



Livability For All: The 2016 AARP Age-Friendly Community Survey of Tallahassee, Florida AARP Members and Residents Age 50-Plus

Report Prepared by
Cassandra Burton
Infographic Prepared by
Kadeem Thorpe
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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. Housing
2. Outdoor Spaces and Buildings
3. Transportation and Streets
4. Health and Wellness
5. Social Participation, Inclusion, and Education Opportunities
6. Volunteering and Civic Engagement
7. Job Opportunities
8. Community Information

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 and AARP members age 50-plus living in Tallahassee, Florida. The zip codes included in this survey were: 32301, 32303, 32304, 32305, 32308, 32309, 32310, 32311, 32312, 32317, 32399 . The survey was fielded from September 1 to October 28, 2015. Resident addresses were provided by Survey Sampling International's (SSI) proprietary database. 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. A total of 355 completed surveys were returned by the cutoff date of October 28, 2015. There were 310 undelivered surveys. For the purposes of this report respondents in this survey regardless of AARP membership are referred to as Tallahassee residents age 50-plus.

This survey has a margin of error of +/- 5.2 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 5.2 percentage points of what would have been obtained if every resident age 50-plus in the sampled area were asked the same questions. Once weighted the sample size decreased to 328. The sample is weighted by age, gender, and membership to reflect the actual distribution of residents age 50-plus in Tallahassee, Florida.

An annotated questionnaire for the entire sample is also available upon request. For a copy of the annotated survey, you can contact Laura Cantwell at lcantwell@aarp.org or Cassandra Cantave at ccantave@aarp.org.

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 Important Community Features Are Concentrated In Three Domains: Health and Wellness, Transportation and Streets, and Housing

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 Tallahassee, Florida AARP Members and Residents Age 50-plus"** was commissioned to help Tallahassee decision makers achieve the goal of livability. Using an operationalization of the World Health Organization's eight areas of a livable community, the findings show:

- Tallahassee residents age 50-plus have deep roots in their community. Four in ten (41%) have lived in their community for 25 years or more. Most do not plan to move, and nearly nine in ten (88%) say their community is a good place for older people to live.
- On average, features within Health and Wellness are rated as the most important for Tallahassee residents age 50-plus among all eight areas. Transportation and Streets, and Housing are the next most important livable community domains.
- Well-maintained hospitals and health care facilities (97%), respectful and helpful hospital and clinic staff (97%), having easy to read traffic signs, well-maintained streets, a variety of health care professionals including specialists, conveniently located emergency care centers, and having well-maintained homes and properties (96% each) are the top important community features for Tallahassee residents.

Executive Summary cont.

The Top Reported Tallahassee Community Needs Are Concentrated In Five Domains:

Community Information, Job Opportunities, Housing, Health and Wellness, and Volunteering and Civic Engagement

- In order to identify the needs of Tallahassee residents age 50-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, Transportation and Streets, and Housing dominated the list of important features, the top community needs gaps are identified in the areas of Community Information, Job Opportunities, Housing, Health and Wellness, and Volunteering and Civic Engagement.
- Home repair services for low-income and older adults (77%) and transportation to and from volunteer activities for those who need it (76%) are identified as the top community needs. This was followed by community information that is delivered in person to people who have difficulty or may not be able to leave their homes (75%), job training opportunities for older adults (75%) and clearly displayed printed community information with large lettering (74%). Refer to the Key Findings for a summary of the top 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."

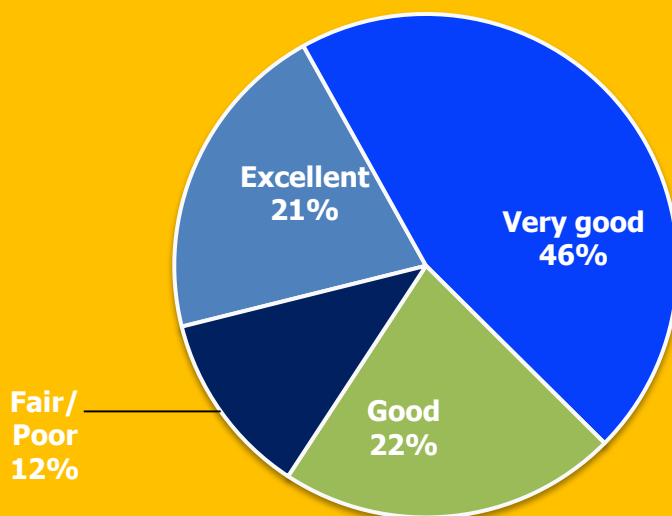
Across the nation, individuals make connections and commitments to homes, friendships, community organizations, and local social ties within their community and want to age-in-place. Tallahassee residents are no different.

Community Experience

Four in ten (39%) Tallahassee residents age 50-plus have lived in their community for at least 25 years and most say their community is a good place to age in place.

Tallahassee residents age 50-plus have deep roots in their community. Four in ten (39%) 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 more than one in five (22%) has lived in their community between 0 and 15 years.

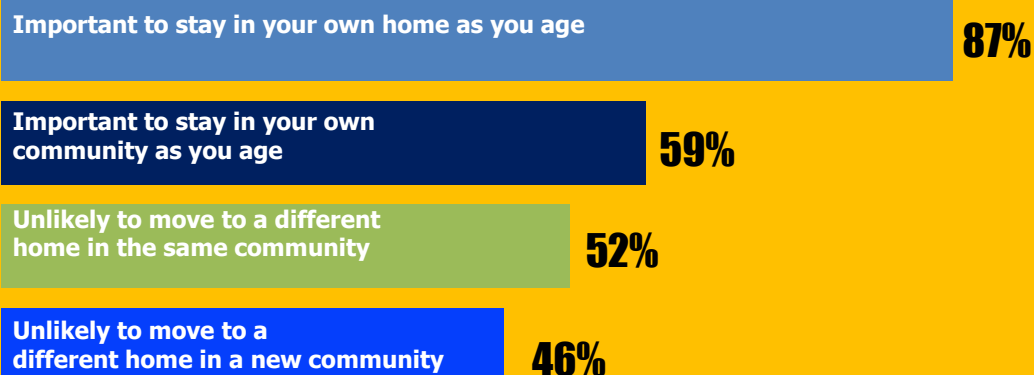
Rate Community as Place to Age in Place



Nine in ten (90%) 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.

It is important for Tallahassee residents to stay in their current community and own home as they age.

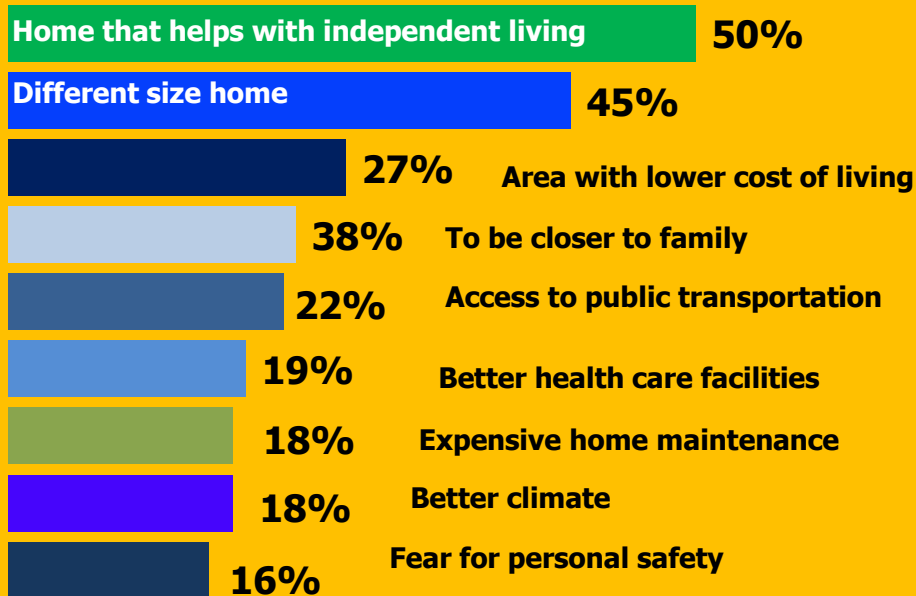
Tallahassee residents age 50-plus want to continue to live in their community and their home for as long they can. Nearly six in ten (59%) say it is extremely or very important to stay in their community as they age. Even more (87%) say it is extremely or very important to stay in their own home as they age. About one-half are unlikely to move to a different home in their community (52%) or in a different community (46%).



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 most (59%) respondents to remain in their community as they age, if Tallahassee residents were to consider moving when they retire and do not work, one-half (50%) say that they would move because they want a home that will help them live independently as they age.

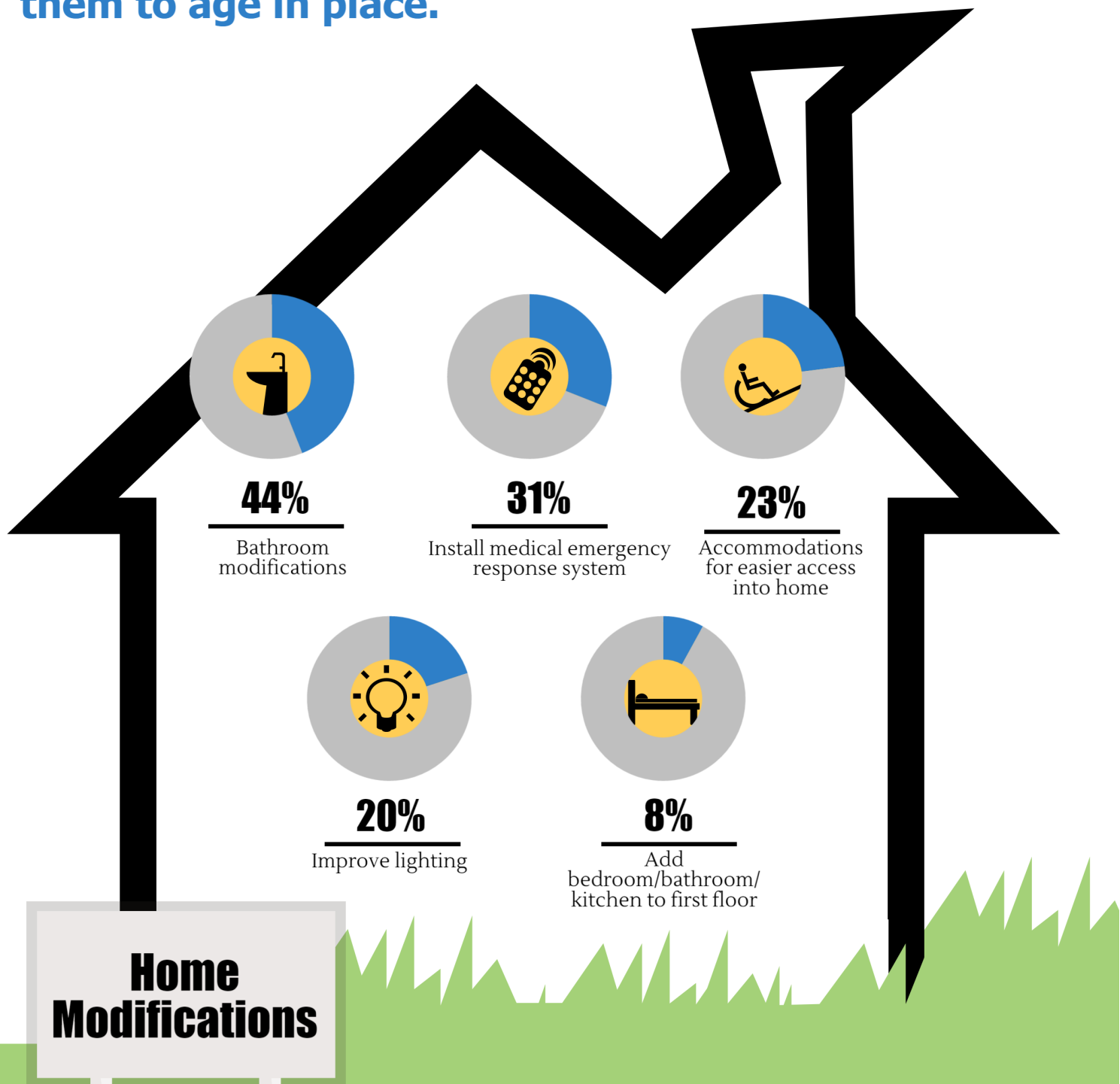


The majority of Tallahassee residents age 50-plus own their own home, and another majority live in a single family home.

Three-quarters of respondents (77%) own their home, while about one in six (17%) rents. Seven in ten live in a single family home. About one in eight lives in a townhome or duplex and eight percent lives in an apartment, or condominium. 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	70%
Townhouse/Duplex	12%
Apartment	7%
Condominium	1%

Many Tallahassee residents age 50-plus say they will need to make home modifications to enable them to age in place.

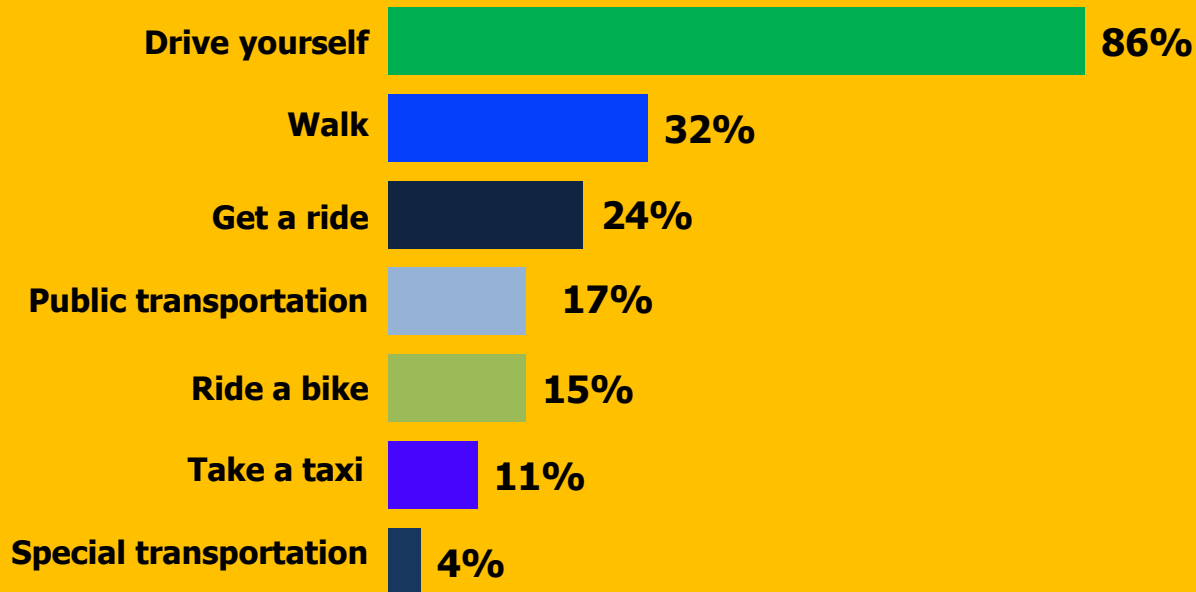


More than two in five of Tallahassee residents age 50-plus say the top home modification they will need to make bathroom modifications such as installing grab bars, handrails, high toilet seats or non-slip tile in order to stay in their homes. Installing emergency response systems are a likely modification for three in ten. Nearly a quarter says they will need to add things like ramps or chairlifts for easier access into and within their home, with one in five saying they will make improvements to their lighting. Only 8 percent say they will need to make structural changes like adding a bedroom or bathroom on the first floor.

Community Experience

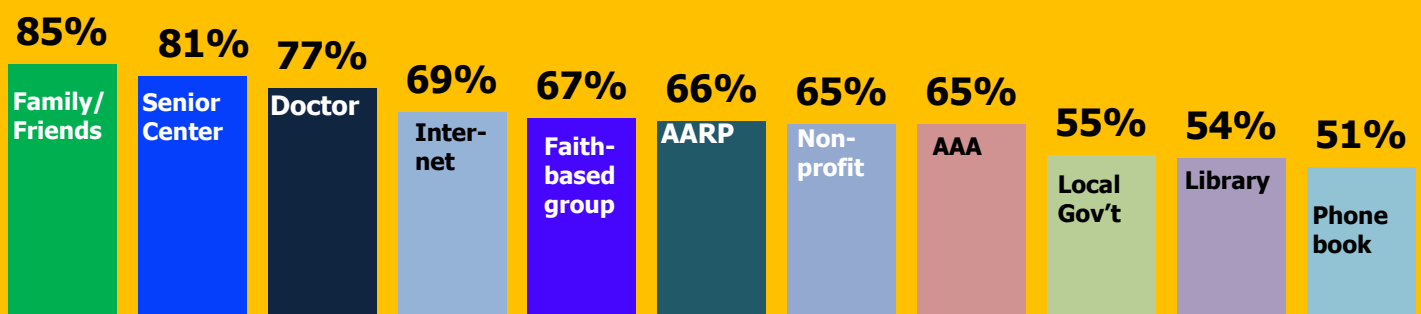
Most Tallahassee residents drive themselves when they need to get around. Many also walk or get a ride.

About nine in ten say when they need to get around for things like shopping, visiting the doctor, or running errands they drive themselves.



Tallahassee residents say they would turn most to family or friends, a local senior center, a doctor, or the Internet for information on services for older adults.

About eight in ten say they would turn to family or friends, or a local senior center for information about services for older adults such as caregiving, home delivered meals, home repair, medical transport, or social activities. More than three-quarters would turn to a local doctor. About two-thirds or more would turn to the Internet, a faith-based organization, AARP, a local non-profit, or the local Area Agency on Aging. More than one-half would turn to local government, the library, or the phone book for this type of information.

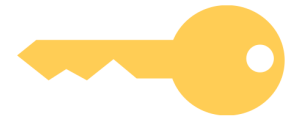




Community Features

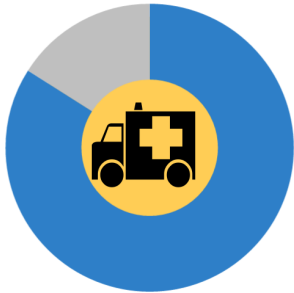
The formula for what makes a community livable isn't particularly complex. For the most part, the features are fairly simple. In a livable community, people of all ages can go for a walk, safely cross the street, ride a bike, get around without a car, live comfortably, work or volunteer, enjoy public 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. Tallahassee 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



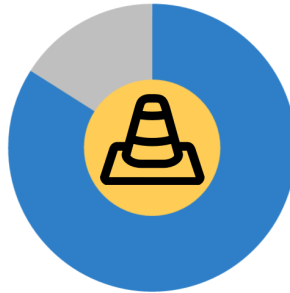
Average Importance Rating of Features Within Each Community Domain
(On a 5 point scale where 5 = Extremely Important and 1 = Not At All Important)

Health and Wellness



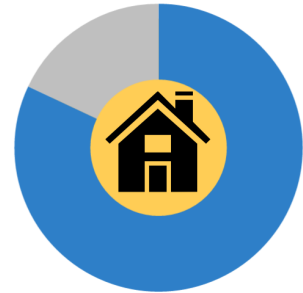
4.24

Transportation



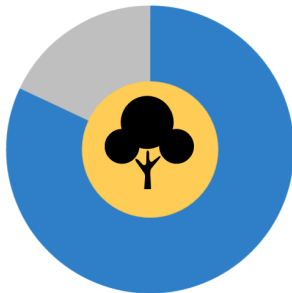
4.24

Housing



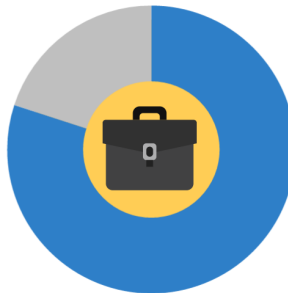
4.19

Outdoor Spaces



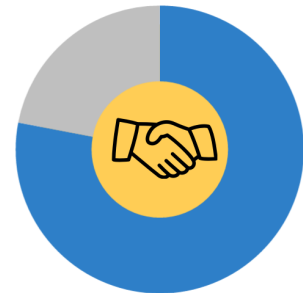
4.07

Job Opportunities



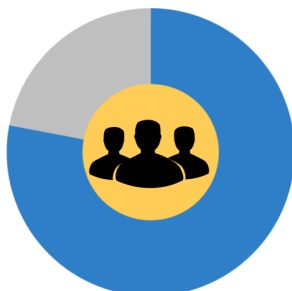
4.03

Volunteer and Civic Engagement



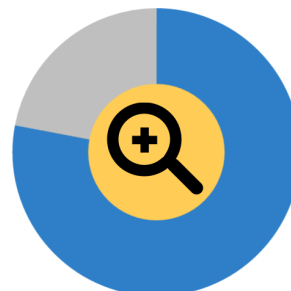
3.92

Social Participation



3.91

Community Info



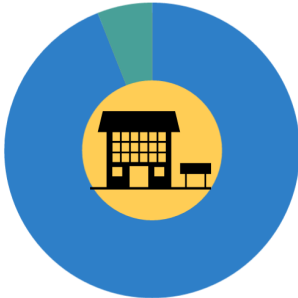
3.90

Summary of Important Community Features by Domain



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

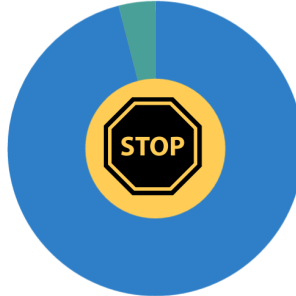
Health and Wellness



97%

Well-maintained hospitals

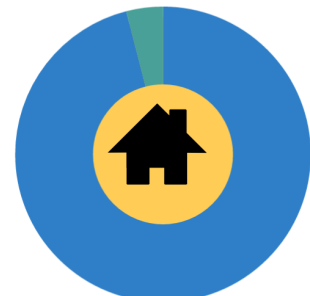
Transportation



96%

Easy to read traffic signs

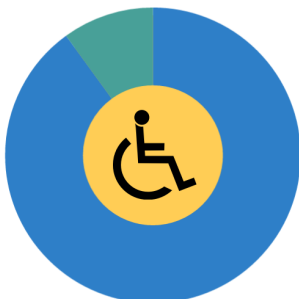
Housing



96%

Well-maintained homes

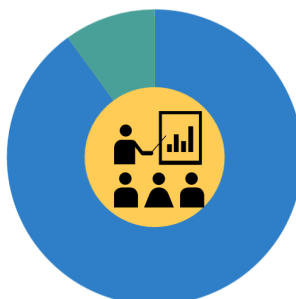
Outdoor Spaces



91%

Well-maintained public buildings

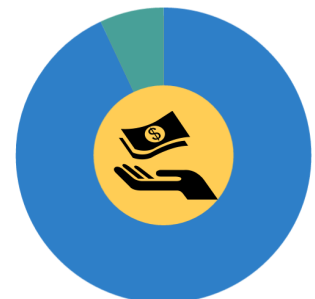
Job Opportunities



90%

Job training opportunities for older adults

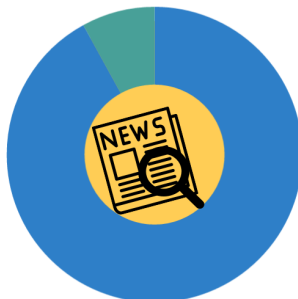
Social Participation



93%

Activities that are affordable

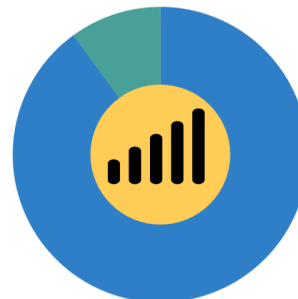
Volunteer and Civic Engagement



92%

Easy to find information

Community Info



90%

Free access to computers and the internet

Top Important Tallahassee Community Features



Across All 66 Features and 8 Domains
(Percent of respondents who rated the item as Extremely/Very/Somewhat Important)

Top Overall Community Items	Importance	Feature/Domain
Well-maintained hospitals and health care facilities	97%	Health and Wellness
Respectful and helpful hospital and clinic staff	97%	Health and Wellness
Easy to read traffic signs	96%	Transportation and Streets
Well-maintained streets	96%	Transportation and Streets
A variety of health care professionals including specialists	96%	Health and Wellness
Conveniently located emergency care centers	96%	Health and Wellness
Well-maintained homes and properties	96%	Housing
Well-lit, safe streets and intersections	95%	Transportation and Streets
Affordable health care providers	95%	Health and Wellness
Easy to find information on local health and supportive services	95%	Health and Wellness



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 Tallahassee residents age 50-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.

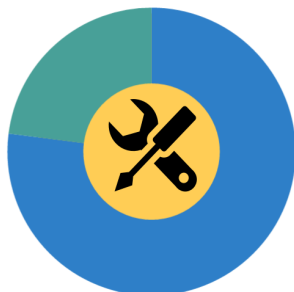
To compare these questions, respondents who said a feature or service is extremely, very, or somewhat important were aggregated and then compared to respondents who said whether or not the feature or service existed in their community.

Summary of Community Needs Gaps by Domain



Top Community Needs Gaps Item Within Each Feature/Domain
(Needs gaps = % Extremely/Very/Somewhat Important - % Present)

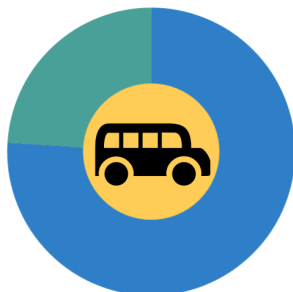
Housing



77%

A repair service for low-income and older adults

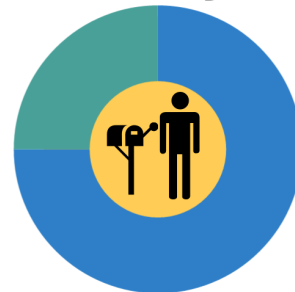
Volunteer and Civic Engagement



76%

Transportation to and from activities

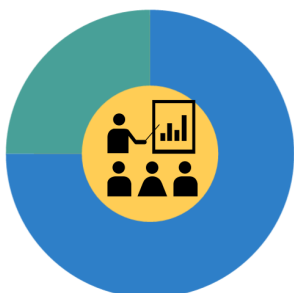
Community Info



75%

Information delivered in person

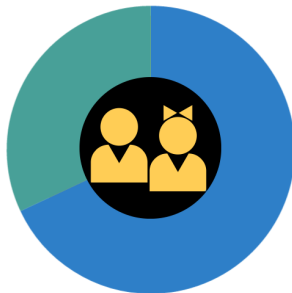
Job Opportunities



75%

Job training opportunities for older adults

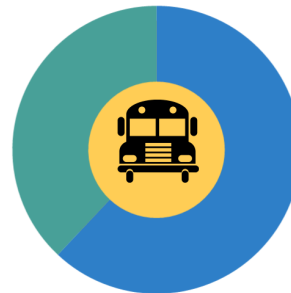
Health and Wellness



68%

Affordable home health care providers

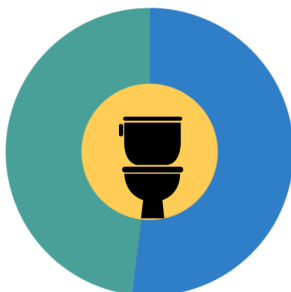
Social Participation



62%

Schools that involve older adults in activities

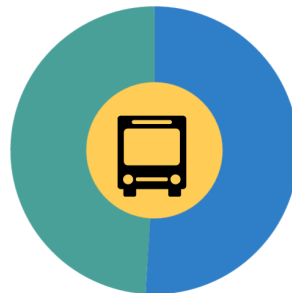
Outdoor Spaces



52%

Well-maintained public restrooms

Transportation



51%

Reliable public transportation

Top Tallahassee Community Needs Gaps



Across All 66 Features and 8 Domains

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

Top 10 Overall Gaps	Gap	Feature/ Domain
Home repair service for low-income and older adults	77%	Housing
Transportation to and from volunteer activities for those who need it	76%	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	75%	Community Information
Job training opportunities for older adults	75%	Job Opportunities
Clearly displayed printed community information with large lettering	74%	Community Information
An automated community information source that is easy to understand like a toll-free telephone number	72%	Community Information
Range of flexible job opportunities for older adults	71%	Job Opportunities
Access to community information in one central source	70%	Community Information
Jobs that are adapted to meet the needs of people with disabilities	68%	Job Opportunities
Affordable health care providers	68%	Health and Wellness



Outdoor Spaces and Buildings

Features	% Important	% Present
Well-maintained public buildings that are accessible to people of different physical abilities	91%	52%
Sidewalks that are in good condition	89%	51%
Neighborhood watch programs	89%	45%
Well-maintained and safe public parks	89%	49%
Public parks with enough benches	88%	46%
Well-maintained public restrooms that are accessible to people of different physical abilities	86%	34%
Separate pathways for bicyclists and pedestrians	85%	35%



The largest unmet need in outdoor spaces and buildings is

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

52%

86% say it is important to have well-maintained public restrooms that are accessible to people of different physical abilities. Only **34%** say this is present in their community; resulting in a gap of **52%**.

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



Housing Features

Features	% Important	% Present
Well-maintained homes and properties	96%	77%
Home repair contractors who are trustworthy and affordable	93%	52%
Seasonal services such as lawn work	93%	33%
Home repair service for low-income and older adults that help with repairs	91%	14%
Affordable home prices for residents of varying income levels	90%	30%
Well-maintained and safe low-income housing	89%	25%
Homes that are equipped with things like a no step entrance, wider doorways, etc.	89%	34%



The largest unmet need in housing features is

A repair service for low-income and older adults

77%

91% 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 **14%** say this is present in their community; resulting in a gap of **77%**.

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



Transportation and Streets

Features	% Important	% Present
Easy to read traffic signs	96%	76%
Well-maintained streets and roads	96%	67%
Well-lit, safe streets and intersections for all users	95%	54%
Enforced speed limits	94%	61%
Special transportation services for seniors or people with disabilities	93%	53%
Affordable public transportation	92%	50%
Accessible and convenient public transportation	92%	45%
Reliable public transportation	91%	40%
Public parking lots and areas to park	91%	56%



Transportation and Streets, cont.

Features	% Important	% Present
Well-maintained public transportation vehicles	91%	47%
Audio/visual pedestrian crossings	90%	49%
Affordable public parking	90%	45%
Safe public transportation stops or areas	89%	40%
Driver education/ refresher course	81%	31%

The largest unmet need in transportation features is

51%

Reliable public transportation



91% say it is important to have reliable public transportation. Only **40%** say this is present in their community; resulting in a gap of **51%**.

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



Job Opportunities

Features	% Important	% Present
Job training opportunities for older adults	90%	15%
Jobs that are adapted to meet the needs of people with disabilities	89%	21%
A range of flexible job opportunities for older adults	85%	14%



The largest unmet need in employment features is



Job training opportunities for older adults

75%

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 **15%** say this is present in their community; resulting in a gap of **75%**.

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



Community Information

Features	% Important	% Present
Free access to computers and the internet in public places	90%	61%
Access to information in one central location	90%	20%
Printed information that has large lettering and is clearly displayed	89%	15%
Information delivered in person to people who have difficulty leaving their home	88%	13%
An automated community information source	87%	15%
Information that is available in different languages	76%	13%



The largest unmet need in communication and information is

Information delivered in person

75%

88% say it is important to have information delivered in person to people who have difficulty leaving their home. Only 13% say this is present in their community; resulting in a gap of 75%.

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



Volunteering and Civic Engagement

Features	% Important	% Present
Easy to find information on available local volunteer opportunities	92%	28%
A range of volunteer activities to choose from	91%	48%
Opportunities for older adults to participate in decision making roles	91%	33%
Volunteer training opportunities to help better perform volunteer role	90%	28%
Transportation to and from volunteer activities for those who need it	90%	14%

The largest unmet need in volunteering and civic engagement is

76%

Transportation to and from volunteer activities



90% say it is important to have transportation to and from volunteer activities for those who need it. Only **14%** say this is present in their community; resulting in a gap of **76%**.

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



Social Participation, Inclusion, and Education Opportunities

Features	% Important	% Present
Activities that are affordable to all residents	93%	37%
Widely publicized reliable information about activities	92%	48%
Activities that offer senior discounts	92%	47%
Conveniently located venues for entertainment	91%	48%
Activities that involve both younger and older people	90%	47%
Activities specifically geared towards older adults	89%	49%
Social clubs such as book, gardening, craft or hobby	88%	54%
Continuing education classes	86%	58%
Local schools that involve older adults in events and activities	86%	24%
A variety of cultural activities for diverse populations	85%	47%

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



Local schools that involve older adults in events and activities

62%

86% say it is important to have local schools that involve older adults in events and activities. Only **24%** say this is present in their community; resulting in a gap of **62%**.

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



Health and Wellness

Features	% Important	% Present
Well-maintained hospitals and health care facilities	97%	78%
Respectful and helpful hospital and clinic staff	97%	68%
A variety of health care professionals	96%	72%
Conveniently located emergency care centers	96%	70%
Easy to find information on local health and supportive services	95%	39%
Affordable home health care	95%	27%
Easily understandable and helpful hospital answering services	94%	45%
Well-trained certified home health care providers	94%	35%
Conveniently located health and social services	94%	51%



Health and Wellness, cont.

Features	% Important	% Present
Fitness activities specifically geared towards older adults	94%	49%
Home care services including health, personal care, and housekeeping	93%	43%
A service that helps seniors find and access health services	92%	36%
Health and wellness programs and classes	92%	53%
Health care professionals who speak different languages	77%	33%

The largest unmet need in health services is

68%

Affordable home health care providers

68%

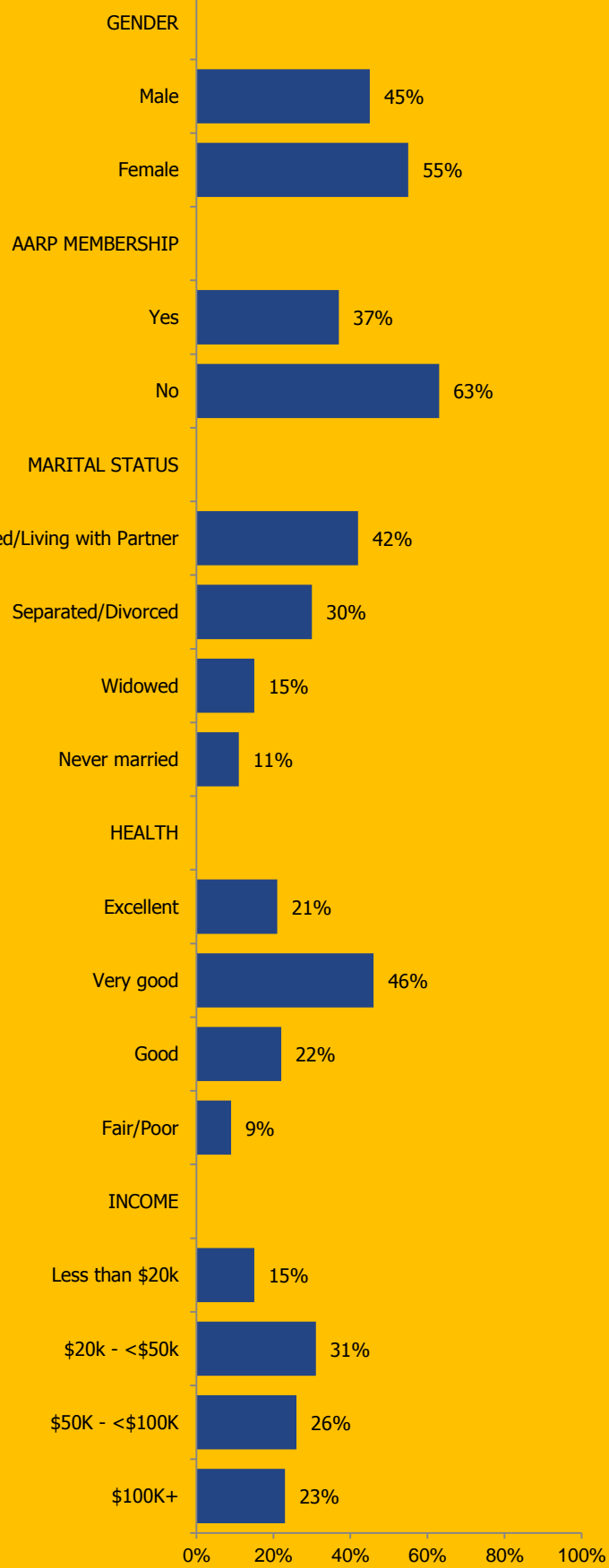
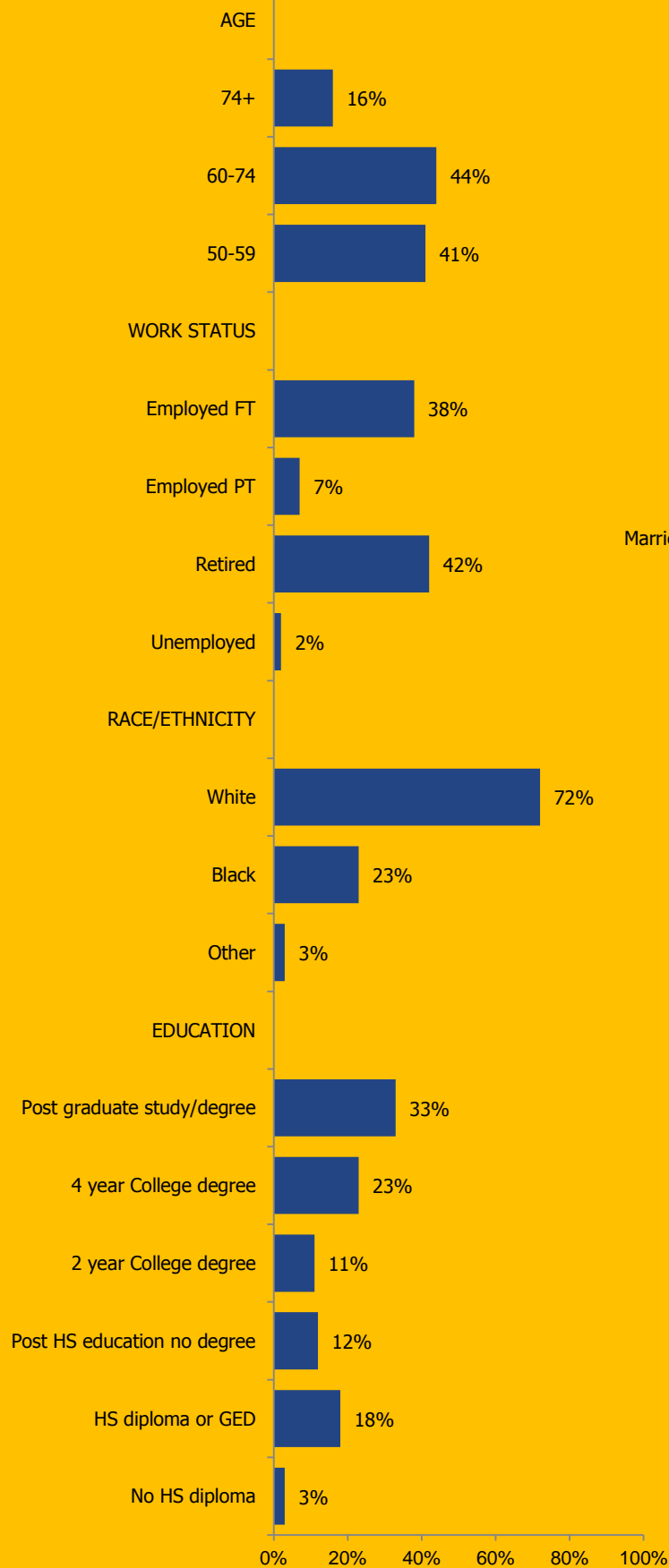
95% say it is important to have affordable home health care providers. Only **27%** say this is present in their community; resulting in a gap of **68%**.



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

Demographics

Weighted 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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601 E Street NW Washington, DC 20049
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