



# FINDINGS REPORT

## Age-Friendly Columbus

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# Findings Report:

## Executive Summary

Central Ohio's 65+ population is expected to double in the next 35 years. This poses a great opportunity for the region to ensure that as people age and their abilities change, the region is able to provide easy access to services, amenities, and opportunities. Working within the World Health Organization and AARP Livable Communities guidelines, Age-Friendly Columbus will work toward implementing improvements in 8 focus areas, or Domains. Over the course of 2 years, this project will assess the age-friendliness of Columbus and result in a strategic plan to guide the City's and Central Ohio's efforts to maintain and promote a high quality of life for all residents.

### The Eight Domains of Age-Friendly Columbus

- Communication and Information
- Community Support and Health Services
- Employment and Civic Participation
- Housing
- Outdoor Spaces and Buildings
- Safety and Emergency Preparedness
- Social Participation, Respect, and Inclusion
- Transportation



## THEMES

The first year (2016) of the initiative focused on assessing the age-friendliness of Columbus. Research, field work, and outreach resulted in several themes which are consistent with other studies relevant to the age-friendliness of Columbus and beyond. Some of its major themes are outlined below and will drive the creation of a strategic plan during the second year (2017) of the Age-Friendly Columbus initiative.

### Community connections

Columbus is a diverse community with representation from a multitude of age groups, cultures, races, and ethnicities. Age-Friendly Columbus and its partners can bolster the benefits of this diversity by creating intergenerational connections, reducing negative stereotypes against older adults, and increasing neighborhood safety.

### Housing

Columbus offers a range of housing options for its residents' varying needs and preferences. A clear understanding of the affordability, design, and age-friendliness of Columbus' housing stock will help its residents, leaders, developers, and others work together to assure that people have housing options in their neighborhoods as they age.

Additionally, while the continued growth of Columbus and Central Ohio is a major success, commitment to working together to reduce the rate of displacement, foreclosure, and evictions of our most vulnerable residents is critical to sustaining age-friendliness.

### Mobility

The majority of older adults in Columbus drive themselves as their main mode of transportation. As their preferences and abilities change, Columbus and regional transportation partners can collaborate to ensure that people have other options of getting around. At a neighborhood level, connected and complete sidewalks are essential to encouraging and enabling residents – no matter their age – to walk and use public transportation.

### Personal Preparation

While current conditions are largely favorable for older adults in Columbus, research shows that they may not be adequately planning for the future with regard to finances, housing, medical resources, long term services and supports, transportation, and social support networks.



## STRENGTHS & CONCERNS

### Strengths Identified by Columbus' Older Adults:

- Older residents find the city to be a good place to age
- Columbus has many options for long-term services and supports
- Older residents want to be engaged as partners for making Age-Friendly improvements
- Columbus has a strong network of neighborhood-based grass-roots organizations, such as Villages, Settlement Houses, and Neighborhood Pride Centers, that support aging-in-place and intergenerational connections

### Concerns Identified by Columbus' Older Adults:

- Older residents are concerned about the fast-paced growth of the city and the potential negative effects it could have on affordable and accessible housing
- Resources and safety-related disparities exist across neighborhoods
- Mobility challenges and reliance on personal vehicles need to be addressed
- There is a perception of ageism and negative stereotypes of older adults in the community
- There is a lack of preparation for individuals' changing needs and preferences over time

**“The results of the Age-Friendly Columbus survey indicate a varied and vibrant older adult community largely satisfied with the services and amenities available to them. Protecting and building upon those assets will be critical as the Age-Friendly Columbus initiative moves forward.”**

*Age-Friendly Columbus Survey Report, The Center for Community Solutions*



THE COLUMBUS  
FOUNDATION



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# Chapter 1:

## Background

In light of the findings of insight2050 that indicate that Central Ohio's population of 65 years or older is expected to double over the next 35 years, the Mid-Ohio Regional Planning Commission (MORPC) initiated conversations with Central Ohio communities, and more specifically with the City of Columbus, about the importance of incorporating age-friendly components into the revitalization of their downtowns and neighborhoods. MORPC strives to assure that people can remain in their neighborhoods and live a high quality of life independently and with easy access to services, amenities, and community involvement opportunities as they age. The Age-Friendly Columbus initiative is a major step in ensuring that older adults can remain in their own environments and live an active and safe lifestyle in Columbus and beyond.



The first year (2016) of the initiative focused on assessing the age-friendliness of Columbus through research, field work, and outreach within the context of the eight Domains as outlined by AARP in partnership with the World Health Organization (WHO). The WHO Global Network for Age-Friendly Cities and Communities was established to foster the exchange of experience and mutual learning between cities and communities worldwide. AARP was designated as the US affiliate and created the Livable Communities Network to support the efforts of neighborhoods, towns, cities and rural areas to become great places for all people. Together, these organizations support the international effort toward making a more age-friendly world.

This Findings Report outlines the assessment process and its results and serves as the basis for the development of the strategic plan during the second year (2017) of the initiative. The strategic plan outlines the Age-Friendly Columbus vision and mission, goals for ensuring that Columbus embraces age-friendliness as a core value of its programs and services to residents, and both site and service-specific action items for Columbus and its partnering agencies. Furthermore, it contains recommendations that are broader, policy-based, and applicable to other communities around the region.



## THE EIGHT DOMAINS

## 1.1

The Domains, or topic areas, of Age-Friendly Columbus include:

**Communication and Information:** Recognize that older adults communicate and receive information in various ways which may be different than other age groups to ensure they have access to programs and services that meet their needs.

**Community Support and Health Services:** Ensure that older adults are able to access and afford the community and health services that they require.

**Employment and Civic Participation:** Provide ways older people can, if they choose, work for pay, volunteer their skills, and be actively engaged in community life.

**Housing:** Ensure that older adults have access to affordable, accessible, and safe housing options in the neighborhood of their choice.

**Outdoor Spaces and Buildings:** Provide safe and accessible indoor and outdoor places for older adults to gather and utilize. These include, but are not limited to, parks, sidewalks, public buildings, and community support and/or health services facilities.

**Safety and Emergency Preparedness:** Provide safe and accessible indoor and outdoor places for older adults to gather and utilize. These include, but are not limited to, parks, sidewalks, public buildings, and community support and/or health services facilities.

**Social Participation, Respect, and Inclusion:** Honor what each older adult has to offer and encourage participation regardless of age, ethnicity, or race. Provide purposeful opportunities that are accessible, affordable, and person-centered.

**Transportation:** Ensure that older adults can get to where they need to go affordably, safely, and easily by using a multi-modal transportation system.

## AGE-FRIENDLY COLUMBUS LEADERSHIP

1.2

Over 125 individuals were directly engaged in the Age-Friendly Columbus initiative in the first year to provide input and guidance on the direction of the project. These individuals served on three sets of groups: Advisory Council, domain-related subcommittees, and the 50+ Residents Council.

The Advisory Council was established to guide Age-Friendly Columbus overall, providing direction to staff. The eight subcommittees each focus on respective Domains, with subject area representatives from Columbus departments and other Central Ohio entities. The 50+ Residents Council is comprised of Central Ohio residents ages 50 and older who ensure that Age-Friendly Columbus is planning with, not for, the older adult community in Columbus. Members of the 50+ Residents Council serve on subcommittees and also meet separately as their own group. The 50+ Residents Council empowers Central Ohio's older adults to influence change in their neighborhoods and city.

All of the individuals who served on these groups are referred to as the Age-Friendly Leadership. They were integral in the assessment period of the project. Throughout 2016, they provided guidance and information to staff, and assisted with outreach and engagement.



Age-Friendly Columbus Leadership and funders celebrate the kick-off of the initiative at Columbus City Hall.



## ASSESSING COLUMBUS' AGE-FRIENDLINESS

1.3

The assessment process spanned Year 1 (2016) of the Age-Friendly Columbus initiative. It included four main components: collection of existing information and studies, surveying of Columbus' older adult population, pilot neighborhood engagement, and focus group facilitation.

### Existing Information and Studies

Age-Friendly Leadership and staff worked together to collect existing information and studies relevant to the aging population in Columbus. This type of research included secondary literature review (especially related to other cities' age-friendly community initiatives), studies conducted by various agencies in Central Ohio that relate to our aging demographics and the eight domains, as well as Census and general services, housing, and infrastructure data.

The following studies and resources were most commonly utilized during the assessment. Full citations are included in the References section.

- [AARP Livable Communities](#)
- Central Ohio Older Adult Needs Assessment
- Franklin County Health Map 2016
- [insight2050](#)
- Meeting the Challenges of an Aging Population with Success
- [World Health Organization: Toward an Age-Friendly World](#)

### PARTS OF THE ASSESSMENT

1. Existing Data
2. Survey
3. Pilot Neighborhoods
4. Focus Groups

## Survey

The Center for Community Solutions (CCS) was engaged by MORPC and AARP Ohio to collect feedback and information from Columbus residents over the age of 50 via surveys. Through a comprehensive representative survey and a shorter convenience sample survey, older adults were asked about the eight age-friendly Domains. Survey results reflect the impressions of older adult residents about amenities, services, barriers, and challenges within their neighborhood (also see Appendix A for full survey results report).

## Pilot Neighborhoods

The "Challenges of an Aging Population with Success" study identified the areas within Franklin County that have a dense and vulnerable population of older adults. Based on the study's findings, Age-Friendly Leadership chose four pilot neighborhoods on which to focus initially: Hilltop, Linden, the Near East Side, and Beechwold. While all of these neighborhoods show a relatively high density of older adults compared to the rest of the county, Beechwold was the only one of the four selected areas that is currently not identified as a vulnerable neighborhood. However, it was selected as a pilot neighborhood to study their risk for vulnerability in the future.

Staff, Age-Friendly Leadership, and volunteers worked with older adults in two of the four neighborhoods in Year 1: Beechwold and Linden. Through focus groups, walk audits, and casual conversations, neighborhood-specific strengths and weaknesses were identified. Both the Hilltop and Near East Side will receive focused attention in early Year 2.



Visitors to the 2016 *Employment for Seniors Annual Career Expo* take a break to fill out the convenience sample survey.

## PILOT NEIGHBORHOODS

1. Hilltop
2. Linden
3. Near East Side
4. Beechwold



## Focus Groups

Staff, Age-Friendly Leadership, and volunteers facilitated focus groups with older adults who may not have received the survey, such as the refugee and immigrant population. The focus groups' objectives were to more deeply discuss questions pertaining to the eight Domains.

Chapters 2-4 of the Findings Report provide more details on the findings of the survey, Pilot Neighborhoods efforts, and focus groups.



Older adults from Columbus' Senior Companions Program of Catholic Social Services participate in a focus group.



## Chapter 2:

### Survey

The Center for Community Solutions (CCS) was engaged by MORPC and AARP Ohio to collect feedback and information from Columbus residents over the age of 50 via surveys. Through a comprehensive representative survey and a shorter convenience sample survey, older adults were asked about the eight age-friendly Domains. Survey results reflect the impressions of older adult residents about amenities, services, barriers, and challenges within their neighborhood.

A full report of the surveying process and results is included as Appendix A: Survey Report.



## SURVEY HIGHLIGHTS

## 2.1

The Center for Community Solutions noted two overarching highlights from the survey:

- Most older adult residents of Columbus (71 percent) rate the city as an excellent or good place for people to live as they age, compared to 56 percent of older residents who rated their neighborhood as an excellent or good place. Favorable impressions of Columbus increase slightly as income and age increases. However, one-in-five older adults earning less than \$25,000 per year said their neighborhood is a poor or very poor place for people to live as they age, which could reflect the fact that lower-income neighborhoods often have fewer amenities.
- Columbus older adults are active and independent and aware of the many age-friendly amenities the city has to offer. While current conditions are largely favorable for older adults in Columbus, survey responses to certain questions raise concerns about whether older adults are adequately planning for the future.

Other highlights are organized by Domain.

### Outdoor Spaces and Buildings

- Data collected through the survey suggest varied experiences with outdoor buildings and spaces among older adults in Columbus. Most older adults in Columbus report well maintained and accessible public buildings and facilities.
- Much time spent outdoors and visiting public spaces involves walking to and from locations. In Columbus, 52 percent of older adults indicated sidewalks are uneven or unsafe, while just under half reported that sidewalks are in good condition. Forty percent reported sidewalks were not present in the areas they wished to walk.



## Transportation

- Most Columbus older adults drive, with 82 percent driving themselves to appointments, errands, events, or community locations. Income is more of a deciding factor on their mode of transportation than age. The highest income older adults were twice as likely to drive themselves as residents with the lowest incomes.
- As Columbus adults age, reliance on family and friends for transportation increases, and use of public transportation decreases. An unfamiliarity with alternative transportation options such as public transportation may be a disadvantage to an older adult whose mobility and ability to drive changes either over time or unexpectedly.
- Most older adults living in Columbus do not face transportation barriers when navigating the community. Over 75 percent of those surveyed reported they have no problem getting around. However, when those who do not drive are examined separately, far fewer reported having no problems getting around. Of this group of non-drivers, many have difficulty with walking (37 percent) and do not feel safe walking (34 percent).

## Communication and Information

- Columbus older adults are well-connected to modern communication methods and, according to the survey, most older adults in Columbus are able to find information on the services they need either most or all of the time. Most Columbus older adults have access to the Internet and use it regularly.
- The majority of Columbus older adults say they are able to find the information on services they need; however, most Columbus older adults are unaware of centralized sources of information on services, such as 2-1-1 Hands on Central Ohio, which may make finding relevant and helpful information even easier.
- Few Columbus older adults reported experiencing barriers when seeking help for health, financial, and housing issues. On the other hand, the survey indicates that older adults may be facing challenges when seeking information in an age-friendly format as many said they did not have access to clearly displayed printed community information with large letters.



## Housing

- Older Columbus residents highly value being able to remain in their homes as they age. Over 90 percent of older Columbus residents said it was very important or somewhat important that they be able to remain in their homes. Remaining in their neighborhood is almost as important; 88.6 percent said it was very important or somewhat important that they be able to remain living in their neighborhood.
- Older adults in Columbus generally feel positive about their current housing, their ability to pay for and maintain that housing, the area where they live, and their safety in and around their home. However, many are unsure of what to do in the case of emergency evacuation and nearly four times as many Columbus older adults said they were unable to maintain the outside of their home as the inside of their home. Only 28 percent of older Columbus residents have access to age-friendly home modifications such as no-step entry, wider doorways, first floor bedroom and bathrooms, and grab bars in their bathroom.
- Falls are a concern for older Columbus residents. Around one quarter have fallen in the past year, and report feeling unsteady when standing or walking. Almost one third worry about falling. Not surprisingly, falling and fear of falling increases as people age. Being worried about falling can cause older adults to stop doing their favorite activities or to turn down opportunities to get out in the community or interact with family and friends.

## Respect, Inclusion, and Social Participation

- Older adults in Columbus actively participate in social activities as a way to stay connected to their community. As people age in Columbus the rate of participating in social and community events on a daily or weekly basis increases.
- Unfortunately, forty-one percent of older adults either agree or strongly agree that members of their community have negative stereotypes of older adults and only 21 percent disagree with the statement. Negative stereotypes of older adults lessen the feeling of respect and inclusion, which can lead to decreased rates of participation in civic events.



## Civic Participation and Employment

- Over one-third of Columbus older adults are retired and not looking for work, according to the comprehensive representative survey. About 30 percent report full-time work, while 7 percent work part-time. Seven percent of older adult residents are seeking employment (including both the unemployed and retired). Overall, these data show that 44 percent of Columbus older adults are in the labor force (either employed, or unemployed and seeking work).
- There are variations among age groups, as adults over the age of 75 are less likely to be in the workforce and more likely to be retired and not looking for work. Among those who are employed, the most common motivator to remain employed were professional and personal. On the other hand, more than one-third report that they would like to retire but cannot afford to, and more than 25 percent need to keep working to get health benefits.
- When seeking employment, the most frequently cited challenges among Columbus older adults were age-discrimination (employers not hiring due to age), mismatch between available jobs and skills/experience, or being overqualified. Nearly one-quarter of survey takers said that health issues make finding or keeping work a challenge.
- Overall, more older adults said they were unsure about the availability of services and assets relating to Civic Participation and Employment than in any other domain. However, it is unclear whether these low levels of awareness are due to a shortage of information or a lack of interest on the part of older adults.



## Safety and Emergency Preparedness

- Safety and Emergency Preparedness cuts across several other domains, as safety can be a concern for older adults in a variety of contexts. This is especially true for transportation, housing, and outdoor spaces and buildings.
- Among older adults who don't drive themselves, 34 percent said they do not feel safe walking. Although they were not asked about specifics, other sources suggest concerns about safety when walking could be due to fear of tripping or falling, worries about navigating intersections, or fear of crime, among other things.
- Nearly one-third of older Columbus residents are unsure about what to do in the case of an emergency evacuation. Emergency events can present particular challenges for older adults who more frequently rely on outside support from caregivers to live independently, or who may have specific routines to manage health conditions. Therefore, it is even more important for older adults to consider emergency preparedness.
- Many of the safety challenges that older adults face are in outdoor spaces and public buildings. The most common safety challenge faced by Columbus older adults is a lack of access to free drinking water, which can interfere with the ability to take scheduled medications and can present a particular challenge on high heat days. A high proportion of older residents have challenges with sidewalks being uneven or unsafe (53 percent) and not having sidewalks at all (40 percent).



## Community Supports and Health Services

- Overall, older adults in Columbus are living healthy lives, staying active, visiting their primary care physicians, can afford the healthcare they need, and have access to basic healthcare services. On the other hand, when it comes to broader community and social services, many older Columbus residents are unsure how to access these services.
- For many Columbus older adults, if they needed to move to a nursing or assisted living facility or access long-term care services, they would not know how to find an appropriate facility, and they would not be prepared to pay for those services.
- Despite good overall health, there are some older Columbus residents, specifically low-income people, who struggle with poor health, are more likely to go to the hospital or emergency room, and are less likely to get regular exercise.



## Chapter 3:

### Pilot Neighborhoods

The Kirwan Institute and Ohio State College of Social Work study, “Meeting the Challenges of an Aging Population with Success,” identified the areas within Franklin County that have a dense and vulnerable population of older adults. Based on the study’s findings, Age-Friendly Leadership chose four pilot neighborhoods on which to focus initially: Hilltop, Linden, the Near East Side, and Beechwold. Hilltop, Linden, and the Near East Side are several of the neighborhoods of focus for the City of Columbus through Mayor Ginther’s Celebrate One initiative, the new Department of Neighborhoods, and Smart Columbus. Beechwold represented a neighborhood densely populated with older adults who are not vulnerable, but are at risk for vulnerability in the future.



In 2016, staff, Age-Friendly Leadership, volunteers, and Columbus Public Health facilitated community meetings with older adults in the neighborhoods of Beechwold and Linden. Pilot neighborhoods-related work will continue in Hilltop and Near East Side in 2017.

The community meetings allowed for an open discussion around the survey questions related to the Transportation and Open Spaces and Buildings Domains. Furthermore, the meetings included working with the older adult participants to identify strengths, weaknesses, opportunities, and constraints within their neighborhoods with regards to transportation options, safety, and amenities such as benches and parks. Information gathered at these initial Pilot Neighborhood meetings were used to identify routes for respective walk audits led by Columbus Public Health. Highlights regarding each of these two community meetings are outlined below, while details are outlined in Appendix B.

In addition to the information garnered from the community meetings and walk audit, the Survey Report (see Appendix A) includes an analysis of survey results for each of the four Pilot Neighborhoods. The results will inform specific action items in the strategic plan that will be implemented in the respective pilot neighborhood.

**“It’s nice that  
someone cares  
about us.” – Linden  
Pilot Neighborhood  
Participant**

## BEECHWOLD

## 3.1

Older residents from the Beechwold community met at Whetstone Library. The conversation focused on transportation. The participants' primary mode of transportation was driving alone, but included a few active walkers and cyclists. The group shared several opinions:

- They would be more apt to walk if new sidewalks were added and current sidewalks were improved.
- The interaction between driving speeds and street parking is a concern. They found the streets unsafe for motorists and pedestrians alike when cars were being parked amidst fast-moving traffic.

Following the discussion, staff led a mapping exercise to determine the location of a walk audit. Participants marked points of interest in Beechwold as well as areas that are perceived to be a challenge or have barriers. An area along High Street near its intersection with Henderson Road was identified as an activity hub due to a concentration of amenities and destinations such as restaurants, library, post office, banks, schools, and bus service. The group agreed to conduct a walk audit there.

One week later, participants from the Beechwold neighborhood meeting conducted a walk audit along High Street near its intersection with Henderson Road. Columbus Public Health facilitated the walk audit, with Age-Friendly Columbus Leadership and staff also in attendance. The audit confirmed that while the area is “walkable,” in terms of the existence of sidewalks, it identified specific challenges related to crossing High Street and navigating the corridor by foot. Sidewalks are in poor condition, crosswalks aren’t appropriately marked, and there aren’t enough benches. A full report is included in Appendix B: Walk Audit Report – Beechwold.



Age-Friendly Community Coordinator, Katie White, talks with a resident about crosswalk timing at a busy intersection.

Older adults from the Linden neighborhood met at St. Stephen's Community House to learn about the Age-Friendly Columbus initiative, and to discuss the built environment and safety in their neighborhood. The group was made up of older adults that attend the congregate dining site at St. Stephen's Community House.

The conversation focused on personal safety and transportation:

- Most participants reported regularly taking transportation provided by St. Stephen's as their option for getting to and from the community center.
- Bus stops with seating and shelter from inclement weather is important to the group if they are going to use public transit. They referenced the recent removal of a particular bus shelter near St. Stephen's Community House as a concern.
- Participants commented extensively on safety concerns that are barriers to them leaving their homes: abandoned and boarded-up houses, poorly maintained sidewalks, and crime incidents related to poorly maintained properties and loitering individuals.

Following the discussion, staff led a mapping exercise to determine the location of a walk audit. When prompted to identify places of interest where they travel regularly, the group shared that they don't regularly leave their homes to run errands or socialize in the neighborhood. There is a lack of places to socialize, such as coffee shops, and loiterers around grocery and convenience store areas are a deterrent to shopping in Linden. On a positive note, the group shared that St. Stephen's Community House is a major hub for activities in their neighborhood. St. Stephen's offers daily meals, a food pantry, healthcare, childcare, and socialization opportunities.

The group identified the area of E. 17th Avenue and Cleveland Avenue for a walk audit. Due to mobility constraints and safety concerns, the group requested that the audit be conducted by car or bus. Age-Friendly Columbus Staff will organize transportation and coordinate with Columbus Public Health to facilitate the driving walk audit in spring of 2017.



## Chapter 4:

### Focus Groups

Understanding the limitations of sampling the population based on voter registration for the mailed survey, Age-Friendly Columbus facilitated focus groups with target populations.

The focus groups were held at the Jewish Community Center in Bexley, with 100 older adults ranging in ages from 59 to 96. Attendees were members of the Senior Companions Program of Catholic Social Services. During this event, nine simultaneous focus groups were hosted in six languages. These languages include: English, Nepalese (Bhutanese), Khmer (Cambodian), Russian, Mandarin (Chinese), and Somali with interpretation services provided by ASIST Translation Services, INC.

## SENIOR COMPANIONS PROGRAM

4.1

In preparation for the event, Age-Friendly Columbus Leadership and staff were trained by The Ohio State University College of Social Work on how to facilitate focus groups. They also received cultural competency training by the Multiethnic Advocates for Cultural Competence (MACC). Each group followed the same script (see Appendix C: Focus Group Script), which included questions on all eight Domains. Participants were encouraged to describe age-friendly-related successes and challenges they have experienced in Columbus.

Each group highlighted areas for potential improvement, but there was an overwhelming sense of resiliency that was deeply rooted in family-centric cultures. Group members expressed an appreciation to be included in the process and that they felt valued and appreciated. Below is a summary of the event.



Members of the Senior Companions Program participate in a focus group.

### Participant Demographics

#### Age

55 – 59: 1  
60 – 64: 9  
65 – 69: 8  
70 – 79: 20  
80 – 84: 19  
85 – 89: 5  
90 – 94: 2

#### Language

Somali: 9  
Russian: 20  
Nepalese: 3  
Mandarin: 6  
Khmer: 7  
English: 31

#### Gender

Female: 50  
Male: 27  
Other: 0

#### Race or Ethnicity

Asian/Pacific Islander: 16  
Black/African American: 29  
Hispanic or Latino: 1  
Native American/  
American Indian: 1  
White/Caucasian: 32



While each focus group's discussions varied, consistent themes emerged across them. The following themes are organized according to the Focus Group Script (see Appendix C):

### **Housing**

- Affordable housing waitlists are long
- Resources are difficult to find
- Transportation to/from housing is needed

### **Transportation**

- Public transportation is unreliable
- Language barriers make public transportation and drivers-for-hire difficult to use
- General difficulty in scheduling drivers-for-hire

### **Healthcare**

- It is difficult to understand insurance coverage
- The medical system is difficult to navigate
- Out-of-pocket/copay costs are a burden
- Medical transportation needs are often difficult to coordinate

### **Civic Engagement**

- Volunteering gives purpose and helps avoid isolation
- Language can be a barrier when it comes to finding opportunities

### **Community Resources**

- Access to language-specific resources is a challenge
- Income eligibility can be a barrier
- Services have long wait lists
- Many use senior or community centers for help and support

### **Gaps in Service**

- The need for dental care, home maintenance, better prescription coverage, and general system navigation were identified as barriers to living a high quality of life

### **Employment**

- Most attendees were not looking for work



## CLINTONVILLE

## 4.2

In response to requests made during the Pilot Neighborhood community meeting in Beechwold, Age-Friendly Columbus staff facilitated a focus group of residents at the Clintonville-Beechwold Community Resources Center related to housing.

Residents requested this focus group to discuss housing in the greater Clintonville neighborhood. The residents of Clintonville and Beechwold expressed concern over the lack of information, resources, and support for finding the types of homes they want or need in their community as they age. In line with the Age-Friendly Columbus survey and other focus groups, the participants want to age in their neighborhood. Many have started to try to plan proactively, but are reaching barriers in the current systems. For example, it is difficult to find information on accessible homes that are on the market. This group was passionate about providing solutions-based feedback, which is outlined below.

### Goal

Advocate for appropriate housing to create “Housing for the Lifespan”

### Implementation ideas

- Develop requirements for new housing development to include Universal Design, accessibility, and affordability policies that are not age-restrictive
- Create an inventory of accessible housing stock
- Create an inventory of vacant or city-owned buildings that could be redesigned into accessible, fair market, market rate or affordable housing for everyone
- Create policies and programs to support older adults who wish to remain in their homes such as:
  - Tax credits or grants for accessible home modifications
  - Increased education related to home modifications and resources
  - Design standardized retrofit plans for the common home models in Clintonville and Beechwold
  - Begin discussion on accessory dwelling unit (ADU) zoning



## Chapter 5:

### Summary of Findings

The aforementioned research of existing studies and data, conducting of surveys, facilitation of community conversations and walk audits in Pilot Neighborhoods, and facilitation of focus groups resulted in several themes. The themes are consistent with other studies pertinent to Central Ohio such as the Central Ohio Older Adult Needs Assessment (2) and Meeting the Challenges of an Aging Population with Success (5). The themes are related to strengths and weaknesses identified by Columbus' older adults that will influence the development of a strategic plan.



## THEMES

## 5.1

### Community connections

Columbus is a diverse community with representation from a multitude of age groups, cultures, races, and ethnicities. Age-Friendly Columbus and its partners can bolster the benefits of this diversity by creating intergenerational connections, reducing negative stereotypes against older adults, and increasing neighborhood safety.

### Housing

Columbus offers a range of housing options for its residents' varying needs and preferences. A clear understanding of the affordability, design, and age-friendliness of Columbus' housing stock will help its residents, leaders, developers, and others work together to assure that people have housing options in their neighborhoods as they age.

Additionally, while the continued growth of Columbus and Central Ohio is a major success, commitment to working together to reduce rates of displacement, foreclosure, and evictions of our most vulnerable residents is critical to sustaining age-friendliness.

### Mobility

The majority of older adults in Columbus drive themselves as their main mode of transportation. As their preferences and abilities change, Columbus and regional transportation partners can collaborate to ensure that people have other options of getting around. At a neighborhood level, connected and complete sidewalks are essential to encouraging and enabling residents – no matter their age – to walk and use public transportation.

### Personal Preparation

While current conditions are largely favorable for older adults in Columbus, research shows that they may not be adequately planning for the future with regard to finances, housing, medical resources, long term services and supports, transportation, and social support networks.



## STRENGTHS & CONCERNS

## 5.2

### Strengths Identified by Columbus' Older Adults:

- Older residents find the city to be a good place to age
- Columbus has many options for long-term services and supports
- Older residents want to be engaged as partners for making Age-Friendly improvements
- Columbus has a strong network of neighborhood-based grass-roots organizations, such as Villages, Settlement Houses, and Neighborhood Pride Centers, that support aging-in-place and intergenerational connections

### Concerns Identified by Columbus' Older Adults:

- Older residents are concerned about the fast-paced growth of the city and the potential negative effects it could have on affordable and accessible housing
- Resources and safety-related disparities exist across neighborhoods
- Mobility challenges and reliance on personal vehicles need to be addressed
- There is a perception of ageism and negative stereotypes of older adults in the community
- There is a lack of preparation for individuals' changing needs and preferences over time

**“Just because we are old, doesn’t mean we can’t contribute.”**  
-50+ Resident Council member



## Chapter 6:

### Next Steps

In the second year of the Age-Friendly Columbus initiative (2017), Age-Friendly Leadership and staff will accomplish three tasks:

1. Conduct additional research regarding ambiguous assessment results. This could include follow-up surveys and additional focus groups.
2. Complete all Pilot Neighborhood community meetings and walk audits in partnership with Columbus Public Health.
3. Use the Findings Report to develop the strategic plan with clear and measurable action items.



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<http://www.who.int/ageing/age-friendly-world/en/>



## ACKNOWLEDGMENTS

The overwhelming enthusiasm and cross-sector collaboration have been a major key in the success of our first year. To our funders, the advisory council, volunteers, older adults, and domain subcommittees - your time and expertise were imperative to outlining our initiative and achieving the results of our survey. We sincerely thank you for your participation.

Together, we are making Columbus an even better city.

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## ACKNOWLEDGMENTS

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# Appendix A:

## Survey Report



# Age-Friendly Columbus Survey Report

*Prepared by The Center for Community Solutions*

## Introduction

The Center for Community Solutions was engaged by MORPC (Mid-Ohio Regional Planning Commission) and AARP Ohio to collect feedback and information from Columbus residents over the age of 50 via surveys. Through a comprehensive representative survey and a shorter convenience sample survey, older adults were asked about the eight age-friendly domains. Survey results reflect the impressions of older adult residents about amenities, services, barriers, and challenges within their neighborhoods.

This report was prepared by The Center for Community Solutions as part of the planning phase of the Age-Friendly Columbus Initiative.

## Highlights

- Most older adult residents of Columbus (71 percent) rate the city as an excellent or good place for people to live as they age, compared to 56 percent of older residents who rated their neighborhood as an excellent or good place. Favorable impressions of Columbus increase slightly as income and age increases. However, one-in-five older adults earning less than \$25,000 per year said their neighborhood is a poor or very poor place for people to live as they age, which could reflect the fact that lower-income neighborhoods often have fewer amenities.
- Columbus older adults are active, independent, and aware of the many age-friendly amenities the city has to offer. While current conditions are largely favorable for older adults in Columbus, survey responses to certain questions raise concerns about whether older adults are adequately planning for the future.
- Data for this report were collected directly from Columbus older adults via survey. The comprehensive representative survey was mailed to a random sample of 1,500 Columbus older adult residents drawn from the Columbus voter registration list and stratified by ZIP code and age group with an oversample of four pilot neighborhoods. Residents from across the city participated, with over 40 ZIP codes represented. In addition, a shorter survey was prepared and distributed to a convenience sample, completed either online via the Survey Monkey tool or on paper at community events.

## Outdoor Spaces & Buildings

- Data collected through the Columbus survey suggest varied experiences with outdoor buildings and spaces among older adults in Columbus. Most older adults in Columbus report well-maintained and accessible public buildings and facilities.
- Much time spent outdoors and visiting public spaces involves walking to and from locations. In Columbus, 52 percent of older adults indicated sidewalks are uneven or unsafe, while just under half reported that sidewalks are in good condition. Forty percent reported sidewalks were not present in the areas they wished to walk.

## Transportation

- Most Columbus older adults drive, with 82 percent driving themselves to appointments, errands, events, or community locations. Income is more of a deciding factor on their mode of transportation than age. The highest-income older adults were twice as likely to drive themselves as residents with the lowest incomes.
- As Columbus adults age, reliance on family and friends for transportation increases, and use of public transportation decreases. An unfamiliarity with alternative transportation options, such as public transportation, may be a disadvantage to an older adult whose mobility and ability to drive changes either over time or unexpectedly.
- Most older adults living in Columbus do not face transportation barriers when navigating the community. Over 75 percent of those surveyed reported they have no problem getting around. However, when those who do not drive are examined separately, far fewer reported having no problems getting around. Of this group of non-drivers, many have difficulty with walking (37 percent) and do not feel safe walking (34 percent).

## Housing

- Older Columbus residents highly value being able to remain in their homes as they age. Over 90 percent of older Columbus residents said it was very important or somewhat important that they be able to remain in their homes. Remaining in their neighborhood is almost as important; 88.6 percent said it was very important or somewhat important that they be able to remain in their neighborhood.
- Older adults in Columbus generally feel positive about their current housing, their ability to pay for and maintain that housing, the area where they live, and their safety in and around their home. However, many are unsure of what to do in the case of emergency evacuation, and nearly four times as many Columbus older adults said they were unable to maintain the outside of their home as the inside of their home. Only 28 percent of older Columbus residents have access to age-friendly home modifications such as no-step entry, wider doorways, first floor bedroom and bathrooms, and grab bars in their bathroom.
- Falls are a concern for older Columbus residents. Around one-quarter have fallen in the past year and report feeling unsteady when standing or walking. Almost one-third worry about falling. Not surprisingly, falling and fear of falling increases as people age. Being worried about falling can cause older adults to stop doing their favorite activities or to turn down opportunities to get out in the community or interact with family and friends.

## Safety

- Safety and Emergency Preparedness cuts across several other domains, as safety can be a concern for older adults in a variety of contexts. This is especially true for transportation, housing, and outdoor spaces and buildings.
- Among older adults who don't drive themselves, 34 percent said they do not feel safe walking. Although they were not asked about specifics, other sources suggest concerns about safety when walking could be due to fear of tripping or falling, worries about navigating intersections, or fear of crime, among other things.
- Nearly one-third of older Columbus residents are unsure about what to do in the case of an emergency evacuation. Emergency events can present particular challenges for older adults who more frequently rely on outside support from caregivers to live independently, or who may have specific routines to manage health conditions. Therefore, it is even more important for older adults to consider emergency preparedness.
- Many of the safety challenges that older adults face are in outdoor spaces and public buildings. The most common safety challenge faced by Columbus older adults is a lack of access to free drinking water, which can interfere with the ability to take scheduled medications and can present a particular challenge on high heat days. A high proportion of older residents have challenges with sidewalks being uneven or unsafe (53 percent) and not having sidewalks at all (40 percent).

## Respect, Social Inclusion, and Social Participation

- Older adults in Columbus actively participate in social activities as a way to stay connected to their community. As people age in Columbus, the rate of participating in social and community events on a daily or weekly basis increases.
- Unfortunately, 41 percent of older adults either agree or strongly agree that members of their community have negative stereotypes of older adults, and only 21 percent disagree with the statement. Negative stereotypes of older adults lessen the feeling of respect and inclusion, which can lead to decreased rates of participation in civic events.

## Civic Participation and Employment

- Over one-third of Columbus older adults are retired and not looking for work, according to the comprehensive representative survey. About 30 percent report full-time work, while 7 percent work part-time. Seven percent of older adult residents are seeking employment (including both the unemployed and retired). Overall, these data show that 44 percent of Columbus older adults are in the labor force (either employed, or unemployed and seeking work).
- There are variations among age groups, as adults over the age of 75 are less likely to be in the workforce and more likely to be retired and not looking for work. Among those who are employed, the most common motivator to remain employed were professional and personal. On the other hand, more than one-third report that they would like to retire but cannot afford to, and more than 25 percent need to keep working to get health benefits.
- When seeking employment, the most frequently cited challenges among Columbus older adults were age-discrimination (employers not hiring due to age), mismatch between available jobs and skills/experience, or being overqualified. Nearly one-quarter of survey takers said that health issues make finding or keeping work a challenge.

- Overall, more older adults said they were unsure about the availability of services and assets relating to Civic Participation and Employment than in any other domain. However, it is unclear whether these low levels of awareness are due to a shortage of information or a lack of interest on the part of older adults.

### Communication & Information

- Columbus older adults are well-connected to modern communication methods and, according to the survey, most older adults in Columbus are able to find information on the services they need either most or all of the time. Most Columbus older adults have access to the Internet and use it regularly.
- The majority of Columbus older adults say they are able to find the information on services they need; however, most Columbus adults are unaware of centralized sources of information on services, such as 2-1-1 Hands on Central Ohio, which may make finding relevant and helpful information even easier.
- Few Columbus older adults reported experiencing barriers when seeking help for health, financial, and housing issues. On the other hand, the survey indicates that older adults may be facing challenges when seeking information in an age-friendly format as many said they did not have access to clearly displayed printed community information with large letters.

### Community Supports and Health Services

- Overall, older adults in Columbus are living healthy lives, staying active, visiting their primary care physicians, can afford the health care they need, and have access to basic health care services. On the other hand, when it comes to broader community and social services, many older Columbus residents are unsure how to access these services.
- For many Columbus older adults, if they needed to move to a nursing or assisted living facility or access long-term care services, they would not know how to find an appropriate facility, and they would not be prepared to pay for those services.
- Despite good overall health, there are some older Columbus residents, specifically low-income people, who struggle with poor health, are more likely to go to the hospital or emergency room, and are less likely to get regular exercise.

### About the Surveys

#### *Comprehensive Representative Survey*

The comprehensive representative survey was mailed to a random sample of 1,500 Columbus older adult residents. The sample for this survey was drawn from the Columbus voter registration list obtained from the Franklin County Board of Elections. The data for each registered voter included the individual's year of birth and address including ZIP code. This permitted us to stratify the sample by ZIP code and age group (50 to 64; 65 to 74; 75 and over) within the ZIP codes. The list was further refined by including only those people who had voted in at least one of the two preceding federal elections (2012 and 2014). There were a total of 157,767 voters who met these criteria.

The share of the city's 50 and older population for each ZIP code and age group was derived from the U.S. Census Bureau's 2010-2014 American Community Survey five-year sample. A sample size of 900 was allocated proportionately in this manner. In addition, four oversamples of 150 persons each were designed to represent four pilot neighborhoods –

Beechwold, Linden, The Near East Side, and Hilltop.<sup>1</sup> The oversamples were apportioned by age group within the neighborhoods. Thus the total sample size was 1,500; a table of sample size by ZIP code and age group is shown in Appendix A.

The voter registration list was believed to be the most complete and least biased sampling frame for our target population (Columbus residents ages 50 and over) because of the large number of contacts and the fact that these individuals had been engaged in the community through voting at some point in the past several years. The sample was drawn from the voter list for each stratum by random selection with SPSS Statistics, V23. Survey packets were mailed via the United States Postal Service and included a postage-paid business return envelope. To incentivize completion of the survey, participants could provide their contact information to be entered into a drawing for a gift card from Kroger. Drawing entry forms were sent to MORPC, while survey forms were mailed to The Center for Community Solutions, in order to allow survey respondents to remain anonymous.

The questionnaire was developed by The Center for Community Solutions based on our experience with surveying other populations in Ohio, including older adults for the Age-Friendly Cleveland assessment. An initial catalogue of possible questions was drawn from Age-Friendly surveys in other cities and the AARP Livable Communities questionnaire with additional questions developed based on the “Checklist of Essential Features of Age-friendly Cities” produced by the World Health Organization (WHO). During development of the survey, overall strategy and specific questions were discussed several times with MORPC, who shared drafts with the Age-Friendly Columbus advisory groups. This helped narrow the number and subject of questions as the project team prioritized certain data points. Length of the survey was the largest constraint, as we balanced collecting data on as many aspects as possible with the need to keep the survey short enough so we could expect a good response rate. The final survey was capped at eight letter-sized (8.5” x 11”) pages.

Surveys were collected between September 14 and November 14, 2016.

A total of 346 valid surveys were returned and included in the analysis, for a response rate of 23.1 percent. This allows for a margin of error of plus-or-minus 4.4 percentage points with 90 percent confidence in the reported percentages. The response rates by ZIP code are shown in Appendix A. The Survey Monkey online tool was used to compile the data, which was exported and analyzed using SPSS and Excel. Surveys were anonymous and confidential as no personal identifying information was requested. Although there were some differences between survey responses and Census demographic measures (as described below), the random selection process within ZIP code and age strata lead us to conclude that the sample responses are generally representative of Columbus’ older adult population as a whole.

See Appendix B for the complete survey mechanisms.

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<sup>1</sup> A rough correspondence was made between ZIP codes and pilot neighborhoods. Beechwold: 43214 and 43227; Linden: 43211, 43219, and 43224; Near East Side: 43203 and 43205; Hilltop: 43204 and 43223.

### *Shorter Convenience Survey*

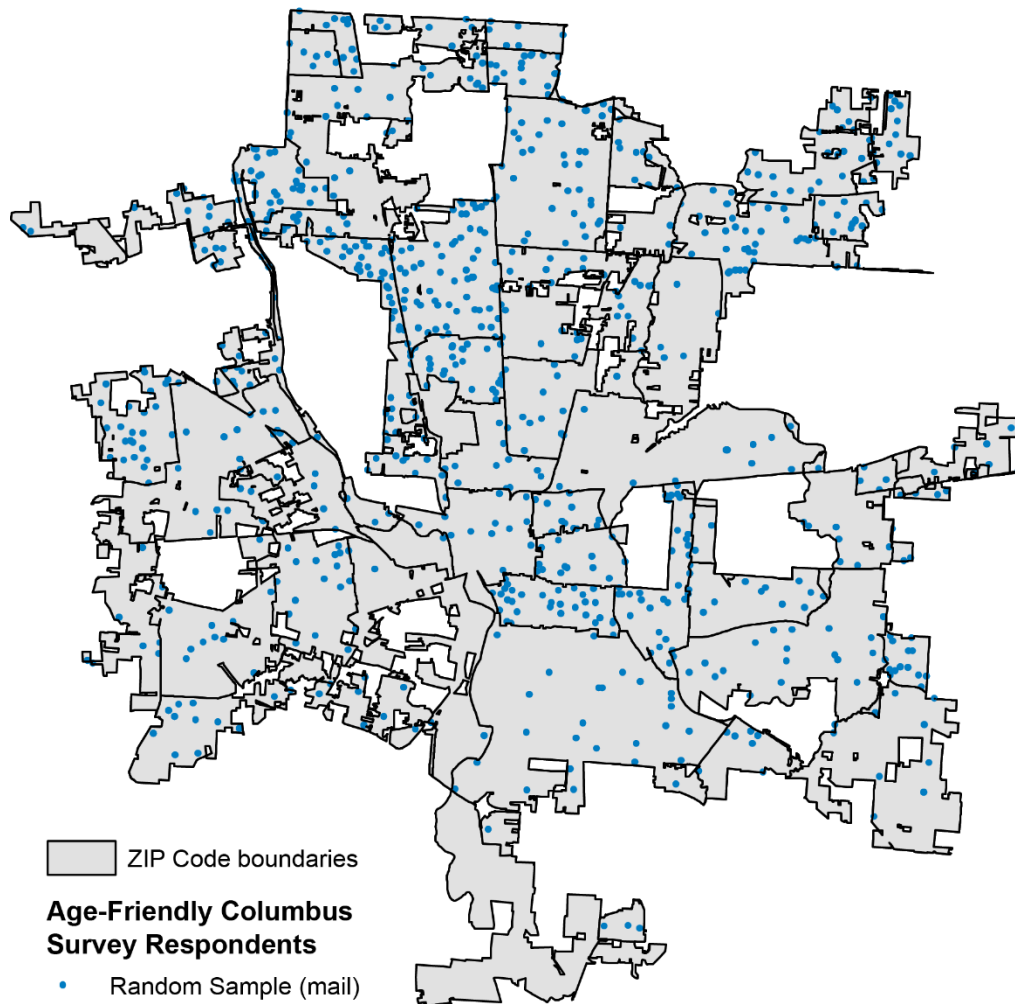
In order to collect feedback systematically from a larger pool of older adults than was possible in the comprehensive random representative sample, a shorter survey was prepared and distributed to a convenience sample. The target population were residents of the city of Columbus age 50 and over. It was shared at Age-Friendly focus groups, via social media, by direct service agencies, and promoted online by AARP Ohio.

In total, 221 convenience sample surveys were collected at events and 761 responses were collected online via the Survey Monkey tool. Ninety-seven surveys were removed from the pool because the respondents lived outside Columbus or were under the age of 50. The remaining 875 valid surveys were analyzed and results that differed from the comprehensive survey are noted below in the individual domain reports.

### Overall Survey Response

A total of 346 individuals completed and returned the comprehensive representative survey. Residents from across the city participated, with over 40 ZIP codes represented.

### Age-Friendly Columbus Survey Respondents, by ZIP Code



Dots are randomly distributed within the zip code area of each respondent, and do not represent precise locations.



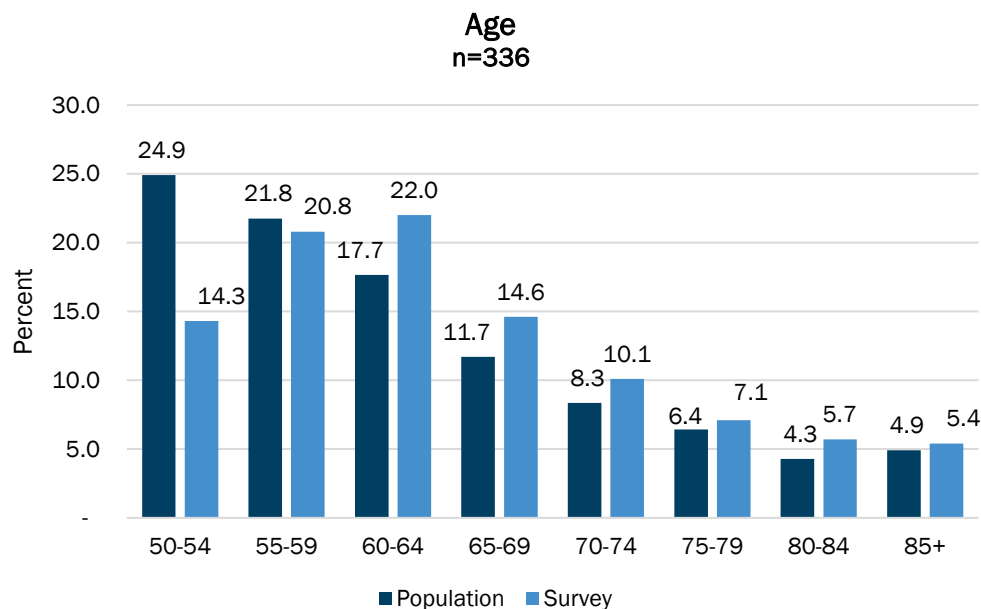
**THE CENTER FOR COMMUNITY SOLUTIONS**  
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## Age

The median age of surveyed older adult residents was 63 years. The oldest resident was 100. More than one-third (35.1 percent) were ages 50 to 59, while 46.7 percent were 60 to 74, and 18.2 percent were 75 and over. Age could not be determined for 10 respondents because they did not provide their year of birth. These responses are included in overall survey results, but are excluded in the analysis of the three age groups.

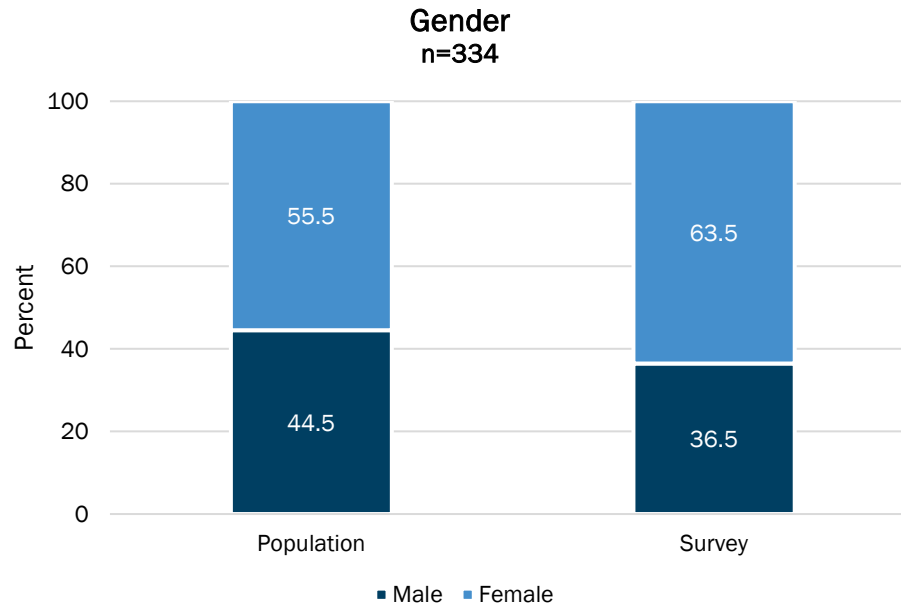
Compared with U.S. Census data, survey respondents were underrepresented in the 50-54 year age group (14.3 percent of respondents vs. 24.9 percent of the 50+ population), perhaps because this age group is less likely to self-identify as older adults. Respondents were slightly over-represented in the 60-69 age group.

The age distribution of the convenience survey was somewhat different from that of the representative survey in that it had fewer respondents ages 50-59 (31 percent) and ages 75 and over (12 percent), and more in the 60 to 74 group (57 percent).



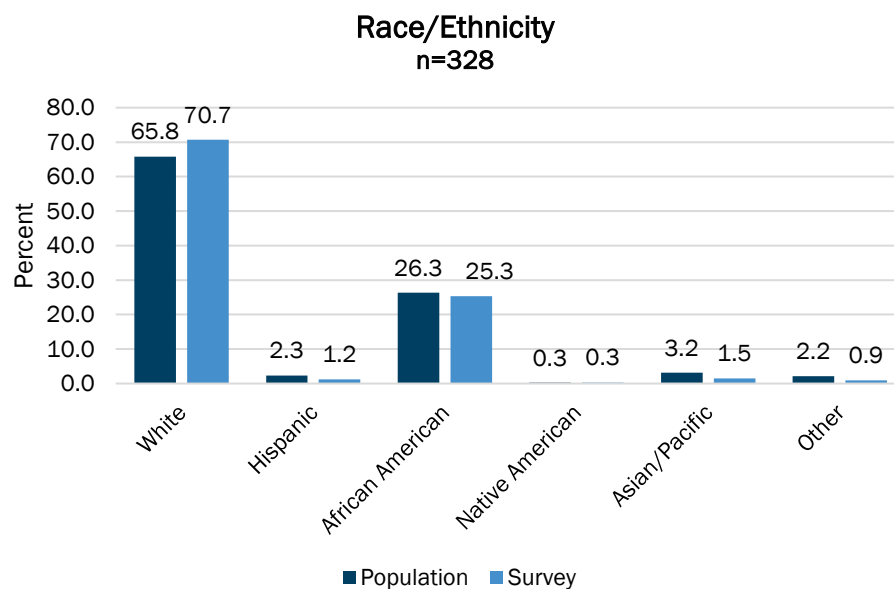
### Gender

Females were over-represented in the representative survey, 63.5 percent to 36.5 percent male. In the 50+ population as a whole, 55.5 percent were female and 44.5 percent male. Females also comprised three-fourths of convenience survey respondents, even larger than in the representative survey.



### Race

Seventy-one percent of respondents were White, 25 percent were African American, and 4 percent were of other races/ethnicities, including Hispanic. These proportions were close to those of the population, which was 66 percent White, 26 percent African American, and 8 percent other races.

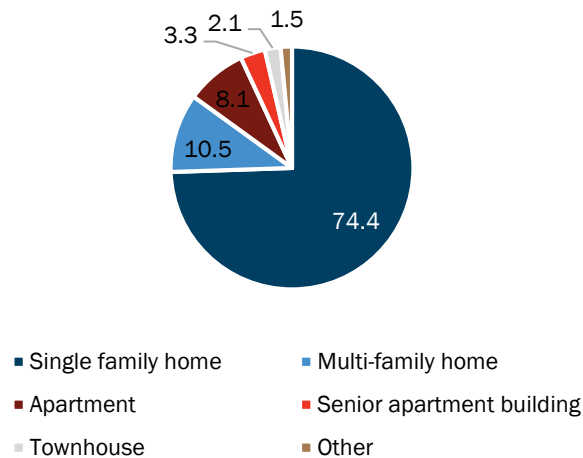


### Home Type and Household Makeup

Seventy-five percent of respondents owned their own home, while 23 percent were renters and 2 percent were in other types of housing. Three-fourths lived in single-family homes, while the remainder lived in apartments, condos, or senior living facilities

**Type of Home (Percent)**

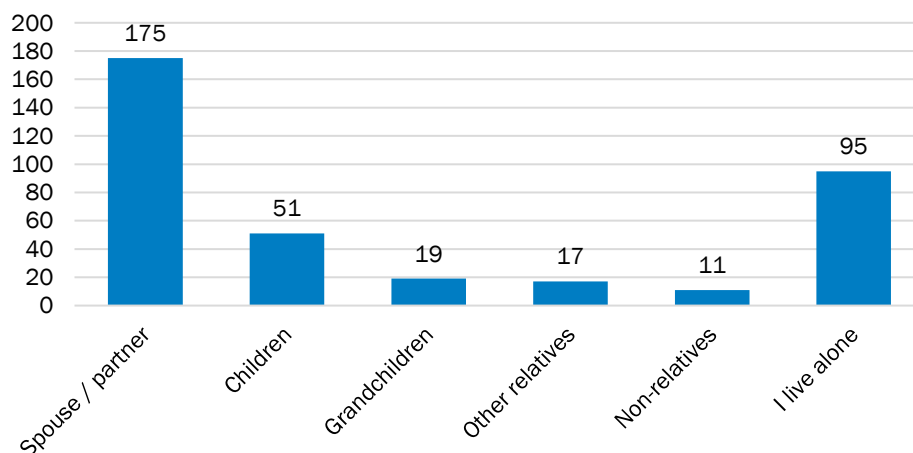
n=332



Over half of respondents (175) live with a spouse or partner, although 30 percent (95) live alone. About 20 percent live with their children or grandchildren.

**Household Makeup**

n=320

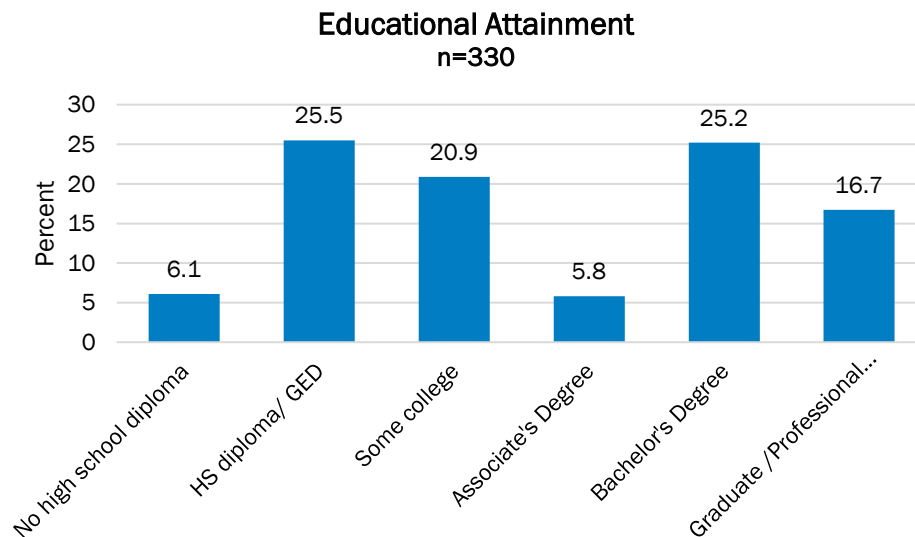


### *Language Spoken at Home*

Over 90 percent of respondents listed English as the primary language spoken at home; other languages included Creole, Somali, and Spanish (one each). Eight percent did not answer this question.

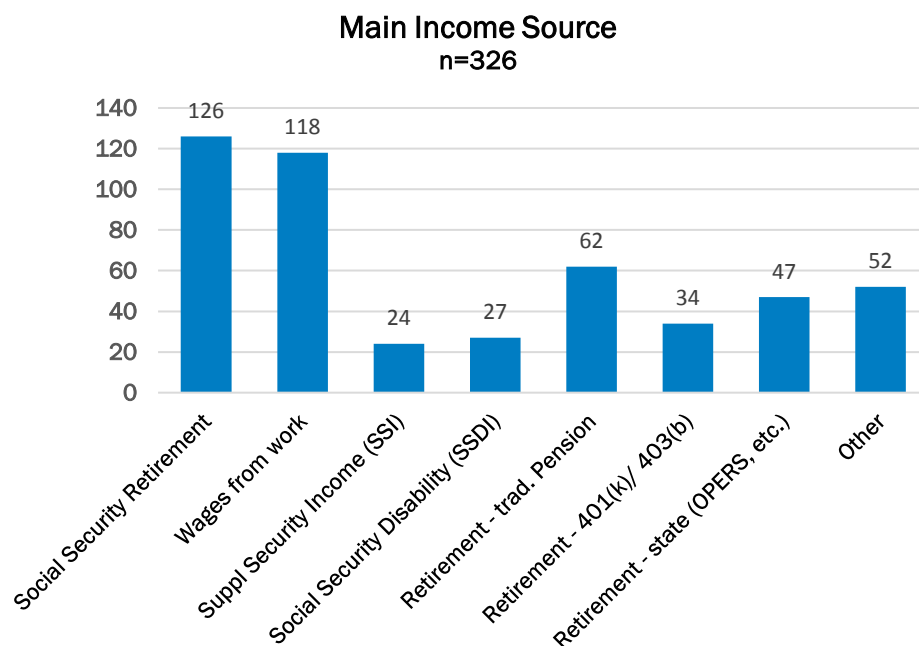
### *Educational Attainment*

Forty-two percent of respondents had a bachelor's or advanced degree, and 27 percent had some college or an associate's degree. One-fourth had a high school diploma or GED, and 6 percent have a high school diploma.

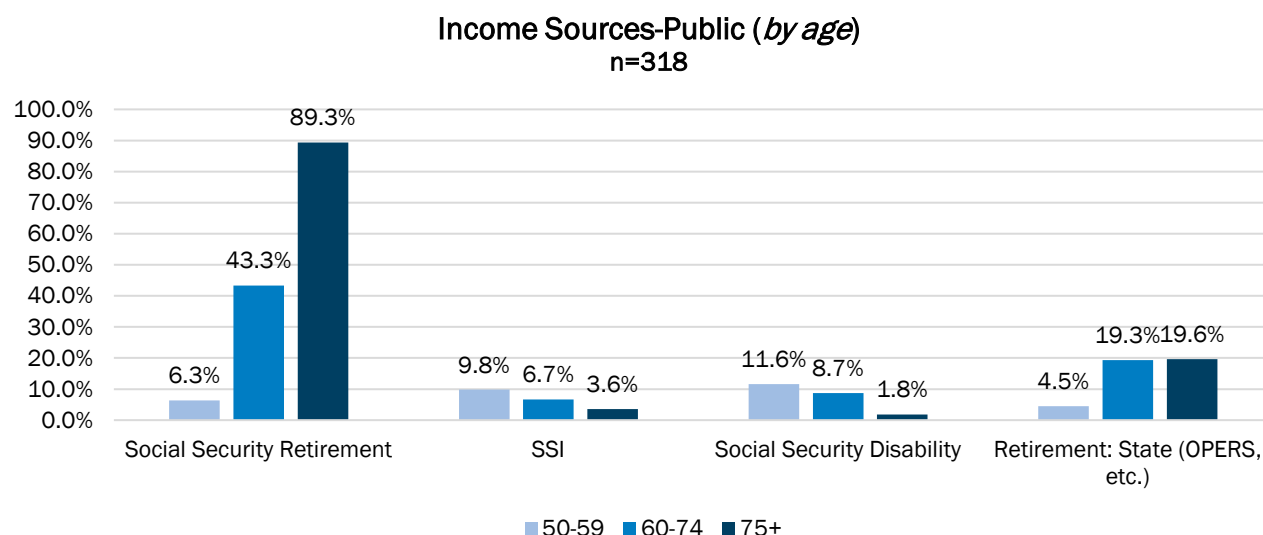


## Income

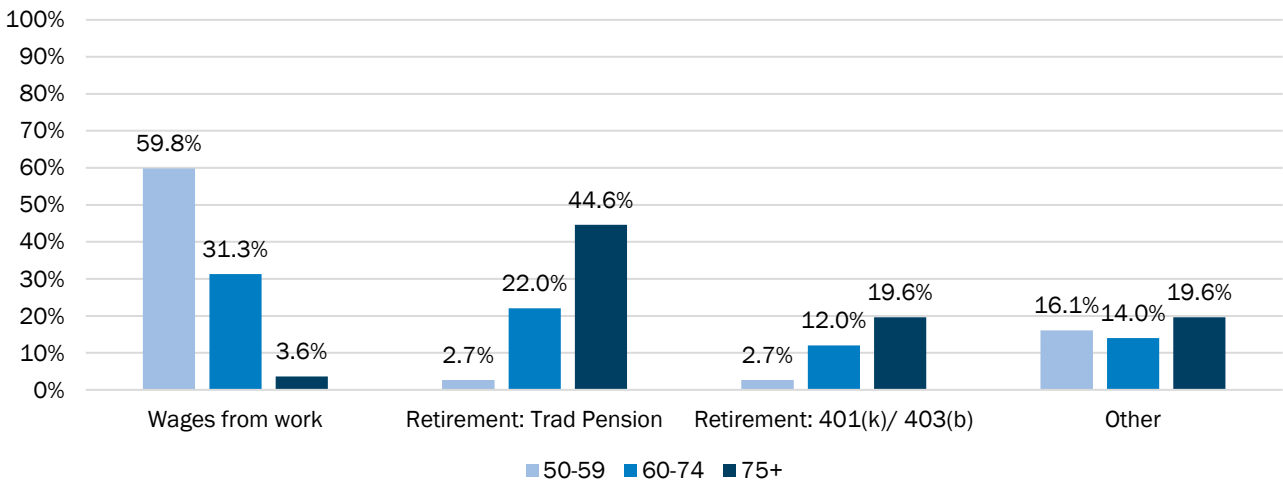
Thirty-nine percent of respondents (126) named Social Security Retirement as their main source of income, and 36 percent (118) listed wages from work. Nineteen percent (62) gave traditional pensions as a main source of income.



The share of respondents reporting wages from work was highest among those 50 to 59 (60 percent). One-third of those 60-74 also reported wages from work. Social Security Retirement and traditional pensions were reported most frequently by the 75-and-over age group (89 and 45 percent, respectively).

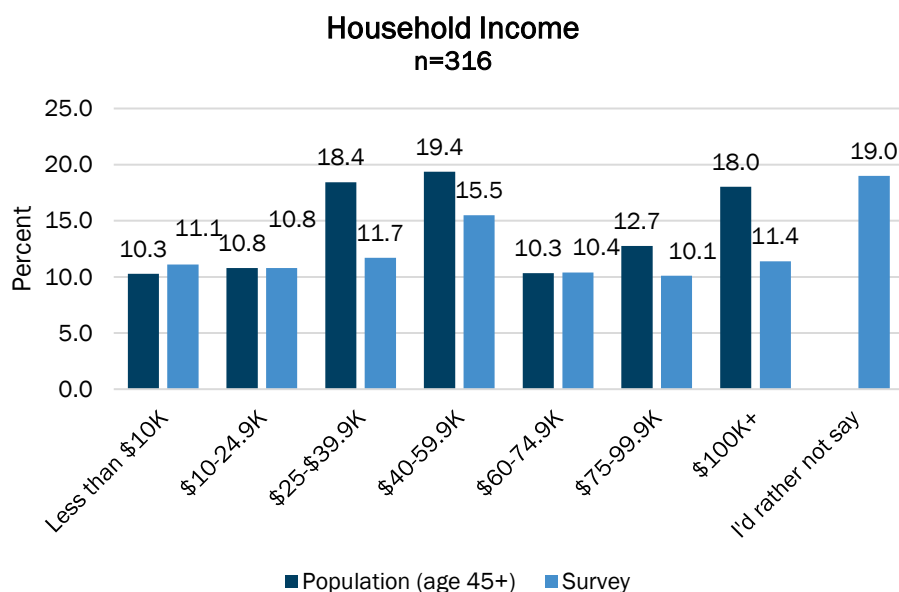


### Income Sources-Private (*by age*) n=318

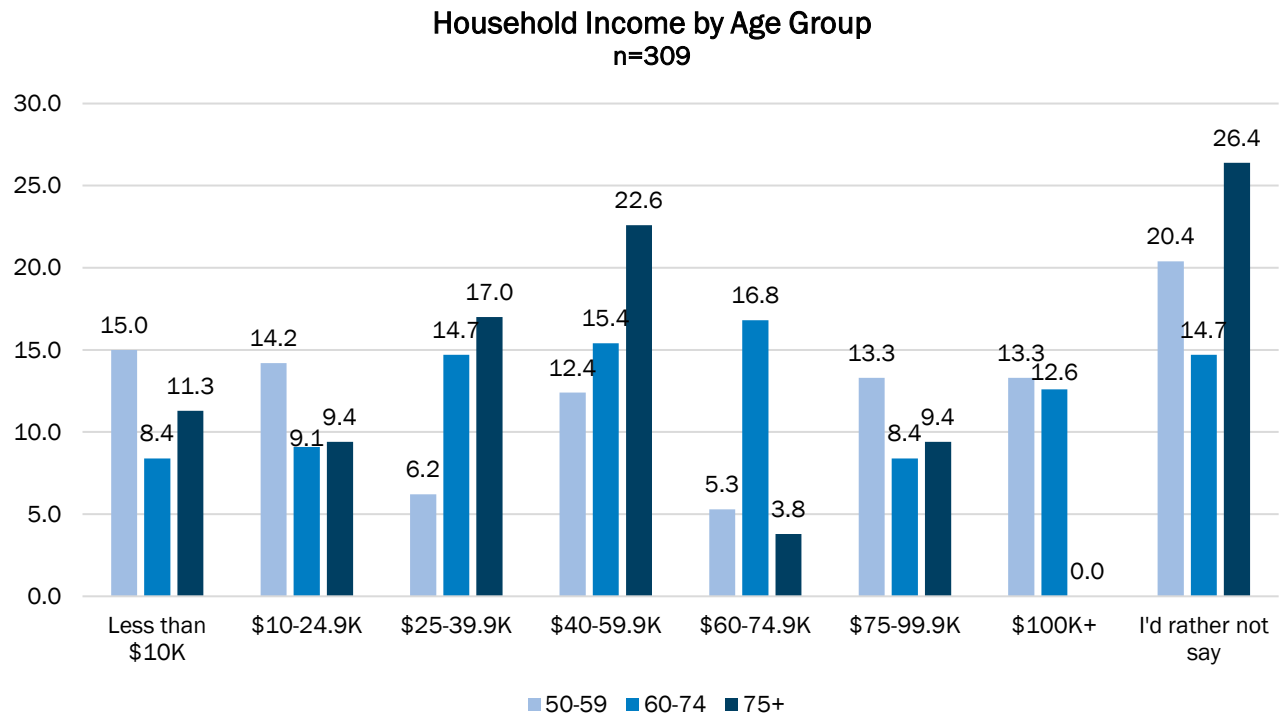


The distribution of respondents by income differed somewhat from that of the general 50+ population. Twenty-two percent of respondents had household incomes below \$25,000, about the same as the population. Those making \$25,000 to \$60,000 made up 27% of respondents, a lower proportion than the 38 percent in the population. Another 21 percent of respondents made \$60,000 to \$100,000, again about the same as the 50+ population. Eighteen percent had household incomes greater than \$100,000, greater than the 11 percent in the population. It should be noted that 19 percent of respondents declined to answer the income question, so it is not known how these would affect the overall distribution.

Fewer respondents to the convenience survey had incomes below \$10,000 (5 percent) than in the representative survey (11 percent), and more had incomes over \$100,000 (18 percent versus 11 percent).



The relatively large proportion of respondents declining to report their income makes it difficult to draw conclusions about the relationship between income and age. Adults in their 50s were more likely to report lower incomes – 29 percent below \$25,000 – compared to those 60 and over. Forty percent of those ages 75 and over reported incomes between \$25,000 and \$60,000. The oldest respondents were also most likely to choose not to respond.



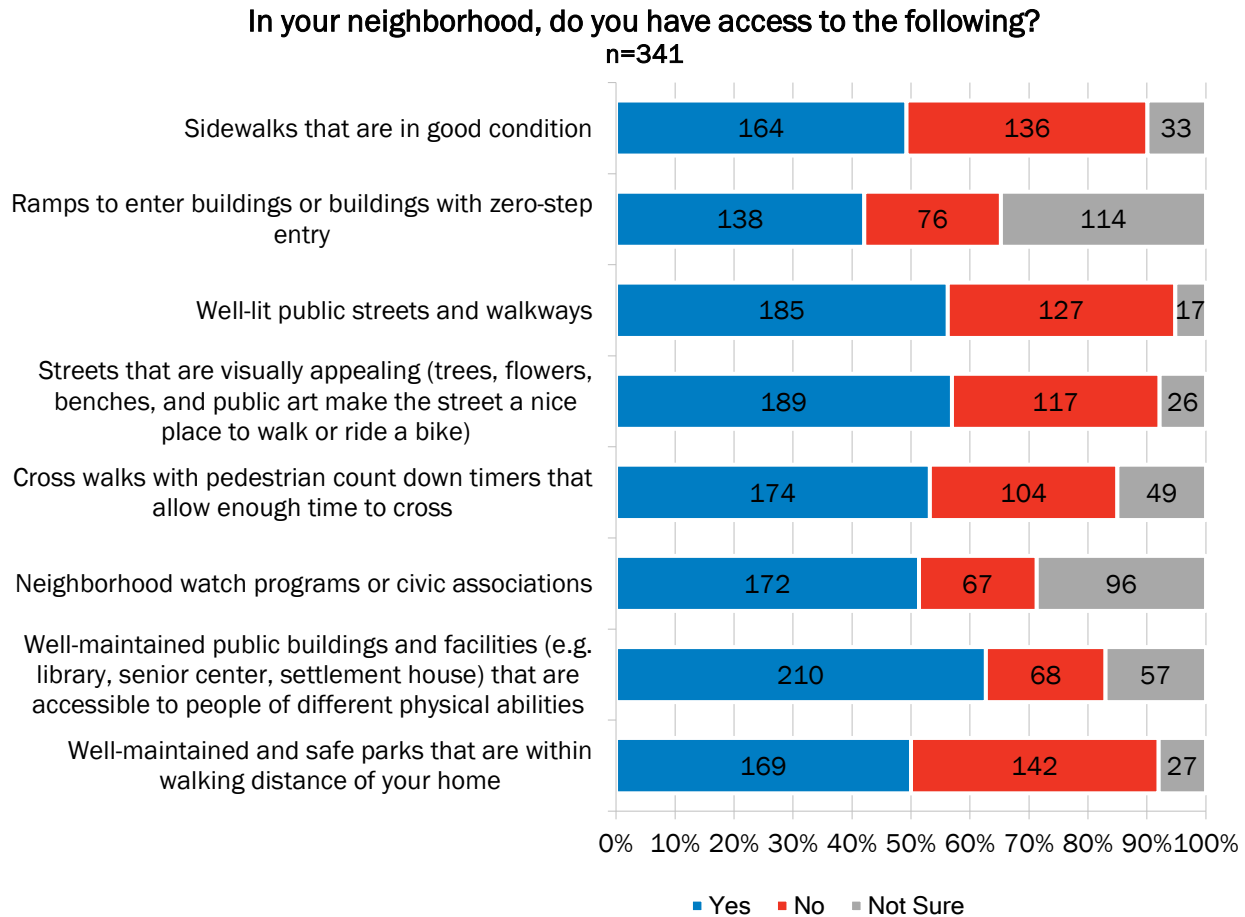


## Outdoor Spaces and Buildings

Data collected through the Columbus survey suggest varied experiences with outdoor buildings and spaces among older adults in Columbus. Most older adults in Columbus report well-maintained and accessible public buildings and facilities. However nearly 60 percent reported there was not or they were not sure if buildings had ramps or zero step entry. The 34 percent who are not sure if buildings are accessible may not have a mobility challenge that would require attention to ramps or zero step entry. As the population ages, more people will likely to look for these types of features among buildings in the community.

Around half of respondents reported having a neighborhood watch program or civic association within their own neighborhood; 28 percent were not sure. These types of groups can promote feelings of safety and connectedness for older adults as they interact with the outdoor spaces within close proximity to their homes. They also allow opportunities for older adults to socialize with their neighbors, including those in younger generations.

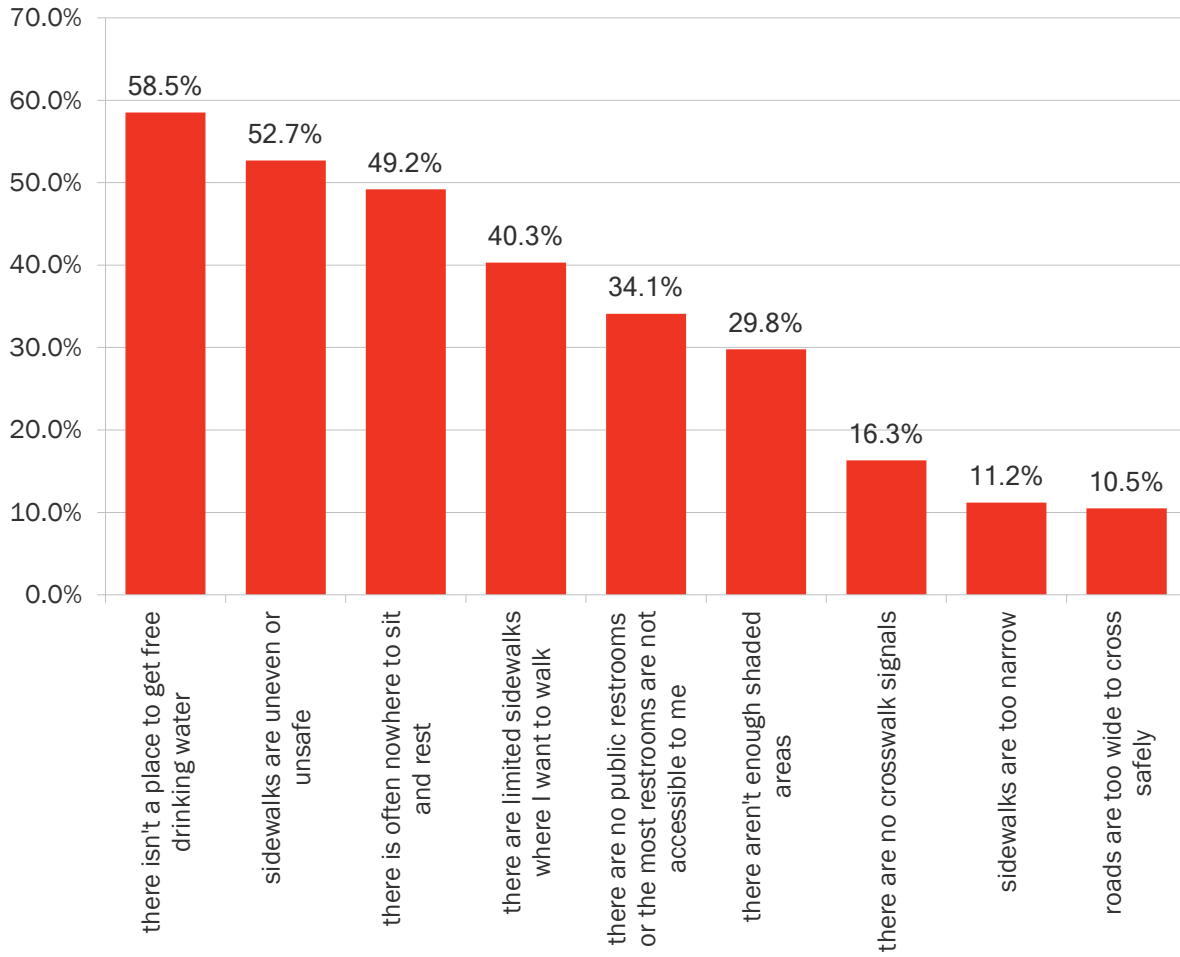
Fifty percent of Columbus older adults said they live within walking distance of a well-maintained and safe park. Close proximity to public parks provides older adults an accessible location to regularly exercise and enjoy the outdoors. Over half of respondents indicated streets are both well-lit and visually appealing. The walkability of a neighborhood increases when residents feel safe, comfortable and have a destination in mind.



When asked about barriers, nearly 60 percent of older adults reported lack of access to drinking water when spending time in public places. Most are able to find restrooms when in public, with only 34 percent identifying this barrier. On the other hand, nearly half of respondents report that finding an area to sit and rest while outside or in public spaces can present a challenge.

Much time spent outdoors and visiting public spaces involves walking to and from locations. The conditions of sidewalks and street crossings can be either an asset or barrier for older adults spending time away from home. In Columbus, 52 percent of older adults indicated sidewalks are uneven or unsafe, while just under half reported that sidewalks are in good condition. Narrow sidewalks were cited as a barrier by 11 percent of respondents. Forty percent reported sidewalks were not present in the areas they wished to walk. Crossing the streets in Columbus does not appear to present a barrier; over half reported having timed crosswalk signals in their neighborhoods with just 10 percent listing crossing wide streets as a barrier.

Do you experience any of the barriers listed below when spending time outdoors or in public places (stores, parks, public buildings, etc.)?  
n=258



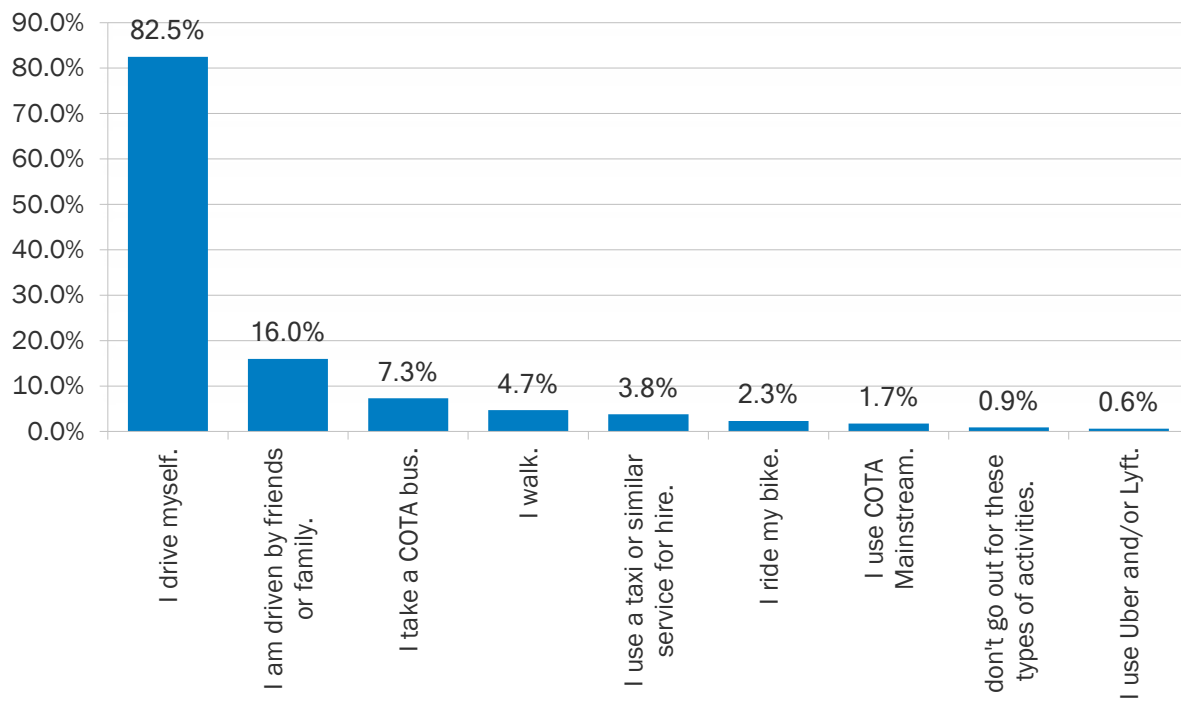


## Transportation

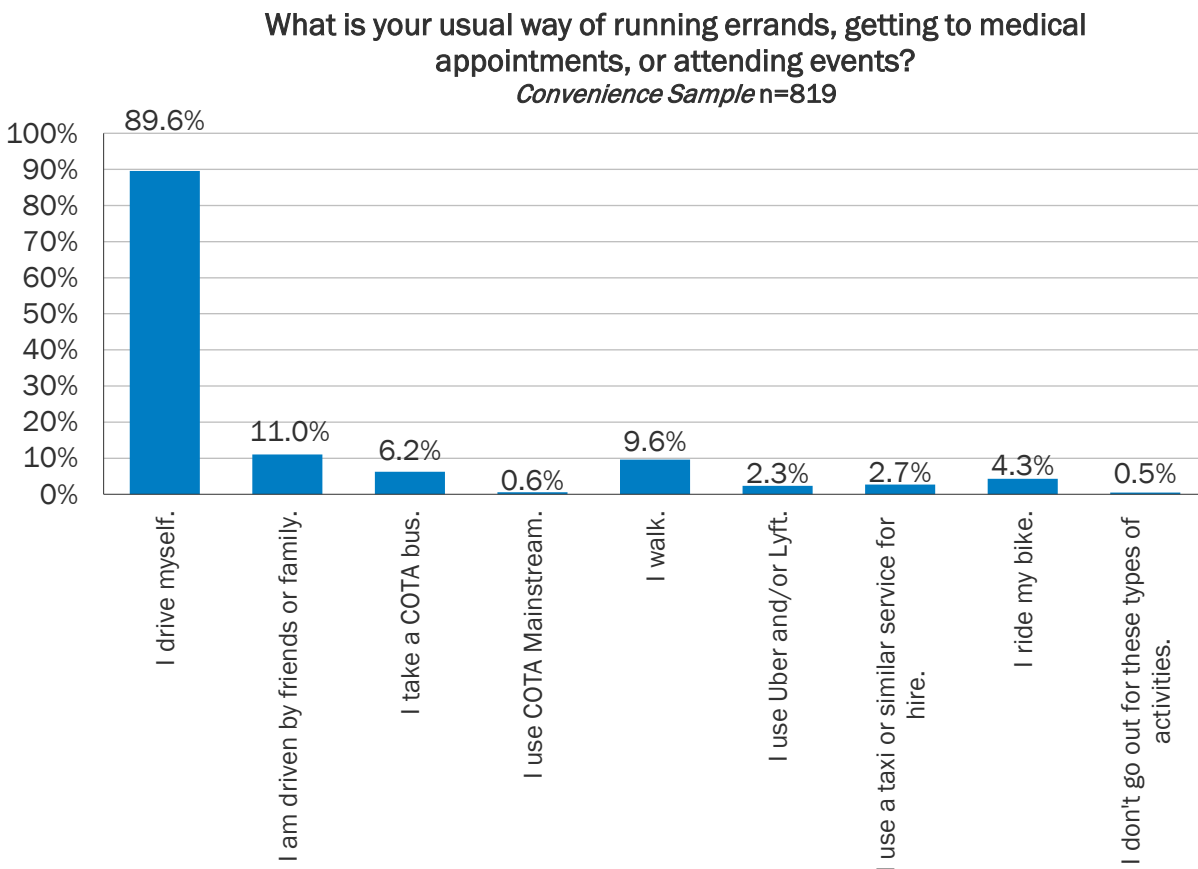
Having access to reliable and affordable transportation allows older Columbus residents to be active members of the community. With strong transportation systems in place, older adults are able to successfully complete the tasks needed to maintain independence such as grocery shopping, doctors' visits, socializing, and connecting with family members.

Most Columbus older adults drive. In the mailed survey, 82 percent drive themselves to appointments, errands, events, or community locations. Many other older persons (16 percent) are driven by friends or family members, while fewer than 8 percent report the COTA bus is their usual means of travel, and less than 2 percent use COTA Mainstream. Just under 5 percent report walking, and just over 2 percent report biking as a usual way of transporting themselves. Just over 4 percent use a service for hire, either a traditional taxi or Uber/Lyft. Less than 1 percent do not run errands, or attend appointments or community events. Respondents could indicate more than one transportation method, so numbers do not add to 100 percent.

**What is your usual way of running errands, getting to medical appointments, or attending events?**  
n=343



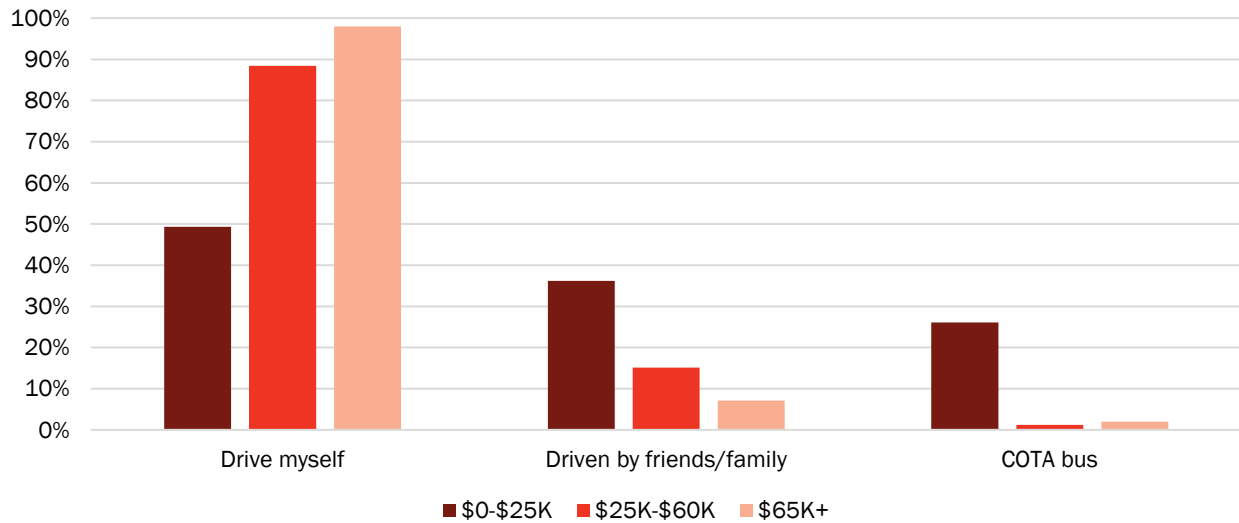
The rates of people driving themselves was slightly higher and other modes of transportation slightly lower in the convenience sample. Of the 819 older Columbus residents who answered this question on the shorter survey, 89 percent reported driving themselves as their usual mode of transportation. Relying on friends and family and walking were indicated by 11 and 10 percent of respondents respectively. In this sample, 6 percent reporting using the COTA bus which is slightly less than those who completed the comprehensive representative survey (7 percent). While only 2 percent of the comprehensive representative sample reported biking as a usual method of transportation, over 4 percent of those in the convenience sample use this method.



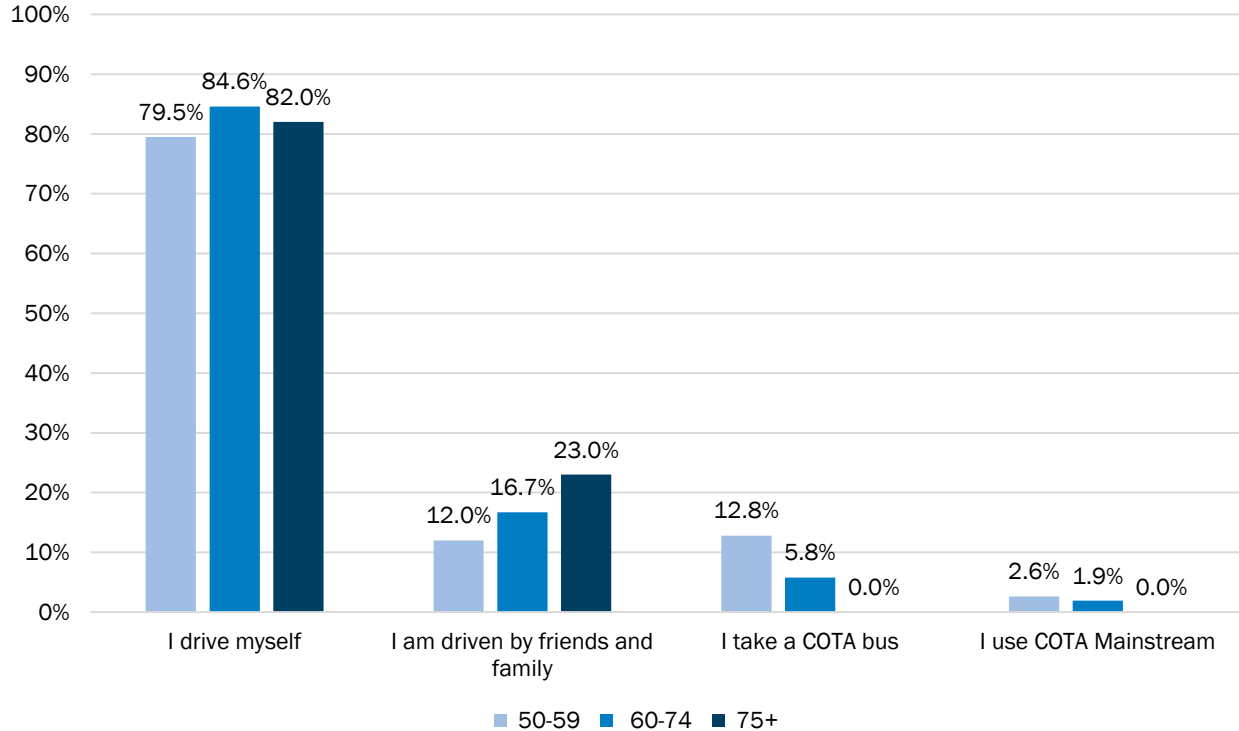
Income is more of a deciding factor on usual mode of transportation than age. Among those with incomes \$60,000 and over, 98 percent reported driving themselves; 88 percent of those with incomes between \$25,000 and \$59,000 drive themselves. A much lower share (49 percent) of those whose income is below \$24,999 report driving themselves. The highest income older adults were twice as likely to drive themselves as residents with the lowest incomes.

Thirty-six percent of low-income older adults in Columbus rely on friends and family for transportation. Only 1 to 2 percent of those with middle and high incomes are using public transportation. An unfamiliarity with alternative transportation options such as public transportation may be a disadvantage to an older adult whose mobility and ability to drive changes either over time or unexpectedly.

What is your usual way of running errands, getting to medical appointments, or attending events? (*by income*)  
n=343



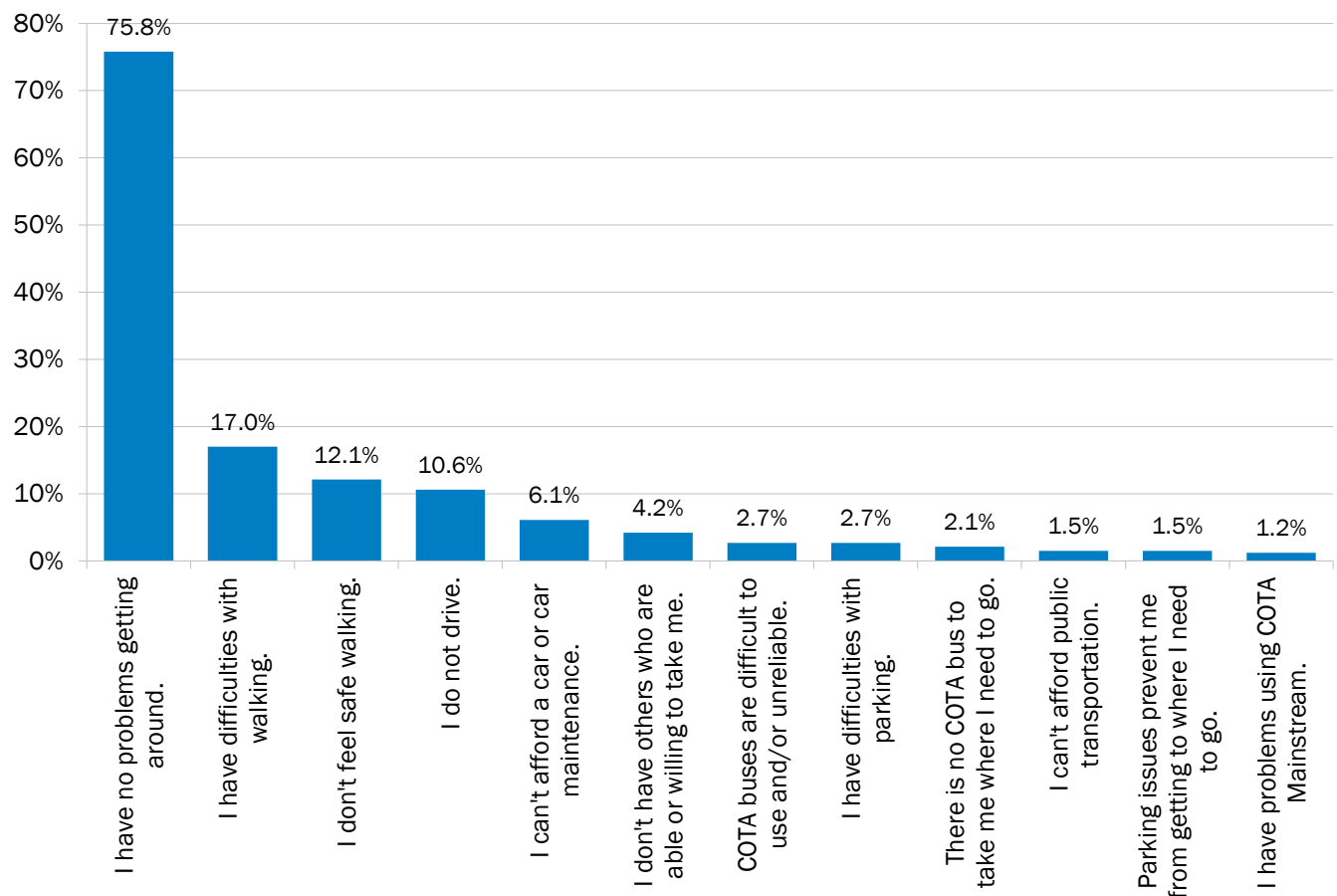
What is your usual way of running errands, getting to medical appointments, or attending events? (*by age*)  
n=343



Across the three age groups, driving one's self is the most common method of transportation. As Columbus adults age, reliance on family and friends for transportation increases. Of the residents between the ages of 50 and 59, 12 percent rely on family and friends; this number increases to 17 percent for the 60-74 age group, and to 23 percent for those 75 and older. An unexpected trend amongst Columbus older adults is decreased use of public transportation with age. Thirteen percent of the youngest age group uses COTA, decreasing to 5 percent in the 60-74 age group. Of the 61 respondents age 75 and older, none reported using either COTA bus or COTA Mainstream as their usual mode of transportation.

Most older adults living in Columbus do not face transportation barriers when navigating the community. Over 75 percent of those surveyed reported they have no problem getting around. Given that over 80 percent of all older adults are driving themselves, it is not altogether surprising that transportation barriers are low. The most common transportation

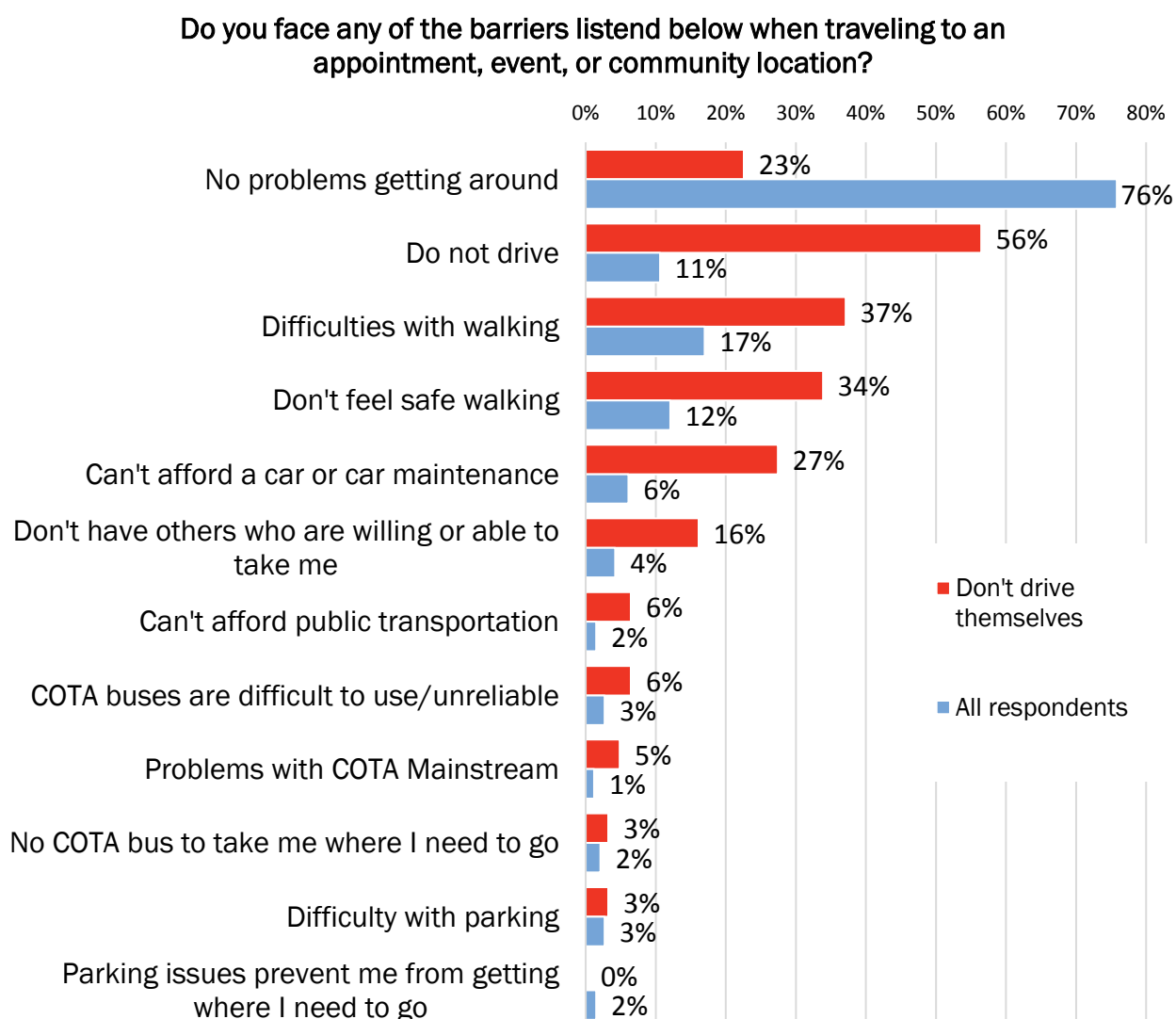
**Do you face any of the barriers listed below when traveling to an appointment, event or community location? (Select all that apply)**  
n=330



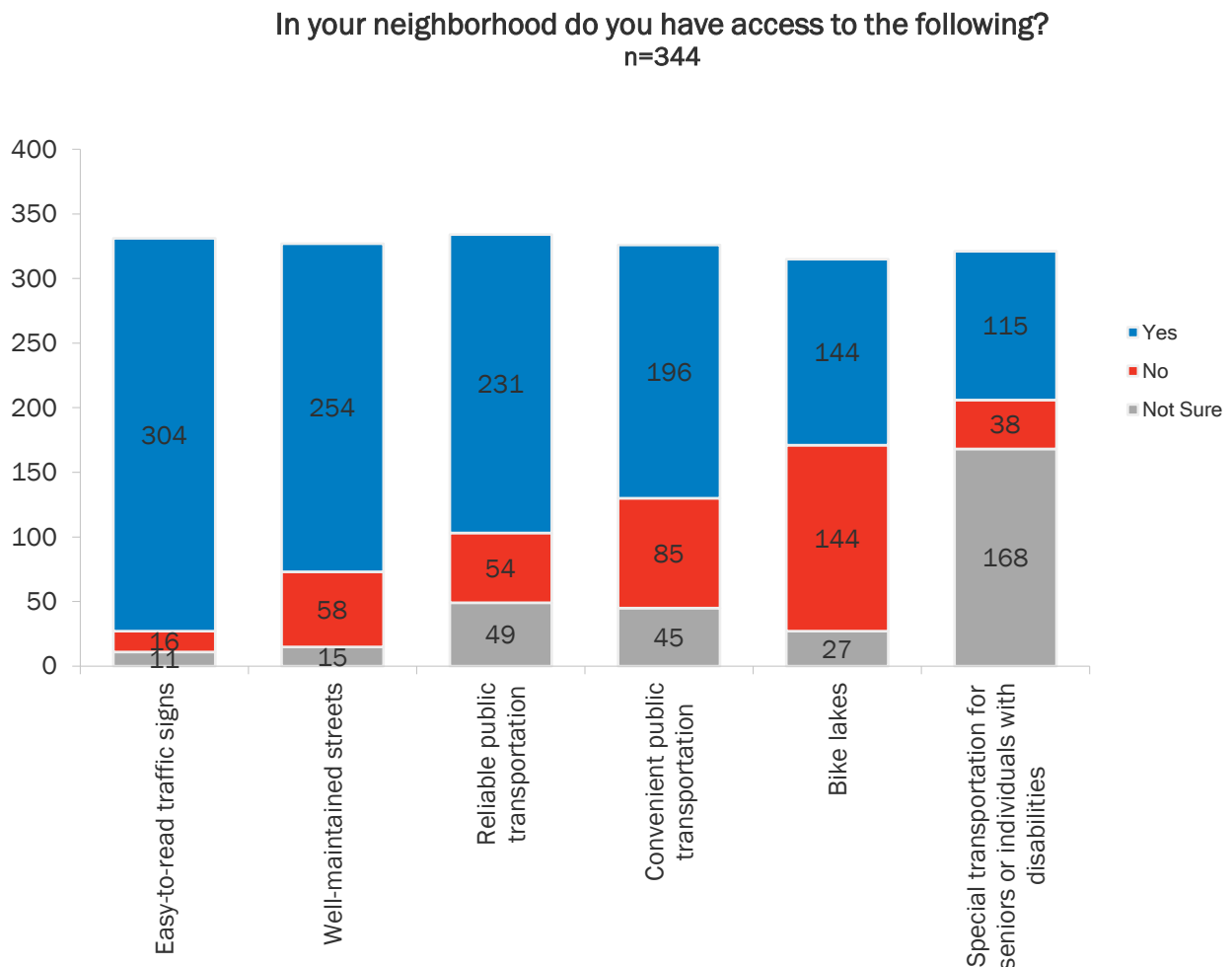
barriers are related to walking. Seventeen percent reported difficulty with walking, and 12 percent indicated they do not feel safe walking.

Not driving is a barrier for 11 percent of Columbus older adults, and 6 percent report not being able to afford a car or the maintenance it requires. Four percent of those surveyed indicated they do not have anyone to take them where they need to go. For those who do drive themselves, the data suggest parking is not a major barrier to transportation.

Barriers related to public transportation occur at relatively low frequencies in the overall survey population, with less than 3 percent finding COTA difficult to use, 2 percent reporting that COTA does not take them where they want to go, 1.5 percent cannot afford COTA, and 1.2 percent report general difficulties using COTA Mainstream. Since so few older Columbus residents say they rely on public transportation, it is not surprising that these numbers are so low. The reporting of barriers increase when drivers are compared with those who do not drive themselves.



When those who do not drive are examined separately, far fewer reported having no problems getting around. Seventy-seven percent of older adults in Columbus who do not drive experience transportation barriers to complete the daily activities that maintain independence such as appointments, events, and community locations. Of this group of non-drivers, many have difficulty with walking (37 percent) and do not feel safe walking (34 percent). Affordability presents more of a barrier for those who do not drive, with 6 percent reporting an inability to afford public transportation compared to 2 percent of all respondents. Non-drivers are also more likely to find COTA unreliable (6 percent) than the total survey population (3 percent).



City street infrastructure can be either an asset or barrier to transportation for older adults. In Columbus over 90 percent of older adults report that traffic signs in their neighborhood are easy to read. Seventy-seven percent of older adults agree that streets are well-maintained throughout their neighborhoods. Both proper signage and timely maintenance of streets create conditions that make it easier for older adults to drive themselves within their communities and enjoy the independence driving brings.

Many older adults within the community are not using public transportation within Columbus. This may be due in part to lack of reliable and convenient access within their neighborhoods. When asked if they had access to reliable public transportation within their neighborhood, 30 percent of older adults were not sure or said they did not. Similarly, 40 percent said they did not or were not sure if they had convenient access to public transportation in their neighborhood. Just over half of older adults report they do not have bike lanes within their neighborhood.

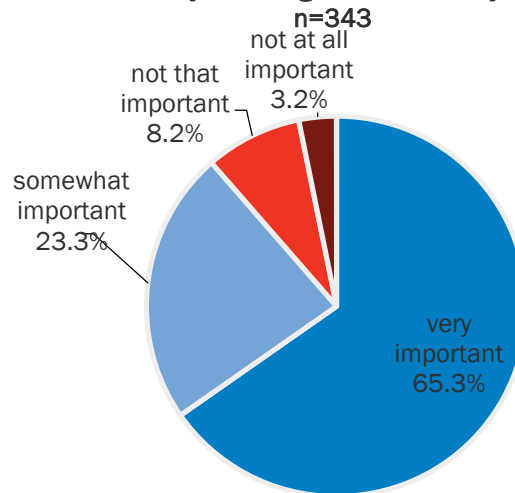
The majority of older adults are not sure if they have access to specialized transportation services for seniors and adults with disabilities. With many older adults driving themselves, they probably have not sought out information about this type of transportation. But they may need these services in the future, and will not know how to utilize them. Increased access to information about specialized transportation would provide crucial knowledge for older adults if driving oneself becomes unsafe.



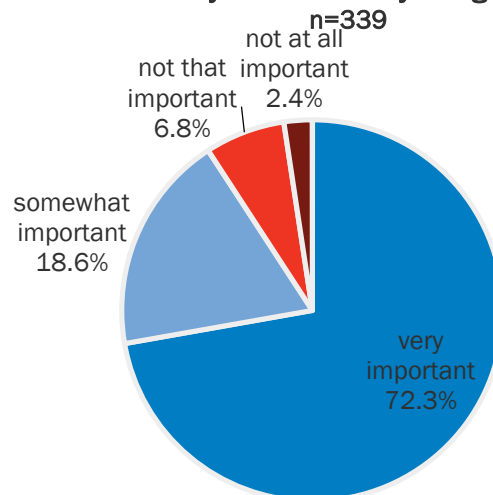
## Housing

Older Columbus residents highly value being able to remain in their homes as they age. Over 90 percent of older Columbus residents said it was very important or somewhat important that they be able to remain in their homes. Remaining in their neighborhood is almost as important; 88.6 percent said it was very important or somewhat important that they be able to remain living in their neighborhood. In the convenience sample, remaining in their home or neighborhood was slightly less important; 87.2 percent said it was very or somewhat important to remain in their home and 85.4 percent said it was very or somewhat important to remain in their neighborhood.

### How important is it to you to be able to remain in your neighborhood as you age?



### How important is it to you to be able to remain in your home as you age?



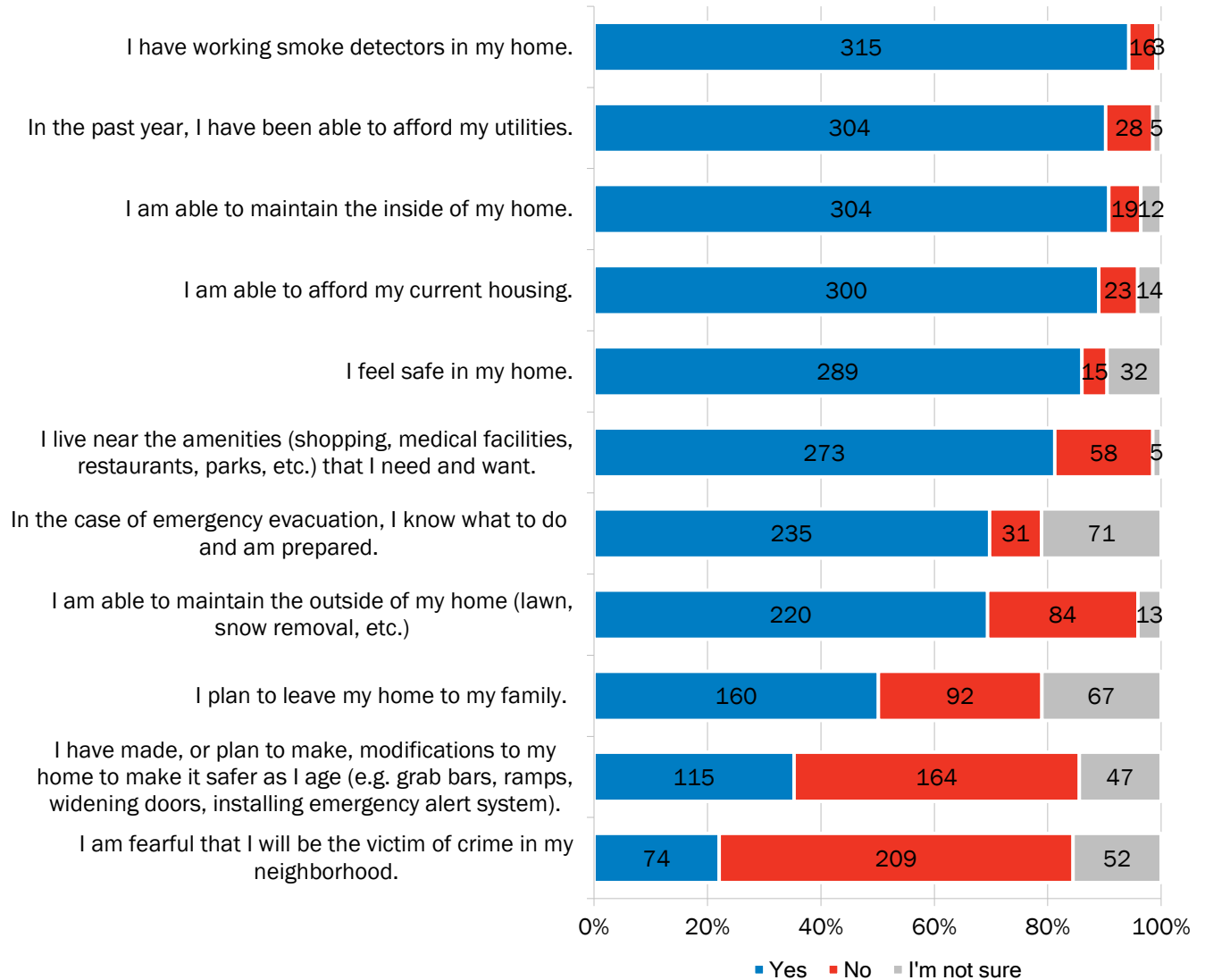
Older adults in Columbus generally feel positive about their current housing, their ability to pay for and maintain their housing, the area where they live, and their safety in and around their home. Between 80 and 90 percent of respondents agreed with the statements “I am able to maintain the inside of my home,” “I feel safe in my home,” “I am able to afford my current housing,” “In the past year, I have been able to afford my utilities,” and “I live near the amenities that I need and want.” Convenience sample respondents were slightly more likely than mail survey respondents to live near the amenities they need and want, with 88 percent in agreement with that statement.

One concerning housing issue for respondents was outdoor maintenance such as lawn care and snow removal. Thirty percent of older adults indicated “no” or “I’m not sure” when asked if they agreed that they are able to maintain the outside of their home. Some older Columbus residents are fearful of crime in their neighborhoods; 22 percent are fearful that they will be the victim of crime, and another 16 percent are not sure. In the convenience sample, crime was less of a concern, with only 14 percent agreeing that they are fearful of being a victim of crime.

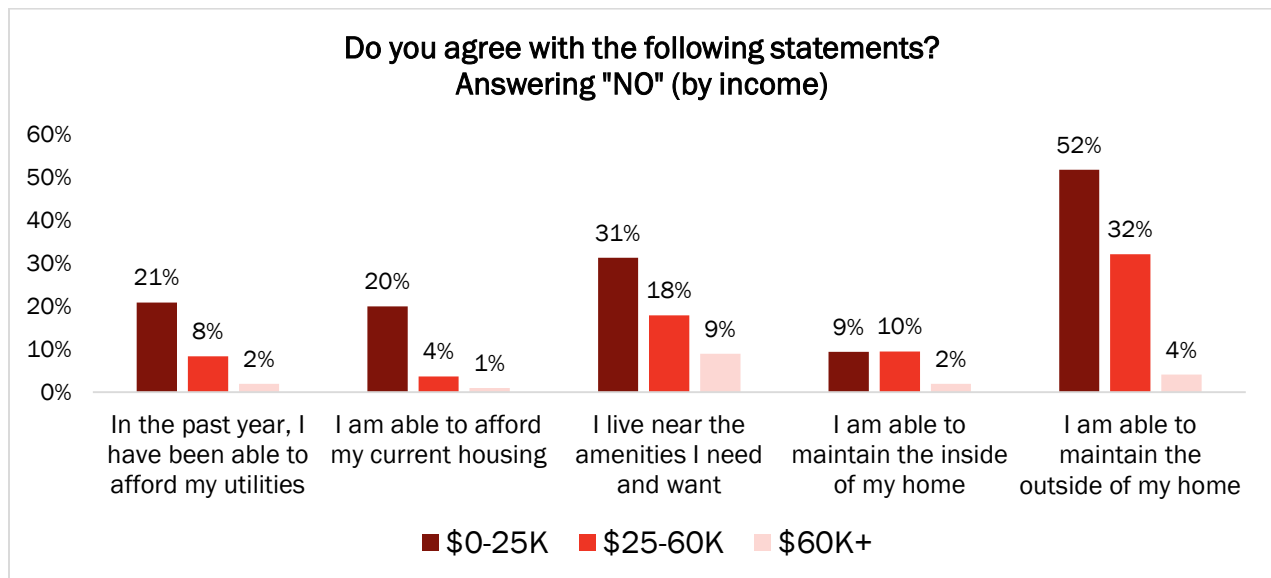
Many are unsure of what to do in the case of an emergency evacuation; 30 percent said “no” or “I’m not sure” when asked if they agree that they know what to do and are prepared in the event of an emergency. Almost all respondents (94 percent) said they have working smoke detectors in their home. When asked if they plan to leave their home to their family, Columbus older adults were divided; 50 percent intend leave their home to their family, 29 percent do not, and 21 percent are not sure.

## Do you agree with the following?

n=345

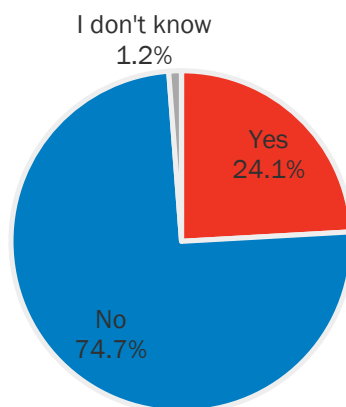


It is not surprising that affordability is a greater concern for low-income older adults in Columbus than their wealthier peers. About one-in-five older adults with incomes below \$25,000 said they have not been able to afford their utilities or current housing, compared to less than 2 percent of those earning more than \$60,000. Low-income older adults were three times less likely to live near the amenities they need than the highest income older adults, and twice as likely to respond “no” to this question than Columbus older adults overall. While outside maintenance is of greater concern to Columbus older adults than indoor maintenance, maintaining the outside of their homes appears to be of particular concern to Columbus older adults with the lowest incomes. More than half reported that they are unable to maintain the outside of their home.

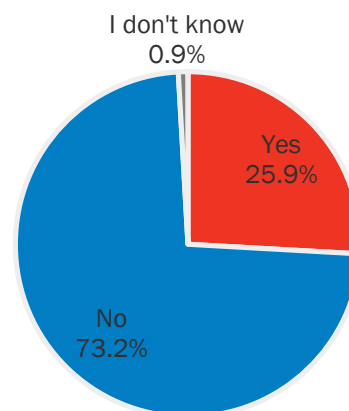


Falls are a concern for older Columbus residents. Around one-quarter have fallen in the past year, and report feeling unsteady when standing or walking. Almost one-third worry about falling. Not surprisingly, falling and fear of falling increases as people age. Among Columbus residents age 50 to 59, only 17 percent report falling in the past year, compared with 24 percent of residents age 60 to 74, and 34 percent of residents age 75 and older. Forty-one percent of residents age 75 and older and 35 percent of residents age 60 to 74 worry about falling, while only 21 percent of those age 50 to 59 worry about falls. Being worried about falling can cause older adults to stop doing their favorite activities or to turn down opportunities to get out in the community or interact with family and friends.

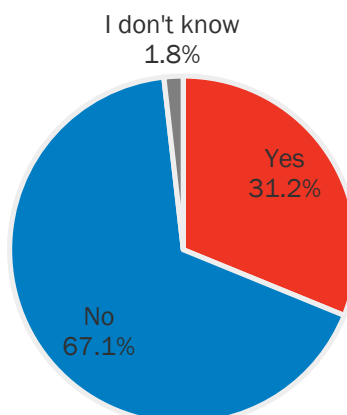
**Have you fallen in the past year?**  
n=344



**Do you feel unsteady when standing or walking?**  
n=340

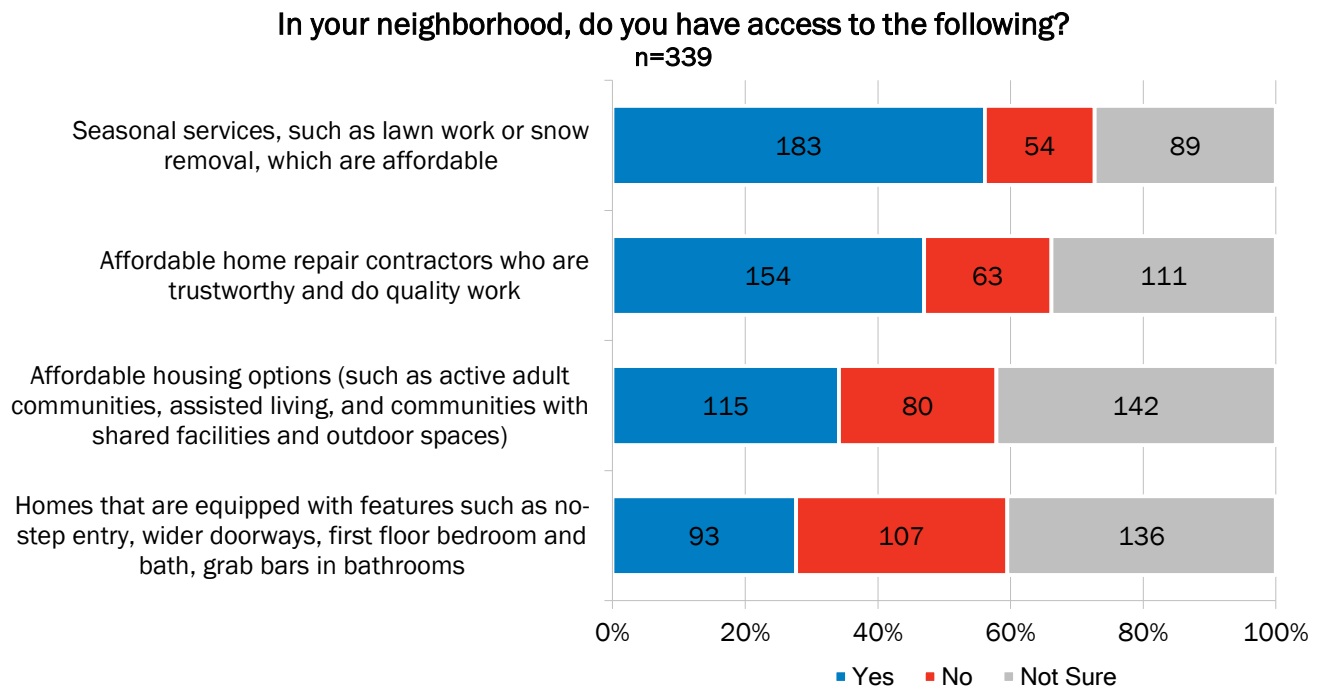


**Do you worry about falling?**



When it comes to access to services and age-friendly housing options, Columbus older adults are facing some challenges. Around 56 percent of older residents said they have access to affordable seasonal services like lawn care and snow removal. However, outdoor maintenance is one of the biggest housing challenges facing Columbus older adults, and 44 percent either do not have access to services or are unsure of how to access affordable services. Over half of older Columbus residents do not have access to or are unsure how to access affordable home repair contractors that they can trust.

Only around one-third of Columbus older adults said that they have access to affordable housing options such as active adult communities, assisted living, and communities with shared facilities and outdoor spaces in their neighborhoods. Only 28 percent of older Columbus residents reported having access to age-friendly home modifications such as no-step entry, wider doorways, first floor bedroom and bathrooms, and grab bars in their bathroom.





## Safety and Emergency Preparedness

Safety and Emergency Preparedness cuts across several other domains, as safety can be a concern for older adults in a variety of contexts. This section of the report will provide an overview of safety issues addressed in other domains. Additional information regarding attitudes about and challenges with safety among older

Columbus residents can be found throughout this report.

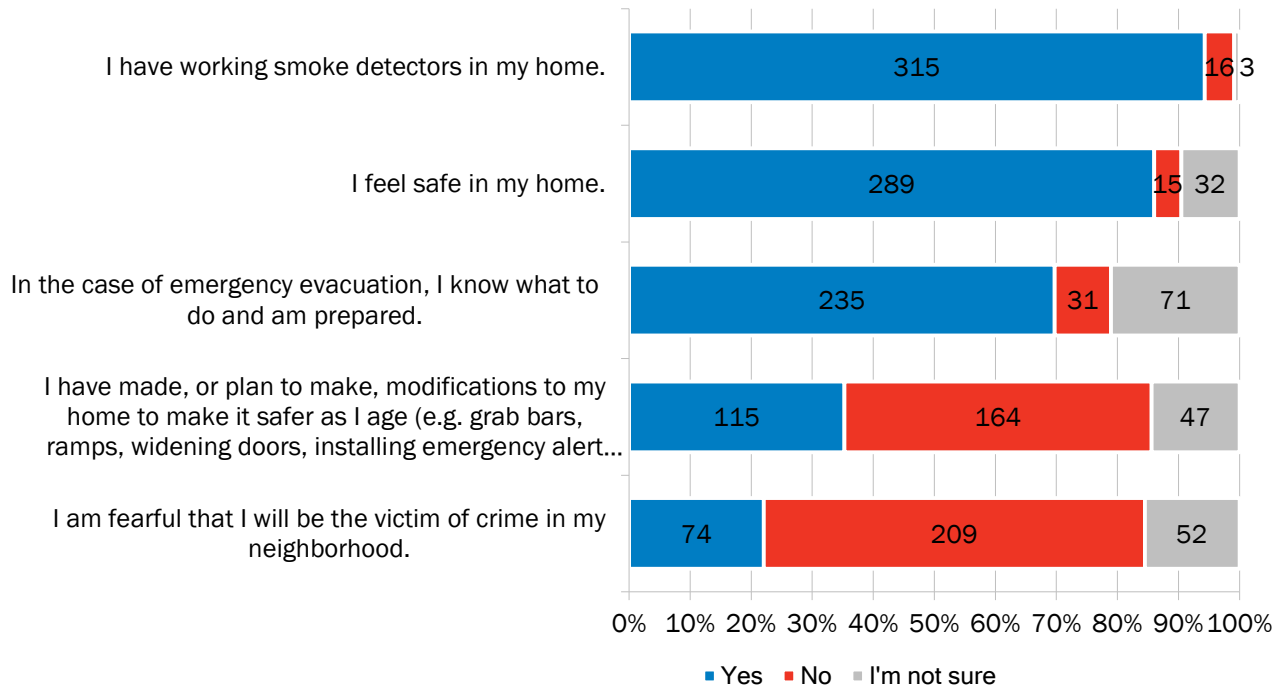
With regard to transportation, feeling unsafe is a barrier to walking for a small portion of the older adult population in Columbus. Twelve percent of older adults said that not feeling safe walking is a barrier when getting where they need to go. Among older adults who do not drive, 34 percent said they do not feel safe walking. Although they were not asked about specifics, other sources suggest concerns about safety when walking could be due to fear of tripping or falling, worries about navigating intersections, or fear of crime, among other things. Over half (54 percent) of Columbus older adults said they do not or are not sure if they have access to bike lanes in their neighborhood. The presence of bike lanes can be both an asset and challenge for older adults. They can provide a safer space for engaging in cycling but also introduce new traffic rules for drivers. Lack of bike lanes presents a safety concern for any older adults who ride a bicycle, as well as older adults who drive, and may have a harder time identifying and safely navigating with cyclists on the road. With introduction of bike lanes in neighborhoods, communities often benefit from increased education on the rules and regulations regarding the lanes. Easy-to-read traffic signs and well-maintained streets are an important aspect of transportation safety, and the majority of older Columbus residents have access to both.

While some face challenges, most Columbus older adults feel relatively safe in and around their homes. Nearly all (94 percent) older Columbus residents have working smoke detectors, and 86 percent said they feel safe in their homes. Nearly a quarter of older residents (22 percent) are concerned that they will be the victim of crime in their neighborhood. Over one-third have made or plan to make modifications to their home to make it safer as they age. These modifications can help prevent falls, make it easier to get around inside the home, and help keep older adults safe in the event of an emergency. Assistance making home accessibility modifications, which are often expensive, could be helpful.

Many older Columbus residents (30 percent) are unsure of what to do in the case of an emergency evacuation. Emergency events can present particular challenges for older adults who more frequently rely on outside support from caregivers to live independently, or who may have specific routines to manage health conditions. Therefore, it is even more important for older adults to consider emergency preparedness.

### Do you agree with the following?

n=345

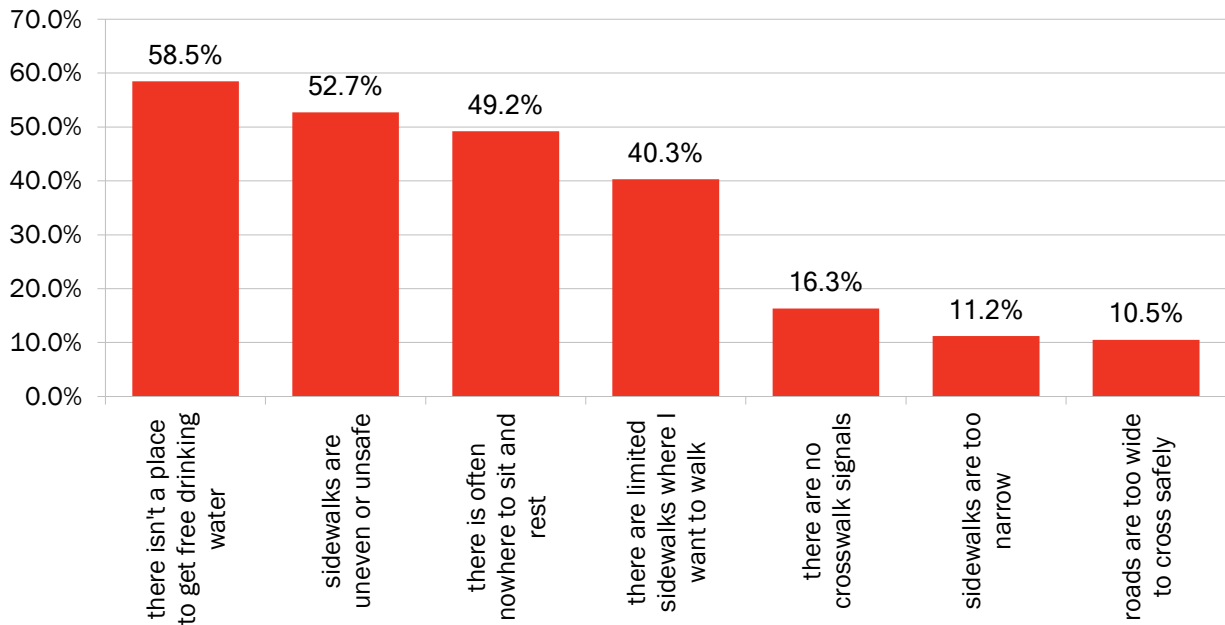


Falls are one of the biggest safety concerns facing older adults, and Columbus older adults are no exception. About one in four Columbus older adults report having fallen in the past year, and over 30 percent report that they worry about falling. As people age, they are more likely to experience and worry about falls.

Many of the safety challenges that older adults face are in outdoor spaces and public buildings. The most common safety challenge faced by Columbus older adults is a lack of access to free drinking water, which can interfere with the ability to take scheduled medications and can present a particular challenge on high heat days. A high proportion of older residents have challenges with sidewalks being uneven or unsafe (53 percent) and not having sidewalks at all (40 percent). About one half of older residents either do not have or are not sure about their access to sidewalks that are in good condition. Uneven sidewalks are a fall hazard, especially when they are covered by ice or snow, and lack of sidewalks means that pedestrians must walk in the street where they risk not being seen by drivers.

Fewer than 17 percent of older Columbus residents reported barriers related to crosswalk signals or width of the roads or sidewalks. On the other hand, 47 percent of older residents do not have or are not sure if they have access to crosswalks with pedestrian countdown timers, which can be helpful to pedestrians in judging whether they have enough time to safely cross the street at a busy intersection. Nearly 40 percent of older adults in Columbus say they don't have access to well-lit public streets and walkways, which creates safety challenges for pedestrians as well as for people living in poorly lit areas.

Do you experience any of the barriers listed below when spending time outdoors or in public places (stores, parks, public buildings, etc.)?  
n=258



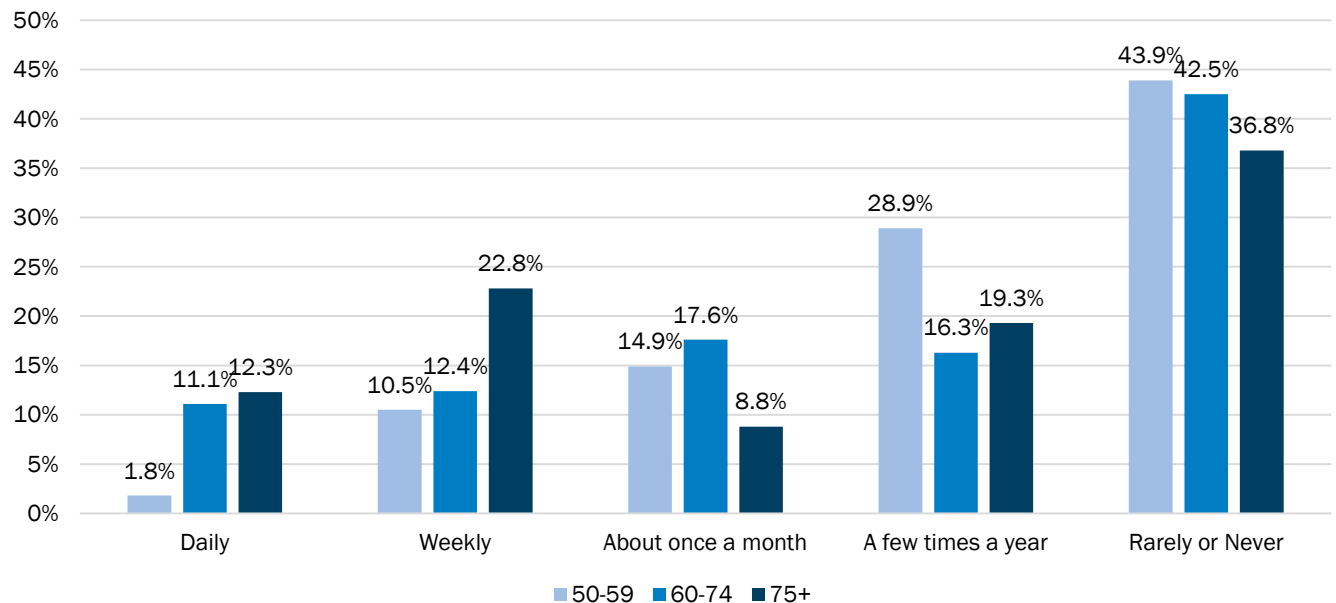


## Respect, Social Inclusion, and Social Participation

Older adults in Columbus actively participate in social activities as a way to stay connected to their community. As people age in Columbus, the rate of participating in social and community events on a daily or weekly basis increases. Those 75 and older are more likely to attend than younger older adults. It is possible that people in this age group who are attending events are visiting senior centers, which according to the National Council on Aging have an average age of 75. Only 10 percent of adults between age 50 and 59 attend a social or community event weekly, whereas 22 percent of adults over age 75 report attending events. Higher rates of full-time employment in the youngest age group may mean they have less available free time to participate in social or community events. Overall, 42 percent of Columbus older adults rarely or never participate in community events. As more people age, it will be important to create appealing opportunities for them to gather on a regular basis. Regular participation in activities is an effective method to prevent social isolation.

### How often do you participate in social or community events? (*by age*)

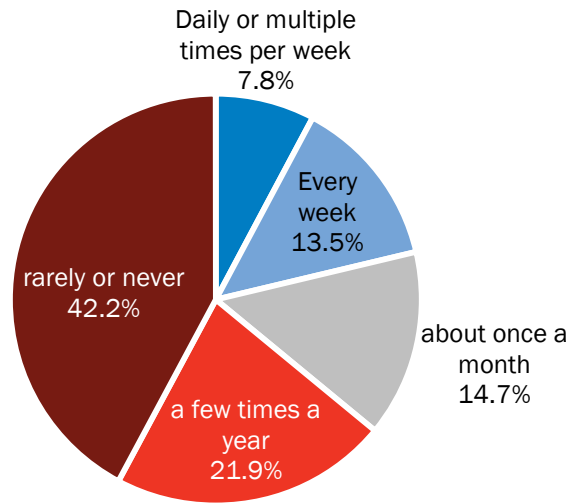
n=334



When asked what could make them feel more connected to their community, 14 percent of older adults in Columbus reported that cost for community events and activities presented a barrier. This is particularly true for Columbus older adults with lower incomes. For those with yearly incomes below \$25,000, 67 percent indicated they rarely or never attend social and community events. Only 25 percent of respondents with incomes over \$60,000 reported that they rarely or never attend events. Cost could be a contributing factor.

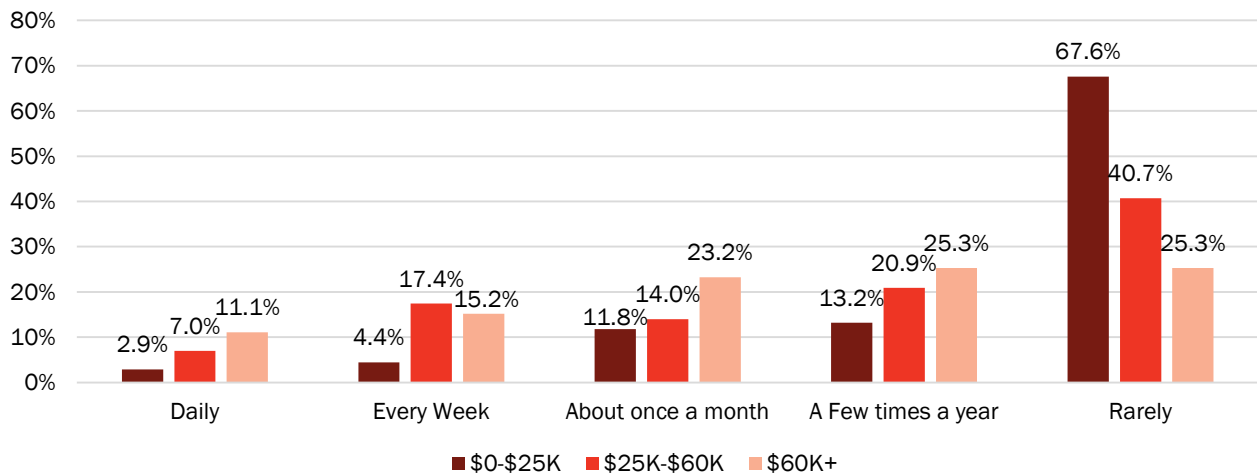
### How often do you participate in social or community events?

n=334



### How often do you participate in social or community events? (*by income*)

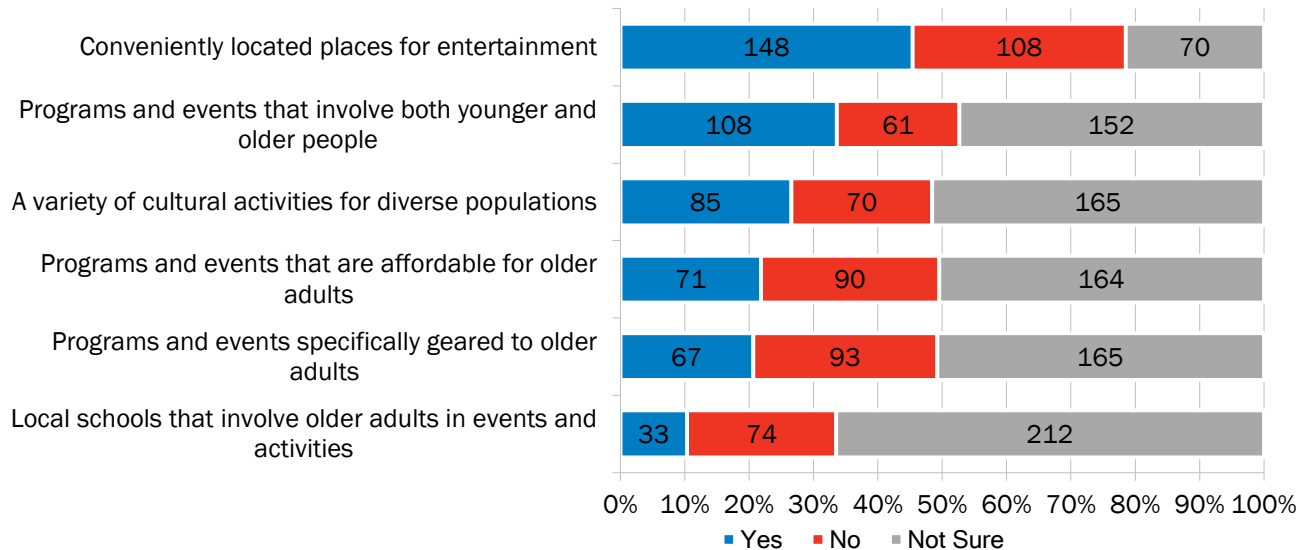
n=334



Many older adults in Columbus enjoy social activities close to their homes. Forty-four percent of older adults responded that they have access to conveniently located places for entertainment within their neighborhoods. A majority of older adults are not sure if they have access to events in their neighborhoods that are intergenerational, multicultural, and affordable, or held at local schools. Older adults are more likely to be active in the community if they are informed of the various types of social activities that happen within a close proximity to their homes.

### In your neighborhood do you have access to the following?

n=329

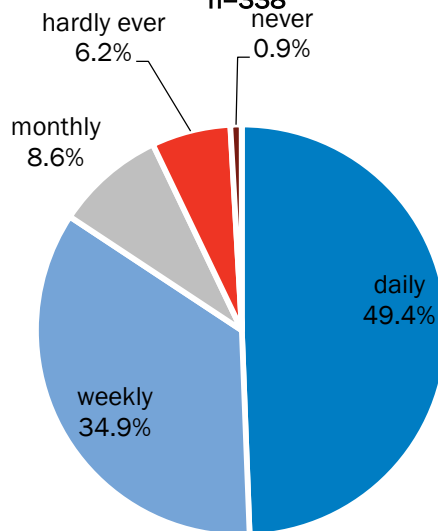


Compared to other types of assets, the share of Columbus older adults reporting that they did not, or were not sure if they did, have access to elements of this domain are particularly high.

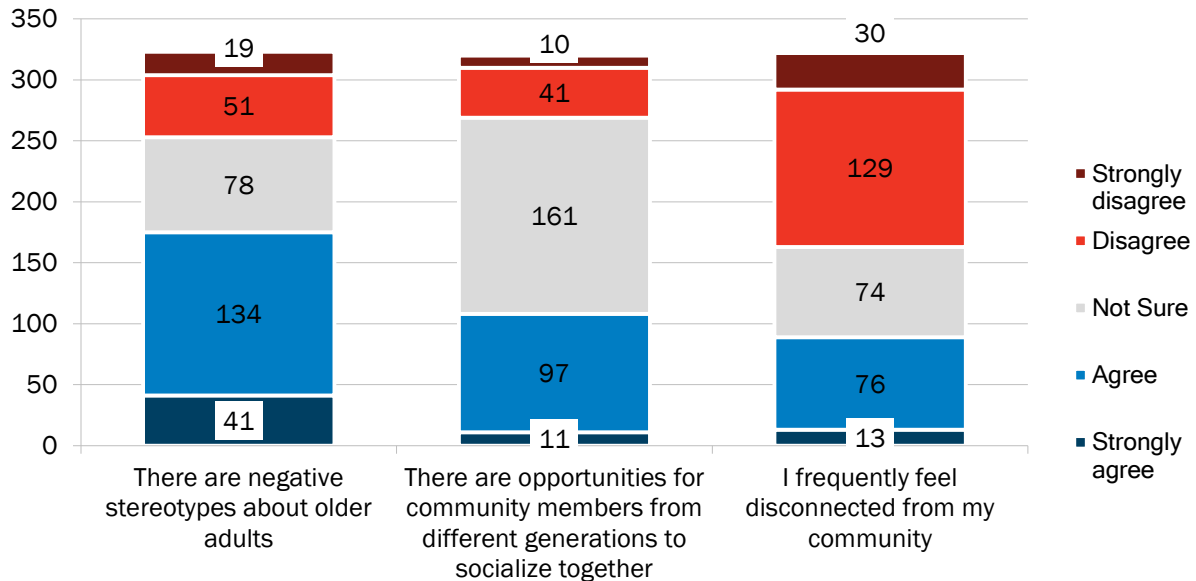
Most older adults in Columbus maintain strong social connections with friends and family. Eighty-four percent of older adults living in Columbus socialize with friends or family on a daily or weekly basis. Eight percent report socializing about once a month. Just over 7 percent of older adults have very little to no socialization with friends or family. This small group of older adults is particularly at risk for the aging issues related to social isolation including poor health, financial abuse, depression, and increased risk of falling.

### How often do you socialize with friends or family?

n=338



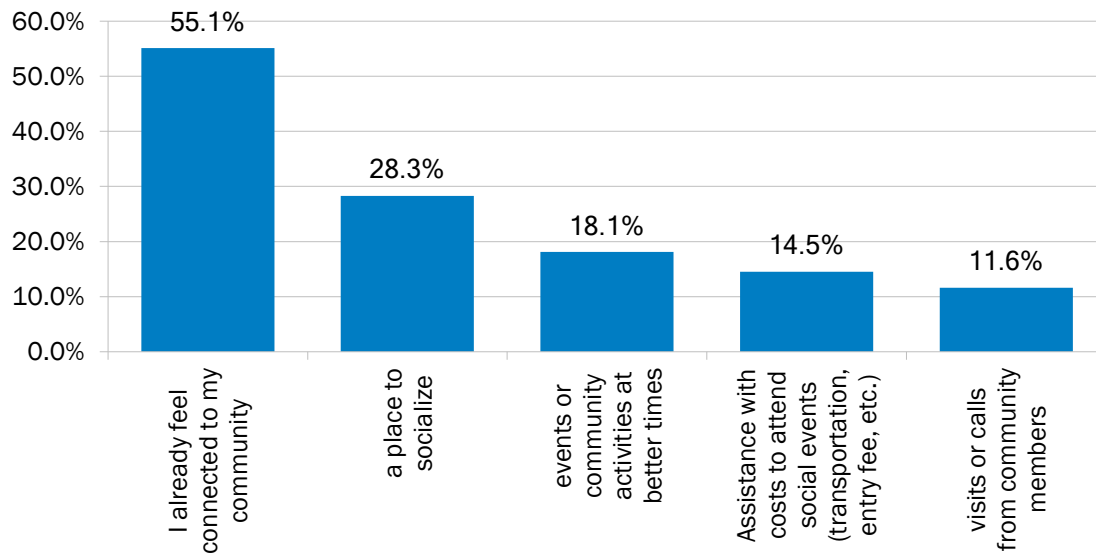
Please indicate your agreement with the following statements:  
n=326



Unfortunately, 41 percent of older adults either agree or strongly agree that members of their community have negative stereotypes of older adults, and only 21 percent disagree with the statement. Negative stereotypes of older adults lessen the feeling of respect and inclusion, which can lead to decreased rates of participation in civic events. Efforts can be made to increase marketing which features older adults with positive messaging. Images that empower older adults and show the value they bring to the community can decrease the perception of negative attributes of aging. Nearly half of the responders are not sure if there are opportunities for intergenerational socializing, which is in line with responses to the previous question.

Even so, only a small portion of Columbus older adults reported feeling disconnected from the community. Twenty-eight percent of older adults reported that a place to socialize would help them feel more connected. Eighteen percent said events could be held at better times and 14 percent reported assistance with cost would help them be more connected to the community. Feeling connected to one's community provides opportunity for older adults to have support systems should they encounter a time of crisis or need.

**What would make you feel more connected to your community?**  
n=276





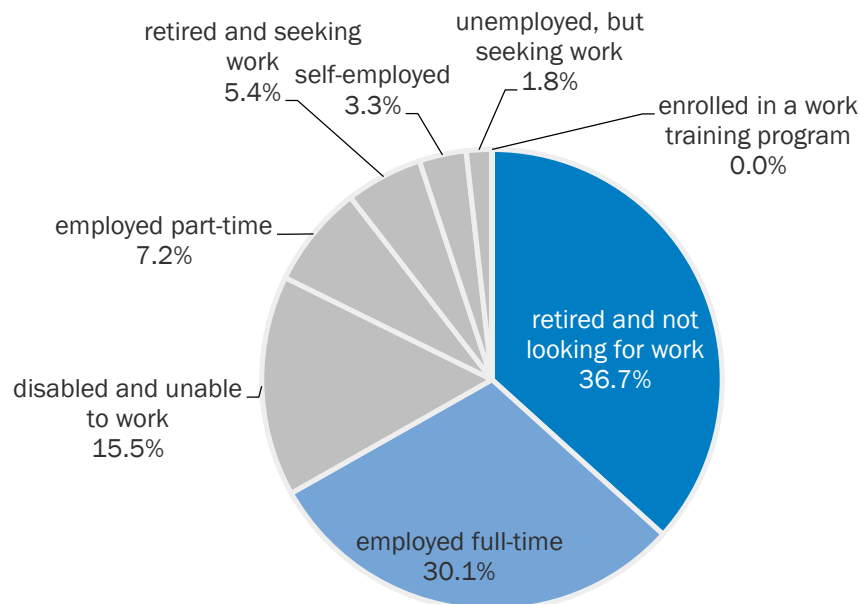
## Civic Participation and Employment

Across the country, people are remaining active in the workforce for longer than in previous generations. This trend can be seen among older adults in Columbus. Over one-third of Columbus older adults are retired and not looking for work, according to the comprehensive representative survey. About 30 percent report full-time

work, while 7 percent work part-time. Seven percent of older adult residents are seeking employment (including both the unemployed and retired). Overall, these data show that 44 percent of Columbus older adults are in the labor force (either employed, or unemployed and seeking work).

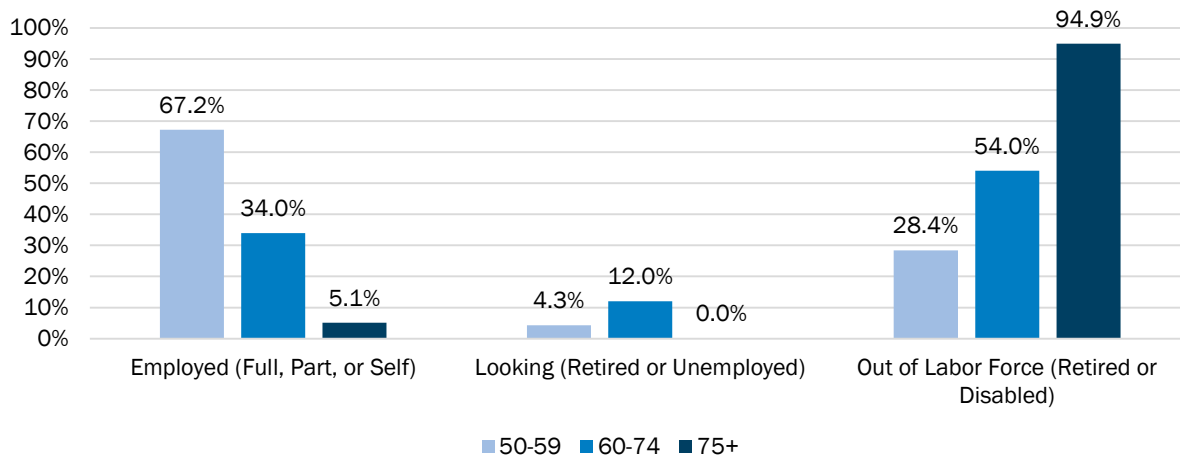
### What is your employment status?

n=335



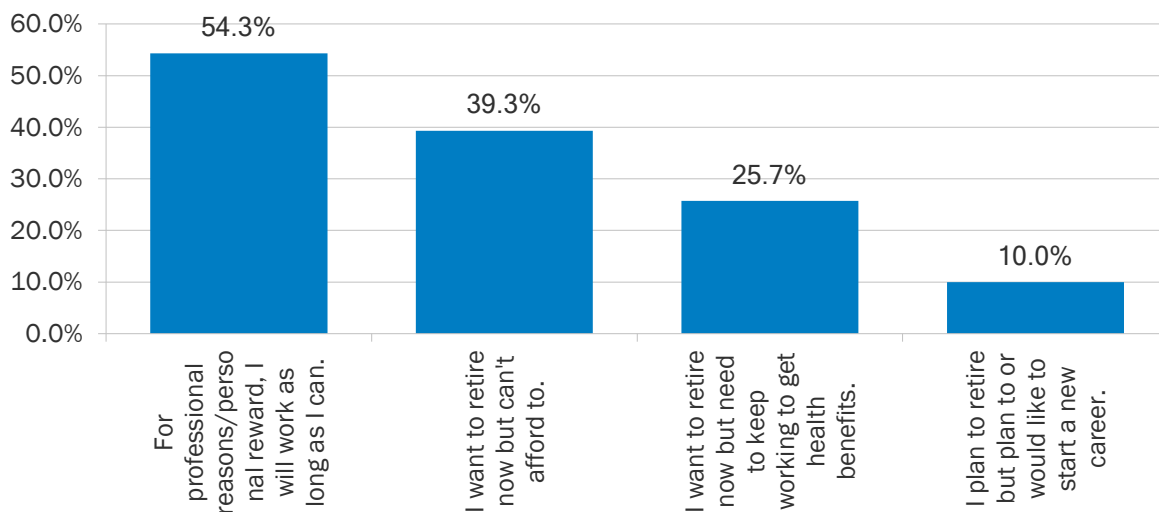
There are variations among age groups, as adults over the age of 75 are less likely to be in the workforce and more likely to be retired and not looking for work. Ninety-five percent of residents age 75 and over report being retired and not looking for work, or disabled and unable to work, compared to just 28 percent of those younger than 60, and 54 percent of those aged 60-74.

### What is your employment status? (*by age*) n=335



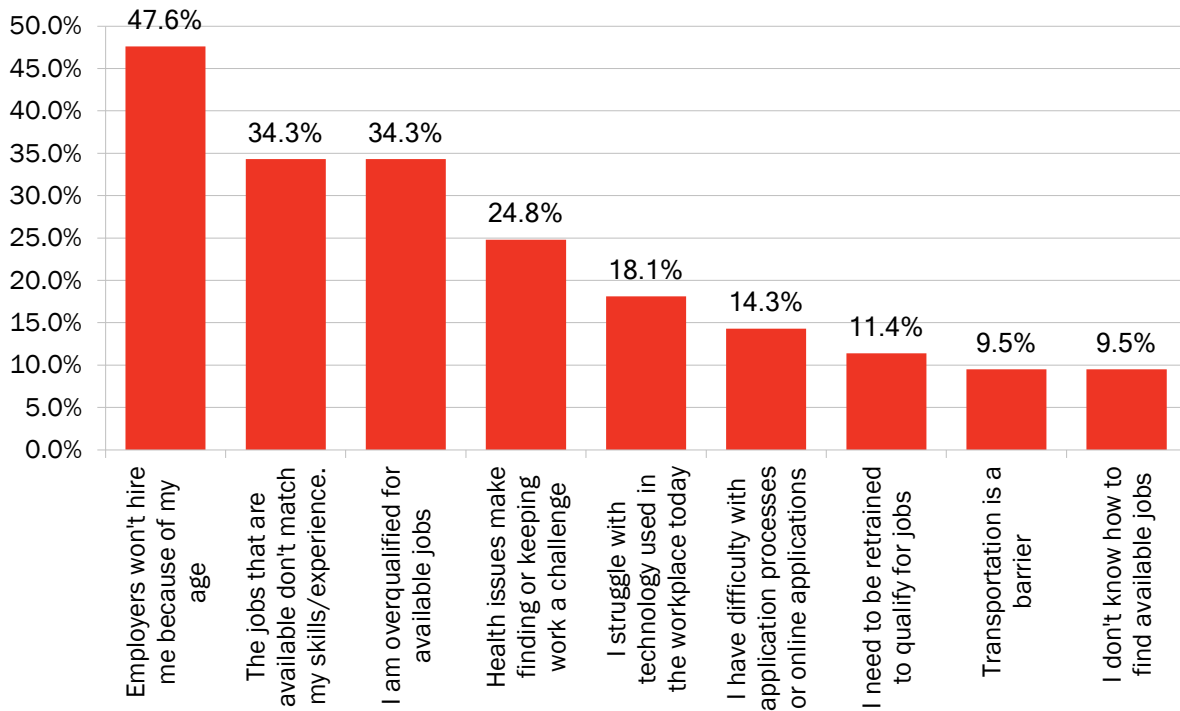
Among those who are employed, the most common motivators to remain employed were professional and personal. On the other hand, more than one-third report that they would like to retire but cannot afford to, and more than 25 percent need to keep working to get health benefits.

### If you are employed, what are your plans for retirement? (select all that apply) n=140



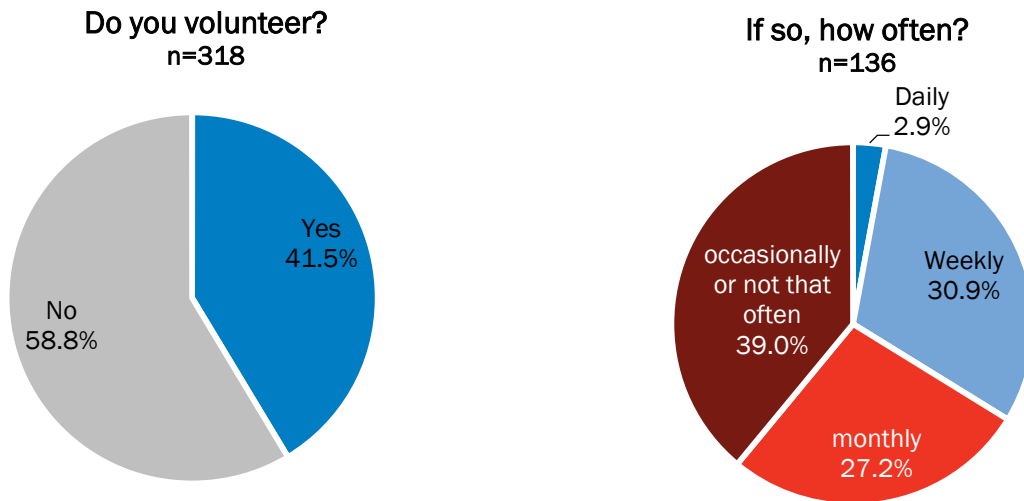
When seeking employment, the most frequently cited challenges among Columbus older adults were age-discrimination (employers not hiring due to age), mismatch between available jobs and skills/experience, or being overqualified. Nearly one-quarter of survey takers said that health issues make finding or keeping work a challenge.

When seeking employment, have you experienced any of the following?  
n=105

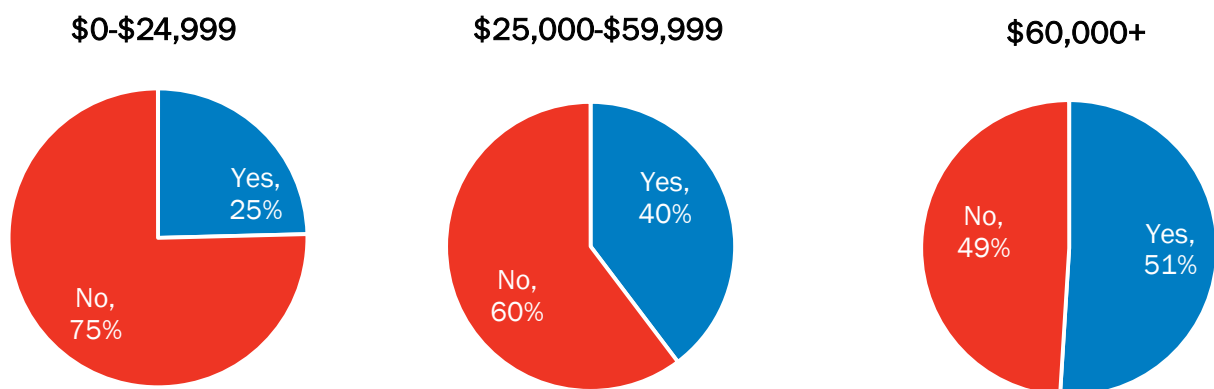


Fewer than one-in-five respondents said they struggle with technology in the workplace and less than 10 percent identified transportation as a barrier to employment. This fits with information from other domains showing that the vast majority of older Columbus residents use the Internet and drive themselves as their primary mode of transportation.

Older adults in Columbus are actively volunteering in the community. Forty-one percent of survey responders replied yes to the question “do you volunteer?” Volunteering provides value to the community as it creates social connections for older adults. Of those volunteering, many are doing so on a regular basis. Twenty-seven percent volunteer monthly, 20 percent weekly, and nearly 3 percent volunteer daily. The remaining 39 percent volunteer occasionally.



Income impacts the likelihood that an older adult living in Columbus will volunteer. In the low-income group (under \$25,000), 25 percent of respondents volunteer. The rate of volunteering climbs to 40 percent in the moderate-income (\$25,000 to \$59,000) and to 51 percent in the highest income group (over \$60,000).

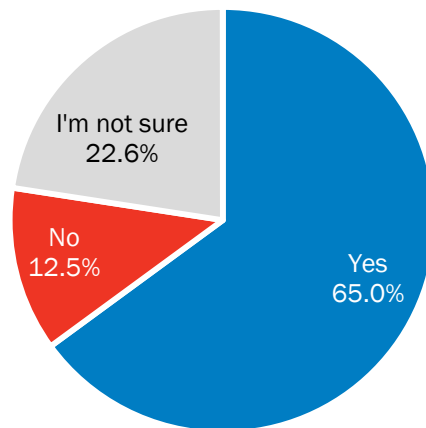


For those seeking out information about volunteer opportunities, 65 percent of those interested in volunteering feel confident they would be able to find an opportunity that would

match their interests and needs. Twenty-two percent were not sure, and 12 percent did not feel they would be able to find suitable volunteer opportunities.

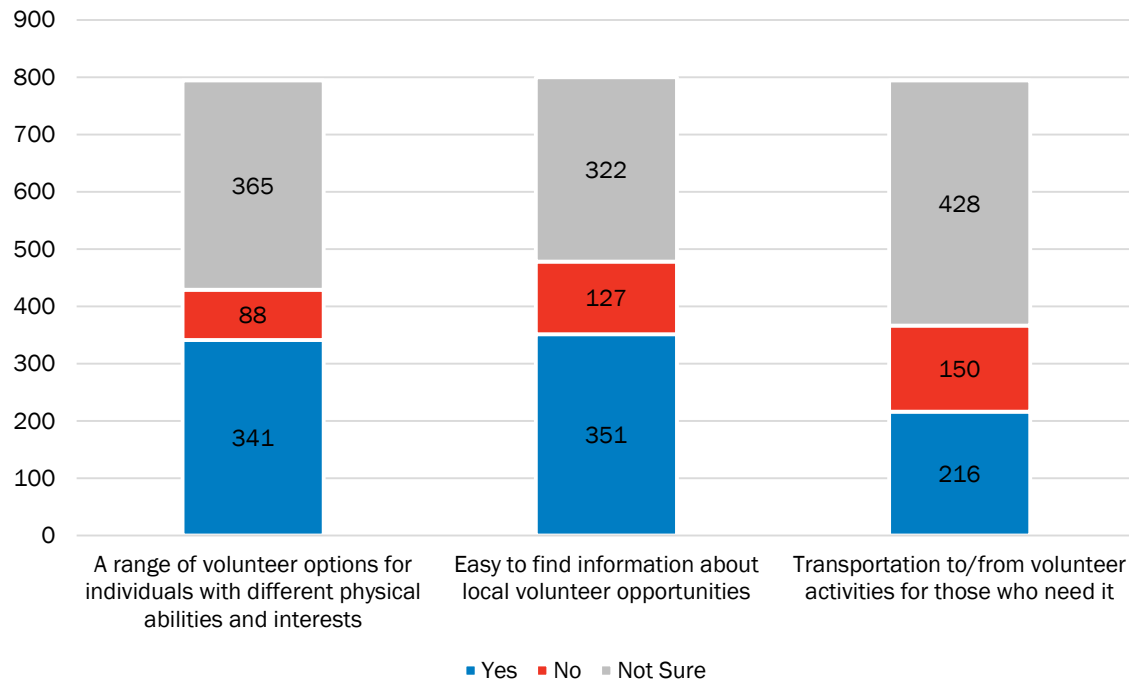
**If you were interested in volunteering, do you feel confident that  
you could find a suitable place to do so?**

n=257



Many older adults in Columbus are not aware of information about how to volunteer within their own neighborhoods. The majority of respondents indicated they were not sure about access to a range of volunteer opportunities for individuals with a range of physical abilities within their neighborhood (64 percent). Answering the same question in the convenience sample, 45 percent responded “not sure.” Similar variation between the comprehensive representative survey and convenience sample survey were found on the question, “Do you have access to easy-to-find information about local volunteer opportunities?” with 57 percent not sure in the comprehensive representative survey and 40 percent in the convenience sample. When asked about access to transportation to volunteer activities, 69 percent on the comprehensive representative survey and 53 percent in the convenience sample were not sure if it was available in their neighborhood.

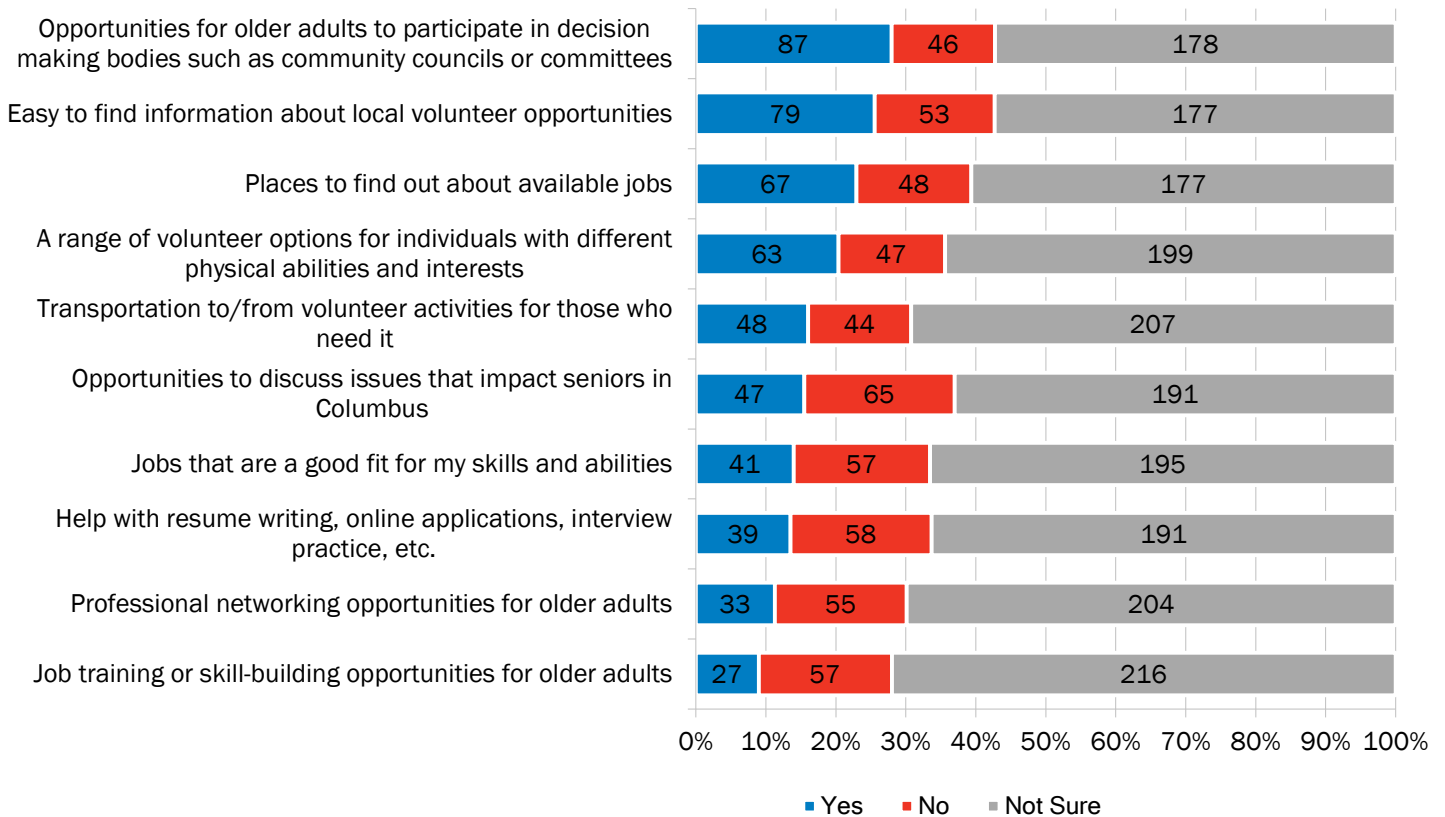
**In your neighborhood, do you have access to the following?**  
*Convenience Sample, n=819*



Overall, more older adults said they were unsure about the availability of services and assets relating to Civic Participation and Employment than in any other domain. However, it is unclear whether these low levels of awareness are due to a shortage of information or a lack of interest on the part of older adults.

## In your neighborhood, do you have access to the following?

n=313



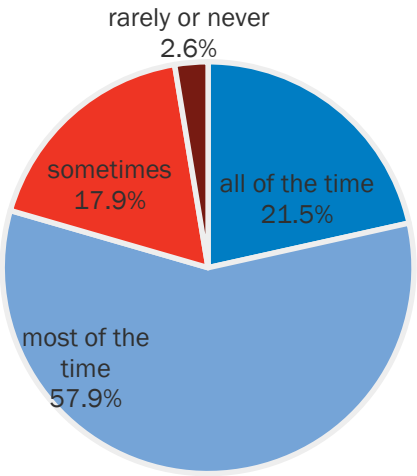


## Communication and Information

Columbus older adults are well-connected to modern communication methods and, according to the survey, most older adults in Columbus are able to find information on the services they need either most or all of the time. Fewer than 3 percent of older adults indicated that they were rarely or never able to find information on services they need, while 58 percent said they could find information most of the time. The convenience sample survey showed a similarly high share of Columbus older adults who are able to find information on the services they need.

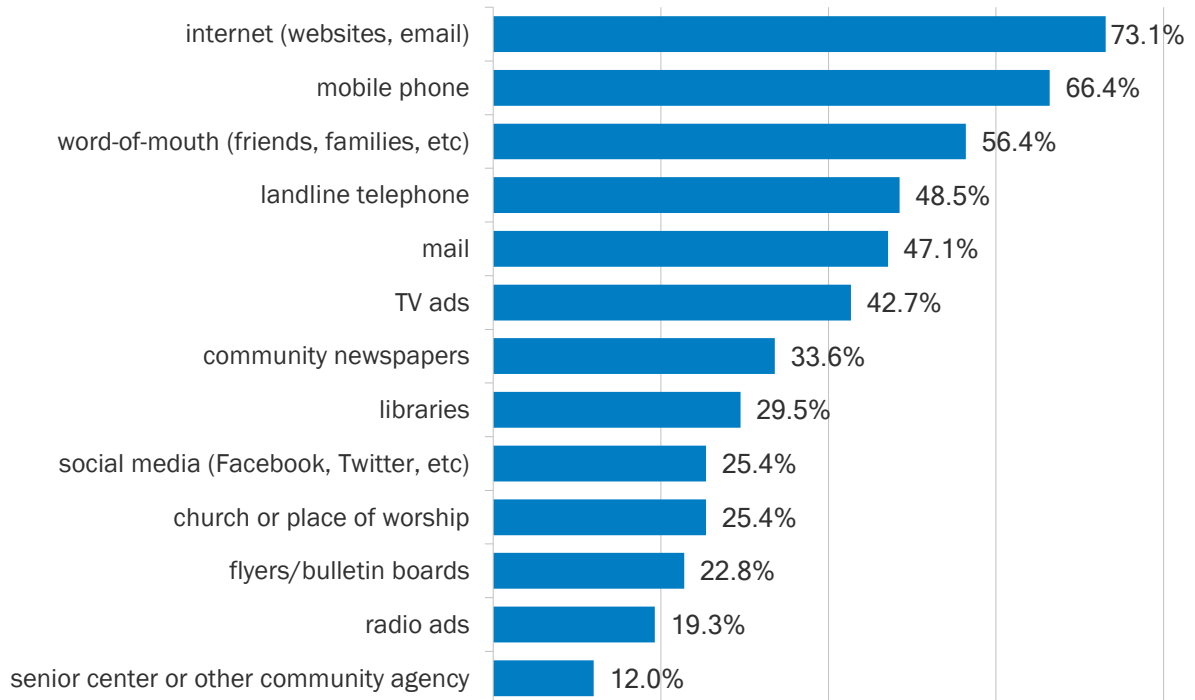
**In general, are you able to find information on the services that you need?**

**n=340**



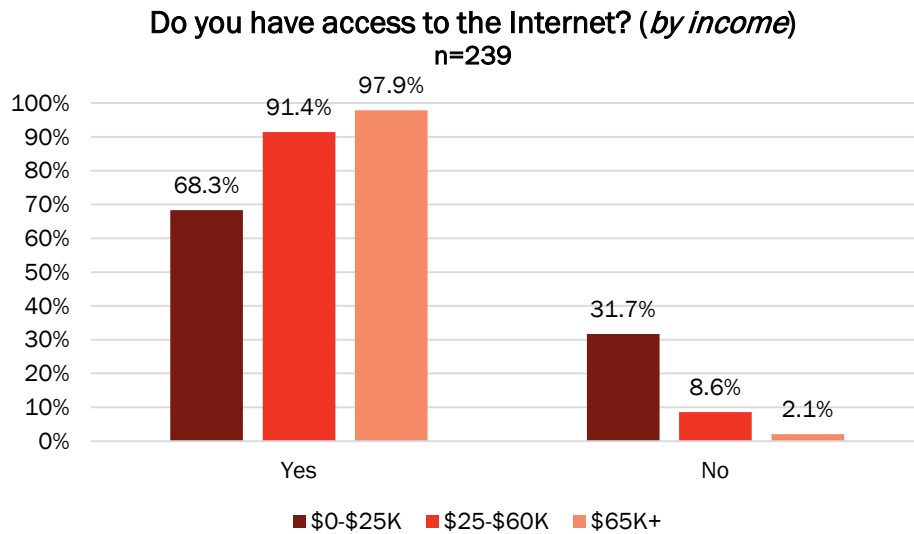
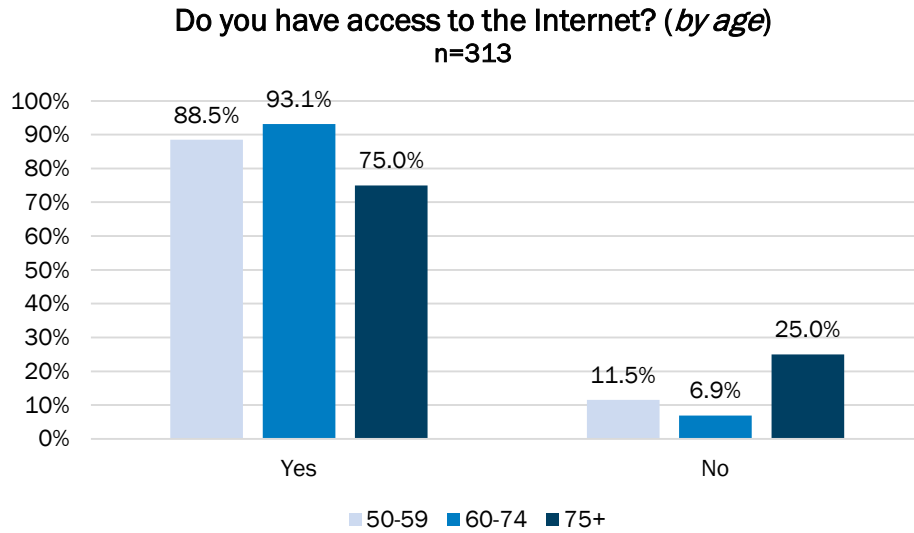
When asked what sources they use to identify and access community services, the highest number (73 percent) indicated that they use the Internet, including websites and email. Two-thirds said that they use a mobile phone, while over half (56 percent) indicated that they use word-of-mouth as a way to identify and access services. Other information sources identified by many respondents included telephone, mail, and TV ads.

**What do you use to identify and access community services? (select all that apply)**  
n=342



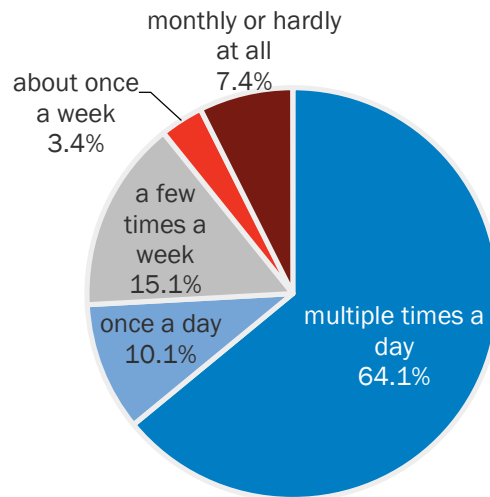
Older adults who completed the convenience sample survey were also most likely to rely on the Internet as a source to identify and access community services. Since most of the convenience sample surveys were collected online, this is not a surprise. However, of these older adults, word-of-mouth was the second most frequently identified source of information, utilized by 63 percent of convenience sample respondents. Other notable differences include the fact that convenience sample respondents were more likely than Columbus older adults generally to rely on mail, landline telephone, and TV ads as sources of information, and less likely to utilize social media, senior centers or other community agencies, and community newspapers. From these responses, it is clear that Columbus older adults utilize a variety of sources to find information.

A high percentage (88 percent) of older adults in Columbus have access to the Internet. Lower-income individuals were less likely to have access to the Internet than respondents with moderate or high incomes. Only 68 percent of low-income older adults said they have access to the Internet, compared to 98 percent in the highest income bracket.



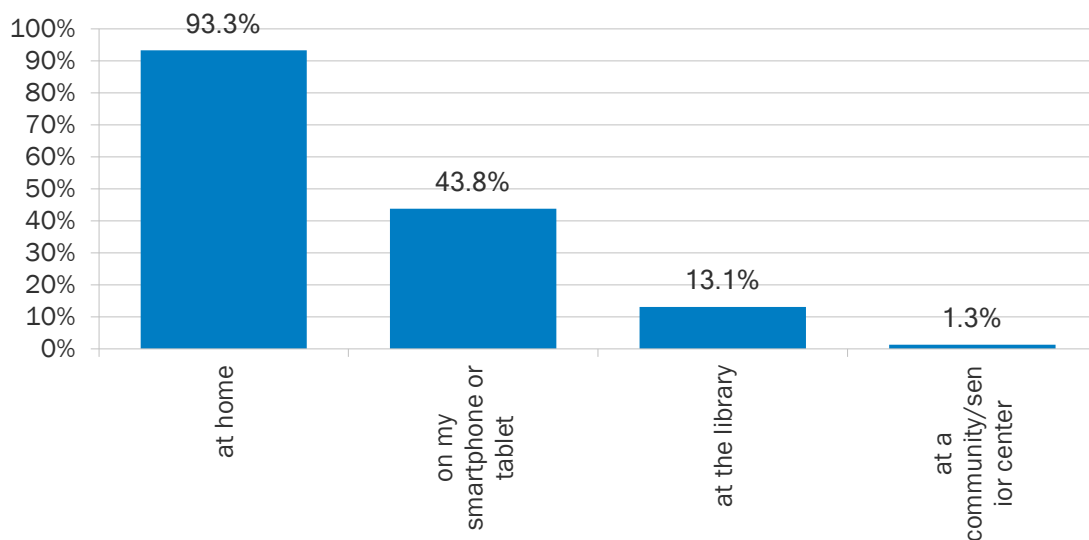
Of those older adults who have Internet access, 91 percent indicated that they have the Internet at home. Just under one-fifth reported using the Internet at the library, and fewer than 3 percent reported using the Internet at a community center or senior center. This suggests that, while most older adults believe that the Internet is available to the public at libraries and senior centers, there are still barriers to use; many older adults will use the Internet if it is accessible at home, but are less likely to go out of their way to use it.

### How often do you use the internet? n=298

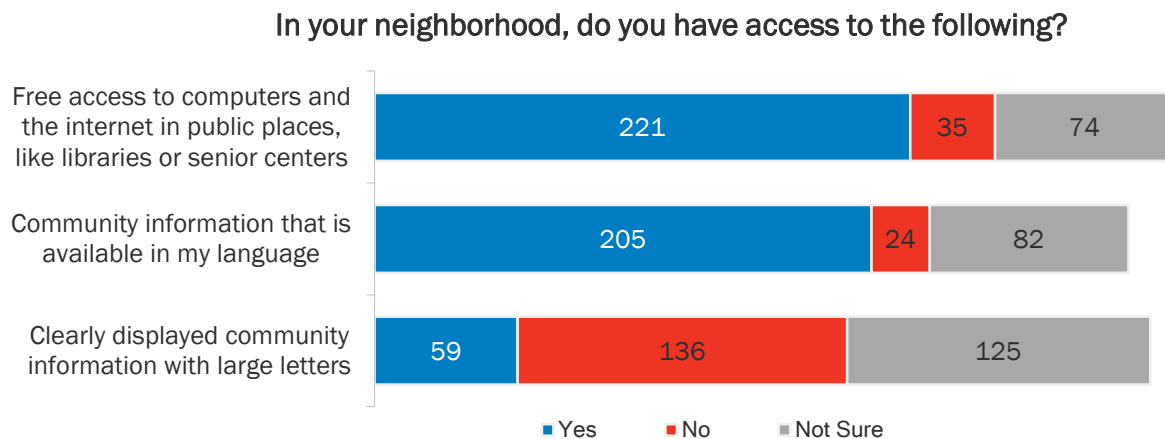


Most of Columbus' older adult Internet users are frequent users; 74 percent said they use the Internet once a day or multiple times per day. Only 7 percent of those who have access to the Internet said they use it monthly or hardly at all.

### Where do you use the internet? n=297

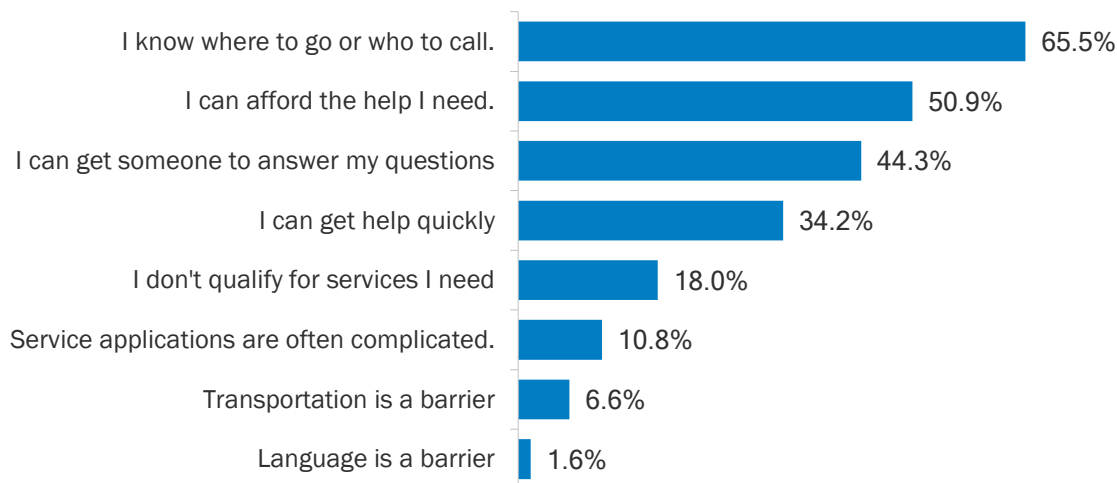


The majority of older adults (67 percent) indicated that they have free access to computers and the Internet in public places, like libraries or senior centers. Most (62 percent) also indicated that community information is available in their language, though it should be noted that the vast majority (98.7 percent) indicated that English is the language primarily spoken in their home. When asked if they have access to clearly displayed community information with large letters, the majority (79 percent) said either “no” or “not sure.”



Most older adults (66 percent) indicated that they know where to go or who to call when seeking help, yet only 44 percent said they can get someone to answer their questions. Not many reported significant barriers in seeking help. Only 11 percent said that service applications are too complicated, and less than 2 percent said that language was a barrier for them. Far fewer older adults than expected reported that transportation is problematic when seeking help, with only 7 percent of Columbus older adults reporting this as a barrier. However, this finding makes sense in light of the high proportion of older adults in Columbus who drive themselves.

**What is your experience when seeking help for health, financial, or housing issues?**  
n=316



Most older adults (86 percent) were unfamiliar with *2-1-1 Hands on Central Ohio*. Of those who had heard of *2-1-1*, only 20 percent said they had used it to identify a service or get information. Only 5.9 percent of respondents said they had a case manager assigned to help them, while another 5 percent said that they were not sure.

Older adults have diverse preferences about how they receive information. In Columbus, most older adults have access to the Internet and use it as their primary source of information about community services. However, vulnerable populations, such as those over age 75 or with incomes below \$25,000 per year, were less likely to have or use the Internet.

Few report experiencing barriers when seeking help for health, financial, and housing issues, and 60 percent of Columbus older adults said they were able to find the information they needed most or all of the time.

A communication challenge faced by older adults is accessing information that is presented in an age-friendly format. Seventy-nine percent stated that they either did not have access to or were not sure if they had access to “clearly displayed printed community information with large letters.” It seems that most flyers, brochures, newspapers, print media, forms, and product labels are not created with older adults in mind, which is a barrier for many older adults who have trouble reading small fonts.

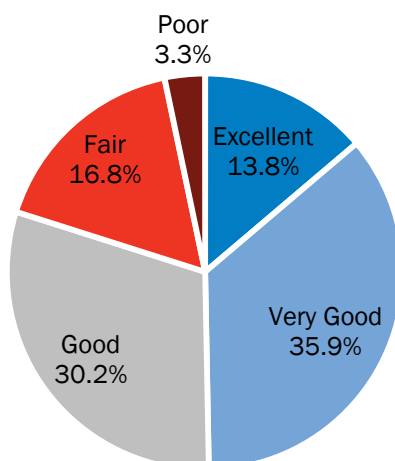


## Community Support and Health Services

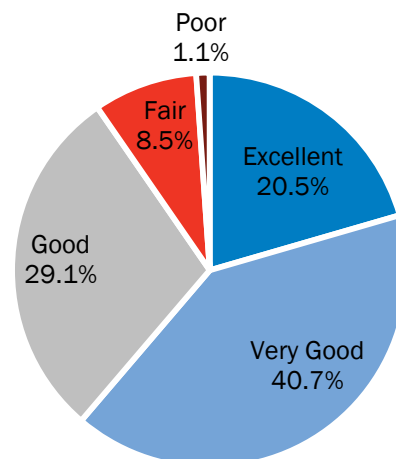
Overall, older adults in Columbus are living healthy lives, staying active, visiting their primary care physicians, can afford the health care they need, and have access to basic health care services. On the other hand, when it comes to broader community and social services, many older Columbus residents are unsure how to access these services. For many, if they needed to move to a nursing or assisted living facility or access long-term care services, they would not know how to find an appropriate facility, and they would not be prepared to pay for those services. Despite good overall health, there are some older Columbus residents, specifically low-income people, who struggle with poor health, are more likely to go to the hospital or emergency room, and are less likely to get regular exercise.

Older adults in Columbus see themselves as generally healthy. About half of older Columbus residents report being in excellent or very good health, and another 30 percent say they are in good health. Only 3 percent say they are in poor health. Respondents to the convenience sample survey reported being even healthier, with over 61 percent saying they are in excellent or very good health, and less than 10 percent saying their health is fair or poor.

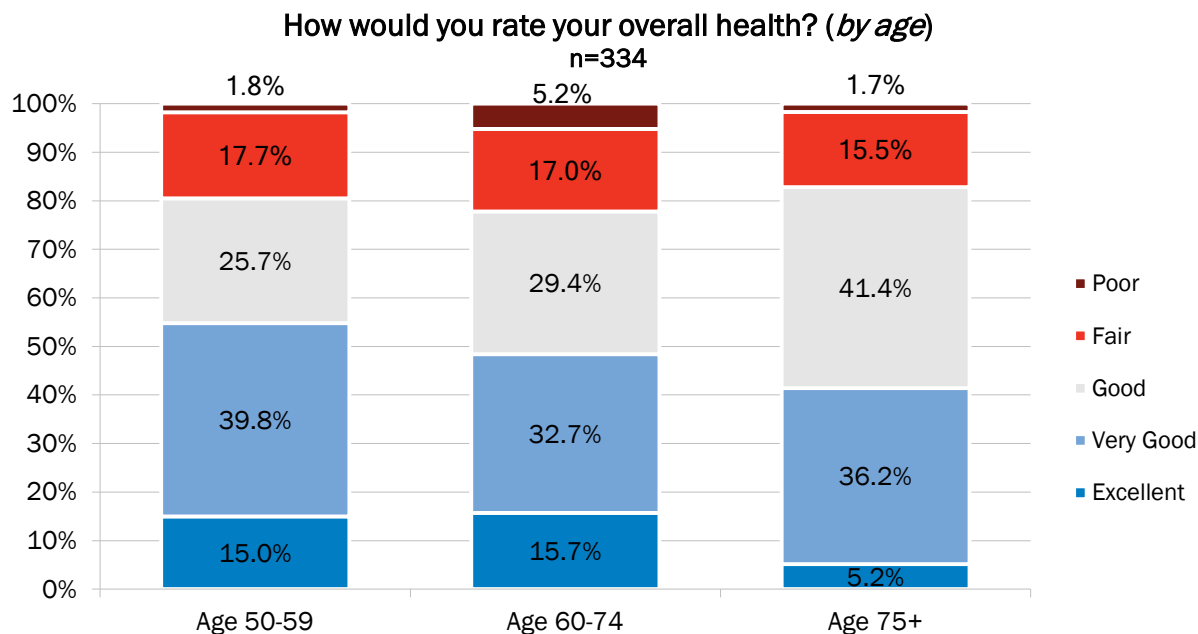
**How would you rate your overall health?**  
n=334



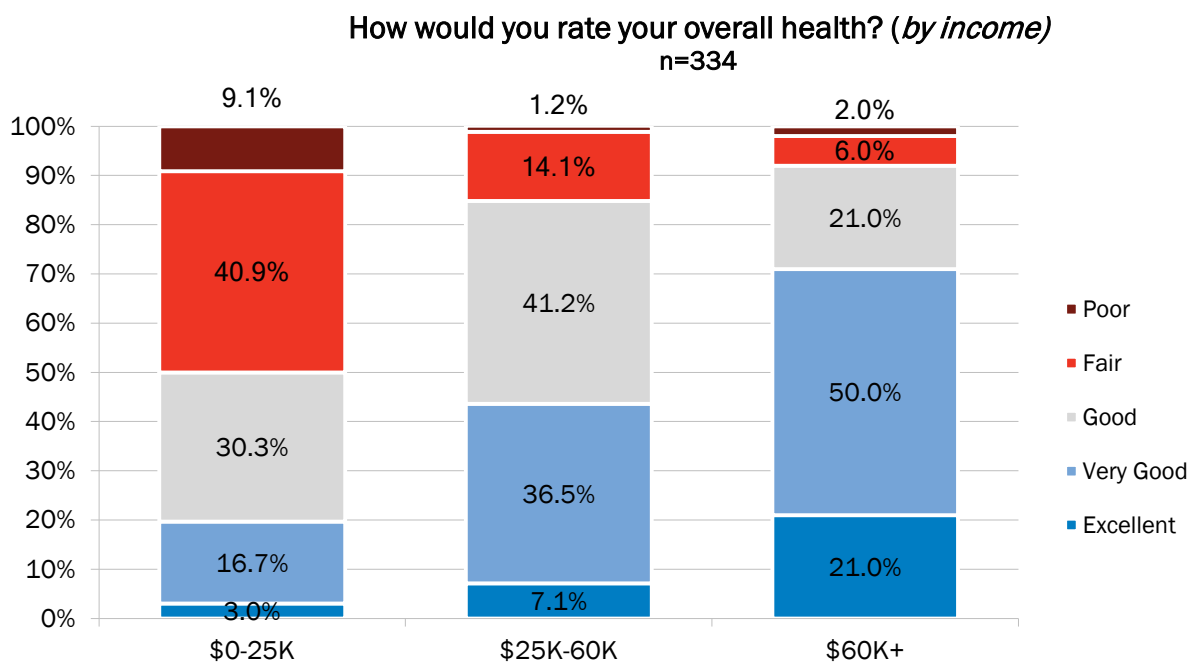
**How would you rate your overall health?**  
*Convenience Sample, n=881*



As older Columbus residents age, they are more likely to report their health as being simply good, as opposed to very good or excellent. However, the proportion of people reporting that their health is poor or fair is fairly consistent across age groups.

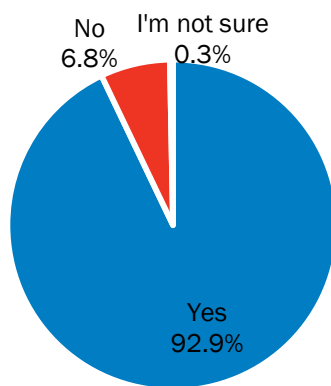


Income was a stronger indicator of health than age. Those with the highest incomes were overwhelmingly most likely to be healthy, with 71 percent reporting their health as very good or excellent. Only 8 percent of those with incomes over \$60,000 reported having poor or fair health. Those with incomes between \$25,000 and \$60,000 reported being in mostly good or very good health (78 percent). Low-income older Columbus residents were the most likely group to have poor or fair health; nearly half of those with incomes below \$25,000 reported having fair or poor health. Only 20 percent of those with low incomes reported having very good or excellent health.

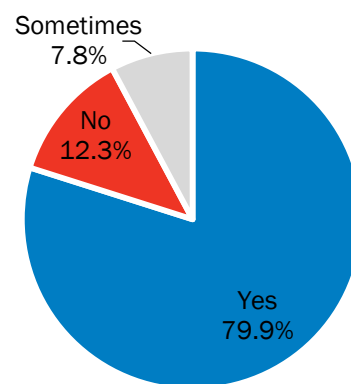


The vast majority (93 percent) of older adults in Columbus have a primary care physician, and most are able to pay for their medical bills and prescriptions. However, some struggle to afford their health care. When asked if they could pay for their medical bills in the past year, about one in five said either “no” or “sometimes.” Fewer people struggled to pay for prescriptions; 14.4 percent reported struggling to pay sometimes or all the time. In the convenience sample survey, when asked if they could pay for their medical bills in the past year, 76 percent responded “yes,” 9.4 percent responded “no,” and 14 percent responded “sometimes,” meaning that these survey takers struggled with medical expenses slightly more than those in the comprehensive representative sample.

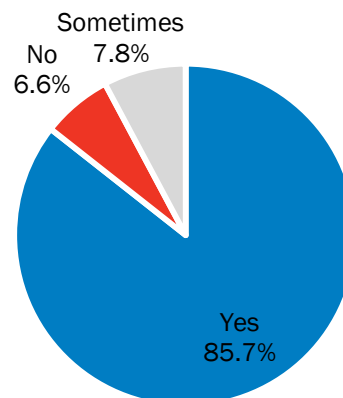
**Do you have a primary care physician?**  
n=338



**In the past year, could you pay for your medical bills?**  
n=333



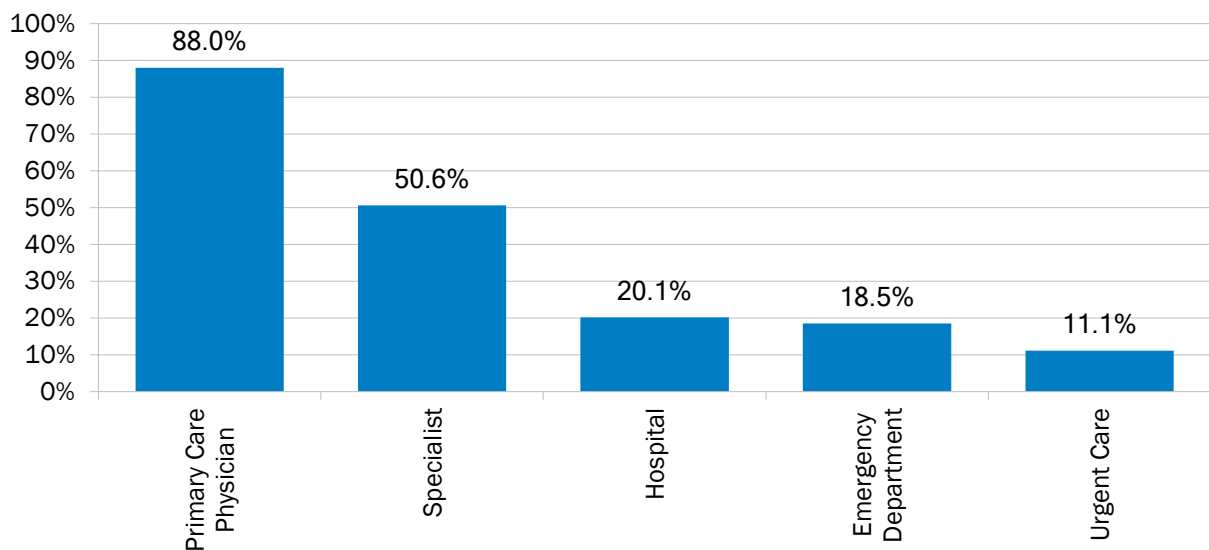
**In the past year, could you pay for your prescriptions?**  
n=335



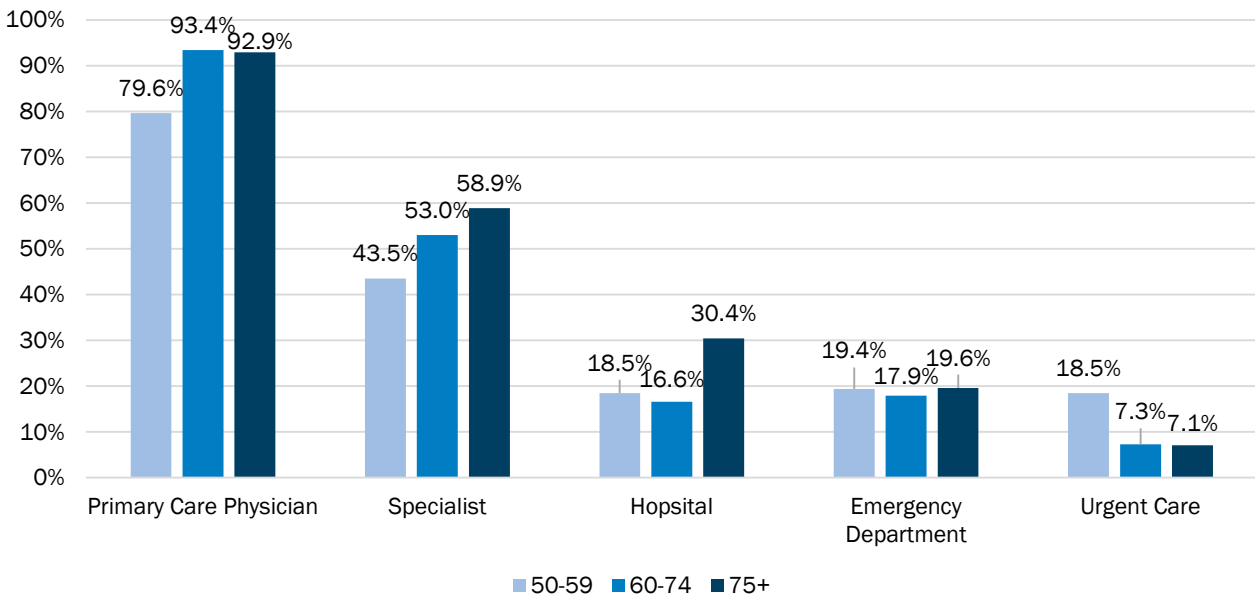
Older Columbus residents are most commonly receiving medical care from a primary care physician or a specialist. One in five have been to the hospital in the past year, and a smaller proportion of older adults used the emergency department (18.5 percent) or an urgent care (11.1 percent). Those over 75 were slightly more likely to go to the hospital; about 30 percent received care at a hospital in the past year. Older adults with high incomes (over \$60,000) were least likely to go to the hospital (11 percent) or emergency department (9.3

percent) and most likely to go to a primary care physician (90 percent). This is in line with the finding that higher-income individuals are in better health, so they likely need less medical care. Those with the lowest incomes (below \$25,000) were most likely to go to the hospital (28 percent) or emergency department (27 percent), and least likely to go to a primary care physician (78 percent) or specialist (34 percent). Those with middle income (\$25,000 to \$59,999) also had higher than average rates of visiting the hospital (26 percent) or emergency department (24 percent). In the convenience sample survey, respondents were more likely than those in the comprehensive representative sample to have visited a primary care physician (93 percent) or an urgent care (15 percent), while they were less likely to visit an emergency department (15 percent).

**In the past year, where have you received medical care? (select all that apply)**  
**n=324**

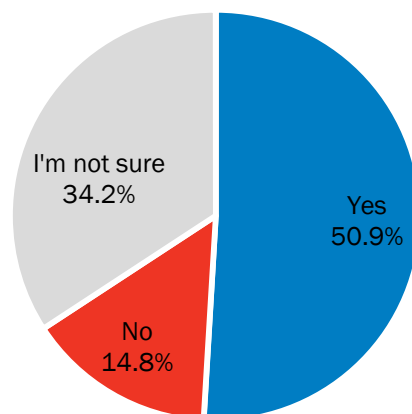


**In the past year, where have you received medical care? (*by age*)**  
n=324



It is concerning that only around half of older Columbus residents feel confident that they could find a new home or living arrangement to meet their needs if they needed to move due to health or mobility issues, while 34 percent are unsure, and 15 percent do not feel confident.

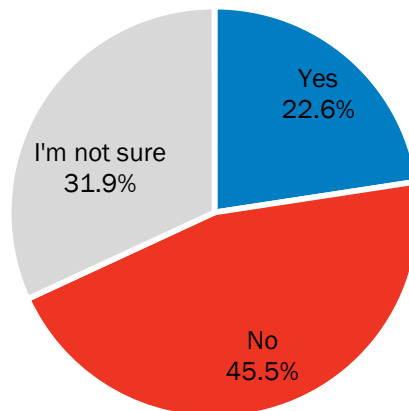
**If you needed to move due to health or mobility issues, do you feel confident that you could find a new home or living arrangement to meet your needs?**  
n=330



Even fewer older adults in Columbus feel confident in their ability to pay for long-term medical expenses or nursing home care if they need it in the future. Twenty-three percent said "yes" they feel confident, while the remaining 77 percent said "no" or "I'm not sure." Not surprisingly, the lower the income range of older adults, the less likely they are to feel

confident in paying for these services. For those with an income over \$60,000, only 31 percent responded “no,” while 51 percent of those with incomes between \$25,000 and \$59,999 and 70 percent of those with incomes below \$25,000 responded “no.”

**Do you feel confident that you would be able to pay for long-term medical expenses or nursing home care, should you need it in the future?**  
n=332

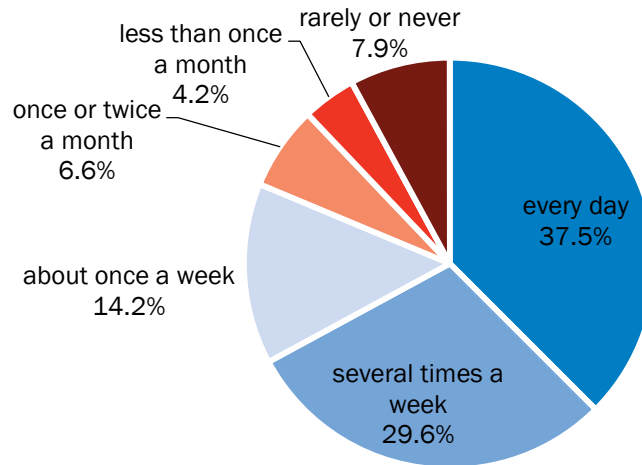


When asked how they plan to pay for long-term care expenses, answers varied. Of the 250 people who gave some response to this open-ended question, 32 percent volunteered that they don't know how they will pay, and 29 percent indicated that they would pay privately (out of savings, investments, inheritance, money from the sale of their home, family assistance, or some other method). Another 28 percent indicated that they would use some sort of insurance; half of those specifically indicated that they would use long-term care insurance. Eleven percent indicated that they would use Medicare, and 6 percent said they would use Medicaid. Other responses accounted for less than 5 percent of the respondents, but included VA (Veterans Affairs) assistance, Disability Insurance, and insistence that they would not need long-term care services. Because many respondents listed more than one method of payment, these responses do not add to 100 percent. Several respondents listed payment sources which do not actually pay for long-term care expenses, such as Medicare or traditional health insurance. A lack of understanding about expenses relating to nursing care and a lack of preparedness if higher levels of care are required could add stress to an already difficult situation for an older adult.

Most Columbus older adults are regularly engaged in physical exercise. Over 81 percent said they exercise once a week or more; 38 percent said they exercise every day. Nineteen percent said they exercise no more than once or twice a month. Those between age 50 and 59 exercised most frequently; 41 percent exercise every day, and another 30 percent exercise several times a week. Those in the lowest income range (less than \$25,000) were less likely than their peers to get regular exercise; 28 percent said they exercise no more than once or twice a month.

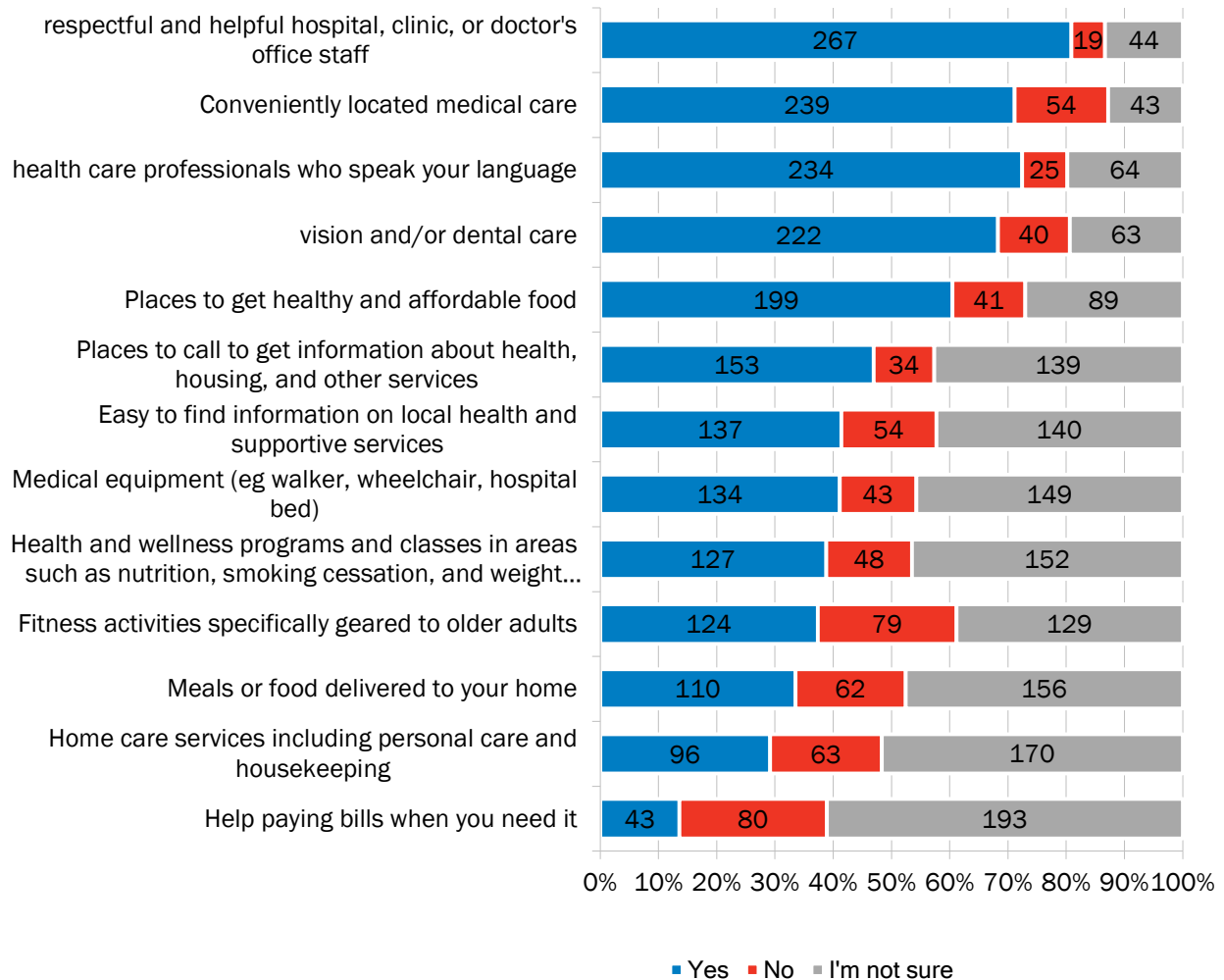
**How often do you engage in some form of physical exercise (like walking, biking, sports, stretching)?**

n=331



When it comes to accessing health care and other community services, many older adults in Columbus are unsure about what is available to them. More than two thirds of older adults in Columbus responded “yes,” they have access to respectful and helpful hospital, clinic, or doctor’s office staff, conveniently located medical care, health care professionals who speak their language, and vision and/or dental care. Between 40 and 60 percent of older adults in Columbus said they have access to places to get affordable and healthy food, easy to find information on services, places to call to get information about services, and medical equipment. However, there is much uncertainty about how to access services. Over 40 percent of Columbus older adults were unsure of whether they have access to information on needed services, medical equipment, fitness activities geared toward them, home-delivered meals, home care services, and help paying bills if needed.

**In your neighborhood, do you have access to the following?**  
n=341

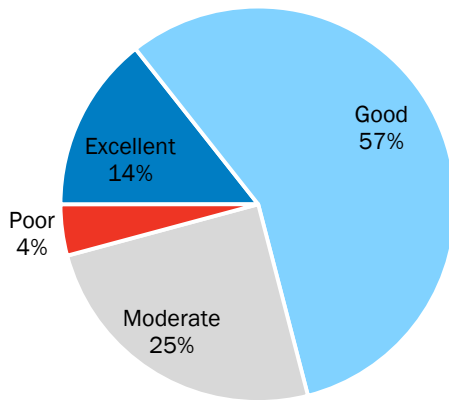




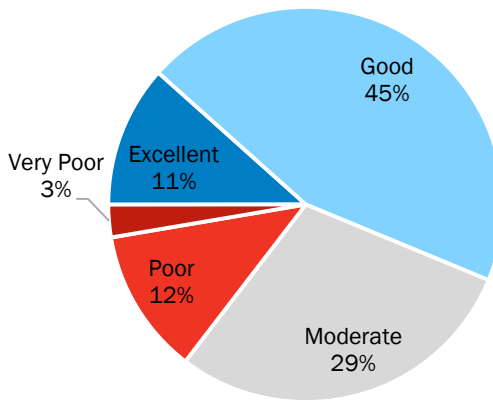
## Overall Age-Friendliness

Most older adult residents of Columbus (71 percent) rate the city as an excellent or good place for people to live as they age, compared to 56 percent of older residents who rated their neighborhood as an excellent or good place. Convenience sample respondents were less likely to rate Columbus (62.5 percent) and more likely (61.6 percent) to rate their neighborhood as an excellent or good place to age.

**How would you rate Columbus as a place for people to live as they age?**  
n=346



**How would you rate your neighborhood as a place for people to live as they age?**  
n=346



Overall impressions of Columbus' age-friendliness increase slightly as income increases, rising from 62 percent for those earning less than \$25,000 to 74 percent for those with incomes above \$60,000. Also, 83 percent of the the oldest Columbus residents (over age 75) believe the city is an excellent or good place to age, compared to 64 percent of residents ages 50-59.

On the other hand, more than one-fifth of residents earning less than \$25,000 per year rated their neighborhood as a poor or very poor place for people to live as they age. This could reflect the fact that higher-income neighborhoods often have more amenities.

## Pilot Neighborhoods

The mailed survey included an oversample of four neighborhoods identified as targets in the Age-Friendly Columbus Initiative: Beechwold, Hilltop, Linden, and the Near East Side. We used ZIP codes to identify respondents to the convenience and mailed survey who resided in these neighborhoods, and analyzed data on certain questions for each geographic area. Because of the smaller geography, we combined responses to the two surveys and examined only those questions which appear on both. Therefore, information presented in this section cannot be assumed to represent the entire population of the neighborhood, but instead is a reflection of the impressions of respondents.

There were a total of 381 responses from the four pilot neighborhoods, as shown in the table below. In order to compare these neighborhoods to Columbus older adults overall, we utilized the results from the random sample mailed survey.

**Number of Survey Responses from Pilot Neighborhoods**

Neighborhood	ZIP Codes	Mailed Survey	Convenience Survey	Total
Beechwold	43214, 43227	68	80	148
Hilltop	43204, 43223	39	31	70
Linden	43211, 43219, 43224	48	58	106
Near East Side	43203, 43205	34	23	57

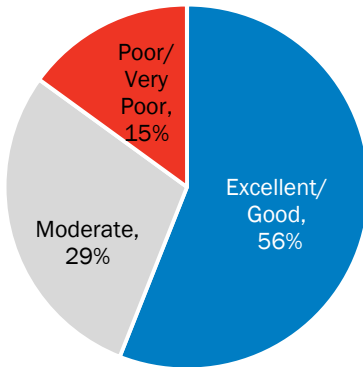
### *Overall Age-Friendliness*

Compared to the other pilot neighborhoods and Columbus older adults overall, respondents from Beechwold are the most positive about Columbus and their neighborhood as a place for people to live as they age. Sixty-nine percent of the 137 respondents to the convenience survey and mailed survey from the Beechwold ZIP codes indicated that their neighborhood was an excellent or good place for people to live as they age, while 73 percent of Beechwold respondents said Columbus was excellent or good.

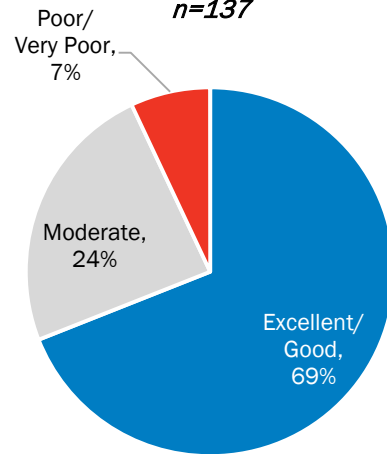
On the other hand, respondents from the Hilltop neighborhood were more than twice as likely to rate their neighborhood as a poor or very poor place for people to live as they age than Columbus older adults overall. Hilltop respondents were also more negative about Columbus as a place for people to live as they age. Only 47 percent of Hilltop respondents rated Columbus as excellent or good, compared to 71 percent of Columbus older adults overall.

How would you rate your neighborhood as a place for people to live as they age?

**Columbus**  
*n=346*



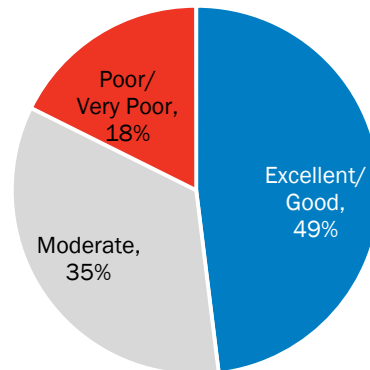
**Beechwold**  
*n=137*



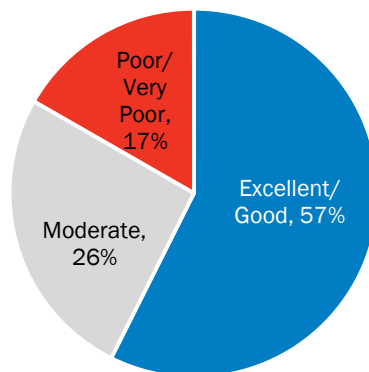
**Hilltop**  
*n=67*



**Linden**  
*n=96*



**Near East Side**  
*n=54*

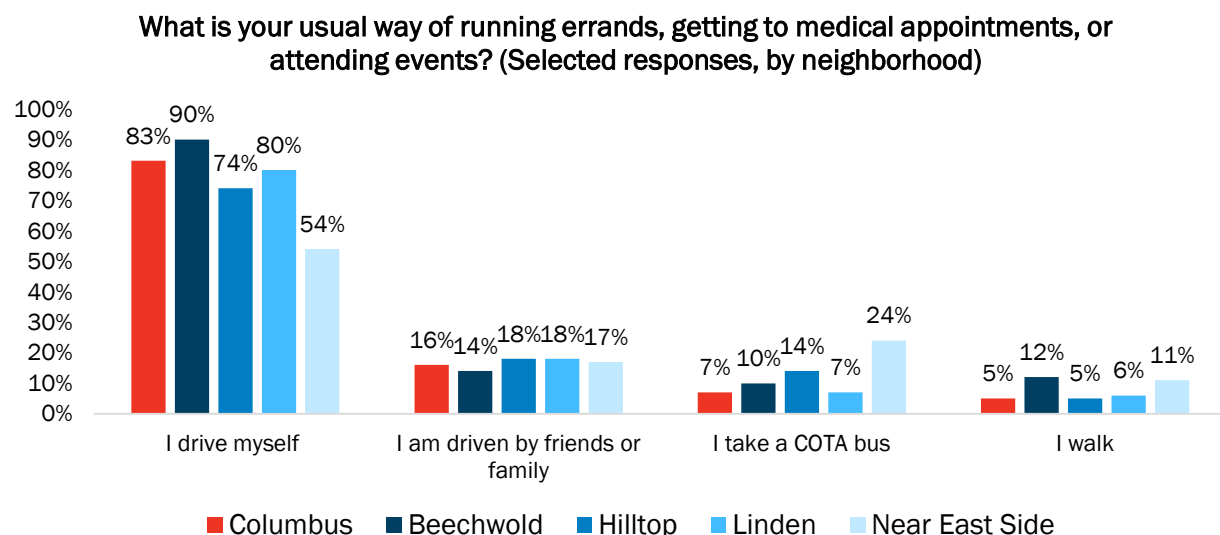


Like Columbus older adults generally, respondents in the pilot neighborhoods believe it is important to be able to remain in their neighborhood and in their homes as they age. Older adult respondents from Linden were the most likely to say that it is “very important” to remain in their neighborhood (70 percent) and in their home (79 percent). Respondents from Hilltop and Beechwold were slightly less likely than Columbus older adults in general to say aging in place was very important, with 54 percent of Hilltop respondents and 63 percent of Beechwold residents saying that it was very important to remain in their neighborhood, compared to 65 percent of Columbus older adults. Individuals from these two neighborhoods were also slightly less likely to say it was very important to remain in their homes, with 66 percent of Hilltop respondents and 67 percent of Beechwold respondents indicating this answer, compared to 72 percent of Columbus older adults.

### *Transportation and Mobility*

More than half of respondents in each of the pilot neighborhoods drive themselves to get to errands, medical appointments, or events, with responses ranging from 54 percent in the Near East Side to 90 percent in Beechwold. In addition to being more likely than Columbus older adults overall to say they drive themselves, a greater proportion of Beechwold respondents also said they walk (12 percent compared to 5 percent) and take a COTA Bus (10 percent versus 7 percent). It appears that Beechwold respondents are using a greater variety of modes of transportation than other Columbus older adults.

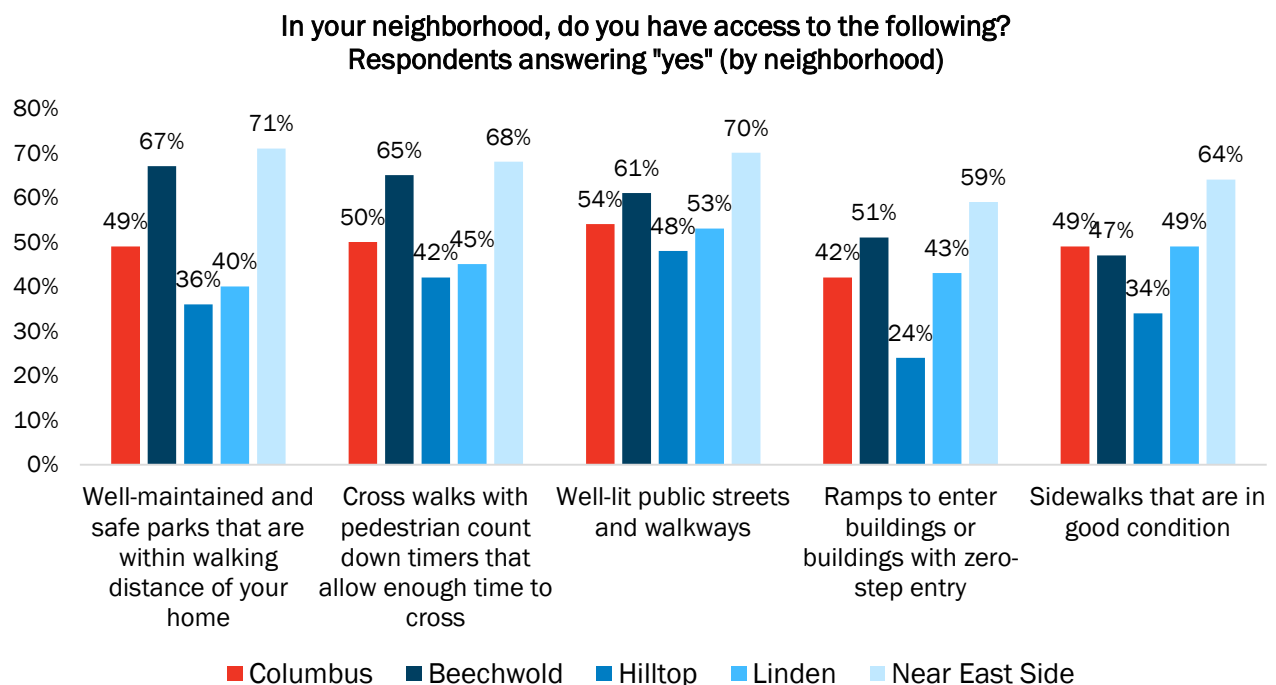
Respondents from the Near East Side were least likely to drive themselves. Instead, they are more than three times as likely to take a COTA bus (24 percent) than Columbus older adults overall (7 percent), and more than twice as likely to walk. Nearly one-in-five respondents from the Near East Side said they use a taxi or similar service for hire. Less than 7 percent of respondents relied on taxis in the other pilot neighborhoods.



Since fewer respondents are driving themselves, it is not surprising that more older adults from the Near East Side report experiencing barriers relating to transportation. Safety and affordability seem to be of particular concern, with the most commonly reported barriers among Near East Side respondents being difficulties with walking (26 percent), not being able to afford a car or car maintenance (19 percent), not having others willing or able to take them (17 percent), and not feeling safe walking (11 percent).

In all of the pilot neighborhoods, “I have difficulties with walking” was the most commonly reported barrier to transportation, and “I don’t feel safe walking” was the second most common in Beechwold, Hilltop, and Linden. Because the survey did not ask for further explanation, it is not clear if concerns about walking are related to infrastructure such as sidewalks and crosswalks, or to concerns about falling and personal safety.

Responses to a later question in the survey might provide some insight. Older adults were asked if they had access to several features of age-friendly outdoor spaces and buildings such as crosswalks, well-lit streets and walkways, ramps or zero-step entry, and sidewalks in good condition. These age-friendly features seem to be of particular concern in the Hilltop neighborhood, where less than one-quarter of respondents said they have access to ramps to enter buildings or buildings with zero-step entry and 34 percent have access to sidewalks in good condition. Respondents from Linden were also less likely to say they have access to these age-friendly features than those in the other pilot neighborhoods and Columbus older adults overall.

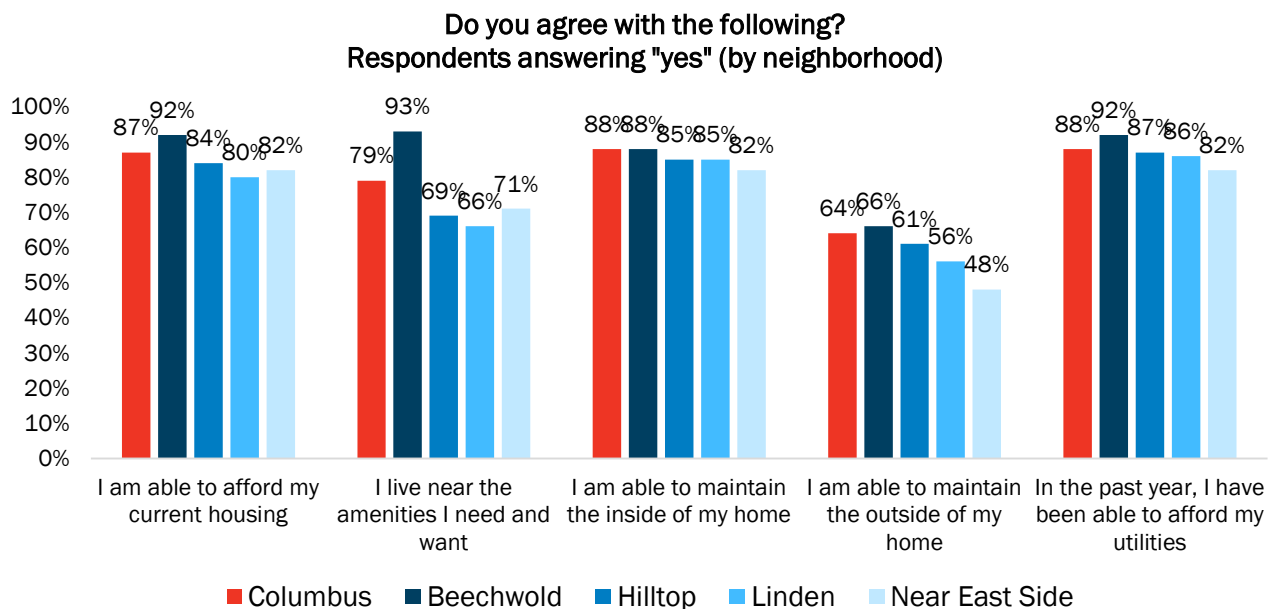


### Affordability

Several of the pilot neighborhoods were selected because they are home to more vulnerable older adults. Therefore, it is not surprising that issues of affordability are of greater concern for respondents from Hilltop, Linden, and the Near East Side than for older adults overall in Columbus, or those who are from Beechwold.

The most direct questions about affordability asked in the Age-Friendly Columbus survey relate the housing and health and community supports domains.

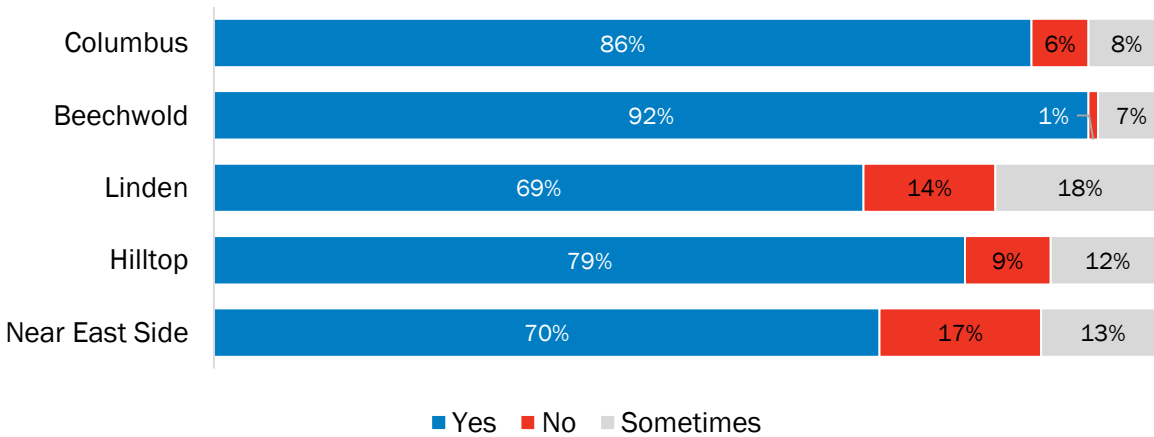
With regard to housing, fewer older adults in the pilot neighborhoods said they were able to maintain the outside of their homes than the inside of their homes. However, similar to the findings from the random sample survey, the vast majority of older adult respondents in each of the neighborhoods said that they are able to afford their housing and have been able to afford their utilities in the past year.



While the vast majority (93 percent) of respondents from Beechwold agreed that “I live near the amenities I need and want”, fewer older adult respondents from the other pilot neighborhoods agreed with this statement than Columbus older adults overall. This could, in part, explain why respondents from Hilltop, Linden, and the Near East Side were more likely to indicate that their neighborhood was a poor place for people to live as they age.

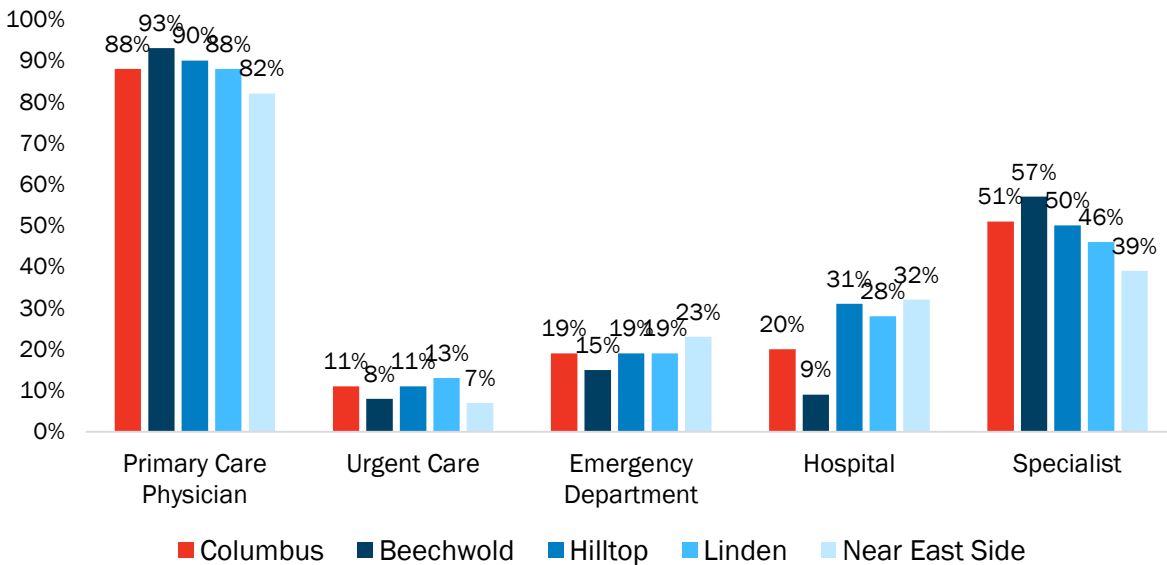
Affordability of medical bills and prescriptions seems to be of particular concern for older adults in Linden. Only 47 percent of respondents from this neighborhood said they were able to afford their medical bills in the past year, compared to 80 percent of Columbus older adults overall.

**In the past year, could you pay for your prescriptions?  
(by neighborhood)**



More than 80 percent of respondents in each of the pilot neighborhoods visited a primary care physician in the past year. However, respondents from the Near East Side neighborhood were most likely to have utilized more expensive health care providers, with nearly one-quarter saying they visited the Emergency Department, and 32 percent indicating they received treatment in the hospital. Respondents from Beechwold were less likely than Columbus older adults overall or their peers in the other pilot neighborhoods to have visited the Emergency Department or Hospital, and more likely to have seen a specialist.

**In the past year, where have you received medical care? (by neighborhood)**



## Conclusion

Columbus older adults are active and independent and aware of the many age-friendly amenities the city has to offer. They are self-reliant, as indicated by the large percentages, even among the oldest residents, who drive themselves to get around town and rely on the Internet to obtain information. However, low-income Columbus residents face particular challenges and report more barriers to taking advantage of various community assets and supports. Older adults earning less than \$25,000 per year are more likely to report being in poor or fair health, less likely to frequently participate in community activities, and less likely to believe their neighborhood is a good place to live as they age.

While current conditions are largely favorable for older adults in Columbus, survey responses to certain questions raise concerns about whether older adults are adequately planning for the future. For example, few have made or plan to make the types of home modifications that can allow people to age in place safely. Thirty percent of older Columbus residents are unsure of what to do in the case of an emergency evacuation, which can be especially problematic for individuals who rely on outside support or regular routines to maintain their health and live independently.

Survey results suggest that most Columbus older adults are heavily dependent on driving themselves to maintain their independence, and therefore experience few barriers when accessing services. On the other hand, this overreliance on driving oneself could mean that even temporary setbacks which prevent Columbus residents from driving could have devastating impacts on their independence. The fact that so few utilize public transportation or other methods of travel mean that older adults are largely unprepared if they are suddenly unable to drive or if driving becomes unsafe for them over time. Non-drivers were far more likely to report a variety of barriers to taking advantage of available amenities and services.

Finally, many Columbus older adults said they did not know how to find an appropriate facility if they needed to move to a nursing home or into an assisted living arrangement or access long-term care services. Less than one-quarter feel confident they could pay for long-term care expenses. When responding to an open-ended question, 32 percent volunteered that they do not know how they will pay and even more listed sources, such as Medicare and health insurance, which usually do not cover long-term care expenses.

The results of the age-friendly Columbus surveys indicate a varied and vibrant older adult community largely satisfied with the services and amenities available to them. Protecting and building upon those assets will be critical as the Age-Friendly Columbus Initiative moves forward.

## Appendix A: Mail Survey Sample

[illegible]

## Appendix B: Comprehensive Representative Survey



**Thank you for your participation!** We are conducting a survey of adults ages 50 and over to determine how *Age-Friendly* your community is. Please take a moment to answer the following questions based on the **neighborhood where you live**.

Year of Birth: \_\_\_\_\_

5-digit Zip Code: \_\_\_\_\_

### TRANSPORTATION

What is your **usual** way of running errands, getting to medical appointments, or attending events?

- |  |  |
|--|--|
| <input type="checkbox"/> I drive myself.                   | <input type="checkbox"/> I use Uber and/or Lyft.                       |
| <input type="checkbox"/> I am driven by friends or family. | <input type="checkbox"/> I use a taxi or similar service for hire.     |
| <input type="checkbox"/> I take a COTA bus.                | <input type="checkbox"/> I ride my bike.                               |
| <input type="checkbox"/> I use COTA Mainstream.            | <input type="checkbox"/> I don't go out for these types of activities. |
| <input type="checkbox"/> I walk.                           |  |

Do you face any of the barriers listed below when traveling to an appointment, event, or community location? (*Select all that apply*)

- |  |  |
|--|--|
| <input type="checkbox"/> I have no problems getting around.                      | <input type="checkbox"/> COTA buses are difficult to use and/or unreliable.            |
| <input type="checkbox"/> I can't afford a car or car maintenance.                | <input type="checkbox"/> I have difficulties with parking.                             |
| <input type="checkbox"/> I do not drive.   | <input type="checkbox"/> I have problems using COTA Mainstream.                        |
| <input type="checkbox"/> I can't afford public transportation.                   | <input type="checkbox"/> I don't feel safe walking.                                    |
| <input type="checkbox"/> I don't have others who are able or willing to take me. | <input type="checkbox"/> I have difficulties with walking.                             |
| <input type="checkbox"/> There is no COTA bus to take me where I need to go.     | <input type="checkbox"/> Parking issues prevent me from getting to where I need to go. |

<i><b>In your neighborhood, do you have access to the following?</b></i>	Yes	No	Not Sure
Reliable public transportation			
Convenient public transportation			
Special transportation for seniors or individuals with disabilities			
Well-maintained streets			
Easy-to-read traffic signs			
Bike lanes			

### HOUSING

How important is it to you to be able to remain in your **neighborhood** as you age?

- ☐ very important    ☐ somewhat important    ☐ not that important    ☐ not at all important

How important is it to you to be able to remain in your **home** as you age?

- ☐ very important    ☐ somewhat important    ☐ not that important    ☐ not at all important

<b><i>Do you agree with the following statements?</i></b>	Yes	No	Not Sure
I am able to afford my current housing.			
I live near the amenities (shopping, medical facilities, restaurants, parks, etc.) that I need and want.			
I am able to maintain the inside of my home.			
I am able to maintain the outside of my home (lawn/snow removal, etc.).			
I have made, or plan to make, modifications to my home to make it safer as I age (e.g. grab bars, ramps, widening doors, installing emergency alert system).			
In the past year, I have been able to afford my utilities.			
I feel safe in my home.			
I am fearful that I will be the victim of crime in my neighborhood.			
I have working smoke detectors in my home.			
In the case of an emergency evacuation, I know what to do and am prepared.			
I plan to leave my home to my family.			

Have you fallen in the past year?	Yes	No	I don't know
Do you feel unsteady when standing or walking?	Yes	No	I don't know
Do you worry about falling?	Yes	No	I don't know

<b><i>In your neighborhood, do you have access to the following?</i></b>	Yes	No	Not Sure
Affordable home repair contractors who are trustworthy and do quality work			
Seasonal services, such as lawn work or snow removal, which are affordable			
Affordable housing options (such as active adult communities, assisted living, and communities with shared facilities and outdoor spaces)			
Homes that are equipped with features such as no-step entry, wider doorways, first floor bedroom and bath, grab bars in bathrooms			

## OUTDOOR SPACES AND BUILDINGS

Do you experience any of the barriers listed below when spending time outdoors or in public places (stores, parks, public buildings, etc.)? *(Select all that apply)*

- |   |  |
|---|--|
| <input type="checkbox"/> sidewalks are too narrow                         | <input type="checkbox"/> there are no public restrooms or the restrooms are not accessible to me |
| <input type="checkbox"/> sidewalks are uneven or unsafe                   | <input type="checkbox"/> there is often nowhere to sit and rest                                  |
| <input type="checkbox"/> there are limited sidewalks where I want to walk | <input type="checkbox"/> there aren't enough shaded areas  |
| <input type="checkbox"/> roads are too wide to cross safely               | <input type="checkbox"/> there isn't a place to get free drinking water                          |
| <input type="checkbox"/> There are no crosswalk signals                   |  |

<i><b>In your neighborhood, do you have access to the following?</b></i>	Yes	No	Not Sure
Well-maintained and safe parks that are within walking distance of your home			
Well-maintained public buildings and facilities (e.g. library, senior center, settlement house) that are accessible to people of different physical abilities			
Neighborhood watch programs or civic associations			
Cross walks with pedestrian count down timers that allow enough time to cross			
Streets that are visually appealing (trees, flowers, benches, and public art that make the street a nice place to walk or ride a bike)			
Well-lit public streets and walkways			
Ramps to enter buildings or buildings with zero-step entry			
Sidewalks that are in good condition			

### COMMUNICATION AND INFORMATION

In general, are you able to find information on the services that you need?

- ☐ all of the time
 ☐ most of the time
 ☐ sometimes
 ☐ rarely or never

What do you use to identify and access community services? *(Select all that apply)*

- |   |  |
|---|--|
| <input type="checkbox"/> landline telephone                     | <input type="checkbox"/> radio ads                               |
| <input type="checkbox"/> mobile phone                           | <input type="checkbox"/> church or place of worship              |
| <input type="checkbox"/> internet (websites, email)             | <input type="checkbox"/> senior center or other community agency |
| <input type="checkbox"/> social media (Facebook, Twitter, etc.) | <input type="checkbox"/> word-of-mouth (friends, families, etc.) |
| <input type="checkbox"/> libraries                              | <input type="checkbox"/> flyers/bulletin boards                  |
| <input type="checkbox"/> TV ads                                 | <input type="checkbox"/> community newspapers                    |
| <input type="checkbox"/> mail                                   |  |

Are you familiar with 2-1-1 Hands on Central Ohio ? Yes ☐ No ☐

If yes, have you used 2-1-1 to identify a service or get information? Yes ☐ No ☐

What is your experience when seeking help for health, financial, or housing issues? *(Select all that apply)*

- |  |  |
|--|--|
| <input type="checkbox"/> I know where to go or who to call.        | <input type="checkbox"/> Transportation is a barrier.                |
| <input type="checkbox"/> I can afford the help I need.             | <input type="checkbox"/> I don't qualify for services I need.        |
| <input type="checkbox"/> I can get help quickly.                   | <input type="checkbox"/> Language is a barrier.                      |
| <input type="checkbox"/> I can get someone to answer my questions. | <input type="checkbox"/> Service applications are often complicated. |

Do you have a case manager assigned to help you? Yes ☐ No ☐ I don't know ☐

Do you have access to the internet?

**Yes** (complete a and b)

**No**

a. Where do you use the Internet? (Select all that apply)

- ☐ at home
- ☐ at the library

- ☐ at a community/senior center
- ☐ on my Smartphone or tablet

b. How often do you use the Internet?

- ☐ multiple times a day
- ☐ once a day
- ☐ a few times a week

- ☐ about once a week
- ☐ monthly or hardly at all

<b><i>In your neighborhood, do you have access to the following?</i></b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
Clearly displayed community information with large letters			
Free access to computers and the Internet in public places, like libraries or senior centers			
Community information that is available in my language			

## **CIVIC PARTICIPATION AND EMPLOYMENT**

What is your employment status?

- ☐ employed full-time
- ☐ employed part-time
- ☐ self-employed
- ☐ disabled and unable to work
- ☐ retired and not looking for work
- ☐ retired and seeking work
- ☐ unemployed, but seeking work
- ☐ enrolled in a work training program

If you are employed, what are your plans for retirement? (Select all that apply)

- ☐ I want to retire now, but need to keep working to get health benefits.
- ☐ I want to retire now, but can't afford to.
- ☐ For professional reasons/personal reward, I will work as long as I can.
- ☐ I plan to retire but plan or would like to start a new career.

When seeking employment, have you experienced any of the following? (Select all that apply)

- ☐ The jobs that are available don't match my skills/experience.
- ☐ I am overqualified for available jobs.
- ☐ I struggle with technology used in the workplace today.
- ☐ Employers won't hire me because of my age.
- ☐ Transportation is a barrier.
- ☐ I have difficulty with application processes or online applications.
- ☐ Health issues make finding or keeping work a challenge.
- ☐ I need to be retrained to qualify for jobs.
- ☐ I don't know how to find available jobs.

Do you volunteer?                      **No**                      **Yes**    *If so, how often?*

☐ daily                      ☐ weekly                      ☐ monthly                      ☐ occasionally or not that often

If you were interested in volunteering, do you feel confident that you could find a suitable place to do so?                      **Yes**                      **No**                      **I'm not sure**

<b><i>In your neighborhood, do you have access to the following?</i></b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
A range of volunteer options for individuals with different physical abilities and interests			
Opportunities for older adults to participate in decision-making bodies such as community councils or committees			
Easy to find information about local volunteer opportunities			
Transportation to/from volunteer activities for those who need it			
Opportunities to discuss issues that impact seniors in Columbus			
Job training or skill-building opportunities for older adults			
Jobs that are a good fit for my skills and abilities			
Places to find out about available jobs			
Professional networking opportunities for older adults			
Help with resume writing, online applications, interview practice, etc.			

## **RESPECT, INCLUSION, AND SOCIAL PARTICIPATION**

How often do you participate in social or community events?

☐ daily or multiple times per week                      ☐ every week                      ☐ a few times a year  
☐ about once a month                      ☐ rarely or never

<b><i>In your neighborhood, do you have access to the following?</i></b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
Conveniently located places for entertainment			
Programs and events specifically geared to older adults			
Programs and events that are affordable for older adults			
Programs and events that involve both younger and older people			
A variety of cultural activities for diverse populations			
Local schools that involve older adults in events and activities			

What would make you feel more connected to your community? (*Select all that apply*)

☐ I already feel connected to my community                      ☐ visits or calls from community members  
☐ assistance with costs to attend social events (transportation, entry fee, etc.)                      ☐ events or community activities at better times  
☐ a place to socialize

How often do you socialize with friends or family?

☐ daily                      ☐ weekly                      ☐ monthly                      ☐ hardly ever                      ☐ never

<b><i>Please indicate your agreement with the following statements:</i></b>	<b><i>Strongly Disagree</i></b>	<b><i>Disagree</i></b>	<b><i>Not Sure</i></b>	<b><i>Agree</i></b>	<b><i>Strongly Agree</i></b>
There are negative stereotypes about older adults.					
There are opportunities for community members from different generations to socialize together.					
I frequently feel disconnected from my community.					

Since you turned 60, have you been abused or neglected by a family member, caregiver, or someone else you trust?      **Yes**                      **No**                      **I'm not sure**                      **I'm not 60 yet**

If yes, how? *(Select all that apply)*

- |   |  |
|---|--|
| <input type="checkbox"/> Someone took my money or property without my permission, or tricked me into spending money I didn't want to spend. | <input type="checkbox"/> Someone who was supposed to be helping me with my needs did not.              |
| <input type="checkbox"/> I was physically hurt by someone.  | <input type="checkbox"/> Someone has tried to control, threaten, humiliate, or isolate me from others. |
| <input type="checkbox"/> I was sexually abused by someone.  |  |

***If you have experienced elder abuse or neglect, please call  
Adult Protective Services at (614) 525-4348 for help.***

### HEALTH AND COMMUNITY SERVICES

How would you rate your overall health?

- ☐ excellent                      ☐ very good                      ☐ good                      ☐ fair                      ☐ poor

Do you have a primary care physician? *(Circle one)*                      Yes                      No                      I'm not sure

In the past year, could you pay for your medical bills?                      Yes                      No                      Sometimes

In the past year, could you pay for your prescriptions?                      Yes                      No                      Sometimes

In the past year, where have you received medical care?

- |   |   |                                     |
|---|---|-------------------------------------|
| <input type="checkbox"/> Primary Care Physician | <input type="checkbox"/> Emergency Department | <input type="checkbox"/> Specialist |
| <input type="checkbox"/> Urgent Care            | <input type="checkbox"/> Hospital             | <input type="checkbox"/> Other:     |

If you needed to move due to health or mobility issues, do you feel confident that you could find a new home or living arrangement to meet your needs?      **Yes**                      **No**                      **I'm not sure**

Do you feel confident that you would be able to pay for long-term medical expenses or nursing home care, should you need it in the future?                      **Yes**                      **No**                      **I'm not sure**

How do you plan to pay for long-term care expenses, such as caregivers or nursing home care, should you need it in the future? *(Please describe)*

How often do you engage in some form of physical exercise (like walking, biking, sports, stretching)?

- |   |   |
|---|---|
| <input type="checkbox"/> every day            | <input type="checkbox"/> once or twice a month  |
| <input type="checkbox"/> several times a week | <input type="checkbox"/> less than once a month |
| <input type="checkbox"/> about once a week    | <input type="checkbox"/> rarely or never        |

<i><b>In your neighborhood, do you have access to the following?</b></i>	Yes	No	Not Sure
Fitness activities specifically geared to older adults			
Conveniently located medical care			
Easy to find information on local health and supportive services			
Home care services including personal care and housekeeping			
Health care professionals who speak your language			
Respectful and helpful hospital, clinic, or doctor's office staff			
Places to call to get information about health, housing, and other services			
Meals or food delivered to your home			
Places to get healthy and affordable food			
Medical equipment (e.g. walker, wheelchair, hospital bed)			
Help paying bills when you need it			
Health and wellness programs and classes in areas such as nutrition, smoking cessation, and weight control			
Vision and/or dental care			

Are you a caregiver for a friend or loved one?                      Yes                      No                      I'm Not Sure

### SUMMARY

How would you rate **Columbus** as a place for people to live as they age? (*Circle one*)

excellent                      good                      moderate                      poor                      very poor

How would you rate **your neighborhood** as a place for people to live as they age? (*Circle one*)

excellent                      good                      moderate                      poor                      very poor

**Below, please provide any final feedback on the survey  
or share your thoughts or ideas about how "age-friendly" Columbus is:**

What year were you born? \_\_\_\_\_

What is your gender?

- ☐ male ☐ female ☐ other

What is your race or ethnicity?

- ☐ White/Caucasian  
☐ Hispanic or Latino  
☐ Black or African American  
☐ Native American or American Indian  
☐ Asian / Pacific Islander  
☐ other (*please name*)  
\_\_\_\_\_

What is your main source of income? (*Select all that apply*)

- ☐ Social Security Retirement Program  
☐ wages from work  
☐ Supplemental Security Income (SSI)  
☐ Social Security Disability Insurance Program (SSDI)  
☐ retirement income – traditional pension  
☐ retirement income - 401(k)/ 403 (b)/ etc.  
☐ retirement income - state plan (OPERS, STERS, etc.)  
☐ other

What is the highest level of education you completed?

- ☐ Some high school, no diploma  
☐ High school diploma or GED  
☐ Some college, no degree  
☐ Associate's degree  
☐ Bachelor's degree  
☐ Graduate or professional degree

Do you own or rent your home?

- ☐ Own ☐ Rent ☐ Other

What type of home do you live in?

- ☐ single family home  
☐ multi-family home (duplex, condo, etc.)  
☐ apartment  
☐ assisted living  
☐ senior apartment building  
☐ townhouse  
☐ other

Who is in your household? (*select all that apply*)

- ☐ my spouse or partner  
☐ my children  
☐ my grandchildren  
☐ other relatives  
☐ nonrelatives  
☐ I live alone

What was your household income last year?

- |   |   |
|---|---|
| <input type="checkbox"/> \$0-\$10,000   | <input type="checkbox"/> \$60K-\$74,999     |
| <input type="checkbox"/> \$10K-\$24,999 | <input type="checkbox"/> \$75K-\$99,999     |
| <input type="checkbox"/> \$25K-\$39,999 | <input type="checkbox"/> \$100,000+         |
| <input type="checkbox"/> \$40K-\$59,999 | <input type="checkbox"/> I'd rather not say |

What language is primarily spoken in your home?

Did you complete this survey for yourself, or did you fill it out for someone else?

- ☐ Completing the survey for myself  
☐ Filling the survey out for someone else

If filling out the survey for someone else, what is your relationship?

**THANK YOU FOR YOUR PARTICIPATION!**



## Appendix C: Convenience Outreach Survey

We are conducting a survey of adults ages 50 and over to determine how *Age-Friendly* your community is. Please take a moment to answer the following questions based on the **neighborhood where you live**. If you have questions or need assistance with this survey, please contact Katie White at 614-233-4167.

Year of Birth \_\_\_\_\_

5-digit Zip Code \_\_\_\_\_

How important is it to you to be able to remain in your **neighborhood** as you age?

- ☐ very important    ☐ somewhat important    ☐ not that important    ☐ not at all important

How important is it to you to be able to remain in your **home** as you age?

- ☐ very important    ☐ somewhat important    ☐ not that important    ☐ not at all important

In general, are you able to find information on the services that you need?

- ☐ all of the time    ☐ most of the time    ☐ sometimes    ☐ rarely or never

What do you use to identify and access community services? (*Select all that apply*)

- |   |  |
|---|--|
| <input type="checkbox"/> landline telephone                     | <input type="checkbox"/> radio ads                               |
| <input type="checkbox"/> mobile phone                           | <input type="checkbox"/> church or place of worship              |
| <input type="checkbox"/> internet (websites, email)             | <input type="checkbox"/> senior center or other community agency |
| <input type="checkbox"/> social media (Facebook, Twitter, etc.) | <input type="checkbox"/> word-of-mouth (friends, families, etc.) |
| <input type="checkbox"/> libraries                              | <input type="checkbox"/> flyers/bulletin boards                  |
| <input type="checkbox"/> TV ads                                 | <input type="checkbox"/> community newspapers                    |
| <input type="checkbox"/> mail                                   |  |

<i><b>In your neighborhood, do you have access to the following?</b></i>	Yes	No	Not Sure
Clearly displayed community information with large letters			
Free access to computers and the internet in public places, like libraries or senior centers			
Community information that is available in my language			

How would you rate your overall health? (Circle one)

**Excellent**

**Very good**

**Good**

**Fair**

**Poor**

In the past year, could you pay for your medical bills?

**Yes**

**No**

**Sometimes**

In the past year, could you pay for your prescriptions?

**Yes**

**No**

**Sometimes**

In the past year, where have you received medical care?

☐ Primary Care Physician

☐ Emergency Department

☐ Specialist

☐ Urgent Care

☐ Hospital

☐ Other:

If you needed to move due to health or mobility issues, do you feel confident that you could find a new home or living arrangement to meet your needs?    **Yes**                      **No**                      **I'm not sure**

Do you feel confident that you would be able to pay for long-term medical expenses or nursing home care, should you need it in the future?                      **Yes**                      **No**                      **I'm not sure**

<b><i>Do you agree with the following statements?</i></b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
I am able to afford my current housing.			
I live near the amenities (shopping, medical facilities, restaurants, parks, etc.) that I need and want.			
I am able to maintain the inside of my home.			
I am able to maintain the outside of my home (lawn, snow removal, etc.)			
I have made, or plan to make, modifications to my home to make it safer as I age (e.g. grab bars, ramps, widening doors, installing emergency alert system).			
In the past year, I have been able to afford my utilities.			
I feel safe in my home.			
I am fearful that I will be the victim of crime in my neighborhood.			
I have working smoke detectors in my home.			
In the case of an emergency evacuation, I know what to do and am prepared.			
I plan to leave my home to my family.			

What is your employment status?

- |  |  |
|--|--|
| <input type="checkbox"/> employed full-time          | <input type="checkbox"/> retired and not looking for work    |
| <input type="checkbox"/> employed part-time          | <input type="checkbox"/> retired and seeking work            |
| <input type="checkbox"/> self-employed               | <input type="checkbox"/> unemployed, but seeking work        |
| <input type="checkbox"/> disabled and unable to work | <input type="checkbox"/> enrolled in a work training program |

If you are employed, what are your plans for retirement? (*Select all that apply*)

- |  |  |
|--|--|
| <input type="checkbox"/> I want to retire now but need to keep working to get health benefits. | <input type="checkbox"/> For professional reasons/personal reward, I will work as long as I can. |
| <input type="checkbox"/> I want to retire now but can't afford to.                             | <input type="checkbox"/> I plan to retire but plan to or would like to start a new career.       |

**Please return completed surveys to:**

Age-Friendly Columbus  
111 Liberty Street, Suite 100  
Columbus, OH 43215

Or via email to:  
[kwarren@CommunitySolutions.com](mailto:kwarren@CommunitySolutions.com)



<b><i>In your neighborhood, do you have access to the following?</i></b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
Job training or skill-building opportunities for older adults			
Jobs that are a good fit for my skills and abilities			
Places to find out about available jobs			
Professional networking opportunities for older adults			
Help with resume writing, online applications, interview practice, etc.			
A range of volunteer options for individuals with different physical abilities and interests			
Opportunities for older adults to participate in decision making bodies such as community councils or committees			
Easy to find information about local volunteer opportunities			
Transportation to/from volunteer activities for those who need it			
Opportunities to discuss issues that impact seniors in Columbus			

What is your usual way of running errands, getting to medical appointments, or attending events?

- |  |  |
|--|--|
| <input type="checkbox"/> I drive myself.                   | <input type="checkbox"/> I use Uber and/or Lyft.                       |
| <input type="checkbox"/> I am driven by friends or family. | <input type="checkbox"/> I use a taxi or similar service for hire.     |
| <input type="checkbox"/> I take a COTA bus.                | <input type="checkbox"/> I ride my bike.                               |
| <input type="checkbox"/> I use COTA Mainstream.            | <input type="checkbox"/> I don't go out for these types of activities. |
| <input type="checkbox"/> I walk.                           |  |

Do you face any of the barriers listed below when traveling to an appointment, event, or community location? *(Select all that apply)*

- |  |  |
|--|--|
| <input type="checkbox"/> I have no problems getting around.                      | <input type="checkbox"/> COTA buses are difficult to use and/or unreliable.            |
| <input type="checkbox"/> I can't afford a car or car maintenance.                | <input type="checkbox"/> I have difficulties with parking.                             |
| <input type="checkbox"/> I do not drive.   | <input type="checkbox"/> I have problems using COTA Mainstream.                        |
| <input type="checkbox"/> I can't afford public transportation.                   | <input type="checkbox"/> I don't feel safe walking.                                    |
| <input type="checkbox"/> I don't have others who are able or willing to take me. | <input type="checkbox"/> I have difficulties with walking.                             |
| <input type="checkbox"/> There is no COTA bus to take me where I need to go.     | <input type="checkbox"/> Parking issues prevent me from getting to where I need to go. |

Are you a caregiver for a friend or loved one?

Yes

No

I'm Not Sure

**Please return completed surveys to:**

Age-Friendly Columbus  
111 Liberty Street, Suite 100  
Columbus, OH 43215

Or via email to:  
[kwarren@CommunitySolutions.com](mailto:kwarren@CommunitySolutions.com)



<b><i>In your neighborhood, do you have access to the following?</i></b>	Yes	No	Not Sure
Well-maintained and safe parks that are within walking distance of your home			
Well-maintained public buildings and facilities (e.g. library, senior center, settlement house) that are accessible to people of different physical abilities			
Neighborhood watch programs or civic associations			
Cross walks with pedestrian count down timers that allow enough time to cross			
Streets that are visually appealing (trees, flowers, benches, and public art make the street a nice place to walk or ride a bike)			
Well-lit public streets and walkways			
Ramps to enter buildings or buildings with zero-step entry			
Sidewalks that are in good condition			

How would you rate **Columbus** as a place for people to live as they age?

- ☐ excellent
 ☐ good
 ☐ moderate
 ☐ poor
 ☐ very poor

How would you rate your **neighborhood** as a place for people to live as they age?

- ☐ excellent
 ☐ good
 ☐ moderate
 ☐ poor
 ☐ very poor

***The following questions are for classification purposes only.***

What was your household income last year?

- ☐ \$0-\$10,000
 ☐ \$60K-\$74,999  
☐ \$10K-\$24,999
 ☐ \$75K-\$99,999  
☐ \$25K-\$39,999
 ☐ \$100,000+  
☐ \$40K-\$59,999
 ☐ I'd rather not say

Who is in your household? *(select all that apply)*

- ☐ my spouse or partner  
☐ my children  
☐ my grandchildren  
☐ other relatives  
☐ nonrelatives  
☐ I live alone

What is your gender?

- ☐ male
 ☐ female
 ☐ other

What is your race or ethnicity?

- ☐ White/Caucasian  
☐ Hispanic or Latino  
☐ Black or African American  
☐ Native American or American Indian  
☐ Asian / Pacific Islander  
☐ other *(please name)*

What language is primarily spoken in your home?

**Please return completed surveys to:**

Age-Friendly Columbus  
 111 Liberty Street, Suite 100  
 Columbus, OH 43215

Or via email to:  
[kwarren@CommunitySolutions.com](mailto:kwarren@CommunitySolutions.com)





## **Appendix B:**

### Walk Audit Report - Beechwold

# WALK AUDIT REPORT – BEECHWOLD

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## INTRODUCTION

### About Healthy Places

The mission of the Healthy Places program is to enhance healthy and active living. We do this through the policies and practices that impact how we build the places we live, work and play. These "Healthy Places" make it easier to be more active as part of everyday life.

The Healthy Places program works to create a built environment that encourages walkability, bikeability and physical activity through community design processes such as land use and transportation planning. The built environment includes the physical elements added to the natural environment to create our community, like our buildings, road systems, parks, neighborhoods, civic buildings, and schools.

### About Walk Audits

A Walk Audit (also called a walk study or walkability assessment) looks at the streets, sidewalks, and physical activity spaces in your neighborhood to find the best walking route. Things like where you feel safest walking and where people like walking the most help plan the route. This information is then used to create a walking map of the area for residents and visitors.

Walk Audits are conducted with residents of the neighborhood or employees of a local business interested in improving the walkability of their community. The Walking Programs Manager from Columbus Public Health leads the Walk Audit, which can take between 1-2 hours to complete.

Walk Audits are also an important way to share community concerns about neighborhood conditions with City of Columbus, area leaders, and other community members.

### How Walk Audits Are Used

The Healthy Places Program uses a Walk Audit Tool and Survey to assess the design of Columbus neighborhoods for walking and being active. Walk Audit Reports are posted online and shared with staff from the City of Columbus Departments of Development, Recreation & Parks, Public Safety, and Public Service.

Neighborhood residents can use the contents of these reports, as well as the guidance contained in the Resident's Guide to Neighborhood Traffic Issues (found online at [www.columbus.gov/CAPS-guide](http://www.columbus.gov/CAPS-guide)) to advocate for improvements to the built environment in their area. While some issues like sidewalk condition are often the responsibility of local property owners, there are many things that the City of Columbus can assist with in improving walkability in our communities, but active and engaged residents are critical to ensuring that the most important issues are brought to the attention of the appropriate departments and properly addressed.

# NEIGHBORHOOD WALK AUDIT

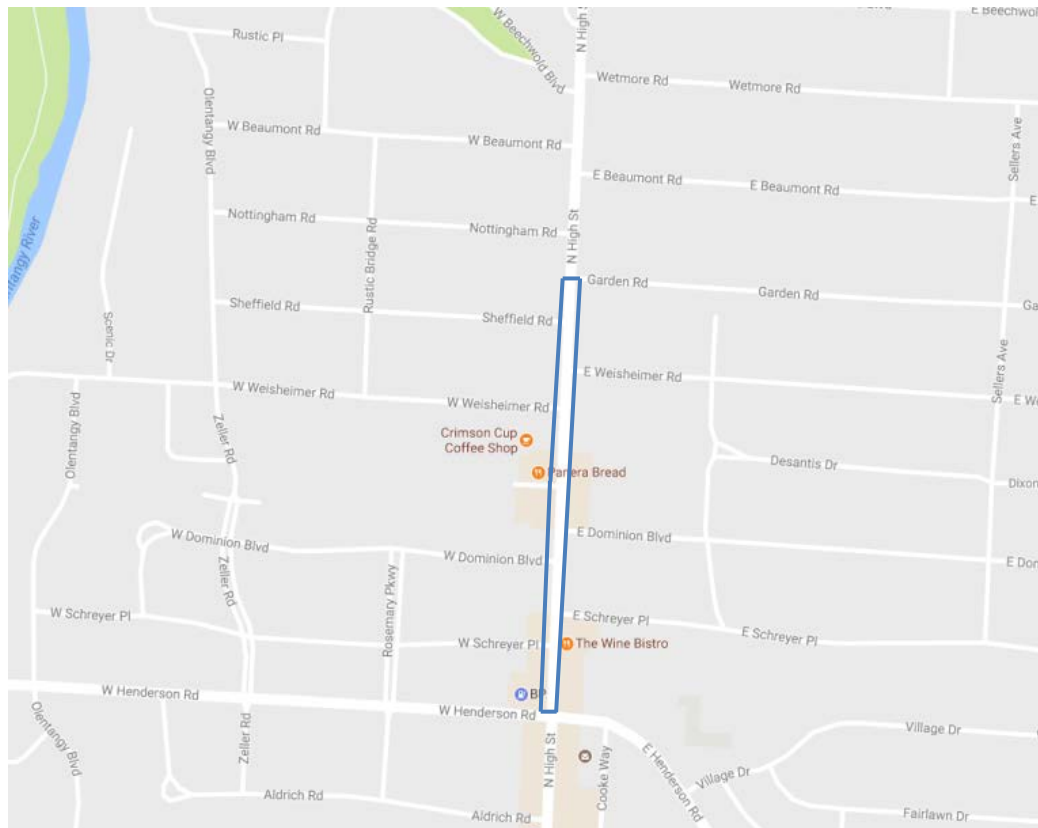
**Date:** 10/25/2016

**Number of Participants:** 8

**Details:** The audit covered both sides of N High Street along a 0.35 mile stretch from Henderson Rd to Garden Rd. The audit focused on accessibility to commercial and civic destinations along the High Street corridor, particularly for older adults.



## Audit Route



## WALK AUDIT RESULTS

Walk Score ([www.walkscore.com](http://www.walkscore.com))



### Old Beechwold is Somewhat Walkable

Some errands can be accomplished on foot.

The online tool Walk Score provides ratings of walkability that are based on closeness to nearby destinations. The system calculates walking routes to various destinations, giving maximum points to destinations that can be reached within 5 minutes, decreasing scores for destinations further away, and giving no points for destinations outside of a 30 minute walk. Factors such as population density, block length, and intersection density are also included to provide a rating of pedestrian friendliness.

Beechwold receives a Walk Score rating of 60 on a scale of 0 to 100, meaning that it is somewhat walkable. Because this rating is calculated based on proximity to destinations, it does not actually reflect the “comfortability” of walking in the neighborhood, only what resources residents can access by walking. The walkability of the neighborhood for recreation is addressed more specifically in the walk audit.

#### Walking Assets – Summary

- Sidewalks often wide, buffered from traffic by planting strip (but not always)
- Bus stops at Henderson and Sheffield are covered and well maintained
- Lots of destinations in walking distance
- Most traffic lights have crosswalks and pedestrian signals
- Benches available in front of some retail locations

#### Walking Challenges – Summary

- Where sidewalks do not have a buffer, they feel uncomfortably close to traffic
- Vehicles often exceed posted speed of 35 miles per hour
- Some key crosswalks, especially near Sheffield Rd bus stop, are unmarked and feel unsafe
- Crossing is difficult except at lights due to traffic speeds and roadway width
- Some broken and cracked sidewalks
- Crosswalk at Dominion Blvd ends without curb ramp or sidewalk connection
- Drainage issues at curb ramps
- No connections to neighborhood streets
- Vehicle detection loops at W Weisheimer Rd are cut into crosswalk, encouraging vehicles to sit in the crosswalk rather than behind

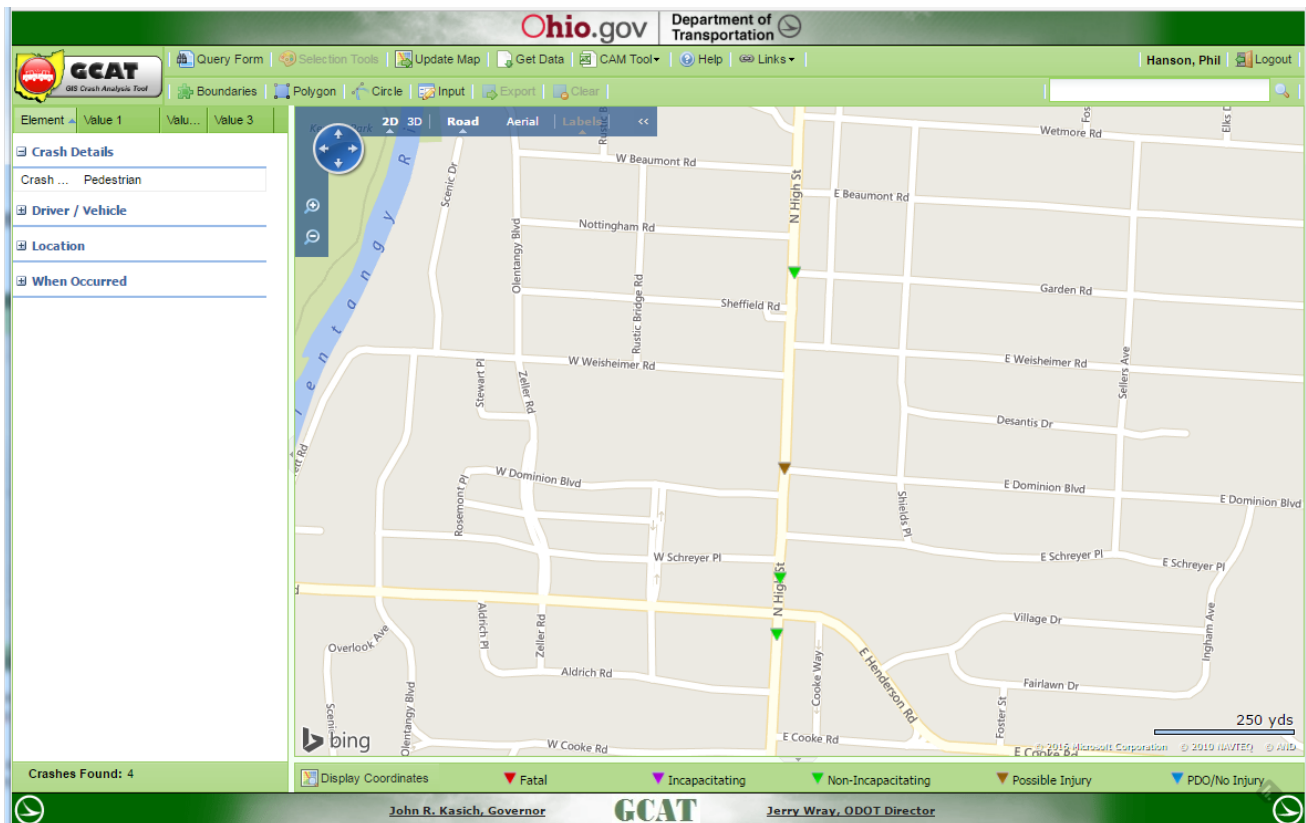
## Sidewalk Inventory – Beechwold Walk Audit

	Length	Percent of Total
Sidewalk on both sides	0.35 mi	100%
Sidewalk on only one side of street	0 mi	0%
No sidewalk	0 mi	0%
<b>Total roadway length</b>	<b>0.35 mi</b>	<b>100%</b>

Because this audit focused entirely on one section of a commercial corridor on N High Street, there was sidewalk along the whole length of the audit. However, residents who participated in the audit were quick to point out that those sidewalks often do not extend onto the neighborhood streets that intersect High Street. They would not feel comfortable walking from their homes in the neighborhood to High Street, and instead would drive and park along High Street, and then potentially walk to a nearby destination also on High Street.

## Pedestrian Crashes 2011-2016

Using the Ohio Department of Transportation GIS Crash Analysis Tool (GCAT) (located at <http://gcat.dot.state.oh.us/CrashWebHome.aspx>), all pedestrian-involved crashes in Beechwold were reviewed for available data 2011-2016. Over that time, there were four pedestrian crashes reported, including three non-incapacitating injuries and one possible injury.



This is a relatively short segment of N High Street, and although it has a walk score of 60, it tends to be a mainly automotive corridor. Still, based on the speed of traffic and the design of the 5-lane road, it's heartening to see that so few pedestrian crashes have been reported. The crash nearest to Garden Rd was reported as a crash between a pedestrian and a car that was backing, while the crashes at Dominion Blvd and just south of Henderson Rd were reported as failures to yield during left turns by the drivers. The fourth crash is reported in an "other" category and the conditions of the crash are unclear.

## RECOMMENDATIONS

### Requests to 311

The City of Columbus' 311 system allows residents to submit requests for City Services through a single point of contact. The system is available Monday to Friday 7 AM – 6 PM by phone at (614) 645-3111, or online at [311.columbus.gov](http://311.columbus.gov)

A number of the issues with walkability in a neighborhood can be reported to 311 for investigation and response by the City. For Beechwold, the particular issues best served by reporting to 311 are below:

- Requesting new sidewalks and/or curb ramps
- Sidewalks that need repaired
- Crosswalks needed at intersections or mid-block
- Speeding in residential areas or school zones
- Drainage issues

Reporting of an issue to 311 is not a guarantee it will be addressed in the manner requested, but it will ensure that the issue is reported to the appropriate personnel and reviewed. The resolution of a 311 request can be viewed online after it is reported.

### Requests to Area Commission

For issues not resolved by reports to 311, requests can be made to the local area commission. The area commissions are intended to serve as a liaison between the neighborhood residents and developers or city officials. Commission meetings are held regularly and are open to the public.

Area Commissions serve a role in community planning and allocating funding from the City. The Urban Infrastructure Recovery Fund (UIRF) engages Area Commissions to identify and address capital improvement needs in Columbus' central neighborhoods. Projects are currently planned for the cycle from 2015-2019, but engagement with the Area Commission can impact project prioritization and future planning efforts.

The Clintonville Area Commission serves the Beechwold neighborhood. Meetings of the commission are held on the first Thursday of the month at 7:00 pm at the Whetstone Library located at 3909 N. High St. The Clintonville Neighborhood Liaison to the City of Columbus is Isom Nivins, who can be reached at 614-645-7510.

### Requests to the Transportation and Pedestrian Commission

If an issue related to traffic or pedestrian safety cannot be resolved by reporting it to 311, or by bringing it before the local area commission, it can be brought to the Columbus Transportation and Pedestrian Commission (TPC). The TPC is an official advisory body to the director of public service and Columbus city council. They address matters related to: transportation; bicycle and pedestrian safety; parking and stop-sign, traffic control, and speed-limit policies.

Meetings are open to the public and typically held the second Tuesday of every month at 5:00PM in the Beacon Building, 50 W. Gay Street, Ground Floor, Conference Room B. Meeting agendas and past minutes can be found at <https://www.columbus.gov/TPC/>

# AUDIT PHOTOS

## Sidewalks



At some older commercial buildings, sidewalks are crumbling and driveways are wide or close together making them dangerous for pedestrians. Especially when there is no buffer from the roadway, these curb cuts for driveways allow vehicles to turn and enter the pedestrian walkway at relatively high

speeds. Most sidewalks are well maintained but there are some areas with significant issues needing repair.



Especially outside of newer developments, sidewalks are wide and comfortable, and are often buffered from traffic by planting strips. Sidewalk dining, bicycle parking, and benches for pedestrians provide amenities and create a desirable walking environment. While new curb ramps are present at many intersections, they often create drainage issues that make them unpleasant to use.

## Safety



The greatest safety concerns along the audit route were relating to crossing High Street. The photos above show the unmarked crossing at Sheffield Rd and the crossing at Dominion Blvd that ends without a curb cut or connection to the sidewalk. Even at a traffic light, crossing High Street can be uncomfortable due to the high volumes of traffic, but barriers like these make crossing even more difficult. Especially in an area with high ridership bus stops, multiple schools, and many retail establishments, special attention must be paid to ensuring the safety of pedestrians as they cross the street.



## Appendix C:

### Focus Group Scripts

November 16<sup>th</sup>, 11:00AM-2:00 PM  
Jewish Community Center: 1125 College Avenue 43209

**Objective:** Host multi-lingual focus groups to learn about the success and challenges of aging in Columbus

**Event overview:** Volunteers will greet Senior Companions, help with lunch, and visit with them to build rapport during lunch. Following lunch, the volunteers will lead focus groups in tandem with a translator.

**Agenda:**

10:00 Small group of volunteers arrive to help with registration, name tags, etc  
11:00 Volunteer and translator arrival and team meeting, get in groups for introduction  
11:30 Help with lunch and sit down to visit  
12:00 Welcome and explanation: Councilmember Michael Stinziano & Katie White  
12:15 Move rooms  
12:30 Focus groups begin  
1:30 Focus groups end, bring groups back to main room  
2:00 Closing in main room: Mia Sanks, Catholic Social Services

**Focus Group Assignment:** Each group will have an interpreter, facilitator, and recorder

Language	Facilitator	Recorder	Runner
Mandarin	Christine Happel	Megan Gillespie	John Gregory
Cambodian	Lauren Post	Tania Peterson	John Gregory
Somali	Steven David	Amelia Costanzo	John Gregory
Russian (1)	Claire Jennings	Laura O'Toole	John Gregory
Russian (2)	Bernice Cage	Jenna Fletcher	John Gregory
Nepalese, Eritrea	Katie White	Dolores Blankenship	Marikate Leavens
English (1), Ethiopian, Sierra Leone	Linda Mauger	Libby Wetherholt, Judy Brachman	Marikate Leavens
English (2)	Katie Beaumont	Michelle Missler	Marikate Leavens
English (3)	Loodar Doofar	Jodi Wharton	Marikate Leavens

**Focus group script:** Because we are utilizing translation services, you will need to “speak and pause” after each sentence. Please ask the questions in the order they are listed. It is okay if you don’t get to all the questions.

Welcome each participant, encourage them to complete the demographic sheet.

Thank you for being here. We want to understand your experience as an older adult in Columbus.

We respect and value your contribution and thank you again for being here.

We will be taking notes and jotting down the information you provide on the flip chart.

Everything you say is confidential, your real names will not be used in any report. Your participation is voluntary and you can stop your participation at any time.

Please try to speak one at a time so that we can all hear what is being said and so that we'll be able to follow the conversation. There are no right or wrong answers, but please be respectful of each other's time. We may ask you to write down additional thoughts if we need to move onto another topic.

We'll go around the table and give each one of you a chance to talk. Let's begin.

- **Housing** – As an older adult in Columbus, have you experienced any challenges in finding suitable housing?
- **Health Care** – As an older adult in Columbus, have you experienced any challenges in accessing and using health care services?
- **Transportation** – As an older adult in Columbus, have you experienced any challenges in getting around either by your own vehicle or by public transportation?
- **Volunteering/Civic Engagement** – As an older adult in Columbus, have you experienced any challenges in finding volunteer/civic engagement opportunities?
- **Community Resources** – As an older adult in Columbus, have you experienced any challenges in accessing the resources that you need in terms of (a) financial assistance, (b) available activities, (c) assistance for family caregivers, and (d) help with your daily life?
- **Gaps in Services** – Are there any gaps in the services provided to older adults in Columbus? If so, what are these gaps? What could we do to make Columbus a better place for older adults with limited income?
- **Employment** – As an older adult in Columbus, have you experienced any challenges in finding work?

Our time is about up. If there were any thoughts we didn't get to, please write them down and we will be sure to include them. Thank you very much for helping us learn about aging in Columbus.

If you are willing to participate, we have a photo area set up. You can take the photos in groups or individually, but we hope to use them for our website.

**To seek consensus for each question, additional probes will include:**

Do you agree with that? What else/can you elaborate?

How is your experience different from that person?

Do you feel that way too? You look like you disagree with what was just said. Do you? Is that the way it really is?

Tell me more about that. Tell me how it is.

I want to make sure I understand... (repeat back what you heard)

