



## MOUNTAIN VIEW COMMUNITY SURVEY

As a member of the World Health Organization's global network of Age-Friendly Cities, the City of Mountain View is committed to meet the needs of a diverse community. Please help us understand better the priorities of the 55+ population by completing this anonymous questionnaire.

For more information on Age-Friendly Cities, visit:

<http://mountainview.gov/depts/cs/rec/senior/agefriendly.asp>

What is your Zip Code: \_\_\_\_\_

How long have you been living in Mountain View? \_\_\_\_\_ years

**Age:**

55-64

65-74

75+

Check one




**Gender:**

Male

Female

Check one



**Most of the time, do you live?**

Alone

With one other person

With more than one person

Check one




**Do you have one or more pets?**

Yes

No

Check one



**Besides the people you may live with, do you have close family in the Bay Area?**

Yes

No

Check one

**Are you working for an income?** Check one

No

Part-time

Full-time

**During the last year, have you worked as a volunteer?** Check one

Regularly

A few times

Never

**What would you say about the Internet?** Check one or more

I do not want to use it

I would like to use it, but I do not know how

I use it at home on a computer or a tablet

I use it on public computers

At Mountain View Senior Center

At Mountain View Library

Elsewhere: \_\_\_\_\_

I use apps on my smart phone

**Do you plan to move away from Mountain View in the future?** Check one

Yes

No

Maybe

**If Yes or Maybe, why?** Check one or more

To move closer to family members

To relocate to a more affordable place

To move to an assisted living facility

For some other reasons:

\_\_\_\_\_

\_\_\_\_\_

**Are there features that make your home difficult to live in?** Check one or more

A full flight of stairs without elevator

A few steps

Narrow doorways

No grab bars or railings

No, everything is fine

Other issues:

\_\_\_\_\_

\_\_\_\_\_

**What prevents you from modifying your home to make it more suitable to your needs?**

Check one or more

- I have a landlord who may not agree
- The cost
- I do not know about permits and permissions
- Other: \_\_\_\_\_

**Do you have trouble maintaining your home?**

Check one

- Yes
- No

**If Yes, what kind of trouble?**

Check one or more

- Housekeeping
- Landscaping
- Correcting small problems (changing light bulbs, unclogging drains, other: \_\_\_\_\_)
- Bigger problems with plumbing, roofing, electricity.
- Other type of house-related trouble: \_\_\_\_\_

**If you do have some of those house-related problems, what prevents you from solving them?**

Check one or more

- I have a landlord who may not agree
- The cost
- I do not know about permits and permissions
- Other obstacle: \_\_\_\_\_

**Have you recently had problems with processes or paperwork when trying to obtain important services (medical or banking documents, DMV, etc.)?**

Check one

- Yes
- No

**If Yes, can you give us some details, including if you were able to get some accommodation?**

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**Where do you look for help or information when facing a problem?**

Check one or more

- I ask family members, friends, or neighbors
- I ask someone at Mountain View Senior Center
- I call a helpline (Which one: \_\_\_\_\_)
- I search on the Internet
- Other: \_\_\_\_\_

**What type of transportation do you use?**

Check all that apply

Every day or several times a week      Sometimes      Never

- |  |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|
| A personal/family car                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I depend on friends and family to drive me | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA bus or light rail                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Caltrain                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Taxi                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Uber or Lyft                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA ACCESS Paratransit (formerly Outreach) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Road Runners                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Avenidas                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Door-to-door assisted ride                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • RoadRunners (El Camino Hospital)         |                          |                          |                          |
| • Avenidas                                 |                          |                          |                          |
| • Other: _____                             |                          |                          |                          |
| Walking                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A personal bicycle/tricycle                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A mobility scooter                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A motorized wheelchair                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The free Mountain View Community Shuttle   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: _____                               |                          |                          |                          |

**If you do not use the Mountain View community shuttle, why is that?**

Check one or more

- |   |                          |
|---|--------------------------|
| I do not need public transportation   | <input type="checkbox"/> |
| I have never heard of it  | <input type="checkbox"/> |
| I do not know where it stops  | <input type="checkbox"/> |
| Stops are not close to home or where I want to go:<br>Where, for example? _____ | <input type="checkbox"/> |
| It does not run when I need it.<br>When would that be? _____                    | <input type="checkbox"/> |
| Too infrequent/wait is too long   | <input type="checkbox"/> |
| Getting information about it is too complicated:<br>Why? _____                  | <input type="checkbox"/> |
| Other reason: _____   |                          |

**What difficulties have you experienced getting around Mountain View?** Check one or more

- Crosswalks safety.   
Any ones in particular? \_\_\_\_\_

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- Sidewalks inadequate/nonexistent/poorly lighted.   
Where? \_\_\_\_\_
- Public transportation cost.   
Which service? \_\_\_\_\_
- Public bus stops too far from home/where I want to go.   
Where? \_\_\_\_\_
- Parking   
Where? \_\_\_\_\_

<b>Overall, would you say transportation limits you?</b>	Sometimes	Often	Never
Seeing friends and family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running errands/shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attending events (movies, conferences, concerts, place of worship, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going to work or volunteer activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____			

- Have you considered a plan for when you may no longer be able to drive?** Check one
- Yes
  - No
  - Not Applicable

- Do you use delivery services from any of the following?** Check one or more
- Pharmacies
  - Major e-commerce sites:
    - Amazon
    - Walmart
    - eBay
  - Other: \_\_\_\_\_
  - Local groceries:
    - Safeway
    - Whole Foods
    - Instacart
  - Other: \_\_\_\_\_

- Other food sources:
- Meals on Wheels
- Local restaurants
- Grubhub
- Munchery
- Other: \_\_\_\_\_

<b>During the last year, have you been to:</b>	Regularly	Once or a few times	Never
Mountain View Senior Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mountain View Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mountain View Center for the Performing Arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Castro Street event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mountain View's Farmers' Market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mountain View City Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A neighborhood meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A neighborhood/block social gathering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A neighborhood park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shoreline Amphitheatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shoreline at Mountain View Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cuesta Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rengstorff Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One of Mountain View's trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Are there public or private places (parks, buildings, businesses, etc.) you do not go to because of accessibility issues (absence of benches, lack of public restrooms, no elevator, etc.)?** Check one

Yes

No

**If Yes:**

**Place(s):**

**Reason for not going:**

<b>How often do you:</b>	Once a week or more	Sometimes	Never
Walk or hike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Go to a gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practice some other physical activity:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____			

**Do you eat a balanced diet, including protein, grain, fruit, and vegetables?**

Check one

- Pretty much every day
- Most of the time
- Rarely

**Where do you get information about local events, activities, or services?**

Check one or more

**Friends and family**

**Flyers** At Mountain View Senior Center

At Mountain View Library

At Mountain View City Hall

Elsewhere: \_\_\_\_\_

**Newspapers:** *San Jose Mercury News*

*Palo Alto Daily Post*

*Los Altos Town Crier*

*Mountain View Voice*

Other: \_\_\_\_\_

**Street Banners**

**Internet** (besides newspapers' websites):

Mountain View Senior Center website or Facebook page

Mountain View Library website

Google searches

Facebook

Other social networks: \_\_\_\_\_

Subscribed e-mail lists

Other: \_\_\_\_\_

**Do you consider yourself isolated?**

Check one

Yes

No

Not sure

**If Yes, what do you think could be done at the City level to help you feel less isolated?**

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**In case of natural disaster, do you have an emergency plan to survive three days at home without power, water, and assistance?**

Check one

Yes

No

**Overall, do you consider Mountain View to be an Age-Friendly City?**

Check one

Yes

No

Not sure

**What do you think could make it more Age-Friendly?**

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Thank you for your input.

Please encourage other qualifying Mountain View residents to complete this survey.

**Call or visit the Senior Center at 266 Escuela Avenue to locate paper copies, return surveys, or for additional survey return option, 650-903-6330.**

**An online version is also available at this address: [www.mountainview.gov/agefriendlysurvey](http://www.mountainview.gov/agefriendlysurvey)**

**For items you think of after completing the survey, please e-mail items to [senior.center@mountainview.gov](mailto:senior.center@mountainview.gov).**