



**Livability For All:
The 2016 AARP
Age-Friendly Community Survey
of
West Sacramento, California
Residents Age 45-plus**



February 2016

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

The present report is based on data from a mail survey of residents age 45 years or older living in West Sacramento, California. Resident addresses were provided by Survey Sampling International's (SSI) proprietary database. Each sampled member was contacted four times receiving the following pieces of mail: pre-notification postcard, the first survey, a reminder postcard, and a second survey. The survey was fielded from July 14 through August 25, 2015. A total of 400 completed surveys were returned by the cutoff date of August 25, 2015. There were 175 undeliverable surveys.

This survey has a margin of error of +/- 4.9 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 4.9 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 was weighted by age and gender, and age and membership in AARP. Two sources were used for the weighting- AARP Membership Database, 2015 and Nielsen Pop Facts Advanced demographic data, 2015.

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 annotation or in graphs.

Executive Summary

The Top Three Important Age-Friendly Community Features For West Sacramento Residents Age 45-Plus Are Well-Lit Streets, Well-Maintained Homes, and Respectful Hospital Staff

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 Age-Friendly Community Survey of West Sacramento, California Residents Age 45-plus"** was commissioned to help West Sacramento decision makers achieve the goal of livability. Using an operationalization of the World Health Organization's eight areas of livable community, the findings show:

- West Sacramento residents age 45-plus have deep roots in their community. About a third (31%) have lived in their community for over 25 years. Most do not plan to move, and eight in ten (89%) say their community is a good place for older people to live.
- Overall, Transportation is rated as the most important livable community feature/domain for West Sacramento residents age 45-plus among all eight areas. These fourteen items relate to safe and accessible community transportation options. Health and Wellness ranks as a close second, while Outdoor Spaces is ranked third.
- Well-lit, safe streets for all users (97%), well-maintained homes and properties (94%), and respectful and helpful hospital and clinic staff (93%) are the top three important community features for West Sacramento residents age 45-plus.
- In order to identify the needs of West Sacramento 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 dominated the list of important features, the top community needs gaps were spread out across the areas of Job Opportunities, Volunteer and Civic Engagement, Housing, and Health and Wellness.

Executive Summary cont.

The Top Reported West Sacramento Community Needs Are Concentrated In Health and Wellness, Job Opportunities, and Volunteering and Civic Engagement Issues

- Transportation to and from volunteer activities (83%) and volunteer training opportunities (76%) were identified as the top community needs gaps followed by affordable home health care (74%), local schools that involve older adults (74%), home repair services geared toward older adults (73%) and conveniently located emergency care centers (73%). 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."

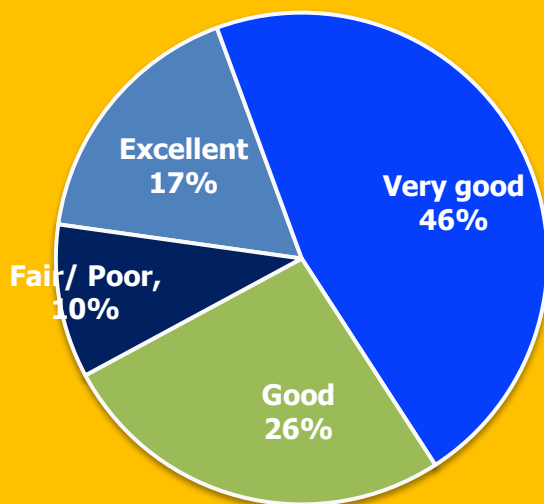
Across the nation, individuals make connections and commitments to homes, friendships, community organizations, and local social ties within their community and want to age-in-place. West Sacramento residents are no different.

Community Experience

About a third (31%) of West Sacramento residents age 50-plus have lived in their community for over 25 years, and most say their community is a good place to age in place.

West Sacramento residents age 45-plus have deep roots in their community. About a third (31%) have lived in their community for over 25 years. One in five (21%) have lived in their community between 15 and 25 years, and nearly half (48%) have lived in their community between 0 and 15 years.

Rate Community as Place to Age in Place



Nearly nine in ten (89%) 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 15 years and desire to remain there as they get older.

Most West Sacramento residents age 45-plus are unlikely to move into a different home within their community (58%) or move outside their community (54%) in their retirement years.

West Sacramento residents age 45-plus want to continue to live in their home for as long they can, but one in five (23%) say it is likely they will move outside their community in their retirement years. While two in five (42%) say it is extremely or very important to stay in their community as they age, more than twice as many respondents (91%), 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

91%

Important to age in your own community

42%

Unlikely to move to a different home in the same community

58%

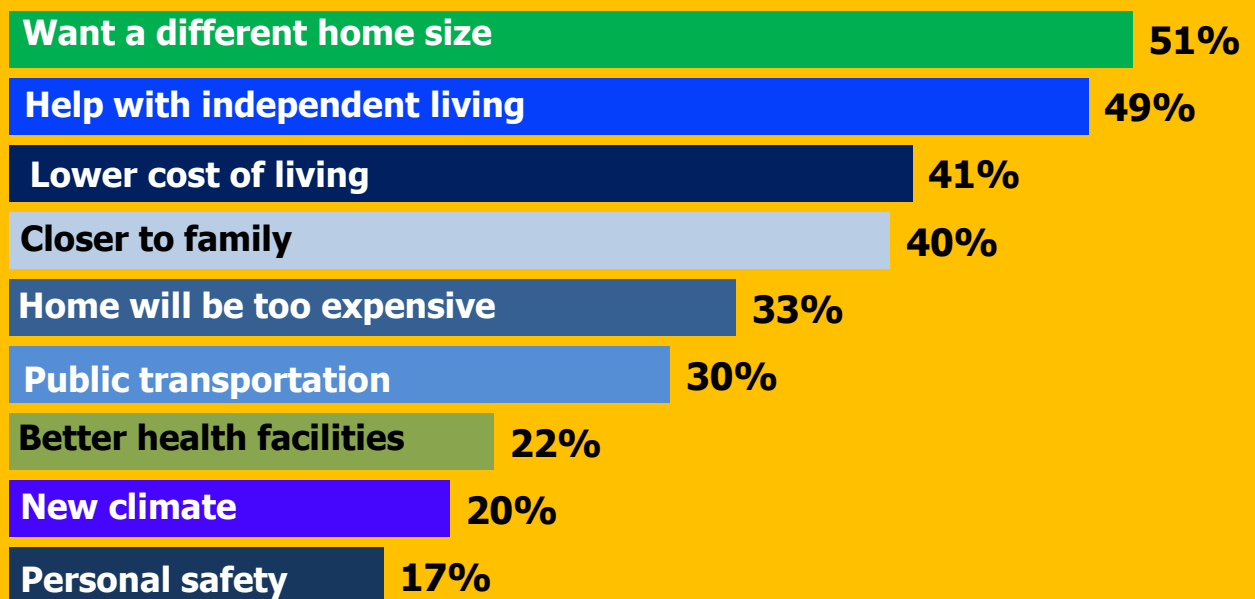
Unlikely to move to a different home in a new community

54%

Community Experience

Residents say the top factors that would impact their decision to move out of the area are the cost of living and expensive home maintenance.

While it is at least somewhat important for most (74%) respondents to remain in their community as they age, if West Sacramento residents were to consider moving when they retire and do not work, over half (51%) say that they would move because they want a different sized home that will meet their needs and allow them to age in place.

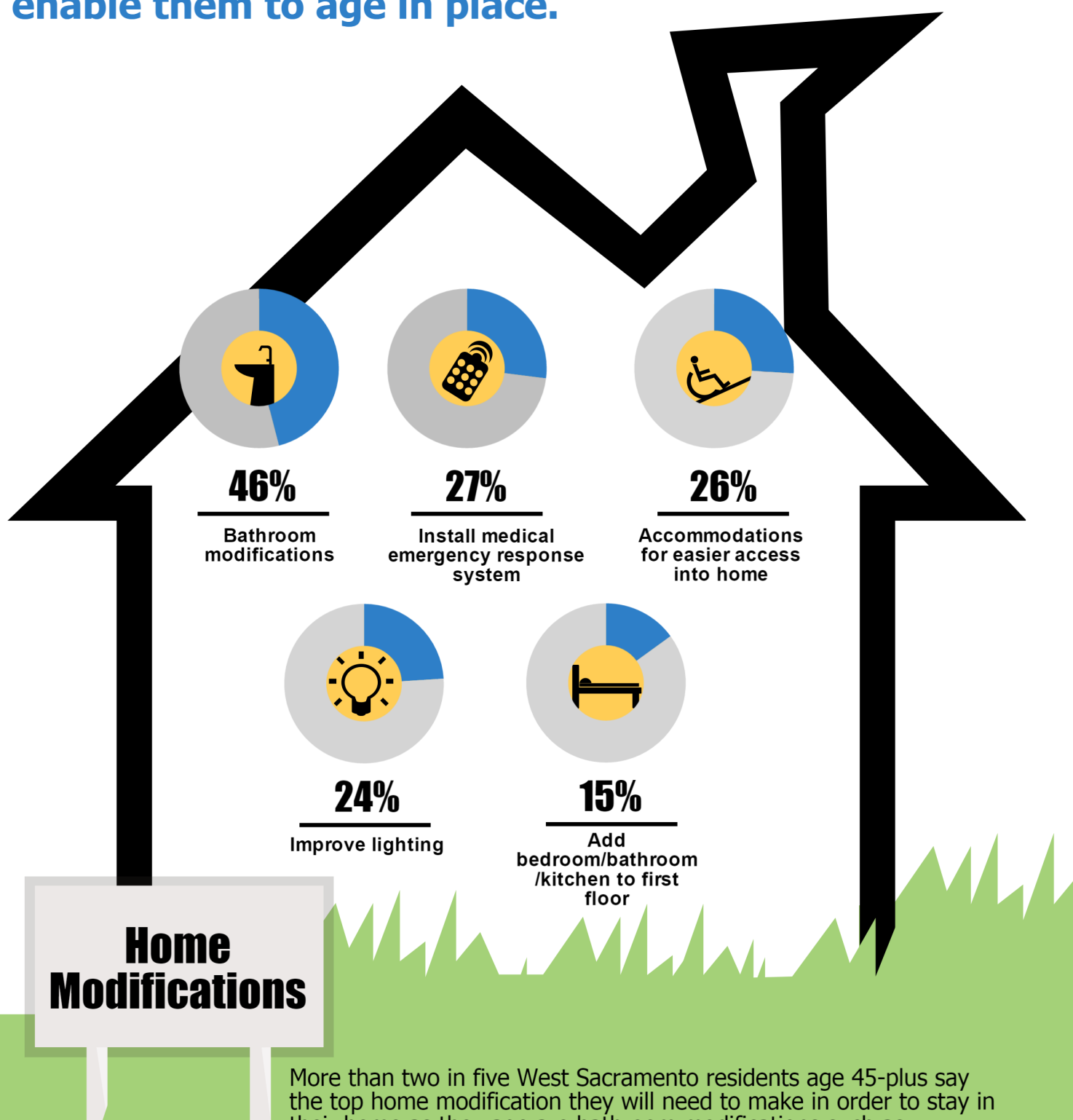


Most West Sacramento residents age 45-plus own their own homes, and another majority live in a single family home.

Most respondents (78%) own their homes while about one in five (20%) rents. The majority lives in a single family home (81%). Fewer than one in ten lives in an apartment (4%), mobile home (5%), or townhouse or condominium (1%). 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	81%
Townhouse/Duplex	7%
Mobile home	5%
Apartment	4%
Condominium	1%

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

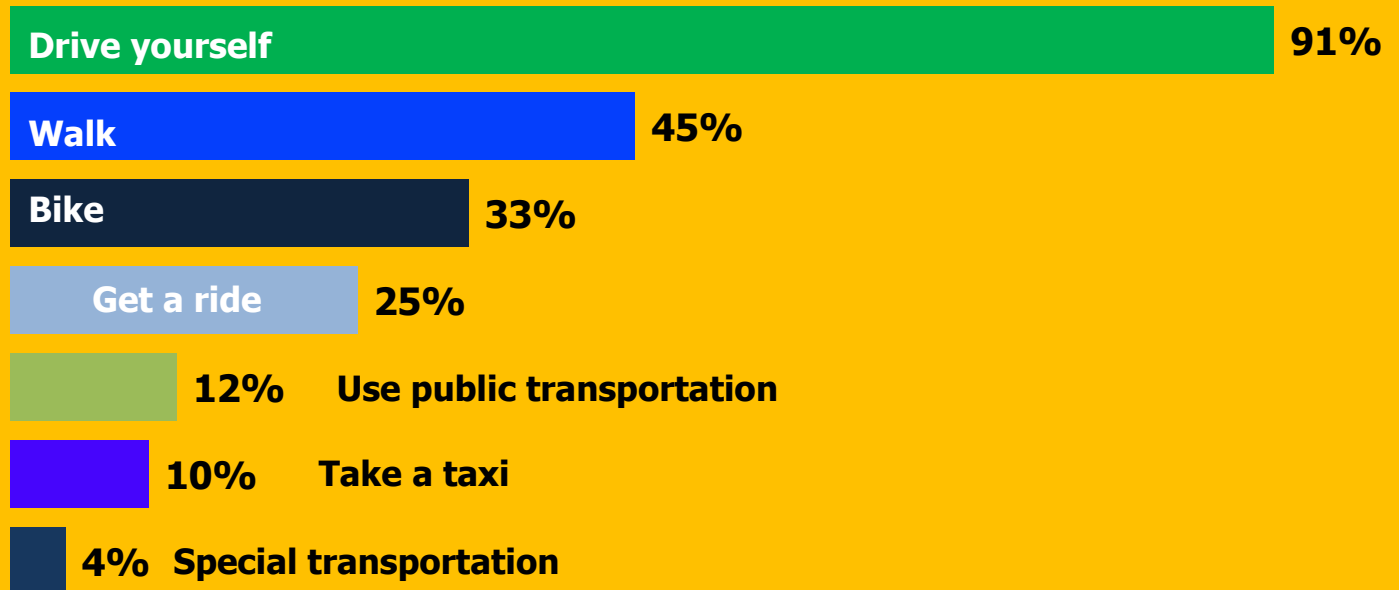


More than two in five West Sacramento residents age 45-plus say the top home modification they will need to make in order to stay in their home as they age are bathroom modifications such as installing grab bars, handrails, high toilet seats or non-slip tile. Installing emergency response systems or adding things like ramps or chairlifts for easier access into and within their home are a likely modification for over one in four residents (27%). Another one-fourth expect to improve lighting (24%). Only 15 percent say they will need to make structural changes like adding a bedroom or bathroom on the first floor.

Community Experience

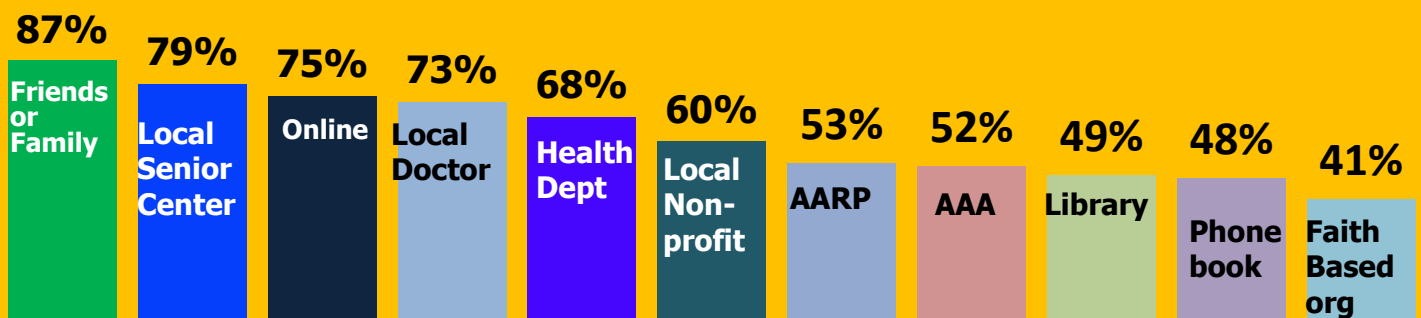
Most West Sacramento residents drive themselves when they need to get around.

Nine in ten (91%) say when they need to get around for things like shopping, visiting the doctor, or running errands they drive themselves.



West Sacramento residents say they would mostly turn to family, friends, or neighbors for information on services for older adults.

Almost nine in ten (87%) say they would turn to family, friends, or neighbors for information about services for older adults such as caregiving, home delivered meals, home repair, medical transport, or social activities. Seven in ten would search the internet (75%) or turn to local resources such as a senior center (79%), doctor (73%), or non-profit (60%). Half would turn to organizations such as AARP (53%) or the Area Agency on Aging (52%).



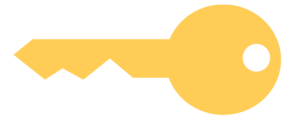


Community Features

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.

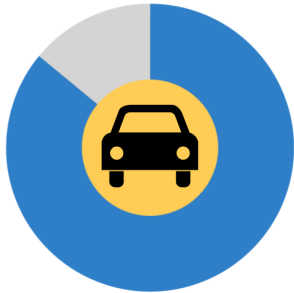
West Sacramento residents age 45-plus rated their community on 66 characteristics across eight domains (*Health and Wellness, Transportation, Housing, Outdoor Spaces, Social Participation, Volunteering and Civic Engagement, Community Information, and Job Opportunities*) in order to identify important and available community features. While all eight areas were considered at least somewhat important to respondents, factors that can directly affect an individual's quality of life and experience in their community topped the list of importance.

Summary of Average Community Feature/ Domain



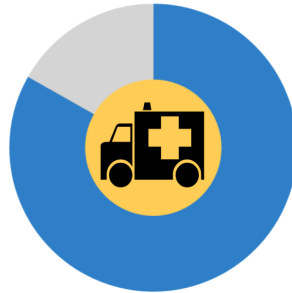
Average Importance Rating of each West Sacramento Community Feature/ Domain
(on a 5 point scale where 5 = Extremely Important and 1= Not At All Important)

Transportation



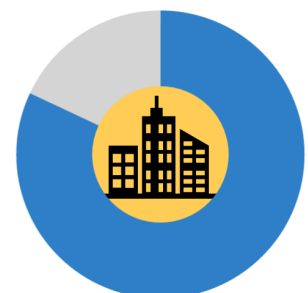
4.29

Health and Wellness



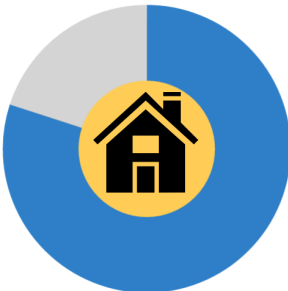
4.16

Outdoor Spaces



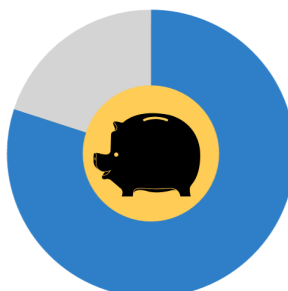
4.14

Housing



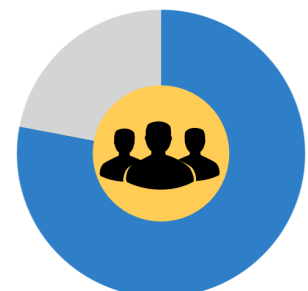
4.06

Job Opportunities



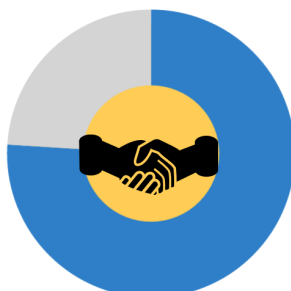
3.97

Social Participation



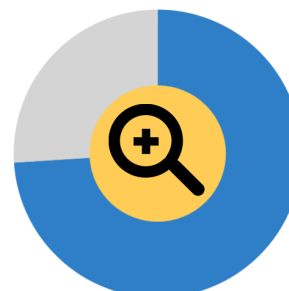
3.90

Volunteer and Civic Engagement



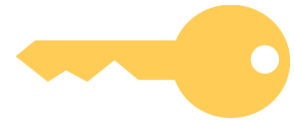
3.84

Community Info



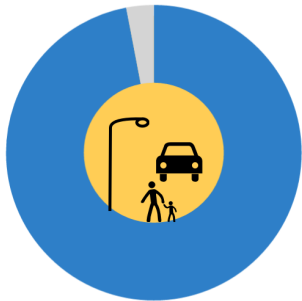
3.70

Summary of Important Community Features



Top Important Item within each West Sacramento Community Feature/ Domain
(percent of respondents who rated the item as Extremely or Very Important)

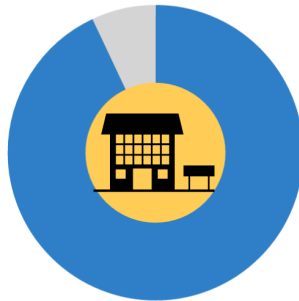
Transportation



97%

Well lit, safe streets
for all users

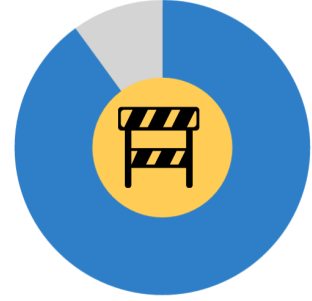
Health and Wellness



93%

Respectful and
helpful hospital
and clinic staff

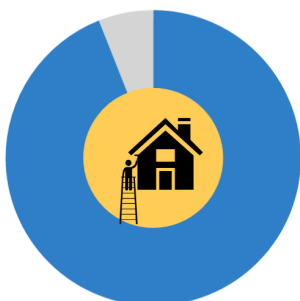
Outdoor Spaces



90%

Sidewalks that are
in good condition

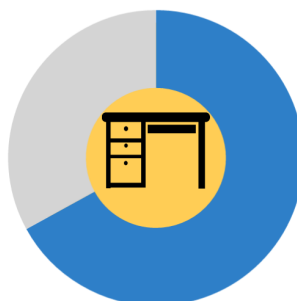
Housing



94%

Well-maintained
homes and properties

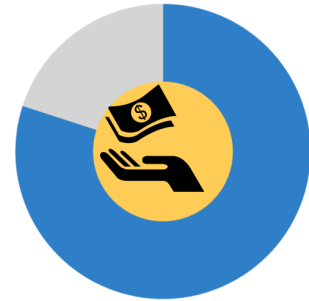
Job Opportunities



67%

Jobs that meet the needs
of people with disabilities

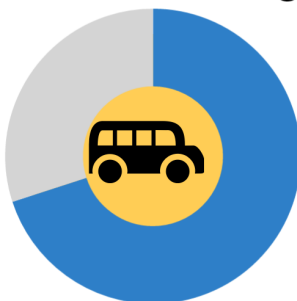
Social Participation



80%

Activities that are
affordable to all residents

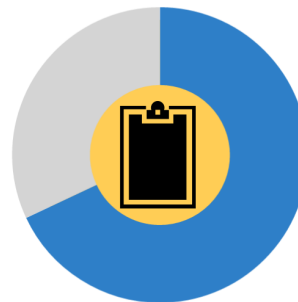
Volunteer and Civic Engagement



70%

Transportation to and from
volunteer activities

Community Info



68%

Access to information
in one central location

Top Extremely/Very Important Community Features



Top West Sacramento Important Community Items
Across All 66 Features/8 Domains
(percent of respondents who rated the item as Extremely/Very Important)

Top Overall Community Items	Importance	Feature/ Domain
Well-lit, safe streets and intersections	97%	Transportation
Well-maintained homes and properties	94%	Housing
Respectful and helpful hospital and clinic staff	93%	Health and Wellness
Well-maintained hospitals and health care facilities	93%	Health and Wellness
Safe public transportation stops or areas	92%	Transportation
Well-maintained public transportation vehicles	91%	Transportation
Reliable public transportation	91%	Transportation
Well-maintained streets	91%	Transportation
Sidewalks that are in good condition, safe for pedestrian use, and accessible for wheelchairs or other assistive devices	90%	Outdoor Spaces and Buildings
Well-maintained public buildings	90%	Outdoor Spaces and Buildings
A variety of health care professionals	90%	Health and Wellness

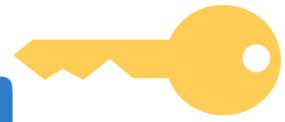


Community Needs

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 West Sacramento 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. Survey respondents who said they were not sure if a feature or service was in their community were removed from the analysis.

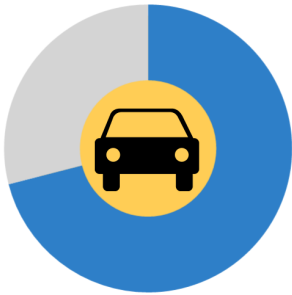
Summary of Community Needs Gap by Feature/Domain



Top Community Needs Gap Item within each West Sacramento Feature/ Domain

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

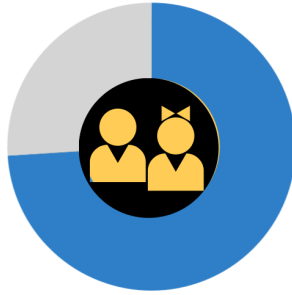
Transportation



71%

Driver education courses

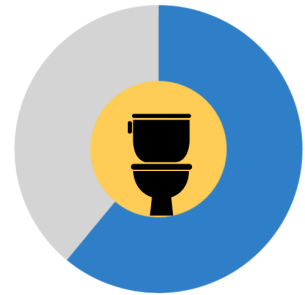
Health and Wellness



74%

Affordable home health care providers

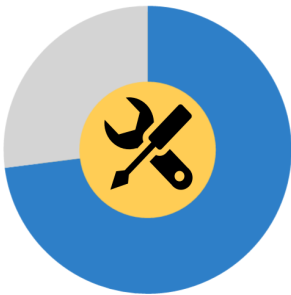
Outdoor Spaces



61%

Well-maintained public restrooms

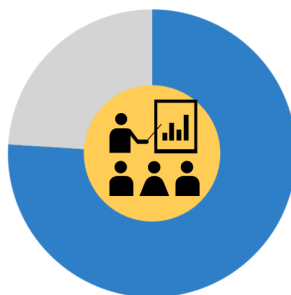
Housing



73%

A repair service for low-income and older adults

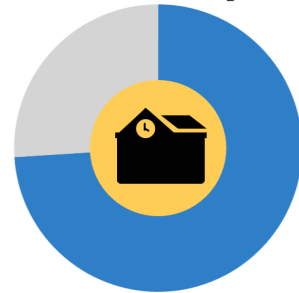
Job Opportunities



76%

Job training opportunities for older adults

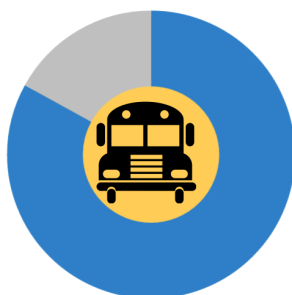
Social Participation



74%

Local schools that involve older adults in events

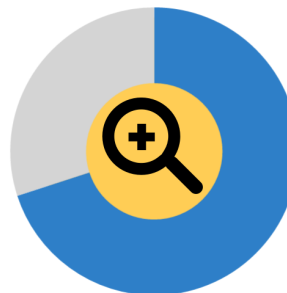
Volunteer and Civic Engagement



83%

Transportation to and from volunteer activities

Community Info



70%

Clearly printed community information

Top Community Needs Gaps



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

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

Top Overall Gaps	Gap	Feature/ Domain
Transportation to and from volunteer activities	83%	Volunteer/ Civic Engagement
Volunteer training opportunities	76%	Volunteer/ Civic Engagement
Job training opportunities for older adults	76%	Job Opportunities
Affordable home health care	74%	Health and Wellness
Local schools that involve older adults in events and activities	74%	Social Participation
Home repair services for low-income and older adults	73%	Housing
Conveniently located emergency care centers	73%	Health and Wellness
Easy to find information about local volunteer opportunities	71%	Volunteer/Civic Engagement
Jobs that are adapted to meet the needs of people with disabilities	71%	Job Opportunities
A range of flexible job opportunities for older adults	71%	Job Opportunities



Outdoor Spaces and Buildings

Features	% Important	% Present
Sidewalks that are in good condition	99%	66%
Well-maintained public buildings that are accessible to people of different physical abilities	98%	64%
Well-maintained public restrooms that are accessible to people of different physical abilities	97%	35%
Neighborhood watch programs	96%	37%
Separate pathways for bicyclists and pedestrians	95%	56%
Well-maintained and safe public parks	91%	71%
Public parks with enough benches	91%	47%



The largest unmet need in outdoor spaces and buildings is

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

62%

97% say it is important to have well-maintained public restrooms that are accessible to people of different physical abilities. Only **35%** say this is present in their community; resulting in a gap of **62%**.

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



Housing Features

Features	% Important	% Present
Well-maintained homes and properties	98%	80%
Home repair contractors who are trustworthy and affordable	95%	39%
Homes that are equipped with things like a no step entrance, wider doorways, etc.	89%	31%
Seasonal services such as lawn work	88%	37%
Affordable home prices for residents of varying income levels	86%	36%
Home repair service for low-income and older adults that help with repairs	86%	13%
Well-maintained and safe low-income housing	83%	31%



The largest unmet need in housing features is

A repair service for low-income and older adults

73%

86% say it is important to have a home repair service for low-income and older adults that helps with things like roof or window repair. Only **13%** say this is present in their community; resulting in a gap of **73%**.

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



Transportation and Streets

Features	% Important	% Present
Well-lit, safe streets and intersections for all users	99%	60%
Well-maintained streets	99%	72%
Easy to read traffic signs	98%	83%
Safe public transportation stops or areas	97%	50%
Special transportation services for seniors or people with disabilities	97%	54%
Well-maintained public transportation vehicles	96%	51%
Accessible and convenient public transportation	96%	58%
Affordable public transportation	96%	59%
Reliable public transportation	95%	49%



Transportation and Streets, cont.

Features	% Important	% Present
Audio/visual pedestrian crossings	94%	48%
Affordable public parking	94%	55%
Enforced speed limits	93%	66%
Public parking lots and areas to park	92%	64%
Driver education/refresher course	88%	17%

The largest unmet need in transportation features is

71% Driver education/refresher courses



88% say it is important to have driver education/refresher courses. Only **17%** say this is present in their community; resulting in a gap of **71%**.

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



Job Opportunities

Features	% Important	% Present
Job training opportunities for older adults	84%	8%
Jobs that are adapted to meet the needs of people with disabilities	86%	15%
A range of flexible job opportunities for older adults	83%	12%



The largest unmet need in employment features is



Job training opportunities for older adults

76%

84% 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 **8%** say this is present in their community; resulting in a gap of **76%**.

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



Community Information

Features	% Important	% Present
Access to information in one central location	91%	25%
Free access to computers and the internet in public places	89%	52%
Clearly displayed printed community information with large lettering	88%	18%
Information delivered in person to people who have difficulty leaving their home	81%	11%
An automated community information source	75%	10%
Information that is available in different languages	74%	26%

The largest unmet need in communication and information is

70%

Clearly displayed printed community information with large lettering



88% say it is important to have clearly displayed printed community information with large lettering. Only 18% say this is present in their community; resulting in a gap of 70%.

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



Volunteering and Civic Engagement

Features	% Important	% Present
Easy to find information on available local volunteer opportunities	91%	20%
Transportation to and from volunteer activities for those who need it	90%	8%
A range of volunteer activities to choose from	89%	30%
Opportunities for older adults to participate in decision making roles	89%	26%
Volunteer training opportunities to help better perform volunteer role	87%	11%



The largest unmet need in volunteering and civic engagement is

Transportation to and from volunteer activities

82%

90% say it is important to provide transportation to and from volunteer activities for those who need it. Only **8%** say this is present in their community; resulting in a gap of **82%**.

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



Social Participation, Inclusion, and Education Opportunities

Features	% Important	% Present
Widely publicized reliable information about activities	92%	25%
Activities that involve both younger and older people	92%	32%
Activities that are affordable to all residents	91%	33%
Activities specifically geared towards older adults	90%	33%
Social clubs such as book, gardening, craft or hobby	89%	27%
Local schools that involve older adults in events and activities	89%	15%
Activities that offer senior discounts	88%	36%
Conveniently located venues for entertainment	88%	36%
A variety of cultural activities for diverse populations	88%	32%
Continuing education classes	86%	38%

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



Local schools that involve older adults in events and activities



74%

89% say it is important that local schools involve older adults in events and activities.

Only **15%** say this is present in their community; resulting in a gap of **74%**.

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



Health and Wellness

Features	% Important	% Present
Respectful and helpful hospital and clinic staff	97%	35%
A variety of health care professionals	97%	35%
Well-maintained hospitals and health care facilities	96%	34%
Conveniently located emergency care centers	97%	24%
Conveniently located health and social services	95%	45%
A service that helps seniors find and access health services	95%	27%
Easy to find information on local health and supportive services	94%	26%
Well-trained certified home health care providers	94%	24%
Affordable home health care	94%	20%



Health and Wellness, cont.

Features	% Important	% Present
Fitness activities specifically geared towards older adults	93%	46%
Home care services including health, personal care, and housekeeping	93%	31%
Easily understandable and helpful hospital answering services	91%	31%
Health and wellness programs and classes	88%	34%
Health care professionals who speak different languages	76%	40%



The largest unmet need in health services is

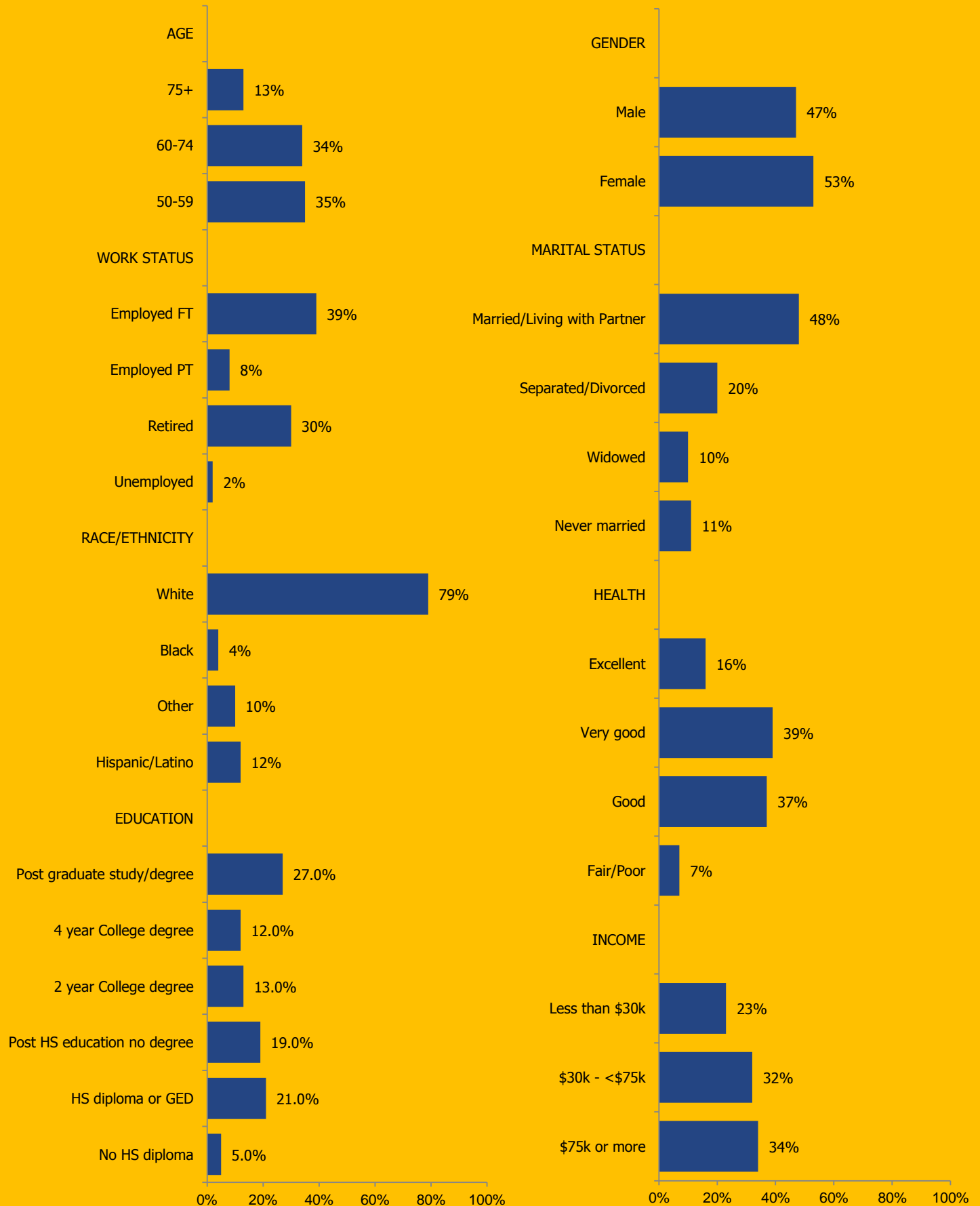
Affordable home health care 74%

94% say it is important to have affordable home health care providers. Only 20% say this is present in their community; resulting in a gap of 74%.

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

Demographics

n= 400



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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 healthcare, 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.

Acknowledgments

Brittne Nelson PhD, Eowna Young Harrison, and Kadeem Thorpe authored the report. The authors would like to thank Cheryl Barnes, Joanne Binette, Angela Houghton, and Rachelle Cummins, AARP Research; Christina Clem, AARP California; Rodney Harrell PhD, AARP Public Policy Institute; and the residents of West Sacramento, California.

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An annotated questionnaire for the entire sample is available upon request to Brittne Nelson, AARP Research bnelson@aarp.org, or Christina Clem, AARP California ccllem@aarp.org.

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