



# AGE-FRIENDLY MOUNTAIN VIEW COMMUNITY SURVEY



# About This Document

- This document presents the raw results of the survey (original survey in appendix).
- To increase readability, results higher than average are color-coded in orange and below-average in blue.
- Acronyms were sometimes used to save space, as follows:
  - MVSC = Mountain View Senior Center
  - MVPL = Mountain View Public Library
  - MVCPA = Mountain View Center for the Performing Arts
  - MVCH = Mountain View City Hall



# Data Collection

- The questionnaire was available between May 22 and July 8 for all Mountain View residents 55 and above.
- Online and paper versions.
- Both were advertised at the Senior Center, during special events (MVSC Resource Fair on May 22, first two Thursday Night Live), on NextDoor, in the *Mountain View Voice* and members of the Age-Friendly Task Force spread the word in the community (El Camino Hospital, Palo Alto Medical Foundation, places of worship...).



# Preliminary Remarks

- 430 Respondents (101 paper + 329 online)
- 8 nonresidents were excluded => 422 valid records
- Online version misses gender information for nonregistered visitors
- Inconsistent data collection regarding Shoreline Park and Shoreline Amphitheatre due to an error on some printed copies
- 2 printed questionnaires were missing pages and, of course, some people left some questions unanswered, hence a slightly fluctuating number of respondents.



# Who Participated?



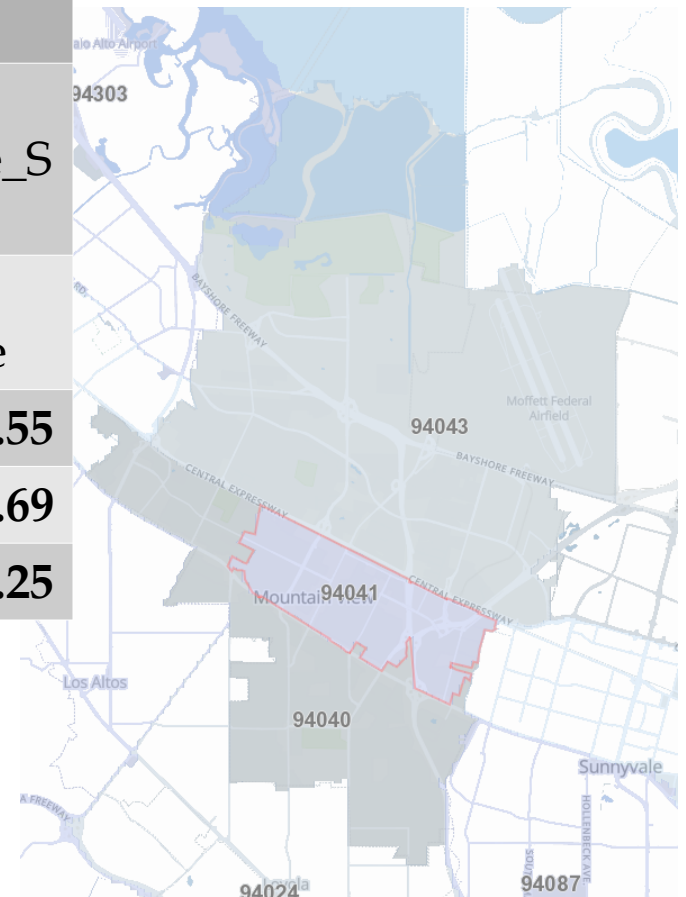
- 422 respondents
- 2016 estimate of Mountain View's 55+ population according to the American Community Survey (ACS, <https://census.gov/programs-surveys/acs/>): 15,818 to 17,116\*
- ► **2.5% to 2.7% participation rate**, with all the risks associated with a nonrandom sample that included a large number of Senior Center regular visitors and NextDoor members.

\* Compiled from table ACS\_16\_5YR\_S1201

# Zip Code Imbalance

- Overrepresentation of 94041 and underrepresentation of 94043
- Mainly online.

Population Distribution per Zip Code (%)					
	Survey			2016 ACS (ACS2016_5y_table_S1201)	
Zip Code	All respondents	Online	Paper	Low Estimate	High Estimate
94040	41.30	38.20	52.17	40.81	45.55
94041	26.33	28.57	18.48	15.36	18.69
94043	32.13	33.23	28.26	37.97	41.25



## Why it Matters:

The 3 zip codes have different socioeconomic profiles. According to the ACS\_16\_5YR\_B17024 table, 60% (+/- 3.6) of 55+ in 94040 have an income superior to 5 times the poverty level, vs. only 46% (+/-3.2) in 94043.



# Women Overrepresentation

- 62% of females among the 166 respondents for which the gender is available. (The gender question was missing from the online version, so it was only collected for registered users.)
- According to the 2010 Census,\* females represented 55.5% of Mountain View's 55+ at that time.

\* compiled from table QT-P1





# Underrepresentation of Younger Segments, especially “on paper”

Population Distribution per Age Group (%)					
Age Group	Survey			2016 ACS (ACS2016_5y_table_S0501)	
	All respondents	Online	Paper	Low Estimate	High Estimate
55-64	35.56	39.81	21.05	45.93	52.63
65-74	36.99	35.49	42.10	27.27	32.06
75+	27.45	24.69	36.84	19.02	23.08



# A higher proportion of persons living alone...

% of 416 respondents living:			
	Alone	With one other person	With more than one person
Total	35.82	47.84	16.35
online	33.54	50.62	15.84
paper	43.62	38.30	18.09
55-64	19.73	52.38	27.89
65-74	39.35	49.03	11.61
75+	51.75	40.35	7.89

Those who live in households of more than 2 tend to be younger. 60% are under 65, and only 13% above 74. On the other hand, the 65-74 and 75+ groups represent 40% of the people living alone.

... when Mountain View is already characterized by a high proportion of solo seniors.

**Warning:** The following data concerns the 65+ population living alone:

	Community Survey	ACS_16_5YR_B09021 table			
	Mountain View	Mountain View	Santa Clara Co.	California	USA
65+	44%	30-35%	20%	23%	26%



# What We Learned from Our Participants



# Family Nearby ...and pets too

<b>% of 415 respondents with close family in the Bay area (outside the household)</b>	<b>63.11%</b>
For those living:	
alone	<b>59.18%</b>
with one other person	<b>67.01%</b>
with more than one person	60.29%
Version:	
online	64.38%
paper	60.00%
Age group:	
55-64	<b>58.11%</b>
65-74	68.63%
75+	<b>62.83%</b>

<b>% of 411 respondents having one or more pet</b>	<b>41.61%</b>
For those living:	
Alone	<b>35.37%</b>
With one other person	39.29%
With more than one person	<b>61.76%</b>
Version:	
online	<b>47.35%</b>
paper	<b>21.74%</b>
Age group:	
55-64	<b>52.03%</b>
65-74	<b>42.21%</b>
75+	<b>27.27%</b>
With close family in the Bay Area:	
No	<b>38.82%</b>
Yes	<b>43.41%</b>

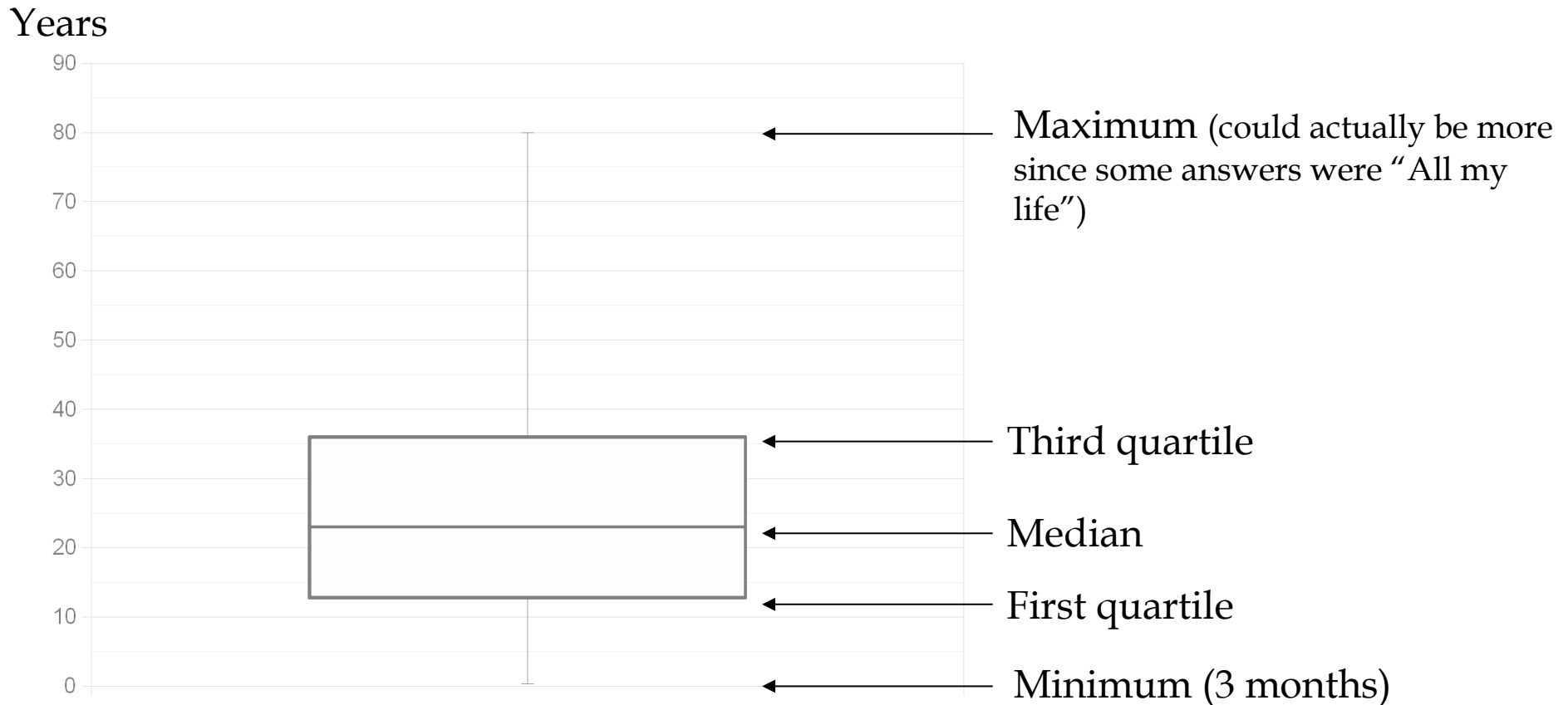
40% of those living alone do not have close family in the Bay Area

Those living alone or without close family around are also less likely to have pets.



# Time Spent in Mountain View

Only 7.5% of the 400 respondents report having lived in Mountain View for less than 5 years.





# Intention to Move Away

% of 413 respondents answering “Yes” or “Maybe” to the question:  
 “Do you plan to move away from Mountain View in the future?”

Total surveyed	51.57%
Version:	
Online	54.35%
Paper	41.76%
For those living:	
Alone	46.9%
With one person	53.54%
With more than one person	55.88%
With family in the Bay Area	45%
Without family in the Bay Area	62.91%
Age group:	
55-64	60.54%
65-74	51.95%
75+	39.29%
Per Zip Code:	
94040	52.66%
94041	46.30%
94043	54.62%

Reasons for moving away  
 (% of all 221 answers)

Live in a more affordable location	59.28%
Live closer to family	23.08%
Live in an assisted living facility	17.65%

Also mentioned in the free text section (in decreasing order)

- growing urbanization and traffic
- dissatisfaction with local politics
- desire to sell real estate and “cash out”
- desire to travel
- problems caused by homelessness



# Working and Volunteering

% of the 412 respondents who work for wages\*

	Full-Time	Part-Time	Never
Total	<b>21.36%</b>	<b>15.05%</b>	<b>63.59%</b>
Per version:			
online	<b>24.92%</b>	16.51%	58.57%
paper	<b>8.79%</b>	9.89%	<b>81.32%</b>
Per age group:			
55-64	48.28%	15.17%	36.55%
65-74	11.04%	16.23%	72.73%
75+	<b>0.89%</b>	13.39%	85.71%
Per gender:			
female*	13.59%	72.82%	13.59%
male*	15.25%	72.88%	11.86%

\* Reminder: Most of the online survey did not have gender information.

% of the 414 respondents who volunteered over the past year:

	Regularly	A few times	Never
Total	<b>35.27%</b>	<b>21.98%</b>	<b>42.75%</b>
Per version:			
online	34.67%	22.60%	42.72%
paper	37.36%	19.78%	42.86%
Per age group:			
55-64	28.38%	28.38%	43.24%
65-74	<b>43.14%</b>	16.99%	39.87%
75+	<b>33.93%</b>	19.64%	<b>46.43%</b>
Per working status:			
Full-Time	15.91%	31.82%	<b>52.27%</b>
Part-Time	37.10%	22.58%	40.32%
Not	41.76%	18.39%	39.85%
Per gender:			
female*	39.22%	22.55%	38.24%
male*	41.67%	21.67%	36.67%



# Internet Usage

	Refuse to use	Would like to learn	At home (computer or tablet)	@ mvsc	@mvpl	Other public computers	On smart-phone apps
	% of respondents in each category						
<b>Total</b>	<b>1.42%</b>	<b>0.71%</b>	<b>89.13%</b>	<b>6.15%</b>	<b>8.75%</b>	<b>4.49%</b>	<b>60.52%</b>
	Version:						
Online	0.31%	0.31%	<b>95.68%</b>	2.16%	5.56%	3.09%	<b>68.52%</b>
Paper	5.05%	2.02%	67.68%	19.19%	19.19%	9.09%	<b>34.34%</b>
	Living:						
Alone	1.34%	0.67%	<b>82.55%</b>	<b>9.40%</b>	<b>12.08%</b>	5.37%	<b>52.35%</b>
With one person	1.01%	1.01%	<b>93.97%</b>	4.52%	6.03%	2.01%	65.83%
With more than 1	<b>2.94%</b>	0.00%	<b>95.59%</b>	4.41%	8.82%	8.82%	67.65%
	Gender:						
Female	<b>4.81%</b>	1.92%	83.65%	11.54%	14.42%	4.81%	<b>51.92%</b>
Male	0.00%	0.00%	83.87%	14.52%	16.13%	8.06%	59.68%
	Age group:						
55-64	1.34%	0.00%	91.28%	2.68%	7.38%	6.71%	75.17%
65-74	0.65%	0.65%	90.32%	7.10%	9.68%	4.52%	61.94%
75+	<b>2.61%</b>	1.74%	87.83%	9.57%	9.57%	0.87%	<b>41.74%</b>

Reminder: the sample is biased because many of the online respondents were recruited through NextDoor and most of the paper ones were linked to the Senior Center.

Those who live alone are less likely to have access to the Internet at home.





# House Accessibility

	No issue	Flight of stairs	Some steps	Narrow doorways	No grab bars	Something else
	<b>% of respondents in each category</b>					
<b>All</b>	<b>70.92%</b>	<b>11.82%</b>	<b>7.80%</b>	<b>3.55%</b>	<b>6.86%</b>	<b>10.17%</b>
	Version:					
Online	<b>73.77%</b>	12.35%	8.02%	3.70%	7.72%	8.95%
Paper	<b>61.62%</b>	10.10%	7.07%	3.03%	4.04%	<b>14.14%</b>
	Age group:					
55-64	<b>73.15%</b>	9.40%	8.05%	4.70%	8.72%	10.07%
65-74	<b>70.97%</b>	12.90%	7.74%	3.23%	6.45%	10.32%
75+	<b>70.43%</b>	13.04%	6.96%	2.61%	<b>4.35%</b>	10.43%
	Intention to move:					
Yes	<b>67.35%</b>	16.33%	4.08%	2.04%	4.08%	12.24%
Maybe	<b>67.07%</b>	15.85%	10.37%	6.10%	8.54%	14.02%
No	<b>77.50%</b>	7.50%	6.50%	2.00%	6.00%	7.00%
	Living:					
Alone	<b>63.76%</b>	<b>16.11%</b>	6.04%	4.70%	<b>9.40%</b>	10.74%
With 1	<b>75.38%</b>	10.05%	9.05%	3.02%	5.53%	10.05%
With more than 1	<b>79.41%</b>	7.35%	7.35%	2.94%	4.41%	8.82%

Other reasons mentioned in the free text:

- High shelves
- High **ceilings**
- **Air conditioning**
- Difficulty getting reasonable accommodation for disability
- **Parking**
- Glass shower doors
- **Difficult access to the laundry area**
- Doorknobs instead of levers
- No place for caregiver
- Tree hazard
- Far from public transportation
- **Home too big to be easily maintained**



# Obstacles to Improve Home Accessibility

	Landlord may not agree	Cost	Permits	Other
All	6.15%	19.86%	8.51%	21.51%
Version:				
online	7.10%	15.74%	7.72%	23.46%
paper	<b>3.03%</b>	33.33%	11.11%	15.15%
Age group:				
55-64	6.71%	22.15%	10.74%	19.46%
65-74	7.74%	19.35%	6.45%	23.23%
75+	3.48%	17.39%	7.83%	22.61%
Living:				
Alone	<b>8.72%</b>	<b>15.44%</b>	6.71%	26.17%
With one person	4.52%	18.59%	10.55%	21.11%
With more than one	4.41%	<b>32.35%</b>	5.88%	14.71%

Other reasons mentioned in the free text:

- **Plan to move out**
- Lack of time
- **Finding trustworthy help**
- **Cost of permits**
- **Not much to be done about stairs**
- **Problem in the common areas of condo.**
- HOA
- **Floor plan does not permit modifications**

Many say that they don't have a problem YET... So there is no need to do anything.

# Home Maintenance Difficulties

	None	House-keeping	Land-scaping	Small (light bulbs...)	Big (Roof repairs...)
	% of respondents in each category				
<b>All</b>	<b>73.84%</b>	<b>12.77%</b>	<b>12.77%</b>	<b>8.98%</b>	<b>13.48%</b>
Version:					
Online	75.79%	10.80%	12.65%	9.26%	13.89%
Paper	<b>67.03%</b>	<b>19.19%</b>	13.13%	8.08%	12.12%
Age group:					
55-64	81.08%	12.08%	9.40%	4.70%	10.74%
65-74	75.82%	9.68%	12.90%	7.74%	12.26%
75+	<b>61.11%</b>	<b>18.26%</b>	<b>17.39%</b>	<b>16.52%</b>	18.26%
Intention to move:					
Yes	<b>77.55%</b>	12.24%	12.24%	4.08%	6.12%
Maybe	71.95%	14.63%	15.85%	10.98%	17.07%
No	74.23%	12.00%	11.00%	9.00%	12.50%
Living:					
Alone	<b>68.53%</b>	<b>14.77%</b>	<b>14.09%</b>	<b>12.75%</b>	<b>11.41%</b>
With 1	76.14%	11.56%	11.56%	7.54%	<b>14.57%</b>
With more than 1	<b>80.60%</b>	11.76%	14.71%	<b>4.41%</b>	<b>13.24%</b>

31% of those who live alone and 39% of those 75+ report having trouble maintaining their homes.



# Obstacles to Home Maintenance

	Landlord may not agree	Cost	Permits
% of respondents in each category			
All	3.55%	17.97%	4.96%
Version:			
online	3.70%	14.81%	2.78%
paper	3.03%	<b>28.28%</b>	<b>12.12%</b>
Age group:			
55-64	4.70%	18.12%	4.70%
65-74	5.16%	15.48%	4.52%
75+	0.00%	20.87%	5.22%
Living:			
Alone	3.36%	16.78%	5.37%
With one person	3.52%	15.58%	5.53%
With more than one	4.41%	<b>26.47%</b>	1.47%

More than 5% of the respondents used the free text fields to explain how **difficult** it is to find **paid help both trustworthy and interested in “small jobs.”**

Others mentioned not having the **time** or the **energy** to tackle the problems or being reluctant to have somebody in because of a **“messy home.”**

### Quotes:

“Do not like unknown men in my house”

“I was robbed by the daughter of an employee when she cleaned my home.”

“I stay employed so I can afford it”

“House too messy to show a worker”

“The landlord would increase the rent even though I am not the cause of the problem”



# Processes or Paperwork

Less than 8% of respondents answered “Yes” to the question: “**Have you recently had problems with processes or paperwork** when trying to obtain important services, such as medical or banking documents, DMV, etc.?”

Age, household size or survey version did not seem to have much impact or unexpected impact (older or alone respondents less likely to have experienced a problem), so the quality of the question itself may be at fault.

## Quotes from the free-text section:

- “**Covered California** is a mess,” “**Medicare** is very confusing,” “**Medi-Cal** a huge rigmarole of paperwork, authorizations, etc.,” “Navigating **health-care** coverage in the U.S. is a mess. There should be Medicare for all.,” “Our insurance is complex, and they don't like to pay for things. Getting them to pay takes **hours on the phone.**,” “The various health-care systems do not pass data correctly between themselves (...) deny services that should be granted resulting in long phone conversations to correct their data errors. Medical care systems are overly complicated and even the customer service staff at the medical companies do not fully understand them.”
- “Getting **Outreach** approved.”
- **DMV** “**painful (...) regardless of age,**” “took **two four-hour appointments to take the written test,**” “smog test,” “Try to understand the new driver’s license requirements,” “The DMV is intrinsically designed to make things difficult/impossible for patrons.”
- “I tried to figure out if I have to save on water with the new water tariffs coming and, if so, how much i can use,” “MV was unhelpful when I tried to get plans for my townhouse.”
- “Some third party has twice **tried to get money from my bank account.** Very fortunately US Bank called me (...) my account has been closed, including credit cards, and I am **waiting for (...) my two adult children (...)**,” “My identity was stolen December 2016, so I now show a variety of IDs due to high alerts on accounts, etc., plus I must check periodically with SSA, and I have hired an outside agency for monitoring.”
- “**Visually impaired,** need “forms and information in a format that can be read.”



# Where to Look for Help

	Internet	Family/ Friends/ Neighbors	MVSC	Helpline(s)	Other
Total	<b>76.36%</b>	<b>72.34%</b>	<b>6.86%</b>	<b>4.49%</b>	<b>5.20%</b>
Version:					
online	<b>82.41%</b>	74.07%	4.01%	3.40%	4.01%
paper	<b>56.57%</b>	<b>66.67%</b>	<b>16.16%</b>	<b>8.08%</b>	<b>9.09%</b>
Age group:					
55-64	<b>81.21%</b>	<b>66.44%</b>	2.68%	2.01%	2.68%
65-74	<b>79.35%</b>	<b>74.84%</b>	5.81%	5.81%	7.10%
75+	<b>67.83%</b>	<b>79.13%</b>	<b>13.91%</b>	6.09%	6.09%
Living:					
Alone	<b>77.18%</b>	75.51%	8.72%	6.71%	6.04%
one other person	<b>78.89%</b>	74.87%	7.04%	4.02%	4.02%
more than 1 person	<b>72.06%</b>	61.76%	<b>2.94%</b>	1.47%	7.35%

Only 2 respondents mentioned 2.1.1. and the helplines specified to were mainly companies' ones (Customer support, insurances, health-care providers, etc.).

Mountain View's services were mentioned twice, and the city's Rental Housing Helpline once.

Other sources:  
 Community Outreach  
 Day workers  
 Avenidas  
 Prayer  
 Neighborhood association  
 PAMF  
 Project Sentinel  
 MVPL  
 VA case worker



# Everyday Transportation

	Personal car	Depend on relatives	Public trans. <sup>1</sup>	Taxi/Uber/Lyft	Accessible Door2door <sup>2</sup>	MVCS <sup>4</sup>	Mobility device <sup>3</sup>	Walking	Biking
<b>Every day or several times a week</b>									
All	80.61%	3.31%	5.67%	1.65%	0.47%	5.67%	0.47%	43.50%	12.77%
<b>Version</b>									
online	86.42%	1.85%	3.09%	1.85%	0.00%	2.78%	0.62%	41.98%	15.12%
paper	61.62%	8.08%	14.14%	1.01%	2.02%	15.15%	0.00%	48.48%	5.05%
<b>Age group:</b>									
55-64	82.55%	2.01%	6.04%	3.36%	0.00%	3.36%	0.67%	44.30%	18.12%
65-74	82.58%	2.58%	4.52%	0.00%	0.00%	3.87%	0.65%	47.74%	14.19%
75+	78.26%	6.09%	6.96%	1.74%	1.74%	10.43%	0.00%	38.26%	4.35%
<b>Living:</b>									
Alone	80.54%	0.00%	5.37%	2.01%	0.00%	4.70%	0.67%	34.90%	8.72%
+1	82.41%	3.52%	5.53%	1.51%	0.50%	5.03%	0.50%	45.73%	15.58%
>+1	80.88%	10.29%	7.35%	1.47%	1.47%	8.82%	0.00%	57.35%	14.71%

<sup>1</sup> VTA or Caltrain

<sup>2</sup> VTA Access Paratransit, Avenidas, El Camino RoadRunners

<sup>3</sup> Mobility scooter or Electric Wheelchair

<sup>4</sup> Mountain View Community Shuttle





# Occasional Transportation

	Personal car	Depend on relatives	Public trans. <sup>1</sup>	Taxi/Uber/Lyft	Accessible Door2door <sup>2</sup>	MVCS <sup>4</sup>	Mobility device <sup>3</sup>	Walking	Biking
<b>Sometimes</b>									
All	10.17%	17.49%	43.03%	38.53%	4.49%	14.18%	1.18%	28.13%	17.02%
Version									
online	9.88%	16.67%	45.99%	43.21%	3.40%	14.81%	1.23%	30.56%	20.37%
paper	11.11%	20.20%	33.33%	23.23%	8.08%	12.12%	1.01%	20.20%	6.06%
Age group:									
55-64	14.09%	12.75%	55.03%	50.34%	0.67%	12.08%	2.01%	35.57%	29.53%
65-74	9.03%	20.65%	45.81%	36.13%	5.16%	15.48%	0.65%	23.87%	12.26%
75+	6.96%	19.13%	24.35%	27.83%	8.70%	15.65%	0.87%	24.35%	7.83%
Living:									
Alone	9.40%	22.15%	35.57%	35.57%	7.38%	13.42%	0.67%	26.17%	8.05%
+1	11.56%	16.08%	49.25%	40.70%	3.52%	15.08%	1.01%	30.65%	20.10%
>2	8.82%	11.76%	44.12%	42.65%	1.47%	14.71%	2.94%	26.47%	29.41%

<sup>1</sup> VTA or Caltrain

<sup>2</sup> VTA Access Paratransit, Avenidas, El Camino RoadRunners

<sup>3</sup> Mobility scooter or Electric Wheelchair

<sup>4</sup> Mountain View Community Shuttle





# Public Transportation

	VTA			Caltrain				Never take public transportation
	Every day or several times a week	Sometimes	Never	Every day or several times a week	Sometimes	Never		
All	3.07%	23.64%	73.29%	4.49%	40.43%	55.08%		51.30%
Version:								
online	0.62%	24.38%	75.00%	3.09%	44.44%	52.47%		50.93%
paper	11.11%	21.21%	67.68%	9.09%	27.27%	63.64%		52.53%
Age Group:								
55-64	2.01%	28.86%	69.13%	5.37%	51.68%	42.95%		38.93%
65-74	2.58%	23.87%	73.55%	3.87%	43.87%	52.26%		49.68%
75+	5.22%	16.52%	78.26%	4.35%	21.74%	73.91%		68.70%
Living:								
Alone	4.03%	20.13%	75.84%	4.70%	33.56%	61.74%		59.06%
+1	2.51%	27.14%	70.35%	3.52%	45.23%	51.26%		45.23%
+>1	2.94%	22.06%	75.00%	7.35%	44.12%	48.53%		48.53%

## Quotes:

“When I moved to MV in 1989, bus service was much better than it is now, in terms of locations of routes and waiting times.” “As a former recent London (UK) resident, I am appalled by the paucity of public transport!” BART was mentioned by 3 respondents.



# Taxi and Ride-Sharing

	Taxi			Uber / Lyft				
	Every day or several times a week	Sometimes	Never	Every day or several times a week	Sometimes	Never		Never use taxis or ridesharing
All	0.00%	13.00%	87.00%	1.65%	33.10%	65.25%		<b>59.81%</b>
Version:								
online	0.00%	14.20%	85.80%	1.85%	37.96%	60.19%		54.94%
paper	0.00%	9.09%	90.91%	1.01%*	17.17%*	81.82%*		<b>75.76%</b>
Age Group:								
55-64	0.00%	12.75%	87.25%	3.36%	46.98%	49.66%		<b>46.31%</b>
65-74	0.00%	12.90%	87.10%	0.00%	32.26%	67.74%		63.87%
75+	0.00%	13.91%	86.09%	1.74%	17.39%	80.87%		<b>70.43%</b>
Living:								
Alone	0.00%	16.11%	83.89%	2.01%	27.52%	70.47%		62.42%
+1	0.00%	12.06%	87.94%	1.51%	35.68%	62.81%		57.79%
+>1	0.00%	10.29%	89.71%	1.47%	41.18%	57.35%		55.88%

\* 11 of the 34 paper respondents who declared using apps on a smartphone do use ride-sharing services often or occasionally.

2 respondents mentioned carpooling.



# “Senior-Friendly” Door-to-Door Services

	VTA Access Paratransit*			El Camino RoadRunners*			Avenidas*		
	Every day or several times a week	Sometimes	Total	Every day or several times a week	Sometimes	Total	Every day or several times a week	Sometimes	Total
All	0.47%	1.65%	<b>2.13%</b>	0.00%	3.07%	<b>3.07%</b>	0.00%	0.47%	<b>0.47%</b>
Version:									
online	0.00%	0.31%	0.31%	0.00%	2.78%	2.78%	0.00%	0.62%	0.62%
paper	2.02%	6.06%	<b>8.08%</b>	0.00%	4.04%	<b>4.04%</b>	0.00%	0.00%	0.00%
Age Group:									
55-64	0.00%	0.00%	0.00%	0.00%	0.67%	0.67%	0.00%	0.00%	0.00%
65-74	0.00%	1.29%	1.29%	0.00%	3.23%	3.23%	0.00%	0.65%	0.65%
75+	1.74%	4.35%	<b>6.09%</b>	0.00%	6.09%	<b>6.09%</b>	0.00%	0.87%	0.87%
Living:									
Alone	0.00%	1.34%	1.34%	0.00%	5.37%	<b>5.37%</b>	0.00%	1.34%	1.34%
+1	0.50%	2.01%	2.51%	0.00%	2.51%	2.51%	0.00%	0.00%	0.00%
+>1	1.47%	1.47%	2.94%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

\*No other service was mentioned in the free-text.



# Reasons Not to Use MV Community Shuttle

## Reminder:

5.67% use it at least several times a week and 14.18% occasionally

## Reasons for not using it. (% of respondents who gave a reason)

	No need	Never heard of it	Where does it stop?	Stops are too far	Does not run when I need it	Takes too much time	Too complicated
<b>Total</b>	79.64%	9.50%	35.29%	33.03%	19.46%	18.10%	16.74%
<b>Version</b>							
online	85.98%	7.93%	42.07%	39.63%	20.12%	20.73%	19.51%
paper	61.40%	14.04%	15.79%	14.04%	17.54%	10.53%	8.77%
<b>Age group:</b>							
55-64	71.95%	13.41%	41.46%	34.15%	19.51%	25.61%	14.63%
65-74	88.31%	6.49%	31.17%	35.06%	22.08%	18.18%	12.99%
75+	83.05%	8.47%	33.90%	30.51%	16.95%	8.47%	25.42%
<b>Living with:</b>							
Alone	82.89%	11.84%	35.53%	28.95%	23.68%	15.79%	25.00%
+1	80.53%	3.54%	32.74%	31.86%	15.04%	15.04%	12.39%
+>1	78.57%	28.57%	50.00%	50.00%	25.00%	39.29%	14.29%

## Other reasons:

- can't walk/stand
- high steps to get in and out
- Confusing schedule/directions
- thought it was not for everybody
- no dog policy
- no bench at stops
- not sure it accommodates wheelchairs
- not convenient for grocery shopping
- wait/change shuttle at San Antonio

## Other comments /wishes:

- Connections with VTA, Palo Alto Shuttle
- More stops (Nob Hill, ECR and Grant)
- Extend hours, especially on weekends
- integration with 511 and Google maps
- "I will use it when I age," "GREAT!!", "very convenient," "love it," "fantastic asset (...) grateful to Google for running it"



# Issues with Transportation

	Cross-walks	Parking	Side-walks	VTA stops are too far	Cost of public transp.
Total	29.79%	26.71%	16.55%	8.27%	4.26%
Version:					
online	31.17%	28.09%	16.67%	5.56%	4.01%
paper	25.25%	22.22%	16.16%	17.17%	5.05%
Age group:					
55-64	33.56%	26.85%	18.12%	5.37%	4.03%
65-74	32.90%	26.45%	15.48%	9.03%	5.16%
75+	20.87%	27.83%	15.65%	10.43%	3.48%
Living with:					
Alone	24.83%	30.20%	14.77%	8.72%	5.37%
+1	42.65%	26.47%	19.12%	5.88%	4.41%
+>1	28.64%	24.62%	17.09%	8.54%	3.52%

**Traffic congestion** (on highways and Grant Road in particular) is a problem for many respondents.

- “Can’t go anywhere in the evening”
- “(can’t) have dinner downtown, go to the “Farmers’ market, summer movie night...”
- “Heavy commuter traffic makes getting anywhere difficult, including bicycles on Stevens Creek Trail”
- “I avoid driving to evening classes during commute times”
- “I’m limited going to SF. Often would like a concert or arts event there (...)”
- “The traffic on 85 and Shoreline is so bad that I don't go do things sometimes, such as go golfing, or run errands”
- “I stay at home more than I want to.”

62% of those concerned do not have a plan for when they won’t be able to drive (57% for paper version and 63% online)



# Pedestrian Safety

- 120 respondents did mention at least one intersection where they feel unsafe.

## Streets mentioned, sorted by decreasing frequency.

18 Castro  
17 El Camino Real  
11 Shoreline  
9 Sylvan  
8 Cuesta  
8 Central  
7 Villa  
7 Rengstorff  
7 Grant  
6 Stevens Creek Trail (access to)  
6 Moffett  
5 El Monte  
5 Latham  
4 Miramonte  
4 Dana  
3 Tyrella  
3 Middlefield  
3 Monta Loma

## Issues mentioned

- \* Cars ignoring pedestrians, in particular when doing right turns or at stop signs
- \* Flashing crosswalks are appreciated, but often ignored by drivers
- \* Need for more crosswalks (on Showers Drive; on Villa Street, between Escuela and Shoreline or between Mountain View Avenue and Higdon, difficult to cross El Camino to catch Bus 22)
- \* Long wait for walk signal and too little time to walk across
- \* No audible pedestrian signal
- Uneven or inadequate sidewalks and poor lighting are also seen as problems by many, in particular along Shoreline and Rengstorff or at the 85 overpasses, but also Downtown or on El Camino
- \* Innovations are well perceived:
  - “Applaud crosswalks with flashing lights (...) and countdown timers”
  - “Really like the new crosswalks on Cuesta and Fordham”
  - “I was so glad last year when the City put in a sidewalk along Central between Rengstorff and San Antonio”

# Parking

- 115 respondents took the time to report specific issues with parking.
- For 7 out of 10, Downtown Mountain View is the most affected area, but some report issues in residential and commercial areas.
- Driving being the No. 1 mode of transportation. This has a great impact on many seniors' lives:
  - “I cannot walk distances,” “I'm having knee problems,” “parking is very limited during the midday when I try to do my errands in the daylight,” “I don't patronize some businesses due to lack of parking,” “We don't go downtown much because even with a placard, it's a nightmare to park,” “especially around dinnertime,” “near mealtimes,” “Commuters and downtown workers park all day on streets in my neighborhood,” “sometimes at Post Office,” “(...) my hairdresser on Villa Street,” “Garages are often full.”
  - “But it has gotten better with the use of signage in the parking garages. Thank you!”



# The Impact of Transportation Limitations

Transportation can prevent seniors from:								
	Seeing friends		Running errands		Going out		Working/volunteering	
	Some-times	Often	Some-times	Often	Some-times	Often	Some-times	Often
<b>all</b>	<b>14.18%</b>	<b>3.78%</b>	<b>15.13%</b>	<b>4.96%</b>	<b>17.02%</b>	<b>9.22%</b>	<b>6.38%</b>	<b>4.49%</b>
Version:								
online	10.80%	4.32%	13.27%	5.25%	16.36%	8.02%	5.25%	4.32%
paper	<b>25.25%</b>	2.02%	21.21%	4.04%	<b>19.19%</b>	<b>13.13%</b>	10.10%	5.05%
Age group:								
55-64	9.40%	5.37%	12.75%	5.37%	16.11%	8.05%	4.70%	6.04%
65-74	<b>18.06%</b>	3.23%	17.42%	4.52%	<b>19.35%</b>	9.68%	8.39%	3.87%
75+	14.78%	2.61%	14.78%	5.22%	15.65%	9.57%	6.09%	3.48%
Living:								
Alone	13.42%	4.02%	14.09%	6.03%	17.45%	8.04%	3.36%	4.52%
+1	15.08%	4.02%	16.58%	6.03%	17.59%	8.04%	8.54%	4.52%
+>1	11.76%	2.94%	13.24%	4.41%	13.24%	5.88%	7.35%	4.41%

Transportation is a serious obstacle to seniors' social life.



# Deliveries

For each category, % of respondents who used delivery services from:

	Any delivery	Pharmacy	Amazon	Walmart	eBay	Safeway	Whole Foods	Instacart	MealsOn Wheels	Restaurants	Grub Hub	Munchery
all	<b>64.5%</b>	<b>14.7%</b>	<b>58.9%</b>	<b>12.1%</b>	<b>13.7%</b>	<b>4.3%</b>	<b>1.4%</b>	<b>3.1%</b>	<b>0.2%</b>	<b>10.2%</b>	<b>2.4%</b>	<b>3.1%</b>
Version												
online	<b>71.3%</b>	14.2%	67.0%	11.1%	15.1%	4.9%	1.9%	3.7%	0.3%	10.8%	2.8%	4.0%
paper	<b>42.4%</b>	16.2%	32.3%	15.2%	9.1%	2.0%	0.0%	1.0%	0.0%	8.1%	1.0%	0.0%
Age group:												
55-64	72.5%	17.4%	65.8%	12.8%	19.5%	1.3%	1.3%	6.7%	0.0%	12.8%	4.0%	4.0%
65-74	63.9%	15.6%	59.7%	12.3%	13.6%	4.5%	1.9%	1.3%	0.0%	7.8%	2.6%	2.6%
75+	57.4%	<b>10.6%</b>	52.2%	11.5%	7.1%	8.0%	0.9%	0.9%	0.9%	10.6%	0.0%	0.0%
Living with:												
Alone	64.4%	13.0%	58.9%	11.0%	11.0%	5.5%	0.7%	4.1%	0.7%	11.0%	3.4%	3.4%
+1	60.3%	8.8%	60.3%	11.8%	17.6%	4.4%	1.5%	4.4%	0.0%	16.2%	4.4%	4.4%
+>1	67.3%	19.0%	62.1%	13.3%	15.4%	3.6%	2.1%	2.1%	0.0%	8.2%	1.0%	1.0%

Services mentioned in free-text (more than once): GoogleExpress (6), Jet (2), DoorDash (21), UberEat (4), Amazon Restaurants (2), Blue Apron (2), Farm Fresh To You (2), Goodeggs (2), Farmstead (2), Jessie et Laurent (2).



# Places Visited Over the Last 12 Months\*

	All	Version:		Age group:			Living with:		
		Online	Paper	55-64	65-74	75+	Alone	+1	>1
MVSC	46.6%	37.0%	77.8%	29.5%	54.2%	59.1%	50.3%	46.7%	38.2%
MVPL	67.1%	63.9%	77.8%	67.8%	69.7%	64.3%	61.1%	70.4%	75.0%
MVCPA	51.3%	53.7%	43.4%	49.0%	56.1%	48.7%	47.0%	52.8%	58.8%
Castro event	66.2%	67.9%	60.6%	77.9%	67.1%	51.3%	59.1%	68.3%	77.9%
Farmers' Market	57.9%	57.4%	59.6%	69.8%	61.3%	39.1%	45.0%	60.3%	80.9%
MVCH	38.8%	36.4%	46.5%	38.9%	45.2%	30.4%	34.2%	42.7%	39.7%
A neighborhood meeting	36.9%	37.7%	34.3%	38.9%	38.1%	33.9%	28.2%	41.2%	45.6%
A neighborhood gathering	33.1%	36.1%	23.2%	36.9%	32.9%	29.6%	21.5%	37.2%	48.5%
A neighborhood park	69.7%	72.8%	59.6%	76.5%	74.2%	56.5%	55.0%	76.9%	85.3%
Shoreline Amphitheatre	25.1%	25.9%	22.2%	37.6%	20.6%	14.8%	17.4%	25.6%	39.7%
Shoreline Park	58.4%	59.9%	53.5%	64.4%	58.1%	52.2%	52.3%	61.8%	63.2%
Cuesta Park	46.3%	48.1%	40.4%	51.0%	45.8%	42.6%	32.2%	52.3%	63.2%
Rengstorff Park	33.3%	27.2%	53.5%	34.2%	37.4%	27.0%	27.5%	32.2%	50.0%
Trails	46.8%	51.5%	31.3%	60.4%	46.5%	30.4%	32.2%	52.8%	64.7%

\* Data for regular visits vs. "once or a few times" available upon request...



# Public Space Accessibility

Responses distribution of the 387 who answered the question:

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

	No	Yes
Total Result	89.66%	10.34%
Version:		
online	91.78%	8.22%
paper	81.93%	<b>18.07%</b>
Age group:		
55-64	92.65%	<b>7.35%</b>
65-74	87.59%	12.41%
75+	88.68%	11.32%
Living with:		
Alone	88.55%	<b>11.45%</b>
more than one person	86.36%	<b>13.64%</b>
one other person	91.53%	<b>8.47%</b>

Needs expressed in the free-text:

- Clean **restrooms** (“have to sneak into restaurants,” “I do not stay longer than one hour so I can get back home safely and use a restroom if one is not publicly available,” “I do not take young guests there”), especially **in parks and dog parks**, on Stevens Creek Trail, at the **Transit Center**, the **Farmers’ Market** and **events** in general.
- **Benches** (San Antonio Shopping Center, dog parks, Stevens Creek Trail, bus stops)
- **Safety** (Stevens Creek Trail, parks and dog parks--Shoreline’s--light the path between MVSC parking lot and Rengstorff Park)
- Mobility scooters in stores



# Physical Activity

For each category, % of respondents

		Walking/hiking	Gym	biking	swimming	Other
all	Once a week or more	<b>67.14%</b>	<b>34.28%</b>	<b>17.26%</b>	<b>10.64%</b>	<b>36.41%</b>
	Sometimes	22.93%	14.18%	16.55%	19.86%	15.13%
Version:						
online	Once a week or more	<b>69.44%</b>	<b>36.73%</b>	<b>21.30%</b>	<b>11.42%</b>	39.81%
	Sometimes	23.15%	14.51%	18.83%	21.30%	15.74%
paper	Once a week or more	<b>59.60%</b>	<b>26.26%</b>	<b>4.04%</b>	<b>8.08%</b>	<b>25.25%</b>
	Sometimes	22.22%	13.13%	9.09%	15.15%	13.13%
Age group:						
55-64	Once a week or more	<b>71.81%</b>	<b>37.58%</b>	<b>26.85%</b>	<b>17.45%</b>	41.61%
	Sometimes	21.48%	17.45%	26.85%	24.83%	14.77%
65-74	Once a week or more	69.68%	34.84%	16.13%	7.74%	34.19%
	Sometimes	21.94%	14.19%	15.48%	20.65%	13.55%
75+	Once a week or more	<b>59.13%</b>	<b>30.43%</b>	<b>6.96%</b>	<b>6.09%</b>	<b>33.91%</b>
	Sometimes	26.96%	10.43%	5.22%	13.04%	18.26%
Living with:						
Alone	Once a week or more	<b>59.06%</b>	<b>26.17%</b>	<b>8.05%</b>	<b>7.38%</b>	<b>28.19%</b>
	Sometimes	24.16%	14.77%	8.05%	18.12%	21.48%
+1	Once a week or more	<b>75.00%</b>	33.82%	<b>23.53%</b>	8.82%	<b>42.65%</b>
	Sometimes	22.06%	19.12%	35.29%	30.88%	16.18%
+>1	Once a week or more	<b>71.86%</b>	<b>41.21%</b>	<b>22.61%</b>	<b>13.57%</b>	<b>41.21%</b>
	Sometimes	22.61%	12.56%	17.09%	18.09%	10.55%

Other activities mentioned:  
 Fitness class,  
 Aerobic,  
 ballet/ dancing/  
**Zumba, Exercise at home, Yoga, Gardening, Cleaning, Running, Tennis, Water fitness/aerobic**  
 “Public transportation keeps me active”

# Diet

For each category, % of respondents who eat a balanced diet, including protein, grain, fruit and vegetables.

	Pretty much every day	Most of the time	Rarely
all	69.21%	27.34%	3.45%
Version:			
online	68.25%	28.89%	2.86%
paper	72.53%	21.98%	5.49%
Age group:			
55-64	70.14%	25.00%	4.86%
65-74	63.58%	32.45%	3.97%
75+	76.36%	22.73%	0.91%
Living:			
Alone	64.08%	31.69%	4.23%
With one other person	74.49%	23.47%	2.04%
With more than one person	67.69%	27.69%	4.62%



# Sources of Information Regarding Local Events, Activities, or Services

	All	Version:		Age group:			Living with:		
		online	paper	55-64	65-74	75+	Alone	+1	+>1
<i>MV Voice</i>	<b>75.18%</b>	78.40%	64.65%	74.50%	72.26%	<b>81.74%</b>	73.83%	76.38%	77.94%
Relatives	<b>52.01%</b>	55.56%	40.40%	55.03%	49.68%	53.04%	51.68%	50.25%	61.76%
Google	<b>43.26%</b>	37.96%	60.61%	40.94%	44.52%	45.22%	43.62%	45.23%	38.24%
Street banners	<b>35.22%</b>	40.74%	17.17%	43.62%	38.71%	20.87%	30.87%	41.71%	29.41%
Mailing lists	<b>30.02%</b>	34.26%	16.16%	34.90%	32.26%	21.74%	32.21%	30.65%	26.47%
<i>SJ Mercury News</i>	<b>25.06%</b>	26.54%	20.20%	16.11%	25.81%	36.52%	24.83%	27.14%	19.12%
MVSC flyers	<b>22.93%</b>	11.42%	60.61%	8.05%	29.03%	33.91%	25.50%	23.62%	14.71%
PA Daily Post	<b>22.93%</b>	18.83%	33.33%	8.72%	27.74%	32.17%	26.17%	19.60%	19.12%
MVPL flyers	<b>19.39%</b>	15.74%	31.31%	15.44%	24.52%	18.26%	18.12%	21.11%	19.12%
<i>LA Town Crier</i>	<b>16.55%</b>	16.67%	16.16%	13.42%	14.84%	23.48%	14.09%	19.10%	14.71%
Mvpl online	<b>10.17%</b>	8.33%	16.16%	7.38%	10.97%	13.04%	12.08%	9.55%	7.35%
Mvsc online	<b>9.22%</b>	7.10%	16.16%	2.01%	14.19%	12.17%	13.42%	7.54%	4.41%
MVCH flyers	<b>0.95%</b>	0.00%	4.04%	0.00%	1.94%	0.87%	0.67%	0.50%	2.94%

Other:

**NextDoor (53), Facebook (21), Mountain View sources (online calendar, neighborhood letters, bulletin boards), TV and radio, San Francisco Chronicle, other social media, other Internet.**

# Isolation

	No	Unsure	yes	Answers
<b>All</b>	<b>87.19%</b>	<b>7.88%</b>	<b>4.93%</b>	<b>406</b>
Version:				
online	89.56%	6.33%	4.11%	316
paper	<b>78.89%</b>	<b>13.33%</b>	<b>7.78%</b>	90
Age group:				
55-64	89.51%	6.99%	3.50%	143
65-74	90.73%	3.97%	5.30%	151
75+	<b>79.28%</b>	<b>14.41%</b>	<b>6.31%</b>	111
Living with:				
Alone	<b>81.94%</b>	<b>10.42%</b>	<b>7.64%</b>	144
one other person	88.14%	8.25%	3.61%	65
more than one person	95.38%	1.54%	3.08%	194

## Suggestions to alleviate loneliness:

- "A great calendar site," "a (simple) newsletter of events," "a number to call to find out (about) events"
- **Better public transportation** connection between the Shuttle and VTA, Palo Alto's one.
- Day trips, outdoor/indoor **events**
- How about a 50+ appreciation day?
- "Encourage meeting places for people with similar interests to meet"
- "Neighborhood gatherings would help many."
- "Sunnyvale Library has many events and I regularly receive e-mails about the events. Could Mountain View Library do something similar?"
- "The people at the MV Senior Center are not friendly."

# Emergency Preparedness

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

	No	Yes	Answers
<b>All</b>	<b>41.91%</b>	<b>58.09%</b>	<b>408</b>
Version:			
online	39.75%	60.25%	317
paper	49.45%	50.55%	91
Age group:			
55-64	43.75%	56.25%	144
65-74	38.56%	61.44%	153
75+	43.64%	56.36%	110
Living with:			
Alone	43.75%	56.25%	144
one other person	39.80%	60.20%	196
more than one person	42.42%	57.58%	66

39% to 45% of the respondents are not prepared.





# Overall Age-Friendliness

	No	Unsure	Yes	Responses
<b>All</b>	<b>13.48%</b>	<b>35.54%</b>	<b>50.98%</b>	<b>408</b>
Version:				
Online	14.15%	37.42%	48.43%	318
Paper	11.11%	28.89%	<b>60.00%</b>	90
Age group:				
55-64	14.38%	32.88%	52.74%	146
65-74	13.91%	37.75%	48.34%	151
75+	11.82%	35.45%	52.73%	110
Living with:				
Alone	14.58%	40.28%	<b>45.14%</b>	144
One other person	11.28%	30.77%	<b>57.95%</b>	195
More than one person	16.67%	37.88%	<b>45.45%</b>	66

**Affordable housing, traffic, Advocacy, more activities, transportation (more free shuttles), bike lanes, less bikes on the streets, pedestrian tunnels, “Get rid of all the young people ;))))))”, Heat refuges open over the weekends... Dog-friendlier parks.**



# Mountain View-Specific Challenges

**Mountain View has changed a lot recently, and some respondents feel left out, especially compared to employees of the surrounding tech giants.**

“Contractors increase prices because they think we all make \$300,000 a year to start at **Google**.” “Permit process is very onerous for older homes, especially if you don't have **Google** incomes.”

“Used to be more age-friendly before **Google, LinkedIn, Facebook, Apple**, etc. moved in and/or expanded.”

“Not all of us work for **Google**; many are on Social Security.”

“I also am concerned about **Google**'s impact on local government.”

“MV residents over 40 years of age are victims of **Google** mentality of hiring young men. If you are over 60 and experienced, **Google** or other tech companies perceive you as a dinosaur.”

“There are massive apartment complexes under construction, aside from those recently built, that will house young, high income earners, most of whom are employed in **technology**. Where is the growing population of senior citizens to reside? The only viable option seems to relocate, provided they can afford to do that.”

“Consider building new developments with senior-friendly design features, like walk-in showers, wide doorways, with easy access to public transportation.”

“I'm sick of the decisions the City government is making about the **homeless and development**.” “Become a family-oriented residential city as it was before the current catering to tech development and expansion and resultant apartment development that **has changed the character of the City with horrible transportation and crime problems**.”

“The **development** in this area **has become ridiculous**. And no affordable housing for renters. I own my house, but it really bugs me.”

**A bittersweet quote that sums it up:**

“I feel that Mountain View has been (and probably always will be) one of the most pleasant and conscientious communities on the Peninsula. I feel fortunate to have located here so many years ago to share in the energy of early development. However, as should be expected, MV has evolved into an environment now more welcoming of those seeking the commotion, crowding, and commerce of the full-tilt tech culture it has created. Sadly, this escalating rate of change and congestion (and cost) have far outpaced my willingness to adapt. I have used up the last of my patience being tailgated in stop-and-go traffic up Hwy. 101 by an indifferent new-arrival techie in his/her \$100,000 BMW. Or the impatient reflexes of too many of our neighbors towards the elderly. Attitude will go a long way toward making Mountain View more Age-Friendly.”