

2020 Plano 55+ Survey

Senior Advisory Board Report

Prepared by:

**City of Plano
Senior Advisory Board
Research & Surveys Subcommittee
(Steven Bolen, Katherine Goodwin, Carole Greisdorf, Mary Jacobs)
Plano Parks & Recreation
(Susie Hergenrader, Marny Tackett)**

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Executive Summary

From November 1, 2020 to January 10, 2021, residents of Plano ages 55 and up were invited to complete an online survey designed to assess their needs, their awareness and their usage of Plano's recreational facilities and services targeted at older adults. Similar surveys were conducted in 2016 and 2018 with the goal of determining seniors' awareness of services and their areas of concern.

Positives of this year's survey included a higher number of responses and indications that Plano's seniors are more aware of the services available, compared to responses in 2016 and 2018. However, a small but significant percentage of seniors reported a lack of family members and other sources of support.

Here are a few highlights of the report which the Senior Advisory Board (SAB) believes will be of interest to City Council.

Increased Participation

Some 2956 older adults completed the survey, up from 1987 in 2018 and 1366 in 2016. While the increase may reflect the availability of more free time for seniors during the pandemic, the increase is especially positive given that this was the first year in which surveys were completed online only.

The increase may also reflect an extra month of survey availability, more public promotion of the survey, and greater emphasis on online communications during the pandemic. Another positive factor: the responses were evenly distributed among Plano's zip codes. By contrast, responses in 2016 and 2018 were concentrated in a few zip codes.

Increased Awareness

Some 84 percent of respondents reported they are very much or somewhat aware of social and recreational opportunities in Plano, an increase of 9 percent over 2018. That year showed an increase of 10 percent over 2016, making this a continuing and positive trend. The SAB believes this increase could be the result of excellent efforts by the City of Plano's communications team, including the addition of the SAGE Newsletter in 2017 (at the behest of the Senior Advisory Board) and ongoing growth of readership of that outlet.

However, only a minimal increase in awareness of the social, healthcare, legal and other services offered to the 55+ Plano population was reported – 43 percent of survey respondents, compared to 41% in 2018 and 36% in 2016. That means more than 56 percent of respondents are unaware of these services, many of which are offered through the Wellness Center for Older Adults. The SAB believes that broader communications should be considered to further boost awareness among citizens in Plano.

Coping with COVID

New to the survey in 2020 was a question about how seniors have been impacted by the COVID-19 pandemic. Thankfully, the majority of seniors in Plano report they're doing well despite the need to isolate at home during the past year. Consistent with national statistics, nearly 50% reported that they are coping well overall, with few reporting difficulties getting access to food, important information, medications, healthcare or cash.

About one in ten respondents (9.6%) reported that they have no family or friends that they could count on if assistance is needed. That's down slightly from 10% in 2018 and 11.5% in 2016, and it's a small percentage. However, given the aging of Plano's population that represents about 7,340 individuals, 642 more than in 2018. The SAB believes this indicates a need for better communication and increased services.

During the pandemic, staff of the Plano libraries provided additional help by calling on seniors who opted for "check-ins." That excellent service, however, may conclude as library staff return to their regular duties. The SAB recommends that the city consider ways to continue to support isolated seniors, whether with the help of city staff or volunteers, going forward.

Survey Year to Year Comparison

	2016 Survey	2018 Survey	2020 Survey
Number of participants:	1366	1987	2956
Approximate number of 55+ residents:*	67,000 (2014)	66,985 (2016)	76,463 (2019)
Top Five Concerns:	(1) Staying healthy	(1) Staying healthy	(1) Staying healthy
	(2) Access to important information	(2) Traffic in Plano	(2) Traffic in Plano
	(3) Access to affordable healthcare	(3) Home maintenance	(3) Home maintenance
	(4) Keeping up with technology	(4) Access to affordable healthcare	(4) Keeping up with technology
	(5) Remaining in their home	(5) Access to important information	(5) Physical safety/security
Most frequent write-in concern:	Rising property tax	Rising property tax	Property tax concerns

*Based on American Communities Survey (US Census) 2014, 2018 and 2019

Background and Methodology

The purpose of the Senior Advisory Board is to keep the City Council informed about areas of concern and issues that are important to the senior community. The Research and Surveys subcommittee conducted its first 55+ survey in October 2016, and the results were presented to the City Council in 2017. Recommendations from the survey brought about increased focus on communications by the city resulting in enhancements to the City of Plano website, and the development of the online monthly *SAGE* publication. The survey also provided insight into other areas that are most important to seniors. The intent is to conduct the survey every two years.

In past years, online survey links were communicated via the City of Plano website, Plano Marketing News, the Sam Johnson Recreation Center website, and the *Nextdoor* social media website. Participants also had the option of responding via hardcopy paper surveys, available and collected at Plano libraries and recreation centers, and other public places, such as the Wellness Center for Older Adults. Additionally, Senior Advisory Board members distributed and collected hard copy surveys at organizational events they attended, and provided the online link to those interested in participating online.

For the 2020 survey, conducted only online, the following promotional media and schedule were used:

- November 3: Launch in *Plano City News*
- November 10: Social media push on City of Plano Facebook, with all city social pages re-sharing the City's post
- November 14: Publish in *SAGE*
- December: Mention in the podcast
- December 8: Post in *Nextdoor*
- December 15: Social media push on City of Plano Facebook, with all city social pages re-sharing the City's post
- December 21: Publish in *Community Impact* senior living focused insert
- January 5: Final social media reminder on City of Plano Facebook, with all city social pages re-sharing the City's post
- January 7: Final reminder in *Nextdoor*

SurveyMonkey software was used to conduct the online survey, and generate the survey raw results and cross-tabulations. The Research and Surveys subcommittee thanks the Plano Parks and Recreation staff, led by Susie Hergenrader and Marny Tackett for distilling all the raw data and performing analysis for the 2020 survey. For previous surveys, the subcommittee performed those tasks. Please see Appendix A for the raw data results, and Appendix B for the actual survey questionnaire.

Based on the 2019 American Community Survey's estimated Plano 55+ population of 76,463, and a total of 2,956 responses to the 2020 Plano 55+ Survey, the results are statistically representative of the Plano senior population at the 95% confidence level, with a margin of error of $\pm 1.77\%$. Please note that not all respondents answered all questions, and that not all the ethnic and age groups are equally represented. Consequently, the statistical reliability of the results will be stronger for some demographic classifications than others

Recommendation Summary

- Promote and continue to support the Senior Biweekly Care Call program to address senior isolation concerns. As of March, this program supported over 200 older adults.
- Broaden and increase promotion of the Wellness Center for Older Adults to provide options related to social, healthcare, legal and other services for the 55+ Plano population. Devise and implement additional resources for growing number of older adults lacking reliable assistance from family or friends.
- Duplicate information helpful to older adults in multiple City publications, especially publications that are delivered free to homes like Community Impact and utility bills. Increase *SAGE* circulation.
- Continue to do this Survey every even year for comparison purposes. And continue to deliver the survey online for a sixty day period with a similar promotion schedule as the 2020 survey.

Analysis of Survey Results

Awareness of social and recreational activities (Question 1)

Awareness of social and recreational activities in Plano improved by 9% over 2018 with about 84% of respondents being very much or somewhat aware these activities offered in Plano. There was also a 10% increase from 2016 to 2018. This continues to remain a positive trend.

Awareness of services (social, healthcare, legal, etc.) (Question 2)

Only 43% of the survey respondents are “very much or somewhat aware” of the listed services available to the 55+ Plano population. This is a slight improvement from 41% in 2018 and 36% in 2016, but indicates that over 56% are unaware of these services. So, while there was a minimal improvement in awareness, broader communication should be considered about these services many of which are offered through the Wellness Center for Older Adults.

Sources for learning about activities and services (Question 3)

In 2020 almost 38% of the survey respondents said they learn about the activities and services available to them through *Community Impact* Magazine, a monthly newspaper that is distributed to all Plano residents. *Community Impact* runs a special senior section twice per year, in April and December. *Community Impact* ranked second in 2016 and 2018.

The number one source in 2018, *Nextdoor*, dropped to fourth place, representing almost 27% of the survey respondents. The number one source in 2016, Family members and friends, dropped to seventh place in 2018 and was sixth place in 2020.

The Plano Recreation catalog came in second in 2020, which was not an option in previous years. The City of Plano website ranked third after being fourth in 2018 and third in 2016. *Plano Profile* dropped to fifth place in 2020, after coming in third in 2018, and was only a write-in choice in 2016.

Getting an answer about activities and services (Question 4)

Almost 81% of the respondents find it “very or somewhat easy” to get an answer if they have a question about Plano’s activities and services, up from 73% in 2018 and 71% in 2016. Only about 19% of the respondents find it difficult to get an answer, which is an improvement from previous years.

Frequency of visiting the Plano website (Question 5)

Visits to the City of Plano website were up slightly from 2018 and it was the third most popular way that the 55+ population learns about activities and services compared to being ranked fourth in 2018. The percentage of respondents who said they never visit the website was slightly down compared to 2016 and 2018. Efforts should continue to improve and promote the website as a valuable resource.

Ease of using the Plano website (Question 6)

More than 81% of the respondents find the city of Plano website easy to use, up from 77% in 2018 and 76% in 2016. The 4% point positive increase is encouraging.

Awareness of Senior Citizens Advisory Board (Question 7)

15.75% of respondents indicated an awareness of the Senior Advisory Board, less than a percentage point decrease from 2018's 16.5%, yet still more than a point higher than 2016 at 14.5%. It appears that despite an increase in public awareness efforts, the Board is largely unknown by most, and needs further promotion.

Current areas of interest in receiving assistance (Question 8)

There was virtually no change between 2020 and the prior 2 surveys in 2016 and 2018, in the areas in which respondents would be most interested in receiving assistance. In order of greatest interest were:

- (1) Learning about activities and services (39.72%, up from 38% in 2018)
- (2) Finding a reliable and trustworthy contractor to do home repairs (32.32%, up from 28% in 2018)
- (3) Ongoing home and property maintenance (16.87%, down 4% from 2018)
- (4) Finding volunteer opportunities made the list of top 5 this year, replacing *Property tax requirements* as the fourth most popular response (16.66%)
- (5) Legal assistance rounded out the top five with 16.14%, up 2% from 2018

Property tax requirements was chosen by just under 15% of respondents, down 3% from 2018 possibly indicating more people are aware of property tax options available to them.

Receiving information about physical activities and entertainment opportunities were also notable areas of importance to survey respondents this year, based on write-in comments. In 2018, Medicare/ Medicaid programs and information on city services topped the list of the most common write-in comments.

Someone to count on for assistance (Question 9)

9.6% of the respondents indicated they had no family or friends they could count on for assistance if needed. This is down from 10% in 2018 and 11.5% in 2016; however, because of the aging of our residents, this represents 7,338 individuals, 638 more individuals than in 2018. This would appear to be, as it was in 2018, fertile ground for further communication about available resources.

Awareness of the Wellness Center for Older Adults (Question 10)

Just under 44% of the 55+ Plano population indicated they were unaware of the Wellness Center for Older Adults, an improvement from 58% in 2018 and 60% in 2016. A total of 11.87% said they had used the Wellness Center, up by more than 4 percentage points from 2018. The trend is a positive one and hopefully will continue.

Frequency of visiting the Sam Johnson Recreation Center for Adults 50+ (Question 11)

The Sam Johnson Recreation Center is used monthly or more by 17.67% of the senior population. This is up by more than 8 percentage points from 2018, presumably due to the renovation. Almost 66% have never used the Center, down from 76% in 2018.

The top reasons for not using the Center, which are the same top reasons in 2018 include:

- (1) Did not know about the Center (26.56%)
- (2) Go to another gym/facility (18.80%)
- (3) Not interested (7.23%)
- (4) Too far (5.18%)

For those who chose “Other,” the most common write-in responses other than COVID were:

- (1) Did not know about the Center
- (2) Hours of operation are not convenient for those still employed
- (3) Too far
- (4) I am too young

Frequency of visiting a recreation center other than the Senior Center (Question 13)

About 30% of the survey respondents said they visit a Plano recreation center other than the Plano Senior Recreation Center during a given month, up from 20% in 2018 and 18% in 2016. Almost 47% never visit another Plano recreation center. This is an improvement over both 2018 (55%) and 2016 (65%).

Impact of the COVID-19 pandemic (Question 14)

New to the survey in 2020, was a question related to COVID-19. When asked in what area were you most impacted by the COVID-19 pandemic, the most popular response was reduced exercise options (50.30%). What is surprising, yet consistent with other studies being conducted nationally, is 49.80% indicated that overall, they coped fine. Having access to essentials such as food (2.4%), important information (2.83%), medications and/or healthcare (2.08%), cash or other financial options (1.18%) were of little concern to most, which is positive. Other than limited opportunities to exercise, boredom (22.60%) and loneliness/social isolation (18.77%) rounded out the top four most common responses.

Overall Plano rating for addressing 55+ needs (Question 15)

In 2020 approximately 56% of the survey respondents rated Plano Excellent or Good in addressing the needs of individuals 55+. This compares to 39% in 2018 and 42% in 2016. Only 4.5% rated the city “Below Average” or “Poor,” as compared to 9% in 2018 and 15% in 2016. This trend is highly encouraging and may be reflective of the increase in attention being given to seniors in the community.

What could Plano do better for 55+ residents (Question 16)

The most popular write-in responses in 2020 were the same as they were in 2018:

- Provide information
- Improve communication
- Provide more affordable housing options
- Lower taxes
- Provide low cost transportation options

The overwhelming majority of respondents indicated that the City can do a better job of providing important and relevant information to individuals 55+. The comments indicate that seniors prefer to be given the information rather than have to determine on their own where they need to go to get the information, and then navigate the website or information source to stay informed. The topics of interest mentioned most often were:

- Available Services
- Activities/programs/events
- Home-related topics
- Tax information
- Jobs/Volunteer Opportunities

Even though the City has increased its communication with seniors, it appears this is an area that should be considered for continued attention and resources. What is notable is the low number of comments regarding the provision of services (police, fire, trash, utilities, roads, etc.), possibly indicating the services provided seniors by the City are satisfactory; however, it is the communication of information about those services that is lacking.

Greatest concerns of Plano 55+ residents (Question 17)

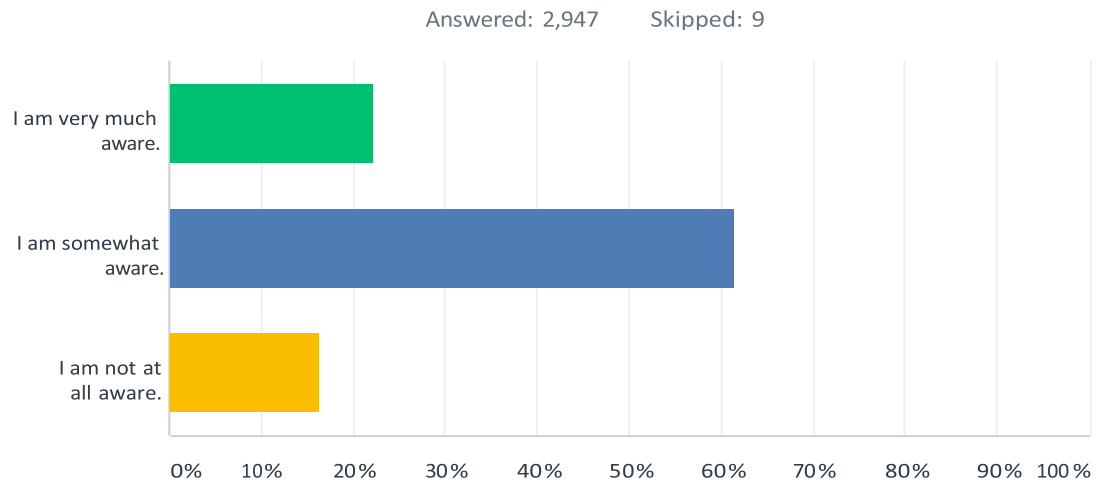
The top three greatest concerns of Plano residents 55+ in 2020 were the same as they were in 2018:

- (1) Staying healthy (58.34%)
- (2) Traffic in Plano (22.99%)
- (3) Home maintenance (21.17%)

Keeping up with technology (15.54%) was the fourth most popular choice in 2020, while Physical safety/security (13.22%) was fifth, making the top five list for the first time. Although having access to important information ranked in the top five in both 2016 and 2018, it ranked sixth in 2020, with 12.94% of respondents choosing this as their top concern. Property tax concerns were the most prevalent write-in response in the “Other” category.

Appendix A - 2020 Plano 55+ Survey Data

Q1 To what degree are you aware of the social and recreational activities available in Plano for individuals 55+?

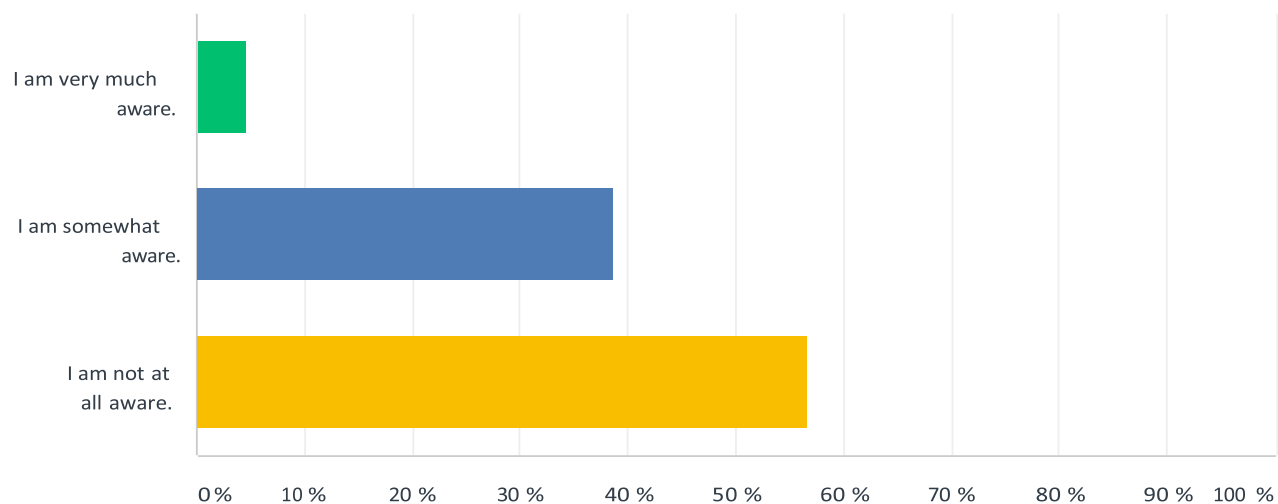


ANSWER CHOICES	RESPONSES	
I am very much aware.	22.19%	654
I am somewhat aware.	61.45%	1,811
I am not at all aware.	16.36%	482
TOTAL		2,947

Q2 To what degree are you aware of services for individuals 55+ in Plano such as transportation, healthcare, legal and financial assistance, home maintenance and repair, etc.?

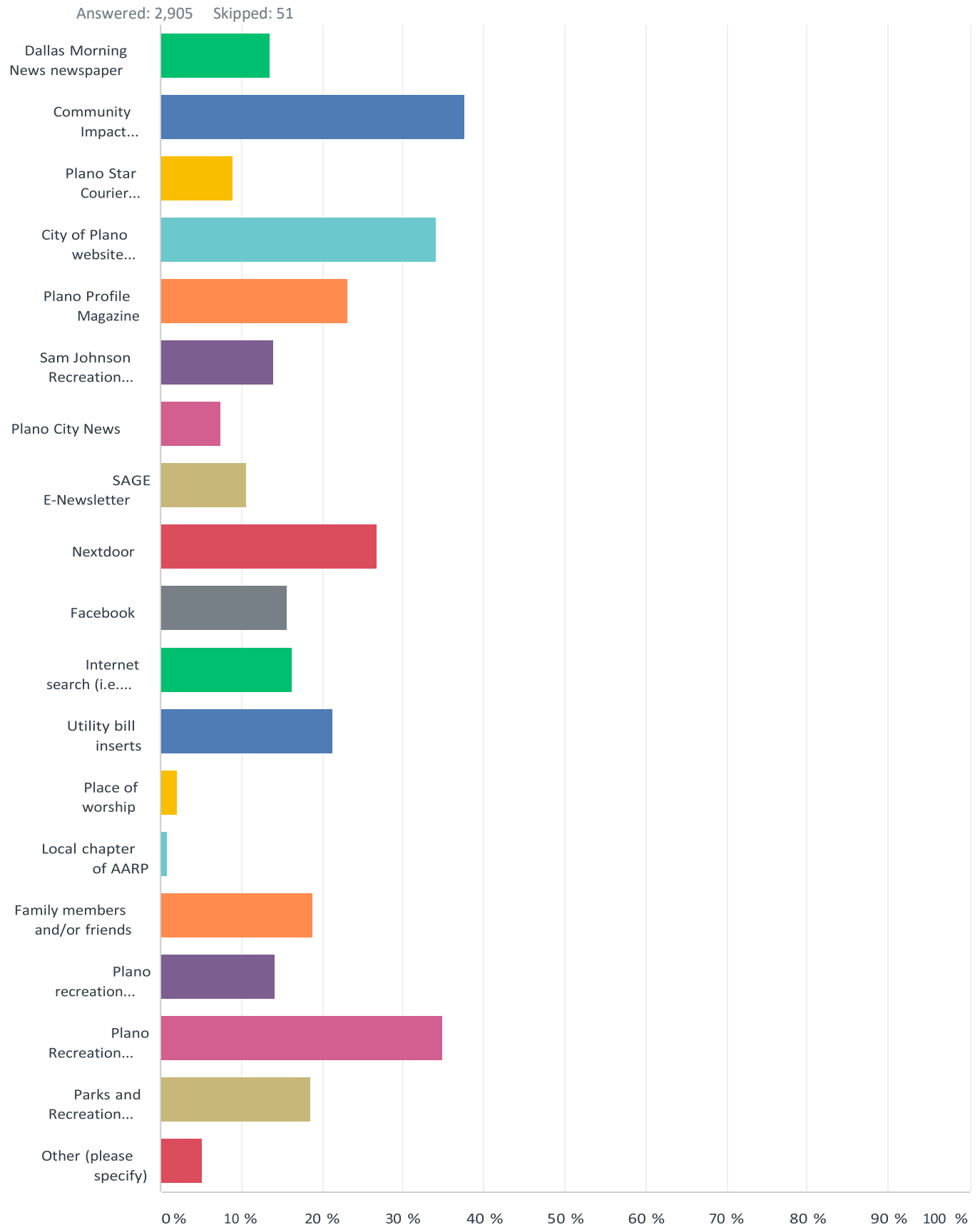
Answered: 2,947

Skipped: 9



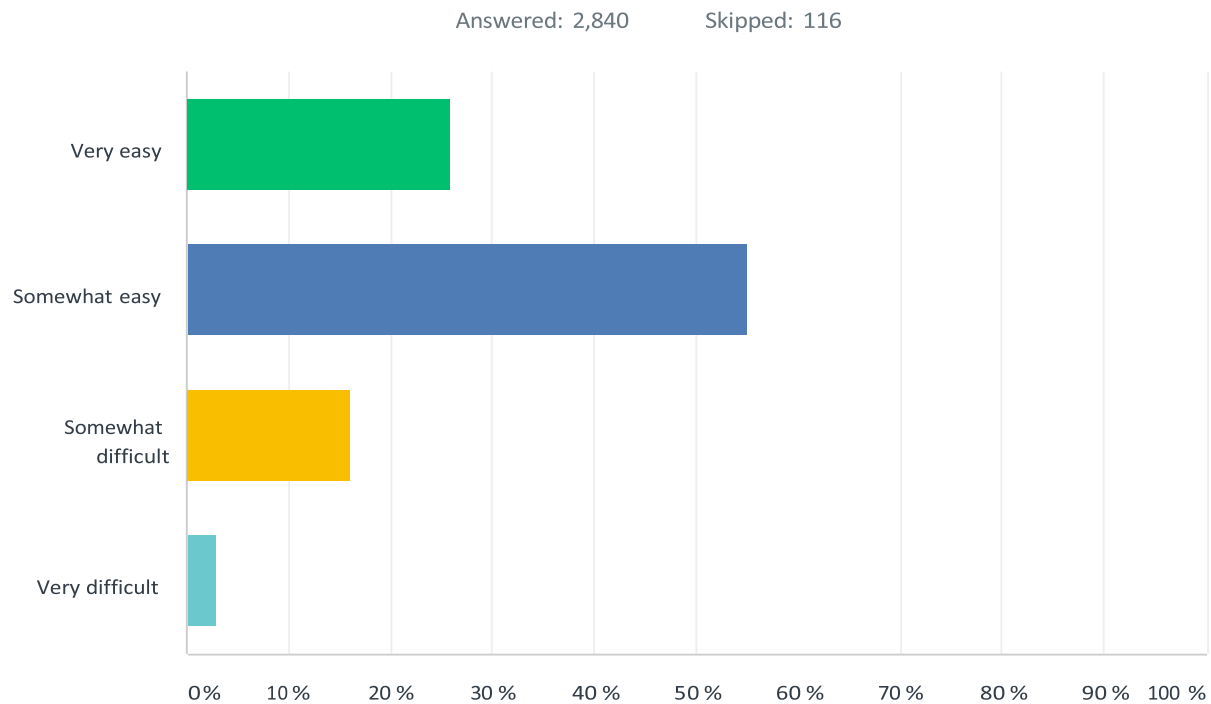
ANSWER CHOICES	RESPONSES	
I am very much aware.	4.61%	136
I am somewhat aware.	38.79%	1,143
I am not at all aware.	56.60%	1,668
TOTAL		2,947

Q3 How do you learn about activities and services available to you in Plano?



ANSWER CHOICES	RESPONSES	
Dallas Morning News newspaper	13.49%	392
Community Impact newspaper	37.66%	1,094
Plano Star Courier newspaper	8.95%	260
City of Plano website (www.plano.gov)	34.11%	991
Plano Profile Magazine	23.20%	674
Sam Johnson Recreation Center for Adults 50+ newsletter (Trendsetter/e-Trendsetter)	14.11%	410
Plano City News	7.54%	219
SAGE E-Newsletter	10.57%	307
Nextdoor	26.71%	776
Facebook	15.59%	453
Internet search (i.e. Google, Bing, Yahoo, etc.)	16.35%	475
Utility bill inserts	21.24%	617
Place of worship	2.10%	61
Local chapter of AARP	0.90%	26
Family members and/or friends	18.73%	544
Plano recreation center or library bulletin board	14.22%	413
Plano Recreation catalog	34.91%	1,014
Parks and Recreation website (planoparks.org)	18.59%	540
Other (please specify)	5.27%	153
Total Respondents: 2,905		

Q4 If you have a question about any of Plano's activities or services, how easy is it for you to get the answer?

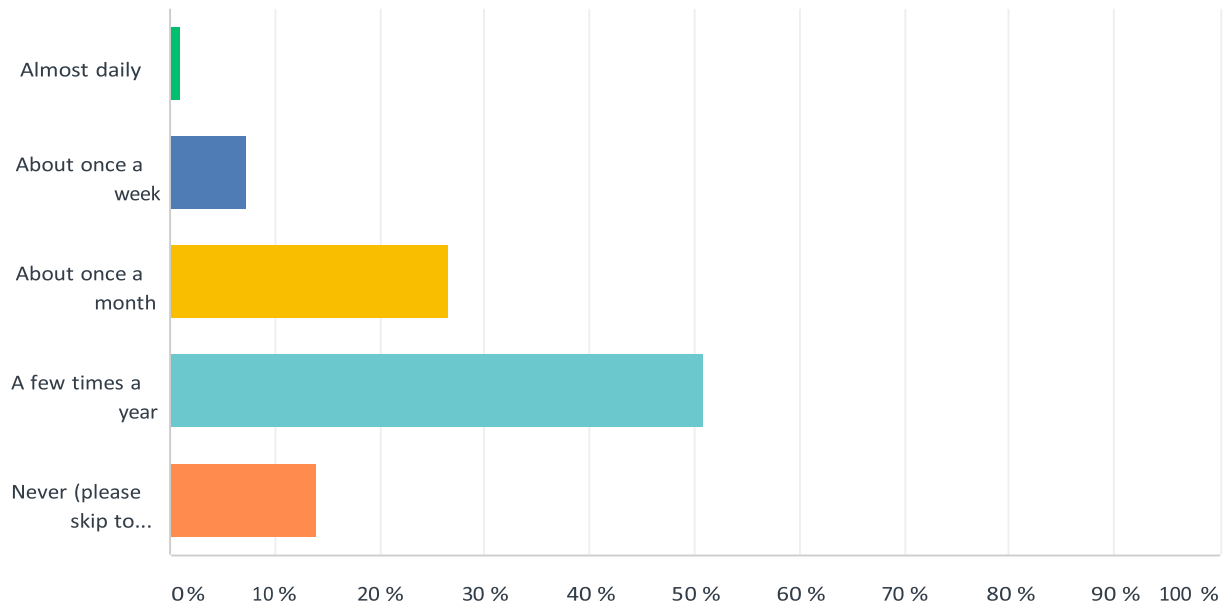


ANSWER CHOICES	RESPONSES	
Very easy	25.95%	737
Somewhat easy	55.00%	1,562
Somewhat difficult	16.02%	455
Very difficult	3.03%	86
TOTAL		2,840

Q5 On average, how often do you visit the City of Plano website (www.plano.gov)?

Answered: 2,932

Skipped: 24



ANSWER CHOICES	RESPONSES	
Almost daily	1.06%	31
About once a week	7.40%	217
About once a month	26.67%	782
A few times a year	50.78%	1,489
Never (please skip to question 7)	14.09%	413
TOTAL		2,932

Q6 In general, do you find the City of Plano website easy to use?

Answered: 2,531 Skipped: 425

ANSWER CHOICES	RESPONSES	
Yes	81.59%	2,065
No (please explain)	18.41%	466
TOTAL		2,531

Q7 Are you aware that the Plano Senior Advisory Board is available to help address issues and/or suggestions concerning individuals 55+?

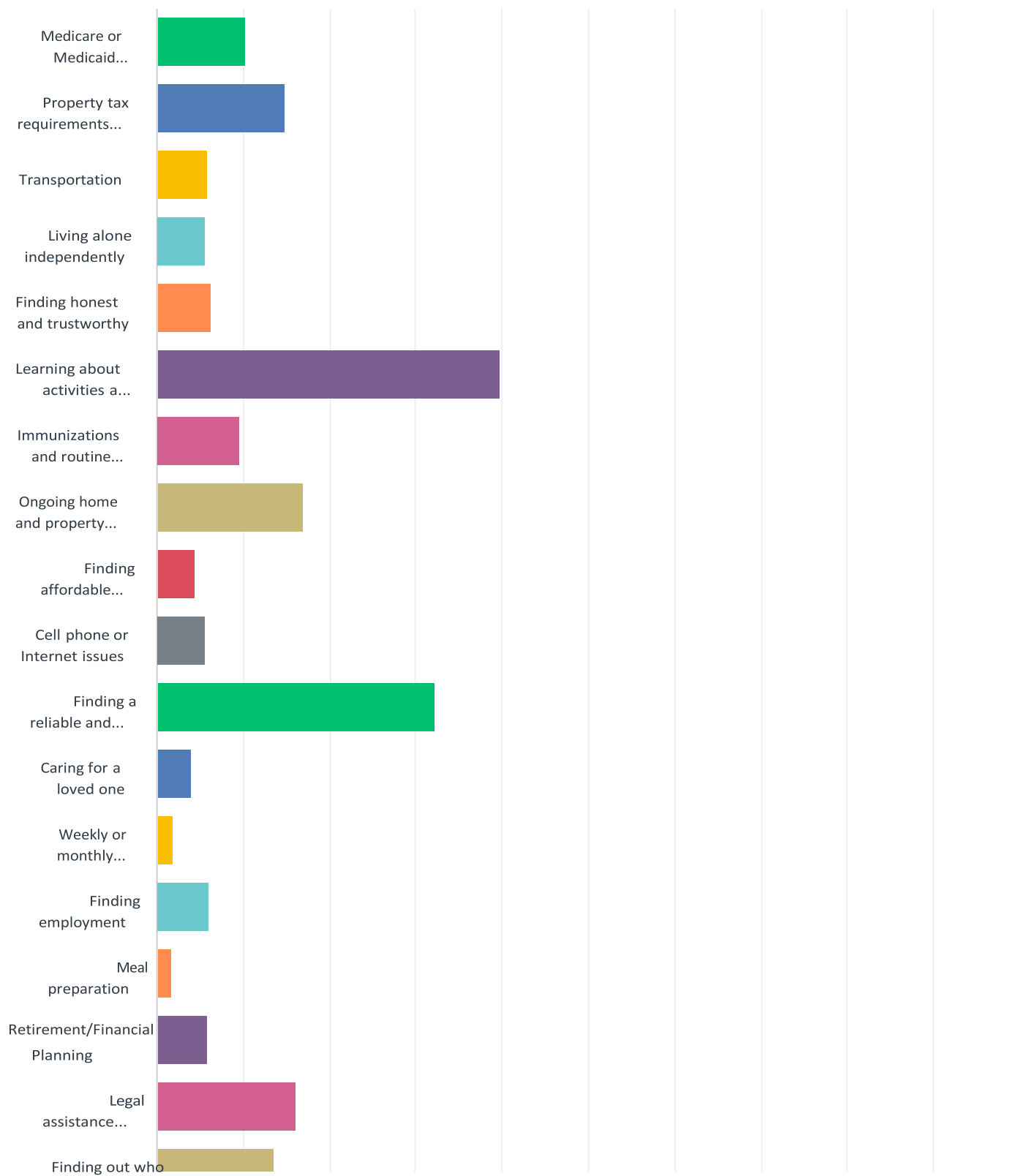
Answered: 2,921 Skipped: 35

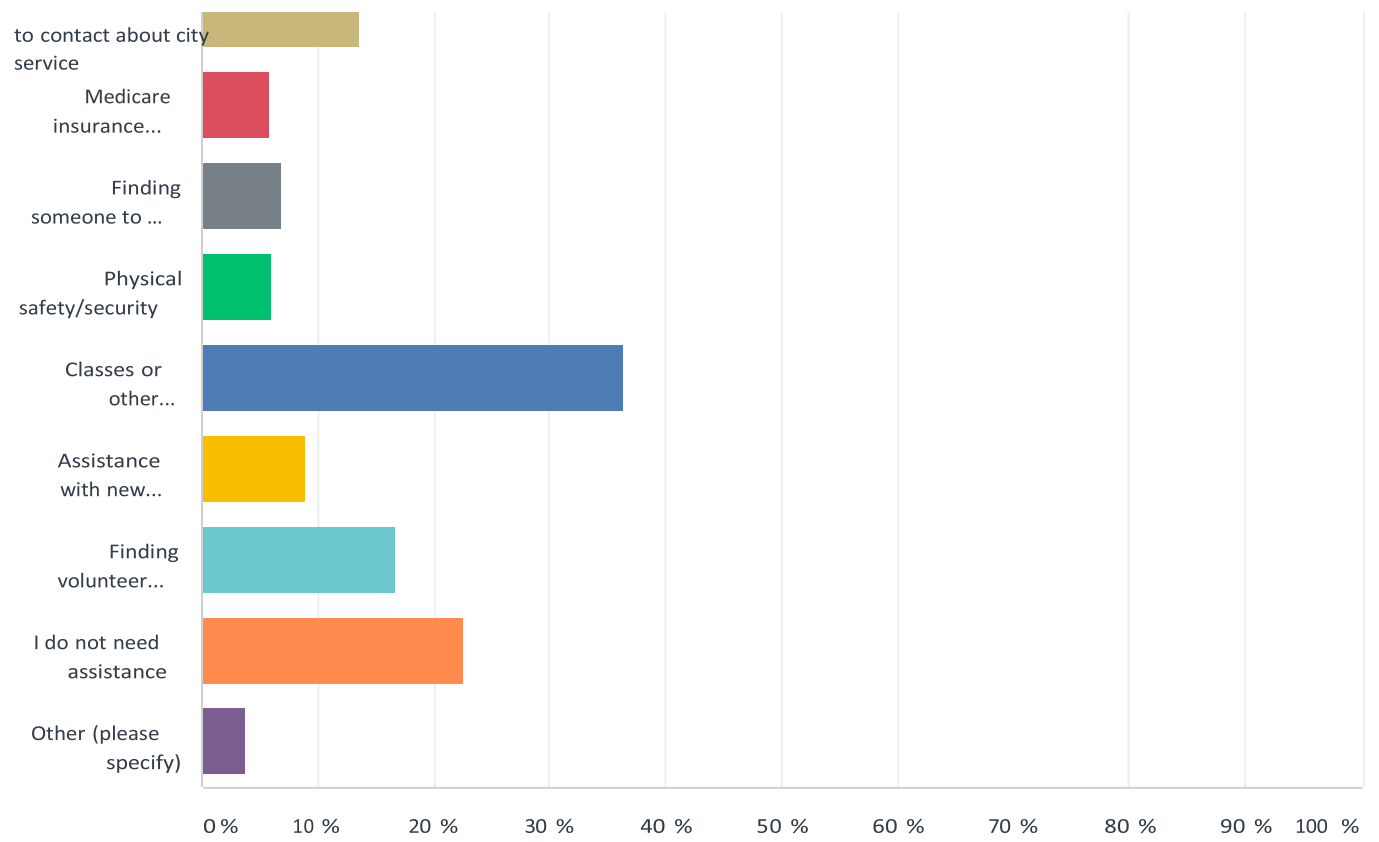
ANSWER CHOICES	RESPONSES	
Yes	15.75%	460
No	84.25%	2,461
TOTAL		2,921

Q8 Currently, in which of the following areas would you be most interested in receiving assistance? Please select at least 1 answer, but no more than 3.

Answered: 2,893

Skipped: 63

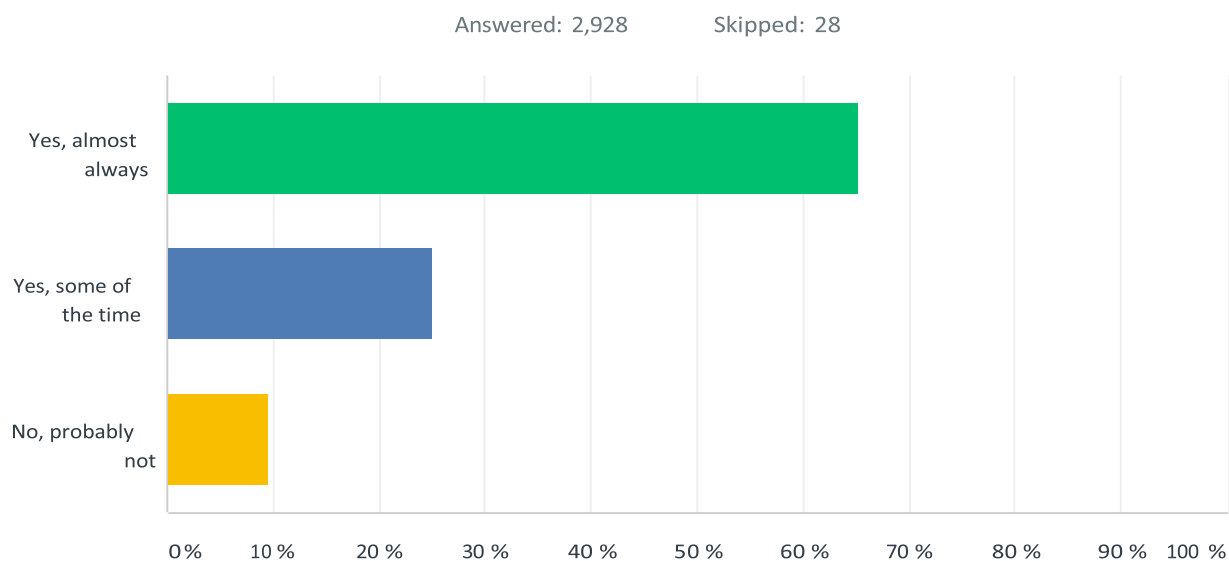




ANSWER CHOICES	RESPONSES	
Medicare or Medicaid programs	10.20%	295
Property tax requirements, homestead, tax freezes, or deferrals	14.93%	432
Transportation	5.91%	171
Living alone independently	5.70%	165
Finding honest and trustworthy in-home care	6.29%	182
Learning about activities and services in Plano	39.72%	1,149
Immunizations and routine medical tests	9.57%	277
Ongoing home and property maintenance or cleaning	16.87%	488
Finding affordable housing	4.32%	125
Cell phone or Internet issues	5.63%	163
Finding a reliable and trustworthy contractor to do home repairs	32.32%	935
Caring for a loved one	4.08%	118
Weekly or monthly shopping	1.94%	56
Finding employment	6.12%	177
Meal preparation	1.73%	50
Retirement/Financial Planning	5.81%	168
Legal assistance (wills, trusts, powers of attorney, notary, etc.)	16.14%	467
Finding out who to contact about city services	13.52%	391
Medicare insurance supplements	5.95%	172
Finding someone to socialize and/or talk with	6.91%	200
Physical safety/security	5.98%	173
Classes or other activities for adults 50+	36.47%	1,055
Assistance with new technology	8.95%	259
Finding volunteer opportunities	16.66%	482

I do not need assistance	22.61%	654
Other (please specify)	3.70%	107
Total Respondents: 2,893		

Q9 Do you have family or friends that you can count on for assistance if needed?

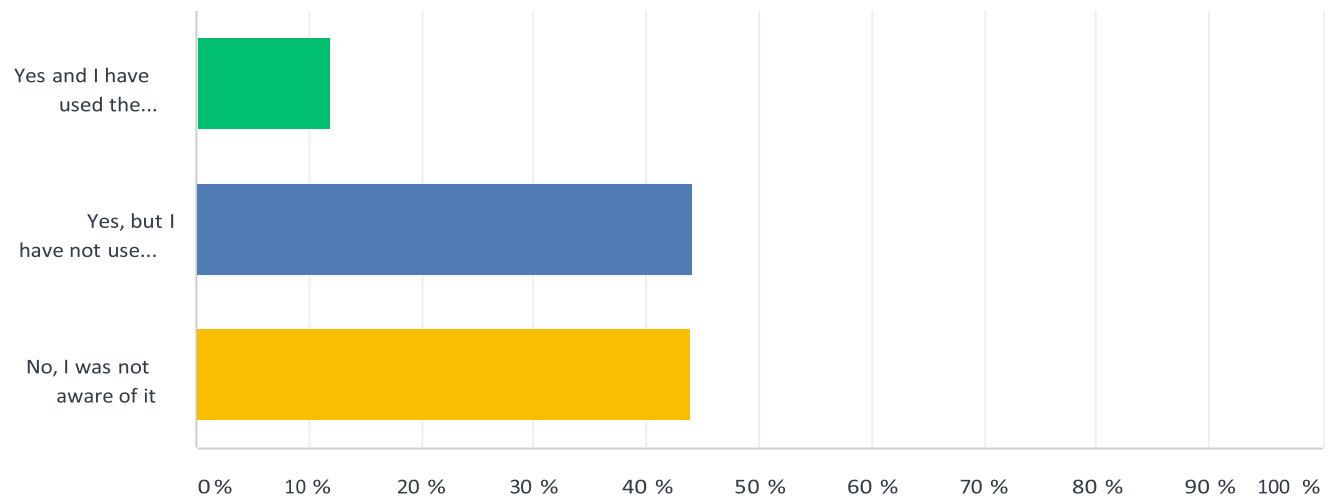


ANSWER CHOICES	RESPONSES	
Yes, almost always	65.33%	1,913
Yes, some of the time	25.07%	734
No, probably not	9.60%	281
TOTAL		2,928

Q10 Are you aware of the Wellness Center for Older Adults located in the Sam Johnson Recreation Center for Adults 50+?

Answered: 2,931

Skipped: 25



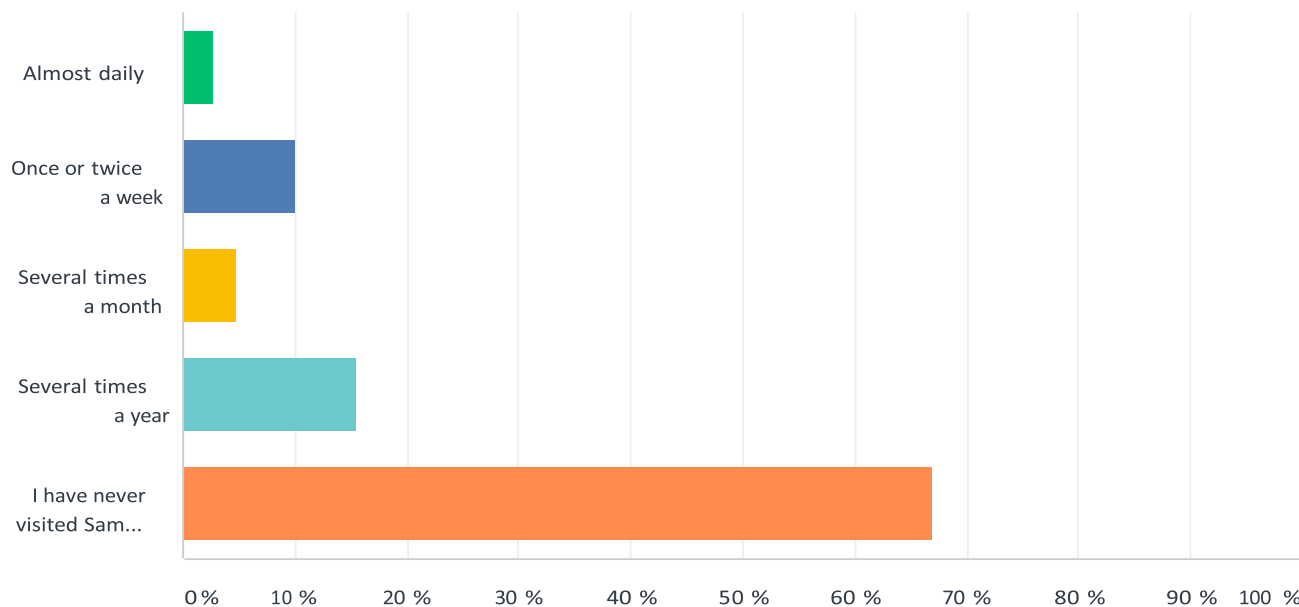
ANSWER CHOICES	RESPONSES	
Yes and I have used the Wellness Center	11.87%	348
Yes, but I have not used the Wellness Center	44.18%	1,295
No, I was not aware of it	43.94%	1,288
TOTAL		2,931

Q11 How

often did you visit the Sam Johnson Recreation Center for Adults 50+ before it was closed due to COVID-19 safety concerns?

Answered: 2,910

Skipped: 46

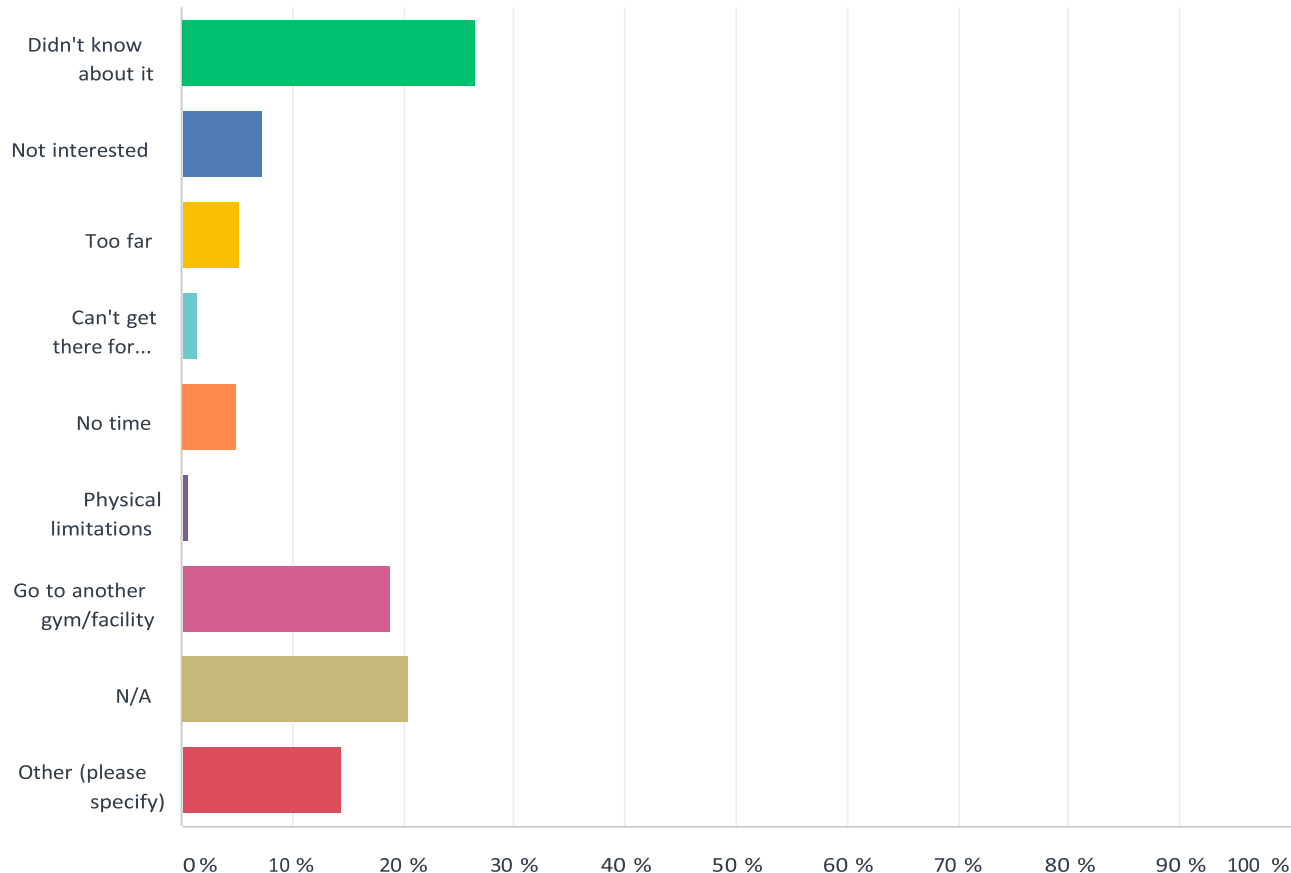


ANSWER CHOICES	RESPONSES	
Almost daily	2.82%	82
Once or twice a week	9.97%	290
Several times a month	4.88%	142
Several times a year	15.46%	450
I have never visited Sam Johnson Recreation Center for Adults 50+	66.87%	1,946
TOTAL		2,910

Q12 If you have never visited the Sam Johnson Recreation Center for Adults 50+, why not?

Answered: 2,489

Skipped: 467



ANSWER CHOICES	RESPONSES	
Didn't know about it	26.56%	661
Not interested	7.23%	180
Too far	5.18%	129
Can't get there for various reasons	1.53%	38
No time	5.10%	127
Physical limitations	0.72%	18
Go to another gym/facility	18.80%	468
N/A	20.53%	511

Other (please specify)	14.34%	357
TOTAL		2,489

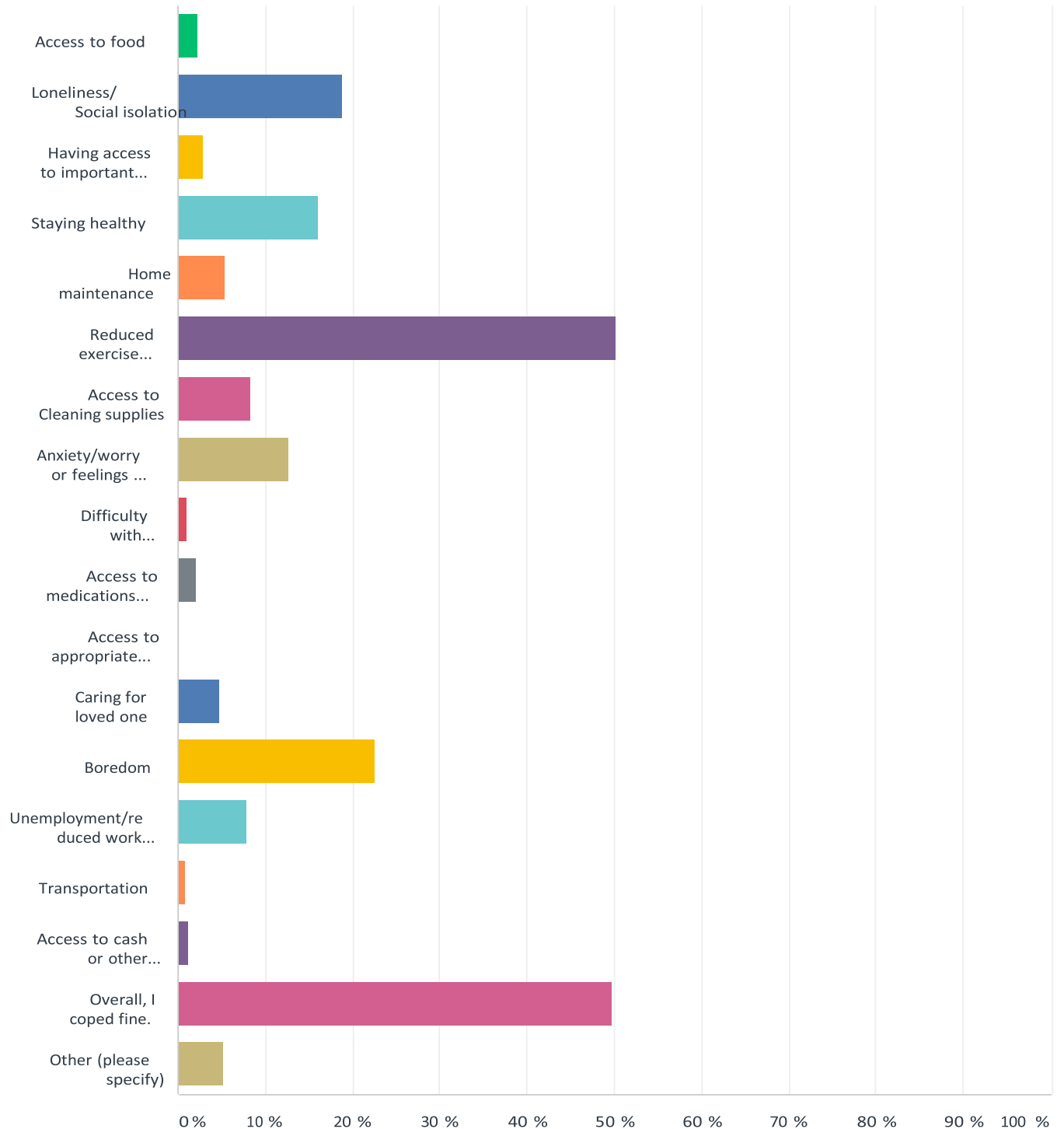
Q13 How often do you visit a Plano recreation center other than the Sam Johnsons Recreation Center for Adults 50+?

ANSWER CHOICES	RESPONSES	
Almost daily	6.99%	194
Once or twice a week	14.63%	406
Several times a month	7.75%	215
Several times a year	23.75%	659
Never (please explain)	46.88%	1,301
TOTAL		2,775

Q14 In which of the following areas were you most impacted by the COVID-19 public health emergency? (Please select at least 1 answer, but no more than 3.)

Answered: 2,787

Skipped: 169

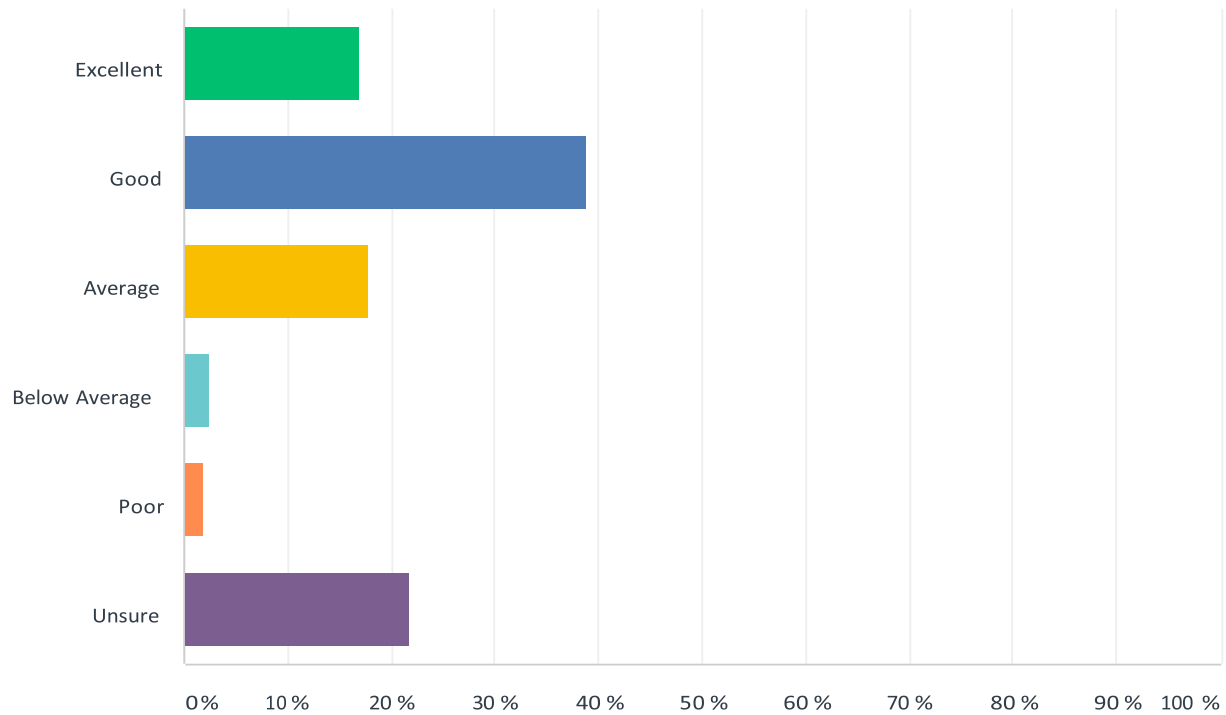


ANSWER CHOICES	RESPONSES	
Access to food	2.40%	67
Loneliness/social isolation	18.77%	523
Having access to important information	2.83%	79
Staying healthy	16.11%	449
Home maintenance	5.38%	150
Reduced exercise options	50.30%	1,402
Access to cleaning/household supplies	8.43%	235
Anxiety/worry or feelings of depression	12.81%	357
Difficulty with communications	1.15%	32
Access to medications and/or healthcare	2.08%	58
Access to appropriate housing	0.29%	8
Caring for loved one	4.84%	135
Boredom	22.60%	630
Unemployment/reduced work hours	7.97%	222
Transportation	0.86%	24
Access to cash or other financial options	1.18%	33
Overall, I coped fine.	49.80%	1,388
Other (please specify)	5.24%	146
Total Respondents: 2,787		

Q15 Overall, how would you rate Plano in addressing the needs of individuals 55+?

Answered: 2,779

Skipped: 177

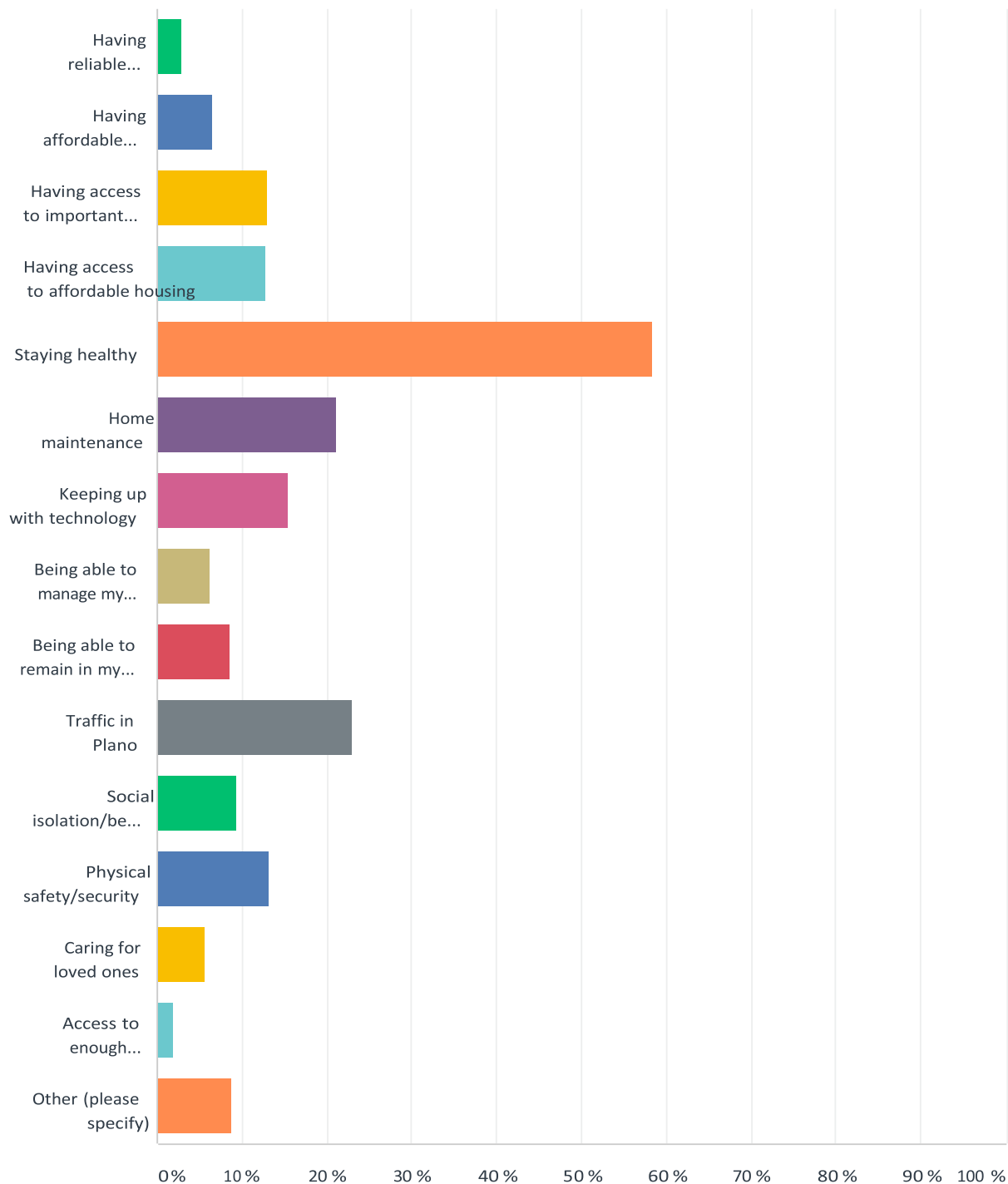


ANSWER CHOICES	RESPONSES	
Excellent	16.91%	470
Good	39.01%	1,084
Average	17.74%	493
Below Average	2.55%	71
Poor	1.94%	54
Unsure	21.84%	607
TOTAL		2,779

Q17 Other than COVID-19, what concerns you most today? Please select up to 3.

Answered: 2,806

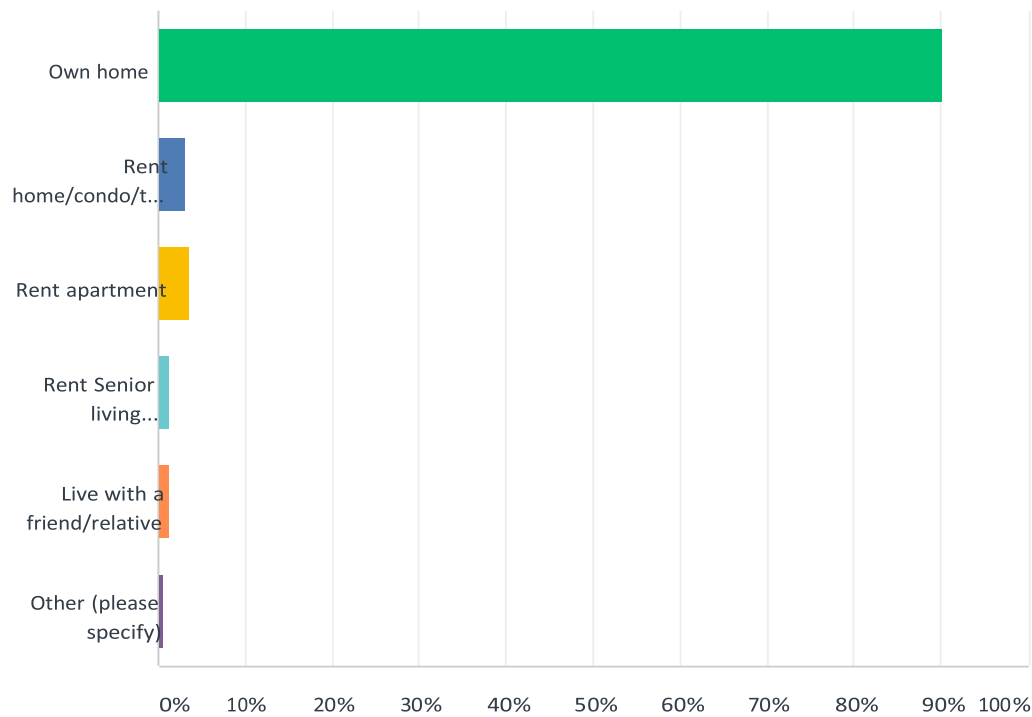
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ANSWER CHOICES	RESPONSES	
Having reliable transportation	2.85%	80
Having affordable housing	6.52%	183
Having access to important information	12.94%	363
Having access to affordable medications and other health care	12.72%	357
Staying healthy	58.34%	1,637
Home maintenance	21.17%	594
Keeping up with technology	15.54%	436
Being able to manage my finances or keep up with expectations	6.34%	178
Being able to remain in my home	8.52%	239
Traffic in Plano	22.99%	645
Social isolation/being alone	9.37%	263
Physical safety/security	13.22%	371
Caring for loved ones	5.74%	161
Access to enough healthy/nutritious food	1.85%	52
Other (please specify)	8.87%	249
Total Respondents:		2,806

Q18 Where do you currently reside?

Answered: 2,792 Skipped: 164



ANSWER CHOICES	RESPONSES	
Own home	90.15%	2,517
Rent home/condo/town home	3.04%	85
Rent apartment	3.62%	101
Rent Senior living apartment	1.33%	37
Live with a friend/relative	1.29%	36
Other (please specify)	0.57%	16
TOTAL		2,792

Q19 What is your most common method of transportation?

ANSWER CHOICES	RESPONSES	
I drive myself	96.50%	2,701
I rely on a friend/relative	1.86%	52
DART Bus/Train	0.07%	2
Taxi/Uber	0.18%	5
I walk	0.43%	12
Other (please specify)	0.96%	27
TOTAL		2,799

Q20 What is your zip code?

ANSWER CHOICES	RESPONSES	
75023	21.42%	601
75024	8.62%	242
75025	16.43%	461
75026	0.00%	0
75074	12.58%	353
75075	19.81%	556
75086	0.00%	0
75093	20.56%	577
75094	0.04%	1
Other (please specify)	0.53%	15
TOTAL		2,806

Q21 What is your age group?

ANSWER CHOICES	RESPONSES	
55-60	22.38%	628
61-65	21.31%	598
66-70	21.38%	600
71-75	19.00%	533
76-80	10.69%	300
81-85	3.96%	111
85 or older	1.28%	36
TOTAL		2,806

Q22 How would you describe yourself?

ANSWER CHOICES	RESPONSES	
African-American	3.27%	88
Asian/Pacific Islander	5.17%	139
Caucasian (non-Hispanic)	87.43%	2,350
Latino or Hispanic	3.72%	100
Native American	0.41%	11
TOTAL		2,688

Q23 What is your gender?

ANSWER CHOICES	RESPONSES	
Female	62.08%	1,729
Male	37.92%	1,056
TOTAL		2,785

Appendix B - 2020 Plano 55+ Survey Questionnaire



2020 Plano 55+ Survey

The Plano Senior Advisory Board is interested in your thoughts regarding activities, services, communications, and concerns related to our city. The survey results will be shared with the City Council to assist them in their continuing efforts to meet your expectations and make Plano a City of Excellence.

If you are age 55 or older, we would very much appreciate your input. The survey should take less than 10 minutes to complete. Your answers will remain completely anonymous and will only be used to help identify the most important areas for improvement. Your honest opinions are what we are looking for.

To prevent responses from being too influenced by our current public health conditions, please complete this survey as if you were responding prior to March. There is a question specifically related to COVID-19 concerns. Thank you.

1. To what degree are you aware of the social and recreational activities available in Plano for individuals 55+?

- ☐ I am very much aware. ☐ I am somewhat aware. ☐ I am not at all aware.

2. To what degree are you aware of the services for individuals 55+ in Plano such as transportation, healthcare, legal and financial assistance, home maintenance and repair, etc.?

- ☐ I am very much aware. ☐ I am somewhat aware. ☐ I am not at all aware.

3. How do you learn about activities and services available to you in Plano?

- | | |
|--|--|
| <input type="radio"/> Dallas Morning News Newspaper | <input type="radio"/> Community Impact Newspaper |
| <input type="radio"/> Plano Star Courier Newspaper | <input type="radio"/> City of Plano website (www.plano.gov) |
| <input type="radio"/> Plano Profile Magazine | <input type="radio"/> Plano City News (online) |
| <input type="radio"/> SAGE E-Newsletter | <input type="radio"/> Nextdoor |
| <input type="radio"/> Facebook | <input type="radio"/> Internet |
| <input type="radio"/> Utility bill inserts | <input type="radio"/> Place of worship |
| <input type="radio"/> Local chapter of AARP | <input type="radio"/> Plano Recreation center or library bulletin boards |
| <input type="radio"/> Family members and/or friends | <input type="radio"/> Plano Leisure / Park and Recreation catalog |
| <input type="radio"/> Sam Johnson Recreation Center for Adults 50+ newsletter (Trend Setter/e-Trendsetter) | |
| <input type="radio"/> Other, (Please specify) _____ | |

4. If you have a question about any of Plano's activities or services, how easy is it for you to get the answer?

- ☐ Very easy ☐ Somewhat easy ☐ Somewhat difficult ☐ Very difficult

5. On average, how often do you visit the City of Plano website (www.plano.gov)?

- ☐ Almost daily ☐ About once a week ☐ About once a month ☐ A few times a year ☐ Never (skip to 7)

6. In general, do you find the City of Plano website easy to use? ☐ Yes ☐ No (Please explain)

7. Are you aware that the Plano Senior Advisory Board is available to help address issues and/or suggestions concerning individuals 55+? ☐ Yes ☐ No

8. Currently, in which of the following areas would you be most interested in receiving assistance? (Please select at least 1 answer, but no more than 3.)

- | | |
|--|--|
| <input type="radio"/> Medicare or Medicaid programs freezes, or deferrals | <input type="radio"/> Property tax requirements, homestead, tax |
| <input type="radio"/> Transportation | <input type="radio"/> Living alone independently |
| <input type="radio"/> Finding honest and trustworthy in-home care | <input type="radio"/> Learning about activities and services in Plano |
| <input type="radio"/> Immunizations and routine medical tests cleaning | <input type="radio"/> Ongoing home and property maintenance or |
| <input type="radio"/> Finding affordable housing | <input type="radio"/> Cell phone or Internet |
| <input type="radio"/> Caring for a loved one do home repair | <input type="radio"/> Finding a reliable and trustworthy contractor to |
| <input type="radio"/> Weekly or monthly shopping | <input type="radio"/> Finding employment |
| <input type="radio"/> Meal preparation | <input type="radio"/> Retirement / Financial planning |
| <input type="radio"/> Finding out who to contact about city services attorney, notary, etc.) | <input type="radio"/> Legal assistance (wills, trusts, powers of |
| <input type="radio"/> Medicare Insurance supplements | <input type="radio"/> Finding someone to socialize and/or talk with |
| <input type="radio"/> Physical safety/security | <input type="radio"/> Classes or other activities for Adults 50+ |
| <input type="radio"/> Assistance with new technology | <input type="radio"/> Finding out who to contact about city services |
| <input type="radio"/> I do not need assistance | <input type="radio"/> Finding volunteer opportunities |
| <input type="radio"/> Other (Please specify) _____ | |

9. Do you have family or friends that you can count on for assistance if needed?

- ☐ Yes, almost always ☐ Yes, some of the time ☐ No, probably not

10. Are you aware of the Wellness Center for Older Adults located in the Sam Johnson Recreation Center?

- ☐ Yes, and I have used the Wellness Center ☐ Yes, but I have not used the Wellness Center ☐ No, I have not used it

11. How often did you visit the Sam Johnson Recreation Center for Adults 50+ before it was closed due to COVID-19 safety concerns?

- ☐ Almost daily ☐ Once or twice a week ☐ Several times a month ☐ Several times a year ☐ Never

12. If you have never visited the Sam Johnson Recreation Center for Adults 50+, why not?

- ☐ N/A ☐ Didn't know about it ☐ Not interested ☐ Too far ☐ Can't get there for various reasons
☐ No time ☐ Physical limitations ☐ Go to another gym/facility
☐ Other (Please specify) _____

13. How often do you visit a Plano Recreation Center other than the Sam Johnson Recreation Center?

- ☐ Almost daily ☐ Once or twice a week ☐ Several times a month ☐ Several times a year ☐ Never
(Please explain)
- _____

14. In which of the following areas were you most impacted by the COVID-19 public health emergency? (Please select at least 1 answer, but no more than 3.)

- | | |
|---|---|
| <input type="radio"/> Access to food | <input type="radio"/> Access to cleaning/household supplies |
| <input type="radio"/> Loneliness / social isolation | <input type="radio"/> Anxiety / worry or feelings of depression |
| <input type="radio"/> Having access to important information | <input type="radio"/> Difficulty with communications |
| <input type="radio"/> Access to cash or other financial options | <input type="radio"/> Access to medications and/or healthcare |
| <input type="radio"/> Staying healthy | <input type="radio"/> Access to appropriate housing |
| <input type="radio"/> Home maintenance | <input type="radio"/> Caring for loved one |
| <input type="radio"/> Reduced exercise options | <input type="radio"/> Boredom |
| <input type="radio"/> Unemployment / reduced work hours | <input type="radio"/> Overall, coped fine |
| <input type="radio"/> Transportation <input type="radio"/> Other (Please specify) | |
- _____

15. Overall, how would you rate Plano in addressing the needs of individuals 55+?

- ☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor ☐ Unsure

16. What could Plano do better to address the needs of individuals 55+? *(Please be specific)*

17. Other than COVID-19, what concerns you most today? *(Please select up to 3)*

- | | |
|--|--|
| <input type="radio"/> Having reliable transportation | <input type="radio"/> Keeping up with technology |
| <input type="radio"/> Having affordable housing expenses | <input type="radio"/> Being able to manage my finances or keep up with expenses |
| <input type="radio"/> Having access to important information | <input type="radio"/> Being able to remain in my home |
| <input type="radio"/> Traffic in Plano healthcare | <input type="radio"/> Having access to affordable medications and other healthcare |
| <input type="radio"/> Staying healthy | <input type="radio"/> Social isolation/being alone |
| <input type="radio"/> Home maintenance | <input type="radio"/> Caring for loved one |
| <input type="radio"/> Physical safety/security | <input type="radio"/> Access to enough healthy/nutritious food |
| <input type="radio"/> Other <i>(Please specify)</i> | |

18. Where do you currently reside?

- ☐ Own home ☐ Rent home/condo/town home ☐ Rent Apartment ☐ Rent Senior Living Apartment
- ☐ Live with a friend/relative ☐ Other *(Please specify)*

19. What is your most common method of transportation?

- ☐ I drive myself ☐ I rely on a friend/relative ☐ DART/Bus/Train ☐ Taxi/Uber ☐ I walk
- ☐ Other *(Please specify)*

20. What is your zip code?

- ☐ 75023 ☐ 75024 ☐ 75025 ☐ 75026 ☐ 75074 ☐ 75075 ☐ 75086 ☐ 75093 ☐ 75094
☐ Other _____

21. What is your age group?

- ☐ 55-60 ☐ 61-65 ☐ 66-70 ☐ 71-75 ☐ 76-80 ☐ 81-85 ☐ 85 or older

22. How would you describe yourself?

- ☐ African-American ☐ Asian/Pacific Islander ☐ Caucasian (non-Hispanic) ☐ Latino or Hispanic
☐ Native American
☐ Other (Please specify) _____

23. What is your gender? ☐ Female ☐ Male

Thank you very much for sharing your thoughts with us.

The Senior Advisory Board

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Go to: <http://www.plano.gov/31ResidentseNewsletters>