

A decorative graphic is present on the page. It features a large, thin, light-colored arc that starts near the top right and curves down towards the bottom right. A horizontal line and a vertical line intersect at the bottom right end of this arc, with a small yellow square at the intersection. Another small yellow square is located at the bottom left corner of the page, near the green header area.

Alaska Issues and Concerns: A Survey of AARP Members

October 2006



Alaska Issues and Concerns: A Survey of AARP Members

**Data collected by FGI Research
Report Prepared by Erica L. Dinger, J.D.**

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AARP is a nonprofit, nonpartisan membership organization that helps people 50+ have independence, choice and control in ways that are beneficial and affordable to them and society as a whole. We produce *AARP The Magazine*, published bimonthly; *AARP Bulletin*, our monthly newspaper; *AARP Segunda Juventud*, our bimonthly magazine in Spanish and English; *NRTA Live & Learn*, our quarterly newsletter for 50+ educators; and our website, www.aarp.org. AARP Foundation is our affiliated charity that provides security, protection, and empowerment to older persons in need with support from thousands of volunteers, donors, and sponsors. We have staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

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Table of Contents

	Page
Background	1
Highlights.....	2
Findings.....	3
Member Concerns.....	3
AARP Roles and Activities.....	4
AARP Events and Activities.....	5
Legislative Issues.....	6
Transportation Issues.....	7
Housing Issues.....	8
Consumer Issues.....	10
Tax Issues.....	15
Utility Issues.....	17
Health Issues.....	18
Conclusions.....	20
Profile of Alaska Respondents.....	21
Methodology.....	21
Demographic Profile of Alaska AARP Members.....	22
Appendix A: Annotated Questionnaire.....	23

Background

This survey was commissioned by AARP Alaska to explore members' views and concerns about a variety of issues crucial to members in Alaska. These issues include top concerns for Alaska members, legislative priorities, and consumer and health issues.

As AARP Alaska works to improve the lives of all Alaskans age 50 and over, it is important for the state to have an understanding of which issues most concern Alaska members.

The present report is based on data from a mail survey of 2,000 Alaska AARP members. It was conducted by AARP from July through August, 2006. The survey has a sampling error of +/- 3.3%;¹ the sample was weighted by age to represent the actual composition of Alaska members. The full methodology is provided at the end of the report and the full annotated questionnaire is contained in the appendix of this report. Percents may not add to 100 percent due to rounding.

¹ Meaning that at the 95% confidence level, member responses reported here are within 3.3 percentage points of what they would have been if every Alaska AARP member was interviewed.

Highlights

Member Concerns

- Alaska members say they are extremely concerned about assuring the safety of their pension benefits and retirement savings (52%) and affording the cost of health care (48%).
- Eighty-six percent of Alaska members say that making prescription drugs more affordable should be a top or high priority for AARP. About eight in ten say that ensuring the availability of quality long-term care facilities (82%), strengthening Medicare (79%), and helping people remain in their homes as they age (81%) should be top or high priorities.

Transportation Issues

- Seven in ten (70%) Alaska members strongly (55%) or somewhat (15%) support banning the use of cell phones while driving.

Housing Issues

- Three in ten (31%) members say their homes will need modifications or repairs to enable them to stay there for the next five years. Of those who say modifications are needed (n=284), cosmetic repairs (53%); weatherization (52%), and structural repairs (50%) such as a new roof or plumbing are the most commonly mentioned.

Consumer Issues

- More than a quarter (27%) of Alaska members say they believe they have been the victim of a consumer fraud or swindle.
- Almost nine in ten (87%) members strongly (63%) or somewhat (24%) agree that shredding personal documents could help protect consumers from identity theft.

Tax Issues

- More than half of Alaska members support increasing the tax on tobacco products (57%), increasing corporate income taxes (54%), and increasing the tax on alcohol (53%) as a way to balance the state budget.
- Eight in ten (82%) members oppose increasing property taxes to balance the state budget.

Utility Issues

- Eight in ten (83%) Alaska members say their utility bills have increased in the past year, and 47 percent say they have substantially lowered the heat in their homes due to rising energy costs.

Health Issues

- Almost six in ten (58%) members say they have experienced arthritis pain in the last twelve months.

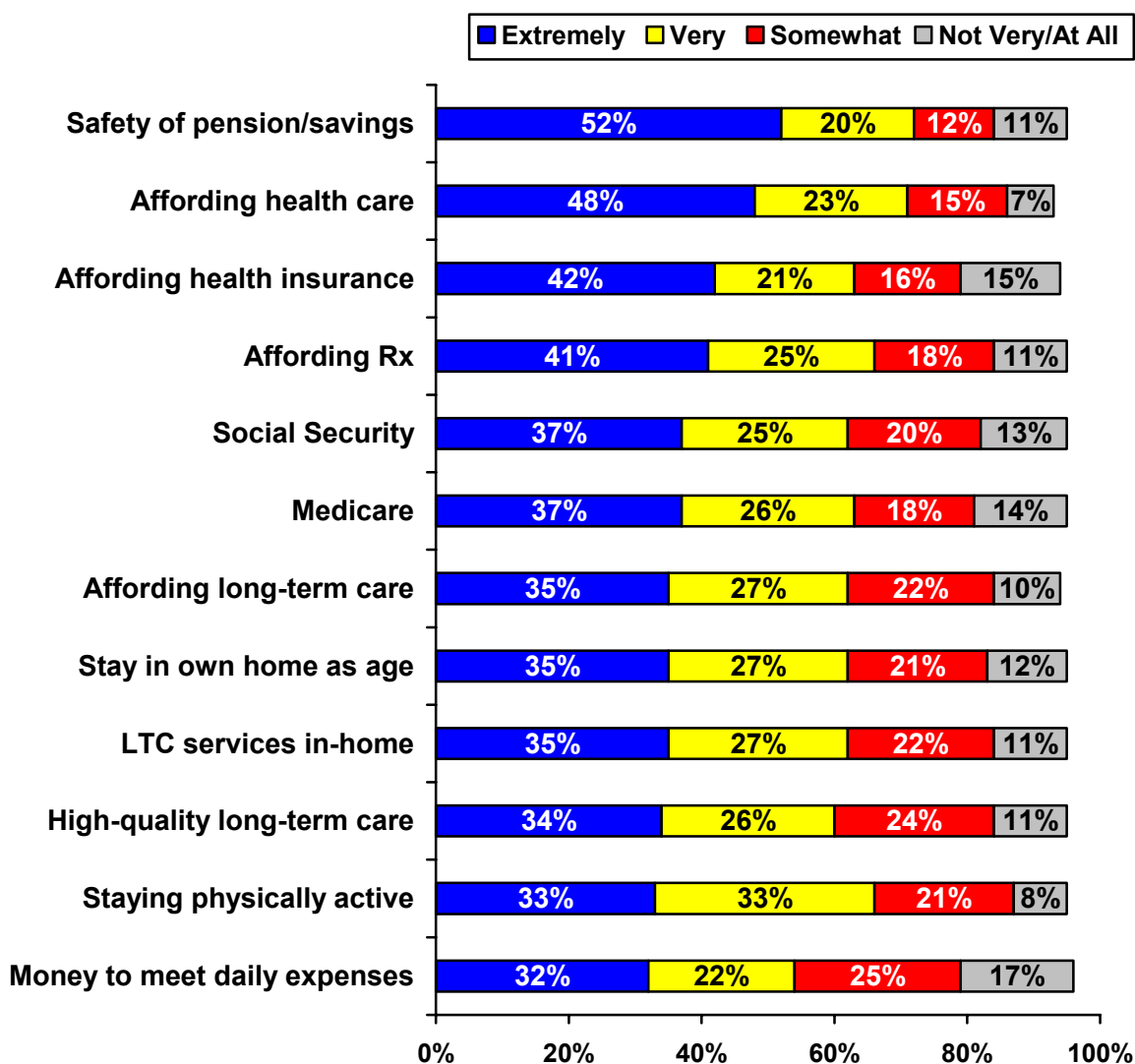
Findings

Member Concerns

More than half of Alaska members are extremely concerned about the safety of their pension benefits and retirement savings.

Alaska members were given a list of concerns expressed by people age 50 and older and asked to indicate how concerned they were about each of the topics. More than half of Alaska members say they are extremely concerned about the safety of their pension benefits and retirement savings. Issues surrounding health care affordability are also of prime concern to AARP members in Alaska. Affording the cost of health care, health insurance, and the cost of prescription drugs round out the top four concerns of Alaska members.

Top 12 Personal Concerns of Alaska Members²
(Weighted N=925)



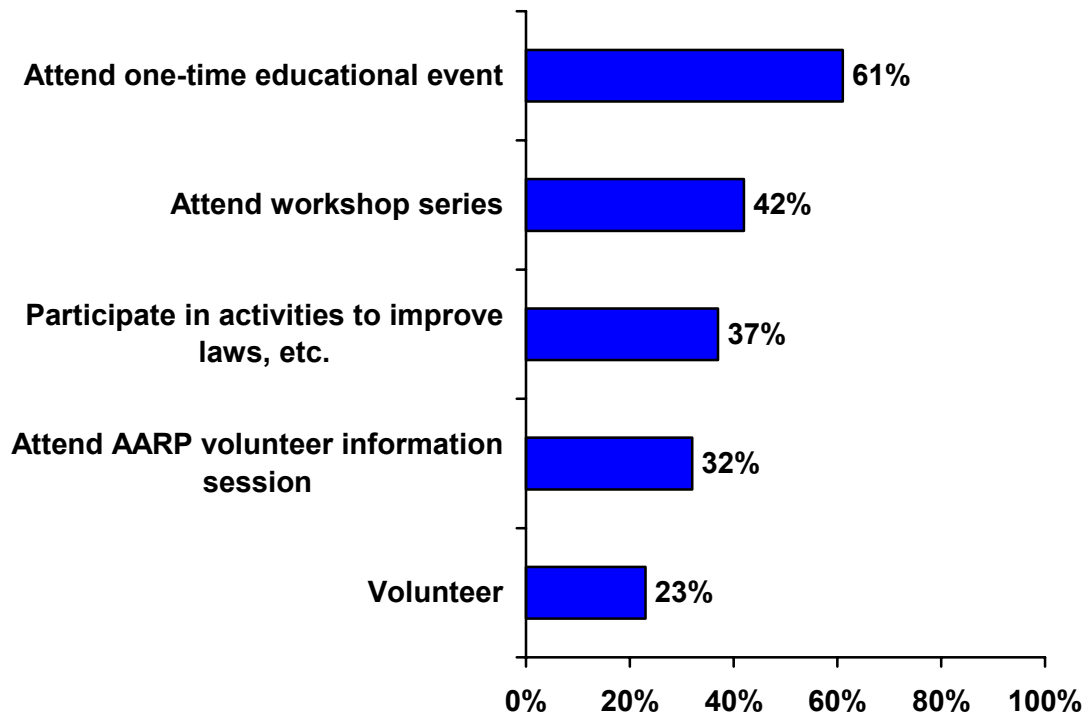
² Approximately 6 percent of respondents reported “no answer” to each of the concerns. For a complete list of members’ concerns, see the attached Annotation.

AARP Roles and Activities

Over six in ten Alaska members say they would attend a one-time educational event on a topic of interest or concern to them.

Over six in ten Alaska members say they would attend a one-time educational event on a topic of interest or concern to them if it were offered by AARP. Over four in ten say they would attend a workshop series or several meetings or classes on a topic of interest, while more than a third would participate in activities to improve state laws, policies, or regulations that affected them.

Members Who Would Attend or Participate in Opportunities if Provided by AARP (Weighted N=925)

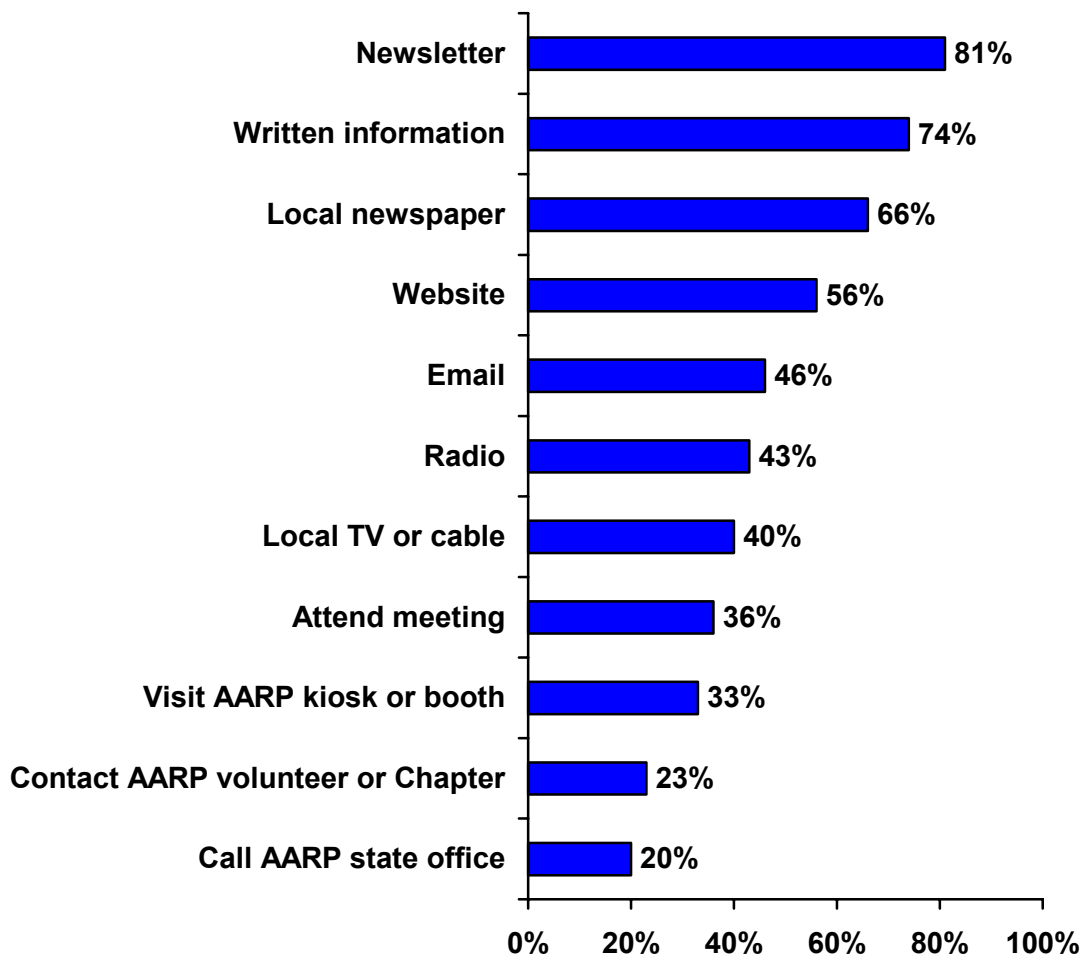


AARP Events and Activities

Most members want to find out about AARP events and activities through a state-based newsletter.

More than eight in ten Alaska members say they want to find out about AARP events or activities in their community through a state-based AARP newsletter. Almost three-fourths say they would like to receive written information on topics of interest or concern to them. Two-thirds of members would like to read about AARP activities in the local newspapers.

**Preference for Finding out About AARP Events or Activities
(Weighted N=925)**

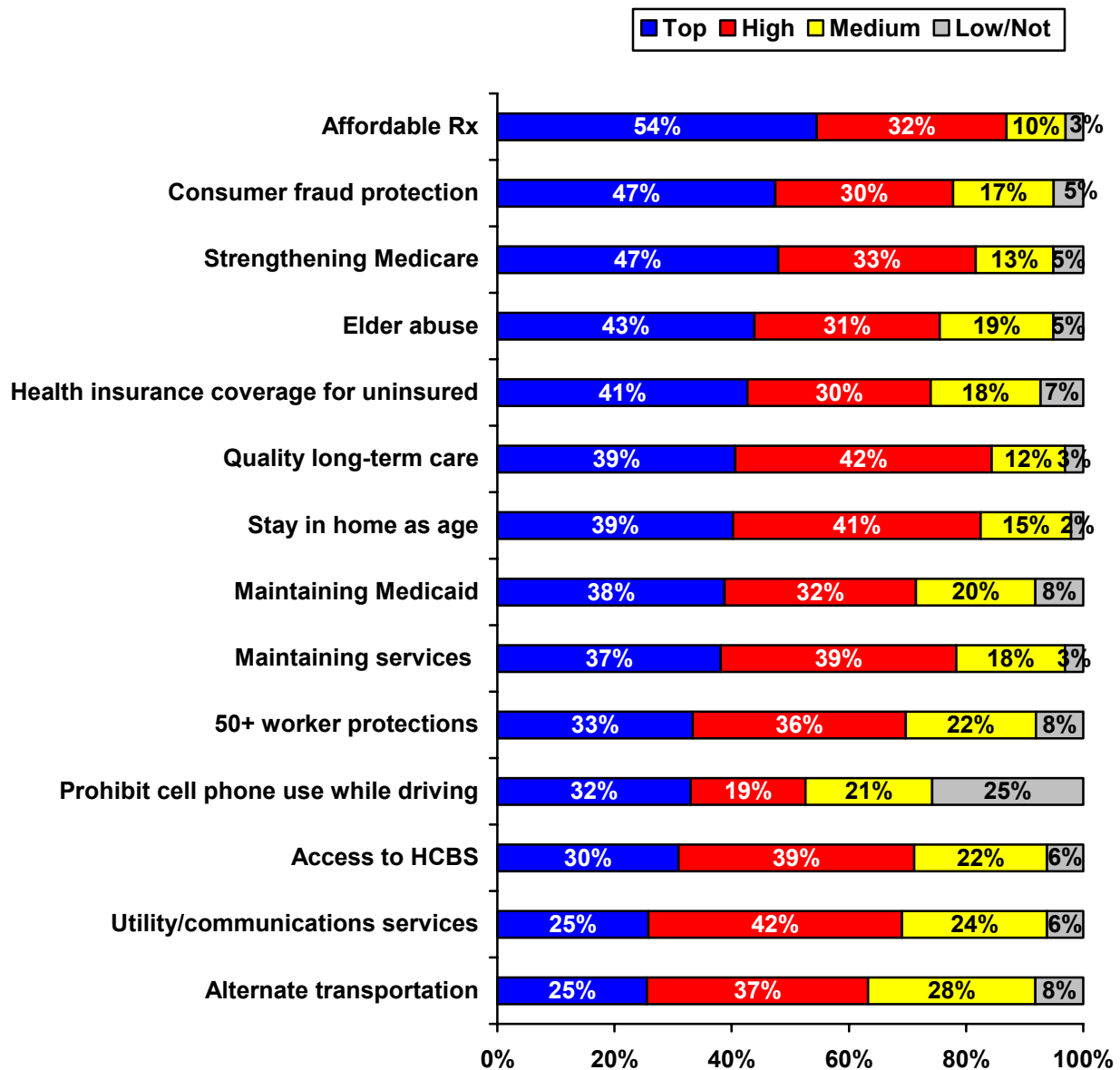


Legislative Issues

Eighty-six percent of AARP Alaska members say making prescription drugs more affordable should be a top or high priority for AARP Alaska.

Alaska members were given a list of legislative issues and asked what priority AARP Alaska should give each issue. The top five priorities are dominated by care concerns and the uninsured

**State Legislative Issues
(Weighted N=925)**

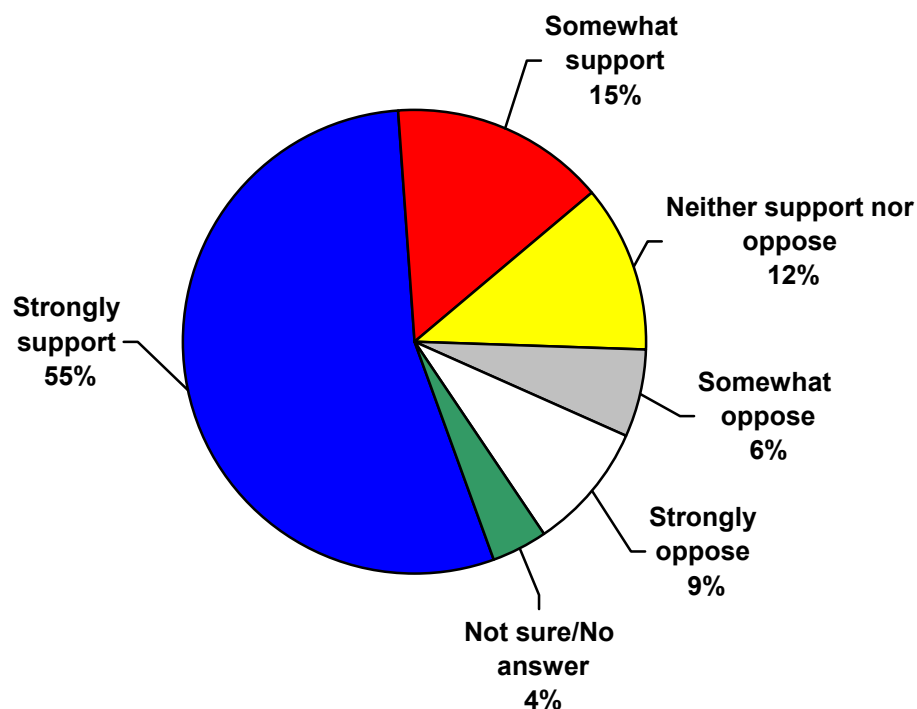


Transportation Issues

Seven in ten Alaska members support the state of Alaska prohibiting the use of cell phones while driving.

Some states have enacted laws that prohibit the use of cell phones while driving, but permit the use of hands-free cell phones. Seven in ten (70%) Alaska members say they strongly or somewhat support the state of Alaska prohibiting the use of cell phones while driving.

**Support for Prohibiting Cell Phone Use While Driving
(Weighted N=925)**



Most Alaska members drive when they need to go out, such as to the grocery store or to church.

Most (93%) members say they drive when they need to get somewhere, while about two in ten walk (20%) or get a ride with family or friends (18%). Fewer take a taxi (5%) or public transportation (5%).

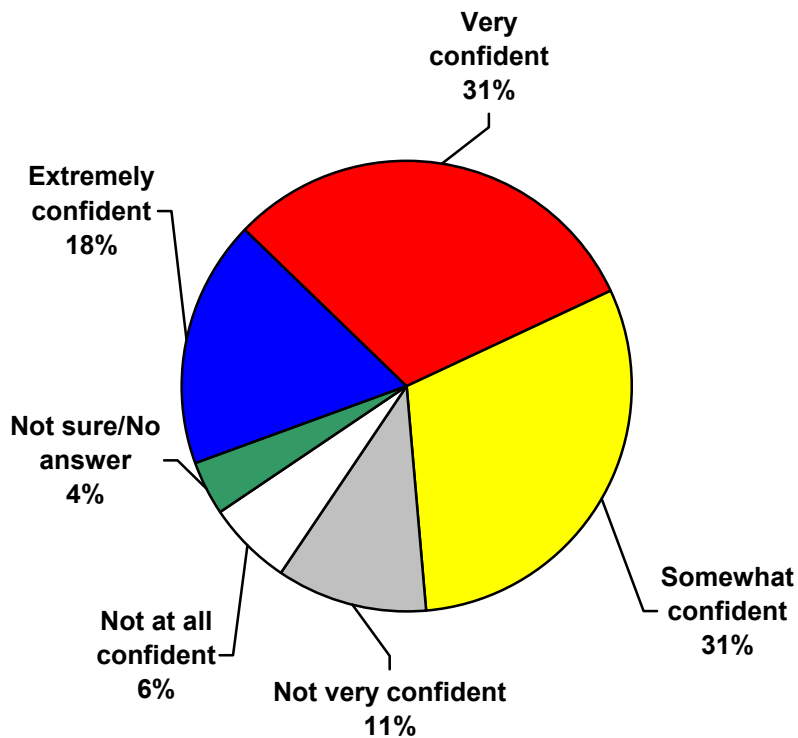
Alaska members are active. More than half (54%) say they leave the house more than five times a week, while 28 percent go out 3 to 5 times a week and 15 percent 1 or 2 times a week. However, 10 percent say they miss something that they would like to do because transportation is not available at least sometimes. About a quarter (23%) say they rarely miss something due to transportation problems, and 63 percent say they never miss something.

Housing Issues

Almost half of Alaska members say they are confident that they will be able to live in their current residence as long as they like.

Almost half (49%) of Alaska members are extremely or very confident that they will be able to live in their current residence for as long as they like. About three in ten are somewhat confident, while 16 percent say they are not confident.

**Confidence in Ability to Stay in Residence
(Weighted N=925)**

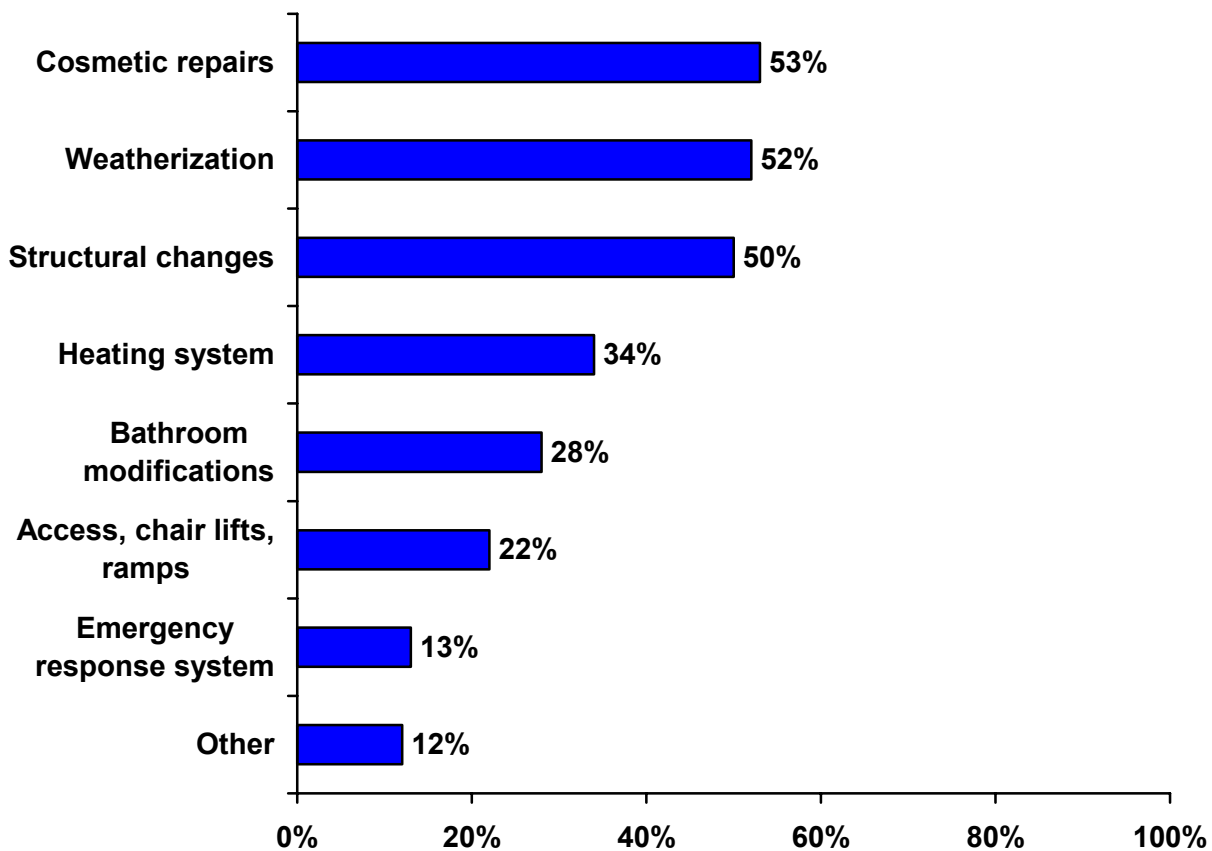


Three in ten members say that their current residence will need significant repairs, modifications, or changes to improve their ability to live there over the next five years.

Fully 31 percent of Alaska members say that their current residence will need significant repairs, modifications, or changes to improve their ability to live there over the next five years. About six in ten (59%) say they will be able to stay in their homes without modifications, while seven percent are not sure.

More than half say that cosmetic or minor repairs, such as painting or floor refinishing, are needed. A similar number say their home needs weatherization, such as window caulking or insulation. However, half anticipate needing structural changes or major repairs, such as a new roof or new plumbing.

**Modifications Needed Over Next Five Years
(n=284 members who anticipate needing home modifications)**



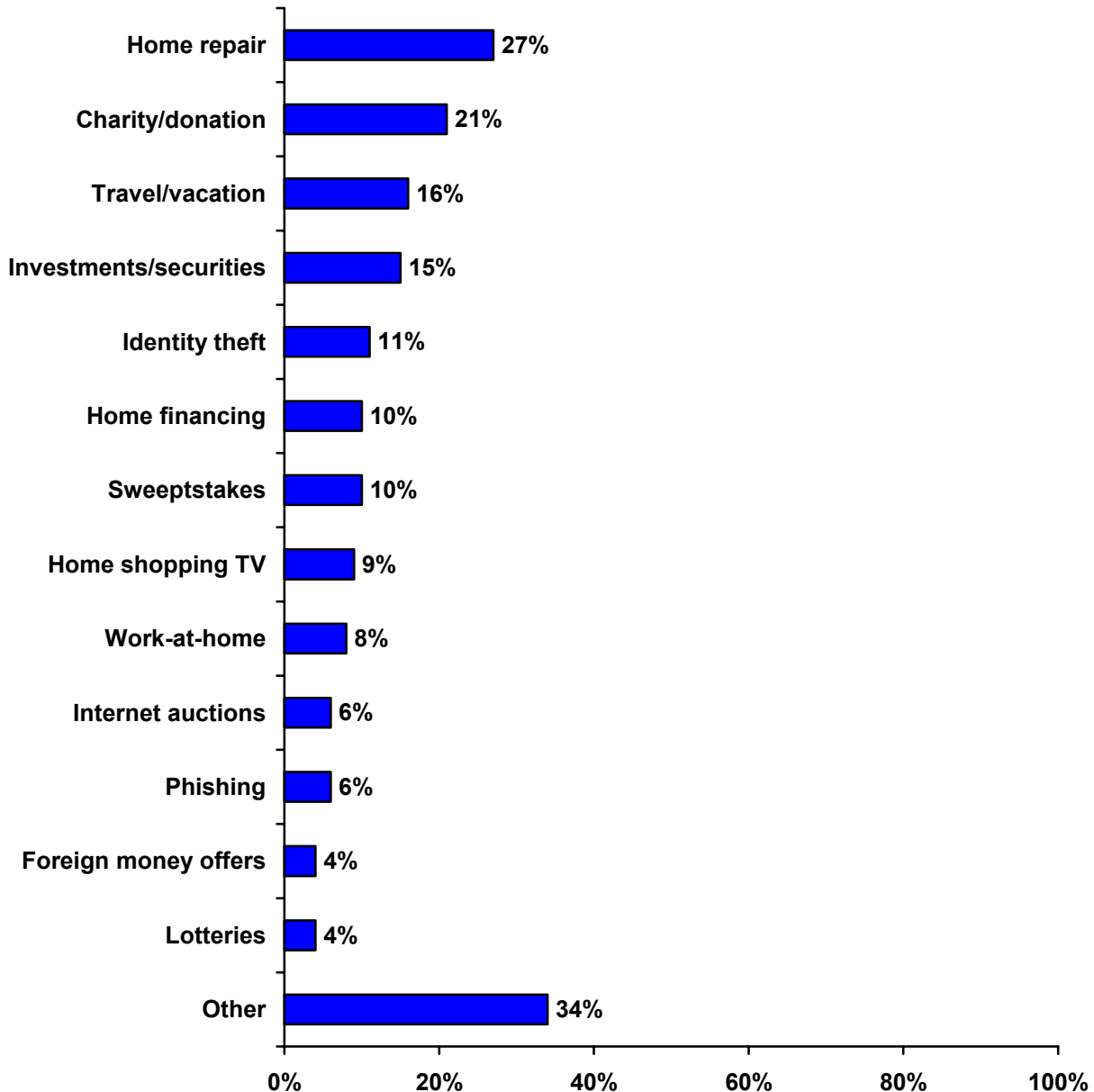
Consumer Issues

More than a quarter of members have been the victim of a consumer fraud or swindle.

More than a quarter (27%) of Alaska members believe they have been the victim of a consumer fraud or swindle. About six in ten (62%) say that they have not been the victim of a consumer fraud or swindle, while nine percent are not sure.

Of those who say they have been the victim of a consumer fraud or swindle, 27 percent say the consumer fraud or swindle was related to home repair or improvement. More than two in ten say it was related to a charity or donation, and 16 percent say it was related to the travel or vacation industry.

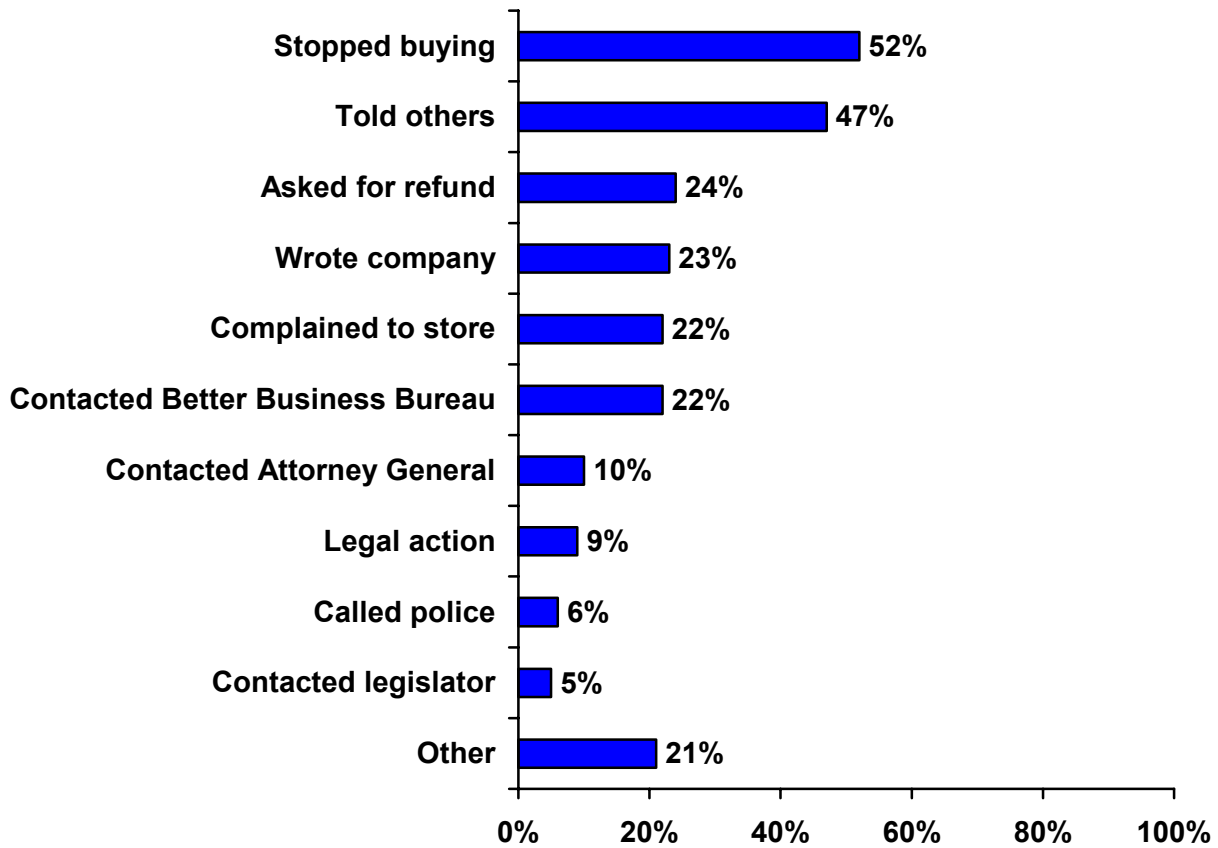
Types of Consumer Fraud or Swindle
(n=251 members who have been the victim of consumer fraud or swindle)



More than half of those who say they have been the victim of a consumer fraud or swindle stopped buying or using the product.

Alaska members who say they have been the victim of a consumer fraud or swindle were asked what action, if any, they took as a result of their experience. More than half say they stopped buying or using the product or service in question, and almost half say they warned others of the problem.

**Actions Taken as a Result of Consumer Fraud or Swindle
(n=251 members who have been the victim of a consumer fraud or swindle)**



More than a third of Alaska members have received a foreign money offer.

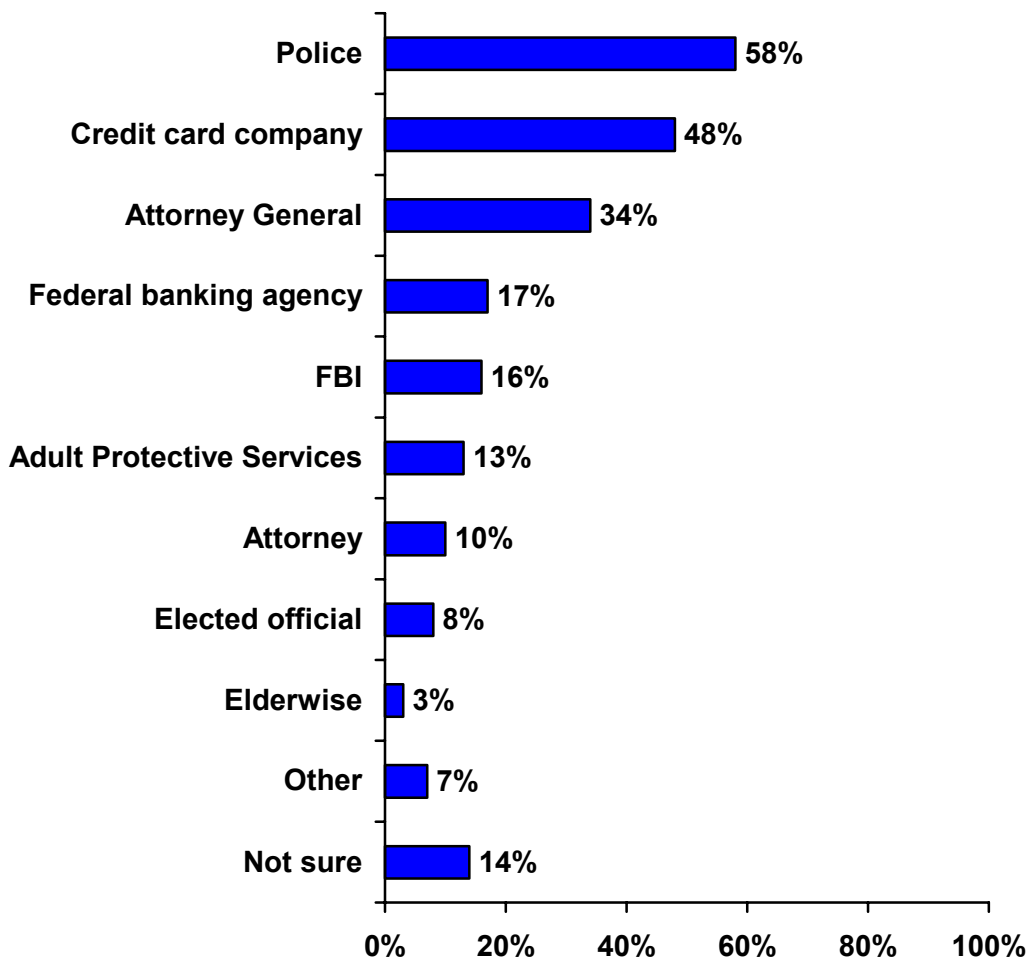
Internet foreign money offers, such as Nigerian check scams or counterfeit money orders, accounted for 43 percent of Alaskan fraud complaints filed with the Federal Trade Commission in 2005. In the past twelve months, 36 percent of Alaska members say they have received such an offer. Six in ten (60%) say they have not received a foreign money offer, while three percent are not sure.

Almost six in ten Alaska members say they would contact the police if they had concerns about someone tricking them into giving out personal or financial information.

Identity theft can occur when someone tricks you into giving out personal or financial information, such as credit card or bank account information or a Social Security number. Eight percent of Alaska members say they have been tricked into giving out this type of information in the last twelve months. More than eight in ten (84%) have not had this experience, while seven percent are not sure.

Regardless of whether they have given out such information, almost six in ten members say they would contact the police if they had concerns about someone tricking them into giving out personal or financial information. Almost half would contact their credit card company, while about a third would inform the Alaska Office of the Attorney General.

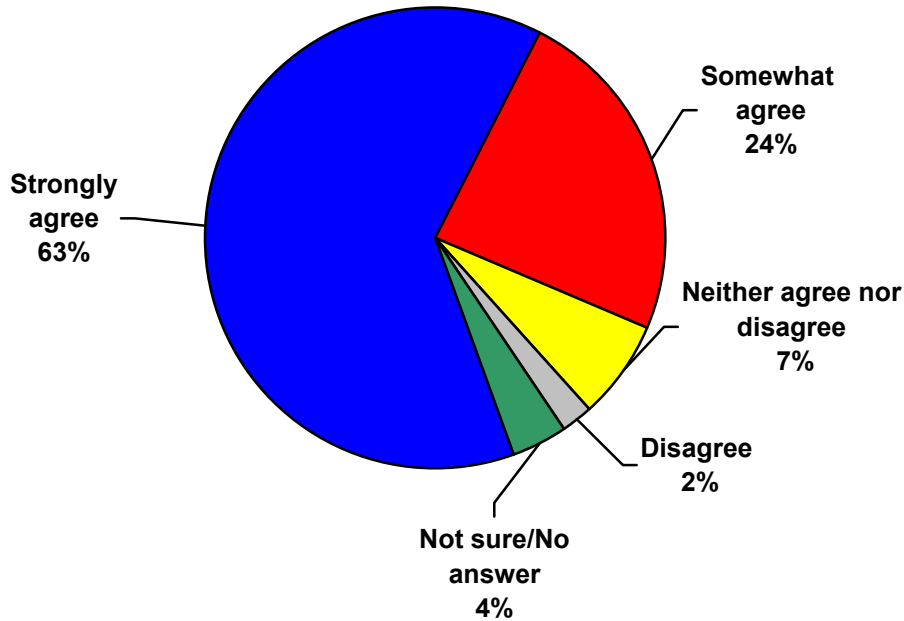
**Where Members Would Turn for Help in Case of Identity Theft
(Weighted N=925)**



Almost nine in ten members agree that shredding personal documents can help protect consumers from identity theft.

Almost nine in ten Alaska members agree that shredding personal documents can help protect consumers from becoming victims of identity theft.

**Agree with Shredding Documents to Help Protect Consumers from Identity Theft
(Weighted N=925)**



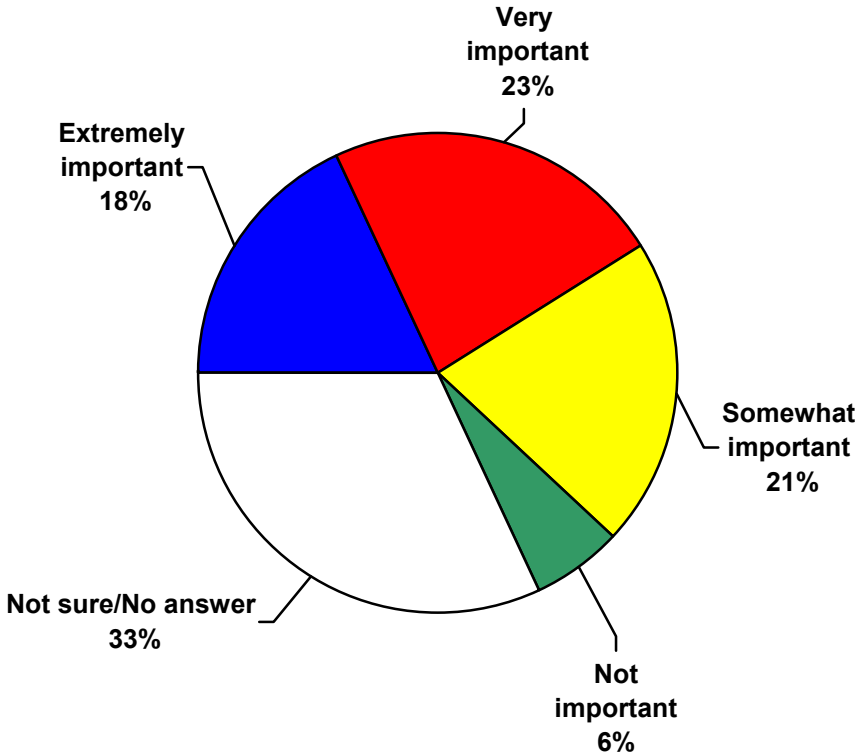
About six in ten members have a mailbox, but fewer than four in ten have a lock on their mailbox.

About six in ten (59%) Alaska members say they have a mailbox on or near their residence, while 43 percent have a post office box. Of those with a mailbox (n=541), nearly four in ten (38%) have a lock on the mailbox. Six in ten (62%) have no lock on their mailbox.

Over six in ten Alaska members say it is important that AARP Alaska provide programs to help consumers avoid fraud.

Over six in ten (61%) AARP Alaska members say that it is extremely, very, or somewhat important for AARP Alaska to provide educational and informational programs in their communities in order to help consumers avoid unfair and deceptive practices.

**Importance of AARP Alaska Providing Programs on Consumer Fraud
(Weighted N=925)**

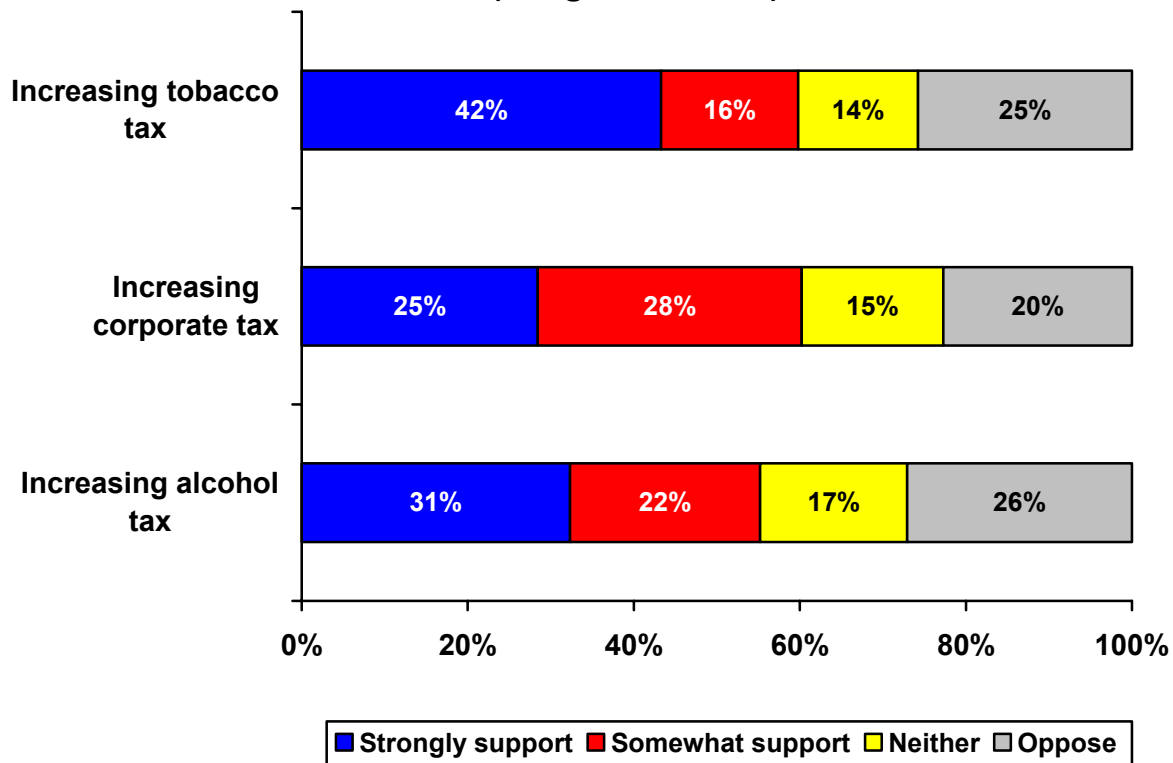


Tax Issues

Almost six in ten Alaska members support increasing the tax on tobacco products in order to balance and maintain the state budget.

Many states are currently facing budget shortfalls. Alaska members were asked which measures they would support or oppose to help maintain Alaska's budget. Almost six in ten (57%) members say they would support an increase on the tax on tobacco. More than half of members also support increasing corporate income taxes (54%) and increasing the tax on alcohol (53%).

**Top Three Tax Increases Supported by Members to Balance Alaska's Budget³
(Weighted N=925)**

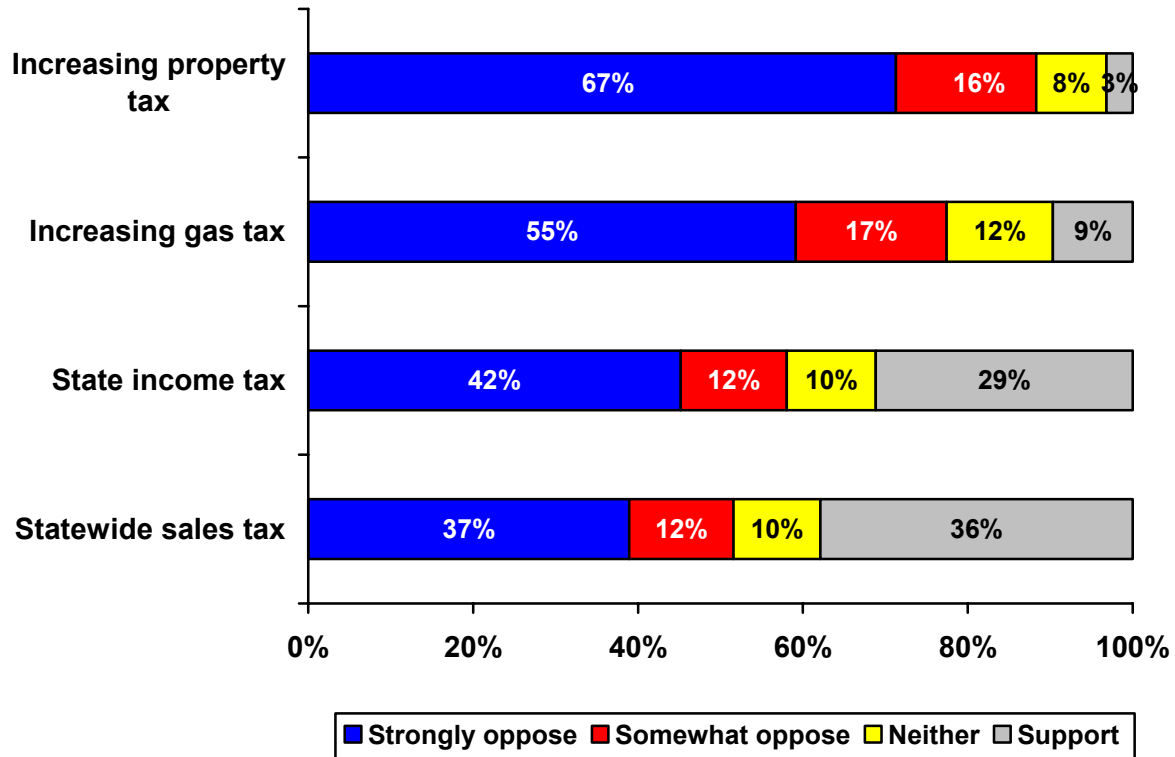


³ Approximately 4 to 11 percent of respondents chose not sure or no answer for these questions.

More than eight in ten Alaska members oppose increasing property taxes to help balance or maintain the state budget.

More than eight in ten (82%) Alaska members oppose increasing property taxes to balance or maintain the state budget. Over seven in ten (72%) oppose increasing the tax on gasoline, and more than half (55%) oppose reinstating a state income tax. Almost half (48%) oppose imposing a statewide sales tax.

Tax Increases Opposed by Members to Balance Alaska's Budget⁴
(Weighted N=925)



⁴ Approximately 6 to 7 percent of respondents chose not sure or no answer for these questions.

Utility Issues

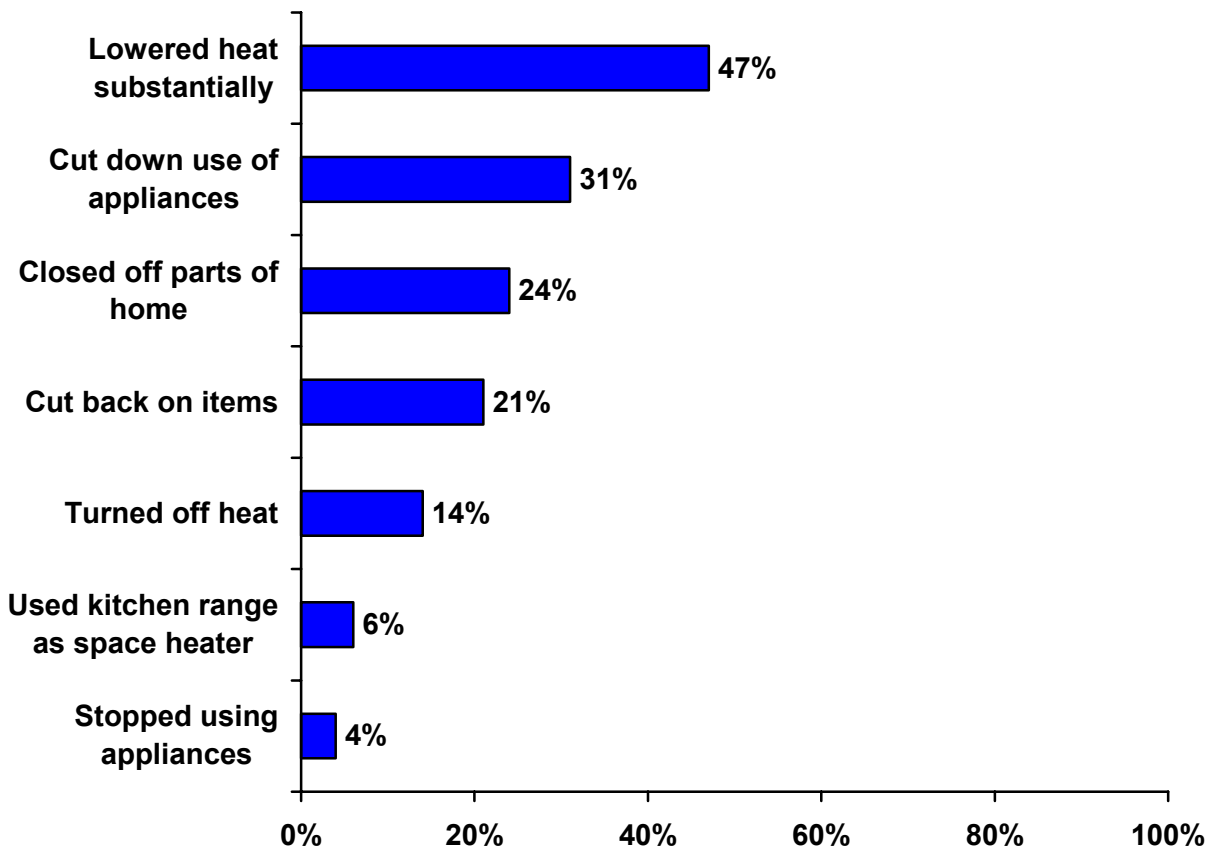
Over eight in ten Alaska members say their utility bills have increased in the past year.

More than eight in ten (83%) Alaska members say that, in the past year, their utility bills have increased. Eleven percent says that the bills have stayed about the same, while one percent says their utility bills have actually decreased.

Almost half of Alaska members say they have had to substantially lower the heat in their home due to increases in their utility bills.

Nearly half of Alaska members report substantially lowering the heat in their homes due to increases in their utility bills. Three in ten say they have cut down on the use of appliances while almost a quarter have closed off parts of their homes. Two in ten say they have cut back on items such as food or prescription drugs in order to pay their utility bill.

**Actions Taken Due to Increases in Energy Bills
(Weighted N =925)**



Over four in ten members are unaware of an assistance program in Alaska to help eligible consumers pay their energy bills.

More than four in ten (44%) members say that they are unaware of any assistance programs that help eligible consumers pay their energy bills. A similar number (43%) are aware of such a program, while 13 percent are not sure.

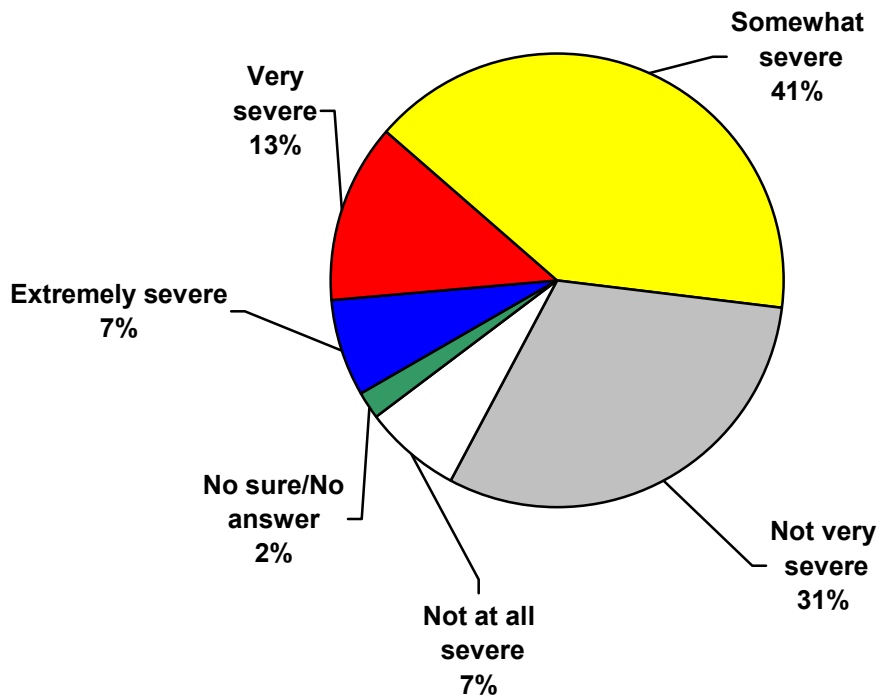
Four percent of Alaska members say that in the last twelve months they have applied for assistance from the Office of Public Assistance, a tribal council, or another agency to pay their energy bills. Most (94%) Alaska members have not applied for such help.

Health Issues

Almost six in ten Alaska members have experienced arthritis pain in the last twelve months.

Almost six in ten (58%) Alaska members report having experienced some pain due to arthritis in the last twelve months. A third (34%) report experiencing no arthritis pain. Six in ten (60%) of those reporting arthritis pain say that the pain was at least somewhat severe.

Severity of Arthritis Pain
(n=534 members who experienced arthritis pain)

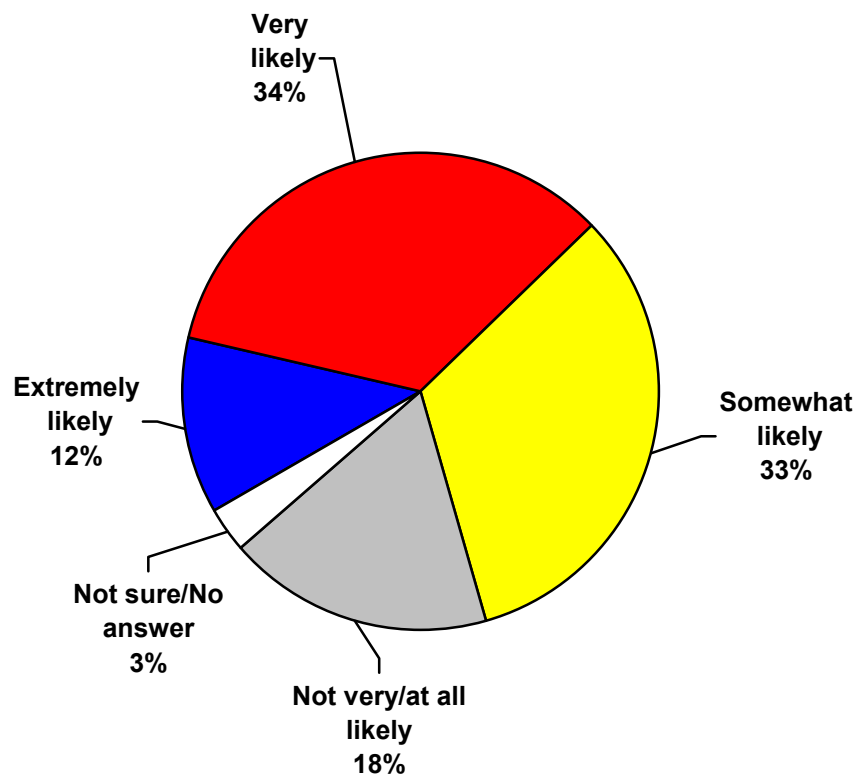


More than four in ten members say they have heard a radio ad that recommends moderate physical activity for arthritis pain relief.

More than four in ten (43%) AARP Alaska members report recently hearing a radio add that recommends moderate physical activity for arthritis pain relief. Almost half (47%) have not heard such an ad, and 10 percent are not sure.

Of those who have experienced some arthritis pain in the last twelve months (n=534), nearly eight in ten (79%) say they are at least somewhat likely to increase their physical activity level to lessen their arthritis pain.

**Likelihood of Increasing Physical Activity Level to Lessen Arthritis Pain
(n=534 members who experienced arthritis pain)**



Conclusions

Alaska members are primarily concerned with the safety of their pensions and benefits and with issues surrounding affordable health care and prescription drugs. These concerns are mirrored in their top legislative priorities. Members want AARP Alaska to give top priority to making prescription drugs more affordable. Strengthening Medicare and ensuring health insurance coverage is provided for the uninsured are also in their top five priorities.

Over six in ten Alaska members are concerned about their ability to stay in their own home as they age, and a similar number are concerned about having long-term care services that enable them to stay at home as long as possible. However, three in ten members say that their current residence will need significant repairs, modifications, or changes to improve their ability to live there over the next five years. About half of those who say their homes will need improvements cite cosmetic repairs, weatherization, and major repairs such as a new roof or plumbing.

More than three-fourths of members say that protecting consumers from fraud should be a top or high priority for AARP Alaska. More than a quarter of members say that they have been the victim of a consumer fraud or swindle, and of these 27 percent say that fraud was related to home repair or improvement. Over six in ten members say that it is important for AARP Alaska to provide information and educational programs in their communities on this topic. Many members say they would attend one-time educational events if they were on topics of interest to them.

Alaska members are active, with 93 percent saying they drive when they need to get somewhere and more than eight in ten leaving the house at least three times a week. Over half say that they are concerned about being able to get where they need and want to go if they were unable to drive, and 47 percent say that continuing to drive safely is a concern. About half say that prohibiting cell phone use while driving should be a top or high priority for AARP Alaska. Seven in ten strongly or somewhat support prohibiting the use of cell phones while driving.

More than eight in ten Alaska members say that their utility bills have increased over the past year. Almost half say they have had to substantially lower the heat in their home due to increases in their utility bills. About half say that they are concerned about affording the cost of their utility bills.

Members are most likely to support an increase in the tax on tobacco, corporate taxes, or the tax on alcohol in order to balance or maintain the state budget. Members are least likely to support increasing property tax or gas tax, reinstating the income tax, or imposing a sales tax.

Profile of Alaska Respondents

More than seven in ten (71%) Alaska members say they always vote in state elections for Alaska Governor and legislators. Eighteen percent say they vote most of the time. Only nine percent say they vote half of the time or less.

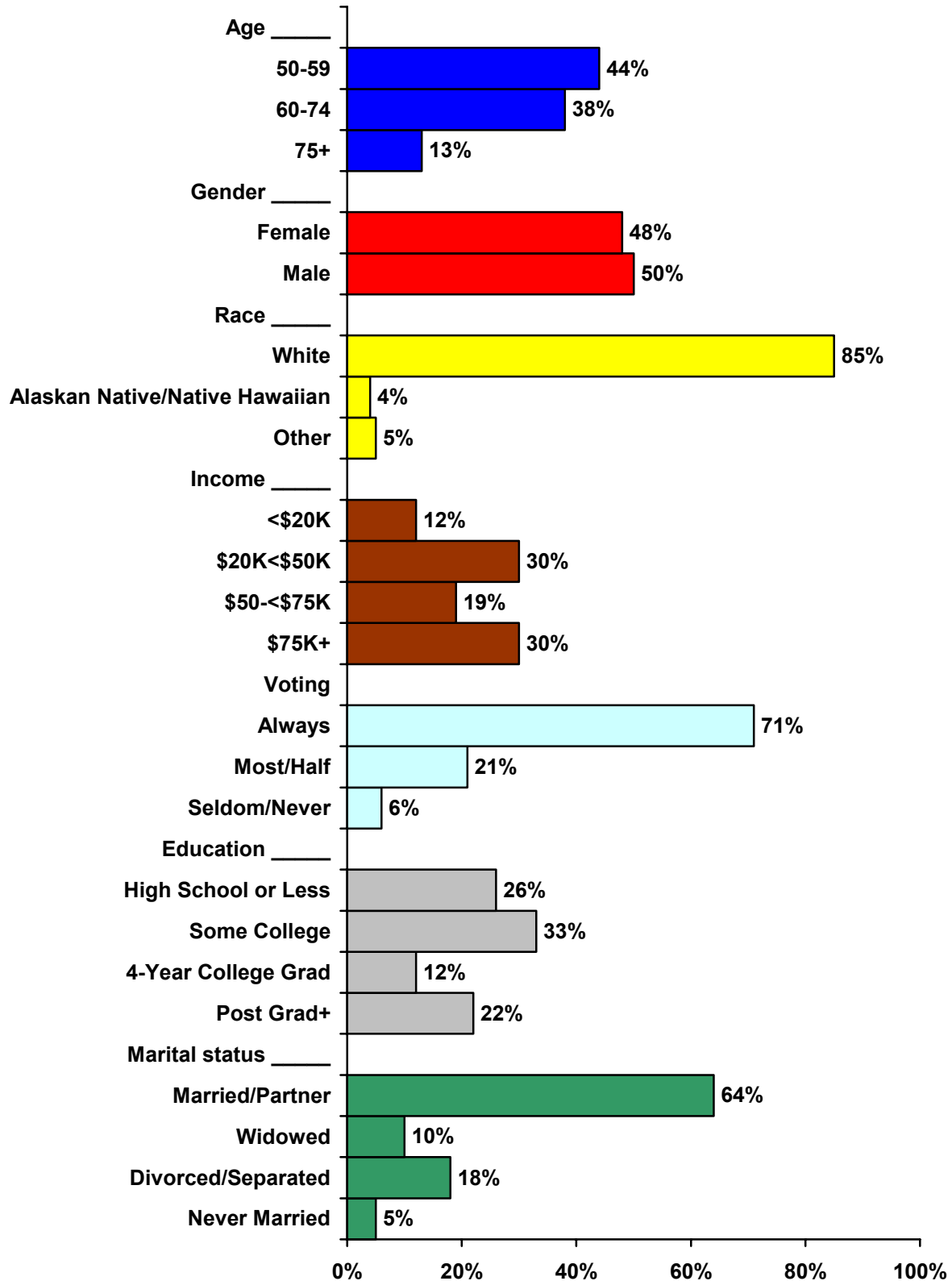
Eight in ten (80%) Alaska members own a personal computer or laptop. Almost a quarter (73%) says they have accessed the Internet from home in the last twelve months. Nearly four in ten (38%) have accessed the internet from work and a quarter have used the internet from someplace else. Eighteen percent say they have not accessed the internet in the last twelve months.

Methodology

This mail survey explores the opinions and experiences of Alaska AARP members on a variety of issues important to the state. AARP conducted the 2006 Alaska Member Survey between July and August 2006. Researchers at AARP randomly selected 2,000 AARP members in Alaska making sure to select members proportionate to each of three age groups: 50-59, 60-74, and 75+. Each selected member received a pre-notification postcard, the survey itself, a reminder postcard, and a second survey.

From the sample, 925 members returned the survey, making the response rate 46 percent. The sampling error for this survey sample is ± 3.2 percent. This means that in 95 out of 100 samples of this size, the results obtained in the sample would fall in a range of about three percentage points of what would have been obtained if every eligible AARP member household in Alaska had been surveyed. There are approximately 44,804 AARP members in Alaska. Researchers weighted the sample by age group to represent the AARP Alaska member population.

Demographic Profile of Alaska AARP Members (N=925)



APPENDIX A

2006 AARP Alaska Member Survey

AARP Members Weighted N =925; Response Rate =46%; Sampling Error =+/- 3.2%)
 (Percentages may not add to 100% due to rounding or multiple responses)

Personal Concerns

1. 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 %	No Answer %
a. Having Social Security as a base for retirement income.....	37	25	20	8	5	5
b. Affording the cost of prescription drugs.....	41	25	18	8	3	5
c. Continuing to drive safely.....	22	25	26	16	5	6
d. Staying physically active.....	33	33	21	6	2	6
e. Facing age discrimination in employment.....	13	15	22	24	20	6
f. Affording my housing costs.....	29	21	25	13	7	6
g. Having high quality long-term care for myself or a family member.....	34	26	24	8	3	5
h. Making good financial decisions.....	27	28	24	11	3	6
i. Being able to get to where I need and want to go if I could not drive.....	26	27	26	13	2	5
j. Having Medicare as a base for retirement health insurance.....	37	26	18	10	4	6
k. Affording the cost of my utility services.....	26	24	26	14	5	6
l. Having long-term care services that would allow me to stay at home as long as possible.....	35	27	22	8	3	5
m. Affording health insurance.....	42	21	16	10	5	5
n. Assuring my pension benefits and retirement savings are safe.....	52	20	12	7	4	5

1. (CONTINUED) 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	No Answer
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
o. Affording the cost of health care.....	48	23	15	5	3	5
p. Having good employment opportunities.....	12	19	24	22	16	7
q. Being able to stay in my own home as I get older	35	27	21	10	3	5
r. Avoiding consumer fraud that could threaten my financial security	31	23	22	15	4	5
s. Affording the cost of long-term care.....	35	27	22	6	4	6
t. Having enough money to meet daily living expenses.....	32	22	25	12	4	5
u. Being able to care for family as they age	23	22	25	13	11	6
v. Having enough information on Medicare and its prescription drug program	23	23	27	14	8	5

AARP Roles and Activities at the State Level

2. Listed below are some opportunities AARP could provide within Alaska to address member interests and concerns. Would you personally use these opportunities if they were offered in Alaska?

	Yes	No	Not Sure	No Answer
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
a. Attend workshop series or several meetings, or classes, on topics of interest or concern to me	42	16	37	6
b. Attend one-time educational events on topics of interest or concern to me	61	13	20	6
c. Participate in activities to improve state laws, policies, regulations, or practices that affect me	37	22	35	6
d. Volunteer my time to an AARP activity in my own community	23	26	45	6
e. Attend AARP volunteer information sessions in my community that give me an opportunity to meet other people and provide some community services	32	23	40	6

3. If AARP were to have programs, services, or activities in your community, how would you like to find out about them?

	Yes	No	Not	No
	%	%	Sure	Answer
	%	%	%	%
a. Receive written information on topics of interest or concern to me.....	74	13	10	3
b. Access a website for information on topics of interest or concern to me and for information about upcoming AARP events in my state.....	56	27	13	4
c. Call my AARP State Office to listen to a recording about upcoming AARP events in my state.....	20	55	21	4
d. Visit an AARP kiosk, booth, or office located in your community.....	33	38	24	5
e. Contact an AARP volunteer or AARP Chapter member in or near your community	23	43	29	5
f. Attend a meeting at which AARP programs and activities are described.....	36	31	28	5
g. Receive an email notification	46	36	14	6
h. Read about AARP activities in local newspapers	66	19	11	4
i. Tune in to a local television channel or specific cable channel.....	40	37	19	4
j. Hear about them on a local radio station	43	36	18	4
k. Receive a newsletter on AARP activities in my state...	81	9	6	3

State Legislative Issues

4. To be effective, AARP Alaska wants to work on the most important issues facing members in the state. Keeping in mind what is most important to you, how much of a priority should it be for AARP to work on the following legislative issues in Alaska?

	Top Priority <u>%</u>	High Priority <u>%</u>	Medium Priority <u>%</u>	Low Priority <u>%</u>	Not a Priority <u>%</u>	No Answer <u>%</u>
a. Maintaining the affordability and quality of utility and communication services.....	25	42	24	5	1	3
b. Expanding access to home and community based long-term care services.....	30	39	22	4	2	3
c. Expanding funding for alternative transportation services for those unable to drive.....	25	37	28	6	2	3
d. Working on legislation to prohibit the use of cell phones while driving	32	19	21	14	11	3
e. Improving health insurance coverage for the uninsured	41	30	18	4	3	3
f. Ensuring that workers age 50 and older have access to jobs, promotions, and employee benefits.....	33	36	22	5	3	2
g. Maintaining Medicaid, the government program that provides health and long-term care for low income people	38	32	20	5	3	2
h. Protecting consumers against fraudulent and deceptive business practices that can reduce their retirement savings and financial assets .	47	30	17	4	1	2

4. (CONTINUED) To be effective, AARP Alaska wants to work on the most important issues facing Alaska AARP members. Keeping in mind what's most important to you, how much of a priority should it be for AARP to work on the following legislative issues in Alaska?

	Top Priority %	High Priority %	Medium Priority %	Low Priority %	Not a Priority %	No Answer %
i. Helping people remain in their homes as they age	39	41	15	1	1	2
j. Ensuring the availability of quality long-term care facilities	39	42	12	2	1	3
k. Strengthening Medicare as a base for retirement health coverage.....	47	33	13	3	2	3
l. Maintaining services for older, low-income state residents	37	39	18	2	2	3
m. Making prescription drugs more affordable.....	54	32	10	2	1	3
n. Strengthening laws against elder abuse	43	31	19	3	1	3

Transportation

5. How often do you go out, such as to the grocery store or to church, in a typical week?

1	Not at all
15	1-2 times a week
28	3-5 times a week
54	More than 5 times a week
<.5	Not sure
2	No Answer

6. In general, when you need to get somewhere how do you usually get there? (Check all that apply)

<u>%</u>	
93	Drive
18	Get a ride from family or friends
20	Walk
5	Take a taxi
3	Take a senior or community van
1	Take transportation provided to people with disabilities who cannot get to or use public transportation
5	Take public transportation
2	No Answer

7. How often do you miss something that you would like to do because transportation is not available?

<u>%</u>	
1	All of the time
2	Frequently
7	Sometimes
23	Rarely
63	Never
2	Not sure
2	No Answer

8. Some states have laws that prohibit using a cell phone while driving, but permit the use of hands-free cell phones while driving. Would you support or oppose the state of Alaska prohibiting the use of cell phones while driving?

<u>%</u>	
55	Strongly support
15	Somewhat support
12	Neither support nor oppose
6	Somewhat oppose
9	Strongly oppose
2	Not sure
2	No Answer

Housing

9. How confident are you that you will be able to afford to live in your current residence for as long as you like?

<u>%</u>	
18	Extremely confident
31	Very confident
31	Somewhat confident
11	Not too confident
6	Not at all confident
3	Not sure
2	No Answer

10. Does your current residence need any significant repairs, modifications, or changes to improve your ability to live there over the next five years?

<u>%</u>	
31	Yes
59	No > Go to Question 12
7	Not sure > Go to Question 12
3	No Answer

11. What modifications are needed? (Check all that apply) (n=284)

<u>%</u>	
34	Improved heating system
22	Easier access into or within your home, such as chair lifts or ramps
28	Bathroom modifications such as grab bars, high toilet, or non-slip tile
50	Structural changes or major repairs such as a new roof or new plumbing
53	Cosmetic or minor repairs such as painting or floor refinishing
13	Install medical emergency response system that notifies others in case of emergency
52	Weatherization, such as window caulking or insulation
12	Other: _____
1	No Answer

Consumer Issues

12. **Thinking about all the bad experiences you have ever had when purchasing products or services, was there ever a time you felt you were the subject of a consumer fraud or swindle. In other words, has someone – when selling something to you or delivering a service – cheated you in terms of quantity or quality of a product or a service?**

<u>%</u>	
27	Yes
62	No > Go to Question 15
9	Not sure > Go to Question 15
2	No Answer

13. **What type of product, service, or transaction was this swindle related to? (Check all that apply) (n=251)**

<u>%</u>	
21	Charity or donation
4	Foreign money offers
10	Home financing/mortgage loan
27	Home repair/improvement
9	Home shopping TV program
11	Identity theft
6	Internet auctions
15	Investment or securities
4	Lotteries
6	Phishing
10	Sweepstakes
16	Travel/vacation industry
8	Work-at-home deals
34	Other: _____
1	Not sure
2	No Answer

14. What action, if any, did you take as a result of this experience? (Check all that apply) (n=251)

%

- 22 Complained to store management
- 10 Contacted State of Alaska's Office of the Attorney General/Consumer Fraud Division
- 52 Stopped buying/using product or service
- 5 Contacted local, state, or federal legislator
- 9 Took legal action
- 47 Told others so they would not encounter the same problem
- 24 Asked for a refund or replacement
- 22 Contacted the Better Business Bureau or other consumer rights group
- 6 Called the police
- 23 Wrote to the company
- 21 Other: _____
- 2 Not sure
- 2 No Answer

15. Internet foreign money offers, such as Nigerian check scams or counterfeit money orders, accounted for 43 percent of Alaskan fraud complaints filed with the Federal Trade Commission in 2005. In the past twelve months, have you received a foreign money offer?

%

- 36 Yes
- 60 No
- 3 Not sure
- 1 No Answer

16. In the past twelve months, not counting lost or stolen credit cards, has anyone tricked you or someone you know into giving credit card information, bank account information, a Social Security number, or any other type of personal identification information?

%

- 8 Yes
- 84 No
- 7 Not sure
- 1 Answer

17. If you had concerns about someone tricking you or attempting to trick you into giving them your personal or financial information, where would you turn for help? (Check all that apply)

<u>%</u>	
58	Police
17	Federal banking agency
34	State of Alaska Office of the Attorney General
3	Elderwise
13	State of Alaska Adult Protective Services
16	Federal Bureau of Investigation (FBI)
48	Credit card company
10	Personal attorney
8	Elected official
7	Other: _____
14	Not sure
3	No Answer

18. How strongly do you agree or disagree that shredding personal documents could help protect consumers from identity theft?

<u>%</u>	
63	Strongly agree
24	Somewhat agree
7	Neither agree nor disagree
2	Somewhat disagree
<.5	Strongly disagree
3	Not sure
2	No Answer

19. How do you receive your mail?

<u>%</u>	
59	I have a mailbox on or near my residence
43	I have a post office box > Go to Question 22
<.5	Not sure > Go to Question 22
1	No Answer

20. Do you currently have a lock on your mailbox? (n=541)

<u>%</u>	
38	Yes
62	No
0	Not sure
<.5	No Answer

21. How important is it to you that AARP Alaska provide educational and informational programs in your community to help consumers avoid unfair and deceptive practices?

<u>%</u>	
18	Extremely important
23	Very important
21	Somewhat important
6	Not too important
1	Not at all important
1	Not sure
31	No Answer

Taxes

22. Many states are facing budget shortfalls. In order to balance and maintain budgets, states often look for new ways to raise money. To help maintain Alaska’s budget, how strongly would you support or oppose the following?

	Strongly Support	Somewhat Support	Neither Support nor Oppose	Somewhat Oppose	Strongly Oppose	Not Sure	No Answer
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
a. Imposing a statewide sales tax	14	21	10	12	37	2	4
b. Reinstating a state income tax	13	16	10	12	42	3	4
c. Increasing the tax on gasoline	3	6	12	17	55	2	5
d. Increasing property taxes.....	1	2	8	16	67	1	5
e. Increasing corporate income taxes.....	25	28	15	7	13	6	5
f. Increasing the tax on alcohol	31	22	17	10	16	2	3
g. Increasing the tax on tobacco products	42	16	14	8	17	2	2

Utilities

23. In the past year, have your energy bills increased, stayed about the same, or decreased?

<u>%</u>	
83	Increased
11	Stayed about the same
1	Decreased
3	Not sure
3	No Answer

24. In general, energy rates in Alaska have increased over the past year. Have you had to take any of the following actions due to increases in your energy bills?

In the past year, have you...

	Yes	No	No
	<u>%</u>	<u>%</u>	<u>Answer</u>
			<u>%</u>
a. Cut back on items such as food, prescription drugs, clothing, or other utilities to be able to afford to pay your energy bill.....	21	75	4
b. Lowered the heat in your home substantially.....	47	51	2
c. Turned off the heat in your home.....	14	80	6
d. Closed off parts of your home.....	24	71	5
e. Cut down on the use of appliances.....	31	64	4
f. Stopped using appliances.....	4	89	7
g. Used a kitchen range or oven as a space heater.....	6	88	6

25. Are you aware of any assistance program(s) in Alaska that help eligible consumers pay for their energy bills?

<u>%</u>	
43	Yes
44	No
13	Not sure
1	No Answer

26. In the past twelve months, have you applied for assistance from the Office of Public Assistance, a tribal council, or another agency to pay your energy bills?

<u>%</u>	
4	Yes
94	No
1	Not sure
1	No Answer

Health Issues

27. Have you recently heard a radio ad that recommends moderate physical activity for arthritis pain relief?

<u>%</u>	
43	Yes
47	No
10	Not sure
1	No Answer

28. In the last 12 months, have you experienced any pain due to arthritis?

<u>%</u>	
58	Yes
34	No > Go to Question D1
7	Not sure > Go to Question D1
1	No Answer

29. How severe was the arthritis pain you experienced or are experiencing?

<u>%</u>	
7	Extremely severe
13	Very severe
41	Somewhat severe
31	Not very severe
7	Not at all severe
<.5	Not sure
1	No Answer

30. How likely are you to increase your physical activity level to lessen your arthritis pain?

<u>%</u>	
12	Extremely likely
34	Very likely
33	Somewhat likely
15	Not very likely
4	Not at all likely
2	Not sure
1	No Answer

About You

D1. Do you own a personal computer or laptop?

<u>%</u>	
80	Yes
20	No
1	No Answer

D2. In the last 12 months, have you accessed the Internet from your home or work, or from some other source or place like a friend's or the local library? (Check all that apply)

<u>%</u>	
73	Yes, from home
38	Yes, from work
25	Yes, from some other source
18	No
1	No Answer

D3. What is your age as of your last birthday? _____ (in years)

<u>%</u>	
44	50-59
38	60-74
13	75+
5	No Answer

D4. What is your current marital status?

<u>%</u>	
60	Now married
4	Not married, living with partner
10	Widowed
16	Divorced
1	Separated
5	Never married
3	No Answer

D5. What is the highest level of education that you completed?

<u>%</u>	
6	0-12 th grade (no diploma)
21	High school graduate (or equivalent)
22	Post-high school education (no degree)
11	2-year college degree
12	4-year college degree
6	Post-graduate study (no degree)
16	Graduate or professional degree(s)
7	No Answer

D6.. Thinking about your state elections for Alaska Governor and Legislators in the last ten years, how often would you say you vote?

<u>%</u>	
71	Always
18	Most of the time
3	About half of the time
2	Seldom
3	Never
3	No Answer

D7. Are you of Hispanic, Spanish, or Latino origin or descent?

<u>%</u>	
2	Yes
94	No
1	Not sure
3	No Answer

D8. What is your race?

<u>%</u>	
85	White or Caucasian
2	Black or African American
4	American Indian or Alaska Native
1	Asian
<.5	Native Hawaiian or other Pacific Islander
2	Other
6	No Answer

D9. What was your annual household income before taxes in 2005?

<u>%</u>	
4	Less than \$10,000
9	\$10,000 to \$19,999
9	\$20,000 to \$29,999
10	\$30,000 to \$39,999
11	\$40,000 to \$49,999
19	\$50,000 to \$74,999
30	\$75,000 or more
10	No Answer

D10. Please list your five-digit zip code _ _ _ _ _

D11. Are you male or female?

<u>%</u>	
50	Male
48	Female
3	No Answer

Thank you for completing this survey.

**Please use the postage-paid envelope and return it to State Member Research,
AARP, 601 E Street, NW, Washington, DC 20049, by August 16, 2006.**

AARP
Knowledge Management
For more information contact Erica Dinger at (202) 434-6176.