2016 Plano 55+ Survey

Final Report

Prepared by:

City of Plano
Senior Citizens Advisory Board
Communications Sub-committee
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Executive Summary

Background and Methodology

Based on the 2016 goal of the Senior Citizens Advisory Board to focus on communications, both to and from the Plano senior community, the decision was made to conduct a survey to determine the level of awareness of various services and areas of greatest concern to seniors. The survey was conducted using both printed and online versions with distribution through five recreation centers including the Senior Recreation Center, five libraries, several senior living facilities, and the *Nextdoor* website. A total of 1366 responses to the survey were received making the survey representative of the Plano 55+ population with less than a 3-point margin of error. Because of the difficulty in obtaining responses from some age and ethnic groups, due to accessibility and language barriers, the statistical reliability of results is higher for some demographic classifications than others.

Highlights of Survey Results

Greatest concerns by Plano 55+ residents - The most frequently mentioned concern by those 55 and up was staying healthy based on responses from almost 70% of the respondents. Also of significant concern was having access to important information (41%), having access to affordable health care (38%), keeping up with technology (36%), and remaining in their home (32%). Other concerns that were written in as comments include, in order of frequency of mention, increasing property taxes, feeling safe and secure, routine home maintenance, affordable housing, the increasing traffic in the city, and caring for a loved one.

What could Plano do better for 55+ residents – The most common threads derived from this open-ended question were 1. Communicate more with seniors. 2. Provide free/reduced price transportation for seniors who can no longer drive.

Overall Plano rating for addressing 55+ Needs - This question was intended as a baseline for future surveys. In 2016 42% of the respondents said that Plano does a “Good” or “Excellent” job of addressing the needs of individuals 55+, and another 42% said that the city did an “Average” job. Only 15% considered the city to be “Below Average” or “Poor.” This rating should improve as the above issues are addressed.

Awareness of social and recreational activities - Less than 15% of the 55+ respondents are very much aware of the social and recreational activities available to them in Plano and 57% are somewhat aware. 28% are not at all aware.

Awareness of services (social, healthcare, legal, etc.) - Only 5% of the survey respondents are “very much aware” of the listed services available to the 55+ Plano population and 31.5% are “somewhat aware.” This appears to be fertile ground for enhanced communication.

Sources for learning about activities and services - Respondents indicated that they primarily learned about the activities and services available to them from family members and friends, the *Community Impact* newspaper, the City of Plano website, and the *Dallas Morning News*. Write-in comments indicated additional sources such as the *Nextdoor* website, *Leisure* magazine, *Plano Profile*, and *Facebook*.

Getting an answer about activities and services - More than 70% of the respondents found it easy to get an answer if they had a question about Plano’s activities and services, while almost 29% found it difficult. Non-Caucasian ethnic groups had the greatest difficulty.

Ease of using the Plano website - A majority, almost 76% of respondents found the city of Plano website easy to use, while 19% did not. The highest percentage of those who did not were non-caucasian.

Awareness of Senior Citizens Advisory Board - Less than 15% of the respondents were aware that the Senior Citizens Advisory Board was available to help address issues and/or suggestions concerning individutals 55+. This suggests that additional communication about the Board and its functions may be in order.

Current areas of interest in receiving assistance - Most frequently mentioned areas of interest for receiving assistance were (1) Learning about activities and services in Plano; (2) Finding a reliable and trustworthy contractor to do home repairs; (3) Ongoing home and property maintenance; (4) Legal assistance (wills, trusts, powers of attorney, notary); (5) Property tax requirements, homestead, tax freezes, or deferrals; and (6) Finding out who to contact about city services. Aside from the remaining areas listed above other written comments included affordable housing, transportation, elder care assistance, and financial aid.

Someone to count on for assistance - Based on these results there may be over 7,000 residents who have nobody they can count on at any time if they need assistance, and another 20,000 who may only be able to get assistance some of the time. This may be an important area for future focus.

Awareness of the Wellness Center for Older Adults - A total of 60% of the 55+ Plano residents were not aware of the Wellness Center for Older Adults. Not surprisingly, the younger the respondent, the less likely they were to be aware of the Wellness Center.

Frequency of visiting the Plano Senior Recreation Center - A surprising 77% of the 55+ population never visit the Plano Senior Recreation Center and another 14% rarely do. Eighty-four percent of males never visit, compared to seventy-four percent of females. A number of the open-ended responses inidcated that the Center was too far from their home and expressed the desire for a senior facility on the West side of Plano.

Frequency of visiting a recreation center other than the Senior Center - While the frequency of visits to a Plano recreation center is far greater than to the Plano Senior Center more than 80% of the 55+ population rarely or never visits one of these centers.

Conclusions and/or Observations

- Communication to the Plano 55+ population is of major importance to Plano residents. They want to be kept informed about what's going on and how it might interest or affect them. They would like to have a newsletter and dedicated website that keeps them up-to-date and someone to call if they have questions. Many seniors do not have access to the internet so hard copy "push" distribution is needed.
- 55+ residents are very much concerned about staying healthy and the ability to obtain affordable healthcare. Anything that the city can do to support these concerns will be a plus.
- The Wellness Center for Older Adults is relatively unknown to Plano residents while its services could be of value to many seniors. Consideration should be given to expanding and supporting this function as many of the services offered are listed among the desired areas of assistance.
- Transportation was frequently mentioned as an area of importance for those who are no longer able to drive. This is an area worthy of further consideration.
- Property taxes were a concern by some Plano residents. These residents are not aware of the over 65 tax freeze benefit of living in Plano. The Central Appraisal District would be willing to help.
- Senior utilization of the Plano Senior Recreation Center and the other recreation centers is limited despite "health and wellness" being mentioned as their number one concern.

Recommendations

1. Improve Communication - Create or assign a position dedicated to improving communication to the 55+ community with responsibilities to include the development of a senior email/home address data base, a monthly senior community newsletter, website coordination, senior expo, senior hotline, management of a directory of senior services, etc. This staff member would work closely with the Parks and Recreation Dept., Wellness Center for Older Adults, Neighborhood Services, Police and Fire, Senior Citizens Advisory Board, and other departments to disseminate and communicate relevant information.
2. Support the Wellness Center for Older Adults – This agency could be the solution for many of the 55+ resident's concerns as their focus includes health and wellness services, transportation, legal and financial guidance, and many other services of interest to seniors. It is our recommendation that city leadership collaborate with this agency to determine the feasibility of expanding their services given additional resources provided by the city.

3. Involve the Collin County Central Appraisal District - Engage the support of the Collin County Central Appraisal District in assisting seniors with property taxes including over 65 exemptions, deferrals, freezes, and tax ceiling certificates.
4. Offer and Promote Health and Wellness Opportunities - Expand access to and promotion of 55+ health and wellness opportunities provided by the Plano Parks and Recreation Department. Determine the feasibility of expanding the hours of operation of the Senior Recreation Center and evening 55+ programming in all recreation centers to accommodate the growing population of working seniors and those who live on the far west side of Plano.
5. Conduct this survey every two years – Conducting this survey periodically is a way to measure the progress made based on the actions taken by the city to address the concerns of 55+ Plano residents. This first survey serves as a baseline.

2016 Plano 55+ Survey

Background

Based on the results of a focus group conducted by the Board in 2015 the Plano Senior Citizens Advisory Board defined as its goal for 2016 the area of communications…both to the senior community and from the senior community. Communications to the senior community involved improving the ways in which information was conveyed to seniors about topics of importance to them. Communications from the senior community involved learning from them what was important and where they felt the city needed to focus its efforts. To accomplish this in the most cost-effective manner a survey was developed and conducted during the month of October 2016.

Methodology

The survey was conducted using both printed and online versions. Printed copies (Appendix A) were distributed to each of the Park and Recreation centers, the Senior Recreation Center, the Public Libraries, and the senior housing facilities located throughout Plano. Online survey links were communicated via the City of Plano website, Plano Marketing News, the Senior Recreation Center website, and the *Nextdoor* website. Survey Monkey software was used to conduct the online survey and generate the survey raw results. The survey remained active and results were collected throughout the month of October 2016. Printed surveys (approximately 200) were manually loaded into the survey software.

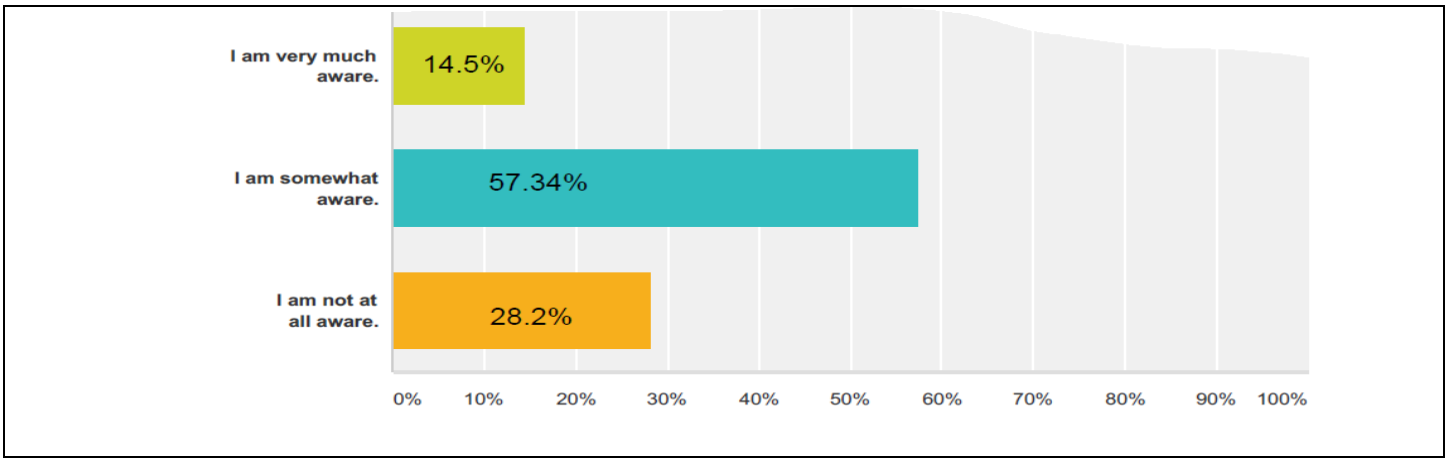
Based on the 2014 American Community Survey's estimated Plano senior 55+ population of approximately 67,000, and a total of 1366 responses to the survey, the results are statistically representative of the Plano senior population at the 95% confidence level with a margin of error of ± 2.62. In other words, if for example, 75% of the survey respondents answered "yes" to a specific question, you could be 95% confident that between 72-78% of the total Plano senior population would answer "yes" to the same question. Keep in mind not all respondents answered all questions and that not all the ethnic and age groups are equally represented. It was difficult to obtain responses from some ethnic and age groups due to language barriers and accessibility. Consequently, the statistical reliability of the results will be stronger for some demographic classifications than others.

Survey Raw Results

The following results were generated by the survey software and are fully representative of the responses provided by Plano residents who participated in the survey. The analysis and commentary following each question was prepared by the Senior Citizens Advisory Board Communications sub-committee (Paul Gerber, Karen Bellessa, Donna Benning) and the Plano Park and Recreation Department (Susie Hergenrader).

2016 Plano 55+ Survey Results

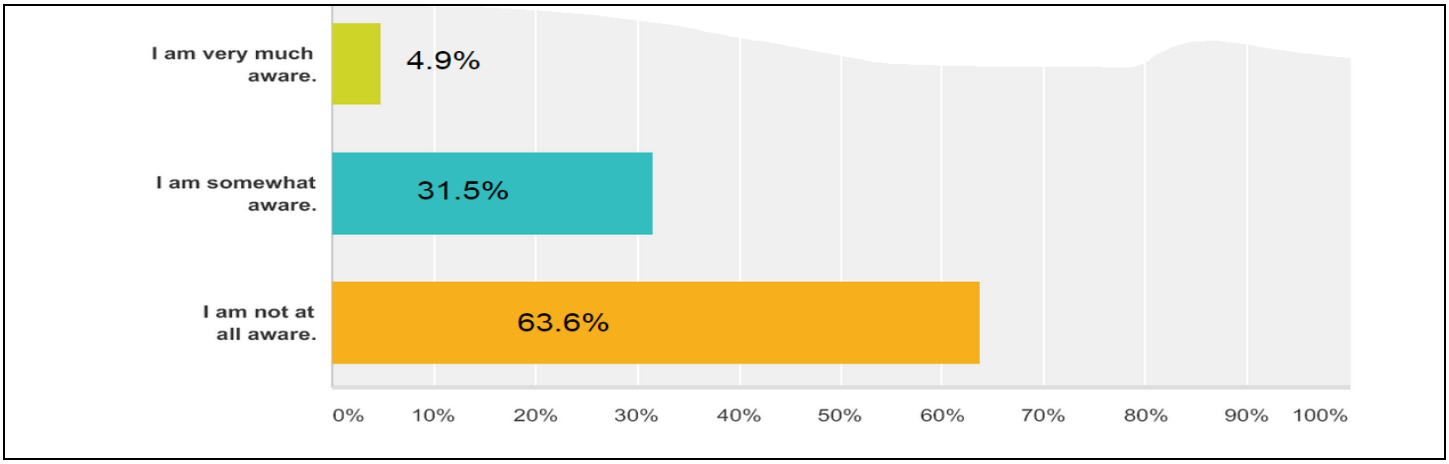
Q1 To what degree are you aware of social and recreational activities available in Plano for individuals 55+?



Less than 15% of the age 55+ respondents are very much aware of the social and recreational activities available to them in Plano and 57% are somewhat aware. 28% are not at all aware. Demographically, the older the age group the more likely they are to be very much aware, while those who were somewhat aware were fairly equally distributed across all age groups. Also, the younger the age group, the least likely they were to be not at all aware of the recreational activities available to them. This may be because the older seniors are more involved in these activities.

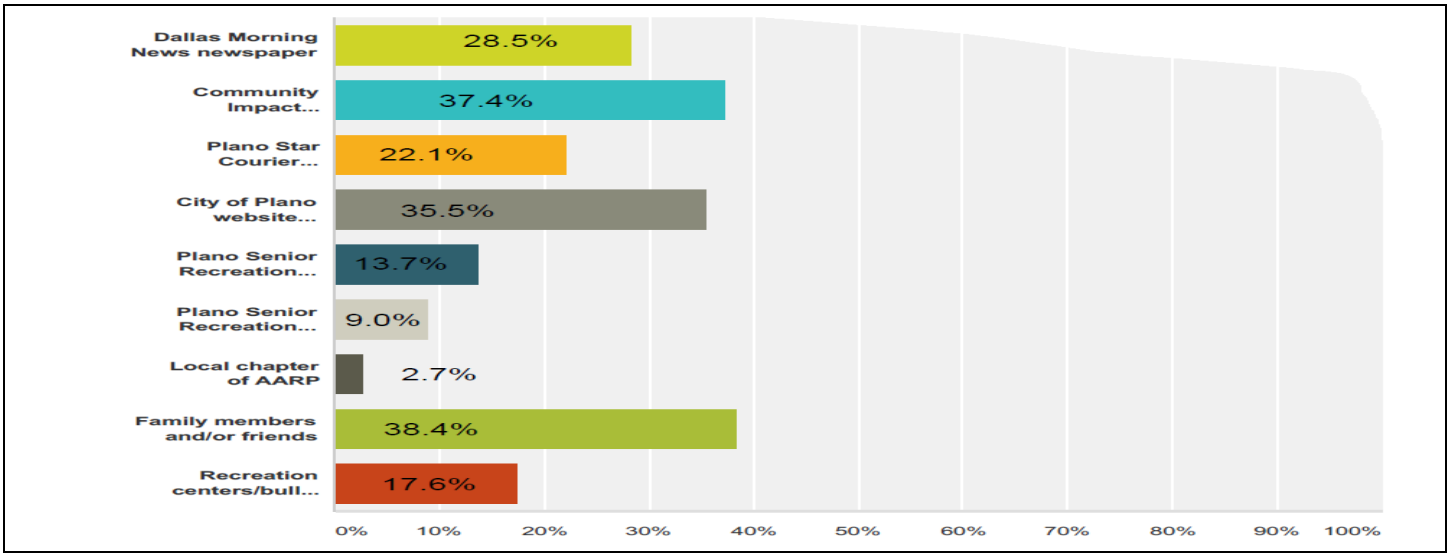
Females appear to be slightly more “very much aware” of these activities than males, but were equally “somewhat aware” and “not at all aware”. Lastly, those in zip codes 75075 and 75074 are “very much more aware” than those in other zip codes, perhaps because these zip codes are closer in proximity to the senior center.

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.?



Only 5% of the survey respondents are very much aware of the listed services available to the 55+ Plano population and 31.5% are somewhat aware. Almost 64% are not at all aware. Keep in mind that many of these services are offered through the Wellness Center. As in the previous question, the younger the respondent the lower the percentage of those who are very much aware. Given the high percentage of those who are not at all aware effort should be considered to increase communication about these services to Plano 55+ residents.

Q3 How do you learn about activities and services available to you in Plano? Select all that apply.

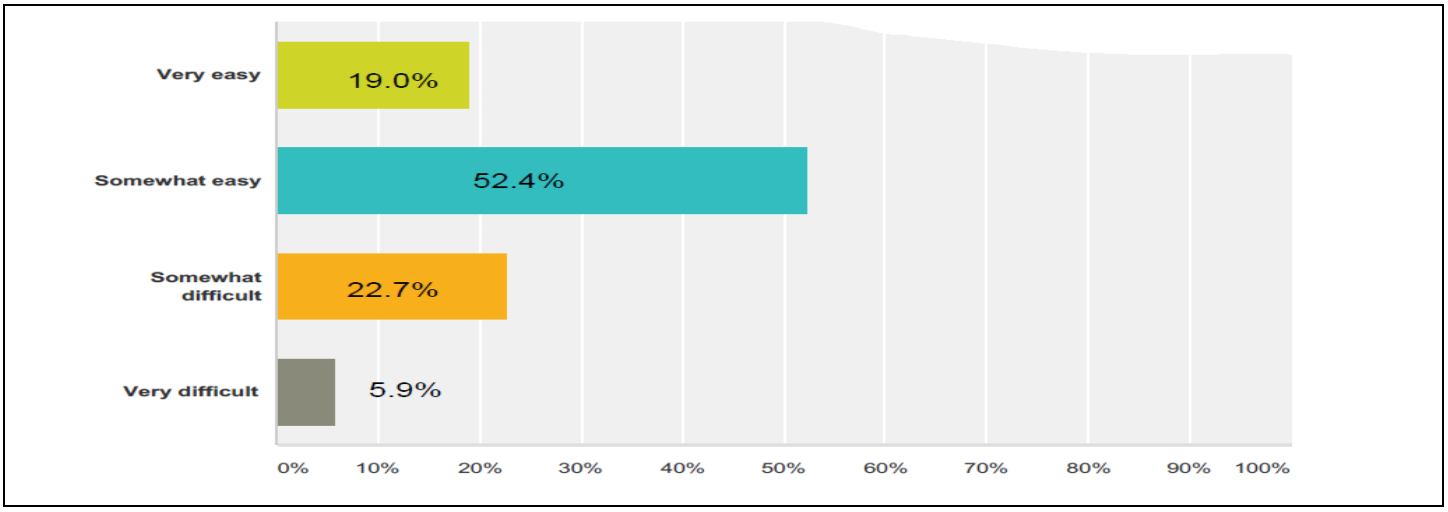


Answer Choices	Responses	
Dallas Morning News newspaper	28.49%	347
Community Impact newspaper	37.36%	455
Plano Star Courier newspaper	22.09%	269
City of Plano website (www.plano.gov)	35.47%	432
Plano Senior Recreation Center monthly bulletin (Trend Setter)	13.71%	167
Plano Senior Recreation Center website (www.planoseniorcenter.org)	9.03%	110
Local chapter of AARP	2.71%	33
Family members and/or friends	38.42%	468
Recreation centers/bulletin boards	17.57%	214
Total Respondents: 1,218		

Respondents indicated that they primarily learn about the activities and services available to them from family members and friends, the *Community Impact* newspaper, the City of Plano website, and the *Dallas Morning News*.

Out of 242 write-in comments many of which reflected the above categories, other ways in which respondents hear about activities and services, and in terms of frequency mentioned include *Nextdoor* neighborhood site (45), *Leisure* Magazine (20), *Plano Profile* (18), *Facebook* (17), Utility bill inserts (9), the Library (5) and emails.

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



More than 70% of the respondents find it easy to get an answer if they have a question about Plano's activities and services, while almost 29% find it difficult. Non-Caucasian ethnic groups have the greatest difficulty in getting answers.

Q5 Is there any particular issue you believe the city needs to address regarding activities and services for individuals 55+? Please be as specific as possible.

Based on a total of 544 comments the issues that respondents believe that the city needs to address include:

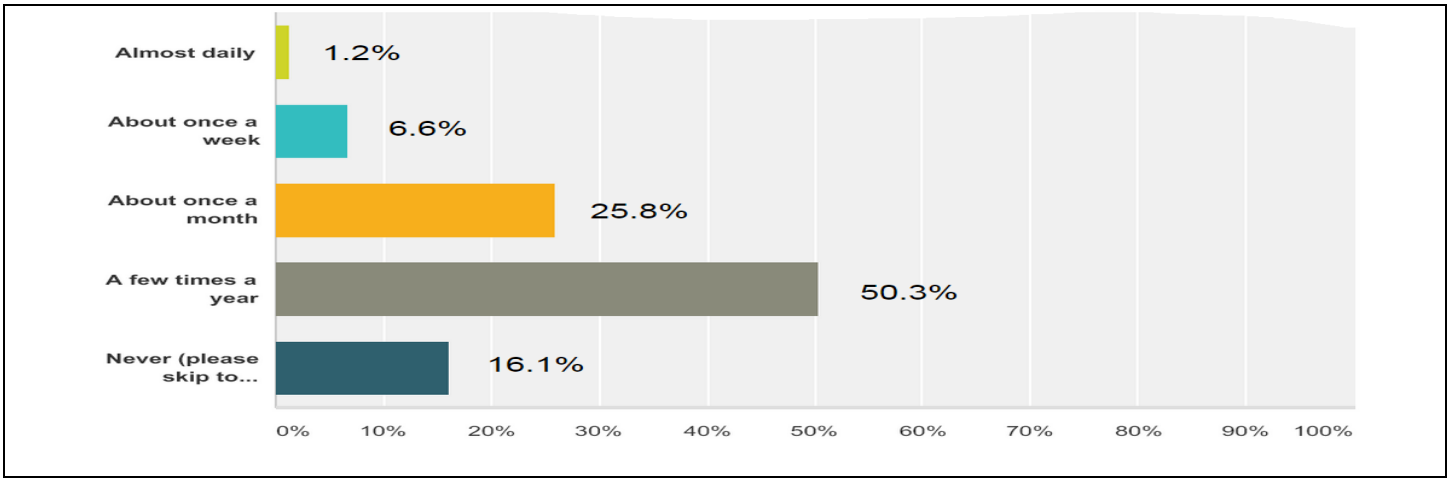
1. Recreation Centers:
    a. Plano needs a senior recreation center on the West side of town
    b. Provide more free and reduced priced classes, programs, and recreation memberships for seniors
    c. The Senior Recreation Center needs to stay open longer to accommodate working seniors
2. Provide free/low cost transportation for seniors
3. Lower property taxes
4. Provide help with home repair and yard maintenance

Some of the verbatim comments are as follows:

- Would like a senior center in West Plano; also, more activities for younger seniors (55-70)
- Expand social opportunities for new seniors -- age 60ish. Still active & healthy, somewhat isolated socially.
- More activities after work hours
- I strongly believe transportation for people who can no longer drive is crucial. Perhaps have shuttles that bring people to shopping centers, medical appointments, and the recreational centers for exercise. This would greatly improve the quality of life of senior citizens.

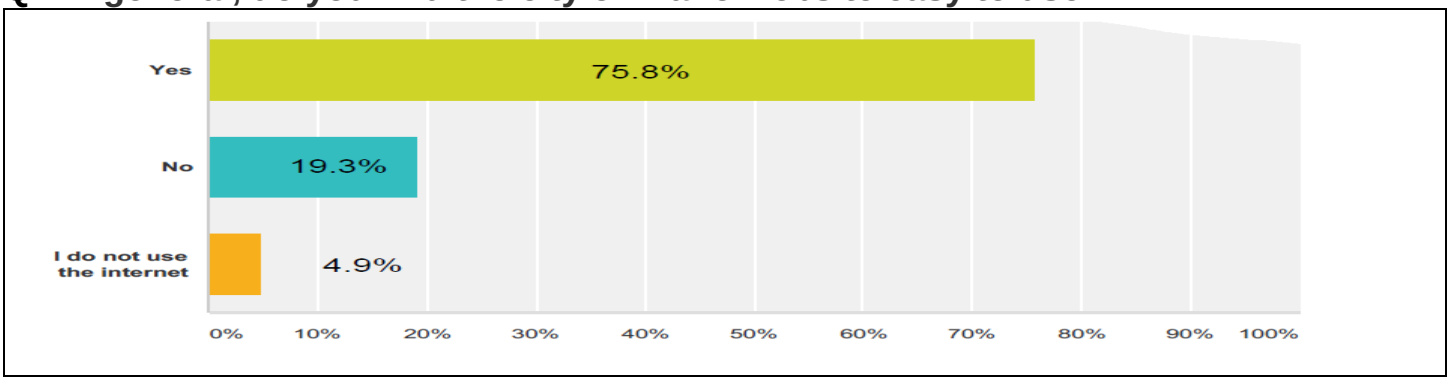
- The Senior Center is a half hour drive for me since I'm located in n.w. Plano. I would take more classes there if only they were offered closer.
- Please have activities for seniors in west Plano too. It seems like everything is in east Plano.
- How about activities for active, working seniors aged 55 to 65? Perhaps have a few things to get us together. We are the "tweens" of the senior set!
- Have more activities at senior center that are free to seniors.
- Senior activities and services on the west side of Plano.
- The city has some nice rec centers but the cost should be reduced more to encourage better health for the elderly. Give someone who is 65 or qualifies for Medicare a greatly reduced fee like $20 per year.
- The fees for the rec center are too high for those on fixed incomes.
- Think rec center classes are quite expensive. Would like to participate in more like yoga, Pilates, water aerobics but cost is prohibitive. Senior center is quite behind in terms of what other cities (Coppell) offers FREE to residents.

Q6 On average, how often do you visit the City of Plano website, www.plano.gov?



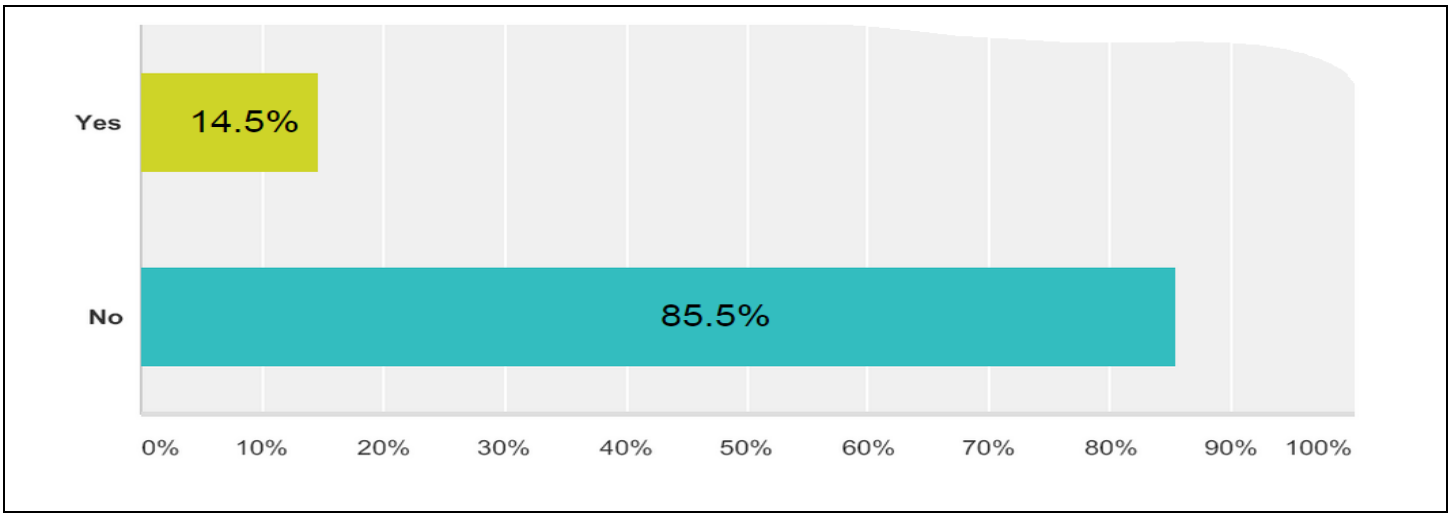
As of the month of October 2016 only about 8% of the Plano 55+ population said they visit the City of Plano website at least once a week, while another 26% said they visit the site about once a month. While the survey did not explore why the website was not visited more frequently the answer to this question might provide valuable insights into the city's communication efforts. In terms of demographics there were no significant findings other than a slightly higher percentage of males visit the website more frequently than females. Efforts to promote the website should continue.

Q7 In general, do you find the city of Plano website easy to use?



A majority, almost 76% of respondents find the city of Plano website easy to use, while 19% do not. Of those who did not find the website easy to use the highest percentage were caucasian.

Q8 Are you aware that the Plano Senior Citizens Advisory Board is available to help address issues and/or suggestions concerning individuals 55+?



Less than 15% of the respondents are aware that the Senior Citizens Advisory Board is available to help address issues and/or suggestions concerning individutals 55+. This suggests that additional communication about the Board and its functions may be in order.

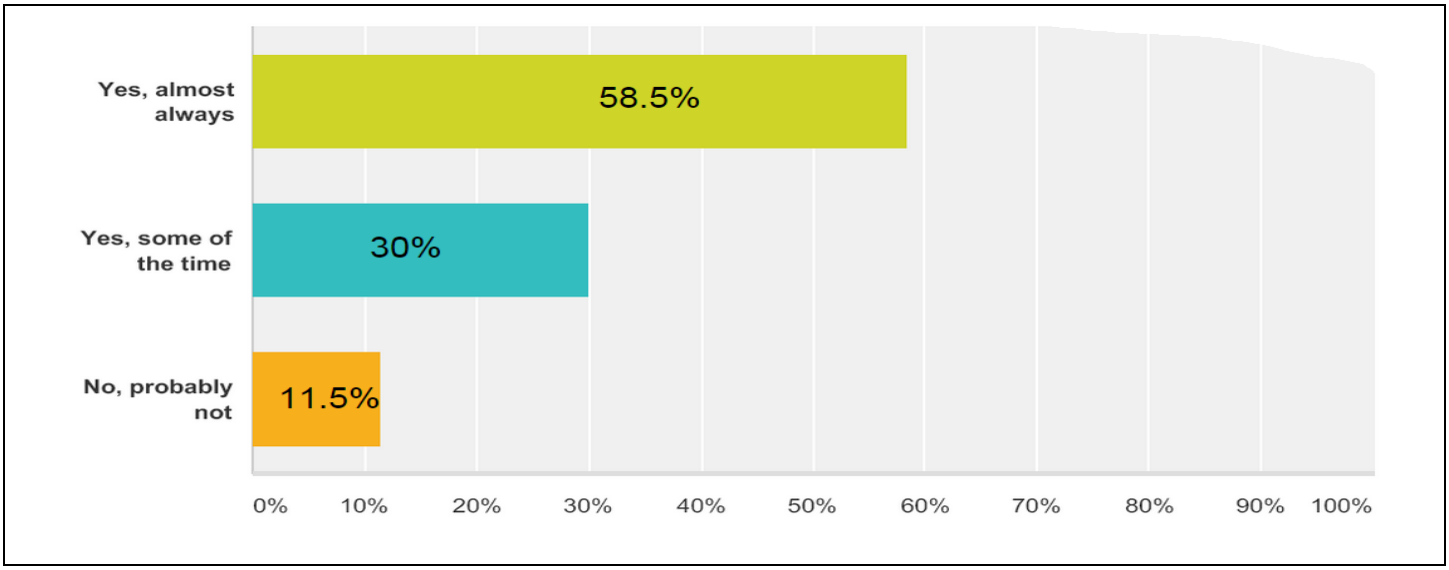
Q9 Currently, in which of the following areas would you be most interested in receiving assistance? (Check all that apply)

Property tax requirements, homestead, tax freezes, or deferrals	29.58%
Transportation	17.73%
Living alone independently	14.66%
Finding honest and trustworthy in-home care	14.58%
Learning about about activities and services in Plano	61.89%
Immunizations and routine medical tests	14.15%
Ongoing home and property maintenance	38.53%
Cell phone or internet	10.49%
Finding a reliable and trustworthy contractor to do home repairs	51.24%
Caring for a loved one	9.72%
Weekly or monthly shopping	4.77%
Finding employment	13.21%
Meal preparation	3.92%
Legal assistance (wills, trusts, powers of attorney, notary)	29.67%
Finding out who to contact about city services	26.77%
Medicare insurance supplements	18.58%
Finding someone to socialize and/or talk with	14.24%

Most frequently mentioned areas of interest for receiving assistance were (1) Learning about activities and services in Plano; (2) Finding a reliable and trustworthy contractor to do home repairs; (3) Ongoing home and property maintenance; (4) Legal assistance (wills, trusts, powers of attorney, notary); and (5) Property tax requirements, homestead, tax freezes, or deferrals; and (6) Finding out who to contact about city services. Aside from the remaining areas listed above other written comments included affordable housing, transportation, elder care assistance, and financial aid.

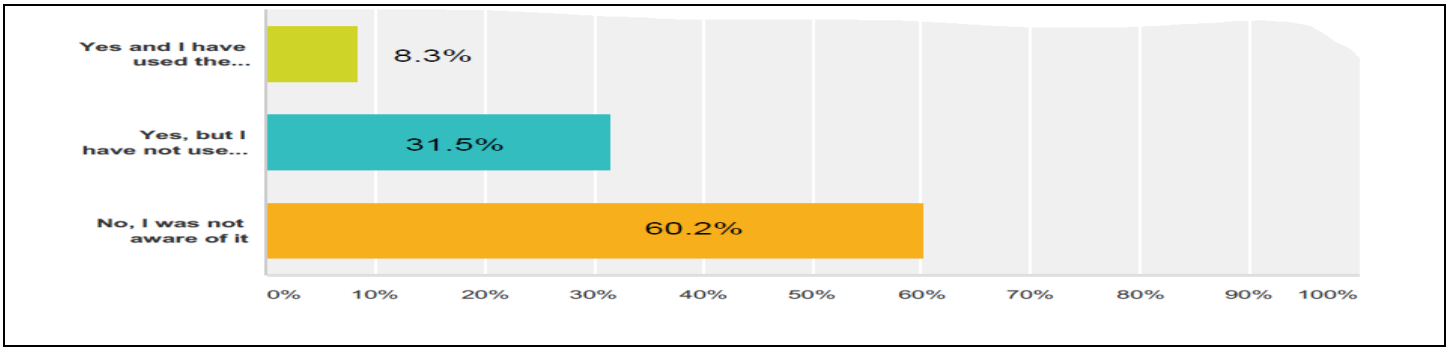
Because so many options were listed in the question, the write in respondents were quite varied with no real common thread observed other than a third of the responses said they were not interested in receiving assistance in any of the areas listed.

Q10 Do you have family or friends that you can count on for assistance if needed?



Based on these results there may be over 7,000 residents who have no one they can count on at any time if they need assistance, and another 20,000 who may only be able to get assistance some of the time. This may be an important area for future focus. The 75074 zip code has the highest percentage (19%) of respondents indicating that they did not have anyone that they could count on if they needed assistance. There were no significant differences across age groups.

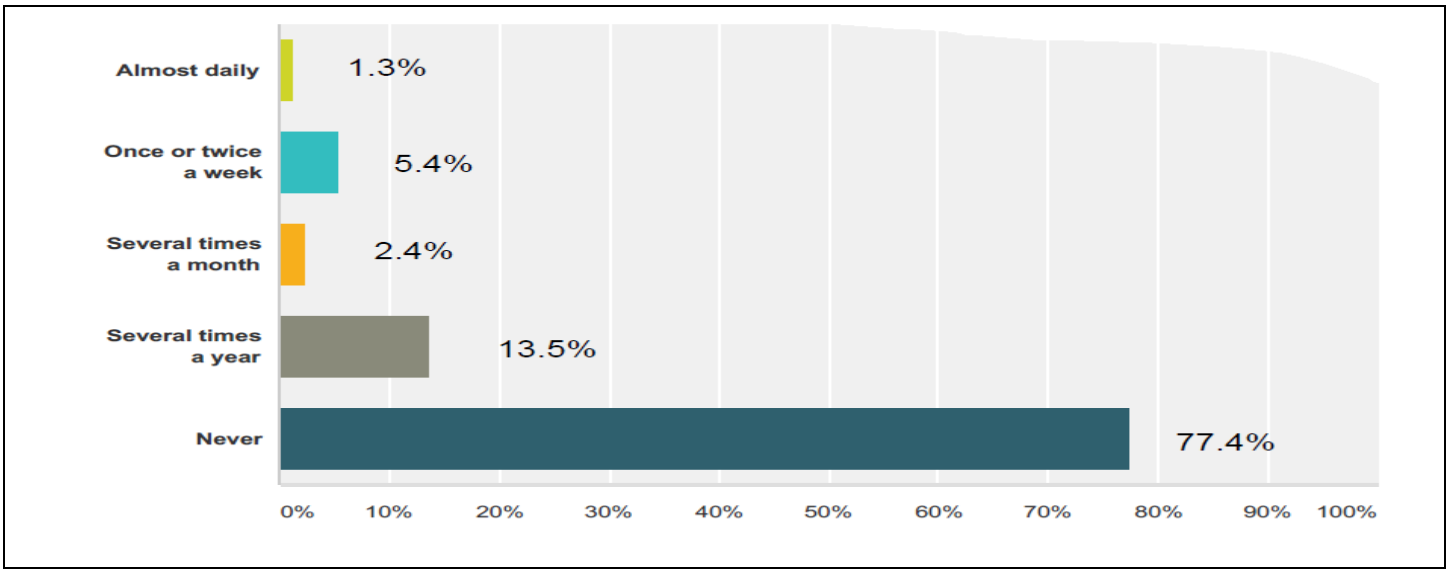
Q11 Are you aware of the Wellness Center for Older Adults located in the Plano Senior Recreation Center?



A total of 60% of the 55+ Plano residents are not aware of the Wellness Center for Older Adults. Not surprisingly, the younger the respondent, the less likely they were to be aware of the Wellness Center. Respondents from Asia and Hispanics are less aware than the other ethnic categories; and, those in zip codes 75024 and 75093 have a lower awareness level than the other zip codes perhaps reflecting a younger demographic.

If the intent is to expand the awareness of the Wellness Center efforts should be directed at the western and northeastern areas of Plano. There was also an indication that many residents are not fully aware of the services offered by the Wellness Center as the name of the center may present a health-related purpose.

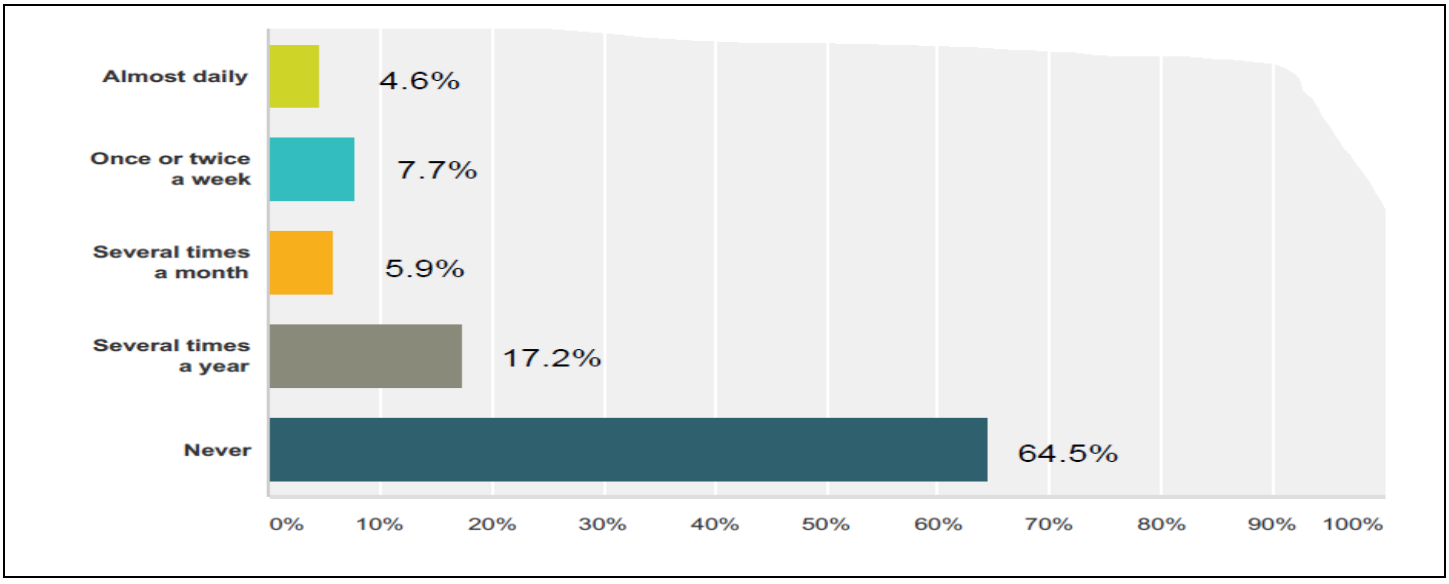
Q12 How often do you visit the Plano Senior Recreation Center?



A surprising 77% of the 55+ population never visit the Plano Senior Recreation Center and another 14% rarely do. Eighty-four percent of males never visit, while 74% of females never visit. Those who visit most frequently are from zip codes near the Center (75075) and those who do not live in zip codes in areas away from the Center (75024, 75025, and 75093). Attendance at the Center is also a function of age; the older the resident, the more likely they are to attend the Senior Center.

Based on write-in comments there were a number of individuals who expressed interest in having a senior recreation center located to the West and North of the current Senior Recreation Center…near the above mentioned zip codes. This may be worth consideration in future planning discussions.

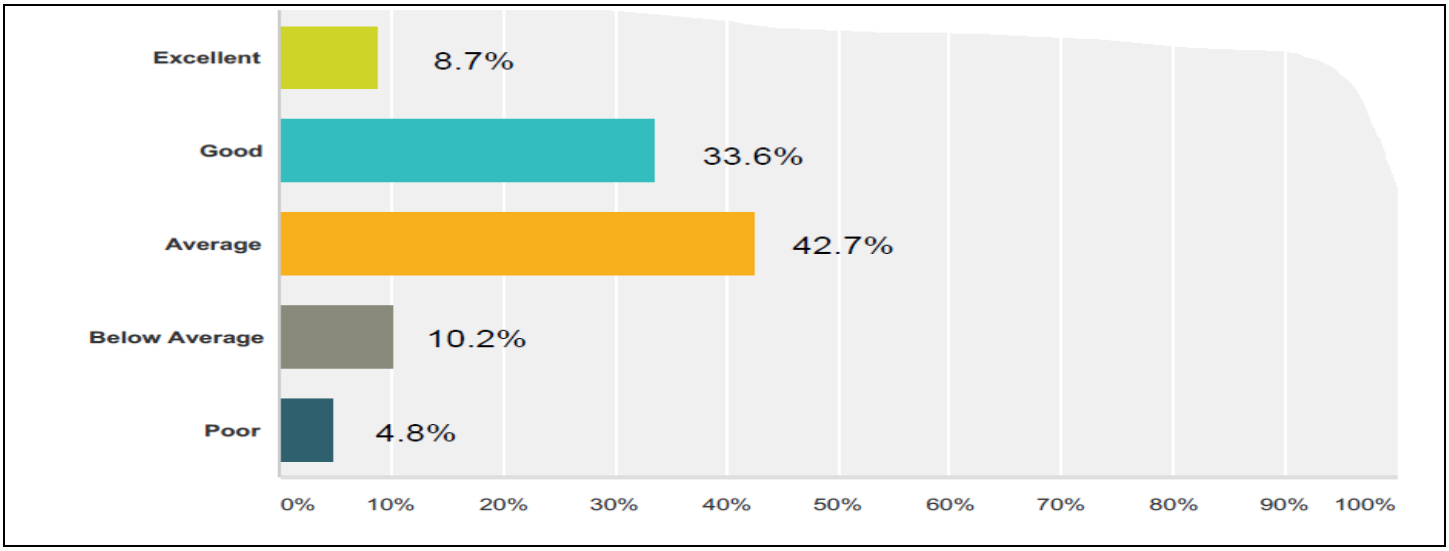
Q13 How often do you visit a Plano Recreation Center other than the Plano Senior Recreation Center?



While the frequency of visits to a Plano recreation center is far greater than to the Plano Senior Recreation Center more than 80% of the 55+ population rarely or never visits one of these centers. Efforts to promote the various activities and recreational opportunities available to Plano residents should continue as well as identifying activities that appeal to the residents who expressed interests in their open-end answers such as “more activities for younger seniors (55-70)” or “Expand social opportunities for new seniors -- age 60ish. Still active & healthy, somewhat isolated socially” and/or “Offer more evening activities for those who are still working.”

Seniors over the age of 80 are less likely to visit recreation centers other than the Senior Recreation Center. The 55-65 age group appears to be fertile ground for increasing participation at the various recreation centers. There was no significant difference in attendance across zip code regions. However, a higher percentage of males than females do visit the recreation centers.

Q14 Overall, how would you rate Plano in addressing the needs of individuals 55+?



This question was intended as a baseline for future surveys. In 2016 42% of the respondents said that Plano does a “Good” or “Excellent” job of addressing the needs of individuals 55+, and another 42% said that the city did an “Average” job. Only 15% considered the city to be “Below Average” or “Poor.”

In general, the older the age group, the more favorable the rating. Ratings by males were slightly more favorable than females. In terms of ethnicity the differences in terms of favorability were not significant although the ratings by the Asians/ Pacific Islanders were slightly less favorable. Continued effort to improve communications and expand programs should have a positive affect on this baseline rating.

Q15 What could Plano do better to address the needs of individuals 55+?

Out of 461 responses to this question the most common two themes were:

1. Communicate more with seniors
2. Provide free/reduced price transportation

Representative comments include:

- Make communication and information more available.
- Perhaps the services are there, but no one knows about them. Get the word out! Social media is BIG!
- Have a weekly newsletter sent to emails; maybe have a separate senior citizen lobbying group to address issues within the city.
- Start interacting with us to find out needs and solutions. This survey is a good start. Host a happy hour info session. Don't assume we are all retired and available during the day. Many of us work.
- The first step is educating this group on the services and resources that the City of Plano provides to this group! Billing inserts is one way. A special mailing to Plano residents is another.
- Transportation continues to be a major problem for seniors who no longer drive. Public transportation isn't effective, particularly for those who are wheelchair or walker dependent. Also, we find it challenging to find affordable senior housing.
- I wish there was at least as much info easily available for seniors as there seems to be for all the other services to younger families.
- It would be helpful if information regarding seniors would be provided via a PUSH e-mail method rather than a website PULL method. It would provide for much more timely and relevant information.
- Have a monthly calendar showing daily activities for each day of the month, plus planned trips and special events. It would be much easier to follow than your booklet.
- Need referrals for senior discounted rates, especially for home maintenance and repairs. Need website for seniors only - would be nice to have a senior forum, "want" ads, blog posts etc. for seniors to connect to more seniors.
- Communicate - most of my answers are related to not knowing about it.
- Send out emails to interested people to promote the activities and services.
- Since many of us participate in nextdoor.com, perhaps posting there.
- We are not fully aware of what services are available or where to look for information.
- Lived here since 1987 never knew anything about what is available for Seniors - let us know - maybe include info in utility bills like you do about many other things.

Q16 What concerns you most today? (Select all that apply)

Answer Choices	Responses
Having reliable transportation	16.22%
Having affordable housing	21.65%
Having access to important information	41.34%
Having access to affordable health care	37.87%
Staying healthy	69.61%
Keeping up with technology	35.98%
Being able to manage finances	18.74%
Remaining in my home	31.97%
Avoiding social isolation	22.36%
Other (please specify)	9.92%

Staying healthy was the most frequently mentioned concern according to almost seventy percent of the respondents. Also of concern was having access to important information (41%), having access to affordable health care (38%), keeping up with technology (36%), and remaining in their home (32%). Other concerns that were written in as comments include, in order of frequency of mention, increasing property taxes, feeling safe and secure, routine home maintenance, affordable housing, the increasing traffic in the city, and caring for a loved one.

There were 126 write-in comments of which the most frequently mentioned as a concern included:

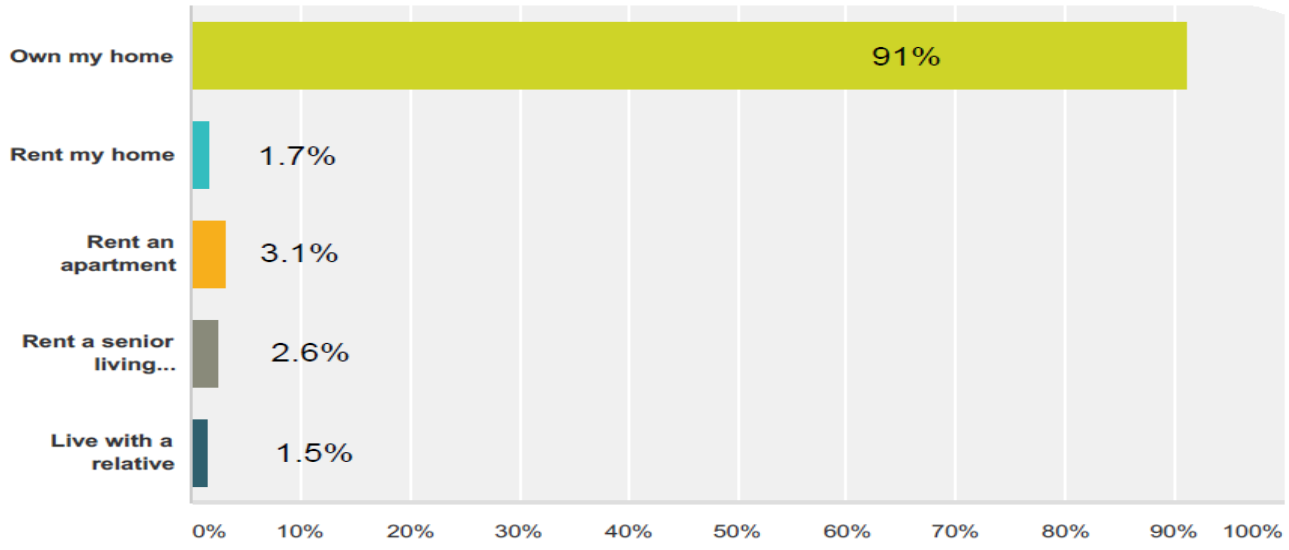
1. Being able to stay in my home/Affordable housing alternatives
2. Rising taxes
3. Safety within our community
4. Traffic congestion

Representative comments included:

- Low maintenance, single level, small lot, senior development that is not a retirement community. Many of us that raised our families here want to stay here but do not need large homes. Our children are moving to other cities so Plano is serving an older population.
- Desperately need affordable senior housing. Why so many apartments but none designated senior.
- We own our home, but property taxes on our home are absurd for someone on a fixed income as everything else continues to rise except our income
- Taxes on other people's homes are getting so high that when they get their Sr discount on taxes they will not be able to stay in their homes. What can be done about that?
- Would love some active senior living developments, smaller one-story homes. Seems like the homes being built are apartments and gigantic 2-story homes. There are lots of healthy, active seniors who would like to downsize.
- Home repairs for seniors. Many of us have lived in our homes for 35-40 years. When we purchased our homes we often had 2 incomes, and now to death of a husband or wife we only have one fixed income. Home repairs are maybe my biggest issue.

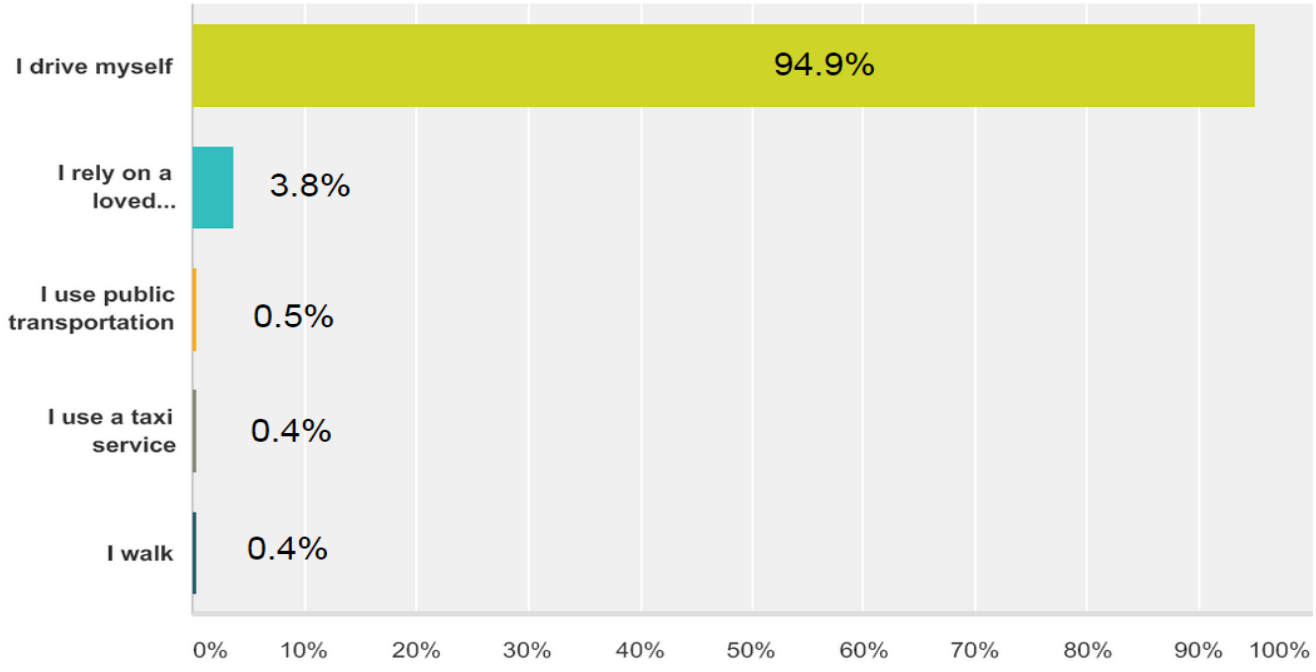
Demographics

Q17 Where do you reside?



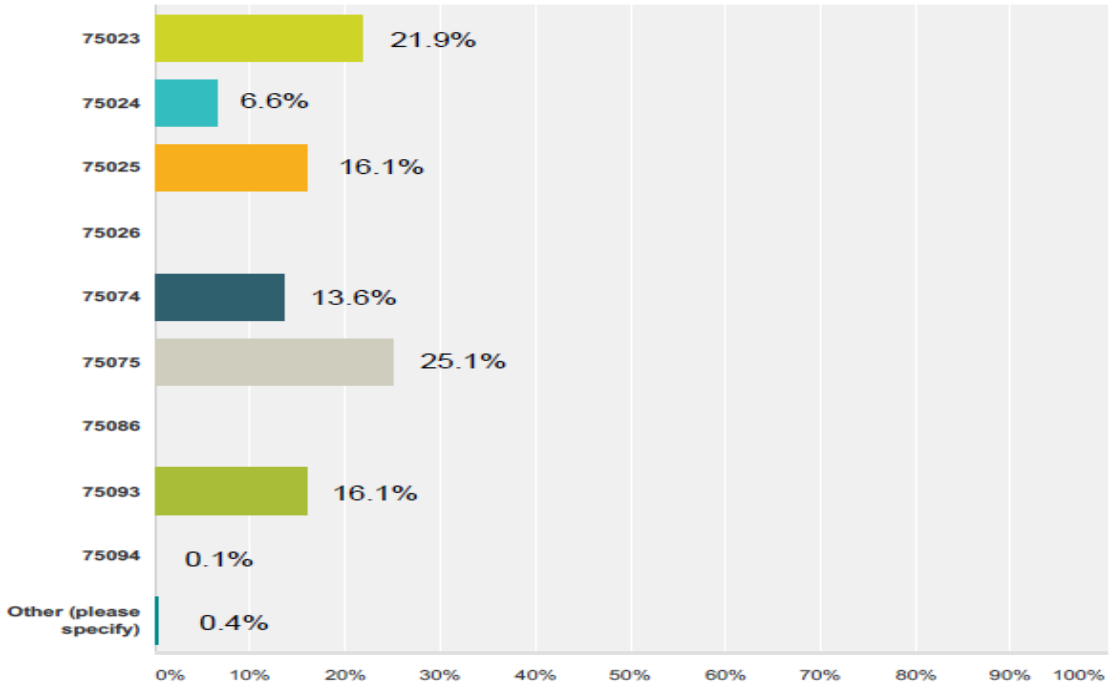
The overwhelming majority (91%) of the survey respondents own their own home.

Q18 What is your most common method of transportation?



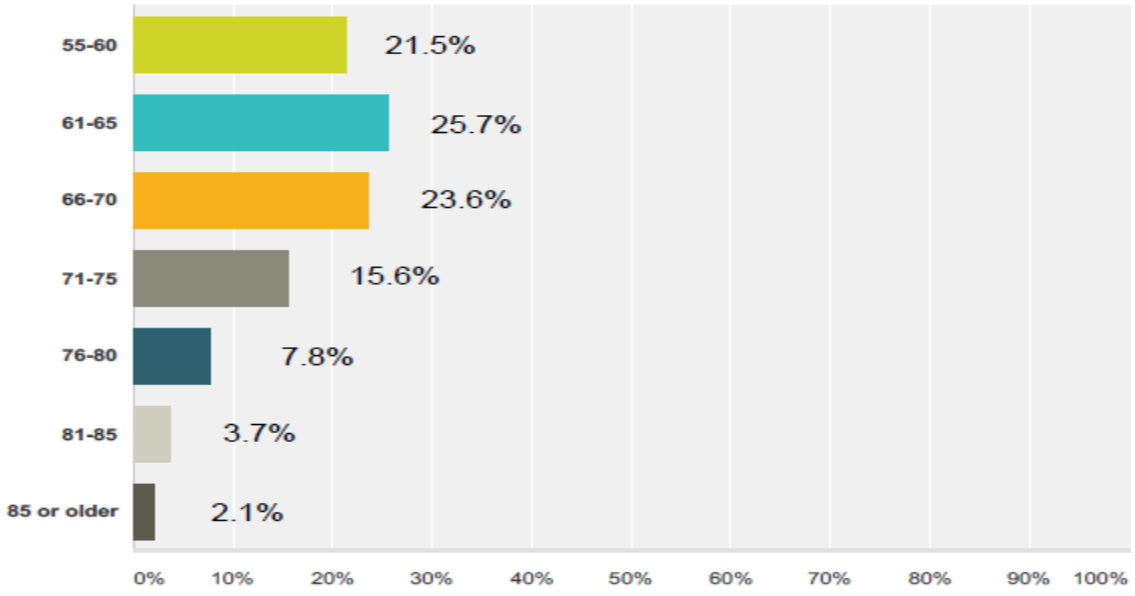
Clearly, based on the chart above, the majority of the survey respondents use their own vehicles for their transportation, while only 4% rely on a loved one.

Q19 What is your zip code?



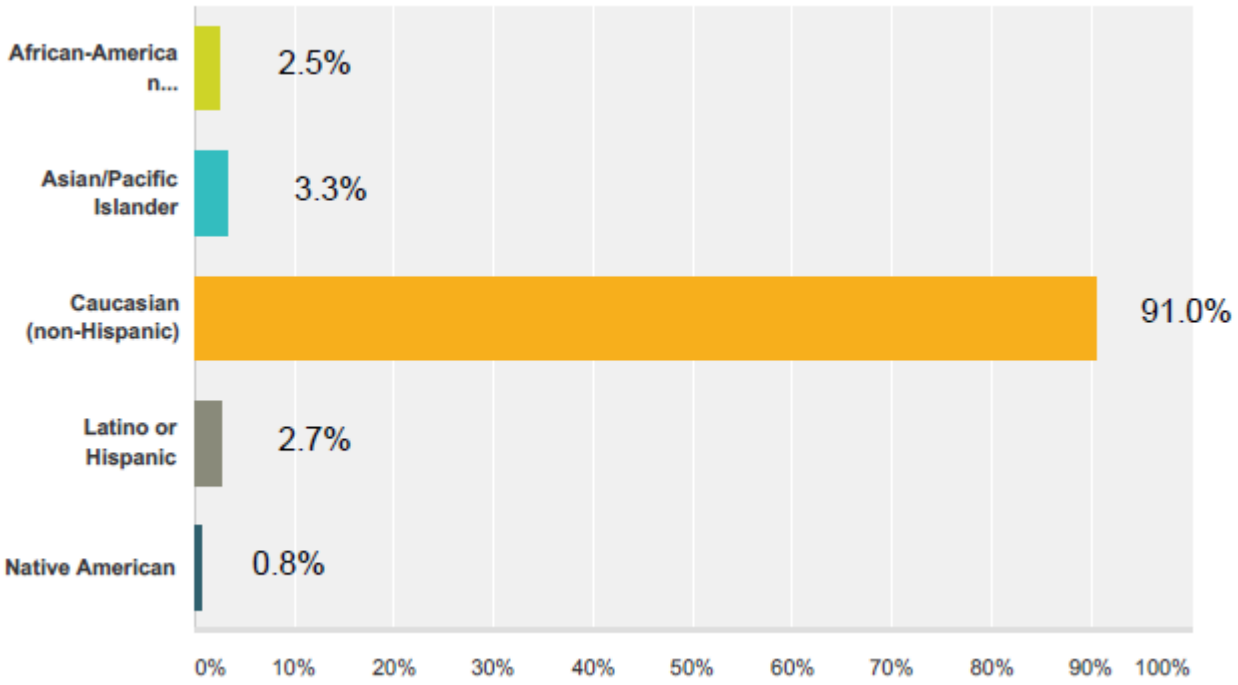
There was good respondent representation across most zip code regions although responses were fewer in 75024 accounting for only 6.6% of the respondents.

Q20 What is your age group?



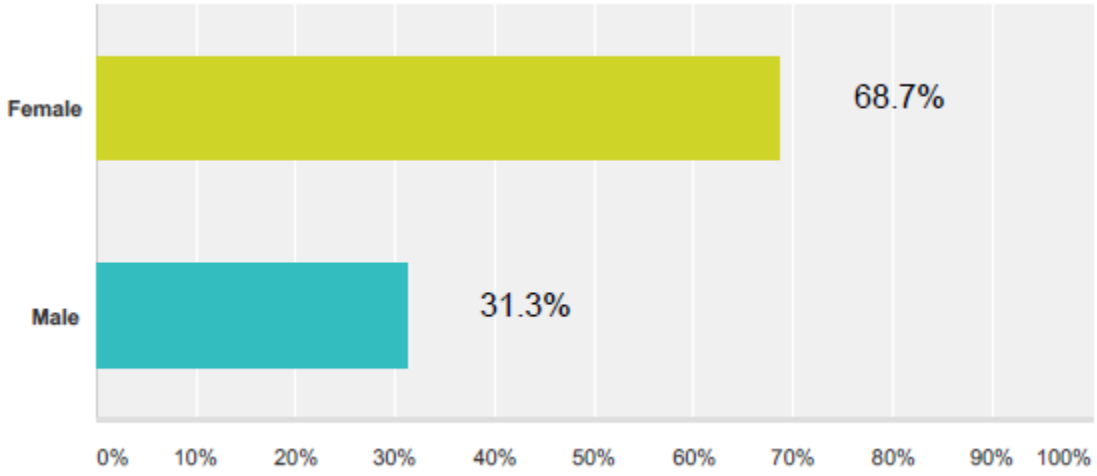
Survey respondents were well represented across all age groups although low participation among the oldest age groups may be due to less familiarity with the use of the internet.

Q21 How would you describe yourself?



Ninety-one percent of the respondents were caucasian. Most all other ethinic categories were represented by 2.5-3.3% of the respondents. Thirty nine respondents did not elect to select a racial category.

Q22 What is your gender?



Slightly more than two-thirds of the respondents were female, more than twice as many as males.

Appendix A

Survey

2016 Plano 55+ Survey

Please take a few minutes to share your thoughts with us about areas that may be of importance to you. 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. Thank you.

1. To what degree are you aware of 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 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? ***Select all that apply.***

- ☐ ***Dallas Morning News*** newspaper
- ☐ ***Community Impact*** newspaper
- ☐ ***Plano Star Courier*** newspaper
- ☐ City of Plano website (www.plano.org)
- ☐ Plano Senior Recreation Center Monthly Bulletin ***(Trend Setter)***
- ☐ Plano Senior Recreation Center website (www.planoseniorcenter.org)
- ☐ Local chapter of AARP
- ☐ Family members and/or friends
- ☐ Recreation Centers/bulletin boards
- ☐ Other _____

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. Is there any particular issue you believe the city needs to address with regard to activities and services for individuals 55+? ***Please be as specific as possible.***

_____

_____

6. 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

7. In general, do you find the city of Plano website easy to use?

☐ Yes ☐ No ☐ I don't use the Internet

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

☐ Yes ☐ No

9. Currently, in which of the following areas would you be most interested in receiving assistance? (*Check all that apply)*

- □ Medicare or Medicaid programs
- □ Property Tax Requirements, homestead, tax freezes, or deferrals
- □ Transportation
- □ Living alone independently
- □ Finding honest and trustworthy in-home care
- □ Learning about activities and services in Plano
- □ Immunizations and routine medical tests
- □ Ongoing home and property maintenance
- □ Cell Phone or Internet
- □ Finding a reliable and trustworthy contractor to do Home repair
- □ Caring for a loved one
- □ Weekly or monthly shopping
- □ Finding employment
- □ Meal preparation
- □ Legal assistance (Wills, Trusts, Powers of Attorney, Notary)
- □ Finding out who to contact about city services
- □ Medicare Insurance supplements
- □ Finding someone to socialize and/or talk with
- □ Other *(please specify)* _____

10. 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

11. Are you aware of the Wellness Center for Older Adults located in the Plano Senior Recreation Center?

☐ Yes, and I have used the Wellness Center. ☐ Yes, but I have not used it. ☐ No, I was not aware of it.

12. How often do you visit the Plano Senior Recreation Center?

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

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

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

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

☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

15. What could Plano do better to address the needs of individuals 55+?

_____

_____

16. What concerns you most today? (*Select all that apply)*

- ☐ Having reliable transportation
- ☐ Having affordable housing
- ☐ Having access to important information
- ☐ Having access to affordable health care
- ☐ Staying healthy
- ☐ Keeping up with technology
- ☐ Being able to manage finances
- ☐ Remaining in my home
- ☐ Social Isolation

☐ **Other** _____

Please tell us about yourself.

17. Where do you reside?

☐ **Own my home** ☐ **Rent my home** ☐ **Rent an apartment** ☐ **Rent Sr. Living Apartment** ☐ **Live with relative**
☐ **Other** ***(please explain)*** _____

18. What is your most common method of transportation?

☐ **I drive myself** ☐ **I rely on a loved one or friend** ☐ **Public transportation** ☐ **taxi service** ☐ **Walk**
☐ **Other** ***(please explain)*** _____

19. What is your zip code? _____

20. What is your age group?

☐ **55+60** ☐ **51+65** ☐ **66+70** ☐ **71+75** ☐ **76+80** ☐ **81-85** ☐ **85 or older**

21. How would you describe yourself?

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

22. **What is your gender?**

☐ **Female** ☐ **Male**

Thank you very much for sharing your thoughts with us!

The Senior Citizens Advisory Board