



Livability For All: The 2016 AARP Age-Friendly Community Survey of Philadelphia, Pennsylvania Residents Age 45-plus

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Real Possibilities

Background and Methodology

The World Health Organization's (WHO) Global Age-Friendly Cities and Communities project was created to help cities prepare for the rapid aging of populations and the increase in urbanization. The program targets the environmental, social, and economic factors that influence the health and well-being of older adults. The WHO has identified eight areas of livability that influence the quality of life of those in a community, particularly older adults. The eight domains, or areas of livability, are: Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information, and Community and Health Services.

AARP Research developed a survey instrument that captures the WHO eight areas of livability in order to: (1) help communities establish a baseline with regards to older adults being able to age in place, and (2) conduct a community needs/gap analysis to identify and prioritize areas of focus. To minimize the survey length as well as respondent burden the survey encapsulates the WHO eight areas of livability in a slightly different structure. According to the AARP survey and for the purposes of this report the eight areas are:

1. Outdoor Spaces and Buildings
2. Transportation and Streets
3. Housing
4. Social Participation, Inclusion, and Education Opportunities
5. Volunteering and Civic Engagement
6. Job Opportunities
7. Community Information
8. Health and Wellness

To identify needs/gaps, survey respondents were asked how important community features and services were to them and whether or not these features and services exist. 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 the feature or service was present in their community.

The present report is based on data from a mail survey of 3,000 residents age 45-plus living in Philadelphia, Pennsylvania. The survey was fielded from July 10 to August 21, 2015. Resident addresses were provided by Survey Sampling International's (SSI) proprietary database. Each sampled resident was contacted four times receiving the following pieces of mail: pre-notification postcard, the first survey, a reminder postcard, and a second survey. A total of 337 completed surveys were returned by the cutoff date of August 21st. There were 237 undeliverable addresses.

This survey has a margin of error of +/- 5.4 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 5.4 percentage points of what would have been obtained if every resident age 45-plus in the sampled area were asked the same questions. The sample is weighted by age and gender to reflect the actual distribution of residents age 45-plus in Philadelphia, Pennsylvania. The weighted number of respondents is 328.

An annotated questionnaire and addendum tables are available upon request. Percentages may not add up to 100 percent due to rounding. Also due to rounding, the percentages reported in the text may vary slightly from those in the graphs or the annotated survey.

Executive Summary

The Top Reported Philadelphia Important Community Features Are Concentrated In Four Domains: Health, Transportation, Housing, and Outdoor Spaces

A livable community provides resources that allow residents to age-in-place, and fosters residents' engagement in their community's civic, economic, and social life. The **"2016 AARP Age -Friendly Community Survey of Philadelphia, Pennsylvania Residents Age 45-plus"** was commissioned to help Philadelphia decision makers achieve the goal of livability. Using an operationalization of the World Health Organization's eight areas of livable community, the findings show:

- Philadelphia residents age 45-plus have deep roots in their community. Over half (51%) have lived in their community for 25 years or more. Most do not plan to move, and eight in ten (71%) say their community is a good place for older people to live.
- Overall, Health and Wellness, Transportation and Streets, Housing, and Outdoor Spaces and Buildings are rated as the most important livable community features/domains for Philadelphia residents age 45-plus among all eight areas. The Health and Wellness items relate to convenient and well-maintained health facilities with a variety of respectful health care professionals. The items in within Transportation are about well-maintained streets while the Outdoor Spaces domain concerns well-maintained sidewalks. The top rated item in the Housing domain is well-maintained homes and properties.
- Well-maintained hospitals and health care facilities (97%), well-maintained streets (96%), and well-lit, safe streets and intersections (96%) are the top three important community features for Philadelphia residents.

Executive Summary cont.

The Top Reported Philadelphia Community Needs Are Concentrated In Four Areas: Job Opportunities, Outdoor Spaces, Community Information, and Volunteering and Civic Engagement

- In order to identify the needs of Philadelphia residents age 45-plus, survey respondents were asked about the importance of a community feature and service, then they were asked if these features and services existed in their community. These questions were then paired together to identify community needs or "gaps."
- While Health and Wellness and Transportation and Streets dominated the list of important features, the top community needs gaps are spread across the areas of job opportunities, outdoor spaces and buildings, community information, and volunteering and civic engagement.
- Job training opportunities for older adults is the top community needs gap (79%), followed by well-maintained, accessible public restrooms, clearly displayed printed community information, a range of flexible job opportunities for older adults, and volunteer training opportunities (77% for each). Refer to the Key Findings for a summary of the top 10 community needs by WHO Areas.
- An important element of creating livability for all must be individual preferences. These survey findings help policymakers, planners, and others better understand the needs of an aging population in order to begin to brainstorm steps and policies that can be taken to improve livability.





Community Experience

From a simple perspective, a "livable community" is a place that allows individuals to age-in-place. A comprehensive definition of a livable community is one that is "safe and secure, has affordable and appropriate housing and transportation options, and offers supportive community features and services. Once in place, those resources enhance personal independence; allow residents to age in place; and foster residents' engagement in the community's civic, economic, and social life."

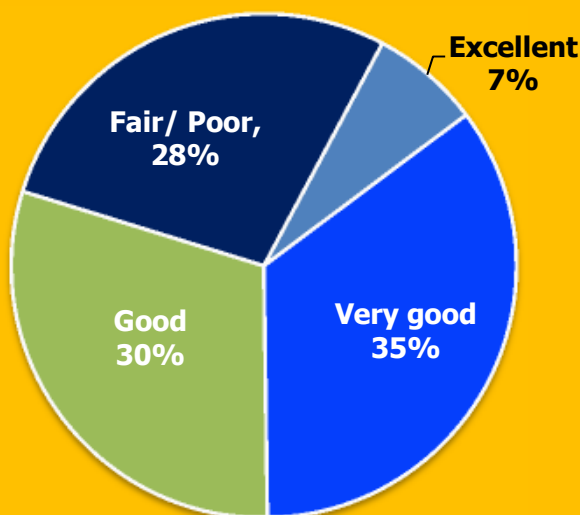
Across the nation, individuals make connections and commitments to homes, friendships, community organizations, and local social ties within their community and want to age-in-place. Philadelphia residents are no different.

Community Experience

Half (51%) of Philadelphia residents age 45-plus have lived in their community for at least 25 years and most say their community is a good place to age in place.

Philadelphia residents age 45-plus have deep roots in their community. Half (51%) have lived in their community for at least 25 years. One in six (17%) has lived in their community between 15 and 25 years, and three in ten (31%) have lived in their community between 0 and 15 years.

Rate Community as Place to Age in Place



Seven in ten (71%) say their community is an excellent, very good or good place for older people to live. This high rating of their community is likely influenced by the fact that many have lived there for at least 25 years and desire to remain there as they get older.

Many Philadelphia residents age 45-plus are unlikely to move into a different home within their community (62%) or move outside their community (45%) in their retirement years.

Philadelphia residents age 45-plus want to continue to live in their community and their home for as long they can. Two in five (39%) say it is extremely or very important to stay in their community as they age. More than twice as many respondents (82%) say it is extremely or very important to stay in their own home as they age.



Important to stay in your own home as you age

82%

Important to stay in your own community as you age

39%

Not likely to move to a different home in the same community

62%

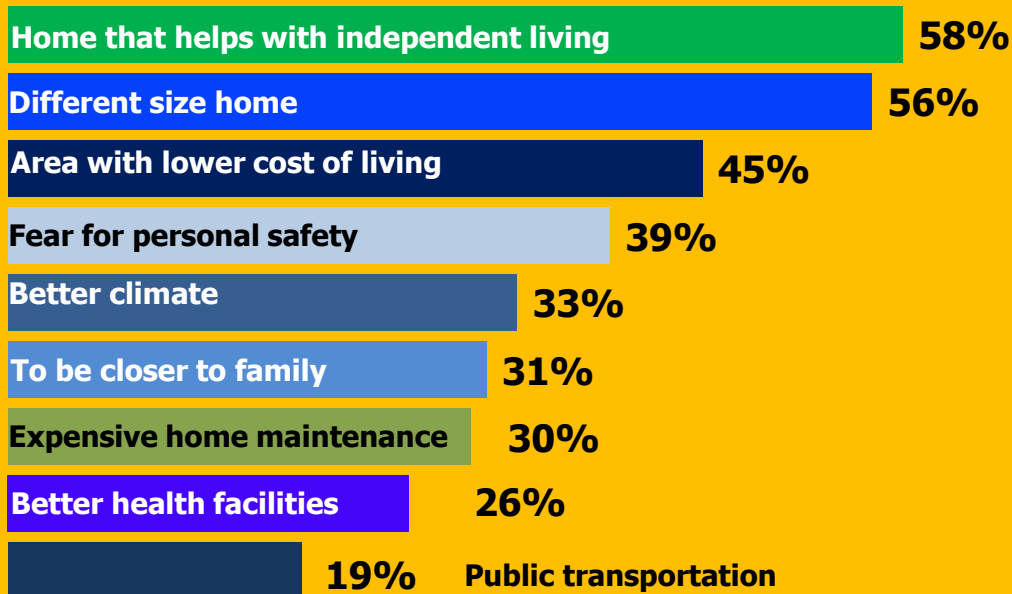
Not likely to move to a different home in a new community

45%

Community Experience

Residents say the top factors that would impact their decision to move out of the area are finding a home that helps them live independently and is an appropriate size for their needs.

While it is important for many (39%) respondents to remain in their community as they age, if Philadelphia residents were to consider moving when they retire and do not work, over half say that they would move because they want a home that will help them live independently (58%) as they age or is a more suitable size home (56%).

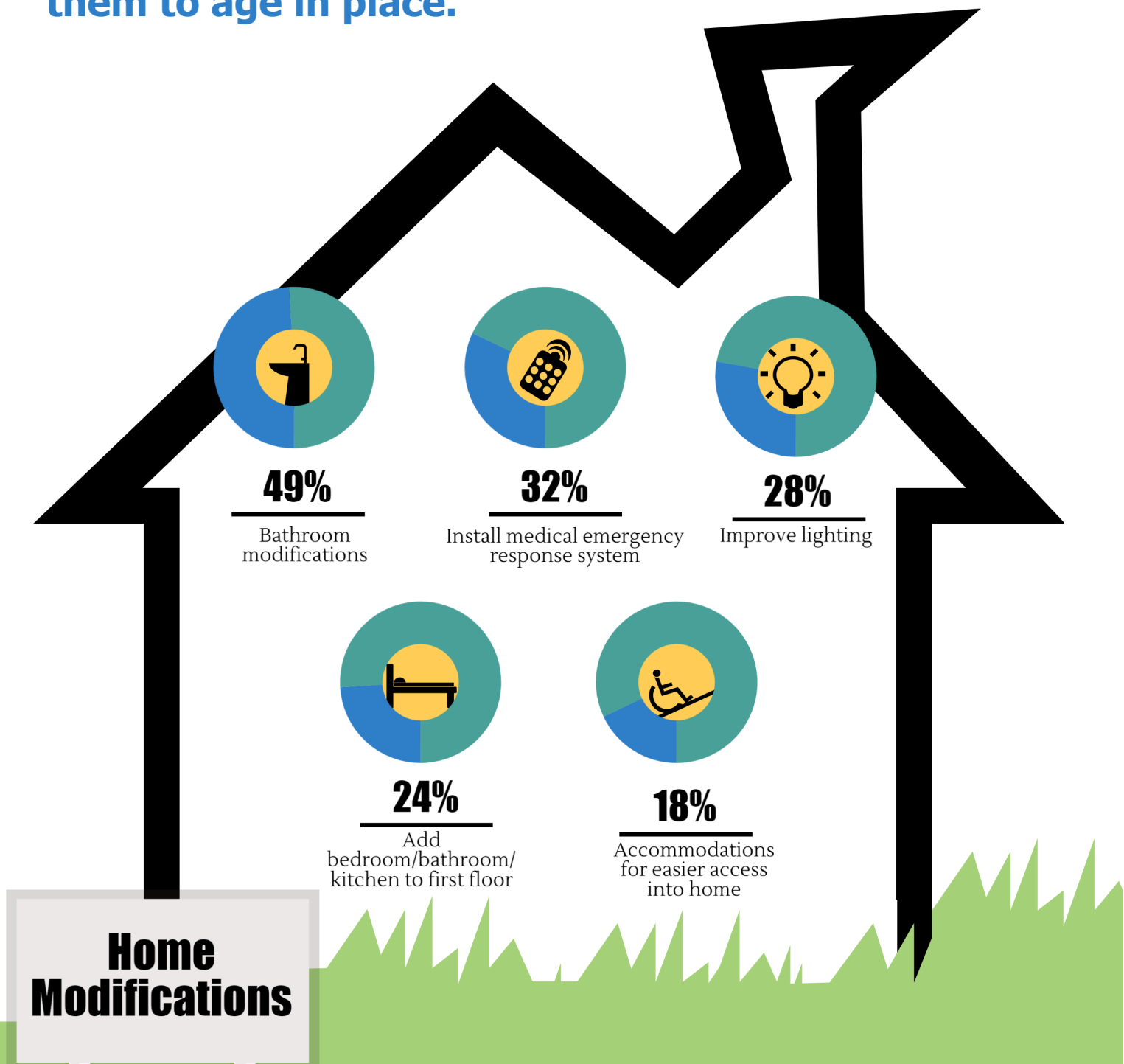


The majority of Philadelphia residents age 45-plus own their own home, and another majority live in a single family home.

Four in five respondents (79%) own their home while about one in seven (14%) rents. About three in five live in a single family home. One in seven lives in a townhome or duplex and fewer live in an apartment, condominium, or mobile home. While most say they want to age-in-place, many will need to make home modifications in order to do so.

Type of Home	
Single Family Home	63%
Townhouse/Duplex	14%
Apartment	8%
Condominium	6%
Mobile home	<.5%

Many Philadelphia residents age 45-plus say they will need to make home modifications to enable them to age in place.

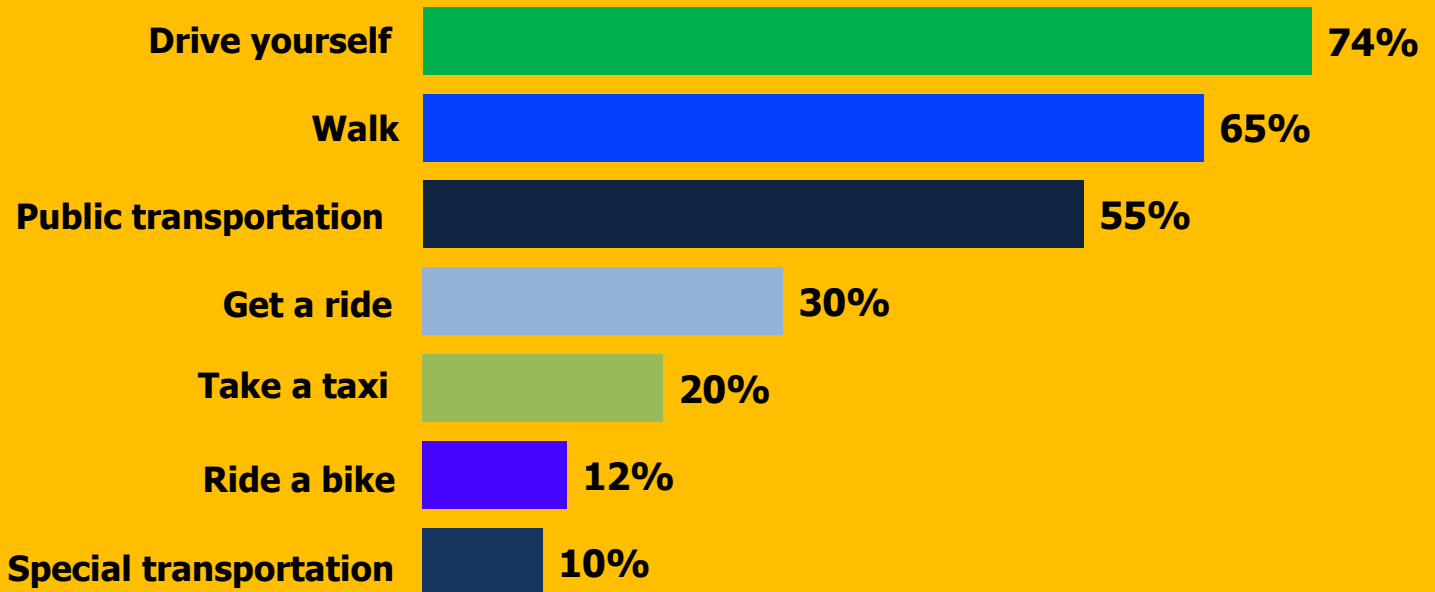


Half of Philadelphia residents age 45-plus say the top home modification they will need to make in order to stay in their home as they age are bathroom modifications such as installing grab bars, handrails, high toilet seats or non-slip tile. Installing emergency response systems are a likely modification for nearly one in three. Nearly three in ten say they will need to improve lighting and a quarter says they will need to make structural changes like adding a bedroom or bathroom on the first floor. Almost one in five says they will need to add things like ramps or chairlifts for easier access into and within their home.

Community Experience

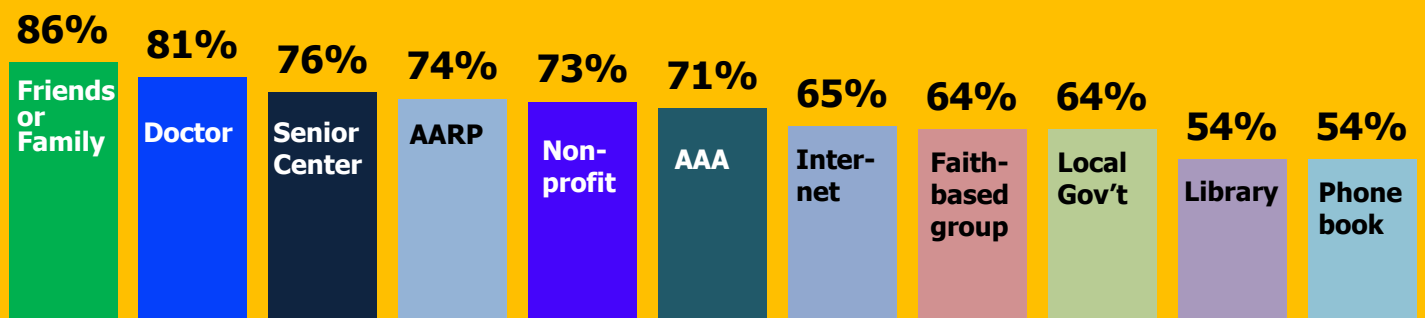
Most Philadelphia residents drive themselves when they need to get around. Many also walk or use public transportation.

About three-quarters (74%) say when they need to get around for things like shopping, visiting the doctor, or running errands they drive themselves.



Residents in Philadelphia say they would turn most to family, friends, or their doctor for information on services for older adults.

Over four in five say they would turn to family or friends, or their doctor or other health care professional for information about services for older adults such as caregiving, home delivered meals, home repair, medical transport, or social activities. More than seven in ten would turn to their a local senior center, AARP, local non-profit, or Area Agency on Aging (AAA) for this type of information. About two-thirds would look to the Internet, faith-based organizations, or local government. Over half would turn to the library or the phone book.



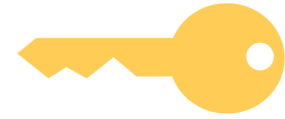


Community Features

The formula for what makes a community livable isn't particularly complex. For the most part, the features are fairly simple. In a livable community, people of all ages can go for a walk, safely cross the street, ride a bike, get around without a car, live comfortably, work or volunteer, enjoy public places, socialize, spend time outdoors, be entertained, go shopping, buy healthy food, find the services they need, and make their city, town, or neighborhood a lifelong home. A community that includes all of these livable community features can be great for people of all ages.

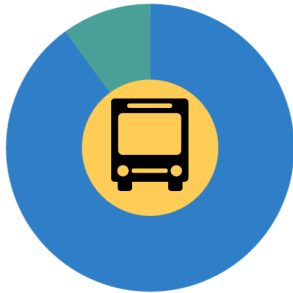
Philadelphia residents rated their community on 66 characteristics across eight domains (Health and Wellness, Transportation, Housing, Outdoor Spaces, Social Participation, Volunteering and Civic Engagement, Job Opportunities, and Community Information) in order to identify important and available community features.

Summary of Average Community Feature/Domain



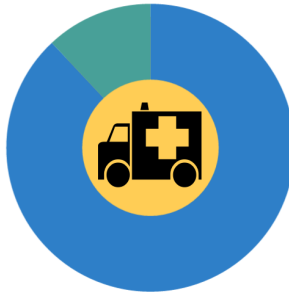
Average Importance Rating of Features within each Philadelphia Community Domain
(On a 5 point scale where 5 = Extremely Important and 1 = Not At All Important)

Transportation



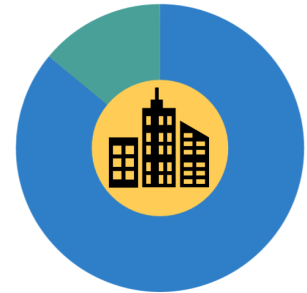
4.46

Health and Wellness



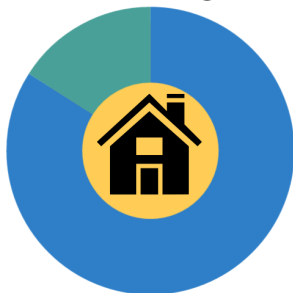
4.38

Outdoor Spaces



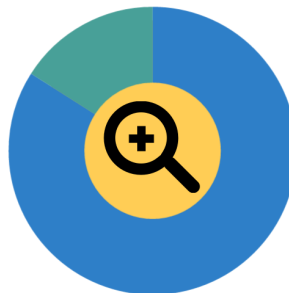
4.31

Housing



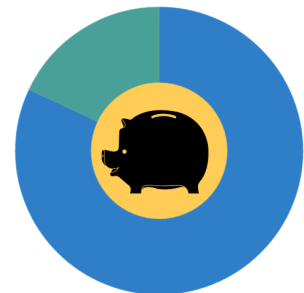
4.24

Community Info



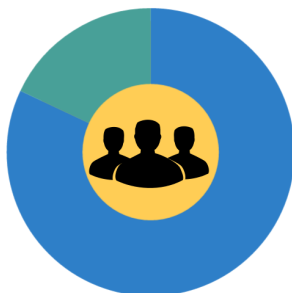
4.18

Job Opportunities



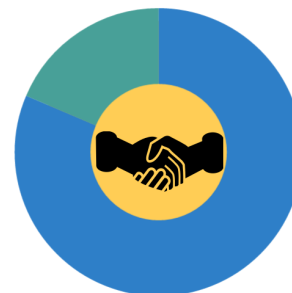
4.13

Social Participation



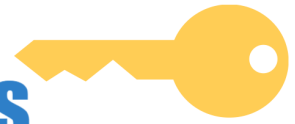
4.08

Volunteer and Civic Engagement



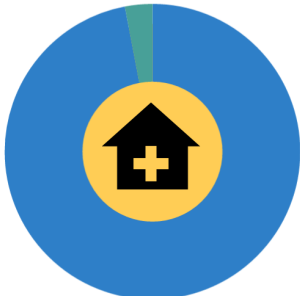
3.94

Summary of Extremely/Very Important Community Features



Top Important Item Within Each Philadelphia Community Feature/Domain
(Percent of respondents who rated the item as Extremely/Very Important)

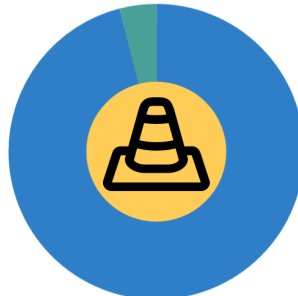
Health and Wellness



97%

Well-maintained
hospitals

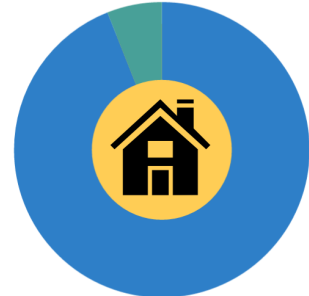
Transportation



96%

Well-maintained
streets and roads

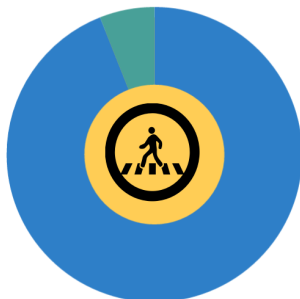
Housing



94%

Well-maintained
properties

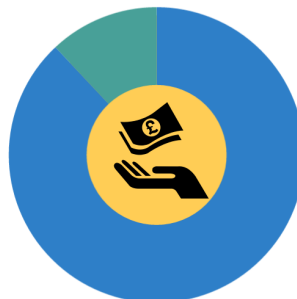
Outdoor Spaces



94%

Sidewalks in
good condition

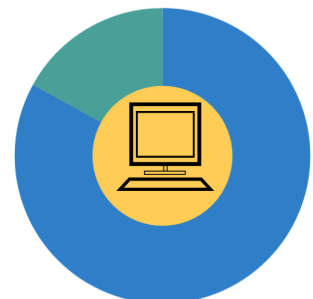
Social Participation



88%

Affordable
activities

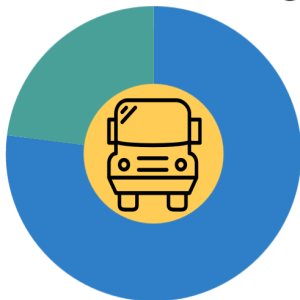
Community Info



83%

Free access to
computers/Internet

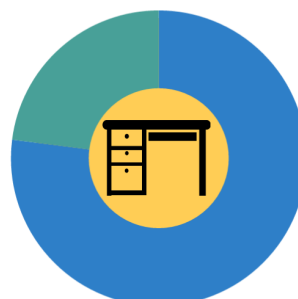
Volunteer and Civic Engagement



77%

Transportation to and
from activities

Job Opportunities



77%

Jobs that meet the needs
of people with disabilities

Top Extremely/Very Important Community Features



Top Philadelphia Important Community Items Across All 66 Features/8 Domains
(Percent of respondents who rated the item as Extremely or Very Important)

Top 10 Overall Community Features	Importance	Feature/ Domain
Well-maintained hospitals and health facilities	97%	Health and Wellness
Well-maintained streets	96%	Transportation and Streets
Well-lit, safe streets and intersections	96%	Transportation and Streets
Respectful and helpful hospital and clinic staff	95%	Health and Wellness
Variety of health care professionals	95%	Health and Wellness
Well-maintained homes and properties	94%	Housing
Sidewalks that are in good condition, free from obstructions, and safe and accessible for wheelchairs and other assistive mobility devices	94%	Outdoor Spaces and Buildings
Conveniently located emergency care centers	94%	Health and Wellness
Easily understandable hospital or clinic answering service	93%	Health and Wellness
Easy to read traffic signs	93%	Transportation and Streets

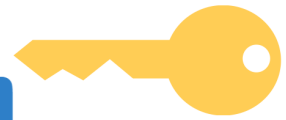


Community Needs

Every community has its own culture, social structure, traditions, history, and needs. A community needs assessment is a tool to understand and identify community needs defined as the gap between what is and what should be. In order to identify the needs of Philadelphia residents age 45-plus, survey respondents were asked how important community features and services were to them. Then they were asked if these features and services existed in their community. These questions were then paired together to identify community needs or “gaps” between the importance of a feature or service and its existence in the 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 the feature or service existed in their community.

Summary of Community Needs Gap by Feature/Domain



Top Philadelphia Community Needs Gap Item Within Each Feature/Domain
(Needs gap = % Extremely/Very/Somewhat Important - % Present)

Job Opportunities



79%

Job training opportunities
for older adults

Outdoor Spaces



77%

Well-maintained
public restrooms

Community Info



77%

Clearly printed
information

Volunteer and Civic Engagement



77%

Volunteer training
opportunities

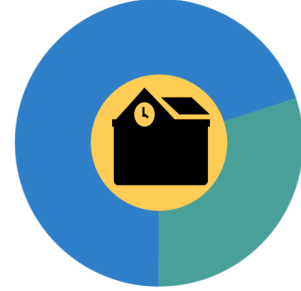
Housing



70%

A repair service for low-
income and older adults

Social Participation



70%

Activities at local
schools for older
adults

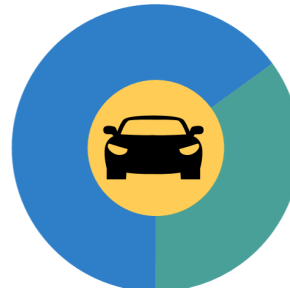
Health and Wellness



68%

Well-trained home health
care providers

Transportation



65%

Driver education/refresher
course

Top Community Needs Gaps



Top Philadelphia Community Needs Gap Item Across All 66 Features/8 Domains

(Needs gap = % Extremely/Very/Somewhat Important - % Present)

Top 10 Overall Gaps	Gap	Feature/ Domain
Job training opportunities for older adults	79%	Job Opportunities
Well-maintained, accessible public restrooms	77%	Outdoor Spaces and Buildings
Clearly displayed printed community information with large lettering	77%	Community Information
A range of flexible job opportunities for older adults	77%	Job Opportunities
Volunteer training opportunities	77%	Volunteering and Civic Engagement
Community information that is delivered in person to people who have difficulty or may not be able to leave their home	76%	Community Information
Access to community information in one central source	76%	Community Information
Jobs that are adapted to meet the needs of people with disabilities	74%	Job Opportunities
Transportation to and from volunteer activities for those who need it	73%	Volunteering and Civic Engagement
An automated community information source that is easy to understand	72%	Community Information



Outdoor Spaces and Buildings

Features	% Important	% Present
Sidewalks that are in good condition	98%	49%
Well-maintained public buildings that are accessible to people of different physical abilities	97%	45%
Separate pathways for bicyclists and pedestrians	95%	50%
Well-maintained and safe public parks	95%	49%
Public parks with enough benches	94%	37%
Neighborhood watch programs	94%	35%
Well-maintained public restrooms that are accessible to people of different physical abilities	94%	17%



The largest unmet need in outdoor spaces and buildings is

Well-maintained public restrooms that are accessible to people of different physical abilities

77%

94% say it is important to have well-maintained public restrooms that are accessible to people of different physical abilities. Only **17%** say this is present in their community; resulting in a gap of **77%**.

(Needs gap = % Extremely/Very/Somewhat Important - % Present)



Housing Features

Features	% Important	% Present
Well-maintained homes and properties	97%	69%
Home repair contractors who are trustworthy and affordable	95%	42%
Home repair service for low-income and older adults that help with repairs	92%	22%
Homes that are equipped with things like a no-step entrance, wider doorways, etc.	89%	26%
Affordable home prices for residents of varying income levels	89%	29%
Well-maintained and safe low-income housing	87%	28%
Seasonal services such as lawn work	85%	29%



The largest unmet need in housing features is

A repair service for low-income and older adults

70%

92% say it is important to have a repair service for low-income and older adults that helps with things like roof or window repair. Only 22% say this is present in their community; resulting in a gap of 70%.

(Needs gap = % Extremely/Very/Somewhat Important - % Present)



Transportation and Streets

Features	% Important	% Present
Well-maintained streets and roads	98%	46%
Well-lit, safe streets and intersections for all users	98%	51%
Reliable public transportation	97%	74%
Easy to read traffic signs	97%	72%
Affordable public transportation	97%	66%
Accessible and convenient public transportation	96%	89%
Well-maintained public transportation vehicles	96%	73%
Special transportation services for seniors or people with disabilities	96%	71%
Public parking lots and areas to park	96%	51%



Transportation and Streets, cont.

Features	% Important	% Present
Safe public transportation stops or areas	96%	60%
Enforced speed limits	96%	40%
Affordable public parking	95%	32%
Audio/visual pedestrian crossings	95%	40%
Driver education/refresher course	90%	25%

The largest unmet need in transportation features is

65% Driver education/refresher course



90% say it is important to have driver education and refresher course. Only **25%** say this is present in their community; resulting in a gap of **65%**.

(Needs gap = % Extremely/Very/Somewhat Important - % Present)



Job Opportunities

Features	% Important	% Present
Jobs that are adapted to meet the needs of people with disabilities	90%	16%
Job training opportunities for older adults	90%	11%
A range of flexible job opportunities for older adults	88%	11%



The largest unmet need in employment features is



Job training opportunities for older adults

79%

90% say it is important to have 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. Only **11%** say this is present in their community; resulting in a gap of **79%**.

(Needs gap = % Extremely/Very/Somewhat Important - % Present)



Community Information

Features	% Important	% Present
Access to information in one central location	95%	19%
Information delivered in person to people who have difficulty leaving their home	94%	18%
An automated community information source	94%	22%
Printed information that has large lettering and is clearly displayed	94%	17%
Free access to computers and the internet in public places	93%	57%
Information that is available in different languages	87%	20%

The largest unmet need in communication and information is



Printed information that has large lettering and is clearly displayed

77%

94% say it is important to have printed information that has large lettering and is clearly displayed. Only 17% say this is present in their community; resulting in a gap of 77%.

(Needs gap = % Extremely/Very/Somewhat Important - % Present)



Volunteering and Civic Engagement

Features	% Important	% Present
Opportunities for older adults to participate in decision making roles	92%	24%
Volunteer training opportunities to help better perform volunteer role	91%	14%
A range of volunteer activities to choose from	89%	23%
Easy to find information on available local volunteer opportunities	89%	18%
Transportation to and from volunteer activities for those who need it	89%	16%



The largest unmet need in volunteering and civic engagement is

Training opportunities to help better perform

77%

91% say it is important to have volunteer training opportunities to help volunteers better perform in their roles. Only **14%** say this is present in their community; resulting in a gap of **77%**.

(Needs gap = % Extremely/Very/Somewhat Important - % Present)



Social Participation, Inclusion, and Education Opportunities

Features	% Important	% Present
Activities that offer senior discounts	95%	36%
Activities that are affordable to all residents	95%	32%
Widely publicized reliable information about activities	95%	29%
Activities specifically geared towards older adults	94%	33%
Activities that involve both younger and older people	94%	32%
A variety of cultural activities for diverse populations	93%	29%
Local schools that involve older adults in events and activities	91%	21%
Conveniently located venues for entertainment	90%	44%
Social clubs such as book, gardening, craft or hobby	88%	27%
Continuing education classes	87%	29%

The largest unmet need in social participation, inclusion, and education opportunities is



Local schools that involve older adults in events and activities

70%

91% say it is important to have local schools that involve older adults in events and activities. Only 21% say this is present in their community; resulting in a gap of 70%.

(Needs gap = % Extremely/Very/Somewhat Important - % Present)



Health and Wellness

Features	% Important	% Present
Well-maintained hospitals and health care facilities	98%	72%
A variety of health care professionals	98%	64%
Conveniently located emergency care centers	98%	56%
Conveniently located health and social services	98%	50%
Easy to find information on local health and supportive services	98%	37%
Fitness activities specifically geared towards older adults	98%	43%
Well-trained certified home health care providers	98%	30%
A service that helps seniors find and access health services	98%	35%
Respectful and helpful hospital and clinic staff	97%	65%



Health and Wellness, cont.

Features	% Important	% Present
Easily understandable and helpful hospital answering services	97%	49%
Home care services including health, personal care, and housekeeping	97%	36%
Health and wellness programs and classes	96%	47%
Affordable home health care providers	96%	30%
Health care professionals who speak different languages	86%	42%

The largest unmet need in health services is

68% **Well-trained certified home health care providers** **68%**

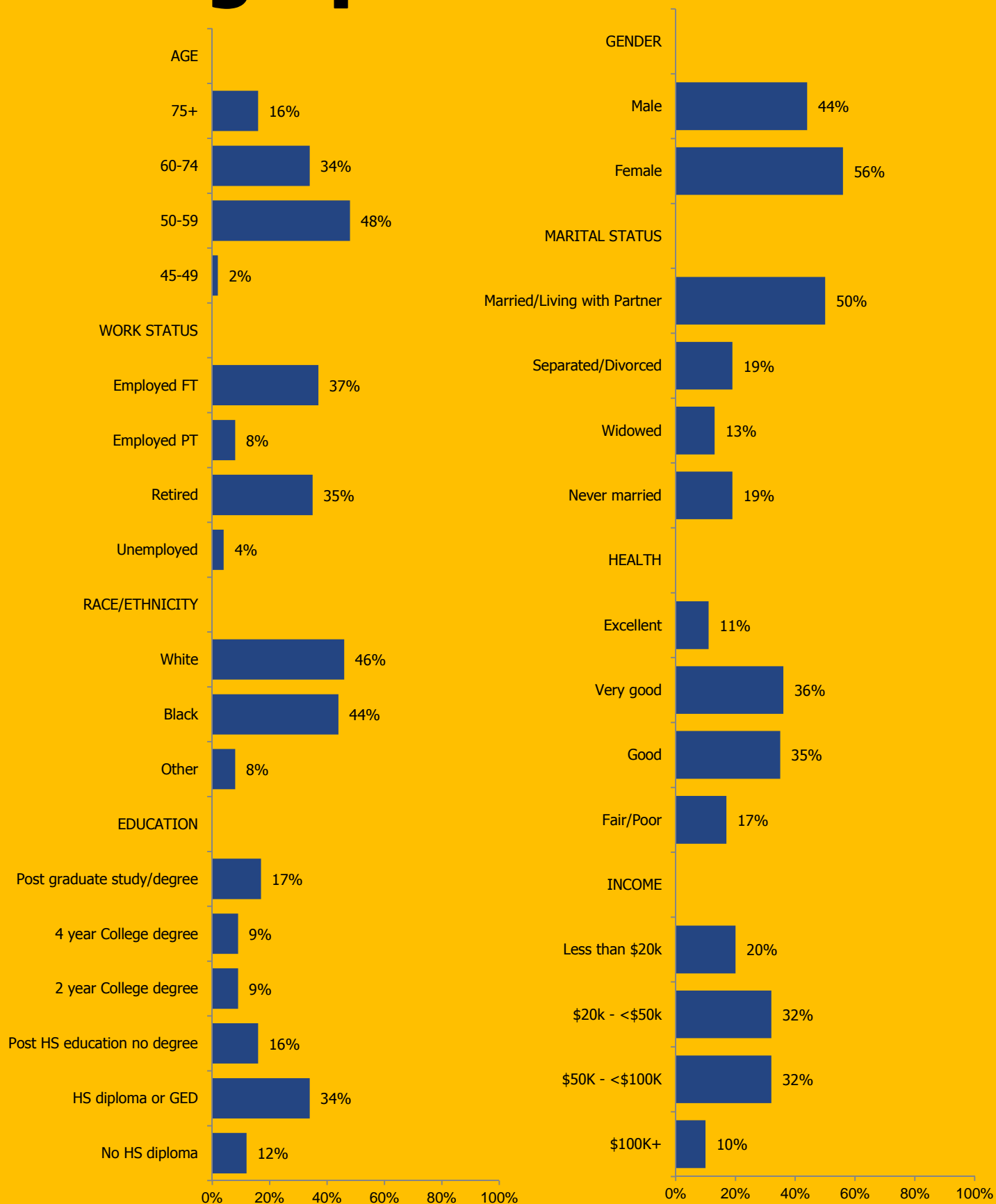
98% say it is important to have well-trained certified home health care providers. Only 30% say this is present in their community; resulting in a gap of 68%.



(Needs gap = % Extremely/Very/Somewhat Important - % Present)

Demographics

n= 328





Real Possibilities

AARP is a nonprofit, nonpartisan organization, with a membership of nearly 38 million, that helps people turn their goals and dreams into real possibilities, strengthens communities and fights for the issues that matter most to families such as health care, employment and income security, retirement planning, affordable utilities and protection from financial abuse. We advocate for individuals in the marketplace by selecting products and services of high quality and value to carry the AARP name as well as help our members obtain discounts on a wide range of products, travel, and services. A trusted source for lifestyle tips, news and educational information, AARP produces AARP The Magazine, the world's largest circulation magazine; AARP Bulletin; www.aarp.org; AARP TV Et Radio; AARP Books; and AARP en Espanol, a Spanish-language website addressing the interests and needs of Hispanics. AARP does not endorse candidates for public office or make contributions to political campaigns or candidates. The AARP Foundation is an affiliated charity that provides security, protection, and empowerment to older persons in need with support from thousands of volunteers, donors, and sponsors. AARP has staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. Learn more at www.aarp.org.

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