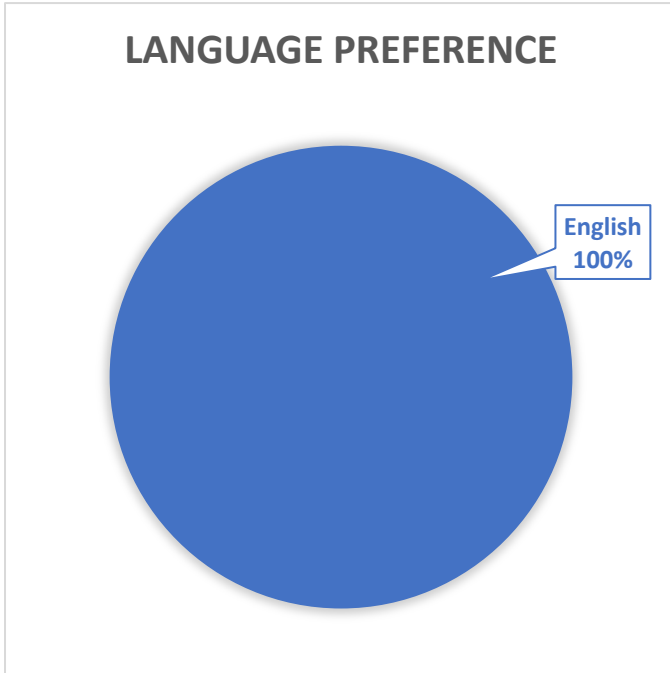
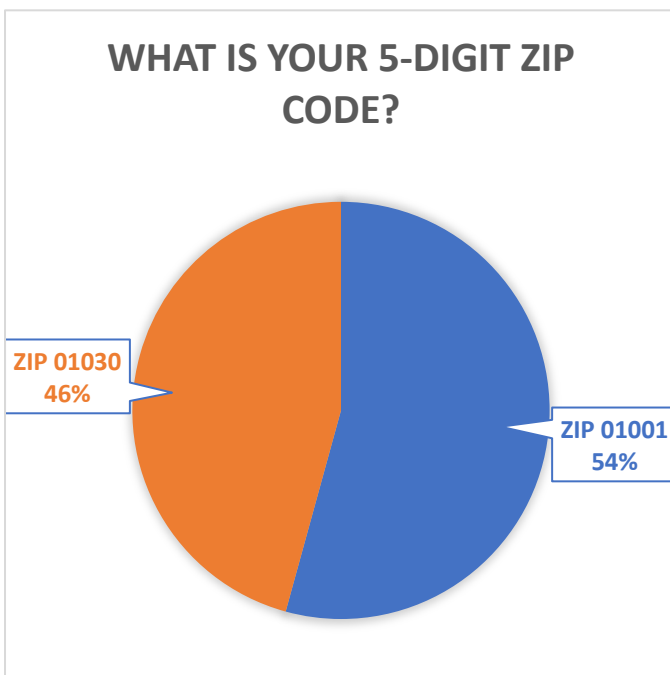


**YOUR COMMUNITY**

Language Preference:

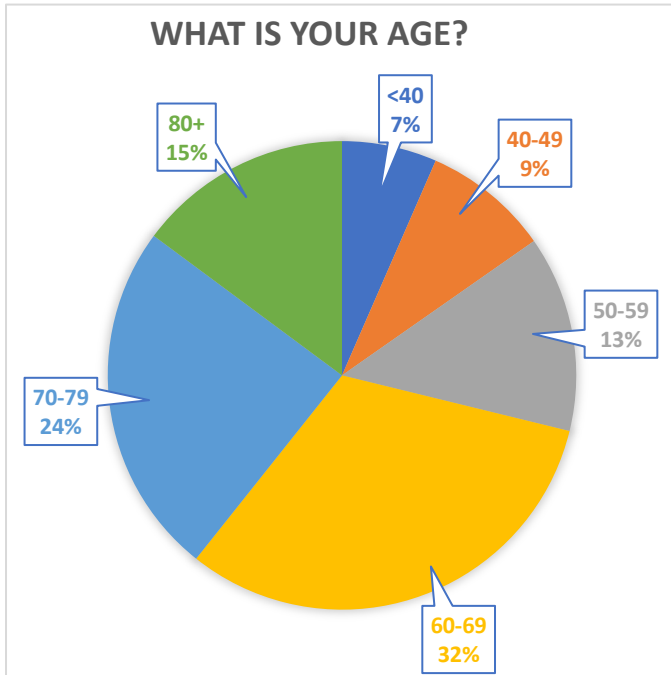


1. What is your 5-digit ZIP code?



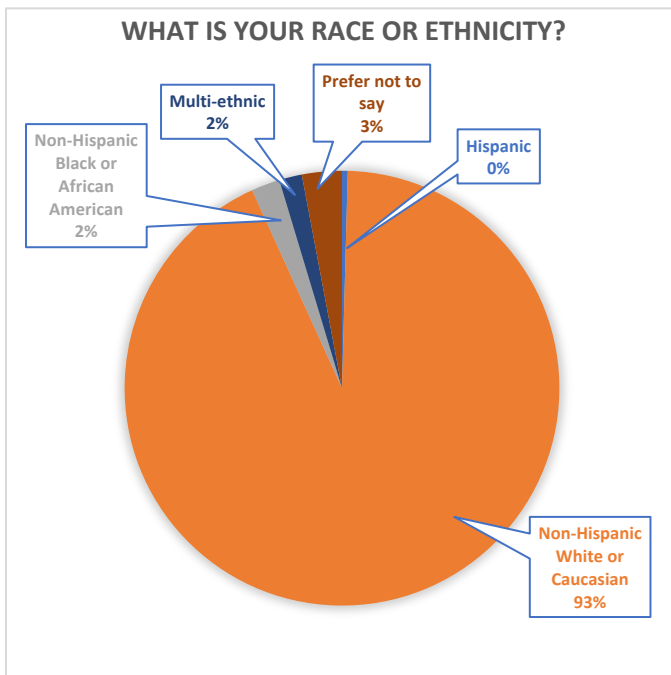
Response	Number of Respondents	Percentage of Respondents
01001	127	54%
01030	107	46%

2. What is your age?



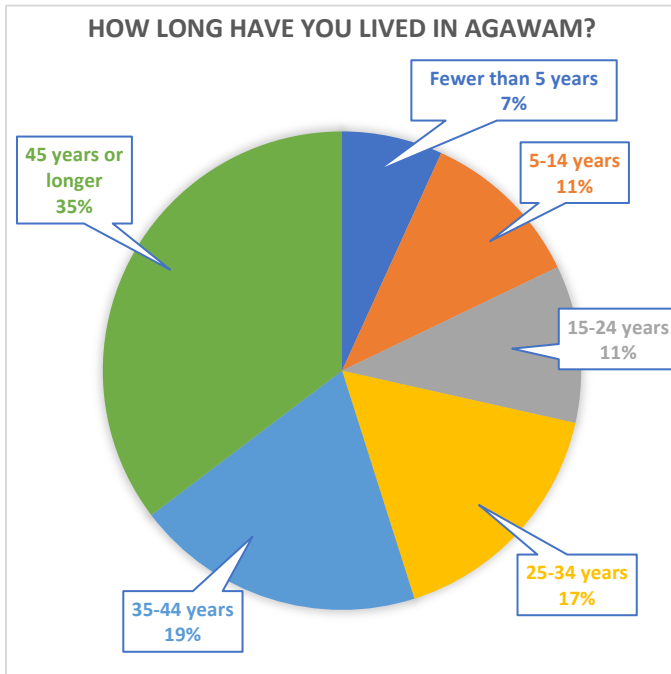
Response	Number of Respondents	Percentage of Respondents
<40	15	7%
40-49	20	9%
50-59	31	14%
60-69	73	32%
70-79	56	24%
80+	34	15%

3. What is your race or ethnicity?



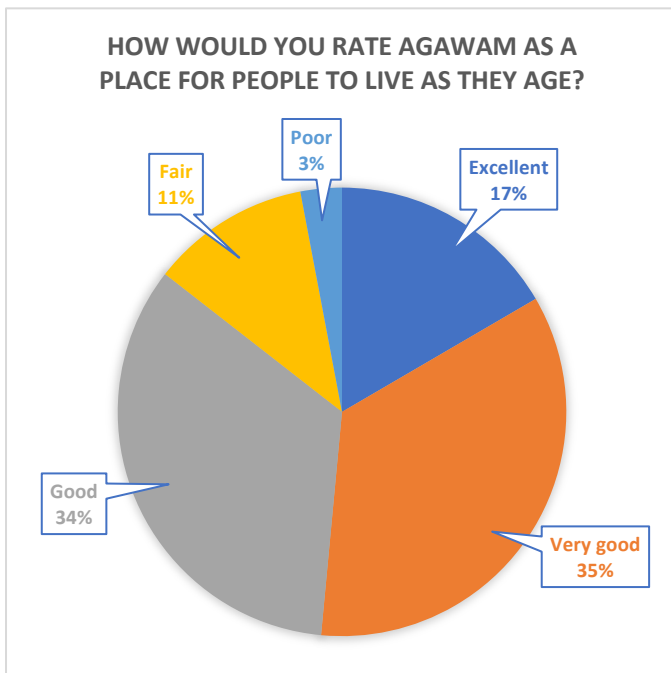
Response	Number of Respondents	Percentage of Respondents
Hispanic	1	0%
Non-Hispanic White or Caucasian	219	93%
Non-Hispanic Black or African American	5	2%
American Indian or Alaskan Native		
Non-Hispanic Asian		
Native Hawaiian or other Pacific Islander		
Multi-ethnic	4	2%
Prefer not to say	7	3%

4. How long have you lived in Agawam?



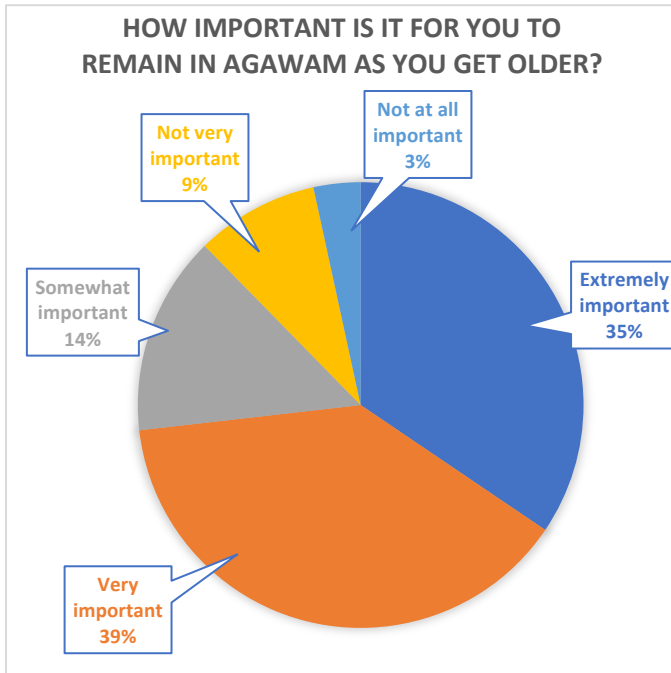
Response	Number of Respondents	Percentage of Respondents
Fewer than 5 years	16	7%
5-14 years	26	11%
15-24 years	25	11%
25-34 years	39	17%
35-44 years	46	20%
45 years or longer	83	35%

5. How would you rate Agawam as a place for people to live as they age?



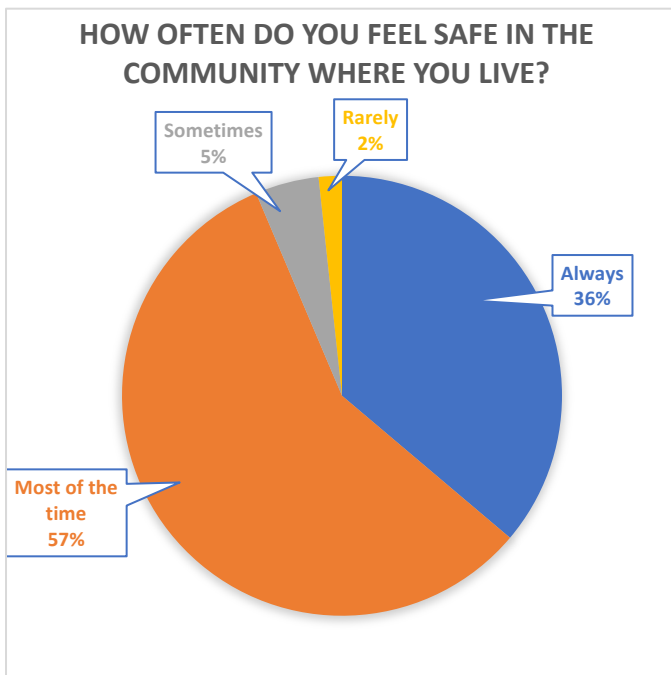
Response	Number of Respondents	Percentage of Respondents
Excellent	39	17%
Very good	82	35%
Good	80	34%
Fair	27	11%
Poor	7	3%

6. How important is it for you to remain in Agawam as you get older?



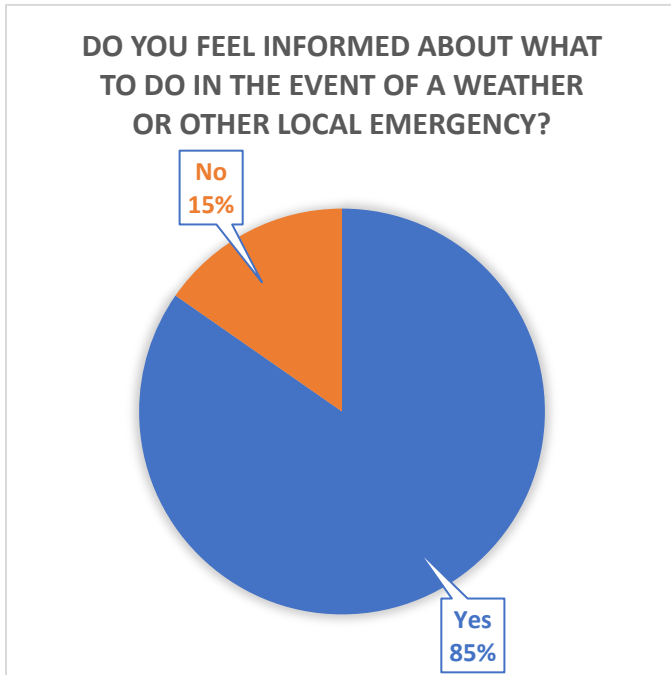
Response	Number of Respondents	Percentage of Respondents
Extremely important	81	34%
Very important	91	39%
Somewhat important	34	14%
Not very important	21	9%
Not at all important	8	3%

7. How often do you feel safe in the community where you live?



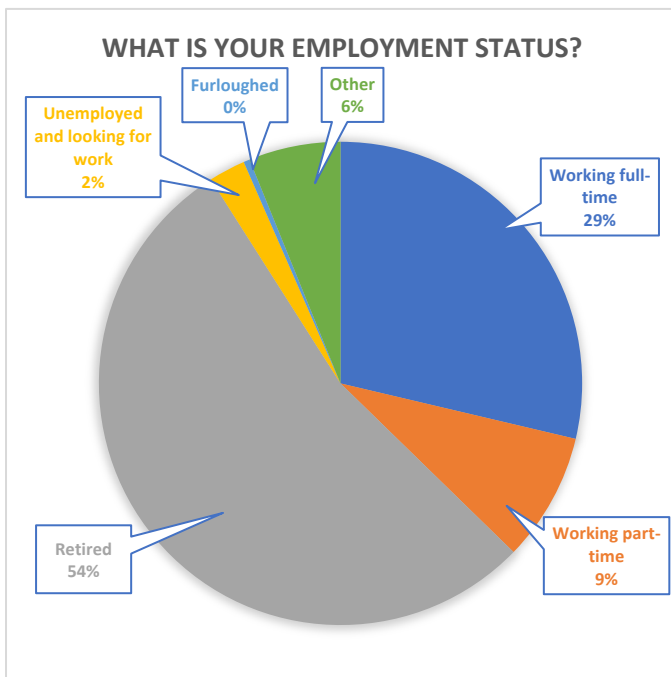
Response	Number of Respondents	Percentage of Respondents
Always	85	36%
Most of the time	135	57%
Sometimes	11	5%
Rarely	4	2%
Never		

8. Do you feel informed about what to do in the event of a weather or other local emergency?



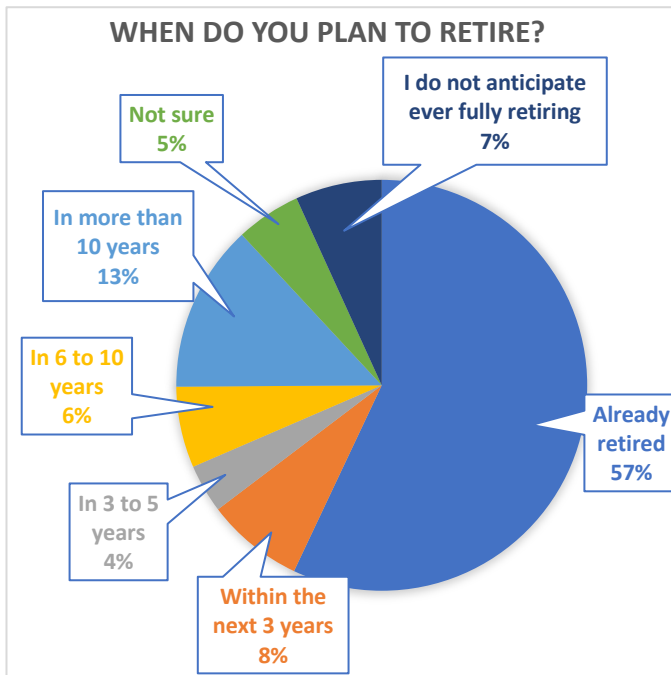
Response	Number of Respondents	Percentage of Respondents
Yes	199	85%
No	36	15%

9. What is your employment status? (check all that apply)



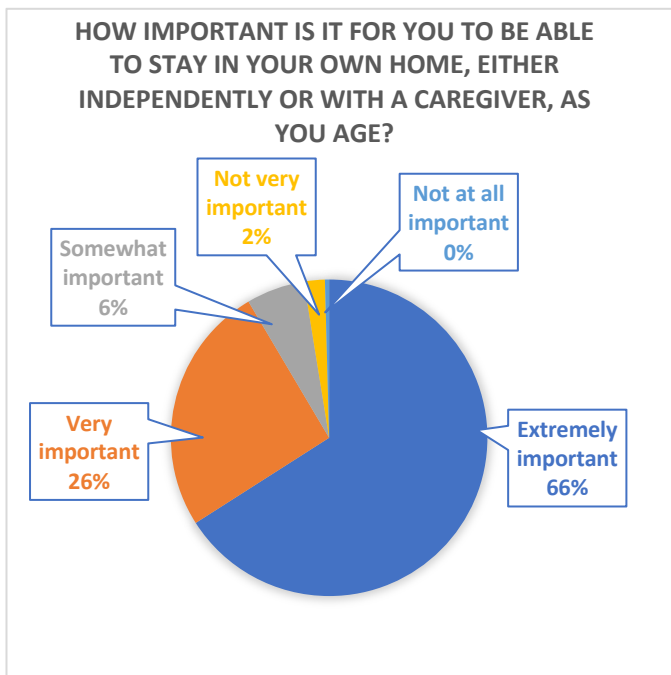
Response	Number of Respondents	Percentage of Respondents
Working full-time	70	29%
Working part-time	21	9%
Retired	131	54%
Unemployed and looking for work	6	2%
Furloughed	1	0%
Other	15	6%

10. When do you plan to retire?



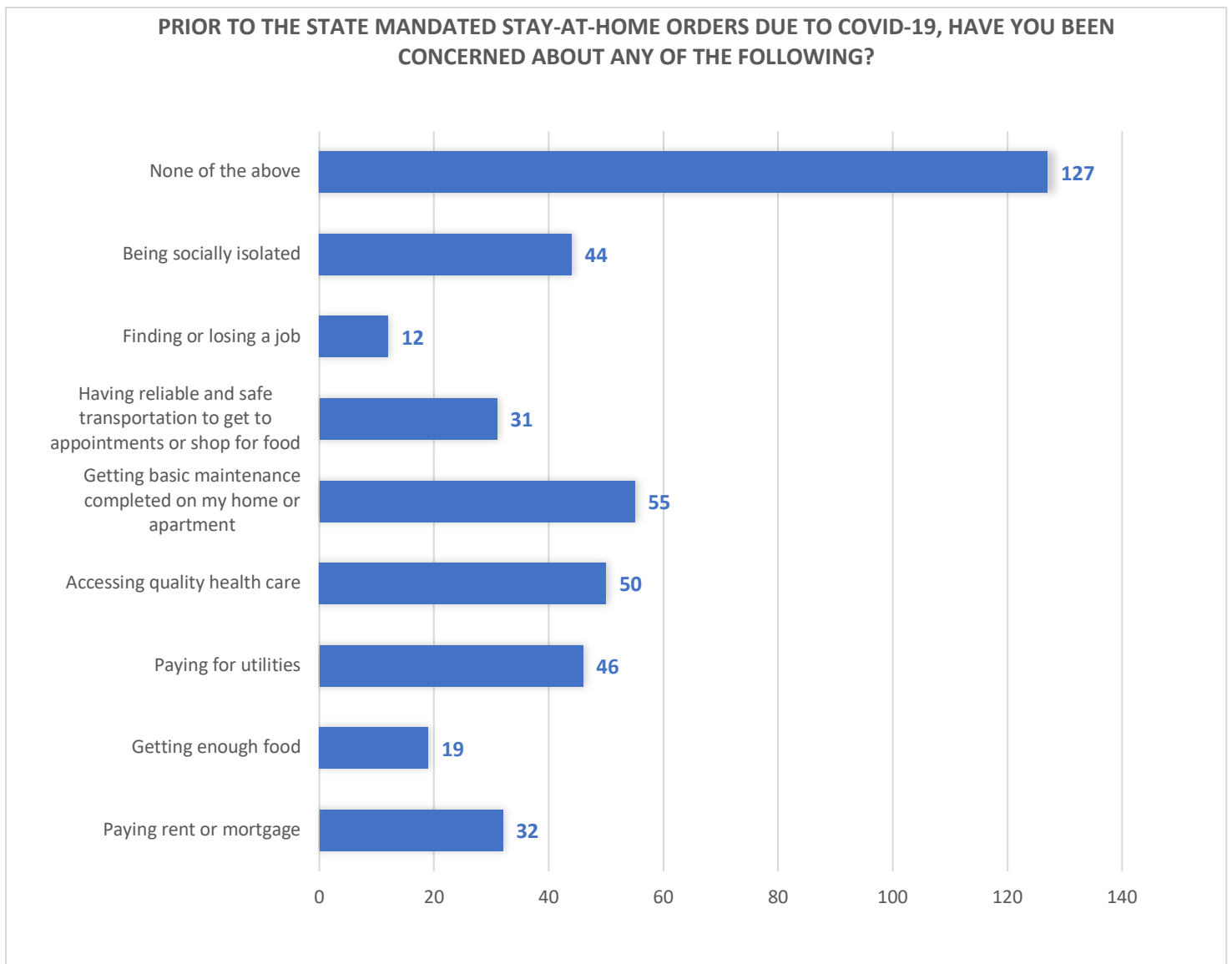
Response	Number of Respondents	Percentage of Respondents
Already retired	134	57%
Within the next 3 years	18	8%
In 3 to 5 years	9	4%
In 6 to 10 years	15	6%
In more than 10 years	31	13%
Not sure	12	5%
I do not anticipate ever fully retiring	16	7%

11. How important is it for you to be able to stay in your own home, either independently or with a caregiver, as you age?

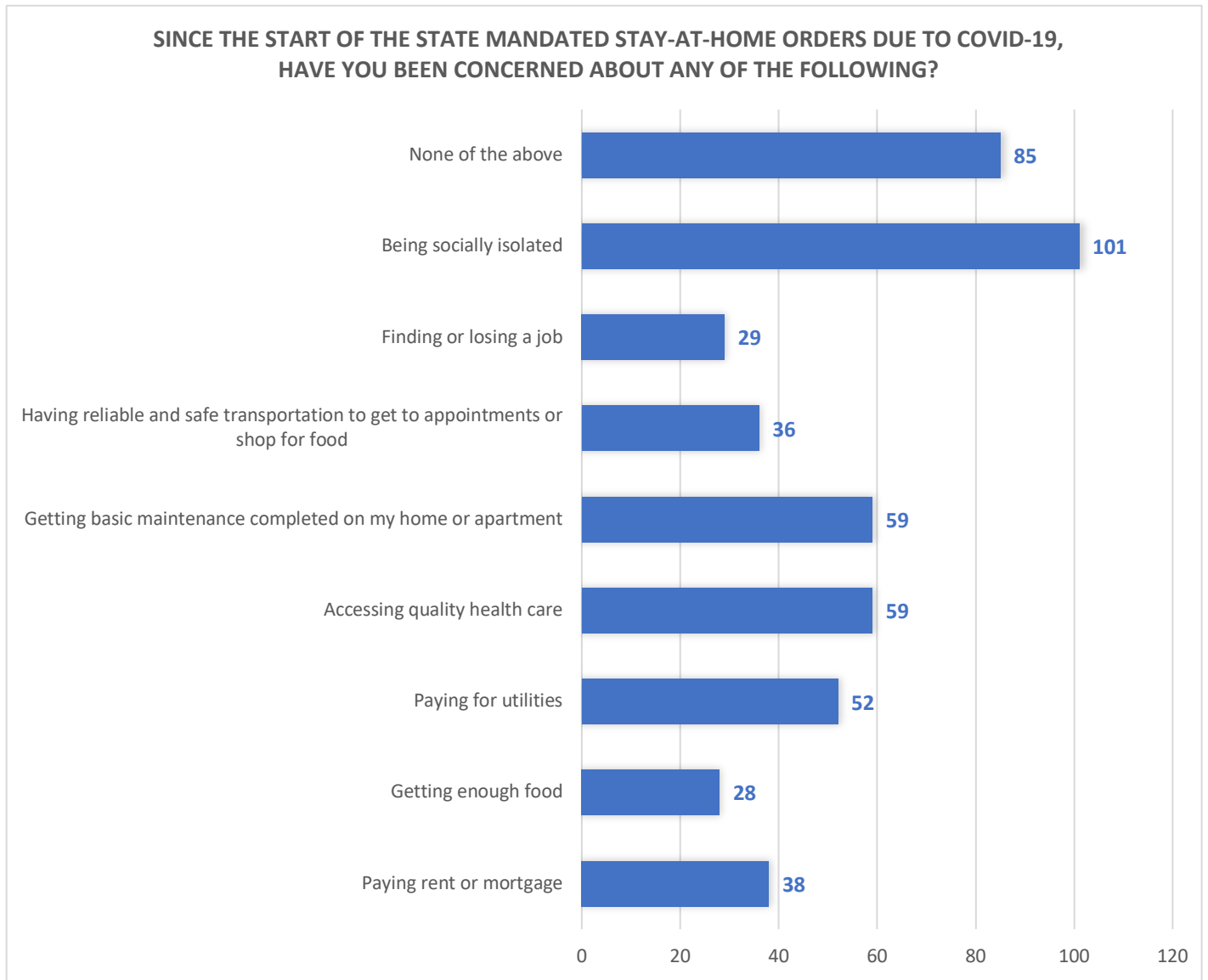


Response	Number of Respondents	Percentage of Respondents
Extremely important	155	66%
Very important	60	26%
Somewhat important	14	6%
Not very important	5	2%
Not at all important	1	0%

12. Prior to the state mandated stay-at-home orders due to COVID-19 (prior to March 2020), have you been concerned about any of the following? (Check all that apply)

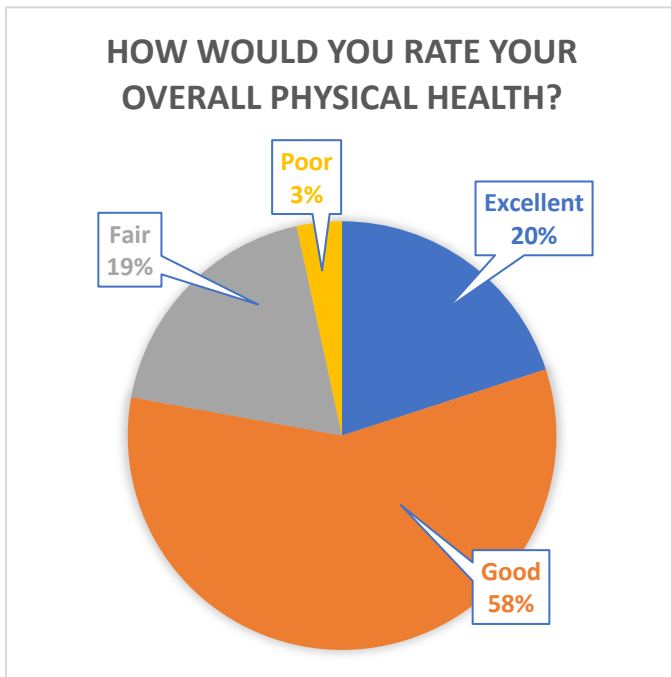


13. Since the start of the state mandated stay-at-home orders due to COVID-19 (since March 2020), have you been concerned about any of the following? (Check all that apply)



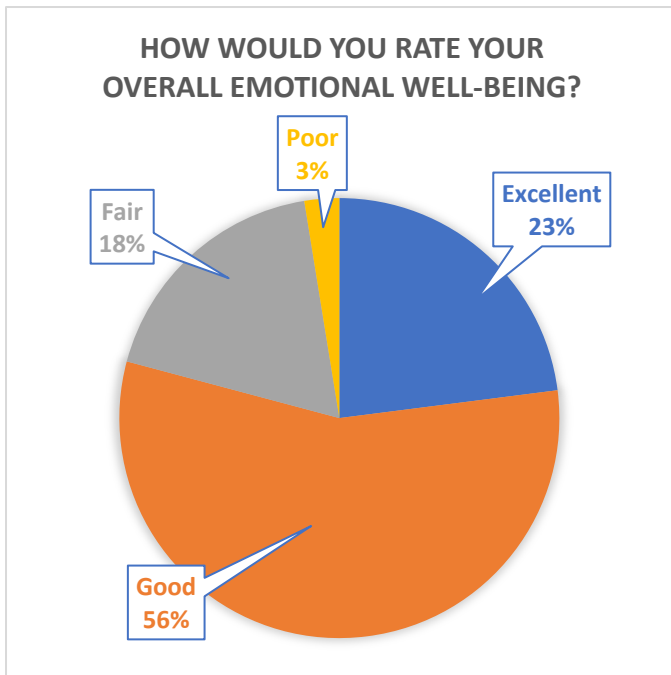


14. How would you rate your overall physical health?



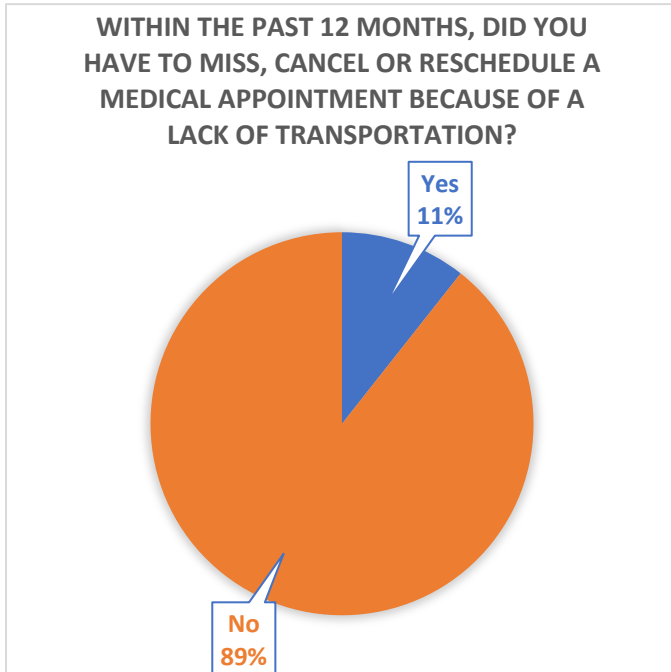
Response	Number of Respondents	Percentage of Respondents
Excellent	47	20%
Good	136	58%
Fair	44	19%
Poor	8	3%

15. How would you rate your overall emotional well-being?



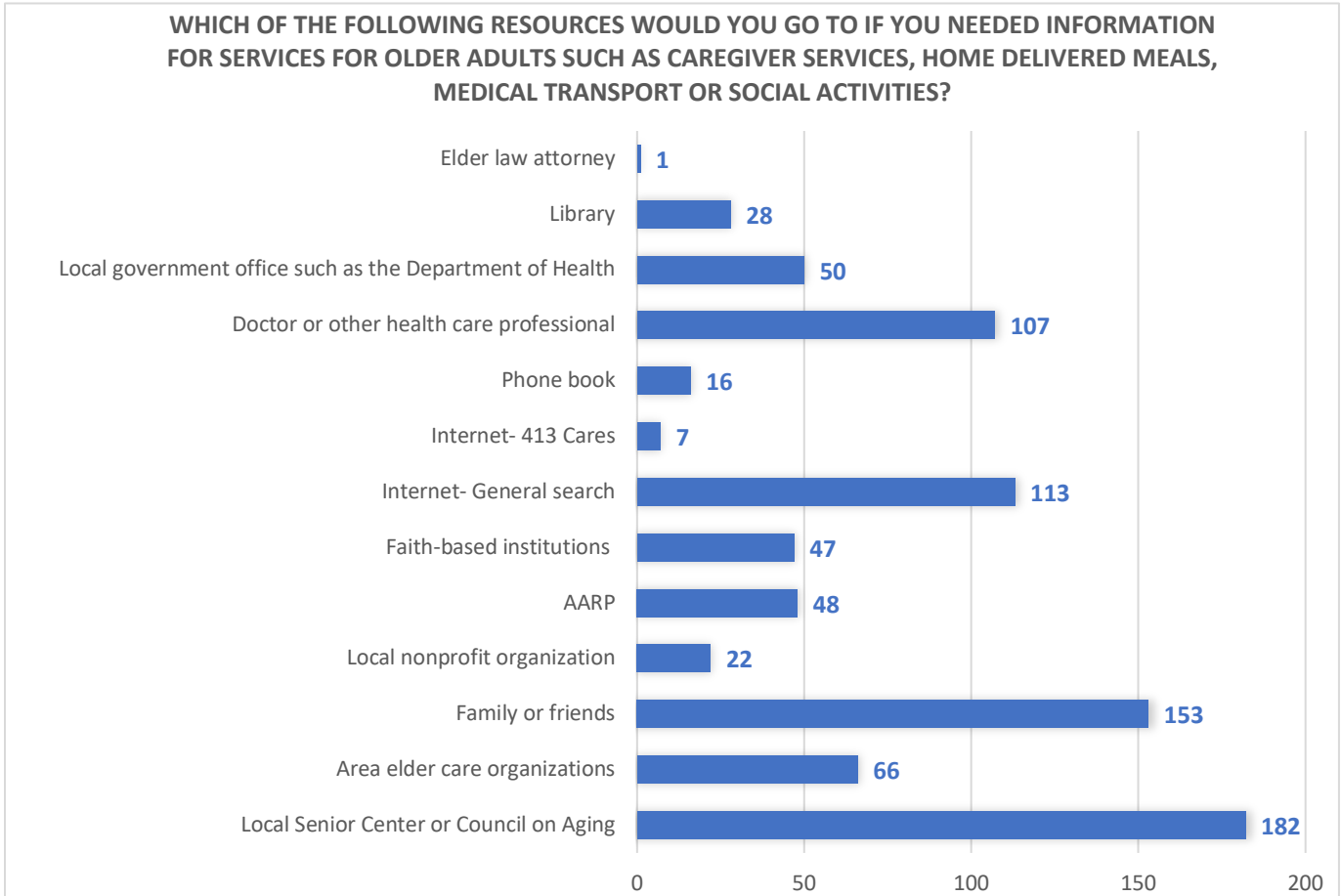
Response	Number of Respondents	Percentage of Respondents
Excellent	54	23%
Good	132	56%
Fair	43	18%
Poor	6	3%

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



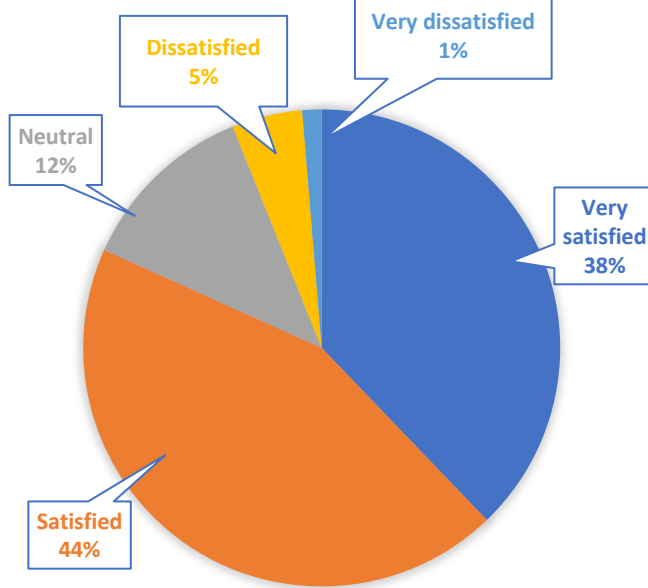
Response	Number of Respondents	Percentage of Respondents
Yes	25	11%
No	210	89%

17. Which of the following resources would you go to if you needed information for services for older adults such as caregiving services, home-delivered meals, medical transport or social activities?  
(check all that apply)



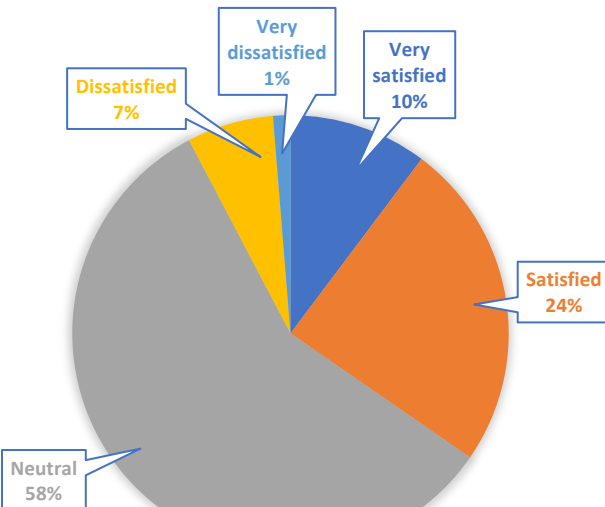
18. Please rate your level of satisfaction with the following statements about aspects of your community:

**ACCESS TO AFFORDABLE, QUALITY FOOD?**



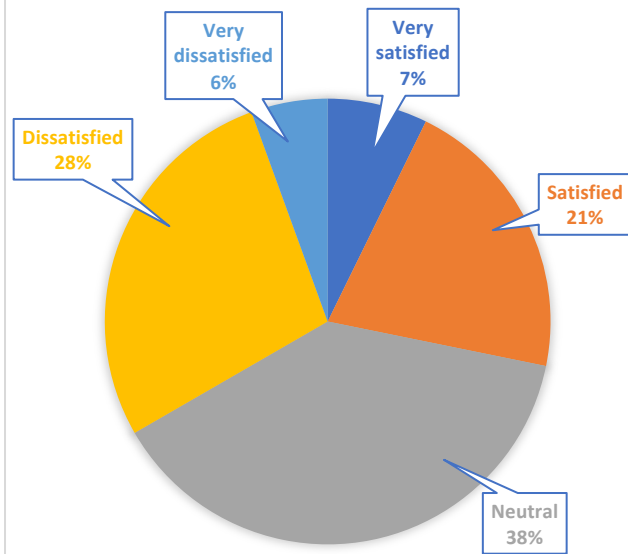
Response	Number of Respondents	Percentage of Respondents
Very satisfied	87	38%
Satisfied	101	44%
Neutral	28	12%
Dissatisfied	11	5%
Very dissatisfied	3	1%

**AVAILABILITY OF HOME CARE SERVICES AND SUPPORT FOR CAREGIVERS?**



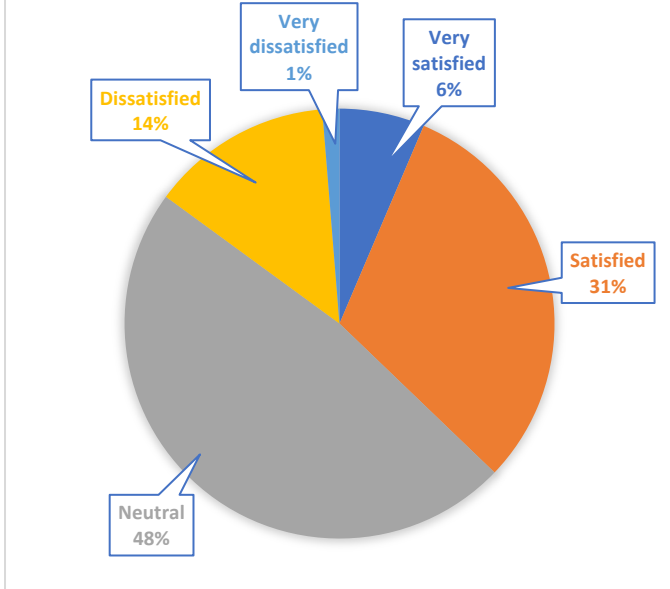
Response	Number of Respondents	Percentage of Respondents
Very satisfied	24	10%
Satisfied	57	24%
Neutral	135	58%
Dissatisfied	15	6%
Very dissatisfied	3	1%

**HOUSING OPTIONS THAT MEET THE CHANGING NEEDS OF OLDER ADULTS?**



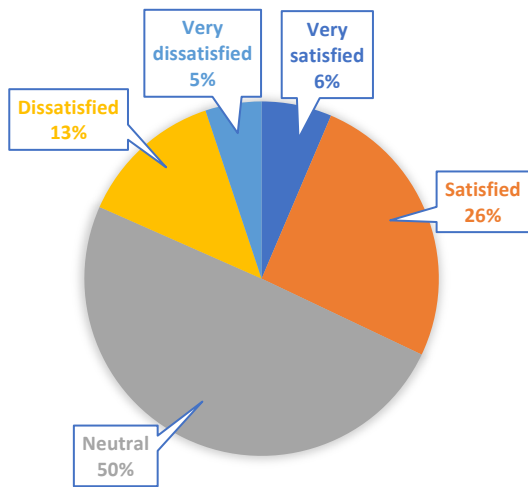
Response	Number of Respondents	Percentage of Respondents
Very satisfied	17	7%
Satisfied	49	21%
Neutral	90	38%
Dissatisfied	65	28%
Very dissatisfied	13	6%

**OPPORTUNITIES FOR CONTINUED LEARNING/ENGAGEMENT?**



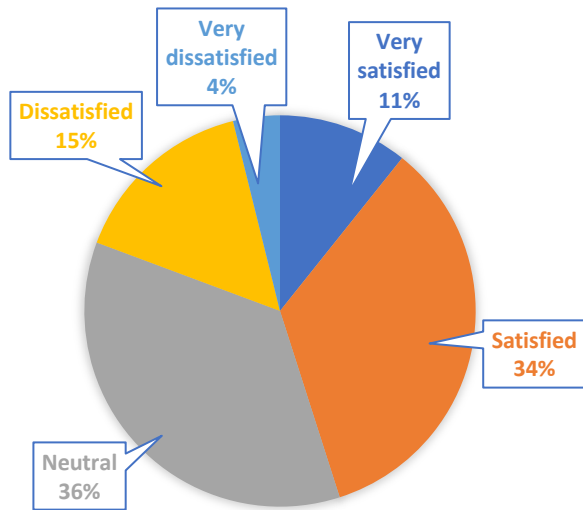
Response	Number of Respondents	Percentage of Respondents
Very satisfied	15	6%
Satisfied	72	31%
Neutral	112	48%
Dissatisfied	32	14%
Very dissatisfied	3	0%

**TRANSPORTATION OPTIONS THAT MEET THE CHANGING NEEDS OF OLDER ADULTS**



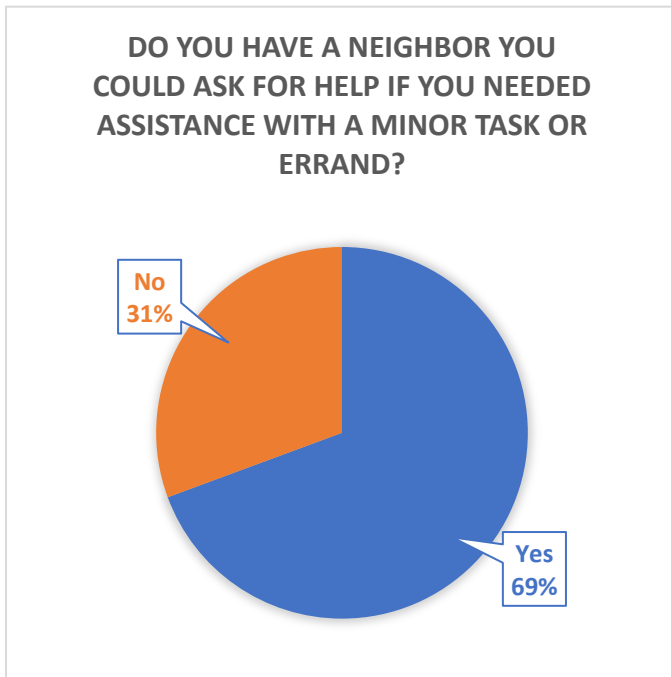
Response	Number of Respondents	Percentage of Respondents
Very satisfied	15	6%
Satisfied	60	26%
Neutral	116	50%
Dissatisfied	31	13%
Very dissatisfied	12	5%

**THE CULTURE OF THE TOWN AND COMMUNITY MEMBERS TOWARD AGING?**



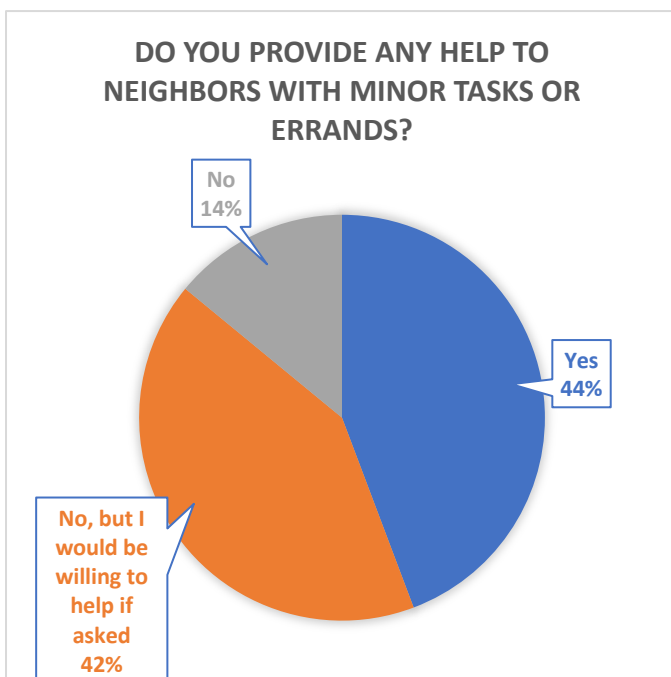
Response	Number of Respondents	Percentage of Respondents
Very satisfied	25	11%
Satisfied	80	34%
Neutral	83	36%
Dissatisfied	36	15%
Very dissatisfied	9	4%

19. Do you have a neighbor you could ask for help if you needed assistance with a minor task or errand (e.g., changing a light bulb, shopping, shoveling snow)?



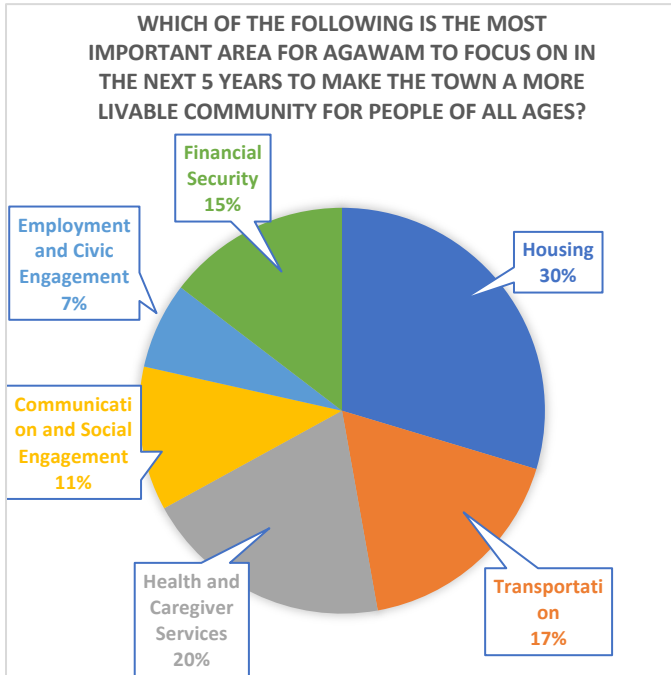
Response	Number of Respondents	Percentage of Respondents
Yes	163	69%
No	72	31%

20. Do you provide any help to neighbors with minor tasks or errands?

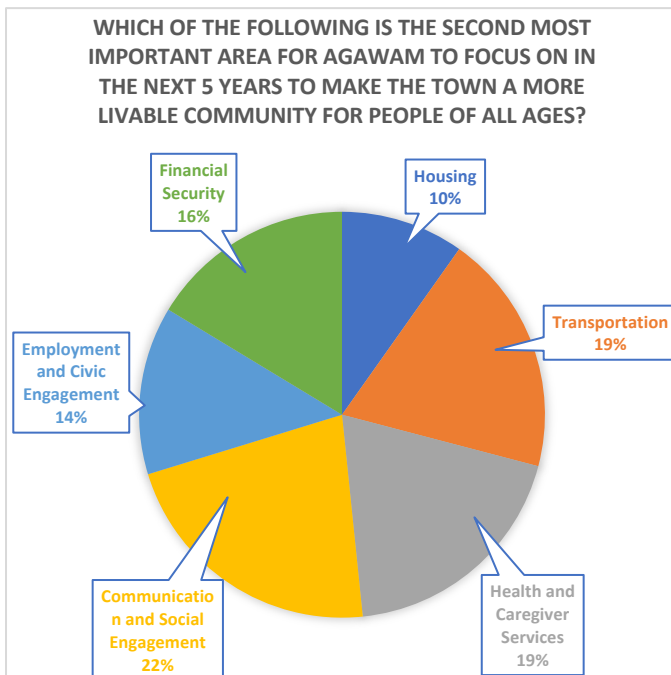


Response	Number of Respondents	Percentage of Respondents
Yes	104	44%
No, but I would be willing to help if asked	98	42%
No	33	14%

21. Which of the following areas are most important for Agawam to focus on in the next five years to make the town a more livable community for people of all ages? Please rank the top 3 topic areas (1 being the most important)



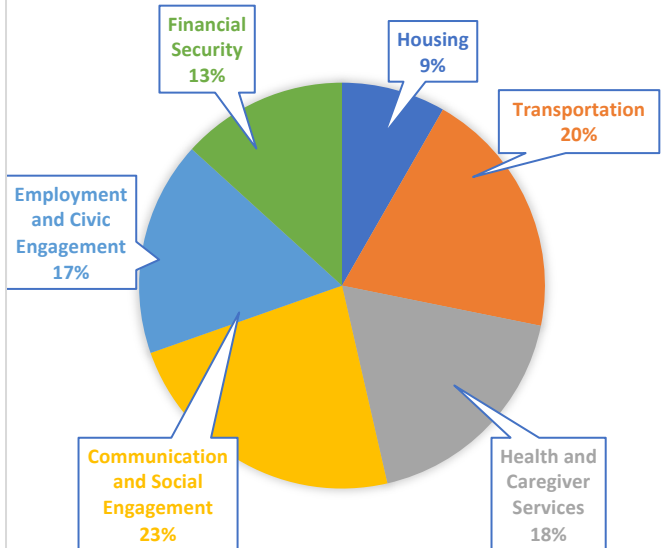
Response	Number of Respondents	Percentage of Respondents
Housing	142	30%
Transportation	84	18%
Health and Caregiver Services	95	20%
Communication and Social Engagement	55	11%
Employment and Civic Engagement	33	7%
Financial Security	70	15%



Response	Number of Respondents	Percentage of Respondents
Housing	30	10%
Transportation	59	19%
Health and Caregiver Services	59	19%
Communication and Social Engagement	67	22%
Employment and Civic Engagement	41	13%
Financial Security	50	16%



WHICH OF THE FOLLOWING IS THE THIRD MOST IMPORTANT AREA FOR AGAWAM TO FOCUS ON IN THE NEXT 5 YEARS TO MAKE THE TOWN A MORE LIVABLE COMMUNITY FOR PEOPLE OF ALL AGES?

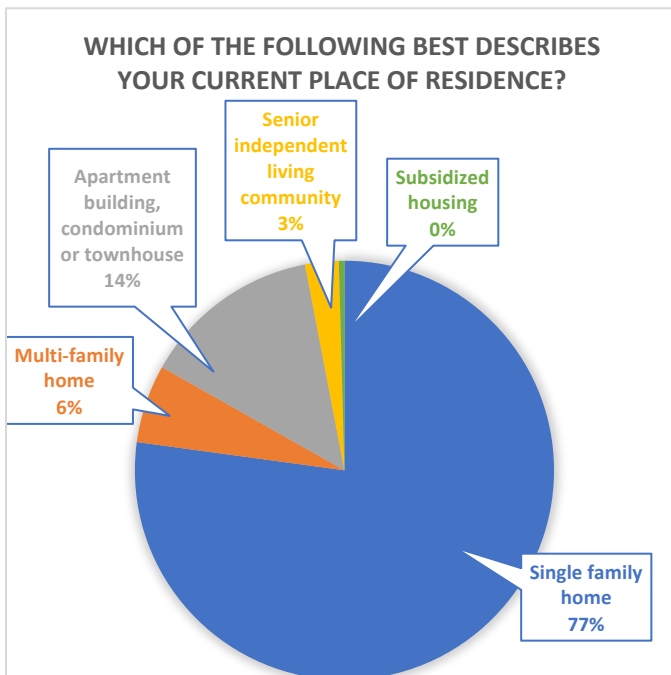


Response	Number of Respondents	Percentage of Respondents
Housing	15	8.29%
Transportation	36	19.89%
Health and Caregiver Services	33	18.23%
Communication and Social Engagement	42	23.20%
Employment and Civic Engagement	31	17.13%
Financial Security	24	13.26%

## HOUSING

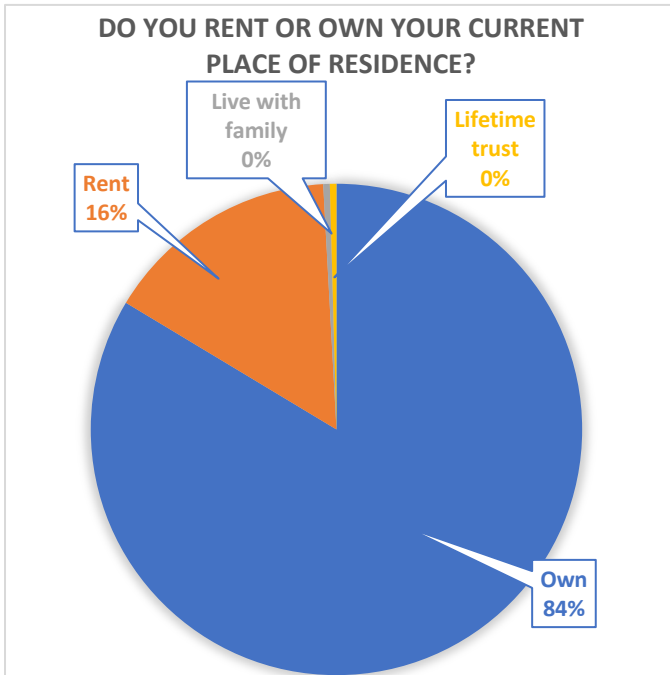
22. Which of the following best describes your current place of residence?

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR CURRENT PLACE OF RESIDENCE?



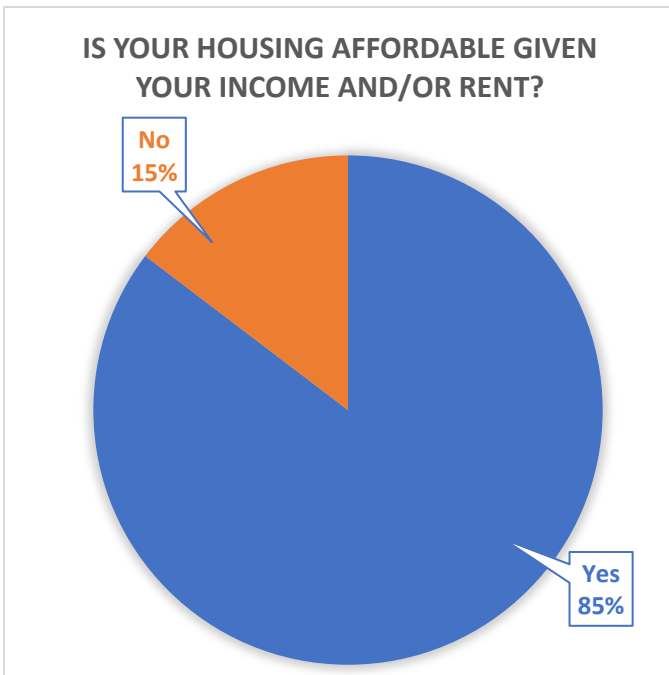
Response	Number of Respondents	Percentage of Respondents
Single family home	179	77%
Multi-family home	14	6%
Apartment building, condominium or townhouse	32	14%
Senior independent living community	6	3%
Assisted living community		
Subsidized housing	1	0%

23. Do you own or rent your current place of residence?



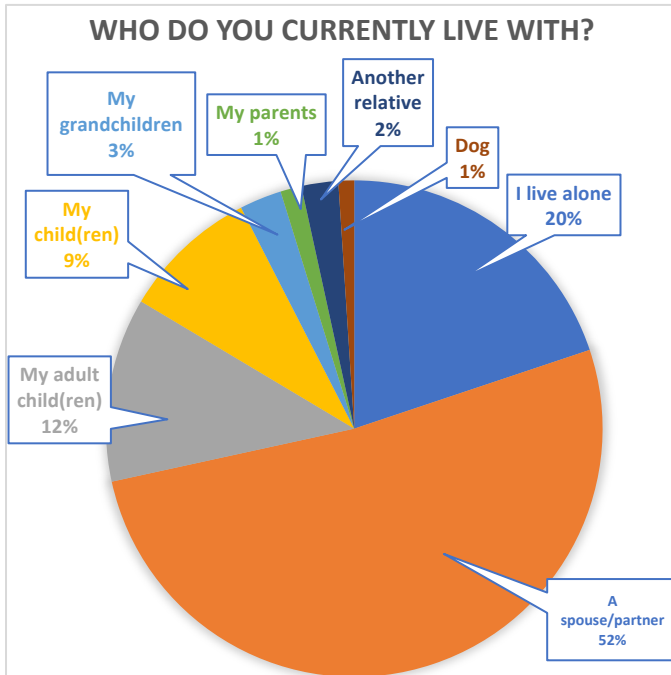
Response	Number of Respondents	Percentage of Respondents
Own	194	84%
Rent	36	16%
Live with family	1	0%
Lifetime trust	1	0%

24. Is your housing affordable given your income and/or resources?



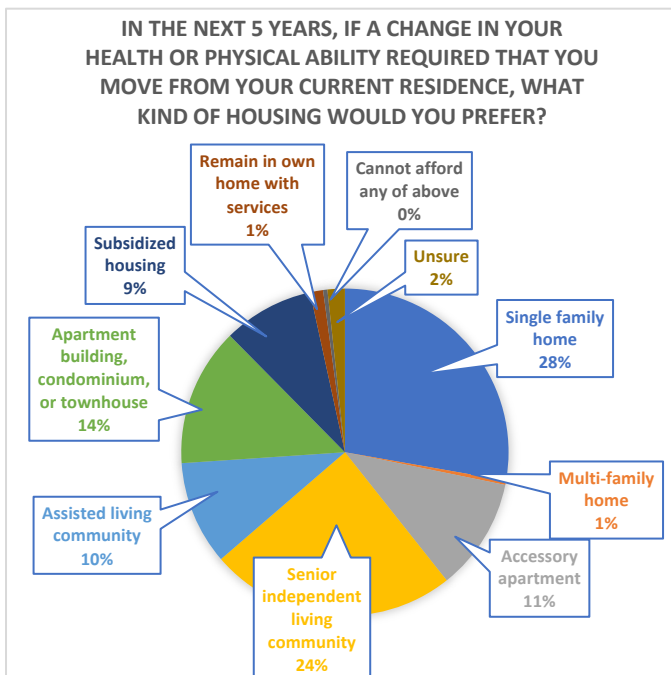
Response	Number of Respondents	Percentage of Respondents
Yes	198	85%
No	34	15%

25. Who do you currently live with (check all that apply)?



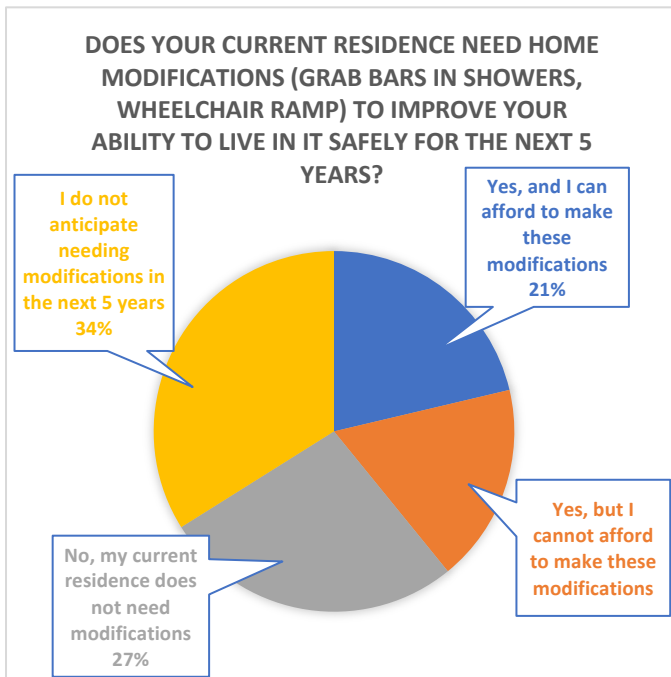
Response	Number of Respondents	Percentage of Respondents
I live alone	58	20%
A spouse/partner	151	52%
My adult child(ren)	35	12%
My child(ren)	26	9%
My grandchild(ren)	8	3%
My parents	4	1%
Another relative	7	2%
Dog	3	1%

26. In the next 5 years, if a change in your health or physical ability required that you move from your current residence, what kind of housing would you prefer?



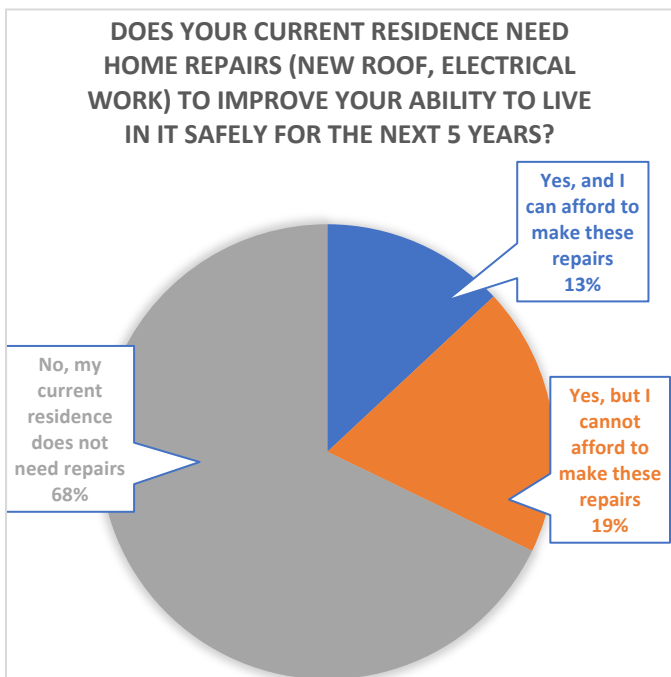
Response	Number of Respondents	Percentage of Respondents
Single family home	65	28%
Multi-family home	1	0%
Accessory apartment	26	11%
Senior independent living community	57	24%
Assisted living community	24	10%
Apartment building, condominium, or townhouse	32	14%
Subsidized housing	21	9%
Remain in own home with services	3	1%
Cannot afford any of above	1	0%
Unsure	4	2%

27. Does your current residence need home modifications (e.g. grab bars in showers, relocating laundry appliances, a wheelchair ramp) to improve your ability to live in it safely for the next five years?



Response	Number of Respondents	Percentage of Respondents
Yes, and I can afford to make these modifications	49	21%
Yes, but I cannot afford to make these modifications	41	18%
No, my current residence does not need modifications	62	27%
I do not anticipate needing modifications in the next 5 years	78	34%

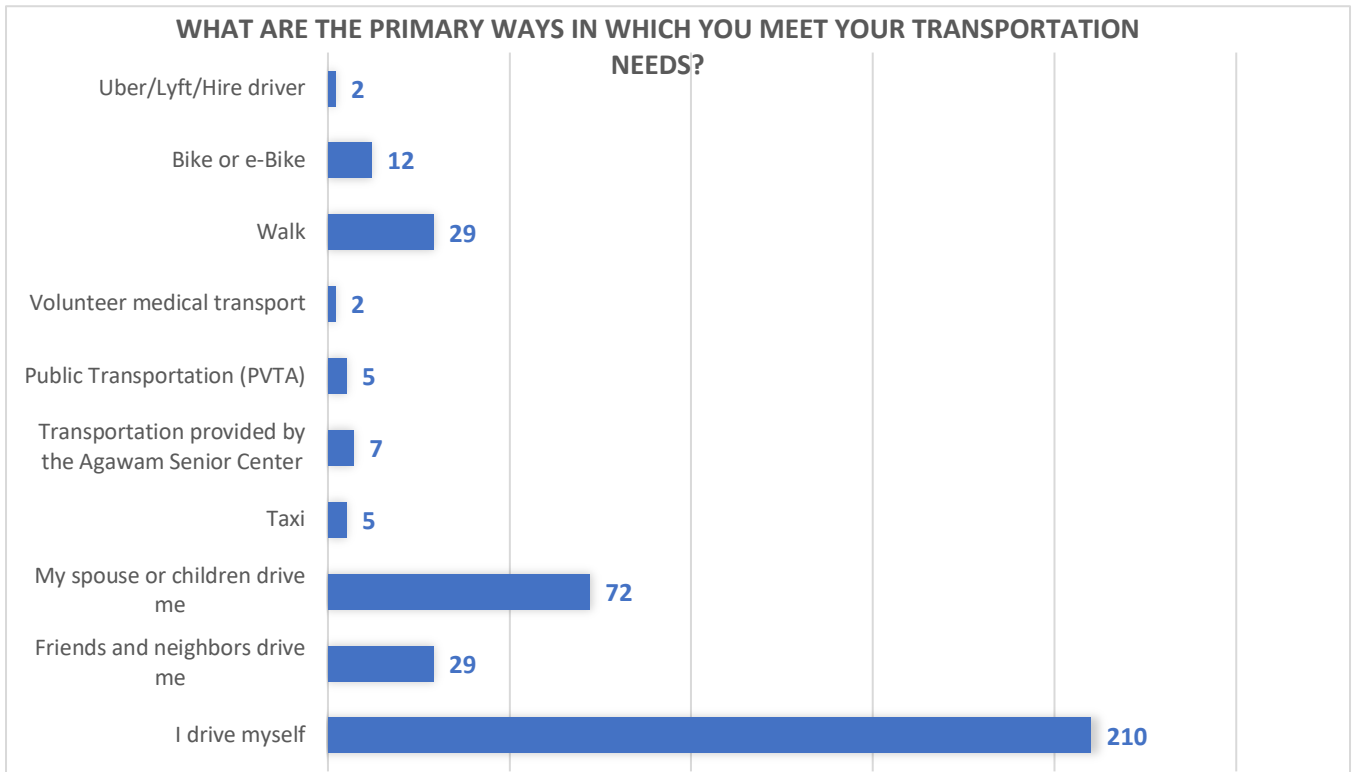
28. Does your current residence need home repairs (e.g. a new roof, electrical work, etc) to improve your ability to live in it safely for the next five years?



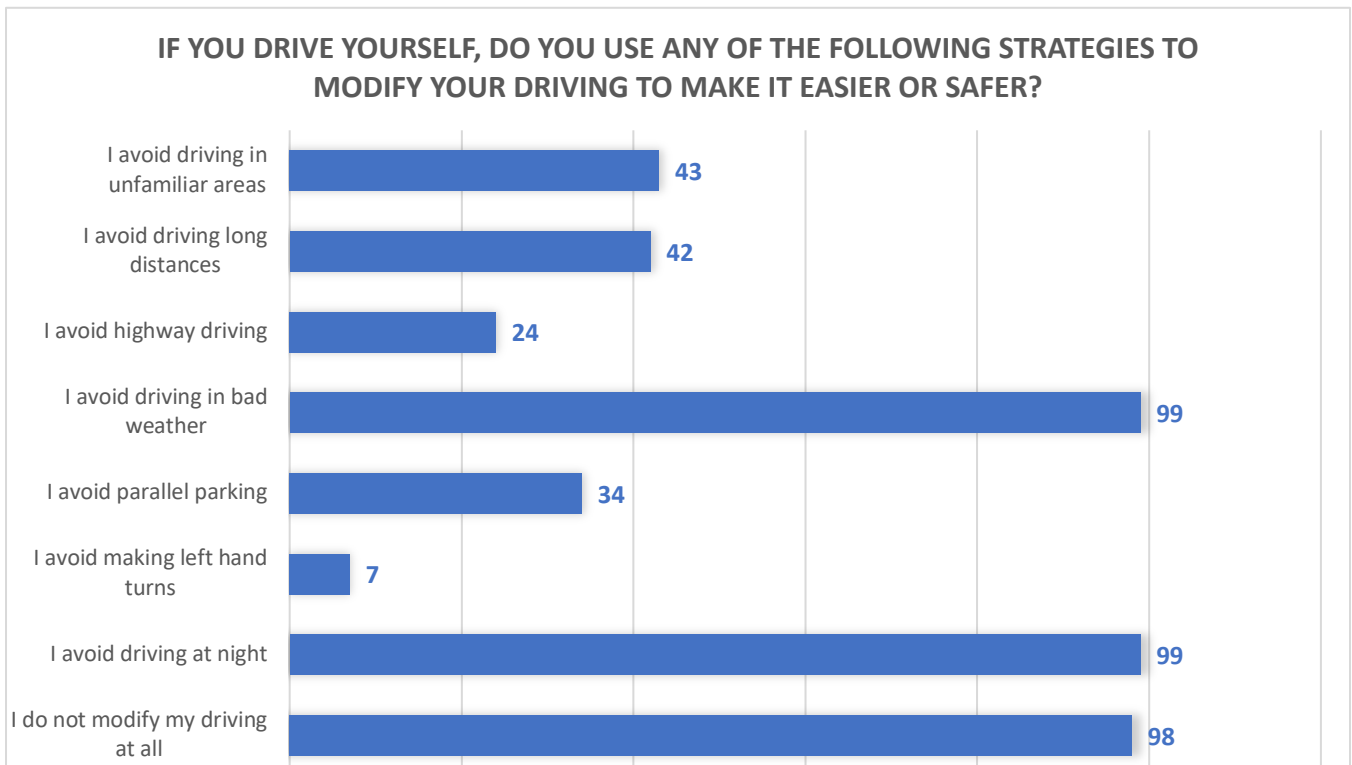
Response	Number of Respondents	Percentage of Respondents
Yes, and I can afford to make these repairs	30	13%
Yes, but I cannot afford to make these repairs	44	19%
No, my current residence does not need repairs	156	68%

## TRANSPORTATION

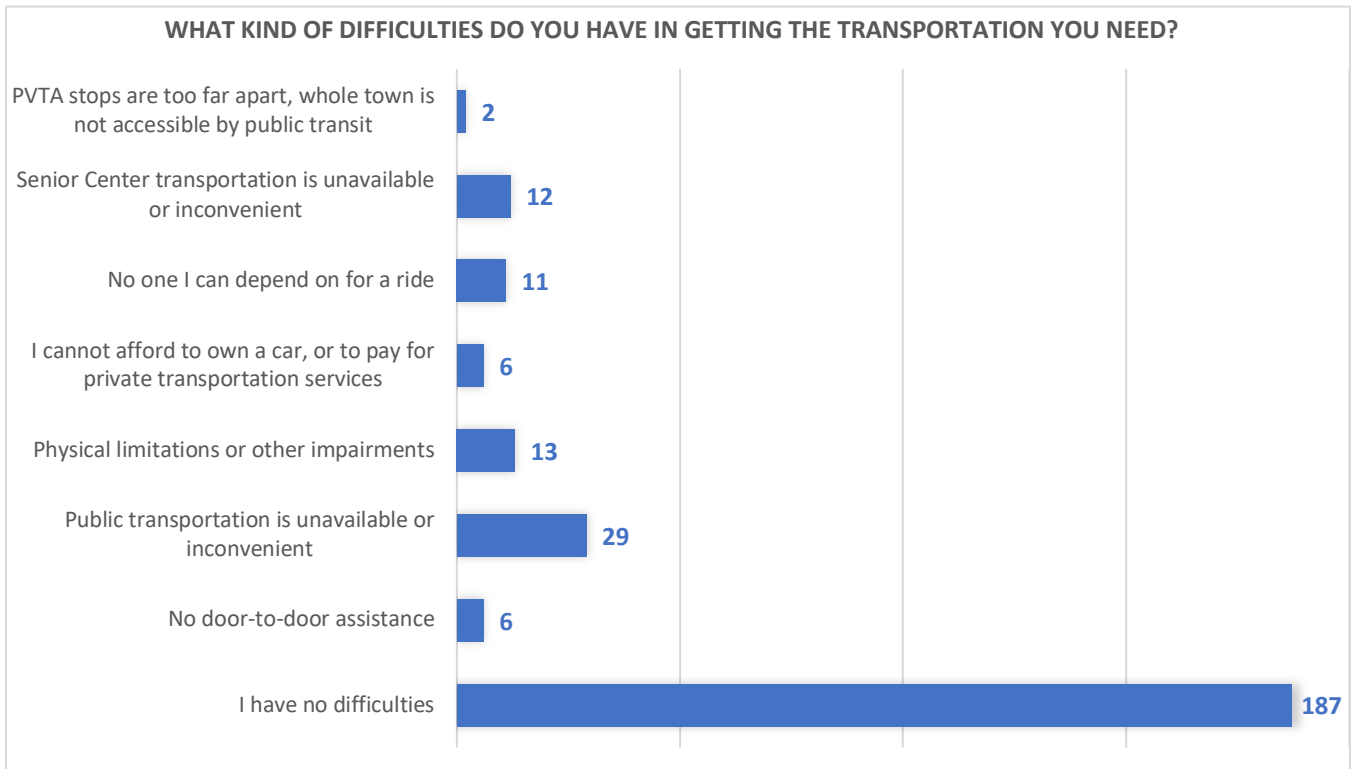
29. What are the primary ways in which you meet your transportation needs? (check all that apply)



30. Do you use any of the following strategies to modify your driving to make it easier or safer? (check all that apply)

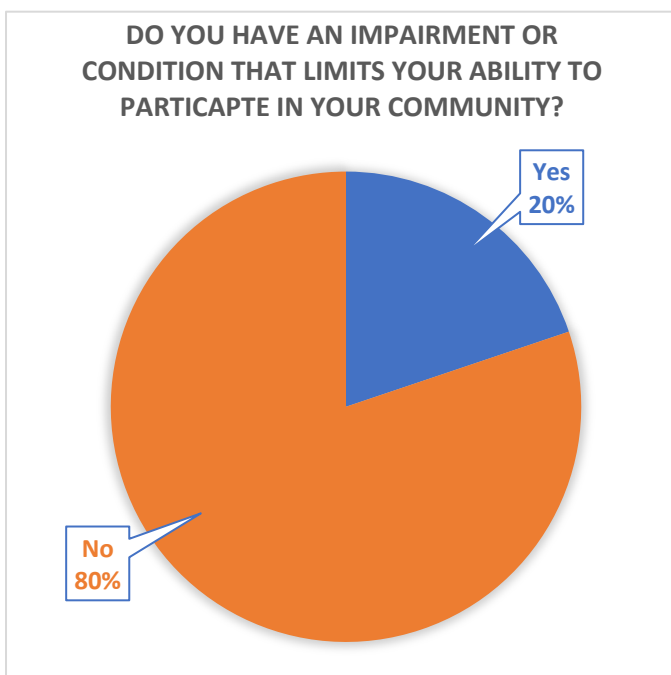


31. What kind of difficulties do you have in getting the transportation that you need? (Check all that apply)



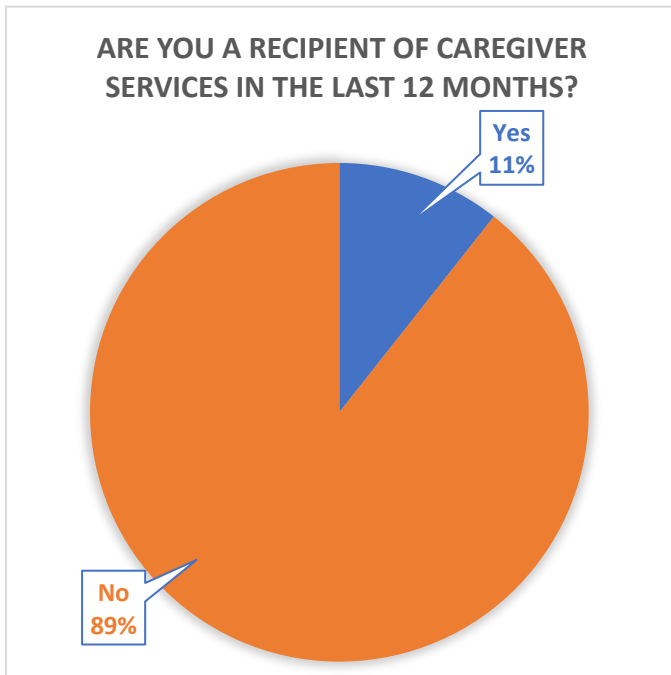
## HEALTH AND CAREGIVER SERVICES

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



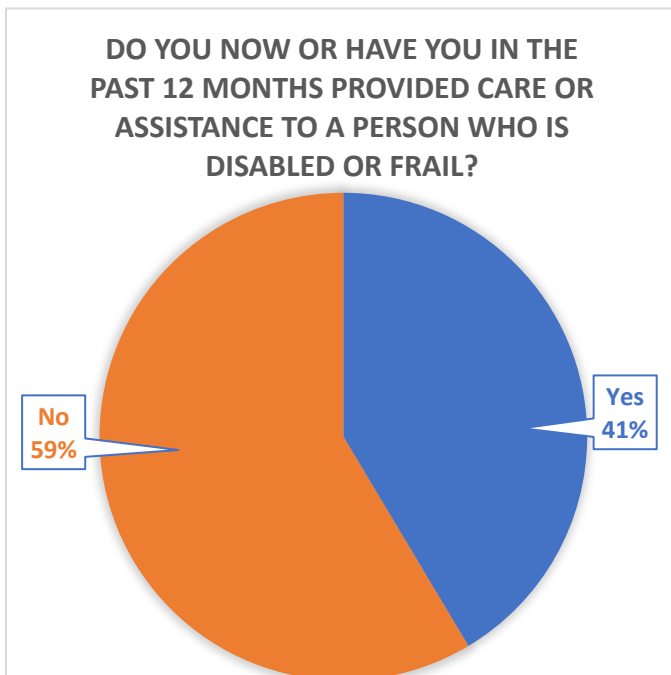
Response	Number of Respondents	Percentage of Respondents
Yes	46	20%
No	186	80%

33. Are you a recipient of Caregiver Services in the last 12 months? (If Yes, go to question 36)



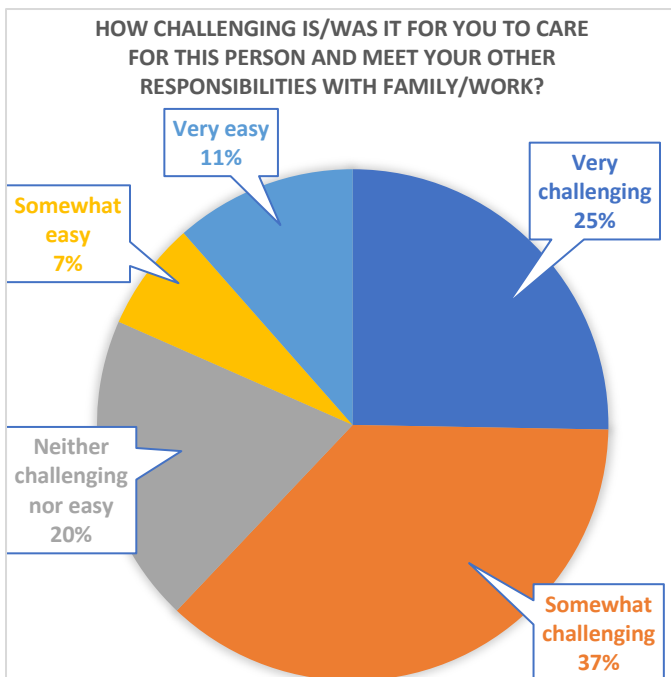
Response	Number of Respondents	Percentage of Respondents
Yes	25	11%
No	210	89%

34. Do you now or have you in the past 12 months provided care or assistance to a person who is disabled or frail (e.g. spouse, parent, relative, friend)? (If Yes, go to question 35)



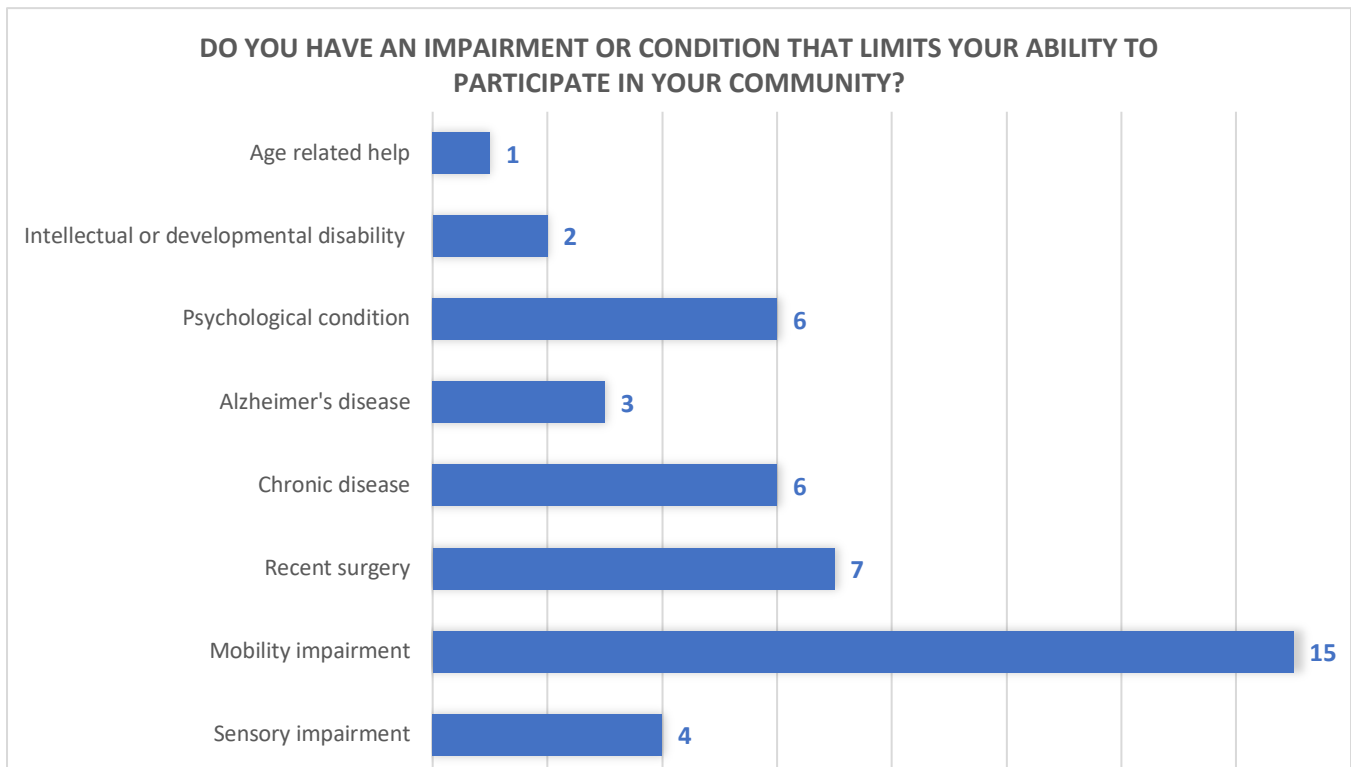
Response	Number of Respondents	Percentage of Respondents
Yes	87	41%
No	123	59%

35. 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?



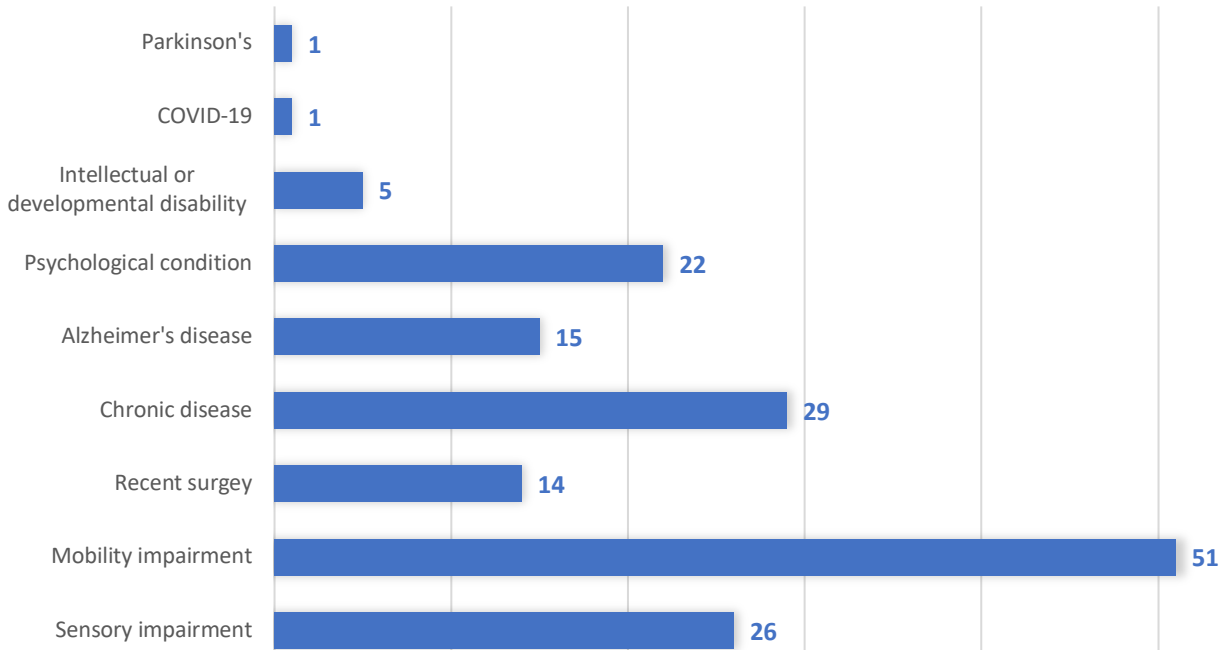
Response	Number of Respondents	Percentage of Respondents
Very challenging	22	25%
Somewhat challenging	32	37%
Neither challenging nor easy	17	20%
Somewhat easy	6	7%
Very easy	10	11%

36. If YES, did [you or] this person have any of the following conditions?



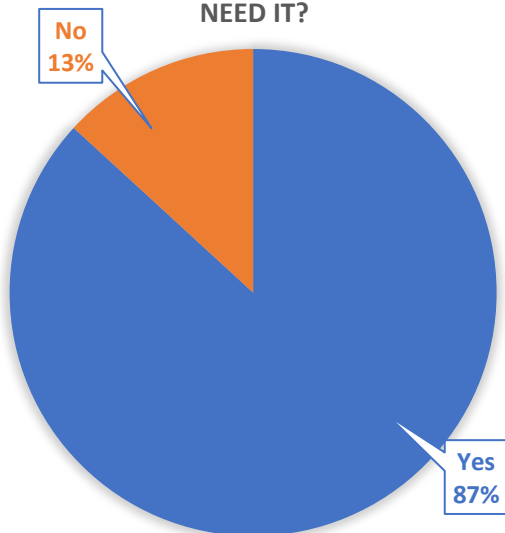


**DID THE PERSON YOU CARE FOR HAVE ANY OF THE FOLLOWING CONDITIONS?**



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

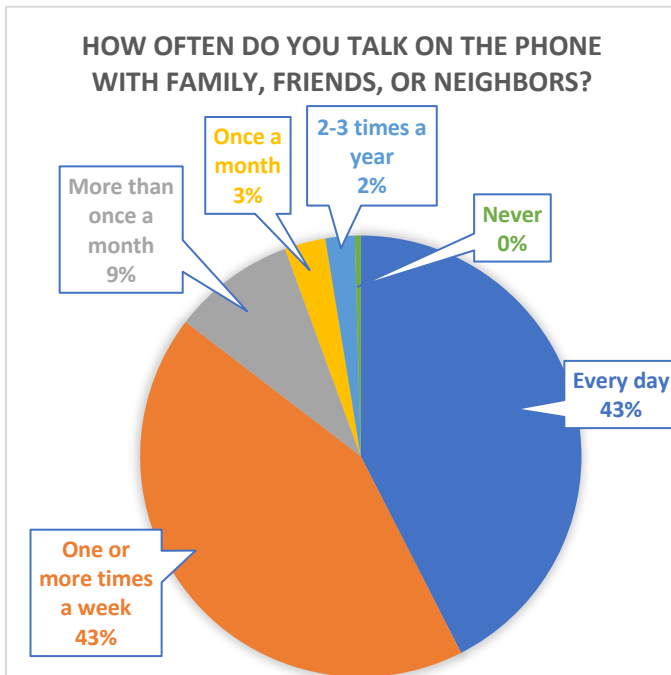
**DO YOU KNOW SOMEONE LIVING WITHIN 30 MINUTES OF YOUR HOME ON WHOM YOU CAN RELY ON FOR HELP WHEN YOU NEED IT?**



Response	Number of Respondents	Percentage of Respondents
Yes	191	87%
No	29	13%

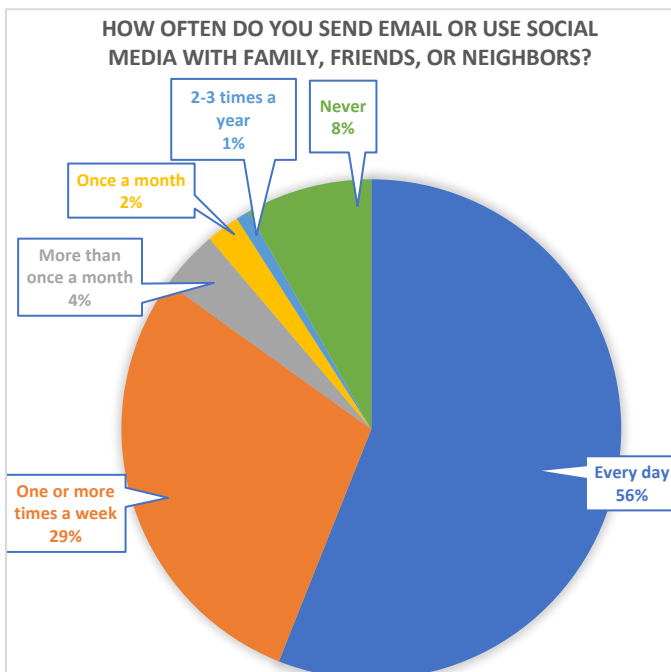
## COMMUNICATION, CIVIC & SOCIAL ENGAGEMENT

38. How often do you talk on the phone with family, friends or neighbors?



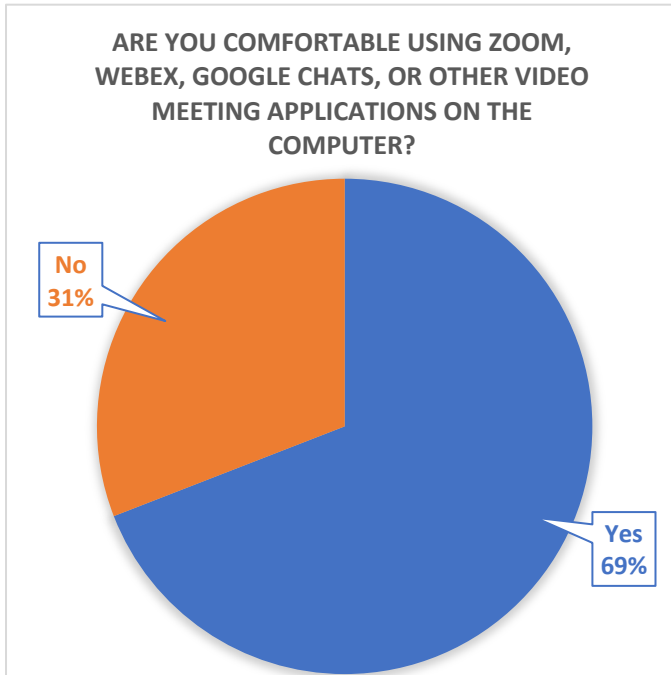
Response	Number of Respondents	Percentage of Respondents
Every day	99	42%
One or more times a week	100	43%
More than once a month	21	9%
Once a month	7	3%
2-3 times a year	5	2%
Never	1	0%

39. How often do you send email or use social media with family, friends or neighbors?



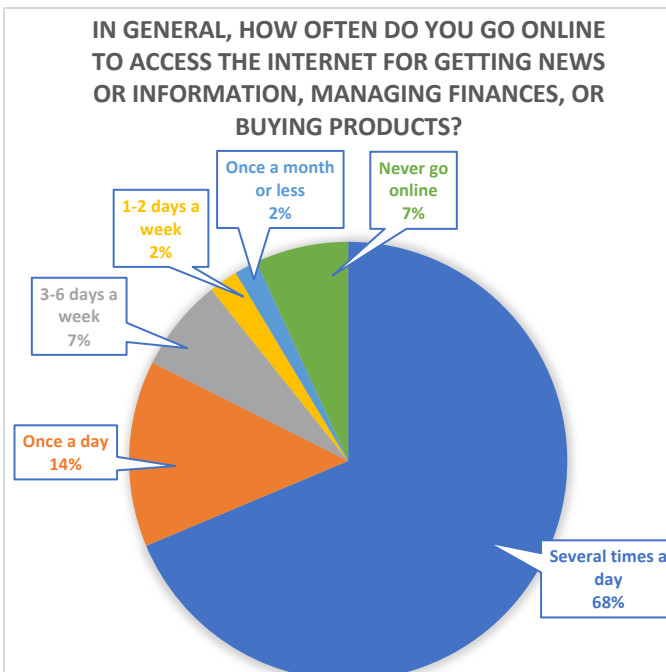
Response	Number of Respondents	Percentage of Respondents
Every day	130	56%
One or more times a week	67	29%
More than once a month	9	4%
Once a month	5	2%
2-3 times a year	2	1%
Never	19	8%

40. Are you comfortable using Zoom, WebEx, Google Chats, or other video meeting applications on the computer?



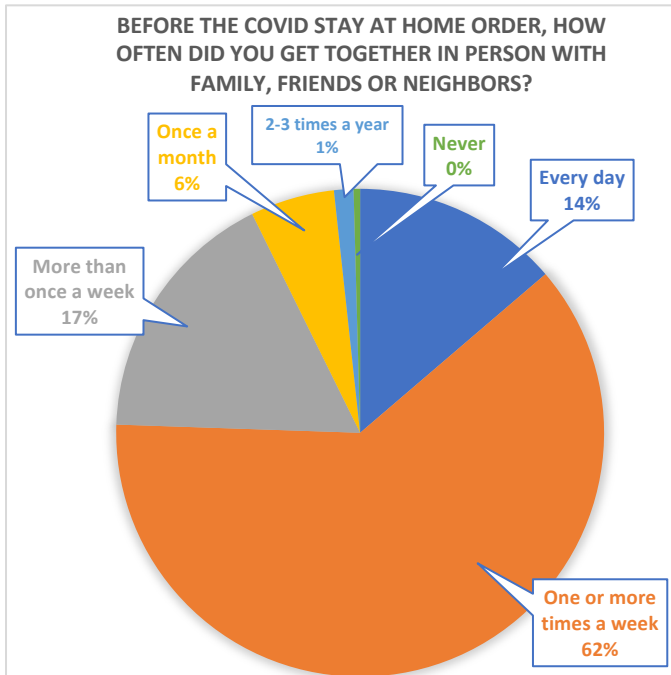
Response	Number of Respondents	Percentage of Respondents
Yes	161	69%
No	72	31%

41. In general, how often do you go online to access the Internet for getting news or information, managing finances or buying products?



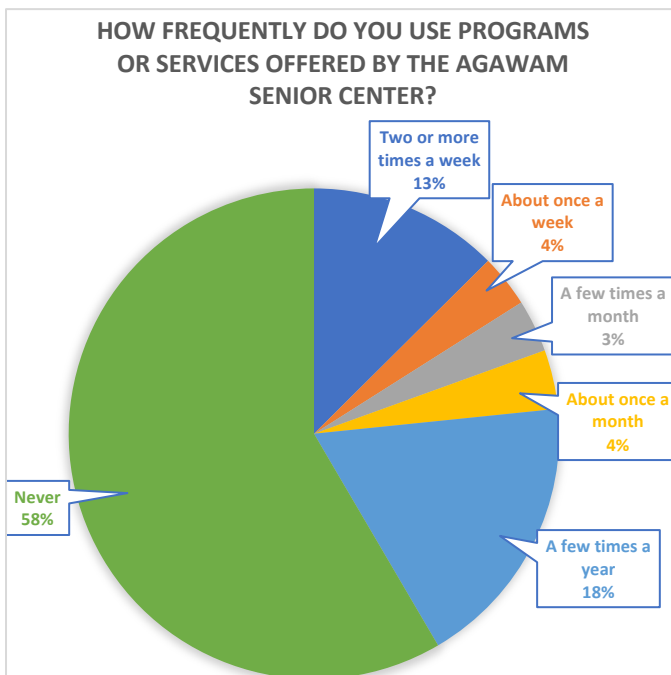
Response	Number of Respondents	Percentage of Respondents
Several times a day	160	69%
Once a day	32	14%
3-6 days a week	16	7%
1-2 days a week	5	2%
Once a month or less	4	2%
Never go online	16	7%

42. Before the COVID stay at home order (March 2020), how often did you get together in person with family, friends or neighbors?



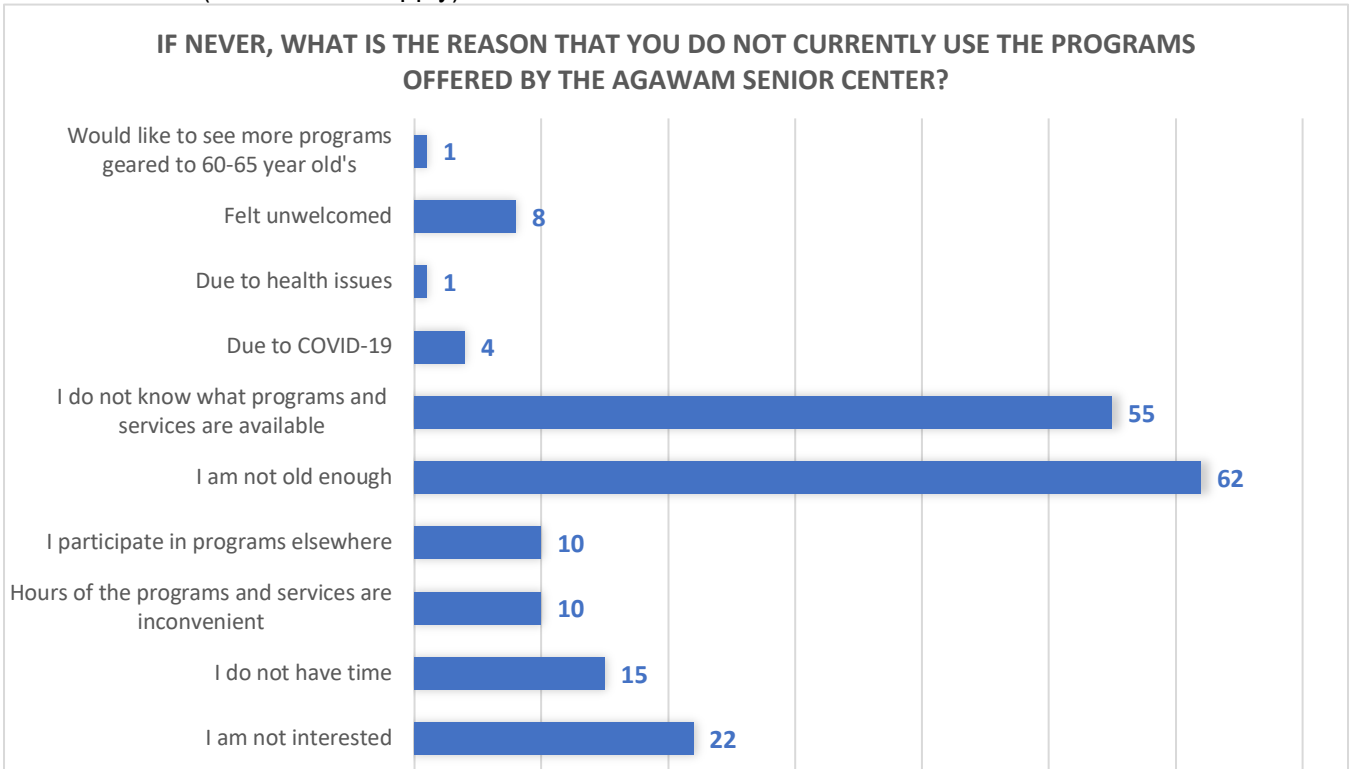
Response	Number of Respondents	Percentage of Respondents
Every day	32	14%
One or more times a week	144	62%
More than once a week	40	17%
Once a month	13	6%
2-3 times a year	3	1%
Never	1	0%

43. How frequently do you use programs or services offered by the Agawam Senior Center?

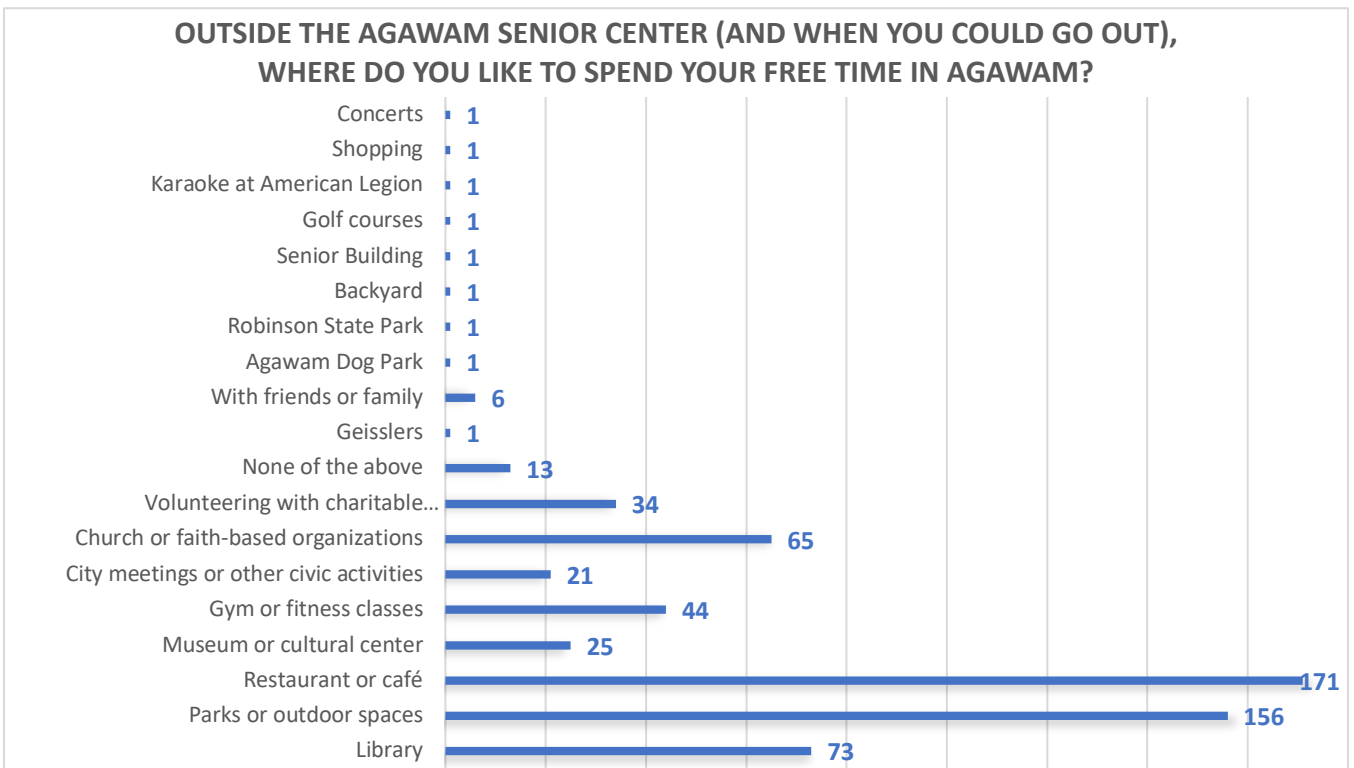


Response	Number of Respondents	Percentage of Respondents
Two or more times a week	29	13%
About once a week	8	3%
A few times a month	8	3%
About once a month	9	4%
A few times a year	42	18%
Never	135	58%

44. If never, what is the reason that you do not currently use programs or services offered by the Agawam Senior Center? (check all that apply)



45. Outside the Agawam Senior Center (and when you could go out), where do you like to spend your free time in Agawam? (Check all that apply)



46. Since the COVID stay-at-home order have you visited or been able to participate in any of the following activities remotely (by computer)? (check all that apply)

