

Gap Analysis Addendum
 Livability for All: The 2016 Age-Friendly Community Survey
 of Phoenix 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=300) | 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 that helps with things like roof or window repairs | 72% | 91% | 19% | 54% |
| Well-maintained and safe low-income housing | 65% | 84% | 19% | 50% |
| Affordable housing options for adults of varying income levels such as older active adult communities, assisted living and communities with shared facilities and outdoor spaces. | 59% | 90% | 31% | 38% |
| Homes that are equipped with things like a no step entrance, wider doorways, grab bars in bathrooms, and first floor bedrooms and bathrooms | 53% | 88% | 35% | 42% |
| Home repair contractors who are trustworthy, do quality work and are affordable | 48% | 97% | 49% | 32% |
| Seasonal services such as lawn work or snow removal for low-income and older adults | 40% | 82% | 42% | 34% |
| Well-maintained homes and properties | 20% | 98% | 78% | 9% |

| Outdoor Space and Buildings (n=300) | 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 | 59% | 93% | 34% | 32% |
| Public parks with enough benches | 46% | 94% | 48% | 20% |
| Separate pathways for bicyclists and pedestrians | 44% | 92% | 48% | 11% |
| Neighborhood watch programs | 43% | 93% | 50% | 23% |
| Well-maintained public buildings and facilities that are accessible to people of different physical abilities | 37% | 96% | 59% | 19% |
| Well-maintained and safe parks that are within walking distance of your home | 30% | 95% | 65% | 8% |
| Sidewalks that are in good condition, free from obstruction and are safe for pedestrian use and accessible for wheelchairs or other assistive mobility devices | 28% | 97% | 69% | 8% |

| Transportation and Streets (n=300) | Gap | Extremely, Very, or Somewhat Important | Yes, Characteristic or Service Exists | Not sure, Characteristic or Service Exists |
|---|------------|---|--|---|
| Driver education/refresher courses | 59% | 86% | 27% | 49% |
| Safe public transportation stops or areas | 46% | 97% | 51% | 33% |
| Audio/visual pedestrian crossings | 46% | 95% | 49% | 21% |
| Affordable public parking | 45% | 95% | 50% | 23% |
| Special transportation services for people with disabilities and older adults | 43% | 95% | 52% | 32% |
| Reliable public transportation | 40% | 94% | 54% | 28% |
| Well-maintained public transportation vehicles | 39% | 96% | 57% | 30% |
| Affordable public transportation | 37% | 97% | 60% | 25% |
| Accessible and convenient public transportation | 35% | 96% | 61% | 17% |
| Well-lit, safe streets and intersections for all users (pedestrians, bicyclists, drivers) | 34% | 98% | 64% | 13% |
| Enforced speed limits | 34% | 96% | 62% | 12% |
| Public parking lots, spaces and areas to park | 31% | 97% | 66% | 14% |
| Well-maintained streets | 28% | 99% | 71% | 7% |
| Easy to read traffic signs | 17% | 98% | 81% | 6% |

| Health and Wellness (n=300) | Gap | Extremely, Very, or Somewhat Important | Yes, Characteristic or Service Exists | Not sure, Characteristic or Service Exists |
|--|------------|---|--|---|
| Affordable home health care providers | 67% | 96% | 29% | 53% |
| A service that helps seniors find and access health and supportive services | 63% | 96% | 33% | 50% |
| Well-trained certified home health care providers | 61% | 96% | 35% | 49% |
| Easy to find information on local health and supportive services | 57% | 97% | 40% | 43% |
| Health and wellness programs and classes in areas such as nutrition, smoking cessation, and weight control | 56% | 91% | 35% | 46% |
| Home care services including health, personal care and housekeeping | 55% | 95% | 40% | 48% |
| Fitness activities specifically geared towards older adults | 53% | 93% | 40% | 41% |
| Easily understandable and helpful local hospital or clinic answering services | 51% | 95% | 44% | 45% |
| Conveniently located health and social services | 42% | 93% | 51% | 30% |
| Respectful and helpful hospital and clinic staff | 34% | 98% | 64% | 26% |
| Health care professionals who speak different languages | 32% | 76% | 44% | 50% |
| A variety of health care professionals including specialists | 28% | 98% | 70% | 20% |
| Conveniently located emergency care centers | 25% | 98% | 73% | 14% |
| Well-maintained hospitals and health care facilities | 21% | 98% | 77% | 15% |

| Social Participation, Inclusion and Education Opportunities (n=300) | Gap | Extremely, Very, or Somewhat Important | Yes, Characteristic or Service Exists | Not sure, Characteristic or Service Exists |
|--|------------|---|--|---|
| Accurate and widely publicized information about social activities | 59% | 93% | 34% | 37% |
| Local schools that involve older adults in events and activities | 57% | 83% | 26% | 49% |
| Activities that are affordable to all residents | 56% | 94% | 38% | 40% |
| Activities specifically geared towards older adults | 54% | 89% | 35% | 42% |
| Activities that involve both younger and older people | 52% | 92% | 40% | 40% |
| Social clubs such as book, gardening, craft or hobby | 52% | 85% | 33% | 47% |
| A variety of cultural activities for diverse populations | 48% | 84% | 36% | 41% |
| Activities that offer senior discounts | 42% | 92% | 50% | 32% |
| Continuing education classes | 42% | 84% | 42% | 41% |
| Conveniently located venues for entertainment | 37% | 91% | 54% | 17% |

| Volunteering and Civic Engagement (n=300) | Gap | Extremely, Very, or Somewhat Important | Yes, Characteristic or Service Exists | Not sure, Characteristic or Service Exists |
|--|------------|---|--|---|
| Transportation to and from volunteer activities for those who need it | 76% | 92% | 16% | 62% |
| Easy to find information on available local volunteer opportunities | 73% | 94% | 21% | 52% |
| Volunteer training opportunities to help people perform better in their volunteer roles | 71% | 92% | 21% | 58% |
| A range of volunteer activities to choose from | 63% | 94% | 31% | 47% |
| Opportunities for older adults to participate in decision making bodies such as community councils or committees | 62% | 93% | 31% | 50% |

| Job Opportunities (n=300) | Gap | Extremely, Very, or Somewhat Important | Yes, Characteristic or Service Exists | Not sure, Characteristic or Service Exists |
|--|------------|---|--|---|
| 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 | 80% | 90% | 10% | 60% |
| A range of flexible job opportunities for older adults | 75% | 87% | 12% | 56% |
| Jobs that are adapted to meet the needs of people with disabilities | 71% | 89% | 18% | 57% |

| Community Information (n=300) | Gap | Extremely, Very, or Somewhat Important | Yes, Characteristic or Service Exists | Not sure, Characteristic or Service Exists |
|--|------------|---|--|---|
| Community information that is delivered in person to people who may have difficulty or may not be able to leave their home | 75% | 89% | 14% | 64% |
| An automated community information source that is easy to understand like a toll-free telephone number | 74% | 89% | 15% | 59% |
| Access to community information in one central source | 73% | 90% | 17% | 55% |
| Clearly displayed printed community information with large lettering | 72% | 88% | 16% | 52% |
| Community information that is available in a number of different languages | 53% | 72% | 19% | 62% |
| Free access to computers and the Internet in public places such as the library, senior centers or government buildings | 33% | 89% | 56% | 30% |