



TOWN OF GREENWICH

Office of the First Selectman (203) 622-7710 fax: (203) 622-3793
Town Hall • 101 Field Point Road • Greenwich, CT 06830
E-Mail: fred.camillo@greenwichct.org

Fred Camillo
First Selectman

PRESS RELEASE

First Selectman's Office Commissions Resident Satisfaction Survey

FOR IMMEDIATE RELEASE: September 24, 2021

The Town of Greenwich prides itself on providing the highest level of service possible to its residents. Part of our ability to provide exemplary services is to continually seek input from residents to ensure the priorities and expectations of the community are aligned with the services provided by the Town. To assist with this initiative, the Town has conducted a biannual resident satisfaction survey in 2014, 2016, and 2018. The survey was scheduled to be conducted in 2020, but was postponed until 2021 due to the Covid-19 pandemic.

The Town has again contracted with Great Blue Research of Glastonbury, Connecticut to conduct the 2021 resident satisfaction survey. The survey asks residents to rate their satisfaction with several key services provided by the Town. This survey includes questions regarding primary government services such as Police and Fire, as well as target services, such as Parks and Recreation and Highway. Overall, respondents indicated that they receive a good value for their tax dollars. The results of the 2018 survey can be found on the Town [website](#).

Since the survey's inception, the survey design has been minimally altered in order to establish a benchmark, measure changes, and track trends over time. Gathering this information is critical to aid Town staff in making future decisions regarding service-delivery. "The biannual survey provides the Town administration and departments the essential feedback from our constituents. This feedback is a valuable resource that helps to inform improvements that can be developed to enhance customer service and resident satisfaction," First Selectman Fred Camillo said.

Citizen Survey press release Page 2

The survey will be administered by phone to a random sample of residents 18 years of age and older. Surveys will be conducted starting October 4, 2021 and will continue until October 15, 2021. In addition to the phone survey, the Town will allow residents to participate in the survey online via the Greenwich Town website. A digital survey link will be placed on the Town's website in both English and Spanish to capture the results. In order to maintain the integrity of the historical data, digital surveys will not be included in the overall results, but will be presented separately in each section. The results of the survey will be made available to the public by the end of November.

For media inquiries, contact Barbara Heins, Executive Assistant to the First Selectman at 203-622-7710.

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