

Gap Analysis Addendum  
Livability for All: The 2016 Age-Friendly Community Survey  
of Lansing 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.*

<b>Housing (n=471)</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 home repair service for low-income and older adults	70	95	25	53
Well-maintained and safe low-income housing	64	95	31	41
Homes that are equipped with things like a no step entrance, wider doorways, grab bars in bathrooms, and first floor bedrooms and bathrooms	58	95	37	43
Seasonal services such as lawn work or snow removal for low-income and older adults	53	95	42	36
Affordable housing options for adults of varying income levels	48	92	44	36
Home repair contractors who are trustworthy, do quality work and are affordable	47	96	49	40
Well-maintained homes and properties	27	96	69	12

<b>Outdoor Space and Buildings (n=471)</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>
Well-maintained public restrooms that are accessible to people of different physical abilities	58	96	38	30
Sidewalks that are in good condition, free from obstruction and are safe for pedestrian use and accessible for wheelchair or other assistive mobility devices	54	95	41	13
Public parks with enough benches	53	91	38	24
Separate pathways for bicyclists and pedestrians	44	90	46	12
Well-maintained public buildings and facilities that are accessible to people of different physical abilities	41	96	55	22
Well-maintained and safe parks that are within walking distance of your home	36	91	55	9
Neighborhood watch programs	32	94	62	25

<b>Transportation and Streets (n=471)</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>
Well-maintained streets	67	98	31	9
Driver education/refresher courses	66	91	25	50
Audio/visual pedestrian crossings	50	95	45	21
Affordable public parking	46	96	50	24
Enforced speed limits	44	97	53	13
Well-lit, safe streets and intersections for all users	42	98	56	17
Safe public transportation stops or areas	36	97	61	25
Public parking lots, spaces and areas to park	36	97	61	15
Well-maintained public transportation vehicles	30	98	68	23
Easy to read traffic signs	25	98	73	9
Reliable public transportation	25	97	72	18
Affordable public transportation	24	96	72	17
Special transportation services for people with disabilities and older adults	18	98	80	13
Accessible and convenient public transportation	15	95	80	9

<b>Health and Wellness (n=471)</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>
Affordable home health care providers	64	96	32	51
Easy to find information on local health and supportive services	55	96	41	43
A service that helps seniors find and access health and supportive services	51	95	44	44
Well-trained certified home health care providers	50	96	46	44
Fitness activities specifically geared towards older adults	48	95	47	38
Home care services including health, personal care and housekeeping	45	97	52	38
Health care professionals who speak different languages	44	87	43	49
Easily understandable and helpful local hospital or clinic answering services	43	96	53	36
Health and wellness programs and classes in areas such as nutrition, smoking cessation, and weight control	41	96	55	36
Conveniently located health and social services	35	95	60	26
Respectful and helpful hospital and clinic staff	22	97	75	18
A variety of health care professionals including specialists	19	97	78	15
Well-maintained hospitals and health care facilities	16	97	81	12
Conveniently located emergency care centers	16	97	81	10

<b>Social Participation, Inclusion and Education Opportunities (n=471)</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	57	94	37	39
Local schools that involve older adults in events and activities	58	88	30	49
Accurate and widely publicized information about social activities	52	94	42	33
Activities specifically geared towards older adults	52	92	40	37
Activities that involve both younger and older people	50	92	42	40
A variety of cultural activities for diverse populations	47	88	41	41
Activities that offer senior discounts	46	94	48	32
Social clubs such as book, gardening, craft or hobby	42	90	48	37
Continuing education classes	31	88	57	29
Conveniently located venues for entertainment	29	89	60	20

<b>Volunteering and Civic Engagement (n=471)</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	72	95	23	59
Easy to find information on available local volunteer opportunities	66	92	26	52
Opportunities for older adults to participate in decision making bodies such as community councils or committees	64	93	29	54
Volunteer training opportunities to help people perform better in their volunteer roles	64	93	29	57
A range of volunteer activities to choose from	48	93	45	42

<b>Job Opportunities (n=471)</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	72	92	20	61
Job that are adapted to meet the needs of people with disabilities	69	93	24	60
A range of flexible job opportunities for older adults	69	89	20	56

<b>Community Information (n=471)</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	77	94	17	58
Community information that is delivered in person to people who may have difficulty or may not be able to leave their home	75	92	17	66
An automated community information source that is easy to understand like a toll-free telephone number	73	93	20	57
Access to community information in one central source	72	93	21	59
Community information that is available in a number of different languages	64	85	21	64
Free access to computers and the Internet in public places such as the library, senior centers or government buildings	32	93	61	27