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# **A Livable Community Survey of the Greater Kingsport, TN Area: A Place to Live, Work, and Play for a Lifetime**

March 2010



# **A Livable Community Survey of the Greater Kingsport, TN Area: A Place to Live, Work, and Play for a Lifetime**

**Report Prepared by Terri Guengerich**

**Survey Developed by Margot Seay, AARP Tennessee  
State President; Kathleen Beine, M.D.; and Terri Guengerich**

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State Research brings the right knowledge at the right time to our state and national partners in support of their efforts to improve the lives of people age 50+. State Research consultants provide strategic insights and actionable research to attain measurable state and national outcomes.

The views expressed herein are for information, debate, and discussion, and do not necessarily represent official policies of AARP.

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## Executive Summary

AARP defines a livable community as one that allows people to maintain their independence and quality of life as they age and retire. Specific aspects of a livable community include adequate mobility options; supportive community features and services that allow residents to maintain their independence and enjoy an engaging civic and social life; and affordable and appropriate housing.<sup>1</sup>

AARP Tennessee commissioned a mail survey of AARP members residing in the Greater Kingsport, TN Area. A probability sample of 3,000 AARP members residing in five Greater Kingsport Area ZIP Codes (37660, 37662, 37663, 37664, 37665) was drawn from AARP's membership data. Forty-four percent of these AARP members returned surveys. In addition, surveys were hand-distributed to residents of the five Greater Kingsport Area ZIP Codes in various groups at numerous locations. Thirty-six percent of surveys from this non-probability sample were returned. See page 26 for a full description of survey methodology.

Overall, AARP members and community residents are rooted in their community. AARP members have lived in their community about four decades – the median length of residency in the Greater Kingsport Area is 43 years, and nearly half of residents in our survey have lived in the Greater Kingsport Area for over 35 years. Members and residents are satisfied with their communities and think Kingsport is a good place for older people to live. Members and residents also would like to stay in their community and neighborhood for as long as possible.

While health care affordability tops the list of personal concerns for both members and residents, concerns relating to livable communities come next. The 2<sup>nd</sup> personal concern for members and residents is being independent as they age, and the 3<sup>rd</sup> personal concern is safety and security in homes, neighborhoods, and communities.

Throughout this report, “gaps” are studied between attributes that members say are important to them and whether these attributes exist. These gaps symbolize what is important to members, but what is not available to them. Perhaps not surprising is one of the biggest gaps identified – good job opportunities. The most recent unemployment rate in the State of Tennessee is 10.7, and in the Tri-City area, it is similarly high at 9.7.<sup>2</sup>

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<sup>1</sup>AARP Public Policy, 2005. *Livable Communities: An Evaluation Guide*. AARP, Washington, DC.

<sup>2</sup>Bureau of Labor Statistics, Local Area Unemployment Statistics. The unemployment rate cited for the State of Tennessee was seasonally adjusted as of January, 2010. The rate for the Tri-City area (Johnson City, Kingsport, Bristol) was not seasonally adjusted as of December, 2009. These rates were downloaded on March 17, 2010.

Other attributes where gaps were identified within the Greater Kingsport Area are:

- Bus stops with benches and shelters
- Attractive gateways and entrances to Kingsport
- Well maintained sidewalks
- Well designed and maintained streets
- Affordable housing
- Removal or upkeep of abandoned buildings or lots
- Clean air

Most members and residents also are satisfied with their neighborhood as a place to live and think their neighborhood is a good place for older people to live. However, one in seven members and one in six residents rated their neighborhood as “fair or poor” as a place for older people to live.

Most members and residents also say they cannot safely walk to their doctor’s office, the grocery store, a bank, the pharmacy, or to public transportation. Consequently, one of the biggest “gaps” identified in neighborhoods is well maintained sidewalks going where you want to go.

While most members and residents say it is important for them to remain in their neighborhood or community for as long as possible, nearly six in ten members and two in three residents say their homes need some kind of modification to help them stay there as they age. Most common modifications noted involved bathrooms, security, and ramps.

Findings from this extensive survey of AARP members, with supplemental findings from community residents, can be utilized by many entities, ranging from the City of Kingsport, Kingsport Regional Planning Commission, businesses, entrepreneurs, non-profit organizations, and volunteer organizations. These data have great potential for use in grant applications, providing guidance for improvements in community infrastructure and services, business development and/or expansion, and volunteer efforts that will help meet the needs of persons living in the Greater Kingsport Area.

As an initial step, this report will be shared with the City of Kingsport and the Greater Kingsport community and will be available on the web site of AARP Tennessee (<http://www.aarp.org/states/tn/>).

# SUMMARY OF FINDINGS

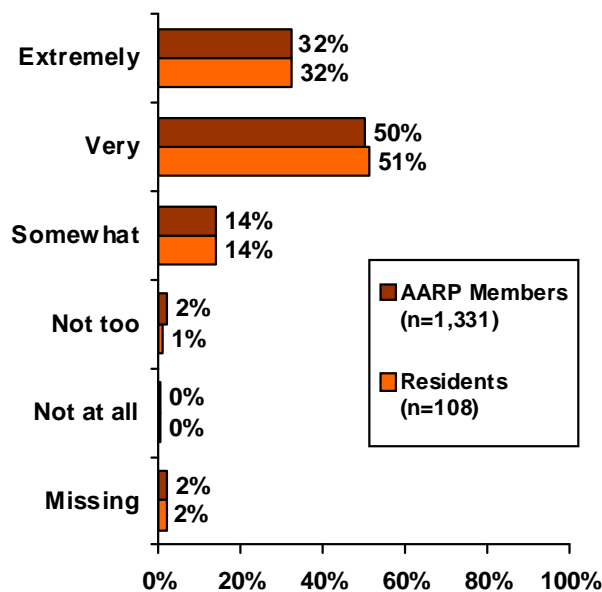
## Satisfaction with the Greater Kingsport Area

**AARP members living in the Greater Kingsport Area are rooted in their communities, satisfied with it, and think it is a good place for older people to live.**

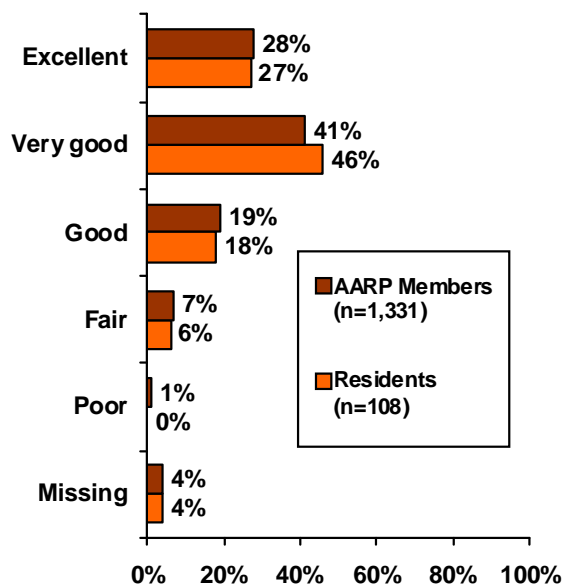
AARP members have developed roots in their community – the median length of time they have lived in the Greater Kingsport Area is 43 years. In fact, members in our survey had lived in the Greater Kingsport Area a range of one-half year to 90 years. AARP members have lived in their current neighborhood about 21 years (median). Just over one in three members (35%) were also born in the Greater Kingsport Area, and three in ten members (29%) had previously moved away from the Greater Kingsport Area but have moved back – members with disabilities and members who reported their health as fair or poor were more likely than others to say they had moved away from and then back to the Greater Kingsport Area.

Eight in ten members say they are extremely or very satisfied with the Greater Kingsport Area as a place to live. Community residents of the Greater Kingsport Area in our convenience sample also expressed similar levels of satisfaction.

**Satisfaction with the Greater Kingsport Area as a Place to Live**



**The Greater Kingsport Area as a Place for Older People to Live**



When Greater Kingsport Area members and residents think about their future, about seven in ten say it is an excellent or very good place for older people to live. Less than 10 percent of members and residents rate the Greater Kingsport Area as a fair or poor place for older people to live. In fact, older AARP members (those 65+) are more likely to rate the Greater Kingsport Area as an excellent place for older people to live.

## Top Personal Concerns in the Greater Kingsport Area

**The top two personal concerns of AARP members and residents in Kingsport, TN are affording their health care costs and maintaining their independence.**

AARP members and residents were asked about their level of concern in 11 different categories. These top two concerns were expressed by all AARP members regardless of age.

Germane to this survey, the third overall concern is being safe and secure where you live – your home, neighborhood, and community. This is especially important to AARP members with lower incomes (under \$20,000), those in fair or poor health, and those with disabilities.

The table below illustrates the placement of all 11 categories for all AARP members broken down by three age segments and community residents. There is some variance in the placement of these concerns based on the age of AARP members. Younger members (50-59 years) express more concern about the pocketbook issues of housing, food, and clothing costs as do members with lower incomes (under \$20,000), members with disabilities, and members in fair or poor health. Older members (75+ years) express more concern about staying in their current home.

Extreme Concerns	AARP Members				Community Residents (n=108)
	Total (1,331)	50-59 years (n=322)	60-74 years (n=672)	75+ years (n=337)	
Affording the cost of health care, including prescription drugs	1	1	1	1	1
Being able to remain independent as you get older	2	2	2	2	2
Safety and security in your home, neighborhood, and community	3	5	4	3	7
Staying physically active	4	6	3	4	3
Affording your housing and utility costs	5	3	5	6	5
Having long-term care services that would allow you or a family member to stay at home for as long as possible	6	7	7	7	6
Staying connected to family and friends	7	9	6	5	4
Affording the costs of food and clothing	8	4	8	11	8
Continuing to drive safely	9	8	9	8	10
Becoming ill or disabled	10	10	10	10	9
Being able to stay in your current home or residence as you get older	11	11	11	9	11

## Top Features of the Greater Kingsport Area

AARP members and community residents were asked their opinion on the importance of a series of 43 different attributes about the Greater Kingsport Area and if these attributes existed in the Greater Kingsport Area. These attributes were broken down into the following areas:

- Activities
- Transportation
- Community Design
- Housing
- Education & Employment
- Environment

After members were asked about the importance of each attribute listed in these categories, they were asked if these attributes existed in the Greater Kingsport Area. Pairing these questions allows us to look at “gaps” between the importance of an attribute and its existence in the Greater Kingsport Area. To compare these questions, members who said an attribute is extremely, very, or somewhat important were aggregated and compared to members who said whether or not an attribute existed in the Greater Kingsport Area. Members who said they were not sure if an attribute existed in the Greater Kingsport Area were removed from this analysis. However, these members can provide insight into the awareness of the presence of the attribute in the Greater Kingsport Area.

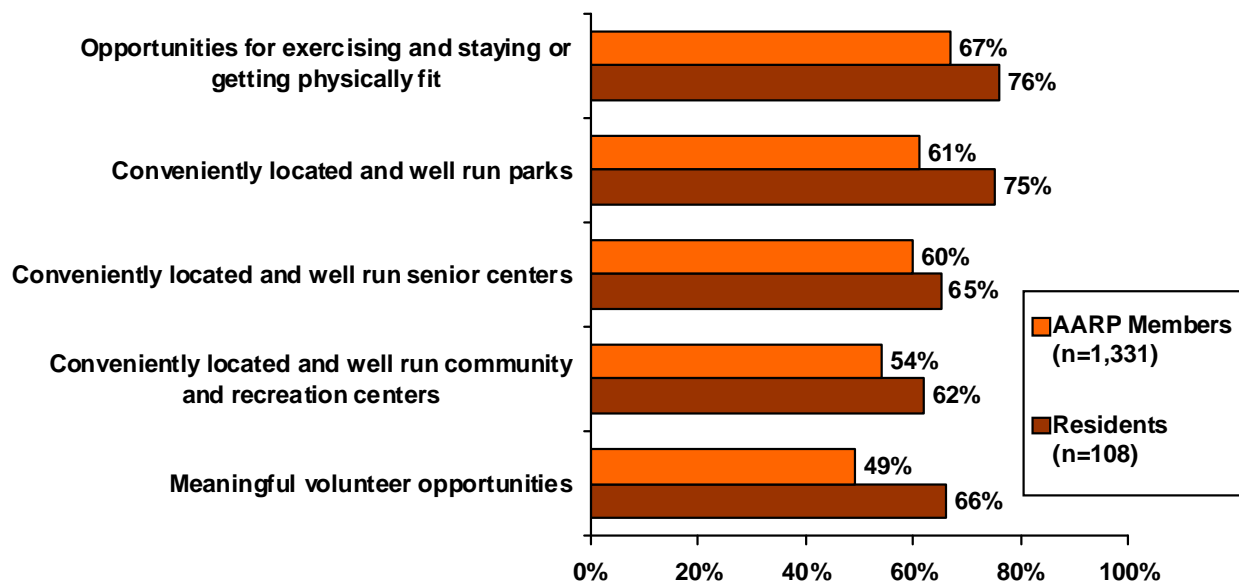
For each of these six areas, this report will next highlight the importance of the attributes to AARP members and community residents, any gaps in the importance of the attribute and its existence in the Greater Kingsport Area, and the awareness of members’ and residents’ about the attribute.

Unfortunately, there are too few respondents to the community resident survey to robustly perform the gap analysis.

**Activities.** Two in three members and three in four community residents say that opportunities to exercise are extremely or very important to have in the Greater Kingsport Area.

Some variation exists in the importance of these activities between members and residents in the importance of parks and volunteer opportunities. Younger AARP members (50-64 years) and female members are more likely to say that parks, opportunities to exercise, and to volunteer are extremely important for the Greater Kingsport Area.

**Activities of Importance (Extremely & Very) to AARP Members & Community Residents**



The biggest gap identified between what is important and what exists in the Greater Kingsport Area in our list of activities is well run and located community and recreation centers.

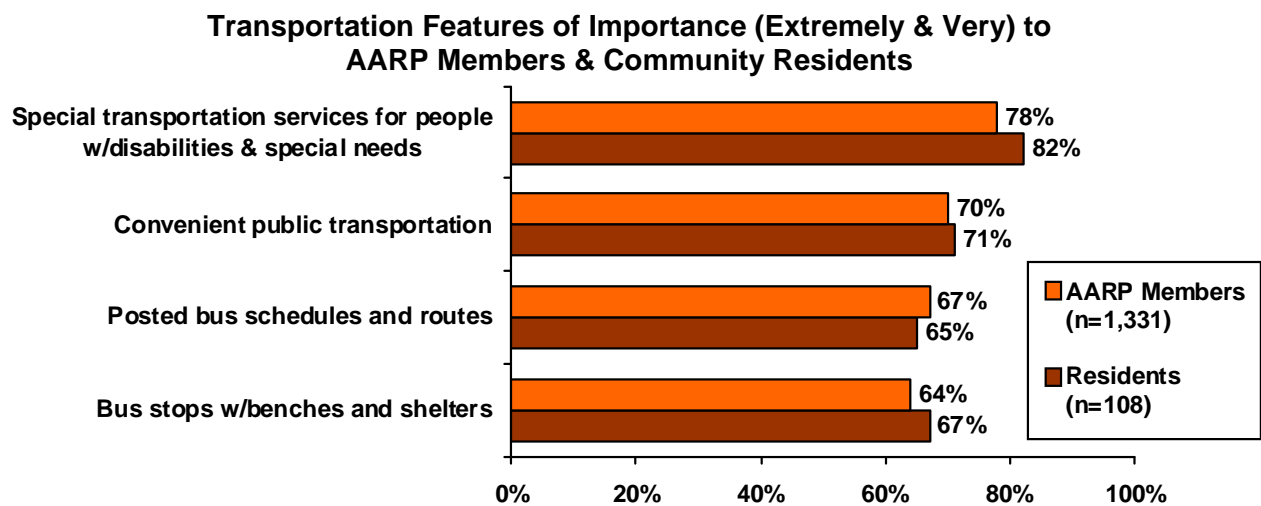
However, the spread of this gap is relatively low. No gaps were present in terms of senior centers and meaningful volunteer opportunities.

Activities in the Greater Kingsport Area (n varies based on awareness of attribute)	Gap	Importance of Attribute	Existence of Attribute
Conveniently located and well run community and recreation centers (n=870)	-11.9%	92.8%	80.9%
Conveniently located and well run parks (n=1,102)	-2.7%	95.2%	92.5%
Opportunities for exercising and staying or getting physically fit (n=1,101)	-1.8%	94.6%	92.8%
Conveniently located and well run senior centers (n=1,067)	0.4%	92.7%	93.1%
Meaningful volunteer opportunities (n=1,014)	7.3%	89.5%	96.8%

However, nearly three in ten (29%) members and one in three residents (33%) say they were “not sure” if conveniently located and well run community and recreation centers existed in the Greater Kingsport Area.

**Transportation.** About eight in ten members and community residents say that having special transportation services for people with disabilities and other special needs is extremely or very important to have in the Greater Kingsport Area.

Not surprisingly, AARP members with fair or poor health, those with disabilities, and those with low incomes are more likely to say all of these transportation features are extremely important for the Greater Kingsport Area. Little variation exists in importance of these features among members and community residents.



The biggest gaps identified between what is important and what exists in the Greater Kingsport Area in our list of transportation attributes are bus stops with benches and shelters, posted bus schedules and routes, and convenient public transportation.

It’s important to note that for the most important transportation feature – special transportation services – the lowest gap exists.

Transportation in the Greater Kingsport Area (n varies based on awareness of attribute)	Gap	Importance of Attribute	Existence of Attribute
Bus stops with benches and shelters (n=780)	-49.0%	90.7%	41.7%
Posted bus schedules and routes (n=708)	-28.9%	91.9%	63.0%
Convenient public transportation (n=1,007)	-20.2%	93.5%	73.3%
Special transportation services for people with disabilities and other special needs (n=709)	-7.2%	94.8%	87.6%

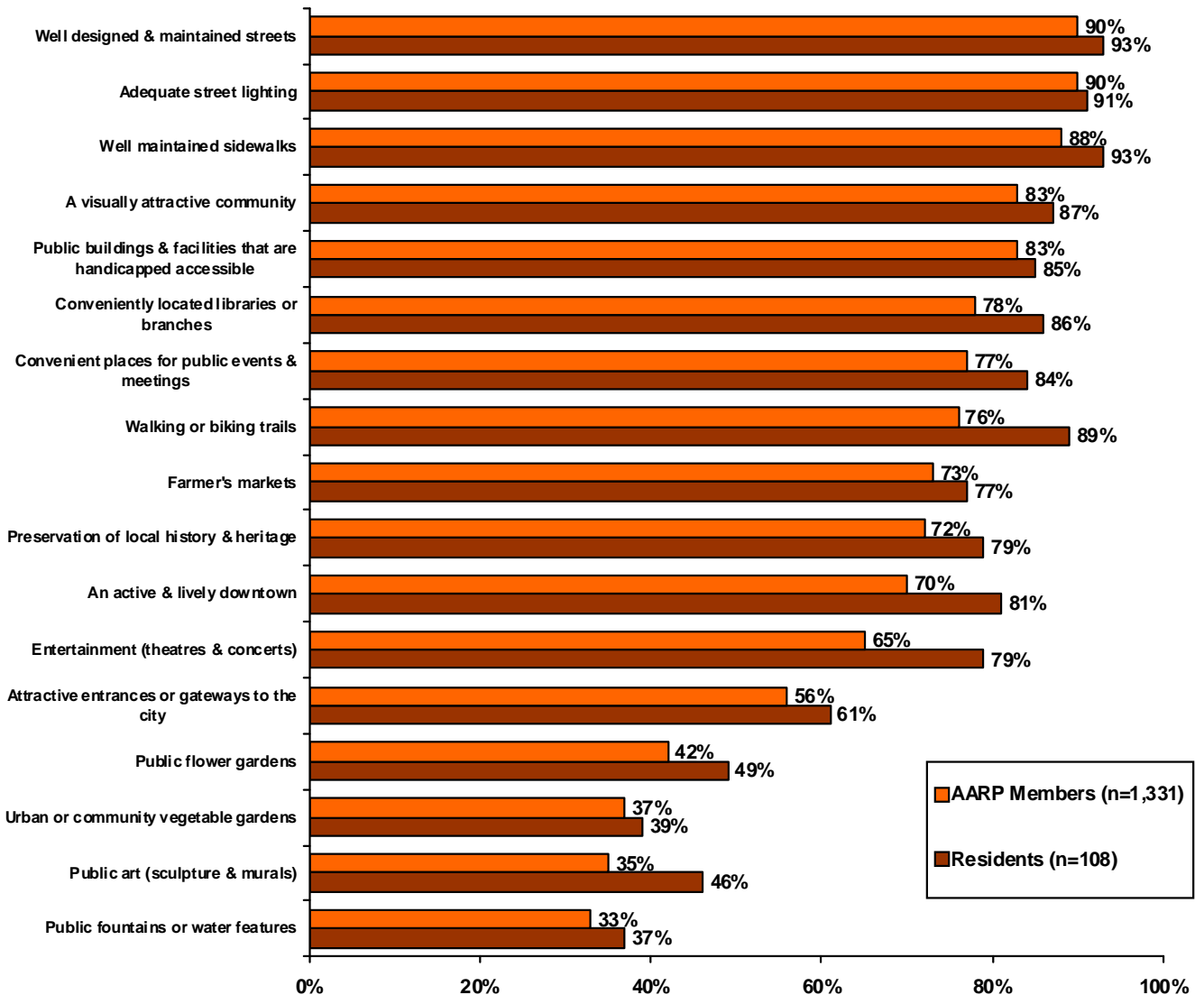
However, lots of uncertainty was present in terms of AARP members' and community residents' awareness of whether these transportation features are available in the Greater Kingsport Area:

- Posted bus schedules (members, 41%; residents, 32%)
- Special transportation services (members, 41%; residents, 31%)
- Bus stops with benches and shelters (members, 36%; residents, 25%)
- Convenient public transportation (members, 19%; residents, 21%)

**Community Design.** Nine in ten members and residents say that well designed and maintained streets and adequate street lighting are extremely or very important to have in the Greater Kingsport Area.

Sidewalks, an attractive community, and handicapped accessible public buildings are also important to about eight in ten members and residents.

**Community Design Features of Importance (Extremely & Very) to AARP Members & Community Residents**



For the most part, the importance of these features to members and residents are similar, with the exception of walking/biking trails, an active downtown, entertainment, and public art.

Younger members (50-59 years) are more likely to say that entertainment and walking or biking trails are extremely important than older members. Female members are more likely to say that many of these cosmetic attributes are extremely important, such as a visually attractive community, attractive entrances and gateways to the city, public art, and public fountains or water features.

**The biggest gaps identified between what is important and what exists in the Greater Kingsport Area in community design attributes are urban or community vegetable gardens, attractive entrances or gateways to the city, well maintained sidewalks, and well designed and maintained streets.**

No gaps exist between what is important and available in handicapped accessible public buildings, farmer’s markets, and public art.

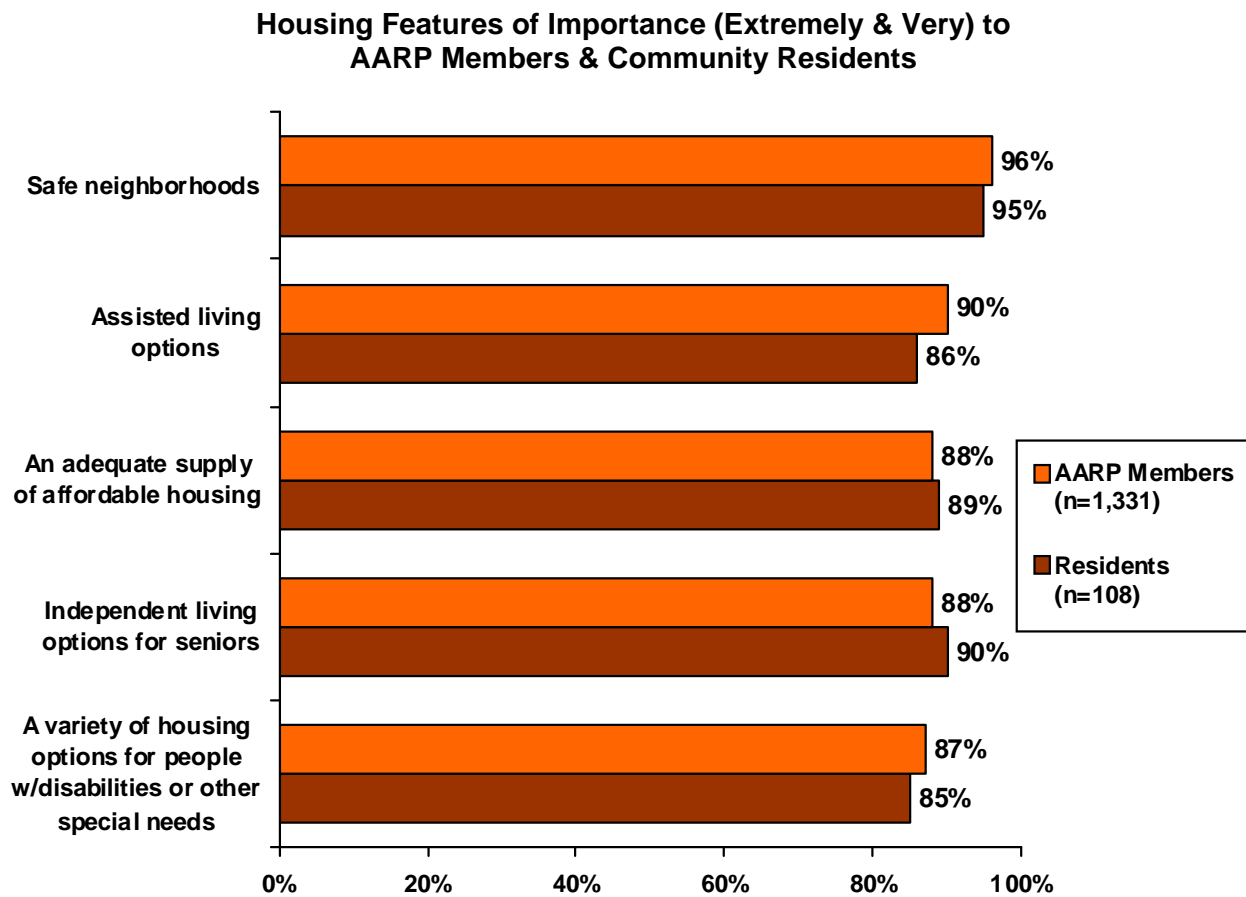
Community Design in the Greater Kingsport Area (n varies based on awareness of attribute)	Gap	Importance of Attribute	Existence of Attribute
Urban or community vegetable gardens (n=637)	-46.9%	75.6%	28.7%
Attractive entrances or gateways to the city (n=990)	-44.8%	90.4%	45.6%
Well maintained sidewalks (n=1,046)	-37.9%	97.7%	59.8%
Well designed and maintained streets (n=1,129)	-32.9%	98.4%	65.5%
Public flower gardens (n=822)	-24.3%	85.6%	61.3%
Public fountains or water features (n=850)	-20.7%	75.7%	55.0%
Adequate street lighting (n=1,100)	-19.1%	97.7%	78.6%
An active and lively downtown (n=1,083)	-17.4%	91.6%	74.2%
A visually attractive community (n=1,140)	-10.1%	94.1%	84.0%
Entertainment, such as theatres or concerts (n=1,155)	-10.0%	93.7%	83.7%
Convenient places for public events and meetings (n=1,083)	-7.5%	96.7%	89.2%
Preservation of local history and heritage (n=1,061)	-3.6%	96.1%	92.5%
Conveniently located libraries or library branches (n=1,235)	-2.8%	95.1%	92.3%
Walking or biking trails (n=1,166)	-0.3%	95.9%	95.6%
Public buildings and facilities that are handicapped accessible (n=1,102)	1.4%	96.0%	97.4%
Farmer’s markets (n=1,266)	4.4%	94.4%	98.8%
Public art, such as sculpture or murals (n=1,126)	17.0%	77.3%	94.3%

However, lots of uncertainty was present in terms of members’ and residents’ awareness of whether these community design features in the Greater Kingsport Area are present:

- Urban or community vegetable gardens (members, 48%; residents, 32%)
- Public flower gardens (members, 34%; residents, 23%)
- Public fountains or water features (members, 31%; residents, 23%)

**Housing. Nearly all members and residents say that safe neighborhoods are extremely or very important to have in the Greater Kingsport Area.**

Exactly nine in ten members also say that assisted living options, including nursing homes are important. In fact, all the housing features asked about in this survey yielded very high importance rates. Members with fair or poor health and members with disabilities are more likely to say that a variety of housing options for people with disabilities and other special needs is extremely important. Members with lower incomes (under \$20,000) are also more likely to say that independent living options and assisted living options are extremely important.



No variations exist in the importance of these housing attributes between members and community residents.

**The biggest gaps identified between what is important and what exists in the Greater Kingsport Area in housing attributes are affordable housing and a variety of housing options.**

Other important housing attributes – safe neighborhoods, assisted living and independent living options – have smaller gaps.

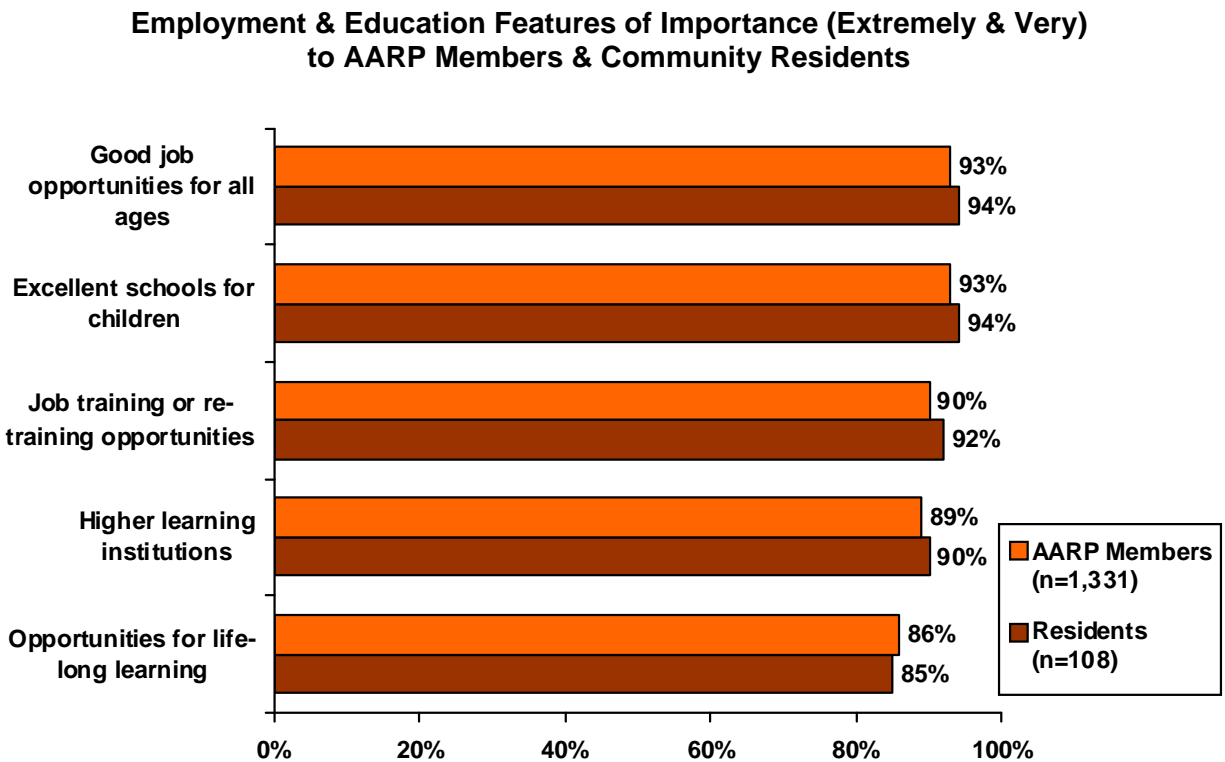
Housing in the Greater Kingsport Area (n varies based on awareness of attribute)	Gap	Importance of Attribute	Existence of Attribute
An adequate supply of affordable housing (n=759)	-27.6%	98.5%	70.9%
A variety of housing options for people with disabilities or other special needs (n=668)	-22.2%	96.8%	74.6%
Independent living options for seniors, such as age restricted communities, senior apartments, or one-story houses (n=949)	-14.2%	98.2%	84.0%
Safe neighborhoods (n=1,016)	-11.5%	98.8%	87.3%
Assisted living options, including nursing homes (n=1,146)	-1.7%	98.3%	96.6%

However, lots of uncertainty was present in terms of members’ and community residents’ awareness of whether these housing features in the Greater Kingsport Area are available:

- Variety of housing options for people with disabilities or other special needs (members, 45%; residents, 42%)
- An adequate supply of affordable housing (members, 39%; residents, 28%)
- Independent living options (members, 25%; residents, 29%)

**Education & Employment.** Over nine in ten members and community residents say good job opportunities and excellent schools are extremely or very important to have in the Greater Kingsport Area.

About nine in ten members and residents also say that job training and re-training opportunities and higher learning institutions are important. Younger members (50-59 years) and members who are currently employed are more likely to say that jobs, schools, and job training and re-training opportunities are extremely important.



No variation exists in the importance of these features among members and residents.

**The biggest gaps identified between what is important and what exists in the Greater Kingsport Area in this category are good job opportunities and job training and re-training opportunities.**

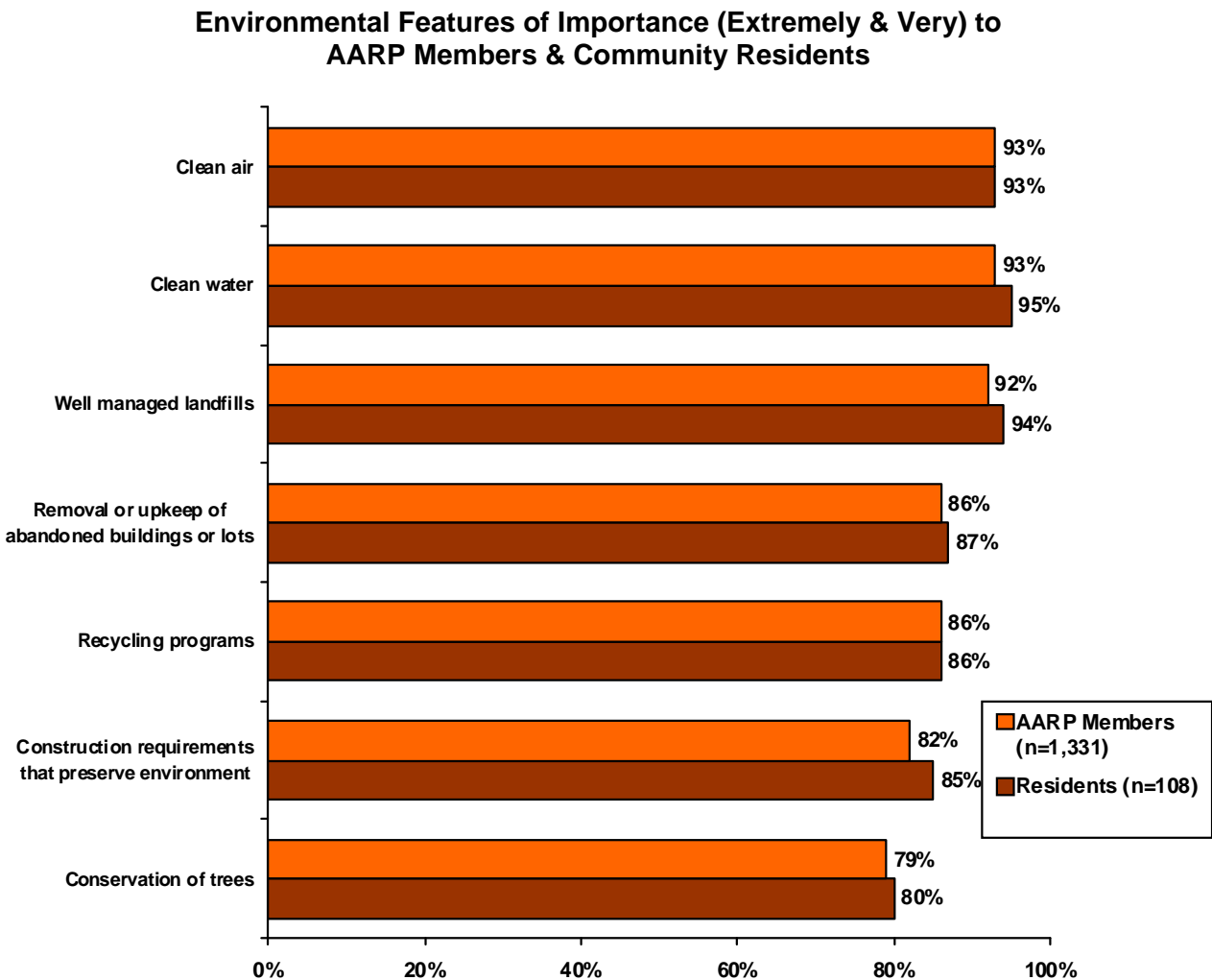
Education & Employment in the Greater Kingsport Area (n varies based on awareness of attribute)	Gap	Importance of Attribute	Existence of Attribute
Good job opportunities for all ages (n=882)	-57.0%	99.1%	42.1%
Job training or re-training opportunities (n=746)	-23.7%	97.9%	74.2%
Opportunities for life-long learning (community classes, clubs, etc.) (n=924)	-8.3%	96.8%	88.5%
Excellent schools for children (Kindergarten through high school) (n=1,133)	-6.6%	98.1%	91.5%
Higher learning institutions (colleges, universities, vocation or technical schools) (n=1,167)	-3.9%	97.0%	93.1%

However, lots of uncertainty was present in terms of members’ and residents’ awareness of whether these education and employment features in the Greater Kingsport Area are available:

- Job training or re-training opportunities (members, 39%; residents, 35%)
- Good job opportunities (members, 29%; residents, 22%)
- Life-long learning opportunities (members, 25%; residents, 22%)

**Environment.** Over nine in ten members and community residents say that clean air and water and well managed landfills are extremely or very important to have in the Greater Kingsport Area.

Younger members (50-64 years) are more likely to say that tree conservation and upkeep of abandoned buildings are extremely important. No variation exists in the importance of these features between AARP members and residents.



**The biggest gaps identified between what is important and what exists in the Greater Kingsport Area in our list of environmental attributes are removal or upkeep of abandoned buildings and clean air.**

Very small gaps exist between what is important and available in clean water, landfills, and recycling programs.

<b>Environment in the Greater Kingsport Area (n varies based on awareness of attribute)</b>	<b>Gap</b>	<b>Importance of Attribute</b>	<b>Existence of Attribute</b>
Removal or upkeep of abandoned buildings or lots (n=727)	-52.6%	97.6%	45.0%
Clean air (n=961)	-50.7%	97.9%	47.2%
Construction requirements that preserve the environment and natural resources and don't significantly change the lay of the land (n=586)	-23.1%	96.2%	73.1%
Conservation of trees and a tree planting program (n=709)	-13.2%	97.2%	84.0%
Clean water (n=1,066)	-6.2%	97.2%	91.0%
Well managed landfills (n=798)	-3.0%	97.3%	94.3%
Recycling programs (n=1,171)	-1.1%	97.6%	96.5%

However, lots of uncertainty was present in terms of members' and residents' awareness of whether these environmental attributes in the Greater Kingsport Area are available:

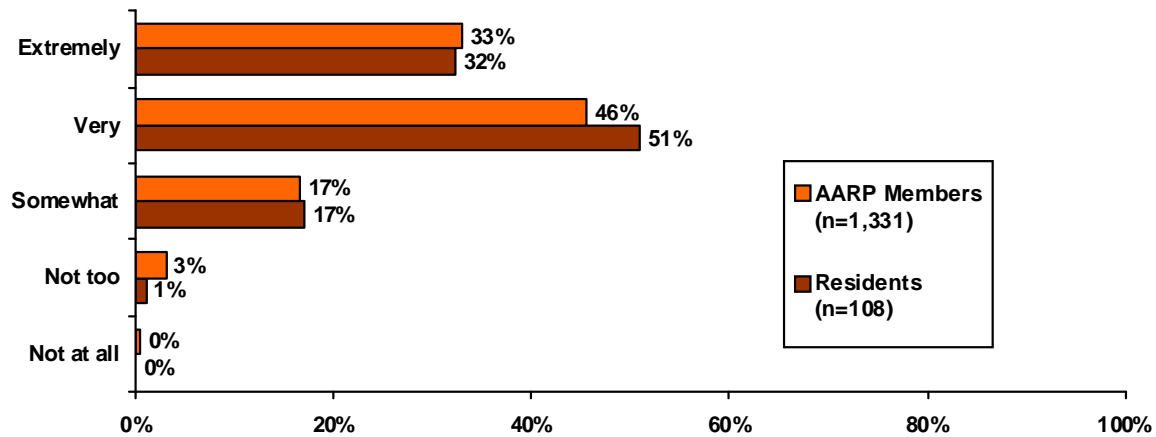
- Construction requirements that preserve the environment (members, 50%; residents, 53%)
- Conservation of trees (members, 42%; residents, 39%)
- Abandoned building upkeep (members, 40%; residents, 33%)
- Well managed landfills (members, 35%; residents, 37%)

## Top Neighborhood Features

**Nearly all AARP members and community residents say they are satisfied with their neighborhood as a place to live.**

Less than five percent say they are not too or not at all satisfied with their neighborhood. Community residents from the convenience sample were very similar in their satisfaction of their neighborhood.

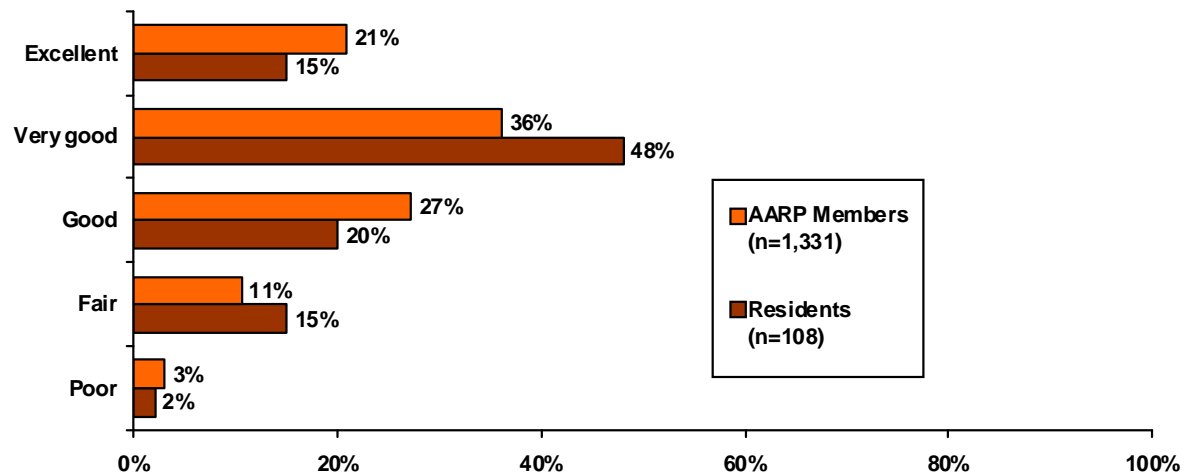
**Satisfaction with their Neighborhood as a Place to Live**



**About six in ten members and community residents rate their neighborhood as an excellent or very good place for older people to live.**

However, about one in seven members and one in six community residents rate their neighborhood as fair or poor place for older people to live.

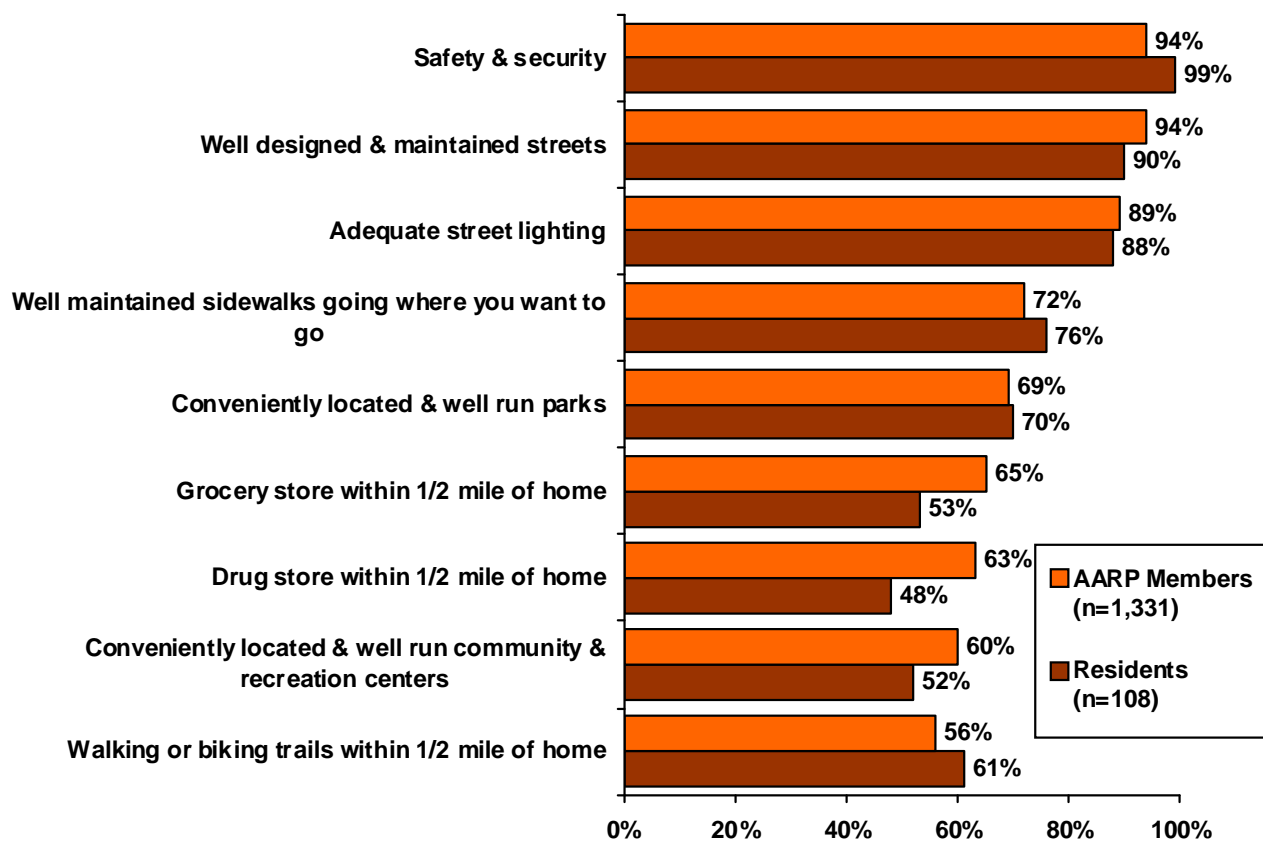
**Their Neighborhood as a Place for Older People to Live**



**Safety and security, well designed and maintained streets, and adequate street lighting in their neighborhoods are the most important features for AARP members and community residents living in the Greater Kingsport Area.**

AARP members and residents were asked how important the nine features in the graph below were to them when thinking about their neighborhood. For the most part, members and residents (in our convenience sample) rate the importance of these features similarly, with the exception of having a grocery store or drug store close by.

**Neighborhood Features of Importance (Extremely & Very) to AARP Members and Community Residents**



Seven in ten members say that well maintained sidewalks and conveniently located parks are also important to have in their neighborhoods. Sidewalks are extremely important to AARP members with disabilities.

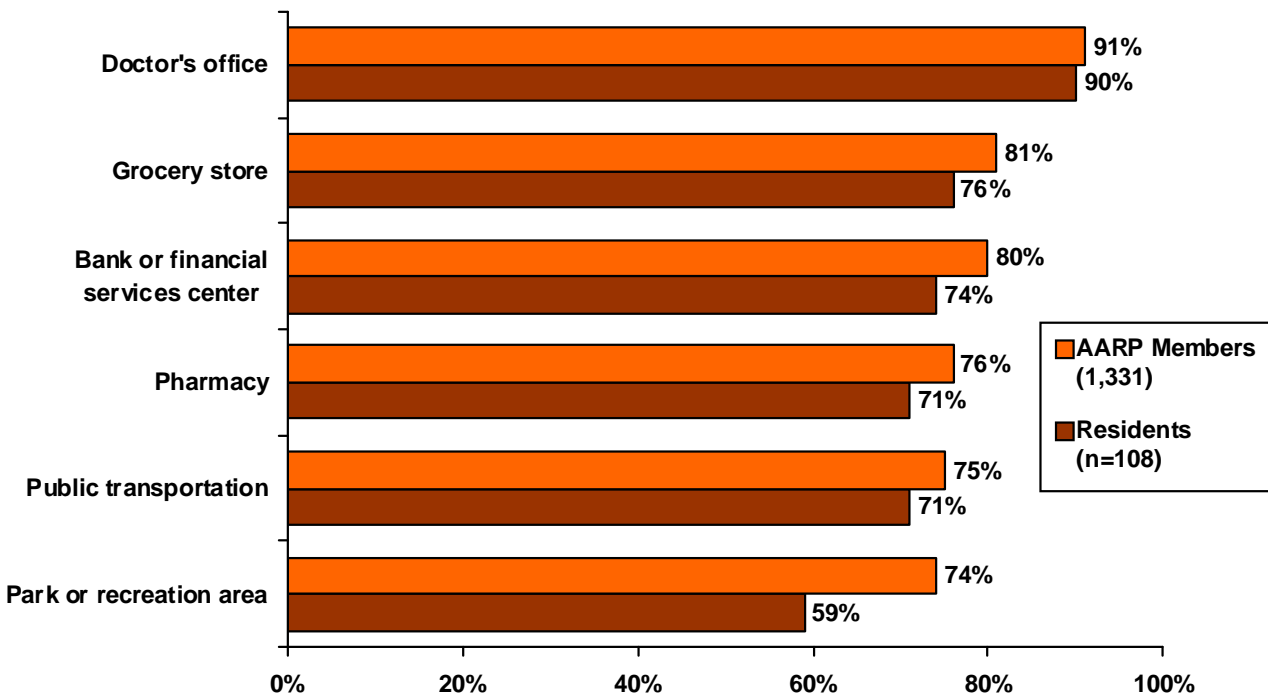
Over half of AARP members reported the remaining features as extremely or very important to have in their neighborhoods. AARP members with disabilities were more likely to say that having a grocery store within a half-mile from their home was extremely important. Members with disabilities and members in fair or poor health were more likely to say that having a drug store close by was also extremely important to them.

Younger members (50-64 years) were more likely to say that walking or biking trails close to their home was extremely important.

**Nine in ten members and community residents say they cannot safely walk from their home to their doctor’s office, and at least three in four cannot walk safely from their home to a grocery store or a bank.**

In a “walkable community,” it is possible to “get around” without the use of a car, regardless of your age or physical ability. Walkable communities are designed for the flow of people, not cars. AARP members were asked if they could safely walk from their home to various places of necessity. Most members say they cannot walk safely from their home to these places of necessity.

**AARP Members & Community Residents Who Cannot Walk Safely to These Places**



Three in four members also say they cannot walk safely from their home to a pharmacy, to public transportation, or to a park or recreation area.

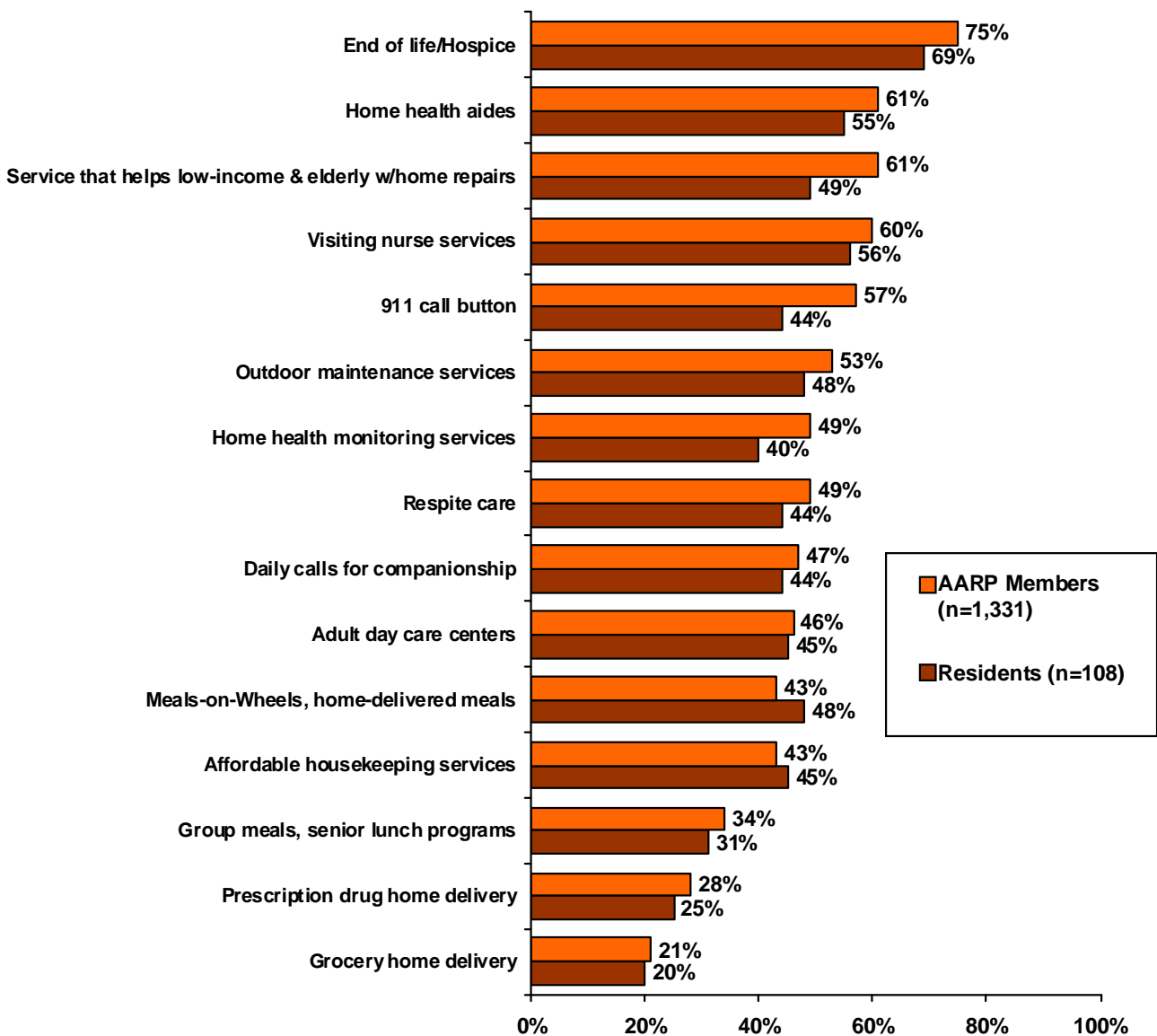
Little variation exists between members’ and community residents’ inability to walk to these places, with the exception of walking to a park or recreation area, which residents are more likely to be able to do.

## Neighborhood Services in the Greater Kingsport Area

### End-of-life services are the most important neighborhood service for AARP members and community residents living in the Greater Kingsport Area.

AARP members and residents were asked how important the 15 services in the graph below were to them in thinking about their neighborhood. Closely related to Hospice services, about six in ten members and residents also say that home health aides and visiting nurses are extremely or very important. With two exceptions (home repair services for low-income and elderly and a 911 call button), the importance of these services are very similar among members and residents.

**Neighborhood Services of Importance (Extremely & Very) to AARP Members & Community Residents**



AARP members who say their health is fair or poor as well as those whose income is less than \$20,000 were more likely to say that grocery and prescription drug home delivery, group meals, and a service that helps low-income or older persons with home repairs were extremely important. AARP members with disabilities were more likely to say that affordable housekeeping services, meals-on-wheels, outdoor maintenance services, and daily calls for companionship were extremely important.

## Gaps in Neighborhood Features & Services

After members were asked how important the prior neighborhood features and services were, they were asked if these features and services existed in their neighborhood. Pairing these questions allows us to look at “gaps” between the importance of a feature or service and its existence in their neighborhood. To compare these questions, members who said a feature or service is extremely, very, or somewhat important were aggregated and compared to members who said whether or not a feature or service existed in their neighborhood. Members who said they were not sure if a feature or service was in their neighborhood were removed from this analysis. Unfortunately, there are too few respondents in the community resident survey to robustly perform this analysis.

**The biggest gap identified in features between what is important and what exists in the neighborhoods of AARP members in the Greater Kingsport Area is well maintained sidewalks going where you want to go.**

Neighborhood Features (n varies based on awareness of feature)	Gap	Importance of Feature	Existence of Feature
Well maintained sidewalks going where you want to go (n=1,201)	-61.1%	88.4%	27.3%
A grocery store within a ½ mile of your home (n=1,286)	-46.9%	86.8%	39.9%
Conveniently located and well run community or recreation centers (n=1,080)	-42.7%	88.3%	45.6%
Walking or bike trails within a ½ mile of your home (n=1,192)	-39.3%	85.6%	46.3%
Adequate street lighting (n=1,255)	-38.3%	96.6%	58.3%
A drug store within a ½ mile of your home (n=1,275)	-36.4%	86.2%	49.8%
Well designed and maintained streets (n=1,227)	-33.5%	98.3%	64.8%
Conveniently located and well run parks (n=1,145)	-31.1%	91.1%	60.0%
Safety and security (n=1,119)	-21.0%	97.5%	76.5%

Other gaps noted by AARP members were not having a grocery store close by nor a conveniently located community or recreation center.

**The biggest gap in services identified between what is important and what exists in the neighborhoods of AARP members in the Greater Kingsport Area is a service that helps low-income and older persons with home repairs.**

Neighborhood Services (n varies based on awareness of feature)	Gap	Importance of Service	Existence of Service
A service that helps low-income and older persons with home repairs (n=609)	-50.6%	87.7%	37.1%
A 911 call button in your home (n=948)	-43.5%	79.2%	35.7%
Grocery delivery to your home (n=831)	-43.3%	51.8%	8.5%
Respite care (n=628)	-36.6%	77.0%	40.4%
Affordable housekeeping services (n=803)	-31.0%	80.6%	49.6%
Prescription drug delivery to your home (n=879)	-22.8%	58.3%	35.5%
Home health monitoring services (n=641)	-22.3%	75.5%	53.2%
Adult day care centers (n=871)	-19.7%	81.7%	62.0%
Home health aides (n=826)	-18.8%	88.2%	69.4%
Visiting nurse services (n=835)	-17.6%	86.6%	69.0%
Outdoor maintenance services, such as lawn work or snow removal (n=983)	-17.5%	84.7%	67.2%
End of life or hospice care (n=932)	-12.3%	92.4%	80.1%
Daily calls for companionship or assurance (n=701)	-11.3%	76.2%	64.9%
Group meals, such as senior lunch programs (n=858)	-9.5%	63.7%	54.2%
Meal-on-Wheels or home-delivered meals (n=1,040)	10.8%	75.4%	86.2%

Other gaps include not having a 911 call button in your home, groceries delivered to your home, and respite care.

The availability of services that allow people to remain in their homes throughout their lives is a keystone to viable livable communities. More importantly, however, is the awareness of these services that allow residents to age in place. Many AARP members in the Greater Kingsport Area, though, were not sure that these services existed in their neighborhood. At least three in ten members says they are not sure the following services exist in their neighborhood:

- Home repair services for low-income and older persons (50%)
- Respite care (48%)
- Home health monitoring services (46%)
- Daily calls for companionship (44%)
- Affordable housekeeping services (36%)
- Home grocery delivery (34%)
- Home health aides (34%)
- Visiting nurse services (33%)
- Group meals (32%)
- Home prescription drug delivery (30%)
- Adult day care centers (30%)

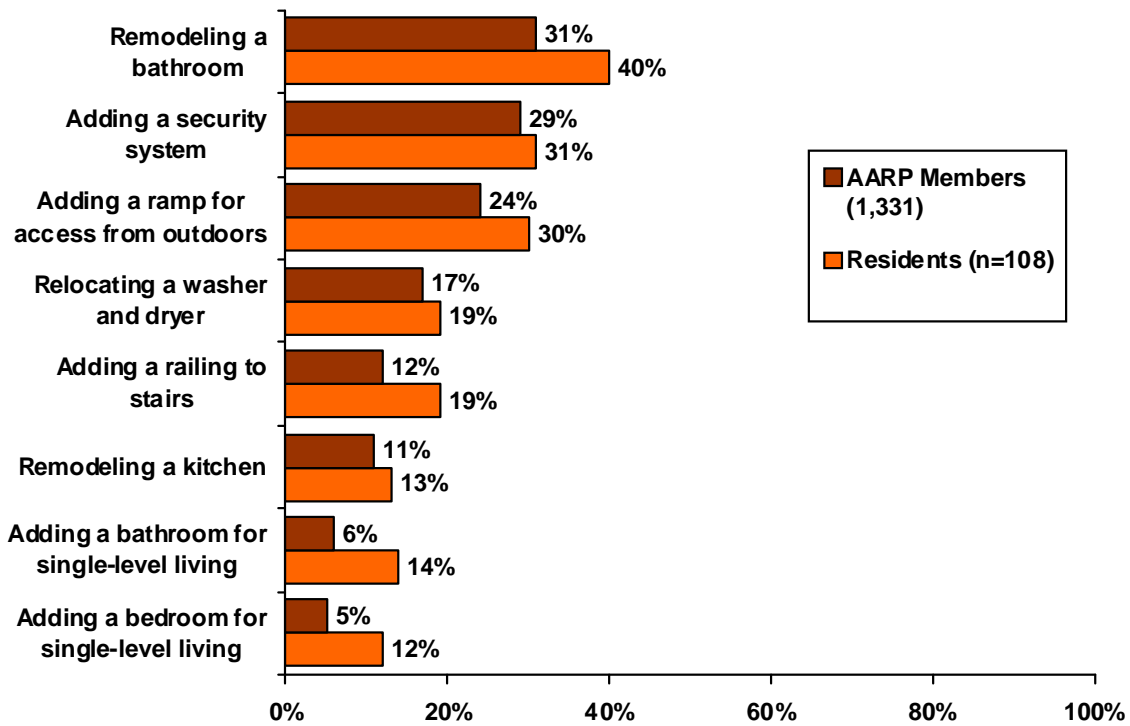
For many of the services that AARP members deem important – home repair services, home health aides, visiting nurses – many members are not aware of their existence in their neighborhood.

## Your Home

**Nearly six in ten AARP members (57%) and two in three community residents (66%) in the Greater Kingsport Area say their homes need some kind of modification to enable them to stay there as they age.**

The top modifications needed were remodeling a bathroom and adding a security system. Younger members (50-59 years) are more likely to say they need to modify their homes by remodeling a bathroom, relocating a washer and dryer, adding a ramp, and adding a security system.

**Types of Home Modifications Needed by AARP Members & Community Residents**



Over half of AARP members (57%) and two in three community residents (66%) live in the city limits of Kingsport, TN in a single family home (members, 83%; residents, 82%). Nine in ten members and nearly nine in ten community residents (88%) own their home. One-quarter of members live by themselves as do one-fifth of community residents.

Over three in four members (77%) and community residents (78%) also say it is extremely or very important for them to remain in their neighborhood or community for as long as possible.

## Conclusion

AARP members and community residents have provided many insights and thoughts about life in the Greater Kingsport Area. And while members and residents are rooted in and satisfied with their neighborhoods and the Greater Kingsport Area overall, they have identified several areas that are lacking for them, but important to them.

Within the Greater Kingsport Area, members have identified certain attributes that are important to them but do not exist, like good job opportunities, bus stops with shelters and benches, and well maintained sidewalks. In their neighborhoods, they have identified gaps in terms of sidewalks, home repair services for people with low-incomes or for older people, and nearby grocery stores.

The gaps identified by members represent their perceptions, and further study is needed to ensure the gaps actually exist and, if not, to increase members' and residents' awareness of the presence of important attributes.

Members and residents also say that they cannot safely walk to many places of necessity presumably because of community design, like a grocery store, pharmacy, or public transportation. Many members and residents also say their home needs to be modified to allow them to successfully age in it.

Successful aging in place requires features including close proximity of grocery stores and pharmacies, safe and convenient access to walking, biking, or public transportation for non-drivers, and a home with universal design concepts. These concepts are important for members and community residents in the Greater Kingsport Area given that high on their list of concerns is remaining independent as they age and being safe and secure in their neighborhood and community.

Findings from this extensive survey of AARP members and community residents can be utilized by many entities, ranging from the City of Kingsport, Kingsport Regional Planning Commission, businesses, entrepreneurs, non-profit organizations, and volunteer organizations. These data have great potential for use in grant applications, providing guidance for improvements in community infrastructure and services, business development and/or expansion, and volunteer efforts that will help meet the needs of persons living in the Greater Kingsport Area.

Additionally, since this is a pilot project for AARP Tennessee, this report will be made available to other communities for their review and possible use.





## Background

In undertaking the AARP Greater Kingsport, Tennessee Area Livable Community Pilot Project, goals and tactics were identified by the local core team. These included:

- Engage AARP members and community volunteers to facilitate change by creating an awareness of the need for livable communities.
- Develop a process or toolkit, using Kingsport as a pilot location, for improving communities' livability through Tennessee and the nation.
- Interface with community leaders to partner with AARP.
- Conduct a community needs assessment via an AARP community survey.
- Solicit support or funding from key community stakeholders (City, Kingsport Economic Development Board, Chamber of Commerce, Kingsport Convention and Visitors Bureau, civic groups, churches, aging partners, etc.).
- Advocate for changes in city codes and ordinances.
- Become pro-active in developing new and innovative ways of addressing community design issues.

As a first step, using an initial small core group of local citizens from the Greater Kingsport Area, and in conjunction with AARP, this mail survey was developed and refined from April to August, 2009. In early September, a pre-test of the survey instrument was conducted among local citizens from diverse backgrounds and perspectives. This group also reviewed the draft cover letter and customized mailing envelope. From their input, the survey instrument and cover letter were further refined.

In an effort to increase participation and response rate, in mid-October, a local publicity campaign was conducted to notify citizens about the upcoming survey. This included several newspaper articles, Senior Center newsletter, community e-newsletters, announcements in public forums, recurring radio and television promotional interviews, and brief presentations to numerous civic organizations and non-profit groups.

In order to maintain enthusiasm and momentum, a luncheon was held in December 2009 with pivotal community leaders invited for an overview presentation of the project to date. Additionally, concepts of livable communities and pro-active efforts by other communities were shared, thus laying the groundwork for next steps upon receiving this survey report.

## Methodology

This mail survey was conducted in October and November, 2009. A simple random sample of 3,000 AARP members was selected from AARP's membership database. These members lived in the Greater Kingsport, TN Area as defined by these five ZIP Codes: 37660, 37662, 37663, 37664, and 37665. The sample was also proportionally stratified by these three age segments: 50 to 59 years, 60 to 74 years, and 75+ years. Each respondent was contacted four times receiving the following pieces of mail: a pre-notification postcard, a survey, a reminder postcard, and a second survey. A total of 1,331 completed surveys were returned by the cutoff date of November 25<sup>th</sup>, yielding a response rate of 44 percent.

The AARP member survey has a sampling error of  $\pm 2.7$  percent. Survey responses were weighted to reflect the distribution by age and ZIP Code within AARP membership of the Greater Kingsport, TN Area. Weighted responses to all survey questions and the cover letter are found in Appendix A.

A supplemental survey of community residents was administered to various locations and groups in the Greater Kingsport Area. Nearly 300 copies of the same survey that was sent to AARP members were hand-distributed to persons that resided in the survey's identified ZIP Code area at the following locations and community groups.

### Locations

- City of Kingsport
- Kingsport Senior Center
- Kingsport City Schools
- Kingsport Public Library
- Colonial Heights Public Library
- Eastman Employee Center
- Chamber of Commerce
- Riverview Community

### Groups

- Board of Mayor and Alderman
- Board of Education
- Key staff at City Schools
- Chamber of Commerce Executive Committee
- United Way Providers
- Kingsport Tomorrow Board
- Weed and Seed Program

This community-wide survey of residents was a non-probability sample or convenience sample. Due to this methodology, the findings herein of residents cannot be ascribed to all residents in the Greater Kingsport Area. Responses to all survey questions and the cover letter from this survey are found in Appendix B.

**APPENDIX A**

**ANNOTATED QUESTIONNAIRE OF AARP MEMBERS**



September 23, 2009

Dear AARP Member:

***We need your help!*** AARP is seeking input from members who live in the Greater Kingsport Area, and you have been randomly selected to receive the enclosed survey.

The Greater Kingsport Area has been identified as one of three pilot locations in the State of Tennessee (along with Nashville and Memphis). This project, led by Margot Seay, State President of AARP in Tennessee and a Kingsport resident, has as its goal to make the Greater Kingsport Area a more livable community – or a place that allows people to maintain their independence and quality of life as they age and retire.

**Please take some time now to complete the enclosed questionnaire and return it in the postage-paid return envelope by October 30, 2009.**

Your experiences and thoughts about Kingsport and the Greater Kingsport Area will be very important in implementing positive changes to make this community a better place to live, work, and play. The results of this survey will be shared with community leaders and used to develop projects that will enhance our community.

Your answers will be confidential. If you have any questions or concerns, please feel free to call Darlene Matthews at \_\_\_\_\_.

We greatly appreciate your participation in this study and look forward to receiving your completed survey. Thank you!

Sincerely,

Rachelle Cummins, AARP  
Research Director

# 2009 AARP TENNESSEE LIVABLE COMMUNITY SURVEY OF MEMBERS IN THE GREATER KINGSPORT AREA

n=1,331

## The Greater Kingsport Area

### 1. How long have you lived in the Greater Kingsport Area?

7%	< 5 years
10%	5 – 14 years
10%	15 – 24 years
10%	25 – 34 years
63%	35+ years
1%	Missing/ No Answer

### 2. Were you born in the Greater Kingsport Area?

35%	Yes
65%	No
1%	Missing/ No Answer

### 3. Have you previously lived in the Greater Kingsport Area, moved away, and moved back?

29%	Yes
69%	No
1%	Missing/ No Answer

### 4. Overall, how satisfied are you with the Greater Kingsport Area as a place to live?

32%	Extremely satisfied
50%	Very satisfied
14%	Somewhat satisfied
2%	Not very satisfied
<1%	Not at all satisfied
2%	Missing/ No Answer

## Your Interests and Concerns

### 5. How important are the following areas to you?

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Making changes to your home to enable you to stay there as you get older .....	35%	36%	19%	5%	4%	1%
b. Finding trustworthy and competent people to hire or help you maintain your residence.....	43%	36%	12%	5%	3%	1%
c. Finding help to downsize your belongings or remove unwanted clutter .....	13%	21%	28%	24%	14%	2%

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
d. Finding someone to help you with filling out insurance, medical, or other forms.....	12%	18%	21%	28%	20%	2%
e. Having safe and affordable transportation alternatives if you are no longer able to drive....	36%	36%	16%	6%	5%	1%
f. Getting people involved in efforts to improve your neighborhood .....	19%	32%	31%	13%	4%	2%

**6. Below is a list of concerns that have been expressed by people age 50 and older. Please check the box  that most closely matches your level of concern about each item.**

	Extremely concerned ▼	Very concerned ▼	Somewhat concerned ▼	Not very concerned ▼	Not at all concerned ▼	Missing/ No Answer ▼
a. Being able to remain independent as you get older .....	60%	25%	8%	1%	<1%	5%
b. Staying physically active .....	53%	35%	6%	1%	<1%	5%
c. Becoming ill or disabled.....	44%	31%	16%	3%	1%	6%
d. Staying connected to family and friends .....	49%	30%	11%	4%	1%	6%
e. Being able to stay in your current neighborhood or residence as you get older.....	38%	26%	19%	9%	3%	5%
f. Having long-term care services that would allow you or a family member to stay at home for as long as possible .....	49%	29%	11%	3%	2%	6%
g. Affording the cost of health care, including prescription drugs.....	65%	21%	7%	2%	1%	5%
h. Affording your housing and utility costs.....	53%	21%	14%	6%	2%	5%
i. Affording the costs of food and clothing .....	48%	21%	15%	8%	3%	5%
j. Continuing to drive safely .....	47%	28%	13%	5%	2%	6%
k. Safety and security in your home, neighborhood, and community .....	53%	23%	12%	5%	2%	5%

## Activities

### 7. How important is it to have the following features in the Greater Kingsport Area?

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Conveniently located and well run senior centers .....	25%	35%	27%	6%	2%	5%
b. Conveniently located and well run parks .....	23%	38%	29%	4%	1%	5%
c. Conveniently located and well run community and recreation centers .....	19%	35%	32%	7%	2%	5%
d. Opportunities for exercising and staying or getting physically fit.....	29%	38%	22%	4%	1%	6%
e. Meaningful volunteer opportunities .....	16%	33%	34%	9%	2%	6%

### 8. Does the Greater Kingsport Area have the following features?

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Conveniently located and well run senior centers .....	75%	6%	15%	5%
b. Conveniently located and well run parks.....	77%	6%	11%	6%
c. Conveniently located and well run community and recreation centers .....	53%	13%	29%	6%
d. Opportunities for exercising and staying or getting physically fit .....	77%	6%	11%	6%
e. Meaningful volunteer opportunities .....	74%	3%	18%	6%

## Transportation

### 9. How important is it to have the following features in the Greater Kingsport Area?

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Convenient public transportation .....	33%	37%	19%	4%	2%	5%
b. Bus stops with benches and shelters .....	30%	34%	22%	7%	2%	6%
c. Posted bus schedules and routes.....	31%	36%	19%	6%	2%	6%
d. Special transportation services for persons with disabilities or other special needs.....	41%	37%	12%	3%	2%	6%

**10. Does the Greater Kingsport Area have the following features?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Convenient public transportation.....	56%	20%	19%	6%
b. Bus stops with benches and shelters.....	24%	34%	36%	6%
c. Posted bus schedules and routes .....	34%	20%	41%	6%
d. Special transportation services for persons with disabilities or other special needs.....	47%	7%	41%	6%

**Community Design**

**11. How important is it to have the following features in the Greater Kingsport Area?**

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. A visually attractive community .....	38%	46%	11%	1%	<1%	5%
b. An active and lively downtown .....	30%	40%	22%	3%	1%	5%
c. Attractive entrances or gateways to the city .....	18%	38%	31%	7%	2%	4%
d. Preservation of local history and heritage ...	29%	44%	21%	3%	1%	3%
e. Farmers’ markets.....	27%	46%	19%	3%	1%	4%
f. Urban or community vegetable gardens.....	13%	24%	35%	20%	4%	5%
g. Public flower gardens .....	14%	28%	38%	13%	3%	5%
h. Public art, such as sculpture or murals .....	11%	24%	39%	17%	5%	5%
i. Public fountains or water features .....	10%	23%	39%	19%	4%	6%
j. Conveniently located libraries or library branches .....	31%	47%	15%	3%	1%	4%
k. Entertainment, such as theatres or concerts .....	22%	43%	25%	4%	2%	4%
l. Public buildings and facilities that are handicapped accessible.....	45%	38%	11%	1%	1%	5%
m. Convenient places for public events and meetings .....	31%	46%	16%	2%	1%	4%
n. Well designed and maintained streets.....	47%	43%	6%	<1%	<1%	4%
o. Adequate street lighting .....	52%	38%	6%	<1%	1%	4%
p. Well maintained sidewalks.....	49%	39%	7%	1%	1%	4%
q. Walking or biking trails .....	35%	41%	18%	2%	1%	4%

**12. Does the Greater Kingsport Area have the following features?**

	<b>Yes</b> ▼	<b>No</b> ▼	<b>Not sure</b> ▼	<b>Missing</b> ▼
a. A visually attractive community .....	72%	14%	10%	4%
b. An active and lively downtown .....	60%	21%	14%	4%
c. Attractive entrances or gateways to the city.....	34%	41%	21%	5%
d. Preservation of local history and heritage.....	74%	6%	16%	4%
e. Farmers’ markets .....	94%	1%	1%	4%
f. Urban or community vegetable gardens .....	14%	34%	48%	4%
g. Public flower gardens .....	38%	24%	34%	4%
h. Public art, such as sculpture or murals .....	80%	5%	11%	4%
i. Public fountains or water features .....	35%	29%	31%	5%
j. Conveniently located libraries or library branches.....	86%	7%	4%	3%
k. Entertainment, such as theatres or concerts .....	73%	14%	9%	4%
l. Public buildings and facilities that are handicapped accessible .....	81%	2%	14%	4%
m. Convenient places for public events and meetings .....	73%	9%	14%	5%
n. Well designed and maintained streets .....	56%	29%	10%	5%
o. Adequate street lighting .....	65%	18%	13%	5%
p. Well maintained sidewalks .....	47%	32%	17%	5%
q. Walking or biking trails .....	84%	4%	8%	4%

**Community Housing**

**13. How important is it to have the following features in the Greater Kingsport Area?**

	<b>Extremely important</b> ▼	<b>Very important</b> ▼	<b>Somewhat important</b> ▼	<b>Not very important</b> ▼	<b>Not at all important</b> ▼	<b>Missing/ No Answer</b> ▼
a. Safe neighborhoods.....	81%	15%	1%	0%	<1%	3%
b. An adequate supply of affordable housing.....	53%	36%	8%	<1%	1%	3%
c. Independent living options for seniors, such as age restricted communities, senior apartments, or one-story houses .	57%	31%	7%	1%	1%	3%
d. A variety of housing options for persons with disabilities or other special needs.....	52%	35%	7%	1%	1%	4%
e. Assisted living options, including nursing homes .....	58%	32%	5%	<1%	1%	4%

**14. Does the Greater Kingsport Area have the following features?**

	<b>Yes</b> ▼	<b>No</b> ▼	<b>Not sure</b> ▼	<b>Missing</b> ▼
a. Safe neighborhoods .....	67%	10%	19%	5%
b. An adequate supply of affordable housing.....	40%	17%	39%	4%
c. Independent living options for seniors, such as age-restricted communities, senior apartments, or one-story houses.....	60%	11%	25%	4%
d. A variety of housing options for persons with disabilities or other special needs.....	38%	13%	45%	5%
e. Assisted living options, including nursing homes .....	83%	3%	9%	5%

**Community Education and Employment**

**15. How important is it to have the following features in the Greater Kingsport Area?**

	<b>Extremely important</b> ▼	<b>Very important</b> ▼	<b>Somewhat important</b> ▼	<b>Not very important</b> ▼	<b>Not at all important</b> ▼	<b>Missing/ No Answer</b> ▼
a. Good job opportunities for all ages .....	71%	22%	2%	<1%	<1%	4%
b. Job training or re-training opportunities .	60%	30%	4%	<1%	<1%	5%
c. Excellent schools for children (Kindergarten through high school).....	76%	17%	2%	<1%	<1%	5%
d. Higher learning institutions (colleges, universities, vocational or technical schools) .....	64%	25%	5%	1%	<1%	6%
e. Opportunities for life-long learning (community classes, clubs, etc.) .....	55%	31%	7%	1%	<1%	6%

**16. Does the Greater Kingsport Area have the following features?**

	<b>Yes</b> ▼	<b>No</b> ▼	<b>Not sure</b> ▼	<b>Missing</b> ▼
a. Good job opportunities for all ages .....	28%	38%	29%	5%
b. Job training or re-training opportunities .....	42%	15%	39%	5%
c. Excellent schools for children (Kindergarten through high school).....	78%	7%	9%	6%
d. Higher learning institutions (colleges, universities, vocational or technical schools).....	82%	6%	7%	5%
e. Opportunities for life-long learning (community classes, clubs, etc.) .....	62%	8%	25%	5%

## Community Environment

### 17. How important is it to have the following features in the Greater Kingsport Area?

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Clean air .....	75%	18%	2%	<1%	<1%	5%
b. Clean water .....	78%	15%	1%	<1%	<1%	6%
c. Well managed landfills.....	71%	21%	2%	<1%	<1%	5%
d. Conservation of trees and a tree planting program .....	43%	36%	14%	1%	1%	4%
e. Removal or upkeep of abandoned buildings or lots .....	50%	37%	9%	1%	<1%	4%
f. Recycling programs (glass, paper, plastic, aluminum).....	52%	33%	9%	1%	1%	5%
g. Construction requirements that preserve both the environment and natural resources and don't significantly change the lay of the land .....	47%	35%	11%	2%	1%	5%

### 18. Does the Greater Kingsport Area have the following features?

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Clean air .....	34%	38%	23%	5%
b. Clean water .....	73%	7%	15%	5%
c. Well managed landfills.....	57%	3%	35%	5%
d. Conservation of trees and a tree planting program .....	45%	9%	42%	5%
e. Removal or upkeep of abandoned buildings or lots.....	25%	30%	40%	6%
f. Recycling programs (glass, paper, plastic, aluminum, etc.).....	85%	3%	6%	6%
g. Construction requirements that preserve the environment and natural resources and don't significantly change the lay of the land .....	32%	12%	50%	6%

### 19. Thinking about your future needs, how would you rate the Greater Kingsport Area as a place for older people to live?

28%	Excellent
41%	Very good
19%	Good
7%	Fair
1%	Poor
4%	Missing/ No Answer

## Your Neighborhood

### 20. How long have you lived in your current neighborhood?

14%	< 5 years
21%	5 – 14 years
18%	15 – 24 years
13%	25 – 34 years
30%	35+ years
3%	Missing/ No Answer

### 21. Overall, how satisfied are you with your neighborhood as a place to live?

33%	Extremely satisfied
46%	Very satisfied
17%	Somewhat satisfied
3%	Not very satisfied
<1%	Not at all satisfied
2%	Missing/ No Answer

### 22. How important is it to have the following features in your neighborhood?

	Extremely important	Very important	Somewhat important	Not very important	Not at all important	Missing/ No Answer
	▼	▼	▼	▼	▼	▼
a. Well designed and maintained streets..	53%	41%	3%	<1%	<1%	2%
b. Adequate street lighting.....	55%	34%	6%	1%	1%	3%
c. Conveniently located and well run parks .....	33%	36%	20%	6%	2%	4%
d. Conveniently located and well run community or recreation centers.....	28%	32%	27%	8%	2%	3%
e. Well maintained sidewalks going to where you want to go.....	40%	33%	15%	7%	3%	4%
f. Safety and security .....	74%	20%	2%	<1%	<1%	4%
g. Walking or biking trails within a half mile of your home .....	27%	28%	28%	9%	3%	4%
h. A grocery store within a half mile of your home .....	36%	29%	22%	9%	2%	3%
i. A drug store within a half mile of your home.....	35%	28%	22%	9%	2%	4%

**23. Does your neighborhood have the following features?**

	<b>Yes</b> ▼	<b>No</b> ▼	<b>Not sure</b> ▼	<b>Missing</b> ▼
a. Well designed and maintained streets .....	60%	32%	5%	3%
b. Adequate street lighting .....	55%	39%	4%	2%
c. Conveniently located and well run parks.....	52%	34%	11%	3%
d. Conveniently located and well run community or recreation centers .....	37%	44%	15%	3%
e. Well maintained sidewalks going to where you want to go.....	25%	66%	6%	4%
f. Safety and security.....	64%	20%	13%	3%
g. Walking or biking trails within a half mile of your home.....	41%	48%	7%	4%
h. A grocery store within a half mile of your home .....	39%	58%	1%	2%
i. A drug store within a half mile of your home .....	48%	48%	1%	3%

**Services**

**24. How important is it to have the following services available in your neighborhood?**

	<b>Extremely important</b> ▼	<b>Very important</b> ▼	<b>Somewhat important</b> ▼	<b>Not very important</b> ▼	<b>Not at all important</b> ▼	<b>Missing/ No Answer</b> ▼
a. Affordable housekeeping services (cleaning or light maintenance).....	17%	26%	34%	17%	5%	2%
b. Grocery delivery to your home.....	9%	13%	29%	34%	12%	3%
c. Prescription drug delivery to your home.....	12%	17%	27%	31%	11%	3%
d. Group meals, such as senior lunch programs.....	13%	20%	27%	28%	9%	2%
e. Meals-on-Wheels or home delivered meals.....	19%	25%	28%	18%	8%	3%
f. Outdoor maintenance services, such as lawn work or snow removal.....	22%	32%	28%	11%	5%	3%
g. A service that helps low-income or older persons with home repairs or renovations, such as a roof, windows, or a ramp, etc. ....	28%	32%	25%	9%	4%	2%
h. Home health aides, personal care attendants, or other assistants who help with personal needs. ....	29%	32%	25%	8%	4%	3%

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
i. Visiting nurse services, such as an RN, who comes to your home.....	29%	31%	24%	9%	4%	4%
j. Daily calls for companionship or assurance, such as Contact Concern. ...	21%	27%	27%	16%	7%	3%
k. A 911 call button in your home .....	31%	25%	22%	12%	6%	3%
l. Adult day care centers.....	20%	26%	27%	16%	7%	4%
m. Home health monitoring services (monitoring blood pressure, weight, etc. and transmitting data that is reviewed by health professionals or emergency response systems that alerts others of a medical emergency).....	23%	26%	27%	14%	6%	4%
n. Respite care (getting a break from caregiving duties).....	23%	26%	25%	14%	7%	5%
o. End of life or hospice care (medication or services provided to relieve symptoms of terminal illness and assist families).....	45%	29%	14%	4%	3%	4%

**25. Does your neighborhood have the following services available?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Affordable housekeeping services (cleaning or light maintenance) .....	30%	30%	36%	4%
b. Grocery delivery to your home .....	5%	57%	34%	4%
c. Prescription drug delivery to your home .....	23%	43%	30%	4%
d. Group meals, such as senior lunch programs .....	35%	30%	32%	4%
e. Meals-on-Wheels or home delivered meals.....	67%	11%	18%	4%
f. Outdoor maintenance services, such as lawn work or snow removal .....	50%	24%	23%	4%
g. A service that helps low-income or older persons with home repairs or renovations, such as a roof, windows, or a ramp, etc. ....	17%	29%	50%	4%
h. Home health aides, personal care attendants, or other assistants who help with personal needs .....	43%	19%	34%	4%

	Yes ▼	No ▼	Not sure ▼	Missing ▼
i. Visiting nurse services, such as an RN, who comes to your home .....	43%	20%	33%	4%
j. Daily calls for companionship or assurance, such as Contact Concern .....	34%	19%	44%	4%
k. Adult day care centers .....	41%	25%	30%	5%
l. Home health monitoring services (monitoring blood pressure, weight, etc. and transmitting data that is reviewed by health professionals or emergency response systems that alerts others of a medical emergency) .....	26%	23%	46%	5%
m. A 911 call button in your home .....	25%	46%	24%	5%
n. Respite care (getting a break from caregiving duties) .....	19%	28%	48%	5%
o. End of life or hospice care (medication or services provided to relieve symptoms of terminal illness and assist families).....	56%	14%	25%	5%

**26. If you needed to access any of the services referenced in Question 25, would you turn to any of the following sources to get more information about them?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Family members or friends.....	88%	4%	3%	5%
b. Your doctor or other health professional.....	88%	5%	3%	5%
c. Area Agency on Aging and Disability .....	50%	17%	26%	7%
d. Department of Human Services.....	50%	21%	22%	7%
e. Senior Center .....	55%	20%	18%	7%
f. United Way .....	30%	39%	23%	8%
g. Chamber of Commerce.....	29%	40%	22%	9%
h. The Internet .....	57%	23%	12%	8%
i. Phone book.....	79%	8%	6%	7%
j. Contact Concern .....	38%	27%	27%	9%
k. Local newspaper .....	55%	24%	13%	9%
l. Religious organization (church, synagogue, etc.) .....	68%	14%	9%	9%
m. Other, please specify: _____				

**27. Thinking about your future needs, how would you rate your neighborhood as a place for older people to live?**

21%	Excellent
36%	Very good
27%	Good
11%	Fair
3%	Poor
2%	Missing/ No Answer

**28. How important is it for you to remain in your neighborhood or community for as long as possible?**

- 45% Extremely important
- 32% Very important
- 14% Somewhat important
- 4% Not very important
- 2% Not at all important
- 1% Not sure
- 3% Missing/ No Answer

**Driving**

**29. How do you usually get around for things like shopping, visiting the doctor, running errands, or other things?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Drive yourself.....	92%	4%	<1%	4%
b. Get a ride with family or friends.....	24%	61%	1%	15%
c. Walk.....	11%	71%	1%	16%
d. Ride a bike .....	3%	80%	1%	17%
e. Take a taxi.....	3%	80%	1%	17%
f. Use public transportation.....	3%	80%	1%	16%
g. Use a special transportation service, like one for seniors or persons with disabilities .....	3%	78%	2%	16%

**Your Residence**

**30. Do you live in the city limits of Kingsport, Tennessee?**

- 57% Yes
- 39% No
- 1% Not sure
- 3% Missing/ No Answer

**31. Do you own or rent your primary residence?**

- 90% Own
- 7% Rent
- 3% Missing/ No Answer

**32. What type of home is your primary residence?**

- 83% Single family home
- 2% Mobile home
- 2% Town home or duplex
- 2% Apartment
- 6% Condominium or co-op
- 1% Other, please specify: \_\_\_\_\_
- 3% Missing/ No Answer

**33. Including yourself, how many people live in your household?**

- 25% 1
- 58% 2
- 11% 3
- 3% 4
- 1% 5
- <1% 6 or more
- 3% Missing/ No Answer

**34. Does your home need any of the following types of modifications to enable you to stay there as you age?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Adding a bathroom for single-level living.....	6%	85%	1%	8%
b. Remodeling a bathroom (shower, toilet, grab bars, etc.) .	31%	60%	3%	7%
c. Adding a bedroom for single-level living.....	5%	85%	1%	9%
d. Remodeling a kitchen .....	11%	79%	2%	8%
e. Relocating washer and dryer .....	17%	74%	2%	8%
f. Adding a ramp for access from outdoors.....	24%	65%	4%	7%
g. Adding a railing to stairs.....	12%	78%	2%	8%
h. Adding a security system.....	29%	52%	6%	13%
i. Other, please specify:_____				

**35. Can you safely walk from your home to the following places?**

	Yes ▼	No ▼	Missing ▼
a. Your place of work, if employed.....	7%	76%	17%
b. A grocery store .....	16%	81%	4%
c. A pharmacy.....	20%	76%	4%
d. Your doctor's office .....	5%	91%	5%
e. To a park or recreation area .....	22%	74%	4%
f. To public transportation.....	20%	75%	5%
g. A bank or financial services center .....	15%	80%	5%

**Internet Usage**

(n=961 for questions 37-40)

**36. In the last 12 months, have you accessed the Internet or sent or received email?**

- 72% Yes
- 23% No → SKIP TO QUESTION D1, Page 15
- 5% Missing/ No Answer

**37. Do you access the Internet or send and receive email at any of the following places?**

	Yes ▼	No ▼	Missing ▼
a. At home .....	94%	3%	3%
b. At work, if applicable .....	32%	45%	23%
c. At a library .....	11%	76%	13%
d. At a senior center .....	4%	81%	15%
e. At a family or friend's home .....	18%	69%	13%
f. Other, please specify: _____			

**38. Do you do any of the following activities when you use the Internet?**

	Yes ▼	No ▼	Missing ▼
a. Send and receive email.....	95%	3%	2%
b. Use an online search engine to help you find information .....	93%	4%	3%
c. Perform online banking or other financial services.....	59%	38%	4%
d. Seek information on community events, news, or schedules.....	69%	29%	3%
e. Buy or make a reservation online for a travel service, such as an airline ticket, hotel room, or rental car .....	61%	36%	3%
f. Buy a product online, such as books, music, toys, clothing .....	70%	27%	3%
g. Use a social networking site like MySpace or Facebook .....	28%	69%	4%
h. Use Twitter or another service to share updates about yourself or to see updates about others .....	4%	92%	4%
i. Participate in an online discussion, a listserv, or other online group forum.....	8%	88%	4%
j. Other, please specify: _____			

**39. Do you think the amount of money you pay each month to use the Internet is ....?**

- 58% Too much
- 38% About right
- 0% Too little
- 3% Do not pay for Internet service
- 2% Missing/ No Answer

**40. How likely are you to use the services of a “technology tutor” – someone who would help you understand your computer, help with email, and guide you to using your computer and other equipment properly?**

- 7% Extremely likely
- 13% Very likely
- 18% Somewhat likely
- 31% Not very likely
- 29% Not at all likely
- 1% Do not have computer at home
- 2% Missing/ No Answer

## About You

The following questions are for classification purposes only and will be kept entirely confidential.

**D1. Are you male or female?**

- 51% Male
- 48% Female
- 1% Missing/ No Answer

**D2. What is your age as of your last birthday? \_\_\_\_\_ (in years)**

- 24% 50 to 59 years
- 51% 60 to 74 years
- 25% 75+ years
- 0% Missing/ No Answer

**D3. What county do you live in? \_\_\_\_\_ (Write in county)**

**D4. What neighborhood do you live in? \_\_\_\_\_ (Write in neighborhood)**

**D5. What is your ZIP Code? \_\_\_\_\_ (Write in ZIP Code)**

- 43% 37660
- 33% 37664
- 20% 37663
- 5% 37665
- 0% Missing/ No Answer

**D6. How would you rate your overall health today?**

- 14% Excellent
- 36% Very good
- 29% Good
- 16% Fair
- 4% Poor
- 1% Missing/ No Answer

**D7. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities?**

30% Yes  
68% No  
2% Missing/ No Answer

**D8. What is your current marital status?**

64% Married  
1% Not married, living with partner  
1% Separated  
12% Divorced  
18% Widowed  
3% Never married  
1% Missing/ No Answer

**D9. What is the highest level of education that you completed?**

8% 0-12th grade (no diploma)  
26% High school graduate (or equivalent)  
17% Post-high school education (no degree)  
9% 2-year college degree  
15% 4-year college degree  
6% Post-graduate study (no degree)  
18% Graduate or professional degree  
1% Missing/ No Answer

**D10. Which of the following best describes your current employment status?**

3% Self-employed, part-time  
4% Self-employed, full-time  
8% Employed, part-time  
19% Employed, full-time  
59% Retired, not working at all  
5% Not in labor force for other reasons  
2% Unemployed, but looking for work  
2% Missing/ No Answer

**D11. Are you of Hispanic, Spanish, or Latino origin or descent?**

1% Yes  
97% No  
3% Missing/ No Answer

**D12. What is your race?**

96% White or Caucasian  
2% Black or African American  
1% American Indian or Alaska Native  
<1% Asian  
0% Native Hawaiian or other Pacific Islander  
<1% Other  
1% Missing/ No Answer

**D13. What was your annual household income before taxes in 2008?**

4%	Less than \$10,000
11%	\$10,000 to \$19,999
18%	\$20,000 to \$34,999
14%	\$35,000 to \$49,999
6%	\$50,000 to \$59,999
8%	\$60,000 to \$74,999
8%	\$75,000 to \$99,999
12%	\$100,000 or more
9%	Not sure
10%	Missing/ No Answer

**Thank you for completing this survey.  
Please return the survey by November 25, 2009  
in the enclosed, postage-paid envelope to:  
AARP State Research  
601 E Street NW  
Washington, DC 20049**

**APPENDIX B**

**ANNOTATED QUESTIONNAIRE OF  
KINGSPORT, TN RESIDENTS**



October 21, 2009

Dear Resident of the Greater Kingsport Area:

***We need your help!*** AARP is seeking from residents who live in the Greater Kingsport Area.

The Greater Kingsport Area has been identified as one of three pilot locations in the State of Tennessee (along with Nashville and Memphis). This project, led by Margot Seay, State President of AARP in Tennessee and a Kingsport resident, has as its goal to make the Greater Kingsport Area a more livable community – or a place that allows people to maintain their independence and quality of life as they age and retire.

**Please take some time now to complete the enclosed questionnaire and return it in the postage-paid return envelope by November 25, 2009.**

Your experiences and thoughts about Kingsport and the Greater Kingsport Area will be very important in implementing positive changes to make this community a better place to live, work, and play. The results of this survey will be shared with community leaders and used to develop projects that will enhance our community.

Your answers will be confidential. If you have any questions or concerns, please feel free to call Darlene Matthews collect at (202) 434-6320.

We greatly appreciate your participation in this study and look forward to receiving your completed survey. Thank you!

Sincerely,

Rachelle Cummins, AARP  
Research Director

## 2009 AARP TENNESSEE LIVABLE COMMUNITY SURVEY OF RESIDENTS IN THE GREATER KINGSPORT AREA

n=108

### The Greater Kingsport Area

#### 1. How long have you lived in the Greater Kingsport Area?

8%	< 5 years
9%	5 – 14 years
19%	15 – 24 years
16%	25 – 34 years
47%	35+ years
0%	Missing/No Answer

#### 2. Were you born in the Greater Kingsport Area?

28%	Yes
71%	No
1%	Missing/No Answer

#### 3. Have you previously lived in the Greater Kingsport Area, moved away, and moved back?

33%	Yes
66%	No
1%	Missing/No Answer

#### 4. Overall, how satisfied are you with the Greater Kingsport Area as a place to live?

32%	Extremely satisfied
51%	Very satisfied
14%	Somewhat satisfied
1%	Not very satisfied
0%	Not at all satisfied
2%	Missing/No Answer

### Your Interests and Concerns

#### 5. How important are the following areas to you?

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Making changes to your home to enable you to stay there as you get older .....	32%	25%	24%	17%	2%	1%
b. Finding trustworthy and competent people to hire or help you maintain your residence.....	41%	36%	15%	7%	2%	0%
c. Finding help to downsize your belongings or remove unwanted clutter .....	8%	18%	30%	31%	13%	1%
d. Finding someone to help you with filling out insurance, medical, or other forms.....	6%	16%	21%	33%	24%	0%

	Extremely important	Very important	Somewhat important	Not very important	Not at all important	Missing/ No Answer
e. Having safe and affordable transportation alternatives if you are no longer able to drive....	39%	35%	14%	7%	4%	1%
f. Getting people involved in efforts to improve your neighborhood .....	15%	38%	32%	10%	3%	3%

**6. Below is a list of concerns that have been expressed by people age 50 and older. Please check the box  that most closely matches your level of concern about each item.**

	Extremely concerned ▼	Very concerned ▼	Somewhat concerned ▼	Not very concerned ▼	Not at all concerned ▼	Missing/ No Answer ▼
a. Being able to remain independent as you get older .....	52%	29%	12%	2%	0%	6%
b. Staying physically active .....	51%	37%	5%	2%	0%	6%
c. Becoming ill or disabled .....	37%	27%	20%	7%	0%	8%
d. Staying connected to family and friends .....	44%	28%	16%	7%	1%	6%
e. Being able to stay in your current neighborhood or residence as you get older .....	32%	27%	22%	11%	2%	7%
f. Having long-term care services that would allow you or a family member to stay at home for as long as possible .....	42%	34%	13%	2%	1%	8%
g. Affording the cost of health care, including prescription drugs .....	57%	18%	16%	3%	2%	6%
h. Affording your housing and utility costs .....	43%	19%	21%	9%	2%	7%
i. Affording the costs of food and clothing .....	39%	19%	22%	13%	3%	5%
j. Continuing to drive safely .....	33%	32%	18%	9%	2%	6%
k. Safety and security in your home, neighborhood, and community .....	42%	26%	17%	8%	1%	7%

## Activities

**7. How important is it to have the following features in the Greater Kingsport Area?**

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Conveniently located and well run senior centers .....	26%	39%	26%	4%	1%	5%
b. Conveniently located and well run parks .....	33%	42%	17%	3%	0%	6%

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
c. Conveniently located and well run community and recreation centers .....	22%	40%	28%	4%	1%	6%
d. Opportunities for exercising and staying or getting physically fit.....	41%	35%	16%	4%	0%	5%
e. Meaningful volunteer opportunities .....	19%	46%	24%	3%	1%	7%

**8. Does the Greater Kingsport Area have the following features?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Conveniently located and well run senior centers .....	74%	5%	17%	5%
b. Conveniently located and well run parks.....	75%	12%	6%	7%
c. Conveniently located and well run community and recreation centers .....	41%	21%	33%	5%
d. Opportunities for exercising and staying or getting physically fit .....	70%	11%	12%	7%
e. Meaningful volunteer opportunities .....	85%	3%	7%	5%

**Transportation**

**9. How important is it to have the following features in the Greater Kingsport Area?**

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Convenient public transportation .....	36%	35%	17%	6%	2%	5%
b. Bus stops with benches and shelters.....	37%	30%	20%	7%	1%	5%
c. Posted bus schedules and routes .....	37%	28%	21%	7%	1%	7%
d. Special transportation services for persons with disabilities or other special needs .....	48%	34%	10%	3%	0%	5%

**10. Does the Greater Kingsport Area have the following features?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Convenient public transportation.....	50%	24%	21%	5%
b. Bus stops with benches and shelters.....	32%	36%	25%	7%
c. Posted bus schedules and routes .....	35%	26%	32%	7%
d. Special transportation services for persons with disabilities or other special needs.....	56%	7%	31%	7%

## Community Design

### 11. How important is it to have the following features in the Greater Kingsport Area?

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. A visually attractive community .....	34%	53%	6%	2%	0%	6%
b. An active and lively downtown .....	33%	47%	10%	3%	1%	6%
c. Attractive entrances or gateways to the city ...	21%	40%	31%	4%	2%	3%
d. Preservation of local history and heritage .....	32%	46%	17%	2%	0%	3%
e. Farmers' markets.....	37%	40%	18%	4%	0%	2%
f. Urban or community vegetable gardens.....	10%	29%	35%	19%	5%	3%
g. Public flower gardens .....	10%	39%	39%	10%	1%	1%
h. Public art, such as sculpture or murals .....	14%	32%	39%	11%	3%	1%
i. Public fountains or water features.....	9%	28%	43%	16%	3%	2%
j. Conveniently located libraries or library branches .....	47%	39%	12%	1%	0%	1%
k. Entertainment, such as theatres or concerts ...	33%	45%	19%	0%	1%	1%
l. Public buildings and facilities that are handicapped accessible.....	53%	32%	9%	4%	0%	2%
m. Convenient places for public events and meetings .....	40%	44%	12%	1%	1%	2%
n. Well designed and maintained streets.....	49%	44%	6%	0%	0%	2%
o. Adequate street lighting.....	53%	38%	7%	1%	0%	2%
p. Well maintained sidewalks.....	55%	38%	4%	2%	0%	2%
q. Walking or biking trails.....	44%	44%	8%	2%	0%	1%

### 12. Does the Greater Kingsport Area have the following features?

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. A visually attractive community .....	64%	25%	7%	4%
b. An active and lively downtown.....	59%	27%	11%	3%
c. Attractive entrances or gateways to the city.....	29%	51%	16%	5%
d. Preservation of local history and heritage.....	72%	9%	16%	3%
e. Farmers' markets .....	92%	2%	2%	5%
f. Urban or community vegetable gardens .....	10%	56%	32%	2%

	<b>Yes</b>	<b>No</b>	<b>Not sure</b>	<b>Missing</b>
g. Public flower gardens .....	35%	39%	23%	3%
h. Public art, such as sculpture or murals .....	93%	0%	6%	2%
i. Public fountains or water features .....	34%	38%	23%	5%
j. Conveniently located libraries or library branches.....	84%	12%	1%	3%
k. Entertainment, such as theatres or concerts .....	75%	19%	6%	1%
l. Public buildings and facilities that are handicapped accessible .....	76%	4%	18%	3%
m. Convenient places for public events and meetings .....	56%	24%	17%	4%
n. Well designed and maintained streets .....	56%	33%	9%	2%
o. Adequate street lighting .....	59%	26%	9%	6%
p. Well maintained sidewalks .....	38%	49%	11%	2%
q. Walking or biking trails .....	80%	13%	5%	3%

## Community Housing

### 13. How important is it to have the following features in the Greater Kingsport Area?

	<b>Extremely important</b>	<b>Very important</b>	<b>Somewhat important</b>	<b>Not very important</b>	<b>Not at all important</b>	<b>Missing/ No Answer</b>
	▼	▼	▼	▼	▼	▼
a. Safe neighborhoods.....	79%	17%	1%	0%	0%	4%
b. An adequate supply of affordable housing .....	52%	37%	8%	2%	0%	1%
c. Independent living options for seniors, such as age restricted communities, senior apartments, or one-story houses .....	54%	36%	7%	1%	0%	2%
d. A variety of housing options for persons with disabilities or other special needs .....	50%	35%	10%	0%	1%	4%
e. Assisted living options, including nursing homes .....	51%	35%	10%	1%	0%	3%

**14. Does the Greater Kingsport Area have the following features?**

	<b>Yes</b> ▼	<b>No</b> ▼	<b>Not sure</b> ▼	<b>Missing</b> ▼
a. Safe neighborhoods .....	71%	10%	15%	4%
b. An adequate supply of affordable housing.....	42%	28%	28%	3%
Independent living options for seniors, such as age-restricted c. communities, senior apartments, or one-story houses.....	48%	17%	29%	7%
A variety of housing options for persons with disabilities or d. other special needs.....	32%	19%	42%	7%
e. Assisted living options, including nursing homes .....	78%	7%	13%	3%

**Community Education and Employment**

**15. How important is it to have the following features in the Greater Kingsport Area?**

	<b>Extremely important</b> ▼	<b>Very important</b> ▼	<b>Somewhat important</b> ▼	<b>Not very important</b> ▼	<b>Not at all important</b> ▼	<b>Missing/ No Answer</b> ▼
a. Good job opportunities for all ages.....	77%	17%	2%	0%	0%	5%
b. Job training or re-training opportunities.	65%	27%	5%	0%	0%	4%
c. Excellent schools for children (Kindergarten through high school) .....	75%	19%	2%	0%	1%	4%
d. Higher learning institutions (colleges, universities, vocational or technical schools).....	60%	30%	3%	1%	0%	7%
e. Opportunities for life-long learning (community classes, clubs, etc.).....	56%	30%	8%	0%	0%	7%

**16. Does the Greater Kingsport Area have the following features?**

	<b>Yes</b> ▼	<b>No</b> ▼	<b>Not sure</b> ▼	<b>Missing</b> ▼
a. Good job opportunities for all ages .....	21%	51%	22%	6%
b. Job training or re-training opportunities .....	41%	19%	35%	6%
c. Excellent schools for children (Kindergarten through high school).....	77%	7%	10%	6%
d. Higher learning institutions (colleges, universities, vocational or technical schools).....	77%	9%	6%	8%
e. Opportunities for life-long learning (community classes, clubs, etc.) .....	57%	14%	22%	7%

## Community Environment

### 17. How important is it to have the following features in the Greater Kingsport Area?

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Clean air.....	70%	22%	1%	0%	0%	7%
b. Clean water .....	75%	20%	0%	0%	0%	5%
c. Well managed landfills.....	66%	28%	2%	0%	0%	5%
d. Conservation of trees and a tree planting program.....	44%	35%	14%	0%	0%	7%
e. Removal or upkeep of abandoned buildings or lots.....	47%	40%	8%	0%	0%	5%
f. Recycling programs (glass, paper, plastic, aluminum) .....	54%	32%	8%	0%	0%	6%
g. Construction requirements that preserve both the environment and natural resources and don't significantly change the lay of the land .....	46%	39%	10%	0%	0%	5%

### 18. Does the Greater Kingsport Area have the following features?

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Clean air .....	34%	44%	17%	6%
b. Clean water .....	68%	15%	12%	6%
c. Well managed landfills.....	51%	8%	37%	4%
d. Conservation of trees and a tree planting program .....	44%	13%	39%	5%
e. Removal or upkeep of abandoned buildings or lots.....	23%	39%	33%	5%
f. Recycling programs (glass, paper, plastic, aluminum, etc.).....	84%	3%	7%	6%
g. Construction requirements that preserve the environment and natural resources and don't significantly change the lay of the land .....	22%	21%	53%	4%

### 19. Thinking about your future needs, how would you rate the Greater Kingsport Area as a place for older people to live?

27%	Excellent
46%	Very good
18%	Good
6%	Fair
0%	Poor
4%	Missing/No Answer

## Your Neighborhood

### 20. How long have you lived in your current neighborhood?

17%	< 5 years
33%	5 – 14 years
28%	15 – 24 years
6%	25 – 34 years
13%	35+ years
4%	Missing/No Answer

### 21. Overall, how satisfied are you with your neighborhood as a place to live?

32%	Extremely satisfied
51%	Very satisfied
17%	Somewhat satisfied
1%	Not very satisfied
0%	Not at all satisfied
0%	Missing/No Answer

### 22. How important is it to have the following features in your neighborhood?

	Extremely important	Very important	Somewhat important	Not very important	Not at all important	Missing/ No Answer
	▼	▼	▼	▼	▼	▼
a. Well designed and maintained streets .....	57%	33%	8%	0%	0%	2%
b. Adequate street lighting .....	57%	32%	9%	2%	0%	1%
c. Conveniently located and well run parks ....	32%	39%	19%	7%	1%	2%
d. Conveniently located and well run community or recreation centers.....	22%	30%	28%	13%	4%	4%
e. Well maintained sidewalks going to where you want to go .....	45%	31%	18%	4%	1%	2%
f. Safety and security .....	75%	24%	1%	0%	0%	0%
g. Walking or biking trails within a half mile of your home .....	32%	30%	27%	7%	4%	2%
h. A grocery store within a half mile of your home.....	29%	24%	27%	16%	4%	1%
i. A drug store within a half mile of your home.....	26%	22%	28%	16%	5%	4%

### 23. Does your neighborhood have the following features?

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Well designed and maintained streets .....	73%	24%	1%	2%
b. Adequate street lighting .....	65%	32%	2%	2%
c. Conveniently located and well run parks.....	51%	43%	5%	2%
d. Conveniently located and well run community or recreation centers .....	28%	57%	12%	3%
e. Well maintained sidewalks going to where you want to go.....	32%	62%	5%	1%
f. Safety and security.....	77%	13%	8%	2%
g. Walking or biking trails within a half mile of your home.....	41%	57%	2%	1%
h. A grocery store within a half mile of your home .....	34%	64%	2%	0%
i. A drug store within a half mile of your home.....	38%	59%	1%	2%

## Services

### 24. How important is it to have the following services available in your neighborhood?

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
a. Affordable housekeeping services (cleaning or light maintenance) .....	14%	31%	36%	15%	4%	1%
b. Grocery delivery to your home .....	7%	13%	28%	37%	15%	1%
c. Prescription drug delivery to your home	6%	19%	25%	33%	14%	3%
d. Group meals, such as senior lunch programs .....	12%	19%	32%	26%	11%	1%
e. Meals-on-Wheels or home delivered meals .....	19%	29%	25%	17%	7%	4%
f. Outdoor maintenance services, such as lawn work or snow removal.....	16%	32%	32%	12%	4%	5%
g. A service that helps low-income or older persons with home repairs or renovations, such as a roof, windows, or a ramp, etc. ....	24%	25%	36%	9%	4%	2%
h. Home health aides, personal care attendants, or other assistants who help with personal needs. ....	23%	32%	30%	9%	4%	3%

	Extremely important ▼	Very important ▼	Somewhat important ▼	Not very important ▼	Not at all important ▼	Missing/ No Answer ▼
i. Visiting nurse services, such as an RN, who comes to your home. ....	23%	33%	32%	7%	4%	2%
j. Daily calls for companionship or assurance, such as Contact Concern. ....	23%	21%	37%	13%	5%	1%
k. A 911 call button in your home.....	25%	19%	29%	19%	7%	2%
l. Adult day care centers.....	16%	30%	30%	17%	7%	2%
m. Home health monitoring services (monitoring blood pressure, weight, etc. and transmitting data that is reviewed by health professionals or emergency response systems that alerts others of a medical emergency)....	19%	21%	34%	19%	6%	1%
n. Respite care (getting a break from caregiving duties). ....	19%	26%	32%	15%	7%	2%
o. End of life or hospice care (medication or services provided to relieve symptoms of terminal illness and assist families). ....	41%	29%	19%	9%	3%	0%

**25. Does your neighborhood have the following services available?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Affordable housekeeping services (cleaning or light maintenance) .....	34%	32%	32%	2%
b. Grocery delivery to your home .....	2%	57%	39%	2%
c. Prescription drug delivery to your home .....	15%	47%	38%	0%
d. Group meals, such as senior lunch programs .....	30%	32%	35%	4%
e. Meals-on-Wheels or home delivered meals.....	69%	10%	20%	1%
f. Outdoor maintenance services, such as lawn work or snow removal .....	57%	22%	20%	1%
g. A service that helps low-income or older persons with home repairs or renovations, such as a roof, windows, or a ramp, etc. ....	18%	27%	54%	2%
h. Home health aides, personal care attendants, or other assistants who help with personal needs .....	38%	19%	39%	4%
i. Visiting nurse services, such as an RN, who comes to your home .....	40%	19%	38%	3%

	Yes ▼	No ▼	Not sure ▼	Missing ▼
j. Daily calls for companionship or assurance, such as Contact Concern.....	47%	12%	40%	1%
k. Adult day care centers .....	38%	32%	27%	3%
l. Home health monitoring services (monitoring blood pressure, weight, etc. and transmitting data that is reviewed by health professionals or emergency response systems that alerts others of a medical emergency) .....	19%	21%	54%	6%
m. A 911 call button in your home .....	16%	44%	39%	2%
n. Respite care (getting a break from caregiving duties).....	22%	26%	50%	2%
o. End of life or hospice care (medication or services provided to relieve symptoms of terminal illness and assist families).....	45%	19%	31%	5%

**26. If you needed to access any of the services referenced in Question 25, would you turn to any of the following sources to get more information about them?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Family members or friends.....	92%	5%	2%	2%
b. Your doctor or other health professional.....	86%	7%	4%	3%
c. Area Agency on Aging and Disability .....	62%	18%	19%	1%
d. Department of Human Services.....	39%	32%	25%	4%
e. Senior Center .....	69%	19%	9%	4%
f. United Way .....	44%	35%	17%	4%
g. Chamber of Commerce.....	37%	40%	19%	5%
h. The Internet .....	75%	17%	5%	4%
i. Phone book.....	89%	6%	6%	0%
j. Contact Concern .....	52%	27%	18%	4%
k. Local newspaper .....	57%	29%	10%	4%
l. Religious organization (church, synagogue, etc.) .....	72%	13%	7%	8%
m. Other, please specify:_____				

**27. Thinking about your future needs, how would you rate your neighborhood as a place for older people to live?**

15%	Excellent
48%	Very good
20%	Good
15%	Fair
2%	Poor
0%	Missing/No Answer

**28. How important is it for you to remain in your neighborhood or community for as long as possible?**

- 38% Extremely important
- 40% Very important
- 16% Somewhat important
- 4% Not very important
- 3% Not at all important
- 0% Not sure
- 0% Missing/No Answer

**Driving**

**29. How do you usually get around for things like shopping, visiting the doctor, running errands, or other things?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Drive yourself.....	92%	4%	0%	5%
b. Get a ride with family or friends.....	24%	68%	0%	8%
c. Walk.....	20%	69%	1%	10%
d. Ride a bike .....	5%	82%	1%	12%
e. Take a taxi.....	2%	88%	0%	10%
f. Use public transportation.....	7%	85%	1%	7%
g. Use a special transportation service, like one for seniors or persons with disabilities .....	3%	88%	1%	8%

**Your Residence**

**30. Do you live in the city limits of Kingsport, Tennessee?**

- 66% Yes
- 32% No
- 0% Not sure
- 3% Missing/No Answer

**31. Do you own or rent your primary residence?**

- 88% Own
- 9% Rent
- 3% Missing/No Answer

**32. What type of home is your primary residence?**

- 82% Single family home
- 0% Mobile home
- 5% Town home or duplex
- 3% Apartment
- 8% Condominium or co-op
- 0% Other, please specify: \_\_\_\_\_
- 3% Missing/No Answer

**33. Including yourself, how many people live in your household?**

- 20% 1
- 53% 2
- 13% 3
- 7% 4
- 4% 5
- 1% 6 or more
- 2% Missing/No Answer

**34. Does your home need any of the following types of modifications to enable you to stay there as you age?**

	Yes ▼	No ▼	Not sure ▼	Missing ▼
a. Adding a bathroom for single-level living.....	14%	80%	1%	6%
b. Remodeling a bathroom (shower, toilet, grab bars, etc.) .	40%	55%	3%	3%
c. Adding a bedroom for single-level living.....	12%	82%	2%	4%
d. Remodeling a kitchen .....	13%	79%	3%	6%
e. Relocating washer and dryer .....	19%	77%	1%	4%
f. Adding a ramp for access from outdoors.....	30%	62%	3%	6%
g. Adding a railing to stairs.....	19%	77%	0%	5%
h. Adding a security system.....	31%	56%	5%	9%
i. Other, please specify:_____				

**35. Can you safely walk from your home to the following places?**

	Yes ▼	No ▼	Missing ▼
a. Your place of work, if employed.....	16%	69%	15%
b. A grocery store .....	22%	76%	2%
c. A pharmacy.....	27%	71%	2%
d. Your doctor’s office .....	7%	90%	3%
e. To a park or recreation area .....	37%	59%	4%
f. To public transportation.....	24%	71%	5%
g. A bank or financial services center .....	21%	74%	5%

## Internet Usage

(n=99 for questions 37-40)

### 36. In the last 12 months, have you accessed the Internet or sent or received email?

- 92% Yes
- 7% No → SKIP TO QUESTION D1, Page 15
- 1% Missing/ No Answer

### 37. Do you access the Internet or send and receive email at any of the following places?

	Yes ▼	No ▼	Missing ▼
a. At home .....	90%	6%	4%
b. At work, if applicable .....	52%	35%	13%
c. At a library .....	15%	76%	9%
d. At a senior center .....	5%	81%	14%
e. At a family or friend's home .....	23%	65%	12%
f. Other, please specify: _____			

### 38. Do you do any of the following activities when you use the Internet?

	Yes ▼	No ▼	Missing ▼
a. Send and receive email.....	97%	1%	2%
b. Use an online search engine to help you find information .....	96%	0%	4%
c. Perform online banking or other financial services.....	68%	29%	3%
d. Seek information on community events, news, or schedules.....	80%	17%	3%
e. Buy or make a reservation online for a travel service, such as an airline ticket, hotel room, or rental car .....	78%	19%	3%
f. Buy a product online, such as books, music, toys, clothing .....	79%	17%	4%
g. Use a social networking site like MySpace or Facebook .....	41%	56%	3%
h. Use Twitter or another service to share updates about yourself or to see updates about others .....	9%	86%	5%
i. Participate in an online discussion, a listserv, or other online group forum.....	23%	74%	3%
j. Other, please specify: _____			

### 39. Do you think the amount of money you pay each month to use the Internet is ....?

- 56% Too much
- 35% About right
- 0% Too little
- 7% Do not pay for Internet service
- 2% Missing/No Answer

**40. How likely are you to use the services of a “technology tutor” – someone who would help you understand your computer, help with email, and guide you to using your computer and other equipment properly?**

- 6% Extremely likely
- 8% Very likely
- 19% Somewhat likely
- 31% Not very likely
- 30% Not at all likely
- 3% Do not have computer at home
- 2% Missing/No Answer

## About You

The following questions are for classification purposes only and will be kept entirely confidential.

**D1. Are you male or female?**

- 44% Male
- 55% Female
- 1% Missing/No Answer

**D2. What is your age as of your last birthday? \_\_\_\_\_ (in years)**

- 1% 18 to 29 years
- 9% 30 to 45 years
- 32% 46 to 55 years
- 27% 56 to 64 years
- 24% 65 to 79 years
- 6% 80+ years
- 1% Missing/No Answer

**D3. What county do you live in? \_\_\_\_\_ (Write in county)**

- 3% Hawkins
- 92% Sullivan
- 3% USA
- 0% Missing/No Answer

**D4. What neighborhood do you live in? \_\_\_\_\_ (Write in neighborhood)**

**D5. What is your ZIP Code? \_\_\_\_\_ (Write in ZIP Code)**

- 40% 37660
- 33% 37664
- 19% 37663
- 1% 37665
- 7% Other
- 0% Missing/No Answer

**D6. How would you rate your overall health today?**

29%	Excellent
52%	Very good
15%	Good
5%	Fair
0%	Poor
0%	Missing/No Answer

**D7. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities?**

16%	Yes
81%	No
4%	Missing/No Answer

**D8. What is your current marital status?**

73%	Married
1%	Not married, living with partner
0%	Separated
10%	Divorced
9%	Widowed
5%	Never married
2%	Missing/No Answer

**D9. What is the highest level of education that you completed?**

2%	0-12th grade (no diploma)
8%	High school graduate (or equivalent)
16%	Post-high school education (no degree)
7%	2-year college degree
27%	4-year college degree
12%	Post-graduate study (no degree)
28%	Graduate or professional degree
1%	Missing/No Answer

**D10. Which of the following best describes your current employment status?**

3%	Self-employed, part-time
4%	Self-employed, full-time
9%	Employed, part-time
43%	Employed, full-time
33%	Retired, not working at all
4%	Not in labor force for other reasons
4%	Unemployed, but looking for work
2%	Missing/No Answer

**D11. Are you of Hispanic, Spanish, or Latino origin or descent?**

1%	Yes
96%	No
3%	Missing/No Answer

**D12. What is your race?**

96%	White or Caucasian
0%	Black or African American
0%	American Indian or Alaska Native
0%	Asian
0%	Native Hawaiian or other Pacific Islander
2%	Other
3%	Missing/No Answer

**D13. What was your annual household income before taxes in 2008?**

3%	Less than \$10,000
6%	\$10,000 to \$19,999
10%	\$20,000 to \$34,999
3%	\$35,000 to \$49,999
7%	\$50,000 to \$59,999
10%	\$60,000 to \$74,999
21%	\$75,000 to \$99,999
24%	\$100,000 or more
7%	Not sure
10%	Missing/No Answer

**Thank you for completing this survey.  
Please return the survey by November 25, 2009  
in the enclosed, postage-paid envelope to:  
AARP State Research  
601 E Street NW  
Washington, DC 20049**



**AARP**

**Knowledge Management**

**For more information, please contact Terri Guengerich at:**

**202.434.6306 or e-mail [tguengerich@aarp.org](mailto:tguengerich@aarp.org)**