



Age Friendly

Broome County

A Community for Everyone

COMMUNITY REPORT

Results of the 2019 Survey of
Older Adults (Age 55+)

Broome County
Office for Aging



Introduction

The Community Needs Survey (survey) of Broome County adults age 55+ was conducted between February and December 2019. The survey was part of a comprehensive needs assessment undertaken by the Broome County Office for Aging (BCOFA). The needs assessment sought to identify needs and gaps in services experienced by Broome County older adults. BCOFA engaged in this needs assessment following the application to AARP in the fall of 2018 to begin age friendly planning in Broome County.

Shortly after the application was filed and approved by AARP, BCOFA initiated the Broome Age Friendly Project and convened a large community event to introduce age friendly concepts and to seek community support. A large number of community members, organizations, businesses and municipalities attended this event in fall of 2018. Following this introduction to the Broome Age Friendly Project, volunteer workgroups began the planning process, including the design of a community-wide survey. The survey design was completed in early 2019 and distributed widely throughout Broome County.

This report includes brief summaries of the Broome Age Friendly Project, the survey methods and distribution process. Following the summaries, you will find the report sections and data organized by the following categories:

- Housing
- Transportation
- Health
- Caregiving
- Financial
- Social

Each section of the report provides data on questions that were included in the survey. Data is presented in graph and table formats, and when appropriate includes age, income and rural versus urban comparisons. To illustrate the needs of the more vulnerable members of the older population, additional data is featured about a select group of respondents. These respondents include those who reported they:

- live alone,
- are socially isolated
- have fair or poor physical or mental health
- are not aware of social opportunities in their community
- have fallen in the last 12 months
- lack internet access

The BCOFA would like to thank all our community partners as well as the many volunteers for their support with the creation, distribution and analysis of the survey. This includes members of the survey design committee: Dr. Suk-Young Kang, Chris Rounds, Kathy Bunnell, Lisa Schuhle and Lucia Esposito. A special thank you to Binghamton University undergraduate student Alyssa Wei for reviewing collected data and creating this community report. We encourage other community agencies to use data presented in this report to support and inform their planning needs. To learn more about the Broome Age Friendly Project please visit www.gobroomecounty.com/senior.

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Overview of Broome Age Friendly Project:

The project was established in the fall of 2018 when BCOFA applied to AARP on behalf of Broome County. The application resulted in the beginning stages of age friendly planning in the community. The Broome Age Friendly Project supports Broome County in the process of becoming an age friendly community that encourages:

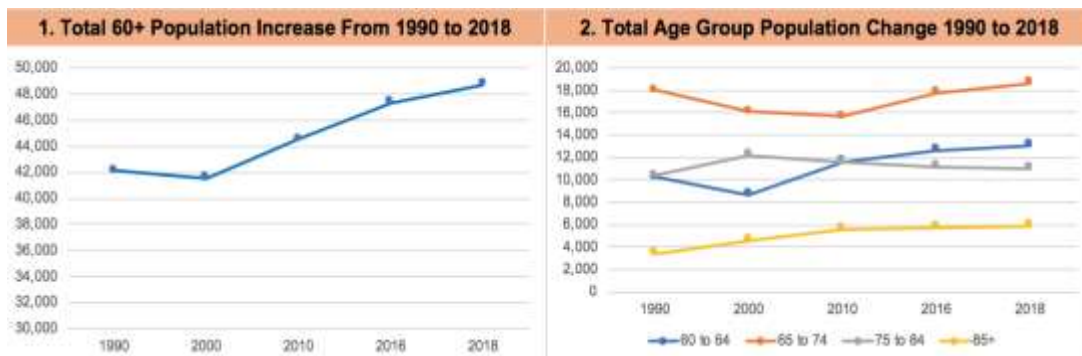
- people of all ages to participate in activities that keep the community healthy and enhances economic stability
- older people to stay connected with others and remain healthy and independent

The Broome Age Friendly Project Goals:

- Promote age friendly concepts and practices throughout our community.
- Support existing and initiate new community efforts that improve quality of life for people of all ages.
- Work with community partners to develop and implement an age friendly Action Plan.
- Seek funding opportunities to implement the age friendly Action Plan.
- Gather information to support funding applications for community projects.

Why Should Broome County be Age Friendly?

- There are more individuals 65+ than children under 13 in New York State.
- The 60+ population in Broome County increased from 42,087 in 1990 to 48,729 in 2018 (15.8% increase).
- The 45+ population in Broome County accounts for 71% of personal income within the community.
- The 2018 Census data estimated that residents 60+ made up 25.1% of the Broome County population.



Overview of The Community Needs Survey:

- Survey was designed to identify the needs and preferences of Broome County adults age 55+
- The results will guide the community planning process of the Broome Age Friendly Project, BCOFA and community partners

Survey Distribution Methods:

- Started in February 2019; closed in December 2019
- Survey distributed by paper, online, and through phone interviews
- Paper copies were distributed at over 100 community locations (churches, senior centers, libraries, senior clubs, municipal offices, primary care sites, community meal sites, etc.)

Categories of Survey Questions:

- Demographics
- Housing
- Transportation
- Health
- Caregiving
- Financial
- Social

Survey Respondents' Demographic Profile:

Total respondents: 2,187

- Paper: 1,145
- Online: 923
- Phone: 119

Average age: 70 years old

Gender:

- Female: 70.66%
- Male: 28.86%
- Other: 0.37%

Marital Status:

- Married: 45.23%
- Single/never married: 11.67%
- Divorced or separated: 19.90%
- Widowed: 23.20%

Residence location:

- Urban: 28.80%
- Suburban: 40.37%
- Rural: 30.81%

Income:

- Under \$19,999: 27%
- \$20,000-\$39,999: 25%
- \$40,000-\$59,999: 18%
- \$60,000+: 30%

Race/ethnicity:

- African American: 2%
- Asian: 1%
- Native American: 1%
- Caucasian: 92%
- Mixed race: 1%
- Prefer not to answer: 22%
- Other: 1%

Hispanic or Latino/a Origin:

- Yes: 1.22%
- No: 98.78%

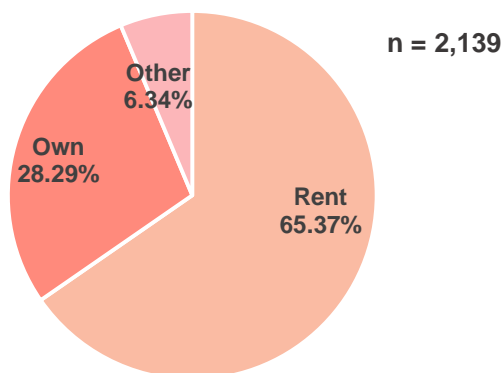
Employment Status:

- Retired: 79.86%
- Full time: 13.78%
- Part time: 9.63%
- Unemployed/searching for employment: 6.13%

Veteran Status:

- Yes: 28.81%
- No: 71.19%

Do you rent or own your primary residence?



Common 'Other' responses included: living with a family member or friend, own building on a rented lot, senior living community

Comparison by reported annual household income: Survey respondents with higher income more frequently reported that they own their home compared to respondents with lower income.

	Rent	Own	Other
Under \$19,999	60.71%	34.10%	5.20%
\$20,000-\$39,999	22.40%	74.13%	3.46%
\$40,000-\$59,999	11.37%	86.29%	2.34%
Over \$60,000	3.68%	94.78%	1.55%

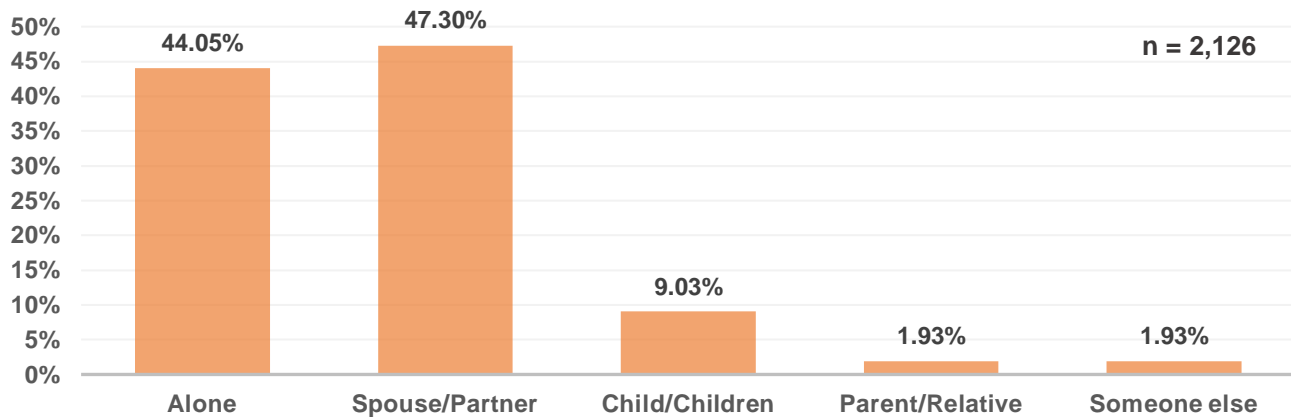
Comparison by age: Respondents age 85+ more frequently reported that they rented their primary residence when compared to the other surveyed age groups. This age group also most frequently reported "other" living arrangements.

	Rent	Own	Other
55-59	24.59%	72.68%	2.73%
60-65	24.71%	73.18%	2.12%
66-74	22.50%	75.41%	2.09%
75-84	25.42%	69.57%	5.01%
85+	28.29%	63.37%	6.34%

Comparison of rural versus urban: The majority of both rural and urban respondents reported they own their primary residence. Respondents who live in rural areas more frequently reported they own their primary residence compared to respondents who resided in urban areas.

	Rent	Own	Other
Urban	31.31%	65.62%	3.07%
Rural	12.55%	83.92%	3.53%

I am currently living with...



Comparison by reported annual household income: Respondents with lower annual income more frequently reported that they live alone compared to respondents with higher income. Respondents in the lowest income group reported living alone four times more than what was reported by the highest income group.

	No-one (Living Alone)	My spouse or partner	My child/children	My parent or other relative	Someone else
Under \$19,999	73.28%	11.69%	10.23%	2.71%	3.13%
\$20,000-\$39,999	52.98%	35.98%	9.81%	1.17%	2.57%
\$40,000-\$59,999	36.36%	56.23%	8.42%	3.37%	0.67%
Over \$60,000	17.76%	79.24%	8.69%	1.35%	1.35%

Comparison by age: Respondents in the oldest age groups more frequently reported that they live alone. Respondents in younger age groups more frequently reported living with a spouse or partner.

	No-one (Living Alone)	My spouse or partner	My child/children	My parent or other relative	Someone else
55-59	29.51%	59.02%	21.86%	3.83%	2.73%
60-65	39.29%	51.90%	7.38%	3.10%	1.67%
66-74	41.13%	51.42%	5.96%	1.34%	1.79%
75-84	51.02%	42.30%	5.75%	0.74%	1.48%
85+	62.69%	24.88%	11.44%	0.00%	1.49%

Comparison of rural versus urban: Respondents from urban areas more frequently reported that they live alone compared to respondents from rural areas.

	No-one (Living Alone)	My spouse or partner	My child/children	My parent or other relative	Someone else
Urban	48.73%	42.56%	8.48%	2.08%	1.93%
Rural	36.93%	54.53%	9.59%	1.71%	1.84%

44% of the total survey respondents reported that they live alone. The following additional data collected through the survey can provide a better understanding of the needs of “live alone” respondents:

Have you fallen in the past 12 months?

- Yes: 27.75%
- No: 72.35%

If yes, have you discussed your fall with your primary care provider?

- Yes: 63.68%
- No: 36.32%

Do you feel that you get enough exercise or physical activity?

- Yes: 57.24%
- No: 42.76%

Do you have access to the Internet?

- Yes: 69.22%
- No: 30.78%

Sometimes, do you feel you are socially isolated?

- Yes: 34.14%
- No: 65.86%

If you feel socially isolated, what prevents you from doing more social activities you would enjoy?

- I cannot physically do activities I would enjoy: 41.13%
- I do not have enough money: 35.46%
- I have a hard time finding activities that interest me: 31.91%
- I am not aware of activities that are available: 27.66%
- Other: 26.24% (I prefer to be alone; physical/mental health issues; employment; caregiving/childcare responsibilities; limited time/busy)
- I do not have transportation: 23.76%
- I do not feel welcomed: 14.89%
- I fear for my safety: 7.09%

Do you feel that there are enough social activities in your community for older adults?

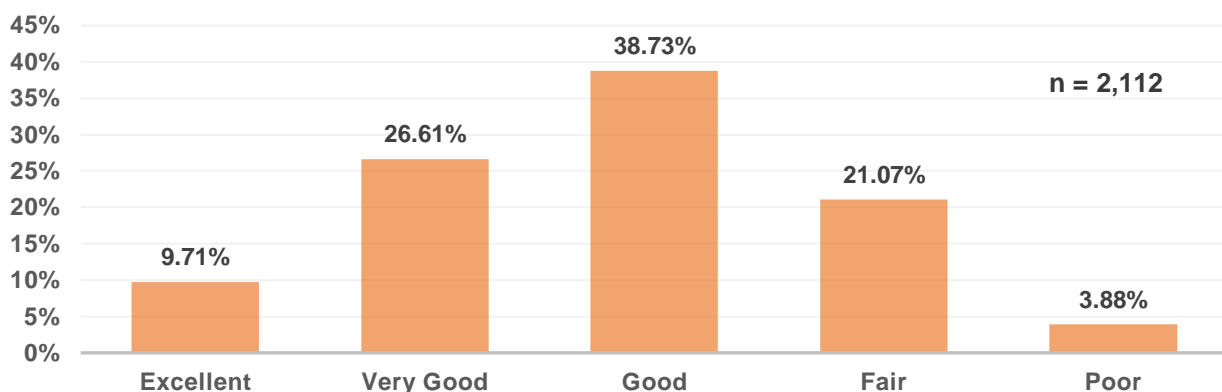
- Yes: 46.40%
- No: 17.75%
- I don't know: 35.50%

If you were looking for a volunteer opportunity, would you know where to look?

- Yes: 70.56%
- No: 29.44%

HOUSING

How would you rate your community as a place for people to live as they age?



Comparison by reported annual household income: Survey respondents with lower annual income more frequently reported that their community is an excellent place to live compared to respondents with higher income. Survey respondents with higher income more frequently reported that their community is a “very good” or “good” place to live as they age.

	Excellent	Very Good	Good	Fair	Poor
Under \$19,999	11.48%	26.10%	37.16%	20.88%	4.38%
\$20,000-\$39,999	11.01%	24.59%	39.58%	19.91%	4.92%
\$40,000-\$59,999	8.00%	31.00%	39.00%	21.33%	0.67%
Over \$60,000	8.01%	30.86%	38.48%	19.92%	2.73%

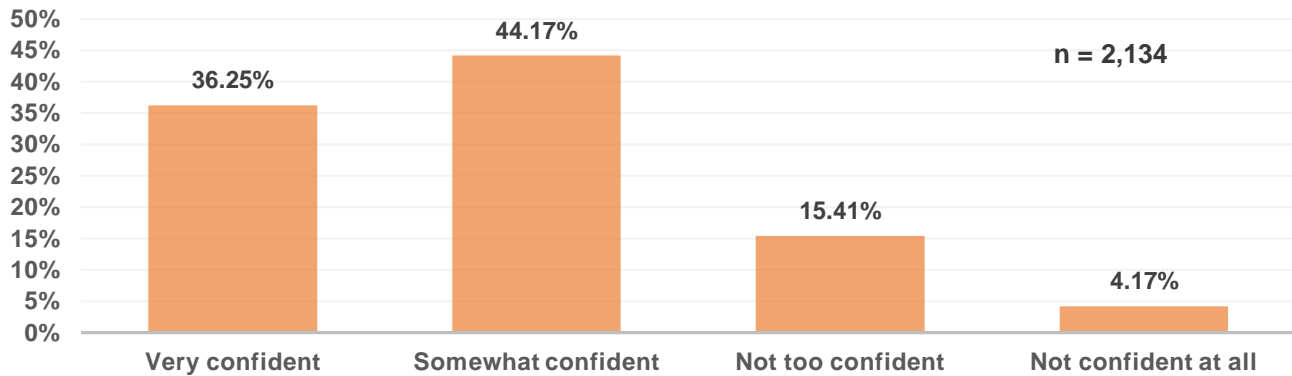
Comparison by age: As age increased, respondents more frequently reported that their community is an excellent or very good place to live as they age. Compared to older survey respondents younger survey respondents more frequently reported that their community is a “fair” or “poor” place to live as they age.

	Excellent	Very Good	Good	Fair	Poor
55-59	9.93%	20.99%	35.91%	28.18%	5.52%
60-65	7.11%	21.33%	41.00%	25.83%	4.74%
66-74	6.35%	27.23%	39.79%	22.39%	4.24%
75-84	13.85%	29.03%	38.52%	15.56%	3.04%
85+	18.46%	37.44%	31.79%	11.28%	1.03%

Comparison of urban versus rural: Those residing in urban or rural areas of Broome County provided consistent ratings of their communities as a place to live as they age. No significant differences were noted when comparing responses from rural and urban respondents.

	Excellent	Very Good	Good	Fair	Poor
Urban	9.66%	26.97%	39.44%	20.50%	3.43%
Rural	9.48%	26.03%	38.45%	21.50%	4.54%

How confident are you that you will be able to continue living in your current residence for as long as you like?



What are some reasons you might consider moving from your current home?

- I don't plan on moving: 39.51%
- No longer able to maintain my home: 39.37%
- Reduce living costs: 20.84%
- Better access to transportation services: 17.44%
- Better climate: 17.03%
- Better access to community and social activities: 14.17%
- To be closer to family: 11.31%
- Better access to hospitals/health services: 10.49%
- My home has too many stairs and/or no bathroom on the first floor: 9.81%
- Lower crime/more safety: 1.36%

Comparison by reported annual household income: Approximately 80% of the survey respondents in each income group were confident or somewhat confident about their ability to remain in their homes as they age. When compared to survey respondents with higher income, survey respondents with income under \$19,999 more frequently reported not being confident at all that they will be able to remain in their homes as they age.

	Very Confident	Somewhat Confident	Not too confident	Not confident at all
Under \$19,999	42.59%	38.62%	14.61%	4.18%
\$20,000-\$39,999	35.13%	43.33%	15.93%	5.62%
\$40,000-\$59,999	35.20%	47.51%	13.95%	3.32%
Over \$60,000	33.27%	47.69%	16.35%	2.69%

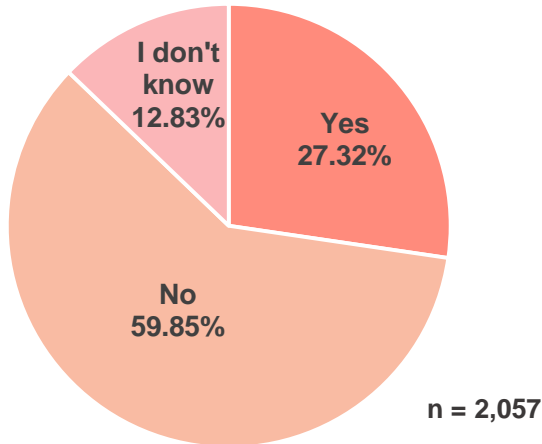
Comparison age: Across all age groups, 75 and older were the most confident, either very or somewhat, that they will be able to remain in their current residence for as long as they live.

	Very Confident	Somewhat Confident	Not too confident	Not too confident at all
55-59	36.07%	41.53%	18.53%	3.83%
60-65	28.33%	45.00%	21.19%	5.48%
66-74	33.88%	46.03%	16.64%	3.45%
75-84	40.48%	45.29%	10.72%	3.51%
85+	48.48%	38.89%	9.09%	3.54%

Comparison of urban versus rural: There was no significant difference when comparing responses from rural and urban survey respondents.

	Very Confident	Somewhat Confident	Not too confident	Not too confident at all
Urban	35.89%	45.55%	14.85%	3.71%
Rural	36.18%	42.50%	16.18%	5.13%

Does your home need any major repairs such as a new roof, heating system or a septic system that could cost \$1,000 or more to fix?



If yes, why has it not been fixed?

- High cost: 57.48%
- Unable to physically do it myself: 35.95%
- Difficulty finding a good contractor: 20.80%
- In progress/scheduled: 12.77%
- Other: 27.01% (*Common 'other' responses include: repairs subject to owner/landlord, limited by weather/seasons, future plans for renovation but not a concern at this time).*)

Comparison by reported annual household income: Survey respondents with income over \$60,000 most frequently reported that their homes do not need any major repairs. Out of all the income groups, respondents with income under \$19,999 most frequently reported not knowing if their home needs major repairs.

	Yes	No	I don't know
Under \$19,999	24.49%	54.41%	20.70%
\$20,000-\$39,999	31.74%	50.84%	17.42%
\$40,000-\$59,999	34.44%	57.67%	8.00%
Over \$60,000	27.00%	67.46%	5.52%

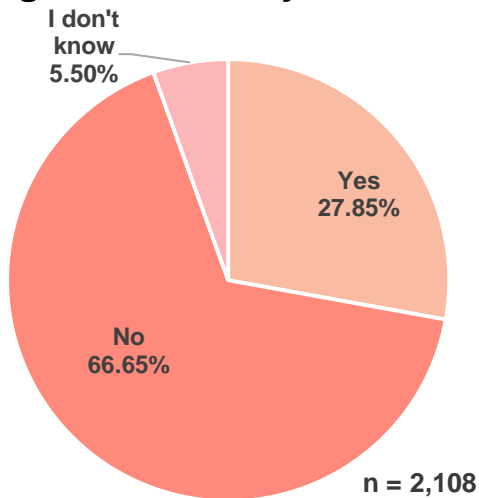
Comparison by age: Younger survey respondents more frequently reported that their homes needed major repairs compared to older respondents.

	Yes	No	I don't know
55-59	37.02%	53.59%	9.39%
60-65	33.09%	54.74%	12.17%
66-74	24.57%	62.29%	13.14%
75-84	25.34%	61.79%	12.87%
85+	14.75%	69.95%	15.30%

Comparison of urban versus rural: Survey respondents from rural areas more frequently reported that their home needed major repairs compared to respondents from urban areas.

	Yes	No	I don't know
Urban	25.82%	60.79%	13.39%
Rural	29.60%	58.80%	11.60%

Does your home need any small repairs such as installing a railing or replacing a faucet that you are unable to take care of yourself?



If yes, what is your difficulty in getting this repaired?

- High cost: 32.33%
- Unable to physically do it myself: 58.83%
- Difficulty finding a good contractor: 33.57%
- In progress/scheduled: 9.89%
- Other: 21.20% (*Common 'other' responses included: longer wait time for small repairs, repairs subject to owner/landlord, find time to personally/have family member repair*)

Comparison by reported annual household income: Survey respondents with income in the \$20,000 to \$39,999 range most frequently reported needing small repairs. Out of all the income groups, survey respondents in the under \$19,999 income group most frequently reported not knowing whether their homes need small repairs.

	Yes	No	I don't know
Under \$19,999	26.14%	63.18%	10.68%
\$20,000-\$39,999	38.13%	56.35%	5.52%
\$40,000-\$59,999	31.21%	66.11%	2.68%
Over \$60,000	22.00%	75.80%	2.20%

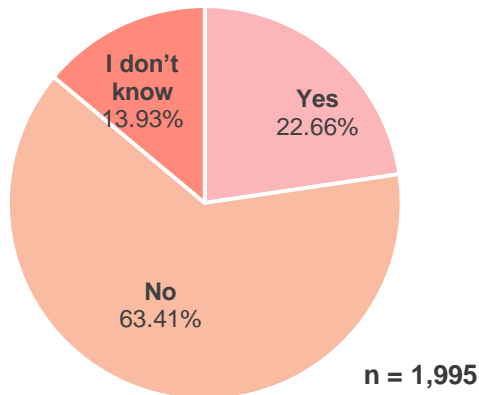
Comparison by age: Survey respondents age 60 – 65 reported needing small repairs more than other age groups. Out of all the age groups, survey respondents age 85+ most frequently reported not knowing whether their homes need small repairs.

	Yes	No	I don't know
55-59	23.89%	72.22%	3.89%
60-65	30.15%	64.46%	5.39%
66-74	27.66%	67.09%	5.25%
75-84	27.87%	66.60%	5.53%
85+	21.02%	70.45%	8.52%

Comparison of urban versus rural: There is was no significant difference when comparing responses from rural and urban survey respondents.

	Yes	No	I don't know
Urban	27.79%	65.90%	6.31%
Rural	29.32%	66.11%	4.56%

Does your home need home accessibility modifications to help you remain there as you age?



If yes, what would those modifications be?

Common responses included:
ramp installation, addition of railings, bathroom (bathtub) modifications, first floor accessibility, wider door frames for wheel chair accessibility

Comparison by reported annual household income: Survey respondents with income over \$60,000 most frequently reported needing accessibility modifications to their homes.

	Yes	No	I don't know
Under \$19,999	16.28%	70.18%	13.53%
\$20,000-\$39,999	24.82%	61.69%	13.49%
\$40,000-\$59,999	18.12%	69.69%	12.20%
Over \$60,000	30.40%	55.20%	14.40%

Comparison by age: Survey respondents in the younger age groups more frequently reported needing accessibility modifications to their homes compared to older survey respondents.

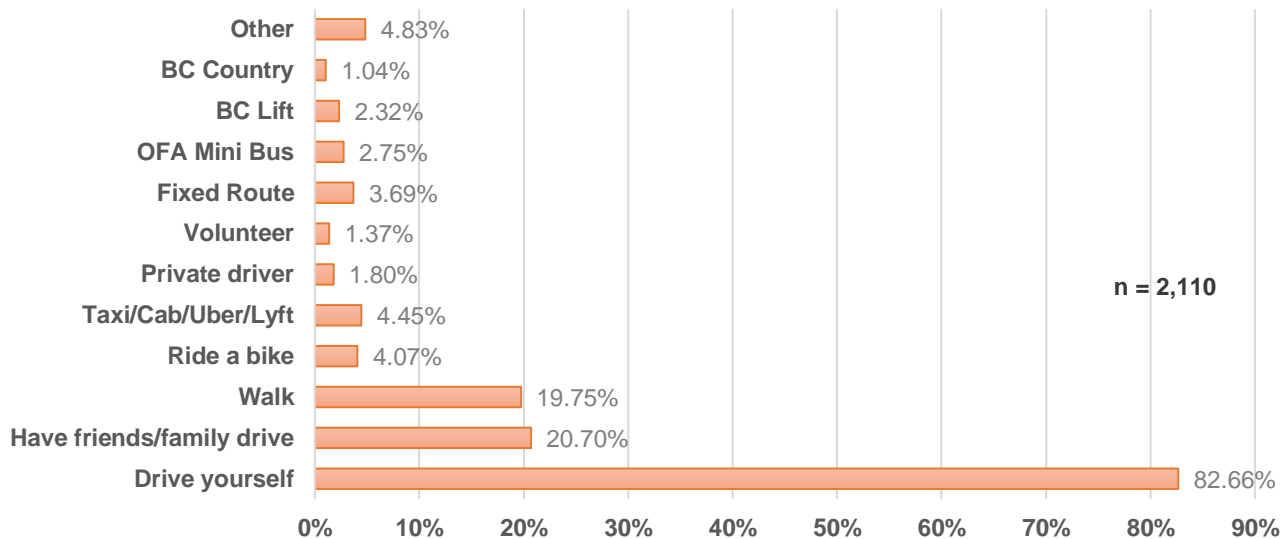
	Yes	No	I don't know
55-59	27.84%	59.09%	13.07%
60-65	29.28%	56.82%	13.90%
66-74	22.56%	60.16%	17.28%
75-84	17.91%	70.82%	11.27%
85+	12.57%	74.29%	13.14%

Comparison of urban versus rural: There were no significant differences when comparing responses from rural and urban survey respondents.

	Yes	No	I don't know
Urban	22.92%	61.71%	15.37%
Rural	23.33%	64.41%	12.08%

TRANSPORTATION

How do you normally get around?



Common “Other” Responses included: Private housing facility bus; Veteran’s Department van, powered wheelchair/ scooter, Medivan.

Comparison by reported annual household income: Survey respondents with lower annual income most frequently reported that they utilize public transportation options, taxis, private drivers, volunteers, friends/family and other options. This group of survey respondents was also least frequently reported driving to get around. Respondents in higher income groups most frequently reported that they drive, walk and ride a bike to get around. Survey respondents with higher income less frequently reported relying on public transportation, volunteers, friends and/or family to get around.

	Under \$19,999	\$20,000-\$39,999	\$40,000-\$59,999	Over \$60,000
BC Country	2.90%	0.93%	0.00%	0.38%
BC Lift	7.25%	1.16%	0.00%	0.00%
OFA Mini Bus	7.25%	1.86%	0.99%	0.00%
Fixed Route	9.73%	3.02%	2.31%	0.38%
Volunteer driver	2.69%	0.70%	2.64%	0.19%
Private driver	2.07%	1.86%	1.32%	1.15%
Taxi/Cab/Uber/Lyft	8.90%	2.09%	3.63%	3.65%
Ride a bike	3.73%	1.62%	5.28%	7.31%
Walk	22.15%	16.47%	23.10%	20.19%
Have friend/family drive	30.65%	23.67%	17.49%	9.62%
Drive yourself	57.76%	84.92%	95.05%	97.69%
Other	8.49%	6.96%	1.32%	1.73%

TRANSPORTATION

Comparison by age: Respondents in the oldest age group more frequently reported that they do not drive as compared to younger respondents. The oldest age groups more frequently reported the they utilized friends and family, volunteer drivers, OFA Mini Bus, private drivers and other options compared to survey respondents in younger age groups.

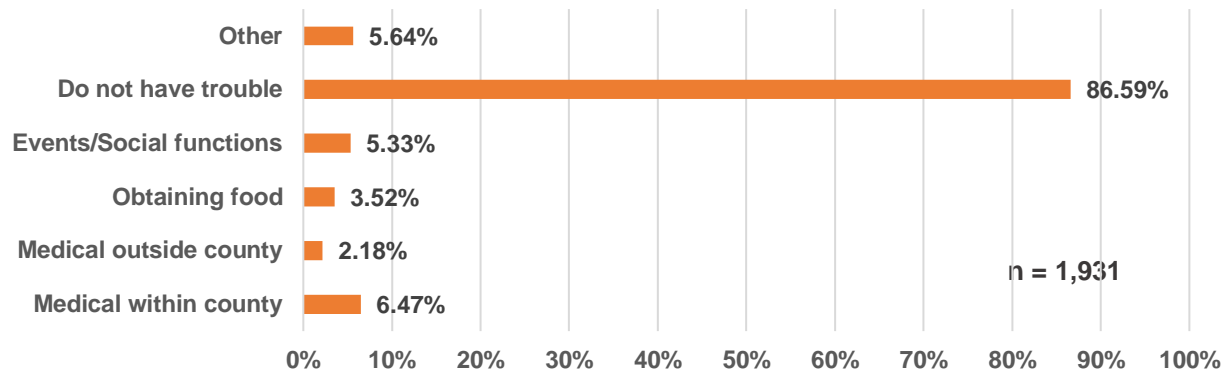
	55-59	60-65	66-74	75-84	85+
BC Country	1.68%	1.20%	1.21%	0.56%	0.51%
BC Lift	2.79%	3.13%	2.42%	1.31%	1.02%
OFA Mini Bus	0.00%	3.13%	2.11%	3.55%	3.57%
Fixed Route	5.03%	6.25%	3.47%	1.87%	3.57%
Volunteer driver	1.12%	0.24%	0.91%	2.43%	2.55%
Private driver	0.00%	0.72%	1.81%	1.87%	5.61%
Taxi/Cab/Uber/Lyft	7.26%	6.01%	4.83%	3.18%	1.53%
Ride a bike	6.15%	7.45%	4.23%	1.31%	1.02%
Walk	20.67%	25.48%	21.90%	16.07%	9.69%
Have friend/family drive	16.20%	16.11%	15.56%	23.36%	43.88%
Drive yourself	84.92%	86.78%	86.56%	82.62%	61.22%
Other	3.91%	3.13%	3.93%	5.23%	12.24%

Comparison of urban versus rural: Survey respondents residing in rural areas more frequently reported that they drive rather than utilize taxi/Uber/Lyft, walk, friends and family and public transportation options compared to survey respondents from urban areas.

	Rural	Urban
BC Country	0.53%	1.01%
BC Lift	0.93%	2.89%
OFA Mini Bus	0.80%	3.67%
Fixed Route	0.40%	5.62%
Volunteer driver	1.86%	0.94%
Private driver	1.59%	1.87%
Taxi/Cab/Uber/Lyft	1.33%	6.08%
Ride a bike	1.99%	5.15%
Walk	11.55%	24.10%
Have friend/family drive	18.06%	21.68%
Drive yourself	87.78%	79.64%
Other	3.05%	6.08%

TRANSPORTATION

Have you recently had trouble with any of the following due to lack of transportation options?



'Other' responses include: recently changed primary care doctor to a closer location, shopping is difficult, getting home in a timely manner with public options, cancel appointments based on weather conditions

Compared reported annual household income: Respondents with annual income under \$19,999 were the group that most frequently reported issues with obtaining medical care, food and being able to attend social events due to lack of transportation options. As annual income increased respondents less frequently reported issues obtaining food, medical care and attending social events due to lack of transportation options.

	Under \$19,999	\$20,000-\$39,999	\$40,000-\$59,999	Over \$60,000
Medical within county	13.64%	7.69%	2.80%	1.03%
Medical outside county	5.45%	1.24%	1.08%	0.62%
Obtaining food	8.64%	3.47%	1.08%	0.21%
Events/Social functions	11.59%	5.21%	2.52%	1.44%
Do not have trouble	73.41%	87.34%	92.81%	95.07%
Other	7.73%	4.47%	5.04%	3.70%

TRANSPORTATION

Comparison by age: The majority of survey respondents reported no difficulties due to a lack of transportation. In the 55-59, 66-74, 75-84 and 85+ age group obtaining medical care within the county was the most frequently reported difficulty due to a lack of transportation. Attending events and social functions was the most frequently reported difficulty by survey respondents in the 60-65 age groups.

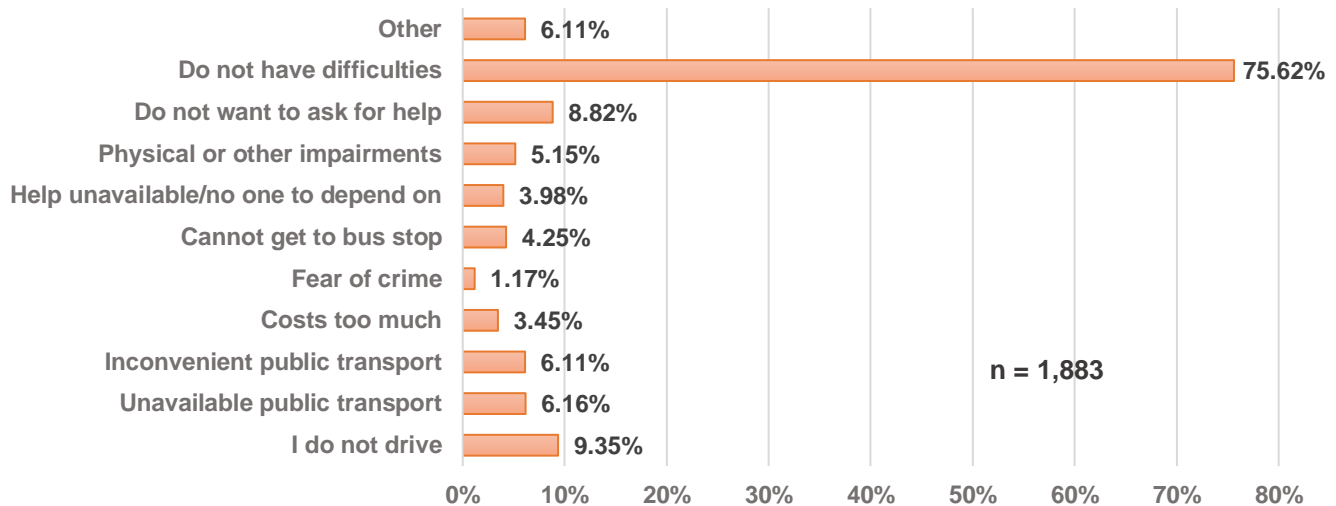
	55-59	60-65	66-74	75-84	85+
Medical within county	7.65%	6.77%	5.25%	6.15%	7.60%
Medical outside county	1.76%	1.82%	2.13%	2.87%	1.75%
Obtaining food	6.47%	3.91%	2.46%	3.48%	1.75%
Events/Social functions	4.71%	7.55%	4.43%	4.92%	4.68%
Do not have trouble	83.53%	86.20%	88.01%	86.68%	88.30%
Other	7.65%	5.73%	4.93%	6.15%	3.51%

Comparison of urban versus rural: Accessing medical care within the county was the most frequently reported difficulty by both rural and urban survey respondents. Survey respondents in urban areas more frequently reported inability to attend events and social functions because of lack of transportation compared to respondents in rural areas.

	Rural	Urban
Medical within county	6.48%	6.49%
Medical outside county	1.41%	2.42%
Obtaining food	3.10%	3.72%
Events/Social functions	3.38%	6.32%
Do not have trouble	88.87%	85.28%
Other	5.35%	6.06%

TRANSPORTATION

What difficulties do you have in getting the transportation that you need?



'Other' responses included: cannot afford payments on my car, cannot drive at night, on highways, in snow or rain, no same day service for scheduling rides.

Comparison by reported annual household income: Survey respondents with lower income reported the most difficulties getting the transportation they need, including not driving, transportation cost, physical impairments and limited supports from others. Survey respondents in this income group also most frequently reported difficulties with utilizing public transportation because it is inconvenient.

	Under \$19,999	\$20,000-\$39,999	\$40,000-\$59,999	Over \$60,000
I do not drive	21.82%	7.73%	4.46%	1.47%
Unavailable public transport	7.73%	6.44%	3.72%	5.04%
Inconvenient public transport	12.05%	4.38%	4.46%	2.73%
Costs too much	8.86%	2.58%	0.74%	0.84%
Fear of crime	2.27%	1.03%	0.37%	0.84%
Cannot get to bus stop	6.82%	5.41%	1.49%	2.10%
Help unavailable/no one to depend on	7.05%	4.12%	2.97%	0.63%
Physical or other impairments	9.32%	6.44%	2.97%	3.36%
Do not want to ask for help	1.00%	11.08%	6.69%	3.36%
Do not have difficulties	58.86%	75.00%	82.27%	88.87%
Other	8.86%	5.15%	5.20%	3.99%

TRANSPORTATION

Comparison by age: Older survey respondents most frequently reported not driving, physical or other impairments and not wanting to ask for help as difficulties preventing them getting the transportation they need. Younger survey respondents most frequently reported cost of transportation, not being able to get to a bus stop and limited supports as obstacles to transportation.

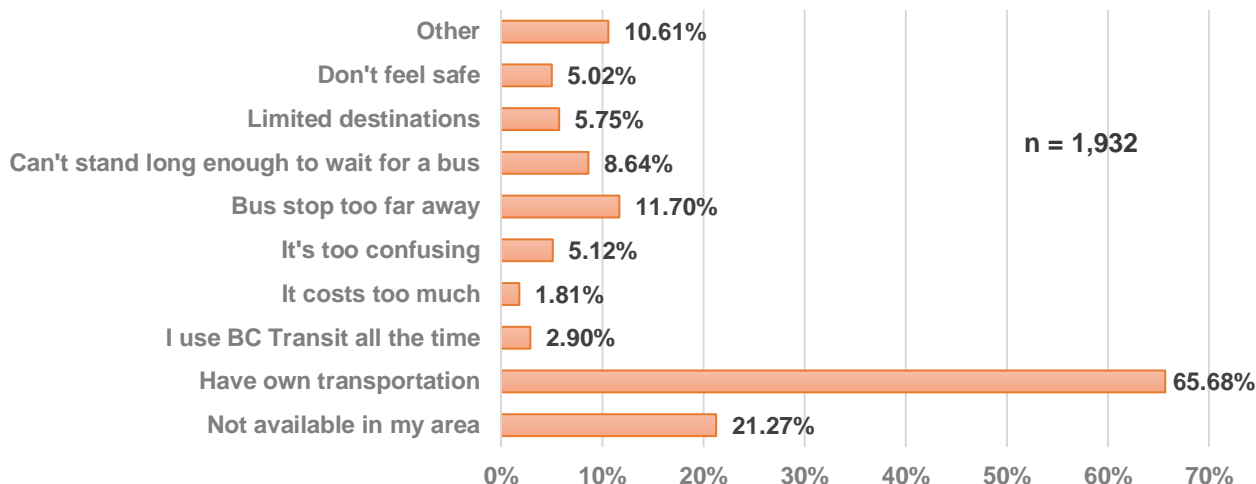
	55-59	60-65	66-74	75-84	85+
I do not drive	8.33%	7.45%	6.94%	10.26%	18.75%
Unavailable public transport	5.36%	5.59%	5.45%	7.05%	6.25%
Inconvenient public transport	5.95%	7.71%	4.63%	5.98%	6.88%
Costs too much	4.76%	4.52%	3.14%	2.56%	2.50%
Fear of crime	0.60%	1.60%	1.16%	1.28%	1.25%
Cannot get to bus stop	4.17%	3.72%	4.30%	3.63%	1.88%
Help unavailable/no one to depend on	4.76%	3.72%	4.30%	3.63%	1.88%
Physical or other impairments	4.76%	5.85%	3.14%	7.05%	6.88%
Do not want to ask for help	6.55%	9.04%	9.09%	8.76%	11.25%
Do not have difficulties	76.79%	77.39%	77.19%	74.79%	67.50%
Other	6.55%	6.91%	5.62%	5.34%	6.88%

Comparison of urban versus rural: Rural survey respondents most frequently reported unavailable public transportation preventing them from utilizing the transportation they need. Urban survey respondents most frequently reported not driving that prevents them from getting the transportation they need.

	Rural	Urban
I do not drive	6.89%	10.73%
Unavailable public transport	10.48%	3.23%
Inconvenient public transport	5.09%	6.72%
Costs too much	2.10%	4.28%
Fear of crime	0.60%	1.57%
Cannot get to bus stop	4.64%	3.93%
Help unavailable/no one to depend on	3.89%	4.01%
Physical or other impairments	4.34%	5.67%
Do not want to ask for help	8.83%	8.99%
Do not have difficulties	77.69%	74.52%
Other	4.04%	7.24%

TRANSPORTATION

What is the primary reason you wouldn't use the regular BC Transit fixed route buses?



'Other' responses included: takes too long, cannot control timing, not reliable, need more information about how to use it and about availability and schedules, health issues, concerns with cleanliness of buses.

Comparison by reported annual household income: Having personal transportation, lack of availability in survey respondents' area and bus stop close to residence were the most frequently selected reasons for not utilizing the BC Transit Fixed Route system. Survey respondents with lower income most frequently cited cost, confusion about the system, bus stop locations too far from residence, not being able to stand long enough to wait for a bus, not feeling safe and limited destinations as reasons for not using the BC Transit Fixed Route service. Survey respondents with higher income most frequently reported that they don't use the BC Transit Fixed Route service because they have their own transportation, the service is not available in their area and bus stops are too far from their residence.

	Under \$19,999	\$20,000-\$39,999	\$40,000-\$59,999	Over \$60,000
Not available in my area	14.97%	22.89%	24.11%	24.64%
Have own transportation	47.39%	66.67%	74.47%	74.53%
I use BC Transit all the time	9.98%	1.49%	0.35%	0.00%
It costs too much	5.67%	1.24%	0.35%	0.21%
It's too confusing	9.98%	4.98%	3.19%	2.90%
Bus stop too far away	14.06%	9.95%	12.06%	11.00%
Can't stand long enough to wait for a bus	16.78%	10.45%	4.61%	4.14%
Limited destinations	9.75%	4.98%	3.19%	5.38%
Don't feel safe	7.71%	4.98%	6.38%	2.69%
Other	15.65%	11.19%	6.03%	7.04%

TRANSPORTATION

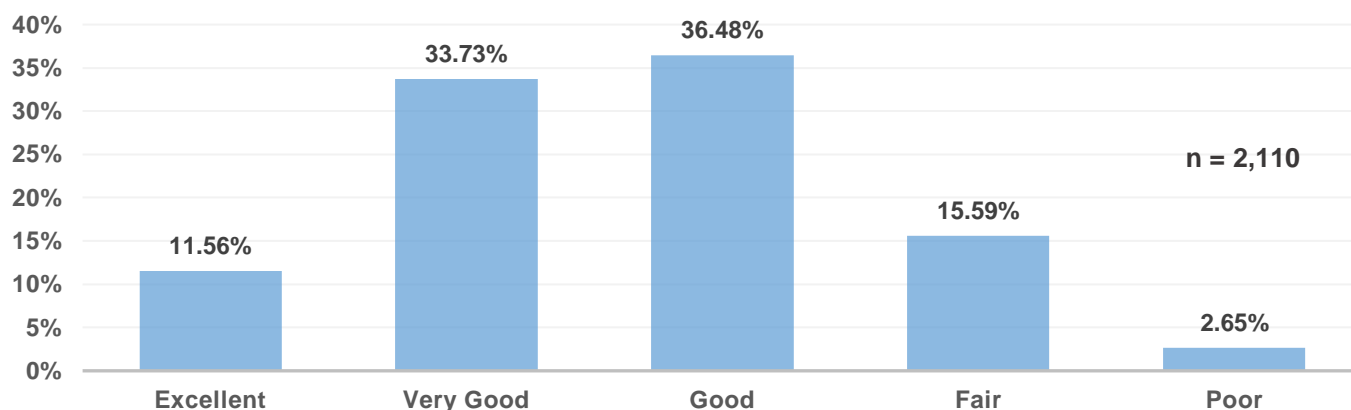
Comparison by age: Across all age groups having personal transportation, lack of availability in survey respondents' area and bus stops located too far away were the most frequently selected reasons for not using the BC Transit Fixed Route service.

	55-59	60-65	66-74	75-84	85+
Not available in my area	23.67%	21.43%	20.53%	21.97%	18.99%
Have own transportation	62.13%	64.29%	68.54%	66.12%	62.01%
I use BC Transit all the time	4.14%	3.97%	3.81%	0.82%	3.35%
It costs too much	4.73%	2.65%	1.32%	1.03%	0.00%
It's too confusing	8.28%	7.14%	5.30%	3.08%	2.79%
Bus stop too far away	12.43%	15.61%	10.26%	11.70%	6.15%
Can't stand long enough to wait for a bus	10.06%	7.41%	8.28%	10.68%	8.30%
Limited destinations	4.73%	8.47%	5.96%	4.11%	3.91%
Don't feel safe	9.47%	8.20%	3.64%	3.29%	4.47%
Other	9.47%	11.64%	9.60%	9.24%	15.08%

Comparison of rural versus urban: Rural survey respondents most frequently cited lack of BC Transit Fixed Route service in their area, own transportation and bus stop being too far away as the reasons for not using BC Transit Fixed Route service. Urban survey respondents most frequently reported having their own transportation, bus stop being too far away and lack of availability in their area as the main reasons for not utilizing the BC Transit Fixed Route service.

	Rural	Urban
Not available in my area	41.58%	8.52%
Have own transportation	62.52%	68.69%
I use BC Transit all the time	1.02%	4.05%
It costs too much	0.73%	2.53%
It's too confusing	1.90%	6.84%
Bus stop too far away	10.10%	12.41%
Can't stand long enough to wait for a bus	4.98%	10.89%
Limited destinations	2.93%	7.00%
Don't feel safe	2.64%	6.50%
Other	8.05%	11.56%

How would you rate your overall physical health?



Comparison by reported annual household income: Survey respondents with higher income more frequently reported “excellent” physical health compared to respondents with lower income. Survey respondents with income under \$19,999 reported “fair” and “poor” physical health more frequently when compared to survey respondents with higher income.

	Excellent	Very Good	Good	Fair	Poor
Under \$19,999	4.14%	23.40%	39.13%	28.36%	4.97%
\$20,000-\$39,999	7.36%	31.03%	38.62%	20.23%	2.76%
\$40,000-\$59,999	14.47%	35.86%	39.14%	9.54%	0.99%
Over \$60,000	20.81%	44.70%	27.36%	6.36%	0.77%

Comparison by age: Survey respondents in the 55 – 59 age group reported “excellent” health more frequently than survey respondents in older age groups. This age group also reported “poor” health more than older respondents. Survey respondents in the 55-59, 60-65, 75-84 and 85+ age group most frequently reported “good” physical health. The 66-74 age group most frequently reported “very good” physical health.

	Excellent	Very Good	Good	Fair	Poor
55-59	17.22%	31.67%	32.78%	13.89%	4.44%
60-65	13.49%	33.98%	36.39%	14.22%	1.93%
66-74	11.70%	37.39%	33.89%	14.89%	2.13%
75-84	7.12%	32.58%	39.51%	17.98%	2.81%
85+	10.45%	28.86%	42.29%	14.43%	3.98%

2.65% of the total survey respondents indicated that their physical health is fair or poor. Additional data below provides more details about the needs of this group of survey respondents:

Have you recently had trouble with any of the following due to a lack of transportation options?

- I do not have any trouble: 63.82%
- Getting to a medical appointment within the county: 18.24%
- Attending an event/social function: 16.47%
- Difficulty obtaining food: 14.12%
- Getting to a medical appointment out of the county: 7.65%

What kind of difficulties do you have in getting the transportation that you need?

- I do not have difficulties: 47.84%
- I do not drive: 22.48%
- Do not want to ask for help or inconvenience others: 19.60%
- Physical or other impairments: 17.29%
- Public transportation is inconvenient: 13.83%
- Cannot get to a bus stop: 12.39%
- Public transportation is unavailable: 11.24%
- No one I can depend on/help unavailable: 11.24%
- Costs too much: 10.37%
- Fear of crime: 3.75%

Do you see a primary health provider on a regular basis?

- Yes: 93.16%
- No: 6.84%

Have you fallen in the past 12 months?

- Yes: 40.73%
- No: 59.27%

Do you feel that you get enough exercise or physical activity?

- Yes: 32.70%
- No: 67.30%

What is your approximate yearly gross household income?

- Less than \$10,000: 21.82%
- \$10,000-\$19,999: 26.97%
- \$20,000-\$29,999: 20.61%
- \$30,000-\$39,999: 9.70%
- \$40,000-\$49,999: 6.06%
- \$50,000-\$59,999: 3.64%
- \$60,000-\$69,999: 4.55%
- \$70,000+: 6.67%

Do you have access to the internet?

- Yes: 65.92%
- No: 34.08%

Sometimes do you feel you are socially isolated?

- Yes: 53.06%
- No: 46.94%

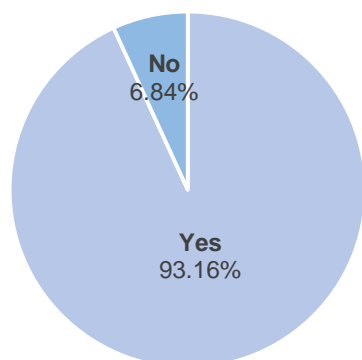
If you feel socially isolated what prevents you from doing more social activities you would enjoy?

- I cannot physically do activities I would enjoy: 66.49%
- I do not have enough money: 40.43%
- I do not have transportation: 30.85%
- I have a hard time finding activities that interest me: 27.66%
- I am not aware of activities that are available: 25.00%
- Other: 21.81% (I prefer to be alone; physical/mental health issues; employment; caregiving/childcare responsibilities; limited time/busy)
- I do not feel welcomed: 14.36%
- I fear for my safety: 9.57%

Do you feel there are enough social activities in your community for older adults?

- Yes: 34.17%
- No: 23.25%
- I don't know: 42.30%

Do you see a primary health care provider on a regular basis?



n = 2,092

Comparison by reported annual household income: Compared to survey respondents with higher income, survey respondents with income under \$19,999 more frequently reported that they do not see a primary health care provider on a regular basis.

	Yes	No
Under \$19,999	90.15%	9.85%
\$20,000-\$39,999	94.92%	5.08%
\$40,000-\$59,999	93.27%	6.73%
Over \$60,000	95.95%	4.05%

Comparison by age: Survey respondents in the 60-65 age group followed by survey respondents in the 85+ age group most frequently reported that they do not see a primary health care provider on a regular basis.

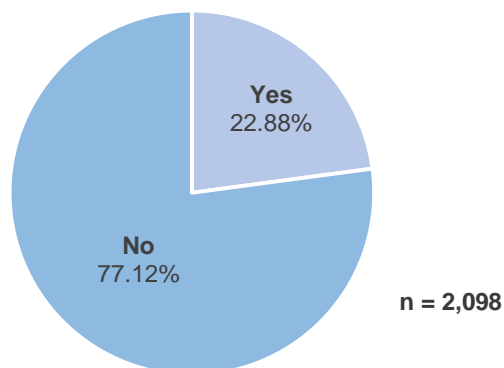
	Yes	No
55-59	93.75%	6.25%
60-65	91.30%	8.70%
66-74	95.12%	4.88%
75-84	93.77%	6.23%
85+	92.89%	7.11%

If you do not see your primary care health provider on a regular basis what prevents you from doing so?

Other (please explain)	52.34%
Cost of medical care (copays, deductible, etc.)	29.91%
Fear/distrust of health care system	18.69%
The wait for an appointment was too long	8.41%
Lack of transportation to a health care facility	7.48%
Too much paperwork	4.67%
Cannot leave my pets/find appropriate pet care	1.87%
Doctor/medical staff do not speak my language	0.93%

“Other” responses included: do not need to go, only go when needed, not satisfied with medical care in the area, health care provider left the area,

Have you fallen in the past 12 months?



Comparison by reported annual household income: Survey respondents with income under \$19,999 most frequently reported falling in the past 12 months.

	Yes	No
Under \$19,999	29.88%	70.12%
\$20,000-\$39,999	25.46%	74.54%
\$40,000-\$59,999	23.68%	76.32%
Over \$60,000	17.34%	82.66%

By age: When comparing age groups, survey respondents in older age groups most frequently reported a fall in the last 12 months.

	Yes	No
55-59	19.55%	80.45%
60-65	20.05%	79.95%
66-74	23.07%	76.93%
75-84	24.16%	75.84%
85+	27.18%	72.82%

22.8% of the total survey respondents indicated that they have fallen in the past 12 months. The following additional data provides more details about this group of respondents:

I am currently living with...

- No one (living alone): 53.39%
- My spouse or partner: 36.23%
- My child/children: 9.11%
- My parent or another relative: 1.69%
- Someone else: 1.69%

Does your home need accessibility modifications that would help you remain there as you age?

- Yes: 31.13%
- No: 55.41%
- I don't know: 13.47%

If your home needs accessibility modifications that would help you remain there as you age, what would those modifications be?

Common responses include: Installation of a ramp in place of stairs, walk-in shower/bath, hand-rails and railings near stairs and in showers, laundry rooms on first floor

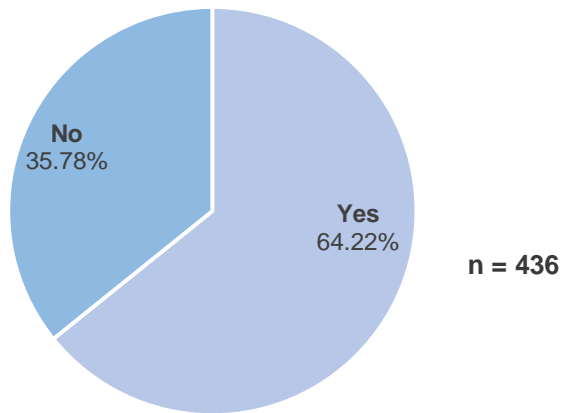
Sometimes, do you feel socially isolated?

- Yes: 42.05%
- No: 57.95%

If you feel socially isolated what prevents you from doing more social activities you would enjoy?

- I cannot physically do activities I would enjoy: 47.89%
- I do not have enough money: 37.89%
- I do not have transportation: 30.00%
- I have a hard time finding activities that interest me: 30.00%
- Other: 28.95% ((I prefer to be alone; physical/mental health issues; employment; caregiving/childcare responsibilities; limited time/busy)
- I am not aware of activities that are available: 30.00%
- I do not feel welcomed: 18.42%
- I fear for my safety: 11.05%

If you have fallen in the last 12 months, have you discussed your fall with your primary care provider?



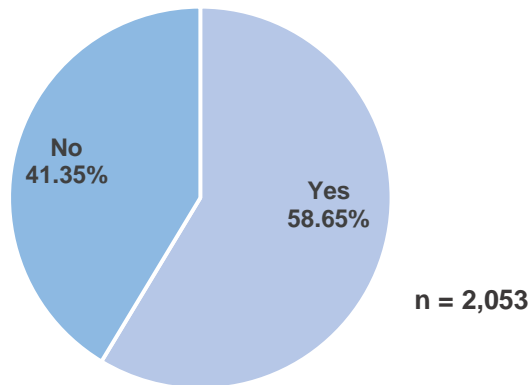
Comparison by reported annual household income: Compared to survey respondents with higher income, survey respondents with income under \$19,999 more frequently reported that they discussed a fall with their primary care provider.

	Yes	No
Under \$19,999	73.31%	27.69%
\$20,000-\$39,999	64.29%	35.71%
\$40,000-\$59,999	63.24%	36.76%
Over \$60,000	54.22%	45.78%

Comparison by age: When comparing age groups survey respondents in the 75-84 age group more frequently reported that they had discussed their fall with their primary care provider.

	Yes	No
55-59	57.58%	42.42%
60-65	65.82%	34.18%
66-74	62.32%	37.68%
75-84	68.70%	31.30%
85+	65.22%	34.78%

Do you feel that you get enough exercise or physical activity?



Comparison by reported annual household income: Survey respondents with income under \$40,000 most frequently reported they do not get enough exercise or physical activity.

	Yes	No
Under \$19,999	58.23%	41.77%
\$20,000-\$39,999	54.10%	45.90%
\$40,000-\$59,999	61.82%	38.18%
Over \$60,000	60.27%	39.73%

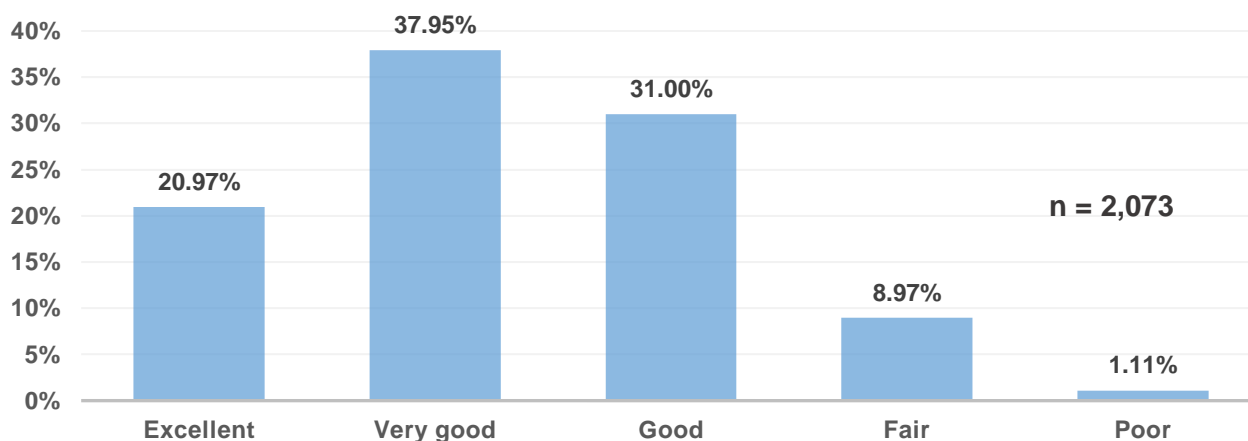
Comparison by age: Survey respondents age 85 or higher most frequently reported they do get enough exercise or physical activity.

	Yes	No
55-59	57.06%	42.94%
60-65	54.09%	45.91%
66-74	59.40%	40.60%
75-84	59.08%	40.92%
85+	68.23%	31.77%

If you feel that you do not get enough exercise or physical activity, please explain why.

Common responses included: lack of time/busy, no motivation, health issues, weather, limited affordable and convenient exercise options,

How would you rate your overall mental or emotional health?



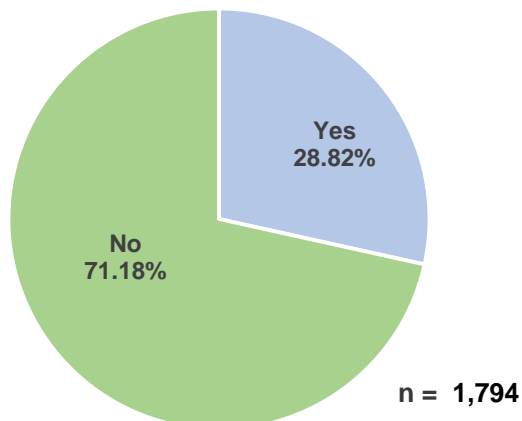
Comparison by reported annual household income: Survey respondents with higher annual income respondents more frequently reported that they were in good to excellent mental or emotional health. Fair and poor overall mental or emotional health was most frequently reported by respondents with annual income under \$19,999.

	Excellent	Very Good	Good	Fair	Poor
Under \$19,999	12.01%	32.92%	39.75%	13.04%	2.28%
\$20,000-\$39,999	15.51%	37.04%	34.26%	11.57%	1.62%
\$40,000-\$59,999	23.75%	43.48%	23.75%	8.70%	0.33%
Over \$60,000	32.23%	42.38%	19.73%	5.47%	0.20%

Comparison by age: Survey respondents from all age groups except the 85+ age groups most frequently reported “very good” overall mental or emotional health. Survey respondents in the 85+ group most frequently reported good mental or emotional health. Fair and poor overall mental or emotional health was more frequently reported by survey respondents in the 55-59 age group than older survey respondents.

	Excellent	Very Good	Good	Fair	Poor
55-59	22.73%	36.36%	28.41%	10.23%	2.27%
60-65	20.10%	39.45%	25.81%	13.65%	0.99%
66-74	23.72%	37.21%	30.08%	7.75%	1.24%
75-84	18.75%	38.45%	33.71%	8.14%	0.95%
85+	19.10%	35.68%	39.20%	5.03%	1.01%

Do you feel there are barriers to getting mental health services in the community?



If you feel there are barriers to getting mental health services, please explain:

Common responses included: lack of readily available services/lack of awareness, long wait times for counseling, limited number of mental health professionals, stigma regarding mental health services

10.08% of the total survey respondents indicated that their mental or emotional health is fair or poor. The following additional data provides more details about the needs of this group of respondents:

I am currently living with...

- No one (living alone): 53.37%
- My spouse or partner: 31.25%
- My child/children: 8.65%
- My parent or another relative: 4.81%
- Someone else: 3.85%

How would you rate your overall physical health?

- Excellent: 1.92%
- Very good: 4.81%
- Good: 29.33%
- Fair: 50.00%
- Poor: 13.94%

Do you see a primary health care provider on a regular basis?

- Yes: 89.90%
- No: 10.10%

What prevents you from seeing your primary healthcare provider on a regular basis and getting care you need?

- Lack of transportation to a health care facility: 22.22%
- Cost of medical care (copays, deductible, etc.): 44.44%
- Fear/distrust of health care system: 22.22%
- Doctor/medical staff do not speak my language: 5.56%
- The wait for an appointment was too long: 11.11%
- Too much paperwork: 11.11%
- Cannot leave my pets/find appropriate pet care: 5.56%
- Other: 38.89% (don't have a primary care doctor; only go when needed; not pleased with medical care in this area)

Do you feel that you get enough exercise or physical activity?

- Yes: 30.69%
- No: 69.31%

Sometimes, do you feel you are socially isolated?

- Yes: 68.02%
- No: 31.98%

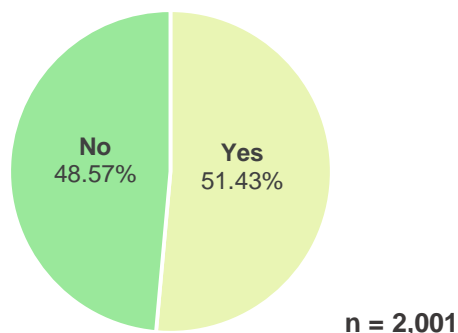
If you feel socially isolated what prevents you from doing more social activities you would enjoy?

- I cannot physically do activities I would enjoy: 50.38%
- I do not have enough money: 38.93%
- I have a hard time finding activities that interest me: 34.35%
- I am not aware of activities that are available: 27.48%
- Other: 25.95%
- I do not have transportation: 23.66%
- I do not feel welcomed: 19.08%
- I fear for my safety: 9.92%

Do you have access to the internet?

- Yes: 70.68%
- No: 29.32%

A caregiver is someone who provides or has provided unpaid assistance to care for a spouse, partner, relative or a friend. Given this information, do you consider yourself a current or former caregiver?



Comparison by reported annual household income: The highest number of respondents who considered themselves to be current or former caregivers were in the \$40,000 - \$59,999 income group. Respondents with annual income under \$19,999 least often reported that they are a current or former caregiver.

	Yes	No
Under \$19,999	41.91%	58.09%
\$20,000-\$39,999	54.27%	45.73%
\$40,000-\$59,999	57.09%	42.91%
Over \$60,000	55.75%	44.25%

Comparison by age: The highest number of survey respondents who considered themselves to be current or former caregivers were in the 55-59 years old age group.

	Yes	No
55-59	57.14%	42.86%
60-65	56.38%	43.62%
66-74	49.92%	50.08%
75-84	46.89%	53.11%
85+	46.24%	53.76%

As a current or former caregiver, which of these types of supports would be helpful?

Common responses included: Information about available resources for caregivers in your community (51.32%); assistance with providing transportation (45.28%); short breaks or respite from your caretaking tasks (44.65%)

The person I am caring for or have cared for has or had limitations due to:

- Stroke: 15.07%
- Alzheimer's/Dementia: 31.38%
- Other: 70.87% (*'Other' responses include:* cancer, physical injury or disability)

CAREGIVING

51.43% of the total survey respondents indicated that that they are current or former caregiver. The following additional data provides more details about the needs of this group of respondents:

I am currently living with...

- No one (living alone): 40.42%
- My spouse or partner: 50.15%
- My child/children: 9.33%
- My parent or another relative: 2.88%
- Someone else: 2.28%

How would you rate your overall physical health?

- Excellent: 12.75%
- Very good: 33.82%
- Good: 37.94%
- Fair: 13.92%
- Poor: 1.57%

How would you rate your overall mental or emotional health?

- Excellent: 21.53%
- Very good: 38.84%
- Good: 30.75%
- Fair: 8.16%
- Poor: 0.69%

Do you see a primary health care provider on a regular basis?

- Yes: 93.90%
- No: 6.61%

Do you feel that you get enough exercise or physical activity?

- Yes: 58.32%
- No: 41.68%

Sometimes, do you feel you are socially isolated?

- Yes: 28.82%
- No: 71.18%

If you feel socially isolated what prevents you from doing more social activities you would enjoy?

- Other: 35.16% (cannot leave my spouse I am caring for; too tired; limited time/busy; physical/mental health issues)
- I have a hard time finding activities that interest me: 33.70%
- I am not aware of activities that are available: 31.14%
- I cannot physically do activities I would enjoy: 30.04%
- I do not have enough money: 29.30%
- I do not feel welcomed: 16.48%
- I do not have transportation: 12.45%
- I fear for my safety: 8.42%

Do you have access to the internet?

- Yes: 85.38%
- No: 14.62%

Were there any times in the last twelve months when you did not have enough money to...

Answer Choices	% of total responses (n=1908)
Buy food	6.97%
Fill a prescription for medicine	4.82%
I have enough money to pay my bills	76.57%
Obtain a hearing aid	5.56%
Obtain dental care	12.89%
Obtain eyeglasses	10.53%
Obtain needed medical care	2.67%
Other (Most common responses: medical bills, car expenses, home maintenance/repairs, heating expenses, credit card debt)	5.77%
Pay for health insurance premiums	3.04%
Pay rent, mortgage, or real estate taxes	6.29%
Pay utility bills	5.87%

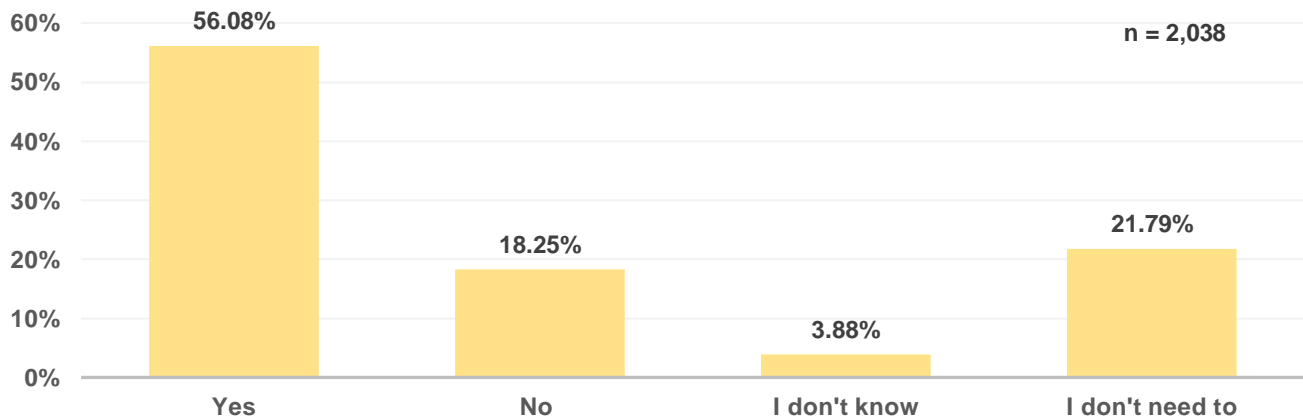
Comparison by reported annual household income: Survey respondents with income under \$19,999 least frequently reported having enough money to pay their bills. When reviewing the top three most frequently reported financial difficulties, this group of survey respondents reported these to be: obtaining dental care, eye glasses and buying food.

	Under \$19,999	\$20,000-\$39,999	\$40,000-\$59,999	Over \$60,000
Buy food	16.93%	6.62%	4.56%	1.24%
Fill a prescription for medicine	10.16%	6.37%	2.11%	1.86%
I have enough money to pay my bills	55.30%	67.40%	87.72%	92.55%
Obtain a hearing aid	11.06%	7.35%	2.81%	1.66%
Obtain dental care	23.93%	18.38%	8.07%	4.14%
Obtain eyeglasses	20.54%	14.22%	6.67%	3.11%
Obtain needed medical care	3.84%	3.19%	2.11%	1.66%
Other	8.13%	8.09%	3.86%	2.28%
Pay for health insurance premiums	5.64%	2.94%	1.75%	1.86%
Pay rent, mortgage, or real estate taxes	11.96%	8.09%	3.86%	3.11%
Pay utility bills	12.19%	5.41%	4.21%	2.28%

Comparison by age: Survey respondents in the 55-59 age group least frequently reported having enough money to pay their bills. When looking at the top three most frequently exported financial difficulties this group of survey respondents reported these to be: obtaining dental care, paying for rent/mortgage/real estate taxes and paying utility bills.

	55-59	60-65	66-74	75-84	85+
Buy food	16.15%	10.93%	5.24%	4.16%	1.69%
Fill a prescription for medicine	9.32%	7.47%	3.44%	3.12%	2.25%
I have enough money to pay my bills	62.73%	70.13%	76.43%	83.16%	85.96%
Obtain a hearing aid	1.24%	4.53%	7.20%	6.86%	2.81%
Obtain dental care	18.63%	15.73%	14.40%	7.90%	7.30%
Obtain eyeglasses	16.15%	14.13%	10.31%	6.44%	4.49%
Obtain needed medical care	7.45%	5.07%	0.98%	1.25%	1.69%
Other	5.59%	6.93%	6.38%	4.16%	5.06%
Pay for health insurance premiums	5.59%	5.07%	2.13%	0.83%	2.25%
Pay rent, mortgage, or real estate taxes	17.39%	8.27%	5.56%	2.08%	2.81%
Pay utility bills	16.77%	8.53%	4.42%	2.49%	1.12%

Do you review your health insurance coverage each year during open enrollment?



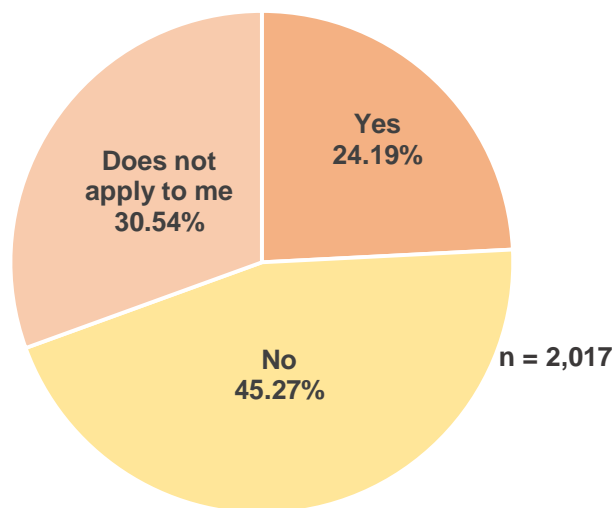
Comparison by reported annual household income: Compared to survey respondents with lower income, survey respondents with higher income more frequently reported that they don't need to review their health insurance coverage annually. Compared to survey respondents with higher income, survey respondents with annual income under \$19,999 more frequently reported not knowing if they should review their health insurance coverage each year.

	Yes	No	I don't know	I don't need to
Under \$19,999	53.07%	23.26%	8.67%	15.01%
\$20,000-\$39,999	58.28%	18.41%	4.20%	19.11%
\$40,000-\$59,999	58.80%	15.28%	1.00%	24.92%
Over \$60,000	52.02%	16.57%	1.16%	30.25%

Comparison by age: Survey respondents in the 85+ age group more frequently reported not reviewing and not knowing if they should review their health insurance coverage every year compared to respondents in younger age groups.

	Yes	No	I don't know	I don't need to
55-59	55.81%	18.02%	4.07%	22.09%
60-65	56.00%	18.00%	4.50%	21.50%
66-74	56.09%	17.81%	2.34%	23.75%
75-84	56.87%	18.38%	3.68%	21.08%
85+	52.11%	22.11%	7.37%	18.42%

Do you find selecting your Medicare plan difficult or confusing?



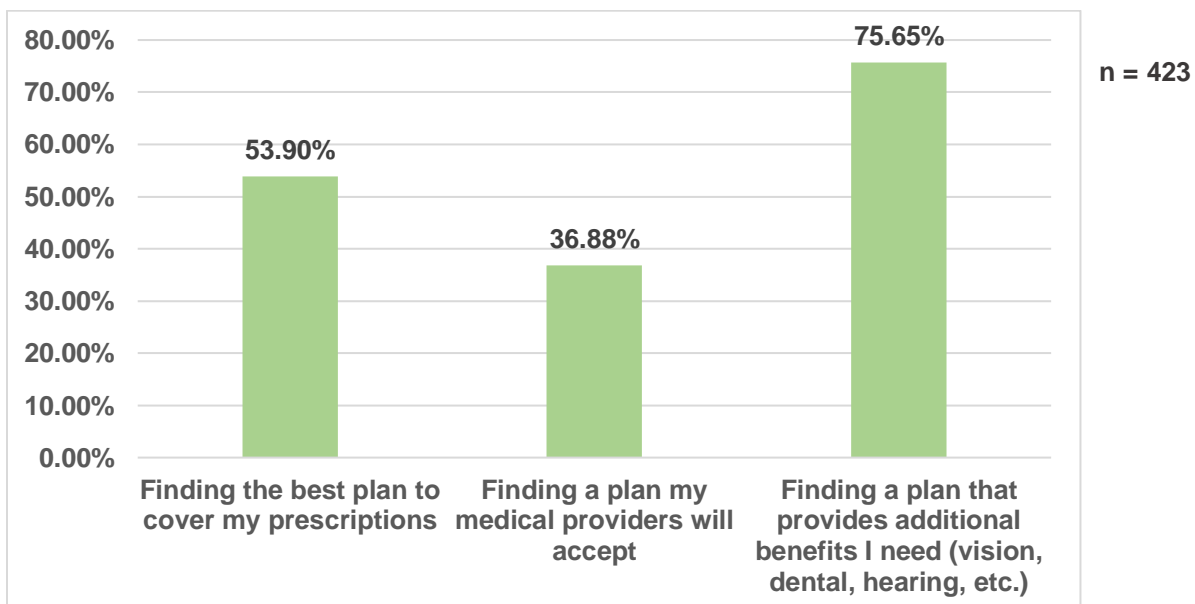
Comparison by reported annual household income: Survey respondents with annual income under \$19,999 most frequently reported that they found selecting their Medicare plan difficult or confusing. Compared to survey respondents with lower income, survey respondents with annual income over \$60,000 more frequently reported that selecting a Medicare plan does not apply to them.

	Yes	No	Does not apply to me
Under \$19,999	33.61%	52.10%	14.29%
\$20,000-\$39,999	27.51%	47.32%	25.17%
\$40,000-\$59,999	20.53%	41.39%	38.08%
Over \$60,000	14.12%	36.36%	49.52%

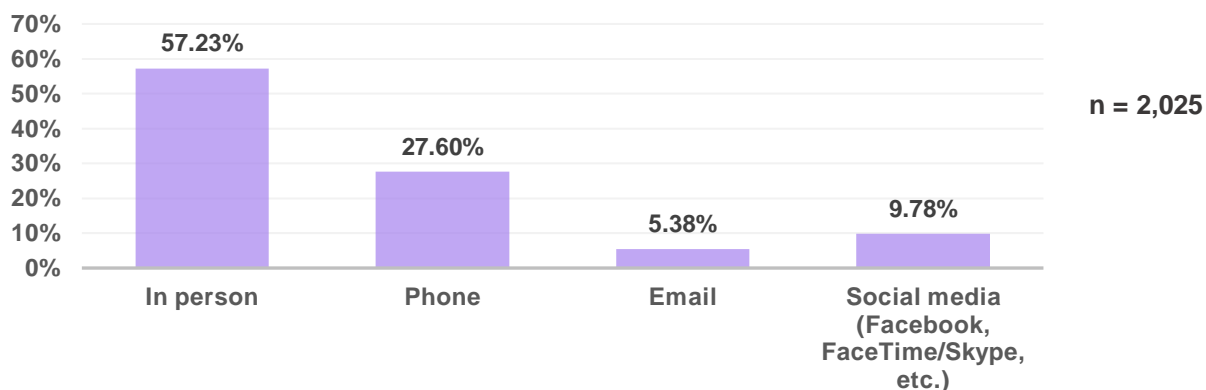
Comparison by age: Survey respondents in the 60-65 age group followed by the 66-74 and 75-84 age groups most frequently reported that they find selecting their Medicare Plan confusing and difficult.

	Yes	No	Does not apply to me
55-59	18.02%	16.86%	65.12%
60-65	28.89%	21.36%	49.75%
66-74	27.37%	53.48%	19.15%
75-84	21.02%	59.14%	19.84%
85+	17.46%	65.61%	16.93%

What difficulty do you have when selecting your Medicare plan?



What is the one most common way you interact with friends, family, or neighbors?



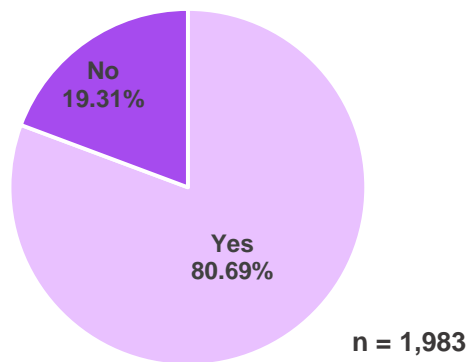
Comparison by reported annual household income: Across all income groups, interacting in person with friends, family and neighbors was the most frequently reported choice for interacting with others. Phone was the second most frequently reported choice for interacting with others. The use of email and social media was more frequently reported by respondents with income over \$60,000 than those with lower income.

	In Person	Phone	Email	Social media (Facebook, FaceTime/Skype, etc.)
Under \$19,999	56.52%	32.51%	2.90%	8.07%
\$20,000-\$39,999	55.01%	30.54%	4.20%	10.26%
\$40,000-\$59,999	60.80%	24.58%	6.64%	7.97%
Over \$60,000	57.59%	21.60%	7.78%	13.04%

Comparison by age: In person and phone were the most frequently reported choices for interacting with friends, family and neighbors across all age groups. Survey respondents in the 55-59 age group more frequently reported using social media than older survey respondents. The 66-74 age group most frequently reported the use of email compared to other age groups.

	In Person	Phone	Email	Social media (Facebook, FaceTime/Skype, etc.)
55-59	41.52%	31.58%	5.26%	21.64%
60-65	55.75%	23.75%	4.75%	15.75%
66-74	58.28%	23.57%	7.17%	10.99%
75-84	61.84%	31.31%	4.50%	2.35%
85+	59.90%	34.52%	2.54%	3.05%

Do you have access to the internet?



Comparison by reported annual household income: Survey respondents with lower income more frequently reported not having access to the internet compared to survey respondents with higher income.

	Yes	No
Under \$19,999	57.51%	42.49%
\$20,000-\$39,999	81.38%	18.62%
\$40,000-\$59,999	92.91%	7.09%
Over \$60,000	96.66%	3.34%

Comparison by age: While the majority of survey respondents reported having access to the internet, respondents in older age groups most frequently reported not having internet access.

	Yes	No
55-59	91.02%	8.98%
60-65	90.38%	9.62%
66-74	88.06%	11.94%
75-84	71.57%	28.43%
85+	51.87%	48.13%

Comparison of urban versus rural: When comparing urban to rural responses, more survey respondents who resided in rural areas reported having access to the internet.

	Yes	No
Urban	79.62%	20.38%
Rural	82.33%	17.67%

19.31% of total survey respondents indicated that they did not have access to internet. The following additional data provides more details about the needs of this group of survey respondents:

What is your approximate yearly gross household income?

- Less than \$10,000: 20.70%
- \$10,000-\$19,999: 42.36%
- \$20,000-\$29,999: 17.20%
- \$30,000-\$39,999: 7.64%
- \$40,000-\$49,999: 5.10%
- \$50,000-\$59,999: 1.59%
- \$60,000-\$69,999: 2.23%
- \$70,000+: 3.18%

Sometimes, do you feel you are socially isolated?

- Yes: 31.52%
- No: 68.48%

If you were looking for a volunteer opportunity, would you know where to look?

- Yes: 63.31%
- No: 36.69%

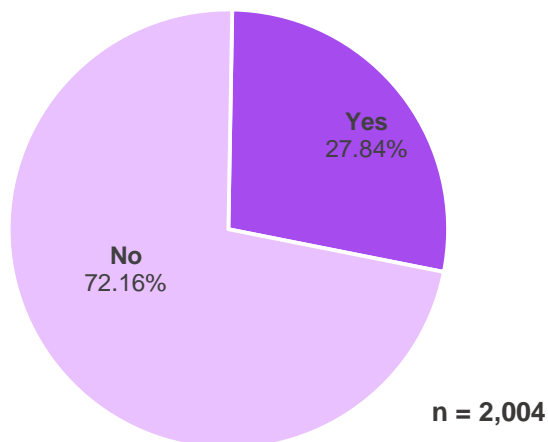
Do you feel there are enough social activities in your community for older adults?

- Yes: 48.52%
- No: 14.82%
- I don't know: 36.39%

What prevents you from doing more social activities you would enjoy?

- I cannot physically do the activities I would enjoy: 56.14%
- I do not have enough money: 40.35%
- I do not have transportation: 31.58%
- I have a hard time finding activities that interest me: 26.32%
- I am not aware of activities that are available: 24.56%
- Other: 15.79% (limited time/busy; caregiving responsibilities; physical/mental health issues; prefer to be alone)
- I do not feel welcomed: 13.16%
- I fear for my safety: 11.40%

Sometimes, do you feel socially isolated?



If yes, what prevents you from doing more social activities you would enjoy?

Common answers included:

- I cannot physically do activities I would enjoy (37.78%);
- I have a hard time finding activities that interest me/lack of motivation (32.33%);
- I do not have enough money (31.20%)

Comparison by reported annual household income: Respondents with income under \$19,999 more frequently reported feeling socially isolated compared to respondents with higher income.

	Yes	No
Under \$19,999	38.46%	61.54%
\$20,000-\$39,999	33.02%	66.98%
\$40,000-\$59,999	24.75%	75.25%
Over \$60,000	18.00%	82.00%

Comparison by age: While most respondents reported not feeling socially isolated, when comparing age groups respondents in the 60-65 age group more frequently reported feeling socially isolated. Those in the 85+ age group least frequently reported feeling socially isolated.

	Yes	No
55-59	34.32%	65.68%
60-65	35.19%	64.81%
66-74	27.30%	72.70%
75-84	23.45%	76.55%
85+	17.62%	82.38%

27.84% of the total survey respondents indicated that they sometimes felt socially isolated. The following additional data provides more details about the needs of this group of respondents:

What is your approximate yearly gross household income?

- Less than \$10,000: 16.39%
- \$10,000-\$19,999: 20.49%
- \$20,000-\$29,999: 18.24%
- \$30,000-\$39,999: 10.66%
- \$40,000-\$49,999: 7.99%
- \$50,000-\$59,999: 7.38%
- \$60,000-\$69,999: 6.35%
- \$70,000+: 12.50%

How do you identify?

- Male: 28.47%
- Female: 70.99%
- Other: 0.55%

Marital Status:

- Single/Never Married: 17.55%
- Married: 31.63%
- Divorced: 26.87%
- Separated: 2.93%
- Widowed: 21.02%

What kind of difficulty do you have in getting the transportation that you need?

- I do not drive: 15.07%
- Public transportation unavailable: 12.33%
- No one I can depend on/help unavailable: 10.76%
- I do not have difficulties: 56.56%

How would you rate your overall physical health?

- Excellent: 7.39%
- Very Good: 20.36%
- Good: 37.84%
- Fair: 27.57%
- Poor: 6.85%

How would you rate your overall mental or emotional health?

- Excellent: 9.84%
- Very Good: 24.41%
- Good: 41.35%
- Fair: 21.13%
- Poor: 3.28%

Do you feel there are barriers to getting mental health services in the community?

- Yes: 38.28%
- No: 61.72%

Do you have access to internet?

- Yes: 78.20%
- No: 21.80%

Do you think there are enough social activities in your community for older adults?

- Yes: 27.26%
- No: 28.01%
- I don't know: 44.17%

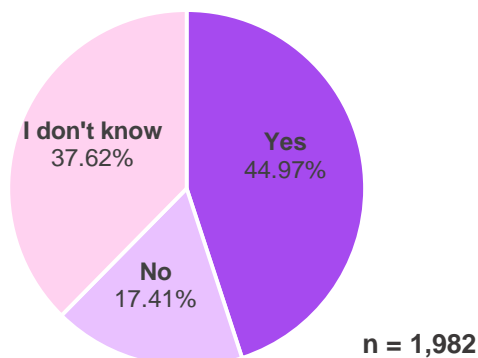
If you feel socially isolated, what prevents you from doing more activities you would enjoy?

- I cannot physically do activities I would enjoy: 38.16%
- I have a hard time finding activities that interest me: 32.49%
- I do not have enough money: 31.70%
- Other: 29.35% (I prefer to be alone; physical/mental health issues; employment; caregiving/childcare responsibilities; limited time/busy)
- I am not aware of activities that are available: 28.38%
- I do not have transportation: 19.57%
- I do not feel welcomed: 13.50%
- I fear for my safety: 7.24%

If you were looking for a volunteer opportunity would you know where to look?

- Yes: 59.96%
- No: 40.04%

Do you feel that there are enough social activities in your community for older adults?



Comparison by reported annual household income: Survey respondents with yearly income over \$60,000 most frequently reported that they did not know if there were enough social activities for older adults.

	Yes	No	I don't know
Under \$19,999	44.47%	18.79%	36.33%
\$20,000-\$39,999	47.44%	18.37%	33.95%
\$40,000-\$59,999	45.82%	17.00%	36.12%
Over \$60,000	44.14%	13.67%	41.41%

Comparison by age: Older survey respondents most frequently reported that they believe there are enough social activities for older adults in their community. Compared to older survey respondents, younger survey respondents more often reported that they did not know if there were enough social activities.

	Yes	No	I don't know
55-59	24.40%	23.21%	51.79%
60-65	36.08%	20.36%	43.04%
66-74	43.90%	17.89%	37.24%
75-84	55.49%	15.17%	29.34%
85+	60.00%	4.62%	33.85%

By location: Compared to survey respondents from urban areas, respondents from rural areas more frequently reported that they felt there are not enough social activities for older adults in their community

	Yes	No	I don't know
Urban	46.93%	15.07%	37.43%
Rural	41.21%	20.03%	38.80%

37.62% of total survey respondents indicated that they did not know about social activities in the community. The following additional data provides more details about the needs of this group of survey respondents:

Do you have access to internet?

- Yes: 81.30%
- No: 18.70%

Sometimes, do you feel you are social isolated?

- Yes: 32.78%
- No: 67.22%

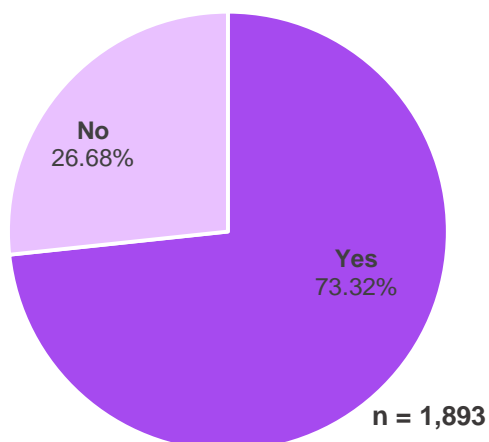
If you feel socially isolated, what prevents you from doing more social activities you would enjoy?

- I cannot physically do activities I would enjoy: 37.45%
- I have a hard time finding activities that interest me: 34.47%
- I am not aware of activities that are available: 30.21%
- I do not have enough money: 28.51%
- Other: 26.81% (I prefer to be alone; physical/mental health issues; employment; caregiving/childcare responsibilities; limited time/busy)
- I do not have transportation: 19.15%
- I do not feel welcomed: 15.32%
- I fear for my safety: 7.66%

If you were looking for a volunteer opportunity, would you know where to look?

- Yes: 66.57%
- No: 33.43%

If you were looking for a volunteer opportunity, would you know where to look?



Comparison by reported annual household income: Survey respondents with lower income more frequently reported not knowing where to look for a volunteer opportunity compared to respondents with higher income.

	Yes	No
Under \$19,999	62.64%	37.36%
\$20,000-\$39,999	72.42%	27.58%
\$40,000-\$59,999	72.76%	27.24%
Over \$60,000	83.23%	16.77%

Comparison by age: Younger survey respondents more frequently reported not knowing where to look for a volunteer opportunity than older survey respondents.

	Yes	No
55-59	67.66%	32.34%
60-65	71.93%	28.07%
66-74	75.34%	24.66%
75-84	76.16%	23.84%
85+	72.83%	27.17%

26.68% of total survey respondents indicated that they would not know where to look for volunteer opportunities. The following additional data provides more details about the needs of this group of respondents:

Do you have access to internet?

- Yes: 75.05%
- No: 24.95%

Sometimes, do you feel you are social isolated?

- Yes: 41.43%
- No: 58.57%

If you feel socially isolated what prevents you from doing more social activities you would enjoy?

- I am not aware of activities that are available: 43.14%
- I have a hard time finding activities that interest me: 39.71%
- I cannot physically do activities I would enjoy: 35.78%
- I do not have enough money: 30.88%
- I do not have transportation: 25.98%
- Other: 19.61% (I prefer to be alone; physical/mental health issues; employment; caregiving/childcare responsibilities; limited time/busy)
- I do not feel welcomed: 13.73%
- I fear for my safety: 7.84%

Do you believe there are enough activities for older adults?

- Yes: 28.40%
- No: 25.60%
- Don't know: 46%