCONTRACTOR3

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

- 1 YES → SKIP TO INVESTMENT

- 2 NO → SKIP TO INVESTMENT
- 3 (DK) → SKIP TO INVESTMENT
- 4 (REFUSED) → SKIP TO INVESTMENT

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)**

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 that would make Greenwich a better place to live? This could include improving an existing service or providing a new service. **(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)**

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
- ...
- 999 (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 2015, 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 450K 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

- 8 (DK)
- 9 (REFUSED)

CONCLUSION

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

Appendix B: Final Disposition Report

Table 1. Final Dispositions

DISPOSITION	DESCRIPTION	RECORDS
1100	Landline Complete	224
1101	Cellphone Complete	187
1200	Partial	14
2100	Refusal	899
2101	Hard Refusal (Do Not Call)	95
2102	2nd Refusal (RCs ONLY)	
2111	Eligible: Household Refusal	
2120	Eligible: Breakoff	
2210	Resp Not Available During Study	6
2331	Language Unable / Does Not Speak English	12
3120	Busy	299
3130	No Answer	250
3140	Answering Machine (msg left)	168
3141	Answering Machine (no msg left)	1934
3150	Technical Barrier (Call Block)	43
3900	Other	15
4000	Ineligible - Under Age	10
4001	Ineligible - Not Resident	102
4200	Fax/Data Line	81
4310	Nonworking / Disconnected Number	658
4410	Number Change	
4510	Business/Govt/Other Org	70
4520	Institution	1
4700	No Eligible Respondent	16
4800	Quota Filled	
5200	Callback	69
	TOTAL ATTEMPTED	5153

Appendix C: Weighted Demographics of Survey Respondents

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

Table 2. Zip Code Composition of Survey Respondents

Zip Code	Frequency	Weighted Percent
06807	5	1.5
06830	242	59.0
06831	159	38.6
06870	2	.2
06878	3	.7
Total	411	100.0

Table 3. Breakdown Composition of Zip Code 06830

06830	Frequency	Weighted Percent
Belle Haven	6	1.8
Byram	38	18.1
Downtown Greenwich	107	43.9
Other	91	36.2
Don't Know/Refused	0	0
Total	242	100.0

Table 4. Race/Ethnicity Composition of Survey Respondents

Race/Ethnicity	Frequency	Weighted Percent
White (Caucasian)	364	87.6
Black / African American	5	1.3
Hispanic	6	2.0
Asian	10	3.3
American Indian or Alaska Native	0	0
Native Hawaiian or Pacific Islander	0	0
Other	18	4.5
Don't Know/Refused	17	3.2

Table 5. Marital Status Composition of Survey Respondents

Marital Status	Frequency	Weighted Percent
Single / Never Been Married	61	20.6
Married	271	65.0
Separated	2	.5
Divorced	35	6.7
Widowed	35	5.7
Domestic Partnership / Living With Partner	1	.3
Refused	6	1.2
Total	411	100.0

Table 6. Survey Composition of # of Children in Household Under the Age of 18

# of Children	Frequency	Weighted Percent
0	302	63.2
1	45	13.4
2	37	13.8
3	16	5.5
4	7	2.9
Refused	4	1.2
Total	411	100.0

Table 7. Survey Composition of Total Income

Income Range	Frequency	Weighted Percent
Less than \$50,000	41	10.1
\$50,000 but less than \$100,000	51	12.9
\$100,000 but less than \$150,000	39	10.1
\$150,000 but less than \$200,000	36	7.9
\$200,000 but less than \$250,000	25	6.9
\$250,000 or more	132	33.7
Don't Know/Refused	87	20.5
Total	411	100.0

Table 8. Median Age of Survey Population

Type	Years
Whole Population	50
Female Population	52
Male Population	50

Table 9. Gender Composition of Survey Respondents

Type	Frequency	Weighted Percent
Female Population	221	53.0
Male Population	190	47.0
Total Population	411	100.0

Appendix D: 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 under each mean. The standard error of mean (presented in parentheses below the mean value) 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.

Table 10. Central Tendency Measures

DEPARTMENT	Variable Measured	Mean	Median	Mode
General	Overall Satisfaction with Services	5.71 (.059)	6	6
	Police Protection	6.16 (.057)	6	7
	Fire Department	6.50 (.043)	7	7
	Quality of Education at Public Schools	5.72 (.074)	6	7
	Investment of Tax Dollars	5.41 (.075)	6	6
Building	Importance of Services Provided by Department	4.74 (.094)	5	7
	Time Spent Obtaining Permits	4.22 (.313)	5	5
	Degree of Accurate Info by Staff	4.92 (.312)	6	7
	Satisfaction of Staff Assistance	4.73 (.300)	5	7
	Ease of Finding Info on Website	4.17 (.306)	4.67	5
Planning and Zoning	Importance of Services Provided by Department	4.98 (.090)	5	5
	Time of the Planning and Zoning Process	3.92 (.346)	4.04	5
	Degree of Accurate Info by Staff	4.45 (.371)	5.25	6

	Satisfaction of Staff Assistance	4.31 (.382)	5	6
	Ease of Finding Info on Website	4.05 (.365)	5	6
Highway	Importance of Services Provided by Department	5.69 (.068)	6	7
	Overall Satisfaction with Highway Department	5.25 (.073)	5	5
	Convenience of Road Construction Hours	4.77 (.081)	5	5
	Effectiveness of Snow/Ice Removal	5.49 (.075)	6	7
	Priority of Projects	4.60 (.097)	5	5
	Communication of Projects & Road Conditions	4.36 (.092)	5	5
	Parks and Recreation: Recreation Passes	Importance of Services of Parks & Recreation Department	6.17 (.052)	6
Satisfaction with Wait Time at Town Hall		4.8 (.17690)	5	6
Degree of Accurate Info by Staff		5.88 (.09253)	7	7
Satisfaction of Staff Assistance		5.66 (.09068)	6	7
Ease of Finding Info on Website		5.47 (.08880)	6	7
Parks and Recreation: Recreation Sites	Satisfaction of Site Hours	5.87 (.06164)	6	7
	Satisfaction with Maintenance of Sites	5.92 (.06474)	6	7
	Satisfaction of Staff Assistance	5.76 (.06808)	6	6
	Ease of Finding Info on Website	5.55 (.07685)	6	6
Inland Wetland and Watercourse Agency	Importance of Services Provided by Department	4.70 (.098)	5	7
	Satisfaction with Time in Process	3.30 (.571)	4	1

	Degree of Accurate Info by Staff	4.99 (.458)	5	5
	Satisfaction of Staff Assistance	4.16 (.558)	4.56	5
	Ease of Finding Info on Website	3.98 (.623)	3.62	3

Appendix E: Vendor Contact Information

This survey was sponsored and fully funded by the Town of Greenwich. Castleton Polling Institute at Castleton University was hired to conduct the survey and prepare this report.

Contact information:

Dr. Rich Clark, Director
Castleton Polling Institute
Castleton University
polling@castleton.edu
802-770-7040
www.castleton.edu/polling

Appendix F: Weighted Frequency Distributions Including Open-End Responses

Please note the data presented here is weighted including the counts for each response. The weights adjust the counts as well as the percentages. The total unweighted number of respondents is 411.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 LANDLINE	193	47.7	47.7	47.7
	2 CELLPHONE	211	52.3	52.3	100.0
	Total	404	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 NO, NOT DOING ANYTHING TO DISTRACT	211	52.3	100.0	100.0
Missing	System	193	47.7		
Total		404	100.0		

VER18 Are you an adult who is at least 18 years old or older?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	211	52.3	100.0	100.0
Missing	System	193	47.7		
Total		404	100.0		

INTRO1 Is that you or someone else?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES/ME	193	47.7	100.0	100.0
Missing	System	211	52.3		
Total		404	100.0		

INTRO2 May I speak with someone at home who is at least 18 years or older?

		Frequency	Percent
Missing	System	404	100.0

INTRO3 Is that you or someone else?

		Frequency	Percent
Missing	System	404	100.0

QZIP This survey is only for residents in the Town of Greenwich. May I please have your ZIP Code?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 06807	6	1.5	1.5	1.5
	2 06830	238	59.0	59.0	60.5
	3 06831	156	38.6	38.6	99.1
	4 06870	1	.2	.2	99.3
	5 06878	3	.7	.7	100.0
	Total	404	100.0	100.0	

ZIP830 For further clarification, do you live in Belle Haven, Byram, Downtown Greenwich, or another neighborhood I have not mentioned?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 BELLE HAVEN	4	1.1	1.8	1.8
	2 BYRAM	43	10.7	18.1	19.9
	3 DOWNTOWN GREENWICH	105	25.9	43.9	63.8
	4 OTHER (specify)	86	21.3	36.2	100.0
	Total	238	59.0	100.0	
Missing	System	166	41.0		
Total		404	100.0		

QUALITY In general, how satisfied are you with the services provided by Greenwich?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	8	2.1	2.1	2.1
	3	9	2.1	2.2	4.2
	4	23	5.6	5.7	9.9
	5	108	26.8	27.2	37.1
	6	143	35.5	35.9	73.1
	7 EXTREMELY SATISFIED	107	26.6	26.9	100.0
	Total	399	98.7	100.0	
Missing	8 DON'T KNOW	5	1.3		
Total		404	100.0		

APOLICE Overall, how satisfied are you with the local police protection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	5	1.3	1.3	1.3
	2	2	.5	.5	1.8
	3	5	1.3	1.3	3.1
	4	15	3.7	3.8	6.9
	5	53	13.0	13.3	20.2
	6	121	30.0	30.5	50.7
	7 EXTREMELY SATISFIED	195	48.4	49.3	100.0
	Total	397	98.2	100.0	
Missing	8 DON'T KNOW	7	1.8		
Total		404	100.0		

AFIRE Overall, how satisfied are you with the services provided by your local fire department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	1	.2	.2	.2
	2	1	.4	.4	.6
	3	2	.6	.6	1.2
	4	4	1.0	1.1	2.3
	5	29	7.2	8.0	10.2
	6	92	22.8	25.2	35.5
	7 EXTREMELY SATISFIED	236	58.3	64.5	100.0
	Total	365	90.4	100.0	
Missing	8 DON'T KNOW	37	9.3		
	9 REFUSED	2	.4		
	Total	39	9.6		
Total		404	100.0		

SCHOOLS Overall, how satisfied are you with the quality of education provided by the local public schools?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	5	1.3	1.9	1.9
	2	1	.2	.3	2.2
	3	10	2.4	3.3	5.5
	4	21	5.2	7.2	12.7

	5	75	18.5	25.7	38.4
	6	85	21.2	29.5	67.8
	7 EXTREMELY SATISFIED	93	23.1	32.2	100.0
	Total	290	71.8	100.0	
Missing	8 DON'T KNOW	111	27.6		
	9 REFUSED	2	.6		
	Total	114	28.2		
Total		404	100.0		

TOWNSERVICES_1 Building Inspection Division

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL IMPORTANT	25	6.2	6.6	6.6
	2	34	8.3	8.8	15.4
	3	42	10.3	11.0	26.4
	4	48	12.0	12.7	39.1
	5	82	20.3	21.5	60.6
	6	67	16.6	17.7	78.2
	7 EXTREMELY IMPORTANT	83	20.5	21.8	100.0
	Total	380	94.2	100.0	
Missing	8 DON'T KNOW	23	5.7		
	9 REFUSED		.1		
	Total	24	5.8		
Total		404	100.0		

TOWNSERVICES_2 Planning and Zoning Division

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL IMPORTANT	21	5.1	5.4	5.4
	2	23	5.7	6.0	11.5
	3	34	8.5	9.0	20.5
	4	43	10.7	11.3	31.8
	5	96	23.7	25.1	56.9
	6	71	17.5	18.6	75.5
	7 EXTREMELY IMPORTANT	94	23.2	24.5	100.0
	Total	381	94.4	100.0	
Missing	8 DON'T KNOW	22	5.5		
	9 REFUSED	1	.2		
	Total	23	5.6		
Total		404	100.0		

TOWNSERVICES_3 Highway Division

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL IMPORTANT	6	1.6	1.7	1.7
	2	3	.7	.7	2.4
	3	22	5.5	5.7	8.1
	4	22	5.3	5.6	13.7
	5	104	25.6	26.8	40.5
	6	92	22.8	23.8	64.3
	7 EXTREMELY IMPORTANT	138	34.2	35.7	100.0
	Total	387	95.7	100.0	
Missing	8 DON'T KNOW	17	4.3		
Total		404	100.0		

TOWNSERVICES_4 Parks and Recreation Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL IMPORTANT	2	.4	.4	.4
	2	2	.4	.4	.9
	3	3	.7	.7	1.6
	4	18	4.6	4.6	6.2
	5	70	17.4	17.6	23.8
	6	105	26.0	26.4	50.2
	7 EXTREMELY IMPORTANT	199	49.2	49.8	100.0
	Total	399	98.8	100.0	
Missing	8 DON'T KNOW	4	1.1		
	9 REFUSED	1	.2		
	Total	5	1.2		
Total		404	100.0		

TOWNSERVICES_5 Inland Wetlands and Watercourses Agency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL IMPORTANT	31	7.8	8.3	8.3
	2	31	7.7	8.3	16.6
	3	36	8.9	9.6	26.2
	4	53	13.1	14.1	40.3
	5	80	19.7	21.2	61.5

	6	57	14.0	15.1	76.6
	7 EXTREMELY IMPORTANT	88	21.8	23.4	100.0
	Total	376	93.0	100.0	
Missing	8 DON'T KNOW	28	7.0		
Total		404	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	111	27.4	28.2	28.2
	2 NO	283	70.0	71.8	100.0
	Total	394	97.4	100.0	
Missing	8 DON'T KNOW	10	2.6		
Total		404	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 MYSELF	34	8.4	31.4	31.4
	2 CONTRACTOR	61	15.0	56.2	87.7
	3 BOTH	13	3.3	12.3	100.0
	Total	108	26.7	100.0	
Missing	8 DON'T KNOW	3	.7		
	System	293	72.6		
	Total	296	73.3		
Total		404	100.0		

BCONTRACTOR1 Did your contractor express any difficulties working with the town hall building division?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	22	5.4	35.9	35.9
	2 NO	39	9.6	64.1	100.0
	Total	61	15.0	100.0	
Missing	System	343	85.0		
Total		404	100.0		

BTIME1 How satisfied are you with the length of time spent obtaining building permits?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	7	1.8	16.5	16.5
	2	5	1.2	10.9	27.3
	3	4	1.1	9.5	36.8
	4	4	1.0	8.9	45.8
	5	10	2.5	22.6	68.4
	6	7	1.7	14.9	83.3
	7 EXTREMELY SATISFIED	7	1.8	16.7	100.0
	Total	45	11.1	100.0	
Missing	8 DON'T KNOW	3	.6		
	System	357	88.3		
	Total	359	88.9		
Total		404	100.0		

BACCU1 To what degree did the town hall staff provide you with accurate information on current building codes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL ACCURATE INFORMATION	4	1.1	9.5	9.5
	2	3	.7	6.0	15.5
	3	7	1.8	16.2	31.7
	4	3	.7	6.2	37.9
	5	4	1.1	9.7	47.7
	6	8	2.1	18.4	66.0
	7 COMPLETELY ACCURATE INFORMATION	15	3.8	34.0	100.0
	Total	45	11.2	100.0	
Missing	8 DON'T KNOW	2	.5		
	System	357	88.3		
	Total	359	88.8		
Total		404	100.0		

BHELP1 Overall, how satisfied are you with the building staff in assisting you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	4	1.0	8.9	8.9
	2	7	1.6	14.0	22.9
	3	2	.4	3.8	26.8
	4	6	1.6	13.4	40.2
	5	6	1.6	13.4	53.6
	6	10	2.4	21.0	74.7
	7 EXTREMELY SATISFIED	12	2.9	25.3	100.0
	Total	47	11.6	100.0	
Missing	8 DON'T KNOW	1	.1		
	System	357	88.3		
	Total	357	88.4		
Total		404	100.0		

BINFO1 How easy was it to for you to find the information you needed from the building division through the town's website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL EASY	3	.8	10.2	10.2
	2	5	1.3	16.3	26.4
	4	8	1.9	23.0	49.5
	5	8	2.0	24.6	74.0
	6	7	1.8	22.3	96.3
	7 EXTREMELY EASY	1	.3	3.7	100.0
	Total	33	8.2	100.0	
Missing	8 DON'T KNOW	14	3.4		
	9 REFUSED	1	.2		
	System	357	88.3		
	Total	371	91.8		
Total		404	100.0		

CUSEPLAN In the last 5 years, have you or your contractor been to the Planning and Zoning Department to obtain a permit?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	85	21.0	21.3	21.3
	2 NO	313	77.4	78.7	100.0
	Total	397	98.4	100.0	
Missing	8 DON'T KNOW	7	1.6		
Total		404	100.0		

CDIRECT2 Did you obtain a permit yourself or did you use a contractor?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 MYSELF	29	7.2	35.3	35.3
	2 CONTRACTOR	47	11.6	57.2	92.5
	3 BOTH	6	1.5	7.5	100.0
	Total	82	20.3	100.0	
Missing	8 DON'T KNOW	3	.7		
	System	319	79.0		
	Total	322	79.7		
Total		404	100.0		

CCONTRACTOR2 Did your contractor express any difficulties working with the town hall planning and zoning department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 MYSELF	16	4.1	35.2	35.2
	2 CONTRACTOR	30	7.5	64.8	100.0
	Total	47	11.6	100.0	
Missing	System	357	88.4		
Total		404	100.0		

CTIME2 How satisfied are you with the length of time required to obtain planning and zoning permits?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	7	1.8	21.1	21.1
	2	4	1.0	11.2	32.2
	3	1	.4	4.2	36.5
	4	5	1.3	14.8	51.3
	5	10	2.4	27.8	79.2
	6	3	.8	9.0	88.1
	7 EXTREMELY SATISFIED	4	1.0	11.9	100.0
Total		35	8.7	100.0	
Missing	System	369	91.3		
Total		404	100.0		

CACCU2 To what degree did the town hall staff provide you with accurate information on the planning and zoning process?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	6	1.4	15.7	15.7
	2	4	1.1	12.2	27.9
	3	3	.7	7.8	35.7
	4	2	.5	6.3	42.0
	5	3	.8	8.7	50.7
	6	11	2.8	32.3	83.0
	7 EXTREMELY SATISFIED	6	1.5	17.0	100.0
	Total	35	8.7	100.0	
Missing	System	369	91.3		
Total		404	100.0		

CHELP2 Overall, how satisfied are you with the planning and zoning staff in assisting you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	8	2.0	23.2	23.2
	2	3	.8	9.0	32.2
	4	3	.7	8.0	40.3
	5	5	1.2	14.3	54.6
	6	11	2.8	32.3	86.9
	7 EXTREMELY SATISFIED	5	1.1	13.1	100.0
	Total	35	8.7	100.0	
Missing	System	369	91.3		
Total		404	100.0		

CINFO2 How easy was it for you to find the information you needed from the planning and zoning department through the town's website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL EASY	6	1.4	18.3	18.3
	2	4	1.0	13.7	32.1
	3	1	.2	3.3	35.4
	4	3	.7	9.0	44.3
	5	7	1.8	24.0	68.4
	6	8	2.1	27.7	96.0
	7 EXTREMELY EASY	1	.3	4.0	100.0

	Total	30	7.5	100.0
Missing	8 DON'T KNOW	5	1.1	
	System	369	91.3	
	Total	373	92.5	
Total		404	100.0	

DUSEHIGHWAY Overall, how satisfied are you with the services provided by the highway division?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	15	3.8	3.8	3.8
	2	7	1.6	1.7	5.5
	3	23	5.8	5.8	11.3
	4	45	11.2	11.3	22.6
	5	117	28.9	29.1	51.7
	6	113	28.0	28.2	79.9
	7 EXTREMELY SATISFIED	81	20.0	20.1	100.0
	Total	402	99.4	100.0	
Missing	8 DON'T KNOW	2	.6		
Total		404	100.0		

DTIME4 How convenient are the hours of road construction in Greenwich?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL CONVENIENT	19	4.6	4.9	4.9
	2	21	5.2	5.5	10.4
	3	30	7.5	7.9	18.3
	4	71	17.7	18.8	37.1
	5	114	28.3	30.1	67.2
	6	68	16.9	17.9	85.1
	7 EXTREMELY CONVENIENT	57	14.1	14.9	100.0
	Total	381	94.3	100.0	
Missing	8 DON'T KNOW	21	5.2		
	9 REFUSED	2	.6		
	Total	23	5.7		
Total		404	100.0		

DEFECT4 How satisfied are you with the effectiveness of snow and ice removal on the roads in Greenwich?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	12	3.0	3.1	3.1
	2	10	2.6	2.6	5.7
	3	19	4.7	4.8	10.4
	4	33	8.2	8.3	18.7
	5	93	23.1	23.4	42.1
	6	115	28.5	28.9	71.0
	7 EXTREMELY SATISFIED	115	28.5	29.0	100.0
	Total	398	98.6	100.0	
Missing	8 DON'T KNOW	6	1.4		
Total		404	100.0		

DEXPERT4 How often does the division prioritize projects that are most important to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NEVER	29	7.1	9.3	9.3
	2	7	1.8	2.3	11.6
	3	27	6.8	8.9	20.5
	4	69	17.2	22.6	43.1
	5	83	20.5	27.0	70.1
	6	46	11.4	15.0	85.1
	7 ALMOST ALWAYS	46	11.3	14.9	100.0
	Total	307	76.0	100.0	
Missing	8 DON'T KNOW	94	23.4		
	9 REFUSED	2	.6		
	Total	97	24.0		
Total		404	100.0		

DINFO4 How would you rate the department's communication of road projects, highway conditions, and work zones?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 EXTREMELY POOR COMMUNICATION	37	9.3	9.9	9.9
	2	26	6.4	6.8	16.7
	3	55	13.6	14.5	31.3
	4	57	14.1	15.1	46.3
	5	102	25.3	27.0	73.3

	6	50	12.4	13.2	86.5
	7 EXCELLENT COMMUNICATION	51	12.7	13.5	100.0
	Total	379	93.8	100.0	
Missing	8 DON'T KNOW	24	6.0		
	9 REFUSED	1	.2		
	Total	25	6.2		
Total		404	100.0		

E5INTERNALPARK In the last 12 months, have you or someone in your household applied for, or renewed, a recreation pass?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 YES	335	82.9	84.2	84.2
	2.00 NO	63	15.5	15.8	100.0
	Total	398	98.5	100.0	
Missing	8.00 DON'T KNOW	6	1.4		
	9.00 REFUSED	1	.2		
	Total	6	1.5		
Total		404	100.0		

e5apass How did you submit your application for a recreation pass?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 TOWN HALL	111	27.6	34.4	34.4
	2.00 MAIL	131	32.4	40.5	74.8
	3.00 OTHER	65	16.1	20.1	95.0
	4.00 BOTH	16	4.0	5.0	100.0
	Total	324	80.2	100.0	
Missing	-9.00	69	17.1		
	8.00 DON'T KNOW	11	2.7		
	Total	80	19.8		
Total		404	100.0		

e5time5 In general, how satisfied are you with the wait time at town hall for a recreation pass?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 NOT AT ALL SATISFIED	14	3.5	11.6	11.6
	2.00	8	2.0	6.7	18.2
	3.00	6	1.4	4.5	22.7
	4.00	15	3.8	12.3	35.0
	5.00	23	5.7	18.6	53.6

	6.00	30	7.5	24.5	78.2
	7.00 EXTREMELY SATISFIED	27	6.7	21.8	100.0
	Total	124	30.6	100.0	
Missing	-9.00	276	68.4		
	8.00 DON'T KNOW	4	1.0		
	Total	280	69.4		
Total		404	100.0		

e5accu5 To what degree did the department staff provide you with accurate information on recreation passes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 NOT AT ALL ACCURATE INFORMATION	11	2.7	3.6	3.6
	2.00	10	2.4	3.2	6.8
	3.00	12	2.9	3.9	10.7
	4.00	12	3.0	4.0	14.7
	5.00	38	9.4	12.7	27.4
	6.00	62	15.4	20.7	48.0
	7.00 COMPLETELY ACCURATE INFORMATION	156	38.6	52.0	100.0
	Total	300	74.3	100.0	
Missing	-9.00	80	19.8		
	8.00 DON'T KNOW	23	5.7		
	9.00 REFUSED	1	.2		
	Total	104	25.7		
Total		404	100.0		

E5HELP5 Overall, how satisfied are you with the Parks and Recreation staff at the town hall in assisting you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 NOT AT ALL SATISFIED	14	3.4	4.5	4.5
	2.00	5	1.2	1.6	6.2
	3.00	11	2.8	3.7	9.9
	4.00	26	6.5	8.8	18.7
	5.00	39	9.5	12.8	31.5
	6.00	95	23.5	31.6	63.1
	7.00 EXTREMELY SATISFIED	111	27.5	36.9	100.0

	Total	301	74.5	100.0
Missing	-9.00	80	19.8	
	8.00 DON'T KNOW	21	5.3	
	9.00 REFUSED	2	.4	
	Total	103	25.5	
Total		404	100.0	

E5INFO5 How easy was it for you to find the information you needed on recreation passes through the town's website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 NOT AT ALL EASY	7	1.9	2.7	2.7
	2.00	5	1.2	1.7	4.4
	3.00	17	4.2	6.2	10.7
	4.00	27	6.7	9.9	20.6
	5.00	62	15.5	22.8	43.4
	6.00	76	18.7	27.6	71.0
	7.00 EXTREMELY EASY	80	19.7	29.0	100.0
	Total	274	67.9	100.0	
Missing	-9.00	80	19.8		
	8.00 DON'T KNOW	48	11.9		
	9.00 REFUSED	2	.4		
	Total	130	32.1		
Total		404	100.0		

E6TIME6 How satisfied are you with the recreational sites' hours of operation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 NOT AT ALL SATISFIED	5	1.3	1.3	1.3
	2.00	5	1.4	1.4	2.7
	3.00	4	1.1	1.1	3.9
	4.00	24	5.8	6.0	9.9
	5.00	87	21.5	22.3	32.2
	6.00	119	29.5	30.5	62.7
	7.00 EXTREMELY SATISFIED	146	36.0	37.3	100.0
	Total	390	96.7	100.0	
Missing	8.00 DON'T KNOW	13	3.2		
	9.00 REFUSED	1	.2		
	Total	14	3.3		
Total		404	100.0		

E6MAINTENANCE How satisfied are you with the maintenance of parks, trails, and open spaces?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 NOT AT ALL SATISFIED	7	1.6	1.7	1.7
	2.00	7	1.8	1.8	3.5
	3.00	9	2.1	2.2	5.6
	4.00	15	3.8	3.9	9.5
	5.00	76	18.7	19.2	28.7
	6.00	119	29.5	30.2	58.9
	7.00 EXTREMELY SATISFIED	163	40.3	41.1	100.0
	Total	395	97.9	100.0	
Missing	8.00 DON'T KNOW	9	2.1		
Total		404	100.0		

E6HELP6 Overall, how satisfied are you with staff members at various recreational sites in assisting you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 NOT AT ALL SATISFIED	5	1.2	1.3	1.3
	2.00	9	2.2	2.6	3.9
	3.00	9	2.3	2.6	6.5
	4.00	20	5.1	5.7	12.2
	5.00	64	15.9	18.1	30.3
	6.00	138	34.1	38.7	69.0
	7.00 EXTREMELY SATISFIED	110	27.2	31.0	100.0
	Total	355	88.0	100.0	
Missing	8.00 DON'T KNOW	48	11.9		
	9.00 REFUSED	1	.1		
	Total	49	12.0		
Total		404	100.0		

E6INFO6 How easy was it for you to find the information you needed on recreational sites and programs through the town's website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 NOT AT ALL EASY	6	1.5	1.8	1.8
	2.00	11	2.6	3.2	5.0

	3.00	9	2.2	2.7	7.7
	4.00	39	9.7	11.8	19.6
	5.00	63	15.5	19.0	38.5
	6.00	112	27.6	33.8	72.4
	7.00 EXTREMELY EASY	91	22.6	27.6	100.0
	Total	330	81.7	100.0	
Missing	8.00 DON'T KNOW	74	18.3		
Total		404	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	154	38.1	38.4	38.4
	2 NO	247	61.1	61.6	100.0
	Total	401	99.2	100.0	
Missing	8 DON'T KNOW	3	.8		
Total		404	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	32	7.8	20.6	20.6
	2 NO	122	30.2	79.4	100.0
	Total	154	38.1	100.0	
Missing	System	250	61.9		
Total		404	100.0		

FDIRECT3 Did you obtain a permit yourself or did you use a contractor?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 MYSELF	10	2.6	35.9	35.9
	2 CONTRACTOR	16	4.0	56.1	92.1
	3 BOTH	2	.6	7.9	100.0
	Total	29	7.1	100.0	
Missing	8 DON'T KNOW	3	.7		
	System	372	92.2		
	Total	375	92.9		
Total		404	100.0		

FCONTRACTOR3 Did your contractor express any difficulties working with the Agency at town hall?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	10	2.5	61.7	61.7
	2 NO	6	1.5	38.3	100.0
	Total	16	4.0	100.0	
Missing	System	388	96.0		
Total		404	100.0		

FTIME3 How satisfied are you with the length of time required to obtain a wetlands permit?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	5	1.1	36.7	36.7
	2	1	.1	4.2	40.8
	3	1	.1	4.4	45.3
	4	2	.5	14.7	60.0
	5	3	.9	27.2	87.1
	6	2	.4	12.9	100.0
	Total	13	3.1	100.0	
Missing	System	391	96.9		
Total		404	100.0		

FACCU3 To what degree did the town hall staff provide you with accurate information on the process?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.2	8.2	8.2
	3	1	.3	9.0	17.2
	4	2	.4	13.7	30.9
	5	4	1.1	36.7	67.6
	6	1	.3	10.0	77.6
	7 COMPLETELY ACCURATE INFORMATION	3	.6	22.4	100.0
	Total	12	2.9	100.0	
Missing	8 DON'T KNOW	1	.3		
	System	391	96.9		
	Total	392	97.1		
Total		404	100.0		

FHELP3 Overall, how satisfied are you with the agency staff in assisting you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT AT ALL SATISFIED	1	.3	11.9	11.9
	2	1	.3	9.6	21.5
	3	2	.4	14.6	36.1
	4	2	.4	13.2	49.3
	5	3	.8	26.1	75.4
	6	2	.4	14.8	90.2
	7 EXTREMELY SATISFIED	1	.3	9.8	100.0
	Total	12	2.9	100.0	
Missing	8 DON'T KNOW	1	.3		
	System	391	96.9		
	Total	392	97.1		
Total		404	100.0		

FINFO3 How easy was it for you to find the information you needed from the agency through the town website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	17.6	17.6
	3	2	.5	30.7	48.2
	4	1	.3	16.2	64.4
	5		.1	7.1	71.5
	6	2	.5	28.5	100.0
	Total	7	1.7	100.0	
Missing	8 DON'T KNOW	6	1.5		
	System	391	96.9		
	Total	397	98.3		
Total		404	100.0		

SATDESC What is the reason you were less than satisfied? What is the reason you have that rating?

non residents are using parks and facilities - how diligent is the staff in screening?

This is costly and serious -

a rude employee at the site and they need to organize todods point.

attitude efficiency effectiveness

Beach pass issuing staff are unpleasant and unhelpful.

because of the test results and the amount of money spent

Because people are generally not helpful at town hall.

Because they stink. They should be paying attention and doing community policing, which they are currently not doing.

board of ed is a joke kids are suffering

built house and hard to deal with re: sewer system installation - very difficult to deal with -

communication lack of.. Soil contamination o wet lands, need better testing Need to conservative on \$ spent within town

contractor smashed into my house...cops did nothing...let him completely go...very angry...feared physical threat to me and my family. Schools are just doing rote assignments...not really truly cognitive assignments.

decline in sat scores and CT testing scores

Don't always get secondary roads for plowing as quickly as they should.

Don't do very good job of snow removal, the construction is done at peak hours, very inconvenient

Education, all the ed dept care s about is how they can throw away millions of \$ HS football team. Creative arts, it's put in trash can compared to sports. It is a disgusting travesty. Public schools has a lack to teacher supervision. I used to be a sub for 20 yrs. lack of disipline went from bad to unbearable. Not enough time and money is spent on good useful lasting educational development of the students. EX: They don't teach true history of US. Gov of town:Town Gov is more backward than if I were to drive my car in reverse. There is no firm leadership of one individual (Mayor in this town, because of lack of leadership town is a waste of tax \$.

has waited for 3 years for answer re proposal to subdivide property -

highway dept - signage not adequate - much speeding in his neighborhood -leaf removal takes a very very longtime - too long - parks and rec staff are way too slow re: passes - vehicle tag sent did not match their plate - took a month to do - he had to follow up a lot -internet form is good but there is no confirmation email re uploaded docs -

highway div.; the town obviously hires independent contractors to assist w/ snowplowing, One truck has the initials JCP on its cab, and they were horrible; last year there's a street that's perpendicular to my driveway & this guy (*!&) plowed the street that's perpendicular to mine & plowed all snow into my driveway; I'd like to see town get rid of independant. contracts & have someone from the town do the plowing; parks & rec: they never ans. phone!!! their instructions for beach card apps are SO UNCLEAR year after year;

I didn't get my beach pass.

I do not have a firehouse been waiting for YEARS for a firehouse nor are there any hydrants

I don't interact with any of that.

I don't think they fix the potholes, the roads are in terrible conditions. I think they don't care.

I don't feel that they are efficient, they don't have community policing, where they get out of their cars, and connect with the residents.

I just make things easy for other people I don't make waves I work with a bunch of nitwits

I live on two deadends, I used to go to work at 7:00AM and it snowed, and I would come home at 3:30PM or 4:00PM, and no plow truck had been here yet, Ritch Avenue, off of Columbus Avenue, I would call the town or the police and eventually someone would show up, I have been here for 31 years and it has not gotten better since I was here, the plow truck driver doesn't seem to care On Columbus Ave. I have personally gone down to the highway division and complained about Greenwich Motors Sales shoveling the snow off their property and dumping it on to the road, the town at one point sent them a letter, and when I did a follow up call w/ the highway division, the town would tell me that it was the police job, and the police would tell me it was a town job, so with the snow on the road only one car can go by, and it is a safety hazard

I pay 55,000 in taxes and I'm getting consistently bad service, they seem more interested in building palatial buildings for themselves, and paying themselves big pensions

I think that a lot of people at town hall are very rude; it's very rare that someone there wants to help you; they're very antagonistic; they are rude every time; Greenwich is a rich area & the people at town hall think we are ALL obnoxious, rude people & we are not

I went to town hall & requested a car parking pass; I filled out the app w/ a SASE, & I never received my pass

I would say they tend to close down the highway in the worst time, they could have done that at night, also they don't fill in the pot holes

I'm not satisfied w/ the rules for dogs, and they should allow dogs after Labor day and until Memorial Day on the beaches, there should be no rules for dogs on leashes

I've had three robberies and the police said it would be solved easily even though we had fingerprints and video. they even accused me of staging the robbery. Nothing was ever solved. Wetlands is a slow process. Parks and rec dept.: My beach pass took 5 visits to get finally. Then they told me I didn't have to renew my pass because I was over the age of 65 then I did. 20 hrs. in line to get it fixed

If you live in a preferred section of town you get better service, plowing, leaf pickup. I live north of the Merritt Parkway in the back country, they just ignore us. Downtown Greenwich is kept beautifully, the resources are spent there.

inland wet were difficult at best. It was a long time ago.

It takes, to get a permit to build a house, it takes 3-6 months. It takes too long! You have to get something stamped in one office, and walk it down to another. Process needs to be linear because it feels the employees are isolated in silos. They need to re-engineer process, automate, and share the information. Why cant they, in this day in age, have more automated processes? It is so antiquated. You can get different answers from different people, especially at the building department. Are you going to get a reasonable person or a stickler? I had a demo permit, I hired a demo company to do it, they made one mistake, oh gosh, he got it in 10 days later so he made us restart the 60 day waiting period. There are sticklers on these, the whole process needs to be reengineered and streamlined.

Lebanon school is over crowded and poor remediation projects. The school is not properly funded.

many pot wholes, blocked drains. Roads are constantly needing repair. Issues with my permit, and no one would help me.

More Sidewalks are needed and bury the electrical wires better

Nobody there, then I got the run around

Normal bureaucratic delay

not easy to find who to talk to, then they bounced around.

not enough staff and they don't have enough time to explain very complicated information.

Not good with keeping up with pot holes; traffic on Rt 95 is a disaster all the time

not the staff the person who comes up with the regulations, why if we are regular tax home owner ,payers ,we should not have reapply every year we should get the automatically. Every one is in the computer.

on public schools: direct the majority of time & funds on bottom 20 % of students; having a top quarter student, we had to fight for everything we could get; our experience was so bad, we moved our child to private school in grade 8staff @ rec sites: the neglect of the Dorothy Hamill Facility is shameful & deplorable; the unionized working rules make it inefficient, & waste usable ice time; the staff can be rude & not helpful

Our street is Willow Run Road, and we are located off king St., no sidewalk is connecting Willow w/ the rest of our neighborhood association, and is very very dangerous, and there is constantly tire marks on the lawn, where we walk, I have a baby carriage, there was one woman killed, and also a collision w/ a fence in the last year, this could have been avoided with a sidewalk

P & rec. staff: there are staff that go from site to site for maintenance, & the sites don't seem to be kept up at all staff @ rec sites; I come across rude staff & they are not at all helpful Highway div.: they seem to always be standing around if I see them in my daily travels

Permits are issued every single day, I took out a permit to do my roof down the road, it is not complete, and they randomly showed up to see if the roof had been done, which at the time was not done, the lady who showed up checked off that the roof was done, and went to leave, but instead she was found walking around the backside of the house where she could have gotten injured

Person in charge has no qualifications for position.

police lie - and don't respond to the tip line - inland watercourse staff granted permit to neighbor and then his pool got wrecked as a result and it cost him \$4000 - he had no recourse -

police pander to the rich - rich kids don't get arrested - schools not addressing needs of kids needing voc training and the head of Social Studies Dept was very callous about these students- highway division does not plow well at all - plows homeowners in at the end of the driveways -

Pot holes and snow on the road. Taken care of areas more than others, seems like the take of higher class areas.

pothole on street for 1 yr. wire down near st. was not fixed for a month after hurricane.

Problem w/ 1 woman gave a hard time about parking sticker, young gentleman helped and it was taken care of. Real nice kid

reason required planting in areas that were approved, wasted money due to inhospitable conditions. did appreciate how he was treated

rec process for beach pass this year was a disgrace, info was wrong, extended dates, they made it very difficult. It was terrible. Somebody should have been fired. Planning: Has no respect for rules to political and not fully informed, they skirt their own rules. disregard rules, bow to \$ and political pressure. Building dept.: too many problems bureaucracy

road we live on has been paved 1 in 15 yrs.

Rudeness

Schools do not provide broad experience for students. It is very segregated between rich and those without. Doesn't matter how smart. It's about \$ and ethnicity and the parents Parents encourage unacceptable behavior among privileged students.

Sent numerous certified letters no responded to to remove lg tree where limbs falling on cars & it was safety issue on Round Hill Rd

Should not have taken that long to get a beach pass. Not particularly nice or helpful.

Sidewalks are not cleared early enough for the hours people and pets are out around 7am

Snow and Ice removal, don't plow, ice, slow to clear, snow stays on road, Clapboard Ridge Road is horrible, extremely dangerous and they do not do a good job.

snow removal

some cops are ok...some are are arrogant...most experiences are not pleasant.

Sometimes they don't plow certain streets & it's hard for people to get to certain places

Special needs student don't get the help they need. Anyone with above average intelligence gets all they need. The needs children & parents have to fight for everything

Staff told wrong answers to questions-passes arrived after a long delay-took a a very long time after many visits-ended up with two passes-du[duplicates-tremendous waste of time

Staff, time is takes, and information

tend to spend too much time on minor...prefer to have them attend major crimes.

that the board of education has no backbone.

the answer is always no, versus this is what you have to do to accomplish something

The building dept. issued a permit to have meters, they did all the work and then this dept. stuck their nose into it and said you can't do that, after the work was had been paid for and done.

the parks and recreation was not able to issue me a permit until 2 months after application, did not offer explanation, no consistent policy I don't know what the highway division does other than put in sidewalks and street repair, I don't know where the notices are work to be done

The people were not telling me where to go or what to do. People were rude

the quality of teaching at elementary level is very poor;

The recreation pass and the approval process for my parking sticker never happened, I went in twice to the town hall in person the planning and zoning counter staff gave me the wrong information, regarding permitted fence on a property line

the roads and lack of clearing ice

the roads are in awful shape

The staff was great I mean to change that

There is not a station close enough to where we live.

They cause congestion on the highway, Construction. No one helpful and recreational aRS

they DO THE BEST THEY CAN THEY ARE A VOLUTEER DEPT. IT'S NOT A TOWN, THERE IS NO WATER OUT THAT WAY, NO HYDRENTS.

they need a fire hall in this part of town and they refuse to do it

They require a lot of information to get the passes it is a crazy system

they USED PLOW PRIVATE CUL DE SACS, NO MORE

They're slow, fran kly, there's a lot of laziness in this town; they don't get things right; it takes forever to get things done

to much money is allocated to education, the superintendent are way overpaid, and we are not seeing the results, the highway division broke my mailbox, they refused to fix it, and I filed a formal complaint, along with multiple phone calls to the highway dept. after waiting eight months, I had to fix it myself

too many pot holes

too much paper not enough technology - everything should be online - should save money by paying online could reduce number of staff -

Town tends to do the wealthy side long before they take care of non wealthy end of town

Unfriendly. Bldg. inspectors are unfriendly, arrogant, treat me as an annoyance. Rec staff are generally "crabby"

Unreasonable

Vandalism on my property

very poor snow removal on sidewalks

waiting, hours, lack of assistance, interaction with whoever you have to get you're treated with annoyance, as if you shouldn't be there, you have to know somebody, they have an ATTITUDE

we live in back country and we are the last roads are the last one worked on.

We obtained a beach pass for guest online, I forgot them, went home to get them, took a picture of them, sent the picture to my 17 year old daughter who was waiting at the beach, when they scanned them the machine did not work, my daughter only had 30 minutes at the beach to enjoy her guests, we had spent \$100.00 for the pass, the car had a beach pass on it, the staff proceeded to harass a 17 year old girl to tears, they notified the police which came to the beach, and asked for her license and registration and brought her to tears, after a 30 minute drive from North St., to the beach I appeared to this scene, all because they would not take the online photo of the purchased beach passes, we have not returned to the beach all summer because she was hurt by what the staff did to her, we have a friend that they did similar harassment to on another day

Well my impression that the schools are bureaucratic and the quality of education for 80% of the kids is mediocre. I find the quality of the roads, especially the asphalt, is poor. I don't know if they're responsible for cutting roadside trees but its done poorly, trees constantly falling on lines. The Inland Wetlands Agency requires people to do very expensive engineering studies for doing obvious things. It's an expensive waste of time.

women working at the beach were very rude (re; handicapped passengers in her car)

-

you had to leave to go to private schools...didn't satisfy our needs.

INVESTMENT Now thinking about the Town of Greenwich, in general, how would you rate the value of your tax dollars?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 EXTREMELY POOR VALUE FOR MY TAX DOLLARS	7	1.8	1.9	1.9
	2	17	4.1	4.3	6.1
	3	22	5.4	5.6	11.7
	4	37	9.1	9.4	21.2
	5	93	22.9	23.6	44.8
	6	113	28.0	28.8	73.6
	7 EXCELLENT VALUE	103	25.6	26.4	100.0
	Total	392	97.1	100.0	
Missing	8 DON'T KNOW	9	2.2		
	9 REFUSED	3	.7		
	Total	12	2.9		
Total		404	100.0		

SERVICE What is one service that would make Greenwich a better place to live?

Great services

They could always use more fire fighters, police and medics. and a place we could go to 24/7 without the police approaching you.

'increase transparency re: the budget - who to talk with?

a better safety program and adding a sidewalk,

a fire house in back country

A new medical building. I really don't know how to answer that. Use tax dollars for building new places, like a new medical building; or a new fire station.

a parking garage near the train

adding another public pool

Additional support for library

addressing employee productivity; looking at end-to-end process & workflow @ town hall; if you talk to people who work there, they're like isolated silos;

adults sports for the parks and rec

Affordable housing;

All of the services, including customer service, could be improved upon. The roads could use improving.

ALL People who pay town taxes should be able to use recreation sites & some not eligible because they don't have a CN drivers lic Didn't ask about Library and/or

transfer station and they are w/o parallel!!

allocate more to public schools program

Allow school vouches.

Anything to improve the already great senior services would be nice

Appraisal of tax rates for housing was "horrible".

assessor's office: the revaluation system is extremely flawed;

attention to existing services

Avoid waste in the school system.

Baseballs from the field are coming over onto the beach. They come in fast and can and have caused injury. A screened enclosure would prevent this. This would stop the future accidents.

better allocation of education dollars

better communication with storms/ traffic signs/

better communication of senior service

better dock services @ all the town's docks; better water & electric hookups at all docks; police dept. is very active in community policing; they portray a positive image; fire & EMS should have more community interaction & do same as police dept. Better dog park. More dog friendly areas. More things for seniors to do

Better Highways. Have more sports fields and parks

better ice rink

better inspectors, building etc

better job marketing back country

better maintenance of recreational sites

better maintenance in the roads.

Better Planning and Zoning and land use.

Better police dept.

Better police service and better traffic control (too much speeding)

Better road repairs

Better traffic management

Better traffic signals along Greenwich Avenue

better tree maintenance less power outage

Better use of the public access channel on tv

bigger better local pool.

board of ed

boating facilities

Burying towns electrical wires and creating more sidewalks

Bus transportation is poorly organized and publicized

business ee's taking up parking spaces from customers.

cable, electricity, Greenwich is the last town to get service restored. the back country was never wired with fiber optic wire, can't think of any.

Can't think of any

can't think of any.

can't think of anything

Can't think of anything

Can't think of anything.

Can't think of anything. I'm pretty happy here.

can't think of one

cant think of anything

change the dump hours. Access properties properly, to make the taxes balance.

clean up Binny park i.e.: fish... Do something w/ river(dredging)

communication

community center at old Greenwich at riverside

community pool in Byram, getting traffic lights in synch...Nathaniel Witherell Ctr should be privatize.

community pool in Byram.

completion of the community pool

communication to all the departments and the people.

continue their improvement of public spaces

could provide town water to his house

Cutting down the staff and lowering expenses.

do something about the parking in the Greenwich Avenue area

Does not know. Can't think of anything.

does not own her own home, sister who does has high taxes

doesn't have one

don't know

Don't know.

Don't Know.

Don't make Greenwich any more attractive to new people who move in & out. Serve the people who have lived here all their lives

Don't have any complaints

don't know

don't know

Don't know

Don't know.

education for boys at high school directed towards boys & help for low-income families; at high school everything seems to be directed towards girls

elderly care transportation - more comprehensive trans. and options for elderly

electricity because we live in back country and we loose power all the time, putting everything underground

Eliminate out of state (city) students, it cost too \$

Everything is fine as it is

everything is going fine

everything is OK

Expanding library hours.

Expanding parking availability at RR station. Seniors should have access to special spaces. Disability spaces are numerous and unoccupied. More should be made more flexibly available. For Greenwich residents, there should be access to beaches without paying a fee.

extending utilities and leaf removal throughout the town

fewer services, fewer pool regulations

Fire 20% of the people.

Fix the Old Greenwich Civic Center, and finish the town pool, improve opportunities w/ children for special needs in the athletic program

Fix the sidewalks.

Fixing the roads and traffic. Waterways policed more.

focus on schools

for those who don't drive -provide transportation for those people - esp. in emergency

-

Garbage pickup

Get rid of the tennis passes. The courts are always open.

Get us water, especially right now. wells are going dry. classes smaller in schools, kids go to private school.

harmony on the board of ed and BET

have a higher mill rate for taxes to provide more money for better infrastructure

have a trolley down Greenwich Ave, instead of the parking

having garbage collected for free and no charge fro recycling

he would like to know how sidewalks get done - he lives on the street where the high school is - what is rationale for doing specific services?

Honestly, I don't know

hours garbage trucks operate, woken up 5am because of trucks, other towns have ordinances not before 7am

how they handle the beaches, I'm a beach nut.

HS got new astro turf within 1 yr... Down in Byrom there is a field still under construction because of poisonous stuff. That should have had priority.. It has been over 3 yrs.. Football @ HS was given priority.. They say they have no funding left to finish.

I can't think of anything

I can't think of anything More control of the exteriors of new buildings

I can't think of anything. Fix my street

I can't think.

I cannot think of anything

I cant think of anything

I don't know

I don't know at this point

I don't know at this time

I don't know.

I don't know

I feel very strongly on education, there should be more quality in the teachers

I guess more outside dining ha-ha. Access to outside dining

I hope they will pay attention to Byram as they do to the rest of the places, we are kind of left behind

I lot of expensive materials are being used, the quality of the architecture is expensive, replacing concrete with granite is labor intensive

I really can't because I have only lived here for a couple of years

I really can't think I', satisfied

I should be able to do things to my property

I think a better utilization of school buildings

I think it may be difficult, but to prepare for possible storms by making sure as many trees are trimmed along local roads as possible.

I think it would be transportation.

I think its pretty good the way it is. Get more police protection around kids recreation.

I think more public spaces,

I think that they should start burying a lot of these electrical wires, I think that they have far to many outages, also do tree trimming around the wires, coordinate and start pressuring the electric companies to do more trimming then they are doing

I think they have to do something to improve power as we lose power often in Greenwich.

I think things are used as well as they could

I would like better service for the most vulnerable , such as handicapped, elderly, and people who live in poverty

I would prefer lower taxes to services

I would say more funding for the career fire dept. mainly salaries

I would say that, to prioritize areas outside of the town for hurricanes and emergencies

I would say, make the Greenwich school system the best in the nation

I'd like a dolly for dinghies @ Greenwich Point @ @

I'd like to see more services for helping active seniors.

I'd like to see the town do more planning instead of reacting to immediate issues and Get control over the pension plan

I'm not sure

I'm pretty happy

Improve access for senior for transportation.

Improve access to the sound.

improve board of education

Improve Facilities at park and rec sites

improve on the public transportation.

Improve police

improve road conditions

improve roads in her area

improve schools

improve social services for elders who are not on Medicaid but need to watch their money -

improve sporting facilities or public facilities

improve the existing infrastructure - sick of losing power -need new sewer system -

improve town beach/rec facilities. Some facilities used by all, level of upkeep is subpar. Private money has been used to get done what they wanted. Town needs to clean up All would benefit

Improving planning and zoning

Improving the building dept.

improving the diligence of works are rec sites re: screening nonresidents - people in town hall look miserable - could be more open and engaging - he finds it sterile and unfriendly -

Improving the education in schools and generally improving security.

improving the planning and zoning and improve parking also the flow of traffic off exit
3

Improving the police service.

Improving what we have in a general sense

Improvement for the seniors

Infrastructure needs attention.

Infrastructure, roads - cleaning, leaf pickup, road conditions in the back country are horrendous.

Install pickle ball courts

Is interested in public-private cooperation projects. Many needs. More awareness of people with and without needs.

It's fine as it is.

it's top notch.

Leisure activities like museums and cultural center. Ease of beach access

love to have water and sewer

lower costs on rec. passes. Take care of education.

lower tax rates

lowering taxes

Maintaining the parks and recreation sites better.

Make decisions

make it easier to bring a friend to the beach & not have to go online to get a one-day pass; or having to go to town hall M-F; you should be able to show your pass & give extra money for friends; better parking in town for shopping & work commuting;

Make the police more visible, especially beyond the business district.

making beach volleyball court

making it cheaper to live here,

making the current services better

Maybe more building regulations, there seems to be some structures that don't fit in, structures too large for the lot, taking up land in little neighborhoods, because of the water shortage, people should be encouraged not to have lawns, develop permaculture like Lincoln, and Concord MA

middle school

Money we devote to high school is well spent, also the harbor, it is in need of dredging

monitor the usage of water - don't wait

More affordable housing

More allotted land for public usage

more and easy access for res. @ beaches

More attention to environmental friendliness.

More available health care provided

More beach activities, more hours for fishing.

More communication with residents

more community activities

more convenient parking at the train station

More efficient school bus system

More investment in parks and recreation, specifically wilderness areas. Buying and preserving more woodland property.

More money in schools

More outdoor concerts.

More park would be nice, someone where I could take the dogs

More parking availability in central Greenwich, especially Greenwich Avenue.

More parking on Greenwich Avenue

more recreation for the children

More senior services

More services for incapacitated people.

More services for seniors.

more speed bumps where children are crossing the street, in places where there are no crossing guards

more speed restrictions

More town activities and concerts.

much better access in parks for dogs...more extended time.

Municipal garbage collection and municipal sewage

n/a

N/A

need a sidewalk connecting pemberwick w/ comly ave.

Need shuttle bus from center of grenville or to train station. more need for public transportation.

Need to hire more experienced people who work in these jobs;

Need to make it easier process for getting home care Tax dollars not sure how to answer

Needed more time to think about question

no answer for this

no comment

No comment

no complaints or thoughts on that subject

no idea

no input

No suggestion

No Taxes. improve the educational system

NONE

not a thing. nothing

not at the moment

not live here long enough for opinion

not plow my driveway doublewide solid. shovel sidewalks in Byram. Too icy. enforce present law to shovel sidewalks.

not really

not sure

Not sure

Not sure, lives in a senior housing for 11 years

not sure. No kids, don't spend summers

nothing

Nothing can't think of anything

Nothing comes to mind

Nothing to offer.

onsite building inspectors takes too long-3 to 4 weeks

Parking meters should accept Credit cards

perfectly satisfied

Picking up leaves

Planned parenthood

police dept. respond better with the community.

Police on Greenwich ave and Lewis to direct traffic

Preserve open space

provide garbage and recycling service instead of having to paying private companies

provide town septic

providing garbage collection and recyclable collection

Providing new services: More facilities for exercise, & some equipment for exercise.
like a stationary bike

providing unleashed dog area

public pool

public transportation

Public transportation

Put a playground at the beach

Put power lines underground

quicker reestablishment of power after an outage.

quicker road clean up on secondary roads.

rebuilding the pool in Byram

Recognize that some people in town actually work for a living, are not housewives, and could use services that stay open 1 or 2 days a week later than 6 pm. Also, in the past two years, the town of Greenwich has been very disorganized and has failed to adequately clear out parking lots at the train stations. Parking is becoming more expensing. November 1st would be an optimal date to open beaches to dog owners, instead of Dec. 1.

Recordkeeping needs to be modernized and brought up to date. Examples: I would like to see the land records department get modernized, improved technology, also the forms for the business property tax are antiquated, need to be more specific, more space for business equipment and tools, less space for farm equipment. Takes too long to interpret older categories and find information, print out

recycling for garbage

Reduce city taxes.

reduce staff on hand

reduce taxes

Reduce the speed limit on boston post road (putnam)

refuse pick up throughout the town

regulation reduction

Rent Control; I'm paying exorbitant amts. of money to stay in my spt. & I'm paying for it; I live in a large garden-apt. complex, I'm not talking @ a living in someone's house

Revamp the education system. More competent management in the town depts.

revamping the building department, especially permits and inspections.

review zoning and planning regulations.

see last comment - and better sidewalks and sidewalk maintenance are needed -

Senior center is in a older building. Parking is a big issue in town.

Senior center that was once proposed

services are good as they are

should be easier to get guest beach passes

should raise price of pass so people who want it can get it -

Sidewalk by pemberwock park. Not even wheel chair acc

Social services should provide care for elders who are not home bound.

Some sort of a cultural, performing arts center

Spend less of them

Spend less on tax collection, streamline the building permit and planning process, spend more on public education

stronger tree ordinance. For older trees. Historic trees have been cut down, developers clear cut

Supporting the art center.

the access to a public pool

the building dept., very difficult because of the hours, difficult to get ans., hours should be extended, along with the planning and zoning department, they lack coordination between the two departments

The library

the parking beach pass system needs great improvement, I didn't get a parking pass for two years in a row for the beach, after going to the town hall twice to pick it up in person, I have eighteen years of prior beach passes easily obtained

The police department has something of an attitude that needs to change.

the problem w/ the schools, that they have the superintendents board and there is too much switching around, it does not seem to be a peaceful consistent department

The traffic situation is impossible

the traffic congestion in town & on the avenue;

the upper management needs to stop micromanaging & let the employees do their jobs, that is for all depts.; they hire too many chiefs & not enough Indians

There are enough offices but improving efficiency would be better use of tax dollars.

they are all set

they are already pretty good

They can decrease administrative costs.

They can stand for a little more improvement.

they could decide what to do w/New Lebanon School

they could improve the schools, the high school is way to big; they need better parking downtown; they need to get the owners of the retail space for more diverse stores downtown; business rentals are way too high; prices are very high downtown; they should encourage medical practices to accept insurance & not have all concierge services
they do a good job,

They do a pretty good job already

they need to be more aggressive with tree services - removing trees after storms and trimming trees ((tree removal) - -

They need to better maintain parks equally especially the dog park.

they provide a lot more than most towns. have a moratorium on building public facilities in general because of the economy

Things are already quite good. Can't think of any improvements.

tighter restrictions on the size to homes on private lots; the way regulations are now , they are too lax & change the nature of the town; the quality of education doesn't jive with the quality of the town;

to close the arch st teen center. more parking on Greenwich Ave.

to continue to improve some of the schools, the elementary schools are not considered equally strong

To eliminate the stringency on the beach passes; if you have a sticker on your car, you should be able to get in; if you have your drivers license & a sticker on your car, you should be able to get in;

To many big houses

Town and portchester do road work in middle of night. Traffic crazy

town could get community together and work together

town crowd with autos...find additional parking sites.

Town does just fine on its own. The services are efficient.

town offices should be open all day

town trash pick-up...right now it's private. would like better access to public preschool.

Town workers, including police, could be more pleasant while doing their jobs.

traffic & parking management; if there could be more convenient & better parking & a plan to ease traffic on I95 & in town; prioritize the health & cleanliness of Long Island Sound; maintaining green & open spaces & undeveloped land

traffic planning

Transparent budget process that evidences residents understand how the budget is increased year to year

transportation for seniors such as vans such as Call-A-Ride, better schedule, longer hours into the evening

trash pick up would be nice.

trash removal

Trash service

umm, I think fixing the educational system.

umm.... well again, with the town hall I would cut down on bureaucracy. ummm...

train remains an issue. Getting a pass can take a long time, they could increase parking , some people have passes they hold onto forever even though they don't use them. I would like to see the schools, looking at increasing performance of schools especially in western side of town.

under ground phone and electrical wires.

Unsure

Upgrade the stadium and related facilities 1.at Greenwich HS

Upgraded website

Utilities such as water, should be in private hands. Water quality is not good. Bigger mains needed, better flow.

Very happy

very happy with all of them.

we need a performance arts center, a nice one, a really good one, to encourage ballet and theater, need a decent stage and a decent venue

We need more town playing fields

we should have better lights at night, the trees are getting so big, and it is dark at night,

we used to have town beaches open only to our town residents, now it seems that people from other towns who have the town- residents- only policy are coming to OUR town to use the beaches; the quality of the beaches & the Ferry system have gone down substantially

Well the services are pretty good and diverse.

Work on pre kindergarten and buy open space.

SERVICE2 If Greenwich must reduce spending, which of the following options do you think is the best approach?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Make across the board cuts to all Town departments	113	28.1	30.9	30.9
	2 Reduce specific services	177	43.8	48.1	79.0
	3 Raise taxes	40	10.0	11.0	90.0
	4 SOMETHING ELSE	37	9.1	10.0	100.0
	Total	367	91.0	100.0	
Missing	8 DON'T KNOW	36	8.9		
	9 REFUSED	1	.1		
	Total	37	9.0		
Total		404	100.0		

SERVICE2_O1 Something Else Specified in Service2

combination of 2 and 3

Cut head count

a lot of services could be provided more efficiently - like using 3rd parties instead of town employees -

bond capital projects

combination OF THE ABOVE

combination of all options.

combinations of specifics from department, more care in purchasing.

combo of all3

create more efficient ways to get information to people, definitely not cutting an hour off dump hours for ex.

cut back on large offices, have it more efficient

cut taxes to the board of ed

do a little of all of those

e.g.: they built a performance center for h.s. & there was no reason to spend town money on something so grandiose;

Eliminate unnecessary positions at Town Hall, unnecessary duplication between bd of Ed and Town HR, and maintenance depts.

end union arbitration

Getting some of the young people with free housing to pay there fair share, it should be a better big brother program watching who is living in those places with them

Huge amounts Police "palace" and Fire "palace". Approves of employee pensions, but the funds are poorly invested by a financial firm of questionable competence.

I don't have an answer for that because Greenwich has been very good about spending. They've already cut enough people in Town hall so they shouldn't do that. . They should have fundraisers for the wealthier residents to raise money for the town.

I would allow them to make their judgements as to how, I have great respect for them

Improve efficiency & streamline processes

Increase government efficiency

it should be a combination of 2, &3

j instead of cutting across - reduce services that are less needed -

Look into the people who get services that shouldn't be receiving them; dishonesty (i.e. Section 8); people taking advantage of the Town & food shelf & churches etc. More for seniors who are just making ends meet

Lower pensions of employees

maybe a little of everywhere, share one and two together

More volunteer work would save considerable money. Greater awareness of volunteerism, charity and community needs.

Need to do all of them

need to look at spending on services - poss. raise taxes if necessary.

Not sure what it is

Not using current system year to year increases have bottom up budget prep where 100% of budget is justified

Pensions for Retirees

People who are disabled have trouble finding doctors (specifically, people who are on Medicaid & Medicare); disabled people are shuffled off to a different town & transportation is difficult; going from Greenwich to Norwalk is a hike for me

Public buildings (e.g. police and fire depts.) are overly expensively built (e.g., marble)

Putting in expensive granite curbing where it is not necessary

raise park and rec fees

re-evaluate contractor bidding & pricing, any thing that the town does, seems to have a very high price tag, so town should look at managing contract process instead of raising taxes

Reduce taxes, esp. for senior citizens;

some areas favored over other areas. stop that.

take a look at priorities, and resolve some of the issues

They have decided to change school start times; which is going to cost the town a lot of money in re: crossing scheduling, bussing, & the town has claimed it is broke, so changing school start times is an unnecessary expense

Work for more proficiency in each dept. More production for the time spent zoning

SERVICUT Which service would you suggest reducing?

Selling beach passes

Healthcare services

Administrative

After school programs.

and HR dept.

As new resident, does not know at this time which service.

at a loss not sure

Bathroom cleaning in restrooms at the beach

better use of parks and rec police and fd

Board of Education

can't think of any

can't think of any.

Cant say

cant think of anything

capital improvements

Construction of buildings

Could reduce the policemen on Greenwich ave. Place on each corner, and put traffic lights in.

Crossing guards on Greenwich Avenue

cut police dept. the overtime. cut teachers salaries make them work for free for a year

Do NOT cut Fire or Police.

Does not know.

don't have sufficient information to answer the Q

don't know

Don't know

don't know, least used

Don't know.

don't know

don't know

education

education services are too funded, ALLOCATE MONEY ELSEWHERE

environmental

everything but education, police and fire

extracurricular activities for students

hard to say - police department - high crime town

highway

highway division

I can't specify a specific one it's just a better option than the other two

I don't know

I don't have a good enough sense of the town's budget to answer that.

I don't know

I DON'T KNOW

I don't know

I don't know what the city budget is; the city should take 50 Million out of the school budget for building the new high school theater; whoever approved that budget should be fired!

I don't know, there are actually quite a few

I don't know, up to them

I don't know.

I think that the road work has become a bit of a nightmare, to many things are being done all at once, and also it is taking to long to complete

I would cut the police department.

I would increase grade school class sizes by 2 children

I would say streamline office work, town agencies, create better processes

I would say when it comes to the highway dept. choice of project, less money for extraneous planning, zoning, versus putting the money into the project you have a bridge which is Comley Avenue and Pemberwick Road, this is a 80 to 100 foot span bridge over a stream, the bridge was going to be replaced w/ an identical bridge, from initial go ahead it took probably about four years from the same bridge we had to the same bridge again, it took much to long to complete, we need to watch every cent

I would start with the highways, the highways make day to day lives easier but are not a day to day investment to the town

i would put it this way. town in nursing home business. town should not be running it.

I'm a senior anything that would help seniors, I'm interested in, especially transportation

I'm not privy to budget

I'm not sure

IDK

In general

leaf pick up

maintenance of parks

Marine division, too many boats

maybe cut parks and rec a little

n/a I don't know, would have to know what money is spent where.

no comment

no idea

Not certain.

not familiar enough w/ all services.. They have a good sensibility

not know

not sure

Not sure which ones there are

not sure.

overall spending to 'Keep up with the Jones'

parks and recreation

Parks and Recreation

Parks and Recreation Department

parks and recreations , make the recreation passes easier to get.

Pay their staff less money. They're all grossly overpaid and have healthcare packages most Fortune500 firms would envy.

people who work in the parks

Planning and Zoning

Planning and Zoning Division

police

Police budget

Police service, when their directing traffic as well. They stand there and make traffic go by slower.

police stuff is too much, prison car?

police watching construction and road work -

public swimming pool - the scope of that project is out of orbit at \$9 million.

reduce admin services workers should be compensated, homes for elderly better admin

Reduce any services which do not get much use.

Reduce recreation funding Let people pay for the services. Not all of us use the recreation dept.

reduce spending on the high school - to expensive

reduce town hall staff & put more on the internet;

Reducing some school, services

review pensions

road maintenance

Running town hall more efficiently, making it more automated.

salaries

Schools

Schools--major part of budget

Section 8 housing, I would like to see less of it

Social services related to any resettlement

some of parks and recs, they could combine

Some of the unnecessary things such as leaf removal.

stop subsidized housing for lower income people; reduce senior services;

Taxes

the board of education

the building division

The number of employees at town hall

The parks and recreation services

the planning department, not something a lot of people use

the town concerts, and limits the number of tickets

the wetlands agency and the schools

the wetlands departments

the wetlands dept.

the wetlands dept.

Too much being spent on schools and building new building when the existing ones could just be added on to.

Too much spending being done on school facilities & new bldgs. before 1 is finished first

town is least happy with

Town maintenance,

Unknown

unnecessary things allocated to public schools (theatres)

Unsure right now

Unsure. Has no clue.

uuuuu I don't know

Wetlands

wetlands agency

wetlands protection

whoever is in charge of wetlands, and they have a lot of parks, especially so many parks that go into the woods

Would need to review all the services before deciding.

GENDER What is their gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 MALE	190	47.0	47.0	47.0
	2 FEMALE	214	53.0	53.0	100.0
	Total	404	100.0	100.0	

agecat3 Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18 to 39 years old	95	23.5	24.6	24.6
	2 40 to 64 years old	203	50.3	52.6	77.1
	3 65 years or older	88	21.9	22.9	100.0
	Total	387	95.7	100.0	
Missing	System	17	4.3		
Total		404	100.0		

RACE_1 Race or ethnicity-White (Caucasian)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Not selected	50	12.4	12.4	12.4
	1 Selected	354	87.6	87.6	100.0
	Total	404	100.0	100.0	

RACE_2 Race or ethnicity-Black or African American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Not selected	399	98.7	98.7	98.7
	1 Selected	5	1.3	1.3	100.0
	Total	404	100.0	100.0	

RACE_3 Race or ethnicity-Hispanic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Not selected	396	98.0	98.0	98.0
	1 Selected	8	2.0	2.0	100.0
	Total	404	100.0	100.0	

RACE_4 Race or ethnicity-Asian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Not selected	391	96.7	96.7	96.7
	1 Selected	13	3.3	3.3	100.0
	Total	404	100.0	100.0	

RACE_5 Race or ethnicity-American Indian or Alaska Native

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	404	100.0	100.0	100.0

RACE_6 Race or ethnicity-Native Hawaiian or Pacific Islander

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Not selected	404	100.0	100.0	100.0

RACE_7 Race or ethnicity-Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Not selected	386	95.6	95.6	95.6
	1 Selected	18	4.4	4.4	100.0
	Total	404	100.0	100.0	

RACE_8 Race or ethnicity-Don't know

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Not selected	403	99.7	99.7	99.7
	1 Selected	1	.3	.3	100.0
	Total	404	100.0	100.0	

RACE_9 Race or ethnicity-Refused

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 Not selected	392	97.0	97.0	97.0
	1 Selected	12	3.0	3.0	100.0
	Total	404	100.0	100.0	

MARITAL What is your current marital status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 SINGLE/NEVER BEEN MARRIED	83	20.6	20.8	20.8
	2 MARRIED	263	65.0	65.8	86.6
	3 SEPARATED	2	.5	.5	87.1
	4 DIVORCED	27	6.7	6.8	93.9
	5 WIDOWED	23	5.7	5.8	99.7
	6 DOMESTIC PARTNERSHIP/LIVING WITH PARTNER (NOT LEGALLY MARRIED)	1	.3	.3	100.0
	Total	399	98.8	100.0	
Missing	9 REFUSED	5	1.2		
Total		404	100.0		

ADULTS How many adults (18 years or older) live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 LIVES ALONE	74	18.3	18.5	18.5
	2	224	55.4	56.2	74.8
	3	53	13.0	13.2	87.9
	4	38	9.3	9.5	97.4
	5	5	1.3	1.3	98.7
	6	3	.9	.9	99.6
	7	1	.1	.1	99.7
	8	1	.1	.1	99.9
	10	1	.1	.1	100.0

	Total	398	98.6	100.0
Missing	88 DON'T KNOW	1	.1	
	99 REFUSED	5	1.3	
	Total	6	1.4	
Total		404	100.0	

CHILDREN In your household, how many children are there under the age of 18?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	255	63.2	64.0	64.0
	1	54	13.4	13.6	77.5
	2	56	13.8	13.9	91.5
	3	22	5.5	5.6	97.1
	4	12	2.9	2.9	100.0
	Total	399	98.8	100.0	
Missing	99 REFUSED	5	1.2		
Total		404	100.0		

YEARS How long have you lived in Greenwich?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 UP TO ONE YEAR OR LESS	11	2.7	2.7	2.7
	2	10	2.4	2.4	5.1
	3	11	2.8	2.8	8.0
	4	7	1.8	1.8	9.8
	5	15	3.8	3.8	13.6
	6	16	3.9	3.9	17.5
	7	8	2.0	2.0	19.5
	8	9	2.2	2.2	21.7
	9	8	2.0	2.1	23.8
	10	18	4.5	4.6	28.4
	11	9	2.3	2.3	30.7
	12	10	2.5	2.5	33.2
	13	5	1.2	1.2	34.4
	14	7	1.7	1.7	36.1
	15	11	2.7	2.7	38.8
	16	5	1.2	1.2	40.0
	17	5	1.3	1.3	41.4
	18	8	2.0	2.0	43.4
	19	15	3.8	3.8	47.2
	20	17	4.2	4.2	51.4
	21	7	1.6	1.6	53.0

22	7	1.7	1.7	54.7
23	6	1.5	1.6	56.3
24	3	.8	.8	57.1
25	14	3.5	3.5	60.6
26	8	1.9	2.0	62.5
27	5	1.3	1.3	63.8
28	2	.4	.4	64.2
29	5	1.2	1.2	65.4
30	18	4.4	4.4	69.8
31	7	1.7	1.7	71.5
32	2	.4	.4	71.9
33	2	.5	.5	72.4
34	5	1.3	1.3	73.7
35	10	2.4	2.4	76.1
36	1	.3	.3	76.4
37	3	.8	.8	77.2
39	4	1.0	1.0	78.2
40	14	3.4	3.5	81.7
41	1	.2	.2	81.9
42	2	.5	.5	82.4
43	1	.3	.3	82.7
44	4	1.1	1.1	83.8
45	4	1.0	1.0	84.7
46	2	.4	.4	85.2
47	5	1.2	1.3	86.4
48	2	.5	.5	86.9
49	2	.6	.6	87.5
50	13	3.2	3.3	90.8
51	1	.3	.3	91.1
52	4	1.1	1.1	92.2
53	2	.5	.5	92.7
54	1	.4	.4	93.0
55	1	.2	.2	93.2
56	2	.4	.4	93.6
57	2	.5	.5	94.1
60	3	.8	.8	94.9
61	1	.3	.3	95.2
62	1	.2	.2	95.4
63	5	1.2	1.2	96.7
64		.1	.1	96.8
65	1	.2	.2	96.9
66	2	.5	.5	97.4
68	1	.3	.3	97.7
69	1	.2	.2	97.9
73		.1	.1	98.0

74			.1	.1	98.1
75		1	.2	.2	98.3
76		1	.2	.3	98.5
78		1	.2	.2	98.7
79		1	.2	.2	98.9
80		1	.3	.3	99.2
82		1	.2	.2	99.3
83			.1	.1	99.5
84		1	.2	.2	99.7
86		1	.2	.2	99.8
102		1	.2	.2	100.0
Total		399	98.8	100.0	
Missing	999 REFUSED	5	1.2		
Total		404	100.0		

CELLONLY Do you use a landline phone at home on which you can be reached?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	122	30.2	58.0	58.0
	2 NO	88	21.9	42.0	100.0
	Total	210	52.0	100.0	
Missing	9 REFUSED	1	.3		
	System	193	47.7		
	Total	194	48.0		
Total		404	100.0		

LLONLY Do you also use a cell phone for personal use on which you can be reached?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	166	41.1	87.0	87.0
	2 NO	25	6.2	13.0	100.0
	Total	191	47.3	100.0	
Missing	9 REFUSED	2	.4		
	System	211	52.3		
	Total	213	52.7		
Total		404	100.0		

INCOME1 If you added together all the yearly income, before taxes, of all the members of your household for the last year 2015, would that total be?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than \$50,000	32	7.9	8.6	8.6
	2 \$50,000 or more	337	83.4	91.4	100.0
	Total	369	91.3	100.0	
Missing	8 DON'T KNOW	11	2.6		
	9 REFUSED	25	6.1		
	Total	35	8.7		
Total		404	100.0		

INCOME2 Would that be?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 \$50,000 but less than \$100,000	52	12.8	17.9	17.9
	2 \$100,000 but less than \$150,000	41	10.2	14.2	32.1
	3 \$150,000 but less than \$200,000	32	8.0	11.2	43.3
	4 \$200,000 but less than \$250,000	28	7.0	9.8	53.1
	5 \$250,000 or more	136	33.6	46.9	100.0
	Total	289	71.6	100.0	
Missing	8 DON'T KNOW	19	4.8		
	9 REFUSED	28	7.0		
	System	67	16.6		
Total		115	28.4		
Total		404	100.0		