



2021 TOWN SURVEY

REPORT ON SURVEY RESPONSES

TOPICS

Community Resilience and Wellness during Covid-19
Education • Diversity, Equity, and Inclusion
Senior Issues • Town Communications

CONTENTS

Overview.....3

Pandemic Wellness.....4

Childcare and Education.....6

Diversity, Equity, and Inclusion.....7

Senior Issues.....10

Town Meetings, Civic Participation, and Communications.....11

Appendix A: Methodology.....12

Appendix B: Survey Responses.....14

OVERVIEW

Every year since 1992, the Envision Arlington Town Survey has invited people in Arlington to share their opinions about and experiences with select issues in Town. Survey topics are developed in collaboration with Town departments, agencies and committees who wish to propose questions for the survey. The goals of the survey are to gather community input, provide education about how Town government works, and collect suggestions for improvements and future engagement.

The 2021 Town Survey explored community resilience in the face of Covid-19; diversity, equity, and inclusion; education; senior issues, and communications around Town services. The survey was administered primarily online between January 1 and March 1, 2021, and received a total of 3,735 responses. This response is down from 2020 (4,581) and 2019 (4,575). Prior to 2020 responses were gathered at a household level, meaning only one person per household could take the survey. In order to encourage greater representation, 2020 was the first year in which responses were solicited from individuals.

Envision Arlington's goal is to gather responses from a broad range of community members to ensure that the diverse viewpoints of the Arlington community are represented. For this reason, a series of demographic questions were asked at the end of the survey so we could compare survey responses with what we know about Arlington's population as a whole based on U.S. Census and American Community Survey data.

The Arlington Town Survey is conducted primarily through an online tool accessed via a web link. Residents learn about the survey through a flyer included in the January Town Census mailing and social media, neighborhood flyers and town and school email reminders.

Not all members of the Arlington community have internet access or feel comfortable taking online surveys. For that reason, paper copies of the survey were available at Arlington's Robbins Library and the Senior Center.

PANDEMIC WELLNESS

The 2021 Arlington Town Survey was conducted in the midst of one of the darkest times of the Covid-19 pandemic. The winter of 2021 saw a significant surge in Covid-19 related illnesses in Massachusetts. New Covid-19 illnesses reached new pandemic highs in Massachusetts by mid-January 2021. The Town survey was conducted between January and March 2021.

With questions on wellness, Envision Arlington sought to understand how Town residents were faring during the pandemic. Several aspects of wellness were explored including physical health, mental health, and economic well-being. The findings of the survey are outlined below.

During the first year of the pandemic, residents reported better levels of overall physical health and economic well-being than mental health. Eighty-six percent (86%) of respondents reported that their overall physical health was either excellent or good (12% said fair and 2% were poor). Eighty-seven percent (87%) reported excellent or good financial health, (9% fair, 3% poor). While only 66% said their mental health was excellent or good (and 28% answered fair, 6% reported poor).

With mask mandates, remote working, and office closures, Envision Arlington was concerned about access to services among town residents. The survey asked respondents if access to medical care has been more difficult compared to usual. Routine medical was difficult to access for nearly half of respondents (45%), followed by mental health care (14%) and prescriptions (10%). Urgent care, home health care, and medical transportation were more difficult for less than 10% of the people for whom it was applicable.

The Covid-19 pandemic also changed residents' routines and habits. According to survey results, many more respondents were ordering take-out food (51% doing more), visiting our Town parks (37% doing more), using online library services (28% doing more), and attending virtual committee/board meetings (21% doing more). Conversely, fewer reported participating in park and recreation programs (down 37%) and biking (31%).

About half of respondents (48%) reported a consistent level of local shopping, with those doing less and those doing more equally split.

Between 7% and 9% reported that access to various types of technology (i.e., smartphones, computers, internet) was difficult during the pandemic. (Note: the survey was conducted via computer and internet).

A third of respondents' finances were negatively impacted by the pandemic by the first quarter of 2021. At the time of the survey, the pandemic was having a major negative impact on the finances of 6% of respondents, while 28% of respondents reported some negative financial impact. Sixteen percent (16%) were experiencing a positive financial impact from the pandemic and just over half of respondents felt no financial impacts due to Covid-19.

The impacts of the pandemic on employment and work were widely experienced by Town residents. Thirty percent (30%) of respondents reported fearing they would lose their job and 24% reported an adverse impact on their employment by early 2021. Six percent (6%) of respondents experienced a permanent job loss as a result of

the pandemic. Fourteen percent (14%) experienced a temporary job loss and an additional four percent (4%) couldn't continue in their job due to the risks of Covid-19.

By early 2021, twelve percent (12%) of respondents had filed for unemployment as a result of the pandemic according to the self-reported data. Six percent (6%) of respondents tapped into retirement savings for additional financial assistance during the pandemic. Two percent (2%) of respondents began some form of food assistance and less than 1% of respondents received assistance from the Town.

Six percent (6%) of respondents reported fearing they could lose their home as a result of the pandemic. Only five respondents (<1%) reported being evicted from their home during the pandemic by the first quarter of 2021. There was no survey question on foreclosures.

Pre-pandemic comparisons are not possible because this was the first time these questions appeared on the Town survey.

CHILDCARE AND EDUCATION

One section of the survey explored the pandemic's impact on childcare and education.

About 30% of respondents (1,470) answered the question concerning childcare availability during the pandemic. Twenty-one percent (21%) of those responding had difficulty finding childcare, 15% had to pay more, 46% changed their work schedule and 6% had to stop working.

A second question asked how much time adults in the household spent supporting remote education for K-12 children. About a third of respondents (1,294) supported remote learning for their children. Forty-two percent (42%) supported remote learning for less than 5 hours per week, 22% for 6-10 hours per week, 20% for 11-20 hours per week and 15% for 20+ hours per week.

The mental and emotional health of students is an on-going concern during the pandemic. Respondents were asked if APS students have made use of mental health services with 505 responding. Forty-four percent (44%) relied on guidance counselors and teachers, 41% on other non-school psychotherapy or clinical resources, 11% on Arlington youth programs, and 3% on faith-based counselors.

Looking forward to 2021, respondents were asked which services they would expect their APS students to use more of post-pandemic. Sports and physical activities were the top picks followed by enrichment; social skills; wellness, counseling, and mental health; and food support.

DIVERSITY, EQUITY, AND INCLUSION

The 2021 Town survey included a section on diversity, equity, and inclusion (DEI). With the renewed attention on DEI in the aftermath of the murder of George Floyd in 2020 and local protests, the Envision Arlington Standing Committee sought to assess views on the experiences residents have with DEI in the community. Questions were designed with the Arlington Human Rights Commission to assess resident views and perceptions on how welcoming and safe Arlington is and to determine whether residents have experienced discrimination and their comfort levels talking with Arlington police. Many of the questions were new and not previously assessed, so no prior data exists for comparison. Envision Arlington intends to collect multi-year data on some of these questions to enable year over year comparisons in the future.

Welcoming

Residents were asked how welcoming they perceive Arlington to be on six dimensions including: Race/Ethnicity; Religion; National Origin; Sexual Orientation; Gender Identity or Expression; and Physical/Mental Disability.

On the basis of Physical/Mental Disability, fifty-eight percent (58%) of respondents reported that Arlington is usually welcoming or always welcoming, twenty-two percent (22%) of respondents viewed Arlington as either not welcoming or only sometimes welcoming, and twenty-two percent (22%) were unsure.

On the basis of Race/Ethnicity, two-thirds of respondents (67%) felt Arlington is usually or always welcoming, a fifth of respondents (21%) say Arlington is either not welcoming or only sometimes welcoming, and eleven percent (11%) were unsure.

On the basis of Sexual Orientation, three quarters of respondents (77%) saw Arlington as welcoming or usually welcoming and nine percent (9%) of respondents saw Arlington as either sometimes welcoming or unwelcoming.

How welcoming Arlington is perceived varied significantly by race and ethnicity. Black and Hispanic residents felt Arlington is less welcoming, while Asian and white residents report that Arlington is welcoming.

Different perceptions of welcoming were also identified based on gender identification. Those respondents self-described as non-gendered, gender fluid, or non-binary (57 respondents) consistently rated Arlington as less welcoming on all dimensions than either females (2,019) or males (1,202). Females consistently rated Arlington less welcoming on all dimensions than males. Arlington's male residents rated the town more welcoming than any other gender identification.

Our analysis identified a positive but weak correlation between residents' income and perceptions of Arlington as welcoming. Higher income residents generally perceived Arlington as more welcoming. Both renters and homeowners found Arlington welcoming.

Safety

Respondents were asked how personally safe they feel in Arlington against prejudice/ intolerance/ bigotry, unlawful discrimination/ unfair treatment, intimidation/ threats/ coercion, and violence/ assault in home or community.

The majority of Arlington residents feel safe in their home and community with 90 to 94% of respondents reporting they are always or usually safe, 4 to 8% reporting sometimes safe or not safe, and 1 to 2% reporting unsure.

The feeling of safety varies meaningfully by race. An analysis of safety responses by race/ ethnicity shows Arlington residents who self-report as Asian, Black, Hispanic, Jewish, and Middle Eastern have lower than expected percentages of *Always Safe* responses and higher than expected percentages of *Not Safe* responses. 20.6% of Black residents saw Arlington as *Always Safe* for Black residents. 54% of white residents saw Arlington as *Always Safe* for white residents. 12% of Black residents saw Arlington as *Not Safe* for Black residents. 1% of white residents saw Arlington as *Not Safe* for white residents.¹

Survey results also identified significant differences in feelings of safety based on gender identity with non-binary, agender, and non-gender responses showing a lower than expected percentage of *Always Safe* responses and higher than expected percentage of *Not Safe* responses (i.e., 30 to 44% report *Always Safe*). Female respondents show a similar pattern but somewhat higher levels of safety with 54% reporting *Always Safe* compared with two-thirds of males (66%) report being *Always Safe*.²

Of 3,366 total survey respondents, nineteen (19) reported they were *Not Safe* from violence/ assault in the home or community. The respondents in this group were from a range of income groups, race/ ethnicities, age groups, and precincts. The majority identified as female (10 of 19 or 52%) and a quarter (5 or 26%) identified as non-binary; and the majority reported they owned their homes (78%). A large number of respondents in this group reported being unsafe on all four dimensions of safety measured.

Experience

Respondents were asked to identify where and from who town residents experience discrimination, intimidation, or violence. The majority (83%) reported not experiencing discrimination, intimidation, or violence; 17% of respondents report experiencing one or all in the past year.³

Regarding where discrimination and intimidation were experienced, respondents experienced higher levels of discrimination and intimidation at town businesses, with elected officials, with Arlington Police, and at Arlington Public Schools (4 to 6% of respondents experienced discrimination and intimidation in these situations versus 0 to 2% in other parts of public life).

¹ Chi-Square statistical test with P<.000

² Chi-Square statistical test with P<.000

³ 11% intimidation, 5% discrimination, 1% violence

Very few experiences of violence were reported in the survey. 11 of 3,366 respondents or 0.3% cited the Arlington Police as the place or group with whom residents experienced violence (Note: this is self-reported data not validated with police or other data.)

Comfort Calling Police

A final question in this section explored residents' comfort calling the Arlington Police Department if a resident or household member were a victim or witness to a violent crime, non-violent crime, hate crime, medical emergency, or mental health crisis. While 93% of respondents report they are very comfortable reporting a medical emergency, only 65% of respondents are very comfortable reporting a hate crime and only 61% are very comfortable reporting a mental health emergency.

Additional data analysis split the respondents into two groups: one group of approximately 90% respondents self-described as white and a second group of approximately 10% of respondents self-described as including or primarily other races and ethnicities including Black, Hispanic, Middle Eastern, Asian, Jewish, and Native American. The white and non-white groups of respondents varied consistently with regard to comfort calling the Arlington Police in each of the five situations included in the survey. In all cases the non-white group was less comfortable than the white group with calling the Arlington Police.⁴

⁴ OneWay ANOVA statistical test, significant at .01 level

SENIOR ISSUES

Throughout the Covid-19 pandemic, Arlington's Council on Aging (COA) modified its programs and services to keep Arlington seniors safe, supported, and connected. The COA worked with Envision Arlington to shape questions to help guide the types of activities offered. These questions were directed to respondents 60 years of age or older, which was 992 people or 29% of survey respondents.

The first question asked respondents which programs they expect to participate in over the next year. The top five responses were SHINE counseling (11%), outdoor services (10%), legal or financial services (7%), transportation to medical appointments (7%), and COA van services within Arlington (5%).

The COA offered a range of virtual programs during the pandemic. Respondents were asked which virtual programs they expect to participate in over the next year. The most frequently selected option was fitness classes (20%) followed by legal or financial workshops (15%), arts or crafting classes (8%), shared interest socials (7%), and concerts/sing-alongs (6%).

TOWN MEETINGS, CIVIC PARTICIPATION, AND COMMUNICATIONS

The final section on the Town survey asked participants questions about remote meeting participation and Town communications.

Respondents were asked how they currently learn about Arlington services, policies, events, and Town government. The most frequently selected form of communications were Arlington alerts via phone and text and Town notice emails (58% and 57% respectively) followed by the Town website (55%), local media (42%), Town Facebook accounts (20%), and the Town Manager's video (9%).

Respondents were asked to indicate their preference for meeting attendance: all remote, hybrid, or in-person only. Preferences were collected for board and committee meetings, public meetings regarding Town projects, Town Meeting, and precinct meetings. All remote or hybrid options for all types of meetings were significantly preferred over in-person only; and preferences for all-remote and hybrid were evenly split.

Satisfaction

Respondents were asked their level of satisfaction with living in Arlington. More than 90% of respondents were satisfied with living in Arlington, while 8% of respondents reported some level of dissatisfaction with living in Arlington. Satisfaction was meaningfully associated with some questions asked in the survey.

- Our youngest (24 or younger) and oldest (85+) respondents are less satisfied with living in Arlington⁵
- Higher income residents are more satisfied with living in Arlington⁶
- Non-binary, agender and other gendered respondents are less satisfied than males and females living in Arlington⁷
- Black, Middle Eastern, and Hispanic residents are less satisfied than Asian, white and Jewish residents⁸
- Those that find Arlington not welcoming are also dissatisfied with living in Arlington⁹
- There was also a positive correlation between being satisfied with living in Arlington and the comfort with calling Police¹⁰

There were no meaningful differences in levels of satisfaction with living in Arlington based on which precinct respondents live in, or whether somebody owns or rents.

⁵ OneWay Anova, statistical test, significant at .01 level with Tukey's B post hoc test

⁶ OneWay Anova, statistical test, significant at .05 level with Tukey's B post hoc test

⁷ OneWay Anova, statistical test, significant at .01 level with Tukey's B post hoc test

⁸ OneWay Anova, statistical test, significant at .05 level with Tukey's B post hoc test

⁹ OneWay Anova, statistical test, significant at .01 level with Tukey's B post hoc test

¹⁰ Correlations range from .205 to .244 between Satisfaction and each of the Call Police dimensions, all are highly significant relationships at the .000 level

APPENDIX A

METHODOLOGY

Every year, Envision Arlington receives comments that respondents are confused about how the Annual Town Survey is developed. This note is intended to address some of these comments and provide more clarity to the public.

How Topics Are Chosen

The topics for the survey are chosen every year by the Envision Arlington Standing Committee based on inquiries from Town departments or committees. Our aim is to choose topics where input will help the organization posing the questions develop next steps. That means that topics may not reflect the most critical issues in town in a given year, but the ones where decisions are being made.

In certain cases, collecting feedback from the public via a survey contributes to one component of public engagement required by state and federal programs. Envision Arlington also believes that the survey offers a valuable opportunity for organizations to get information about their programs out to the public.

Because Envision Arlington strives to keep the process of responding to the survey under 15 minutes, you may not see the same questions on the survey from year to year. Often a topic tends to be featured in the survey every three or four years. If an issue is important to you and you were happy to see it on the survey last year, it's not likely to be on the survey again this year but may reappear in several years.

Demographic Information

We collect demographic information for two reasons: first, we can compare the collective data on people who take the survey to census data. This tells us where data from our survey may be skewed and helps us develop better communication about the survey to under-represented populations. Second, some questions help us better understand the answers. In 2020, for example, by collecting information on age, income, and current housing, we could study the responses to the housing questions and compare answers given by people in various cohorts.

Every question on the survey is optional; no one is ever required to answer a question that makes them uncomfortable. We attempt to ask questions that are sufficiently broad so that no one can be identified by their answer.

How Envision Arlington Uses Written Comments

We value the open comment section of the survey because it lets residents share thoughts on any topic and not only the ones in the survey. However, we have noticed that for every person who thinks the survey needs more detail and background, another person thinks the survey is too long and needs to provide fewer details so it's faster and easier to complete. When analyzing survey data, we read the comments to look for trends and try to find the middle ground.

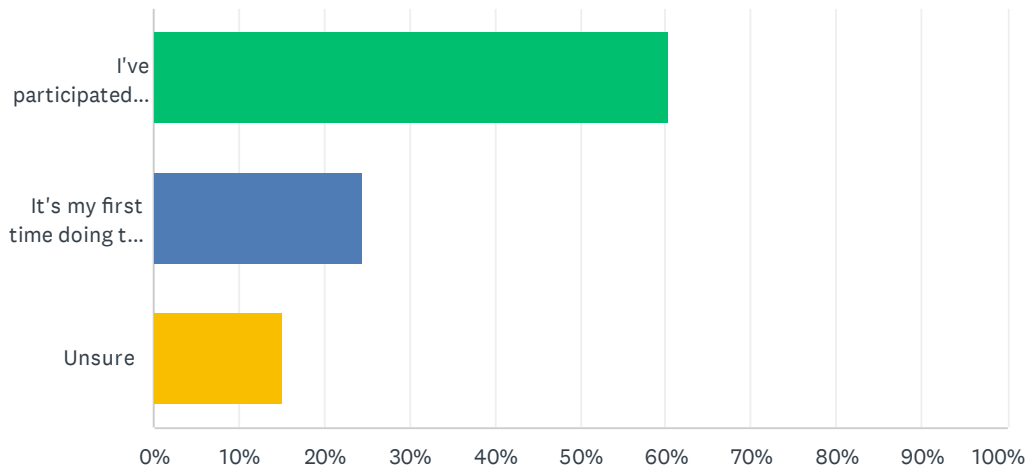
Envision Arlington survey volunteers may also tag written comments and share them with appropriate departments and committees. If themes are detected in the comments or someone writes a particularly helpful suggestion, those themes or feedback could contribute to questions on future surveys. Comments related to issues handled by various boards, committees, or Town departments are provided to those groups for further evaluation and consideration.

APPENDIX B

SURVEY RESPONSES

Q1 Is this the first time you are participating in the Town's annual survey?

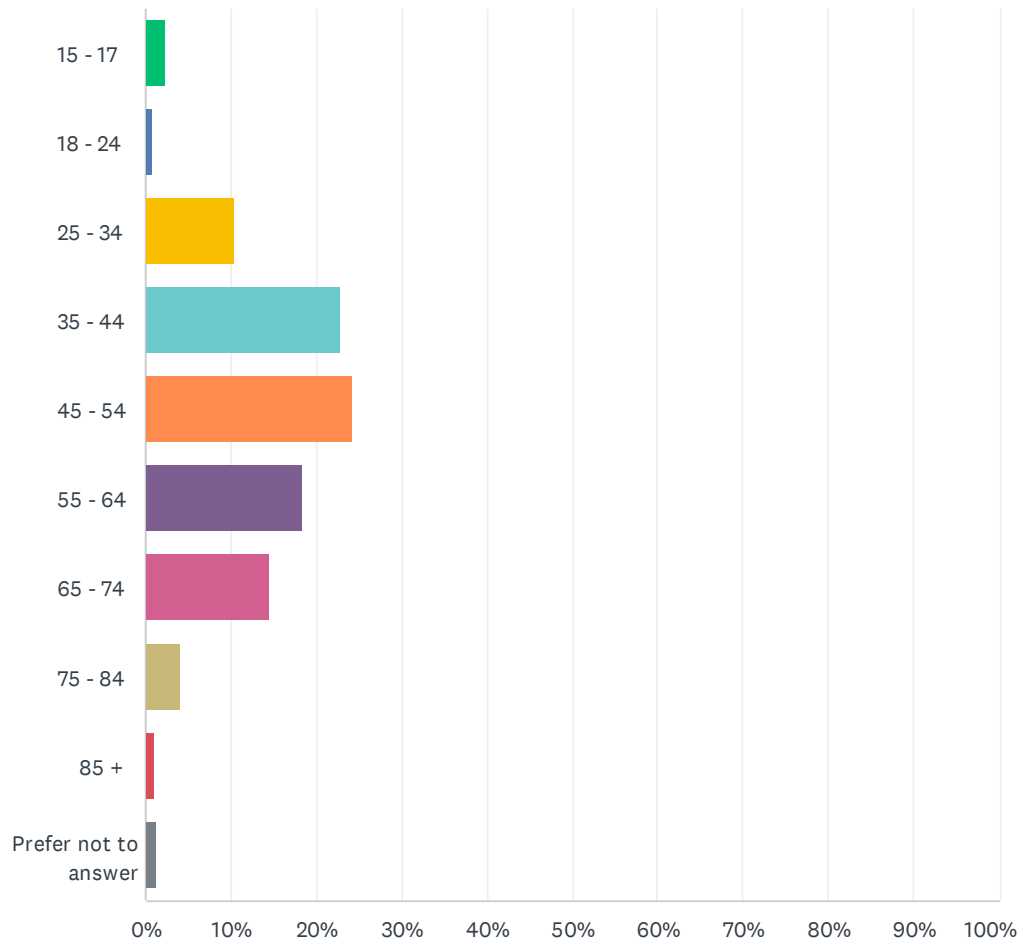
Answered: 3,741 Skipped: 0



ANSWER CHOICES	RESPONSES	
I've participated in the Town's annual survey before	60.41%	2,260
It's my first time doing the Town's annual survey	24.46%	915
Unsure	15.13%	566
TOTAL		3,741

Q2 What is your age?

Answered: 3,741 Skipped: 0

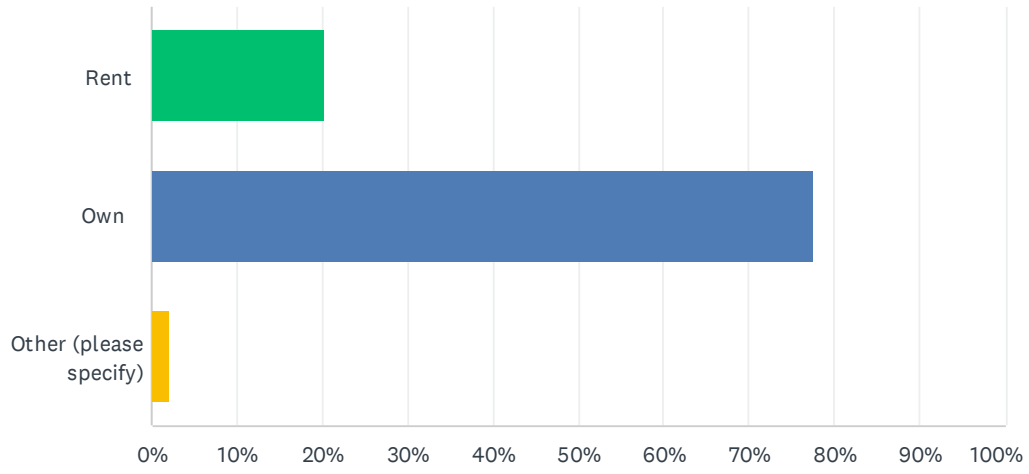


2021 ANNUAL TOWN SURVEY

ANSWER CHOICES	RESPONSES	
15 - 17	2.38%	89
18 - 24	0.94%	35
25 - 34	10.34%	387
35 - 44	22.91%	857
45 - 54	24.33%	910
55 - 64	18.42%	689
65 - 74	14.49%	542
75 - 84	3.98%	149
85 +	1.02%	38
Prefer not to answer	1.20%	45
TOTAL	3,741	

Q3 Which best describes your living situation? Do you...

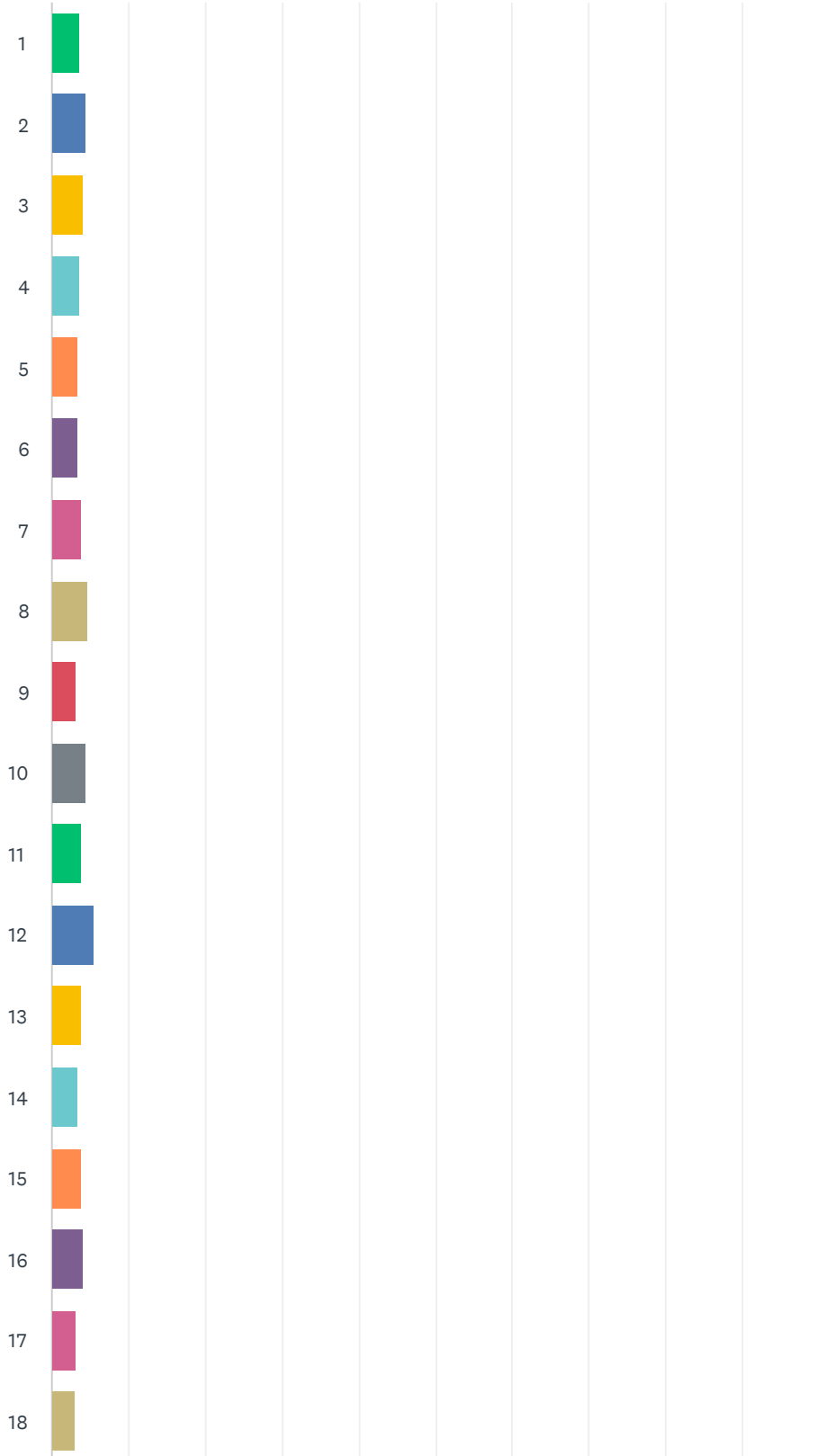
Answered: 3,741 Skipped: 0



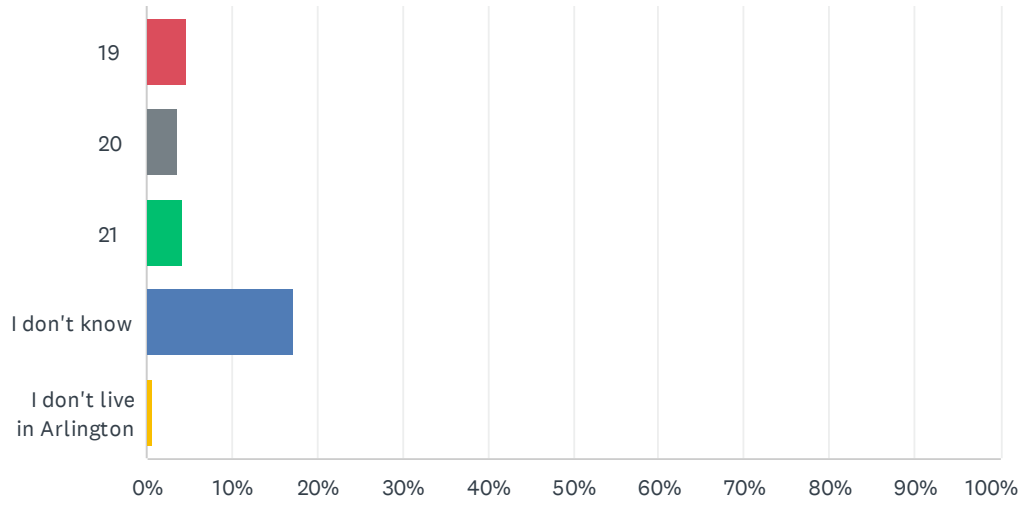
ANSWER CHOICES	RESPONSES	
Rent	20.24%	757
Own	77.71%	2,907
Other (please specify)	2.06%	77
TOTAL		3,741

Q4 What precinct do you live in? If you do not know your precinct, please select "I don't know".

Answered: 3,741 Skipped: 0



2021 ANNUAL TOWN SURVEY

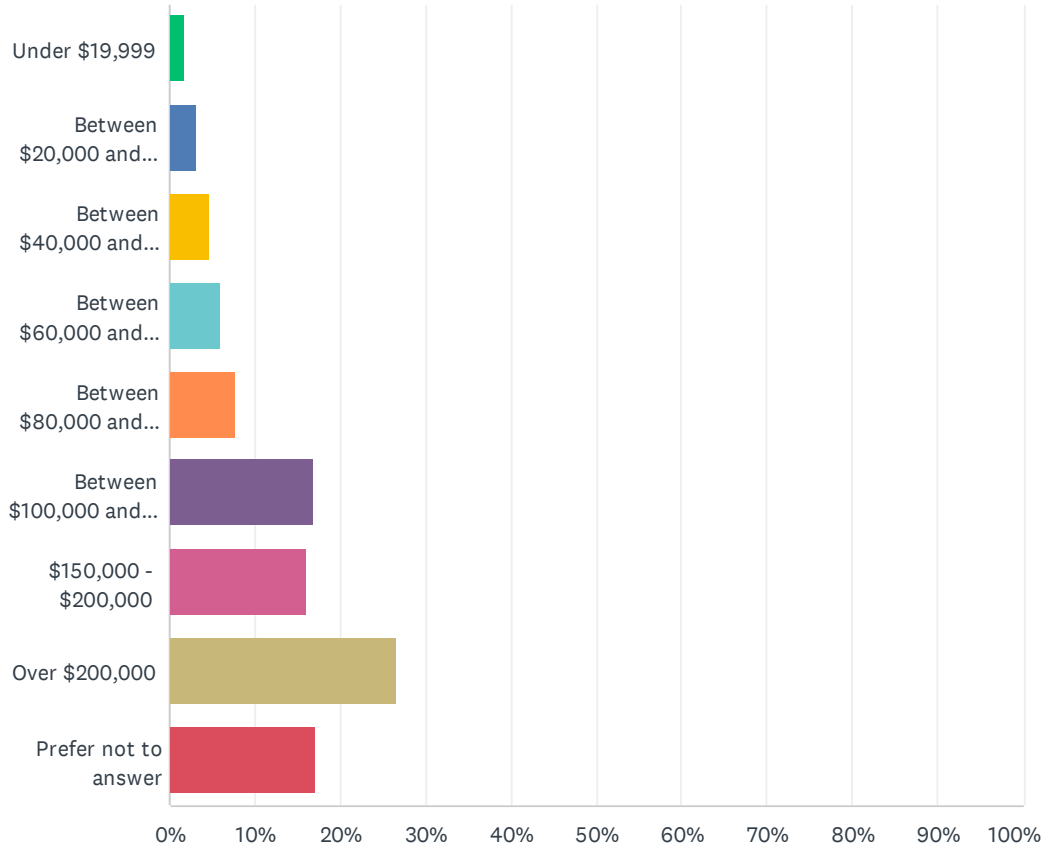


2021 ANNUAL TOWN SURVEY

ANSWER CHOICES	RESPONSES	
1	3.56%	133
2	4.54%	170
3	4.01%	150
4	3.64%	136
5	3.50%	131
6	3.31%	124
7	3.90%	146
8	4.68%	175
9	3.13%	117
10	4.49%	168
11	3.85%	144
12	5.48%	205
13	3.80%	142
14	3.50%	131
15	3.82%	143
16	4.09%	153
17	3.21%	120
18	3.05%	114
19	4.73%	177
20	3.64%	136
21	4.30%	161
I don't know	17.21%	644
I don't live in Arlington	0.56%	21
TOTAL		3,741

Q5 Which category best describes your household's annual income in 2020?

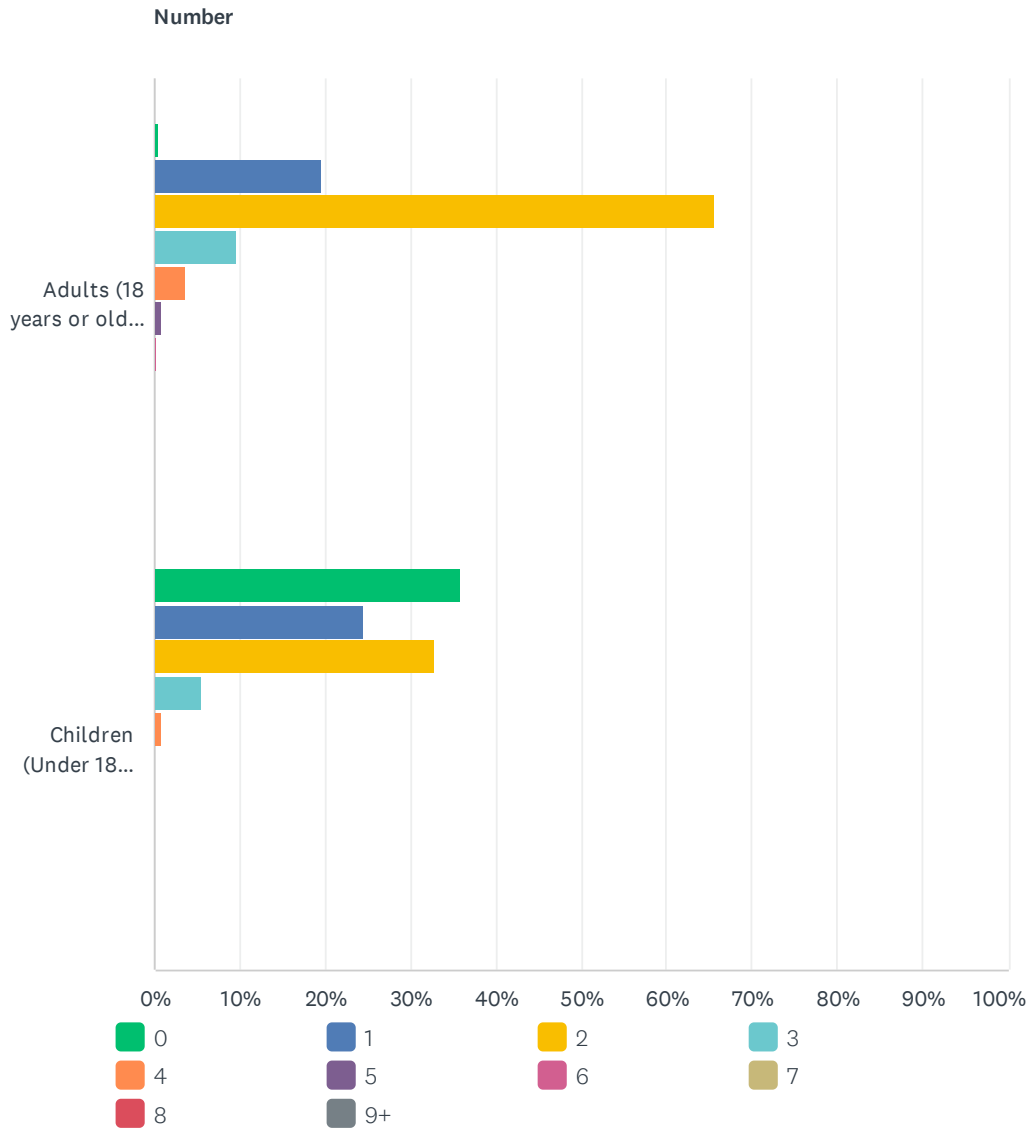
Answered: 3,741 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under \$19,999	1.79%	67
Between \$20,000 and \$39,999	3.18%	119
Between \$40,000 and \$59,999	4.78%	179
Between \$60,000 and \$79,999	5.96%	223
Between \$80,000 and \$99,999	7.73%	289
Between \$100,000 and \$149,999	16.87%	631
\$150,000 - \$200,000	15.96%	597
Over \$200,000	26.76%	1,001
Prefer not to answer	16.97%	635
TOTAL		3,741

Q6 How many people are in your household?

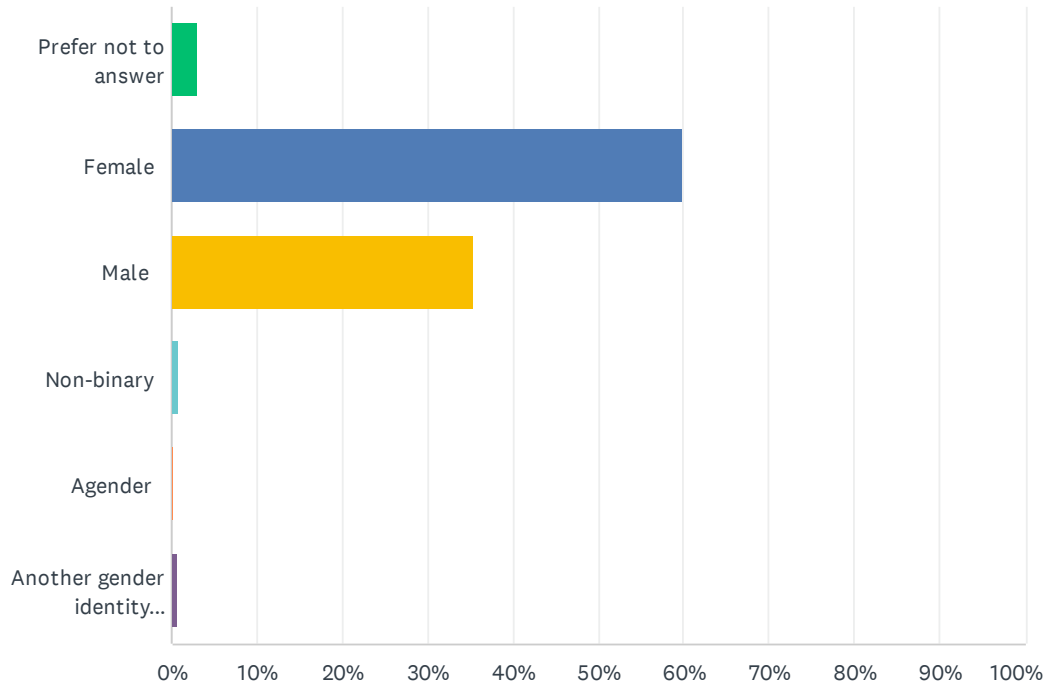
Answered: 3,741 Skipped: 0



Number											
	0	1	2	3	4	5	6	7	8	9+	TOTAL
Adults (18 years or older)	0.43% 16	19.67% 734	65.67% 2,450	9.51% 355	3.62% 135	0.83% 31	0.16% 6	0.03% 1	0.03% 1	0.05% 2	3,731
Children (Under 18 years)	35.82% 907	24.49% 620	32.90% 833	5.65% 143	0.95% 24	0.08% 2	0.00% 0	0.04% 1	0.00% 0	0.08% 2	2,532

Q7 How would describe your gender?

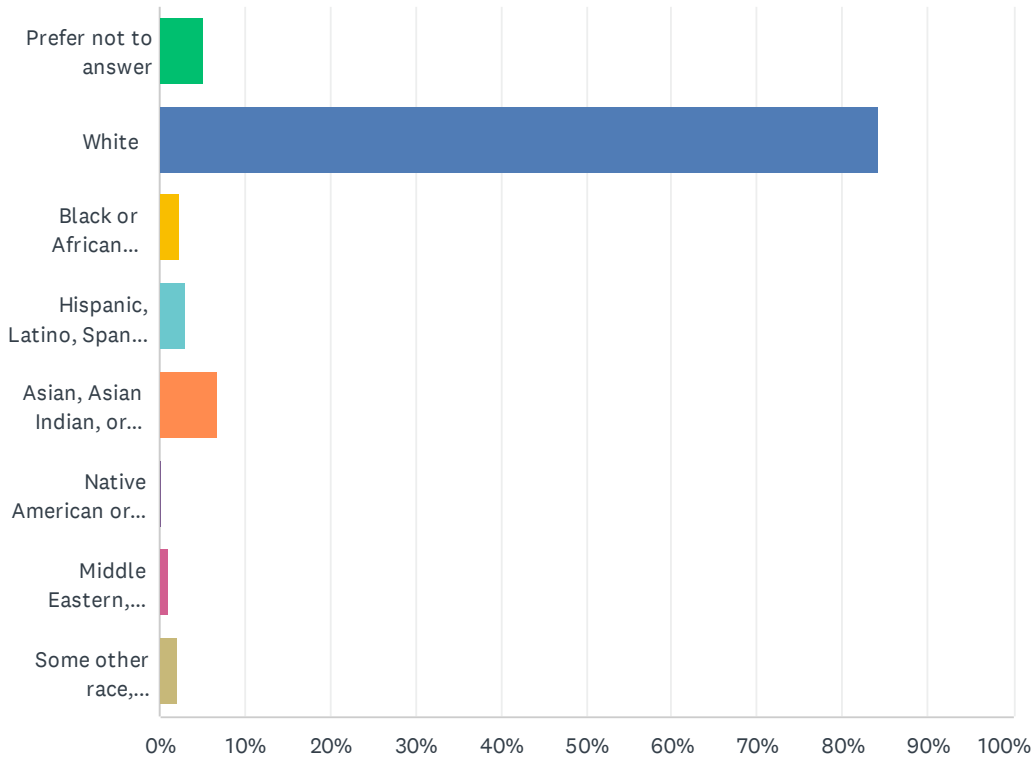
Answered: 3,741 Skipped: 0



ANSWER CHOICES	RESPONSES	
Prefer not to answer	2.89%	108
Female	59.96%	2,243
Male	35.39%	1,324
Non-binary	0.91%	34
Agender	0.29%	11
Another gender identity (please specify)	0.56%	21
TOTAL		3,741

Q8 How would you describe your race or ethnicity? (Select all that apply.)

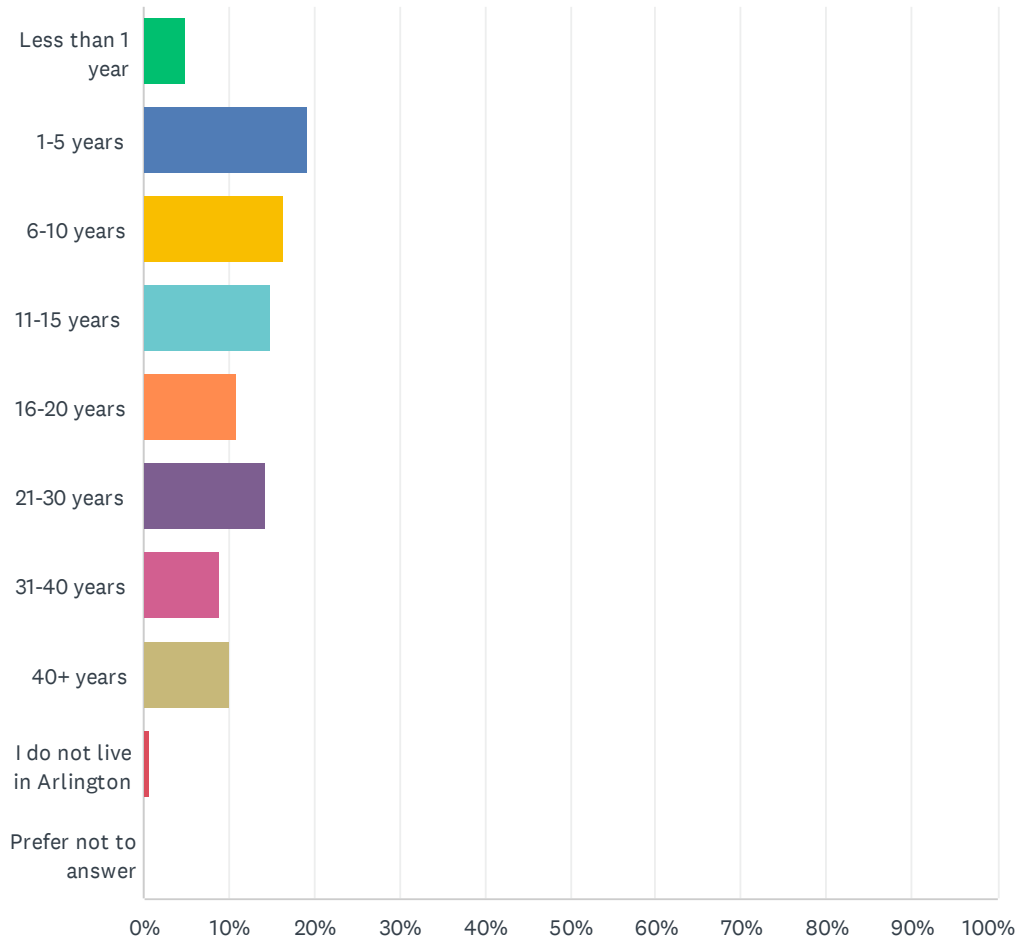
Answered: 3,741 Skipped: 0



ANSWER CHOICES	RESPONSES	
Prefer not to answer	5.19%	194
White	84.12%	3,147
Black or African American	2.41%	90
Hispanic, Latino, Spanish origin	2.89%	108
Asian, Asian Indian, or Pacific Islander	6.79%	254
Native American or Alaska Native	0.27%	10
Middle Eastern, Arabic, or North African	1.02%	38
Some other race, ethnicity, or origin (please specify)	2.06%	77
Total Respondents: 3,741		

Q9 How long have you lived in Arlington?

Answered: 3,741 Skipped: 0

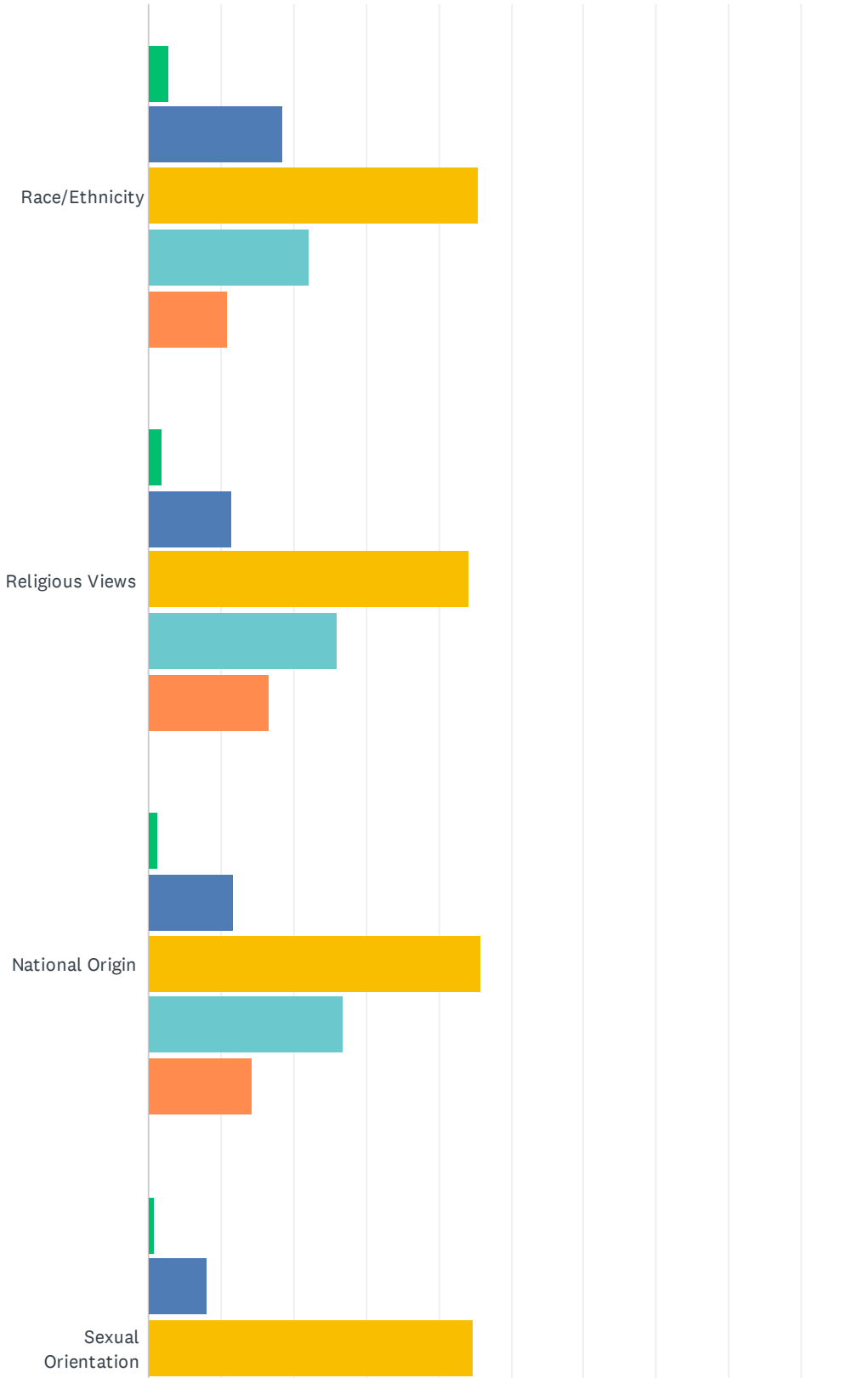


2021 ANNUAL TOWN SURVEY

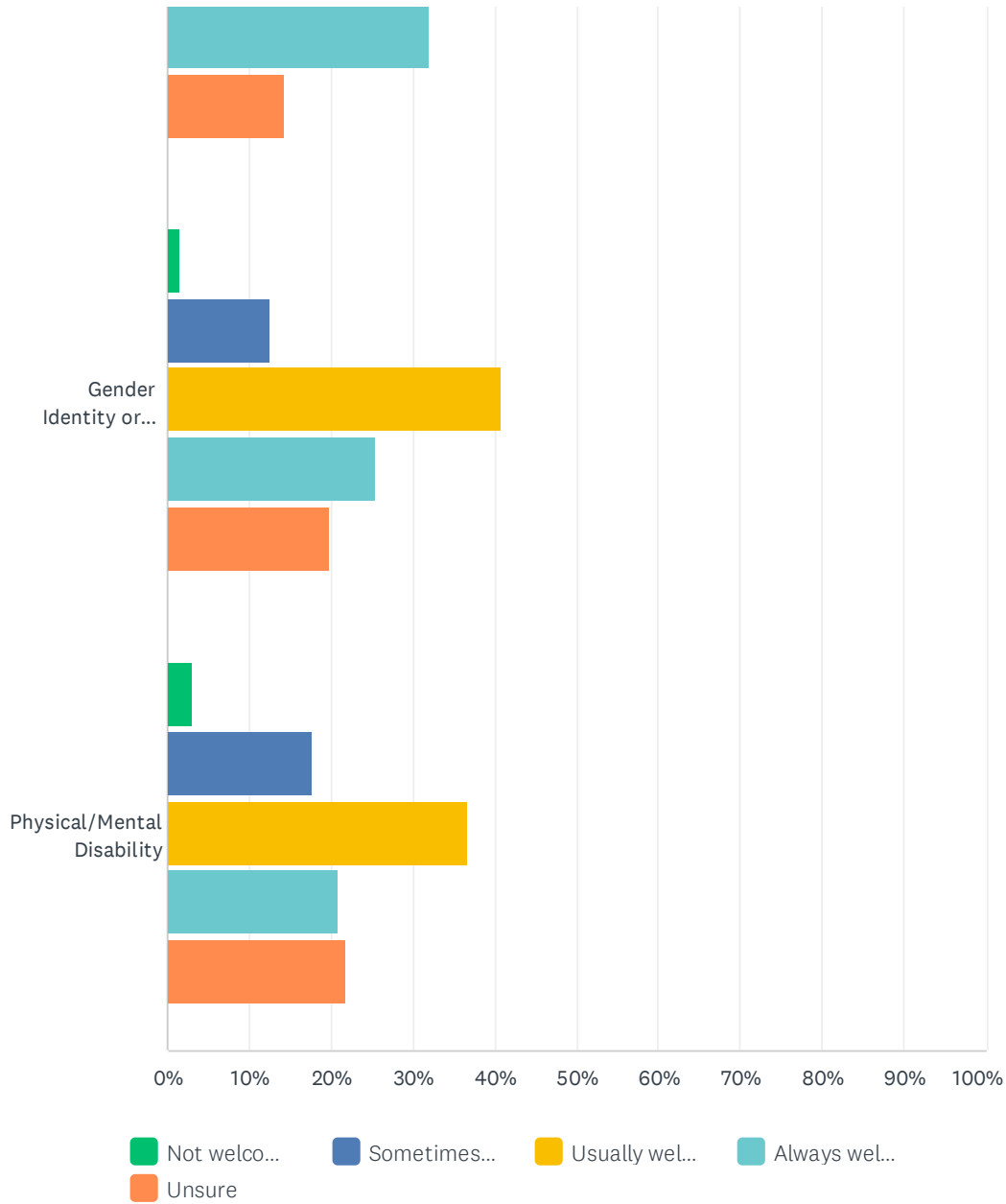
ANSWER CHOICES	RESPONSES	
Less than 1 year	4.89%	183
1-5 years	19.11%	715
6-10 years	16.39%	613
11-15 years	14.86%	556
16-20 years	10.85%	406
21-30 years	14.38%	538
31-40 years	8.87%	332
40+ years	10.05%	376
I do not live in Arlington	0.59%	22
Prefer not to answer	0.00%	0
TOTAL		3,741

Q10 How “welcoming” do you perceive Arlington to be based on the following factors? (Select one option for each row.)

Answered: 3,545 Skipped: 196



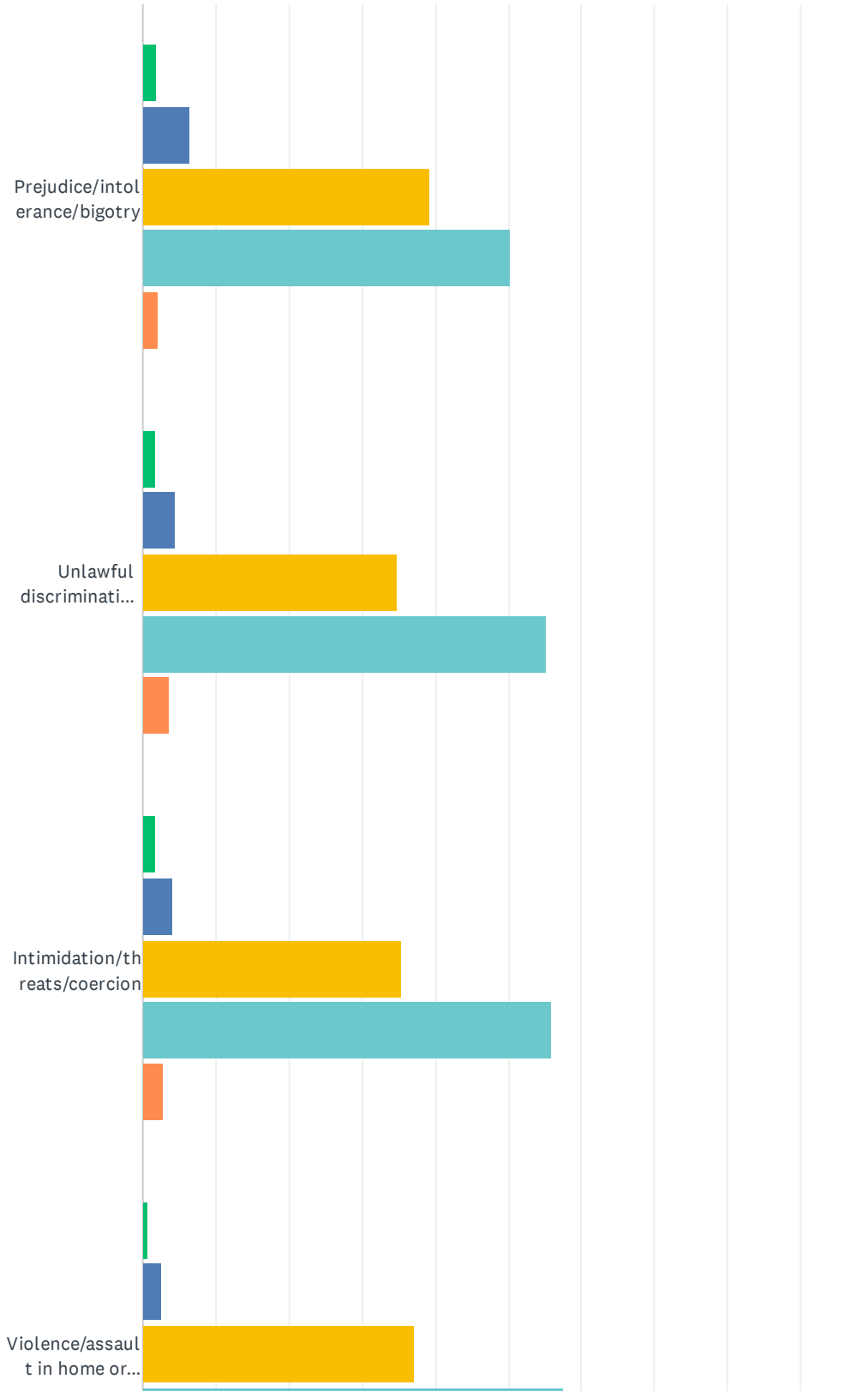
2021 ANNUAL TOWN SURVEY



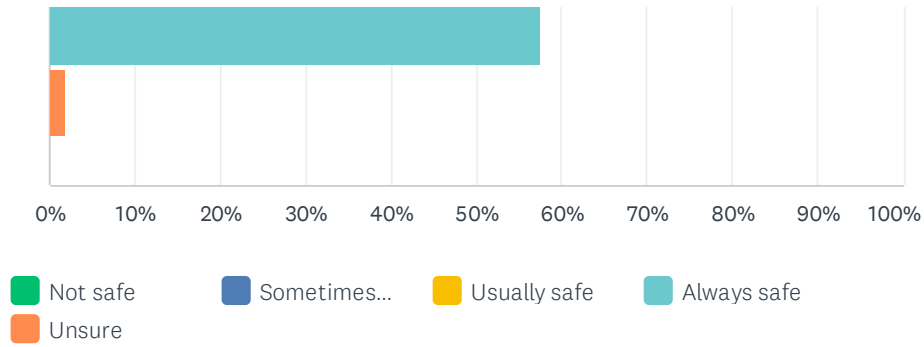
	NOT WELCOMING	SOMETIMES WELCOMING	USUALLY WELCOMING	ALWAYS WELCOMING	UNSURE	TOTAL
Race/Ethnicity	2.85% 101	18.62% 660	45.39% 1,609	22.20% 787	10.94% 388	3,545
Religious Views	1.86% 66	11.45% 406	44.09% 1,563	25.95% 920	16.64% 590	3,545
National Origin	1.38% 49	11.82% 419	45.78% 1,623	26.80% 950	14.22% 504	3,545
Sexual Orientation	0.96% 34	8.04% 285	44.74% 1,586	32.07% 1,137	14.19% 503	3,545
Gender Identity or Expression	1.50% 53	12.58% 446	40.76% 1,445	25.30% 897	19.86% 704	3,545
Physical/Mental Disability	2.96% 105	17.77% 630	36.67% 1,300	20.79% 737	21.81% 773	3,545

Q11 How safe do you, personally, feel in Arlington from the following? (Select one option for each row.)

Answered: 3,545 Skipped: 196



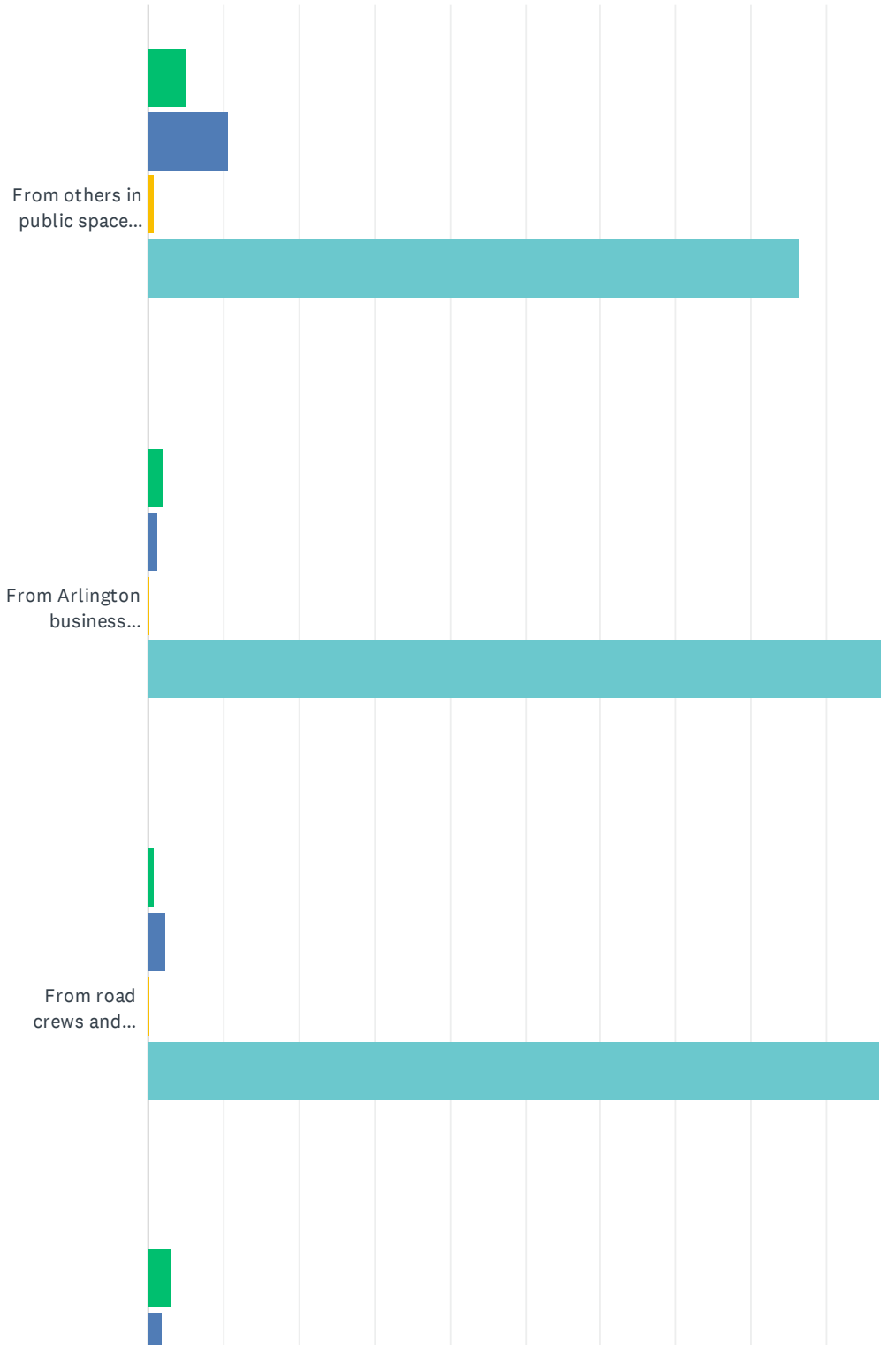
2021 ANNUAL TOWN SURVEY



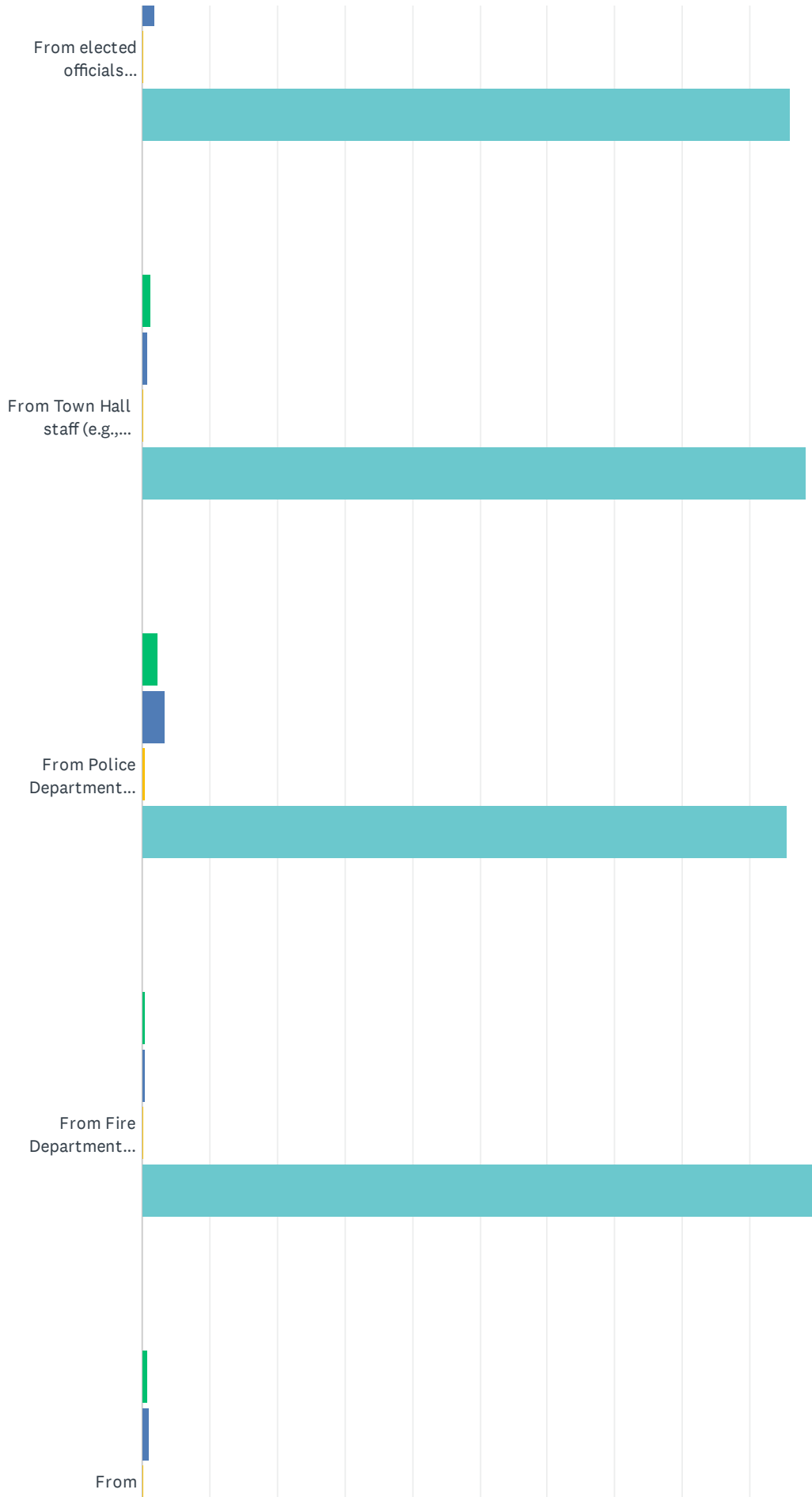
	NOT SAFE	SOMETIMES SAFE	USUALLY SAFE	ALWAYS SAFE	UNSURE	TOTAL
Prejudice/intolerance/bigotry	1.95% 69	6.49% 230	39.24% 1,391	50.27% 1,782	2.06% 73	3,545
Unlawful discrimination/ unfair treatment	1.69% 60	4.54% 161	34.81% 1,234	55.26% 1,959	3.70% 131	3,545
Intimidation/threats/coercion	1.69% 60	4.15% 147	35.43% 1,256	55.94% 1,983	2.79% 99	3,545
Violence/assault in home or community	0.62% 22	2.62% 93	37.18% 1,318	57.66% 2,044	1.92% 68	3,545

Q12 In the last year, have you or any member of your household experienced Discrimination, Intimidation, or Violence from any of the following in person or through communications (including online)? (Select all that apply.)

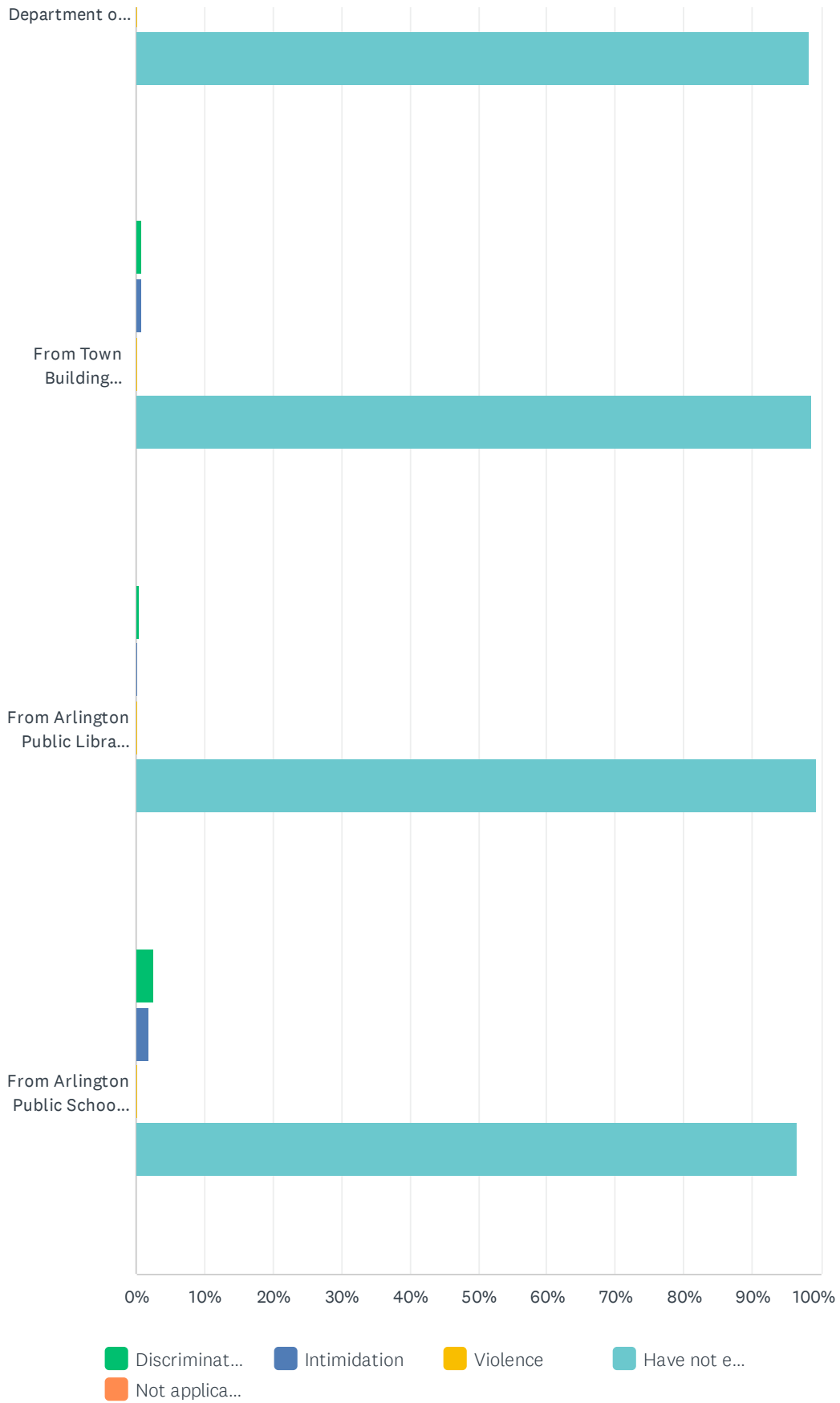
Answered: 3,426 Skipped: 315



2021 ANNUAL TOWN SURVEY



2021 ANNUAL TOWN SURVEY

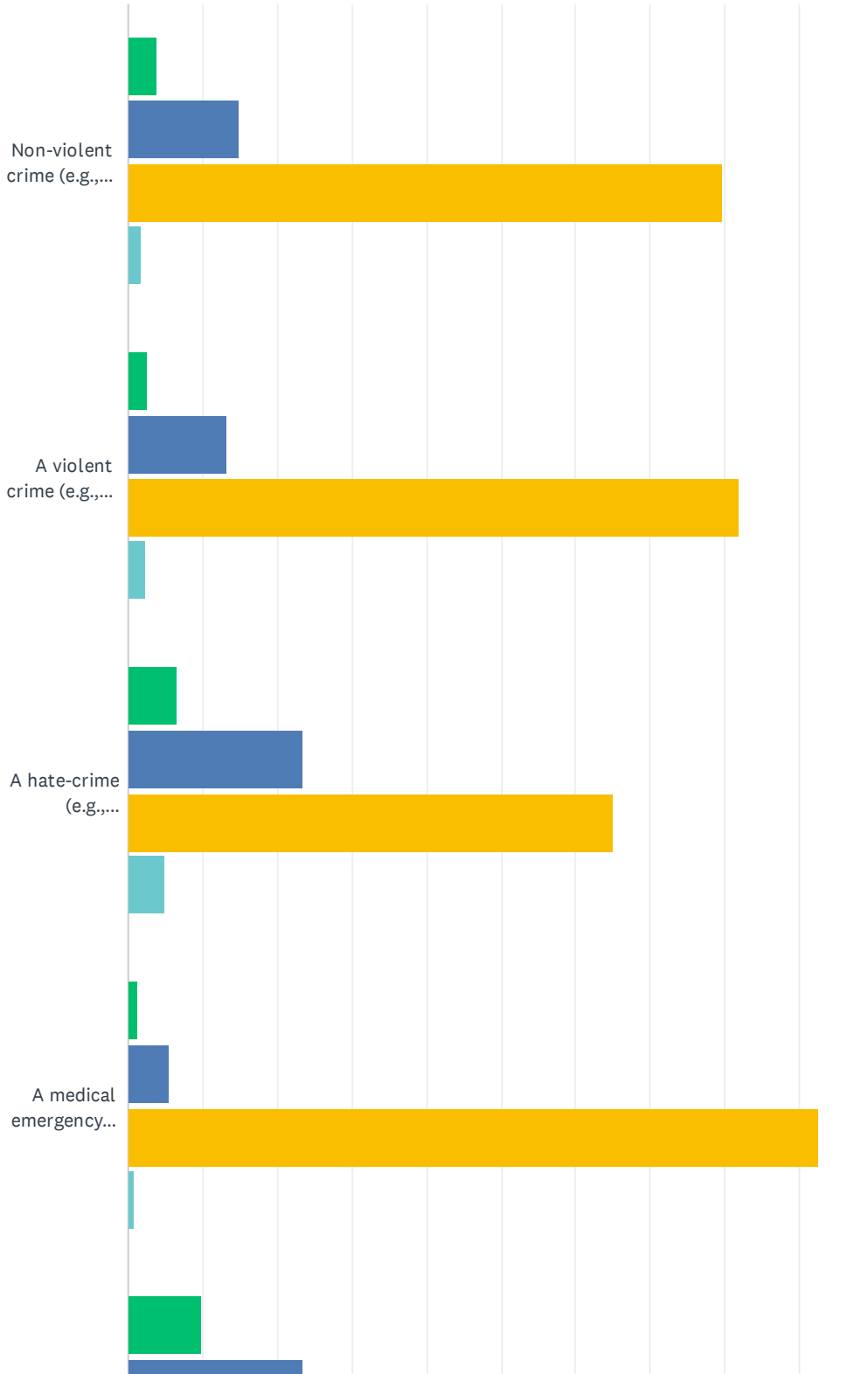


2021 ANNUAL TOWN SURVEY

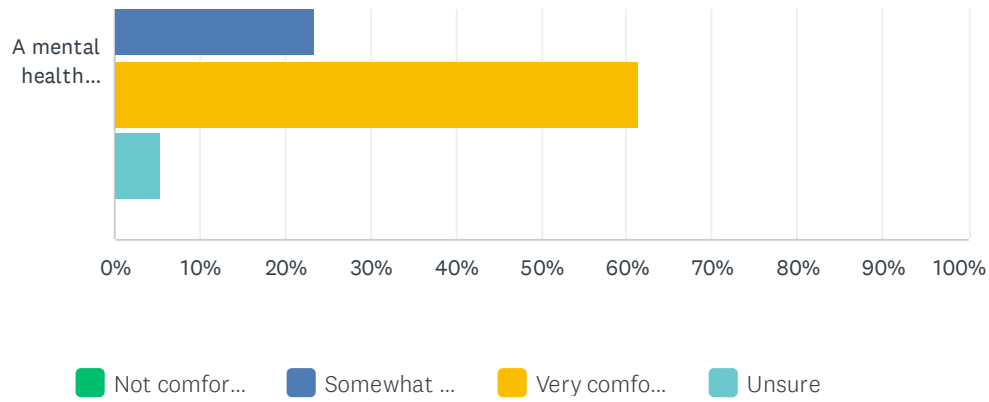
	DISCRIMINATION	INTIMIDATION	VIOLENCE	HAVE NOT EXPERIENCED	NOT APPLICABLE	TOTAL RESPONDENTS
From others in public spaces in Arlington	5.14% 176	10.68% 366	0.76% 26	86.34% 2,958	0.00% 0	3,426
From Arlington business personnel (e.g., restaurants, stores, gas stations)	2.07% 71	1.23% 42	0.18% 6	97.14% 3,328	0.00% 0	3,426
From road crews and building contractors	0.90% 31	2.36% 81	0.20% 7	97.02% 3,324	0.00% 0	3,426
From elected officials (e.g., Select Board, Town Meeting Members)	3.06% 105	1.93% 66	0.23% 8	96.00% 3,289	0.00% 0	3,426
From Town Hall staff (e.g., Clerk's office, Treasurer)	1.28% 44	0.76% 26	0.15% 5	98.39% 3,371	0.00% 0	3,426
From Police Department staff (e.g., administrative, officers)	2.25% 77	3.36% 115	0.32% 11	95.45% 3,270	0.00% 0	3,426
From Fire Department staff (e.g., administrative, firefighters)	0.44% 15	0.41% 14	0.12% 4	99.33% 3,403	0.00% 0	3,426
From Department of Public Works staff	0.93% 32	1.05% 36	0.15% 5	98.34% 3,369	0.00% 0	3,426
From Town Building Department staff and Health Inspectors	0.79% 27	0.85% 29	0.18% 6	98.72% 3,382	0.00% 0	3,426
From Arlington Public Library staff (e.g., librarians, desk personnel)	0.50% 17	0.26% 9	0.18% 6	99.36% 3,404	0.00% 0	3,426
From Arlington Public School staff (e.g., teachers, administrative)	2.60% 89	1.84% 63	0.26% 9	96.50% 3,306	0.00% 0	3,426

Q13 How comfortable would you be calling direct to the Arlington Police Department or 911 if you or a member of your household were a victim or witness to each of the following? (Select one option for each row.)

Answered: 3,426 Skipped: 315



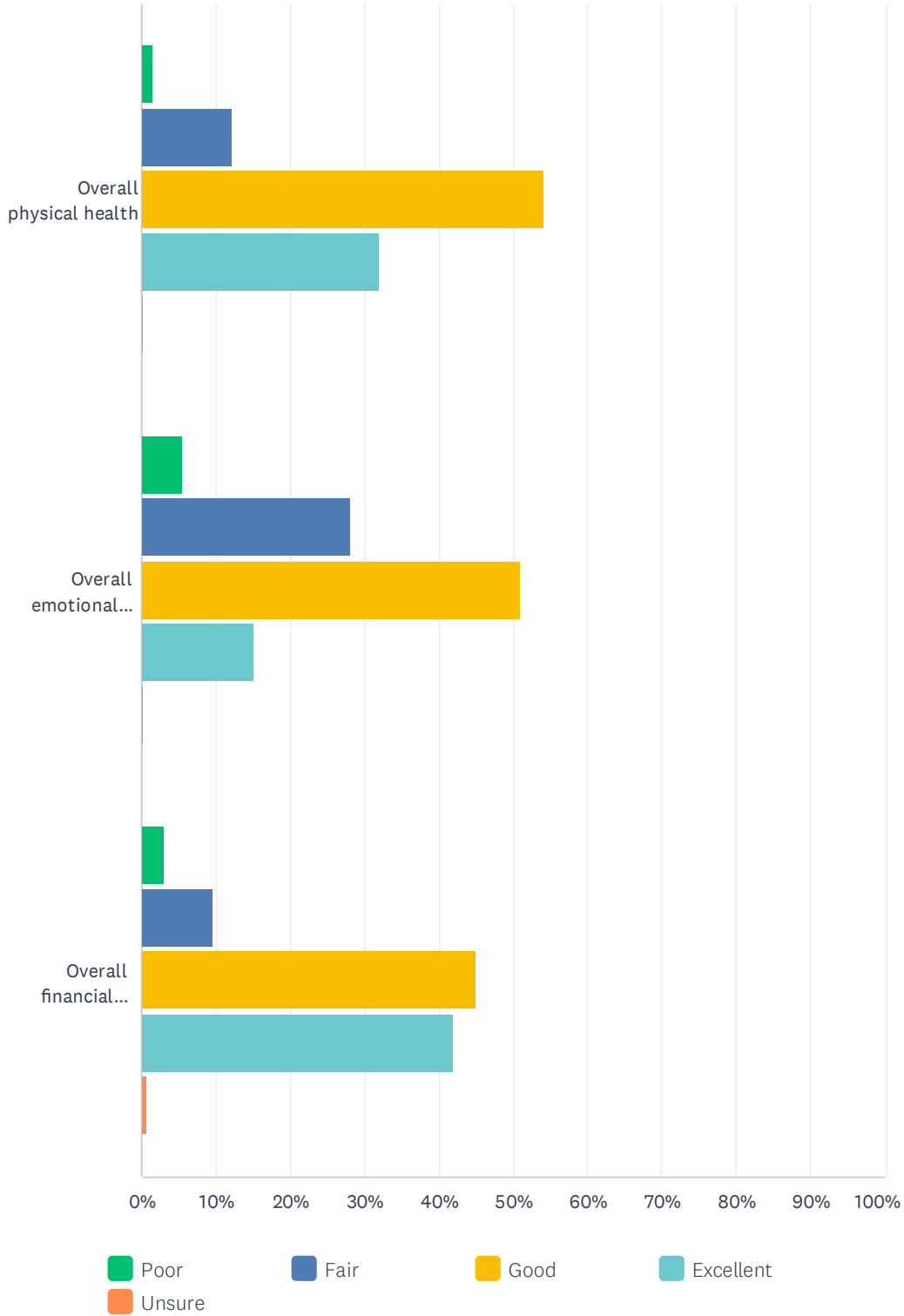
2021 ANNUAL TOWN SURVEY



	NOT COMFORTABLE	SOMEWHAT COMFORTABLE	VERY COMFORTABLE	UNSURE	TOTAL
Non-violent crime (e.g., theft, property damage)	3.79% 130	14.89% 510	79.68% 2,730	1.63% 56	3,426
A violent crime (e.g., assault, rape)	2.54% 87	13.25% 454	81.96% 2,808	2.25% 77	3,426
A hate-crime (e.g., harassment, hate speech)	6.71% 230	23.35% 800	65.09% 2,230	4.85% 166	3,426
A medical emergency (e.g., heart attack, stroke)	1.34% 46	5.46% 187	92.44% 3,167	0.76% 26	3,426
A mental health emergency (e.g., suicide risk, violent behavior)	9.75% 334	23.38% 801	61.44% 2,105	5.43% 186	3,426

Q14 How would you rate your well-being during the pandemic? (Select one for each row.)

Answered: 3,372 Skipped: 369

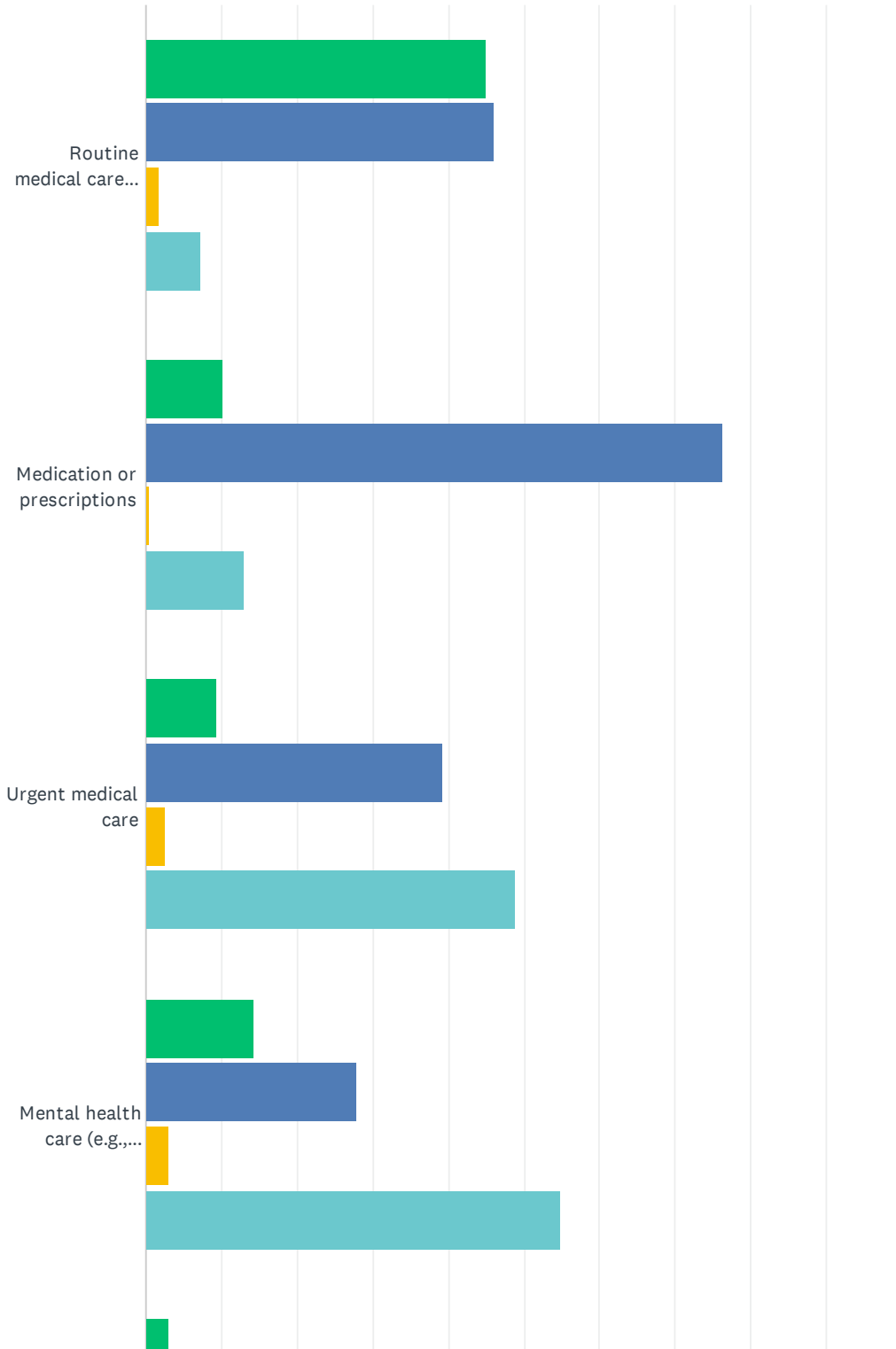


2021 ANNUAL TOWN SURVEY

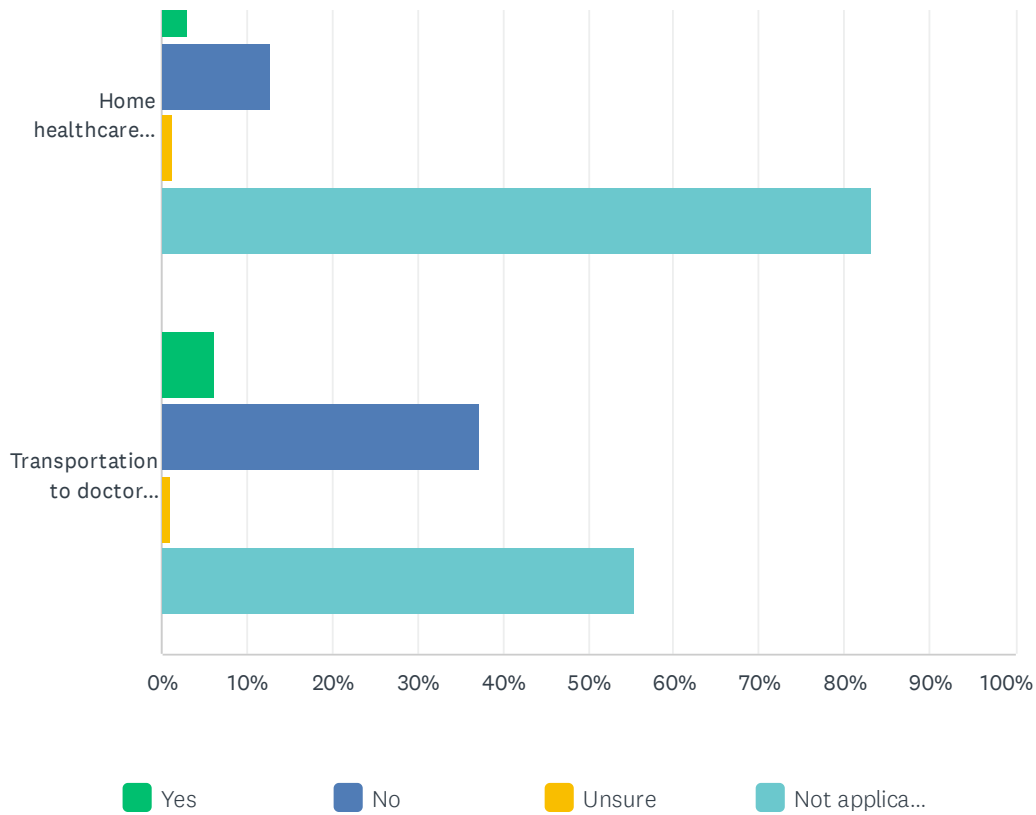
	POOR	FAIR	GOOD	EXCELLENT	UNSURE	TOTAL	WEIGHTED AVERAGE
Overall physical health	1.54% 52	12.11% 408	54.25% 1,827	31.95% 1,076	0.15% 5	3,368	3.17
Overall emotional health	5.61% 189	28.10% 947	50.86% 1,714	15.19% 512	0.24% 8	3,370	2.76
Overall financial health	2.94% 99	9.51% 320	45.04% 1,516	41.92% 1,411	0.59% 20	3,366	3.28

Q15 During the pandemic, has it been more difficult, compared to usual, for you to access any of the following types of medical care? If you have not needed a specific type of care, select "Not applicable." (Select one for each row.)

Answered: 3,372 Skipped: 369



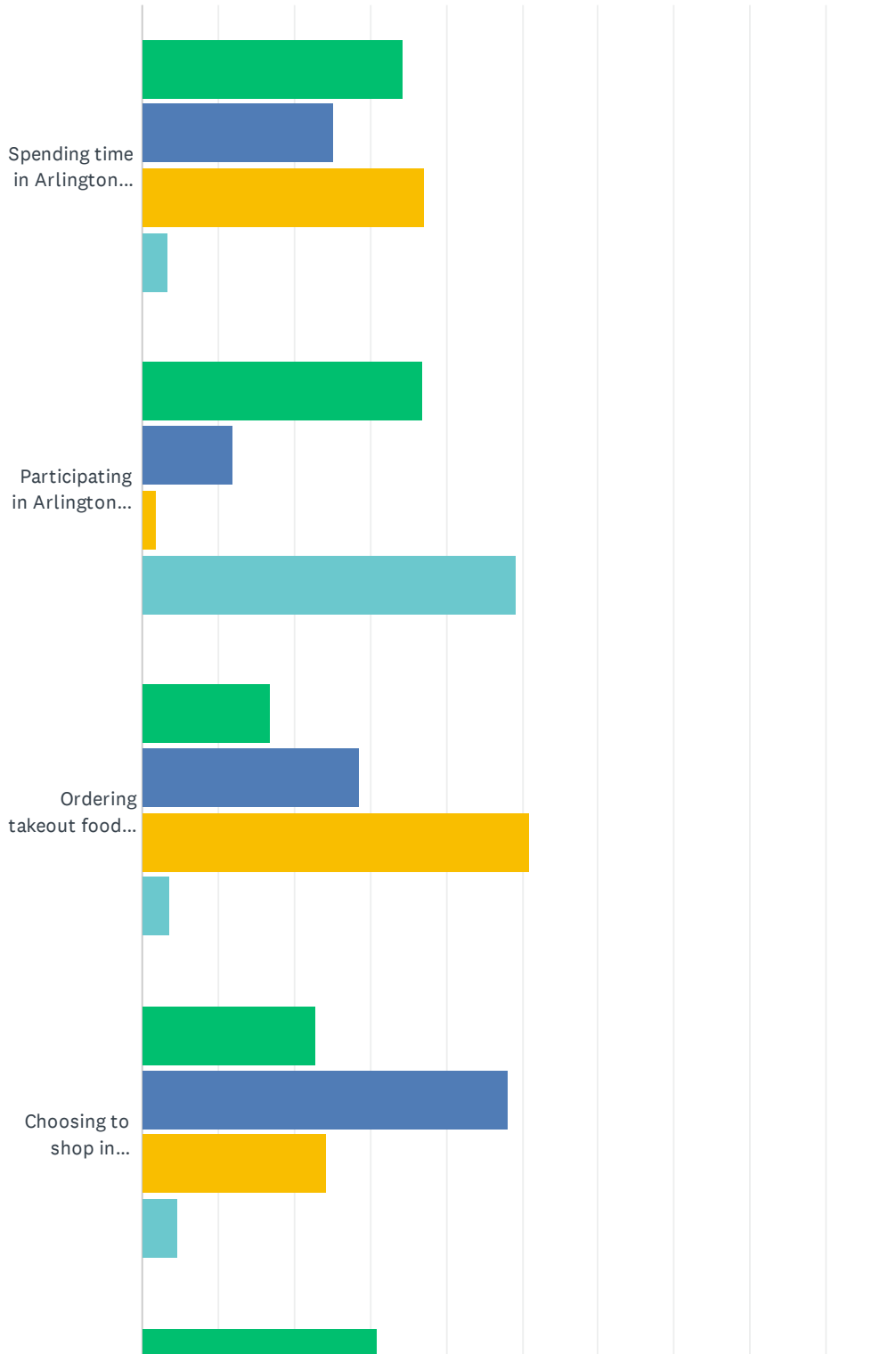
2021 ANNUAL TOWN SURVEY



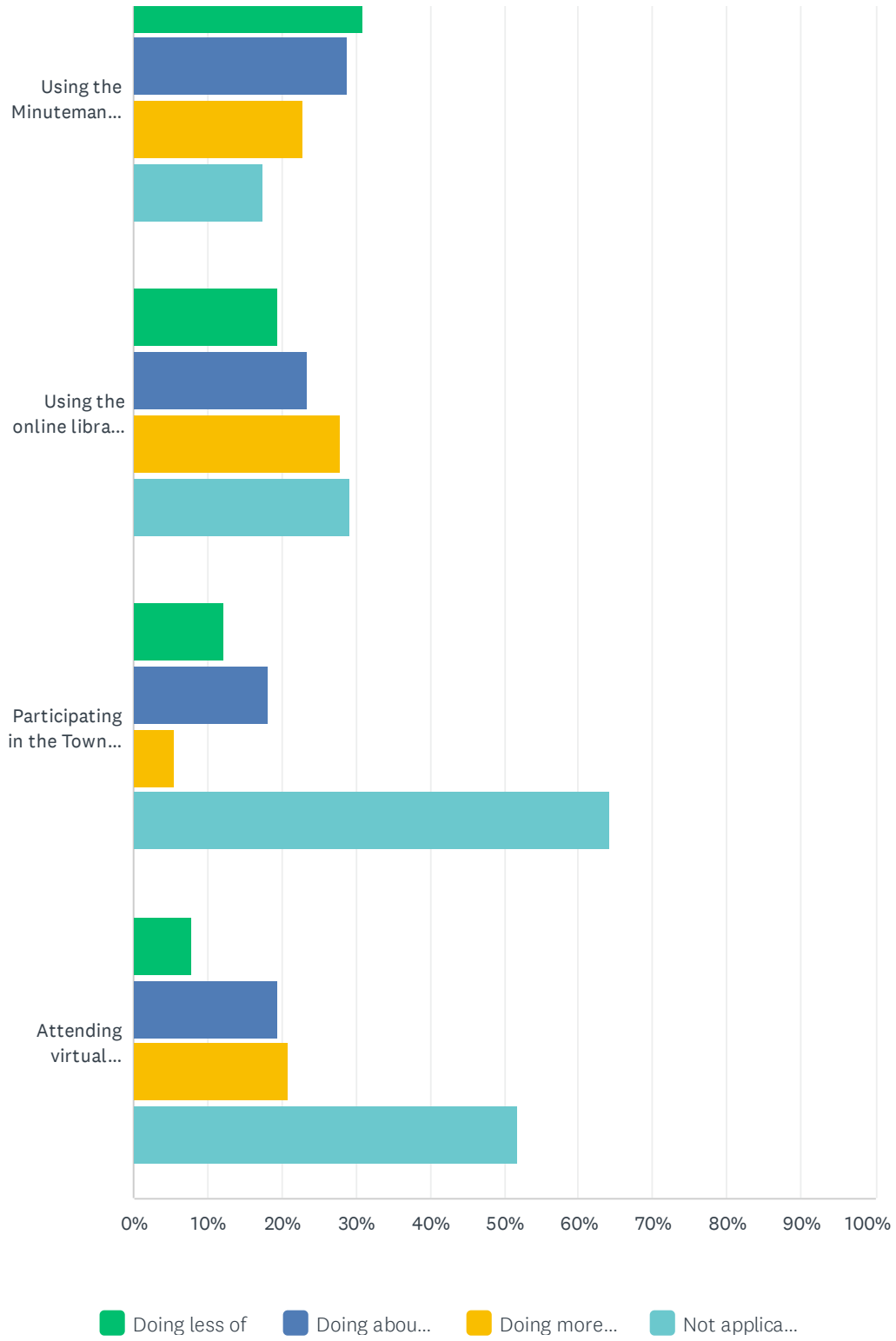
	YES	NO	UNSURE	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Routine medical care (e.g., treatments, physical exams)	44.99% 1,517	46.06% 1,553	1.72% 58	7.24% 244	3,372	1.71
Medication or prescriptions	10.13% 341	76.32% 2,569	0.45% 15	13.10% 441	3,366	2.17
Urgent medical care	9.35% 314	39.31% 1,320	2.53% 85	48.81% 1,639	3,358	2.91
Mental health care (e.g., finding a therapist, support group, in-patient care)	14.34% 483	27.85% 938	2.97% 100	54.84% 1,847	3,368	2.98
Home healthcare aides and other personal assistance	2.91% 98	12.73% 428	1.28% 43	83.08% 2,794	3,363	3.65
Transportation to doctor office and/or hospital	6.09% 205	37.22% 1,252	1.16% 39	55.53% 1,868	3,364	3.06

Q16 For many, the pandemic has changed the course of our everyday lives. Since the pandemic, are you Doing less of, Doing about the same, or Doing more of each of the following? If you have never done the activity, choose "Not applicable." (Select one for each row.)

Answered: 3,372 Skipped: 369



2021 ANNUAL TOWN SURVEY

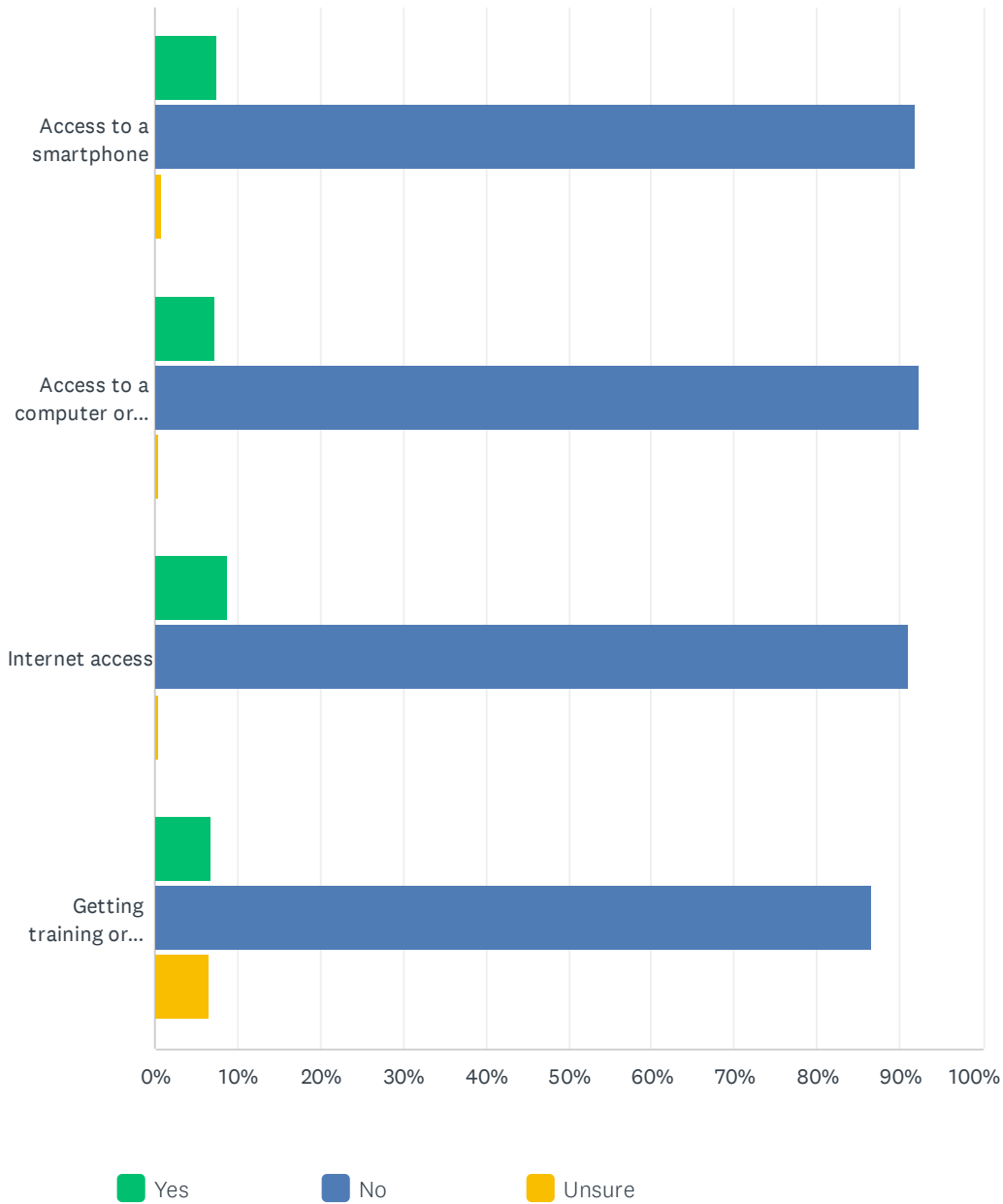


2021 ANNUAL TOWN SURVEY

	DOING LESS OF	DOING ABOUT THE SAME	DOING MORE OF	NOT APPLICABLE	TOTAL
Spending time in Arlington's public parks and open spaces	34.40% 1,159	25.11% 846	37.07% 1,249	3.41% 115	3,369
Participating in Arlington Parks and Recreation programs (for yourself or your children)	36.83% 1,240	11.88% 400	1.96% 66	49.33% 1,661	3,367
Ordering takeout food from Arlington restaurants (for pick up or delivery)	16.83% 566	28.64% 963	50.91% 1,712	3.63% 122	3,363
Choosing to shop in Arlington stores versus other towns (e.g. markets, salons, shops. Do not include restaurants.)	22.89% 771	48.12% 1,621	24.25% 817	4.75% 160	3,369
Using the Minuteman Bikeway or bicycling on Arlington streets (for commuting or recreation)	30.96% 1,042	28.82% 970	22.82% 768	17.41% 586	3,366
Using the online library services (e.g., eBooks, scheduling book pickup(s))	19.40% 652	23.39% 786	27.94% 939	29.28% 984	3,361
Participating in the Town library's virtual events	12.13% 407	18.06% 606	5.60% 188	64.21% 2,155	3,356
Attending virtual meetings held by Town boards and committees	7.91% 266	19.36% 651	20.85% 701	51.87% 1,744	3,362

Q17 Many of us have had to rely on technology for communication during the pandemic. Has any of the following been difficult for you during this time? (Select one for each row.)

Answered: 3,372 Skipped: 369

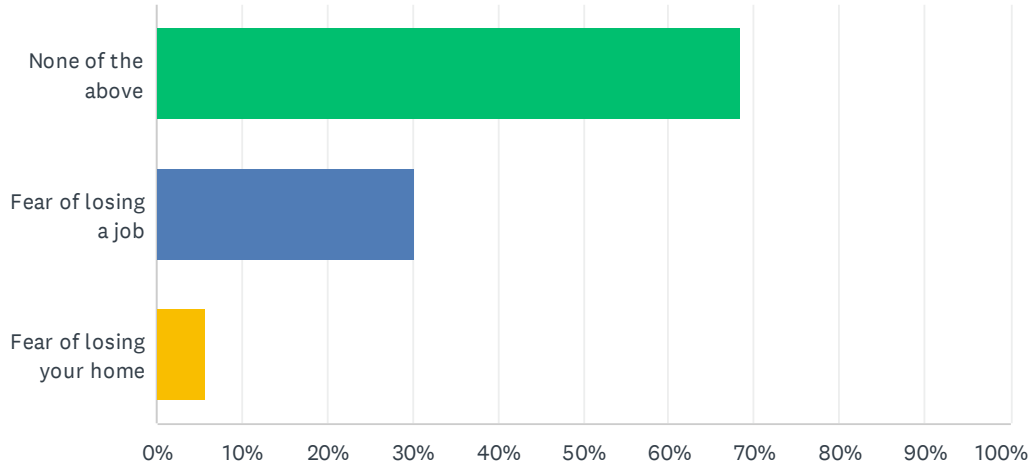


2021 ANNUAL TOWN SURVEY

	YES	NO	UNSURE	TOTAL	WEIGHTED AVERAGE
Access to a smartphone	7.42% 250	91.81% 3,093	0.77% 26	3,369	1.93
Access to a computer or tablet	7.33% 247	92.32% 3,112	0.36% 12	3,371	1.93
Internet access	8.73% 294	90.94% 3,062	0.33% 11	3,367	1.92
Getting training or assistance in technology use	6.84% 229	86.65% 2,902	6.51% 218	3,349	2.00

Q18 Have you or anyone in your household been concerned about any of the following because of the pandemic? (Select all that apply.)

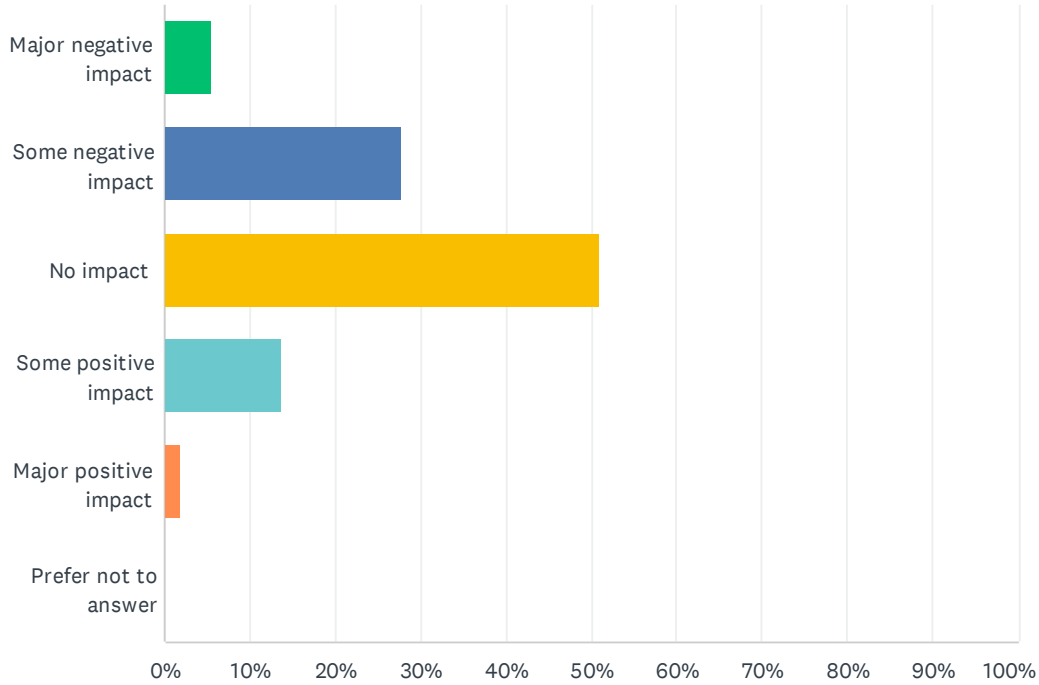
Answered: 3,367 Skipped: 374



ANSWER CHOICES	RESPONSES	
None of the above	68.52%	2,307
Fear of losing a job	30.26%	1,019
Fear of losing your home	5.76%	194
Total Respondents: 3,367		

Q19 What impact, if any, has there been on your household's financial situation over the course of the pandemic?

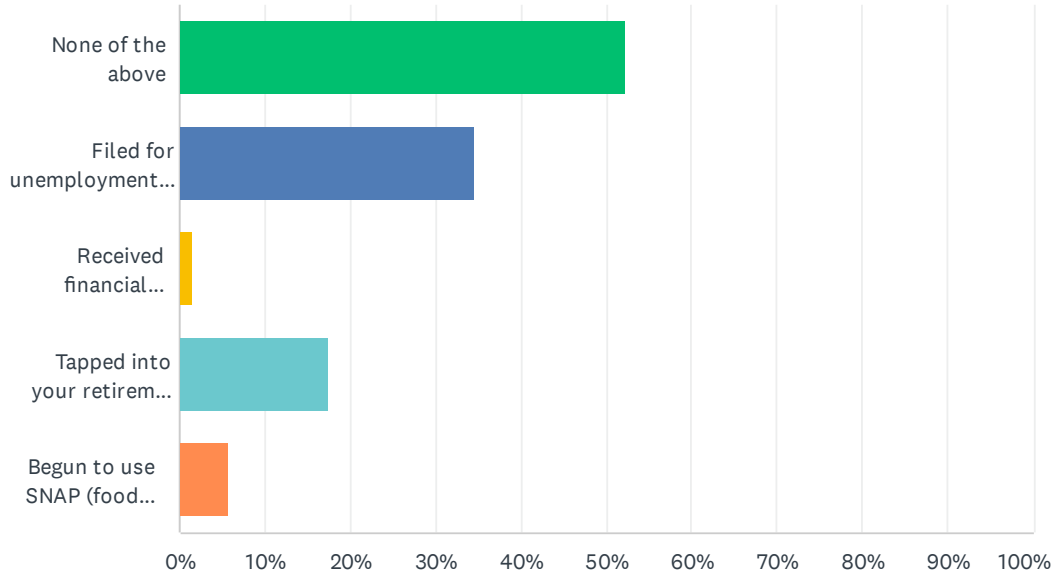
Answered: 3,367 Skipped: 374



ANSWER CHOICES	RESPONSES	
Major negative impact	5.61%	189
Some negative impact	27.77%	935
No impact	50.99%	1,717
Some positive impact	13.69%	461
Major positive impact	1.93%	65
Prefer not to answer	0.00%	0
TOTAL		3,367

Q20 Have you or anyone in your household done any of the following as a result of the pandemic? (Select all that apply.)

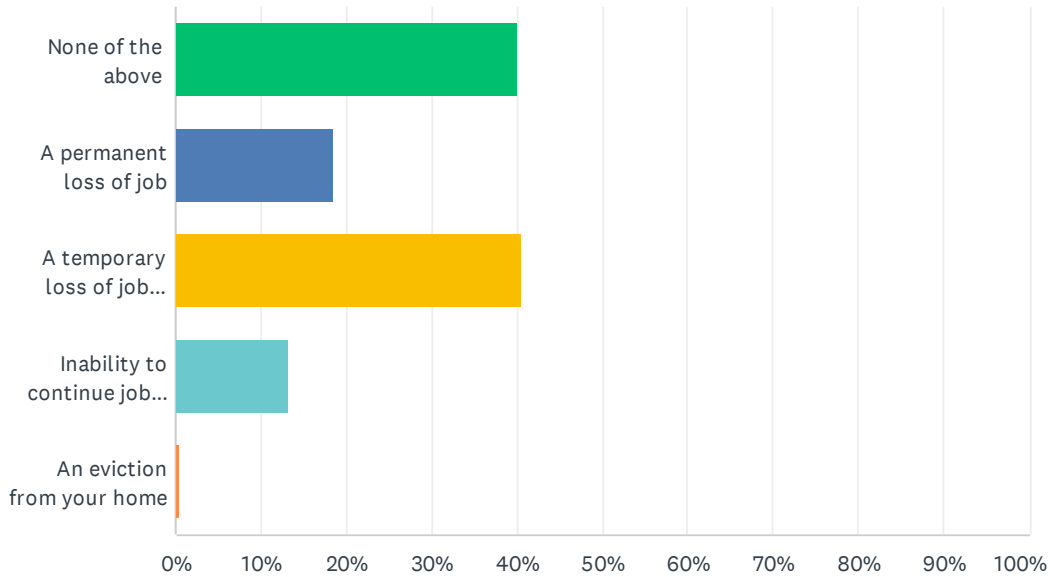
Answered: 1,121 Skipped: 2,620



ANSWER CHOICES	RESPONSES	
None of the above	52.19%	585
Filed for unemployment or pandemic unemployment insurance	34.61%	388
Received financial assistance from the Town of Arlington	1.43%	16
Tapped into your retirement savings	17.57%	197
Begun to use SNAP (food stamp) benefits or receive food from a food pantry	5.80%	65
Total Respondents: 1,121		

Q21 Have you or anyone in your household experienced any of the following because of the pandemic? (Select all that apply.)

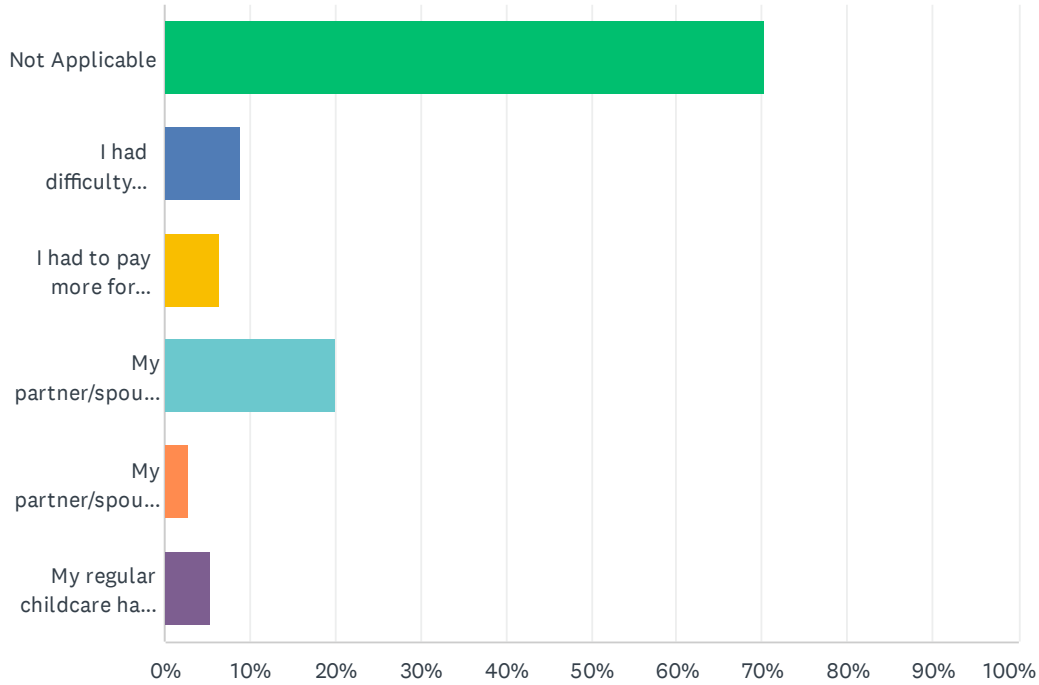
Answered: 1,121 Skipped: 2,620



ANSWER CHOICES	RESPONSES	
None of the above	40.14%	450
A permanent loss of job	18.55%	208
A temporary loss of job (furlough) or reduced salary or hours	40.50%	454
Inability to continue job because of the risk of contracting COVID-19	13.11%	147
An eviction from your home	0.36%	4
Total Respondents: 1,121		

Q22 How has the COVID-19 pandemic affected your need and use for childcare? (Select all that apply.)

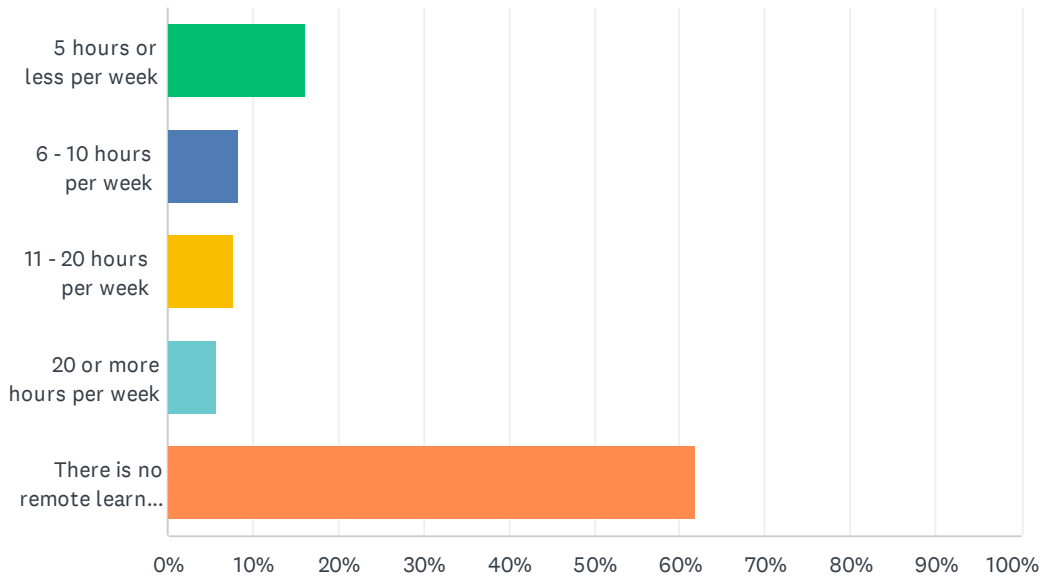
Answered: 3,355 Skipped: 386



ANSWER CHOICES	RESPONSES
Not Applicable	70.46% 2,364
I had difficulty finding childcare	9.00% 302
I had to pay more for childcare	6.47% 217
My partner/spouse or I had to change our work schedule or decrease our work hours to care for my/our child/children	20.03% 672
My partner/spouse or I had to stop working to care for our child/children	2.80% 94
My regular childcare has not been affected by the COVID-19 outbreak	5.42% 182
Total Respondents: 3,355	

Q23 How many hours per week on average, if any, are adults in your household supporting remote education for a K-12 child/children during the pandemic?

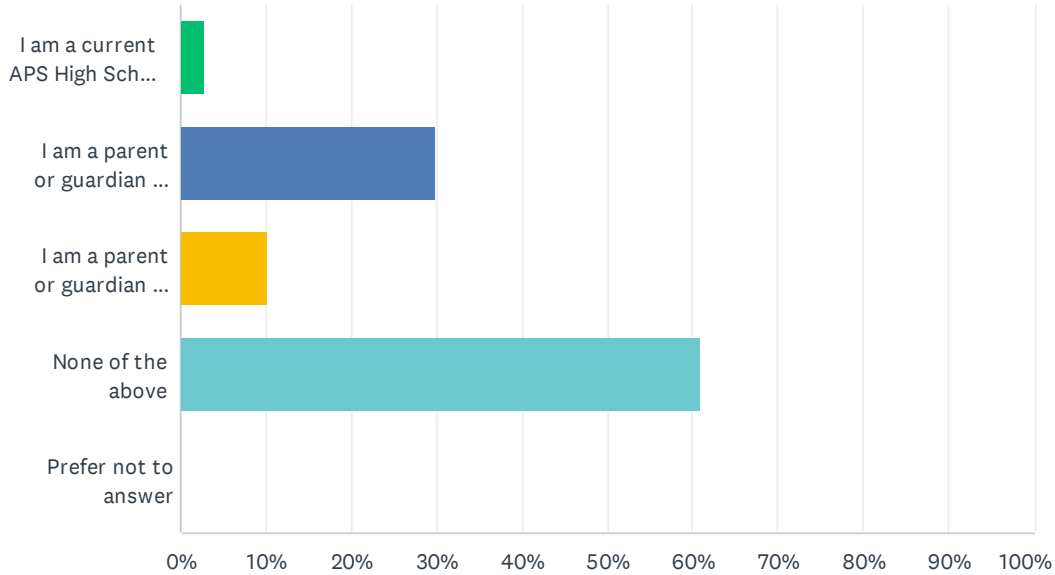
Answered: 3,355 Skipped: 386



ANSWER CHOICES	RESPONSES	
5 hours or less per week	16.30%	547
6 - 10 hours per week	8.41%	282
11 - 20 hours per week	7.60%	255
20 or more hours per week	5.78%	194
There is no remote learning in my household	61.91%	2,077
TOTAL		3,355

Q24 How, if at all, are you connected to the Arlington Public Schools (APS)? (Select all that apply.)

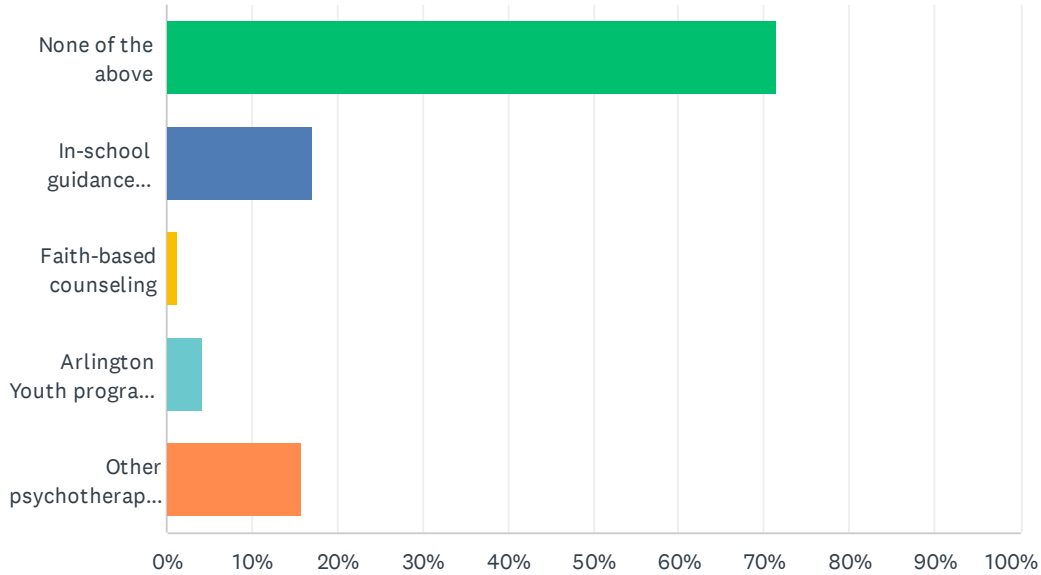
Answered: 3,355 Skipped: 386



ANSWER CHOICES	RESPONSES	
I am a current APS High School Student	2.68%	90
I am a parent or guardian of current APS student(s)	29.90%	1,003
I am a parent or guardian of future APS student(s)	10.19%	342
None of the above	60.89%	2,043
Prefer not to answer	0.00%	0
Total Respondents: 3,355		

Q25 Have any APS students in your household made use of any of the following mental health services in 2020? (Select all that apply.)

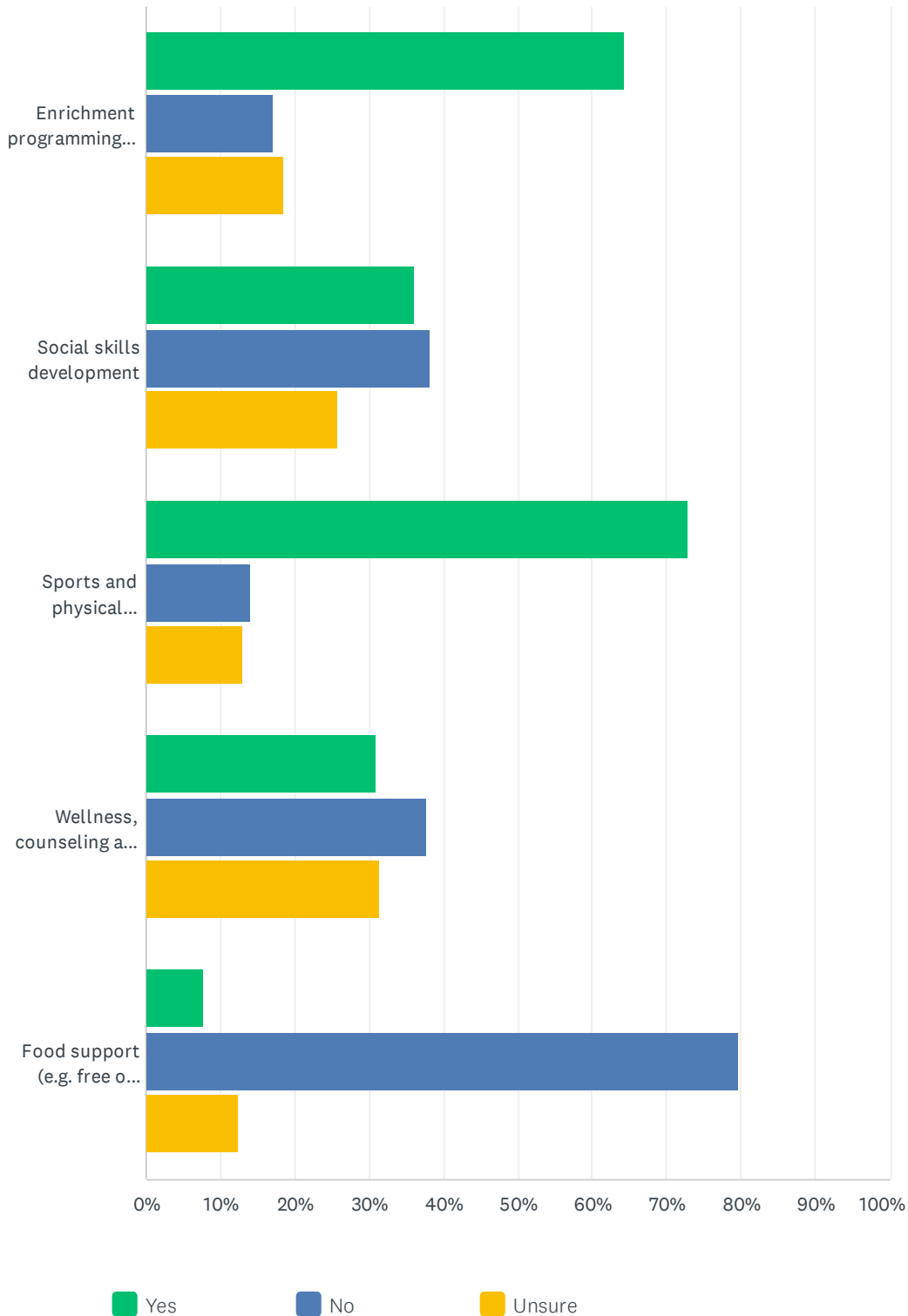
Answered: 1,306 Skipped: 2,435



ANSWER CHOICES	RESPONSES	
None of the above	71.36%	932
In-school guidance counselors and teachers	17.00%	222
Faith-based counseling	1.23%	16
Arlington Youth programs (e.g., The Children's Room, Arlington Youth Counseling)	4.29%	56
Other psychotherapy or clinical resources	15.85%	207
Total Respondents: 1,306		

Q26 Thinking ahead to the 2021-22 school year--and as we emerge from the pandemic--which of these services do you expect might be used by one or more APS students in your household? (Select one for each row.)

Answered: 1,306 Skipped: 2,435

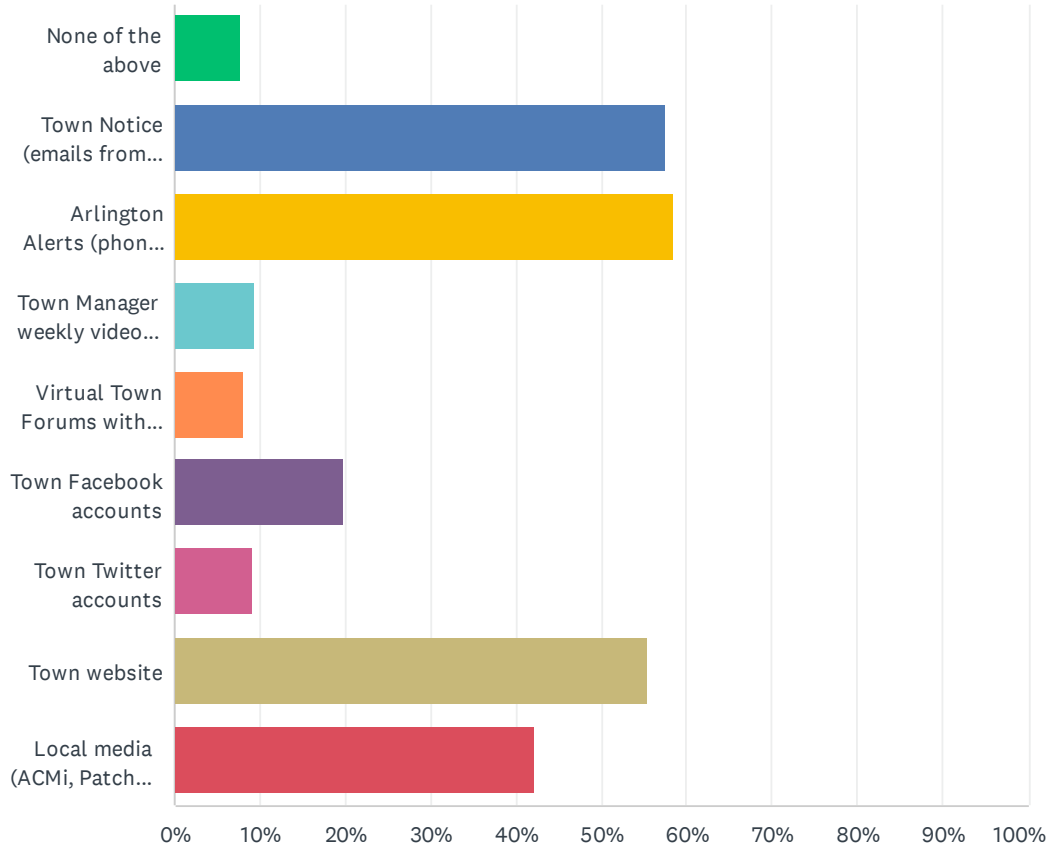


2021 ANNUAL TOWN SURVEY

	YES	NO	UNSURE	TOTAL	WEIGHTED AVERAGE
Enrichment programming (e.g., music or drama)	64.42% 831	16.98% 219	18.60% 240	1,290	1.54
Social skills development	36.03% 458	38.16% 485	25.81% 328	1,271	1.90
Sports and physical activities	72.96% 947	14.02% 182	13.02% 169	1,298	1.40
Wellness, counseling and mental health services	30.95% 394	37.71% 480	31.34% 399	1,273	2.00
Food support (e.g. free or reduced lunch, home meal kits)	7.76% 97	79.84% 998	12.40% 155	1,250	2.05

Q27 In which of the following ways, if any, do you currently learn about Arlington services, policies, events, and Town government? (Select all that apply.)

Answered: 3,331 Skipped: 410



ANSWER CHOICES	RESPONSES	
None of the above	7.63%	254
Town Notice (emails from the Town sent between 2 and 5 times a week)	57.61%	1,919
Arlington Alerts (phone, text)	58.33%	1,943
Town Manager weekly video updates	9.49%	316
Virtual Town Forums with Town officials	8.02%	267
Town Facebook accounts	19.84%	661
Town Twitter accounts	9.13%	304
Town website	55.39%	1,845
Local media (ACMi, Patch, YourArlington.com, Arlington Advocate)	42.24%	1,407
Total Respondents: 3,331		

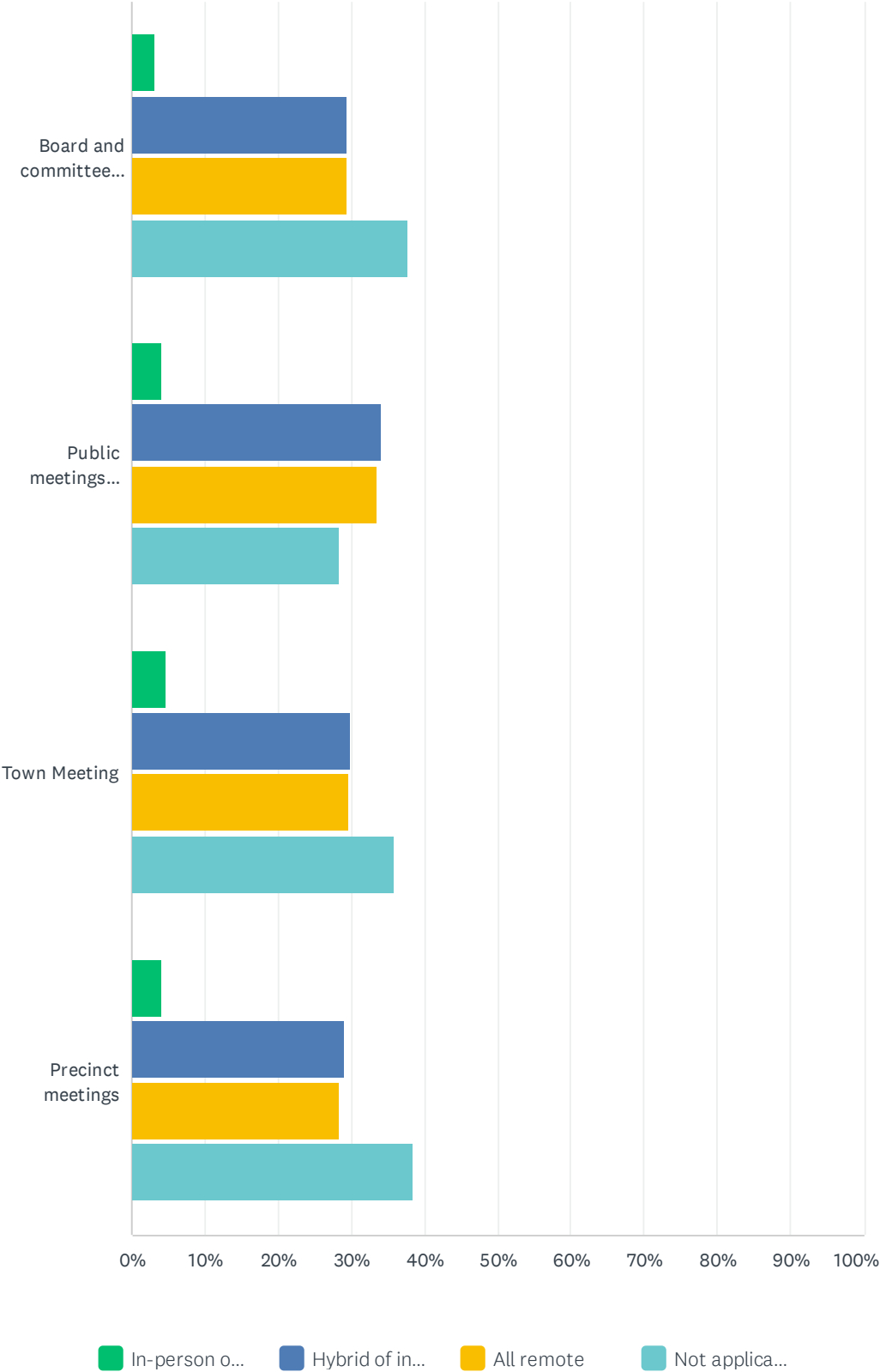
Q28 If you do not currently receive Town Notice emails and would like to subscribe, please provide your email address below. Your contact information will remain confidential. You can unsubscribe from Town Notice emails at any time.

Answered: 622 Skipped: 3,119

Q29 For each of the following, please indicate whether you would prefer to attend meetings that are In-person only, Hybrid of in-person and remote, or All remote. Choose "Not applicable" if you have no interest in participating in that type of meeting. (Select one option per row.)

Answered: 3,331 Skipped: 410

2021 ANNUAL TOWN SURVEY

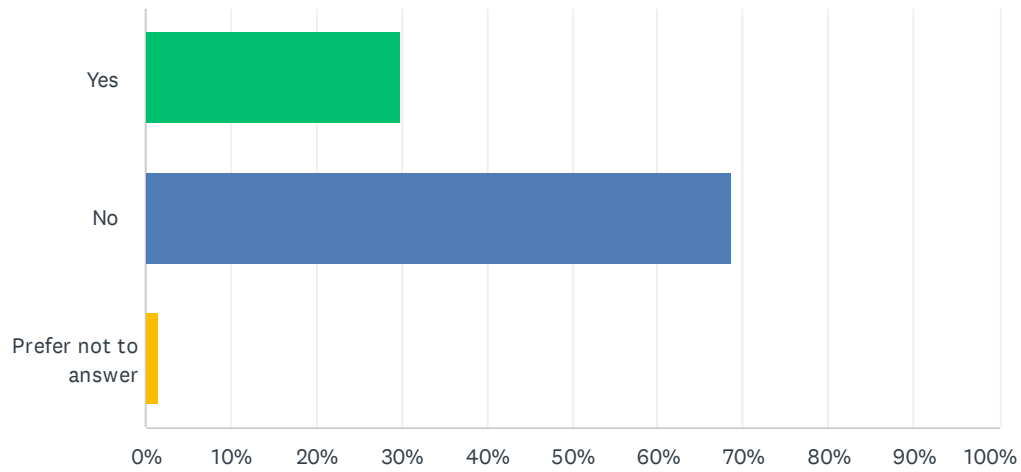


2021 ANNUAL TOWN SURVEY

	IN-PERSON ONLY	HYBRID OF IN-PERSON AND REMOTE	ALL REMOTE	NOT APPLICABLE	TOTAL
Board and committee meetings (e.g., Select Board, School Committee)	3.28% 109	29.50% 980	29.50% 980	37.72% 1,253	3,322
Public meetings regarding projects in Town	3.97% 132	34.14% 1,134	33.47% 1,112	28.42% 944	3,322
Town Meeting	4.64% 154	29.90% 992	29.57% 981	35.90% 1,191	3,318
Precinct meetings	3.99% 132	29.10% 963	28.44% 941	38.47% 1,273	3,309

Q30 Are you 60 or older?

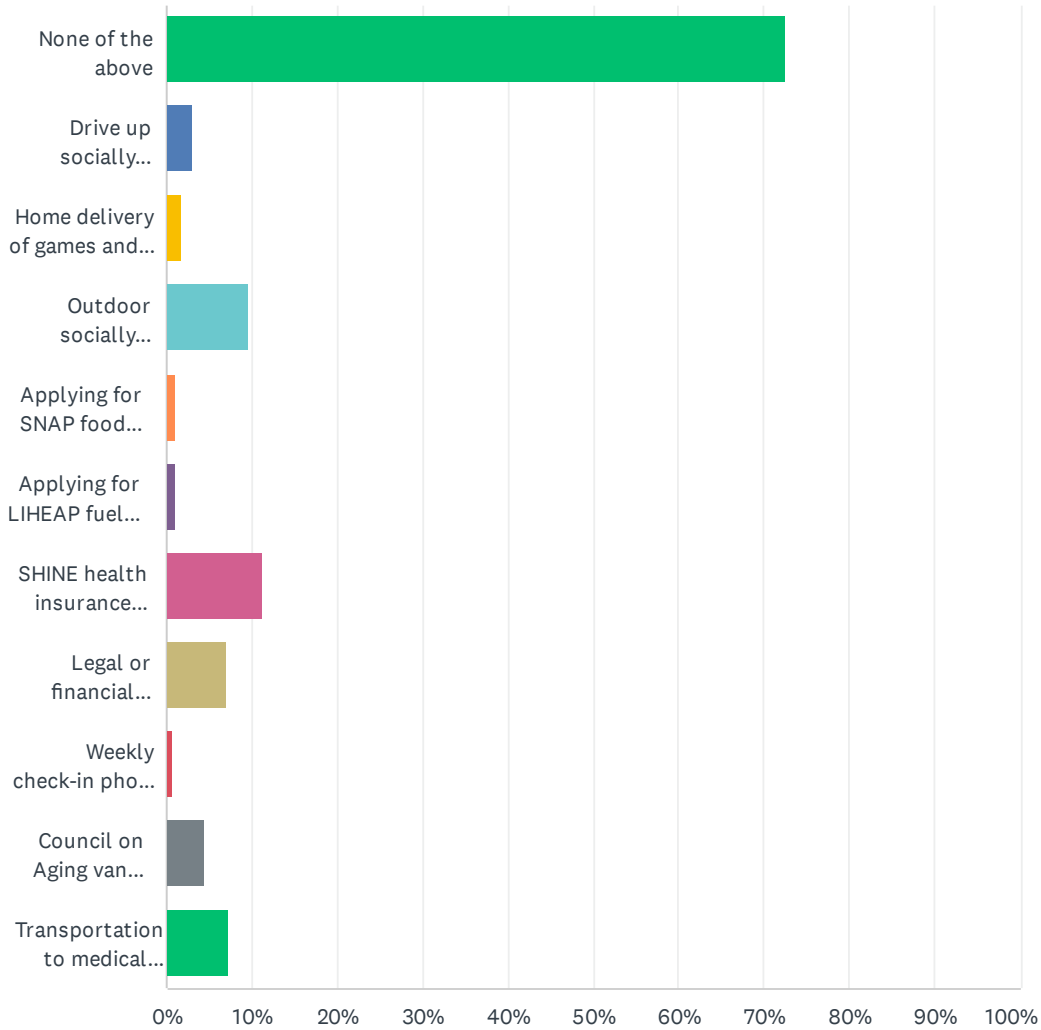
Answered: 3,329 Skipped: 412



ANSWER CHOICES	RESPONSES	
Yes	29.95%	997
No	68.58%	2,283
Prefer not to answer	1.47%	49
TOTAL		3,329

Q31 The Council on Aging will continue to offer phone-based and socially distanced in-person programs in 2021. Which of the following Council on Aging programs do you expect to participate in over the next year?
(Select all that apply.)

Answered: 997 Skipped: 2,744

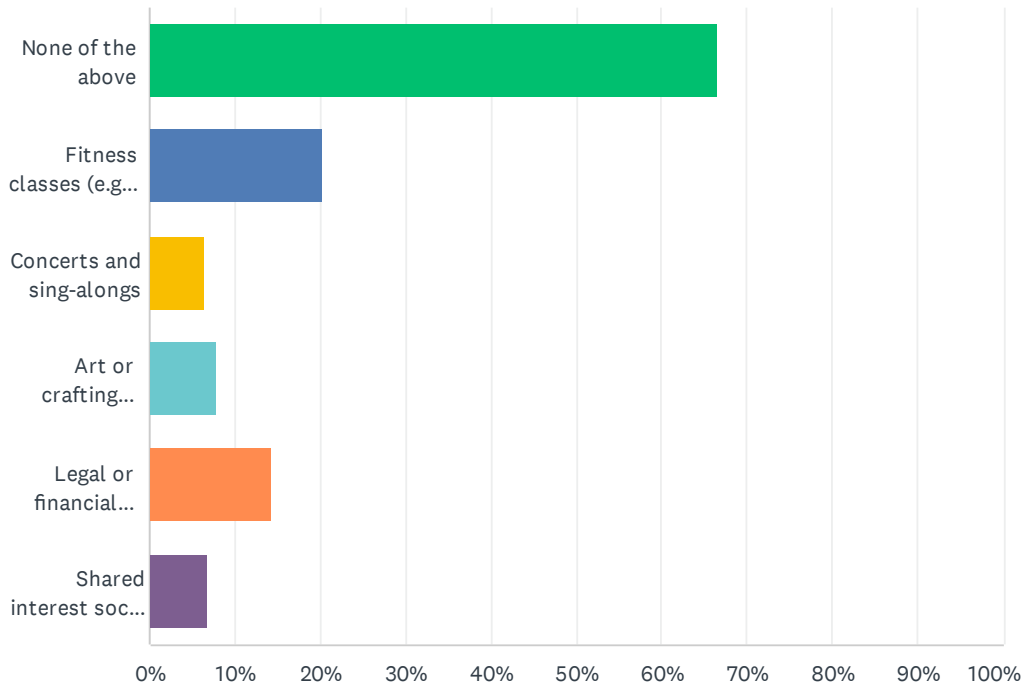


2021 ANNUAL TOWN SURVEY

ANSWER CHOICES	RESPONSES	
None of the above	72.42%	722
Drive up socially distant coffee hours	2.91%	29
Home delivery of games and puzzles	1.81%	18
Outdoor socially distanced services (podiatry clinics, outdoor fitness)	9.53%	95
Applying for SNAP food assistance benefits over the phone	1.10%	11
Applying for LIHEAP fuel assistance over the phone	1.10%	11
SHINE health insurance counseling about Medicare	11.23%	112
Legal or financial consultant services	7.02%	70
Weekly check-in phone calls	0.70%	7
Council on Aging van services within Arlington	4.41%	44
Transportation to medical appointments outside Arlington	7.22%	72
Total Respondents: 997		

Q32 The Council on Aging has offered a range of virtual programs during the pandemic. Thinking ahead over the next year, which of the following virtual programs, if any, do you expect to participate in? (Select all that apply.)

Answered: 997 Skipped: 2,744



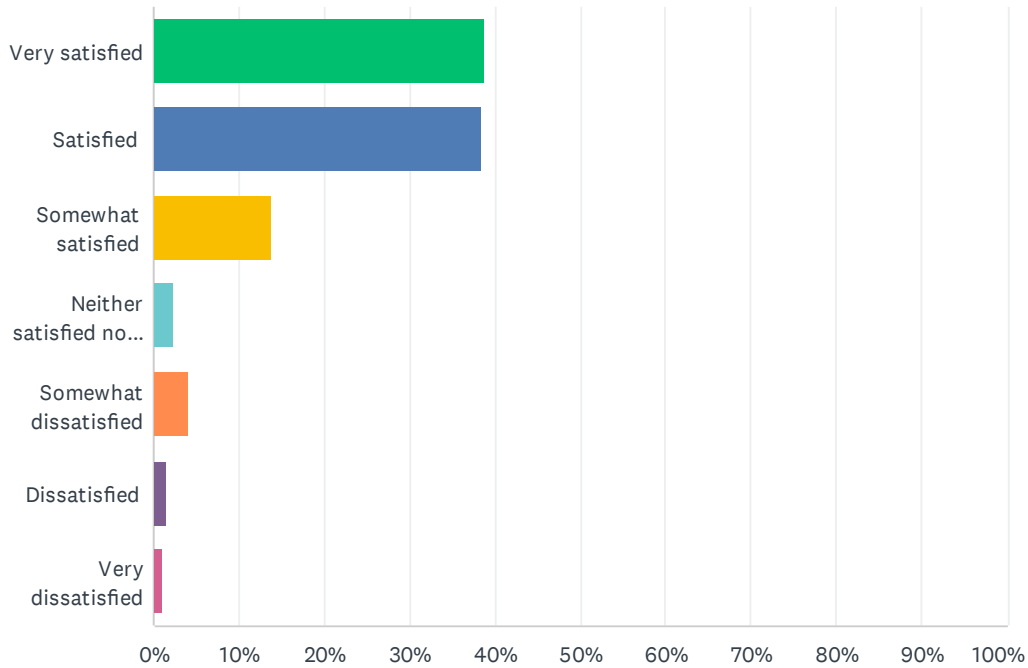
ANSWER CHOICES	RESPONSES	
None of the above	66.60%	664
Fitness classes (e.g., cardio fitness, strength classes, chair yoga)	20.16%	201
Concerts and sing-alongs	6.42%	64
Art or crafting classes	7.92%	79
Legal or financial workshops (e.g., Health care decision making, property tax counseling)	14.34%	143
Shared interest social meetings (e.g., Coffee and Conversation, LGTBQ+ group, Bingo, book clubs)	6.82%	68
Total Respondents: 997		

Q33 The Council on Aging is interested in new ideas for programs, services, and activities. Do you have any ideas that should be considered for programming? Please share comments below.

Answered: 109 Skipped: 3,632

Q34 Currently, how satisfied are you living in Arlington?

Answered: 3,252 Skipped: 489



ANSWER CHOICES	RESPONSES	
Very satisfied	38.75%	1,260
Satisfied	38.38%	1,248
Somewhat satisfied	13.96%	454
Neither satisfied nor dissatisfied	2.37%	77
Somewhat dissatisfied	4.03%	131
Dissatisfied	1.51%	49
Very dissatisfied	1.01%	33
TOTAL		3,252

Q35 Please provide some information to help us understand your level of satisfaction with living in Arlington. Your answer is not constrained by the size of the comment box below.

Answered: 3,252 Skipped: 489

Q36 If you have any suggestions regarding ways Arlington can build a stronger community and provide enhanced services, please provide them here. Note: We are particularly interested in the needs and concerns of underrepresented groups.

Answered: 1,152 Skipped: 2,589