



Agenda Item #:



Staff Report

City of Manhattan Beach

TO: Honorable Mayor Cohen and Members of the City Council

THROUGH: Geoff Dolan, City Manager

GD

FROM: Richard Gill, Parks and Recreation Director *R.G.*
 Eve Kelso, Recreation Services Manager *EK*
 Jan Buike, Older Adults Program Supervisor

DATE: November 3, 2009

SUBJECT: Discussion of Older Adults Survey Results

RECOMMENDATION:

Staff recommends that the City Council discuss the results of the Older Adults Survey and provide direction.

FISCAL IMPLICATION:

There are no fiscal impacts with this report. However if any of the survey recommendations are implemented, staff will develop costs for those recommendations.

BACKGROUND:

Staff was directed by City Council at the March 18, 2008 and June 17, 2008 City Council meetings to develop a survey to be distributed to Manhattan Beach Older Adults (outside of Dial-A-Ride registered riders) to help identify transportation needs beyond what the City is currently offering with Dial-A-Ride and to receive feedback on activities for older adults. This was in response to staff presenting information at both City Council meetings regarding Dial-A-Ride and the Older Adults programs. The idea of the survey was brought up by City Council.

DISCUSSION:

In developing the survey tool, staff researched current surveys including a recent LA County Senior Needs Assessment survey. This survey was shown to the Senior Advisory Committee (SAC) in the Fall of 2008, because there were numerous questions that appeared to be appropriate for the survey in Manhattan Beach. Staff realized the difficulty in putting out a survey without leading people to expectations that cannot be fulfilled. In an effort to avoid being too specific and in an effort to avoid looking biased in question development, it was decided to work with an outside consultant for the development and analysis of survey data. Since the LA County survey was so well received by SAC and the Older Adults Program, staff researched the work of Partners in Care, who developed the survey for LA County, and was known for working with Beach Cities Health District and other agencies for survey projects.

Because the SAC is the advisory board on these types of issues, they were involved in the

development and approval of the survey. The survey questions were discussed at length at SAC meetings in the Fall and Winter of 2008. It was determined that the survey would go out to the public in March, 2009.

The methods of outreach and distribution included:

- A bright yellow insert in each March Manhappenings issue, that is distributed to every resident and business in the City of Manhattan Beach
- A posting on the City of Manhattan Beach website
- Articles in the Beach Reporter and Manhattan Sun
- Surveys were made available at the following locations and events: Joslyn Community Center, Manhattan Heights Community Center, Manhattan Beach Library, Manhattan Beach Farmer's Market, Beach Cities Health District, Manhattan Senior Villas, Ross Terrace Apartments, CVS, Target, Rite Aide, Hillside Pharmacy, Dine and Discover, Lunch Bunch, Senior Club meetings, neighborhood churches, Dial-A-Ride buses...

There were 286 surveys returned for analysis, which is approximately 6% of the 4825 older adults who were the target population. The key issues we learned as a result of the survey fall into four categories: demographics, activities and community services, transportation and volunteer activities.

The City of Manhattan Beach Senior Advisory Committee met and discussed the survey results and agreed that the following results are most notable.

First, some notable facts on the demographics of the survey are 45% of the people who responded live alone. One third of those that live alone have an income below \$25,000 and 69% are women. These factors support the need to continue to offer affordable and accessible programs and services. The survey results indicated that the most effective way to reach older adults is direct mailings, newspapers and fliers distributed at locations where older adults congregate.

In the area of activities and community services, the activities that respondents expressed the most interest in doing were taking trips and going to social events, physical exercise, entertainment, such as movies, theater and art, educational classes and workshops and having greater access to computers or computer classes.

In the area of transportation the most notable response was that transportation needs are not being met well from 5-8 p.m., as was indicated by 56 respondents.

In the area of volunteer activities, 15%-25% of the 174 respondents to this question said they would be willing to help plan activities or events, help with administrative tasks or answer a telephone hotline.

Copies of the Older Adults Program Needs Assessment Survey and Analysis are attached. The recommendations presented in the survey analysis include:

- more effective outreach to older adults, including holding a focus group to gather more information and providing direct mailings to older adults

- involve residents between the ages of 55 and 65 in planning and developing new programs and services
- develop action plans to encourage greater volunteerism in future activities
- target exercise or fitness programs to those who live alone

CONCLUSION:

Currently, the Older Adults Program team has increased outreach to expand our mailing list, since this is how older adults like to receive information about programs. Additionally, computer classes are being offered in OASIS once a week. Two 6-week programs have been offered thus far and two classes on e-bay are planned. 26 people have participated so far.

Though this does not address individual destinations, the Dial-A-Ride program has begun to offer weekly evening outings called “Older Adults Night On the Town,” working with area businesses to offer transportation to local restaurants and offer discounts to older adults for dinner. This is in response to the noted lack of transportation between 5 and 8 p.m.

Additionally, the Older Adults staff are planning to hold a focus group meeting to obtain further information from seniors, as was recommended in the survey.

The SAC recommends that the City send the monthly senior calendar to local papers for publishing, and write monthly press releases. Additionally, the SAC recommends that low cost cab vouchers be considered on a limited basis to help meet the needs of seniors after 5p.m.

Attachments: A. Older Adults Program Survey
B. Older Adults Program Survey Analysis



City of Manhattan Beach OLDER ADULT NEEDS ASSESSMENT SURVEY

Please complete this survey ONLY if you are 60 years of age or over

The City of Manhattan Beach is looking to improve our programs and services for people over the age of 60. Please help us achieve this by completing this survey.

For your input to be considered, the deadline to return this survey is March 20, 2009. If there is more than one person in your household 60 years of age or older, please request an additional survey by calling (310) 802-5407 or by downloading a survey at www.citymb.info

You may drop off your survey at:

- City Hall - Parks and Recreation Department (1400 Highland Avenue)
- Joslyn Community Center - Older Adults Program Office (1601 Valley Drive)
- In one of the YELLOW CITY-PROVIDED MAIL BOXES located at:
 - City Hall
 - In the post office parking lot (corner of 15th & Valley Drive)
 - Creative Arts Center parking lot (1560 Manhattan Beach Boulevard)

You may mail the survey to:

City of Manhattan Beach Older Adults Program
1400 Highland Avenue
Manhattan Beach, CA 90266

You may fax in the survey to: (310) 802-5401
Thank You. Your input is valued and appreciated.

The following section is optional and will be removed from the survey to ensure anonymity of responses.

If you wish to receive more information regarding the Older Adults Program or volunteering, please fill out this brief address form.

- I am interested in: ₁ Receiving information about the Older Adults Program
₂ Volunteering
₃ I have a question. Please contact me.

Name: _____ Phone: _____

Address: _____ City: _____ Zip: _____

E Mail Address: _____

I. ACTIVITIES and COMMUNITY SERVICES - In this section, we would like you to answer questions about recreational activities and community services provided in Manhattan Beach.

1. Please check your involvement and/or interest in the following activities: (CHECK ALL THAT APPLY)

Type Of Activity	Already Doing	Interested in doing, if the City Offered
1. Recreational Activities (Dancing, Games, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. Physical Exercise (Swimming, Stretching, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. Entertainment/Cultural (Movies, Theater & Art)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. Arts & Crafts	<input type="checkbox"/> 1	<input type="checkbox"/> 2
5. Discussion or Special Interest Groups	<input type="checkbox"/> 1	<input type="checkbox"/> 2
6. Trips and Events	<input type="checkbox"/> 1	<input type="checkbox"/> 2
7. Educational Classes/Workshops	<input type="checkbox"/> 1	<input type="checkbox"/> 2
8. Hot Luncheon Program	<input type="checkbox"/> 1	<input type="checkbox"/> 2
9. Health Screenings	<input type="checkbox"/> 1	<input type="checkbox"/> 2
10. Music (Vocal and Instrumental)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
11. Computer Use	<input type="checkbox"/> 1	<input type="checkbox"/> 2
12. Support Groups	<input type="checkbox"/> 1	<input type="checkbox"/> 2
13. Other (PLEASE SPECIFY) _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2

What do you think are the most needed social/recreational services for Older Adults in Manhattan Beach that could be provided by the City? (PLEASE SPECIFY) _____

3. The following keeps me from doing the things I would like to do in the community: (CHECK ALL THAT APPLY)

- | | | |
|---|--|---|
| <input type="checkbox"/> 1 No interest | <input type="checkbox"/> 1 Don't know about services | <input type="checkbox"/> 1 Not accessible |
| <input type="checkbox"/> 1 No time | <input type="checkbox"/> 1 Transportation problems | |
| <input type="checkbox"/> 1 Cost (too expensive) | <input type="checkbox"/> 1 Health problems | |
| <input type="checkbox"/> 1 Other (PLEASE SPECIFY) _____ | | |

4. Please tell us the best way to inform older adults of community services that are available to residents of Manhattan Beach. (CHECKS ALL THAT APPLY)

- | | | |
|---|---|--|
| <input type="checkbox"/> 1 Telephone Hotline | <input type="checkbox"/> 1 Local Newspapers | <input type="checkbox"/> 1 City Staff Contact |
| <input type="checkbox"/> 1 Fliers | <input type="checkbox"/> 1 Mailings | <input type="checkbox"/> 1 Manhattan Beach Website |
| <input type="checkbox"/> 1 Other (PLEASE SPECIFY) _____ | | |

II. TRANSPORTATION NEEDS – In this section, we would like you to answer questions about your transportation resources and needs.

5. When you need to get somewhere how do you usually get there?

(CHECK ALL THAT APPLY)

In Manhattan Beach

₁ Walk

₁ Public Bus

₁ Dial-A-Ride

₁ Access ParaTransit

₁ Ride with family member/friend

₁ Taxi/cab

₁ Drive own car

₁ Beach Cities Health District volunteer

Outside of Manhattan Beach

₁ Walk

₁ Public Bus

₁ Dial-A-Ride

₁ Access ParaTransit

₁ Ride with family member/friend

₁ Taxi/cab

₁ Drive own car

₁ Beach Cities Health District volunteer

Other (PLEASE SPECIFY) _____

6. How well do the available transportation services meet your needs?

Weekdays (8 am-5 pm)

₁ Extremely well

₂ Somewhat well

₃ Not well at all

Weekday evenings (5 pm-8 pm)

₁ Extremely well

₂ Somewhat well

₃ Not well at all

Weekends (Saturdays and Sundays)

₁ Extremely well

₂ Somewhat well

₃ Not well at all

7. If you answered “Somewhat well,” or “Not well at all” please explain: _____

8. What places are most difficult for you to get to and why? (PLEASE SPECIFY) _____

9. If you have unmet transportation needs, choose the answer below that best explains why:

(CHECK ALL THAT APPLY)

	Big Problem	Little Problem	No Problem	N/A
1. I don't have enough information about transportation options	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
2. I feel that existing transportation services are unreliable	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
3. Transportation costs too much	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

- 4. I have trouble walking to and/or waiting at the bus stop ₁ ₂ ₃ ₉
- 5. I have difficulty carrying items such as packages, etc. ₁ ₂ ₃ ₉
- 6. Transportation services don't go where I need to go ₁ ₂ ₃ ₉

10. If the City had a program that offered a volunteer companion for you, would you be interested in having a volunteer accompany you on errands or medical appointments to help carry bags, navigate medical complexes, open doors or provide companionship?

₁ Yes ₀ No

III. VOLUNTEER ACTIVITIES - In this section, we would like you to answer questions about your involvement in volunteer programs.

11. What type of volunteer work are you already doing or interested in doing?
(CHECK ALL THAT APPLY)

Type Of Volunteer Activity	Already Doing	Interested In Doing
1. Providing volunteer transportation for older adults	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
2. Serving as a transportation escort	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
3. Leading a class such as an exercise group or computer class	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
4. Helping to plan trips and special events	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
5. Assisting with administrative activities (mailings, developing fliers, etc.)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
6. Friendly visitor/in home visits	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
7. Teaching others a hobby or craft	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
8. Working on a telephone hotline for older adults	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
9. Working with youth in the schools or recreation programs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
10. CERT (Community Emergency Response Team)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Other (Please Specify) _____	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

IV. DEMOGRAPHIC INFORMATION – In this section, we would like to ask you to answer questions about yourself to help us know more about your interests.

- 12. My zip code is: _____
- 13. I was born in the year: 19_____
- 14. I have lived in this community for _____ years.

15. My gender is: ₁ Female ₂ Male

16. My current marital status is:

- ₁ Married ₂ Separated ₃ Never married
₄ Widowed ₅ Divorced ₆ Other (PLEASE SPECIFY)
-

17. My current living arrangement is:

- ₁ Live with spouse ₂ Live with companion
₃ Live alone ₄ Live with family
₅ Other): (PLEASE SPECIFY) _____
-

18. My current employment status is:

- ₁ Work full time ₂ Work part time ₃ Not employed/Retired

19. The highest grade I completed in school is:

- ₁ 8th grade or less ₂ Some high school ₃ High school grad ₄ Some college ₅ College grad ₆ Post-grad

20. My income level is:

- ₁ Under \$25,000/yr. ₁ Between \$25,000 and \$50,000/ year ₁ Over \$50,000/yr

Thank You!





**City of Manhattan Beach
Older Adult Needs Assessment Survey
May 2009**



Partners in Care

FOUNDATION™

changing the shape of health care

Partners in Care Foundation

**Prepared by
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Executive Summary

Overview of Project

This report presents findings from a needs assessment survey that was delivered to adults 60 years of age or older by Partners in Care Foundation (Partners) for the City of Manhattan Beach (MB). The purpose of the project was to gather information about the needs and preferences of active older adults living in the city. The survey focused on the following areas of interest: programs and recreational activities, transportation, and volunteerism. In addition the survey collected demographic data to enable a more complete understanding of the socio-economic characteristics of respondents. The primary goal of this survey was to assist MB administrators and staff in enhancing existing programs, and to provide data that will inform the development of new programs and activities for older adult residents.

The needs assessment was accomplished using a survey developed by Partners with input from the City of Manhattan Beach Parks and Recreation. The final instrument, the City of Manhattan Beach Older Adult Needs Assessment Survey (Appendix A), was advertised and distributed by Manhattan Beach Parks and Recreation staff. Over 15,400 surveys were distributed with the aim of reaching the 4,825 seniors, age 60 and older, living within MB (City of MB, 2009). Two hundred and eighty six surveys were returned, representing 5.9% of the senior MB population. MB staff collected and entered data from surveys. These data files were sent to Partners for analysis and evaluation.

Preferred Activities and Community Needs

Needs assessment survey respondents were asked what activities they were *already involved in* - answers included recreational trips, social events, entertainment (such as movies and theatre), and physical exercise. Programs that older adults said they would be *interested in*, if offered, included a larger variety of trips and events, greater opportunities for physical exercise, and educational and personal enrichment courses. The activities that participants said were *most needed* were educational or personal enrichment classes, physical exercise classes, social opportunities, and dependable transportation.

Barriers and Outreach

Another area of inquiry was to identify barriers to community involvement and the best way to conduct outreach to older adults in MB. For respondents, the most frequently cited barriers to community involvement were a lack of time, a lack of information, and the cost of activities. Despite the efforts of the Department of Parks and Recreation to diffuse information to the community (this survey was distributed to over 15,000 residents of MB), survey participants indicated that greater outreach to older adults in the community is needed to create greater interest in senior programming. Respondents suggested that the most effective means to reach older adults were direct mailings, newspapers, and fliers distributed at locations where they congregate.

Transportation

The majority of respondents reported using their own car for transportation, both within MB and beyond city limits. Questions about transportation needs revealed that some respondents have need of transportation services at certain times. About 20% of respondents indicated that their

transportation needs were not met very well weekday evenings (5:00 p.m. to 8:00 p.m.). Extending the hours of available public transportation may help meet these expressed transportation needs.

Volunteer Activities

Participants were also asked about current involvement in volunteer activities. Almost 20% of respondents said that they were involved in volunteer activities, most commonly in providing transportation, doing administrative tasks and involvement in the Community Emergency Response Team (CERT). In addition, about 25% of participants said that they would be interested in doing volunteer activities and cited planning trips and events, administrative tasks, and staffing a telephone hotline as activities they found most interesting for potential volunteer participation.

Recommendations

Based on survey results, the following are our recommendations for improving the quality of life of senior adults living in MB:

- The need for more effective outreach is indicated, based on both the low response rate to this needs assessment survey and responses to questions about the barriers preventing community involvement. We would recommend holding a focus group and involving the Senior Advisory Committee to determine more specifically the most effective methods of communication.
- To prepare for the anticipated growth of the older adult population over the next decade, involving residents between the ages of 55 and 65 in planning and developing new programs and services is critical.
- Promoting volunteerism has been demonstrated to be a cost-effective means to accomplish many of the labor-intensive activities that have been suggested by the results of this needs assessment. The Senior Advisory Council may be a good forum for discussing ways to turn the expressed interest in volunteering into action and participation in activities.
- Of some concern are the 45% of survey respondents who currently live alone in Manhattan Beach. Programming that aims at increasing the social opportunities for these potentially at-risk residents could have a significant social and economic impact on the community and its health resources over the next decade.

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Final Report

Manhattan Beach Older Adult Needs Assessment Project

Background

The Aging Population

The aging of the United States is well documented. Longer life expectancy, the aging of the Baby Boomers, plus reductions in the birth rate are anticipated by most demographers to result in a gradual increase in the average age of the population (Crimmins & Saito, 1993). The expectation is that over the next 25 years, the number of adults aged 65 years and older will double (Ormond, Black, Tilly, & Thomas, 2004). On average, these older adults are expected to live not only longer but also healthier lives (Crimmins and Saito, 2001; Cutler, 2001).

Manhattan Beach, California

As part of a Parks and Recreation program planning initiative, the City of Manhattan Beach (MB) is seeking to determine the needs and preferences of active older adults living in the community, now and for the foreseeable future. The City of Manhattan Beach is part of the greater Los Angeles area and has approximately 37,623 residents in 13,930 households within its 3.88 square miles. About 22% of total households include at least one individual 65 years or older (2005-2007 American Community Survey) and more than a quarter of the population (27.1%) is 45-64 years of age. This last statistic, combined with the number of healthy, active 65 and older persons currently living in MB means that the older adult population will increase substantially over the next 10-20 years, suggesting an increasing need for older adult programming and services in the near future.

Needs Assessment Survey

Introduction

In November 2008, Partners in Care Foundation (Partners) was commissioned by the City of Manhattan Beach to conduct a needs assessment with community-dwelling seniors aged 60 and older. The primary goal of this project was to assist MB administrators and staff in developing new programs or enhancing existing programs and services for older adult residents. The domains used to define specific areas of exploration included: recreational activities and community services, transportation needs and volunteer opportunities. This report offers a summary of the findings of the needs assessment survey, a brief discussion, and recommendations for future programming efforts to better serve active older adults living in MB.

Methods

This study employed a mixed methods design, employing both qualitative and quantitative data analyses. Researchers began by conducting an environmental scan of the literature and a review of other needs assessment instruments to determine questions and responses that fit the parameters specified by MB staff. Following this research, Partners developed a draft of the survey that was reviewed and revised by Manhattan Beach Parks and Recreation staff.

The final survey was five pages in length, containing twenty-one questions in four categories and was intended to elicit responses that would inform programming efforts in MB and provide information as to the best methods to disseminate information (media, pamphlets, etc.) to older adults living in the community. The final product was The City of Manhattan Beach Older Adult Needs Assessment Survey (see Appendix A), which was duplicated and distributed throughout the city by MB staff. According to information provided by MB Parks and Recreation staff, 14,635 surveys were mailed to MB households inside a quarterly recreation brochure. The large mailing aimed to reach most or all of the approximately 4,825 seniors, aged 60 and over, who reside in MB (City of MB 2009). In addition to the mailing, 800 surveys were distributed at strategic areas within MB, including senior housing facilities, community centers, and other community sites. The Needs Assessment was advertised on the Manhattan Beach website and in three local papers.

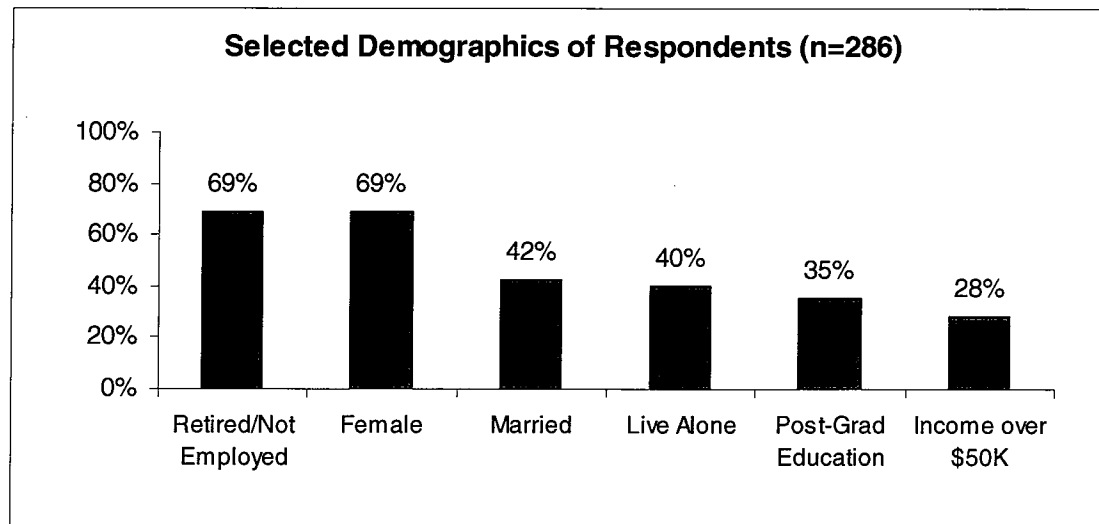
Two hundred eighty six surveys were returned for analysis (approximately 6% of the 4,825 older adults who were the target population). Survey data collection was completed in about one month. Survey data were entered into an Excel spreadsheet by MB staff and then transferred by Partners to SPSS version 14 statistical software for analysis. Researchers used quantitative descriptive statistics and qualitative analyses of open-ended survey questions to measure and categorize respondents' expressed needs and desires for activities and community services in Manhattan Beach. The findings obtained from the 286 surveys returned are provided below.

Results

Demographics

The Older Adult Needs Assessment Survey included demographic questions to gather respondent characteristics such as: year of birth, years living in MB, gender, marital status, living arrangement, employment status, education, and income. Figure 1 provides an overview of selected demographic information. The majority of respondents were retired/not employed (69%; n=198), female (69%; n=197); and married (42%; n=121). About 40% (n=113) lived alone. Thirty-five percent (n=101) reported having some post-graduate education and 28% (n=81) reported income over \$50,000 per year.

Figure 1.



All but one of the older adults who completed this survey reported living in MB, zip code 90266. Participants have lived in MB from one year (n=9) to over seventy years (n=4). The average length of residency for respondents was about 35 years (± 17.5). Respondents' age range was 48 to 96 years, with an average age of 74. As shown in Figure 2, about 38% (n= 101) of respondents reported being between the ages of 65-74 and another 32% (n=84) were between the ages of 75-84.

Figure 2.

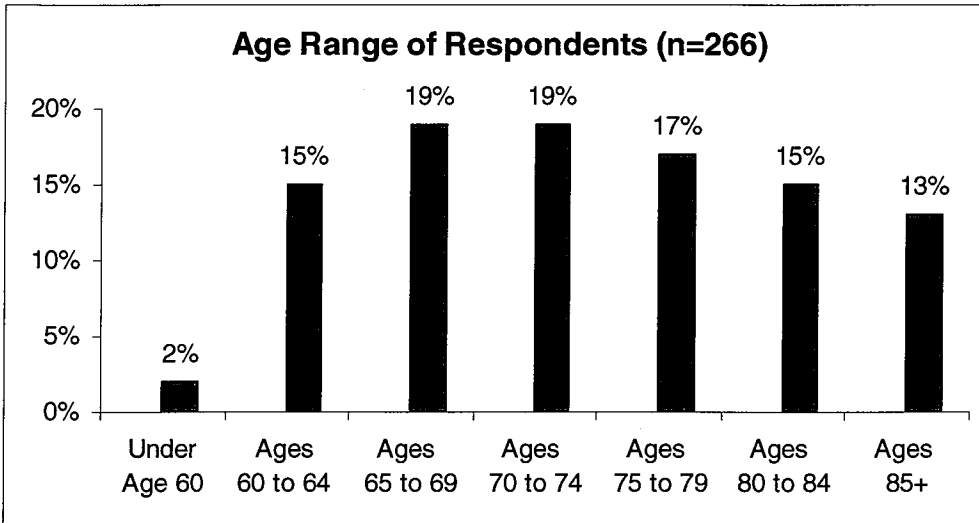
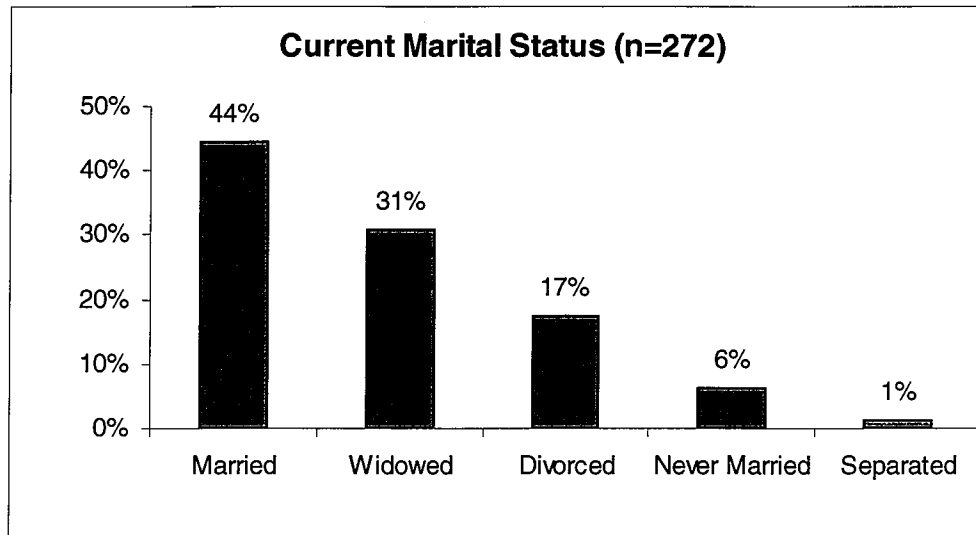


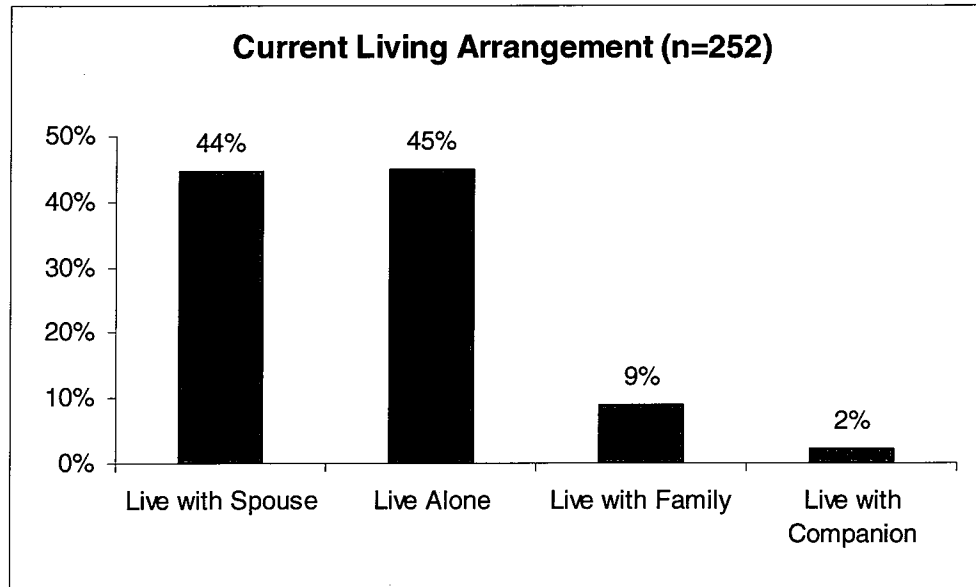
Figure 3 shows the marital status of respondents: Rounding percentages, about 44% (n=121) reported being married, about 31% (n=84) were widowed, about 18% (n=47) were divorced and the rest (7%) either had never been married (n=17) or were separated (n=3).

Figure 3.



Current living arrangements are detailed in Figure 4. Almost equal numbers of respondents lived with their spouse (44%; n=112) or alone (45%; n=113) and twenty-seven (11%) of respondents reported that they either live with family (n=22) or a companion (n=5).

Figure 4



Sub-analysis according to living arrangements

Table 1 is a comparative analysis of the differences among survey respondents who live alone (n=113) versus those who live with spouse, family or friends (n=139). Eighty one percent of those who reported living alone were female, averaging 73 years of age, with 25% having an annual income of \$25,000 or less and having lived in MB on average, for 34 years (sd=19.1). In expressing issues that may require needs specific community services, those who reported living alone stated that walking to or waiting at the bus stop (20%) and carrying items such as packages (15%) were a *big problem*. Moreover, 35% of those living alone expressed an interest in physical exercise while only 27% of those living with spouse, family and friends expressed the same interest. Almost 40% of those living with spouse, family and friends expressed interest in trips or events while, among those living alone, 13% fewer (46%) were not interested in these activities. About 21% of those living alone reported that costs kept them from doing more things in the community. To summarize, this table reports selected demographics and patterns of expressed preferences and needs between those who live alone and those who live with family and friends. Where marked with an asterisk, the differences between groups are significant; the others indicate trends that may suggest the need for future program considerations.

Table 1.

Demographic or Expressed Need	Live Alone (n=113)	Live with Spouse, Family, or Friends (n=139)
Demographics		
Age 2009 (mean and standard deviation)	M=73.2; sd=9.1	M=74.1; sd=8.5
Years lived in MB (mean and standard deviation)	M=34.0; sd=19.1	M=35.8; sd=15.8
Female**	n=91 (81%)	n=83 (60%)
Annual income of \$25K or less	n=28 (25%)	n=25 (18%)
Transportation (percent of those living alone or not)		
Walking or waiting at the bus stop is a <i>big problem</i> **	n=23 (20%)	n=5 (4%)
Carrying items such as packages is a <i>big problem</i> **	n=17 (15%)	n=5 (4%)
Other Expressed Needs (percent of those living alone or not)		
Interested in a Volunteer Companion Program	n=26 (23%)	n=23 (17%)
Interested in Physical Exercise Program	n=40 (35%)	n=38 (27%)
Interested in Trips and Events	n=38 (34%)	n=54 (39%)
Cost keeps resident from participating in activities	n=24 (21%)	n=18 (13%)

**p ≤ .01 (probability of a random difference)

Table 2 shows that the majority of the 251 respondents (79%) are retired or not employed, a few work part time (14%) and even fewer work full time (7%).

Table 2.

Employment Status (n=251)	n (%)
Not Employed/Retired	198 (79%)
Work Part Time	36 (14%)
Work Full Time	17 (7%)

Figure 5 indicates respondents are well educated, with about 91% (n=229) having attended at least some college.

Figure 5.

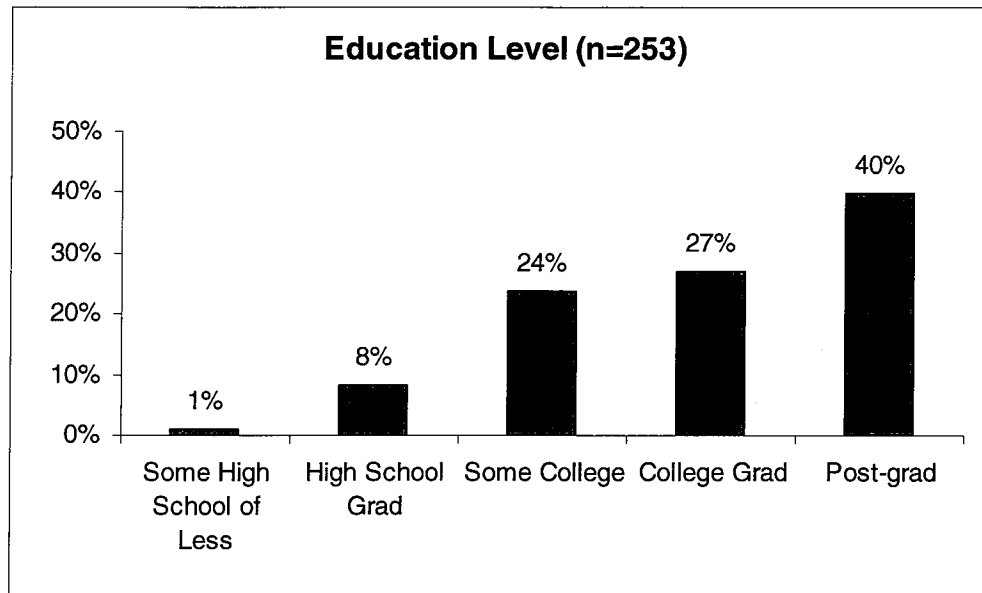
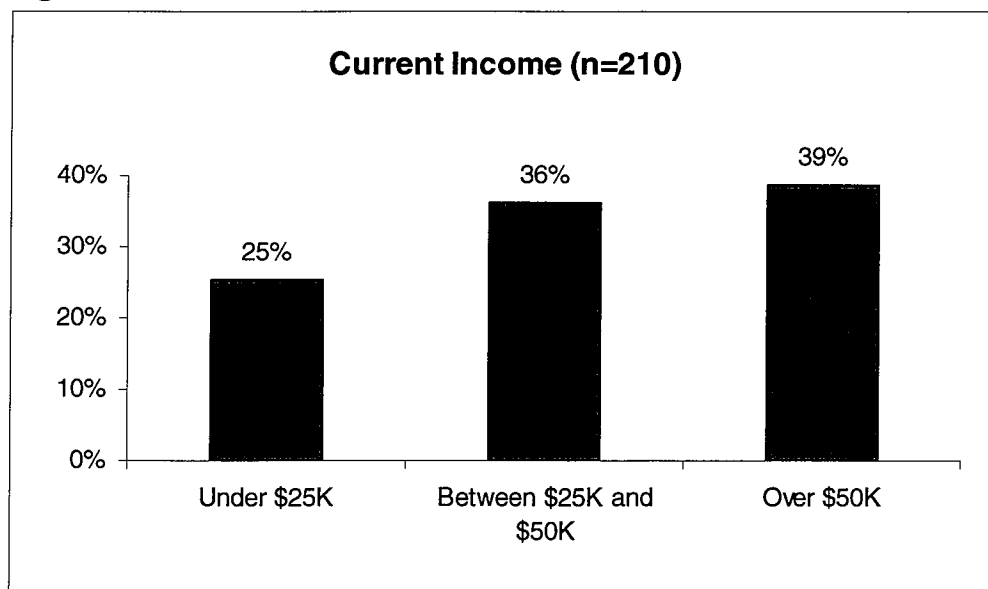


Figure 6 shows the current income of respondents. Of the 286 people who completed the survey, 210 (73%) provided information about their current income level. More than a third (39%; n=81) reported earning more than \$50,000 a year, 36% (n=76) reported an income of \$25,000 to \$50,000 a year, and 25% (n=53) reported an income of \$25,000 or less.

Figure 6.



Activities and Community Services

An objective of the Older Adult Needs Assessment Survey was to determine which social or recreational activities were of greatest interest to Manhattan Beach residents aged 60 and older. In order to understand what programs or activities older adult residents are already doing or would do, if they were offered, respondents were asked to select from a list of activities or provide their own suggestions. By asking in this way, it was possible to ascertain levels of interest in current or prospective services and activities and gain some insights into their knowledge about existing services and activities (see Table 3).

Table 3.

Activities and Community Services (n=278)		
Activity	Already Doing n (%)	Interest in Doing n (%)
Trips and Events	91 (33%)	105 (38%)
Entertainment	89 (32%)	85 (31%)
Physical Exercise	78 (28%)	95 (34%)
Recreation	55 (20%)	72 (26%)
Hot Luncheon Program	54 (19%)	53 (19%)
Classes and Workshops	49 (18%)	84 (30%)
Discussion Groups	45 (16%)	71 (25%)
Health Screenings	44 (16%)	62 (22%)
Arts and Crafts	42 (15%)	56 (20%)
Computer Use	40 (14%)	79 (28%)
Music	15 (5%)	49 (18%)

The activities that respondents most commonly reported that they were *already doing* were trips and events (33%; n=91), entertainment such as movies, theater and art (32%; n=89), and physical exercise (28%; n=78). The activities that respondents expressed the most *interest in doing* were taking trips and going to social events (38%; n=105), physical exercise (34%; n=95), entertainments such as movies, theater and art (31%; n=85), educational classes and workshops (30%; n=84), and having greater access to computers or taking computer classes (28%; n=79).

In addition, participants were asked to specify which activities or services were the *most needed* (Table 4). The most needed social/recreational activities or services according to those who responded to the question (n=164) included: recreational activities (n=60; 37%), services for older adults (n=35; 21%), trips (n=33; 20%), physical exercise (n=31; 19%), classes or discussion groups (n=29; 18%), and transportation (n=22; 13%). Other comments accounted for 22% of responses (n=36).

Table 4.

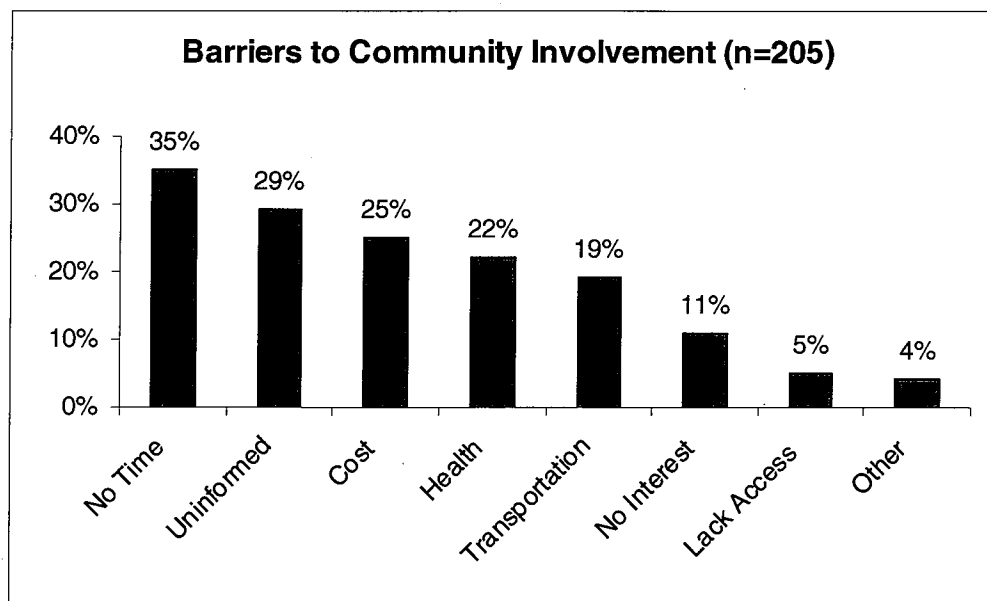
Most Important Social/Recreational Services for Older Adults (n=164)	n (%)
Recreational Activities	60 (37%)
The arts (theater, music, museums, movies, concerts)	22 (13%)
Social opportunities (outings, dinner, recreational activities)	16 (10%)
Games (bridge, petanque, ping pong)	11 (7%)
Dancing	6 (3%)
Reading and book club	5 (3%)
Services for Older Adults	35 (21%)
Lunch program	9 (5%)
Information (health, financial, transportation)	9 (5%)
Comfortable space	6 (3%)
Support groups	3 (2%)
Outreach to homes	2 (1%)
Adult day care	2 (1%)
Other suggestions	4 (2%)
Trips	33 (20%)
Bus trips	13 (8%)
Day trips	6 (3%)
Trip suggestions (camping, casinos, Solvang)	6 (3%)
Overnight Trips	4 (2%)
Trips (general)	4 (2%)
Physical Exercise	31 (19%)
Physical exercise (general)	9 (5%)
Swimming or water aerobics	9 (5%)
Exercise suggestions (yoga, meditation, nature walks, equipment)	8 (5%)
Easy exercise	5 (3%)
Classes and Discussion Groups	29 (18%)
Educational classes	12 (7%)
Computer classes and access	10 (6%)
Discussion/interest groups	7 (4%)
Transportation	22 (13%)
Transportation (general)	12 (7%)
Dial A Ride	4 (2%)
Taxi & taxi vouchers	3 (2%)
To events	3 (2%)
Other Comments	36 (22%)
Nothing is needed	8 (5%)
All of the suggestions above	3 (2%)
Low cost activities	3 (2%)
Miscellaneous (cross generational, outreach to older seniors, more variation, rotate day of activities)	23 (14%)

Survey participants were then asked about the need for one particular service: volunteer companion. The question asked, “If the City had a program that offered a volunteer companion for you, would you be interested in having a volunteer accompany you on errands or medical appointments to help carry bags, navigate medical complexes, open doors, or provide companionship?” Of those who answered this question (n=201), 28% (n=56) said they would be interested in having a volunteer accompany them on errands or medical appointments.

Community Involvement

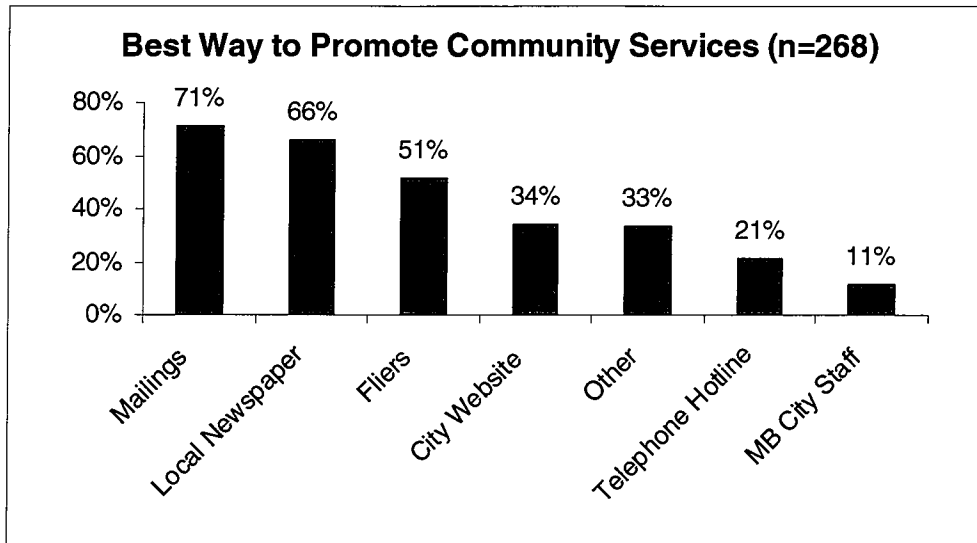
In order to understand perceived barriers to community involvement, survey participants were asked to indicate, “What keeps me from doing the things I would like to do in the community?” (Figure 7). The greatest barrier indicated by participants was lack of free time (35%; n=71), followed by a lack of information about what is available (29%; n=60), and the prohibitive costs of activities and events (25%; n=52). A smaller percentage of people said that their health interfered (22%; n=45), that transportation was a problem (19%; n=38), that they had no interest (11%; n=22), or lacked access to community activities (5%; n=10). Nine respondents (4%) cited other reasons for not participating (Appendix B.)

Figure 7.



In addition, respondents were asked what they felt was the best way to inform older adults of social and recreational opportunities in MB (see Figure 8). According to these responses, the best ways to disseminate information were through mailings (71%; n=189), local newspaper notices (66%; n=178), and hand-distributed fliers (51%; n=138). Appendix B provides details about the suggestions listed in the *other* category.

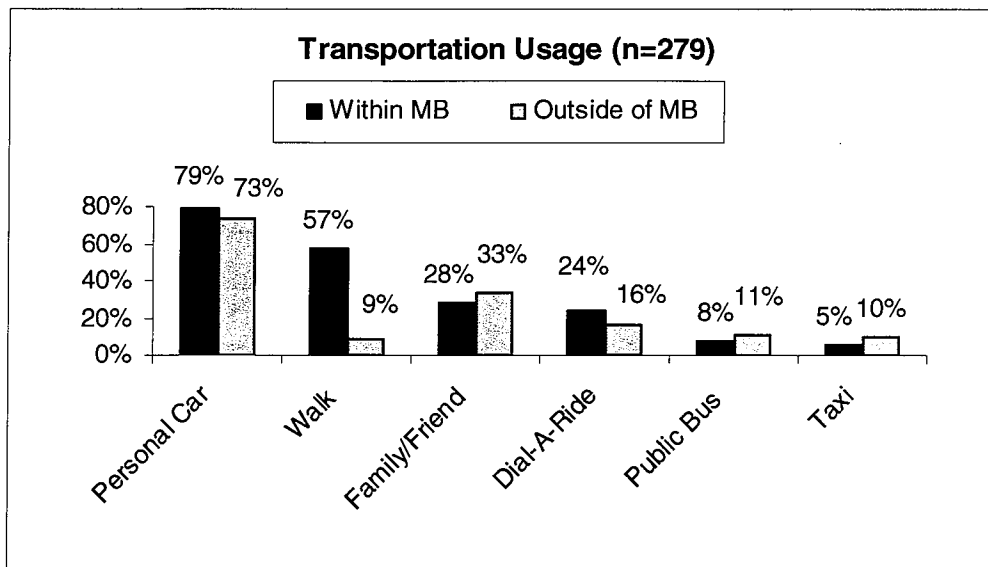
Figure 8.



Transportation Needs

A major focus of the MB Older Adult Needs Assessment Survey was to examine how well transportation needs are currently being met, and how existing services could be enhanced. One survey question asked how seniors currently get to places both in MB and beyond (Figure 9). The overwhelming response was that they drive themselves in their own car (within MB=221, 79%; outside of MB=203, 73%). Additionally, many MB seniors reported walking to places that they needed to go within MB (57%; n=159) and, if they were going outside of MB, riding with a family or friend (33%; n=93). A substantial number of respondents indicated that they used private or public transportation services such as Dial-A-Ride, buses, or taxis. Not included in Figure 9 are the 7% (n=17) of people who reported using Access Para Transit, the 2% (n=7) who reported using Beach Cities Health District volunteers and the 4% (n=10) of people who reported using other forms of transportation (see Appendix B).

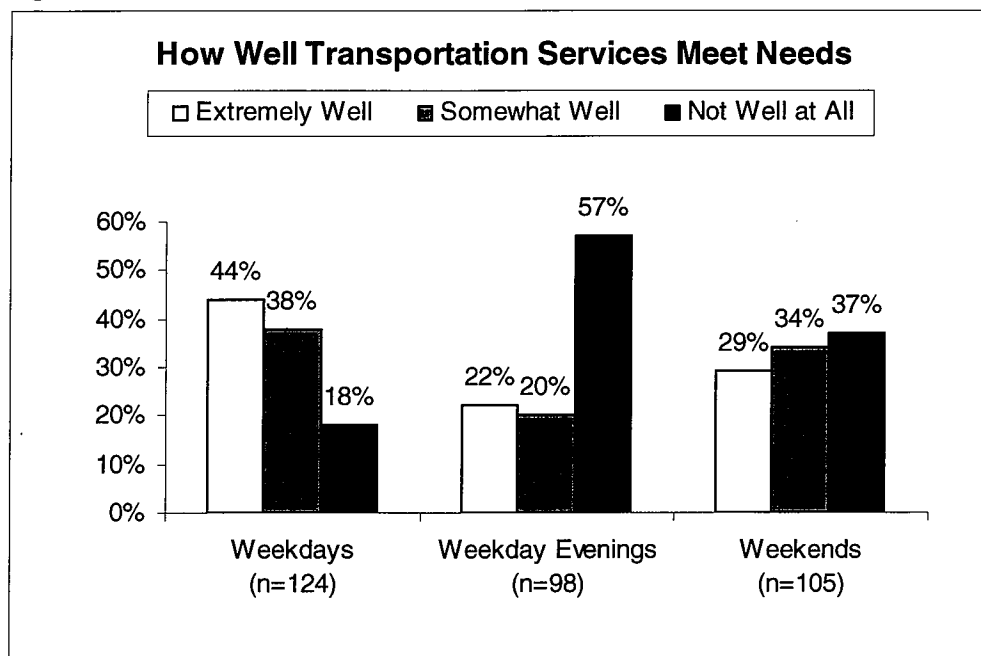
Figure 9.



Meeting Transportation Needs

Participants were asked to rate how well transportation services met their needs in specific timeframes: During weekdays between 8:00 a.m. and 5:00 p.m., weekday evenings between 5:00 p.m. and 8:00 p.m., and any time on weekends. Figure 10 presents responses to these questions, with a breakdown for each period. Weekdays between 8:00 a.m. and 5:00 p.m., 102 residents (82% of those who responded to the question) said that their transportation needs were met *somewhat well* or *extremely well* and 22 (18%) felt their needs were *not well met at all*. Weekday evenings, however, 56 respondents (57% of those who responded to the question) reported that their needs were *not well met at all*. Of those who responded to the question about weekend transportation needs (n=105), 63% reported their transportations needs were met *extremely* or *somewhat well* while 37% reported that their needs were *not well met at all*.

Figure 10.



For those who responded that their transportation needs were met only *somewhat well* or *not well at all* (n=64; 22% of total survey respondents), the most frequently cited reason for transportation needs not being met was that the transportation schedules did not meet the needs of seniors (50%; n=41). Other reasons for a lack of satisfaction with the available transportation were complaints about the service (10%; n=8), unhelpful routes or location (2%; n=6) and having a lack of information (5%; n=4).

Most Difficult Places to Get To

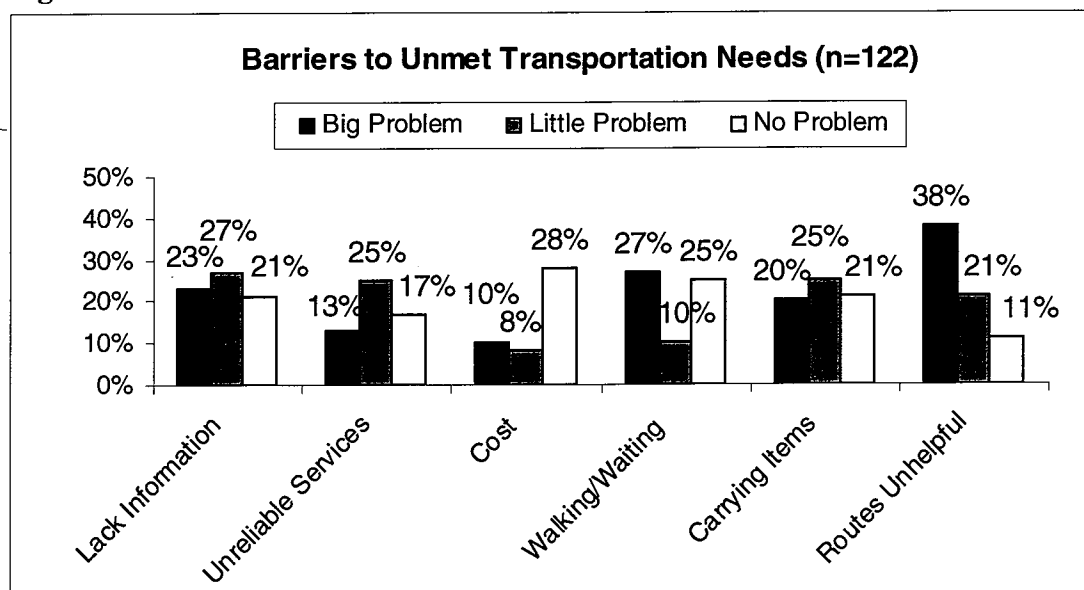
Table 4 indicates responses to the question “What are the most difficult places to get to?” in three categories: within or beyond the MB City limits, by destination, or specific reasons. Around 39% (n=26) of people who answered this question said that they had difficulty getting to places outside of MB City limits and another 26% (n=17) said that they had trouble getting places within MB. Specific destinations that respondents cited as being difficult to get to were medical appointments (27%; n=18), social or recreational appointments (12%; n=8), and shopping destinations (11%; n=7). About 17% of respondents noted having trouble getting places due to traffic or parking problems (n=11) and a few reported having difficulty driving at night (6%; n=4).

Table 4.

Most Difficult Places To Get To (n=66)	n (%)
By City Limits	
Outside of Manhattan Beach	26 (39%)
Within Manhattan Beach	17 (26%)
Unspecified	23 (35%)
By Destination	
Medical Appointment	18 (27%)
Social/Recreational	8 (12%)
Stores/Shopping	7 (11%)
Other	33 (50%)
By Specific Reason	
Traffic/Parking	11 (17%)
Unable to Drive at Night	4 (6%)
Unspecified	51 (77%)

In order to understand how better to serve the transportation needs of MB older adults, respondents were asked to specify barriers to their transportation needs. Figure 11 provides the major reasons for transportation not being met as differentiated by levels of difficulty – a big problem, little problem or no problem. According to respondents, the biggest problems were public transportation routes not conforming to their needs (n=47), walking distance to stops too great or waiting times once there (n=33), and a lack of information (n=28).

Figure 11.



Volunteer Activities

Participants were asked about volunteer activities that they are currently involved in and those they would be interested in (Table 5). Of 286 respondents, 61% (n=174) indicated involvement or interest in volunteer activities. For those who said they were *already doing* volunteer work of some kind, the most frequently cited activities were providing transportation (9%; n=16), doing administrative tasks (9%; n=15) and involvement in Community Emergency Response Team (9%; n=15). Individuals who said that they would be *interested in doing* volunteer activities indicated that planning trips or events, administrative tasks and helping with a telephone hotline were where the strongest interest was. Several other volunteer activities were also suggested, details are included in Appendix B.

Table 5.

Volunteer Activities (n=174)	Already Doing n (%)	Interested In Doing n (%)
Transportation	16 (9%)	11 (6%)
Administrative Tasks	15 (9%)	34 (20%)
CERT	15 (9%)	20 (11%)
In-Home Visits	13 (7%)	24 (14%)
Working with Youth	10 (6%)	17 (10%)
Plan Trips/Events	9 (5%)	43 (25%)
Lead Classes	6 (3%)	17 (10%)
Telephone Hotline	5 (3%)	29 (17%)
Teach Hobbies or Crafts	3 (2%)	16 (9%)
Transportation Escort	3 (1%)	13 (7%)

Discussion of Findings

The goal of this needs assessment was to provide data for the administrators and staff of the City of Manhattan Beach as they work to enhance and develop new programs and services for older adults living in the community. To achieve that goal, a needs assessment survey was developed to determine current needs and preferences for programs and services provided through the Manhattan Beach Parks and Recreation Department. The survey sought to gather data on aspects of community life that concern older adults in MB, including: 1) social activities and recreational programs, 2) transportation services, and 3) volunteer activities.

Social Activities and Recreational Activities

Several survey questions centered on social activities and recreational programs for older adults living in Manhattan Beach, a number of the respondents noted that they were *already involved* in taking trips, going to social activities, and participating in entertainment events and physical exercise programs. Others expressed *interest in* trips and social events, physical exercise, and opportunities for learning or enrichment, not realizing that many of these activities were already in place.

Volunteer Activities

In order to understand how seniors would like to be involved in the community on a volunteer basis, participants were asked to indicate activities they were already involved in or would be interested in at some time in the future. The most frequently cited activities that seniors indicated that they were already involved in included providing transportation, doing administrative tasks, and being a member of the Community Emergency Response Team. If the opportunity was available, 15-25% of the 174 respondents to this question said they would be willing to help plan activities or events, help with administrative tasks or answer a telephone hotline.

Barriers and Outreach

After querying older adults in MB about what activities are of the greatest interest, additional questions were asked to determine barriers to community involvement and the most effective means of communicating to older adults. The most frequently cited barriers to community involvement were a lack of time, a lack of information and the cost of activities.

The City of Manhattan Beach has put much effort into outreach to senior residents. For example, *Manhappenings*, a recreation brochure, is a widely distributed quarterly publication; moreover, the City website provides extensive information about services and activities for residents of all ages, including events aimed at MB older adults. Despite these efforts, survey respondents indicated that they lacked adequate information about upcoming activities, transportation services, and community resources available to MB seniors. According to respondents, the most effective ways to reach out to older adults are through mailings, advertisements or articles in local newspapers, and fliers that are distributed throughout the community. Although not as highly recommended, postings on the City website and email notifications were also suggested by survey respondents and have the advantage of being cost effective ways to reach those older adults that are computer-savvy.

Transportation

The majority of respondents reported using their own car for transportation both within MB and beyond MB City limits. Despite this, the questions about transportation service needs revealed some substantial and important gaps in available transportation, particularly at certain off-times. It should be noted that weekdays between the hours of 9:00 a.m. and 5:00 p.m. most people felt their transportation needs were met extremely or somewhat well. By contrast, weekday evenings, between the hours of 5:00 p.m. and 8:00 p.m., 56 individuals indicated that their transportation needs were not met well at all.

Recommendations

The lower than anticipated response rate limits the generalizability of these findings to a larger population; however, because of the diversity of responses in all categories we believe these findings are important and relevant to planning future events, activities and social services in MB. Those who responded to the survey are very likely representative of active older adult residents. Based on survey results, the following are our recommendations for improving the quality of life of active older adults living in MB:

1. There are many efforts under way in the City of Manhattan Beach to meet the needs and preferences of active senior adults living in the community. Yet, more effective outreach is indicated, based on both the low response rate to this needs assessment survey and responses to questions about the barriers preventing community involvement. We would recommend holding a focus group and involving the Senior Advisory Committee in strategic decision-making to determine more specifically which methods of communication are most effective and which tend to be less effective. For example, perhaps most seniors do not read the recreation brochure in which the survey was enclosed but they would open an envelope from the City.
2. To prepare for the anticipated growth of the older adult population over the next decade, involving residents between the ages of 55 and 65 in planning and developing new programs and services is critical. Facilitating the involvement of this population will allow the Parks and Recreation Department to incorporate needs of different generations of residents as they evolve over time.
3. Promoting volunteerism has been demonstrated to be a cost-effective means to accomplish many of the labor-intensive activities that have been suggested by the results of this needs assessment. There was some interest in having access to a volunteer companion, for example. The Senior Advisory Council may be a good forum for discussing ways to turn the expressed interest in volunteering into action plans that will develop greater participation in future activities. We must remain mindful that many seniors may report their willingness to volunteer; but merely checking a box in a survey doesn't necessarily mean that they will actually participate in volunteer activities. Yet, recruiting efforts that emphasize personal contact with those who are *already* volunteering may improve participation rates. Volunteers, if recruited in sufficient

numbers could supplement MB Parks and Recreation services and help to enhance those activities and programs that seniors cited as most important.

4. Of some concern are the 45% of survey respondents that currently live alone in MB. Recent studies indicate that rates of illness and mortality are greater among senior adults who live by themselves. In MB, those who reported living alone were mostly older women, one third of whom had annual incomes of less than \$25,000 a year. Many of those who reported living alone also expressed difficulty walking to a bus stop and had problems with carrying packages. On the plus side, since 35% of those living alone expressed an interest in participating in exercise, targeting exercise or fitness programs to those who live alone may be an important way to involve them in community activities. Programming that aims at increasing the social opportunities for these potentially at-risk residents could have a significant social and economic impact on the community and its health resources over the next decade.

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Appendix A

City of Manhattan Beach
OLDER ADULT NEEDS ASSESSMENT SURVEY

Please complete this survey ONLY if you are 60 years of age or over

Today's Date: _____

I. ACTIVITIES and COMMUNITY SERVICES - In this section, we would like you to answer questions about recreational activities and community services provided in Manhattan Beach.

1. I am already doing or I am interested in doing if the City were to offer the following activities: (CHECK ALL THAT APPLY)

Type Of Activity	Already Doing	Interested in doing, if the City Offered
1. Recreational Activities (Dancing, Games, etc.)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
2. Physical Exercise (Swimming, Stretching, etc.)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
3. Entertainment/Cultural (Movies, Theater, & Art)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
4. Arts & Crafts	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
5. Discussion or Special Interest Groups	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
6. Trips and Events	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
7. Educational Classes/ Workshops	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
8. Hot Luncheon Program	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
9. Health Screenings	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
10. Music (Vocal and Instrumental)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
11. Computer Use	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
12. Support Groups	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
13. Other	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

(PLEASE SPECIFY) _____

2. What do you think are the most needed social/recreational services for Older Adults in Manhattan Beach that could be provided by the City?

(PLEASE SPECIFY) _____

3. The following keeps me from doing the things I would like to do in the community: (CHECK ALL THAT APPLY)

- No interest
 - Don't know about services
 - No time
 - Transportation problems
 - Cost (too expensive)
 - Health problems
 - Other
 - Not accessible
- (PLEASE SPECIFY) _____

4. Please tell us the best way to inform older adults of community services that are available to residents of Manhattan Beach. (CHECK ALL THAT APPLY)

- Telephone Hotline
- Local Newspapers
- City Staff
- Fliers
- Mailings
- Manhattan Beach Website
- Other (PLEASE SPECIFY) _____

II. TRANSPORTATION NEEDS – In this section, we would like you to answer questions about your transportation resources and needs.

5. When you need to get somewhere how do you usually get there?
(CHECK ALL THAT APPLY)

In Manhattan Beach

Outside of Manhattan Beach

- | | |
|---|---|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Public Bus | <input type="checkbox"/> Public Bus |
| <input type="checkbox"/> Dial-A-Ride | <input type="checkbox"/> Dial-A-Ride |
| <input type="checkbox"/> Access ParaTransit | <input type="checkbox"/> Access ParaTransit |
| <input type="checkbox"/> Ride with family member/friend | <input type="checkbox"/> Ride with family member/friend |
| <input type="checkbox"/> Taxi/cab | <input type="checkbox"/> Taxi/cab |
| <input type="checkbox"/> Drive own car | <input type="checkbox"/> Drive own car |
| <input type="checkbox"/> Beach Cities Health District volunteer | <input type="checkbox"/> Beach Cities Health District volunteer |
| <input type="checkbox"/> Other (PLEASE SPECIFY) _____ | |

6. How well do the available transportation services meet your needs?

a. **Weekdays (8 am-5 pm)**

₁ Extremely well ₂ Somewhat well ₃ Not well at all

b. **Weekday evenings (5 pm-8 pm)**

₁ Extremely well ₂ Somewhat well ₃ Not well at all

c. **Weekends (Saturdays and Sundays)**

₁ Extremely well ₂ Somewhat well ₃ Not well at all

7. If you answered “Somewhat well,” or “Not well at all” please explain:

8. What places are most difficult for you to get to and why?

(PLEASE SPECIFY) _____

9. If you have unmet transportation needs, choose the answer that best explains why below: (CHECK ALL THAT APPLY)

Transportation Issue	Big Problem	Little Problem	No Problem	N/A
1. I don't have enough information about transportation options	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₉
2. I feel that existing transportation services are unreliable	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₉
3. Transportation costs too much	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₉
4. I have trouble walking to and/ or waiting at the bus stop	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₉
5. I have difficulty carrying items such as packages, etc.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₉
6. Transportation services don't go where I need to go	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₉

10. If the City had a program that offered a volunteer companion for you, would you be interested in having a volunteer accompany you on errands or medical appointments to help carry bags, navigate medical complexes, open doors, or provide companionship?

₁ Yes ₀ No

III. VOLUNTEER ACTIVITIES - In this section, we would like you to answer questions about your involvement in volunteer programs.

11. What type of volunteer work are you already doing or interested in doing? (CHECK ALL THAT APPLY)

Type Of Volunteer Activity	Already Doing	Interested In Doing
1. Providing volunteer transportation for older adults	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
2. Serving as a transportation escort	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
3. Leading a class such as an exercise group or computer class	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
4. Helping to plan trips and special events	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
5. Assisting with administrative activities (mailings, developing fliers, etc.)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
6. Friendly visitor / in home visits	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
7. Teaching others a hobby or craft	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
8. Working on a telephone hotline for older adults.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
9. Working with youth in the schools or recreation programs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
10. CERT (Community Emergency Response Team)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
11. Other (Please Specify) _____	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

IV. DEMOGRAPHIC INFORMATION – In this section, we would like to ask you to answer questions about yourself to help us know more about your interests.

12. My zip code is: _____

13. I was born in the year: 19 _____

14. I have lived in this community for _____ years.

15. My gender is: ₁ Female ₂ Male

16. My current marital status is:

- ₁ Married ₂ Separated ₃ Never married
₄ Widowed ₅ Divorced ₆ Other (PLEASE SPECIFY)
-

17. My current living arrangement is:

- ₁ Live with spouse ₂ Live with companion
₃ Live alone ₄ Live with family
₅ Other): (PLEASE SPECIFY)
-

18. My current employment status is:

- ₁ Work full time ₂ Work part time ₃ Not employed/
Retired

19. The highest grade I completed in school is:

- ₁ 8th grade or less ₂ Some high school ₃ High school grad ₄ Some college ₅ College grad ₆ Post-grad

20. My income level is:

- ₁ Under \$25,000/ yr. ₁ Between \$25,000 and \$50,000/ year ₁ Over \$50,000/yr

The following section is optional and will be removed from the survey to ensure anonymity of responses.

If you wish to receive more information regarding the Older Adults Program or volunteering, please fill out this brief address form.

I am interested in: ₁ Receiving information about the Older Adults Program

₂ Volunteering

₃ I have a question. Please contact me.

Name: _____ Phone: _____

Address: _____ City: _____

Zip: _____

E Mail Address: _____

For your input to be considered, the deadline to return this survey is March 20, 2009.

If there is more than one person in your household 60 years of age or older, please request an additional survey by calling (310) 802-5407 or by downloading a survey at www.citymb.info

Please return this survey to the City of Manhattan Beach.

You may drop off your survey at:

City Hall- Parks and Recreation Department (1400 Highland Ave.) *or*
Joslyn Community Center- Older Adults Program Office (1601 Valley Dr.) *or*
in one of the yellow, city-provided mailboxes located at City Hall *or*
in the post office parking lot (corner of 15th and Valley) *or*

Creative Arts Center parking lot
(1560 Manhattan Beach Blvd.) *or*

mail to: City of Manhattan Beach Older Adults Program
1400 Highland Ave., Manhattan Beach, CA 90266

or fax to: (310) 802-5401

Thank You! Your input is valued and appreciated.

Appendix B

Figure 7. Barriers to Community Involvement

Other barriers to community involvement	n=15
Health	n=6
Timing	n=3
Miscellaneous	n=6

Figure 8. Other Ways to Promote Community Services

Other ways to promote community involvement	n=79
Email	n=66
Word of Mouth	n=4
Notifications at another Location	n=3
Miscellaneous	n=5

Figure 9. Transportation Usage

Other frequently used modes of transportation	n=10
Bicycle	n=5
Paid Driver	n=2
Miscellaneous	n=3

Table 5. Volunteer Activities

Other volunteer activities	n=51
Miscellaneous	n=18
Not able to	n=9
Church	n=5
Beach Cities Health District	n=4
Library	n=3
Children	n=2
Work with Animals	n=2
Police	n=2
Little Company of Mary	n=2
Children's Hospital	n=2
Gardening	n=2