To: Town Meeting Members and Town Officials

From: Vision 2020 Standing Committee and Task Group Chairs

Co-Chairs: Jo-Martha Glushko, Jane Howard and Leslie Mayer

Gregory Ames, Nancy Barry, Raquel Boudreau, John Budzyna, Joe Connelly, Abigail DuBois, Andrew Fischer, Bruce Fitzsimmons, Jacob Friis, Sean Garballey, Clarice Gordon, Kevin Greeley, Gordon Jamieson, Elizabeth Karpati, Shannon Koenig, John Leone, Nate Levenson, Joshua Lobel, Susan Lovelace, Cheryl Miller, Angela Olszewski, Stephen Ricci, William Shea, Heidi Sheehan, and Brian Sullivan

Date: May 13, 2008

Subject: The Vision 2020 Report to The 2008 Annual Town Meeting

The Vision 2020 Standing Committee and its Task Groups are pleased to present the following report covering Vision 2020 projects and activities for Calendar Year 2007 as well as January - May 7, 2008. The report can be found in the three areas listed below:

• The first, part of the Community Development section of the Town's *Annual Report* for 2007 soon available to Town Meeting, outlines the evolution of Vision 2020 over its almost 18 year existence, as well as significant accomplishments during 2007 by its dedicated Task Groups and Standing Committee – the true work engines of this organization; and

• The second, is a summary and analysis of the 2537 household responses received by April 1, 2008 to Vision 2020's Survey accompanying the Town's 2008 Annual Census Mailing. This is a 13.6% response to the mailing. The 2008 survey focused on Town services, their importance and residents' satisfaction with them, as well as residents' opinions about the importance of and resource allocation for Community service goals.

We are grateful to these 2537 households for their responses -which were scanned and entered electronically- simplifying recording and analysis. All data is being shared with the appropriate Town departments. Both that data and further analysis follow in this report.

• The third is included here by reference to Warrant Articles 65, Home Rule Legislation / Maintenance of Town Water Bodies; 75, Contributory Retirement Board Report; and 76, Services to Non-Profits of this 2008 Annual Town Meeting. Their recommended votes and comments can be found in the respective reports of the Board of Selectmen and Finance Committee.

Vision 2020 is truly appreciative of its collaborations with so many Town commissions, committees and departments, as well as with the hundreds of generous townspeople who have participated in its task groups and projects to assist the town.

The 2008 Vision 2020 Survey was the collaborative product of Town Manager Brian Sullivan, all Town departments as well as Vision 2020. The following pages report the responses to all sections of the mailing, items 1-14 , with the exception of the new interest in joining the work of Vision 2020 Task Groups.

In this report, the general evaluation responses are grouped into chart and table pairs. Each bar chart is accompanied by a table which gives the actual data collected. The bar charts provide a summary of the response data, importance and satisfaction, on a scale of 1-4. An additional bar is provided for the "No experience" response which ranges from 0 (all respondents had experience with this department) to 4 or "all" (no respondents had experience with this department).

Questions 1 and 2 asked for demographic information describing the 2537 responding households, their precincts, ages, years in Arlington and whether they own or rent their residences.

This report then presents Town and School Service survey responses covering general service impressions for <u>Overall Importance and Satisfaction</u> as well as <u>Effective and Courteous Service</u> for each department. Next, the report records the requested assessment for the specific services provided by each department.

Questions 3-11 requested evaluations of both the importance and satisfaction of the services provided by each town department including schools.

Question 12 asked for opinions/satisfaction about Town Hall services.

Question 13 focused on service goals for the community and further judgements regarding resource allocation to accomplish these goals. This chart is based on a scale of 1 to 3.

Question 14 inquired about community involvement and decision-making as well as the Town website.

1. The number of respondents from each precinct:

Pct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Blank
#	63	116	98	80	95	111	115	140	108	131	100	141	105	115	127	118	83	114	125	100	116	236
%	2.7	5.0	4.3	3.5	4.1	4.8	5.0	6.1	4.7	5.7	4.3	6.1	4.6	5.0	5.5	5.1	3.6	5.0	5.4	4.3	5.0	

2. Respondent's household demographic data (3 tables):

		0	1	2	3	4	>4	Blank
Adults aged 65 or older :	#	1561	404	303	9	4	2	254
	%	68.37	17.70	13.27	0.39	0.18	0.09	
Adults aged 18 to 64 :	#	360	527	1184	149	72	14	231
	%	15.61	22.85	51.34	6.46	3.12	0.61	
Children 17 and under	#	1317	333	367	75	15	5	425
	%	62.36	15.77	17.38	3.55	0.71	0.24	

Years in Arlington		< 5	5 to 15	>15	Blank
	#	543	733	1135	126
	%	22.52	30.4	47.08	5.226

Own or rent		Own	Rent	Blank
	#	1715	535	287
	%	76.22	23.78	

Town and School Services

Town and School Services - Overall Importance and Satisfaction

Horizontal bar chart comparing Importance, Satisfaction, and No Experience (scale 0 to 4) for:
- 3. Police Services
- 4. Fire/Emergency Service
- 5. Public Works Services
- 6. Inspectional Services
- 7. Health and Human Services
- 8. Planning and Community Development
- 9. Library Services
- 10. Recreational Services
- 11. School Department Services

Legend:
⊠ Importance
⊠ Satisfaction
☐ No Experience

Scale	Importance	Satisfaction	Fraction
	Not Important	Poor	1/4
	Less Important	Fair	1/2
	Important	Good	3/4
	Very Important	Excellent	all

Overall	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
3. Police Services	54.9%	42.5%	2.2%	0.4%	272	25.8%	60.2%	12.1%	2.0%	12.3%	318
4. Fire/Emergency Service	69.9%	28.9%	1.0%	0.2%	237	52.2%	44.4%	3.2%	0.2%	28.0%	296
5. Public Works Services	42.8%	53.9%	3.0%	0.3%	347	16.3%	62.9%	18.6%	2.2%	2.6%	352
6. Inspectional Services	19.4%	57.7%	19.8%	3.1%	557	16.4%	61.4%	18.0%	4.1%	54.8%	437
7. Health and Human Services	34.8%	53.3%	10.5%	1.3%	444	21.1%	63.4%	13.1%	2.3%	56.7%	438
8. Planning and Community Development	29.8%	57.1%	12.3%	0.8%	417	9.8%	47.9%	35.1%	7.3%	29.5%	447
9. Library Services	40.8%	49.1%	8.2%	1.8%	315	31.4%	59.9%	7.8%	1.0%	11.7%	363
10. Recreational Services	23.9%	53.9%	19.3%	2.9%	464	17.3%	62.1%	18.3%	2.3%	29.0%	451
11. School Department Services	59.1%	34.7%	4.6%	1.7%	444	16.9%	57.2%	21.3%	4.6%	43.1%	488

Town and School Services - Effective and Courteous Service

Legend:
- ☒ Importance
- ☒ Satisfaction
- ☐ No Experience

Not Important / Poor / 1/4	Less Important / Fair / 1/2	Important / Good / 3/4
Very Important / Excellent / all		
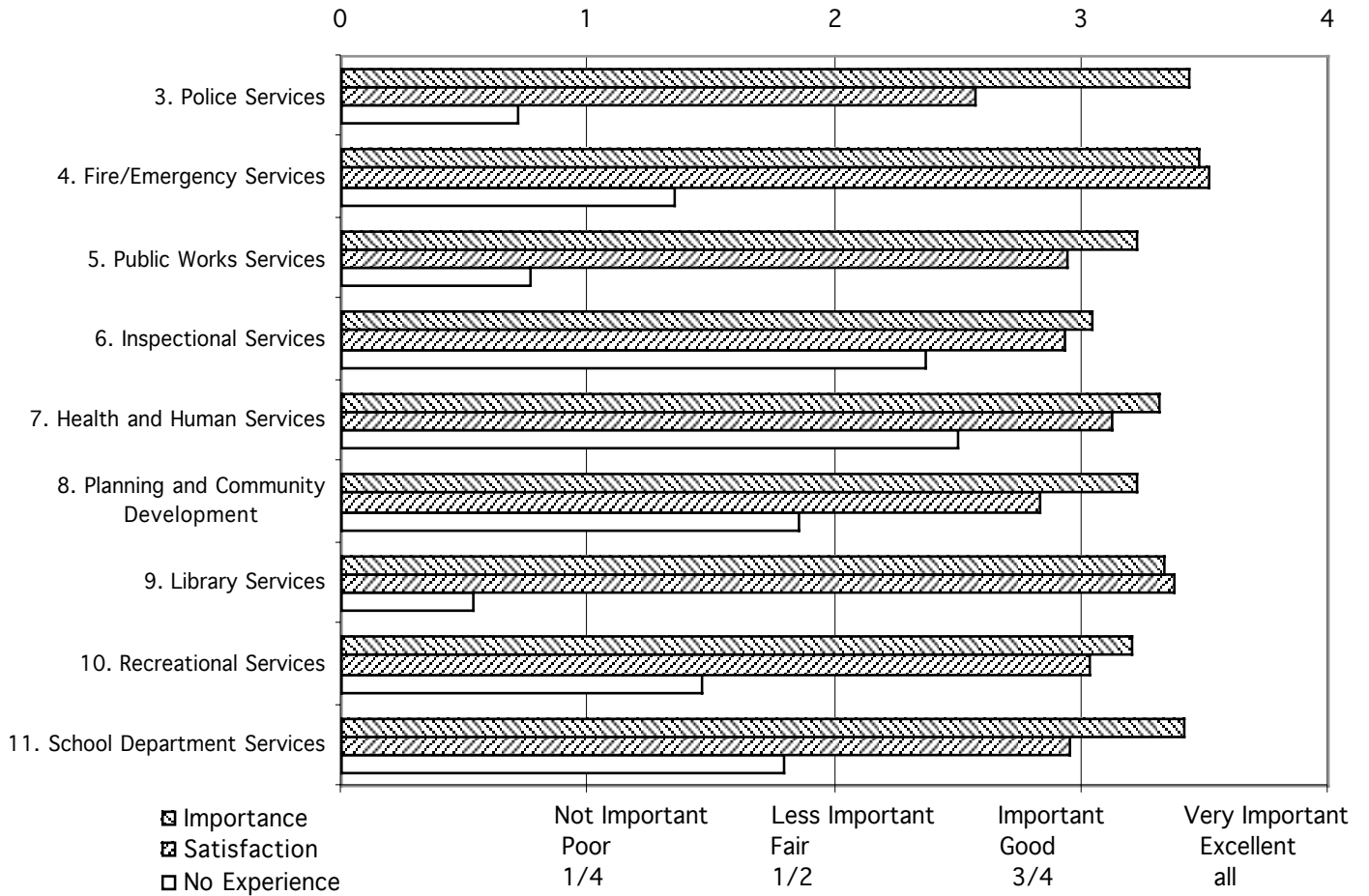
Effective & Courteous	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
3. Police Services	50.0%	43.8%	5.5%	0.7%	100	26.5%	42.0%	11.2%	2.4%	17.9%	280
4. Fire/Emergency Service	54.8%	38.4%	6.4%	0.4%	131	37.3%	26.3%	2.2%	0.3%	33.8%	291
5. Public Works Services	37.8%	47.7%	13.3%	1.2%	151	15.8%	47.5%	14.5%	3.1%	19.2%	342
6. Inspectional Services	27.9%	52.3%	16.1%	3.7%	461	8.0%	24.1%	6.6%	2.1%	59.1%	443
7. Health and Human Services	42.1%	48.8%	7.8%	1.3%	300	10.2%	22.7%	3.8%	0.9%	62.4%	433
8. Planning and Community Development	37.5%	48.8%	12.1%	1.6%	301	8.2%	30.9%	11.7%	2.8%	46.4%	461
9. Library Services	43.5%	47.9%	6.7%	1.9%	196	39.2%	41.9%	4.5%	1.1%	13.3%	361
10. Recreational Services	36.8%	49.5%	11.0%	2.7%	312	14.0%	39.1%	9.0%	1.4%	36.5%	465
11. School Department Services	50.8%	41.7%	5.7%	1.8%	344	10.9%	32.9%	9.1%	2.2%	44.9%	488

3. Specific Police Services
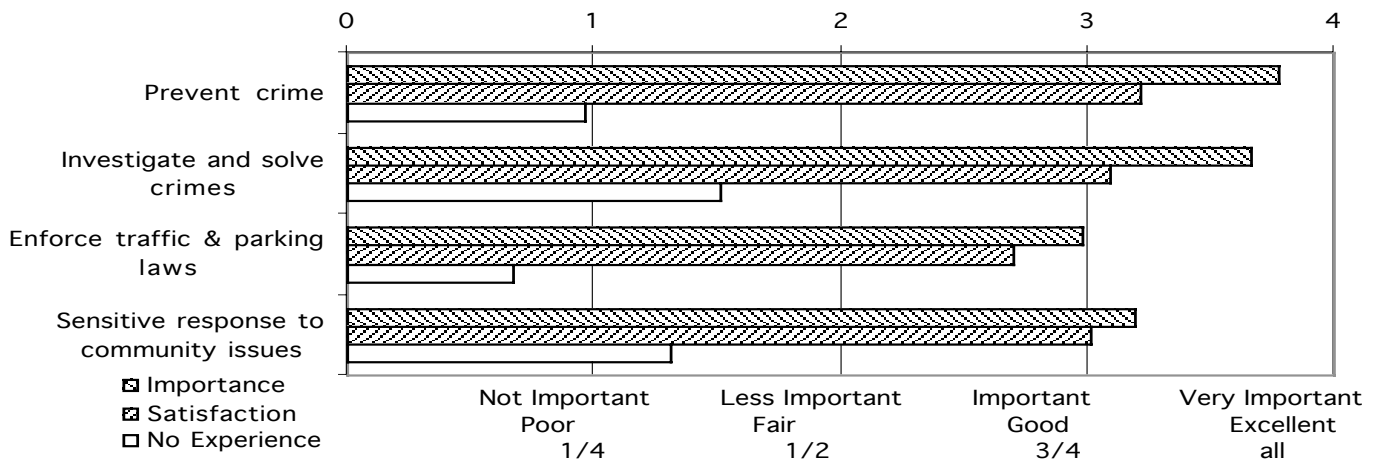
3. Police Services	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Prevent crime	80.4%	17.7%	1.4%	0.5%	77	24.4%	44.7%	5.8%	1.0%	24.1%	257
Investigate and solve crimes	69.4%	27.5%	2.7%	0.4%	110	17.0%	35.5%	7.7%	1.9%	37.9%	275
Enforce traffic & parking laws	30.0%	41.2%	25.2%	3.5%	101	11.9%	42.4%	20.7%	8.1%	16.9%	272
Sensitive response to community issues	37.6%	46.8%	13.3%	2.2%	129	16.0%	38.4%	10.6%	2.3%	32.7%	287

4. Specific Fire and Emergency Services
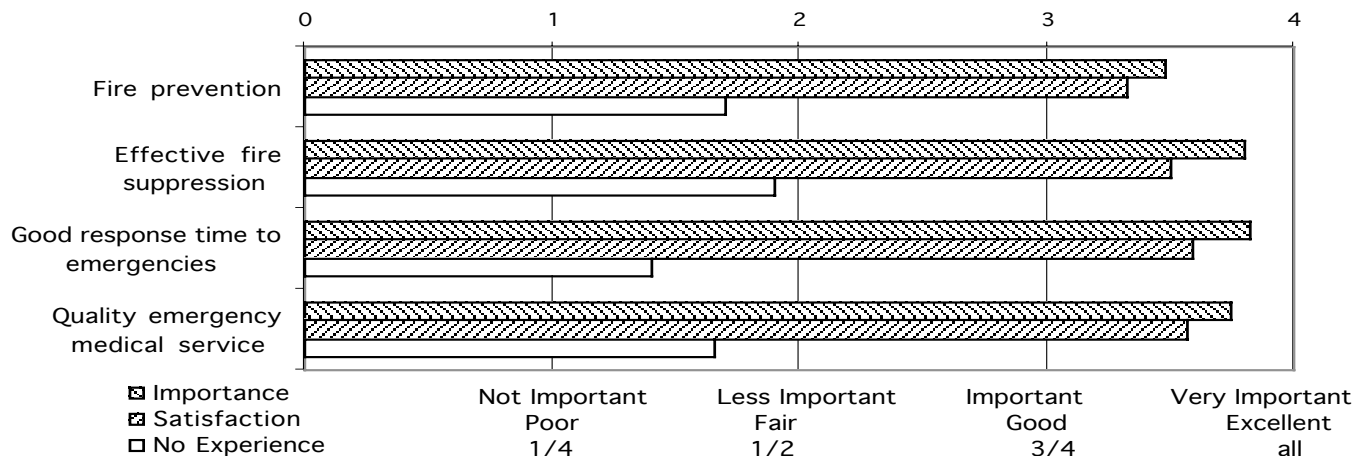
4. Fire/Emergency Medical Services	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Fire prevention	55.5%	37.8%	6.4%	0.3%	110	23.2%	30.2%	3.8%	0.2%	42.6%	295
Effective fire suppression	81.7%	17.1%	0.9%	0.3%	111	27.9%	23.2%	1.4%	0.1%	47.4%	286
Good response time to emergencies	83.8%	15.2%	0.8%	0.2%	102	39.9%	23.1%	1.7%	0.1%	35.2%	274
Quality emergency medical service	77.8%	19.3%	2.4%	0.6%	112	35.6%	20.9%	1.6%	0.3%	41.6%	280

5. Specific Public Works Services

Maintain roads, curbs, sidewalks
Maintain water & sewer services
Maintain public parks
Solid waste collection
Recycling & yard waste collection
Snow plowing, sanding & de-icing
Management of cemeteries

☒ Importance
☒ Satisfaction
☐ No Experience

	Not Important	Less Important	Important	Very Important
	Poor	Fair	Good	Excellent
	1/4	1/2	3/4	all
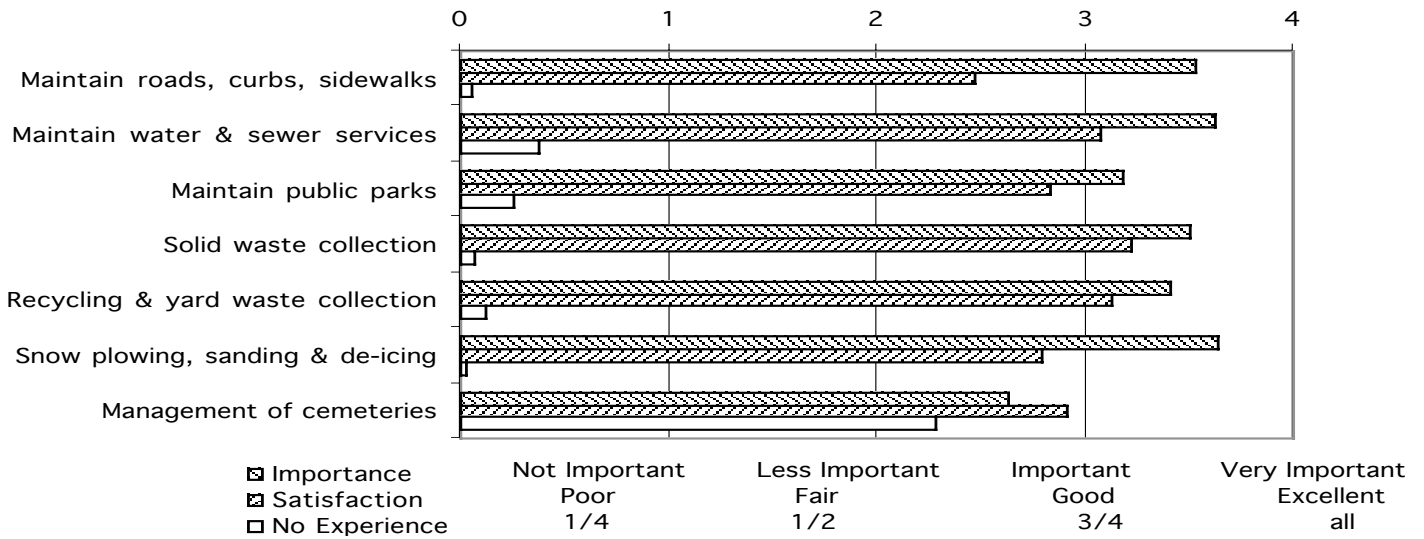
5. Public Works Services	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Maintain roads, curbs, sidewalks	55.8%	41.5%	2.5%	0.2%	86	8.6%	41.2%	37.1%	11.9%	1.2%	256
Maintain water & sewer services	64.6%	33.8%	1.3%	0.2%	102	21.3%	56.5%	11.2%	1.7%	9.3%	270
Maintain public parks	34.6%	50.1%	14.4%	0.9%	123	14.0%	54.8%	20.6%	4.4%	6.2%	291
Solid waste collection	54.1%	42.0%	3.5%	0.4%	111	33.7%	53.9%	9.4%	1.5%	1.6%	265
Recycling & yard waste collection	50.0%	42.0%	7.2%	0.7%	119	31.1%	50.3%	12.6%	3.0%	3.0%	273
Snow plowing, sanding & de-icing	65.8%	31.6%	2.4%	0.2%	85	20.1%	46.7%	24.5%	8.0%	0.7%	259
Management of cemeteries	17.3%	35.6%	40.0%	7.1%	159	7.7%	25.4%	7.6%	2.1%	57.2%	297

6. Specific Inspectional Services

Fair and timely permitting process
Timeliness of site inspections
Building and zoning code enforcement
Regulation of commercial signage

☒ Importance
☒ Satisfaction
☐ No Experience

	Not Important	Less Important	Important	Very Important
	Poor	Fair	Good	Excellent
	1/4	1/2	3/4	all
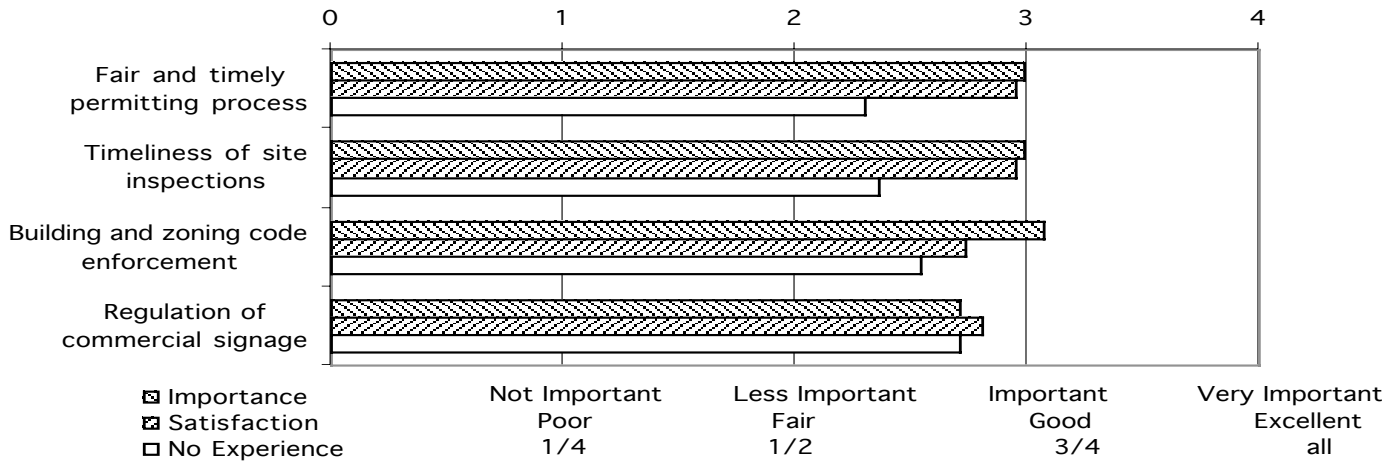
6. Inspectional Services	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Fair and timely permitting process	23.0%	56.2%	17.5%	3.3%	435	8.2%	25.9%	6.2%	2.0%	57.6%	415
Timeliness of site inspections	23.3%	55.1%	18.3%	3.4%	451	7.8%	25.0%	6.7%	1.4%	59.2%	417
Building and zoning code enforcement	30.3%	50.2%	16.0%	3.5%	438	5.5%	19.3%	8.3%	3.3%	63.5%	415
Regulation of commercial signage	17.8%	42.7%	32.2%	7.3%	442	4.5%	18.8%	6.9%	2.0%	67.8%	423

7. Specific Health and Human Services
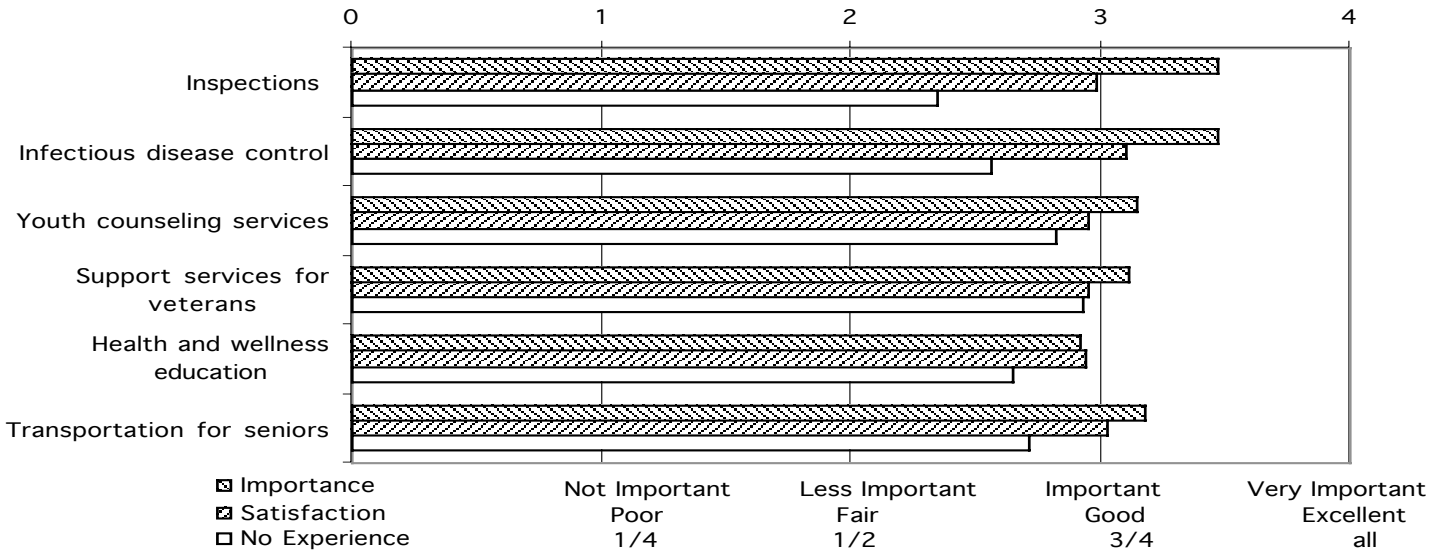
Importance	Not Important	Less Important	Important	Very Important
Satisfaction	Poor	Fair	Good	Excellent
No Experience	1/4	1/2	3/4	all

7. Health and Human Services	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Inspections	54.7%	39.1%	4.9%	1.3%	255	8.9%	24.6%	6.3%	1.5%	58.6%	398
Infectious disease control	58.2%	32.4%	7.7%	1.7%	261	9.4%	21.5%	4.4%	0.7%	64.1%	400
Youth counseling services	37.1%	43.7%	15.6%	3.6%	275	6.2%	16.6%	5.6%	1.0%	70.6%	419
Support services for veterans	35.5%	43.9%	16.7%	3.9%	264	5.6%	15.6%	4.4%	1.3%	73.2%	402
Health and wellness education	27.9%	40.9%	26.7%	4.5%	268	6.3%	20.5%	5.8%	1.3%	66.1%	411
Transportation for seniors	36.2%	47.9%	13.6%	2.3%	239	8.0%	18.0%	4.8%	1.2%	68.0%	387

Specific Planning and Community Development Services
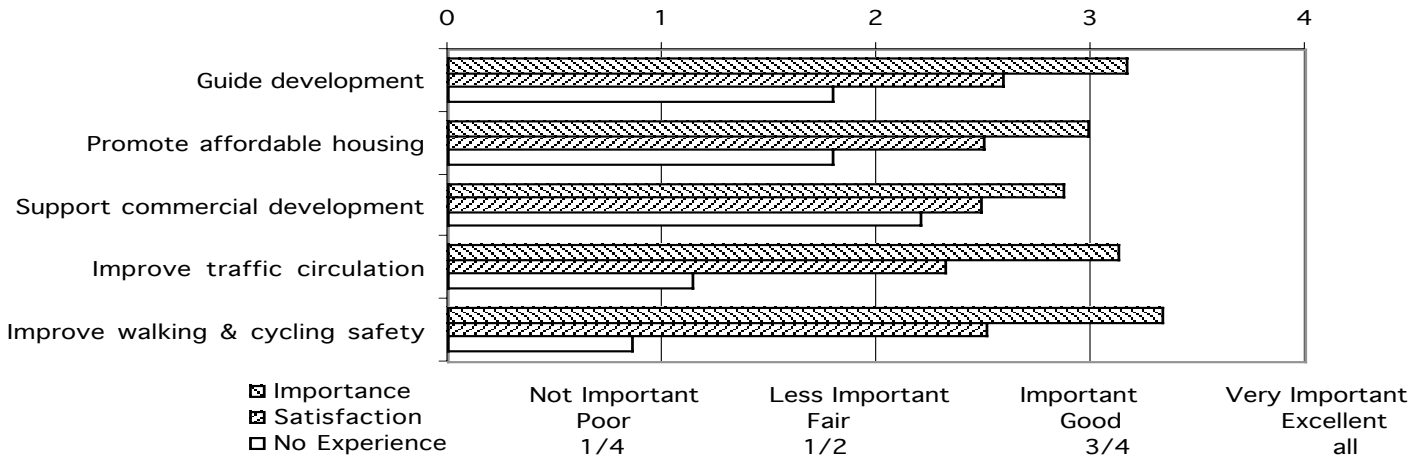
Importance	Not Important	Less Important	Important	Very Important
Satisfaction	Poor	Fair	Good	Excellent
No Experience	1/4	1/2	3/4	all

	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Guide development	36.6%	46.7%	14.1%	2.6%	299	5.6%	27.2%	16.2%	6.0%	45.0%	424
Promote affordable housing	34.1%	37.8%	21.5%	6.6%	230	6.3%	22.8%	18.0%	7.9%	44.9%	389
Support commercial development	23.3%	45.7%	26.1%	4.9%	272	3.9%	19.9%	15.1%	5.8%	55.3%	432
Improve traffic circulation	36.2%	42.6%	19.1%	2.0%	235	4.4%	25.6%	29.2%	12.0%	28.6%	400
Improve walking & cycling safety	48.5%	38.3%	11.2%	2.0%	202	7.5%	34.9%	26.6%	9.4%	21.6%	385

9. Specific Library Services
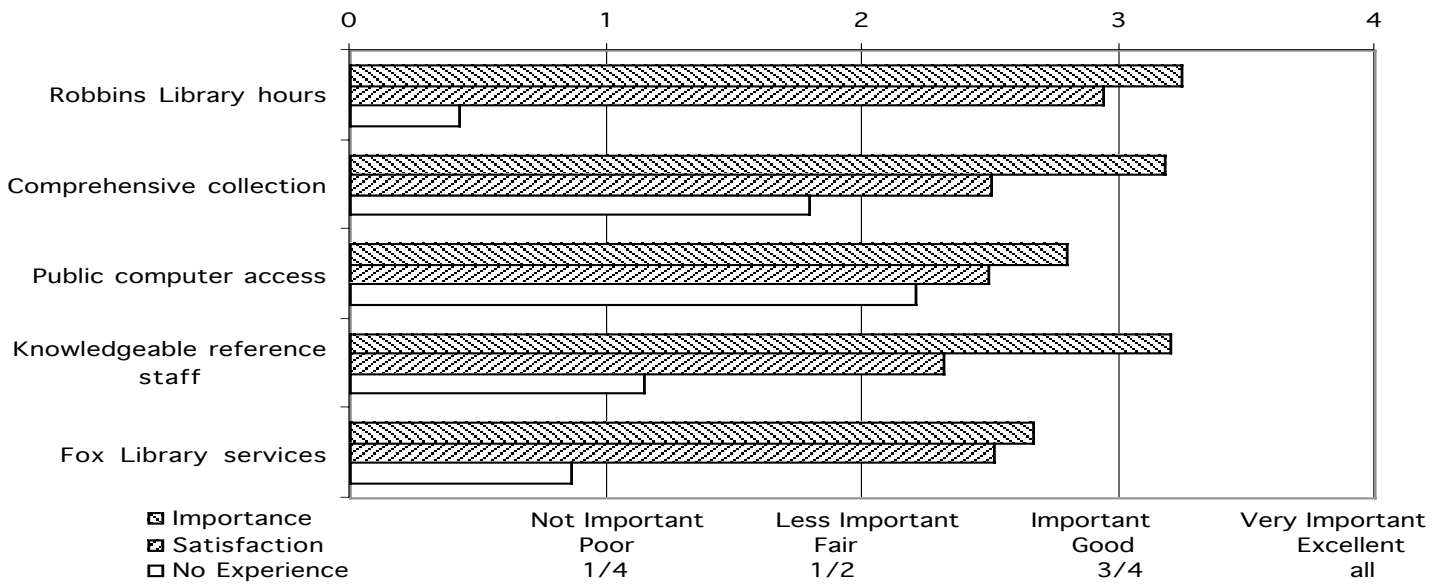
	Importance					Satisfaction					
9. Library Services	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Robbins Library hours	40.3%	46.2%	11.1%	2.4%	119	18.0%	51.4%	16.9%	3.2%	10.6%	291
Comprehensive collection	37.0%	47.1%	13.4%	2.5%	160	6.3%	22.8%	18.0%	7.9%	44.9%	389
Public computer access	25.1%	38.3%	28.1%	8.5%	174	3.9%	19.9%	15.1%	5.8%	55.3%	432
Knowledgeable reference staff	36.8%	49.1%	11.7%	2.4%	165	4.4%	25.6%	29.2%	12.0%	28.6%	400
Fox Library services	20.7%	37.7%	29.0%	12.6%	253	7.5%	34.9%	26.6%	9.4%	21.6%	385

10. Specific Recreation Services
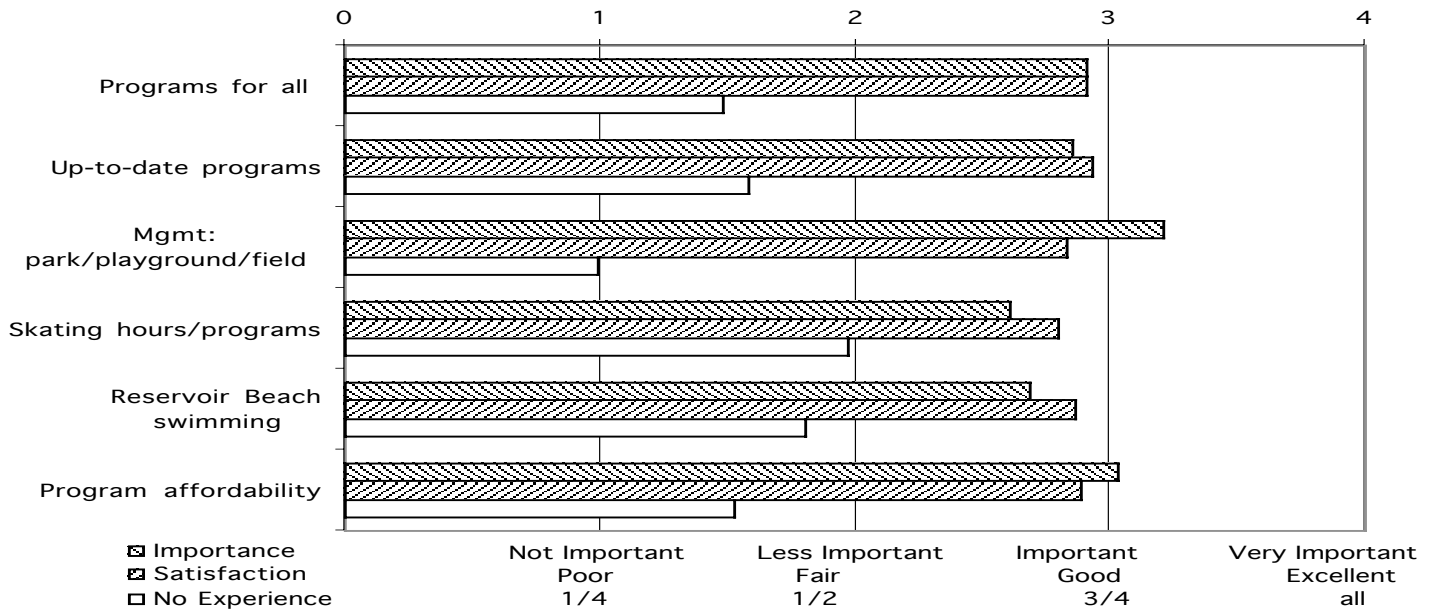
|	Importance					Satisfaction					
10. Recreational Services	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Programs for all	25.6%	45.9%	22.7%	5.8%	257	12.0%	35.7%	13.0%	2.3%	37.0%	414
Up-to-date programs	21.3%	48.1%	24.8%	5.7%	160	10.7%	36.3%	11.8%	1.5%	39.7%	434
Mgmt: park/playground/field	36.6%	49.9%	10.9%	2.6%	255	11.9%	42.6%	16.9%	3.9%	24.8%	411
Skating hours/programs	16.3%	38.2%	35.9%	9.6%	289	7.5%	28.1%	12.2%	2.7%	49.4%	426
Reservoir Beach swimming	18.2%	40.7%	32.4%	8.6%	277	8.6%	31.9%	12.4%	1.9%	45.1%	426
Program affordability	31.2%	46.7%	16.3%	5.8%	276	10.8%	34.8%	14.4%	1.7%	38.3%	426

11. Specific School Services

Legend:
- ⊠ Importance
- ⊠ Satisfaction
- ☐ No Experience

X-axis labels:
- Not Important / Poor / 1/4
- Less Important / Fair / 1/2
- Important / Good / 3/4
- Very Important / Excellent / all
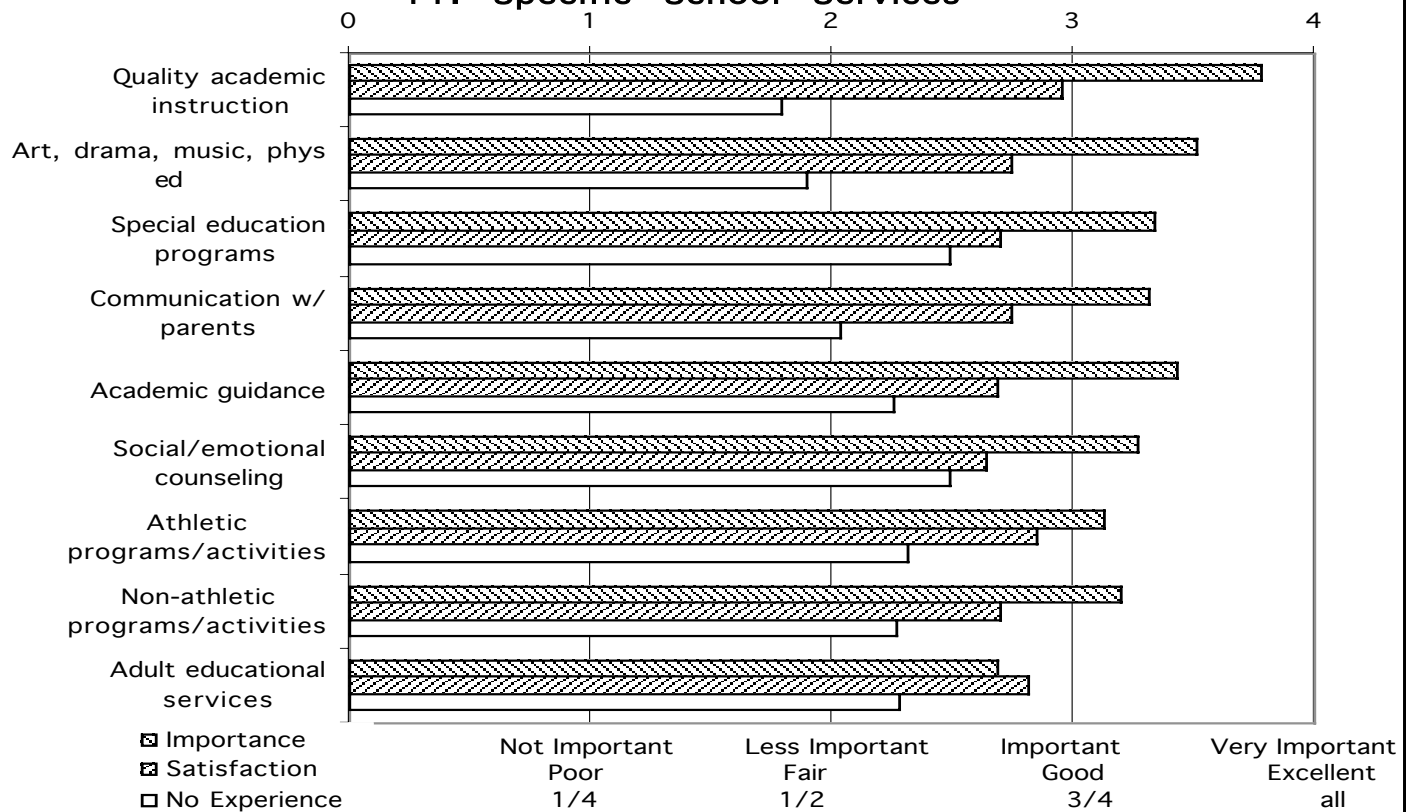
11. School Department Services	Importance					Satisfaction					
	Very Important	Important	Less Important	Not Important	Blank	Excellent	Good	Fair	Poor	No Experience	Blank
Quality academic instruction	82.4%	14.5%	1.6%	1.6%	285	10.5%	33.3%	9.8%	1.6%	44.8%	418
Art, drama, music, phys ed	62.6%	28.4%	6.4%	2.6%	288	8.8%	25.6%	14.3%	3.9%	47.4%	428
Special education programs	51.7%	33.8%	10.8%	3.8%	308	6.2%	17.9%	10.0%	3.7%	62.2%	447
Communication w/ parents	48.3%	38.3%	10.1%	3.3%	309	7.0%	26.1%	12.8%	3.3%	50.9%	440
Academic guidance	54.4%	36.3%	6.7%	2.7%	312	5.9%	21.6%	12.8%	3.3%	56.5%	454
Social/emotional counseling	47.3%	36.8%	11.8%	4.1%	315	4.6%	18.2%	11.3%	3.5%	62.3%	447
Athletic programs/activities	38.0%	41.4%	15.8%	4.9%	322	6.7%	24.4%	9.3%	1.8%	57.9%	453
Non-athletic programs/activities	40.3%	43.0%	12.9%	3.8%	336	5.7%	22.1%	12.5%	3.0%	56.7%	465
Adult educational services	21.3%	34.7%	35.5%	8.4%	292	6.6%	23.9%	10.4%	2.1%	57.0%	453

12. Town Hall Services
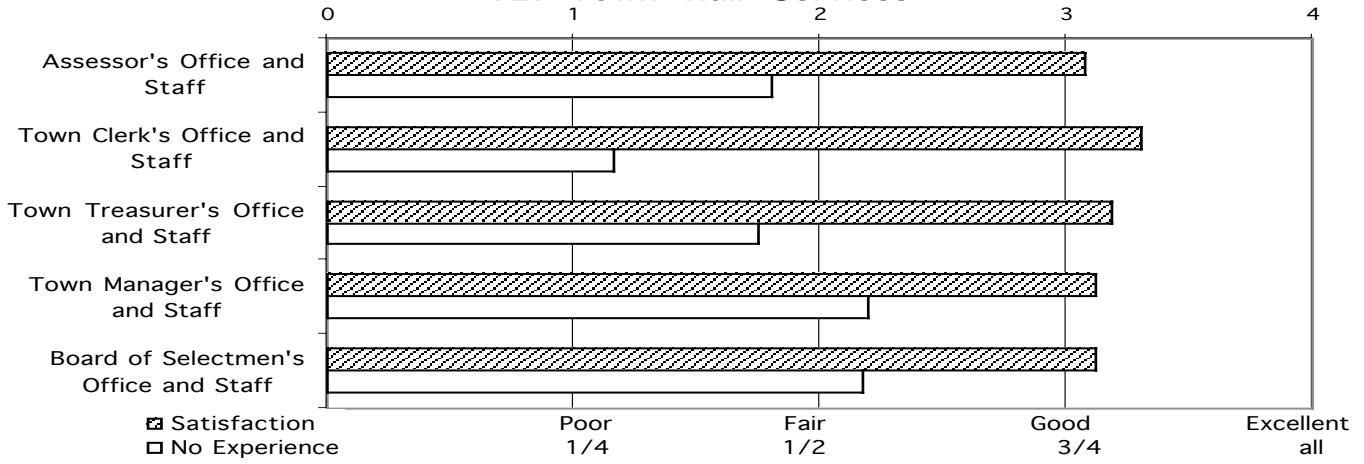
12. Town Hall Services	Satisfaction					
	Excellent	Good	Fair	Poor	No Experience	Blank
Assessor's Office and Staff	16.9%	28.1%	7.2%	2.6%	45.2%	225
Town Clerk's Office and Staff	30.0%	33.6%	6.3%	1.1%	29.1%	204
Town Treasurer's Office and Staff	20.2%	27.7%	6.5%	1.7%	43.8%	233
Town Manager's Office and Staff	15.0%	22.4%	6.1%	1.7%	54.8%	243
Board of Selectmen's Office and Staff	15.6%	21.6%	6.6%	1.7%	54.4%	236

13. Community Goals
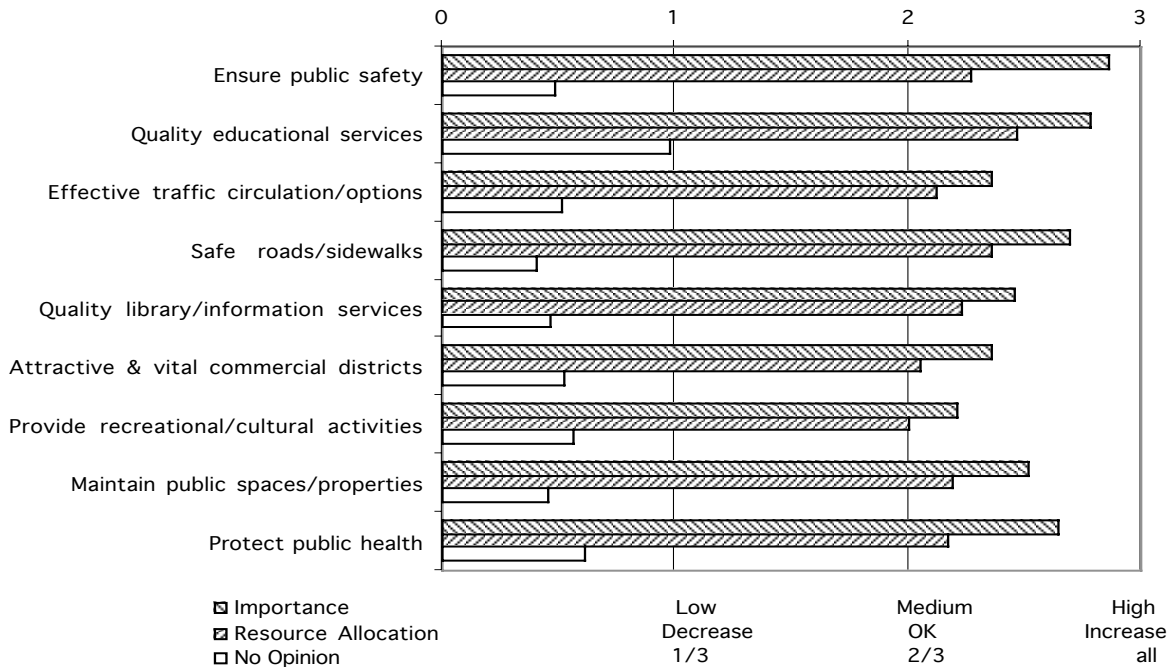
13. Community Goals		Importance				Resource Allocation			
	High	Medium	Low	Blank	Increase	Okay as is	Decrease	No Experience	Blank
Ensure public safety	87.0%	11.9%	1.1%	400	25.6%	60.3%	2.2%	12.0%	567
Quality educational services	81.2%	16.0%	2.8%	409	39.0%	33.1%	3.4%	24.5%	428
Effective traffic circulation/options	44.1%	47.6%	8.2%	435	19.0%	59.4%	8.7%	12.9%	575
Safe roads/sidewalks	71.3%	26.6%	2.1%	407	35.3%	51.5%	3.2%	10.0%	556
Quality library/information services	54.1%	38.0%	8.0%	419	25.6%	57.3%	5.5%	11.6%	554
Attractive & vital commercial districts	45.5%	45.3%	9.2%	432	16.1%	59.9%	11.1%	13.0%	561
Provide recreational/cultural activities	35.7%	49.5%	14.9%	426	13.5%	59.4%	13.2%	14.0%	566
Maintain public spaces/properties	55.3%	40.6%	4.1%	405	20.9%	63.5%	4.3%	11.3%	546
Protect public health	69.3%	25.5%	5.2%	403	19.4%	59.9%	5.3%	15.3%	556

14. Community Involvement

Rate the Town's outreach efforts

Excellent	Good	Fair	Poor	No Opinion	Blank
262	783	281	64	464	683
14%	42%	15%	3%	25%	

Has respondent participated in outreach efforts?

Yes	No	Blank
758	1361	418
36%	64%	

Has respondent visted Town website within last 6 mo?

Yes	No	Blank
1325	809	403
62%	38%	

Rate the Town website

	Excellent	Good	Fair	Poor	No Opinion	Blank
Site content	161	894	249	18	309	906
Site presentation	139	758	377	40	311	912
Site user friendliness	139	700	411	73	303	911

There are three sources for the totality of Vision 2020's Report to Town Meeting: the Town of Arlington's *2007 Annual Report* contained in the Planning and Community Development section, pages 1-13 of this report, and the information on Warrant Articles 65, 75, and 76 found in the reports of the Board of Selectmen and Finance Committee.

For further information: please contact the Planning Department at 781-316 3090 or Jane Howard at 781-648-1936.