

Gap Analysis Addendum  
 Livability for All: The 2016 Age-Friendly Community Survey  
 of Charlotte-Matthews Residents Age 50-plus

Which Community Features Are Important Versus Which Ones Exist by Domain

(Need Gap = % Extremely/Very/Somewhat Important - % Yes/Exists)

*Items within each domain sorted in descending order by size of the gap.*

Housing (n=390)	Gap	Extremely, Very, or Somewhat Important	Yes, Characteristic or Service Exists	Not Sure, Characteristic or Service Exists
A home repair service for low-income and older adults	67	89	22	42
Well-maintained and safe low-income housing	53	82	29	32
Homes that are equipped with things like a no step entrance, wider doorways, grab bars in bathrooms, and first floor bedrooms and bathrooms	51	89	38	34
Affordable housing options for adults of varying income levels	50	86	36	29
Seasonal services such as lawn work or snow removal for low-income and older adults	45	89	44	25
Home repair contractors who are trustworthy, do quality work and are affordable	40	92	52	30
Well-maintained homes and properties	14	95	81	4

Outdoor Space and Buildings (n=390)	Gap	Extremely, Very, or Somewhat Important	Yes, Characteristic or Service Exists	Not Sure, Characteristic or Service Exists
Well-maintained public restrooms that are accessible to people of different physical abilities	54	87	33	28
Separate pathways for bicyclists and pedestrians	53	86	33	13
Public parks with enough benches	51	86	35	20
Well-maintained public buildings and facilities that are accessible to people of different physical abilities	43	94	51	22
Well-maintained and safe parks that are within walking distance of your home	43	87	44	8
Sidewalks that are in good condition, free from obstruction and are safe for pedestrian use and accessible for wheelchair or other assistive mobility devices	40	93	53	7
Neighborhood watch programs	35	93	58	18

<b>Transportation and Streets (n=390)</b>	<b>Gap</b>	<b>Extremely, Very, or Somewhat Important</b>	<b>Yes, Characteristic or Service Exists</b>	<b>Not Sure, Characteristic or Service Exists</b>
Driver education/refresher courses	55	79	24	45
Audio/visual pedestrian crossings	48	89	41	18
Affordable public parking	40	89	49	20
Safe public transportation stops or areas	39	89	50	25
Well-lit, safe streets and intersections for all users	36	96	60	12
Affordable public transportation	36	88	52	23
Special transportation services for people with disabilities and older adults	35	93	58	26
Well-maintained public transportation vehicles	35	88	53	26
Reliable public transportation	34	87	53	25
Public parking lots, spaces and areas to park	31	91	60	11
Accessible and convenient public transportation	31	86	55	12
Enforced speed limits	29	95	66	10
Well-maintained streets	20	96	76	5
Easy to read traffic signs	14	97	83	4

<b>Health and Wellness (n=390)</b>	<b>Gap</b>	<b>Extremely, Very, or Somewhat Important</b>	<b>Yes, Characteristic or Service Exists</b>	<b>Not Sure, Characteristic or Service Exists</b>
A service that helps seniors find and access health and supportive services	69	97	28	50
Affordable home health care providers	63	96	33	52
Well-trained certified home health care providers	58	96	38	46
Easy to find information on local health and supportive services	53	96	43	39
Health and wellness programs and classes in areas such as nutrition, smoking cessation, and weight control	53	95	42	38
Home care services including health, personal care and housekeeping	50	95	45	38
Fitness activities specifically geared towards older adults	48	96	48	31
Easily understandable and helpful local hospital or clinic answering services	40	95	55	33
Conveniently located health and social services	38	95	57	23
Health care professionals who speak different languages	35	76	41	48
Conveniently located emergency care centers	24	97	73	13
A variety of health care professionals including specialist	23	97	74	15
Respectful and helpful hospital and clinic staff	22	97	75	8
Well-maintained hospitals and health care facilities	16	98	82	10

<b>Social Participation, Inclusion and Education Opportunities (n=390)</b>	<b>Gap</b>	<b>Extremely, Very, or Somewhat Important</b>	<b>Yes, Characteristic or Service Exists</b>	<b>Not Sure, Characteristic or Service Exists</b>
Activities that are affordable to all residents	58	92	34	40
Accurate and widely publicized information about social activities	58	92	34	28
Local schools that involve older adults in events and activities	54	81	27	49
A variety of cultural activities for diverse populations	54	86	32	40
Activities specifically geared towards older adults	52	90	38	33
Activities that offer senior discounts	50	93	43	31
Social clubs such as book, gardening, craft or hobby	44	85	41	37
Activities that involve both younger and older people	43	88	45	32
Conveniently located venues for entertainment	40	90	50	13
Continuing education classes	38	85	47	32

<b>Volunteering and Civic Engagement (n=390)</b>	<b>Gap</b>	<b>Extremely, Very, or Somewhat Important</b>	<b>Yes, Characteristic or Service Exists</b>	<b>Not Sure, Characteristic or Service Exists</b>
Transportation to and from volunteer activities for those who need it	78	88	10	60
Volunteer training opportunities to help people perform better in their volunteer roles	70	92	22	50
Easy to find information on available local volunteer opportunities	69	91	22	48
Opportunities for older adults to participate in decision making bodies such as community councils or committees	64	92	28	47
A range of volunteer activities to choose from	52	91	39	34

<b>Job Opportunities (n=390)</b>	<b>Gap</b>	<b>Extremely, Very, or Somewhat Important</b>	<b>Yes, Characteristic or Service Exists</b>	<b>Not Sure, Characteristic or Service Exists</b>
Job training opportunities for older adults who want to learn new job skills within their job or get training in a different field of work	77	90	13	59
Job that are adapted to meet the needs of people with disabilities	73	88	15	58
A range of flexible job opportunities for older adults	73	89	16	55

<b>Community Information (n=390)</b>	<b>Gap</b>	<b>Extremely, Very, or Somewhat Important</b>	<b>Yes, Characteristic or Service Exists</b>	<b>Not Sure, Characteristic or Service Exists</b>
Clearly displayed printed community information with large lettering	76	91	15	50
Community information that is delivered in person to people who may have difficulty or may not be able to leave their home	74	88	14	60
Access to community information in one central source	72	92	20	54
An automated community information source that is easy to understand like a toll-free telephone number	69	87	18	52
Community information that is available in a number of different languages	60	77	17	60
Free access to computers and the Internet in public places such as the library, senior centers or government buildings	35	90	55	28