VISION 2020
2018 TOWN SURVEY
REPORT ON SURVEY RESPONSES

TOPICS

Shopping, Dining, and Entertainment | Arlington's Trees

Community Energy Program (CCA) | Library of Things

CONTENTS

OVERVIEW

The Vision 2020 Annual Town Survey invites residents to share their opinions about and experiences with select issues in Town. The survey has multiple purposes: identifying challenges, priorities, and expectations for the future of the town; serving as a tool for opening a dialogue with residents; educating the community about town government and programs; and collecting suggestions for improvement and future engagement.

A total of 2,183 households responded to the 2018 survey, which explored local shopping, dining and entertainment habits, Arlington's trees, our new Community Energy Program and the Library of Things. Vision 2020's goal is to gather a sufficiently large response so as to reflect the general viewpoints of all Arlington residents. We also traditionally ask a series of demographic questions so we can analyze survey responses based on details such as respondent age or the area of Town in which responding households live.

2018 was the first year the survey was administered primarily online using Survey Monkey, which is the potential reason for the lower than average response rate. Based on the number of households in Arlington, the respondent pool represents roughly 11% of households, which is lower than response rates in prior years. Vision 2020 will work to improve outreach in future years.

In addition to the online survey, paper copies of the survey were available in Arlington's two libraries and the senior center to ensure that residents who are uncomfortable with or lack access to the internet were able to respond; paper survey responses were entered into Survey Monkey by Vision 2020 volunteers. We welcome suggestions for how to bring the survey to more residents who don't have access to computers and volunteers are always needed to expand our outreach.
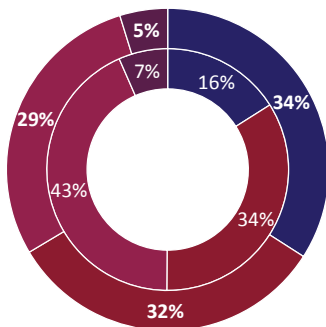
DEMOGRAPHICS

Response rates to the survey were lower than in recent years, potentially because the survey was administered online for the first time. Despite the lower response rate, when compared with Census data on age of Arlington residents survey responses were fairly representative of Arlington's age diversity, suggesting that we did not experience a lack of participation by any specific age group, such as elderly residents. This year, we saw high percentages of newer residents completing the survey: more than 50% of respondents reported having lived in Arlington for 15 or fewer years.
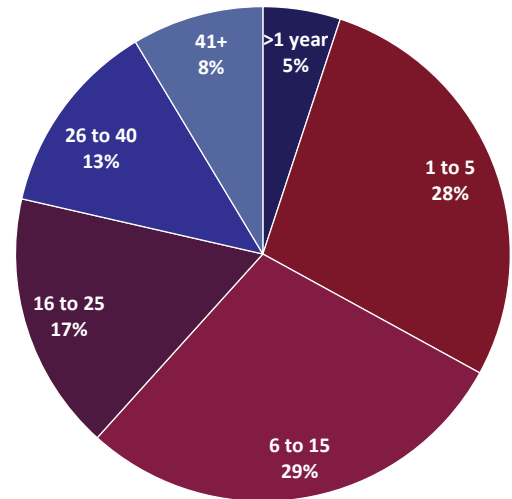

Some groups, such as larger households and home owners, were overrepresented. Half of survey respondents indicated that they lived in households with two or fewer people, while according to 2017 ACS data 66% of households are comprised of two or fewer people. Responses by homeowners were overrepresented compared to the general population, with 80% of respondents stating they own their home, compared to the 60.9% of households who report owning their homes in 2017 American Community Survey data.

Number of people in household
(inner ring = survey responses, outer ring = 2017 ACS)

■ 1 ■ 2 ■ 3 to 4 ■ 5 or more

Do you own or rent your housing unit?
(inner ring = survey responses, outer ring = 2017 ACS)
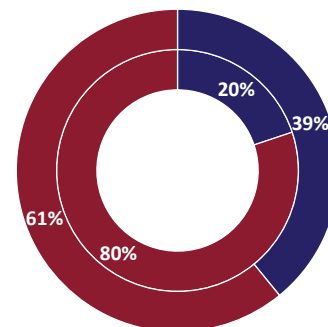
■ rent ■ own

In future Town Surveys we plan to expand our comparison to study additional demographic categories to better understand whether survey responses are representative of the entire population of Arlington residents.

LOCAL SHOPPING, DINING, & ENTERTAINMENT

The Department of Planning and Community Development (DPCD) asked a series of questions with the goal of understanding trends in how, when, and where residents spend money locally. Residents were asked how often they shop or go out in Arlington, what they tend to buy when they shop in Arlington, the types of places they tend to go and how they get there, and their preferences for shopping in person or online.

When asked how often households shop or go out in Arlington, the activity respondents reported doing most frequently was shopping; approximately 81% of respondents reported shopping in Arlington on a weekly basis. Respondents dined out at Arlington restaurants monthly (43%) more than weekly (37%). The least frequent activity reported by respondents was spending money on entertainment, with (65%) doing so monthly or quarterly and only 6% visiting Arlington's entertainment venues on a weekly basis.

The most common reason for shopping in Arlington was to purchase groceries (94%), followed by purchasing meals at restaurants (85%) and medical supplies and services (73%). 61% of respondents reported buying wine, beer, or liquor when they shopped in Arlington.

How often does your household shop or go out in Arlington?

Legend: ■ Shopping ■ Dining Out ■ Entertainment
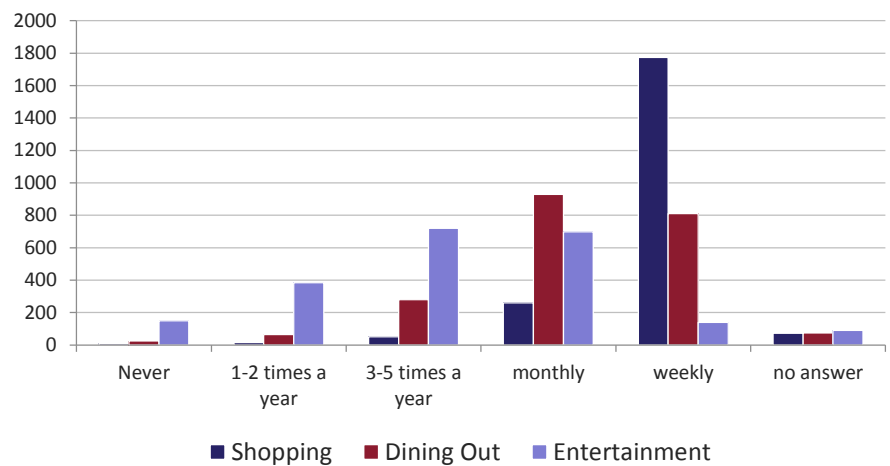
What does your household buy when you SHOP in Arlington? (Check all that apply.)
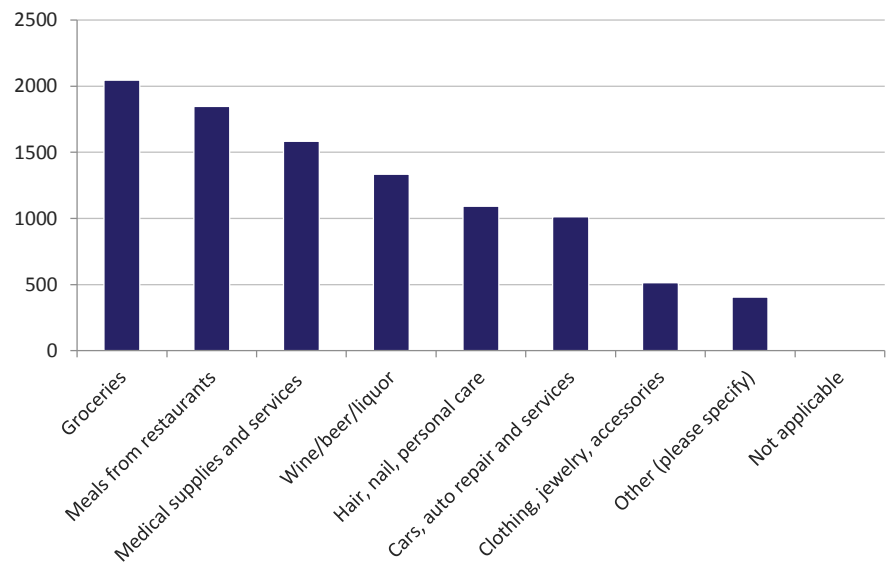
In response to the question on what households do when they go out in Arlington, most respondents reported dining at Arlington restaurants (90%), followed by going to coffee shops and catching a movie (69% and 65%, respectively). Of those who wrote in responses, the most commonly reported activities were going to local library events, participating in outdoor recreation (at parks, playgrounds, and on the Minuteman Bikeway), and going to church.

What does your household do when you go out in Arlington?
**(Check all that apply)**
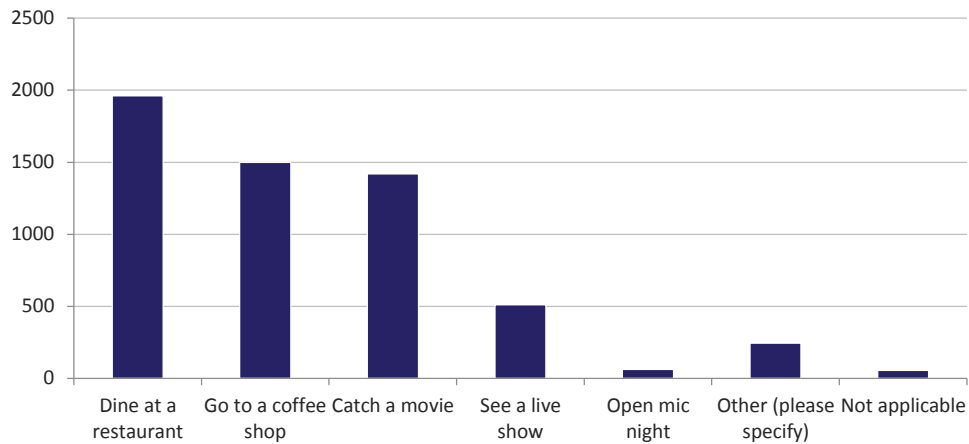
Most respondents reported that they drive (94%) or walk (83%) to get around in Arlington, followed by riding the bus (44%) or a bike (40%). Approximately 12% of respondents reporting that they use taxis or rideshare programs to get around town.

How does your household get around in Arlington?
**(Check all that apply)**
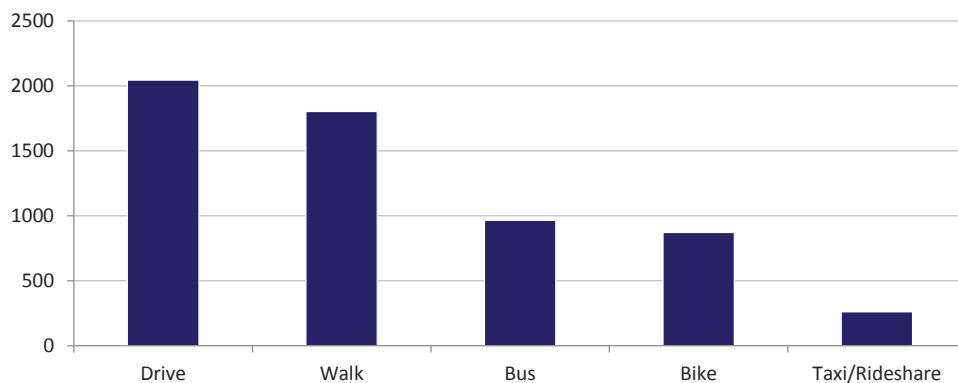
The most common items households reported shopping online for were clothes, shoes and accessories, with nearly 95% of households responding that they shopped for these items online sometimes or frequently. Gifts and toys were the second most common items households purchased online, with approximately 90% of households shopping for these items sometimes or frequently. Just under 20% of households reported shopping for groceries online, with 93% of households saying they prefer to shop for groceries in person rather than online. The only category for which more households preferred to shop online was books or Kindle items, with 22% of households preferring to buy these items in person and 35% of households preferring to make book purchases online.

Does your household shop online?

■ Never ■ Sometimes ■ Frequently ■ n/a
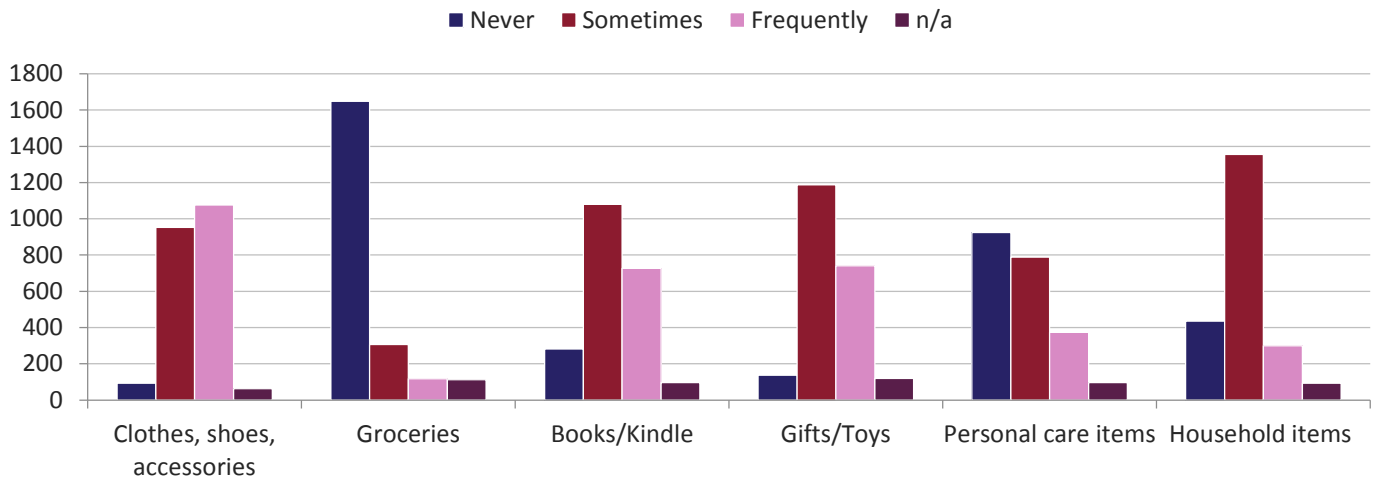
Respondents were also asked what types of businesses they want to see more of in Arlington. The top ranked suggestions were restaurants (55%), a brewery (49%), and other retail and retail clothing (41%). Of those who wrote in requests, coffee shops, specific names of restaurants, and an emphasis on local shops (vs. national chain stores) were top priorities.

What types of businesses would your household like to see more of in Arlington? (Check all that apply.)
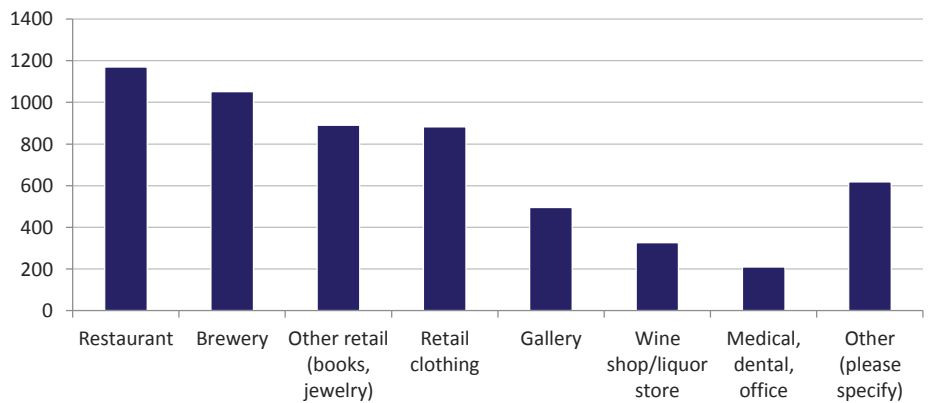
When asked if there are changes that might increase their household's interest or ability to shop or go out in town, the most common responses were regarding parking, walking, and diversity of shopping and dining options. Respondents asked for more convenient or free parking, resident parking stickers, and more parking for bicycles in Arlington's commercial areas. Others asked for improved walking environments, including better clearing of sidewalks and bus stops after snowstorms. Respondents also requested a greater variety of shopping and dining destinations, with some recommending specific stores and restaurants they would like to see in town.

DPCD is presently working to implement a number of plans in Arlington's business districts, and will use this information to supplement market data in prioritizing projects and general decision making.

CARE & PRESERVATION OF ARLINGTON'S TREES

The Tree Committee stated two goals for the survey: to educate residents about trees and tree programs in Arlington and to understand residents' opinions about expanding tree-related programs over the next few years. There have been several important changes relating to trees in recent years, of which residents' knowledge varied. In general, comments indicated that residents valued the survey as a tool to learn about these programs.

Were you aware that Arlington has rules to protect trees or that a new bylaw was passed in 2016 to preserve trees during construction? (Responses grouped by number of years lived in Arlington)
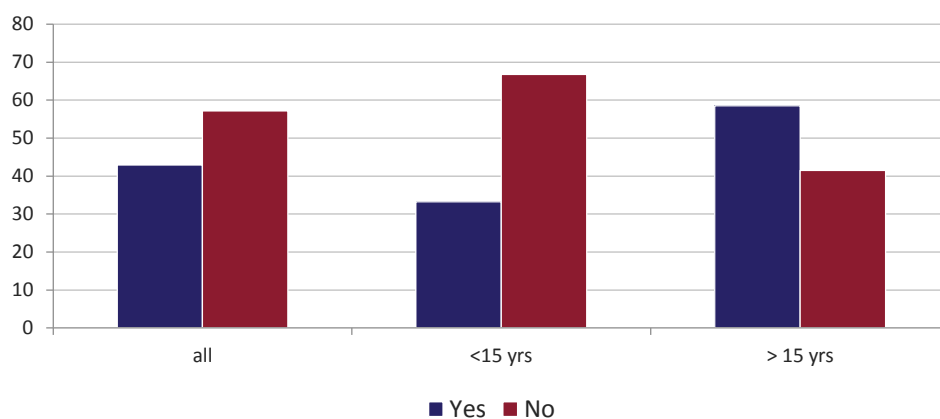
Respondents were generally not aware that Arlington has rules to protect trees or that a new bylaw was passed in 2016 to preserve trees during construction. Residents who have lived in Arlington for more than 15 years were significantly more aware of these policies than newer residents, with only 33% of newer residents indicating that they are aware of the policies, compared to just over 58% of residents who have lived here more than 15 years.

Just over 42.5% of respondents said their household had considered planting trees in their yard; this proportion increased when considering tenure, as 50% of homeowner respondents reported that they were interested in planting trees in their yard.

**Has your household considered planting trees in your yard?**
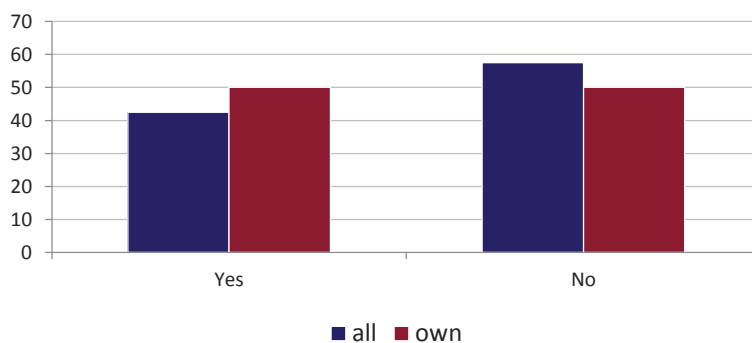
The survey asked questions about residents' awareness of the Town's program for requesting partially subsidized trees for their property, and provided reminders that residents' assistance watering young trees on their street increases the health of Arlington's tree canopy. Since the survey, the Tree Committee has seen applications for new trees doubled, and has been able to respond to all of these requests. Approximately 90% of respondents supported the development of a multi-year plan to expand tree planting and plan for consistent watering to increase the overall tree canopy.

Were you aware that requests for new street trees can be made through the Town's Request/Answer tool?
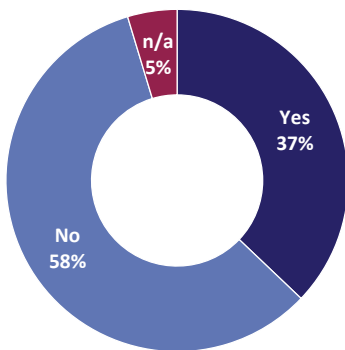
n/a
5%

Yes
37%

No
58%

Are you in favor of the Town developing a multi-year plan for planting and watering aimed at expanding Arlington's tree canopy?

No
5%

n/a
5%

Yes
90%
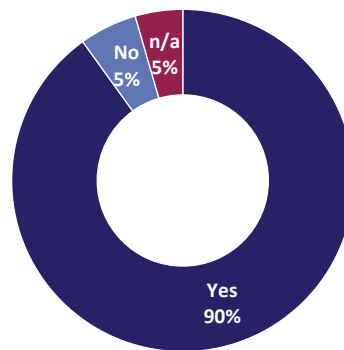
The final questions in this topic were about the Emerald Ash Borer, an invasive insect that causes significant tree loss in Massachusetts. Through the survey, the Tree Committee was able to raise awareness of the problem and gather volunteers for training to identify the insect and report at-risk trees. Arlington benefits greatly when residents can offer their time to assist on projects like the EAB training or the tree inventory to map Arlington's trees.

COMMUNITY ENERGY PROGRAM (CCA)

Arlington Community Choice Aggregation (CCA) went into effect in Arlington in August 2017. This program offers competitive and stable electricity prices for participants, allowing them to select between Arlington Basic or three Arlington Local Green pricing models. Arlington Local Green customers can choose 17%, 50% or 100% local renewable wind energy produced locally in Massachusetts and Rhode Island to reduce the town's reliance on CO_2-producing fossil fuels. Customers who selected Arlington Basic pricing will pay the same price through December 2019, and prices for the three Arlington Local Green options will stay the same through February 2019.

The survey was used to assess resident knowledge about the program, to better understand how households learned about the program, whether they chose to "opt up" to 50% or 100% renewable energy, and what factors informed their decision.

The survey also sought to learn how residents were informed about the CCA program, both to assess the effectiveness of the CCA's publicity campaign and to remind respondents of Town communication channels they may not use currently but might find informative. In this case, because CCA was an opt-out program it was important to use multiple channels over several months to inform households about the change. According to survey respondents, the top four methods by which they learned about Arlington CCA were a letter from the Town (46%), info sheet in a Town bill (35%), Town Notice email (21%) and reading the survey (20%).

**How did you learn about Arlington CCA?**
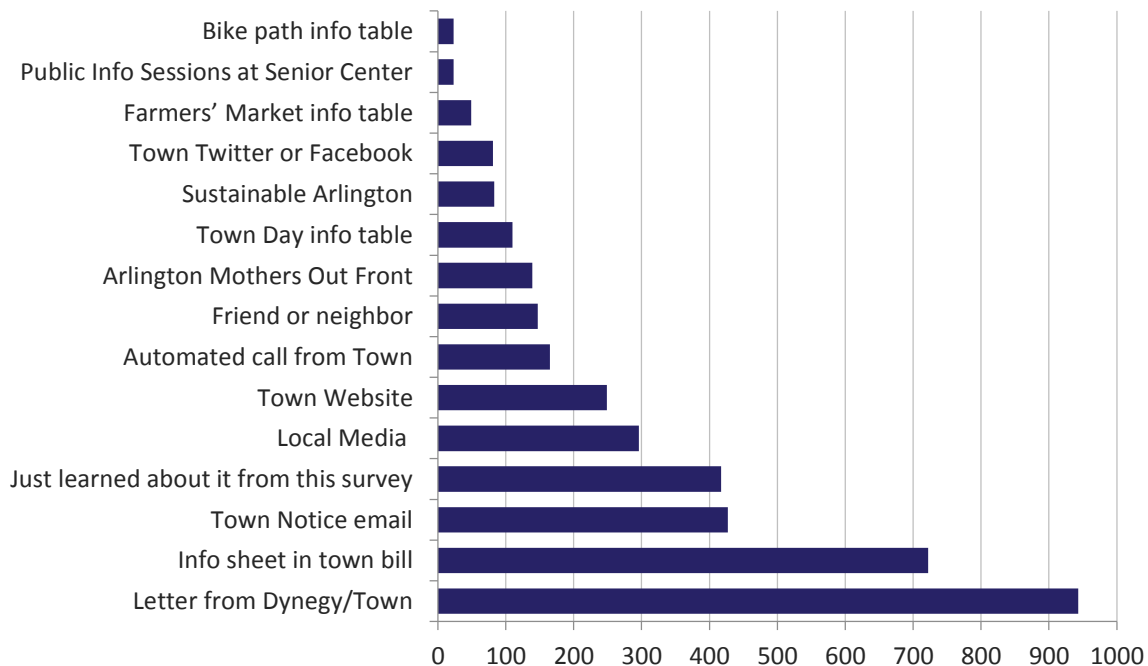
Of the respondents who chose to opt up to more renewable energy sources, more than 80% were motivated by concerns about climate change, a desire to reduce greenhouse gases/carbon footprints, or to support a transition to more renewable energy and reduce reliance on fossil fuels.

Reasons for Opting Up
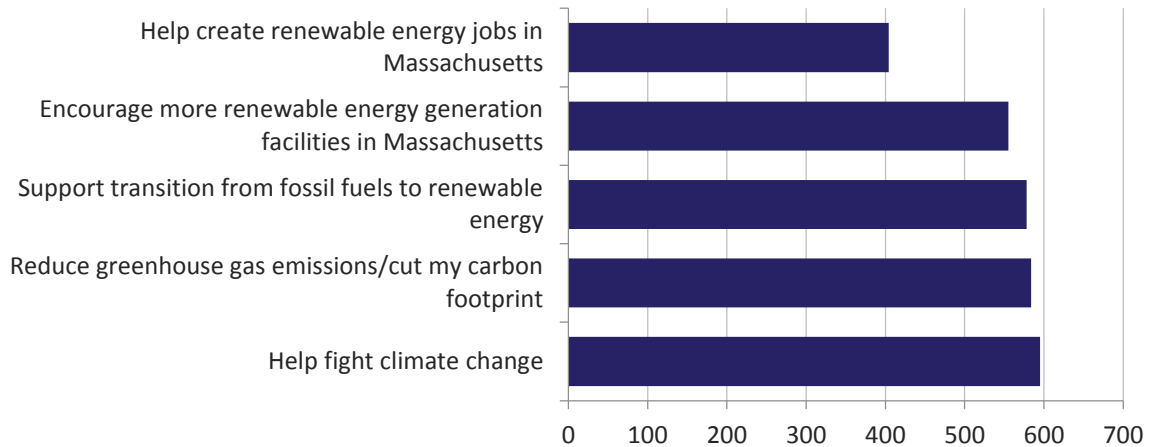
Of the respondents who did not chose to opt up, the most common reasons were that residents did not understand the program or were concerned about the cost. This suggests that a key method for increasing participation in the program may be to improve communication about the difference between standard and opt up rates.
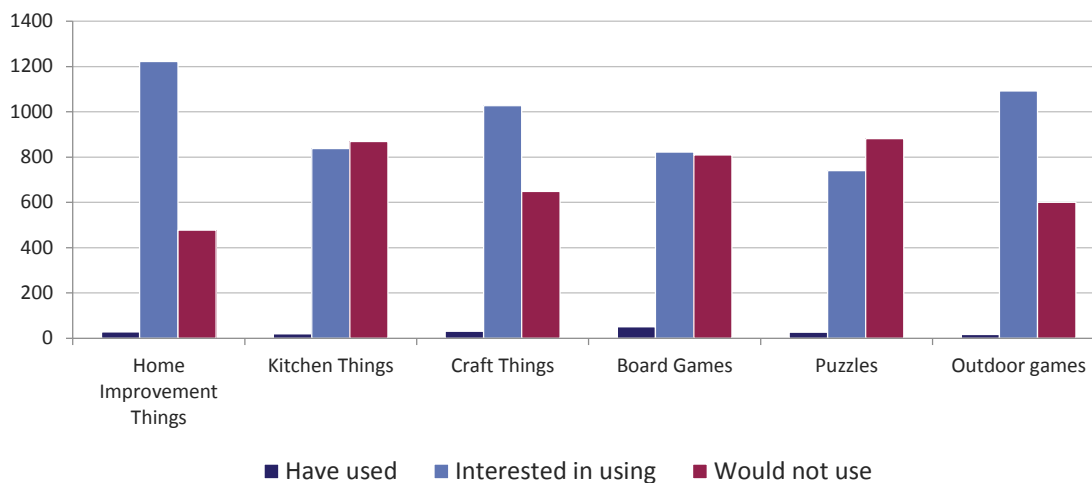
Reasons For Not Opting Up
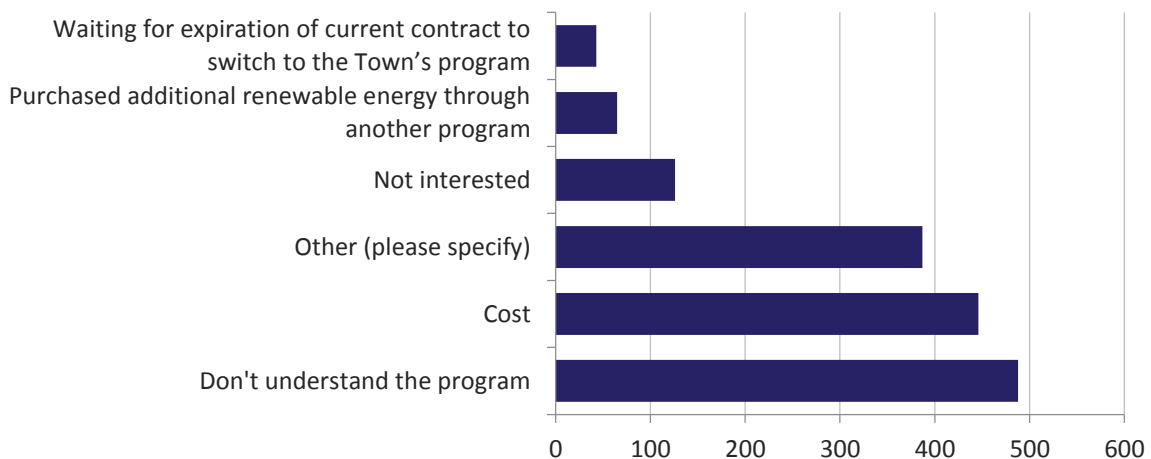
THE LIBRARY OF THINGS

Robbins Library launched its Library of Things (LOT) in early 2017, funded by the Friends of Robbins Library and Sustainable Arlington. The LOT is a collection of non-traditional items that library card-holders can borrow, use for one week, and return. The Town Survey included several questions about the Library of Things designed to understand how often the program is used by residents, raise resident awareness of the program, and identify additional items that could be added to the collection.

Library visitors continue to use the LOT collection for games, kitchen items, home repair tools, and digital equipment. The collection remains popular and the 73 items in the LOT collection circulated a total of 720 times in FY19. The most popular item remains the Spot Thermal camera, useful for identifying insulation leaks.

Frequency of use

- 1-5 times
- did not know about
- Know about but haven't used
- n/a

6% 5%
32%
57%
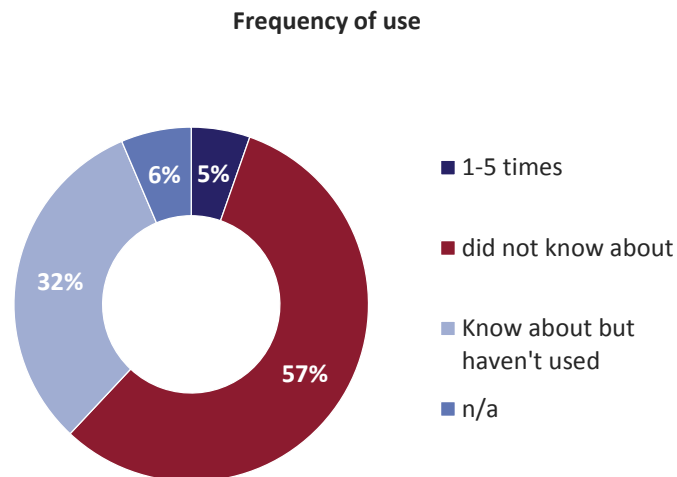
Which of the following has your household borrowed from the LOT?

■ Have used ■ Interested in using ■ Would not use

Data from the Annual Town Survey showed community interest in adding more items and adding second items of our more popular Things. Many respondents requested kitchen items such as a sous vide machine which are already in the collection. The large number of respondents who are unaware of the collection, and unaware of the specific items in the collection is a clear call to action for better publicity and easy to find information on the collection. In response, library staff have made

edits on their website so library visitors can more easily see what is available. Staff also created a new LOT brochure with clearer information about the items.

What would encourage you to use the LOT?

A bar chart with the title "What would encourage you to use the LOT?" The y-axis ranges from 0 to 1400 in increments of 200. The bars are:
- Reserve Things ahead of time: approximately 1220
- More Things: approximately 450
- Ability to renew Things: approximately 400
- Pick up or return at Fox branch: approximately 320
- Longer lending periods: approximately 290

Responses highlighted two major areas of growth community member would like to see—digital tools and home improvement tools. The Library was able to meet some of these requests and focused on adding items across the range of areas in the collection. Based on survey responses the Library added:

- Digital tools including photo scanners, an external DVD/CD drive, and an additional LCD projector
- Home improvement items including a second Spot Thermal camera, meeting a request on the survey and giving additional access to our most used items.
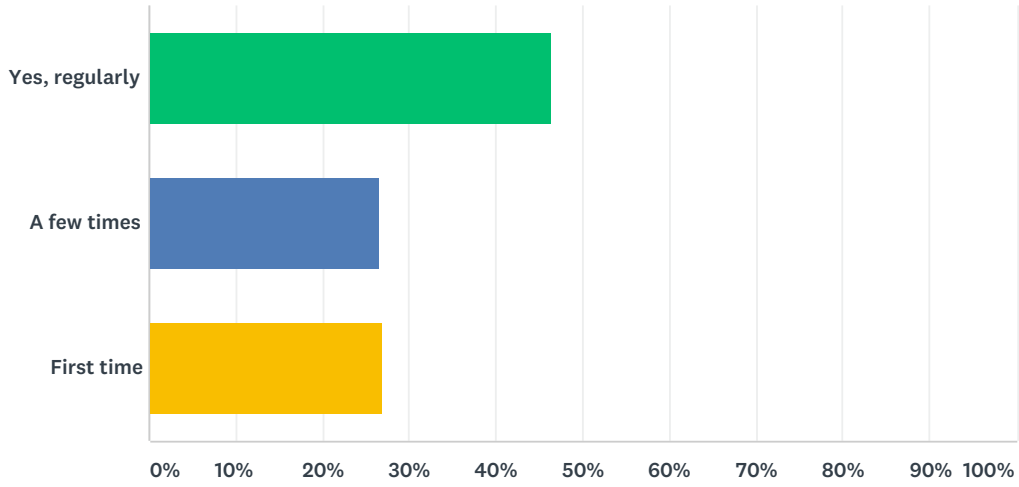- New board games and a new Nintendo Switch

Looking to the future, planned additions include more tools, musical instruments, and digital tools as well as upgrades to the database to allow users to reserve Things.

APPENDIX A
SURVEY RESPONSES

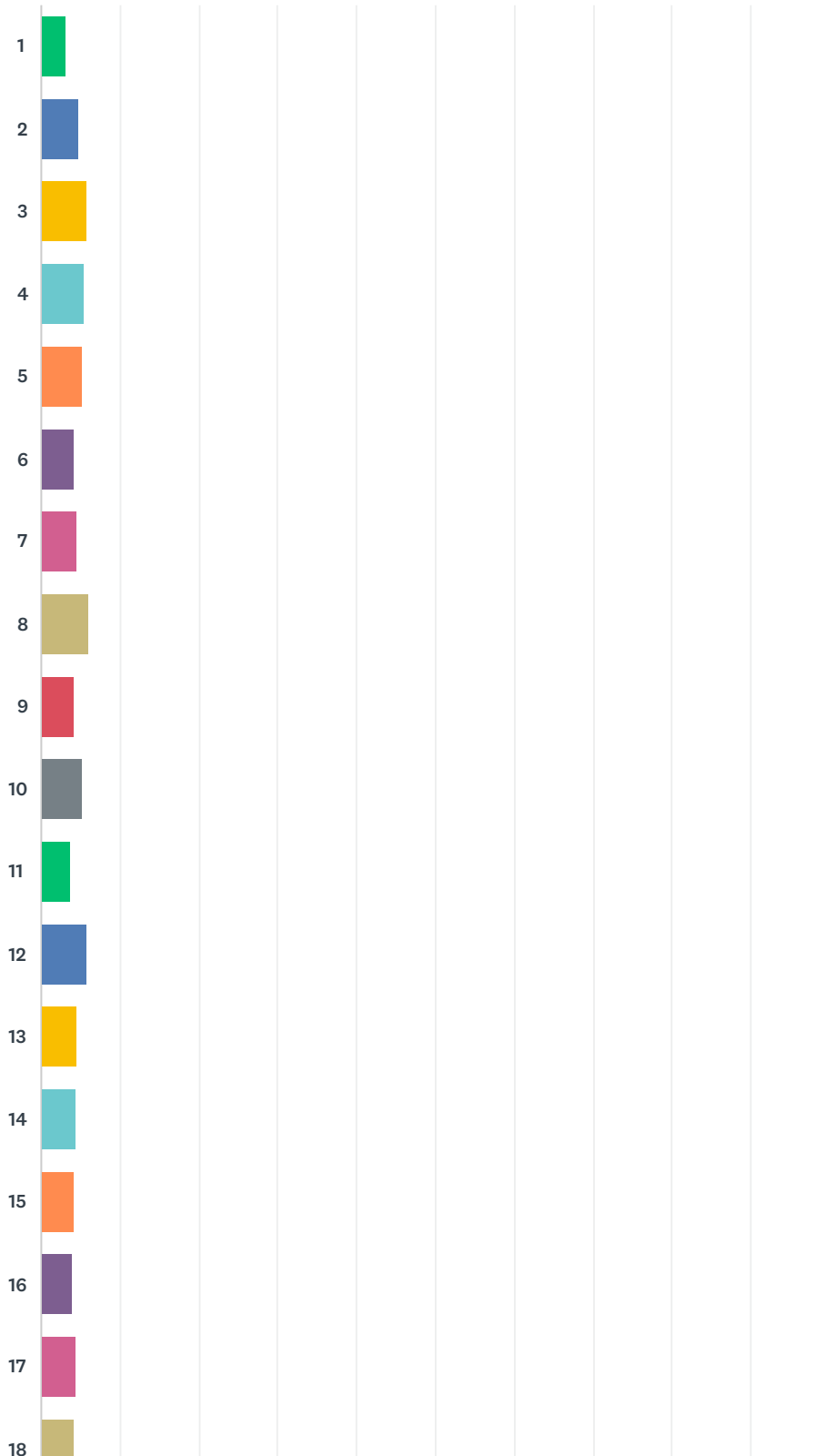# Q1 Has your household taken the Annual Town Survey before?

Answered: 2,166   Skipped: 17

ANSWER CHOICES	RESPONSES	
Yes, regularly	46.45%	1,006
A few times	26.50%	574
First time	27.05%	586
TOTAL		2,166

Q2 Please provide your precinct number. You can look it up online by clicking HERE and a new window will open. You can return to the survey when you are ready.
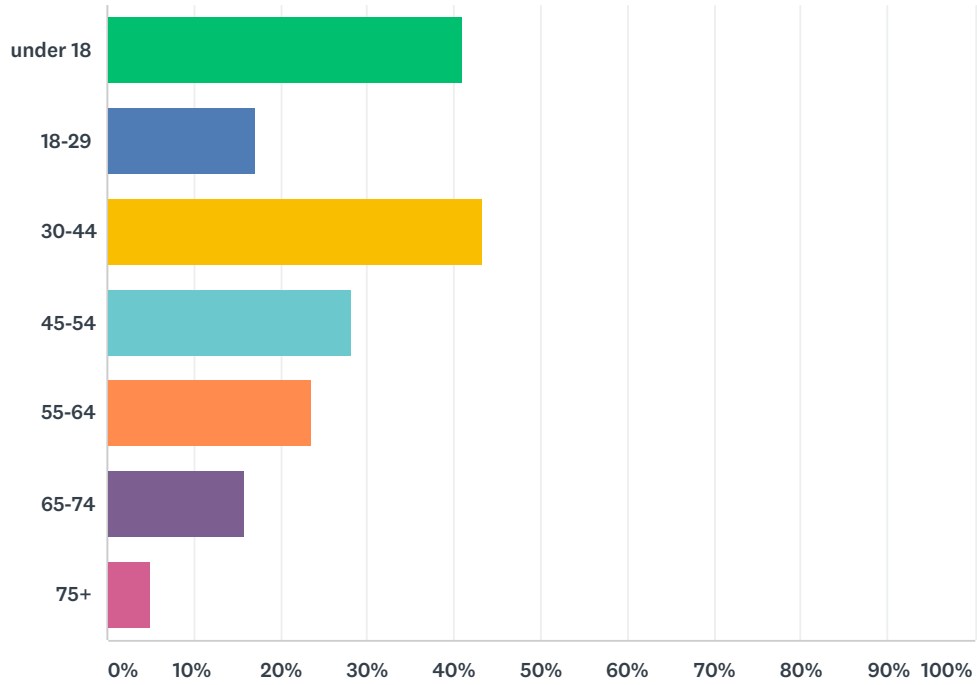
Answered: 2,160   Skipped: 23
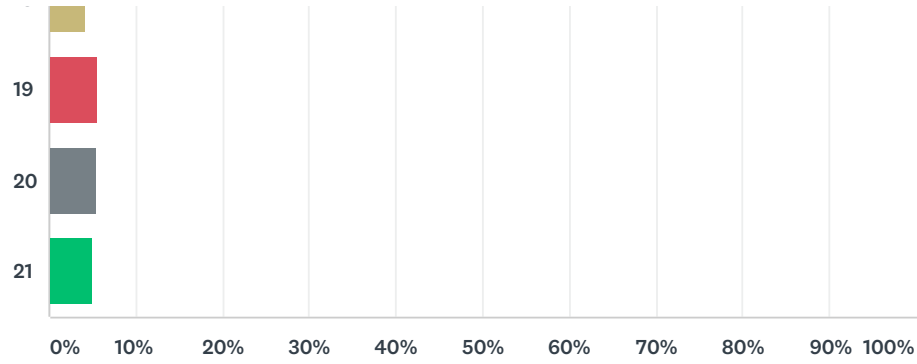
ANSWER CHOICES	RESPONSES	
1	3.15%	68
2	4.77%	103
3	5.79%	125
4	5.46%	118
5	5.23%	113
6	4.26%	92
7	4.54%	98
8	5.97%	129
9	4.17%	90
10	5.14%	111
11	3.75%	81
12	5.93%	128
13	4.54%	98
14	4.49%	97
15	4.12%	89
16	4.03%	87
17	4.40%	95
18	4.26%	92
19	5.56%	120
20	5.37%	116
21	5.09%	110
TOTAL		2,160

Q3 What are the ages of your household members? (Check all that apply.)

Answered: 2,177   Skipped: 6

ANSWER CHOICES	RESPONSES	
under 18	41.07%	894
18-29	17.13%	373
30-44	43.32%	943
45-54	28.16%	613
55-64	23.61%	514
65-74	15.80%	344
75+	5.10%	111
Total Respondents: 2,177		

Q4 Indicate the number of years lived in Arlington.

Answered: 2,171   Skipped: 12
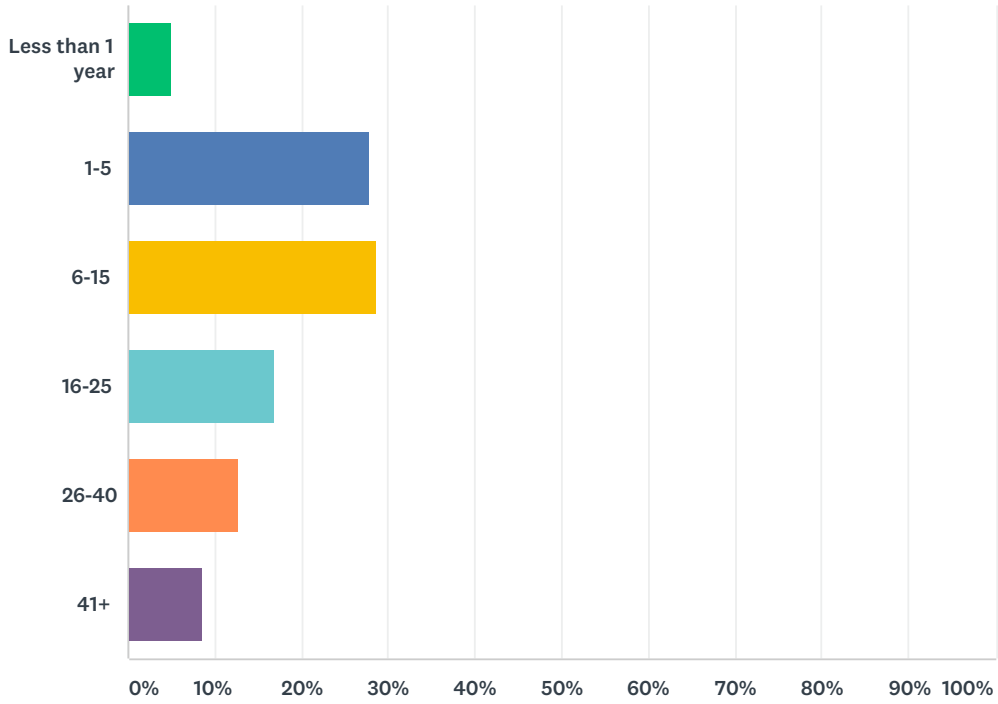
ANSWER CHOICES	RESPONSES	
Less than 1 year	5.07%	110
1-5	27.91%	606
6-15	28.70%	623
16-25	16.90%	367
26-40	12.81%	278
41+	8.61%	187
TOTAL		2,171

Q5 What is the best description of your housing?

Answered: 2,170   Skipped: 13
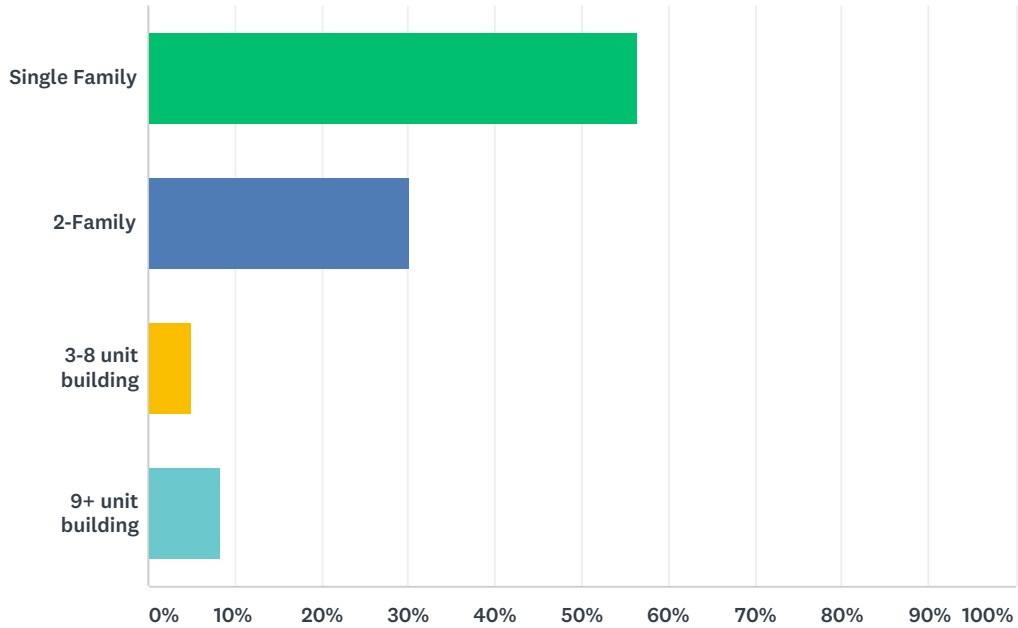
ANSWER CHOICES	RESPONSES	
Single Family	56.45%	1,225
2-Family	30.14%	654
3-8 unit building	5.07%	110
9+ unit building	8.34%	181
TOTAL		2,170

Q6 Does your household own or rent?

Answered: 2,174   Skipped: 9
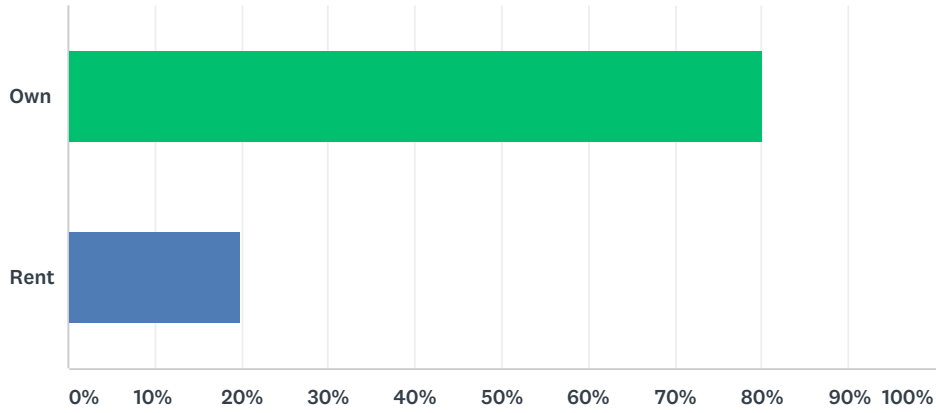
ANSWER CHOICES	RESPONSES	
Own	80.13%	1,742
Rent	19.87%	432
TOTAL		2,174

Q7 How many people are in your household?

Answered: 2,177   Skipped: 6
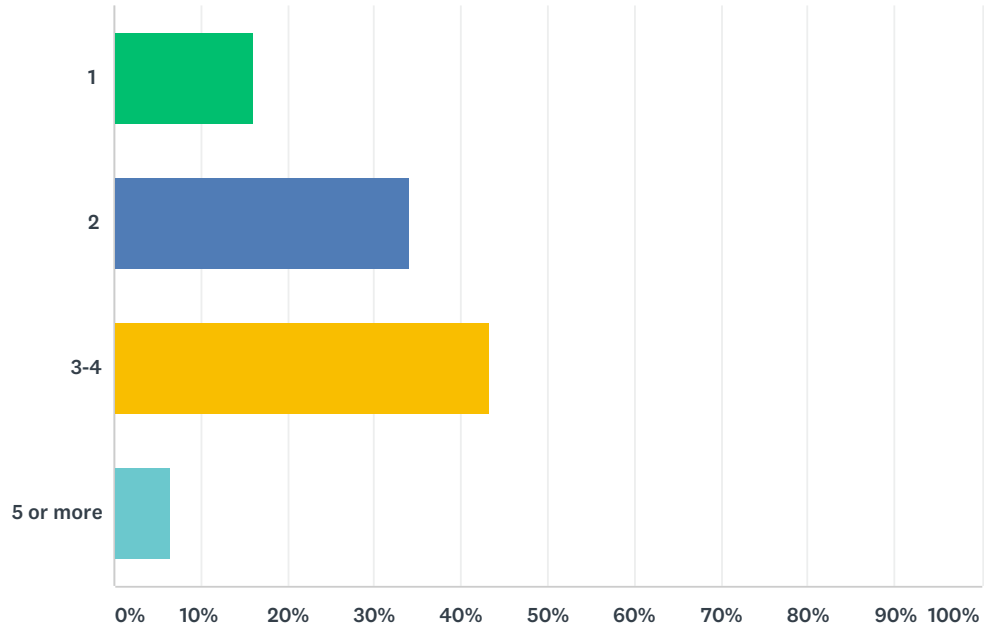
ANSWER CHOICES	RESPONSES	
1	16.03%	349
2	34.08%	742
3-4	43.32%	943
5 or more	6.57%	143
TOTAL		2,177

Q8 How often does your household shop or go out in Arlington?

Answered: 2,137   Skipped: 46

Legend: weekly ▮ monthly ▮ 3-5 times a year ▮ 1-2 times a year ▮ Never ▮
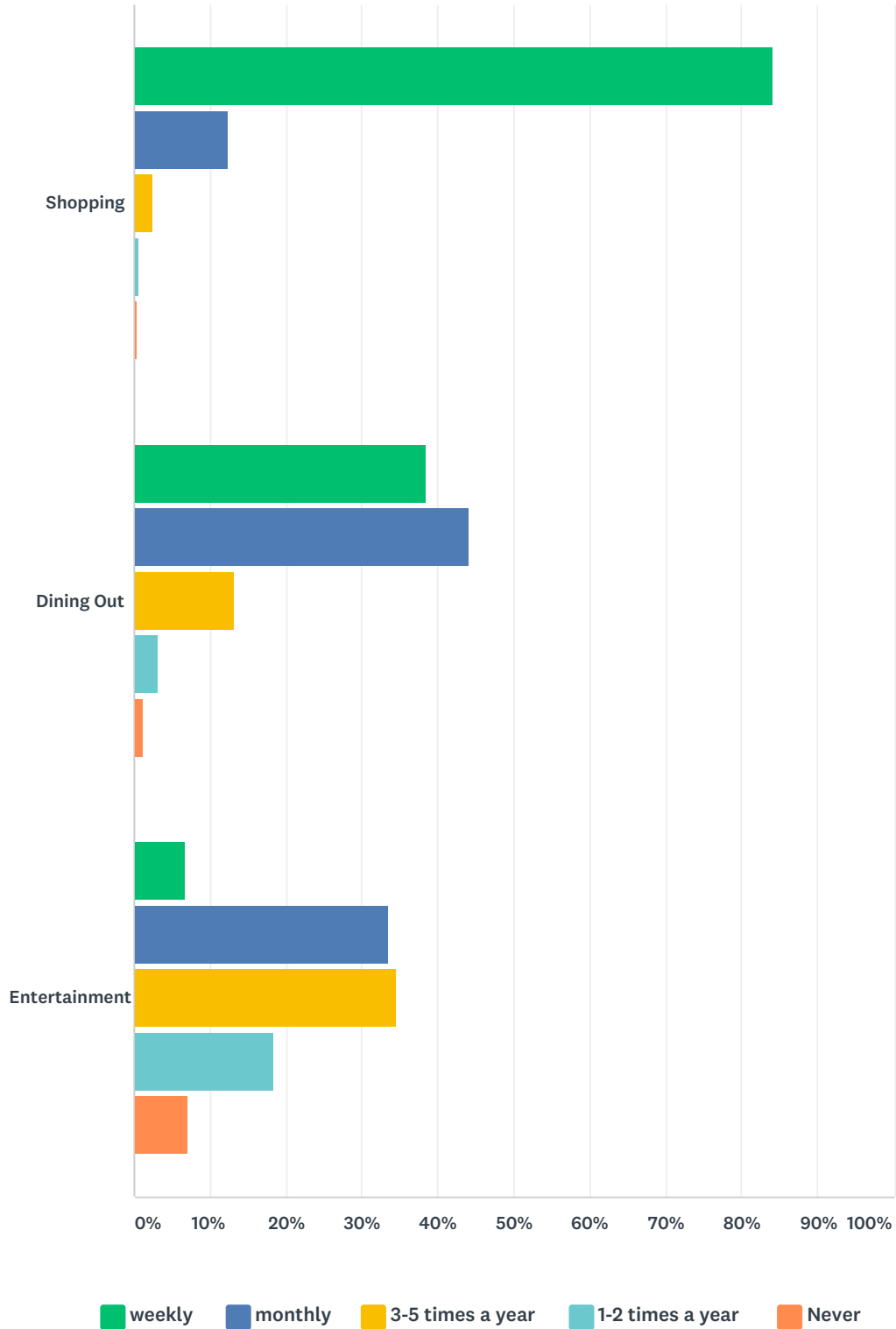
	WEEKLY	MONTHLY	3-5 TIMES A YEAR	1-2 TIMES A YEAR	NEVER	TOTAL	WEIGHTED AVERAGE
Shopping	84.03% 1,773	12.37% 261	2.42% 51	0.71% 15	0.47% 10	2,110	1.21

Dining Out	38.41% 810	44.05% 929	13.28% 280	3.08% 65	1.19% 25	2,109	1.85
Entertainment	6.69% 140	33.41% 699	34.42% 720	18.36% 384	7.12% 149	2,092	2.86

Q9 What does your household buy when you SHOP in Arlington? (Check all that apply.)

Answered: 2,139   Skipped: 44
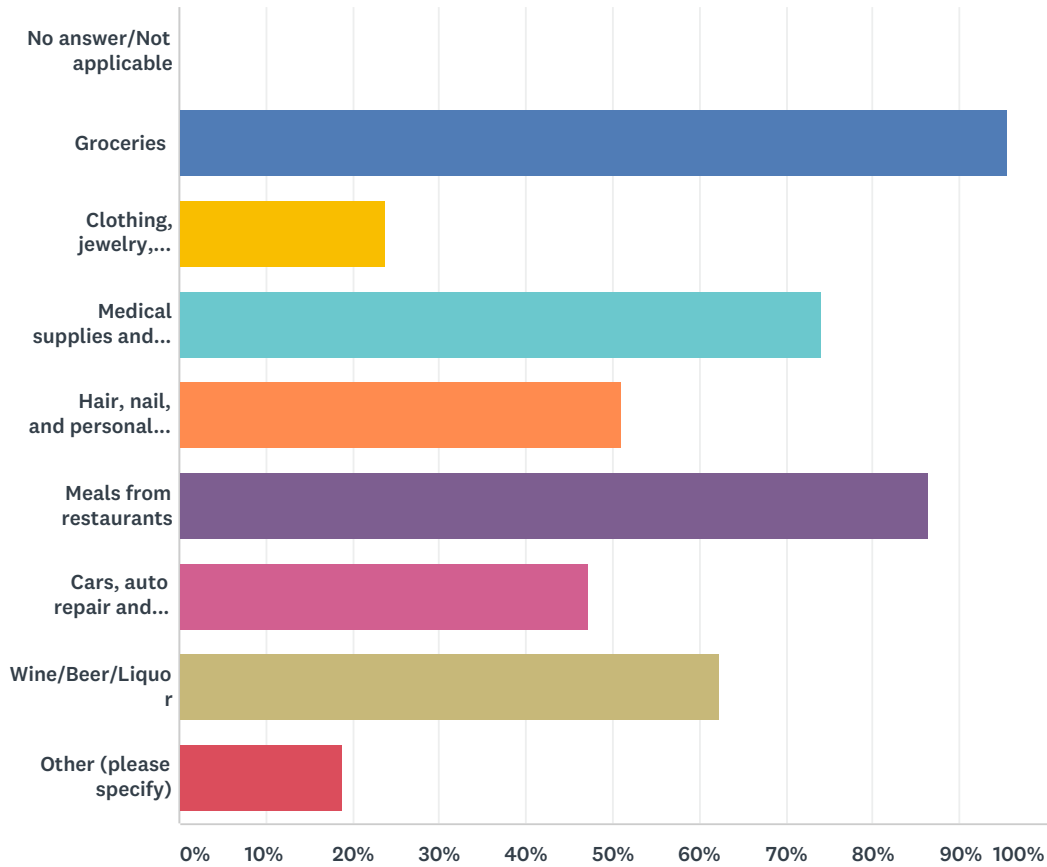
ANSWER CHOICES	RESPONSES	
No answer/Not applicable	0.28%	6
Groceries	95.61%	2,045
Clothing, jewelry, accessories, etc.	23.94%	512
Medical supplies and services (e.g. pharmacy)	73.96%	1,582
Hair, nail, and personal care services	51.01%	1,091
Meals from restaurants	86.30%	1,846
Cars, auto repair and services	47.22%	1,010
Wine/Beer/Liquor	62.32%	1,333
Other (please specify)	18.89%	404
Total Respondents: 2,139		

Q10 What does your household do when you GO OUT in Arlington? (Check all that apply.)

Answered: 2,136   Skipped: 47
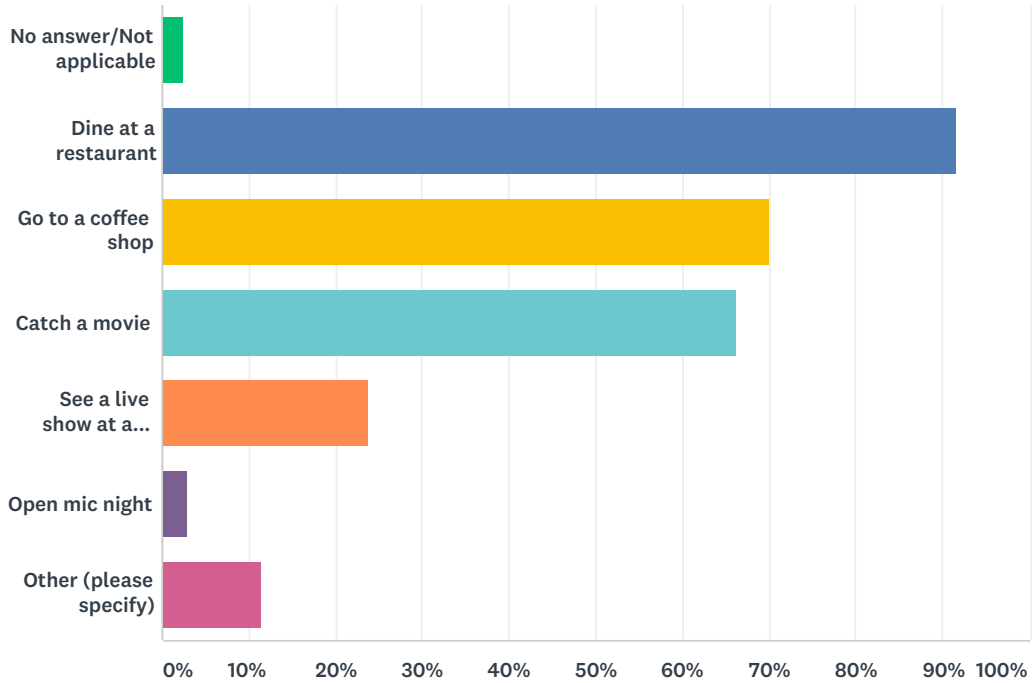
ANSWER CHOICES	RESPONSES	
No answer/Not applicable	2.53%	54
Dine at a restaurant	91.71%	1,959
Go to a coffee shop	70.08%	1,497
Catch a movie	66.34%	1,417
See a live show at a theater or performing arts center	23.83%	509
Open mic night	2.86%	61
Other (please specify)	11.47%	245
Total Respondents: 2,136		

Q11 How does your household get around in Arlington? (Check all that apply.)

Answered: 2,138   Skipped: 45
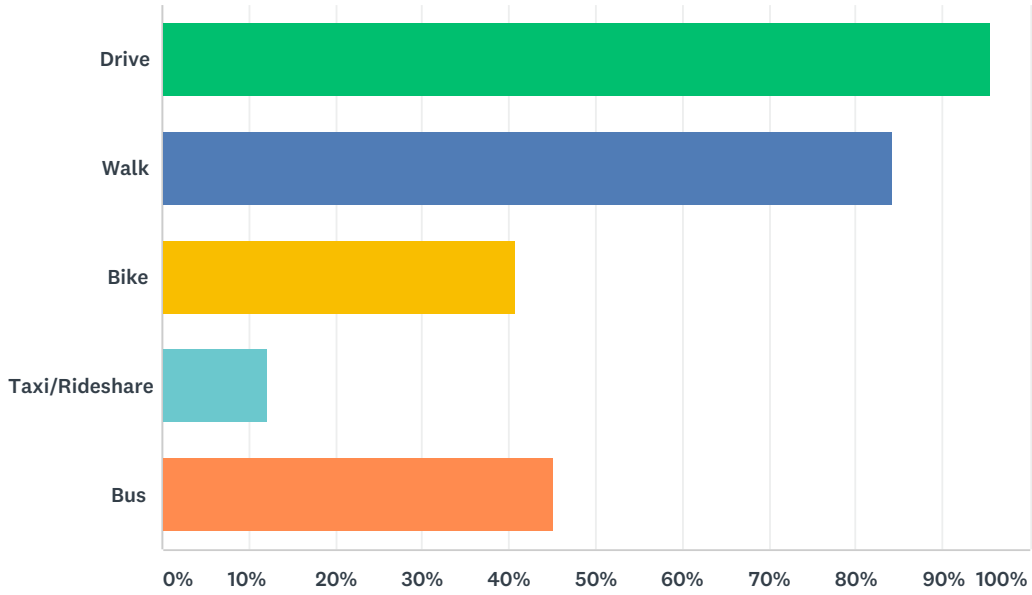
ANSWER CHOICES	RESPONSES	
Drive	95.56%	2,043
Walk	84.24%	1,801
Bike	40.79%	872
Taxi/Rideshare	12.21%	261
Bus	45.09%	964
Total Respondents: 2,138		

Q12 Does your household shop online?

Answered: 2,137　　Skipped: 46

Annual Town Survey 2018

Clothes, shoes,...

Groceries (Peapod,...

Books/Kindle

Gifts/Toys

Personal care items...

Household items...

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
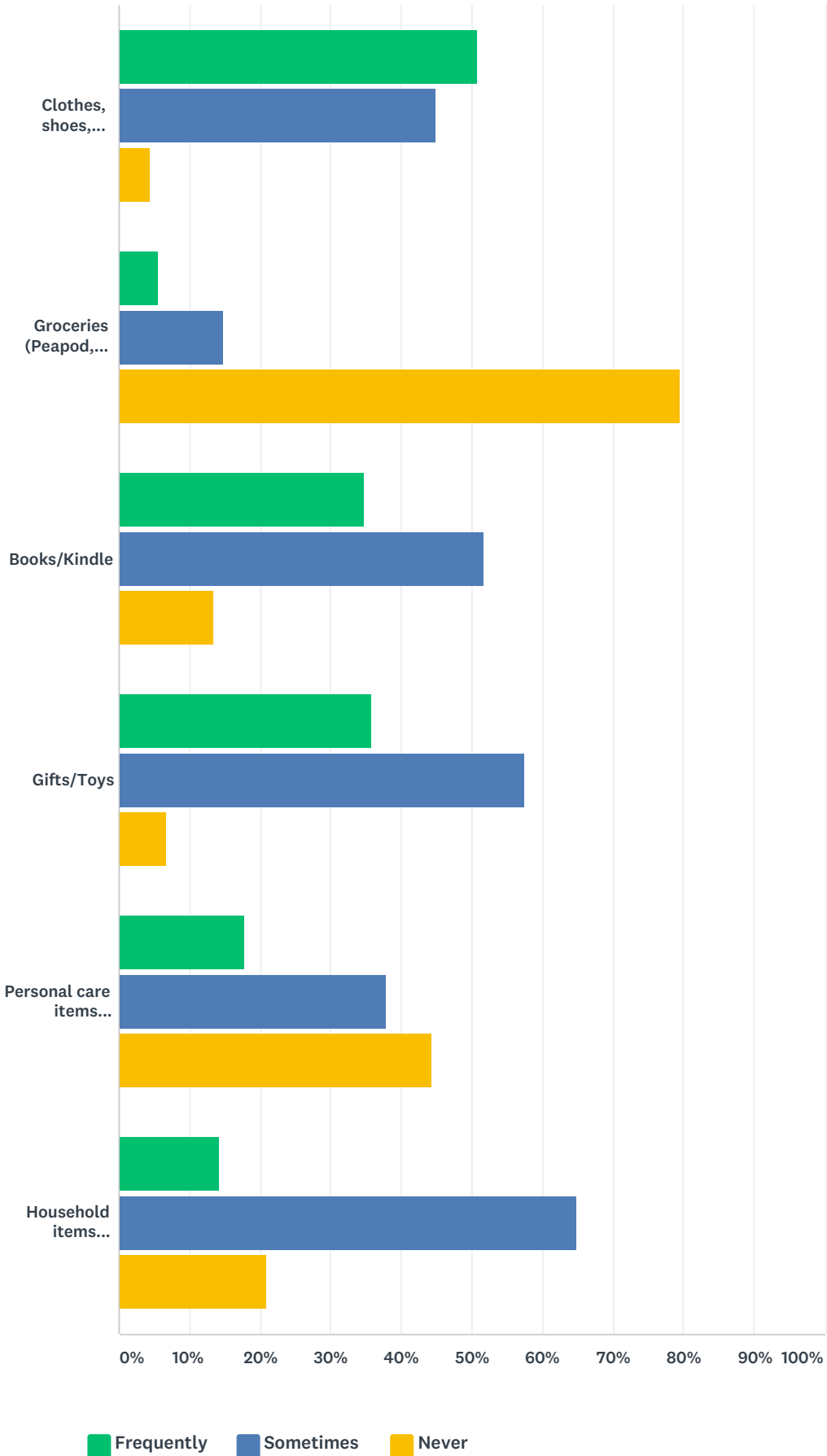
■ Frequently ■ Sometimes ■ Never

|	FREQUENTLY	SOMETIMES	NEVER	TOTAL

Clothes, shoes, accessories	50.75% 1,076	44.91% 952	4.34% 92	2,120
Groceries (Peapod, AmazonFresh, Instacart)	5.65% 117	14.78% 306	79.58% 1,648	2,071
Books/Kindle	34.80% 726	51.73% 1,079	13.47% 281	2,086
Gifts/Toys	35.85% 740	57.51% 1,187	6.64% 137	2,064
Personal care items (toothpaste, paper products, diapers)	17.88% 373	37.82% 789	44.30% 924	2,086
Household items (furniture, hardware, appliances)	14.31% 299	64.83% 1,355	20.86% 436	2,090

Q13 Are there things your household prefers to shop for in person or online?

Answered: 2,129   Skipped: 54

Annual Town Survey 2018
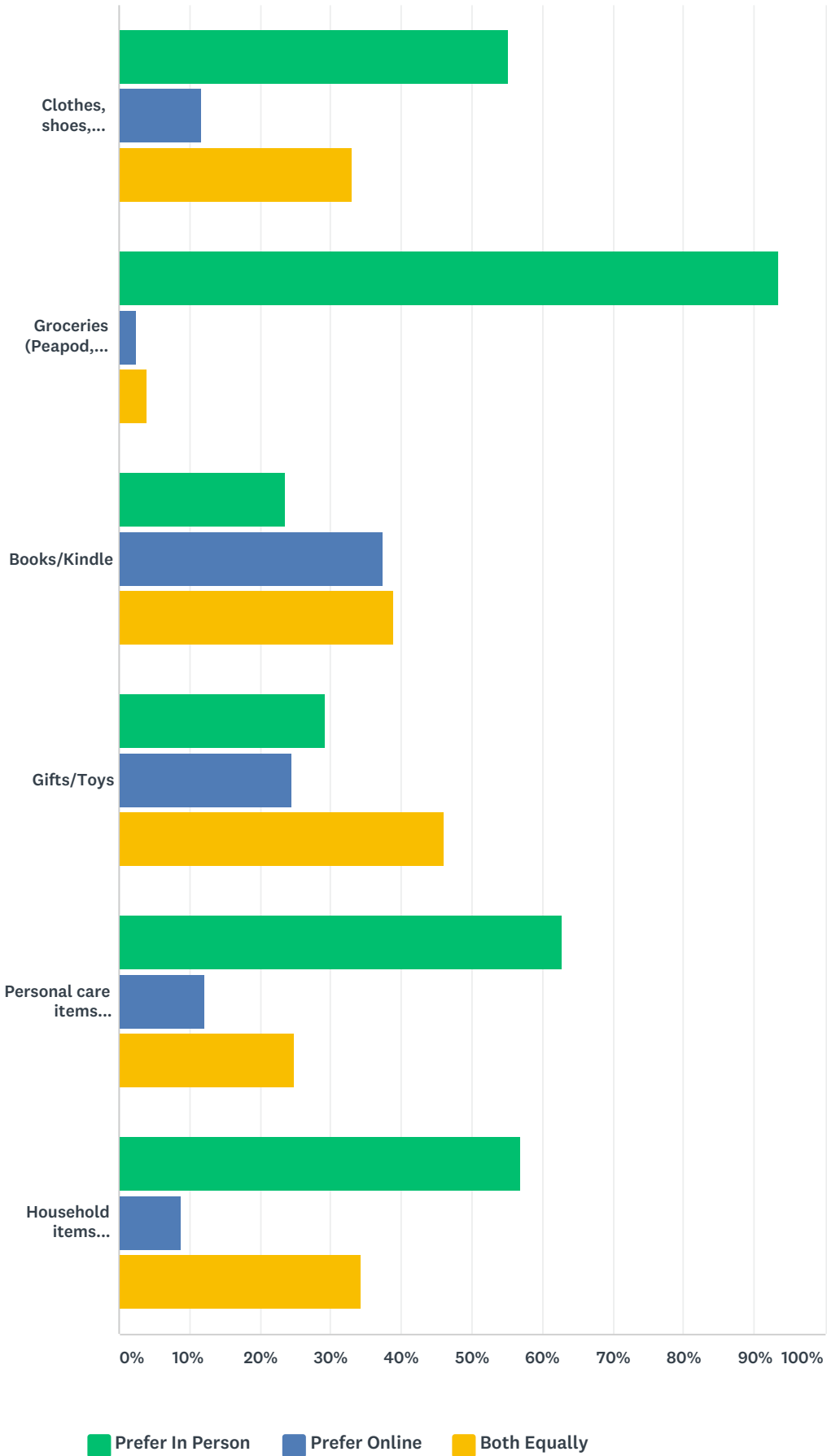
	PREFER IN PERSON	PREFER ONLINE	BOTH EQUALLY	TOTAL

Clothes, shoes, accessories	55.24% 1,165	11.62% 245	33.14% 699	2,109
Groceries (Peapod, AmazonFresh, Instacart)	93.51% 1,975	2.41% 51	4.07% 86	2,112
Books/Kindle	23.72% 483	37.38% 761	38.90% 792	2,036
Gifts/Toys	29.39% 594	24.49% 495	46.12% 932	2,021
Personal care items (toothpaste, paper products, diapers)	62.81% 1,312	12.21% 255	24.99% 522	2,089
Household items (furniture, hardware, appliances)	56.95% 1,192	8.74% 183	34.30% 718	2,093

Q14 What types of businesses would your household like to see more of in Arlington? (Check all that apply.)
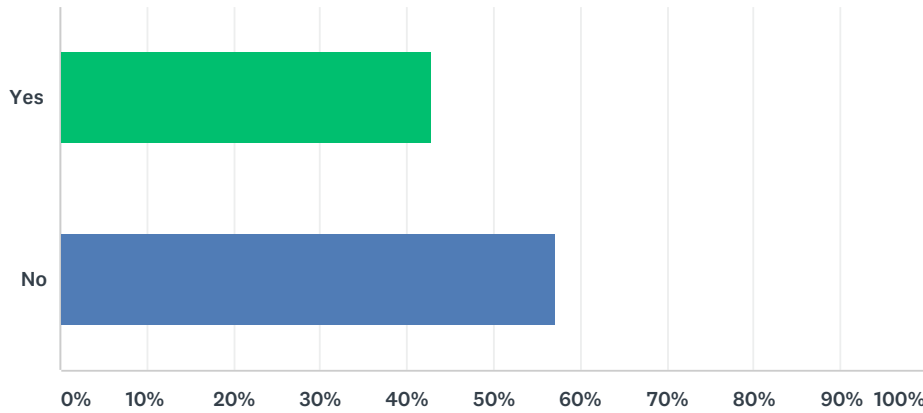
Answered: 2,002   Skipped: 181
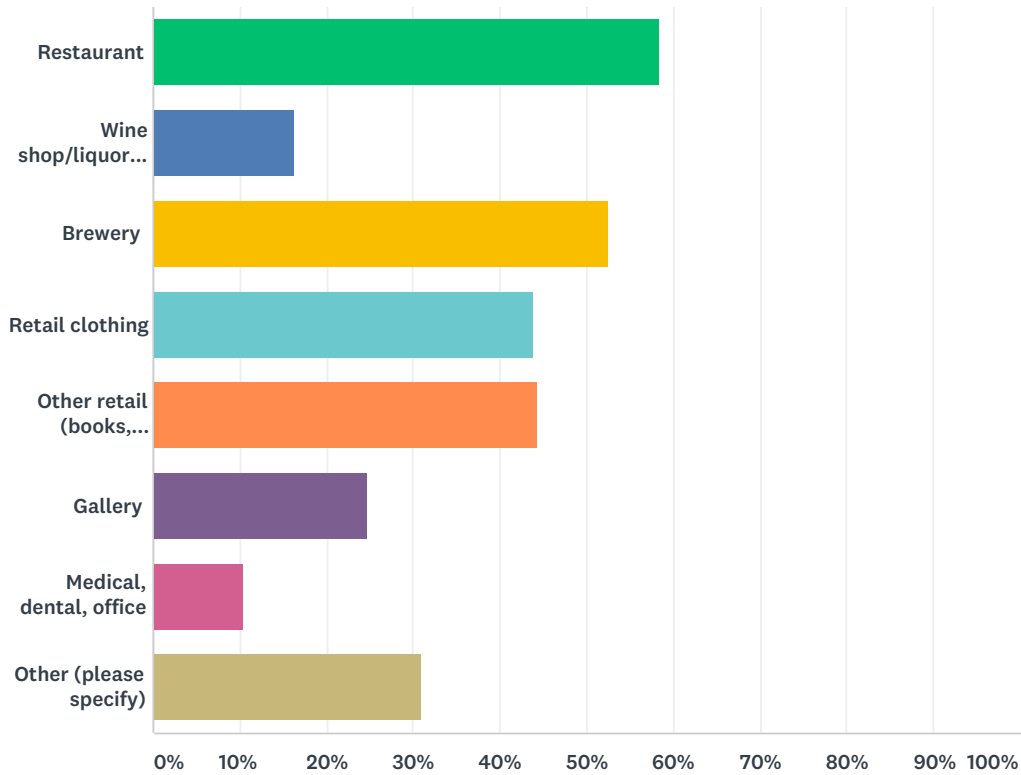
ANSWER CHOICES	RESPONSES	
Restaurant	58.39%	1,169
Wine shop/liquor store	16.28%	326
Brewery	52.50%	1,051
Retail clothing	44.01%	881
Other retail (books, jewelry)	44.41%	889
Gallery	24.73%	495
Medical, dental, office	10.44%	209
Other (please specify)	30.92%	619
Total Respondents: 2,002		

Q15 Are there changes that might increase your household's interest or ability to shop or go out in town?

Answered: 903   Skipped: 1,280

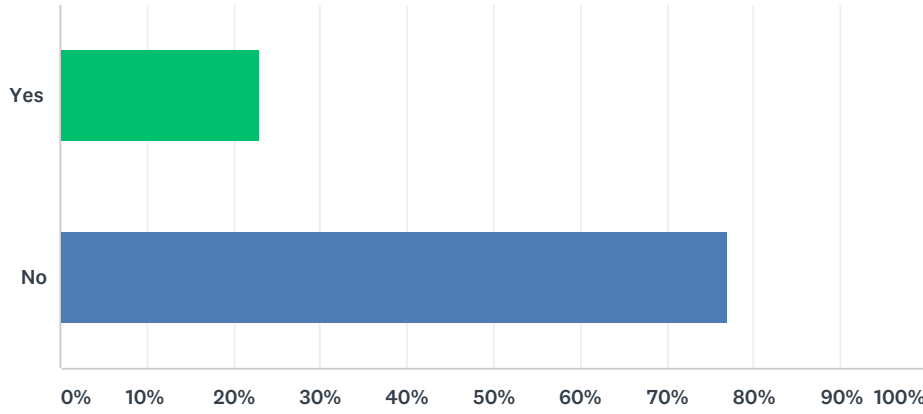# Q16 Before taking this survey, was your household aware of laws in place to protect trees in Arlington?

Answered: 2,101   Skipped: 82

ANSWER CHOICES	RESPONSES	
Yes	42.88%	901
No	57.12%	1,200
TOTAL		2,101

Q17 Was your household aware of the new Tree Preservation Bylaw passed by Town Meeting in 2016?
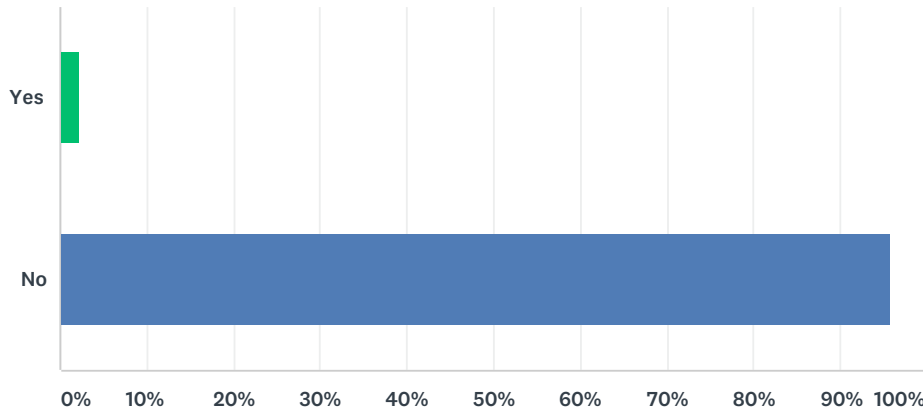
Answered: 2,102   Skipped: 81

ANSWER CHOICES	RESPONSES	
Yes	23.07%	485
No	76.93%	1,617
TOTAL		2,102

Q18 Have you or your contractor gone through the process under the Tree Preservation Bylaw to evaluate trees prior to construction?
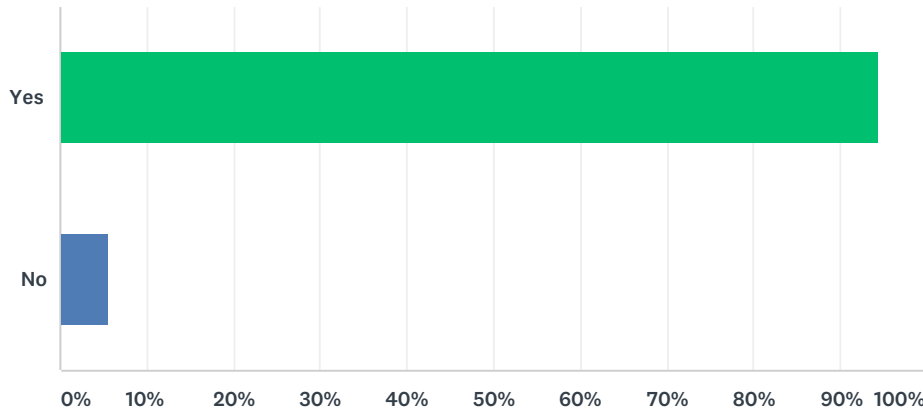
Answered: 1,993   Skipped: 190

ANSWER CHOICES	RESPONSES	
Yes	2.31%	46
No	95.74%	1,908
TOTAL		1,993

Q19 Are you in favor of the Town developing a multi-year plan for planting and watering aimed at expanding Arlington's tree canopy?

Answered: 2,085   Skipped: 98

ANSWER CHOICES	RESPONSES	
Yes	94.29%	1,966
No	5.71%	119
TOTAL		2,085

Q20 Trees planted on private property also help to expand the Town's tree canopy and have a higher success rate than street trees, which face additional challenges from road salts and compacted soil. Has your household considered planting a new tree in your yard?
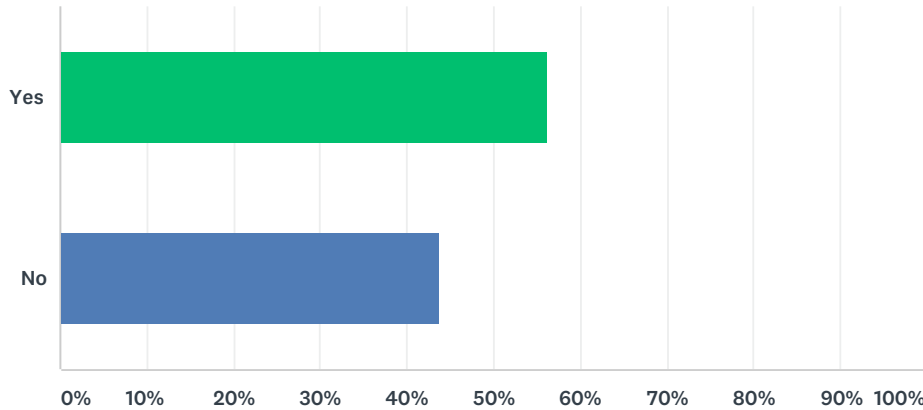
Answered: 2,080   Skipped: 103
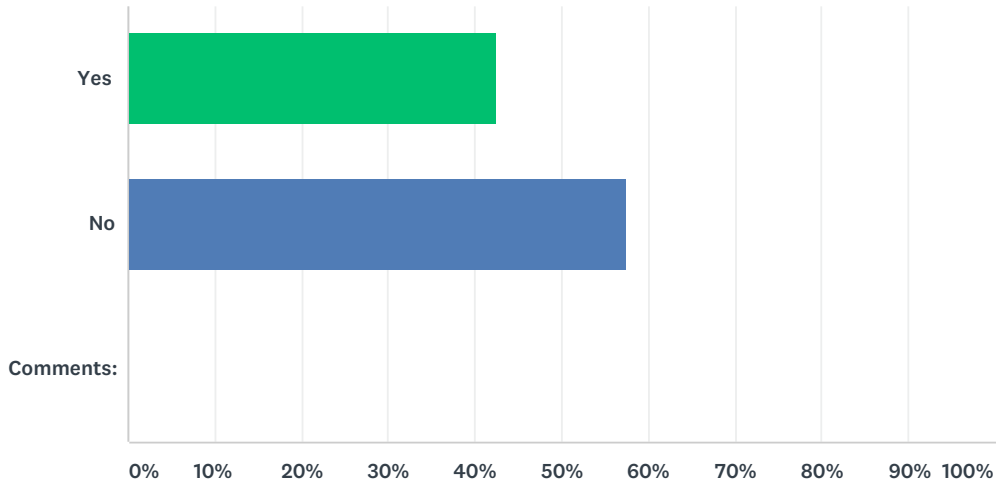
ANSWER CHOICES	RESPONSES	
Yes	42.50%	884
No	57.50%	1,196
Comments:	0.00%	0
TOTAL		2,080

Q21 The Town has a program that partially subsidizes the cost of trees planted on private property within 15 feet of a public way (measured from either the street or sidewalk). Would your household be willing to plant and maintain a tree if the Town pays some of your expenses?

Answered: 2,017   Skipped: 166

ANSWER CHOICES	RESPONSES	
Yes	56.27%	1,135
No	43.73%	882
TOTAL		2,017

Q22 Additional Comments:

Answered: 773   Skipped: 1,410

Q23 Is your household aware that the Town's Tree Department relies on residents to help water new street trees?

Answered: 2,088   Skipped: 95
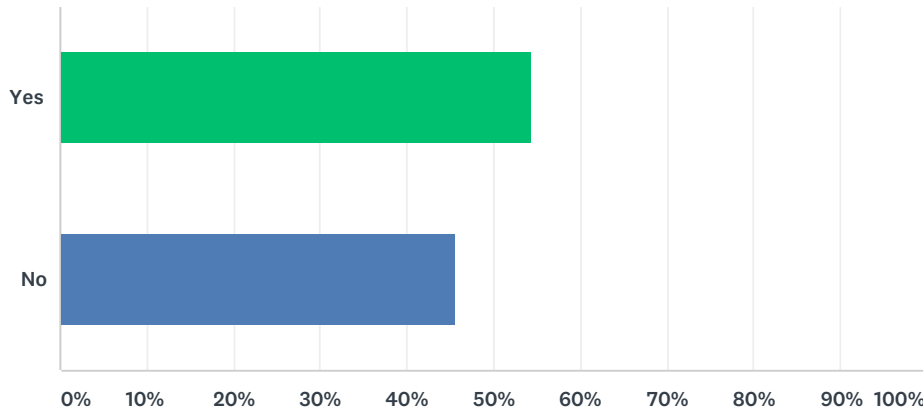
ANSWER CHOICES	RESPONSES	
Yes	54.45%	1,137
No	45.55%	951
TOTAL		2,088

Q24 Does your household water new trees near your residence?

Answered: 2,013   Skipped: 170
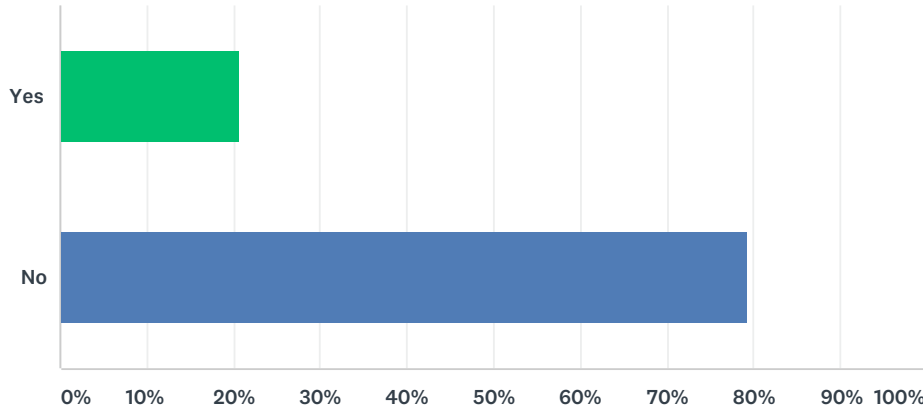
ANSWER CHOICES	RESPONSES	
Yes	20.67%	416
No	79.33%	1,597
TOTAL		2,013

Q25 Requests for new street trees can be made through the Town's Request/Answer tool online. Before reading this question, was your household aware of this option?

Answered: 2,081   Skipped: 102
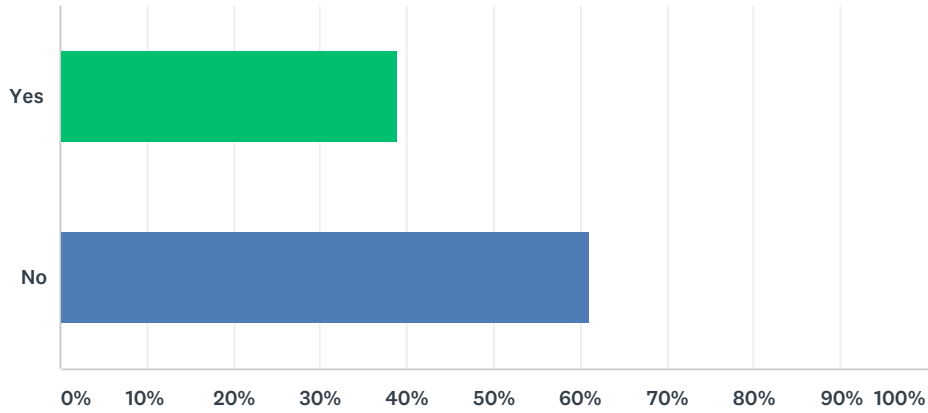
ANSWER CHOICES	RESPONSES	
Yes	38.92%	810
No	61.08%	1,271
TOTAL		2,081

Q26 Additional Comments:

Answered: 259   Skipped: 1,924

Q27 Would members of your household be willing to be trained to identify the EAB?

Answered: 2,046   Skipped: 137
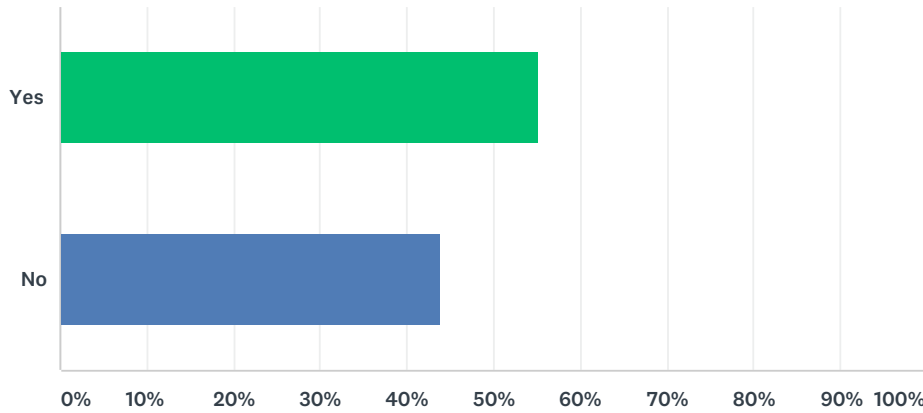
ANSWER CHOICES	RESPONSES	
Yes	55.23%	1,130
No	43.99%	900
TOTAL		2,046

Q28 Who is responsible for trees where you live?

Answered: 2,081   Skipped: 102
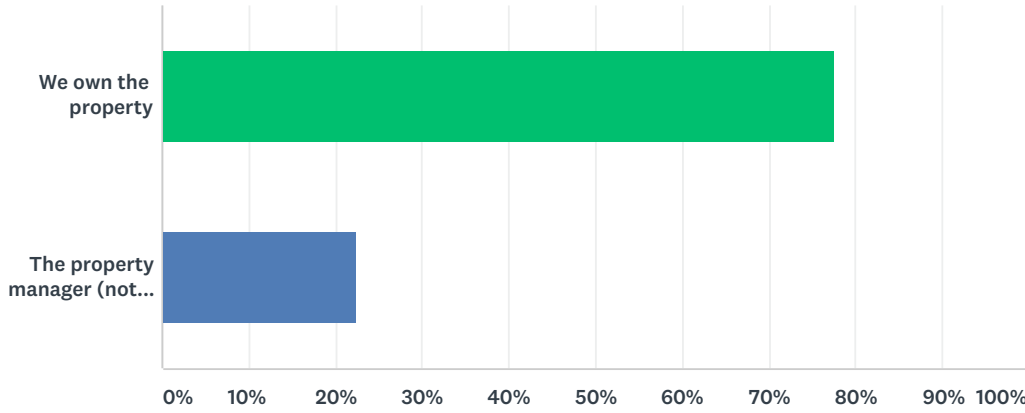
ANSWER CHOICES	RESPONSES	
We own the property	77.56%	1,614
The property manager (not our household)	22.44%	467
TOTAL		2,081

Q29 Information about the new town-wide electricity program was presented in a number of different ways. How did your household learn about this program? (Check all that apply.)

Answered: 2,033   Skipped: 150
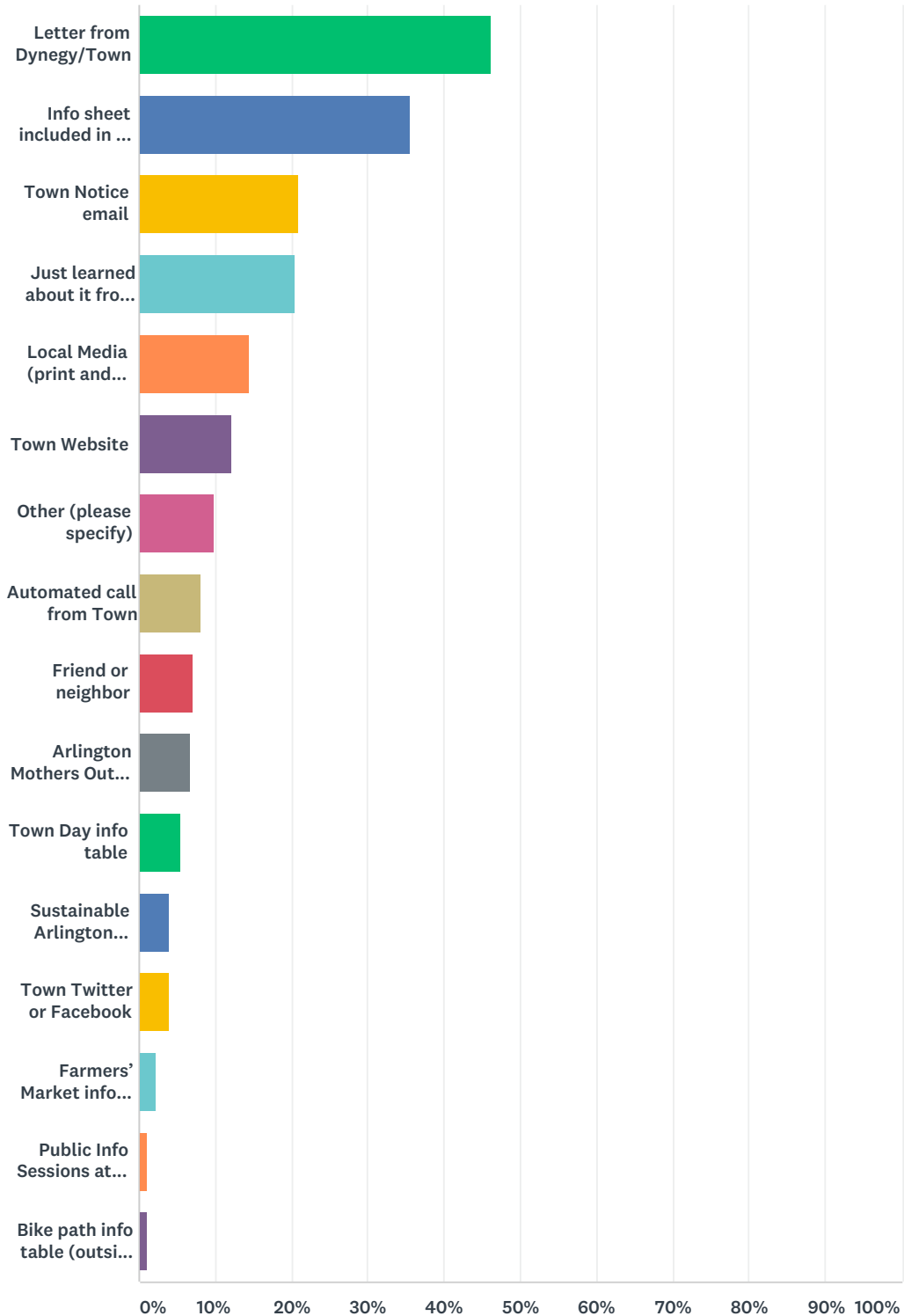
ANSWER CHOICES	RESPONSES	
Letter from Dynegy/Town	46.34%	942
Info sheet included in a town bill	35.46%	721
Town Notice email	20.95%	426
Just learned about it from this survey	20.46%	416
Local Media (print and digital)	14.51%	295
Town Website	12.20%	248
Other (please specify)	9.84%	200
Automated call from Town	8.07%	164
Friend or neighbor	7.18%	146
Arlington Mothers Out Front (website or email)	6.79%	138
Town Day info table	5.36%	109
Sustainable Arlington (website or email)	4.03%	82
Town Twitter or Facebook	3.94%	80
Farmers' Market info table	2.36%	48
Public Info Sessions at Senior Center	1.08%	22
Bike path info table (outside Kickstand Café)	1.08%	22
Total Respondents: 2,033		

Q30 The Town is always looking for the best ways to communicate about programs and services. Assuming we continue to use the most common methods (Town Notice emails, webpage, Facebook and Twitter, articles in the Advocate and other local media) what further options should we explore?

Answered: 395   Skipped: 1,788

Q31 Arlington's CCA gives your household the choice of opting up to 50% or 100% local renewable electricity. If you chose to opt up to either level, what were your reasons? (Check all that apply.)

Answered: 711   Skipped: 1,472
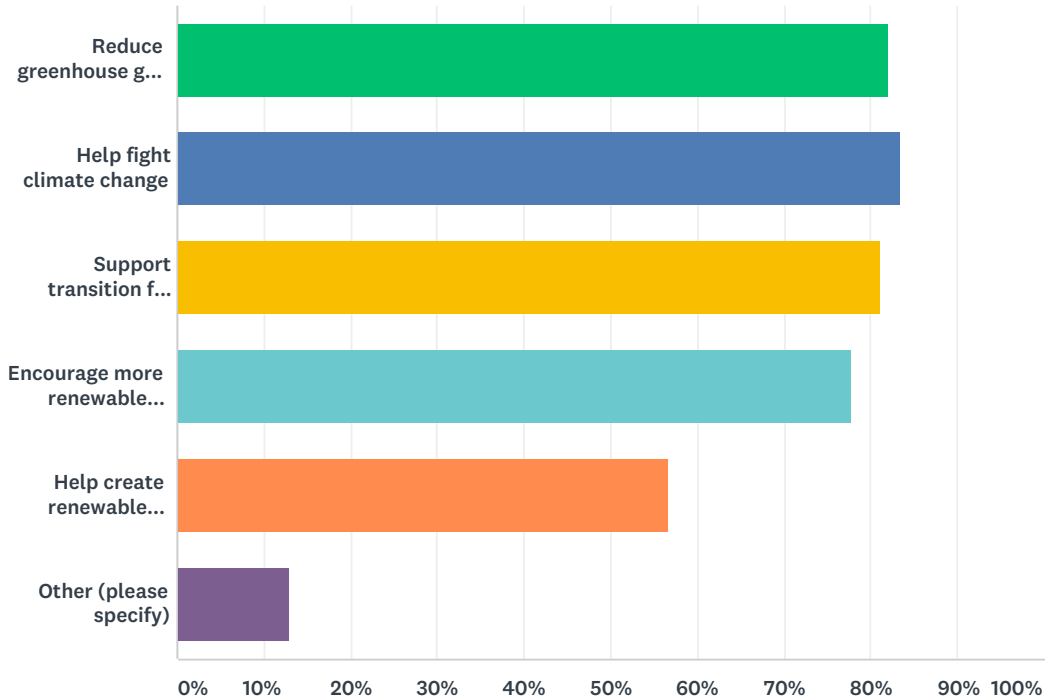
ANSWER CHOICES	RESPONSES	
Reduce greenhouse gas emissions/cut my carbon footprint	82.00%	583
Help fight climate change	83.54%	594
Support transition from fossil fuels to renewable energy	81.15%	577
Encourage more renewable energy generation facilities in Massachusetts	77.92%	554
Help create renewable energy jobs in Massachusetts	56.68%	403
Other (please specify)	12.94%	92
Total Respondents: 711		

Q32 If your household has not opted up to a higher level of renewable energy through the Town's program, what were the reasons? (Check all that apply.)

Answered: 1,296   Skipped: 887
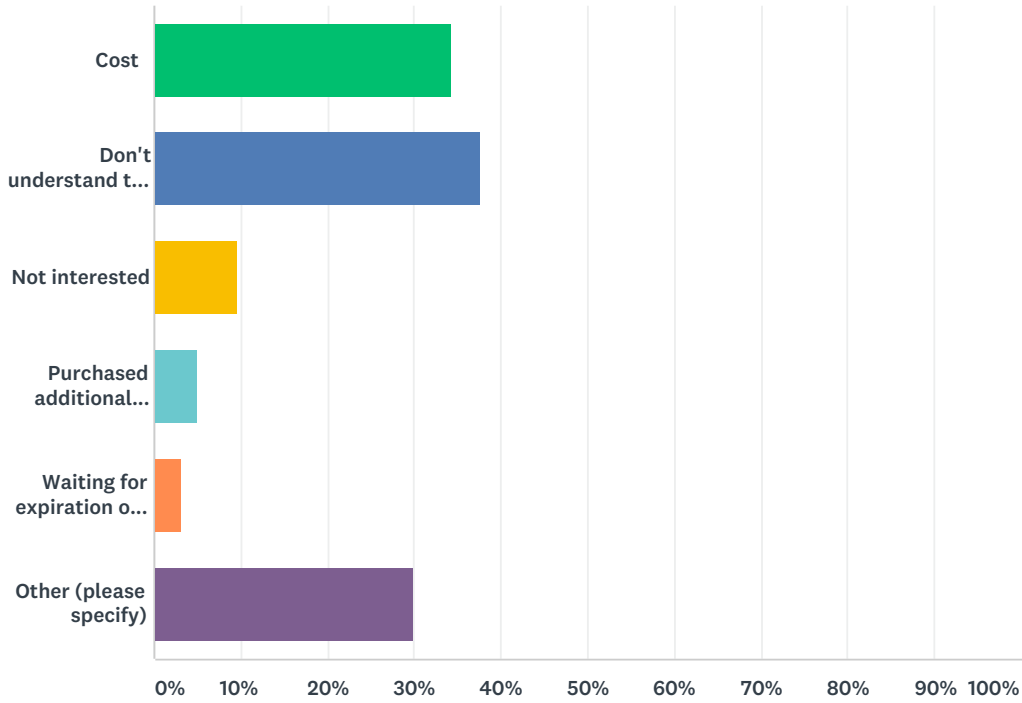
ANSWER CHOICES	RESPONSES	
Cost	34.34%	445
Don't understand the program	37.58%	487
Not interested	9.65%	125
Purchased additional renewable energy through another program	4.94%	64
Waiting for expiration of current contract to switch to the Town's program	3.24%	42
Other (please specify)	29.86%	387
Total Respondents: 1,296		

Q33 Please share any additional comments about the Town's new bulk-purchase electricity program called Community Choice Aggregation.

Answered: 275   Skipped: 1,908

Q34 Since the Library of Things began in 2017, how many times has anyone in your household checked out an item?

Answered: 2,043   Skipped: 140
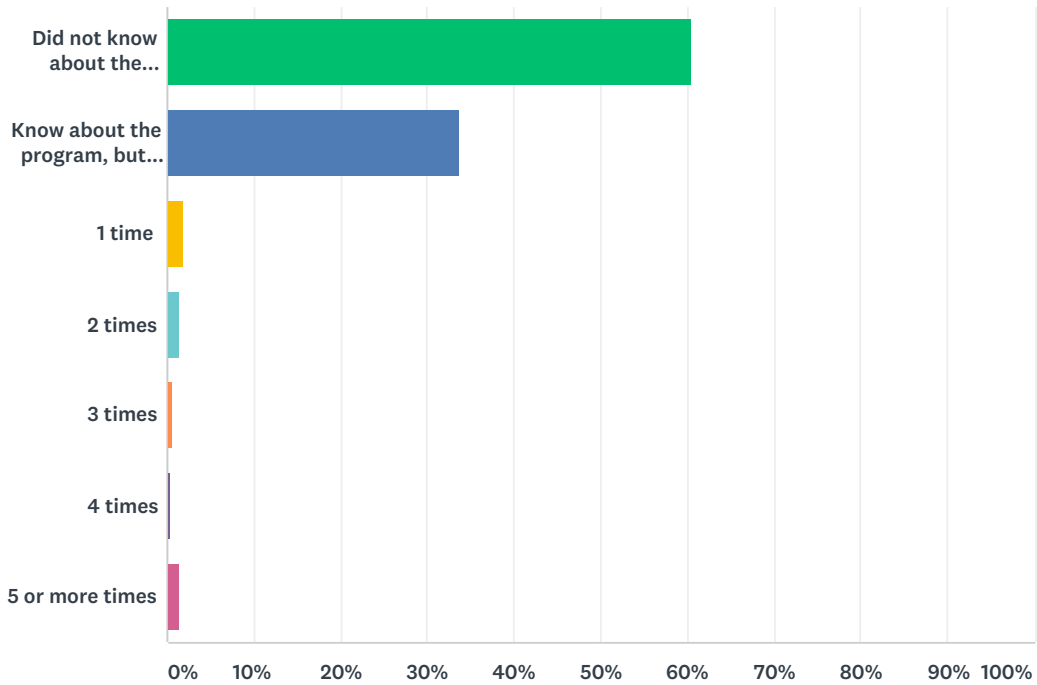
ANSWER CHOICES	RESPONSES	
Did not know about the Library of Things	60.50%	1,236
Know about the program, but haven't used it	33.77%	690
1 time	1.91%	39
2 times	1.42%	29
3 times	0.64%	13
4 times	0.39%	8
5 or more times	1.37%	28
TOTAL		2,043

Q35 The Library of Things includes over 60 items that can be borrowed, relating to home improvement, food preparation, crafts, and games. Which of the following has your household used?

Answered: 1,812   Skipped: 371

Annual Town Survey 2018

Home Improvement...

Kitchen Things (pasta maker...

Craft Things (sewing...

Board Games

Puzzles

Outdoor games (croquet, la...

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%
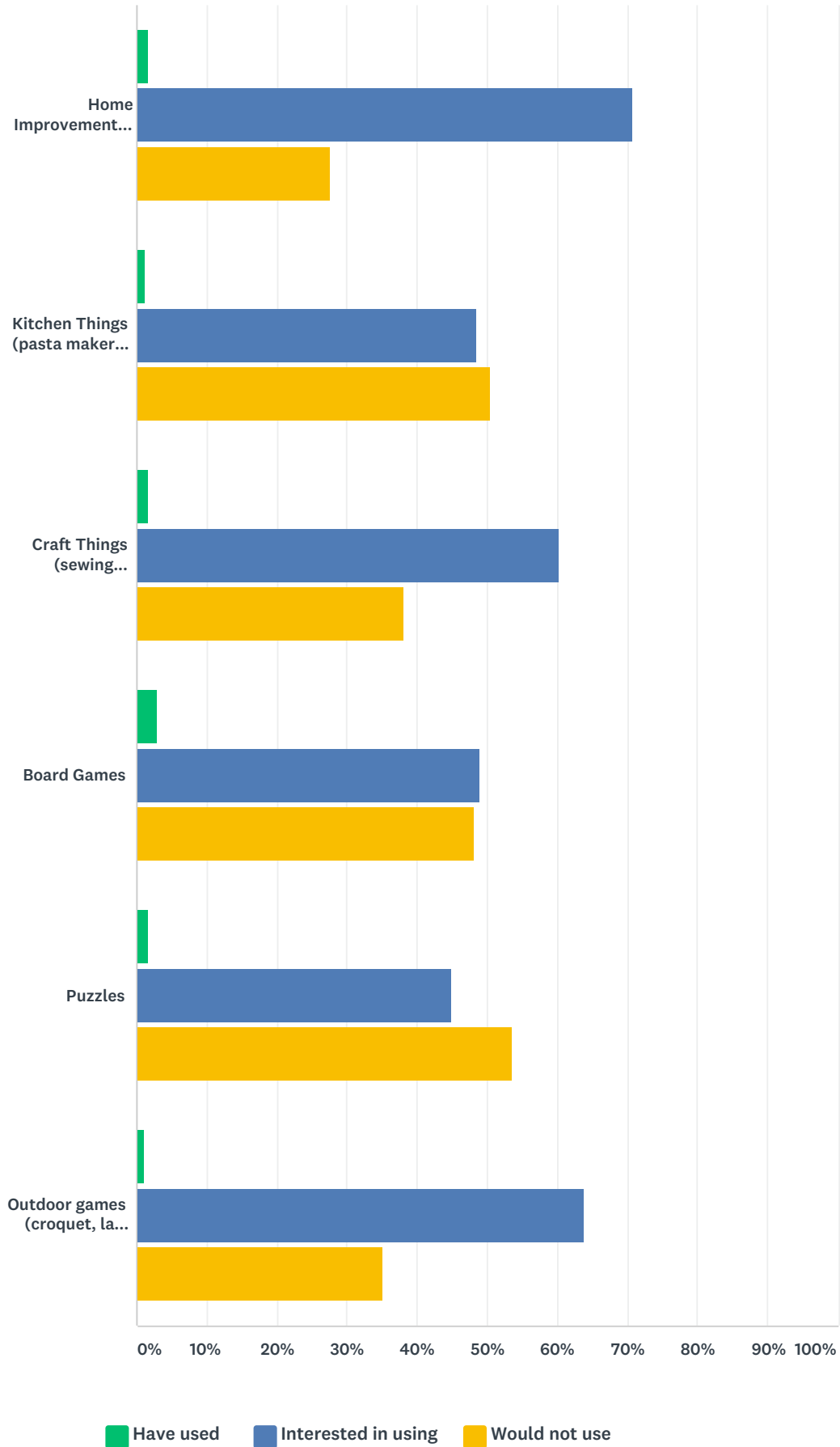
■ Have used   ■ Interested in using   ■ Would not use

	HAVE USED	INTERESTED IN USING	WOULD NOT USE	TOTAL
Home Improvement Things (infrared camera, water flow meter)	1.62% 28	70.72% 1,222	27.66% 478	1,728
Kitchen Things (pasta maker, dehydrator, blender, specialty cake pans)	1.16% 20	48.52% 838	50.32% 869	1,727
Craft Things (sewing machine, super spirograph, digital microscope)	1.76% 30	60.22% 1,028	38.02% 649	1,707
Board Games	2.97% 50	48.87% 822	48.16% 810	1,682
Puzzles	1.64% 27	44.91% 741	53.45% 882	1,650
Outdoor games (croquet, lawn darts, outdoor projection screen)	0.99% 17	63.86% 1,092	35.15% 601	1,710

Q36 If you could suggest one Thing for the collection, what would it be?

Answered: 636   Skipped: 1,547

Q37 What would encourage you to use the Library of Things? (Check all that apply.)

Answered: 1,437   Skipped: 746
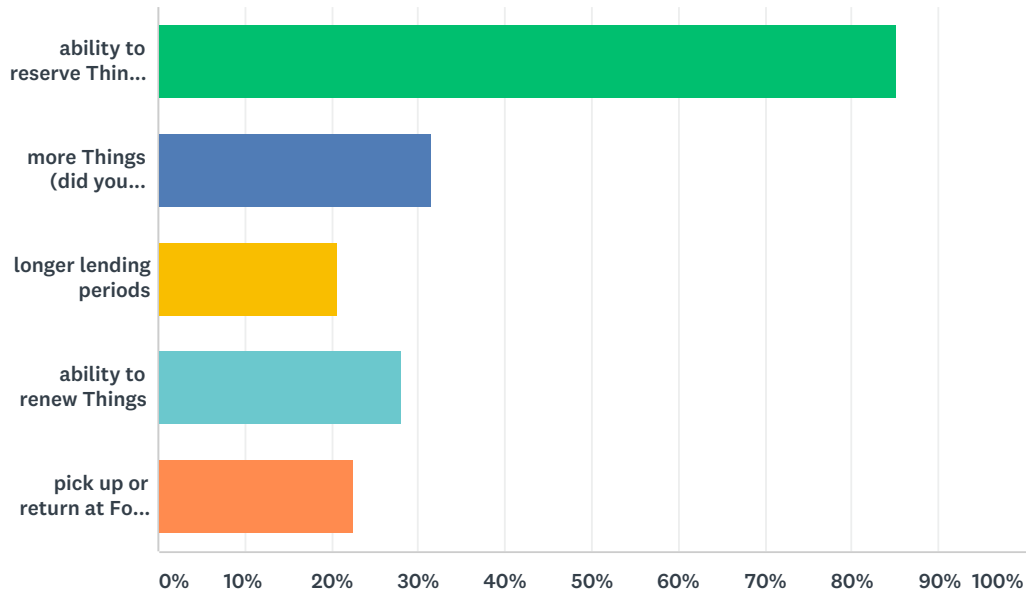
ANSWER CHOICES	RESPONSES	
ability to reserve Things ahead of time with your library card	85.18%	1,224
more Things (did you suggest something in question 36?)	31.52%	453
longer lending periods	20.67%	297
ability to renew Things	28.04%	403
pick up or return at Fox branch	22.55%	324
Total Respondents: 1,437		

Q38 Please share any comments or questions you have about Vision 2020 or the survey. Some details about Vision 2020's work are below, along with the opportunity to volunteer.

Answered: 249   Skipped: 1,934

Q39 If you are interested in being contacted by Vision 2020 volunteers to learn more, please check the areas you are interested in and provide some contact information.

Answered: 236   Skipped: 1,947
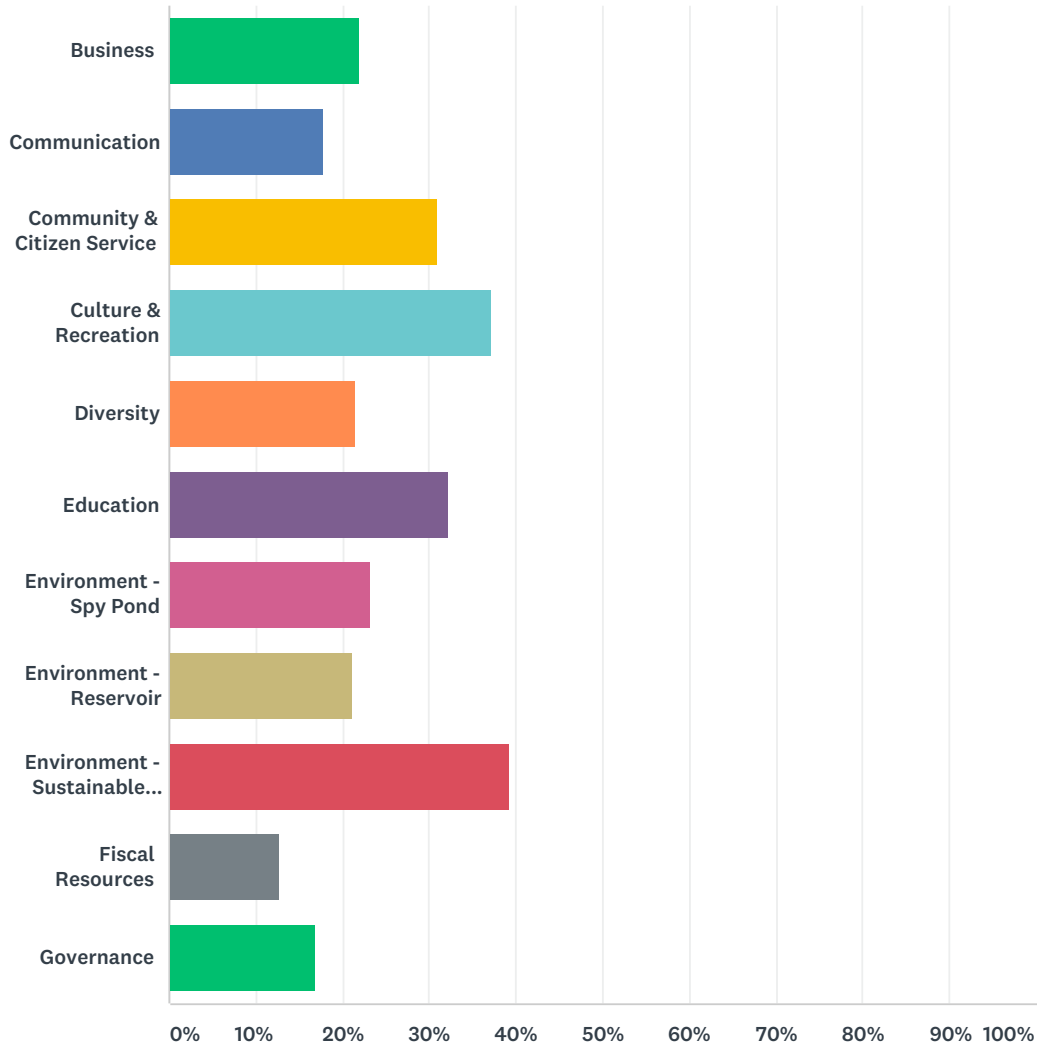
ANSWER CHOICES	RESPONSES	
Business	22.03%	52
Communication	17.80%	42
Community & Citizen Service	30.93%	73
Culture & Recreation	37.29%	88
Diversity	21.61%	51
Education	32.20%	76
Environment - Spy Pond	23.31%	55
Environment - Reservoir	21.19%	50

Environment - Sustainable Arlington	39.41%	93
Fiscal Resources	12.71%	30
Governance	16.95%	40
Total Respondents: 236		

Q40 Address

Answered: 660   Skipped: 1,523

ANSWER CHOICES	RESPONSES	
Name	99.24%	655
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	98.03%	647
Phone Number	80.45%	531