

**Maintaining Independence  
and Quality of Life:  
A Livable Community Survey  
In Blount County, Tennessee**

December 2012



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Quality of Life:  
A Livable Community Survey in  
Blount County, Tennessee**

**Report Prepared by Aisha Bonner**

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Washington, DC 20049  
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The views expressed herein are for information, debate, and discussion, and do not necessarily represent official policies of AARP.

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## Executive Summary

AARP defines a livable community as one that allows people to maintain their independence and quality of life as they age. Specific aspects of a livable community include adequate mobility options; supportive community features and services that allow residents to maintain their independence and enjoy an engaging civic and social life; along with affordable and appropriate housing.<sup>1</sup>

In an effort to better understand what people age 50 and older need to continue to age in their communities, AARP Tennessee commissioned a mail survey of residents age 50 and older in Blount County, Tennessee. A sample of 7500 residents was drawn from a nationwide sampling database which contains a compiled list of individuals in the United States. This database appears to accurately represent the older U.S. population when compared against Census data and the AARP Member Database. The survey was fielded from September 28<sup>th</sup> through November 18<sup>th</sup> 2011. This report describes the findings from the sample of 7500 Blount County 50+ residents. Exactly 1449 surveys were returned for a response rate of 20 percent and a margin of error of +/- 2.48 percent. See this report for a full description of the survey methodology.

The key survey findings show:

-  **Blount County residents age 50 and older regard their community as a good place for older people to live, and they want to remain in their community as they age.** Seventy-two percent say their community is an excellent or very good place for older people to live. Seventy-eight percent say it is important for them to stay in their community for as long as possible, and eighty-six percent believe it is important to stay in their own home for as long as possible.
-  **Blount County residents age 50 and older want to live in communities that are safe, have well run recreation facilities, are easy to get around, and have the services they need.** Ninety-seven percent say having safe neighborhoods is an extremely or very important feature in their community. Eighty-six percent say having well run parks, community and recreation centers is extremely or very important. Eight-two percent say having well-designed and maintained streets are important. Similarly, 79 percent say it is extremely or very important to have a community that has services to help people maintain their independence.
-  **Blount County residents age 50 and older want to live in a community where services such as home health aides or visiting nurses, assistance with seasonal work, and help with home repair are readily available.** Eighty-three percent say having home health aides or visiting nurses is extremely or very important. Seventy-six percent say that home repair services for low-income or older persons are extremely or very important. Over seventy percent say that transportation services are important to have in their community.

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<sup>1</sup> AARP Public Policy, 2005. Livable Communities: An Evaluation Guide. AARP, Washington, DC.

- ✚ **Blount County residents age 50 and older would most often turn to family or friends when they need to get information on community services.** Eighty-nine percent would seek out information on available community services from their family members or friends. Eighty-four percent would turn to their doctor or other health care professional. While eighty-two percent would look for information in the phone book.
- ✚ **Blount County residents age 50 and older most often drive themselves to get around their community and are not likely to use public transportation.** Ninety-five percent drive themselves in order to get around their community. Twenty-nine percent indicated that they needed transportation at least once a week to shop, visit family, or go to the doctor. Twenty percent say they would be very or extremely likely to use public transportation if it were affordable and accessible.
- ✚ **Gaps in neighborhood features and services were identified by comparing the features and services that Blount County residents age 50 and older rated as important and those that they say exist in their community.**
  - The top gaps in neighborhood features are: a variety of housing options for the differently able, dependable public transport, respite care, wide variety of services to help them maintain their independence, home delivery services, and adult day care services.
  - The top gaps in neighborhood services are: a service that helps low-income or older persons with home repairs, respite care, and home delivery services.
- ✚ **Blount County residents age 50 and older are divided on the safety of the streets in their community for bicyclists and pedestrians.** Thirty-four percent are only somewhat satisfied with the safety of their streets, and another thirty-four percent are not very or not at all satisfied.
- ✚ **Blount County residents age 50 and older are likely to have a grandchild, some of whom they have care for day to day.** Over sixty percent of residents are grandparents and thirty percent care for their grandchildren daily. Sixty-five percent of resident grandparents would like help finding fun things to do with their grandchildren.
- ✚ **Blount County residents age 50 and older want to get discounts to local area activities.** More than two-thirds (67%) of respondents are interested in discounts to the Clayton Center for the Arts. Fifty-seven percent of resident would be interested in discounts to local live music events.
- ✚ **Blount County residents age 50 and older are using the internet to access their email, locate community events, and shop.** More than nine in ten (91%) residents have used the internet in the last year to send or receive email. In addition to email, residents also use the internet to find information on local community events (76%), shop (75%), and for booking travel (65%).

## DETAILED FINDINGS

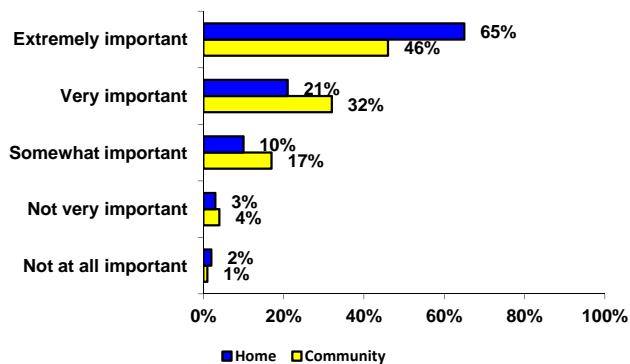
### Satisfaction with Community

**Blount County residents age 50 and older are long-time residents of their communities, want to remain there, and think it is a good place for older people to live.**

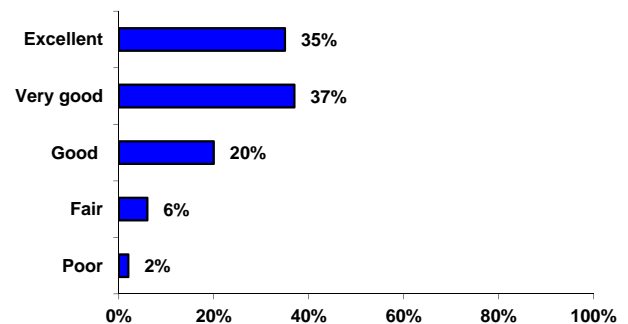
Blount County residents age 50 and older have deep roots in their community. Nearly half of residents (49%) have lived in their community for over 20 years. Over one quarter of residents (27%) have lived in Blount County between 11 and 20 years, and one quarter five (25%) have lived there between one and 10 years.

Blount County 50+ residents want to continue to live in their own homes and communities for as long they can. Nearly nine in ten (86%) say it is extremely or very important to stay in their current homes for as long as possible, and over three-quarters (78%) of Blount County 50+ residents say it is extremely or very important for them to remain in their community for as long as possible. In thinking about their future needs, more than nine in ten (92%) Blount County 50+ residents say their community is an excellent, very good, or good place for older people to live.

**Importance of Staying in Your Own Home and Community**  
(N=1449)



**Rating as a Place for Older People to Live**  
(N=1449)



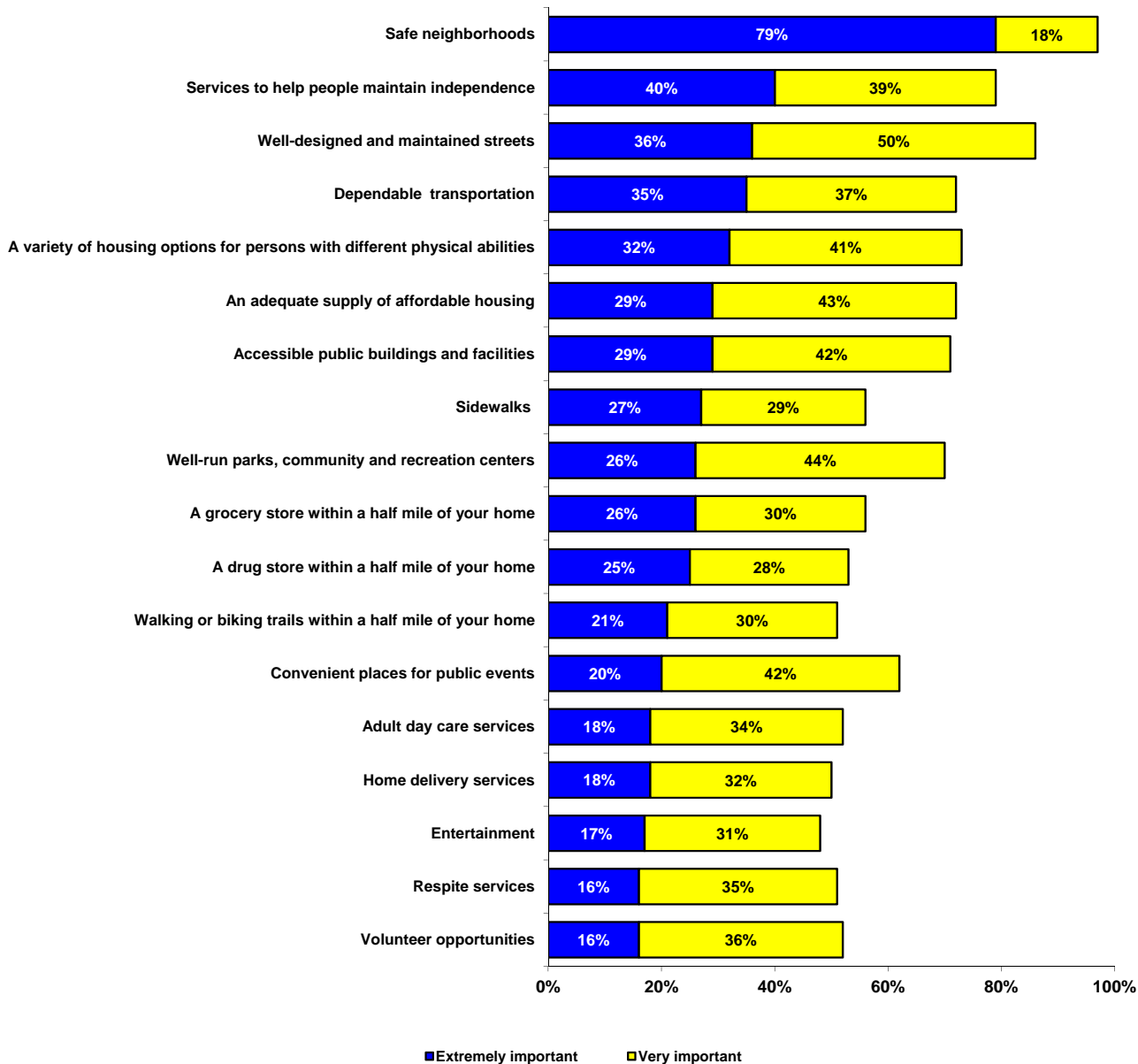
### Top Community Features and Services

Blount County 50+ residents were given a list of neighborhood features and services and then asked to rate how important it is to have each of these features and services in their community.

**Blount County residents age 50 and older want to live in communities that have safe neighborhoods, well-designed and maintained streets, and services that will help them remain in their community as they age.**

Eight out of the 18 neighborhood features asked about on the survey were rated extremely or very important by at least seven in ten respondents. Nearly all (97%) say it is extremely or very important to have safe neighborhoods. Over eight in ten say having well-designed and maintained streets, and services that help people maintain their independence as they grow older are extremely or very important. Nearly three in four say having a variety of housing options for persons with different physical abilities and an adequate supply of affordable housing are extremely or very important.

**Neighborhood Features of Importance to Blount County 50+ Residents (N=1449)**

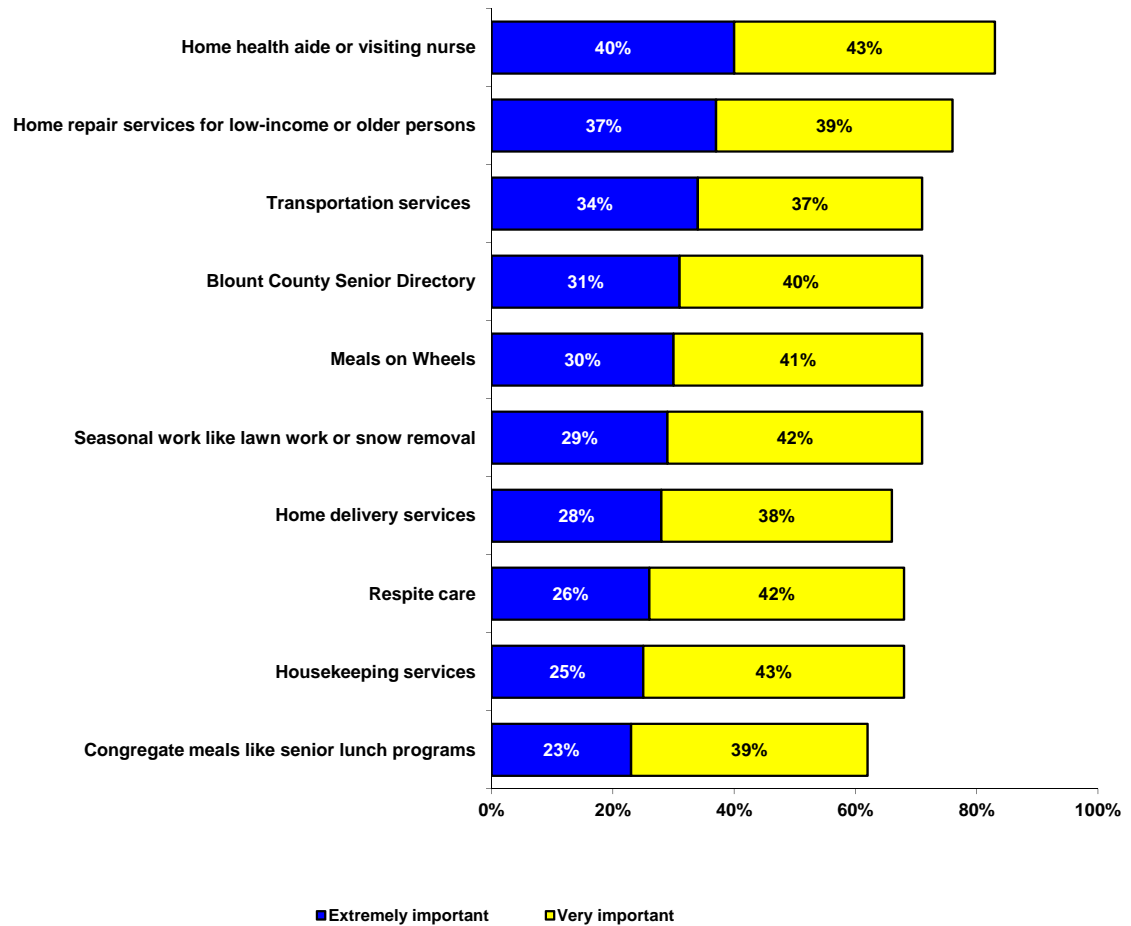




**Blount County residents age 50 and older want to live in communities that have services, like home health aides or visiting nurses, home repair, and transportation.**

Eighty-three percent say that it is extremely or very important to have home health aides or visiting nurses; this was the most important neighborhood service to residents. Over seven in ten say it is extremely or very important to have home repair services for low-income or older persons, transportation services, and a Blount County senior directory. More than two-thirds say having Meals on Wheels, seasonal work services, and home delivery services are extremely or very important.

**Neighborhood Services of Importance to Blount County 50+ Residents (N=1449)**

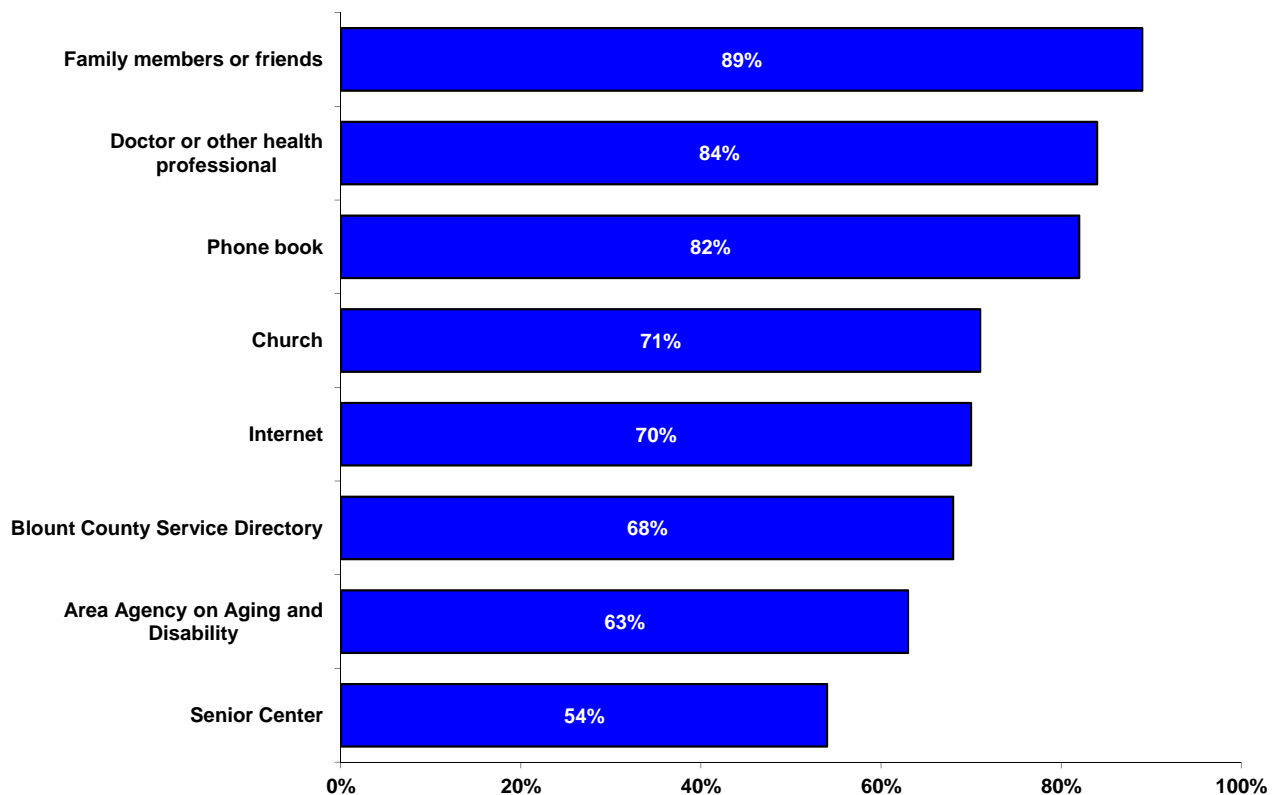


**Blount County residents age 50 and older would first turn to family or friends if they needed information on how to access services in their community.**

Blount County 50+ residents were given a list of possible information sources and asked where they would turn for information on accessing the neighborhood services listed in the graph on page 5.

Nearly nine in ten (89%) Blount County 50+ residents say they would ask family or friends if they needed information on how to access services available in their community, while eighty-four percent say they would turn to their doctor or other health care professional. More than eight in ten would use the phone book, and over two thirds would use their church, the internet or the Blount County service directory to find information on these services.

**Information Sources for Community Services\*  
(N=1449)**



\*Graph shows respondents who checked "yes" under each information source.

## Gaps in Community Features and Services

After survey respondents were asked how important the prior neighborhood features and services were, they were asked if these features and services existed in their community. Pairing these questions allows us to look at “gaps” between the importance of a feature or service and its existence in their community. To compare these questions, respondents who said a feature or service is extremely, very, or somewhat important were aggregated and then compared to respondents who said whether or not a feature or service existed in their neighborhood. Survey respondents who said they were not sure if a feature or service was in their neighborhood were removed from this analysis.

**The biggest gaps identified in features between what is important and what exists in communities of Blount County 50+ residents are a variety of housing options for persons with different physical abilities and dependable transportation.**

Other large gaps identified are respite care, services to maintain independence, home delivery services adult day care services, adequate supply of affordable housing , sidewalks, and a drug store within a half mile of home..

### Gap Analysis of Which Features are Important Versus Which Ones Exist

Features in the Community (n=varies, based on awareness of feature or service)	Gap	Extremely, Very, or Somewhat Important	Yes, Characteristic or Feature Exists
<b>A variety of housing options for persons with different physical abilities (n=1422)</b>	-66%	93%	27%
<b>Dependable transportation (n=1418)</b>	-65%	89%	24%
<b>Respite care (n=1384)</b>	-58%	83%	25%
<b>Wide variety of services to help maintain independence (n=1425)</b>	-57%	95%	38%
<b>Home delivery services (n=1411)</b>	-57%	81%	24%
<b>Adult day care services (n=1419)</b>	-55%	82%	27%
<b>Adequate supply of affordable housing (n=1416)</b>	-50%	90%	40%
<b>A drug store within a half mile of home (n=1421)</b>	-51%	80%	29%
<b>Sidewalks going to where residents want to go (n=1424)</b>	-49%	79%	30%
<b>Walking or bike trails within a half mile of home (n=1419)</b>	-35%	78%	43%
<b>Well-designed and maintained streets (n=1408)</b>	-34%	98%	64%
<b>Accessible public buildings and facilities (n=1422)</b>	-28%	93%	65%
<b>Well run parks, community centers, and recreation centers (n=1430)</b>	-23%	92%	69%
<b>Convenient places for public events and meetings (n=1425)</b>	-21%	89%	68%
<b>Entertainment, such as theaters and concerts (n=1421)</b>	-19%	82%	63%
<b>Opportunities for volunteering (n=1420)</b>	-17%	88%	71%
<b>Safe neighborhoods (n=1422)</b>	-15%	99%	84%

However, there is some uncertainty in terms of respondents’ awareness of whether some of the neighborhood features with the largest gaps are available in their community. Nearly half (47%) says they are “not sure” if respite care exists, while more than four in ten (43%) are “not sure” if a variety of housing options for persons with different physical abilities is present in their community. Four in ten say they are “not sure” if adult day care is available in their community.

**The biggest gap identified in services between what is important and what exists in communities of Blount County 50+ residents is a service that helps low-income or older persons with home repairs like roofing or windows.**

Other large gaps identified are having respite care for caregivers, home delivery services, and seasonal work such as lawn work or gutter cleaning.

### Gap Analysis of Which Services are Important Versus Which Ones Exist

Services in the Community (n=varies, based on awareness of feature or service)	Gap	Extremely, Very, or Somewhat Important	Yes, Characteristic or Features Exists
<b>A service that helps low-income or older persons with home repairs, like with the roof or windows (n=1397)</b>	-74%	93%	19%
<b>Respite care (getting a break from caregiving duties (n=1397)</b>	-73%	91%	18%
<b>Home delivery services (n=1393)</b>	-66%	90%	24%
<b>Seasonal work such as lawn work or gutter cleaning (n=1404)</b>	-60%	92%	32%
<b>Housekeeping services (cleaning or light maintenance services (n=1401)</b>	-57%	92%	35%
<b>Congregate meals such as senior lunch programs (n=1402)</b>	-57%	90%	33%
<b>Transportation services such as one way, round trip or multi-stop rides (n=1397)</b>	-49%	91%	42%
<b>Blount County Senior Service Directory (n=1405)</b>	-41%	94%	53%
<b>Meals on Wheels (n=1395)</b>	-39%	91%	52%
<b>Senior Centers (n=1408)</b>	-38%	91%	53%
<b>Home health aide or visiting nurse (n=1402)</b>	-30%	96%	66%

Again, a great deal of uncertainty was present in terms of respondents’ awareness of whether the neighborhood services with the largest gaps are available in their community. The list below shows the percent of respondents who are unsure if the service exists in their community:

- Respite care for caregivers (57%)
- A service that helps low-income or older persons with home repairs (56%)
- Congregate meals (45%)

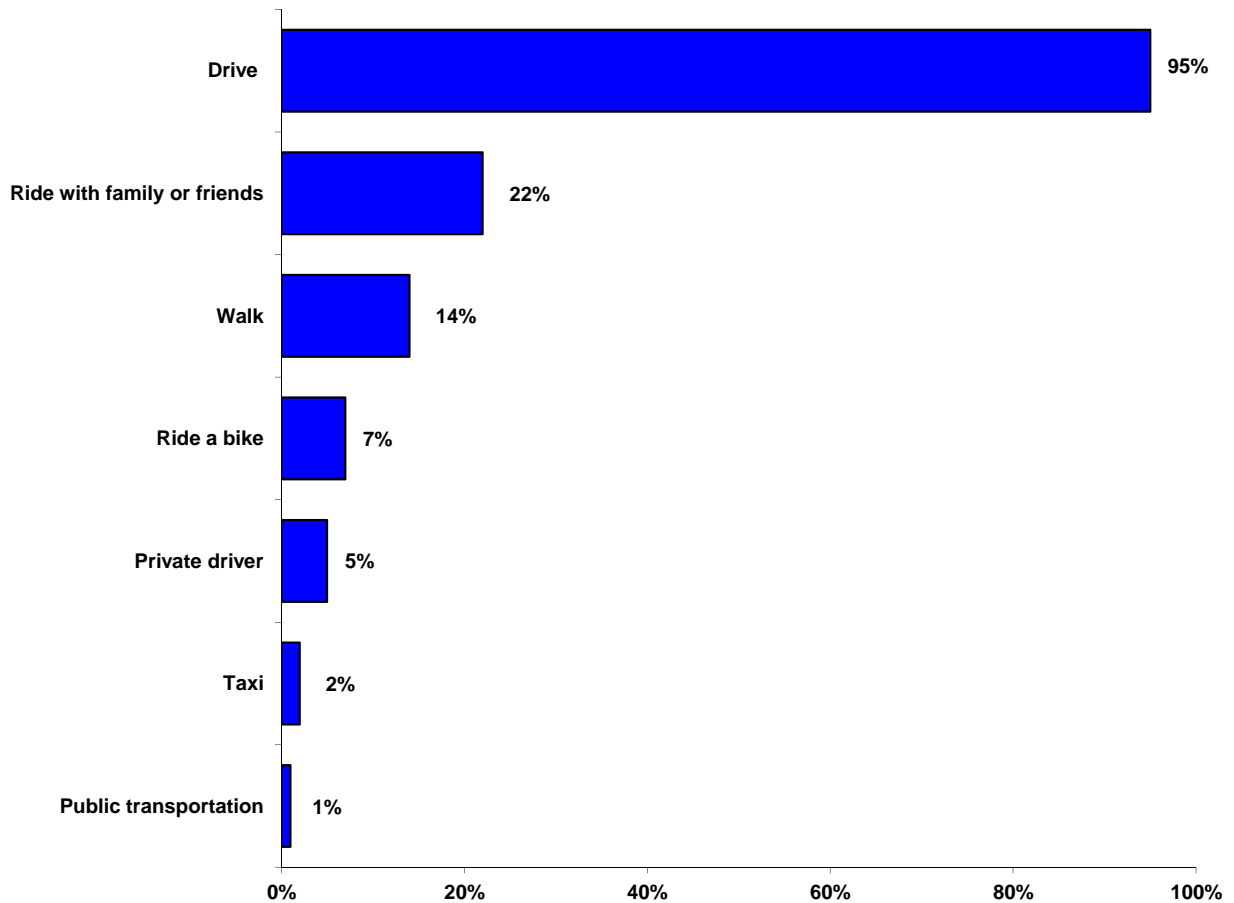
- Home delivery services (44%)
- Seasonal services (44%)

## Community Streets and Transportation

**Blount County residents age 50 and older drive themselves to get to where they want to go and few prefer to use public transportation.**

Most Blount County 50+ residents drive themselves in order to get around their community. Less than a quarter of residents get a ride from family or friends. More than one in ten (14%) walk and seven percent ride a bike. Fewer take a taxi, use public transportation, or a private driver.

**Transportation Modes of Blount County 50+ Residents\*  
(N=1449)**



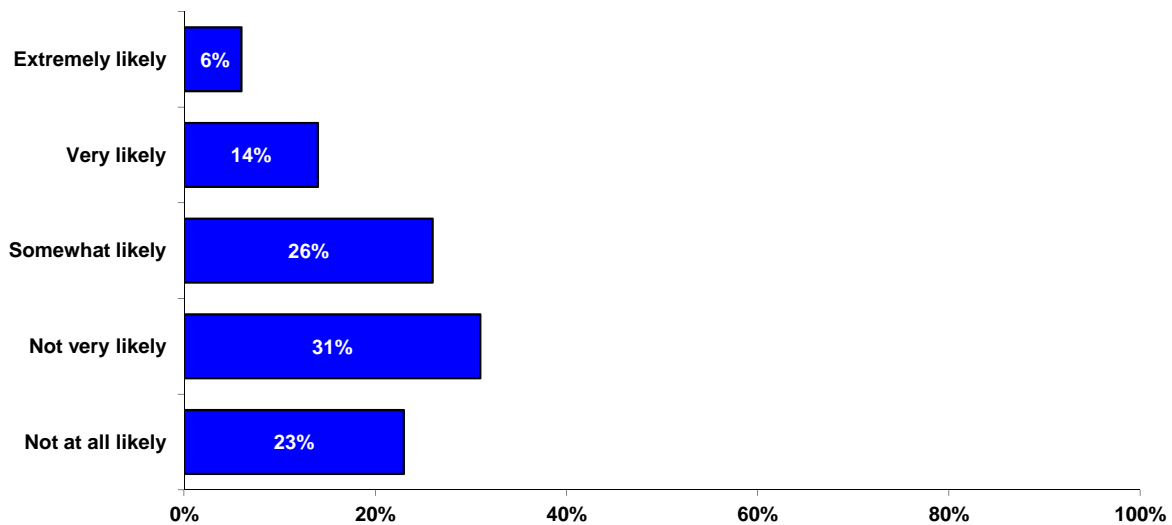
\*Graph shows respondents who checked "yes" under each mode of transportation.

Most Blount County 50+ residents say they never (77%) or rarely (16%) miss activities because they do not have transportation. However, about one in ten say they sometimes (5%), frequently (1%), or always (1%) miss activities due to a lack of transportation, which is the equivalent of the approximately 2,400 Blount County 50+ residents.

Half (51%) of Blount County 50+ residents say that handicap accessible public transportation, excluding taxi service, is available in their community. Over the last six months nearly three in ten residents indicate that they needed transportation to attend doctor’s visit, run errands or visit family and friends.

All Blount County survey respondents were asked how likely they would be to use public transportation in their community if it were affordable and easily accessible. Twenty percent say they are extremely or very likely to use public transportation if it was affordable and easily accessible in their community. On the other hand, over half (54%) say they are not very or not at all likely to use it and more than one-quarter say they are somewhat likely to use it.

**Likelihood of Using Public Transportation in Your Community if Affordable and Easily Accessible (N=1449)**



Respondents who say they are extremely or very likely to use public transportation tend to be younger. Male residents of Blount County are less likely to use public transportation than women.

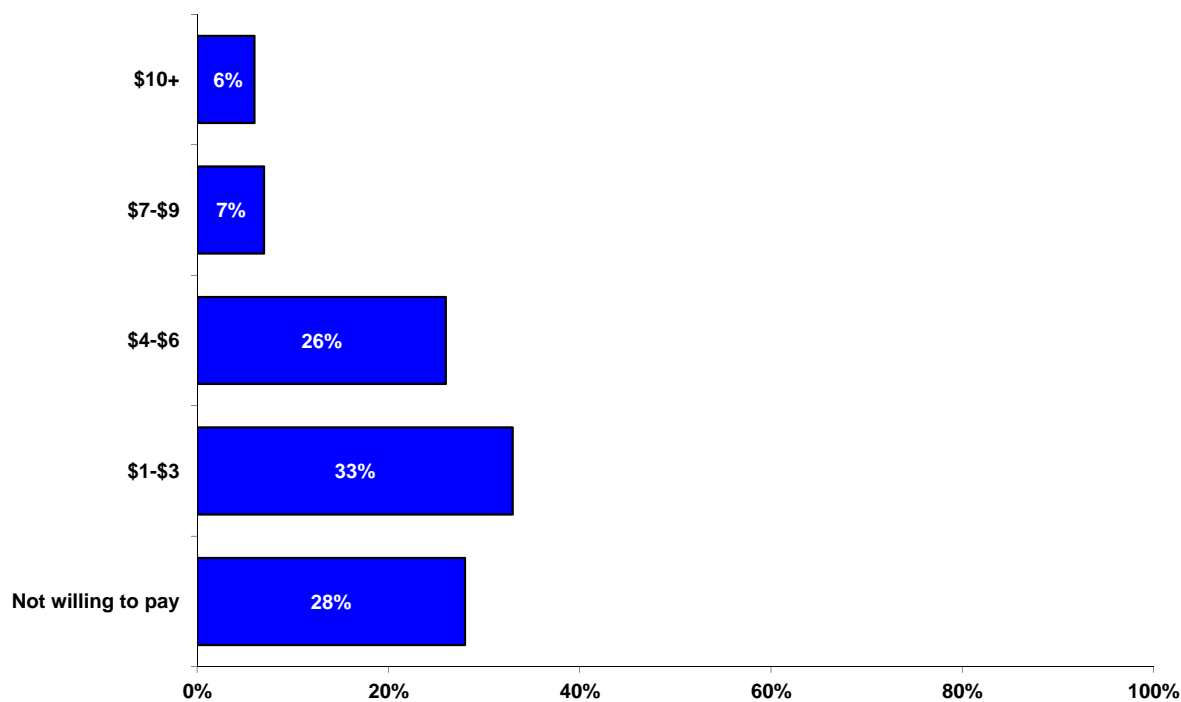
**Likelihood of Using Public Transportation in Your Community if Affordable and Easily Accessible by Age and Employment Status**

	Age			Gender	
	50-59 (n=558)	60-74 (n=612)	75+ (n=251)	Male (n=656)	Female (n=765)
Extremely/Very likely to use	22%	19%	18%	18%	22%
Not very/Not at all likely to use	51%	56%	54%	58%	50%

**Over half of Blount County residents 50 and older are willing to pay between one and three dollars for public transportation.**

Over a quarter (28%) of residents stated that would not be willing to pay anything for public transportation. However 33 percent indicated that they would pay between \$1 and \$3, and an additional 26 percent said they would pay between \$4 and \$6 to ride on public transportation.

**Willingness to Pay Specific Amount For Public Transportation  
N=1449**

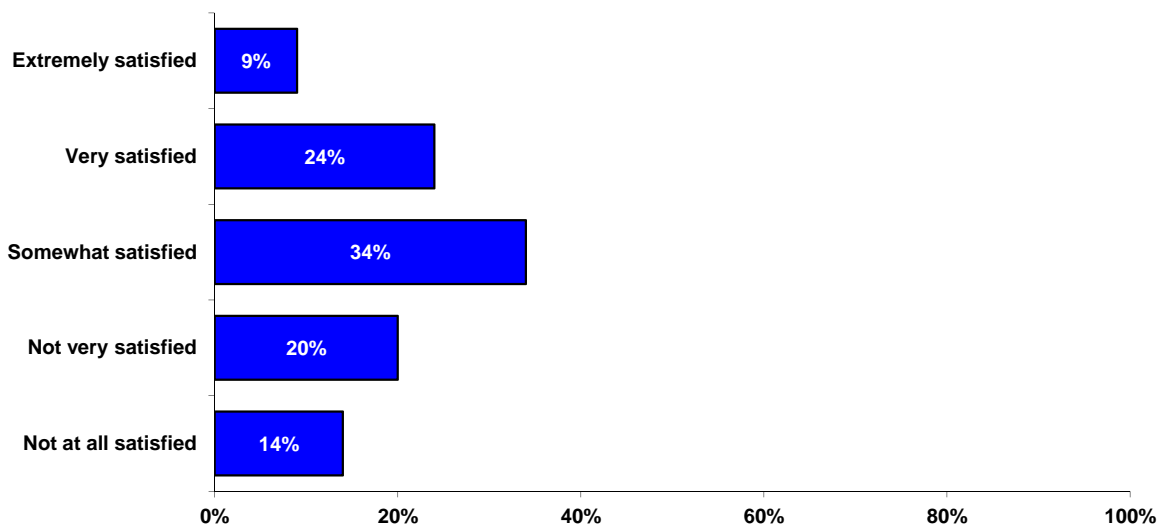


**Blount County residents age 50 and older are split in their level of satisfaction with the safety of the streets in their community for pedestrians and bicyclists than satisfied.**

Slightly more than one-third (34%) of Blount County 50+ residents indicate that they are not very satisfied or not at all satisfied with the safety of the streets in their community for pedestrians and bicyclists. While nearly one-third (32%) says they are extremely or very satisfied with the safety of their streets.



## Satisfaction with the Safety of Community Streets for Pedestrians and Bicyclists (N=1449)



Younger respondents tend to be less satisfied with the safety of community streets than older respondents (**70%** ages 50-74 not very/not at all satisfied versus **27%** 75+ not very/not at all satisfied).

## Your Home

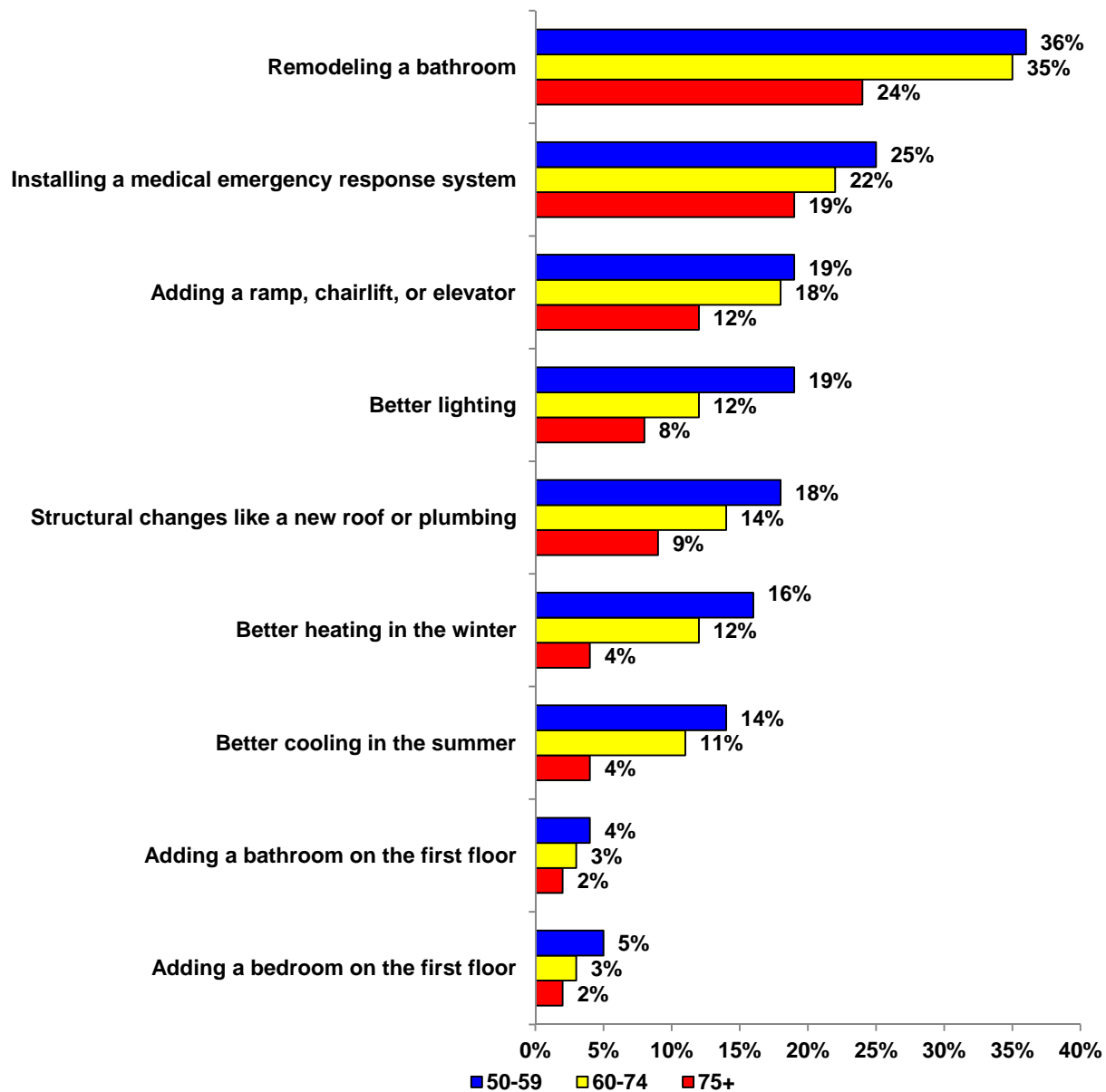
**Blount County residents age 50 and older want to stay in their own homes as they age and many say their home needs modifications to enable them to do so.**

Nine in ten (95%) of Blount County 50+ residents own their homes while fewer than one in ten (5%) rent. The majority of residents live in a single family home (90%) and just two percent live in an apartment. Around the same number live in a condominium (2%), or town home (1%). Five percent of Blount Country 50+ residents live in mobile homes.

More than nine in ten say it is extremely (65%), very (21%), or somewhat important (10%) for them to remain in their own homes for as long as possible, but two in ten (20%) say their home needs repairs and/or modifications to enable them to stay there as they age.

The top home modification needed among all Blount County respondents, regardless of age, is remodeling a bathroom. Other high ranking home modifications needed among both younger and older respondents are installing a medical response system and adding a ramp, chairlift or elevator. The next most needed home modification for younger respondents is better lighting, and for older respondents, it's structural changes like a new roof or plumbing.

**Types of Home Modifications Needed by Blount County 50+ Residents by Age\*  
(N=1449)**



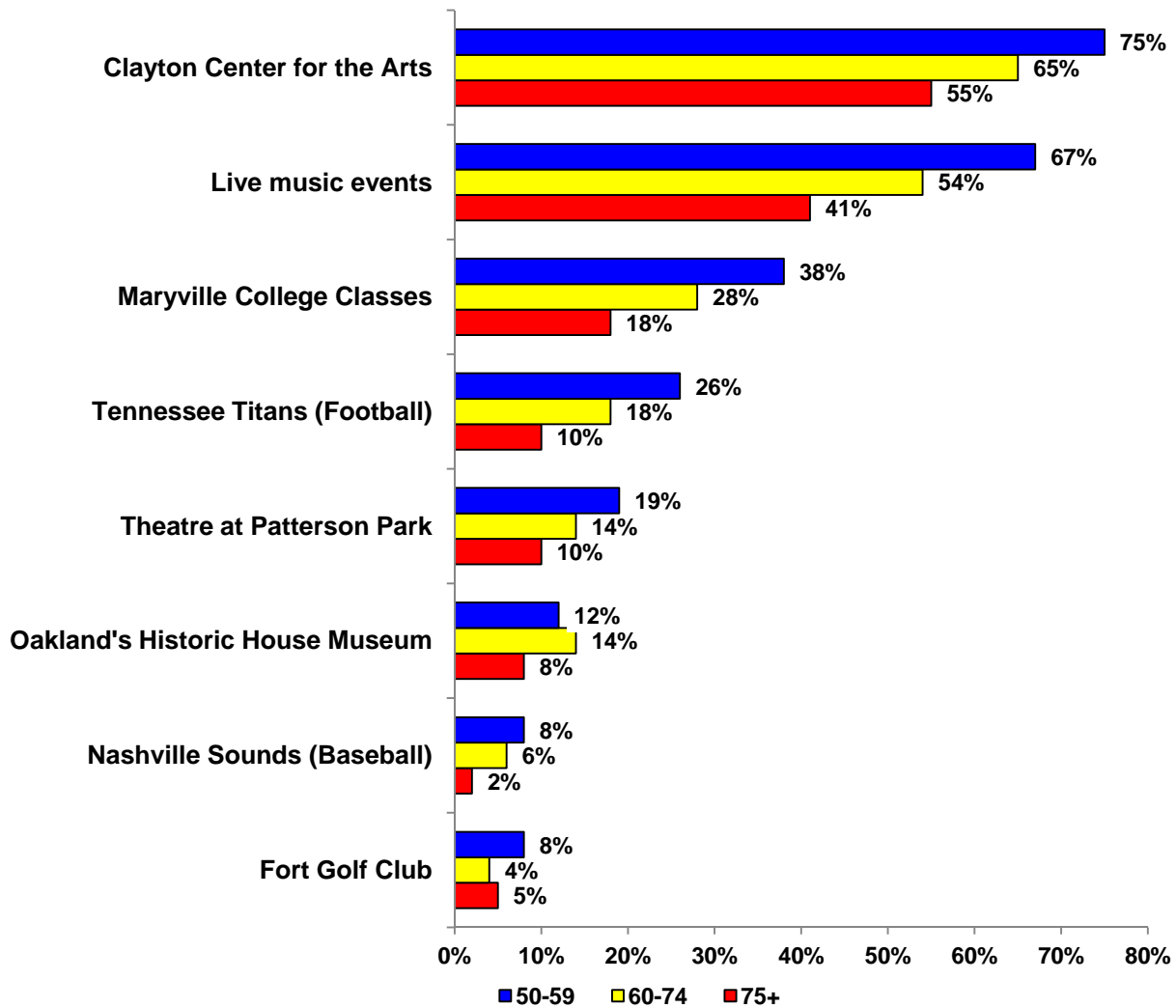
\*Graph shows respondents who checked “yes” under each home modification.

## Your Time

**Blount County residents age 50 and older are interested in receiving discounts for activities and events in or near their community.**

The top discounts Blount County 50+ residents would use, regardless of age, are discounts to the Clayton Center for the Arts and to live music events. Nearly four in ten (38%) of younger respondents would use discounts to Maryville College for classes and nearly two in ten (18%) of oldest respondents say they would also use this discount.

**Preferences for Discounts on Local Activities or Events by Age\*  
(N=1449)**



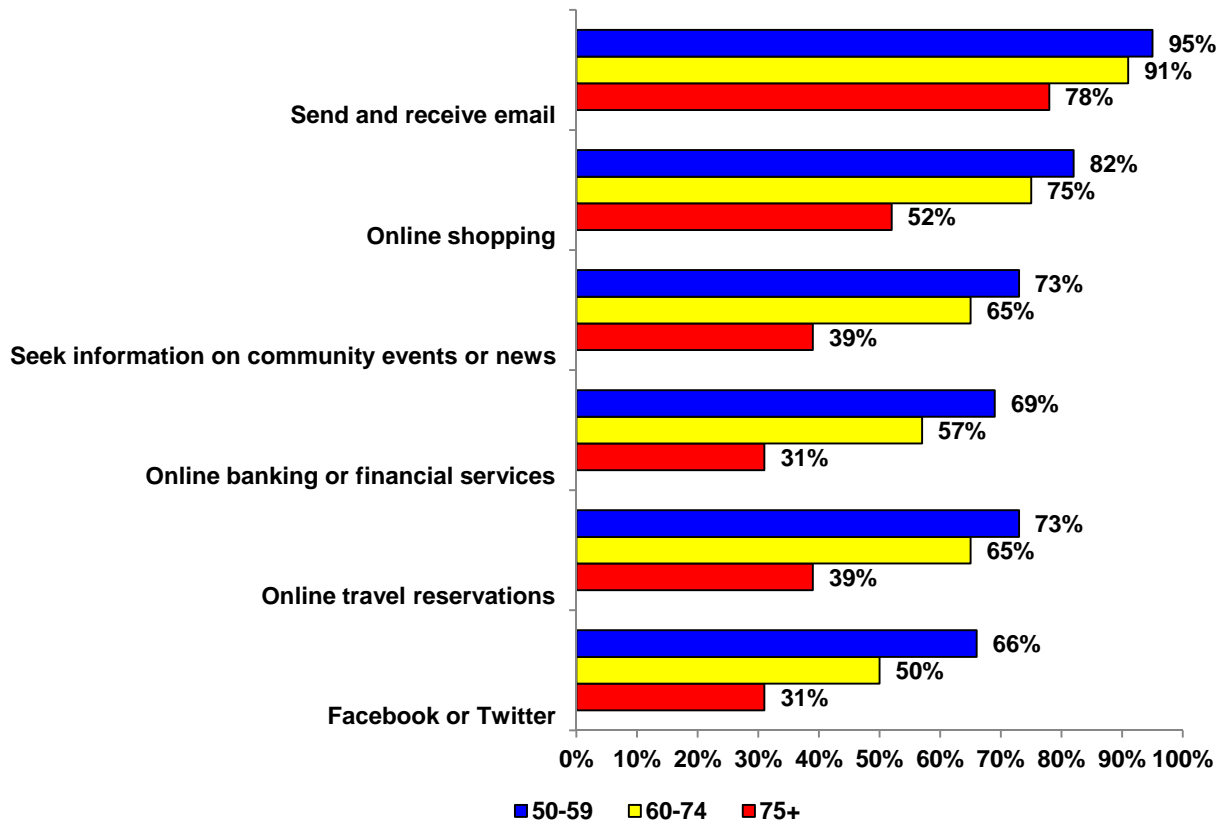
\*Graph shows respondents who checked "yes" under each activity or event.

**Blount County residents age 50 and older are active Internet users and are most interested in email and online shopping and banking.**

Nearly eight in ten (79%) Blount County 50+ residents have accessed the Internet in the last 12 months. The most frequent Internet activity among these respondents, regardless of age, was sending and receiving email. The next most frequent Internet activities among both younger and older respondents were seeking out information on community events or news, and online shopping

It is also noteworthy that while two-thirds (66%) of younger respondents used social networking sites like Facebook or Twitter, nearly one-third (31%) of the oldest respondents used these sites as well.

**Internet Activities among Blount County 50+ Residents by Age\*  
(N=1106)**



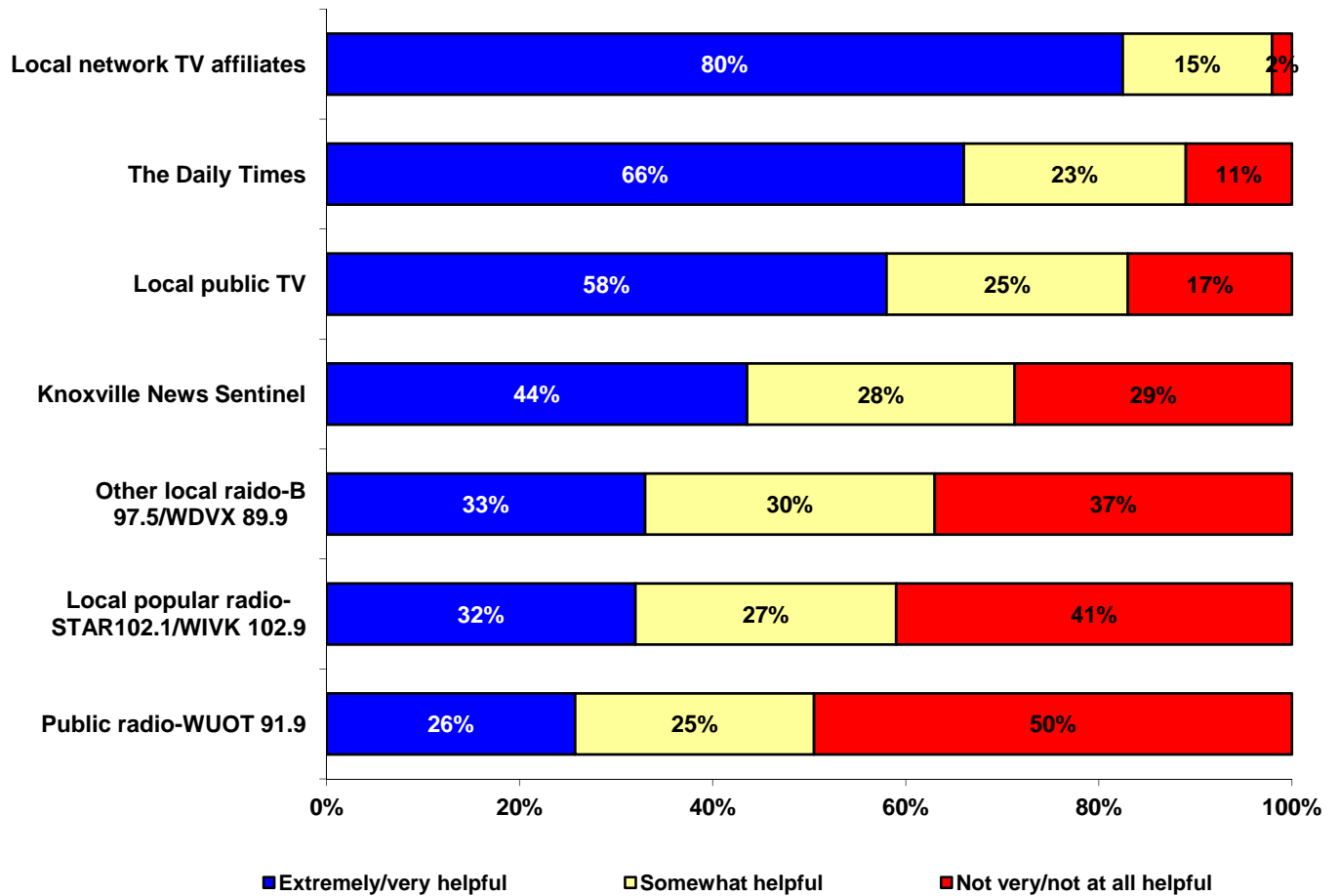
\*Graph shows respondents who checked "yes" under each activity.

Nearly one in five (18%) Blount County 50+ residents visited AARP’s websites like aarp.org or aarpmagazine.org while more than three-quarters (82%) did not. Only twelve percent of the oldest respondents (75+) visited AARP’s websites.

**Blount County residents age 50 and older find the *The Daily Times* and network TV affiliates to be the most helpful sources for news and information in their community.**

Eighty percent of Blount County 50+ residents find the *local TV affiliates* to be extremely or very helpful for news and information in their community. Two-thirds find *The Daily Times* extremely or very helpful for local news and events, and nearly six in ten (58%) find local public TV extremely or very helpful.

**Helpfulness of Local News and Information Sources  
(N=1449)**



## Your Family

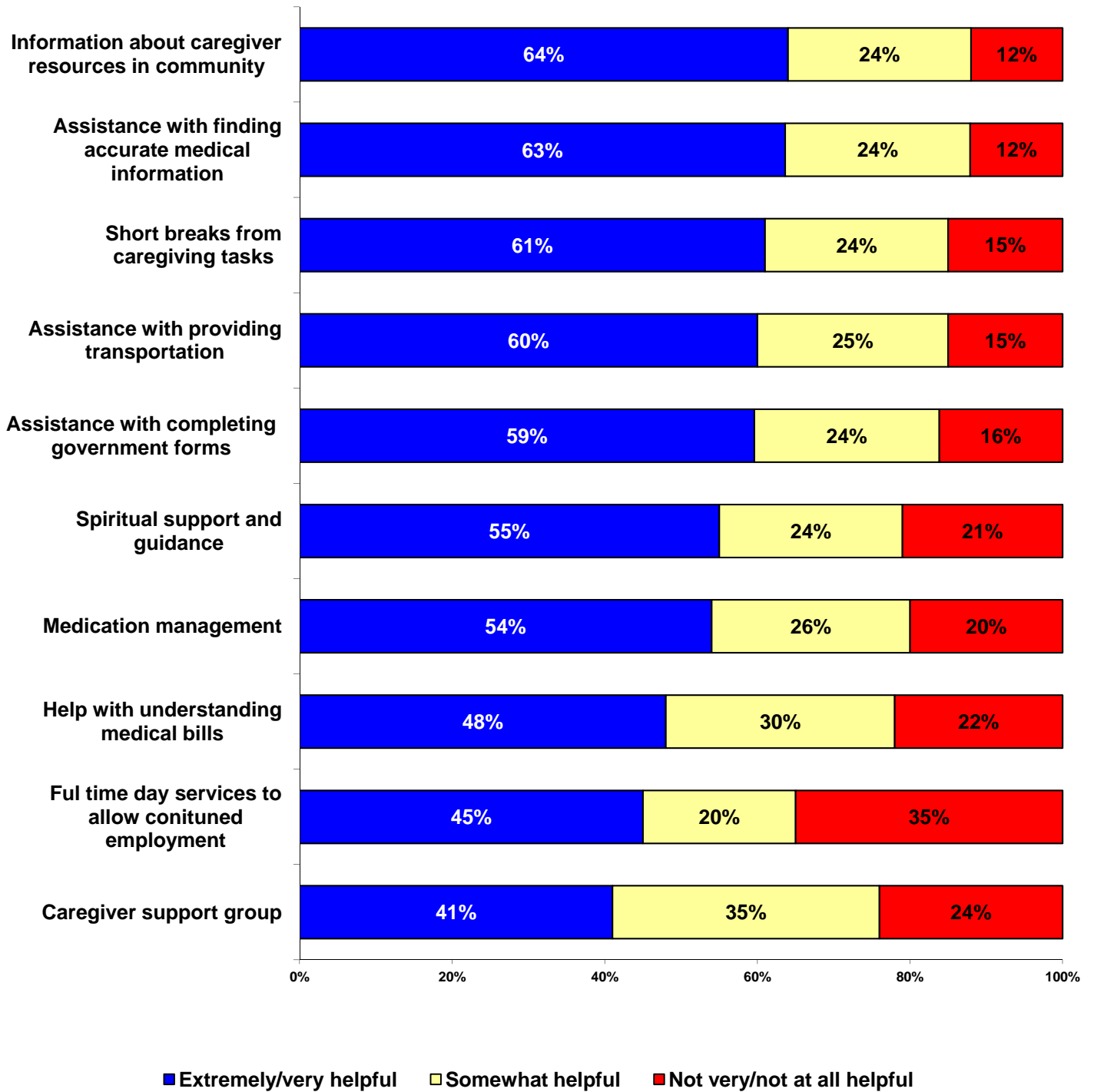
**Many Blount County residents age 50 and older are caregivers and many, including those who are not currently caregivers, would find information on available caregiver community resources helpful.**

A caregiver can be anyone who provides unpaid care for a relative, friend, spouse, companion, or partner 18 years or older who is ill, frail, elderly, or has a physical, mental, or emotional disability. Unpaid care may include assisting with personal needs, household chores, meals, shopping, transportation, financial or medical management, arranging for outside services, or a variety of other tasks. The person who receives care from a caregiver may live with that person or someone else.

More than three in ten (33%) Blount County 50+ residents report they are current or past caregivers. In comparison to other respondents, these caregivers tend to be younger. All survey respondents were asked how helpful they would find a variety of caregiver support services if they are currently a caregiver, have been a caregiver in the past or were to become a caregiver in the future.

The most helpful type of support for Blount County 50+ residents would be information about community caregiver resources. Other types of support these residents would also find extremely or very helpful are assistance with finding accurate medical information, short breaks from caregiving tasks, and assistance with providing transportation. It is important to note that respite care for caregivers was the *second* largest gap in community services identified by Blount County 50+ residents.

### Helpfulness of Caregiver Resources (N=1449)

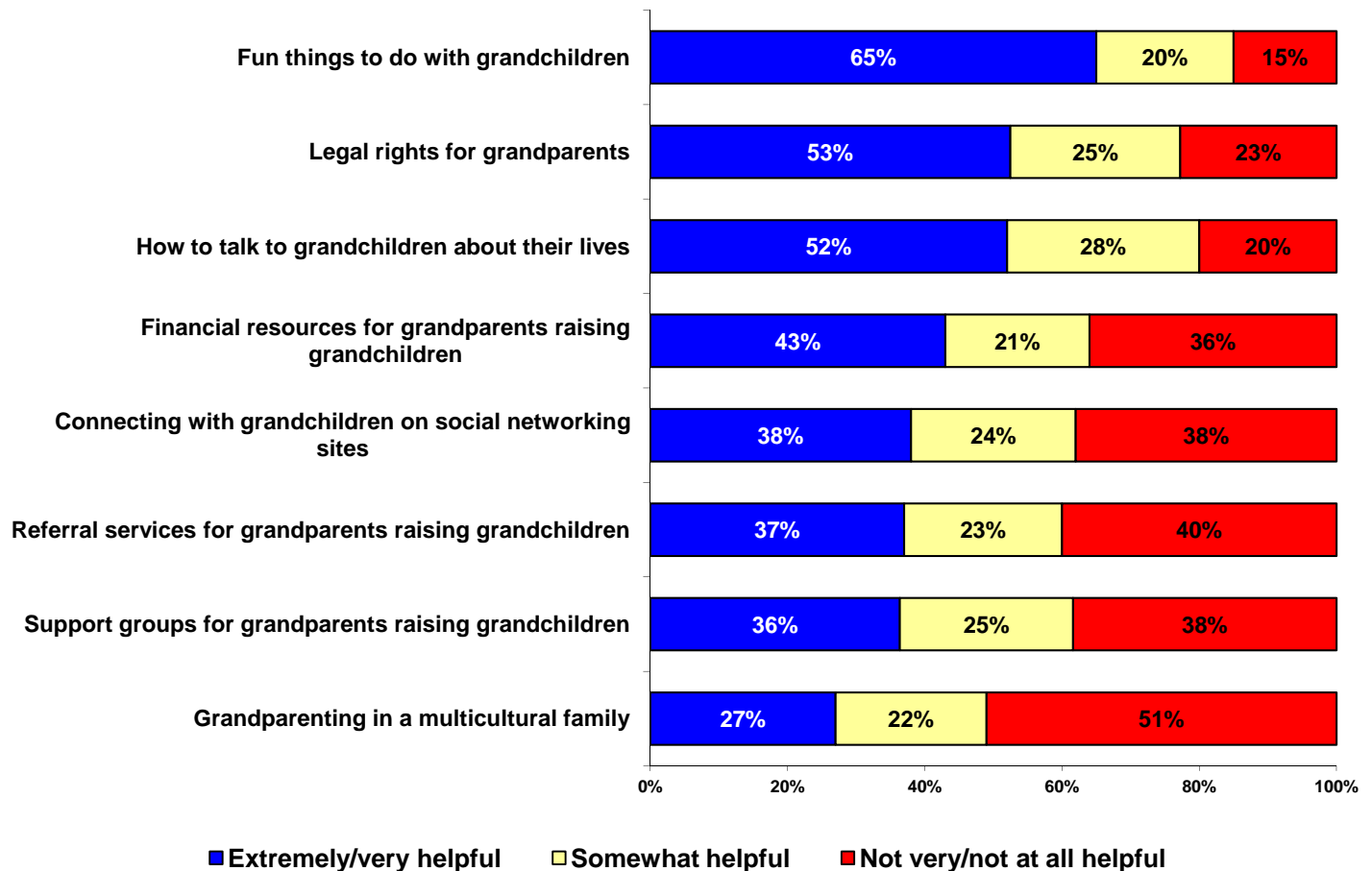


**Most Blount County residents age 50 and older are grandparents and are interested in finding out more information on fun things to do with grandchildren.**

Nearly two-thirds (65%) of Blount County 50+ residents have grandchildren, great grandchildren, or step grandchildren. Grandparents tend to be age 75 or older, retired, have high school educations or less, and have incomes below \$35,000. About one-third (30%) of these grandparents helps with the day-to-day responsibilities of caring for their grandchildren.

The most helpful type of grandparenting resource for Blount County 50+ residents would be information on fun things to do with grandchildren. Many would also find information on legal rights for grandparents, how to talk with grandchildren about issues in their lives, and financial resources for those raising grandchildren, extremely or very helpful.

**Helpfulness of Grandparenting Resources  
(N=1449)**





## Respondent Demographics (N=1449)

<b>Overall Health Rating</b>			<b>Employment</b>	
Excellent	18%		Employed, full-time	31%
Very Good	38%		Employed, part-time	10%
Good	28%		Retired/Not working	57%
Fair	11%			
Poor	3%		<b>Education</b>	
			K-12 grade, no diploma	8%
<b>Ownership of Primary Residence</b>			High school graduate/GED	25%
Own	95%		Post-high school, no degree	18%
Rent	5%		2-year college degree	10%
			4-year college degree	13%
<b>Type of Primary Residence</b>			Post-graduate study, no degree	4%
Single family home	90%		Graduate or professional degree	18%
Mobile home	5%			
Town home or duplex	1%		<b>Income</b>	
Apartment	2%		Less than \$10,000	3%
Condominium or co-op	2%		\$10,000 to \$19,999	8%
			\$20,000 to \$34,999	16%
<b>Gender</b>			\$35,000 to \$49,999	14%
Male	46%		\$50,000 to \$59,999	9%
Female	54%		\$60,000 to \$74,999	10%
			\$75,000 to \$99,999	11%
<b>Age</b>			\$100,000 or more	11%
50-59	39%			
60-74	43%		<b>AARP Membership</b>	
75+	18%		Yes	60%
			No	40%
<b>Marital Status</b>				
Married	73%		<b>Used Internet or Email in Last Year</b>	79%
Not married, living with partner	1%			
Separated	1%		<b>Race</b>	
Divorced	9%		White or Caucasian	96%
Widowed	12%		Black or African-American	2%
Never married	4%		American Indian or Alaskan Native	<.5%
			Asian	<.5%
<b>Hispanic Origin</b>	1%		Native Hawaiian or Pacific Islander	<.5%

## Methodology

The present report is based on data from a mail survey of 7,500 residents age 50 years or older living in Blount County, Tennessee. The sample was drawn from Marketing Systems Group. Each respondent was contacted four times receiving the following pieces of mail: pre-notification postcard, the first survey, a reminder postcard, and a second survey.

The survey was fielded from October 1<sup>st</sup> through October 26th and exactly 1,449 useable surveys were returned by the cut-off date, for a response rate of 19 percent. The survey has a margin of error of +/- 2.48 percent. This means that if 95 out of 100 samples of this same size and population were given the same survey, the responses to the questions would fall within a range of plus or minus 2.48 percentage points of what would have been obtained if every respondent age 50 years and older were asked the same question. The sample was weighted by age and gender. An annotated questionnaire for the entire sample is contained in the appendix of this report. Percents may not add to 100 percent due to rounding. Also due to rounding, the percents reported in the text may vary slightly from those in the annotation or in graphs.

**APPENDIX**  
**ANNOTATED QUESTIONNAIRE**

# 2012AARP TENNESSEE LIVABLE COMMUNITIES SURVEY OF BLOUNT COUNTY RESIDENTS

Weighted N=1449; Margin of Error=+/-2.48%

## Your Community

1. What community do you live in? \_\_\_\_\_ (Write in community)

2. How long have you lived in your current community? #of Years:   #of Months:

<0.5%	Less than 1 year
6%	1 - 4 years
15%	5 - 9 years
15%	10 - 14 years
11%	15 - 19 years
18%	20 - 29 years
13%	30 - 39 years
7%	40 - 49 years
13%	50+ years
2%	No answer

3. How important is it for you to remain in your community for as long as possible?

45%	Extremely important
32%	Very important
17%	Somewhat important
4%	Not very important
1%	Not at all important
1%	No answer

4. Thinking about your future needs, how would you rate your community as a place for people to live as they age?

35%	Excellent
37%	Very good
20%	Good
6%	Fair
2%	Poor
1%	No answer

## Community Features

### 5. Thinking about your future needs, how important do you think it is to have the following features in your community?

		Extremely important	Very important	Somewhat important	Not Very Important	Not at all important	No answer
a.	Well-run parks, community centers, and recreation centers	26%	43%	21%	6%	2%	2%
b.	Convenient places for public events and meetings	20%	41%	26%	8%	2%	2%
c.	Dependable transportation	34%	36%	17%	7%	3%	4%
d.	Sidewalks going to where you want to go	26%	28%	22%	14%	6%	4%
e.	Safe neighborhoods	76%	17%	2%	<0.5%	<0.5%	4%
f.	Entertainment, such as theaters and concerts	16%	30%	33%	12%	5%	4%
g.	Walking or bike trails within a half mile of your home	21%	29%	26%	15%	5%	4%
h.	A grocery store within a half mile of your home	25%	30%	25%	14%	4%	2%
i.	A drug store within a half mile of your home	24%	27%	26%	15%	5%	2%
j.	A wide variety of services to help you maintain your independence as you grow older	40%	39%	16%	3%	2%	1%
k.	Accessible public buildings and facilities	28%	41%	22%	5%	2%	2%
l.	An adequate supply of affordable housing	29%	41%	18%	6%	3%	3%
m.	A variety of housing options for persons with different physical abilities	31%	40%	19%	5%	2%	3%
n.	Opportunities for volunteering	15%	35%	35%	8%	4%	3%
o.	Well-designed and maintained streets	35%	48%	12%	1%	1%	3%
p.	Home-delivered services, that is, groceries, prescriptions etc.	17%	31%	31%	13%	5%	2%
q.	Adult day care services	18%	33%	30%	12%	5%	2%
r.	Respite services	15%	33%	30%	12%	5%	6%

**6. Do you have family or friends nearby who are willing and able to assist you with things like household chores, grocery shopping, transportation etc?**

68%	Yes
20%	No
10%	Not sure
3%	No answer

**7. Does the community where you live have the following features?**

		Yes	No	Not sure	No answer
a.	Well-run parks, community centers, and recreation centers	68%	24%	7%	1%
b.	Convenient places for public events and meetings	67%	21%	11%	2%
c.	Dependable transportation	24%	53%	22%	2%
d.	Sidewalks going to where you want to go	29%	64%	5%	2%
e.	Safe neighborhoods	83%	7%	9%	2%
f.	Entertainment, such as theaters and concerts	62%	32%	4%	2%
g.	Walking or bike trails within a half mile of your home	43%	52%	3%	2%
h.	A grocery store within a half mile of your home	36%	60%	2%	2%
i.	A drug store within a half mile of your home	28%	68%	2%	2%
j.	A wide variety of services to help you maintain your independence as you grow older	37%	35%	26%	2%
k.	Accessible public buildings and facilities	64%	22%	12%	2%
l.	An adequate supply of affordable housing	39%	27%	32%	2%
m.	A variety of housing options for persons with different physical abilities	27%	30%	42%	2%
n.	Opportunities for volunteering	69%	12%	17%	2%
o.	Well-designed and maintained streets	62%	30%	5%	3%
p.	Home-delivered services, that is, groceries, prescriptions etc.	23%	39%	35%	3%
q.	Adult day care services	26%	32%	40%	2%
r.	Respite services	24%	27%	45%	4%

## Community Services

### 8. To help people remain in their own homes as they age in your community, how important are the following services?

		Extremely important	Very important	Somewhat important	Not very important	Not at all important	No answer
a.	Senior centers	22%	38%	28%	6%	2%	4%
b.	Housekeeping services (cleaning or light maintenance services)	24%	41%	23%	6%	2%	4%
c.	Congregate meals such as senior lunch programs	23%	38%	26%	8%	3%	4%
d.	Meals-on-wheels or home delivered meals	28%	39%	19%	6%	2%	4%
e.	A service that helps low-income or older persons with home repairs, like with the roof or windows	35%	38%	17%	5%	2%	4%
f.	Home health aides or visiting nurses	38%	41%	12%	3%	1%	4%
g.	Seasonal work such as lawn work or gutter cleaning	28%	41%	20%	5%	2%	4%
h.	Respite care (getting a break from caregiving duties)	25%	40%	22%	6%	3%	5%
i.	Transportation services such as one way, round trip or multi-stop rides	32%	36%	20%	6%	3%	4%
j.	Home-delivered services, that is., groceries, prescriptions etc.	27%	37%	22%	7%	3%	4%
k.	Blount County Senior Service Directory	30%	39%	21%	5%	2%	4%

**9. Does the community where you live have the following services?**

		Yes	No	Not sure	No answer
a.	Senior centers	52%	27%	18%	3%
b.	Housekeeping services (cleaning or light maintenance services)	34%	24%	38%	3%
c.	Congregate meals such as senior lunch programs	32%	21%	43%	3%
d.	Meals-on-wheels or home delivered meals	50%	15%	31%	4%
e.	A service that helps low-income or older persons with home repairs, like with the roof or windows	18%	25%	54%	4%
f.	Home health aides or visiting nurses	64%	11%	22%	3%
g.	Seasonal work such as lawn work or gutter cleaning	31%	23%	42%	3%
h.	Respite care (getting a break from caregiving duties)	18%	23%	55%	4%
i.	Transportation services such as one way, round trip or multi-stop rides	40%	25%	31%	4%
j.	Home-delivered services, that is., groceries, prescriptions etc.	23%	30%	43%	4%
k.	Blount County Senior Service Directory	51%	13%	33%	3%

**10. If you needed to access any of the services referenced in Questions 8 and 9, would you turn to any of the following sources to get more information about them?**

		Yes	No	Not sure	No answer
a.	Family members or friends	86%	7%	3%	4%
b.	Your doctor or other health professional	80%	8%	7%	5%
c.	Area Agency on Aging and Disability	59%	13%	22%	6%
d.	Senior Center	51%	20%	23%	6%
e.	Internet	66%	19%	10%	6%
f.	Phone book	78%	10%	7%	5%
g.	Church	68%	17%	11%	4%
h.	Blount County Senior Service Directory	65%	8%	23%	5%



## Your Residence

### 11. Do you own or rent your primary residence?

93%	Own
5%	Rent
2%	No answer

### 12. What type of home is your primary residence?

88%	Single family home
5%	Mobile home
1%	Town home or duplex
2%	Apartment
2%	Condominium or coop
2%	No answer

### 13. How important is it for you to stay in your current residence for as long as possible?

64%	Extremely important
20%	Very important
9%	Somewhat important
3%	Not very important
2%	Not at all important
2%	No answer

### 14. Does your current residence need any major repairs, modifications, or changes to enable you to stay there as you age?

20%	Yes
67%	No
11%	Not sure
2%	No answer

### 15. What barriers will prevent you from remaining in your current residence? (CHECK ALL THAT APPLY)

20%	Major repairs or modifications needed
27%	Monthly expenses
46%	Physically unable to remain alone; frail
20%	Other
18%	No answer

**16. Do you plan to make the following types of modifications or improvements to your home to enable you to stay there as you age?**

		Yes	No	Not sure	No answer
a.	Better cooling in the Summer	11%	78%	7%	5%
b.	Better heating in the Winter	12%	77%	7%	4%
c.	Accommodations for easier access into or within your home such as a ramp, chairlift, or elevator	17%	66%	13%	4%
d.	Bathroom modifications such as grab bars, handrails, high toilet or non-slip tile	32%	52%	12%	4%
e.	Adding a bedroom on the first floor	4%	88%	4%	4%
f.	Better lighting	13%	77%	5%	4%
g.	Structural changes or major repairs, such as a new roof or new plumbing	14%	75%	6%	4%
h.	Adding a full bathroom on the first floor	3%	88%	4%	5%
i.	Installing a medical emergency response system that notifies others in case of emergency	21%	54%	21%	4%

**Community Streets & Transportation**

**17. Do you usually get around your community for things like shopping, visiting the doctor, running errands, or other things by doing the following?**

		Yes	No	No answer
a.	Drive yourself	94%	5%	1%
b.	Get a ride with family or friends	21%	72%	8%
c.	Walk	13%	79%	9%
d.	Ride a bike	7%	84%	9%
e.	Take a taxi	1%	90%	9%
f.	Use a special transportation service, like one for seniors or persons with disabilities (ETHRA)	4%	87%	9%
g.	Use a public transportation system like the train or bus	1%	90%	9%
h.	Use a private driver	5%	87%	9%

**18. How often do you miss activities because you do not have transportation?**

<0.5%	Always
1%	Frequently
5%	Sometimes
16%	Rarely
77%	Never
1%	No answer

**19. Excluding taxi service, is transportation, for example handicap-accessible vans, available in your community?**

51%	Yes
9%	No
39%	Not sure
1%	No answer

**20. In the last six months, how often have you needed transportation to go somewhere; for example, to shop, to visit the doctor, to run errands, or to visit friends and family?**

10%	Everyday
12%	Several times a week
7%	At least once a week
3%	At least once a month
4%	Less frequently than once a month
63%	Not at all
1%	No answer

**21. How much would you be willing to pay for a round-trip ride using public transportation in your local community?**

26%	Not willing to pay
30%	\$1 to 3
24%	\$ 4 to 6
6%	\$ 7 to 9
5%	\$ 10+
8%	No answer

**22. If public transportation service was affordable and easily accessible in your community, how likely would you be to use it?**

6%	Extremely likely
13%	Very likely
26%	Somewhat likely
31%	Not very likely
22%	Not at all likely
2%	No answer

**23. Do you or your spouse or partner have a medical condition that makes it difficult for you to travel outside of your home?**

7%	Yes, I do
4%	Yes, my spouse or partner does
1%	Both myself and my spouse or partner does
86%	No
1%	No answer

**24. How satisfied are you with the streets in your community in terms of their safety for pedestrians and bicyclists?**

9%	Extremely satisfied
23%	Very satisfied
34%	Somewhat satisfied
20%	Not very satisfied
14%	Not at all satisfied
1%	No answer

### Your Family

**25. A caregiver can be anyone who provides unpaid care for a relative, friend, spouse, companion, or partner 18 years or older who is ill, frail, elderly, or has a physical, mental, or emotional disability. Unpaid care may include assisting with personal needs, household chores, meals, shopping, transportation, financial or medical management, arranging for outside services, or a variety of other tasks. The person you provide care for may live with you or somewhere else.**

**Are you currently providing unpaid assistance, or have you provided unpaid assistance in the past two years, to care for a relative, friend, spouse, companion, or partner 18 years or older who is ill, frail, elderly, or has a physical, mental, or emotional disability?**

32%	Yes
64%	No
1%	Not sure
3%	No answer

**26. As a current or former caregiver or someone who may provide care in the future, how helpful would the following types of support be to you?**

		Extremely helpful	Very helpful	Somewhat helpful	Not very helpful	Not at all helpful	No answer
a.	Assistance with providing transportation	20%	32%	22%	7%	6%	13%
b.	Assistance with finding accurate medical information	22%	33%	21%	6%	5%	13%
c.	Assistance with medication management	17%	30%	22%	11%	6%	13%
d.	Connecting with other caregivers in similar situations through a caregiver support group	10%	25%	30%	13%	9%	14%
e.	Guidance and help in understanding medical bills	14%	27%	26%	12%	7%	14%
f.	Spiritual support and guidance	19%	28%	21%	10%	8%	13%
g.	Information about available resources for caregivers in your community	22%	33%	21%	5%	5%	14%
h.	Short breaks from your caregiving tasks	22%	30%	20%	7%	6%	15%
i.	Assistance in completing government forms and applications	23%	28%	21%	8%	6%	14%
j.	Full-time adult day services to allow continued employment	17%	22%	17%	12%	17%	15%

**27. Do you have any grandchildren, including great grandchildren or step-grandchildren?**

62%	Yes → <b>GO TO Question 28</b>
33%	No → <b>GO TO Question 29</b>
5%	No answer

**28. Do you help with any of the day-to-day responsibilities of caring for any of your grandchildren, great grandchildren or step grandchildren? (n=897)**

31%	Yes
68%	No
1%	No answer

**29. If you are or were to become a grandparent, how helpful would you find the following services or information?**

		Extremely helpful	Very helpful	Somewhat helpful	Not very helpful	Not at all helpful	No answer
a.	Fun things to do with grandchildren of all ages	24%	31%	17%	5%	7%	15%
b.	How to speak to children about issues in their lives	16%	27%	24%	8%	8%	15%
c.	Legal rights of grandparents	18%	26%	21%	9%	10%	16%
d.	Grandparenting in a multicultural family	8%	15%	18%	18%	24%	17%
e.	Referral services for people raising grandchildren	11%	20%	19%	16%	18%	17%
f.	Financial resources for people raising grandchildren	14%	22%	18%	13%	17%	16%
g.	Support groups for people raising grandchildren	11%	19%	21%	14%	18%	16%
h.	How to connect with grandchildren on social media sites, like Facebook, Twitter, or Skype	13%	19%	21%	14%	18%	16%

**Your Time**

**30. Would you use any of the following discounts for activities and events in or near your community?**

		Yes	No	Not sure	No answer
a.	The Theatre at Patterson Park	14%	49%	30%	6%
b.	Old Fort Golf Club	6%	73%	15%	7%
c.	Tennessee Titans (Football)	18%	62%	13%	7%
d.	Nashville Sounds (Baseball)	6%	73%	14%	7%
e.	Live Music Events	54%	27%	14%	5%
f.	Oakland's Historic House Museum	11%	55%	26%	7%
g.	Clayton Center for the Arts	65%	23%	9%	3%
h.	Maryville College classes	29%	48%	18%	5%

## Internet and Media Usage

**31. In the last 12 months, have you accessed the Internet or sent or received email?**

76%	Yes → <i>GO TO Question 32</i>
20%	No → <i>GO TO Question 34</i>
4%	No answer

**32. Do you do any of the following activities when you use the Internet? (n=1,106)**

		Yes	No	No answer
a.	Send and receive email	96%	3%	1%
b.	Perform online banking or other financial services	61%	37%	2%
c.	Seek information on community events, news, or schedules	80%	19%	2%
d.	Buy or make a reservation online for a travel service, such as an airline ticket, hotel room, or rental car	68%	31%	1%
e.	Buy a product online, such as books, music, toys, clothing	79%	19%	1%
f.	Use a social networking site, like Facebook or Twitter	57%	42%	1%

**33. In the last 12 months, have you visited any of AARP's Internet/Web sites (aarp.org, AARPmagazine.org, etc.)? (n= 1,106)**

19%	Yes
79%	No
2%	No answer

**34. How helpful do you find each of the following sources for news and information in your local community?**

		Extremely helpful	Very helpful	Somewhat helpful	Not very helpful	Not at all helpful	No answer
a.	The Daily Times	35%	29%	23%	6%	5%	3%
b.	Knoxville News Sentinel	18%	22%	25%	9%	17%	10%
c.	Local public radio(WUOT 91.9)	9%	12%	21%	15%	27%	16%
d.	Local popular radio (STAR 102.1, WIVK 102.9)	11%	17%	24%	14%	22%	13%
e.	Other local radio stations (B 97.5, WDVX, 89.9AM)	10%	18%	26%	13%	20%	13%
f.	Public television (WVLT)	26%	29%	23%	7%	9%	6%
g.	Local network TV affiliates (WBIR 10, WATE 6, WTNZ 43)	44%	34%	15%	2%	3%	2%

**About You**

The following questions are for classification purposes only and will be kept entirely confidential.

**D1. How would you rate your overall health today?**

18%	Excellent
38%	Very good
28%	Good
11%	Fair
3%	Poor
1%	No answer

**D2. Are you male or female?**

46%	Male
54%	Female



**D3. What is your age as of your last birthday?**    (in years)

39%	50-59
43%	60-74
18%	75+
-	No answer

**D4. What is your current marital status?**

73%	Married
1%	Not married, living with partner
1%	Separated
9%	Divorced
12%	Widowed
4%	Never married
<0.5%	No answer

**D5. Are you or your spouse currently a member of AARP?**

60%	Yes
40%	No
1%	No answer

**D6. Besides you, do you have any of the following people living in your household?**

		Yes	No	No answer
a.	Child/children under 18	9%	83%	8%
b.	Child/children 18 or older	13%	79%	8%
c.	Child/children away at college	4%	83%	13%

**D7. What is the highest level of education that you completed?**

8%	0-12 <sup>th</sup> grade (no diploma)
25%	High school graduate (or equivalent)
18%	Post-high school education (no degree)
10%	2-year college degree
13%	4-year college degree
4%	Post-graduate study (no degree)
18%	Graduate or professional degree
4%	No answer

**D8. Which of the following best describes your current employment status?**

3%	Self-employed, part-time
4%	Self-employed, full-time
7%	Employed, part-time
27%	Employed, full-time

49%	Retired, not working at all
7%	Not in labor force for other reasons
1%	Unemployed, but looking for work
2%	No answer

**D9. Are you of Hispanic, Spanish, or Latino origin or descent?**

1%	Yes
98%	No
1%	No answer

**D10. What is your race?**

96%	White or Caucasian
2%	Black or African American
<0.5%	American Indian or Alaska Native
<0.5%	Asian
-	Native Hawaiian or other Pacific Islander
<0.5%	Other
1%	No answer

**D11. What is your 5-digit ZIP Code? (Write in your ZIP CODE):**

**D12. What was your annual household income before taxes in 2011?**

3%	Less than \$10,000
8%	\$10,000 to \$19,999
16%	\$20,000 to \$34,999
14%	\$35,000 to \$49,999
9%	\$50,000 to \$59,999
10%	\$60,000 to \$74,999
11%	\$75,000 to \$99,999
11%	\$100,000 or more
9%	Not sure
9%	No answer

**Thank you very much for completing this survey. Your assistance in providing this information is very much appreciated.**

**Please return your completed survey by October 26, 2012  
in the enclosed postage-paid envelope to:  
AARP State Research  
601 E Street, NW  
Washington, DC 20049**



**AARP**

**Research and Strategic Analysis**

**For more information, please contact Aisha Bonner at:  
202.434.3531 or e-mail [abonner@aarp.org](mailto:abonner@aarp.org)**