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Livable Sudbury: A Community Needs Assessment

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Livable Sudbury:

A Community Needs Assessment

January 2019

Center for Social and Demographic Research on Aging
Gerontology Institute
John W. McCormack Graduate School of Policy & Global Studies
University of Massachusetts Boston

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January 2019

Dear Friends,

We are proud to share with you this report, the culmination of effort by Sudbury residents and researchers from UMass John W. McCormack Graduate School of Policy and Global Studies. During the past 2 years, a number of volunteers and town officials have been meeting informally. Groups including town officials as well as interested residents concurred that making a formal commitment to the concept of livability would benefit all people in Sudbury.

The result—**Livable Sudbury: A Community Needs Assessment**—is now also part of a regional initiative involving Sudbury and 13 other towns that have been accepted into membership in the AARP-World Health Organization’s network of *livable communities*. Nearly all states throughout the U.S. have towns, cities, and counties represented in this network. In Massachusetts, Boston and 17 other cities and towns (including, recently, Hudson, Bedford, and Bolton) have committed to a thoughtful process of improvement, to help make their communities more livable.

The concept of livability is based on an international research study, the World Health Organization (WHO) Global Age-Friendly Cities project, undertaken in 33 cities in 22 countries. This culminated in a 2007 report, “Global Age-Friendly Cities: A Guide.” In the U.S., the American Association of Retired Persons (AARP) Network of Age-Friendly Communities is part of the WHO initiative. As the report emphasizes, “livable” defines a community that enables and engages residents of all ages—encouraging adults and children to enjoy, explore, and access the resources for staying involved with friends and neighbors, for learning and growing, for helping and being helped, and for interacting with their community in meaningful ways.

Livable is our goal for Sudbury. What membership in the formal network means is that we have made the commitment to work actively toward making our town a great place for people of all ages and all abilities. Moreover, such membership supports coordination across town departments and contributes to both the master town plan as well as emerging initiatives.

This initiative began with the Sudbury Senior Center’s and Sudbury Council on Aging’s interest in both age friendly and dementia friendly initiatives, the latter represented by the strong

advocacy of Patricia Tabloski. With the leadership of COA member Alice Sapienza, DBA (who also wrote a proposal to The Sudbury Foundation to fund the assessment), an initial review of Sudbury's livability was completed with Council on Aging members' help and used for the AARP Livable Communities application.

We are delighted to share the report with you and to work together for the betterment of all.

Sincerely,

Melissa Murphy-Rodrigues, Esq., Sudbury Town Manager

Debra Galloway, Sudbury Senior Center Director

Alice Sapienza, DBA, Sudbury AARP Livable Communities Ambassador

Contributors and Acknowledgements

This report was produced by the Center for Social and Demographic Research on Aging (CSDRA), a research unit within the Gerontology Institute at UMass Boston's McCormack School. The CSDRA provides resources and research expertise to communities, non-governmental organizations, and other agencies throughout the Commonwealth.

Caitlin Coyle, Jan Mutchler, Sue Berger, and Ceara Somerville are primarily responsible for the contents of this report. Other UMass Boston contributors include Nidya Velasco and Rebecca Mailman. Debra Galloway, Director of the Sudbury Senior Center, and Alice Sapienza, DBA, formerly of the Council on Aging and now the Livable Sudbury Ambassador, offered leadership and guidance at each step of the project. Sudbury Council on Aging Board members developed valuable overviews of livable features of Sudbury used to frame this project. Leila Frank, Information Officer for the Town of Sudbury, provided essential support in getting the word out about the Livable Sudbury Initiative and its associated data collection. Marian Knapp, Chair of the Newton Council on Aging, shared important insights as the project was developed. We acknowledge with gratitude The Sudbury Foundation, the Friends of Sudbury Seniors, and the Town of Sudbury, which provided generous funding for the project. As well, we are deeply grateful to the Sudbury stakeholders and residents who shared their thoughts as part of the data collection.

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Executive Summary

The Livable Sudbury Initiative is based on a distinctive framework meant to ensure that Sudbury is and remains an all-age and dementia-friendly place in which to live, work, and play. Structured around livability principles embedded in the Age-Friendly Community framework, the Livable Sudbury Initiative is designed to intersect with and inform other ongoing efforts, including development of the Sudbury Master Plan and a 14-town collaborative effort of the Minuteman Advisory Group on Interlocal Coordination (MAGIC) to advance regional age-friendly planning. The Sudbury framework considers physical infrastructure as well as social and service environments as it seeks to strengthen livability for all ages and abilities, including those with dementia and their families. An important added feature is Sudbury's emphasis on equity and inclusion. The purpose of this report is to inform Sudbury's effort to be "all-age" friendly and inclusive in pursuit of a more livable community for all residents.

Research in support of this report started with two forums conducted in Fall of 2017, during which residents offered initial input about the current livability of Sudbury and their hopes for future improvements. Subsequent data collection included key informant interviews with Town leaders and a systematic review of recent documents prepared in Sudbury in support of related planning efforts. An online resident survey was completed during Spring of 2018. In addition, eight focus groups were held in late Spring and Summer of 2018 to learn about specific issues and populations with respect to the Livable Sudbury effort. Sudbury formally joined the AARP Network of Age-Friendly Communities in April 2018. Findings from this report and other ongoing efforts will be used in developing an action plan for the Livable Sudbury Initiative.

Selected findings and priorities developed in this project include the following:

Housing. Our homes serve not only as a source of shelter, but also as the platform for maintaining social networks and connecting us to neighborhood amenities. Key challenges that emerged from the assessment relating to housing focused on cost of living and the availability of housing options that support staying in Sudbury. Study findings suggest that housing costs, including property tax levels, are areas of significant concern and pose a challenge for financial security of some residents. As well, study participants perceived a lack of adequate housing options of appropriate types and costs for downsizing. Improving Sudbury's livability within the housing domain will require expanding affordable and market-rate options for downsizing, increasing the availability of smaller homes, including rental units, and expanding housing options specifically for older adults. Smaller and denser housing in walkable districts may promote livability. As well, strengthening awareness of opportunities to reduce property taxes, and potentially expanding access to existing property tax relief programs, may allow some residents to stay in their homes and remain financially secure.

Transportation. Being able to get where one wants and needs to go helps people maintain social ties, obtain needed goods and services, access local amenities and be engaged with the community. In this study, transportation issues relating to driving barriers, traffic, walkability, and overall satisfaction with available transit options emerged as significant issues. Study participants wanted less traffic congestion, better walkability, and improved pathways. Some participants also wanted more convenient access to Boston and other locations where they work, seek services, or seek entertainment. Expanding transportation options for specific segments of the community, such as supported options for those with mobility limitations, was also desirable. Improving Sudbury's livability within the transportation domain will require improving access to existing options, such as ride-sharing services, by making them more widely available and usable. As well, some new transit options may be needed, such as transit to local rail stations, improved medical transit, and afterschool transportation for families with children. Improving walkability features of Sudbury is also a desirable goal, by expanding the network of sidewalks, improving lighting along walkways and paths, and ensuring that crosswalk signals are adequate. Working on these issues alongside emerging regional transportation pilots offers a valuable opportunity to improve transportation options in Sudbury.

Outdoor spaces and buildings. Creating safe and accessible shopping, entertainment, and community areas promotes inclusion of all residents. Ensuring that outdoor spaces and public buildings, as well as community meetings and services, are adequate and accessible to all is an important element of a livable community. Study participants valued the outdoor spaces and recreation areas in the town, and their access to them. Access to town amenities was limited for some residents, especially those with participation limitations. For these individuals as well as others who may struggle periodically with mobility, continuing to improve the accessibility of public spaces and buildings is necessary. Survey respondents identified a need for more public restrooms and for benches in strategic locations—these features improve access and encourage walking and use of town amenities. Improving Sudbury's livability within the outdoor spaces and buildings domain will require moving forward with plans to resolve inadequacies surrounding the Fairbank Community Center and the Sudbury Senior Center, and ensuring that growth in the older population is taken into account in planning for public spaces and accessibility. Improving knowledge and availability of public restrooms and benches, and expanding accessibility features throughout the community, would be desirable. Considering opportunities for completing the bike/rail trail may contribute to livability.

Community and health services. Livable communities offer nearby access to services that support physical and behavioral health, as well as home- and community-based long-term care services. According to material gathered for this study, many features of the service environment in Sudbury appear to be good. The availability of physical health services appears to be a strength, although reported satisfaction levels suggest some lack of awareness or potentially room for improvement. Some gaps in behavioral health services appear to exist. For virtually all the types of services assessed in this study, a large share of respondents reported neutral assessments (e.g., “neither

satisfied nor dissatisfied”) potentially indicating lack of awareness, feeling that the service is not relevant to their situation, or a sense that the service could be better. Across most service types, dissatisfaction levels were higher among some segments of the community than among others, indicating unevenness in availability and access. Specifically, respondents reporting participation limitations and those who were not financially secure were more likely to report dissatisfaction with services. In order to improve Sudbury’s livability within this domain, improving community knowledge about the services already available would be helpful. Taking special efforts to improve awareness and access to those who could benefit from services the most, especially those with participation limitations and those with financial insecurity, may be appropriate. Caregiver support is a significant need in the community, and devising ways to improve affordable and convenient respite to Sudbury residents and caregivers would be beneficial. Given that the number of Sudbury residents who have dementia is already sizable, and likely to increase in coming years, responding to the needs of this segment of the community is required. Promoting greater community awareness and developing dementia-friendly initiatives may be considered.

Social participation. Being engaged and participating in community events—through learning opportunities, fitness programs, and social activities—helps community members build and maintain social support, remain active, and avoid isolation. Ensuring that ample and accessible participation activities are available is an important task of building a livable community. Overall, opportunities to participate in activities relating to education, recreation and fitness are good in Sudbury, and most respondents were satisfied with the options available. Lower satisfaction was reported among some segments of the community, especially those who are not financially secure. Twelve percent of the survey respondents indicated that they do not know anyone living within 30 minutes on whom they could call for help. Some of these individuals, and potentially others, are at risk of isolation. While participation in activities can offset risk of isolation, formal involvements like joining exercise classes may be insufficient in addressing this issue. Study results indicate that one out of five respondents, or more among some groups, was not satisfied with opportunities for informal sharing and interaction in their neighborhoods, suggesting that informal relationships in local settings could be strengthened. To improve Sudbury’s livability within the participation domain, ensuring broad awareness of participation opportunities and bridging barriers posed by cost and accessibility would be beneficial. Recognizing that some residents are at risk of isolation is an important step toward devising solutions; identifying neighborhood-based programs or mechanisms may be of added value in this regard. Some benefit may also be realized by strengthening intergenerational programs in Sudbury. The school-based networks formed when families have children in the schools become fragmented as the children become older and leave home. Building relationships between older and younger adults in Sudbury may serve to strengthen intergenerational connections, strengthen the overall sense of community and offset network shrinkage that often occurs with age.

Civic engagement and employment. Civic participation, such as volunteering and involvement in local organizations, builds social capital and allows people to pursue interests and be involved in

their communities; paid employment can yield these benefits as well as provide income. Sudbury offers many opportunities for residents to volunteer and be involved in local civic life, although some study findings suggest a lack of awareness among community members about opportunities to participate. In contrast, clear shortfalls in availability of employment opportunities in Sudbury are evident. Strategies to improve Sudbury's livability with respect to civic engagement and employment would include strengthening awareness and outreach around civic engagement and volunteering as a means of ensuring that opportunities are widely known and residents understand that their participation is welcomed. Strengthening involvement in local governance through resident education and facilitating access to public meetings would also be beneficial. As well, determining what kinds of paid work options would be welcomed by residents, and assessing the extent to which those options can be expanded or supported may be appropriate.

Communication and information. A livable community provides opportunities for residents to stay connected and informed. Promoting widespread awareness of local services, programs and resources maximizes the impact of community assets. Study findings suggest that communication is a key issue for the Livable Sudbury Initiative, and virtually every point of contact with the community yielded comment on this domain. Municipal offices recognize the importance of communication and appear to have put substantial effort into communicating with residents. However, many residents are not satisfied with communication in Sudbury; for example, nearly one out of five survey respondents indicated that they were dissatisfied with how activities and events are communicated to residents, and 30% indicated they would not know whom to contact in Sudbury if they needed help accessing services. Strengthening communication strategies and ensuring that residents have access to needed information is a priority for Sudbury. Improving communication and access to information may be pursued by developing a communication plan as a means of creating integrated communication channels and ensuring that materials are presented in appropriate formats. Developing dissemination partners such as medical offices, faith-based organizations, and others could be successful. As well, some study participants reported that communication across Town offices could be improved, suggesting that strengthening interdepartmental communication may be beneficial.

Inclusion and respect. Feeling respected and included promotes participation in the community and facilitates effective use of services and amenities. Themes relating to exclusion and marginalization were identified as important issues to capture in this study, as organizers of the initiative specified equity and access as key elements of Sudbury's framework. Study findings suggest that these themes are important, and 30% of the survey respondents reported that they have felt excluded on one or more dimensions. Isolation levels were fairly low on average, but substantially higher among some segments of the community. Many survey respondents did not feel that local policymakers adequately take into account the interests and concerns of residents. Tackling issues of inclusion and respect will require a multi-pronged effort. People feel included when they have good access to information, are involved in the community, feel welcomed at activities and events, and feel like a valued member of the community. Accordingly, ensuring

widespread access to information using accessible media is one means of promoting inclusion. Residents need to know whom to contact when they need help or information, and they need to have confidence that municipal offices and organizations want to assist. Considering accessibility issues when planning community events may also be helpful, including taking into account the cost of participation. Sudbury may wish to consider opportunities to build a broad-based coalition to tackle the issue of inclusion, involving representatives from faith communities, disability organizations, the schools, the Senior Center and other organizations committed to working collaboratively on this issue.

Conclusions

The Livable Sudbury Initiative is based on an innovative framework designed to ensure that Sudbury is and remains an all-age and dementia-friendly community. Study findings point to many strengths of Sudbury that contribute to its livability, including its scenic beauty, open spaces, its “small town” environment, and numerous local amenities. Yet some aspects of Sudbury are regarded less positively, including features that limit walkability, limited transportation options, and communication challenges. Moreover, some segments of the Sudbury community do not share fully in Sudbury’s assets, and are especially impacted by its challenging features. Most heavily impacted appear to be those who have participation limitations based on an impairment or other condition, and those who are not financially secure. For the Livable Sudbury Initiative to reach its goal of promoting livability across the community, including among those living with dementia and their families, efforts will need to be made to address these issues.

As the Livable Sudbury Initiative moves ahead, one priority may be to seek opportunities to expand access to Sudbury’s existing assets. Many amenities already in place appear to be underutilized due to limited awareness that they exist, uncertainty about how to take advantage of them, and not knowing who to ask for more information. Other existing amenities are not as widely beneficial as they might be because they are not sufficiently accessible to residents. For example, many survey respondents reported dissatisfaction with lighting along sidewalks and cycle paths; improving lighting in these areas is likely to expand access to these amenities.

Another priority for the Livable Sudbury Initiative may be to identify opportunities to build on momentum already underway. Supporting ongoing initiatives relating to transportation and housing, and ensuring that these initiatives align with Livable Sudbury inclusion goals, may be effective. Livable Sudbury may also build on ongoing momentum relating to planning for the Senior Center and Community Center. Both of these entities are highly valued by the community, and considerable effort has already been directed toward identifying needs and preferences relating to these amenities.

Especially in light of Livable Sudbury’s focus on equity and inclusion, a priority moving forward is to identify areas where exclusion is most impactful, and to design and implement remedies. Two groups that appear to be systematically impacted are those with participation limitations and those

who are not financially secure. In working to improve livability of Sudbury, one priority may be to ensure that equity and inclusion is built in as a part of the projects that are pursued in this initiative. An added strategy to address equity and inclusion may be to identify inclusion-based priorities. For example, in developing transportation improvements, Sudbury may wish to prioritize transportation options that will meet the needs of those with participation limitations and those who are not financially secure.

As the Livable Sudbury Initiative evolves and continues to take shape, additional areas will require attention. Prioritizing core features of livability in Sudbury may demand clearer definition; for example, some study participants associated livability strongly with protecting green space and keeping development out, while other participants called for improved transportation, affordable housing options, and expanded commercial areas. Strengthening the sense of community and addressing isolation are also linked challenges to be addressed. Some study participants reported not knowing their neighbors as well as they would like, and levels of isolation appear to be high especially among some segments of the community. Strengthening the sense of community may serve to expand local commitment and sense of belonging among residents.

The Livable Sudbury Initiative

The Livable Sudbury Initiative builds on the community's tradition of innovation by designing a distinctive framework meant to ensure that Sudbury is and remains an all-age and dementia-friendly place in which to live, work, and play.¹ The purpose of the research described in this report is to inform Sudbury's effort to be "all-age" friendly and inclusive in pursuit of a more livable community for all residents.

The Livable Sudbury Initiative is structured around livability principles embedded in the Age-Friendly Community framework, developed by the World Health Organization and coordinated in the United States through AARP. The Livable Sudbury Initiative is designed to intersect with and inform other ongoing efforts occurring in Sudbury, including development of the Master Plan and a 14-town collaborative effort of the Minuteman Advisory Group on Interlocal Coordination (MAGIC) to advance regional age-friendly planning. The current focus of the MAGIC collaboration is housing and transportation, especially among older adults. By contributing to Sudbury's emerging vision of a community that is livable for all ages and abilities, this study adds to those ongoing efforts.

Sudbury formally joined the AARP Network of Age-Friendly Communities in April 2018.² As briefly described in **Appendix A**, existing models of community livability typically emphasize physical infrastructure such as housing and transportation, and some models focus on older residents rather than all ages. The Sudbury approach is meant to include physical infrastructure as well as social and service environments as it seeks to strengthen livability for all ages and abilities, including residents with dementia and their families. An important added emphasis of the Sudbury approach is an emphasis on equity and inclusion, an approach that is relatively distinctive in livability initiatives but consistent with the culture and sensibilities of Sudbury residents.



Research conducted in Sudbury and discussed in this report is meant to support an understanding of the current livability of Sudbury and identify gaps and disparities in livability features. The

¹ See Sudbury's grant application to the Sudbury Foundation, June 2017.

² <https://sudbury.ma.us/selectmen/livable-sudbury-process-for-moving-forward/>

ultimate goal of the report is to identify priorities for action that may be taken up by the initiative in coming years.

The methodological approach

Research in support of this report started with two forums conducted in Fall of 2017, during which residents offered initial information about the current livability of Sudbury and their hopes for future improvements. Subsequent data collection included key informant interviews with Town leaders and a systematic review of recent documents prepared in Sudbury in support of related planning efforts. An online resident survey was developed and completed during Spring of 2018. In addition, eight focus groups were held in late Spring and Summer of 2018 to learn about specific issues and populations with respect to the Livable Sudbury effort. Expanded discussion of the methods used in this study is included in **Appendix B**. A listing of the Sudbury documents reviewed for the study is in **Appendix C**, and a summary of the findings of that review by domain, is included in **Appendix D**. Detailed findings from the resident survey are provided in **Appendix E**.

Results

In discussing results, findings are presented by domain starting with the features associated with the built environment (housing, transportation, and spaces and buildings), followed by domains involving the availability of appropriate services and supports, social participation, involvement in work and civic life, information access, and inclusiveness of the community. We note that, to a considerable extent, items discussed under domains overlap with one another. For example, inadequate knowledge within a community about local amenities—say, opportunities for recreation—represents a challenge under the participation domain, but also reflects shortfalls in the communication and information domain. Where findings intersect across domains, we present discussion at points in the report meant to enhance readability and understanding.

Within each domain, findings are presented drawing on all sources of information gathered for this study. In many cases, related observations emerged from multiple sources in our data collection—from interviews, focus groups, and survey responses, for example—and that information is organized in an integrated way. We make every effort to be clear about the source of the information but we do not explicitly segment off information by source, as our goal is to emphasize common findings that emerge across sources. Text placed in italics and within callouts are respondent comments drawn from write-ins on the community survey.

Our general approach in presenting findings based on the survey is to describe the patterns of response for respondents as a whole, and then break out findings based on relevant subgroups. For example, in presenting many outcomes we show information for respondents who are age 60 or older, for people with participation limitations, and for people who are not economically secure (definitions of how these segments are identified are included below). In some cases, we also

present findings for other segments of the population, such as people with children at home, or people who have moved to Sudbury within the last five years. Readers are cautioned that in some cases these segments are based on fewer than 25 responses; as a result, our discussion focuses on responses across segments that appear most relevant and informative.

Finally, we note that some important themes emerged from the study that do not strictly align with any specific domain. For example, the theme of financial security emerged throughout our research, intersecting with virtually all of the named domains. These cross-cutting themes are addressed initially in sidebars and developed further in the domains with which they connect.

Housing

Our homes serve not only as a source of shelter, but also as the platform for maintaining social networks and connecting us to neighborhood amenities. Access to affordable and appropriate housing is linked to well-being across the life-course; accordingly, housing is an important issue for livable communities.

Efforts to identify and address challenges associated with housing have been underway in Sudbury for some time. The Sudbury Housing Production Plan completed in 2016 offers a comprehensive housing needs assessment, and includes commitments meant to increase availability of affordable housing and to support an aging population.³ The town has established and funded the Sudbury Housing Trust, which supports affordable housing, and an increase in affordable homeownership has occurred.

The town is developing more affordable facilities and homes to meet MGL Chapter 40B statute requirements. For example, the Meadow Walk/Avalon development contains 163 units of market rate housing and 63 units of housing affordable to households making 80% of the area median income (AMI). (The number at Quarry North is not yet determined.) In addition, there are five affordable developments, four with age-restrictions for all or some units, and three with only Section 8 units:

- The Coolidge, Phase 1, 189 Boston Post Road (Section 8), 64 units
- Frost Farm, 150 North Road, 44 units
- Longfellow Glen, 655 Boston Post Road (Section 8), 50 age-restricted; 70 without age restrictions
- Musketahquid, 66 Hudson Road (Section 8), 64 units
- Grouse Hill, 32 Old Framingham Road, 52 units.

³ See Housing Production Plan (2016) affordable housing goals #2, “to promote a diversity of housing options in Sudbury to meet the needs of a changing and aging population...” and #3, “support aging in the community through increased multi-generational housing options, mixed-use development in walkable neighborhoods, accessory apartments, progressive senior facilities, supportive services...”.

The Sudbury Housing Authority develops and manages affordable rental housing and, according to the 2017 Sudbury Town annual report, low vacancy levels are reported in the SHA-owned family housing as well as in the elderly/disabled housing units.

Information gathered for this study focuses on two intersecting aspects of housing as it relates to livability in Sudbury. Housing affordability is discussed as a key barrier to livability in the community. As well, shortfalls in the availability of housing options are identified and discussed, including not just more affordable options but also opportunities that would facilitate residents' moving to a home that is better aligned with their evolving lifestyle while still remaining in Sudbury.

Housing and financial security

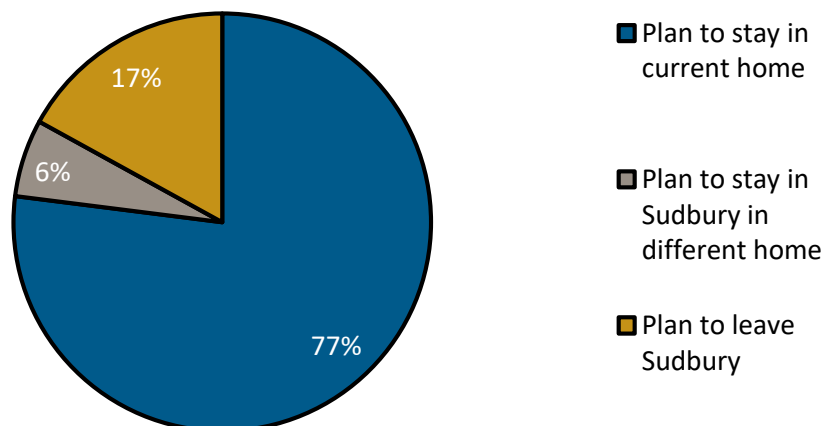
Information gathered for this study suggests that many housing challenges in Sudbury relate to the cost of housing in general, and property taxes in particular, and discussion of affordability arose routinely in focus groups and interviews. One person commented that when residents become priced out and leave town, it is not good for the town “financially or morally.” Focus group participants spoke about the high cost of housing in Sudbury, mentioning that many people who work in town, for example as a teacher, can’t afford to live in Sudbury.

Data from the American Community Survey (ACS) highlight the distinctive markets represented by owner-occupied and renter-occupied housing in Sudbury. ACS data suggest that 91% of occupied homes in Sudbury are owned by the residents. As shown in **Table 1**, most owner-occupied homes in Sudbury are one-unit detached structures, while 44% of renter-occupied homes are in apartment buildings with 10 units or more. Three-quarters of homeowners are age 35-64, and most of the remaining homeowners (22%) are age 65 or older; very few people under the age of 35 own a home in Sudbury. In comparison, many more renters are age 65 or older (40%), or under age 35 (21%), with 39% of renters being age 35-64. As well, median household income is substantially higher among homeowners than among renters. However, the share of “cost-burdened” householders is similar among homeowners and renters, at about 25% (with lower shares occurring among homeowners with no mortgage), indicating that housing costs may pose challenges for about one out of four households in Sudbury, impacting homeowners and renters alike.

Table 1. Features of owner-occupied and renter-occupied homes in Sudbury (American Community Survey)		
<u>Owner-occupied homes</u>		<u>Renter-occupied homes</u>
Most owner-occupied homes are one-unit detached structures	Structure of housing	44% of renter-occupied homes are located in apartment buildings with at least 10 units
75% of homeowners are age 35-64; 22% are 65 and older and 3% are under 35	Age	39% of renters are age 35-64; 40% are 65 and older and 21% are under 35
Median household income is high among homeowners: over \$178,000 for those with a mortgage, and about \$163,000 for owners without a mortgage	Income	Median household income among renters is far lower than that among homeowners, at \$34,545
25% of homeowners with a mortgage and 14% of homeowners without a mortgage are “cost-burdened,” spending more than 30% of their income on housing (mortgage payments, property tax, home insurance, utilities).	Cost burden	One-quarter of Sudbury renters are “cost-burdened,” spending at least 30% of their incomes on housing (rent and utilities).
<u>Sources:</u> American Community Survey, 2012-2016, Tables S2506, S2503 & S2507. Statistics are based on 5-year survey estimates.		

In the community survey conducted for this study, respondents were asked if they plan to stay in Sudbury for the next 5 years or more. Three out of four indicated that they plan to stay in their current home, and another 6% indicated that they plan to stay in Sudbury but in a different home (see **Figure 1**). However, 17% of respondents, including 21% of respondents age 60 and older, indicated that they plan to move out of Sudbury within the next 5 years.

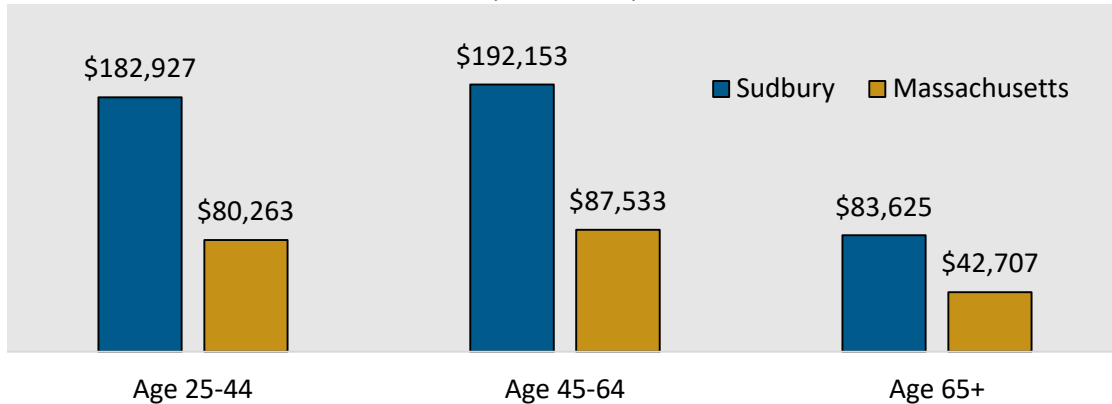
Figure 1. "Do you plan to stay in Sudbury for the next 5 years or more?"



Financial Security in Sudbury

The typical Sudbury resident reports relatively high income, but segments of the community struggle financially. Estimates from the ACS place median household income in Sudbury at about \$164,000 in 2016 dollars, well above comparisons for Massachusetts as a whole. Across each age group, typical household income in Sudbury is higher than in Massachusetts overall (see **Figure 2**).

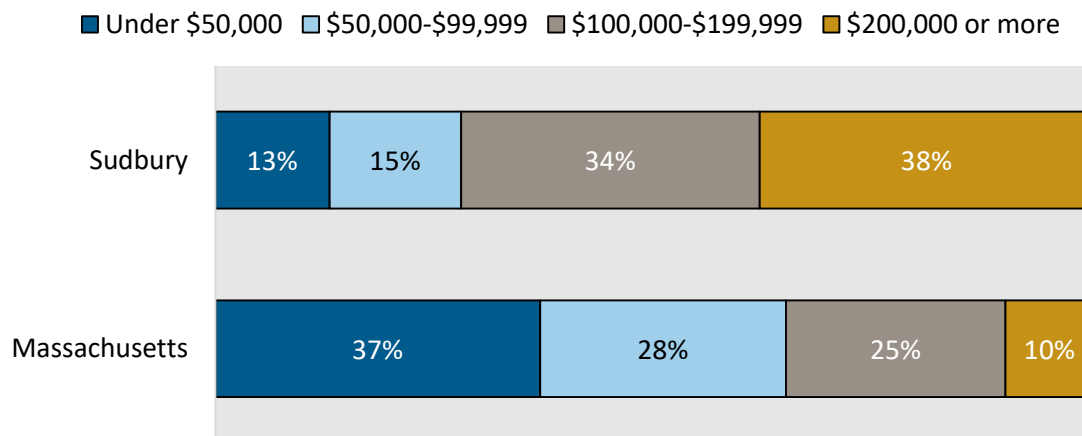
Figure 2. Median household income by age of householder
(2016 dollars)



Source: American Community Survey, 2012-2016, Table B19049. Statistics are based on 5-year survey estimates.

Nearly three out of four Sudbury households report incomes of \$100,000 or more (see **Figure 3**), twice the prevalence of households at these levels in Massachusetts. Yet not all Sudbury residents are wealthy; for example, 13% of Sudbury's households report incomes below \$50,000. Given the cost of living in Sudbury, especially associated with housing costs, it is likely that many people who would feel financially secure in other locations feel financially stretched in Sudbury.

Figure 3. Household income distribution
(2016 dollars)

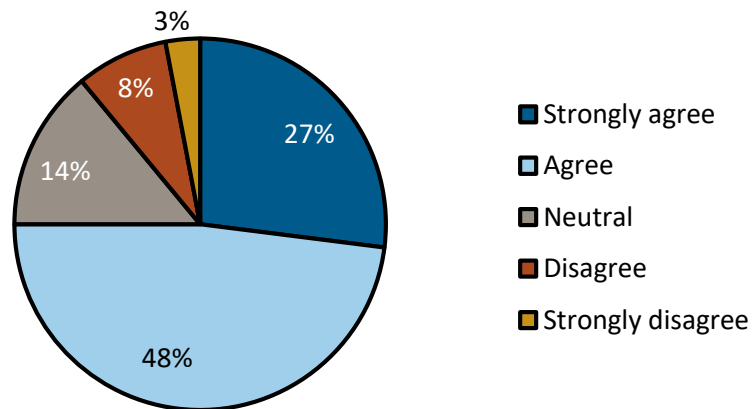


Source: American Community Survey, 2012-2016, Table B19001. Statistics are based on 5-year survey estimates.

Financial Security in Sudbury (cont.)

Indeed, in the community survey conducted for this project we sought to identify respondents who were financially insecure using the following question: “Please indicate your level of agreement or disagreement with the following statement: ‘I have adequate resources to meet my financial needs, including home maintenance, personal healthcare, and other expenses.’” As shown in **Figure 4**, 11% percent disagreed or strongly disagreed with this statement, and another 14% marked “neutral,” while three out of four either agreed or strongly agreed with the statement. These responses suggest that although most Sudbury residents feel financially secure, segments of the community struggle financially.

Figure 4. "I have adequate resources to meet my financial needs, including home maintenance, personal healthcare, and other expenses."



Financial insecurity

Throughout this report, selected findings are reported specifically for survey respondents who are not financially secure, flagged here as people who disagree or strongly disagree with the statement that they have adequate financial resources.

Respondents who indicated that they plan to leave Sudbury were asked to indicate why. Reasons offered for their planned departure from Sudbury focused heavily on the cost of living, especially property taxes (see **Table 2**).⁴ As well, when survey respondents were asked about their greatest concern about their ability to continue living in Sudbury, the most frequently mentioned concern

⁴ Beyond living expenses, other survey participants wrote in reasons for leaving relating to an “unwelcoming atmosphere,” a sense that Sudbury is being overdeveloped or not managed adequately, concerns about transportation, concerns about a lack of necessary services, and a variety of other factors such as wishing to leave to be in a warmer climate or closer to the ocean. Quotes relating to the responses are interspersed throughout the report.

related to cost of living and taxes. In both cases, respondents often noted a perceived disconnect between those costs and the value received, especially for those without children in the schools.

Table 2. Cost of living is a concern in Sudbury	
Cost of living was the #1 reason provided for planning to leave Sudbury:	Cost of living was the #1 concern shaping respondents' ability to continue living in Sudbury
<i>"I see the taxes go up year over year and at the same time I don't see the town provide any services of relevance to me."</i>	<i>"As a senior, I am concerned about the affordability. I do worry about the taxes going up continually. Property values are out of sight."</i>
<i>"We have no desire to stay after our last child graduates from high school. Property taxes are outrageously high and out of control."</i>	<i>"It's so expensive overall, especially house prices...and property taxes are so expensive. I think we pay a lot in taxes to have great schools, but I'm not sure what else we're getting from that. If I didn't have school-age kids, I wouldn't be willing to pay such high taxes."</i>
<i>"As soon as my child graduates we will sell. We find it hard to pay such high taxes. We do appreciate paying them now for a great school system."</i>	

Housing options for downsizing or moving while staying in Sudbury

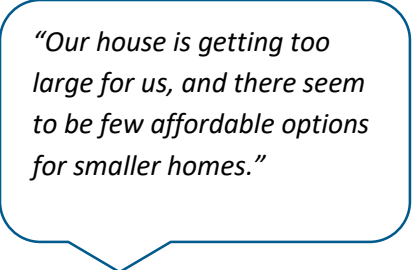
In focus groups and interviews, town leaders and residents observed that, in addition to affordable housing, options are needed to support people who wish to downsize or to age in place, but who do not meet eligibility criteria for affordable housing. Acknowledging that some residents don't want to leave their home but can't afford to stay (i.e., those who are "land rich but cash poor"), some stated that there are insufficient housing options in town to downsize. Senior housing and downsizing options are limited, and high property taxes make it challenging for many residents to age in their current homes. Several people interviewed encouraged increasing the availability of housing for older adults in order to reduce the pace at which people "educate and evacuate." One person suggested making changes in the zoning laws to support building smaller homes and townhouses, recognizing that not everyone in Sudbury is wealthy. Yet one person from a focus group consisting of caregivers cautioned that even if there were downsizing options, moving is not an option for everyone. She commented, "I can't move (my dad) out of this home" referring to the importance of her dad being able to stay in his familiar home at this point of his life due to the progression of his disease. Therefore, services to support aging in place are needed, as well.

Sudbury has one market-rate assisted living facility (Orchard Hill), and the town has made efforts to further expand housing options for older Sudbury residents. According to documents reviewed for this report, the town amended zoning laws to allow for a Mixed-Use Overlay District to encourage redevelopment. The Meadow Walk Area (on the previous Raytheon site) is currently nearing completion, with a Whole Foods supermarket completed and open and continued construction of about 60 condominiums for those 55+, 48 Memory Care assisted living units, an

apartment building complex with affordable housing options, and 35,000 square feet of retail shops (about 15 stores). Because increased housing in business zones provides easier access to services, this area has the potential to be an active, livable neighborhood.

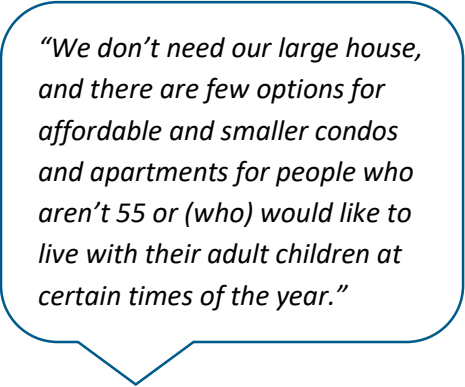
Focus group participants shared that it has been difficult to gather consensus from the community about development. Participants also described an “intergenerational divide,” with a majority of town taxes addressing the needs of children rather than older adults. The community values its open space and rural feel while there is also a push to increase the tax base through business development. One participant stated that while people want business development to increase the tax base, there is a “not in my backyard” attitude that serves as an obstacle. Another participant observed that expanded non-commercial development may mean more children in the schools, which can lead to a tax hike. Focus group discussions suggest that the town is having an “identity crisis” with some residents wanting Sudbury to maintain the rural, open space nature of the community while others are pushing toward making Sudbury a more developed, suburban-like community. Participants shared that there are some tensions around this issue between newcomers and those who have lived in Sudbury for a longer period of time.

Information drawn from multiple sources in this study suggest that the range of housing options in Sudbury may be inadequate for community needs. The community survey included a question asking respondents their opinion on this matter, with results shown in **Figure 5**. For all respondents combined, 40% reported that there are sufficient housing options available in Sudbury, while 32% indicated that there are not sufficient options available. The remaining 28% indicated that they did not know. Considering these responses by subgroups (not shown) indicates that substantially higher shares believe that there are not sufficient housing options available in Sudbury among respondents age 60 and older (47%), among those who say they plan to leave Sudbury within the coming five years (51%), and among respondents who are not financially secure (60%).



“Our house is getting too large for us, and there seem to be few affordable options for smaller homes.”

Survey respondents were asked to identify the types of homes they would like to see developed in Sudbury. Respondents were invited to mark as many types of housing as they wished. The most



“We don’t need our large house, and there are few options for affordable and smaller condos and apartments for people who aren’t 55 or (who) would like to live with their adult children at certain times of the year.”

frequently marked type of housing was single family homes, marked by one out of four respondents, followed by housing for older adults, marked by 20% (see **Figure 6**). Condos or townhomes (17%), accessory apartments (13%), and multi-family homes (11%) were marked by smaller shares of respondents, and only 5% indicated that they would like to see more apartments developed in Sudbury. Respondents could write in other types of housing. The most frequently written was expanded affordable housing,

with downsizing options including senior housing, condos, and smaller homes also frequently mentioned. Additional analyses (not shown) suggest that respondents age 60 and older most frequently mentioned housing for older adults, followed by condos or townhomes as the types of homes they would like to see developed in Sudbury, highlighting the need for downsizing options among this segment of the community.

Figure 5. "Are there sufficient housing options available in Sudbury?"

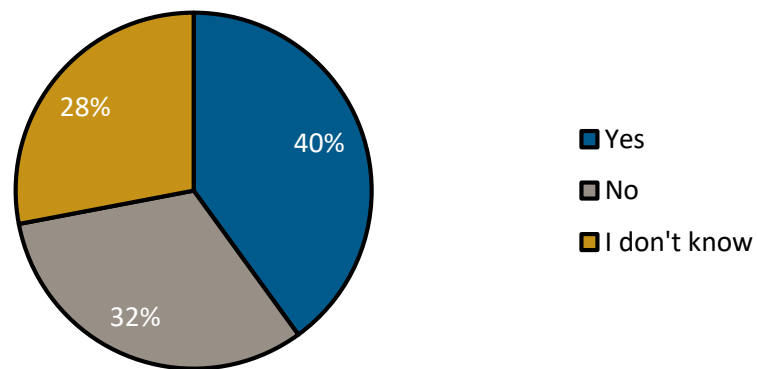
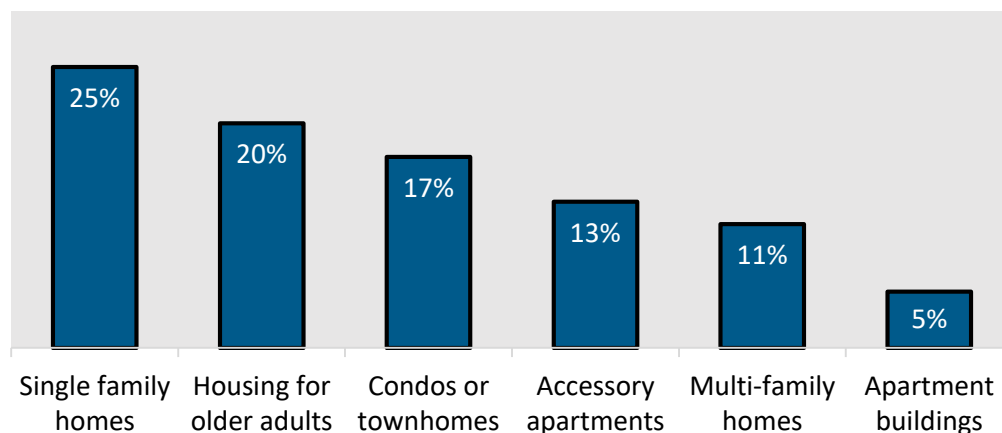


Figure 6. "What types of homes would you like to see developed in Sudbury?"



Survey respondents offered varying viewpoints on housing options to be developed:

“I'd like to see Sudbury promote a variety of housing options so that a variety of people and families can live here. This includes multi-family units, such as townhomes, or encouraging builders to build smaller, affordable homes in lieu of large, million-dollar + homes, would help.”

“Don't make it so expensive to live here that only the rich can buy a home (and everyone else must stay in subsidized housing).”

“Co-housing or affordable apartments for young people. We will probably retire and travel soon, but we like Sudbury and would consider staying if we could rent something affordable that welcomed our young adult daughter to reside there when we aren't in town.”

“At this point, no more (development) please.”

Respondents to the community survey were asked to indicate factors that would be most important to them when choosing a new residence, if they were to move. The question did not specifically prompt the respondent to think about moving either within or outside of Sudbury. However, responses shed light on features of a home, neighborhood, and community that are prioritized by current residents. For respondents as a whole, choosing a new residence would be based heavily on cost (64%), followed by quality of schools (42%), liking the neighborhood (33%), ample green space (29%), and other features relating to safety, being near loved ones and amenities, being close to work, services, transportation, and features of the home itself (see **Figure 7**).

Figure 7. "If you were to move from your current home, which three factors would be most important to you when choosing a new residence?"

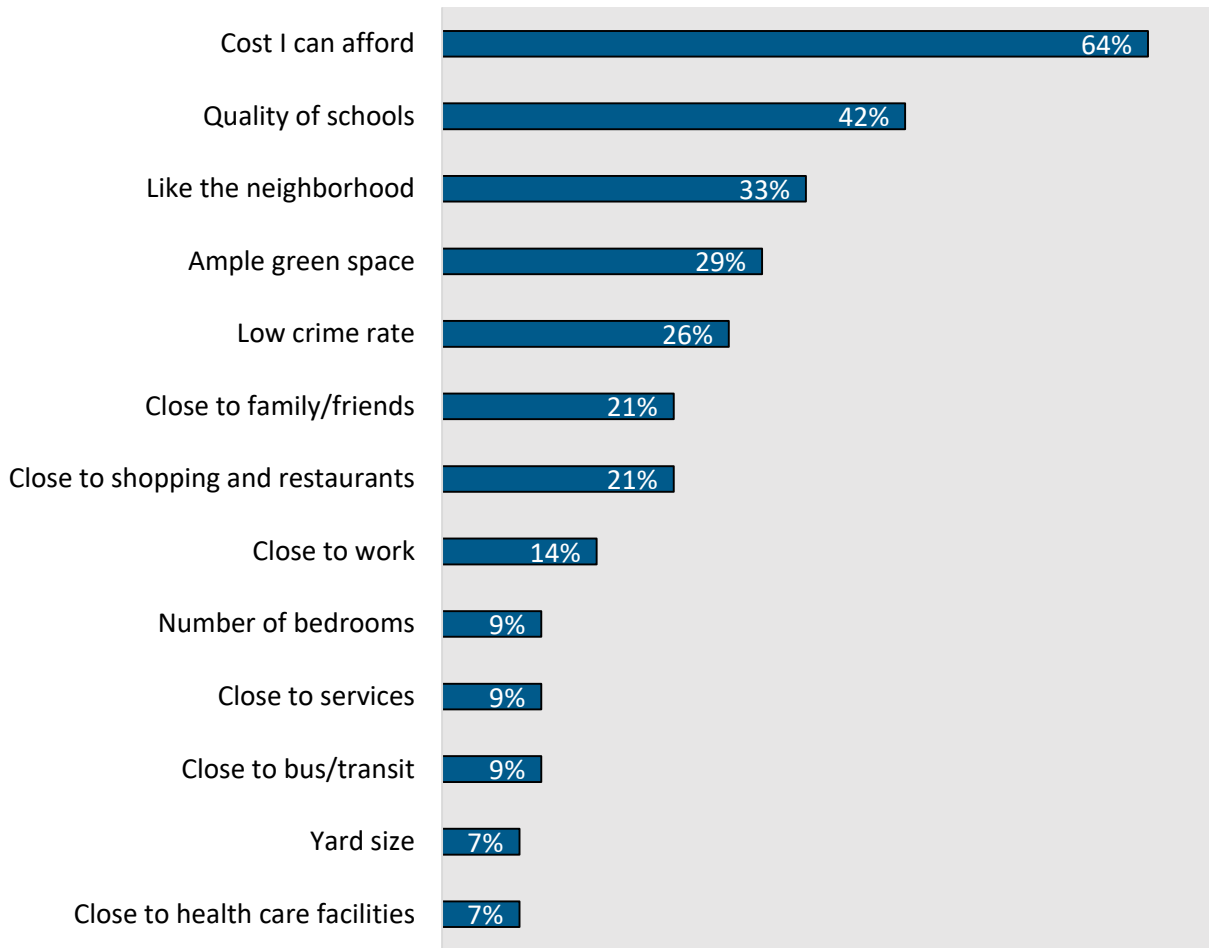


Table 3 summarizes the top three features mentioned by different segments of respondents. The importance of cost, school quality, and neighborhood is similar for survey respondents who are under the age of 60 and for those with minor children at home. Residents age 60 and older, however, would prioritize being close to family and having adequate green space along with cost in choosing a new residence, suggesting a different set of priorities for this segment of the community. Respondents who plan to move within Sudbury or plan to leave Sudbury within 5 years both mentioned cost most frequently as a factor important in choosing a new home. Those who plan to move within Sudbury also most frequently named quality of the schools, low crime rate, being close to family and friends, and being close to shopping and restaurants as important in choosing a new home, while those planning to leave Sudbury did not mention schools and instead named liking the neighborhood and a low crime rate as being important in selecting a new residence.

Table 3. “If you were to move from your current home, which three factors would be most important to you when choosing a new residence?” (choose up to 3)

	Under age 60:	Age 60 and older:	Children at home:	Plan to move within Sudbury:	Plan to leave Sudbury:
1	Cost I can afford	Cost I can afford	Quality of schools	Cost I can afford	Cost I can afford
2	Quality of schools	Close to family/friends	Cost I can afford	Quality of schools	Like the neighborhood
3	Like the neighborhood	Ample green space	Like the neighborhood	Low crime rate Close to family/friends Close to shopping and restaurants (tied)	Low crime rate
<p><u>Response options:</u> cost I can afford; close to bus/transit; close to services; close to work; low crime rate; number of bedrooms; ample green space; close to shopping and restaurants; close to family/friends; quality of schools; close to health care facilities; like the neighborhood; yard size.</p>					

Summary and next steps on housing:

Key challenges that emerged from the assessment relating to housing focused on cost of living and the availability of housing options that would support moving within Sudbury. Study findings suggest that housing costs, including property tax levels, are areas of significant concern for residents and pose a challenge for financial security of some residents. As well, residents perceive a lack of adequate housing options of appropriate types and costs for downsizing. Some view leaving Sudbury as their only option. Sudbury has taken an important first step in addressing housing needs by approving the 2016 Housing Production Plan. Suggestions for improving Sudbury’s livability through housing emerging from the study, including some suggestions offered by study participants, are as follows:

- Leverage and publicize local assets and resources to further support aging in place and create downsizing options, including the small grants program that funds small in-home repairs, the Sudbury Housing Trust whose mission is to provide low income senior housing, and the Incentive Senior Development program, which provides discounted senior housing development opportunities. These assets were identified in the 2016 Housing Production Plan but may not be well known among residents.
- Consider opportunities to develop smaller market-rate options, including rental units, along with expanding affordable housing availability.

- Support construction of more housing meant for older adults, as well as condos and townhomes that may appeal to older residents looking to downsize along with younger residents seeking more affordable homes or less upkeep.
- Support locating smaller and denser housing in walkable business districts.
- Consider opportunities to reduce property taxes for those needing assistance, potentially through expanding access to existing property tax relief programs. Ensure that those who are already eligible for existing programs are aware of how to apply.

Who responded to the Livable Sudbury survey?

Length of residence. Twenty percent of the survey respondents have lived in Sudbury for fewer than five years; 20% have lived in the town for 30 years or more.

Gender. A large majority of the respondents were women. 72% of respondents said they are female, 23% male, and 5% indicated they did not care to respond. This represents an overrepresentation of women among respondents, as the population of Sudbury adults is estimated to be 52% women (American Community Survey, 2012-2016, Table B01001).

Age. The age distribution of respondents is similar to what would be expected based on the ACS for the population age 25+ (see comparison in Appendix B). Only two people under age 25 responded to the survey.

Ethnic background. Among survey respondents, 82% reported that they are White and not Hispanic or Latino. Six percent indicated that they are Asian, Native American, Black/African American, or Hispanic/Latino. Twelve percent indicated that they did not care to provide their racial or ethnic background. Results presented in this report for the “ethnic minority” respondents are based on those who say they are Asian, Native American, Black/African American, or Hispanic/Latino. In the ACS, 86% of the population is White and not Hispanic or Latino (American Community Survey, 2012-2016, Table B03002), suggesting that the survey respondents include a reasonable representation of ethnic minority individuals given Sudbury’s population composition.

Language. Ten percent of the survey respondents speak a language other than English at home, similar to that reported in the ACS in which 9% of Sudbury adults speak a language other than English at home (American Community Survey, 2012-2016, Table S1601).

Household composition. Ten percent of the survey respondents live alone, and most of these individuals were age 60 or older. Over half of respondents live in a household that includes minor children, and over one-third live in a household that includes at least one person who is age 60 or older.

Transportation

Being able to get where one wants and needs to go helps people maintain social ties, obtain needed goods and services, access local amenities and be engaged with the community. Ensuring that people have access to adequate travel options within and around their community, including walking, bicycling, driving, and taking public or private transportation, is part of creating a livable community.

Sudbury is essentially a rural area, and necessary destinations like grocery stores and medical providers may be located a considerable distance away. Few such destinations are easily walkable for the typical resident, and travel options other than driving oneself are limited. For these reasons, transportation is highlighted as a significant issue for the Livable Sudbury Initiative. Discussion of project findings related to transportation is included in the following sub-sections: driving in Sudbury, including commuting for work; transportation for older adults and residents with disabilities; walkability of Sudbury; satisfaction with transportation; and a final section discussing transportation options that Sudbury respondents would value.

Driving in Sudbury

Driving is necessary for a large share of employed Sudbury residents. According to statistics from the U.S. Census Bureau (American Community Survey, 2012-2016, Table S0801), one out of ten employed Sudbury residents works at home—but the rest commute to a place of employment that is frequently a long distance away. These data suggest that the average travel time for Sudbury commuters is about 34 minutes each way, and three out of ten have a commute of more than 45 minutes. Alternatives to driving oneself appear to be limited, based on commuting statistics. More than 90% of commuters drive their own private vehicle, with smaller shares carpooling or finding alternative transportation.

My greatest concern about continuing to live in Sudbury is the commute to Boston and inner suburbs for work. Traffic and time of commute are getting worse.

In focus groups conducted for this study, many participants shared that even if one does not work outside of the home, to live in Sudbury one needs to drive. Members of a focus group made up of older residents described their frustration with depending on adult children or grandchildren to reach some destinations. Several participants expressed the desire to stay in their current home even when they can no longer drive, but worried that this would be difficult, given transportation options currently available. Others noted that it is challenging and expensive to travel out of town, typically requiring a cab or car sharing service if informal driving support cannot be arranged.

Traffic came up as a frustration in focus groups, in the interviews, town forums, and was reinforced as a major concern by the documents reviewed for this study, as congestion on the roads has increased significantly over the past 20 years. Housing development has occurred largely on dead

end streets due to environmental constraints that limit road construction across wetlands. These newer dead end streets burden the local roadway system by forcing more traffic onto the main roads.

In interviews conducted for this study, town leaders spoke about isolation in Sudbury and attributed this both to the geography of the town (described as “sprawling” in nature) and to increased traffic on Route 20 causing people to stay home to avoid the congestion. The Senior Center has initiated a shuttle program along Route 20 two days a week, which could lead to improved travel options for residents. Several residents spoke positively about the new shuttle service, but shared that it doesn’t run often enough to be very useful. Town leaders who were interviewed questioned if this was the best solution for a town that is so spread out. One person commented that when she can’t drive, she doubts she will be able to get to Route 20 to catch the shuttle, and emphasized the need for door-to-door transportation options.

The survey conducted for this study asked about issues relating to local travel, including satisfaction with signage and with parking. Satisfaction with parking is shown to be relatively high, with 86% of respondents indicating they were satisfied or very satisfied with parking availability (see **Figure 8**). Satisfaction with signage and wayfinding in Sudbury was lower, with 54% reporting they were satisfied or very satisfied; however, 29% provided a neutral response (neither satisfied nor dissatisfied) and 17% reported that they were dissatisfied (no respondents reported being very dissatisfied; see **Figure 9**).

Figure 8. Satisfaction with the availability of parking in Sudbury

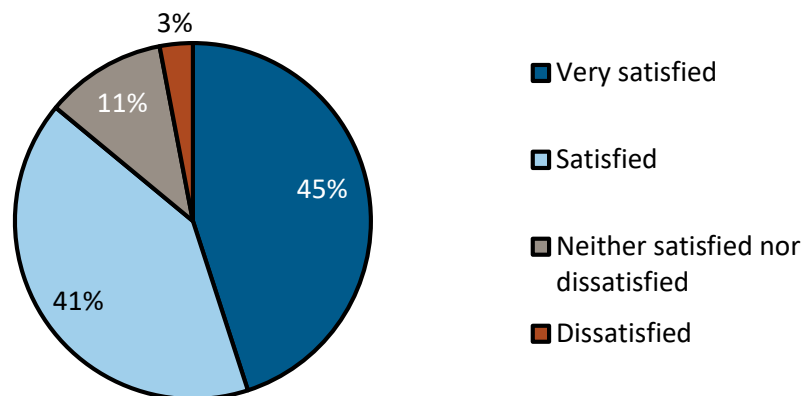
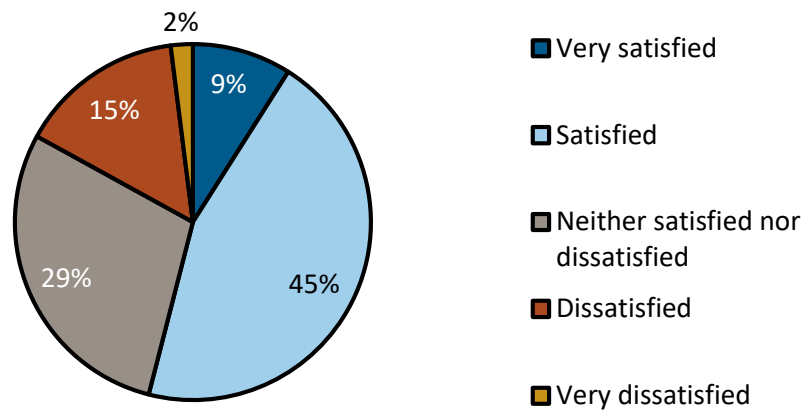


Figure 9. Satisfaction with clear and consistent signage and wayfinding around Sudbury



Transportation options for older residents and residents who are disabled

A priority of the Livable Sudbury Initiative is supporting access to nearby services and supports, especially for those who are unable to drive or who need transportation supports. Inadequate access to transportation can lead to isolation, decreased autonomy, and depression. Several transportation options exist in Sudbury for older residents and residents with disabilities. For example, door-to-door handicap accessible transportation is available through the Sudbury Council on Aging, offering rides for a small fee during weekdays, largely within Sudbury. The town collaborates with the MetroWest Regional Transportation Authority, which pays for and provides driver training for running the Senior Center van. Currently, a Title III B grant is being used to extend van services. This new shuttle van runs along Route 20, operating on Tuesdays and Thursdays during the daytime. The program serves people age 60 and over, as well as younger people with a disability. Voluntary donations are requested for shuttle rides, but are not required.

My greatest concern about continuing to live in Sudbury is transportation, if I were no longer able to drive.

In addition to the COA van, medical transportation is available in Sudbury through the American Cancer Society and FISH of Sudbury, a program operating out of the Senior Center. Individuals participating in focus groups praised FISH, but commented that there are not enough drivers and they wish they could use FISH for errands other than medical appointments, such as going to the grocery store. The RIDE (operated by the MBTA) is not available in Sudbury. Participants in a focus group made up of caregivers expressed the need for on-demand transportation for the person for whom they provide care. They stated that in many situations, ride sharing services are not ideal, as they don't feel comfortable putting a family member with dementia in a car with a stranger

unless they were assured the driver was trained. One resident indicated that transportation is especially limited in evenings and on weekends.

Participation limitations

To identify people who may benefit from some level of accommodation based on health or disability, the following question was asked in the survey conducted for this study: “Do you have an impairment or condition that limits your ability to participate in your community?” Five percent of respondents responded yes on this question, indicating that they have a participation-limiting condition. These individuals are identified in the report as having a “participation limitation.”

As a community, Sudbury is aware of its transportation limitations, and working to improve transportation access. In 2017, Sudbury conducted a transportation survey to learn about community needs and concerns, and Sudbury has taken several steps to strengthen transportation options. As well, Sudbury is one of a number of towns that may be involved in a transportation pilot receiving technical assistance from the Metropolitan Area Planning Council (MAPC).

Walking in Sudbury

Walkable communities support access to services, can help prevent isolation, and can reduce traffic and congestion. Walkability came up frequently in focus groups and interviews, with comments focusing on difficulty walking safely around town due to limited sidewalks, lack of continuous sidewalks, few crosswalks, limited accessibility features, and poor ice and snow removal from sidewalks. Existing Sudbury documents reviewed for this report also note that walking is hindered by these features. Indeed, according to the Massachusetts Healthy Aging Community Profile, Sudbury is classified as a “car-dependent” community with low walkability⁵. A focus group participant stated that low walkability leads to poor sense of community, as people aren’t walking about and talking to neighbors. Another participant emphasized that when senior housing is not well connected with transportation or safe walking routes,

Walking is challenging in Sudbury, according to some survey respondents:

“I live a mile from the new Town Center. I would love to be able to walk to the restaurants there, but it’s not safe.”

“I think we need to plan our maintenance on buildings and roads/sidewalks. Many of our sidewalks cannot be used with strollers or wheelchairs.”

“We need more walkability/rideability on route 20 and connectivity to neighborhoods. Meadow Walk is all very well as a concept, but if you can’t get there safely, it’s just another parking lot to drive to.”

⁵ See description of Sudbury features at <https://mahealthyagingcollaborative.org/data-report/explore-the-profiles/community-profiles/>

isolation can occur. Additional comments emerged regarding walkability in the conservation areas, as parts of these areas are not accessible.

Some efforts are underway to improve walkability in Sudbury. Documents reviewed for this study indicate that there is community support (and a “rail-trail committee”) to make Sudbury a pedestrian- and bike-friendly town with interconnected trails and walkways. Reports describe the proposed rail trail as having the potential to decrease street congestion and traffic by encouraging other means of transportation as well as supporting safe mobility for those with wheelchairs and walkers. In focus groups, residents mentioned that although the walking/biking trail project has been discussed for many years, they haven’t seen any outcomes from this project.

Figure 10. Satisfaction with availability of sidewalks

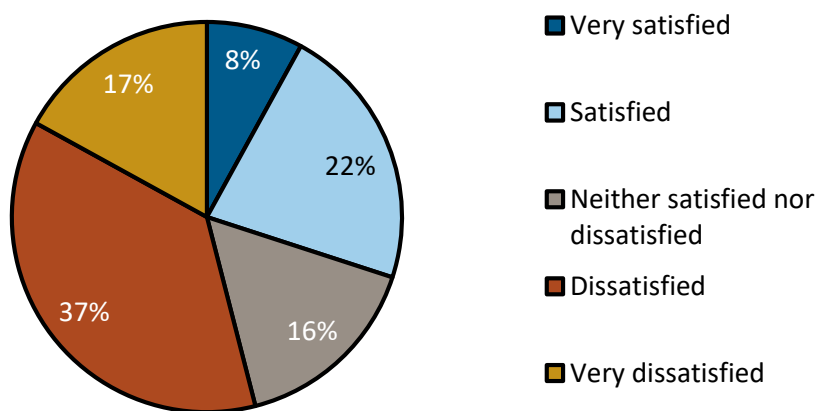
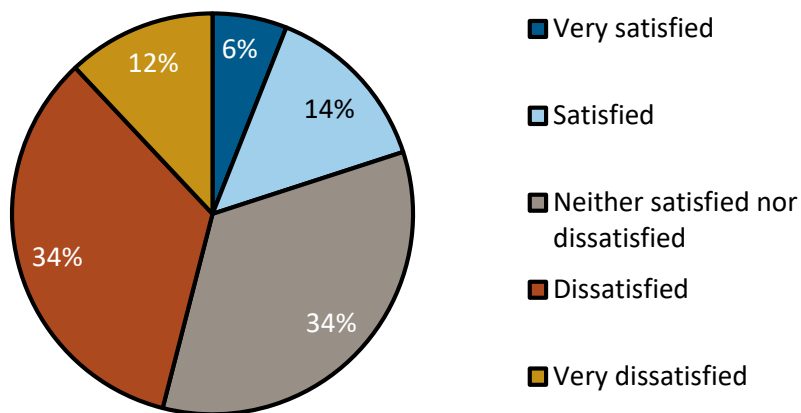


Figure 11. Satisfaction with lighting along sidewalks and cycle paths



The survey conducted for this project supports the perception that walkability features could be improved in Sudbury. Satisfaction levels with three walkability features were gauged in the survey: availability of sidewalks, lighting along walkways, and the timing of traffic lights and marked crosswalks. Relatively low levels of satisfaction are noted for all three of these features, with 30% being very satisfied or satisfied with availability of sidewalks (**Figure 10**), 20% being satisfied with lighting along sidewalks and cycle paths (**Figure 11**), and 35% being satisfied with the timing of traffic lights and marked crosswalks (**Figure 12**). As shown in **Figure 13**, somewhat higher levels of satisfaction for the availability of sidewalks were reported among survey respondents who have an impairment or condition that limits their ability to participate in their community. In contrast, satisfaction levels with the timing of traffic lights and marked crosswalks were considerably lower among respondents who indicate that they have an impairment or condition that limits their ability to participate in their community (at 26%). These findings suggest that improvements in these walkability features would be welcomed by residents, and in some cases those with participation limitations may find improvements especially valuable.

Figure 12. Satisfaction with timing of traffic lights and marked crosswalks

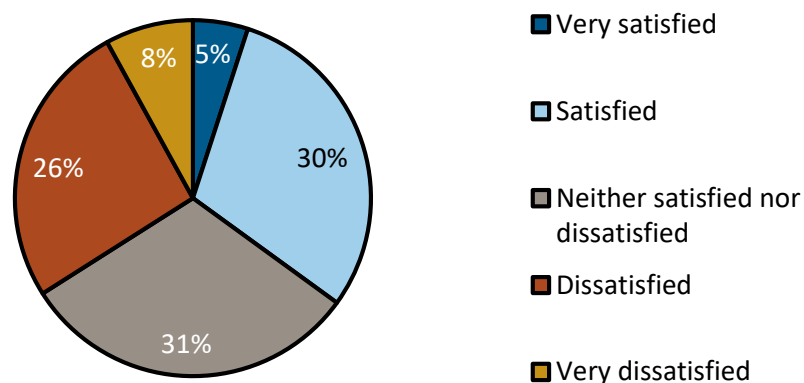
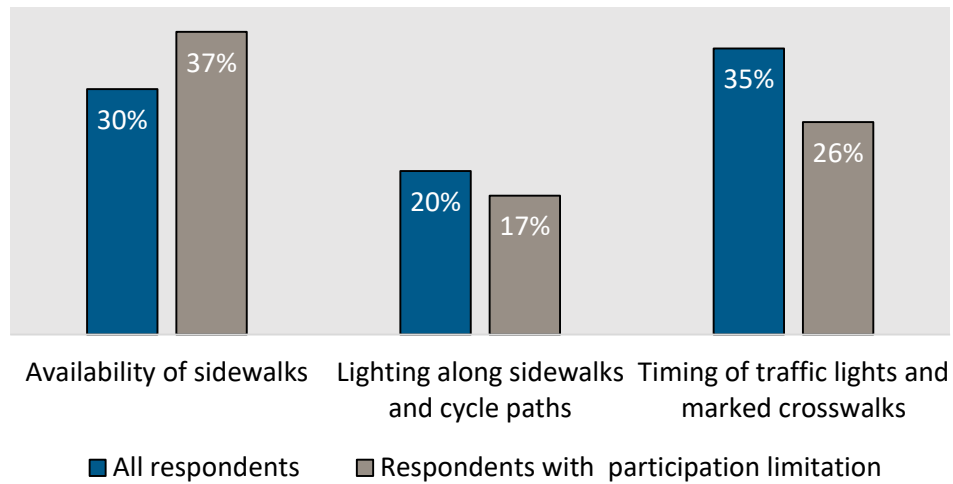


Figure 13. Percentage satisfied or very satisfied with walkability features

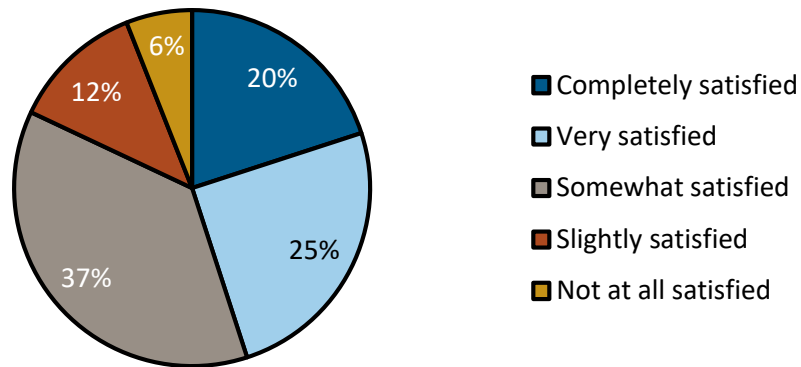


Satisfaction with transportation in Sudbury

The challenge of “getting around” was mentioned in forums, during interviews, and at all focus groups. Key concerns among participants focused on lack of public transportation in Sudbury, the amount of traffic, and the limited number of sidewalks. Participants also spoke about the sprawling nature of Sudbury that makes transportation options important and challenging. One individual emphasized the importance of transportation when he stated that “Sudbury is close to everything but convenient to nothing.”

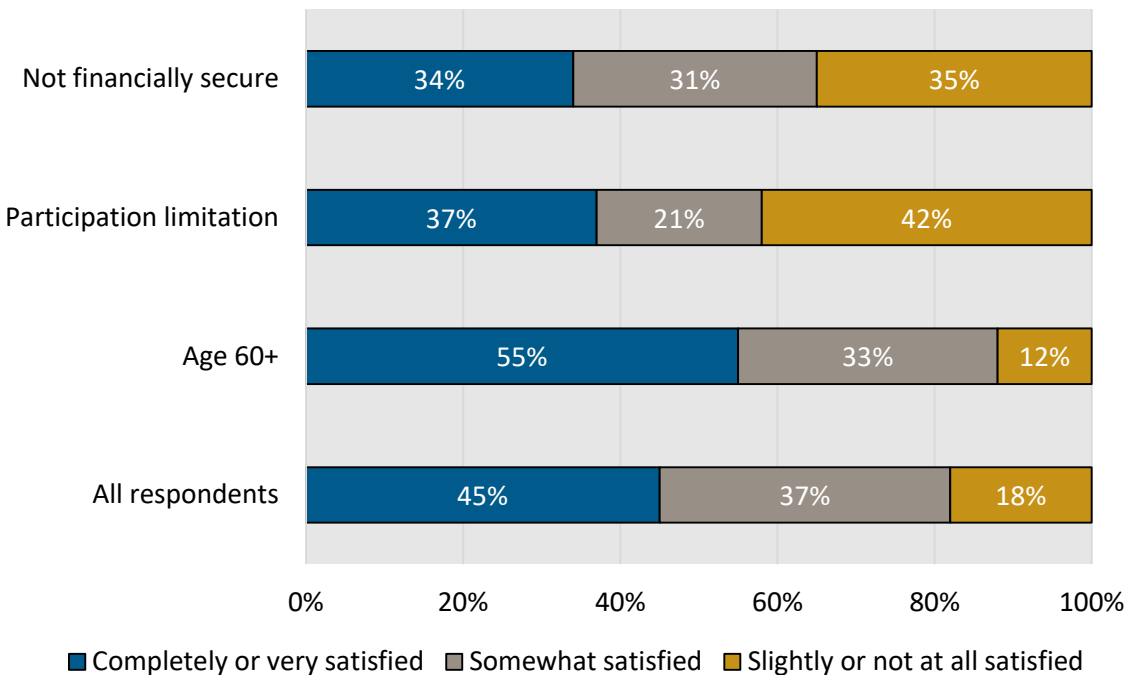
Respondents to the community survey were asked a global question about their satisfaction with transportation in Sudbury, specifically, “How satisfied are you with your ability to get where you want to go in Sudbury?” **Figure 14** illustrates the distribution of responses for all respondents taken together, and indicates that 45% were completely or very satisfied, just over one-third were “somewhat” satisfied, and the remaining 18% were either slightly satisfied or not satisfied at all. This response pattern suggests that a range of experiences among Sudbury residents is observed with respect to the adequacy of local transportation.

Figure 14. "How satisfied are you with your ability to get where you want to go in Sudbury?"



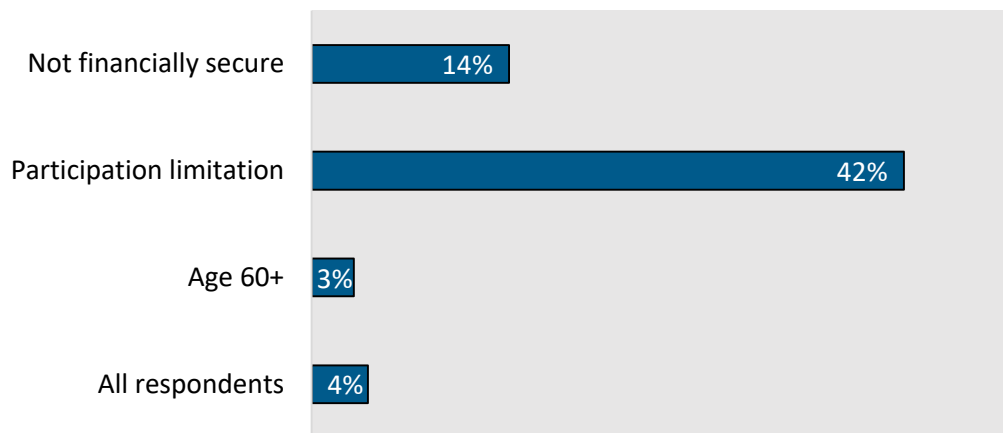
As shown in **Figure 15**, satisfaction levels were measurably lower among two groups. Among survey respondents who indicated that they had an impairment or condition that limits their ability to participate in their community, only 37% reported being completely or very satisfied with their ability to get where they want to go, and 42% said they were slightly or not at all satisfied. This finding suggests that for these individuals, transportation may be especially challenging. The second group reporting satisfaction levels that were lower than the typical respondent are those reporting financial insecurity. Just 34% of respondents who are not financially secure reported being completely or very satisfied with their ability to get where they want to go, and 35% reported being slightly or not at all satisfied. Those with financial shortfalls may also struggle to obtain transportation adequate to meet their needs. Interestingly, respondents older than 60 reported higher satisfaction than the survey respondents as a whole, possibly suggesting that the range of options available specifically to older adults in Sudbury yields a higher level of satisfaction for this age group. Note, however, that even among this group, just over half reported being completely or very satisfied with their ability to get where they want to go in Sudbury.

Figure 15. "How satisfied are you with your ability to get where you want to go in Sudbury?"



A broad indicator of the adequacy of transportation availability is based on the following question: “Within the past 12 months, did you have to miss, cancel or reschedule a medical appointment because of a lack of transportation?” Just four percent of the respondents indicated that they had this experience, and low percentages were reported by most segments of the community, with two critical exceptions. As shown in **Figure 16**, a substantially higher share of respondents who had an impairment or condition that limits their ability to participate in their community reported that they had missed, canceled or rescheduled a medical appointment due to lack of transportation (42%), along with 14% of respondents who reported financial insecurity. These findings suggest that for these segments of the community, transportation gaps may be consequential, serving as a barrier to accessing medical care and potentially other necessary services.

Figure 16. Percentage having missed, cancelled or rescheduled a medical appointment because of a lack of transportation



Transportation options in Sudbury

Survey participants were asked about transportation options that they would use for trips in Sudbury or surrounding communities, if those options were available. Respondents could express their interest in more than one option. In **Table 4**, the share of respondents indicating interest in each type of transportation is shown. Half of survey respondents indicated interest in ride-sharing services like Lyft or Uber, and about one-third expressed interest in after-school transportation for children and in fixed-route, fixed-schedule bus service. One-quarter of respondents indicated interest in on-demand local bus or van service and 20% noted interest in taxi services. Fourteen percent of the respondents to the community survey indicated interest in transportation for medical appointments.

Segments of the community were drawn to transportation options at varied levels. People with children under age 18 at home expressed considerably more interest in afterschool transportation, with 61% marking this as a transportation option they would use (see Table 4). Individuals with children at home were less likely to indicate interest in either type of bus or van service, or in transportation to medical appointments. People who are age 60 or older expressed elevated level of interest in on-demand local bus or van service and in medical transportation, but very few older respondents indicated interest in afterschool transportation. Two additional segments of the community are highlighted here: those who are not financially secure and those with a participation limitation. Respondents with these characteristics reported interest in both types of local bus service and in transportation to medical appointments. Those with participation limitations also reported somewhat elevated interest in taxi service. These two are the only community segments that report lower levels of interest in ride-sharing services; about half of all respondents reported interest in this transportation option along with 49% of those age 60 or older and 48% of those with children at home. Findings suggest that survey respondents are broadly interested in ride-sharing services, but older adults, those with participation limitations or those who are financially

insecure appear to value bus/van service and medical transit options as much or more than ride-sharing. As well, significant interest in transportation options for children after school is reported among residents with minor children.

Table 4. “Which of the following would you use for trips in Sudbury or surrounding communities, if they were available?”

Groups reporting lower interest	Type of transportation	Groups reporting higher interest
Not financially secure (41%) With a participation limitation (32%)	Ride-sharing: 50%	
Age 60+ (1%) With a participation limitation (11%)	Afterschool transportation: 35%	With children under 18 at home (61%)
With children under 18 at home (26%)	Fixed-route, fixed-schedule local bus: 31%	Not financially secure (43%) With a participation limitation (47%)
With children under 18 at home (18%)	On-demand local bus/van: 25%	Age 60+ (38%) Not financially secure (31%) With a participation limitation (63%)
	Taxi service: 20%	With a participation limitation (26%)
With children under 18 at home (6%)	Transportation to medical appointments: 14%	Age 60+ (33%) Not financially secure (33%) With a participation limitation (58%)

Summary and next steps on transportation

Transportation issues relating to driving barriers, traffic, walkability, and overall satisfaction with available options emerged as significant issues to address in support of a more livable Sudbury. Residents want less traffic congestion, better walkability, and improved pathways for bicycling. Some residents also want more convenient access to Boston and other locations where they work, seek services, or find entertainment. Distinct segments of the community need different types of transportation: for example, survey respondents with children at home said they would use after-school transportation for their children, while respondents with participation limitations were interested in medical transport and on-demand bus service. Accordingly, broadly available public transportation, along with supported options for those with mobility limitations, are both desirable. Suggestions for improving transportation in Sudbury, including suggestions mentioned by study participants, are as follows:

- Improve access to ride-sharing services, potentially including expanded access for lower income residents by exploring opportunities to initiate reduced fees.
- Consider opportunities to expand access to ride-sharing services among those with participation limitations through promoting accessible vehicles and drivers with age-friendly or dementia-friendly training.
- Build partnerships with commercial businesses to support public transportation to Boston, nearby communities, and/or local rail stations.
- Require contractors building new developments to put in through streets as a means of limiting additional traffic.
- Evaluate the emerging regional transportation pilots underway and expand them as appropriate.
- Expand the availability and accessibility of walkways and sidewalks.
- Explore opportunities to improve lighting along walkways and bike paths.
- Explore opportunities to expand the number of crosswalks and ensure that crosswalk signals are long enough for people with mobility limitations and those walking with small children.
- Expand supported transportation options such as accessible van service and medical transportation.
- Consider opportunities to offer afterschool transportation options for families with children at home.

Outdoor Spaces and Buildings

Creating safe and accessible shopping, entertainment, and community areas promotes inclusion of all residents. Ensuring that outdoor spaces and public buildings, as well as community meetings and services, are adequate and accessible to all is an important element of a livable community.

Sudbury prides itself on its beauty, conservation land, and open space and the town has demonstrated a commitment to land preservation. According to Town reports reviewed for this study, Sudbury adopted the Community Preservation Act in 2002, providing the town with the option to purchase land for conservation, thereby preventing development. Residents strongly value Sudbury's low density and rural feeling along with its many opportunities for recreation. For example, the Sudbury River and surrounding area provide opportunities for both active and passive recreation (e.g., canoeing, bird watching, and hiking). Discussion under this domain includes a description of public buildings; open spaces; and accessibility challenges encountered by Sudbury residents.

Public buildings and spaces

Many town amenities are highly valued, including the Goodnow Library, the Fairbank Community Center, the Senior Center, sports fields, playgrounds, and other recreation space throughout the community. The well ranked public schools are highly valued, and when survey respondents were asked to indicate what they value most about living in Sudbury, schools were the most frequently mentioned.

Recreation for the community at large, and programs and services for older residents, are organized within a shared setting at the Fairbank Community Center. The town completed two surveys during Fall 2017 to identify priorities for expansion of the Fairbank Community Center and Senior Center. Respondents to both surveys reported strong support for the Community Center and Senior Center

"We need places for our teens to hang out and be teens. There is nowhere for them to congregate where they don't bother businesses."

overall and also expressed strong support for updating the space available for programming. Most respondents to those town-conducted surveys indicated that they would be willing to pay somewhat more in taxes toward a new or substantially renovated facility, and most indicated that they thought costs of many programs should be covered in part by user fees.

According to the COA section of the Town of Sudbury Annual Report (2017), sharing space with the very successful Parks and Recreation Department results in some challenges. Overall, space for Senior Center programming is limited and classes/activities are frequently cancelled or relocated to inappropriate space, especially when summer camp programming is active. Participants in a focus group composed of older adults echoed this observation, and members of

“Being a senior in this town can be isolating. The Senior Center is inadequate, and should be expanded. Seniors need a place to go and spend time with other people. Seniors need a place that relates to their needs.”

several focus groups expressed the need to update the Senior Center to improve its capacity to support additional programming and serve the growing older adult population of Sudbury. Some Town leaders interviewed for the project suggested that constructing a new community center may be a productive step toward supporting community, although they acknowledged that some residents would prefer a free-standing Senior Center.

Many public buildings in Sudbury are quite old and/or historical, and some may require expansion or updating to promote livability. According to documents reviewed for this study, Town Hall is not currently ADA accessible. The lack of a town sewer system places limits on building as one needs to carefully consider implications for waste, soil, and water with new construction due to the threat to the groundwater. Some documents suggest that there is a need for a municipal sewer system along the Route 20 business district, as concern for contamination of town's major drinking water well and high groundwater and poor soil conditions pose problems for businesses to maintain their septic systems.

Open space

When asked about the strengths of Sudbury, residents, town leaders, and stakeholders all referred to the natural beauty, outdoor spaces, and conservation land as key assets. On the community survey, these features were mentioned frequently as valued attributes. For example, when survey respondents were asked what they most value about living in Sudbury, the second most frequently mentioned type of feature (after the school system) related to its scenic beauty and outdoor spaces. Town documents suggest that increased residential development has impacted some of the conservation land and open space. As well, Eversource is trying to place a power line through Sudbury and there is much dissent among Sudbury residents for this.

On the community survey, respondents identified the natural beauty and open spaces as valued signature features of Sudbury:

“The beauty of the town, the small town feeling, and the sense of community.”

“Conservation areas and wooded walking trails.”

“I value the natural beauty, green spaces, conservation lands of Sudbury and the community of people dedicated to protecting and preserving it.”

“Suburban plus extensive protected lands. It isn't just street after street of houses. The houses are mixed in with the wetlands, forest areas, river areas, etc.”

Accessibility challenges

Although many described the scenic beauty and conservation lands of Sudbury as strengths, focus groups and other study participants also commented that many areas are not accessible, with the result being that residents were not consistently able to enjoy these assets. Responses to the community survey also suggest that several issues impact accessibility of Sudbury's many amenities.

One factor that can shape access is handicap accessibility. Ramps, curb cuts and other features meant to promote access among those who use wheelchairs or walkers benefit anyone with mobility limitations, as well as people with children in strollers. Questions in the community survey asked residents to rate their satisfaction with these features in Sudbury, and results suggest that about half of the respondents were satisfied with handicap accessibility of walkways, public buildings and businesses, while only 6% reported being dissatisfied (see **Figure 17**). Four out of ten were "neither satisfied nor dissatisfied," suggesting that a large share of people may be unaware of these accessibility features, or simply believe that these features are not relevant to them. Ratings among people who may have greater awareness of these features suggest that there may be deficits in the town's accessibility. As shown in **Figure 18**, one out of five respondents who reported participation limits indicated being dissatisfied with these features, suggesting that handicap accessibility could be improved.

Figure 17. Satisfaction with handicap accessibility of walkways, public buildings and businesses

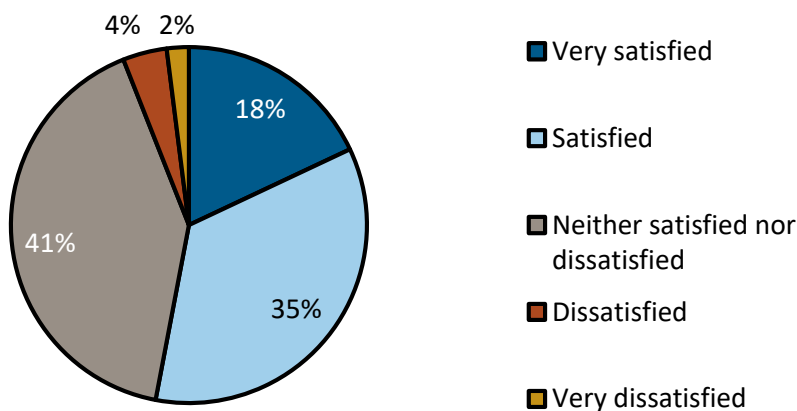
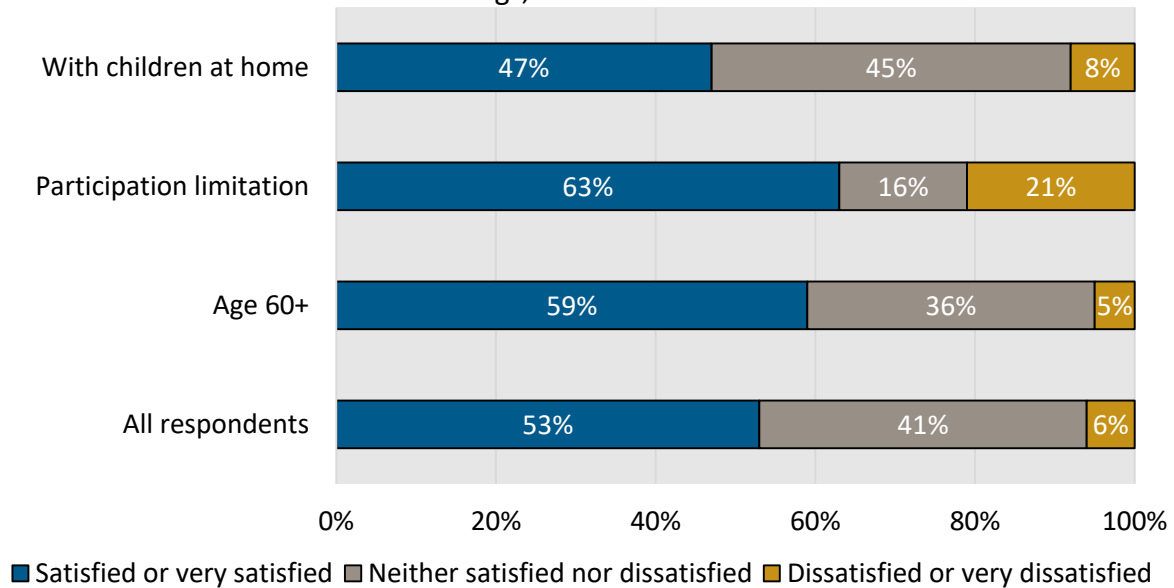


Figure 18. Satisfaction with handicap accessibility of walkways, public buildings, and businesses



Respondents were also asked about satisfaction with availability of benches in public areas and along walkways. Benches placed in strategically located areas can support walkability and promote access to public spaces, including shopping districts, public parks, and other community amenities. Just one-quarter of survey respondents reported being satisfied with the availability of benches, and another quarter reported dissatisfaction; half report being neither satisfied nor dissatisfied (see **Figure 19**). As shown in **Figure 20**, ratings on this feature are fairly similar across the segments shown, with respondents who have participation limitations being slightly less likely to offer the “neutral” response.

Figure 19. Satisfaction with availability of benches in public areas and along walkways

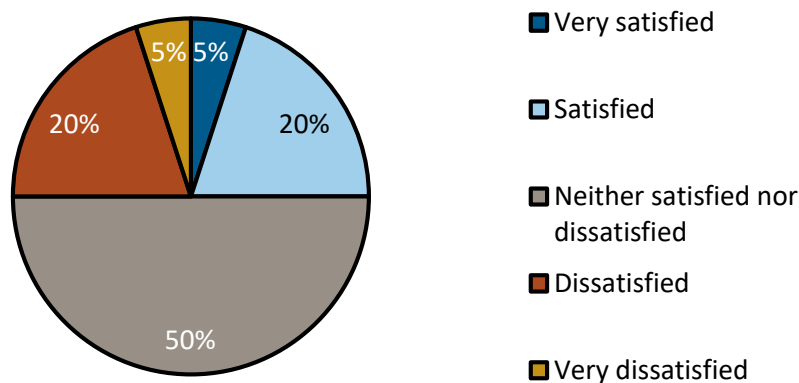
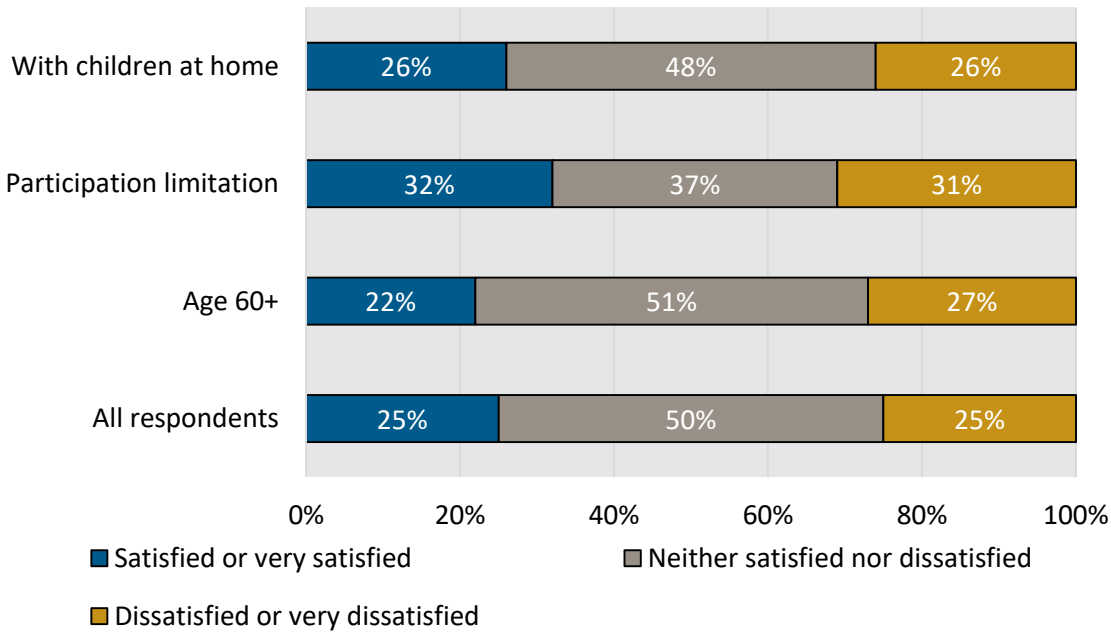


Figure 20. Satisfaction with availability of benches in public areas and along walkways



Another community feature that can promote accessibility is the availability of public restrooms. These amenities are valued by everyone, but especially people with some medical conditions and people with young children. As shown in **Figure 21**, one-third of survey respondents reported dissatisfaction with the availability of conveniently located public restrooms in Sudbury, while 55% reported being neither satisfied nor dissatisfied, and just 13% said they were satisfied. Dissatisfaction levels are higher among older respondents and among those with participation limitations (see **Figure 23**), with more than 40% of these respondents reporting dissatisfaction with these features.

Figure 21. Satisfaction with conveniently located public restrooms

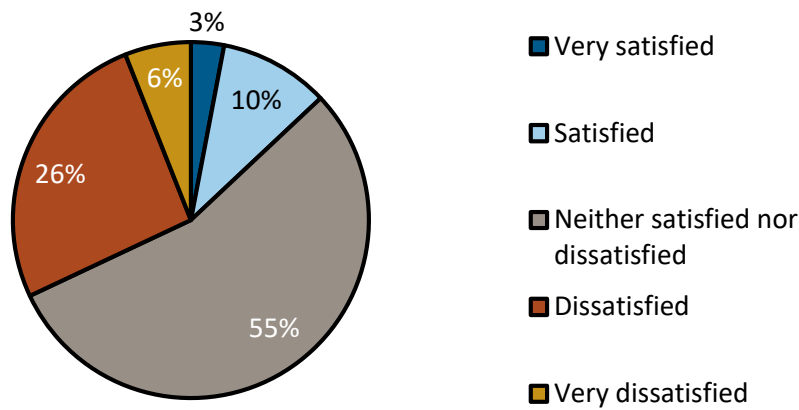
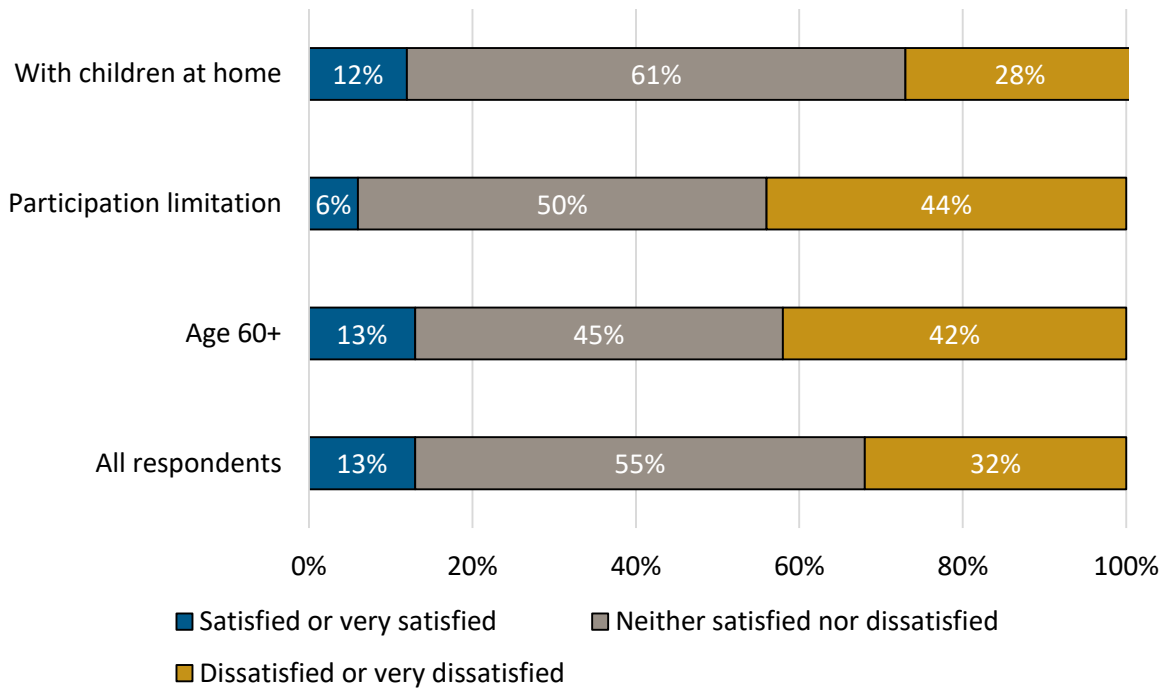


Figure 23. Satisfaction with conveniently located public restrooms



To assess satisfaction with open spaces, a survey question asked respondents to rate their satisfaction with the accessibility of parks and trails in Sudbury. Responses to this question were quite positive, with two-thirds of respondents indicating they were satisfied or very satisfied with these features, and just 12% reporting dissatisfaction (see **Figure 24**). Satisfaction levels reported by those who may encounter challenges in the absence of access-promoting features were also

high, as shown in **Figure 25**, with three-quarters of the respondents who reported participation limitations being satisfied with accessibility of parks and trails. These findings suggest that access to these amenities is quite good in Sudbury.

Figure 24. Satisfaction with accessibility of parks and trails

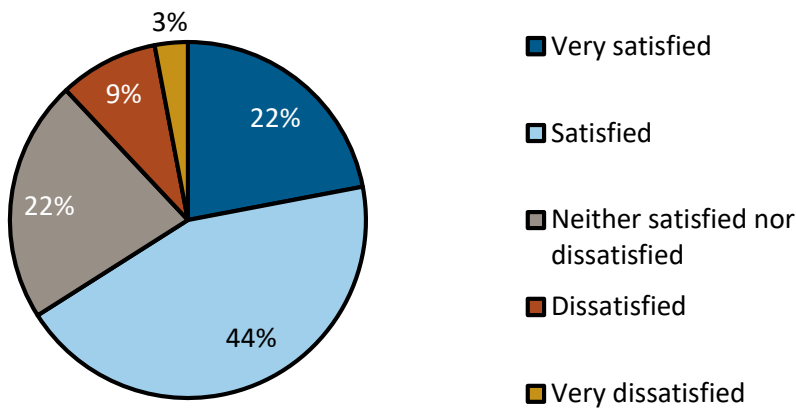
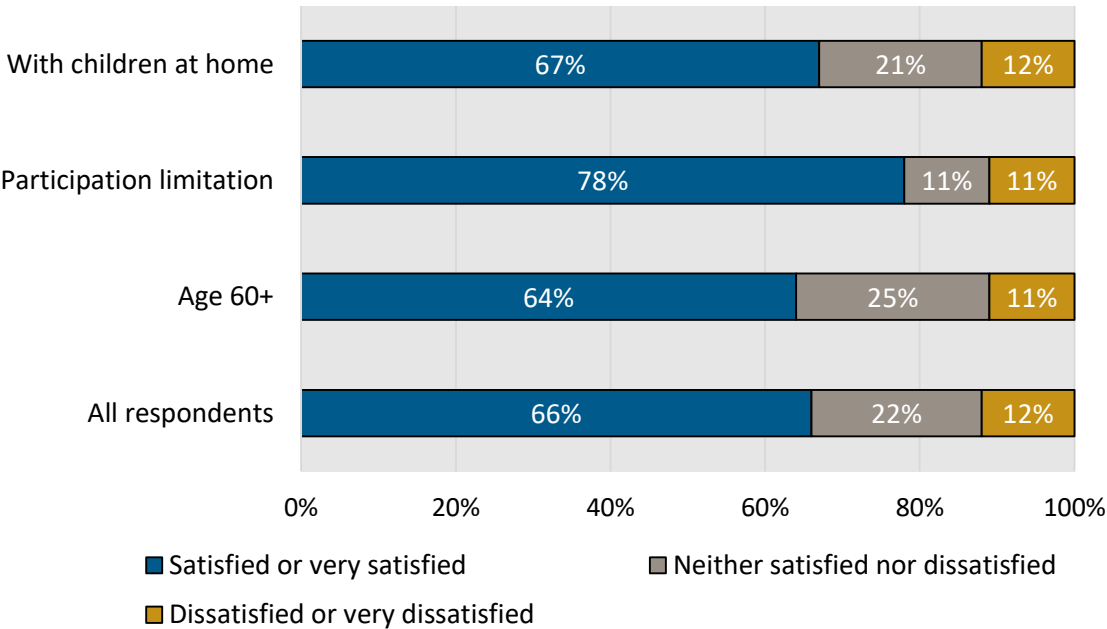


Figure 25. Satisfaction with accessibility of parks and trails



Summary and next steps on outdoor spaces and buildings

Sudbury residents value the outdoor spaces in the town, and their access to them. Open space and recreation areas are highly valued and well regarded. Access to town amenities is limited for some residents, especially those with participation limitations. For these individuals as well as others who may struggle periodically with mobility, continuing to improve the accessibility of public

spaces and buildings is necessary. Survey respondents identified a need for more public restrooms and for benches in strategic locations—these features improve access and encourage walking and use of town amenities. Some dissatisfaction is evident regarding the Fairbank Community Center, which houses both the Senior Center and the Recreation Department. The town has already invested in studies meant to inform planning for this building and the embedded programs. Suggestions for improving outdoor spaces and buildings in Sudbury, including suggestions mentioned by study participants, are as follows:

- Move forward with plans to resolve inadequacies surrounding the Fairbank Community Center and the Sudbury Senior Center.
- Ensure that growth in the older population is taken into account in planning for public spaces and accessibility.
- Improve access to community amenities by increasing knowledge about where public restrooms are located, and potentially increasing their availability. Ensure restroom access in locations where activities are held during evenings and weekends, including parks and sports fields.
- Pursue opportunities to place benches in strategic locations, including recreation areas and walkable districts.
- Strengthen accessibility of all public spaces and buildings so that they are available to those with participation limitations, including residents who use walkers and wheelchairs.
- Consider options for completing the bike/rail trail.

Public safety: a valued attribute of Sudbury

Public statistics suggest that the crime rate is low in Sudbury (see MHAC, <https://mahealthyagingcollaborative.org/data-report/explore-the-profiles/community-profiles/>). Safety in Sudbury is a valued attribute mentioned by many survey respondents, and when asked what they value most about living in Sudbury, many offered positive comments about the low crime rate, feeling safe, and the sense of security. Participants in several of the focus groups referenced the excellent fire and police department, commenting on their professionalism, approachability, and quality of service.

Community and Health Services

Livable communities offer nearby access to services that support physical and behavioral health, as well as home- and community-based long-term care services. Residents with mobility limitations and those who experience challenges with driving need medical and social services that can be easily accessed using available transportation options or delivered within their homes.

A very broad range of community and health services and supports was considered in this study, including the availability of nearby healthcare facilities, municipal organizations that support health, services and amenities for families with children, including the public schools, and services and supports for caregivers. Taken together, these features impact the health and well-being of Sudbury residents and reflect ways in which key organizations support livability.

Physical and behavioral health and healthcare in Sudbury

Data about the health status of Sudbury residents are limited, but available evidence suggests that most residents are in good health; health and disability risks are higher among older residents than among their younger neighbors; behavioral health, including substance abuse, is a concern; and a segment of the community struggles with Alzheimer's disease and related dementias.

The Community Health Needs Assessment (CHNA) report from Emerson Hospital (2015) is based on research conducted across their 25-town coverage area, and does not address health needs specifically in Sudbury. However, key needs identified for their coverage area resulted in their decision to focus on cancer prevention, detection and care; mental health and substance abuse care (focusing especially on youth stress management, mental health and opioid abuse, expanding geriatric mental health services, and caregiver issues); care coordination for older adults; and targeting domestic violence and abuse. The 2015 CHNA also noted that “transportation is a barrier to accessing health care.” As a result, one of their goals was to “fund COAs with grants to provide transportation vouchers to low income seniors.” In undertaking the current CHNA, the hospital again emphasized the importance of transportation and, as a result, joined the Uber Health program, in which the facility both dispatches and pays for Uber services for some patients.

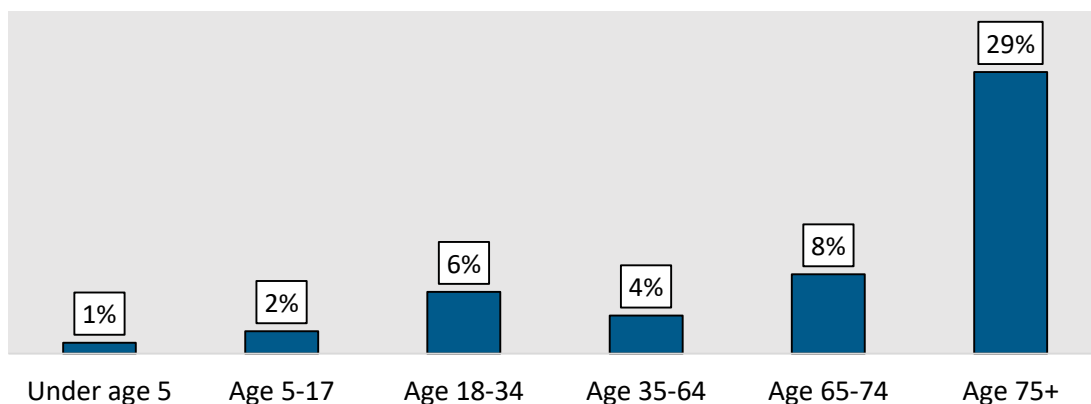
Data provided by the Massachusetts Healthy Aging Collaborative (MHAC) for the population age 65+ suggest that along many dimensions, Sudbury seniors are in better health than their peers in Massachusetts as a whole.⁶ Rates of high cholesterol, diabetes, asthma, hypertension, and several other chronic conditions are estimated to be lower in Sudbury than in Massachusetts overall. According to these data, half of Sudbury residents age 65+ have four or more chronic conditions, compared to the Massachusetts average of 62%, and an estimated 16% of Sudbury residents age

⁶ See Massachusetts Healthy Aging Collaborative, <https://mahealthyagingcollaborative.org/data-report/explore-the-profiles/community-profiles/>

65+ have Alzheimer’s disease or a related dementia, a prevalence that is similar to the statewide average. Note that this prevalence level equates to an estimated 445 Sudbury residents age 65+ with Alzheimer’s disease or a related dementia, a number that is likely to increase as the older population becomes larger since risk of dementia increases with age.

Data from the ACS suggest that disability rates are low in Sudbury and, as elsewhere, disability is substantially higher among older adults than among their younger neighbors. In Sudbury, an estimated 5% of the noninstitutionalized civilian population has a disability, including fewer than 5% of children, 5-10% of young and midlife adults, and nearly 3 out of 10 residents age 75 or older (see **Figure 26**). Specific self-reported types of disability captured through the ACS suggest that the most frequently occurring is ambulatory difficulty, defined as having serious difficulty walking or climbing stairs, reported by 2% of the all-age population and 20% of Sudbury residents age 75 and older. Independent living difficulty, defined as having difficulty doing errands alone (such as visiting a doctor’s office or shopping) because of a physical, mental or emotional problem, is reported by 13% of Sudbury residents age 75 and older. Other types of disability reported among residents age 75 and older include hearing difficulty (11%), self-care difficulty (7%), vision difficulty (5%), and cognitive difficulty (4%).⁷ The prevalence of these disabilities has implications for needs among Sudbury residents for accessible spaces, supported transportation, home assistance, and other supports.

Figure 26. Percentage with disability, by age group, Sudbury
(American Community Survey)



Source: American Community Survey, 2012-2016, Table S1810. Statistics are based on 5-year survey estimates.

⁷ Hearing difficulty is defined as being deaf or having serious difficulty hearing; self-care difficulty is defined as having difficulty bathing or dressing; vision difficulty is being blind or having serious difficulty seeing, even when wearing glasses, and cognitive difficulty is defined as having difficulty remembering, concentrating or making decisions because of a physical, mental, or emotional problem (<https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html>). Statistics cited in this section are from the ACS, 2012-2016, table S1810.

Nearest access to medical and long-term care services for Sudbury residents is through Emerson Hospital in Concord, MetroWest Medical Center/Framingham Union Hospital in Framingham, and UMASS Memorial Marlborough Hospital in Marlborough (2017 Annual Town Report for Sudbury). Several medical facilities or clinics are located in or near Sudbury, along with two care facilities offering rehab, long-term care, hospice, and respite (Sudbury Pines and Wingate). Sudbury is located within the BayPath Area Agency on Aging service area, through which residents may receive assistance accessing homecare services.

Results from the community survey conducted for this study suggest that most respondents are either satisfied or neutral with respect to their access to physical health services. As shown in **Figure 27**, just 8% report being dissatisfied, and more than half report that they are neither satisfied nor dissatisfied with their access. As shown in **Figure 28**, those with participation limitations and those who are not financially secure report lower levels of satisfaction. It may be that these groups encounter access issues relating to insurance, cost, transportation, or other factors that contribute to their lower levels of satisfaction.

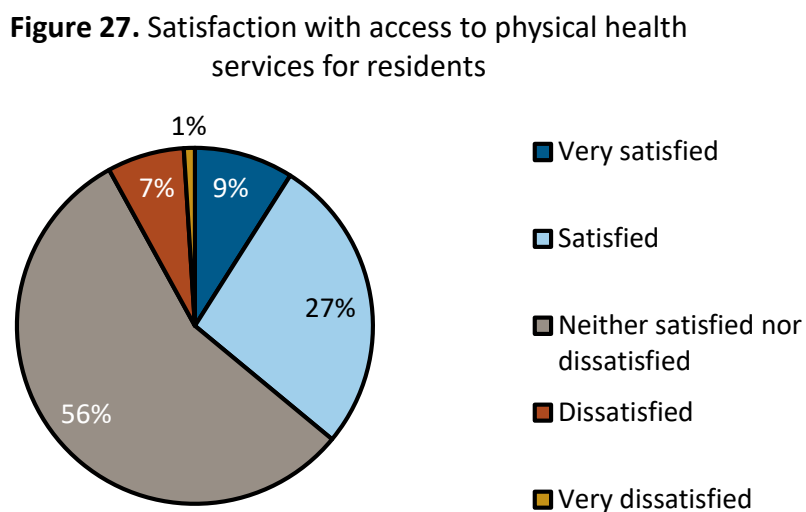
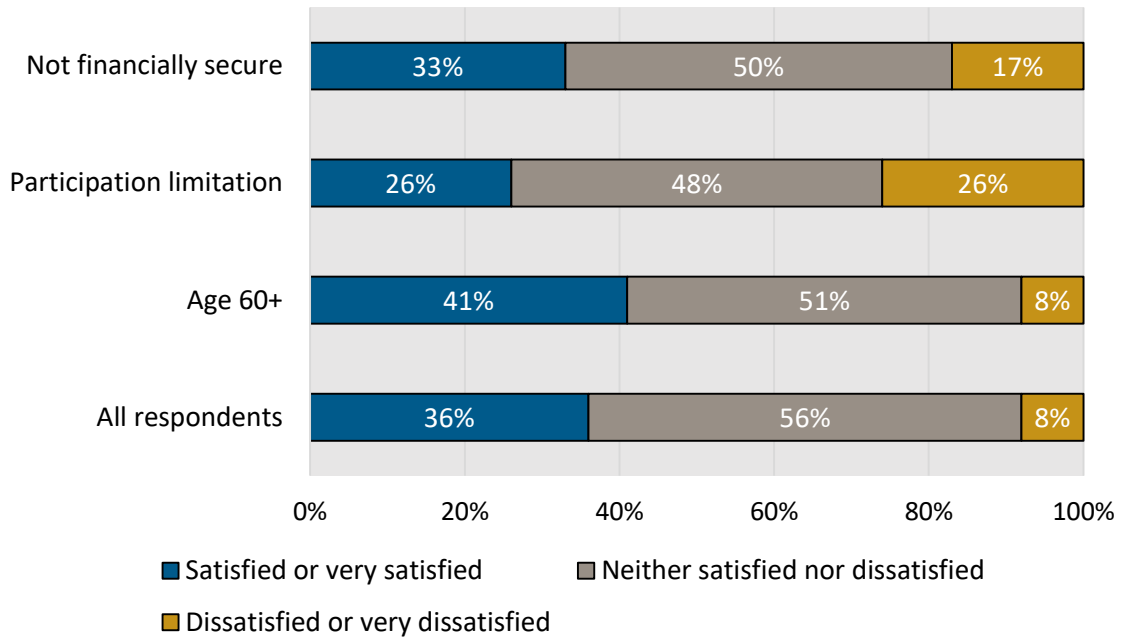


Figure 28. Satisfaction with access to physical health services for residents



As shown in **Figure 29**, nearly three out of four survey respondents report being neither satisfied nor dissatisfied with the access to mental or behavioral health services for residents, with 18% reporting being satisfied and 9% indicating dissatisfaction. Higher levels of dissatisfaction with these services are reported among those who are not financially secure (see **Figure 30**), but across the board, the most typical response is being neither satisfied nor dissatisfied. This may indicate a lack of awareness about these services; a perception that these services are not relevant to the respondent; or simply an assessment that access in Sudbury is about average or typical for a community.

Figure 29. Satisfaction with access to mental or behavioral health services for residents

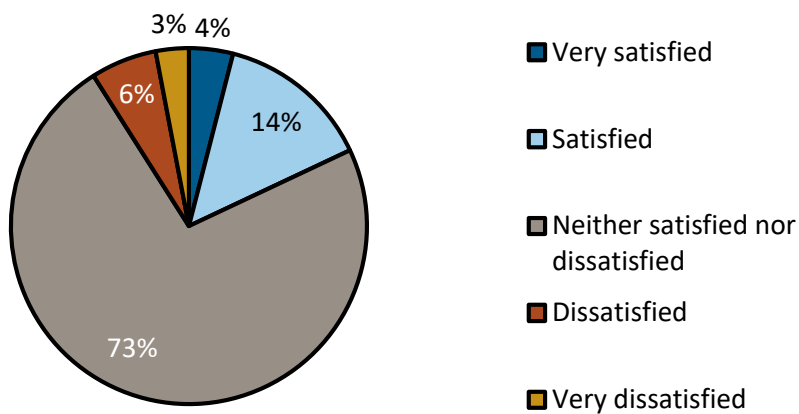
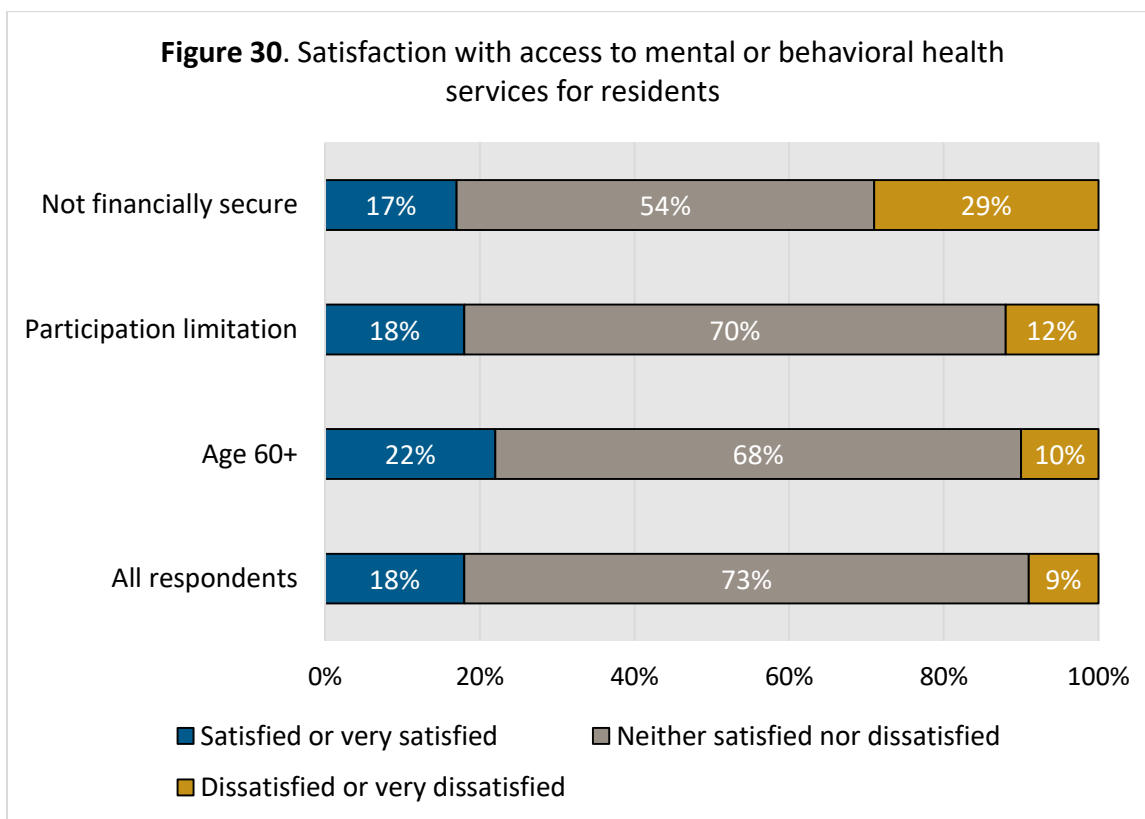


Figure 30. Satisfaction with access to mental or behavioral health services for residents



Municipal services that support health

In addition to health service providers, other organizations within Sudbury target health in their programming and services. The town’s Board of Health offers many services to address the health needs of the community. The Board of Health is responsible for many duties relating to ensuring

safety of local organizations, businesses, and environments. Community-based nursing services are provided by the Board of Health, including blood pressure and glucose screenings and flu clinics offered at the Senior Center and other locations. A Community Social Worker operating through the Board of Health provides outreach and referrals and supports mental wellness in the community. Participants in nearly every focus group conducted for this study mentioned the town social worker as “awesome” or “great,” suggesting high impact of this role. Health-promoting activities of the Board of Health are integrated with those of other municipal organizations, such as the Council on Aging, the Police and Fire Departments, and nonprofits.

Health promotion is at the core of the mission of the Sudbury Council on Aging (COA) Senior Center. For example, older residents receive help finding appropriate Medicare-based health insurance coverage through the SHINE program, and a number of workshops meant to support health are offered throughout the year (see discussion in the 2017 Sudbury Town Report). A Caring Café for persons with dementia and their caregivers is offered monthly, and a caregiver support group was established in September 2018. In addition, other municipal offices offer services or programs that promote or protect health including the Goodnow Library, the Parks and Recreation Department, the public safety departments, and others.

Although not formal “municipal” organizations, the Sudbury faith communities also provide important services such as the community Food Pantry (housed at Our Lady of Fatima parish), Open Table suppers, support groups, St Vincent de Paul societies (at Our Lady of Fatima and St Anselm parishes), and a weekly free clinic at the Temple Beth El.

Challenges in accessing services were identified in focus groups conducted for this study. For example, participants from one of the stakeholder focus groups cited the resource demands associated with meeting the long term needs of so many different groups of residents (e.g., older adults; those with drug addiction). They stated that the town can support people in the short term, but struggles with resources beyond that. They also spoke about the increased number of residents dealing with mental health challenges include PTSD, domestic violence, and drug abuse. Some participants noted that services for people who are disabled are limited in Sudbury. One participant shared that there are not many social opportunities for children or adults with disabilities, although this person did acknowledge that the play structures at the schools in town are being upgraded to make them accessible.

Services and amenities for families with children

While virtually all the services, supports and amenities available in Sudbury have implications for families with children, the quality of the schools and the availability of childcare may have special significance. The schools were mentioned frequently throughout the data collection for this study as a highly positive feature attracting families to Sudbury to begin with, as well as a costly asset that may limit the resources available for other priorities.

Another livability issue relates to the availability of childcare for parents who work. A survey question asked respondents about their satisfaction with childcare for working parents. Half of the respondents reported being neither satisfied nor dissatisfied (see **Figure 31**), but over one-third expressed satisfaction. As shown in **Figure 32**, over half of parents with minor children at home reported being satisfied with childcare in Sudbury, a positive reflection of this feature of Sudbury’s livable environment. Improving access for the 16% of parents who are dissatisfied may be an important goal, however.

Figure 31. Satisfaction with childcare for working parents

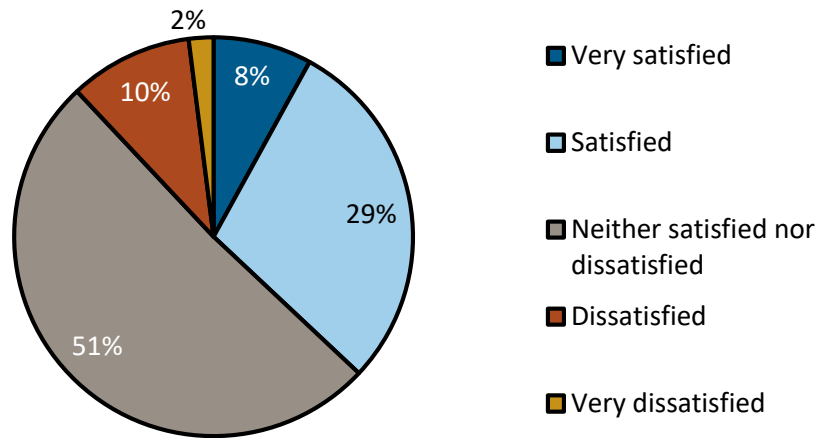
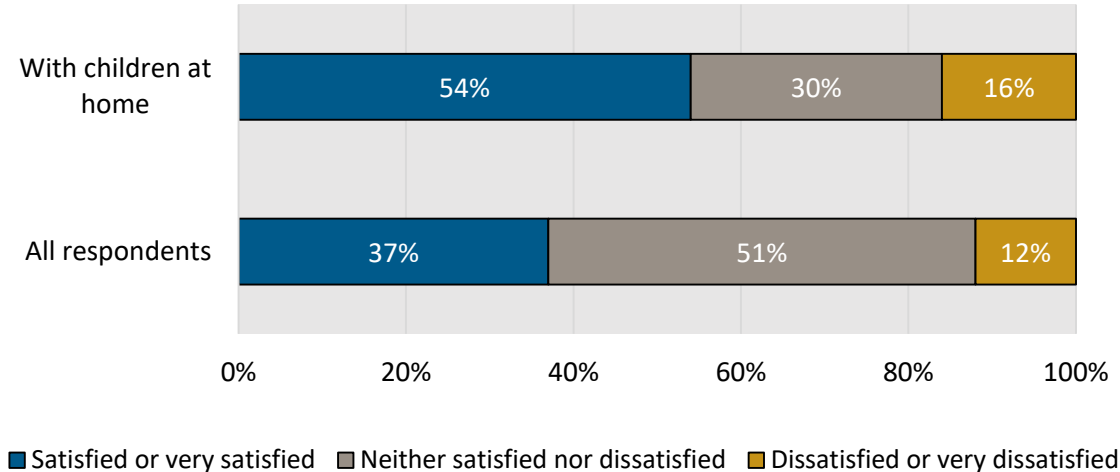


Figure 32. Satisfaction with access to childcare for working parents



Sudbury public schools

When survey respondents were asked to name what they value most about living in Sudbury, the school system was far and away the most frequently mentioned. Individuals who wrote about the schools as a key asset to the community often paired it with other valued features of the community, such as the “small town feel,” sense of community, safety, and family orientation.

What I most value about living in Sudbury is:

“Schools. My son has received an excellent elementary school education.”

“Quality schools and the town vibe of raising children being such a focus.”

“We specifically moved to Sudbury because of the small town feel, history, and the great schools.”

Yet residents consulted for this study recognized that a very large share of the Town budget is directed toward the schools, with the result that people without children or with other needs often do not feel well supported. Some study participants indicated that they wished Town resources were allocated more equitably.

Study participants were aware that the public school system represents one of the strongest features of Sudbury, and accounts for many residents moving to town in the first place. A large share of the Town budget is directed toward the schools, and property taxes in Sudbury are high in

“I wish people were more community-minded. It seems like most people fly in for the schools and fly out as soon as their kids graduate from L-S. As a result, they don't put down roots or participate in important things like Town Meeting or local voting or even keeping up their surrounding yard -- it's a 'me-only', temporary mindset.”

part because of the expense of maintaining the school system.⁸ Many respondents who do not have children in the schools did not feel that the town is providing adequate services for the things they care about, given that their property taxes are so high. Anecdotally, and as reported by some survey respondents, some residents leave Sudbury after their children leave home. This promotes a “cycling” of residents in and out of Sudbury that further contributes to rising property values and taxes. These intersecting issues—high property taxes, a large share of municipal expenses being directed toward the schools, and the cycling of population resulting in part from these dynamics—creates tensions in the community and results in some residents not feeling respected or valued. Better communication about municipal finances and the factors driving decisions about municipal expenditures may be beneficial.

⁸ According to ClearGov for Sudbury, in 2017 63% of Sudbury’s Town expenditures were for education, with per capita education expenditures 32% higher than in similar Massachusetts communities.

Services and supports for caregivers and residents who need support at home

Many Sudbury residents who struggle with chronic disease or disabling conditions need some level of support or care at home, at least sporadically. Some may need transportation assistance or homemaking services, while others may need substantial care with basic needs such as bathing and dressing. Nationwide, most in-home care is provided informally by family and friends. Yet formal supports through home care agencies and respite programs can be essential means by which gaps in support are filled, and caregiver needs met.

Many Sudbury residents have served as a caregiver in the recent past, or do so currently. Survey respondents were asked if they had provided care or assistance to a person who is disabled or frail (e.g., a child, a spouse, parent, relative, or friend) within the past 5 years, and a large share reported that they had (see **Table 5**), including about one-third of respondents under the age of 60 and nearly half of those age 60 and older. Caregiving can be highly stressful, and a large majority of the survey respondents who provided care reported that the experience was “very” or “somewhat” challenging.

Table 5. “Do you now or have you in the past 5 years provided care or assistance to a person who is disabled or frail (e.g., a child, a spouse, parent, relative, or friend)?”

	Total	Under 60	Age 60+
Have provided care or assistance to a person who is disabled or frail within the past 5 years	39%	35%	48%
<u>Among caregivers:</u>			
Percentage who found caring for this person very or someone challenging	79%	81%	79%

Several survey questions sought to gauge satisfaction with community supports and services meant to help caregivers and those who require support themselves. One question asked about satisfaction with the quality of social services available to residents, such as information and referral services and Meals on Wheels. As shown in **Figure 33**, six out of ten respondents reported being neither satisfied nor dissatisfied with these services, but one-third reported satisfaction and just 6% were dissatisfied. Shares of respondents reporting satisfaction were higher among those who were aged 60 and older, caregivers, and respondents who reported participation limitations (see **Figure 34**); given that these individuals may be most informed about these services and may have some personal experience with them, this is a positive finding. However, nearly half or more of respondents reported being neither satisfied nor dissatisfied, potentially reflecting lack of awareness or mixed experiences with these services. Notably, nearly one-quarter of respondents who are not financially secure, and 16% of those with participation limitations, reported being dissatisfied with these services, indicating room for improvement in meeting the needs of these vulnerable segments of the community. This patterning of response may suggest mixed or uneven

experiences among segments of the community, with some financially secure respondents having good experiences while others have poor experiences, for example.

Figure 33. Satisfaction with the quality of social services available to residents (such as information and referral services and Meals on Wheels)

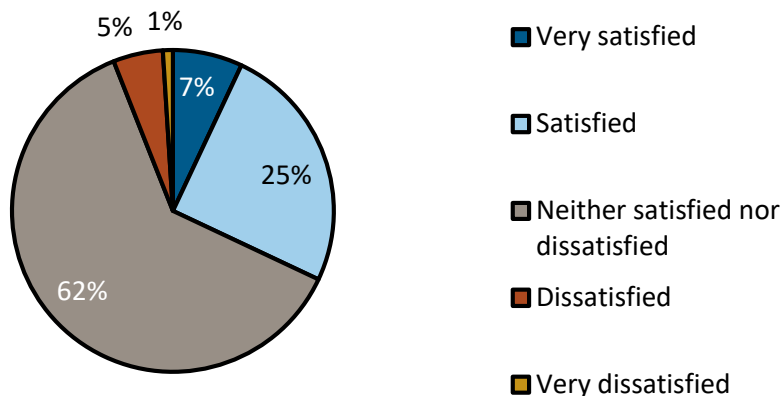
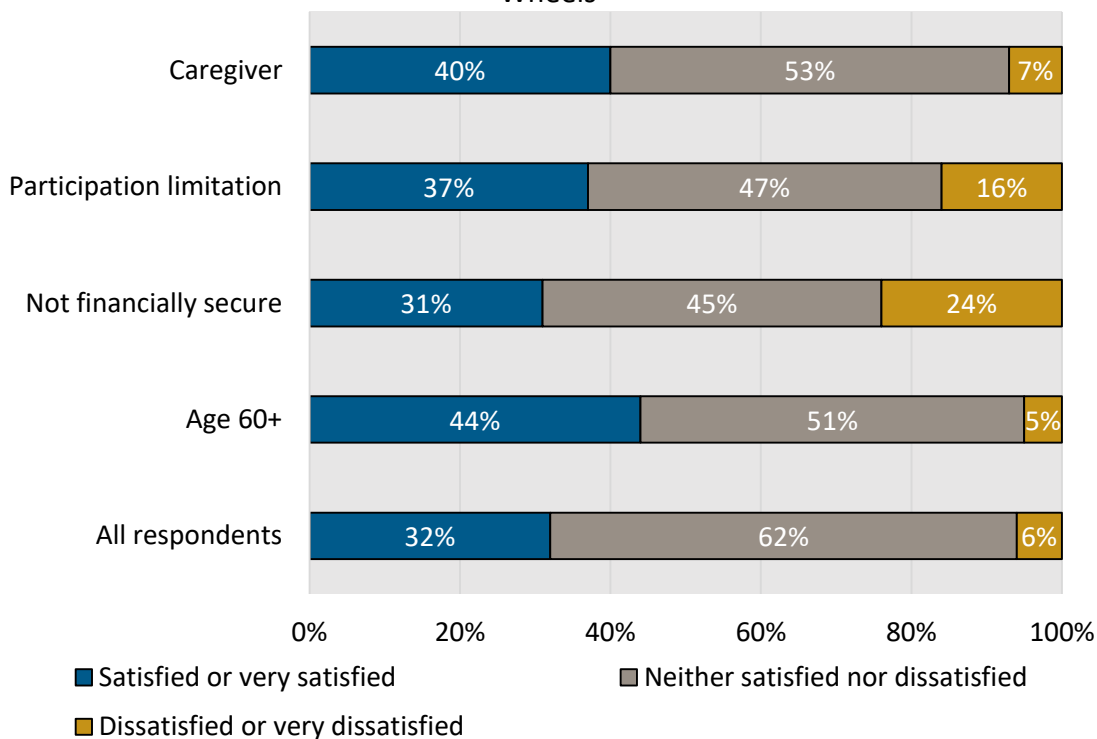


Figure 34. Satisfaction with the quality of social services available to residents such as information and referral services and Meals on Wheels



Survey respondents were also asked about their satisfaction with chore/homemaking or home health aide services for persons needing assistance. As shown in **Figure 35**, three out of four survey

respondents reported being neither satisfied nor dissatisfied with these services, including large shares of those who may have used or needed these services (see **Figure 36**). One out of five survey respondents with participation limitations reported being dissatisfied with these services, along with nearly as many respondents who are not financially secure, suggesting that needs in these areas may be falling short at least in some areas, and for some segments of the community.

Figure 35. Satisfaction with chore/homemaking or home health aide services for persons needing assistance

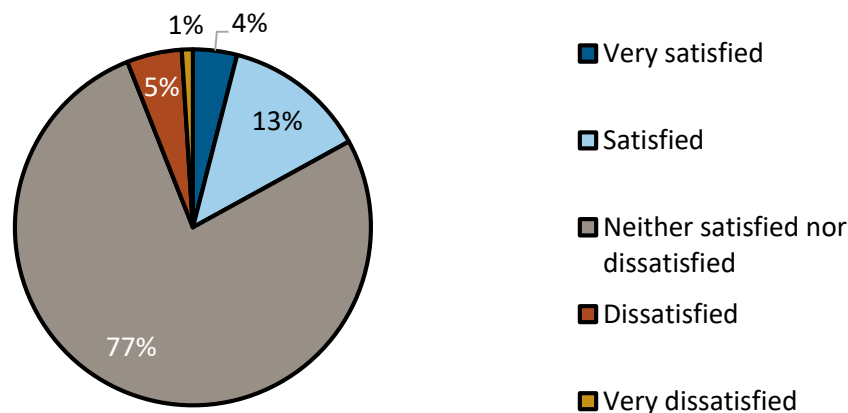
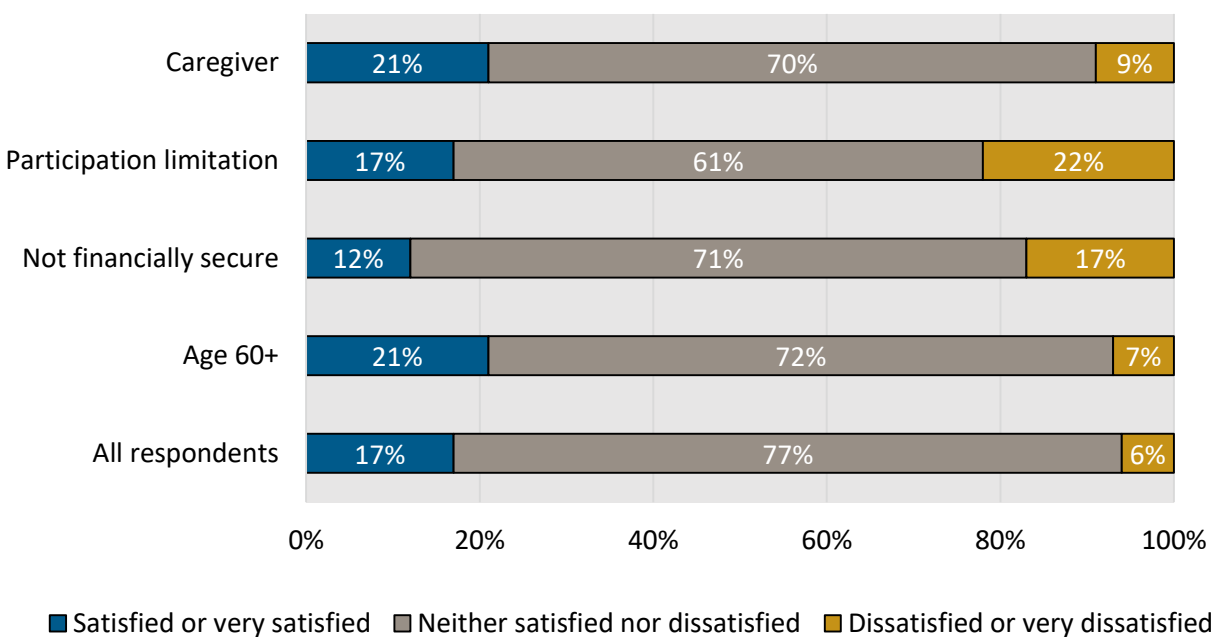
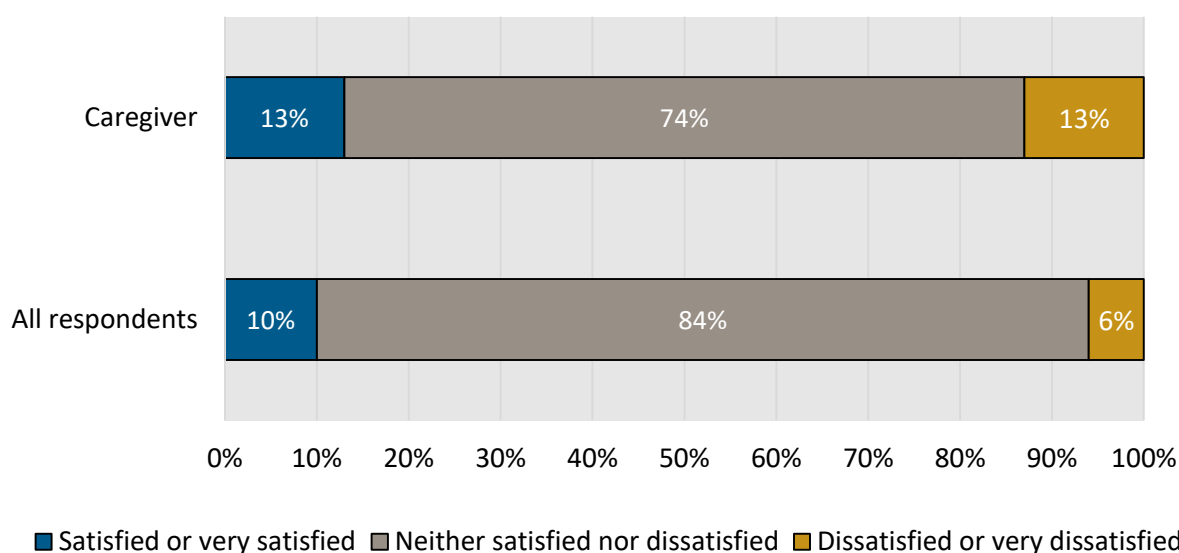


Figure 36. Satisfaction with chore/homemaking or home health aide services for persons needing assistance



In light of the heavy demands often placed on informal caregivers, respite of various sorts may be critical. A survey question asked specifically about resident satisfaction with caregiver support, such as respite, adult day programs and dementia support groups. Most respondents reported being neither satisfied nor dissatisfied with caregiver support in Sudbury (see **Figure 37**), including most respondents who were currently or had recently provided caregiving. Among those providing a response other than “neither satisfied nor dissatisfied,” caregivers were equally split between those reporting being satisfied and dissatisfied (13% each), signaling once again what may be uneven experiences among Sudbury residents with respect to accessing local supports.

Figure 37. Satisfaction with caregiver support (such as respite, adult day programs, or dementia support groups)



In an effort to learn about the unique needs of caregivers and the persons for whom they provide support, one focus group was held specifically with caregivers. Members of this group all voiced a wish for some type of respite in Sudbury. Although respite programs are available in nearby towns, transportation to take advantage of these programs is limited. This group also shared that some town resources aren’t sufficiently dementia-friendly. For example, trustworthy transportation options for people with dementia may be difficult to secure. Moreover, although everyone is welcome at the Senior Center, the programs are not typically aligned with the needs of people with dementia. The caregivers mentioned that the Senior Center offers great caregiver support sessions, but they are always held in the middle of the day and people who work are unable to attend. Overall, more support for caregivers and more respite options were suggested. Input from this group reinforced survey findings suggesting that caregivers in Sudbury have uneven experiences accessing supports that are available. In addition, discussion with the caregivers participating in this group made clear that there is a great deal of uncertainty and significant lack of awareness surrounding the issue of caregiver support in Sudbury. The level of need for support

among focus group participants was very high, and degree of knowledge about local resources was very uneven.

Summary and next steps on community and health services

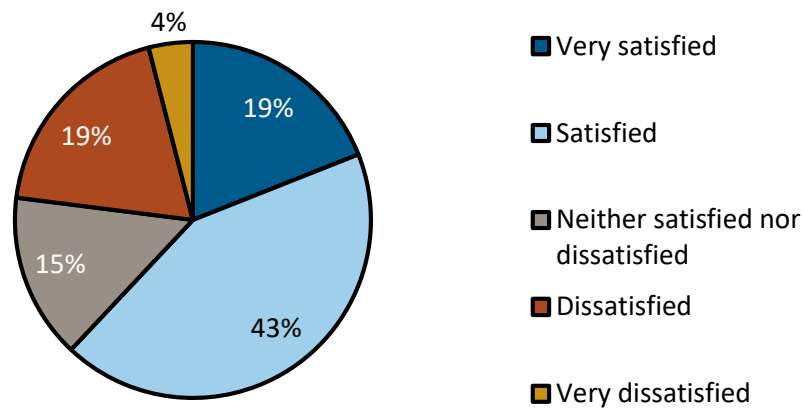
Many features of the service environment in Sudbury appear to be good. The physical health services availability appears to be a strength, although reported satisfaction levels reflect some lack of awareness or room for improvement. Some gaps in behavioral health services appear to exist. For virtually all the types of services assessed in this study, a very large share of respondents reported neutral assessments (e.g., “neither satisfied nor dissatisfied”) potentially indicating lack of awareness, feeling that the service is not relevant to their situation, or a sense that the service is just average. Across most service types, dissatisfaction levels were higher among some segments of the community than among others, indicating unevenness in availability and access. Suggestions for improving community and health services in Sudbury, including suggestions mentioned by study participants, are as follows:

- Improve community knowledge about the services already available in Sudbury. Many respondents provided a neutral or “neither satisfied nor dissatisfied” response, which may reflect lack of information.
- While broadening awareness overall, take special efforts to improve awareness and access to those who could benefit from services, especially those with participation limitations and those with financial insecurity.
- Improve supports for residents needing services at home and their caregivers.
- Consider ways to improve affordable and convenient respite to Sudbury residents and caregivers. Providing transportation support to nearby respite would be valued. Affordable adult day care in Sudbury may be beneficial.
- Promote greater awareness of dementia in the community. Given that the number of Sudbury residents who have dementia is already sizable, and likely to increase in coming years, responding to the needs of this segment of the community is required. Dementia-friendly initiatives such as public education about dementia, support groups for those with dementia and their caregivers, access to adult day programs, and developing a registry of residents with dementia to be used by the police and fire departments may be considered.

Programs and services supporting nutrition

Overall, most Sudbury respondents are satisfied with the availability of affordable, quality food (see **Figure 38**). Yet nearly one out of four reports being dissatisfied or very dissatisfied with this feature of the community, suggesting that additional opportunities to secure food may be welcomed. Many of these individuals may be seeking closer or less expensive food stores, while others may require services or supports to meet their needs. Sudbury includes a number of opportunities for residents to receive nutrition support. The Sudbury Community Food Pantry serves 60 to 80 families each week (<http://sudburyfoodpantry.org/>). Older adults may participate in the lunch program at the Sudbury Senior Center, with a small voluntary contribution requested, and eligible residents may receive home delivered meals (Meals on Wheels) through BayPath Elder Services. At least two groceries will deliver to homes in Sudbury, a beneficial feature for those who cannot get out to shop or desire delivery service for other reasons.

Figure 38. Satisfaction with availability of affordable, quality food



Social Participation

Being engaged and participating in community events—through learning opportunities, fitness programs, and social activities—helps community members build and maintain social support, remain active, and avoid isolation. Ensuring that ample and accessible participation activities are available is an important task of building a livable community.

Sudbury offers many opportunities for social participation, including a myriad of programs featuring recreation, fitness, and educational activities. Opportunities to meet others and strengthen relationships are embedded in many such programs. Participating in “formal” programs as well as informal activities among friendship networks and in neighborhoods is beneficial, and can offset risk of isolation. This section discusses availability of town amenities relating to social participation and resident satisfaction with those opportunities, as well as evidence relating to isolation.

Opportunities for social participation available in Sudbury

Many community amenities offer opportunities for social participation. The public schools provide numerous opportunities for children and their families to be involved and engaged with the community. The Goodnow Library was specified as an asset by participants in focus groups for this study, and its website lists events and programs that occur every week. Many events are for children, but some are for adults and others explicitly target intergenerational participation. According to a town report, the library has received grants to provide assistive technology for people with visual and auditory disabilities, a positive effort to promote participation across the community.

The Recreation Department was noted as a community resource by people consulted for this study, and its website lists many recreational opportunities. Many of these activities, too, are for children and youth; some are adaptive programs for swimming, skiing, and other activities; and some adult programs are offered relating to fitness and art. The aquatic programs at the Atkinson pool are managed by the Recreation Department. In focus groups, residents spoke about a desire for more affordable options in Sudbury to engage in physical activity, and one resident specifically mentioned the pool as being expensive to access.

The Sudbury Senior Center offers a wide range of programs to promote fitness and engagement, including some offered jointly with the Recreation Department. People attending the town forums, town leaders, and focus group participants praised the Senior Center for its diverse, interesting, and affordable programs that provide opportunity for social participation. According to a recent COA annual report, the Senior Center serves more than half of seniors in the community and provides varied activities that support social participation, focusing on healthy living, caregiving, lifelong learning, intergenerational programs, and social activities.

Satisfaction with participation opportunities

Respondents to the community survey conducted for this study were asked to rate their satisfaction with respect to several aspects of the community relating to participation. Satisfaction was generally high for fitness opportunities, such as exercise classes or gyms, and 65% of survey respondents reported being either satisfied or very satisfied with these opportunities in Sudbury (see **Figure 39**). Satisfaction levels were slightly lower among respondents who are age 60 and older, who have participation limitations, or who are not financially secure (see **Figure 40**).

Figure 39. Satisfaction of fitness opportunities (such as exercise classes or gyms)

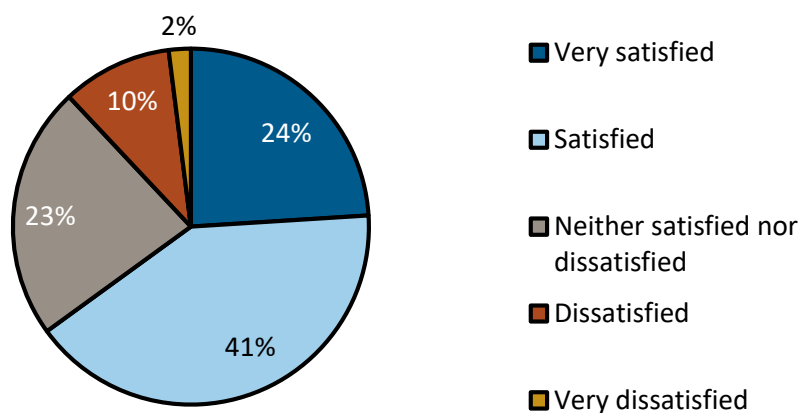
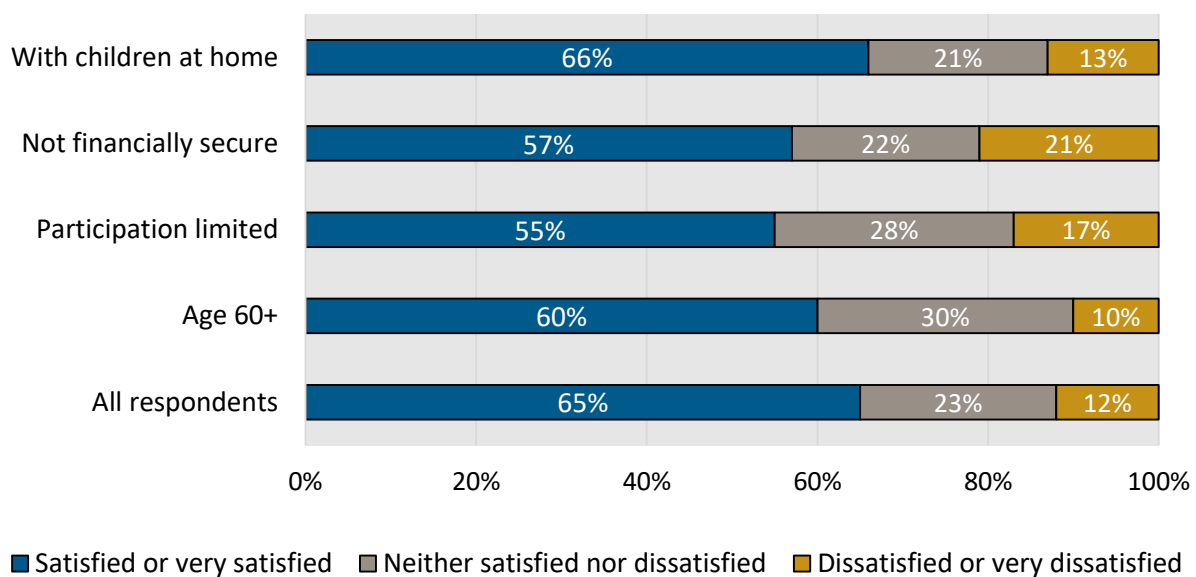


Figure 40. Satisfaction with fitness opportunities (such as exercise classes or gyms)



Opportunities for continued learning, such as programs through the schools, library, Senior Center, or other organizations, also yield high satisfaction, with 58% of survey respondents reporting being satisfied or very satisfied with these opportunities (see **Figure 41**). With respect to these learning opportunities, satisfaction levels are higher among older respondents and among those with participation limitations, but respondents who are not financially secure report lower satisfaction ratings (see **Figure 42**), suggesting that those with financial limitations may find the cost of existing programs out of reach.

Figure 41. Satisfaction with opportunities for continued learning (such as programs through the schools, library, Senior Center, etc.)

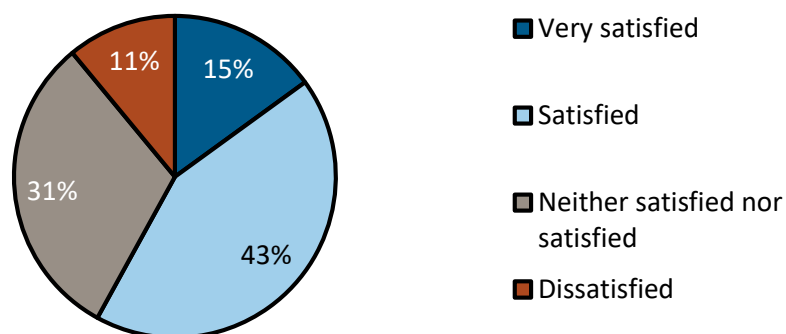
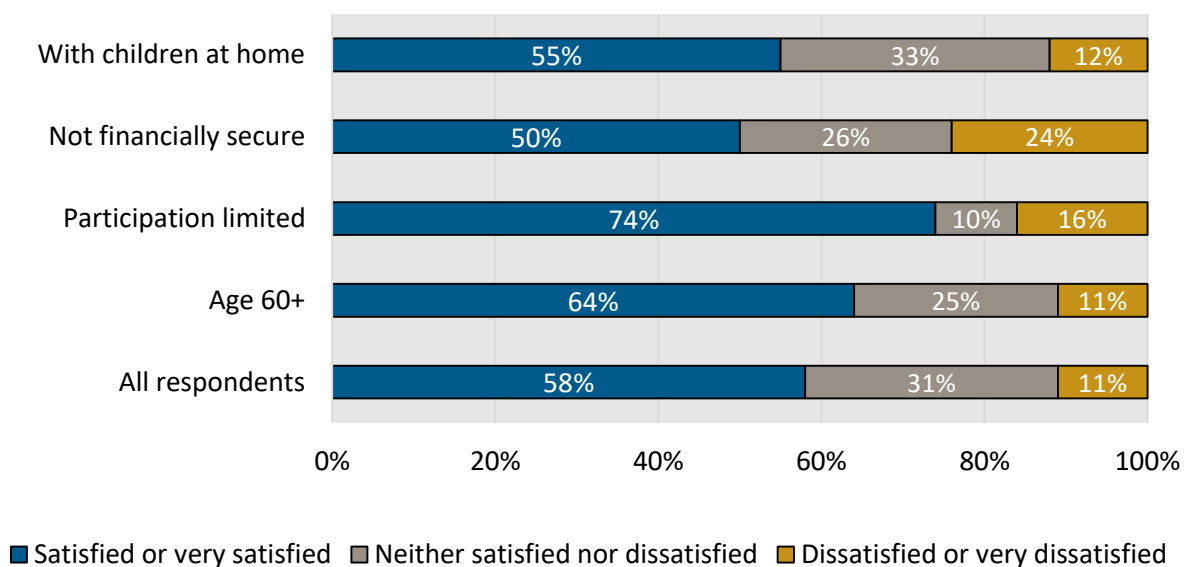


Figure 42. Satisfaction with opportunities for continued learning



More than 60% of survey respondents reported satisfaction with the availability of recreational opportunities in Sudbury (see **Figure 43**), with satisfaction levels being especially high among people with minor children at home and people with participation limitations (see **Figure 44**). Those who are not financially secure reported higher levels of dissatisfaction, suggesting once again that residents with financial challenges may find available opportunities too expensive to access; alternatively, these individuals may encounter other barriers to participation such as lack of transportation or not feeling welcomed.

Figure 43. Satisfaction with availability of recreational opportunities

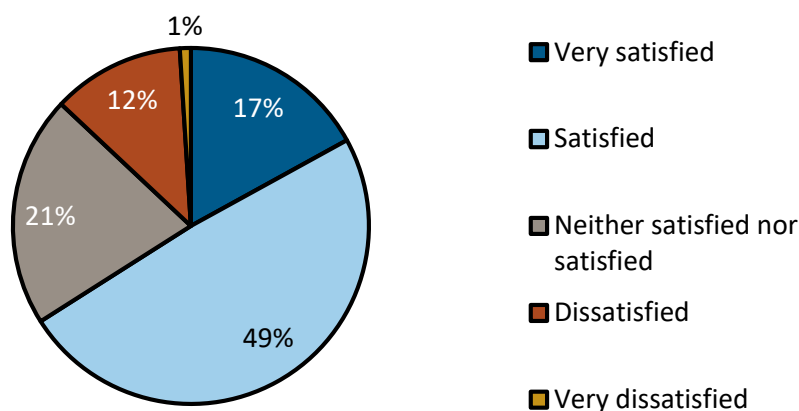
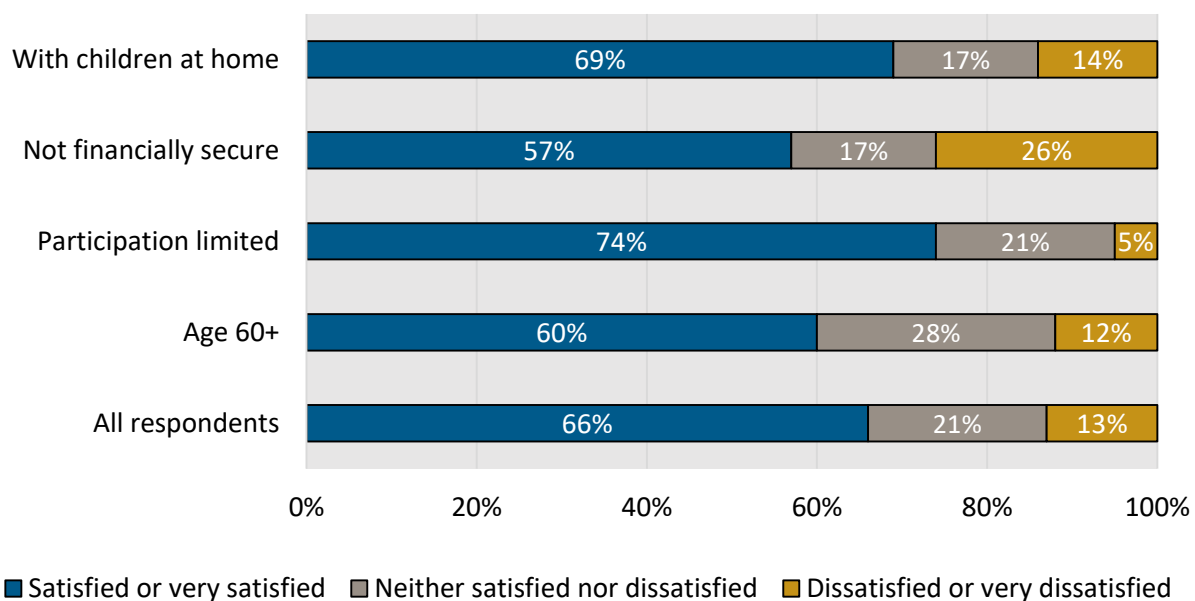


Figure 44. Satisfaction with the availability of recreational opportunities



Finally, survey respondents were asked to indicate their level of satisfaction with opportunities to participate in community activities. This question also yielded high satisfaction ratings, with 71% of survey respondents reporting that they are satisfied or very satisfied, and under 10% reporting being dissatisfied with these opportunities (see **Figure 45**). Respondents who were age 60 or older reported somewhat higher levels of satisfaction on this dimension, while those who were not financially secure reported somewhat lower satisfaction levels (see **Figure 46**).

Figure 45. Satisfaction with opportunities to participate in community activities

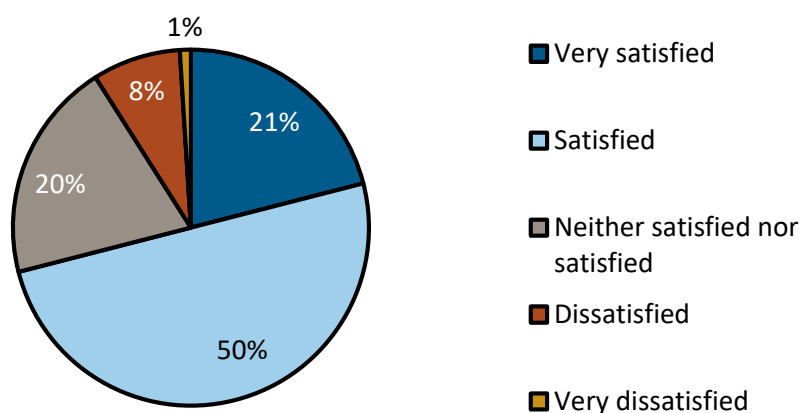
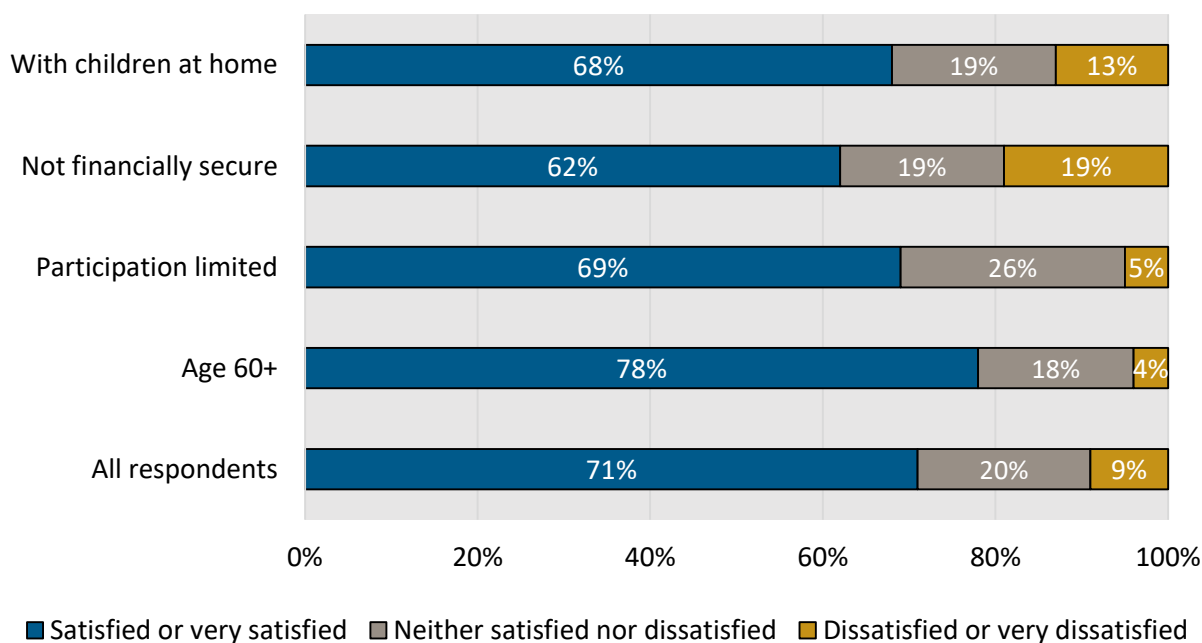


Figure 46. Opportunities for you to participate in community activities



Isolation and belonging

The many participation opportunities available in Sudbury, along with the generally high levels of satisfaction that they yield among residents, suggest that the infrastructure to promote involvement and avoid isolation is good in Sudbury. Yet some individuals are socially disconnected and isolated. This is a significant concern, and isolation has been identified as a top public health issue with numerous negative consequences⁹.

Some individuals may be at especially high risk of isolation. People who live alone, those with participation limitations that restrict their opportunities to get out and socialize, and those living far away from their families and loved ones can be at elevated risk of isolation. In Sudbury, just 4% of the population lives alone, with the vast majority living in a household that includes other family members. Yet living alone is far more common among older residents, and in Sudbury, 16% of those age 65 and older live alone (ACS 2012-2016, Table B09019).

Some evidence from the survey conducted for this study suggests that sense of community is strong, a feature that may combat risk of isolation. For example, when asked to name what they value most about living in Sudbury, the third most frequently mentioned attribute was the strong community support.

Survey respondents frequently mention strong community support as what they value most about living in Sudbury:

“The sense of community and beautiful setting.”

“The support from other families throughout Sudbury. This is truly a strong community of people looking out for each other.”

“I have wonderful neighbors who look out for one another, especially when a family is in need such as illness, loss of a spouse and when there are storms, etc.”

Openness to helping others, watching out for neighbors, and being embedded in a strong system of mutual support are hallmarks of a strong and livable community. Yet when survey respondents were asked if they know someone living within 30 minutes of their home on whom they can rely for help when needed, 12% of the respondents said they did not (see **Table 6**). Clearly, some segments of the community do not experience full benefit of the strong community network that other residents perceive and value.

⁹ See Qualls, S.H. (2014). What social relationships can do for health. Available online through the American Society on Aging website at <http://www.asaging.org/blog/what-social-relationships-can-do-health>

Table 6. “Do you know someone living within 30 minutes of your home on whom you can rely for help when you need it?”			
	Total	Under 60	Age 60+
Yes	88%	88%	90%
No	12%	12%	10%
Total	100%	100%	100%

Participants in interviews and focus groups conducted for this study recognized that some Sudbury residents are isolated, and discussed ways the community could respond. During focus groups, residents discussed the benefit of having more places to socialize as a way to decrease isolation. Beyond the Senior Center and playgrounds for younger children, there are few places to gather in Sudbury. One participant stated that a community center would help to decrease isolation. Some residents also spoke about the challenge of finding space to reserve for group activities on a more formal basis and commented that the schools have open space in the evenings and many resources, but only the high school space can be rented and it is very expensive.

Several focus group participants expressed a wish for more opportunities to get to know their neighbors. Participants stated that residents meet others when their children are in school but except for that, and once the children are grown, it can be challenging to meet others, as everyone has private yards and the town has few common spaces.

I wish my neighbors would have introduced themselves to us when we moved in. Still haven't really met anyone in the community.

Survey respondents were asked to rate their satisfaction with accessible opportunities in their neighborhood for informal sharing and social interaction. Just under half of the respondents were satisfied with these opportunities (see **Figure 47**), a lower level of satisfaction than was reported above for more “formal” opportunities such as educational programs. Satisfaction with the availability of these opportunities was notably lower among those who are not financially secure, and especially among those who indicated they did not know anyone living within 30 minutes on whom they could rely (see **Figure 48**). Seeking opportunities to strengthening connections within neighborhoods is a challenging goal, but may be important in offsetting the prevalence of isolation in Sudbury.

Figure 47. Satisfaction with accessible opportunities in your neighborhood for informal sharing and social interaction

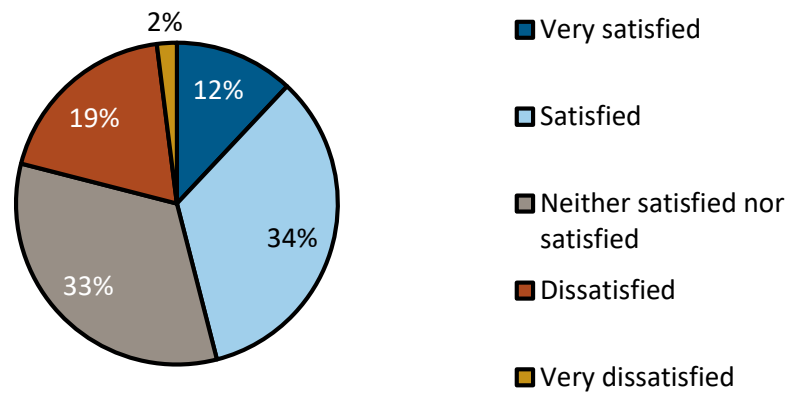
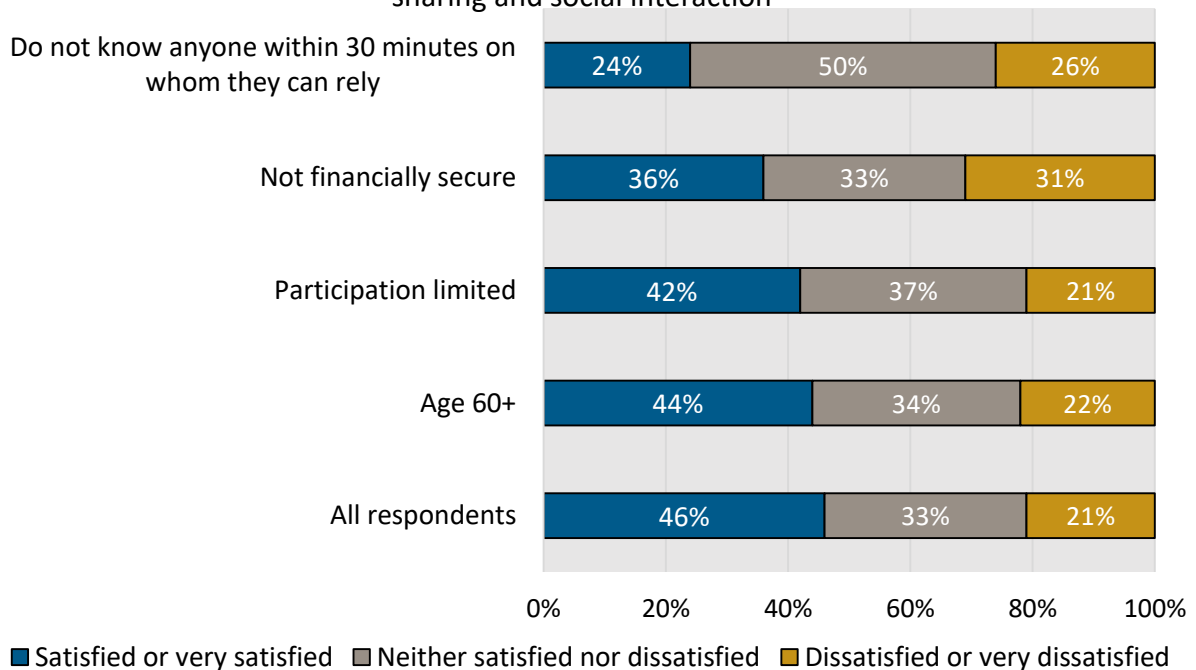


Figure 48. Accessible opportunities in your neighborhood for informal sharing and social interaction



Summary and next steps on social participation

Overall, opportunities to participate in activities relating to education, recreation and fitness are good in Sudbury, and most respondents are satisfied with the options available. Gaps in satisfaction appear among some segments of the community, especially those who are not financially secure. Twelve percent of the survey respondents indicated that they do not know anyone living within 30 minutes on whom they could call for help. Some of these individuals, and potentially others, are

at risk of isolation. While participation in activities can offset risk of isolation, formal involvements like joining exercise classes may be inadequate in addressing this issue. This study indicates that one out of five respondents, or more among some groups, is not satisfied with opportunities for informal sharing and interaction in their neighborhoods, suggesting that informal relationships in local settings could be strengthened. Suggestions for improving participation opportunities in Sudbury, including suggestions mentioned by study participants, are as follows:

- Resolve gaps in access to more formal forms of participation (such as recreation resources); these gaps are especially high among those who are not financially secure and to some extent among those with participation limitations. Consider opportunities to institute a sliding fee scale for some activities to bridge these gaps.
- Recognize that some residents are at risk of isolation and take steps to address this issue.
- Identify mechanisms to expand access and information about available opportunities for social participation.
- Identify neighborhood-based programs or mechanisms to strengthen informal networks in neighborhoods.
- Consider strengthening intergenerational programs in Sudbury. The school-based networks formed when families have children in the schools become fragmented as the children become older and leave home. Building relationships between older and younger adults in Sudbury may serve to strengthen intergenerational connections, strengthen the overall sense of community and offset network shrinkage.

Civic Participation and Employment

Civic participation, such as volunteering and involvement in local organizations, builds social capital and allow people to pursue interests and be involved in their communities; paid employment can yield these benefits as well as provide income. A livable community seeks to promote access and inclusiveness of these opportunities.

Sudbury offers a variety of volunteer opportunities through municipal offices, local houses of worship and many other organizations including the Sudbury Food Pantry, the Sudbury Valley Trustees, and others. The 2017 Town of Sudbury Annual Report mentions use of volunteers by many town offices, and the Sudbury COA, schools, and Goodnow Library appear to offer especially plentiful opportunities for volunteerism. Sudbury residents are also involved in Town governance, including membership on numerous Boards and Councils. Paid employment in Sudbury may be more challenging to obtain, given the size of the community and the heavy focus on residential versus commercial land use. A section of the Town of Sudbury website provides information on some volunteer and employment opportunities (see the following website:

<https://sudbury.ma.us/opportunities/>). In this section, information on employment in Sudbury is offered, along with local volunteer and other civic engagements.

Employment

Data from the ACS (2012-2016, Tables S2301 and S2303) indicate that Sudbury adults experience high labor force participation and low unemployment rates. Eighty percent of Sudbury residents age 20-64 are in the labor force (that is, they either have a job or are looking for work), along with one-third of those age 65-74. Most employed residents of Sudbury work year-round and full-time (specifically, 63% of employed adults worked at least 50 weeks during the year, and at least 35 hours in the typical week). As noted in discussion of the transportation domain, most employed Sudbury residents do not work in Sudbury and the commute can be long. Responses to the survey conducted for this study suggest that nearly one-third of respondents do not think there are adequate employment opportunities in Sudbury, and half are neutral on this point (see **Figure 49**). Respondents who are not financially secure and those with participation limitations are especially likely to disagree that employment opportunities are adequate in Sudbury (see **Figure 50**), and nearly half of these respondents disagree that employment opportunities are adequate.

Figure 49. "There are adequate employment opportunities available to residents in Sudbury"

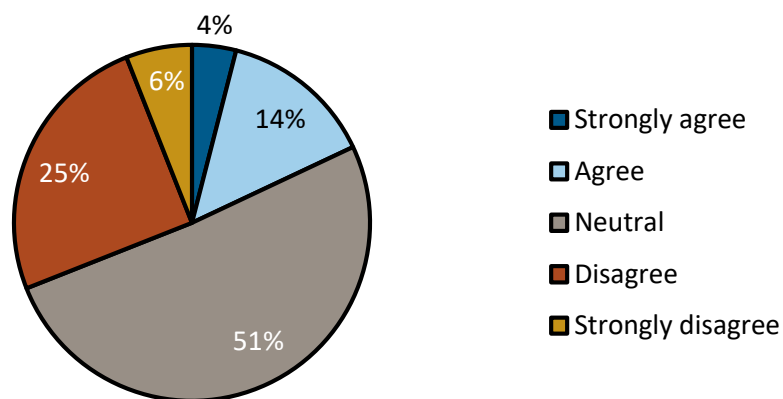
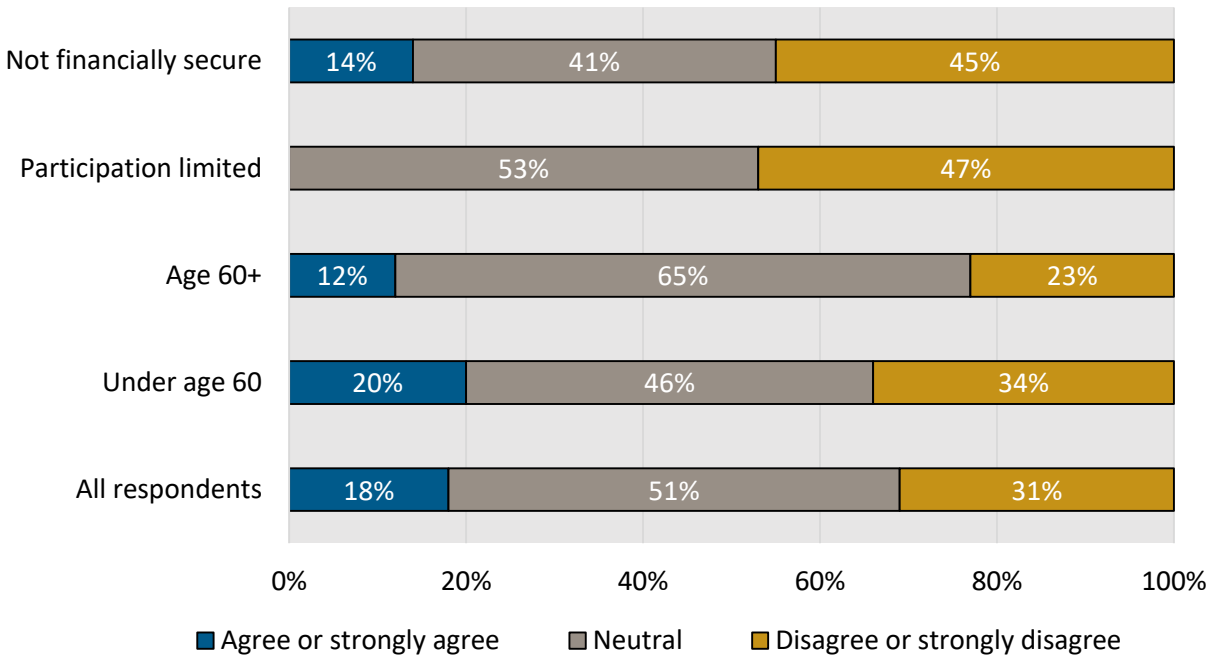


Figure 50. "There are adequate employment opportunities available to residents in Sudbury"



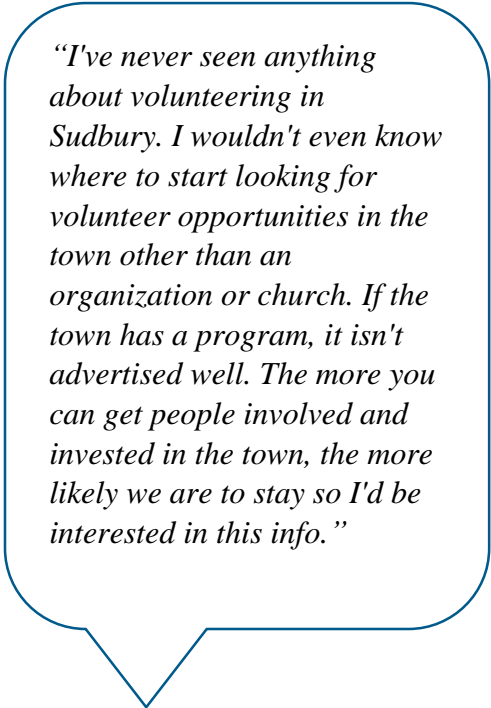
The new mixed used development (Meadow Walk) includes many 55+ residences and some affordable housing units and will be walking distance to new retail shops, providing potential for employment for residents, according to one town document reviewed for this study. As well, financial security needs of older residents can be promoted by participating in the town tax work-off program. Eligible Sudbury seniors and veterans may apply through the Senior Center to work in one of several Town departments in exchange for a property tax abatement (see description and information at <https://sudburyseniorcenter.org/property-tax-work-off-program/>). While not technically “employment,” 55 adults participated in this program in 2017, with placements in 18 different Town departments. For 100 hours of work, each participation received \$1,100 in tax abatement. Together, property tax work-off participants provided over 5,000 hours of service in 2017, according to the Town of Sudbury Annual Report.

Volunteering and being civically engaged

Opportunities to volunteer and be civically engaged appear to be plentiful in Sudbury. The town makes efforts to facilitate residents’ interests in being civically informed; for example, many public meetings and events are videotaped and shown through Sudbury television, making this information accessible to all interested residents. Focus group participants stated that only small numbers of people show up at public meetings, and typically participate only when there is something they feel strongly about. Similarly, people shared that community educational sessions regarding information and services for people with specific needs (e.g., parents of a child with

depression, people who are low income) are often poorly attended. Focus group participants indicated that they believe this is due to stigma associated with some of these topics, and also to saturation of evening activities. Participants stated that it is therefore difficult to hear the voice of the “silent majority” in Sudbury.

Town leaders shared that Sudbury includes many talented volunteers who make strong contributions to the community. Several focus group participants described Sudbury as being a very giving community, but indicated that some residents lack information about how they can volunteer and contribute through civic engagement. Participants in this study linked volunteerism and civic engagement with a sense of community, and felt that strengthening volunteering could be a mechanism for building a stronger sense of local commitment and belonging. One person stated that often people find their community through the schools and once their children graduate, they struggle to re-establish a sense of community in Sudbury. Notably, some organizations within Sudbury appear to very successfully recruit volunteers; for example, the 2017 Town Report indicates that 4,500 hours or more were donated by older volunteers through the Senior Center, at an estimated equivalent value of \$64,000.



“I’ve never seen anything about volunteering in Sudbury. I wouldn’t even know where to start looking for volunteer opportunities in the town other than an organization or church. If the town has a program, it isn’t advertised well. The more you can get people involved and invested in the town, the more likely we are to stay so I’d be interested in this info.”

Respondents to the community survey were asked to evaluate the adequacy of opportunities in Sudbury to volunteer and participate in civic life. One question asked respondents to indicate their level of agreement with this statement: “There are flexible and accessible opportunities for residents to volunteer in Sudbury.” Respondents largely agreed with this statement (64% agreeing or strongly agreeing) and just 7% disagreed with the statement, suggesting that as a whole, respondents feel these opportunities are adequate (see **Figure 51**). Respondents age 60 or older and those with participation limitations were more likely to agree with this statement (see **Figure 52**); those who are not financially secure reported the lowest levels of agreement.

Figure 51. "There are flexible and accessible opportunities for residents to volunteer in Sudbury"

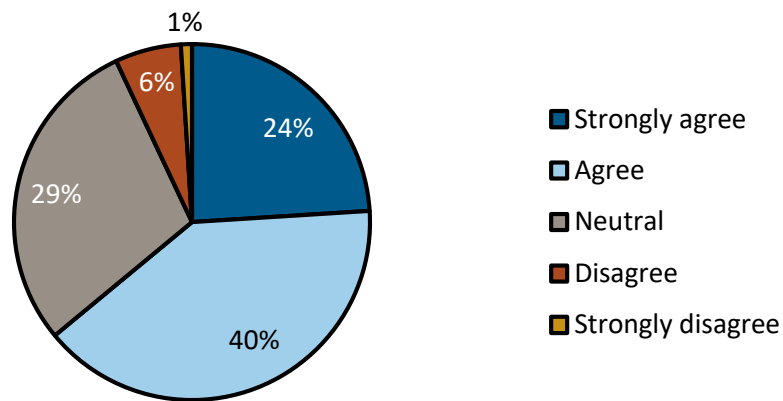
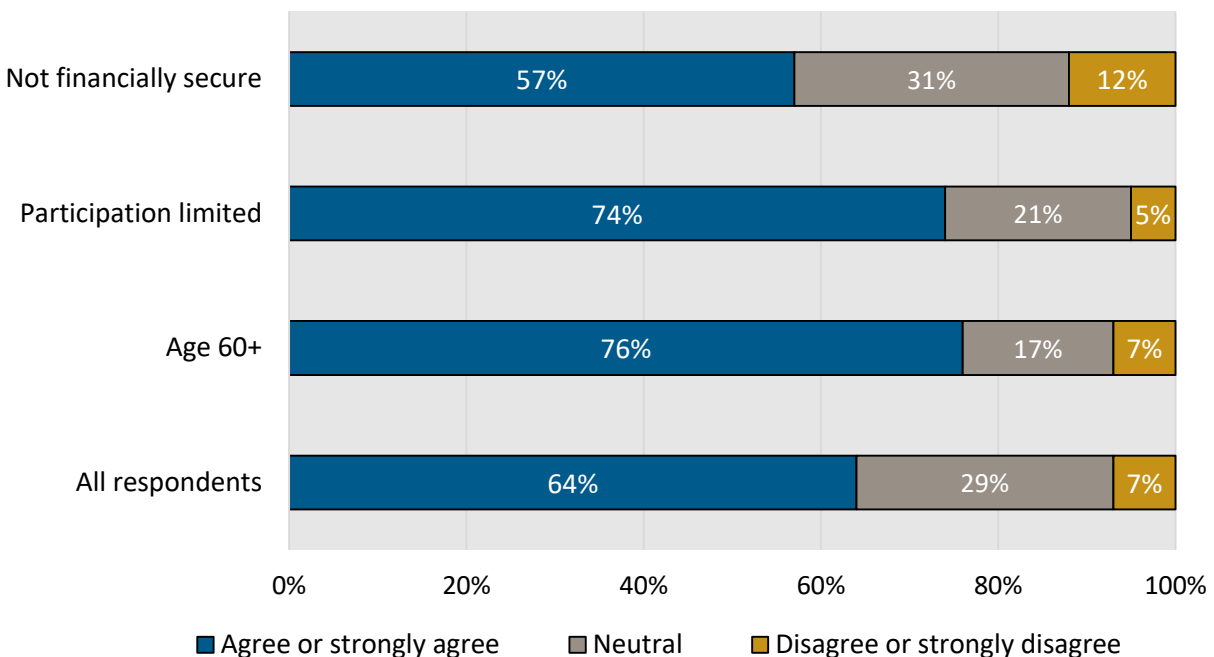


Figure 52. "There are flexible and accessible opportunities for residents to volunteer in Sudbury"



Survey respondents were also asked to indicate their level of agreement with this statement: "There are ample opportunities for residents to participate in local government in Sudbury." As shown in **Figure 53**, 64% of respondents agreed with this statement, and just 10% disagreed. Agreement levels were considerably lower among those who were not financially secure and those with participation limitations, however (see **Figure 54**), suggesting that these circumstances may serve as barriers to civic involvement in Sudbury.

Figure 53. "There are ample opportunities for residents to participate in local government in Sudbury."

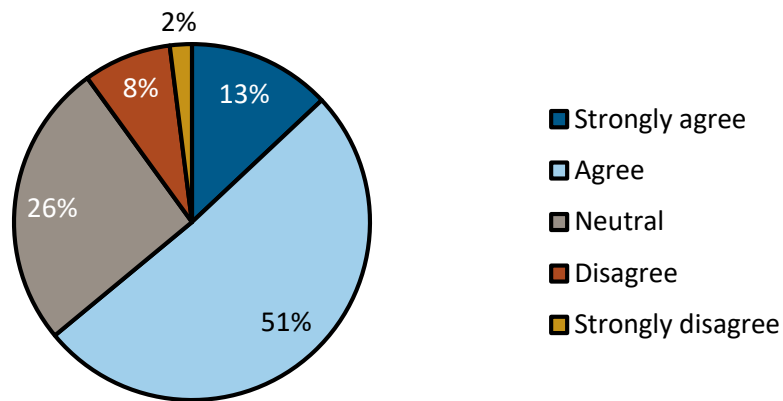
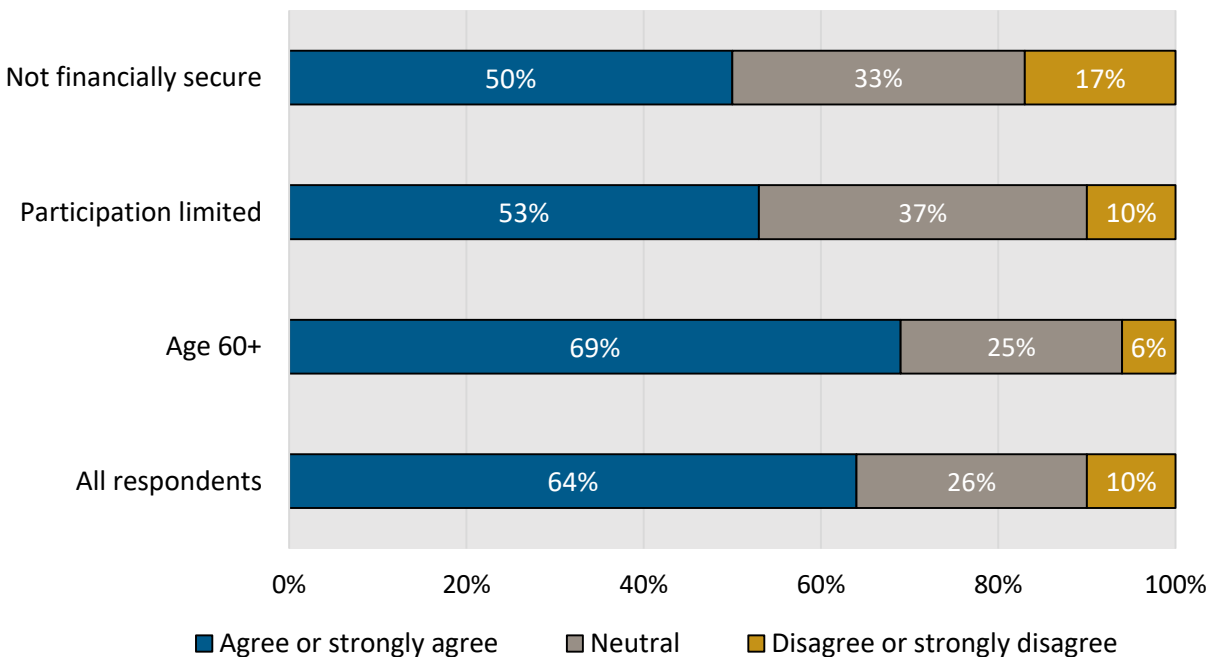


Figure 54. "There are ample opportunities for residents to participate in local government"



Summary and next steps on civic engagement and employment

Sudbury appears to offer many opportunities for residents to volunteer and be involved in local civic life. Some evidence suggests a lack of awareness of opportunities to participate, with key informants and focus group participants indicating that Sudbury residents value opportunities to help others and be involved, but may not always know how to go about doing so. Apparent gaps in awareness or perception of adequacy in opportunities are evident especially among those who

are not financially secure. Clear shortfalls in availability of employment opportunities in Sudbury are evident, as reported by survey respondents. Suggestions for improving opportunities for civic engagement and employment in Sudbury, including suggestions mentioned by study participants, are as follows:

- Investigate the kinds of paid work opportunities that residents think should be expanded in Sudbury, as data collected for this study were not clear on that point. Part-time opportunities for high schoolers, bridge jobs for older workers, or full-time positions that offer short commutes may all be desired by some residents.
- Assess interest in Senior Center programming around retirement planning, finding a post-retirement job, or how to develop a small business. This type of programming simultaneously addresses residents' later-life work interests and needs for income.
- Consider strategies for more active outreach relating to volunteerism and community engagement. Town leaders and some focus group participants believed that strengthening volunteerism and community engagement may be valuable, but most survey respondents believed that opportunities are sufficient in these areas.
- Consider establishing a volunteer coordinator for the town, or developing other mechanisms to promote and coordinate the development of meaningful volunteer opportunities for residents.
- Strengthen the culture of volunteerism in Sudbury through outreach to residents. A study participant suggested making sure that residents know their involvement is "wanted and welcomed." For example, members of the Board of Selectman could go to the library or Senior Center and encourage people to participate in town activities.
- Educate residents about how local government operates. A study participant reported that in the past, the town hosted a civic academy to educate people about local government, a program that might be restarted. Educating students about municipal government and encouraging participation from a young age could also be beneficial.
- Continue to strengthen remote access to town meetings. Expand accessibility by adding closed-captioning when possible—one study participant shared that the town recently added closed-captioning at town meeting and this was well received, increasing accessibility for everyone.

Communication and Information

A livable community provides opportunities for residents to stay connected and informed. Promoting widespread awareness of local services, programs and resources maximizes the impact of community assets.

Communication and information were some of the most frequently discussed issues in this study. The importance of communicating, distributing, and accessing information was mentioned in forums, during interviews, and in all focus groups. While virtually everyone consulted for the study agreed that communication and information are important, disagreement about the effectiveness of current communication is evident. On the municipal level, Sudbury seeks to communicate regularly with residents and has established a variety of systems for doing so. Yet focus group participants observed that residents are often unaware of the services, activities, and events that Sudbury offers. Some study participants reported that the town needs to do a better job getting the word out; but others felt that information overload prevents residents from absorbing the information that is being conveyed. In this section we discuss communication strategies and preferences, resident satisfaction with communication, and how communication may impact awareness.

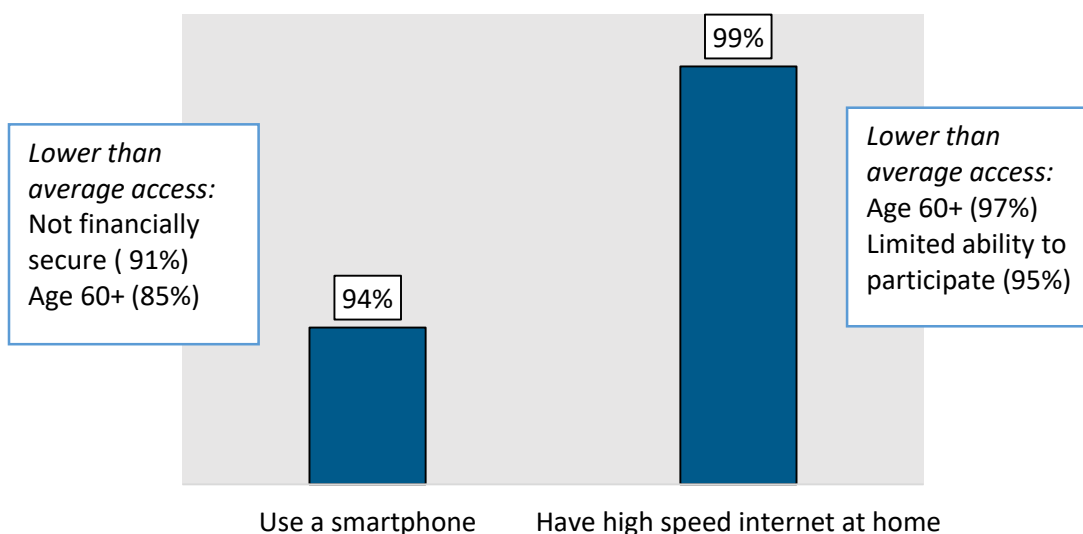
Communication strategies and preferences

Town offices and officials appear to be aware of the importance of communication, and are making efforts to ensure that residents have access to information. One town leader stated that communication has greatly improved and cites an inclusive website, Facebook page, and town newsletter. This person acknowledged that almost all communication is digital, potentially limiting communication with those who don't access the internet. Some town leaders spoke about tension and misinformation conveyed on community social media pages and that this may need to be addressed. One person, however, stressed the benefits of some of the social media pages as vehicles for building community. For example, there is a Facebook group for people who want to share materials (e.g., donate extra materials, swap paint). The Council on Aging has set forth several goals, one of them being to improve communication. Outreach and improved communication have begun with better communication regarding veteran's services. More generally, the town is committed to comprehensive assessment on varied topics that include community input and involvement. For example, recently the town collected community input via surveys for two possible community projects (the Senior Center and the Fairbanks Community Center) and the town has supported this Livable Sudbury needs assessment.

Developing effective strategies for informing residents requires an understanding of people's preferences for information sources, and their capacity to obtain information through specific mechanisms. Survey respondents were asked if they have digital access at home, and most reported that they did (see **Figure 55**). Ninety-four percent of the survey respondents indicated that they use a smartphone, with lower levels of use being reported by those who are not financially secure,

those who are age 60 and older, and those with participation limitations. As well, nearly all respondents reported that they have high speed internet access at home, including the vast majority of older residents. Recalling that the survey was made available online, respondents may be more technologically equipped than the typical Sudbury resident.

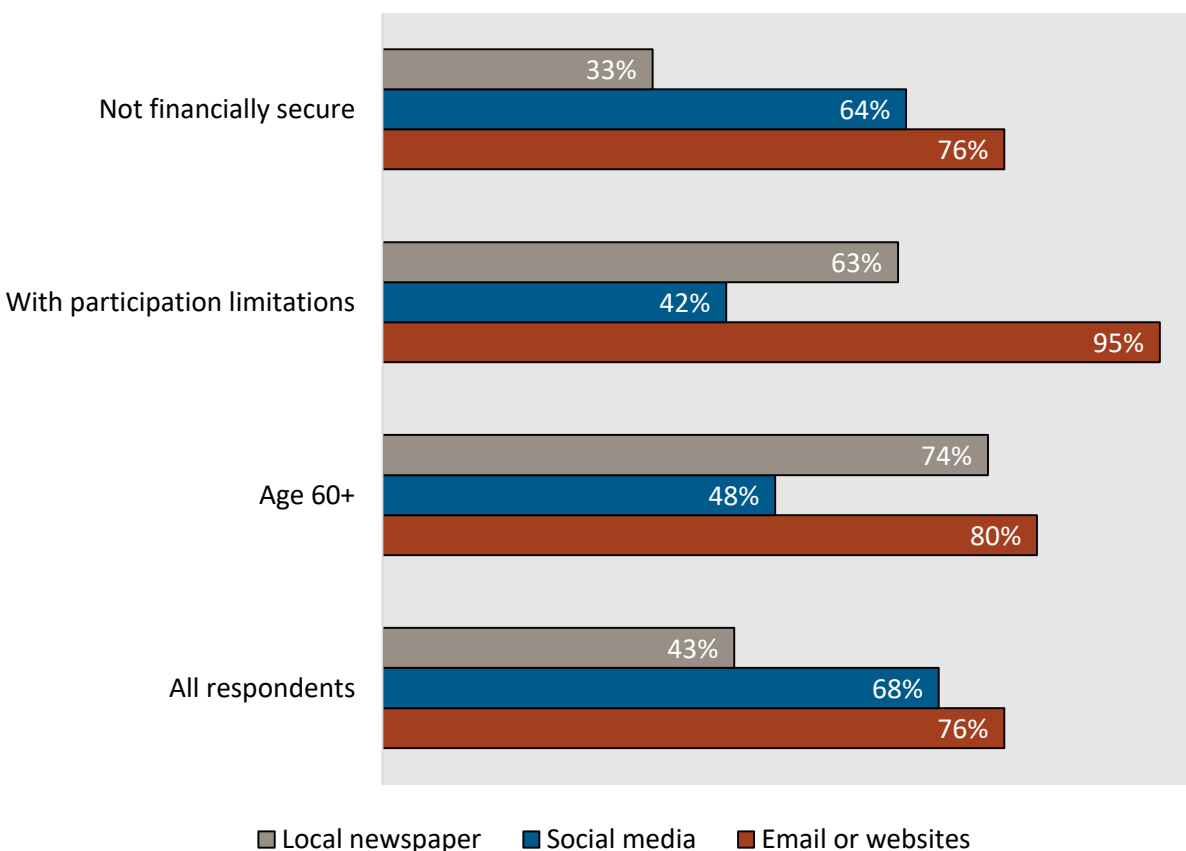
Figure 55. Digital access at home



Survey respondents were asked to indicate the ways in which they currently obtain information about the programs, activities, and services available in Sudbury. As shown in **Figure 56**, choice of mechanism for retrieving information varied considerably by segment of the community. Respondents were offered the opportunity to indicate that they obtained their information through any or all of several mechanisms, including email or websites, social media, local newspapers, faith-based organizations, television, and radio. Three-quarters of the respondents indicated that they retrieve information using email or websites, and this was the most common mechanism reported by all segments of the community considered in Figure 56. For respondents as a whole, the second most frequently used mechanism was social media, and this was also the second most frequently used mechanism among respondents who were not financially secure. However, older respondents and respondents with participation limitations reported greater use of newspapers than social media, suggesting that the local newspaper, and printed media more generally, is a valued mechanism for reaching these residents. A commonly held stereotype about older adults is that they are hesitant to use computers or do not feel confident in their use. Findings developed through the survey suggest that older survey respondents were as likely as their younger counterparts to use the internet or email to obtain information. However, they were substantially less likely to use social media. Importantly, the survey conducted for this study was made available to residents exclusively in online format, with the result being that respondents were no doubt disproportionately selected among those with ready access to digital media. However, even among this technologically competent group of respondents, social media was not a preferred mechanism for those age 60 and older, nor for those with participation limitations. This may suggest that

relying on Facebook or other social media for information dissemination will miss many residents in these segments of the community. Focus group participants recognized a need for more outreach to seniors and residents who don't get out much, as a way to engage residents who are not already involved and informed.

Figure 56. "How do you currently obtain information about programs, activities, and services in Sudbury?"



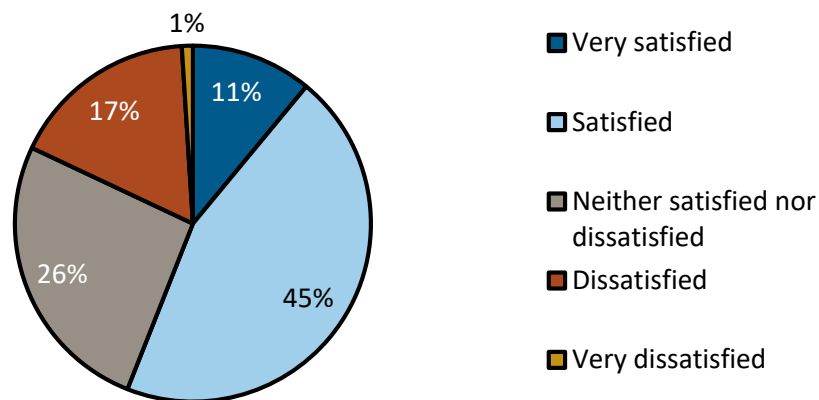
Although not shown here, survey respondents were given the opportunity to indicate other sources of information about Sudbury programs, activities and services. Fewer than 10% of the respondents marked television or radio as a source of information, and faith-based organizations were identified as an information source by 17% or fewer of all these groups, with the exception of the older respondents. Among those age 60 and older, faith-based organizations was marked as an information source by nearly one-quarter of respondents, suggesting that especially among older Sudbury residents, faith-based organizations may be important and trusted mechanisms for distributing information.

"There are opportunities to participate in volunteer activities and town government; however, I don't feel that enough residents take advantage of these opportunities. Perhaps they don't know about them? A volunteer fair or forum on town government participation might be one way of getting more people involved."

Satisfaction with communication

Survey respondents were asked to report their overall satisfaction with how activities and events are communicated to residents (see **Figure 57**). About half of respondents were satisfied with how communication takes place, but 18% reported dissatisfaction and one-quarter reported being neither satisfied nor dissatisfied.

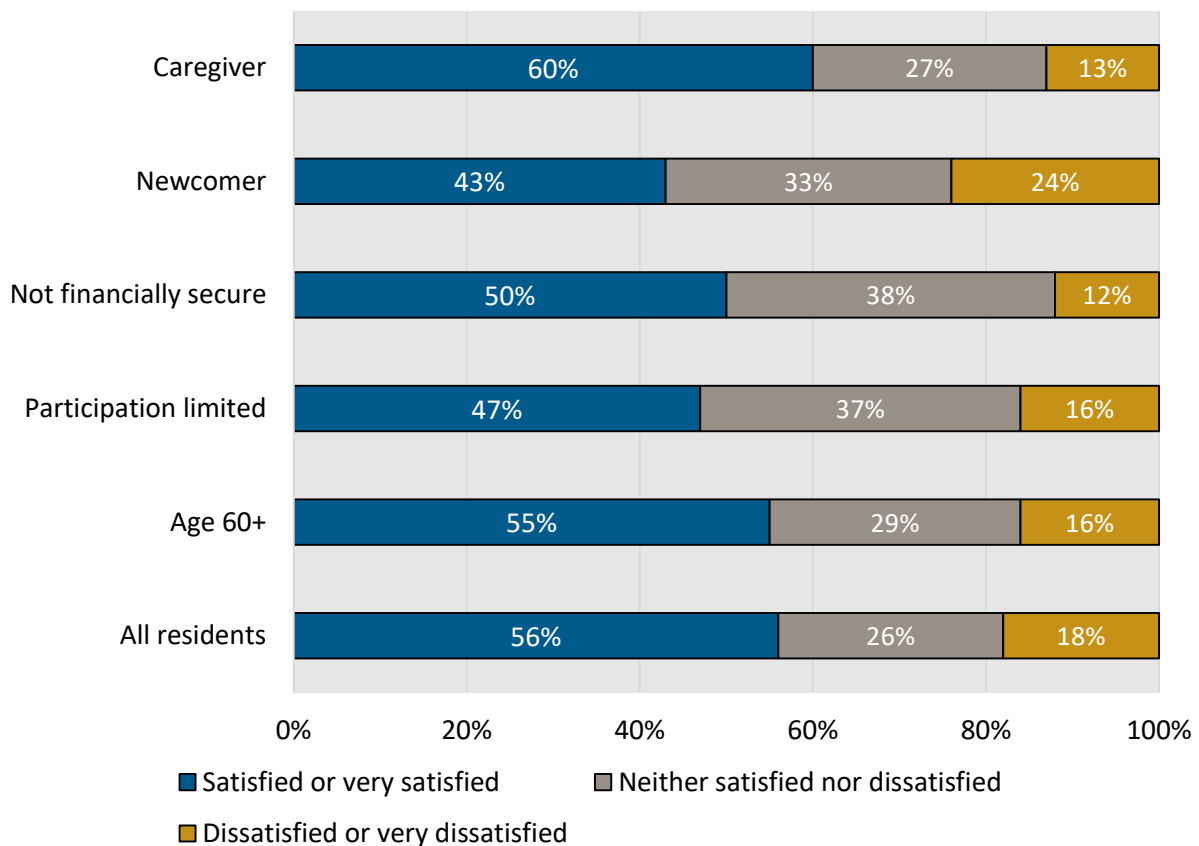
Figure 57. Satisfaction with how activities and events are communicated to residents



As shown in **Figure 58**, satisfaction levels were lower among some segments of the Sudbury community. Notably, only 43% of newcomers¹⁰ to Sudbury reported being satisfied with how activities and events are communicated, and nearly one out of four newcomers indicated they were dissatisfied with communication.

¹⁰ In this report “newcomers” are respondents who moved to Sudbury within the previous five years.

Figure 58. Satisfaction with how activities and events are communicated to residents



Focus group participants expressed frustration with other elements of communication. They noted that groups and organizations within Sudbury don't communicate well with each other, offering as an example that the library and the Senior Center sometimes show the same movie, and neither newsletter advertises what the other organization is doing. Participants in the stakeholder focus groups often didn't know of an activity or service that another participant mentioned, indicating lack of information sharing across municipal offices and town organizations. In the caregiver support group, one participant spoke about the struggle of calling one person to find out an answer to a question and being directed to another and then another, and still another.

Awareness of resources

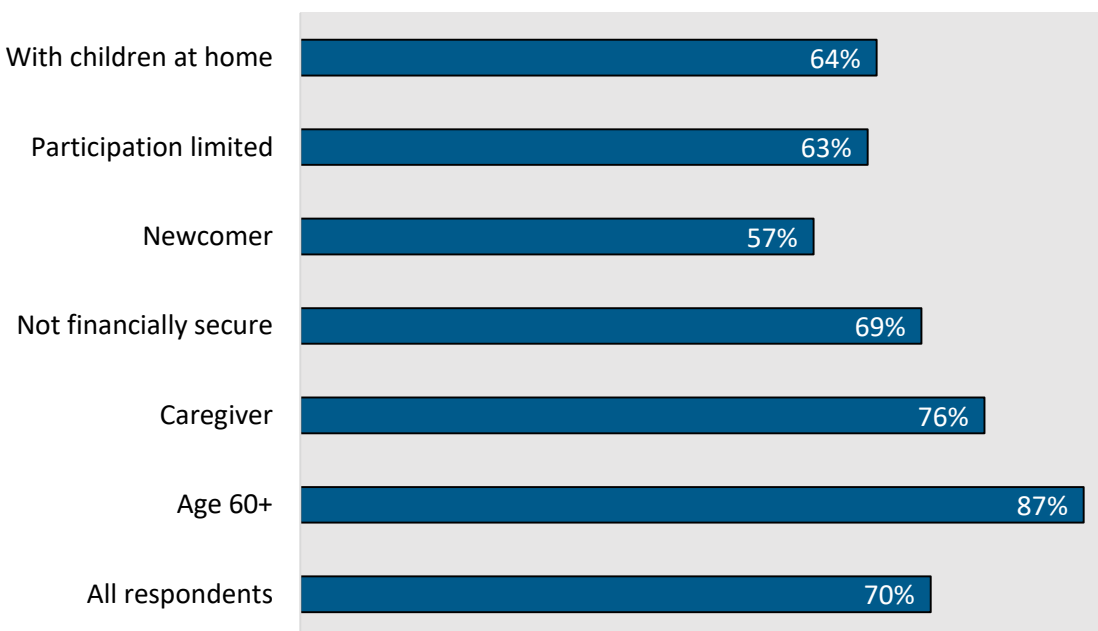
Inadequate communication can lead to inadequate awareness of resources and amenities. For example, even the best service environment does not yield livability if residents do not know what services are available or how to access them. Some evidence drawn from this study suggests that awareness is a special concern among some community segments. For example, during focus groups, many residents shared that they don't know what is available in Sudbury. They posed examples such as, "If I am in a wheel chair and live alone, how do I get groceries?", "Is there an

alert system in place during storms?” or “How do I find out about respite services in town?” One focus group participant stated that there are “many services available but finding out what is available and appropriate can be difficult, requires multiple phone calls, and can take all day—impossible for those who work.”

As a means of assessing awareness in the community about core services, survey respondents were asked if they know whom to contact in Sudbury should they or someone in their family need help accessing social services, health services or other municipal services. Seven out of ten respondents indicated that they would know whom to contact (see **Figure 59**), but disparities in awareness are evident. Among respondents with recent caregiving experience and those who are age 60 and older, self-assessed awareness of whom to contact was higher, reaching 87% among older respondents. Awareness was lower among those with participation limits (at 63%), a group for whom this information gap may be especially problematic. Moreover, awareness was lower among some other segments of the community, especially newcomers. Among these individuals, only 57% report that they would know whom to contact if they needed help accessing municipal services. Although with longer residence these individuals would presumably gain greater awareness, these findings suggest that at least in the short term an information gap exists among those who are new to Sudbury, a gap that is no doubt linked to their elevated level of dissatisfaction with how events are communicated (noted above).

How can I get services I need? Whom do I talk to?

Figure 59. "Would you know whom to contact in Sudbury should you or someone in your family need help accessing social services, health services or other municipal services?" (percentage reporting yes)



Summary and next steps on communication and information

Communication is a key issue for the Livable Sudbury Initiative, and virtually every point of contact with the community yielded comment on this domain. Municipal offices recognize the importance of communication and appear to have put substantial effort into communicating with residents. However, many residents are not satisfied with communication mechanisms available to them and a sizable share reported information gaps. Strengthening communication strategies and ensuring that residents have access to needed information is a priority for the community. Suggestions for improving communication and information in Sudbury, including suggestions mentioned by study participants, are as follows:

- When feasible, make print versions of communications readily available to those who need them. Many organizations and offices appear to rely heavily on digital communication.
- Consider developing a communication plan to create communication channels in a more integrated way.
- Strengthen outreach to the community as a means of ensuring that all residents know about resources available to them. Emphasize more active engagement rather than relying on passive means of disseminating information.
- Devise strategies to ensure that residents, businesses, and town employees are educated about the needs of people with dementia.
- Institute a monthly or quarterly meeting of key town employees (e.g., representatives from the Senior Center, police department, fire department, school) to exchange information and work on coordinating communications.
- Distribute information about core community services through medical offices, emergency departments, and other trusted sites including religious organizations and the public library.
- Develop strategies to provide information about community offices and amenities to newcomers shortly after they arrive.

Respect and Social Inclusion

Feeling respected and included promotes participation in the community and facilitates effective use of services and amenities. Promoting broad-based respect for all is a hallmark feature of a livable community.

In interviews and focus groups, Town leaders stated that Sudbury is a community that values being inclusive. Yet they acknowledged that many groups of residents likely don't feel fully included, specifically identifying those with disabilities, older adults, and people living on low income as among those who may feel excluded. Participants in the focus groups, as well, spoke about segments of the community who feel excluded and stigmatized, adding people of some religious groups among those who may lack inclusion in the community. In this section we discuss dimensions and experiences of exclusion encountered in Sudbury, the sense of "belonging" in

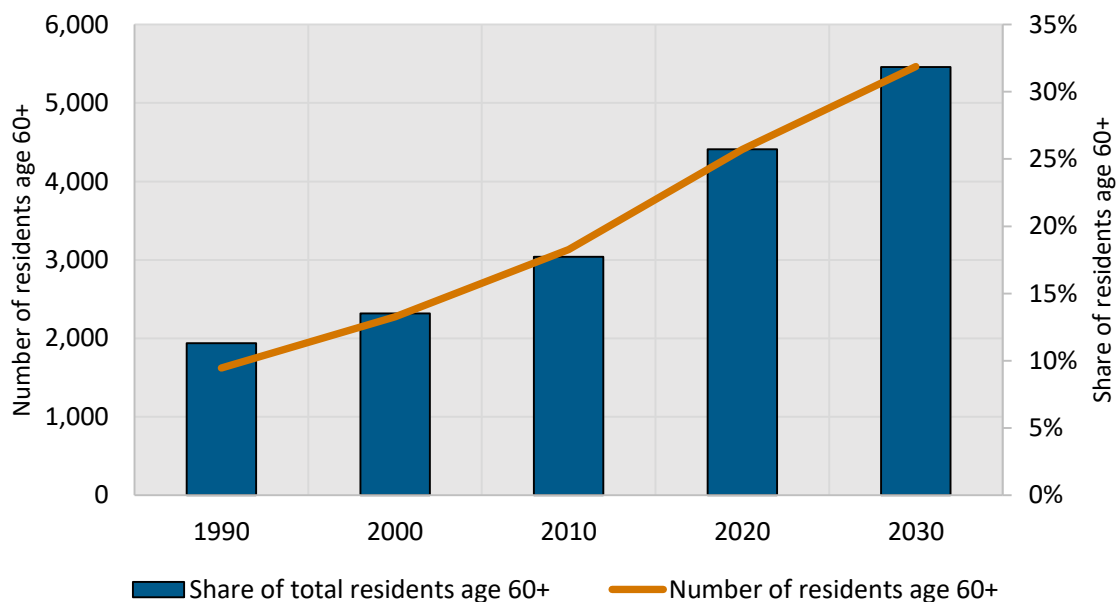
Sudbury, reported satisfaction with living in Sudbury, the intersection of inclusion and isolation, and the extent to which local policy makers take residents’ interests into account.

Dimensions of inclusion and exclusion

In collecting data for this study, we considered issues relating to inclusion along multiple dimensions.

Age. Older adults represent a large and growing share of Sudbury’s population (see **Figure 60**). Currently, estimates suggest that Sudbury residents age 60 and older represent 21% of the community. As shown in the Figure, the upward trajectory in the representation of seniors in Sudbury has been in place since 1990 and is expected to continue. Projections suggest that, by 2030, as much as one-third of the population may be composed of adults age 60 and older, representing more than 5,000 older residents.¹¹ As these trends make apparent, in the future livability features of Sudbury may be shaped in substantial ways by growth in the older population.

Figure 60. Growth in number and share of Sudbury residents age 60 and older



Despite these trends, according to some focus group participants, older adults don’t feel fully included or supported by the town, in part because such a large portion of resources goes to support

¹¹ Projections used in this figure are from the Metropolitan Area Planning Council (MAPC), using their “stronger region” series. These projections were used instead of one of the other three series available (one from MAPC and two from the UMass Donahue Institute) because they suggest a continuation of overall population growth that best aligns with population estimates from the US Census Bureau. Use of one of the other series would result in somewhat different projected growth trajectories. Taken together, the four series suggest that by 2030 seniors will number between 4,800 and 5,700 residents in Sudbury, making up between 30% and 35% of the population.

the schools. One person commented that while most of the funds in Sudbury are used to support the schools, older adults pay taxes, vote in support of overrides, and are otherwise supportive of municipal commitments. Members of one focus group stated that the town does not care about seniors.

Some efforts are being made to overcome this tension. For example, the town received funding for an oral history project, recording stories by Sudbury's oldest residents about living in Sudbury. As well, opportunities for intergenerational activities within the town have been developed. For example, the Sudbury Senior Center shares space with the Department of Parks and Recreation and this provides potential for many activities to include both the younger and older generation. There is also increased multifamily zoning which can allow for multigenerational housing options and support aging in community.

Gender. According to the latest statistics from the American Community Survey, roughly half of Sudbury residents are female and the balance between men and women is fairly consistent across the age range (American Community Survey, 2012-2016, Table B01001; information about gender identity is not available through the ACS). Yet gender can impact many elements of inclusion, and participants of one focus group discussed gender bias, stating that town leadership and meetings are male dominated. Several women in one of the resident focus groups spoke of marginalization at the local political level, reporting that they want to be more involved but felt it was not easy to do so.

Race, ethnicity, and culture. Sudbury has a relatively diverse population along multiple dimensions relating to race, ethnicity and culture. According to estimates from the ACS, 14% of Sudbury residents are nonwhite or Hispanic (American Community Survey, 2012-2016, Table B03002). Most Sudbury residents speak only English at home; but 13% of adults age 18 to 64, and 11% of residents age 65 and older, speak a language other than English. Nonetheless, the vast majority of residents speak English well and under 5% of Sudbury adults do not speak English at all, or speak it poorly (American Community Survey, 2012-2016, Tables B16007 & B16004).

Focus groups and individual interviews suggest that dimensions of race, ethnicity and culture, including religion, are experienced as bases of exclusion among some residents. One focus group participant observed that Sudbury is "so white and so English speaking," referring to the sense of disconnectedness experienced by some who are not white or not exclusively English speaking. Concern was expressed in focus groups about the needs of individuals who do not speak or read English adequately, given that outreach, services, and materials are largely made available only in English. Although the number of Sudbury residents who do not speak English well appears to be small, this concern may be an issue for those who most need access to information and services. Focus group participants noted that there is a Chinese American group at the Senior Center that is trying to build awareness about the population of Chinese Americans in town, including demonstrating their needs and presence to the local government. One person expressed frustration

that the library won't accept donations of Chinese books, providing this as an example of an environment that is not inclusive.

Disability. According to focus group participants, people with disabilities have lacked a strong voice in town government. Although Sudbury has recently appointed a head of a Commission on Disability, this position was vacant for some time. Some participants reported that Sudbury has an increasing problem of opioid use, yet the community doesn't acknowledge this or want to talk about it. Stigmatized illnesses and disabilities, including addictions, are of special concern.

Economic status. Sudbury is viewed as a wealthy community and many people assume that virtually all residents are wealthy. Several resident focus groups brought up this widespread perception as a concern. This assumption is clearly not accurate, as discussed elsewhere in this report, and participants spoke about the stigma of having low income in a high income community. For example, one person reported that some parents will not allow their children to visit friends who live in one of the housing developments. Another focus group participant relayed that residents who have lower income may feel excluded due to the high cost of living in Sudbury; for example, some families can't afford the fee for their child to participate in school sports.

Experiences and observations relating to exclusion

A global question was asked in the community survey about inclusion. Respondents were asked if they had ever felt excluded in Sudbury based on a variety of listed attributes, including skin color, race or ethnicity; sexual orientation; age; gender; religion or cultural background; income; or disability. Respondents were invited to mark all that they had experienced, and nearly 30% of the respondents chose at least one attribute on which they had felt excluded. Every attribute was marked by at least a few participants. The most frequently marked attribute on which respondents had experienced exclusion was income. Other bases of exclusion were also reported by respondents, including family status, being a working mother, and political positions. These experiences of exclusion may serve as barriers to participating in the community, and shape sense of satisfaction and belonging in Sudbury.

Survey respondents report experiencing or observing exclusion in Sudbury, based on numerous characteristics

"I did not feel included in the community until I had a child."

"I know of friends whose children have struggled with feeling like outsiders because of their race and economic status."

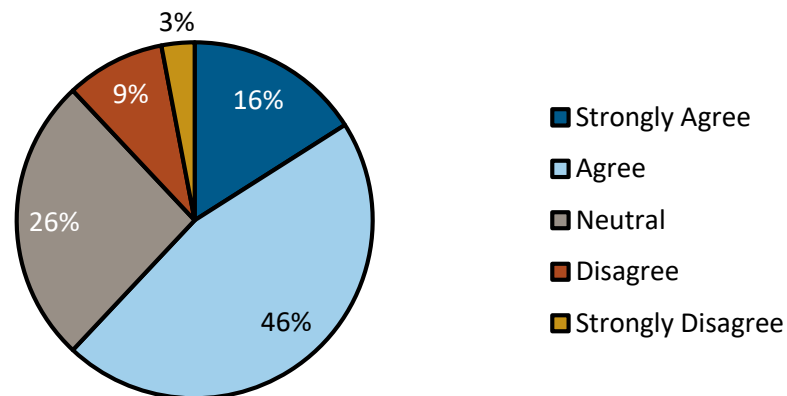
"As a working mother, I feel the town's resources are often geared toward those with a stay-at-home parent and I'm very concerned that the concerns and voices of those like me are not well-represented."

"As a Conservative I have felt negative reactions and open criticism from more liberal groups who disagree with me."

“Belonging” in Sudbury

One way in which inclusion was assessed is through people’s reported sense of belonging. Survey respondents were asked to rate their level of agreement with this statement: “I feel a sense of belonging in the community where I live.” As shown in **Figure 61**, 62% of respondents agreed or strongly agreed with this statement, signaling a strong sense of belonging in Sudbury. One-quarter provided a neutral response, and 12% disagreed with this statement.

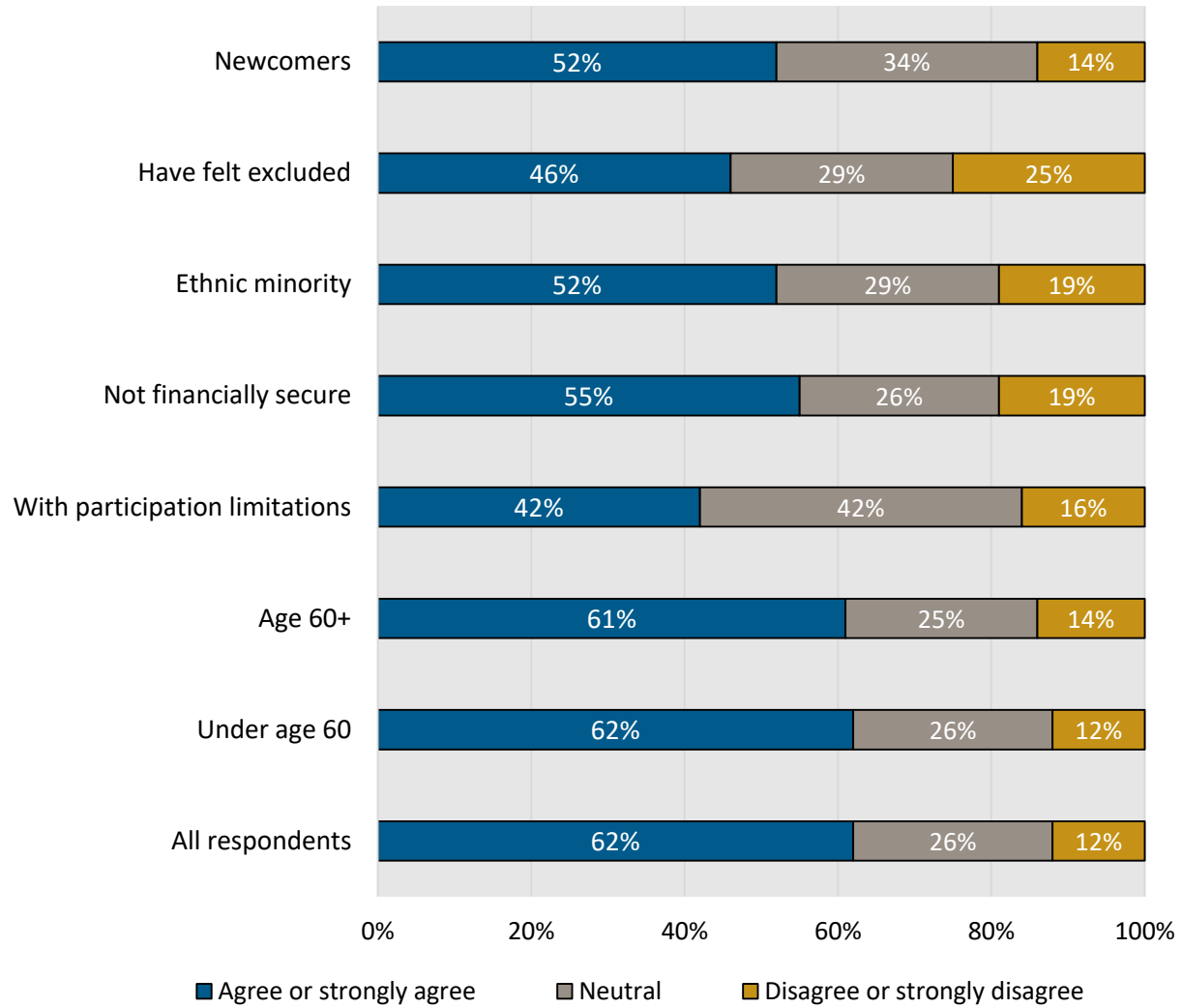
Figure 61. "I feel a sense of belonging in the community where I live" (all respondents)



Belongingness is reported at similar levels for respondents who are age 60 and older and their younger neighbors, as shown in **Figure 62**. However, some segments reported substantially lower levels of belonging, especially those who have participation limitations and those who report having felt excluded on the basis of one of the attributes described above. As well, nearly half of those reporting ethnic minority status and a similar share of “newcomers” to Sudbury did not feel a sense of belonging.

“I think Sudbury is doing many things right. For our age group though, 50s with no young children, it may not be the best fit for us.”

Figure 62. "I feel a sense of belonging in the community where I live."



Satisfaction with living in Sudbury

A question meant to assess global satisfaction with living in Sudbury was included in the community survey. Ten percent of respondents reported that they were “completely satisfied” with living in Sudbury, and nearly half reported being “very satisfied,” indicating a generally high level of satisfaction among residents (see **Figure 63**). Satisfaction levels were higher among respondents age 60 and older, and among respondents with participation limitations, while substantially lower satisfaction levels were reported among respondents who report having been excluded, and those who are not financially secure (see **Figure 64**).

“There is no better place to raise a family.... We have a son with disabilities and I can’t say enough about the community.”

Figure 63. "Overall, how satisfied are you with living in Sudbury?"

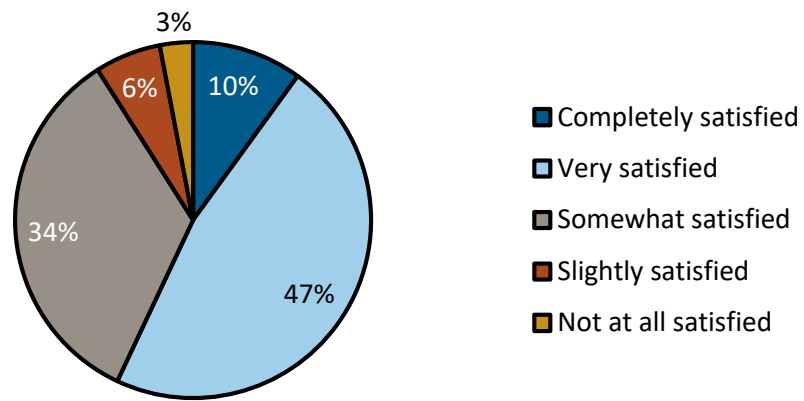
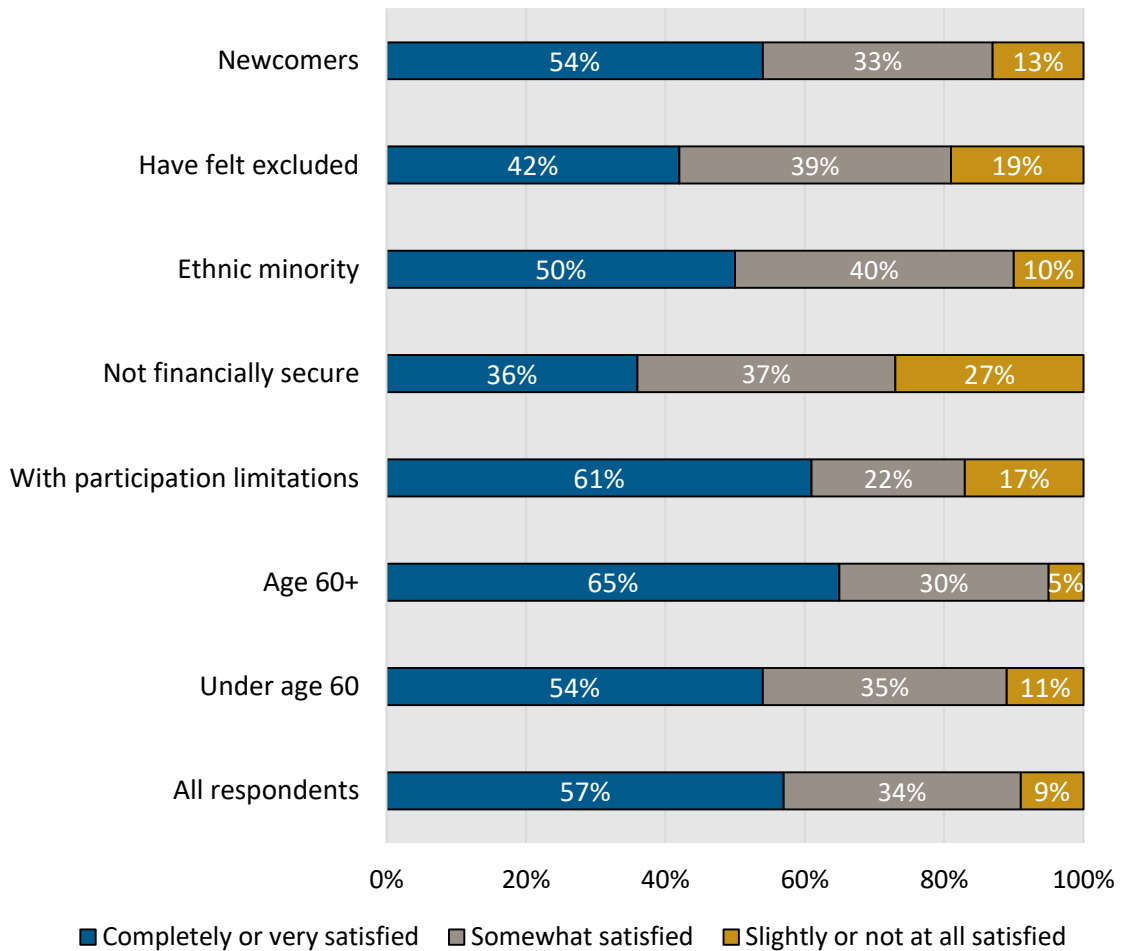


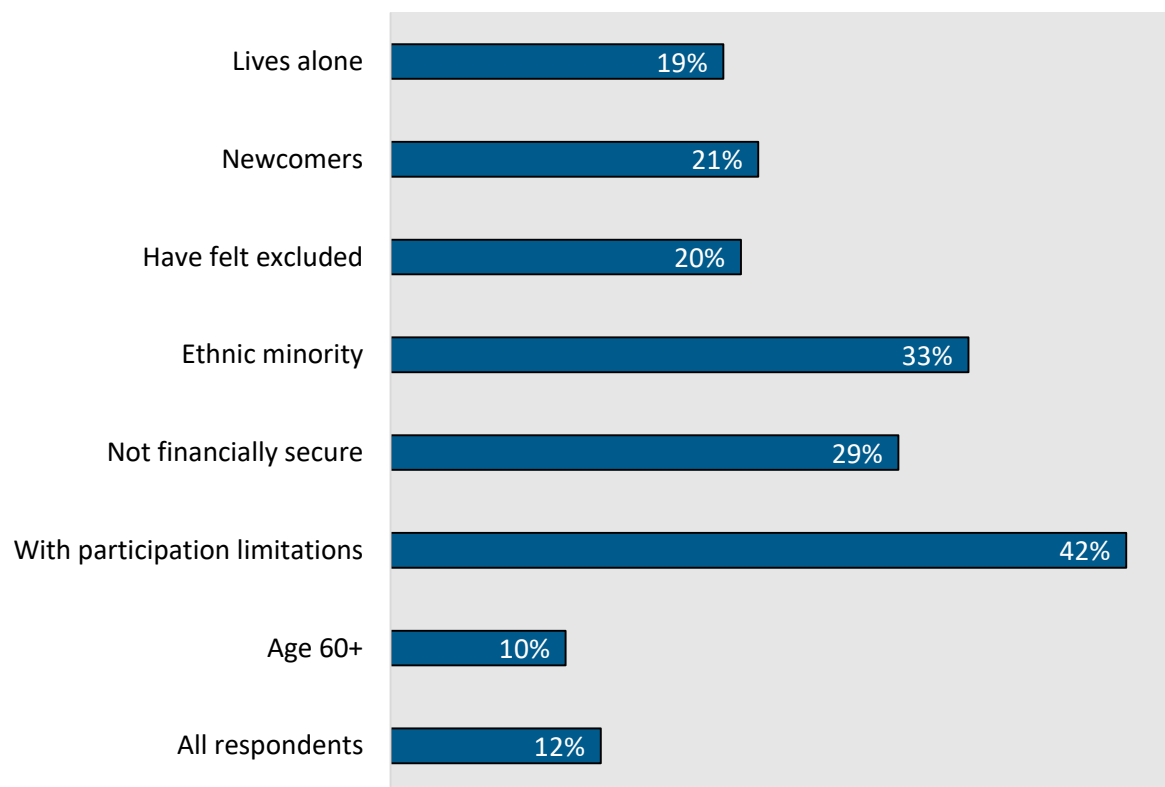
Figure 64. "Overall, how satisfied are you with living in Sudbury?"



Inclusion and isolation

The extent to which those with a higher risk of exclusion feel isolated in Sudbury was considered using data from the community survey. Recall that a survey question asked respondents if they knew someone living within 30 minutes of their home on whom they can rely for help when needed. For the sample as a whole, 12% of respondents indicated that they did not. **Figure 65** illustrates that among respondents age 60 and older, just 10% did not have someone nearby who they can count on. However, results suggest that among several other segments of the community, many respondents lack nearby support. Among survey respondents who live alone, who are new to Sudbury, or who report having felt excluded, about one out of five indicated that they do not know anyone living within 30 minutes on whom they can rely. Among those who are not financially secure, 29% reported they do not have nearby support, and among ethnic minorities, one-third do not. Among respondents with participation limitations, more than four out of ten indicated that they do not know anyone living within 30 minutes on whom they can rely for help when needed, an alarming finding highlighting the potential vulnerability of this segment of the community.

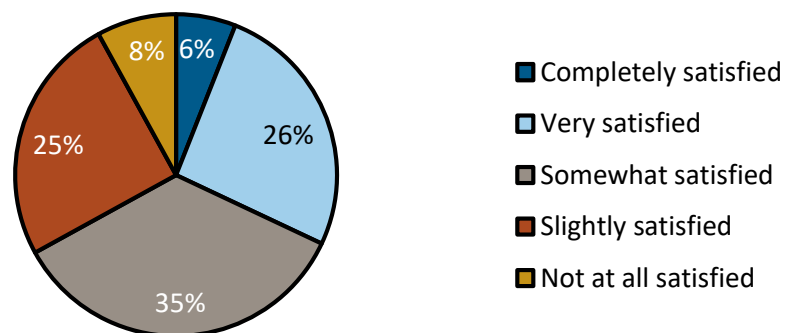
Figure 65. "Do you know someone living within 30 minutes of your home on whom you can rely for help when you need it?" (percentage reporting no)



Feeling that policy makers take their concerns into account

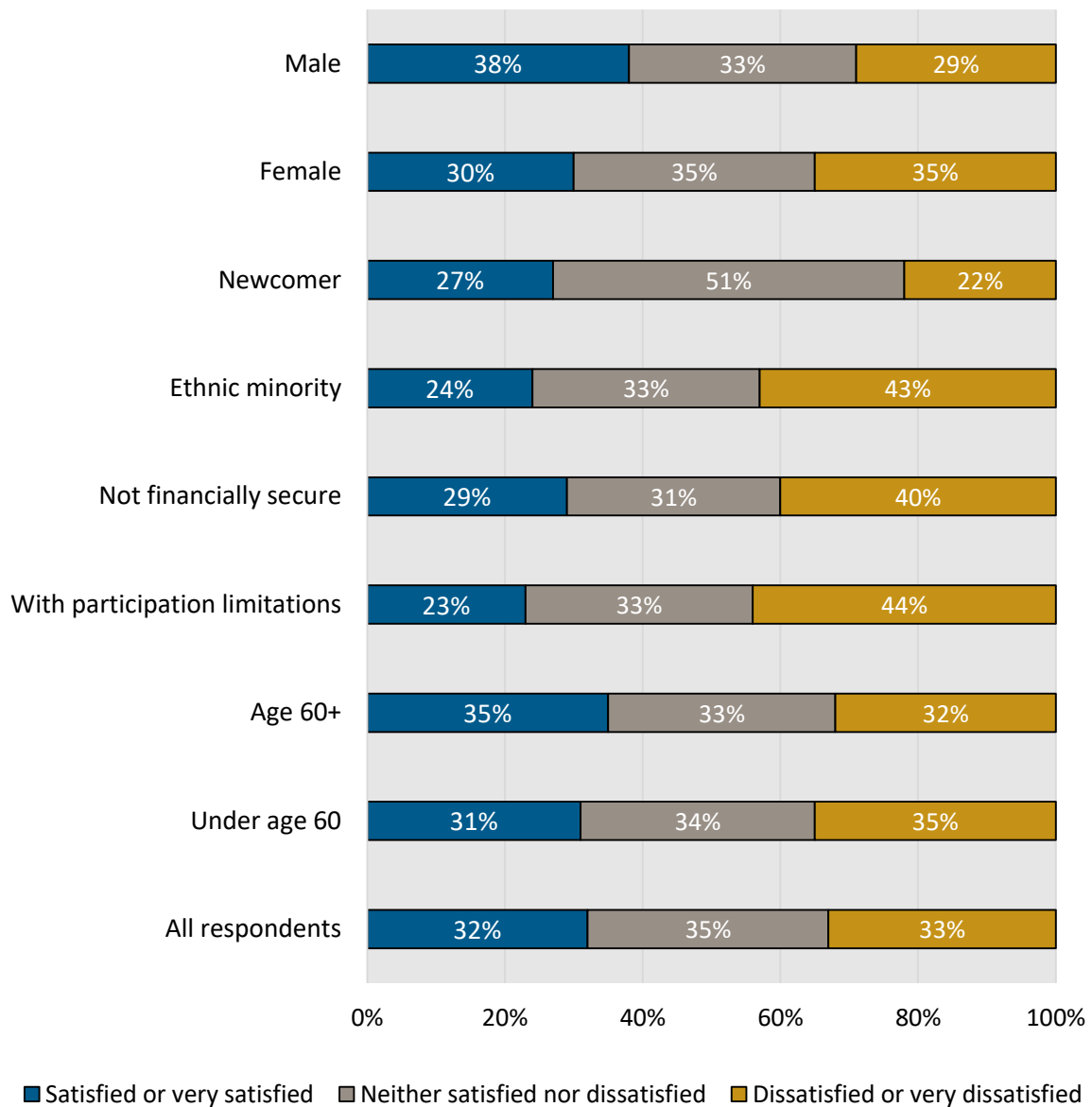
The survey asked respondents about their satisfaction with the extent to which local policy makers take into account the interests and concerns of residents. Feeling ignored or neglected by community leaders can be viewed as a form of exclusion with negative consequences for residents. As shown in **Figure 66**, about one-third of survey respondents reported being completely or very satisfied with the extent to which local policy makers take their concerns into account. However, another third indicated they were just “somewhat” satisfied, and the remaining third reported that they were slightly satisfied or not at all satisfied. These results suggest that there is room for improvement in action taken by local policy makers, or perceptions of those actions on the part of residents.

Figure 66. Satisfaction with the extent to which local policy makers take into account the interests and concerns of residents (all respondents)



As shown in **Figure 67**, some segments of the population reported greater satisfaction than others with the extent to which local policymakers take their concerns into account. Older respondents and men reported somewhat higher levels of satisfaction, while respondents with participation limitations, those who are not financially secure, and those reporting membership in a racial or ethnic minority group reported lower satisfaction levels.

Figure 67. "The extent to which local policy makers take into account the interests and concerns of residents"



Summary and next steps on inclusion and respect

Themes relating to exclusion and marginalization were identified as important issues to capture as the Livable Sudbury Initiative was being developed. Key informants and organizers of the initiative made clear early on that these themes were important to them, and that their goal was to ensure that improvements in livability resulting from these efforts would address equity and access. Study findings suggest that these themes are relevant in Sudbury, with 30% of the survey respondents reporting that they feel excluded on one or more dimensions.

Study findings make clear that themes of inclusion intersect with feelings of belonging, satisfaction with the community, and isolation. Most survey participants reported that they had a sense of belonging in Sudbury, but at least 12% did not. Feeling they do not belong was more frequently reported by those with participation limitations, those who are not financially secure, and members of an ethnic minority group. Generally high satisfaction with living in Sudbury was reported, but higher levels of dissatisfaction occurred among those with participation limitations and those who are not financially secure. Isolation levels were fairly low on average, but substantially higher among those with participation limitations, members of an ethnic minority group, and those who are not financially secure. An added dimension of inclusion considered in the study relates to satisfaction with the extent to which local policymakers take into account the interests and concerns of residents. Fairly high levels of dissatisfaction with this dimension were reported across the board. This cluster of features suggests that a series of negative outcomes is associated with feeling marginalized.

Improving a community's environment with respect to inclusion and respect is a challenging goal and the solutions are not clear. However, some ideas for improving inclusion and respect in Sudbury, including suggestions mentioned by study participants, are as follows:

- Recognize that tackling issues of inclusion and respect will require a multi-pronged effort. People feel included when they have good access to information, are involved in the community, are aware of and feel welcomed at activities and events, and feel like a valued member of the community. Examples offered by focus group participants include these:
 - Add a sentence to school activity forms that states, “if you need assistance, contact...” as one way to support an inclusive environment.
 - Include a column in the Town Crier celebrating older adults or other community groups as a strategy to increase awareness and inclusion.
- Ensure widespread access to information is offered, using accessible mechanisms. Residents need to know whom to contact when they need help or information, and they need to have confidence that municipal offices and organizations want to assist.
- Consider accessibility issues when planning community events; this includes taking into account the cost of participation, which may be out of reach for those with economic challenges.

- Consider strategies to improve outreach to all residents as a means of promoting awareness and inclusion.
- Local policy makers may wish to consider strategies meant to ensure that residents know they are heard and valued.
- Consider opportunities to build a broad-based coalition to tackle the issue of inclusion. Representatives from faith communities, from disability organizations, from the schools, from the Senior Center and other organizations may work collaboratively on this issue. Seek ways to ensure involvement of representatives from lower income segments of the community in this conversation.

Conclusions and priorities

The Livable Sudbury Initiative is based on an innovative framework designed to ensure that Sudbury is and remains an all-age and dementia-friendly place in which to live, work and play. Structured around livability principles embedded in the Age-Friendly Community framework, developed by the World Health Organization and organized in the United States through AARP, the Livable Sudbury Initiative emphasizes equity and inclusion along with features of the physical, social and service environments as promoting livability. Domain-specific findings from this study are identified within each section above. Broad conclusions and suggestions for next steps are outlined here.

Study findings point to many strengths of Sudbury that contribute to its livability. Sudbury’s scenic beauty and open spaces are highly valued by residents. Many residents value the “small town” environment, and see Sudbury as a place in which they belong and feel supported by their neighbors. Sudbury’s safety as a community, and the public safety departments that support it, are valued features. Local amenities in the form of strong public schools, activities and services offered through the vibrant Senior Center, the Parks and Recreation Department, and the Goodnow Library offer numerous opportunities to residents. Opportunities for fitness, recreation, learning, and participation through volunteering are all evaluated as good by study participants. As Sudbury continues its efforts to promote livability, strategies for protecting and expanding these existing features will be important considerations.

In contrast, dissatisfaction is high in several areas. Some features of Sudbury’s public spaces—including the relative absence of sidewalks and pathway lighting, poor timing of traffic lights and crosswalks, and limited numbers of benches and restrooms—limit usability and access. Limited transportation options create barriers to accessing local services and amenities, and contribute to long commutes. Communication challenges are identified throughout this report, and improving equity in access to information emerged as a priority. As well, respondents to the community survey suggest that public leaders and policymakers have work to do in order to improve confidence of the community. Considering ways to address these and other features of the community that produce dissatisfaction will be important in improving livability moving forward.

Competing goals in establishing and protecting Sudbury's identity were evident throughout this study. Residents and other stakeholders recognize that Sudbury is increasingly unaffordable even for middle income people, with cost of living inhibiting resident diversity and contributing to a circulation of residents that some report as undesirable. Some respondents indicate that making a permanent commitment to Sudbury may not be feasible due to high cost of living, and some believe that if one does not have children in the schools, the price of residence is too high relative to value received. Stakeholders describe residents' moving into Sudbury to take advantage of the high quality schools, and out of Sudbury when children have left, contributing to spiraling home values, high property taxes, and a large share of Town revenue being directed to the schools. A significant task for the Livable Sudbury Initiative may be considering the extent to which current expenditures align with community values supporting equity and stability of residence.

As noted throughout this report, some segments of the Sudbury community do not share fully in Sudbury's assets, and are especially impacted by its challenging features. Most heavily impacted appear to be those who have participation limitations based on an impairment or other limitation, and those who are not financially secure. Survey respondents reporting these attributes appear to be consistently less satisfied with many features of Sudbury, including transportation, access to services and supports, and local employment options. Respondents with participation limitations are less likely to feel a sense of belonging in Sudbury, and far more likely to report having no one living nearby on whom they can rely for help, potentially indicating higher risk of isolation. Risk of isolation or feeling detached from the community may also be higher among those who are not financially secure, those with ethnic minority backgrounds, residents who have moved to Sudbury within the past 5 years, and those who have felt excluded on the basis of personal characteristics. For the Livable Sudbury Initiative to reach its goal of promoting livability on an inclusive basis, efforts will need to be made to address these issues.

Prioritizing next steps

As the Livable Sudbury Initiative moves ahead, one priority may be to seek opportunities to expand access to Sudbury's existing assets. Many amenities already in place appear to be underutilized due to limited awareness that they exist, uncertainty about how to take advantage of them, and not knowing who to ask for more information. Other existing amenities are not as widely beneficial as they might be because they are not sufficiently accessible to residents. For example, many survey respondents reported dissatisfaction with lighting along sidewalks and cycle paths; improving lighting in these areas is likely to expand access to these amenities. These examples represent clear priorities for building livability through broader knowledge and more equitable access.

Another priority for the Livable Sudbury Initiative may be to identify opportunities to build on ongoing momentum in the community. One high impact example relates to efforts underway to improve transportation options in Sudbury. Redoubling the commitment to improve transportation

and walkability in Sudbury, and ensuring that improvements extend to segments of the community who are especially impacted by inadequate options, including those with participation limitations and those who are not financially secure, will add to Sudbury's livability. Continuing to build on momentum relating to expanding housing options in Sudbury is another high impact example for this initiative. Ensuring that new options include housing that is desirable for older residents who wish to downsize, including those who would especially value living in walkable districts, is a priority. Another area in which Livable Sudbury may build on ongoing momentum is through advocating for a resolution to ongoing planning for the Senior Center and Community Center. Both of these entities are highly valued by residents, and considerable effort has already been directed toward identifying needs and preferences relating to these amenities. Livability of the community will be promoted by improving spaces available for these core functions. Ensuring that plans for the Senior Center and local senior services include adequate support for caregivers, including trusted sources of respite care, is a priority.

Especially in light of Livable Sudbury's focus on equity and inclusion, a priority moving forward is to identify areas where exclusion is most impactful, and to design and implement remedies. Two groups that appear to be systematically impacted are those with participation limitations and those who are not financially secure. These attributes came up repeatedly across data collection as inhibiting well-being, and in community survey results these groups appeared to report less satisfaction with and poorer access to many community amenities. These groups, along with others reporting experiences of marginalization, also reported inconsistent access to information, suggesting that improving outreach to all segments of the Sudbury community may be part of improving equity. In working to improve livability of Sudbury, one priority may be to ensure that equity and inclusion is built in as a part of the livable projects that are pursued. For example, the initiative may wish to consider not only how the average resident will be impacted by improving communication, but also seek ways to ensure that equity will be achieved in developing these improvements. An added strategy to address equity and inclusion may be to identify inclusion-based priorities. For example, in developing transportation improvements, Sudbury may wish to prioritize transportation options that will meet the needs of those with participation limitations and those who are not financially secure.

Study findings point to additional areas that likely represent long-term challenges for Sudbury, potentially benefitting from extended community conversations. One challenge is the apparent lack of consensus about core features of livability in Sudbury. While some study participants associated livability strongly with protecting green space and keeping development out, other participants called for improved Town amenities, including expanded transportation, affordable housing options, and expanded commercial areas. Seeking a middle ground in envisioning a livable Sudbury will require inclusive conversations. Another long-term challenge is the need to strengthen the sense of community and address isolation in Sudbury. Some study participants reported not knowing their neighbors as well as they would like, and levels of isolation appear to be high especially among some segments of the community. It is understood that these conditions

occur in every community to some degree, and some commentators regard them as “typical” across many communities. Yet these conditions in Sudbury are sources of resident dissatisfaction and reflect challenges to livability. Moreover, they may result in part from a dynamic that draws families with children to the community on a temporary basis, some of whom never become strongly attached to Sudbury or fully embedded in local networks. Identifying ways to build community while promoting equity and inclusion will require conversation and commitment. Leveraging existing community assets to build a sense of community that spans generations and transcends school-based relationships may also be productive, potentially contributing to stronger local commitment among residents who feel “at home” in Sudbury.

Appendix A: Models for livability and the Sudbury approach

Livability principles are articulated in multiple disciplines, including urban planning, community development, public health, gerontology, and a myriad of other fields of study and practice. Livability models share a focus on physical features of the environment—including housing and transportation access—along with features that relate to the social environment contributing to quality of life.

The Livable Sudbury Initiative is built on the age-friendly communities framework developed by the World Health Organization and organized in the U.S. through the AARP. This framework identifies ways in which communities can align community features to the aging demographic profile of residents through attention to eight “domains” of community life: outdoor spaces, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication, and community support and health services (see discussions at <http://www.who.int/ageing/projects/age-friendly-cities-communities/en/>; <https://www.aarp.org/livable-communities/network-age-friendly-communities/info-2014/an-introduction.html>). Although the WHO and AARP frameworks reference the aging population as motivating these initiatives, they recognize that focusing appropriate attention to these domains or features actually brings benefit to people of all ages living in a community. Indeed, livability frameworks offered by other organizations intersect substantially with the WHO/AARP framework, including those from the Environmental Protection Agency, Housing and Urban Development, the Federal Transit Administration, and other organizations.

The Livable Sudbury Initiative leverages knowledge gained from community initiatives developed around the world, including many in Massachusetts. By focusing explicitly on people of all ages rather than exclusively older adults, Livable Sudbury is aligning its efforts with community priorities, and intersecting with other initiatives underway that represent potential partnerships in pursuing livability. The commitment made by the Livable Sudbury Initiative to emphasize inclusion and equity in process and outcomes also reflects a notable layer of innovation.

HUD livability principles:

https://www.hud.gov/program_offices/economic_development/Six_Livability_Principles

EPA Smart growth principles:

<https://www.epa.gov/smartgrowth/about-smart-growth>

Federal Transit Administration Livable and Sustainable Communities:

<https://www.transit.dot.gov/regulations-and-guidance/environmental-programs/livable-sustainable-communities/livable-and>

Appendix B: Methods

Forums:

In November, 2017, two community forums were conducted, one held in the afternoon with about 40 people in attendance and the other in the evening with about 22 people present. After a brief presentation by a CSDRA researcher regarding the eight features of a livable community identified by the World Health Organization, attendees shared strengths and challenges to living in Sudbury, and recommendations in support of a livable Sudbury. Comments were also received from Sudbury residents after the forum, both from individual conversations with CSDRA staff and written comments.

Interviews:

Three interviews with five members of town leadership were conducted during the months of March and April, 2018. One interview was with the Town Manager and the other two interviews were with four Board of Selectmen, two selectmen participating in each interview. These interviews focused on livable features of the community, unmet needs among residents, and potential solutions to support a more livable Sudbury.

Document review:

We reviewed documents from Sudbury committees and programs including reports from the Council on Aging, BayPath Elder Services, and Town of Sudbury annual meetings. Most reports were provided to research staff by representatives of the Livable Sudbury Initiative; some were downloaded from the web by the researchers. See **Appendix C** for a complete list of documents reviewed. A SWOT analysis was performed to identify **Strengths**, **Weaknesses**, **Opportunities**, and **Threats** based on these documents and is presented in the grids in **Appendix D**.

Resident survey:

A questionnaire for this project was developed by the UMass Boston research staff in consultation with representatives of the Livable Sudbury Initiative. In designing the questionnaire, efforts were taken to address elements of each domain within the framework being used by the initiative along with relevant demographic indicators, while attempting to limit length and respondent burden.

The desire to invite participation from all Sudbury adults who wished to be heard, coupled with cost considerations, resulted in the survey being conducted online. Efforts were made to widely distribute information about how to participate throughout the community. The link to the SurveyMonkey portal through which the questionnaire could be accessed was distributed through Town offices, emails, social media, and other digital communication mechanisms. Postcards inviting participation were distributed at the Senior Center and through many other outlets. The survey was open during three weeks in April and May, 2018. Over 500 individuals responded to

the survey, with roughly 400 respondents providing complete or nearly complete information. Comparison of the age distribution of respondents who provided their age with the population age 25 and older represented in the American Community Survey suggests that the survey respondents are similar to the population of Sudbury (see Table below).

Age distribution of survey respondents compared to the American Community Survey

	Survey respondents	American Community Survey
18-24*	-	
25-39	16%	14%
40-59	53%	54%
60-69	16%	19%
70-79	11%	9%
80+	5%	5%
Total	100%	100%

*Note that residents age 18 to 24 are excluded from this comparison. Although individuals in the 18-24 age range were invited to respond, only 2 did so. The respondents therefore do not represent the community in the 18-24 age range; however, age comparisons of the age 25 and older are good. Tables and charts in this report include all individuals responding, including those age 18-24.

Tables and figures throughout the report are based on this survey. **Appendix E** includes additional details.

Focus groups:

Eight focus groups were held between April and July 2018, each including stakeholders and/or residents who were recruited by representatives of the Livable Sudbury Initiative. One focus group included 13 representatives from town departments, including employees from the library, police department, public works, and other departments. Another focus group included 15 community stakeholders, including representatives from the food pantry, the clergy association, and the League of Women Voters. A third focus group consisted of eight individuals providing perspective on the schools and people with disabilities. This group included school employees, a parent, and an individual from the Commission for Disabilities. The other five focus groups were designed to hear directly from residents of Sudbury. One group was made up of residents representing the Chinese American population of Sudbury, participants having lived in Sudbury anywhere from 5 to 24 years. Another group consisted of nine older adults who are long-term residents, having lived in Sudbury from 15 to 58 years. A third resident focus group consisted of six people who were caring for family members. Finally, two focus groups consisted of residents who live in subsidized housing. Focus groups ranged from 60-105 minutes and were held in locations convenient to participants.

Appendix C: Documents reviewed

- BayPath Elder Services Area Agency on Aging
 - FY2014-2017 Area Plan
 - Title Grant Application for FFY 2018 (Shuttle grant)
- Bonz and Company (2016): The Coolidge at Sudbury-Phase II
- Council on Aging
 - Annual Report (2014)
 - Annual Report (2015)
 - Background report about Sudbury re: 8 WHO domains of an age-friendly community
 - Town Crier article re: transportation
 - Age Distribution Map (55+-Portion of North Sudbury)
- Emerson Hospital: Community Health Needs Assessment Executive Summary and Implementation Plan (CHNA)
- Goodman, Leon: The Staged Rail Trail Conversion (letter to editor)
- Sapienza, Alice
 - Comparison of Livable Features and Master Plan Elements
 - Extent of overlap between Fairbank study and proposed needs assessment
 - Report on Sudbury Housing Workshop (2016)
- Sudbury Patch: brief article regarding UMass needs assessment
- Sudbury Planning Board: 2001 Sustainable Sudbury Master Plan
- Sudbury Planning and Community Development: Meadow Walk website
- Sudbury Senior Center: Results of Transportation Survey (2017)
- Town of Sudbury
 - Board of Health Social Work Department (info from the CHNA report????)
 - Grant application (2017)
 - Hazard Mitigation Plan (2010)
 - Housing Production Plan (2016)
 - Open Space and Recreation Plan (2009-2013)
 - Route 20 Corridor: Urban Design Studies and Zoning Evaluations (2015)
 - Annual Report (2016)
 - Annual Report (2017)

Appendix D: SWOT analysis based on document review

Transportation	
Strengths	Weaknesses
The town currently collaborates with MWRTA, for funding and for transportation options.	No public transportation options in town.
COA operates door-to-door van service for short trips.	Sudbury taxi service is expensive with no accessibility vehicles.
Senior center provides volunteers for rides to medical appointments.	MWRTA shuttles have fixed schedules and require reservations (limits flexibility).
Town voted in support of money to advance design of Rail trail and to improve town and school sidewalks and parking lots.	Increased traffic due to new development of mostly dead end streets and single entrance into businesses.
	Not a walkable community due to limited sidewalks and sprawl of rural community.
Opportunities	Threats
The town is committed to improving transportation options (have already gathered and analyzed survey data). Interdepartmental Sudbury Transportation Committee has been initiated	Limited transportation options can lead to isolation and decreased autonomy.
Current initiatives: 1) include Title III B grant extending van services 2) collaborations with other communities to expand transportation options.	Sudbury's rural nature and location mean that many needed rides may be a distance (e.g., to Boston).
Currently, only 66 older adult residents take advantage of van rides; there is likely much opportunity for outreach and improved services to meet the transportation needs of a larger number of older adults.	
The Town joined the CrossTown Connect Transportation Management Association to explore new ideas for transportation services.	

Information gathered from: 1) BayPath Elder Services AAA: Title Grant Application for FFY 2018 (Shuttle grant); 2) Council on Aging: Annual Report (2015); 3) Sudbury Senior Center: Results of Transportation Survey (2017); 4) Town of Sudbury Annual Report (2017); 5) Town of Sudbury Board of Health Social Work Department; (2015); 6) Town of Sudbury: Open Space and Recreation Plan (2009-2013); 7) Town of Sudbury-Route 20 Corridor: Urban Design Studies and Zoning Evaluations

Housing	
Strengths	Weaknesses
The town has increased affordable homeownership from 0 in 2004 to 37 units in 2016.	In 2016, the percentage of affordable housing was only 6% of housing stock (while the state goal is 10%).
The town has age-restricted housing including 231 units of age-restricted condos and 188 age-restricted rental units and is in the midst of constructing more low income and age-restricted units.	11% of Sudbury households have incomes at or below 80% area median income while many more are housing burdened (i.e., paying more than 30% of income on housing expenses).
The town has several local resources for housing including 1) Small grants program which funds small in-home repairs, 2) Sudbury Housing Trust whose mission is to provide low income senior housing); and 3) Incentive Senior Development which provides discounted senior housing development opportunities.	There is a low stock of rental housing and affordable housing has not kept pace with market rate housing.
	There is a lack of education about affordable housing.
Opportunities	Threats
The town has shown an overall commitment to reaching the goal of 10% affordable housing and to support an aging population.	Many Sudbury residents are housing-burdened with potential for leaving Sudbury, as a key reason for leaving the town is that housing/living costs are too high.
The town amended zoning laws to allow for a Mixed-Use Overlay District (MUOD) to encourage redevelopment.	Home ownership has been the main model of housing in Sudbury, yet older adults with limited funds may have a hard time staying in home/including upkeep.
Meadow Walk Area (previously Raytheon) is nearing completion with a Whole Foods supermarket open and continued construction of about 60 condominiums for those 55+, 48 Memory Care assisted living units, and apartment building complex with affordable housing options, and 35,000 square feet of retail shops (about 15 stores). Increased housing in business zones provides easier access to services (walkable communities).	

Therefore, this area has the potential to be an active, age-friendly community.	
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Information gathered from: 1) Alice Sapienza: Report on Sudbury Housing workshop (2016); 2) Bonz and Company (2016): The Coolidge at Sudbury-Phase II; 3) Sudbury Planning and Community Development: Meadow Walk website; 4) Town of Sudbury Housing Production Plan (2016)

Outdoor Spaces and Buildings	
Strengths	Weaknesses
Demonstrated commitment to land preservation and keeping the rural feel of Sudbury.	Space at the Senior Center is limited and classes/activities are relocated to inappropriate space or cancelled.
The town values open space for beauty, rural/suburban feel, and committed to providing diverse outdoor recreation opportunities.	Route 20 business corridor is primarily auto oriented. Although there are sidewalks, they are undefined, not continuous, crosswalks and curb cuts are often missing or not detectable.
Sudbury River and Nobscot Mountain are key features of Sudbury open space and provide opportunity for outdoor recreation.	Town Hall is not ADA compliant
Opportunities	Threats
From Open Space and Recreation Plan, "Sudbury has long envisioned a pedestrian-friendly town with interconnected trails and walkways (including connections to commercial areas) and increased opportunities for bicycle traffic."	No sewer system in the town, which can pose a threat to groundwater and concern for contamination of drinking water well.
Rail trail task force working on developing a rail trail (which could provide access for biking/walking/wheelchair accessibility).	Eversource is trying to place a power line through Sudbury.
Town voted in support of Town Hall restoration which has potential to increase space for town activities and increase accessibility to all.	Increased residential and business development has begun to impact open space, with continued plans for development.

Information gathered from: 1) Town of Sudbury Annual Report (2017); 2) Town of Sudbury Housing Production Plan (2016); 3) Town of Sudbury Open Space and Recreation Plan (2009-2013); 4) Town of Sudbury: Route 20 Corridor-Urban Design Studies and Zoning Evaluations (2015)

Social participation	
Strengths	Weaknesses
The Senior Center serves more than 50% of seniors in the community and provides varied and important activities focusing on, for example, healthy living, caregiving, lifelong learning, tax relief, intergenerational programs, and physical and social activities.	While both the Library and the Parks and Recreation Department provide wonderful programming for children and teens, they don't provide much programming for Sudbury older adults.
The Senior Center has held a series of "caring cafes", providing activities for adults with memory loss and their care partners.	Space at the Senior Center for activities is limited and classes/activities are often relocated to inappropriate space or cancelled.
The town has a strong cultural council that supports cultural experiences in the community. They have supported programs that bring music and theatre to the community along with historical activities. One example: the town received funding and is engaged in an oral history project, recording stories by Sudbury's oldest about living in Sudbury.	
The Town library provides many well attended programs that support social participation, for users across all age, including Music Makers (for children 0-5 and their caregivers), crafting and robotics (for teens), and adult book clubs.	
Opportunities	Threats
The Sudbury Senior Center currently serves a little over 50% of residents age 60+. There is opportunity to reach many more residents/seniors in Sudbury through innovative outreach, programs, and services.	Senior Center classes are relocated to inappropriate space or cancelled due to shared space and other needs. If classes are not consistent, they can lose their impact and/or lead to decreased participation.
The Council on Aging has set forth certain goals that have the potential to address social participation including improve communication, explore dementia friendly/age friendly community, and improve transportation.	Several Senior Center programs saw a decrease in participation from 2014 to 2015 (especially the outreach and info and referral services-from 245 to 152). It is unclear why there was a decrease but it is possible either that this is a positive sign and there is less of a need; on the other hand, it is possible that people are not receiving needed services.

Information gathered from: 1) Council on Aging Annual Report (2015); 2) Town of Sudbury Annual Report (2017)

Respect and social inclusion	
Strengths	Weaknesses
Sudbury adult residents, in general, are highly education, married, and living with a high income.	People with disabilities are rarely visible in the town media.
The Library provides many programs for children and teens and has received grants to provide assistive technology for people with visual and auditory disabilities.	
Created resource sheets for residents about: 1) job training, GED programs, and ESOL resources to increase participation in job market and earning potential; 2) how to save money on utilities, programs for free or reduced cost food, etc.; and 3) domestic violence and available programs	
In 2017, 3 intergenerational programs occurred (older entrepreneurs and high school business students; older volunteers and elementary school students; high school students provide tech help to older adults).	
The town has a strong cultural council that support cultural experiences in the community. They have supported programs that bring music and theatre to the community along with historical activities. One example: the town received funding and is engaged in an oral history project, recording stories by Sudbury's oldest about living in Sudbury.	
Spanish instruction is provided to all elementary students in grades 1-5	
Opportunities	Threats
There are many opportunities for intergenerational activities within the town including, 1) The Sudbury Senior Center shares space with parks and recreation and this provides opportunity for many intergenerational activities; 2) There is increased multifamily zoning which can allow for multigenerational housing options which	There is potential for older adults to be isolated and cut off from activities and community. As the population of Sudbury gets older (currently accounts for more than 20% of the population), more effort will be needed to assure inclusion of this population.

can support aging in community; and 3) Sudbury has a large number of school age children providing opportunity for extensive intergenerational programming.	
Opportunity for town to benefit from expertise of seniors by providing outreach to include seniors in town activities and then promoting their work.	
The Senior Center received a grant to outreach and provide programming for the older Asian-American population in Sudbury.	
The Senior Center has an intergenerational coordinator and there is much opportunity in the town for additional intergenerational programs.	
BayPath Elder Services funding priorities for 2014-2017 including “minority outreach and programming (including LGBT older adults, cultural and ethnic minorities)	

Information gathered from: 1) BayPath Elder Services plan (2014-2017); 2) Council on Aging: Annual Report (2015); 3) Town of Sudbury Annual Report (2017); 4) Town of Sudbury Board of Health Social Work Department; 5) Town of Sudbury: Housing Production Plan (2016)

Civic participation and employment	
Strengths	Weaknesses
Extensive volunteer opportunities and many senior volunteers related to Senior Center programming.	
Tax work-off program (2017-taken advantage of by 55 older adults).	
Senior Center provides life-long learning opportunities.	
Opportunities	Threats
New development (Meadow Walk), which includes many 55+ residences, will be in walking distance to new retail shops with potential for employment.	About 11% of Sudbury households have incomes at or below 80% of area median income (AMI) and 1.9% live below poverty. It is possible many of these individuals are unable to work, unable to access work, or underemployed.

Information gathered from: 1) Council on Aging Annual Report (2015); 2) Town of Sudbury: Annual Report (2017); 3) Town of Sudbury: Housing Production Plan (2016)

Community and health services	
Strengths	Weaknesses
Sudbury is near Emerson Hospital, which provides services to many Sudbury residents. Sudbury is also a member town in the BayPath Area Agency.	Better transition planning from Emerson hospital to home for older adults is needed, including a focus on medication management and caregiver respite programs (or better promotion of programs that exist).
There is an active social worker who provides outreach and referrals.	Limited transportation for older adults accessing health care.
Board of Health provides blood pressure screenings, flu clinics, etc.	
Several resources are available for low income Sudbury residents including: resource page with free and low-cost food resources in the community, financial fitness program, grocery gift cards for residents in emergency situations, free home repairs, food pantry	
Town Social Worker partnered with a local church to facilitate a suicide prevention workshop for town employees	
Town Social Worker organized a hoarding presentation for town employees and Senior Center offered a 15 week workshop to assist those with hoarding challenges.	
Opportunities	Threats
Emerson Hospital (which serves many Sudbury residents) has set health related goals including: 1) providing community education regarding mental health/substance abuse with at least one event focusing on older adults; 2) conducting a feasibility study to evaluate possibility of expanding inpatient geriatric psychiatric services; and 3) holding a "Senior Summit" for discussion among community service providers on best practices. It is unclear if these goals have been met (this was based on a 2015 Emerson Hospital Community Health needs Assessment Summary), but if they have not yet been addressed they are worthy goals to work towards.	The percentage of older adults in Emerson catchment area reporting chronic/long term heavy drinking is higher than state average (8% vs. 5%).

With changing Sudbury demographics and increasing population of those 55+, opportunity for additional services for older adults (dementia friendly services, geriatric psychology, etc.).	Depression, anxiety, dementia, loss of function, and stress of family care giving are all key issues with older adult population in the Emerson catchment area. Although there are no specific data for Sudbury related to this, Sudbury is within the Emerson catchment area and no community is immune to these concerns.
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Information gathered from: 1) Emerson Hospital: CHNA; 2) Town of Sudbury Annual Report (2017); 3) Town of Sudbury Board of Health Social Work Department

Communication and information	
Strengths	Weaknesses
Information from Senior Center is published both electronically and in paper format.	There is some evidence of limited communication between organizations that service seniors within the town.
Some town meetings are videotaped and televised, providing access to those unable to attend.	There are challenges with communication from health care providers and social workers to support transition from hospital to home.
Opportunities	Threats
Opportunity to reach larger numbers of residents via well-check phone calls and additional outreach.	Unclear what strategies are used to reach vulnerable populations (those who are isolated, don't access community services, etc.).
A quarterly meeting was initiated of key stakeholders who service residents living in subsidized housing. This increased communication has the potential to provide opportunity for collaboration to better meet the needs of residents who are financially insecure.	Although Senior Center material is published in paper format, much town communication is done electronically through department websites and e-mail outreach (e.g., police dept., schools), decreasing access for those without knowledge or access to technology.

Information gathered from: 1) Council on Aging Annual Report (2015); 2) Town of Sudbury Annual Report; 3) Town of Sudbury Board of Health Social Work Department

Appendix E: Survey results by age group

How long have you lived in Sudbury?

	Total	Age 18-59	Age 60+
Fewer than 5 years	20%	25%	6%
5-19 years	41%	52%	17%
20-29 years	15%	15%	19%
30 years or more	21%	5%	57%
I am not a Sudbury resident	3%	3%	1%
Total	100%	100%	100%

How do you currently obtain information about programs, activities, and services in Sudbury? (Check all that apply)*

	Total	Under 60	Age 60+
Local newspaper	43%	30%	74%
Email or websites	76%	80%	80%
Social media postings (e.g., Facebook, Twitter)	68%	81%	48%
TV	4%	2%	8%
Radio	1%	1%	3%
Faith-based organizations	14%	11%	23%
Other	18%	15%	26%

*Do not sum to 100%

Do you use a smartphone (that is, do you have a cellular phone that provides access to the Internet)?

	Total	Under 60	Age 60+
Yes	94%	99%	85%
No	6%	1%	15%
Total	100%	100%	100%

Do you have access to high speed Internet in your home?

	Total	Under 60	Age 60+
Yes	99%	100%	97%
No	1%	0%	3%
Total	100%	100%	100%

Would you know whom to contact in Sudbury should you or someone in your family need help accessing social services, health services or other municipal services?

	Total	Under 60	Age 60+
Yes	70%	62%	87%
No	30%	38%	13%
Total	100%	100%	100%

If you were to move from your current home, which 3 factors would be most important to you when choosing a new residence? (Choose AT LEAST ONE and NO MORE THAN THREE)*

	Total	Under 60	Age 60+
Cost I can afford	64%	63%	73%
Close to bus/transit	9%	8%	14%
Close to services	9%	5%	20%
Close to work	14%	18%	4%
Low crime rate	26%	27%	21%
Number of bedrooms	9%	10%	6%
Ample green space	29%	26%	33%
Close to shopping and restaurants	21%	22%	24%
Close to family/friends	21%	15%	36%
Quality of schools	42%	59%	3%
Close to health care facilities	7%	1%	21%
Like the neighborhood	33%	35%	31%
Yard size	7%	7%	8%

*Do not sum to 100%

Are there sufficient housing options available in Sudbury?

	Total	Under 60	Age 60+
Yes	40%	46%	27%
No	32%	27%	47%
I don't know	28%	27%	26%
Total	100%	100%	100%

What types of homes would you like to see developed in Sudbury? (Check all that apply)*

	Total	Under 60	Age 60+
Single-family homes	25%	28%	16%
Multi-family homes (2, 3, or more units)	11%	12%	9%
Housing development for older adults	20%	15%	33%
Accessory apartments (add-on apartment to an existing home)	13%	12%	16%
Apartment buildings	5%	5%	6%
Condominiums or townhomes	17%	14%	27%
Other (write-in)	16%	11%	27%

*Do not sum to 100%

Do you plan to stay in Sudbury for the next 5 years or more?

	Total	Under 60	Age 60+
Yes, I plan to stay in Sudbury in my current home	77%	79%	72%
Yes, I plan to stay in Sudbury but move to a different home	6%	6%	7%
No, I plan to move out of Sudbury	17%	15%	21%
Total	100%	100%	100%

How satisfied are you with your ability to get where you want to go in Sudbury?

	Total	Under 60	Age 60+
Completely satisfied	20%	17%	30%
Very satisfied	25%	25%	25%
Somewhat satisfied	37%	38%	33%
Slightly satisfied	12%	15%	5%
Not at all satisfied	6%	5%	7%
Total	100%	100%	100%

Within the past 12 months, did you have to miss, cancel or reschedule a medical appointment because of a lack of transportation?

	Total	Under 60	Age 60+
Yes	4%	5%	3%
No	96%	95%	97%
Total	100%	100%	100%

Which of the following would you use for trips in Sudbury or surrounding communities, if they were available? (Check all that apply)*

	Total	Under 60	Age 60+
Taxis	20%	19%	22%
Ride-sharing services (e.g., Uber or Lyft)	50%	49%	49%
On-demand local bus/van service	25%	20%	38%
Fixed-route, fixed schedule local bus service	31%	31%	33%
Transportation to medical appointments	14%	7%	33%
Afterschool transportation for children's activities	35%	49%	1%
Other:	14%	13%	17%

*Do not sum to 100%

Please rate your level of satisfaction with each of the following features of Sudbury:

Availability of parking

	Total	Under 60	Age 60+
Very satisfied	45%	47%	38%
Satisfied	41%	40%	46%
Neither satisfied nor dissatisfied	11%	11%	12%
Dissatisfied	3%	2%	4%
Very dissatisfied	0%	0%	0%
Total	100%	100%	100%

Handicap accessibility of walkways, public buildings, and businesses

	Total	Under 60	Age 60+
Very satisfied	18%	17%	20%
Satisfied	35%	32%	39%
Neither satisfied nor dissatisfied	41%	43%	36%
Dissatisfied	4%	4%	5%
Very dissatisfied	2%	4%	0%
Total	100%	100%	100%

Availability of sidewalks

	Total	Under 60	Age 60+
Very satisfied	8%	7%	9%
Satisfied	22%	22%	22%
Neither satisfied nor dissatisfied	16%	12%	21%
Dissatisfied	37%	38%	37%
Very dissatisfied	17%	21%	11%
Total	100%	100%	100%

Lighting along sidewalks and cycle paths

	Total	Under 60	Age 60+
Very satisfied	6%	5%	7%
Satisfied	14%	17%	11%
Neither satisfied nor dissatisfied	34%	30%	38%
Dissatisfied	34%	35%	33%
Very dissatisfied	12%	13%	11%
Total	100%	100%	100%

Availability of benches in public areas and along walkways

	Total	Under 60	Age 60+
Very satisfied	5%	5%	2%
Satisfied	20%	21%	20%
Neither satisfied nor dissatisfied	50%	49%	51%
Dissatisfied	20%	20%	21%
Very dissatisfied	5%	5%	6%
Total	100%	100%	100%

Timing of traffic lights and marked crosswalks

	Total	Under 60	Age 60+
Very satisfied	5%	5%	4%
Satisfied	30%	31%	28%
Neither satisfied nor dissatisfied	31%	26%	38%
Dissatisfied	26%	28%	27%
Very dissatisfied	8%	10%	3%
Total	100%	100%	100%

Clear and consistent signage and wayfinding around Sudbury

	Total	Under 60	Age 60+
Very satisfied	9%	10%	7%
Satisfied	45%	51%	35%
Neither satisfied nor dissatisfied	29%	26%	35%
Dissatisfied	15%	11%	21%
Very dissatisfied	2%	2%	2%
Total	100%	100%	100%

Conveniently located public restrooms

	Total	Under 60	Age 60+
Very satisfied	3%	2%	3%
Satisfied	10%	9%	10%
Neither satisfied nor dissatisfied	55%	60%	45%
Dissatisfied	26%	23%	35%
Very dissatisfied	6%	6%	7%
Total	100%	100%	100%

Accessibility of parks and trails

	Total	Under 60	Age 60+
Very satisfied	22%	23%	20%
Satisfied	44%	43%	44%
Neither satisfied nor dissatisfied	22%	20%	25%
Dissatisfied	9%	11%	8%
Very dissatisfied	3%	3%	3%
Total	100%	100%	100%

Have you ever felt excluded in Sudbury because of your: (Check all that apply)*

	Total	Under 60	Age 60+
Skin color, race or ethnicity	6%	7%	3%
Sexual orientation	2%	2%	0%
Age	3%	2%	6%
Gender	3%	3%	3%
Religion or cultural background	4%	5%	4%
Income	19%	24%	9%
Disability	3%	3%	3%
No, I have never felt excluded because of these reasons	67%	63%	77%
Other:	9%	9%	9%

*Do not sum to 100%

Please rate your level of satisfaction with each of the following features of Sudbury:

Fitness opportunities (such as exercise classes or gyms)

	Total	Under 60	Age 60+
Very satisfied	24%	26%	19%
Satisfied	41%	39%	41%
Neither satisfied nor dissatisfied	23%	20%	30%
Dissatisfied	10%	12%	10%
Very dissatisfied	2%	3%	0%
Total	100%	100%	100%

Availability of affordable, quality food

	Total	Under 60	Age 60+
Very satisfied	19%	18%	22%
Satisfied	43%	38%	51%
Neither satisfied nor dissatisfied	15%	15%	16%
Dissatisfied	19%	24%	10%
Very dissatisfied	4%	5%	1%
Total	100%	100%	100%

Chore/homemaking or home health aide services for persons needing assistance

	Total	Under 60	Age 60+
Very satisfied	4%	5%	5%
Satisfied	13%	12%	16%
Neither satisfied nor dissatisfied	77%	78%	72%
Dissatisfied	5%	4%	7%
Very dissatisfied	1%	1%	0%
Total	100%	100%	100%

Caregiver support (such as respite, adult day programs, or dementia support groups)

	Total	Under 60	Age 60+
Very satisfied	3%	4%	1%
Satisfied	7%	6%	12%
Neither satisfied nor dissatisfied	84%	83%	82%
Dissatisfied	5%	6%	4%
Very dissatisfied	1%	1%	1%
Total	100%	100%	100%

Childcare for working parents

	Total	Under 60	Age 60+
Very satisfied	8%	11%	2%
Satisfied	29%	36%	13%
Neither satisfied nor dissatisfied	51%	39%	79%
Dissatisfied	10%	11%	6%
Very dissatisfied	2%	3%	0%
Total	100%	100%	100%

Opportunities for continued learning (such as programs through the schools, library, Senior Center, etc.)

	Total	Under 60	Age 60+
Very satisfied	15%	14%	18%
Satisfied	43%	41%	46%
Neither satisfied nor dissatisfied	31%	33%	25%
Dissatisfied	11%	11%	11%
Very dissatisfied	<1%	1%	0%
Total	100%	100%	100%

Opportunities for you to participate in community activities

	Total	Under 60	Age 60+
Very satisfied	21%	19%	27%
Satisfied	50%	48%	51%
Neither satisfied nor dissatisfied	20%	21%	18%
Dissatisfied	8%	11%	4%
Very dissatisfied	1%	1%	0%
Total	100%	100%	100%

Accessible opportunities in your neighborhood for informal sharing and social interaction

	Total	Under 60	Age 60+
Very satisfied	12%	12%	12%
Satisfied	34%	34%	32%
Neither satisfied nor dissatisfied	33%	32%	34%
Dissatisfied	19%	20%	19%
Very dissatisfied	2%	2%	3%
Total	100%	100%	100%

The availability of recreational opportunities

	Total	Under 60	Age 60+
Very satisfied	17%	17%	18%
Satisfied	49%	51%	42%
Neither satisfied nor dissatisfied	21%	17%	28%
Dissatisfied	12%	13%	12%
Very dissatisfied	1%	2%	0%
Total	100%	100%	100%

How activities and events are communicated to residents

	Total	Under 60	Age 60+
Very satisfied	11%	12%	10%
Satisfied	45%	44%	45%
Neither satisfied nor dissatisfied	26%	24%	29%
Dissatisfied	17%	19%	16%
Very dissatisfied	1%	1%	0%
Total	100%	100%	100%

The extent to which local policy makers take into account the interests and concerns of residents

	Total	Under 60	Age 60+
Very satisfied	6%	6%	6%
Satisfied	26%	25%	29%
Neither satisfied nor dissatisfied	35%	34%	33%
Dissatisfied	25%	25%	26%
Very dissatisfied	8%	10%	6%
Total	100%	100%	100%

The quality of social services available to residents (such as information and referral services and Meals on Wheels)

	Total	Under 60	Age 60+
Very satisfied	7%	6%	11%
Satisfied	25%	22%	33%
Neither satisfied nor dissatisfied	62%	65%	51%
Dissatisfied	5%	6%	4%
Very dissatisfied	1%	1%	1%
Total	100%	100%	100%

Access to physical health services for residents

	Total	Under 60	Age 60+
Very satisfied	9%	9%	7%
Satisfied	27%	24%	34%
Neither satisfied nor dissatisfied	56%	59%	51%
Dissatisfied	7%	7%	7%
Very dissatisfied	1%	1%	1%
Total	100%	100%	100%

Access to mental or behavioral health services for residents

	Total	Under 60	Age 60+
Very satisfied	4%	5%	5%
Satisfied	14%	12%	17%
Neither satisfied nor dissatisfied	73%	76%	68%
Dissatisfied	6%	5%	5%
Very dissatisfied	3%	2%	5%
Total	100%	100%	100%

Do you now or have you in the past 5 years provided care or assistance to a person who is disabled or frail (e.g., a child, a spouse, parent, relative, or friend)?

	Total	Under 60	Age 60+
Yes	39%	35%	48%
No	61%	65%	52%
Total	100%	100%	100%

If YES: How challenging is/was it for you to care for this person(s) and meet your other responsibilities with family and/or work?

	Total	Under 60	Age 60+
Very challenging	39%	41%	38%
Somewhat challenging	40%	40%	41%
Neither challenging nor easy	18%	19%	16%
Somewhat easy	3%	<1%	5%
Very easy	0%	0%	0%
Total	100%	100%	100%

Please indicate your level of agreement with the following statement: "I feel a sense of belonging in the community where I live."

	Total	Under 60	Age 60+
Strongly agree	16%	15%	20%
Agree	46%	47%	41%
Neutral	26%	26%	25%
Disagree	9%	8%	12%
Strongly disagree	3%	4%	2%
Total	100%	100%	100%

Do you know someone living within 30 minutes of your home on whom you can rely for help when you need it?

	Total	Under 60	Age 60+
Yes	88%	88%	90%
No	12%	12%	10%
Total	100%	100%	100%

Please indicate your level of agreement with each statement:

“There are flexible and accessible opportunities for residents to volunteer in Sudbury.”

	Total	Under 60	Age 60+
Strongly agree	24%	18%	34%
Agree	40%	40%	42%
Neutral	29%	33%	17%
Disagree	6%	7%	6%
Strongly disagree	1%	2%	1%
Total	100%	100%	100%

“There are adequate employment opportunities available to residents in Sudbury.”

	Total	Under 60	Age 60+
Strongly agree	4%	5%	3%
Agree	14%	15%	9%
Neutral	51%	46%	65%
Disagree	25%	26%	21%
Strongly disagree	6%	8%	2%
Total	100%	100%	100%

“There are ample opportunities for residents to participate in local government in Sudbury.”

	Total	Under 60	Age 60+
Strongly agree	13%	12%	18%
Agree	51%	50%	51%
Neutral	26%	26%	25%
Disagree	8%	9%	6%
Strongly disagree	2%	3%	0%
Total	100%	100%	100%

Overall, how satisfied are you with living in Sudbury?

	Total	Under 60	Age 60+
Completely satisfied	10%	8%	13%
Very satisfied	47%	46%	52%
Somewhat satisfied	34%	35%	30%
Slightly satisfied	6%	7%	3%
Not at all satisfied	3%	4%	2%
Total	100%	100%	100%

Please select your gender/preferred pronoun.

	Total	Under 60	Age 60+
Female/she	72%	73%	70%
Male/he	23%	21%	27%
Do not care to respond	5%	6%	3%
Total	100%	100%	100%

What is your age range?

	%
18-24	<1%
25-39	16%
40-59	53%
60-69	16%
70-79	11%
80+	4%
Total	100%

Do you currently work in Sudbury?

	Total	Under 60	Age 60+
Yes	17%	18%	16%
No	83%	82%	84%
Total	100%	100%	100%

Which of the following best describes your race/ethnicity? (Check all that apply)*

	%
White/Caucasian	83%
Asian	3%
Native American	<1%
Black/African American	1%
Hispanic/Latino	2%
Do not care to respond	12%
Other:	1%

*Do not sum to 100%

Do you speak a language other than English at home?

	%
Yes	10%
No	90%
Total	100%

Do you have an impairment or condition that limits your ability to participate in your community?

	Total	Under 60	Age 60+
Yes	5%	4%	8%
No	95%	96%	92%
Total	100%	100%	100%

How many adults age 18 and older live in your household (including yourself)?

	Total	Under 60	Age 60+
1	16%	10%	31%
2	69%	73%	59%
3 or more	15%	17%	10%
Total	100%	100%	100%

How many children under age 18 live in your household?

	Total	Under 60	Age 60+
0	43%	23%	92%
1	14%	17%	6%
2 or more	43%	60%	2%
Total	100%	100%	100%

How many adults age 60 and older live in your household?

	Total	Under 60	Age 60+
0	62%	89%	0%
1	17%	9%	36%
2	21%	2%	64%
Total	100%	100%	100%

Please indicate your level of agreement or disagreement with the following statement: “I have adequate resources to meet my financial needs, including home maintenance, personal healthcare, and other expenses.”

	Total	Under 60	Age 60+
Strongly agree	27%	26%	25%
Agree	48%	46%	52%
Neutral	14%	15%	14%
Disagree	8%	9%	6%
Strongly disagree	3%	4%	3%
Total	100%	100%	100%